

QuickBooks® Secrets Revealed

99 Tips Every Multi- User Must Know

Here is the
information you
requested.





[suggest a date, if possible]

Dear [first name] [last name], or Dear Valued QuickBooks Customer,

Until now, growing companies like yours have had to “put up” with computer lock ups, maxed out list limits, and sluggish performance with multiple users on QuickBooks.

But as of today, we have an answer — or the answer — to virtually every problem companies experience as they stretch their QuickBooks:

It’s called “QuickBooks Enterprise Solutions” — the new business management software that gives growing companies more seats, more capacity, improved performance, and better tools. (Please see our invitation for a trial on the back page.)

While we believe Enterprise Solutions to be the best solution, we also realize that not everyone who reads this letter today will be ready to upgrade to a more powerful system.

Which is why we created “**QuickBooks Secrets Revealed: 99 Tips Every Multi-User Must Know.**” A free report for our valued customers, to help boost their software’s performance.

On the following pages, you get solutions to common problems, including:

- Simple, one-minute strategies to boost speed and avoid slowing down others on the network
- Secret time-saving shortcuts every QuickBooks expert uses
- No-cost ways to uncover more capacity
- Daily tips that help keep you out of trouble – before it happens
- And much more

Thanks again for requesting a copy of “**QuickBooks Secrets Revealed: 99 Tips Every Multi-User Must Know.**” Please enjoy it with our compliments.

And best wishes for a prosperous 2003!

Sincerely,

P.S. If you choose to accept our invitation by March 1, 2003 for a free trial on CD of QuickBooks Enterprise Solutions, we’ll send you GoBack 3 Deluxe Software free of charge (a \$50 value). There’s no obligation at all — you get it free when you request a trial. See back page for details. Or call 1-866-xxx-xxxx.

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Tips 1-16: Tune Up and Speed Up!

Many performance issues stem from an overgrown company data file. Use the tips below to manage your file's size and improve performance.

Tip 1: First, check your file size. To check the size of your data file, press the F2 key at the top of your keyboard. In addition to File Size, the Product Information screen lists the following helpful information:

- Which version and release of QuickBooks you are using
- Installation Keycode
- Registration Number
- Serial Number

Tip 2: Get a quick boost. Hold down CTRL-2 to get to the Tech Help Screen. This will show your computer system information, check to make sure your system meets the recommended system requirements for the version of QuickBooks you're using (check your manual or Getting Started Guide for details). Juicing up your hardware beyond the minimum requirements will give QuickBooks a boost.

Tip 3: Find the best route for the best access. Keep the QuickBooks file on a server, if possible. If access is evenly split across users, keep the data file on the least used, most powerful machine that is always on to allow for good access. However, if you have a heavy user and cannot use a file server, keep the data file on the heavy user's system. Ideally, this would also be the fastest machine.

Tip 4: Sniff out the slowpoke. Be careful if you have one slow system in the workgroup. Having even one system with insufficient memory and/or CPU speed in the workgroup can reduce performance for everyone using QuickBooks. For example, other users may be forced to wait while a user on the slow system runs a report.

Tip 5: OS best practices. QuickBooks performance is better on NT-based Windows Operating Systems. Overall, it's best to run the software on Windows XP, 2000, or NT operating systems.

Tip 6: "RAMp" up performance. Among system configurations (RAM, CPU, hard drive, etc.), we have found that the amount of RAM has the biggest impact on QuickBooks performance. Although increasing RAM (even beyond 256 MB) will quickly improve performance, there are likely to be diminishing returns beyond certain levels. If you are running memory-intensive applications (such as Photoshop), you will likely see noticeable performance gains by adding large amounts of memory.

Tip 7: Condense your old data. If your file is lugging down because it's so big, try making it smaller. Follow these steps to archive and condense old data from prior fiscal years. (Note: This process moves actual transactions to an archived back up file. While this data can be accessed by restoring the archived file, the condensed transactions will not be readily accessible in the open company file. Only run this procedure on data that you won't need to access regularly.)

- First, make a back up copy of your current file and rename it by date.
- Then, close all windows and run File > Archive & Condense Data. This will remove transactions prior to the date you specified and archive them in a separate file, which you can restore whenever you need.
- You will also have the opportunity to delete names or items in your lists that have never been used.

Tip 8: Run before you archive. It's a good idea to run a complete set of financial reports, including Payroll, prior to executing Archive & Condense, and another set afterward, to ensure that you are happy with the results.

Tip 9: Quickly view condensed transactions. If you need to see detailed information from a condensed period, simply click on File > Open Company, and select the file containing the period you need. Remember not to enter new transactions into this file! When you're ready to enter transactions again, click on File > Open Company again, and select your current company file.

