Kurant StoreSense
StoreSync

User Guide
Version 2.0.0

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Chapter 1: StoreSync Introduction

With StoreSync, you can easily start and manage their e-business within their QuickBooks environment. Using their familiar Web browser, you can select StoreSync with a few clicks, and move all the inventory information needed for their online store, as well as their customer lists, into StoreSense.

In addition, StoreSync supports the transfer of information *back* into QuickBooks lists and will post completed sales transactions into QuickBooks as well, thus reducing the need for duplicate data entry into both systems.

This guide contains important information regarding the use of StoreSync, including some steps that must be completed in chronological order. Please review the material carefully before proceeding.

This chapter provides information to get you started in using StoreSync.

Requirements

The following software and settings are required to use StoreSync:

Software Requirements

StoreSense StoreSync requires the following:

- Inuit QuickBooks Pro/Premier/Premier: Accountant 2002 or 2003, QuickBooks Enterprise Solutions 2.0 or QuickBooks Online Edition.
- Internet Explorer 5.5.1 or higher installed on your personal computer.
- A StoreSense store, version 5.1 or higher.

If you are a QuickBooks Online user, you can use the StoreSync features available in the StoreSense Store Manager. Please refer to the StoreSense User Guide, or the StoreSense Online Guide for more information.

Security

SSL is a Secure Sockets Layer that provides security in transferring data over the Internet. It is recommended that you use an SSL certificate on your StoreSense URL to ensure secure transmission of your data. Please contact your service provider for more information regarding SSL.

Internationalization

StoreSync does *not* support internationalization.

What if I Don't Have a StoreSense Store?

To purchase a StoreSense store:

1. Go to storesync.storesense.net, and select the provider from whom you wish to purchase a store.
2. Follow the provider's instructions to purchase and configure a store.

Before You Begin

The following section offers guidelines for getting started with StoreSync.

All Users

StoreSync only supports QuickBooks products that are set up as inventory parts, non-inventory parts or service items.

It is recommended that you do *not* use subitems in your QuickBooks Inventory items. StoreSense only compares its product names to item names, and does not consider whether or not those items are assigned to another item.

It is also recommended that you do not use apostrophes (‘) or ampersands (&) in your item names.

New Users of Both QuickBooks and StoreSense

It is recommended that you set up your QuickBooks Financial Software first (to reduce duplicate data entry).

QuickBooks Users New To StoreSense

Ensure that your QuickBooks company file is clean, especially making sure that inventory is adjusted to the correct levels and values, and that items no longer in use are made inactive.

Review your customer lists to make sure you have an e-mail address for all customers. StoreSync will not bring up customers without an e-mail address.

StoreSense Users New To QuickBooks

Product items will not be transferred from StoreSense to QuickBooks, so be sure to add a corresponding Inventory Part, Non-Inventory Part or Service Item in QuickBooks for every product you have in StoreSense. Be sure that the product name is spelled exactly the same in both QuickBooks and StoreSense.

Users of Both Products that Have Never Used StoreSync

Review your product items in both QuickBooks and StoreSync to ensure that the product names have the exact same spelling.

Review your customer lists to make sure you have an e-mail address for all customers. StoreSync will not synchronize customers without e-mail addresses.

The first time you synchronize your data, you will most likely want to review the invoices that StoreSync wishes to send over, and mark them as “ignore”, to prevent sales receipts from being created that duplicate sales receipts or other entries you may have already entered into QuickBooks. See *Synchronizing Data* (page 12) for more information.

Chapter 2: Setting Up QuickBooks

In order to properly communicate with StoreSense, your QuickBooks company file must be set up using very specific guidelines. This chapter reviews those guidelines.

QuickBooks Company File Setup

The following settings should be made in Edit | Preferences:

- **Purchases and Vendors**: turn on Inventory and Purchase Orders.
- **Sales Tax**: Make sure that the tax settings appropriate to that entity are turned on/off.

