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Intuit, Inc.

**QuickBooks™ Technical
Review
for
QuickBooks Compatible
Software**

Developer Guide

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1. Introduction

Welcome to the QuickBooks Technical Review Program, designed to test QuickBooks Compatible software running on the QuickBooks™ platform. This program has been customized and designed in partnership between Intuit, Inc. and Intertek. Intuit has approved all aspects of the program.

The purpose of this Developer Guide is to provide the QuickBooks™ developer community with detailed information about the process and the specific tests that will be executed, once you submit your application to the QuickBooks Technical Review Program. All tests executed as part of the QuickBooks Technical Review Program are fully documented in this Developer Guide and are available for download. This Guide also provides detailed descriptions and test tips to assist you with your pre-testing, prior to your application's submission for the QuickBooks Technical Review.

Intertek is an independent testing company chosen by Intuit to execute the QuickBooks Technical Review Program. All program specifics including processes, test design, and program design have been approved and are enforced by Intuit, Inc.

As the testing party, we look forward to facilitating your product's success.

2. What is the QuickBooks Technical Review Program?

The QuickBooks Technical Review Program is designed to give the QuickBooks developer community the mechanism to ensure their applications meet the high quality standard of operation and compatibility expected by customers. The purpose of the testing is to verify that 3rd party applications appropriately integrate, exchange data, and are compatible with the QuickBooks platform.

IDN (Intuit Developer Network) is in the process of re-launching and will be establishing new membership levels in the coming months. Applications that have successfully completed the QuickBooks Technical Review Program will be awarded Silver level membership upon completion as soon as QuickBooks has re-launched. Those applications that pass the QuickBooks Technical Review Program will be granted benefits such as the ability to submit applications to the QuickBooks Solutions Marketplace. Passing the QuickBooks Technical Review is not a Full Intertek - Product

Quality Assurance guarantee. Intertek test engineering service is to ensure that your product meets a set of Intuit compliance standards, and that your products' stability is adequate throughout the compliance tests.

Note: Intertek has no control over whether Intuit will issue Silver level membership or logo usage. Intuit, Inc. has reserved the right to refuse participation by any Vendor in the use of any trademark, licensing or compatibility program regardless of the test results determined by Intertek; or terminate the testing without prior notification.

3. Getting started – Pricing, Scheduling, and Submission

For your applications to pass the QuickBooks Technical Review, you must schedule your test and submit your package to the Intertek QuickBooks Technical Review Test lab. **In order to maximize your chances for a successful test result, you are required to run all tests prior to submission.**

To schedule your test, please call the Intertek QuickBooks Technical Review Test lab at (925) 484-0812 or send an email to Intuit@Intertek.com. You will receive confirmation the same working day for all submission forms, calls and emails received by 3:00 P.M. Eastern Time. You can register in the Intuit test portal here to begin your submission process: <https://aws2.qpqa.com/intuit/>

Requirements for submission of your test package:

Schedule testing by contacting the Intertek QuickBooks Technical Review Test Lab at 925-484-0812, or by sending an email to Intuit@Intertek.com. You can log in as a new user on our Intuit application submission portal here: <https://aws2.qpqa.com/intuit/>

A completed Developer Questionnaire, taken from Section 11 of this document, which is also available in the portal for download. Once completed, attached with your submission in the Intuit test portal when asked to do so.

A pre-tested candidate of your application by FTP, email, CD media, or a .zip attachment to the portal. A copy of all documentation targeted for the end user e.g., Installation Guide, user guide, etc.

If your application communicates with external data source, access to data feeds is required. Any test account information must already be set up prior to submission and the relevant information (user id and password) must be provided.

The signed Intertek Vendor Software Testing Agreement faxed to 925-484-2631.

Testing agreements are to be returned only once. Additional testing will only require the product addendum to be signed, unless there is a change to the agreement.

