

End Users' Guide

# Stockroom Inventory & Sales Management Solution

Cornell University Chemistry Stockroom

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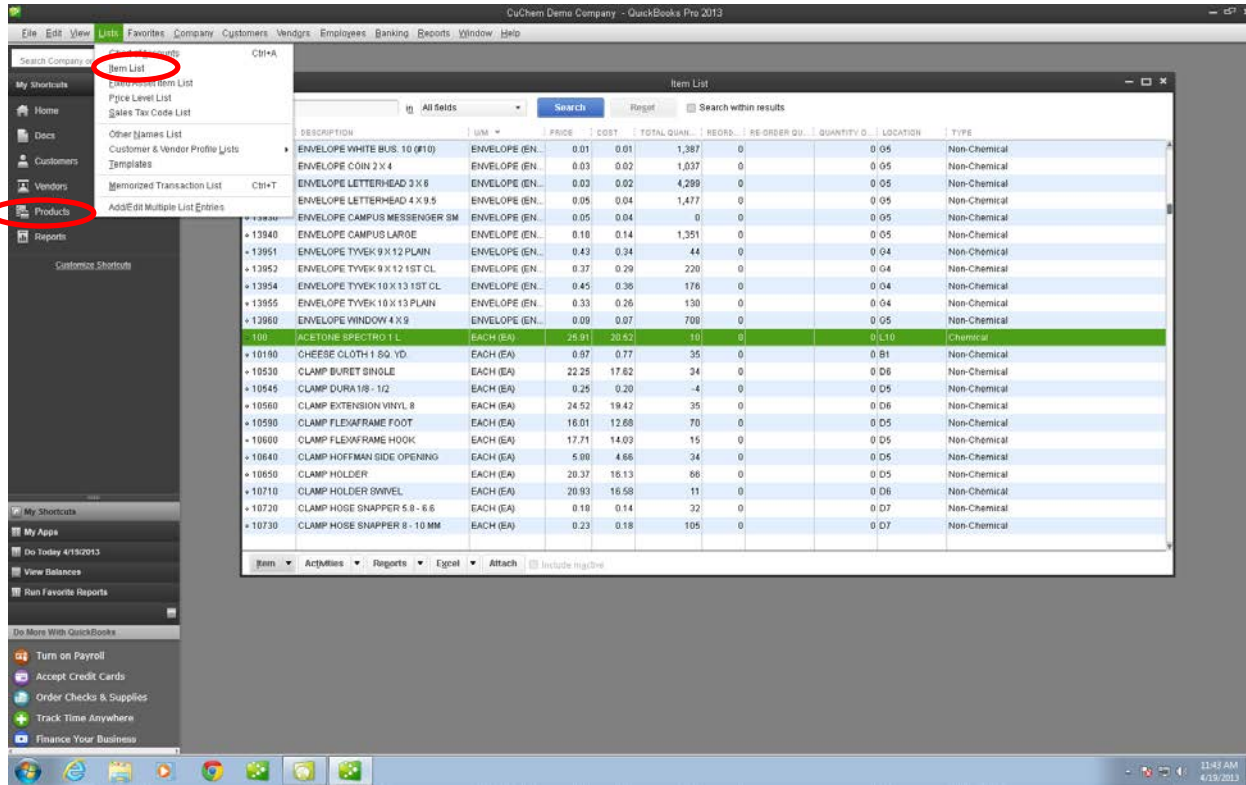
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# Products

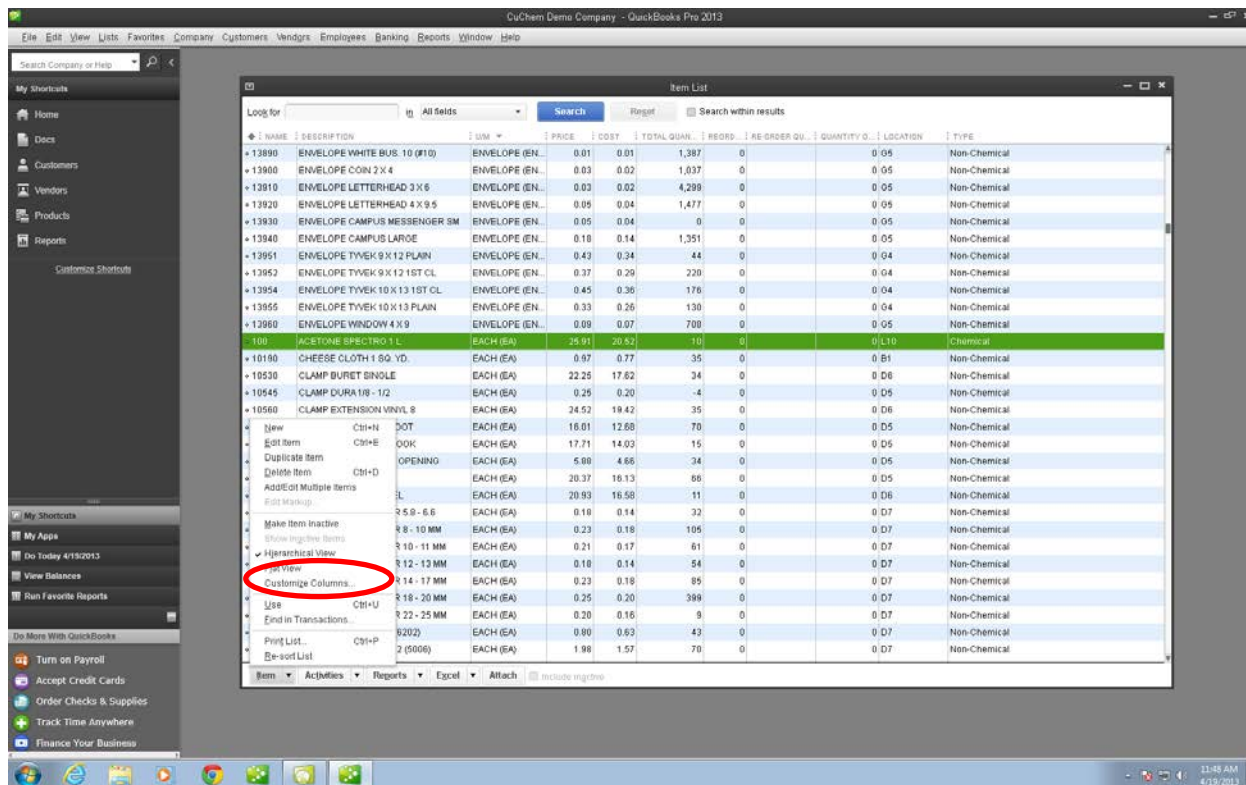
## Access the Products Screen

Access the "Products" screen by A) click "Products" on the shortcut menu or B) select Lists → Item List in the drop-down menu.

