TeamKeeper

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QuickBooks Import Tool Guide

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Preparing Your QuickBooks File

Before using the Import Tool to import timesheet data into QuickBooks there will be a few configuration settings that will need to be modified.

Turn on Employee Time Tracking

1. Login to your company QuickBooks file as Admin
2. Navigate to the Preferences menu (Edit > Preferences)
3. Locate the Time & Expense option (might have to scroll to the bottom) of the list
4. Click the Company Preferences tab
5. Select the button under the question "Do you track time?"
6. Choose "Ok" on the right menu
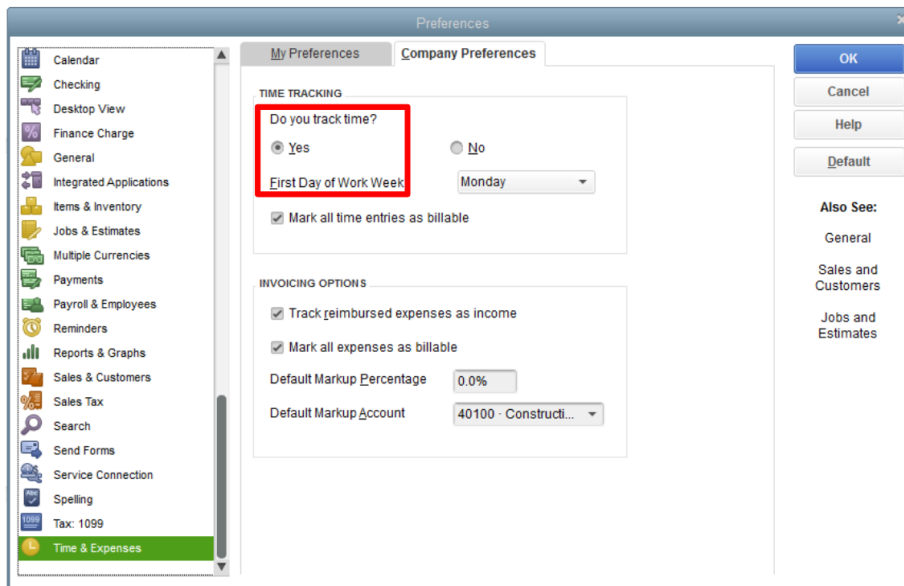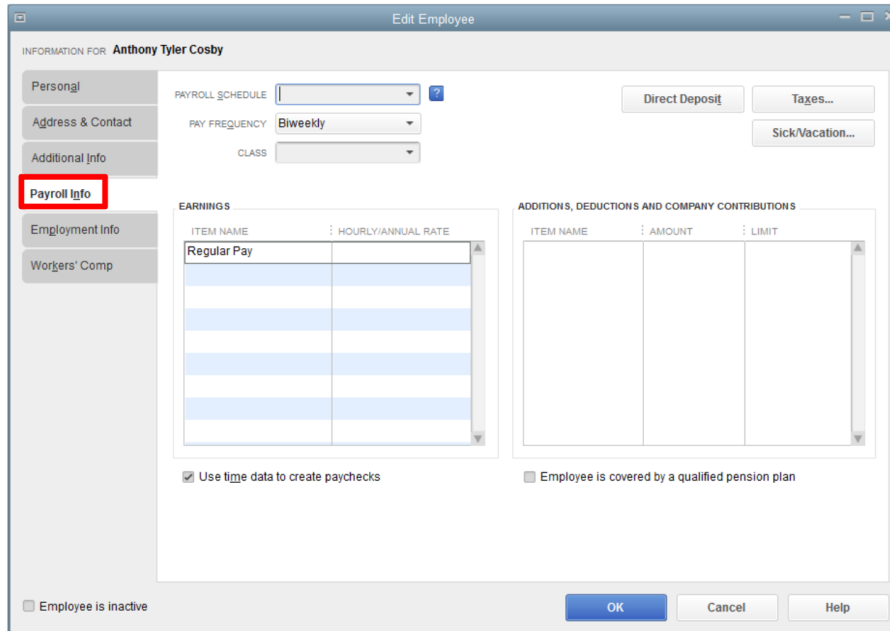
Update Employee Record to Allow Timesheets

