DataLink

User Manual
Web DataLink for QuickBooks US 2007

Version 1.0.1

Connecting Ecommerce and ERP

Quick Books

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About this manual

This guide will explain how to connect your copy of QuickBooks US with Web DataLink connector. This will enable the transfer of products from QuickBooks to your website, and the transfer of downloaded order information from website to QuickBooks US. This guide assumes you are already familiar with the QuickBooks US.

Compatibility: Web DataLink Connector will work with the QuickBooks Premier 2007: Accountant Edition. Connector supports transfer of Stock, Invoices, Sales orders, and customer transactions but you will need the appropriate version of QuickBooks US to use these features.

Customer support

DataLink provides telephone and email support from Monday to Friday, 9am to 5pm EST Time (excluding US Public&Bank Holidays). For US customers, please call DataLink on 1-866-55-OSCOM.
Please note that on calling DataLink a member of our customer support team will always ask if you have sent us a copy of your Log file, so send an email to support@datalinkuk.com and attach a copy of the Log file and your support enquiry.

It is advisable that you do this before you call. We will then investigate your support call and let you know the solution or refer it to our Development team. In most cases extended time to amend an issue is less than 6 hours as it is quite involved to check log files and make sure all is setup correctly.

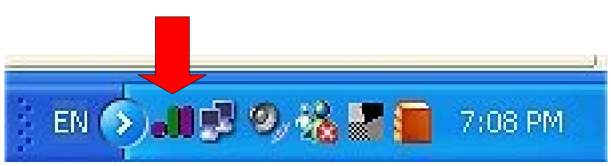
Purpose of the software

Web DataLink for QuickBooks US can be used to synchronise an osCommerce-based online store with your QuickBooks Premier 2007: Accountant Edition software.

This includes:

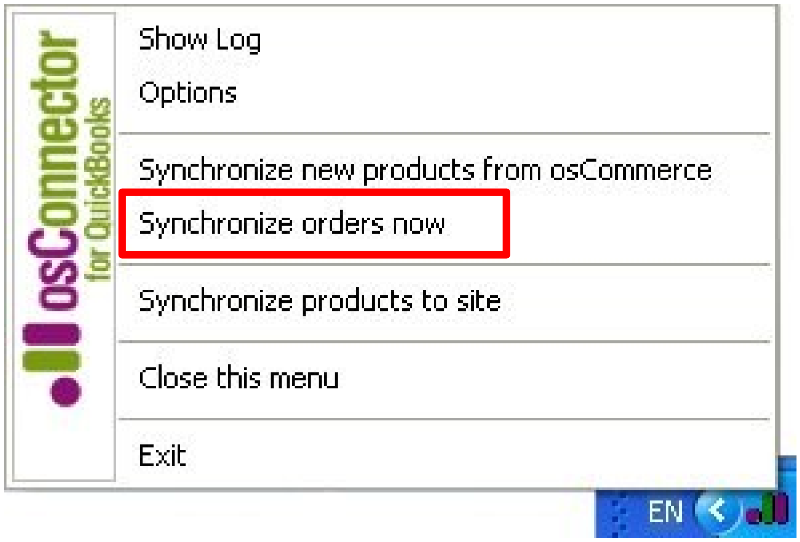
- Order and customer accounts download from osCommerce to QuickBooks US
- Product download from osCommerce to QuickBooks US
- Product upload from QuickBooks US to osCommerce
- Order status upload from QuickBooks US to osCommerce

While running, the Web DataLink for QuickBooks US “sits” in the system tray in the bottom right corner of your screen as an icon.

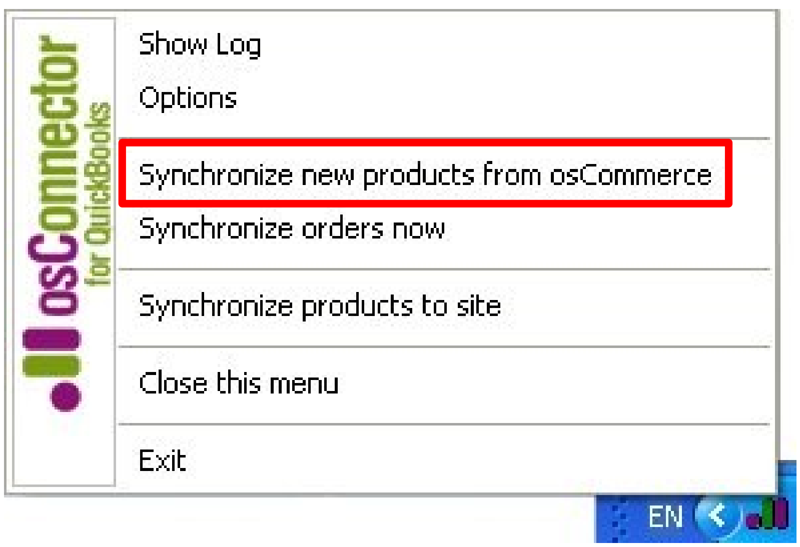


Right mouse clicking on the icon displays a pop-up menu containing the following items:

- **Synchronize orders now** downloads orders and/or invoices from osCommerce to QuickBooks US.

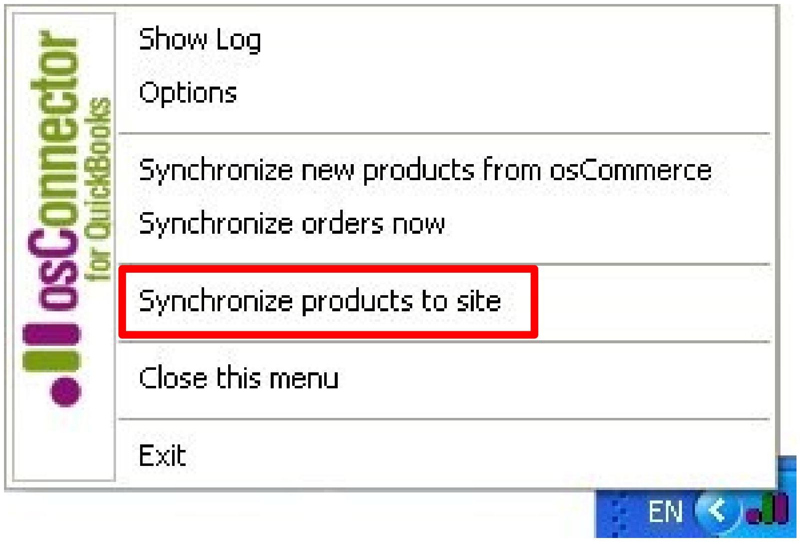


- **Synchronize new products from osCommerce** downloads products from osCommerce to QuickBooks US.

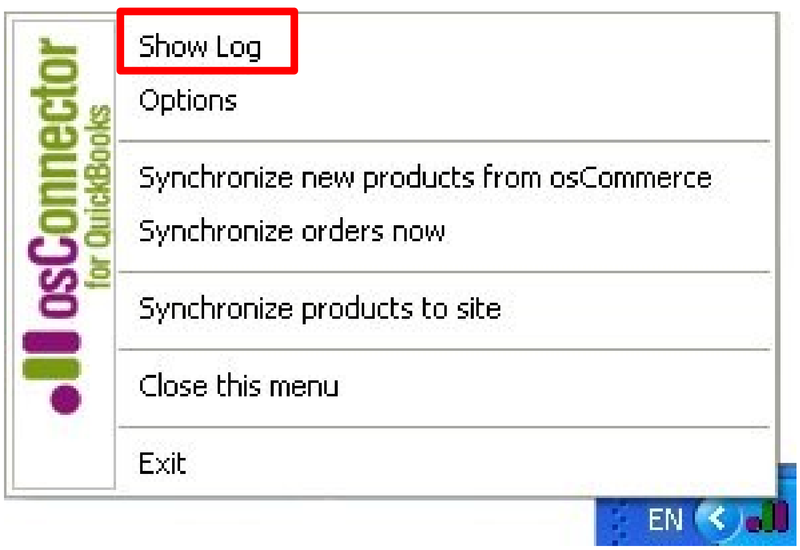


(This feature is useful for systems that have newly installed QuickBooks US Software with an empty product database. If you already have your product catalogue online, you can download it into QuickBooks US and at a later date, if you wish to upgrade your software, you can then upload and manage your online catalogue through QuickBooks US.)

- **Synchronize products to site** uploads products from QuickBooks to osCommerce.



- **Show Log** opens Log Explorer window demonstrating information about Connector's activity.



- **Options** opens QuickBooks Connector Options window.

Installation

The Web DataLink for QuickBooks US consists of two parts. The web part is pre installed to the osCommerce website by DataLink US team. Please note the Web DataLink Connector must be installed onto the same computer as the QuickBooks US.

The software itself is installed as any other MS Windows based software onto your PC, following the instructions of a specially designed Installation Wizard.

These procedures apply where the Web DataLink software is delivered to the Customer via email or via a web download with a connector's ZIP file as an attachment and by using the popular WinZip software, or where the installation is delivered as an executable file.

Contained in the installation are the following documents and files:

– Setup.exe (install file for the Web DataLink for QuickBooks US)
– License Agreement
– Detailed installation Manual
– Readme File

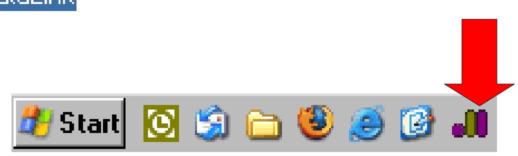
Now unzip your program and install it to your PC:

(a) Firstly, save the ZIP file to your computer by either right clicking on the ZIP file attachment in the email or clicking on the website URL given to you in the email, and then click “SAVE AS”. Save the file to “MY DOCUMENTS”.

(b) Open “MY DOCUMENTS” in the computer Desktop and locate the Web DataLink ZIP File. Right click on the ZIP file, and then - on GO TO “Extract DataLink …”, and then click on “EXTRACT TO”. Double click on the folder that you have unzipped, and then double click on the “setup.exe” file. This will launch the “SET UP Wizard”.

(c) Follow the instructions in the “SET UP WIZARD”, and then accept the “Web DataLink License Agreement”.

Create the Desktop icon: 

and the Quick Launch icon: 

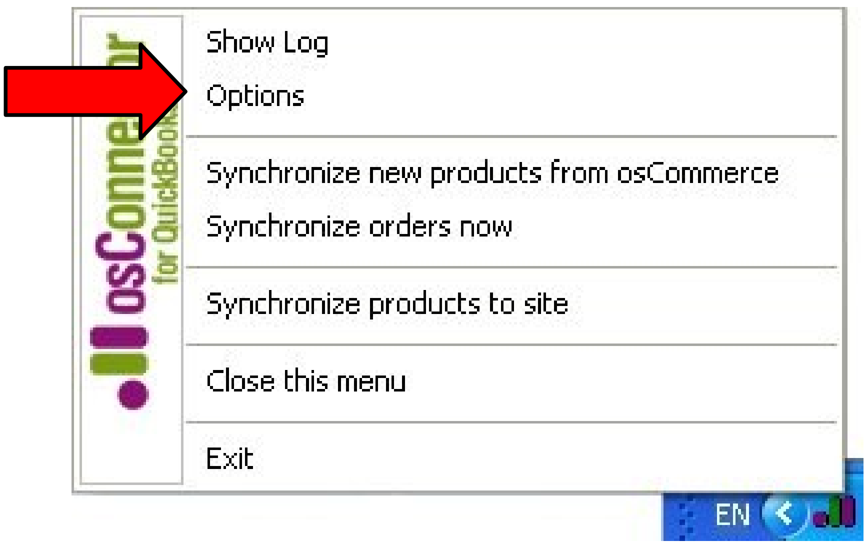
You will then be able to commence using the software by clicking the Web DataLink Connector icon in the system tray or the icon on the PC Desktop.

