



Made for
Canadian Businesses,
Developed Globally.

intuit.

Intuit QuickBooks®
Enterprise Solutions 14.0

Getting Started Guide

**Includes all you need
to know about Intuit
QuickBooks Enterprise
Solutions 14.0:**

- Subscription details
- Support
- Product features
- Additional services
- Installation and
setup instructions
- Upgrader's Guide for
customers upgrading
from Intuit QuickBooks
Multicurrency Edition or
QuickBooks 2007
or earlier



Welcome

Welcome to Intuit QuickBooks Enterprise Solutions 14.0 – financial management software designed for Canada’s small and growing to mid-sized businesses. Thank you for choosing us to help manage your business finances.

Subscription details

Your active monthly or annual subscription gives you access to QuickBooks Enterprise Solutions software and associated services such as:

- Automatic product updates and new releases¹
- Intuit QuickBooks Payroll²
- Premium technical support via phone and chat³
- Password recovery and data services⁴

For information on obtaining additional licenses for your business, please call **1-866-935-7237**.

Support

Receive customer support at no additional cost. An Enterprise Solutions consultant can help with installation, data conversion, product support and more. Call as often as you need.

To contact Support, call **1-866-935-7237** or visit enterprise.intuit.ca to learn more about online support options. Support hours are Monday to Friday, 9 a.m. – 8 p.m. (EST).

Additional help and resources

- **In-product help:** QuickBooks Help (available under the *Help* menu).
- **FAQs and tutorials:** Go to support.intuit.ca to search for answers to FAQs. Watch tutorials designed to help you get more familiar – and comfortable – with QuickBooks Enterprise Solutions.
- **Live Community:** Ask and get answers to your questions from other users within your QuickBooks product.
- **Expand your functionality with third-party software⁵:** Find third-party software applications that integrate seamlessly with QuickBooks Enterprise Solutions. Search marketplace.intuit.com for an add-on product that solves your business' specific needs.

Company information changing?

To help us serve you better, please call **1-866-935-7237** if you change any of your information. This applies to company information, such as your address, phone number or email address as well as your billing information, like your credit card number or expiry date.

1. This relates to your subscription to QuickBooks Enterprise Solutions 14.0 (2014) which includes accounting software – plus product updates and every version release, if and when available.
2. Paid monthly subscription required to receive new releases if and when available. If you elect to discontinue your subscription, product, payroll and support services will be discontinued. Payroll service requires a payroll subscription, Internet access & a transmitter number from CRA and/or MRQ. For transmitter number details, visit www.cra-arc.gc.ca/esrvc-srvce/ or www.revenu.gouv.qc.ca
3. Support hours: 9am to 8pm EST, Monday to Friday. Intuit reserves the right to limit each telephone contact. Support availability subject to occasional downtime for systems and server maintenance, company events, observed Canadian holidays, and events beyond our controls.
4. Data Recovery/Password Removal: In some cases the damage may be too extensive and the data file may be non-recoverable.
5. Business software applications sold separately. For a complete list of software that works with QuickBooks, visit the Intuit Solutions Marketplace at <http://marketplace.intuit.com/>

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Features overview

Intuit QuickBooks Enterprise Solutions is our most powerful QuickBooks ever. Built with QuickBooks' legendary ease of use, Enterprise Solutions has the capability and flexibility to meet your business' unique needs as it grows. For information visit enterprise.intuit.ca

New look and feel

QuickBooks has a new look and feel to help you access your QuickBooks tasks more quickly and easily. We've improved the top icon bar – you can use it to see transactions due, run reports, view balances and create shortcuts. We've also improved the Home page and QuickBooks Centres. Easily view all the navigation changes by clicking the **Help** menu and click **What's New**.

Greater performance and capacity

QuickBooks Enterprise Solutions is designed for multiple users with extra data capacity and robust functionality.

- Add 1-million + items – including inventory, non-inventory, and service items – and up to 1-million customer, vendor and employee names.¹
- As your business grows, purchase licenses for more users (up to 30) as you need them.
- Find items or names easily in Enterprise Solutions with the **Search** feature.

Advanced controls to protect information

Flexible advanced user permissions let you protect sensitive company and customer data in over 100 areas and activities. You can assign users access only to the information and tasks that they need to do their jobs – and nothing more. Control what your employees can see, create, and modify with 14 pre-defined user roles. Plus, QuickBooks has an always-on Audit Trail that records every transaction that is entered, edited or deleted. This helps you avoid falsified transactions, prevent employee fraud, and detect employee errors.

