

# BillQuick

**Time Billing and Business Management Software**

*Built With **Your** Industry Knowledge*

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## **BillQuick 2012 Getting Started Guide**

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## BillQuick Setup Checklist

✓	Task	Resources & References
<b>Pre-Installation</b>	<input type="checkbox"/> Decide about the BillQuick edition/flavor you want to install	<a href="#">Edition Comparison Chart</a>
	<input type="checkbox"/> Check our <a href="#">system requirements</a>	<a href="#">Hardware Requirements</a> <a href="#">Software Requirements</a>
<a href="#">Installation</a>	<input type="checkbox"/> Download BillQuick setup	<a href="#">BillQuick Support Downloads</a>
	<input type="checkbox"/> Log in as an Administrator and install BillQuick	Read <a href="#">Installation</a>
	<input type="checkbox"/> Existing Users: Install BillQuick 2012 and convert your existing data to the new version	<a href="#">Upgrade to BillQuick 2012</a> Watch <a href="#">What's New in BillQuick 2012</a>
<a href="#">Start-Up</a>	<input type="checkbox"/> Launch BillQuick 2012	<a href="#">Start Up BillQuick</a>
	<input type="checkbox"/> Create or open your company file	<a href="#">BillQuick Database</a>
	<input type="checkbox"/> Log into your BillQuick company	<a href="#">Login</a>
	<input type="checkbox"/> Activate and license BillQuick	<a href="#">Product Activation</a> <a href="#">Licensing &amp; Registration</a>
<b>Deployment</b>	<input type="checkbox"/> Set up BillQuick company file and preferences	<a href="#">Master Information</a> <a href="#">Time &amp; Billing</a> <a href="#">Reports</a>
	<input type="checkbox"/> Sync or import company data and start using BillQuick	BillQuick Help or <a href="#">Help PDF Manual</a> <a href="#">Data Conversion Services</a> <a href="#">BillQuick Trainings</a>

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# Introduction

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Welcome to BillQuick® from **BQE Software, Inc!**

BillQuick is a time tracking, billing and business management software. It offers an easy and efficient way to reduce the overhead of your business, accurately track professional hours, and increase your revenue. BillQuick incorporates flexible and robust features that adjust to fit your business the way you run it, allowing you to rapidly benefit from its capabilities. The entire BillQuick Family is continuously improved, implementing your ideas and inspired features to make it more valuable.

The goal of this **BillQuick Getting Started Guide** is to help you get started and become comfortable interacting with the BillQuick program. It explains the concepts and procedures involved in setting up of BillQuick, focusing on its installation, activation, registration, basic and main functionalities such as master information and the flow of data throughout the program, time and expense tracking, project management, billing and reporting. Thus, this Guide enables you to quickly educate yourself on how to run and utilize BillQuick effectively and efficiently. It also explains some troubleshooting issues at the end, highlighting your most often encountered problems or queries.

Depending upon your business type, BillQuick adjusts its terminology and activity codes to your industry:

Industry-Specific Terminology			
Architects & Engineers	IT & Computer Consultants	Accountants & CPAs	Attorneys & Paralegals
Employee	Employee	Timekeeper	Employee
Client	Customer	Client	Client
Project	Job	Engagement	Matter
Activity	Activity	Task/Service	Activity
Company	Company	Company	Firm
Vendor	Vendor	Consultant	Consultant
Budget	Budget	Budget	Estimate



BillQuick Getting Started Guide is not a complete training solution. It is a guided tour designed to set up and familiarize you with BillQuick. After completing the guide, we recommend that you explore the **BillQuick Help**. In particular, check out the How Do I help items. You can also check out the [BillQuick Report Book](#). Based on your preferred learning style and available time, you can choose self-learning or guided learning. Guided learning utilizes role-based and custom training courses. Check out [www.bqe.com/Services](http://www.bqe.com/Services) for more.

# System Requirements

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For successful installation and implementation of your BillQuick software, be sure your computer systems meet or exceed the requirements mentioned below.



Mac and Unix Operating Systems require [Web Suite](#).

## Hardware Requirements

- 2.0 GHZ Intel Pentium IV-class processor or faster
- 1024 MB RAM or more
- 500 MB or more of free hard disk space, plus 350 MB additional free hard disk space for installation
- DVD drive for installation from the BillQuick DVD (BillQuick can also be downloaded from [www.BillQuick.com](http://www.BillQuick.com))
- 1024 x 768 screen resolution or more



Be sure your network server contains sufficient memory and other resources for efficient, high speed operation.

## Software Requirements

### Operating System Requirements

- Microsoft Windows XP Home and Professional
- Microsoft Windows Vista (all flavors), Windows 7
- Microsoft Windows 2003 Server, Windows 2008 Server
- 32-bit or 64-bit operating system (dual compatibility)



Be sure to install the latest Windows service packs and critical updates. Check the Microsoft web site for the latest updates to Windows, .Net Framework, and Data Access Components. Some versions of Windows include an automatic update option.

## Other System Requirements

- Microsoft .NET Framework 2.0 or later (automatically installed with BillQuick)
- Microsoft SQL Server 2005 or later (for BillQuick Enterprise edition)
- Microsoft Data Access Components 2.8 or later (automatically installed with BillQuick)
- Microsoft Windows Installer 3.0 or later (typically installed or updated with Windows)
- Microsoft Internet Explorer 6 or later (for accessing BillQuick Online)
- An Internet connection with a 256 Kbps or faster modem, DSL, cable modem or other broadband connection (for accessing BillQuick Online and for Automatic Updates)

# Installation

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A 'BillQuick Supervisor' is responsible for planning and implementing the initial setup and deployment of BillQuick. To install BillQuick, you should be logged in as an Administrator. Basic start-up procedures for BillQuick involve a few quick steps:

1. Install BillQuick.
2. Create a BillQuick database.
3. Activate and license BillQuick.



Before installing the software, please read the [End User License Agreement \(EULA\)](#).

## Installation on a PC System

BillQuick can be installed on a single-user system or a network environment. BillQuick operates in a network environment, both peer-to-peer networks and ones with network servers. In either scenario the BillQuick database will be located in a folder on a personal computer or shared drive.

If you have a BillQuick DVD, proceed to the first step. If you prefer to download a copy of BillQuick, go to [www.BillQuick.com](http://www.BillQuick.com) or [www.bqe.com/Try](http://www.bqe.com/Try) and follow the steps.

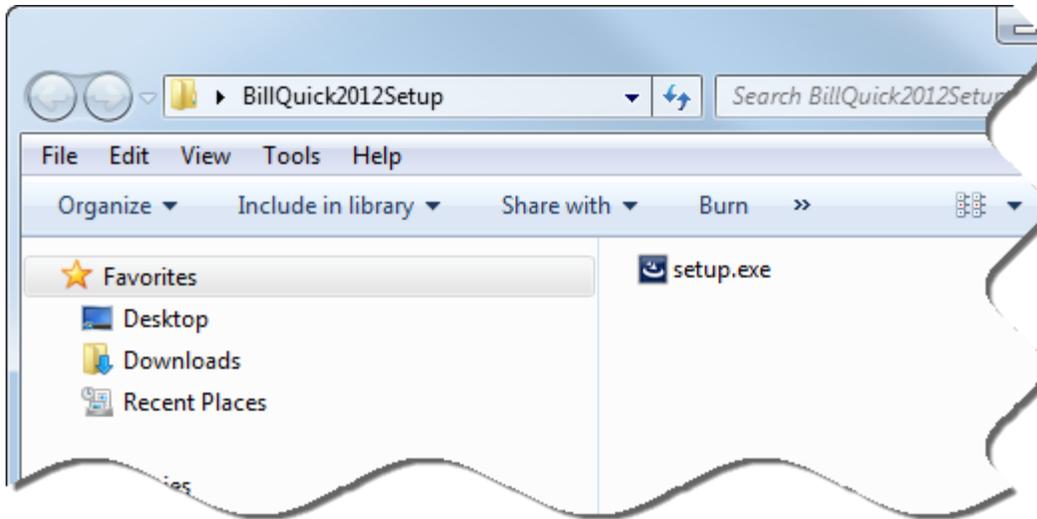


The downloaded copy of BillQuick is in a Zip format. You will need a Zip archiving or extraction program such as WinZip (from a shareware web site or a software store).

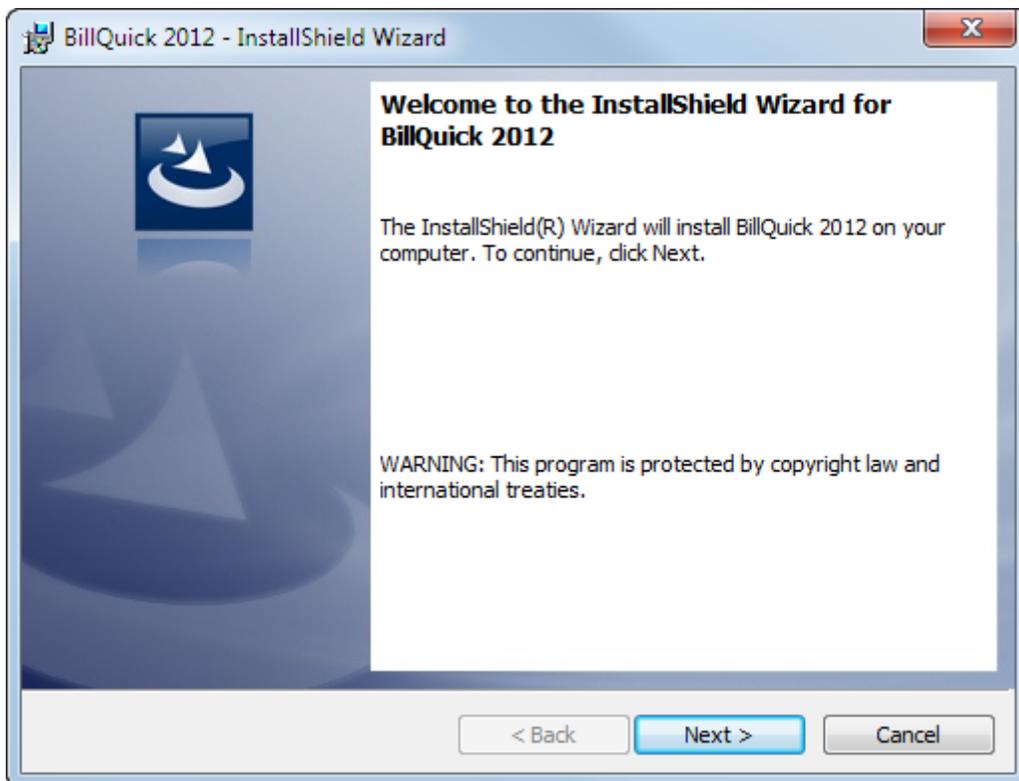
Follow the steps below to install BillQuick on a personal computer.

1. If you received a BillQuick 2012 DVD, insert it in your drive. If the installation program does not start automatically, click Start on the Windows task bar. Choose Run from the Start menu, and type: 'x:\BillQuick2012Setup.exe' without quotes (where x is the CD drive letter).
2. If you downloaded BillQuick from the website, save the file on your local machine where you can access it easily, preferably your desktop. Unzip the contents of the file to your desktop.

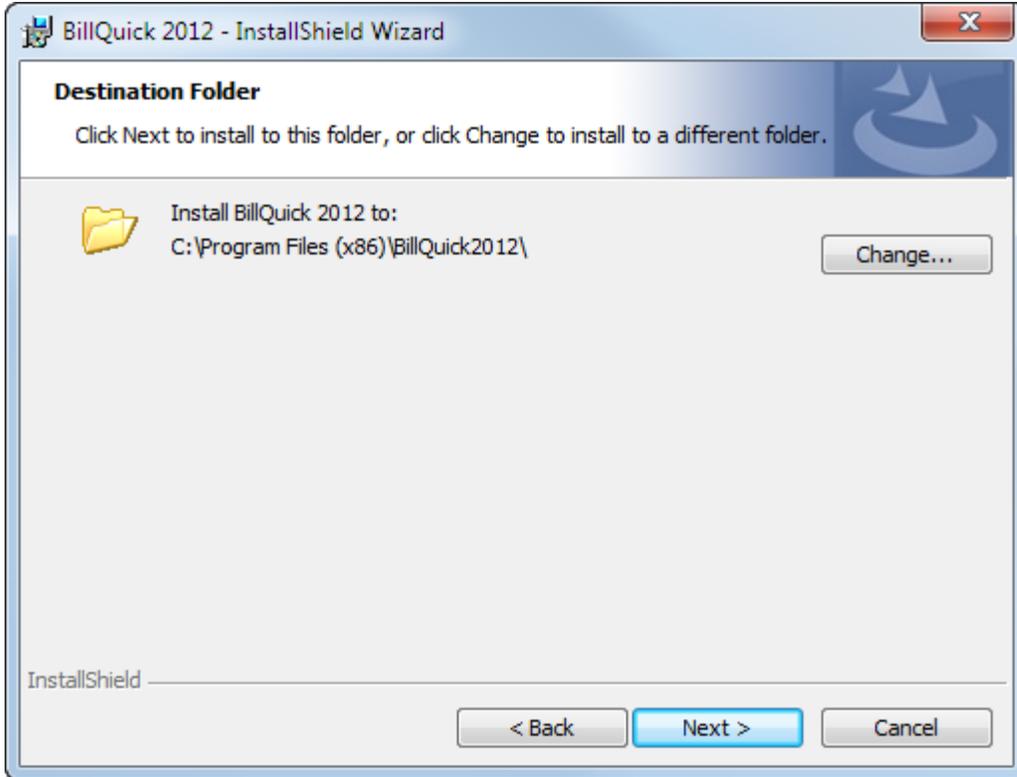
## Installation



3. Right-click on the setup icon on your desktop and click Open.
4. When the first BillQuick installation screen appears, read the information and follow the instructions on each screen by clicking Next.



5. Read the License Agreement and select the 'I accept...' option. Click Next.
6. Accept or modify the User Name and Organization. Click Next.
7. The Destination Folder screen allows you to accept the default directory path for BillQuick or enter a new path. To accept the default, click Next. To change the path, click Change.



8. Once the installation begins, a progress bar displays. When the Finished screen appears, click Finish.
9. When prompted, restart your computer to complete the installation.
10. Double-click on the BillQuick icon on your desktop to start the application.
11. If you have already been using a previous version of BillQuick, you will be prompted to upgrade your database. Click Yes to upgrade. Else, click No and move to step 13.
12. BillQuick will now convert your previous database to BillQuick 2012.
13. Once done, BillQuick will display the Welcome screen where you can choose to create a new database (Access or SQL) or select an existing one. See [BillQuick Database](#) for more.
14. In case of a new database, you will be prompted with the BillQuick Startup Interview and then the [Product Activation](#) screen.

