



# The Studio Director QuickBooks Help

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The Studio Director

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# OVERVIEW & REQUIREMENTS

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## *General Overview*

The Studio Director can be configured to export daily revenue numbers and enter them into QuickBooks automatically. Depending on how/when revenue is recognized, The Studio Director can either export high-level payment numbers (cash accounting method), or high-level charge numbers (accrual accounting method). This is reviewed in more detail later in the document.

There are two ways that you can perform an export into QuickBooks:

- QuickBooks has been installed on a PC
- You are using the on-line version of QuickBooks

The export into QuickBooks is currently only supported for the US and Canadian version of QuickBooks. If a different version of QuickBooks is being used, please contact our support team and we will try to make the export work.

Intuit does not provide a way to export to QuickBooks installed on a MAC. If you are using a MAC, you will either need to manually transfer the numbers to QuickBooks or use the on-line version of QuickBooks.

The purpose of this document is to review the export to QuickBooks process and give some tips on common errors that can be received during the export process.

***NOTE: This document is NOT intended to troubleshoot QuickBooks and/or the Web Connector. Both QuickBooks and the Web Connector are Intuit products. Please contact Intuit support for issues with either QuickBooks or the Web Connector.***

## *Document Overview*

This document will review:

- What a QuickBooks item is
- The setup of the export to QuickBooks and a review of the two accounting methods
- The steps to enable an export from QuickBooks
- The export to QuickBooks process
- Common errors that can be received and potential fixes for those errors

## **Requirements**

### **QuickBooks installed on a PC**

The following three things are required in order for The Studio Director to perform an export to QuickBooks installed on a PC.

1. The Studio Director software
2. US or Canadian version of QuickBooks financial software (installed on a PC)
3. The Web Connector

The Web Connector needs to be installed on the same computer as the QuickBooks financial software. Prior to the 2010 version of QuickBooks, the Web Connector was a separate program that needed to be installed on the computer. After QuickBooks 2010, the Web Connector is installed as part of the QuickBooks installation so no separate installation is needed.

### **On-line Version of QuickBooks**

The following two things are required in order for The Studio Director to perform an export to the on-line version of QuickBooks.

1. The Studio Director software
2. An on-line account with QuickBooks

The Studio Director will need to be authorized to perform the export into the on-line version of QuickBooks. This will need to be renewed about every 180 days.

# QUICKBOOKS ITEMS

No matter which accounting method is used, a QuickBooks item is required so that The Studio Director knows where to put the information. A QuickBooks item is anything that is bought, sold, or resold in the course of doing business.

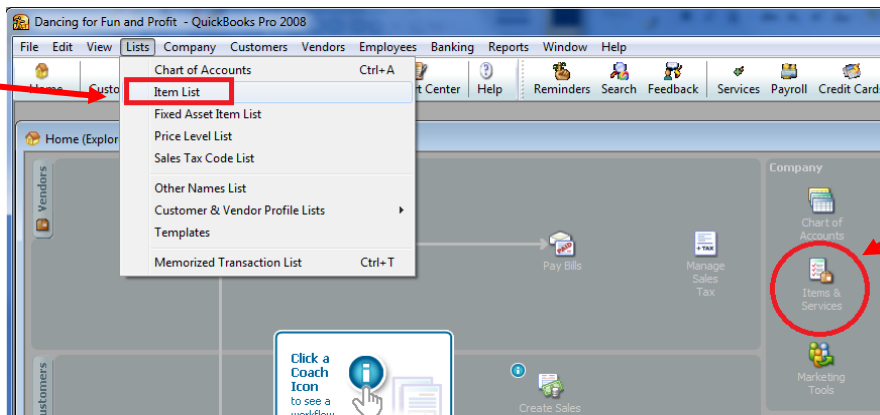
**QuickBooks items need to be defined *first* before any exports can be completed.**

An **example** of creating a QuickBooks item is provided here. The actual method of creating a QuickBooks item may vary depending on the version of QuickBooks that is being used. If any issues arise while attempting to create a QuickBooks item, contact Intuit support.

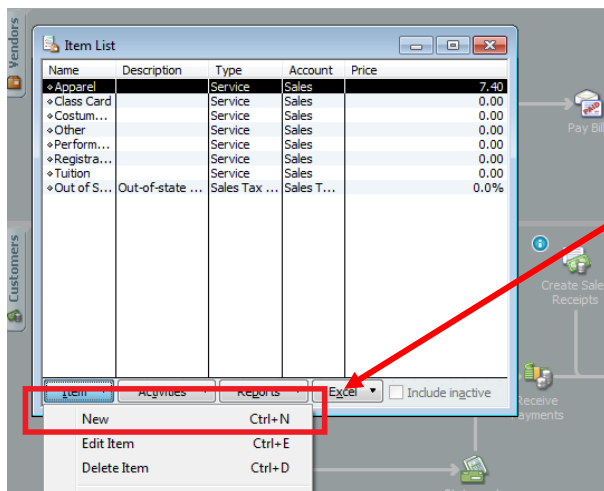
## Creating Items in QuickBooks Installed on a PC

There are two ways to create a QuickBooks item.

#1.  
Select the Lists menu option and then select "Item List"



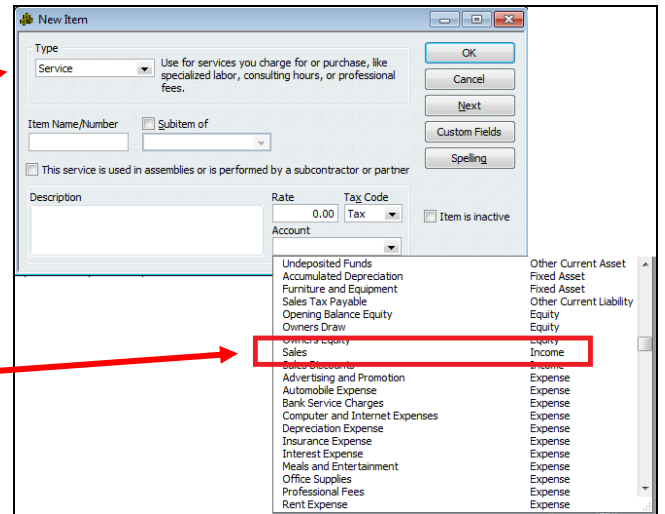
#2.  
Select the "Items & Services" icon on the QuickBooks desktop screen.



Once the item box appears, a new item can be defined by selecting the "Item" drop-down box and then selecting "New".

QuickBooks items used for The Studio Director export are usually defined to have a *Type* of “Service”, but can also be “Non-inventory Part”, “Other Charge”, or “Sales Tax Item”. The *Type* can also be “Inventory” if the option is available. The Studio Director does NOT export items of type Inventory/Assembly, FixedAsset, Subtotal, Discount, Payment, Sales Tax Group, or Group.

The *Account* needs to be “Sales” or some type of income.

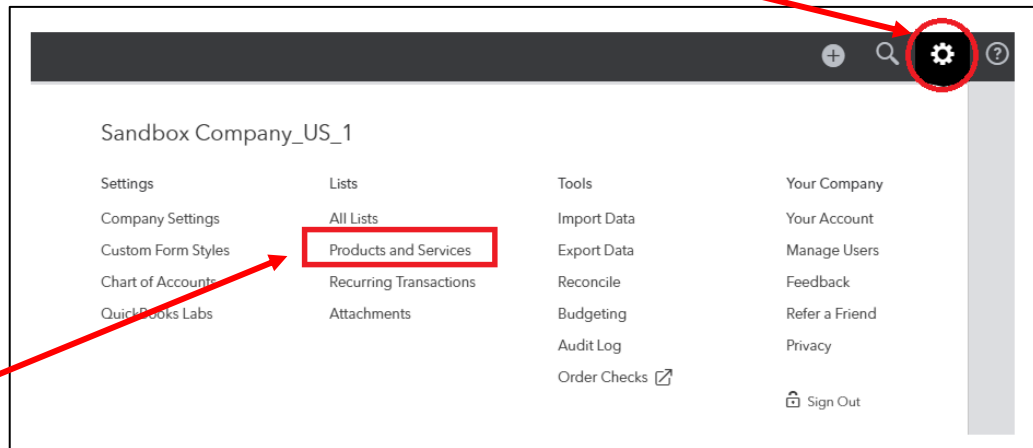


After the items have been added, payment methods can be created by going to the Lists menu option and selecting “Customer & Vendor Profile Lists”. In the pop-up window, select “Payment Method List”. Select the Payment Method drop-down box to enter in a new payment method.

