LESSON 3 Installing and setting up

Lesson objectives

In this lesson you'll learn how to install and set up QuickBooks Point of Sale. After completing this lesson, you'll be able to do the following:

- Determine what information you need to gather before setting up
- Install QuickBooks POS in single-workstation, multi-workstation, and multi-store environments
- Install and configure to facilitate data exchanges with QuickBooks financial software
- Describe the significance of the Server workstation in networked and multi-store environments
- Register QuickBooks POS
- Decide whether or not to import information from QuickBooks or another point-of-sale application
- Prepare a QuickBooks financial software company data file for exchange with QuickBooks POS
- Use the Setup Interview to configure the program
- Set company and workstation preferences
- Accomplish the tasks you need to get a client started using QuickBooks POS

Learning resources

The following is a list of additional resources that you might find useful in increasing your understanding of the content covered in this lesson.

- Webinar (recorded): *Installing and setting up*
- Learning Center tutorial: *Setup instructions*
- Learning Center tutorial: *Complete Setup Interview*
- Learning Center tutorial: *Importing items from QuickBooks*
- Learning Center tutorial: *Importing and updating items from other sources*

Understanding QuickBooks POS terminology

Use these terms to help familiarize yourself with QuickBooks POS before beginning an installation:

Company data/company file—The data file(s) that you create and work with in Point of Sale and in QuickBooks. In Point of Sale, your file is called *company data* and stores your Point of Sale information. In QuickBooks, your financial information is called a *company file*. Financial Exchange links the two files so that data can be shared.

Server/client database—A database model used by Point of Sale, where one workstation (the Server) stores the company data which is accessed by all other workstations (Clients) running Point of Sale on the same network.

Server workstation—The workstation that holds your Point of Sale company data and the database applications that allow Point of Sale to work with the company data. You install to this workstation first in a multiple workstation configuration. Only the Server workstation can perform certain data-related activities, such as creating company data and exchanging information with QuickBooks. The Server workstation must be running for Client workstations to run QuickBooks POS. The Server doesn't need to be running the POS software, but it does need to be turned on.

If you have only one workstation, then it is a Server workstation.

Client workstations—Additional workstations on a network that access the Server workstation to work with the Point of Sale company data. There may be up to nine client workstations in a networked installation (ten total, including the Server workstation).

Financial exchange—The exchange of information between Point of Sale and QuickBooks, typically run as part of the End of Day procedure from the Point of Sale Server workstation.

Account mappings—Refers to the "linking" instructions of various Point of Sale fields, payment types, or transaction information to the appropriate QuickBooks payment types. These mappings determine how Point of Sale data is posted to QuickBooks.

Store exchange—The exchange of Point of Sale company data between the Server workstations at Headquarters and remote stores in a Pro Multi-Store configuration.

User license—An entitlement or license to use Point of Sale on one computer. Having multiple user licenses allows multiple computers (workstations) to access the Point of Sale company data at the same time.

Planning the installation

The list below outlines the recommended sequence for installing and configuring QuickBooks Point of Sale. You do not have to install in this sequence, but it is intended to help get up and running in the most efficient manner possible.

If you are upgrading from a previous version and not making significant changes in the configuration (e.g., not adding workstations, stores, or just beginning to use QuickBooks), review this section and then refer to "Upgrading from a previous version" on page 72.

New Pro Multi-Store Users: Before beginning, it is strongly recommended that you read Lesson 11, "Working with multiple stores." When ready, return here and follow this procedure, starting at the Headquarters store.

Note: All installations on a network must be the same level (i.e., Basic, Pro, or Pro Multi-Store) and version (i.e., 6.0) of Point of Sale.

To prepare for QuickBooks POS installation:

1. Plan for the installation.
   - Make sure the client's computer(s) meet the minimum system requirements
   - Familiarize yourself with Point of Sale terminology
   - Decide on a location for the Point of Sale Server workstation and review how Point of Sale network licensing works
   - Collect the information needed for setup
   - Review the hardware planning section in the *QuickStart Guide*
   - Become familiar with in-product help and learning resources
2. Install QuickBooks financial software and configure your QuickBooks company file.
   - Install QuickBooks, or confirm the existing installation meets one of the three configuration options (see "Choosing a multi-workstation setup for QuickBooks financial software" on page 60)
   - Create the financial company file, if necessary
   - Review the financial company file for necessary settings

   If the client is a new or existing QuickBooks user and plans to integrate the two programs now, refer to Lesson 12, "Exchanging data."
3. Install Point of Sale.
   - Install Point of Sale on the Server workstation
   - Install Point of Sale on Client workstations
   - Review multi-workstation guidelines in the *QuickStart Guide*
   - Connect to the company data on the Server workstation
   - Merge license with Server workstations
4. Connect hardware.
   - Do not connect hardware until prompted to do so by the Hardware Setup Wizard
   - The Hardware Setup Wizard launches automatically to walk you through the process of connecting and configuring the hardware
   - Hardware is set up and installed on each workstation independently using the hardware setup wizard
5. Create the Point of Sale company data file.
   - Complete the Setup Interview to do the following:
   - Configure basic program preferences and customize features
   - Learn about and sign up for Merchant and Gift Card Services
   - Establish the connection to QuickBooks software

6 Complete essential getting started tasks.

- Complete the Point of Sale setup
- Import existing data
- Add departments, vendors, items, and customers
- Receive merchandise and print tags

Reviewing system requirements

Prior to an installation, it is important to verify that the software and hardware on the client's machine(s) is compatible with Point of Sale.

If the client wants to integrate QuickBooks POS with other software packages, such as QuickBooks financial software or Microsoft Excel, verify that the versions of those other applications are compatible with the client's version of QuickBooks POS.

Installing the proper networking software allows up to ten networked workstations to run Point of Sale simultaneously within a single store. In addition, the Pro Multi-Store level allows clients to manage up to ten stores, with centralized purchasing, inventory control, and reporting.