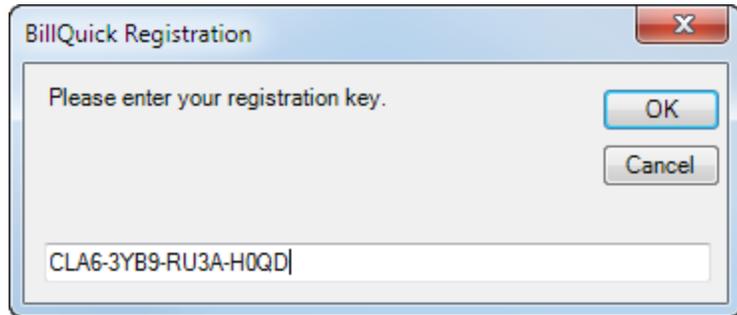
## Installation in a Network Environment

In a network environment, you will add more users in BillQuick. Installing the BillQuick program to a network drive is *not recommended*. Only the database should be on the network drive. BillQuick needs to be installed on the computer of each person who needs to access it. With the above steps complete on each personal computer, you will:

1. Install BillQuick (see above).
2. Make sure the BillQuick database is in a shared folder. You can place your company database on a network directory or company server. Please make sure that all users have Read and Write access to that directory.

## Installation

3. Start BillQuick.
4. Select File menu, Open Company and navigate to the shared folder.
5. Select your BillQuick database. BillQuick remembers the location each time you open it.
6. With the database open, select File menu, Registration. Enter the registration key from the email you received. Click OK.
7. Repeat the above steps on each computer from which users will access BillQuick.



BillQuick also works in other network scenarios. Contact BillQuick Support for more information (310-602-4030).

## Peer-to-Peer Network Environment

To install BillQuick on a peer-to-peer network:

1. On the computer used by your primary BillQuick user (BillQuick Supervisor), complete the steps for installing BillQuick (*as mentioned above*), creating a database (see [BillQuick Database](#)), and activating BillQuick (see [Product Activation](#) below).
2. Install BillQuick on the first computer from which you want a user to access BillQuick (*follow the steps above*).
3. Start BillQuick.
4. Select File menu, Open Company and navigate to the shared folder.
5. Select your BillQuick database. BillQuick remembers the location each time the user opens BillQuick.
6. With the database open, select File menu, Registration. Enter the registration key from the email you received. You can also cut and paste the key, if desired. Click OK.
7. Repeat these steps for each computer from which users will access BillQuick.

## Network Server Environment

To install BillQuick in a network server environment, you can:

1. Install BillQuick, point to the database, and register the computer (*follow the same steps as for a peer-to-peer network above*).
2. Utilize Active Directory Services on a domain network. With this capability, you can 'push' BillQuick to the workstations.

For more information, see the BillQuick Knowledgebase article, 'How to Install BillQuick on Workstations using Active Directory Services' at (<http://www.bqe.com/kbdetail.asp?KBID=305>).

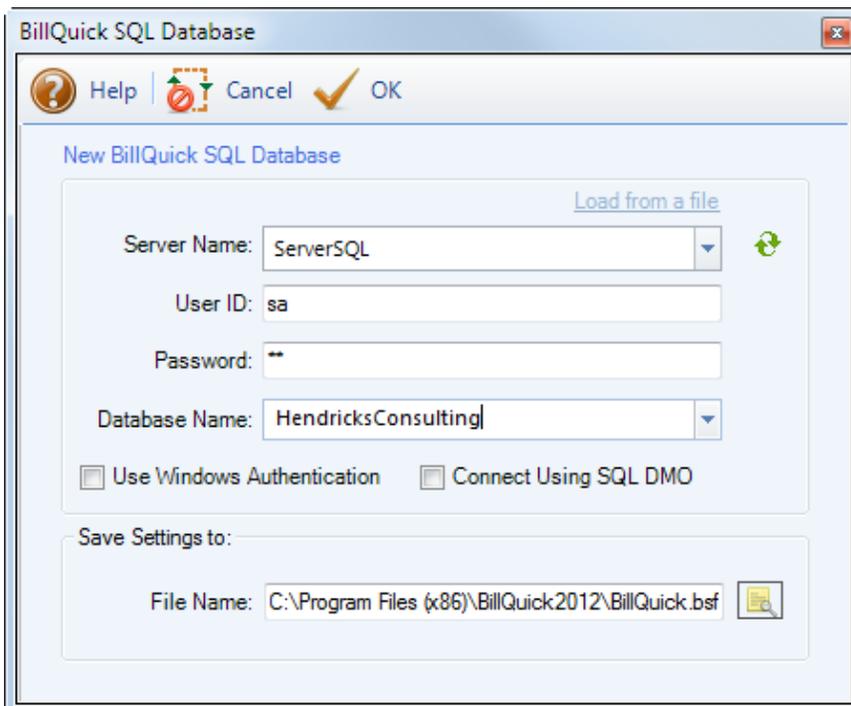
 BillQuick installs as a separate application. You can upgrade from your current version of BillQuick or uninstall it. When upgrading, BillQuick database conversion makes a backup of your database prior to converting it. However, the personal settings and report mappings are not retained.

## Installation with Microsoft SQL Express/SQL Server

BillQuick installation does not require SQL Scripts or special items to create a SQL Server/SQL Express database for your company. All logic is built into BillQuick.

 Support for full SQL Server as backend is available in the BillQuick Enterprise edition only.

1. Install and configure Microsoft SQL Express/ SQL Server before installing BillQuick. Specifically:
  - Make sure to enable TCP/IP and Named Pipes for the SQL instance to which you are connecting.
  - Make sure SQL browser is running.
  - If you receive *Error 5*, it is possibly a network or firewall issue. Please check all firewalls (including Windows) and make sure to add either port 1433 or BillQuick as an exception.
2. Install BillQuick on the primary computer that is accessed by the Supervisor. (See *above*.)
3. Start BillQuick and go to File menu, New Company, SQL Server Database.
4. Enter the Server Name, User ID, Password and Database Name. *Typically, the database name is similar to the company name.*



The screenshot shows the "BillQuick SQL Database" dialog box. It has a title bar with a close button. Below the title bar is a toolbar with a help icon, "Help", a cancel icon, "Cancel", a checkmark icon, and "OK". The main area is titled "New BillQuick SQL Database" and includes a "Load from a file" link. There are four input fields: "Server Name" (dropdown menu with "ServerSQL" selected), "User ID" (text box with "sa"), "Password" (text box with masked characters), and "Database Name" (dropdown menu with "HendricksConsulting" selected). Below these fields are two checkboxes: "Use Windows Authentication" and "Connect Using SQL DMO". At the bottom, there is a "Save Settings to:" section with a "File Name" text box containing "C:\Program Files (x86)\BillQuick2012\BillQuick.bsf" and a file selection icon.

5. Click OK to create the database.



If you receive error messages or have any other trouble connecting to the SQL Server during BillQuick installation, please look up our [Knowledgebase](#) for related issues. Else, contact our Technical Support at (310)602-4030.

## Installation of an Upgrade

An *upgrade* contains significantly more new features, new reports, new functionality, and perhaps new user interface elements. When upgrading from one version of BillQuick to another, it does not retain your personal settings and report mappings. Upon starting, you will be asked to locate your database.

If you had been using a MSDE or SQL Server database, BillQuick will create a newly converted database, with the same name as the existing one but with '2012' concatenated at the end. It will leave the previous database as a backup in the *pre-2012* format. In the case of MS Access database, BillQuick will automatically make a copy of your database that is compatible with your current version. In addition to your main database, BillQuick will upgrade your archive file.



Please check the [Upgrade to BillQuick 2012](#) whitepaper for details.

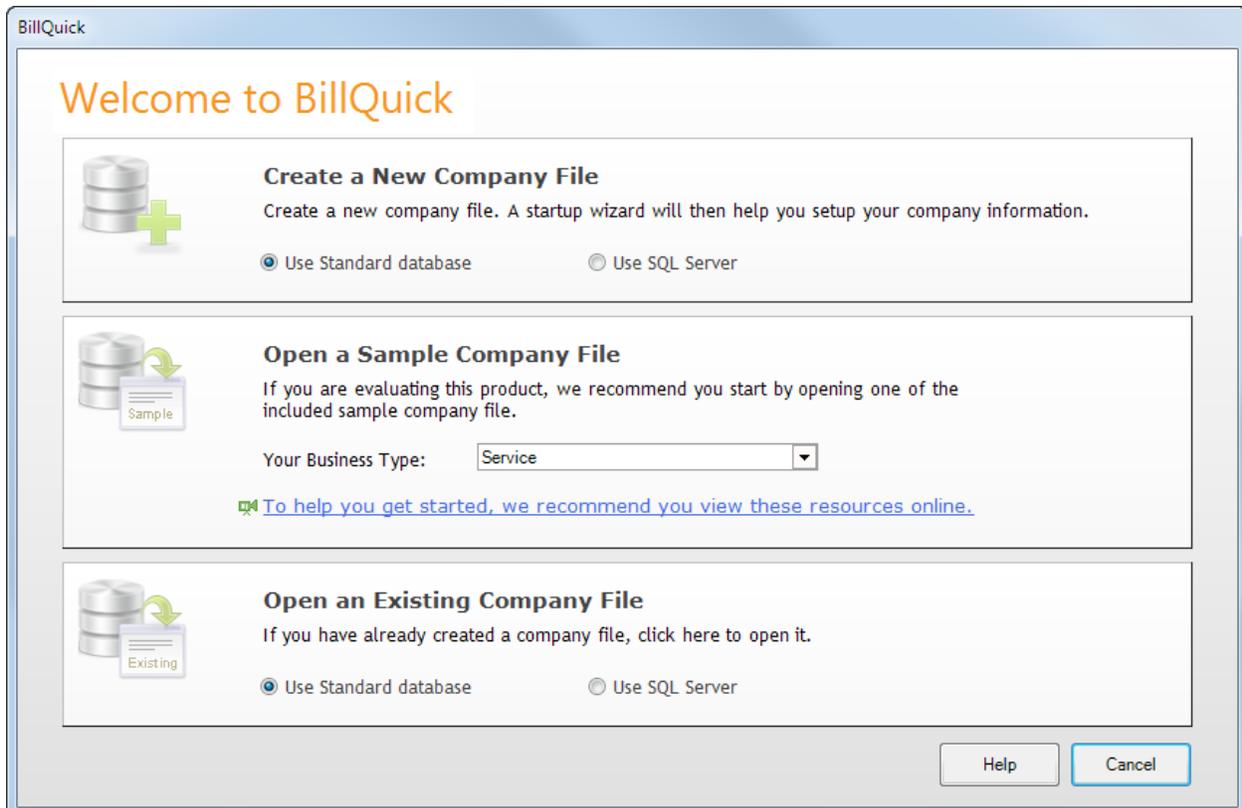
# Start-Up

In order to start BillQuick and create a company file, please follow the steps below. At this point BillQuick should already be installed on your PC.

## BillQuick Database

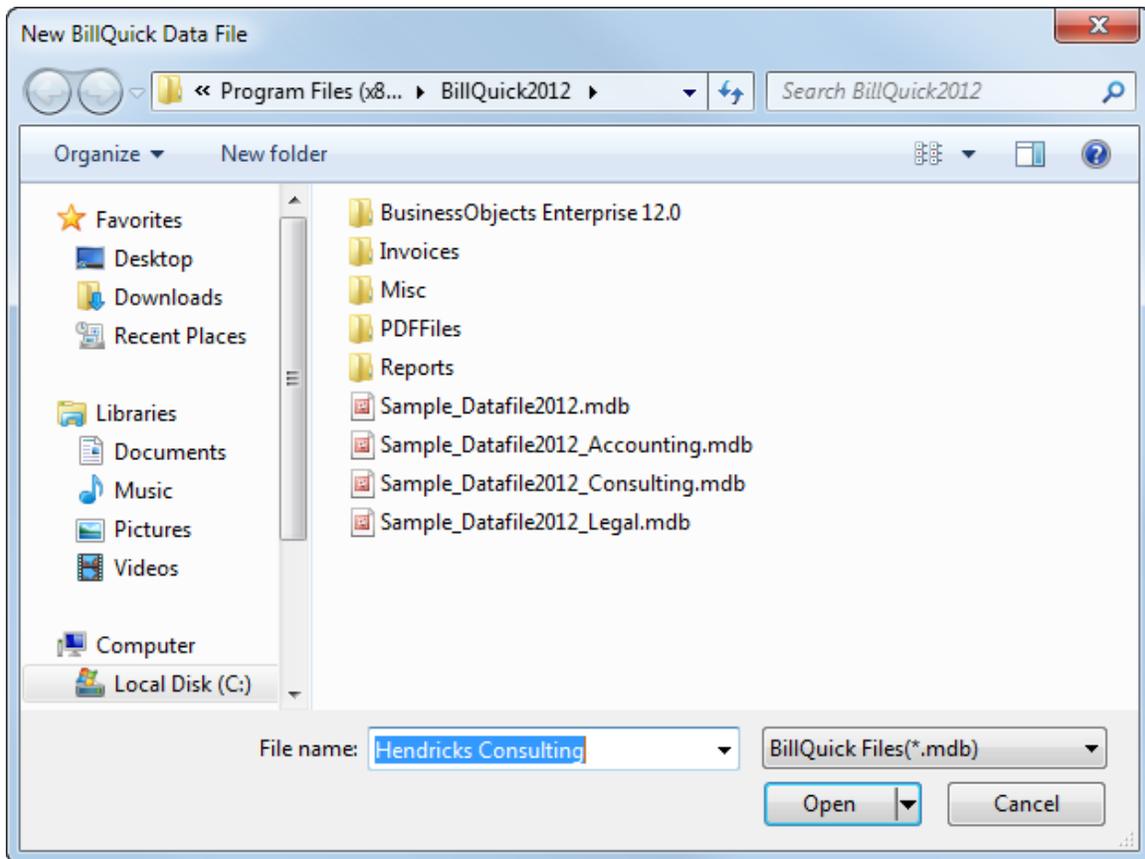
If you have previously used BillQuick on your machine, BillQuick will automatically open the last used database. The first time you start BillQuick, it will prompt you to select a company file and database type. Creation of BillQuick database requires system administrative privileges. Typically, a BillQuick Supervisor (or an IT Administrator) handles this task and then informs the other users about its location, User ID and Password (if applicable).

You can create a new company file in either a Standard database (Microsoft Access) or SQL database (Microsoft SQL Express or SQL Server). Your options depend on which edition of BillQuick you purchase: Basic, Pro or Enterprise. If you are working with a trial version of BillQuick, it is BillQuick Enterprise Edition by default. For evaluation purposes, most users choose the Standard option. After purchasing BillQuick and when you are ready to 'go live', a company file using the Standard database can be converted to a SQL database with only a click.



