



Actinic Link for QuickBooks

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Introduction

About This Help File

This guide tells you how to use Actinic Link for QuickBooks (referred to hereafter as Actinic Link). This enables the transfer of products, sections and customer details from QuickBooks to Actinic, and the transfer of downloaded order information from Actinic to QuickBooks.

This guide assumes you are already familiar with QuickBooks. If you require more detailed assistance with Actinic then please look at the detailed User Guide available within Actinic by going to 'Help | Help Topics...' (or by pressing F1 on your keyboard).

Note: Actinic Link is compatible Actinic Business and Actinic Developer, and with QuickBooks Pro 2002/3/4 and QuickBooks Premier 2002/3/4.

Actinic Link Functionality Overview

Actinic Link will connect directly with your QuickBooks company file, and also connect directly with the Actinic database (an Access-style database called 'ActinicCatalog.mdb').

Actinic Link adds data directly into the Actinic database when updating products and customers, but Actinic Link receives order information via a set of CSV files produced by Actinic's export feature.

Before You Begin: QuickBooks Configuration

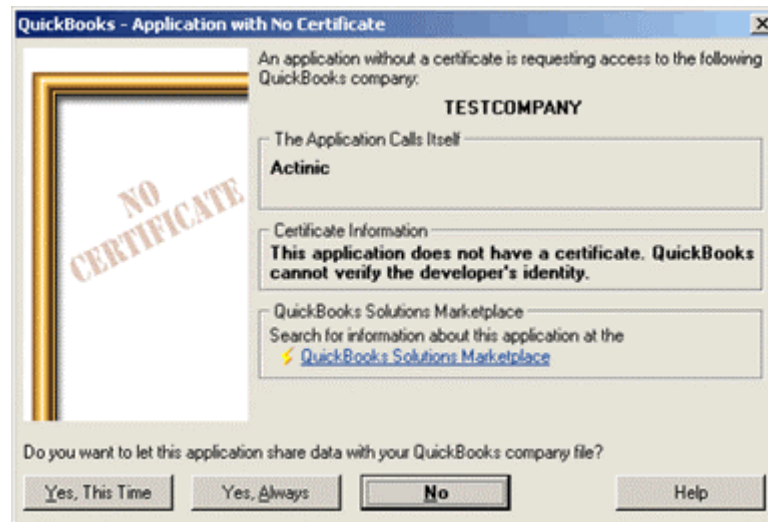
There are a few settings within your QuickBooks company file that Actinic Link uses to add data correctly into QuickBooks.

QuickBooks Connection Settings

In QuickBooks go to: 'Edit | Preferences | Integrated Applications | Company Preferences | Properties | Access Rights'.

Check the 'Allow this application to login automatically' checkbox. This will enable Actinic Link to connect to QuickBooks when QuickBooks is not currently running.

On first connecting to QuickBooks a dialog similar to that below will be displayed:



Press the 'Yes, Always' button. Then press 'Yes' on the following dialog



Shipping item

Actinic treats shipping as an additional charge on the order, but QuickBooks treats shipping as an additional order item. Actinic Link handles this difference by turning shipping charges into an additional order item within the import file. Therefore, you will need to ensure that you have a service item within your item list called, for example, 'Shipping' that will represent this shipping charge. If this item does not exist, then you will need to create it.

This is used within the 'Carriage' tab in Actinic Link - see "The 'Carriage' Tab" on page 31.

Handling item

Handling is dealt with by Actinic Link in exactly the same as shipping. Therefore, if you are using handling charges you will need to ensure that you have a service item within your item list called, for example, 'Handling'. Again, if this item does not exist, then you will need to create it.

This is used within the 'Carriage' tab in Actinic Link - see "The 'Carriage' Tab" on page 31.

Accounts

Whilst setting up your Actinic Link profile, you will need to specify a number of QuickBooks accounts for the following functions:

- Raising sales receipts
- Raising invoices
- Creating new products

These will typically be the accounts that you use in your normal QuickBooks processing.

You must have an account of type 'Accounts Receivable' set up if you want to post invoices into QuickBooks. Actinic Link will remind you if you forget to create an account of this type.

This is used within the 'Transactions' tab in Actinic Link.

Tax items and groups

You will probably already have sales tax items (within your item list) in QuickBooks for each separate sales tax that you charge on your orders. If not, then you will need to create a new sales tax item within QuickBooks for each sales tax you are using within your Actinic store. Ensure that these sales tax items are allocated to the appropriate tax agency.

Tax is set up within the 'Tax' tab in Actinic Link - see "The 'Tax' Tab" on page 38.

Classes

If you are using 'class tracking' in QuickBooks then Actinic Link gives you the ability to assign imported transactions to a particular class. This is done in the 'Transactions' tab (see "The 'Transactions' Tab" on page 33).

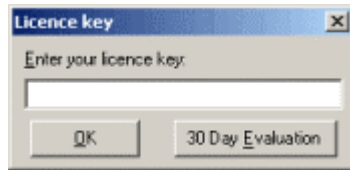
Before You Begin: Actinic Configuration

In Actinic, go to 'View | Business Settings | Options' and ensure that 'Auto Generate Product References' is unchecked and that 'Product Reference Character Count' is set to '20'.

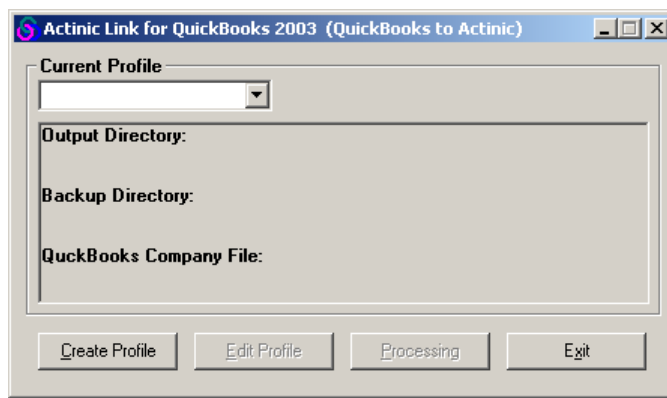
Before you configure Actinic Link (by creating a profile - see "Starting Actinic Link for the First Time" on page 7) you must first have the tax settings in Actinic correctly configured for your online store. The tax settings for your Actinic store are set up in 'View | Business Settings | Tax'.

Starting Actinic Link for the First Time

To open Actinic Link for the first time, go to 'Start Menu | Program Files | Actinic Link for QuickBooks | QuickBooks to Actinic'.



Enter your Actinic license key. Once you have entered the key, press 'OK' and you will see a screen like the one shown below:



Creating a Profile

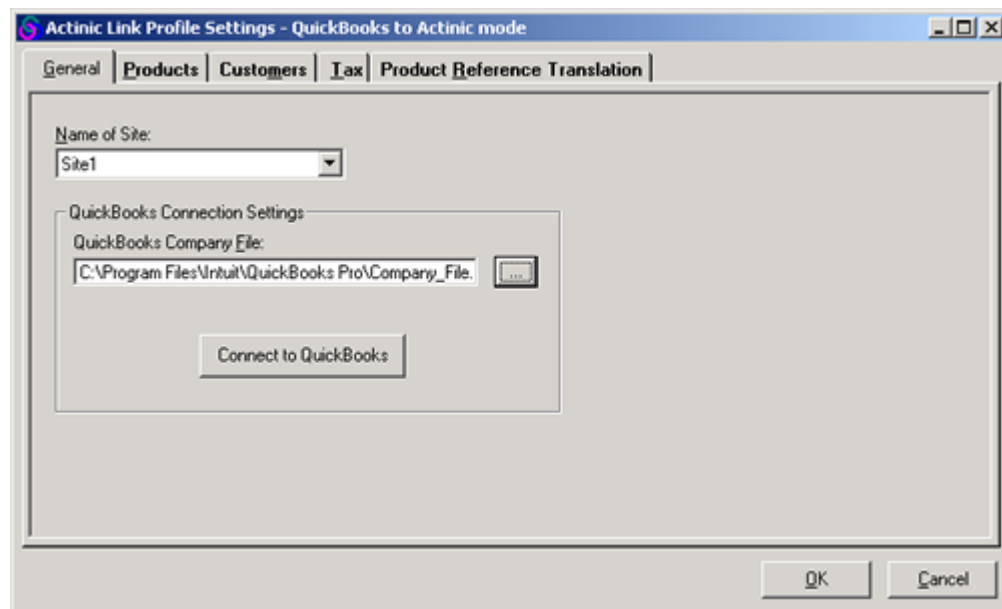
The first thing you will need to do is create a 'profile' within Actinic Link. To do this, click 'Create Profile'.

A 'profile' is a range of settings that control how your data is translated from one application format to another. A profile will have the same name as the Actinic 'site' that it is set up to work with.