For detailed information about the minimum system requirements for a QuickBooks POS installation, refer to the *QuickStart Guide*.

Collecting necessary information before installing

As you configure Point of Sale, and optionally QuickBooks, you are asked to enter certain information about the company. This information is used to set up the company file in each program.

We suggest you have the following information available before beginning:

- Name and addresses, phone numbers, web sites, etc. for each store in the company
- Names, addresses, contact information, account numbers, balances, etc. for existing vendors, customers, and employees
- Existing department names
- Current on-hand counts, costs, and prices for existing inventory items
- Applicable sales tax rate(s) and the name of the agency to which they are paid
- Pro Multi-Store Users: The Point of Sale License Numbers, e-mail addresses, mapped drive path, or removable media information for the Server workstation at each store

Note: Point of Sale offers two ways to import existing customer, vendor, and item information: importing data from QuickBooks financial software and importing existing data in Excel or .csv format. Importing existing data can save many hours of tedious re-entry.

The first method, importing data from QuickBooks financial software, is discussed in Lesson 12, "Exchanging data." For details about the second method, see "Using the Data Import wizard" on page 77.

Choosing a server workstation

If you have multiple workstations, you must decide which of the workstations should be made the Point of Sale Server workstation.

The choice of a Server workstation is important, because:

- Only the Server workstation can perform the following Point of Sale tasks:
  - Financial Exchange with QuickBooks
  - Creation, conversion, or renaming of a Point of Sale company data file
  - Online registration and synchronization of license information with Intuit servers
  - Store Exchange of information (in a Pro Multi-Store configuration)
- The Server workstation stores the Point of Sale company data and the database access applications. All other workstations (Clients) access the company data on this workstation.
- The Server workstation can also perform all other Point of Sale tasks.

Ideally, the Server workstation is the fastest, most powerful computer with the largest hard drive, most memory (RAM), and equipped with a modem, Internet connection, or removable media devices for information exchange.

Server workstation considerations

Consider asking clients the following questions when deciding the location of the Server workstation:

- Where do you want your QuickBooks financial software installed?

  Only the Server workstation can run Financial Exchange with QuickBooks. Installation options with QuickBooks are discussed in the *QuickStart Guide*.
- Do you want your sales associates to have access to the Server workstation?
- Do you have single or multiple user licenses for Point of Sale?

  The Server Workstation must always be running for any workstation on the network to access the POS data.
- Where do you have access to the Internet?
- Where do you want to perform the End of Day Z-Out?

Once the Server workstation is installed and the company data file has been created, each additional workstation within a store is then installed as a Client workstation and accesses the company data file over the network. Client computers have only the Point of Sale program files installed locally.

Choosing a multi-workstation setup for QuickBooks financial software

If you are installing both programs at the same time we strongly recommend that you install and configure the QuickBooks company file first.

If the client is already using QuickBooks and has a company file set up, review this section to ensure the installation location is suitable to exchange data with the Point of Sale Server workstation.

In a multi-workstation configuration, a client's QuickBooks financial software can be installed in any of three ways:

- **Scenario 1**: QuickBooks financial software only on the QuickBooks POS Server workstation. This method provides the most efficient exchange of data on a network. This is the most commonly-used multi-workstation configuration.
- **Scenario 2**: QuickBooks financial software on another network computer, with a second instance installed on the QuickBooks POS Server workstation. This setup requires a peer-to-peer network and is possible even if your client has only a single-user license for QuickBooks financial software. This is the recommended configuration on a network when your client wants to use QuickBooks financial software on a different computer than the Point of Sale Server workstation.
- **Scenario 3**: QuickBooks financial software only on another network computer, using Remote Data Sharing (RDS) applications to communicate with the QuickBooks POS Server workstation. The RDS applications are included on the QuickBooks POS CD.

  Note: RDS essentially allows QB financial software to exchange data with the QuickBooks POS program across a network. This configuration requires more technical expertise to set up and operate. Step-by-step instructions for how to install and set up included in Appendix E of the *User's Guide*.

Installing the Server workstation

If the client has only one workstation in your store, then it must be installed as a Server workstation.

To install the server workstation:

1. Close all running programs, except Windows.
2. Put the Point of Sale CD into the CD-ROM drive.

   The Install Wizard launches automatically.

   If it doesn't, browse to the setup.exe file on the CD and double-click it to start the installation.

3 Follow the on-screen prompts to install the program files to the computer:

- Enter the License and Product numbers from the CD holder or that you were given when you purchased Point of Sale.
- Read and accept the license agreement.
- Select Server Workstation as the Installation Type.

  If you want to specify the installation path and other setup options, select Custom as the Installation Type and then select server in the Install Options window. Accept the default installation folder (recommended) or browse to an alternate location.

Note: Install to the local hard drive and not to a dedicated network server.

4 Follow the prompts to complete the installation.

Creating company data

The company data file stores the Point of Sale information. On startup, QuickBooks POS displays options for opening or creating a company data file.

To create the Point of Sale company data:

1 Launch Point of Sale.

2 Select the New Company File option.

3 Enter a unique name for the company data file.

4 Click OK.

If this is a multi-store installation, also enter the Store type (Headquarters or Remote) and the store number.

Note: Install only one Headquarters store.

5 When prompted, select a workstation number.

Select “1” for the Server workstation.

6 Click OK to close the confirmation window.

Point of Sale creates the new company data file. This may take a few minutes.

Registering Point of Sale

QuickBooks POS prompts you to register the Point of Sale software each time you start the program until registration has been completed. The software must be registered or it will not function on the 31st day after installation.

To register Point of Sale:

1 From the Product Registration screen, click Register Now.

If you are connected to the Internet, an online registration form displays.

2 If you are not connected to the Internet, the phone registration window is displayed. Dial the number listed to register.

3 Follow the online prompts or the instructions provided by the phone agent to complete the registration.

You are encouraged to register promptly. Besides keeping the software functional, registration provides other valuable benefits including notification of Point of Sale updates, enhancements and fixes, and access to certain online features.

