QUICKBOOKS ONLINE 2020 CLIENT TRAINING

Course 1

Get Started

Intuit, Inc.
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Table of Contents

About the Author

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Esther Friedberg Karp is an internationally renowned trainer, writer, business consultant and speaker who has been repeatedly listed as one of Insightful Accountant's Top 100 QuickBooks ProAdvisors in the world. She has also been named to their Top 10 list on two occasions: as Top International ProAdvisor and Top Trainer/Writer ProAdvisor.

Based in Toronto, Canada, Esther has the unique distinction of holding ProAdvisor certifications in the United States, Canada and the United Kingdom. She has authored materials and delivered educational and certification courses for Intuit in all those countries, as well as Australia where she conducted live QuickBooks Online training. She has spoken at Scaling New Heights, QuickBooks Connect and other conferences, and has written countless articles for Intuit Global.

Esther's clients include companies worldwide and accounting professionals who seek her out on behalf of their own clients. She is sought out for her expertise in various countries' editions of QuickBooks Desktop and Online, and for her talent in customizing QuickBooks usage for different industries. She also teaches QuickBooks Core and Advanced certification classes to accounting professionals in Canada.

Esther holds a BSc from the University of Toronto in Actuarial Science and Mathematics, and an MBA in Marketing and Finance from York University's Schulich School of Business.

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COMPUBOOKS Business Services

Training at a Glance

Use this as a guide to select specific workflows to be covered.

TOPICS	STEP BY STEP WORKFLOWS
PRODUCT OVERVIEW	• Benefits of using QuickBooks Online • Know the features of your QuickBooks Online subscription
IMPORTING DATA	• Export QuickBooks Desktop data to QuickBooks Online • Importing lists into QuickBooks Online
SETTING UP YOUR COMPANY	• Add users to QuickBooks Online • Products and Services list • Print a transactions report for a selected account directly from the Chart of Accounts • Print the Chart of Accounts • Connect a bank account to the bank feed • Company tab in global Company Settings • Enter contact information, employer ID and tax form in global Company Settings • Specify terminology for customers in global Company Settings • Sales tab in global Company Settings • Turn on inventory in global Company Settings • Expenses tab in global Company Settings • Explore purchase orders in Account and Settings • Advanced tab in Account and Settings • Close the books in Account and Settings • Show account numbers in Account and Settings • Enable auto-recall on forms in Account and Settings • Enter/Edit many account numbers at once in the Chart of Account • Change settings for automatic signing out after a period of inactivity

QuickBooks Online Test Drive

Exercises contained inside this handbook can be completed using a QuickBooks Online "test drive" file. The test drive uses a sample company file called Craig's Design & Landscaping Services. It can be accessed through the following link:

Craig's Design & Landscaping

You don't have to create an account or sign in to access the test drive file; just complete the security validation and click **Continue**.

This test drive is designed for you to explore and try out new things without worrying you will break something or make a mistake. It is not designed to retain any changes you make. (Although you should change the *Sign me out if inactive for* setting to **3 hours** if you want to give yourself plenty of time.) Once you close this QuickBooks Online test drive company it is completely refreshed, so remember to allow sufficient time to complete each task.

Topic 1: **Product Overview**

QuickBooks Online has many features and advantages that QuickBooks Desktop does not offer. Once you make the change to QuickBooks Online, it is important to understand the features available to you by being in the cloud and the feature availability based upon your subscription level. Look at just some advantages that QuickBooks Online has:

- Access data easily across multiple platforms, PC or Mac, browser or tablet
- Mobile access included with all QuickBooks Online subscriptions at no additional cost
- No need to transfer data files since everyone logs in to the same account to access the same data
- All the data is hosted, backed up and secured by Intuit's servers
- Automatically create invoices and send them to clients, including delayed customer charges for unbilled time and costs
- Post to multiple accounts receivable and accounts payable lines in a single journal entry
- Track inventory using the first in, first out (FIFO) method (the only QuickBooks Desktop edition that offers FIFO inventory costing is QuickBooks Desktop Enterprise with Advanced Inventory)
- Track logins, third-party activity and list changes in the Audit Log
- Reports can be emailed to anyone at a scheduled frequency, even if they do not have access to this QuickBooks Online company file
- Further organize data with both class and location tracking; labels can be selected for locations (such as property, store, territory, etc.)
- Bank transactions are automatically downloaded nightly
- Invite unlimited "reports only" and "time tracking only" users
- Sync third-party apps to QuickBooks Online without opening the QuickBooks Online company, since the apps sync to Intuit's always-accessible server; no downloading and managing third-party sync engines
- QuickBooks Online developers are always releasing new functionality to QuickBooks Online (no need to install new versions of QuickBooks Online as you always get the latest and the greatest with new features users are requesting)

Know the Features of Your QuickBooks Online Subscription

QuickBooks Online is a great solution for many different types of businesses. Every company must assess their needs to find a financial accounting solution appropriate for their business. Use the QuickBooks Online subscription matrix to determine the features of your QuickBooks Online subscription: http://quickbooks.intuit.com/online/compare. You can upgrade your QuickBooks Online subscription at any time to accommodate changes in your business.

QuickBooks Online Simple Start

- QuickBooks Online account
- Automatic data backup
- Bank-level security and encryption
- One full-access user
- Invite up to two accountant users, no additional charge
- Unlimited invoices and estimates
- Charge sales tax to customers
- Snap photos of receipts so you're ready for tax time
- Up to 250 accounts on the Chart of Accounts
- Print checks and record transactions
- Download bank and credit card transactions
- Import from QuickBooks Desktop
- Import/export lists from Microsoft Excel® (customers, vendors, Chart of Accounts)
- Add payroll to pay W-2 employees and file payroll taxes
- Prepare and print 1099-Misc
- Integrate with available applications
- 20+ built-in reports

QuickBooks Online Essentials

With QuickBooks Online Essentials you have access to all the Simple Start features as well as:

- Access for three users with permission controls
- Manage and pay bills, including schedule payments for later
- Automatic invoice creation on recurring schedule
- Track billable hours by customer
- Unlimited time tracking-only users
- Compare sales profitability with industry trends
- Delayed charges and credits
- Multicurrency
- 40+ built-in reports

QuickBooks Online Plus

With QuickBooks Online Plus you have access to all the Essentials features as well as:

- Access for five users with permission controls
- Unlimited reports-only users
- Track billable hours by customer
- Purchase orders
- Class and location tracking: up to 40 total classes and locations
- Track project profitability
- Track inventory using the FIFO method
- Budgets
- Two-sided items for profitability tracking
- Estimates
- 65+ built-in reports

QuickBooks Online Advanced

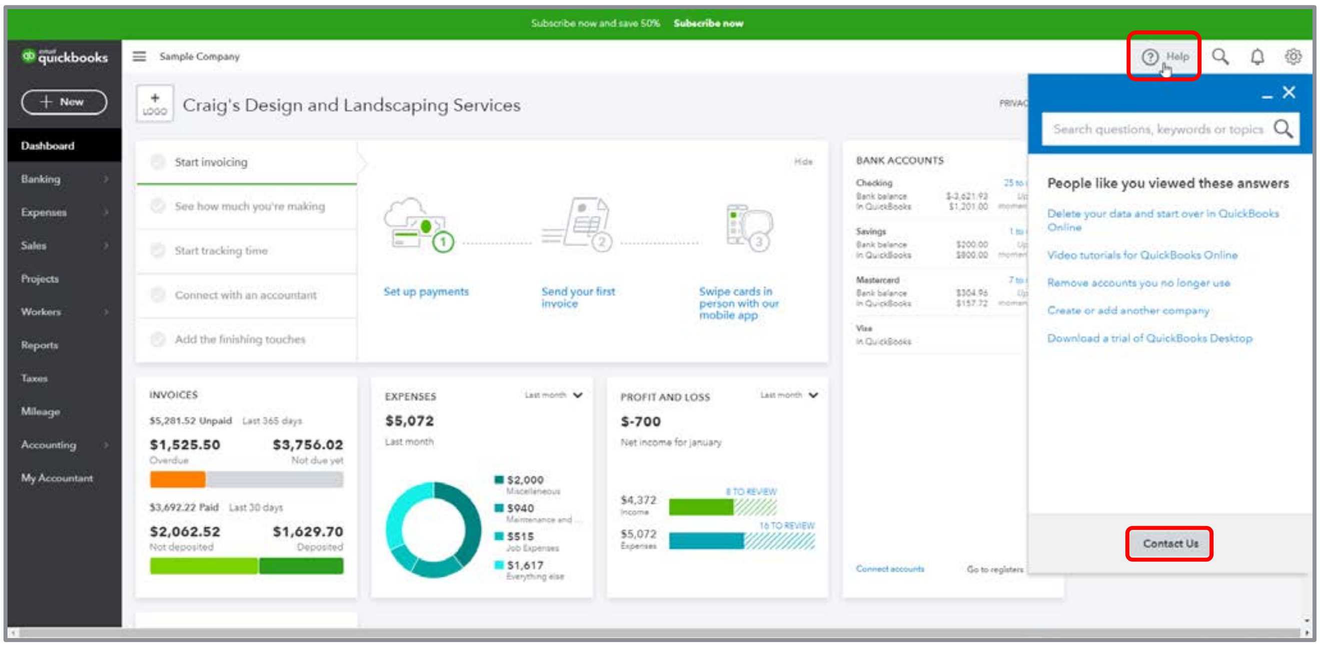
With QuickBooks Online Advanced, you have access to all the Plus features as well as:

- Access for 25 users with advanced permission controls
- Import or send hundreds of invoices at once
- Get help from a dedicated Customer Success Manager
- Access to Smart Reporting powered by Fathom
- Unlimited class and location tracking
- Enhanced custom fields
- Prioritized technical support calls
- Training
- Invite up to three accountant users, no additional charge
- Unlimited accounts on the chart of accounts

Topic 2: **Import Data**

IDENTIFY STEPS TO IMPORT DATA INTO QUICKBOOKS ONLINE

When you sign in to your company you can click the **Help** button (the question mark in the circle or the word Help next to it) in the top right corner for access to in-product self-help resources such as overviews and videos, as well as a **Contact Us** button with various options for ways to connect.



QuickBooks Online allows users to import data from QuickBooks Desktop within the first 60 days of creating the QuickBooks Online account. When this data is imported, it replaces (i.e., overwrites) any pre-existing data in the QuickBooks Online account.

Most QuickBooks Desktop data can be imported, but there are some limitations. Because QuickBooks Online is being improved constantly, the import capabilities can change. Check the latest details and limitations by visiting Move your QuickBooks Desktop file to QuickBooks Online and What to expect when you switch from QuickBooks Desktop to QuickBooks Online. At the time of this publication, these guidelines are among those in effect:

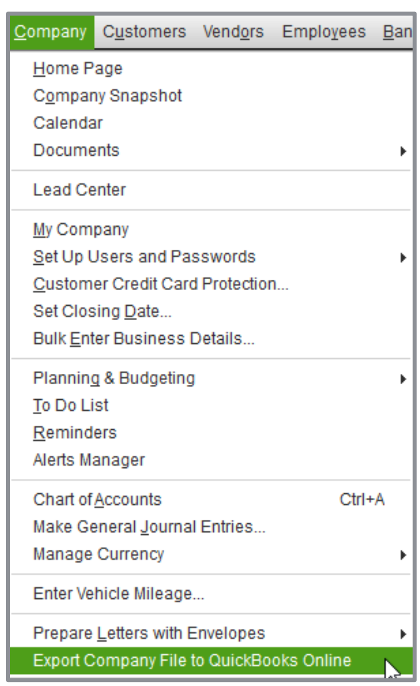
- While the size of the QuickBooks Desktop company file does not matter when importing to QuickBooks Online, the Desktop file must consist of no more than 350,000 targets
- If the Desktop file consists of more than 350,000 targets, consult Condense your QuickBooks Desktop file for import to QuickBooks Online for alternatives regarding trimming the file or importing lists and/or balances only
- Form templates (such as invoices, credit memos, statements, etc.) from QuickBooks Desktop cannot be brought into QuickBooks Online
- Memorized reports from QuickBooks Desktop cannot be brought into QuickBooks Online
- Reconciliation reports from QuickBooks Desktop cannot be brought into QuickBooks Online
- Payroll data imports from QuickBooks Desktop to QuickBooks Online as checks, not paychecks; any desired payroll service will have to be newly set up in QuickBooks Online via an interview including calendar YTD fields for each employee
- International versions of QuickBooks Desktop cannot be imported into QuickBooks Online's U.S. version
- You can import your QuickBooks Online data back to QuickBooks Desktop, with limitations, using Internet Explorer (consult Export and convert your QuickBooks Online data to QuickBooks Desktop for instructions). enter *Export data file from QuickBooks Online to Desktop* in the search bar and follow those instructions)

Step by Step: Export QuickBooks Desktop Data to QuickBooks Online

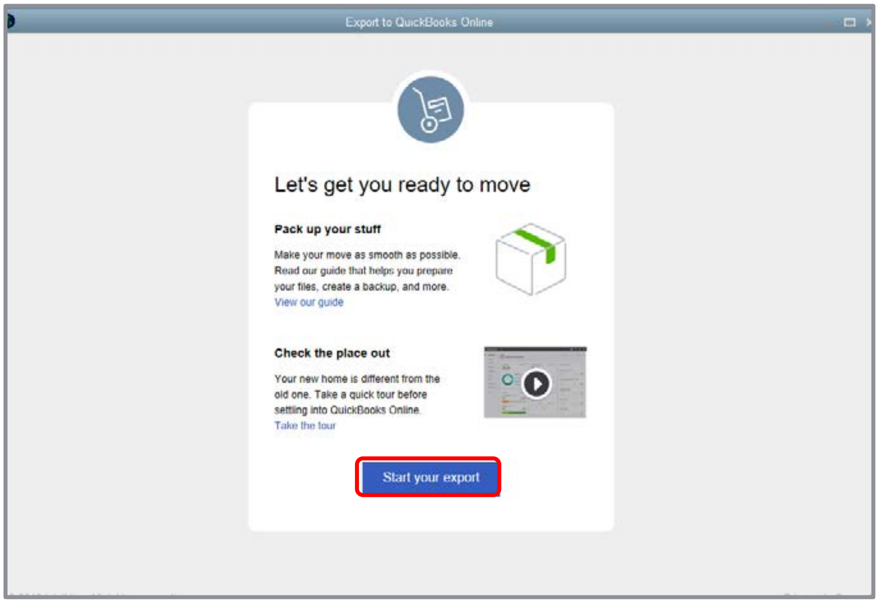
These steps are for exporting a QuickBooks Desktop (Pro or Premier) company to QuickBooks Online. These steps can be followed using a QuickBooks Desktop sample company to try out the process. There are different steps for converting from QuickBooks Enterprise Solutions or QuickBooks for Mac to QuickBooks Online; visit [Move your QuickBooks Desktop file to QuickBooks Online] for instructions.

The QuickBooks Online file should be set up ahead of time by the client or by the accountant creating a QuickBooks Online file on behalf of the client. If it is not set up ahead of time, you will be prompted to do so when you find that there is no QuickBooks Online filename where the converted Desktop file's records can reside.

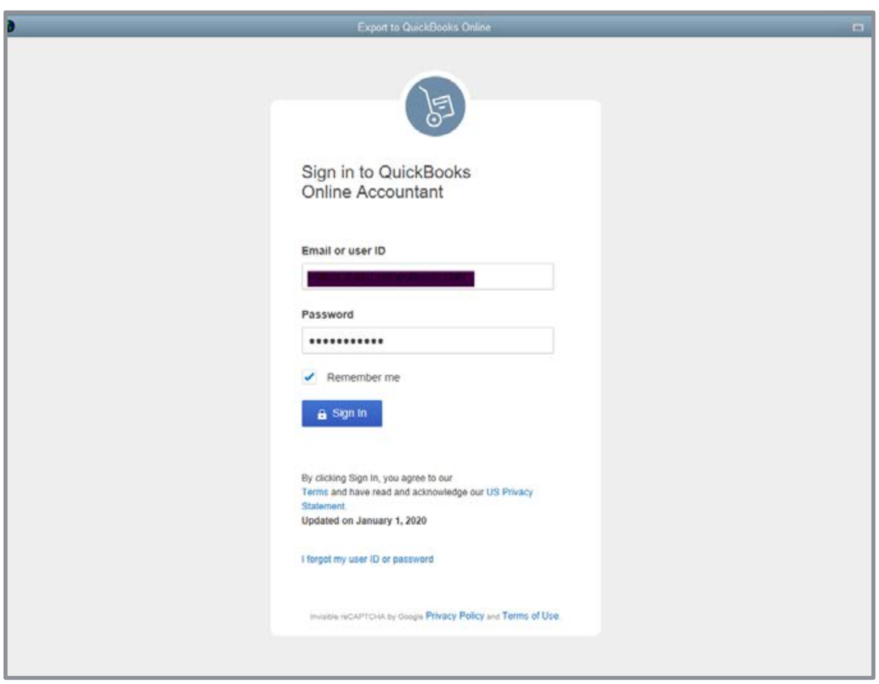
1. Open the QuickBooks Desktop company data file as the Admin user.
2. The file cannot have more than 350,000 targets. To view the size of your file, press the **F2** key. If the file has more than 350,000 targets, you can still import lists.
3. Navigate to **File → Utilities → Verify Data**. Correct any errors in the QuickBooks Desktop data before proceeding to the next step and, if necessary, perform step 3 and repeat **Verify**.
4. Navigate to **File → Utilities → Rebuild data**. A backup must be created before QuickBooks Desktop runs the Rebuild action. Always perform a Rebuild using a computer that has a copy of the data stored locally.
5. Navigate to **Company → Export Company File to QuickBooks Online**.



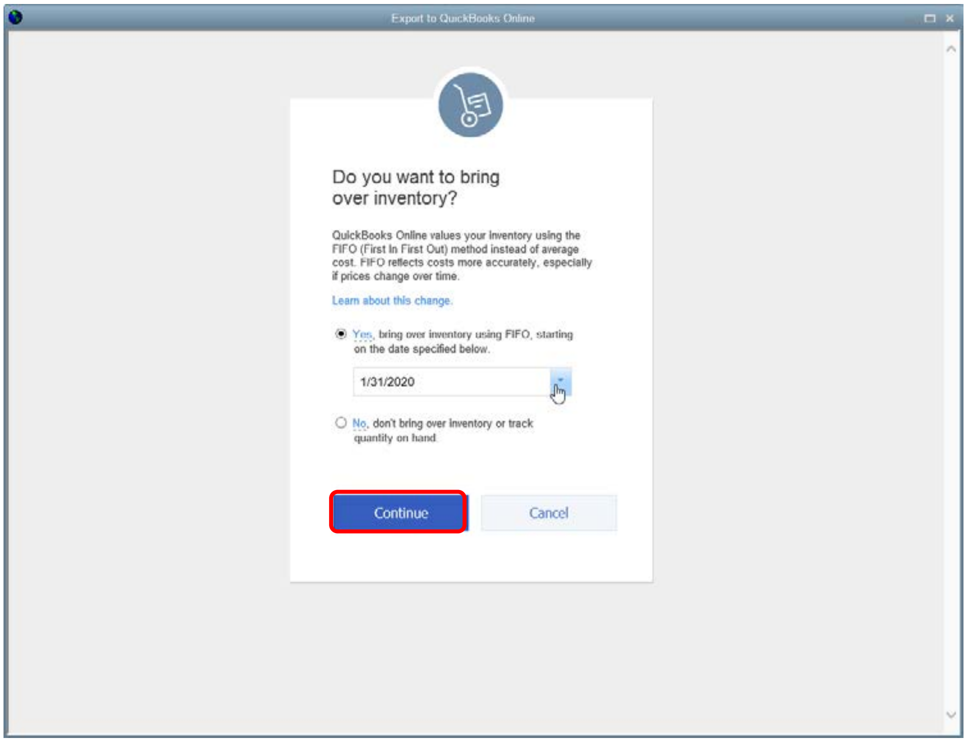
6. You will then see a window with a link to a guide about how to make the conversion from QuickBooks Desktop to QuickBooks Online as smooth as possible, and a link to a quick tour of the QuickBooks Online interface. Both are very useful, especially the guide, as there are embedded links and it is constantly being updated. When you are ready, click **Start your export**.



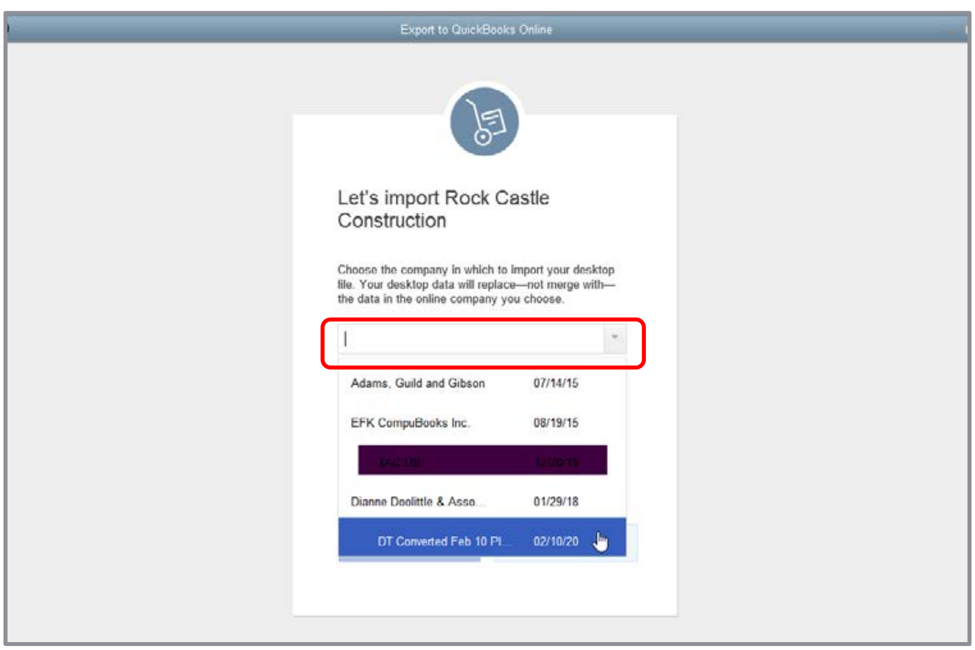
The wizard will provide the steps to sign in with your pre-existing Intuit user ID.



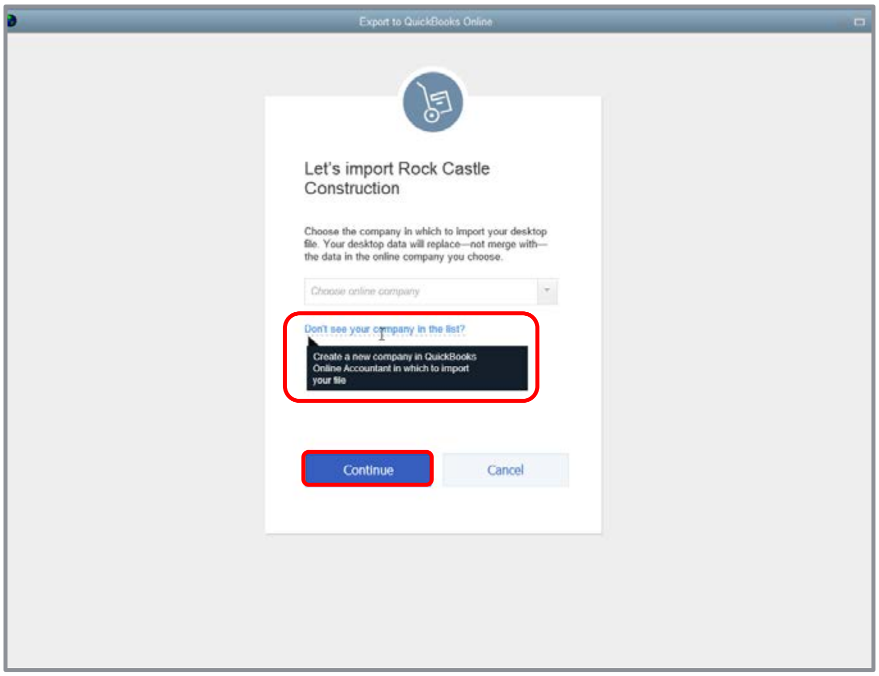
7. If the QuickBooks Desktop company file you are exporting has inventory set up, you will see: Do you want to bring over inventory? Specify if you wish to bring over inventory (and as of what date) or not. Select **Continue**.

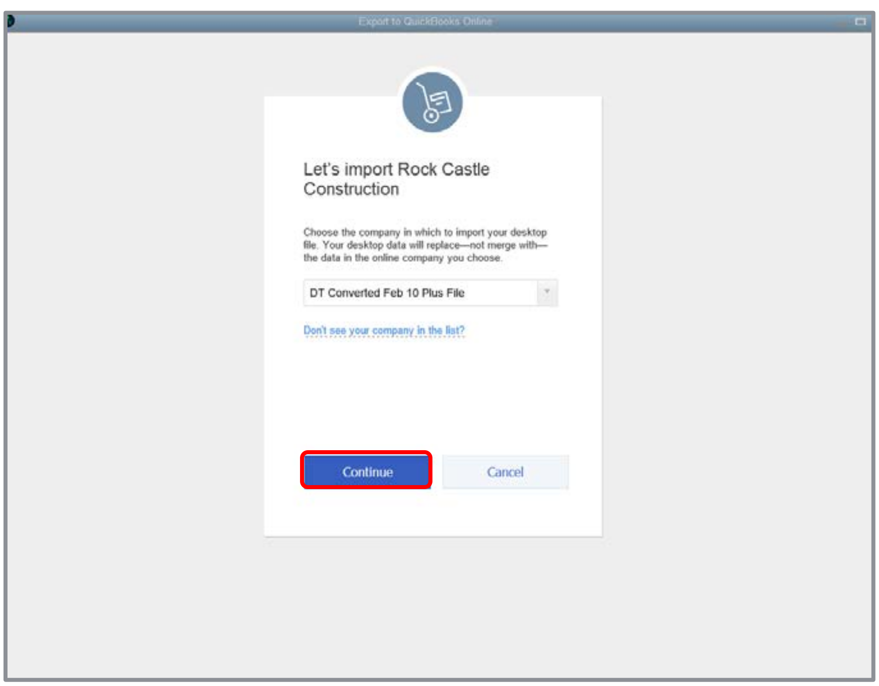


8. You will then be given the opportunity to overwrite any of the new companies on the drop-down list (60 days old or newer) associated with that ID.



9. If you don't see the company you want in the list, that's because it hasn't been created in QuickBooks Online first. You should have created the "empty" QuickBooks Online company first to ensure it appears on this list. Then you'll be able to select it and click **Continue**.

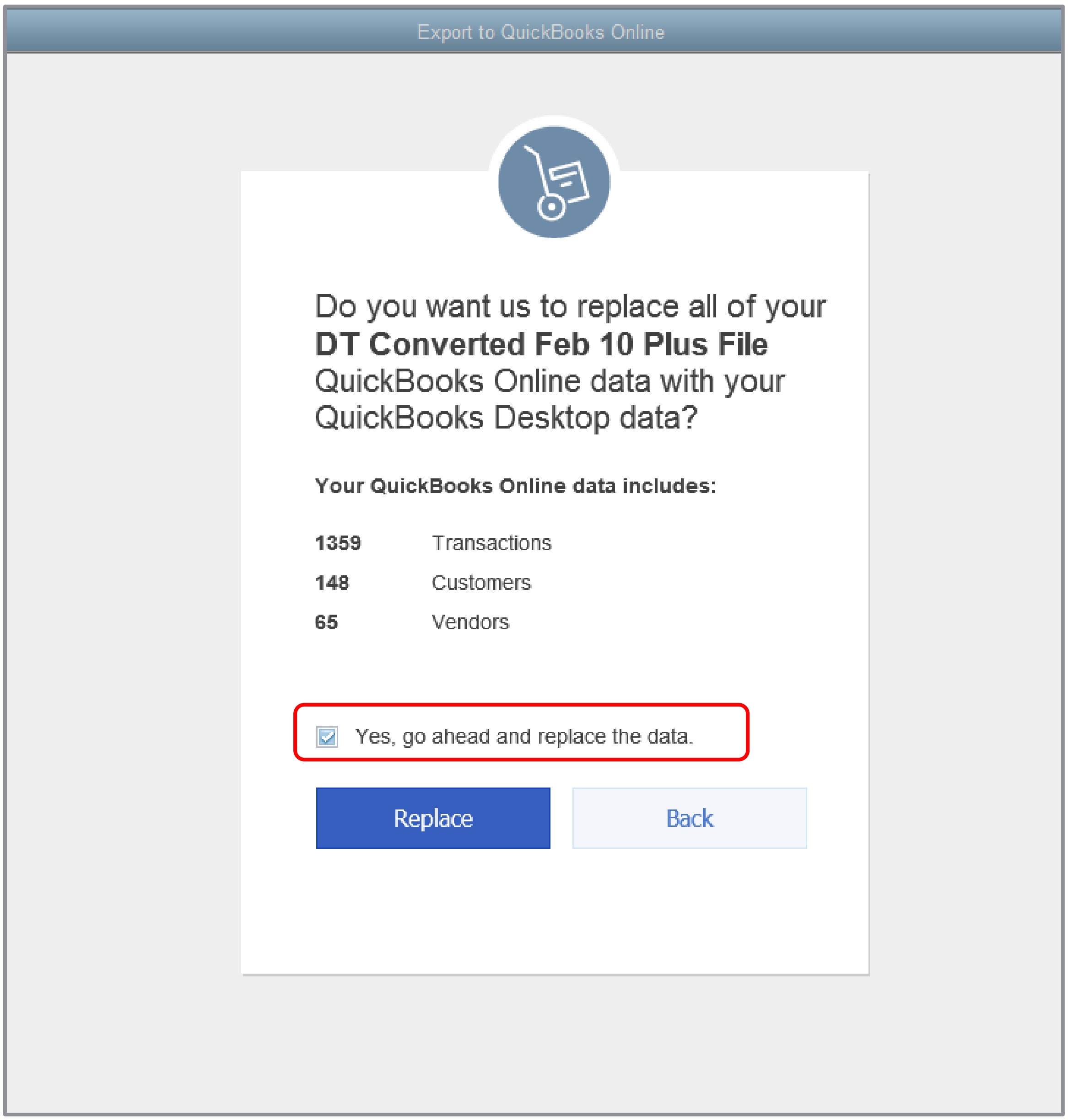


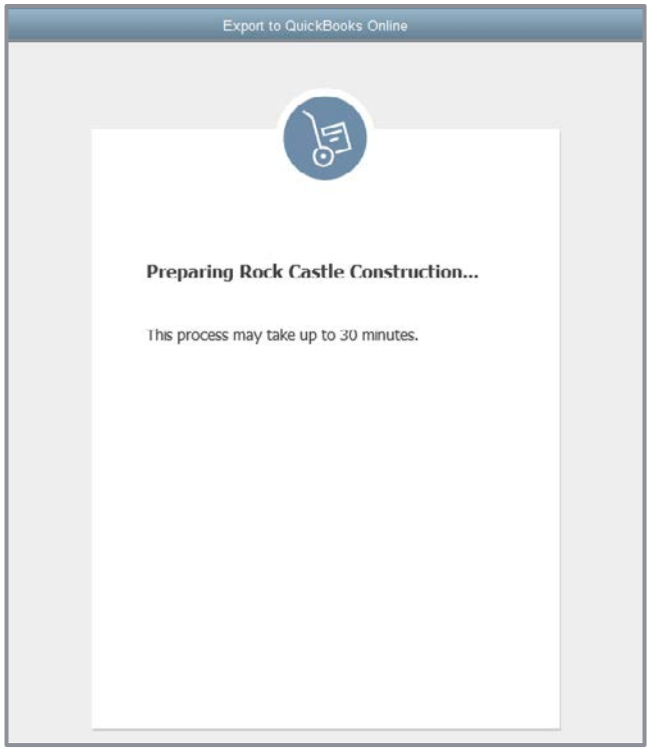


10. You will be asked to confirm if you want QuickBooks to replace all the data in the existing QuickBooks Online company file you chose (even if it's a new empty one that you just created).

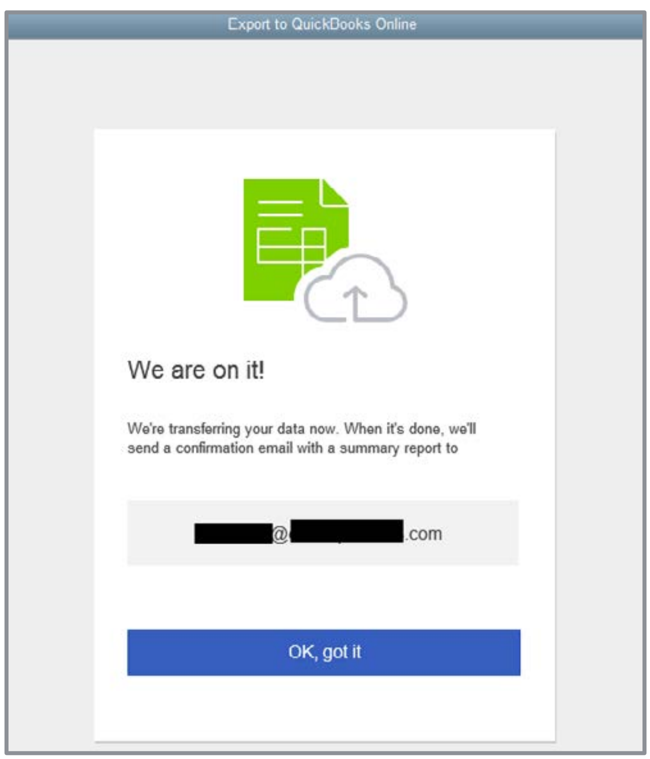
    Be very careful with this step as it will overwrite all data in the QuickBooks Online company that you select, as it was created already and is 60 days old or newer.

    You will see a summary of what data will be overwritten and you will be prompted to confirm you wish to go ahead and replace the data. Check the box to go ahead and replace in the field below then click **Replace**.





11. Once complete, wait for confirmation that the QuickBooks Desktop file has been successfully imported.



An email will be sent once the conversion is finished notifying you that your QuickBooks Online company is ready. Often the conversion is very quick and email confirmation is received almost immediately.

Verify the data was imported correctly. Create a Balance Sheet and Profit & Loss report in both QuickBooks Online and Desktop. Customize the date range to **All Dates**. Set the accounting method to **Accrual**. Compare the balances, looking for any inconsistencies. (Inconsistencies may be addressed here, due to cash vs. accrual basis reporting, FIFO inventory vs. weighted average inventory, and certain types of multicurrency transactions.)

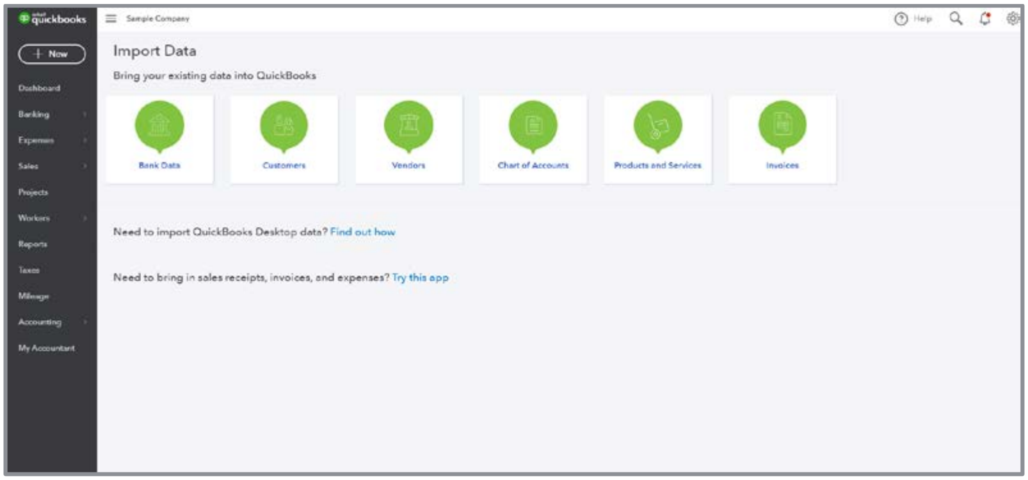
You can re-import data into QuickBooks Online for 60 days from the creation date of the QuickBooks Online company.

Warning: *Re-importing data will overwrite any existing data in the QuickBooks Online company*.

Step by Step: Import Lists into QuickBooks Online

1. Open the QuickBooks Online test drive account.

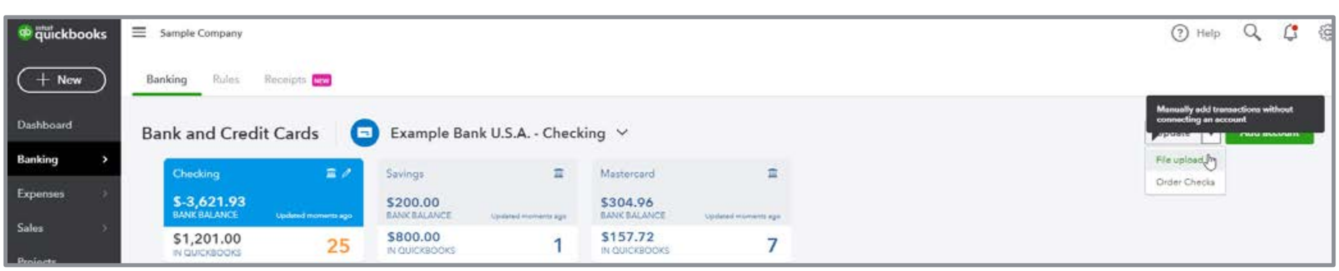
2. Navigate to the **gear** icon → **Import Data** under the Tools section.



List data may be imported at any time into QuickBooks Online, such as customers, vendors, accounts (i.e., general ledger accounts on the Chart of Accounts) or products and services. Each option has a downloadable template to ensure data is properly formatted before import.

NOTE: *When importing a Chart of Accounts, it does not replace the existing Chart of Accounts; it adds any accounts in your spreadsheet that are not already in QuickBooks Online to the existing accounts.*

In addition, bank and credit card statements can be manually uploaded and imported (in *.csv, *.qfx, *.qbo, or *.ofx format) into QuickBooks Online when a direct bank feed connection to online banking cannot be established. To establish a bank feed connection, you can connect an online bank or credit card account to the appropriate account on the Chart of Accounts by navigating to the left navigation bar, selecting **Banking → Add account** in the top right corner. Future bank and credit card statements can be uploaded manually either from the **gear** icon → **Import Data → Bank Data** access point or select **Banking** on the left navigation bar then select **File Upload** (or, if the File Upload button is not displayed, select the drop-down next to **Update** then select **File Upload**).



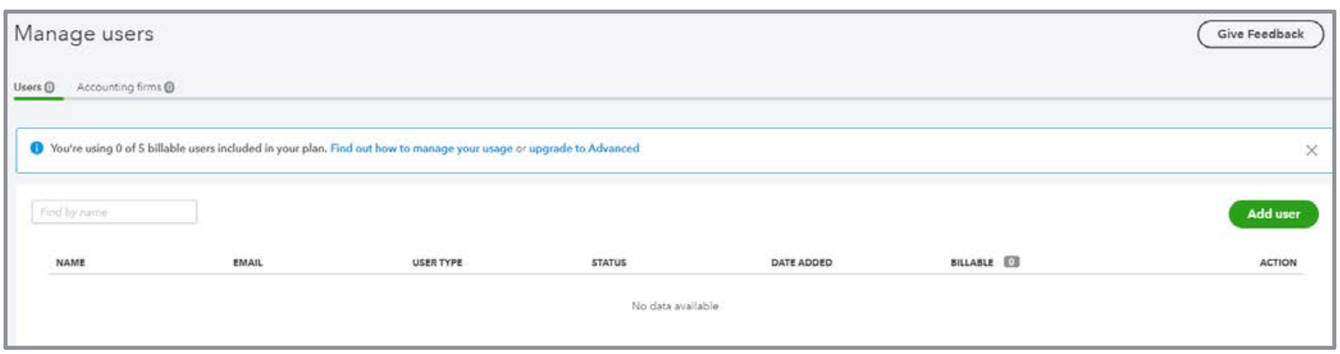
Topic 3: **Set Up Your Company**

RECOGNIZE STEPS TO SET UP AND MODIFY LISTS AND USERS

QuickBooks Online account lists and users can be managed from the gear icon in the top right. Managing lists is an important component of QuickBooks Online. From the gear icon, all lists should be reviewed to make sure they are appropriate for the company. This includes the Chart of Accounts, Recurring Transactions, Products and Services, Product Categories, Custom Form Styles, Payment Methods, Terms, Attachments, and, if turned on in QuickBooks Online Plus or Advanced, Classes and Locations.

Step by Step: Add Users to QuickBooks Online

1. Open the QuickBooks Online company.
2. Navigate to the **gear** icon → **Manage Users** under the Your Company section.



3. Ensure the **Users** tab is selected; the total number of existing users displays in the name of the tab.
4. Click **Add user**.
5. Choose a type of user.
6. Click **Next**.
7. Set the user's access rights.
8. Click **Next**.

9. Select the user's settings.
10. Click **Next**.
11. Enter the user's name and email address; the email address will be their Intuit user ID.
12. Click **Save**.

The invited user receives an email that contains a link to sign in to the QuickBooks Online company.

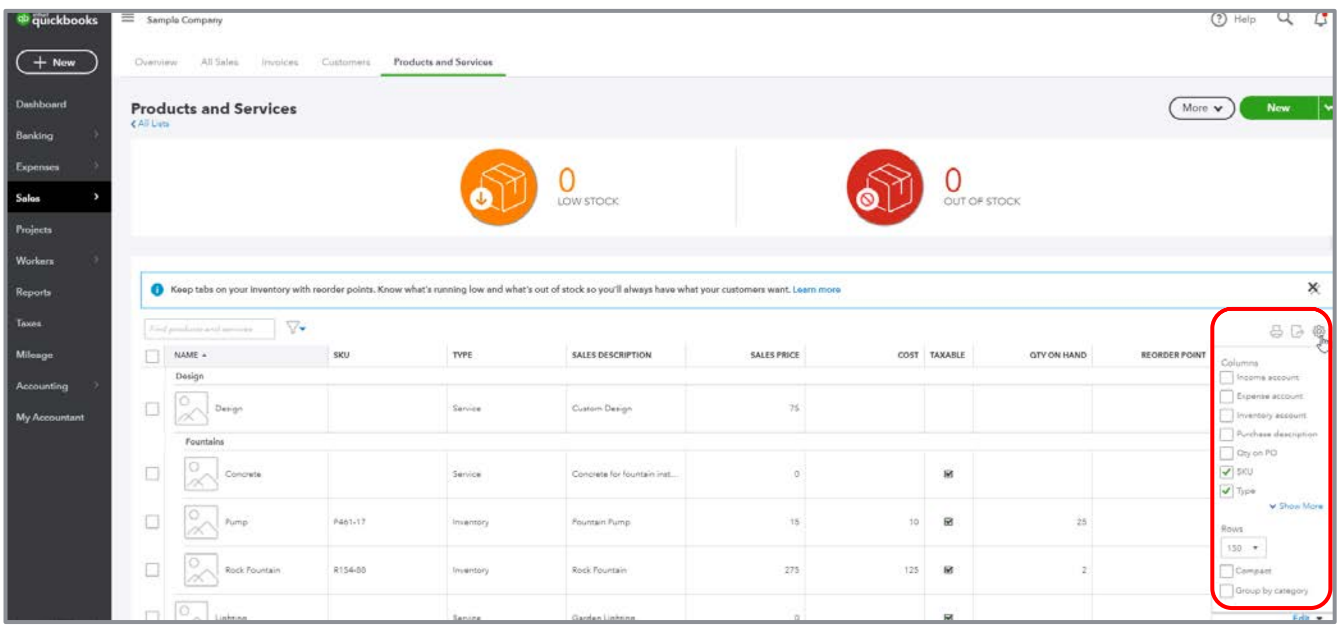
Step by Step: Add Accountant Users to QuickBooks Online

1. Open the QuickBooks Online company.
2. Navigate to the **gear** icon → **Manage Users** under the Your Company section.
3. Ensure the **Accounting firms** tab is selected; the total number of existing Accounting firm users displays in the name of the tab.
4. Enter the accountant's email address; your accountant/bookkeeper and members of their firm who have been granted permission will have access to your company data.
5. Click **Invite**.

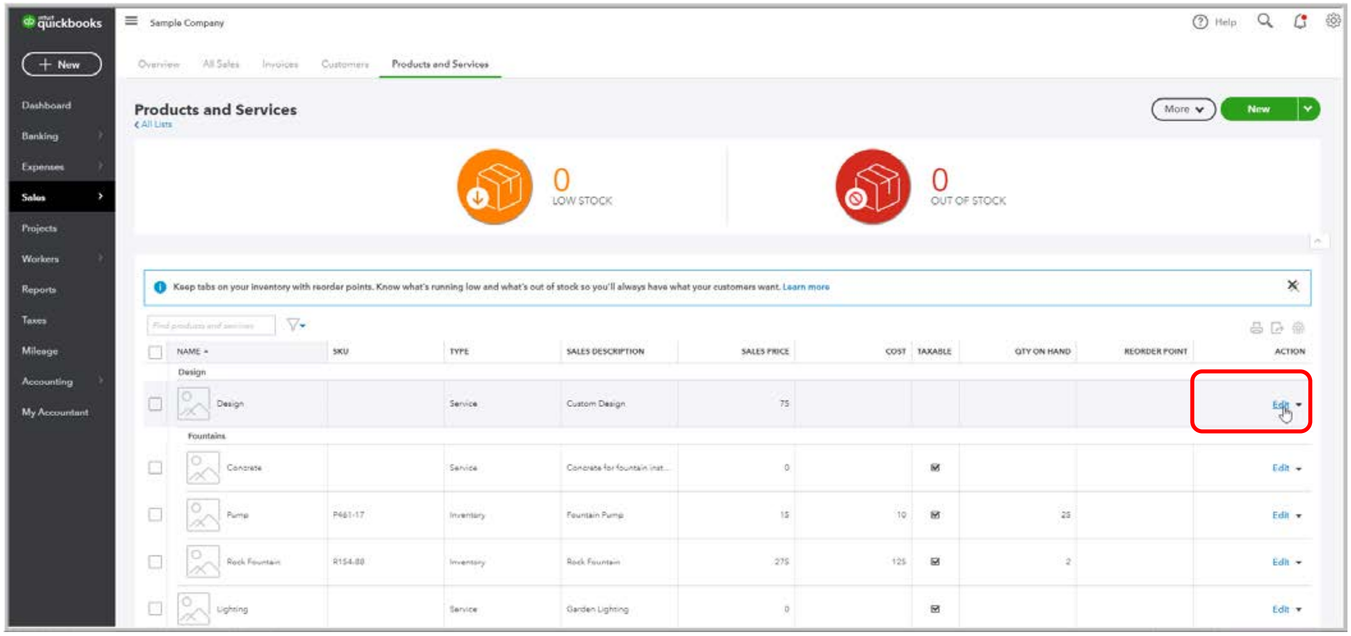
The accountant receives an email that contains a link to sign in to the client's company via QuickBooks Online Accountant as an Accountant user.

Step by Step: Products and Services List

1. Open the QuickBooks Online company.
2. Navigate to the **gear** icon → **Products and Services** under the Lists section.
3. The Products and Services list appears. Notice that it lists the name, SKU, type, sales description, sales price, cost, whether the item is taxable, the quantity on hand and the reorder point (if it's set up as an inventory item). The items will be grouped by categories, if product categories are used. Additionally, a picture of the product or service can accompany the name of the item.
4. To specify the columns which appear in the Products and Services list, click the **grid gear** icon at the top right of the list and add or remove the checkmark next to each column you want to see or not see. Click the **grid gear** icon again to have that list of columns disappear. You can also decide how many rows you want to appear on one page for this list (50, 75, 100, 150, or 300), if you wish to have a compact display, and if you wish for the product and service items to appear grouped by category.



5. To edit an item, locate the item to be changed, then click **Edit** in the far right column for that item. Make the necessary edits. **Save and Close**.



6. To add an item, click **New** in the top right corner of the Products and Services window.

   a. Select a **Type** for this product/service (Inventory, Non-inventory, Service or Bundle).

   b. The Product/Service information window appears; if you selected the wrong type of product/service, select **Change type** and correct your selection.

   c. Enter the item **Name**, and, if applicable, the **SKU** and **Category** for the product/service.

   d. Upload a picture for this product/service if desired.

   e. For Inventory items in companies that have no history of transactions for an item in QuickBooks Online, specify the **Initial quantity on hand** (zero for new products) and the **As of date** for that initial quantity. (Ensure the As of date is dated far enough back in time that it pre-dates any live transactions you might want to enter.) You can specify a **Reorder point** if desired. Also, for any Inventory items, you would select the **Inventory asset account**.

   f. Fill in the **Sales** information and **Purchasing** information for that product/service with the corresponding default sales description, sales price/rate, income account, taxable status, default purchase description, unit cost and expense account. If applicable, specify the Preferred Vendor. **Save and close** or **Save and new**.

7. To delete (deactivate) an item, locate the item, click the **drop-down arrow** next to Edit and click **Make inactive**.

8. Click **Yes** to confirm. Notice that items (and all list names, for that matter,) are merely inactivated and not really deleted. Transactions for inactivated items are never deleted.

NOTE: *The Products and Services list has two other access points. The first is accessed by selecting* ***Sales*** *in the left navigation bar →* ***Products and Services****. The second is accessed by selecting the* ***gear*** *icon →* ***All Lists*** *under* Lists → ***Products and Services***.

Step by Step: Print a Transactions Report for a Selected Account Directly from the Chart of Accounts

1. Open the QuickBooks Online company.

2. Click the **gear** icon → **Chart of Accounts** under Your Company.

3. If prompted, click **See your Chart of Accounts**.

4. Select an existing account that is a Balance Sheet type of account (i.e., the Type column has any of these in it: Bank, Accounts Receivable, Other Current Assets, Fixed Assets, Other Assets, Accounts Payable, Credit Card, Other Current Liabilities, Long Term Liabilities or Equity), and in the **drop-down** next to View Register for that account, click **Run report**.

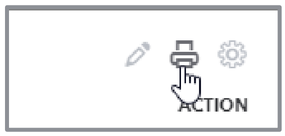
5. The Account QuickReport for that account will display.

6. Change the **Report period** in the top left corner, if necessary, and click **Run Report**.

NOTE: *The Chart of Accounts has two other access points. The first is accessed by selecting* ***Accounting*** *in the left navigation bar →* ***Chart of Accounts****. The second is accessed by selecting the* ***gear*** *icon →* ***All Lists*** *under Lists →* ***Chart of Accounts***.

Step by Step: Print the Chart of Accounts

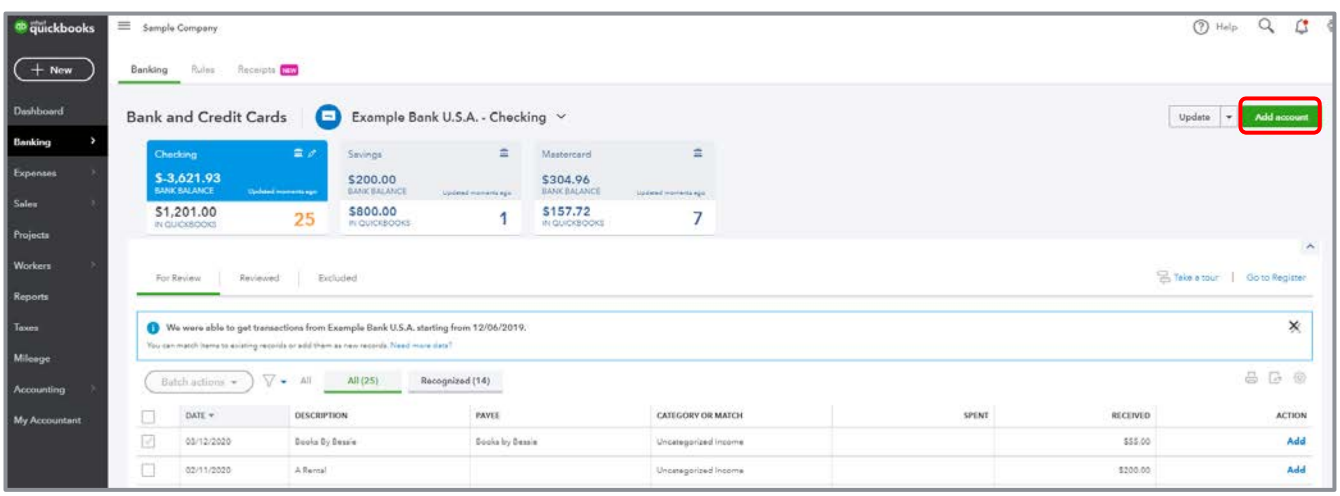
1. Open the QuickBooks Online company.
2. Click the **gear** icon → **Chart of Accounts** under Your Company.
3. If prompted, click **See your Chart of Accounts**.
4. Click the **Printer** icon in the upper right-hand corner of the displayed Chart of Accounts (just above the Action column).



5. The Chart of Accounts will display in print preview format. In the left column, select your printer and print settings, if necessary, and select **Print**.

Step by Step: Connect a Bank Account to the Bank Feed

1. Open the QuickBooks Online company.
2. From the left navigation bar, click **Banking**.
3. Click **Add Account** in the top right-hand corner.



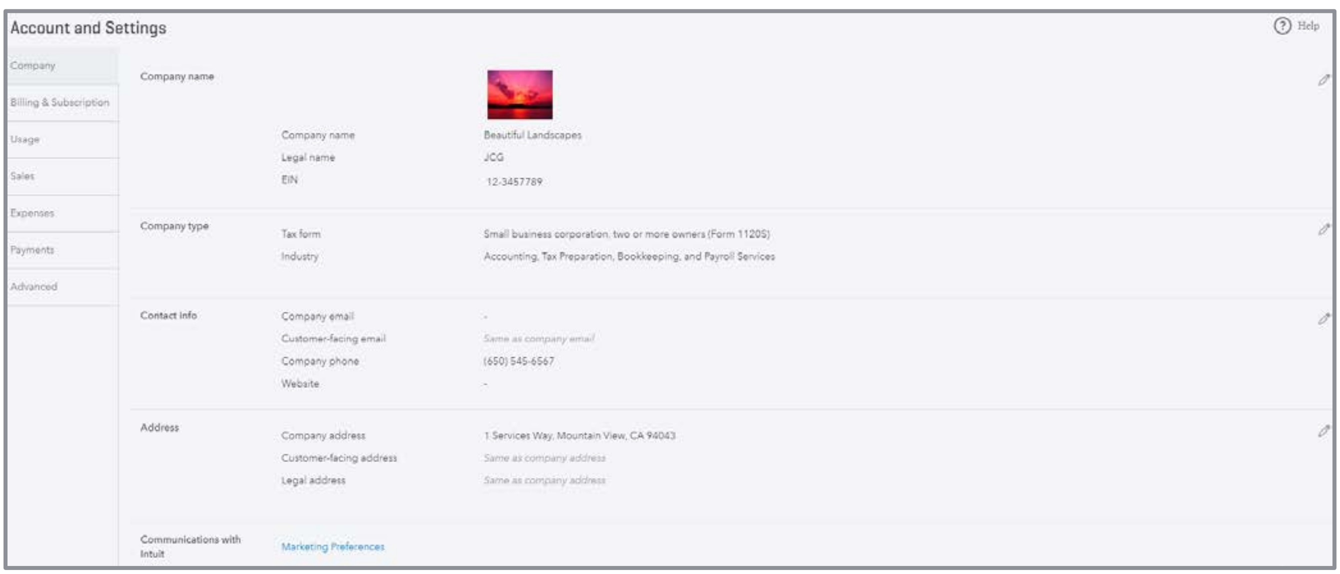
4. Follow the wizard to connect an account to the bank feed.

