

Extender – Getting Started

1. Introduction

This document will walk you through all of the steps required to start using Extender so that you can save lots of time and realize the benefits of having up to date, accurate and useful accounting information. The initial setup of Extender will take you at least an hour but, once it is set up, the time you spend each day on the accounting function will be significantly reduced.

This document assumes that you have already installed Extender and spent some time evaluating the system using the Atlantis demo. You should have already read our document entitled "Using the demo." We have also assumed that you have already set up your production version of Atlantis with all of the customizations that you need.

All of the information in this document is also available in the Extender help system. Press the F1 key on any screen to get detailed instructions.

2. Overview

Extender's main purpose is to take all of the various types of charges that can appear on your Atlantis "charges" report and 'map' each item exactly the way you want to account for it. Extender then creates two accounting entries in a format that is appropriate for QuickBooks:

- A Sales Receipt that enters all of the revenues and item counts from the Atlantis charges report and
- A general journal entry that records appropriate entries to other general ledger accounts.

Extender records all revenues in QuickBooks using a Sales Receipt. Using the QuickBooks sales receipt functionality instead of entering one journal voucher for everything enables you to use the QuickBooks sales reports and graphs to analyze your **sales by item** for each period and do sales comparisons with previous periods. The use of Sales Receipts to enter sales information also allows you to record the quantities of items sold such as "pet nights."

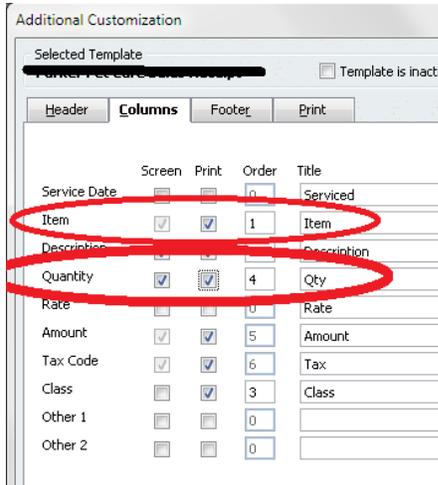
If you are starting a new pet care business or you want to ensure that you are getting the most out of your accounting system, you should read our document entitled "*Accounting guidance for pet care facilities.*" This document is available on our [web site](#) under the Extender FAQs menu.

3. Set up QuickBooks

Before you can use Extender to transfer data to QuickBooks, you must set up QuickBooks as follows:

1. Create a "customer" that you might call "Extender." All of the revenues recorded in Atlantis will be recorded under this 'customer.' Extender uses a single "customer" because all of the revenues, deposits and receivables *by customer* are kept in Atlantis.
2. Modify your standard QuickBooks sales receipt *template* as follows:

- a. Ensure that the sales receipt displays and prints the Item column to ensure that QuickBooks displays the item name that shows up in the Extender mapping table.
- b. Ensure that the sales receipt prints the Quantity column to ensure that QuickBooks displays the quantities of items and services "sold."



3. Create an "Other current asset" general ledger account for use by sales receipts as a "deposit" account. You might want to call this account "Extender clearing." We recommend that you NOT use the QuickBooks special "Undeposited funds" general ledger account for this purpose as that account has special functionality that you may need to use for other accounting functions. (Note that this 'Extender clearing' account will always have a zero balance since what the Sales Receipt entry puts in, the General Journal entry takes out.)
4. Add an "Other current asset" GL account that you might call "Atlantis customer receivables." This GL account must exist even though you do not generally grant credit to customers. Be sure not to use a QuickBooks accounts receivable account type as this account type has special functionality that is not compatible with Extender. The balance of this account should always agree with the total of customer receivables held in Atlantis. More information on accounting for customer receivables is provided in the Extender help system under the heading "Accounting for receivables."
5. If it does not already exist, add an "Other current asset" GL account that you might call "Cash and checks on hand." Since it is unlikely that you will always deposit *all* of the checks and cash into your bank on the same day that you make a transfer from Atlantis into QuickBooks, this account will hold the cash and checks until such time as you make a deposit. When you actually make a deposit, you will make a General Journal (GJ) entry *crediting* this account and *debiting* your bank account with the amount of the deposit.
6. Add an "Other current liability" GL account that you could call "Atlantis deposits liability." This GL account must exist even though you do not generally accept deposits from customers. The balance of this account should always agree with the total of the customer deposits held in Atlantis. More information on accounting for deposits is provided in the Extender help system under the heading "Accounting for deposits."

