Intuit Field Service Management ES

Corrigo Integration Client
For QuickBooks

Setup Tip Sheet

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Corrigo Integration Client for QuickBooks -- Setup Tip Sheet

Overview

This guide explains how to best setup the Corrigo Integration Client for QuickBooks. The following assumptions apply to the use of this guide:

- You utilize QuickBooks as your business accounting software (see System Requirements in User Guide for additional information)
- You have a basic understanding of how to access, navigate, and use both QuickBooks and your Intuit Field Service Management ES product.
- You have successfully downloaded and installed the Corrigo Integration Client from Settings→Company→Integration on the computer where you have your QuickBooks company file and in which you are going to run the integration
- Your QuickBooks application runs on a computer that has Internet access.
- You have your QuickBooks company file open and have chosen to sync it with your Field Service Management application.

Note: Please refer Corrigo Integration Client for QuickBooks User Guide if you need additional information on downloading and installing the Integration Client.

How to best configure your Integration Settings

This section will help you to best setup the Corrigo Integration Client for QuickBooks. Most of the settings will have a default value and you can choose to leave them as it is. This document describes the main configurations items which you need to look out for.

Note: Please refer Corrigo Integration Client for QuickBooks User Guide if you need additional information.

General Settings

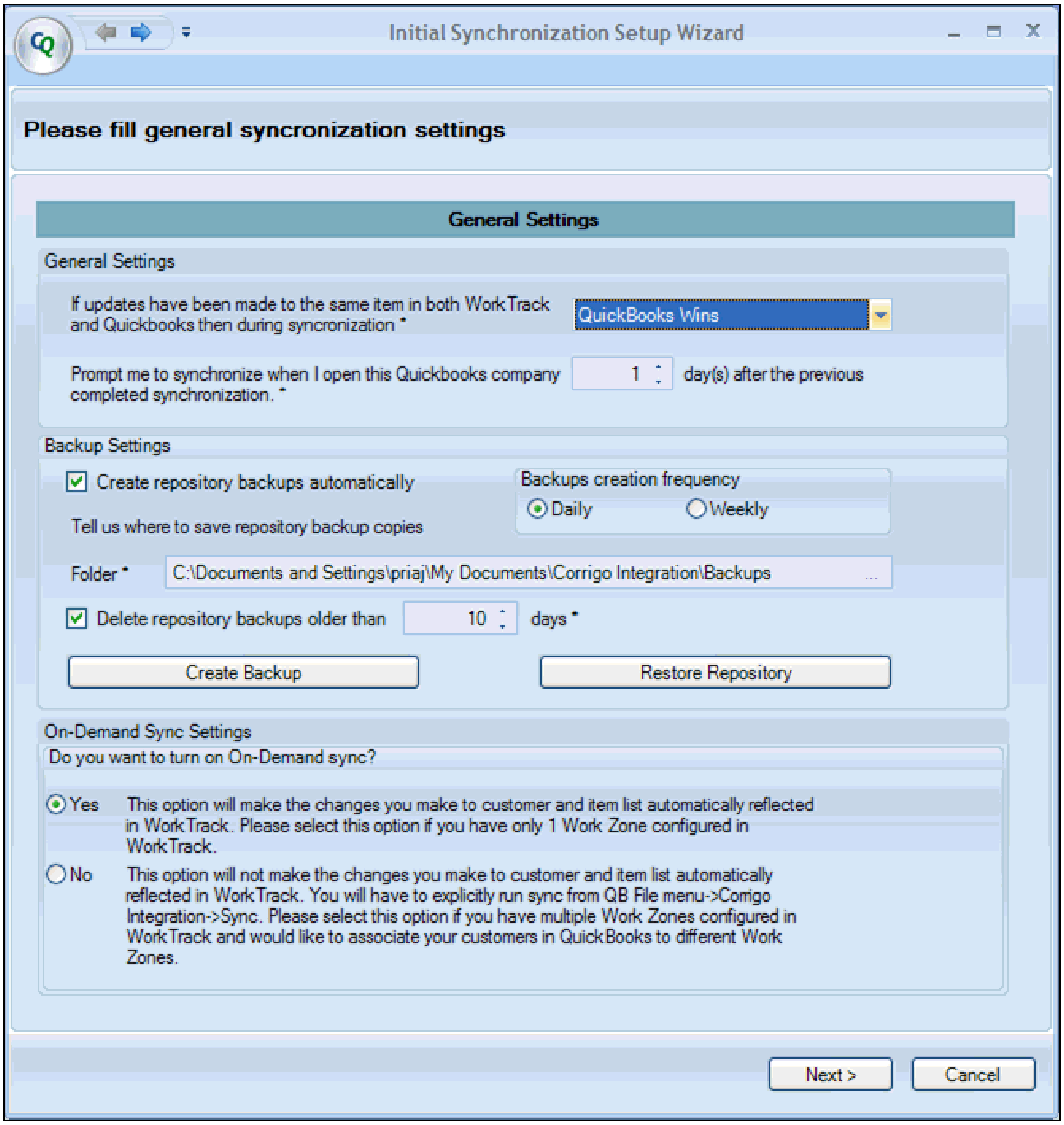

Figure 1: General Settings screen of the Initial Synchronization Setup Wizard

Note: The term WorkTrack in the above screen refers to Field Service Management application. Appropriate brand name will be displayed only after the authentication code and company name is provided in the next step.

