QuickBooks

Point of Sale

Version 5.0

Getting Started Guide

*Includes Installation and Setup Information
for New Users and Upgraders*

Intuit®

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Overview

QuickBooks Point of Sale is an advanced inventory tracking and point of sale program designed to help you effectively manage your retail store(s). As you order, receive, and sell merchandise, your inventory quantities and costs are automatically updated and you are building sales history information that you can use to help you better run your store(s) and serve your customers, while also maximizing profit.

The Point of Sale software that you purchased contains three separate levels of the program, each with a specific set of features. This allows you to purchase and use only those features that you need, without having to pay for advanced features you won't use. When you made your purchase, you bought a license to one of the three levels.

As your business grows and you need the additional features of a higher level, you can simply "unlock" to the next level with a phone call. No reinstalling, waiting for new CDs in the mail, or starting over; upgrading is easy and immediate.

Refer to Appendix B *in the* Point of Sale User's Guide *for a complete list of the features at each level.*

Point of Sale allows up to ten networked workstations to run the program simultaneously within a single store. With the Pro Multi-Store level, you can efficiently manage up to ten stores, with centralized purchasing, inventory control, and reporting.

In either a multi-workstation or multi-store configuration, each workstation that is concurrently accessing the Point of Sale company data must have a separately purchased user license. Refer to **Point of Sale Licensing (page 9)** *for more information.*

Integration with QuickBooks Financial Software

Point of Sale is designed to be integrated with QuickBooks Financial Software. Point of Sale tracks your daily point-of-sale business: purchasing, receiving, inventory tracking, and sales, and QuickBooks Financial Software tracks your financial data.

Exchanging information between the two programs is referred to as *Financial Exchange* and can significantly reduce your workload because the sales activities you track in Point of Sale, can be transferred directly into QuickBooks. There is no need to enter information twice!

Several options are available for you to customize how your Point of Sale data is transferred to QuickBooks so that it works for your particular business model and for how you prefer to have your retail activities reported.

Offer Customers the Convenience of Credit, Debit, and Gift Card Payments

You can authorize and process credit, debit, and gift card transactions within Point of Sale and, optionally, boost store traffic by offering cash back to your customers on PIN debit transactions. Integrated processing means you never have to enter transactions twice.

Additional information and instructions for the integration of credit, debit, and gift card processing is provided later in this guide and within the Point of Sale Setup Interview or you can call 800-926-9066.

Integrated credit and debit card transactions require an account with the QuickBooks POS Merchant Service, an optional, fee-based service. A card reader and/or PIN pad device is also required for best swipe rates or to process PIN debit transactions. Integrated gift card transactions require an account with the QuickBooks POS Gift Card Service, an optional, fee-based service.

What you will learn in this chapter:

- The recommended sequence for installing and configuring Point of Sale
- The minimum system requirements to use Point of Sale
- Point of Sale terminology
- What's important about the Server Workstation
- How Point of Sale licensing works with networked computers
- What information your should have available before you begin
- How to plan for Point of Sale hardware
- How to get additional help if needed

📝 **Windows User Profile Created**

With Point of Sale 5.0, additional security steps have been taken to prevent unauthorized access to your company data. Part of this protection included creating a user profile in Windows called QBPOSDBSrvUser. This ensures that your company information can only be accessed through Point of Sale.

Recommended Installation Sequence

The checklist below outlines the recommended sequence for installing and configuring Point of Sale. You do not have to install in this sequence, but it is intended to help get up and running in the most efficient manner possible.

Upgrading from a previous version? If you are not making significant changes in your configuration (e.g. not adding workstations, stores, or just beginning to use QuickBooks), review this chapter and then skip to **Chapter 5 Upgrade from Previous Version (page 47)**, which includes simplified upgrade instructions.

New Pro Multi-Store Users: It is strongly recommended that you read **Chapter 7 Configure Multiple Stores (page 69)** before beginning, When ready, return here and follow this procedure, starting at your Headquarters store.

1. *Plan for your Installation*

Refer to the remaining sections of this chapter to:

- ❑ Make sure you meet minimum system requirements, **pg. 5**
- ❑ Familiarize yourself with Point of Sale terminology, **pg. 6**
- ❑ Decide on a location for the Point of Sale Server Workstation, **pg. 7** and review how Point of Sale network licensing works, **pg. 9**
- ❑ Collect information needed for setup, **pg. 10**
- ❑ Review the hardware planning section, **pg. 11**
- ❑ Become familiar with help and learning resources, **pg. 13**

2. *Install QuickBooks Financial Software and Configure your QuickBooks Company File*

If you are a new or existing user of QuickBooks, and plan to integrate the two programs now, refer to Chapter 6 for instructions to:

- ❑ Install QuickBooks, or confirm your existing installation, meets one of the three configuration options, **pg. 57**
- ❑ Create your financial company file, if necessary **pg. 60**
- ❑ Review your financial company file for necessary settings, **pg. 62**

3. *Install the Point of Sale Server Workstation and Create your Point of Sale Company Data*

Refer to Chapter 2 for instructions to:

- ❑ Install Point of Sale on the Server Workstation, **pg. 16**
- ❑ Connect workstation hardware and install drivers, **pg. 16**
- ❑ Create your Point of Sale company data file, **pg. 17**
- ❑ Complete the Setup Interview, **pg. 18** to:
    - ■ Configure basic program preferences and customize features
    - ■ Learn about and sign up for Merchant and Gift Card Services
    - ■ Set up hardware for use with Point of Sale
    - ■ Establish the connection to your QuickBooks software

4. *Install Point of Sale on Client Workstations*

Refer to Chapter 3 for instructions to:

- ❑ Review multi-workstation guidelines, **pg. 23**
- ❑ Install Point of Sale, **pg. 24**
- ❑ Connect to the company data on the Server Workstation, **pg. 25**
- ❑ Configure hardware and other workstation preferences, **pg. 25**
- ❑ Merge license with Server Workstations, **pg. 26**

5. *Complete Essential Getting Started Tasks*

Refer to Chapter 4 for basic instructions to:

- ❑ Complete your Point of Sale setup, **pg. 27**
- ❑ Import existing data, **pg. 32**
- ❑ Add vendors, items, and customers, **pg. 37**
- ❑ Receive merchandise and print tags, **pg. 40**
- ❑ Make a sale or return, **pg. 43**
- ❑ Run the End of Day procedure, **pg. 46**

Minimum System Requirements

Minimum System Configuration

- 500 MHz Pentium III (or equivalent) computer with 256MB of RAM (Recommended: 1 GHz Pentium III with 512 MB of RAM)
- Windows$^®$ 2000/XP
- 250 MB of disk space for installation; disk space required increases as your data file grows (Recommended: 500 MB of disk space)
- 256-color SVGA video
- 800 x 600 resolution with small fonts; optimized for 1024 x 768 resolution
- 2x CD-ROM
- Internet Explorer 6.0 required (provided on CD, requires an additional 70 MB disk space)
- Microsoft .NET Framework 1.1, SP 1 required (provided on CD, requires an additional 23MB disk space)
- Printer supported by Windows 2000/XP
- (Optional) QuickBooks-approved retail hardware.
  Details available at **www.quickbookspos.com**

Integration with Other Software

- QuickBooks Financial Software integration requires QuickBooks Pro or Premier Editions (2003-2006) or Enterprise Solutions (Version 2.0-6.0)
- Data import/export requires Excel 2000, 2002, or 2003

Multi-User & Multi-Store Configuration

- Multi-user (2-10 workstations in one store) is optimized for Windows 2000 Server or Windows Server 2003 client-server networks, and Windows 2000/XP peer-to-peer networks. Novell NetWare is supported, but not recommended.
- In either a multi-user or multi-store configuration, each workstation concurrently running Point of Sale must have a separately purchased user license, and every copy of Point of Sale must be the same version and level.

QuickBooks POS Merchant Service

- Optional fee-based service, additional terms & conditions apply
- Requires a merchant account through QuickBooks POS Merchant Service, provided by Innovative Merchant Solutions, LLC, an Intuit company.

Application approval and fees apply. Details available at
www.quickbooksms.com/posms

- Credit card reader recommended and printer required for credit and debit transactions. PIN pad required for PIN debit transactions
- Internet connection or modem and phone line required

QuickBooks POS Gift Card Service

- Optional fee-based service, additional terms & conditions apply
- Requires a gift card service account through QuickBooks POS Gift Card Service, provided by Innovative Merchant Solutions, LLC, an Intuit company. Application approval and fees apply. Details available at **www.quickbooksms.com/posgcs**
- Gift cards purchased separately
- Internet connection or modem and phone line required

Point of Sale Terminology

Familiarizing yourself with the following terminology before beginning will help you understand the various procedures and Point of Sale features discussed.

Point of Sale – The QuickBooks Point of Sale program.

QuickBooks – The QuickBooks Financial Software program.

Company Data/Company File – The data file(s) that you create and work with in Point of Sale and in QuickBooks. In Point of Sale, your file is called *company data* and stores your point-of-sale information. In QuickBooks, your financial information is called a *company file*. Financial Exchange links the two files so that data can be shared.

Server/Client Database – A database model used by Point of Sale, where one workstation (the Server) stores the company data which is accessed by all other workstations (Clients) running Point of Sale on the same network.

Server Workstation – The workstation that holds your Point of Sale company data and the database applications that allow Point of Sale to work with the company data. You install to this workstation first in a multiple workstation configuration. Only the Server Workstation can perform certain data-related activities, such as creating company data and exchanging information with QuickBooks. If you have only one workstation, then it is a Server Workstation.

Client Workstations – Additional workstations on a network that access the Server Workstation to work with the Point of Sale company data. There may be up to nine client workstations in a networked installation (ten total, including the Server Workstation).

Financial Exchange – The exchange of information between Point of Sale and QuickBooks, typically run as part of the End of Day procedure from the Point of Sale Server Workstation.

Account Mappings – Refers to the "linking" instructions of various Point of Sale fields, payment types, or transaction information to the appropriate accounts in your QuickBooks Chart of Accounts. These account mappings determine how Point of Sale data is posted to QuickBooks.

Store Exchange – The exchange of Point of Sale company data between the Server Workstations at Headquarters and remote stores in a Pro Multi-Store configuration.

User License – An entitlement or license to use Point of Sale on one computer. Having multiple user licenses allows multiple computers (workstations) to access the Point of Sale company data at the same time.

About Server and Client Workstations

If you have only one workstation in your store, then it must be installed as a Server Workstation. The discussion below does not apply to you, though you may want to review it for future consideration if you add additional workstations.

If you have multiple workstations, this information will help you decide which of your workstation should be made the Point of Sale Server Workstation.

Your choice of a Server Workstation is important, because:

- Only the Server Workstation can perform the following Point of Sale tasks:
    - Financial Exchange with QuickBooks
    - Creation, conversion, or renaming of a Point of Sale company data
    - Online registration and synchronization of license information with Intuit servers
    - Store Exchange of information (in a Pro Multi-Store configuration)
- The Server Workstation stores your Point of Sale company data and the database access applications. All other workstations (Clients) access the company data on this workstation.
- The Server Workstation can also perform all other Point of Sale tasks.

Ideally, the Server Workstation is your fastest, most powerful computer with the largest hard drive, most memory (RAM), and equipped with a modem, Internet connection, or removable media devices for information exchange.
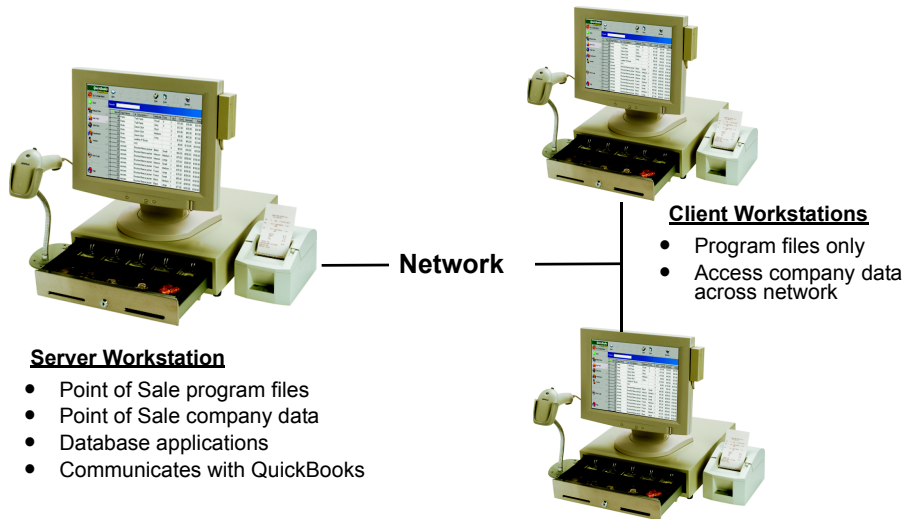
Consider the following when deciding the location of the Server Workstation:

- **Where do you want your QuickBooks Financial Software installed?** Only the Server Workstation can run Financial Exchange with QuickBooks. Installation options with QuickBooks are discussed in **Chapter 6 Integrate with QuickBooks (page 55)**.
- **Do you want your sales associates to have access to the Server Workstation?**
- **Do you have a single or multiple Point of Sale user licenses?** Point of Sale licensing on a network is discussed in **Point of Sale Licensing (page 9)**.
- **Where do you have access to the Internet?**

📒 **IMPORTANT: Dedicated Network Server Not Recommended**

We do not recommend using a dedicated network server to hold your Point of Sale company data. Significant performance degradation may result if the company data is not on the same computer as the database application files (installed with Server Workstation).

Once the Server Workstation is installed and your company data file has been created, each additional workstation within a store is then installed as a Client workstation and accesses the company data file over the network. Client computers have only the Point of Sale program files installed locally.

Network

Client Workstations
- Program files only
- Access company data across network

Server Workstation
- Point of Sale program files
- Point of Sale company data
- Database applications
- Communicates with QuickBooks

Point of Sale Licensing

When you purchased Point of Sale, you were in fact purchasing one (or more) user licenses. You can only have as many concurrent computers accessing Point of Sale as you have user licenses.

One License, Multiple Workstations

All of the networked computers in a store share a "store license" which is managed by the Server Workstation and may include from one to ten user licenses (based on your purchase). The Server Workstation ensures that no more than the licensed number of users are using Point of Sale at any one time.

For example, say you want to use a point-of-sale workstation in the front of the store during business hours, but want to use a networked back-office workstation in the evenings to create purchase orders and exchange data with QuickBooks. In this example, only a single copy (with one user license) of Point of Sale is required. It would be installed on the back-office computer as the Server Workstation and the front computer as a Client Workstation, using the same license number. Either workstation can access Point of Sale, but only one at any given time. If you require that multiple workstations run Point of Sale at the same time, you would need to purchase additional user licenses.

Multiple Workstations

All installations on a network must be the same level of Point of Sale, i.e. Basic, Pro, or Pro Multi-Store.

Benefits of this Licensing Structure

- Only one workstation (the Server Workstation) must register the Point of Sale software
- You can use multiple workstations for sale lanes or specialized roles (purchasing, receiving, etc.)
  - Use a single user license that is accessible via multiple workstations, but only one at a time, or
  - Use multiple workstations at the same time provided multiple user licenses have been purchased
- In a Pro Multi-Store installation, you can transfer user licenses from one store to another, or temporarily use a store's user license to run Point of Sale (installed as a client) on a laptop you take store-to-store.

Merging License Numbers

If you purchase and install additional copies of Point of Sale with different license numbers on Client Workstations, you must merge them with the Server Workstation's store license. After merging, the new workstation shares the same license as the Server Workstation and the Client Workstation's original license number is deactivated.

The Server Workstation, in turn, synchronizes its license information with Intuit's licensing servers to reflect the fact that an additional user license has been added. The new user license is not available for use until synchronization is completed. Point of Sale will prompt you to synchronize when needed.

Collecting Necessary Information

As you configure Point of Sale, and optionally QuickBooks, you will be asked to enter certain information about your company. This information is used to set up your company file in each program.

We suggest you have the following information available before beginning:

- Name and addresses, phone numbers, web sites, etc. for each store in your company
- Names, addresses, contact information, account numbers, balances, etc. for existing vendors, customers, and employees
- Current on-hand counts, costs, and prices for existing inventory items
- Applicable sales tax rate(s) and the name of the agency to which they are paid
- Pro Multi-Store Users: The Point of Sale License Numbers, e-mail addresses, mapped drive path, or removable media information for the Server Workstation at each store

Tip: Importing Data Saves Time

Point of Sale offers two ways to import existing customer, vendor, and item information. Importing existing data can save many hours of tedious re-entry. Both of these import methods are discussed in **Chapter 4 Essential Startup Tasks (page 27)**.
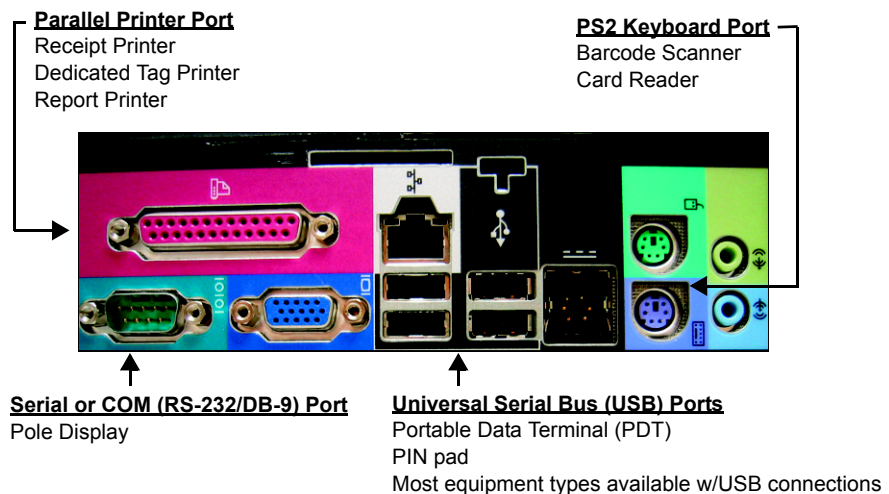
Planning for Point of Sale Hardware

Point of Sale has been designed to work seamlessly with select industry-leading retail hardware. The addition of dedicated point-of-sale hardware to a Point of Sale system creates a more professional retail environment, instilling trust and confidence in customers while also making your operation more efficient.

Point of Sale hardware, in multiple colors and port configurations, is available directly from and supported by Intuit or you can purchase compatible hardware from other sources. *Refer to Appendix D in the Point of Sale User's Guide for the list of compatible hardware*

Planning for hardware at your Point of Sale workstations is a three-part process:

1. Answer hardware-related questions and gather information:

    • How many workstations at how many locations will run Point of Sale? What are the intended activities at each workstation?

    • What hardware and connection ports are needed for each workstation?

    • Do existing PCs meet system requirements and have the necessary connection ports?

    • Is existing hardware on the list of compatible hardware?

    • Can hardware be shared among workstations or locations, e.g. one tag printer at a central receiving location, for example?

    The illustration below will help you identify the various port types used for typical Point of Sale hardware.

Parallel Printer Port
Receipt Printer
Dedicated Tag Printer
Report Printer

PS2 Keyboard Port
Barcode Scanner
Card Reader

Serial or COM (RS-232/DB-9) Port
Pole Display

Universal Serial Bus (USB) Ports
Portable Data Terminal (PDT)
PIN pad
Most equipment types available w/USB connections

2. Determine, purchase, and install needed port upgrades or new workstation PCs:
    - If more USB ports are needed, you can purchase a powered USB hub from your local office supply or computer store
3. Determine, purchase, and install dedicated Point of Sale hardware:
    - Install Point of Sale before attaching and installing hardware
    - Read instructions included with each piece of hardware.
    - Specify installed hardware when you reach the equipment section of Setup Interview or in workstation preferences

Careful survey of existing hardware compatibility, as well as future needs, will help identify the equipment purchases required, eliminating implementation bottlenecks.