7. If you offer a reward program to your customers, you do not have to set up any special GL accounts for this. More information on accounting for rewards is provided in the Extender help system under the heading "*Accounting for reward programs.*"
8. Create an "Other revenue" GL *income* account for things such as errors that sometimes occur in Atlantis where the total revenues do not balance with the "Income totals" at the bottom of the Atlantis 'charges' report.
9. Create an "Unallocated discounts" account to be used for discounts that do not apply specifically to one of your business lines: boarding, grooming, day care, retail, activities or another of your business lines. 'Unallocated discounts' might include a 'senior's discount' that is applied to an invoice with revenues from more than one business line: for example, both boarding and grooming revenue. Discounts that are *specific to a single business* line should be offset against the revenue from that business line.
10. Create QuickBooks **items** that correspond to the revenue groupings you want to appear on your income statements and sales analyses. (All of these items must be "service" or "other charge" items.) For example, one item might be "dog boarding." All of the Atlantis charges that you want to account for as "dog boarding" can be mapped to this item and the item in turn will map all of the "dog boarding" revenues to the associated general ledger account that you set up in QuickBooks. Be sure to set up each item as *non-taxable*. For more guidance on the set up of items and GL revenue accounts, read our document entitled "*Accounting guidance for pet care facilities.*" This document is available on our [web site](#) under the Extender FAQs menu.
11. **Sales taxes.** Atlantis computes all of the sales taxes and includes applicable taxes on each customer invoice. The total of sales taxes collected is shown on the each Atlantis 'charges' report. Extender requires that GL accounts be set up for each of the primary and secondary sales tax taxes you collect. (Atlantis allows only two types of sales tax to be calculated and collected.) The sales tax account or accounts will be in the "Other current liability" section of the chart of accounts. Even if you don't have to collect sales taxes, you must complete the QuickBooks setup to manage sales taxes. Edit the QuickBooks sales tax "Preferences" to indicate that 'yes' – you do charge sales taxes. The QuickBooks setup varies by country:
 - United States: Follow the QuickBooks instructions to set up one or more 'sales tax items.' Each of these 'items' will be mapped to the appropriate sales tax liability GL account. Then, *for each sales tax item*, you must indicate which 'vendor' is the sales tax agency to which the sales tax must be remitted. Finally, edit each vendor to indicate that this vendor is a 'tax agency.'
 - Canada: Follow the QuickBooks instructions to set up one or more 'sales tax items.' Each of these items will be mapped to the appropriate sales tax liability GL account. Go to 'Manage sales taxes' and complete the setup of tax agencies.
12. If you have multiple locations and want to use QuickBooks to keep the data for each location separate, you must add a QuickBooks 'class' for each location. See "*Multiple locations*" in the Extender help system for more detail.

4. Extender system configuration

Now you are ready to start setting up Extender to interface with both Atlantis and QuickBooks.

This document assumes that you want Extender to automatically inject the accounting information from Atlantis into QuickBooks. This means that Extender must have an electronic connection to your QuickBooks company file.

4.1 Overview

Extender can be set up to run in a wide variety of configurations. The simplest configuration is where Atlantis, Extender and QuickBooks and their related data files are all on the same machine. A more typical scenario is to have each of these programs run on a variety of workstations with the data for each of these programs residing on another workstation or server.

Like both Atlantis and QuickBooks, Extender has been designed to operate in a multi-user environment: all of Extender's setup (mapping) data are stored in a "back end" file that can be accessed by a number of users.