Recognize Steps to Manage your Company Account and Settings

Your company Account and Settings control much of the functionality in the QuickBooks Online account. They are the foundation for a successful and efficient QuickBooks Online experience.

The Account and Settings screen organizes the account's global preferences into these sections:

- Company
- Billing & Subscription
- Usage
- Sales
- Expenses
- Payments
- Advanced



Note: *Two of these Account and Settings sections – Billing & Subscription and Payments – do not appear in the test drive company file.*

Step by Step: Company Tab in Account and Settings

1. Open the QuickBooks Online company.
2. Navigate to the **gear** icon → **Account and Settings** under Your company.
3. On the Account and Settings page, click the **Company** section on the left.
4. Notice the settings can be updated by clicking **Edit** (the pencil icon) on the right or click anywhere in that area.
   - Company name
   - Company type
   - Contact info
   - Address
   - Communications with Intuit

Step by Step: Enter Company Name, EIN, Industry, Contact Information and Tax Form in Account and Settings

1. Open the QuickBooks Online company.
2. Navigate to the **gear** icon → **Account and Settings** under Your company.
3. On the Account and Settings page, click the **Company** section on the left.
4. Find the Company name settings and click **Edit** (the pencil icon) on the right or click anywhere in that area to enter or edit the company name information.
5. Enter the **Company name**, the **Legal name**, and the **EIN** or **SSN**.
6. Click **Save**.
7. Find the Company type settings and click **Edit** (the pencil icon) on the right or click anywhere in that area to enter or edit the company type information.
8. Choose a **Tax form** from the drop-down list.
9. In the Industry list, start entering an industry and finish by selecting one from the list that appears.
10. Click **Save**.

11. Find the Contact info settings and click **Edit** (the pencil icon) on the right or click anywhere in that area to enter or edit the company contact information.
12. Click **Save**.
13. Click **Done**.

Step by Step: Specify Terminology for Customers in Account and Settings

1. Open the QuickBooks Online company.
2. Navigate to the **gear** icon → **Account and Settings** under Your company.
3. On the Account and Settings page, click the **Advanced** section on the left.
4. Find the Other preferences settings and click **Edit** (the pencil icon) on the right (or click anywhere in that section) to enter or edit the **Customer Label** (Clients, Customers, Donors, Guests, Members, Patients, or Tenants).
5. Click **Save**.
6. Click **Done**.

Step by Step: Sales Tab in Account and Settings

1. Open the QuickBooks Online company.
2. Navigate to the **gear** icon → **Account and Settings** under Your company.
3. On the Account and Settings page, click the **Sales** section on the left.
4. Notice that the settings can be updated by clicking **Edit** (the pencil icon) on the right or anywhere in each area.
   - Customize (i.e., customize the look and feel of forms for customers)
   - Sales form content
   - Products and services
   - Late fees
   - Progress Invoicing
   - Messages
   - Reminders
   - Online delivery
   - Statements

Step by Step: Turn on Inventory in Account and Settings

1. Open the QuickBooks Online company.
2. Navigate to the **gear** icon → **Account and Settings** under Your company.
3. On the Account and Settings page, click the **Sales** section on the left.
4. Find the Products and services area and click **Edit** (the pencil icon) or click anywhere in that area.
5. Ensure you've clicked the box next to **Show Product/Service column on sales forms**, so these fields appear on sales forms.
6. Click the box next to **Track quantity and price/rate**, so these fields appear on sales forms.
7. Click the box next to **Track inventory quantity on hand**, so inventory is tracked.
8. Click **Save**.
9. Click **Done**.
10. Click the **gear** icon in the upper right.
11. Click **Products and Services** under Lists.
12. Select **New** to create a new product or **Edit** to alter an existing product.
13. If it's an existing product, select **Change Type** and choose **Inventory**. If it's a new product, choose the type **Inventory**.
14. Enter or edit the item **Name** and, if applicable, the **SKU** and **Category** for the product/service.
15. Upload a picture for this product/service if desired.
16. For Inventory items in companies that have no history of transactions for an item in QuickBooks Online, specify the **Initial quantity on hand** (zero for new products) and the **As of date** for that initial quantity. (Remember to back-date that As of date sufficiently to pre-date any live transactions you will enter.) You can also specify a **Reorder point** if desired and, for any Inventory items, you would select the **Inventory asset account**.
17. Fill in the **Sales** information and **Purchasing** information for that product/service with the corresponding default sales description, sales price/rate, income account, taxable status, default purchase description, unit cost and expense account. If applicable, specify the Preferred Vendor.
18. Click **Save and close** or **Save and new**.

Step by Step: Expenses Tab in Account and Settings

1. Open the QuickBooks Online company.
2. Navigate to the **gear** icon → **Account and Settings** under Your company.
3. On the Account and Settings page, click the **Expenses** section on the left.
4. Notice the settings can be updated by clicking **Edit** (the pencil icon) on the right or anywhere in each area.
   - Bills and expenses
   - Purchase orders
   - Messages

Step by Step: Explore Purchase Orders in Account and Settings

1. Open the QuickBooks Online company.
2. Navigate to the **gear** icon → **Account and Settings** under Your company.
3. On the Account and Settings page, click the **Expenses** section on the left.
4. Find the Purchase Orders area and click **Edit** (the pencil icon) on the right or anywhere in that area.
5. Click the box next to **Use Purchase Orders**.
6. Fill out remaining fields as needed.
7. Click **Save**.
8. Click **Done**.

Step by Step: Advanced Tab in Account and Settings

1. Open the QuickBooks Online company.
2. Navigate to the **gear** icon → **Account and Settings** under Your company.
3. On the Account and Settings page, click the **Advanced** section on the left.
4. Notice that the settings can be updated by clicking **Edit** (the pencil icon) on the right or anywhere in each area.
   - Accounting – to change the fiscal year or close the books
   - Company type – sole proprietorship, etc. (also accessible on the Company page)
   - Chart of Accounts – to turn account numbers on or off, specify a Discount account, specify a Tips account and specify a billable expense markup income account if required
   - Categories – tracking classes, locations, or both
   - Automation
   - Projects
   - Time tracking
   - Currency
   - Other preferences

Step by Step: Close the Books in Account and Settings

1. Open the QuickBooks Online company.
2. On the Account and Settings page, click the **Advanced** section on the left.
3. Find the Accounting settings. Click **Edit** (the pencil icon) on the right or anywhere in that area.
4. Check the box next to **Close the books**.
5. Enter a **Closing Date**.
6. Select one of these from the drop-down menu: **Allow changes after viewing a warning** or **Allow changes after viewing a warning and entering a password**. The password option is recommended.
7. Enter a password and confirm the password (if the password option was selected).
8. Click **Save**.
9. Click **Done**.

Step by Step: Show Account Numbers in Account and Settings

1. Open the QuickBooks Online company.
2. Navigate to the **gear** icon → **Account and Settings** under Your company.
3. On the Account and Settings page, click the **Advanced** section on the left.
4. Find the Chart of Accounts settings. Click **Edit** (the pencil icon) on the right or anywhere in that area.
5. Check the box next to **Enable account numbers**.
6. Click the box next to **Show account numbers**.
7. Click **Save**.
8. Click **Done**.
9. Click the **gear** icon → **Chart of Accounts** under Your Company.
10. If you are prompted, click **See your Chart of Accounts**.
11. Select the **Checking** account. Select the **drop-down arrow** next to View Register for that account and select **Edit**.
12. Edit the Checking account. In the **Number** field, enter account number *10100*. **Save and Close**.
13. View the account number now showing in the Chart of Accounts list.
14. Navigate to **Reports** → **Balance Sheet**.
15. View the account number for the Checking account appearing on the Balance Sheet.

Step by Step: Enable Auto-recall on Forms in Account and Settings

1. Open the QuickBooks Online company.
2. Navigate to the **gear** icon → **Account and Settings** under Your company.
3. On the Account and Settings page, click the **Advanced** section on the left.
4. Find the Automation settings. Click **Edit** (the pencil icon) on the right or anywhere in that area.
5. Check the box to **Pre-fill forms with previously entered content**.
6. Click **Save**.
7. Click **Done**.

Step by Step: Enter/Edit Many Account Numbers at Once in Chart of Accounts

1. Now that Account Numbers have been enabled, open the Chart of Accounts.
2. Click **Edit** (the pencil icon) in the top right corner.
3. The Chart of Accounts becomes a grid you can edit, and you can add/edit account numbers in the Number column for many account numbers at once.
4. When you are finished adding or editing your account numbers, click **Save**. (*Tip*: you can use this same method to edit the names of many accounts at once on the Chart of Accounts.)

Step by Step: Change Settings for Automatic Sign Out after a Period of Inactivity

1. Open the QuickBooks Online company.
2. Navigate to the **gear** icon → **Account and Settings** under Your company.
3. On the Account and Settings page, click the **Advanced** section on the left.
4. Find the Other preferences settings. Click **Edit** (the pencil icon) on the right or anywhere in that area.
5. Select **1 hour**, **2 hours** or **3 hours** from the drop-down list next to **Sign me out if inactive for**.
6. Click **Save**.
7. Click **Done**.

Guide Conclusion

You have just covered *Course 1 - Get Started*. This course has been developed to help you train your clients how to use QuickBooks Online successfully.

By completing this module, your client should understand:

- The benefits of QuickBooks Online
- How to import data
- The parameters of setting up their company

QUICKBOOKS ONLINE 2020 CLIENT TRAINING

Course 2

Navigate QuickBooks Online

Intuit, Inc.
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Table of Contents

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Esther Friedberg Karp is an internationally renowned trainer, writer, business consultant and speaker who has been repeatedly listed as one of Insightful Accountant's Top 100 QuickBooks ProAdvisors in the world. She has also been named to their Top 10 list on two occasions: as Top International ProAdvisor and Top Trainer/Writer ProAdvisor.

Based in Toronto, Canada, Esther has the unique distinction of holding ProAdvisor certifications in the United States, Canada and the United Kingdom. She has authored materials and delivered educational and certification courses for Intuit in all those countries, as well as Australia where she conducted live QuickBooks Online training. She has spoken at Scaling New Heights, QuickBooks Connect and other conferences, and has written countless articles for Intuit Global.

Esther's clients include companies worldwide and accounting professionals who seek her out on behalf of their own clients. She is sought out for her expertise in various countries' editions of QuickBooks Desktop and Online, and for her talent in customizing QuickBooks usage for different industries. She also teaches QuickBooks Core and Advanced certification classes to accounting professionals in Canada.

Esther holds a BSc from the University of Toronto in Actuarial Science and Mathematics, and an MBA in Marketing and Finance from York University's Schulich School of Business.

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COMPUBOOKS Business Services

Training at a Glance

Use this as a guide to select specific activities you want to cover.

TOPIC	CONTENT
BEST PRACTICES	• Browser Functionality • Keyboard Shortcuts
NAVIGATING	• Client Home • Various Left-hand Navigation Tabs • +New

QuickBooks Online Test Drive

Exercises contained in this handbook can be completed using a QuickBooks Online "test drive" file. The test drive uses a sample company file called Craig's Design & Landscaping Services. It can be accessed through the following link:

Craig's Design & Landscaping

You don't have to create an account or sign in to access the test drive file; just complete the security validation and click **Continue**.

This test drive is designed for you to explore and try out new things without worrying you will break something or make a mistake that affects actual company figures. It is also designed not to retain any changes you make. Once you close this QuickBooks Online test drive company it is completely refreshed, so remember to allow sufficient time to complete each activity. But don't worry if you have to close the test drive before you are finished! (Although you should change the *Sign me out if inactive for* setting to **3 hours** if you want to give yourself plenty of time.) You can always begin again.

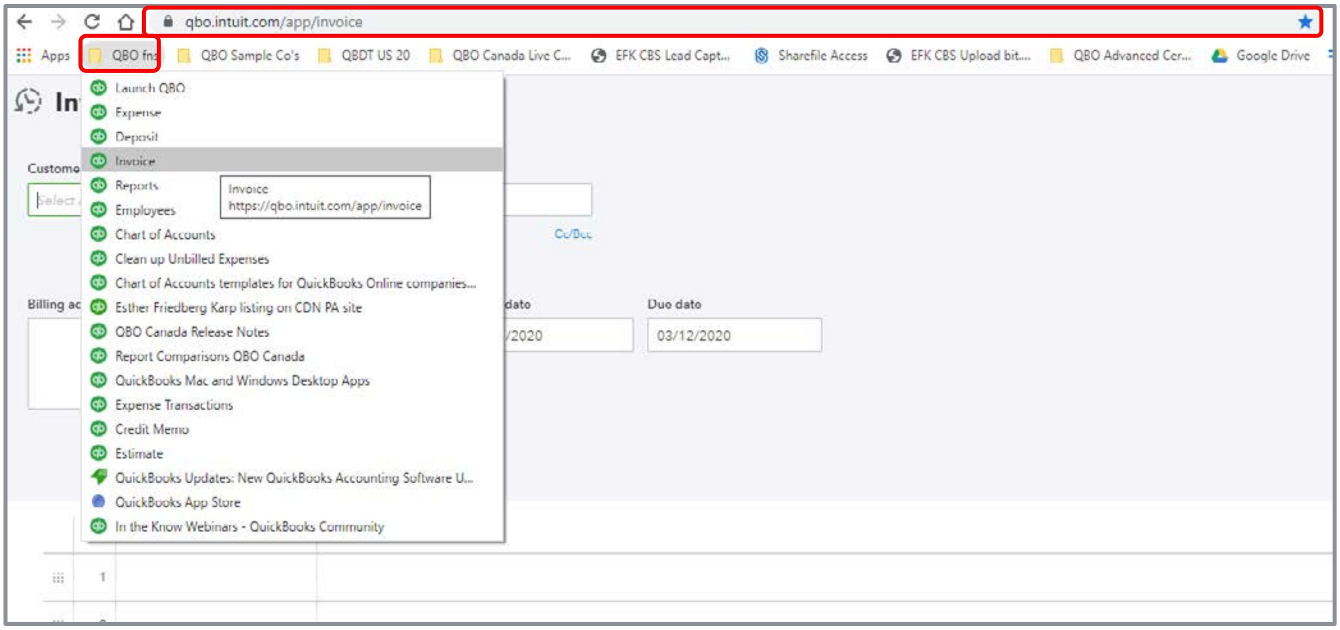
Topic 1: **Best Practices**

IDENTIFY BEST PRACTICES WHEN USING QUICKBOOKS ONLINE

Browser Tips

The tips below are based on Google's Chrome browser, which is the most recommended browser for QuickBooks Online. However, many of these tips work in other browsers as well:

- Click a choice in the left navigation bar, +New menu, gear icon or other access points, drag it up and click again to access it in a new tab in the existing browser
- Log in to a QuickBooks Online company (including the test drive company), right-click your browser tab, left-click **Duplicate**. (You can repeat this as many times as you like.) Now you have multiple tabs logged in to the same QuickBooks Online Company. You can then navigate to another access point in QuickBooks Online in one (or more) of the tabs so you have two (or more) tabs open to the same company showing different areas of QuickBooks Online.
- Pull one tab out of the browser window, drag it to another monitor and click to release it; you can now work in QuickBooks Online on two different screens side-by-side. You can work on these two windows independently of each other. Repeat, as needed to run QuickBooks Online in more than two monitors, if you have them.
- Chrome allows you to create different users (**Profile or picture of user** → **Add** → Choose a **name** and a **photo** → **Add**). If you have two or more different QuickBooks Online companies, you can log in to each of them using a different Chrome user and operate each account simultaneously. (Or you can log in using two or more different browsers, such as Chrome, Firefox and Safari, or log in as an incognito user.)
- Log in as a separate dedicated Chrome user that you will use for your QuickBooks Online companies. Open the screens you use most often and bookmark them (click ★) to create a QuickBooks Online bookmark icon to be used with multiple QuickBooks companies.
- If a company has special screens you use regularly, create a folder on the Chrome bookmark bar, bookmark those screens and save in the folder



- Right-click the **back arrow** of the browser to display a recent history of the screens you were on previously; left-click the one you want to return to and resume working
- If you are getting unexpected results when working in QuickBooks Online or are having problems logging in, make sure to clear your cache and cookies in Chrome (**Customize** ⋮ → **History** → **History** → **Clear browsing data**)
- **CTRL+** and **CTRL –** allow you to zoom in and out quickly

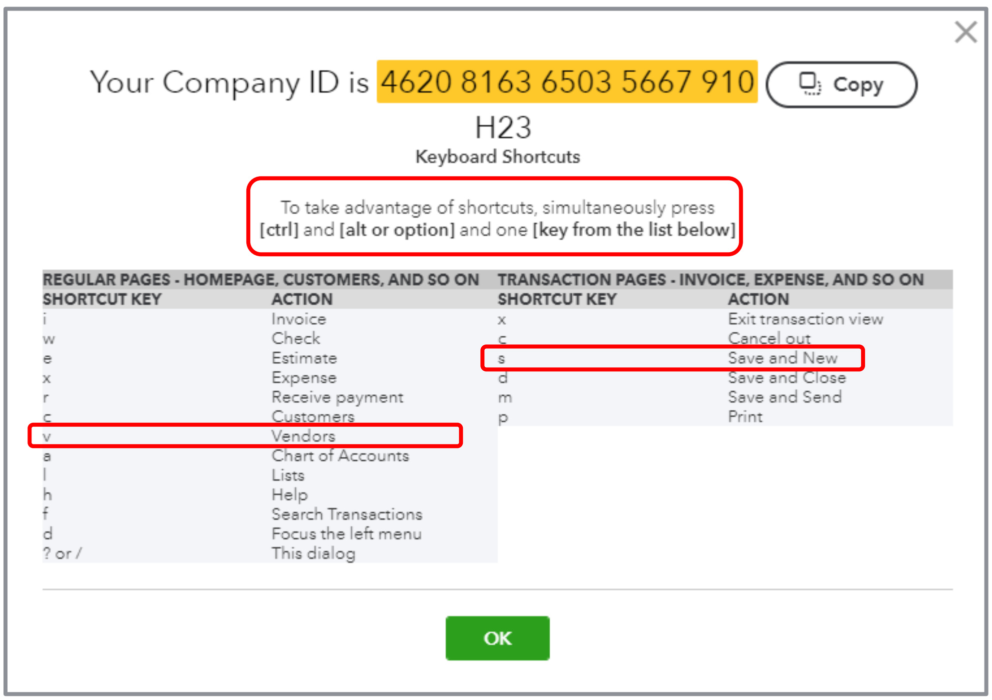
NOTE: *This browser functionality works best in a Chrome browser and is useful because many accounting professionals use two (and sometimes three) monitors. (Internet Explorer and Edge also allow the user to right-click a tab and select* ***Duplicate****. Other browsers may not necessarily be able to select Duplicate by right clicking a tab. However, it is possible to highlight the entire URL of the tab, right-click and select* ***Copy****, then open a new tab in the same browser window, right-click and select either* ***Paste*** *or* ***Paste & Go****, depending on the browser being used.) All the browsers mentioned do feature the ability to drag a tab off to open in a separate browser window.*

Keyboard Shortcut Tips

You may be used to working with keyboard shortcuts when using desktop programs, whether QuickBooks Desktop, Microsoft Word®, Excel® or other programs. There are also keyboard shortcuts when working in QuickBooks Online. Some common keyboard shortcuts can be found by clicking **Ctrl** + **Alt** + **/**. If you're on a Mac, use **Option** + **Ctrl** + **/**. Notice that the same shortcut key acts differently depending on the screen you are in.

For example, **Ctrl** + **Alt** + **c** opens the Customer Center, if you are *not* in the middle of creating a transaction. If you are in the middle of creating a transaction, it cancels that transaction.

These shortcuts indicate what function you can fulfill quickly in a Windows environment by clicking on **Ctrl** + **Alt** + **letter** (the list of letters is in the chart below). If you're using a Mac, substitute **Command** + **Option** + **letter**.



This screen is also one place you can find your Company ID (highlighted in yellow), which you might need if you have to call technical support.

Other keyboard shortcuts you may be interested in are the date shortcuts. When you are in a date field, you can move forward and back a day at a time by using your **+** and **-** keys. To go to today, use the letter **t**. Here are some other date shortcuts:

- **w** for first day of the **w**eek that is currently displayed
- **k** for the last day of the wee**k** that is currently displayed
- **m** for the first day of the **m**onth that is currently displayed
- **h** for the last day of the mont**h** that is currently displayed
- **y** for the first day of the **y**ear that is currently displayed
- **r** for the last day of the yea**r** that is currently displayed

Do you see the pattern? Use the first letter to go to the beginning and the last letter to go to the end of the time period related to the date that is currently displayed.

Also, the **Esc** key will cancel the current transaction being entered/edited.

Calculations

There's a simple calculator available directly on the rate or amount field of a transaction. Enter your first number, then use your keyboard to add (**+**), subtract (**-**), multiply (*****) or divide (**/**). The beauty of this feature is the results are entered directly into the transaction by clicking the **Tab** key and moving to the next field, either with your mouse or the Tab key; no retyping of numbers is necessary.

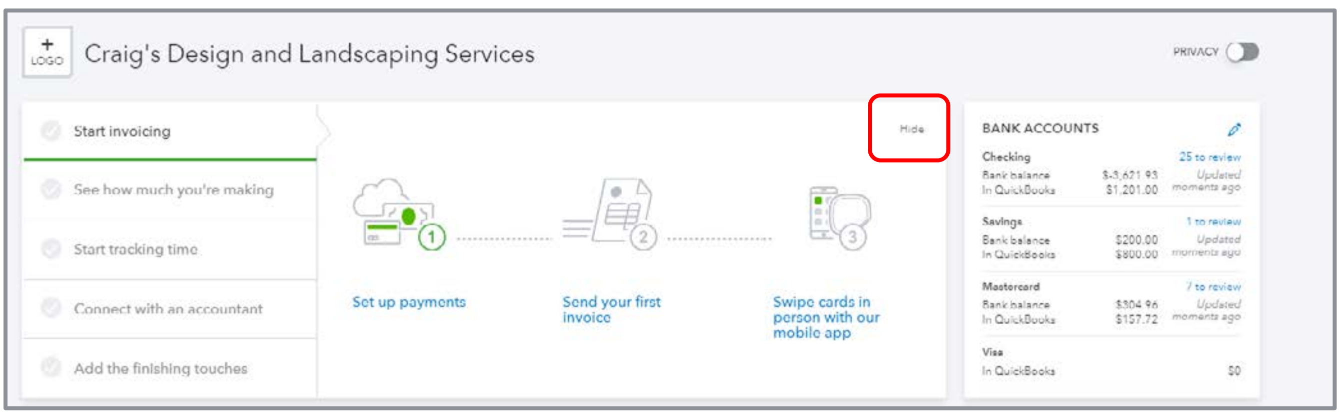
Topic 2: **Navigate**

In this topic, we discuss how to navigate around QuickBooks Online. It's important to understand the interface and to know the options for entering information so you can figure out the correct workflow for your business.

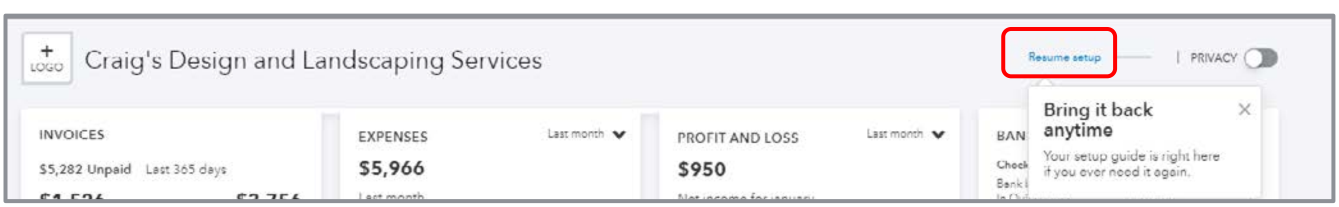
Company Home Page

When you log in to QuickBooks Online, the Home page is the first screen that appears. The top of the screen shows the name of the QuickBooks Online company (helpful when you are running more than one company in QuickBooks Online).

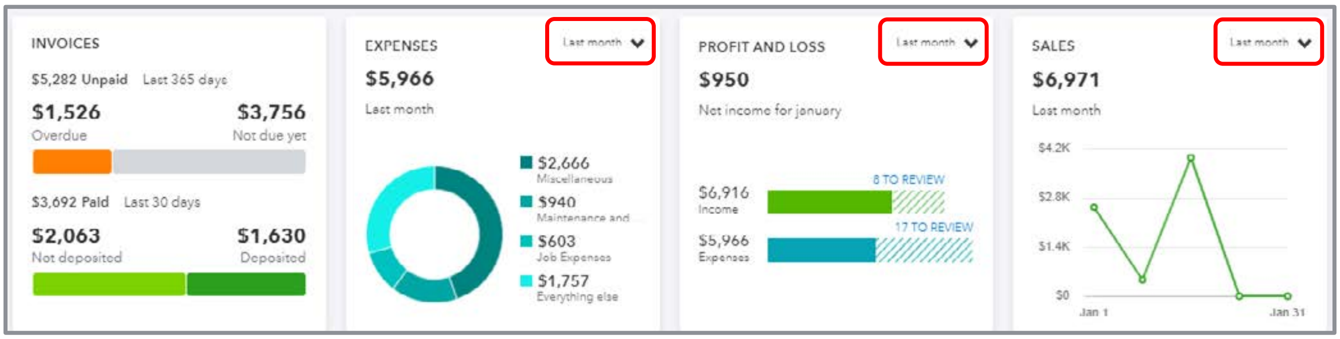
You'll see a Setup guide at the top of the Home page which can guide you through such steps as invoicing and connecting with an accountant. Clicking **Hide** will collapse this guide so you have more screen real estate available on this Home page.



Once it's collapsed you can click **Resume setup** to expand the setup guide again.

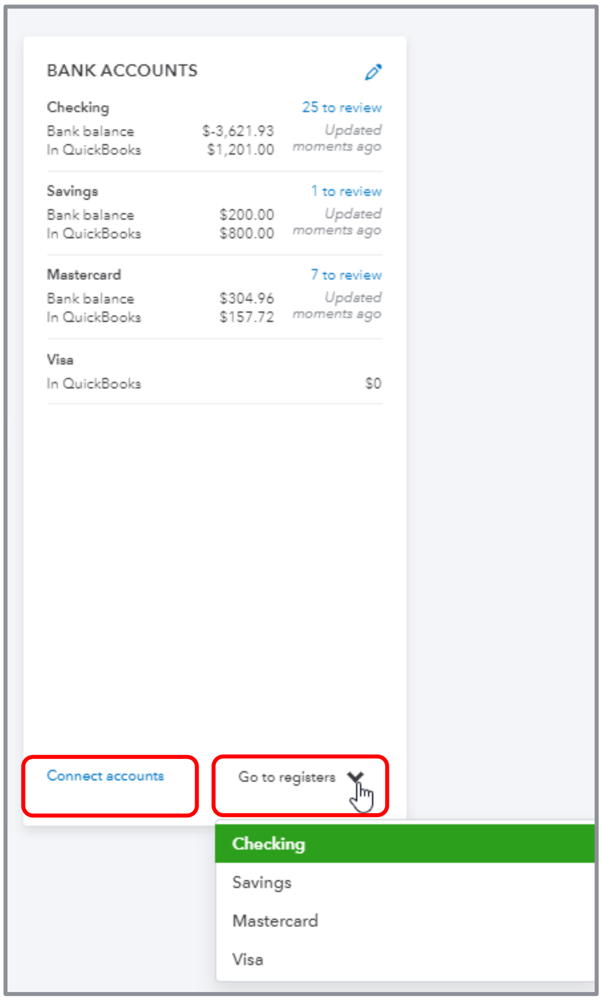


Below the Setup guide, you'll see several bar charts and graphs related to the performance of your company. You'll see customer invoices receivable, including those that are overdue. You'll also see invoices that were paid in the last 30 days, including those that were not yet deposited. You'll also see a breakdown of major expense categories, income and expenses on the Profit and Loss, as well as a Sales graph. The time frames on these last three graphs start out at Last month, but can be changed by clicking the appropriate date range **drop-down** arrow to choose another date range. As you hover over any of the sections of these graphics, you will get more information about that section. You can drill down to get either a detail report related to totals or continue to get to an actual transaction.



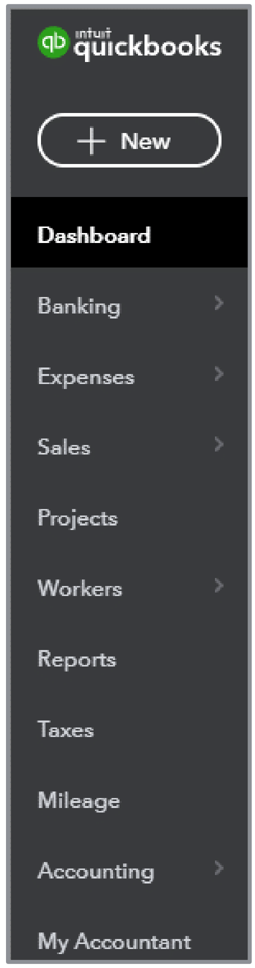
On the right side of the Home page is a list of bank and credit card balances and, if those accounts are connected with the banks, you get information as to current bank or credit card balance versus the QuickBooks Online balance for each account, and how many transactions have been downloaded and not matched or entered into QuickBooks Online. There is also a direct link to connect a bank or credit card account to its QuickBooks Online counterpart, as well as a drop-down to take you directly to the register for the bank or credit card account of your choice.

This section of the Home page acts as a reminder to review the bank feeds on a timely basis. You'll learn more about the Banking Center later in this training.



At the top right corner of the Home screen is a switch called Privacy. When you activate it, QuickBooks Online hides all the financial numbers on the screen to protect this sensitive information from anyone walking by your computer. This is very helpful if you're working in a public place such as an airport or a coffee shop.

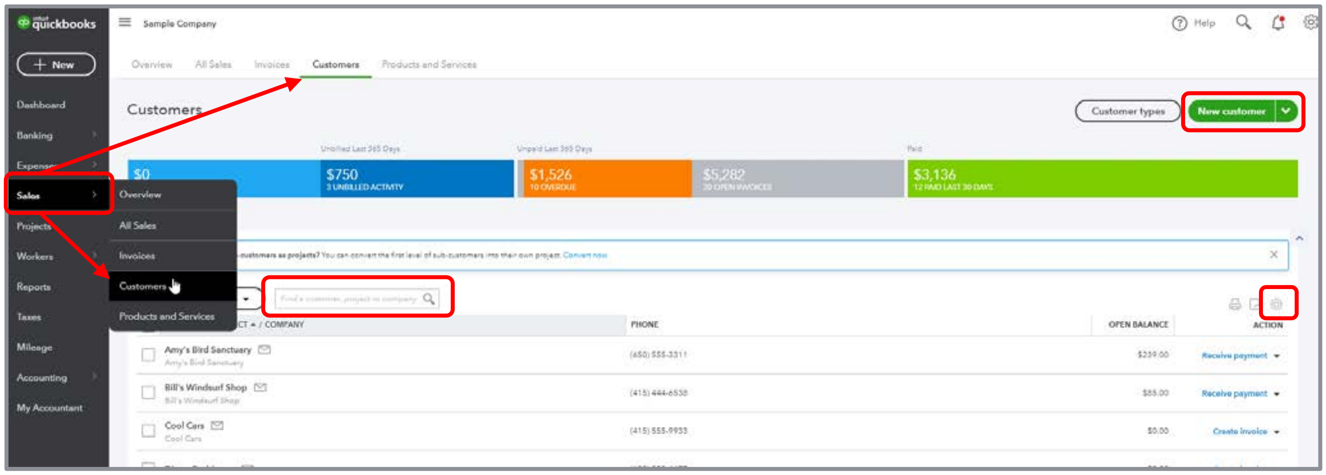
On the left side of any QuickBooks Online company you'll find the left navigation bar. You will learn more about this as you go through this module.



Because the Home page automatically opens when you open QuickBooks Online, it directs the small business owner to review key metrics about their business. This is a good thing. Too often, small business owners and staff enter transactions but don't really look at their results until tax time. And that could be too late.

CUSTOMER CENTER

Click the **Sales** tab in the navigation bar, then the **Customers** sub-tab (either in the horizontal list of tabs or in the pop-up list of tabs) to open the Customer Center.

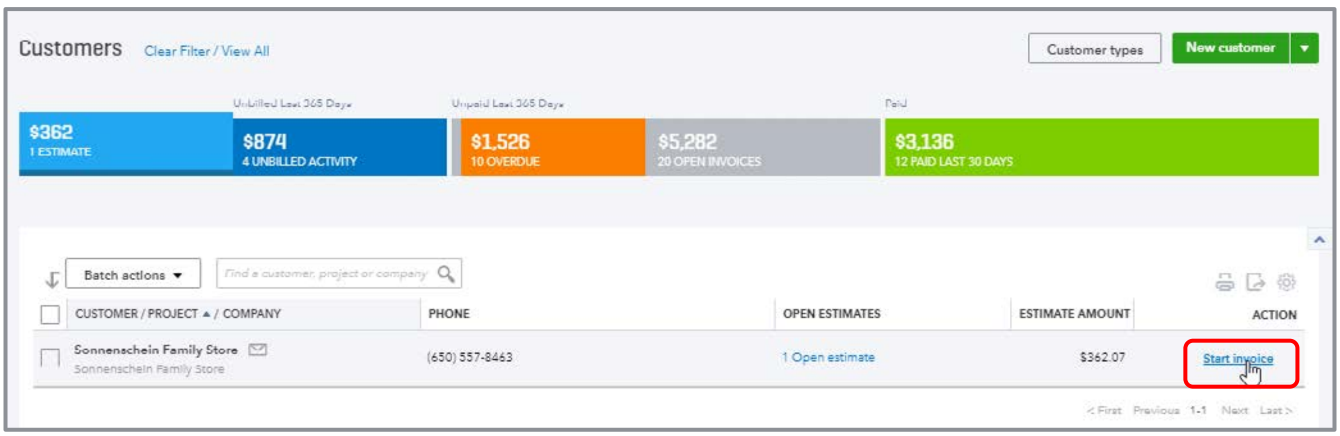


- The colorful Money Bar at the top of this center is a visual representation of potential revenue in the form of unbilled estimates and time and expenses, plus receivables (including overdue invoices), as well as invoices paid in the last 30 days. You can drill down on any color block of the Money Bar to get to the underlying list and, ultimately, to transactions to review, edit or delete.
- The New Customer button in the top right corner creates a new customer in the Customer Center, as opposed to creating one on the fly in the Customer field of a transaction, which you can always do
- You can also click the **drop-down** next to New Customer and choose to **Import customers** here
- The visible columns of the Customer Center can be set by selecting the **grid gear** icon (in the top right corner of the Customer List, above the Action column) to show the Address, Email, Customer Type, Attachments and/or Phone number column, as well as how many rows of the Center to display on a page and whether to include inactive customers ad projects (if they're turned on). This setting is "sticky," which means the next time you open the Customer Center, QuickBooks Online will remember your display preference.
- Click the **customer name** to view or edit the customer details (i.e., profile) for them, see a list of transactions or create new transactions
- Click the **envelope** icon next to a customer name in the Customer Center to launch your native email client to send them an email
- Above the Customer list, you can easily find a customer or filter the list by typing part of the name in the Search box

- You can sort the Customer List (or a transaction list for a customer, if you've clicked on the **customer name** or a **color block** of the Money Bar) forward and backward by several parameters simply by clicking the **column header** for that parameter, either once or twice, to specify sorting forward or backward

- Once in the certain tabs of the Sales Center, you can create invoices, receive payments, send a reminder or an invoice link, print a packing slip, print a statement or copy a sales transaction for an individual customer under the Actions column; the choices available to you depend on which tab is displayed and, if individual transactions are listed, what transaction type is listed in the current row

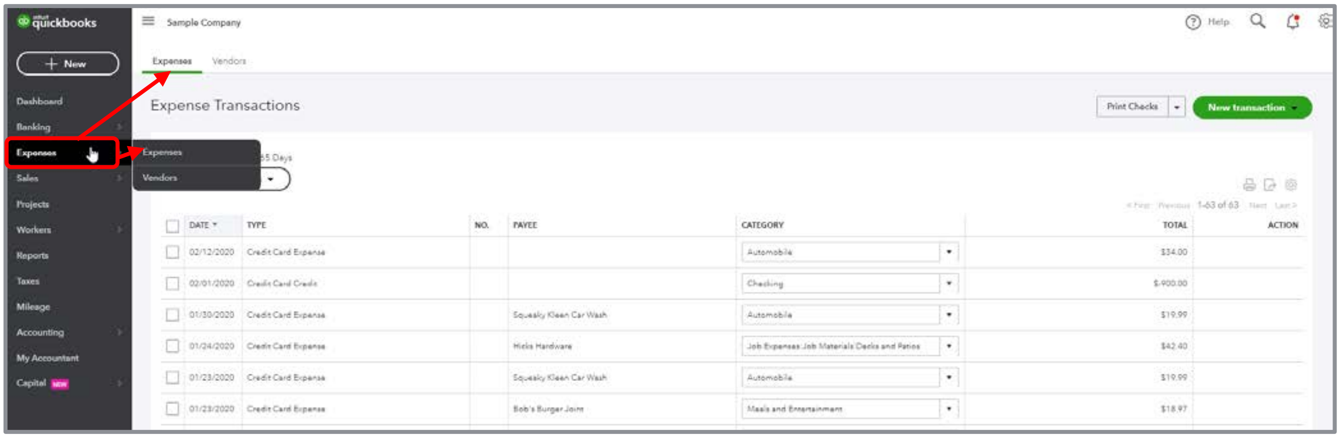
- Clicking the **Create invoice** hyperlink next to an entry (any entry which can lead to invoices such as an estimate, a delayed charge or a time activity) will open an invoice populated with that entry; any additional entries available to be added to the invoice will be in the drawer to the right of the invoice.



- You can perform batch actions related to statements and email for more than one customer by placing checkmarks in the boxes in the far left column next to the appropriate customers in the Customer Center and choosing from the **Batch Actions** drop-down menu

VENDOR CENTER

Click the **Expenses** tab in the navigation bar, then the **Vendors** sub-tab (either in the horizontal list of tabs or in the pop-up list of tabs) to open the Vendor Center.

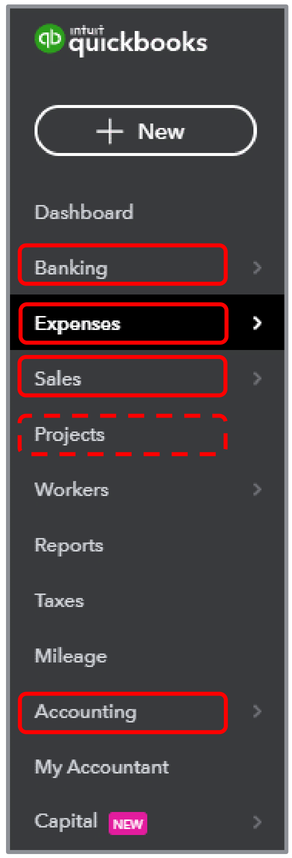


The Vendor Center is like the Customer Center, except it's related to vendors, not customers.

- The colorful Money Bar at the top of this center relates to potential expenses (open purchase orders), unpaid and overdue bills and which bills have been paid in the last 30 days
- If you click any of these color blocks, QuickBooks Online will display the underlying list of transactions that pertain to that section; if you keep drilling down, you can ultimately drill down into individual transactions to review, edit or delete
- Although you can always create a new vendor on the fly in transactions by simply typing a new vendor name in the Vendor field (and following the pop-up instructions to add that name and details), the New Vendor button in the Vendor Center also allows you to create a new vendor
- If you click the **drop-down** next to New Vendor, you can import vendors here
- The Prepare 1099s button allows you to prepare 1099s
- The editing columns, individual transactions, batch transactions, emailing and viewing the vendor in the Vendor Center work the same as in the Customer Center

VARIOUS TRANSACTIONS TABS

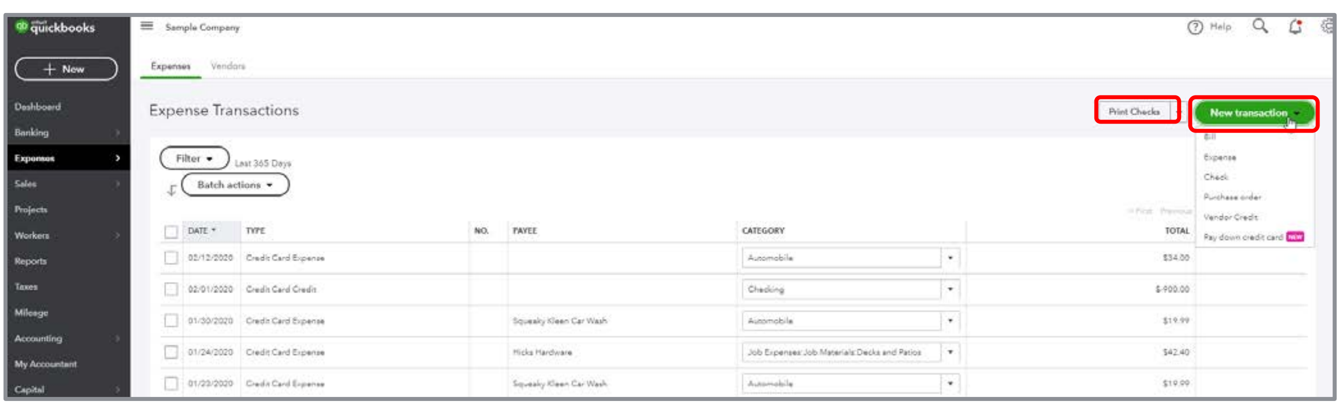
There are four main ways to enter transactions from the various transactions tabs in the left navigation bar: Banking, Sales, Expenses and Accounting. And for those QuickBooks Online Plus and Advanced users who are using Projects, there is a fifth way. You can enter transactions via the Projects tab.



- **Banking** – This opens the Banking Center. If you have connected your bank and/or credit card accounts to QuickBooks, you'll see those accounts listed across the top of the page, as well as a list of transactions that need to be either matched or added to QuickBooks. You will learn about that in Topic 4 of this training.

- **Sales** – Click **Sales** in the left navigation bar, then **All Sales** to open the Sales Center where there is a Sales Money Bar that shows potential revenue, unpaid/overdue invoices and what has been paid in the last 30 days
  - As opposed to the Customer Center which shows a Customer list, the Sales Center shows a list of transactions that can be filtered
  - New transactions can be easily added from the top right corner of the screen by clicking **New transaction**
  - Next to the New transaction button there is an Import Transactions button which allows you to import sales transactions from Square, if you have that set up, or from Excel by SaasAnt
  - The Action column shows suggested next steps, as well as other choices related to that transaction in the drop-down menu
  - As in the other centers, you can check multiple transactions and perform batch actions of printing or sending

- **Expenses** – Click **Expenses** in the left navigation bar, then **Expenses** to see a list of recent expense transactions which, like other centers, can be easily filtered
  - Click a transaction in the list to open the original transaction
  - The types of transactions that can be entered from here are: bills, expenses, checks, purchase orders, vendor credits and pay down credit card
  - You can also print checks from this screen



- **Chart of Accounts** – Click **Accounting** in the left navigation bar, then **Chart of Accounts** (you may also have to click **See your Chart of Accounts**), to see a list of your general ledger accounts
  - You can double-click the account or select **View register** to open the register for any balance sheet account (except Retained Earnings)
  - If you click the **drop-down** next to **Add check** in the top left corner of a bank account register you've opened, you can add many types of transactions that affect a bank account:
    - Check
    - Deposit
    - Sales Receipt
    - Receive Payment
    - Bill Payment
    - Refund
    - Expense
    - Transfer
    - Journal Entry
  - These transactions are abbreviated versions when launched from this access point; you will likely find launching the transactions from points other than a register will be a better user experience
  - The types of transactions available from the drop-down will vary depending on the type of balance sheet account being viewed in the register

- Back in the Chart of Accounts, if you click the **drop-down** next to **View register** you can:
    - Edit the account
    - Make the account inactive
    - Run a report (an Account QuickReport)

Craig's Design and Landscaping Services

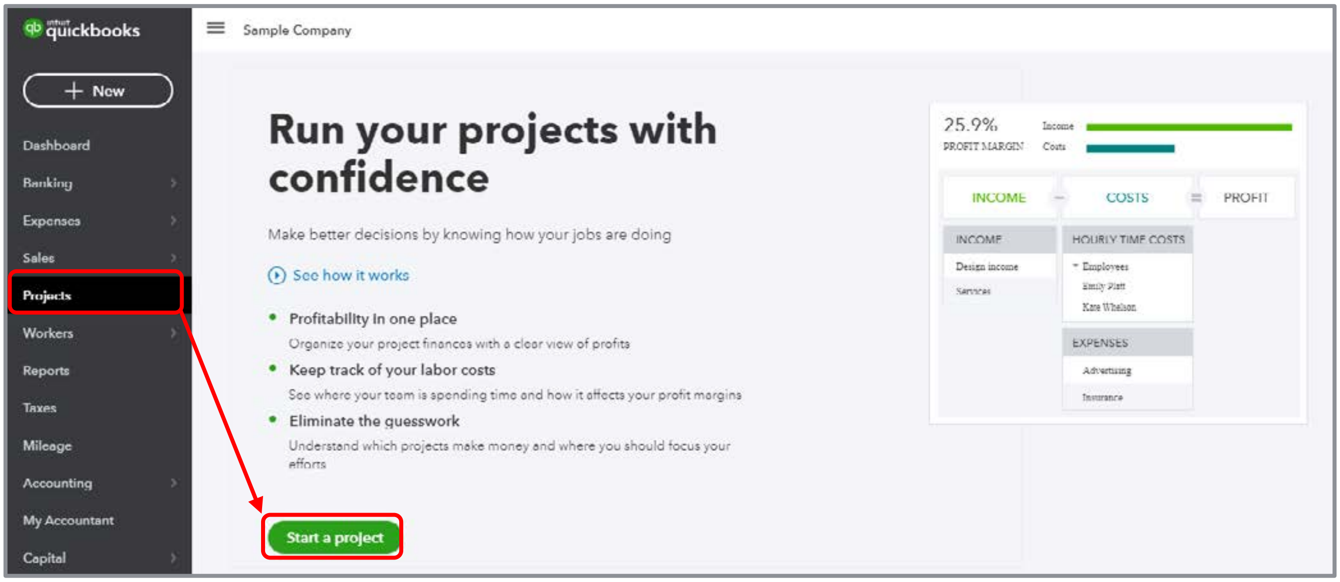
ACCOUNT QUICKREPORT

Since November 15, 2019

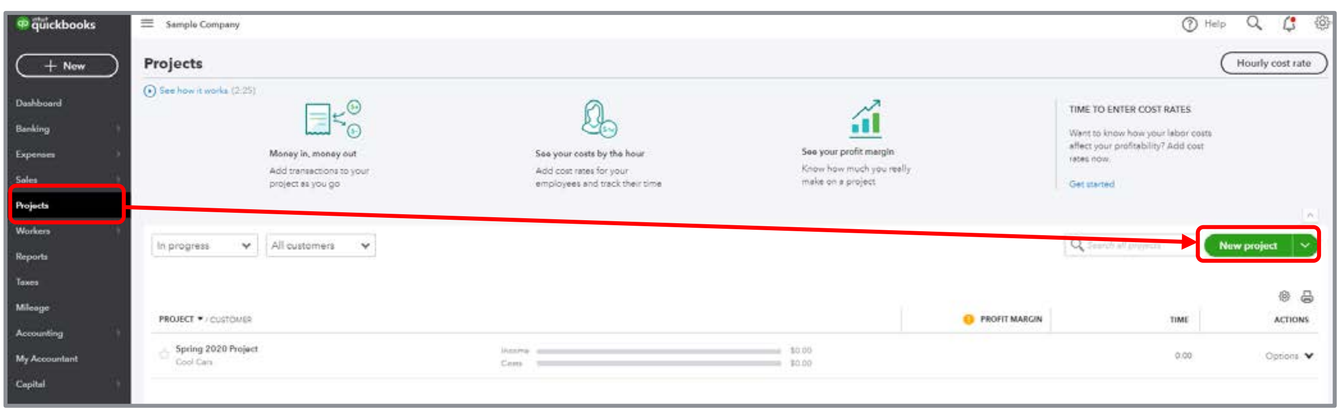
DATE	TRANSACTION TYPE	NUM	NAME	MEMO/DESCRIPTION	ACCOUNT	CLR	AMOUNT	BALANCE
Checking								
Beginning Balance								4,625.00
11/29/2019	Check	4	Chin's Gas and Oil		Checking		-54.55	4,570.45
12/05/2019	Sales Tax Payment			Q1 Payment	Checking		-38.50	4,531.95
12/05/2019	Sales Tax Payment			Q1 Payment	Checking		-38.40	4,493.55
12/08/2019	Expense	9	Tania's Nursery		Checking		89.09	4,404.46
12/08/2019	Check	12	Books by Bessie		Checking		-55.00	4,349.46
12/14/2019	Check	5	Chin's Gas and Oil		Checking		-62.01	4,287.45
12/15/2019	Expense	15	Tania's Nursery		Checking		-108.09	4,179.36
12/24/2019	Payment	5664	Freeman Sporting Goods:55 Twi...		Checking		86.40	4,265.76
12/24/2019	Sales Receipt	1008	Kate Whelan		Checking		225.00	4,490.76
12/26/2019	Payment		Amy's Bird Sanctuary	Amy claims the pest control did ...	Checking		105.00	4,595.76
12/28/2019	Bill Payment (Check)	7	Hicks Hardware		Checking		-250.00	4,345.76
12/31/2019	Expense	8	Hicks Hardware		Checking		24.36	4,321.40
01/09/2020	Cash Expense		Squeaky Kleen Car Wash		Checking		-19.99	4,301.41
01/09/2020	Check		Tony Rondonuwu		Checking		-100.00	4,201.41
01/09/2020	Cash Expense		Bob's Burger Joint		Checking		-5.66	4,195.75
01/10/2020	Check	70	Chin's Gas and Oil		Checking		185.00	4,010.75
01/10/2020	Cash Expense		Chin's Gas and Oil		Checking		-52.14	3,958.61
01/11/2020	Bill Payment (Check)	11	Hall Properties		Checking		-900.00	3,058.61
01/11/2020	Payment	1886	Cool Cars		Checking		694.00	3,752.61
01/12/2020	Expense	13	Hicks Hardware		Checking		215.66	3,536.95
01/12/2020	Check	2	Mahoney Mugs		Checking		-18.00	3,518.07
01/13/2020	Sales Receipt	1003	Dylan Sollfrank		Checking		337.50	3,856.37

- You can select **Run report** to view an Account QuickReport for any Profit and Loss account

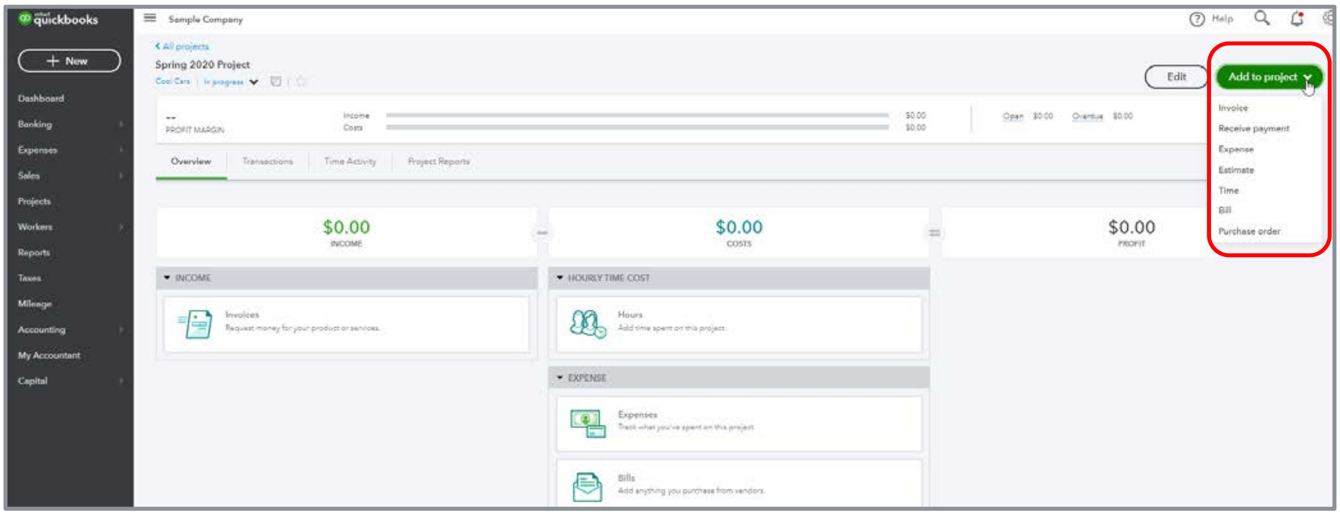
- **Projects** – If the Projects feature in QuickBooks Online Plus and Advanced is being used, you can launch transactions related to a project from the Projects area of the left navigation bar. (Older companies that have been using QuickBooks Online for some time may not see the Projects tab in the left navigation bar unless this feature is enabled by clicking the **gear** icon → **Account and Settings** → **Advanced** → **Projects**.)
  - Click **Projects** in the left navigation bar. If there are no pre-existing projects, click **Start a project**.



  - If there are pre-existing projects and you wish to add one, click **New project**.



- If you wish to add a transaction to a pre-existing project, click the **project name** in the list of projects, then click **Add to project**. You can add any of the following transactions to the chosen project: Invoice, Receive payment, Expense, Estimate, Time entry, Bill, and Purchase order.



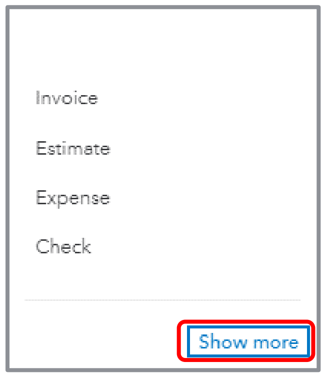
To summarize, the left navigation bar in general, and the various transactions tabs specifically (Banking, Sales, Expenses and Accounting, and Projects, if this feature is being used in QuickBooks Online Plus or Advanced), are access points for entering transactions.

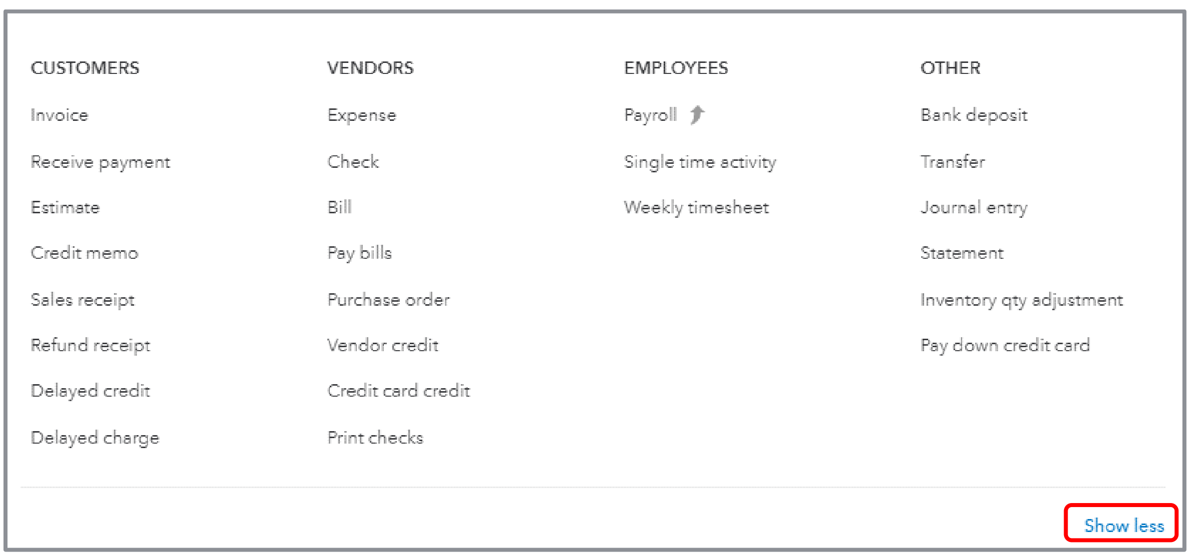
However, there is one other place, the most central place of all, to launch all transactions and we will cover it next.

