Intuit

Intuit QuickBooks® Enterprise Solutions 12.0

Getting Started Guide

Includes all you need to know about Intuit QuickBooks Enterprise Solutions 12.0:

- Subscription details
- Support
- Product features
- Installation and setup instructions
- Upgrader's Guide

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Welcome

Welcome to Intuit QuickBooks Enterprise Solutions 12.0 – financial management software designed for UK businesses who are expanding or looking for advanced accounting functionality. Thank you for choosing us to help manage your business finances.

Subscription details

Your active monthly or annual subscription gives you access to your software and all associated services such as:

- Intuit QuickBooks Enterprise Solutions software, plus automatic product updates and new releases[1]
- Intuit QuickBooks Payroll[2]
- Technical support[3]

For information on obtaining additional licences for your business, please call **0808 234 5331**.

QuickBooks

Support

An Enterprise Solutions consultant can help with everything you might need from installation, data conversion and service, product support and more. Our subscription model includes all our support services free of charge, including:

- Setup call to assist with installation
- Unlimited support 8am - 8pm GMT (Monday-Friday, excluding Bank Holidays) from our dedicated support line: **0808 234 5331**
- Free data recovery with a turnaround time of 2 working days
- Free password removal service with a turnaround time of 2 working days

Additional help and resources

- **In-product:** Get instant help right within QuickBooks. You can search for answers in QuickBooks Help (available under the *Help* menu)
- **FAQs and tutorials:** Go to **support.intuit.co.uk** 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 fellow QuickBooks users within your QuickBooks product

Company information changing?

To help us serve you better, please call **0808 234 5331** if you change any of your information. This applies to company information, such as your address, phone number or email address, and your billing information, like your direct debit details.

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's unique needs as it grows. For information about QuickBooks Enterprise Solutions features that aren't included in the Getting Started Guide, visit **quickbooks.co.uk/enterprise**

Greater performance and capacity

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

- Track up to 1 million service items, suppliers or customers[4]
- As your business grows, purchase licences for more users (up to 30) when you need to
- Find items or names easily in Enterprise Solutions with the search feature

Advanced controls to help 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.

Advanced accounting and financial management

Whether you need to run comprehensive financial reports, track your income and expenses or want to customise reports with the Financial Statement Designer, you can do it all with QuickBooks Enterprise Solutions. You can even 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.co.uk/quickbooks**

Detailed reports, data and analytics

Customise 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.

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.co.uk** and search for "Linux".

Installation and Setup

Step 1: Backup

If you're upgrading from QuickBooks 2006 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

QuickBooks

Intuit QuickBooks® Installer   **ıntuıt.**

Custom and Network Options

○ I'll be using QuickBooks 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.

○ 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.
   (A license is not required for this option.)

Need Help?
Access our Self Help Tools

❓ Explain these options in detail   < Back   Next >   Cancel

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

Installation instructions

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

2. Follow the on-screen instructions to choose the type of installation for your computer. Note that you will need your licence number and product number to install your software. You can find these on your email receipt from Intuit Ltd.

3. Install QuickBooks Enterprise Solutions. This process will take about 20 minutes per computer, depending on your system's performance.

Important During the installation process you will be asked whether you want to install Enterprise Solutions General Business or Enterprise Solutions Professional Services.

The only difference between these 2 editions is that Professional Services contains some custom-built reports that you can use:

- Unbilled Expenses by Project report – see a list of expenses that have not been billed to the customer on a specific project

- Billed/Unbilled Hours reports – see a list of the hours billed or unbilled against a specific project

- Job Cost reports – see different views of job cost reports in summary or detail by project

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 on **0808 234 5331** and we can help you set up or convert your company file, and customise 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 file in QuickBooks SimpleStart, 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 2006 or earlier, there are additional steps you must perform. Call support at 0808 234 5331 if you require assistance upgrading to QuickBooks Enterprise Solutions 12.0.

Upgrader's Guide

Tip Your Quickbooks Enterprise Solutions consultant can take you through these steps. Afterwards, read the **Important differences** 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 SimpleStart, Pro, and Premier. If your file is from QuickBooks 2003 or earlier, call **0808 234 5331** for assistance with 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 SimpleStart, 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 VAT return(s): Locate the last VAT returns that you filed and have them with you when you start the upgrade process. You need information from these returns to upgrade your company data.

Your payment details: Locate the payment or refund information for your last VAT payment including how much was paid or received and the date for which it was paid.

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 2006 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 for your file. Please do not interrupt or cancel the upgrade process once you've begun.

Should you have any questions or concerns, we are here to help – call our dedicated Enterprise Solutions number to speak with one of our support agents.

> ◎ **Important** After you upgrade a company file to Enterprise Solutions, you **cannot** open it in QuickBooks SimpleStart, Pro or Premier. If you're upgrading from QuickBooks 2006 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 Verify you want to upgrade your file, click to select the checkbox and then click **Update Now.**

3 Follow the on-screen instructions:

- If you are VAT registered, enter the end dates of the periods for the last VAT returns that you sent to the government

- If you use foreign currencies, let QuickBooks know. Also indicate if you use a currency other than Pound Sterling (GBP) for your home currency

- When prompted to back up your data, browse to the folder where you back up 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 might be required to perform some additional steps once the upgrade process is complete. If so, the Upgrade Centre will appear and areas that need your attention will be highlighted .

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 VAT data:

- Adjust for VAT overpayment or underpayment (which is explained on page 18)
- VAT reports
- File VAT

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

What should I do with my old version of QuickBooks?