When you have set up your profile, a new directory will be created on your PC under the Actinic Link installation directory (normally 'C:\Program Files\Actinic Link\QBooks\') called 'DataFiles'. Within this folder, you will find a folder called 'Site1' (or whatever the name of your profile is). This is your 'profile directory' and will be frequently referred to in this guide.

From QuickBooks Into Actinic

The 'General' Tab

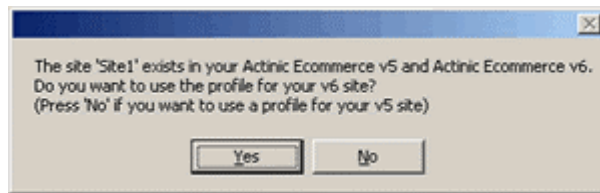


This is the 'General' tab where you select the Actinic site you want to connect to, and the QuickBooks company file you want to connect with.

The fields within this tab are described below:

Field	Description
Name of site	Select the Actinic site that you want this profile to work with. If you only have one Actinic site licensed, this site will be called 'Site1'.
QuickBooks Company File	Press the '...' button to browse to the folder that contains your QuickBooks company file (*.qbw) that you want to connect Actinic Link to.

Note: If you have more than one version of Actinic on your PC, and you select an Actinic site name that exists in both versions (most commonly 'Site1') then a box similar to the following will appear:

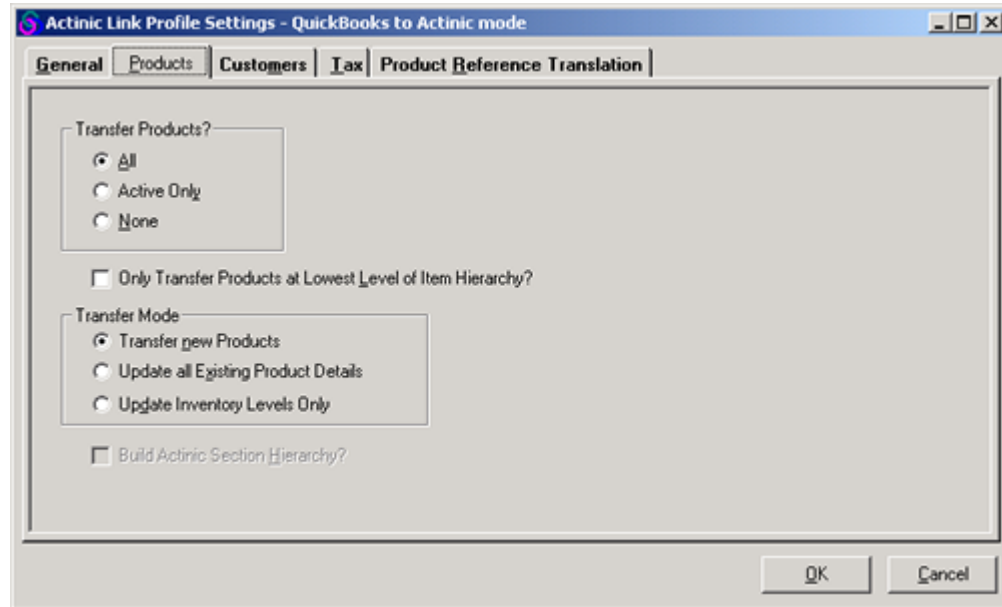


Click 'Yes' to create a profile for your Actinic site in the most recent version. Click 'No' to create a profile for your Actinic site in the older version.

Click 'Connect to QuickBooks' to verify that Actinic Link can access your QuickBooks company file OK.

If it connects, you can click the 'Products' tab to continue.

The 'Products' Tab



This is where you set how your product information within QuickBooks will be transferred into Actinic.

The options here are explained below:

Transferring Products

The first task here is to specify whether you are transferring any products out of QuickBooks into Actinic. If you are, then you need to specify whether you are taking every product across, or just the active ones.

Field	Description
Transfer Products? – All	Select this option if you want transfer all products from QuickBooks to Actinic, including those marked as 'inactive'.
Transfer Products? – Active Only	Select this option if you only want to transfer the products from QuickBooks that are marked as 'active'. To set an item as inactive, select the 'Item is inactive'

	checkbox in the 'Edit Item' window.
Transfer Products? – None	Select this option if you are just transferring customer details, and are not transferring any product information.

Creating Sections With Actinic Link

You can now specify whether you want to build a hierarchy of sections within Actinic, based on the structure of items and sub-items you have in QuickBooks.

Field	Description
Only Transfer Products at Lowest Level of Item Hierarchy	Check this box if you have a hierarchical item structure within QuickBooks, and you only want to transfer the sub-items that are at the lowest level of hierarchy (i.e. only the items that have no sub-items).
Build Actinic Sections Hierarchy? <i>This option will only become active if you have checked 'Only Transfer Products at Lowest Level of Item Hierarchy'.</i>	By checking this box, Actinic Link will translate your structure of items and sub-items into sections, sub-sections and products within Actinic. This is explained below.

If you have selected both the boxes in the above table, then Actinic Link will create sections in Actinic based on the structure of items and sub-items within QuickBooks.

The following table shows how items and sub-items in QuickBooks are translated into Actinic sections.

QuickBooks Item	Actinic Link Changes It To...
Item with no sub-items	Product at top level of catalog tree
Item with sub-items	Section
Sub-item with further sub-items	Sub-Section
Sub-item with no further sub-items	Product within a catalog section

Transfer Mode

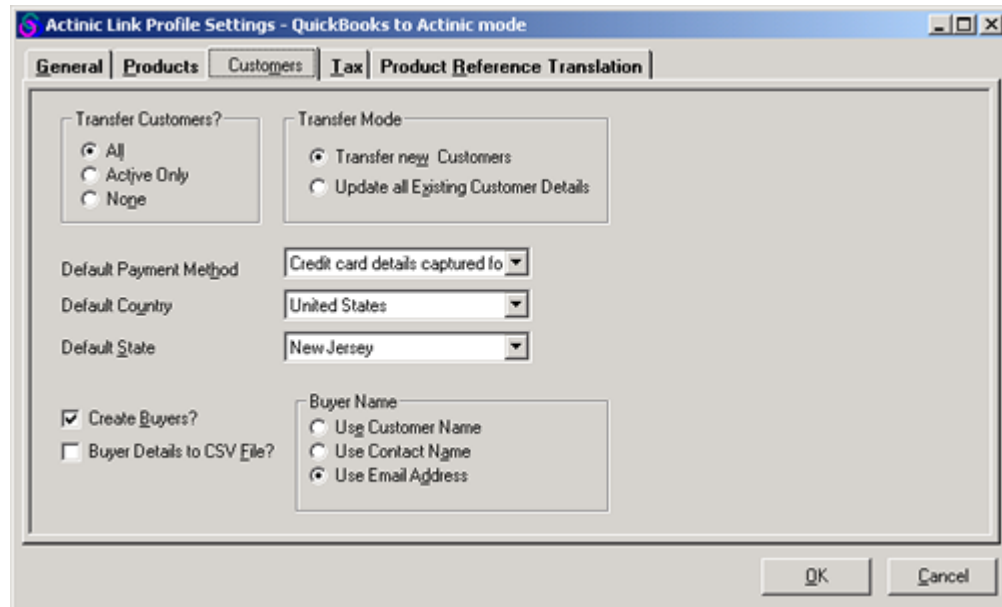
Finally, you must tell Actinic Link whether you are importing new products into Actinic, or just updating existing product data.

Field	Description
-------	-------------

Transfer mode - Transfer new Products	Select this option if you just want to transfer products that have not yet been transferred into Actinic.
Transfer mode - Update all Existing Product Details	Select this option if you just want update products in Actinic with changes made in QuickBooks.
Transfer mode - Update Inventory Levels Only	Select this option if you want to update the stock levels of existing products in Actinic.

When you are ready, click the 'Customers' tab to continue.

The 'Customers' Tab



This tab is used to set up how your QuickBooks customers will be transferred to Actinic. It will ensure that Actinic has all the information it needs to create the customer accounts successfully.

Transferring Customers

The first task in the 'Customers' tab is to indicate whether or not you are transferring any customer data into Actinic. If you are, then you need to specify whether you are transferring all customers from within your QuickBooks file, or whether you are only transferring a sub-set of them.

Field	Description
Transfer Customers? - All	Select this option if you want transfer all customers from QuickBooks to Actinic, including those marked as 'inactive'.
Transfer Customers? - Active Only	Select this option if you only want to transfer the customers from QuickBooks that are marked as 'active'.

	To set a customer as inactive in QuickBooks, select the 'Customer is inactive' checkbox in the 'Edit Customer' window.
Transfer Customers? - None	Select this option if you are just transferring product details, and are not transferring any customer information.

Transfer Mode

Next, tell Actinic Link whether you are transferring new customer information, or whether you are simply updating existing customer details.