## Start-Up

1. Click on the 'Create a New Company File' option (make sure the radio button is on Use Standard Database).
2. Navigate to the folder where you want to store your company database. *If you are in a network environment, this should be a shared folder.* Place this file in a safe location such as My Documents or Program Files\BillQuick2012 folder.

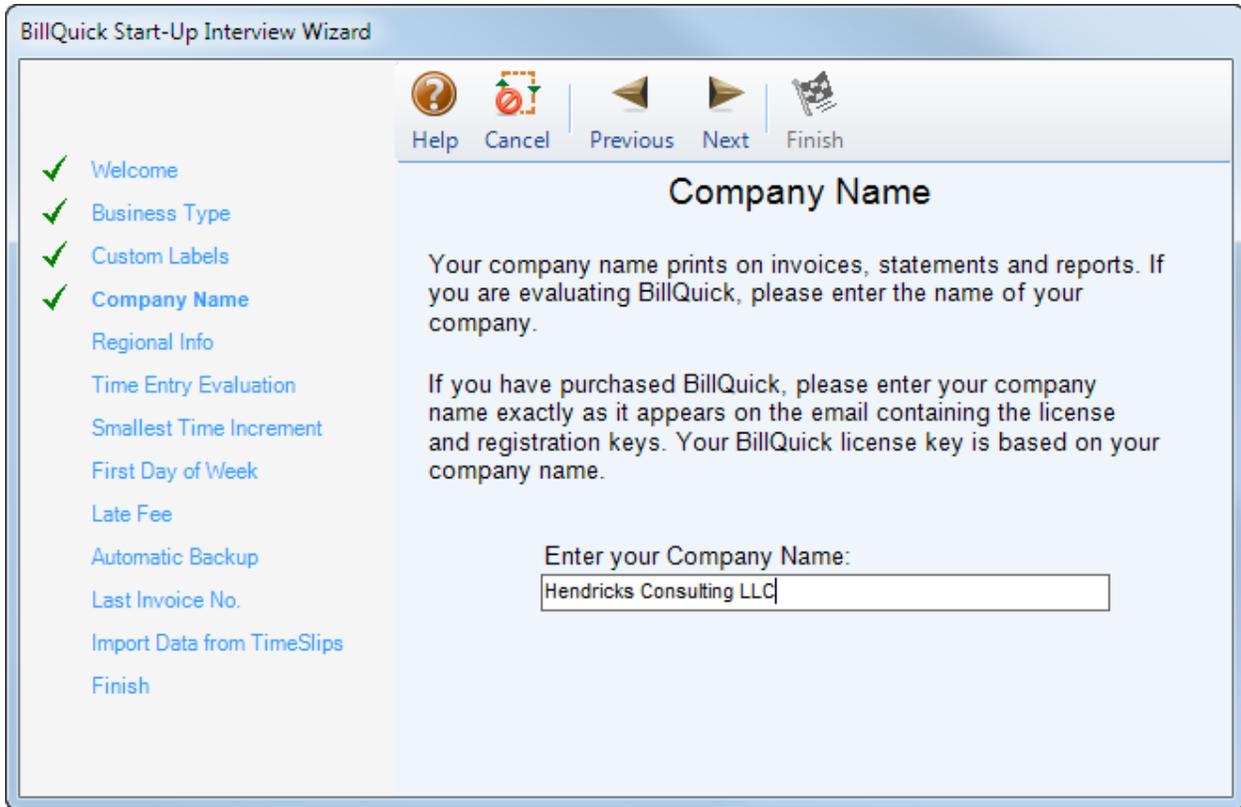


3. Enter a name for the file (e.g. your company name) and click Open.
4. You will receive a message confirming that your database was created successfully. Click OK and move on.

Next, you will be prompted with the BillQuick Startup Interview to provide basic information for your BillQuick company file. To do so, please follow these steps:

1. In the Company Name field, please enter your company name **exactly** as you would like it to appear on your invoices to be printed from BillQuick.

## Start-Up



BillQuick Start-Up Interview Wizard

Help Cancel Previous Next Finish

### Company Name

Your company name prints on invoices, statements and reports. If you are evaluating BillQuick, please enter the name of your company.

If you have purchased BillQuick, please enter your company name exactly as it appears on the email containing the license and registration keys. Your BillQuick license key is based on your company name.

Enter your Company Name:

2. Step through the other options and complete it to the best of your ability using the Next button. Click Help to check out the explanations where needed.



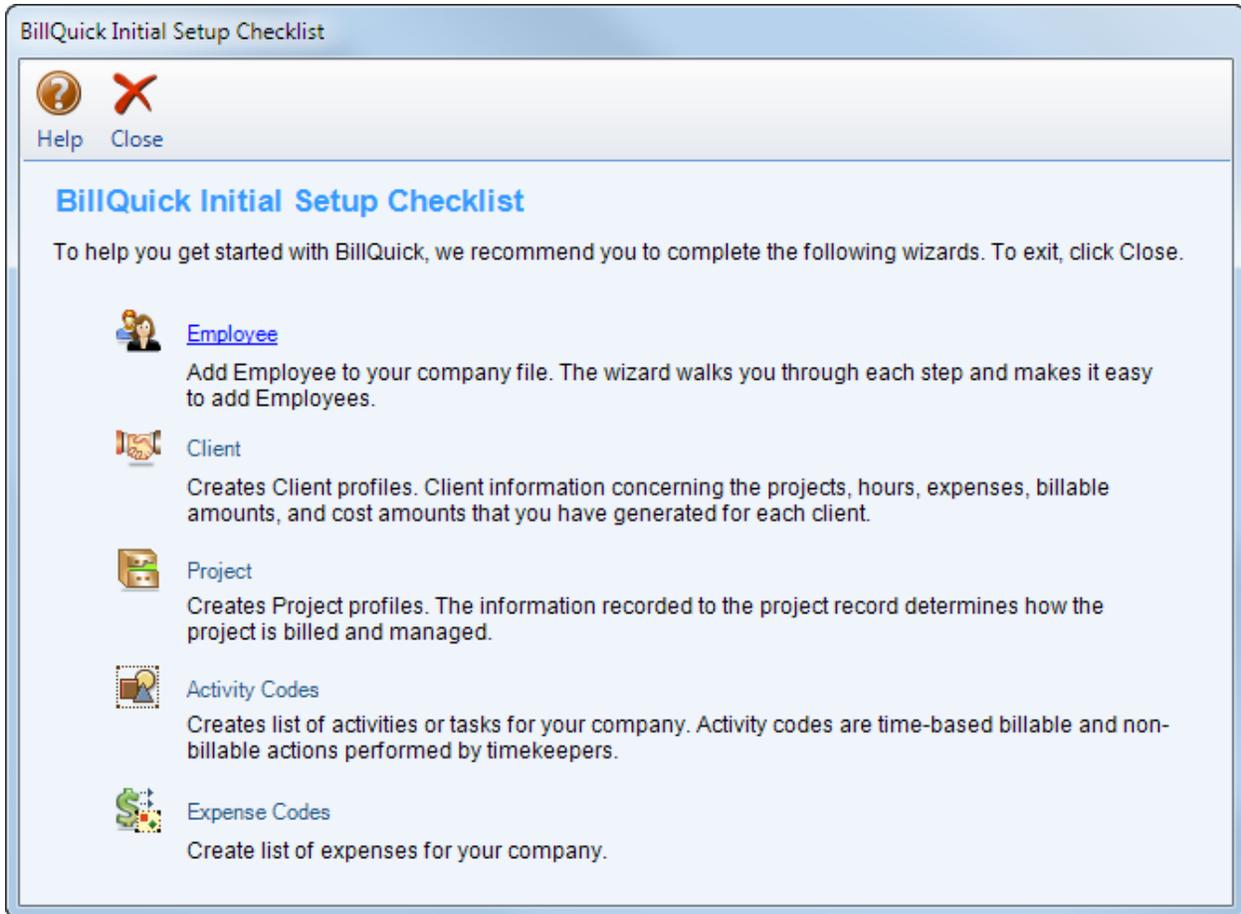
You do not require License and Registration keys in order to complete the Interview.

3. Click Finish and then exit.



All of the settings that you choose in the *Start-Up Interview* can be edited later.

4. The BillQuick Initial Setup Checklist wizard launches. You can walk through a few of the wizards to set up master information or click Close. *We will cover each major type of master information later in the Guide.*



Once you have successfully created your company database, you can activate and register your product.

## Product Activation

When you start up BillQuick and it is either not yet activated or in the evaluation mode, the Product Activation screen displays. The screen provides four options.

- **Activate Now** – Enter a key to continue your free 30-day trial.
- **Activate Later** – Continue your free 7-day period of review.
- **Ready to Buy** – Go to [www.BillQuick.com](http://www.BillQuick.com) to purchase the software license.
- **Already Purchased** – Enter your license and registration keys to fully activate BillQuick.



## BillQuick Evaluation

If you are evaluating BillQuick, you may choose Activate Now or Activate Later. Click Activate Now to provide your details to BQE Software and obtain evaluation key. Activate Later allows you to continue working with BillQuick during a 7-day free trial. After this period you must obtain an evaluation key or a full software license.

1. Please enter valid information in the screen. This is how BQE Software will contact you with your evaluation, license and registration keys. When all the information is entered, click Next to continue.

2. Within a few minutes you will receive your 30-day evaluation key via email. Alternatively, you can generate an evaluation key via the web ([www.bqe.com/userservice/GetEvalKey2012.asp](http://www.bqe.com/userservice/GetEvalKey2012.asp)) or by calling BQE Software at (310) 602-4020.
3. Enter this Evaluation Key in the space provided. Click Activate.
4. BillQuick will now open with a reminder message stating that you are using an evaluation copy and to continue beyond 30-days, you need to purchase the software.

While in evaluation mode, continue to use BillQuick. All of the information entered now will be saved and made available after switching from evaluation to licensed mode.

## Licensing and Registration

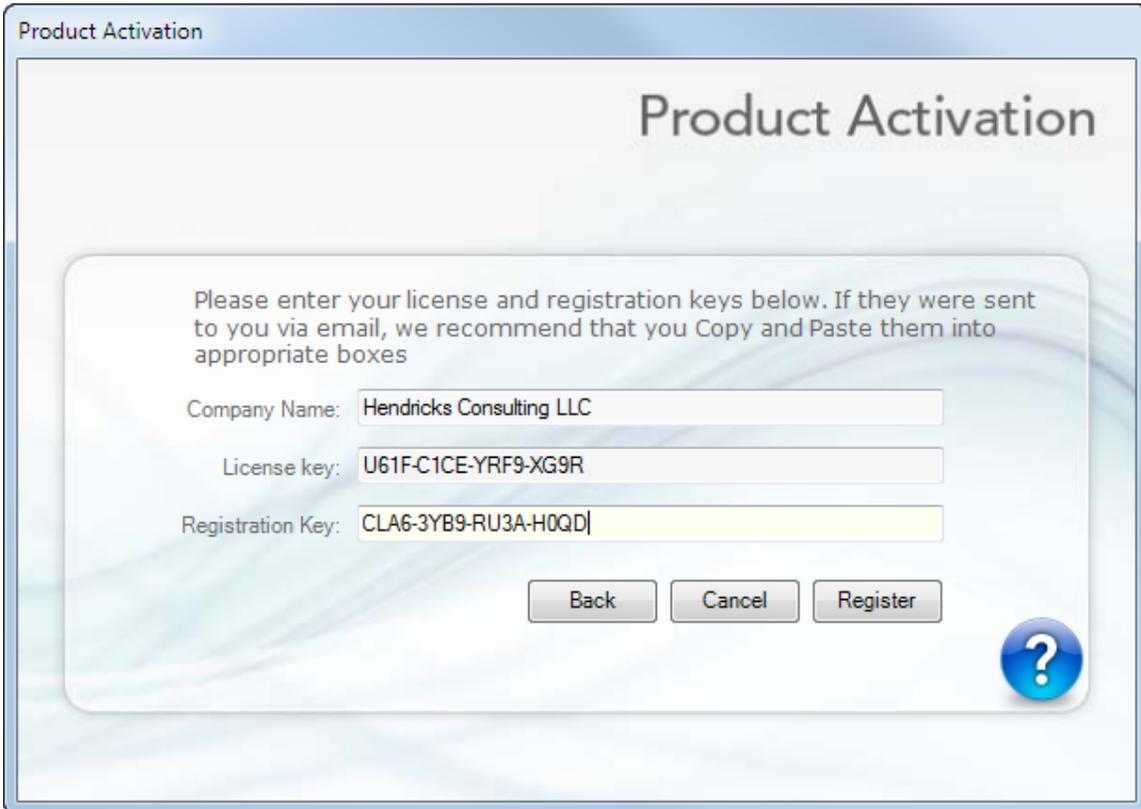
BQE Software provides various options for licensing and registering your copy of BillQuick. You can use the Product Activation, Company or Product Licensing and User Management screen in BillQuick to do so. The BillQuick Supervisor usually licenses and registers the BillQuick software.

Follow these steps to proceed:

1. When you are ready to purchase and license BillQuick, click 'I Am Ready to Buy' option on the Product Activation screen. Purchase your license from the BillQuick website or call BQE Software at (310) 602-4020 to speak with a BillQuick Account Rep. You will receive your license and registration keys via e-mail at the e-mail address that you provide.

## Start-Up

2. After purchasing a full software license, click 'Already Purchased' on the Product Activation screen. It asks for your company name, license and registration keys.