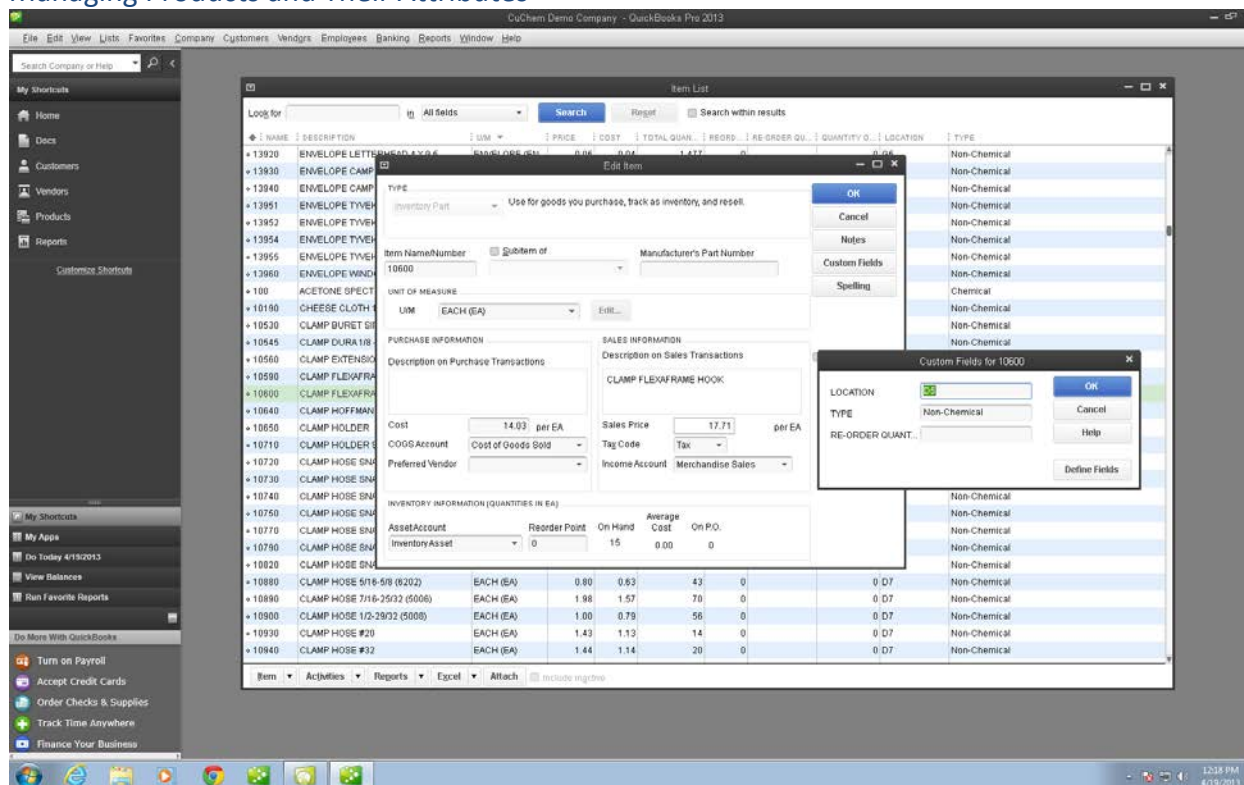


## Customize the Products Screen

To change which columns appear in the "Products" screen, select Item → Customize Columns.



## Managing Products and Their Attributes



Product attributes are explained as follows:

**Type:** Inventory Part (goods that are purchased, tracked, and resold)

**Item Name/ Number:** the stockroom's product ID for the product

**Sub-item of:** currently not used by the stockroom. This is for products that make up a larger "package" that is sold, such as a pencil (sub-item) that is always packaged and sold with a pad of paper (sub-item) as a "drawing set" (item).

**Manufacturer's Part Number:** the SKU used by the manufacturer

**Unit of Measure:** the unit in which the product is sold. (see Managing Units of Measure, page 5)

### Purchase Information

**Description on Purchase Transactions:** the description that will appear when the stockroom purchases this item from a vendor.

**Cost:** the cost per unit of measure that the stockroom last paid to a vendor

**COGS Account:** the account to which purchases of this product are charged. Should always be "Cost of Goods Sold."

**Preferred Vendor:** the vendor from which the stockroom usually purchases this product. (see Vendor Management, page 6)

### Sales Information

**Description on Sales Transactions:** the description that will appear when the stockroom sells this item to a customer.

**Sales Price:** the price for which the stockroom sells the product.

**Tax Code:** whether the product is taxable. Select "tax" for taxable and "non-tax" for non-taxable.

**Income Account:** the account to which the sales of this product are charged. Should always be "Merchandise Sales."

### Inventory Information

**Asset Account:** the account that tracks the value of inventory. Should always be "Inventory Asset."

**Reorder Point:** if inventory of a product falls below this point, a re-order flag in the re-order report is triggered.

**On-Hand:** the current product inventory. (see Inventory Management, page 10)

**Average Cost:** the average cost of the product (as cost may change each time the stockroom purchases the product from a vendor).

**On P.O.:** the quantity of product on order with any vendor.

**Inactive checkbox:** for discontinued items, check the "item is inactive" check box (retains the product in the database).

Clicking the "Custom Fields" button brings up additional fields:

**Location:** the location within the stockroom. This is a free-form field, so take care with data entry (D5 is different from D-5).

**Type:** enter "Chemical" or "Non-Chemical." Again, this is a free-form field, so take care with data entry.

**Re-order quantity:** the quantity that is typically ordered from the vendor. This is also a free-form field.

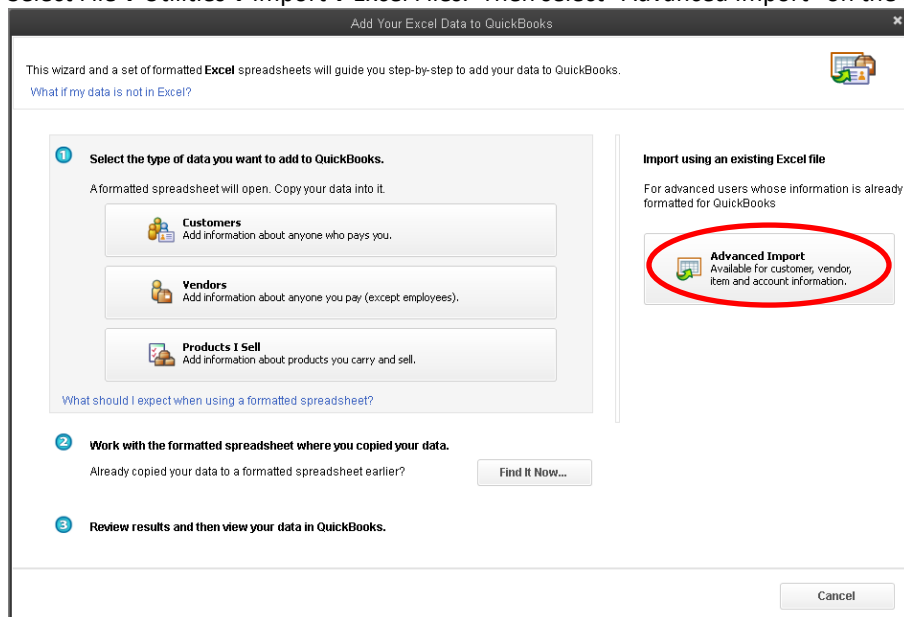
## Adding Products

**Add a single product** by clicking *Item* → *New* or by holding down the control key and striking “n.” Select “Inventory Part” as the type, and then enter product attributes and click “ok.”

**Add multiple products** through the “Import” utility. **WARNING: be careful when adding multiple items! Back up the company file (see Backing up Data, page 18) before making any significant edits!**

Steps to add multiple products into the database:

- 1) Prepare your data for import by entering, cleaning, and normalizing your data in Excel. Open the “Import Templates” Excel file included with this documentation. Enter the products and their attributes, one product per spreadsheet row. Ensure the columns remain in the same order. Also ensure that spelling, punctuation, and capitalization are exactly as shown in the notes below. Use the following helpful notes for a successful import:
  - a. Type: always *Inventory Part*
  - b. Item Name: the stockroom’s product ID
  - c. Cost: a number, without dollar sign (\$), with 2 decimal places, e.g. 2.75 or 19.99.
  - d. COGS Account: always *Cost of Goods Sold*
  - e. Preferred Vendor: the exact name of a vendor already in the database (see Vendor Management, page 6).
  - f. Income Account: should always be *Merchandise Sales*
  - g. Asset Account: always *Inventory Asset*
  - h. Qty On Hand: always a whole number (no decimals)
  - i. Sales Tax Code: either *Tax* or *Non-Tax*
  - j. Purchase Description: the description to appear in transactions that purchase product from a vendor
  - k. Sales Description: the description to appear in transactions that sell products to a customer
  - l. Location: the exact location of the product (note that G-5, G5, and g5 will be considered different locations)
  - m. Type: either *Chemical* or *Non-Chemical*
  - n. U/M (Unit of Measure): the full name of the unit of measure, in capital letters, followed by one space, followed by the abbreviation for the unit of measure in capital letters and enclosed in parentheses (see Managing Units of Measure, page 5).
  - o. Re-Order Quantity: always a whole number (no decimals)
  - p. Manufacturer’s Part Number: the manufacturer’s part number
  - q. Sales Price: a number, without dollar sign (\$), with 2 decimal places, e.g. 2.75 or 19.99.
  - r. Reorder Point: A whole number.
- 2) **Ensure your company file is backed up! See Backing up Data, page 18 for more details.**
- 3) Select File → Utilities → Import → Excel Files. Then select “Advanced Import” on the right side of the dialog window.



- a. Selecting data: select your Excel product workbook you created in step 1, and then select the sheet that includes your data. Leave checked the box that says “This data has header rows.”
- b. Product mappings: use the data mapping called “Product Mappings.” Click “Preview” and review a few products to ensure that the columns in Excel are mapping to the appropriate fields in QuickBooks.

