sycle

The #1 Hearing Care Practice Management Solution

Sycle Private Practice QuickBooks Synchronizer Training Guide v1.0



INTRODUCTION

The QuickBooks Synchronizer was designed to automate bookkeeping tasks by eliminating double entry of Sales, exchanges, returns and payments are entered into Sycle, allowing clinics to capture powerful data about their business. These transactions can be transferred to QuickBooks using a simple, accurate and time saving process.

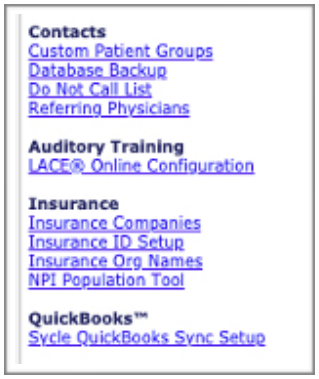
To get started, simply call Sycle Support at 1-888-309-9596 to have the Sycle QuickBooks Sync turned on. Once your clinic has been enabled, follow the on-screen instructions to complete the set up.

"Even if you will be synchronizing with more than one QuickBooks company file, this step only needs to be completed once."

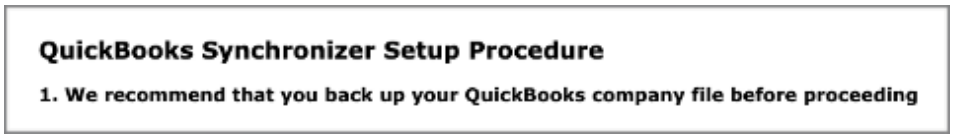
"The QuickBooks Synchronizer uses the Intuit Web Connector to allow your QuickBooks company file to communicate with Sycle.net. Intuit is the creator of QuickBooks, and their Web Connector is the official application for integrating with other software such as Sycle.net."

INSTALLING THE QUICKBOOKS SYNCHRONIZER

In **Administration**, click on the **Synchronizer Setup**.



This will bring you to the QuickBooks Synchronizer Setup Procedure page. From this page, you will follow the onscreen setup process. We have added the instruction's here for you also.



1. Open QuickBooks to the company file to which you will be syncing transactions, and sign in as an Administrator.
2. Download and install the Intuit Web Connector.

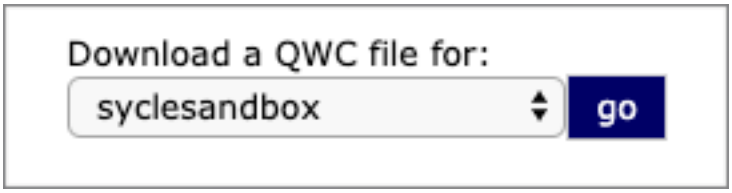


- Follow the prompts to download the Intuit Web Connector installer. You will be asked to:
    1. Save the installer.
    2. Run the installer to install the Intuit Web Connector.
    3. Authorize a new Web Service.
    4. Choose what you want the application to allow (Choose **Yes, whenever the QuickBooks Company file is open**).
    5. Confirm access.

We recommend that you save the Intuit Web Connector to your desktop, so it will be easy to find. Different browser and computer settings will dictate where this file is saved. If necessary, use your computer's search function to find it, and create a desktop shortcut.

3. Download a QWC file.

- A QWC file tells the Intuit Web Connector how to connect to Sycle.net.



Each QWC file is custom-made for one individual user. Therefore, every Sycle.net user who syncs with QuickBooks will need their own separate QWC file.

We highly recommend that you only have one user account (or a single shared account) per QuickBooks company file, regardless of the number of people in your organization who are responsible for syncing.

Save the QWC file on your computer where you can find it later. Where the file will be saved depends on your browser and computer settings.

4. Install the QWC file.

- Once you have installed the Intuit Web Connector and saved your QWC file, you are ready to install the QWC file into the Web Connector.

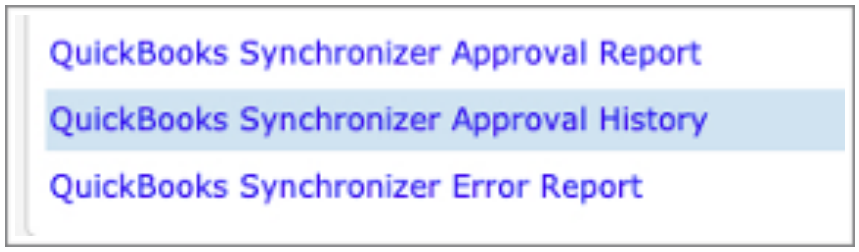
    1. Ensure that QuickBooks is open to the company file to which you will be syncing.
    2. Launch the Intuit Web Connector.
        In the Web Connector, click **Add an application**. This will open a file selection dialog window.
    3. Select the QWC file you downloaded earlier and click **Open**.
        Depending upon your operating system and browser settings, you may be able to double click the downloaded QWC file from the Downloads window to open in the Intuit Web Connector automatically.

