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MOUNTAIN
SOFTWARE

DENALI

SERVICES AND COMPANION PRODUCTS

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SUP00005 052022

Support Available with Denali   5

Companion Products in Denali   11

Chapter
1

Support Available with Denali

Support Programs Available

Support Services Available

DENALI

Cougar Mountain Software's goal is to provide the best possible product to our customers. Part of our product quality is the ability to effectively use Denali to meet your business needs. We offer several services to help ensure that you get the most out of your purchased package. This guide is designed to provide insight into the programs and services available with Denali, along with how to set up and work with enhancement products.

Support Programs Available

Cougar Mountain offers several support solutions to help ensure your business wellness. Some of the solutions provide access to continual updates of the software, while others provide discounts on support or training. Review all of these support programs to ensure you purchase the best solutions for your business. For additional information on any program or service available from Cougar Mountain, contact your account executive at (800) 388-3038 or visit our website at www.cougarmtn.com.

Software Assurance Program

Our Software Assurance programs provide a range of services to ensure that you have the latest version of the software. This means that in addition to receiving any service packs that become available during your agreement term, you also receive any new versions of the software. Along with providing peace of mind that your software is up to date, you also receive discounts on support and training, access to the customer service site, and access to the knowledge base, and basic or premium e-learning. We offer two Software Assurance programs to meet your individual needs: Standard and Premier. For more information on Software Assurance, or to purchase or upgrade your current program, contact your account executive at (800) 388-3038 or visit our website at www.cougarmtn.com.

Standard

This is the basic plan and includes the following services and features:

- access to Customer Service site
- access to FAQ Knowledge Base
- maintenance releases and service packs
- version upgrades
- 10% discount on support
- 10% discount on classroom and telephone training
- basic e-Learning

Premier

This upgraded plan includes all of the Standard plan services and features, plus 20 hours of online or telephone support.

- premium e-Learning
- 20 hours of online or telephone support (this must be used during the term of the subscription)

Telephone Support

Our support programs and supplemental services provide you with fast and efficient resolutions to your problems, which helps to maximize your investment in your software. We offer two levels of telephone support to meet your individual needs: Basic and Priority. For more information, or to sign up for this program, contact your account executive at (800) 388-3038. If you wish to view more about these plans, visit our website at www.cougarmtn.com.

Basic Plan

With this annual plan, you receive support in the order your call is received. The plan also includes these key features:

- telephone support during local business hours (see website for hours)
- 24x7 access to online, self-service resources
- access to software updates

Support Services Available

In addition to the various support solutions, Cougar Mountain goes a step further by offering services that include the following:

- help convert your data when you install or upgrade
- assist with hardware connection to Denali software
- assist with the installation of Denali software and/or companion products
- train your employees on Denali software functionality

We suggest you review the information in this section to see all the ways Cougar Mountain can help ensure a smooth transition for your business.

Data Conversion

Whether you are upgrading to Denali from another accounting program or upgrading your version of Denali, we can help convert your existing data.

If you are upgrading from CMS Professional to Denali, we can convert your data for you. We do this by either walking you through the process via telephone or connecting with your computer through the Internet and doing the conversion for you.

If you are installing Denali for the first time and need to convert data from another program, we can help through our Universal Bridge or QuickBooks® import tool.

If you need assistance, contact a Customer Service Specialist at (800) 390-7053.

Hardware Support

At this time we support any hardware device we sell to you. This support includes installing, setting up, and maintaining the hardware for use with Denali software.

Point of Sale Hardware

This list shows the types of Point of Sale hardware that we have available for purchase and that we support.

- POS registers
- Barcode scanners
- Pole displays
- Cash drawers
- MSR/CC readers
- Receipt printers
- Keyboards
- Data collectors
- Monitors
- Battery backups
- PINPads
- Check readers
- Check frankers

Installation Services

Cougar Mountain Software is dedicated to making your transition to our products swift and easy. As a newly registered Denali owner, you can receive our skilled setup assistance via telephone as part of your software purchase if you have not already attempted installation. You can choose to purchase additional services such as on-site installation of hardware (for example, servers, point of sale registers, and networking cable) to help ensure the installation process is as worry-free as possible.

For more information on installation services, contact your account executive at (800) 388-3038 or visit our website at www.cougarmtn.com.

Online Data Backup and Recovery

Cougar Mountain Software offers Cougar iVault, a managed online data backup and recovery solution. Not only is your data safely backed up, but you don't even need to manage the process—we can do it for you. However, if you choose to oversee the process yourself, you will find that you have many options with which to manage your data. For example, you can set up backups to begin automatically, create custom schedules, and restore a single file or your entire system at any time of day. You can choose from several different plans depending on the amount of data you have. Using Cougar iVault, your most valuable asset—your data—is insured.

For more information about this service, contact your account executive at (800) 388-3038 or visit our website at www.cougarmtn.com.

Training

While Cougar Mountain Software is a comprehensive business accounting solution, the information you can get from the software will only be as good as the information you put in. Therefore, the more you know about the software's features and functions, the more you will be able to take advantage of all that the software has to offer. For this reason, we consider training to be a critical part of the learning process. We offer several different types of training–one or more are sure to meet your educational needs, time constraints, and budget. Contact Cougar Mountain at (800) 388-3038 for your training needs.

Client-Site Learning

If you have a larger number of people to train, you may want to consider on-site training. In this scenario, one of our professional trainers travels to your site and works with your employees. One advantage to this type of training is that you can train as many people as necessary without incurring additional costs and you can have specific people participate in specific sessions that suit their job duties. For example, during the training for Purchase Order, only employees who work in the module need to be present. This type of training allows your business less interruption in daily productivity. Another advantage of on-site training is that you can work with your own business' data and business practices while focusing on the specific needs of your business.

Online Learning

Training can also be done over the telephone in conjunction with online resources. With online learning you and your employees can work with one of our professional trainers to focus on whatever specific parts of the software you choose. Through network streaming technology, the trainer is able to see your computer screen and you are able to see his. This way you can work with either your own data or the demonstration data to learn how to best utilize the software for your business. This is a great solution if you have one or two modules that are new to you, and you want thorough training on them without traveling to our training facility or having a trainer come to you.

Chapter

2

Companion Products in Denali

3dCart E-commerce

Aatrix State and Federal Payroll Forms

Automated Payment Collection with PayPal

AvaTax Automated Sales Tax

BarTender Label Generator

Crystal Reports

Expensify

NeonCRM

QuickBooks Time

TSYS

DENALI

Cougar Mountain provides you with solutions to many of your business and accounting needs. This chapter includes a view of each companion product available, what each product provides, how they interact with Denali, and what settings you need to adjust before you use them.

3dCart E-commerce

3dCart is an e-commerce platform that allows you to set up a hosted online store. You can integrate Denali with 3dCart to import e-commerce orders through the Sales module. Orders you import will post to the General Ledger accounts you indicate in the integration window. To use 3dCart, you need to have Order Entry and Inventory installed. If you use 3dCart without Accounts Receivable, all orders will post in Denali as cash sales.

See the documentation provided by 3dCart for information about how to use 3dCart.

> **CAUTION:** *You cannot currently use multiple shipping addresses in 3dCart with Denali. Denali will choose one address and all items will be shipped to that address.*

Configuring 3dCart for Denali Integration

To use 3dCart with Denali, you must set up the API settings in 3dCart to allow Denali to access it.

To configure the API settings:

1 After you log into 3dCart, click **Modules** from the left menu.

2 Navigate down to the **REST API** icon and click **Settings**.

3 Click **Add** in the upper right corner.

4 In the **Public Key** box that opens, enter *32bf15227c9a6fce07abebff94d3e791.*

5 Click **Save**.

Denali is now added as an application in 3dCart. After you complete this, contact the Cougar Mountain Software Operations department at (800) 390-7053 or email operations@cougarmtn.com to let them know 3dCart is connected to Denali and you need your Denali token. Cougar Mountain will then send you a unique token that you need to enter in the Denali Sales Set Up 3dCart window.

We recommend you leave your browser window open so you can copy your store website name from 3dCart and paste it into Denali.

Integrating Denali with 3dCart

To integrate Denali to 3dCart, you need to enter 3dCart information in the **Sales Set Up 3dCart Information** window.

To set up integration with 3dCart:

1 In Sales, select **Options** > **Set Up 3dCart Integration** from the left navigation pane.

Figure 1: *Sales Set Up 3dCart Integration*

2   Enter the URL of your 3dCart storefront in the **3dCart Store Website** field.

> **NOTE:** To locate your URL in 3dCart, navigate to **Settings** > **General** > **Store Settings**.
> Locate the **Store URL** box and copy the address in the field.

3   In the **3dCart Token** field, enter the token you received from Cougar Mountain. You will receive your unique token after you set up Denali in the 3dCart REST API settings and contact the Cougar Mountain Operations department. See "Configuring 3dCart for Denali Integration" on page 12 for information about setting up Denali as the REST API.

4   In the **Default** group box, enter the Denali Codes you want to use for transactions you import. If integration is on, you can use the Lookup to select the Codes. These codes are required.
You cannot change the codes when you import transactions, so be sure these Codes are attached to the accounts you want e-commerce orders to post to.

5   In the **3dCart Transaction Status to Import as Paid Invoices** group box, select the check boxes for the order statuses you want to import from 3dCart. You must select at least one check box to import orders.
You should only import orders that are ready to post. The disabled check boxes represent 3dCart statuses that are not ready to post and are therefore not available to import into Denali.

6   If you want Denali to change the status of orders in 3dCart when you import them, select the **Update status after import** check box and from the drop-down, select the status you want to update the orders to. This saves you the step of manually changing the order status in 3dCart after you import.

Exporting Stock Items from Denali to 3dCart

If you have stock items set up in Denali, but not in 3dCart, you can use the export feature in the Denali Inventory module to more quickly add stock items to 3dCart. You can export your stock items in a comma delimited file and import them into 3dCart.

> **CAUTION:** *We highly recommend you only use this process to initially set up your stock items in 3dCart. If you import files using an option other than Insert Only, the import will overwrite any stock items that exist in 3dCart.*

To export stock items from Inventory:

1 In Inventory, select **Inventory Items** > **Import / Export Stock Information** from the left navigation pane.
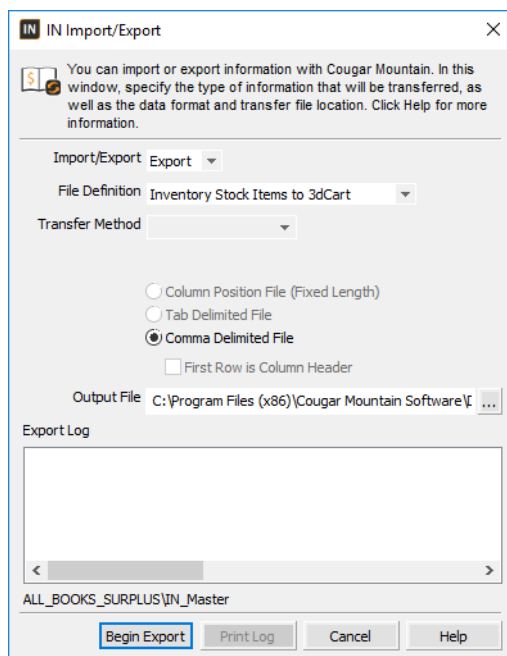

Figure 2:   *IN Import/Export window, Inventory Stock Items to 3dCart selection*

2 From the **Import/Export** drop-down, select **Export**.

3 From the **File Definition** drop-down, select *Inventory Stock Items to 3dCart*.

4 Use the browse button next to the **Output File** field to select where you want to save the export file.

5 Click **Begin Export**.

You can view the file format requirements for 3dCart in the Inventory User's guide.

To import stock items into 3dCart:

1 In 3dCart, select **Products** > **Product List**.

2 Click the **Export/Import** button at the top of the screen.

3 In the **Import** area, click the plus sign to expand the **Products** section.

4 Depending on your browser, select the **Choose File** or **Browse** button and find the Denali comma delimited (.csv) export file you saved.

You can select **Sample File** to view a sample 3dCart import file to be sure your file format matches 3dCart requirements.

