AMICUS ATTORNEY - QUICKBOOKS LINK

For more detailed information, download the document "Amicus Attorney V: Designed for use with QuickBooks" from Productivity Consulting's website (on the Tips page - under Amicus - QB Link Tips)
(page numbers in this document marked G&G refer to this May 2005 documentation)

It is **HIGHLY RECOMMENDED** that a qualified Certified Amicus Attorney consultant who is very familiar with the Amicus - QuickBooks link help with the setup of this link. It is also recommended that users read the May 2005 documentation and this document very thoroughly.

IMPORTANT NOTES REGARDING THE LINK

Issues with the Address information

1. Address fields (Pg 15 & 16 - G&G)

   a. The Amicus contact card for the billable Client should be created appropriately for use with Amicus templates; i.e., Name in First and Last Name fields; Company Name in the Company Name field; Street Address in the 'Address' field; City in the 'City' field, etc.
   b. Open every 'Active' Amicus file - the Billable 'Client' must have the appropriate designation (Individual or Corporation) on the bottom left side of the file that corresponds to the Primary Card designated on the contact card.
   c. You must also go to the Administration - Client and Matter brad and click on the Edit Client button at the bottom of the brad. For the initial link, click on Select from List, select the appropriate Client, and click on OK. If you need to make changes, read the rest of this section.
   d. The Address field in the Billing Address field (Admin - Client & Matter brad - Edit Client) is limited to 3 lines of text; visually limited to number of characters that will fit in box.
   e. If you have a 2-line street address for a Client contact, put the information on 1 line, or you will lose the 2nd line.
   f. If you need to make a change to a Client contact's address information, it is best to make the change in QB, and copy the new address info into the Edit Client address field in Amicus.
   g. In some cases, you may not be able to copy a long address into the Edit Client address field in Amicus; if you cannot copy text, you can either type as much text as will fit in the box, or you can delete all of the text in the text box, make the appropriate changes in QB, and on the next exchange, it should populate the Edit Client address field in Amicus.

NOTE: It is important to keep in mind that even though QB allows you to enter more than 3 lines in the address, Amicus still limits you to 3 lines (see 1.c. above)

   h. If you need to clean up a very large number of Files (Cases, Matters, etc.), it is recommended that you do the cleanup in Amicus, and start with a fresh QuickBooks company file. If you are intent on working with your existing QuickBooks company file, you will need to clean up both sides (Amicus - Edit Client, and QB - Job Address) as follows:

      i. The 'Address' field for a Corporation should be set up as follows:
         (1) Line 1 - Company Name
         (2) Line 2 - First Name / Last Name
         (3) Line 3 - Street Address (1 line only)

      ii. The 'Address' field for an Individual should be set up as follows:
         (1) Line 1 - First Name / Last Name
         (2) Line 2 - Street Address - line 1
         (3) Line 3 - Street Address - line 2 (if necessary); if no line 2, then leave blank

2. First Time Initialization
   a. When the Initialization is run for the first time (with a clean blank empty QB company file), the Billing Address in QuickBooks will be populated with Company (if there is one), Name, and Address as shown below.
   b. As soon as you do an exchange, the Address information from QuickBooks will be sent back to the ‘Address’ field in the Edit Client window in Amicus as shown below.

      i. A ‘Corporate’ Client will have the following in the ‘Address’ field:
         (1) Line 1 - Company Name
         (2) Line 2 - First Name / Last Name
         (3) Line 3 - Street Address - line 1 only

      ii. An ‘Individual’ Client will have the following in the ‘Address’ field:
         (1) Line 1 - First Name / Last Name
         (2) Line 2 - Street Address - line 1
         (3) Line 3 - Street Address - line 2 (if any)

3. If you make any changes to the Client contact address information, you must make the same change in the ‘Edit Client - Address’ field, and in the QuickBooks ‘Job Address’ address field. If not, the following problems can arise.