Field	Description
Transfer Mode - Transfer new Customers	Select this option if you only want to transfer customers to Actinic that do not currently exist in your Actinic database.
Transfer Mode - Update all Existing Customer Details	Select this option if you only want to update the details of customers that already exist in your Actinic database.

Setting Default Values

There are some fields that are compulsory within Actinic, but are not compulsory within QuickBooks. You need to supply default values for your customers using Actinic Link here, which Actinic Link will use if it cannot find any data within QuickBooks. You can then make any necessary edits within Actinic once the customers are imported.

Field	Description
Default Payment Method	This is the default payment method that all your customers will use to pay for orders at the online store. This can be changed within Actinic once the customer has been transferred.
Default Country	Actinic needs to know which country each customer is ordering from and this uses a defined set of codes from the 'Advanced Location' grid in Actinic. If Link can deduce which code to use when processing a QuickBooks address it will do so, otherwise it will use the default value you specify here. You can check and correct these as necessary after they have been transferred in to Actinic.

Default State (optional)	As above, but for states/provinces within a country. Again, this can be changed once the customer is transferred into Actinic.
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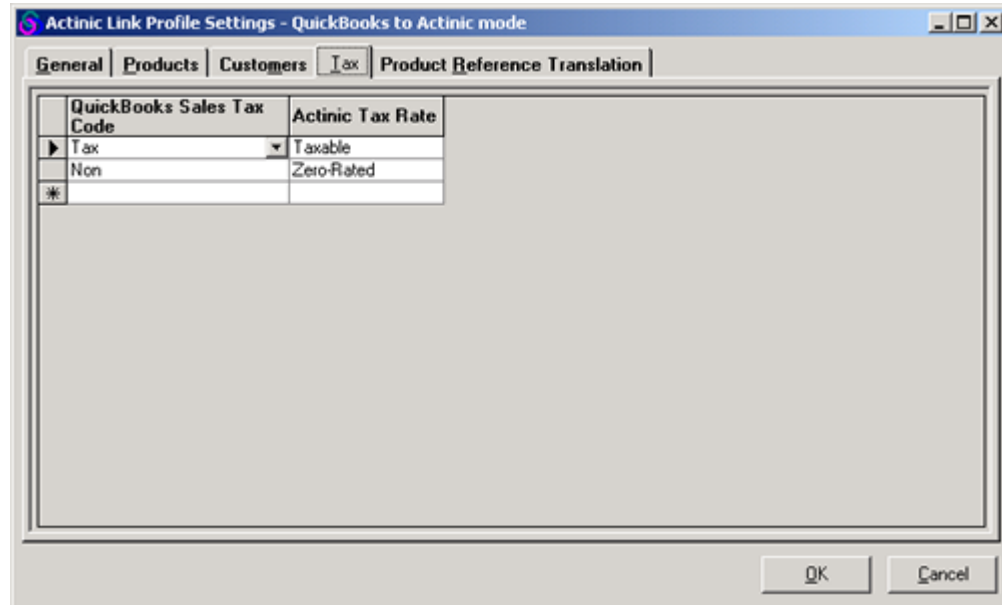
Creating Buyers

A buyer within Actinic is the person that actually logs into the online store with a username and password. There is no concept of 'buyer' within QuickBooks, so you need to specify here how they will be created within Actinic.

Field	Description
Create Buyers?	Check this box if you would like Actinic Link to create a buyer for each imported customer.
Buyer Data to CSV Files?	Check this box if you would like to create a spreadsheet (csv) file containing all the buyer data. The file will be created in the Actinic Link 'Output' directory. This file can be used for any purposes you desire e.g. use it as input to a mail merge program. This file contains the buyer passwords that have been created in Actinic.
Buyer Name - Use Customer Name	Select this option if you would like to use the main customer names within QuickBooks as the 'Username' values for your buyers within Actinic. Please note that usernames are case sensitive.
Buyer Name - Use Contact Name	Select this option if you would like to use the 'Contact' field within QuickBooks as the 'Usernames' for your buyers within Actinic. Please note that Usernames are case sensitive
Buyer Name - Use Email Address	Select this option if you would like to use the 'E-Mail' field within QuickBooks as the 'Usernames' for your buyers within Actinic.

Click the 'Tax' tab to continue.

The 'Tax' Tab



This tab is used to ensure that each of your tax codes in QuickBooks results in equivalent product tax handling in Actinic.

To add a new row, select a QuickBooks tax code in the blank row at the bottom. To delete a row from the grid, click on the gray box to the left of the row to highlight it, and then press the 'Delete' key on your keyboard.

The fields within the tab are explained below:

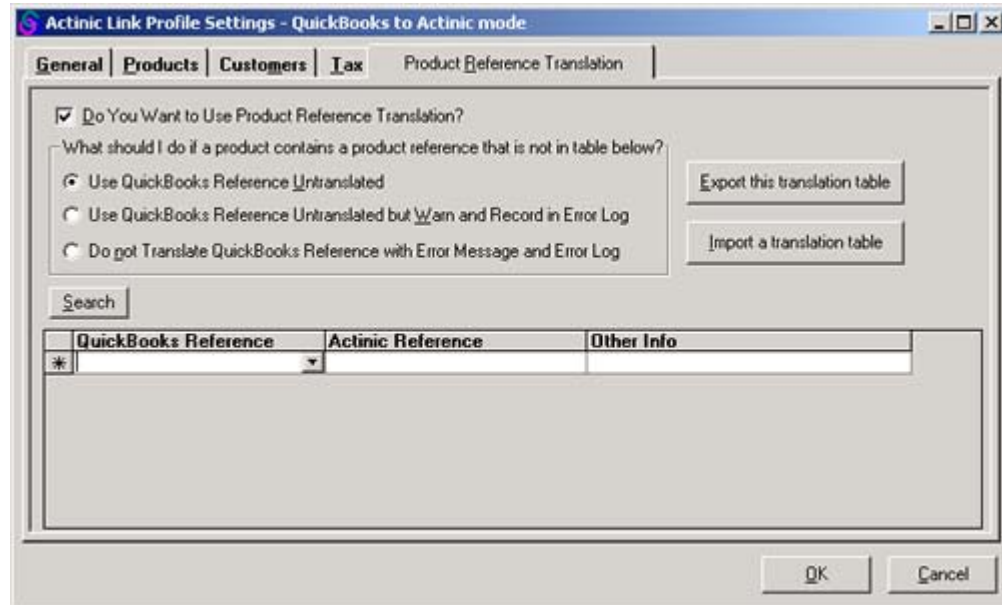
Field	Description
QuickBooks Sales Tax Code	Choose a QuickBooks tax code from the drop-down list. The choice is generally between 'Tax' for items that incur sales tax, and 'Non' for items that do not.
Actinic Tax Rate	Once you have selected a QuickBooks Sales Tax Code select the equivalent tax rate within Actinic ('Taxable', 'Zero-Rated' or 'Exempt').

Note: If 'Taxable' is chosen, the default rate for each of your Actinic taxes will be used when the product is created. Therefore, if you have defined multiple rate bands for a

particular tax, and a non-default rate applies on a particular product, then you should update the product once it has been created in Actinic.

Click on the 'Product Reference Translation' tab to continue.

The 'Product Reference Translation' Tab



There are sometimes some differences between QuickBooks and Actinic in the way the two products support product references. The main difference is that Actinic only supports product references up to 20 characters in length, whereas QuickBooks allows more. In addition, Actinic does not support product references with the following characters:

! " : ' _ | % *

The 'Product Reference Translation' tab is used to work around this restriction by mapping your QuickBooks product references onto ones that will be accepted by Actinic.

The options within this tab are explained below:

Field	Description
Do You Want To Use Product Reference Translation?	Check this box if you need to use product reference translation for your store.
Use QuickBooks Reference Untranslated	If Actinic Link encounters an order containing a product reference number that is not in the table, you need to

	<p>specify what Actinic Link should do with it.</p> <p>If most of your QuickBooks references are OK to go straight into Actinic, and you only have a few of them in the translation table, then you will just want to import the product references untranslated.</p>
Use QuickBooks Reference Untranslated But Warn And Record In Error Log	If, however, you are translating all your references, and Actinic Link encounters one it cannot find in the table, then you may want to import the product (leaving the reference number intact) and create an error.
Do Not Translate Product With Error Message And Error Log	Alternatively, you may simply not import the product at all and create an error log.