Settings and Configuration

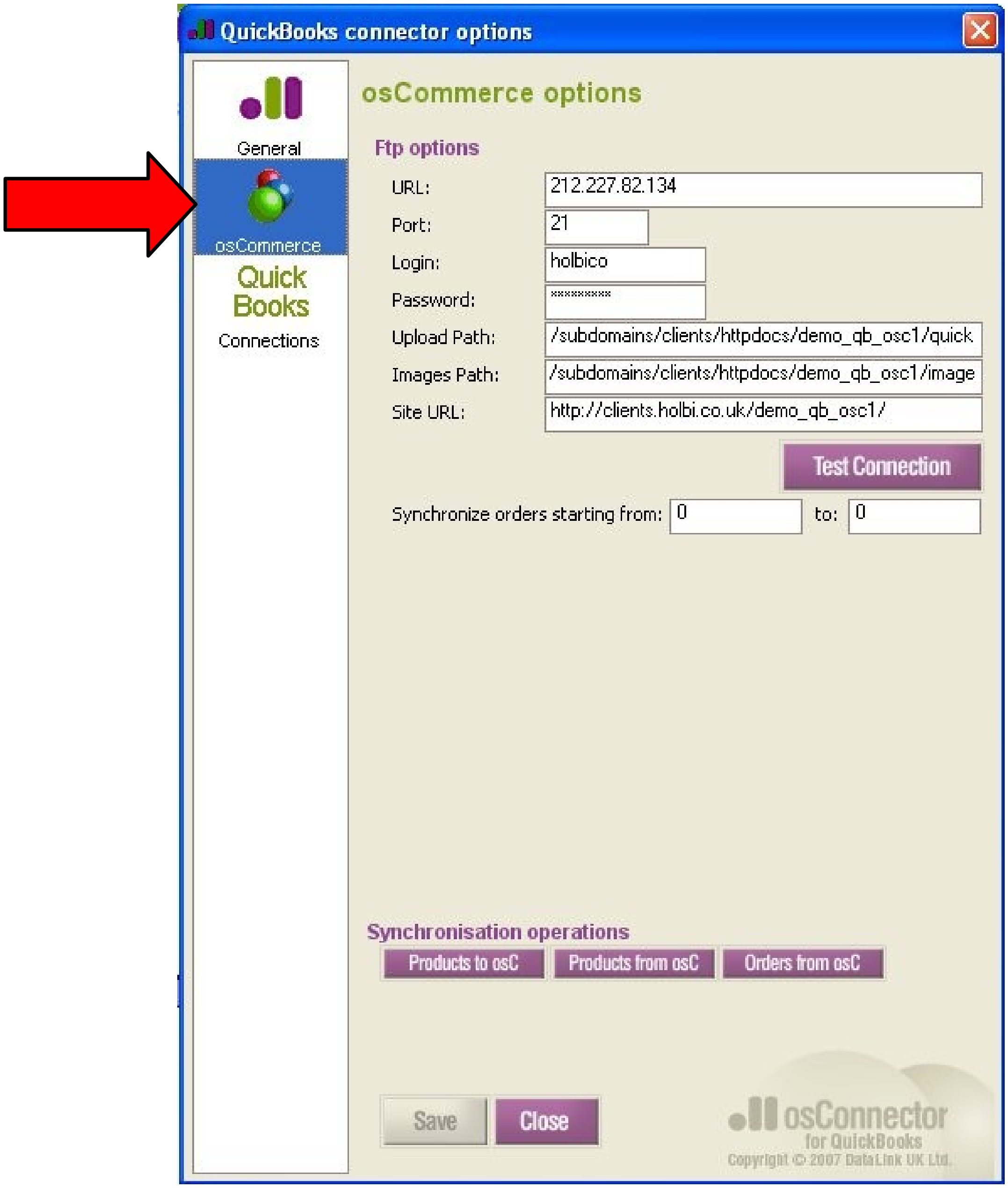
osCommerce Options

The Web DataLink for QuickBooks US needs to be configured only once. It stores configuration settings in the MS Windows registry of the local PC.

1. For successful work the Web DataLink Connector requires access to your website. Go to **osCommerce Options** window: right mouse click on the icon at the bottom right corner of the screen and select the **Options** item.



2. Click the **osCommerce** tab on the left.



The fields are pre-filled with the default links and settings already, so you just need to press the **Test Connection** button to make sure the local PC actually can connect to the osCommerce installation.

(Please note that all standard installations of the program are hardcoded with your FTP details to ensure that if you connect every time. If you have requested that we leave your username and password fields so that you can change these as you update your FTP login details, please make sure that if you change your FTP, you also change your options in Connector for QuickBooks.)

3. The **Synchronize orders starting from** feature allows for a specific order ID on the site. If you don't want to synchronise all online orders, you can set the Order ID in the “Synchronise orders starting from” field so only orders with greater IDs will be synchronised.

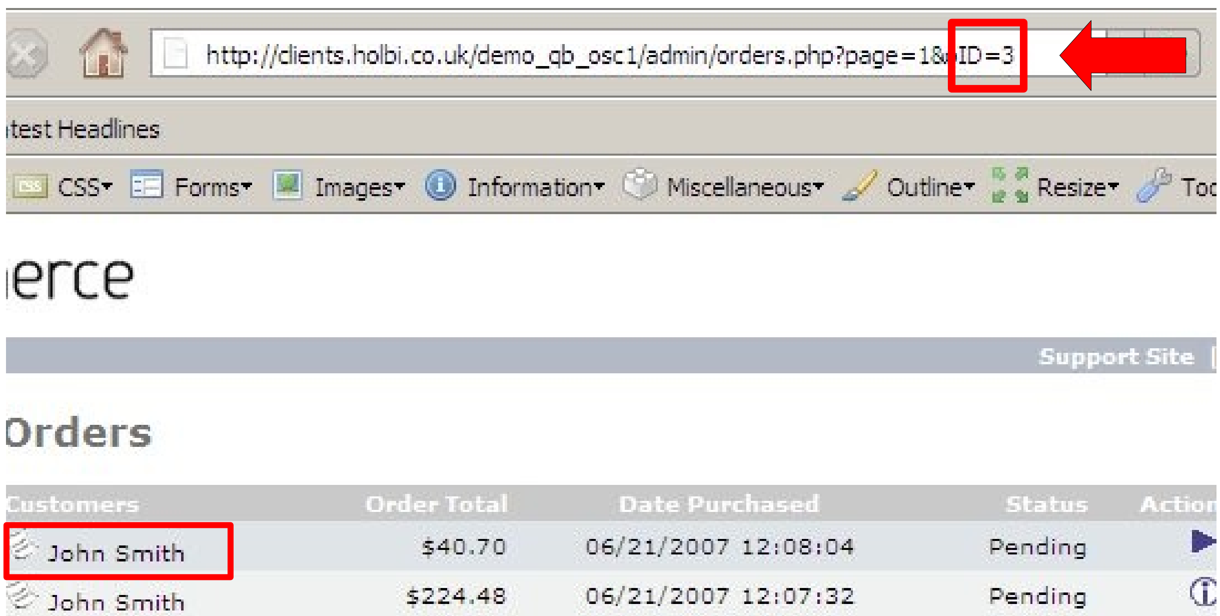
<u>Example:</u>

a) Open Administrative Panel of the osCommerce web-store.

b) In the left column, click the **Customers/Orders** link and select **Orders** item.

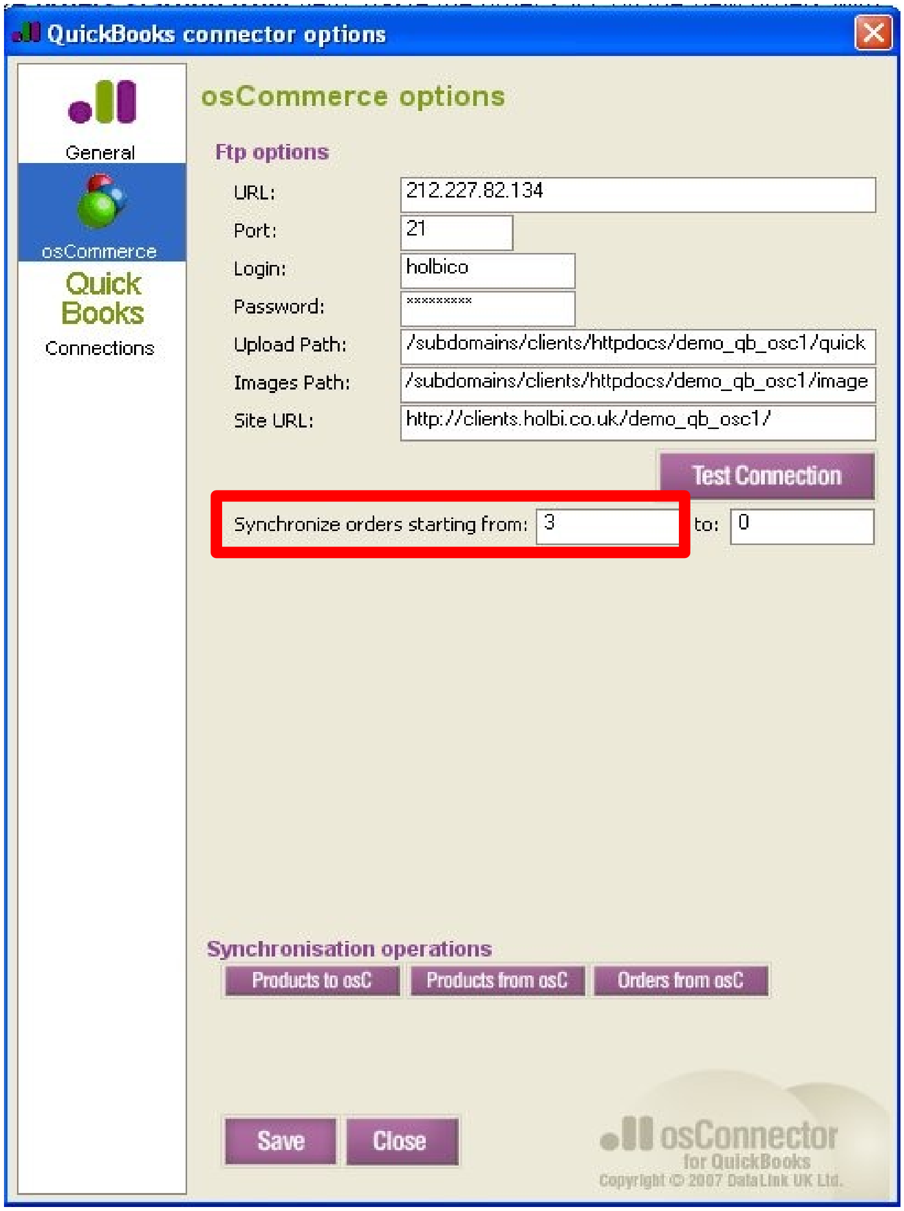
c) In the Orders list, select a record.

d) Put the focus in the Address line and copy the order's ID at the end of the link. For example, ID=3.

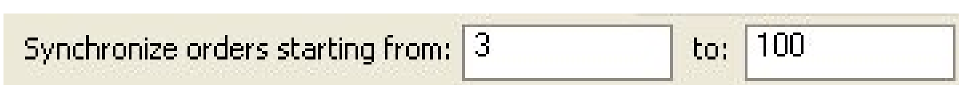


e) Then, go to the **QuickBooks Connector**, **osCommerce Options** window.

f) In the **Synchronize orders starting from** field, paste the order's ID. All the new orders with IDs greater than set in this field will be downloaded to QuickBooks US.

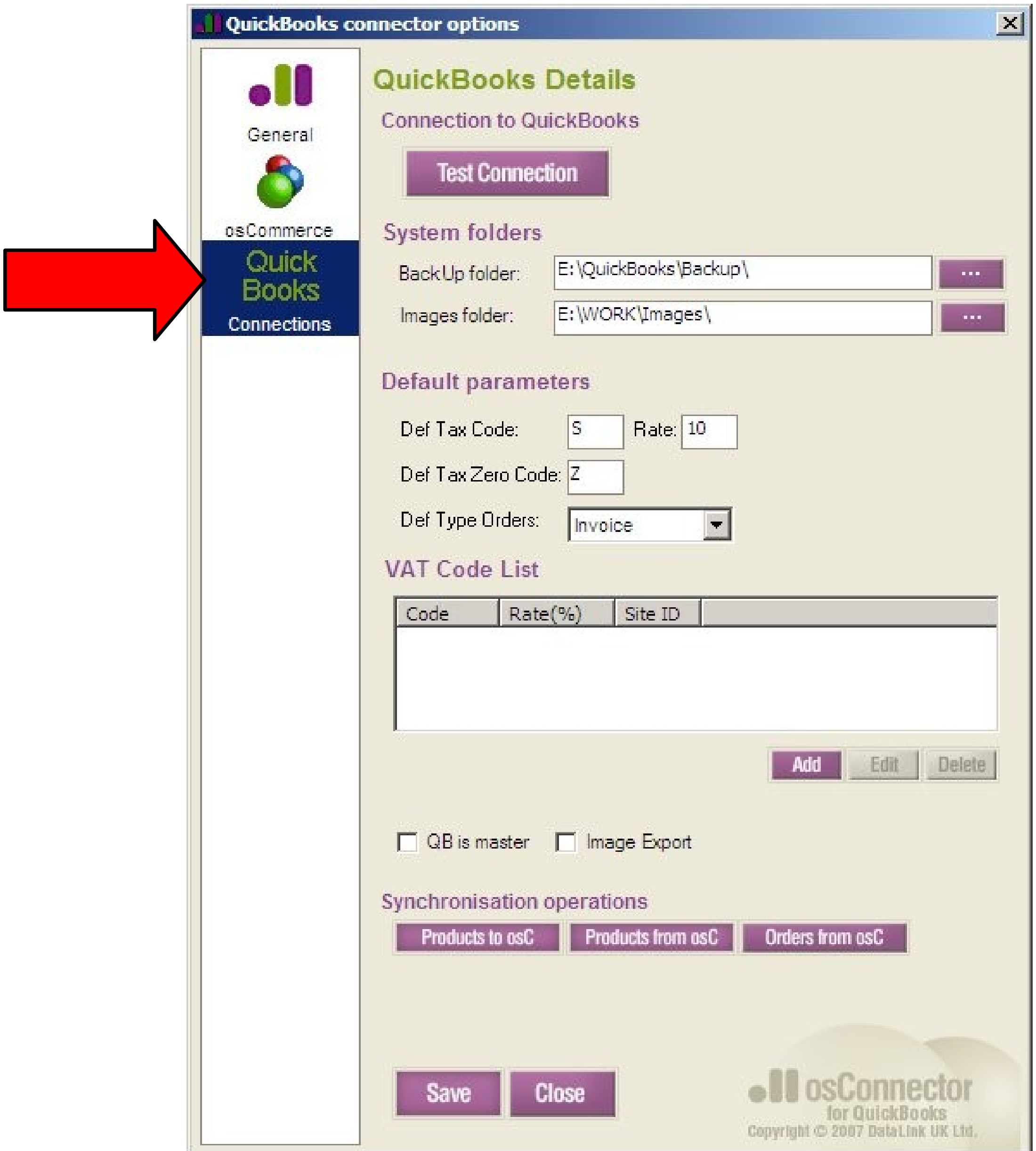


If you want to synchronize a certain range of orders (for example, from ID=3 to ID=100), specify the appropriate orders IDs in the “Synchronize orders starting from” and “to” fields.

