

**The** eCommerce Order Processor  
**SuperManager**

Lite for QuickBooks



By SuperWare, LLC

**User's Manual**

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## 1.0 Introduction

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This is an abbreviated version of the full user's manual to assist you specifically in exporting store information into QuickBooks. Much of the documentation contained in the full user's manual is also applicable to **The SuperManager Lite** for QuickBooks. Refer to the user's manual for more in depth coverage of all the functionalities available to you. This manual can be viewed at [http://www.thesupermanager.com/sm\\_usersmanual.pdf](http://www.thesupermanager.com/sm_usersmanual.pdf).

### 1.1. Terminology

Term	Meaning in The SuperManager
Batch	Yahoo merchant account batches or a group of credit card transactions being processed together. They can be viewed in your Yahoo! Store manager by going to "Manual Transactions" and clicking on "Review Batches"

## 2.0 Quick Start for Exporting to QuickBooks

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### 2.1. Downloading Products and Orders into The SuperManager

The first step to exporting your store information into QuickBooks is to import it into The SuperManager.

1. Install the software by running "SuperManager.msi" and follow the prompts.
2. Open The SuperManager and choose "View" | "Store Settings..." from the main menu.
3. In the "Login/Security" tab enter your Yahoo! store id, username, password and key. Then you may close the store settings.
4. Download orders by clicking menu "View" | "Orders". Once you are in the Orders Dialog Window, press the "Get New Orders" button.
5. Choose a logical starting point for the orders you wish to track in The SuperManager. You may want to start with orders from the current year, month, etc... Enter this order in the "From" box and the word "last" in the "To" box and click "OK".

**Note:** It is recommended to start with 10-20 orders the first time, so all the settings can be verified.

**Note:** The first time you download orders The SuperManager will ask you if you want to download your products. If you choose not to they will automatically be added as you download orders containing the products. However, since importing products populates fields that are not populated without doing this it is recommended to choose 'Yes' and allow The SuperManager to download your products.

### 2.2. Setting Up The QuickBooks File to Receive Data from The SuperManager

A few things are required to successfully import data from The SuperManager. First, you will need to download and install two patches from Intuit that installs the necessary interfaces. These are available at [http://www.thesupermanager.com/download/redistributables/QBFC5\\_0Installer.exe](http://www.thesupermanager.com/download/redistributables/QBFC5_0Installer.exe)

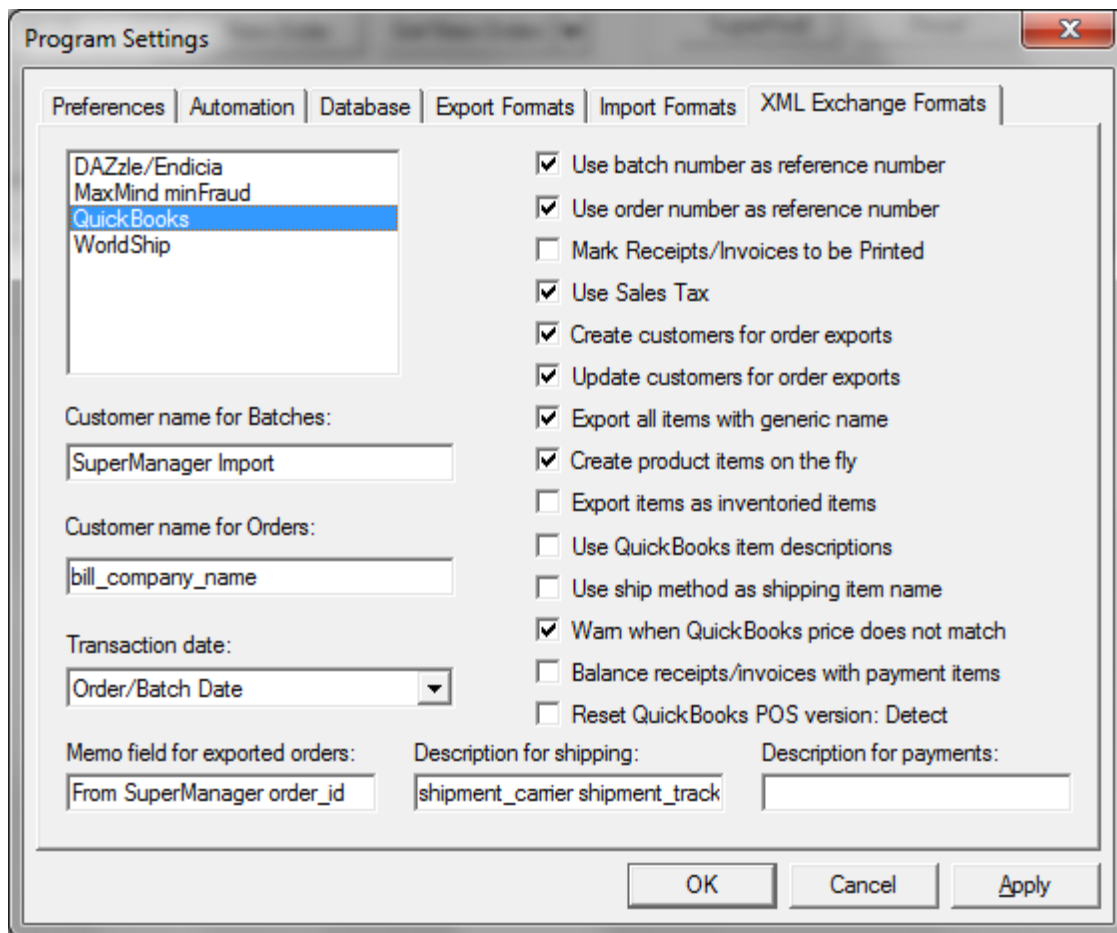
<http://www.thesupermanager.com/download/redistributables/QBXMLRP2Installer.exe>