NOTE: If you make the change in the Amicus contact card, click on ‘Edit Client’, click on the Select from List button, and select the Client contact, it may look right in Amicus (just the address in the Address field), but the next time it exchanges to QB, it will APPEND the Address information from the ‘Address’ field in the ‘Edit Client’ window onto the ‘Address’ field in QuickBooks, as follows:

   a. ‘Corporate’ Client with a 2-line address
      i. Line 1 - Company Name
      ii. Line 2 - First Name / Last Name
      iii. Line 3 - Company Name

   b. ‘Individual’ Client with a 1-line address
      i. Line 1 - First Name / Last Name
      ii. Line 2 - Street Address - line 1
      iii. Line 3 - First Name / Last Name

NOTE: It is recommended not to make changes in the ‘Edit Client’ window and select ‘Update Contact’. The resulting Amicus contact address information will now contain the Company, Name, and Street address in the ‘Address’ field. If your Amicus (Word or WordPerfect) templates use the ‘Street Address’ field in addition to the ‘Name’ and ‘Company Name’ fields, the Name and Company Name will be duplicated in the output document.

4. Vendors - If you have configured the link to exchange vendors, and make changes to the vendor address information, you may have similar problems as noted above. It is recommended to turn off the vendor exchange if you experience these problems.

Miscellaneous Notes

1. QB Common Problems for Law Firms
   a. Trust Funds - cannot be put on invoices in QB
   b. Cannot have more than one matter on an invoice
   c. Cannot control date order on invoice - items are displayed in the order they were entered (or posted)
   d. Cannot show detail payments - you can show total due before this invoice, and what was paid against it, but no information re: Check # & amounts, only a total.

2. Field Mapping (Pg 16 - G&G)
   a. QB Job Description field (on the Job Info tab) - corresponds to Amicus Full Matter Name (on the Administration - Client & Matter brad page)
   b. QB Customer Type - corresponds to Amicus Client role on File
      i. In the Edit Client window (Admin - Client & Matter), this is the Customer Type field with 2 radio buttons; also displayed on the lower left corner of the Amicus file when the Client name is selected - “Client is: - an Individual or a Corporation”
      ii. In QB, the Additional Info tab of the Customer record shows the “Type” field; the Additional Info tab of the Job record shows the “Customer Type” - they both correspond to the Client Role of the file
   c. QB Service Items - corresponds to Amicus Activity Codes - limit of 31 characters - if an Activity Code is longer than 31 characters, the Service item name will be truncated in QB
   d. QB Job Status (on the Job Info tab) - corresponds to Amicus File Status (on the Administration - Name/Status/Team brad page)
      i. QB status must be ‘In Progress’; Amicus status can be ‘Active’ or ‘Special’
   e. QB Mr. Ms. Field (Prefix field in AA Edit Client window refers to ‘Mr. /Ms./..’; QB also refers to ‘Mr. /Ms./..’) - corresponds to the ‘Prefix’ field in Amicus
   f. Communication fields (Phone / Fax / E-mail) in Amicus Edit Client Window (Administration - Client & Matter) - correspond to same fields in QB (Customer & Job)
      i. ‘Phone’ field corresponds to either ‘Home Phone’ or ‘Bus. Phone’ on Amicus contact card
      ii. ‘Alt. Phone’ field corresponds to either ‘Home 2 Phone’ or ‘Bus. 2 Phone’ in Amicus
      iii. ‘Fax’ field corresponds to either ‘Home Fax’ or ‘Bus. Fax’ in Amicus
      iv. ‘E-mail’ field corresponds to either ‘Home E-mail’ or ‘Bus. E-mail’ in Amicus
   g. QuickBooks job status - Active (Pg 3 & 16 - G&G)
      i. There is no active status - the status must be “In progress”

3. Character limitations
   a. QB - combination of Customer Name / Job Name (links to either Client ID/Matter ID or Client Name/Matter Name) - maximum of 41 characters
   b. QB - Service Items (links to AA Activity Codes) - maximum of 31 characters
   c. Amicus - Address field in Edit Client Window (Administration - Client & Matter) - limited to 3 lines of text; visually limited to number of characters that will fit in box. **(See ‘Issues with the Address Information’ on page M-1 for more information)**