"You will only need to do this once per user. If you have multiple QuickBooks Synchronizer users, repeat steps 3 and 4 for each user. However, we recommend that you have a SINGLE USER LOG IN per QuickBooks Company file."

5. Run the QuickBooks Synchronizer.

- Be sure to be signed into your QuickBooks company files with full Administration privileges. To complete all steps for a successful synchronization, the User must have full administration rights in QuickBooks.

- To run the QuickBooks Synchronizer, check the checkbox on the Intuit Web Connector next to the user you want to sync as and click **Update Selected**.
- You will need to input your password. Use the same password that you would use to log into Sycle.net. Remember, it is highly recommended that you have only ONE user/login for synchronizing. It is recommended that you do not use the **auto run** feature.
- If you have the Approval Process enabled, be sure to access the Approval Report via the Reports Tab, approve (or edit and approve) all transactions prior to synchronizing.

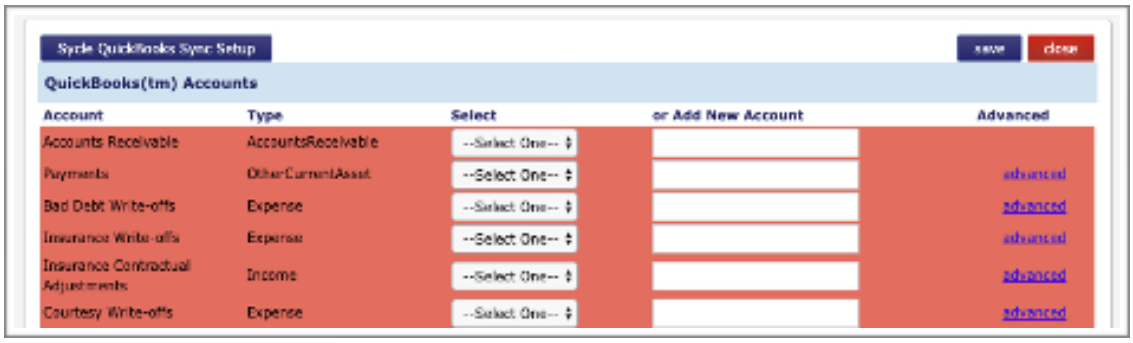


6. Account Setup.

- The QuickBooks account setup tells the QuickBooks Synchronizer which accounts you want the transactions from Sycle.net to map to. If you have accounts set up using the original QBSync, that same setup will be used for the new QuickBooks Synchronizer.
- If there are any missing entries in your account setup, the QuickBooks Synchronizer will stop and prompt you to complete your account setup.
- Whether you have used the previous synchronizer or not, it is recommended that you set up your accounts as part of the first sync process.
- These account mappings can be updated at any time, through the QuickBooks Account Mapping screen in the Sycle Administration section.

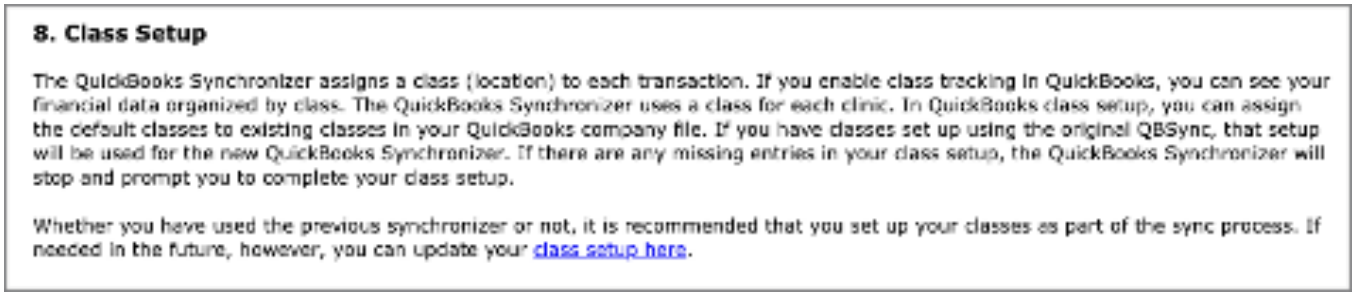


1. The Synchronizer will bring over and display a list of accounts from your Chart of Accounts in QuickBooks.
2. You can then select the account that you wish to map to.
3. If you want to see more detail in your QuickBooks accounts, you can map individual items via the **Advanced Account Set Up** link. An example: tracking Hearing Aid Service Income separately from Audiology Service Income OR tracking Hearing Aid Income by Technology Level.