- Payment for the Technical Review Testing.
For ISVs located in the U.S., please submit payment by Credit Card when asked for payment information inside the Intuit portal at the time of your application submission. (Portal url: <https://aws2.qpqa.com/intuit/>)

4. Process after Submission

1. Once your package is received, a receipt confirmation notice is sent via e-mail to the contact person specified in the submission email or telephone call.
2. Regular status emails will be sent to you and Intuit, from the QuickBooks Technical Review team indicating the progress of your testing. Information will include tests completed to date, tests remaining, failures found, and any open issues. Note: Failures found will include detailed problem information to assist engineering with duplication of the problem.
3. Problems found during testing can also be viewed in our online bug database. This database contains information about problems as they are found. When the testing of your application has been scheduled and

confirmed, we will send the appropriate links and logins to our online bug database.

4. Final test results and a confirmation of completion will be made available to Intuit and you within two working days from the start of testing for each application version tested.
5. Once your application has met all of the QuickBooks Technical Review requirements, you will be eligible for Silver level membership within the Intuit Developer Network (IDN) and the logo for your application usage. If you are undergoing this test prior to the IDN re-launch, the logo and Silver level membership will not be made available until that re-launch. The target for re-launch is August 2006, subject to change.
6. If your application does not meet the requirements, the areas must be fixed and resubmitted for retest. Please contact the Intertek QuickBooks Technical Review Test Lab, to reschedule your application re-test.
7. If there are areas that do not meet the specified requirements and are considered either part of your design or out of your control to fix, then the test may be eligible for a waiver. Please see the section titled "Special Test Exceptions or Waivers" for full details.

5. Pricing

Test Fee - \$1,050.00

This fee applies to each submission of your application to the QuickBooks Technical Review Program Test Lab.

Late or No Show Submission Penalty Fee

Intertek requests confirmation from the developer that their application will be submitted to the QuickBooks Technical Review Test Lab within two weeks of the scheduled test date. If Intertek is not notified within the appropriate time period, a late or no show submission penalty fee may be applied and due upon submission.

Note: Dollar amounts refer to US Dollars.

6. Common Problems

Have you checked for these?



As more and more applications are tested within the scope of the QuickBooks Technical Review Program, this section will contain the most common problems experienced when executing the tests. The list of failures will be based on actual application testing results and will be updated as the list evolves over time. Please be sure to check the following to allow your application to be as prepared as possible for QuickBooks Technical Review testing.

1. Verify that when the application is uninstalled that the registry entries that were populated during install are removed.
2. Verify the application can continue to run with QuickBooks after QuickBooks has been upgraded to a newer version.
3. Verify that all documentation is included when submitting the application for review.
4. Verify no memory leaks or crashes exist within the application.

7. Test Information

The purpose of this section is to provide a description of the tests that will be executed by Intertek as part of the QuickBooks Technical Review Program. All tests that will be executed as part of the QuickBooks Technical Review Program are included and documented below. **Executing these tests prior to submitting your package for testing will greatly increase your chances for a successful result.**

The test are designed to explore multiple facets of your application, verifying that the application appropriately integrates, exchanges data, and is compatible with and supported by the QuickBooks platform. **In addition, the application should not freeze, crash, post inappropriate error messages, cause data loss or corruption at any time during the test cycle.**

Please note that the test criteria in this document are subject to change at any time based on business and technology requirements. To maximize the chances of your application meeting the QuickBooks Technical Review criteria, please ensure you have the most current version of this document. If you would like to be notified of any changes to the developer guide, please send an email to Intuit@Intertek.com.

Also note the content of the application is verified at the time of testing and Intertek is not responsible for content that is changed after testing has been completed. This is pertinent to all applications, and specifically to any application that contains dynamic server content.