5   After the file you selected appears in the field, select **Import Data**.

6   Select the import option that meets your needs.
    If you select an option other than **Insert Only**, you will overwrite existing files. See the documentation provided by 3dCart for specific information about these options.

    After you import your stock items, you will need to add descriptions, weights, images, and other information in 3dCart.

Importing Orders from 3dCart to Denali

After you have orders in 3dCart, you can import them to Denali. Orders imported from 3dCart will automatically post to the accounts you set up in the **Sales Set Up 3dCart Integration**. You cannot edit the orders or change the accounts they post to. Be sure the orders you import are ready to post. Any order corrections should be made in 3dCart before you import into Denali.

To import orders from 3dCart:

1   In Sales, select **Order Entry Tasks** > **Import Orders from 3dCart** from the left navigation pane.

Figure 3: *Sales Import Orders from 3dCart*

2   Enter the range of transaction dates for the orders you want to import.

3   Enter the range of customer email addresses and invoice numbers you want to import. If you want to import all orders for the selected dates, leave the fields blank.

4   Select **OK** to begin the import.
    An Edit report appears during the import process so you can make sure the orders are correct. If you find any errors, cancel the import, correct the errors in 3dCart, and import the orders again.

Important Notes about Importing Orders

- If you are integrated to Accounts Receivable, you can select the **Create new customers from import** check box if you import orders for customers that don't exist in Denali and you want to create records for these customers. Existing customers will also be updated with any changes. A Customer Import Report will appear during the import process that shows you the Denali customers that were created and updated.

To find existing customers, Denali matches customer email addresses to addresses in 3dCart. If the email address in 3dCart doesn't exist on a Denali customer record, the new Customer Number in Denali will be the email address from 3dCart.

If you leave the check box unchecked and a customer does not exist in Denali, the order will import as a cash sale and no customer records will be updated.

- Orders from 3dCart are imported into a separate batch and automatically post as part of the import process. After you check the Edit report and select to post your orders, a Posting report appears.

- Because orders you import are considered paid for and complete in 3dCart, Denali uses the payment type *WebPay* to distinguish 3dCart orders on reports.

- Orders will not import and you will receive an error report if any of the following are true:

  The IN stock number in Denali does not match the 3dCart **ID/Sku** field.

  You don't have enough stock on hand to complete the order.

  You use Multi-Location Inventory and the location you set up to use with 3dCart does not have enough stock on hand.

  Invalid data is found.

- Invoice numbers you import from 3dCart will be assigned new invoice numbers in Denali to prevent duplicate invoice numbers. You can reprint invoices from history to view the original 3dCart invoice number.

- Orders from 3dCart automatically have the tax type WEBTAX distributed evenly across all detail lines on the orders. If you need to adjust tax amounts, you will need to enter adjustment transactions in Accounts Receivable. You cannot use WEBTAX on manually entered transactions.

- If you import orders with serialized or lot numbered items, Denali will assign existing serial or lot numbers to the stock items based on the valuation method on the IN Code attached to the stock item.

Aatrix State and Federal Payroll Forms

Denali integrates with Aatrix, a developer of State & Federal payroll tax forms, to offer a solution for your tax reporting. You can access Aatrix through the Denali Payroll interface. Aatrix instantly populates fields and prepares state and federal forms that you can print or eFile.

To use Aatrix, you need to run Denali as an Administrator. If your user does not have Administrator rights on the system, you can change their Denali security in the **Change Application Security** window.

To access this window, open the **Client Utilities** menu from the Denali by Cougar Mountain folder. Select **Change Application Security** and in the window choose **Run as Invoker**. This will let your user run Denali as if they had Administrator rights and Aatrix will work correctly.
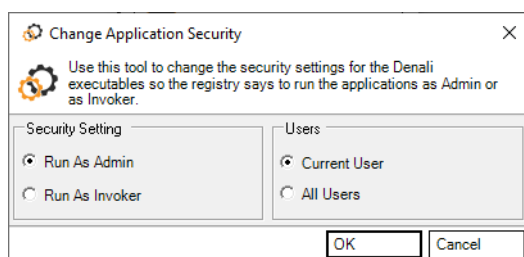

Figure 4: *Change Application Security window*

After you install Aatrix, select **Reporting** > **Tax Reports** to access the Aatrix Forms window. Choose the report you want to view. You can click the **Display** button to view a list of tax tables that have updates available and select which tables to update.

Figure 5: *PR State and Federal Payroll Forms*

For additional information on Aatrix reports, refer to the Aatrix documentation.

ArcBill

ArcBill is a bill management app that integrates with Denali Accounts Payable. Your employees can enter bills and payments through ArcBill and then import the transactions into Denali.

To use ArcBill with Denali, you need to integrate Denali to ArcBill, make sure you have the same vendors in both programs, and export your GL expense accounts into ArcBill. You must have Accounts Payable and General Ledger installed to use ArcBill.

See the ArcBill documentation for instructions on how to use the app.

To integrate Denali and ArcBill:

1   In Accounts Payable, select **Options** > **Set up the Module Preferences** from the left navigation pane. The **AP Modules Preferences** window will open.
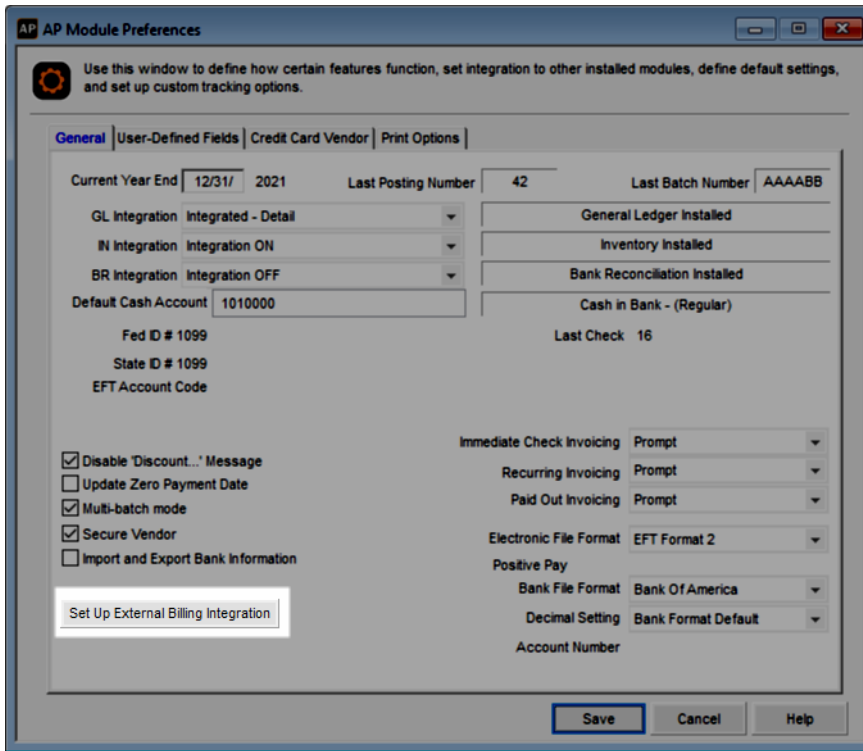
Figure 6: *AP Module Preferences, Set up External Billing*

2 Click the **Set Up External Billing Integration** button at the bottom of the window. The **External Billing Setup** window will open.
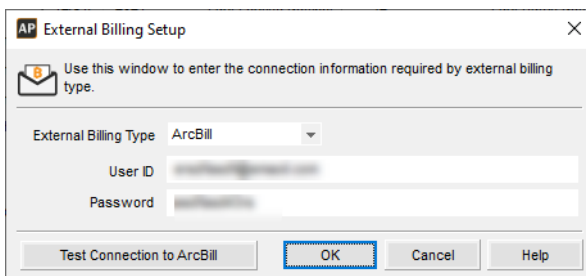
Figure 7: *External Billing Setup window, ArcBill*

3 From the **External Billing Type** drop-down, choose *ArcBill*.

4 Enter the User ID and password you received by email.

5 Click the **Test Connection** button to make sure your connection is working.

6 Click **OK** to close the window.

You will now be able to import and export vendors, export your GL expense accounts, and import bills.

To import vendors into Denali:

1 In Accounts Payable, click **Vendor Accounts** > **Import/Export ArcBill** from the left navigation pane. The **Import/Export ArcBill** window will open.
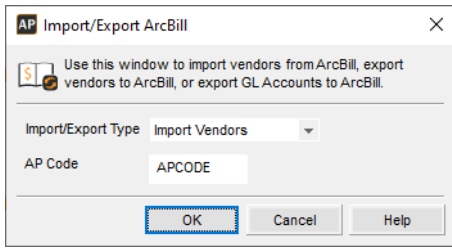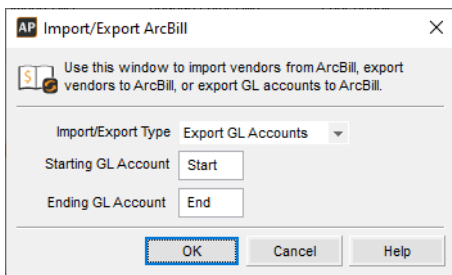
Figure 8: *Import/Export ArcBill, Import Vendors*

2 From the **Import Export Type** drop-down, select *Import Vendors*. The **AP Code** field will appear.

3 Choose the AP Code you want to attach to the imported vendors. All vendors must have an AP Code. You can edit this Code in the AP Vendors window after you import.

4 Click **OK**.

All the vendors in ArcBill will be imported into Denali.

To export vendors or GL expense accounts from Denali:

1 In Accounts Payable, click **Vendor Accounts** > **Import/Export ArcBill** from the left navigation pane. The **Import/Export ArcBill** window will open.

Figure 9: *Import/Export ArcBill, Export GL Accounts*

2 From the **Import Export Type** drop-down, select either *Export Vendors* or *Export GL Accounts*.

3 Enter the range of vendors or accounts you want to export.

4 Click **OK**.

The range of vendors or GL accounts you selected will export to ArcBill. If there are errors, an error report will appear.

To import bills from ArcBill:

1 In Accounts Payable, click **Bill Tasks** > **Import Bills from External Billing** from the left navigation pane. The **Import Bills from ArcBill** window will open.
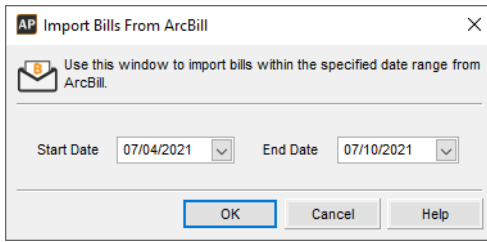
Figure 10: *Import Bills from ArcBill*

2 In the date fields, enter the start and end dates for the bills you want to import.

3 Click **OK**.

The bills will import into Denali and you can access them from the Enter Bills window.

To import payments from ArcBill:

1 In Accounts Payable, select **Payment Tasks** > **Pay Bills Automatically** from the left navigation pane. The **AP Prepare Payments Automatically** window will open.
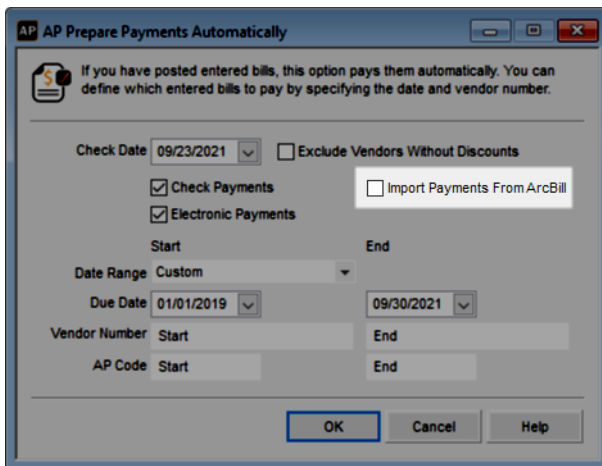

Figure 11: *Prepare Payments Automatically, Import Payments from ArcBill check box*

2 Check the **Import Payments from ArcBill** check box.

3 Enter the date range for payments you want to import. You can also filter by AP Code and vendor.

4 Click **OK**.

Payments will import into Denali and you can view them in the Adjust/Pay Bills window.