1. Click on the Employee Center under the Employee menu
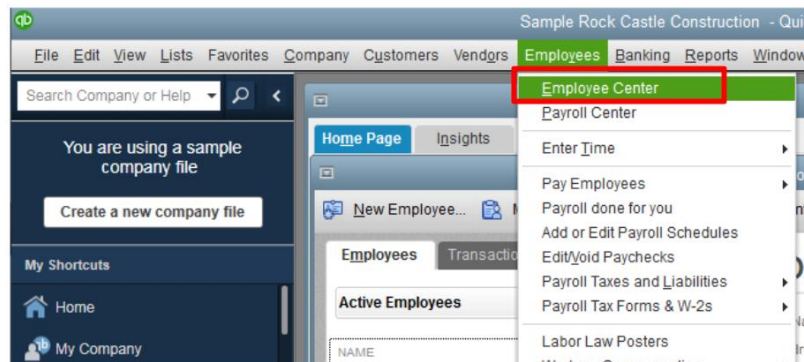
2. Open an employee by double-clicking on the Employee name
3. Select the Payroll Info tab
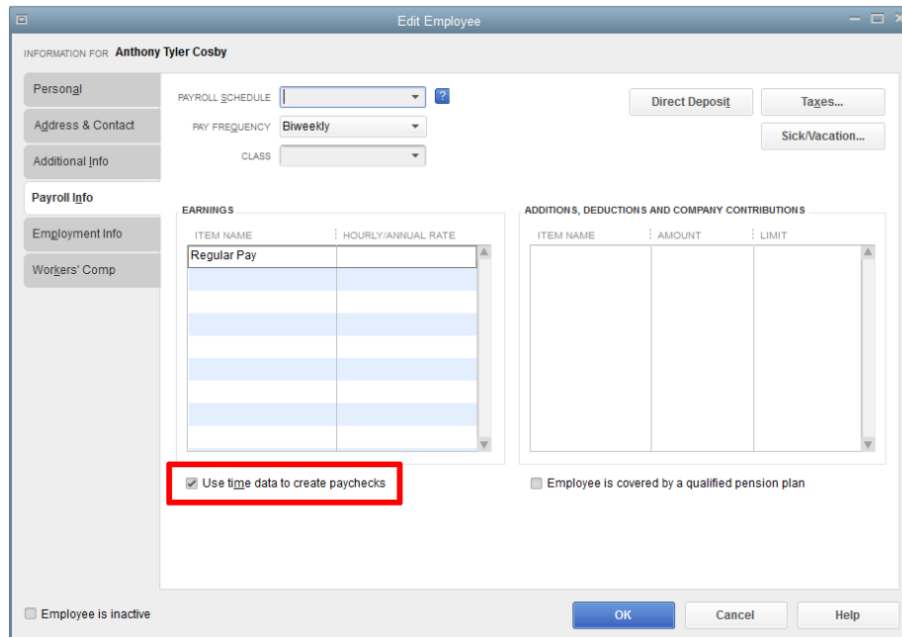
4. Place a check in the box next to "Use time data to create paychecks" then click "OK"

5. Complete this action for each employee

You can add this feature to Defaults by going to Edit > Preferences > Payroll & Employees > Select Company Preferences > Employee Defaults. Click the check box for "Use time data to create paychecks" and click the OK button.

NOTE: If you receive the error message "Employee Name is not configured to have time data to create paychecks" this means that the option "Use time data to create paychecks" is not selected. Once you make the change in QuickBooks, you can try the export again. There is no need to create a new export file from TeamKeeper.

Download and Install the Files

The required files can be found on the Resources page of our website: https://teamkeeper.com. Download both the "QBFC10" file and "QuickBooks Import File". Once they are saved, you can start the installation process. **Note:** Installation of these files may require Administrator access on your computer.

1. Run the QBFC10 file. **This file must be installed first.** Follow install wizard until complete.
2. Run the TeamKeeper Import tool second and follow install wizard until complete.

After successful installation an Import Tool icon shortcut will be added to your desktop. If you have any issues, contact Technical Support.