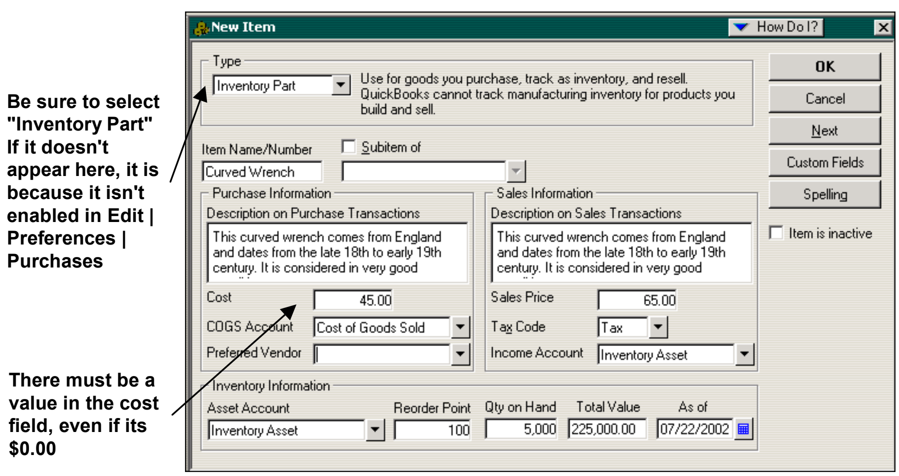
If you have set up your QuickBooks company file to use "multicurrency" (Edit | Preferences | Accounting | Company Preferences), your Home Currency selection must use the same locale as your StoreSense store (set in Store Manager | General).

Product Data

Product information can only be added or updated from QuickBooks to StoreSync - it cannot be downloaded or updated from StoreSync to QuickBooks. Also, StoreSense cannot download invoices containing products that are not defined in QuickBooks. Therefore:

- You must enter your product information as Inventory Part, Non-Inventory Part or Service Items into QuickBooks before attempting to synchronize products.
- The QuickBooks Item Name is what will appear as your product name in your StoreSense store.

If you change the name of an item in QuickBooks, it will create a new item in StoreSense.



Adding Items

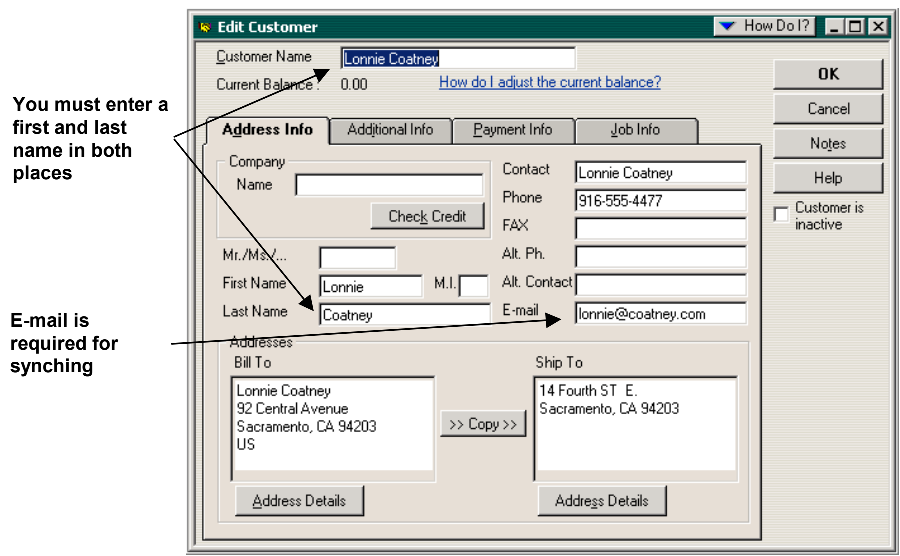
Customer Data

Customer data can be transferred from QuickBooks to StoreSense, and vice-versa. Therefore, if you have customer data in StoreSense, it will transfer to QuickBooks in the correct format.

When transferring data from QuickBooks to StoreSense, StoreSync searches for customer records based on the information in the QuickBooks **Customer Name** and e-mail fields, but *transfers* the information in the **First Name** and **Last Name** fields. Therefore:

- The Customer Name field in a QuickBooks customer record must contain both a first and last name as must the First Name and Last Name fields. If you enter a First Name and a Last Name, the Customer Name field will be automatically entered.
- Customer records must contain an e-mail address. Records without an e-mail address will not be uploaded to StoreSense.

StoreSense does not support the use of middle initials.



