20

Accounting Application and QuickBooks Integration

FTD has teamed up with Intuit to create a custom General Ledger solution using QuickBooks. FTD Mercury steps you through the process of creating a General Ledger Chart of Accounts and exporting your FTD Mercury data to QuickBooks. These features are available with the Accounting module.

To purchase the Accounting module, please contact Mercury Technology Sales at 1-800-767-3222. You will be shipped the QuickBooks software, and the Accounting module will be activated on your system. If you are using the legacy GL Export feature with Peachtree, you can continue to use that feature, or you can purchase the upgrade to the Accounting module with QuickBooks.

IMPORTANT FTD instructs you how to set up your Chart of Accounts and export your FTD Mercury data to QuickBooks. We also provide you with basic QuickBooks "How To's" (see Using QuickBooks on page 20–24). FTD cannot teach you accounting; you must consult your accountant to help you with accounting.

If you need assistance using the QuickBooks software, please refer to the QuickBooks online help (located under the Help menu). Because accounting practices are unique per shop, FTD strongly recommends you consult your accountant before installing, setting up, and using QuickBooks.

FTD offers a training course that covers the Accounting module and its integration to QuickBooks. FTD does **not** offer QuickBooks training (for more information on QuickBooks training options, please refer to the Intuit Web site at www.intuit.com). For more information on the training courses available at FTD, call 1-800-669-1000, extension 6855.

IMPORTANT If, at any point, you need to upgrade to a new version of QuickBooks, you must uninstall the older version before installing the new version.

Accounting Module Main Menu

TASK **To access the Accounting module Main Menu:**

On the **FTD Mercury Main Menu**, click **Accounting**. The **Accounting Module** opens, with the **Accounting Module Main Menu** displayed.

IMPORTANT All Accounting functions must be performed on the FTD Mercury server. You cannot access the Accounting module from a client computer (even by using Remote Desktop).

Following are the options in the **Accounting Module Main Menu**:

Table 20-1: Accounting Module Main Menu Options

Option	Description
Chart of Accounts	Use this option to set up your QuickBooks Chart of Accounts. See Step 4: Set Up Your Chart of Accounts on page 20–6.
Balance	Use this option to export your FTD Mercury data to QuickBooks, or just view/print your sales information for the given date range (you do not need to purchase the Accounting module to print/view the information, only to export). See The Balance Wizard (Exporting to QuickBooks) on page 20–15.
GL Export History	Use this option to view or print previous exports. See General Ledger Export History on page 20–23.

If You Are Already Using QuickBooks

NOTE   This section addresses issues that only concern those who have already been using QuickBooks for accounting. If you are new to QuickBooks, skip to Setting Up QuickBooks on page 20–4.

If you have been using QuickBooks for your accounting needs, you are already familiar with the program. However because you are now using the Accounting module within FTD Mercury, you must follow special configurations and guidelines to ensure that your accounting process runs smoothly.

» If you have been using the legacy GL Export function within FTD Mercury, you no longer use the options in the FTD Mercury **Management** menu to export transactions and view export history (they were disabled after you upgrade to the Accounting module). Now you will export and view export history from the Accounting module in FTD Mercury. To access the Accounting module, click **Accounting** on the FTD Mercury Main Menu (see Accounting Module Main Menu on page 20–1).

» Even if you already have a company set up in QuickBooks, you must set up a NEW company. You cannot use any previously created companies that you used on your own, or with the legacy FTD Mercury GL Export feature. Any manually entered transactions will need to be re-created within your new QuickBooks company including Accounts Payable, Payroll, or any entries created in QuickBooks.

You can enter the opening balances from the old company into the accounts for the new company once the new chart of accounts has been created. This is advised by both Intuit and FTD. See Step 6: Enter Your Opening Balances on page 20–14 for more information.

» If you have lists already created in QuickBooks (for example, customer, vendor, or employee lists), you can import these lists into your new QuickBooks company file. See Exporting and Importing Lists from Previous QuickBooks Companies on page 20–3.

» Within the Accounting module, you will follow a setup wizard when you create your new chart of accounts. This setup wizard will generate General Ledger account numbers for you. If you have been using the legacy GL Export feature in FTD Mercury or your own QuickBooks company, you can change these account numbers to match your existing General Ledger account numbers (you will be instructed how and when to do this). Therefore it is important that you have a current copy of your old chart of accounts handy when going through the wizard for the first time.

» When you upgrade to the Accounting module, product codes are no longer tied to a General Ledger account number. The GL Account Number field has been removed from the product window. Instead, product sales are exported to QuickBooks by product category. Therefore you will want to make sure that your product categories are set up the way you want them in Mercury Administration, and that all of your product codes are assigned the correct category.

IMPORTANT   If you, at any point, need to upgrade to a new version of QuickBooks, you must uninstall the older version before installing the new version.

Exporting and Importing Lists from Previous QuickBooks Companies

NOTE   You can import lists only after you have run through the FTD Mercury Chart of Accounts Wizard and created your QuickBooks company file. Complete the configurations in Setting Up QuickBooks on page 20–4 before importing lists.

If you are already using QuickBooks and you have lists created in your QuickBooks company file (for example, customer, vendor, or employee lists), you can import these lists into the new QuickBooks company file that you will be using with FTD Mercury. First you will open your existing QuickBooks company file and export the lists to a file on your computer. Then you will open your new QuickBooks company file and import the file.
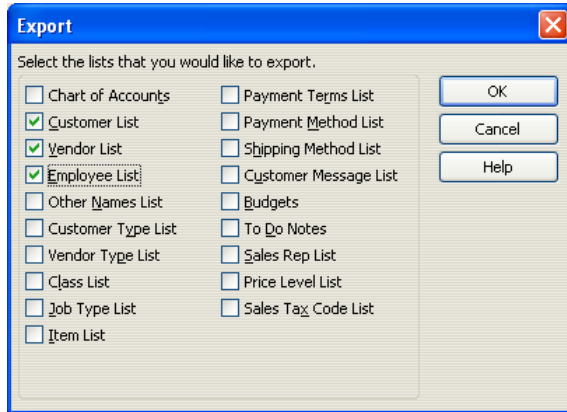
1 Open your QuickBooks company file that contains the lists you want to export to your new company file.

2 From the QuickBooks menu bar, click File, highlight Export, then click Lists to IIF Files.

Figure 20-1: Export IIF Files
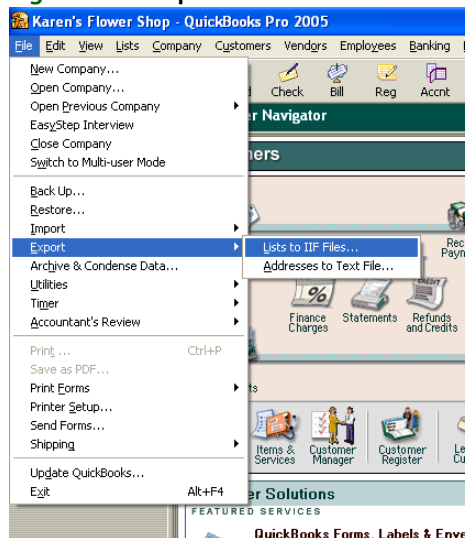
3 Select the lists you want to export, and then click OK. To select a list, click on the check box so that a check mark appears:

Figure 20-2: Select Lists

4 Next you are prompted for a location to save the .IIF file. Name the file, select a location, and then click **Save**. You receive the message `Your data has been exported successfully.` Remember where you saved the file because next you will have to import the file into your new QuickBooks company file.

5 Close the QuickBooks company file.

6 Open your new QuickBooks company file (where you want to import the lists). The default location for this file is in `C:\Wings\QuickBooks\US` if you are a US shop, or `C:\Wings\QuickBooks\Canada` if you are a Canadian shop.

7 From QuickBooks menu bar select **File**, highlight **Import**, and then click **IIF Files**.

Figure 20-3: Import IIF Files
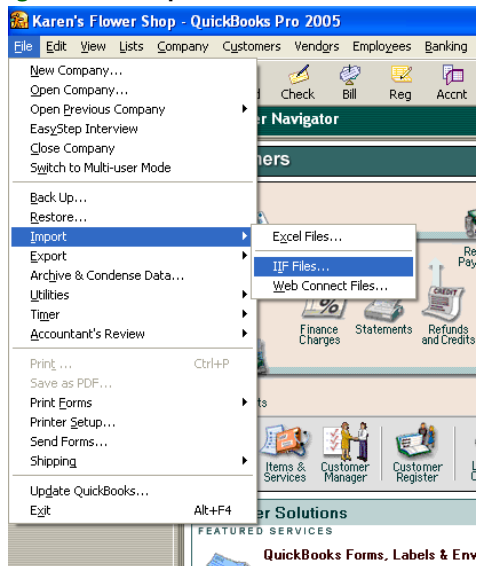
8 Navigate to the location where you saved your IIF (lists) file. Select the file and then click **Open**. You receive the message `Your data has been imported.`

Setting Up QuickBooks

Some things to consider before beginning:

» Because QuickBooks must be installed on the FTD Mercury Server, you must think about how and where you will be doing your bookkeeping.

» If you have one shop, you will create one company in QuickBooks for your one location. If you have multiple shops, you can either set them up under one QuickBooks company, or you can create multiple QuickBooks companies. The option that you choose depends on how you run your business (for example, do you have one bank account for all locations, or do you keep the accounting separate?). Again, we recommend that you turn to your accountant first for advice on setting up QuickBooks before calling FTD.