ArcTimeTracking

ArcTimeTracking is a timesheet app that integrates with Denali Payroll. Your employees clock in and out through TimeTracking and when you want to run payroll, you import the hours into Denali.

To use TimeTracking with Denali, you need to integrate Denali to TimeTracking, export your employee records, and import daily units into Denali. See the ArcTimeTracking documentation for instructions on how to use the app.

To integrate Denali and ArcTimeTracking:

1 In Payroll, select **Employees** > **Set up ArcTimeTracking** from the left navigation pane. The **Set Up ArcTimeTracking** window will open.
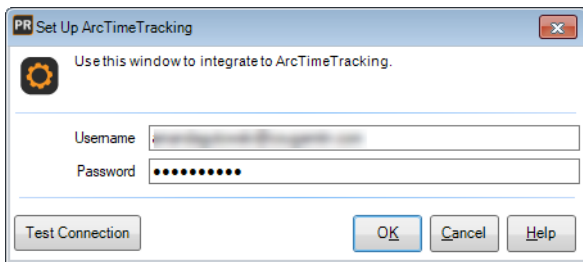

Figure 12:   *PR Set Up ArcTimeTracker window*

2 Enter the username for the TimeTracking administrator account. This is set up through the TimeTracking app before Denali integration.

3 Enter the password.

4 Click the **Test Connection** button to make sure your connection is working.

5 Click **OK** to close the window.

You will now be able to export employee records to TimeTracking. Employee records must have an email address or they will not export.

To export employee records:

1 In Payroll, select **Employees** > **Export Employees to ArcTimeTracking** from the left navigation pane. The **Export Employees to ArcTimeTracking** window will open.
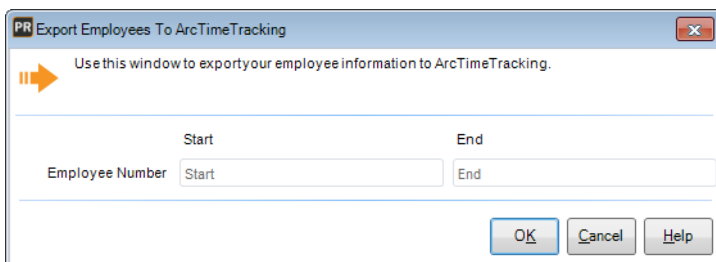
Figure 13:   *PR Export Employees to ArcTimeTracking window*

2 Enter the range of employees you want to export.

3 Click **OK** to export the selected employees.

Employee email addresses will become usernames in ArcTimeTracking. This ensures that all usernames are unique. Employees will get an email with their username and password so they can log into TimeTracking.

After your employees enter timesheets in TimeTracking and they are approved (see Arc TimeTracking documentation) you need to import the timesheets into Denali before you run payroll.

To import daily units from ArcTimeTracking:

1 In Payroll, select **Payroll** > **Import Daily Units from ArcTimeTracking** from the left navigation pane. The **Import Daily Units from ArcTimeTracking** window will open.
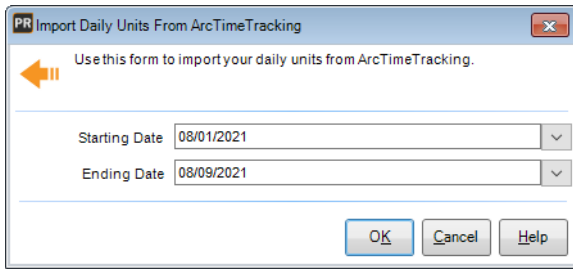
Figure 14: *PR Import Daily Units from ArcTimeTracking window*

2   Enter the starting and ending date for the range of daily units you want to import.
If any day on the timesheet is outside the range your enter, the timesheet will not import.

3   Click **OK** to import daily units.
If there are any errors during the import, you will receive an error message. You can choose to view the error report or continue to import the timesheets that don't have errors.

Only employees that were exported from Denali will have daily units imported. You can edit daily units in the window before you add them to the Prepare Payroll window.

Automated Payment Collection with PayPal

If you want to automate sending invoices to and receiving payments from your customers, you can integrate Denali with PayPal. After you set this up, your customers will receive PayPal invoices in their email with a link to pay online. You can then import the payments into Denali and post. You must have a PayPal business account to use this feature.

> **NOTE:** *You cannot import refunds into Denali; you can only import payments. If you have a refund that you need to add to Denali, you can either do a payment correction and credit in AR, a charge or expense in BR, or a journal entry in GL to adjust the cash account.*

Integrating Denali with PayPal

To integrate Denali with PayPal, you need to access your User ID and Secret from your PayPal business account. To find this information follow the instructions under **Get Credentials** on this PayPal page https://developer.paypal.com/docs/api/overview/#get-credentials. When you're on the PayPal API page, be sure you're looking at your "live" credentials.

After you have your User ID and Secret, open Denali Controller.

To set up integration with PayPal:

1   In Controller, click **Company Options** > **Set Up PayPal Integration** from the left navigation pane. The Set Up PayPal Integration window will open.
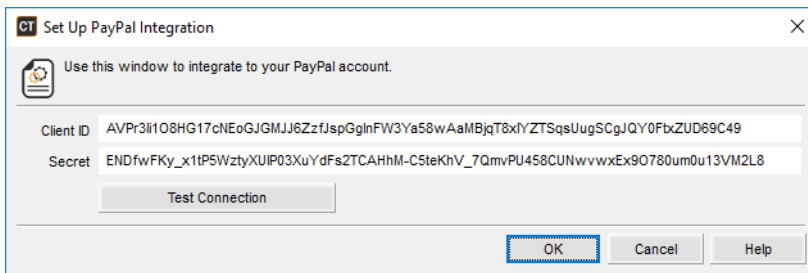
Figure 15: *Set Up PayPal Integration window*

2   Enter the User ID and Secret you found on your PayPal page.

3   Click the **Test Connection** button.

You will receive a message indicating whether your connection was successful or not.

4   After you are successfully integrated, click **OK** to save your settings.

You must successfully connect to PayPal before you can automate payment collection.

Adding Automated Payment Information to Customer Records

For each customer who you want to send automated invoices to, you must add an email address in the **Customer Automated Payment Collection** window.

To set up your customers for automated payments:

1   In Accounts Receivable, click **Customer Accounts** > **Add / Change Accounts** from the left navigation pane. The **AR Customers** window will open.

2   Find the customer you want set up for automated invoices and click the **Edit** button. The **Automated Payment Collection** button will become enabled.
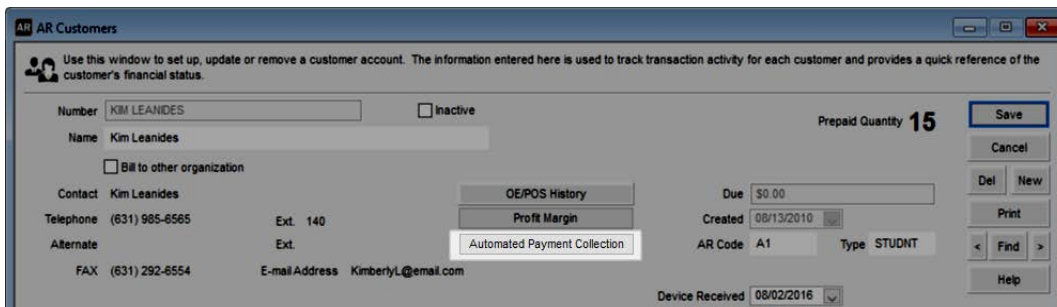
Figure 16: *AR Customers window, Automated Payment Collection button*

3   Click the **Automated Payment Collection** button to open the Customer Automated Payment Collection window.
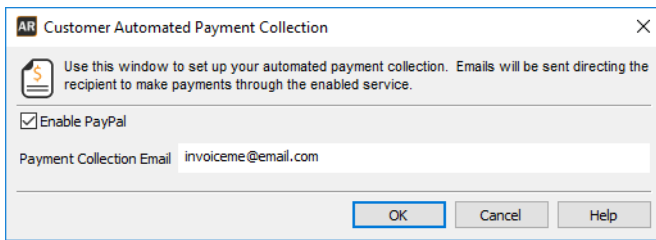
Figure 17: *Customer Automated Payment Collection window*

4 Select the **Enable PayPal** check box and enter the email address where you want PayPal to send invoices to this customer.

You must select the check box and enter an email address or invoices will not be sent through PayPal.

5 Click **OK** to save the information for this customer.

Repeat these steps for all customers who will receive automated invoices.

Sending Invoices Through PayPal

After you entered all the emails for customers who will receive invoices through PayPal, you're ready to send the invoices.

To send automated invoices:

1 In Accounts Receivable, click **Reporting** > **Automated Payment Collection** from the left navigation pane. The AR Automated Payment Collection window will open.
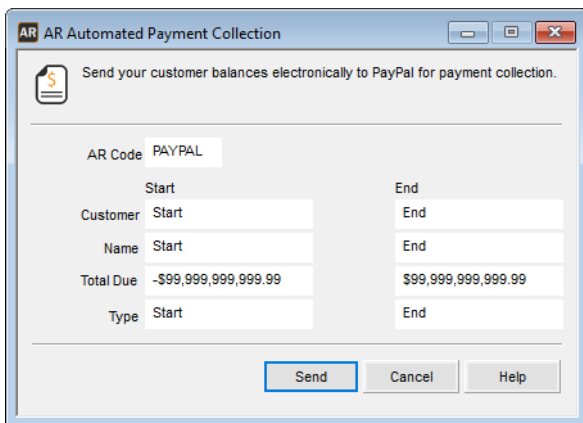
Figure 18: *AR Automated Payment Collection window*

2 Enter the AR Code attached to the customers you want to send invoices to.

3 Use the Start and End filter ranges to further filter the customers who will receive invoices.

4 Click **Send**.

Each customer in the range with an amount due will receive an email from PayPal with the amount and a link to make an online payment. Customers who have previously received an invoice but haven't paid, will get a reminder email.

After this process is finished, you'll see a message indicating how many customer balances were sent by PayPal.

Importing Payments Into Denali

After your customers make payments, you need to import those payments into Denali and post them. You must import payments into an empty batch.

> **NOTE:** *If you want to prevent PayPal transactions posting to Bank Reconciliation because of the PayPal fee taken out of each transaction, you can set up a Transaction Code with the Do not post to Bank Reconciliation check box selected. This allows you to deposit the actual amount at a later time.*

To import payments from PayPal:

1 In Accounts Receivable click **Transaction Tasks** > **Generate Payments from PayPal** from the left navigation pane. The AR Generate Payments from PayPal window will open.
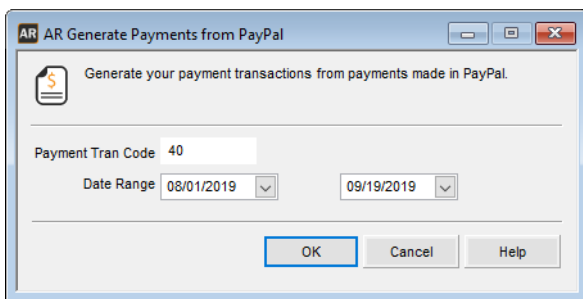
Figure 19: *AR Generate Payments from PayPal*

2 Enter the Transaction Code you want to use for the payments you're importing.

3 Enter the date range for the payments you want to import.

4 Click **OK**. The AR Import Payments from PayPal window will open.

Figure 20: *AR Import Payments from PayPal*

In this window you'll see all the payments that can be imported from PayPal. Remember, you cannot import refunds, only payments.

Any payments that were previously imported will not appear in the grid.

5   Select the **Include** check box next to all the payments you want to import. You can select/deselect all from the top **Include** check box.

6   Click **OK** to import the payments into Denali.

You can view these payments in the window. If you want a payment to apply to an invoice that's not the oldest one, you can select the Reference to Pay in the Detail grid.

> **CAUTION:** *If you change the payment amount in the Enter Payments/Adjustments window, it will cause Denali and PayPal to have different information.*

AvaTax Automated Sales Tax

Avalara AvaTax automatically calculates sales tax based on location. When you tender or save sales, AvaTax instantly calculates the tax amount through your Internet connection.

You can choose to force the use of AvaTax on all sales or choose to use it on certain sales. When you set up integration with AvaTax, a Tax Code called AVATAX is created. You cannot edit this Tax Code; it acts as a placeholder in Denali and all tax is calculated by AvaTax.