View the license and product numbers after registering by selecting About Point of Sale from the Help menu. You must provide these numbers if you contact Intuit for support, to purchase more user licenses, or to unlock to a higher level.

Licensing Point of Sale

When you purchased Point of Sale, you purchased one or more user licenses. One user license allows one computer to access the Point of Sale company file at a time. Multiple user licenses allow multiple networked computers to access the company file at the same time.

One license, multiple workstations

You can install Point of Sale on more than one networked computer with a single user license. However, only one of those computers will be able to use Point of Sale at any one time. Likewise, if you purchase two user licenses, you can install Point of Sale on more than two computers, but only two computers can work in the company file at one time, and so on.

Note: All installations on a network must be the same level of Point of Sale (i.e., Basic, Pro, or Pro Multi-Store).

Network licensing flexibility

This licensing structure provides a great deal of flexibility, especially if there are different computers in the store that are used for different tasks, but not necessarily at the same time.

For example, a workstation in the front of the store during business hours rings up sales and performs day-to-day transactions, while a networked back-office workstation is used in the evenings to create purchase orders and exchange data with QuickBooks financial software.

In this example, only a single copy (with one user license) of Point of Sale is required. It would be installed on the back-office computer as the Server workstation and the front computer as a Client workstation, using the same license number. Either workstation can access QuickBooks POS, but only one at any given time.

This licensing structure allows you to:

- Use multiple workstations for sale lanes or specialized roles (purchasing, receiving, etc.)

- Use a single user license that is accessible via multiple workstations, but only one at a time, or
- Use multiple workstations at the same time provided multiple user licenses have been purchased

Server workstation "master" license

When you install your Server workstation, you are required to register that software license with Intuit. This license becomes the "master" license for the store and reflects the number of user licenses you have purchased.

If you install Client workstations using the same license number, any of the workstations can run QuickBooks POS, but simultaneous access is limited to the number of user licenses purchased.

The Server workstation functions as the licensing "manager" and must be running (though Point of Sale does not have to be open) for Client workstations to access the company data. When any workstation starts Point of Sale, it connects to the company file on the Server workstation, an available user license is allocated to it until it exits Point of Sale, at which time that user license becomes available to another workstation.

As the business grows and it is necessary to add more workstations using Point of Sale at the same time, purchase additional user licenses, up to a total of ten per store: one Server workstation and nine Client workstations. No matter how many user licenses are purchased, they all share one "master license" (the license registered from the Server workstation).

Setting up hardware

The Hardware Setup Wizard is launched automatically on new installations to guide you through connecting and configuring hardware to work with Point of Sale. If you add hardware in the future, you can manually access the setup wizard from the File menu or from the hardware configuration pages in workstation preferences.

Note: Do not connect hardware to your computer until instructed to do so by the wizard.

If you are installing non-Intuit hardware, the wizard may prompt you to use the manufacturer's CD or instructions to install the device. When finished, return to the Setup wizard and continue.

If you have multiple workstations, the Hardware Setup Wizard is launched automatically or can be run manually from each workstation. Optionally, hardware can be set up in Workstation preferences. (From the Edit menu, select Preferences, and then choose Workstation. Select the hardware type from the preference list.)

A complete list of QuickBooks POS equipment compatible with Point of Sale is provided in Appendix C of the User's Guide. For more information regarding hardware configuration and troubleshooting, search the in-program Help index for Hardware.

Troubleshooting hardware

The Hardware Troubleshooter is launched automatically when an error condition is detected with the hardware. You can also launch the wizard manually from the Help menu at any time to troubleshoot hardware issues you may be experiencing.

Completing the Setup Interview

The Setup Interview launches automatically to assist you in configuring the program by asking a series of questions.

The information you provide in the interview is used to set up basic program options, customize features, and set up hardware. Also, there is an option to sign up for the QuickBooks POS Merchant and Gift Card Services, and integrate QuickBooks POS with QuickBooks financial software.

To access the Setup Interview:

- Select Setup Interview from the File menu.

As you complete the interview, keep in mind:

- If you are not prepared to complete a section, skip that section until later.

- You can return to the Interview at any time to change most choices.
- The program settings configured during the Interview can also be reviewed or revised later by accessing company or workstation preferences from the Edit menu. The preference windows are also where you can set up more advanced options that are not covered in the interview.
- For more information on a particular topic, select from the blue help links available on each page.

Your Company

Enter the company name and contact information. This information is printed on documents created in QuickBooks Point of Sale.

If you specify the type of retail business the client operates, Point of Sale creates a set of merchandise departments suitable for the business, saving you some setup time. Later, you can add, rename, or delete the default departments to better fit the client's needs.

For Pro-level users, Point of Sale also creates some standard inventory style templates based on the business type.

Other Stores

This section applies to Pro Multi-Store users only, and is covered in detail in Lesson 11, "Working with multiple stores."

Customize Features

Use this page to remove Point of Sale features that your client does not plan to use. Clearing the checkbox for a feature removes the menu options, fields, and windows for that feature throughout the program, leaving the work screen less cluttered and more efficient for the activities important to your client. Read an explanation of each feature listed by selecting More Info to the right of the feature.

Sales Tax

If the client charges sales tax, enter the sales tax rate and the agency to which tax payments are made. If the client needs to collect different tax rates based on the type of merchandise being sold or where the customer lives, enter the rate charged most often and then later, after completing the interview, set up other tax rates and advanced options in Company preferences.

QuickBooks POS Merchant Service/Gift Card Service

Use the links on these pages to learn about and sign up for an account with either or both the QuickBooks POS Merchant Service and the QuickBooks POS Gift Card Service, both provided by Innovative Merchant Solutions, LLC (IMS), an Intuit company.

Integrating these services means that credit, debit, and gift card sales can be processed, settled, and reported from Point of Sale.

Refer to the *QuickStart Guide* for more information about entering the account number in Point of Sale company preferences, setting up communications, and setting other service options.