7.1. Test Cases

Install/Uninstall

Test ID	Test Case Description/Steps
1.1	Verify the application includes a standard Windows installer.
	Description: This test will verify that a standard Windows installer is provided with the application.
1.2	Verify the application Installer does not improperly overwrite any files.
	Description: The test will verify that the application does not overwrite any QuickBooks files during installation. It will also verify that any system files, or MSXML files that are overwritten during the installation process are newer version files. Also, if any MSXML files are overwritten they must be version 4.0 or higher.
	* If the application design requires files to be overwritten, the Documentation must indicate which files are specifically overwritten during the Installation process.
1.3	Verify the application is installed properly.
	Description: This test will verify the application installs to the proper directories and that it has been integrated with QuickBooks as expected.
	1. Verify that the directory structure is modified as described in the Installation Guide.
	2. The user interface and menus should integrate with QuickBooks as described in the Installation and User Guides.
1.4	Verify the application successfully handles the initial login process and connection to QuickBooks during launch.
	Description: This test will verify that the application successfully launches, completes the login process, and connects to QuickBooks. If the login or connection process does not run successfully then the application must present the user with direction on how to resolve the problem. EXAMPLE: If the QuickBooks administrator has not granted the application permission to log in automatically then an error code will be sent to the application.
1.5	Verify the application includes a standard Windows Uninstaller.
	Description: This test will verify that a standard Windows Uninstaller is provided with the application.
	1. Verify the application can be removed from ALL of the following locations: - Add/Remove Programs

Test ID	Test Case Description/Steps
1.6	Verify uninstall does not remove any QuickBooks or system files.
	Description: The test will verify that the application's uninstaller does not remove any QuickBooks or system files.

Functionality

Test ID	Test Case Description/Steps
2.1	This test case verifies that the application does not install anything into Quick Book program space.
	<p>Description: 1. NO files or folders should be added or modified in [PROGRAM FILES]\Intuit\QuickBooks<anything> ([PROGRAM FILES] is usually c:\program files but can be modified by the user or by the language edition of windows) In [COMMON FILES]\Intuit\QuickBooks, nothing other than the list below should be added or modified. If anything on the list below is MODIFIED it must be to a NEWER version (check version stamps):</p> <ul style="list-style-type: none"> msvcp71.dll msvcr71.dll QBXMLRP2.dll QBInstanceFinder.dll stlport_vc745.dll stlport_vc746.dll QBFC.dll QBFC2.dll QBFC2_1.dll QBFC3.dll QBFC4.dll QBFC5.dll QBFC6.dll QBFC7.dll QBFC8.dll Interop.QBXMLRP2.dll Interop.QBFC3.dll Interop.QBFC4.dll Interop.QBFC5.dll Interop.QBFC6.dll Interop.QBFC7.dll Interop.QBFC8.dll QBXMLRemoteOE.dll QBOEDataManager.dll RDS\QBRDSSoapCli3.dll RDS\QBRemoteClienttps.dll RDS\RDSQBXMLRP.dll RDS\qbRDSClient.exe RDS\qbRDSServer.exe RDS\qbRDSServer.ini RDS\qbrdsclient.chm RDS\qbrdsserver.chm QBWebConnector\Encryption.dll QBWebConnector\QBWebConnector.exe QBWebConnector\RegisterQBWebConnector.exe QBWebConnector\SyncFusion.Core.dll QBWebConnector\SyncFusion.Grid.Base.dll QBWebConnector\SyncFusion.Grid.Windows.dll QBWebConnector\SyncFusion.Shared.Base.dll
2.2	Verify the application does not contain inappropriate or offensive graphics or text.

Test ID	Test Case Description/Steps
	Description: This test will verify that no inappropriate or offensive graphics or text is present in the application. The application must not contain or access any material or information that is deceptive, misleading, fraudulent, obscene, pornographic, defamatory, in violation of personal or property rights, regulation or law, trade libelous, libelous, slanderous, unlawfully harassing or injurious, excessively violent, or otherwise deemed unfit for publication by Intertek or Intuit.
2.3	Verify that the application properly handles synchronization of data with the QuickBooks company file.
	Description: If the application maintains a database or internal file that stores portions of data from the QuickBooks company file, this test will verify that the application ensures that the two sets of data are synchronized with each other. The test will also verify that if a synchronization error occurs, the application prompts for user interaction before modifying the QuickBooks version of the company file.