7. Class Setup.

- The QuickBooks Synchronizer assigns a class (location) to each transaction. If you enable class tracking in QuickBooks, you can see your financial data organized by class.
- The QuickBooks Synchronizer uses a class for each clinic.
- In QuickBooks class setup, you can assign the default classes to existing classes in your QuickBooks company file. If you have classes set up using the original QBSync, that setup will be used for the new QuickBooks Synchronizer.
- If there are any missing entries in your class setup, the QuickBooks Synchronizer will stop and prompt you to complete your class setup.
- Whether you have used the previous synchronizer or not, it is recommended that you set up your classes as part of the sync process.
- These class mappings can be updated at any time, through the QuickBooks Class Mapping screen in the Sycle Administration section.





HOW THE SYNCHRONIZER WORKS

STEP-BY-STEP PROCESS TO SYNCHRONIZER

1. Open Sycle with Username and Password you use to Sync.
2. Open QuickBooks company file that you will be syncing to.
3. Run Approval Report in Sycle - Reports Tab > QuickBooks Approval Report > Run Report – if applicable.
4. Review, edit and/or approve Invoices, Returns, Payments and Refunds on Approval Report in Sycle – if applicable.
5. Open Web Connector.
6. Check the box next to the user that you want to sync as.
7. Click **Update Selected**.
8. Reconcile Sycle Aging Report to QuickBooks Aging Report once/month.

PATIENTS

Sycle patients are synced as QuickBooks customers. Patients will only appear in the QuickBooks Customer list because of the sync process for a purchase in Sycle. In other words, QuickBooks will not necessarily contain a complete list of all Sycle patients – only those who have had a new or updated Purchase since you began syncing with QuickBooks. When a Purchase Summary is synced, the associated patients are either added to QuickBooks (along with their Sycle ID number) if the customer does not already exist or updated in QuickBooks if the customer does already exist. However, if the name entries do not match exactly, you will end up with duplicate entries in QuickBooks. These can be manually merged in QuickBooks. Customers are never deleted from Sycle or QuickBooks via the QuickBooks Synchronizer.

The information that is synced over includes:

- Patient Name: Last, First, Sycle ID#
- Address
- Phone
- E-mail

STAFF

Sycle staff records are not synced to QuickBooks. Reports of revenue by provider can be found in Sycle.

PURCHASE SUMMARIES

Every item on a Purchase Summary in Sycle is represented by a transaction in QuickBooks.

1. An item that is set up in Sycle is added to or edited in the QuickBooks Item List.
2. The transactions are assigned to a QuickBooks invoice or credit memo (or both, in the case of a returned purchase) based on date and type of transaction.
3. The invoice and/or credit memo is sent to QuickBooks.
4. Accounts are increased or decreased depending upon the transaction.

Every transaction/item is associated with account type information. For example, items designated as purchases are synced to income accounts. Each purchase type in Sycle is mapped to a QuickBooks account during the QuickBooks Synchronizer setup process. Write-offs and refunds are mapped during the same setup process.

HOW TRANSACTIONS IN SYCLE ARE ASSIGNED IN QUICKBOOKS - INVOICES AND CREDIT MEMOS

Each item on a Purchase Summary in Sycle can have its own transaction date. When these items are synced to QuickBooks they are divided up based on date. Purchases are synced to QuickBooks as invoices. Returns are synced to QuickBooks as credit memos. QuickBooks invoices and credit memos have a single date; so only transactions with the same date go on a given invoice or credit memo. Payments will be automatically applied to patient accounts. This table lists all possible Sycle Purchase Summary transactions and how each is assigned in QuickBooks.

Example: How A Purchase Summary Syncs to QuickBooks

This example shows how a Purchase Summary with multiple dates would be divided up into QuickBooks invoices and credit memos, each with a single date. Note that, in this example, the date for the purchase is its purchase date. The QuickBooks Synchronizer can also use the delivered date as the date for the transaction. See **Date Modes** section below.