Tip 10: Naming tricks. Here are a couple of tricks to help you remember not to enter transactions in an old data file:

- Set the closing date of the condensed file you're looking at several years into the future. The odd date will remind you that you're in an old file.
- Change the company name to something very short, such as just the year, so that it will stand out at the top of your screen and keep you aware of the fact that you're in a restored file.

Tip 11: Know your limits. QuickBooks Basic, Pro and Premier have a combined total list limit of 14,500 items, including items in your vendor, customer, employee and inventory item lists. To see if you are nearing the limit, click on F2 to check your list totals.

Tip 12: Clean up your lists. If you are nearing the list limit, clean up lists by consolidating unimportant or infrequently used items or vendors into generic names such as "gas stations" or "equipment." Rename individual items to the generic name and answer "yes" to the question: "Do you want to merge these items?"

Tip 13: Expand your list limit. If your lists can't be condensed sufficiently, you may want to look into QuickBooks Enterprise Solutions, which offers a combined total list limit of 29,000 items, double that of QuickBooks Basic, Pro and Premier.

Tip 14: Ensure your data integrity. As your data file gets large (in excess of 50 MB), you could encounter corruption. Problems are much easier to fix when they're caught early and still small, so follow these easy steps to check the integrity of your data. It's a great idea to do this when backing up your files.

- Close all windows, then use File > Utilities > Verify Data to verify your data's integrity. If the verification fails, it will give you instructions on the screen on how to proceed.
- If you are instructed to run the Rebuild, go to File > Utilities > Rebuild (this will require you to make a backup). Do not back up over any existing copies, and name the backup file as "Rebuild MM-DD-YY." After the rebuild finishes, run Verify again.

Tip 15: Combat startup troubles. If you're having trouble opening QuickBooks, hold down the CTRL key while double-clicking the QuickBooks icon, and keep pressing CTRL until QuickBooks opens. Then, select the company file you want to open. Hold down the ALT key and click Open. If QuickBooks prompts you for a password, let go of the ALT key, type the password, hold down the ALT key again, and then click OK. This will suppress processing of Reminders, Memorized Transactions and any other screens that would normally open on startup. Once the file is open, run Verify Data as described above to check for data corruption.

Tip 16: Call for damage control. In extreme cases in which data has been damaged, the file may not open at all. At this point, it is best to call the QuickBooks Support Network. There's no need to panic—the Support Engineers have a variety of data recovery services at their disposal.

Tips 17-27: Create a Mutually Productive Working Environment

If you'd like to accomplish tasks quickly, without impeding on the ability of others to do so, then use these tips to optimize your working environment to everyone's ultimate benefit.

Tip 17: Accelerate data processing. Turn off the "Auto Refresh" feature on your reports to speed up processing. Go to Edit > Preferences and select Reports & Graphs from the list on the left. Then, select the Don't Refresh option (you'll need to manually click the Refresh button when [Refresh Needed] appears in the report's title bar while you're working).

Tip 18: Speed up your searches. When using "Find", be sure to choose the transaction type, date and amount (if you know them) to speed up your search time.

Tip 19: Find items in a flash. To search/review items on large reports, especially across companies, click the "Excel" button, and in the Excel document, use Ctrl+F to bring up Find, and type in what you're looking for.

Tip 20: Use the computer where you store data. For the best performance, use the computer where you store your company file. If the file is on a network server that is unavailable to you, use the



QuickFact:

One Remote Access license is included FREE for 12 months with QuickBooks Enterprise Solutions.

fastest computer connected to the server.

Tip 21: Keep your performance at its peak. Certain tasks have a significant impact on performance. These are: reconciling accounts, running large reports, printing large reports, and paying payroll liabilities and sales tax. If possible, perform these tasks when other users are not working in the company file.

Tip 22: Be productive off-hours. If you're having trouble finding single-user time during the day, you can use the Remote Access Feature (not available in QuickBooks Basic) to work from home or on the road during off-hours (fees apply). You can use the Remote Access feature (in QuickBooks Pro and Premier version 2002 and later) to execute activities that need to be done in Single User Mode from home or on the road during off-hours.

Tip 23: Print smarter. If you are printing more than 50 checks or forms at once, break the printing job into two or more smaller jobs. For example, if you have to print 60 invoices, print them in two groups of 30.

Tip 24: Delete duplicates for better performance. If you have a large company file, turn off all warnings for duplicate transaction numbers to speed performance. The settings that turn the warnings on or off are in the Preferences window under Sales & Customers, Purchases & Vendors, Jobs & Estimates (if you have QuickBooks Pro or Premier), and Checking. For example, to turn off the warnings for duplicate check numbers, select Checking in the Preferences window and then clear the "Warn about duplicate check numbers" checkbox on the Company Preferences tab. This speeds up performance each time you record a check.