Item to Configure	How to set this up?	Why?
General Settings If updates have been made	Set it to **QuickBooks Wins**	If you are using QuickBooks for accounting, you must have all your customers in QB. For all your customers to get sync'd up with Field

Item to Configure	**How to set this up?**	**Why?**
to the same item in both Field Service Management and QuickBooks then during synchronization, which system should win?		Service Management and also for all your future edits to get sync'd up you should select QuickBooks wins. Example: Say you have a customer 'Pizza Hut' in QB. You add a phone number to the customer record in QB. Your dispatcher who adds in a phone number to that same customer in Field Service Management. Since you selected QuickBooks wins, your change in QB will overwrite the change made in Field Service Management.
Backup Settings	You don't have to make any changes here. Default settings should be good.	
On-Demand Sync Settings	Select '**Yes**'	When you add or edit a customer or item in QuickBooks those changes will automatically be applied in Field Service Management. You need not explicitly run the sync process from within QuickBooks. This will make sure that customer and item information is always up-to-date for your dispatchers and techs. Your accounting/bookkeeping person will have full control over what gets into QuickBooks. **When should you select 'No'?** If you have multiple service areas in different time zones Or If you have several price list categories defined in Field Service Management and you want to send service items from QB into those different categories. Note: On-Demand sync can only send customers to one service area and service items to one price list category.

Field Service Management Login Settings

On the next screen, enter the Authentication code and Field Service Management company name.