» Your QuickBooks company file is backed up every night during your FTD Mercury nightly backup.

Step 1: Confirm the License Key is Valid

After you purchase the FTD Mercury Accounting module, the Mercury Technology Assistance Center sends you a General message that enables the features on your system. Before you begin setting up QuickBooks, make sure that the General message has turned on the features for you.

To check that the module has been enabled, in Mercury Administration go to the License option and make sure that Accounting Module Name reads Valid. For more information on accessing and using Mercury Administration, see your FTD Mercury Reference Guide.

If the Accounting Module Name reads Deactivated, call the Mercury Technology Assistance Center at 1-888-309-2244 and a support representative will activate the module for you.

Step 2: Install QuickBooks (New Customers Only—Existing Customers Skip to Step 3)

IMPORTANT   If you are an existing QuickBooks customer, skip this step and proceed to Step 3: Open QuickBooks and Activate the Software.

The second step is to install QuickBooks Pro 2005 or 2006 on your FTD Mercury Server PC. If you already have QuickBooks Pro 2005 or 2006 installed on another computer, you must locate the installation CD and re-install it on your FTD Mercury Server (the integration to FTD Mercury will not work if you don't).

IMPORTANT   If, at any point, you need to upgrade to a new version of QuickBooks, you must uninstall the older version before installing the new version.

TASK   **To install QuickBooks:**

1 Shut down all running programs, including virus protection programs.
2 Insert the QuickBooks CD into your computer's CD drive. The installation begins automatically.
3 Follow the prompts to install the software.

If you have any questions regarding the installation, refer to the QuickBooks Startup Guide that came with your QuickBooks software.

Step 3: Open QuickBooks and Activate the Software

Next you must open QuickBooks and activate the software. You will need the QuickBooks license key that came with your QuickBooks materials.

This step is required before you can set up your Chart of Accounts. If you do not complete this step, FTD Mercury will not be able to set up your Chart of Accounts in QuickBooks.

TASK   **To open QuickBooks and activate the software:**

1   Double-click the **QuickBooks Pro** icon on your FTD Mercury server desktop to start the software.

2   On the **Help** menu, click **Register QuickBooks**.

3   Follow the prompts to register the software.

Step 4: Set Up Your Chart of Accounts

The next step is to set up your Chart of Accounts in the Chart of Accounts Wizard.

IMPORTANT   FTD strongly recommends that you speak with your accountant before setting up your Chart of Accounts.

You will need the following information:

»   If you used QuickBooks before upgrading to Accounting, or if you used the legacy GL Export feature (General Ledger Export) in FTD Mercury, make sure you have a printed copy of your old chart of accounts. You will want to refer to this list to make sure all of the accounts you need are created in the Chart of Accounts Wizard. You may also want to assign the same account numbers to the accounts.

»   If you have multiple stores, you must know if you will be creating one QuickBooks company for all stores, or multiple QuickBooks companies.

»   Your main bank account name. The main bank account is used for cash sales, house accounts paid by cash or check, paid-outs/paid-ins, and cash over/short.

»   Any additional bank accounts, for example for payroll or credit cards.

»   Your credit card accounts, and the account to which they will be deposited.

»   You must decide whether each of your paid in or paid out types is related to Cost of Goods Sold or Operating Expenses.

»   If you plan on adding paid in/out types or product categories in Mercury Administration, please do so before beginning the Chart of Accounts Wizard. Otherwise you will have to create QuickBooks accounts for these items later. (See Adding Accounts to the Chart of Accounts on page 20–25 for more information.)

»   All product sales are exported to QuickBooks by product category (Fresh Flowers, Cards, Containers, etc.), NOT by General Ledger account number. By default, all products in your FTD Selection Guide (florist directory) have the default product category of Other. Therefore when exporting data to QuickBooks, dollar amounts for those products are imported into the "Other" income account. If you do not want the dollar amounts going to the "Other" income account, you will have to change the product category for each of the Selection Guide products so that they are imported into different income accounts.

If you decide to change the product categories of the Selection Guide products, note that when you update your florist directory you will also have to change the product categories of any products that were added during the upgrade.

The Chart of Accounts Wizard

The Chart of Accounts Wizard steps you through the process of creating a QuickBooks Chart of Accounts. If you have multiple locations and are setting up multiple companies in QuickBooks, you must step through this procedure for each company. You begin by telling QuickBooks which store(s) are associated with the company you are setting up. One QuickBooks company can contain several stores, however you cannot associate a store with more than one QuickBooks company.

Setting Up Your Chart of Accounts

You navigate through the Chart of Accounts Wizard by clicking the **Next** button. Note that if you click the **Back** button, you will lose the information that you entered in the current screen.

TASK **To set up your chart of accounts:**

1 On the **FTD Mercury Main Menu**, click **Accounting**.

2 Click the **Chart of Accounts** button.

NOTE If you receive the message "ALERT: QuickBooks must be installed prior to proceeding," this means that you have not yet installed QuickBooks on the FTD Mercury Server. Locate your QuickBooks installation CD and see Step 2: Install QuickBooks (New Customers Only—Existing Customers Skip to Step 3) on page 20–5.

The following window displays after you click the Chart of Accounts button:

Figure 20-4: Associate Stores with Company
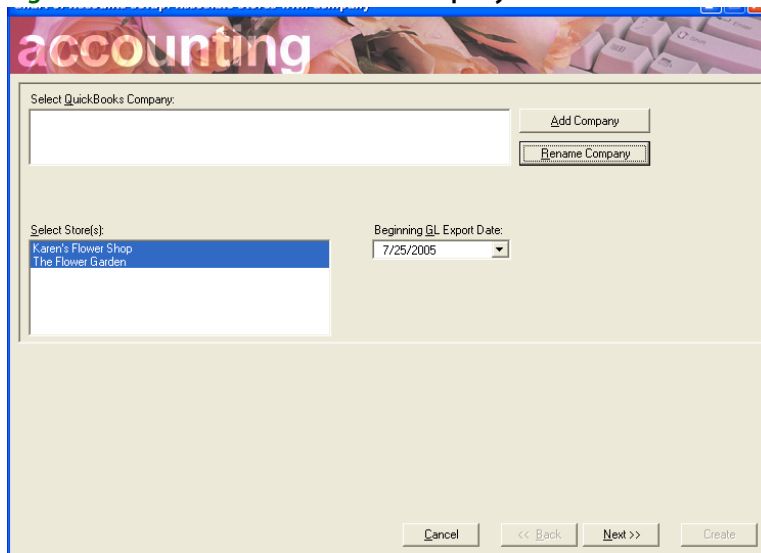
Now you will add your QuickBooks company file and tell QuickBooks which of your stores are associated with this company file. You must create a NEW company the first time you run through the wizard.
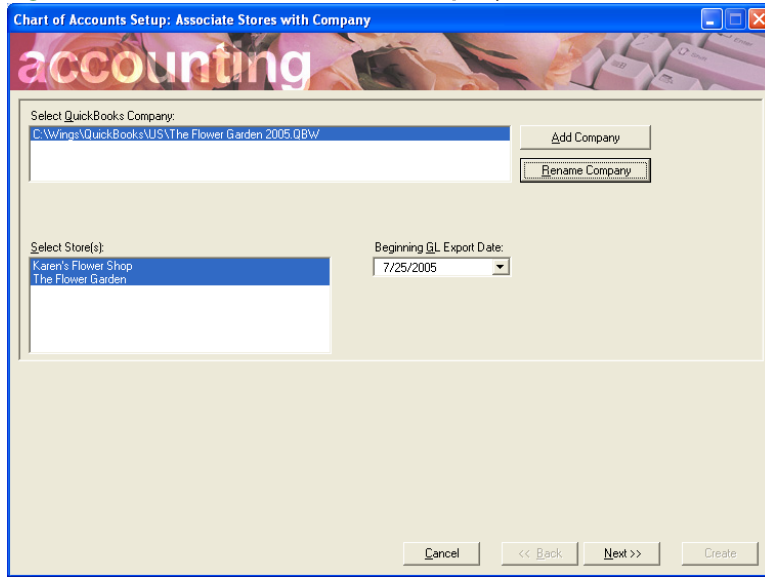
3 Click **Add Company**.

Figure 20-5: Add Company

4 Type the name of your company (FTD Mercury creates a QuickBooks company file with this name) and then select if the company is located in the **U.S.** or **Canada**. Then click **OK**.

You are returned to the Accounting module with your QuickBooks company file selected.

Figure 20-6: Associate Stores with Company (2)

5   Complete the remainder of this window:

»   **Beginning GL Export Date:** By default, this field displays the sale date of the first
    unexported transaction in your system. If you are using the Chart of Accounts Wizard for
    the first time, this date may be the date that you first started using FTD Mercury. (If you
    were using the legacy GL Export feature, all transactions were marked as unexported
    transactions when you upgraded to the Accounting module. Therefore the transactions
    that you exported using the legacy GL Export feature are available for re-export.)

    Change this date to the date that you want to begin tracking sales data for your new
    QuickBooks company.

    Note that data can only be exported once. Even if you manually change the date to an
    earlier date, only transactions that have not already exported will be included in the export.

»   In the **Select Store(s)** box, highlight the store(s) that are associated with this QuickBooks
    company. If you select a store that is already associated with a QuickBooks company file,
    you will be prompted if you want to change the store's company.