Tip 25: Set up your desktop once. Check your Preferences to make sure that Save Desktop When Closing is NOT checked. This can cause problems when many windows are open, including reports (QuickBooks is then running all the reports at once). Set up your desktop as you like, then click Save Current Desktop. Remember, after closing the program, go back in to preferences and change it to Keep Previously Saved Desktop.

Tip 26: Hide Navigator and optimize. Not showing the Company Navigator when you open a new company will also help optimize performance. Go to Edit > Preferences > Desktop View > My Preferences and uncheck the box for "Show Company Navigator When Opening a Company File" to turn this off.

Tip 27: Remove your reminders. Turn off all Reminders (or as many as you can live without) by going to Edit > Preferences > Reminders. You may also wish to minimize the Reminders Overview section in the middle of the Company Navigator screen if you're not using Reminders in any capacity.

Tips 28-50: Increase Your QuickBooks Efficiency

While you may already be an effective QuickBooks user, these tips will help you to become even more efficient at your everyday tasks.

Tip 28: Create a shortcut list. Click on View > Shortcut List to add a vertical list of shortcuts down the left side of your screen. (If you use the Shortcut List, you may want to close the Navigators list to allow for more room on your screen).

Tip 29: Customize and organize. Click on the Customize button at the bottom of your Shortcut list to add or delete links and customize placement and appearance.

Tip 30: Undo your wrongdoings. If you decide you really didn't mean to add or delete items from the Shortcut List, click Reset to put everything back the way it was the day you first started using QuickBooks.

Tip 31: Put automation to work. Automate monthly transactions by memorizing and grouping them. You can set groups of transactions to execute automatically or remind you when it's time to run them.

Tip 32: Memorize a transaction.

- Display the transaction you want to memorize.
- Click Edit > Memorize (or click CTRL-M).
- In the Memorize Transaction dialogue box, enter a name for the transaction and set the frequency with which you want the transaction to be executed. Click the appropriate radio button to be reminded to execute the transaction or to have it post automatically.
- If you have already set up Memorized Groups, you can add this transaction to a Group at this time. If you haven't set up Groups yet, click OK. You can add this transaction to a Group later if you choose.

Tip 33: Set up a new Memorized Transaction Group.

- Go to Lists > Memorized Transaction List (or click CTRL-T from the transaction you're in) to bring up the list.
- Click on the Memorized Transaction menu button and select New Group.
- Enter a name for the group and set the fields according to how and when the transaction should be run, just as you did to memorize an individual transaction. Then, click OK.
- Back on the Memorized Transaction List, highlight the transaction you want to add to the list, click on the Memorized Transaction menu button (or right-click) and select Edit. Click on the With Transactions in Group radio button and then select the group from the Group Name dropdown.
- Repeat the process for each transaction to be added to a Group.

Tip 34: Ensure the delivery of your checks and invoices. When creating memorized invoices or checks that you want to be sent automatically, remember to click the "To Be Printed" or "To Be Emailed" box.

Tip 35: Eliminate repetitive tasks. You can also use Templates for repetitive tasks. Create templates for oft-used invoices, credit memos, sales receipts, purchase orders, statements, estimates or sales orders. Go to List > Templates and then click on the Templates button and select New. Click on the radio button for the type of template you want to create and customize the form as necessary. Click on the Layout Designer button to move and customize fields (please note that changes won't be visible until you print or view the print preview for that form).

Tip 36: Make copies for future reference. Consider making a photocopy of your deposit slip and customer checks and filing the copies in a binder. This way, your deposit can go to the bank immediately and your accounting clerk can enter customer payments later. You will also have accurate records for speedy entry and reference should you need to look back.

Tip 37: Count correctly. If you give 30-, 60- or 90-day Due Dates on invoices, check your Preferences setting under Edit > Preferences > Reports & Graphs > Company Preferences under the Aging Reports section to make sure you have the box checked for Age from Due Date, and not Age from Transaction Date.

Tip 38: Enter multiple numbers with fewer clicks. Add phone numbers to several A/R reports by clicking Modify Report and then select the Customer Phone Number column. Then, go to Memorize Report (see the Reporting section for more detail).

Tip 39: Write letters the easy way. Use the Write Letters Wizard in QuickBooks to quickly generate professional letters to customers, suppliers, employees or a customized list of recipients. Go to Company > Write Letters and follow the steps in the Wizard to select the type of letter you want and who should receive it. QuickBooks automatically generates a letter in Microsoft Word to each recipient and allows you to customize the individual letters on the fly.