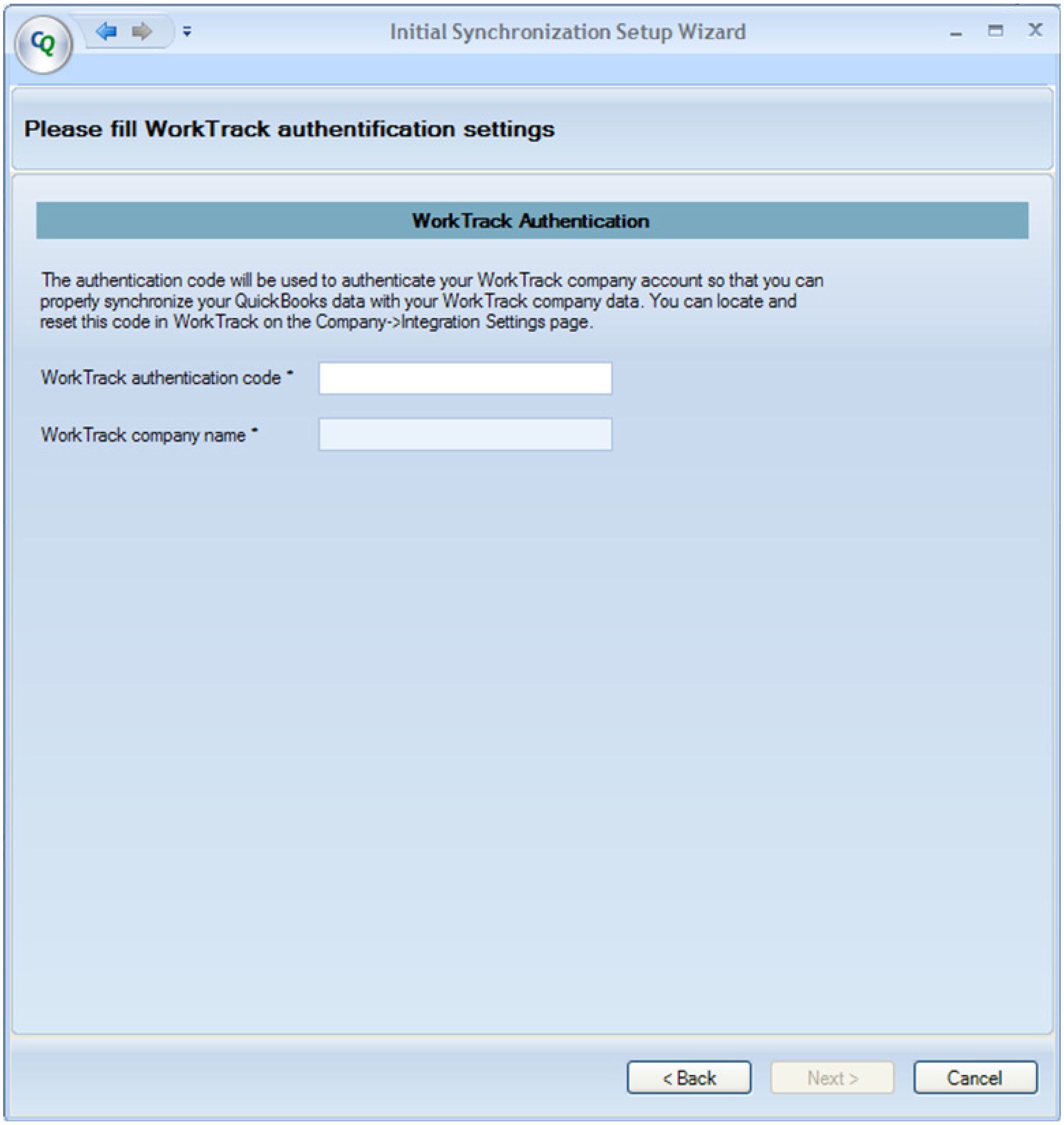

Figure 2: Enter the login information you use to access the Field Service Management web application

Note: The term WorkTrack in the above screen refers to Field Service Management application. Appropriate brand name will be displayed only after the authentication code and company name is provided in this step.

Item to Configure	How to set this up?	Why?
WorkTrack authentication code	You can get the authentication code and company name by logging into your Field Service Management application and navigating to Settings→Company→Integration Settings.	This is required to connect your QuickBooks company file to your Field Service Management.
WorkTrack company name	You can get the company name by logging into your Field Service Management application and navigating to Settings→Company→Integration Settings. Your company name will be displayed there.	“

Customer Synchronization Settings

On this screen, you will decide how customer records will synchronize.