Typical Hardware Configuration

	Point of Sale	**Office**	**Receiving/Floor**
Role:	Ring up sales, take orders, and capture customer information.	Manage inventory, purchasing, reports, and data exchange with financial software.	Receive and transfer merchandise, perform physical counts, and print tags.
Hardware:	• 40-Column Receipt Printer • Cash Drawer • Credit Card Reader/PIN pad • Barcode Scanner • Pole Display (required in some areas)	• Windows Report Printer (laser or ink jet) • Barcode Scanner	• Barcode Scanner • Dedicated Tag Printer • Portable Data Terminal (PDT)

Need Help Getting Started?

Free, Self-Service Support

Support Website: Provides a Knowledge Base of answers to frequently asked Point of Sale questions. Visit **www.quickbooks.com/support**.

Community Message Boards: Provides a gathering place for users and experts to share ideas, ask questions, and provide solutions to one another. Visit **www.community.quickbooks.com/pos**.

Find a QuickBooks Point of Sale Specialist in Your Area

Locate a Certified Point of Sale ProAdvisor who can help you set up Point of Sale, answer questions, and/or provide training and support to you or your employees. Choose among Certified Point of Sale ProAdvisors—CPAs, accountants, small business advisors, trainers, or computer consultants—who have been tested on both QuickBooks and Point of Sale. To find the Point of Sale specialist nearest you, visit **www.quickbooks.com/findadvisor**.

Make sure that in Step 2 of your search criteria you select a ProAdvisor who is Certified in QuickBooks Point of Sale. Fees apply and are set by the QuickBooks ProAdvisor®.

Point of Sale Phone Support

Call (800) 348-0254. Several live options are available. Fees apply after an initial 30-day free support period. For details, call 6 am to 6 pm Monday - Friday, or 7 am to 4 pm Saturday - Sunday, PST*.

*Excluding occasional downtime for system and server maintenance, company events, observed U.S. holidays, and events beyond our control.

Merchant and Gift Card Services Support

For information about applying for an account with either service, call 800-926-9066.

For support with an existing account, call 800-558-9558, 24 hours a day, 7 days a week.

Learning to Use Point of Sale

After you have installed, Point of Sale offers two ways for you to learn and train your employees to complete retail tasks.

Using the Learning Center

Visit the Learning Center to watch and interact with "Show Me" instructional videos that teach basic program tasks visually.

The Learning Center is automatically launched after you complete the Setup Interview, but can be accessed anytime later by selecting **LEARNING CENTER** from the Help menu.

Using Practice Mode

Practice mode provides a way to train employees or to try out the features at a higher level of Point of Sale, without affecting your real company data. Practice mode allows you to try almost all program features, except authorizing or settling credit card and debit transactions, running Financial Exchanges with QuickBooks, and backing up or restoring the company data.

To use practice mode:

1. Close all open windows.
2. Select **PRACTICE QBPOS** from the File menu.
3. Select the data you want to practice with, either the same data you last used (if this is your first time accessing practice, this choice loads sample sporting goods data) or a copy of your own real data (does not affect your real data).
4. Choose a practice level and then select **OK**.

   Basic users can select to practice in Pro or Pro Multi-Store levels, and Pro users can choose to practice in Pro Multi-Store level, to try out the added features in a higher level.
5. When done, select **EXIT PRACTICE** from the File menu.

While in practice, the words *"Practice Mode"* flash in the title bar and the status bar is displayed in a bright yellow color.

> **Dates in Practice Mode**
>
> While in practice mode, Point of Sale sets today's date to December 15, 2007.

Chapter 2   **Install the Server Workstation**

Before beginning this chapter, you should have:

- ☑ If on a network, decided which computer to make the Server Workstation, based on the information in **Chapter 1 Essential Preparation (page 1)**.
- ☑ Installed and configured your QuickBooks company file, on this or another networked computer according to the instructions in **Chapter 6 Integrate with QuickBooks (page 55)**

In this chapter, you will:

- Install Point of Sale on the computer you have decided to make the Server Workstation
- Connect any Point of Sale hardware you will use with this workstation
- Create your Point of Sale company data file and assign a workstation number
- Register your Point of Sale software
- Complete the Setup Interview to configure basic program settings

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📝   **Windows Security Affects Point of Sale Rights**

You must have Windows *Administrator* rights to install Point of Sale. Once installed, users at the *User*, *Power User*, or *Administrator* levels can run Point of Sale. To manage your Windows security levels, go to the *Users* section of My Computer (name may vary with Windows version).

📝   **Installing Company Data File to a Dedicated Server Not Recommended**

The use of a dedicated server with Point of Sale 5.0 is not recommended. Your fastest computer, with the most memory and largest hard drive, should be used as the server as well as performing point-of-sale activities. This workstation has the database applications installed to it. Placing the company data file on a dedicated server separate from this workstation will result in performance degradation.

📝   **Note: Installed Firewalls May Block Access to Point of Sale Company Data**

If you have a firewall installed on your system, it may block communication between Point of Sale and your company data and when attempting to complete certain other Point of Sale activities that require an Internet connection. If your firewall displays a warning message about this communication, we strongly recommend that you choose the option to always allow this access. In the case of the firewall integrated with WIndows XP, Point of Sale will ask you if you want it to automatically configure the firewall. Again, we strongly recommend answering yes. For more information about firewalls, how they can affect Point of Sale activities, and how to configure them, refer to **Appendix B Configuring Firewalls (page 85)**.

Installing Point of Sale

To install Point of Sale on the Server Workstation:

1. Close all running programs, except Windows.
2. Put the Point of Sale CD into your CD-ROM drive.

    The Install Wizard will launch automatically (if it doesn't, browse to the **SETUP.EXE** file on the CD and double-click it to start the installation).
3. Follow the on-screen prompts to install the program files to your computer:
    *   Point of Sale 5.0 requires that Microsoft .NET Framework 1.1, SP 1 be installed. You will be prompted to install this program if necessary. When done, you may have to manually restart the Point of Sale installation from Step 2.
    *   Enter the License and Product numbers from the CD holder or that you were given when you purchased Point of Sale.
    *   Read and accept the license agreement.
    *   Select **SERVER** as the Installation Type.

        If you want to specify the installation path and other setup options, select **CUSTOM** as the Installation Type and then select **SERVER** in the Install Options window. Accept the default installation folder (recommended) or browse to an alternate location. *Note: For best performance install to the local hard drive and not to a dedicated network server.*
4. Follow the prompts to complete the installation.

If you have purchased hardware to install to this workstation, do not launch Point of Sale at this time.

Connecting Hardware

Follow the instructions provided with the hardware to connect and install it to your workstation.

If you purchased hardware from Intuit, note that the hardware setup instructions include a section titled "Configure Point of Sale." Do not complete those steps now.

You will configure Point of Sale for the attached hardware after you create your company data file and as you complete the Setup Interview (or in Point of Sale workstation preferences after completing the interview).

Creating your Company Data

To create your Point of Sale company data:

1. Launch Point of Sale.
2. When prompted, select a workstation number. Choose any of the available workstation numbers from the drop-down list. After assigning a workstation number, Point of Sale displays the options for creating your POS company data.
   - Watch an Overview Tutorial of the program
   - Use Practice mode to try out the Point of Sale features
   - Create a new company data file
   - Open an existing Point of Sale 5.0 company data file (applicable on reinstallation at a later date)
3. Select **CREATE NEW COMPANY DATA**.
4. Enter a unique name for your company data file and select **OK**.
   Point of Sale creates your new company data file. This may take a few minutes.
5. Select **OK** to close the confirmation window, when displayed.

Registering Point of Sale

You will be prompted to register the Point of Sale software each time you start the program until registration has been completed. The software must be registered or it will cease to function on the 31st day after installation.

To register Point of Sale:

1. From the Product Registration screen, select **REGISTER NOW**.
   - If you are connected to the Internet, an online registration form is displayed.
   - If you are not connected to the Internet, the phone registration window is displayed. Dial the number listed to register.
2. Follow the online prompts or the instructions provided by the phone agent to complete the registration.

You are encouraged to register promptly. Besides keeping your software functional, registration provides other valuable benefits including notification of Point of Sale updates, enhancements and fixes, and access to certain online features.Your license and product numbers can be viewed after registering by selecting **HELP ➤ ABOUT POINT OF SALE**. You will need to provide these numbers if you contact Intuit for support, to purchase more user licenses, or to unlock to a higher level.

Completing the Setup Interview

The Setup Interview is automatically launched to assist you in configuring the program by asking a series of easily answered questions.

The information you provide in the interview is used to set up basic program options, customize features, set up hardware, and optionally, to sign up for the QuickBooks POS Merchant and Gift Card Services and connect to your QuickBooks Financial Software.

 As you complete the interview, keep in mind:

- If you are not prepared to complete a section, skip that section until later.
- You can return to the interview at any time to change most choices by selecting SETUP INTERVIEW from the File menu.

- The program settings configured during the interview can also be reviewed or revised later by accessing **COMPANY** or **WORKSTATION PREFERENCES** from the Edit menu .The preference windows are also where you can set up more advanced options that are not covered in the interview.
- For more information on a particular topic, select from the blue help links available on each page.

The remainder of this chapter provides a brief overview of the interview.

Your Company

Enter your company name and contact information. This information is printed on documents created in Point of Sale.

If you specify the type of retail business you operate, Point of Sale will create a set of merchandise departments suitable for your business, saving you some setup time. Later, you can add, rename, or delete the default departments to better fit your needs.

If you are a Pro-level user, Point of Sale will also create some standard inventory style templates for your use based on your business type.

Other Stores

This section applies to Pro Multi-Store users only, and is covered in detail in **Chapter 7 Configure Multiple Stores (page 69)**.

Customize Features

Use this page to remove Point of Sale features that you do not plan to use. Clearing the check-box for a feature removes the menu options, fields, and windows for that feature throughout the program, leaving your work screen less cluttered and more efficient for the activities important to you. Read an explanation of each feature listed by selecting More Info to the right of the feature.

Sales Tax

If you charge sales tax, enter your sales tax rate and the agency to which you make your tax payments. If you need to collect different tax rates based on the type of merchandise being sold or where the customer lives, enter the rate you most often charge here and then later, after completing the interview, you can set up other tax rates and advanced options in company preferences.

POS Merchant Service/Gift Card Service

Use the links on this page to learn about and sign up for an account with either or both the QuickBooks POS Merchant Service and the QuickBooks POS Gift Card Service, both provided by Innovative Merchant Solutions, LLC (IMS), an Intuit company.

Integrating these services means that credit, debit, and gift card sales can be processed, settled, and reported, all from within Point of Sale. Key benefits of this service include:

- No duplicate data entry. All your credit, debit, and gift card sales are handled directly on your Point of Sale workstation.
- Choice of modem or secure Internet connections to communicate with the services.
- Availability to offer cash back on PIN debit transactions.

You can set up an account online (requires Internet connection) or by phone at 800-926-9066. Once you have signed up for the account, you will be e-mailed your account number(s), which can be entered on this interview page or in company preferences later.

When you receive your Account Number(s), refer to **Appendix A Merchant & Gift Card Services (page 79)** *for instructions on entering the account number in Point of Sale company preferences, set up communications, and set other service options.*

Printers & Eqipment

Use this interview page to configure this workstation to work with point-of-sale hardware bundles, or individual hardware components, such as a touchscreen, receipt printer, cash drawer, tag printer, modem, credit card reader, PIN pad, and pole display.

If you purchased a hardware bundle, select it at the top of the list of hardware. This selection will automatically select the correct models of hardware for the various included components.

Select the **SET UP** or **PROPERTIES** button for each individual piece of hardware to open the Set Up dialog for each. Add or verify the correct models are listed and, where available, use the test button to make sure the equipment is functioning properly.

More help is available for setting up each component on the individual dialogs.

📝 **Equipment Must be Configured Separately for Each Workstation**

If you have multiple workstations, return to this section after installing each and set up the equipment unique to that workstation. Optionally, equipment can be set up in workstation preferences (from the Edit menu, select **PREFERENCES WORKSTATION**, and then select the hardware type from the left-side preference list).

📝 **Selecting Print Templates**

Point of Sale comes with several pre-designed print templates for each document and tag type. You can select from these templates on the Print Options page in workstation preferences after completing the interview. You will be prompted to select a template the first time you go to print a document or tag if you haven't made your selections prior to that time.

Use with QuickBooks

Specify on this page if you are going to integrate with QuickBooks and, if ready to begin sharing data, you can establish the connection between the programs.

If you are going to connect now:

1. Leaving the Point of Sale interview open, launch QuickBooks and open your financial company file (sign in as an Administrator or as a user with full Administrator rights).

2. Switch back to Point the Sale and select **CONNECT TO QUICKBOOKS NOW**.

   The QuickBooks Connection Wizard is launched and locates your QuickBooks company file. QuickBooks displays a certificate window, asking you if you want to allow Point of Sale to access your company file.

3. Answer **YES, ALWAYS; ALLOW CONNECTION EVEN IF QUICKBOOKS IS NOT RUNNING.**

   Your options on this page may vary, depending on the specific version of QuickBooks you have. If you do not have the option to allow access even when QuickBooks is not running on this screen, you can set this preference later in QuickBooks. *(The automatic login option is not available if you are using the RDS configuration to connect.)*

4. Answer **YES** or **OK** on the confirmation windows QuickBooks displays.

5. Follow the remaining prompts to complete the connection.

You are now ready to send data between the two programs! Point of Sale will reconnect to this same company file anytime it is needed.

Complete Page

Congratulations! You've completed the interview and are ready to begin using Point of Sale on your Server Workstation.

This page of the interview has links to helpful getting started information and learning tools.

Take a few minutes to explore the program, but don't forget to come back to install additional workstations and to read an overview of the essential tasks that will get you up and running fast!

Chapter 3 **Install Client Workstations**

Before beginning this chapter, you should have:

- ☑ Verified that your network is functioning properly and meets the **Minimum System Requirements (page 5)**
- ☑ Familiarized yourself with **Point of Sale Licensing (page 9)** for a networked installation
- ☑ Installed Point of Sale on the Server Workstation and completed the Setup Interview according to the instructions in **Chapter 2 Install the Server Workstation (page 15)**

In this chapter, you will:

- Review multi-workstation guidelines
- Install Point of Sale on Client workstations and assign a workstation number to each
- Connect and configure Client workstation hardware
- Connect to the company data file on the Server Workstation
- Merge Client licenses with the Server Workstation license (if necessary)

Multi-Workstation Guidelines

Point of Sale can be networked to allow up to ten networked workstations concurrent access to the company data within a store; one Server Workstation and up to nine Client workstations.

The following general guidelines apply to multi-workstation configurations of Point of Sale:

- Only one Server Workstation can be installed on a network
- Each workstation must have the same version and level of Point of Sale
- If multiple workstations will concurrently run Point of Sale, each must have a separate user license (all user licenses get merged)
- Client workstations hold only program files, they access the Point of Sale company data on the Server Workstation to complete program tasks

- Certain activities are not allowed on Client workstations:
  - Creation of Point of Sale company data
  - Financial Exchange with QuickBooks
  - Store Exchange with other stores (in a Pro Multi-Store installation)
  - Connecting to Intuit servers online to manage licensing

Installing Point of Sale

> **IMPORTANT: Install on Only One Client Workstation at a Time!**
>
> During installation, Point of Sale must be able to determine the other workstations installed and allow you to assign available workstation numbers. If more than one installation is running simultaneously on a network, both installing computers may assign the same workstation number. This could cause data conflicts and require reinstallation to correct.

To install on a Client workstation:

1. Close all running programs, except Windows, on the computer that you are installing as a Client.
2. Insert the Point of Sale CD into your CD-ROM drive.

   The install Wizard will launch automatically (if it doesn't, browse to the **SETUP.EXE** file on the CD and double-click it to start the installation).
3. Follow the on-screen prompts to install the program files to the Client workstation:
   - Install Microsoft .NET Framework 1.1, SP 1, if prompted
   - Enter License and Product numbers
     - The unique numbers from the Point of Sale CD purchased for the workstation, or the same numbers used at the Server Workstation*
   - Read and accept the license agreement.
   - Select **CLIENT** as the installation type.
     - If you mistakenly choose **SERVER** as the installation type, you will have to un-install and reinstall as a Client. Only one Server Workstation is allowed on a network.
   - Accept the default installation folder (recommended) or browse and enter an alternate folder name on this workstation. **Do not browse to the server's installation folder over the network!**
4. Follow the prompts to complete the installation.

* With this option, the client will only be able to run Point of Sale at the same time as the Server Workstation if you have purchased multiple user licenses.

Connecting to the Company Data

To connect to the company data on the Server Workstation:

1. Ensure that the Server Workstation is turned on. (Point of Sale does not have to be running).

2. Launch Point of Sale on the Client computer.

    The Database Connection Wizard searches your network and locates the server installation of your company data.

    If more than one Point of Sale company data file exists on the network, the connection wizard displays a listing of the files. Select the file you wish to access and select **OPEN SELECTED**.

3. Select a workstation number for this computer when prompted, and select **OK**.

On subsequent launches of this Client workstation, Point of Sale automatically reconnects to the same server/company data.

Problems Connecting to the Company Data

Under certain circumstances, such as when the Server Workstation is not turned on or when a firewall is enabled on the system, Point of Sale may not be able to automatically detect your company data file on the network. If this occurs, the Database Connection wizard will launch to assist you in identifying the problem and resolving it. If the issue is related to a firewall blocking access, review **Appendix B Configuring Firewalls (page 85)** for more information.

Installing Several Workstations?

If you are installing several workstations with unique license numbers and they don't have an Internet connection, it is recommended that you install them all to the point just before connecting to the company data before beginning the license merging process (see below). You can register, merge, and synchronize all of the workstations in a single phone call.

Connecting and Configuring Hardware

Following the instructions provided with the hardware, connect it now, install drivers, and configure Point of Sale. If your hardware doesn't include instructions for configuring Point of Sale to work with it, select **SETUP INTERVIEW** from the File menu, then select the **PRINTERS & EQUIPMENT** page. Select the **SETUP** button for each piece of hardware you have connected and follow the on-screen prompts.

Merging Licenses

If you entered an unique license number for the Client (different than the Server's), you must merge licenses within 30 days or Point of Sale will cease to function on the Client Workstation.

To merge licenses:

1. From the prompt displayed, select **MERGE NOW**.
    *   If you are connected to the Internet, the merge happens automatically online. Select **FINISH** when the process is completed to close the merge window.
    *   If you are not connected to the Internet call the phone number shown.
2. Follow the on-screen or phone agent instructions to complete the merge on the Client Workstation.
3. To complete the merge and make the additional user license available, the Server Workstation must synchronize its license with Intuit's licensing servers.
    *   If the Server Workstation is connected to the Internet and has previously registered, this is immediate and automatic.
    *   If the Server Workstation is not connected to the Internet or has not yet registered, a prompt to synchronize and/or register will be displayed periodically until completed.

To manually synchronize licenses from the Server Workstation:

1. Connect to the Internet on the Server Workstation.
2. From the Help menu, select **MANAGE MY LICENSE**.
3. Select **SYNC LICENSE DATA ONLINE NOW** and follow the prompts.

Alternatively, the synchronization can be done by phone. Select **ADD A USER LICENSE** from the **MANAGE MY LICENSE** options and follow the on-screen prompts.