6   Click **Next** to set up your bank accounts.

Figure 20-7: Create Bank Accounts

» **Main Bank Name:** For the given store, this is the name of the bank that you use for cash sales, house accounts paid by cash or check, paid outs/paid ins and cash over/short. You can name this the name of the bank, or if you have multiple accounts at the bank, you can name this account "Bank One – Cash Sales" for example. It is required to specify a main bank account name for each store. Type the name of the bank and then click Apply.

» **Additional Bank Account Names:** If you have other bank accounts, add them in this field. For example, you may have accounts at other banks or you may have a separate account for credit cards. This field is optional.

To add a bank account name, type the name of the account in the small text field and then click **Add** so the account displays in the large text field below.

7 Click **Next** to set up your credit cards.

**Figure 20-8:** Set Up Credit Cards
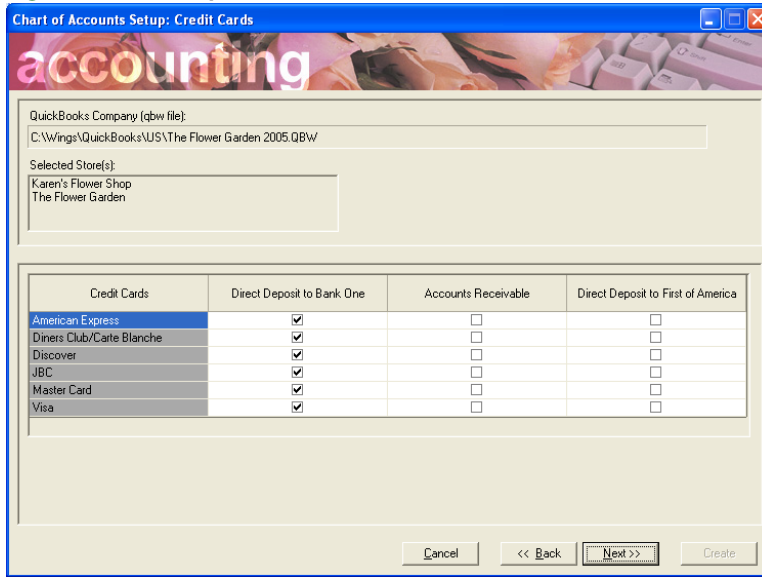
Here you must define where your credit card revenue should be deposited. You have the option to select the Accounts Receivable account, or any of the bank accounts that you set up in the previous screen.

By default, all credit cards are set to be deposited to your main bank account. To change which account a credit card company's revenue should be deposited, click in the check box for the appropriate bank. You can only select one bank for each credit card company.

8   Click **Next** to set up your paid out/paid in accounts.

Figure 20-9: Set Up Paid In/Paid Out Accounts
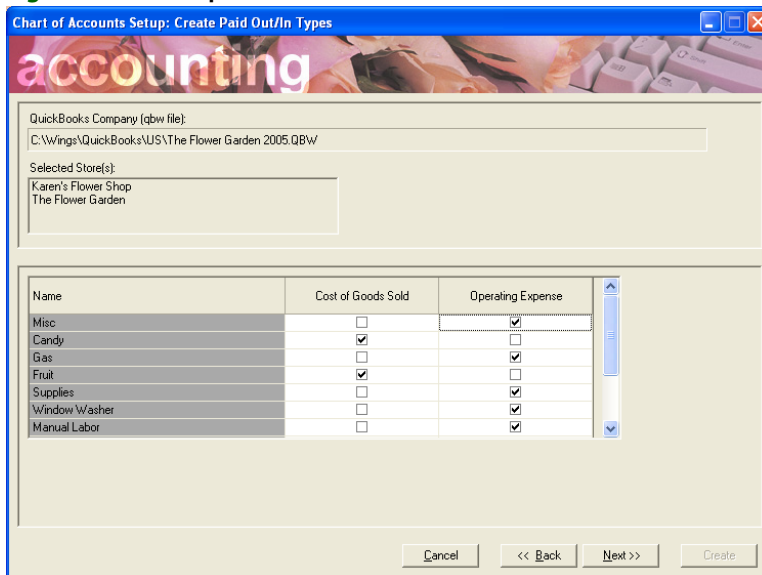
Here you must specify whether each paid out/in type is related to Costs of Goods Sold or Operating Expenses. For example, if you have a paid out type of "Candy" that you use to purchase Candy for your gourmet baskets, this account should be designated as a Cost of Goods Sold account. If you have a Paid Out type of "Supplies" to purchase office supplies, this account should be designated as an Operating Expense account.

To designate a paid out/in type as a Cost of Goods Sold or Operating Expense account, click in the appropriate check box for that paid out/in type. Only one category can be assigned per paid out/in type.

For paid out/in types that are defined as Cost of Goods Sold, a Cost of Goods Sold purchase account is created in the Chart of Accounts. The account is created with the name of the paid out/in type followed by the word "Costs" (for example "Candy Costs"). For paid out/in types that are defined as Operating Expense accounts, an Operating Expense account is created with the name of the paid out/in type followed by the word "Expense" (for example "Supplies Expense").

9   Click **Next** to set up your Chart of Accounts.

Figure 20-10: Set Up Chart of Accounts

On this screen you decide which accounts will make up your Chart of Accounts in QuickBooks. The accounts that are listed here are based on the responses that you provided in the Chart of Accounts Wizard, along with setups that you have on FTD Mercury, such as product categories and fees. Other accounts are also listed, such as accounts for vehicle and furniture costs.

At this time you should scroll through the list of accounts and decide which accounts you want to add to your Chart of Accounts. By default, only the required accounts are selected. If you want to create an account for a listed item, make sure a check mark exists for that item in the Create GL Account? column. To omit an account from your Chart of Accounts, clear the check mark that appears in the Create GL Account? column. To select all accounts, click the Select All button.

Some accounts are required, such as your bank accounts and the accounts for your paid in/out types. If you attempt to remove the check mark in the Create GL Account? column for a required account, you receive the message `Cannot uncheck. Account is required by your FTD Mercury system.`

In addition to reviewing the accounts you want to include, you can also change the account number of the accounts (you may want to do this to match a previous QuickBooks Chart of Accounts). To change the account number, click inside of the account number cell so that a cursor appears, then type the new number. Note that you can change the account number on the first export only. You cannot change account names later in QuickBooks or in the Chart of Accounts wizard. To change account numbers later, you must do so in QuickBooks. (Since FTD Mercury and QuickBooks identify GL accounts by account name, there is no need to re-run the Chart of Accounts Wizard if you change account numbers in QuickBooks.)

10 When you are finished, click **Create**. The accounts are then created in QuickBooks.

11 Click **OK** when you receive the following confirmation message `FTD Mercury and QuickBooks have been updated successfully. ### new account(s) were added to Quickbooks.` (`###` is replaced by the number of accounts added.

About Your Chart of Accounts

Keep the following in mind about your Chart of Accounts:

» A sale and purchase account are created for each product category. The sale account is named the product category preceded by the word "Sales" and the purchase account is named the product category followed by the word "Costs." For example, the sales account for the Fresh Flowers product category is named "Sales Fresh Flowers" and the purchase account is named "Fresh Flowers Costs."

» Accounts are created for all products with the "Fee" product category. These accounts are sub accounts of the Fee category in QuickBooks.

» Payable and Receivable accounts are created for each wire service.

» When Store Transfers are enabled, the Chart of Accounts contains accounts for Sales Accepted for Transfer, Sales Transferred, Inner Company Transfers, and Transferred Sales Commission.

Journal Entries for Outgoing Wire Orders

The "Sales Outgoing Wire Orders" and "Paid to Outgoing Florist" accounts are accounts that handle outgoing wire orders. All outgoing orders use the format of the following example when generating journal entries in QuickBooks:

Product = $50

Delivery Charge = $10

Relay Charge = $5

Sales Tax = $6

Total Cash Sale = $71

Table 20-2: Journal Entries for Outgoing Wire Orders

General Ledger Account	DEBIT	CREDIT	Description
Main Bank Account	71.00		Total order amount
Sales Outgoing Wire Orders		60.00	100% product and delivery
Paid to Outgoing Florist	48.00		100% product and delivery less 20% sender commission
Accounts Payable FTD		48	100% product and delivery less 20% sender commission
Relay Charge Income		5.00	100% relay fee product
Sales Tax Payable		6.00	100% Sales Tax Collect

Journal Entries for Store Transfers

For Store Transfers, entries are made to the General Ledger Accounts of each store. For example, suppose Margie's Flowers transferred a $115.00 order ($90.00 product, $10.00 delivery, $10.00 service fee, 5.00 tax) to Jay's Flowers and received the same order transferred order from Jay's Flowers. The GL Export report for Margie's Flowers would contain the journal entries shown in the

table below. Margie's Flowers and Jay's Flowers are set up in Mercury Administration to provide an 80/20 split on revenues to stores when transferring local orders.

Table 20-3: **Journal Entries for Store Transfers**

| General Ledger Account	Debit	Credit	Description
Sales Accepted for Transfer		100.00	100% of the total product and delivery charge
Sales Tax and all non-product and non-delivery categories		15.00	100% to the appropriate account
Payments	100.00		100% to the appropriate account
Sales Transferred	80.00		Percentage of total product plus delivery times the percentage of revenue shared with the store to which the order was transferred, based on the Filling percentages in Mercury Administration
Sales Income		90.00	100% of the product to the appropriate income account
Delivery Income		10.00	100% of the ticket's delivery charge to delivery income account
Transferred Sales Commission	20.00		Percentage of total product plus delivery times the percentage of commission shared with the store from which the order was transferred, based on the Selling Commission percentage in Mercury Administration
Inner Company Transfers	80.00		Product and delivery income less commissions paid on transferred sales. The combined total of journal entries for inner company transfers for all stores will be 0.