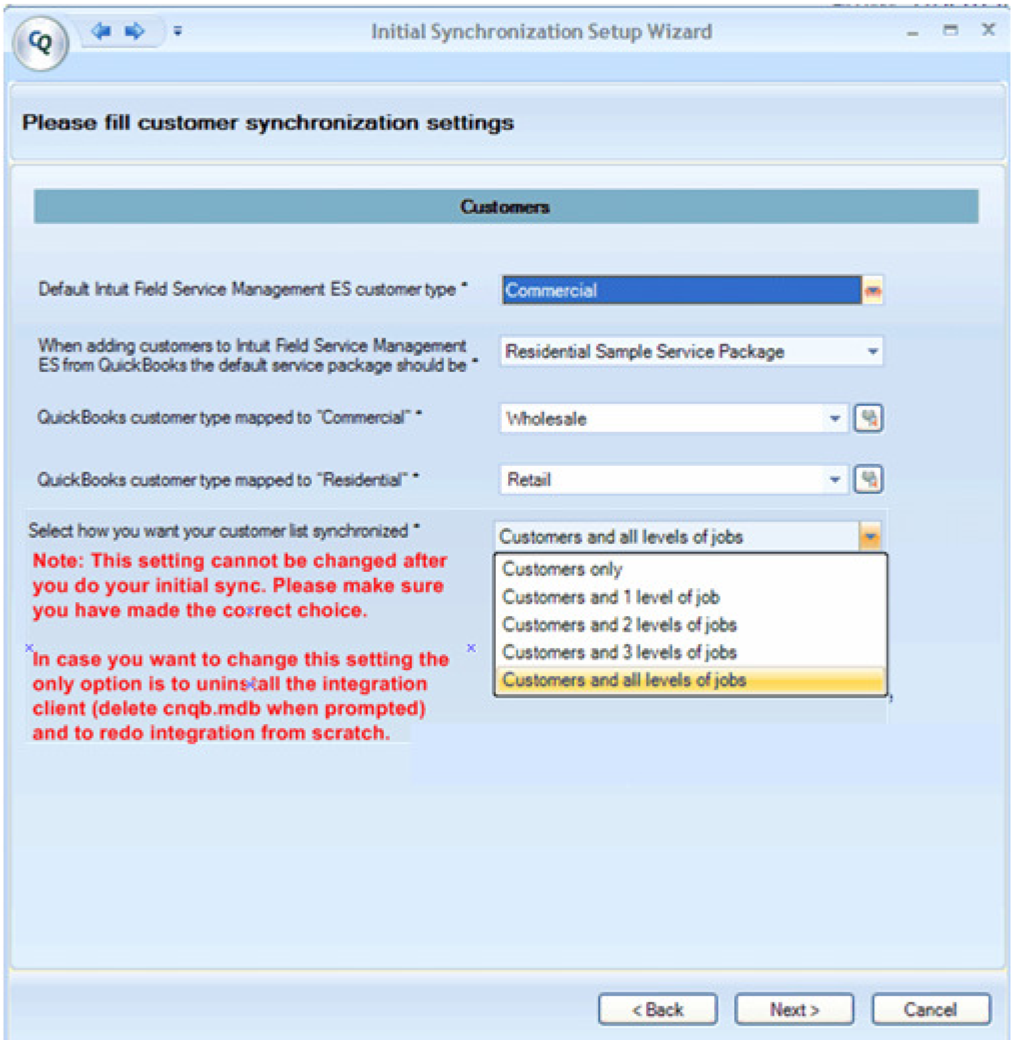

Figure 3: Customer Synchronization Settings

Item to Configure	How to set this up?	Why?
Default Field Service Management customer type	Select Commercial if majority of your customers are commercial customers. Select Residential if majority of your customers are residential	When customers are imported from QuickBooks, they by default will get the 'type' you select here. Customer type will come in handy in reporting.
When adding customers to Field Service Management	Usually there will be only one service package to select from,	Field Service Management Service Package holds the knowledge base of

from QuickBooks the default service package should be	this is normal simply pick that one.	problem categories and services which are offered in your industry. When importing customers from QuickBooks we need to know to which service package customers should be associated in Field Service Management.
QuickBooks customer type mapped to "Commercial"	Select one from the dropdown that best describes a Commercial customer	Field Service Management has only 2 customer types whereas QuickBooks can have several. When customers are imported from QuickBooks we need to know how you would like to map your QuickBooks customer type to Field Service Management. Note: It doesn't really matter for the integration what you pick here.
QuickBooks customer type mapped to "Residential"	Select one from the dropdown that best describes a Residential customer	"
Select how you want your customer list synchronized	Select 'Customers and all levels of jobs' if you want to import all levels of jobs as sites (locations) into Field Service Management. Note: We recommend you to skip a job level if you have actual jobs (equivalent to a work order) listed in that level because Field Service Management only needs customers and sites on which you'll create work orders.	Please refer to the User Guide if you need additional details on how data will be imported.