Exceeding the Number of User Licenses

If more workstations try to access the Point of Sale company data than you have user licenses, a warning dialog is displayed. Your options in this case are:

*   Close Point of Sale on another workstation, so a user license is made available to you
*   Synchronize licensing with Intuit, if you have just installed and merged a new license but have not synchronized yet as explained above
*   Buy additional user licenses so additional workstations can connect and use Point of Sale at the same time

Chapter 4 # Essential Startup Tasks

Before beginning this chapter, you should have:

☑ Installed and configured your QuickBooks company file according to the instructions in **Chapter 6 Integrate with QuickBooks (page 55)**

☑ Installed Point of Sale on the Server (and Client, if applicable) Workstations and set up Point of Sale according to the instructions in **Chapter 2 Install the Server Workstation (page 15)**

In this chapter, you will:

- Complete the setup of features important to your business
- Import or enter data: items, vendors, customers
- Learn how to complete typical daily tasks

Not all Features and Options Discussed

This chapter is intended to help you get started using Point of Sale in the most efficient manner. It does not cover all of the features and options available in Point of Sale. Consult the User Guide and the in-program help for information regarding advanced features not discussed in this Guide.

Completing Your Point of Sale Setup

When you completed the Setup Interview, you configured many basic program options. Point of Sale offers several other advanced options.Review the following topics to see which of these additional setup options might benefit your business.

Setting Up Merchandise Departments

Categorizing your merchandise into departments helps you monitor past performance, run meaningful reports, and make future buying decisions. Every item added to inventory must be assigned to a department.

The best number of departments for your store(s)) will depend on how you evaluate the performance of your merchandise and how you plan your purchasing.

If you want to be able to compare the performance of two groups of items, each group should be assigned its own department. For example, if you budget X number of purchasing dollars for golf shoes and Y number of purchasing dollars for running shoes, you should assign separate departments for each of those shoe types.
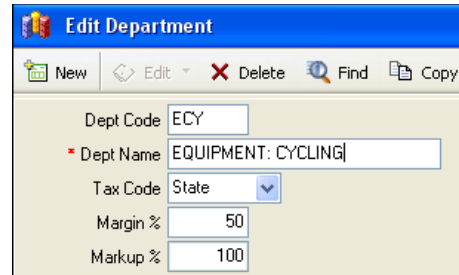
By designing your departments carefully, you gain great flexibility when selecting and summarizing data for reports.

Tips for Defining Departments

- Select **NEW DEPARTMENT** or **DEPARTMENT LIST** from the Inventory menu to create or review your departments.
- If you elected during the Setup Interview to let Point of Sale add departments typical for your business type, you should review those and make any changes or additions, to better fit your needs.
- Define a default department tax code if you want all new items added in a department to be taxed in the same way.
- If you would like Point of Sale to calculate new item prices for you based on either a margin or markup percentage from your cost, specify a value for one of those fields in your department records. Point of Sale applies the price calculation only to new items and never overwrites prices you have manually entered in inventory.
- Press **<F1>** on the Department window for more information.

Setting Up Markdown Price Levels

Point of Sale can maintain up to five separate prices for each of your items; a regular sales price, and four markdown price levels, which are calculated from your regular sales price.

Having multiple price levels allows you to offer different prices to different groups of customers automatically, e.g. employees, VIP customers, wholesale customers, family members, etc. or for other purposes, such as for promotional sales.

If you entered a margin or markup on your department records, Point of Sale can automatically calculate your regular sales price for new items as they are added to inventory, based on the department they belong to. If you define markdown price levels, they are calculated from your regular sales price.

A typical price level setup and an example of an item's prices in inventory might look like this:

To define markdown price levels:

1. Select **EDIT PRICE LEVELS** on the Pricing window while working with an item in inventory.

   Or

   From the Edit menu, select **PREFERENCES ➤ COMPANY** and then select the **PRICE LEVELS** page.

2. Enter a name and markdown percentage for each level you want to use.

Tips for using Price Levels

- The use of markdown price levels is optional
- The price level markdown percentages you specify apply to all items, even if you specify them while editing an individual item record
- Point of Sale recalculates the prices at each markdown level anytime your regular sales price is changed to maintain your specified markdown percentages
- You can associate a price level to a customer, so that the correct price is automatically charged on sales to that customer
- Press *<F1>* on the item Pricing window for more information

Setting Up Advanced Sales Tax Options

In the Setup Interview, you had the opportunity to enter a single sales tax rate and the agency to which those taxes are paid. Point of Sale used this information to create one sales tax location called *Local Sales Tax*, with two tax codes, *Tax* (to collect tax on taxable merchandise at the rate you specified) and *Non* (for non-taxable merchandise).

If you need to collect sales tax in different ways, you can set up other sales tax options as described here.

Point of sale offers the following sales tax options:

- • Use tax codes to collect taxes based on **what** merchandise is being sold
- • Use tax locations, to collect sales tax based on **where** the sale takes place
- • Collect tax based on defined item price thresholds
- • Collect tax on shipping charges
- • Associate a sales tax location or tax-exempt status with a customer so that sales tax is automatically collected or not collected on sales to that customer
- • Specify a default tax location to be suggested for all sales in your store, with the ability to change sales tax locations or codes on individual sales
- • Map collected sales tax to QuickBooks sales tax items or groups

To set up advanced sales tax options:

1. From the Edit menu, select **PREFERENCES** ➤ **COMPANY** and then select the **SALES TAX** page from the left-side menu.

2. Select **ADD**, **EDIT**, or **REMOVE TAX CODE** or **TAX LOCATION**, as necessary.

3. Enter the sales tax rate, agency, and define other options as applicable.

Press **<F1>** on the dialogs displayed for specific instructions.

4. Specify the default sales tax location to use on sales.

5. Select **SAVE**.

Setting General Sales Receipt Options

You can specify the following sales receipt options:

- Customer payment options available
- Default payment type that is suggested for all new sales
- Payment types that open the cash drawer (if installed)
- Credit card types accepted
- Require that a customer be listed on sales receipts

To set sales payment options, from the Edit menu, select **PREFERENCES ➤ COMPANY** and then select the **SALES** page from the left-side menu. Specify the options you desire.

Additional options exist when using the QuickBooks POS Merchant or Gift Card services.

Configuring Merchant & Gift Services

If you applied for an account with the QuickBooks POS Merchant and/or Gift Card Services and have received your account number(s), see **Appendix A Merchant & Gift Card Services (page 79)** for instructions on configuring these services in Point of Sale.

Implementing Security and Employee Tracking

It is strongly recommended that you assign user names and passwords to employees and require them to log in to use Point of Sale. You can assign each employee to one of the four predefined security groups or create your own custom groups, so that you have complete control over the features and data each of your employees can access.

To require logins, add employees, and assign security rights:

1. From the Edit menu, select **PREFERENCES ➤ COMPANY**.

2. Select the General page from the left-side preferences menu.

3. Select the check-box for the **REQUIRE USERS TO SIGN IN** option and then **SAVE**.

4. From the File menu, select
   LOGIN/OUT.

5. Choose *Sysadmin* as the
   user and leave the
   password field blank, then
   select **LOGIN**. From the Edit
   menu, select **PREFERENCES**
   ➤ **EMPLOYEES & SECURITY**.
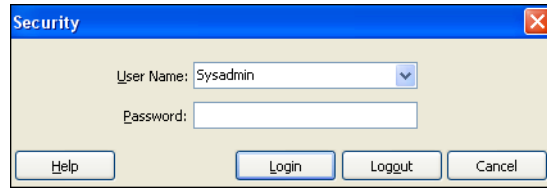
6. Choose the *Sysadmin* user and select **EDIT**. Assign a password and write it down in
   a safe place. Use this user and password to login anytime you need to change
   security settings or add/delete employees.

7. Select **NEW** to add an employee. Enter employee information and a password, and
   then assign the employee to a security group.

   You can view the access rights of each group by selecting **SWITCH TO GROUPS** from
   the task list and then highlighting a group name.

8. Select **SAVE**.

9. Repeat Steps 1 -3 for each employee then close all open windows.

Tips for using Security

- Only the *Sysadmin* user can add or delete employees, and assign passwords.
- If the predefined security groups don't meed your needs, you can create
  custom groups with rights of your choosing.
- Press *<F1>* on the Employees & Security window for more information.

Other Customization Options

Point of Sale offers several other ways to customize the program to better suit your
business. For more information on these customization features, read Chapter 15 in
the Point of Sale User's Guide.

Importing or Entering Data

There is no way to avoid the chore of entering your inventory items, vendors, and
customers when just getting started. However, Point of Sale does supply some tools
and a lot of assistance to help complete this task.

- You can import existing data from your QuickBooks company file

- You can use the Data Import Wizard to bring in data via an Excel spreadsheet or as a comma delimited text file (saved as *.csv)
- You can manually enter data

Importing data saves you time and helps avoid errors that can occur with manual entry. This section explains all three options for entering your data.

Importing Data from QuickBooks

If you have an existing QuickBooks company file with vendors, customers, and items, you can import that data directly into Point of Sale.

Importing Vendors and Customers

Existing, active QuickBooks vendors and customers are automatically imported when you complete your first Financial Exchange and routinely shared thereafter. You should simply review the imported records and edit them, as necessary, if you want to take advantage of additional related Point of Sale features. *Refer to Chapter 14 in the Point of Sale User's Guide for tips on editing your imported vendors and customers.*

Importing Items

Importing existing QuickBooks items is optional. You can import all QuickBooks items or just selected items. After this import, items are not routinely exchanged between the programs.

You will be prompted to import each time you go to your Point of Sale item list until you complete the import or indicate that you do not plan to import. Choose **ASK ME AGAIN LATER** on this dialog if you plan to import, but are not ready to do at this time.
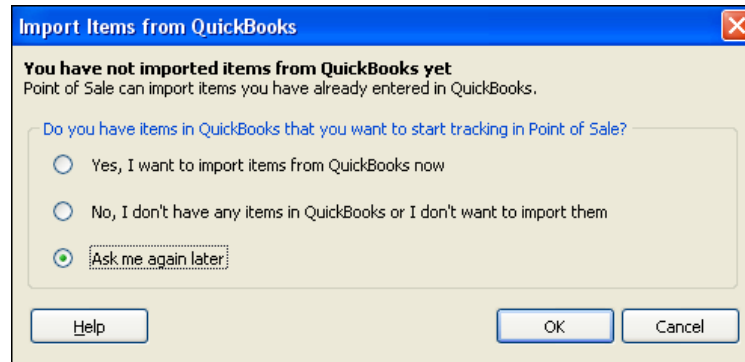
You can also initiate an item import by selecting **IMPORT QUICKBOOKS ITEMS** from the Financial menu or from the Advanced Options page of the Financial Center.

The rest of this section discusses the benefits and procedure of importing items and points out some circumstances in which you might not want to import.

Benefits Of Importing Items From QuickBooks

You are not required to import your QuickBooks items, but it is recommended that you do so.

- Importing saves you time and eliminates data-entry errors
- The imported items are immediately available to order, receive, and sell in Point of Sale
- Tracking the items in both programs might result in erroneous inventory values. Upon importing the on-hand quantities in QuickBooks are automatically "zeroed-out" to prevent this.

Most users will want to import all items. However, there may be good reasons to not import all items.

- You have store supply items, such as shopping bags or cleaning supplies, that you do not resell. You need these items in QuickBooks to accurately track of supply costs, but there is no need for the items to be in Point of Sale. You could choose not to import these items, and continue to track them in QuickBooks Financial Software.
- You have a large number of outdated items, which you no longer use in QuickBooks. Rather than delete such items or make them inactive in the financial software, you may prefer simply not to import them. This way, you still have an active record of these items in QuickBooks in case you need them in the future.

📝 **Maintaining a Separate Inventory in QuickBooks Financial Software**

If you "divide" your inventory, meaning you track certain items in QuickBooks and others in Point of Sale, you should only conduct activities related to those items in the program you are using to track them. For example, if you track cleaning supplies in your financial software, then you should create all purchase orders, receiving vouchers, and/or sales receipts for cleaning supplies in your financial software, not in Point of Sale.

What If I Choose Not to Import Items From QuickBooks?

If you choose not to import, you will need to manually add your existing items in Point of Sale if you want to order, receive, and sell them in Point of Sale.

To import your QuickBooks items:

1. Select to import when prompted to or select **IMPORT QUICKBOOKS ITEMS** from the Financial menu.
2. In the Item Fields window displayed, read the information presented and specify how you want the item information from your QuickBooks items transferred to the Point of Sale item description field.
3. On the Item Selection window, answer **YES** if you want to import only selected items or **NO** to import all QuickBooks items, then select **IPORT NOW**.
4. If importing only selected items, use the Select Items to Import page to specify which of your QuickBooks items should be imported and then select **OK**.

   If the check-box to the left of an item is checked, that item will be imported. Clear the check-box if you do not want to import an item. Using the **SELECT ALL**, **UNSELECT ALL**, and **FILTERED VIEW** options at the bottom of the page can help you locate and make item selections quickly. Select **HELP** on this page for assistance, if necessary.

📝 **Reviewing Your Imported Items**

Imported items should be reviewed, and edited as necessary, to take advantage of Point of Sale features not offered in QuickBooks. Read and follow the suggestions in the Reviewing Imported Data section of Chapter 14 in the Point of Sale User's Guide.

📝 **Important: Financial Software Quantities Set to Zero for Imported Items**

When you import items, the on-hand quantity for all imported items is set to zero in QuickBooks. A compensating General Journal transaction is created to debit the Inventory Asset account. The quantities for these items are now tracked in Point of Sale. One or more adjustment memos are created in Point of Sale to record the addition of these quantities to inventory, thus maintaining a correct inventory valuation.

> ⚠️ **Warning: Not Importing Items, Then Manually Adding Them in Point of Sale**
>
> If you have existing items in QuickBooks, choose not to import them and then manually add those same items and quantities to Point of Sale, your financial software inventory value can be erroneously increased. This is because when you manually add items and quantities in Point of Sale, the program will send inventory adjustments (as General Journal transactions) showing increases in inventory value. In this case, you will need to make a compensating one-time adjustment in QuickBooks Financial Software to correct your inventory value. *Refer to the instructions in your QuickBooks Financial Software documentation for more information about adjusting inventory amounts.*

Using the Data Import Wizard

The Data Import Wizard is designed to spare you from the time-consuming task of manually entering large amounts of existing non-QuickBooks data into Point of Sale, such as inventory, customers and vendors. This tool is particularly useful for:

- Importing data you have exported from another point-of-sale software
- Importing data provided by vendors, such as catalog information for new items or updates for existing inventory items

You can import data from the default Excel spreadsheet template provided with Point of Sale, or one generated by another program or vendor, or from a comma-delimited text file (file extension must be .**csv**).

You have complete control over how information from any of the above sources are mapped to the data fields in Point of Sale.

To use the Data Import Wizard:

It is recommended that you backup your company data file before importing.

1. Select **UTILITIES ➤ IMPORT** from the File menu. The Data Import Wizard launches.

- Specify whether you wish to use the default Point of Sale template or your own import file. You can import items, customers, and/or vendors with either option.
- If you are using the default template, enter (or copy and paste) the data to be imported in the appropriate columns of the worksheet.
- If you are using your own file, browse to the file and then follow the on-screen prompts to specify how the data is to be mapped to Point of Sale fields.
- Specify other import options, as available for each data type.

2. Start the import process.

Specific instructions are contained on the default import template, or can be accessed by selecting **HELP** or pressing **<F1>** from within the wizard.

Manually Entering Vendors

Each vendor from whom you purchase inventory should be set up in Point of Sale. As you add items, you can associate them with a vendor, allowing Point of Sale to track your merchandise by vendor as it is ordered, received, and sold.

Creating vendor records allows you to create purchase orders, receive merchandise from the vendor, assign payment terms, and filter your item list and reports by vendor to analyze sales.

Tips for entering your vendors:

- Select **NEW VENDOR** or **VENDOR LIST** from the Purchasing menu to add or review your vendors
- Go through the fields on the form, entering information as appropriate:
    - Company name is a required field
    - Enter the vendor's account number and payment terms and they will be automatically carried to purchase orders and receiving vouchers you create for the vendor
    - Enter the vendor's e-mail address or Website address and you can send e-mails or visit their Website with one click (Internet connection required)
- As you receive merchandise from a vendor, you are building a receiving history, which can be viewed on the History tab
- If you imported vendors from QuickBooks, you should review and edit those vendor records, as necessary, following the guidelines in Chapter 14 of the Point of Sale User's Guide

Manually Entering Items

Inventory items are defined by the combination of item type, department, description, and size/attribute values you assign.

Each inventory item must be unique, i.e., there must not be two or more items in inventory with the same combination of these values. Also recorded in inventory is an item's cost and price(s), tax code, reorder point, UPC, and other identifying information.

Tips for entering items:

- Select **NEW ITEM** or **ITEM LIST** from the Inventory menu to review or add your items.
- An entry in the **Dept Name** and **Description 1** field is required for all items.
  - Tip: You can define a new department on the fly while adding an item by selecting **NEW** from the drop-down list in the department field.
- Go through the item form, including the tabbed pages for additional information, entering information in the item fields as appropriate.
  - When entering **existing** items, complete all applicable fields, including on-hand quantity, average unit cost, and prices.
  - When entering **new** items (not already physically in your store), leave the **On-Hand Quantity** field blank and use a receiving voucher to update the quantity when the item is received from your vendor.

- Select the **PRICING** button to enter cost and prices for the new item (optional). Receiving vouchers will always update an item's average unit cost, and if not entered, Point of Sale will calculate your regular sales price for you, based on cost plus either margin or markup (as defined in the department file)

- If you collect sales tax, enter the tax code, as appropriate, so that the proper tax is collected on sales of the item.

- The **Description 1**, **Description 2**, **Size**, and **Attribute** fields can be renamed to better fit your type of merchandise. *Refer to Chapter 15 in the Point of Sale User's Guide.*

- Press *<F1>* on any page for additional help.

Manually Entering Customers

Adding customer records gives you the ability to record those customers on sales receipts, thus building a history of customer purchases, which can be valuable in providing outstanding customer service and in creating effective marketing campaigns.

Tracking customers also gives you the added benefits of being able to offer store charge accounts (also requires use of QuickBooks, and associating pre-defined discounts or tax status to your best customers.

When making sales, critical customer information is displayed right on the sales document, providing an opportunity for you to see the customer's status at a glance.

Tips for adding customers:

- Select **NEW CUSTOMER** or **CUSTOMER LIST** from the Point of Sale menu to review or add your customers. New customers can also be added while making a sale, by selecting **ADD NEW** from the drop-down list in the **Customer** field on a receipt.
- Move through the fields on the customer form, including tabbed pages for additional information, making entries as appropriate:
    - The customer's last name is a required field
    - Assign a tax location or tax-exempt status, a discount or price level, and whether the customer information should be shared with QuickBooks
    - You cannot make entries in the Account Limit and Account Balance fields; this information comes from QuickBooks if used
    - Indicate whether checks should be accepted from this customer
    - (Pro) Enter shipping addresses if different than the billing address
- If you imported customers from your QuickBooks Financial Software, you should review those customer records as outlined in Chapter 14 of the Point of Sale User's Guide.
- As you make sales to a customer you are building a sales history, which can be viewed on the History tab.

Completing Routine Tasks

This section is a brief introduction to the essential tasks you will typically perform on a daily basis.

- Receiving merchandise
- Printing price tags
- Making a sale
- Handling returns from customers
- Running the End of Day procedure

Receiving Merchandise

A Receiving Voucher is an important Point of Sale document that records the receipt of merchandise from your vendors. Saving a voucher adds the received item

quantities to inventory and updates the average item cost. These two fields are critical in tracking the value of your inventory.