The grid within this tab is used to map one product reference onto another. You would use it as follows:

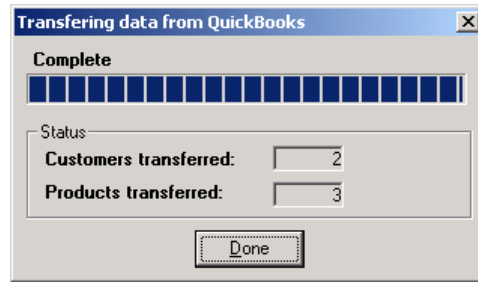
1. Select the QuickBooks product code that requires translation from the 'QuickBooks Reference' column
2. Enter (or select) an alternative product reference for Actinic into the 'Actinic Reference' column
3. The third column, headed 'Other Info' is where you can put an optional note about the product, to make it easier to refer to it later on.

To delete a row from the grid, click on the gray box to the left of the row to highlight it, and then press the 'Delete' key on your keyboard.

The remaining buttons within this tab are explained below:

Button	Description
'Search' button	Searches the translation table for specific words/phrases/references. When searching, you can use an asterisk '*' as a wildcard symbol to represent any string value.
'Export this translation table' button	Allows you to export the translation table as a spreadsheet file (in *.CSV format). This will allow you to maintain the data in an alternative application such as Microsoft Excel.
'Import a translation table' button	Allows you to import a translation table from a spreadsheet file. Before importing the file, you will be asked whether you want to keep the existing data that is in your current table, or else completely replace the current data with the new data.

Click 'OK' to complete your profile.



Your new data will now be visible when you open Actinic.


If you receive any errors, you will be given an error log and you may need to go back into Actinic Link and adjust your profile settings to correct the problem. You may also be required to check your data in QuickBooks.

Adjustments to Make Before Uploading

After your customers have been transferred into Actinic, if you have automatically created buyers, each buyer will be marked as 'Suspended'. You will need to go to 'View | Customer Accounts', go to the 'Buyer' and change them to 'Active' before they will be uploaded. You may also decide to enter a new password for each buyer rather than use the ones generated by Link.

The screenshot shows the 'Edit Customer' window with the 'Buyers' tab selected. The account name is 'Smith and Co.'. Under the 'Buyers' tab, 'Buyer 1' is listed. The buyer's status is 'Active'. The login is 'Buyer 1', and the password and confirm fields are masked. The name is 'Buyer name' and the telephone is '0123 465 789'. The email is 'buyername@buyer.com'. There are also options to 'Send Email Confirmation of Orders' and set a 'Maximum Order Value' of £0.00. At the bottom, there are 'Invoice Address' and 'Delivery Address' dropdowns, both set to 'Buyer Address', and radio button options for address permissions. 'OK' and 'Cancel' buttons are at the bottom right.

For more information on any of the fields in this screen, click the '?' in the title bar of the window and then click in any field.

Once you have created at least one buyer for each customer, go to 'Web | Update Website' or click the  button on the toolbar to update your store to your website.

Updating Your Existing Actinic Data from QuickBooks

Updating Your Store with Changes to Stock Levels

In order to update Actinic with changes to stock levels, do the following:

1. Start Actinic Link (QuickBooks to Actinic) by going to 'Start | Programs | Actinic Link for QBooks | QuickBooks to Actinic'.
2. Choose the profile you want to edit and click 'Edit Profile'.
3. Within the 'Products' tab, under 'Transfer mode' select 'Update inventory levels only'.
4. Within the 'Customers' tab, under 'Transfer Customers?' select 'None'.
5. Click 'OK' and then click 'Processing' to transfer the information into Actinic.

Your stock quantities will now be updated. To update other details of your existing products, in step 3. (above) select 'Update all existing product details'.

Updating Your Store with New Products

If you have created new products in QuickBooks that you wish to be transferred to your store, then you will need to use the following settings:

1. Start Actinic Link (QuickBooks to Actinic) by going to 'Start | Programs | Actinic Link for QBooks | QuickBooks to Actinic'.
2. Choose the profile you want to edit and click 'Edit Profile'.
3. Within the 'Products' tab, under 'Transfer mode' select 'Transfer new products'.
4. Within the 'Customers' tab, select 'Do not transfer customers'.
5. Click 'OK' and then click 'Processing' to transfer the information into Actinic.

Your new products will be added to the store.

Updating Your Store with Changes to Customer Details

In order to update Actinic with changes to customer details, do the following:

1. Start Actinic Link (QuickBooks to Actinic) by going to 'Start | Programs | Actinic Link for QBooks | QuickBooks to Actinic'.
2. Choose the profile you want to edit and click 'Edit Profile'.
3. Within the 'Customers' tab, under 'Transfer mode' select 'Update all Existing Customer Details'.
4. Within the 'Products' tab, under 'Transfer Products?' select 'None'.
5. Click 'OK' and then click 'Processing' to transfer the information into Actinic.

Your existing customer details will now be updated.

Updating Your Store with New Customers

If you have created new customers in QuickBooks that you wish to be transferred to your store, then you will need to use the following settings:

1. Start Actinic Link (QuickBooks to Actinic) by going to 'Start | Programs | Actinic Link for QBooks | QuickBooks to Actinic'.
2. Choose the profile you want to edit and click 'Edit Profile'.
3. Within the 'Customers' tab, under 'Transfer mode' select 'Transfer new Customers'.
4. Within the 'Products' tab, under 'Transfer Products?' select 'None'.
5. Click 'OK' and then click 'Processing' to transfer the information into Actinic.

Your new products will be added to the store.

From Actinic Into QuickBooks

Before You Begin: Actinic Configuration

Note: The instructions in this chapter assume that you have already set up your profile going from QuickBooks into Actinic.

To enable the transfer of orders out of Actinic, you have to enable 'Exporting'. To do this, go to 'View | Business Settings | Order Processing' (in v5 and v6 you need to go to 'View | Business Settings | Ordering'), and ensure 'Enable Export to Files' is checked.

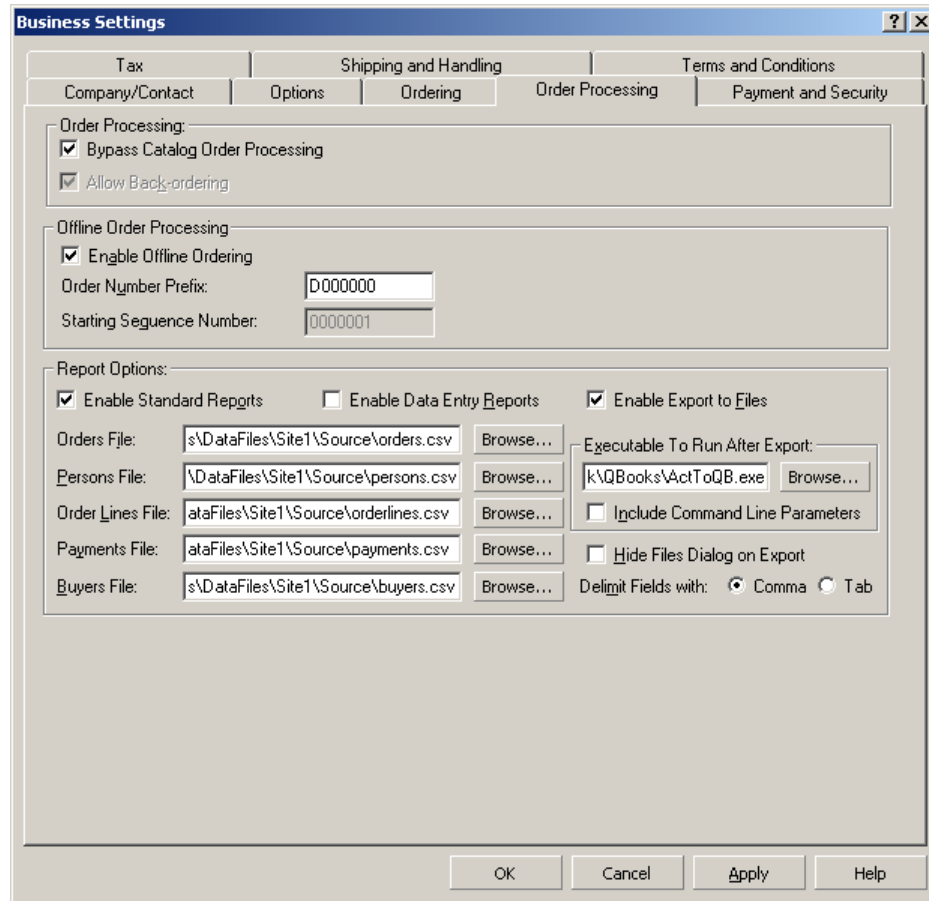
If you are exporting orders as soon as they are received from the website, then you will also need to check 'Bypass Catalog Order Processing'. If, however, you wish to do some processing within Actinic before exporting the order details, then you will need to leave this unchecked.

Rather than simply exporting to the default Actinic site directory, the export files must be created in the 'Source' directory found within the correct Actinic Link 'profile directory' e.g. 'C:\Program Files\Actinic Link\QBooks\DataFiles\Site1\Source\'.

Click the 'Browse' button for each of the five exported files and specify the correct path in the Actinic Link profile directory, within the 'Source' folder.