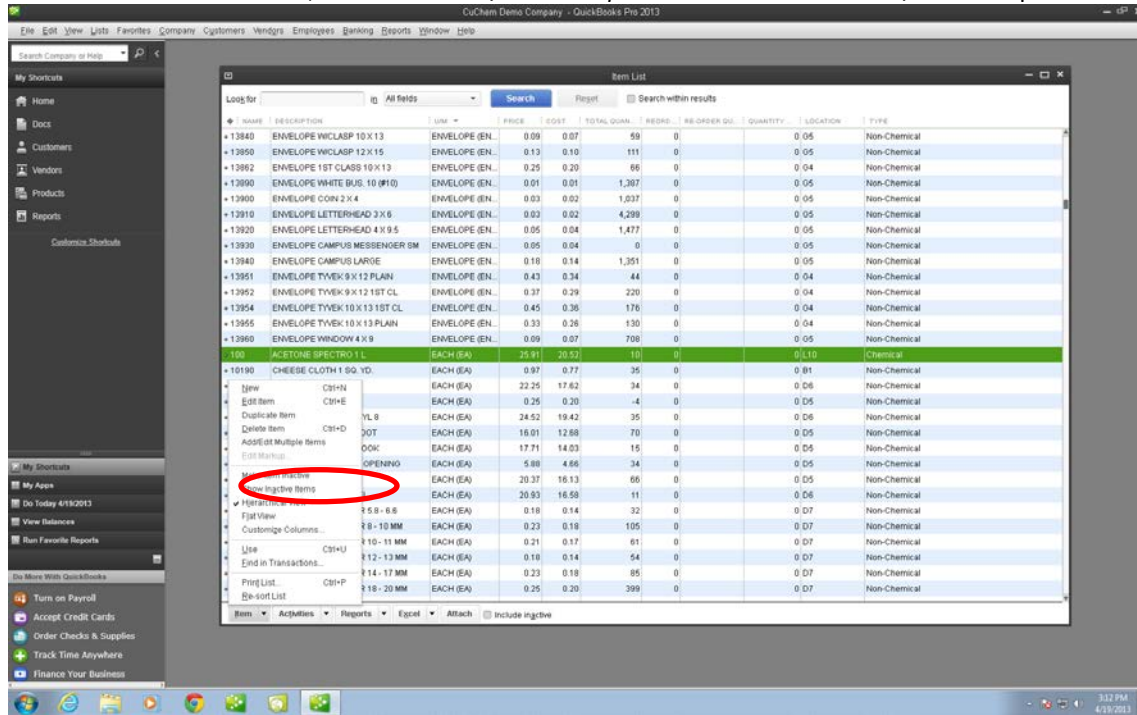
c. Import: when you are satisfied with your data, take a deep breath and click "Import."

## Editing Products

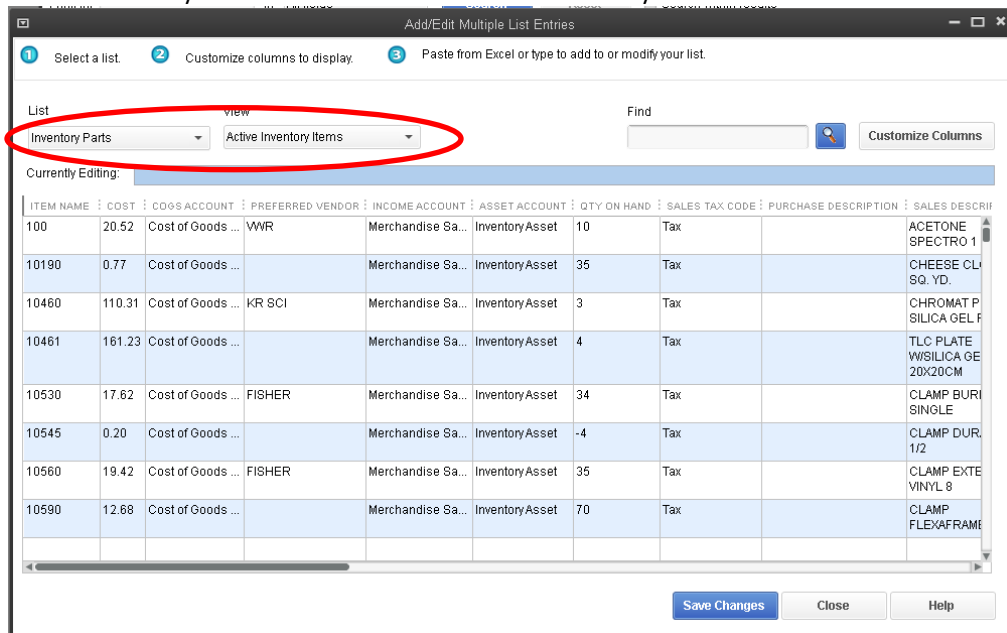
**Edit a single product** by double-clicking on the product and editing attributes.

**Edit multiple products** through the "Add/Edit Multiple Items" screen. **WARNING: be careful when editing multiple items! Back up the company file (see Backing up Data, page 18) before making any significant edits!**

From the "Products" screen, click *Item* → *Add/Edit Multiple Items* to access the Add/Edit Multiple Items screen.



Select "Inventory Parts" from the List and "Active Inventory Items" from the view.



Click in the cells that you would like to edit. Many cells will have a drop-down menu for selecting a choice; others are free-form. Note that you *cannot* select multiple items to receive the same edit or change; however, editing through the "Add/Edit Multiple Items" screen is faster than opening and closing products on an individual basis.

## Managing Product Prices

ITEM	DESCRIPTION	CURRENT PR...	U/M	NEW PRICE
✓ 100	ACETONE SPECTRO 1 L	25.91	EA	
✓ 10190	CHEESE CLOTH 1 SQ. YD.	0.97	EA	
✓ 10460	CHROMAT PLATE SILICA GEL PREP	139.28	BOX	
✓ 10461	TLC PLATE W/SILICA GEL 20X20CM	203.57	PKG	
✓ 10530	CLAMP BURET SINGLE	22.25	EA	
✓ 10545	CLAMP DURA 1/8 - 1/2	0.25	EA	
✓ 10560	CLAMP EXTENSION VINYL 8	24.52	EA	
✓ 10590	CLAMP FLEXAFRAME FOOT	16.01	EA	
✓ 10600	CLAMP FLEXAFRAME HOOK	17.71	EA	

To change the mark-up percentage of products:

- 1) Click on *Customers* → *Change Item Prices*.
- 2) Select *Inventory Part* as the Item Type.
- 3) Check the box next to the products you'd like to edit, or check the box next to *Mark All* and deselect products as necessary.
- 4) Adjust the price of marked items by an amount or a percentage based on price or cost. For the CU Chemistry Stockroom, generally adjust the unit cost by a percentage. Enter the percentage mark-up, including percentage mark (e.g. 26.26%) in the first field, then select *Unit Cost* for the second field.
- 5) Click *Adjust*, and then click *OK*.

## Managing Units of Measure

Select a Unit of Measure Type

If you don't see the Unit of Measure type you need, select Other to create a new one.

- Count (each, box, case, dozen, etc.)
- Length (inch, foot, yard, meter, etc.)
- Weight (ounce, pound, kilogram, etc.)
- Volume (quart, gallon, cubic yard, liter, etc.)
- Area (square foot, acre, square meter, etc.)
- Time (minute, hour, day, etc.)
- Other

**To add a new unit of measure:** from the “Products” screen, double click any product. Then, click the unit of measure, and scroll to the top of the list and select *New*. Follow the dialog boxes to add a new unit of measure and abbreviation.

**To edit an existing unit of measure:** from the “Products” screen, double click any product. Then click *Edit* next to the Units of Measure. You can change the name, abbreviation, or active status of an existing unit of measure.

**You may need to add or edit units of measure** in order to import new products into QuickBooks. All units of measure referenced in your import spreadsheet must already exist in the QuickBooks database before import.

## Managing Sales Tax

There are a few important points to note about sales tax.