If you have not already defined your item prices in inventory, a receiving voucher also results in your item prices being calculated (assuming you have defined a margin or markup for the item).

To receive merchandise on a voucher:

1. Select **NEW RECEIVING VOUCHER** from the purchasing menu.
2. If the item(s) being received were ordered on a Point of Sale purchase order (PO), enter the purchase order number in the **PO #** field and press **<ENTER>**.
    • You are prompted to bring PO items to the voucher. Select **ALL DUE** to bring all due items from the PO or choose **SELECT ITEMS** to manually select the PO items to list. If manually selecting items, enter the received quantity in the **Doc Qty** column of the Select Items window and then select **CONTINUE**.

    Or

    If the items were not ordered on a purchase order:
    • Enter the Vendor from whom the merchandise is being received.
    • Scan or type the item's UPC, Alternate Lookup, or Item # and press **<ENTER>** to list the received item on the voucher.
3. Select **EDIT ITEM** (or press **<F5>**) to review or enter the order cost and received quantity.
4. Repeat to list all received items.

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5. If known, enter any applicable freight, fees, or discounts that apply to the shipment.

6. Select **PRINT TAGS** from the task list if you want to print tags for the received items at this time.

   Note: Item prices must already be defined in inventory to print tags from a voucher. If you are receiving items at a cost higher than what is recorded in inventory, you are alerted so that you have the opportunity to review your prices in inventory before printing new tags. See additional tag printing instructions below.

7. Select **SAVE & PRINT** or **SAVE ONLY**.

Press **<F1>** on the receiving voucher for more information.

📝 **Vendor Billing Information on Vouchers**

If you use QuickBooks Financial Software, you have an option to enter vendor billing information on vouchers in Point of Sale, which affects how receiving vouchers are sent to QuickBooks. *Refer to Chapter 14 in the User's Guide for a full explanation of this option.*

Printing Tags for Your Inventory Items

Price tags can be printed from inventory, or from receiving vouchers and purchase orders using either an inkjet or laser printer with sheet labels, or a compatible tag printer such as the Zebra LP2824.

The printer you use and the tag template specified determine what your tags will look like. If your tag design includes a bar code, the program creates the bar code from the inventory item number. The reference price (MSRP) prints only if defined for the item in inventory.

Sample Tag
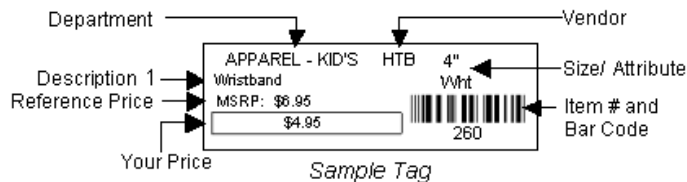
To print tags:

1. To print tags for one item, highlight the item in inventory or on a document.
2. Select **PRINT TAGS** from the task list.
3. Make selections in the Print Tags dialog.
   - Specify the printer to be used if it is not already selected
   - Specify to print tags for the selected item or for all listed items

- Specify a print quantity: the document or on-hand quantity or a specified number

4. Select **PRINT** or **PREVIEW**.

5. Select a template in the Select Tag dialog (suggested as your workstation preference template choice) and then select **OK.**

6. (If using sheet labels) Specify a starting location on the sheet of labels and then select **CONTINUE**.

Press **<F1>** from the Print Tags dialog for more information.

Making a Sale

Sales are recorded on *sales receipts* and customer returns are typically recorded on *return receipts*. Both types of receipts function in the same way.

To make a sale:

1. Select **NEW SALES RECEIPT** from the Point of Sale menu.

2. In the Enter Item(s) field, list an item to be sold by scanning or typing the item's UPC, Alternate Lookup, Item #, or a search keyword.

- • If an exact match is found, it is immediately listed on the receipt.
- • If no exact match is found, the item drop-down list is displayed with the closest match highlighted. If you press **<ENTER>**, the Find Item window is displayed. Select an item or refine your search from these lists.
- • Select **ADD NEW** from the drop-down list to add an item on the fly and immediately sell it.

3. Select **EDIT ITEM (<F5>)** if you need to make changes to the item's quantity, price, tax code, or to give item discounts. Select **OK (<ENTER>)** when done to close the edit window and return to the receipt.

4. Repeat listing and editing items in this manner until all items being sold are listed.

5. (Optional) In the Customer field, begin typing customer identifying information (last name is the recommended entry).

- • If you type last name, Point of Sale displays a drop-down list of your customers with the closest match highlighted. Press **<ENTER>** to accept the highlighted name or scroll to another name.
- • Or enter other customer information (first name, company name, phone, etc.) and press **<ENTER>**. If one unique match is found, the customer is listed. If multiple matches are found, the Find Customer window is displayed, from which you can select the correct customer or refine your search.

Tip: Select **ADD NEW** from the drop-down customer list or the Find Customer window to add a customer record on the fly.

6. Select **TAKE PAYMENT** to go to the receipt payment screen.

7. Enter amounts for payments the customer gives you in the Amount Tendered column and any change you are giving the customer in the Change Amount column, until the receipt payment is balanced.

- The full payment amount is suggested as Cash (or your default payment method, if different) and highlighted. To accept this entry press *<ENTER>*.
- To move the full amount to another payment method, press the up/down arrow keys on your keyboard or click in the appropriate cell, and then press *<ENTER>*.
- To enter a different payment amount, simply type over the amount highlighted and press *<ENTER>*.
- Complete any additional information requested, such as check number or swiping the customers credit, debit, or gift card.
- If the payment amount exceeds the amount due, the difference is automatically suggested as change. Use the same methods to move and accept the change amount of the appropriate type.

8. When the "Payment Complete" message is displayed, select **SAVE & PRINT**.

Making a Return Receipt

Return receipts are created in the same manner as sales receipts. Select **CHANGE TO RETURN RECEIPT** from the task list before entering information.

- Enter return quantities as *positive* numbers.
- Enter the amount being refunded the customer in the Change Amount column on the payment screen.
- You can quickly create a return receipt by locating and copying the original sales receipt in your sales history, then changing it to a return receipt.

  Tip: If the customer has their original receipt, you can find it quickly in Point of Sale by scanning the receipt bar code or typing the receipt number in the **Quick Find** field located in the Retail Navigator.

Handling Exchanges on a Single Receipt

If you need to accept a return and are also making a sale of a replacement item, you can do both on a single *sales receipt*. Simply enter the quantity of the returned item as a *negative* number on the sales receipt and the sold quantity as a positive number. Accept payment or give change for the net difference in the same manner as described above.

Running the End-of-Day Procedure

Point of Sale makes closing your store easy with an automated End of Day procedure.This procedure can include:

- Running an End of Day X/Z-Out Report
- Optionally requiring the cash drawer to be manually counted
- Settling the day's credit card batch with the QuickBooks POS Merchant Service
- Financial Exchange with QuickBooks
- Backing up your company data
- Sending a Store Exchange file to other stores (Pro Multi-Store only)

To run End of Day:

1. Select **END OF DAY** from the Point of Sale menu.

2. Select the options you want to run.
3. Follow the on-screen prompts to enter any required information, such as a cash drawer count.

Read Chapter 10 in the Point of Sale User's Guide for more information.

Chapter 5 Upgrade from Previous Version

What's New in Point of Sale 5.0?

The Point of Sale team is very excited to bring you the many new features and enhancements in this version of Point of Sale, such as:

- **QuickBooks POS Gift Card Service**—Sell, redeem, and track balances of stored-value gift cards from within Point of Sale (optional, fee-based service).
- **Item History**—Displays a running tally of all quantity changes to an item.
- **Advanced Sales Tax Options**—Allows you to meet local taxing regulations with price-dependent taxing, tax collection on shipping amounts, and an unlimited number of tax codes.
- **Customize Point of Sale**—to work best for you:
  - Add, remove, and rearrange list columns
  - Change item description field labels to better reflect your merchandise type
  - Remove unused feature screens, fields, and icons from the program
  - (Pro) Use Custom fields to record, filter, report and print additional item, customer, vendor and employee information
  - (Pro) Customize printed documents and price tags
- **Enhanced Reports & Graphs**—Feature sortable columns, QuickZoom drill-downs to view additional detail and documents, and a customizable Dashboard provides a quick summary of how your business is doing.
- **Initiate Transactions from Item List**—Open the appropriate document to record the purchase, sale, receipt, or transfer of an item directly from your item list.
- **Improved Financial Exchange with QuickBooks**—Simplified setup, more intuitive chart of accounts, more customization choices, and the ability to launch QuickBooks and view a linked transaction from within Point of Sale.
- **New Licensing Structure**—Networked workstations share a single license, allowing up to ten simultaneous users. Point of Sale can be installed on any number of workstations; with the number of simultaneous users controlled by the number of user licenses purchased.
- **USB Black Hardware**—Point of Sale hardware, available as a bundle or a la carte, is now available directly from Intuit in black with USB connections.
- **…and much more!**

Learn More about Point of Sale 5.0 Features

- Select **WHAT'S NEW** from the Help menu after installing
- Search the in-program help index by keyword(s) related to a feature or press *<F1>* from any program screen
- Refer to the related chapters in the Point of Sale User's Guide
- Select **LEARNING CENTER** from the Help menu or **PRACTICE QBPOS** from the File menu to watch inter-active Show Me videos or try out Point of Sale 5.0 with a sample company data file

Let us Know What You Think!

Many of the changes to Point of Sale 5.0 are a direct result of feedback from users like you. We encourage you to keep telling us how we can make Point of Sale even better!

To report a problem, make a suggestion, or just comment on how Point of Sale works, select **SEND FEEDBACK** from the Help menu.

Preparing to Upgrade

- Review **Chapter 1 Essential Preparation (page 1)** to learn about new minimum system requirements, the Server/Client database structure, and licensing changes for Point of Sale 5.0.
- Complete activities in your previous version
    - Settle all unsettled credit card transactions
    - Conduct a Financial Exchange with QuickBooks
    - Multi-store users, conduct Store Exchanges so data is uniform among stores
    - Make a backup of your Point of Sale company data
- If you require password logins to use Point of Sale, make sure you have a password assigned for the *Sysadmin* user and that you can access the Employees and Security area using this user name. Once you have upgraded to Point of Sale 5.0, only the *Sysadmin* user is allowed to add or delete employees, change other employee's passwords, or turn on/off the login requirement.

- Do not un-install your previous version before upgrading.
    - If you have uninstalled, you must either reinstall or insert the CD from your previous version when prompted.
    - To install to a new computer, you must insert the CD from your previous version.
- If making changes in your configuration in conjunction with upgrading, such as going from one workstation to multiple workstations, adding additional stores, or just starting to use QuickBooks Financial Software, read and follow the instructions in the chapters of this guide related to those changes.

Previous Version Remains Intact

The installation of Point of Sale 5.0 does not overwrite previous versions of the software and your existing data will remain intact. You can return to the previous version later if you wish, but all transactions that you have entered in Point of Sale 5.0 will need to be re-entered in the previous version if you choose to do so.

Same Version/Level Required on all Networked Workstations

All networked workstations must have the same version (5.0) and level (Basic, Pro, or Pro Multi-Store) of the Point of Sale software. Once your company data on the Server Workstation is converted to work with Point of Sale 5.0, workstations with an older version will no longer be able to access it. We recommend you upgrade the Server Workstation first (Workstation 1 if upgrading from Version 3.x or earlier), and then upgrade any additional Client Workstations.

Don't Have CD from Previous Version?

Installing the upgrade requires that your previous version is still installed or that you insert the previous-version CD when prompted. If you cannot locate your previous-version CD, contact Point of Sale Customer Support at (800) 348-0254.

Installing the Upgrade

IMPORTANT: Dedicated Network Server Not Recommended

We do not recommend using a dedicated network server to hold your Point of Sale 5.0 company data. Significant performance degradation may result if the company data is not on the Server Workstation (where the database applications are).

Firewalls May Interfere with Point of Sale Activities

Point of Sale 5.0 uses Transmission Control Protocol/Internet Protocol (TCP/IP) for communication between workstations and the company data, and for certain activities that require communication across the Internet. Firewalls, including the firewall included with Windows XP, may block this communication. Typically you will receive a message from your firewall indicating it has detected a threat and ask what you want to do about it. Select the option to allow access always. This should prevent this message in the future. In the case of the Windows XP firewall, Point of Sale will prompt you to allow automatic configuration. We strongly recommend that you allow the automatic configuration.

If you continue receiving firewall messages, it may be necessary to manually configure your firewall to allow access to the required files and ports.

Refer to **Appendix B Configuring Firewalls (page 85)** *for additional assistance.*

To upgrade the Server Workstation:

1. Close all running programs, except Windows, on the Server Workstation.
2. Close Point of Sale on all other workstations.
3. Put the Point of Sale Upgrade CD into your CD-ROM drive. (If the installation wizard does not launch automatically, browse to the **SETUP.EXE** file on the CD and double-click it to begin the installation).
4. Follow the on-screen prompts to install the program files to your computer:
    *   Point of Sale 5.0 requires that Microsoft .NET Framework 1.1, SP 1 be installed. You will be prompted to install this program if necessary. When done, you may have to manually restart the Point of Sale installation from Step 3.
    *   Enter the License and Product Numbers provided with your upgrade CD
    *   Read and accept the license agreement
    *   Select **SERVER** as the installation type
        If you want to specify the installation path and other setup options, select **CUSTOM** as the Installation Type and then select **SERVER** in the Install Options window. Accept the default installation folder (recommended) or browse to an alternate location. *Note: For best performance install to the local hard drive and not to a dedicated network server.*

To convert your previous-version data for use with Point of Sale 5.0:

1. Launch Point of Sale 5.0 on the Server Workstation.

2. If prompted, select a workstation number for this computer.

   Point of Sale will detect your earlier version of the program and prompt you to copy and convert your data files for use with the new version.

   - Select **YES** to copy and convert your data for use with Point of Sale 5.0 (recommended) and then continue with the next step.

   - Select **NO** to postpone data conversion until later and view other options, including:

     - Watch an Overview Tutorial

     - Use Practice mode to try out the Point of Sale 5.0 features

     - Create a new company data file (as opposed to converting existing data)

     - Open an existing Point of Sale 5.0 company data file

     If no is selected, the remaining steps in this procedure do not apply.

3. If prompted, enter a unique name for your Point of Sale 5.0 company data file and select **OK**.

   Point of Sale copies and converts your data to the Point of Sale 5.0 format. This process may take some time, depending on the size of your existing data.

   Select **OK** to close the confirmation window when displayed.

4. If prompted, use your existing user name and password to log in.

5. Register your software when prompted.

6. After registering, select **MANAGE MY LICENSE ▶ SYNC LICENSE DATA ONLINE**. Synchronizing is necessary to update your company data file with the number of user licenses you purchased, making them available to Client Workstations.

To upgrade Client Workstations:

IMPORTANT: Upgrade One Client Workstation at a Time!

During installation, Point of Sale must be able to determine the other workstations installed and allow you to assign available workstation numbers. If more than one installation is running simultaneously on a network, both installing computers may assign the same workstation number. This could cause data conflicts and require reinstallation to correct.

---

1. Close all running programs, except Windows.

2. Put the Point of Sale Upgrade CD into your CD-ROM drive. (The installation wizard does not launch automatically, browse to the **SETUP.EXE** file on the CD and double-click it to begin the installation).

3. Follow the on-screen prompts to install the program files:

- Enter the License and Product Code Numbers provided with your Upgrade CD.This may be the same license numbers you used on the Server Workstation.
- Select **CLIENT** as the installation type
- Accept the default installation folder (recommended) or browse and enter an alternate folder on this workstation. Do not browse to the server's installation folder over the network!

4. Repeat for each additional Client Workstation.

To connect a client workstation to the Point of Sale company data:

1. Ensure that the Server Workstation is running. (Point of Sale does not have to be running.)

2. Launch Point of Sale 5.0 on the Client Workstation.

    Point of Sale searches your network and connects to the company data on the Server Workstation. If more than one Point of Sale company data file exists on the network, a window is displayed listing the names of the files. Select the company data you wish to access and select **OK**.

3. If prompted, select a workstation number for this computer and select **OK**.

4. If prompted, use your user name and password to log in to the program.

    On subsequent launches of Point of Sale, this workstation will automatically reconnect to the same server/company data.

5. Repeat this procedure for each of your client workstations.

📝   **Problems Connecting to the Point of Sale Company Data**

Under certain circumstances, such as when the Server Workstation is not turned on or when a firewall is enabled on the system, Point of Sale may not be able to automatically detect your company data file on the network. If this occurs, the Database Connection wizard will launch to assist you in identifying the problem and resolving it. If the issue is related to a firewall blocking access, review **Appendix B Configuring Firewalls (page 85)** for more information.

Merging Licenses

In Point of Sale 5.0, all workstations on a network share one license. If the license numbers you used to install your Client Workstations are different than the license number of the Server Workstation, you will be prompted to merge those licenses with the license installed on the Server Workstation.

For instructions on merging licenses, read **Merging Licenses (page 26)** *or for general information about Point of Sale 5.0 licensing, read* **Point of Sale Licensing (page 9)***.*

Important Steps after Upgrading

 Discontinue Using Previous Version

Once you have completed the upgrade installation and converted your data for use with Point of Sale 5.0, it is recommended that you either un-install the prior version, or remove any desktop shortcuts for the prior version, to prevent inadvertently launching the wrong Point of Sale application. Using the previous version would make changes to the old company data file and these transactions would not be recorded in the 5.0 company data file.

Settings Returned to Defaults after Upgrade

Due to the implementation of new features, data fields, and screen layouts, certain customizations and selections you have made in previous versions, as listed below, are reset to default values upon upgrading.

All other program preferences, user names, passwords, and prior security rights are transferred from your previous version to Point of Sale 5.0.

You should review and reconfigure these settings as appropriate for your situation.

- Review and reconfigure list column layouts. Point of Sale 5.0 now allows you to add or remove columns to suit your business. Right-click a column header and choose CUSTOMIZE COLUMNS.
- Re-enter your memorized report layouts and filter criteria. Reports in Point of Sale 5.0 have been re-engineered to support QuickZoom data drill-downs.
- Review and edit custom security groups, if applicable. Employees assigned to custom groups will not have access to new features until you update the group rights to include those features, as appropriate. From the Edit menu, select PREFERENCES ➤ EMPLOYEES AND SECURITY and then select SWITCH TO GROUPS on the task list.
- If used previously, reset your QuickBooks Integrated Applications preferences to allow automatic login. *Instructions can be found in Chapter 14 of the Point of Sale User's Guide.*

Apply for a QuickBooks POS Gift Card Account

Processing gift card transactions and tracking card balances within Point of Sale requires an account with the QuickBooks POS Gift Card Service, an optional fee-based service provided by Innovative Merchant Solutions, LLC (IMS), an Intuit company.

You can get additional information and apply online from the Gift Card Service page of the Setup Interview (select **SETUP INTERVIEW** from the File menu) or you can call 800-926-9066.

Once you have received your account number, refer to **Appendix A Merchant & Gift Card Services (page 79)** for instructions to configure Point of Sale for the service.

Reset Store Exchange Settings (Pro Multi-Store)

Store Exchange settings are copied from your previous version, however in order for Store Exchange to continue functioning you need to update these settings to reflect the new 5.0 file paths and new license numbers for the Server Workstations at each store.