Product Activation

### Product Activation

Please enter your license and registration keys below. If they were sent to you via email, we recommend that you Copy and Paste them into appropriate boxes

Company Name:

License key:

Registration Key:



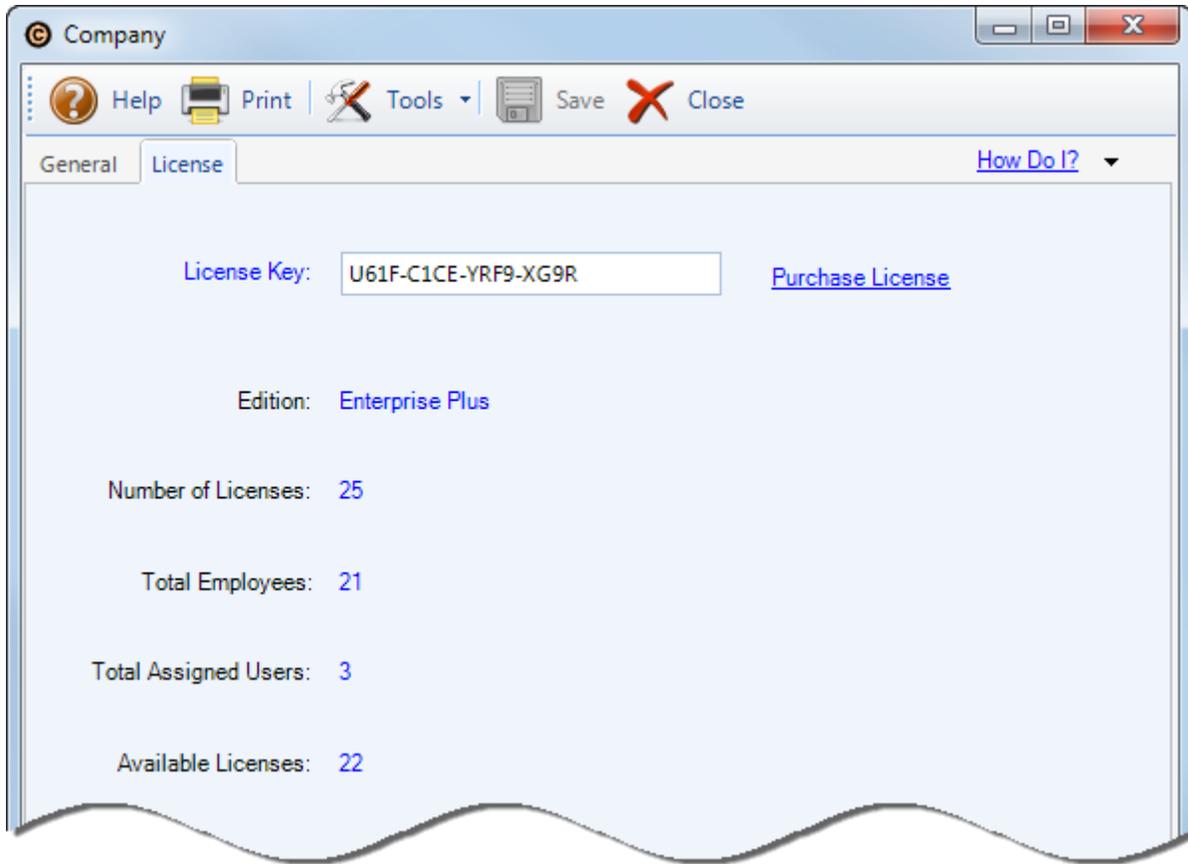
3. Using the email you received, enter or cut-and-paste the information. It should be exactly the same as you see in the email (if you want to make a change, contact your BillQuick Account Rep.).
4. Click Register. BillQuick is now licensed for unlimited use.

 When you evaluate other modules in the BillQuick Family, you can run the evaluation software and licensed software together.

Alternatively, you can do the same thing using the Company screen. To do so:

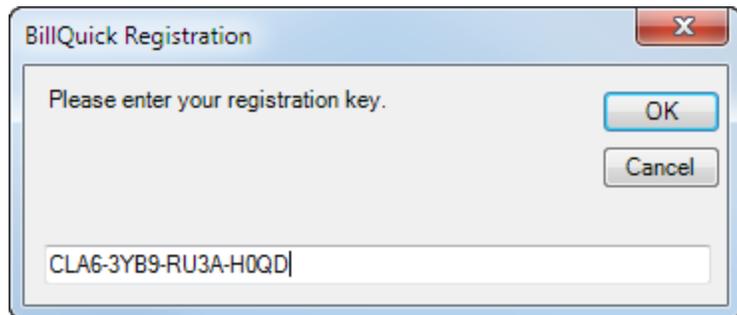
1. Select Company from the View menu.
2. Enter your company name on its General tab. It should be exactly as printed on the email you received. Click Save.
3. On the License tab, enter or cut-paste the License Key from the email.

## Start-Up



4. Click Tools and select Validate License Key.
5. Click Save. It displays the Edition and Number of Licenses purchased by you.
6. Click Tools and select Register Software.
7. Enter or cut-paste the Registration Key from your email. Click OK.

You have successfully licensed and registered your BillQuick!

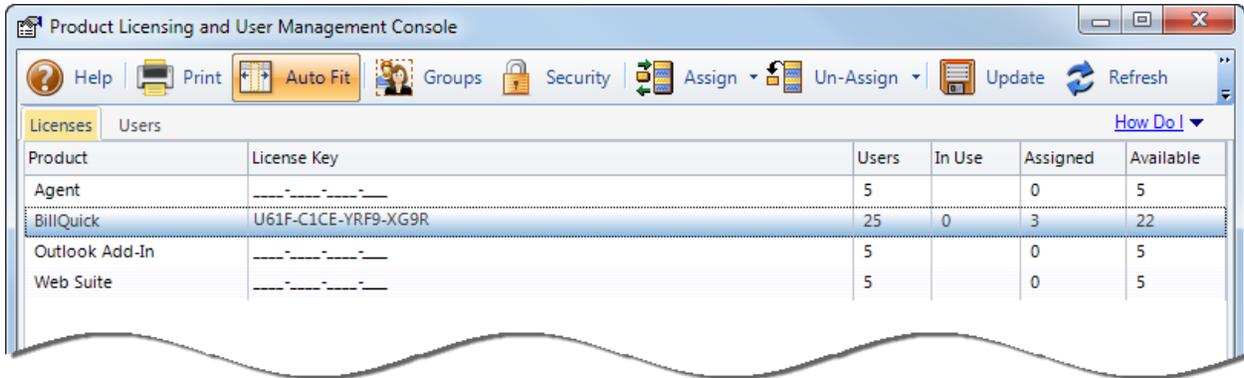


 In a networked environment, the Supervisor/IT Administrator needs to repeat the same procedure on each computer.

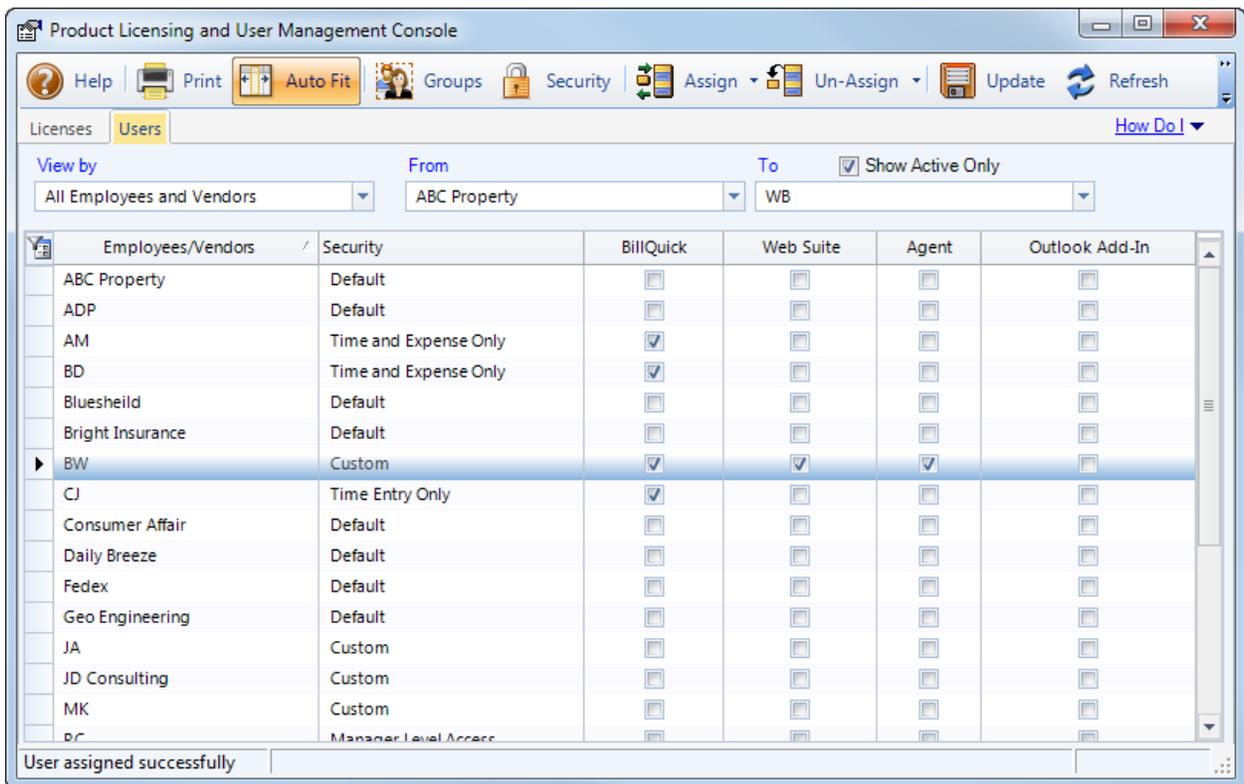
To license BillQuick using the Console:

1. Open the Product Licensing and User Management screen from the File menu.
2. Enter the License Key against the relevant product (BillQuick) on the Licenses tab.

## Start-Up



3. Click Update to save the license information.
4. Move to the Users tab. You can grant employees and vendors access to BillQuick and other add-on module(s) by marking the checkbox in the appropriate column.



Alternatively, you can select row(s) and use the right-click menu or button panel to Assign or Un-Assign a user to relevant application(s).

5. Choose the desired Security profile for an employee or vendor from the list, e.g., Full Access, Time and Expense Only, Billing Only and so on. If you prefer to select individual security permissions for employees or vendors, click Security to do so from the [Security](#) screen.
6. When you are done, click Close to exit.

# BillQuick Basics

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After installing BillQuick, you need to have an understanding of the basic options and procedures related to login, navigation and other general features. This section focuses on the basics of the BillQuick environment:

- Starting-up BillQuick
- Logging into BillQuick
- Navigating BillQuick

## Start-Up

To start up BillQuick, do one of the following:

- In Windows, click Start and select Programs from the menu. From the program list, choose BillQuick 2012.
- On your desktop, double click the BillQuick icon.

If you have previously worked with BillQuick on your computer, BillQuick will automatically open the database that you were in the last time you used the software. You can skip to **Log-in** below.

When you start BillQuick for the first time, it prompts you with the BillQuick Startup Interview in order to set up your company file. Once you have successfully created your company database and the security is turned on, you will be prompted for a login.

## Log-in

When security is turned on, the Supervisor and other BillQuick Users – employees and vendors – are supposed to log into the program to access its functions and features. Only employees and vendors designated as BillQuick Users (in their profiles) can access the software.

By default, the Employee ID (or Vendor ID) of a user is also its Login/User ID and password. If you change the Employee ID of a user, the User ID is also changed. You can change the login password as needed and make them case-sensitive (*from Global Settings screen*).

BillQuick allows you to have a separate Employee ID and Login ID, thus letting you customize your login name. E.g., a user 'Curtis James' may have an Employee ID 'CJ' and Login ID 'Curtis'. The new Login ID supports Windows Authentication, allowing you to bypass the BillQuick Login screen completely. *This ID can be set in the Employee or Vendor screen.*

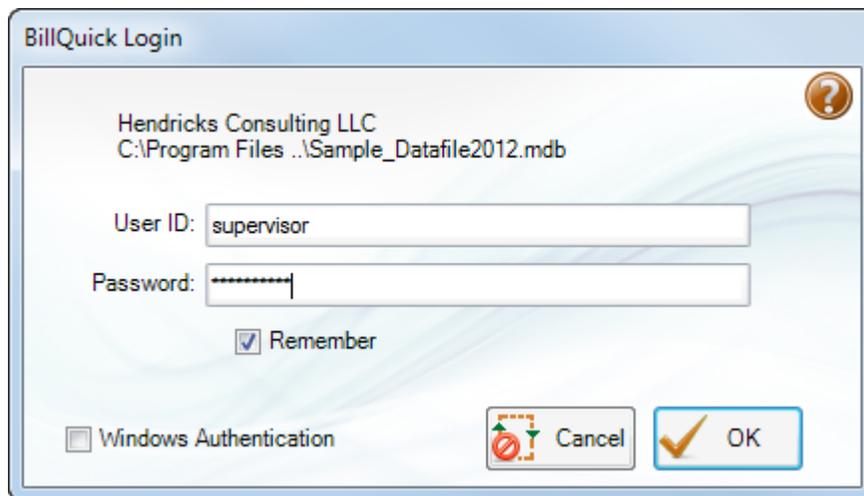
You can choose between the following login options:

- [Logging into Standard Database](#)
- [Logging into SQL Database](#)

## Logging into Standard Database

The BillQuick Login dialog displays the company name and database location. To log into a BillQuick standard/MS Access database, note the following:

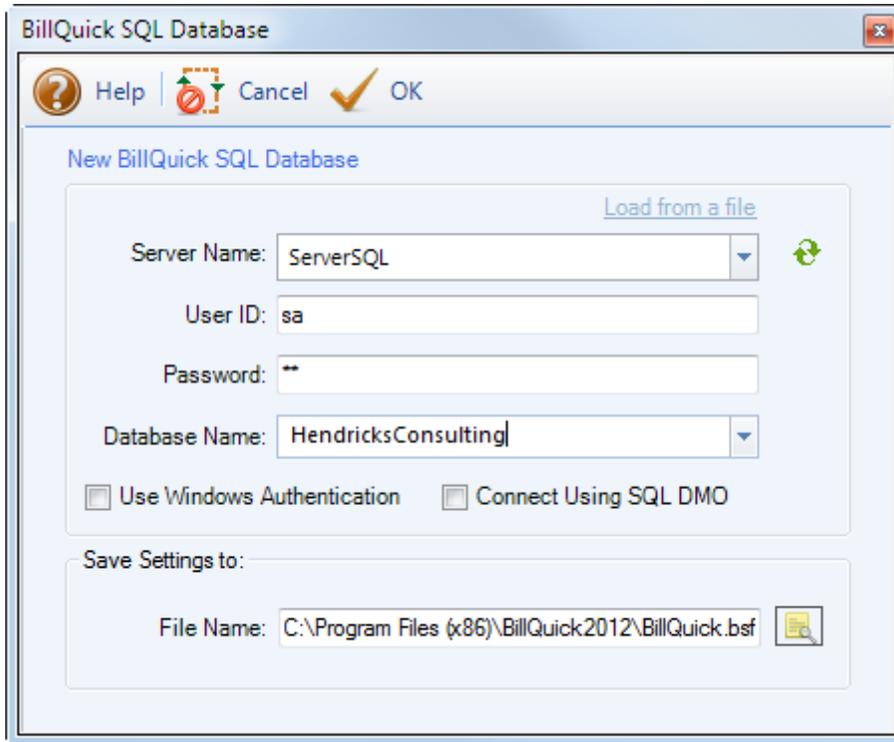
1. For the BillQuick Supervisor, the default User ID and Password is 'supervisor' (without quotes). **Please change the Supervisor password before deploying BillQuick in your company.**



2. Enter your User ID and Password provided by the Supervisor.
3. When only one person uses a particular computer, mark the Remember checkbox to make your User ID the default.
4. Check the Windows Authentication option if you want to bypass the BillQuick login in future. Your access to the BillQuick database is controlled by your Windows NT account or group, which is authenticated when you log on to the Windows operating system on your system (client machine).
5. Click OK to access BillQuick.