Adding Customers

Promotional Discounts and Invoices

If you are creating promotions in StoreSense using the "Amount Off Order" option, there must be a QuickBooks Discount Item with a name equal to the promotion code (*not* the promotion name). This item will be used as a line item on the QuickBooks sales receipt to track the amount charged by StoreSense. In addition, this item should be set to non-taxable.

StoreSense applies "amount off" discounts *after* calculating tax.

Sales Tax and Invoices

StoreSync transfers the Sales Tax *code* to QuickBooks, not the rate or the final calculated sales tax, so it is imperative that your sales tax rates be set up identically in both programs. Therefore, for each sales tax region defined in StoreSense, there must be a corresponding Sales Tax Code List Item in QuickBooks with a tax code that matches the one used in StoreSense.

Shipping Charges and Invoices

If you are applying shipping charges in StoreSense, there must be a QuickBooks Other Charge Item named "Shipping". This item will be used as a line item on the QuickBooks sales receipt to track the amount charged by StoreSense.

The default setting in StoreSense is to *not* apply tax calculations to shipping charges. However, when sales receipts are synchronized, QuickBooks will use the status set in QuickBooks. Therefore, ensure that both StoreSense and QuickBooks use the same setting.

Payment Methods and Invoices

StoreSync will transfer payment method information, if you have defined corresponding payment methods in QuickBooks. Valid payment method names are:

- Credit Card
- Check
- Certified Check
- COD
- Department Order
- PayPal
- Purchase Order
- WorldPay
- Other
- Visa
- MasterCard
- American Express
- Discover
- JCB
- Diners Club
- Store Card

Chapter 3: Setting Up StoreSync

Once you've set up your QuickBooks company file, you should install and configure StoreSync to work with that file.

What if I Don't Have a StoreSense Store?

To purchase a StoreSense store:

1 Go to storesync.storesense.net, and select the provider from whom you wish to purchase a store.

2 Follow the provider's instructions to purchase and configure a store.

Installing StoreSync

To install StoreSync:

1 Open StoreSense Store Administration.

2 Browse to **Support | Utilities**. The Utilities page appears.

3 Click **Download StoreSync**. You will be prompted to save the installation file to your disk. Be sure to note the location to which you are saving the download.

4 When the download is complete, double-click the downloaded file to begin the installation process.

5 When the installation is complete, close all browser windows and reopen StoreSense Store Administration.

Installing the Store Monitor

You may also wish to install the StoreSense Store Monitor. The StoreSense Store Monitor is a tool that tracks activity in your store, without you having to log on to the store. It works as a System Tray tool, running continuously when you're logged on to your computer. As long as you have an active internet connection, it checks periodically to see if any new customers have registered with your store, or if there have been any new orders, and then alerts you.

To install StoreSync:

1 Open StoreSense Store Administration.

2 Browse to **Support | Utilities**. The Utilities page appears.

3 Click **Download Store Monitor**. You will be prompted to save the installation file to your disk. Be sure to note the location to which you are saving the download.

4 When the download is complete, double-click the downloaded file to begin the installation process.

You can change the frequency of the alerts, the sound used, and whether or not to load this tool when Windows starts by clicking the icon in the System Tray and selecting **Options**.

The Store Monitor is represented by the icon on the right.