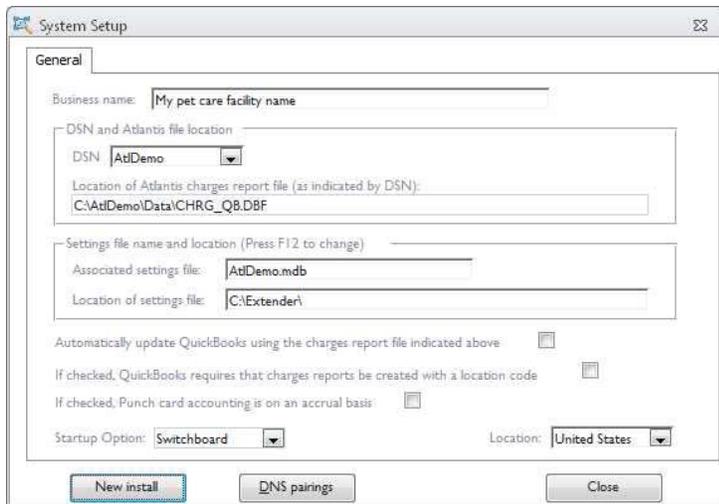
In order for Extender to operate, it must 'know' where each of the following is located:

1. The settings file that contains the system setup and mapping information that you will input into Extender.
2. All of the Atlantis data files.
3. The QuickBooks company file. (The *yourcompanyname.qbw* file that contains all of your accounting data.)

The most straightforward installation would have one or more workstations each of which has Atlantis, Extender and QuickBooks *program files* all installed.

It is possible to have three different "back-end" locations on three different machines: one for Extender, one for Atlantis and one for QuickBooks. We strongly recommend that all of these back ends be on the same computer or file server. (They will normally be in different directories or folders.)

To configure Extender to operate properly, start Extender then click on the **System Setup** button on the Switchboard screen. The following screen will appear:



At this point, we suggest pressing the {F1} function key so that you can see all of the help that is provided by Extender for this screen. Similar help is available for every screen in Extender.

4.2 Extender settings file

When you install Extender, two different settings files (AtlDemo.mdb and kennel.mdb) are installed on the same computer as Extender in the directory **C:\Extender**. The AtlDemo.mdb file contains the system configuration and mapping for the Atlantis demo data.

The kennel.mdb file is the one you will use to interface with your 'live' Atlantis data. If the **System Setup** screen shows that the current setup file is AtlDemo.mdb, you will have to point Extender to the kennel.mdb file. Press the {F12} function key and when the 'Reconnect to back end data store' message appears, click 'Yes' and then browse to the location of kennel.mdb in the directory **C:\Extender**. Click on the file name and then click **Open**. When you re-start Extender it will connect to kennel.mdb.

Should you move or rename Extender's settings file (usually kennel.mdb), Extender will not be able to find it. The best approach is to **copy** all of the files in **C:\Extender** to the new location. Then press {F12} and when the 'Reconnect to back end data store' message appears, click 'Yes' and then browse to the new location of kennel.mdb. Click on the file name and then click **Open**. You can then safely delete the directory **C:\Extender** and the files in it. You can always see which settings file Extender is using and where it is located by selecting **Help | About** on the menu bar.

If Extender is installed on multiple workstations, it is essential that all of the Extender installations be pointing to the same settings file in the one location.

4.3 Atlantis interface

In the simplest case, both the Atlantis program and the Atlantis data will reside on the same machine on which you install Extender. However, if Atlantis has been set up to allow for multiple users to make entries in Atlantis, the data files will be stored on a file server and each Atlantis program installation will be "pointed" to the location where the data files are stored.

Extender needs to be “told” where the Atlantis data files are stored. This is done on each machine by specifying a Data Source Name (DSN) which contains the information on the location of the data source. When you first installed Extender, it tried to use the “AtlDemo” DSN to find the Atlantis demo data. If you have already installed the production version of Atlantis, it is likely that you will have set up a DSN called “kennel.” If the selected DSN on the **System Setup** screen is not “kennel,” select the “kennel” DSN in the dropdown on the above screen. Extender will restart and, when it does, Extender will use the new DSN setting to locate the \DATA sub-directory where your Atlantis data are stored.

When it starts up, Extender looks for a file named CHRQ_QB.DBF in the \DATA sub-directory when it is looking for the Atlantis data files. This special file contains all of the data that appears on an Atlantis “charges” report and it is re-created each time someone creates an Atlantis “charges” report.