Before you set up integration in Denali, be sure your AvaTax account is set up to meet the needs of your business. For example, you must set up Nexus locations for accurate sales tax calculations. See your AvaTax documentation for details.

> **NOTE:** *If you can't connect to Avalara when you complete a return, the AvaTax tax amount and the Denali tax amount could be different. It's important to check your Sales Tax Report for discrepancies. The Denali tax amount is the amount you returned to the customer.*

Integrating Denali with AvaTax

To integrate Denali to AvaTax, you need to define your settings in the **Sales Set Up AvaTax Information** window.

To set up integration with AvaTax:

1   In Sales, select **Options** > **Set Up AvaTax Integration** from the left navigation pane.

Figure 21:   *Sales Set Up AvaTax Integration*

2   Select the **Enable AvaTax integration** check box.

When you select this check box and save, an AVATAX Tax Code is created in the Tax Code window and you cannot edit it.

This check box also enables fields in the following windows:

- **AR Customers** window: **Tax Exemption Number**, **Entity/Use Code from AvaTax**, **VAT Business ID**.
- **IN Stock** window, **Sales Info** tab: **Tax Code From AvaTax**.
- **IN Inventory Codes** window: **Tax Code From AvaTax**.
- **Sales Non-Inventory Codes** window: **Tax Code From AvaTax**.
- **Sales Set Up Sales Entry Layout** window, **Detail** tab: **Orig Purchase Date for Returns** line prompt.

- **Sales Set Up Sales Entry Layout** window, **Customer** tab: **Display the Tax Based On dropdown menu** check box.

3 Enter your AvaTax account information on the left side of the window.

4 Select the **Validate Credentials** button. If there's a problem with your account information, an error will appear.

5 Use the check boxes to define how you want AvaTax to work with Denali.
   If you enforce the use of AvaTax, the following occurs:

   - In Sales Entry, the Tax Code for new transactions will be *AVATAX* and you cannot change it.
   - In the **AR Customers**, **AR Multiple Shipping Address**, and **Sales Non-Inventory Codes** windows, the **Tax Code** field is hidden.
   - In the Order Entry Preferences and POS Register Codes windows, you cannot set a default Tax Code.

   For specific information about the options and fields in this window, click the **Help** button in the software.

6 Type your tax vendor/GL Account and backup Tax Code in their respective fields or use the Lookup to select them.

7 Enter your business address and choose whether you want sales tax to be based on your business address or the shipping address. You will be able to choose which address the tax is based on in the Sales entry window for each sale.

8 Select **OK**.

AvaTax in the Sales Entry and Non-Inventory Codes windows

After you integrate with AvaTax, the following changes appear in the Sales entry windows.

- The **Tax Based On** drop-down appears so you can select whether you want the tax for this sale to be based on the business address you entered in the Set Up AvaTax Integration window or the customer's shipping address. If you don't want to show this drop-down, you can remove it in the Sales Set Up Layout window.

- If you included a tax exempt number or an Entity/Use Code on a customer record and select that customer for a sale, the **Override exemption** check box appears so you can charge tax for the current sale.

- The **Orig Purchase Date for Returns** column appears in the Detail grid and is used in the tax calculation when you enter returns. This ensures the tax amount is based on the tax rate on the original sale date. If you don't want to show this column, you can remove it in the Sales Set Up Layout window.

- If you checked the **Enforce use of AvaTax** check box in the Set up Integration window, *AVATAX* appears in the **Tax Code** field in the **Header Information** section and cannot be changed. AvaTax will be used for all detail lines.

- If you did not select the **Enforce use of AvaTax** check box, you can select any Tax Code, including AvaTax, for this transaction. If you select AvaTax in the **Header Information** section, it will be used for all detail lines.

> *Tips & Tricks:* **Can I use AvaTax as my default tax, but not enforce it?**
>
> You can set up your system to use *AVATAX* as the default Tax Code, but not force its use on every transaction. After you complete your setup in the AvaTax Integration window, deselect the **Enforce use of AvaTax** check box. Then, in the OE Module Preferences and/or the POS Register Codes window, choose *AVATAX* as the default Tax Code.
>
> In your entry windows, *AVATAX* will appear by default, but you can select a different Tax Code if you need to.

- If you entered a number in the **Tax Display Time** field in the Set Up Integration window, and you save your transaction through a method other than the Transaction Closeout window, a message will appear that displays the tax amount and transaction total for the sale. The message stays on the screen for the number of seconds you defined in the **Tax Display Time** field, or until you click the mouse or press a keyboard button.

In the **Sales Non-Inventory Codes** window, you can assign AvaTax Tax Codes to Non-Inventory Codes in the **Tax Code from AvaTax** field. You can attach Non-Inventory Codes to stock items or add them directly to sales. If you leave the **Tax Code from AvaTax** field blank, AvaTax uses the generic taxable AvaTax Tax Code, unless the Non-Inventory Code is classified as freight, in which case it uses the default AvaTax Freight Tax Code.

Figure 22: *Sales Non-Inventory Codes window, Tax Code From AvaTax field*

AvaTax in the IN Stock and Inventory Codes windows

After you integrate with AvaTax in the **Sales Set Up AvaTax Integration** window, a new field appears on the **Sales Info** tab in the **IN Stock** window. The **Tax Code from AvaTax** field allows you to assign a specific AvaTax Tax Code to each stock item.
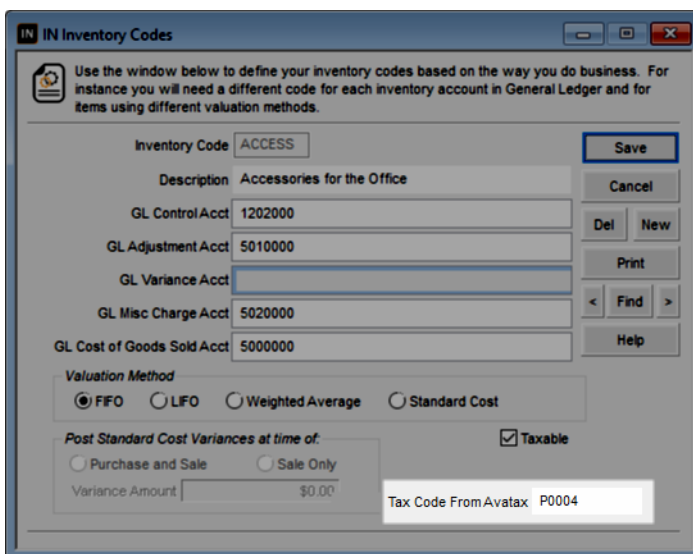

Figure 23: *IN Stock window, Tax Code From AvaTax field*

If you have several stock items that use the same AvaTax Tax Code and have the same IN Code attached, you can enter the AvaTax Tax Code in the **Tax Code from AvaTax** field in the **IN Inventory Codes** window.

The AvaTax Tax Code you enter on the **Sales Info** tab in the **IN Stock** window will override the AvaTax Tax Code attached to the IN Code.

Figure 24: *IN Inventory Codes window, Tax Code From AvaTax field*

AvaTax in the AR Customers window

After you integrate with AvaTax in the **Sales Set Up AvaTax Integration** window, the following fields appear in the **AR Customers** window:

- **Tax Exemption Number**: If this customer has tax exempt status, enter the number here. If you enabled the ECMS system in AvaTax, leave this field blank.
- **Entity/Use Code from AvaTax**: If you selected an Entity Use Code from the drop-down in the **Tax Rules** section in your AvaTax setup, enter the corresponding letter code here. For example, if you selected *G) Resale*, enter *G* here. If you enabled the ECMS system in AvaTax, leave this field blank.
- **VAT Business ID**: If this customer has a VAT (value added tax) ID number, enter it here.

If you enforce the use of AvaTax, the **Sales Tax** field in the **Default Customer Information** section is hidden; however the value will be restored if you turn off AvaTax integration.

Figure 25: *AR Customers window, AvaTax fields*

If you selected the **Enable address validation** check box in the Set Up AvaTax Integration window, you can select the **Validate Shipping Address** button on the **Billing/Shipping** tab to validate the address through Avalara. This button is also available if you enter additional shipping addresses in the **AR Multiple Shipping Address** window.

On the **Billing/Shipping** tab, you must fill in **Address 1** of the Ship To address for AvaTax to correctly calculate tax based on the customer's address.

BarTender Label Generator

BarTender® Label Software is an integrated bar code generating solution. This enhancement may give you better control over the layout, design, and appearance of your inventory bar codes. With BarTender, information on the bar code can be placed precisely where you want it. You can print BarTender labels from Accounts Payable, Inventory, and Purchase Order.

After you install BarTender and enter your license key, access the IN Stock Labels window, AP Stock Labels, or Purchase Order Receiving Labels windows to print your labels with BarTender.

In any of the windows where you can print labels, select the **Bar Code On** button in the report window. This activates the system to include the bar code information.
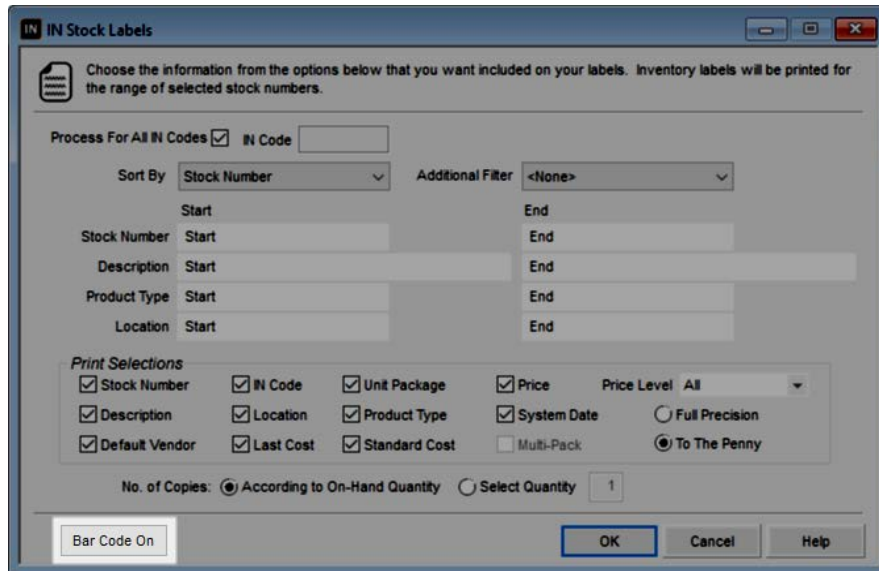

Figure 26: *IN Stock Labels, Bar Code On*

Once you activate the bar code functionality and set the report criteria, click **OK**. The following information is sent to the BarTender program: stock number, description, location (Multi-Location Inventory only), price, unit package, product type, primary vendor, and the ten user-defined fields. Depending on how you set up the label determines what and how the information is printed.

For more information on setting up BarTender or modifying or creating bar code labels, refer to the documentation provided with the bar code software.

To purchase BarTender, contact your account executive at (800) 388-3038.

Crystal Reports

Crystal Reports® by SAP™ is a report-designing software that can help you customize standard Denali reports or help you create your own custom reports. You can then deliver these reports inside or outside your business. To purchase Crystal Reports, contact your account executive at (800) 388-3038 or visit our website at https://service.cougarmtn.com/products/crystal-reports.