+NEW

The +New icon is at the top of the left navigation bar. This is your one-stop shop for creating new transactions.

There are two views of +New. There's a Show Less (i.e., condensed) view that just shows the common transactions of Invoice, Estimate, Expense and Check, and a Show More view that lists all transactions in QuickBooks Online sorted by the different areas of the company: Customers, Vendors, Employees and Other. The choice of view is sticky; QuickBooks Online remembers which view you prefer and offers it to you the next time you click the **+New** button.





Once +New has been selected you can close the pop-up list of transactions (regardless of which version) to enter by clicking **+New** again or by clicking anywhere outside the pop-up list.

Course Conclusion

You have just covered *Course 2 – Navigate QuickBooks Online*. This course has been developed to help you train your clients on how to use QuickBooks Online successfully.

By completing this module, your client should understand:

- Best practices in QuickBooks Online
- How to navigate around QuickBooks Onlines

QUICKBOOKS ONLINE 2020 CLIENT TRAINING

Course 3

Record Transactions in QuickBooks Online

Table of Contents

About the Author

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Esther Friedberg Karp is an internationally renowned trainer, writer, business consultant and speaker who has been repeatedly listed as one of Insightful Accountant's Top 100 QuickBooks ProAdvisors in the world. She has also been named to their Top 10 list on two occasions: as Top International ProAdvisor and Top Trainer/Writer ProAdvisor.

Based in Toronto, Canada, Esther has the unique distinction of holding ProAdvisor certifications in the United States, Canada and the United Kingdom. She has authored materials and delivered educational and certification courses for Intuit in all those countries, as well as Australia where she conducted live QuickBooks Online training. She has spoken at Scaling New Heights, QuickBooks Connect and other conferences, and has written countless articles for Intuit Global.

Esther's clients include companies worldwide and accounting professionals who seek her out on behalf of their own clients. She is sought out for her expertise in various countries' editions of QuickBooks Desktop and Online, and for her talent in customizing QuickBooks usage for different industries. She also teaches QuickBooks Core and Advanced certification classes to accounting professionals in Canada.

Esther holds a BSc from the University of Toronto in Actuarial Science and Mathematics, and an MBA in Marketing and Finance from York University's Schulich School of Business.

She can be reached at esther@e-compubooks.com or 416-410-0750.

COMPUBOOKS
Business Services

Training at a Glance

Use this as a guide to select specific activities you want to cover.

TOPIC	CONTENT
SALES & REVENUE TRANSACTIONS	• Sales receipts • Invoices • Payments • Deposits
EXPENSE & PURCHASE TRANSACTIONS	• Checks • Expenses • Bills • Bill payments
ADDITIONAL TRANSACTION TYPES	• Bank deposits • Transfers • Journal entries
OTHER TOOLS	• Banking Center • Bank reconciliation • Closing the books

QuickBooks Online Test Drive

Exercises contained in this handbook can be completed using a QuickBooks Online “test drive” file. The test drive uses a sample company file called Craig’s Design & Landscaping Services. It can be accessed through the following link:

Craig's Design & Landscaping

You don’t have to create an account or sign in to access the test drive file; just complete the security validation and click **Continue**.

This test drive is designed for you to explore and try out new things without worrying you will break something or make a mistake that affects actual company figures. It is also designed *not* to retain any changes you make. Once you close this QuickBooks Online test drive company, it is completely refreshed, so remember to allow sufficient time to complete each activity. But don’t worry if you have to close the test drive before you are finished! (Although you should change the *Sign me out if inactive for* setting to **3 hours** if you want to give yourself plenty of time.) You can always begin again.

Topic 1: **Sales and Revenue Transactions**

Whenever you set up a new area of QuickBooks, you need to review the Account and Settings related to that area. Before you go into Account and Settings, you need to make sure you understand the different types of sales and revenue transactions.

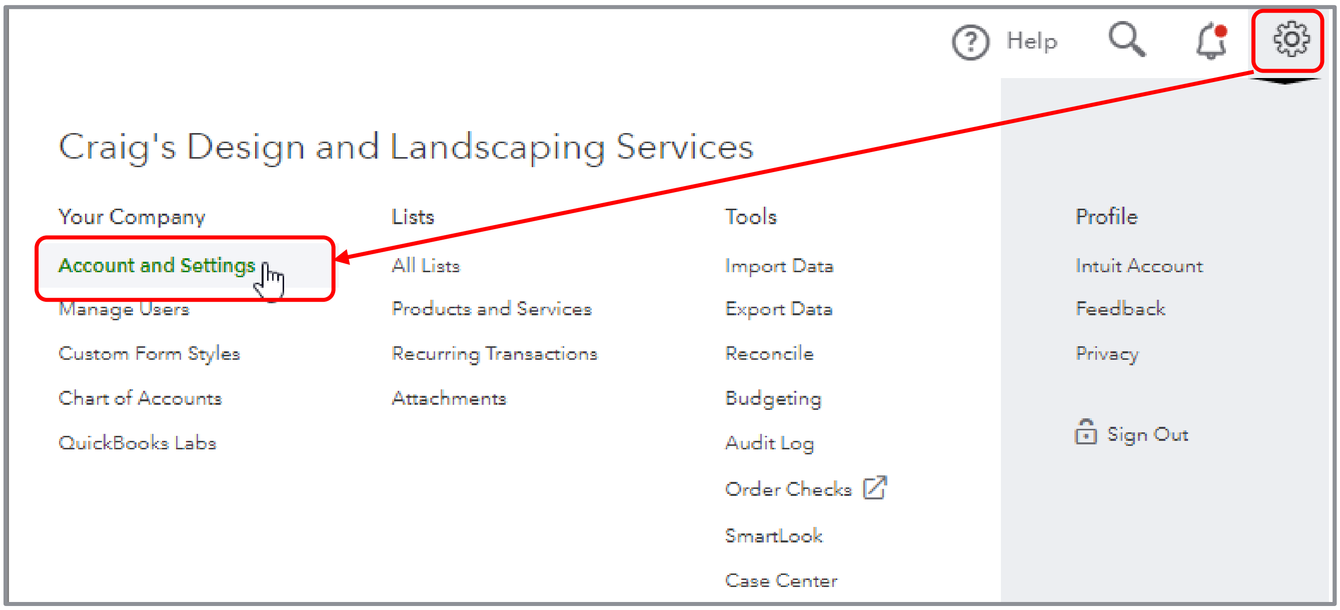
- **Estimates** are non-posting transactions that provide your customers with information on what you think you are going to charge them. Think of an estimate as a quote or proposal.
- **Invoice** is the sales transaction used when you want the customer to pay on account. An Invoice will increase accounts receivable, generally increase income and perhaps sales taxes if they are being collected.
- **Receive payment** is the type of transaction used to receive payment against an invoice. A Receive payment decreases accounts receivable and increases either a bank account or Undeposited Funds.
- **Sales receipt** is a sales transaction used when you receive payment at the time of sale; it has no effect on accounts receivable. It increases income and increases either a bank account or Undeposited Funds. Think of it as the equivalent of a cash register receipt when you buy a pack of gum at the store.
- **Credit memos** are used when a customer returns something or negotiates a lower price after the original invoice has been issued. This creates a credit in accounts receivable that can be used against future invoices.
- **Refund receipts** are also used when a customer returns something or negotiates a lower price, but with a refund receipt you are refunding their payment. It has no effect on accounts receivable. Refund receipts are often used if the customer to whom you are refunding the money no longer has any outstanding accounts receivable balance with you.
- **Delayed charges and credits** are only available in Essentials, Plus and Advanced; they are non-posting transactions that reflect a potential revenue increase or decrease, as they are *reminders* to add these charges or credits to future invoices.

All these transactions relate to monies coming in. Some of these transactions can be launched from more than one access point, whereas others can be launched only from one.

APPROPRIATE SALES-RELATED SETTINGS

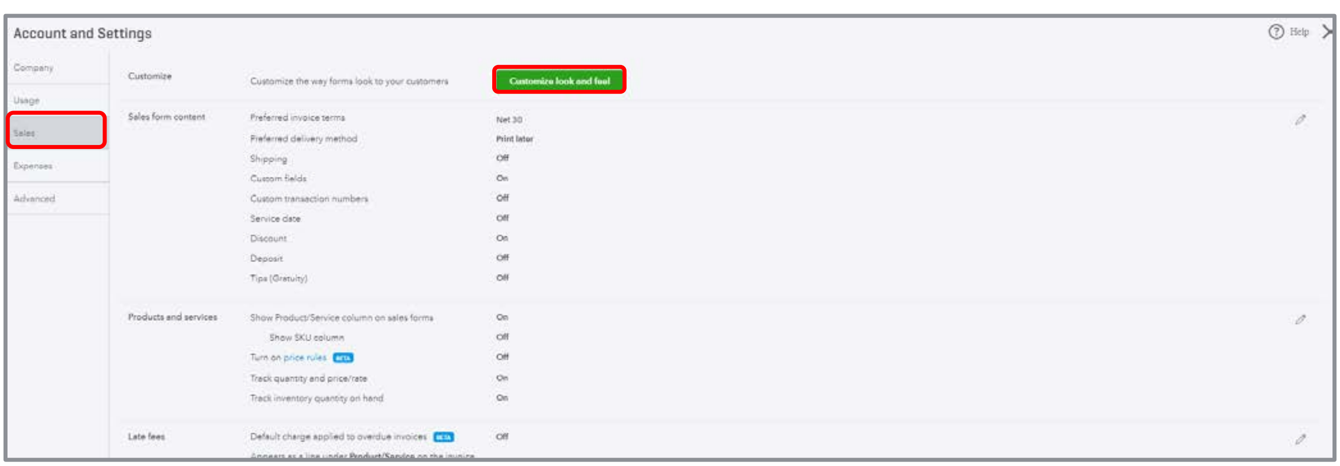
Account and Settings

Click the **gear** icon to access the **Account and Settings** under Your Company.



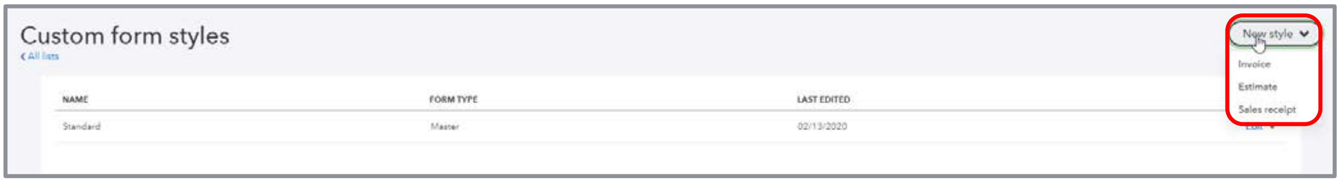
There are several tabs down the left side of Account and Settings to set the preferences you want to use with the company file. The Sales tab is its own category, but there are also sales-related settings under the Advanced tab.

NOTE: *In an actual QuickBooks Online company (as opposed to the test drive company below), you would see more tabs down the left side, including ones for Billing and Subscription, and one for QuickBooks Payments.*



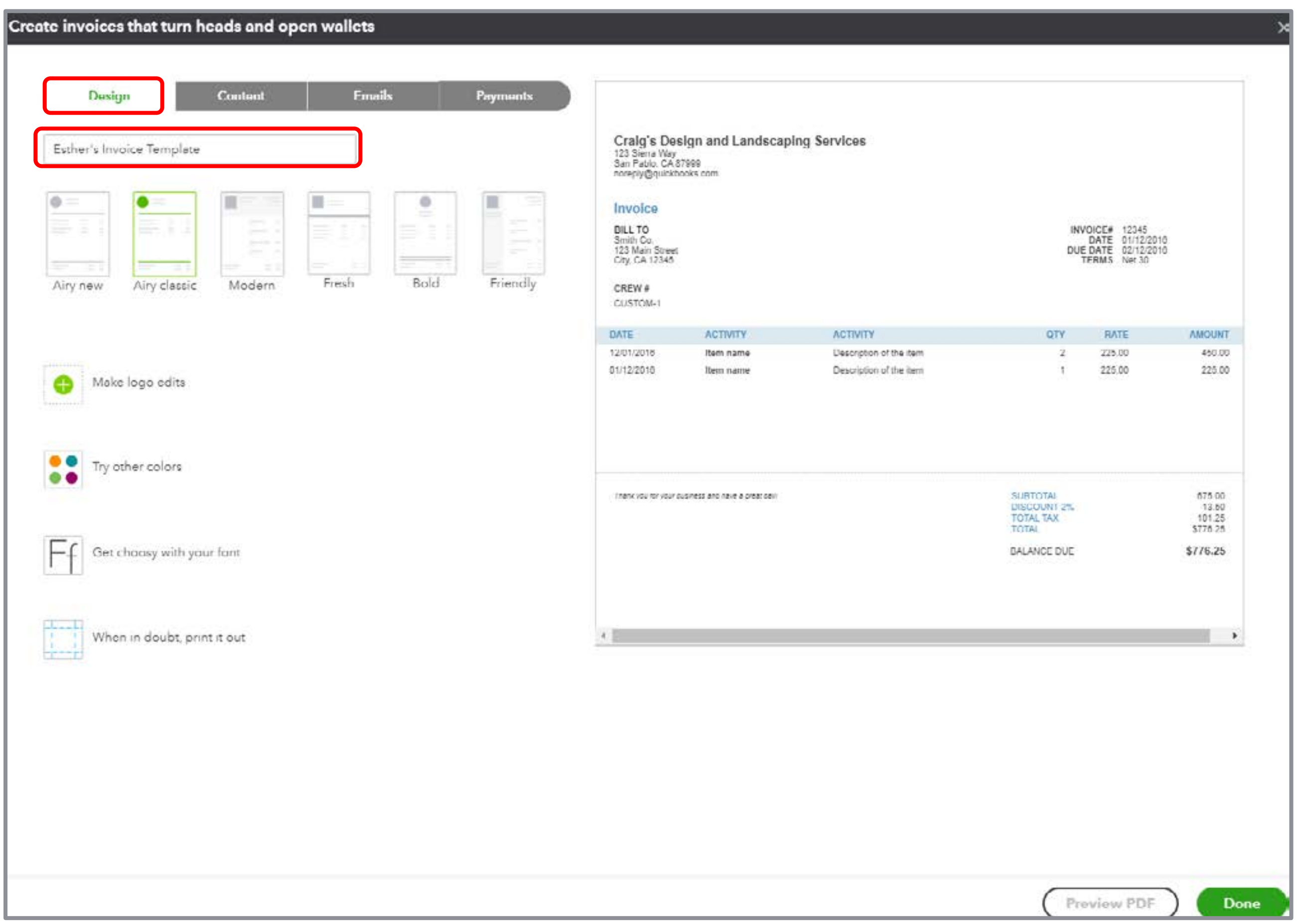
Customize Sales Forms

The first setting under the Sales tab allows you to customize the sales forms. Click **Customize look and feel**. Click **New Style**, then decide if you are going to create a new style for an invoice, estimate or sales receipt. Click **Invoice**.

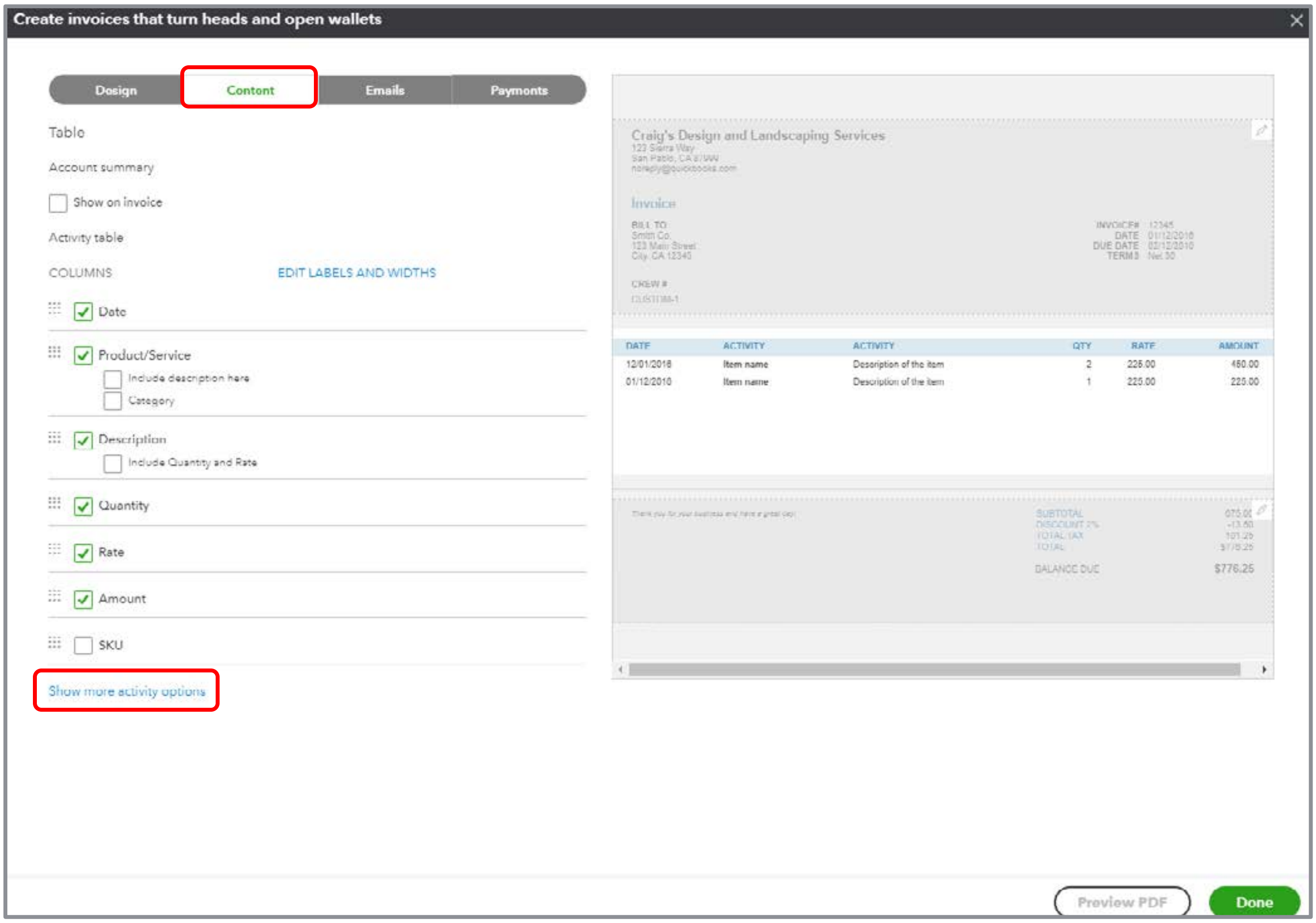


Change the name of the invoice template from the generic *My INVOICE Template – DD-YY (xxxxx)* to something meaningful.

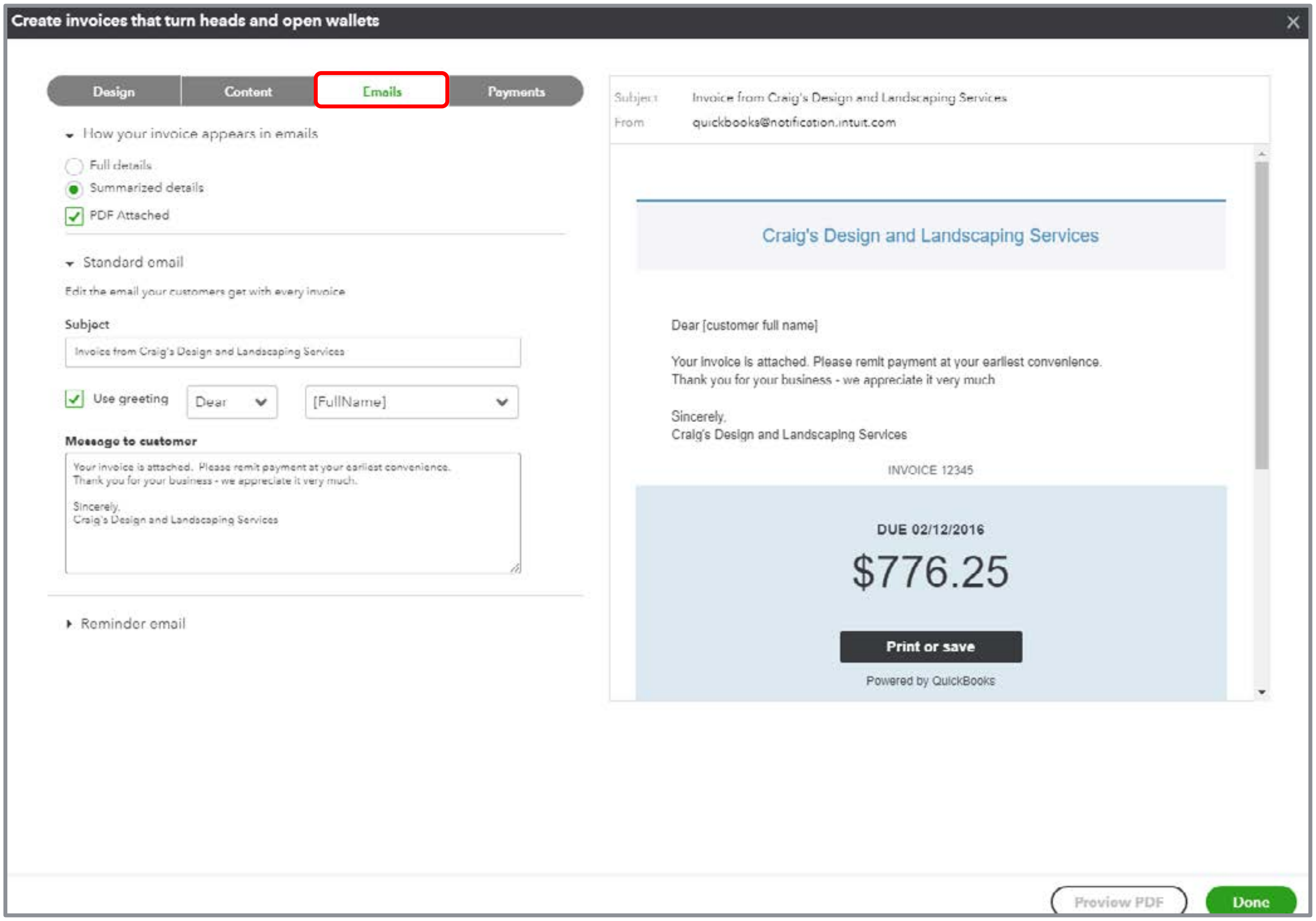
In the Design tab, you can rename the title of this sales form, choose your template (Airy new, Airy classic, Modern, Fresh, Bold or Friendly), upload up to 10 logos (you can use only one at a time), add color and your font. You can also print your in-progress template to test how it looks on plain paper or letterhead with various margins or preview a PDF of the form.



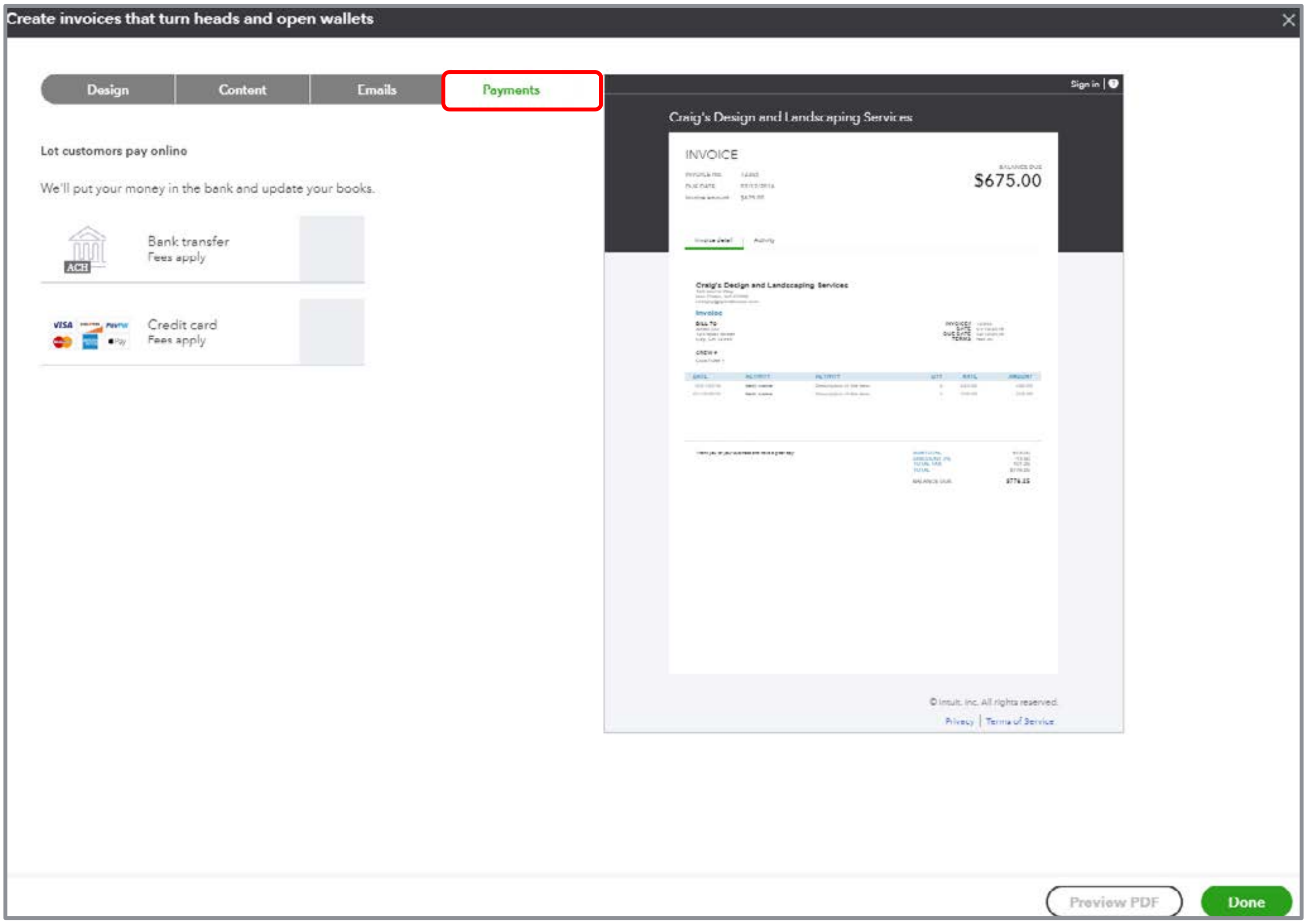
Click **Content** tab → **pencil** icon in any area (Header at the top, Form in the middle or Footer at the bottom) to review and edit the content in each area; you can also edit labels, column widths and so forth. (Make sure to look at billable time and expenses if you invoice based on time and expenses. In the Form area you can include the employee name on the form, as well as group activities by day, week, month or type, and have the groups subtotaled by clicking on **Show more activity options**.)



The Emails tab allows you to set the default email subject and message that accompanies the sent form (the Standard email), as well as the format of any Reminder emails you might send.



The Payments tab lets your customers pay online by bank transfer or by credit card (fees apply).

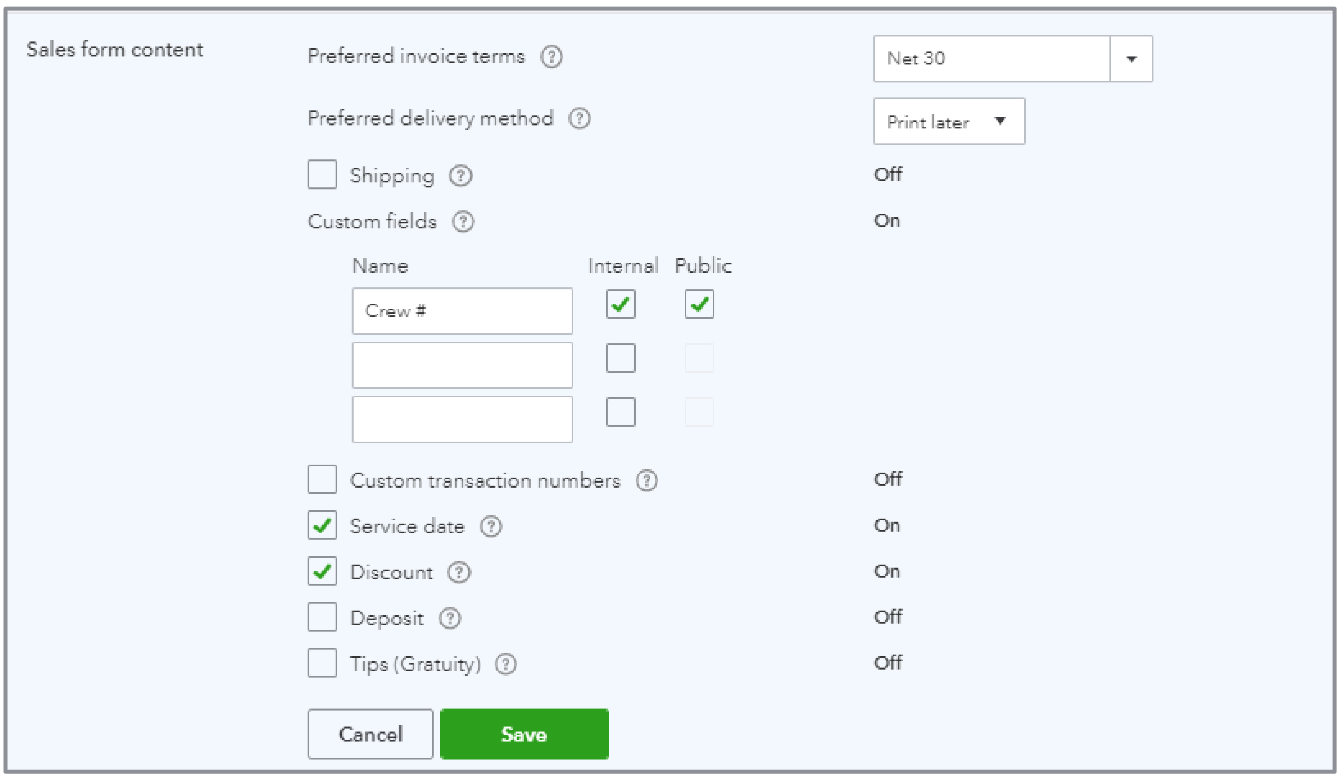


Sales Form Content

This section of the Sales tab of Account and Settings allows you to set options such as Preferred invoice terms and Preferred delivery method, which can be changed on an actual sales form. It sets defaults. Here you specify if there are custom user-entered transaction numbers on sales forms as well as a service date column. You can also add additional line items such as shipping, discount deposit or tips fields.

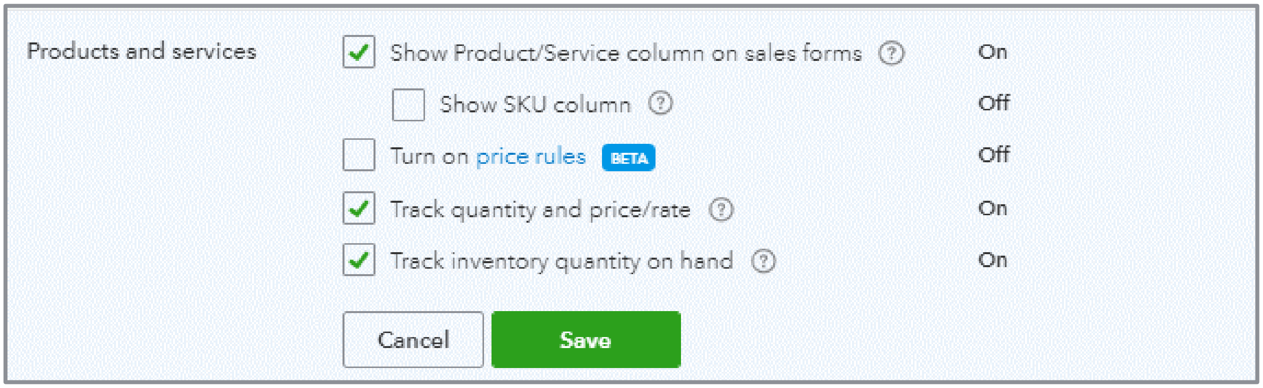
When you customized the forms previously, you had the ability to add up to three custom fields to the transactions. That preference is turned on here in the Sales form content and the fields can be set up here or on the Content tab when you customize an invoice.

NOTE: *The Sales form content section is where you indicate if you want each custom field to be internal, public or both.*



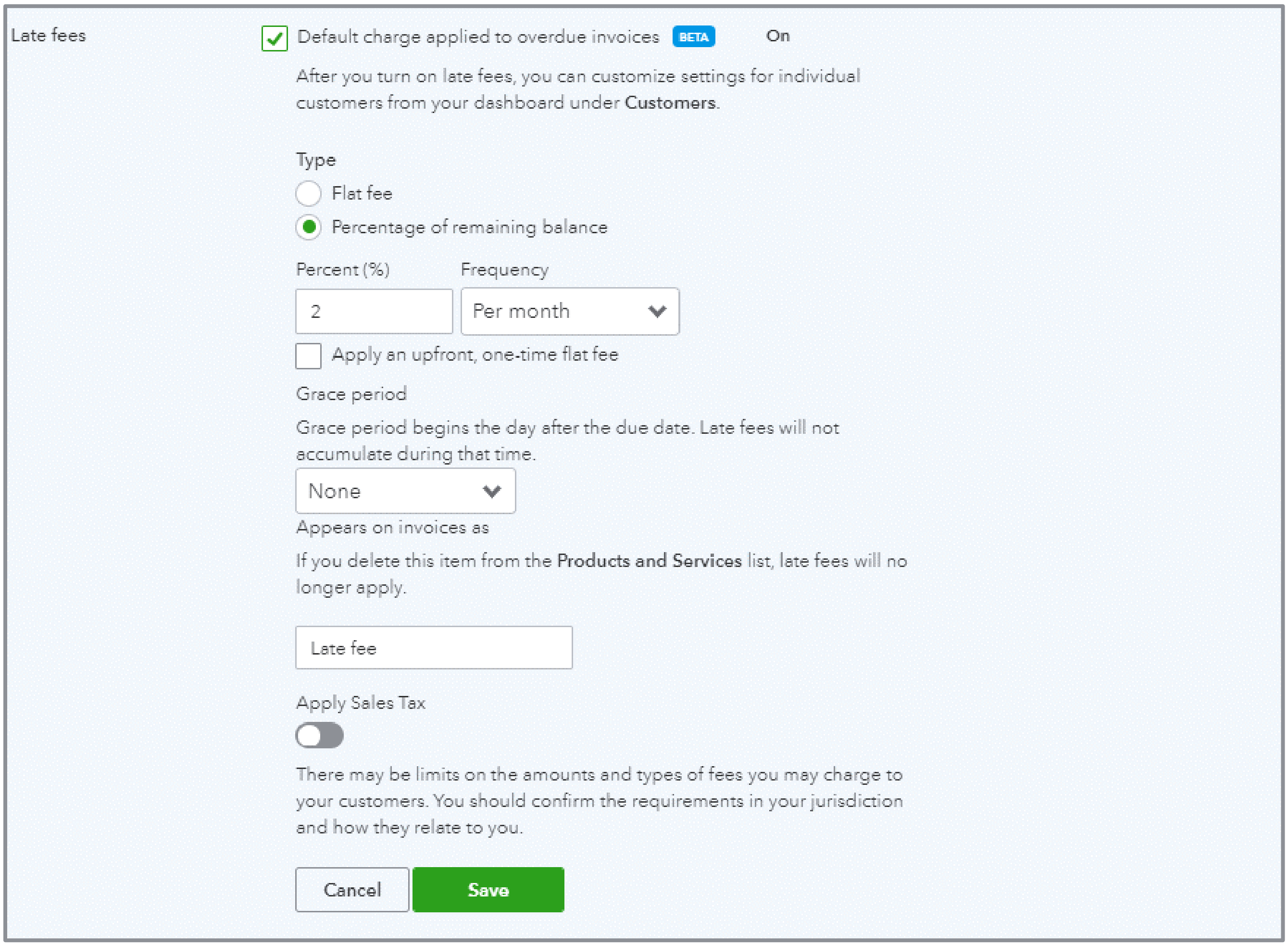
Products and Services

In this section of the Sales tab in Account and Settings, you identify if you want to Show the Product/Service column on sales forms so the drop-down list of products and services is available. Also, this where you turn on the preference to track inventory and price rules. Inventory tracking and price rules are available only in QuickBooks Online Plus and Advanced.



Late fees

You can turn on Late Fees, which applies a default charge to overdue invoices, either in the form of a flat fee or a percentage of the remaining balance. You can define the frequency, if it is an upfront, one-time fee, as well as the grace period and the terminology to be used for the charge (e.g., *Late fee*). Lastly, you can specify if sales tax is to be applied to this charge.

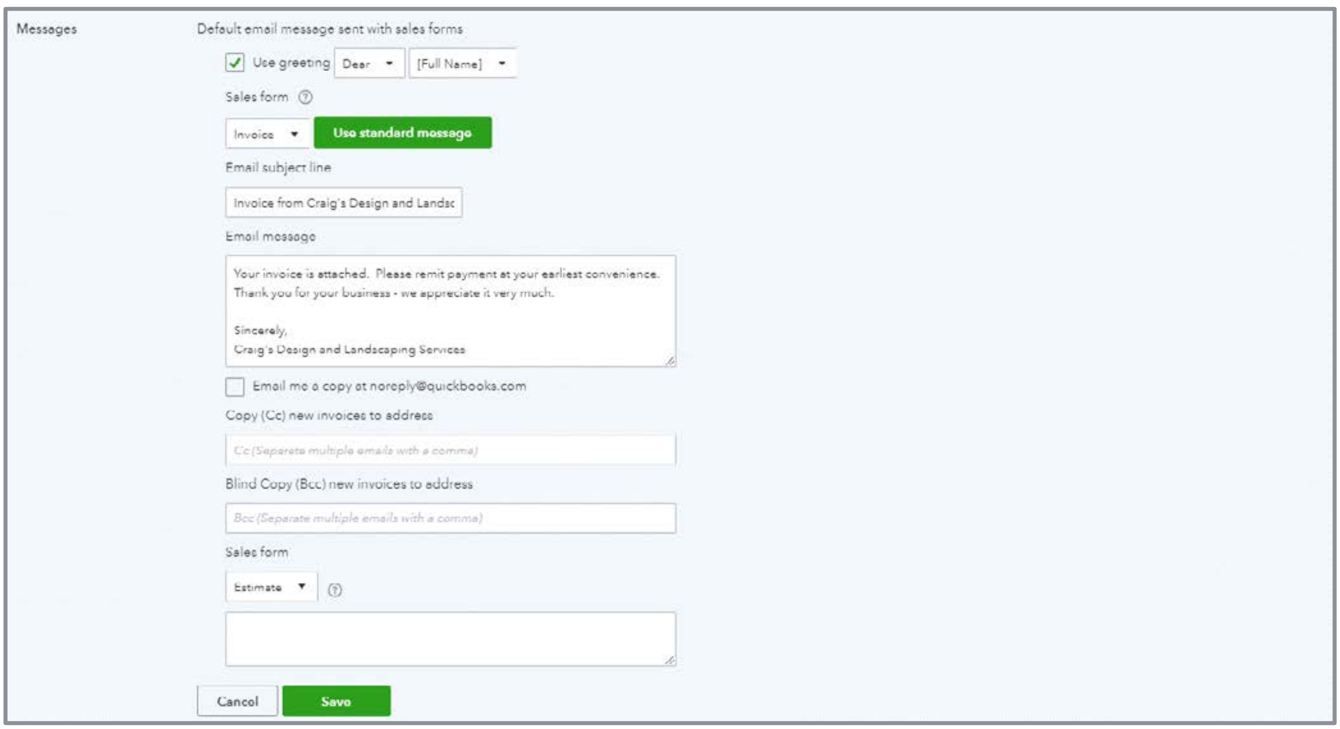


Progress Invoicing

You can create multiple invoices from an estimate with Progress Invoicing, allowing you to keep track of the progress of a job. It is available in all subscription levels of QuickBooks Online. This is the section in the Sales tab of Account and Settings where you turn on the ability to perform Progress Invoicing.

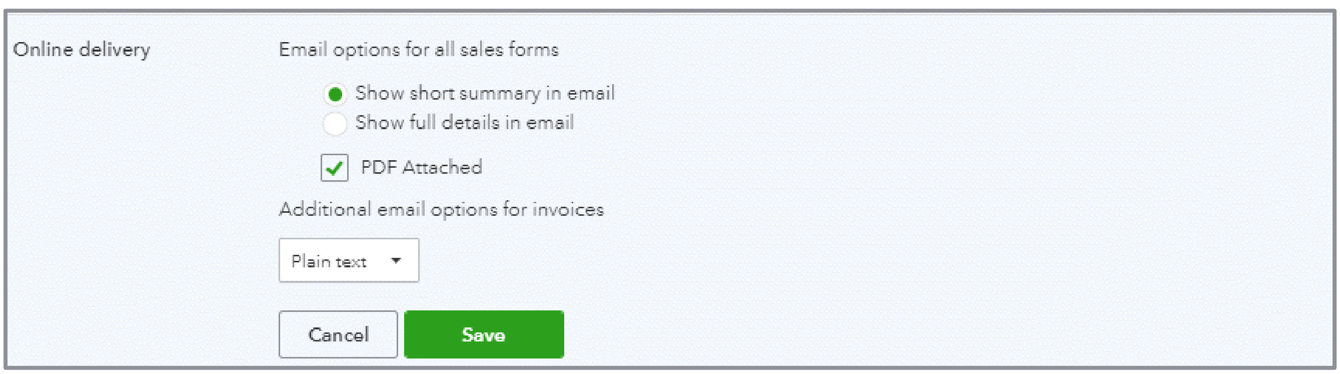
Other Sales Settings

The Messages setting allows you to create default email forms when emailing sales forms.

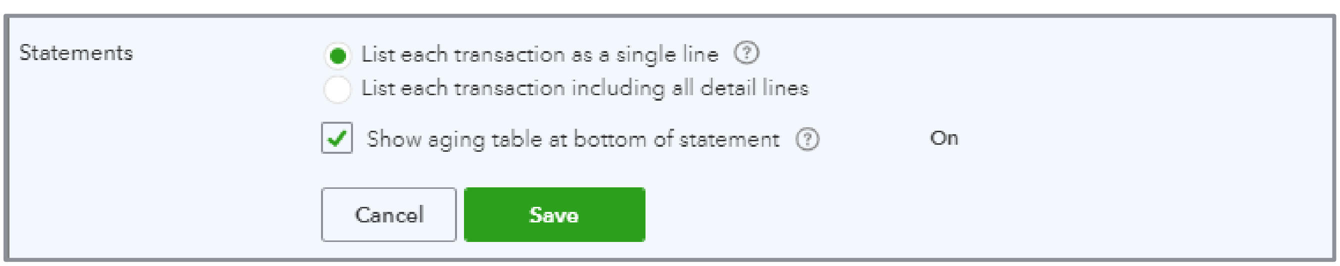


The Reminders setting, like the Messages setting, allows you to create default emails when sending reminders.

Online delivery settings relate to emailing your forms and what you want the customer to see. There are options of sending as plain text, HTML or using an online invoice.

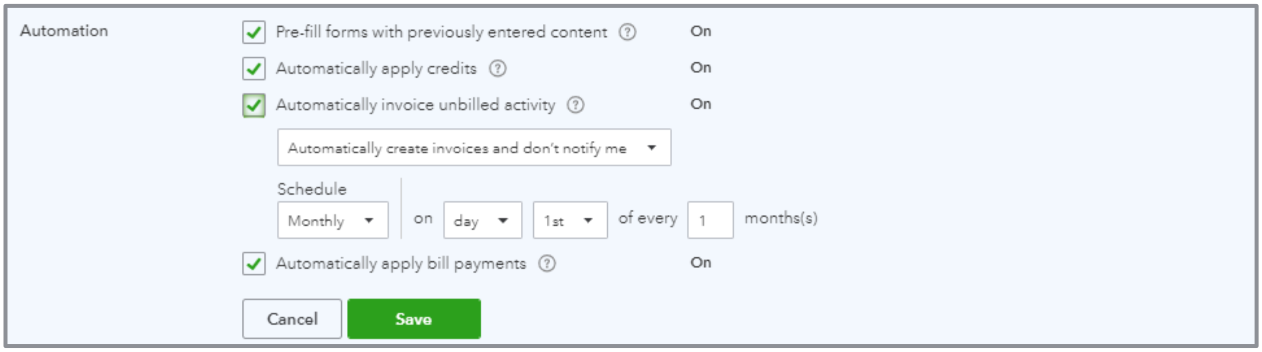


There are a couple of preferences to choose from regarding Statements. See below:



Advanced Settings

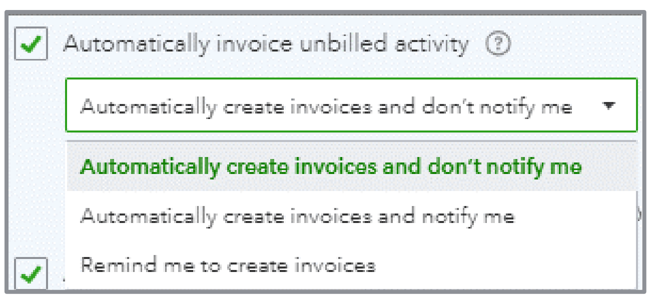
For more sales-related preferences, look at the Automation section of Advanced settings.



If you turn on the preference to **Pre-fill forms with previously entered content**, QuickBooks Online will copy the information from the last transaction using the same customer.

If you turn on the preference to **Automatically apply credits**, QuickBooks Online will apply any available credits to the next invoice. Beware of turning on this or any other automation preference. It may be that you don't want to apply the credit to the very next invoice, but instead to some future invoice.

You can turn on a preference to **Automatically invoice unbilled activity**. Once this preference is turned on, you then choose one of the following automation options:



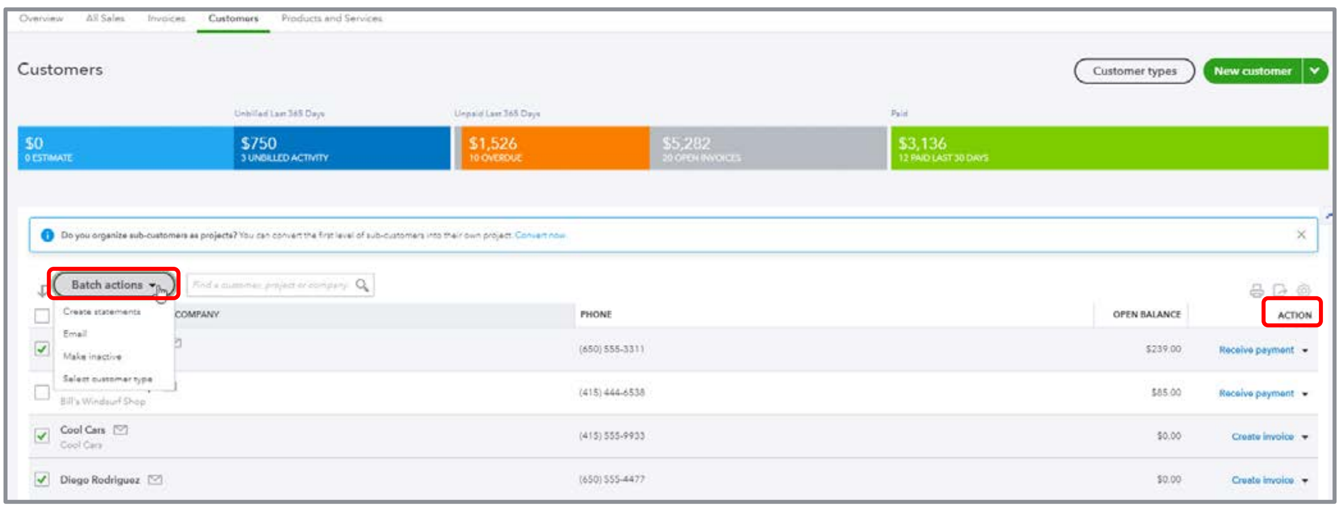
In addition, you specify a schedule regarding how often (in days, weeks, months or years) and when this automation function runs.

You need to understand the ramifications of the Automation preferences to know if they make sense for you. If you have problems with accounts receivable, check these settings.

ALTERNATE ENTRY POINTS TO ENTER SALES TRANSACTIONS

Customer Center

The Customer Center, accessed by selecting **Sales** then **Customers** in the left navigation bar, is a dashboard for adding, editing and reviewing customers with whom your QuickBooks Online company does business. The list of customers can be printed or exported to Microsoft Excel®, and it can be sorted by various parameters or filtered. In the far-right Action column, beside each customer listing in the Customer Center, is a drop-down box from which to create transactions such as invoices or estimates, send a reminder of a balance due, or print or send a statement. In addition, batch actions can be performed for one customer, selected customers or the entire list: send or print statements and send emails directly from within QuickBooks Online.



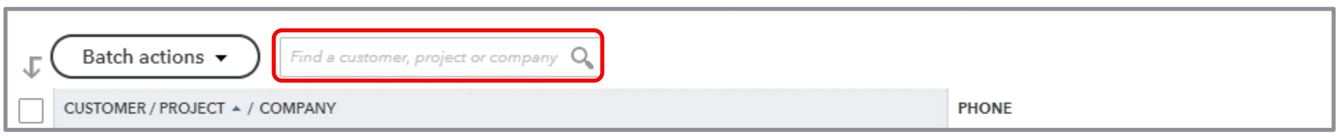
Enter Transactions from the Customer Center

Step by Step: Create an Estimate

There are several ways to create an estimate in QuickBooks Online. To create an estimate from the Customer Center, follow these steps:

1. Select **Sales → Customers** from the left navigation bar.

2. If necessary, remove any filters from the search bar at the top of the customer list to produce a full list of customers.

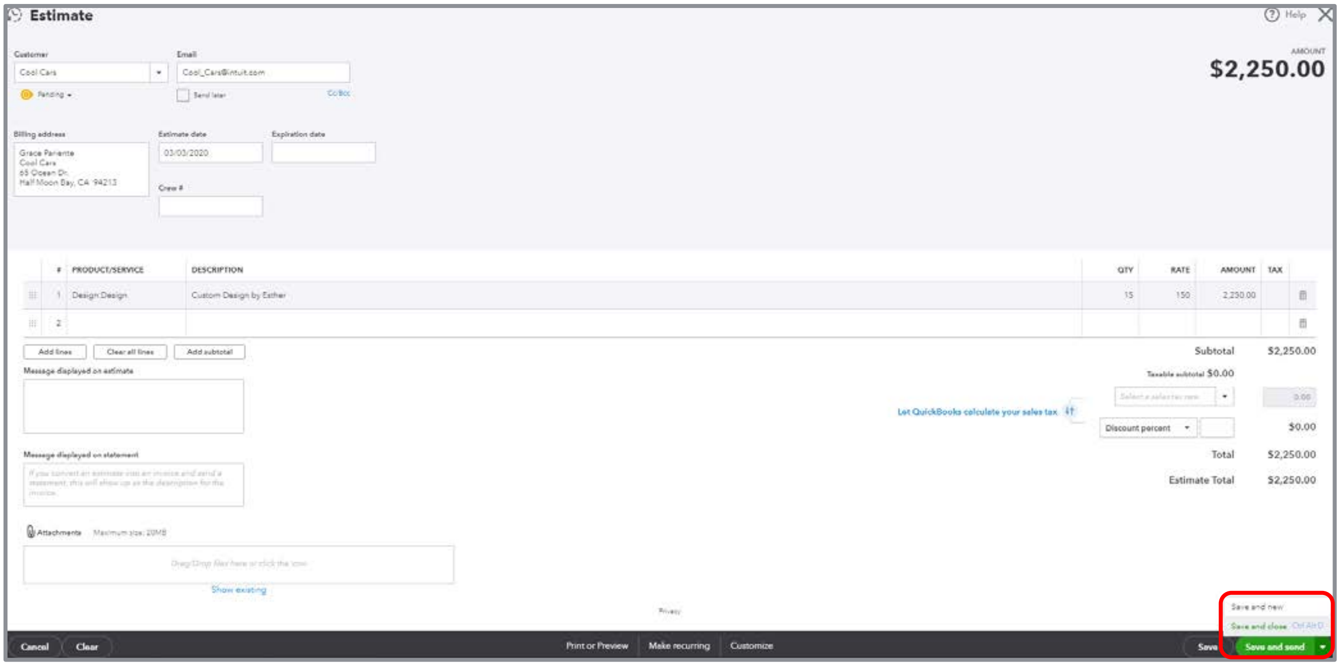


3. Select the drop-down box in the far-right column for **Cool Cars → Create estimate**.

4. Complete the on-screen estimate for Cool Cars with the desired date, products and services of your choosing, the quantity, description (override the description if you want) and rate (override the rate if you like) of each and the sales tax (check the **Tax** box for specific items, then select the **sales tax** to be applied in the drop-down box in the footer).

5. Complete any other desired fields such as Discount and Message displayed on estimate.

6. Select **Save and close** or (by clicking on the **drop-down box** next to Save and Send) **Save and new**.

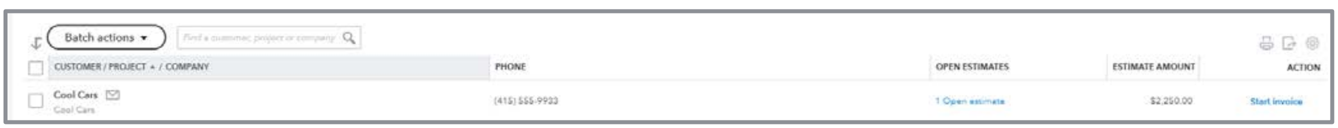


Step by Step: Create an Invoice from an Estimate

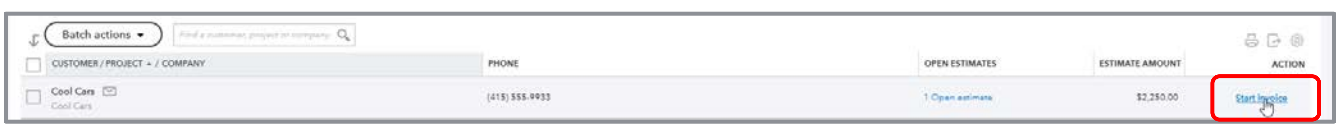
To create an invoice from the estimate you just created, the easiest way to find that estimate is from the Money Bar in the Customer Center.

1. Select **Sales → Customers** from the left navigation bar.
2. Click the **Estimates** rectangle in the far-left section of the Money Bar to display a list of open estimates.