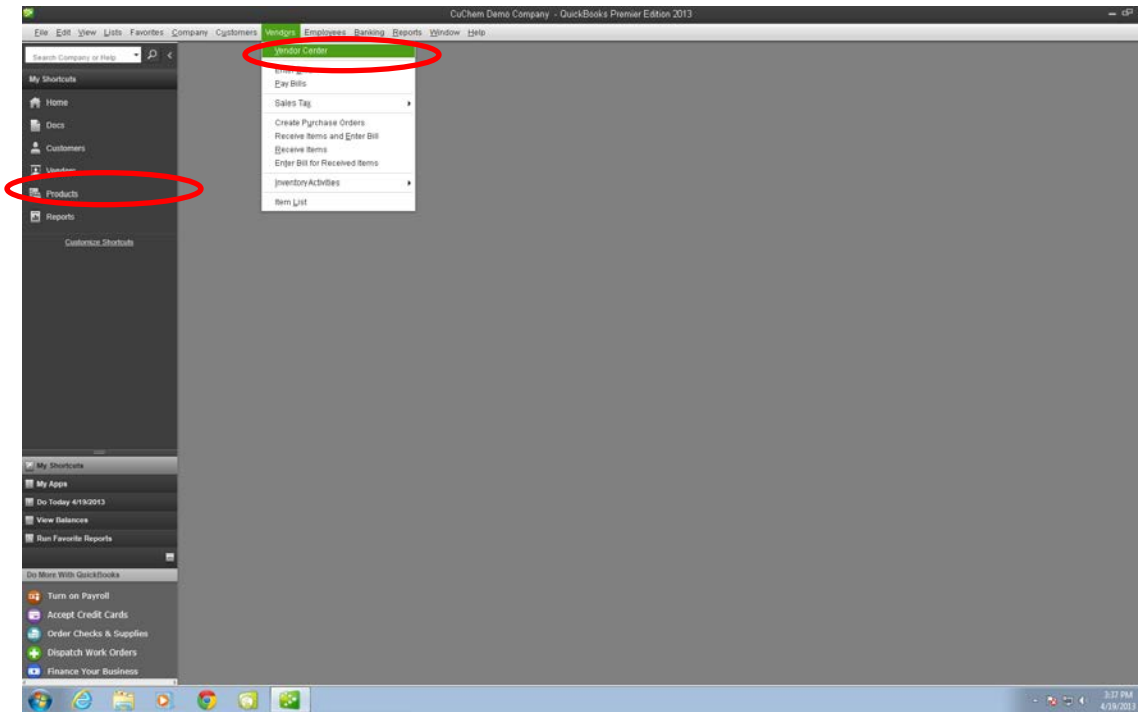
First, sales tax is set based on the location where items will be used (i.e. shipping address, not billing address or business address). If the stockroom starts to ship items at some point in the future, the process for handling sales tax will have to be re-examined.

Second, note that products default to taxable status. It's important to make sure that the tax code and the tax item are set correctly when creating new products.

# Vendor Management

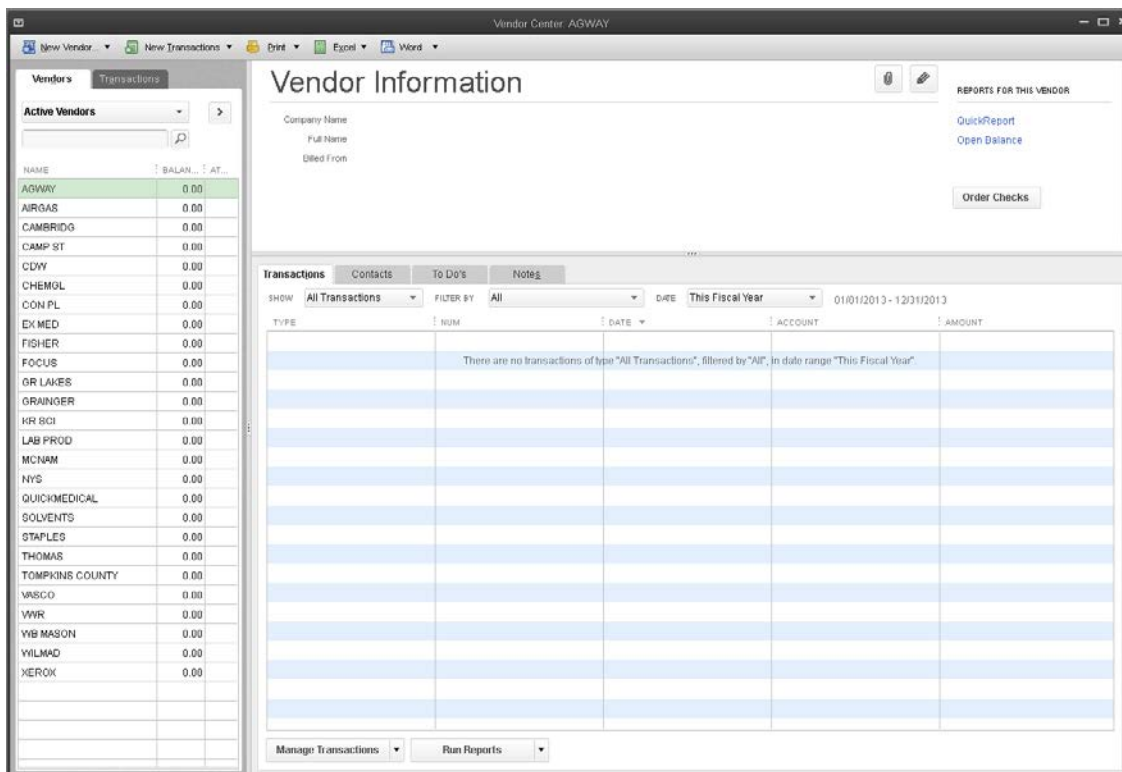
## Access the Vendors Screen

Access the “Vendors” screen by A) click “Vendors” on the shortcut menu or B) select *Vendors* → *Vendor Center* in the drop-down menu.



## Adding and Managing Vendors

To add a new vendor, click *New Vendor* in the upper left corner of the Vendor Center dialog. Edit vendor information by double clicking any vendor name in the Vendor Center dialog. You may need to add vendors to QuickBooks before importing products. All vendors referenced in your import spreadsheet must already exist in the QuickBooks database before import.





# Customer Management

## Introduction

Customer accounts are created in QuickBooks by being “pushed” from the kiosk where customers purchase their products.

First, the kiosk first validates the customer’s NetID using CUWebAuth. Next, the customer selects a department account, an N or B account, or a cash transaction.

→If the customer selects a department account, the kiosk checks their account number (plus any other relevant Kuali account fields) against Kuali.

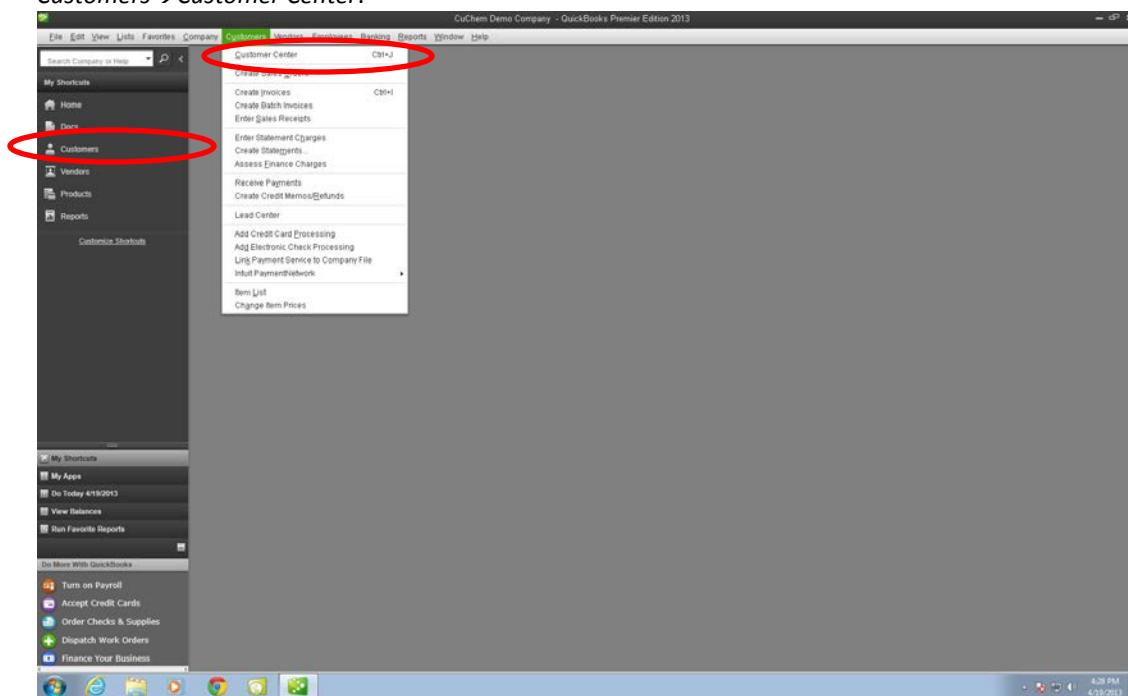
→If the customer selects an N or B account, the kiosk checks their account number against QuickBooks to ensure that the account (i.e. customer) already exists and is active.

