

## Case Study: Integrating QuoteWerks and QuickBooks for Trisource Exhibits

TRISOURCE Exhibits GRAPHICS ▸ SERVICES ▸ DIGITAL MARKETING			COMMISSION RECONCILIATION FORM		MARKETING CONSULTANT JK	
CLIENT: ABC Widgets Inc			SHOW NAME: THE BIG WIDGET SHOW		SHOW DATE: 4/4/2025	
INVOICE #: 46881P (07/11/24), 46881FR (10/10/24)			INITIAL REC COMPLETE: 5/5/2025		DATE COMM PAID: 6/6/2025	
VENDOR			INVTOTAL	NET BILLING (FROM INVOICE TAX & FRT.)	PROJECT MANAGER(S)	
Vendor A	2024-2264098	\$2,602.93	\$47,711.61		IVD	\$0.00
Vendor B	19563000	\$146.64	\$21,302.89	WHOLESALE TOTAL	TSE RENT	\$224.88
Vendor C	90735592	\$7,087.01			XS > 75K	\$0.00
Vendor H	5148	\$64.78	\$26,408.72	GROSS PROFIT	TOTAL	\$224.88
		\$9,901.36			PM1	\$224.88
TRISOURCE RENTAL		\$11,244.03		COMMISSION RATE: 12% BASE + 2% RENTAL	PM2	\$0.00
ART PREP @ \$75/HR		\$0.00				
DESIGN @ \$90/HR		\$157.50	\$3,393.93	SALES COMMISSION DUE	INV.#	COST
DEMO or PREVIEW (8%)		\$0.00			46881P	\$47,711.61
WHOLESALE TOTAL		\$21,302.89		ACTUAL GROSS PROFIT %	TOTAL	\$47,711.61
			\$8,279.65	FREIGHT BILLED		
VENDOR / INVOICE #	SHIPPER	AMOUNT	\$8,279.65	FREIGHT COST W/MARK UP	INV.#	COST
Vendor B / 19563000	ABC Widgets Inc 46881	\$146.64			46881FR	\$279.65
Vendor C / 90736352	Vendor 46881	\$7,087.01		FREIGHT PROFIT <LOSS>	46881P	\$8,000.00
Vendor E / 8-583-28053	ABC Widgets Inc 46881	\$140.55	\$0.00	TOTAL	TOTAL	\$8,279.65
Vendor E / 8-589-51746	ABC Widgets Inc 46881	\$2,198.75				
Vendor G / CLE312503	ABC Widgets Inc 46881	\$2,198.75	\$0.00	FREIGHT COMMISSION DUE		
Vendor G / CLE312503R	ABC Widgets Inc 46881	\$2,198.75	\$3,393.93	SALES COMMISSION DUE		
FREIGHT COST		\$6,209.74		TOTAL COMMISSION DUE		
ADD MARKUP, DIV BY 75%		\$8,279.65	\$3,618.81			
TOTAL		\$8,279.65	\$0.00	CREATE REFUND/CREDIT TO CUSTOMER IF >\$300		

### Background

Hilltops IT Consultancy Services was approached by Trisource Exhibits to develop a custom integration between their existing QuoteWerks and QuickBooks systems. The goal was to enhance their reporting capabilities by creating a seamless data flow between the two platforms, enabling complex reporting and commission calculations.

### Client Overview

**Client:** Trisource Exhibits

**Industry:** Exhibitions and Events

**Key Contacts:** Dave Damalas (VP of Service & Operations), Kate Foulkes (Accounting Manager)

### Project Objectives

The primary objective was to develop integration utilities that would:

- 1. Import Data:** Extract data from QuoteWerks and QuickBooks and import it into a separate reporting database.
- 2. Generate Reports:** Produce commission reports for projects, detailing information about marketing consultants, project managers, vendors, and products/services supplied.
- 3. Automate Processes:** Enable both manual and automated (overnight) data refreshes to ensure up-to-date reporting.

## Solution Design

Hilltops IT designed a comprehensive solution comprising several key components:

### 1. QuoteWerks Integration Utility:

- **Data Extraction:** Pulls various data fields from the QuoteWerks database, including document headers and item details.
- **Automated Refresh:** Configured to refresh data overnight as a background server-side task.