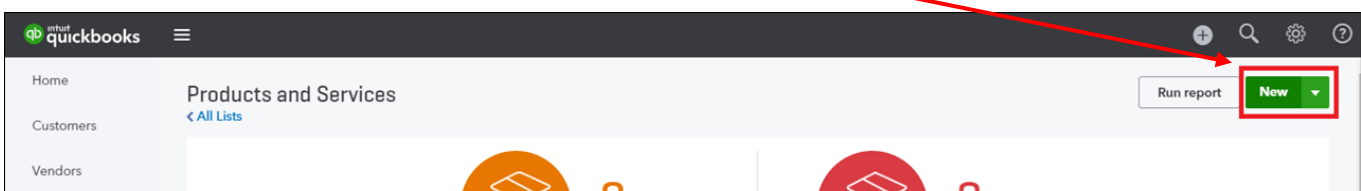
### Creating Items for the On-Line Version of QuickBooks

First, select the gear icon in the upper right corner of the QuickBooks page.

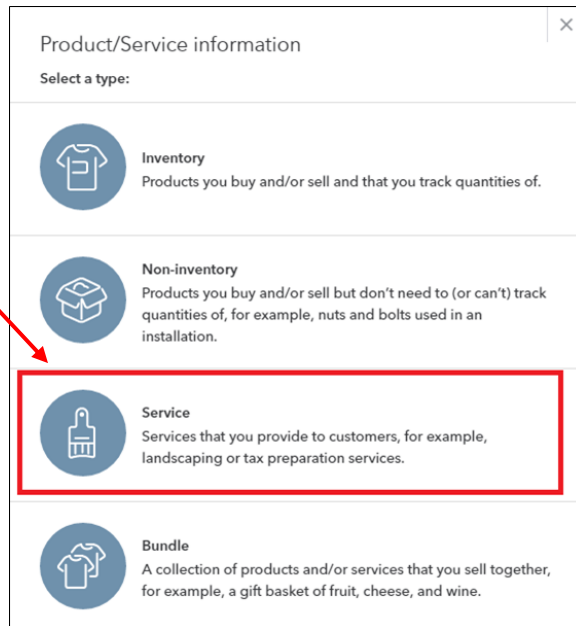
When the window opens up, select “Products and Services”.



On the next page, select “New” from the upper right corner.



When the window opens up, select “Services”.

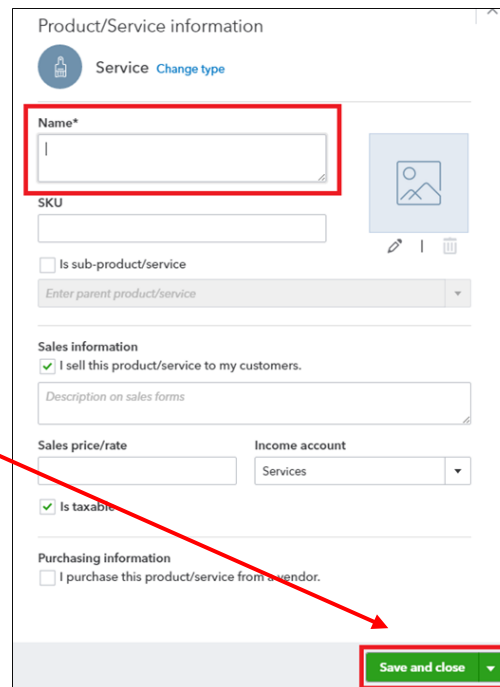


The screenshot shows a window titled "Product/Service information" with a close button in the top right corner. Below the title is the instruction "Select a type:". There are four options listed, each with a circular icon and a description:

- Inventory**: Products you buy and/or sell and that you track quantities of.
- Non-inventory**: Products you buy and/or sell but don't need to (or can't) track quantities of, for example, nuts and bolts used in an installation.
- Service**: Services that you provide to customers, for example, landscaping or tax preparation services. This option is highlighted with a red rectangular box.
- Bundle**: A collection of products and/or services that you sell together, for example, a gift basket of fruit, cheese, and wine.

A red arrow points from the text above to the "Service" option.

Enter in the name of the item and save the changes.



The screenshot shows the "Product/Service information" window with the "Service" type selected. The "Name\*" field is highlighted with a red rectangular box. Below it are fields for "SKU", "Is sub-product/service", and "Enter parent product/service". The "Sales information" section includes a checked box for "I sell this product/service to my customers.", a "Description on sales forms" field, "Sales price/rate", "Income account" (set to "Services"), and a checked box for "Is taxable". The "Purchasing information" section has an unchecked box for "I purchase this product/service from a vendor". At the bottom right, the "Save and close" button is highlighted with a red rectangular box. A red arrow points from the text above to the "Name\*" field, and another red arrow points from the same text to the "Save and close" button.

When the items have been created, payment methods can be created by selecting the gear icon, selecting “All Items”, and then selecting “Payment Methods”.



# SETUP FOR EXPORTING TO QUICKBOOKS

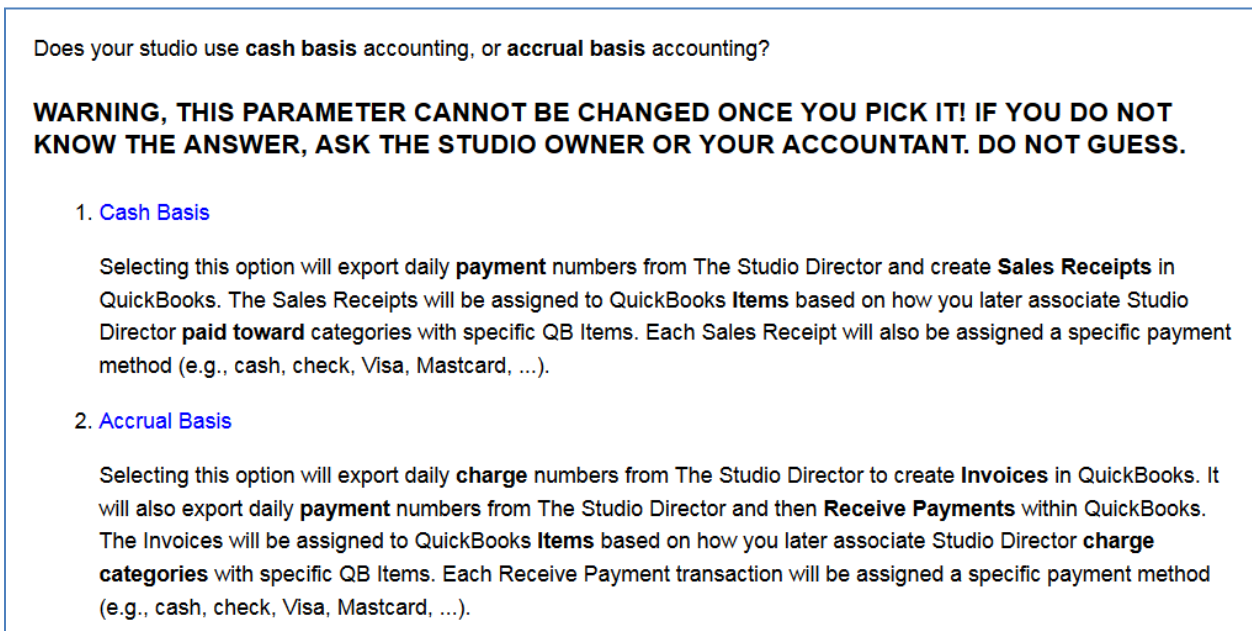
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The QuickBooks export must be enabled within The Studio Director in order for an export to be performed. Contact The Studio Director support team to modify your studio for the QuickBooks export.

There is a one-time setup that must be done before an export to QuickBooks can be performed. Immediately after QuickBooks has been enabled, a new QuickBooks section will appear under the Admin tab. The first time the QuickBooks section is accessed, you will see the following option:



Once the *Setup QuickBooks Export* link is selected, the following message appears:



This defines the type of transactions that are exported into QuickBooks. As noted in the Warning, the parameter cannot be changed once it is picked. If the wrong method is selected, the configuration for your studio will need to be reset and cleared by support. Any history in The Studio Director of transactions that were exported with the incorrect method would be lost.

## Accounting Methods

### Cash Basis Accounting

Cash Accounting means that revenue is recognized when the payment occurs. For studios that use Cash Accounting, The Studio Director will export high-level daily **payment** information (i.e. the information that shows up in the Payment Summary report). The *Paid Toward* category is mapped to the QuickBooks item and a sales receipt is created within QuickBooks. All *Paid Toward* categories are mapped, including blank *Paid Toward* categories. **How the payment was allocated is not exported to QuickBooks.** Therefore, if the payment needs to be split by category (i.e. “Tuition”, “Costumes”, etc.), then all payments **MUST** have a *Paid Toward* category filled in when payments are entered. It is the only way for The Studio Director to distinguish payments for mapping.