→If the customer selects a cash transaction, the kiosk checks their account number (i.e. customer name) against QuickBooks and confirms that the “cash” customer exists and is active.

The customer completes their transaction, and the kiosk sends the transaction to QuickBooks with the full Kuali account string, the N or B account number, or CASH as the customer name.

## Creating and Managing Customer Accounts

Customer accounts appear in the *Customer Center*, which is accessed from the shortcut on the left side of the screen or by clicking *Customers* → *Customer Center*.



## Departmental Accounts

Departmental accounts are always validated as existing and active by the kiosk with a check against Kuali itself. Under no circumstances should the stockroom create a departmental account directly in QuickBooks.

The naming convention for Departmental Accounts is to join together the following fields. If an optional field does not contain the maximum number of alphanumeric characters, the rest of the field is filled in with asterisks (\*). In addition, the account is separated from the rest of the account string with underscores.

	Chart	Account	Sub-account	Object	Sub-object	Project code	Org Ref ID
Characters	2 exactly	7 exactly	Optional up to 5	Required Always 6545	Optional up to 3	Optional up to 10	Optional up to 8
Example	IT	1234567	44	6545		PROJECT	ITH607

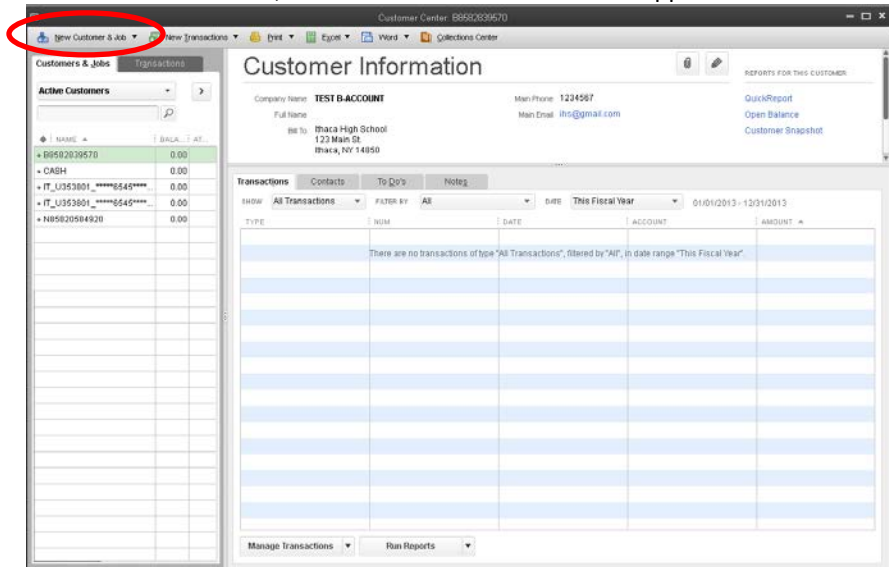
In the example shown above, the departmental account that would appear in QuickBooks as the customer name would be: IT\_1234567\_44\*\*\*6545\*\*\*PROJECT\*\*\*ITH607\*\*

## N-Accounts and B-Accounts

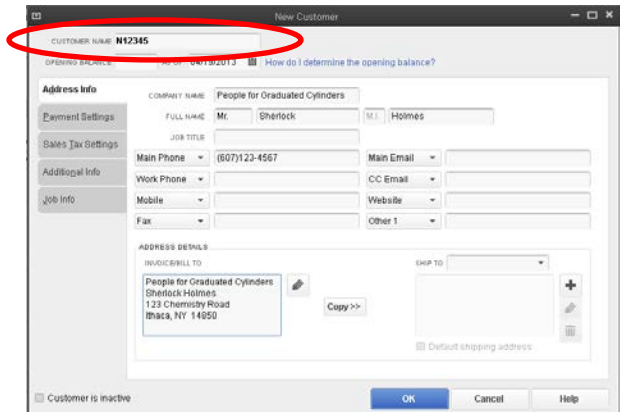
B-accounts are taxable accounts for non-Cornell affiliated organizations and individuals. N-accounts are accounts for not-for-profit, tax exempt non-Cornell affiliated organizations and individuals.

Because the kiosk checks that N and B accounts exist and are active in QuickBooks, N and B accounts must be created before transactions can be charged against these accounts.

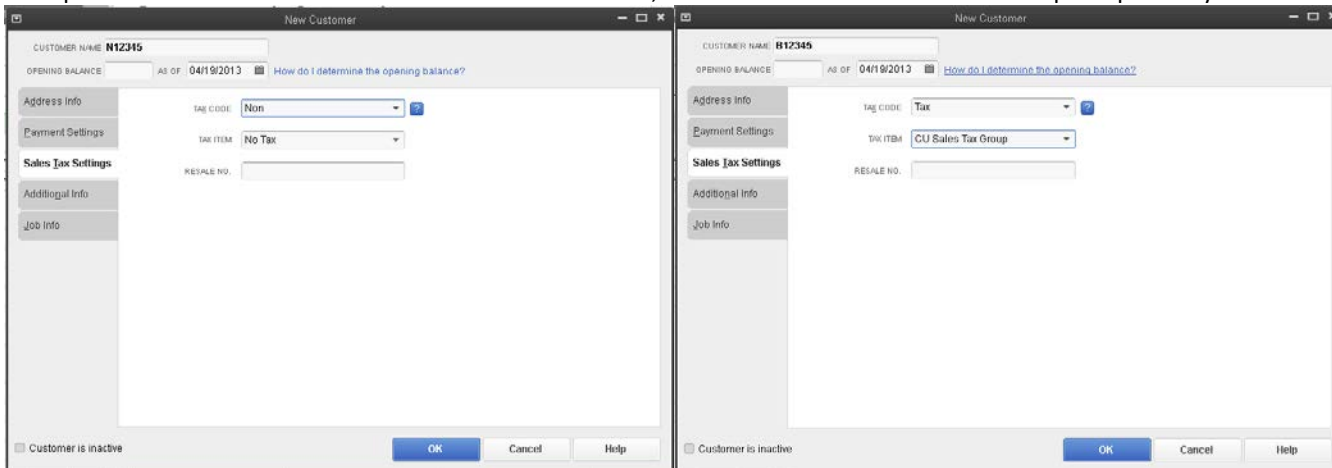
In the *Customer Center*, click *New Customer & Job* in the upper left corner. Then click *New Customer*.



Enter the customer’s B-account or N-account number as the Customer Name, as well as any other relevant information.



For N-Accounts, click the *Sales Tax Settings* tab and select “Non” for “Tax Code” and “No Tax” for “Tax Item.” Optionally, include the tax exempt ID number in the “Resale No.” field. For B-accounts, select “Tax” and “CU Sales Tax Group” respectively.



## ***Cash***

Cash transactions are grouped together in one account in QuickBooks. The customer name for this account is CASH, and cash transactions default to taxable status. If a customer from a not-for-profit organization wants to pay cash for a purchase, they should ask to set up an N-account so their billing can be handled by the front office.

# Inventory Management

## Creating a Product Catalog

For a complete list of all products in the QuickBooks catalog, select Reports → Memorized Reports → Cornell's Custom Reports → Product Catalog. This report lists all products, grouped by type (Chemical v. Non-Chemical), with their price and location.