The machine on which Extender is installed must have a special piece of software installed that allows Extender to communicate with the Atlantis data files. This software is the Visual FoxPro “driver.” For Atlantis to communicate with its data files, this driver must be installed on each machine where you install the Atlantis program files. For this reason, we recommend installing the Extender program files only on a computer that already has the Atlantis program files installed since this means that the required driver will already be installed and configured.

If you wish to install and operate Extender on a machine that does NOT have the Atlantis program files already installed. You will have to download and configure the Visual FoxPro driver before you install Extender. Please contact us for instructions.

Now that Extender can locate the ‘live’ Atlantis data, you can reset the kennel.mdb file. The kennel.mdb settings file that is installed by the Extender installation program contains settings from a test installation. Once you have pointed Extender to the settings file that is stored in the location you want to use, click on the **New Install** button on the **System Setup** screen. On the **Delete all data** screen, enter the password “Wizard” and then click on the **Empty Tables** button. Extender will delete all of the Atlantis setup data and mapping that was in kennel.mdb and then Extender will close. When you restart Extender, it will load all of the Atlantis setup information from your Atlantis system setup into kennel.mdb.

If Extender is installed on multiple workstations, on each workstation you must ensure that Extender is pointing to the correct location of the Atlantis data files.

4.4 QuickBooks interface

Switch to Automatic mode

Once you have established the connections between Extender and its setting file, and between Extender and the Atlantis data files, you must establish the connection between Extender and the QuickBooks company file. If it is not already checked, put a check mark in the “Automatically update QuickBooks” checkbox on the ‘General’ tab of the **System Setup** screen.

Changing from no check mark to having a check mark tells Extender you are changing from “Paper mode” to “Automatic mode” and, therefore, all of the mapping that was previously stored in the current settings

file needs to be deleted because it is no longer applicable. When Extender warns you that the existing mapping data are about to be deleted, click on the 'Yes' button.

Once the "Automatically update QuickBooks" checkbox is checked, the QuickBooks connection tab will be visible on the **System Setup** screen.

Select QuickBooks configuration type

When you first open this tab, the first option button (QuickBooks interface not set up) should be selected. The option that you select will depend on whether or not there is a copy of the main QuickBooks program installed on the machine on which you are working. If a copy of QuickBooks *is installed* on the same computer as Extender, use Option 2. If QuickBooks is NOT installed on the same machine as Extender, you must select Option 3 and follow the instructions in the help system for "*Using the QuickBooks remote connector.*"

The most common situation is to have Extender interface to QuickBooks where QuickBooks is installed on the same machine as Extender so this document will provide the instructions for doing that.

Establishing a connection to a QuickBooks desktop system

1. Select Option 1 on the **QuickBooks connection** tab.
2. Leave Extender open and start QuickBooks. Log in as the QuickBooks *administrator*. (It is essential that you log in as the 'administrator.')
- When QuickBooks opens, click on **File | Open previous company** to see a list of all of the company files (they all end with QBW) that have been opened. The top entry on the list displays the name *and location* of the company file that is currently open.
3. Leave QuickBooks open and return to Extender. On the **QuickBooks connection** tab, click on the **Set path to QuickBooks file** button.
4. Extender will then ask you to navigate to the location of the QuickBooks company file. (The company file must be located in a directory / folder that is accessible from the workstation where you are setting up Extender - i.e. it must be in a folder that has the sharing and security permissions set to allow Extender to read from and write to the QuickBooks company file.) When you have selected the QuickBooks company file and clicked **Save**, the full path to the company file will be displayed on the QuickBooks connection tab.

When you are navigating to the location of the QuickBooks company file, you may receive a warning that you are not allowed to navigate to that location. Ignore the warning.