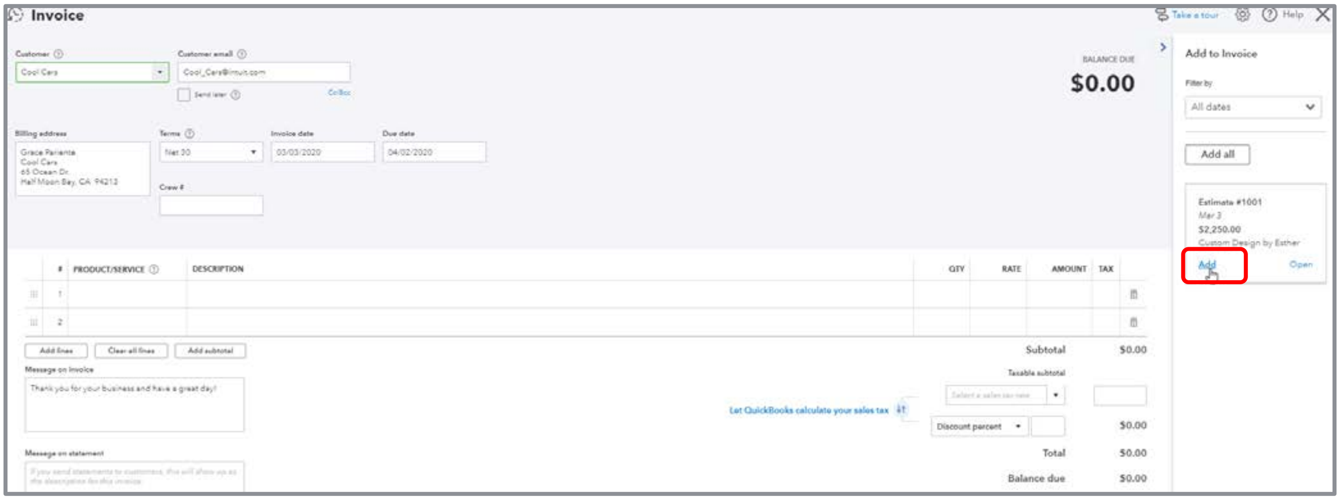
3. Locate Cool Cars and on the list of open estimates.



4. Find the estimate you want to turn into an invoice, then select **Start invoice** at the far right.

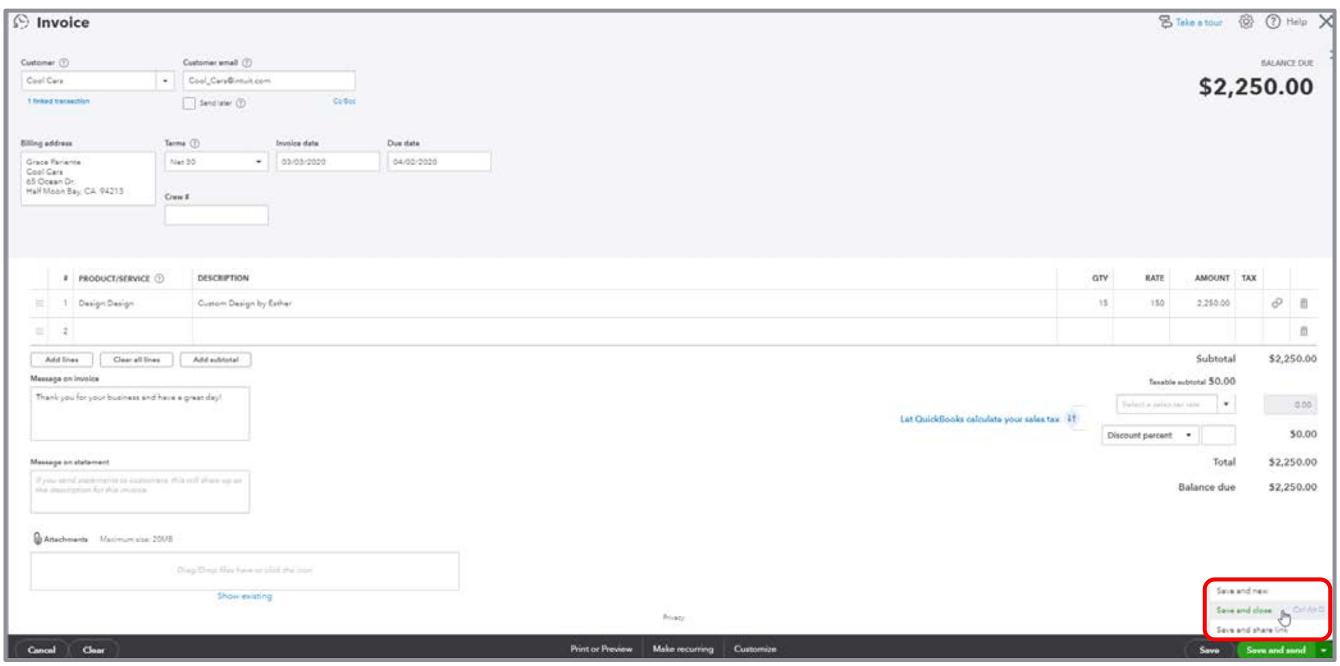


5. **Add** the open estimate from the drawer on the right.



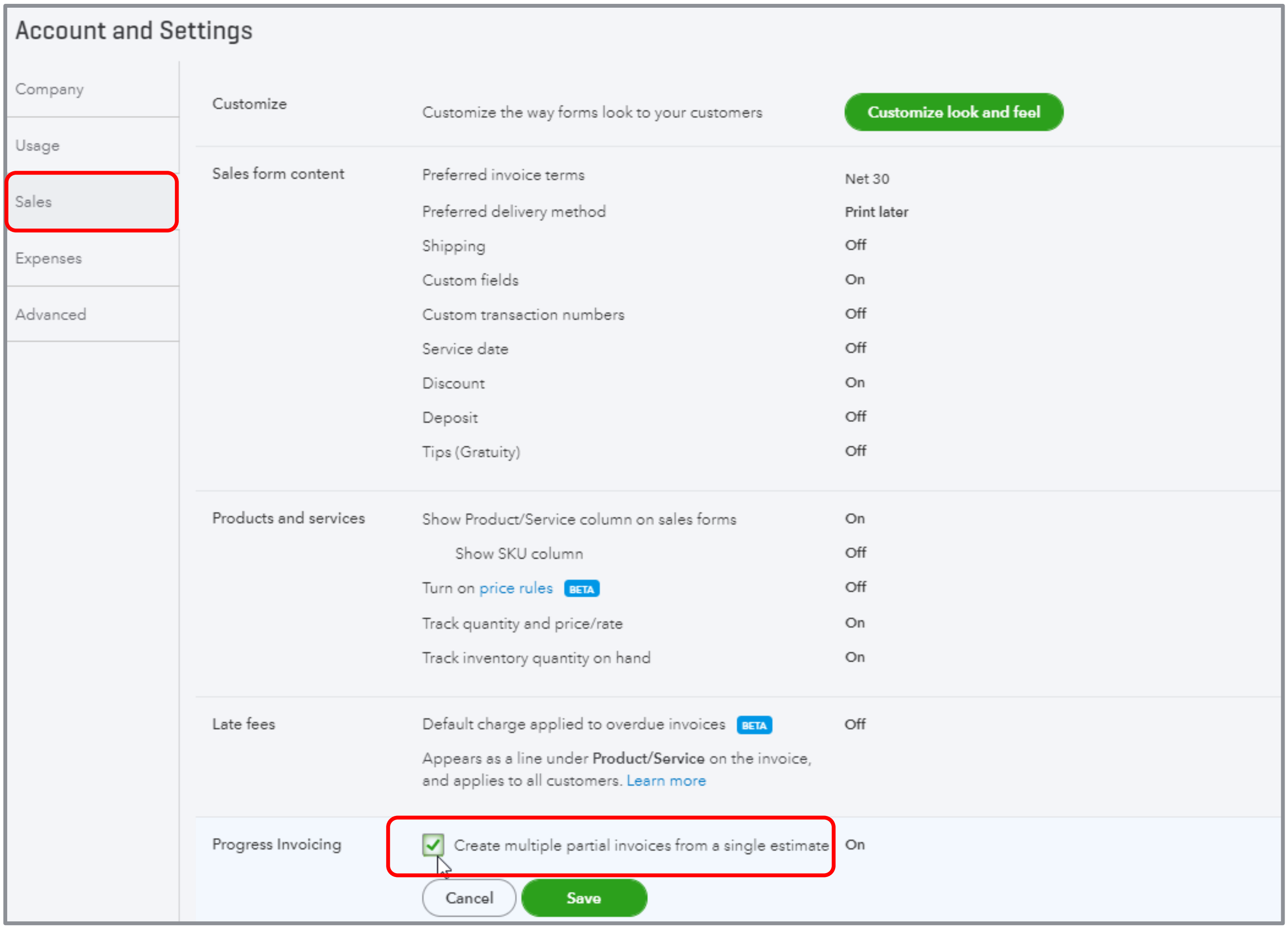
6. Make changes to the already-populated invoice, as required.

7. Select **Save and close**, (by clicking on the drop-down box next to Save and Send) **Save and new**, **Save and close** or **Save and share link**.



When you create an invoice from the estimate, you can change the quantity of the line items on the invoice. QuickBooks Online will keep track of the quantity of each item on the original estimate and the cumulative number of each item sold on subsequent related invoices. This will affect the number of each item available to bring over to future invoices from the same estimate.

NOTE: *If you do not want to invoice for the whole amount of the estimate, you can perform progress invoicing, which is available in all subscription levels of QuickBooks Online. First, ensure that Progress Invoicing is turned on. To do this click the* ***gear*** *icon →* ***Account and Settings*** *under Your Company →* ***Sales*** *tab →* ***Progress Invoicing*** *→* ***pencil*** *icon (or click anywhere in that section) and check the box next to* ***Create multiple partial invoices from a single estimate****. Then click* ***Save*** *and* ***Done****.*

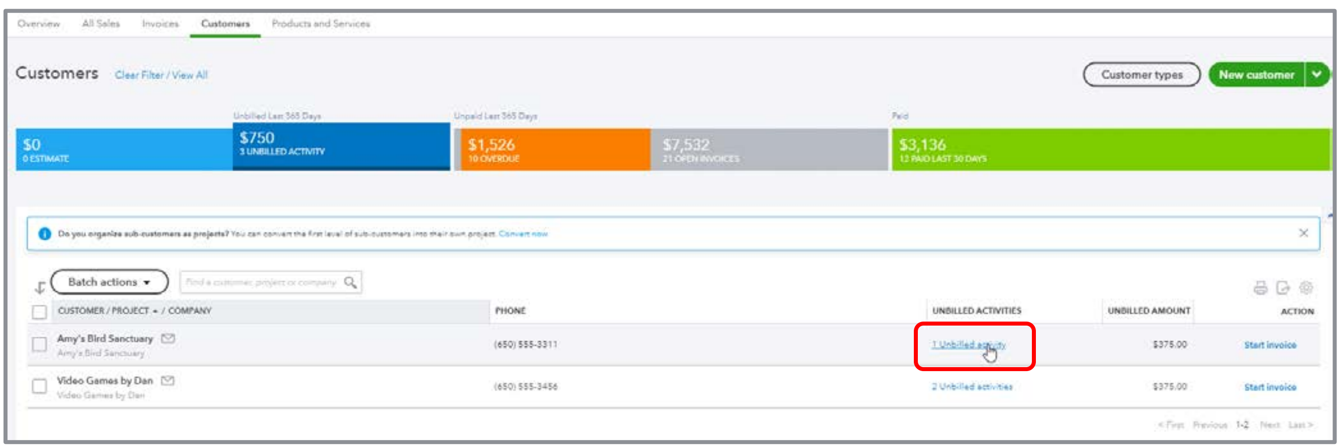


Step by Step: Create an Invoice for Unbilled Activity

You can also easily create invoices for any unbilled activity.

1. Select **Sales → Customers** from the left navigation bar.
2. Click the **Unbilled Activity** rectangle in the left section of the Money Bar to display a list of unbilled activity.

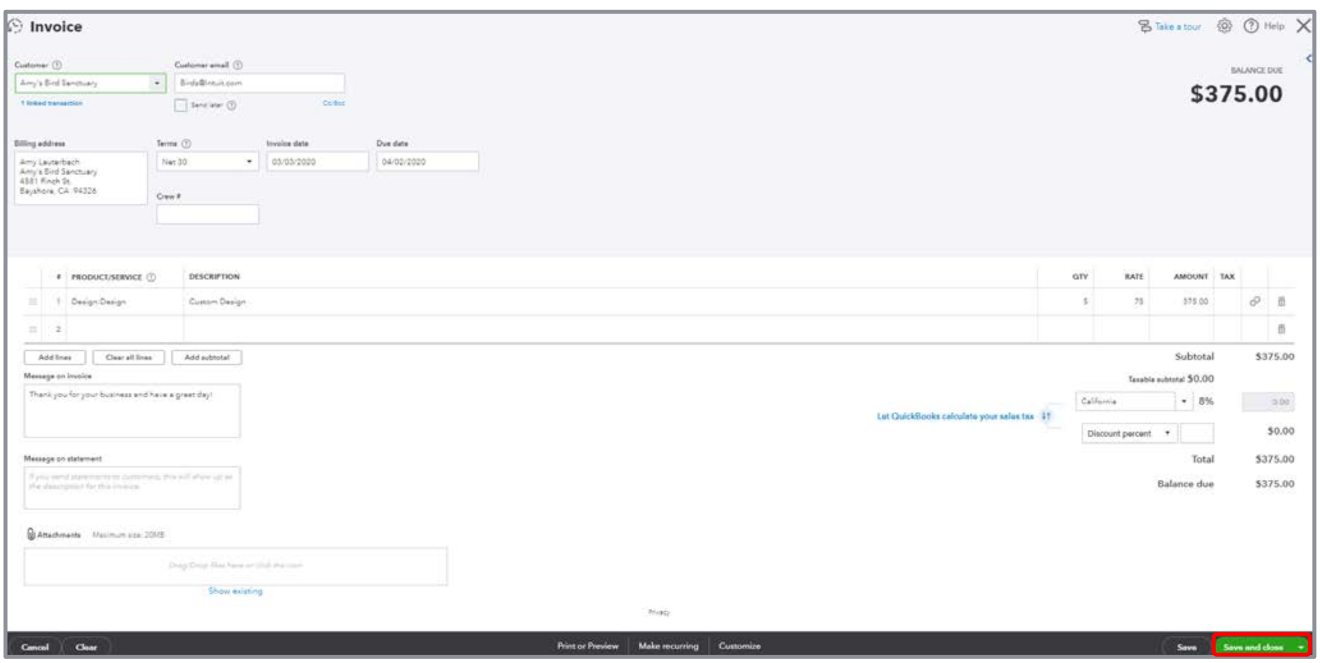
3. You could click **Start Invoice** in the far-right column from here to see the unbilled activity. Instead, however, click **Unbilled activity** for Amy's Bird Sanctuary.



4. Find the one Time Charge activity that is outstanding (unbilled) for this customer; it will display Start Invoice in the far-right column. Click **Create Invoice**.

NOTE: *If you have multiple activities listed here (instead of just one), you can start an invoice for one unbilled activity and bring other unbilled activities in from the drawer on the right to add them as well.*

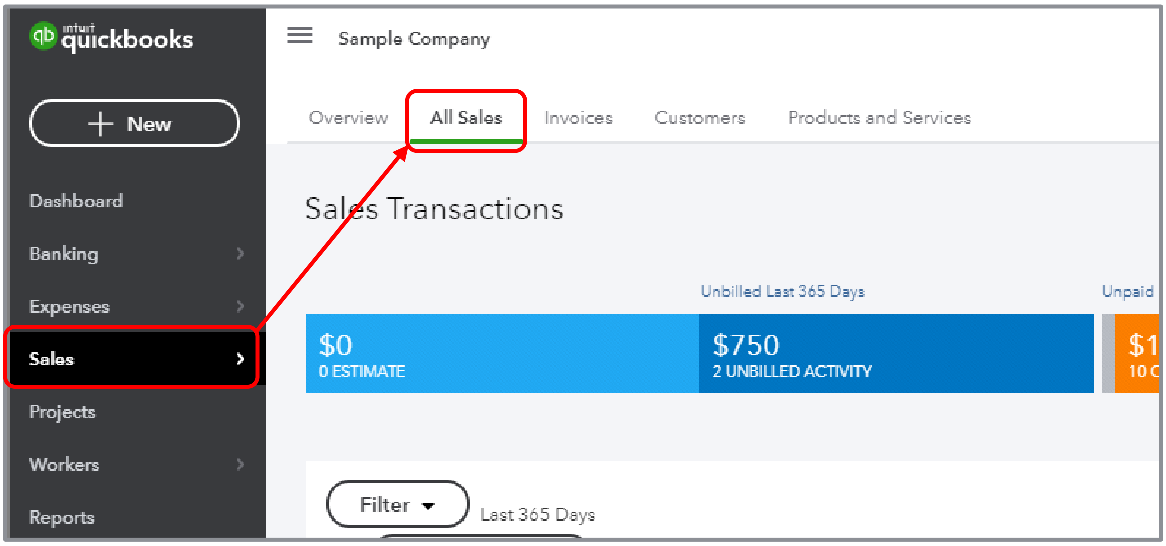
5. Add any additional charges, sales tax or discounts then click **Save and close**, **Save and new**, **Save and send** or **Save and share link**.



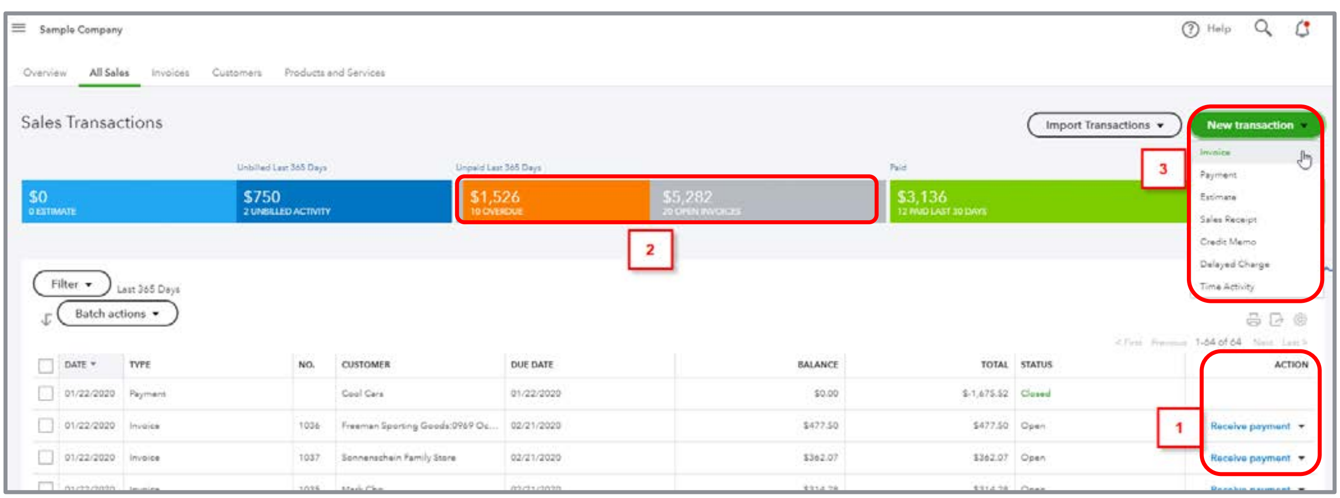
Enter Transactions from the Sales Transactions Page (Sales Center)

Step by Step: Create an Invoice

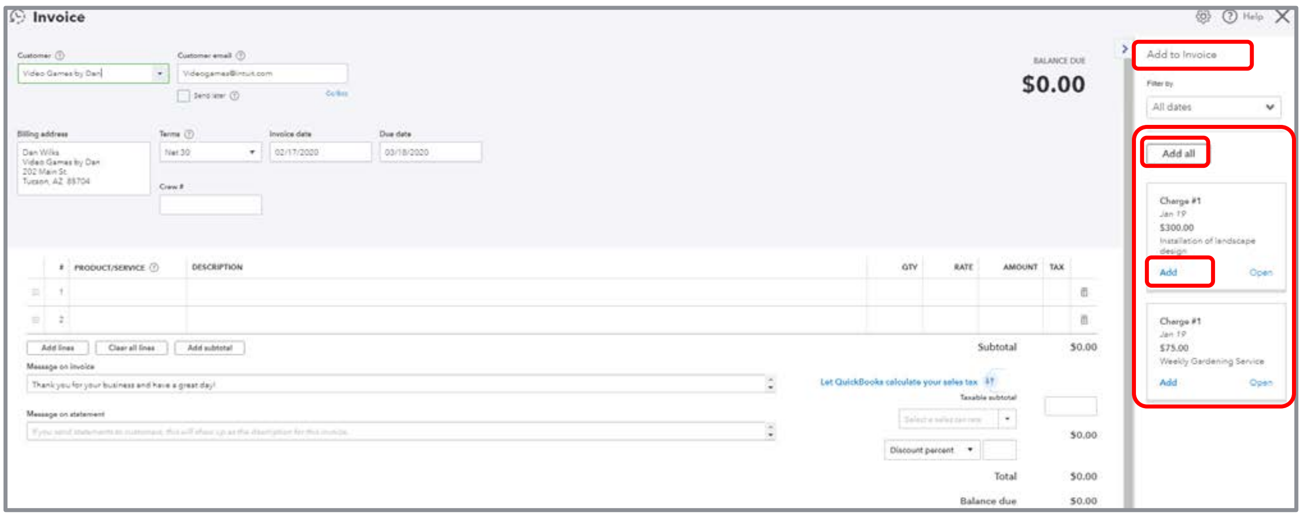
1. Click **Sales → All Sales** from the left navigation bar.



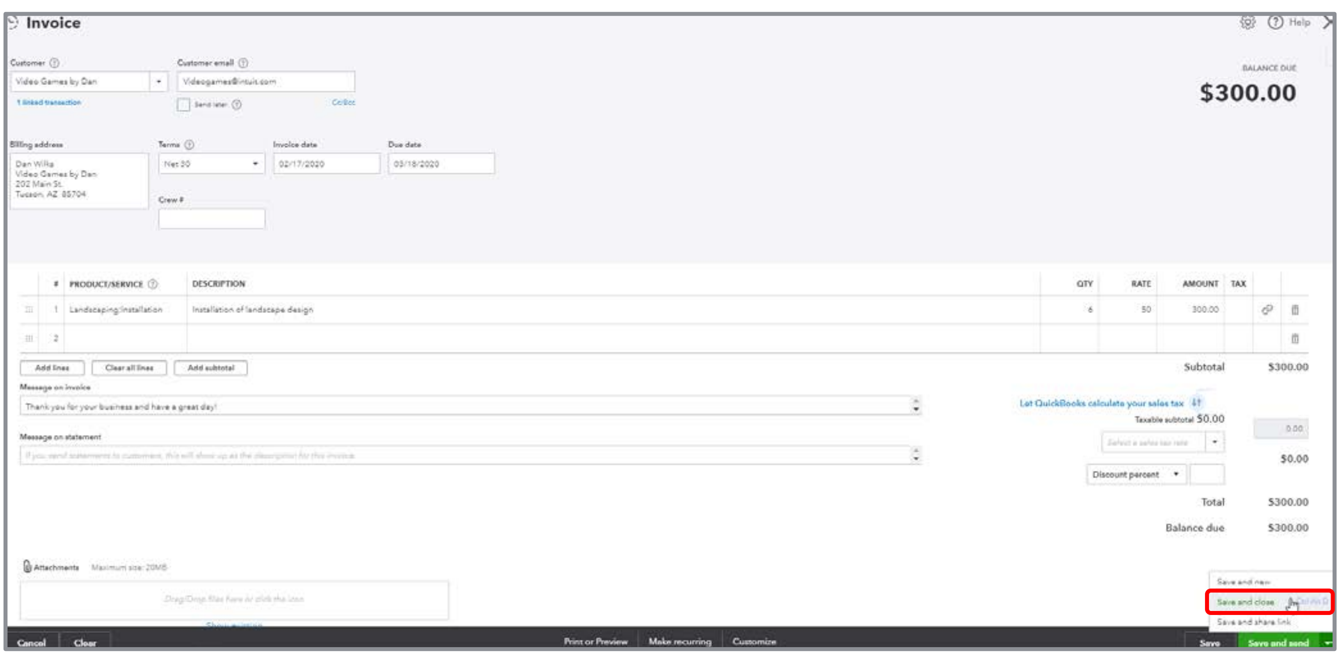
2. This opens the Sales Transactions or Sales Center. Under the Action column (1), there are suggested next steps. You can filter the Money Bar (2) here the same way you can in the Customer Center. You can also create a New Transaction at the top right of the screen. Click **New transaction → Invoice** (3).



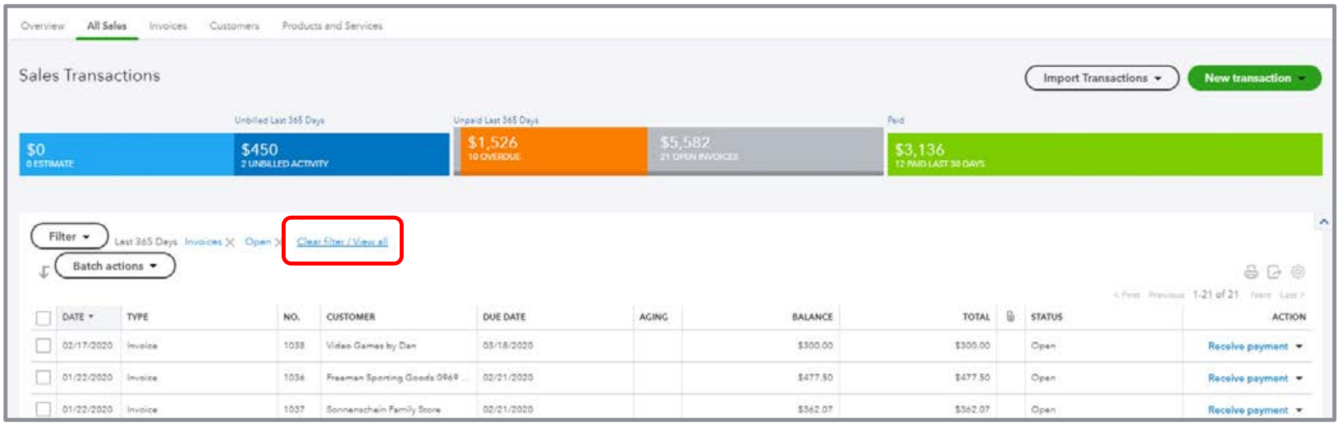
3. Create a new invoice for Video Games by Dan. When you enter the customer name, QuickBooks Online opens a drawer on the right that shows time or expense activities that have been marked billable or any delayed charges or credits for this customer. You can easily add them to the invoice. The difference between creating the invoice from here (in the Sales Center) vs. creating it from the Action column for that customer or activity, is in the Sales Center you have a choice of what you are adding (you can click **Add** for each item you wish to add or you can click **Add all** if you wish to add them all); if you create an invoice from the Action column, it automatically puts the unbilled activity on the invoice.



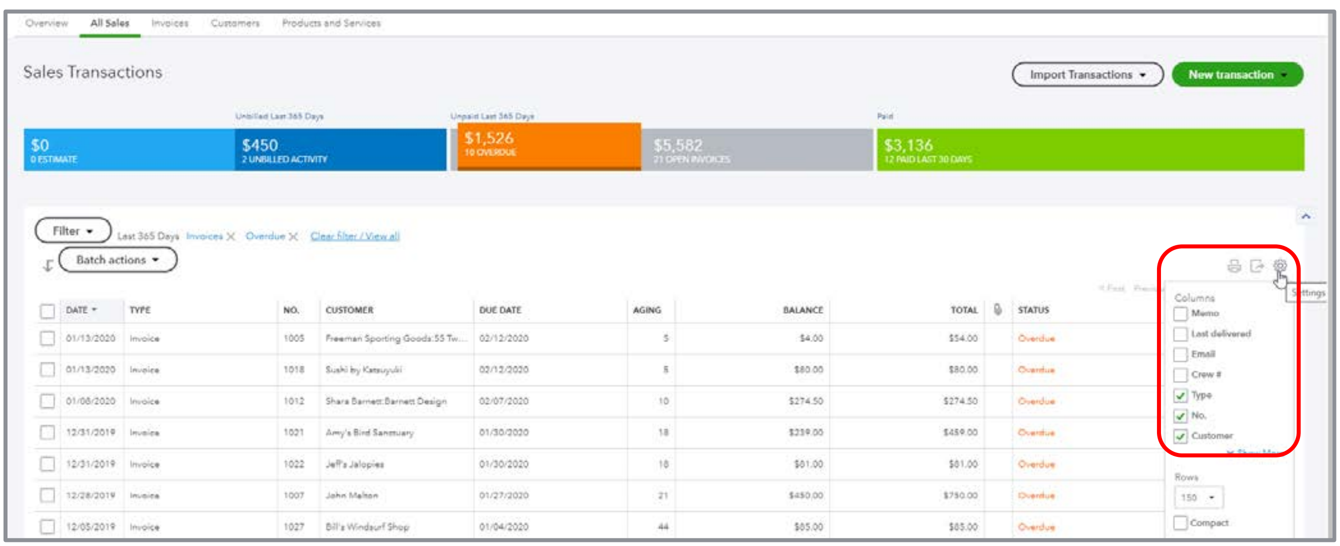
4. Invoice just for the installation by clicking **Add** (and you can collapse the drawer by clicking on the sideways caret if you want, as indicated in the previous screen capture), then **Save and close**.



5. This brings you back to the Sales Transactions list. To clear the filter so you can see all the transactions, click **Clear filter / View all** at the top of the table, if it is visible. Note this table is sorted by date. You can sort by any column header by clicking that column's **header** (clicking once sorts by that parameter; clicking twice sorts it in reverse order).

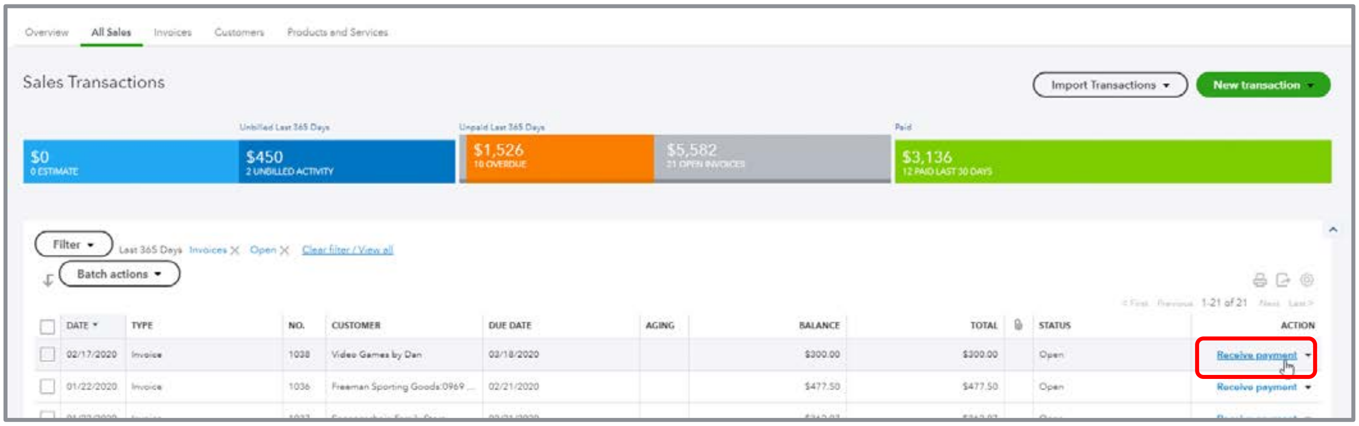


6. If you don't see the columns you need, click the **grid gear** icon above the *Action* column and choose the columns you want to display. Then click on the **grid gear** icon to make that list of columns disappear.

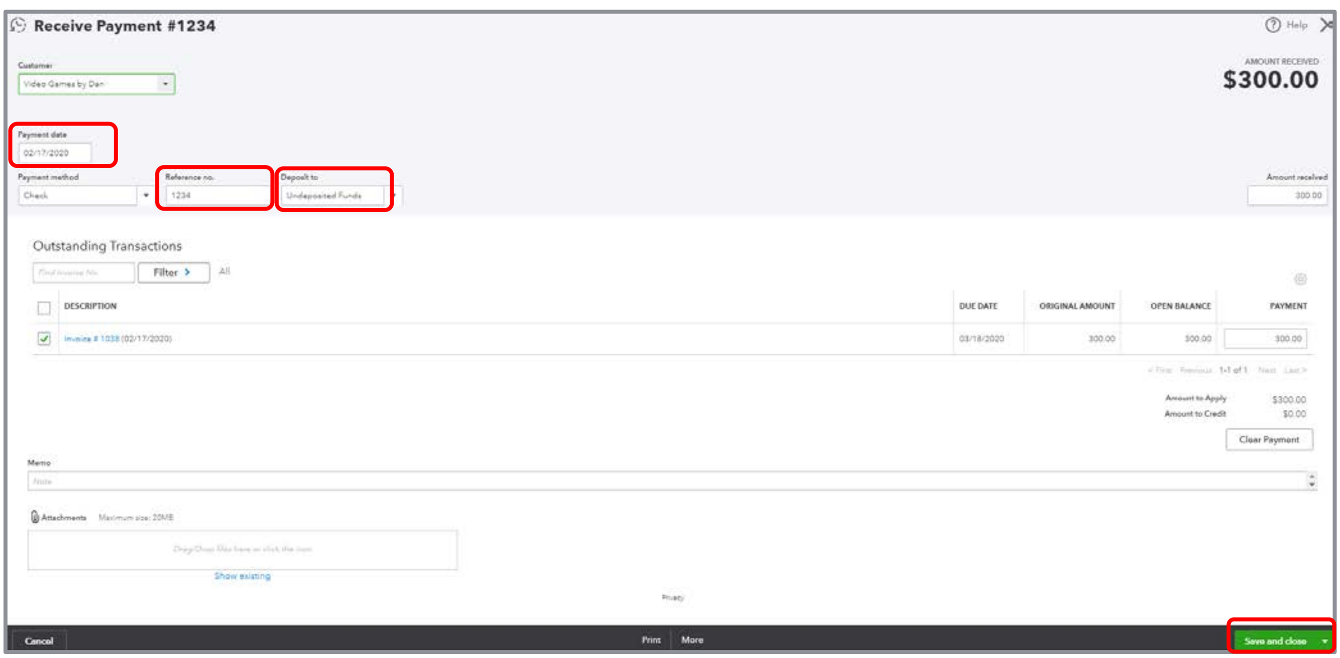


Step by Step: Receive Payment

1. The next step is to receive payment. Dan sent us a check for $300. Click **Receive payment** next to his name.



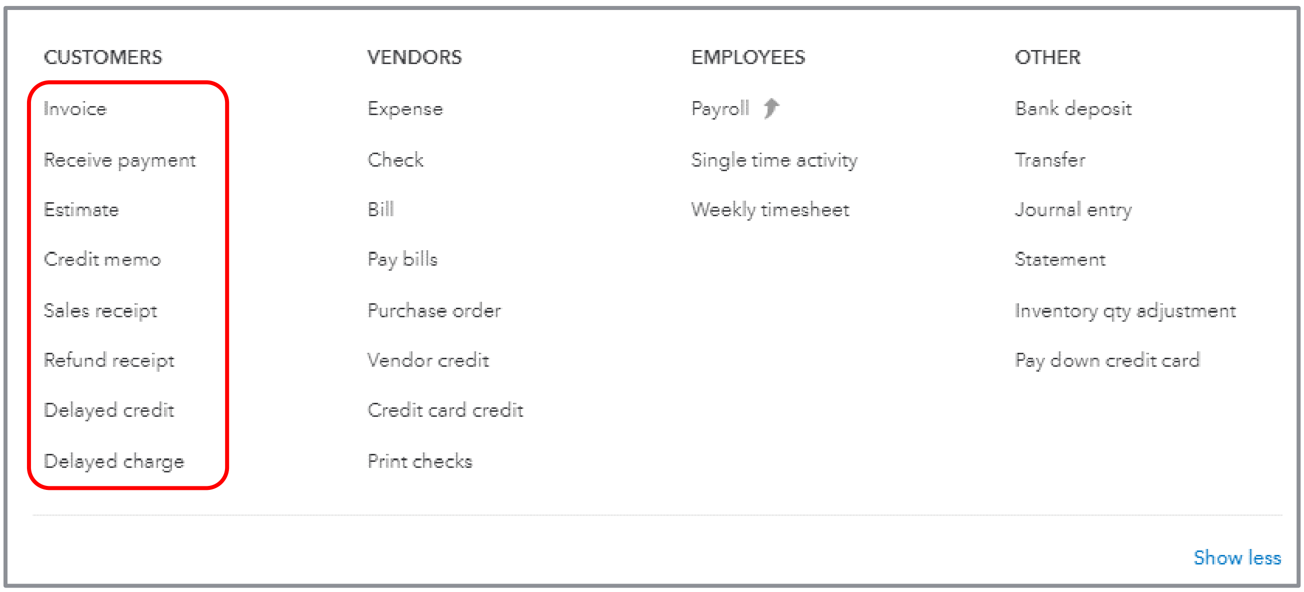
2. A list of Outstanding Transactions shows up for this customer with the invoice being paid checked. You can deposit to Undeposited Funds or directly into a bank account. In a real company, if you're signed up for QuickBooks Payments, you would see a box to check to process a credit card here. You'll learn more about payments in Module 5. Specify the **Payment date**, the **Reference no.** (check number), choose **Undeposited Funds** then **Save and close**.



From the Sales Transactions page you can enter transactions based on the currently listed transaction (click the **drop-down** in the Action column for that transaction), or you can create new sales transactions (click the **New transaction** drop-down at the top of the page).

Enter Transactions from +New

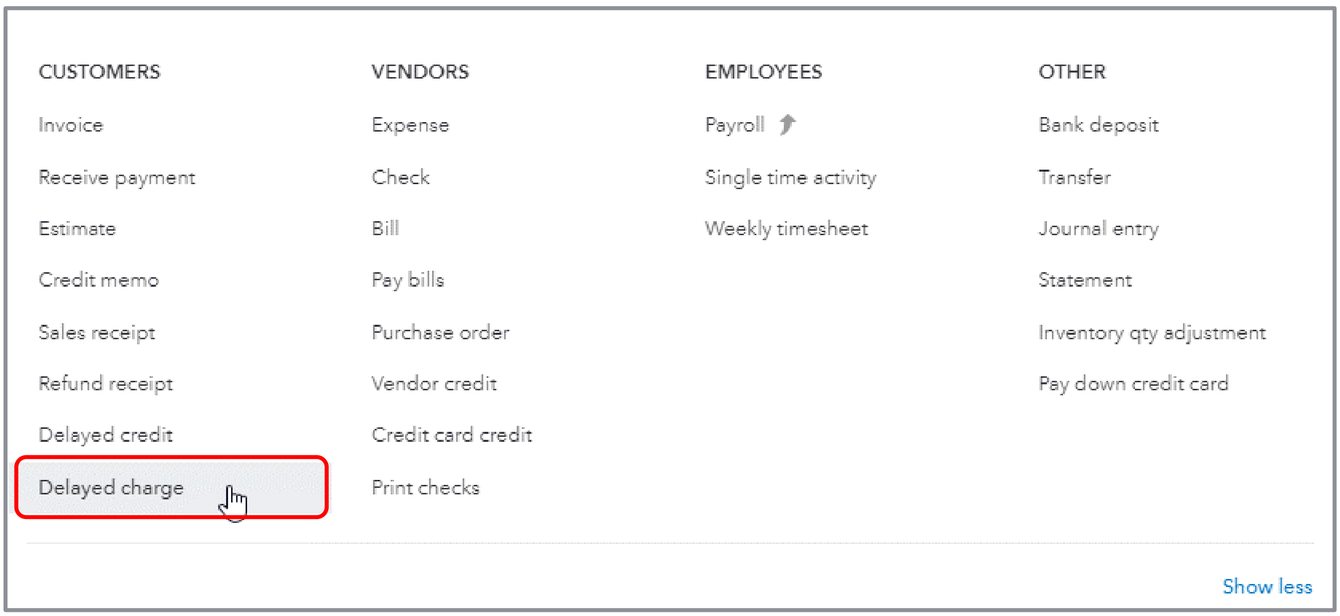
If you have the expanded view of +New open, you can see a list of sales type transactions under the Customers column.



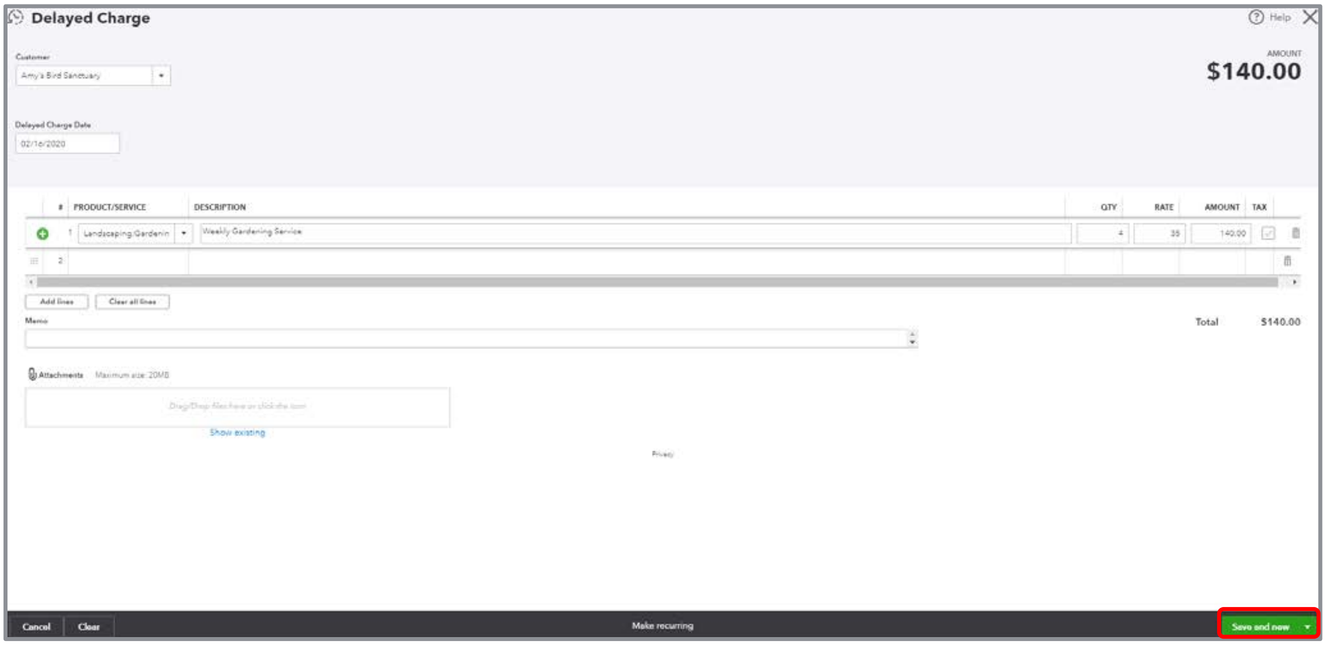
Step by Step: Enter a Delayed Charge

1. To open +New, click the **+New** sign at the top of the left navigation bar in QuickBooks; if you don't see the expanded view, click **Show more**.

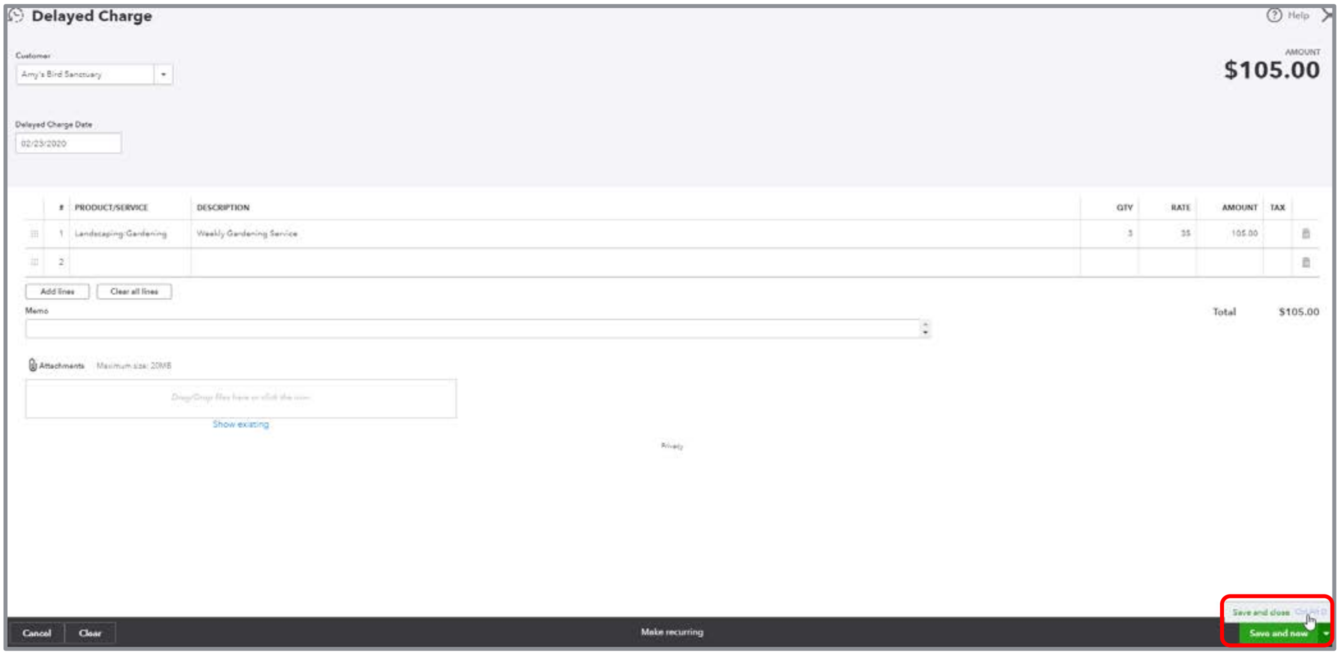
2. Click **Delayed Charge**. A delayed charge is a non-posting transaction; you're telling QuickBooks Online you will need to invoice a customer for something in the future. Let's say you are a landscaping service and do gardening for multiple customers. Every day you record where you gardened that day, but you invoice only once a month. You can record that activity in QuickBooks Online as a delayed charge and, at month end, create an invoice.



3. Enter *Amy's Bird Sanctuary*. In the Date field type a *w* to select the beginning of the currently displayed week. Enter *Gardening* under the Product/Service column. Enter *4* under the QTY (Quantity) column and *$35* under the Rate column. Click **Save and new**.

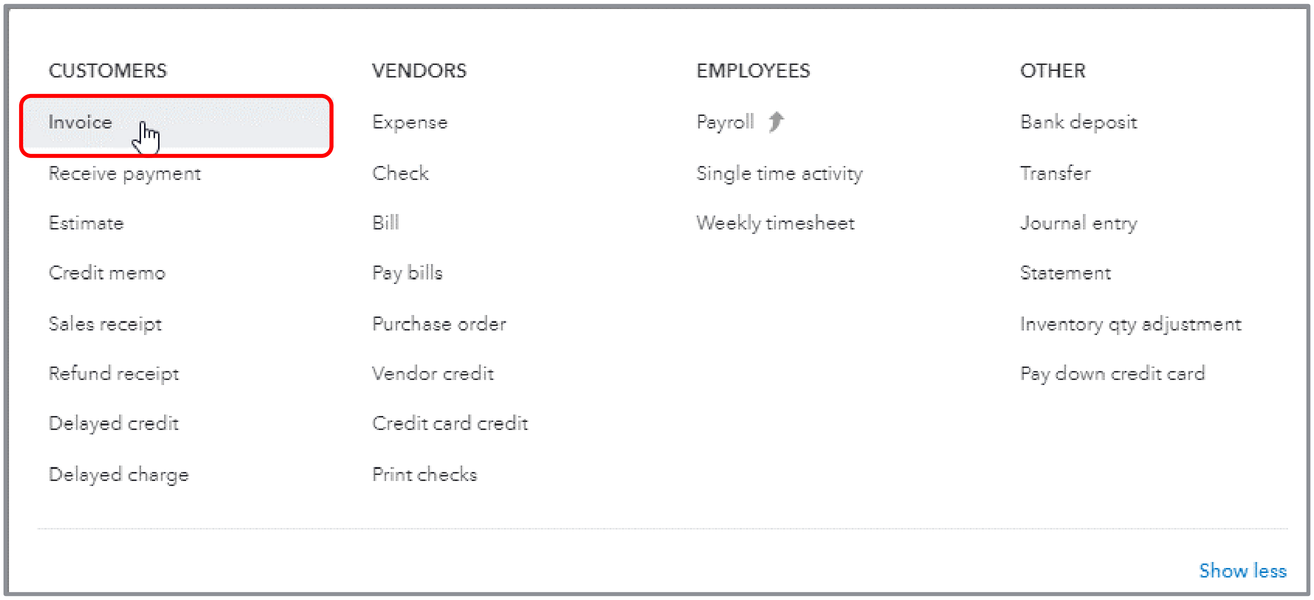


4. Enter *Amy's Bird Sanctuary*. In the Date field, type a *k* and **+**. K brings you to the end of this week and the **+** advances a day, which brings you to the beginning of next week. Enter *Gardening* under the Product/Service column. (Some of this might be there already, if the Automation preferences are set to *Pre-fill forms with previously entered content* in Account and Settings.) Enter *3* under the QTY column and *$35* under the Rate column. Click **Save and close**.

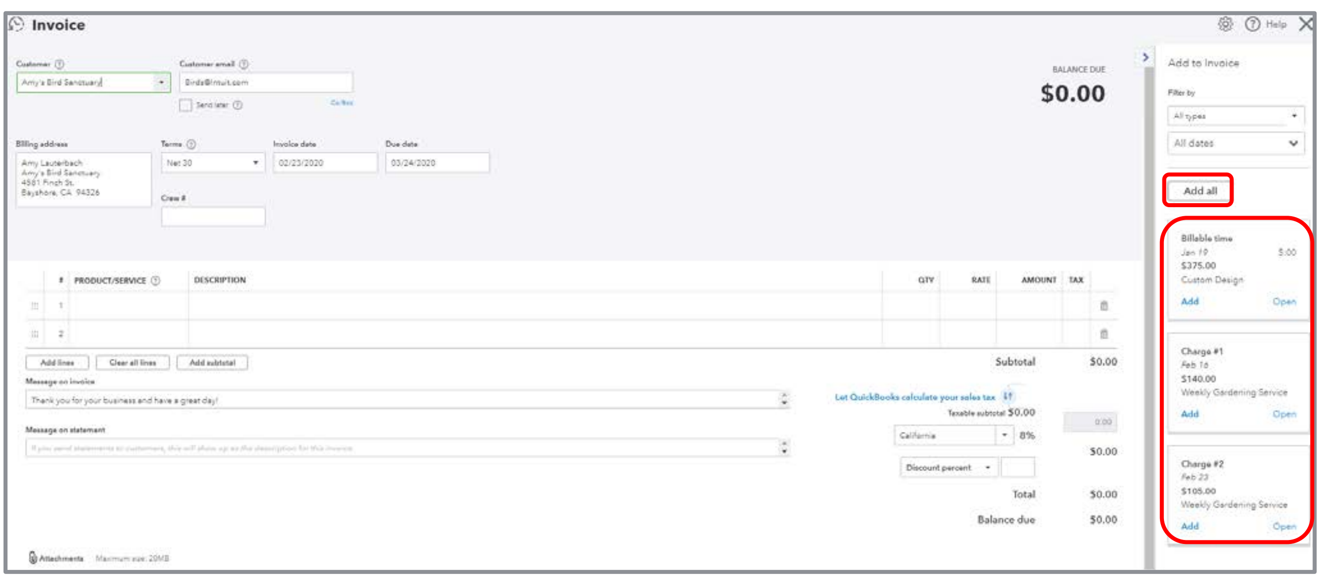


Step by Step: Create an Invoice from +New

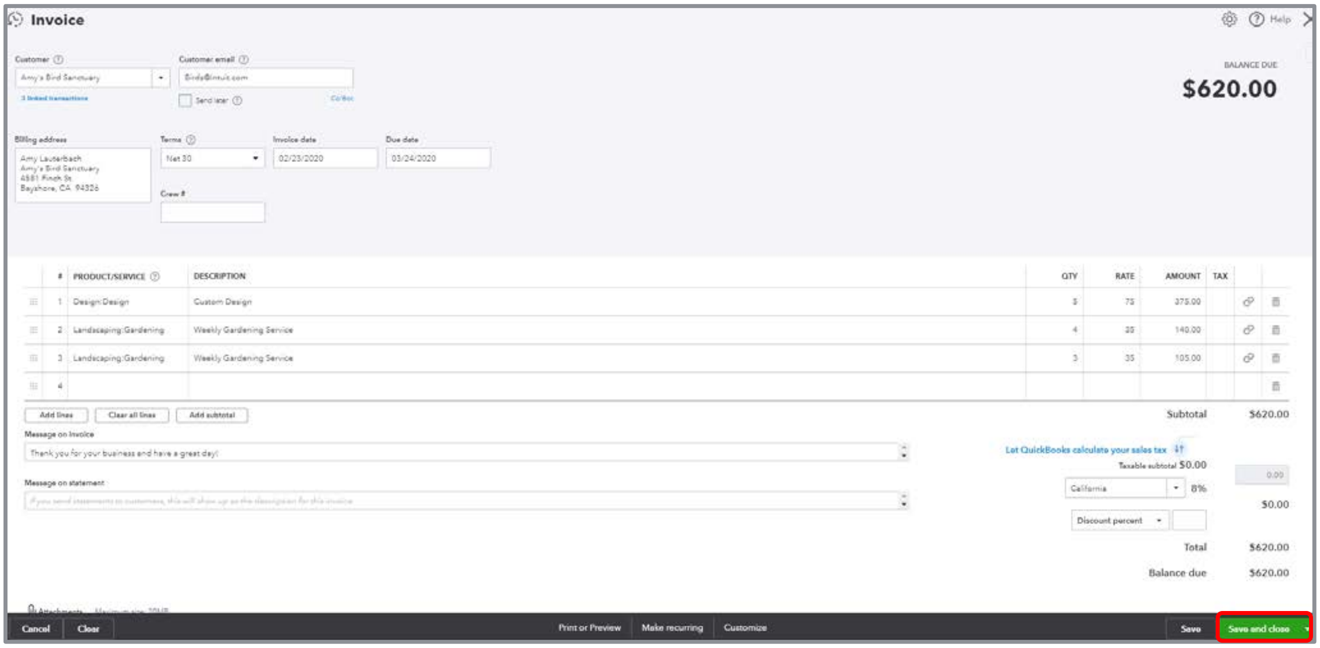
1. From +New choose **Invoice**.



2. Enter *Amy's Bird Sanctuary*. As soon as you enter the customer name, if there are any unbilled (delayed) charges (or credits) or unbilled time (or expenses), a drawer opens on the right so you can easily add them to the invoice.