Step 5: Enter Your Company Information in QuickBooks

Next you must open QuickBooks and type in your company information (shop name, address, tax ID, etc.) so that the information is correct on reports and tax forms.

TASK   **To enter your company information:**

1   Double-click the **QuickBooks Pro** icon on your Windows desktop to open the program. The following window appears.

Figure 20-11: **Open QuickBooks Company File**
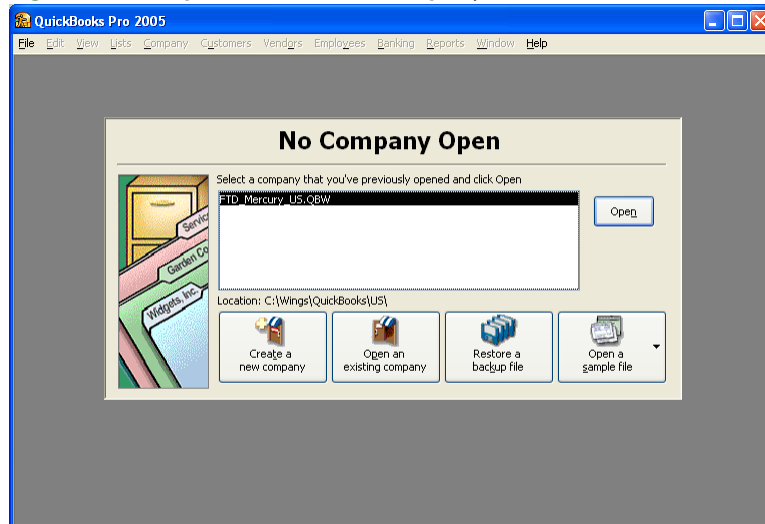
2   Highlight your QuickBooks company file and then click **Open**.

3   You are prompted for a password. Type admin (in lowercase letters). Bullets appear to protect your password.

Figure 20-12: **QuickBooks Login**

4   Click **OK**.

5   Click the **Company** menu in the menu bar, and then click **Company Information**. Update the information in this screen and then click **OK**.

See Changing Company Information on page 20–24 for more information.

Step 6: Enter Your Opening Balances

Next you may want to enter the opening balance for each of your QuickBooks accounts. If you are not ready to enter your opening balances, you can do this at a later time.

To obtain your opening balances, ask your accountant to provide you with a Trial Balance for your start/transition date (the start/transition date is the date that you are moving from your old bookkeeping method [or old QuickBooks company file] to your new QuickBooks company file with FTD Mercury). If a Trial Balance is not available, use a year-to-date financial statement as of your

start/transition date. To help you calculate your opening balances, you will also need a bank statement for accounts that receive one (so that you can see which checks have cleared and record service charges and interest), as well as a list of your outstanding checks and deposits. Using these tools, work with your accountant to determine the opening balance for each of your accounts, and then enter them in QuickBooks. Refer to the QuickBooks online help for instructions.

The Balance Wizard (Exporting to QuickBooks)

After you have set up your QuickBooks software, Chart of Accounts, and entered opening balances for your accounts, you are ready to export your FTD Mercury data to QuickBooks. You can always view or print your sales information for the given date range before you export (you do not have to purchase the Accounting module to view or print sales information, only to export to QuickBooks).

Before you export data to QuickBooks, there are a few things that you should complete in FTD Mercury:

» If you want your Point of Sale transactions to be included in the export, you must perform a z-out on your cash register. Otherwise transactions in the open Point of Sale session are excluded from the export.

» If you have enabled store transfers or added any product categories or paid out/in types in Mercury Administration since creating your QuickBooks Chart of Accounts, make sure to add these accounts to your Chart of Accounts in QuickBooks before exporting (otherwise you will not be allowed to export). Do this by re-running the Chart of Accounts Wizard (see The Chart of Accounts Wizard on page 20–6).

TASK   **To export to QuickBooks**

1   On the **FTD Mercury Main Menu**, click **Accounting**.

2   Click the **Balance** button.

Figure 20-13: Balance Wizard – Store Selection

3   Complete the information on this screen:

» **Store Name:** This drop-down field contains all of your stores that have been associated with a company file when you set up your Chart of Accounts in the Chart of Accounts wizard. Select the store data that you are exporting to QuickBooks (you can only export one store at a time).

» **Start Date/End Date:** Specify the date range of the data you are exporting by selecting a start date and end date. By default, the start date is the date of the earliest un-exported transaction and the end date is today's date.

» **Detail or Summary:** Specify if you want to go through the Balance Wizard in Detail or in Summary.

Selecting the **Detail** option takes you through every screen of the wizard, listing cash sales, credit cards, customer receivables, wire service receivables, and gift certificates/gift cards all in detail before you reach the Summary Report.

Selecting the **Summary** option takes you directly to the Summary Report (see Sample Balancing Summary Report (page 1) on page 20–16), which lists a summary of the transactions that you will be exporting to QuickBooks. Skip to step 9 if you want to skip to the Summary Report.

» **Print Balance Report:** Click this button to print the Balancing Summary Report, which lists your cash sales, credit card transactions, customer receivables, wire service receivables, gift certificate transactions, and store transfers in detail. See the following example report. Note that each of these sections can be printed individually on their corresponding screens in the Balancing Wizard. You can choose to print the entire report now, or you can print only the sections you need on the following screens.

Figure 20-14: Sample Balancing Summary Report (page 1)

BALANCING SUMMARY REPORT
MARGIE'S FLOWERS
DATE: 2/18/2008 thru 2/18/2008
C:\Wings\QuickBooks\US\Margie's Flowers.QBW

CASH/CHECKS	Sale Date	Z-Out Date	Order# /Units	Merch. Amount	Delivery Charges	Relay Charges	Sales Tax	Discount Amount	Total
Total Cash Sales Summary									
Cash and Check Sales			0	0.00	0.00	0.00	0.00	0.00	0.00
Cash Refunds			0	0.00	0.00	0.00	0.00	0.00	0.00
Cash and Check Payments (ROA)			0	0.00	0.00	0.00	0.00	0.00	0.00
PaidOuts/Ins			0	0.00	0.00	0.00	0.00	0.00	0.00
Cash Over/Short			0	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL BANK DEPOSITS			0	0.00	0.00	0.00	0.00	0.00	0.00

CREDIT/DEBIT CARDS	Sale Date	Z-Out Date	Order# /Units	Merch. Amount	Delivery Charges	Relay Charges	Sales Tax	Discount Amount	Total
CREDIT/DEBIT CARDS - BANKS									
Master Card	2/18/2008		024654/1	66.50	8.50	0.00	0.00	0.00	75.00
Credit/Debit Card Sales			1	66.50	8.50	0.00	0.00	0.00	75.00
Credit/Debit Card Payments (ROA)			0	0.00	0.00	0.00	0.00	0.00	0.00
Credit/Debit Card Refunds			0	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL CREDIT/DEBIT CARD BANK			1	66.50	8.50	0.00	0.00	0.00	75.00
CREDIT/DEBIT CARDS - RECEIVABLES									
Credit/Debit Card Sales			0	0.00	0.00	0.00	0.00	0.00	0.00
Credit/Debit Card Payments (ROA)			0	0.00	0.00	0.00	0.00	0.00	0.00
Credit/Debit Card Refunds			0	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL CREDIT/DEBIT CARD RECEIVABLES			0	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL CREDIT/DEBIT CARD SETTLEMENT			1	66.50	8.50	0.00	0.00	0.00	75.00

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Figure 20-15: Sample Balancing Summary Report (page 2)

BALANCING SUMMARY REPORT
MARGIE'S FLOWERS
DATE: 2/18/2008 thru 2/18/2008
C:\Wings\QuickBooks\US\Margie's Flowers.QBW

SUMMARY BY CREDIT/DEBIT CARD COMPANY

American Express		0	0.00	0.00	0.00	0.00	0.00	0.00
Diners Club/Carte Blanche		0	0.00	0.00	0.00	0.00	0.00	0.00
Discover		0	0.00	0.00	0.00	0.00	0.00	0.00
Debit - OE		0	0.00	0.00	0.00	0.00	0.00	0.00
Debit - POS		0	0.00	0.00	0.00	0.00	0.00	0.00
Master Card		1	66.50	8.50	0.00	0.00	0.00	75.00
Visa		0	0.00	0.00	0.00	0.00	0.00	0.00

HOUSE ACCOUNT	Sale Date	Z-Out Date	Order# /Units	Merch. Amount	Delivery Charges	Relay Charges	Sales Tax	Discount Amount	Total
0001042	2/18/2008		024652/1	39.99	10.00	0.00	0.00	0.00	49.99
0001042	2/18/2008		024655/1	83.44	10.00	0.00	0.00	0.00	93.44
0001042	2/18/2008		024656/1	41.50	8.50	0.00	0.00	0.00	50.00
House Charge Sales			3	164.93	28.50	0.00	0.00	0.00	193.43
Manual Ticket Sales			0	0.00	0.00	0.00	0.00	0.00	0.00
Debit Sales			0	0.00	0.00	0.00	0.00	0.00	0.00
ROA Payments			0	0.00	0.00	0.00	0.00	0.00	0.00
Credit Sales			0	0.00	0.00	0.00	0.00	0.00	0.00
Write Off			0	0.00	0.00	0.00	0.00	0.00	0.00
Finance Charges			0	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL CUSTOMER RECEIVABLES			3	164.93	28.50	0.00	0.00	0.00	193.43