The following Accounts **must** be in your QuickBooks data file. If they do not exist, please make them now by going to "Chart of Accounts" | "New":

Account	QuickBooks Account Type	Applicable Export(s)	Purpose
Accounts Receivable	Accounts Receivable	Orders	Account into which payments on credit memos and invoices are deposited.
Cost of Goods Sold	Cost of Goods Sold	Products	Account that is linked to products that are exported from The SuperManager as the cost of goods sold account. *Consider using a sub-account, such as Cost of Goods Sold:Merchandise
Inventory Asset	Other Current Asset	Products	Account that is linked to products that are exported from The SuperManager when you have selected to export as inventory items.
Taxable Sales	Income	Products, Batches	Account that is set as the income account for taxable products exported from The SuperManager.
Nontaxable Sales	Income	Products, Batches	Account that is set as the income account for nontaxable products exported from The SuperManager

### 2.3. Choosing the Export Preferences

Before exporting to QuickBooks several settings need to be entered in The SuperManager. These settings are located in two places. The program settings will apply to each smg file you use with The SuperManager. These settings are found under **“View” | “Program Settings...” | “XML Exchange Formats”**. After selecting **“QuickBooks”** from the format list the following settings will appear.



These settings are explained below.

- Customer name for Batches** The customer name to be used when exporting batches. Note that any store settings or batches variables can be used in this field. For example you could use “todays\_date”, “batch\_account” or any other variables as listed in the [appendix of the user’s manual](#).
- Customer name for Orders** The customer name to be used for exporting orders if the option “Create customers for order exports” is not checked. As above you can use any store settings or orders variables in this field. If you are exporting orders to QuickBooks POS and are syncing your order information with QuickBooks a good practice is to export orders with the pay method name as the “Customer”. When you do this all the customer information is still populated in the “Ship To” fields, the customer reference is just placed with “MasterCard” for example. You can achieve this by using the variable “bill\_method\_account” as the customer name.
- Transaction date** The date that should be assigned to transactions imported to QuickBooks:
- Order/Batch Date: The date the order was received or batch was submitted.
  - Export Date: The date the order or batch was exported from SuperManager to QuickBooks.
  - Date Funds Were Received: The date the last charge was issued

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for an order. For batches it is the same as the batch date.

Use batch number as reference number	This dictates whether the SuperManager will set the sales receipt number of the batches it exports to the batch number. If this is checked the batch numbers will appear as "Batch XXXXX", where XXXXX is the batch number with leading zeros if applicable.
Use order number as reference number	Works similar to the setting for batch number, except the sales receipt/invoice number will simply be the order number
Mark Receipts/Invoices to be Printed	This option dictates whether sales receipts/invoices will be marked as "To be printed" in QuickBooks.
Use Sales Tax	If this option is selected, SuperManager will assign items in orders to the appropriate tax code so QuickBooks can properly calculate your tax liability. With it unchecked it will not try to assign tax codes, but will still add a line item to represent the sales taxes collected.
Create customers for order exports	If this option is selected a new customer will be created for each order you export and address, phone and default payment method information will be populated. If it is not selected SuperManager will still create a customer if the customer name dictated by what you have defined in "Customer name for Orders" does not exist, but the address, phone and default payment information will not be populated.
Update customers for order exports	If this option is selected, if SuperManager encounters a customer that shares the same name as an existing customer in the QuickBooks database it will update the address information using the information from the latest order.
Export all items with generic name	If this option is selected all items in the sales receipts and invoices The SuperManager creates will be linked to an item of name "Item". If this option is selected and the item does not exist, The SuperManager will create it for you automatically. The descriptions and prices of the items will still appear as they do in Yahoo! and The SuperManager. The item reference will just be made to a single item, thereby avoiding the creation of all the items from your Yahoo! store in your QuickBooks file.
Create products on the fly	When this option is selected items in orders that do not already exist in QuickBooks will be automatically added when the orders requiring them are exported.
Export items as inventoried items	If this option is selected The SuperManager will create all items in QuickBooks and/or QuickBooks POS as inventoried items. Be aware when using this setting that if you create items in QuickBooks as non-inventoried they can be changed to inventoried at a later time, however, it is not possible to change inventoried items to non-inventoried items in QuickBooks. For this reason this option defaults to exporting non-inventoried items.
Warn when QuickBooks price does not match	This is added as an error checking mechanism. When you export orders the price in the item in the order over-rides the price in QuickBooks. When this option is selected SuperManager will give a warning that the price does not match so you will be alerted that there is a different price in QuickBooks that the item was sold for (which likely indicates a different price in your Yahoo! Store).
Warn when QuickBooks price does not match	If this option is selected, SuperManager will check the price of each item in each order and issue a warning if that price doesn't match what