3. Click **Add all** then **Save and close**.

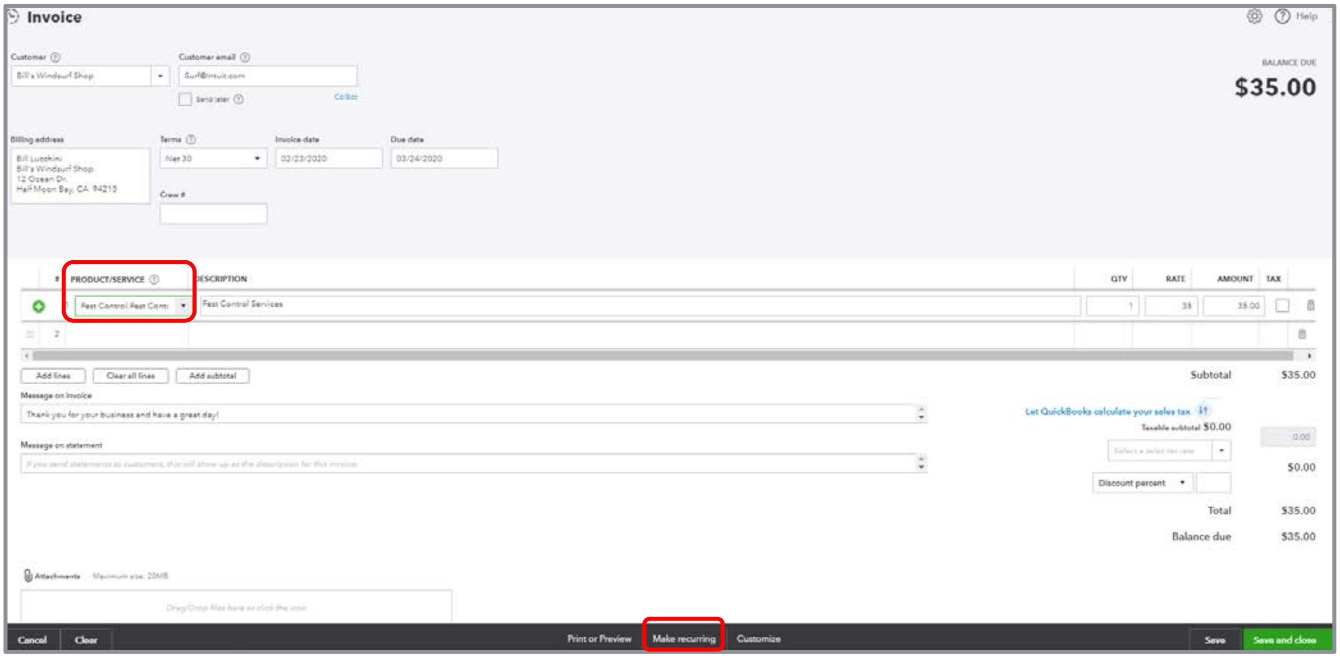


Step by Step: Recurring Transactions

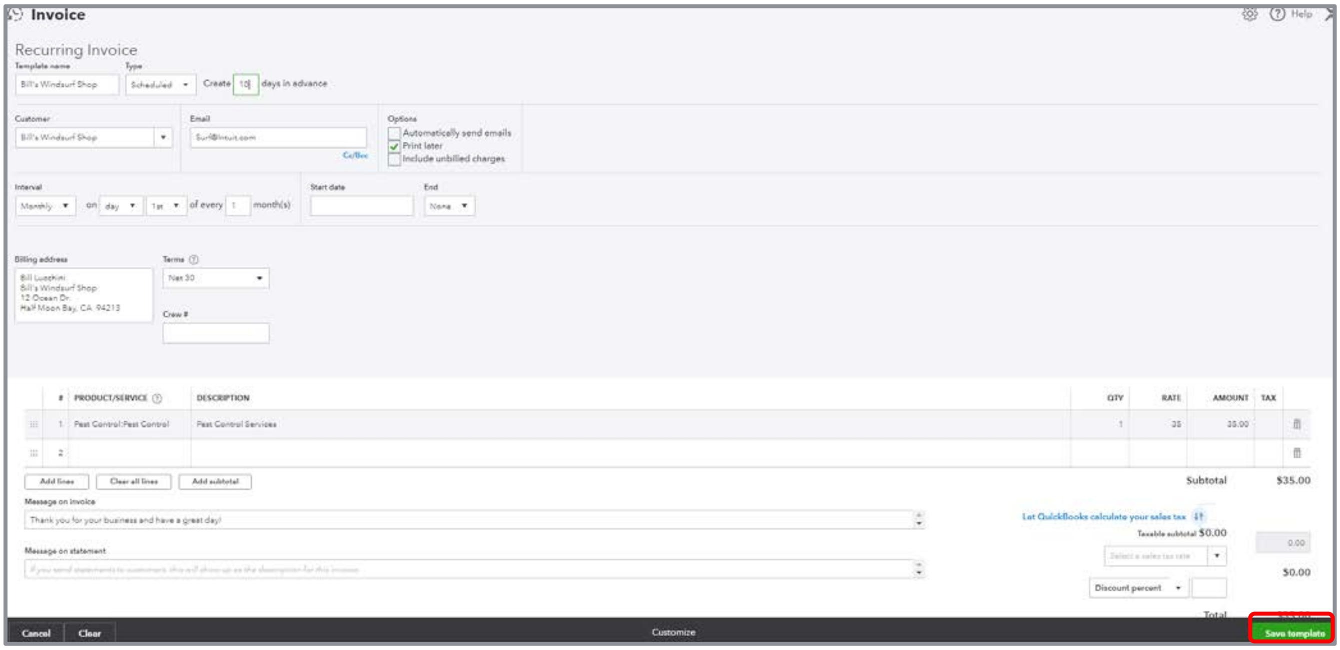
If you have monthly recurring charges and you don't want to have to remember to enter them, QuickBooks Online can create an invoice automatically and email it to your customers. Use the Recurring Transactions feature. Most transactions (sales, purchases and journal entries) can be made recurring.

1. From +New click **Invoice**.

2. Type *Bill's Windsurf Shop* and choose **Pest Control** under Product/Service. Leave the quantity at 1 and the rate at $35. At the bottom of the screen click **Make recurring**.



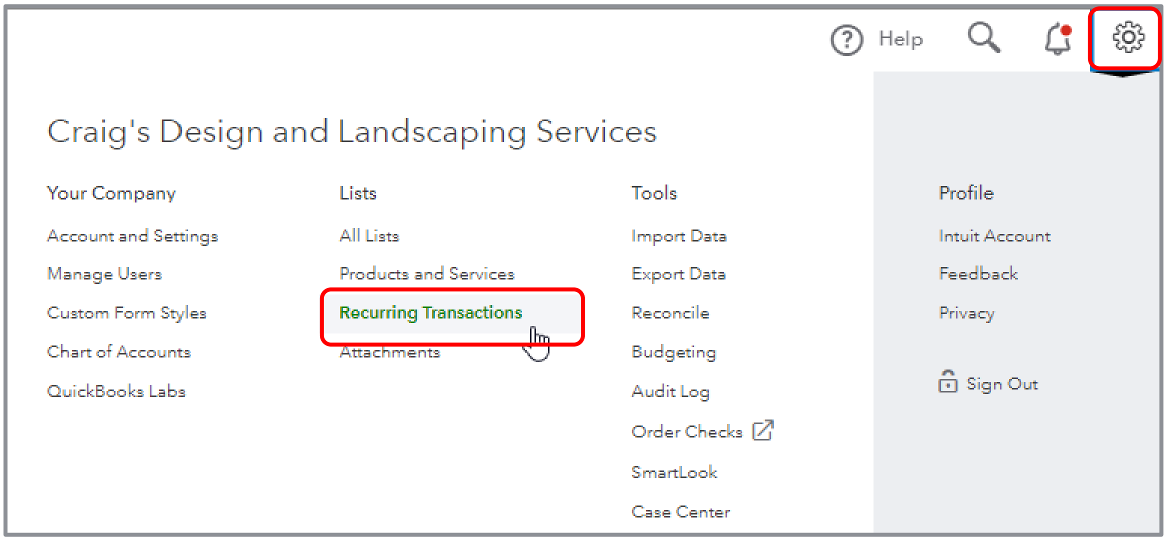
3. This opens a screen where you can create a recurring invoice template. You can name the template, say whether you want it automatically entered, choose to send an email automatically and, if scheduled, set up the schedule. Click **Save template**.



You have a lot of flexibility when creating a template. Experiment with it in the sample file. Note that if you have an already-recorded transaction and want to make it recurring, you can open it up and click **Make recurring** at the bottom of the screen. Remember that most transactions can be made recurring.

Step by Step: Recurring Transaction List

1. To see a list of recurring transactions, click the **gear** icon and open **Recurring Transactions** under Lists.



2. From here you can add new templates, edit an existing template, use an existing template, duplicate it (a good starting point for a new template) or delete it.

Topic 2: **Expense and Purchase Transactions**

Whenever you set up a new area of QuickBooks, you need to review the Account and Settings related to that area. Before you go into the Account and Settings, you need to make sure you understand the different types of expense and purchase transactions.

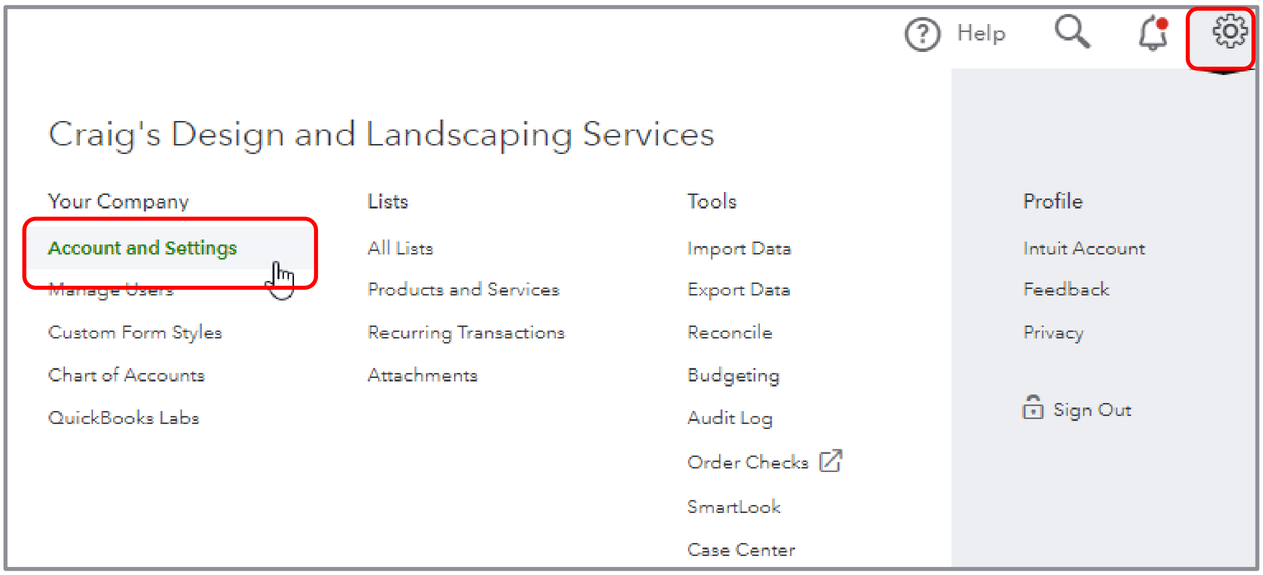
- **Bill** is a transaction you enter when you receive a bill from a vendor but want to pay it later. A bill will increase accounts payable and generally increase expenses. This is available in Essentials, Plus and Advanced only.
- **Expense** is a way to enter cash, check or credit card purchases all in one window. (Note that you cannot print checks that were entered from the Expense window.)
- **Checks** are a way to enter transactions that reduce your bank account. You can assign check numbers for manual checks or checks that have already been printed. Or you can set checks to print later and print them when you're ready.
- **Bill payment** is a transaction used to pay the bills entered. A bill payment reduces accounts payable and can be from a bank or credit card account. This is available in Essentials, Plus and Advanced only.
- **Purchase order** is a non-posting transaction used to tell a vendor you want to order goods or services. This is available in Plus and Advanced only.
- **Vendor credit** is used to record either a refund or return from a vendor that reduces accounts payable. This is available in Essentials, Plus and Advanced only.
- **Credit card credit** is a transaction that records a credit card refund from a vendor

All these transactions relate to monies going out. Some of these transactions can be launched from more than one access point, whereas others can be launched only from one.

APPROPRIATE EXPENSE-RELATED SETTINGS

Account and Settings

Click the **gear** icon and choose **Account and Settings** under Your Company.



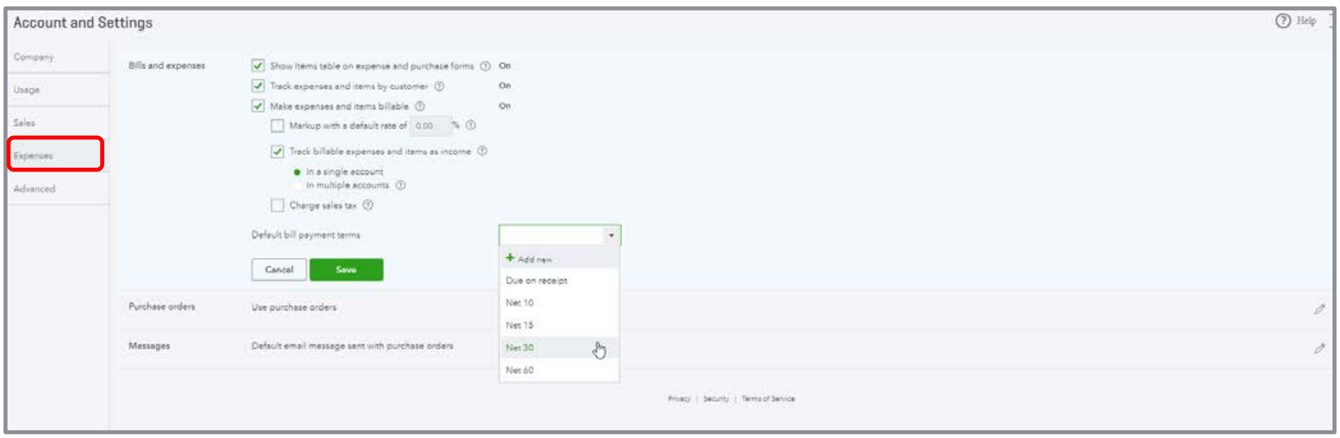
There are several tabs down the left side to set the preferences you want to use with the company file. There is a separate tab for Expenses, but there are also expense-related settings included in the Advanced tab.

NOTE: *In an actual QuickBooks Online company (as opposed to the test drive company below), you would see more tabs down the left side.*

Click **Expenses**. The Bills and expenses preferences allow you to use items on expense and purchase forms (in addition to general ledger accounts), track purchases by customer and mark them billable. You can also define the default bill payment terms.

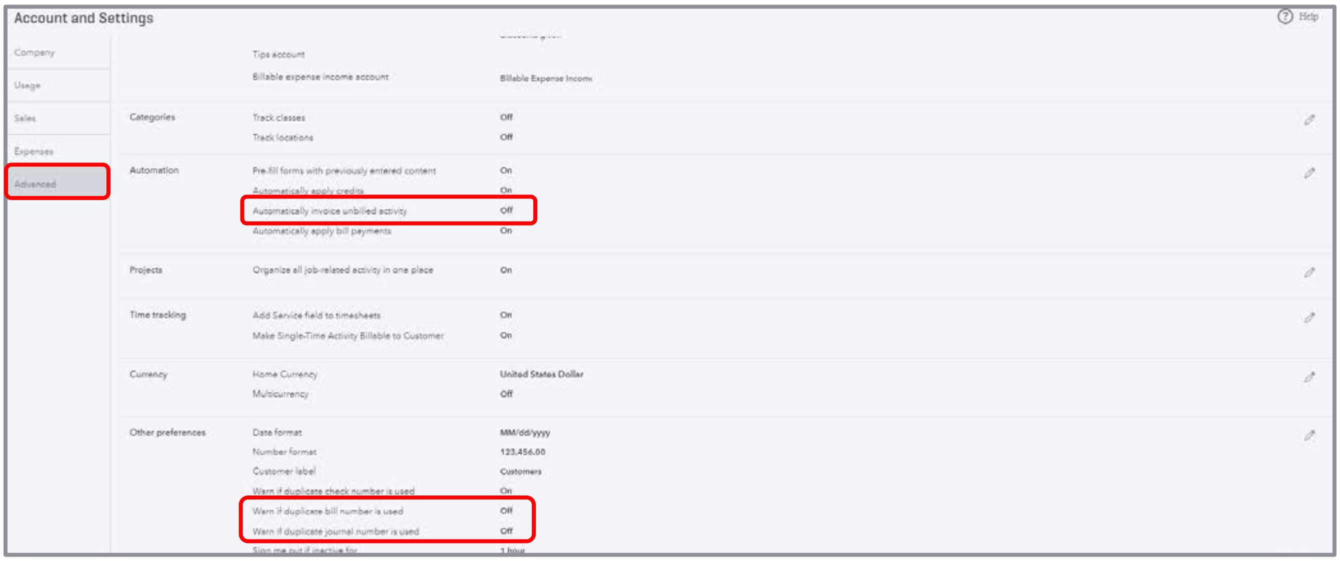
There is also a place to set up the default email message sent with purchase orders.

NOTE: *Your subscription level determines whether you can use some of these features. For example, purchase orders can only be used in QuickBooks Online Plus and Advanced.*



Click **Advanced**. You'll see the same types of automation choices you saw with customers. Do you want QuickBooks Online to apply bill payments automatically? Think about it before you turn it on.

Under the Other preferences section, it's a good idea to turn on the duplicate check and bill warnings.



Alternate Entry Points to Enter Purchasing Transactions

Vendor Center

The Vendor Center, accessed by selecting **Expenses** then **Vendors** in the left navigation bar, is a dashboard for adding, editing and reviewing vendors with which your QuickBooks Online company does business. The list of vendors can be printed or exported to Excel, and it can be sorted by various parameters or filtered. In the far-right column, beside each vendor listing in the Vendor Center, is a drop-down box from which to create transactions such as bills or checks, or to make a vendor inactive. In addition, you can email vendors in batch by using the Batch Actions drop-down list at the top of the list of vendors in the left corner. These emails can use your choice of web-based email or email client.

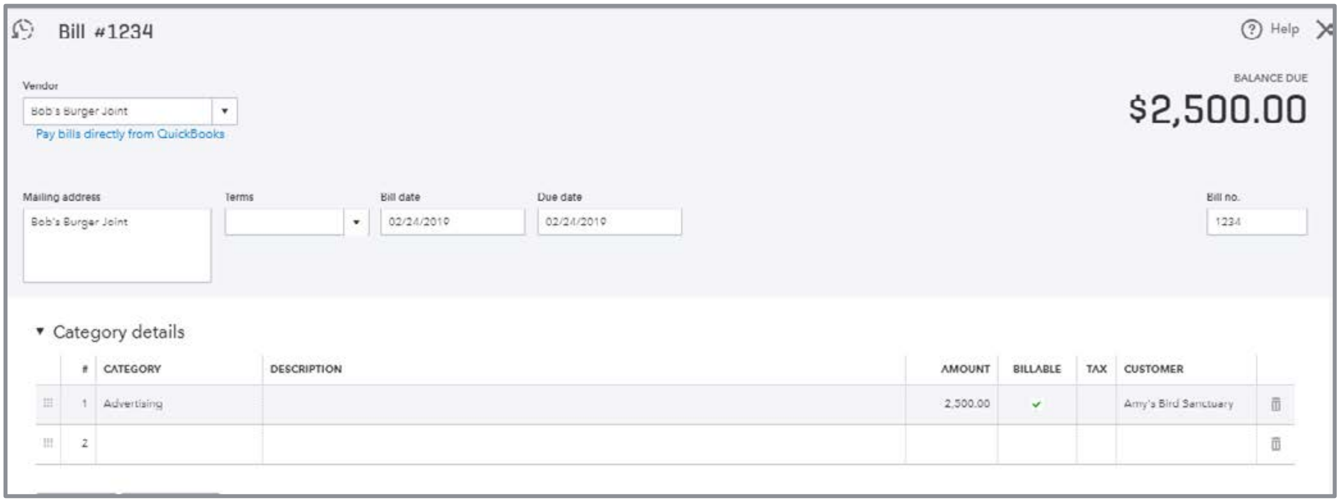
Enter Transactions from the Vendor Center

Step by Step: Create a Bill

1. Go to **Action** → **Create bill** for Bob's Burger Joint.

Note: *Because of the setting* Show items table on expense and purchase forms (*in the Expenses tab of Account and Settings), you have the choice to assign the detail portion of bills directly to one or more accounts on the Chart of Accounts, or use one or more items from the Products and Services list, or use a combination of the two functionalities.*

2. Assign a bill number *1234*. Under Category details enter Advertising for *$2,500*, billable to customer Amy's Bird Sanctuary.



3. Use the keyboard shortcut **Ctrl** + **Alt** + **s** to save this bill and open a new bill entry screen.

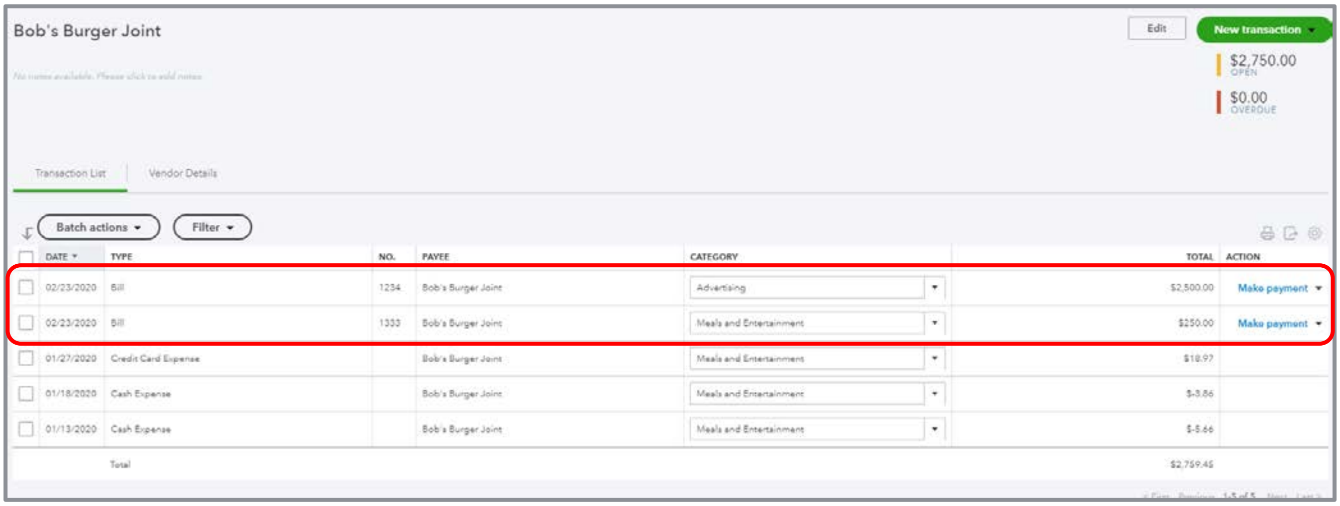
4. Enter a second bill *#1333* for Bob's Burger Joint for Meals and Entertainment, *$250* then **Save and close**. (Note that because the Company Setting Pre-fill forms with previously entered content is turned on (under Advanced and Automation), you'll have to overwrite the Advertising account that appears with Meals and Entertainment; you'll also have to change the amount of the expense from $2,500 to $250.)

   Notice that when you used your keyboard shortcut to save bill 1234, QuickBooks Online saved the transaction and assumed you wanted to enter an additional transaction of the same type. But QuickBooks Online does not assume you want to use the same vendor. Therefore, in this case you needed to enter Bob's Burger Joint as the vendor in the second bill.

   Now you see Bob's Burger Joint has $2,750 as an Open Balance in the Vendor Center:

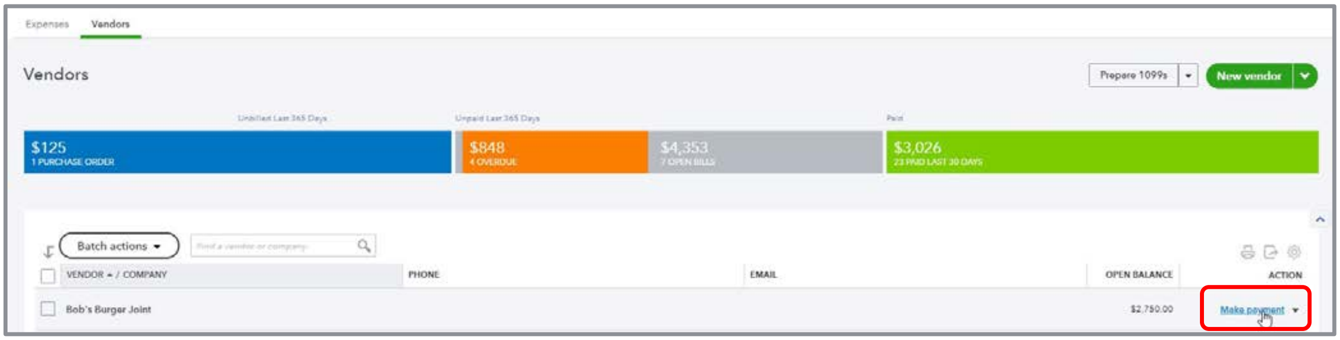
If you click **Bob's Burger Joint** in the Vendor Center, you will see the two open bills adding up to $2,750. You would then be able to make a payment by clicking on **Make payment** in the Action column in the far right next to one of the bills. If you want to pay the second bill on that same payment, you would be able to add the second bill to the payment transaction.

However, you don't have to go down to the individual bill level to tell QuickBooks Online to pay a vendor's bills. There are many ways to pay bills in QuickBooks Online. We will cover bill payments next.



Step by Step: Pay Bills

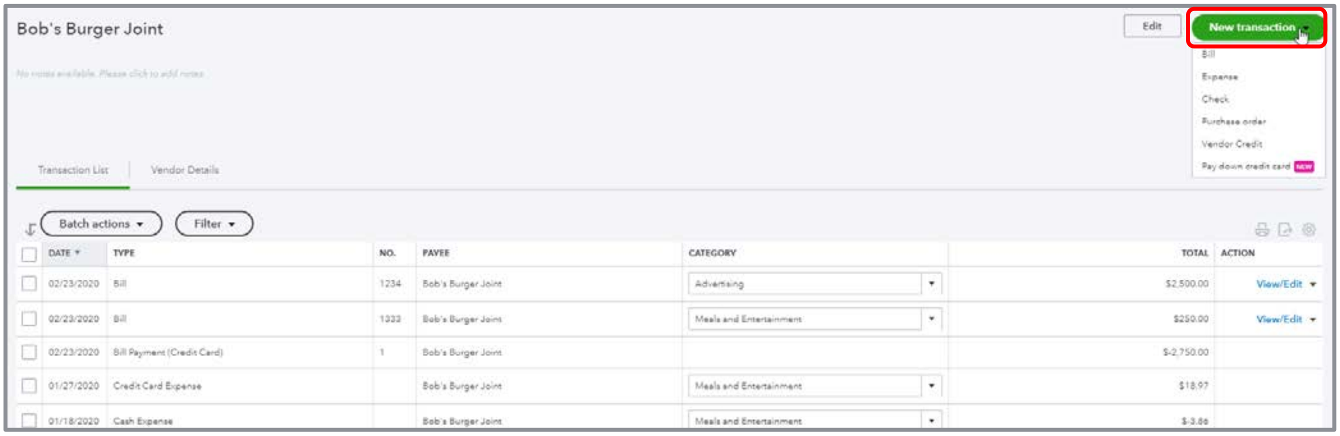
1. Go back to the Vendor Center if you have left it. From the Action column, click **Make payment** next to Bob's Burger Joint.



2. QuickBooks Online opens the Bill Payment screen with that vendor's outstanding bills listed and already checked for you to pay. At the top of the screen you can choose to pay via a bank account or credit card. Specify the date of payment and a reference number if possible.

3. At the bottom of the screen click **Save and close**.

As with the Customer Center, you can click the vendor name and get a list of transactions you can act upon or create new transactions by clicking the **New transaction** button at the top right.

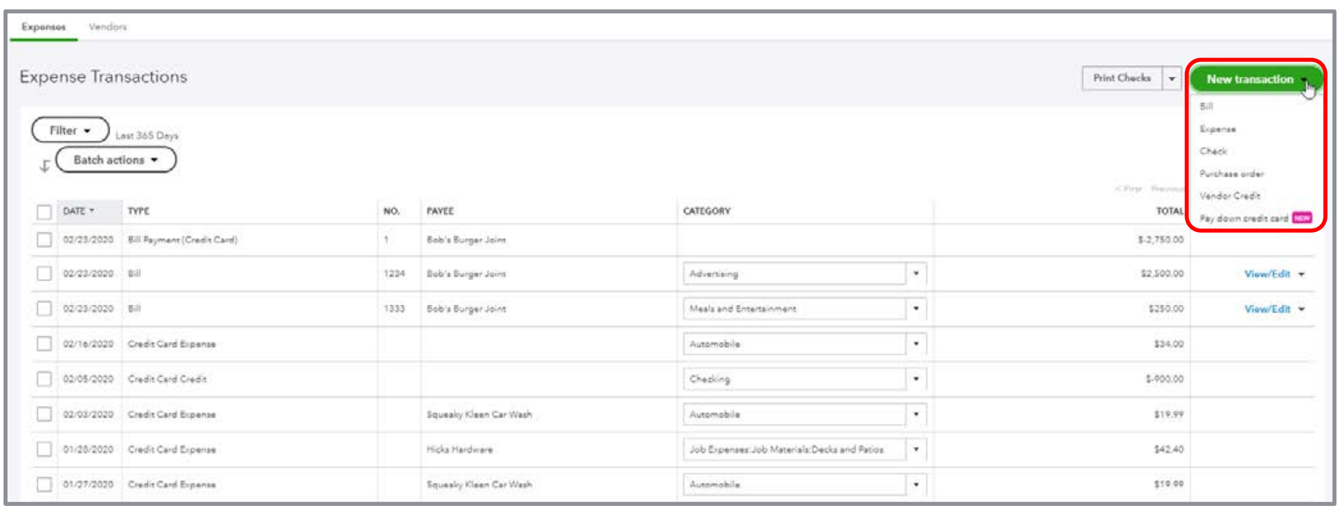


Enter Transactions → Expenses

If you click **Expenses → Expenses** in the left-hand navigation bar, QuickBooks Online opens a list of the last 365 days of Expense Transactions (all kinds of money out transactions), regardless of vendor or payee. This screen can be filtered to modify the view. You can drill down on any transaction. You can also enter a new transaction or print checks.

Step by Step: Enter an Expense Type of Transaction

1. From the New Transaction drop-down menu, choose **Expense**. To recap: an *expense* transaction (a specific transaction type under the broad Expense transactions category, including transactions such as bills or checks) allows you to either reduce your bank account (including cash) or increase your credit card payable for a purchase made for the company. An expense transaction is a good transaction type to use when inputting a backlog of receipts that have been collected but not sorted by payment type. With the expense transaction, there is *no need* to sort the receipts first by credit card, check, other bank account or cash. Rather, you can enter them using this one Expense screen by specifying the account (specified bank account, petty cash or a specified credit card) at the top.

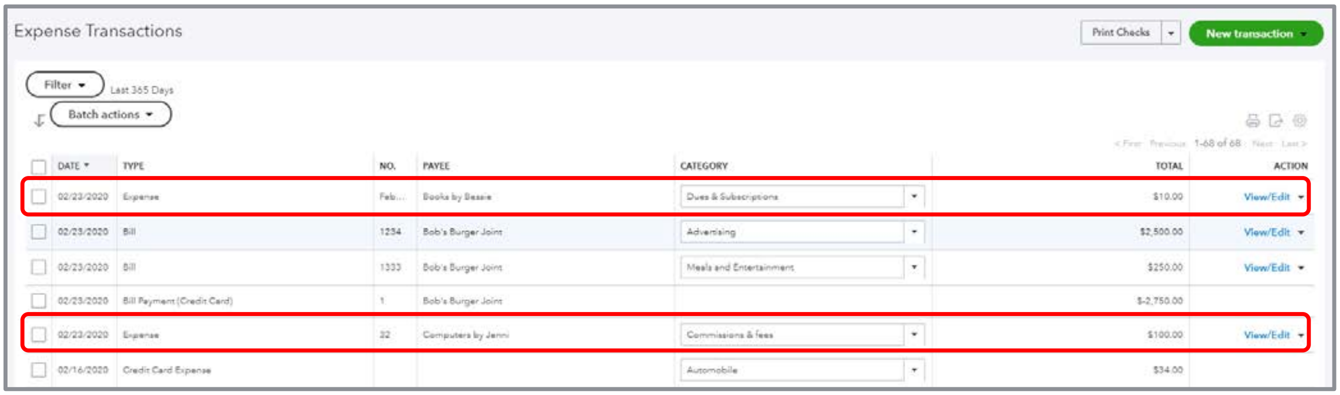


2. Enter an expense for the vendor Books by Bessie. It was paid with a MasterCard and was for Dues & Subscriptions for $10. (It's also a good practice for tracking purposes to enter a meaningful reference number, even if one is not supplied by the vendor.)

3. At the bottom of your screen click **Save and new**.

4. Enter a transaction for Computers by Jenni. It was paid out of Checking with manual check #32 on the same date. It was for Commissions and Fees for $100. **Save and close**.

On the Expense Transactions page both expenses appear, but one affected the bank account (Checking) and the other a credit card account (MasterCard). If you are entering all checks, use the Check feature rather than the Expense transaction. Remember, the Check feature allows you to print checks while the Expense transaction does not.

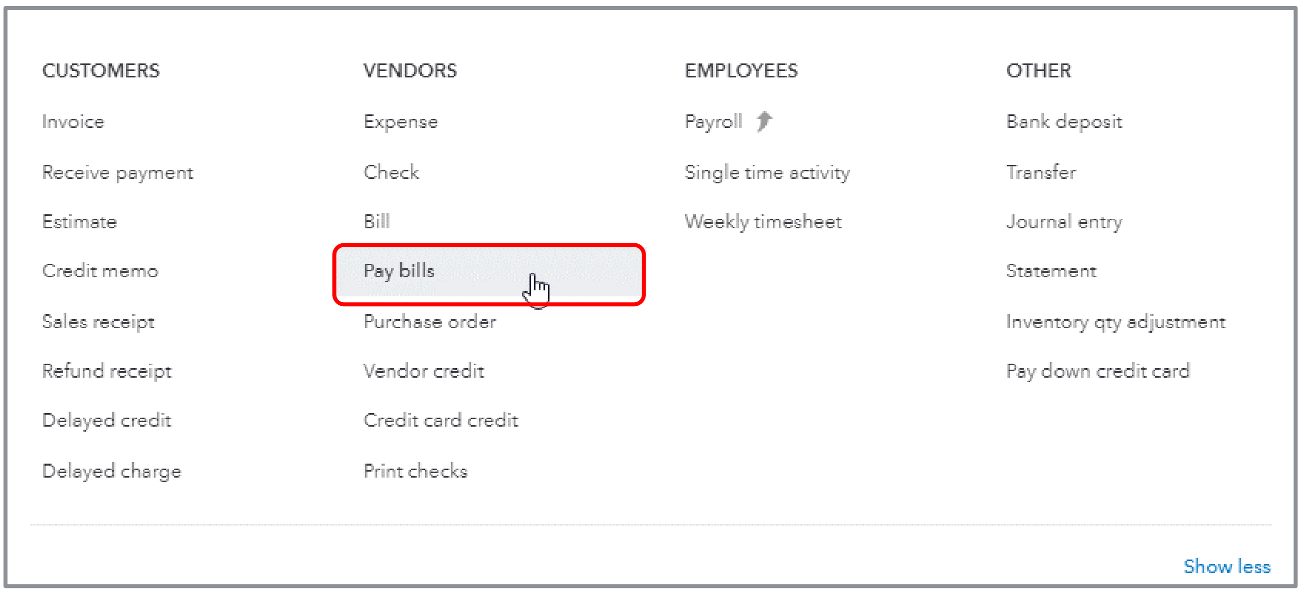


Enter Transactions from +New

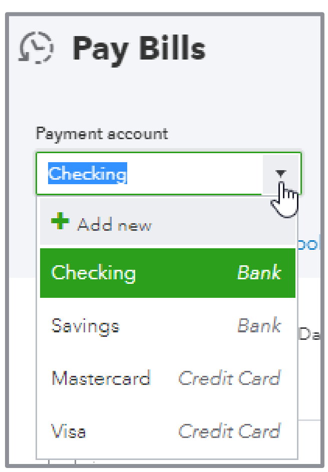
Previously you learned how to pay one or more bills from the Vendor Center, but this would allow you to pay only one vendor at a time. If you want to pay bills from multiple vendors at one time, you need to access **Pay Bills** from +New.

Step by Step: Pay Multiple Bills

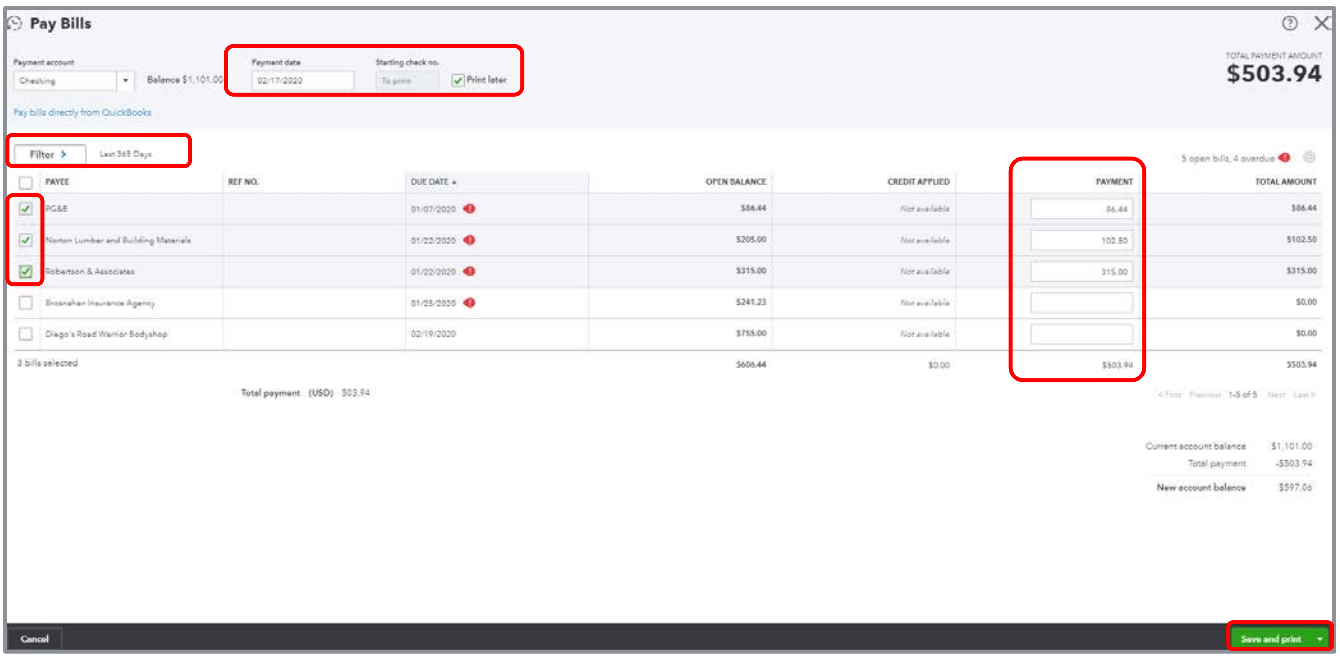
1. Click **+New** then, under Vendors select **Pay Bills**.



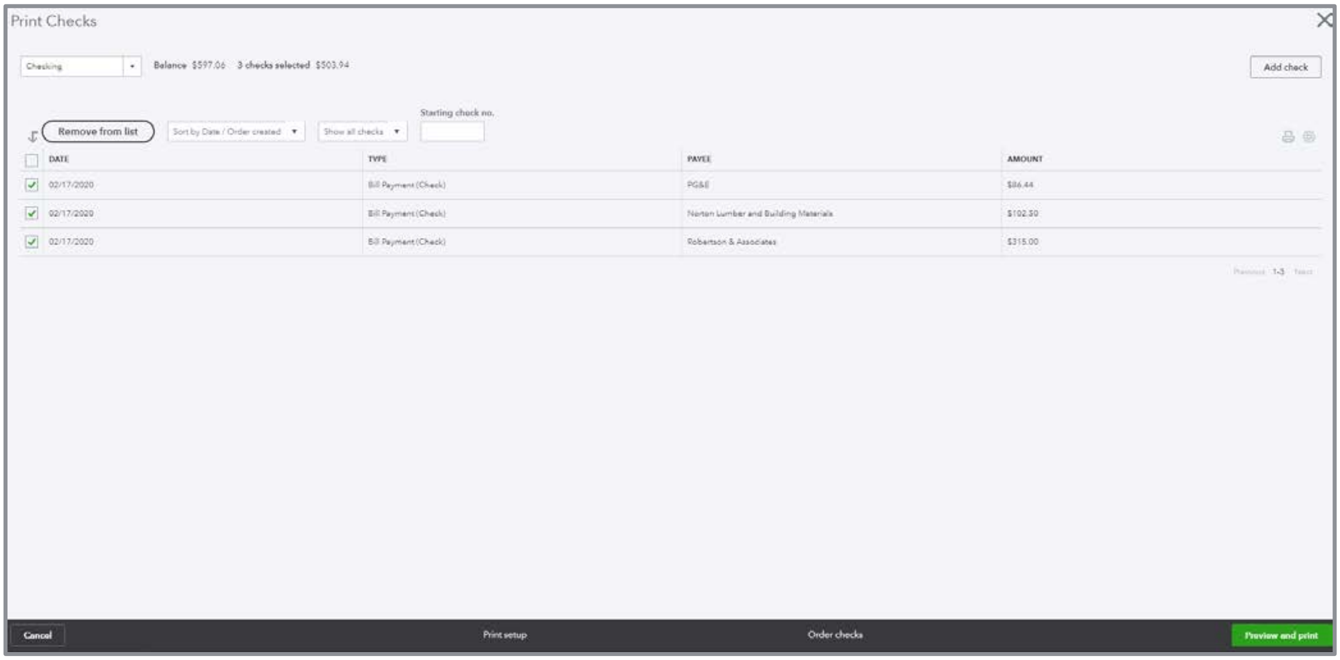
2. Select **Checking** as the Payment account.



3. Enter the Payment date and check the box for **Print Later** (instead of specifying a starting check no. for manual checks). You can sort the list by clicking on the column headers as in the Vendor and Customer centers. You can also filter the list. Select which bills to pay by placing a checkmark in the far-left column next to the bill(s). If you are going to pay less than the open balance on a bill, enter that amount in the Payment column. Note that by clicking on the column headers, you can sort how you want to see the bills listed. Click **Save and print**.



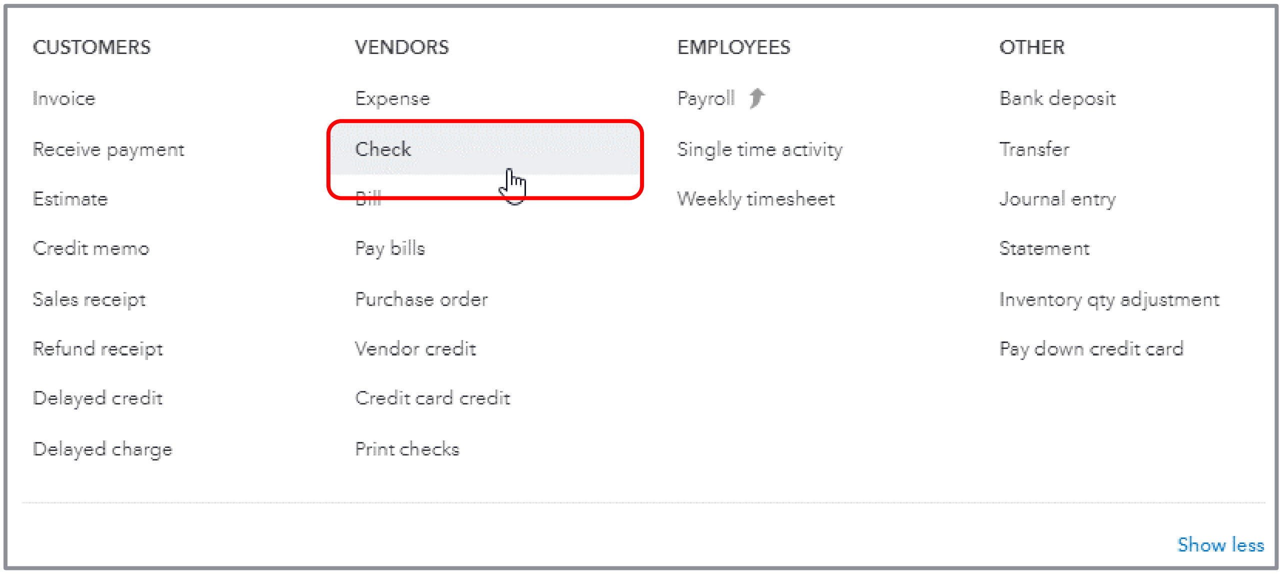
When you click **Save and print** QuickBooks Online will give you a list of bills paid as well as print the bill payment checks. (You may see a Print Checks setup screen first if you haven't printed checks before.)



If you chose the payment method of Printed Check but decided *not* to print them from this screen, these checks can be batch printed later. You'll learn about that shortly.

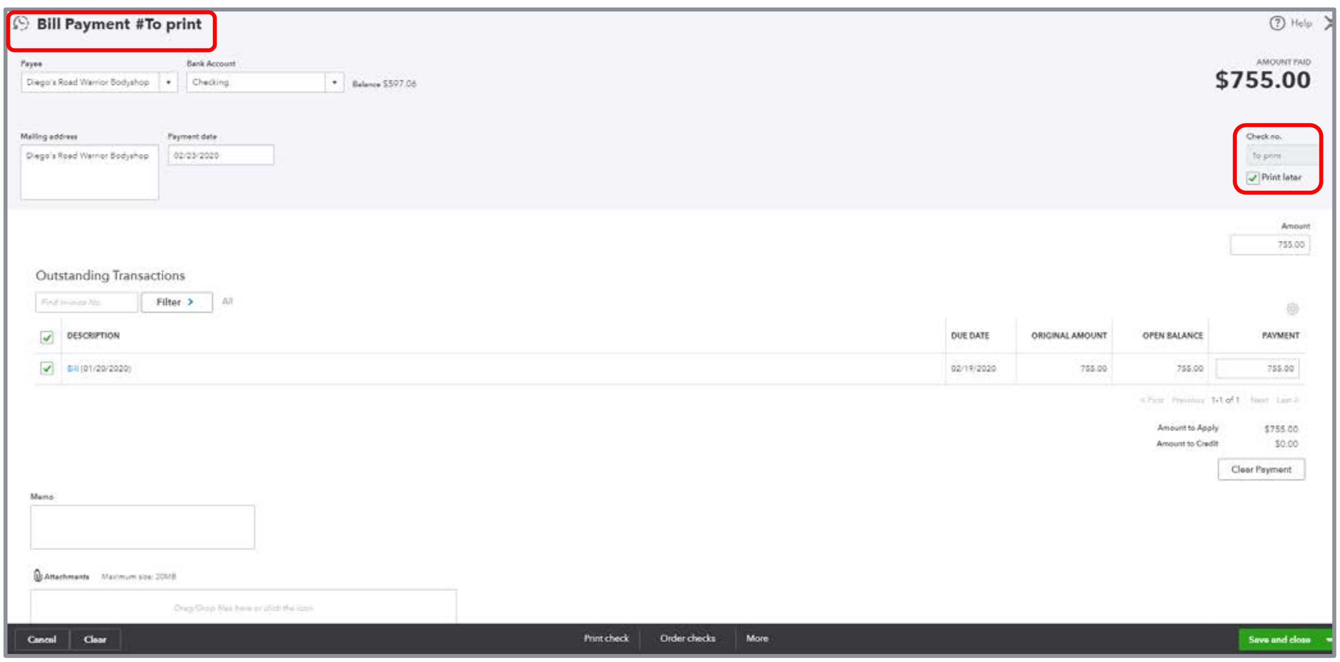
Step by Step: Create a Check (write a check to pay a bill)

1. Click **+New** then, under Vendors, select **Check**.



2. Enter the vendor *Diego's Road Warrior Bodyshop*. If you enter a vendor name and there is an outstanding bill related to that vendor, a drawer opens on the right-hand side of the page which allows you to add the bill to the check. The accounting effect is to decrease the bank account balance and decrease accounts payable. This feature will help prevent you from writing a check for a bill already entered and posting it to an expense account, thereby double-counting the expense and never clearing the payables.

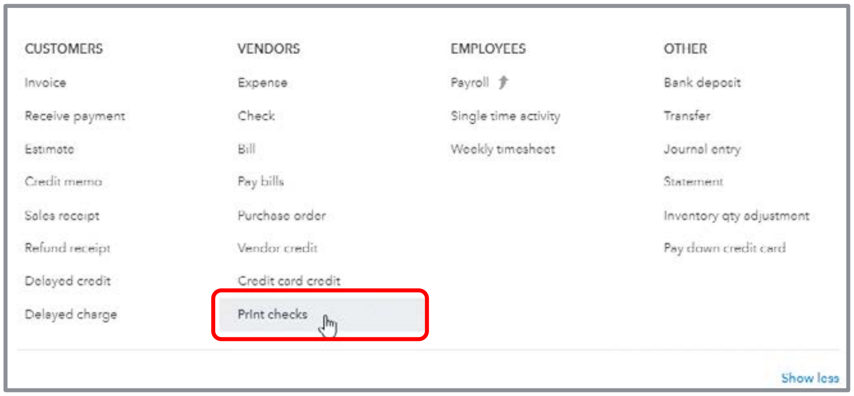
3. Click **Add** to add the bill to the check. This changes the transaction type from Check to Bill Payment. (Note *Check #To print* changed to *Bill Payment #To print* in the top left corner of the transaction.) If desired, remove the checkmark in the box next to **Print later** to assign a manual or already-assigned check number. Click **Save and close**.



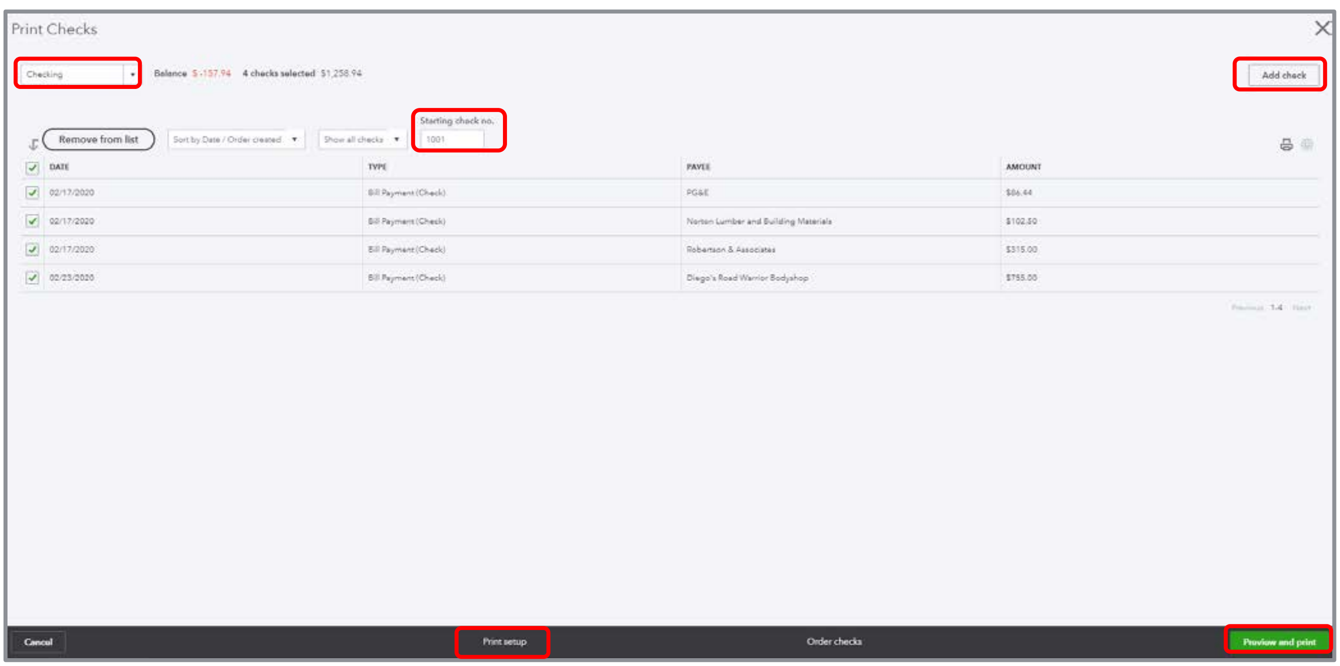
If this check wasn't intended to pay an outstanding bill, don't add anything from the drawer, even if there is a bill there, and enter the account or item details in the body of the check.

Step by Step: Print Checks in Batch

1. Click **+New** then, under Vendors, select **Print Checks**.



2. The first time you click **Print Checks**, you must make sure your checks align correctly. Once you have done that, all checks marked to be printed later will appear in the Print Checks screen. You can create a new check and add it to this Print Checks screen by clicking **Add check** in the top right corner. (You can also return to the Print setup screen for proper alignment with your printer by clicking **Print setup** at the bottom.)



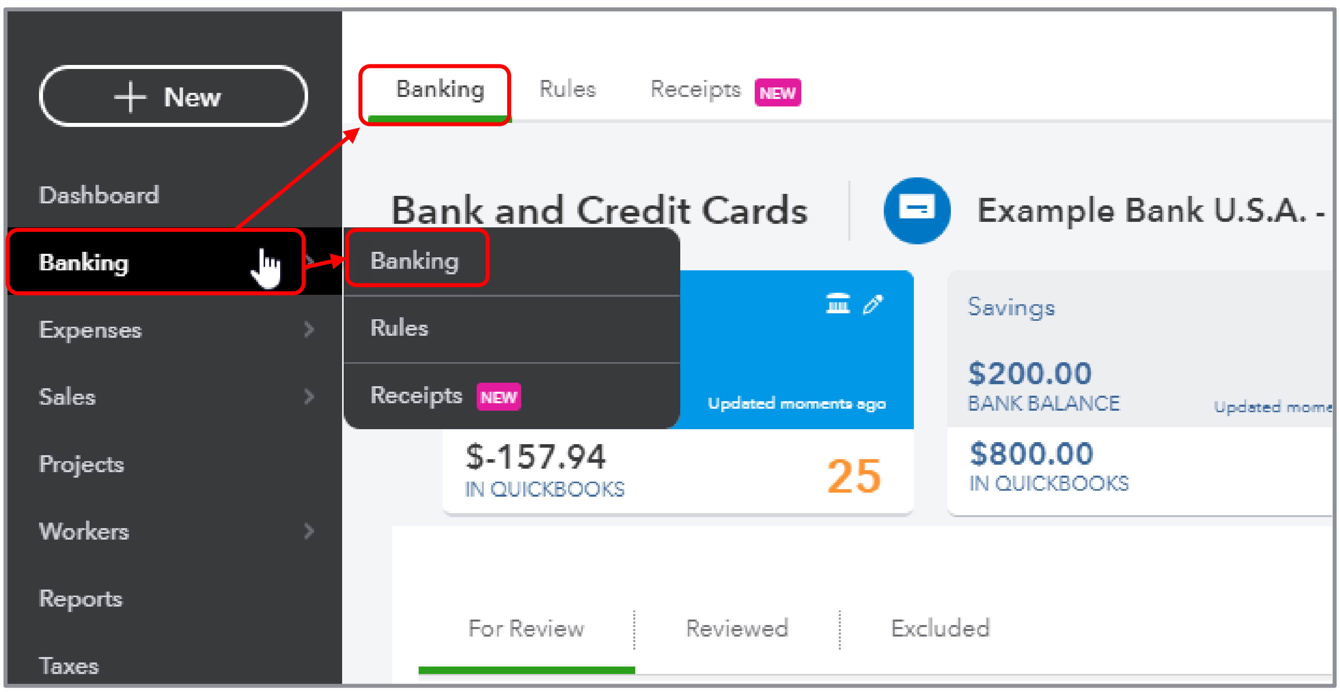
3. Place a checkmark in the box next to each check you wish to print, then select **Preview and Print**. Before you do that, you need to *make sure the starting check number is correct*.