Use with QuickBooks

Specify on this page if you are going to integrate with QuickBooks and, if ready to begin sharing data, you can establish the connection between the programs.

To connect with QuickBooks during the Setup Interview:

1. Leaving the Point of Sale interview open, launch QuickBooks and open the financial company file.

   Sign in as an Administrator or as a user with full Administrator rights.
2. Switch back to Point of Sale.
3. Select Yes and click Run QuickBooks Connection Wizard.
4. Follow the prompts to complete the connection.

You are now ready to send data between the two programs. Point of Sale reconnects to this same company file any time it is needed.

Interview Complete

The Interview Complete page appears when the interview is finished and you are ready to begin using Point of Sale on the Server workstation. It also has links to helpful getting started information and learning tools.

Setting up sales tax

If your client charges sales tax, you can set up a sales tax structure in Point of Sale so that sales taxes are automatically collected on sales of taxable merchandise.

Point of Sale sales tax features include:

- **Sales tax codes** to collect sales tax based on the type of merchandise being sold. You can set up an unlimited number of sales tax codes and assign them to your inventory items. Within your tax codes, you set up tax options:
  - Single tax rate for all items assigned this code
  - Multiple tax rates to collect taxes for multiple agencies
  - Price-dependent taxes which can be used with single or multiple tax rates, to collect taxes based on item price thresholds

- **Sales tax locations** to apply different taxing instructions for your tax codes based on where or to whom the items are sold, such as for sales to out-of-state customers or to collect different tax rates for stores located in different areas.
- **Customer tax flags** to automatically collect tax on sales to a specific customer based on the tax location or tax-exempt status identified on the customer's record.
- **Changing tax codes or locations at time of sale** to meet special tax circumstances.
- **Collecting tax** on shipping charges to meet local requirements.
- **Sales tax reports** to report on sales tax collected.

As you complete the Setup Interview, you are asked to enter your primary sales tax rate and the agency to whom you pay the sales taxes collected. Based on this information, Point of Sale creates two default sales tax codes (one taxable and one non-taxable) for a single tax location, identified as *Local Sales Tax*. If the situation requires additional taxing flexibility, you can add, delete, or edit sales tax codes or locations in company preferences at any time.

When a sale is made, sales tax is automatically calculated and added to all taxable items according to the tax structure. The item tax code identifies an item as taxable or non-taxable, but the sales tax locations, rates, and price thresholds that are defined in Point of Sale determine the amount of tax collected on each sale.

Note: In order to post sales tax properly in QuickBooks financial software, corresponding tax items and tax codes must exist in the financial software. Point of Sale automatically maps taxes to these tax items, groups, and codes in the financial software if they already exist (based on tax rate and tax agency) or creates these items in the financial software if they do not already exist. You may also create and map Point of Sale taxes to the QuickBooks financial software tax items you prefer.

Understanding tax codes and locations

Sales tax codes identify the tax status of items in inventory, such as taxable and non-taxable, and the specific taxing instructions for those items.

In some cases, the retailer may be required to tax different item categories differently, to collect tax for more than one taxing agency, or to collect tax based on item price thresholds. In these cases, set up separate tax codes to meet these various requirements and then assign them to applicable items in inventory.

Once created, a tax code is available in every tax location in Point of Sale, and if needed, you can apply a different tax rate and other taxing options to each location by editing the tax code for that location.

Multiple *sales tax locations* can optionally be used to define the specific taxing instructions for each tax code in different geographical areas or for customers requiring special tax handling. Sales tax locations work in conjunction with tax codes to apply the correct tax to sales transactions based on geographic location or special tax handling needs.

One default location, called *Local Sales Taxes*, is entered automatically by Point of Sale; there must be at least one tax location. The default location cannot be deleted unless new locations are entered. Add as many tax locations as needed.

Refer to Chapter 25 of the User's Guide for more detailed information and examples on setting up, configuring, and applying sales tax codes and locations.

Installing client workstations

Point of Sale can be networked to allow up to ten workstations concurrent access to the company data within a store; one Server workstation and up to nine Client workstations.

The following general guidelines apply to multi-workstation configurations of Point of Sale:

- Only one Server workstation may be installed on a network
- The Server workstation must always be running (but not necessarily running QuickBooks POS)
- Each workstation must have the same version and level of Point of Sale
- If multiple workstations will concurrently run Point of Sale, each must have a separate user license (all user licenses are merged)
- Client workstations hold only program files, they access the Point of Sale company data on the Server workstation to complete program tasks
- Certain activities are not allowed on Client workstations:
  - Creation of Point of Sale company data
  - Financial Exchange with QuickBooks
  - Store Exchange with other stores (in a Pro Multi-Store installation)
  - Connecting to Intuit servers online to manage licensing

To install a Client workstation:

1. Close all running programs, except Windows, on the Client computer.
2. Insert the Point of Sale CD into the CD-ROM drive.

   The install Wizard launches automatically (if it doesn't, browse to the setup.exe file on the CD and double-click it to start the installation).

3 Follow the on-screen prompts to install the program files to the Client workstation:

- Enter the license and product numbers.

  Use the unique numbers from the Point of Sale CD purchased for the workstation, or the same numbers used at the Server workstation.

  The client will only be able to run Point of Sale at the same time as the Server workstation if you have purchased multiple user licenses and enter the client's unique license number. In this case, it is important that the Server workstation not be running POS while the client is being installed.

- Select Add Client Workstation as the installation type.

  If you mistakenly choose Server as the installation type, you must uninstall and reinstall as a Client. Only one Server workstation is allowed on a network.

- Accept the default installation folder (recommended) or browse and enter an alternate folder name on this workstation.

  Do not browse to the server's installation folder over the network.

4 Follow the prompts to complete the installation.

5 Repeat this procedure for each client workstation.

Note: **Install only one Client workstation at a time.** During installation, Point of Sale must be able to determine the other workstations installed and allow you to assign available workstation numbers. If more than one installation is running simultaneously on a network, both installing computers may assign the same workstation number. This could cause data conflicts and require reinstallation to correct.