4. Initialization / Exchange
   a. Backup both systems prior to reinitialization, or after major changes have been made
   b. After restoring either QB Company File or Amicus DB, Initialize will automatically be performed (Exchange option will be grayed out)
   c. If Initialize is selected (and Exchange option is available), a re-initialization is performed - warning window will ask user to confirm by typing “YES”

d. Exchange should be performed whenever new QB Jobs (Amicus Files) are created or if contact information for existing Jobs/Files have been modified
e. Prior to performing Initialization or Exchange, all Amicus offices must be closed; QB must be open during the first Initialization (in order to set up Integrated Applications), and can be open or closed when Exchange is performed

5. Accessing QB Company File for the first time (Pg 26 - G&G)
   a. When you first access QB from the Amicus Administrator (usually while performing the Team Member Mapping), the QuickBooks - Application Certificate window opens. Select either:
      i. Yes, whenever this QuickBooks company file is open
      ii. Yes, Always; allow access even if QuickBooks is not running (recommended)
   b. Click on Continue; click on Done
   c. This selection can be modified at any time after the initialization is completed - in QuickBooks, select Edit - Preferences, and select Integrated Applications - Company.
      i. Select the Amicus Attorney application, and click on Properties
      ii. Select 'Allow this application to login automatically', and click on OK

6. Creating New Files/Matters (Customers/Jobs)
   a. New clients - if you are creating a new file for a new client, it is recommended to create it in Amicus
   b. Existing clients - if you are creating a new file for an existing client, and have trouble with First/Last names being reversed when exchanged, you may have to create the new matter in QuickBooks

7. Closing Files
   a. If a QB Job is 'Closed', Amicus File must also be marked 'Closed'
   b. If Amicus File is marked 'Closed', QB Job must also be marked 'Closed'
   c. If only one side is marked 'Closed', the file will be recreated (or reopened) on the other side

8. Excluding files
   a. Files must be marked 'Closed' in Amicus to exclude them from exchanging to QB
   b. Non-billable files will exchange to QB - if they have Client ID/Matter ID (or Client Name/Matter Name) AND a Client on the file
   c. File that do not have Client ID/Matter ID (or Client Name/Matter Name) OR a Client on the file will be listed in the Error log file that is displayed after each exchange (see Item #9 below)

9. Error log file
   a. Log file is created if any problems are encountered during Initialization
   b. Any files that could not be exchanged (i.e., files with no Client, or files with missing Client/Matter ID or Client/Matter Name) will be listed on every log file - every time an exchange is performed - they can be ignored, i.e., Firm Administration

10. Duplicate Files
    a. If duplicate files are encountered during exchange, a '1' will be added to the end of the Client ID (or Client Name) field in Amicus

11. Posting Time Entries
    a. If you attempt to post a time entry for a new File that has not yet been exchanged to QB, an error message will be displayed - be sure to perform the Exchange any time there are new Files (Matters) created in Amicus
    b. If multiple Company Files are used in QB, make sure that the main Company File (linked to Amicus) is the last one used when posting time - otherwise posting will not work
    c. QB must be closed on workstation prior to posting time

12. Flat Rates
    a. If you have a Matter that is using the Flat Rate Billing Rate, every time entry that is posted will come into QB with the same Flat Rate amount. If you create another Flat Rate Billing Rate of $0.00, the time entries that are posted will show as 1 hr in QB. To resolve this problem, do the following:
        i. Create a Billing Rate in the Amicus Administrator called 'Incl in Flat Rate', and make sure that the rate is set to $0.00 for each Timekeeper.
        ii. The first time entry that is created should use the Flat Rate with the full amount; thereafter, all time entries should use 'Incl in Flat Rate'.