Exporting Data

Create the Export File in TeamKeeper

1. Login to your TeamKeeper site (the user must have the Accounting role).

2. Optional: Review timesheets for required signatures or to approve for exporting. Go to Supervisor > Review Timesheet and choose the end date for the period that needs to be exported.
3. Go to Accounting > Import|Export and select "Timesheet" under the Export menu.
4. Complete the form entries on the page:
    a. You must choose at least one group by clicking the checkbox beside the group name (or select all groups by checking the box beside the Group header)
    b. Choose the Timesheet Ending Date. **Note: If any timesheets prior to that period are not processed, they will also be exported. It is best practice to use "For Days Between" or check the export for the appropriate dates before entering the file into the import tool.**
    c. Uncheck the box Process Timesheets. Once timesheets are processed, you cannot make any changes to them or export them again. **It is best practice to always uncheck the box until you are sure the time entries are in QuickBooks correctly.**
    d. If you are not going to choose the Timesheet End Date, check the box "For Days Between" and use the calendar to select your date range. This will ensure that all timesheets (with the required signature status) for those dates will be in the export.
    e. If you are attempting to export Correction timesheets, you will have to use the "For Days Between" feature and check the box for "Mark Corrections as Processed."
    f. Click "Submit." Depending on your browser and permissions, the file will be saved to your Download folder, or a prompt will appear on the screen asking what you want to do with the file.

Starting the Import Tool

1. Login to QuickBooks in single user mode as Admin
2. Double click the tool icon on your desktop. **NOTE:** *The Import Tool icon and Import Window image may differ from the images below.*
3. Click "from hard drive" on the left top corner of the tool interface
4. Browse and select the file
5. If there are formatting errors, you will receive a notification:

 a. If the file is ready to import, the text in green at the bottom of the box will indicate how many line items were found.

![TeamKeeper logo](One. Smart. Solution.)

One Time Permissions

The first time that you install the import tool, you will receive a "QuickBooks – Application with No Certificate" popup window (or dialog box) requesting permission for your QuickBooks file to communicate with the TeamKeeper import tool.

1. For the option "Do you want to allow this application to read and modify this company file?" select: **Yes, whenever this QuickBooks company file is open**
2. **Checkbox** the option "Allow this application to access personal data such as Social Security Numbers and customer credit card information."
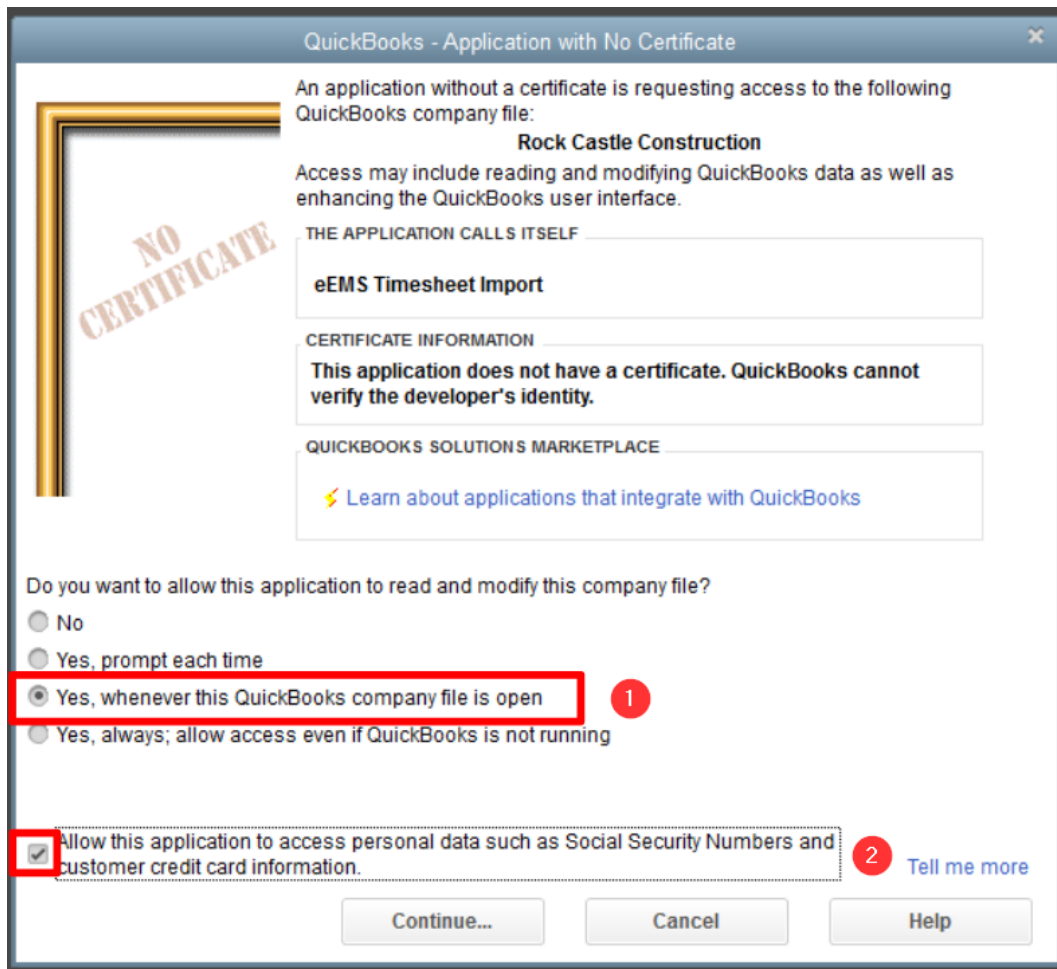
Note: Selecting these 2 options will allow the Import Tool to communicate with your open QuickBooks file. The Import Tool does not access employee's social security numbers. TeamKeeper takes the privacy of your company's timesheet and employee data seriously. It is our responsibility to protect your data and to never share it.

