**QuickBooks Import Tool Frequently Asked Questions**

**ONE**

QUESTION: Does the import tool work for Windows and Mac?

ANSWER: The import tool works for all Windows iterations (XP, 7, 8 and 10) but Mac computers require a Windows wireframe environment to run.

**TWO**

QUESTION: Why is the import tool better than a straight .iif import?

ANSWER: The Clockwise import tool validates the data to make sure that the employee exists and is able to have a timesheet, that the customer job/payroll item/service item are active and that the time entry isn’t already posted.

**THREE**

QUESTION: Do I have to talk to someone from Clockwise every time I run an import?

ANSWER: No. During the setup process your Implementation Rep will go over the steps at least once, if not more. But after you have mastered the import process (typically after a few pay periods), you can contact the support department with questions.

**FOUR**

QUESTION: Why did the import fail?

ANSWER: If the import file failed, click the “Error Log” link at the bottom of the tool. It will tell you which line failed and why.

**FIVE**

QUESTION: What is the best way to review the text file?

ANSWER: I recommend Notepad++ since it numbers the lines. You can also use the “File Preview” after you select the file to be imported.