Again, you will notice that while all transactions can be found on one Purchase Summary in Sycle, they are synced as multiple entries in QuickBooks since transactions are grouped by DATE in QuickBooks.

Sales Tax / Vendors

Sales tax is synced as a line item on an invoice. It creates an item in the QuickBooks item list, like any other invoice item. One difference is that, in addition to the item in the item list, the sales tax must also have an associated vendor in QuickBooks. The QuickBooks Synchronizer creates this vendor when it adds the sales tax item to the item list. This then allows the Sales Tax Module in QuickBooks to be used to sort tax liabilities per taxing vendor.

PAYMENTS

Payment Methods

The payment type in Sycle corresponds to a Payment Method in QuickBooks. Payment methods in QuickBooks are stored in the Payment Method List. Payments are synced to the Undeposited Funds account in QuickBooks. You can use the Make Deposits window to batch payments according to type (Cash, check, credit card) for easy reconciliation. If you use class tracking in QuickBooks, the location/class will display on the Deposit screen allowing payments to be identified by location.

Payment Adjustments

Adjustments can be made to a Sycle Purchase Summary to adjust the value of any item on a Purchase Summary except a purchase. To alter the amount of a purchase, you must use the discount feature. For fees, refunds and write-offs, these adjustments are synced as separate items onto an invoice or credit memo. Payment adjustments are not synced as separate items. Instead, payments are synced using the *adjusted* payment amount. The adjusted payment amount is the amount of the payment less the sum of any adjustments associated with that payment. A payment that has already been deposited in QuickBooks cannot be adjusted in Sycle. Any adjustment should be made prior to depositing the payment in QuickBooks. Adjustments often fall within prior accounting periods and should be used sparingly.

Applying Payments

QuickBooks will automatically apply payments to the patient's unpaid balance. It is possible that QuickBooks may apply a payment from one Sycle Purchase Summary to a balance from another, older Sycle Purchase Summary.

Overpayments

An overpayment occurs when the amount of a payment(s) exceeds the balance on a Purchase Summary and the QuickBooks Synchronizer is run before any refunds are issued. Since payments are applied automatically, the unused amount of a payment will result in a credit balance for that patient.

Deposits

After a payment is synced, you can use the QuickBooks “Record Deposits” feature to record the payment as having been deposited at the bank. The clinic of origin of the payment will display in the memo section for easy grouping and reconciliation; particularly useful when you use class tracking. QuickBooks has certain rules about what can be done with a payment after it has been deposited. Namely, the deposited payment cannot have its amount edited, nor can it be deleted. This can cause a problem if one of the following occurs in Sycle after a payment has been deposited:

- the payment is deleted
- the entire Purchase Summary is deleted using **Delete All**
- the payment's amount is edited or adjusted

The QuickBooks Synchronizer will not sync that payment and you will then be directed to the Error Report and given advice on how to resolve the issue.

Fees, Credits, and Write-offs

For fees, refunds and write-offs, these adjustment entries are synced as separate items onto an invoice or credit memo.

APPROVAL PROCESS

For clinics that have elected to use the Approval Process, the QuickBooks Approval Report allows you to see what transactions will be synced to QuickBooks before they are sent. This powerful report allows for edits and provides a valuable tracking tool if there are reconciliation discrepancies. The QuickBooks Approval Report will default to **yesterdays** date. This date can be changed to include transactions from the current day, if desired.

If a Clinic has the QuickBooks Approval process enabled, all transactions must be approved before they are synced. The QuickBooks Synchronizer will not sync anything on a given Purchase Summary unless every transaction associated with that Purchase Summary has been approved. In other words, the QuickBooks Synchronizer won't sync a **partially approved** Purchase Summary. Partially approved Purchase Summaries are skipped and you will receive an error that indicates you have a partially approved Purchase Summary.

All reports related to the Approval Process are accessed via the Reports Tab and include:

1. The QuickBooks Synchronizer Approval Report
2. The QuickBooks Synchronizer Approval History Report; allows you to see previously approved and synced transactions. This report includes date of synchronization, debits, credits and the name of the user who performed the sync along with notes added at the time of Approval. You can also access the details by clicking the date and then **View Report**.
3. The QuickBooks Synchronizer Error Report; allows you to review and correct issues with transactions not being sent to QuickBooks.