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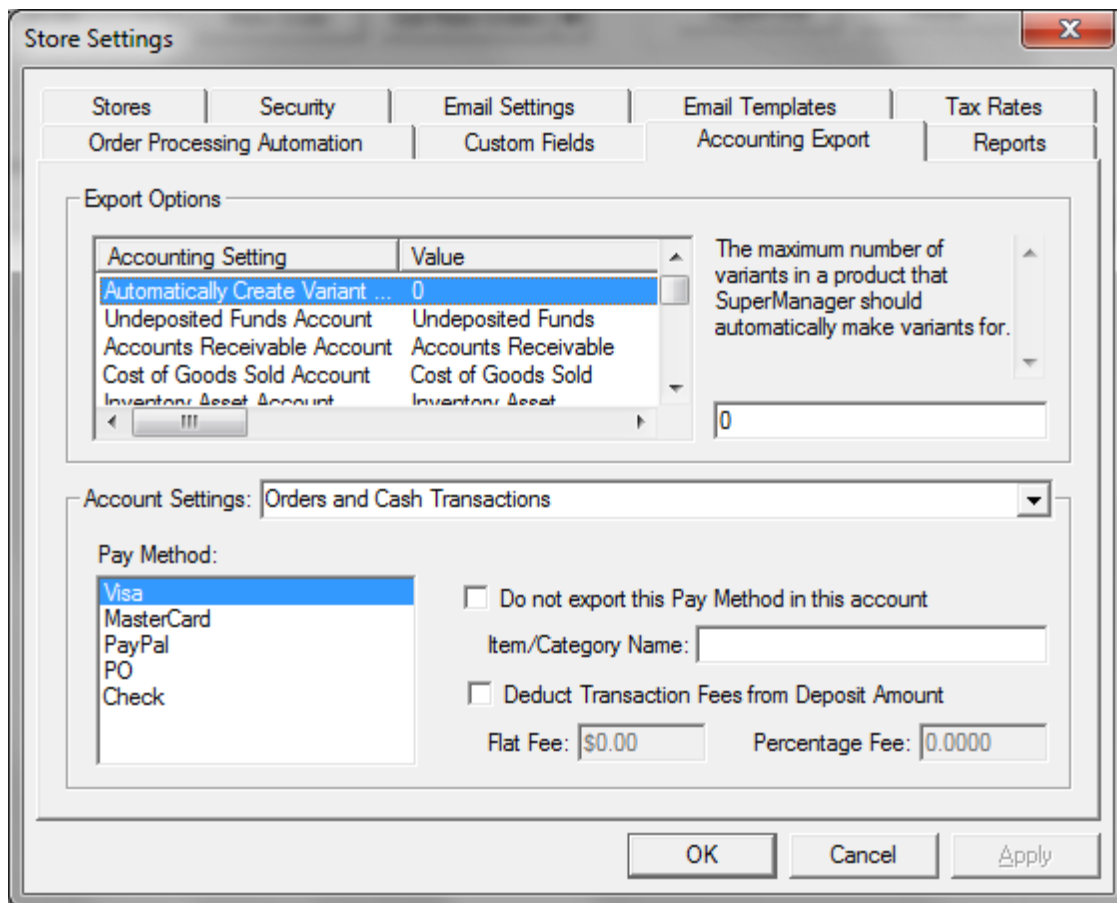
is assigned as the price in the QuickBooks item list. In either case, SuperManager will always use the price assigned in the orders. This warning can be used, however, to help reconcile prices in the Yahoo and QuickBooks item lists.

Balance receipts/invoices with payment items	If this option is checked, SuperManager will create line items for each payment or credit in the orders. With it left unchecked, no payments will be included in the transactions.
Reset QuickBooks POS version	Not used for QuickBooks
Memo field for exported orders	The memo line that should be added to each sales receipt/invoice created by The SuperManager via the orders export. This may also contain variables as demonstrated above. If left blank, the memo field will be left blank.
Description for shipping	The description that should be used for shipping line items. This may contain variables as demonstrated above. If left blank, the description assigned in the QuickBooks item list will be used.
Description for payments	The description that should be used for payment line items (if enabled). This may contain variables as demonstrated above. If left blank, the description assigned in the QuickBooks item list will be used.