Connecting to the company data

Once Point of Sale is installed on a Client workstation, the workstation must be connected to the Server workstation and the company data file.

To connect to the company data on the Server workstation:

1 Ensure that the Server workstation is running. (Point of Sale does not have to be running.)

2 Launch Point of Sale on the Client workstation.

  QuickBooks POS searches the network, locates the company data on the Server workstation, and connects automatically.

  If more than one QuickBooks POS company data file exists on the network, a listing of the files displays. Select the correct file and click OK.

3 Select a workstation number for this computer when prompted.

4 Use the Hardware Setup Wizard to install any hardware connected to this workstation.

  See "Setting up sales tax" on page 66.

Note: If you are installing several workstations with unique license numbers and they don't have an Internet connection, we recommend that you install them all to the point just before connecting to the company data before beginning the license merging process. You can register, merge, and synchronize all of the workstations in a single phone call.

Troubleshooting company data connection problems

Under certain circumstances, such as when the Server workstation is not turned on or when a firewall is enabled on the system, Point of Sale may not be able to automatically detect the company data file on the network.

If this occurs, the Database Connection wizard launches to assist you in identifying the problem and resolving it. If the issue is related to a firewall blocking access, refer to the *QuickStart Guide* for more information.

Merging licenses

If you purchase and install additional copies of Point of Sale with different license numbers on Client workstations, you must merge them with the Server workstation's store license. After merging, the new workstation shares the same license as the Server workstation and the Client workstation's original license number is deactivated.

The Server workstation, in turn, synchronizes its license information with Intuit's licensing servers to reflect the fact that an additional user license has been added. The new user license is not available for use until synchronization is completed. QuickBooks Point of Sale prompts you to synchronize when needed.

If you entered an unique license number for the Client (different from the Servers), you must merge and synchronize within 30 days. If not, POS will still run on the client but only if the Server is not running POS (i.e., only one workstation will be able to access the company data until merging/synchronizing is completed).

To merge licenses:

1. From the prompt displayed, click Merge Now.
   - If you are connected to the Internet, the merge happens automatically online. Click Finish when the process is completed.
   - If you are not connected to the Internet, the phone merge window is displayed. Call the telephone number shown.
2. Follow the on-screen or phone agent instructions to complete the merge on the Client workstation.
3. To complete the merge and make the additional user license available, the Server workstation must synchronize its license with Intuit's licensing servers.
   - If the Server workstation is connected to the Internet and has previously registered, this is immediate and automatic.

- If the Server workstation is not connected to the Internet or has not yet registered, see the “Add Workstations” page of the *QuickStart Guide* for the proper instructions to merge/synch.

Note: The original license number of the Client workstation is deactivated after merging. It now shares a license number with the Server workstation.

You are encouraged to synchronize your license immediately from the Server workstation. Once the licenses have been merged, the number of user licenses available for the company file is not updated until synchronization is completed. If you had only one previous license, only one workstation can access the company file at a time until synchronization is completed.

If installing several workstations at one time and they are not connected to the Internet, you might want to get all of them to the point of merging before calling Intuit to complete the merge. Typically, several merges and synchronization of the Server workstation can be handled with a single call. The phone agent will guide you through this process.

Managing licenses

The Manage My License area allows you to view and print the Point of Sale license agreement, purchase additional user licenses, and to synchronize your in-product license information with the license data Intuit has stored for you. The latter could become necessary if you have installed Point of Sale on new computers.

To purchase additional user licenses:

1. From the Help menu on the Server workstation, select Manage My License, then choose Buy Additional User License.
2. Click Next on the window displayed to complete your purchase online.

   OR

   Click Skip online and purchase additional license by phone.
3. Follow the on-screen prompts to purchase the additional license.
4. If purchasing by phone, enter the validation code given you by the operator and click Next.

To manually synchronize licenses from the Server workstation:

1. Connect to the Internet on the Server workstation.
2. From the Help menu, select Manage My License.
3. Select Sync License Data Online and follow the prompts.

You must have an active Internet connection for this option. If you don’t have an Internet connection, select the Purchase Additional User License option as described above, access the phone option, and tell the operator you are calling to synchronize your license.

Exceeding the number of user licenses

If more workstations try to access the Point of Sale company data than you have user licenses, a warning dialog is displayed. The options in this case are:

- Close Point of Sale on another workstation, so a user license is made available to you.
- Synchronize licensing with Intuit, if you have just installed and merged a new license but have not synchronized yet as explained above.
- Buy additional user licenses so additional workstations can connect and use Point of Sale at the same time.

Upgrading from a previous version

The installation of Point of Sale 6.0 does not overwrite previous versions of the software and the existing data remains intact. You can return to the previous version later if you wish, but all transactions entered in Point of Sale 6.0 must be re-entered in the previous version if you choose to do so.

Installing the upgrade requires that the previous version is still installed or that you insert the previous-version CD when prompted. If you cannot locate the CD from the previous version, contact Point of Sale Customer Support.

Preparing to upgrade

Before you begin the upgrade process for Point of Sale, review the following:

- Review the *QuickStart Guide* to learn about new minimum system requirements, the Server/Client database structure, and licensing changes for Point of Sale 6.0
- Complete activities in the previous version:
  - Settle all unsettled credit and debit card transactions
  - Multi-store users, conduct Store Exchanges so data is uniform among stores
  - Conduct a Financial Exchange with QuickBooks
  - Make a backup of the Point of Sale company data
- If password logins are required to use Point of Sale, make sure there is a password assigned for the Sysadmin user and that this user can access the Employees and Security area.

  Once upgraded to Point of Sale 6.0, only the Sysadmin user is allowed to add or delete employees, change other employee's passwords, or turn on/off the login requirement.
- Do not un-install the previous version before upgrading.