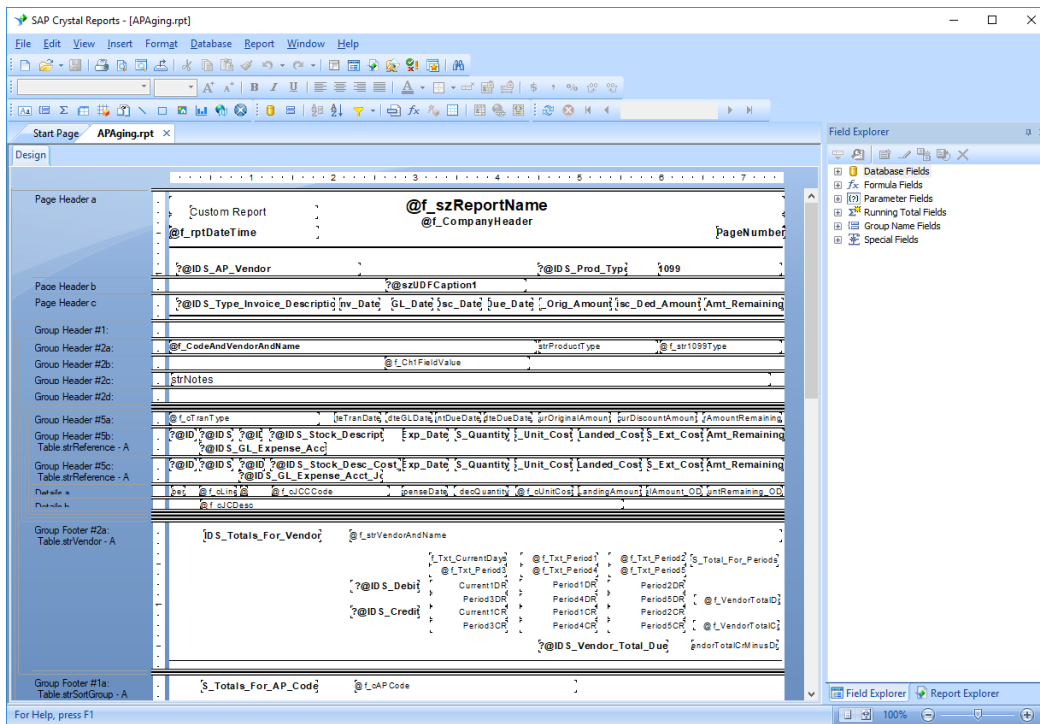To install this enhancement, download the program and open the .exe file.

Figure 27: *Crystal Reports*

When you are ready to customize a report, locate the folder that contains your Denali reports. The common path for locating this folder is to select **Program Files** > **Cougar Mountain Software** > **Denali** > **Reports** in Windows Explorer. Double-click on the report file you want to open and then make your changes in Crystal Reports. When you complete the changes, save the file back to the same folder.

For more information on working with the Crystal Reports program, refer to the documentation provided with the software. You can also have our Crystal Reports specialist create a custom report for you. Contact us (800) 390-7053 for more information.

DonorExpress

Donor*Express* is a third-party donor tracking product that integrates with Denali. You can import the Donor*Express* batch into the General Ledger module. The interface between the two applications eliminates the need to enter data multiple times and minimizes the possibilities of user error.

Donor*Express* is designed to give nonprofit organizations the tools they need to build a strong relationship with their donors. It is easy to enter pledges or gifts, send thank you letters, track the status of fundraising efforts, pull a targeted list of donors, and run reports for board members.

Call your Account Executive at (800) 388-3038 for information about how to install Donor*Express*.

Entering Donations in DonorExpress

After you download and install Donor*Express*, you can start entering donors and their donations.

To enter donations in Donor*Express*, select the **Donor** menu to open the **Donor Entry** window. You can use this window to set up your donors and then select the **Donations** tab to enter donation amounts.

Figure 28: *DonorExpress, Donor Entry window*

Refer to the Donor*Express* documentation for more information on the specific settings and options in this window.

Exporting Donation Records from DonorExpress

Before you can import donation records to Denali, you'll need to export them to a text file from Donor*Express*.

To export donor transactions to a file:

1   In Donor*Express*, select **Admin Tools** > **Accounting Export** > **Export Cougar Mountain Transactions**.
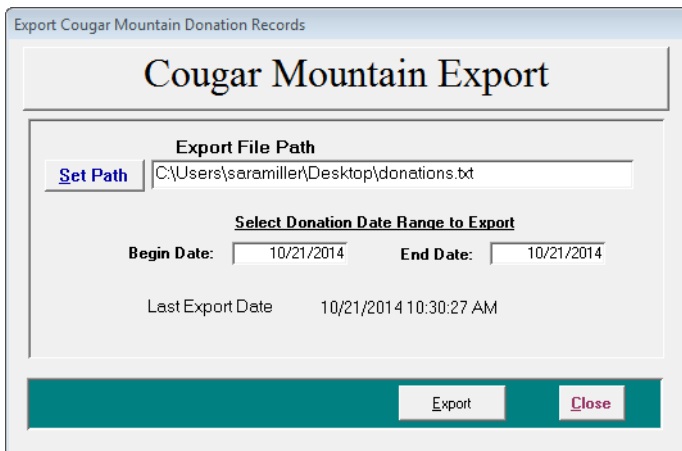
Figure 29: *Donor Express, Export Cougar Mountain Donation Records window*

2 In the **Export Cougar Mountain Donation Records** window, select the **Set Path** button and browse to the location you want to export your file.

3 Enter a date range in the **Begin Date** and **End Date** fields.

4 Select the **Export** button.

Your donation records are exported to a text file in the location you selected.

Importing Donation Records from DonorExpress to Denali

After you export your donation records to a text file from Donor*Express*, you can import them into the General Ledger module.

To import donor transactions to General Ledger:

1 In General Ledger, select **Transaction Tasks** > **Import Transactions from an External File** from the left navigation pane.
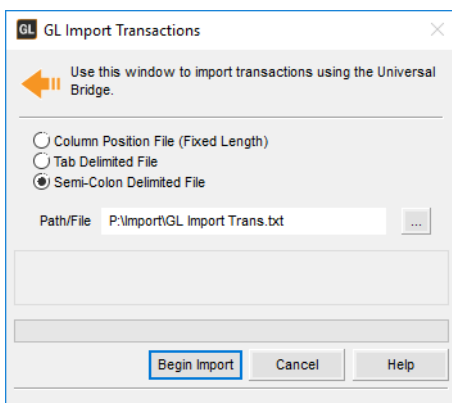

Figure 30: *GL Import Transactions window*

2   Use the Browse button by the **Path/File** field to locate the semi-colon delimited file you want to import.

3   Select the **Begin Import** button.

Your donation records are imported to General Ledger. You can review your imported transactions in the **GL Journal Entry** window and make any necessary changes before you post.

Expensify

With Expensify, you can import your approved, but not archived, expense reports directly into Denali and generate them as AP Enter Bills transactions. You must have Accounts Payable and General Ledger installed to use Expensify.

Use the Expensify documentation at https://docs.expensify.com/ for information on how to use Expensify.

Integrating Denali with Expensify

To integrate Denali with Expensify, you need to enter the required connection information in the Expensify Setup window in Sales.

To set up integration with Expensify:

1   In Accounts Payable, click **Options** > **Set Up Module Preferences** from the left navigation pane. The Module Preferences window will open.

2   On the **General** tab, click the **Set Up External Billing Integration** button.
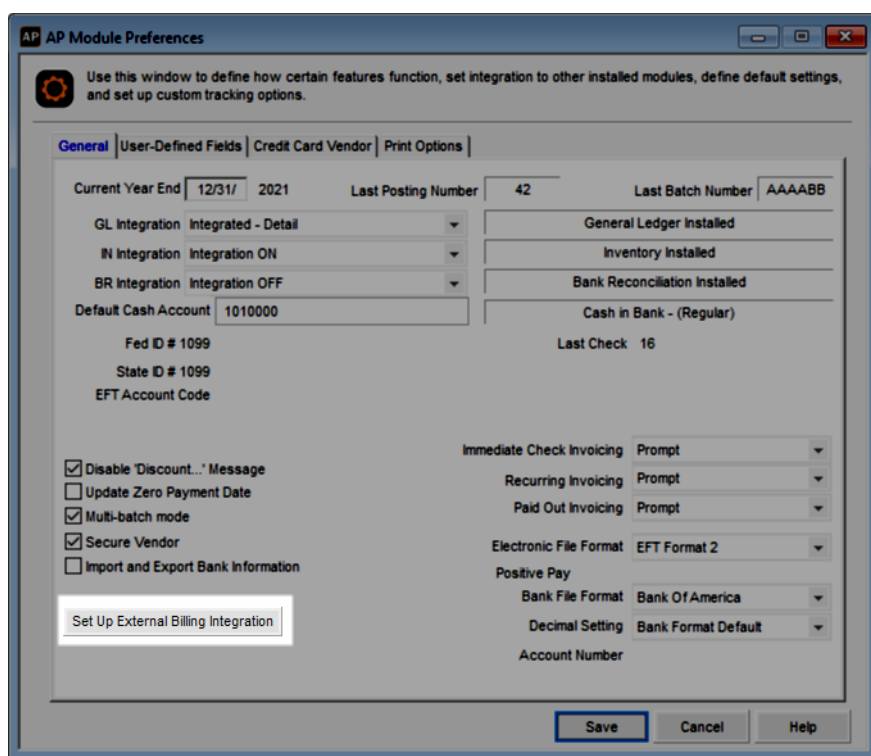

Figure 31:   *AP Module Preferences window, Set Up Expensify Integration button*

3   In the **External Billing Setup** window, enter your User ID, User Secret, and next invoice number. You should receive your User ID and User Secret when you activate your account with Expensify.
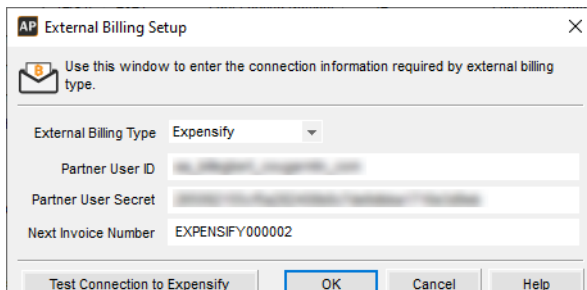

Figure 32:   *Expensify Setup window*

4   Click the **Test Connection to Expensify** button to make sure you established a connection.

5   When your connection is successful, click **OK**.

Importing Expenses

You can only import expenses after you connect with Expensify. Only approved expense reports can be imported.

To import transactions from Expensify:

1   Select **Bill Tasks** > **Import Bills from Expensify** from the left navigation pane and select the batch you want to import transactions into; it does not need to be an empty batch.
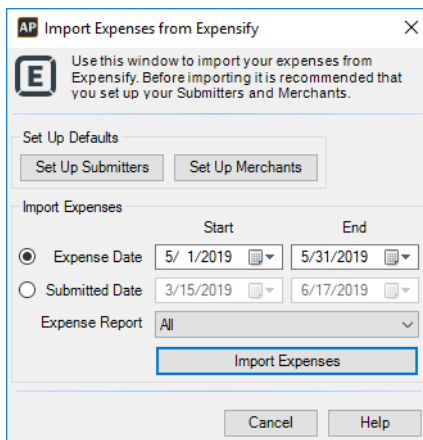The **Import Expenses from Expensify** window will open.

Figure 33:   *Import Expenses from Expensify window*

2   Before you import expenses the first time, you should set up your Submitters and Merchants (see "Setting Up Submitters" on page 38 and "Setting Up Merchants" on page 40).

3   In the **Import Expenses** section of the window, select if you want to import based on Expense Date or Submitted Date and enter the date range you want to import.
Nothing that has been previously imported will import.

4   From the **Expense Report** drop-down, choose a single expense report to import or choose *All* to import all reports.

5   Click the **Import Expenses** button. The **Import Expenses** window will open with all the expenses available for import.