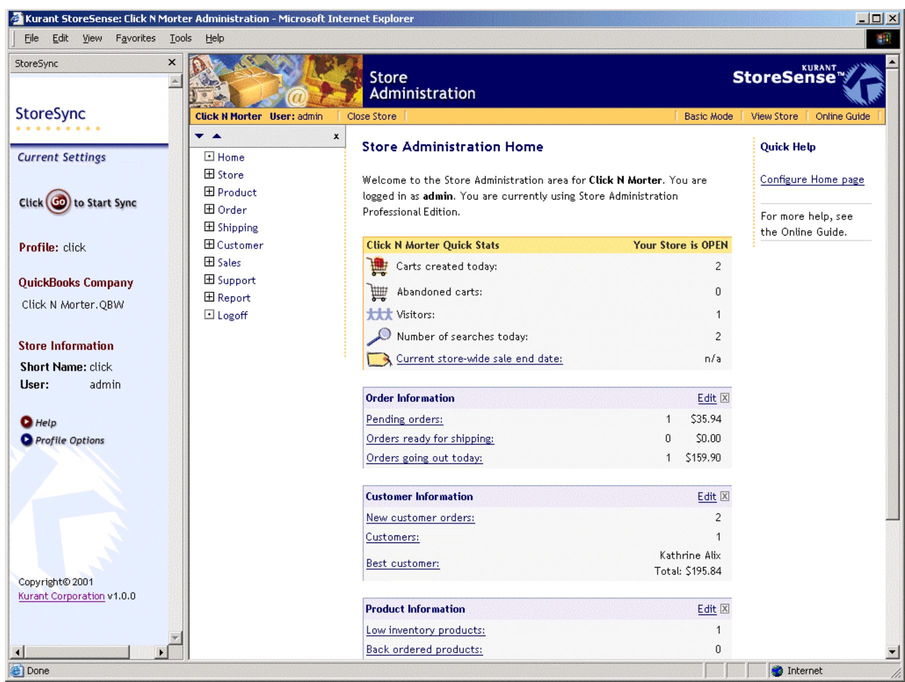
Creating a Profile

Once you've installed StoreSync, you must create a profile to use when synchronizing data. StoreSync automates the process of creating a StoreSync profile.

To create a profile:

1 Open Internet Explorer.

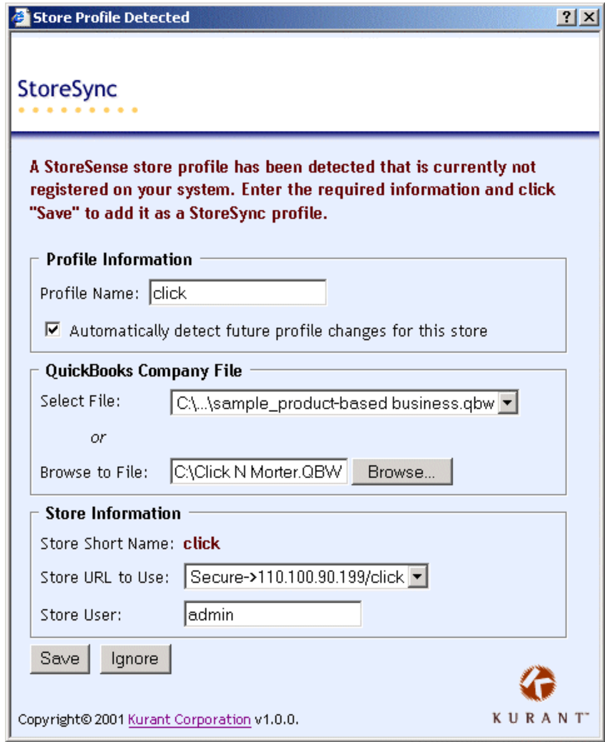
2 From the View menu, select Explorer Bar, and then select StoreSync. The StoreSync Explorer Bar appears.



The Explorer Bar

3 Browse to your store's Store Administration area by entering the URL in the Internet Explorer Address field or by accessing a previously set Favorites link.

4 A window will appear, prompting you to add a StoreSync profile for this store.*



Creating a Profile

5 The default profile name is the store's short name.

6 If you want StoreSync to automatically detect future profile changes for this store, select the check box. We recommend that you leave this option selected.

7 Choose a QuickBooks company file by either selecting it from the list, or clicking **Browse** and locating the file on your local machine.

8 If you wish to use a different **Store URL** for StoreSync, select it from the list.

9 If you wish to use a different **Store User**, enter the user name.

StoreSync users must have the following StoreSense privileges enabled: Product - Add/Update/Delete, Customer Manager - Add/Update/Delete, Order Manager - View.

10 Click **Save**. The profile is added to StoreSync.

*If this dialog does not appear, either you already have a profile for this store, or you need to manually add a profile. You can do so on the StoreSync Profile Options page.

Maintaining Profiles

StoreSync will automatically create and update your profiles. However, StoreSync also allows you to manually update your profiles.

You should rarely have to perform profile maintenance.

Updating Profiles

To update a StoreSync profile:

1. Open Internet Explorer.
2. From the View menu, select Explorer Bar, and then select StoreSync. The StoreSync Explorer Bar appears.
3. Click **Profile Options**. The StoreSync Profile Options page appears.
4. Click the **Modify Profile** tab.
5. Select the profile you wish to update from the list.
6. Update the profile name, QuickBooks file, or store user information.
7. Click **Update**. The profile is updated.