STORE TRANSFERS	Sale Date	Z-Out Date	Order# /Units	Merch. Amount	Delivery Charges	Relay Charges	Sales Tax	Discount Amount	Total
Value of Sales Transferred to Other Stores			0	0.00	0.00	0.00	0.00	0.00	0.00
Income Retained			0	0.00	0.00	0.00	0.00	0.00	0.00
Total Revenue Transferred			0	0.00	0.00	0.00	0.00	0.00	0.00

Page 2 of 4

Figure 20-16: Sample Balancing Summary Report (page 3)

BALANCING SUMMARY REPORT
MARGIE'S FLOWERS
DATE: 2/18/2008 thru 2/18/2008
C:\Wings\QuickBooks\US\Margie's Flowers.QBW

Value Of Sales Transferred From Other Stores			0	0.00	0.00	0.00	0.00	0.00	0.00
Commission Paid			0	0.00	0.00	0.00	0.00	0.00	0.00
Total Revenue Received			0	0.00	0.00	0.00	0.00	0.00	0.00

WIRE SERVICE	Sale Date	Z-Out Date	Order# /Units	Merch. Amount	Delivery Charges	Relay Charges	Sales Tax	Discount Amount	Total
Incoming Sales Summary									
FTD	2/18/2008		024644/1	69.99	10.00	0.00	0.00	0.00	79.99
FTD	2/18/2008		024646/1	33.50	8.50	0.00	0.00	0.00	42.00
FTD	2/18/2008		024647/1	51.49	8.50	0.00	0.00	0.00	59.99
FTD	2/18/2008		024650/1	40.00	10.00	0.00	0.00	0.00	50.00
FTD	2/18/2008		024651/1	69.99	10.00	0.00	0.00	0.00	79.99
FTD	2/18/2008		024653/1	54.99	15.00	0.00	0.00	0.00	69.99
FTD	2/18/2008		024658/1	30.00	10.00	0.00	0.00	0.00	40.00
FTD			7	349.96	72.00	0.00	0.00	0.00	421.96
TEL			0	0.00	0.00	0.00	0.00	0.00	0.00
AFS			0	0.00	0.00	0.00	0.00	0.00	0.00
DOV	2/18/2008		024645/1	24.00	10.00	0.00	0.00	0.00	34.00
DOV	2/18/2008		024657/1	40.00	10.00	0.00	0.00	0.00	50.00
Dove			2	64.00	20.00	0.00	0.00	0.00	84.00
BLM			0	0.00	0.00	0.00	0.00	0.00	0.00
VNS			0	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL INCOMING SALES			9	413.96	92.00	0.00	0.00	0.00	505.96
Outgoing Sales Summary									
FTD			0	0.00	0.00	0.00	0.00	0.00	0.00
TEL			0	0.00	0.00	0.00	0.00	0.00	0.00
AFS			0	0.00	0.00	0.00	0.00	0.00	0.00
Dove			0	0.00	0.00	0.00	0.00	0.00	0.00

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Figure 20-17: Sample Balancing Summary Report (page 4)

BALANCING SUMMARY REPORT
MARGIE'S FLOWERS
DATE: 2/18/2008 thru 2/18/2008
C:\Wings\QuickBooks\US\Margie's Flowers.QBW

BLM			0	0.00	0.00	0.00	0.00	0.00	0.00
VNS			0	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL OUTGOING SALES			0	0.00	0.00	0.00	0.00	0.00	0.00

GIFT CERTIFICATES/CARDS	Sale Date	Z-Out Date	Order# /Units	Merch. Amount	Delivery Charges	Relay Charges	Sales Tax	Discount Amount	Total
Gift Certificates Purchased			0	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL GIFT CERTIFICATES PURCHASED			0	0.00	0.00	0.00	0.00	0.00	0.00
Gift Certificate Payments			0	0.00	0.00	0.00	0.00	0.00	0.00
Gift Certificates Redeemed			0	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL GIFT CERTIFICATES REDEEMED			0	0.00	0.00	0.00	0.00	0.00	0.00
Gift Cards Purchased			0	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL GIFT CARDS PURCHASED			0	0.00	0.00	0.00	0.00	0.00	0.00
Gift Cards Redeemed			0	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL GIFT CARDS REDEEMED			0	0.00	0.00	0.00	0.00	0.00	0.00

Z-OUT DATE OUTSIDE DATE RANGE	Sale Date	Z-Out Date	Order# /Units	Merch. Amount	Delivery Charges	Relay Charges	Sales Tax	Discount Amount	Total
American Express	2/18/2008		024649/1	75.00	8.95	0.00	0.00	0.00	83.95
American Express	2/18/2008		024649/1	75.00	8.95	0.00	0.00	0.00	83.95
CS	2/18/2008		024648/1	12.50	0.00	0.00	0.00	0.00	12.50
DOV	2/18/2008		024659/1	33.00	10.00	0.00	0.00	0.00	43.00
Visa	2/18/2008		024648/1	12.50	0.00	0.00	0.00	0.00	12.50
Total Outside Date Range			5	208.00	27.90	0.00	0.00	0.00	235.90

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4 Click **Next** to view your cash sales (if you selected **Detail** in the **Store Selection** screen):

Figure 20-18: Balance Wizard – Cash Sales

This screen displays your cash sales for the given date range. Clicking **Print Detail Report** prints the CASH/CHECKS section on the Balancing Summary Report.

5 Click **Next** to view your credit cards and debit cards (if you selected **Detail** in the **Store Selection** screen):

Figure 20-19: Balance Wizard – Credit/Debit Card

This screen displays your credit card and debit data for the given date range. Clicking **Print Detail Report** prints the CREDIT/DEBIT CARDS section on the Balancing Summary Report.

6 Click **Next** to view your customer receivables (if you selected **Detail** in the **Store Selection** screen):

Figure 20-20: Balance Wizard – Customer Receivables
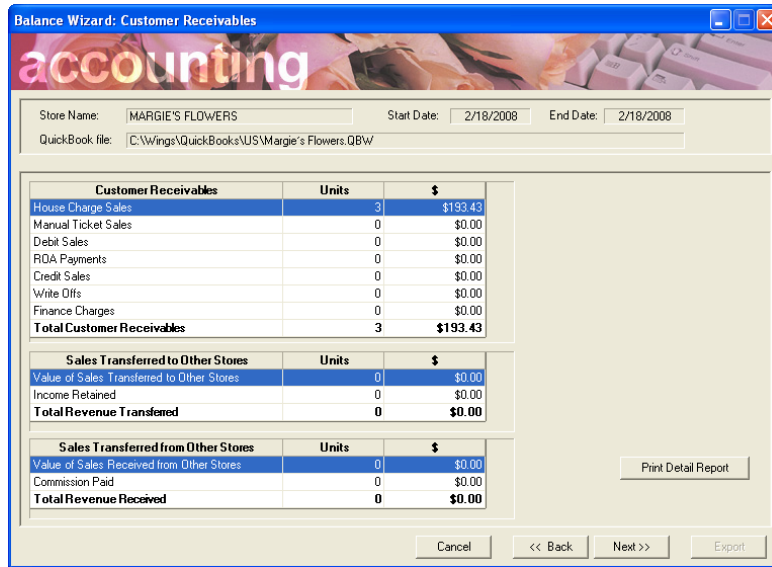
This screen displays your customer receivables and store transfer data for the given date range. Clicking **Print Detail Report** prints the HOUSE ACCOUNT section on the Balancing Summary Report.

7 Click **Next** to view your wire service receivables (if you selected **Detail** in the **Store Selection** screen):

Figure 20-21: Balance Wizard – Wire Service Receivables
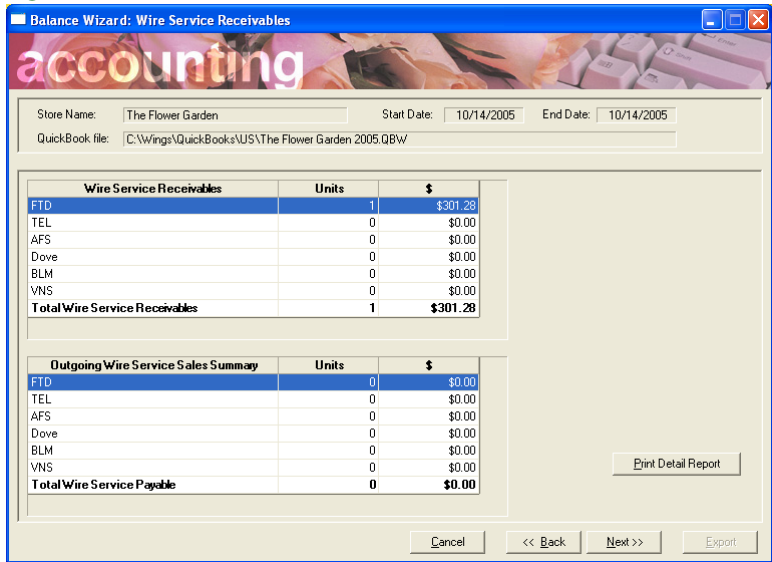
This screen displays your incoming and outgoing sales information for the given date range. Clicking **Print Detail Report** prints the WIRE SERVICE section on the Balancing Summary Report.