### Accrual Basis Accounting

Accrual Accounting means that revenue is recognized when a customer is charged. For studios that use Accrual Accounting, The Studio Director will export the high-level daily **charge** numbers (i.e. the information that shows up in the Charges Summary report). The charge categories within The Studio Director are mapped to QuickBooks items to create an invoice within QuickBooks. Total payments are exported by payment method (i.e. MasterCard totals, cash totals, check totals, etc.) to Receive Payments within QuickBooks. **The Paid Toward category is not exported to QuickBooks.** Setting a *Paid Toward* category has no impact on the export to QuickBooks for accrual accounting (but will help with some of The Studio Director reports). Just like cash accounting, allocation of the payment is not exported.

Once an accounting method has been selected, The Studio Director will ask for verification.

## Initialization Process

### For QuickBooks Installed on a PC

In order for The Studio Director to perform an export into QuickBooks installed on a PC, The Studio Director needs to be added to the Web Connector so that an export can be performed.

**NOTE: The Studio Director does not need to be added to the Web Connector each time an export is performed. If for some reason The Studio Director needs to be added to the Web Connector after initialization has been performed, it can be done via the Admin tab.**

There are potentially 5 steps will need to be done to add The Studio Director to the Web Connector:

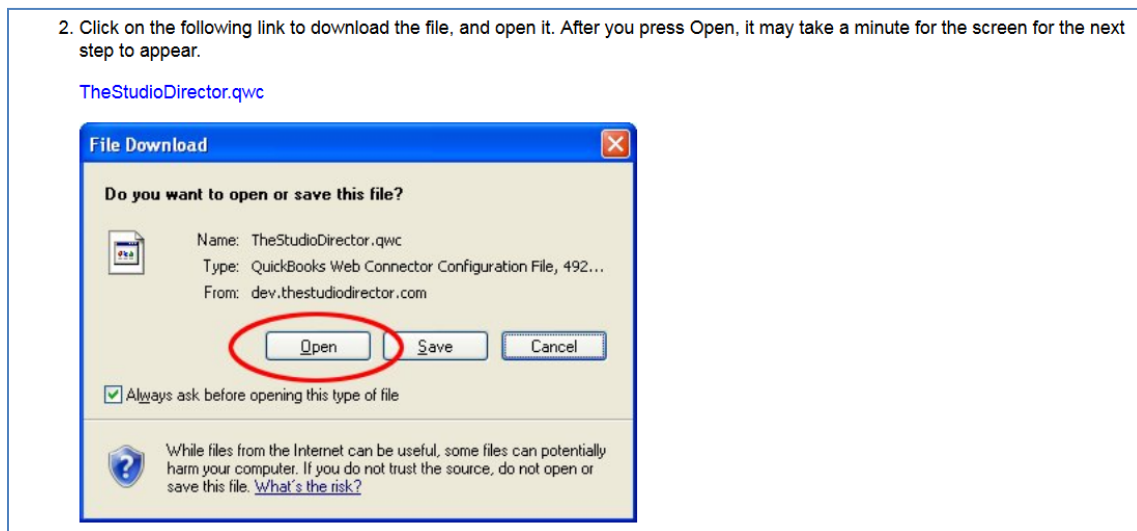
1. Make sure QuickBooks is running and is open to the company’s database.
2. Click on the link to the .qwc file to download the file and open it up.
3. Authorize the new web service.
4. Access to the company file may need to be granted depending on the version of QuickBooks being used
5. QuickBooks Web Connector will start and there will be an entry for The Studio Director.

Step 1: Make sure QuickBooks is running and is open to the company's database.

Making sure QuickBooks is running might be obvious, but QuickBooks needs to be up and running in order to be able to add anything to the Web Connector.

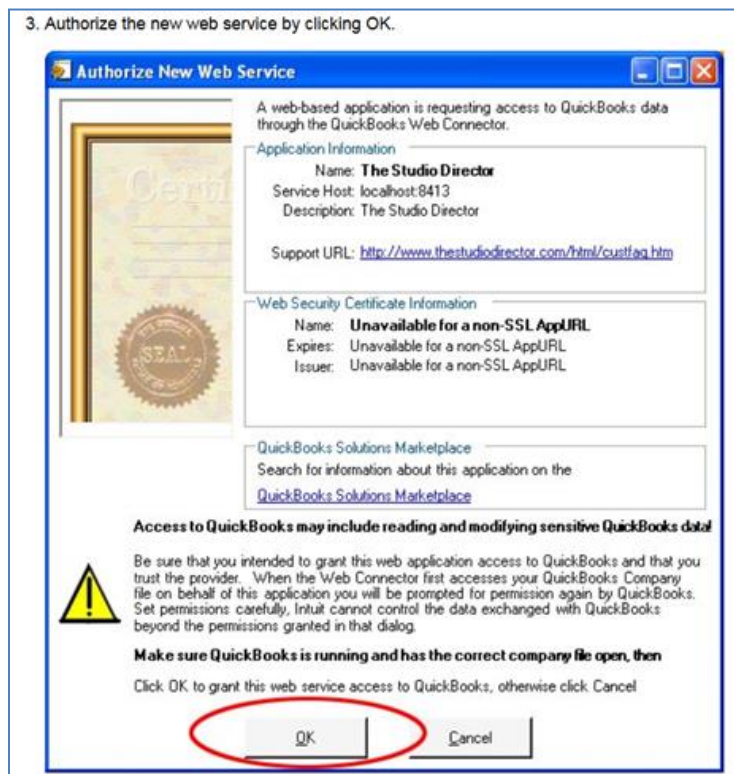
Step 2: Click on the link to the .qwc file to download the file and open it up.

The actual window may look slightly different than the image below, but there should be an 'Open' button to select. It is possible that the OK button will need to be selected after pressing the 'Open' button. After pressing 'Open', it may take a few minutes for the next step to appear.



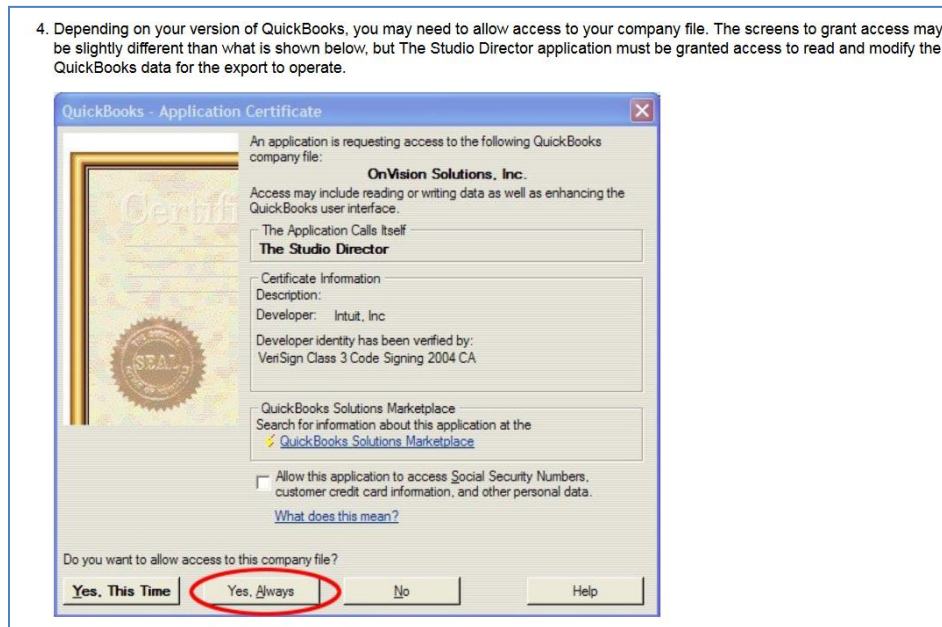
Step 3: Authorize the new web service.

This may appear in a separate window. Click the OK button to authorize the new web service.