Exclude	Expense Report	Merchant	Amount	ExpenseDate	SubmittedDate	Denali Vendor	Denali GL Account
☐	Pete's Expenses #46554521	Staples	$31.50	6/7/2019	6/7/2019	PETER JONES	6200000
☐	Pete's Expenses #46554521	Kroger	$3.15	6/7/2019	6/7/2019	PETER JONES	6200000
☐	Pete's Expenses #46554521	Amazon	$315.00	6/7/2019	6/7/2019	AMERICAN EXPRESS	6240000
☐	Pete's Expenses #46554521	Walmart	6.49	6/7/2019	6/7/2019	PETER JONES	6200000
☐	Pete's Expenses #45874414	Albertsons	$20.00	6/3/2019	6/7/2019	PETER JONES	6200000
☐	Pete's Expenses #45874414	Jimmy John's	$22.50	6/3/2019	6/7/2019	PETER JONES	6200000
☐	John's Expenses #42113716	Walmart	$57.00	6/7/2019	6/7/2019	AMERICAN EXPRESS	6250000
☐	Bobby's Expenses #43945741	Amazon	$100.00	6/10/2019	6/10/2019	AMERICAN EXPRESS	6240000
☐	Bobby's Expenses #43945741	Olive Garden	$23.00	6/10/2019	6/10/2019	BOBBY JACKSON	6200000
☐	Bobby's Expenses #43945741	Shell	$16.66	6/10/2019	6/10/2019	BOBBY JACKSON	6200000
☐	Bobby's Expenses #43945741	Denny's	$13.33	6/10/2019	6/10/2019	BOBBY JACKSON	6200000
☐	Bobby's Expenses #43945741	Staples	$24.99	6/10/2019	6/10/2019	BOBBY JACKSON	6200000
☐	John's Expenses #48547426	United Airlines	$300.00	6/12/2019	6/12/2019	AMERICAN EXPRESS	6240000
☐	John's Expenses #48547426	Joe's Convenience Store	$20.00	6/12/2019	6/12/2019	JOHN SMITH	6200000

Figure 34:   *Import Expenses window*

6   If there are any expenses you do not want to import, click the **Exclude** check box for that row.

7   If you need to add or change the default vendor (fields with missing or invalid vendors will appear red), you can use the Lookup in the **Denali Vendor** field. This field cannot be blank.

8   If you need to add or change the GL Account (fields with missing or invalid accounts will appear red), you can use the Lookup in the **Denali GL Account** field. This field cannot be blank.

9   Click the **Generate Transactions** button.

> **NOTE:** *You can assign GL accounts through Categories and Tags in Expensify so expenses will default to a GL account in Denali. Use the documentation from Expensify for information on how to set this up.*

Transactions are grouped by vendor and expense date. Expenses that share a vendor and expense date will become one direct expense detail line on your bill.

You can edit individual transactions in the **AP Enter Bills** window, but because expenses are combined it will be difficult to change certain details.

After you review the Edit Report for transactions in the batch, post the expenses.

Setting Up Submitters

This window lets you set a default vendor for each employee that submits expense reports. Because each expense must have a vendor attached, this can save you a lot of time when you import. All expenses from the submitter will default to the vendor you select, but you can change the vendor for specific expenses during the import process.

To set up your submitters:

1 Select **Bill Tasks** > **Import Bills from Expensify** from the left navigation pane.

2 Select the batch you want to import transactions into; it does not need to be an empty batch.
The **Import Expenses from Expensify** window will open.

Figure 35: *Import Expenses from Expensify window*

3 Click the **Set Up Submitters** button to open the **Set Up Submitters** window.

Figure 36: *Set Up Submitters window*

The submitters that autofill come from the currently approved expense reports in Expensify, plus any submitters that have previously been saved in the window.

4 If you want to use the vendor attached to the merchant by default for this submitter, check the **Use Merchant's Vendor** check box.
Merchant's vendors are set up in the Set Up Merchants window.

5   In the **Reimbursement Vendor** column, enter the default vendor you want to use for expenses that will be reimbursed directly to the submitter.

6   In the **Non-Reimbursement Vendor** column, enter the default vendor you want to use for expenses that do not get reimbursed to the submitter.

7   Click **OK** when you're done.

To delete a submitter, clear the vendors off the line and uncheck the **Use Merchant's Vendor** check box. When you save, the row will be deleted. Before you can delete a submitter, all invoices with the submitter's email attached must be generated.

Setting Up Merchants

This window lets you set a default vendor for each merchant that is imported with an expense. The default vendor you set up here is used if you check the **Use Merchant's Vendor** check box in the Set Up Submitters window. You can change the vendor during the import process.

To set up your merchants:

1   Select **Bill Tasks** > **Import Bills from Expensify** from the left navigation pane.

2   Select the batch you want to import transactions into; it does not need to be an empty batch.

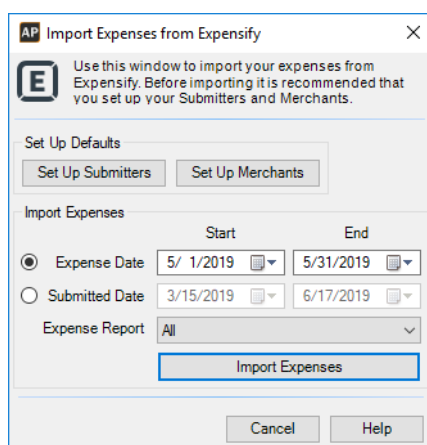**3**   The **Import Expenses from Expensify** window will open.

Figure 37:   *Import Expenses from Expensify window*

4   Click the **Set Up Merchants** button to open the **Set Up Merchants** window.
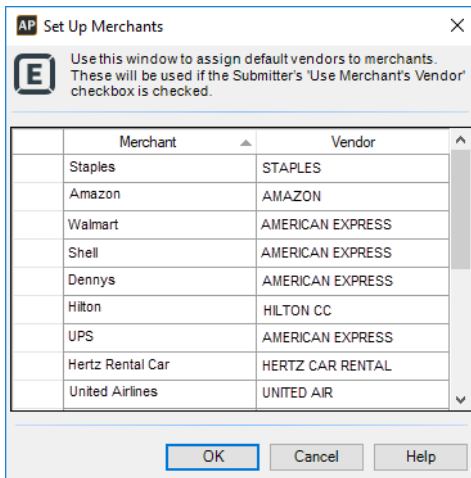
Figure 38: *Set Up Merchants window*

The merchants that autofill come from the currently approved expense reports in Expensify, plus any merchants that have been previously saved in the window.

5 In the **Vendor** column, use the Lookup to select the default vendors you want to use for expenses from these merchants.

6 Click **OK** when you're done.

Fixed Assets

CMI Fixed Assets by Pro Systems, Inc. is a complete fixed asset depreciation solution that integrates with Denali to help provide organizations with up-to-date and accurate financial reports that incorporate day-to-day business activity. It also provides fixed asset tracking and its associated depreciation.

Denali coupled with the Fixed Assets enhancement product allows businesses to track and depreciate their fixed assets in accordance with applicable accounting rules and tax laws.

To install Fixed Assets, download the program and open the .exe file. Once the installation process is complete, you can use the program.

Exporting to Denali

For Fixed Assets and Denali to communicate, you must perform three steps. First, after you enter all your assets, you must run a depreciation schedule for them. Next, you need to generate journal entries in Fixed Assets for the asset depreciation and export the entries as a text file. Then, import the text file into Denali. In the **Export Selected Asset Data** window, enter the text file name in the **File Name** field. When you export the asset data, the program generates a tab-delimited text file. You must name this file GLFEXT.DMOFND (DMOFND represents the six-character Company Code in Denali) for a Fund organziation or *GLEXT.DMOACT* (*DMOACT* represents the six-character Company Code in Denali) in a for-profit organization for Denali to recognize it.
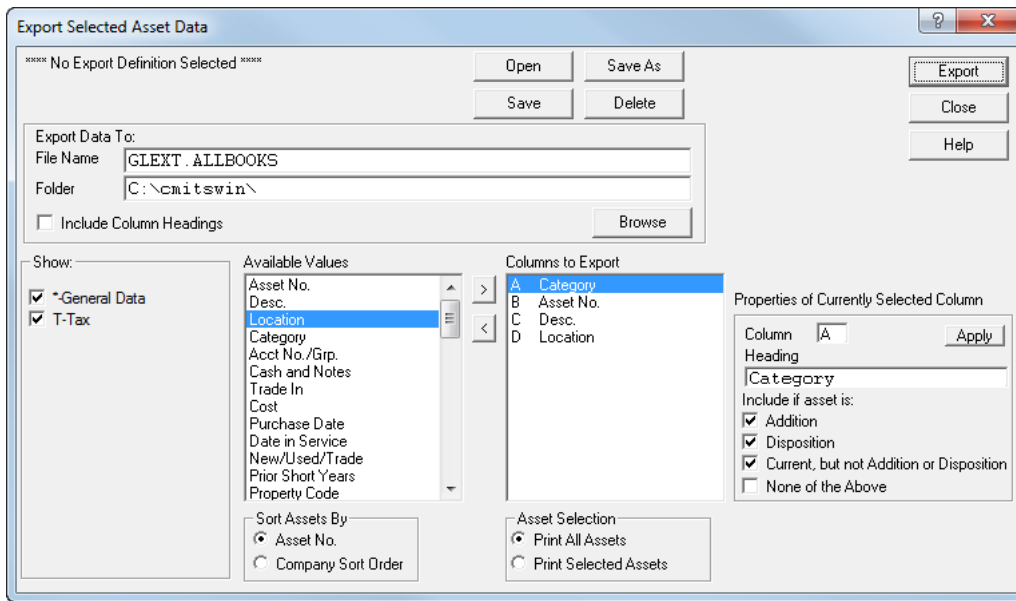
Figure 39: *Export Selected Asset Data window*

When the export process is complete, open Denali and select **Transaction Tasks** > **Import Transaction from an External File** from the General Ledger navigation pane. Browse to the location of the file you want to import and click **OK**. The fixed asset data will be imported into your Denali database. Then, in Denali, when you run a General Ledger report with fixed assets information, it is included.

After you import your fixed assets, any transactions that affect a fixed asset account must be entered in the Fixed Asset program, and then you must re-import into Denali.

For additional information on working with accounts, running General Ledger reports, or importing text files in Denali, refer to the General Ledger guide, online help, or web help. For information on working with the Fixed Assets program to enter and track your assets, refer to the documentation provided with Fixed Assets.

NeonCRM

NeonCRM is cloud-based, nonprofit constituent relationship management software that allows you to consolidate donors, memberships, and transactions in one place. You can integrate this software with Denali Fund to import accounts and donations. No information is sent from Denali to NeonCRM.

You must have security set up to access the integration. If you have questions about NeonCRM or the import process, please contact Cougar Mountain Software support at (800) 390-7053.

Integrating Denali with NeonCRM

To integrate NeonCRM with Denali, you need to enter your account information in the NeonCRM Setup window in Controller.

To set up integration with NeonCRM:

1   In Controller, select **Organization Options** > **NeonCRM Setup** from the left navigation pane. The **NeonCRM Setup** window will open.
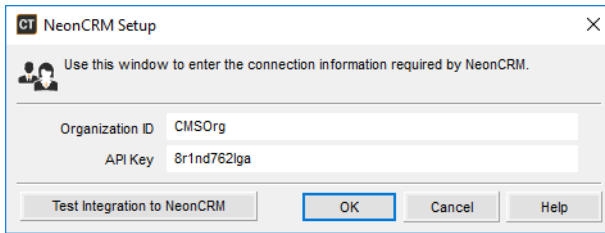
Figure 40: *NeonCRM Setup window*

2   Enter your Organization ID and API Key in the appropriate fields. To find this information scroll down on this page of the NeonCRM guide.

3   Click the **Test Integration to NeonCRM** button to test the connection.
You will receive a message indicating success or failure.

4   After you successfully test your integration, click the **OK** button to save your settings.

Importing Accounts into Accounts Receivable

Donation, membership, order, pledge, registration and soft credit accounts with payments received in NeonCRM become customers in the Denali Accounts Receivable module. After your accounts are imported into Denali, you can edit the customer records in the AR Customers window.

Before you can import NeonCRM accounts, you must set up integration.

To import accounts into Accounts Receivable:

1   In Accounts Receivable, select **Customer Accounts** > **Import Accounts from NeonCRM** from the left navigation pane. The **AR Import Accounts from NeonCRM** window will open.
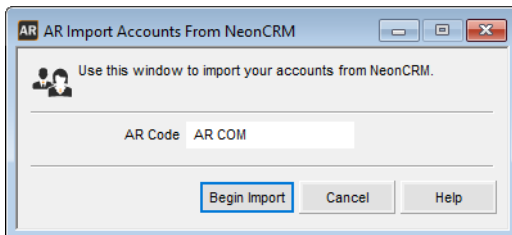

Figure 41: *Import Accounts from NeonCRM window*

2   If you defined a default AR Code in Module Preferences it will autofill in the **AR Code** field. You can change the AR Code here if necessary.
All accounts in this import that don't already exist in Denali will have this AR Code, but you can change the Code in the AR Customers window. The AR Code on accounts that already have customer records in Denali will not be updated.