Type	Item	Description	U/M	Price	Location
Chemical	100	ACETONE SPECTRO 1 L	EACH (EA)	25.91	L10
Chemical	110	ACETONE HPLC 4 L	EACH (EA)	23.22	L10
Chemical	1110	CELITE, FILTER AGENT 500 G	EACH (EA)	33.17	M21
Chemical	1170	CHLORO BENZENE 500 ML	EACH (EA)	19.08	L11
Chemical	1180	CHLOROFORM 500 ML	EACH (EA)	9.51	L11
Chemical	1190	CHLOROFORM ACS 4L	EACH (EA)	50.88	L23
Chemical	120	ACETONE TECH 1 GAL.	EACH (EA)	9.52	L8
Chemical	1200	CHLOROFORM HPLC 4 L	EACH (EA)	49.37	L23
Chemical	1220	CHLOROFORM-D 99.8% 50 GM	EACH (EA)	22.44	L11
Chemical	1230	CHLOROFORM-D 99.8% 100 GM	EACH (EA)	16.22	L11
Chemical	1240	CHLOROFORM-D 99.8% 100 GM TMS	EACH (EA)	13.28	L11
Chemical	1250	CHLOROFORM-D 100% 0.5 ML	AMP (AMP)	4.07	L11
Chemical	130	ACETONITRILE D.I.G. (HPLC) 4 L	EACH (EA)	193.99	L10
Chemical	1320	CITRIC ACID 500 G	EACH (EA)	27.12	M21
Chemical	140	ACETONITRILE 1 L	EACH (EA)	68.47	L10
Chemical	1420	Cupric Nitrate 500ml	EACH (EA)	121.89	M60

## Tracking Current Inventory Levels

You can track current inventory levels from several different locations within QuickBooks.

The **products screen** (e.g. "Item List") lists all products, along with their currently calculated inventory. To find a specific product, use the search bar at the upper left corner of the screen.

NAME	DESCRIPTION	U/M	PRICE	COST	TOTAL QUAN...	REORD...	RE-OR
13840	ENVELOPE W/CLASP 10 X 13	ENVELOPE (EN...	0.09	0.07	59	0	
13850	ENVELOPE W/CLASP 12 X 15	ENVELOPE (EN...	0.13	0.10	111	0	
13862	ENVELOPE 1ST CLASS 10 X 13	ENVELOPE (EN...	0.25	0.20	66	0	
13890	ENVELOPE WHITE BUS. 10 (#10)	ENVELOPE (EN...	0.01	0.01	1,387	0	
13900	ENVELOPE COIN 2 X 4	ENVELOPE (EN...	0.03	0.02	1,037	0	
13910	ENVELOPE LETTERHEAD 3 X 6	ENVELOPE (EN...	0.03	0.02	4,299	0	
13920	ENVELOPE LETTERHEAD 4 X 9.5	ENVELOPE (EN...	0.05	0.04	1,477	0	
13930	ENVELOPE CAMPUS MESSENGER SM	ENVELOPE (EN...	0.05	0.04	0	0	
13940	ENVELOPE CAMPUS LARGE	ENVELOPE (EN...	0.18	0.14	1,351	0	
13951	ENVELOPE TYVEK 9 X 12 PLAIN	ENVELOPE (EN...	0.43	0.34	44	0	
13952	ENVELOPE TYVEK 9 X 12 1ST CL	ENVELOPE (EN...	0.37	0.29	220	0	
13954	ENVELOPE TYVEK 10 X 13 1ST CL	ENVELOPE (EN...	0.45	0.36	176	0	
13955	ENVELOPE TYVEK 10 X 13 PLAIN	ENVELOPE (EN...	0.33	0.26	130	0	

Alternatively, use the inventory report to for a list of current inventory that you can print or export to Excel. Select Reports → Memorized Reports → Cornell's Custom Reports → Current Inventory Report.

Item	Description	Quantity On Hand
100	ACETONE SPECTRO 1 L	13
10190	CHEESE CLOTH 1 SQ. Y...	39
10460	CHROMAT PLATE SILIC...	3
10461	TLC PLATE W/SILICA G...	7
10530	CLAMP BURET SINGLE	34
10545	CLAMP DURA 1/8 - 1/2	36
10560	CLAMP EXTENSION VIN...	35
10590	CLAMP FLEXAFRAME F...	70
10600	CLAMP FLEXAFRAME H...	15
10640	CLAMP HOFFMAN SIDE...	37
10650	CLAMP HOLDER	66
10710	CLAMP HOLDER SWIVEL	11
10720	CLAMP HOSE SNAPPER...	32
10730	CLAMP HOSE SNAPPER...	105
10740	CLAMP HOSE SNAPPER...	61
10750	CLAMP HOSE SNAPPER...	54
10770	CLAMP HOSE SNAPPER...	85

## Reconciling Inventory: The “True Up” Process

For many reasons, the actual inventory on the shelves may not match the inventory shown in QuickBooks (for example, a customer entered the wrong number of products onto their transaction). To “true up” the inventory shown in QuickBooks with the actual inventory on the shelves, use a transaction charged to the Inventory Adjustment account.

Select Vendors → Inventory Activities → Adjust Quantity/ Value On Hand.

ITEM	DESCRIPTION	QTY ON HAND	NEW QUANTITY	QTY DIFFERENCE	U/M
2390	IRON POWDER 500G	4	3	-1	EA

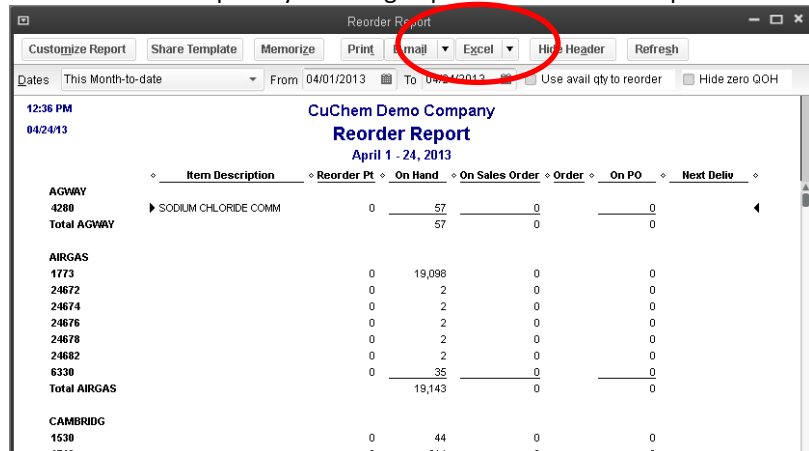
The default Adjustment Type is Quantity, and Adjustment Account is Inventory Adjustments. Leave the Customer:Job blank. Then, find the products to be adjusted by clicking inside a field in the “Item” column, or by clicking the “Find & Select Items” button. QuickBooks will automatically return the calculated quantity on hand. Enter the new quantity into the “New Quantity” field. Enter a Memo if applicable (e.g. 2013 annual inventory, or your initials, per your internal company process).

While you may add multiple products to the same Inventory Adjustment transaction, consider hitting the “Save & New” button after each collection, group, or shelf of products. It is better to save frequently than to spend hours entering data, only to have something go wrong at the last moment.

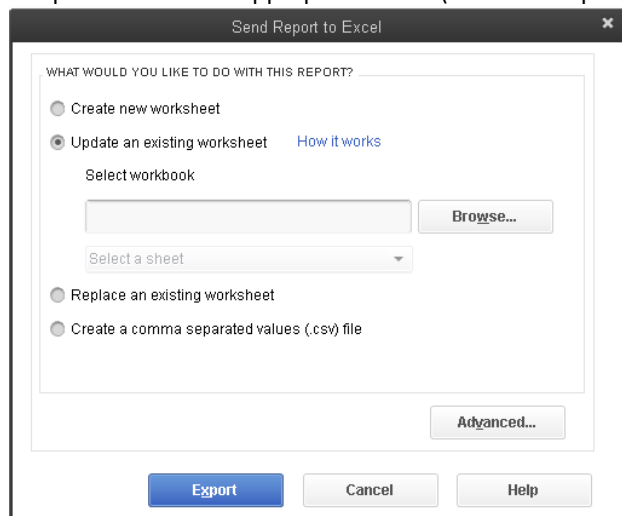
## The Reorder Report

The reorder report uses an excel template to quickly filter out only the products that need to be ordered. Use this report to cross-check actual inventory levels and the quantity already on order (“On PO”) to determine which items to order. To use the reorder report:

Create a reorder report by selecting Reports → Memorize Reports → Cornell’s Custom Reports → Re-order Report.



Then, click “Excel” and select “Update Existing Worksheet.” In the next dialog box, click “browse” and find the Reorder Report excel template. Select the appropriate sheet (“Reorder Report”), then click ok.