1. Enterprise Solutions allows you to add up to 1-million names (e.g., customers, vendors, employees) and up to 1-million items (e.g., inventory, non-inventory, and service items). Some performance degradation is likely as your lists approach these size thresholds.

Advanced accounting and financial management

Run comprehensive financial reports. Track your income and expenses. Customize reports with the Financial Statement Designer. You can do it all with QuickBooks Enterprise Solutions. Plus, consolidate information from several different company files into a single report – in just one step.

See your reports the way that you want to see them. View your QuickBooks data in ODBC-compliant applications like Microsoft® Access or Excel or Crystal Reports. To download an ODBC driver, visit support.intuit.ca/quickbooks

Detailed reports, data, and analytics

Customize over 135 comprehensive business reports or build your own reports. Choose from standard accounting reports, including Profit and Loss, Balance Sheet, Statement of Cash Flow, and Sales reports. Industry-specific editions include additional reports.

Industry-specific editions

In addition to the General Business edition of QuickBooks Enterprise Solutions, you can install one of six industry-specific editions. Choose from an industry edition for Accountants, Contractors, Manufacturers and Wholesalers, Non-profits, Professional Services, or Retailers. Each edition includes specialized workflows and tools, including a Chart of Accounts.

Lead Centre

Use the **Lead Centre** to track data about your sales prospects. You can manage information about all your leads in one place right inside QuickBooks. And when you're ready, easily convert your leads to customers. Click **Company** menu and click **Lead Centre**.

If you're upgrading from QuickBooks Multicurrency Edition or QuickBooks 2007 or earlier, your old company file is not deleted, so you can still open it in your previous version of QuickBooks.

Advanced Inventory¹

Advanced Inventory gives even more power to QuickBooks Enterprise Solutions when tracking inventory. When you add Advanced Inventory you'll get these additional inventory capabilities:

- Track inventory at multiple sites – QuickBooks will automatically calculate which items you need to restock.
- Track either lot numbers or serial numbers right inside QuickBooks.
- Save time on data entry – use barcode scanning to enter your inventory into QuickBooks.

To add Advanced Inventory to your subscription today, call 1-866-764-0435.

Works with third-party software

A large network of software developers have created industry-specific software that work with QuickBooks. These add-on programs are available for purchase in the Intuit QuickBooks Solutions Marketplace (**marketplace.intuit.com**). To ensure your solution integrates with the Canadian version of QuickBooks Enterprise Solutions, search in the product compatibility box for “Canada 2014” to help narrow your results.

Track and manage your inventory costs

Apply different units of measure to your purchase orders and sales orders for the same item. Plus, helpful tools like Available to Promise and the Sales Order Fulfillment Worksheet make tracking your inventory as seamless and painless as possible.

Server flexibility

QuickBooks Enterprise Solutions gives you the flexibility to run your software on a Windows or Linux server environment. For more information on setting up a Linux server, go to **support.intuit.ca/quickbooks/** and search for “Linux”.

1. May be subject to additional fees.

Installation and setup

Step 1: Backup

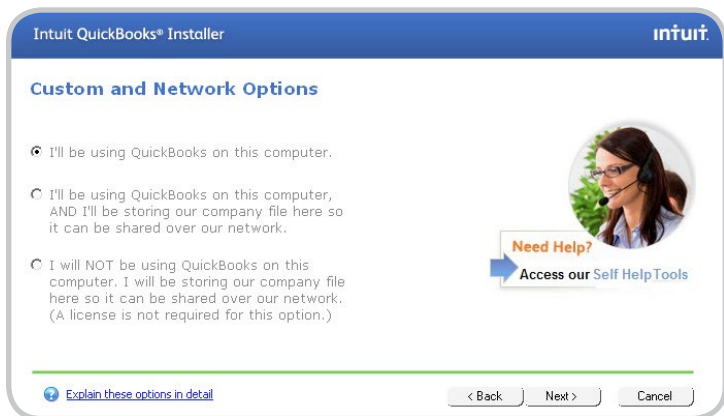
If you're upgrading from QuickBooks Multicurrency Edition or QuickBooks 2007 or earlier, QuickBooks prevents you from overwriting your original company file during the upgrade process. However, we recommend that you make a backup before you install QuickBooks Enterprise Solutions.

Step 2: Installation

Before you install QuickBooks on a computer, you'll need to decide which type of installation is appropriate for that computer.