To update Store Exchange settings:

1. From the Edit menu, select **PREFERENCES ➤ COMPANY.**
2. Select **MULTI-STORE ➤ STORE EXCHANGE** from the left-side menu and enter the new license numbers, transfer paths, and "In" folders as applicable.

    The "In" folder can be quickly set to the default location by selecting the **DEFAULT** button or you can specify a custom path.
3. Select **SAVE**.

Remote Stores Cannot Share Network "In Folder"

If using direct file transfer for Store Exchange, remote stores should not all set their In Folder to the same location on a network. When a remote store finishes processing a mailbag from Headquarters on a network drive, it deletes the mailbag file. If Headquarters were to send a mailbag file to a single network folder, the first remote store to process it would then delete the file, leaving no file for the other stores to access. Each remote should specify a separate In folder location, and Headquarters should send a separate file to each.

Chapter 6 — Integrate with QuickBooks

Chapter 6

Integrate with QuickBooks

Before beginning this chapter, you should have:

☑ If on a network, decided which computer to make the Point of Sale Server Workstation, based on the information in **Chapter 1 Essential Preparation (page 1)**.

In this chapter, you will:

- Review on overview of how integration works
- Learn the requirements of integration
- Install QuickBooks to exchange information with Point of Sale
- Create and/or review your QuickBooks company file for integration
- Learn how to use the QuickBooks Connection Wizard to connect the two programs
- Be introduced to Financial Exchange options that you can set up later

Overview

Point of Sale is designed to be integrated with QuickBooks Financial Software. Point of Sale tracks your daily point-of-sale business: purchasing, receiving, sales and related inventory activities, while QuickBooks Financial Software tracks your financial data.

Exchanging information between the two programs, referred to as *Financial Exchange*, can significantly reduce your workload because you can track sales activities in Point of Sale, and then transfer the resulting data directly into QuickBooks. There's no need to enter information twice!

Several options are available for you to customize how your Point of Sale data is transferred to QuickBooks so that it works for your business model and for how you prefer to have your retail activities reported.

Integration between QuickBooks and QuickBooks Point of Sale is to help you get the most benefit from the specialized features of each program. The chart below outlines the activities that take place in each program.

Activity	Point of Sale (Retail Activities)	QuickBooks (Financial Activities)
Add and track inventory items	X	
Order and receive merchandise	X	
Ring up sales & collect sales tax	X	
Run sales & merchandise reports	X	
Add customers or vendors	X	X
Track cost of goods and expenses		X
Pay bills and sales tax		X
Invoice customers		X
Process payroll		X
Run financial reports		X
Banking activities		X

You do not have to immediately integrate the two programs upon installing Point of Sale. However, if you already have a QuickBooks company file with existing customers, vendors, and inventory, you can save a great deal of time by integrating from the start and importing those records into Point of Sale.

Important: Only the Point of Sale Server Workstation can conduct Financial Exchanges with QuickBooks. In a Pro Multi-Store installation, Financial Exchanges are done at Headquarters only, so QuickBooks only needs to be installed at Headquarters.

Requirements for Integrating with QuickBooks

The requirements for integration are as follows:

- A supported version of QuickBooks Financial Software: Pro or Premier Editions (2003 - 2006) or Enterprise Solutions (2.0 - 6.0)
- If connecting across a network, a properly installed and configured network with mapped drives as appropriate for your installation choice (see next section)

Installing QuickBooks Financial Software

If you are not already using QuickBooks, use the instructions in this section to install your financial company file for use with Point of Sale. If you are installing both programs at the same time it is strongly recommended that you install and configure your QuickBooks company file first.

If you are already using QuickBooks and have your company file set up, review this section to ensure your installation location is suitable to exchange data with the Point of Sale Server Workstation.
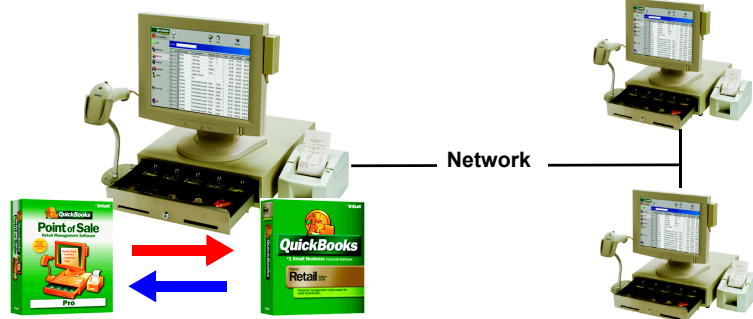
QuickBooks Installation Options

Your QuickBooks Financial Software can be installed in any of three configurations. Study these three options and determine the best configuration for your circumstances.

Configuration 1: QuickBooks on the Point of Sale Server Workstation

This is the simplest configuration and the only choice if you have only one workstation.

Point of Sale Server Workstation   Client Workstations (optional)

Network

- Point of Sale and company data
- QuickBooks and company file
- Database applications

- Point of Sale program files

On a network, the Server Workstation could be at point-of-sale or in a back office, with additional Client Workstations installed on the network as needed.

Configuration 2: QuickBooks Financial Software installed on both the Point of Sale Server Workstation and on another computer

This common two-workstation setup requires a peer-to-peer network and is possible even if you have only a single-user license for your QuickBooks Financial Software.

This configuration enables you to use your QuickBooks Financial Software on a different computer, such as in the office, while using Point of Sale at the front register.

Network
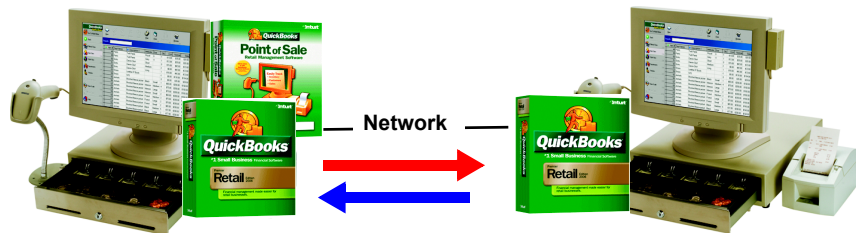
Point of Sale Server Workstation

- Point of Sale installed
- QuickBooks program installed
- Drive mapped to QuickBooks company file on other computer

QuickBooks Computer (Office)

- QuickBooks installed
- QuickBooks program company file
- Company file folder set to "share" access

For this configuration:

- Install QuickBooks on the other computer (the "Office") first and set up your QuickBooks company file. Then, install a second instance of QuickBooks on the Point of Sale Server Workstation (the "Register").
- Make sure you have network drives mapped so the two computers can communicate with each other.
- Once configured, QuickBooks does not need to be open on the register computer but it cannot be un-installed.
- Additional Point of Sale or QuickBooks installations could be added to the network with appropriate licensing.

Configuration 3: QuickBooks installed <u>only</u> on another network computer.

This configuration, called Remote Data Sharing (RDS), is an alternative way for the two programs to exchange information across a network using server and client applications and without the need to install QuickBooks on additional computers. The RDS Server/Client applications are included on your Point of Sale CD.
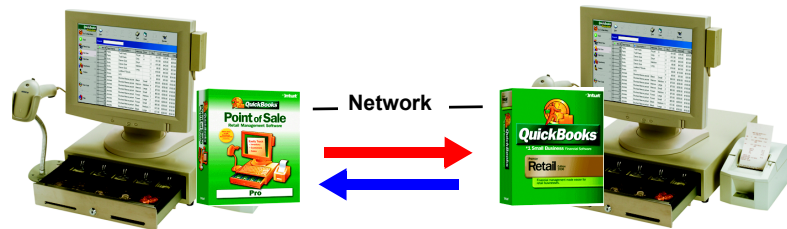
Point of Sale Server Workstation

- Point of Sale installed
- RDS Client application installed

<u>**QuickBooks Computer**</u>

- QuickBooks installed
- RDS Server application installed

This configuration requires more technical expertise to set up and operate and is not discussed in detail in this section. *If you would like to know more about this option, read Appendix C of this Guide before continuing.*

- QuickBooks is not installed on the Point of Sale Server Workstation
- This configuration is used on a client/server network; no network mapping is required
- QuickBooks and the QuickBooks company file must be open and the Server application must be running during Financial Exchanges
- Additional Point of Sale or QuickBooks workstations can be added to the network with appropriate licensing

Install QuickBooks Financial Software

Follow the instructions provided with your QuickBooks software to install your software on a computer to fit the selected configuration from above.

If you chose **Configuration 2**, install QuickBooks on the other network computer (Office) first. Complete the configuration of your company file as described below. When done, follow the procedure later in this chapter to install a second instance of QuickBooks on your Point of Sale Server Workstation (Register).

Configuring QuickBooks

If you are new to QuickBooks, the easiest way to configure your QuickBooks company file to work with Point of Sale is to use the EasyStep Interview within QuickBooks.

If you already have a QuickBooks company file set up, skip to the section titled **Reviewing Your QuickBooks Setup (page 62)**.

Completing the QuickBooks EasyStep Interview

When you start QuickBooks the first time you are prompted to create a new company file. Follow the prompts to create the file and then the EasyStep Interview will be launched.

> **If You Are Using the Premier Retail Edition of QuickBooks**
>
> The first choice you have when creating a new QuickBooks company file is to choose a predefined company file that is designed for your type of business (retail). We strongly recommend that you choose **TRACK SALES IN QUICKBOOKS POINT OF SALE**. This choice will automatically add some of the accounts you need in your QuickBooks Chart of Accounts to work well with Point of Sale and will save you time as you complete the rest of the QuickBooks setup.

As you move through the interview to set up your company file, making selections as described below will help configure it to work best with Point of Sale. If a section of the interview is not mentioned in the table below, the choice is not critical to integration. Make choices for those areas based on your individual situation.

The order and language used in this table comes from QuickBooks 2005 Premier Retail Edition; the exact order and language you see may vary slightly with other versions of QuickBooks.

EasyStep Interview Question	Recommended Response/Instructions
Does your company maintain inventory?	**YES**
Do you want to turn on the inventory feature?	**YES**
Do you collect sales tax?	**YES**, if you are required to collect taxes on sales

| EasyStep Interview Question	Recommended Response/Instructions
Do you have single or multiple tax rates?	Answer as appropriate for your situation. If you have a fairly simple tax structure with all tax payments made to a single agency, your choice here is not critical since Point of Sale can automatically create tax items and codes for you later if necessary. If your tax situation is more complicated, requiring the use of tax groups in QuickBooks to pay taxes to multiple agencies for example, refer to **Is QuickBooks configured to collect sales tax? (page 64)** for more information about configuring QuickBooks sales tax.
Do you want to track segments of your business using classes?	(Basic and Pro Users) Does not affect integration for you. Use at your discretion. (Pro Multi-Store Users) **YES**, if you want to run profit & loss reports in QuickBooks by store. You will also have to enable class tracking in Point of Sale when you configure it later. Once enabled in both programs, Point of Sale will automatically create classes in QuickBooks for called Store 1, Store 2, etc.
Two ways to handle bills and payment: Choose one of the following ways to track your bills and payments	Select **ENTER THE BILLS FIRST AND THEN ENTER THE PAYMENTS LATER.** This enables the use of vendor bills, which allows Point of Sale to send billing information to QuickBooks as items are received from your vendors.
Income and Expense Accounts	Point of Sale uses a default chart of accounts to transfer income and expense data to QuickBooks. You don't have to add these default accounts; Point of Sale will create them as necessary once you are exchanging data. If you wish to create your own income and expense accounts, do so at your discretion. Later, when you configure Point of Sale, you can "link" Point of Sale data to your custom accounts.
Receipt of Payment: Do you receive full payment at the time (or before) you sell a product or service?	Select **SOMETIMES** or **NEVER**. With these choices, QuickBooks will create an Accounts Receivable account for you (necessary for integration).
Statement Charges: Will you be using statement charges?	**YES**, if you plan to allow charges to customer accounts and send statements to them.
Income Details: Do you want to set up items?	If you are going to sell and track an item or service in Point of Sale, do not add it in QuickBooks. Point of Sale supports all of the same item types available in QuickBooks. If you have items you won't resell in Point of Sale and prefer to track in QuickBooks, such as store supplies and shopping bags, you can enter them in this section.
Opening Balances: Customers	If you have customers that owe you money, add them and their account balance as of the starting date you selected.

EasyStep Interview Question	Recommended Response/Instructions
Opening Balances: Vendors	This section won't directly affect Financial Exchanges with Point of Sale, but if you owe money to vendors, it is a good idea to enter the balances now. When you transfer receiving vouchers from Point of Sale to QuickBooks, your vendor balances will then be up-to-date.
Bank Accounts: Would you like to set up bank accounts?	Set up at your discretion. Point of Sale will automatically create the Cash in Drawer account used to transfer Point of Sale information, if it doesn't already exist when you start exchanging data.
Asset Accounts: Would you like to set up an asset account?	**YES**, add the following accounts, which are required for integration with Point of Sale. If an account already exists, QuickBooks will alert you, and you don't have to add it again.

Account Name	Type
Undeposited Funds	Other Current Asset
Inventory Asset	Other Current Asset

Reviewing Your QuickBooks Setup

Both new and existing QuickBooks users should use this section to verify that your QuickBooks company file is ready to be connected to Point of Sale and exchange data.

Is inventory turned on?

Inventory features must be enabled in QuickBooks for integration.
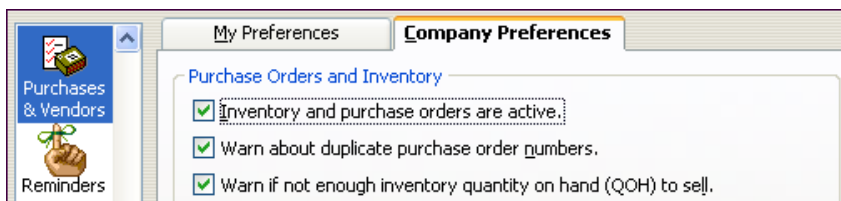
To turn on inventory in QuickBooks:

1. From the Edit menu, select **PREFERENCES**.
2. Select the **PURCHASES & VENDORS** area from the left-side preferences menu.
3. Select the Company Preferences tab.

4. Make sure the checkbox labeled INVENTORY AND PURCHASE ORDERS ARE ACTIVE is checked.
5. Select OK.

Are all necessary accounts set up?

Review your QuickBooks Chart of Accounts (from the Company menu, select CHART OF ACCOUNTS) and make sure the accounts in the table below are listed. If you just completed the QuickBooks EasyStep Interview all of these accounts, with the exception of the Cost of Goods Sold account, should be set up at this point.

If a listed account is not present, add it now using the procedures that follow.

| Account Name	Type
Cost of Goods Sold	Cost of Goods Sold
Accounts Payable	Accounts Payable
Accounts Receivable	Accounts Receivable
Undeposited Funds	Other Current Asset
Inventory Asset	Other Current Asset
Sales Tax Payable (if you collect taxes)	Other Current Liability

Note: If you already have accounts of the same types but with custom names in QuickBooks, you can temporarily rename those accounts to these defaults, establish the connection, and then restore your custom names instead of creating new accounts. Once connected, edit your Point of Sale company preferences to point to the custom accounts.

To create these accounts in QuickBooks:

- To create **Cost of Goods Sold** and **Inventory Asset** accounts: From the item list, select NEW ITEM from the Edit menu, select INVENTORY PART in the Item Type field, and then cancel
- To create an **Undeposited Funds** account: Select ENTER SALES RECEIPTS from the Customers menu and then close the form
- To create an **Accounts Receivable** account: Select CREATE INVOICES from the Customers menu and then close the form
- To create an **Accounts Payable** account: Select ENTER BILLS from the Vendors menu and then close the form
- To create a **Sales Tax Payable** account: From the item list, select NEW ITEM from the Edit menu, select SALES TAX ITEM in the Item Type field, and then cancel

Are Integrated Applications preferences set to allow access?

Your QuickBooks Integrated Applications preferences must be set to allow Point of Sale to access your company file. The default QuickBooks setting is to allow access, so this setting should only have to be changed if you have previously changed it to not allow access.
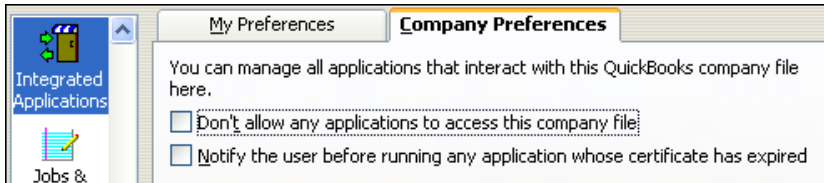
To make sure QuickBooks allows access to Point of Sale:

1. From the Edit menu, select **PREFERENCES**.
2. Select the **INTEGRATED APPLICATIONS** area from the left-side preferences menu.
3. Select the Company Preferences tab.
4. Make sure the checkbox labeled **DON'T ALLOW ANY APPLICATION TO ACCESS THIS COMPANY FILE** is cleared (not checked).
5. Select **OK**.

Is QuickBooks configured to collect sales tax?

If you collect sales tax, check your QuickBooks sales tax preferences to make sure the collection of sales tax is turned on.
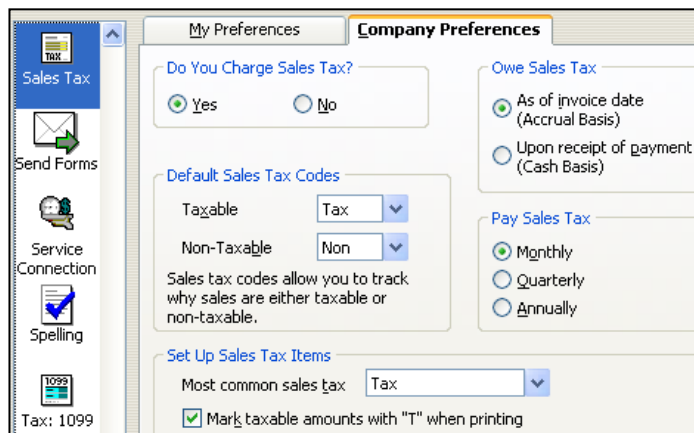
To set sales tax preferences in QuickBooks:

1. From the Edit menu, select **PREFERENCES**.
2. Select **SALES TAX** area from the left-side preferences menu.
3. Select the Company Preferences tab.
4. If you charge sales tax, make sure the response for *Do You Charge Sales Tax?* is **YES**.

   If you do not charge sales tax, make sure the response for *Do You Charge Sales Tax?* is **NO**.
5. Select **OK**.

If you pay sales taxes to a single agency, no further tax setup is required in QuickBooks. You can set up sales tax rates and other tax options in Point of Sale, and when you do a Financial Exchange Point of Sale will create the necessary sales tax items and codes in QuickBooks for you. If you already have sales tax items and codes set up in QuickBooks, you can link those items and codes to your Point of Sale tax setup when you reach that point.

Do you need to set up sales tax groups?

If you need to pay sales taxes to more than one tax agency, you may want to set up *sales tax groups* in QuickBooks so that your sales tax reports break out the tax payments correctly. Once set up in QuickBooks, you can link sales taxes in Point of Sale to the QuickBooks tax group(s). Point of Sale cannot automatically create sales tax groups for you.

Consult your QuickBooks documentation or in-program help files for more information about using and setting up sales tax groups if this applies to you.

Do your existing QuickBooks lists need to be cleaned up?

If you've been using QuickBooks for some time, you may have accumulated customers, vendors, or items that are no longer needed or used. Cleaning out unused items helps streamline Financial Exchange and avoids duplication of unused items.

To remove unused list items:

1. From the Lists menu in QuickBooks, select the list you want to review.
2. Select a specific list item you want to remove.
3. Select **ITEM**, **VENDOR**, **EMPLOYEE**, as applicable, at the bottom of the screen to display available options.
4. Select **DELETE** or **MAKE INACTIVE**.