8 Click **Next** to view your gift certificates/gift cards sold and redeemed (if you selected **Detail** in the **Store Selection** screen):

Figure 20-22: **Balance Wizard – Gift Certificate/Gift Cards**
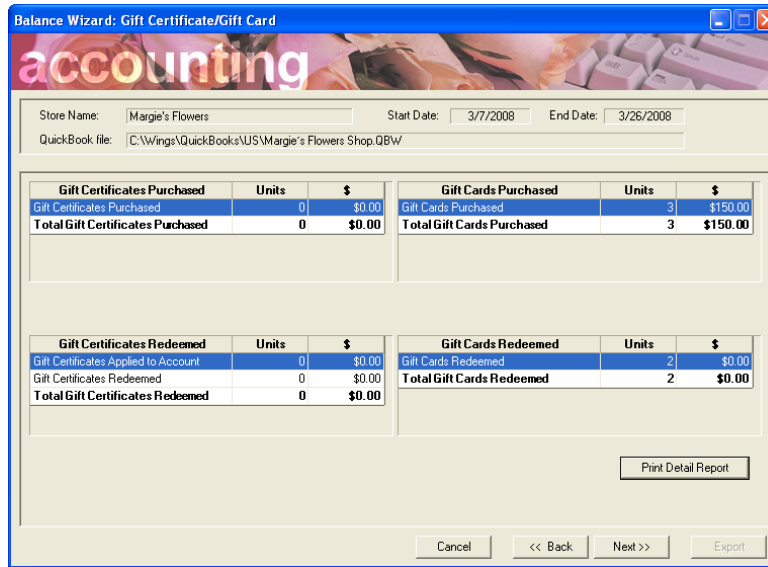
This screen displays the gift certificates/gift cards purchased and redeemed for the given date range. Clicking **Print Detail Report** prints the GIFT CERTIFICATES/CARDS section on the Balancing Summary Report.

9 Click **Next** to view the Summary Report:

Figure 20-23: **Balance Wizard – Summary Report**
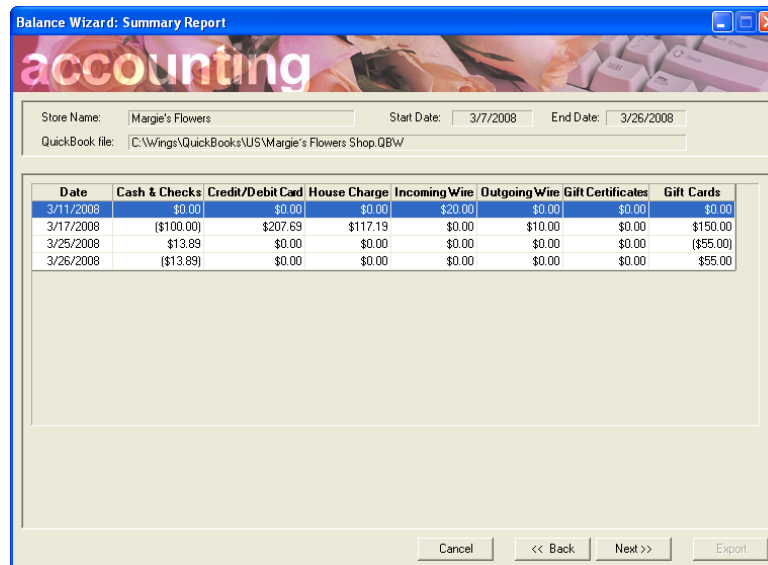
This screen displays summary information for each date within your date range.

10 Click **Next** to view the journal entries that will be made to QuickBooks:

Figure 20-24: Balance Wizard – Export GL Entries
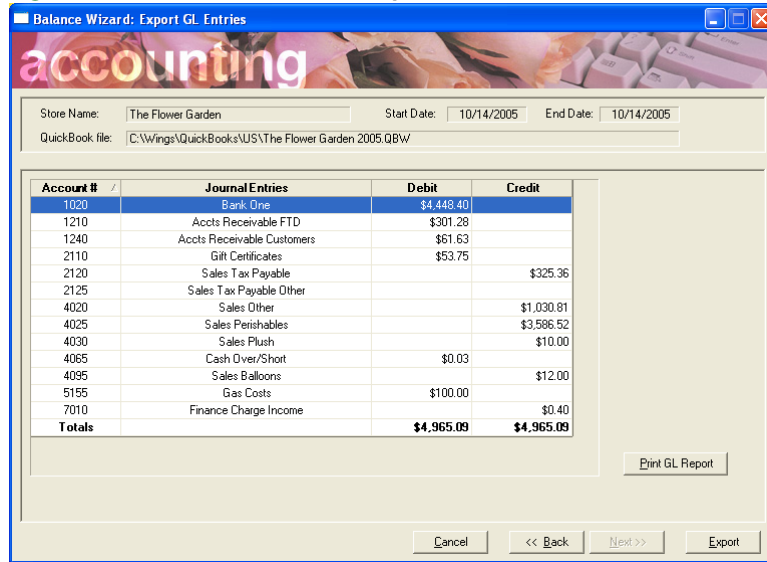
This screen displays the journal entries that will be made to QuickBooks after you click the **Export** button. Each account is listed by the account number and name, and then the amount debited or credited is displayed in the appropriate column. Clicking **Print GL Report** prints the information that you see on the screen (see GL Export Report on page 20–24).

11 At this time you are ready to export. You can use the **Back** button to go back and change any information if necessary. When you are ready to export to QuickBooks, click the **Export** button.

12 Next you are warned that it is recommended to create a backup of your QuickBooks company file. Click **Cancel** to stop the process and create a backup of your company file (refer to the QuickBooks online help for instructions). Or click **OK** to continue without backing up.

NOTE   Your QuickBooks company file is backed up every night during your FTD Mercury nightly backup.

Figure 20-25: Backup Company File
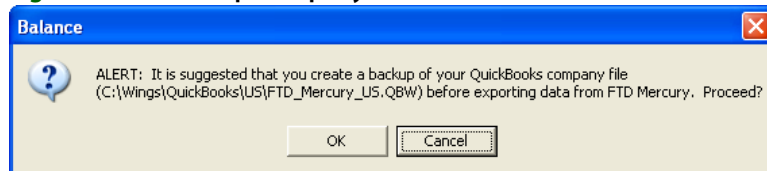
After clicking **OK**, you may receive a message instructing you to update the Chart of Accounts.

Figure 20-26: Account Does Not Exist in QuickBooks

In the example above, the user added the product category "Silk" in Mercury Administration but forgot to add a sales account for it in QuickBooks. If an account does not exist in QuickBooks and you are instructed to update the Chart of Accounts, re-run the Chart of Accounts Wizard, then re-export in the Balance Wizard (see Adding Accounts to the Chart of Accounts on page 20–25).

You receive the following message when the export is complete:

Click **OK** and you are returned to the Accounting screen.

Because QuickBooks does not allow multiple journal entries to Accounts Receivable or Accounts Payable account types, all sales are exported to a **Sales Clearing Account**. Then additional entries are made removing those journal entries from the Sales Clearing Account and placing them into the proper account in QuickBooks. The following accounts are created in QuickBooks so that when you make Accounts Payable or Accounts Receivable journal entries, the customer/vendor accounts are already created for you. ***Do not delete these accounts.***

The following customers are added to the QuickBooks customer list:

» FTD Mercury Customer

» FTD Wire Service

» TEL Wire Service

» FTD Credit Cards

The following vendors are added to the QuickBooks vendor list:

» FTD, Inc.

» Teleflora

General Ledger Export History

General Ledger Export History allows you to view summaries of previous GL exports to QuickBooks. You can also print the Balance Summary Report for any of the exports.

TASK   **To access GL Export History:**

1   On the **FTD Mercury Main Menu**, click **Accounting**. The Accounting module opens.

2   Click **GL Export**.

TASK   **To print the Balance Summary Report for any of the exports:**

Highlight the export and then click Print Balance Summary Report. To see an example of the Balance Summary Report, see Sample Balancing Summary Report (page 1) on page 20–16.

TASK   **To print a report that lists the journal entries created during the export:**

Click **Print GL Export Report**.