13. Expenses
    a. Expenses do not come into QB as expenses; they come over as time. Therefore, it is not recommended that expenses be entered into Amicus as time entries.
    b. You can create a “Dummy Vendor” in QB (you can use your firm name as long as it is different than the firm name that was in any other QB list), and enter your expenses directly as a Bill using that “Dummy Vendor”.
    c. You can enter all expenses for the month in one bill, or you can enter separate bills for separate types of expenses.
    d. Be sure to select the appropriate account, and the appropriate Customer:Job (not just Customer) for each line item on the bill.
    e. When you are ready to create an invoice for the job, click on the Time Costs tab and select the appropriate time to be billed (if you have posted time from Amicus); then click on the Expenses tab and select the appropriate expenses to be billed.

14. Classes
    a. Only select ‘Use QB Classes to track ‘Timekeepers’, ‘Location’, ‘File Type’ or ‘Billing Category’ if you are really using QB classes.

Common Error Messages on Log File

1. This employee is set to have activities transferred to paychecks; activities for this employee must have a payroll item
    a. If payroll is setup in QB, edit each Employee’s record, select Payroll from the drop-down list box, and uncheck the ‘Use Time Tracking’ checkbox - if it still doesn’t work, check the box, close out of the Employee record, go back in and uncheck it.

2. Unable to open company file; it may have been opened by another user, in which case you should ask that user to switch to multi-user mode
    a. See if another user has the file opened in single-user mode
    b. The file may be located in a read-only network folder - change access rights to the company file to allow the appropriate users access

3. QB Integration: An internal QB error occurred while trying to access the QB company data file - The Exchange process failed.
    a. The file may be located in a read-only network folder - change access rights to the company file to allow the appropriate users access

4. Posting of Time Entries failed: One or more Time Entries were not posted into QuickBooks. There is an error when saving a Time Tracking.
   a. QB integration: the QB company data file is currently open in a mode other than the one specified by your application; please check your Posting Location from File - Setup - Billing
      i. Open the appropriate company file (the one linked to Amicus), and close it again
   b. QuickBooks error message: Records need to be locked before they can be modified
      i. Someone may be attempting to edit a time entry for the same Customer:Job in QuickBooks
   c. QuickBooks error message: Billable activities must have a customer:job and service item
      i. Changes may have been made to Activity Codes after time was unposted; open each time entry and verify Activity Code - Click OK - repost

5. Invalid reference to QB Account 'Fee Income'
   a. Verify that the 'Fee Income' account is in the Chart of Accounts, and that it is spelled correctly, and not a sub-account

6. Invalid reference to a parent 'XXXX' in the Items list
   a. This is also related to the 'Fee Income' account

7. One or more Amicus Attorney Timekeepers has not been mapped to a QuickBooks employee
   a. Be sure that all QB employees have been set up as Sales Reps

8. Posting time entries is possible only after you set up the Lawyer identification data required by your accounting system.
   a. Administrator - Configure - Time Sheets - Acct System - Select Timekeeper name - Edit - Synchronize rates

9. File [*File Name*] has been ignored. It is assigned to Customer [*Customer name*], which cannot be added to QB because the same name is already used in the QB Entity Lists.

10. The name [*Timekeeper*] of the list element is already in use.
   a. If an Amicus Attorney Timekeeper is assigned as a Client on a file - assign a different client
   b. If an Amicus contact assigned as a Client on a File also belongs to the Vendors Group - remove the 'Vendor' category, or assign a different client to the file
   c. If an Amicus Attorney Timekeeper is also an Amicus contact belonging to the Vendors Group - remove the 'Vendor' category from the Amicus contact

NOTE: While Amicus Attorney will allow for the above scenarios, QuickBooks does not allow shared names between 'Employee', 'Customer', 'Vendor' and 'Other' Lists. If you need to have a contact in multiple lists, you will need to modify the name on the 2nd list to differentiate it from the main list; i.e., John Doe and John R. Doe

NOTE: Foreign characters are not allowed in any text fields that are linked between Amicus and QB - if these characters, (i.e., á, ô, ć, ā, β) are used, the Initialization or Exchange will fail.