Deleting an item removes it permanently. Making it inactive removes it from the normal list view but retains the record so that you can access it again. If the item has

been used on QuickBooks documents, deletion may not be possible. Inactive items will *not* be exchanged with Point of Sale.

Have you set up password control to your QuickBooks company file?

It is strongly recommended that you set up user names and passwords to control access to your QuickBooks company file.

With password security in place in QuickBooks, employees running Financial Exchanges from Point of Sale cannot view or access your QuickBooks company file, even if both programs are installed on the same workstation.

Consult your QuickBooks documentation or in-program help files for more information about setting up password control. Later, when you install and configure Point of Sale, you can set up password control to features and data there as well.

Installing a Second Instance of QuickBooks on the Point of Sale Server Workstation

This section applies only if you chose **Configuration 2** for installing QuickBooks. If you only have a single workstation or are using RDS, you can skip this procedure.

You should have already completed the installation and configuration of your QuickBooks company file on the other (Office) computer before beginning the procedure below, which will install a second instance of QuickBooks on the computer that will be the Point of Sale Server Workstation (Register).

To install QuickBooks on the Point of Sale Server Workstation:

1. Be sure that the two computers are properly networked in a peer-to-peer configuration. *(Refer to your Windows documentation or consult a qualified computer technician if you need assistance in mapping network drives or setting a folder to share access as required in this procedure.)*
2. On the Office computer, set the QuickBooks company file folder to "Share" status.
3. On the Point of Sale Server Workstation, map a drive to the QuickBooks company file folder on the Office computer.
4. Close QuickBooks on the Office computer.
5. Install QuickBooks on the Register computer, using your existing QuickBooks CD and instructions.

   This is allowed by a single-user QuickBooks license agreement even though you already have QuickBooks installed on your office computer, provided that multiple users do not access QuickBooks simultaneously from both computers.

6. After installing, launch QuickBooks on the Register computer and log on with Administrator rights. Open your QuickBooks company file that is stored on the Office computer from the Register (across the network, do not launch QuickBooks on the Office computer).

7. Optional: Create a new user in your QuickBooks Financial Software with full Administrator rights called "*QBPOS User*" or similar.

8. Save your settings and exit QuickBooks.

Connecting to QuickBooks

After installing Point of Sale, you will be able to connect the two programs and begin sharing data by using the QuickBooks Connection Wizard from within Point of Sale.

You can access the connection wizard and establish the connection in several different ways:

*   From the Use with QuickBooks page of the Point of Sale Setup Interview
*   From the Financial Center (select **FINANCIAL CENTER** from the Financial menu in Point of Sale)
*   Anytime you use a Point of Sale feature that requires a connection, the wizard will launch automatically and prompt you to establish a connection

The first time you connect:

*   QuickBooks must be running
*   You must be signed into QuickBooks as a user with Administrator rights (you can use the "*QBPOS User*" set up above or just sign in as "Admin"
*   Your QuickBooks company file must be open

From that point on, Point of Sale will reconnect to the same company file whenever needed. During that first connection, you may have the option to allow Point of Sale to login automatically in the future even when QuickBooks is not running. It is strongly recommended that you allow automatic login. If this option isn't available on first connection, you can set this preference later in QuickBooks.

Congratulations! You have completed preparing your QuickBooks Financial Software and it is now ready for integration with Point of Sale!

You may want to take a few minutes to familiarize yourself with the Financial Exchange options in the next section. Then you'll be ready to return to **Chapter 2 Install the Server Workstation (page 15)** and continue with your Point of Sale installation.

Financial Exchange Options

The options below are available after Point of Sale and QuickBooks are connected and exchanging data. They are listed here to make you aware of the ways in which you can customize Financial Exchange to be most beneficial to your business.

Importing Existing QuickBooks Data. If you already have a QuickBooks company file with existing customers, vendors, and inventory when you start to use Point of Sale, that data can be imported to Point of Sale to get you up and running more quickly. *Refer to* **Chapter 4 Essential Startup Tasks (page 27)** *for more information on importing QuickBooks data.*

Sending Point of Sale Receipts and Vouchers with Detailed Item Descriptions. In the default setup, sales and receiving documents are sent to QuickBooks in a summarized format. This streamlines Financial Exchange and presents data in a concise format. If you prefer, you can send these documents in a detailed format. *Refer to Chapter 14 in the Point of Sale User's Guide for information about this option.*

Changing the Way Vendor Billing Information is Handled. You can enter vendor billing information for merchandise purchases in QuickBooks or on receiving vouchers in Point of Sale. This setting controls how the receiving vouchers created in Point of Sale become a bill in your QuickBooks Accounts Payable account. *Refer to Chapter 14 in the Point of Sale User's Guide for information about this option.*

Customizing Account Mappings. If you wish to have Point of Sale data sent to accounts other than the default accounts, you can link accounts and payment types in Point of Sale to different QuickBooks accounts of your choosing. *Refer to Chapter 14 in the Point of Sale User's Guide for information about this option.*

Allowing Automatic Login to QuickBooks. Depending on your specific version of QuickBooks and whether you use Remote Data Sharing (RDS), you may have the option to exchange data even when QuickBooks is not running. *Refer to Chapter 14 in the Point of Sale User's Guide for more information about this option.*

Using QuickBooks Classes to Run Reports by Store. (Pro Multi-Store) You can run profit/loss (P/L) reports for each store as well as the entire company in QuickBooks, by assigning a QuickBooks class to each store. *Refer to Chapter 13, Managing Multiple Stores, in the Point of Sale User's Guide for more information on this option.*

Chapter 7 — Configure Multiple Stores

Configure Multiple Stores

This chapter is intended to give you an overview of a multi-store installation of Point of Sale. The actual program installation instructions for multi-stores is the same as presented in earlier chapters. However, a knowledge of the information provided here is essential for proper installation sequencing and walks you through the additional steps necessary to set up communications between stores. We recommend you review this chapter thoroughly and plan an implementation strategy, so that you are prepared to make decisions during the installation and configuration procedures.

What you will learn in this chapter:

- The differences between a Headquarters Store and remote stores
- The four methods that can be used to exchange information between stores
- The recommended setup sequence and procedures for a multi-store configuration
- How to initialize remote stores with data from Headquarters

Multi-Store Overview

With Point of Sale Pro Multi-Store, you can effectively manage up to ten stores with features like centralized purchasing, inter-store transfers, sharing of information between stores, and company-wide reporting. At a glance an associate at one store can view the quantities available at all other stores, thus minimizing lost sales due to out-of-stock situations.

In a multi-store configuration, one store is designated as the *Headquarters* (Store 1). Headquarters maintains central control over inventory, purchasing, creates the company data file, defines company-wide preferences, exchanges data with QuickBooks, and can run reports that include the activities at all stores. The Headquarters store also carries out normal store activities, such as receiving merchandise and making sales.

Stores 2-10 (called *remote stores*) receive and sell merchandise, transfer items as necessary to other stores, define their own employees and security settings, and run local store reports.

At the end of the business day, each remote store runs its normal End of Day procedure, including settling its own credit card transactions. Included in the End of

Day process is a Store Exchange procedure by which remotes can send their daily point-of-sale information to Headquarters. Headquarters processes the exchange files it receives from the remote stores, updates inventory and related records with the day's activities, exchanges data with QuickBooks, and then sends updated company information back to the remote stores, who process it in before beginning their next business day.

The diagram below depicts a typical two-store configuration.
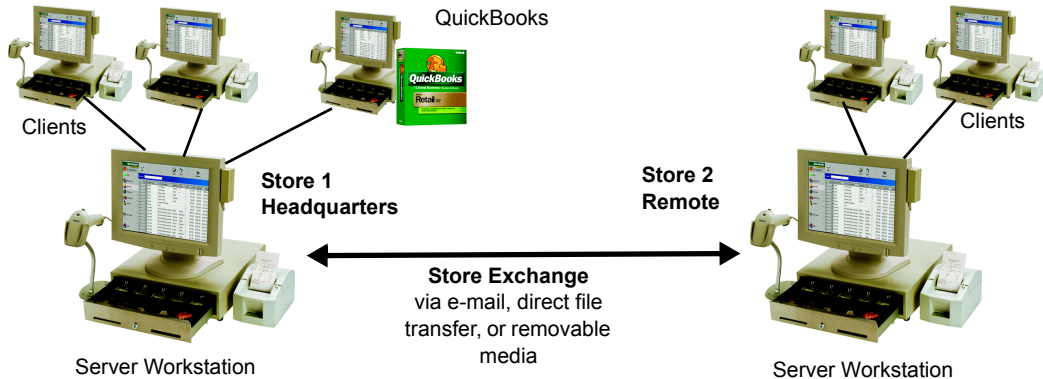
Choosing a Headquarters Store

The choice of a Headquarters store is important because in addition to performing all of the activities of a typical store, only Headquarters can:

- Add, edit, or delete inventory items and related information, such as departments and vendors. All stores share one item list.
- Create regular purchase orders.*
- Consolidate data for the entire company and run company reports. Remote stores can run and view local reports only.
- Exchange data with QuickBooks.
- Create documents on behalf of other stores, allowing Headquarters, where management and finance personnel are typically located, to correct or adjust transactions on behalf of remote stores.

The exception to this is special order items, which can be created and ordered at remote stores. For more information about the roles, allowed activities, and limitations at each store type, refer to Chapter 13 in the Point of Sale User's Guide.

Methods of Store Exchange

The term *Store Exchange* refers to the transfer of data between Headquarters and remote stores. The Store Exchange files are referred to as *mailbags*.

There are four communication methods by which Store Exchange mailbags can sent between stores. Each remote store exchange with headquarters with the method of its choice.

The four communication methods are:

- **Desktop e-mail** – Your default e-mail program that launches when you select to send an e-mail from within a Windows application.
    - *Examples:* Outlook, Outlook Express, Netscape E-Mail

- **Web-based e-mail** – An e-mail service that you access on the Internet through your browser.
    - *Examples:* Yahoo!$^{®}$ Mail, and MSN Hotmail

- **Network file transfer** – Direct file transfer to or retrieval by other computers using mapped drives or UNC (Universal Naming Convention) location.
    - *Examples:* VPN (Virtual Private Network), WAN (wide-area network), or LAN (local area network)

- **Removable media** – Removable media that is physically transported to other stores.
    - *Examples:* Floppy disks, USB memory sticks, Zip drives, CD-RW (read-write CDs)

*For more information about these methods of Store Exchange, search the in-program help index using keyword "Store Exchange" and then choose "Methods" or press **<F1>** from any Store Exchange dialog.*

Multi-Store Setup Sequence

This general setup sequence is typical for a multi-store installation. Additional detail for the steps unique to a multi-store installation is provided in the remainder of this chapter.

At Headquarters:

1. Install and/or prepare your QuickBooks Financial Software for data exchange.
2. Install Point of Sale at the Server workstation
3. Create your company data file (choose **HEADQUARTERS** as the store type)
4. Complete the Setup Interview to configure company and workstation settings.
   - On the Other Stores page of the interview, set up your remotes stores and specify Store Exchange options.
5. Install Point of Sale on Client Workstations.
6. Set up your Point of Sale departments, sales taxes, price levels, and other options, and then import or manually add items, vendors, customers, etcetera, that will be shared by all stores.
7. After remote stores have installed, run a Store Exchange Out on the Server Workstation to send an initialization file to remote stores.

At Remote Stores:

1. Install Point of Sale on the Server Workstation.
2. Create a company data file (choose **REMOTE STORE** as the Location type and specify a Store Number).
3. Complete the Setup Interview to configure Store Exchange, store-specific and workstation-specific preferences.
4. Install Point of Sale on Client workstations.
5. Run a Store Exchange In on the Server Workstation to receive and process the initialization file from Headquarters.

Significance of the Server Workstation

The Server Workstation is an important concept in Point of Sale. Important program activities, such as creating company data, running Store Exchanges, and obtaining online program and license updates from Intuit servers, can only be done from the Server Workstation at each store. At Headquarters, this is the only workstation that can run Financial Exchanges with QuickBooks. The Server Workstation ideally will be your fastest and most powerful computer in each store and must be equipped to handle communications with other stores, i.e. with an Internet connection, modem, or supported removable media depending on how you exchange data.


Configure at Headquarters

📝 **Collect Information and Install at Headquarters First**

The data and program preferences entered at Headquarters will be used later to initialize your remote stores, so that each store does not have to re-enter all the same information. You should complete the setup at Headquarters before installing at your remote stores. Collect the following information before beginning: 1) the License Numbers for the Point of Sale software that will be installed on the Server Workstation at each remote store, and 2) the e-mail address, file transfer path (mapped drive or UNC), or removable media type that will be used at the Server Workstation at each remote store Store Exchanges.

To configure multi-store settings at Headquarters:

1. Follow the procedures outlined in earlier chapters of this Guide to install and prepare your QuickBooks Financial Software, install Point of Sale on your Server Workstation selecting **SERVER WORKSTATION** as the Installation Type.
2. Launch Point of Sale and create your company data file, making sure you select **HEADQUARTERS** as the Location.
3. Start the Setup Interview, and use the steps below when you reach the Other Stores page.
4. Select **ADD STORE**.
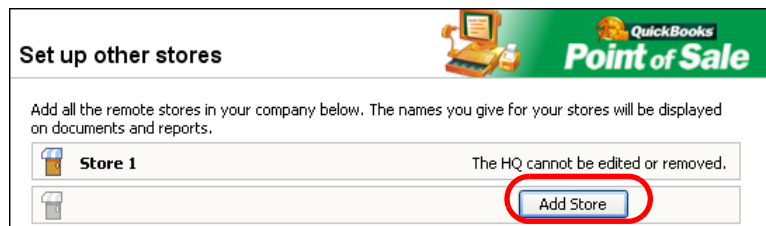
The Add Store Wizard opens.
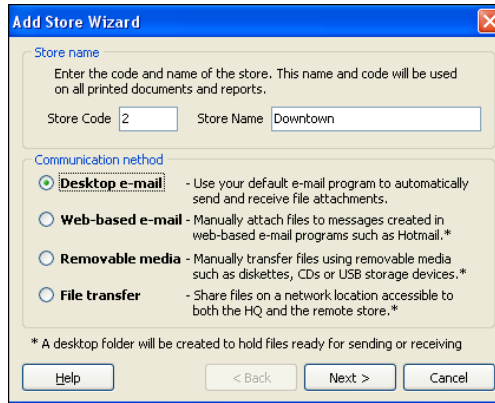
5. Enter a 1-3 character **Store Code** and a **Store Name** for your first remote store.

    The store code and name are displayed throughout the program and on printed documents and reports.

6. Select a communication method for Store Exchanges with this store and select **NEXT**.

7. Enter the License Number from the Server Workstation at the remote store and the e-mail address (if using desktop e-mail) or a location to which Store Exchange files are copied (any other communication method).

The bottom section of this dialog changes if a communication method other than desktop e-mail is selected:
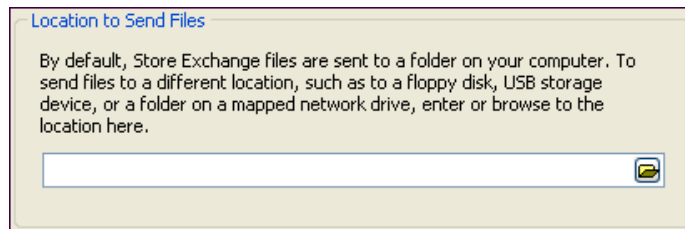
Specifying e-mail addresses or file transfer paths:

- If using a desktop e-mail client, enter the e-mail address for the remote store. You can click the chevron to the right of the field to access your default e-mail client's address book to select this address.

- If using web-based e-mail, specify a folder to which Store Exchange files will be copied. To send the mailbag to remote stores in a web-based e-mail, you will have to access your web-based e-mail service and follow their instructions for browsing to the specified folder and attaching the file.

- If using removable media, enter or browse to the drive or port. For example, to your CD-ROM drive or a USB port.

- If using network file transfer, enter or browse to the store exchange "In Folder" of the Point of Sale 5.0 installation on the Server Workstation at the remote store. You must have drives mapped accordingly to this folder at each store or specify a UNC path to the folder. *You may receive an error message when you enter this path. Ignore the message, it will work once the remote store has installed and specifies the same "in folder." Refer to* **About Store "In" Folders (page 76)** *for more information about in folders*.

8. Select **FINISH**.

9. Repeat for other remote stores.

10. (Optional) Enter a password if you want to encrypt Store Exchange files for added security.

    - Passwords can be up to 15 characters long. If you specify a password at Headquarters, then each remote store must enter the same password in their Store Exchange preferences. Note that passwords are case sensitive.

11. (Optional) Select the **TRACK MULTIPLE STORES IN QUICKBOOKS USING CLASSES** check-box if you plan to use class tracking in QuickBooks to run profit/loss reports for individual stores.

- This option is available on this page only if you have already established your connection to QuickBooks. To use this feature, class tracking must also be turned on in QuickBooks. *Refer to Chapter 13 in the Point of Sale User's Guide for more information about this option.*

12. Select **NEXT** to finish this page and continue with the remainder of the Setup Interview.

About Store "In" Folders

The "In" folder at each store is where Point of Sale looks for mailbags from other stores. Point of Sale also checks this folder for files upon startup and alerts you if new exchange mailbags have been received.

If using the network file transfer communication method, other stores should point to this folder in their Store Exchange settings. Mailbags received via e-mail or removable media can be downloaded to this folder as well. When you run the Store Exchange In process, all files in the folder are processed.

The default in folder for each store is **C:\PROGRAM FILES\INTUIT\ QUICKBOOMS POINT OF SALE 5.0\STEX\IN\.** An alternate in folder can be specified on the **Multi-Store➤ Store Exchange** page in Point of Sale company preferences. If changing your in folder location, be sure other stores using network file transfer change their settings to reflect the new location.

Next Steps at Headquarters

1. Complete your setup of Point of Sale, including installing Client Workstations, setting advanced options, and entering or importing inventory and other data. *Refer to Chapters 2 - 4 of this Guide for more information.*

2. After remote stores have installed, send an initialization Store Exchange mailbag to each.

Initializing Remote Stores

Once Headquarters has completed the setup of inventory, departments, vendors, and company preferences, and remote stores have installed and configured, Headquarters sends a Store Exchange mailbag to the remote stores to initialize them with the information entered at Headquarters. Remote stores must receive and process this mailbag before they can create documents in Point of Sale.

Once this Store Exchange cycle is completed, all stores have access to inventory and are ready to begin normal Point of Sale activities.

Refer to Chapter 13 in the Point of Sale User's Guide for specific instructions for completing a Store Exchange.

Configure at Remote Stores

Information Needed

Collect the following information from Headquarters before beginning: 1) the License Number from the Server Workstation at Headquarters, 2) the e-mail address, removable media information, or "in folder" path (mapped drive or UNC) to the Server Workstation at Headquarters, and 3) the Store Exchange password entered at Headquarters (optional).

To configure multi-store settings at a remote store:

1. Follow the procedures outlined in earlier chapters of this Guide to install Point of Sale on your Server Workstation selecting **SERVER WORKSTATION** as the Installation Type.

2. Launch Point of Sale and create a company data file, making sure you select **REMOTE STORE** as the Location.

    - You can also specify a store number, but if Headquarters assigns a different number, your selection will be overwritten when you receive your initialization file from Headquarters later.