Item Synchronization Settings

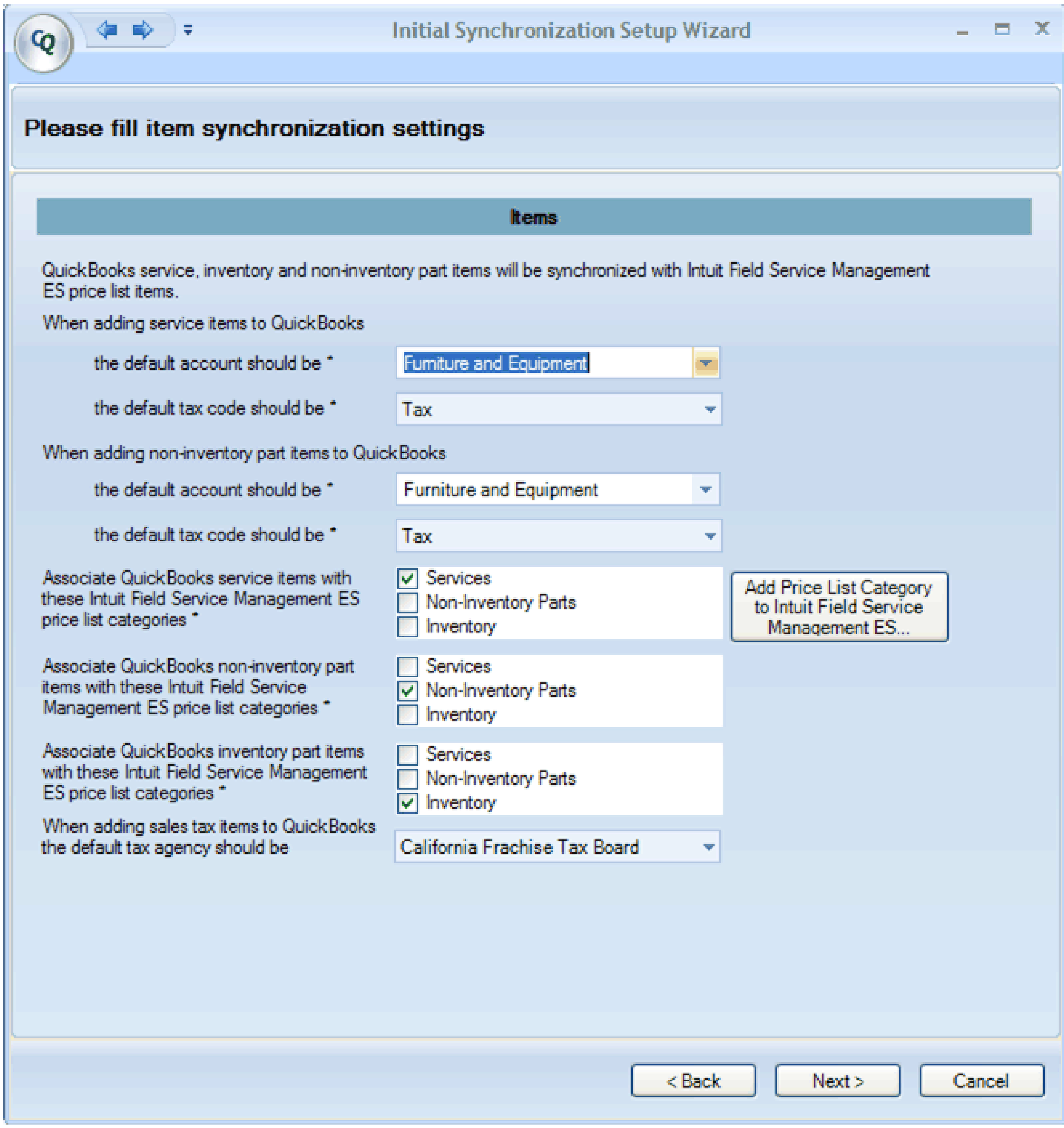

Figure 4: Item synchronization settings example

Item to Configure	How to set this up?	Why?
When adding service items to QuickBooks the default	Select the income account you would usually pick when you are creating a	Field Service Management does not keep track of accounts for

Item to Configure	How to set this up?	Why?
account should be	service item in QuickBooks here.	items created. So if you create a price list item in Field Service Management, we need to know to what account that item should be associated with, when creating that item in QuickBooks via integration. The account you select here will be used as a default account for all the items that will be created in QuickBooks. Note: We recommend that you always create your items in QuickBooks. So this setting doesn't really matter if you are never going to create items in Field Service Management.
When adding service items to QuickBooks the default tax code should be	Select a Tax type depending on whether you charge tax or not for your services.	The tax type you select here will be used as default tax value for all the items that will be created in QuickBooks.
When adding non-inventory part items to QuickBooks the default account should be	Select the income account you would usually pick when you are creating a non-inventory part item in QuickBooks here.	Same reason as mentioned above for service items.
When adding non-inventory part items to QuickBooks the default tax code should be	Select a Tax type depending on whether you charge tax or not for your non-inventory part.	Same reason as mentioned above for service items.
Associate QuickBooks service items with these Field Service Management price list categories	If you don't see any checkboxes in the white box, click on 'Add price list category…' button on the right. Enter category name as 'Services' and click on ok. Check the Services checkbox. If you already see some categories listed, select the one which you want to map to service items.	Field Service Management will import all service items in QuickBooks into a Price list category, which is what you select here. Note: We recommend that you create one category each for Service, Non-Inventory and Inventory (if you are using Inventory in QB) items respectively and select the

Item to Configure	How to set this up?	Why?
		appropriate category, for each of the item type in QuickBooks. You can have multiple Price List categories defined in Field Service Management. But then you will have to manually select the categories for different items in the reconcile grid during synchronization. Please refer the Integration User Guide for more details on how to map if you have multiple categories.
Associate QuickBooks Non-Inventory part items with these Field Service Management price list categories	If you don't see any checkboxes in the white box, click on 'Add price list category…' button on the right. Enter category name as 'Non-Inventory' and click on ok. Check the Non-Inventory checkbox. If you already see some categories listed, select the one which you want to map to Non-Inventory items.	Field Service Management will import all non-inventory part items in QuickBooks into a Price list category, which is what you select here.
Associate QuickBooks Inventory part items with these Field Service Management price list categories	If you don't see any checkboxes in the white box, click on 'Add price list category…' button on the right. Enter category name as 'Inventory' and click on ok. Check the Non-Inventory checkbox. If you already see some categories listed, select the one which you want to map to Inventory items.	Field Service Management will import all inventory part items in QuickBooks into a Price list category, which is what you select here. Note: This setting will appear only of you have Inventory turned on in your QuickBooks company file.
When adding sales tax items to QuickBooks the default tax agency should be	Select a tax agency that you would like to associate the sales tax items which you create in Field Service Management.	The tax agency you select here will be used as default tax agency for all the sales tax items which will be created in QuickBooks via integration. Note: We recommend that you always create your sales tax items in QuickBooks. So this setting doesn't really matter if

Item to Configure	How to set this up?	Why?
		you are never going to create items in Field Service Management.