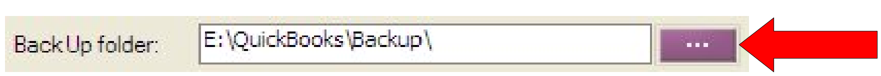


QuickBooks Details

1. After testing connection to your FTP, click the **QuickBooks Connections** tab on the left to switch to the **QuickBooks Details** page.



5. Under **System Folders**, show the path to the backup folder. The software uses this folder to store temporary files. Click the "*browse*" button opposite the **BackUp folder** field and select the correct directory, for example, E:\QuickBooks\Backup\.



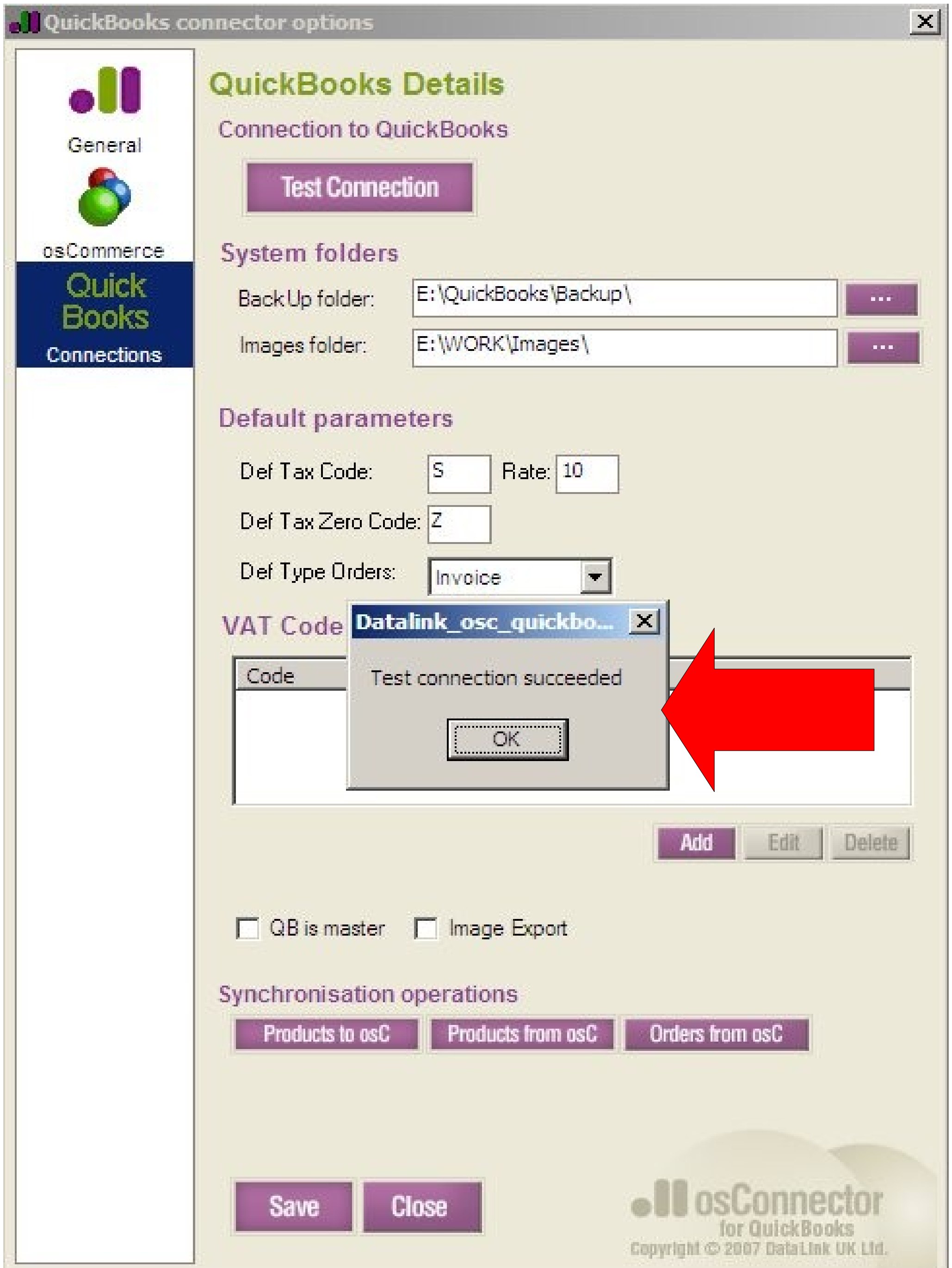
6. Then, show the path to the Images folder. The software uses this folder to store images files. Click the “*browse*” button opposite the **Images folder** field and select the correct directory. For example, E:\WORK\Images\.
   Note: The Images folder must be created on your PC manually.

3. Click the **Test Connection** button in order to confirm the system can connect to the database, and also the “3d Party Integration” has been activated and is working properly on your local PC.

   Note: The QuickBooks will ask you to confirm the connection to the software. Select any of the allowed variants in the dialog on the screen. For example, “Yes, prompt each time”.

Then, click the **Continue...** button and the **Done**.

If everything is OK, the Connector will show the “Test connection succeeded” message.



If Connection Fails

I. If the connection fails, please make sure that the QuickBooks software is running and the Company is selected. If you have not created a Company in the QuickBooks US, please create it. To do that, run the QuickBooks and click the “Create a new company” button.

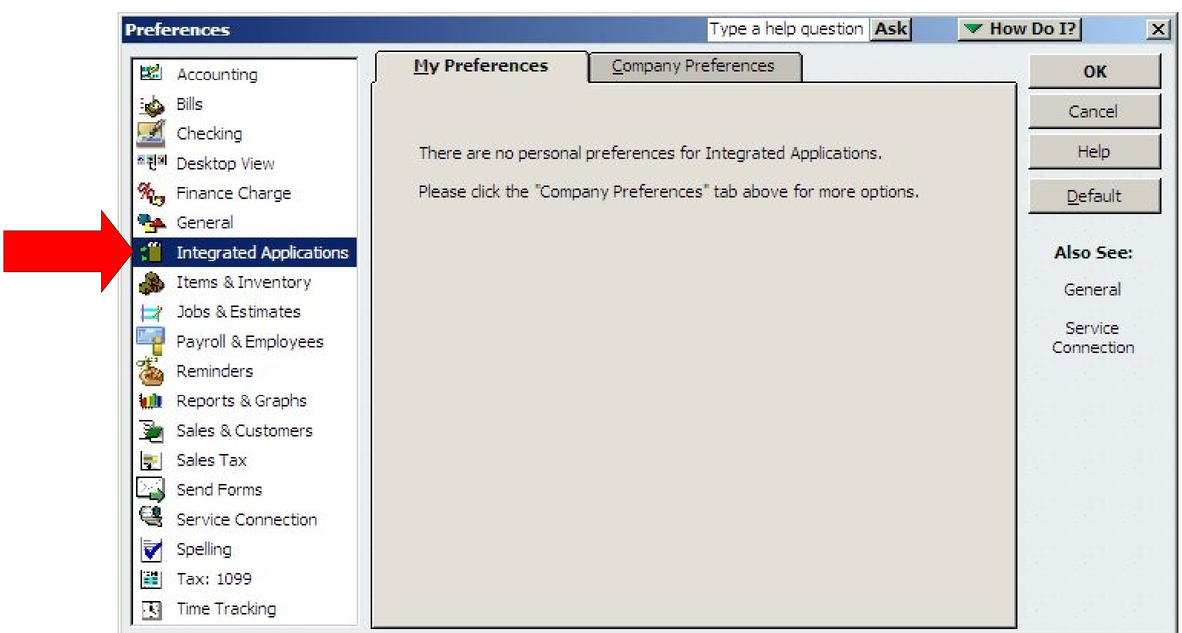
Fill all the necessary fields with the appropriate information about your company. Follow all the necessary instructions.

Important: While creating a Company make sure the Stock Part feature is enabled.

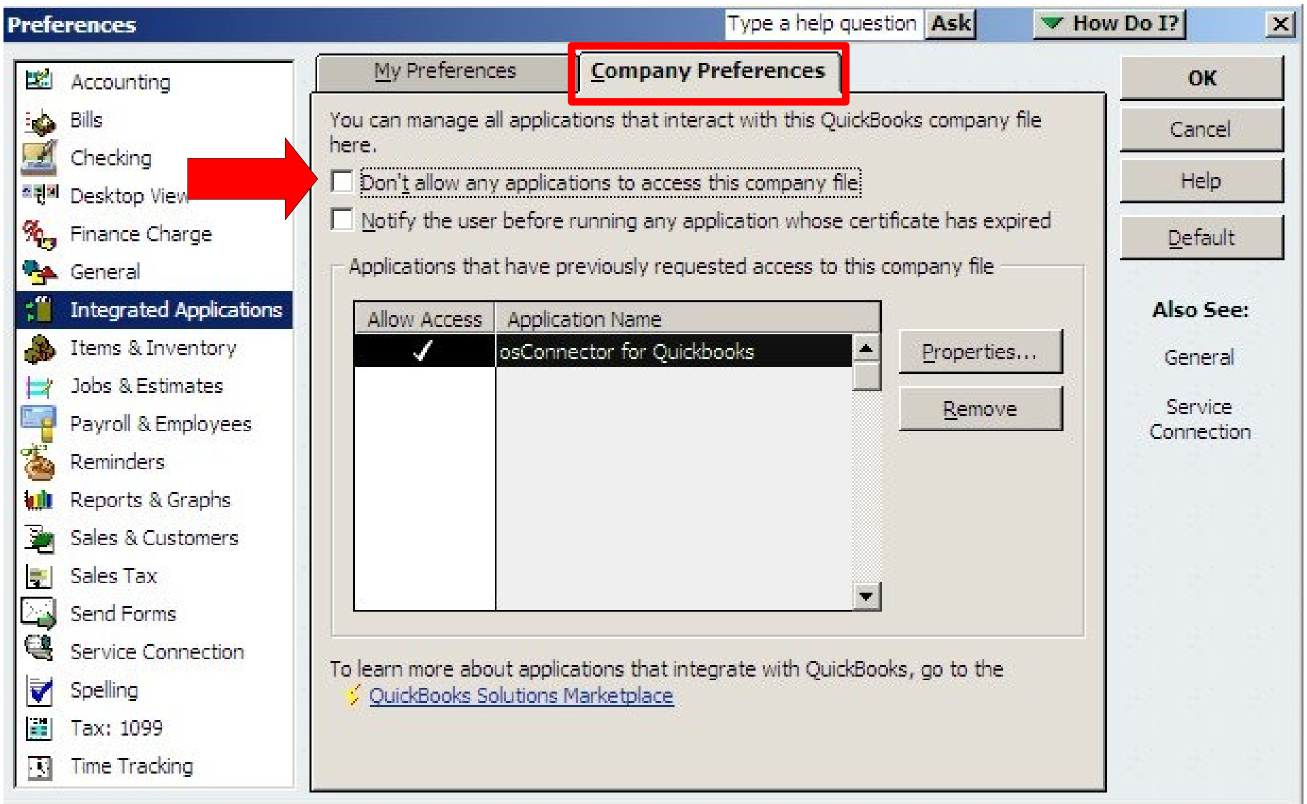
II. If the QuickBooks is running and the Company is created, but the connection fails still, you need to check the “3d Party Integration” settings in the QuickBooks.