DATES

The QuickBooks Synchronizer can operate in one of two date modes, which can be selected prior to the first synchronization by calling Sycle Support at 888-881-7925.

1. Purchase date (default)
2. Delivered date

This mode only effects how purchases are synced. In purchase date mode, a purchase is synced as soon as it's added to the Purchase Summary. In delivered date mode, a purchase is not synced until it is marked off in Sycle as delivered. The date associated with the purchase is its delivery date. Some purchases are considered delivered at time of purchase, so the purchase date and delivery date are the same. Other purchases are **deliverable** and may have a delivery date distinct from the purchase date. It is important that your tax advisor know which date mode you have chosen for tax preparation purposes.

SUCCESS SCENARIOS - PURCHASE DATE MODE

These scenarios assume that the QuickBooks Synchronizer is set to sync data based on Purchase Date.

1. Create a Purchase Summary with one or more of the following, each having the SAME DATE
    a. Purchase
    b. Discount (associated with purchase)
    c. Sales tax (associated with purchase)
    d. Return
    e. Payment
    f. Payment Adjustment
    g. Refund
    h. Refund Adjustment
    i. Fee
    j. Fee Adjustment
    k. Write-off
    l. Write-off Adjustment

Run the QuickBooks Synchronizer and the result in QuickBooks for this example will be as follows:

1. One invoice with the purchase, discount, sales tax, refund, fee and write off adjustment
2. One credit memo with the return, returned discount, returned sales tax, write-off, refund adjustment and fee adjustment
3. One payment for each payment on the Purchase Summary-the amount of the payment will be the adjusted amount (payment minus adjustment)
4. Purchase item types, sales tax rates, refund types, fee types and write-off types will populate the Item List in QuickBooks
5. Payment type will populate the Payment Method List in QuickBooks
6. Vendor associated with the sales tax rate will populate the Vendor List
7. Patient associated with the Purchase Summary will populate the Customer List

    a. Create a new Purchase Summary with one or more of the transactions referred to above with DIFFERENT DATES

        I. The QuickBooks Synchronizer will create multiple invoices, one per distinct date.
        II. The QuickBooks Synchronizer will create multiple credit memos, one per distinct date.
        III. The QuickBooks Synchronizer will create one payment for each payment on the Purchase Summary.

3. Edit dates on Purchase Summary

    a. The QuickBooks Synchronizer will update the invoices, credit memos and payments with the new dates.

4. Delete or edit items on a Purchase Summary

    a. The QuickBooks Synchronizer will update or delete invoices, credit memos and UNDEPOSITED payments (QuickBooks has special rules about what can be done with a deposited payment).

SUCCESS SCENARIOS - DELIVERY DATE MODE

These scenarios assume that the QuickBooks Synchronizer is set to sync data based on Delivery Date.

1. Create Purchase Summary with items not yet delivered
   a. Add purchase
   b. Add discount (if applicable)
   c. Add payment (if applicable)
   d. Run the QuickBooks Synchronizer - payment will sync to QuickBooks and the result will be a credit balance for that customer.
   e. Deliver purchased item(s)
   f. Run the QuickBooks Synchronizer - the purchase will sync as an invoice adjusting the patient's balance due accordingly.

2. Cancel a purchase before it is delivered.
   a. The QuickBooks Synchronizer will not create an invoice in QuickBooks.

3. Return a purchase after the delivery date.
   a. The QuickBooks Synchronizer will create a credit memo for return with date of return.
   b. The patient will have a credit balance in both Sycle and QuickBooks unless a refund is generated.

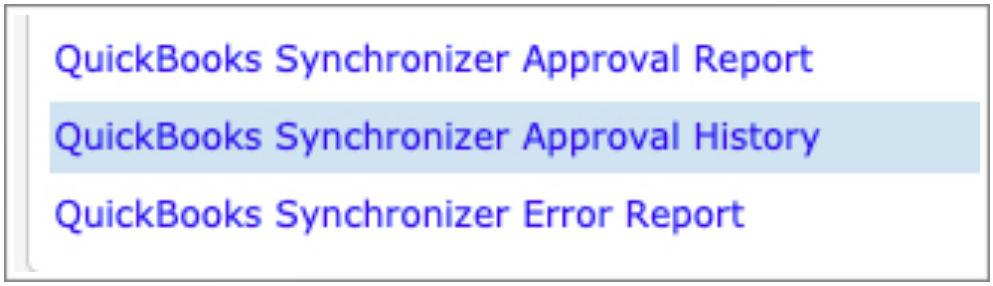
4. Edit delivered status.
   a. Mark purchase as **undelivered**.
   b. The QuickBooks Synchronizer will delete the invoice in QuickBooks.