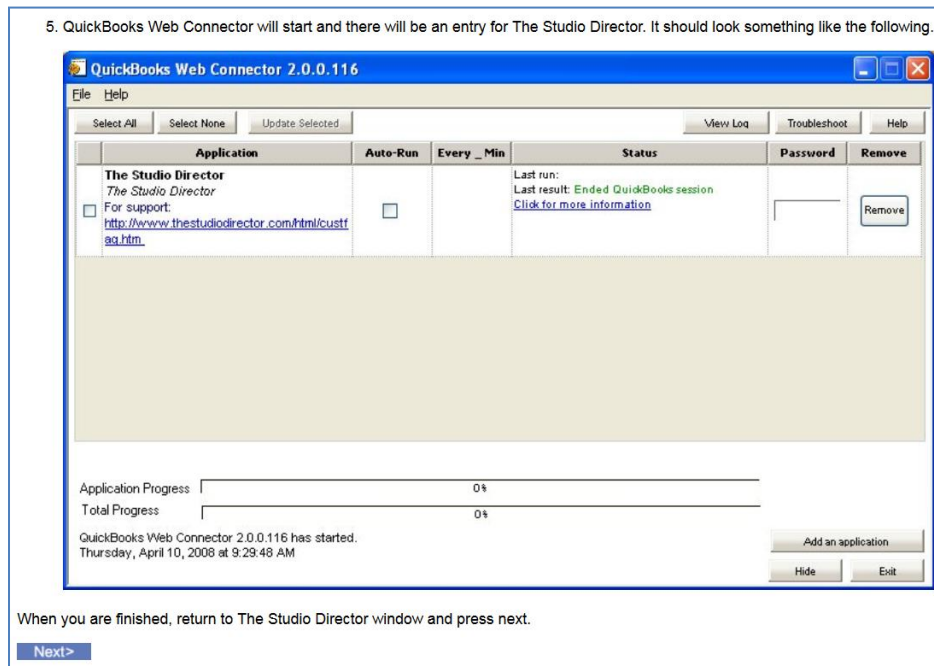
Step 4: Grant access to the company file, if needed.

Depending on the version of QuickBooks, the following screen may or may not appear. Click “Yes, Always” if you see this window.



Step 5: The Web Connector will start with an entry for The Studio Director.

The Web Connector window should look something like this:



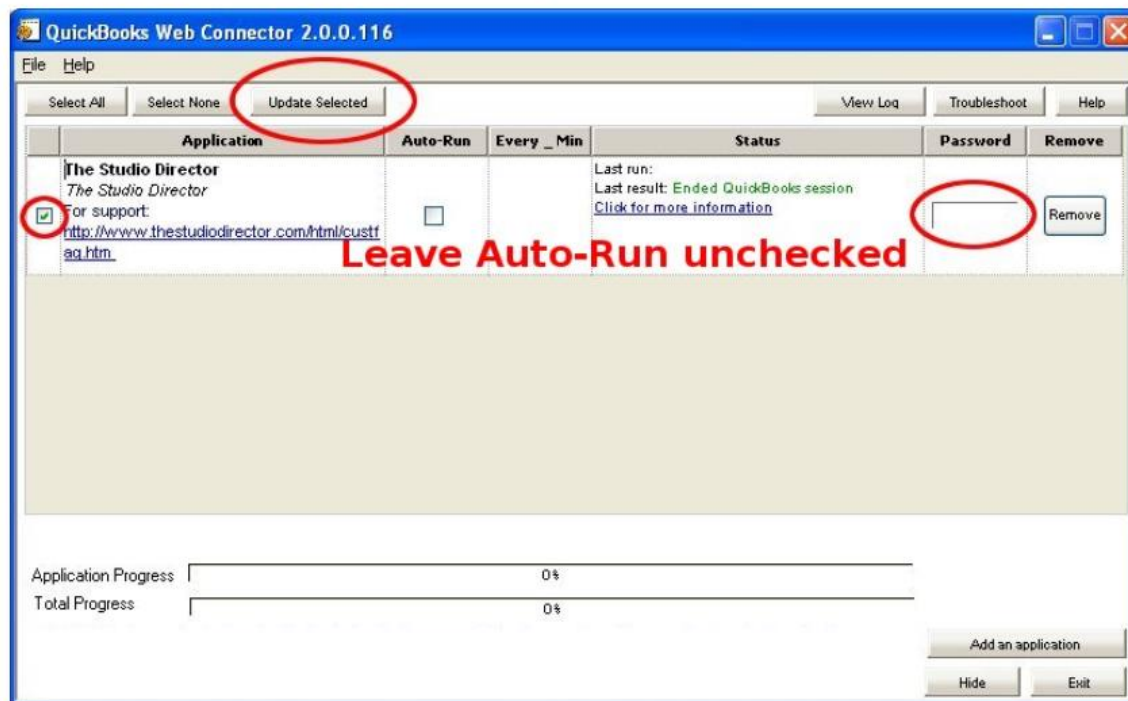
The “Application Progress” bar should turn green to indicate that The Studio Director was added to the Web Connector. When complete, return to The Studio Director and select the ‘Next’ button.

## Next Steps

After selecting the 'Next' button in the previous steps, the Web Connector will need to be updated. The following screen will appear:

Please, follow these steps:

1. Make sure QuickBooks is running and your company database is open on this same PC.
2. Switch to the QuickBooks Web Connector application. If the QuickBooks Web Connector is not running, you can start it from the Windows Start button, All Programs, QuickBooks, Web Connector. Some versions of the web connector are also referred to as Exchange Data with Web Services.
3. Make sure you have entered a password. The password is the same as your Studio Director password. Select the checkbox on the left of The Studio Director. Make sure you have **NOT** checked Auto-Run. Click Update Selected.



4. When QuickBooks Web Connector has completed the update, return to this Studio Director window and press next.

Next>

Again, make sure that QuickBooks is running and open on the same PC where the export to QuickBooks will be performed. After switching to the Web Connector:

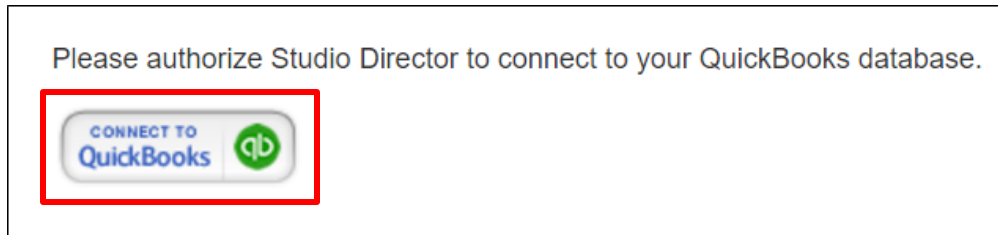
- Select the box to the left of The Studio Director application.
- Enter in a password. This password is the same password you use to log into The Studio Director. Type in the password – do not copy from another document or used a saved password.
- Leave “Auto-Run” unchecked.
- After the above three things have occurred, select the ‘Update Selected’ button.

When asked, **DO NOT save the password for the Web Connector.** This can create issues. The password will need to be typed in each time an export to QuickBooks is performed. ‘Update Selected’ may need to be selected again after the message asking to save the password.

When complete, there will be two green bars at the bottom. Both Application Progress and Total Progress bars should be green with 100% in them. When this occurs, return to The Studio Director and press the ‘Next’ button.

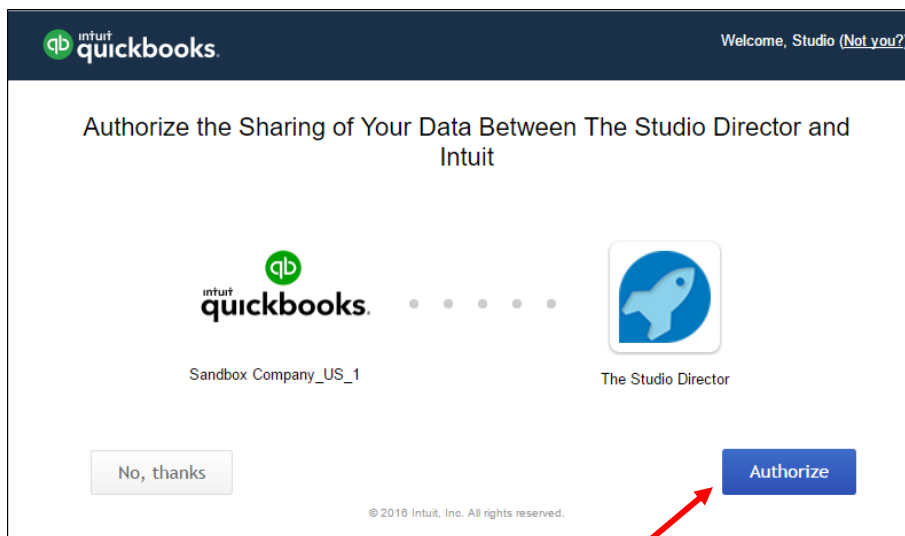
## For the Online Version of QuickBooks

In order for The Studio Director to export into the on-line version of QuickBooks, you will need to authorize The Studio Director to connect to your QuickBooks account. The Studio Director will display the message below asking for this authorization. Select the 'Connect to QuickBooks' button to connect to QuickBooks and give the authorization.



The first time you access the on-line version of QuickBooks, you may need to authorize The Studio Director to be able to download into QuickBooks. This authorization will last 180 days. After that time, you will need to re-authorization The Studio Director to access your QuickBooks database.