Integration Validation

Test ID	Test Case Description/Steps
3.1	Verify the application functions properly with QuickBooks.
	Description: The test will verify that all the application's integration points function properly with QuickBooks. Verify the application functions as expected/documented.
3.2	Verify the application properly transfers data to and from QuickBooks.
	Description: This test will verify that all data transferred between the application and QuickBooks is sent and received properly. The test will verify that all data transfers to the expected fields, forms, company files, reports, etc. The test will also verify that all data remains intact and no data loss or corruption occurs.
3.3	Verify the application is able to use the 'enabled' operations.
	Description: The SDK supports the following operations. Note which are used and verify that they are functional.
	1. Add - adds an object to QuickBooks.
	2. Modify -modifies an existing QuickBooks object (except transactions).
	3. Delete – removes the list element of transaction object from QuickBooks.
	4. Void - changes the transaction amount to zero but leaves a record of the transaction in QuickBooks (does not apply to list elements).
	5. Query - obtains information about one or more objects according to specified criteria.
3.4	If any additional hardware or software other than QuickBooks and the integrating application is necessary to obtain data, verify data is properly accepted and transferred between all products.
	Description: This test will verify that all products required by the application to obtain and/or transfer data communicate with each other as documented. The test will verify that integrity of the data flow remains intact and no data loss, corruption or errors occur.
3.5	Verify that any transactions in AR/AP create the proper adjustments to the company file and are adequately documented
	Description: This test will verify any entries made using the application are traceable to their origin and described in detail, including:
	1. Accounts Receivable (AR) -if the application creates an invoice, verify that the appropriate adjustments are made to the GL.

Test ID	Test Case Description/Steps
	2. Accounts Payable (AP) -if the application creates a bill payment, verify that the appropriate adjustments are made to the GL.
	3. Verify that application provides detailed information that will allow an accountant to trace the transaction.
3.6	Verify the application properly communicates closed and changed events with QuickBooks.
	Description: This test will verify that the application properly communicates closed and changed events to/from QuickBooks. The test will verify that the application properly handles changed events and no inappropriate open tickets/events remain.
3.7	Verify the application communicates with QuickBooks successfully.
	Description: This test will verify there are no unexpected error messages within the application or in the error log received from QuickBooks during use of the application.
3.8	Verify the application contains permissions that allow the user to export Personal Data from QuickBooks.
	Description: This test will verify that the following message does not occur when generating reports that contain personal data from QuickBooks: status code 3261: The integrated application has no permission to access personal data.
3.9	Verify any data that is entered in the application is accessible from QuickBooks and Vice Versa.
	Description: This test will verify that data is exchanged properly between the application and QuickBooks.
3.10	Verify the application only uses valid qbXML request options.
	Description: This test will verify only valid qbXML request options are available to the user. During the course of testing, the test will verify that the application does not cause QuickBooks to post any inappropriate messages indicating the application is executing a function beyond the scope of the qbXML API.
3.11	Verify any changes made into the application appropriately apply to QuickBooks.
	Description: This test will verify that all changes made within the application also register within the QuickBooks application.
3.12	Verify that the application can process all credit card transactions.
	Description: The test will verify the credit card processing of the application. The transaction should behave as though the transaction was processed by QuickBooks.
3.14	Verify the application does not use IIF (Intuit Interchange Format) to integrate with QuickBooks.
	Description: This test will verify that the application utilizes the APIs available from the SDK and not IIF to integrate with QuickBooks.
3.15	Verify the application does NOT automatically shut down QuickBooks in order to perform any function.

Test ID	Test Case Description/Steps
	Description: This test will verify that QuickBooks does not automatically close or shut down without user intervention in order to proceed with the transfer. If the application requires QuickBooks to close or shut down, the user must be prompted to do so.
3.16	If applicable, verify the application appropriately handles UI extension events.
	Description: This test will verify that the application adds only a single menu item to one QuickBooks menu and that the one menu item must cascade. The application must not add more than one menu item.
3.17 (6.1)	Verify the application supports the most current version of SDK and QuickBooks as per stated in the documentation.
	Description: The application will be tested on the most current operating system, version and edition of QuickBooks supported as indicated by the application's documentation. If the documentation does not specify or indicates multiple operating systems, versions and editions of QuickBooks are supported, the baseline configuration used for testing will be the most current versions of Windows XP and QuickBooks Premier.