Deleting Profiles

To delete a StoreSync profile:

1. Open Internet Explorer.
2. From the View menu, select Explorer Bar, and then select StoreSync. The StoreSync Explorer Bar appears.
3. Click **Profile Options**. The StoreSync Profile Options page appears.
4. Click the **Modify Profile** tab.
5. Select the profile you wish to delete from the list.
6. Click **Delete**. The profile is deleted.

Adding Profiles

It is strongly recommended that you allow StoreSync to automatically create profiles - see *Creating a Profile* (page 8) for more information. Please consult with your Site Administrator before doing so manually.

To add a profile:

1. Open Internet Explorer.
2. From the View menu, select Explorer Bar, and then select StoreSync. The StoreSync Explorer Bar appears.
3. Click **Profile Options**. The StoreSync Profile Options page appears.
4. Click the **Modify Profile** tab.
5. Click **Advanced Settings** and enter the information in each field. See *Advanced Settings* (page 10) for more information.
6. Now you can enter the information in the top portion of the page.
7. Click **Add**. The profile is added.

Advanced Settings

The information in the **Advanced Options** section contains detailed store and system information that was gathered when the profile was first created. It is recommended that you leave this information unchanged.

You can find the correct entries for your store for all of these fields on the Store Manager | Server Settings page.

To update the Advanced Settings:

1. Open Internet Explorer.
2. From the View menu, select Explorer Bar, and then select StoreSync. The StoreSync Explorer Bar appears.
3. Click **Profile Options**. The StoreSync Profile Options page appears.
4. Click the **Modify Profile** tab.
5. Select the profile you wish to modify from the list.
6. Click **Advanced Settings**.
7. Enter the URL for your store (without the "http://" or "StoreFront.bok" portions). For example: www.yourisp.com/yourstoreshortname.
8. Enter the URL for your service provider's content area. For example: http://www.yourisp.com/storeadmin/
9. Enter the path to the StoreSync transaction processor. For example: /Admin/xte/storesense/Process.bok.

Chapter 4: Synchronization

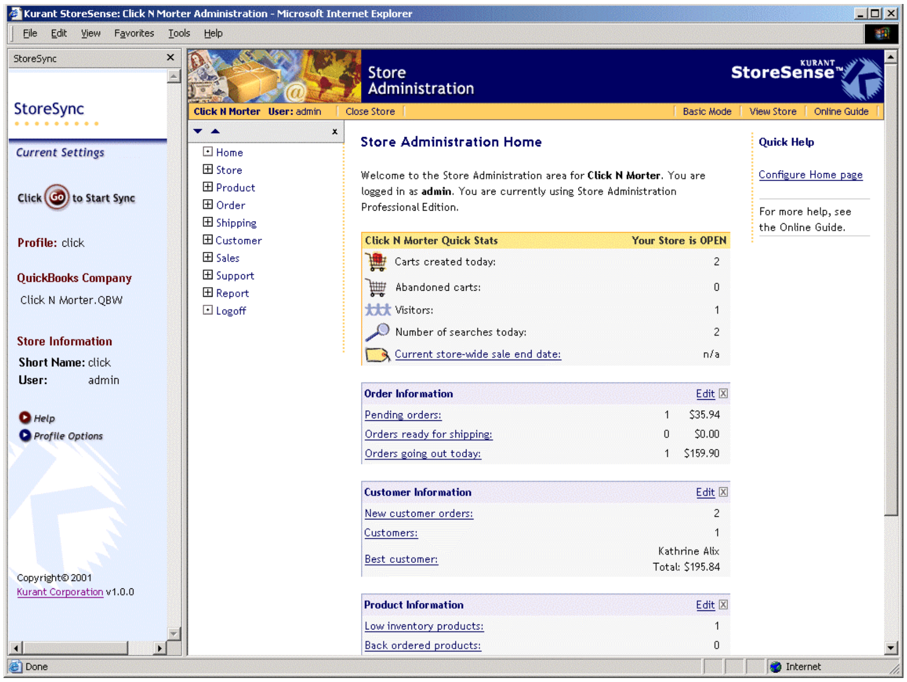
Now that you've set up both your QuickBooks company file and your StoreSense store, you are ready to synchronize your data between the two.