Choose:

- **I'll be using QuickBooks on this computer.**
If you do not want other users in your network to have access to the QuickBooks company files on this computer.
- **I'll be using QuickBooks on this computer, AND I'll be storing our company file here so it can be shared over our network.**
To allow other users in your network access to the QuickBooks company files stored on this computer.
- **I will NOT be using QuickBooks on this computer. I will be storing our company file here so it can be shared over our network.**
If users on your network will run QuickBooks on their computers, but update the company file on the database server only. Use this advanced option only if your company file will be located on a separate database server where you will not run QuickBooks.



Installation instructions

- 1 Insert the QuickBooks CD into your CD-ROM drive. The QuickBooks installation program starts automatically.



Note: If the installation program does not start automatically, go to My Computer, choose your disk drive and open SETUP.EXE.

- 2 Follow the on-screen instructions to choose the type of installation for your computer. Note that you will need your license number and product number to install your software. You can find these on your email receipt from Intuit Canada.
- 3 Install QuickBooks Enterprise Solutions. This process will take about 20 minutes per computer, depending on your system's performance.

Step 3: Setup and data conversion

Whether you're new to QuickBooks Enterprise Solutions or upgrading from a previous version, one of our support agents is available to help you get set up.

Call us at **1-866-935-7237** and we can help you set up or convert your company file, and customize QuickBooks Enterprise Solutions for your business.



Important: Enterprise Solutions saves company data in a different format than QuickBooks, allowing for more efficient data retrieval from large company files. However, after you upgrade a company file to Enterprise Solutions, you cannot open the converted files in QuickBooks EasyStart, Pro, or Premier. Your old company file is not deleted, so you can still open it in your previous version of QuickBooks.

Upgrader's Guide

IMPORTANT

If you are upgrading from QuickBooks 2008 or later, you do not need to perform these steps. Simply open your existing company file and QuickBooks will upgrade your company information automatically.

If you are upgrading a company file that was saved in QuickBooks Multicurrency Edition, or QuickBooks 2007 or earlier, there are additional steps you must perform. Call support at 1-866-935-7237 if you require assistance upgrading to QuickBooks Enterprise Solutions 14.0

Upgrader's Guide



Tip: Your QuickBooks Enterprise Solutions consultant will help you through these steps if you require assistance. Afterwards, read the **Important differences in QuickBooks Enterprise Solutions** section of this Upgrader's Guide starting on page 20. The rest of this guide is provided for later reference, or if you prefer to install QuickBooks Enterprise Solutions and upgrade your company file without the help of a support representative.

What company files can be upgraded?

You can upgrade company files from all earlier versions of QuickBooks EasyStart, Pro, and Premier. If your file is from QuickBooks 2003 or earlier, call **1-866-935-7237** for assistance upgrading to Enterprise Solutions.



Important: Enterprise Solutions saves company data in a different format than QuickBooks, allowing for more efficient data retrieval from large company files. However, after you upgrade a company file to Enterprise Solutions, you cannot open the converted file in QuickBooks EasyStart, Pro, or Premier. Your old company file is not deleted, so you can still open it in your previous version of QuickBooks.

Before you upgrade your company file

Find your last sales tax return(s): Locate the paper copy of your last GST/HST/QST and PST sales tax returns that you filed and have them with you when you start the upgrade process. You need information from these sales tax returns to upgrade your company data.

Your payment details: Locate the payment or refund information for your last sales tax payment including how much was paid or received and the date on which it was paid. You might need to find this information from a GST slip or a cheque receipt.

Make a backup of your old company file(s): QuickBooks prevents you from overwriting your original company file during the upgrade process. However, for added safety, make a backup before you start.

Starting the upgrade process



Important: If you are upgrading from QuickBooks Multicurrency Edition or QuickBooks 2007 or earlier, the amount of time it will take to upgrade largely depends on the number of transactions in your company file. You can estimate the upgrade time based on the file size:

- Less than 100 MB: Most files will take less than an hour
- 100 MB to 250 MB: Most files will take 1 to 2 hours
- 250 MB to 500 MB: Most files will take 2 to 6 hours
- Greater than 500 MB: Most files will take 6 to 18 hours. Extremely large files may take up to 48 hours

As the file starts to convert, QuickBooks tells you the approximate time to completion – please do not interrupt or cancel the upgrade process.

Should you have any questions or concerns, we are here to help – contact our QuickBooks Enterprise Consultant at 1-866-935-7237.