Tip 40: Generate mailing labels made to order. Use QuickBooks to create mailing labels for all customers, vendors, employees, or a special list you set up. Just go to File > Print Forms > Mailing Labels to set up the specifications.

Tip 41: Get credit reports—quickly and easily. Use the QuickBooks Credit Check Service to confirm a potential business client's credit worthiness before extending payment terms. The service is

**QuickFact:**

QuickBooks Enterprise Solutions includes a variety of data services FREE, including free password removal for forgotten or lost passwords, and free data recovery service call 1.866.272.8735, ext. 4176, or return the enclosed postage paid card.



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QuickBooks Enterprise Solutions includes four months of the QuickBooks Credit Check Service FREE.

embedded in QuickBooks (you just pay a monthly fee to turn it on) and shows an easy-to-read Credit Risk Meter (green is good) when you create a new invoice for the client. You can also click on the meter for more detail, or to look up information on other companies.

Tip 42: Check your work—before others do. Turn on Spell Check in QuickBooks to save time proofreading documents and prevent letting an embarrassing misspelling slip out. Go to Edit > Preferences > Spelling (see icon on left side) > My Preferences, and check the box for “Always check spelling before printing, saving, or sending supported forms.”

Tip 43: Save time creating estimates. If you create estimates and often find yourself creating the same type over and over, use the Duplicate Estimate feature to save yourself time in data entry. Open an estimate similar to the one you need to create, right-click anywhere in the estimate window, and then select Duplicate Estimate. An exact copy of the estimate will appear in the Estimate window with a new number, then simply revise as necessary.

Tip 44: Name your price levels. Use Price Levels to automatically adjust a certain customer’s sales price for inventory parts, non-inventory parts and service items. For example, you might create a price level called “wholesale” and specify a decrease of 20%. Then, when you sell an item and attach the “wholesale” price level, the amount of that item is automatically reduced by 20%. Setting up and assigning new price levels is easy; see the Help Index under Price Levels for step-by-step instructions.

Tip 45: Match order and invoice numbers. If you use work orders that need to be matched to invoices, enter work order numbers in the invoice memo line for printing on statements. You can also customize invoices to show the job name or work order and tech name.

Tip 46: Save important touchpoint information. Add custom fields to your customer, employee or vendor records so that you don’t have to remember key pieces of information such as birthdays, pager number, spouse’s name or other information that helps grease the wheels of your business. Open the customer, vendor or employee list and create a new record, or double-click on an existing one. Select the Additional Info tab and click on the Define Fields button. Then, enter your custom field and select the lists for which it is applicable.

Tip 47: Gain quicker access to customized fields. To get the most value out of your customized fields, add columns to relevant reports or create new reports to quickly access the information. A simple example: Display the Employee Phone List. Click the Customize button, uncheck the phone number field, checkmark the birthday field that now appears in the list, and then click OK. Title the report “Employee Birthdays” (and memorize it).

Tip 48: Nail down a message-keeping strategy. Have a consistent strategy among your staff for handling communications or instructions given by customers who may call or send email. With multiple QuickBooks users, it’s easy to let a customer message slip through the cracks!

Tip 49: Take better notes. Nurture good communication by using the Notepad for customers, jobs, vendors, and employees. Always use the Date Stamp and train your staff to include their initials at the beginning of the entry. To start a note, go to the relevant list and double-click in the Notes field.

Tip 50: Simplify integration. If you use software specific to your industry, you may be able to automatically transfer data between the industry software and QuickBooks and avoid entering data in both programs. Go to marketplace.intuit.com to find out if the software you use integrates with your version of QuickBooks (or to find the specialty software that will).

Tips 51-61: Get Organized for Efficient Troubleshooting

It only takes a few simple steps to prepare for efficient troubleshooting. All you need is to put a few pieces of vital information in the right place—and you will save yourself lots of critical time.

Tip 51: Keep your codes close by. Important codes to keep handy by your desktop include:

- Registration Number

■ Installation Keycode

Tip 52: Create quick reference docs. When installing QuickBooks on multiple computers, set up each computer the same way (be sure to upgrade QuickBooks on all computers at the same time), and document relevant codes at each station and/or in a central location. Keep this information accessible in the event that you need to call for support.

Tip 53: Find a safe spot for your codes. Good places to write those codes for safekeeping are inside the front cover of your manual or Getting Started Guide, or in your address book with the

Computer (Serial Number)	Installation Keycode	Registration Number

QuickBooks Support Network phone number.

Tip 54: Let your fingers do the clicking. QuickBooks maintains an updated phone directory of helpful Intuit phone numbers. Direct lines are even available for most QuickBooks products and services. Just go to the Help & Support Center inside QuickBooks and then click on the Contact Intuit tab.