After you select the 'Connect to QuickBooks' button, a window will appear asking you to log into your on-line QuickBooks account. Once you have successfully logged into your QuickBooks account, a message will appear asking you to authorize sharing of data between The Studio Director and Intuit.



You must select the 'Authorize' button to allow access.

A message will appear that states "Intuit is now securely transmitting your data to The Studio Director". This may take a few second. You are then taken to the Mapping step.

## Mapping

In order to export into QuickBooks, mapping must be performed between The Studio Director and QuickBooks. The way in which account information is mapped depends on the kind of accounting practice that is being used.

**For cash basis accounting**, the following must be mapped:

- *The Paid Toward category.* For case basis accounting, the *Paid Toward* categories are mapped to the QuickBooks items. Each *Paid Toward* category must be mapped – including blank *Paid Toward* categories. Remember that this is a strict *Paid Toward* to item mapping. ***How the payment is allocated is NOT exported to QuickBooks.***
- *The payment methods.* Payment methods within The Studio Director are mapped to the payment methods within QuickBooks.

**For accrual basis accounting**, the following must be mapped:

- *The charge categories.* For accrual basis accounting, the charge *Category* is mapped to the QuickBooks item.
- *The payment methods.* Payment methods within The Studio Director are mapped to the payment methods within QuickBooks. While the *Paid Toward* categories are not exported to QuickBooks, the payment totals for each type of payment method are. As with cash basis accounting, ***how the payment is allocated is NOT exported to QuickBooks.***

No matter which accounting method is selected, the various QuickBooks items that are available are visible by selecting the drop-down arrow in the “QuickBooks Item” column.

The following picture shows an example of mapping the Paid Toward categories to various QuickBooks items that have been defined.

Select a QuickBooks Item for each Studio Director paid toward, then press OK at the bottom of this page.

Studio Director Paid Toward	QuickBooks Item
	Tuition
Tuition	Tuition
Apparel	Apparel
Class Card	Class Card
Costume Balance	Costume Fees
Costume Deposit	Costume Fees
Event/Recital Fee	Performance Fee
Other	Other
Performance Fee	Performance Fee
Registration	

OK

- Apparel
- Class Card
- Costume Fees
- Other
- Out of State
- Performance Fee
- Registration Fee
- Tuition

Mapping for charge categories to QuickBooks items looks similar except that there are multiple Auto Tuition charges (one for each class type).

The following picture shows an example of mapping the payment method to the QuickBooks payment methods.

Select a QuickBooks payment method for each Studio Director payment method.

Studio Director Payment Method	QuickBooks Payment Method
	<input type="text"/>
Check	<input type="text"/>
MasterCard	<input type="text"/>

- American Express
- Cash
- Check
- Debit Card
- Discover
- Gift Card
- MasterCard
- Visa

Note the blank Payment Method. This can occur if there is a “Prior Balance” on the family ledger. A “Prior Balance” entry is created when old family charge/payment information is archived by The Studio Director team. However, this balance is usually at least 2 years old and would not be exported anyway.

An export to QuickBooks can be performed once mapping is complete.

### Mapping Tips

Mapping can also be done after setup by going to the Admin tab and modifying mapping in the QuickBooks section (#2). Cash basis accounting will change the Studio Director *Paid Toward* to QuickBooks items mapping. Accrual basis accounting will change The Studio Director charge *Category* to QuickBooks item mapping. If the QuickBooks items do not appear, there is a link at the top of the page that will download the items from QuickBooks.

Select a QuickBooks Item for each Studio Director paid toward, then press OK at the bottom of this page.  
If the items in the drop downs do not match your QuickBooks items [click here](#) to download items from QuickBooks.

When mapping, keep the following in mind:

- The mappings determine how the Sales Receipts/payments are created in QuickBooks when you run the “Export to QuickBooks” process.
- More than one *Paid Toward* category/charge category can be mapped to the same QuickBooks item. For example, both “Costume Deposit” and “Costume Balance” can be mapped to a QuickBooks item called “Costumes”.
- More than one payment method in The Studio Director can be mapped to the same QuickBooks payment method.
- If a mapping change occurs, only future exports are modified. Any past exports will use the old mapping.
- If a new *Paid Toward* category is added, the mapping screen automatically is displayed so that it can be mapped to a QuickBooks item.
- If a QuickBooks item is deleted that is mapped to a *Paid Toward* category within The Studio Director, an error message will appear during the “Export to QuickBooks” process.



# EXPORTING TO QUICKBOOKS

A step-by-step guide to performing an [export to QuickBooks](#) can be found by selecting 'Help' from the gold tool bar. In the General section, select "On-line Help". Click on the blue words "Admin tab" on the left and then select "Manage QuickBooks".

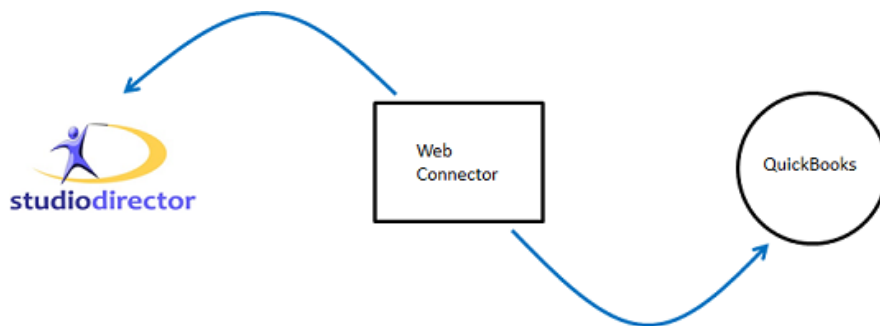
## The Process

### QuickBooks Installed on a PC

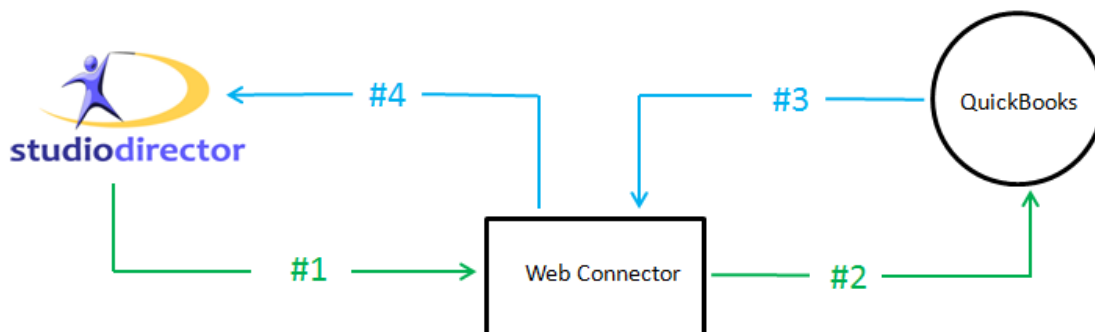
In order to perform an export into QuickBooks installed on a PC, both QuickBooks and the Web Connector must be up and running on the computer. Additionally, The Studio Director must be accessed from the same computer that is running QuickBooks and the Web Connector.

Here is what happens when an export to QuickBooks installed on a PC is performed:

- The Web Connector connects to The Studio Director and to QuickBooks.



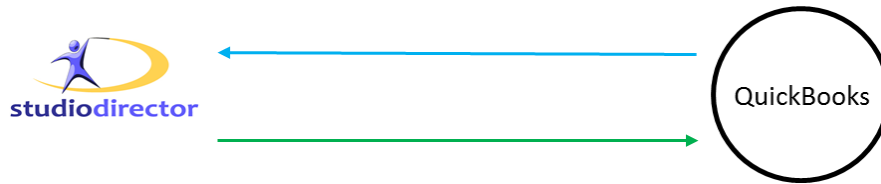
- The Web Connector downloads the information from The Studio Director (#1 below).
- The Web Connector sends the information to QuickBooks (#2 below).
- QuickBooks responds back to The Web Connector with the status of the export (#3 below).
- The Web Connector sends that response to The Studio Director (#4 below). This is how The Studio Director knows that the export was successful
- Note that it is the Web Connector that is grabbing the data from The Studio Director and pushing it over to QuickBooks. It is not The Studio Director initiating the push over to the Web Connector.



## Using the On-line Version of QuickBooks

You may need to log into the on-line version of QuickBooks when you perform an export from The Studio Director. If needed, QuickBooks will prompt you to authorize The Studio Director to access QuickBooks information.

With the on-line version of QuickBooks, The Studio Director communicates directly with QuickBooks. QuickBooks then responds directly to The Studio Director with the status of the export.



### What happens now?

Depending on the type of accounting, The Studio Director will either export daily payment numbers (for cash accounting) or daily charge numbers along with payment totals (for accrual accounting).