(a) Go to the QuickBooks US.

(b) In the upper menu select **Edit, Preferences**, and choose **Integrated Applications** tab.

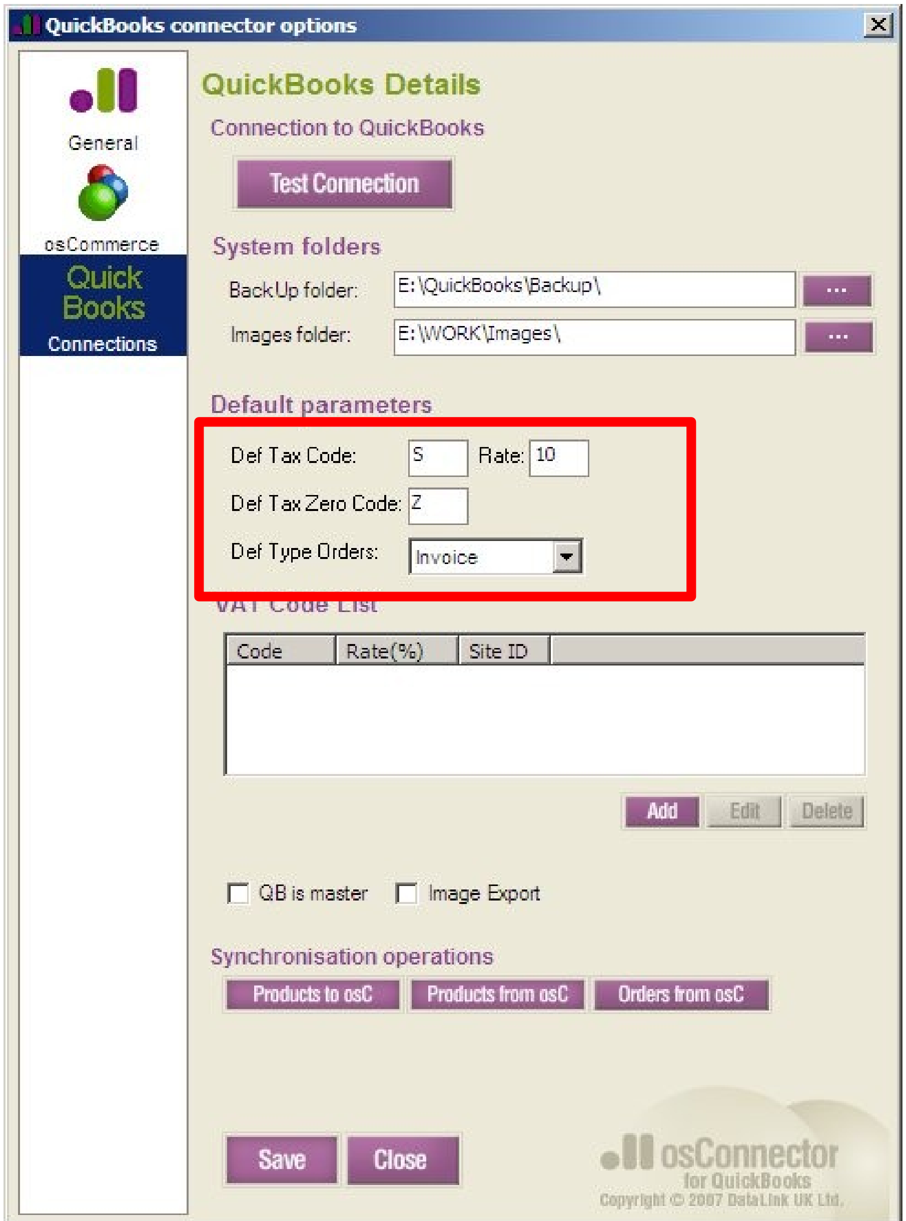


(c) Then, click the **Company Preferences** tab and check that the **Don't allow any applications to access company file** checkbox is unticked.



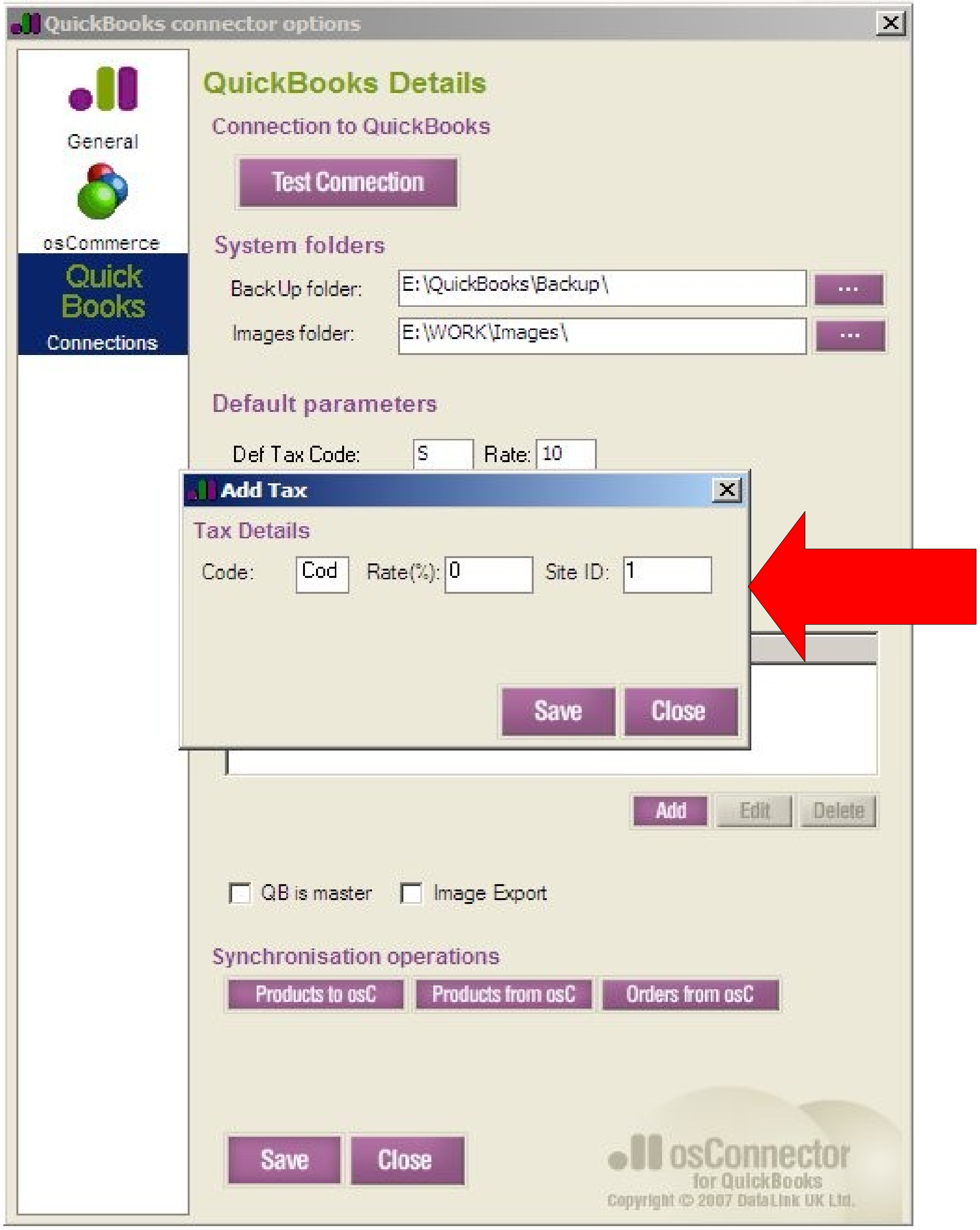
Return to the Connector Options window:

7. Under **Default parameters** there are options corresponding with QuickBooks order's fields. If you do not change the data in these fields, the connector will use default values.



- **Def Tax Code** field is used to set the default tax code for online orders. Default value is S.
- **Def Tax Rate** field is used to set the default tax rate. Default value is 10%
- **Def Tax Zero Code** field is used to set the default zero tax code. Default value is Z.

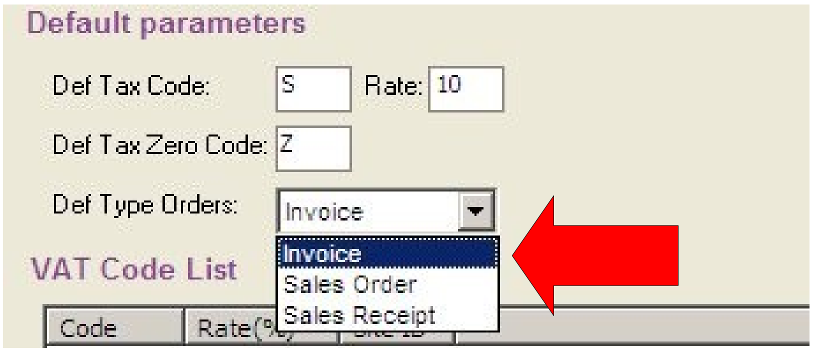
It is possible to add some additional tax codes for any special purposes. To do this, press the **Add** button and specify **Code** name, **Rate(%)**, and **Site ID**. Then, click the **Save** button.



Orders options

Online orders can be downloaded into QuickBooks as Invoices, Sales Orders, or Sales Receipt.

Def Type Orders field allows choosing the type which will be assigned to the orders in the QuickBooks after synchronization from site.



Pay special attention to the **QB is master** checkbox. With this option checked the Product Price, Name, Description, and Category fields will remain unchanged in the QuickBooks even if changed on the website.

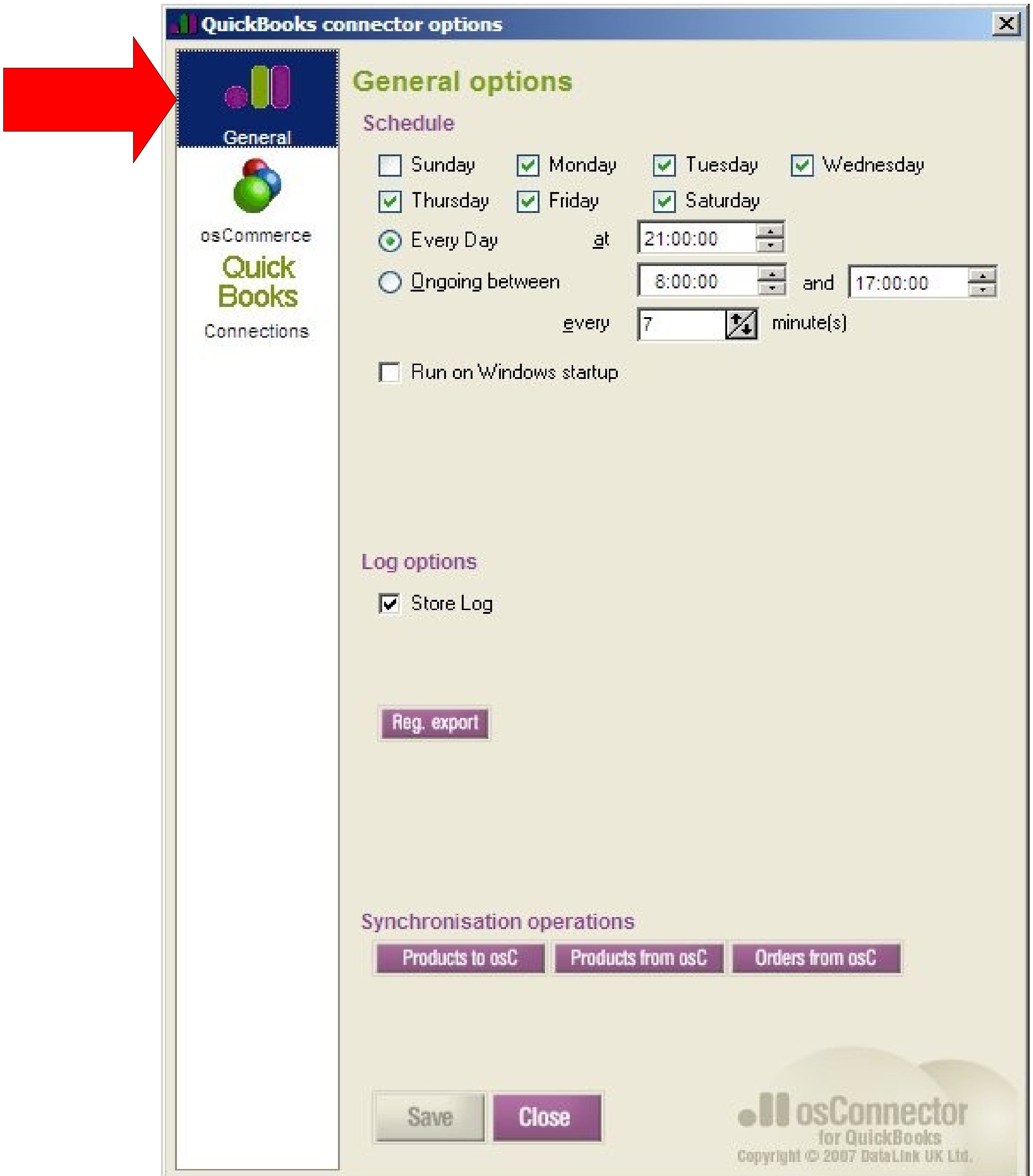
With this option unchecked it works vice versa - the product data remains unchanged on the website even if changed in the QuickBooks. Note, that stock levels are always taken from the QuickBooks. It make sense to disable stock subtraction feature on the website.