Figure 20-28: GL Export Report

GL EXPORT DETAIL REPORT
The Flower Garden
DATE: 10/14/2005 thru 10/14/2005
C:\Wings\QuickBooks\US\The Flower Garden 2005.QBW

Date	Account Number	Account Name	Debit	Credit

GL ACTIVITY BY DAY

10/14/2005

	Account Number	Account Name	Debit	Credit
	1240	Accts Receivable Customers	$61.63	$0.00
	1210	Accts Receivable FTD	$301.28	$0.00
	1020	Bank One	$4,448.40	$0.00
	4065	Cash Over/Short	$0.03	$0.00
	7010	Finance Charge Income	$0.00	$0.40
	5155	Gas Costs	$100.00	$0.00
	2110	Gift Certificates	$53.75	$0.00
	4095	Sales Balloons	$0.00	$12.00
	4020	Sales Other	$0.00	$1,030.81
	4025	Sales Perishables	$0.00	$3,586.52
	4030	Sales Plush	$0.00	$10.00
	2120	Sales Tax Payable	$0.00	$325.36
	2125	Sales Tax Payable Other	$0.00	$0.00
		DAILY TOTAL	**$4,965.09**	**$4,965.09**

TRIAL BALANCE

	Account Number	Account Name	Debit	Credit
	1020	Bank One	$4,448.40	$0.00
	1210	Accts Receivable FTD	$301.28	$0.00
	1240	Accts Receivable Customers	$61.63	$0.00
	2110	Gift Certificates	$53.75	$0.00
	2120	Sales Tax Payable	$0.00	$325.36
	2125	Sales Tax Payable Other	$0.00	$0.00
	4020	Sales Other	$0.00	$1,030.81
	4025	Sales Perishables	$0.00	$3,586.52
	4030	Sales Plush	$0.00	$10.00
	4065	Cash Over/Short	$0.03	$0.00
	4095	Sales Balloons	$0.00	$12.00
	5155	Gas Costs	$100.00	$0.00
	7010	Finance Charge Income	$0.00	$0.40
			$4,965.09	**$4,965.09**

Page 1 of 1

Using QuickBooks

This section contains answers to common issues. Refer to the QuickBooks online help for more information on using QuickBooks beyond what is covered in this section.

Changing Company Information

TASK **To change the information in your company file:**

1 In QuickBooks, on the **Company** menu, click **Company Information**. The **Company Information** window opens.

2 You must keep this information up-to-date so that the correct information prints on your reports and tax forms. Click **OK** when you are finished updating the information.

Figure 20-29: **Updating Company Information**

For assistance with this window, use the help options at the top of the window, or refer to the QuickBooks online help.

Adding Accounts to the Chart of Accounts

Occasionally you will need to add an account to your QuickBooks Chart of Accounts. For example, the first time you enable store transfers and each time you add a product category or paid in/out type to Mercury Administration, you must create an account for these items before you can export data into QuickBooks. You are warned when this is necessary. For example, when you add a product category to Mercury Administration, you receive the following message:

```
QuickBooks general ledger account must be created for this Product Category. Please
update Chart of Account in Accounting application.
```

Or when you add a paid out/in type, you are also notified:

```
QuickBooks general ledger account must be created for this Paid Out/In Type. Please
update Chart of Account in Accounting Application.
```

TASK   **To add accounts to your QuickBooks Chart of Accounts:**

Re-run the FTD Mercury Chart of Accounts Wizard (for example, after you have enabled store transfers or added your product categories and/or paid in/out types).

NOTE   You cannot delete product categories and paid in/out types in Mercury Administration after accounts are created for them in QuickBooks.

TASK   **To add a new account to your Chart of Accounts due to enabling store transfers or adding a new product category or paid in/out type:**

1   On the **FTD Mercury Main Menu**, click **Accounting**. The Accounting module opens.

2   Click **Chart of Accounts**.

3   In the first panel of the wizard, highlight the company file for which you are adding an account. Then click **Next**.

4   In the **Create Bank Accounts** panel, click **Next**.

5   In the **Credit Cards** panel, click **Next**.

6   In the **Create Paid Out/In Types** panel, if you added a paid in/out type since the last time you ran the Chart of Accounts Wizard, the paid in/out type is listed without a check mark in either the **Cost of Goods Sold** or the **Operating Expense** columns. Check whether the paid in/out type is related to cost of goods sold or operating expenses by selecting in the appropriate check box.

Figure 20-30: Chart of Accounts Setup: Create Paid Out/In Types Screen
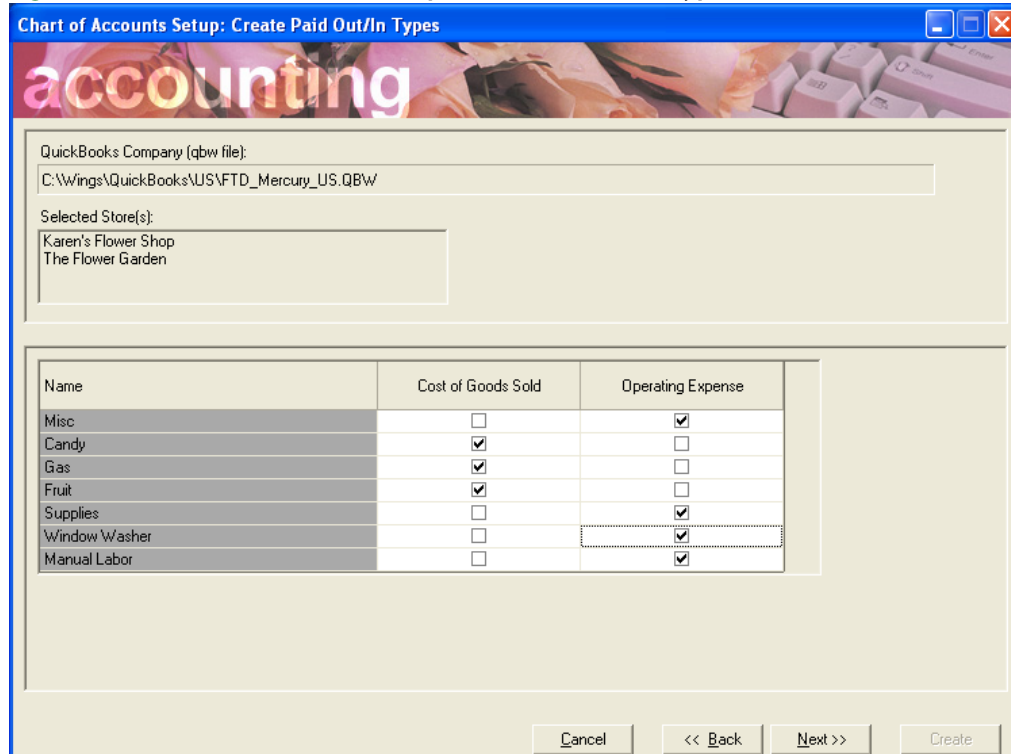
7   Click **Next**.

8   In the **Setup QuickBooks Chart of Accounts** panel, if you added any product categories or enabled store transfers, this screen lists those product categories or accounts associated with store transfers along with your other accounts. You must scroll down and locate these accounts, then select the **Create GL Account?** check box if you want to include them in your Chart of Accounts. By default the SALES account is selected (because it is required) but the COSTS account is not selected (because it is optional).

NOTE   General Ledger accounts associated with store transfers are created by default, since they are required for correct accounting of store transfers.

Figure 20-31: Select Account
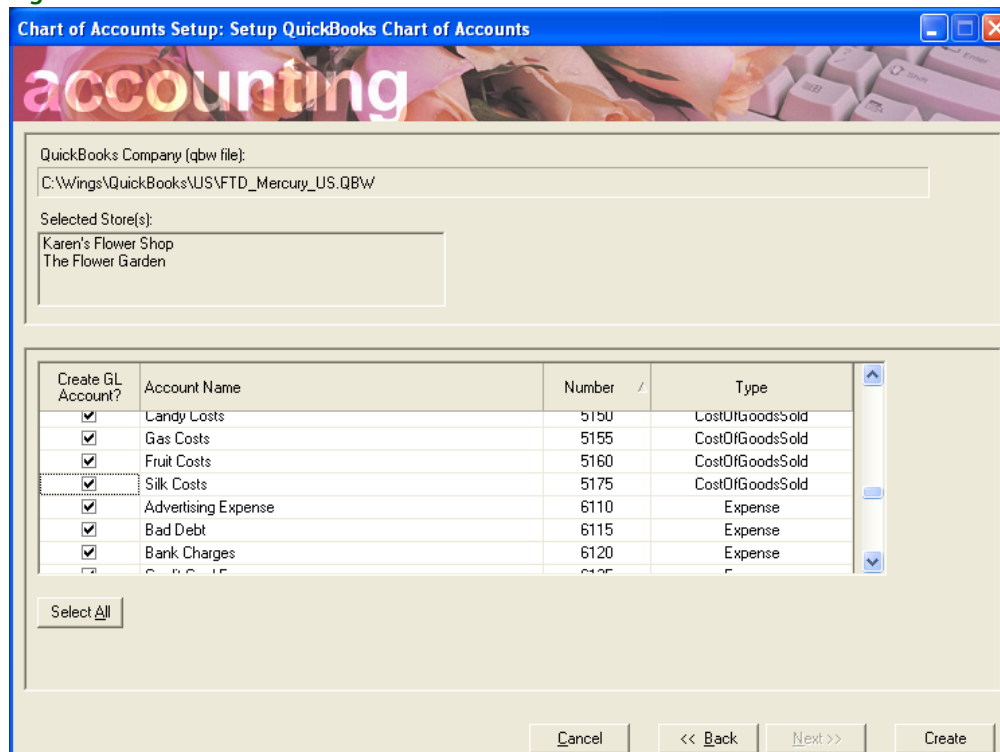
9 After checking all of the accounts you want to include, click **Create**. You are notified when the update is complete, and that your new accounts were added to QuickBooks.

Reconciling Accounts to Bank Statements

Your QuickBooks records should agree with all of the financial statements you regularly receive, such as checking and credit cards. The process of balancing your statements with your QuickBooks accounts is called Reconciliation. This process is done in QuickBooks. You should reconcile regularly when you receive your statements. You will have to enter entries into QuickBooks such as service charges and interest.

TASK   **To access Reconciliation:**

1 On the QuickBooks **Banking** menu, click **Reconcile**.

2 At this point you are prompted for the account you want to reconcile, the ending balance, and for service charge and interest amounts.