Sales Receipts (cash accounting) and payments (accrual accounting) are entered into Undeposited Funds within QuickBooks. According to QuickBooks support, the Undeposited Funds account is a holding account, similar to holding money in a drawer until it can be deposited. The funds remain in this account until the payments are deposited into a bank account. Within QuickBooks, this is done via "Make Deposit" under the banking menu item. Once the deposit is made, the funds are transferred from the Undeposited Funds account into the bank account. The Undeposited Funds account allows grouping deposits in QuickBooks to match the deposits to whatever financial institution is being used so that statements can easily be reconciled with the QuickBooks bank account.

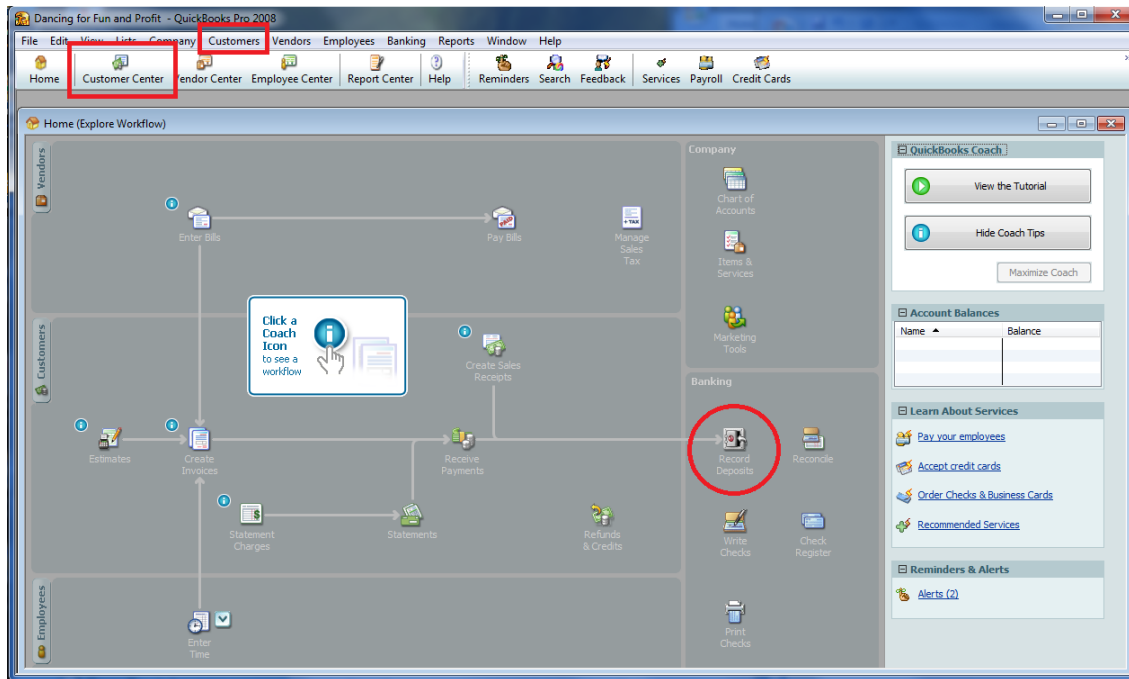
### The Studio Director QuickBooks Transaction Report.

The amount that was exported can be found by going to the Reports tab, in the Other Reports section, and running the QuickBooks Transactions report. This report will show the amount that is in The Studio Director and the amount that was exported to QuickBooks. Any amounts exported into QuickBooks is displayed in the *Amount Exported to QuickBooks* column. If this amount matches the amount that is in the *Current Studio Director Amount*, and the amount in the *Difference* column is \$0, then the export was successful. If the *Amount Exported to QuickBooks* column contains \$0, it means that the export did not occur for some reason. If the amounts in the *Current Studio Director Amount* and the *Exported to QuickBooks* does not equal, then something was not exported to QuickBooks. The Studio Director totals would need to be looked at to determine why the amounts are different (see tips and Questions below).

## QuickBooks Sales Receipts/Payments

### QuickBooks Installed on a PC

Within the PC version of QuickBooks, the exported amount can be viewed in the sales receipts (cash accounting) and payments (accrual accounting) by clicking on the “Record Deposits” icon on the QuickBooks home page. The exported amount can also be viewed by going to Customers and then selecting Customer Center or by selecting the Customer Center menu option icon at the top of the page.

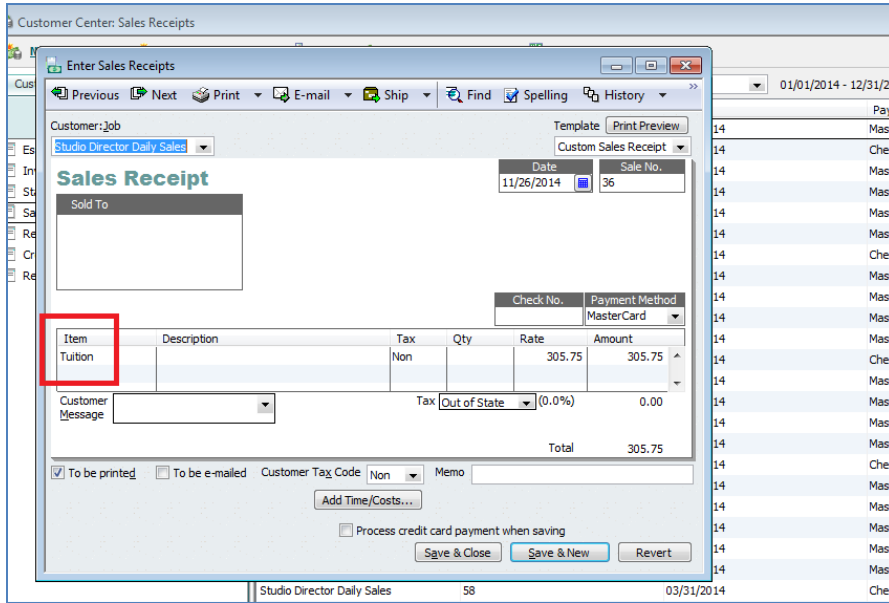


Each amount will be shown by the total that was exported. If the export amount is not visible, make sure that the *Date* field is correct.

The screenshot shows the QuickBooks Pro 2008 Customer Center: Sales Receipts screen. The 'Date' field is set to '01/01/2014 - 12/31/2014'. The table shows a list of sales receipts with columns for Customer, Num, Date, Pay Meth, and Amount. The first row is highlighted in red.

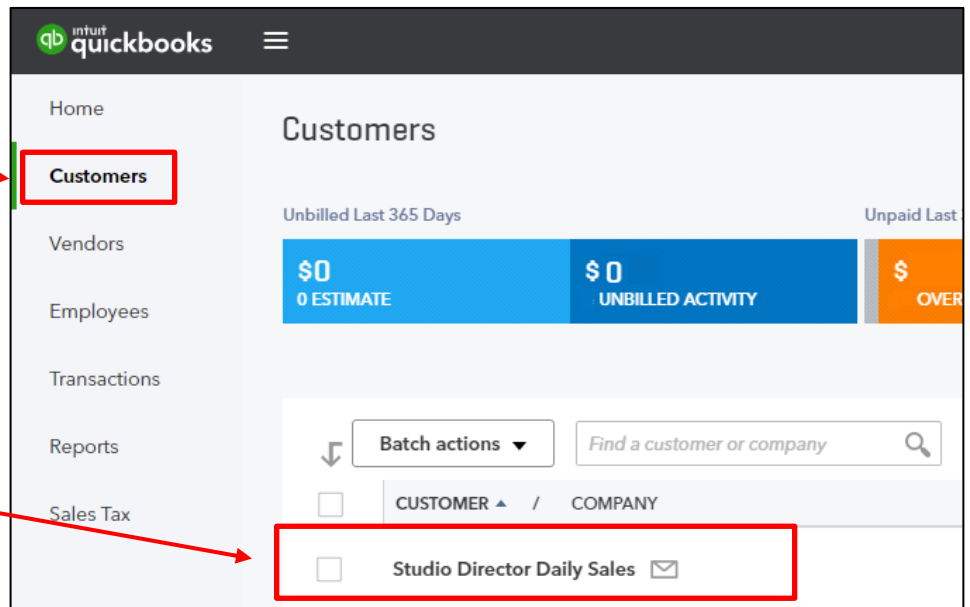
Customer	Num	Date	Pay Meth	Amount
Studio Director Daily Sales	36	11/26/2014	MasterCard	305.75
Studio Director Daily Sales	37	12/04/2014	Check	375.21
Studio Director Daily Sales	38	12/08/2014	MasterCard	410.00
Studio Director Daily Sales	39	12/30/2014	MasterCard	889.25
Studio Director Daily Sales	40	12/30/2014	MasterCard	10.00
Studio Director Daily Sales	41	11/26/2014	MasterCard	305.75
Studio Director Daily Sales	42	12/04/2014	Check	375.21
Studio Director Daily Sales	43	12/08/2014	MasterCard	410.00
Studio Director Daily Sales	44	12/30/2014	MasterCard	889.25
Studio Director Daily Sales	45	12/30/2014	MasterCard	10.00
Studio Director Daily Sales	46	11/26/2014	MasterCard	305.75
Studio Director Daily Sales	47	12/04/2014	Check	375.21
Studio Director Daily Sales	48	12/08/2014	MasterCard	410.00
Studio Director Daily Sales	49	12/30/2014	MasterCard	889.25
Studio Director Daily Sales	50	12/30/2014	MasterCard	10.00
Studio Director Daily Sales	51	01/03/2014	MasterCard	1,000.00
Studio Director Daily Sales	52	02/12/2014	Check	588.60
Studio Director Daily Sales	53	02/20/2014	MasterCard	42.50
Studio Director Daily Sales	54	02/24/2014	MasterCard	610.00
Studio Director Daily Sales	55	02/27/2014	MasterCard	37.50
Studio Director Daily Sales	56	03/21/2014	MasterCard	181.20
Studio Director Daily Sales	57	03/28/2014	MasterCard	72.50
Studio Director Daily Sales	58	03/31/2014	Check	10.00
Studio Director Daily Sales	59	05/30/2014	MasterCard	300.00
Studio Director Daily Sales	60	05/30/2014	MasterCard	75.00