## Logging into SQL Database

If you are using a SQL Server database, you have to log in with correct User ID, Password and other information. SQL Server will not complete a connection unless it has verified your login ID, a process called authentication.



 Support for full SQL Server as backend is available in the BillQuick Enterprise edition only.

When BillQuick Enterprise creates or up-sizes a database on the SQL Server, it creates two logins:

- BillQuickSQL with password 'admin'
- BillQuickGuest with password 'Guest'

 You can change the password of BillQuickSQL User using Global Settings from the Settings menu.

The BillQuickGuest user has *read-only* access to the database while the BillQuickSQL user has *full* access to the database.

 **Do not** delete or change these two logins and their privileges. If deleted, the application will not be able to connect to the SQL database.

BillQuick allows you to connect to the SQL Server via

- *Windows Authentication (Trusted Connection)*: establishes connection to the SQL Server using the Windows Logon credentials (i.e. Windows User ID and Password). It does not need your login ID; or
- *SQL Server Authentication (Standard Security)*: establishes connection to the SQL Server using your assigned SQL Server login ID and password.

 See BillQuick Help for more on SQL Login & Authentication.

After logging in, BillQuick's default or role-based navigator appears.

## Navigation

Anyone familiar with Microsoft Windows and Microsoft Office will find BillQuick easy to use. Role-based and standard navigators, menus, sidebar, icon toolbars, action buttons, screen layouts, spreadsheet-like grids, shortcut keys and other user interface elements look and feel like these applications.

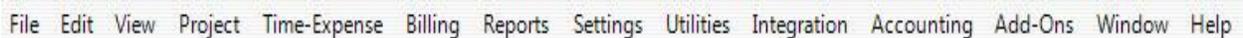
 Security permissions determine what features, functions and information a user can view and access on the navigators, toolbars, menus and screens. BillQuick disables (grays out) unavailable items.

There are actually four ways to navigate and use the application:

- Menu Bar
- Toolbar
- Sidebar
- Navigators

### Menu Bar

Like all Windows applications, BillQuick has a menu bar at the top, from where you can access the following menus:



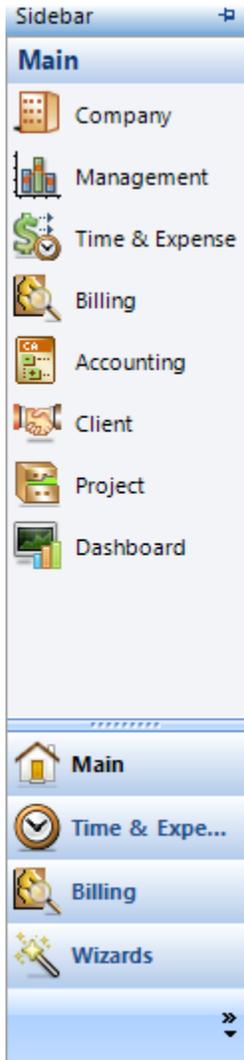
### Toolbar

The toolbar allows you to quickly access BillQuick functions. You can turn it on or off from the User Preferences screen or by right-clicking on the menu bar.



### Sidebar

On the left side of the BillQuick desktop, you can conveniently access major functions from the Sidebar. The bar is divided into 4 panels, grouping the common functions together under each.



**Main**

- Company navigator
- Management navigator
- Time & Expense navigator
- Billing navigator
- Accounting navigator
- Client
- Project
- Dashboard

**Time & Expenses**

- Home (Time & Expense navigator)
- Time Entry (Sheet View)
- Calendar View
- Timer
- Expense Log

**Billing**

- Home (Billing navigator)
- Billing Review
- Manual Invoice
- Invoice Review
- Payments

**Wizards**

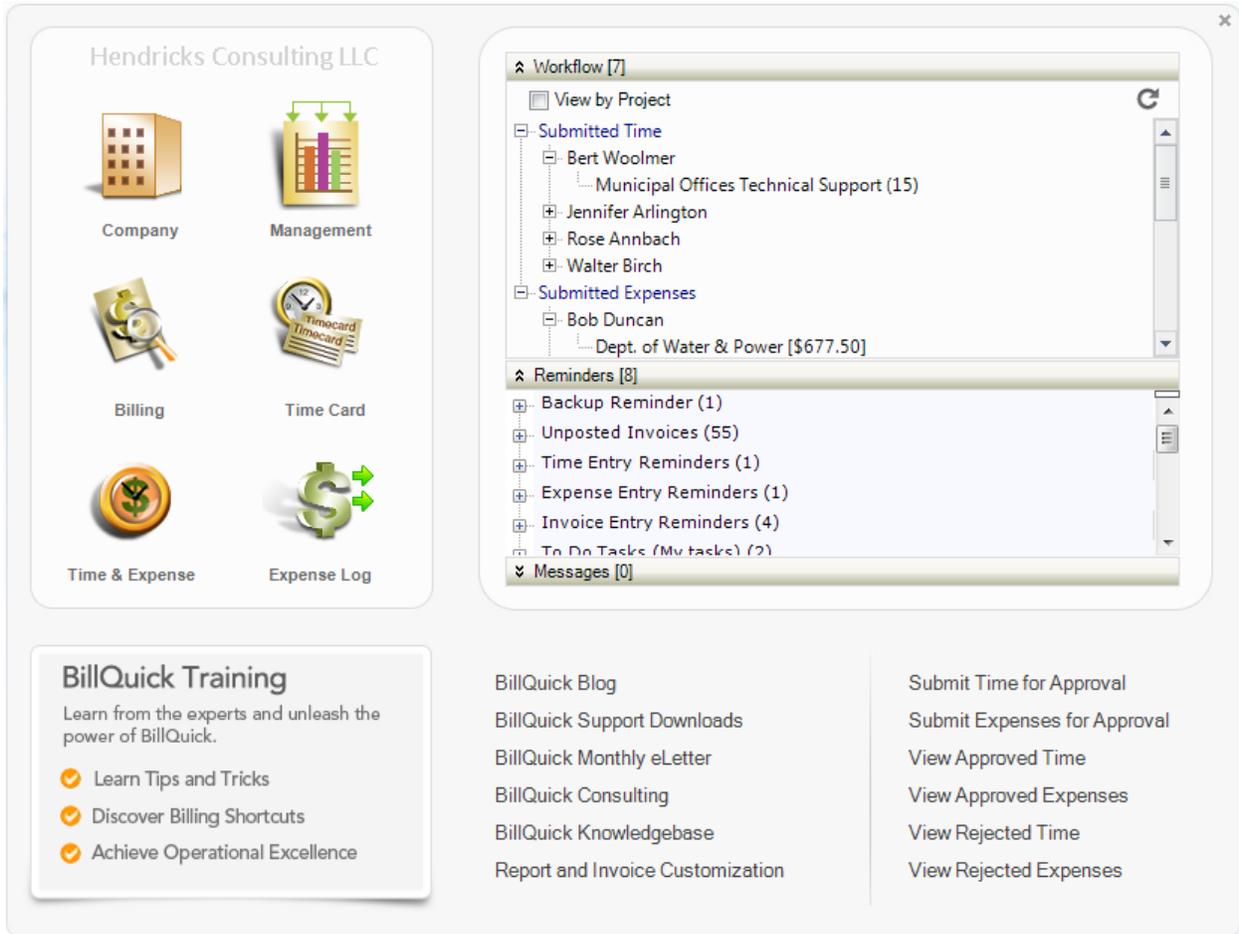
- BillQuick Interview
- Employee
- Client
- Project
- Phased Invoice
- Activity
- Expense
- SFS
- EFS
- Timeslips Conversion
- Invoice

**Navigators**

BillQuick navigators let you easily understand the workflow and quickly access important features and modules of the application. BillQuick provides you with a default role-based navigator and five function-based navigators. You can choose to make any of them your default navigator.

The function-based navigators include: Company, Business Management, Time & Expense Workflow, Billing and Accounting. You can choose a navigator from the Sidebar or from the corresponding menu.

The role-based navigator is a customized navigator giving you easy access to the most often used functions as per your role. Since you have logged in as the Supervisor, it would display the Default navigator (home page). Other roles include: Time and Expense, Billing and Principal/Management.



You can find other easy options for navigation within various BillQuick screens. You can access related screens from the 'View' dropdown menu as in case of Sheet View, Expense Log, etc. Alternatively, screens may contain links to other related screens; e.g., you can directly access the Invoice Review screen from the Billing Review screen and Payment screen from the Invoice Review screen.

Besides this, you can quickly switch between open screens by using Ctrl + Alt + Tab. BillQuick also supports various keyboard shortcuts.

# Master Information

Master information is the foundation of any time and billing system. This section covers the basics of master information maintained in BillQuick.

 Basic master information can be set up using BillQuick wizards via the View menu, Wizards. **Blue** field labels on the screens indicate required information.

## Company Information

The Company screen contains a profile of your company. Information on this screen appears on reports and invoices. It also affects how BillQuick processes your company's information.

- I. When you exit the BillQuick Initial Setup Checklist wizard, the Company screen automatically opens (if it does not, click View menu, Company).

The screenshot shows the 'Company' information screen in BillQuick. The window title is 'Company'. The menu bar includes 'Help', 'Print', 'Tools', 'Save', and 'Close'. The 'General' tab is selected. The form contains the following fields:

- Name: Hendricks Consulting LLC
- Address: 2601 Airport Drive, Suite 380
- City: Los Angeles, State: CA
- Zip: 90505-, Country:
- Phone: (310)-555-1212, Fax: (310)-555-2121
- E-Mail: admin@hendricks\_consulting.com
- Web: www.hendricks\_consulting.com
- Tax ID: 01-1234567, Employer ID: 01-7654321
- Currency:
- Custom 1: Enter custom info here...
- Custom 2: , Custom 3:
- Custom 4: , Custom 5:
- Value displays on invoices
- Message on Invoices: Thank you for your business!
- Main Service Tax: 0 %
- Main Expense Tax: 0 %
- FY Begin Date: 01 January
- FY End Date: 31 December
- Closing Date: 12/31/2011
- Logo: 

## Master Information

2. On the General tab, enter your company name, address and all other relevant contact information in the appropriate fields.
3. When finished, click Save and then Close to exit.

Your company information is now saved in the database. Let's create an employee profile.

## Employee Information

Employee screen represents a profile of a person working in a company on various projects. This screen lets you add and maintain employee-related data, including tax, allowance, performance, etc. Employee information prints on reports and invoices.

To create an employee profile:

1. Open the Employee screen from the Company navigator or View menu.
2. If this is your first employee, the cursor will default to the Employee ID field. If other employees exist in your company database, click New on the button bar. This places the cursor in the Employee ID field and you are ready to create a new employee profile.

ID	Last Name	First Name	Title	Depart
AM	Marcello	Allen	System Ad	IT
BD	Duncan	Bob	Draftsman	Desig
BW	Woolmer	Bert	Director	Marke
CJ	James	Curtis	Senior En	Desig
JA	Arlington	Jennifer	Principal	Mana
MK	Kerns	Mark	Jr. Archite	Rende
RC	Curtis	Richard	Senior En	Desig
RT	Thomas	Riley	Sr. Archite	Desig
SB	Beth	Sarah	Jr. Consult	Devel
SE	Annbach	Rose	Office Ma	Admi
SL	Lawrence	Sally	Jr. Archite	Desig
WB	Birch	Walter	General M	Admi

**Employee ID:** AM      **Social Security:** 555-22-9696

**Name:** Mr. Allen      **MI:**      **Last Name:** Marcello

**Department:** IT      **Title:** System Administrator

**Manager:** BW      **Submit to:** Employee Manager

**Role:** Time and Expense      **Status:** Active

**Security:** Time and Expense Only      **Login:** Allen

**Default Group:** ALL      **Groups:** \_\_\_\_\_

BillQuick User

**Contact Info:**

**Street:** 2211 Engineer Avenue

**City:** Torrance      **State:** CA      **Zip:** 90500

**Country:** USA      **Email:** bert@mvisp.com

**Phone:** (310)-555-2233      **Ext:** 127

**Mobile:** (310)-542-32      **Custom 1:** Enter any custom info here...

**Fax #:** (310)-555-3322      **Custom 2:** \_\_\_\_\_

**Attachments (0)**      **To Do Items (1)**

**Memo**  
Enter unlimited length memo here...

## Master Information

3. Enter the Employee ID. You can use numbers, letters or a combination of both, up to 65 characters. For example, if the name of the employee is Allen Marcello, you might enter AM as his ID.
4. Enter all relevant and required data. Press the Tab key to move from field to field or click on the next field.
5. Now, click the Rate tab. Enter the default Bill Rate and Cost Rate (Pay Rate x Overhead Multiplier) for the employee. For example, enter \$100 as the Bill Rate, \$40 as the Pay Rate and 2 as the OM.
6. When you are done, click Save and then Close to exit.



Similarly, you can create a vendor/consultant profile in the Vendor screen (View menu).

## Client Information

The Client screen contains company name, address, and other client information, plus you can maintain an unlimited number of contacts per client. Also, you can set billing options, view summary account information and transaction history of a client from here.

To create a client profile:

1. Open the Client screen from the Company navigator or View menu.

## Master Information

ID	Company	Last Name	First Name
Allied Tech	Allied Technology	Tracey	Lynn
Bldg Depart	Building Departme	Kelly	John
BQES	BQE Software Inc.	McKinley	Rhonda
City Service	City Services Dept.	Summer	Carolyn
County	County Municipal	Hunter	Tracy
Factor Foun	Factor Foundation	Marie	Rhonda
Global Tech	Global Technology	Hanks	Tom
HILLARD	Hillard New Reside	Hillard	Bob
Holiday Inn	Holiday Inn	Lee	Lisa
HUD	Housing and Urba	Summer	Mark
LA DWP	Dept. Water & Po	Winter	Monica
Lancome	Lancome LLC	Markin	Frank
Widgets Inc	Widgets Inc	Fields	Fredrick

**Client Information Form:**

Client ID: Allied Tech  
Company: Allied Technology  
Manager: RC  
Client Since: 10/28/2008  
Status: Active  
Federal ID: --  
Default Group: ALL

**Contact Info:**  
Street: 1616 Adventure Way  
City: Sunnyside State: CA Zip: 95000 Country: USA  
Email: ally@alliedtech.com Tel: (606)-555-1212  
Web: alliedtech.com Mobile: 0--  
Custom 1: Enter any custom info here... Fax: (606)-555-2121  
Custom 2:   
Total Clients: 13

Attachments (0) To Do Items (0)

Memo: Enter unlimited length memo here...