Tip 55: Log your support calls. Keep a history of calls to the QuickBooks Support Network and the issues resolved to use as reference in case your encounter similar issues in the future. Record case numbers in the event you need to refer back to a specific question.

Tip 56: For QuickBooks Support Plan users. If you have a QuickBooks Support Plan with unlimited incidents, feel free to call with “How-Do-I” questions or to get help learning a new feature.

Tip 57: Get help with your year-end. Click on the Help & Support Center inside QuickBooks to access a handy Year-End Guide complete with checklists for all the things you need to do to close your books at the end of the year and ensure that nothing is forgotten!

Tip 58: Train new users conveniently—and easily. If you need to get new users up to speed on QuickBooks, you might want to buy one of the new training programs on CD-ROM issued by QuickBooks and Real World Training. “Mastering QuickBooks” Seminar-in-a-Box covers all the basics from a two-day course, and Power User Seminar-in-a-Box covers advanced features. Visit quickbooks.com for more details.

Tip 59: Start your own in-house training sessions. Create your own internal training or knowledge-sharing sessions among your regular users to share tips and tricks to build consistency and efficiency.

Tip 60: Give your data the once-over. Check your data periodically for input accuracy. Run a basic set of financial reports on a regular basis and give them a reality check.

Tip 61: Help your accountant help you. If you use an outside accountant, you can use the Accountant’s Review function to send a copy of your data file to your accountant for review on a regular basis. Go to File > Accountant’s Review to get started. Look up “Accountant’s Review” in the Help Index for step-by-step instructions on how to create an accountant’s copy and then merge your accountant’s changes and updates to your file after review.



QuickFact:

When using QuickBooks Enterprise Solutions, you can allow your accountant to access your books remotely with your permission if s/he is using the QuickBooks Enterprise Solutions: Accountant Edition. The same is true of QuickBooks Pro and Premier 2003 when your accountant has QuickBooks Premier: Accountant Edition 2003. Call 1.866.272.8735, ext. 4176 for more information.

Tips 62-71: Manage Multiple Companies or Locations With Ease

We realize that managing multiple companies or locations can be a complicated task, with many steps to follow. Use these tips to help you streamline this very involved process.

Tip 62: Organize multiple locations. A good way to organize data for multiple locations is to create a separate data file for each location.

Tip 63: Quickly create new company locations. If you already have an existing location and want to create a new shell for a company, start by exporting your lists from your current company file. Choose File > Export and select all of your lists. Then, create a new company file by choosing File > New Company and

answering the questions in the Wizard. On the Chart of Accounts screen, choose No Type so that the new company file will have a blank Chart of Accounts. After the new file is created, use File > Import to import the lists you exported from your existing company file. View the Chart of Accounts, Customer List and Vendor List to verify and clean up any data that might be different in the new location.

Tip 64: Use shortcuts for multiple companies. There is no way to “copy” data from one QuickBooks company file to another. However, you can print reports from one company and enter total sales (in summary) by entering one daily transaction (Cash Sale or Invoice recommended) to record the income, one for Accounts Receivable, or do all bills through one company location and enter daily sales from the second location. To see detail, you can look at the QuickBooks file from the second location, but your financial statements will show both locations this way.

Tip 65: Simplify multiple location data. Set up and configure reports exactly the same way for each data file to facilitate rolling up data from all locations or comparing data across locations. Import/export report templates from the main company file to ensure that data is run exactly the same way at each location.

Tip 66: Accelerate Memorized Report exporting. To export a memorized report, go to the Memorized Report List (Report > Memorized Reports > Memorized Report List) and select the report or report group you want to export. Click on the Memorized Report button (or right-click) and select Export Template. By default, QuickBooks uses the name of the memorized report as the file name, so you can change the name if you wish, and then click Save.

Tip 67: Facilitate Memorized Report importing. To import a memorized report, start by displaying the Memorized Report List. Choose Import Template from the Memorized Report menu button and select the name of the memorized report file you want to import. The file, which has a .QBR extension, may be on a hard drive, network drive, or removable media drive. Click Open and fill in the window that appears. Assign a different name to the memorized report (or report group) if you wish. To add a single memorized report to an existing group, select the “Save in Memorized Report Group” checkbox and select the group you want from the drop-down list, then click OK.

Tip 68: Ease the export to Excel. To roll up data from multiple data files into one report, run the exact same report for each data file individually and then export to Excel. In Excel, you can cut and paste the columns from each report into one spreadsheet. (To export a report to Excel, simply run the report and then click on Excel in the buttonbar. Please note: Excel integration is not available in QuickBooks Basic or any QuickBooks version prior to 2001.)