3   Click **Begin Import** to start importing accounts.

Account IDs in NeonCRM are compared to Customer Numbers in Denali. If there is no match, a new customer record will be created. If the ID matches an existing customer, the record will be updated.

> **NOTE:**   *Not all address fields, phone numbers, and email addresses will import. If you intend to use any of this information (e.g., mailing labels) please review it in the **AR Customers** window.*

NeonCRM Account Fields That Import Into Denali

These fields import into customer records in Denali. You can view and edit these records in the AR Customers window. If any data is truncated to fit into the Denali database, you will have the option to print the Truncated Data Report.

The following AR Customers fields are imported or updated (if the record already exists) in Denali:

- AR Code: The AR Code is added to new customer accounts, but is not changed if the customer already exists in Denali.
- Billing/Shipping Addresses: The same contact is used for both addresses (if the NeonCRM account is an organization, only the primary contact is imported).
- Contact: If the NeonCRM account is an organization, only the primary contact is imported.
- Created: This date is added to new customer accounts, but is not changed if the customer already exists in Denali.
- Name: If the NeonCRM account is an organization, this is the Company Name. If the NeonCRM account is an individual, this is the Full Name.
- Notes: These are the account notes from NeonCRM.

The following is a complete list of the NeonCRM fields that Denali uses to import accounts:

> **NOTE:** If the All Donation Amount, All Membership Amount, All Order Amount, All Pledge Amount, All Registration Amount, and All Soft Credit fields are zero, the customer will not import.

- Account ID
- Account Type (data in this field will not appear in Denali)
- Account Note
- Note Text
- First Name
- Middle Name
- Last Name
- Company Name
- Address Line 1
- Address Line 2
- Address Line 3 (data in this field will not appear in Denali)
- Address Line 4 (data in this field will not appear in Denali)
- City
- State
- Province
- Zip Code
- Zip Code Suffix
- Country
- Shipping Address Line 1
- Shipping Address Line 2
- Shipping Address Line 3 (data in this field will not appear in Denali)
- Shipping Address Line 4 (data in this field will not appear in Denali)
- Shipping City
- Shipping State

- Shipping Zip Code
- Shipping Zip Code Suffix
- Shipping Country
- Phone 1 Full Number (F)
- Phone 2 Full Number (F)
- Fax Full Number (F)
- Email 1
- All Donation Amount (this field is used to filter Neon accounts and will not appear in Denali)
- All Membership Amount (this field is used to filter Neon accounts and will not appear in Denali)
- All Order Amount (this field is used to filter Neon accounts and will not appear in Denali)
- All Pledge Amount (this field is used to filter Neon accounts and will not appear in Denali)
- All Registration Amount (this field is used to filter Neon accounts and will not appear in Denali)
- All Soft Credit Amount (this field is used to filter Neon accounts and will not appear in Denali)

Importing Donations into General Ledger

Donation and pledge fields that have a valid payment in NeonCRM are imported into journal entries in Denali. One journal entry transaction is created for each payment received date in the import. If there are more than 499 donations on any given date, an additional journal entry transaction will be created.

Each transaction includes a debit and credit detail line for each donation. Transactions also include the date and time of the import as well as the donor and donation date.

The journal entry date will be the Payment Received Date from the NeonCRM import, not the Donation Date. Only donations with unique Donation IDs in NeonCRM will be imported.

If there are any errors during the import, they will be listed on an error report.

To import donations into General Ledger:

1   In General Ledger, select **Transaction Tasks** > **Import Donations from NeonCRM** from the left navigation pane. The **GL Import Donations from NeonCRM** window will open.

Figure 42:   *Import Donations from NeonCRM window*

2   Enter the Cash and Revenue Accounts that will be used on your journal entries. These accounts will be combined with the NeonCRM fund to create the accounts that will be debited/credited.

3   Enter the default fund you want to use if the NeonCRM fund is not used.

4   Select the **Convert unrecognized NeonCRM funds to the default fund** check box if you want the import to assign the default fund to any unrecognized funds. If you leave this check box unchecked, unrecognized funds will cause an error.

5   Select the **Include donations with no NeonCRM fund** check box if you want to replace any blank NeonCRM funds with the default fund. If you leave this check box unchecked, the donations will not import.

6   If you want to filter the import by NeonCRM fund, date, or campaign, enter the start and end range values.

7   Click **Begin Import** to import donations.

If you are in multi-batch mode in Denali, you will be able to choose which batch to add the donations into.

You can edit the journal entries in the GL Journal Entry window before you post.

NeonCRM Donation Fields that Import Into Denali

The following GL Journal Entry fields are updated in Denali:

- Header Date: This is the NeonCRM Payment Received Date.
- Header Description: This defaults to a description of the date and time of the import.
- Account Number: This is a combination of the Cash and Revenue accounts and the Fund.
- Apply As: Debit and credit lines are created from each donation.
- Amount: This is the NeonCRM payment amount.
- Detail Description: This defaults to the donor's name combined with the NeonCRM Donation Date. If this is longer than 50 characters, the donor's name will be truncated.

The following is a complete list of the NeonCRM fields that Denali uses to import donations:

- Donation ID (this field is used to track previous imports and will not appear in Denali)
- Full Name (F)
- Payment Status (this field is used to filter Neon accounts and will not appear in Denali)
- Donation Date
- Payment Received Date
- Fund
- Campaign Name
- Donation Amount

Why Didn't a Donation Import?

Below are some common reasons why a donation in NeonCRM would not import into Denali. If you have questions about the import, please contact Cougar Mountain Software support at (800) 390-7053.

- It has previously been imported. (If you delete the batch the donation is in before you post or purge history after you post, you can re-import the donation.)
- It has a payment status other than *SUCCEED*.
- If the fund is blank and you did not select the **Include donations with no NeonCRM fund** check box in the **Import Donations from NeonCRM** window.
- If the fund is outside the range of fund filters.
- If the donation date is outside the range of date filters.
- If the campaign is outside the range of campaign filters.
- If the campaign is blank, but the campaign filters have values.

Which Fund Will Be Used on the Import?

During the import there are three possibilities for which fund will be saved with the journal entry transaction. The fund will either be from NeonCRM, an existing Denali fund, or the Denali Default fund. How the software determines which fund is used is explained below.

- If the NeonCRM fund exactly matches the Denali fund, the Denali fund is used.
- If the NeonCRM fund is blank, and you selected the **Include donations with no NeonCRM fund** check box in the **Import Donations from NeonCRM** window, the default fund is used.
- If the NeonCRM fund is not recognized and you selected the **Convert to the Default Fund** check box in the **Import Donations from NeonCRM** window, the default fund is used.
- If the NeonCRM fund is not recognized and you did not select the **Convert to the Default Fund** check box in the **Import Donations from NeonCRM** window, you will get an error.

QuickBooks Time

Quickbooks Time is a time and attendance tracking program that integrates with Denali Payroll. Your employees clock in and out through QuickBooks Time and when you want to run payroll, you import the hours into Denali. To use QuickBooks Time with Denali, you need to set up information in both QuickBooks Time and Denali. You should also have your QuickBooks Time username and password. After you integrate the programs, QuickBooks Time and Denali will communicate information seamlessly.

To integrate Denali and QuickBooks Time:

1   Select **Options** > **Set Up the Module Preferences** from the left navigation pane in Denali Payroll.
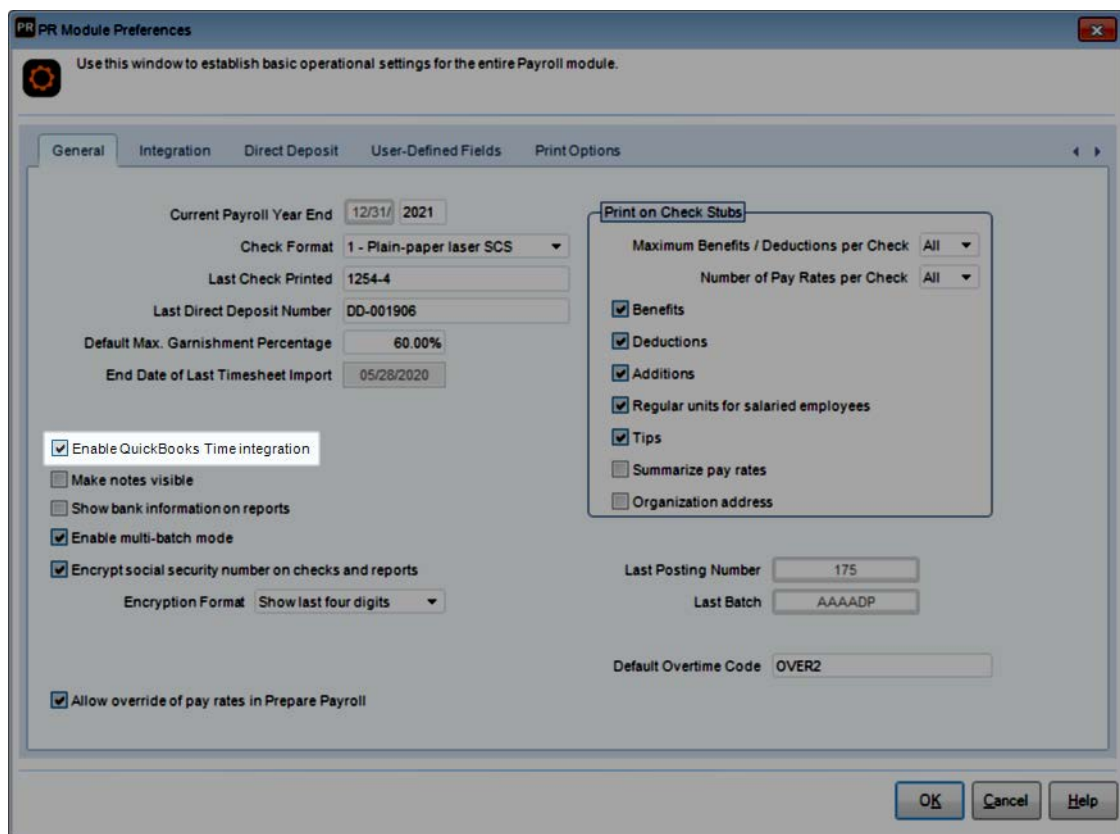
Figure 43:   *PR Modules Preferences, QuickBooks Time integration*

2 In the window, select the **Enable QuickBooks Time Integration** check box.

3 Click **OK**.

If you have employees set up in QuickBooks Time, you can import them into Denali. Select **Employees** > **Import Employees from QuickBooks Time** from the left navigation pane.
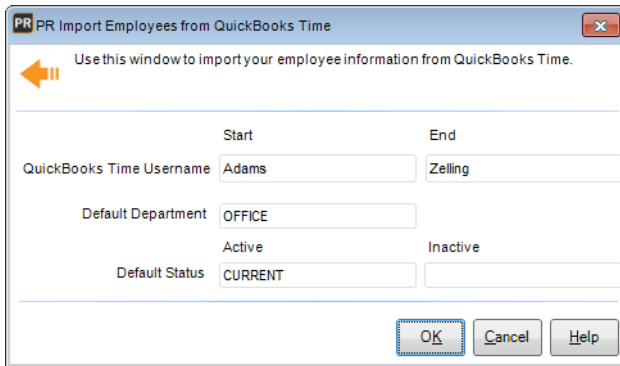

Figure 44: *PR Import Employees from QuickBooks Time*

After you import your employees, you must finish setting them up in the window. When you save employee records in Denali, the corresponding fields will automatically update in QuickBooks Time.

If you have employees set up in Denali, but not in QuickBooks Time, you need to export your employee records to QuickBooks Time. Select **Employees** > **Export Employees to QuickBooks Time** from the left navigation pane. Make sure no Default Units are set up on the **Pay Rates/Taxes** tab on any employee record for which you will import units from QuickBooks Time.