## 2.4. Linking SuperManager to Your QuickBooks File

The next step is to tell The SuperManager what accounts to deposit funds into and take funds from and what items to use for the various service, discount, tax and adjustment items. The SuperManager will not create any of the required accounts for you. It will, however, automatically create any items for you that are required. Regardless of whether The SuperManager is to use an existing item or create an item for you, before exporting transaction information you are required to enter a name for several standard line items. When you export if a required item is not found it will be created with the name you input in these settings.

These settings are found in The SuperManager by going to **“View” | “Store Settings...” | “Accounting Export”**.



## 2.4.a General QuickBooks Export Settings

The “Export Options” are set by selecting each one from the list, then filling or selecting the setting as applicable in the box to the right of the list. Each of the settings applicable to QuickBooks is described below.

**Note:** You are now mapping the fields in SuperManger Lite to the accounts you made in your QuickBooks data file in section 2.2.

- |                                    |   |
|------------------------------------|---|
| Automatically Create Variant Limit | When this option is greater than zero SuperManager will create new variants underneath products up to the amount you enter here. This relates to QuickBooks, but is not exclusively for interfacing with QuickBooks. Variants store alternative product codes that can be used to give QuickBooks or QuickBooks POS item names if they do not match the default SuperManager item names (i.e. <i>product_code:variant_name</i> ). They are also, however, used for storing inventory levels. If you are exporting to QuickBooks on a variant level or are tracking inventory in QuickBooks you will want to set this value to a reasonable threshold. You may have products with thousands of options that you do not intend to track in the same manner and the number you should choose should be low enough to filter out such products. |
| Undeposited Funds Account          | If this account is left as “Undeposited funds” the amounts received in each order will be deposited to undeposited funds. You can then claim the money in this account by making a deposit in QuickBooks. If you want money collected through your orders to deposit to some other account you can set this account here. If this account is a sub-account  |



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you will need to give the full name of the account by in the form “<Parent Account> : <Sub-account>”.

Accounts Receivable Account	The name of your accounts receivable account as described above. If this account is a sub-account you will need to give the full name of the account by in the form “<Parent Account> : <Sub-account>”.
Cost of Goods Sold Account	The name of your cost of goods sold account as described above. If this account is a sub-account you will need to give the full name of the account by in the form “<Parent Account> : <Sub-account>”.
Inventory Asset Account	The name of your inventory asset account as described above. If this account is a sub-account you will need to give the full name of the account by in the form “<Parent Account> : <Sub-account>”.
Taxable Sales Account/Item	The name of your taxable sales account as described above. If this account is a sub-account you will need to give the full name of the account by in the form “<Parent Account> : <Sub-account>”. This setting is also used as the item name for the sum of your taxable sales for batches exported from The SuperManager. If this item does not exist in QuickBooks it will be created.
Nontaxable Sales Account/Item	The name of your nontaxable sales account as described above. If this account is a sub-account you will need to give the full name of the account by in the form “<Parent Account> : <Sub-account>”. This setting is also used as the item name for the sum of your nontaxable sales for batches exported from The SuperManager. If this item does not exist in QuickBooks it will be created.
Shipping Item	The name of the item to be used for shipping fees collected from your customers. If this item does not exist it will be created.
Tax Item	The name of the item to be used for sales taxes collected from your customers. If this item does not exist in QuickBooks it will be created.
Tax Reference Item	The name of the item to be linked to each sales receipt/invoice as the “Tax” field. If this item does not exist in QuickBooks it will be created.
Gift Wrap Item	The name of the item to be used for gift wrap fees collected from your customers. If this item does not exist in QuickBooks it will be created.
Discount Item	The name of the item to be used for discounts given to your customers. If this item does not exist in QuickBooks it will be created.
Adjustment Item	The name of the item to be used for adjustments made to order totals. If this item does not exist in QuickBooks it will be created.
Coupon Item	The name of the item to be used for coupons applied to orders. If this item does not exist in QuickBooks it will be created.
Gift Certificate Item	The name of the item to be used for gift certificates applied to orders. If this item does not exist in QuickBooks it will be created.
Credit Item	The name of the item to be used for credits applied to orders. If this item does not exist in QuickBooks it will be created.
Restocking Fee Item	The name of the item to be used for restocking fees applied to orders. If this item does not exist in QuickBooks it will be created.
Fees Item	The name of the item to be used for merchant fees subtracted from