The **Image Export** option allows you to download images from site to the QuickBooks software. If checked, the images will be synchronized. If not – they won't.

Note: The images will be downloaded to the Images folder located on your PC.

General Options

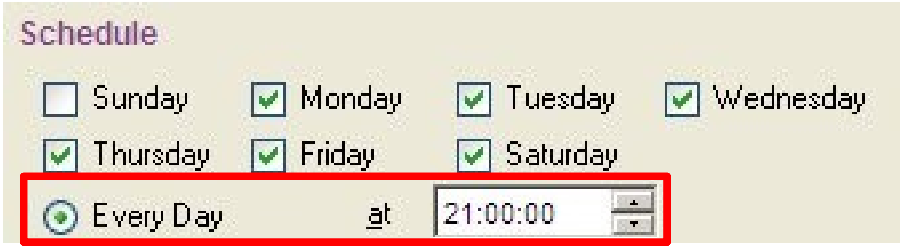
Click the **General** tab on the left to open **General Options** page.



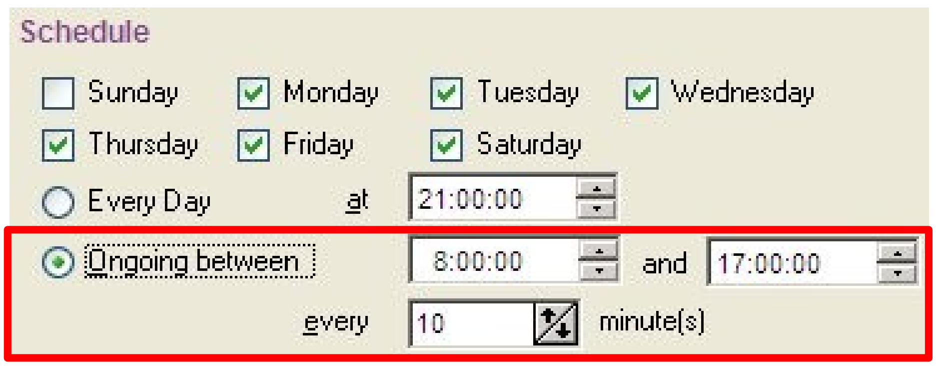
The **General Options** page contains options making the Web DataLink Connector easier for you to run.

1. To synchronise your data once a week, you should choose any one day in the dialog. If you want to do this every day, you should tick all days of the week. To disable automatic synchronisation, simply untick all days options.

2. Then, you can set up time of the day when connector will run. If you want to run the connector once a day, you can tick the **Every day** option, and then specify the time, for example 21:00:00.



3. Also, you can synchronise your data several times during the day. In this case you should tick the **Ongoing between** option, and then specify the time range, for example, 8:00:00 and 17:00:00, and then specify the interval, for example, every 10 minutes. So with such settings the connector will synchronize data every 10 minutes between 8:00:00 and 17:00:00 on the selected days of the week.



4. Also, in this section there is the **Run on Windows startup** option. If this option is ticked, the connector will run on Windows startup. Please note that it doesn't mean the synchronisation process will be started immediately. It will start on time accordingly to the Scheduler options set above.

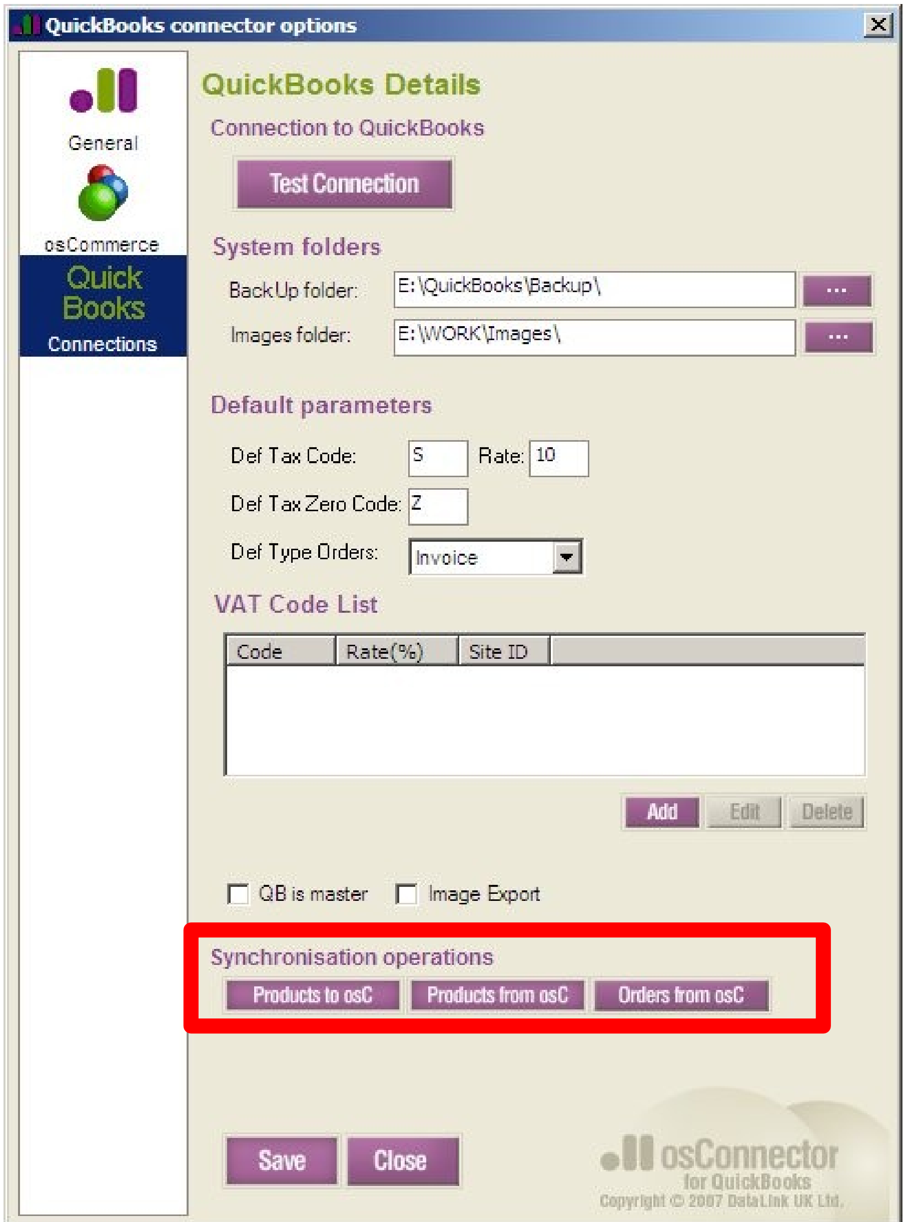
5. We strongly recommend you to tick the **Store Log** checkbox. It means detailed information about all connector's activities will be stored in the log file. It will help us to solve any problems with connector's work if any will take place.

6. The **Reg. export** button allows for creating a file which contains information about current Connector settings. This file can be sent to the Web DataLink Connector developers in order to help them to solve the problems if any will take place.

To create a ***.cop** file, click the **Reg. export** button and save the file to your hard drive.

Synchronisation operations

After setting up the Options, you may start synchronisation operations using the buttons at the bottom of the **QuickBooks connector options** window.



- Click the **Products to osC** button if you wish to upload products from QuickBooks to osCommerce.
- Click the **Products from osC** button if you wish to download products from osCommerce to QuickBooks.
- Click the **Orders from osC** button if you wish to download orders from osCommerce to QuickBooks.

The Connector updates product price, description, model, stock, images, and categories. Also, the Connector creates customer accounts and sales orders in the QuickBooks.

Now let's view two examples of products/orders downloading:

Downloading Products

1. Click the **Products from osC** button at the bottom of the Connector window.

2. Select one of the “Yes, ...” variants, click the **Continue...** button, and then – the **Done** button. .

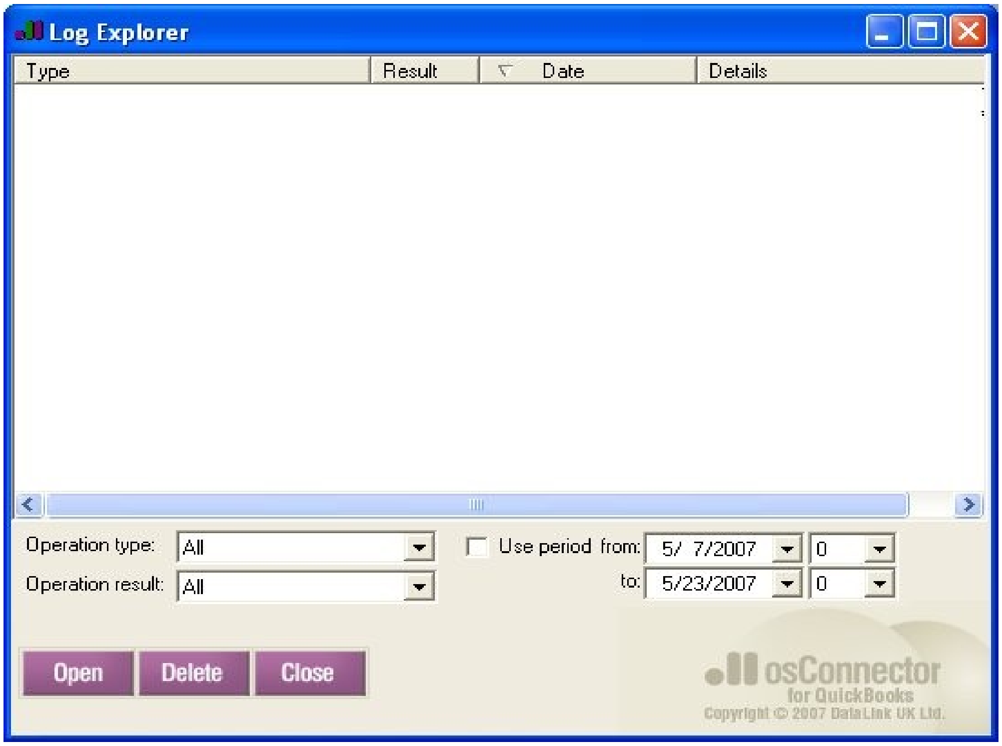
3. The downloading process will take a few seconds, please wait. Then, right mouse click on the Web DataLink icon in system tray and select **Show Log** item.

The **Log Explorer** window demonstrates detailed information about connector's actions. All records have “Type”, “Result”, “Date” and “Details” columns.

The “Type” field contains the operation type. The following types of operations can be displayed here:

- *Synchronisation products from site*
- *Synchronisation orders from site*
- *Synchronisation products to site*

The “Result” field contains the operation results. It can display either ***Ok***, ***Error*** or ***Begin***.
The “Date” field contains operation date and time.
The “Details” field contains additional information: how many products/orders were processed.