  If the previous version was uninstalled, either reinstall or insert the CD from the previous version when prompted. To install to a new computer, the CD from the previous version must be inserted during the installation process.

- If making changes in the workstation configuration in conjunction with upgrading, such as going from one workstation to multiple workstations, adding additional stores, or just starting to use QuickBooks financial software, read and follow the instructions in the QuickStart Guide related to those changes.

Managing firewalls during upgrade

Point of Sale 6.0 uses Transmission Control Protocol/Internet Protocol (TCP/IP) for communication between workstations and the company data, and for certain activities that require communication across the Internet. Firewalls, including the firewall included with Windows XP, may block this communication.

Typically, a message appears from the firewall indicating it has detected a threat and asks what you want to do about it. Select the option to allow access always. This should prevent this message in the future. In the case of the Windows XP firewall, Point of Sale prompts you to allow automatic configuration. We strongly recommend that you allow the automatic configuration.

Several major firewalls applications are updated regularly with the latest Point of Sale file and port information and will automatically allow access to the ports and files needed. Use your firewall application's instructions to be sure you have the most recent updates.

If you continue receiving firewall messages, it may be necessary to manually configure the firewall to allow access to the required files and ports.

Refer to the *QuickStart Guide* for additional assistance.

Upgrading the Server workstation

Upgrade the Server workstation first and then upgrade any additional Client workstations.

To upgrade the Server workstation:

1. Close all running programs, except Windows, on the Server workstation.
2. Close Point of Sale on all other workstations.
3. Put the Point of Sale Upgrade CD into the CD-ROM drive.

   If the installation wizard does not launch automatically, browse to the setup.exe file on the CD and double-click it to begin the installation.
4. Follow the on-screen prompts to install the program files:
   - Enter the License and Product Numbers provided with your upgrade CD.
   - Read and accept the license agreement.

- Select Server workstation as the installation type.

  If you want to specify the installation path and other setup options, select Custom as the Installation Type and then select server in the Install Options window. Accept the default installation folder (recommended) or browse to an alternate location.

5 If prompted, restart the computer when the installation is completed.

Converting company data to Point of Sale 6.0

All networked workstations must have the same version (6.0) and level (Basic, Pro, or Pro Multi-Store) of the Point of Sale software.

Once the company data on the Server workstation is converted to Point of Sale 6.0, workstations with an older version will no longer be able to access it.

To convert company data to Point of Sale 6.0:

1. Launch Point of Sale 6.0.

   QuickBooks POS detects the previous version and prompts to convert it for use with the new version.
2. Click Yes to copy and convert the data.
3. Enter the new name for the company file (it can be the same as the previous name).
4. Select the location for the previous company file.
5. Log in to Point of Sale.
6. Register the upgraded software.
7. Synch the license data by selecting Manage My License from the Help menu, then choosing Synch License Data Online.

Note: Synching the license data is necessary to update the company file with the number of user licenses that were purchased.

Upgrading Client workstations

Upgrade only one Client workstation at a time. During installation, Point of Sale must be able to determine the other workstations installed and allow you to assign available workstation numbers.

If more than one installation is running simultaneously on a network, both installing computers may assign the same workstation number. This could cause data conflicts and require reinstallation to correct.

To upgrade Client workstations:

1. Close QuickBooks POS on the Server workstation, but leave the Server workstation running.
2. Follow the same upgrade procedure for the Server workstation to install the upgrade to each client workstation, but select Client Workstation as the installation type.

3 Restart the Client workstation and launch Point of Sale 6.0.

4 Launch Point of Sale on the Client workstation.

QuickBooks POS searches the network, locates the company data on the Server workstation, and connects automatically.

If more than one QuickBooks POS company data file exists on the network, a listing of the files displays. Select the correct file and click OK.

5 If prompted, enter a workstation number and then your user name and password to log on.

6 If prompted, follow the on-screen instructions to merge licenses with the Server workstation.

See "Merging licenses" on page 70 for more information.

7 Repeat this procedure for each of your client workstations.

Note: Under certain circumstances, such as when the Server workstation is not turned on or when a firewall is enabled on the system, Point of Sale may not be able to automatically detect the company data file on the network. Review the QuickStart Guide or search in-product Help for more information.

Completing the upgrade

Once the upgrade installation is complete and the data is converted for use with Point of Sale 6.0, it is recommended that you review your QuickBooks POS and store exchange settings to make sure they are correct.

Reviewing Point of Sale settings

Due to the implementation of new features, data fields, and screen layouts, certain customizations and selections made in previous versions of Point of Sale are reset to default values when upgrading. If upgrading from Version 4 or Version 5 most settings will remain intact.

To be sure that the client's system will continue to work as it did in previous version, review and configure the following settings as appropriate:

- Review and reconfigure list column layouts.

  Point of Sale 6.0 allows you to add or remove columns to suit your business. Right-click a column header and choose Customize Columns.

- Re-enter memorized report layouts and filter criteria, if necessary.

  Reports in QuickBooks POS support QuickZoom data drill-downs.

- Review and edit custom security groups, if applicable.

  Employees assigned to custom groups do not have access to new features until you update the group rights to include those features, as appropriate. (Refer to "Working with employees " on page 406 for more information.)

- Verify the QuickBooks Integrated Applications preferences allow automatic login. Refer to Chapter 29 of the User's Guide for more information.
- Verify the setting for vendor billing information. See "Verifying vendor billing settings" below for more information.

All other program preferences, user names, passwords, and prior security rights are transferred from the previous version to Point of Sale 6.0.

Verifying vendor billing settings

Vendor billing information, such as Invoice #, terms, bill and due dates, etc. for merchandise purchases may be entered in either Point of Sale or in QuickBooks financial software. The setting that determines if the vendor billing fields are on the Point of Sale voucher form is located in Company preferences.

When upgrading, these settings may change depending on which version from which your client is upgrading.