Synchronizing Data

Please review *QuickBooks Company File Setup* (page 4) before synchronizing your data for the first time. It includes detailed instructions for setting up your QuickBooks company file so that it works with StoreSync.

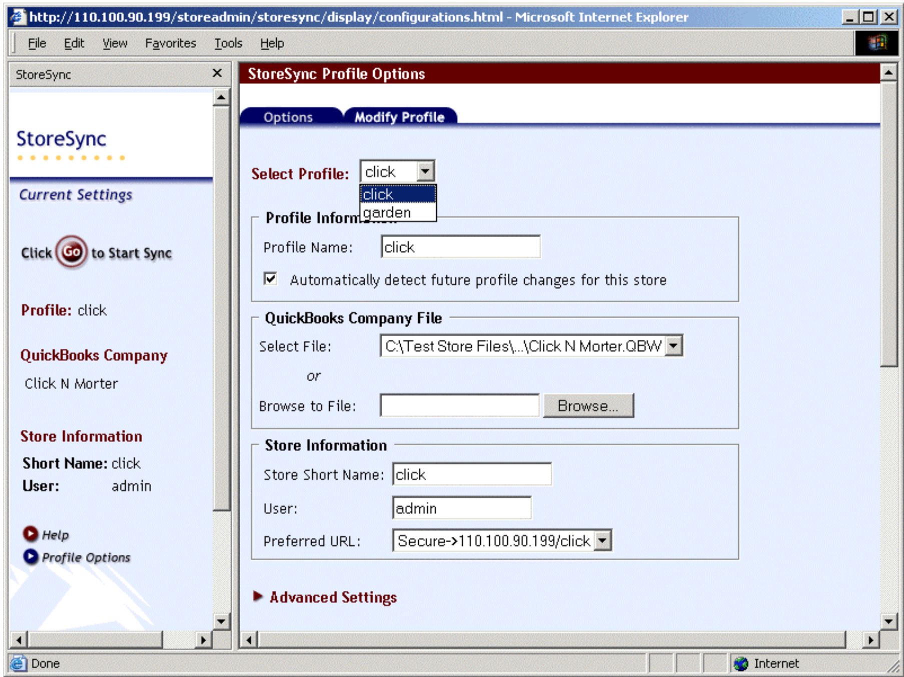
To synchronize your data between QuickBooks and StoreSense:

1. Back up your QuickBooks company file.
2. Open Internet Explorer.
3. From the View menu, select Explorer Bar, and then select StoreSync. The StoreSync Explorer Bar appears.



The Explorer Bar

4. If you have multiple profiles, you may need to change the profile to be synchronized. To do so:
   - Click **Profile Options**. The StoreSync Profile Options page appears.
   - Click the **Modify Profile** tab.
   - Select the profile you wish to synchronize from the list.



Selecting a new profile

5 If this is your first synchronization, open QuickBooks and the company file you will be synchronizing.

6 Click **Go**. If you are not already logged in to your StoreSense store, you will be prompted to do so. The StoreSync Data Transfer page appears, with a list of records that have been identified for synchronization.