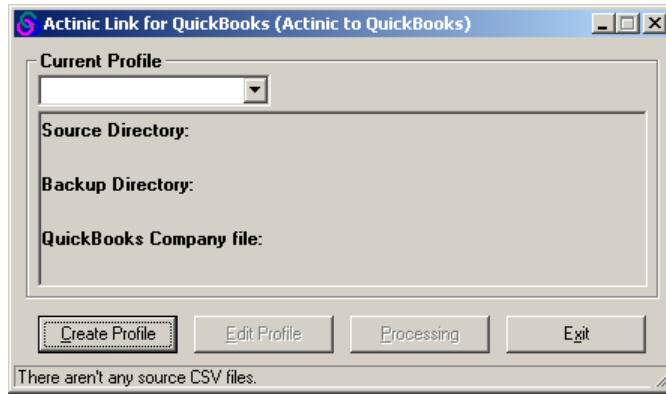
Within the 'Executable to run after export' field, enter the name of the Actinic to QuickBooks interface e.g. 'C:\Program Files\Actinic Link\QBooks\ActToQB.exe'.

A correctly set-up copy of Actinic is shown below:



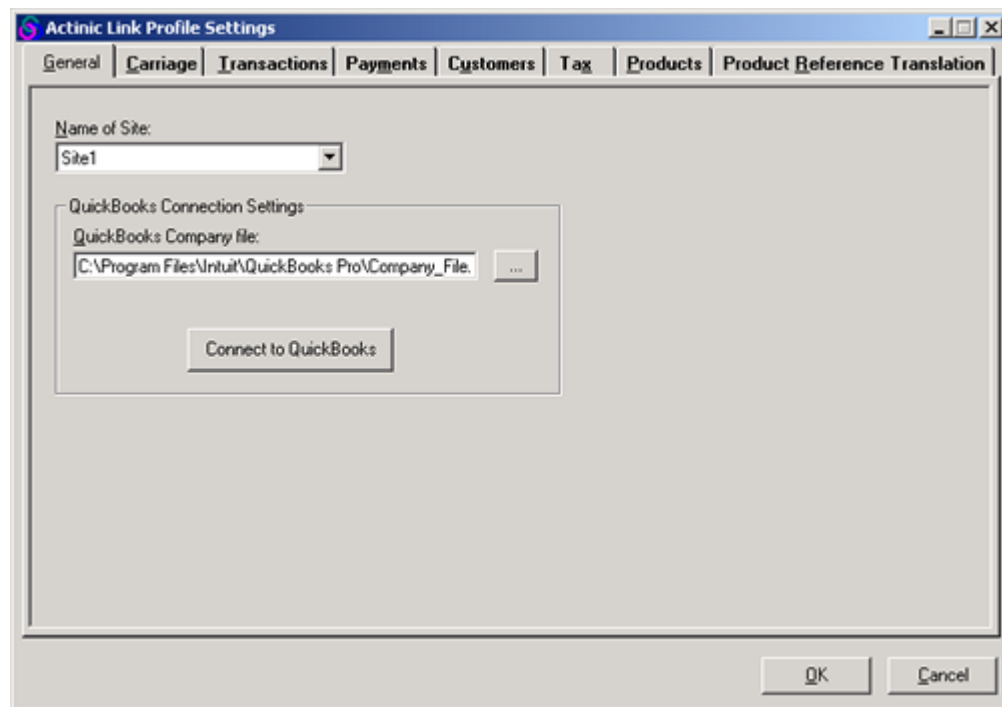
Starting Actinic Link

Go to 'Start | Programs | Actinic Link for QBooks | Actinic to QuickBooks '. You will see the following screen:



Click 'Create Profile' to begin setting up how data will be transferred from Actinic into QuickBooks.

The 'General' Tab



The first thing you will need to do is select the Actinic site that you wish to set up a profile for (see "Starting Actinic Link for the First Time" on page 7 for a discussion on profiles).

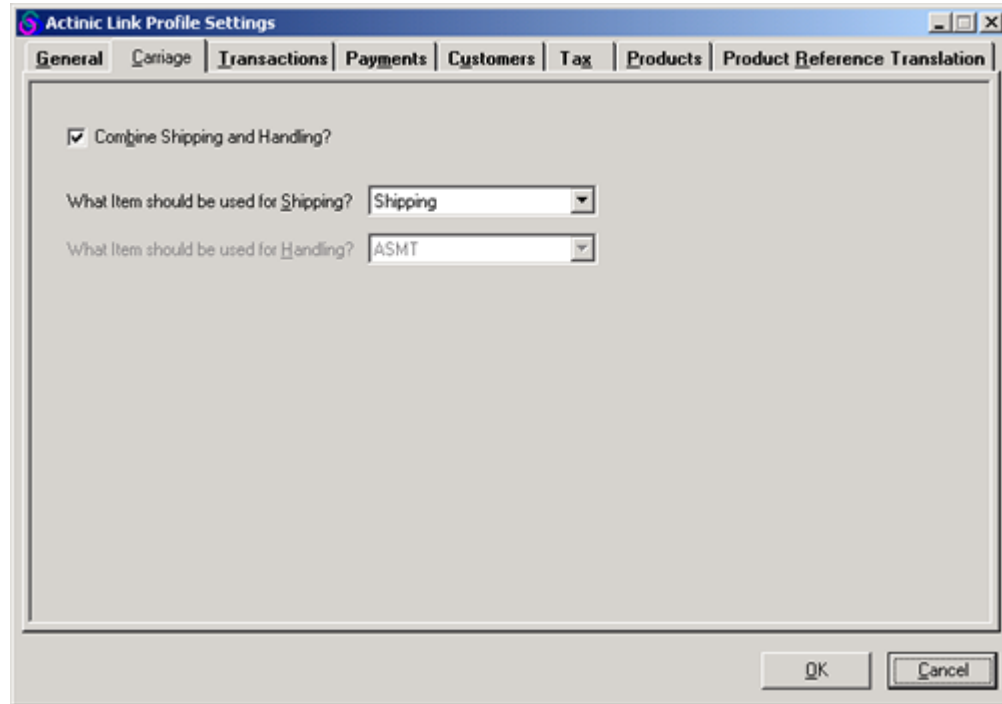
In the 'Name of Site' drop-down list, select the same site that you set up a profile for in "The 'General' Tab" on page 9.

You will be asked to confirm that you wish to set up a new profile. Click 'Yes'

The 'QuickBooks Company File' field will now be populated with the value you chose in the previous chapter. Click 'Connect to QuickBooks' to retrieve the latest data from your QuickBooks company file. This may take a long time, depending on the amount of data.

When you are ready, click the 'Carriage' tab to continue.

The 'Carriage' Tab



This is the tab where you specify how shipping and handling data from Actinic will be translated into a format that can be handled by QuickBooks. This is required because the two programs handle shipping and handling charges very differently: Actinic treats them as additional charges added onto the order total, but QuickBooks treats them as invoice item lines.

The fields within this tab are described below:

Field	Description
Combine Shipping and Handling?	Check this box if you would like the shipping and handling charges on the order combined into just one additional order item. This will use the item you select in the 'Shipping' field.
What item should be used for Shipping?	Use this drop-down to select the non-inventory item in QuickBooks that will be used to represent the shipping charges. Please see "Before You Begin: QuickBooks

	Configuration" on page 3 for more information on this.
What item should be used for Handling? <i>Only active if 'Combine Shipping and Handling' is not selected.</i>	Use this drop-down to select the non-inventory item in QuickBooks that will be used to represent the handling charges. Please see "Before You Begin: QuickBooks Configuration" on page 3 in the first chapter for more information on this.

Click on the 'Transactions' tab to continue.

The 'Transactions' Tab

Payment Method	Transaction Type	Default Customer	Account	Class
▶ Credit card details captured for later	Sales Receipt	Internet Shopper	Undeposited Funds	
Credit card details sent seperately	Sales Receipt	Internet Shopper	Undeposited Funds	
Invoice with order	Invoice	Internet Shopper	Accounts Payable	
*				

Mark Invoices and Sales Receipts as "To be printed"

Select Item Reference for Adjustments:

Use this Item when No Product Reference is Available:

OK Cancel

This tab allows you to select the payment methods that you are using within Actinic (set up within the 'Business Settings | Payment and Security' tab) and then specify the type of transaction (invoice or sales receipts) you want created in QuickBooks.

To help you, some example values have been entered into the screen-shot above. To add a new payment method to the grid, simply click in the blank field at the bottom of the 'Payment Method' column, and select the appropriate Actinic payment method from the drop-down list provided.

To delete a row from the grid, click on the gray box to the left of the row to highlight it, and then press the 'Delete' key on your keyboard.