> **NOTE:** *If you don't have employees set up in either program, we recommend you set them up in Denali. Denali requires more information than QuickBooks Time.*

After your employee records are set up and you want to import units from QuickBooks Time for a payroll run, select **Payroll** > **Import Daily Units from QuickBooks Time** from the left navigation pane. See "QuickBooks Time Data That Imports Into Denali" on page 49 for details about the information that is imported.
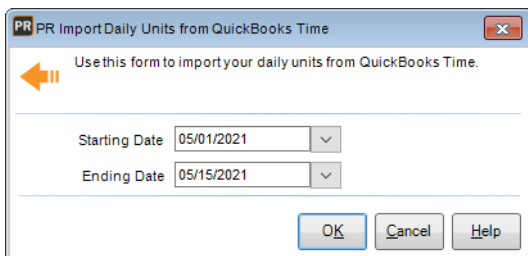
Figure 45: *PR Import Daily Units from QuickBooks Time*

You can select the date range for which you want to import units. Timesheets in QuickBooks Time must be entirely within the date range or none of the units will import.

After you import, you can view employee units in the window. If you need to edit hours for employees that have the **Use only QuickBooks Time to adjust hours** check box selected on their employee records, delete the employees from the Enter/Edit Daily Units window, make the changes in QuickBooks Time, and import the units again.

When you add employees to the window, make sure the **Include daily units** check box is selected so the units from QuickBooks Time will be included in your payroll run.

QuickBooks Time Data That Imports Into Denali

Each time you import from QuickBooks Time, certain information is updated in Denali. The following fields are updated in Denali when you import existing employees:

- Employee First and Last Name
- Name Used
- Hire Date
- Email address
- Status (if the Denali employee record was set to inactive or terminated)

The following fields are updated in Denali when you import new employees:

- Employee First and Last Name
- Name Used
- Hire Date
- Email address
- Status
- Department
- Pay Type
- Social Security Number (set to 000-00-0000)

After your basic employee data is in Denali, you need to set up the remaining information, such as Pay Rates and Leave Codes. Then you can export that information to QuickBooks Time; this creates the relationship between QuickBooks Time and Denali so that employee hours will be properly updated.

In QuickBooks Time, Job Codes are based on Denali Pay Rates, so if multiple Pay Rates exist in Denali, Job Codes are created in QuickBooks Time to match the number of Pay Rates.

PTO Codes in QuickBooks Time are based on Denali Leave Codes. If multiple Leave Codes exist in Denali, PTO Codes are created in QuickBooks Time to match the number in Denali.

If you use paid Break Codes in QuickBooks Time, the units will import to the default Pay Rate. If you use unpaid Break Codes in QuickBooks Time, they will not import into Denali.

If you will import overtime, be sure you set up Overtime Codes and OT pay rates in Payroll.

TSYS

TSYS™ (formerly Cayan) provides payment technologies and merchant services that enable businesses to effectively connect and engage with their customers and strategically grow their business.

Cougar Mountain Software supports TSYS TransPort, an embedded credit card processing solution, TSYS TransPort4, a web-based credit card processing solution, and TSYS Genius, a web-based payment processor with a card reader. All three solutions comply with current security standards.

You should refer to the documentation that came with your TSYS product before you set it up in Denali.

Call your account executive at (800) 388-3038 for information about these products.

> **NOTE:** *Make sure you set up the system to allow card transactions, including Salesperson rights, Sales Entry layouts, and Module Preferences. Refer to the Sales or Accounts Receivable guides for more information.*

TSYS® TransPort™/Transport4™

TSYS TransPort and TSYS TransPort4 are both secure, credit and debit card processing solutions. TSYS Transport is installed on your system. TSYS Transport4 is web-based. In the setup windows, be sure to select the TransPort option you purchased.

> **NOTE:** *You must set up all card readers you use to accept credit or debit card information through TSYS TransPort/TransPort4.*

To authorize payment transactions in Accounts Receivable, Point of Sale, or Order Entry, you must set up Module Preferences in those modules.

To set up TSYS TransPort/Transport4 in Accounts Receivable:

1   In Accounts Receivable, select **Options** > **Set Up the Module Preferences** from the left navigation pane.
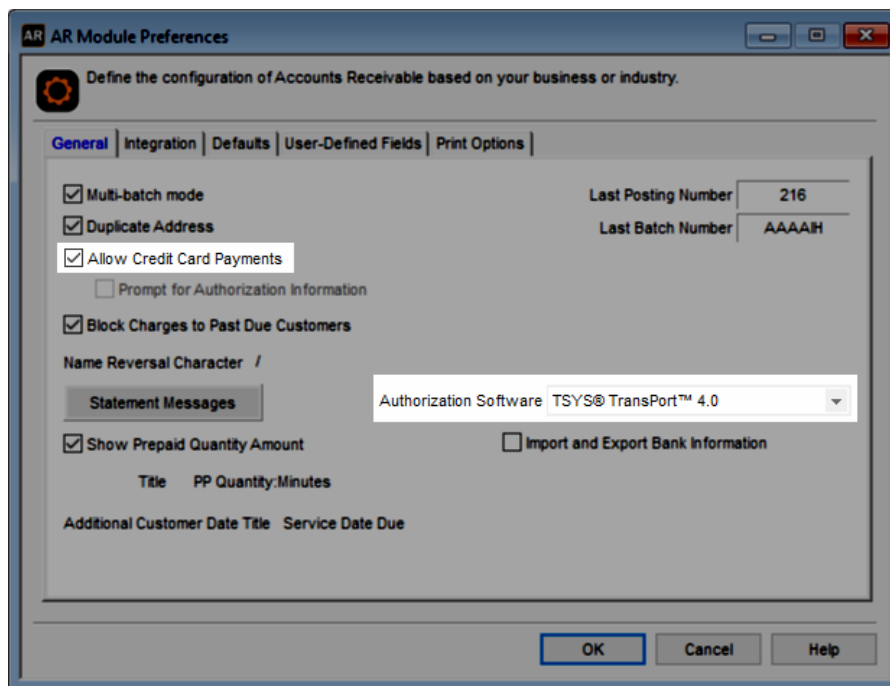
Figure 46: *AR Module Preferences, TSYS TransPort 4.0*

2   On the **General** tab, check the **Allow Credit Card Payments** check box.

3   Select *TSYS® TransPort™ or TSYS® TransPort™ 4.0* from the **Authorization Software** drop-down.

4   Select **OK**.

When you process a payment transaction in the **AR Enter Payment/Adjustments** window, the TSYS window appears and you can enter the card information to authorize through TSYS.

For more information about this window, see the Accounts Receivable guide.

To set up TSYS Transport in Sales:

1 In Sales, select **Options** > **Set Up the Point of Sale Preferences** or **Set Up the Order Entry Preferences** from the left navigation pane.
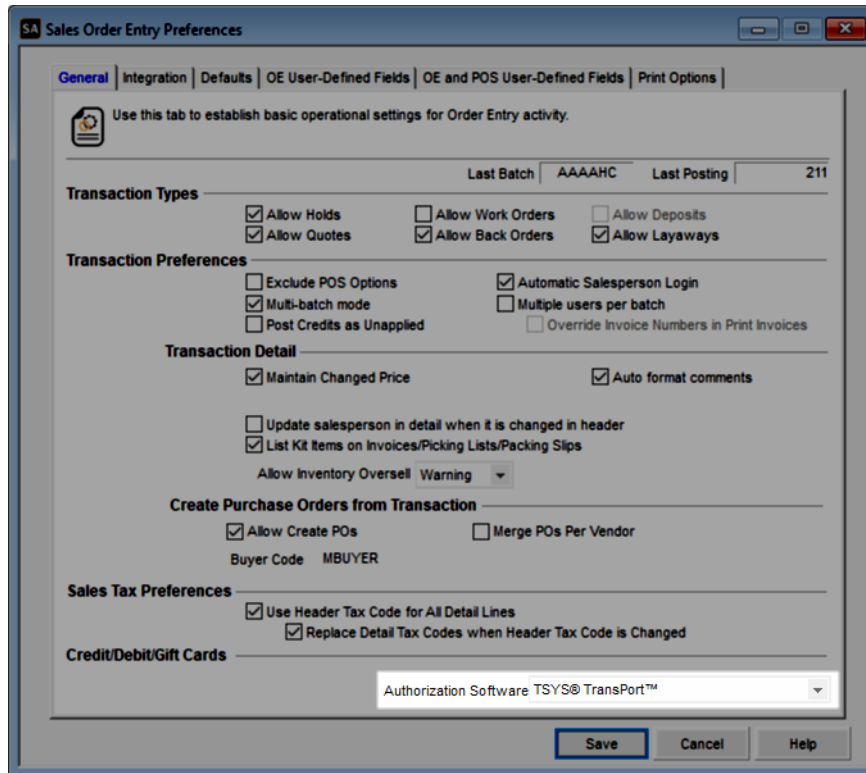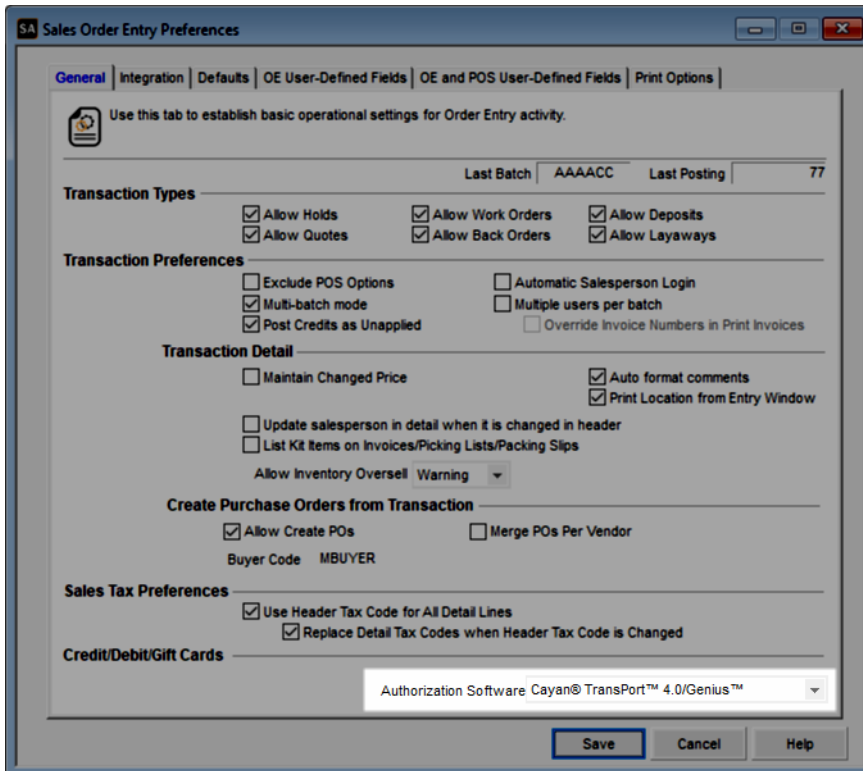

Figure 47: *Sales Order Entry Preferences, TSYS TransPort*

2 Select *TSYS® TransPort™* from the **Authorization Software** drop-down.

3 Select **Save**.

Keep in mind that authorization is immediate—batch authorization is not available.

When you process a payment transaction in the **AR Enter Payment/Adjustments** window, the TSYS window appears and you can enter the card information.

For additional information on the options in this window or about working with credit cards, refer to the Sales documentation. For information about processing credit cards or setting up devices, see the documentation provided with your TSYS TransPort software.

TSYS® TransPort4/Genius™

TSYS Genius is a web-based application you can use to authorize credit cards, debit cards, and other payment types, such as Google Wallet. There is no software to install on your system. You can use the Genius Customer Enhancement Device in Sales to swipe payment cards.

You must set up your TSYS account information in the window in Controller. Refer to the Controller guide for more information.

After you set up your account information in Controller, you can use TSYS Genius or TSYS Genius with gift card capabilities in Point of Sale and Order Entry.

> **NOTE:** *If Denali crashes and the Genius device is unresponsive, you need to unplug the Genius device to reset it.*

To set up TSYS Genius in Sales

1 In Sales, select **Options** > **Set Up the Point of Sale Preferences** or **Set Up the Order Entry Preferences** from the left navigation pane.

Figure 48: *Sales Point of Sale Preferences, TSYS Genius*

2 Select *TSYS® TransPort™ 4.0/Genius™* or *TSYS® Genius™ with Gift Cards* from the **Authorization Software** drop-down.

3 Select **Save**.

When you process a card sale, you can use the Genius device or the TransPort web portal to enter the card information.

Index

Index