Invoice Export Settings

This screen allows you to select how invoices created in the web application are exported to QuickBooks. Follow prompts to complete fields.

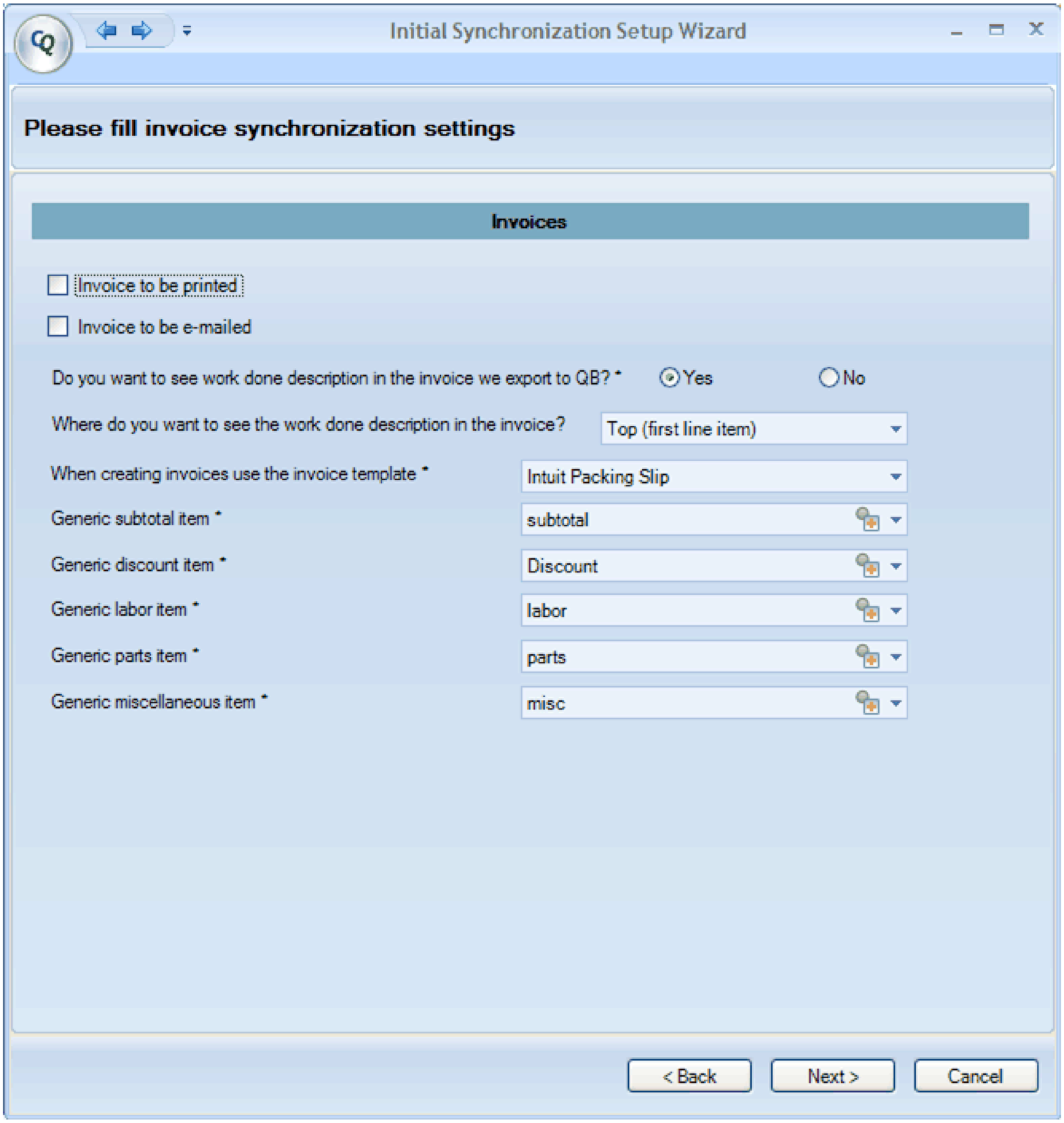

Figure 5: Invoice export settings screen

Item to Configure	How to set this up?	Why?
Invoice to be printed	Check this if you always mark all your invoices 'To be printed' in QuickBooks. Leave this unchecked if you don't print all your invoices in QuickBooks.	Checking this field will check 'To be printed' checkbox in all the invoices that are exported to QuickBooks. Note: If a customer somehow comes through without an address the synchronization will throw an error if this option was selected.
Invoice to be e-mailed	Check this if you always mark all your invoices 'To be e-mailed' in QuickBooks. Leave this unchecked if you don't email all your invoices in QuickBooks.	Checking this field will check 'To be e-mailed' checkbox in all the invoices that are exported to QuickBooks. **Note:** If you check **Invoice to be emailed**, your customer contact records must include a *valid* email address or invoice synchronization will fail. We generally recommend against choosing this setting.
Do you want to see the work done description in the invoice?	Select **Yes** if you normally would include description on what your tech did on that job. This is the description entered in the completion section of the work order, with by the Tech or someone in the office. You can still edit this in QuickBooks after the invoice is posted there.	
Where do you want to see the work done description in the invoice?	Select **Top (first line item)** if you want the work done description to appear as the first thing in the invoice. Select **Bottom (last line item)** if you want the work done description to appear as the last thing in the invoice after the items with values.	You get to choose where you want the data to be displayed in the invoice per your business practice.