5. Edit delivery date.
   a. The QuickBooks Synchronizer will update the date of the invoice.

6. Create Purchase Summary with both delivered and **undelivered** items on the same date.
   a. Delivered items will sync as invoice.
   b. **Undelivered** items ill not sync until marked as delivered.
   c. After delivery, items will be added to same invoice.

THE QUICKBOOKS SYNCHRONIZER ERROR REPORT

The Error Report can be accessed in between syncs via the Reports Tab. Errors will be cleared from the report, as they are resolved. You will be alerted to the fact that there are errors on the Web Connector screen. A link will take you to another small screen with a link that will take you to the Sycle Error Report. This is where the details of the error and suggested resolutions can be found. Following is examples of some of the errors, descriptions and fixes reported by the QuickBooks Synchronizer Error Report. Some errors are considered **soft** errors and the Synchronizer will skip certain transactions but complete the synchronization of the rest. Some errors are considered **hard** errors and in this case, the Synchronization will stop and no transactions will be sent to QuickBooks.



Error: Account and Class Set Up

Description: If you have enabled the QuickBooks Synchronizer but have not completed the Account and Class (if using) Set Up, you will receive an error that tells you to complete the set up. A link will be provided for you to complete this step.

Fixes:

1. You will be provided with a link that takes you to a screen where you can complete your account mapping or class set up in Sycle.

Remember, if you want to see more detail in your QuickBooks accounts, you can map individual items via the **Advanced Account Set Up** link. An example: tracking Hearing Aid Service Income separately from Audiology Service Income OR tracking Hearing Aid Income by Technology Level.

Error: Deposited Payment Edited

Description: A payment, originally for $1000.00 was synced to QuickBooks and has been deposited in QuickBooks. The payment amount has since been edited to $950.00 in Sycle. QuickBooks does not allow the amount of a deposited payment to be edited.

Fixes:

1. Delete the deposit containing this payment in QuickBooks and rerun the QuickBooks Synchronizer.
2. Edit the payment to its original amount of $1000.00, then rerun the QuickBooks Synchronizer. A link to the Sycle Purchase Summary with this payment is provided for you in the Error Report.
3. Make the deposit again in QuickBooks.

Error: Deposited Overpayment

Description: An overpayment for $100.00 was synced to QuickBooks and has been deposited in QuickBooks. The payment may need to be applied manually to other open invoices in QuickBooks.

Fixes:

1. If needed, manually apply this payment to invoices in QuickBooks.

Error: Deposited Payment Deleted

Description: A payment of $1000.00 was synced to QuickBooks and has been deposited in QuickBooks. The payment has since been deleted in Sycle. QuickBooks does not allow a deposited payment to be deleted.

Fixes:

1. Delete the deposit containing this payment in QuickBooks and rerun the QuickBooks Synchronizer. Delete just this payment from the deposit containing this payment in QuickBooks and rerun the QuickBooks Synchronizer.
2. Delete the payment from QuickBooks and rerun the QuickBooks Synchronizer. To do this, you will need to remove the payment from the deposit first.
3. Restore the deleted payment using the link below then rerun the QuickBooks Synchronizer. A link to the Sycle Purchase Summary with this payment is provided for you in the Error Report.
4. NOTE: manually re-adding a payment of equal value in Sycle will not fix this issue.

Error: Delete All With Deposited Payment

Description: A payment of $1000.00 was synced to QuickBooks and has been deposited in QuickBooks. The Sycle Purchase Summary containing the payment has since been deleted using the delete all feature. QuickBooks does not allow a deposited payment to be deleted.

Fixes:

1. Delete the deposit containing this payment in QuickBooks and rerun the QuickBooks Synchronizer. The QuickBooks Synchronizer will then be able to delete the payment in QuickBooks.
2. Delete the payment in QuickBooks. You will first need to delete the deposit.

Error: Partially Approved Purchase Summary

Description: A Sycle Purchase Summary with invoice number “xxxxx” has had additions or modifications since it was approved. The QuickBooks Synchronizer skipped this Purchase Summary. This will only occur if the QuickBooks Synchronizer Approval process has been activated.

Fixes:

1. Use QuickBooks Synchronizer Approval Report (accessed via the Reports Tab in Sycle) to approve the remaining items.