*When you find your company file and click **Save**, you may receive a warning that your company file is a 'Read Only' file. Click **OK** and then use Windows Explorer to navigate to the location of the QuickBooks company file. Right click on the file, select Properties and then uncheck the Read Only check box at the bottom of the General tab. Return to Extender and start again with step 3 above.*

IMPORTANT

If the QuickBooks company file is NOT located on the same computer as Extender, it is essential that the file path displayed on the QuickBooks connection tab be identical to the one displayed in QuickBooks. Although you might have pointed to the same file in both Extender and QuickBooks, the path might be different depending on whether or not you "pointed" to the QBW file using a 'mapped' drive.

So when you link to a file on a local area network, make sure that you use a universal naming convention (UNC) path, instead of relying on the drive letter of a mapped network drive in Windows® Explorer. A drive letter can vary on a computer, or it may not always be defined, whereas a UNC path is a reliable and consistent way for Extender to locate the QuickBooks company file. For example, the path to the QuickBooks qbw file should show something like: [\\Servername\QuickBooksData\MyPetCareFacility.qbw](#). In QuickBooks the path to the company file must be the same.

5. Click on the **Connect** button. If this is the first time you have attempted to connect to this company file, QuickBooks will display the "QuickBooks - Application Certificate" screen. Leave Extender running and switch over to QuickBooks.
6. On the "QuickBooks – Application Certificate" screen, click the "Yes, whenever the QuickBooks company file is open." Do not check "Allow this application to access Social Insurance numbers ... and other personal data." Click **Continue**. On the next screen click **Done**.
7. From the QuickBooks Edit menu, select 'Preferences,' and then select 'Integrated Applications.'
 - Click the Company Preferences tab and make sure that the "Don't allow any applications to access this company file" checkbox is NOT checked. Also the "Notify the user before running any applications whose certificate has expired" checkbox should NOT be checked.
 - Select the Extender application and click Properties.
 - Check "Allow this application to access this company file."
 - Uncheck "Prompt before Allowing Access."
 - Check "Allow this application to log in automatically." Checking this box allows the application to log in to QuickBooks without the QuickBooks administrator being in attendance to authorize access, and whether or not QuickBooks is running. You cannot select this option and have the "Prompt before allowing access" option remain in effect. If you select this option and your QuickBooks setup has multiple users, you must also select a valid user that the application can log in as. The access permissions given to Extender will be the same as the access permissions given to the user it logs in as.
 - If your organization has multiple QuickBooks users, select a user for the application to log in as. Although you can allow the application to log in as any user you want, you may want to create a user (perhaps calling it "Extender") specifically for the application.
8. If the connection is successful, Extender will display a message to that effect.
9. If Extender is installed on multiple workstations, you must follow these steps in order on each workstation where Extender is installed. Since QuickBooks has already been configured to allow a connection to Extender, you will not have to include steps 6 or 7 above.

5. Enter mapping information

Assuming that Extender advises that the connection with QuickBooks is successful, you have completed all of the Extender *system configuration* requirements. The good news is that you will never have to touch the configuration settings again unless you change the locations of the files or you have to re-install Extender.

The next steps involve telling Extender where in QuickBooks each amount on the Atlantis 'charges' report must be 'mapped.' Extender reads all of the setup data in Atlantis and you must provide a mapping for every Atlantis setting even if you never use a particular charge or payment type.

Only if the connection to QuickBooks was successful will you be able to access the mapping screens.

5.1 Transfers setup

On the Extender menu (at the top of your screen), select **Setup | Transfers setup**. The **Transfers setup** screen will appear. On the various tabs on this screen, you will specify the key settings that Extender needs. Many of the settings on this screen are dependent on the setup that is detailed above in section 3 "Set up QuickBooks."

The help system has very detailed information on each of the fields and tabs on this screen so if you need more detail, just press {F1}. Once you have dealt with every field on every tab, go to the Mapping table. When you close this screen, Extender will tell you if any of the settings have been missed.

5.2 Mapping table

On the Extender menu, select **Setup | Mapping table**. The **Mapping table** screen will appear. You must select the appropriate QuickBooks account or item for *all of the records* on this screen.

The mapping table contains a large number of charge types from the various setup files in Atlantis.