The excel template Reorder Report will open automatically. Filter just the products that need to be ordered by clicking the arrow next to the “order” column and selecting the √ or Ö character (anything that’s *not* blank needs to be reordered).

	A	B	C	D	E	F	G	H	I
1	<b>Cornell Chemistry Stockroom Reorder Report</b>								
2	<i>To show only products that need to be ordered, click the drop-down arrow next to the "order" column and select the "O" character.</i>								
3									
4			Item Description	Reorder Pt	On Hand	On Sales Order	Order	On PO	Next Deliv
5	No vendor								
6	100	Test product 1	5.00	4.00	0.00	√	0.00		
7	200	Test product 2	10.00	9.00	0.00	√	0.00		
8	Total No vendor			13.00	0.00		0.00		
9									
10									
11									
12									
13									
14									
15									
16									
17									
18									

## Managing Purchase Order Data

- 1) First, create the reorder report as described in The Reorder Report above.
- 2) Use eShop for procurement, noting the actual PO number and actual cost paid for the products.
- 3) Enter PO record into QuickBooks. Select Vendors → Create Purchase Orders. Each vendor should have their own PO record. Select the vendor in the upper left corner, then select the stockroom as the “drop ship to” address. Type the eShop PO number into the “P.O. No.” field. Add products to the PO record by clicking in the “Item” field and selecting the appropriate product. Remember to adjust the “rate” field to the cost actually paid for the product. Finally, click “Save & New” to enter a PO record for another vendor, or “Save & Close” to exit the PO Record screen.

The screenshot displays the 'Create Purchase Orders' window in QuickBooks. The window title is 'Create Purchase Orders'. The menu bar includes 'Main', 'Formatting', and 'Reports'. The toolbar contains various icons for file operations like 'Find', 'New', 'Save', 'Delete', 'Create a Copy', 'Mark As Closed', 'Print', 'Email', 'Email Later', 'Attach File', 'Create Item Receipts', and 'Select Items Receipt'. Below the toolbar, there are dropdown menus for 'VENDOR', 'DROP SHIP TO', and 'TEMPLATE' (set to 'Custom Purchase ...').

The main area is titled 'Purchase Order Record'. It features several input fields: 'Date' (04/24/2013), 'Vendor' (empty), 'Ship To' (CuChem Demo Comp), and 'P.O. No.' (80470). Below these fields is a table with the following columns: ITEM, DESCRIPTION, QTY, U/M, RATE, CUSTOMER, and AMOUNT. The table is currently empty.

At the bottom of the form, there are fields for 'VENDOR MESSAGE' and 'MEMO'. On the right side, there is a 'TOTAL' label. At the bottom right, there are three buttons: 'Save & Close', 'Save & New', and 'Clear'.

## Receiving Products

Once products arrive at the stockroom, they are added to the current inventory by receiving against a PO.

Select Vendors → Receive Items.

Item Receipt

VENDOR: [Dropdown] DATE: 04/24/2013 REF. NO.: [Field] TOTAL: 0.00

MEMO: Received items (bill to follow)

Expenses	\$0.00	Items	\$0.00	ITEM	DESCRIPTION	QTY	U/M	COST	AMOUNT	CUSTOMER...	BILLAB...

Buttons: Receive All, Show PO, Save & Close, Save & New, Clear

Click "Select PO." Then, select the vendor, click the checkmark next to the PO record against which you will receive the products, and click "ok."

On the "Item Receipt" screen, enter the actual quantity of each product received. You can enter a new "Item Receipt" if only a portion of the order was received. Also, adjust the cost of the item, if it changed from your PO record.

Open Purchase Orders

Vendor: AGWAY

Select a Purchase Order to receive

✓	DATE	PO NO.	MEMO
✓	04/24/2013	80470	

Buttons: OK, Cancel, Help



## Data Management

### Entering Transactions/ Invoices

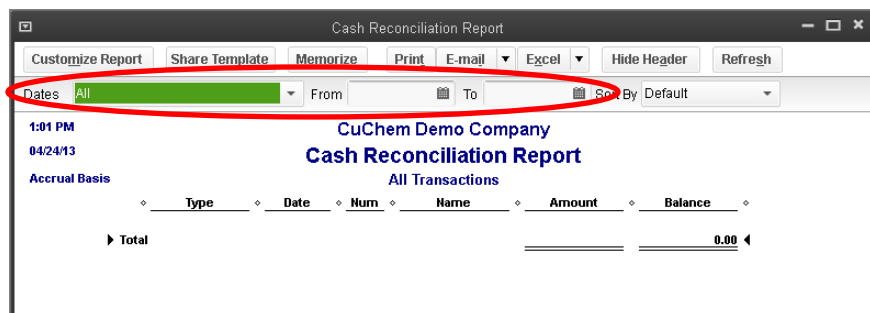
All of the transactions coming into QuickBooks should have been entered via the kiosk. If a stockroom attendant needs to enter a transaction manually for some reason, it is a “best practice” to log into the kiosk and enter the data there. This helps to ensure that the data are validated and properly entered into QuickBooks.

If a transaction is entered into the kiosk, but not submitted, the stockroom attendant will submit the order with a note that says “submitted by [stockroom attendant name].” The kiosk does not have a function for retaining a cart whose products have not been submitted on an invoice.

### Transaction Reconciliation

#### **Reconciling Cash Transactions**

Reconcile cash transactions against the cash box by running the “Cash Reconciliation” report, found in Reports → Memorized Reports → Cornell’s Custom Reports → Cash Reconciliation Report. Select the appropriate dates in the date filter at the top of the report. The Cash Reconciliation Report will show the total of each cash transaction in that time period, which can be reconciled against cash and receipts in the cash box.

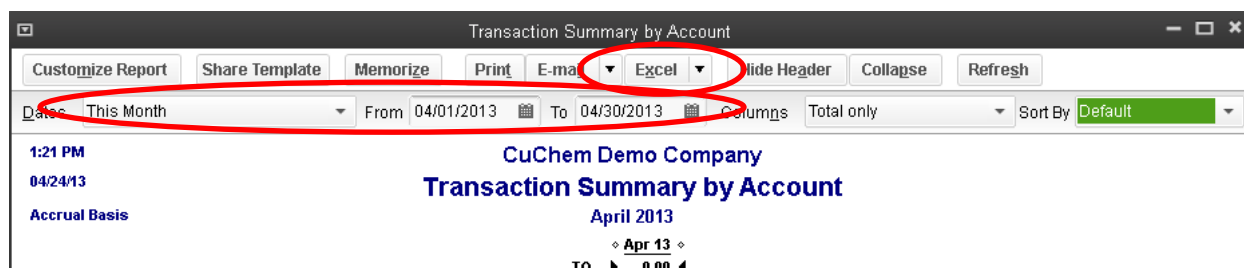


#### **Transaction Summary**

The transaction summary lists the total price of all products charged against each Kuali account string during the accounting time period selected.

To access the transaction summary, select Reports → Memorized Reports → Cornell’s Custom Reports → Transaction Summary by Account. Then, select the appropriate time period in the report header.

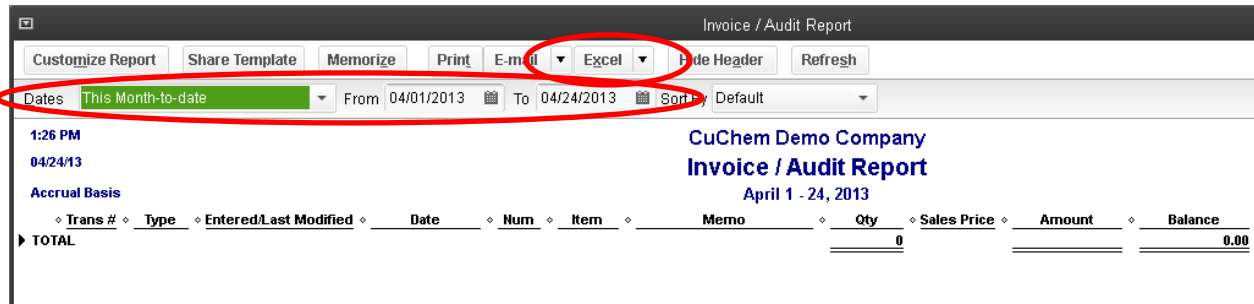
To export the transactions to Excel for manipulation and analysis, click the “Excel” button in the report header and select “Create New Worksheet.”