Important: After you upgrade a company file to Enterprise Solutions, you **cannot** open it in QuickBooks EasyStart, Pro or Premier. If you're upgrading from QuickBooks Multicurrency Edition or QuickBooks 2007 or earlier, your old company file is not deleted, so you can still open it in your previous version of QuickBooks.

- 1 In **Enterprise Solutions**, open your old company file.
- 2 Select the checkbox to verify you want to upgrade your file and click **Update Now**.
- 3 Follow the on-screen instructions.
 - If you file sales tax (GST, HST, QST, or PST), enter the end dates of the periods for the last GST/HST/QST and PST sales tax returns that you sent to the government.
 - If you use foreign currencies, let QuickBooks know. Also, indicate if you use a currency other than Canadian Dollar (CAD) for your home currency.
 - When prompted to back up your data, browse to the folder where you backup your files. Do not overwrite any existing backup files.
 - When asked where you want to save your new company file, allow QuickBooks to choose the location. QuickBooks puts your company file in a standard location for newer operating systems.

- 4 Click **Finish** to begin the upgrade process.
- 5 You may be required to perform additional steps once the upgrade process is complete. If so, the **Upgrade Centre** will appear and areas that need your attention will be highlighted (see page 17 to learn more about the **Upgrade Centre**).



Note: If you choose to complete these tasks at a later time, you won't be able to access three features until you provide details about your sales tax data:

- Adjust for sales tax overpayment or underpayment (see page 18)
- Sales Tax reports
- File Sales Tax

When you attempt to launch any of the above features you will be asked for the date and amount of your last sales tax payment (or refund), to complete the upgrade of your sales tax data – please keep this information handy. Once QuickBooks has this information, you can access all the sales tax features without interruption.

What should I do with my old version of QuickBooks?

If you have QuickBooks Multicurrency Edition or QuickBooks 2007 or earlier, please do not uninstall your old version of QuickBooks or delete your old company file. You need it to create sales tax reports or to review transactions that took place before you upgraded your company file, as well as for audit or tax inspection purposes. During the upgrade process, QuickBooks knows the location of your old company file and prevents you from overwriting it.

We recommend that you let the installation program choose where to install QuickBooks Enterprise Solutions 14.0. By default, QuickBooks Enterprise Solutions 14.0 will store your company file in C:\Documents and Settings\All Users\Documents\Intuit\QuickBooks\Company Files.

After you upgrade your company file you might have tasks to complete to use QuickBooks to its fullest.

What is the Upgrade Centre?

If you file sales tax, there may be additional information and action required from you to transition your earlier version's sales tax data to the QuickBooks Enterprise Solutions sales tax model and use QuickBooks to its fullest.

To make this process as efficient as possible we created the Upgrade Centre. It displays the tasks you need to perform after upgrading. Some are more critical than others to complete, such as Adjust for sales tax overpayment or underpayment. You can complete them at your convenience, just click **Add Reminder**.

To return to the **Upgrade Centre** at any time, select it from the **Company menu**. Tasks requiring your attention are highlighted – just click the blue link to launch the applicable tool. Areas that might need your attention are:

- Adjust for sales tax overpayment or underpayment.
- Recreate custom form templates with the Template Wizard.
- Identify your previously memorized reports.
- Review changes to Memorized Transactions and Units of Measure.
- Download currency exchange rates.

Adjust for sales tax overpayment or underpayment

You might have to adjust for sales tax overpayment or underpayment if there were transactions in your prior version's data file that:

- Contained sales tax but no sales tax codes.
- Were modified after sales tax was filed.

The current sales tax model ensures that sales tax reports always agree with the sales tax liability account balance, no matter how or when you recorded transactions. In earlier versions, if you didn't use the **File Sales Tax** feature, or if a transaction didn't have a sales tax code or was modified after you filed sales tax, then you could have unreported sales tax amounts. In the current model, transactions that are mis-entered and have unreported amounts are included in the total sales tax liability account balance. During the upgrade process, QuickBooks detects the total unreported amount from old transactions; and you can adjust the sales tax overpayment or underpayment that's been identified.

When you click **Adjust for sales tax overpayment or underpayment** QuickBooks launches the Resolve Your Sales Tax feature which walks you through available options to reconcile the total unreported sales tax amount.

Recreate custom form templates with the Template Wizard

Because of improvements to business form customization, formatting of business forms from QuickBooks Multicurrency Edition and QuickBooks 2007 and earlier can't be upgraded.