Once you select "Continue" from the Application with No Certificate window an Access Confirmation dialog box similar to the sample image below will appear for you to confirm your selections:
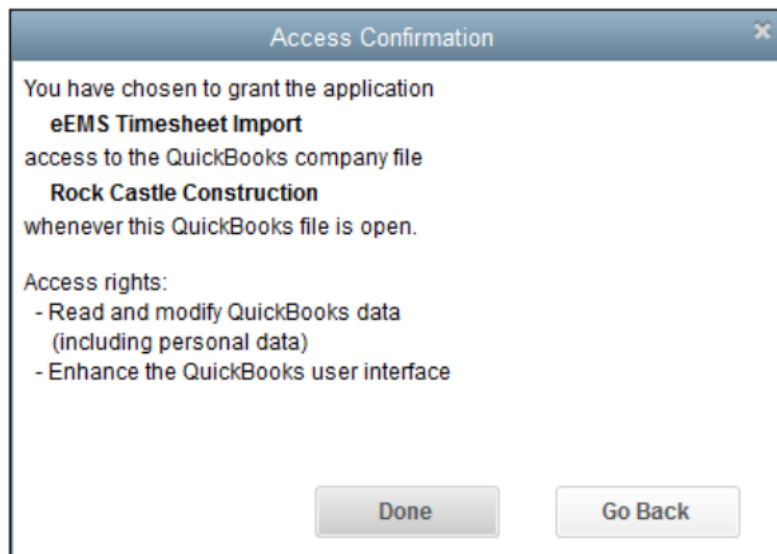
How to Review in QuickBooks

When you are logged into QuickBooks, you can review imported hours by going to Employee > Enter Time > Use Weekly Timesheet. Locate the employee and change the calendar to reflect the dates that were imported. There are also several reports under Reports > Jobs, Time & Mileage that will filter hours worked based on name, detail, summary, or item.

Frequently Asked Questions

How do I uninstall the QuickBooks Import Tool from my computer?
From your Start Menu click on Control Panel under the Program Setting click on Uninstall a program. Click on "EEMSQB-TSImport" and at the top choose Uninstall.

I received a new computer. Do I have to reinstall the tool?
Yes. The import tool must be installed on every computer where QuickBooks is used.

Will the hours import into QuickBooks from TeamKeeper if there are validation errors?
No, the QuickBooks timesheet import tool will not allow any of the hours to import on to the QuickBooks timesheets successfully if there are validation errors. The import tool validates the data from TeamKeeper to make sure that it matches your QuickBooks exactly.

Will TeamKeeper Technical Support help me with the Validation Errors?
Always! TeamKeeper Technical Support will provide insight and step-by-step instructions to fix all errors and answer additional questions to ensure a smooth import of timesheet hours into your QuickBooks company file.

Does the import tool work for Windows and Mac?
The import tool works for all Windows iterations (7, 8, 10 and 11) but Mac computers require a Windows environment to run.

Why is the import tool better than a straight .iif import?
The TeamKeeper import tool validates the data to make sure that the employee exists and is able to have a timesheet, that the customer job/payroll item/service item are active and that the time entry isn't already posted.

I did the first export walkthrough with my setup rep. Do I have to talk to someone from TeamKeeper every time I run an import?
No. During the setup process your Implementation Rep will go over the steps at least once, if not more. But after you have mastered the import process (typically after a few pay periods), you can contact the support department with questions.