### 2. QuickBooks Integration Utility:

- **Data Extraction:** Pulls customer, vendor, sales order, invoice, credit card charge, and bill data from QuickBooks.
- **Automated Refresh:** Similar to the QuoteWerks utility, it refreshes data overnight.

### 3. Excel Integration:

- **Data Extraction:** Imports data from the reporting database into the Excel spreadsheet and provides a summary Commission Reconciliation report.
- **Dynamic Data Retrieval:** Automatically refreshes data based on the QuoteWerks document number(s) entered.
- **Detailed Reporting:** Includes sections for vendor invoices, goods and services summary, freight costs, and commission calculations.

## Implementation

The implementation process involved several stages:

1. **Initial Setup:** Configuration of database paths, QuickBooks SDK access, user interface settings, and field mappings.
2. **Customization:** Tailoring the utilities to meet Trisource's specific requirements, including the ability to modify settings without redeveloping the utilities.
3. **Testing:** Rigorous testing to ensure data accuracy and reliability.
4. **Deployment:** Rolling out the solution and providing training to Trisource's team.

## Challenges and Solutions

### Uncovering New Requirements

As the project progressed and Hilltops IT delved deeper into the details of the reporting needs, new requirements emerged that were not part of the original scope of work. These additional requirements were crucial for ensuring the accuracy and comprehensiveness of the Commission Reconciliation report.

### Systematic Approach to Addressing Challenges

Hilltops IT adopted a systematic approach to address these new requirements:

#### 1. Requirement Analysis:

- Conducted thorough analysis sessions with Trisource Exhibits to understand the newly uncovered requirements.
- Prioritized the new features and reporting data based on their impact on the overall reporting accuracy and business needs.

## 2. Incremental Development:

- Implemented the additional features and reporting data in incremental phases.
- Ensured each phase was thoroughly tested before moving on to the next, maintaining the integrity of the existing solution.

## 3. Collaboration and Communication:

- Maintained open lines of communication with Trisource Exhibits throughout the process.
- Regularly updated the client on progress and sought feedback to ensure alignment with their expectations.

## 4. Flexibility and Adaptability:

- Demonstrated flexibility in adapting to the evolving requirements.
- Leveraged the configurable nature of the integration utilities to accommodate the new data fields and reporting needs without extensive redevelopment.

## Ensuring Accurate Reporting

By systematically addressing the new requirements, Hilltops IT was able to enhance the Commission Reconciliation report, ensuring it was accurate and comprehensive. This approach not only met the client's immediate needs but also provided a robust foundation for future reporting enhancements.

## Results

### Operational Results

The integration solution delivered by Hilltops IT resulted in:

1. **Enhanced Reporting:** Trisource Exhibits now has access to detailed, up-to-date commission reports.
2. **Improved Efficiency:** Automated data refreshes reduced manual data entry and minimized errors.
3. **Flexibility:** The ability to modify settings and generate additional reports as needed.

### Quantifiable Results

1. **Time Saved:** Reduced manual data entry by 85%.
2. **Error Reduction:** Minimized data entry errors by 90%.
3. **Reporting Accuracy:** Improved accuracy of commission reports by 95%.

## Future Plans

*“Future plans include introducing this same system to some of our other partners in the business. I see real value in this and an opportunity to help them work more efficiently. We may also be looking into a system like this for our departments within.”* – Dave Damalas, VP of Service & Operations at Trisource Exhibits

## Conclusion

Hilltops IT successfully developed and implemented a robust integration solution for Trisource Exhibits, significantly improving their reporting capabilities and operational efficiency. This project highlights Hilltops IT's expertise in delivering customized solutions that meet the unique needs of their clients.

*"The integration solution provided by Hilltops IT has transformed our reporting capabilities. The automated data refreshes and detailed commission reports have significantly improved our operational efficiency."* – Dave Damalas, VP of Service & Operations at Trisource Exhibits

*"You have no idea how much time and brain space this will save, not to mention eliminating human error with all those entries. This case study is a great way to showcase this amazing product!"* – Kate Foulkes, Accounting Manager at Trisource Exhibits.

## About Hilltops IT Consultancy Services

Hilltops IT Consultancy Services is a leading provider of business software solutions, specializing in QuoteWerks and custom software development, system integration, plus providing training, consulting and support services. With a focus on delivering tailored solutions, Hilltops IT helps businesses enhance their operational efficiency and achieve their strategic goals.

## Contact Information

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