For each payment method you accept in your Actinic store, you must specify the following settings relating to QuickBooks:

Field	Description
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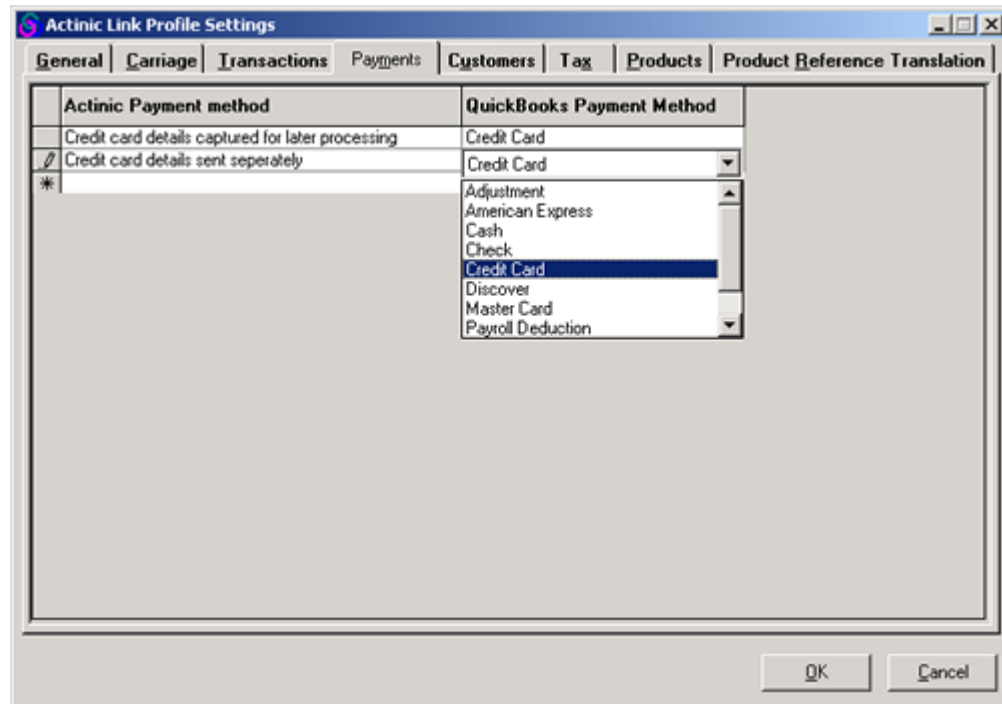
Transaction type	Do you want orders placed using this payment method to be created within QuickBooks as an 'Invoice' or a 'Sales Receipt'?
Default Customer	Use this field to specify the default customer name to be used against orders from unregistered customers. This will need to be the name of the generic customer you created for this purpose within QuickBooks (see "Before You Begin: QuickBooks Configuration" on page 3). For example, you might decide to create all unregistered shopper orders as a single customer called 'Internet Shopper'. Note that you can create new customers in QuickBooks from unregistered customer orders. See "The 'Customers' Tab" on page 36 for more details.
Account	Use this field to specify the account in QuickBooks that the payments should be assigned to. This can be left blank if you want to use QuickBooks defaults.
Class	If you want, you can use QuickBooks' 'Class' field to group all Internet sales together into the same class, or else place each payment type in a different class. This is not required, and can be left blank.

Once you have set up the main grid, there are a few extra settings that you need to specify:

Field	Description
Mark Invoices and Sales Receipts as "To be printed"	Check this box if you want invoices and sales receipts created in QuickBooks with the 'To be Printed' flag set.
Select Item reference for Adjustments	Specify a QuickBooks item to use as item reference for Actinic adjustments. These are generally discounts applied by the online store.
Use this Item when No Product Reference is Available:	Specify a QuickBooks item to use when no Actinic product reference is available in order files. This will occur if you have create a new product in Actinic, but not in QuickBooks, or you are set up a product in Actinic to use a component, but the component does not have a product associated with it.

When you are ready, click the 'Payments' tab.

The 'Payments' Tab



This tab is used to match the payment methods used in your Actinic store (set up in 'Business Settings | Payment & Security') to equivalent payment methods within your QuickBooks company file. It is used to assign a correct QuickBooks payment method when creating sales receipts.

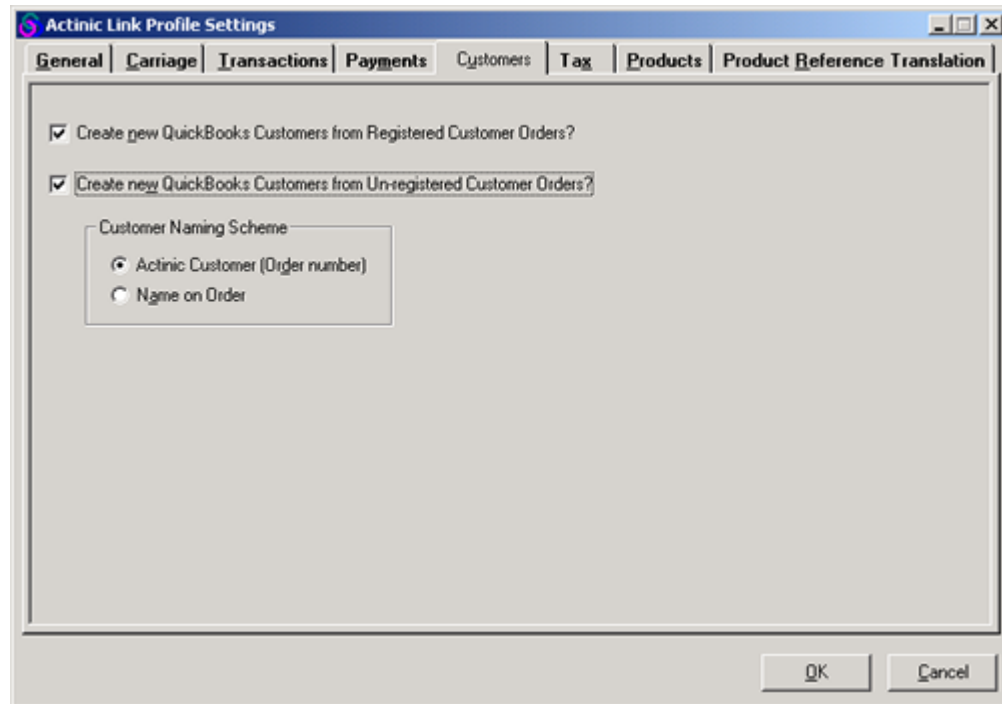
To use this tab:

1. Select a payment method from the 'Actinic Payment method' drop-down.
2. Choose an equivalent from the 'QuickBooks Payment Method' drop-down.
3. Continue adding new rows to this grid until you have matched all Actinic payment methods you are using to your payment methods in QuickBooks.

To delete a row from the grid, click on the gray box to the left of the row to highlight it, and then press the 'Delete' key on your keyboard.

Click the 'Customers' tab to continue.

The 'Customers' Tab



When orders are transferred from Actinic, orders that have been placed by customers that exist within your QuickBooks company file will be automatically assigned to the correct customer.

However, some orders will come from unregistered (retail) customers and some may come from customers set up in Actinic, but which are not present in QuickBooks. This tab allows you to handle how Actinic Link will create these orders in QuickBooks.

Field	Description
Create new QuickBooks Customers from Registered Customer Orders?	You may have set up some customers in Actinic that do not exist in your QuickBooks company file. If this is the case, then you can check this box, which will allow Actinic Link to create new customers in QuickBooks based on the customer account details in Actinic. Note: If you do manually create new customer accounts in Actinic then you should enter an appropriate account

	reference in the Actinic 'External Reference' field. This value will then be used as the 'Customer Name' in QuickBooks. Otherwise Actinic Link will treat the order as if it had been placed by an unregistered customer.
Create new QuickBooks Customers from Un-Registered Customer Orders?	If you check this box, then Actinic Link will create a new customer account within QuickBooks for each order that comes in from an unregistered (retail) customer order. If you do this, then you will need to provide information about the naming convention that you wish to use for the customer details in QuickBooks.