Tip 69: Organize your data with “class.” If you are keeping data from multiple locations in one QuickBooks file, assign a “class” to each location to facilitate pulling together similar items from multiple locations. To use this method, you must turn on Class Tracking, add the appropriate classes for your income and expenses, and assign a class to each transaction you wish to track. For step-by-step instructions, just go to the Help Index and type Classes, Overview.

Tip 70: Use “class” and “type” correctly. In QuickBooks, “class” is used to classify transactions, and can be applied only to a transaction and not to any other QuickBooks entity. In QuickBooks, “type” is used to classify customers, jobs, and vendors, and so only customers, jobs, and vendors can be classified by type.

Tip 71: Assign more than one class to the same invoice—swiftly. To assign more than one class to the same invoice, modify the Invoice layout to include the Class field on each column of the detail area. Follow these steps:

- Display an Invoice.
- In the Custom Template field at the top right of the Invoice, select Customize. This displays a list of Templates that can be customized.
- Click Edit. This displays the customizable sections of the invoice.
- Click Columns. This shows which columns are currently displayed on the screen and on the printed invoice.
- Click the box on the Class line under the Screen column, then click OK.
- Now your invoice has a new column for Class. You can enter a different class on each line of the invoice. If you don’t fill in a class, that line item will be assigned to the class shown at the



QuickFact:

QuickBooks Enterprise Solutions includes a Combine Reports feature that will allow you to automatically run the same report across multiple company files and output the results side-by-side in a single Excel spreadsheet. To see it in action, simply return the enclosed postage-paid card or call 1.866.272.8735, ext. 4176, to request a free trial.

top of the invoice.

Tips 72-78: Streamline Report Management

Following are a few ways to simplify the reporting process so you can quickly accomplish your tasks—and be more productive.

Tip 72: Memorize and group to save time. Memorize and group reports that you run on a regular basis to save time and ensure consistency. Use the Process Multiple Reports function to run entire groups of reports at once. Go to Reports > Process Multiple Reports and select the Group you wish to run. You can uncheck any reports in the group that you don't need and change date ranges on the fly.

Tip 73: Memorize your reports quickly. To memorize a report, create a new report and customize it for the date range, filters and appearance you want, then click the Memorize button. Enter a report title in the Memorize Report dialogue box and select the Group to which it should be added if applicable (if you haven't created the Group you want yet, click OK; you'll be able to add the report once you've created the Group).

Tip 74: Create a new Report Group with ease. To create a new Report Group, go to Reports > Memorized Reports > Memorized Report List. From the Memorized Report List window, click on the Memorized Report button and select New Group. Enter a title, such as "Quarterly Board Meeting," for the Report Group and then click OK. To add reports to the Group, or move a report from one group to another, highlight the report and click on the Memorized Report button (or right-click) and select Edit. Finally, select the appropriate group from the drop-down list.

Tip 75: Automate for accountant's sake. Check with your accountant to see what reports s/he wants to see on a regular basis, then automate those reports using the steps above.

Tip 76: Avoid reporting errors. Always remember to record Sales on a form (Invoice, Credit Memo, Cash Sale or Statement Charge). If you record Sales in the Make Deposit or Journal Entry, then the Sales Tax Liability Report, as well as any Item reports, will not match the sales on the P&L.

Tip 77: Customize your report templates. Download report templates specific to your industry by going to List > Templates, clicking on the Templates button and then selecting Download Templates. You will be taken to the QuickBooks Solutions Marketplace Web site, where you can select report templates from a variety of styles, industries and layouts (Note: Template import not available in QuickBooks Basic).

Tip 78: Quickly select report items using your mouse. To select most of the items on a particular list quickly in Report Filters, click the first item and without releasing the mouse button slide the pointer down just below the list to check all items. Then, release the mouse button and click off the items you do not want included in your filter.

Tips 79-88: Ensure Fail-Safe Security, Backup and Recovery

Backups are always a major concern, but absolutely worthless if not continually tested. It's helpful to ask yourself questions like:

- "What if my current location had a fire or other disaster?"
- "How fast could I set up our business in a new location?"
- "Who has the backup tapes?"
- "Are the tapes working?"

Tip 79: Ensure proper user access. Review user access periodically to make sure each user sees only what they need. Use Company > Set up Users to review or set up access.



QuickFact:

QuickBooks Enterprise Solutions comes with a year of unlimited phone support INCLUDED. Request your free trial today by calling or returning the enclosed reply card.

Tip 80: Enforce password privacy. Ensure that users are logging out of QuickBooks when they leave their workstation. Usernames and passwords don't help if people stay logged in. Also, check for sticky notes by a user's computer. Too many people note their passwords somewhere easily found by others.