Why did the import fail?
If the import file failed, click the "Error Log" link at the bottom of the tool. It will tell you which line failed and why. See section below for detailed error messages with suggested solutions for each possible error.

What is the best way to review the text file?
TeamKeeper recommends Notepad++ since it numbers the lines. You can also use the "File Preview" after you select the file to be imported.

How do I import time for Vendors in QuickBooks?
Make sure the TeamKeeper employee has Consultant selected as an Employee Type in their profile. To change the Employee Type for a TeamKeeper employee, go to Administrator > Employee Management and select the employee. Change Employee Type to Consultant and click the Save button. Also make sure that the Vendor Name in QuickBooks matches the Vendor Name field on the employee's profile in TeamKeeper.

What if I need to change a mapping field in the export file?
Contact Technical Support and they can create a ticket for you. Minor changes typically take just a day or two but if it's something more in depth, it may take a little longer.

Do I have to update the import tool when I update my QuickBooks file?
No. The only time you will need to update or install the import tool is if QuickBooks is moved to a different computer or there is a new release of the import tool.

What are "validation errors"?
During the validation of the data in your TeamKeeper export file the timesheet import tool has found there are some inconsistencies between your TeamKeeper data and your QuickBooks data.

What if my QuickBooks is cloud hosted?
The import tool will need to be installed on the server where the QuickBooks instance is located. Contact your provider or IT department for details.

Can I undo an import that has been saved in QuickBooks?
You cannot undo an import however you can delete the entries on the QuickBooks timesheet by going to Employees > Enter Time > Use Weekly Timesheet. After choosing the employee and week, you can delete entries as needed.

I have expense items on my TeamKeeper timesheet. Can those be imported into QuickBooks?
No - QuickBooks only allows time entries on their timesheet. Any money pay types can be entered in QuickBooks manually.

Troubleshooting Error Messages

Error Message: **Error on import line [xx]; error detail: invalid value for line item element "BillingStatus"; columns "CustomerJob" and "ServiceItem" are required when "BillingStatus" = 1; CustomerJob = "", ServiceItem = ""**

Explanation: The Customer Job (or Charge Code) is marked billable, however, a Service Item (or Task) is not on the time entry. This is a QuickBooks requirement.

Solution: Open the timesheet related to the line on the export. Add a Service Item (or Task) to the line. Save the timesheet. Get the employee to submit and supervisor to approve (if required). After fixing all of the lines on the error console, create the export file from TeamKeeper and run the tool again.

Error Message: **error(s) on line [xx]; error detail: the employee named "SMITH, DEBRA" is not configured to use their time data to create paychecks.no match found for "G&A Labor" in QB system under "PayrollItem".no match found for "G&A - Corporate Expenses " in QB system under "Class".**

Explanation: In the sample error message above, Debra Smith does not have a check in the box next to "Use time data to create paychecks" on her profile. Also, the Payroll Items and Class on her time entry are not located in QuickBooks.

Solution: In QuickBooks, go to Debra Smith's employee profile and click on the Payroll tab after opening her name. Check the box "Use time data to create paychecks". Also, go to Lists > Payroll Item List and add or edit the Payroll Item needed for this entry. If it is not listed correctly in TeamKeeper, make the change in Payroll Management and recreate the export file. For the missing Class, go to Lists > Class List and add or edit the Class needed for this entry. If it is not listed correctly in TeamKeeper, make the change in Class Management and recreate the export file.

Error Message: **Error(s) on line [xx]; error detail: no match found for "UBEN, MARCUS" in QB system under "Employee/Vendor".**

Explanation: There is no employee in QuickBooks matching that name.

Solution: In QuickBooks, go to the Employee Center and create the employee. If the employee already exists, make sure the name matches the user listed in TeamKeeper. If it is not listed correctly in TeamKeeper, make the change in Employee Management and recreate the export file.

Error Message: **Error(s) on line [xx]; error detail: no match found for "Hamilton:MBL Stockroom" in QB system under "CustomerJob".**

Explanation: There is no Customer Job in QuickBooks matching that name.

Solution: In QuickBooks, go to the Customer Center and create the Customer or Customer:Job. If the Customer already exists, make sure the name matches the item listed in TeamKeeper. If it is not listed correctly in TeamKeeper, make the change in Charge Code Management, and recreate the export file.