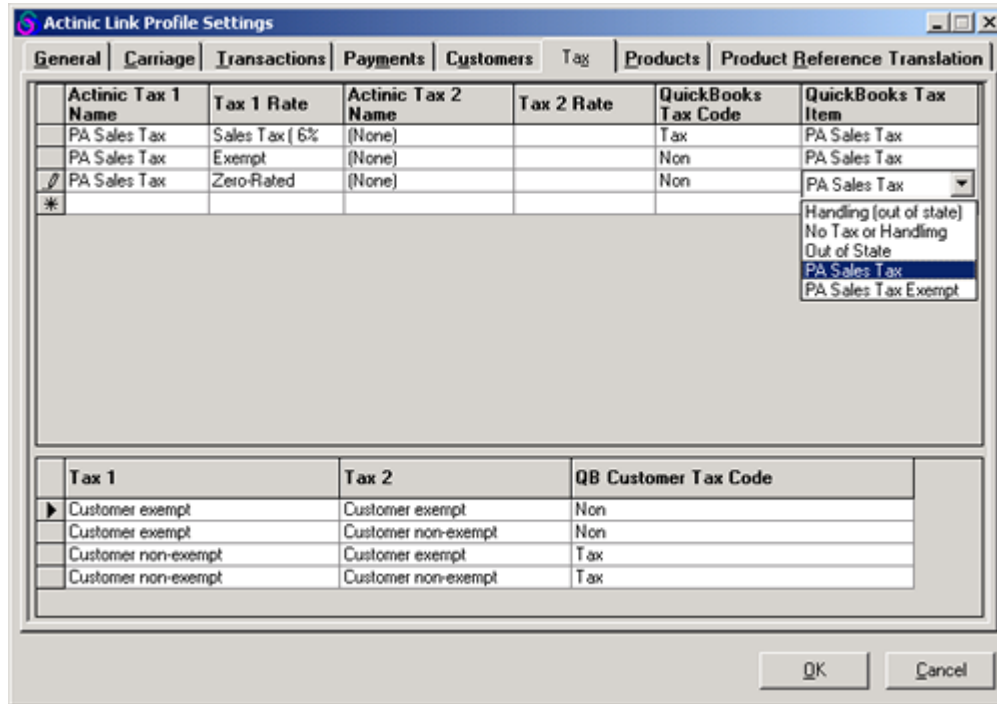
Customer Naming Scheme

If you are creating new QuickBooks customers from your unregistered (retail) customer orders, then you need to tell Actinic Link what you want those new customers to be called.

Field	Description
Actinic Customer (Order Number)	If you select this, then the customer name for the new QuickBooks customer will be the word 'Actinic Customer' followed by the Actinic Order Number in brackets. The idea of this is that when you view the new customers in QuickBooks, and sort them alphabetically, they will all be grouped together. This makes it easier to identify them and rename them (if you want).
Name on Order	If you select this, then the name provided by the customer with the order will be used as the QuickBooks customer name.

Click on the 'Tax' tab to continue.

The 'Tax' Tab



This is probably the most sophisticated (and problematic) area of Actinic Link to set up.

Within the top grid, you need to list all the possible tax scenarios that the Actinic store could apply to an order (based on your settings in 'View | Business Settings | Tax' in Actinic). You then tell Actinic Link which sales tax item within your QuickBooks data corresponds to that particular tax scenario. You also specify a QuickBooks customer tax code that corresponds to each scenario

To add a new row, select an Actinic tax status in the blank row at the bottom. To delete a row from the grid, click on the gray box to the left of the row to highlight it, and then press the 'Delete' key on your keyboard.

The fields within this grid are explained below:

Field	Description
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Actinic Tax 1 Name	Select the name of an Actinic tax from the drop-down list provided. This will be a tax you have set up in 'Business Settings Tax'.
Tax 1 Rate	This field contains a drop-down list with the tax rates defined within Actinic for the tax chosen in the 'Actinic Tax 1 Name' column. Select one rate to be set up within this row now. The drop down will contain the default rate for this tax (plus any additional rates you may have set up within the 'Advanced' tax area) plus options for 'Zero-Rated', 'Exempt' and 'Custom/Pro Rata'.
Actinic Tax 2 Name	If you only apply one tax at a time in Actinic, then you can set this field to '(None)' (for 'Advanced' tax) or leave it blank (for 'Simple' tax). Otherwise, select the name of a second tax here just as you did in the 'Actinic Tax 1 Name' field.
Tax 2 Rate	Select a rate for the second tax, just as you did within the 'Tax 1 Rate' field.
QuickBooks Tax Code	Enter a QuickBooks customer tax code that corresponds to this scenario. Select either 'Tax' or 'Non' depending on whether the Actinic tax(es) specified correspond to a tax or not.
QuickBooks Tax Item	The name of the QuickBooks 'Sales Tax Item' that this tax (or combination of taxes) relates to. Select one from the list provided. Alternatively, you can select a 'Sales Tax Group' here if necessary.

Continue adding rows to the grid until you have got a row for each possible way that Actinic can apply tax to an order.

Tax Exempt Settings

Within the bottom grid, you describe how the various Actinic tax-exemption statuses translate into QuickBooks customer tax codes.

If you have two taxes, this translates into four possible scenarios.

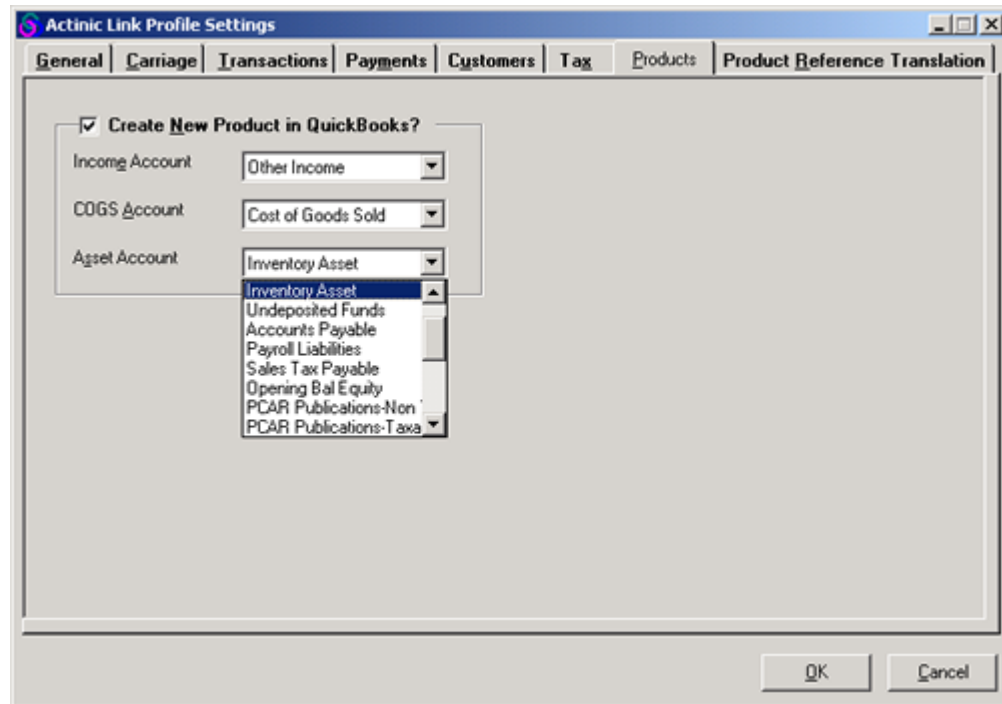
- Customer pays tax 1 and tax 2

- Customers pays tax 1 but is exempt from tax 2
- Customer is exempt from tax 1 but pays tax 2
- Customer is exempt from both taxes

Within the grid at the bottom, each of these scenarios is already entered. You simply need to enter the correct QuickBooks customer tax code for each row with the 'QB Customer Tax Code' field - either 'Tax' or 'Non'.

Click on the 'Products' tab to continue.

The 'Products' Tab



This tab is used to tell Actinic Link whether you want new items created in QuickBooks as orders are imported. This will happen if someone orders a product that has been created in Actinic, but isn't there in QuickBooks.

If you want to allow Actinic Link to add new products into QuickBooks then check the box marked 'Create New Product In QuickBooks?'

If you do check this box then you will need to specify the following default settings for the new products:

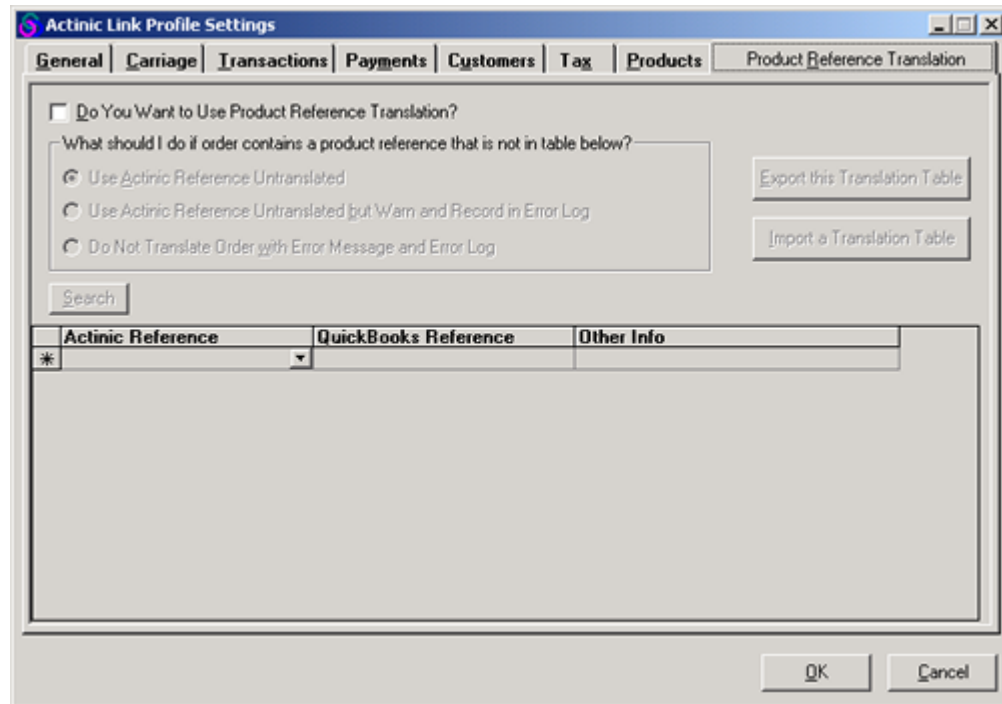
Field	Description
Income Account	Select the default Income account for new items from the list provided.
COGS Account	Select the default COGS account for new items from the list provided.