For more information, please refer to the QuickBooks online help (after clicking the Banking menu, then clicking Reconcile, click the How do I? button in the upper right hand corner of the window).

Printing Cost of Goods Reports

The Profit and Loss report in QuickBooks includes all income including inventory and non-inventory sales. To create a report to identify Cost of Goods percentages based on actual inventory sales, you need to create a custom report in QuickBooks. By creating this report you will then be able to determine your actual Cost of Goods based on your entries for the month, year, or any date range you prefer.

**TASK**   **To create a custom Cost of Goods report:**

1   On the QuickBooks **Reports** menu, point to **Company & Financial**, and click **Profit & Loss Standard**.

2   Click the **Modify Report** button in the upper left hand corner of the report.

3   On the **Display** tab, select from the **Dates** list the default date range that you want to use for the report (you can also specify a date range by selecting dates in the **From** and **To** fields). Then click the **% of Income** check box.

Figure 20-32: **Modify Report—Display Tab**
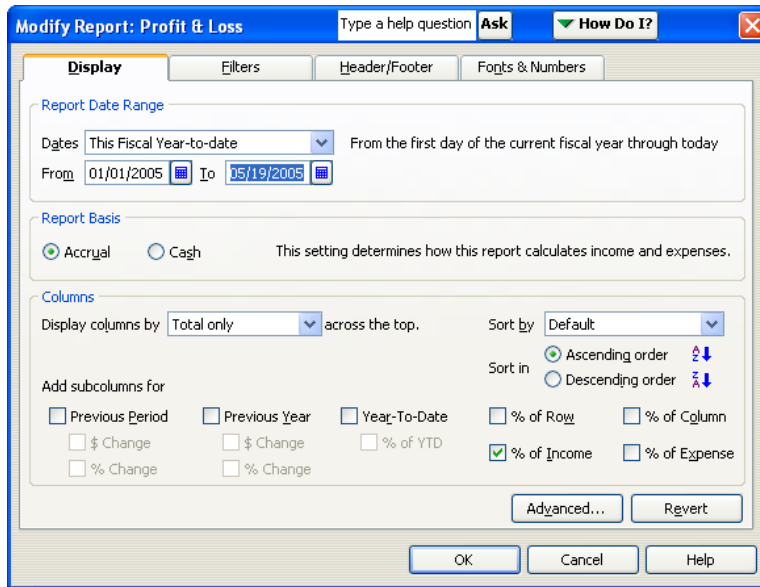
4   Click the **Filters** tab. On the **Filters** tab, click the arrow in the **Account** field to display a list. From the list, select **Selected** accounts (you have to scroll all the way up).

Figure 20-33: **Modify Report—Filters Tab**
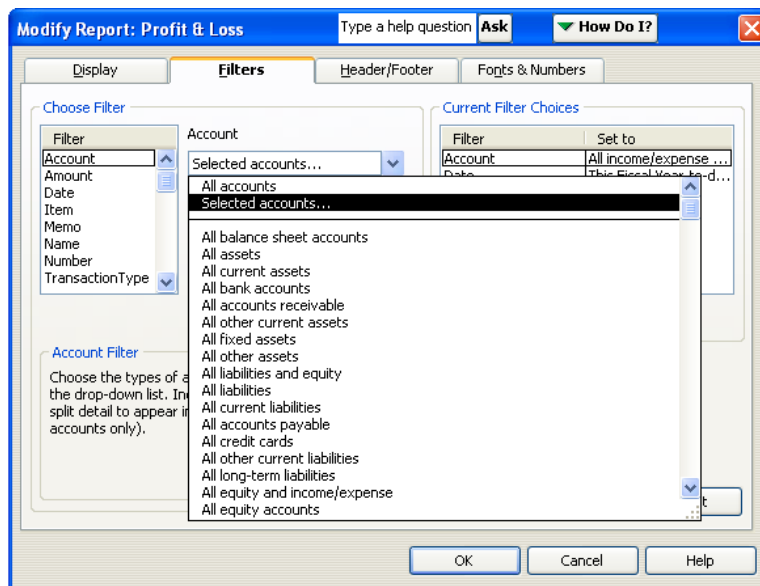
5   The **Select Account** window opens. Scroll through the list of accounts and select the accounts that you want to include in the report. Select the sales accounts, then scroll down and select

the cost of goods sold accounts that relate to the sales accounts on the report. To select an account, click on it so that a check mark appears next to the account number.

Figure 20-34: Select Account Window
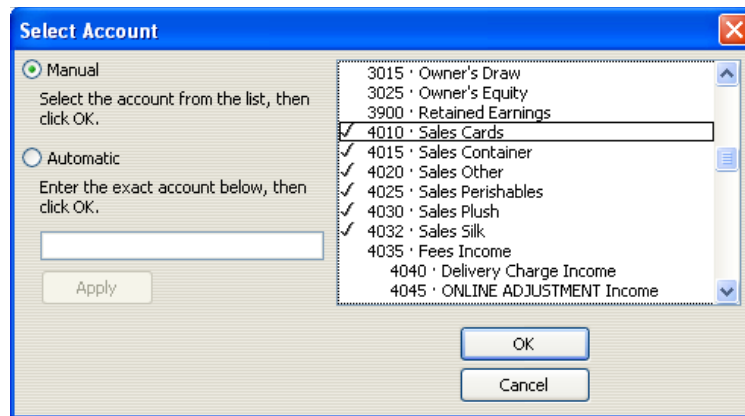
6   When you are finished selecting accounts, click **OK**. You are returned to the **Filters** tab.

7   Click the **Header/Footer** tab. On the **Header/Footer** tab, type a descriptive name for the report in the **Report Title** field, such as Cost of Goods Report.

Figure 20-35: Modify Report—Header/Footer Tab
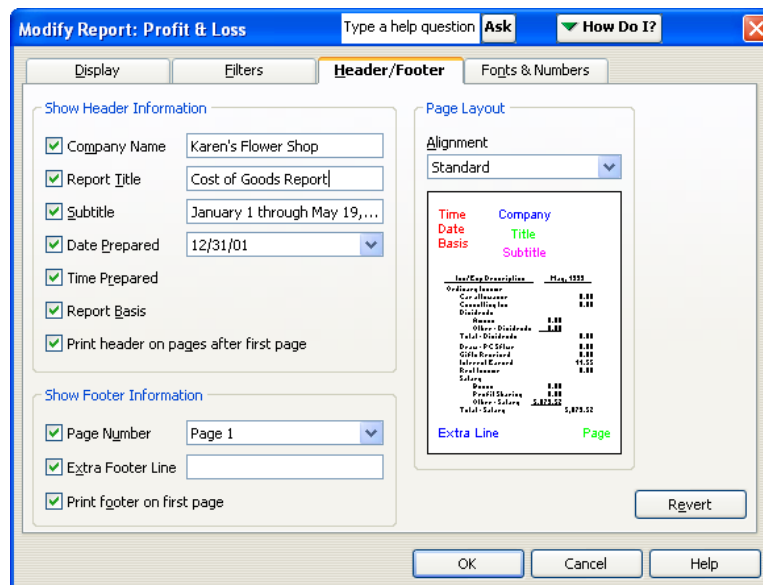
8   Click **OK**. The report results display on the screen:

Figure 20-36: Sample Cost of Goods Report

9:26 AM

05/19/05

Accrual Basis

FTD MECURY FLOWER SHOP
Profit & Loss
January 1 through May 19, 2005

	Jan 1 - May 19, 05	% of Income
Ordinary Income/Expense		
Income		
4010 · Sales Cards	160.00	0.3%
4020 · Sales Containers	754.23	1.5%
4030 · Sales Other	888.47	1.7%
4040 · Sales Perishable	47,473.85	91.7%
4050 · Sales Plush	2,917.12	5.6%
4090 · Cash Over/Short	20.08	0.0%
4190 · Sales Discounts	-423.24	-0.8%
Total Income	51,790.51	100.0%
Cost of Goods Sold		
5120 · Container Costs	371.00	0.7%
5130 · Other Costs	1,006.50	1.9%
5140 · Perishable Costs	10,913.28	21.1%
5190 · Freight on Purchases	20.00	0.0%
Total COGS	12,310.78	23.8%
Gross Profit	39,479.73	76.2%
Net Ordinary Income	39,479.73	76.2%
Net Income	**39,479.73**	**76.2%**

9 Click the **Memorize** button at the top of the report and then click **OK**. The report is then saved as a Memorized report.

TASK **To access this custom report in the future:**

1 On the **Reports** menu, point to **Memorized Reports**, and then click on the report.

2 When the report opens, you can change the date range for the report at the top of the screen.

Printing Trial Balance Reports

QuickBooks allows you to generate a Trial Balance report for given date. You can view the report on your screen before printing to your printer.

The Trial Balance report is displayed in debit and credit format and creates a balance as of a specific date. It adds up all of your credits and debits so that mistakes can be traced if your debits don't equal your credits.

TASK **To print the Trial Balance report:**

1 On the QuickBooks **Reports** menu, point to **Accountant & Taxes**, and click **Trial Balance**.

2 The report displays on your screen. To change the dates on the report, either click the **Dates** list to select a predefined date range, or select individual dates in the **From** and **To** fields to specify a custom date range.

Figure 20-37: Sample Trial Balance Report

For more information on the Trial Balance report, see your QuickBooks online help.