Default settings are:

- **New Point of Sale user**—Vendor billing fields are not on the Point of Sale voucher form. Enter billing information in QuickBooks financial software. Change this setting if you do not use QuickBooks financial software or if you prefer entering the information in Point of Sale.
- **Upgraders from Point of Sale 5.0**—Settings are retained from Version 5.0.
- **Upgraders from Point of Sale 4.0 or earlier**—Vendor billing fields are on the voucher form. Enter billing information in Point of Sale, which is then sent to QuickBooks with the vouchers during routine Financial Exchanges. Change this setting at your discretion.

Updating store exchange settings

Store Exchange settings are copied from the previous Pro Multi-Store version of Point of Sale; however, in order for Store Exchange to continue functioning, these settings must be updated to reflect the new 6.0 file paths and new license numbers for the Server workstations at each store.

To update Store Exchange settings:

1. From the Edit menu, select Preferences, and then choose Company.
2. Select Multi-store, and then choose Store Exchange from the left-side menu.
3. Enter the new license numbers, transfer paths, and “In” folders as applicable.

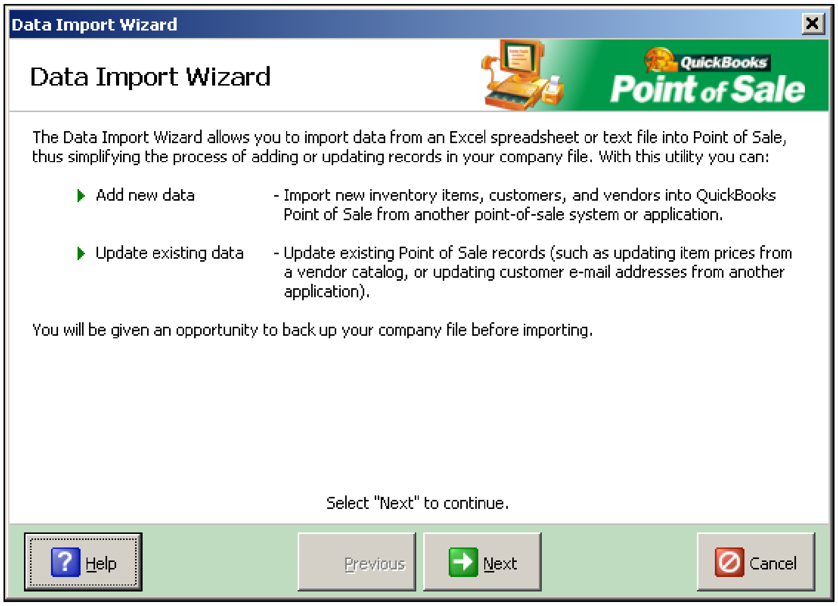
   The “In” folder can be quickly set to the default location by selecting the default button or you can specify a custom path.
4. Click Save.

Note: If using direct file transfer for Store Exchange, remote stores should not all set their “In” folder to the same location on a network. When a remote store finishes processing a mailbag from Headquarters on a network drive, it deletes the mailbag file. If Headquarters were to send a mailbag file to a single network folder, the first remote store to process it would then delete the file, leaving no file for the other stores to access. Each remote should specify a separate In folder location, and Headquarters should send a separate file to each.

Using the Data Import wizard

The Data Import wizard is designed to relieve you of the time-consuming task of manually entering large amounts of existing data into Point of Sale.

The wizard takes customer, vendor, or item information entered into a Microsoft Excel® spreadsheet or a comma-delimited text file and transfers this information into the corresponding data fields in Point of Sale.



The wizard can be used to import data from various sources:

- A pre-defined Excel import template in Point of Sale
- An existing Excel spreadsheet or comma-delimited text file
- Data exported from another point-of-sale software
- Data provided by vendors, such as catalog information for new inventory items or updates to existing items

When using the client's own import file, you have complete control over how the import fields are mapped to the Point of Sale data fields.

More information on the specific use of the Import wizard is provided in the pre-defined import template. You can also access additional information by pressing the F1 key to access online help while in the wizard.

To start the import wizard:

- From the File menu, select Utilities, then choose Import.

Using the Data Import log

The Data Import Log provides a way for you to review the results of an import operation and to identify errors and items that were not imported.

To access the Data Import log:

1 From the File menu, select Utilities, then choose View Data Import Log.

2 Select a date, and optionally time, from the Available Logs column on the left.

You have the following options in the log:

The information for the selected import is shown in the window.

- Select the Show Errors Only checkbox at the top of the window to make it easier to identify where errors occurred.
- Click a hyperlink in an entry, if available, to take you to the corresponding program area where you can review the record in question.
- Click Print to print the log.

3 When finished, click Close.

If you used the default template, we recommend that you also review the template to ensure that data was imported correctly (*qb pos import template.xls* in the QuickBooks Point of Sale 6.0 folder).

You may see the following flags on the Inventory sheet of the template file, depending on the item import option you chose prior to importing:

- **XL Dup column**—If the item is duplicated within the template file itself, the row number of the duplicate item is written in this column.
- **QBPOS column**—If the item is a duplicate of an item already in Point of Sale, then QBPOS is written in this column.

Setting Company and Workstation preferences

The preference settings are used to configure QuickBooks POS to work with point-of-sale hardware and to customize many of the QuickBooks POS features to meet your clients' needs. There are two types of preferences: *Company* and *Workstation*.

See Appendix A of the User's Guide for more detailed information.

Setting Company preferences

Company preferences configure the settings and define the options that are shared by all QuickBooks POS workstations on a network. Editing and saving some Company preferences requires that all other open windows be closed.

To set Company preferences:

1 From the Edit menu, select Preferences, and then choose Company.

2 Click the preference area to edit from the list.

3 Edit the preference settings as necessary.

4 Click Save.

OR

Click Cancel to exit without saving changes.

Setting Workstation preferences

Workstation preferences define workstation-specific settings and options, including hardware setup and printer configurations.

To set Workstation preferences:

1. Close all open windows on the workstation.
2. From the Edit menu, select Preferences, and then choose Workstation.
3. Click the preference area to edit from the list.
4. Make changes as appropriate.
5. Click Save.