Asset Account	Select the default Asset account for new items from the list provided.
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All other essential details will be gathered from the transferred order details.

Click on the 'Product Reference Translation' tab to continue.

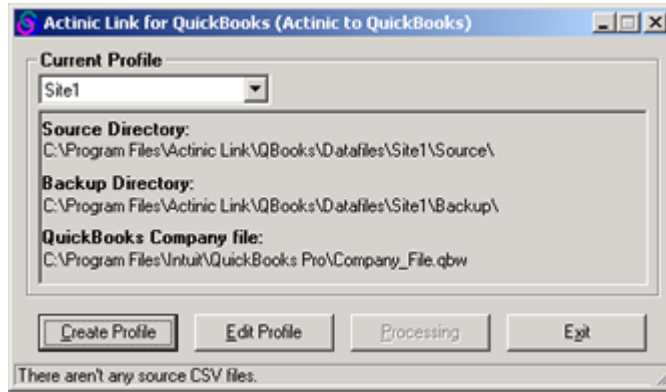
The 'Product Reference Translation' Tab



This tab will provide the settings you provided when setting up the 'QuickBooks to Actinic' profile. Please see "The 'Product Reference Translation' Tab" on page 19 for a discussion on setting up this tab.

Completing Your Profile

Once you have entered the data in all the fields, click 'OK' and you will be returned to the initial screen, which will now contain entries for the 'Source Directory' field, the 'Output Directory' field and the 'Backup Directory' field.



These 'directory' fields are explained below:

Field	Description
Source Directory	This is the directory that your Actinic order files will need to be exported to. This is set to '\DataFiles\[Profile Name]\Source\'.
Backup directory.	This is the directory that a backup or all the files involved in the translation will be kept in. This backup will simply be a standard Windows 'Zip' file containing all the export and import files. This is set to '\DataFiles\[Profile Name]\Backup\'.

Your profile has now been created and you are ready to transfer orders. Click the 'Edit Profile' button if you need to edit any details about the profile.

Running Actinic Link for QuickBooks

In order to transfer orders into QuickBooks, you need to download them from the Actinic web site and then export them.

To export orders you have downloaded, click on the 'Orders' tab in Actinic. There are two approaches to exporting orders from Actinic:

- **Export Immediately** - This is when you want to do no processing in Actinic and instead transfer orders straight away into QuickBooks. To do this, you need to have selected 'Bypass Catalog Order Processing' in 'Business Settings | Order Processing'.
 - To carry out the export you simply need to go to 'Reports | Outstanding Exports...' as soon as you retrieve the latest orders.
- **Export Selectively** - This is when you may want to do some work in Actinic before transferring to QuickBooks.
 - When you are ready to export, highlight the orders you want to export and then go to 'Reports | Report Selection | Export | Export Orders' (or right-click and select 'ReExport To Files').

Actinic Link will automatically run and translate the files after you carry out an export.

Please note that when the interface is run from within Actinic, the Actinic Link for QuickBooks screen will not appear. Instead, a progress bar will appear, showing the progress of the transfer.

Once the transfer is complete, click 'Done'.

Errors

If Actinic Link encounters any errors during translation, you will be notified at the end of the process. You will be given information about what caused the error, and you may be given a 'Details...' button to click on that will give you a detailed line-by-line description of the errors encountered. This detailed line-by-line description will be in a file called 'error.log'.

If the problem is with your profile settings, then you can start Actinic Link from the 'Start' menu, edit the profile settings and then click 'Process Files' to re-run the

transfer. However, if there were issues with the order data you may need to review the order details within Actinic, making corrections as necessary, and then re-run the export.

Appendix A - Further Information

Location Mappings from QuickBooks to Actinic

The following table shows equivalent address fields between Actinic and QuickBooks:

QuickBooks Field	Actinic Field
Edit Customer Bill To Edit Address Information State / Province	Edit Customer Addresses State / Province (with 'Valid as Invoice Address' selected)
Edit Customer Bill To Edit Address Information Country / Region	Edit Customer Addresses Country (with 'Valid as Invoice Address' selected)
Edit Customer Ship To Edit Address Information State / Province	Edit Customer Addresses State / Province (with 'Valid as Delivery Address' selected)
Edit Customer Ship To Edit Address Information Country / Region	Edit Customer Addresses Country (with 'Valid as Delivery Address' selected)

Edit Address Information [X]

Address	Address Line 1 Address Line 2 Address Line 3	OK
City	My City	Cancel
State / Province	New Jersey	
Zip / Postal Code	12345	
Country / Region	USA	
Note		

Show this window again when address is incomplete or unclear

Changes Made to Your Data by Actinic Link

Components, Attributes and Choices

Any components or options that are ordered with a product will be listed as a separate order line in the invoices or sales receipts created in QuickBooks.

The export process detects whether a component or an option has been associated with a stock item in your Actinic store, and it will include the relevant information in the export files. This stock information will then be transferred into the QuickBooks, so that the stock levels in your QuickBooks system will be decreased accordingly.

Invoice Numbers

Actinic Link automatically assigns an invoice number to each transaction. This invoice number comes from the last 11 digits of the Actinic order number.

Memo Fields

The 'Memo' field within QuickBooks is used to store key information from Actinic. Actinic Link uses the memo field to contain the following:

- The Actinic order number.
- Payment Type: xxxxx (translated from Payment Option)
- Status: xxxxx (translated from Payment Status)
- CC Number: xxxxx (from Credit Card Number)
- CC Expiry: xxxxx (from Credit Card Expiration Date)
- CC Type: xxxxx (from Credit Card Type)
- CC Auth: xxxxx (from CC Authorization Code)
- CC Issue: xxxxx (from Credit Card Issue Number)
- CC Start: xxxxx (from Credit Card Start Date)
- CVV2: xxxxx (from Credit Card VV2)
- PSP Name: xxxxx (from Business Settings | Payment)
- PSP ID: xxxxx (from Business Settings | Payment)

Appendix B - Troubleshooting

Known Issues With Actinic Link

Editing Actinic Tax Settings At The Wrong Time

Do not adjust tax settings in Actinic between downloading orders and exporting them. This will often prevent Actinic Link from transferring orders successfully.

Deleting Addresses in QuickBooks

If you delete a 'Ship To' address for a customer in QuickBooks, then it is necessary to manually delete this address in Actinic. This will appear within the 'Addresses' tab within the customer account in Actinic.

Unknown State/Province Names

It is important to enter the correct State/Province name into QuickBooks in order for the information to go straight into Actinic smoothly. A correct list for the USA can be found in Actinic by going to 'Advanced | Locations' and clicking on 'United States' on the left hand side. All the valid States / Province names are listed down the right hand side.

Overflow Error

If you receive an error that simply reads 'Overflow' when transferring product data from QuickBooks to Actinic, check your stock levels in QuickBooks.

Actinic Link only supports a maximum stock amount of '32767' so you may want to temporarily reduce you stock levels in order to complete the transfer.

Tax Calculation Differences Error

In Actinic To QuickBooks mode you may encounter an error message like:

The following invoices and sales receipts incurred tax calculation differences during transfer to QuickBooks. You will need to make manual corrections in QuickBooks.

Invoice No: xxxxxxxxxxxx

Actinic Order Total: xxx.xx

Actinic Tax Total: xxx.xx

QuickBooks Invoice Total: xxx.xx

QuickBooks Tax Total: xxx.xx

Order Total Discrepancy: xxx.xx

Tax Discrepancy: xxx.xx

This means that the Invoice or Sales Receipt has been successfully transferred into QuickBooks but the order total or the tax total is different in Actinic than it is in QuickBooks. It is recommended to search for the given Invoice or Sales Receipt in QuickBooks and correct manually as required. For your convenience you can print the error log.