If you have QuickBooks 2006 or earlier, please do not uninstall your old version of QuickBooks or delete your old company file. You need it to create 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 12.0. By default QuickBooks Enterprise Solutions 12.0 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 VAT, there may be some additional information and action required from you to transition your earlier version's VAT data to the QuickBooks Enterprise Solutions VAT 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 VAT 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 VAT overpayment or underpayment
- Recreate custom form templates with the Template Wizard
- Identify your previously memorised reports
- Review changes to Memorised Transactions and Units of Measure
- Download currency exchange rates

Adjust for VAT overpayment or underpayment

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

- Contained VAT but no VAT codes
- Were modified after VAT was filed

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

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

Recreate custom form templates with the Template Wizard

Because of improvements to business form customisation, formatting of business forms from QuickBooks 2006 and earlier cannot be upgraded.

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

Identify previously memorised reports

QuickBooks Enterprise Solutions 12.0 allows faster access to information in reports. Because of this, customisation and formatting of memorised reports from QuickBooks 2006 and earlier cannot be upgraded.

Click **Identify your previously memorised reports** to see a list of reports memorised in your prior version that you might want to memorise again.

Review changes to Memorised Transactions and Units of Measure

Improvements to Units of Measure, Price Levels, and Foreign Sales Prices affect the tax amounts on Memorised Transactions. Click **Review changes to Memorised 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 12.0 company file.

Download currency exchange rates

You need to download your currency exchange rates before you begin using Multicurrency in QuickBooks Enterprise Solutions 12.0. 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 2006 or earlier and QuickBooks Enterprise Solutions. For more information on using features in QuickBooks Enterprise Solutions 12.0, go to the **Help** menu and select the **Learning Centre**.

VAT reports for previous VAT periods

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

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

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 price 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.

System Requirements

Recommended

At least 2.4 GHz Intel Pentium III (or equivalent) with 2 GB of RAM.

Minimum

- Operating System 32-bit or 64-bit edition
  of Microsoft® Windows® XP/Vista/7
- Processor 2.0 GHz Intel® Pentium III (or equivalent)
- RAM 1 user: 1 GB RAM (4 GB recommended for 5 users)
- Hard Disk 2.5 GB of disk space
  (additional space required for data files)
- Browser Microsoft® Internet Explorer 7.0
- Monitor At least 256 color SVGA video.
  Minimum resolution for 1024x768
- CD-ROM Drive 4X CD-ROM
- Printer Works with any printer supported by Windows XP/Vista/7
- Internet All online features/services require internet access with
  at least a 56 Kbps modem (DSL or cable modem recommended)
- Product Registration Required

File Server Requirements Microsoft Windows 7 (all editions except Starter and Basic), Windows XP (SP2 or later strongly recommended), Windows Vista (with UAC on), Windows Server 2003, Windows Server 2008, or Small Business Server 2008.

Integration/Compatibility Adobe Acrobat Reader 6.0 or later. Microsoft Office integration requires Microsoft Office 2003, 2007 or 2010. Microsoft Outlook®, Word® and Excel® synchronisation require Outlook, Word and Excel 2003, 2007 or 2010 (including 64 bit) and the QuickBooks Contact Sync for Outlook tool.

Multi-user Optimised for Windows Server 2003 and 2008 networks and Windows XP Pro/Windows Vista/Windows 7.

Linux

Minimum System Requirements

- 1.2GHz Intel Pentium III processor (2GHz Intel Pentium 4 or higher processor recommended)
- 1GB of RAM (more strongly recommended as file size increases)
- 1GB of disk space (additional space required for data files)

Linux Distribution (Operating System)

The Linux Database Server Manager has been tested on 32-bit versions of the following distributions:

- Novell Open SUSE 10.2 and 10.3
- Red Hat Fedora Core 6.0, 7.0, 8.0
- CentOS 5.1
- Ubuntu 6.06.1*, 7.04* and 7.10*
- Debian 4.0*
- fam server 2.7.0.x or higher

File Sharing Software

- Samba 2.2.12 or higher

Network requirements

- Network Card: 100 MB/s
- Switch or Router: 100 MB/s
- Network Bandwidth: 40 MB/s
- Samba File share configured for the company file folder
- Windows clients must be able to resolve the host name or IP address of the Linux server

Terminal Servers

Recommended Total RAM (Suggested Server Specifications)

- 1-5 simultaneous users 2 GB
- 5-10 simultaneous users 3 GB
- 10-15 simultaneous users 4-6 GB
- 15-30 simultaneous users 4-8 GB

Disk Space

- Minimum free space 1 GB
- Microsoft Windows Internet Explorer 7.0 or above

*The Linux Database Server Manager RPM package requires conversion to a DEB package on these operating systems.

Notes

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1. Product updates and new releases are provided when and if available. **2**. Paid monthly subscription required to receive new releases. If you elect to discontinue your subscription, product, payroll and support services discontinue within 30 days. QuickBooks Payroll is suitable for companies with up to 99 employees. **3**. Support hours: 8am to 8pm GMT, Monday to Friday, excluding Bank Holidays. Intuit reserves the right to limit each telephone contact. Support availability subject to occasional downtime for systems and server maintenance. **4**. Enterprise Solutions allows you to add up to one million names (e.g., customers, vendors, employees) and up to one million items (e.g., inventory, non-inventory, and service items). Some performance degradation is likely as your lists approach these size thresholds.

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