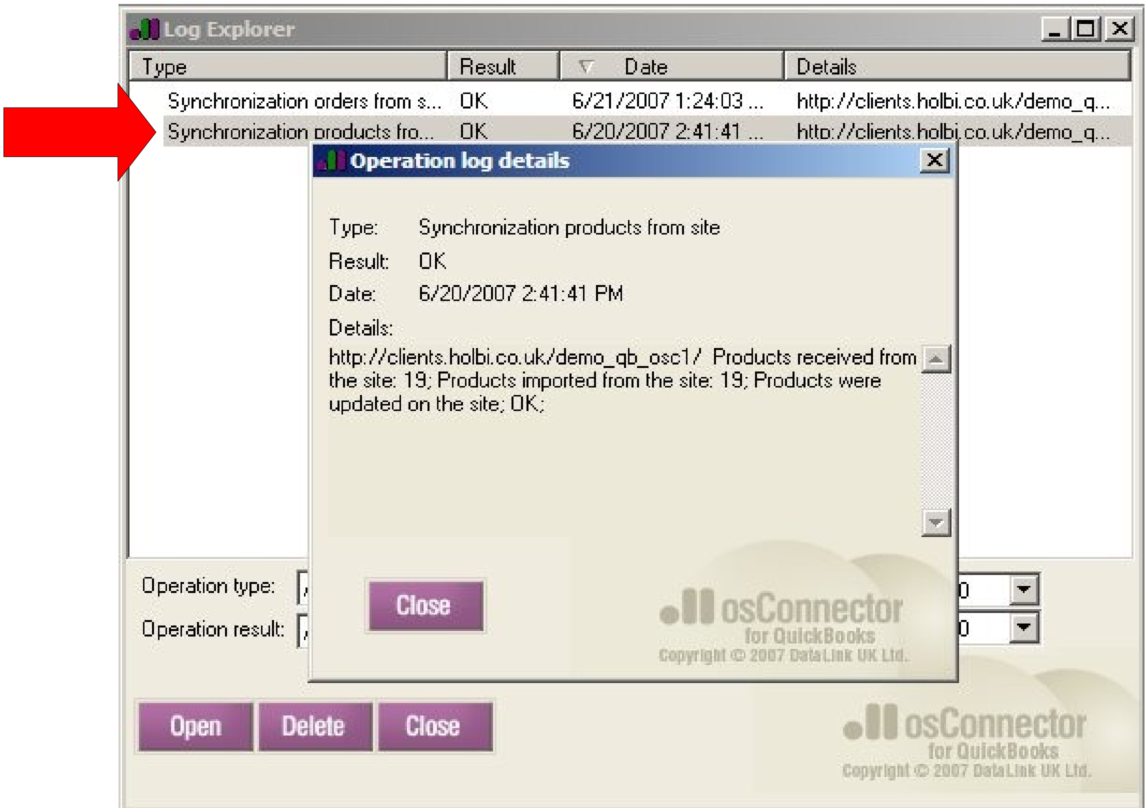


Note:

- ✔ You can filter the log by operation Type, Result, and Date. If you click in the column's header, all data will be sorted in the alphabetical order.

- ✔ You can delete any log entry by using the **Delete** button at the bottom of the window.

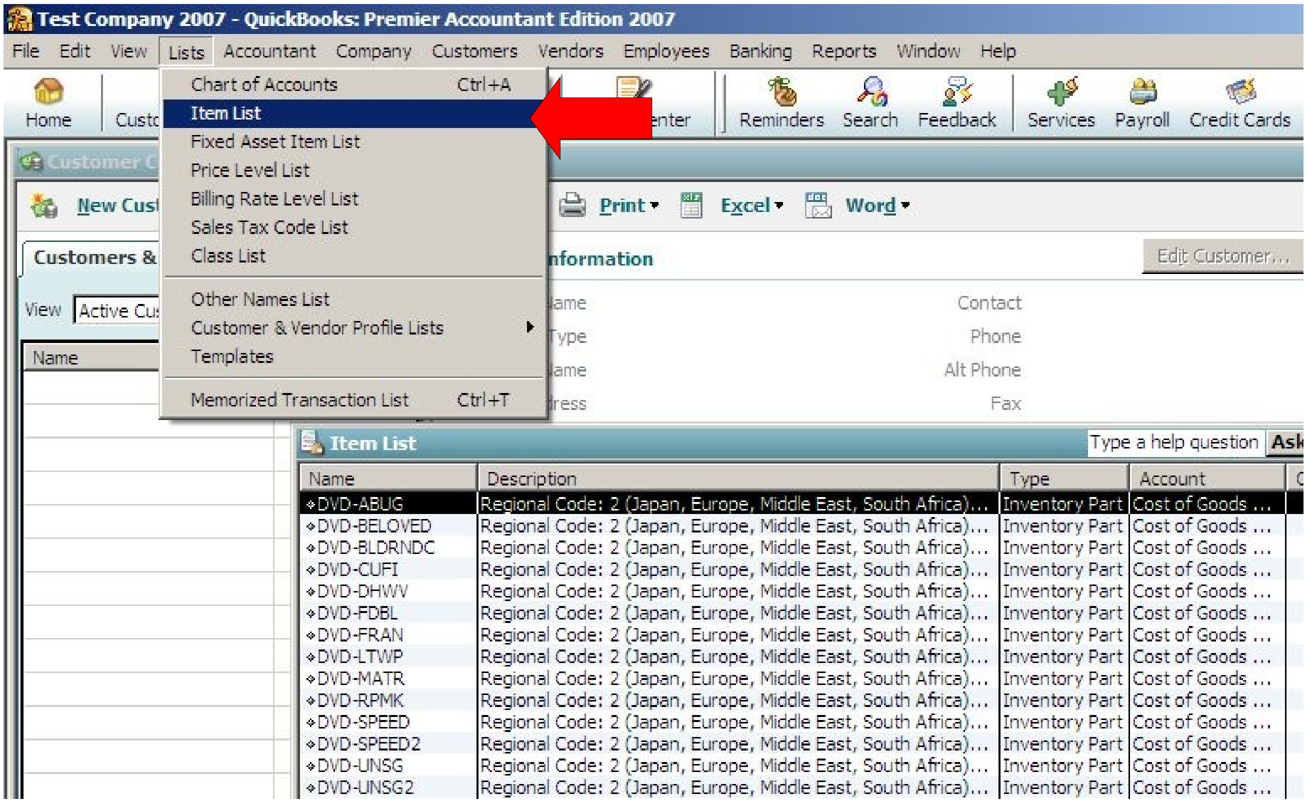
4. For more detailed information about the action you can select an item in the list and press the **Open** button. Or, double-click the “*Synchronization products from site*” item. Then, you can see operation details in a separate window.



4. After reading the information about connector's activity, close the **Log Explorer** window by clicking the **Close** button.

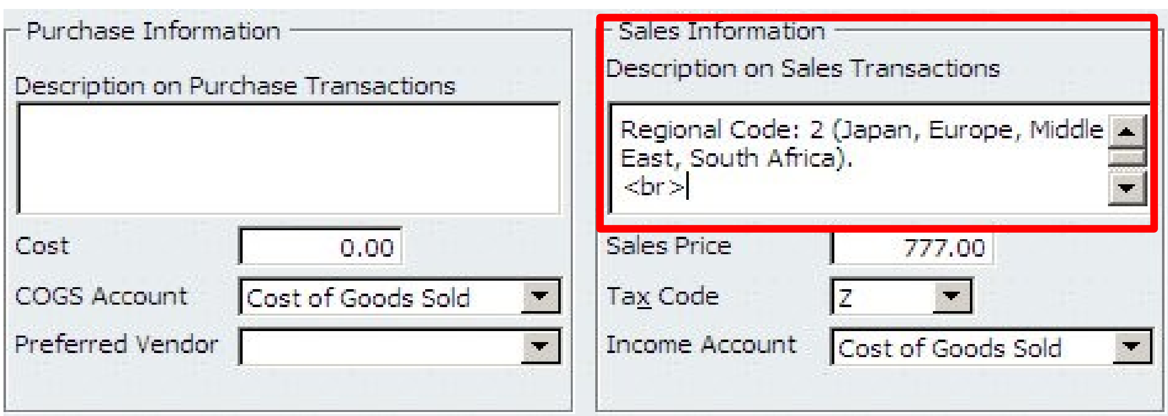
5. Then, go to the **QuickBooks US**.

6. In the upper panel menu, select **Lists** > **Item List** to view the new products downloaded to QuickBooks database.

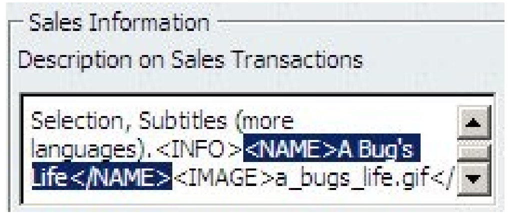


You can go to the website and view these products in the Catalog > Categories/Products section to make sure all the new products were downloaded to the QuickBooks properly.

To find the necessary product on site, you need to find the name of the product in the QuickBooks first. To define the name of the product, double-click the item in the list. Then, put the cursor in the **Sales Information** box and scroll down the text.



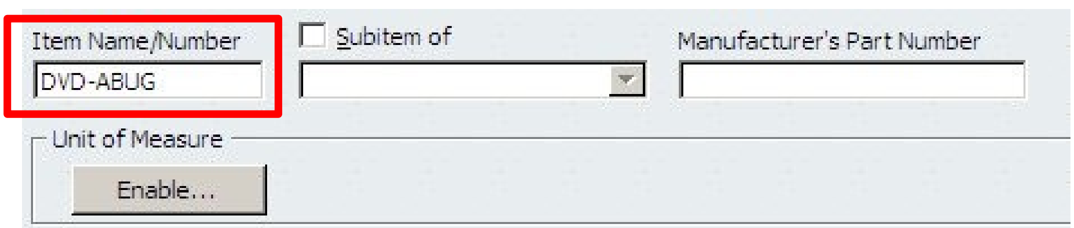
Find the <NAME> </NAME> tags and the name of the product within them. For example, “A Bug's Life”.



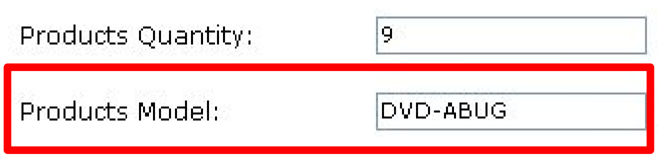
By this name you can search for the product on site.

Important: The Item Name in the QuickBooks is the Product Model Name on the website. The Model name is unique and this will help to avoid doubling and overwriting of the products in the QuickBooks during synchronisation.
The Item Name field has a limitation of length to 25 symbols.

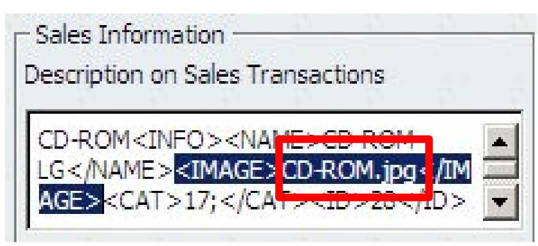
In the QuickBooks:



On the website:



You can also find and edit the image file name in the Order's details window. To do that, in the upper menu click Lists > Item List. Then, double-click the order item in the list. In the details dialog, find the **Sales Information** box and scroll the text down to the <IMAGE> tag. If you wish to change the product's image, you need to change the file name located between <IMAGE> tags.



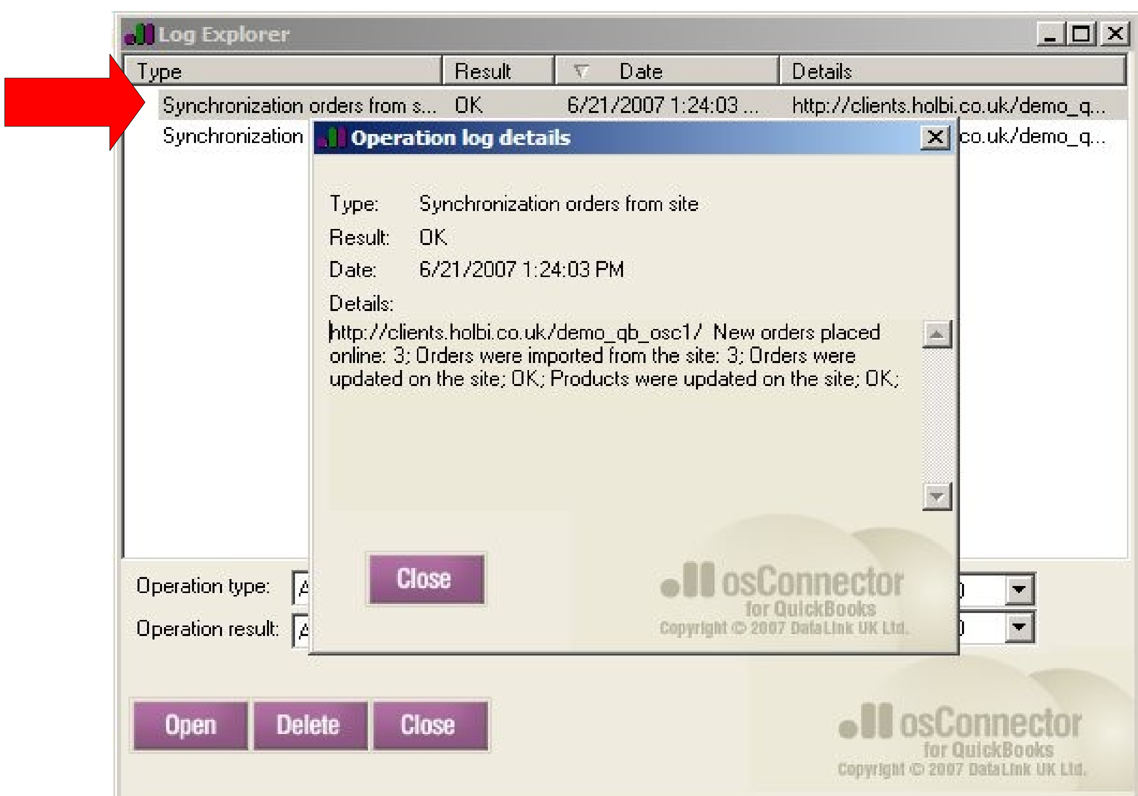
Downloading Orders

1. Click the **Orders from osCommerce** button at the bottom of the Connector window.

2. Select one of the “Yes, ...” answers, then click Continue and Done. .

3. The downloading process will take for the few seconds, please wait. Then, right mouse click on the Web DataLink icon in system tray and select **Show Log** item.