If you customized your business forms, click **Recreate custom form templates with the Template Wizard** to create new custom templates or download new ones.

Identify previously memorized reports

QuickBooks Enterprise Solutions 10.0 and later versions allow faster access to information in reports. Because of this, custom memorized reports from QuickBooks Multicurrency edition and QuickBooks 2007 and earlier cannot be upgraded.

Click **Identify your previously memorized reports** to see a list of reports memorized in your prior version that you might want to create and memorize again.

Review changes to Memorized Transactions and Units of Measure

Improvements to Units of Measure, Price Levels, and Foreign Sales Prices affect the tax amounts on Memorized Transactions. Click **Review changes to Memorized Transactions and Units of Measure** to see the QuickBooks Upgrade Report. The report shows transactions affected by the change, the previous amount of the transaction, and the current amount in your 14.0 company file.

Download currency exchange rates

You need to download your currency exchange rates before you begin using Multicurrency in QuickBooks Enterprise Solutions 14.0. Just click **Download currency exchange rates** and QuickBooks downloads the currency exchange rates for you.

Important differences in QuickBooks Enterprise Solutions

This section describes important differences between QuickBooks 2007 or earlier (and QuickBooks Multicurrency Edition) and QuickBooks Enterprise Solutions. For more information on using features in QuickBooks Enterprise Solutions 14.0, go to the **Help** menu and click the **Learning Centre**.

New look and feel

Access your QuickBooks tasks more quickly and easily with the improved top icon bar, Home page, and QuickBooks Centres.

Sales tax reports for previous sales tax periods

Due to changes in how sales tax is tracked, reports for sales tax periods that were completed in your previous version of QuickBooks are not available.

If you want to view sales tax reports for past sales tax periods, open your original company file in your previous version of QuickBooks.

Piggyback sales taxes

“Piggyback” sales taxes are sales taxes that are applied to the base cost of an item or service plus the GST. Piggyback taxes are used in Québec and Prince Edward Island.

If you have custom sales tax codes that have the “piggyback” checkbox set incorrectly for your province, Enterprise Solutions does the following:

- If the company is in Québec or PEI, all custom sales tax codes are changed to piggyback taxes.
- If the company is not in Québec or PEI, all custom sales tax codes are changed to non-piggyback taxes.
- In both cases, the percentage rate of the tax code is adjusted so that the effective tax rate is the same and assuming that your previous tax rate was correct (that is, that your old tax rate took piggyback taxes into account), you can use the same sales tax codes as before.

Foreign sales prices for items

Foreign sales prices are now created using per item price levels. With price levels you can create foreign sales prices for all the currencies you use. You can even set up multiple sales prices levels within a single currency. Go to the **Lists** menu and click **Price Level List**.

Units of Measure

The Units of Measure feature has changed from previous versions. Enterprise Solutions no longer has a separate measure for “stocking” items (that is, storing items on hand for later sale). Instead, it uses the smallest base unit that can be used for purchases or sales.

Permissions

QuickBooks Enterprise Solutions has added and changed some permissions. Please reassign permissions to your users to ensure they still have the correct privileges. Go to the **Company** menu, click **Users**, and then click **Set Up Users** and **Roles**.

Accountant's Copy

Accountant's Copy files created in QuickBooks 2011 or earlier, cannot be opened as an Accountant's Copy in Enterprise Solutions. You have two options for working with Accountant's Copy from older versions:

- 1 Open the file in your previous version of QuickBooks.
- 2 Convert the Accountant's Copy to a regular company file. You won't be able to work on the company file at the same time as your client, and he or she will not be able to import your changes automatically.

For more details, search the in-product help for “Convert Accountant's Copy” and open the topic named “Convert an Accountant's Copy to a regular company file”.

Third-party applications

This version of Enterprise Solutions is compatible with many applications created for the US version of QuickBooks Enterprise Solutions. You can purchase up-to-date plug-in applications on the web at **marketplace.intuit.com**

However, third-party applications that were created for previous versions of QuickBooks may not work with QuickBooks Enterprise Solutions. Contact the application's vendor for an upgraded version.

Notes

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PO Box 4182
Edmonton, AB
T6E 4T2 Canada

If you're not completely satisfied with your purchase, visit quickbooks.ca/returns for details on how to get your money back. To receive a refund of the purchase price, excluding shipping & handling, you must request a refund within 60 days of purchase with a dated receipt.

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P/N: 700628