Tip 81: Avoid using names as logins. Use Job Titles, such as Order1, Order2, Accounting1, Accounting2, for logins rather than names. It will be easier to understand their access, and the logins won't need to be changed (only the password will) when a new employee comes on board.

Tip 82: Remind users of their access privileges. Remember that users can edit transactions they created while still in them, but once saved, the user access settings determine whether they can go back and edit transactions.

Tip 83: Backup for smoother operations. Make daily backups on another computer on the network to allow for immediate change if the server goes down. This will keep your company going during business operation so recovery can then be completed during off-hours.

Tip 84: Don't forget the obvious. Keep a copy of your backup OFFSITE. This is a simple tip that many companies overlook or get out of the habit of doing.

Tip 85: Back up your year-end data. In addition to your regular backup routine, you should make two separate year-end backup copies of your data using reliable backup media (such as brand-new disks or tape), and label them with the year. Keep one year-end backup copy at your business and store the other off-site.

Tip 86: Develop a solid disaster recovery plan. It's always a good idea, and never too late, to develop a disaster recovery plan. Start by listing your critical business processes, who in the company is involved in which steps, and what data is needed for each. Then, evaluate how you could respond given a breakdown at each of the different steps.

Tip 87: Restore your data whenever you need to—easily. Follow these simple steps if you ever need to restore data from your backed-up files.

- If your backup is on a removable disk, insert it into the appropriate drive. If your backup is on multiple disks, insert the first disk.
- Go to File > Restore. If the information in the upper Filename or Location fields is incorrect, click the upper Browse button to open the Restore From window. Select your backup file in the Look In drop-list, then click Open (hint: your backup file will look something like "Company Name.QBB"). The lower Filename and Location fields contain the name and future location of the restored file. If this information is incorrect, click the lower Browse button to open the Restore To Window. Select the correct file in the Save In drop-list (or enter a new file name in the File Name field, giving it a .qbw extension), then click Save.
- Note: You may see the message, "(Filename.qbw) already exists. Do you want to replace it?" Clicking Yes will write the restored file over the existing file. To be absolutely safe, click No, then enter a temporary file name into the File Name field, making sure it has a .qbw extension. Once you are certain the restored file is functioning properly and contains the correct data, you can always rename the restored file with the original filename, which will safely overwrite the original .qbw file.

Tip 88: Use Audit Trail at your discretion. You can turn on Audit Trail when training a new employee, or if you are concerned about activities within QuickBooks. This allows you to review actions taken by specific users, such as editing transactions. Even if Audit Trail is not turned on when those activities take place, it will report transactions in their current state (i.e., deleted, current previous, etc.). Turn off Audit Trail if you don't need it for a specific purpose, since it tends to slow processing.

Tips 89-96: Track and Manage Critical Employee Data More Effectively

Managing employee information for payroll is a complicated task in and of itself, so here are some strategies to ensure that it's a quick and seamless process.



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Tip 89: Group your employees for easy management. Use the Class Tracking feature in QuickBooks to group employees by department, location, or other criteria. For example, if your employees are located in different geographical areas, you can assign a class (such as Northwest) to the employee on the Payroll Info tab of the employee record.

Tip 90: Easily find employees for payroll time. To get to the Payroll Info tab, go to Employees > Employee List. If the employee is already on the list, select the employee's name and choose Edit from the Employee menu button. Or, if the employee is not yet on the list, choose New from the Employee menu button. From the Change tabs drop-down, select Payroll and Compensation Info, and then choose the Payroll Info tab.

Tip 91: Clarify class assignments. If Class Tracking is turned on, you can determine whether QuickBooks should assign one class to an entire paycheck, or a separate class to each payroll item that appears in the Earnings section of a paycheck. From the Edit menu, choose Preferences, and then select Payroll & Employees from the list on the left (remember that Class Tracking must be turned on first).

- Entire paycheck. Select this option to have QuickBooks assign a class you specify to all payroll expenses, including company-paid taxes, on the paycheck.
- Earnings item. Select this option to have QuickBooks add a Class column to the Earnings section of the Preview Paycheck window, which gives you the ability to assign a separate class to each payroll item listed in the Earnings section.

Tip 92: Break down payroll taxes to your specifications. In the Company Preferences tab for Payroll & Employees, you'll also see an option to report all payroll taxes by Customer: Job, Service, Item and Class. Select this option to have QuickBooks break down company-paid payroll expenses on reports of expenses by job or class for:

- Company-paid payroll taxes.
- Additions, commissions and company contributions if the "Track Expenses by Job" checkbox is selected in the setup Wizard for the individual payroll items.