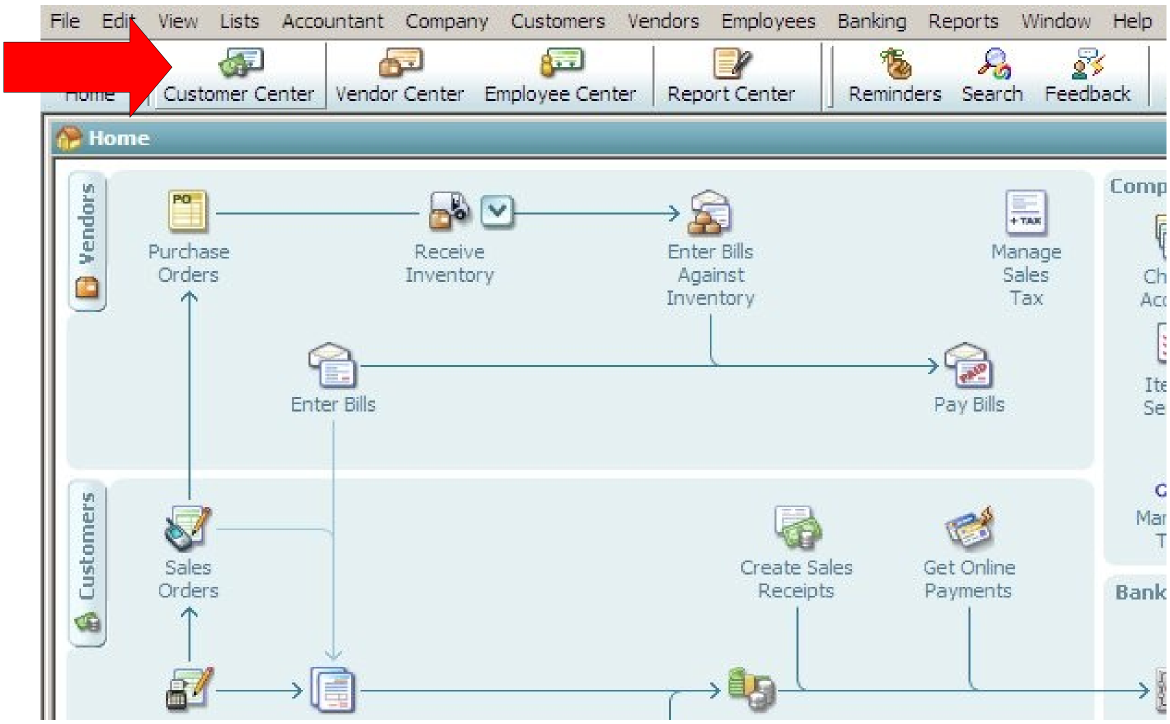
4. Double-click the “*Synchronization orders from site*” item in the grid to display the **Operation Log Details**. Or, select the item from the list and press the **Open** button.



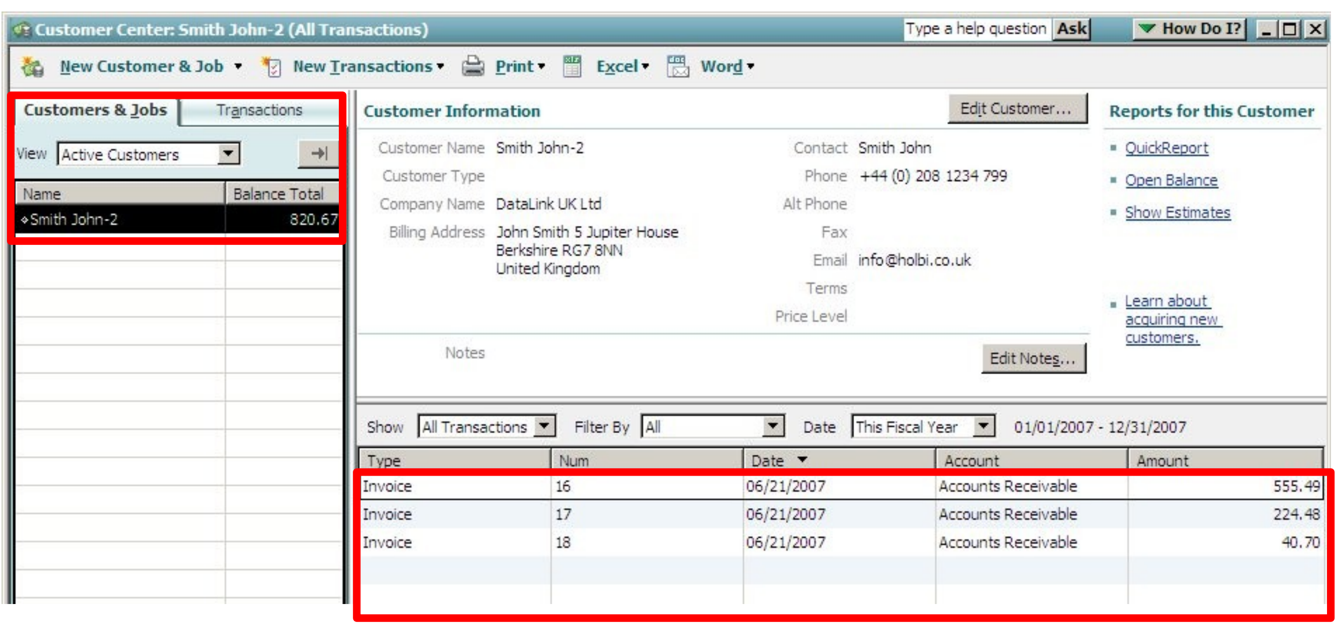
5. After viewing the information about connector's activity, close the **Log Explorer** window by clicking the **Close** button.

6. Then, go to the **QuickBooks**.

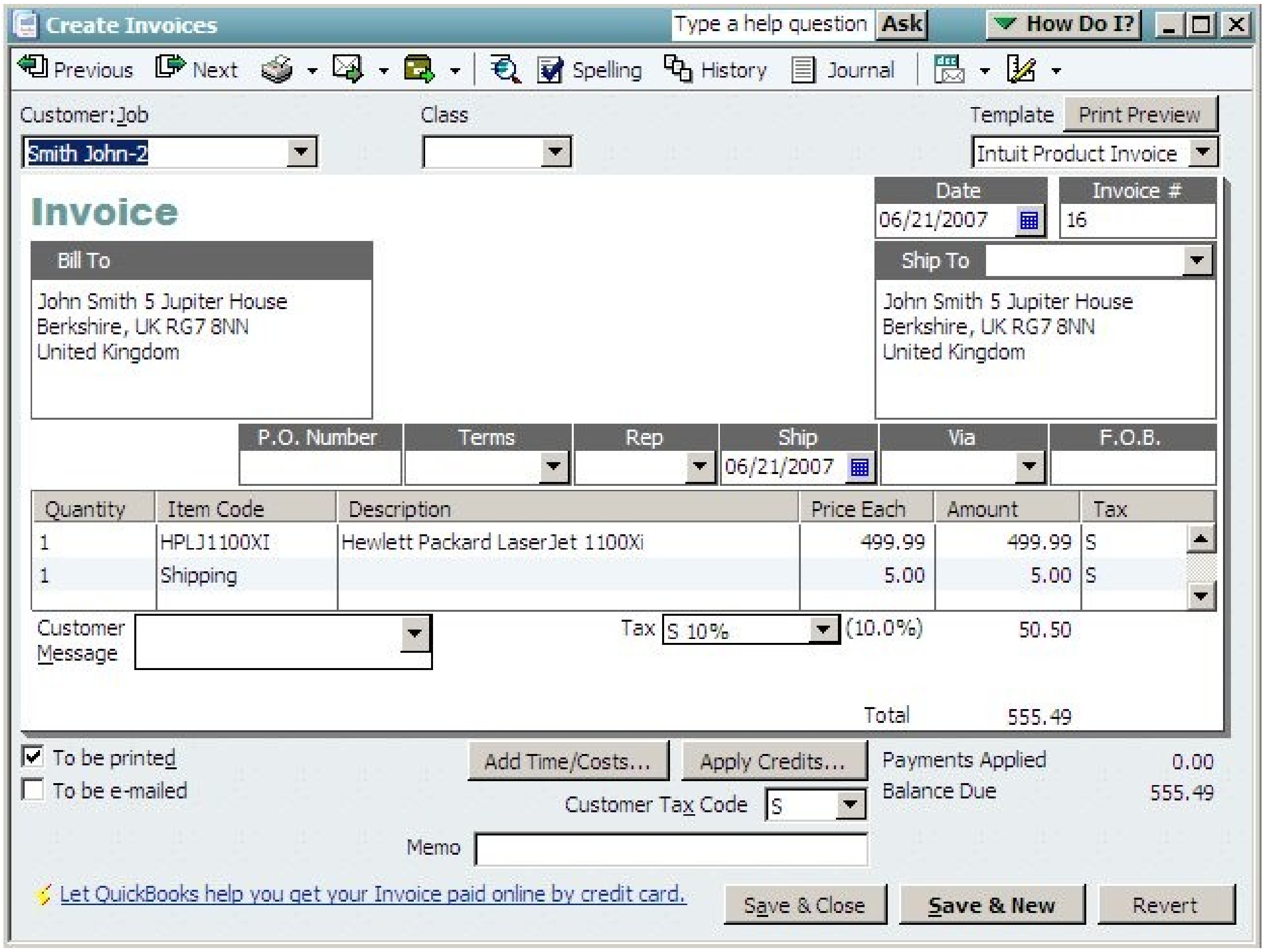
7. Click the **Customer Center** tab.



8. In the **Customers & Jobs** section, there is a list of customers downloaded. Under the Customer Information section, there is a list of orders downloaded.



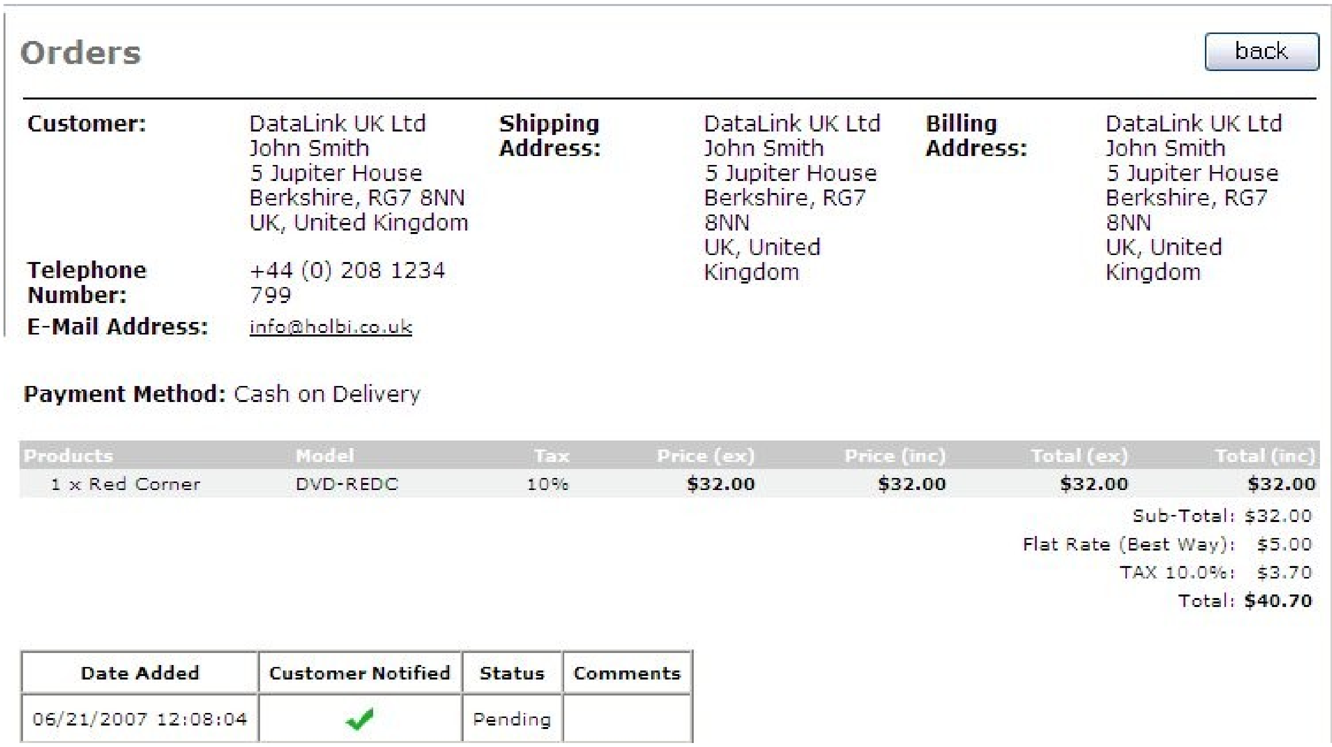
9. Double-clicking on the order item in the list will open the Order's Details.