Item to Configure	How to set this up?	Why?
When creating invoice use the invoice template	Select the template that you use for your invoices in QuickBooks	The template you select here will be selected by default in the invoices that are exported to QuickBooks. The same template will be applied to all invoices imported from Field Service Management.
Generic subtotal item	Select the subtotal item that you wish to associate the subtotals in Field Service Management invoice to QuickBooks invoice. You may have to create one if you don't have a subtotal item in QuickBooks. Here's how…. • Open QuickBooks • Click on Lists→Item Lists • Click on Item button at the bottom and click on New • Select 'Subtotal' in the Type dropdown box • Give it a name and description and click on Ok	In Field Service Management you cannot have multiple sub-total items like you can have in QuickBooks. So it becomes important for the integration to know which subtotal item to map to when exporting invoices to QuickBooks.
Generic discount item	Select the discount item that you wish to associate the discount in Field Service Management invoice to QuickBooks invoice You may have to create one if you don't have a discount item in QuickBooks. Here's how…. • Open QuickBooks • Click on Lists→Item Lists • Click on Item button at the bottom and click on New • Select 'Discount' in the Type dropdown box • Give it a name, description, discount rate • Select an appropriate income account you want to track discounts that you give to	In Field Service Management you cannot have multiple discount items like you can have in QuickBooks. So it becomes important for the integration to know which discount item to map to when exporting invoices to QuickBooks.

<table>
<tr><th>Item to Configure</th><th>How to set this up?</th><th>Why?</th></tr>
<tr><td></td><td>your customers
• click on Ok

Please ask your accountant if you are not sure which account to select.</td><td></td></tr>
<tr><td>Generic labor item</td><td>Select a corresponding other charge item for generic labor or click on icon to create a new one to map to.</td><td rowspan="3">Apart from the price list items, Field Service Management has 3 generic items: Labor, Parts and Misc.

If you already have some ‘other charge’ item in QuickBooks, you can select it. If not please click on icon, enter Generic labor, pick a corresponding account and click on ok.

Note: These settings don’t really matter if you have always used Field Service Management with QuickBooks integration enabled. It’s just that there should be some value selected for each of these items.</td></tr>
<tr><td>Generic parts item</td><td>Select a corresponding other charge item for generic parts or click on icon to create a new one to map to.</td></tr>
<tr><td>Generic miscellaneous item</td><td>Select a corresponding other charge item for miscellaneous or click on icon to create a new one to map to.</td></tr>
</table>

Time Card Settings

This section applies to companies using the Field Service Management Time Card module:

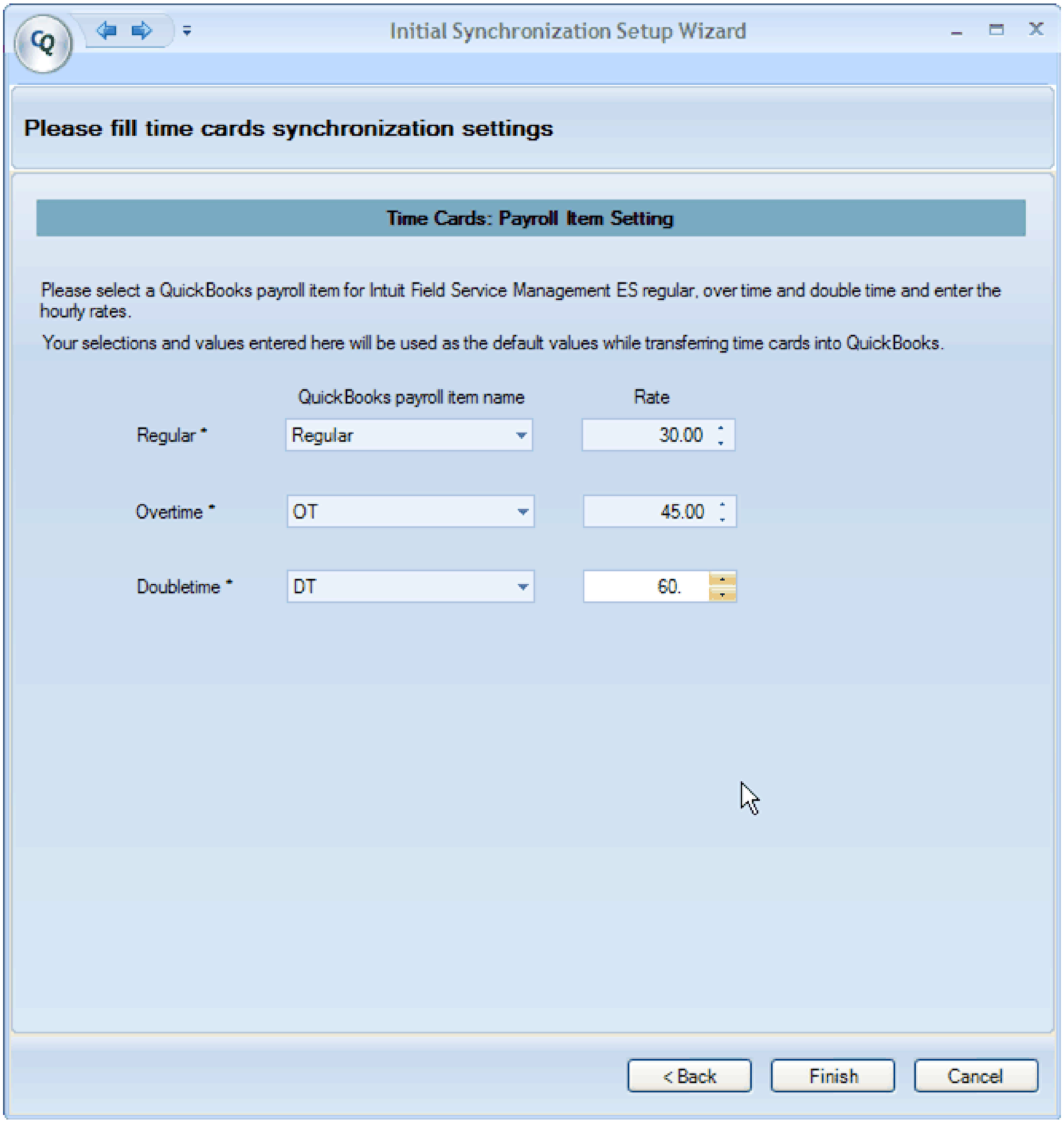

Figure 6: Time Card synchronization settings screen

Item to Configure	How to set this up?	Why?
Regular	Select a payroll item you have configured for regular time in QuickBooks. Enter a regular hour rate that you pay for most of your employees in the rate box	Regular, Overtime and Doubletime hours calculated in Field Service Management will be posted against the regular, overtime and doubletime payroll item you select here respectively. So when times are exported to weekly timesheet in QuickBooks the payroll items you select here will be used. **Note:** Time Card Payroll Item Settings will be used only when a new employee has to be created in QuickBooks during synchronization. The synchronization will not change the values that are already set for employees in QuickBooks.
Overtime	Select a payroll item you have configured for overtime in QuickBooks. Enter a overtime rate that you pay for most of your employees in the rate box	
Doubletime	Select a payroll item you have configured for double-time in QuickBooks. Enter a double-time rate that you pay for most of your employees in the rate box	

If you don’t have payroll items set up in QuickBooks, follow these steps to create payroll items:

1. Open QuickBooks and click on Edit→Preferences
2. Click on Payroll and Employees and Company tab
3. Click on Employee defaults button
4. Click under Item Name (the empty area), click on the dropdown control and click on <Add New>
5. Select Hourly Wages and click on Next
6. Steps for creating **Regular Payroll Item**
    a. Select Regular Pay and click on Next
    b. Give a name for the regular payroll item and click Next
    c. Select Payroll Expense Account

d. Click on Finish.

7. Steps for creating **Overtime Payroll Item**

    a. Repeat steps 4 and 5

    b. Select Overtime Pay and click on Next

    c. Give a name for the overtime payroll item and click Next

    d. Select Time-and-a-half or enter a custom value and click Next

    e. Select Payroll Expense Account

    f. Click on Finish.

8. Steps for creating **Double Payroll Item**

    a. Repeat steps 4 and 5

    b. Select Overtime Pay and click on Next

    c. Give a name for the double-time payroll item and click Next

    d. Select Double-time or enter a custom value and click Next

    e. Select Payroll Expense Account

    f. Click on Finish.

Completing Initial Synchronization Wizard

Click **Finish** when done. You will be given the option to review each of the settings.

Note: If you need to adjust any of these settings after the wizard is completed, you may access the settings screen through **File > Corrigo Integration > Settings** from within QuickBooks.

Technical Support:

Phone

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Email

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