2. If this is your first client, the cursor is automatically placed in the Client ID field. Otherwise, click New to create a new client record.
3. Select easy to remember letters or numbers as the ID for the client. E.g., BQES for BQE Software, Inc.



Many users make the Client ID similar to the Company name. Rather than numbers or a cryptic abbreviation, they use more of the 65 available characters for the ID. For example, rather than AT or 4555 for the Client ID, the ID would be Allied Tech.

4. Enter all relevant and required data. Press the Tab key to move from field to field or click on the next field.
5. When done, click Save and then Close to exit.

## Project Information

Using the Project screen, you can create and maintain profile for each project that you work on. Project information affects how data is processed, billing is done and flows to various reports and invoices.

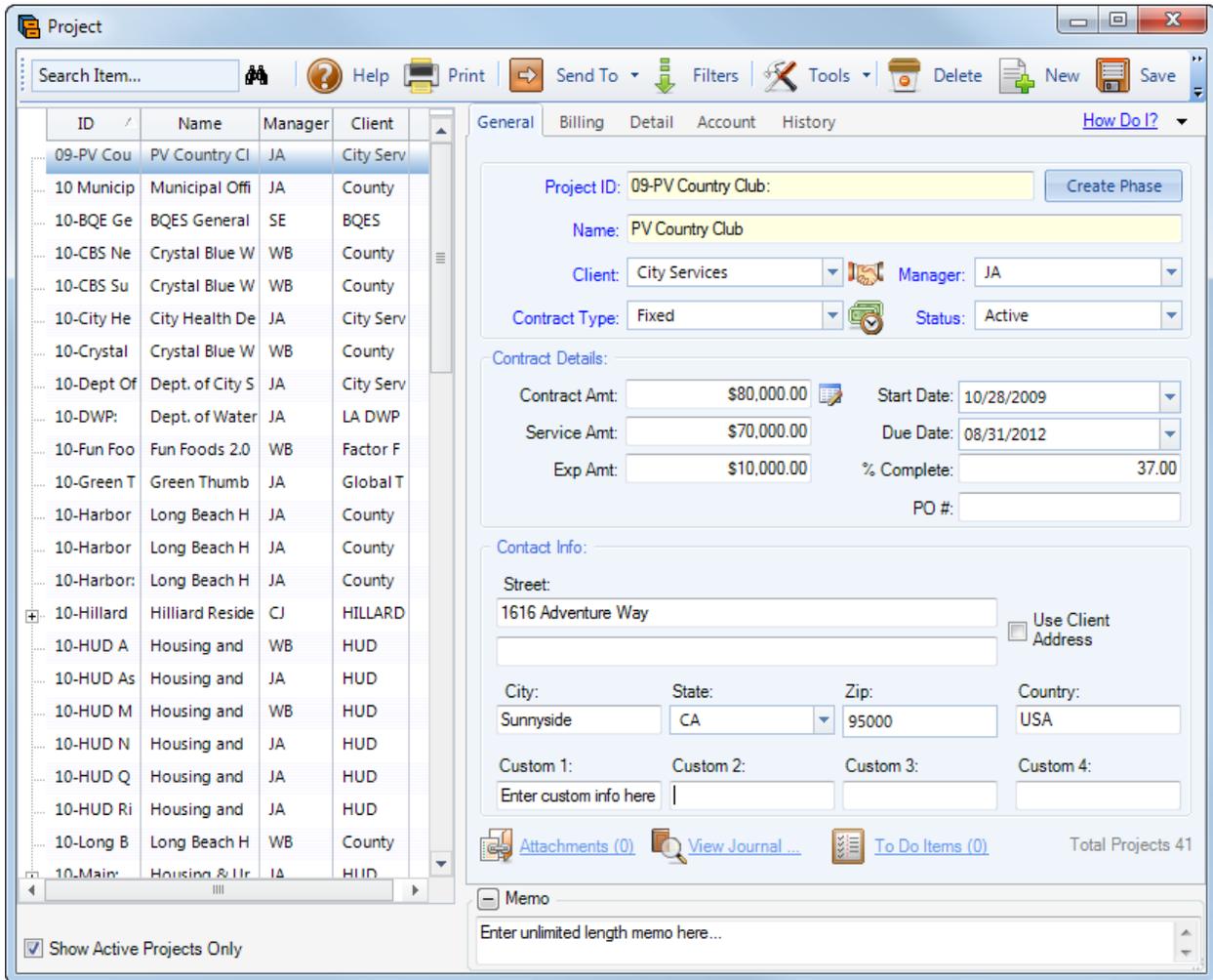
To create a project:

1. Open the Project screen from the Company navigator or Project menu.

## Master Information

2. If this is your first project, the cursor is automatically placed in the Code field. Otherwise, click New to create a new project record.
3. Enter a Code for the project. If necessary, you can break down this project into phases, though Phase is not a required field. When you save the project, BillQuick automatically combines the Project Code and Phase fields into a single Project ID.

 An expanding best practice is to utilize the 65-character length of the Project ID field to make it easier and faster for users to recognize what the project is for and for whom the project is being done. The best practice is to repeat the Client ID as part of the Project Code.



The screenshot shows the 'Project' form in BillQuick. The left pane displays a list of projects with columns for ID, Name, Manager, and Client. The right pane shows the 'General' tab with the following fields:

- Project ID: 09-PV Country Club (highlighted)
- Name: PV Country Club
- Client: City Services
- Manager: JA
- Contract Type: Fixed
- Status: Active
- Contract Details:
  - Contract Amt: \$80,000.00
  - Service Amt: \$70,000.00
  - Exp Amt: \$10,000.00
  - Start Date: 10/28/2009
  - Due Date: 08/31/2012
  - % Complete: 37.00
  - PO #: (empty)
- Contact Info:
  - Street: 1616 Adventure Way
  - City: Sunnyside
  - State: CA
  - Zip: 95000
  - Country: USA
  - Custom 1-4: (empty)

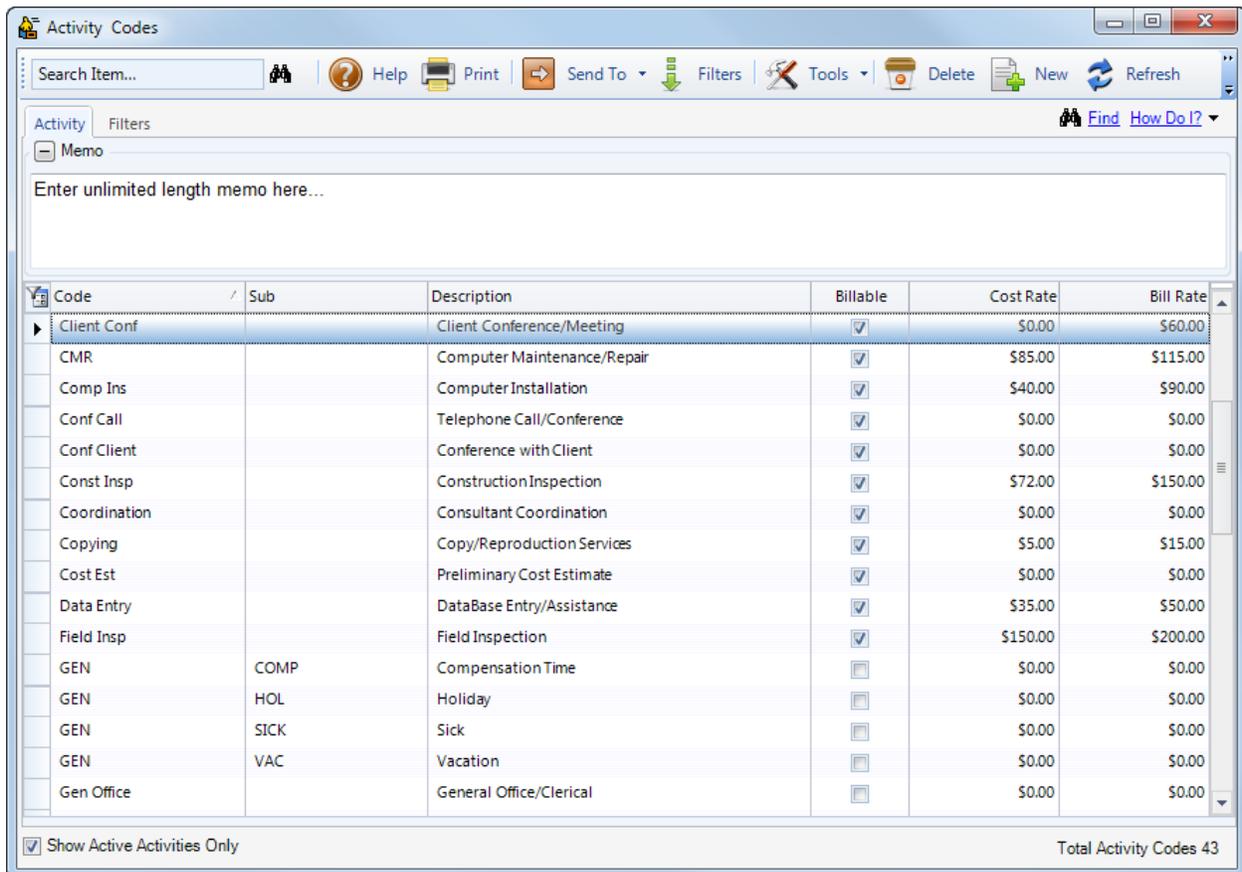
At the bottom, there are links for Attachments (0), View Journal..., and To Do Items (0), along with a Memo field.

4. Enter other required data: Name, Client, Manager, Status and Contract Type.
5. Under Contract Type, select the right type of contract or billing arrangement (hourly, fixed, cost plus, etc.). If a lump sum contract is selected, be sure to fill in the Contract Amount.
6. Enter all relevant data. Press the Tab key to move from field to field or click on the next field.
7. When you are done, click Save and then Close to exit.

# Activity Codes

On the Activity Codes screen, you can create and maintain a list of standard activities performed by employees (or vendors) on projects. Depending on your industry and company preferences, you can choose a standard list of activity codes. Activity information flows to the invoices and reports. To create an activity code:

1. Open the Activity Codes screen from the Company navigator or View menu.



2. To add a new activity, click New.
3. Type the desired Code and, optionally, Sub (code) in the grid.
4. Make sure that each billable activity has a check in the Billable column and non-billable items are left unchecked.
5. Enter all relevant and required data. Press the Tab key to move from field to field or click on the next field.

 If you charge taxes for your services, use the Field Chooser () to show the Tax 1/2/3 fields by marking those checkboxes.

## Master Information

6. To save an activity record, click on another row or press the Tab key through the end of the row.
7. When you are done, click Close to exit.



BillQuick automatically adds GEN:HOL, GEN:SICK and GEN:VAC activity codes to your database. Activity Codes for these special items can be customized in the Global Settings screen. Similarly, you can create expense items in the Expense Codes screen.

# Time and Billing

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This section focuses on time entry and billing capabilities of BillQuick. It helps you to understand the basics of how to enter, edit and review time entries and how to bill them effectively. This section covers the following:

- [Time Entry](#)
- [Billing Review](#)
- [Invoice Review](#)
- [Payments](#)

## Time Entry

There are four time entry options in BillQuick:

- Sheet View
- Simple Time Card
- Calendar View
- Timer

All time entries are saved in the same database. You can edit and review entries on the Sheet View, Simple Time Card and Calendar View screens.

To record a time entry using the Simple Time Card:

1. Open the Simple Time Card screen from the navigator or Time-Expense menu.
2. Select the View By: Employee mode. *The Simple Time Card lets you view time entry by Employee or Vendor.*
3. In the Employee field, select the desired employee from the drop-down list.

## Time and Billing

Project ID	Activity ID	Description	Sun (12)	Mon (13)	Tue (14)	Wed (15)	Thu (16)	Fri (17)	Sat (18)	Total
09-PV Country Club:	CAD:	Computer Aided D...			20					20.00
10-Crystal Blue Wat...	Client Conf:	Client Conference/...	2							2.00
09-PV Country Club:	BD Liaison:	Building Departme...				15				15.00
10-WW New Systems:	Web Serv:	Web Services						6	6	12.00
09-PV Country Club:	Cad Plot:	CAD PLOTTING						1		1.00
10-Harbor Bldg 42:	CMR:	Computer Mainte...							0.75	0.75
10-Harbor Bldg 42:	Conf Call:	Telephone Call/Co...			0.25	0.25			0.25	0.75
*										
			2.00	0.00	20.25	15.25	0.00	7.00	7.00	51.50

Memo  
Enter unlimited length memo here...  
 Memo on Journal  
 Memo on Invoices  
[Attachments](#)

4. Next, select the Period Including date for which you want to record or review hours. If any time was recorded during that week, it displays automatically.
5. Select the desired Project ID from the drop-down list. *BillQuick also supports selecting projects by name.*
6. Select an Activity ID from the drop-down list. The Description for the activity automatically displays.

 Whether a time entry is billable or not depends on the default value that you assign to the activity in the Activity Codes screen (see *Activity Codes* above).

7. In the appropriate cell (under the desired day/date of the week), enter the hours worked on a specific activity-project combination. Use decimals if needed.
8. To add a memo, press Ctrl+M or click  to open it at the bottom of the screen. Enter as much text as you wish; then press Ctrl+M to return to the grid. You can spell-check, edit or date-time stamp your time memo, if desired.

 Depending on the invoice format chosen, a time entry memo can appear on your invoices. Memos also print on various reports.

9. When you are done, click Save and then Close to exit.

 Similarly, you can record expense entries in the Expense Log or Simple Expense Log screen.

# Billing Review

BillQuick lets you generate invoices by client, project, manager, contract type and by whatever billing period you wish. You can display as much or as little detail as you want on your invoices when you print or email them to your clients.