Setting Employee and Security preferences

QuickBooks Point of Sale allows clients to maintain employee contact information, designate employee security rights for access to program features, designate time tracking for hourly employees, and set up employee commission levels (Pro and Pro Multi-Store levels only).

The preference that requires employees to log in is set in Company preferences.

More details about setting up employees and security rights are available in Lesson 10, “Reporting and customizing.”

On your own exercises

On your own exercises are designed to provide you with an opportunity to practice some of the tasks and procedures covered in the lessons. Try the procedures here to help familiarize yourself with the software.

Before you begin, see “Working in Practice Mode” on page 43 for more information about the exercises and accessing Practice Mode.

Note: Be sure you are working on practice company data in Practice Mode when completing these exercises.

To launch the Setup Interview:

1. Select Setup Interview from the File menu.
2. Click Next to page through the Interview screens and view the setup information for Al’s Sport Hut.
3. Click Finish.

To set Company preferences:

1. Close all open windows on the workstation.
2. From the Edit menu, select Preferences, and then choose Company.
3. Select Receiving from the list of preferences.
4. Select the Warn when receiving against PO past its Cancel Date checkbox.
5. Click Save.

Review questions

1 Which statement is NOT true about the new licensing structure in QuickBooks Point of Sale Version 6.0?

  a Point of Sale can be installed on any number of workstations with an unlimited number of simultaneous users

  b After merging, networked stations share a single license

  c The number of simultaneous users is controlled by the number of user licenses purchased

  d QuickBooks POS supports up to 10 workstations with each workstation having its own unique workstation number

2 What does QuickBooks POS call the workstation that creates and stores the Point of Sale company data file?

____

3 How many computers can access QuickBooks POS simultaneously in a single-store, multi-workstation environment?

____

4 List three activities you can perform only on the computer designated as the Server workstation.

____

____

____

5 True or False: You may use a dedicated network server to hold Point of Sale company data.

____

6 Name four types of information that your client should have on hand prior to beginning the installation of QuickBooks POS.

____

____

____

____

7 True or False: You should delete the previous version of QuickBooks POS before installing the upgraded version.

____

8 List two reasons why a newly-installed Client workstation may not be able to automatically detect the QuickBooks POS company data file on the network.

____

____

9 True or False: The Remote Data Sharing option for information exchange with QuickBooks financial software does not require a second copy of the QuickBooks software to be installed on the Server workstation.

____

10 True or False: In order to access the Point of Sale data file simultaneously, each workstation must have its own unique installed and registered copy of QuickBooks POS.

____

11 Which of the following is true?

- a Once the Setup Interview has been completed, you may not go back to it and make changes.
- b The Server workstation should complete the Setup Interview first.
- c The Setup Interview is accessed from the Edit menu.
- d All of the above.

12 Which of the following should you define first when setting up inventory in QuickBooks POS (assuming you did not import items from QuickBooks financial software)?

- a Inventory items
- b Employees
- c Departments
- d Vendors

13 True or False: Point of Sale connects automatically to QuickBooks financial software during the Setup Interview.

____

14 Which QuickBooks preference allows QuickBooks POS to access the QuickBooks company data file?

____

15 In which of the following situations are inventory items transferred between QuickBooks and QuickBooks POS?

- a During item import only
- b During item import and during each routine financial exchange
- c During routine financial exchanges only

16 List two good uses for the Data Import Wizard.

____

____

17 What are the two ways to import data using the Data Import Wizard?

____

____

18 Under what circumstance would your client need to merge licenses in a multi-workstation environment?

____

19 Which of the following are options for setting up hardware on a workstation?

- **a** Hardware setup wizard
- **b** Workstation preferences
- **c** Company preferences
- **d** Setup Interview

Answers to questions are located on the following page.

Answer key

1 A

2 Server workstation

3 10

4 Use the data recovery feature (QuickBooks users)

Exchange data with QuickBooks financial software (QuickBooks users)

Run Store Exchange (in a multi-store configuration)

Creation or renaming of a QuickBooks POS company data file

Online exchange or updates to QuickBooks POS license information with Intuit servers

5 False

Do not use a dedicated network server to hold Point of Sale company data.

6 Name and address, phone numbers, web sites, etc. for each store (if multi-store)

Names, addresses, contact information, account numbers, balances, etc. for existing vendors, customers and employees

Current on-hand counts, costs and prices for existing inventory items

Applicable sales tax rate(s) and the name of the agency to which they are paid.

Online exchange or updates to QuickBooks POS license information with Intuit servers

For Pro/Multi-Store Users: The Point of Sale license numbers, e-mail addresses, mapped drive path or removable media information for the Server workstation at each store.

7 False.

If it has been deleted, there are two options: either it must be reinstalled before the upgrade can be completed or the CD of the previous version must be available for use during the installation process.

8 The server workstation may not be turned on.

There may be a firewall on the network blocking communication.

9 True

10 False

The same copy of Point of Sale can be installed on multiple workstations; however, they won't be able to concurrently access the data. Client workstations never register, only the Server workstation does.

11 B

12 C

13 False

14 Integrated Applications

15 A

16 Importing data that has been exported from other point-of-sale software

Importing data provided by vendors, such as catalog information for new inventory items or updates to existing items

17 Use the Default Template with pre-defined columns and rows

Use the Custom Mapping feature to import data from any Excel or comma delimited file

18 Multiple copies of Point of Sale on a network in one location must share a license number. If your client purchased multiple copies of Point of Sale directly from Intuit, a single license number that includes multiple user licenses is included.

However, if your client purchases additional copies of Point of Sale from a retail store or other source, the additional copies come with unique license numbers, which must be merged with the existing license number on your Server workstation within 30 days of installation.

19 A, B

Notes

Use this section to keep a list of any questions you have as you're working through the lesson. Keep this page nearby and ask the questions when you attend the live webinar sessions.