3. Use the Setup Interview to configure store-specific settings. When you reach the Other Stores page of the interview, enter the License Number, Store Exchange (communication) method, and e-mail address or file path to the Server Workstation at Headquarters.
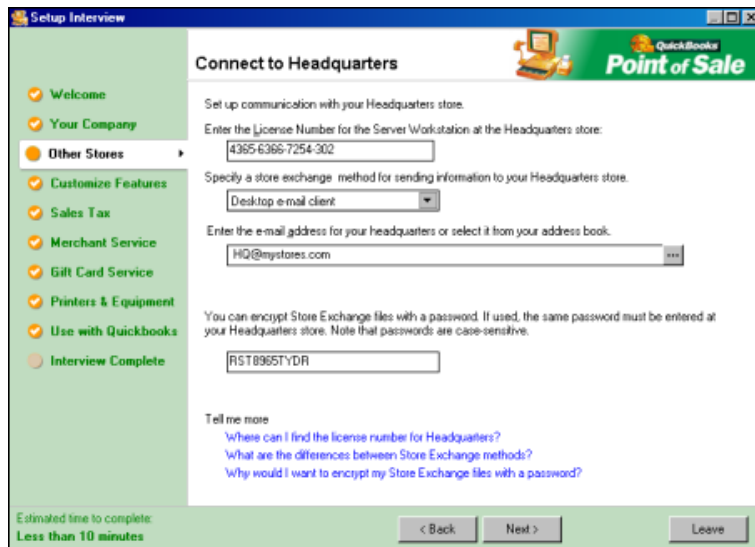
Specifying e-mail addresses or file transfer paths:

- If using a desktop e-mail client, enter the e-mail address for Headquarters. If you use your default e-mail client's address book, click the chevron to the right of the field to select this address.

- If using web-based e-mail, specify a folder to which Store Exchange files will be copied. To send the mailbag to Headquarters, you will have to access your web-based e-mail service and follow their instructions for browsing to the specified folder and attaching the file.

- If using removable media, enter or browse to the drive or port used. For example, to your CD-ROM drive or a USB port.

- If using network file transfer, enter or browse to the store exchange "In Folder" of the Point of Sale 5.0 installation on the Server Workstation at Headquarters. You must have drives mapped accordingly to this folder at each store or specify a UNC path to the folder. *Refer to* **About Store "In" Folders (page 76)** *for more information about using "in" folders*.

Do Not Use the Same Network "In" Folder as Other Remote Stores

Remote stores should not all set their In Folder to the same location on a network. When a remote store finishes processing a mailbag from Headquarters on a network drive, it deletes the mailbag file. If Headquarters were to send a mailbag file to a single network folder, the first remote store to process it would then delete the file, leaving no file for the other stores to access. Each remote should specify a separate In folder location, and Headquarters should send a separate file to each.

Next Steps at Remote Stores

1. Complete your remote setup of Point of Sale, including installing Client Workstations, setting up hardware, defining local employees and security, adding customers, etc. *Refer to Chapters 2 - 4 of this Guide for more information.*

2. Receive and process in an initialization Store Exchange mailbag from Headquarters. *Refer to*   **(page 78)** *for more information.*

3. After initialization, remote stores may want to review their company preferences for the following store-specific settings:
   - Default sales tax Location
   - Default price for sales

Appendix A **Merchant & Gift Card Services**

After your account application for the Point of Sale Merchant and/or Gift Card Services are approved you will receive your account number(s) from IMS via e-mail.

Your account number(s), communication settings, and applicable hardware (card reader and/or PIN pad), must be configured in Point of Sale preferences before you can process card transactions through the services.

Enter Account Number(s) and Specify Service Options

To enter your account number(s) and specify service options:

1. From the Edit menu, select **PREFERENCES ➤ COMPANY**.

2. Select **MERCHANT & GIFT SERVICES** from the left-side preferences list.

3. Enter the account number(s) assigned to you in the respective areas of the page (Merchant Service and/or Gift Card Service).

4. Make selections for other related options on this page:

- **Merchant Service Options**
    - **Do not allow manual transactions that fail address verification.** When credit card information is manually keyed in, an address verification is done to compare the ZIP code entered against bank records. If this option is selected, the transaction is not allowed if the ZIP codes do not match. Click the **WHAT IS THIS** link on the screen for more information.
    - **Accept debit/ATM card payments**. Select if you want to accept payment by debit/ATM cards. A PIN pad device is required to process PIN debit transactions; which must be configured in workstation preferences. *Refer to* **Configuring a PIN Pad Device (page 82)**.
    - **Allow cash back up to.** If processing PIN debit sales, select this option if you also want to allow cash back to the customer. Enter the maximum cash back amount (limit of $200)
- **Merchant & Gift Card Service Option**
    - **Automatically print and save receipt upon card approval.** This option lets you return to servicing the customer while the authorization completes and the receipt is automatically printed.

Set Up Communication Options

You can communicate with the Merchant and Gift Card Services to process transactions via a secure Internet connection or by a dial-up connection (modem). You can also specify which workstation all communication with the services is channeled through.

To set up your Merchant and Gift Card Service communications:

1. In company preferences, select the **COMMUNICATION SETUP** sub-page under **MERCHANT & GIFT SERVICES**.
2. Select **CHANGE TO THIS COMPUTER** if you want all communications to connect through this workstation.

    If the check-box is already selected and grayed out, all communication is already coming through this computer (defaults to the Server Workstation). *Refer to* **Using the Merchant and Gift Card Services in a Multi-Workstation Environment (page 82)** *for more information on changing this setting*.
3. Select one of the communication options:
    - **Secure Internet Connection** – Provides an IP (Internet Protocol) connection through your Internet Service Provider. This option is best for users that have a persistent connection to the Internet (such as DSL or a cable modem). With a persistent connection, you won't need a dedicated phone line and authorizations are faster than by dialup modem.

If you need assistance with setting up your Internet connection, click on the **INTERNET CONNECTION SETUP** button.

- **Direct dial** – This connection provides optimum performance for modern high-speed dialup modems and supports the default settings of most modems.

4. Select **SAVE**.

Configuring a Modem

This procedure applies to the direct dial communication option only. Modem setup must be done separately on each workstation that will be used for communication with the service.

To set up your modem:

1. From the Edit menu, select **PREFERENCES ▶ WORKSTATION**.
2. Select **EQUIPMENT ▶ MODEMS** from the left-side preferences list.
3. Select your modem from the drop-down list.

   If your modem is not listed, select **ADD MODEM** and install it now (refer to your modem documentation if additional help is needed with installing the modem).

4. If you need to dial a "9"or other number to access an outside line, select **ADD MODEM** and then:

   a. Select the Dialing Rules tab, choose a location, and then select **EDIT**.

   b. In the appropriate text entry field, enter the number to be dialed to access an outside line. Make other changes to the dialing properties as necessary.

   c. Select **OK** twice to save and exit the modem dialog.

5. Select **SAVE** to save and exit workstation preferences.
6. Exit Point of Sale and reboot your computer.

The first time you run a credit card or debit transaction, you are asked to pick an installed modem. Select your modem and then select **OK**.

Configuring a PIN Pad Device

You may have configured your PIN pad while completing the Printers & Equipment section of the Setup Interview. You would only need to use this procedure if you are adding a PIN pad at a later date.

1. Connect the device to your workstation and install the driver, following the instructions included with the PIN pad.
2. From the Edit menu, select **PREFERENCES** ➤ **WORKSTATION**.
3. Select **PIN PADS** from the left-side preference list on the left of the screen (under Equipment).
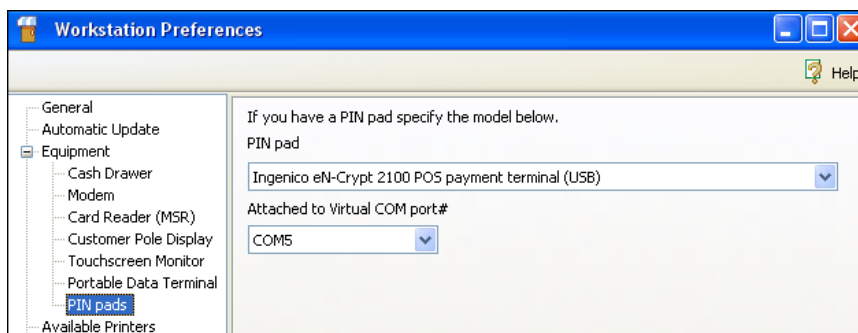
4. Select your model of PIN pad from the drop-down list.
5. Specify the Virtual COM port to which the PIN pad is connected.

   Enter the same COM port you set up in Windows Device Manager as you completed the installations in Step 1.

   Refer to Windows help for additional information about accessing and using Device Manager.
6. Select **SAVE**.

Using the Merchant and Gift Card Services in a Multi-Workstation Environment

When operating Point of Sale in a multi-workstation environment, all Merchant and Gift Card Service communications for processing go through one workstation, regardless of which workstation is accepting the card. By default, Point of Sale sets the Server Workstation as the computer used for this communication.

If you want to channel communications through another workstation, you can change this setting on the Communication Setup page in company preferences (the selected workstation must have a modem or Internet connection).

All credit, debit, and gift card transactions, whichever workstation they are performed at, will be processed through the selected workstation. When multiple requests occur simultaneously, they will be processed in the order received. For direct-dial connections, the program will try to complete any queued requests during the same connection to the processor, thus eliminating the need to dial out on the modem for each request.

To change the communications workstation:

From the workstation which will handle communications:

1. Select **PREFERENCES ➤ COMPANY** from the Edit menu.
2. In the left-side preferences list, select **MERCHANT & GIFT SERVICES ➤ COMMUNICATION SETUP**.
3. Select the **USE THIS COMPUTER TO CONNECT FOR ALL CREDIT, DEBIT, AND GIFT CARD TRANSACTIONS.**
4. Select **SAVE**.

Using the Merchant and Gift Card Services in a Multi-Store Environment

With multiple physical locations under the same ownership, you can add additional Merchant and Gift Card Service accounts under a single Master Merchant account of each type. Each store would process transactions independently but with linked accounts, the master account would receive consolidated reporting and account statements.

For more information, contact the QuickBooks POS Merchant and/or Gift Card Services support at 800-558-9558.

Configuring Firewalls

Overview

Originally, the term firewall referred to a fire-resistant barrier that was used to prevent the spread of fires. Similarly, firewalls in the computer world are also used to prevent the spread of something that could be damaging to your system, your information, or your privacy. Computers communicate with each other over a network or the Internet by sending and receiving information through different ports (channels). Hackers try to gain access to other computers through these ports, or they create programs that try to do this for them. Firewalls are used to prevent this from happening.

Firewalls monitor communication traveling through your computer's ports and block any communication that they do not know is safe. This provides you with an essential component of the protection you need to minimize your exposure to dangers from malicious users on the Internet. In order to ensure that desired communication is not blocked, you may sometimes need to instruct your firewall program to allow communication from certain programs. You may also need to specify the particular ports that will be used. How this is done will vary depending upon the particular firewall you are using.

There are many different firewalls available to you, and they can be either software or hardware firewalls (for example, many routers have built-in firewalls.)

On a typical network, there is a single point of connection to the Internet (such as the network server) and this is normally the only point requiring a firewall. Many network administrators feel that in such a situation there is no need to activate firewalls on every workstation to guard against communication from one workstation to another. A good firewall located on the server or other single point of access to the Internet is most often viewed as adequate protection. It is recommended that you consult a qualified network administrator to review your particular network setup for purposes of implementing the best protective measures for your situation.

Point of Sale uses some of the ports on your computer to complete various tasks. Your firewall may need to be specifically told that these activities should be allowed. The following documentation provides an overview of the various Point of Sale activities that may trigger firewall interference, and some examples to assist in configuring the most common software firewall programs.

Firewalls and Point of Sale

Firewalls may need to be configured on the server to allow other workstations to access the Point of Sale company data over the network. When a firewall application senses a possible threat, it will typically generate a pop-up window that requires user interaction to determine how to handle the situation. You may need to be logged into Windows as an administrator to see these messages. Examples for some of these pop-up windows are provided on the following pages.

If you are on a Client Workstation, accessing the company data on the Server Workstation across the network, the pop-up window might occur on the Server Workstation and the firewall program on that computer would put the action on "hold" until someone on the Server Workstation indicates the correct action to take.

For this reason, when first installing and running Point of Sale on a Client Workstation, it is important that the Server Workstation is either easily accessible, or that the Server Workstation is manned and that the person manning it is in step-by-step communication with the person installing the Client Workstation. It is also recommended that during installation, you are logged into the computer with Windows administrator rights.

Each firewall program presents its interface in a slightly different manner; each provides its own phrase for asking what you would like to do regarding the action it views as a possible threat. When a window pops up on your computer screen, you will see some form of the question, "What do you want to do about this?" That question will be followed by a list from which you choose the correct action. This list might include such options as allow, grant, deny, block, permit, or some similar instruction.

Once you have selected to allow, grant or permit the action, there should not be a prompt the next time the same action is performed. However, permitting one action from one file will not automatically enable all actions from anywhere in the Point of Sale program. Permission must be granted separately for each type of action. If firewall messages continue to appear, it may be necessary to manually configure the firewall to allow access through the required ports.

If you are unable to access the Point of Sale company data and you know you have an enabled firewall on the Server Workstation, try the steps provided in the following pages for configuring your firewall to allow the connection.

The following screen shots display possible pop-up windows from two of the most popular firewall applications.

McAfee® Personal Firewall Plus:
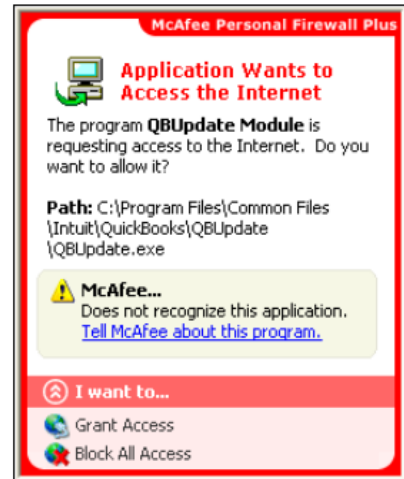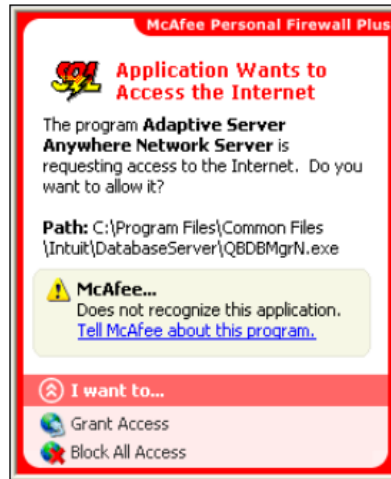
Norton™ Personal Firewall:
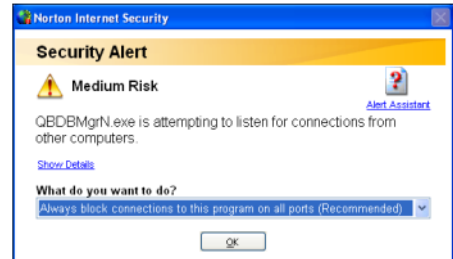
Ports and Programs

Point of Sale Activities

The following activities in Point of Sale may result in triggering a firewall reaction:

- Communicating between Point of Sale and the Point of Sale database (can occur on both the Server and Client workstation.)
- Converting data from a previous version
- Credit/debit/gift card processing
- Downloading program updates/web installation
- Registration and licensing

Quick Reference

Default Port	Executable	Accessed by (Server/Client Workstations)	When Accessed
443	EFTSvr.exe	Both	Throughout operation
8443	EFTSvr.exe	Both	Throughout operation Merchant Service transactions
2638	DataImporter.exe EFTSvr.exe QBDBMgrN.exe QBPOSDBServiceEx.exe	Server only	Conversion from previous version Changing currently running database (such as switching to/from practice mode.) Startup Detecting change to QBDatabases.ini Help > Manage my license
46201	EFTSvr.exe QBDBMgrN.exe QBPOS.exe	Server only	Changing currently running database (such as switching to/from practice mode.)
46202	EFTSvr.exe QBDBMgrN.exe QBPOS.exe	Server only	Changing currently running database (such as switching to/from practice mode.)
2638	QBDBMgr.exe	Server only	Conversion from previous version
8022	setup.exe QBPOS.exe	Both	Web installation License verification Throughout operation
8023	setup.exe QBPOS.exe	Both	Web installation License verification Throughout operation

Configuring Firewalls

If you use a firewall, you may receive an alert that Point of Sale is requesting access to the Internet or to connect to other computers. The message may identify any of the above as the program that is trying to establish communications, as well as **Adaptive Server Anywhere Network Server.** Select the option to allow access always. This should prevent this message in the future.

Windows XP Firewall

If you are using the Windows XP integrated firewall, Point of Sale can automatically configure the firewall for you.

To automatically configure the Windows XP Internet Connection Firewall (ICF):

1. Restart Point of Sale on the server workstation.

    The Windows firewall is detected on startup, and Point of Sale prompts you to authorize automatic configuration.

2. Select **AUTOMATICALLY CONFIGURE** to allow automatic configuration.

    If you answer **NO**, you can still manually configure the firewall as described below. You will continue to receive the firewall message each time you start Point of Sale on the server until the firewall is configured to allow communication.

📝 **Windows XP Integrated Firewall**

When running the Windows XP Integrated Firewall, users may not be prompted unless they have Windows administrator rights. Have the user log in as an administrator if Point of Sale cannot connect to the database and no firewall alerts appear.

Windows XP Firewall: Manual Configuration

The instructions below apply specifically to the Windows XP Internet Connection Firewall (ICF). Refer to your firewall documentation or help files for assistance as necessary or seek the assistance of a qualified computer technician if you need additional help.

1. Close Point of Sale on the server workstation.
2. Select **START,** then **CONTROL PANEL,** then **SYSTEM,** and then the **COMPUTER NAME** tab**.** Write down the "Full Computer Name," you will need to enter this later in this procedure.
3. Exit to **CONTROL PANEL**, and then select **NETWORK CONNECTIONS**.
4. In the Network Connections window, right-click on the **LOCAL AREA NETWORK** entry and then choose **PROPERTIES** from the popup menu.
5. Select the **ADVANCED** tab in the Local Area Connections Properties window.

    If the "Protect my computer…" checkbox for the Internet Connection Firewall is selected, continue with the next step to configure the firewall.

    If this box is not checked, then the Windows XP firewall is not enabled and is not causing your data access problem. Exit the Network Connections window, and check to see if you have another firewall enabled. If no firewall can be located,

start Point of Sale and search the help index using keyword '*troubleshooting*' to read other common network issues and solutions.

6. Select **SETTINGS**.

The Advanced Settings window is displayed. You will add seven new services to this list to allow access through the ports Point of Sale needs for network communication.
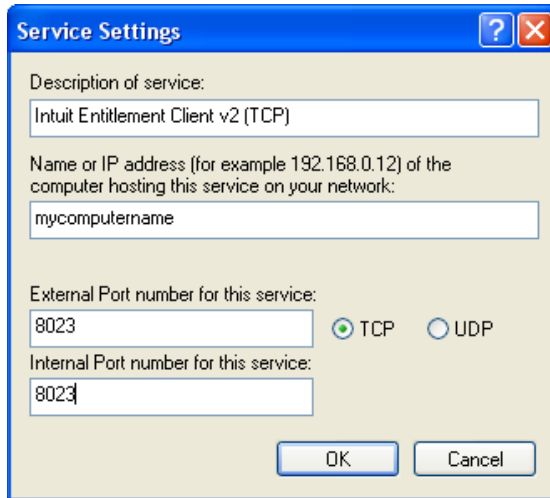

7. Select **ADD**.

The Service Settings window, enter a description of the service, the server's computer name, port numbers, and select a checkbox to indicate if the allowed traffic is TCP or UDP. Make entries for the first service using the information in the first row of the table below (and as shown in the example).