To generate an invoice:

1. Open the Billing Review screen from the Billing navigator or Billing menu.
2. Using the 'View by' drop-down, select Project. *You can also select other options.*

The screenshot shows the 'Billing Review' window with a toolbar and filter options. The 'View by' dropdown is set to 'Project'. The 'Project From' is '09-PV Country Club' and 'To' is '10-Party Planners-2'. The 'Period' is 'Last Month'. The table below shows the resulting data:

J	Inv #	Project ID	Hrs	Billable	Expense	Discount	Retainer	Net Bill	Bill	% Complete
		10 Municipal Offices - 3:	0	\$0.00	\$2,150.00	\$150.00	\$0.00	\$2,000.00	<input type="checkbox"/>	0
		10-City Health Dept:	0	\$0.00	\$46.45	\$0.00	\$0.00	\$500.00	<input type="checkbox"/>	0
	1209	10-Crystal Blue Water:	0	\$0.00	\$575.00	\$0.00	\$0.00	\$575.00	<input checked="" type="checkbox"/>	52
		10-DWP:	3	\$300.00	\$0.00	\$0.00	\$0.00	\$300.00	<input type="checkbox"/>	0
		10-Harbor:	0	\$0.00	\$8,200.00	\$0.00	\$0.00	\$8,200.00	<input type="checkbox"/>	0
j	1208	10-Hillard:1-SD	0	\$0.00	\$5,000.00	\$0.00	\$0.00	\$5,000.00	<input checked="" type="checkbox"/>	50
j	1208	10-Hillard:3-CD	0	\$0.00	\$3,200.00	\$0.00	\$500.00	\$2,700.00	<input checked="" type="checkbox"/>	50
j	1208	10-Hillard:4-CA	53.5	\$7,117.00	\$0.00	\$200.00	\$1,500.00	\$5,417.00	<input checked="" type="checkbox"/>	25
		10-Long Beach Harbor:	25.25	\$2,023.00	\$0.00	\$0.00	\$0.00	\$1,000.00	<input type="checkbox"/>	0
		10-MAIN:1-SD	3.25	\$325.00	\$0.00	\$0.00	\$0.00	\$325.00	<input type="checkbox"/>	10
		10-MAIN:2-CD	137	\$10,840.00	\$0.00	\$0.00	\$0.00	\$10,840.00	<input type="checkbox"/>	6
		10-Municipal Offices-2:	0	\$0.00	\$65.50	\$0.00	\$0.00	\$65.50	<input type="checkbox"/>	0
			222.00	\$20,605.00	\$19,236.95			\$36,922.50		

3. Using the Project From-To fields, select relevant projects to bill from the drop-down list.
4. In the Period field, select your billing period (e.g., if you bill by month, select This Month). You can also specify any Custom date range.
5. After setting the filters, click Refresh. BillQuick displays all billing records that meet your criteria.
6. Review all entries before continuing. To drill down to individual time and expense entries for a billing record, select the row and click Details in the button bar. From the list, select Time Details or Expense Details as needed.
7. If desired, adjust the Net Bill amount by applying a discount, retainer on account, or writing up/down individual time entries. Else, simply adjust the Net Bill amount manually to any value you want.

 Net Bill is the amount *to be billed* to the client. Depending on the contract type of the project, the Net Bill amount may be the total value of time and expenses charged to a project, a fixed fee amount, a scheduled bill amount, a recurring amount or a percent complete computation.

8. To process a billing record into an invoice, check the Bill option in the row. If desired, you can 'batch bill' multiple records at one time. Select the rows to bill and then click Bill Sel.
9. Finally, click Process and select Process Final from the list. If you want to produce a draft invoice, select the 'Process as Draft' option. The selected billing records disappear and move to the Invoice Review screen.
10. When you are done, click Close to exit.

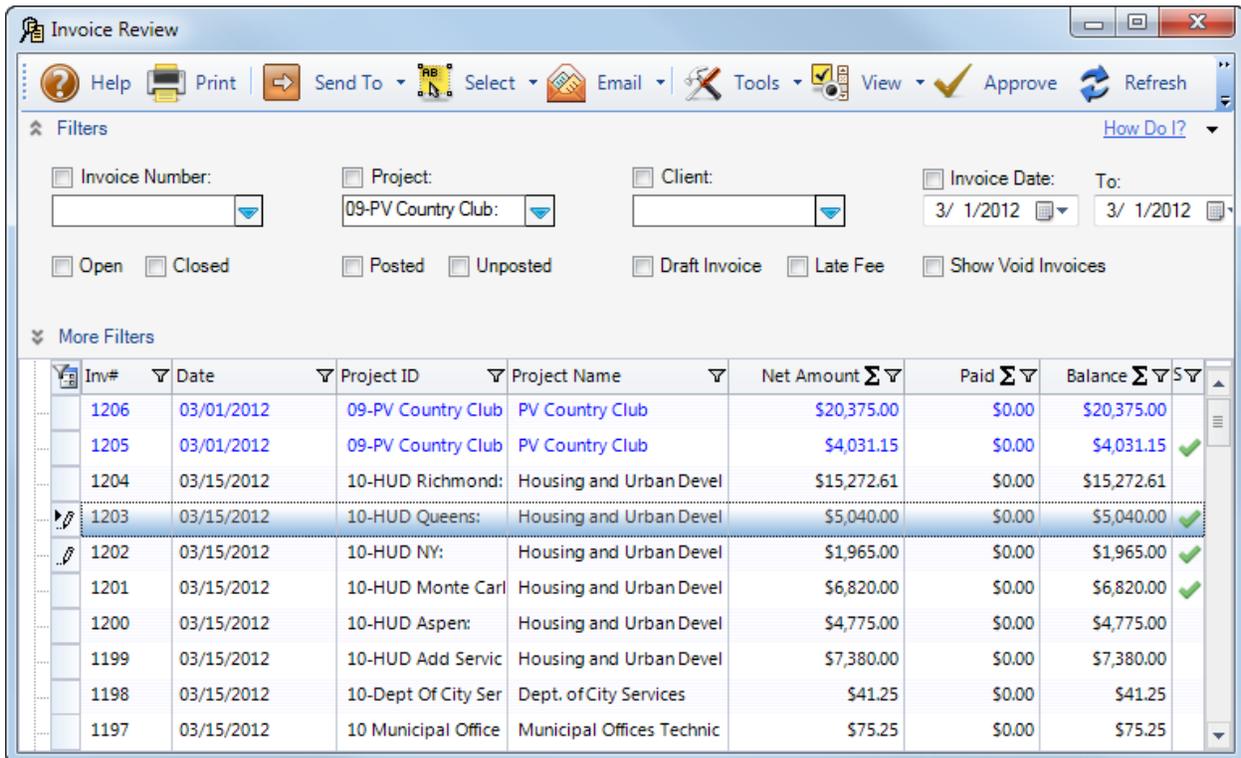
Now you are ready to review and print your invoices before sending them to your clients.

## Invoice Review

From the Invoice Review screen, you can review and finalize invoices, including draft and late fee invoices. All billing records processed from the Billing Review and Manual Invoice screens display here and can be printed or emailed to the clients.

To review and print your invoice:

1. Open the Invoice Review screen from the Billing navigator or Billing menu.



Inv#	Date	Project ID	Project Name	Net Amount	Paid	Balance	
1206	03/01/2012	09-PV Country Club	PV Country Club	\$20,375.00	\$0.00	\$20,375.00	
1205	03/01/2012	09-PV Country Club	PV Country Club	\$4,031.15	\$0.00	\$4,031.15	✓
1204	03/15/2012	10-HUD Richmond:	Housing and Urban Devel	\$15,272.61	\$0.00	\$15,272.61	
1203	03/15/2012	10-HUD Queens:	Housing and Urban Devel	\$5,040.00	\$0.00	\$5,040.00	✓
1202	03/15/2012	10-HUD NY:	Housing and Urban Devel	\$1,965.00	\$0.00	\$1,965.00	✓
1201	03/15/2012	10-HUD Monte Carl	Housing and Urban Devel	\$6,820.00	\$0.00	\$6,820.00	✓
1200	03/15/2012	10-HUD Aspen:	Housing and Urban Devel	\$4,775.00	\$0.00	\$4,775.00	
1199	03/15/2012	10-HUD Add Servic	Housing and Urban Devel	\$7,380.00	\$0.00	\$7,380.00	
1198	03/15/2012	10-Dept Of City Ser	Dept. of City Services	\$41.25	\$0.00	\$41.25	
1197	03/15/2012	10 Municipal Office	Municipal Offices Technic	\$75.25	\$0.00	\$75.25	

## Time and Billing

2. The top panel of the screen contains Filters and More Filters section, letting you specify filters for selective viewing of invoices. For now, uncheck all filters and click Refresh to display all invoices (if you created a draft invoice, check the Draft checkbox and click Refresh).
3. Select an invoice on the grid and review it. Click Print to produce a hard copy of the invoice. You can also Post, Email or Preview it.
4. When you are done, click Close to exit.

# Payments

On the Payment screen, you can record payment amount received from clients. These payments can be applied to invoices or recorded as retainers (funds on account/advance). When recording payments, you can distribute the amount over multiple invoices.

To apply a payment:

1. Open the Payment screen from the Billing navigator or Billing menu.
2. Select the View by: Client option and choose the desired Client ID.

Apply	Project ID	Inv #	Date	Net Bill	Paid	Bal	Amt Applied
<input checked="" type="checkbox"/>	09-PV Country Club:	LF-1042	04/01/2011	\$2.27	\$0.00	\$0.00	\$2.27
<input checked="" type="checkbox"/>	09-PV Country Club:	1205	03/01/2012	\$4,031.15	\$0.00	\$1,033.42	\$2,997.73
<input type="checkbox"/>	09-PV Country Club:	1206	03/01/2012	\$20,375.00	\$0.00	\$20,375.00	\$0.00
<input type="checkbox"/>	09-PV Country Club:	1207	03/01/2012	\$297.62	\$0.00	\$297.62	\$0.00
<input type="checkbox"/>	09-PV Country Club:	1161	04/16/2012	\$2,735.00	\$2,719.92	\$15.08	\$0.00

## Time and Billing

3. Select a Project ID (optional), Date and Pay Method to be used for recording payments.
4. Enter the total payment in the Amount field.
5. Now decide which invoices should receive the payment. To automatically apply the payment amount (oldest to newest invoice), check the Auto Apply option. To apply the payment manually to individual invoices, check the Apply option in the grid.
6. BillQuick automatically updates the Balance due for the listed invoices as you apply the payment. When you are done, click Save.
7. BillQuick prompts you to save any unapplied amount as a retainer. Click Close to exit.

# Reports

Reports contain information to help you understand what exists in your company database, what is due to you, the status of work being performed, utilization of resources, unbilled and billed work, and much more. They compile and present recorded and processed information. BillQuick includes more than 400 reports and 150 invoice templates, each with filter options that allow you to review precisely the information you need.

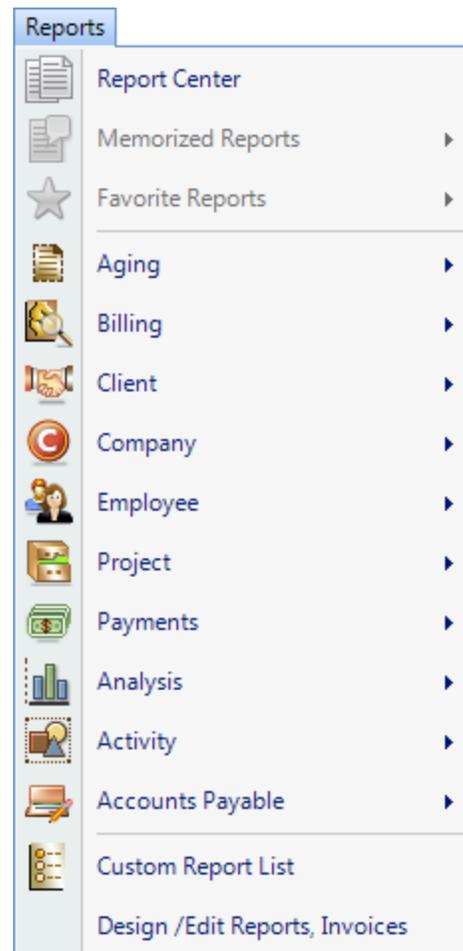
BQE Software develops all reports using Crystal Reports, the most widely used report writer software. Also, all your reports and invoice formats can be customized by the BQE Reports Team.

## BillQuick Reports

BillQuick reports can be produced by selecting one from the Reports menu, Report Center or any BillQuick screen (in-context reports).

To view or print a report:

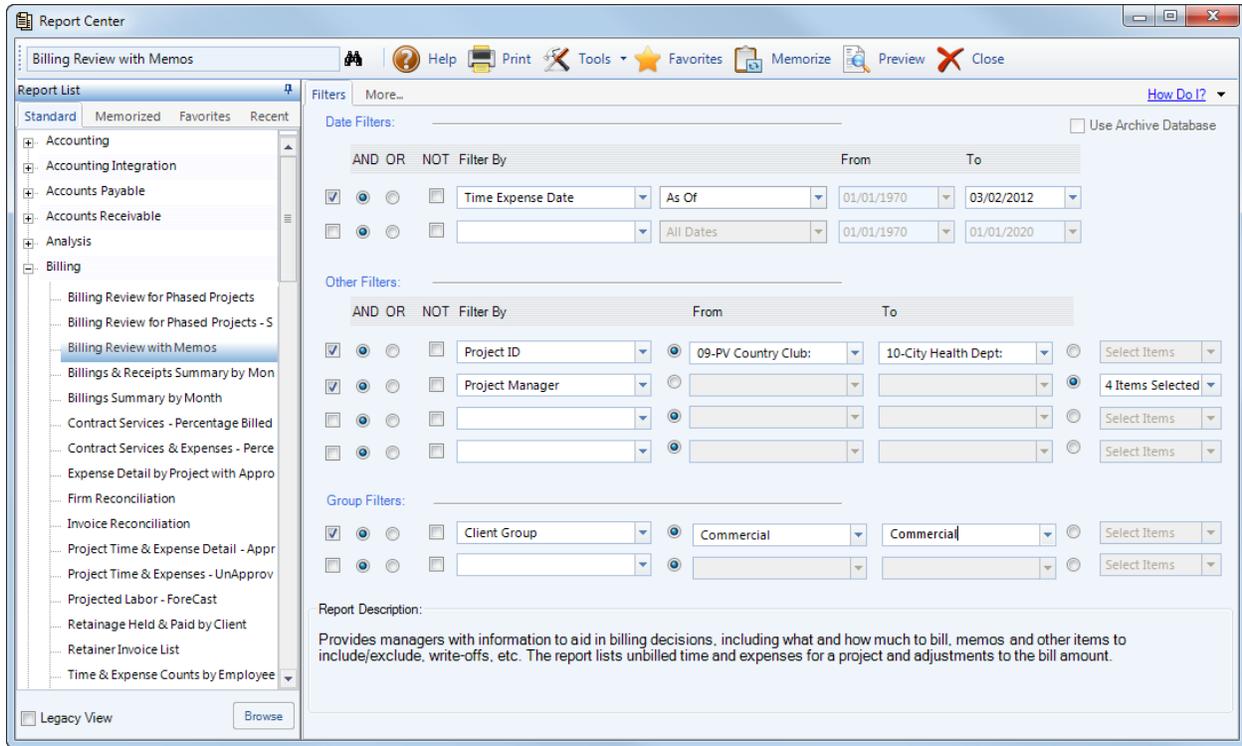
1. Select a report from the Reports menu. E.g., Analysis, Gross Margins.
2. From the Report Filters screen, apply filters to view specific data (by dates, clients or projects).
3. Once you have applied the desired filters, click Preview or Print.