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	batches. If this item does not exist in QuickBooks it will be created.
Taxable Tax Code	The 3 letter code for taxable line items. If this tax code does not exist in QuickBooks it will be created for you.
Nontaxable Tax Code	The 3 letter code for nontaxable line items. If this tax code does not exist in QuickBooks it will be created for you.
Shipping is Taxable	Determines whether shipping costs will be marked with a taxable or nontaxable tax code.
Export Orders As	Allows you to set whether orders will be exported as sales receipts, invoices or sales orders in QuickBooks
QuickBooks File Path	The full path of your QuickBooks file. If this field is left blank you will need to have QuickBooks open with the proper file loaded to export information. <b>WARNING:</b> If the field is blank and you have QuickBooks open to another store when you export objects they will be created in the file that you have open. This field can be left blank.
QuickBooks Transaction Class	The class to be associated with each order exported to QuickBooks. This field can be left blank. May contain any of the store settings variables or order variables when exporting orders and batch variables when exporting batches.
QuickBooks Line Item Class	The class to be associated with each line item in each order exported to QuickBooks. This field can be left blank. May contain any of the store settings variables or order variables when exporting orders and batch variables when exporting batches.
QuickBooks Invoice PO Number	The PO number to be assigned to each order exported as an invoice to QuickBooks. This field can be left blank. May contain any of the store settings variables or order variables when exporting orders.
QuickBooks Sales Rep Initials	The initials of the sales rep to be associated with each order exported to QuickBooks. This field can be left blank. May contain any of the store settings variables or order variables when exporting orders and batch variables when exporting batches.
QuickBooks Payment Method	The QuickBooks payment method to be assigned to each order exported as an invoice to QuickBooks. This field can be left blank. May contain any of the store settings variables or order variables when exporting orders and batch variables when exporting batches.
QuickBooks POS Server:	Not used for QuickBooks
QuickBooks POS Company:	Not used for QuickBooks
QuickBooks POS Department	Not used for QuickBooks
Lookup POS Items Using:	Not used for QuickBooks

#### 2.4.b Account Settings for Orders

All of the account settings used for orders are set when you have ***“Orders and Cash Transactions”*** selected in the **“Account Settings”** dropdown. With this selected you can set the **payment item name** to be used for each of the Pay Methods listed in the box on the left side. Set these by:

1. Select a Pay Method from the list
2. Enter the name of the **payment item** to be used in the “Item/Category Name” box. No other settings are required or used for order exports. **NOTE:** If any payment method’s item name is left blank it will be assumed that the payment method name should be used for the item name. The same item name can be used for more than one pay method so that pay methods are grouped together in QuickBooks.
3. Select the next Pay Method and repeat until there is a name for each Pay Method.

### 2.4.c Account Settings for Batches

If you are using the batches export you will need to enter settings for the “**Orders and Cash Transactions**” account as well as the other accounts you use with your Yahoo! store. If no other accounts appear in the list you should run the “**Get Batches**” function discussed in chapter 10 of The SuperManager full manual. This will populate the list with the accounts you have in Yahoo!.

For each account you will need to set the settings as described below.

Do no export this pay method in this account	Any amounts received from this pay method will be ignored when creating the batch. Should a payment to this pay method be found in a batch it will be lumped into an “Unknown Payments” line item.
Item/Category Name	The name of the item to be used for the payments received from this pay method.
Deduct Transactions Fees from Payment Amount	If your merchant bank deducts fees directly from your batch deposits you can use these settings to match the fees your bank deducts. You can enter a per-transaction fee and/or a percentage fee to be deducted. These fees will be deducts using the “Fees Item” as discussed above.

## 2.5. Exporting or Linking Products

The SuperManager is able to handle different combinations of product options and can use existing items or create new items. Items can be created in batch from the products dialog or will be automatically created on the fly as an item name not existing in QuickBooks is encountered while exporting orders.

### 2.5.a Creating New Items

The SuperManager will automatically create items for each product/variant that does not exist in QuickBooks as you export orders. They will be created with the Yahoo! product code as the item name. For items with variants sub-items will be created for each variant.

**Note:** If you wish to have sub-items created for each variant of a product you will have to create the variants for the product as shown above. Otherwise The SuperManager will export all option combinations to the same item in QuickBooks.

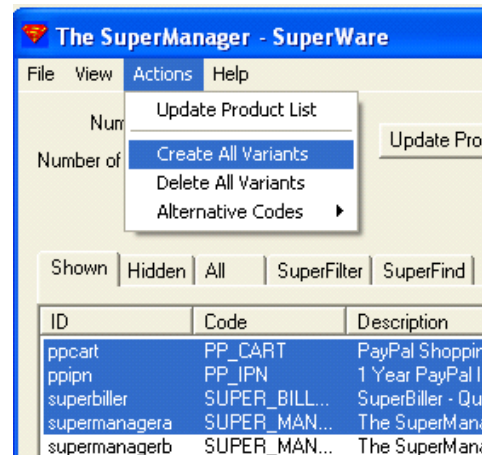
If you wish for the item to be created in QuickBooks with a name other than *<product code>:<variant>* enter the name you want to be used in the alternative codes box for the variant(s) before exporting the product to QuickBooks.