8. Select **OK**.

9. Repeat to add the other six services, entering the information from the corresponding row in the table.

Service	Description	External Port	Internal Port	Traffic
1	Intuit Entitlement Client v2 (TCP)	8023	8023	TCP
2	Intuit Entitlement Service Discovery v2 (UDP)	8022	8022	UDP
3	QBPOS_Practice	46202	46202	TCP
4	QBPOS_Real	46201	46201	TCP
5	QBPOS_TCP	2638	2638	TCP
6	QBPOS_UDP	2638	2638	UDP
7	QBPOSEFTSERVER_TCP	8443	8443	TCP

When done, the Advanced Settings window should have the seven services listed. Ensure that the checkbox for all seven is selected, as shown here.
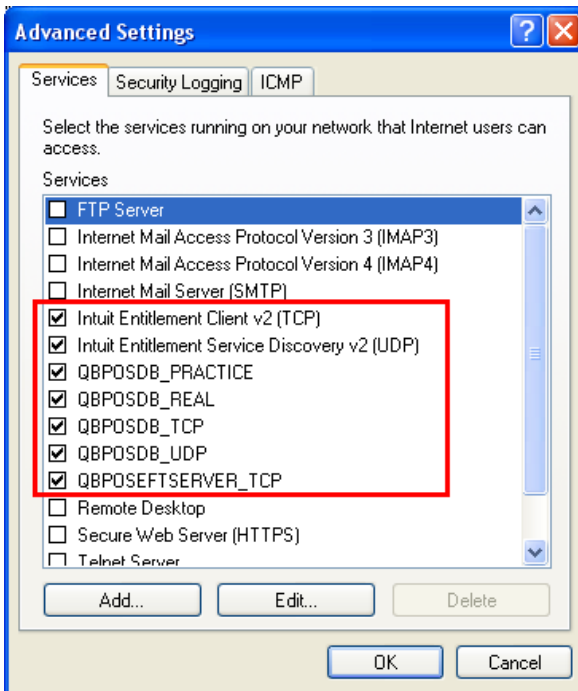

10. Select **OK** twice and then close the Network Connections window.
11. Restart Point of Sale.

McAfee Personal Firewall Plus: Manual Configuration

The configuration panel for McAfee is displayed below. To access this screen, select **START** ➤ **PROGRAMS** (or **ALL PROGRAMS**) ➤ **MCAFEE** ➤ **PERSONAL FIREWALL PLUS**. Select the **INTERNET APPLICATIONS** tab.

If any executable file used in the Point of Sale program has the wrong setting, you can correct it here. Highlight the executable in the list and select **ALLOW FULL ACCESS**. If the executable file is not on the list, select **NEW ALLOWED APPLICATION** in order to add and configure the file.
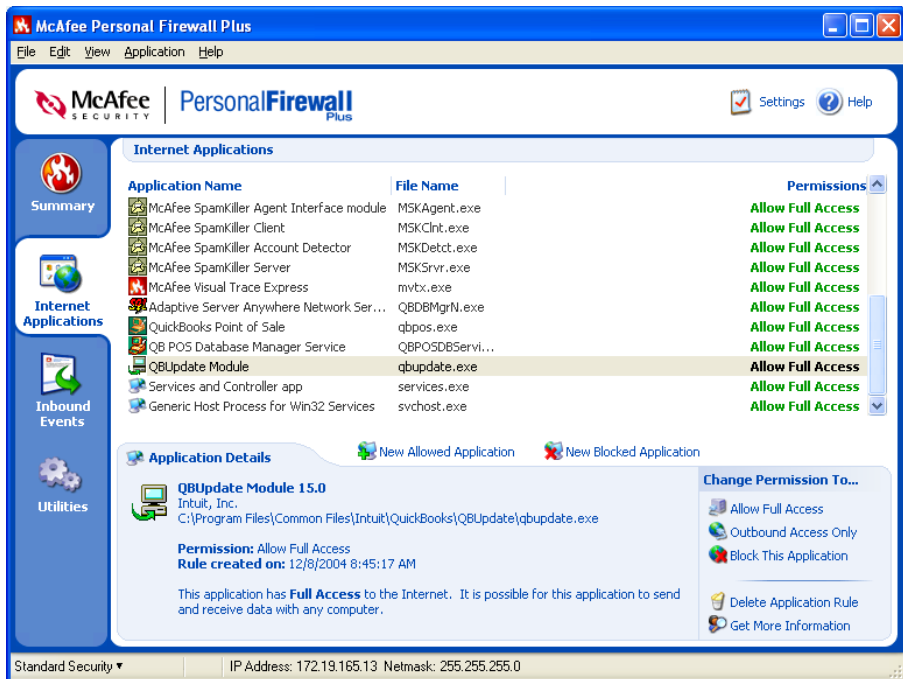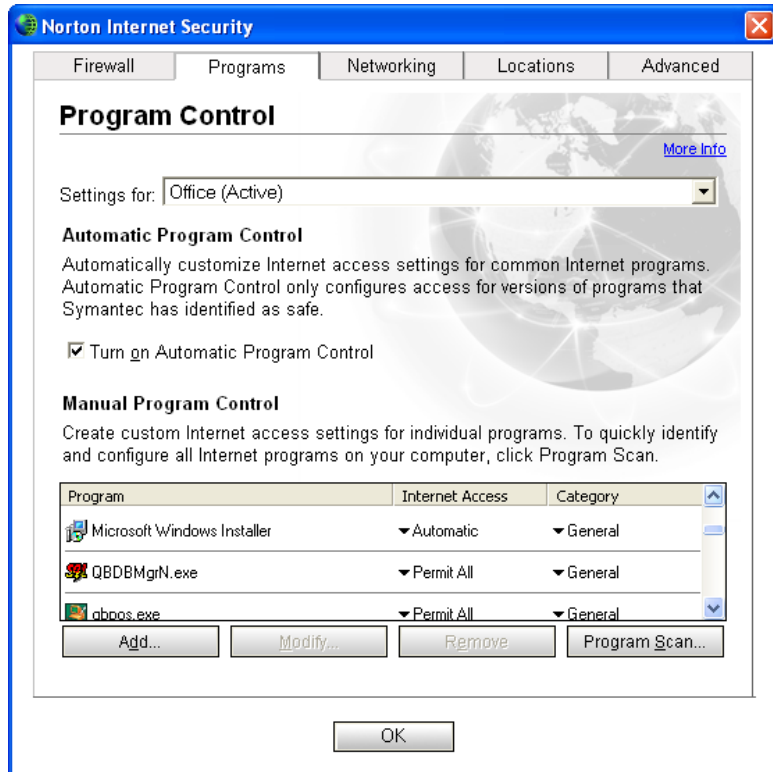

The executable files to include are:

- DataImporter.exe
- EftSvr.exe
- QBDBMgr.exe
- QBDBMgrN.exe
- QBPOS.exe
- QBPOSDBServiceEx.exe

Norton Personal Firewall: Manual Configuration

The configuration panel for Norton is displayed below. To access this screen, select START ➤ PROGRAMS (or ALL PROGRAMS) ➤ NORTON INTERNET SECURITY ➤ NORTON INTERNET SECURITY. Select the PROGRAMS tab. Next, select PERSONAL FIREWALL and CONFIGURE. Then select the PROGRAMS tab.

If any executable file used in the Point of Sale program has the wrong setting, you can correct it here. Change the INTERNET ACCESS setting to PERMIT ALL. If the executable file is not on the list, select ADD in order to add and configure the file.
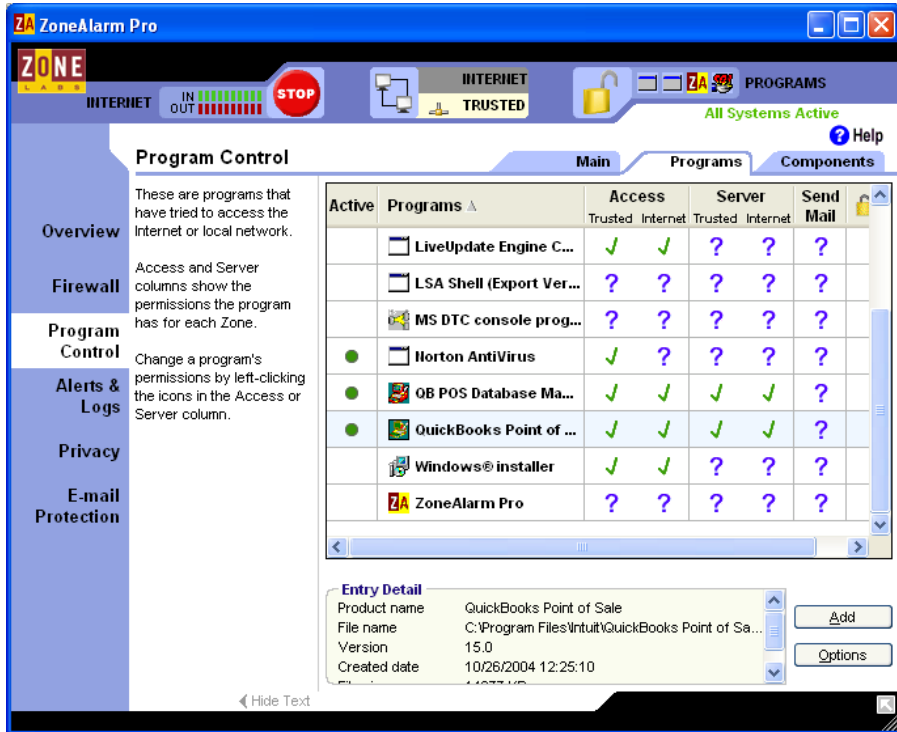

The executable files to include are:

- DataImporter.exe
- EftSvr.exe
- QBDBMgr.exe
- QBDBMgrN.exe
- QBPOS.exe
- QBPOSDBServiceEx.exe

ZoneAlarm® Pro Firewall: Manual Configuration

The configuration panel for ZoneAlarm Pro is displayed below. To access this screen, select **START** ➤ **PROGRAMS** (or **ALL PROGRAMS**) ➤ **ZONE LABS** ➤ **ZONE ALARM PRO**. Select **PROGRAM CONTROL** on the right and then select the **PROGRAMS** tab.

If any executable file used in the Point of Sale program is not checked as **TRUSTED**, you can correct it here by clicking the setting and selecting **ALLOW**. If the executable file is not on the list, select **ADD** in order to add and configure the file.

The executable files to include are:

- DataImporter.exe
- EftSvr.exe
- QBDBMgr.exe
- QBDBMgrN.exe
- QBPOS.exe
- QBPOSDBServiceEx.exe

General Troubleshooting Tips

Possible Server Workstation Problems

When encountering connection difficulties on a Server Workstation, the first step is for the user to sign onto the machine as a user with Windows administrator rights.

Problems can occur due to any of the following:

- The database application is not running on the Server Workstation
- The Point of Sale company data has been deleted or renamed
- A firewall is interfering with program communications
- TCP/IP not installed
- You are attempting to change the current database being accessed by the server while a client is logged into a different database (only one database can be run at a time)
- The selected database is not a Point of Sale database
- The Server Workstation is not running the same level or version of Point of Sale as another workstation that is currently accessing the database
- The Client Workstation is still logged into the database and thereby preventing Restore, Open Database or Rename Database functions
- You have insufficient user rights to create a database or to change the currently accessed database
- A needed component or service in Windows has been disabled or deleted

Possible Client Workstation Problems

When encountering connection difficulties on a Client Workstation, the first step is for the user to sign-on to the Client Workstation as a user with Windows administrator rights AND that an administrator also sign-on to the Server Workstation.

Problems can occur due to any of the following:

- The Server Workstation is not running
- The database application is not running on the Server Workstation
- The Point of Sale company data has been deleted or renamed
- A firewall is interfering with program communications
- TCP/IP not installed
- An invalid database name has been entered

- The Client Workstation is not running the same level or version of Point of Sale as another Workstation that is currently accessing the database
- More workstations are running than is allowed by license
- A different database is already running (only one database can be run at a time)
- The selected database is not a Point of Sale database
- A needed component or service in Windows has been disabled or deleted
- Other network connectivity issue

Port Filters

Windows 2000 and XP allow TCP/IP and UDP ports to be filtered. To determine if this is the source of the problem, do the following:

1. Right-click **NETWORK PLACES** and select **PROPERTIES**.
2. Right-click **LOCAL AREA CONNECTION** and select **PROPERTIES**.
3. Select **TCP/IP**.
4. Select **PROPERTIES**.
5. Select **ADVANCED**.
6. Select **OPTIONS**.
7. Select **TCP/IP FILTERING**.
8. Select **PROPERTIES**.

If **Permit Only** is checked in any category that is needed for Point of Sale, or required ports are not in the list, the same problems will occur as with a firewall.
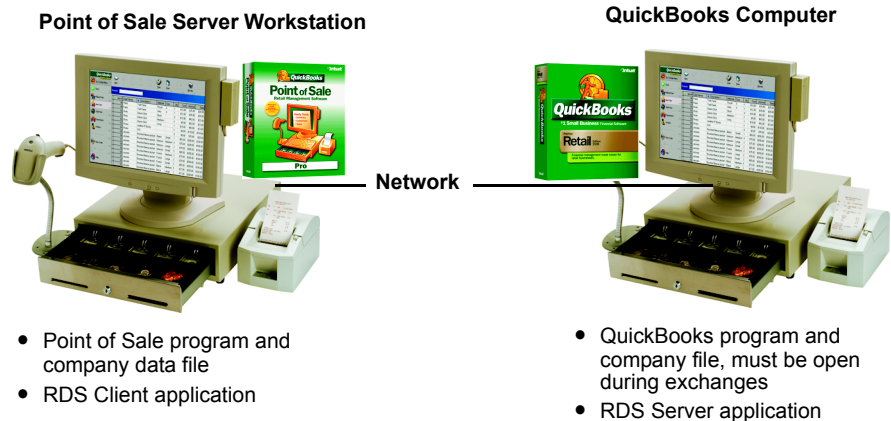
Appendix C

Remote Data Sharing (RDS)

The procedures below cover installing the RDS applications. Routinely using the applications to exchange data requires additional steps, which are outlined in Chapter 14. Financial Exchange with QuickBooks in the Point of Sale User's Guide

Remote Data Sharing (RDS) is an alternative way to configure Point of Sale and QuickBooks Financial Software to exchange data across a network. With RDS, your QuickBooks Financial Software can be located on any computer on your network, other than the Point of Sale Server Workstation.

RDS allows you to share financial data over the network by installing Server and Client applications on the two computers (these are different than the server/client applications used for Point of Sale workstation to communicate over the network).

The two programs communicate through the server/client applications.

Point of Sale Server Workstation   **QuickBooks Computer**

Network

- Point of Sale program and company data file
- RDS Client application

- QuickBooks program and company file, must be open during exchanges
- RDS Server application

Remote Data Sharing - QuickBooks on Different Networked Computer

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IMPORTANT: RDS Server/Client Relationship

For the purposes of remote data sharing, the computer on which you have QuickBooks Financial Software installed is referred to as the "server." The Point of Sale Server Workstation is the "client.

Comparison of the two Methods of Financial Exchange with QuickBooks on another Networked Computer

Installing Financial Software on the Server Workstation and on another Network Computer	Remote Data Sharing
Benefits • Can exchange data with QuickBooks and financial company file closed	**Benefits** • Do not have to install QuickBooks on the Server Workstation • Security options can provide more protection for financial data
Limitations • Both programs must be installed on the Server Workstation • If open, QuickBooks *must* be in multi-user mode • Data exchange blocked if single-user license, and another user is in Quick-Books	**Limitations** • QuickBooks and company file *must* be open during Financial Exchanges • RDS server application *must* be running on the QuickBooks computer (server) • Setup and operation is more complex

Installing RDS

The Server Computer (QuickBooks)

The Remote Data Sharing Server application must first be installed and run on the computer with your QuickBooks Financial Software.

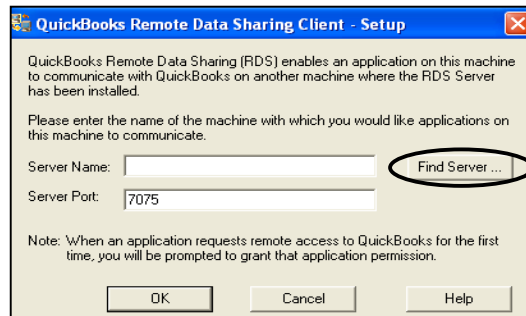**To install the Remote Data Sharing Server:**

1. Insert the Point of Sale installation CD into your CD-ROM drive. If the Installation Wizard launches, cancel out of it.

2. Using Windows Explorer, navigate to your CD-ROM drive and into the **EXTRAS** folder. Double-click **RDSSERVER.EXE** to begin the installation process. The QuickBooks Remote Data Sharing Server application is installed to **…\QUICKBOOKS\RDS\QBRDSSERVER.EXE**. During the installation process, a desktop shortcut for the Remote Data Sharing Server application is created.

3. After the installation completes, the Remote Data Sharing Server application automatically launches. Select **START** and leave the Server application running.

4. Install the Remote Data Sharing Client application using the following instructions for installing the Remote Data Sharing Client.

The Client Computer (Point of Sale)

The Remote Data Sharing Client application must be installed and run on the Point of Sale Server Workstation before proceeding.

To install the Remote Data Sharing Client:

1. Insert the Point of Sale installation CD into your CD-ROM drive. If the Installation Wizard launches, cancel out of it.

2. Using Windows Explorer, navigate to your CD-ROM drive and into the **EXTRAS** folder. Double-click **RDSCLIENT.EXE** to begin the installation process. The QuickBooks Remote Data Sharing Client application is installed to **…\QUICKBOOKS\RDS\QBRDSCLIENT.EXE**. During the installation process, a desktop shortcut for the application is created.

3. After installation has finished, you will be asked to configure the Remote Data Sharing Client by choosing the server computer with which it should communicate. Select **FIND SERVER** (as shown below).

4. A list is displayed of the computers on your network that have the Remote Data Sharing Server application currently running. Most users will have only one instance of the Remote Data Sharing Server application installed on their network, the QuickBooks computer, and this will be the only computer on the list. Select this server computer from the list, and then select **OK**.

If you do not see your server computer listed, make sure the Remote Data Sharing Server application is currently running on the QuickBooks computer, and that you have selected **START** from the main screen of the application.
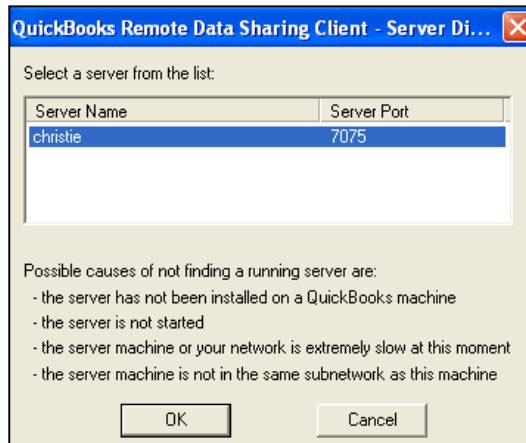
5. Select **OK** from the Setup dialog. Setup is finished and the Remote Data Sharing Client automatically closes.

Server Port Settings

The Remote Data Sharing Server/Client applications must have the same Server Port setting. By default, both applications are assigned to the same Server Port. It is recommended you keep the default settings. If you change the setting for either application, you must mirror that change in the other application.