Proceed as follows:

1. **Eliminate duplicates.** Extender will not allow the generation of entries if there are any duplicate IDs in the mapping table. See "*Duplicate charge IDs*" in the Extender help system for more information. The best way to eliminate duplicate IDs is to eliminate them from Atlantis first. See the help system topic for the Mapping table for more information on how to do this. To delete duplicates in the Mapping table, select 'Duplicated entries only' in the Display options. Only the records with duplicate Charge IDs will be shown. Select the record you want to delete and then click the Delete charge type button. (Extender assumes that items with the same ID are always mapped to the same place.) When a record is deleted, the remaining duplicate will disappear. When no duplicate records remain, the screen will automatically return to the Normal display option.
2. **Specify QuickBooks account or item for each record.** The first three columns on the mapping table detail all of the Atlantis charges that need to be mapped to QuickBooks. The first column gives you an indication of where the charge category is set up in Atlantis. The second column is the assigned Atlantis ID. (In some cases, Extender modifies the Atlantis IDs so that they are unique in the mapping

table.) The third column is the Atlantis description which is generally the description that appears on the Charges report.

- Most charge amounts represent revenues or discounts which will be mapped to a QuickBooks item. For this reason, the mapping of most charges defaults to a Sales Receipt. To set the mapping to a Sales Receipt, simply select the QuickBooks item to which the Atlantis charge type will be mapped.
- To map a charge type to a General Journal, select Journal Voucher in the "Map To" column. Then select the QuickBooks general ledger account and specify whether the charge is usually a debit or a credit. In some cases, Extender will not permit you to change either the "Map to" or whether the charge can be a debit or a credit.

The help topic for this screen contains special instructions for the mapping of Atlantis deposits and Atlantis accounts receivable.

Extender will not allow any transfers to QuickBooks if there are any charge types for which a QuickBooks item or account has not been specified in the mapping table.

After you have finished mapping all of the Atlantis charges, you can print out the whole mapping table. See "Accounting reports" in the help system.

6. Generate your first transfer

1. Ensure that the Extender log table is empty. To do this, click on **Log file maintenance** under the **File** menu at the top of your screen.
2. In Atlantis, generate a 'charges' report for the period that you want to transfer. We suggest that you print out this report now. (After you generate this report, you can close Atlantis if you wish.)
3. Ensure that QuickBooks is open.
4. Open the **Make transfers** screen by clicking on **Make transfers** on the Extender menu.
5. Click on the **Connect to QuickBooks** button. (If the connection to QuickBooks has already been made, this button will be greyed out.)
6. Click on the **Generate** button. Extender will do a final check of the Atlantis setup and the mapping table so you may have to return to the mapping table to add some settings. Extender will create the sales receipt and general journal in QuickBooks and make an entry in the log table.
7. Verify that Extender is working as it should. To do this, print out the "Current Sales Receipt Detail" and the "Current General Journal Detail" reports. (Click on **Accounting Reports** on the Extender menu. Click on the report and then press Ctrl + P together.) Also go to QuickBooks and print out the Sales Receipt and General Journal that was created by Extender. Start with the Charges report and verify that every amount on the report has found its way onto either the "Current Sales Receipt Detail" or

the “Current General Journal Detail” report. Compare these two reports with the QuickBooks printouts to see that the amounts are all the same.

If everything works as it should, you are now ready to go!

7. Daily operation

You can transfer data to QuickBooks as frequently as you wish. You can transfer a day at a time, a number of days at a time, a week at a time, or a month at a time. Extender will not let any transfer span a month end. This ensures that all of the data for each month is kept in that month.

1. Generate a charges report for the period you want to transfer.
2. Ensure QuickBooks is open.
3. Start Extender and open the **Make transfers** screen.
4. Click on the **Connect to QuickBooks** button.
5. Click on the **Generate** button. Extender may detect that you have made changes to the Atlantis setup. If this is the case, you will have to return to the mapping table to replace or add the mapping for the changed or the new charge item.
6. Check the log table to ensure that there are no gaps in the dates between successive transfers.

Unless changes have been made to either the systems setup or to the Atlantis setup, you don't have to touch any other screens. Your data are transferred quickly, consistently and accurately to QuickBooks. You now have more time to spend ensuring your business is as profitable as it can be.