

## Time and Expenses Enough to Rave About

A QuickBooks ProAdvisor streamlined her clients' time and billing processes with Virtual Time + Expense, saving herself hours of busywork while building customer loyalty.

"It is absolutely phenomenal. You don't have to reenter anything, and you don't get mistakes. I can't rave enough about it."

**Priscilla Gayle**  
Principal  
Kingdom Keepers

### Customer Profile

Priscilla Gayle, principal of Kingdom Keepers, is a QuickBooks ProAdvisor who provides a suite of financial services for her diverse clientele, including accounting, payroll processing, QuickBooks training, and working as a CPA liaison for tax prep. Gayle has been in business for seven years working primarily as a solo act, but also bringing in additional part-time help during busy times.

### Business Challenge

Gayle started looking for an online solution for a client, a stage and lighting company that regularly sends employees on the road with performing acts. The client needed a way to capture time and expenses from those employees and get it into QuickBooks. Around the same time, another client had branched out into additional cities and states. That client similarly needed a way to get time and expenses from the branch offices into the central billing department for invoicing and payroll.

Before using Virtual Time + Expense, Gayle would gather the timecards of every employee who worked at a client's business and put their hours and expenses into a big spreadsheet. Then, she'd send the file to the appropriate manager for approval.

If anything changed, she'd have to make the change by hand. Next, she'd enter the time into QuickBooks so she could run payroll. The likelihood of mistakes was high, simply because the information had to be transferred so many times. "If I ever made a mistake," she explains, "I had to resolve the mistake and any pay discrepancy that came out of it, which took time."

### Solutions Overview

With Virtual Software, all that is eliminated. Virtual Time + Expense sends an email to employees and managers reminding them to enter their time and expenses online. As soon as they do, and submit a completed timecard or expense report, Virtual Time + Expense sends a note to the assigned manager asking for approval. Once approved, the time becomes available to download into QuickBooks for the billing and payroll cycle.

Virtual Time + Expense sends employee name, time by day, overtime, project name, reimbursement expenses (including whether it was paid by credit card or cash), to QuickBooks. "You just download to QuickBooks, and you have a bill that's ready to pay, and an invoice that's ready to go to the client," says Gayle.

## SUCCESS STORY

Kingdom Keepers

## AT A GLANCE:

### Customer:

Kingdom Keepers

### Location:

Dallas, Texas

### Industry:

Accounting, Payroll and QuickBooks Training

### Business Challenge:

Two clients needed a time-tracking solution that could capture remote employees' hours and regularly import them into QuickBooks for billing and payroll.

### Solution:

Virtual Time, Virtual Expense and QuickBooks

### Results:

Together, Virtual Time + Expense, helped Kingdom Keepers:

- Save hours a week for clients' in-house accounting staff
- Reduce time, frustration and mistakes in clients' billing and payroll process





"It's absolutely phenomenal. Virtual Time + Expense has figured out how make sure that you don't end up with duplicates or blanks when you're importing into QuickBooks. It's so much better than text file interfaces. Virtual Software looks for exact matches, and if it doesn't find one, it gives you an error message so you can sort it out." Gayle has used other "integrated" software applications with QuickBooks that had a tendency to not reconcile very well, and had them cause some major problems. "That's what I really like about Virtual Software," she says. "I don't end up with a bunch of junk in my clients' QuickBooks files."

### Business Benefits

The biggest benefit for Gayle is time savings, for both her and her clients. "I don't have to use Excel spreadsheets anymore, and I don't have to beat up on employees to get their timesheets," she laughs. "It saves a tremendous amount of time for me, and for my clients' payroll and accounting departments. You don't have to reenter anything, and you don't get mistakes. I can't rave enough about it."

Gayle has one client who uses Virtual Expense to capture all the expenses of his people in the field, and then bill them back to his clients. Using Virtual Expense has vastly increased the speed he's able to invoice for and recover the reimbursements to his field employees. Virtual Expense also provides him with the details of those daily expenses, which eliminates the need to provide additional information to his clients after they receive their invoices.

Two of Gayle's clients are collaborating with Virtual Expense to improve how the software works over phone networks, enabling faster access in remote areas from mobile devices such as iPhones and Blackberrys.

Gayle especially appreciates the Virtual Software support staff. "The software itself is very intuitive and very easy to work with," she says. "But if you do have questions and give them a call, they're perceptive enough to tell if they have a novice on the other end who needs a lot of help, or if they're talking to someone who knows what they're doing. I really appreciate their support, and I know my clients do too."

### Referring Virtual Software to Clients

"I started looking for an online time-tracking solution because of two clients," Gayle says, "but once I figured out that Virtual Time + Expense could help anyone—from people working in home offices, to companies who use contractors or have more than one office—that's when I started recommending it to other clients. Once they start seeing what it can do, they want it. The software itself pushes them over the edge."

"I don't have to use spreadsheets anymore, and I don't have to beat up on employees to get their timecards in!"

**Priscilla Gayle**  
Principal  
Kingdom Keepers

### FOR MORE INFORMATION VISIT:

**Virtual Software Inc.**  
[www.virtualsoftware.net](http://www.virtualsoftware.net)

**QuickBooks**  
[www.quickbooks.com](http://www.quickbooks.com)

Virtual Time + Expense and QuickBooks Financial Software work together to help simplify your business management.

Virtual Software provides web-based solutions that help your business increase productivity, reduce errors and simplify timecard, expense report and sales management.

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