To view an individual item, double click on the line item. A table will open up that shows the information about that individual item.




### On-line Version of QuickBooks

Within the on-line version of QuickBooks, the exported amount can be viewed by first selecting "Customers" from the menu on the left side of the window.




Then, select the customer Studio Director Daily Sales.

To view an individual item, select the item from the list on the next page.

Studio Director Daily Sales 



[Add notes](#)








[Edit](#) [New transaction](#) 

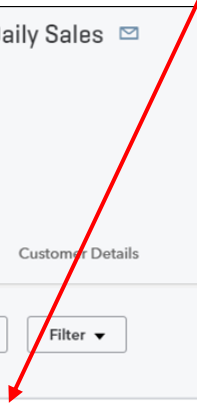
\$-1,227.98  
OPEN

\$490.58  
OVERDUE

Transaction List | Customer Details

Batch actions  Filter 

<input type="checkbox"/>	DATE	TYPE	SOURCE	DUE DATE 	BALANCE	TOTAL	STATUS	ACTION   
<input type="checkbox"/>	12/07/2...	Sales Receipt			\$0.00	\$50.00	Paid	<a href="#">Print</a> 
<input type="checkbox"/>	12/07/2...	Sales Receipt			\$0.00	\$80.00	Paid	<a href="#">Print</a> 
<input type="checkbox"/>	12/07/2...	Sales Receipt			\$0.00	\$75.00	Paid	<a href="#">Print</a> 



## Exporting Tips

- **Negative numbers are not exported to QuickBooks.** This means that things like discounts, tuition adjustments, or refunds are not exported. **Negative numbers must be manually entered into QuickBooks.**
- Exporting twice for the same period or overlapping periods of time does NOT remove the original entry. Instead duplicate entries within QuickBooks are entered. If corrections are made within The Studio Director that need to be transferred to QuickBooks, there are two options:
  - Delete the export/entries that are in QuickBooks and perform the export again.
  - Manually correct the QuickBooks entries to reflect the changes that were made within The Studio Director.
- Tax charges export to a sales tax item category.
  - For cash basis accounting, the tax will only be exported to QuickBooks if the payment has specifically been split with the tax category selected in the *Paid Toward* field.
  - For accrual basis accounting, tax will have a unique charge category that will be exported.
- If an export is performed for transactions that have already been exported (i.e. same dates are selected), The Studio Director will give a warning message indicating that the transactions have already been exported. If needed/wanted, a duplicate export can be performed at that time.
- We recommend that individual family accounts are managed within The Studio Director. QuickBooks should only be used for the high-level revenue numbers.

# ERRORS

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This section contains a list of some of the more common errors that may occur with the export to QuickBooks process, but is not a complete list of errors that may be encountered.

## *Password Error*

This is the most common reason for an export to QuickBooks failure. The password must be the same password that you are using to log into The Studio Director. Usually this is the password for the admin login, but not always. The password must match exactly including capital letters and numbers.

**Once the password error has occurred, the export to QuickBooks must be re-started within The Studio Director.** The password cannot just be re-entered into the Web Connector. The export process must be re-started by going to the Admin tab, in the QuickBooks section, and selecting #1 Export to QuickBooks. Follow the steps again and then switch to the Web Connector when prompted.

If this doesn't work, log out of the Web Connector, log out of QuickBooks, and log out of The Studio Director. Then, close the browser window that was being used for The Studio Director. When everything is logged out of and closed down, re-open everything. The password must be typed in. DO NOT use any password that is in memory. DO NOT use a password that has been copied/pasted from somewhere else.

If this does not work, the next step is to get a log by doing the following:

1. Run one test and one test only. Do NOT run multiple tests and do not click 'Update Selected' within the Web Connector multiple times even if the error message is that there is an invalid password.
2. Log into The Studio Director and write down the login name and password that is being used. Again, do not copy/paste the password. It must be typed in.
3. Go to the Admin tab, in the QuickBooks section, #1 Export to QuickBooks.
4. Make sure QuickBooks is running. Then, start the Web Connector.
5. Type in the password and write down the password that is being used. Then click 'Update Selected'. Only click 'Update Selected' one time, regardless of what it says.
6. If the export is not successful, do NOT go back to The Studio Director and click the 'Next' button. Instead, send the following information to support personnel at The Studio Director:
  - a. The login
  - b. Both passwords – the one that is being used for the Web Connector and the one that is being used for The Studio Director.
  - c. The error message that the Web Connector displays.
  - d. The view log output file. Full text is needed – not just a screenshot. This can be found by selecting the "View Log" button on the Web Connector. Copy *all* text in the log when sending in a copy.
  - e. If available, also send the qbsdklog.txt file (use search so it can be found).

## ***Administrative Error***

Basically, this error means that whoever is doing the export is not considered an “administrator” by the Web Connector. If this error occurs, start the Web Connector by right clicking and then selecting “Run as Administrator”. Remove any instances of The Studio Director by clicking in the box next to the name and then selecting the ‘Remove’ button. Add The Studio Director back to the Web Connector by going to the Admin tab, in the QuickBooks Administration section, #4 Add The Studio Director to QuickBooks Web Connector. If the error occurs again, please send the qbsdklog.txt file to The Studio Director support team. Also, please send in the answers to the following questions:

- What is the history of QuickBooks on the PC that you are working on? What versions of QuickBooks and Windows are you working with and when was it installed?
- Were there any previous QuickBooks installed on from this computer?
- Did QuickBooks work before? Has it ever worked on this PC?
- Have you tried to bring up QuickBooks and The Studio Director on another computer? If so, did everything work on that computer?

## ***Mapping Error***

This isn’t so much of an error, as a need to map the QuickBooks items to The Studio Director *Paid Toward* or *Charge Category* fields again. For example, if a new charge category or *Paid Toward* category is being used that was not previously mapped, The Studio Director will request that mapping be performed before the export process. Once the mapping has been done, the export can be performed.

## ***QBWC1039: There was a problem adding the application. Check QWCLog.txt for details Unique OwnerID/FileID pair value required.***

This error can be corrected by first deleting The Studio Director application from the Web Connector. This can be done by clicking in the box next to The Studio Director and then selecting the ‘Remove’ button. Then, add The Studio Director back into the Web Connector by going to the Admin tab, in the QuickBooks section, and selecting to add The Studio Director to the QuickBooks Web Connector.

## ***There is an invalid reference to QuickBooks...***

A QuickBooks error message can start out with the words “There is an invalid reference to QuickBooks”. Two potential error messages are given below. The solution to both error messages is the same and given after the second “There is an invalid reference to QuickBooks” error message below.

***There is an invalid reference to QuickBooks Sales Tax Code “NON” in the Customers. QuickBooks error message: Invalid argument. The specified record does not exist in the list.***

OR

***There is an invalid reference to QuickBooks Customer “Studio Director Daily Sales” in the SalesReceipt. QuickBooks error message: Invalid argument. The specified record does not exist in the list.***

For some QuickBooks installations, one of the two above error messages can be received. When The Studio Director does an export into QuickBooks, it will create a customer called “Studio Director Daily Sales”. If there is a problem creating this customer, one of the above error messages will appear. You can check for the “Studio Director Sales Tax” customer by selecting “Customers” in the QuickBooks toolbar and then selecting “Customer Center”. On the left side of the screen, you should see a customer called “Studio Director Daily Sales”. If you do not see this customer, contact The Studio Director support team.