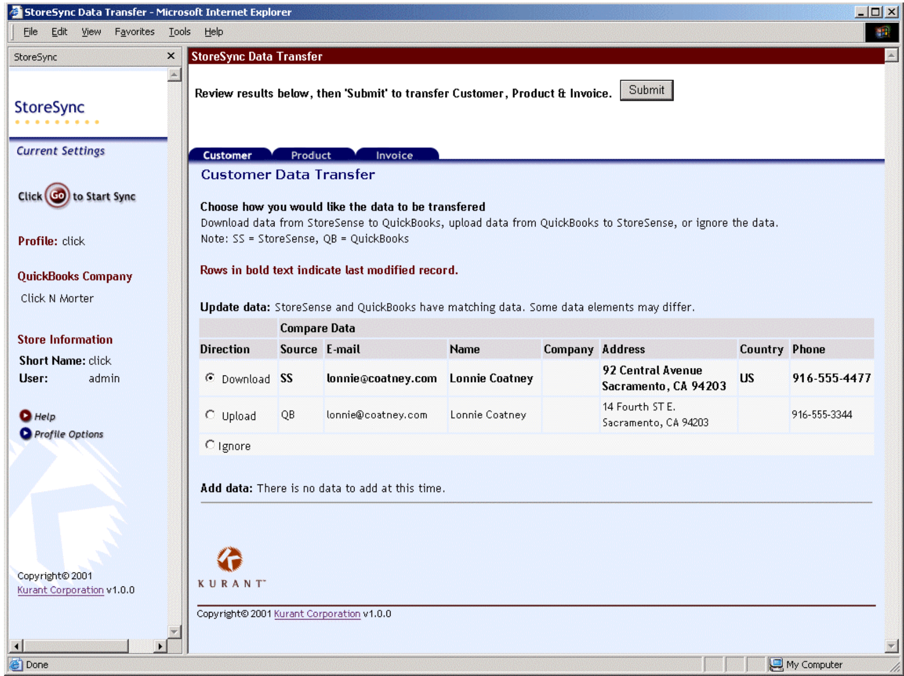
If this is the first time you have synchronized this company file with StoreSense, you will be prompted by QuickBooks to verify that you are allowing StoreSync access to your QuickBooks company. Once you allow access, the synchronization process will continue.

7 Review the results. Each type of record (Customer, Product and Invoice) has its own page, and may be viewed by clicking the appropriate tab. On each page, the records are grouped as follows:

- **Update**: this means that there appear to be duplicate records in both StoreSense and QuickBooks. For each record, determine if the record should be downloaded (from StoreSense to QuickBooks), uploaded (from QuickBooks to StoreSense), or ignored.

  If you select "ignore" on invoices, they will not appear the next time you synchronize.

- **Add**: this means that the record was only found in StoreSense *or* QuickBooks. You can either copy the record from one file to the other, or you can ignore the record.



Reviewing files targeted for synchronization.

8 Once you are done reviewing the information, click **Submit**. You will be prompted to confirm your decision to synchronize records. All record types (Customer, Product and Invoice) are synchronized.

Products uploaded from QuickBooks into StoreSense will not be visible in your store until you assign categories to those products in StoreSense.

What Happens When StoreSync Matches Records

This table describes the logic that is used when synchronizing data.

Data Type	Direction	Synchronization Rules
Customer Data	Records can be downloaded from StoreSense to QuickBooks, and uploaded from QuickBooks to StoreSense.	StoreSync attempts to match customer records based on the e-mail address and the information in the QuickBooks **Customer Name** field (not the **First Name** or **Last Name** fields). If a customer record in StoreSense contains a **First Name**, StoreSync will look for a QuickBooks customer record where the **Customer Name** field *starts with* the first name. If a customer record in StoreSync does *not* contain a **First Name**, StoreSync will look for a QuickBooks customer record where the **Customer Name** field *contains* the StoreSense customer last name. QuickBooks customer records without an e-mail address will not be uploaded to StoreSense.

Data Type	Direction	Synchronization Rules
Product Data	Records can be uploaded from QuickBooks to StoreSense.	Product records are matched using the product name. StoreSense will return adjustments to inventory quantities when the invoices/sales receipts are transferred to QuickBooks.
Invoices/Sales Receipts	Records can be downloaded from StoreSense to QuickBooks.	Records are added to QuickBooks by comparing the date the invoice was marked as shipped to the last time StoreSync was run.

Post-Synchronization Tasks

This section describes tasks that may need to be performed after synchronizing your data.

In StoreSense:

If the synchronization transferred products from your QuickBooks file into StoreSense, you'll need to review each product that was added and assign it to a category before it will appear in your store.

In QuickBooks

It is important that you review your sales receipts the first time you synchronize, or when you change sales tax, shipping or discounts in either QuickBooks or StoreSense to make sure these items were set up correctly, as errors during setup may cause incorrect dollar amounts to come through.

In addition, StoreSense does not support certain features available in QuickBooks, such as Classes or Payment Type. If you are using these features, you will want to review the sales receipts after synchronization and manually enter this information.

StoreSync does not transfer returns/credits from StoreSense to QuickBooks. Therefore, if someone returns something or cancels an order from within StoreSense, you must manually record the credit in QuickBooks.