#### **Invoice & Audit/ Backup Report**

The invoice & audit/ backup report shows the details of each transaction (price and quantity of products sold, transaction date, etc.).

To access this report, select Reports → Memorized Reports → Cornell’s Custom Reports → Transaction Summary by Account. Then, select the appropriate time period in the report header. Again, to export the transactions to Excel for manipulation and analysis, click the “Excel” button in the report header and select “Create New Worksheet.”



## Helpful QuickBooks Reporting Hints

### Use the Export Feature

Most of the main screens in QuickBooks (e.g. products, vendors, customers, as well as reports) have an *Export* button. If you need a list or a report, and QuickBooks doesn't natively include what you need, export the data to Excel for analysis or summary.

### Make a Custom Report in QuickBooks

Undoubtedly, as the stockroom continues to use the QuickBooks product, you'll find needs for additional reporting functions. QuickBooks has built-in report generators to help you access your data.

- 1) The "Find" report (accessed from Edit → Find) is useful for finding specific pieces of data—whether a transaction, a memo, or a customer—that meet the criteria that you specify.
- 2) The "Transaction Detail" report (accessed from Reports → Custom Reports) is useful for showing multiple, specific pieces of data—for example, all of the transactions charged to a particular customer name/ Kuali account string.
- 3) The "Summary" report (accessed from Reports → Custom Reports) is useful for summarizing data—such as the total sales per product within a given time period.

### Use the Memorize Feature

If you find that you are constantly using the same report settings (such as a specific time period), "memorize" the report by clicking the "memorize" button and selecting the appropriate group.

### Keep Your Reports Organized

As you create more reports, it will be important to maintain a system of organization so you can always find the report that you need. It's recommended that you do *not* add additional reports to the "Cornell's Custom Reports" group, as these are the reports that were created for your custom installation. Instead, create and add them to a new group.

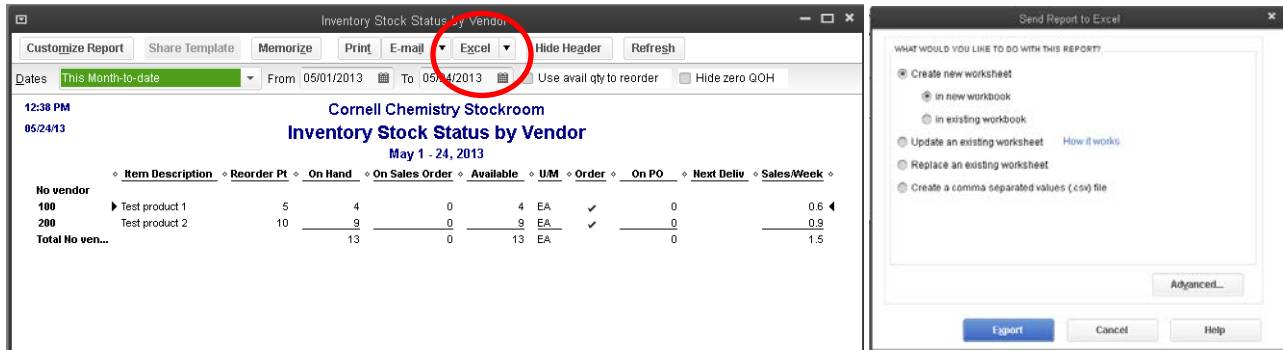
Click "Reports" on the left side of your screen to open the Report Center. Click the "Memorized" tab, then click "Edit Memorized List." Create a new report group, or edit/ delete a memorized report, by clicking the "Memorized Report" dropdown in the lower left.

## Creating Excel Templates

With some customization, as suggested above, QuickBooks reports can provide data on just about any question you need to answer. Sometimes the report needs some data manipulation that can't be performed within QuickBooks. As described above, you can export the data to Excel if you're only going to need the report once. If you're going to use the report again in the future, you can create a template with your custom formatting, analysis, or summary, then refresh the data as necessary.

The basic steps for creating an excel template are as follows:

- 1) Within QuickBooks, open or create a report that is as close as possible to your desired report. Since you plan on using the report again in the future, save or "memorize" the report.
- 2) Click Excel, then click "Create New Worksheet." Most likely, you will want to create a new worksheet in a new workbook.



- 3) Once in Excel, make your changes. The first tab of the report will detail some helpful hints about the types of changes that will save. The second tab will hold your data. (Expert tip: for significant data summary or analysis, consider creating a pivot chart or table in a third tab.) **Make sure to save your new Excel template in an organized location where you will remember it. If others in your organization will be using your Excel template, make sure the file is accessible to them, e.g. saved on the server or fileshare and not on your workstation.**

Once you have created the excel template, you can update the data in it without needing to recreate the excel sheet. You can do this from QuickBooks or from within the excel template itself.

To update from within QuickBooks:

- 1) Within QuickBooks, open the saved or memorized report.
- 2) Click Excel, then click "Update Existing Worksheet."
- 3) Navigate to the location where your excel template is saved, and make sure to select the correct tab to update.
- 4) Click "Export."

To update from within Excel:

- 1) Within Excel, click the QuickBooks tab (this assumes that you are using Excel 2010 or 2013).
- 2) Select "Update Report."
- 3) Note that the first time that you update your excel template, you must also have QuickBooks open. This allows QuickBooks to automatically update your application preferences (i.e. tells QuickBooks that Excel has permission to access your data). After your first update from within Excel, you can update from within Excel, even if QuickBooks is closed.

## System Architecture & Maintenance

### System Architecture

In general terms, the stockroom solution consists of:

- One Windows Server 2012 server hosted in ChemIT's cluster running with QuickBooks (QB) and the QuickBooks Web Connector (QBWC) installed on it;
- One LAMP server hosted in ChemIT's cluster running the kiosk webpage and kiosk database;
- Three kiosk workstations, which are locked down such that the only thing that the kiosks can access is the kiosk webpage;
- An end user workstation that connects to the Windows 2012 server via RDP to work with the QuickBooks back end.

The administrative user interface for the kiosk is accessed at <https://kiosk.stockroom.chem.cornell.edu/admin.php> with a username `cuchem`. The password has been provided to stockroom staff and ChemIT. Server credentials are maintained by both ChemIT and Brightworks; if ChemIT needs to change credentials, they should notify Brightworks.

Additional documentation on how the Windows Server with QB and QBWC is included as a separate document, intended for technical staff.

Important points related to the system architecture that may affect end user workflows are as follows:

- If, for some reason, the company file does not automatically load in QuickBooks, when re-opening the company file, do *not* open it in multi-user mode.
- If, for some reason, QuickBooks returns an error saying that the company file is already in use by an administrator, it likely means that someone else has a live connection via RDP to the server and is running QuickBooks. Have them close their connection by logging off (control+alt+end, then select "sign off"), then try again.

### Backing up Data

### Maintenance & Support

The established process for asking for support is to contact the internal Chemistry Information Technology department first. They can be reached at [crcf@cornell.edu](mailto:crcf@cornell.edu) / [ChemIT@cornell.edu](mailto:ChemIT@cornell.edu) or 607- 255-6278.

Thereafter, ChemIT may escalate support issues to Brightworks Computer Consulting. Support tickets can be generated with Brightworks in two ways:

- (1) **Email [help@brightworks.cc](mailto:help@brightworks.cc)** with a brief description of the issue in your own words. Please try to be as specific as possible. Your email will automatically generate a ticket in our system.
- (2) **Call 607-277-8585** and speak with a Dispatcher. The Dispatcher will take a brief description of the issue, start a ticket, and either schedule a technical resource to work on the ticket, or establish an expectation for when you will hear back from Brightworks.

As of August 2013, Brightworks's SLA for non-contract clients (which would include ChemIT) is as follows:

Priority	Respond To Within	Resolution Plan Within	Resolution Within
Priority 1-Emergency	4 hours	8 hours	24 hour
Priority 2-Quick Response	2 business day	3 business days	4 business days
Priority 3-Normal Response	5 business days	7 business days	10 business days

As of August 2013, Brightworks's typical rates are \$100 per hour for scheduled, non-emergency work during normal business hours, with a ¼ hour minimum for remote support and a 1 hour minimum for on-site visits. Emergency work is billed at \$150 per hour with a 1 hour minimum.

Please speak with a Dispatcher if you have any questions about billing rates or SLA, and also note that this information is subject to change without notice.