Security Error Handling

Test ID	Test Case Description/Steps
4.1	If the application provides its own database, verify that the application uses encryption when saving sensitive data.
	Description: The test will verify that the application successfully encrypts and saves sensitive data before it is integrated with QuickBooks.
4.2	If the application provides its own database, verify that the application is able to properly access encrypted integrated data.
	Description: The test will verify that the application can successfully retrieve encrypted data integrated with QuickBooks, with proper authentication.
4.3	Verify the application does not cache sensitive data.
	Description: This test will verify the application does not cache or create local copies of sensitive data. However any caching must be done in the form of strongly encrypted files.

Test ID	Test Case Description/Steps
5.1	Verify that the application does not fail when attempting to install on a system without QuickBooks.
	Description: The test will verify that installing the application on a system that does not have QuickBooks installed does not fail.
5.2	Verify that the application installation cancels "cleanly".
	Description: The test will verify that the application installer restores the system to its original state when the user has canceled the installation.
5.3	Verify that the application gracefully handles unsupported data with QuickBooks.
	Description: The test will verify that the application gracefully handles invalid character strings (e.g. phone numbers or email addresses), unsupported characters, carriage returns, grammar, syntax, and differences in field length within integrated data.
5.4(5.7)	Verify the program termination is clean and without data loss.

Test ID	Test Case Description/Steps
	Description: The test will attempt to close down the application and/or QuickBooks in the middle of an active process. The test will verify QuickBooks will not close while the application is still running, and that the application response is clean if requested to close while processing.
	1A. Begin a (integrated) process/transaction in the integrating application.
	1B. Check the transactions to make sure they are all completed without corruption.
	1C. Check the last transaction. Verify the application handles the scenario gracefully and that there is no data loss, duplication, or corruption.
	1D. Verify that the application recovers, the specific process that was interrupt can be re-run, and the application continues to function as expected.
	2A. Begin a (integrated) process/transaction in the integrating application.
	2B. If the application closes, verify there is no corruption in the transactions.
	2C. If the application refuses to close, but does so in a reasonable way, then all is well.
	2D. Verify that the integrating application recovers, the specific process that was interrupted can be re-run, and the application continues to function as expected.
	Verify the application gracefully handles closing the application itself and QuickBooks while a process is running.

Performance Help Files

Test ID	Test Case Description/Steps
6.1(9.2)	Verify the application does not exhibit awkward workflow. Incase of sending large quantity of data the transfer should be made in reasonable time.
	Description: This test will verify that the application does not exhibit awkward workflow and/or performance issues during the course of testing. Sending large quantities of data, performing large queries, and user interface should reflect a reasonable response time.

Test ID	Test Case Description/Steps
7.1	The application's About screen contains accurate information.
	Description: The test will verify the About screen and/or UI contains accurate information.
7.2(1.7)	Verify that all updated applications use a unique version number.
	Description: If a previous version of the application has been submitted, this test will verify that the updated application also has a new/updated and unique version number.

License Agreements

Test ID	Test Case Description/Steps
8.1	Verify that the application does not violate the QuickBooks "End User License Agreement" or "qbXML License and Developer Agreement"
	Description: This test will verify that the application does not distribute or duplicate copies of QuickBooks to individuals who have not purchased appropriate licenses per the "End User License Agreement" ("EULA") and "qbXML License and Developer Agreement". If the application does distribute QuickBooks to licensed users, verify that the EULA is included with the application.
	1. If the application distributes or duplicates copies of QuickBooks, verify: - A valid license is required to obtain the copy of QB - A EULA is included with the application