10. Then, go to the osCommerce site (Administrative part) > **Customers** > **Orders** section and view the orders to make sure the synchronisation process was done properly and all the orders details were downloaded to QuickBooks.

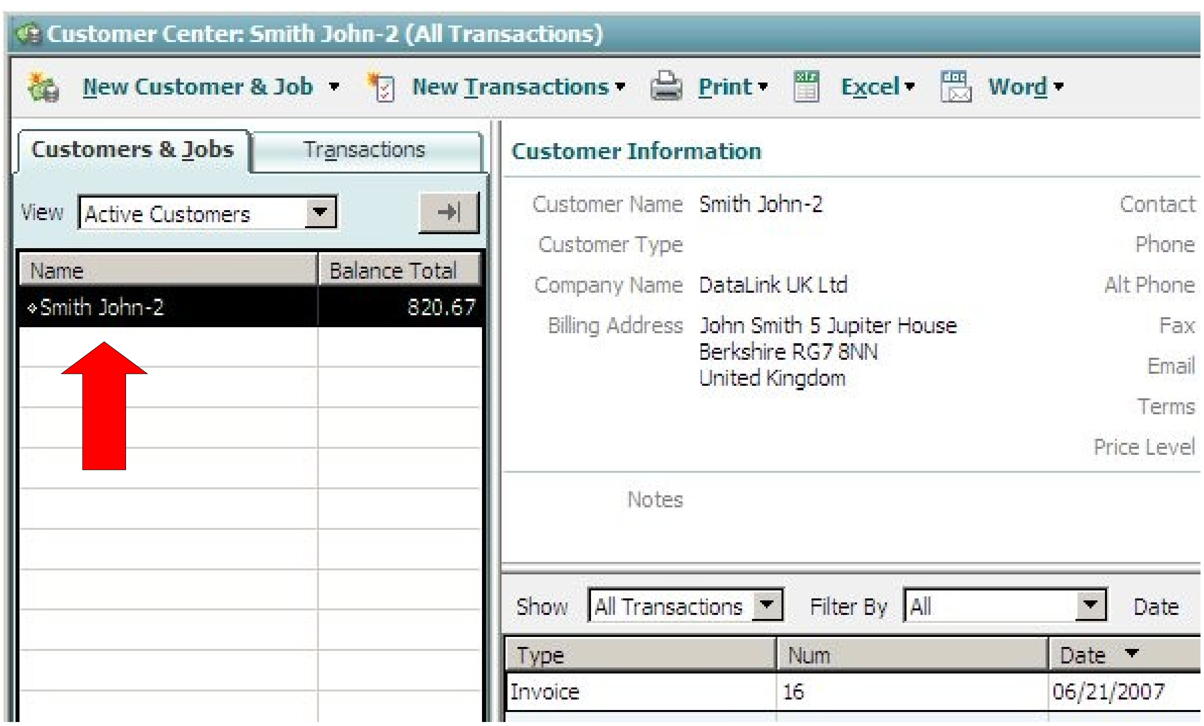
11. Highlight the appropriate order in the list and click the **Edit** button.

12. View order's details on the webpage:

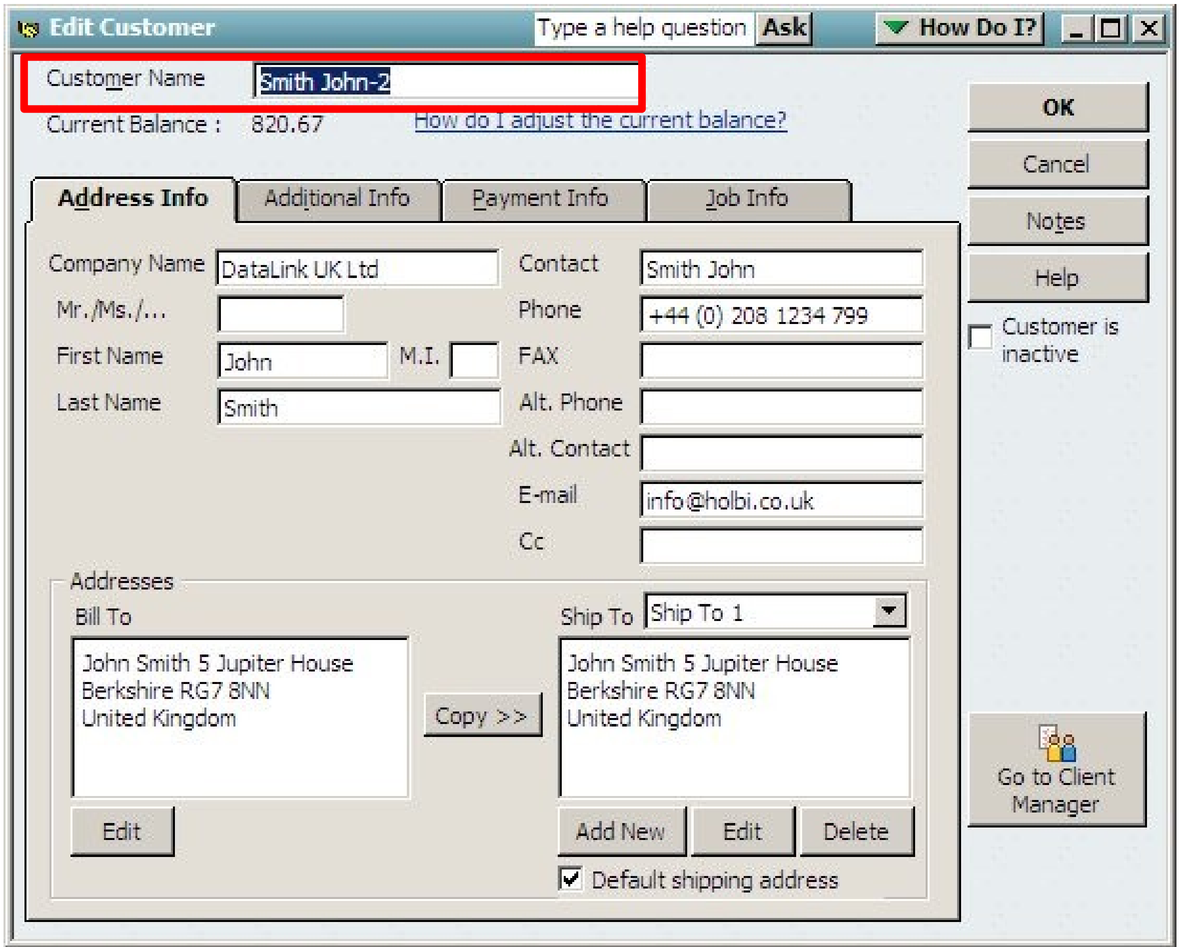


Customer Details

1. To view customer's details in the **QuickBooks US**, go to the Customers Center and doble-click on the customer's name in the left column.

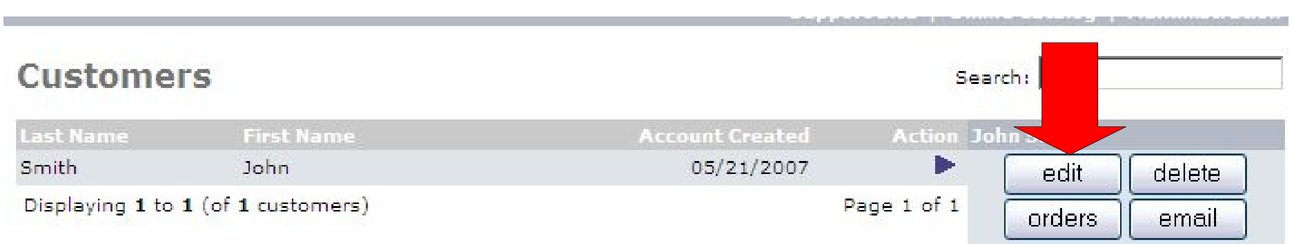


Note: Pay attention to the customer's name - it contains a number. This number is the customers ID on the website. Attaching the customer's ID to its name in the QuickBooks after synchronization helps avoid mess in the similar customers names.

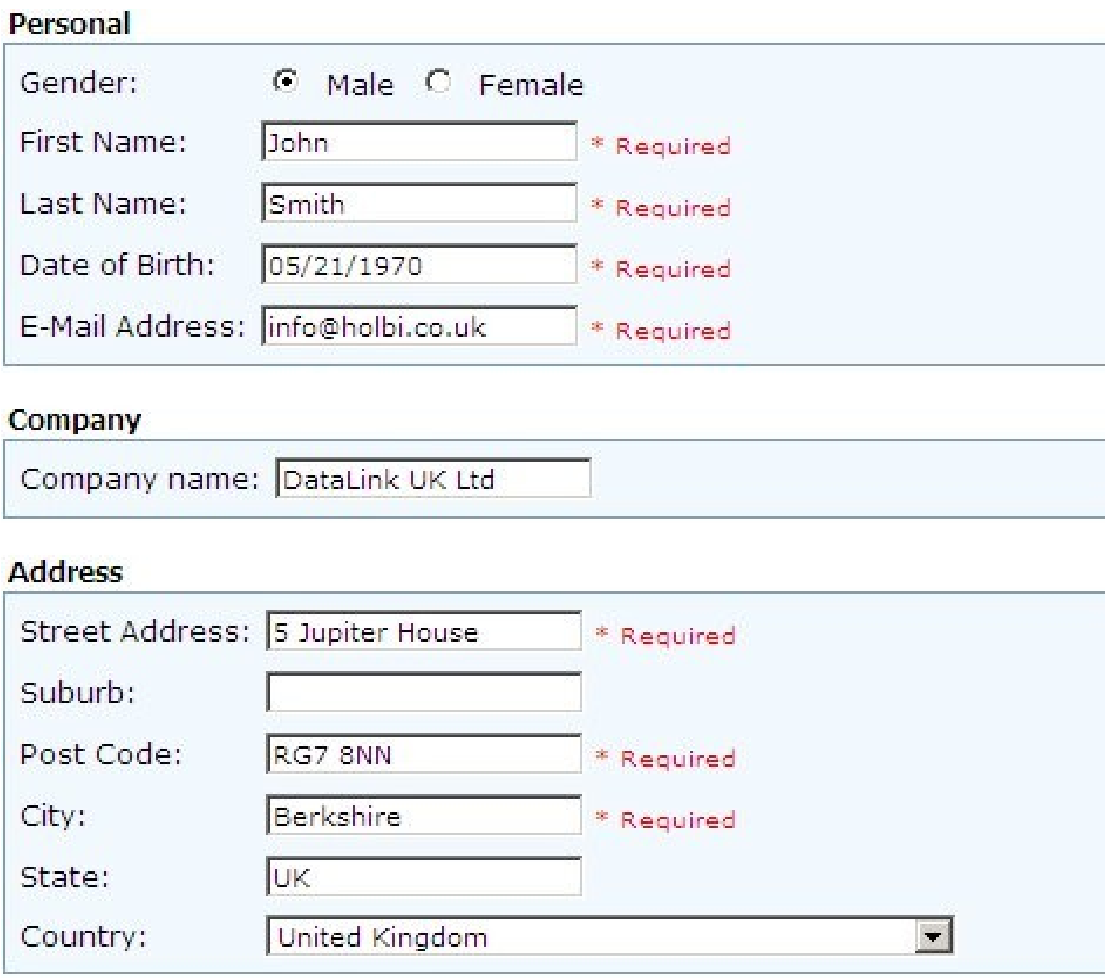


4. After viewing the customer's details in the QuickBooks, go to the osCommerce web-site (Administrative part) and click the **Customers** link.

5. From the Customers page select a record in the list and click the **Edit** button.



7. Here you can view the customer's details to make sure that all information was downloaded to QuickBooks properly.



20. When you finish working with QuickBooks Connector, right mouse click on the Web DataLink icon in system tray and select **Exit** item.

21. Answer “Yes” in the message appeared on the screen to confirm exiting of the program.