Banking

The Banking Center allows you to link your bank and credit card accounts to QuickBooks. Once that is done, QuickBooks Online automatically downloads transactions nightly, though you can download manually by clicking **Update** in the upper right-hand corner.

Step by Step: Use the Banking Center

1. Select **Banking** from the left navigation bar. If you are on the Rules tab, you will have to select the **Banking** tab at the top or in the pop-up horizontal tab list.

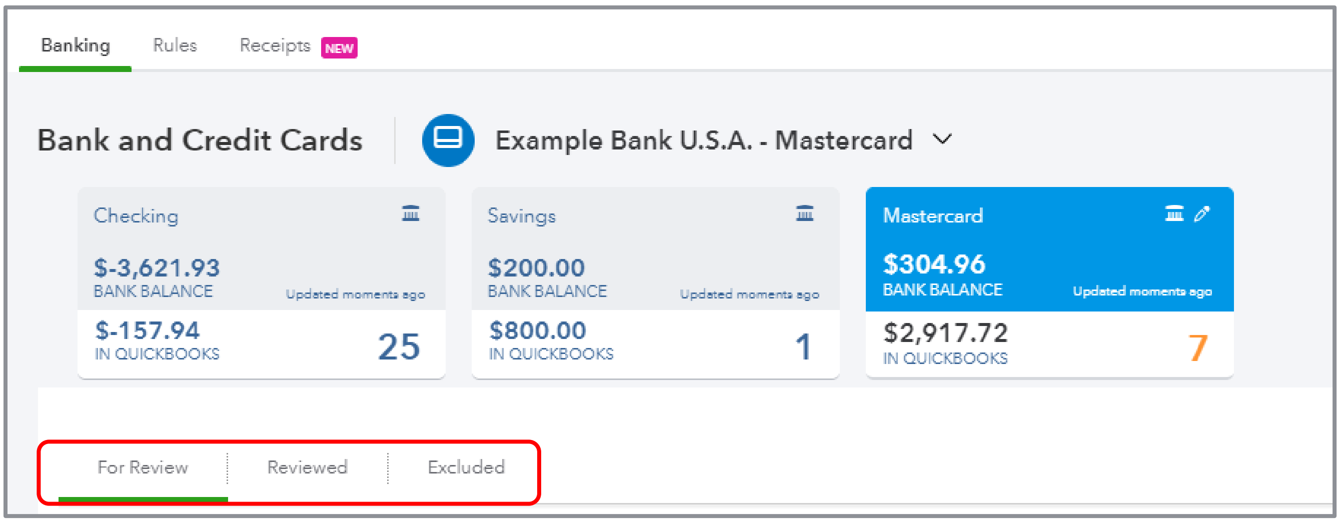


2. At the top of the screen, the linked bank and credit card accounts are displayed, as well as the number of transactions that have been downloaded and need to be either entered or matched. Although QuickBooks Online automatically downloads transactions nightly, you can click **Update** to import the latest transactions at any time.

3. If your bank account does not connect to QuickBooks, the drop-down under Update allows you to import CSV, QFX, QuickBooks Online or OFX formatted files. You can also add new accounts to connect to QuickBooks Online by clicking **Add account** next to Update.

At the top of the screen click **MasterCard** to ensure you are reviewing that account. It will turn blue, indicating that it's been highlighted.

4. Further down the page for Banking, there are three tabs: For Review, Reviewed and Excluded:
   - **For Review –** These are the newly downloaded transactions. They are the ones upon which you need to take action.
   - **In QuickBooks –** These are transactions that have been matched or added from the For Review tab. Although there are none in the sample file, once you start using the Banking Center in a live file, you will see many transactions listed there.
   - **Excluded –** These are downloaded transactions you have decided not to enter into QuickBooks. Typically, it is because they've already been entered and reconciled. Already reconciled transactions will not show up as a match. This typically occurs when you first use the Banking Center.



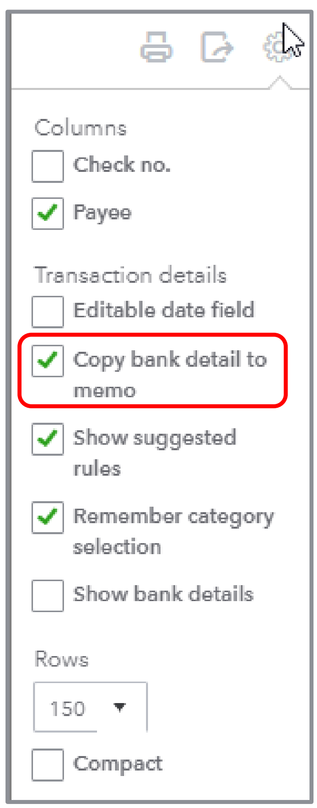
4. In the For Review tab, a list of downloaded transactions appears. The default is to show all downloaded transactions, but you may see a tab for Recognized transactions. These are transactions that are either matched from the bank download to entries already in QuickBooks Online, or QuickBooks Online has guessed how you want to enter based on past transactions and rules. You might want to take care of those first, just to clean up the list.

5. Notice to the far right there is a printer icon and a grid gear icon. You can print the list of transactions.

6. Click the **grid gear** icon. You can set preferences as to which columns you want to see and how many rows you want to see in the Banking Center. You can also elect to see a compact display.

7. If it's not selected already, check **Copy bank detail to memo**.

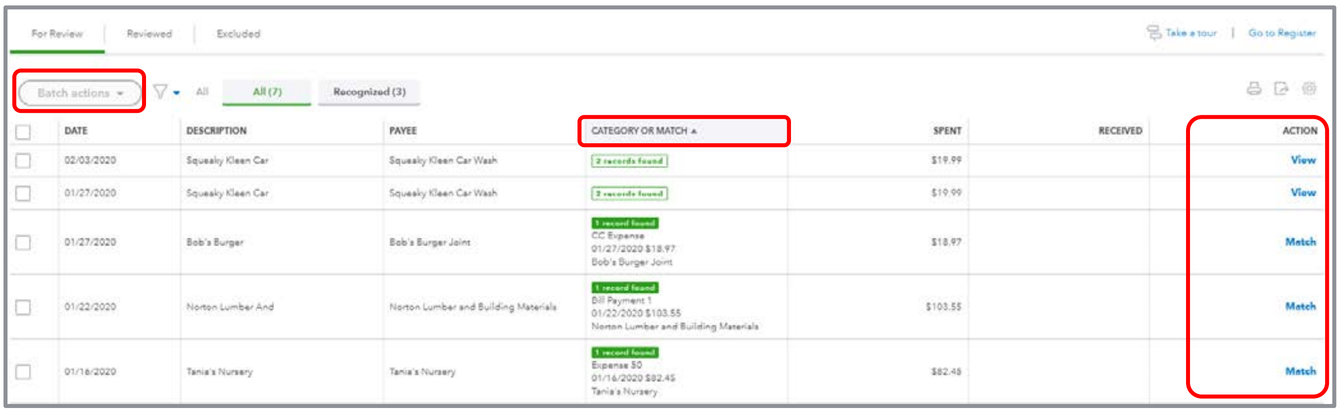
8. Click on the **grid gear** icon again to make the list of options disappear.



This feature tells QuickBooks Online to copy the bank's transaction description to the Memo field automatically. The Memo field can show up on reports. It's also useful for troubleshooting entries. You can edit the memo before adding to QuickBooks.

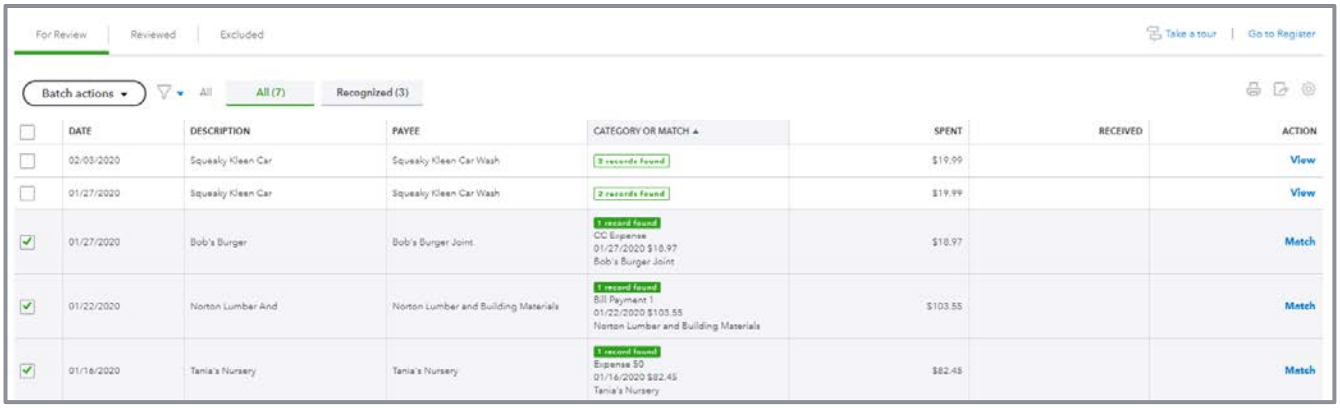
The transactions can be sorted by any column parameter by clicking on the **column header** (clicking twice sorts it in reverse order). As you scroll down, notice in the Category or Match column that QuickBooks Online has already matched several transactions.

5. Click the column header **Category or Match**.



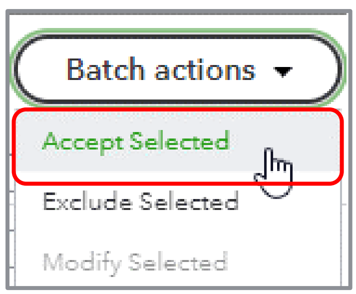
QuickBooks Online automatically looks for a match. The match could be against a check, bill payment, deposit, payment received from customer, etc. If upon a quick review you agree, you can match each one individually by clicking **Match** under the Action column. Alternately, if you want to enter several transactions in a row at one time, select the first transaction you want to enter, hold your **shift** key down and click the last transaction you want to enter. Click the **down arrow** next to **Batch actions** then click **Accept Selected**. That matches the selected downloaded transactions against transactions that were already entered into QuickBooks.

6. Click the selection box for **Bob's Burger Joint**. Hold your **Shift** key down and click the selection box for **Tania's Nursery**.



By holding down your **Shift** key, QuickBooks Online selects all the transactions between Bobs Burger Joint and Tania's Nursery.

7. Click the **Batch Actions** drop-down list then choose **Accept Selected**.

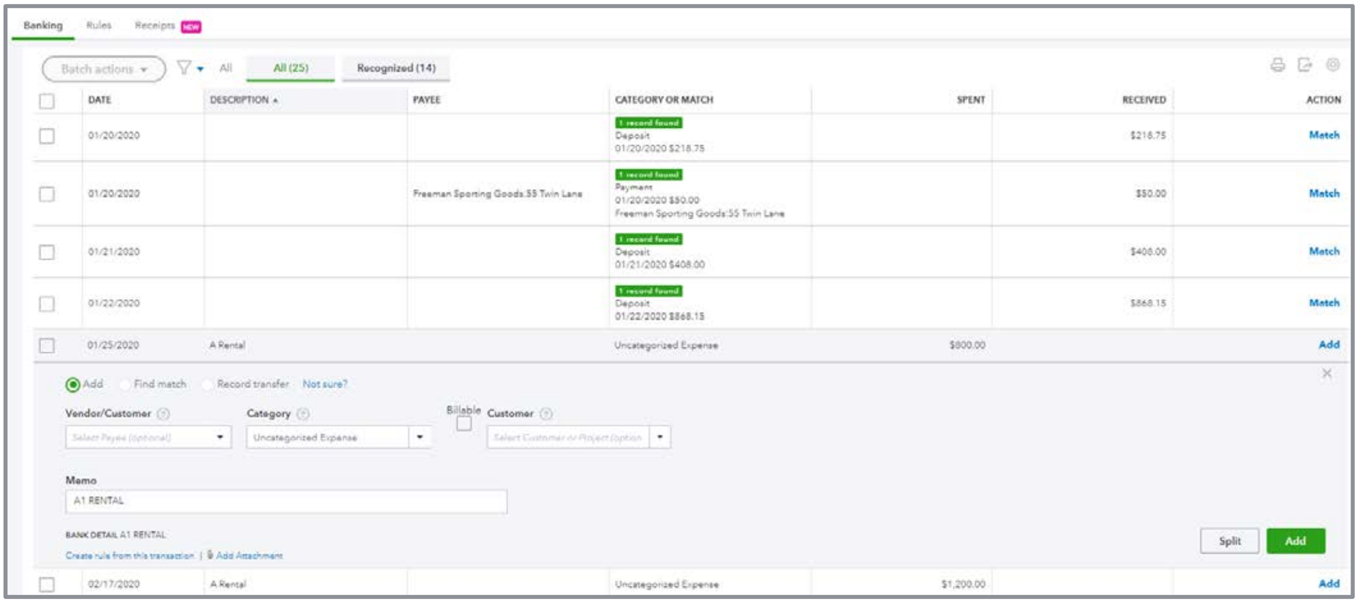


Those transactions move from the For Review tab to the Reviewed tab.

8. At the top of the screen, click **Checking** to ensure you are now reviewing that account.

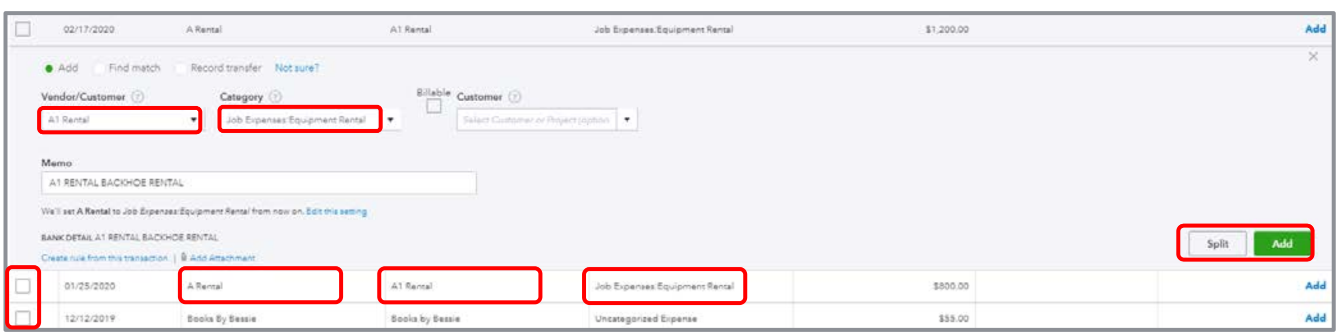
9. Go to the **For Review** tab and click the column header twice for **Description**.

10. Scroll down until you see the two expense transactions for A Rental (one for $1,200 and one for $800). QuickBooks Online does not know the vendor name or the account to use. Click on one of them. You will see A1 RENTAL in the Bank Detail.



11. Type *A1 Rental* in the Payee field. There is no name in QuickBooks Online for A1 Rental. Add it on the fly as a new vendor.

12. Choose **Equipment Rental** as the posting account.



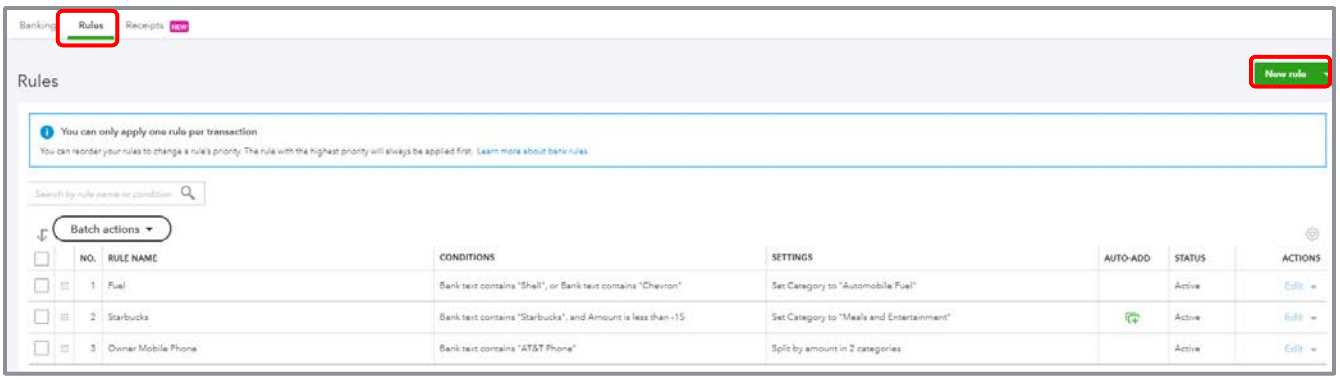
As soon as you do that, QuickBooks Online assumes you want the second transaction for *A Rental* to use the A1 Rental vendor and post to Equipment Rental. If you need to split a transaction, you can do so by clicking **Split**.

You could click **Add** to add each transaction individually or click the selection boxes in the far-left column next to each transaction, then under Batch Actions choose **Accept Selected** as you did earlier in this exercise.

Rules

After you categorize a vendor's bank-fed transaction for the second time, QuickBooks Online will prompt you with a Suggested rule, which you can dismiss (by clicking on the **x** in the top right corner) or create a rule or edit one. You can also click on **Don't show me this again** if you don't want QuickBooks Online to suggest rules for you. We'll cover rules next.

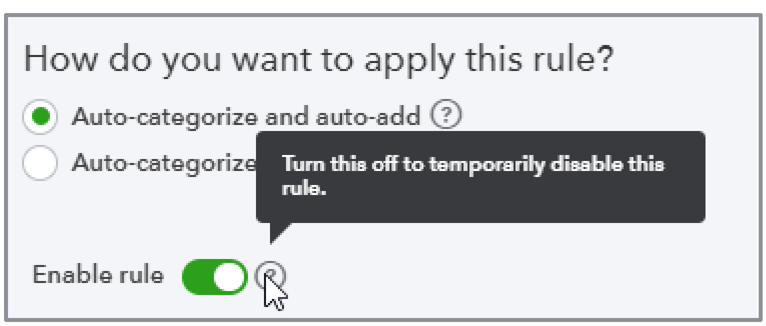
1. Locate Hicks Hardware, an uncategorized expense for $24.38. QuickBooks Online does not know where to post this transaction.
2. Click **Rules** from the horizontal list of sub-tabs and choose **New rule**.



3. Enter *Hicks Hardware* as the Rule name and specify that this rule will apply to **Money out** transactions. Choose **All bank accounts** (which means all bank and credit card accounts). If you wanted to fine-tune this rule and have it apply to only selected bank or credit card accounts, you would click on the drop-down next to **All bank accounts** and place a checkmark next to all accounts to which this rule is to apply.
4. Enter *Hicks Hardware* as the contents of the Description condition field (you may have to check the drop-down next to Bank text to reveal Description).
5. Select **Hicks Hardware** as the Payee and **Supplies** as the Category.
6. If you like, add something like "***Automatically Entered by Rules***" in the Memo field, or use another memo that is meaningful.
7. Check the radio button next to **Auto-categorize and auto-add**.

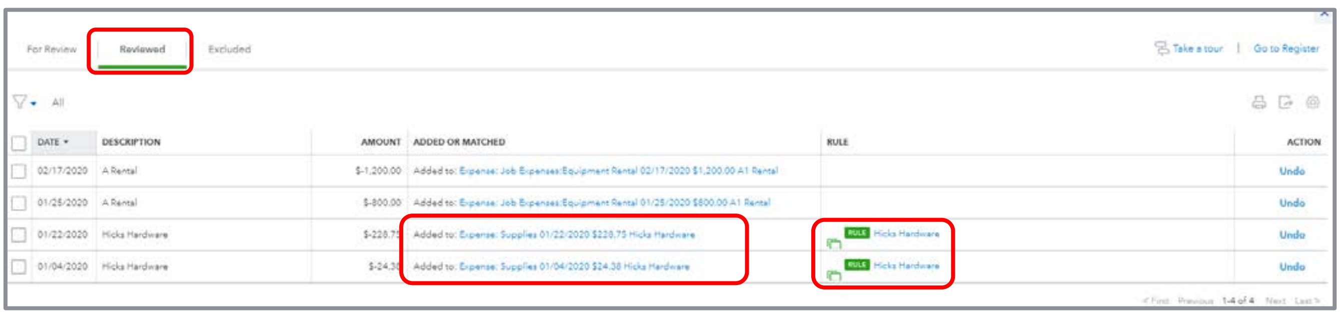
8. Click **Save**. You will see a confirmation that the rule has been added, as well as any transactions that have been added automatically to the company's books as a result of this new rule.

If you ever want to delete a rule or inactivate it, you can go back into the Rules tab. To keep the rule but disable it for the time being, click on **Edit** in Actions column on the far right and then slide the **Enable rule** slider button to off:



9. Back in the Rules window, click the **Banking** tab at the top.

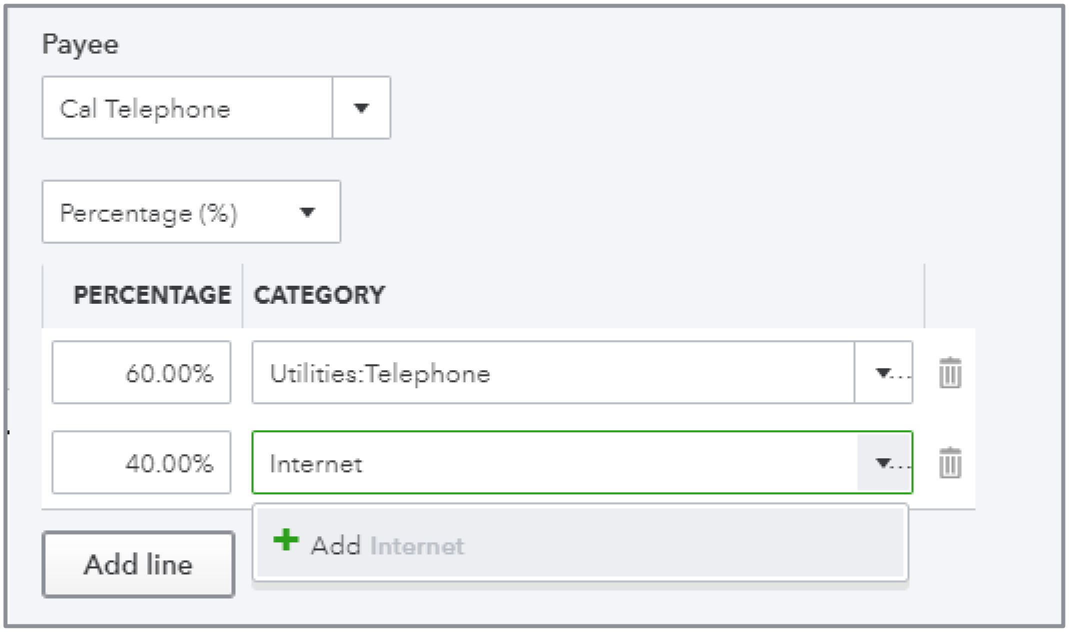
10. Remember, you're still in the Checking account. Click the **Reviewed** tab. Hicks Hardware transactions now appear in this tab and indicate this posting was set by a rule. It also indicates, by the green plus sign inside a picture of a document, that the rule added these transactions to the books automatically without the need for further work by the user. (If we had not checked the box next to next to Automatically add to my books, you could see these transactions in the For Review tab, available to you to add one at a time or via Batch actions.)



11. If you look at each posting in the Added or Matched column, you'll see that Supplies was the posting account. You can also click on the **blue hyperlink** for each account to open the actual transaction:

This rule was very simple. You can create some complex rules. For example, if Hicks Hardware is less than $500, post to Supplies. Then create a second rule that states if Hicks Hardware is greater than $499.99, post to **Equipment**.

You can also create rules for splits. For example, Cal Telephone transactions should be split 40% to Internet and 60% to Telephone.



When you click a transaction in the Banking Center, there are three radio buttons: Add, Find Match and Record transfer.

You've been working with Add. If you think there should be a match, change the radio button to **Find match** and QuickBooks Online will try to find matching transactions. If you can't find it, perhaps the transaction was already reconciled in QuickBooks Online. If that's the case, and you don't want to enter that transaction because it's already in QuickBooks Online, check the box next to this transaction then, under the Batch Actions click **Exclude Selected**.

The Transfer button is used to indicate that this transaction is a transfer between two accounts in this QuickBooks company file.

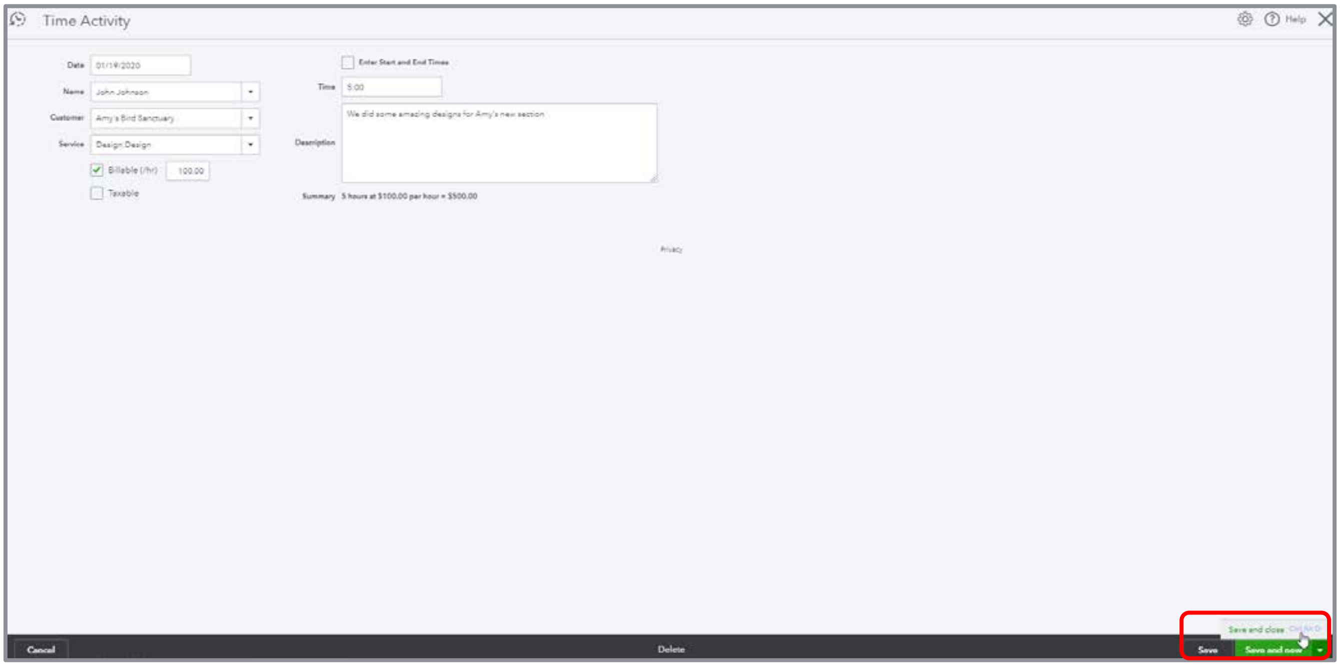
Topic 3: **Additional Transaction Types**

ADDITIONAL TRANSACTIONS INITIATED USING THE +NEW MENU

There are other transaction types that can be accessed from the +New function. An example of a transaction that can be accessed *only* from the +New function is time tracking. Time can be tracked using the Single Time Activity or the Weekly Timesheet function. This feature can be used even if you are not signed up for QuickBooks Online Payroll.

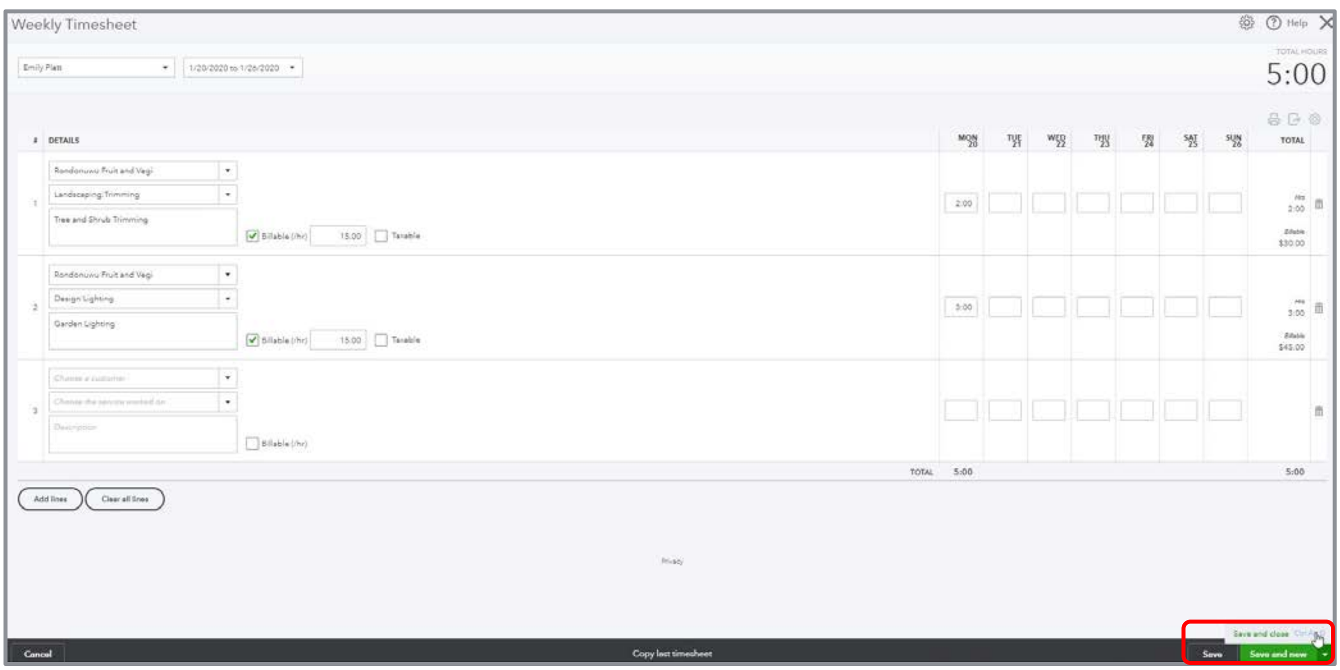
Step by Step: Fill out a Single Time Activity

1. Select **+New** (**+**) at the top of left navigation bar.
2. If necessary, select **Show More**.
3. Under Employees, select **Single Time Activity**.
4. Enter the name of the employee or vendor whose time is being tracked.
5. Enter the date for which the time is being tracked.
6. Enter the customer for whom the time is being tracked.
7. Enter the service being rendered during this time.
8. If the Billable preference is turned on, check if the time is Billable and the billing rate.
9. If the time is billable, check the box if the billable time is taxable.
10. Enter the time tracked, for example, 3.5 hours, either in HH:MM format (3:30) or in decimal format (3.5). Or check the box next to **Enter Start & End Times** then fill in the fields for Start Time and End Time.
11. Enter a description of the work done.
12. Select **Save**, **Save and close** or **Save and new**.
13. If you see a window suggesting you try TSheets, click **Not now**.


Time Activity
Help
Date 01/19/2020
Name John Johnson
Customer Amy's Bird Sanctuary
Service Design:Design
Billable (/hr) 100.00
Taxable
Enter Start and End Times
Time 5:00
Description We did some amazing designs for Amy's new section
Summary 5 hours at $100.00 per hour = $500.00
Privacy
Cancel
Delete
Save and close
Save
Save and new

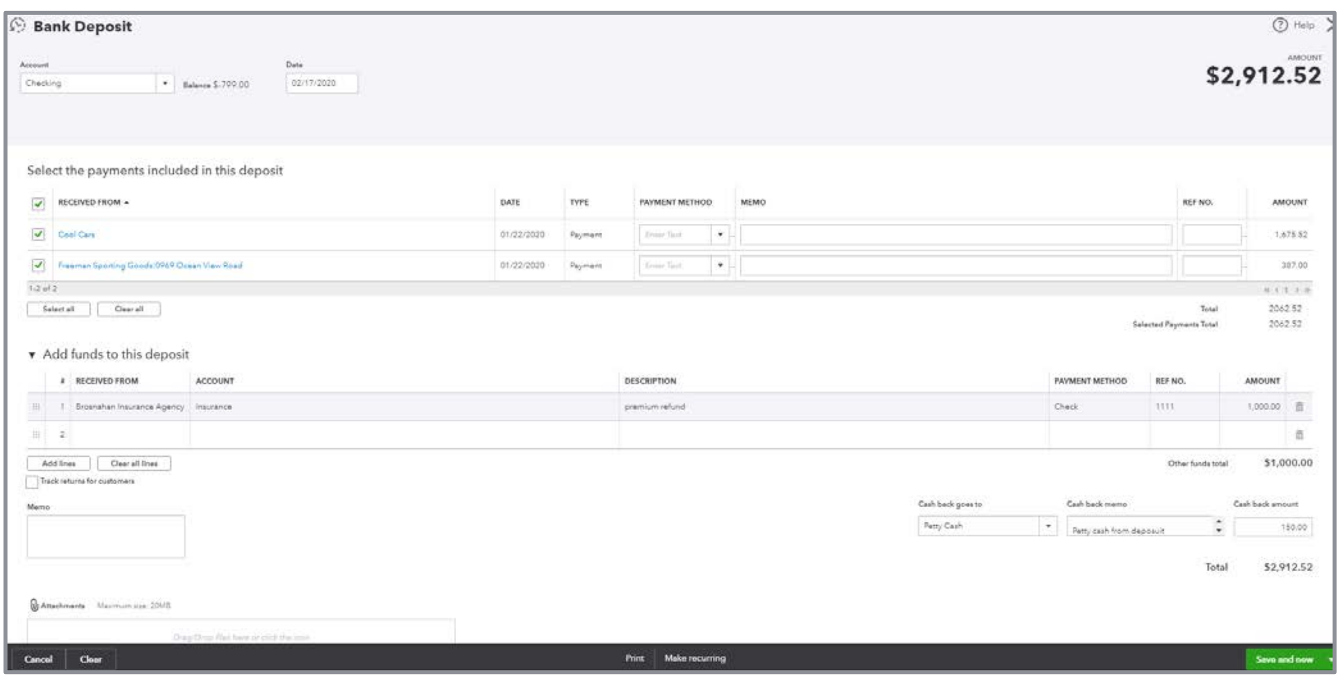
Step by Step: Fill out a Weekly Timesheet

1. Select **+New** (**+**) at the top of left navigation bar.
2. If necessary, select **Show More**.
3. Under Employees, select **Weekly Timesheet**.
4. Enter the name of the employee or vendor whose time is being tracked.
5. In the drop-down, choose the work week for which the time is being tracked (the preferred first day of a work week for this company is determined in the Account and Settings for Time Tracking in the Advanced tab).
6. In each row of the Weekly Timesheet grid, enter the customer for whom this individual's time is being tracked, the service being rendered during this time, and the time tracked day by day during the week, either in HH:MM format (3:30) or decimal format (3.5). If the time is billable, enter the billing rate and the taxable status as well. (In this case, the time tracked for Cool Cars was there already, having been entered for this employee using the Single Time Activity function.)
7. Select **Save**, **Save and close** or **Save and new**.

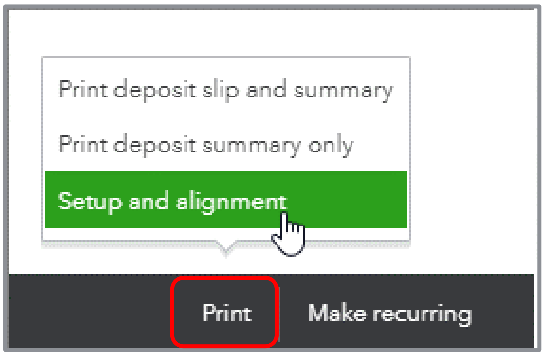


Step by Step: Make a Bank Deposit

1. Select **+New** (**+**) at the top of left navigation bar.
2. If necessary, select **Show More**.
3. Under Other, choose **Bank Deposit**.
4. Select which bank account you are using for the deposit.
5. Fill in the deposit date.
6. If there are any monies in Undeposited Funds, they will show up on the top part of the screen under Select the payments included in this deposit.
7. Select any of the existing payments if they are part of the deposit which you are about to record.
8. In the Add funds to this deposit grid below, add any other payments received, which are typically not sales-related transactions such as shareholder loans or insurance premium refunds.
9. If you are taking cash back that reduces the amount of the deposit, click in the posting account, (for example, Petty Cash or Owner's Draw) and the amount of cash be taken. (Petty Cash was created as a new "bank" account.)
10. Click **Save and close** or **Save and new**.



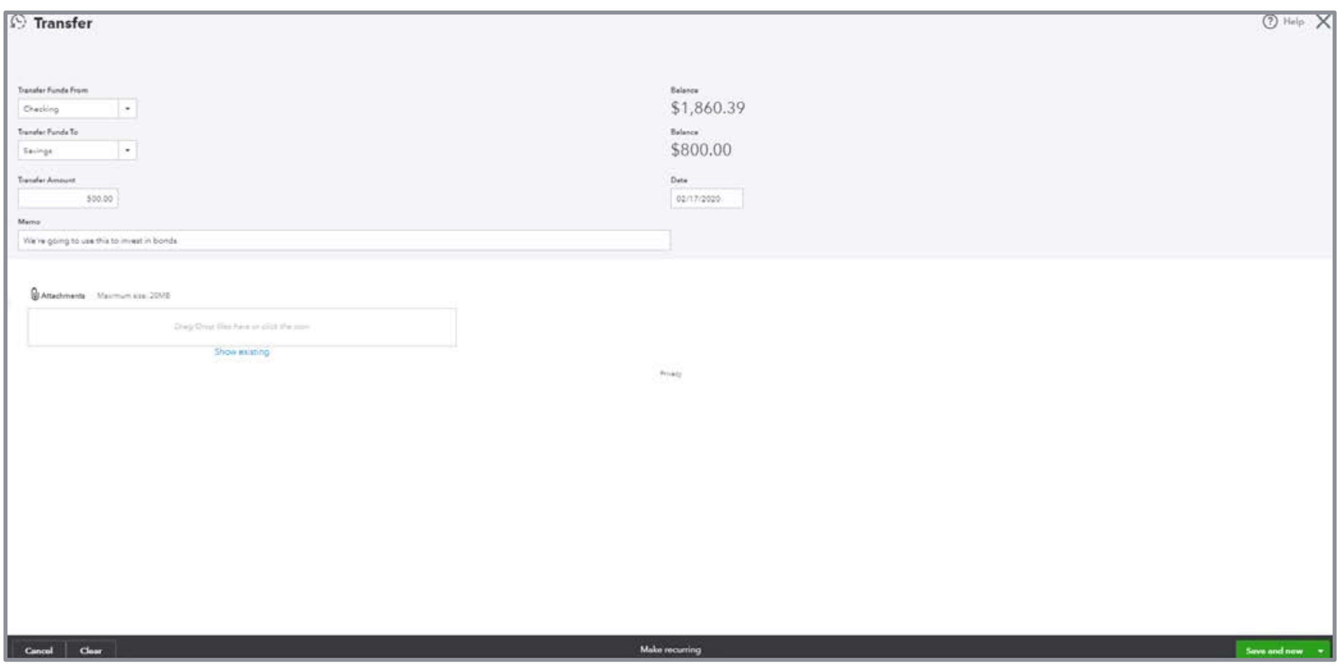
By clicking **Print** at the bottom of the deposit form, you can also print a deposit slip and summary using preprinted deposit slips. You can also print a summary on plain paper. This area is also used for setting up and aligning these forms to be printed.



Step by Step: Transfer Funds

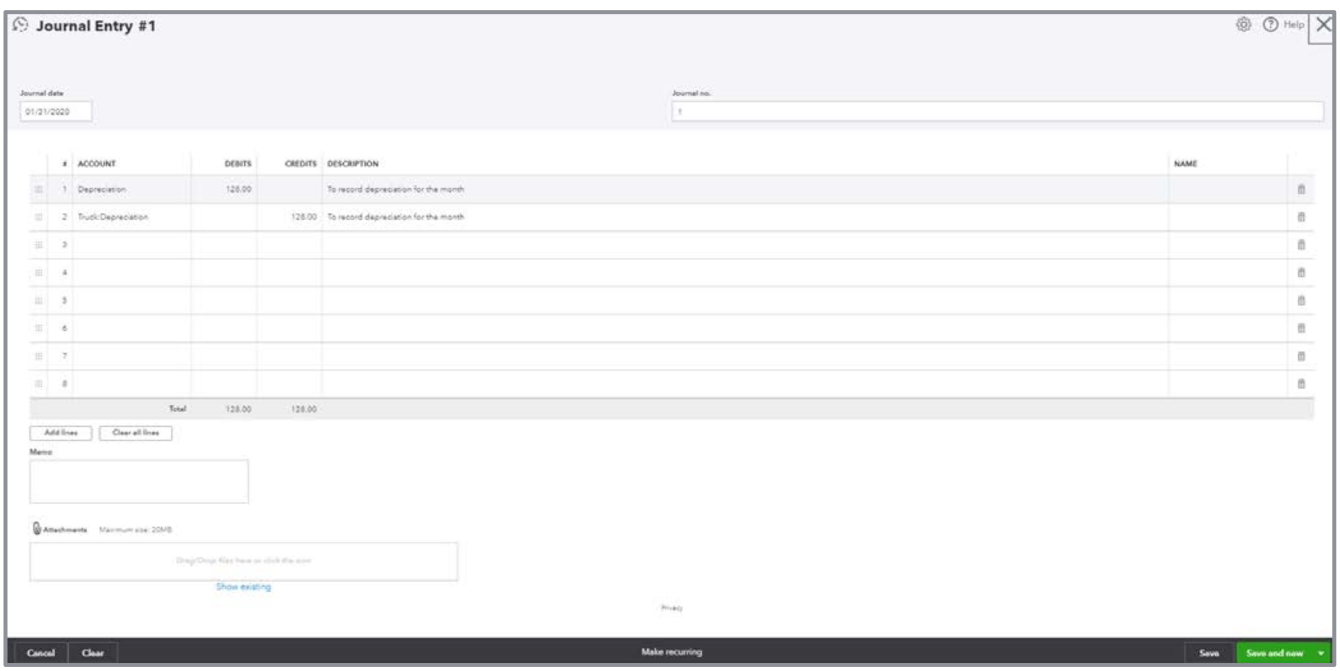
Transfers are used to move monies between two company accounts. You could transfer funds from one bank account to another bank account or from a bank account to a company credit card account. You don't use the Transfer feature to transfer from your bank account to your vendor's bank account.

1. Select **+New** (**+**) at the top of left navigation bar.
2. If necessary, select **Show More**.
3. Under Other, choose **Transfer**.
4. Select your source account in Transfer Funds From.
5. Select your destination account in Transfer Funds To.
6. Fill in the amount of the transfer.
7. Fill in the date of the transfer.
8. Enter a memo if desired.
9. Click **Save and close** or **Save and new**.



Step by Step: Record a Journal Entry

1. Select **+New** (**+**) at the top of left navigation bar.
2. If necessary, select **Show More**.
3. Under Other, choose **Journal Entry**.
4. Enter a date.
5. Enter or accept the journal number.
6. Select an account and enter a debit or credit amount.
7. Enter a description if required.
8. On the next row, select **another account** and enter a debit or credit amount.
9. Enter a description if required.
10. Continue until you are done entering all debits and credits. *Debits must equal credits*.
11. If desired, enter a memo for the journal entry.
12. Select **Save**, **Save and new** or **Save and close**.



In QuickBooks Online, you can include multiple accounts receivable and accounts payable lines in a journal entry. This works well, for example, if you want to trade a balance between a customer who is also a vendor.

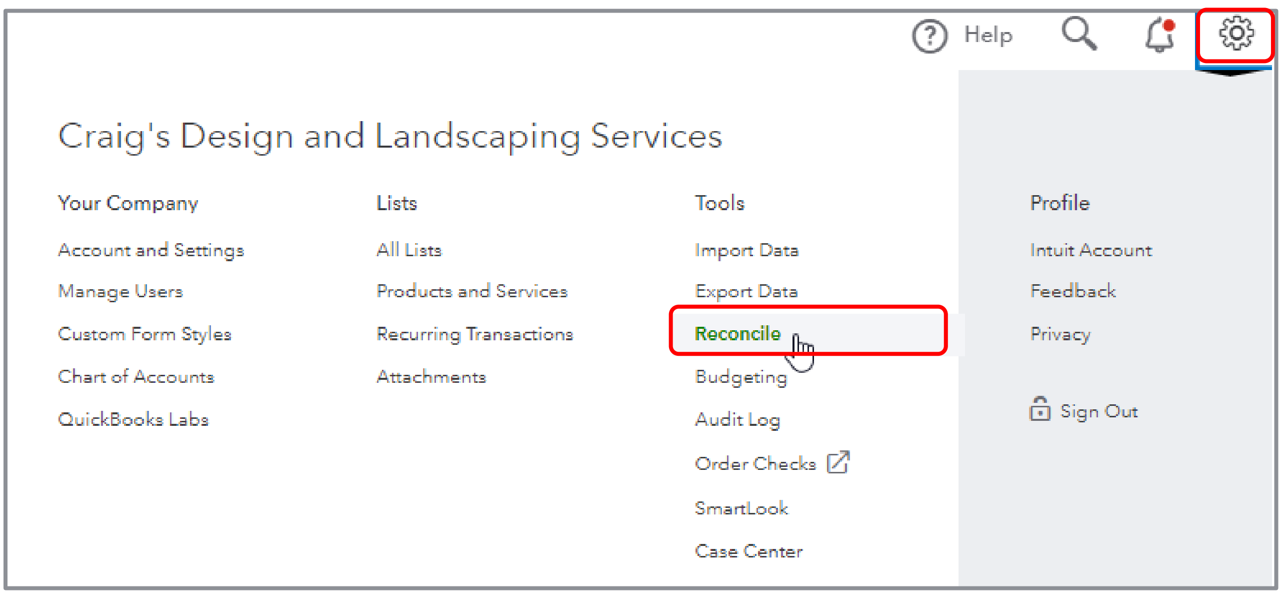
Topic 4: **Other Tools**

QuickBooks Online has tools that are especially helpful to maintain the accuracy of your QuickBooks Online data. In this topic, you will learn where to access those tools and specifically learn about two tools:

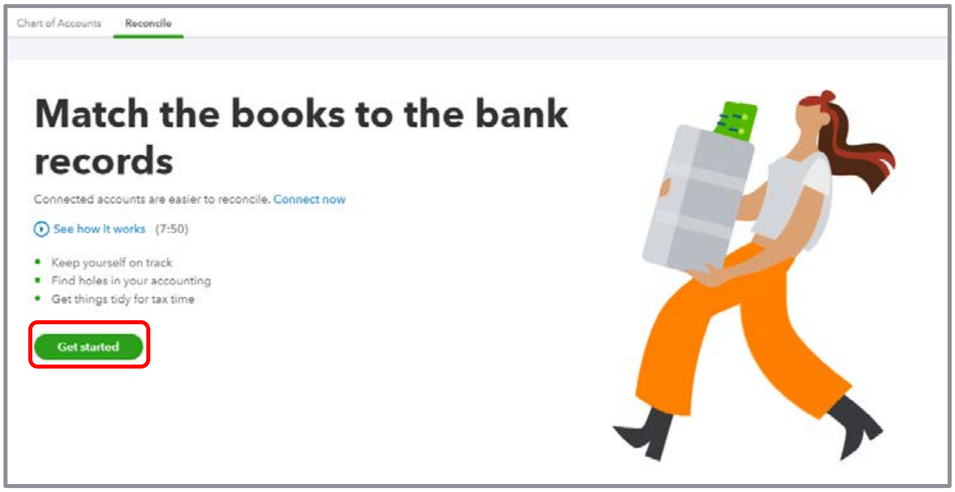
- Reconciliation history and Undo bank reconciliations tool
- Set the closing date

Step by Step: Bank Reconciliation History and Tools

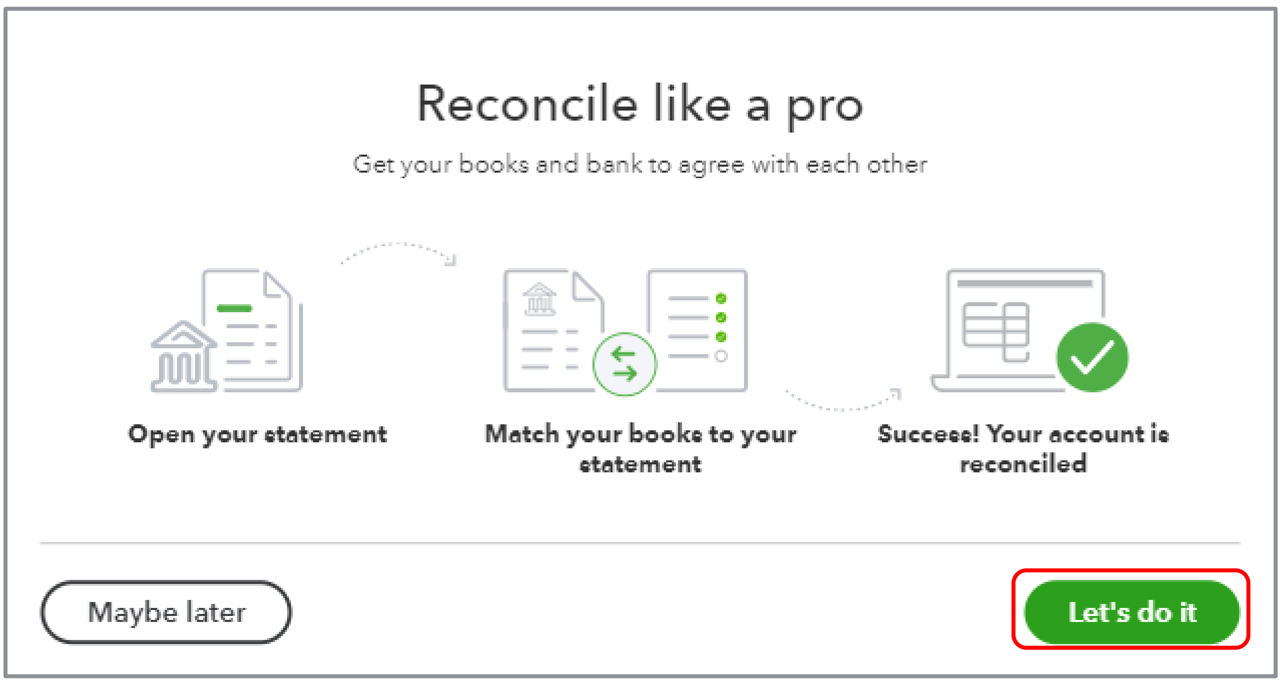
1. Click the **gear** icon and choose **Reconcile** from the Tools column.



2. If you see the *Match the books to the bank records* screen, click **Get started**.

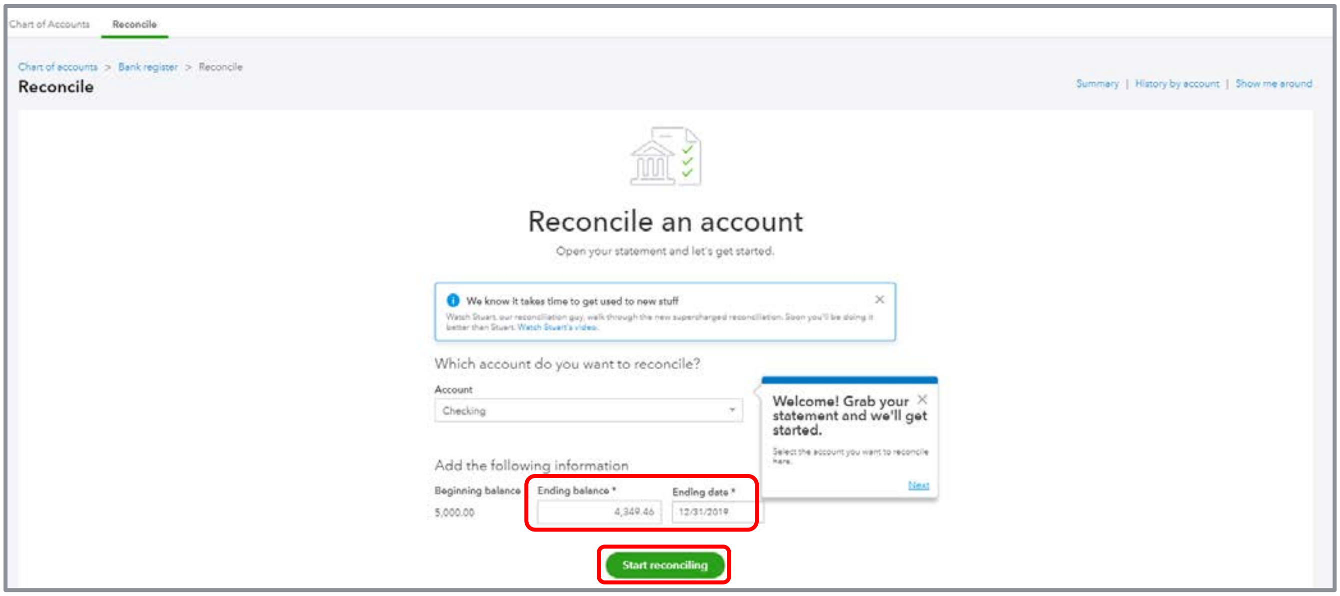


3. If you see the Reconcile like a pro screen, click **Let's do it**.

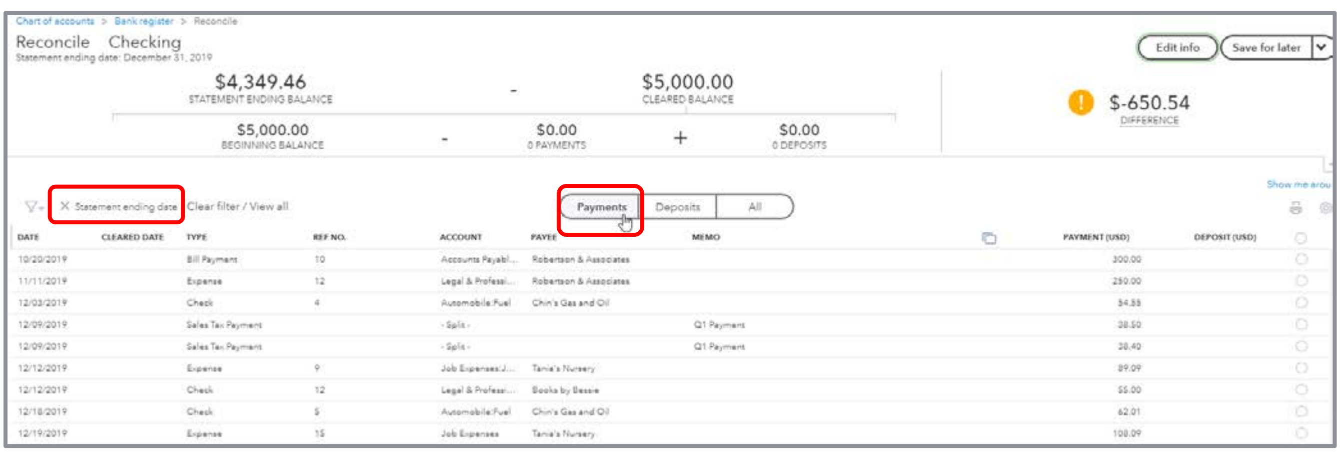


4. You're going to reconcile the Checking account, so there is no need to change the account to reconcile.

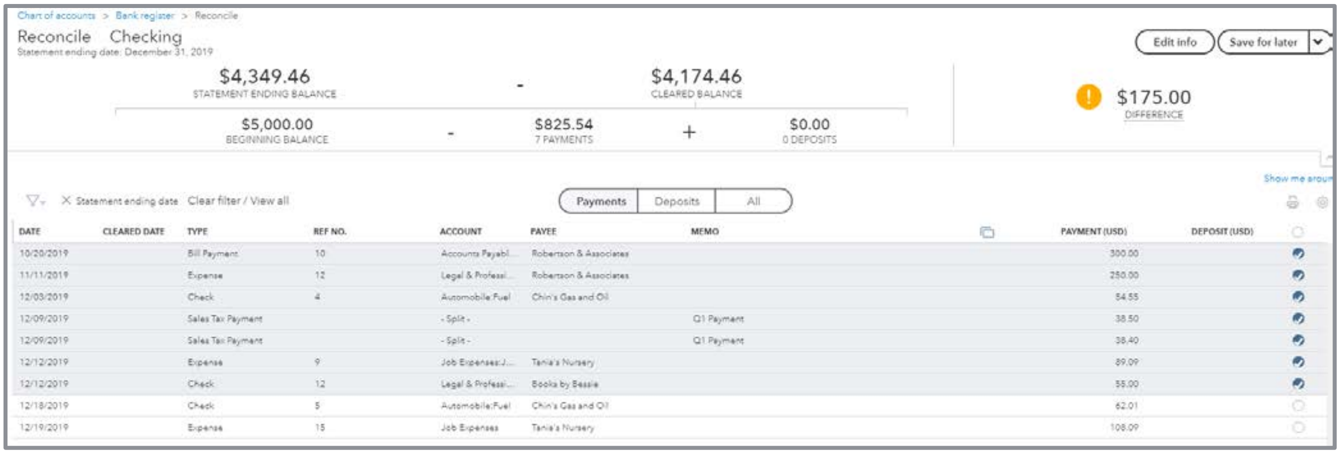
5. Enter **Statement Ending Balance** *$4,349.46* and **Statement Ending Date** of the last day of the month before last and click **Start reconciling**.