Finally, StoreSync only transfers invoices once orders have been authorized and shipped. If you are using accrual-based accounting, you will need to select the ignore option for invoices that were authorized and was shipped based upon purchase orders during the synchronization process. You will then need to manually record income figures into Quick Books for sales where credit has been extended.

Chapter 5: Data Conversion Tables

This section lists all fields that can be synchronized between StoreSense and QuickBooks.

Customer

StoreSense Customer Profile Field	QuickBooks Customer Field
City	Billing Address City
Company	Company Name
Country	Billing Address Country
Email	Email
Fax - Home	Fax
First Name	First Name
Last Name	Last Name
Phone - Home	Phone
Phone - Work	Alternate Phone
Street	Billing Address Addr1
Street 2	Billing Address Addr2
State	Billing Address State
Postal Code	Billing Address PostalCode

Product

StoreSense Product Profile Field	QuickBooks Item Inventory Field
Product	Item Name/Number
Description	Sales Description
Cost	Purchase Cost
Threshold	Reorder Point
Quantity	Quantity On Hand
Sell Price	Sales Price

Invoice

StoreSense Invoice Field	QuickBooks Sales Receipts Field
Invoice Number	Sale Number
Customer Name	Customer Name
Shipping Address - Street	Shipping Address - Address 1
Shipping Address - Street2	Shipping Address - Address 2
Shipping Address - City	Shipping Address - City
Shipping Address - State	Shipping Address - State
Shipping Address - Postal Code	Shipping Address - PostalCode
Shipping Address - Country	Shipping Address - Country
Order Date	Date

StoreSense Invoice Field	QuickBooks Sales Receipts Field
Payment Method	Payment Method
Ship Date	Ship Date
Description	Product Item
Sales Tax	Sales Tax Item
Shipping	Shipping Item
Promotion	Discount Item
Qty	Qty
Total	Amount

Chapter 6: Troubleshooting Synchronization

The following section discusses common questions related to synchronizing data.

When I synchronize, I get a message that access to my QuickBooks file is not allowed.

If this happens, then check the following settings in QuickBooks, Edit | Preferences:

- **Integrated Applications | Company Preferences**: ensure that the "don't allow any applications to access this company file" is *not* selected.
- **Integrated Applications | Company Preferences | StoreSync Properties**: ensure that "allow this application to login automatically" is selected.

My sub items are not moving over to StoreSense in the manner I expected them to.

StoreSync does not support QuickBooks sub items. StoreSense only compares its product names to item names, and does not consider whether or not those items are assigned to another item.

I have synched my data, and the data transfer indicated that the transfer was successful. But I'm not seeing my products in the store.

Products will not appear in your StoreSense store until you have assigned a category to your products. Once you assign a category, you will not have to assign it again when you update products from QuickBooks.

I processed a return in StoreSense, but it didn't transfer to QuickBooks.

StoreSync does not support the transfer of credit memos.

After synching invoices, the sales tax amount that appears on my sales receipt is not the same amount that appears on the StoreSense invoice.

QuickBooks overrides the sales tax amount that is set up in StoreSense. To work around this, make sure that the rates are set up identically in both products.

If you are still seeing discrepancies, you may have set the shipping item in QuickBooks to be taxable, and have it set to not be taxable in StoreSense (or vice versa). Make sure the setting is the same in both products.

I was expecting to see a line item appear on my sales receipt in QuickBooks for promotional discounts, but I'm not.

While the discount does not appear as a separate line item, the item price is adjusted to reflect the reduced price.

The payment method field on my sales receipts doesn't transfer from StoreSync to QuickBooks. Is there a work-around?

Review the sales receipts after you have synchronized your invoices and enter the payment method at that time.

I had a sale for a customer with an in-store credit, and the dollar amount of the sales receipt came through without reflecting the credit. What should I do?

If you have already issued a credit memo on the customer account in QuickBooks:

- Print a copy of the sales receipt.
- Void it in the QuickBooks Records.
- Create an invoice referencing this voided transaction using the same customers, items and amounts.
- Then go into the receive payment screen and offset the credit against the invoice.

If you have not entered the credit in QuickBooks, you may consider modifying the sales receipt with one or more line items that will reduce the sale to zero, while affecting the appropriate income accounts and sales tax status.

I sold something on a purchase order and accidentally included it in the synchronization process. How do I fix it?

Void the sales receipt in QuickBooks.

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