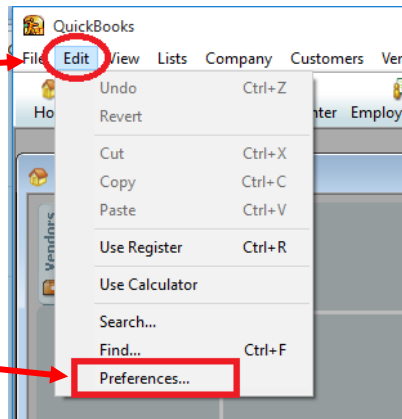
## QB3140 - There is an invalid reference to QuickBooks

This error will be displayed in The Studio Director after an export has been performed and the 'Next' button selected. If there are transactions that did not export, you will see this error message along with a message that states "The following transactions were not exported successfully. For each transaction, you have three options..."

For each item that did not export successfully, determine if the item has a Type of "Sales Tax" by looking in QuickBooks. First, bring up the item by selecting Lists from the QuickBooks tool bar and then selecting "Item List". Double click on the item name. If the Type of the item is "Sales Tax", then this will cause issues if the QuickBooks company database is also set to taxable. Item Types of Service, Non-inventory, Part, Inventory Part, and Other should work properly.

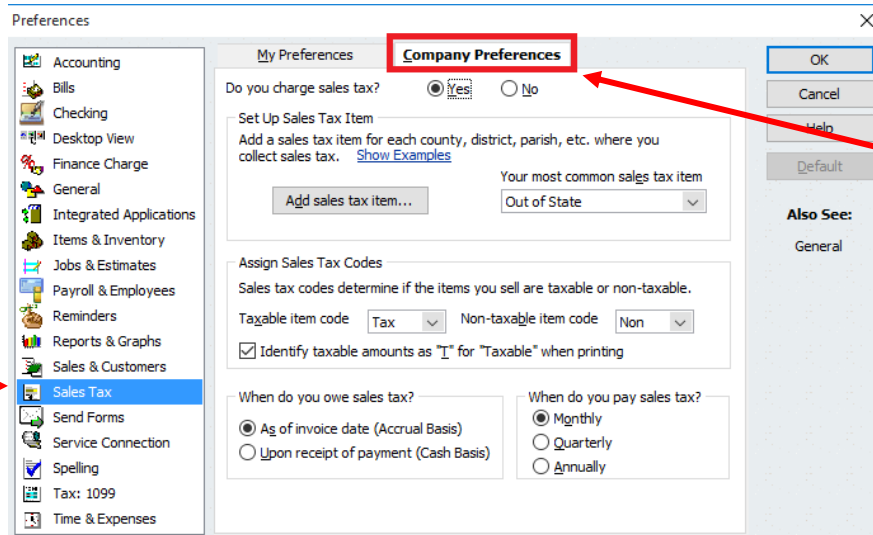
To determine if the Company database is set to taxable:

1. Select Edit from the tool bar within QuickBooks.



2. Select the "Preferences..." menu item.

3. When the Preferences window appears, select "Sales Tax" from the list on the left side of the page.



Then, select the Company Preferences tab. The first question asks if you want to charge sales tax. If this is set to "Yes", then your QuickBooks database is set to be taxable.

If the item that failed to export is set to Type "Sales Tax" and the Company database is set to taxable, then you have three options:

- OPTION #1: Set the company to non-taxable by modifying it on the Company Preferences tab.
- OPTION #2: Create a new item that is of type Service, Non-Inventory, Part, Inventory Part, or Other. Name the item something like "Studio Director Sales Tax" or "Costume Sales Tax" (for costumes) or "Tuition Sales Tax" (for tuition), etc. Then, map the tax within The Studio Director to this new item and perform the export again.

- **OPTION #3:** Create a new item that is of Type “Sales Tax” and set the tax rate for that item to 0%. (**NOTE:** You must create a new item. This process will not work for the default sales tax item.) Again, you can name the item something like “Studio Director Sales Tax” or “Costume Sales Tax”. The tax agency for the new item can be set to the same tax agency as listed for the default sales tax item so that everything will be combined in the sales tax reports.

### *Other Errors*

Any other error that is received will need to be handled by Intuit support.

# QUESTIONS

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## *What does high-level mean?*

This means that the total amount between the dates selected will be exported to QuickBooks. The Studio Director will not export individual family tuition amounts. **The Studio Director recommends that individual families be managed within The Studio Director.**

For cash accounting, this means that The Studio Director will total up all the payments that have “Tuition” as the *Paid Toward* and export that amount. The Studio Director will not export the tuition payment for the Smith family, the tuition payment for the Jones family, etc.

For accrual accounting, this means that The Studio Director will total up all the tuition charges that were placed onto the family accounts and export that amount. The Studio Director will not export the tuition charge for the Adams family, the tuition charge for the Baker family, etc.

## *Can I export individual class information?*

The answer to this depends on the type of accounting that is being used.

*For cash accounting*, payments will always be exported to QuickBooks grouped as “Tuition” or “Registration”, etc. If a further breakdown is needed, it will need to be done manually within QuickBooks.

*For accrual accounting*, The Studio Director will export the tuition totals by class type (e.g. there would be an exported amount for “Auto Tuition/Ballet” and “Auto Tuition/Jazz”, etc.) If a further breakdown is needed (like if specific classes need to be broken out), it will need to be done manually within QuickBooks. Payments will be exported grouped on the type of payment that was used. If a further breakdown is needed, it will need to be done manually within QuickBooks.

## *The Studio Director is telling me I’ve already downloaded transactions for the dates I’ve chosen, can I download these transactions again?*

Usually, the answer is no. If another export to QuickBooks is performed using the same dates, then there will be duplicate entries within QuickBooks. The exceptions to the rule are if the items got deleted out of QuickBooks after the first export or if the first export was unsuccessful.

## *If I change something in The Studio Director, will another export to QuickBooks correct the amount in QuickBooks?*

Another export will not correct the amount in QuickBooks. Performing another export to QuickBooks will export all the numbers for that time frame again. This means that all amounts would be doubled within QuickBooks. The best thing to do is to run the QuickBooks Transaction report within The Studio Director to determine the actual amount that was exported. The amount will then need to be manually fixed within QuickBooks.

## *How often should I perform an export to QuickBooks?*

Once a week should be often enough to export to QuickBooks, but many studios only export once a month. Making sure the month is closed out (and the ledger locked) is a good time to go ahead and export. Daily exports can be too often – especially at the beginning of the season when students are switching classes. Since negative numbers are not exported, any negative changes to the student accounts will need to be manually transferred to QuickBooks. Daily exports sometimes do not allow enough time for the ledgers to “settle down”.

### ***Why are the QuickBooks numbers higher than The Studio Director numbers?***

Usually, numbers in QuickBooks can be higher than the numbers that appear in The Studio Director for one of two reasons:

- An export to QuickBooks has been performed more than one time for the same period of time.
- Charges or payments may have been deleted within The Studio Director after the export to QuickBooks has been performed.
- The Studio Director may contain credits or negative transactions that have not been manually entered into QuickBooks.

### ***I show 60 (or some other number) in the Every\_Min field of the Web Connector. What does this mean?***

A number appears in the Every\_Min column when there is a check mark in the Auto-Run box. Once the check mark has been removed from Auto Run, the time reference will go away.

### ***How can I export sales tax payments into QuickBooks?***

Cash Basis Accounting: When a *Paid Toward* category is selected that is taxable, The Studio Director will automatically use that payment to pay off both the original charge and the tax. For example, when “Tuition” is selected as the *Paid Toward* category, The Studio Director will use the payment to pay off the original tuition charge plus any sales tax that has been applied. If the sales tax needs to be specifically split out for the export to QuickBooks, then the payment will need to be split within The Studio Director with the sales tax specifically being selected as a *Paid Toward* category.

Accrual Basis Accounting: Sales tax charges will automatically be selected as part of the export since they are listed as a separate charge category when they post within The Studio Director. All payments are still grouped by payment method and are not split up by the *Paid Toward* category selected.

### ***How can I export Cost of Goods Sold to QuickBooks?***

You should use the Inventory Transaction History report within The Studio Director to show the cost of goods sold.

### ***Other***

If there are more specific questions about QuickBooks, contact Intuit support.

If there are more specific accounting questions (like “What type of accounting do I use?”), contact your accountant.