### 2.5.b Matching Products with Existing QuickBooks Items

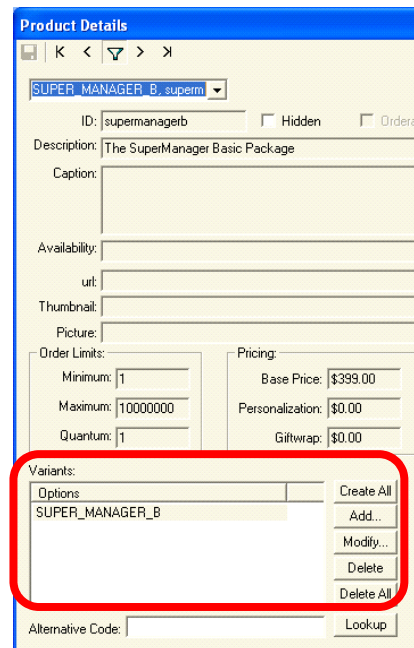
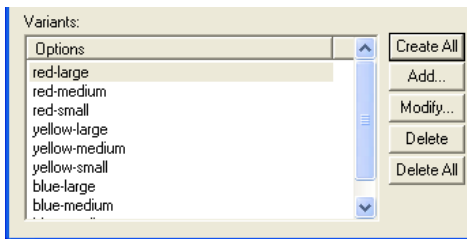
If you have many or all of your items already in your QuickBooks file you can setup The SuperManager to use these items rather than creating new ones. To do this you will need to create product variants for those products that already have a QuickBooks counterpart.

1. Go to the products dialog and select the product(s) that need to be matched with a QuickBooks item. Select multiple products by holding the ctrl key.

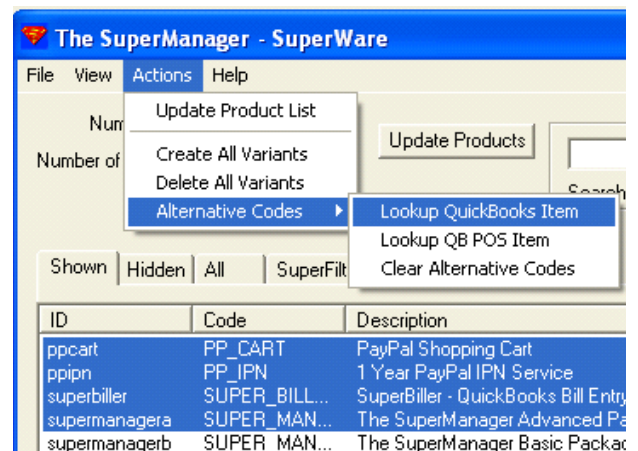
2. Choose “Actions” | “Create All Variants” from the menu.



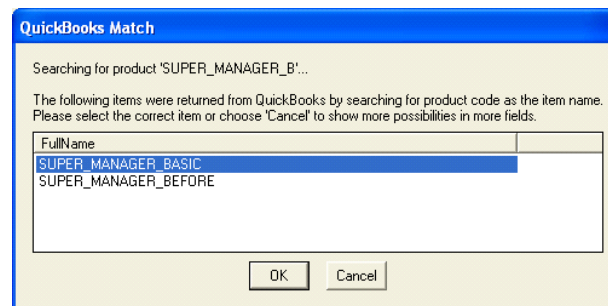
3. After creating all variants you can check that the variants are correct in the product details dialog. The variants are listed in a box at the bottom left corner of the dialog. For products without variants (as shown to the right) there will just be one variant with the product code as the variant name. For products with options (shown below) one variant will exist for each unique combination of the options.



4. Choose “Actions” | “Alternative Codes” | “Lookup QuickBooks Item”.



5. For each option variant The SuperManager will search for a corresponding QuickBooks item. If there is more than one item name containing the product code the results of the query are shown in a list box as shown. Select the item to match the variant with and click OK.



6. If the correct product is not found by the query you will have to manually enter the full name of the QuickBooks item in the product details screen. Select the variant you are matching from the “Variants” list and enter the full name of the QuickBooks item in the “Alternative Code” box. If the item is a sub-item of another item the name should be entered in the form <item name>:<sub-item name>

**Note:** If you do not want to distinguish between the different option combinations for a product when exporting to QuickBooks, you will need to either delete all variants from the product in *The SuperManager* and the item name in QuickBooks will have to match the product code; or you will have to set the alternative code for each variant to the same value.

## 2.6. Preparing Orders to Be Exported

The SuperManager will help assure that each customer is charged the amount due and all items are shipped. The order list is set up with various tabs to help you quickly review which order(s) require action. Specifically, the “**Open**” tab is intended to show you which orders require attention.

### 2.6.a Getting Orders to Charged/Paid Status

In order for an item to be marked charged/paid it needs to have the amount received from the customer equal to the amount due. The amount due can be adjusted in two primary ways. First you can change the amount due by adding, removing, changing quantities, or prices, for the items in the order. Or, you can change the amount due by adding, removing or changing amounts of the total line items.

**Note:** This does not affect your Yahoo store. Changes are not bi-directional.

Items can be added and deleted from the order details dialog as shown in section 2.6.a.1.