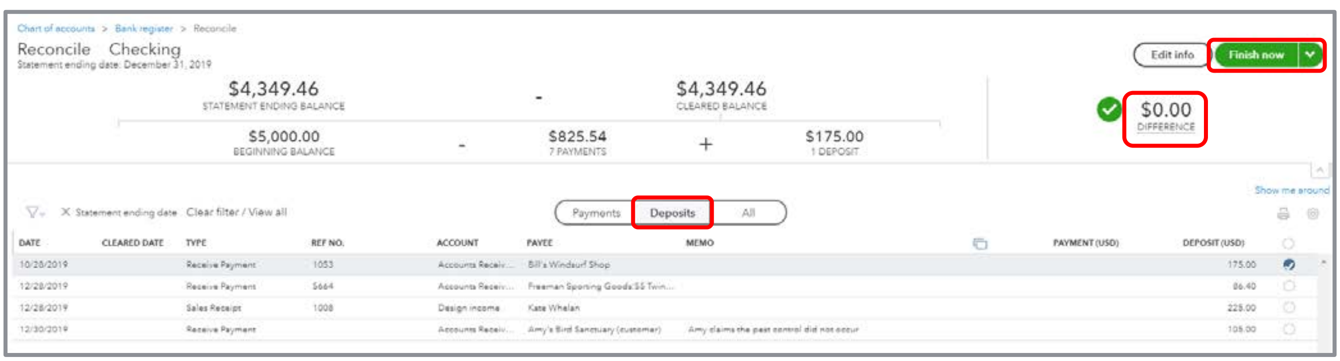
6. Make sure the filter at the top of the grid shows Statement ending date. Click on the **Payments** tab to display the payments and withdrawals from the account only.



7. There are seven transactions that cleared in the Payments area during the statement period, and you can clear each one individually by clicking a checkmark in the circle in the far-right column for each transaction. Alternately, you can clear every transaction in a column by clicking a checkmark in the circle at the top of that column rather than in each individual circle. Therefore, clearing seven would be best done by clearing all nine, then un-checking the two that did not clear. If you do clear all transactions by clicking a checkmark at the top of a column, you'll be asked to confirm **Yes, select all**. Then you can un-check the ones that did not clear.



8. Click the **Deposits** tab and mark only the first item on the list, the $175 deposit early in the month. When the difference between the Statement Ending Balance and the Cleared Balance is zero (and *only* when it is zero), click **Finish Now**.



WARNING: *if you click **Finish Now** with a non-zero difference, you will be creating an Auto Adjustment transaction for the difference to be posted to the Reconciliation Discrepancies account, and you will require your accountant user (who has access to QuickBooks Online Accountant and its exclusive tools) to fix your problem. This may entail undoing one or more reconciliations, which can only be done with access to QuickBooks Online Accountant. If you cannot finish reconciling to the point where you have a zero difference, click **Save for Later** and come back to your reconciliation when you are fresher.*

WARNING: *if you reconcile an account then change an amount on a cleared transaction (something you should never do), that will also require someone with QuickBooks Online Accountant access to fix the problem. Even if you change something else, like a date on a cleared transaction, if the date change is major, it could cause problems that would require someone with QuickBooks Online Accountant access to remedy.*

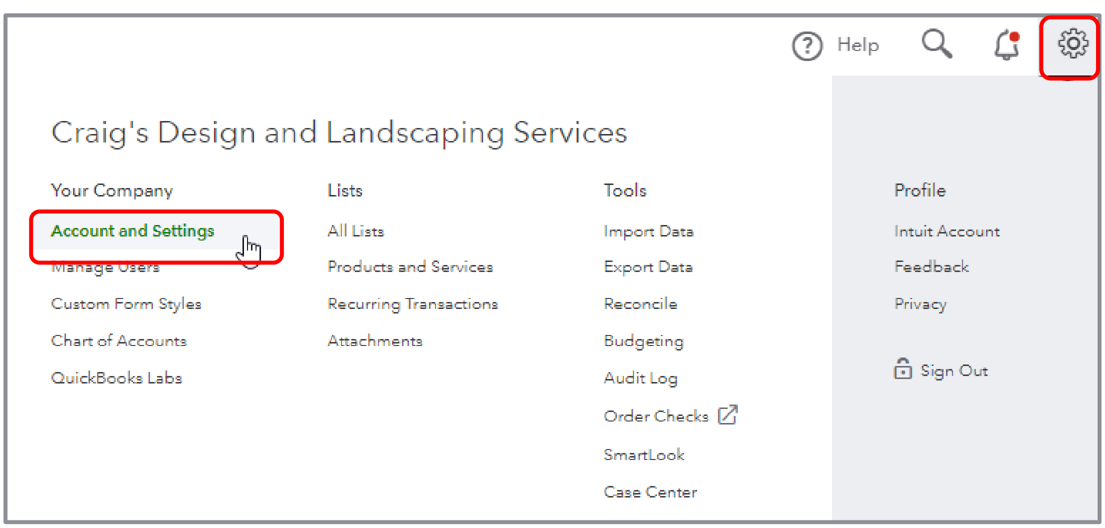
Step by Step: Set the Closing Date

There is no formal closing in QuickBooks; it's a perpetually running system.

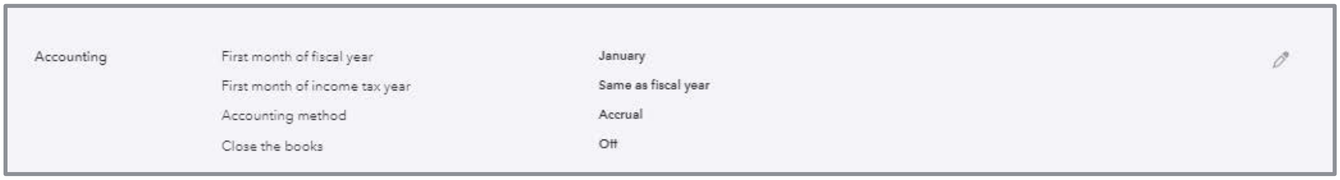
QuickBooks Online knows, by what month you set as the first month in your fiscal year in the Account and Settings, when to roll up last year's income into Retained Earnings for reporting purposes. However, when you have completed your review of the accounting records or sent the information off to the accountant to complete the tax returns, you should protect any prior period data from changing.

You do this by setting the Closing Date.

1. Click the **gear** icon then click **Account and Settings**.



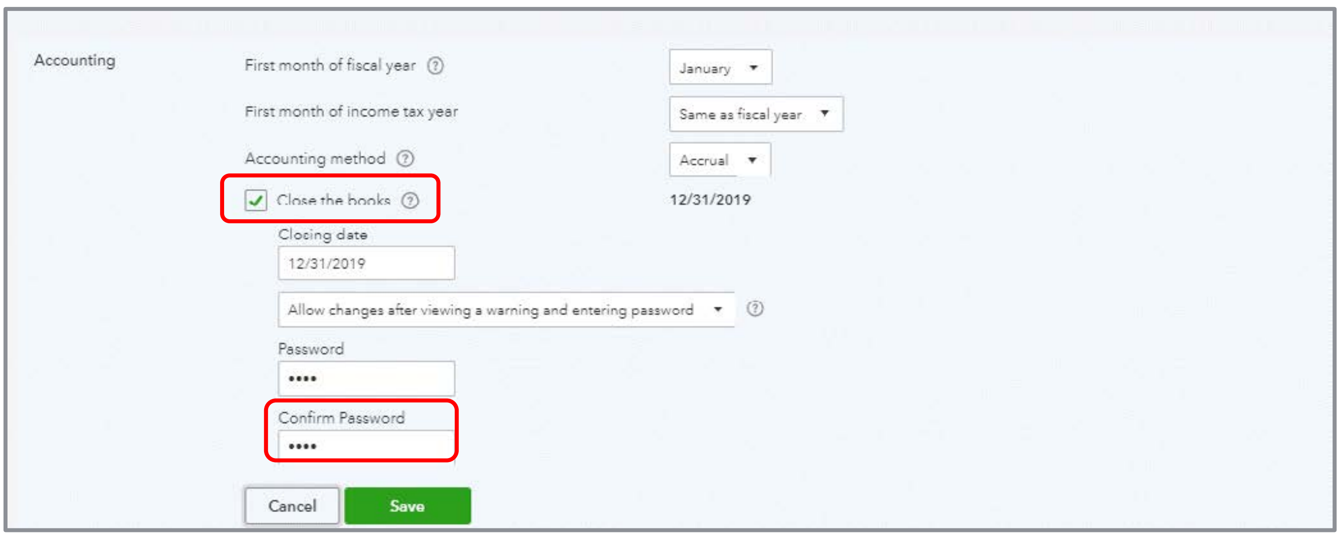
2. Click the **Advanced** tab. Click the **pencil** in the Accounting section (or click anywhere in that section).



3. Put a checkmark next to **Close the books** and set a Closing date of *12/31/19*.

4. On the drop-down list, choose **Allow changes after viewing a warning and entering a password**.

5. Enter a Closing Date Password, confirm it and select **Save**. Click **Done** at the bottom of the screen.



It is a best practice to protect the information by setting a closing date password. When setting up users in QuickBooks Online, there is no place in the user permissions to restrict users from changing transactions before the closing date, even if a closing date password has been put in place *and* they know the password. If someone does change a transaction before or up to the closing date, you can use the Exceptions to Closing Date report, which is a subset of the Audit Log, to find what was changed, by whom and when.

Course Conclusion

You have just covered *Course 3 – Recording Transactions in QuickBooks Online*. This course has been developed to help you train your clients how to use QuickBooks Online successfully.

By completing this module, your client should understand:

- Sales and Revenue Transactions
- Expense and Purchase Transactions
- Additional Transaction Types
- Other Tools

QUICKBOOKS ONLINE 2020 CLIENT TRAINING

Course 4

Reporting

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Table of Contents

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Esther Friedberg Karp is an internationally renowned trainer, writer, business consultant and speaker who has been repeatedly listed as one of Insightful Accountant's Top 100 QuickBooks ProAdvisors in the world. She has also been named to their Top 10 list on two occasions: as Top International ProAdvisor and Top Trainer/Writer ProAdvisor.

Based in Toronto, Canada, Esther has the unique distinction of holding ProAdvisor certifications in the United States, Canada and the United Kingdom. She has authored materials and delivered educational and certification courses for Intuit in all those countries, as well as Australia where she conducted live QuickBooks Online training. She has spoken at Scaling New Heights, QuickBooks Connect and other conferences, and has written countless articles for Intuit Global.

Esther's clients include companies worldwide and accounting professionals who seek her out on behalf of their own clients. She is sought out for her expertise in various countries' editions of QuickBooks Desktop and Online, and for her talent in customizing QuickBooks usage for different industries. She also teaches QuickBooks Core and Advanced certification classes to accounting professionals in Canada.

Esther holds a BSc from the University of Toronto in Actuarial Science and Mathematics, and an MBA in Marketing and Finance from York University's Schulich School of Business.

She can be reached at esther@e-compubooks.com or 416-410-0750.

Training at a Glance

Use this as a guide to select specific activities you want to cover.

TOPIC	CONTENT
THE BENEFITS OF REPORTING	• Why use reports?
REPORTING CAPABILITIES	• Compare versions of QuickBooks Online • Common report settings • Browser settings (in Chrome)
REPORTING METHODS	• Grouped reports • Business overview • Who Owes You • Sales and customers • What You Owe • Expenses and vendors • Employees • Payroll • Sales tax • For my accountant • Custom report tools • Other reporting tools

QUICKBOOKS ONLINE TEST DRIVE

Exercises contained in this handbook can be completed using a QuickBooks Online “test drive” file. The test drive uses a sample company file called Craig’s Design & Landscaping Services. It can be accessed through the following link:

Craig's Design & Landscaping

You don’t have to create an account or sign in to access the test drive file; just complete the security validation and click **Continue**.

This test drive is designed for you to explore and try out new things without worrying you will break something or make a mistake. It is not designed to retain any changes you make. (Although you should change the *Sign me out if inactive for* setting to **3 hours** if you want to give yourself plenty of time.) Once you close this QuickBooks Online test drive company it is completely refreshed, so remember to allow sufficient time to complete each activity. Don’t worry if you have to close the test drive before you are finished; you can always begin again.

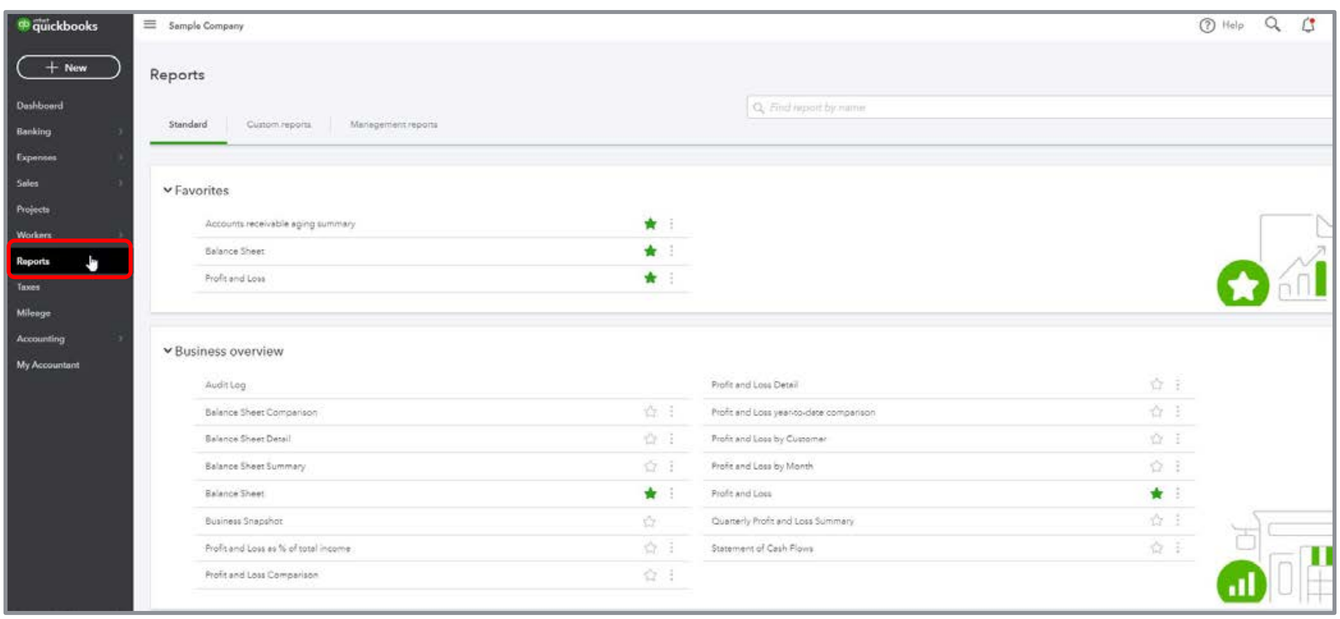
Topic 1: **The Benefits of Reporting**

Introduction to Reporting

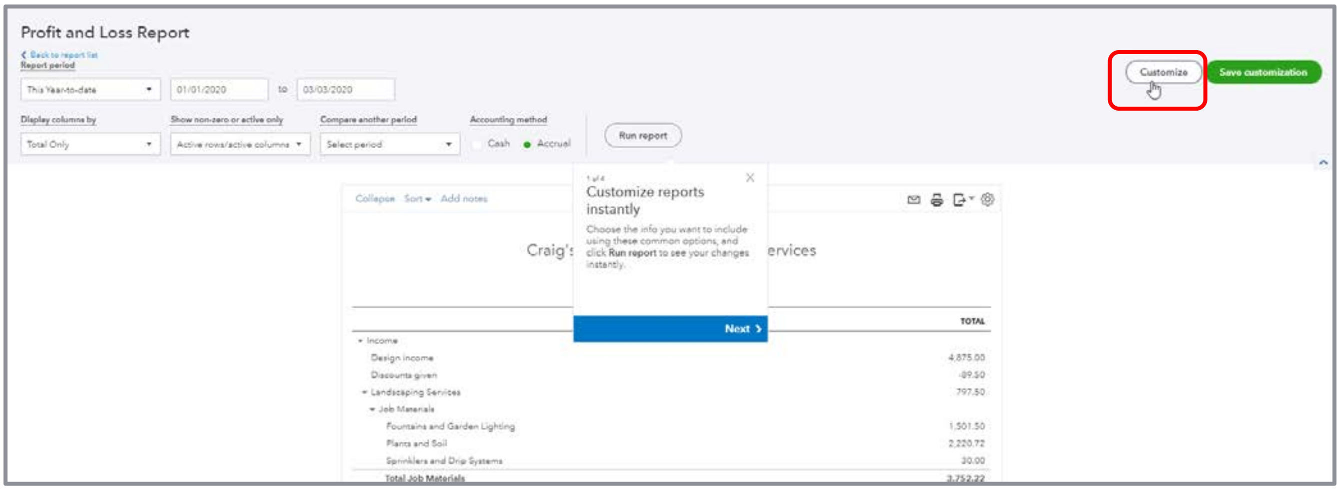
Reports are critical for feedback and specialized business activities. Their objective is to provide information about the financial position, and the performance and changes in the financial position of a company. Reports should be understandable, relevant, reliable and comparable. They show assets, liabilities, equity, income and expenses that are directly related to an organization's financial position.

The information provided by reports can impact an owner's important business decisions that affect continued operations. They can provide management with a more detailed understanding of the figures. These reports are also used as part of management's annual report to the stockholders.

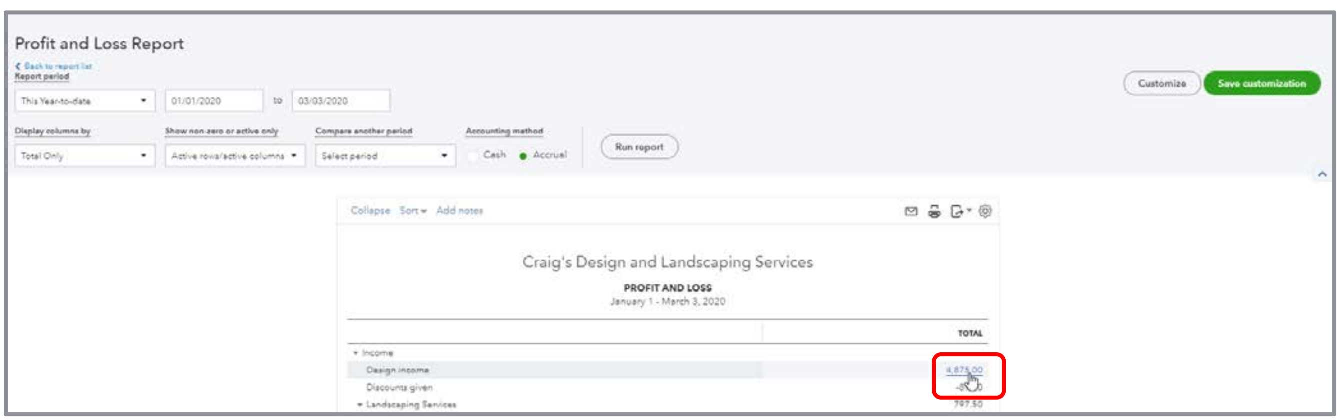
When you want to find information, the best place to start is a report. From basic financial reports to reports for specialized business activities, being familiar with what's available allows you to locate the information you are seeking quickly. You can use the link on the left navigation bar to access the Report Center. From here you can easily access report groups, including your customized reports.



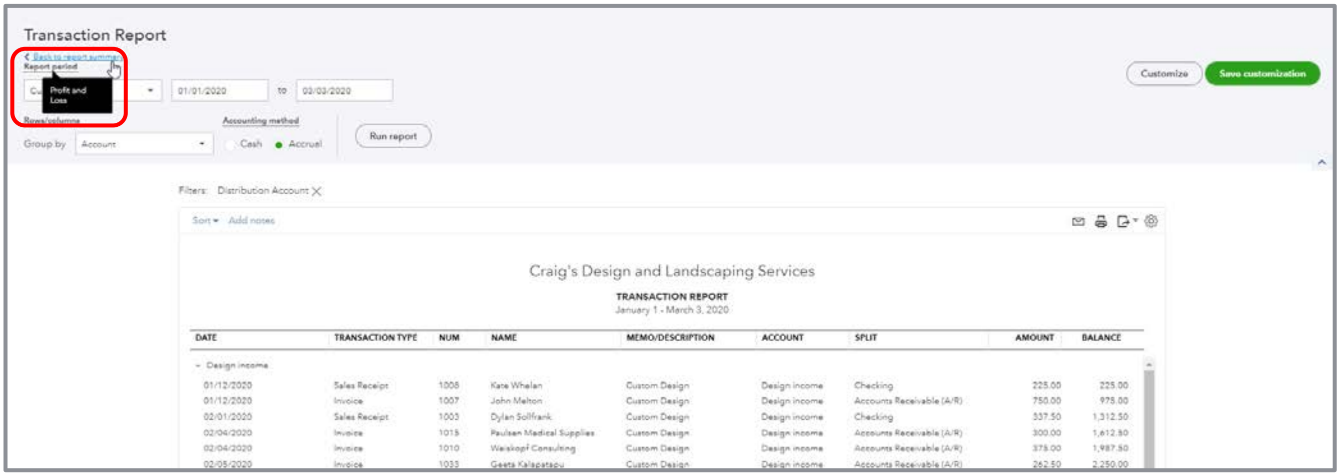
It's easy to customize QuickBooks Online reports so you can quickly develop report formats tailored to your unique business. Once you customize a report, you can save the customizations so you can run that customized report any time you wish without reconfiguring it. (This means the settings will be saved; however, the data may be updated when you run a saved report again in the future with newer data.) First, choose a base report that is most like the report you are trying to create. Click **Customize** to access the changes to the report settings that can be made.



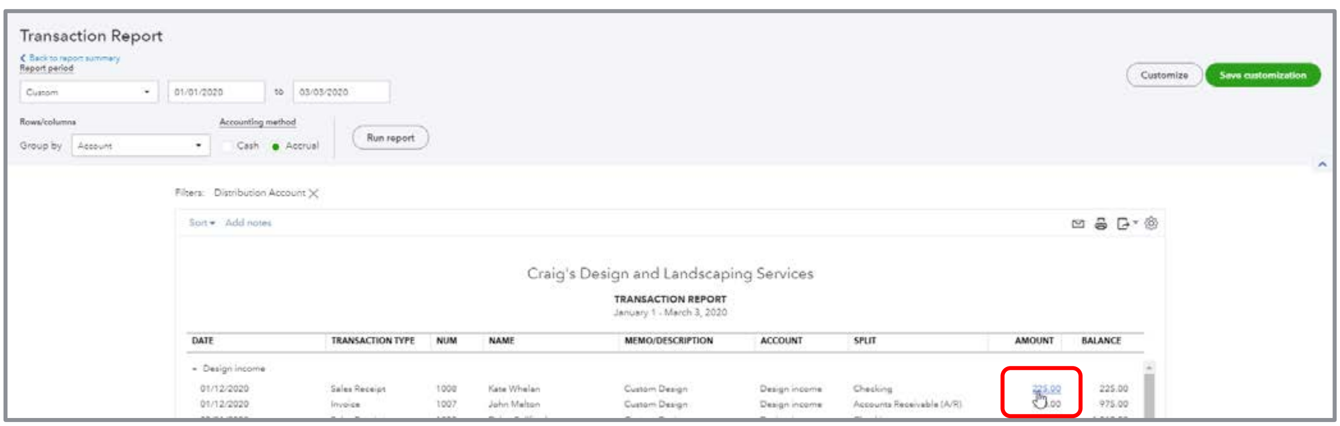
The QuickZoom® feature in every report shows the detail behind the reports and lets you drill down to the transaction level. Hover your mouse over a figure next to an account on the Profit and Loss Report and it turns into a hyperlink. This opens a Transaction Report listing all the transactions that add up to that figure.



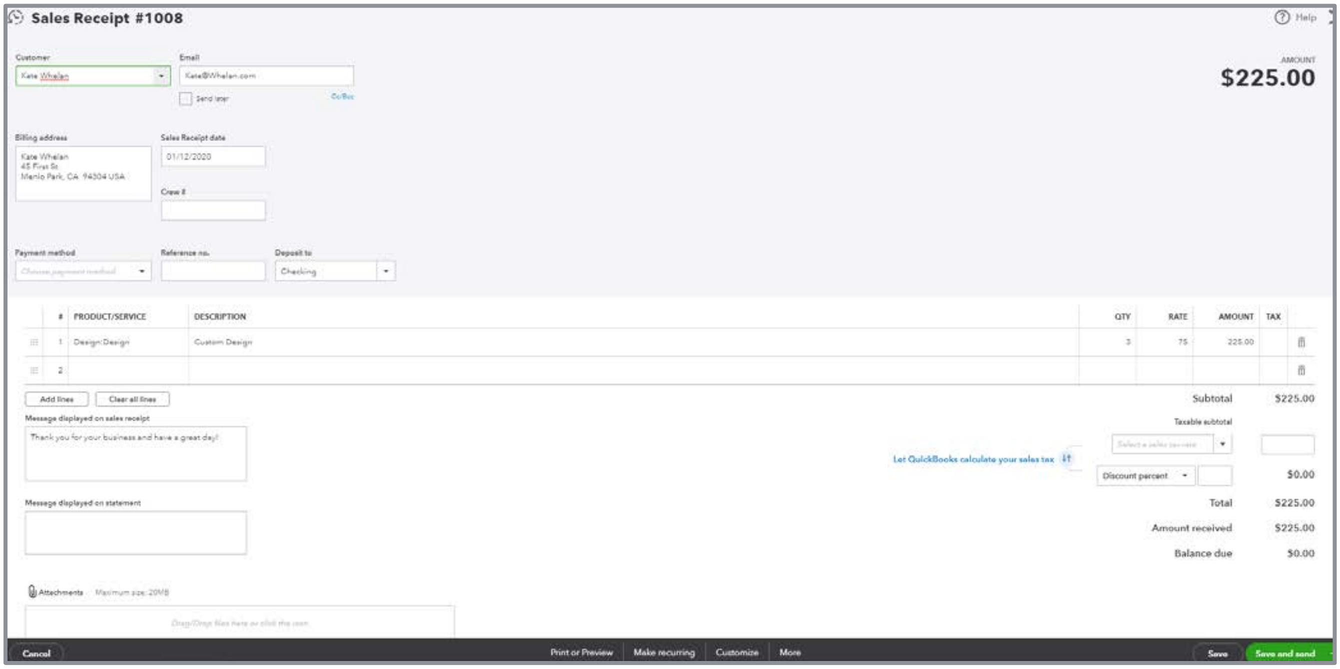
You can click **Back to report summary** in the Transaction Report to return to the earlier report.



You can also display the original transactions and analyze the numbers behind the numbers. Once you are in a detail report such as the Transaction Report, hover over the transaction you would like to open. When the transaction turns blue like a hyperlink, click anywhere on the transaction.



This opens the original transaction so you can review, edit or delete it.



Topic 2: **Reporting Capabilities**

The three versions of QuickBooks Online offer different levels of reporting capabilities.

QuickBooks Online Simple Start: 20+ Reports

Simple Start, the most basic subscription level, allows for basic data entry to track your money in and money out, as well as customer tracking and invoicing. The reports follow these same features and include basic financial and customer reports.

For QuickBooks Online Simple Start, here are some of the reports available:

- A/R Aging
- Account Listing
- Balance Sheet
- Check Detail
- Collections Report
- Customer Balance Summary
- Saved Custom Reports
- Taxable Sales
- Transaction List by Date
- Profit and Loss
- Reconciliation Reports
- Sales by Customer
- Sales by Product/Service
- Statement of Cash Flows

QuickBooks Online Essentials: 40+ Reports

In QuickBooks Online Essentials, you can run vendor reports, product reports and have more insight into the company's financial results. The number of reports doubles so you can run all the reports accessible in Simple Start as well as the A/P Aging, Product/Services List, and the Company Snapshot and Scorecard.

For QuickBooks Online Essentials, you have access to all the Simple Start reports as well as additional insight through reports such as these:

- A/P Aging
- A/R Aging Detail
- Bill Payment List
- Customer Balance Detail
- Exchange Gain & Loss Reports
- Expenses by Vendor
- Income by Customer Summary
- Profit and Loss Detail
- Transaction Detail by Account
- Unbilled Charges
- Unpaid Bills
- Vendor Balance
- Time Activities by Customer
- Time Activities by Employee

QuickBooks Online Plus: 65+ Reports

QuickBooks Online Plus opens all the features of QuickBooks Online Essentials and even more comparison reports for company financials, location and class reports, purchasing and inventory, time activities and more. With QuickBooks Online Plus you have access to all the Simple Start and Essentials reports as well as more comparison and management reports such as:

- Budget Overview
- Budget vs. Actuals
- Class List
- Profit and Loss by Class
- Profit and Loss by Location
- Purchases by Product/Service
- Purchases by Location or Class
- Sales by Location or Class
- Transaction Detail by Account
- Open Purchase Orders

QuickBooks Online Advanced: 65+ Reports & Smart Reporting powered by Fathom

QuickBooks Online Advanced opens all the features of QuickBooks Online Plus and more (more users, more general ledger accounts, more custom fields, custom user permissions, etc.). Each active QuickBooks Online Advanced subscription also includes one license of Smart Reporting powered by Fathom, which quickly and easily transforms your QuickBooks Online data into dynamic reports to help make better business decisions.

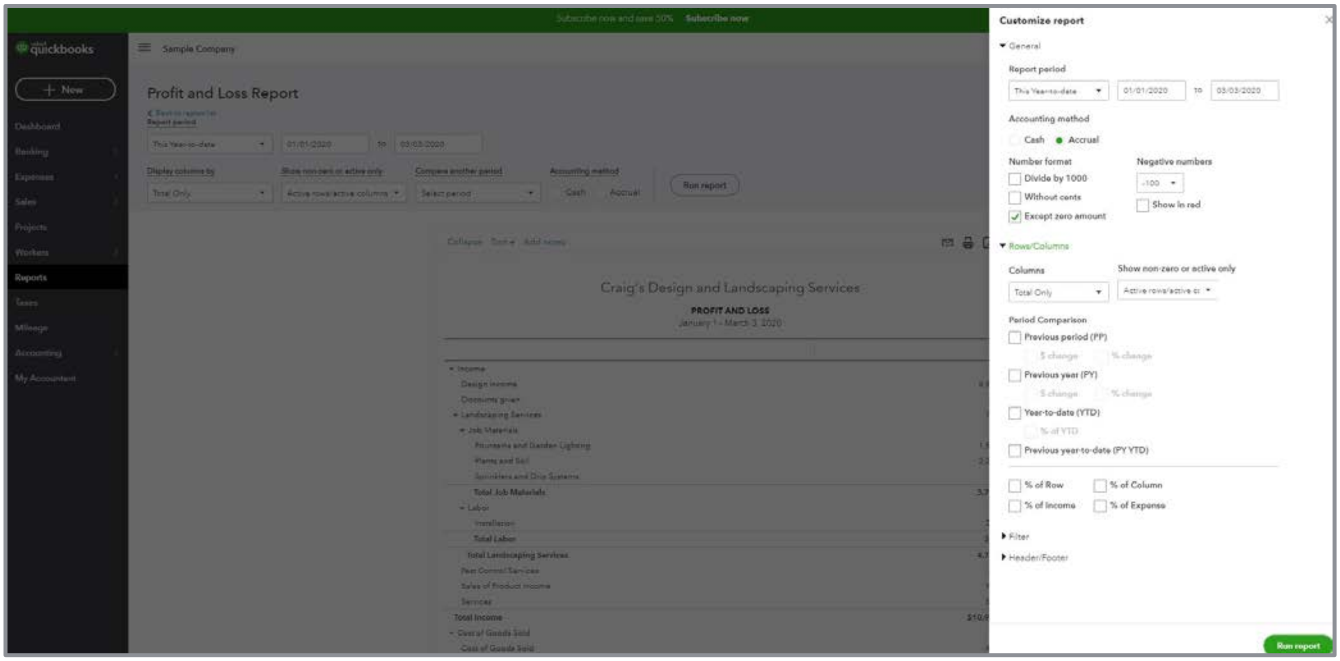
Note: *The reports available in your company file depend on the features you use. For example, if you've turned on Class Tracking in QuickBooks Online Plus or Advanced, then in the Report Center you'll see Profit and Loss by Class, Sales by Class Summary, and Sales by Class Detail in the Business Overview and Sales and Customers report groups. Another example is if you have not turned on multiple currencies, you will not see reports related to currencies such as Unrealized Gains & Losses.*

To compare the different versions of QuickBooks Online, visit www.quickbooks.intuit.com/online/compare. This is a great link to have bookmarked to make quick product selections. It offers all the pertinent details to clients when they are deciding on an accounting solution.

COMMON REPORT SETTINGS

To access the report settings and customizations, open a report and click **Customize**. Make your desired customizations, then click **Run report** to re-display the report using the customizations you have selected. The common report settings include, but are not limited to, the following:

- **Accounting Method** – Cash or accrual; found under General settings and at the top of the report on the screen without having to click Customize
- **Number format** – These settings offer options for displaying negative numbers, large numbers or you can exclude zero balances; found under General settings
- **Rows/Columns** – These settings hide or add columns when you click **Rows/Columns**, if it is visible, depending on the report being customized. This can shorten the width of a report and make printing easier. (In certain reports such as a Profit and Loss, you will see a Columns drop-down menu that allows you to select one Total Only column or multiple columns by timeframe such as by month or year, or by another parameter such as by customers or vendors. This is also visible in the header of the report as Display columns by, so it can be accessed without clicking Customize to access this feature.) There are also Period Comparison options you can choose, depending on the report, for Previous period (PP), Previous year (PY) and Year-to-date (YTD). There are also % of Row, Income, Column and Expense boxes you can check, depending on the report. (These can also be accessed directly from the header of the report.)
- **Filter** – These options are more complex; we will look at those more in the next topic
- **Header / Footer** – For text and alignment; you can also change the text of the header by clicking the header directly at the top of the report and typing the preferred replacement text without clicking Customize



There are a few more settings that appear in this window when you are running transaction or detail reports, which we will see more of later in this module, along with saving customizations in reports so you do not have to use this window when you access frequently-run reports.

NOTE: *Accrual basis reporting is recommended so you can see the actual history and performance of the company in the applicable periods. Also, look at your Profit and Loss from a cash basis to see how you are doing solely with cash in and out, which is what your tax situation will most likely reflect if you are a cash-basis taxpayer.*

Browser Settings

Depending on the browser you use, you may have variations to the settings you can affect. With Chrome (QuickBooks Online's preferred browser), the following browser settings are available. You should be familiar with the settings in your browser as you prepare and print reports. The following are selected Print settings in Chrome that affect printing of QuickBooks Online reports.

Chrome Menu (⋮) → Print

- **Layout** – Choose portrait or landscape; QuickBooks Online will send a suggested layout to each report but you can see the preview of how it would look
- **Margins** – (Under More Settings) Choose default, none, minimum or custom; this can help fit a report onto one page that is close to fitting but needs smaller margins
- **Options: Headers and Footers** – Print a header (today's date, company file name and version of QuickBooks) and a footer (http address to the report and page x / y)
- **Options: Background graphics** – The QuickBooks Online color scheme can print on reports; uncheck this box and print the basic lines only of the background

Print Wide Reports

If some of the columns in your report do not print, try the following:

- Preview the appearance
- Turn on text wrapping
- Resize columns
- Remove unneeded columns
- Make the margins smaller
- Change the orientation to landscape
- Print on legal-sized paper
- Scale the page by a percentage (check your printer setup properties to see if your printer driver supports scaling)
- Export the report to Microsoft Excel®; in a spreadsheet, you have more control over report formatting and print settings

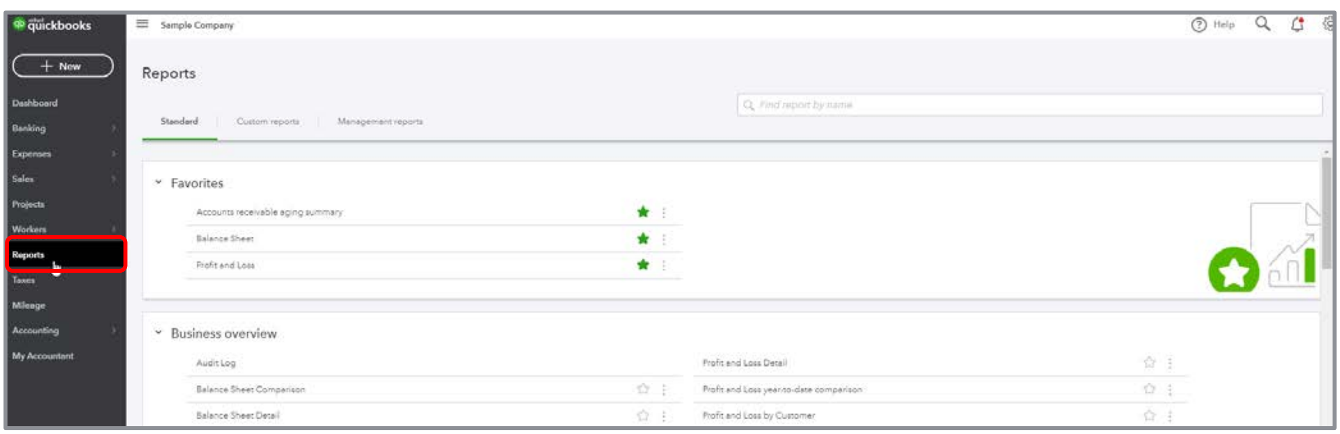
Topic 3: **Reporting Methods**

Identify Functionality of Grouped Reports

In order to run and read reports effectively, you need an understanding of the fundamentals of reporting. The first thing to know is cash vs. accrual. Cash-basis reports display income at the time it was received and expenses at the time they were paid, regardless of the dates on invoices or bills. Accrual-basis reports display income at the time it was invoiced and expenses at the time they were incurred, based on the dates on invoices and bills. It is important to understand the differences between these reporting methods and the effect changing the basis can have on your reports. It is good to view accrual-based reports to see income earned and expenses incurred, but it can also be beneficial to view cash-based reports to gain perspective on cash flow.

We are now ready to explore the reports in QuickBooks Online. First, we will introduce the Report Center, then discuss the Report Groupings or tabs. Finally, we'll dive into each group to get to know some of the reports in detail. The Report Center, or Report Dashboard, is where you find the report tabs. Inside the first tab, the Standard tab, is a grouping of reports by category. Let's start with accessing Reports.

From the left navigation bar, click **Reports**. This brings you to the Report Dashboard where you can access multiple types of reports.



THE REPORT DASHBOARD

The Report Dashboard features a box to search reports instead of clicking through the report groups. It also breaks the reports into three tabs:

- **Standard** – The most common preset reports business owners use are here in their categories (see below for more information): Favorites, Business Overview, Who Owes You, Sales and Customers, What You Owe, Expenses and Vendors, Sales Tax, Employees, For my accountant, and Payroll. The reports include: Profit and Loss, Balance Sheet, Accounts Receivable Aging Summary, Expenses by Vendor Summary, Accounts Payable Aging Summary.
- **Custom Reports** – This is the list of reports for which you have asked QuickBooks Online to save your customizations. You can run the reports, distribute them or edit their settings in this section.
- **Management Reports** – This feature lets you easily customize a professional-looking package of reports, complete with cover page, table of contents, preliminary pages, reports, end notes and other custom content. Management reports are perfect for sharing a financial summary of your company with business partners. Three management report templates are ready to use: Sales Performance, Expenses Performance and Company Overview.

Let's now cover those Standard categories of reports in detail. As we dive into the different categories of reports available in QuickBooks Online Plus and Advanced, we will explore ways to customize reports to provide the user with more specific data.

FAVORITES

The Favorites section, the first section under the Standard tab, includes a list of any report titles from elsewhere in the Standard categories that has been marked as a favorite for easy access. If a report name has a solid green star next to it, it has been "favorited." Certain reports have already been marked as favorite including the Balance Sheet and the Profit and Loss reports. To mark a report as a favorite, click the empty outlined green star next to its name in its category. The star will become solid and that report will also appear with the solid green star in the Favorites category for easy access in the future. You can remove a report from the Favorites section by clicking the solid green star next to its name.

Business Overview

Business Overview reports offer various perspectives of how your business is doing. Included in this group are your major financial reports: Balance Sheet, Balance Sheet Detail, Profit and Loss, and Statement of Cash Flows, with supporting reports Balance Sheet Summary and Profit and Loss Detail. You'll also find the Profit and Loss by Month, Profit and Loss year-to-date comparison, Profit and Loss by Customer, Audit Log and other reports. If multicurrency has been turned on, you will see Realized Exchange Gains & Losses and Unrealized Exchange Gains & Losses.

First let's look more in-depth at the financial reports. Simply put, they are reports indicating a company's health. Reading a report is fairly easy. If you can read what ingredients are in a package of soup or baseball stats from the morning paper, you can learn to read basic financial reports.

Remember Cuba Gooding Jr.'s memorable line from the movie "Jerry Maguire": "Show me the money!" Reports show you the money. They show you where a company's money came from, where it went and where it is now.

There are three main financial statements:

- **Balance Sheet** – Shows what a company owns and what it owes at a fixed point in time
- **Profit and Loss** – Shows how much money a company made and spent over a period of time
- **Statement of Cash Flows** – Shows the exchange of money between a company and the outside world over a period of time

Balance Sheet

What is my business worth?

A Balance Sheet provides a financial snapshot of your company. It lists the balances for each asset, liability and equity account as of a specific date. It also calculates what your business is worth (the equity) by subtracting what your company owes (liabilities) from everything it owns (assets).

- **Assets** are things a company owns that have value. This typically means they can be sold or used by the company to make products or provide services that can be sold. Assets include physical property such as plants, trucks, equipment and inventory. It also includes things that can't be touched but have value, such as trademarks and patents. And cash itself is an asset, as are the investments a company makes.
- **Liabilities** are amounts of money a company owes to others. This can include all kinds of obligations like money borrowed from a bank to launch a new product, rent owed to the landlord for use of a building, money owed to suppliers for materials, payroll a company owes to its employees, environmental cleanup costs or taxes owed to the government. Liabilities also include obligations to provide goods or services to customers in the future.
- **Equity** is the summary of the net worth of the business (assets minus liabilities) as well as the company's interaction with the owners. Are the owners putting money into the business or taking it out, or did a new owner invest into the company? These transactions would be summarized in the Equity section.

Step by Step: The Balance Sheet

1. **Reports → Standard → Business Overview → Balance Sheet**. Notice the list of assets and, below them, the list of liabilities.
2. Click **Customize → Rows/Columns → Period Comparison → Previous Period (PP)**.
3. Click **Run report**.

Profit and Loss

How much money did I make and spend?

A Profit and Loss report is also called an income statement or a P&L. It gives a synopsis of the story. It summarizes your income and expenses for each income or expense account on your Chart of Accounts so you can tell if you're operating at a profit or loss. The important thing to remember about an income statement is it represents a period of time. This contrasts with the balance sheet, which represents a single moment in time.

To understand how Profit and Loss reports are set up, think of them as a set of stairs. You start at the top with the total amount of sales and income made during the accounting period. Then you go down one step at a time. At each step you make a deduction for certain costs or other operating expenses. At the bottom of the stairs, after deducting all the expenses, you learn how much the company earned or lost during the accounting period. This is called the bottom line.

Imagine a business owner who has designed a new product. They need to set a few milestones and here are the goals:

- **Goal #1: Make sales** – The product they designed should be something that will be of value to someone else so they can receive income. That is the first section of the Profit and Loss – the Income/Revenues.
- **Goal #2: Sell the product at a price that will pay for the cost to produce it** – If it costs $5 to create the product each time, then hopefully they sell it for more than that. This is the next section of the Profit and Loss – the Cost of Goods Sold. This brings us to a gross profit amount, which is derived by subtracting the cost of goods sold from the total income.
- **Goal #3: Sell enough of the product to cover the costs of running a business (overhead)** – It costs money to have a business. The expenses they have to pay for, regardless of selling one or 1,000 units of the products or services, are considered overhead. Overhead could be professional fees, payroll, office rent, bank service charges and many more. Net Operating Income shows whether this goal has been accomplished.
- **Goal #4: Earn a profit so you can take some money home** – Other things can happen like a theft or interest income that are not part of the company's operations. The overall net income of the business shows whether this business owner has made any money. Then the owner decides whether to take some home or reinvest it in the company's future.

Step by Step: Profit and Loss

1. **Reports → Standard → Business Overview → Profit and Loss**. Notice the listed income and, below that, the list of cost of goods sold then the list of expenses.

2. In the top left corner, change the Report Period to **Last Quarter**. Change Accounting Method to **Cash**. (Both these changes can also be achieved by clicking **Customize** in the top right corner.)

3. Click **Run report**.

Who Owes You

Who Owes You reports allow you to see who owes you money and how much they owe. The reports include: Customer Balance Summary and Customer Balance Detail, Account Receivable Aging Summary and Account Receivable Aging Detail, Collections Report, Invoice List, Statement List, Unbilled Charges and others. As a business owner, collecting money that customers owe is one of the least favorite tasks. Use these reports to see what is happening and have direction on which receivables to pursue.

Customer Balance Detail

What's the detail behind what customers owe?

The Customer Balance Detail report lists the customers who owe your company money and when that unpaid invoice is/was due. This report shows the unpaid customer balances grouped by customer and job. It can be very important information for you as a business owner, but it is useful to others as well. For example, your company's bank may want to review your Customer Balance report if you are looking for a loan.

Step by Step: Customer Balance Detail

1. **Reports → Standard → Who Owes You → Customer Balance Detail**.

   Notice the columns showing customers, dates, amounts and balances.

Sort Add notes

Craig's Design and Landscaping Services

CUSTOMER BALANCE DETAIL

All Dates

DATE	TRANSACTION TYPE	NUM	DUE DATE	AMOUNT	OPEN BALANCE	BALANCE
Amy's Bird Sanctuary						
01/15/2020	Invoice	1021	02/14/2020	459.00	239.00	239.00
03/03/2020	Invoice	1039	04/02/2020	375.00	375.00	614.00
Total for Amy's Bird Sanctuary				**$834.00**	**$614.00**	
Bill's Windsurf Shop						
12/20/2019	Invoice	1027	01/19/2020	85.00	85.00	85.00
Total for Bill's Windsurf Shop				**$85.00**	**$85.00**	
Cool Cars						
03/03/2020	Invoice	1038	04/02/2020	2,250.00	2,250.00	2,250.00
Total for Cool Cars				**$2,250.00**	**$2,250.00**	
Freeman Sporting Goods						
0969 Ocean View Road						
02/06/2020	Invoice	1036	03/07/2020	477.50	477.50	477.50
Total for 0969 Ocean View Road				**$477.50**	**$477.50**	
55 Twin Lane						
12/20/2019	Invoice	1028	01/19/2020	81.00	81.00	81.00
01/28/2020	Invoice	1005	02/27/2020	54.00	4.00	85.00
Total for 55 Twin Lane				**$135.00**	**$85.00**	
Total for Freeman Sporting Goods				**$612.50**	**$562.50**	
Geeta Kalapatapu						
02/05/2020	Invoice	1033	03/06/2020	629.10	629.10	629.10
Total for Geeta Kalapatapu				**$629.10**	**$629.10**	
Jeff's Jalopies						
01/15/2020	Invoice	1022	02/14/2020	81.00	81.00	81.00
Total for Jeff's Jalopies				**$81.00**	**$81.00**	
John Melton						

Collections Report

How do I collect overdue payments?

The Collections report lists overdue invoices and unapplied credit memos grouped by customer. It includes when the invoice was due, the number of days past due and the customer's phone number. This report is set up almost identically to the Customer Balance Detail report because of the usability. If you are questioning the balance, you have all the details you need and can quickly click into the specific transaction if you need line item detail.

Step by Step: Collections Report

1. **Reports → Standard → Who Owes You → Collections Report**.

   Notice the columns showing customers, dates, past due amounts and balances.

Sort ▾ Add notes

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COLLECTIONS REPORT

As of March 3, 2020

DATE	TRANSACTION TYPE	NUM	DUE DATE	PAST DUE	AMOUNT	OPEN BALANCE
▾ Amy's Bird Sanctuary (650) 555-3311						
01/15/2020	Invoice	1021	02/14/2020	18	459.00	239.00
Total for Amy's Bird Sanctuary					$459.00	$239.00
▾ Bill's Windsurf Shop (415) 444-6538						
12/20/2019	Invoice	1027	01/19/2020	44	85.00	85.00
Total for Bill's Windsurf Shop					$85.00	$85.00
▾ Freeman Sporting Goods:55 Twin Lane (650) 555-0987						
12/20/2019	Invoice	1028	01/19/2020	44	81.00	81.00
01/28/2020	Invoice	1005	02/27/2020	5	54.00	4.00
Total for Freeman Sporting Goods:55 Twin Lane					$135.00	$85.00
▾ Jeff's Jalopies (650) 555-8989						
01/15/2020	Invoice	1022	02/14/2020	18	81.00	81.00
Total for Jeff's Jalopies					$81.00	$81.00
▾ John Melton (650) 555-5879						
01/12/2020	Invoice	1007	02/11/2020	21	750.00	450.00
Total for John Melton					$750.00	$450.00

NOTE: *Set up an automatic distribution for this report to be emailed once a week to the individual in charge of collections so they get the most recent list before beginning phone calls. Choose Excel and they can color code the results of those phone calls. We'll cover scheduled reports later in this module.*

A/R Aging Summary

How long have I been working on collecting money from each customer?

The A/R Aging Summary lists each customer with an open balance and lists the receivable balances in different columns based on whether they are current or how long they have been overdue (30, 60 and 90+ days).

Step by Step: A/R Aging Summary

1. **Reports → Standard → Who Owes You → Accounts Receivable Aging Summary**.

   Notice the columns showing the customers' timeliness and overall balances.

Collapse Sort Add notes

Craig's Design and Landscaping Services

A/R AGING SUMMARY

As of March 3, 2020

	CURRENT	1 - 30	31 - 60	61 - 90	91 AND OVER	TOTAL
Amy's Bird Sanctuary	375.00	239.00				$614.00
Bill's Windsurf Shop			85.00			$85.00
Cool Cars	2,250.00					$2,250.00
Freeman Sporting Goods						$0.00
0969 Ocean View Road	477.50					$477.50
55 Twin Lane		4.00	81.00			$85.00
Total Freeman Sporting Goods	**477.50**	**4.00**	**81.00**			**$562.50**
Geeta Kalapatapu	629.10					$629.10
Jeff's Jalopies		81.00				$81.00
John Melton		450.00				$450.00
Kookies by Kathy			75.00			$75.00
Mark Cho	314.28					$314.28
Paulsen Medical Supplies	954.75					$954.75
Red Rock Diner	70.00			156.00		$226.00
Rondonuwu Fruit and Vegi	78.60					$78.60
Shara Barnett						$0.00
Barnett Design		274.50				$274.50
Total Shara Barnett		**274.50**				**$274.50**

Unbilled Charges Report

For which charges do I need to create invoices?

The Unbilled Charges report lists transactions that were marked billable to a customer when the expense was entered, but they have not yet appeared on an invoice. For example, an IT company was helping a client with a new network setup. They needed to purchase a server on behalf of the client. The client now owes them reimbursement for that server. If they marked Billable on the credit card charge when they bought the server and enter the client in the Customer field, then the server will show up on the Unbilled Charges report until the invoice is created.

Step by Step: Unbilled Charges

1. Select **Quick Create → Delayed Charge** (you may need to click **Show More**).
2. From the Customer drop-down, select **Amy's Bird Sanctuary**.
3. From the Product/Service drop-down, select **Design**. The description, quantity, rate and amount will pre-fill.
4. Click **Save and Close**.
5. **Reports → Standard → Who Owes You → Uninvoiced Charges**. Notice your unbilled charge for Amy's Bird Sanctuary.

Sort Add notes

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UNBILLED CHARGES

All Dates

DATE	TRANSACTION TYPE	NUM	POSTING	MEMO/DESCRIPTION	AMOUNT	BALANCE
▾ Amy's Bird Sanctuary						
03/03/2020	Charge	1	No	Custom Design	75.00	75.00
Total for Amy's Bird Sanctuary					$75.00	
▾ Video Games by Dan						
02/03/2020	Charge	1	No	Installation of landscape design	300.00	300.00
02/03/2020	Charge	1	No	Weekly Gardening Service	75.00	375.00
Total for Video Games by Dan					$375.00	
TOTAL					$450.00	

Tuesday, March 3, 2020 08:39 AM GMT-05:00

SALES AND CUSTOMERS

Sales and Customers reports allow you to see how you're doing by analyzing your sales and where you make your money. The reports include: Sales by Customer Summary and Sales by Customer Detail, Sales by Product/Service Summary and Sales by Product/Service Detail, Product/Service List, Income by Customer Summary, Customer Contact List, Payment Method List, Transaction List by Customer, Time Activities by Customer Detail, Estimates by Customer and others. Business owners need to have visibility into the best (and worst) products so they know what to sell more of and what they should stop selling altogether. They also need visibility into the customer by customer activity so they can market and/or reward the most valuable customers.

Sales by Customer Summary

How much has each customer purchased from me?