## Reports

Alternatively,

1. Open the Reports menu and choose Report Center.



2. Under Report List, click  to open a category of reports and select the desired one. You can see its preview on the More tab.
3. On the Filters tab, you can apply Date, Other and Group Filters by selecting items from the drop-down lists.
4. Click Print or Preview to view the report.
5. When you are done, click Close to exit.

 BillQuick comes with several sample databases. Select one from the File menu, Open Sample Company. Use it to preview reports to better understand the information within each.

# Troubleshooting

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Various technical issues related to the installation and start-up of BillQuick are discussed here.

## **Microsoft Access Database File Security**

*Can I prevent users of Microsoft Access from reading my database?*

BillQuick database is protected by an encrypted access password. This password can be changed from the default (admin) to anything you like from the Global Settings screen.

## **Installation on D Drive**

*I want to install BillQuick on my D drive, but it still copies files to my C drive.*

BillQuick copies some driver and library files to your windows directory. If your windows directory is on C drive, some files will be copied to your C drive. The program files will be copied to the directory that you specified during installation.

## **Two Companies**

*I own two companies. Can I use BillQuick to maintain both companies?*

Yes, and the simplest way of doing that is by creating a separate database for each company. If you wish to maintain only one database for both companies, you must create a separate set of invoices, statements and other report files using Crystal Reports for both. You will need to purchase a second license for the other company.

## **BillQuick Start-up with .Net Framework Update**

*Microsoft update does not install properly on some machines.*

This is due to programs accessing the .Net framework 2.0 at the time of update. This causes a corruption in the .Net 2.0 and will cause programs that use this framework not to open properly. Microsoft .Net framework 2.0 and its updates must be uninstalled and reinstalled without any services accessing this framework at the time of installation. Microsoft has also made available a .NET framework cleanup tool that enables you to uninstall the .NET framework and then reinstall it. More information and newer versions of the .NET framework can be found at:

<http://support.microsoft.com/kb/923100>

## **Company Name with Apostrophe**

*My Company name has an apostrophe in it and when typing it in the BillQuick Startup Interview, it does not let me enter the apostrophe.*

Enter the company name without the apostrophe. When you finish the interview and are in the BillQuick program, click on the View menu and choose Company. You can now add the apostrophe to your Company name and save changes.

## BillQuick and Active Directory Services

*How can I install BillQuick on workstations connected to the Domain Network using Active Directory Services?*

To do so, follow these steps:

1. Download the latest setup of BillQuick from our web site (<http://www.bqe.com/try.asp>).
2. Choose a network server drive accessible by everyone. E.g., Y:\ Drive as Network Drive or [\\NetworkServer\Share\](#)
3. If BillQuick setup file is in a zip format, please extract the files from it to your machine.
4. Run the setup file from command line with '/A' switch: E.g., BillQuick2012Setup.exe/.
5. Installation process will start and ask to you provide a network path to copy the msi setup files. Using /A switch will copy the installation files to the network folder.

Now the installer is in msi format, and can be pushed to workstations using a Windows Active Directory GPO. You can create a special OU in Active Directory, and include everyone who needs BillQuick. Create a GPO in the domain to install from the administrative install point, and set it to run at install time.

## Microsoft Installer Setup for BillQuick

*How to create a Microsoft Installer (msi) setup file for BillQuick?*

Follow these steps to create an msi set-up file for BillQuick:

1. Download the latest setup of BillQuick from our web site (<http://www.bqe.com/try.asp>).
2. If BillQuick setup is in a zip file, please extract the files from it on to your machine.
3. Run the setup file from command line with '/A' switch: E.g., BillQuick2012Setup.exe /A.
4. Installation process will start and ask to you provide a path to copy the msi setup files. Using /A switch will copy the installation files to the path specified.
5. Open the folder you specified and you will find the msi setup file there.

## Installer Constantly Launching

*Every time I go into Microsoft Access database, the installer pops up prompting me to install BillQuick. I click Cancel, but it is very annoying. How do I stop this?*

The most common reason for this is that when some other software was installed, it ended up replacing some of the common library files with an older version. To correct this problem, please reinstall BillQuick on your machine. You can download the latest copy of BillQuick from our web site at:

<http://www.bqe.com/Try.asp>

If you are using an older version of BillQuick, you can download that from:

<http://www.bqe.com/Support.asp?pagelD=Download>

## BillQuick Update Not Getting Installed

*Every time I open BillQuick, it says I need to download the latest update. After download, when I close the program, it asks my permission to install the update and I click OK. The next time I start BillQuick, it prompts me again to download that update.*

The most common reason for this problem is that the user has installed BillQuick in a folder other than the default C:\Program Files\BillQuick2012 or one specified by the user in User Preferences. However, you must download the full version of BillQuick from our web site and install that. From that point onwards, the update installer will know where you installed BillQuick and it will then update the correct folder.

Another workaround is to manually copy the contents of the C:\Program Files\BillQuick2012 folder to the actual BillQuick installation folder.

### Repair Database Error

*While repairing BillQuick database using the Repair and Compact option from the Utilities menu, I get an error message -2147467259.*

This error occurs if you have not set proper access rights to the folder containing the BillQuick database on the network. In order to correct this, you need to right-click on the folder containing BillQuick database. Go to Properties, Sharing tab and check 'Allow Network users to change my files'. These changes should be attempted on a server and not from any other computer connected on the network.

### Evaluation Message for BillQuick Lite

*I downloaded BillQuick Lite knowing it is free, but it says that I have 30 days of evaluation left.*

BillQuick actually provides an evaluation copy of its software to the users so that they can evaluate its full functionality. If you requested for the free BillQuick Lite registration and license keys, you can continue using it beyond the 30 days. To order your license and registration keys for BillQuick Lite, click on the link below:

<https://www.bqe.com/Promo/BillQuickLite/OrderPage1.asp>

### Login Error When Upgrading

*When a user converts an older version of BillQuick database, it displays the following message after login.*

Number of authorized users = 0

Number of logged users = 0

This problem occurs on installations that previously used BillQuick in evaluation mode. The problem also occurs when the user enters registration key prior to entering the license key. You can correct the problem by upgrading your executable with the latest version. If you have not done so using the automatic upgrade, you can download the latest build executable from our web site. Simply extract the content of the zip file and copy the executable to your BillQuick installation folder. By default, BillQuick 2012 is installed in C:\Program Files\BillQuick2012 folder.

<https://www.bqe.com/Support.asp?pagelD=Download#BQ2012>

### License Key after Program Expires

*User received a new License and Registration Key but cannot enter it because his 30 day trial period has already expired.*

We recommend that you get your license and registration keys at least 10 days prior to the expiration of the trial product. Remember it takes up to two business days to receive a BillQuick license key via email.

If your evaluation period has expired, do the following to gain temporary access to BillQuick:

1. In the System Tray (lower right corner of your screen), double click on the time.
2. Change system time to a prior date (a date before your 30 day trial period expired). If you have any time sensitive applications running, please remember to exit those before changing the system date.
3. Click on the Apply button.
4. Run BillQuick. Follow the licensing instructions that were mailed to you.
5. Once you have successfully entered the license and registration keys, change the system date back to the current date.

### **BillQuick under Windows Terminal Server**

*What can we do to allow concurrent access to BillQuick under Windows Terminal Server?*

BillQuick is compatible with Windows 2000/2003 Terminal Server. All you need to do is install the latest version of BillQuick 2012 on your Windows Terminal Server and follow the Terminal Server instructions to call BillQuick application to your terminals.

### **Run-time Errors in Vista Gadget for BillQuick**

*I am getting run-time errors when trying to log to the database from the MS Vista Gadget for BillQuick. It displays:*

A Runtime Error has occurred. Do you wish to Debug?

LINE: 179

ERROR: Data type mismatch in criteria expression.

This looks like an installation problem in Vista. Try the following:

1. Uninstall BillQuick Vista Gadget.
2. Turn Off UAC.
3. Reinstall BillQuick Vista Gadget.

### **Unrecognized Database Format**

*I am getting an error message that the database format is unrecognized.*

Unrecognized database format typically indicates a corrupt data file. Save a copy of it and then try to restore it from the Utilities menu.

If you are using Access database, you can try 'Compact and Repair' feature of MS Access. If you are using a shared Access database, make sure that no one else has it open. Please take a backup of your database prior to trying 'Compact and Repair' option.

1. On the Tools menu, point to Database Utilities and then click 'Compact and Repair Database'.
2. In the 'Database to Compact From' dialog, specify the Access file you want to compact and then click Compact.
3. In the 'Compact Database Into' dialog, specify a name, drive and folder for the compacted Access file.
4. Click Save.

If you use the same name, drive and folder, and the Access database or project is compacted successfully, Microsoft Access replaces the original files with the compacted version.

The best way to fix it would be to open the database in Microsoft Access 2000 or 2003 and run repair and compact utility. If you are unable to open the data file in Access, then download the Microsoft Jet Compact utility and install it (<http://support.microsoft.com/kb/295334>). Run the Jet Compact utility and compact it as 4.x and see if that works.

### **Error Message upon Opening BillQuick**

*Sometimes I get an error message upon opening BillQuick, or when creating or opening a standard/MS Access database: "Could not delete from specified tables."*

BillQuick is unable to communicate with your database due to one or more of the following:

- The computer's user account does not have sufficient security rights to the folder in which the database is located (see 1 below).
- The folder or the database is checked as 'Read-only' (see 2 below).
- The database has been automatically blocked by your computer's security settings (see 3 below).

You will need to log in to a computer on your network as the 'Administrator' to edit user security rights. Using Windows Explorer, navigate to the folder where your database is located; right-click on it and select Properties. Go to the Security tab. Select the User Account you were logged in with and check the option 'Full Control'. Click Apply to make the change and OK to close.

Using Windows Explorer, navigate to the folder where your database is located, right-click on it and select Properties. Uncheck the Read-Only checkbox and click Apply. If prompted, select 'Apply changes to this folder, subfolders and files' and click OK. Click OK on the next screen to close.

Using Windows Explorer, navigate to the folder where your database is located, right-click on it and select Properties. If you have the option available, click on 'Unblock'. Click Apply to make the change and OK to close.

### **Invalid License Key**

*After entering your license and registration keys on the Product Activation screen, you receive a message 'License Key Invalid.'*

You may receive this message because of the following reasons:

- Your company name has not been entered exactly as BQE Software has it registered. Please check your 'License and Registration Keys' email to verify the correct spelling of your company name. If it is entered incorrectly when you press 'Already Purchased' the spelling must be corrected in the Company screen of BillQuick. If you are already outside of your 30-day trial and can no longer open BillQuick, please contact BQE Software.
- The license key may have already been activated on another computer. Enter only the registration key to fully license additional stations.
- You might have opened an incorrect company file. When clicking 'Already Purchased', if the Company Name reads 'Hendricks Consulting LLC', you must open your own database or create a new one.
- BillQuick license keys change when you upgrade your software from a previous year. Please verify that you are using the correct keys.

### **Login Failed When Connecting to SQL Database**

*When trying to connect BillQuick to a SQL Server database, login failed for user. The user is not associated with a trusted SQL Server connection.*

This problem is typically due to the fact that your SQL Server has been configured to operate in 'Windows Authentication' mode and doesn't allow the use of SQL accounts.

1. Log in to your local machine as Local Administrator (SQL Server instance machine) and log in to SQL Server instance using Windows Authentication.
2. Change the Authentication Mode of the SQL Server from 'Windows Authentication Mode (Windows Authentication)' to 'Mixed Mode' (Windows Authentication and SQL Server Authentication).
3. Enable 'sa' login.

4. Restart the service.

### **BillQuickSQL Login Not Accessing SQL Database**

*Login Failed for user BillQuickSQL Error Num=5 after upgrading BillQuick from a previous version using a SQL backend*

BillQuickSQL login does not have access to the newly updated SQL database. The BillQuickSQL account did not get properly assigned to your new database. Follow the steps below to assign the BillQuickSQL user to your SQL database:

1. Open BillQuick on a computer that is connected to your updated database.
2. Go to Utilities menu, Optimize and run Optimize Tables option.
3. Once completed you should be able to use the BillQuickSQL login with the default 'admin' password to connect to your SQL database.

### **Microsoft JET Database Engine Error upon BillQuick Launch**

*Upon launching BillQuick, user gets the following error message:*

*Unable to open Data File  
Error No= -2147467259 COM  
Error: Unspecified error  
Error Source= Microsoft JET Database Engine  
Error Description= Unrecognized database format*

The Microsoft Access (Standard) database has become unstable or corrupt and needs to be repaired. If you have Access 2000 or 2003 installed on a workstation, please follow the steps below:

1. Make sure that everyone has closed BillQuick.
2. Open Microsoft Access. Go to File menu, Open.
3. Navigate to the location of your database and open your Access database (this file location should be displayed in the error message if you are unsure of the location).
4. Enter your password when prompted (the default is 'admin').
5. MS Access will recognize that your database needs to be repaired. Select Yes.
6. Once Access has repaired your file, open BillQuick.
7. Go to Utilities menu, Optimize. Run all the utilities available in the order of the menu.
8. Once all utilities are run, it is safe for other employees to open BillQuick.

### **Customized Port for SQL Server**

*I have set my SQL Server to operate on a port other than the standard 1433 but BillQuick will not connect to my server.*

When connecting to the SQL database, instead of using 'server\instance' for the Server Name, use server IP address,port. E.g., if the IP address is 192.168.5.2 and the port is 3003 you would use 192.168.5.2,3003 for the Server Name.

*Congratulations!* You have now successfully installed BillQuick and understood its basic functionality. To learn more about this program, check the **BillQuick Help** or visit [www.bqe.com/ProductOverview](http://www.bqe.com/ProductOverview). You can also check out the [BillQuick Report Book](#).

Many professionals or employees are often out of the office and may not be able to get back to their desk in time to fill in their time card or expense log. Web Suite gives you 'access anywhere' capability. Check out <http://www.bqe.com/Products.asp> for more details.

BillQuick smoothly integrates with QuickBooks® (by Intuit), Peachtree (by Sage) and MYOB (Australia). You can also easily and quickly convert Timeslips® and Wind2/FMS® data to BillQuick with our in-built conversion tools.

For more information, visit us at [www.bqe.com](http://www.bqe.com). If you have any trouble using BillQuick, please contact BillQuick Support at (310) 602-4030 or [Support@bqe.com](mailto:Support@bqe.com). For other questions, please call us at (888) 245-5669 (US and Canada) or (310) 602-4020; or email [Sales@bqe.com](mailto:Sales@bqe.com).