#### 2.6.a.1. Add, Delete, or Modify Order Items

You can add or delete items from an order by clicking on the “Add” and “Delete Item” buttons. You can also right-click in the Order Item List and options to add, delete and edit items will appear. Additionally you can set an item as “Backordered”. When you toggle an item to backordered it is assumed that all of this item's quantity is backordered.

**Note:** Changes you make to your orders in The SuperManager Lite for QuickBooks do not affect the orders in your Yahoo! Store.

The “Add Item” or “Modify Item” selection will open the Item Details Dialog as shown below. Here you can modify the Price, Quantity, Tracking ID, Taxable Status or Number Backordered, and shipment number for an item. Prices modified here will only be changed in the specific order that you are modifying. You can search your product database using the SuperFind function to find specific items to add to your order. You can also double click on a product to open its details for closer inspection.

When you mark an item "Backordered", The SuperManager will automatically change the order status to "Backordered". You can use the variable "backordered\_items" to include in emails to customers a list the backordered items. Just add the variable to an email template and The SuperManager will replace it with a list of the backordered items for that order.

Item Details

Quantity: 1

Search items by code, name, description, etc.

ID	Code	Description
Custom	Custom	Custom...
ppcart	PP_CART	PayPal Shopping Cart
ppipn	PP_IPN	1 Year PayPal IPN Service
superbiller	SUPER_BILL...	SuperBiller - QuickBooks Bill Entry Tool
supermanagera	SUPER_MAN...	The SuperManager Advanced Package
supermanagerb	SUPER_MAN...	The SuperManager Basic Package
supermanagerp	SUPER_MAN...	The SuperManager Premium Package

Unit Price: \$69.00

Taxable

Unit Cost: \$0.00

Backordered: 0

Option Value:

No.	Date	Carrier	Tracking ID
1	21 Apr 2005	Other	Downloaded
2	21 Apr 2005	USPS	123456

If there are options in the product you have selected to add to this order, you will be given a list of those options and can set the values for each one. You can also add, delete, rename or modify options in the item. To rename an option select it from the option list, then click on the name.

### 2.6.a.2. Add, Delete or Modify Total Line Items

The total line items in the order are shown in a list at the bottom of the order details dialog.

They can be added, deleted or modified to correctly reflect shipping, taxes and other service charges and adjustments. The "Add Item" or "Modify Item" selection will open the Total Details Dialog as shown below.

The type field can be one of the following options:

- Shipping
- Tax
- Gift Wrapping
- Discount
- Miscellaneous Adjustment
- Coupon
- Gift Certificate
- Credit

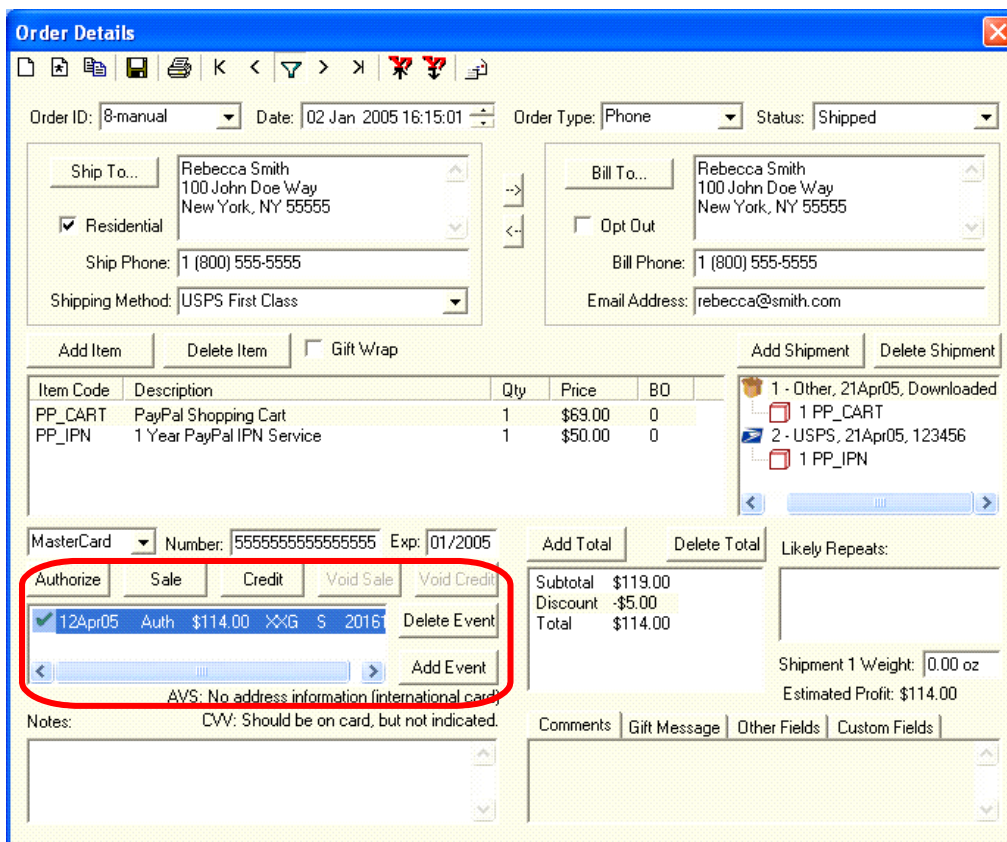
The name field is by default set to the type. It can be changed to better document what the total line item is for. For example you could add a discount total and give it "Good Customer" for a name.