Test ID	Test Case Description/Steps
	See: - EULA: General section - qbXML Agreement: Section 5 Proprietary Rights
8.2	Verify the application meets the requirements outlined in items 1, 2, and 3 of the "Developer Application Naming Restrictions" document.
	Description: This test will verify application name and logos meet the requirements 1, 2, and 3 outlined in the "Developer Application Naming Restrictions" document and the associated example.
	Requirements: 1. No use of "QuickBooks", "QB", "Intu", "tuit", "Quick" or "Turbo" (or phonetic equivalents) in the name, name-phrase or other branding of developer's applications, or in developer's company name or trade name.
	2. No use of "QuickBooks", "QB", "Intu", "tuit", "Quick" or "Turbo" (or phonetic equivalents) in any domain name, email address, keyword or other internet addressing signifier.
	3. The "QuickBooks®" trademark can only be used exactly as shown in one of the referential descriptions below when the reference relates to application names, branding, packaging, titles and the like: "APPNAME 2003" (Name/Logo of Developer's Application) then completely separate and apart from the name/logo of the Application (separated by at least one clear line of space which is the same height as Developer's product logo), Developer may display one of the following approved phrases noted below: * "Special Edition for QuickBooks® Users" * "Designed for use with QuickBooks®" * "For use with QuickBooks®"

8. Special Test Exceptions or Waivers

On occasion there are test situations that may warrant exception. For example, a waiver may occur if the design of an application prohibits a developer from conforming to one of the tests listed in the criteria. It may also occur if a developer is unable to conform to a test because of a specific problem with the platform and/or a reason completely out of the developer's control.

After reviewing the tests within the Developer Guide, if you feel that your application will not meet a portion of the test criteria, you must request a test waiver including information explaining the rationale of the exception. Intertek will communicate all waiver requests for approval to Intuit upon receipt. Each case will be handled separately.

Intuit will approve or deny the exception within 5 working business days following the completion of testing. An immediate e-mail will be sent to the application developer, reporting approval results for their exception candidate.

If the waiver has been approved, Intertek will record the information in the online tracking system. If all other tests have passed, the application developer will receive a test pass. If the waiver has been denied, a retest of the application will be necessary to fix the problem as documented in the failed test result.

PLEASE NOTE: Problems that cannot be reproduced in the Intertek lab are NOT recorded as failures. If Intertek discovers a problem once and cannot reproduce the problem, it will be noted in the test results report, but will not affect the test status. However, if Intertek can reproduce the problem consistently, but the developer cannot, we will work with the developer to help isolate the condition for reproducibility. Problems not reproducible at the developer site will be escalated to Intuit for decision handling.

9. Software Revision Handling

QuickBooks Software Revision

The awarded Silver level logo only applies to the application for up to three future versions of QuickBooks beyond which the application was tested with. The version QuickBooks that the application was tested on will be listed in the online tracking database.

Developer Product Revision

The Silver level logo only applies to the developer product version that has passed the QuickBooks Technical Review, and for which Intuit has authorized the use of the Silver level logo.

10. Contact Information

We welcome your comments, feedback, or questions regarding this document. To contact us, please send an email to Intuit@Intertek.com.

Our mailing address is: Intertek QuickBooks Technical Review Test Lab 450 Main Street #207, Pleasanton CA 94566
Phone: (925) 484-0812 Fax: (925)-484-2631

11. Developer Questionnaire

The purpose of this section is to gather general information about your company and product. We will add your information to our database so that you will automatically receive general updates regarding the program.

To send the forms electronically, simply copy and paste the appropriate sections to a new Word document, fill in the data, save, and then email the file to Intuit@Intertek.com.

Contact Information

Company name	
Address	
City, State/ Province, ZIP/Postal Code, Country	
Main Phone Number and Ext. (including Country Code first)	
Fax Number (including Country Code first)	
Company website URL	
Support contact person	
Direct Phone Number and Ext. (including Country Code first)	
Email address	

Product Information

Application name:	
Application version:	
Description:	
Minimum Requirements: ○ List all QuickBooks versions and editions supported by your application. ○ Operating System(s) ○ Configuration ○ Browser(s)	

Please list all QuickBooks exchange or integrations as a guide or check list.