Tip 93: Organize employee salaries for work at multiple locations. If you pay hourly employees and need to keep track of their time at multiple locations, follow these steps to allow hours worked at different locations to appear on paychecks, and to create one paycheck for all hours worked:

- Turn on Class Tracking, then go to the Payroll Info tab and check the box to report all payroll taxes by Customer: Job, Service, Item and Class, as well as the radio button for Assign One Class Per Earnings Item as described above.
- Create a class for each location by choosing Class List from the Lists menu. Click on the Class menu button and select New, then enter a name for the class and click OK (or Next to enter another Class).
- Activate the Timesheet function by going to Edit > Preferences > Time Tracking (clock icon on the left side) > Company Preferences and answering "Yes" to the question "Do you track time?" Then, select the first day of your workweek.
- Go to Lists > Employee List and double-click the name of the employee that works in multiple locations, then select the Payroll & Compensation Info tab and check the box for "Use Time Data to Create Paychecks." Repeat for each employee in this situation.
- Now go to Employees > Time Tracking > Use Weekly Time Sheet and pull in one of your employees that works in multiple locations. Enter the Class for each store location and fill in the Service Item, Payroll Item, and Notes as appropriate.
- Now when you generate your paychecks, the information regarding hours worked at the different locations and classes will appear on the paycheck, and you can create one paycheck for all hours worked.

Tip 94: Accurately reflect payroll liabilities. Do not pay your payroll liabilities from the Write Checks window. If you use this window, QuickBooks will warn you to use the Pay Liabilities window, but will let you write the check. However, when you print the 941 and the 940, it will not reflect any payments that you made using the Write Checks window. Use the Pay Liabilities window to create checks for all payroll tax liabilities and ensure that the payments are reflected accurately on the 941, 940 and other payroll reports and that your liability accounts are properly reduced.



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Tip 95: Outsource your payroll for maximum benefits. Given the complexity of managing payroll accurately, you may want to consider taking advantage of one of the QuickBooks Payroll Services. For example, Complete Payroll is a fully outsourced option that is integrated with QuickBooks, allowing you to give us your payroll data via Web entry, PC entry, phone or fax—and we'll do the rest. Visit www.payroll.com for information.

Tip 96: Get the ultimate organizer for employee information, compliance guidance and critical reports. You may also want to consider a subscription to the QuickBooks Employee Organizer, which provides: easy access to all your critical employee information in one place, guidance on how to execute hiring, firing, and leaves of absence, as well as detailed information to help you stay in compliance with federal and state regulations (updated regularly as part of your subscription). Just visit www.quickbooks.com, go to the Services section, and then look under Employee Management for more information.

Tips 97-99: Simplify Tasks with Essential Keyboard Shortcuts

Here are some helpful shortcuts for your convenience. You may want to print this page for easy reference.

Tip 97: Standard Windows shortcuts also work in QuickBooks.

- CTRL+C. Copy
- CTRL+X. Cut
- CTRL+V. Paste
- CTRL+F. Find

Tip 98: QuickBooks shortcuts are just as easy to remember.

- CTRL+M Memorize Item
- CTRL+T. Bring up Memorized Transaction List
- CTRL+A. Show Account List
- CTRL+R. Open Register
- CTRL+Q Quick report on highlighted list element (item/name/account)
- CTRL+D Delete
- CTRL+E. Edit
- CTRL+I Create Invoice
- CTRL+W Write Check
- CTRL+1 or F2 Show Product Information screen
- CTRL+Delete Deletes the selected line from a transaction
- CTRL+Insert Insert a blank line in the selected area of a transaction

Tip 99: A few helpful calendar shortcuts.

- Alt+DownArrow. Show Calendar
- '+' Next Day
- '-' Previous Day
- 'T' Today
- 'W' First Day of the Week
- 'K' Last Day of the Week
- 'M' First Day of the Month
- 'H' Last Day of the Month
- 'Y' First Day of the Year

Learn more about QuickBooks Enterprise Solutions

We hope you found this guide a useful resource to help you make the most of your QuickBooks software. Should you still feel that your current software has outgrown your needs, or if you are encountering problems with multiple users, maxing out on your list limits, or network slowdown—please call us at 1.866.272.8735, ext. 4176, or return the attached reply card. We'll be glad to send you a free trial of QuickBooks Enterprise Solutions Business Management Software.

QuickBooks Enterprise Solutions Business Management Software offers growing businesses our most comprehensive set of business management tools, including increased capacity, improved performance, and better tools to manage growth. In addition, it includes all the 2003 features of QuickBooks Pro, Premier, and Premier: Accountant Editions. Best of all, QuickBooks Enterprise Solutions 2.0 is as easy to use as your current version of QuickBooks, so you and your staff don't have to learn how to use it.

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- Ability to track and manage more employee information
- Greater insight with advanced reporting and planning tools
- Increased accuracy with better inventory tool

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