The "Guess" button can be used to adjust the amount due to the amount paid. For example if an order currently has \$25 as the amount due and there is a payment for \$20 in the order the guess button will set the value to -\$5.

**Note:** The subtotal and total lines may not be deleted or changed. They are automatically calculated and appear in every order.

### 2.6.a.3. Add, Delete or Modify Card/Payment Events

Once the amount due reflects the proper amount required of the customer the payments received from the customer are documented using card/payment events. A list of all the payments received in the order is shown at the bottom right corner of the order details dialog.



Card events created through the standard order processing page in the Yahoo! store manager are downloaded from Yahoo! and displayed in this list. If you subscribe to the **SuperManager PayPal IPN service**, PayPal payments received from outside of the shopping cart will also be displayed on this list. Whenever you make a manual sale, credit, void sale or void credit from **within The SuperManager** these events will also be displayed on this list. Additionally, you can manually add events to this list to record other payments received from a customer. Use the "Add Event" and "Delete Event" buttons for this purpose.

Note: Changes do not affect your Yahoo store.

Once you have recorded payments that total the amount due from the customer, the status of the order will automatically change to reflect that it has been charged or paid. Orders with credit card transactions will be marked as charged and those with PayPal or cash transactions will be marked as paid. This will also transfer the



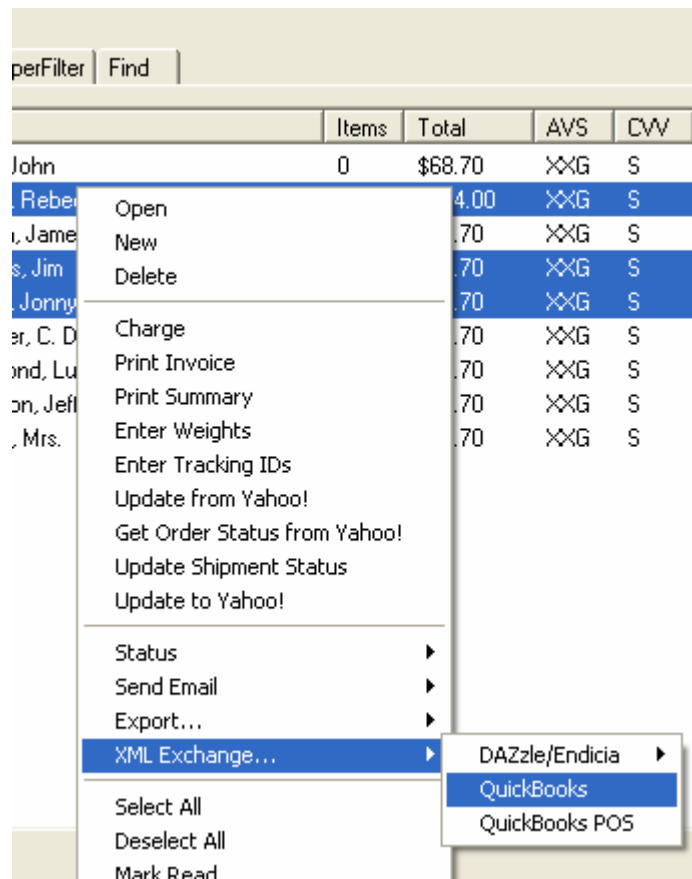
order from the “Open” to the “Closed” tab on the order list if you have chosen to have payment status to be the only consideration for open and closed orders.

## 2.6.b Exporting Orders to QuickBooks

Before exporting orders to QuickBooks you should assure that the order is in the state you want it to be in for exporting. Refer to section 2.6.a for instructions on how to move orders from open to closed status if needed.

**Note:** If you have received a larger payment from your customer than the order indicates should be the amount due, the sales receipt/invoice will not be created for the order.

After all your settings are saved, and your orders are prepared to export, the export to QuickBooks is very simple. Select the orders or products you want to export, right click and choose “XML Exchange” | “QuickBooks” from the dropdown menu. For batches, press the “Accounting Export” button and choose “QuickBooks” from the list. Your orders, products, or batches will be exported.



When orders are downloaded from Yahoo into *The SuperManager Lite*, all orders are included. While Yahoo notes that canceled, fraud, or on-hold orders will not be exported, this is not true. For that reason, we have programmed *The SuperManager* to recognize this and you will receive a prompt to exclude, skip, or import these orders.

A log will pop up once the export has finished with the status.