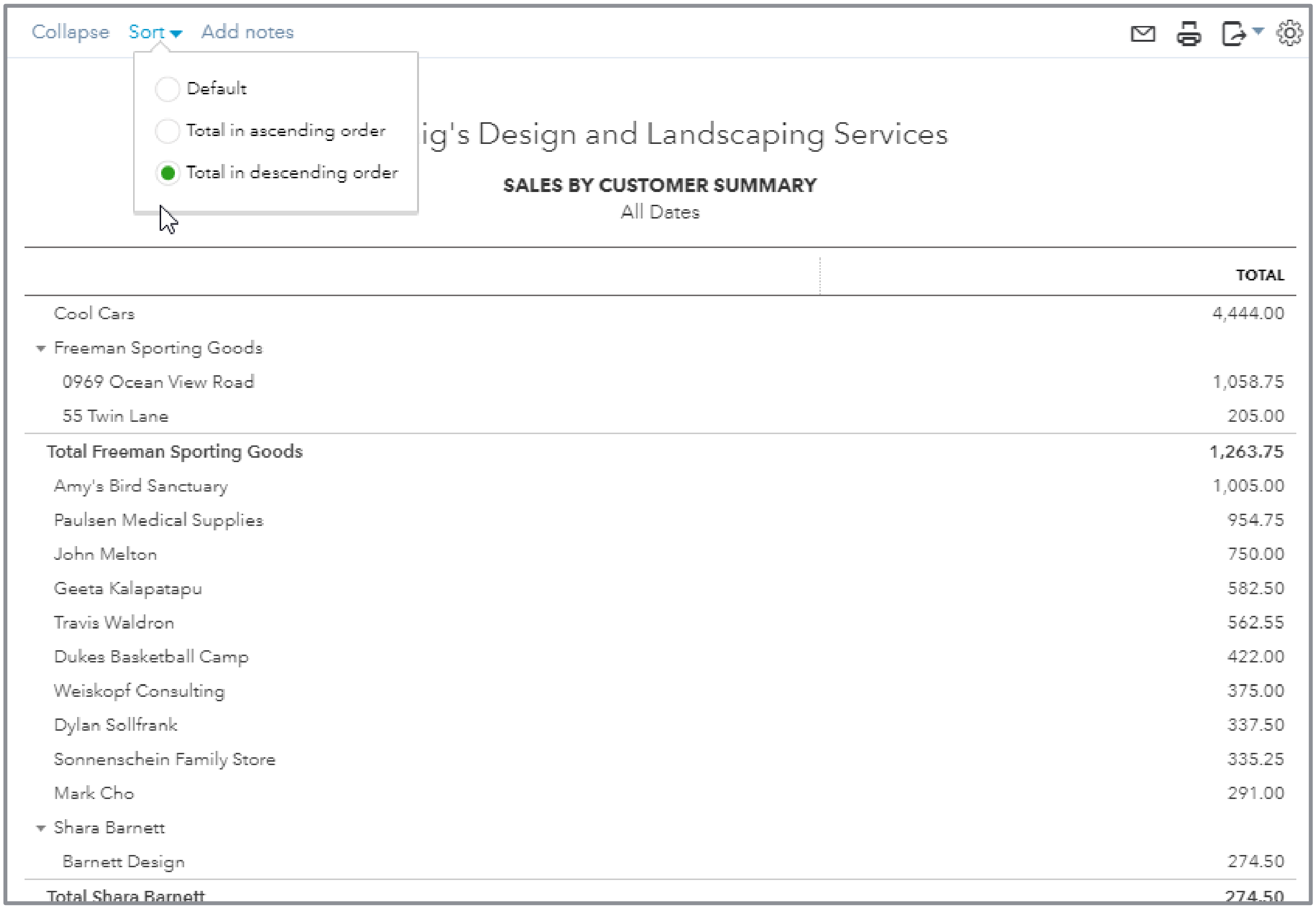
The Sales by Customer Summary report can be very valuable as you see those customers who contribute the most to the success of your company. It looks at the sales transactions for each customer for the period of time specified.

Step by Step: Sales by Customer Summary

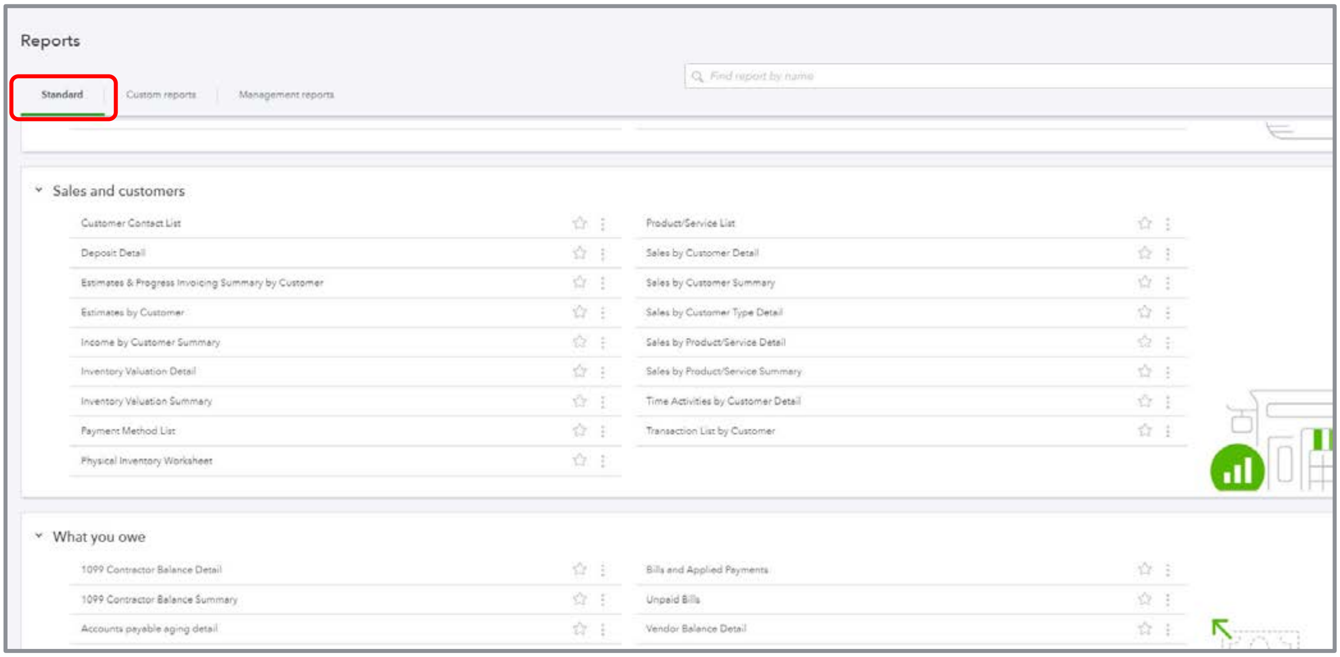
1. **Reports** → **Standard** → **Sales and Customers** → **Sales by Customer Summary**.
2. **Report Period** (at the top, as an alternative to changing it in the Customize screen) → **All Dates**.
3. Click **Run report**.

4. At the top of the report (above the report header), click **Sort → Total in descending order**.

   Notice the top customers who have purchased products and/or services over time.



NOTE: *When on a displayed report, clicking either* ***Reports*** *in the left navigation bar or* ***Back to report list*** *will take you to the last location you were before you launched this report, which in this case is the Standard – Sales and Customers category. Once there, you can click* ***Standard*** *to go back to the report groupings.*



Sales by Customer Detail

What are the detailed sales by customer?

The Sales by Customer Detail report is a more detailed version of Sales by Customer Summary. In addition to revenue from each customer, this report lists the transactions that contributed to each total. Set the dates on this report to give you a complete history of what transpired with your customers over that timeframe.

Step by Step: Sales by Customer Detail

1. **Reports → Standard → Sales and Customers → Sales by Customer Detail**.
2. **Report period** (at the top, as an alternative to changing it in the Customize screen): enter your own From and To dates, starting from several months ago on the first of the month to the last date of the current month.
3. Click **Run report**.

   Notice the columns showing Date, Product/Service, QTY, Sales Price, Amount and Balance.

Sort ▾ Add notes

Craig's Design and Landscaping Services

SALES BY CUSTOMER DETAIL

November 2019 - March 2020

DATE	TRANSACTION TYPE	NUM	PRODUCT/SERVICE	MEMO/DESCRIPTION	QTY	SALES PRICE	AMOUNT	BALANCE
▾ Amy's Bird Sanctuary								
12/20/2019	Invoice	1025	Landscaping:Maintenance & ...	Maintenance & Repair	1.00	50.00	50.00	50.00
12/20/2019	Invoice	1025	Landscaping:Gardening	Weekly Gardening Service	4.00	30.00	120.00	170.00
12/20/2019	Invoice	1025	Pest Control:Pest Control	Pest Control Services	1.00	35.00	35.00	205.00
01/15/2020	Invoice	1021	Landscaping:Soil	2 cubic ft. bag	15.00	10.00	150.00	355.00
01/15/2020	Invoice	1021	Design:Fountains:Rock Fount...	Rock Fountain	1.00	275.00	275.00	630.00
01/20/2020	Credit Memo	1026	Pest Control:Pest Control	Pest Control Services	-1.00	100.00	-100.00	530.00
02/03/2020	Invoice	1001	Landscaping:Gardening	Weekly Gardening Service	4.00	25.00	100.00	630.00
03/03/2020	Invoice	1039	Design:Design	Custom Design	5.00	75.00	375.00	1,005.00
Total for Amy's Bird Sanctuary							**$1,005.00**	
▾ Bill's Windsurf Shop								
12/20/2019	Invoice	1027	Pest Control:Pest Control	Pest Control Services	1.00	35.00	35.00	35.00
12/20/2019	Invoice	1027	Landscaping:Gardening	Weekly Gardening Service	2.00	25.00	50.00	85.00
Total for Bill's Windsurf Shop							**$85.00**	
▾ Cool Cars								
01/25/2020	Invoice	1004	Design:Services	Installation Hours	8.00	50.00	400.00	400.00
01/25/2020	Invoice	1004	Landscaping:Sod	Sod	50.00	35.00	1,750.00	2,150.00
01/25/2020	Invoice	1004	Landscaping:Sprinklers:Sprin...	Sprinkler Pipes	6.00	4.00	24.00	2,174.00
01/25/2020	Invoice	1004	Landscaping:Sprinklers:Sprin...	Sprinkler Heads	10.00	2.00	20.00	2,194.00

NOTE: *The date ranges specified in the Activities can be adjusted until you find data. It is recommended that you expand your date range to be this year or last year or last quarter until you find some data. The sample file may have continuous data being added automatically, but be aware it might not.*

Sales by Product/Service Detail

What are the detailed sales by product or service?

The Sales by Product/Service Detail report is a more detailed version of Sales by Product/Service Summary. In addition to the unit and dollar sales for each product or service, this report lists the transactions that contributed to each total. See which products/services were the most popular or made the most sales during the timeframe you specify.

Step by Step: Sales by Product/Service Detail

1. **Reports → Standard → Sales and Customers → Sales by Product/Service Detail**.
2. Report period: **Last Quarter**.
3. Click **Run report**. Notice the columns showing Date, Product/Service, Number, Customer, QTY, Sales Price, Amount and Balance.

Sort ▾ Add notes

Craig's Design and Landscaping Services

SALES BY PRODUCT/SERVICE DETAIL

October - December, 2019

DATE	TRANSACTION TYPE	NUM	CUSTOMER	MEMO/DESCRIPTION	QTY	SALES PRICE	AMOUNT	BALANCE
▾ Design								
▾ Fountains								
▾ Concrete								
12/20/2019	Invoice	1029	Dukes Basketball Camp	Concrete for fountain installat...	5.00	15.00	75.00	75.00
Total for Concrete					**5.00**		**$75.00**	
▾ Rock Fountain								
11/22/2019	Invoice	1031	Freeman Sporting Goods:096...	Rock Fountain	1.00	275.00	275.00	275.00
12/20/2019	Invoice	1029	Dukes Basketball Camp	Rock Fountain	1.00	275.00	275.00	550.00
Total for Rock Fountain					**2.00**		**$550.00**	
Total for Fountains					**7.00**		**$625.00**	
▾ Rocks								
11/29/2019	Invoice	1024	Red Rock Diner	Garden Rocks	4.00	12.00	48.00	48.00
12/20/2019	Invoice	1029	Dukes Basketball Camp	Garden Rocks	6.00	12.00	72.00	120.00
Total for Rocks					**10.00**		**$120.00**	
Total for Design					**17.00**		**$745.00**	
▾ Landscaping								
▾ Gardening								
10/22/2019	Invoice	1030	Freeman Sporting Goods:096...	Weekly Gardening Service	2.00	25.00	50.00	50.00
10/22/2019	Invoice	1002	Bill's Windsurf Shop	Weekly Gardening Service	4.00	35.00	140.00	190.00
11/22/2019	Invoice	1031	Freeman Sporting Goods:096...	Weekly Gardening Service	3.00	30.00	90.00	280.00
12/19/2019	Invoice	1016	Kookies by Kathy	Weekly Gardening Service	3.00	25.00	75.00	355.00
12/20/2019	Invoice	1025	Amy's Bird Sanctuary	Weekly Gardening Service	4.00	30.00	120.00	475.00
12/20/2019	Invoice	1028	Freeman Sporting Goods:55 ...	Weekly Gardening Service	3.00	25.00	75.00	550.00
12/20/2019	Invoice	1027	Bill's Windsurf Shop	Weekly Gardening Service	2.00	25.00	50.00	600.00
12/29/2019	Invoice	1006	Freeman Sporting Goods:55 ...	Weekly Gardening Service	4.00	20.00	80.00	680.00
Total for Gardening					**25.00**		**$680.00**	

Deposit Detail

Which individual customer payments make up each deposit?

The Deposit Detail report can help you identify missing or incorrect info related to bank deposits. When looking at this report, compare each line item to the deposit slip itself, and make sure any customer payments received are booked as such instead of as additional income.

Step by Step: Deposit Detail

1. **Reports → Standard → Sales and Customers → Deposit Detail**.
2. Report period: **Last Month**.
3. Click **Run report**.

Sort Add notes

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DEPOSIT DETAIL

February 2020

DATE	TRANSACTION TYPE	NUM	CUSTOMER	VENDOR	MEMO/DESCRIPTION	CLR	AMOUNT
Checking							
02/01/2020	Sales Receipt	10264	Dylan Sollfrank				337.50
			Dylan Sollfrank		Custom Design		337.50
02/04/2020	Payment		Freeman Sporting Goods:55 T...				50.00
			Freeman Sporting Goods:55 T...				-50.00
02/04/2020	Payment	2064	Travis Waldron				103.55
			Travis Waldron				-103.55
02/04/2020	Deposit						218.75
			Diego Rodriguez				-140.00
			Pye's Cakes				-78.75
02/05/2020	Deposit						408.00
		6552	Amy's Bird Sanctuary				-108.00
		5421	John Melton				-300.00
02/06/2020	Deposit						868.15

INVENTORY REPORTS UNDER SALES AND CUSTOMERS

The Sales and Customers category also includes reports to help you understand how much inventory you have and how much you pay for and profit on each inventory item. The reports include: Inventory Valuation Summary and Inventory Valuation Detail, Product/Service List, Purchases by Product/Service Detail, Sales by Product/Services Summary and Sales by Product/Services Detail, and the Physical Inventory Worksheet. Business owners are required to maintain accurate on-hand inventory records. For basic inventory tracking, QuickBooks Online provides the reports needed to track the inventory and have insight into the purchases and sales of those products.

Inventory Valuation Summary

How much inventory do I have on hand?

The Inventory Valuation Summary shows you the quantity of each product you have as well as how much you've paid in total for those quantities (the asset value), resulting in the calculated average cost per product. The total asset value should match the balance sheet inventory balance as of the same date. The total asset value is based on FIFO (first in, first out) inventory costing.

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Craig's Design and Landscaping Services

INVENTORY VALUATION SUMMARY

As of March 3, 2020

	SKU	QTY	ASSET VALUE	CALC. AVG
Pump	P461-17	25.00	250.00	10.00
Rock Fountain	R154-88	2.00	250.00	125.00
Sprinkler Heads	S867-56	25.00	18.75	0.75
Sprinkler Pipes	S867-62	31.00	77.50	2.50
TOTAL			$596.25	

What You Owe

What You Owe reports show what you owe your vendors and when the payments are due, so you can take advantage of the time you have to pay bills but still make payments on time. The reports include: Accounts Payable Aging Summary and Accounts Payable Aging Detail, Vendor Balance Summary and Vendor Balance Detail, Bill Payment List, Unpaid Bills and other reports. As a business owner, managing cash going out of the business is crucial. Weighing whether to pay something early, on time or late can only be considered if you know what is coming by running these reports.

Accounts Payable Aging Summary

How much do I owe to each vendor and how much is overdue?

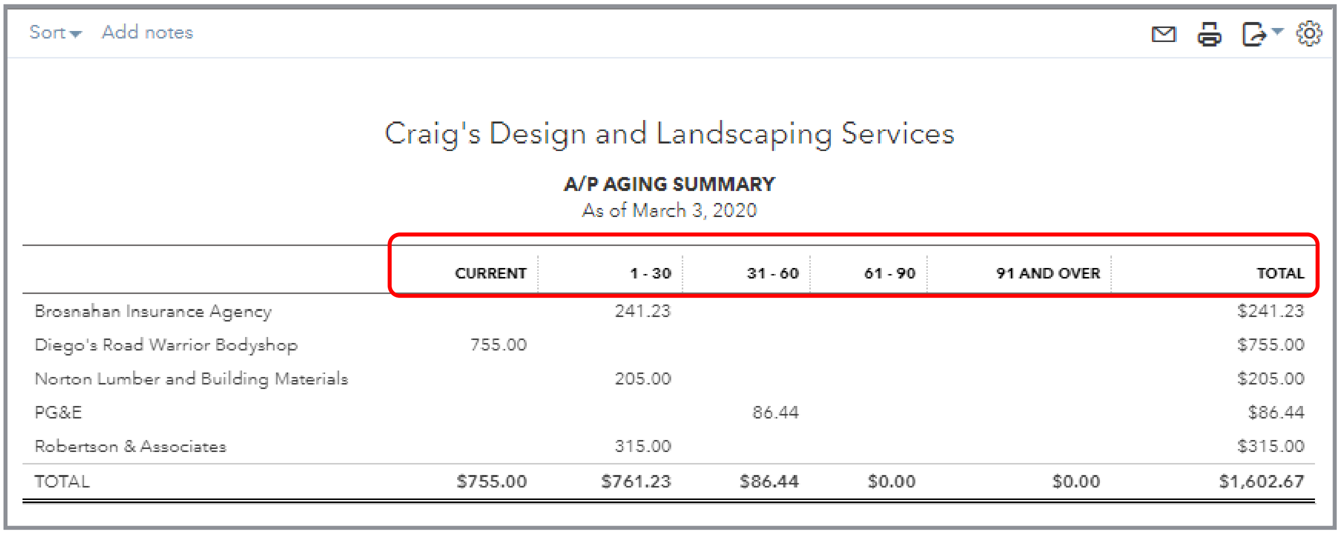
The Accounts Payable Aging Summary report summarizes the status of unpaid bills and unapplied vendor credits. This report serves as a quick glance to see which vendors have bills that are the most overdue. When cash comes in, use this report to pay vendors strategically instead of just paying the first ones on a list of payables. If you owe a vendor who adds finance charges, then you don't want to pay a different vendor's bill that is still current (unless other factors influence that decision) when you could pay down the bill for which you'd be charged interest. For each vendor who is owed money, the report shows:

- Total bills that have been entered but unpaid in the current period (based on the due date of each bill)
- Overdue totals owed to the vendors from previous periods (again, based on the due date of each bill)

Step by Step: Accounts Payable Aging Summary

1. **Reports → Standard → What You Owe → Accounts Payable Aging Summary**.

Notice the columns showing vendors, current, past due by days late and totals.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Craig's Design and Landscaping Services

A/P AGING SUMMARY

As of March 3, 2020

	CURRENT	1 - 30	31 - 60	61 - 90	91 AND OVER	TOTAL
Brosnahan Insurance Agency		241.23				$241.23
Diego's Road Warrior Bodyshop	755.00					$755.00
Norton Lumber and Building Materials		205.00				$205.00
PG&E			86.44			$86.44
Robertson & Associates		315.00				$315.00
TOTAL	$755.00	$761.23	$86.44	$0.00	$0.00	$1,602.67

Vendor Balance Detail

What's the detail behind what I owe to vendors?

The Vendor Balance Detail report lists the vendors to whom you owe money, as well as each bill's due date and outstanding balance. This report shows the unpaid vendor balances. It can be very important information for a business owner, but it is useful to others as well. For example, your company's bank may want to review your Vendor Balance Detail report if you are looking for a loan. If a vendor appears on this report, that indicates there are open payables that need to be paid. This report gives you each instance where that is the case. Click through to see the detail behind the transaction.

To access Vendor Balance Detail go to **Reports → Standard → What You Owe → Vendor Balance Detail**.

Notice the columns showing vendors, dates, amounts and balances.

Sort Add notes

Craig's Design and Landscaping Services

VENDOR BALANCE DETAIL

All Dates

DATE	TRANSACTION TYPE	NUM	DUE DATE	AMOUNT	OPEN BALANCE	BALANCE
Brosnahan Insurance Agency						
01/30/2020	Bill		02/09/2020	241.23	241.23	241.23
Total for Brosnahan Insurance Agency				**$241.23**	**$241.23**	
Diego's Road Warrior Bodyshop						
02/04/2020	Bill		03/05/2020	755.00	755.00	755.00
Total for Diego's Road Warrior Bodyshop				**$755.00**	**$755.00**	
Norton Lumber and Building Materials						
02/06/2020	Bill		02/06/2020	205.00	205.00	205.00
Total for Norton Lumber and Building Materials				**$205.00**	**$205.00**	
PG&E						
12/23/2019	Bill		01/22/2020	86.44	86.44	86.44
Total for PG&E				**$86.44**	**$86.44**	
Robertson & Associates						
02/06/2020	Bill		02/06/2020	315.00	315.00	315.00
Total for Robertson & Associates				**$315.00**	**$315.00**	
TOTAL				**$1,602.67**	**$1,602.67**	

Expenses and Vendors

Expenses and Vendors reports allow you to see where you're spending your money. The reports include: Expenses by Vendor Summary, Transaction List by Vendor, Vendor Contact List, Open Purchase Order List, Purchases by Vendor Detail, Purchases by Product/Service Detail, Check Detail and Open Purchase Order Detail. Business owners focus a lot of time and energy to evaluate how they can control and cut down on costs. Use these reports to facilitate better flow of information for more effective decision making.

Transaction List by Vendor

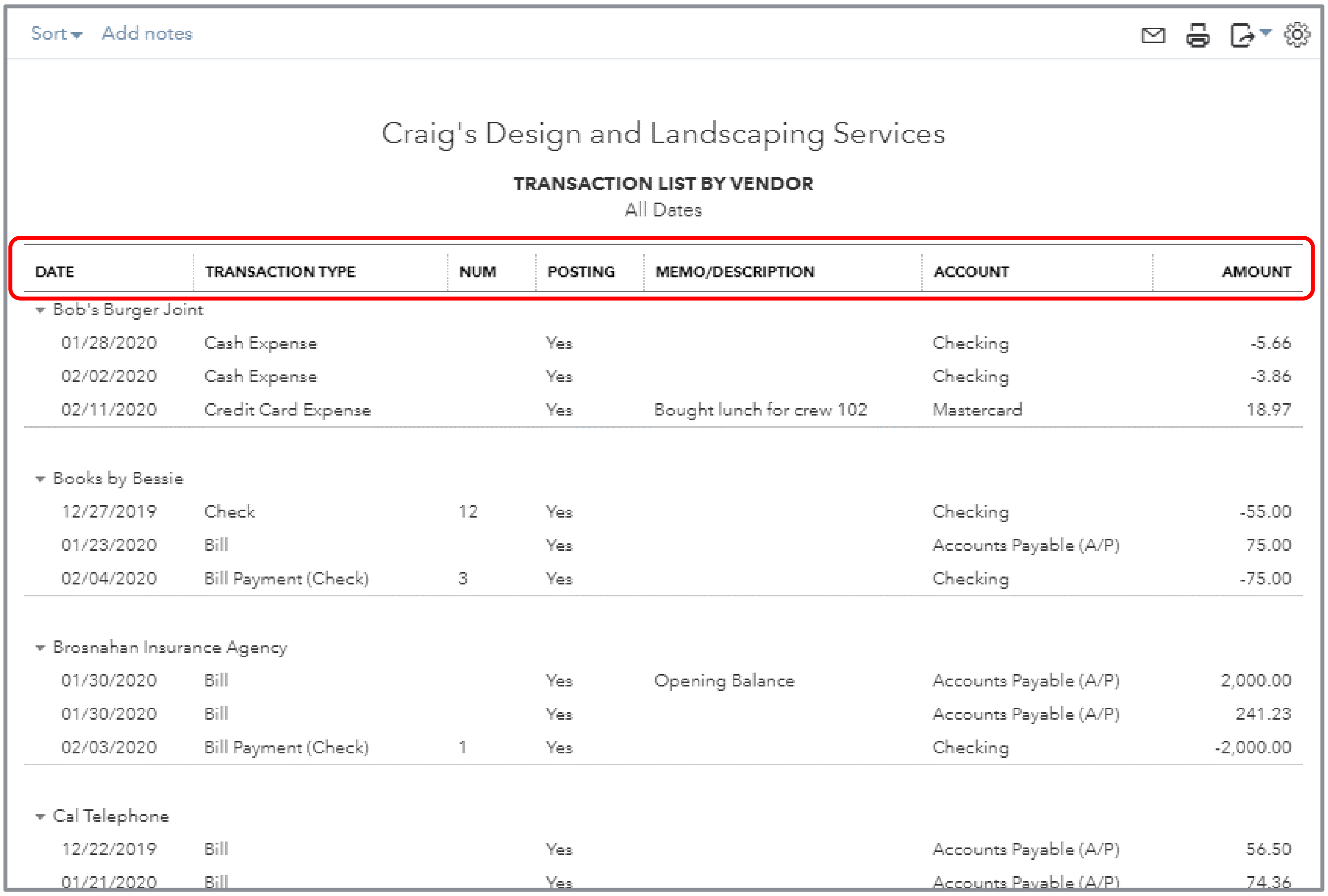
What have my interactions been with each of my vendors?

The Transaction List by Vendor report lists all interactions with each vendor during the report period specified. Transactions can include cash expenses, credit card expenses, bills, bill payments, checks and purchase orders. This report could be compared against a monthly transaction statement provided by the vendor to ensure all entries in both sets of books match up exactly. Any discrepancies can be identified and addressed with the vendor.

Step-by-Step: Transaction List by Vendor

1. **Reports → Standard → Expenses and Vendors → Transaction List by Vendor**.
2. Report period: **All Dates**.
3. Click **Run report**.

Notice the easy-to-follow layout, transaction type, memos and amounts.



Sort Add notes

Craig's Design and Landscaping Services

TRANSACTION LIST BY VENDOR

All Dates

DATE	TRANSACTION TYPE	NUM	POSTING	MEMO/DESCRIPTION	ACCOUNT	AMOUNT
Bob's Burger Joint						
01/28/2020	Cash Expense		Yes		Checking	-5.66
02/02/2020	Cash Expense		Yes		Checking	-3.86
02/11/2020	Credit Card Expense		Yes	Bought lunch for crew 102	Mastercard	18.97
Books by Bessie						
12/27/2019	Check	12	Yes		Checking	-55.00
01/23/2020	Bill		Yes		Accounts Payable (A/P)	75.00
02/04/2020	Bill Payment (Check)	3	Yes		Checking	-75.00
Brosnahan Insurance Agency						
01/30/2020	Bill		Yes	Opening Balance	Accounts Payable (A/P)	2,000.00
01/30/2020	Bill		Yes		Accounts Payable (A/P)	241.23
02/03/2020	Bill Payment (Check)	1	Yes		Checking	-2,000.00
Cal Telephone						
12/22/2019	Bill		Yes		Accounts Payable (A/P)	56.50
01/21/2020	Bill		Yes		Accounts Payable (A/P)	74.36

Vendor Contact List

How can I print a list of my vendors and their contact information?

The Vendor Contact List shows a list of vendors along with any contact info you have for each of those vendors. If you have additional info to add or if something needs to be changed, you can click anywhere along the vendor record in this report, then make sure you're in the Vendor Details tab for that vendor. Click **Edit** in the far right and the Vendor Information screen opens for you to edit. Upon saving, if the Vendor Contact List is already open in another tab, you'll need to refresh the browser so this report is updated with the new information.

NOTE: *Customize the columns to display the info you would most like to see.*

Employees

Employees reports show employee activities related to time: Time Activities by Employee Detail and Recent/Edited Time Activities. See Course 5 for training on using the Payroll reports available when using QuickBooks Online Payroll. Business owners use the time reports to monitor employee activity and ensure timely entry of data.

Payroll

When payroll is turned on, several additional reports appear in this group: Payroll Summary, Payroll Tax Liability, Payroll Tax Payments, Payroll Billing Summary, Payroll Details, Employee Details, Payroll Tax and Wage Summary, Workers' Compensation, Total Payroll Cost, Payroll Deductions/Contributions, Paycheck List, Total Pay, Vacation and Sick Leave, Retirement Plans, Multiple Worksites and Employee Directory.

Sales Tax

Sales Tax reports allow you to manage the sales taxes you have collected then report and remit those taxes to the appropriate tax agencies. The reports include: Taxable Sales Summary and Taxable Sales Detail, and Sales Tax Liability Report. All business owners must be aware of the potential for sales tax collection and payment in their place of business and as they deal with other locations. Based on the details entered in QuickBooks, Manage Sales Tax reports help prepare monthly, quarterly or annual sales tax returns.

Sales Tax Liability Report

What did I collect in sales tax last quarter?

The Sales Tax Liability report lists each government entity and sales tax rate you have charged to your customers for the report period specified. Print this report to help with sales tax filings. For more information, click the **Sales Tax Center** (**Taxes** in the left navigation bar, then click **Sales Tax**) and see Gross Sales vs. Taxable Sales to find out the amount of exempt (non-taxable) sales, which often need to be reported alongside the sales tax that was collected.

For My Accountant

For My Accountant reports include many reports that reside in other groups, but also include reports of particular interest to accounting professionals and accounting-savvy business owners. The available reports in this group are Account List, Reconciliation Reports, Trial Balance, Journal, Profit and Loss, Profit and Loss Comparison, Balance Sheet, Balance Sheet Comparison, Transaction Detail by Account, General Ledger, Recent Automatic Transactions, Transaction List with Splits, Statement of Cash Flows, Transaction List by Date, Recent Transactions and Recurring Template List.

Trial Balance

What are the debit and credit balances in all my accounts?

As of the specified date, the Trial Balance lists each account in the Chart of Accounts with its associated debit or credit balance on that date. Total debits will always equal total credits.

Recent Automatic Transactions

What transactions were automatically added from my recurring transaction list?

Often, recurring transactions are set up to be entered automatically on a certain date. This report shows which ones were automatically entered within the last four days. For instance, if you set 10 recurring transactions to enter automatically on the first of each month, this report should be run on the second or third of each month to capture those automatic transactions.

NOTE: *If you set this report for automatic distribution on the second of the month to yourself and others who may need to see the automatic transactions, then there is no need to make sure you log in on the correct dates to run this report.*

Journal

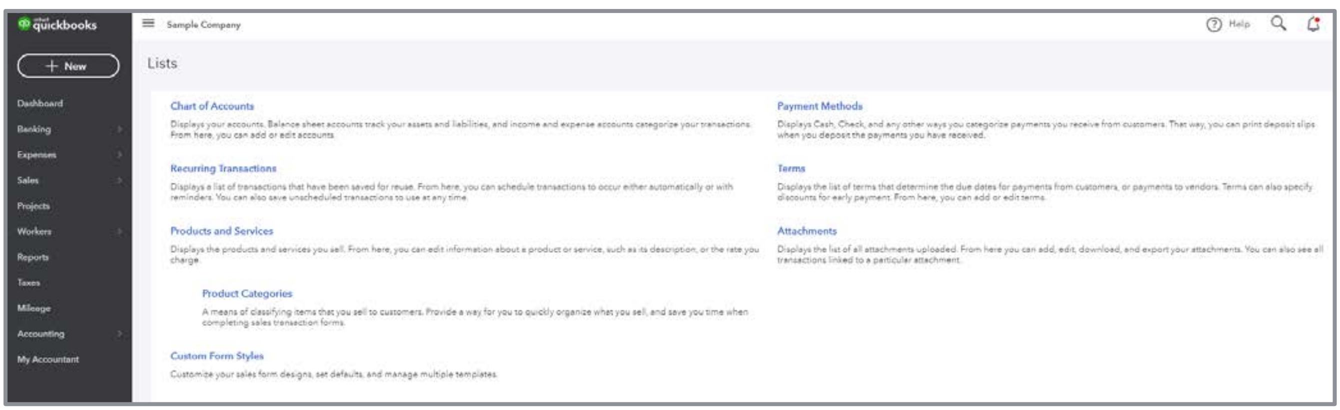
What actually happened behind the scenes with debits and credits this month?

The Journal report shows each transaction's debits and credits during the specified date range and displays them chronologically. It is a great backup support when documenting the detail of the month or quarter for a tax return, audit or other financial statement.

List Reports

There are a few different ways to pull a list report in QuickBooks Online.

Click the **gear** icon. Under the List column, you can see a shortcut for All Lists, the Products and Services list, the Recurring Transactions list and Attachments. Click **All Lists** to see the option to access many different lists.



If you need to run a vendor or customer list, start with **Standard** from the Report Center.

Step by Step: Run a Customer List

1. To open the Report Dashboard/Center click **Reports** in the left navigation bar.
2. Click the **Standard** grouping.
3. Click **Sales and Customers**.
4. Click **Customer Contact List**.

Step by Step: Run a Vendor List

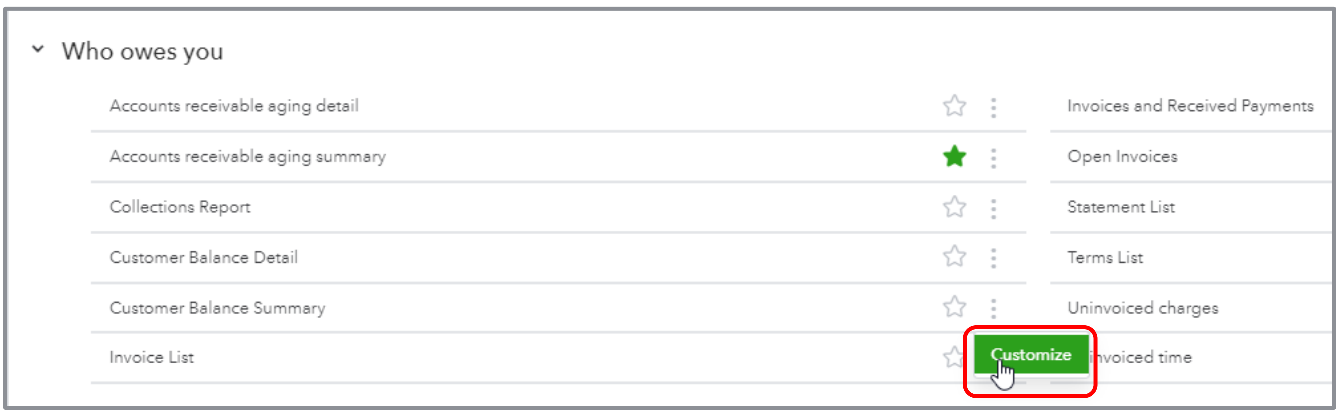
1. To open the Report Dashboard/Center click **Reports** in the left navigation bar.
2. Click the **Standard** grouping.
3. Click **Expenses and Vendors**.
4. Click **Vendor Contact List**.

Custom Reports and Scheduled Reports

After you have performed all the customizing and filtering required to create a more useful report, saving those customizations saves time in the future when you must run the same report. You can decide whether you want to be the only one to see the report, or if you want all users to be able to see the report (subject to the user permissions they have set up).

Step-by-Step: Custom Reports

1. Find and display the report you want to customize. To change what's in the report without displaying it first (thereby saving time), click the **three stacked dots** next to the report name, then click **Customize**.

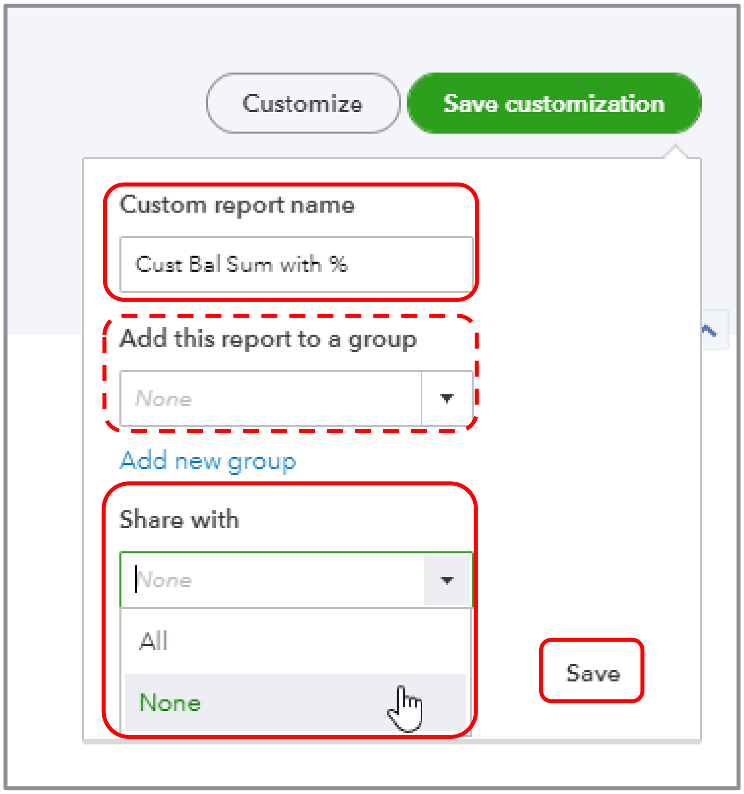


2. Click **Rows/Columns**. Under Period Comparison (if the report you've chosen has this option), mark the box to add a subcolumn for **% of Column**. Click **Run report**.

3. Click anywhere in the title area to alter the displayed title and/or subtitle of the report. Click **Run report**.

4. Once the report is customized the way you like it, click **Save Customization**.

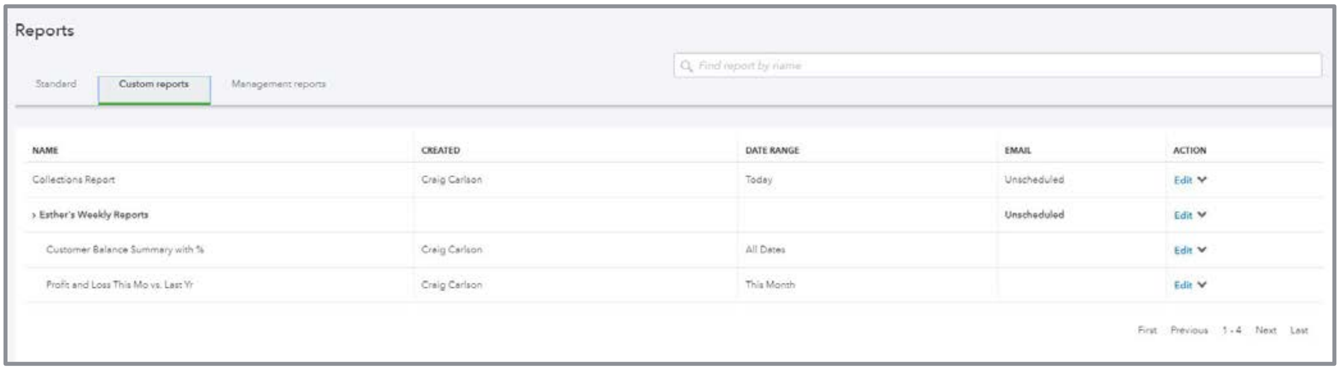
5. Enter a descriptive name for the report in the Custom report name field.



6. If appropriate, add this new custom report to a pre-existing group or create a new group on the fly by clicking on **Add new group**.
7. Check the drop-down under **Share with** to elect to share it with all company users. If you do not select it, this custom report is available only to your user. Others with the user permissions to see this information can create this (or a similar) report for themselves.
8. Click **Save**.

NOTE: *Adding reports to a group allows you to set a common email schedule for all the reports in the group. The reports appear under the group name on your list of custom reports. If you add a report with an email schedule to a group that also has an email schedule, the newly added report will follow the group's email schedule.*

Once you click **Save customization** of a report or group of reports, select **Reports → Custom reports** to then run, export as PDF, export to Excel, edit or delete them from this list. (You can use the Edit function to move a report to be part of an existing report group or to create a new report group.) You'll see a list of all custom reports or groups of custom reports. Select the report or group of reports you want and click the desired function in the far-right column (the Action column).


Reports

Standard | Custom reports | Management reports

Find report by name

NAME	CREATED	DATE RANGE	EMAIL	ACTION
Collections Report	Craig Carlson	Today	Unscheduled	Edit
› Esther's Weekly Reports			Unscheduled	Edit
Customer Balance Summary with %	Craig Carlson	All Dates		Edit
Profit and Loss This Mo vs. Last Yr	Craig Carlson	This Month		Edit

First Previous 1 - 4 Next Last

You can also set a schedule for automatically sending the report (by itself or with a group of other reports) by email in PDF format or Excel format. You can have standard reports sent to you (and/or others, whether or not they have login credentials for QuickBooks Online) that will help monitor company information, even if you haven't logged in to QuickBooks Online.

If you have a standard set of reports that need to be sent, there may be zero customization required on some of them but running the standard reports once and memorizing them into a group to be sent together will provide useful automation.

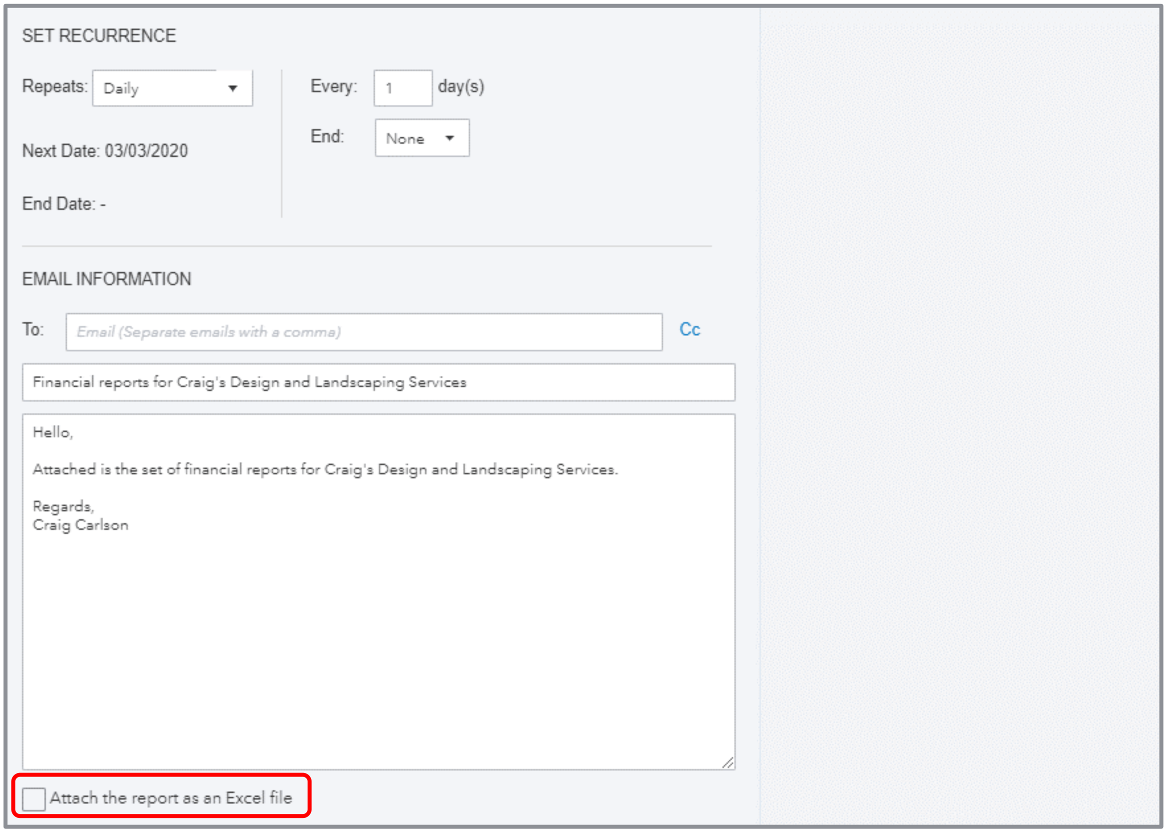
NOTE: *If you change the settings on a custom report, you need to click **Save Customizations** again to save the changes.*

Step-by-Step: Automatic Distribution

1. **Reports → Custom reports**.
2. Find the report or report group you desire. Under the Action column, click **Edit** in that report or group's row.
3. Flip the switch under **Set the email schedule** to **ON**. More options will appear.

4. Edit the schedule to set the desired timeframes (weekly and the day of the week you prefer to have it sent) and when, if ever, the schedule should stop.
5. Enter the email information, separate multiple email addresses with a comma, and click **Cc** if you want to copy any other recipients.
6. Enter a subject line and standard email message to be attached.

7. Check the box next to **Attach the report as an Excel file** (the default, if this box isn't checked, is PDF attached to the email). Click **Save and close**.



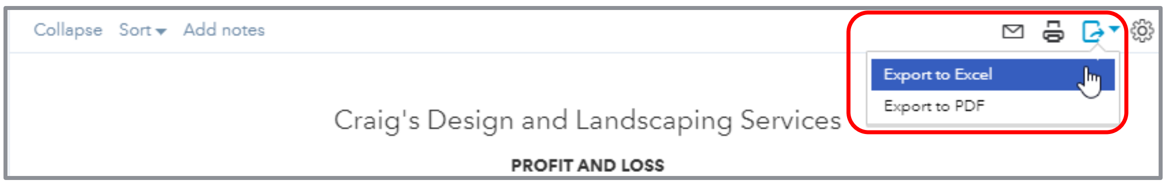
NOTE: *One helpful use of the automatic distribution report is to select problem accounts about which you often receive phone calls. Customize a report and set the automatic distribution to email you the detail of this account on a weekly or monthly basis so you know when something needs your attention. This allows you to be proactive when you notice a build-up of issues that should be addressed.*

Export Reports

You can export reports in QuickBooks Online by downloading the report in Excel format. This can be helpful for sending, modifying, printing and analyzing data.

Step-by-Step: Export to Excel

1. Open the report you would like to export.
2. Click the blue **Export** button (it looks like a document with a curved arrow coming out of it) from the top toolbar in the report and select **Export to Excel**.



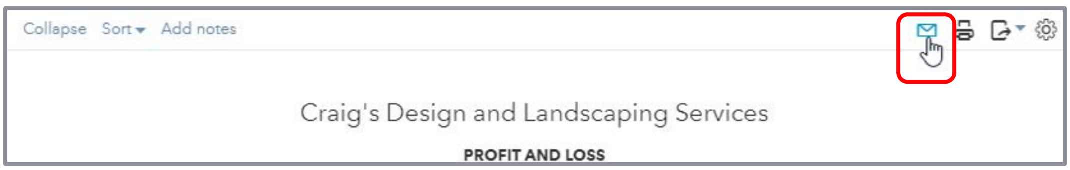
The report will download as an Excel file to your default downloads folder. You could also choose to export the report to PDF.

SEND REPORTS

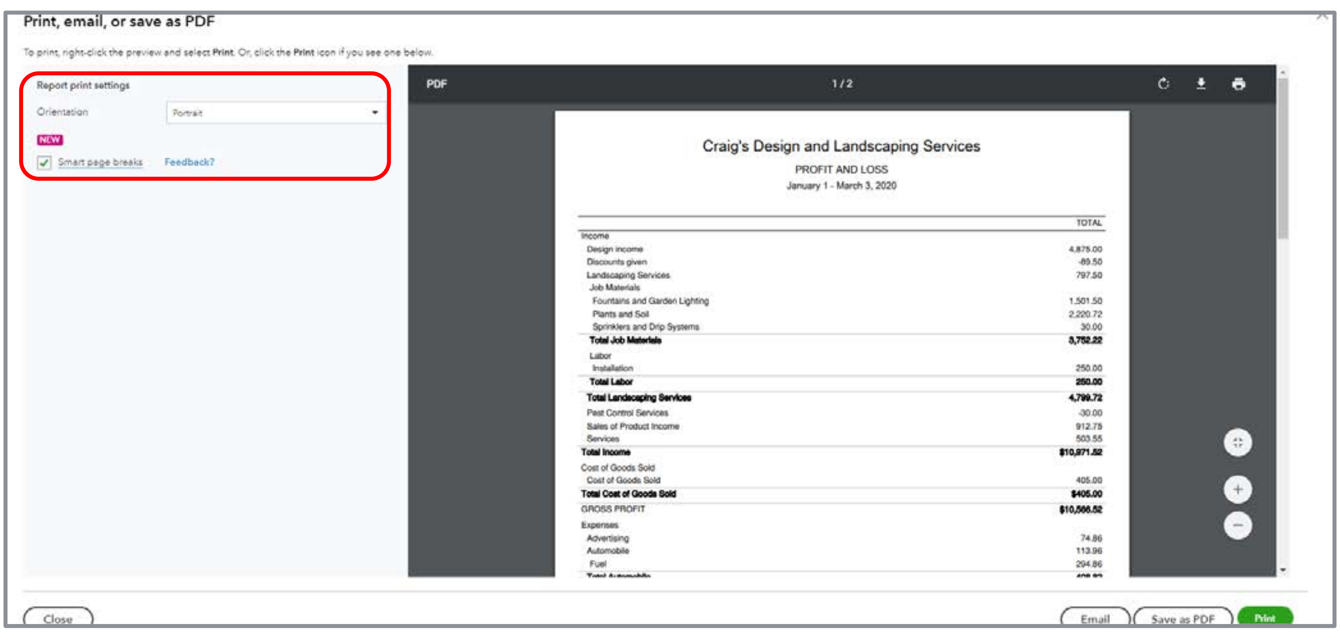
Sending reports from QuickBooks Online is a quick and easy way to share financial information. The default format for sending reports is as an attached PDF. You can send reports to multiple recipients and even include a note in your email.

Step-by-Step: Send Report

1. Open the report you would like to send.
2. Click the blue **Email** button (it looks like an envelope) from the top toolbar in the report.



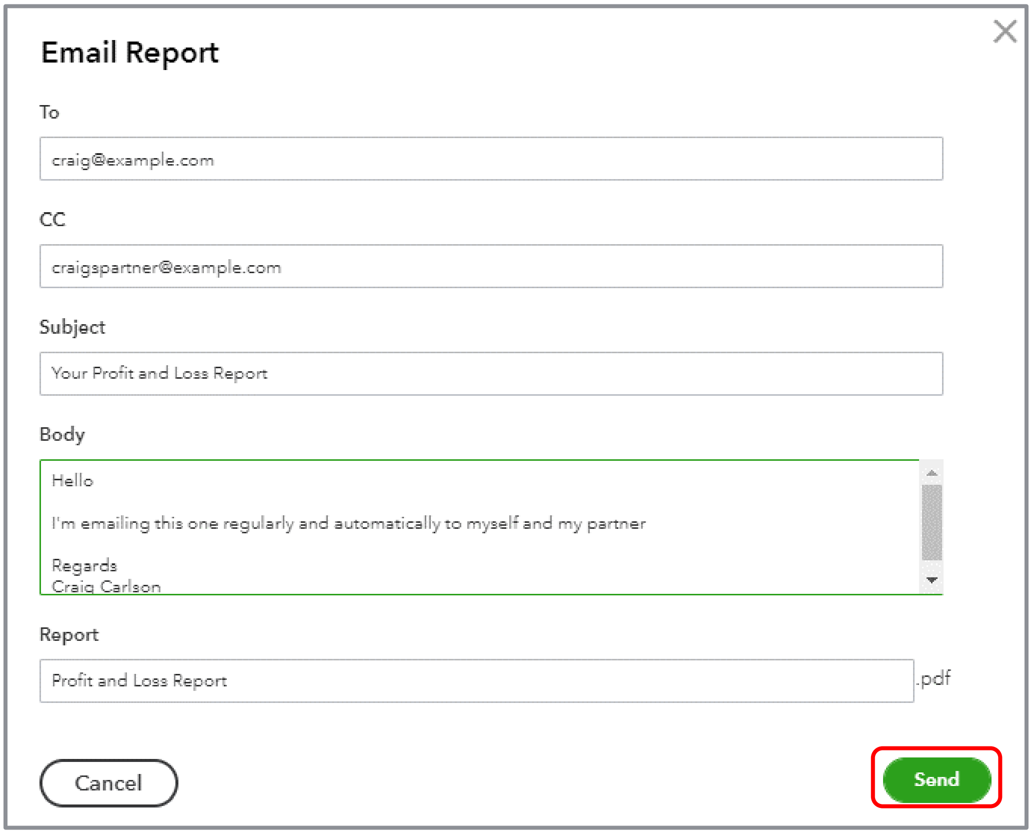
3. The Print, email, or save as PDF screen opens.
4. Choose your print orientation (Portrait or Landscape).
5. Choose **Smart page breaks** to keep groupings together on multi-page reports.
6. Select **Email**.



7. Enter the email address(es), separated by a comma, to which you would like to send the report, and enter any CC addresses if desired, as well as a subject and a body.

8. Add a note if you wish.

9. Press **Send**.



Course Conclusion

You have just covered *Course 4 – Reporting*. This course has been developed to help you train your clients how to use QuickBooks Online successfully.

By completing this module, your client should understand:

- The Benefits of Reporting
- Reporting Capabilities
- Reporting Methods

QUICKBOOKS ONLINE 2020 CLIENT TRAINING

Course 5

Expand Usability

Intuit, Inc.
5601 Headquarters Drive
Plano, TX 75024

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Table of Content s

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esther@e-compubooks.com

Esther Friedberg Karp is an internationally renowned trainer, writer, business consultant and speaker who has been repeatedly listed as one of Insightful Accountant's Top 100 QuickBooks ProAdvisors in the world. She has also been named to their Top 10 list on two occasions: as Top International ProAdvisor and Top Trainer/Writer ProAdvisor.

Based in Toronto, Canada, Esther has the unique distinction of holding ProAdvisor certifications in the United States, Canada and the United Kingdom. She has authored materials and delivered educational and certification courses for Intuit in all those countries, as well as Australia where she conducted live QuickBooks Online training. She has spoken at Scaling New Heights, QuickBooks Connect and other conferences, and has written countless articles for Intuit Global.

Esther's clients include companies worldwide and accounting professionals who seek her out on behalf of their own clients. She is sought out for her expertise in various countries' editions of QuickBooks Desktop and Online, and for her talent in customizing QuickBooks usage for different industries. She also teaches QuickBooks Core and Advanced certification classes to accounting professionals in Canada.

Esther holds a BSc from the University of Toronto in Actuarial Science and Mathematics, and an MBA in Marketing and Finance from York University's Schulich School of Business.

She can be reached at esther@e-compubooks.com or 416-410-0750.

COMPUBOOKS
Business Services

Training at a Glance

Use this as a guide to select specific steps to be covered.

TOPICS	STEP BY STEP WORKFLOWS
1. ACTIVATE QUICKBOOKS PAYMENTS	• Set up a new QuickBooks Payments account • Configure Account and Settings for Online Invoices • Send Online Invoices • Invoicing Portal from the customer's perspective
2. PAYROLL	• Links to add QuickBooks Online Payroll • Add employee to QuickBooks Online Payroll • Configure payroll settings for QuickBooks Online Payroll • Payroll Summary Report in QuickBooks Online Payroll • Tax Liability Report in QuickBooks Online Payroll • Paycheck List Report in QuickBooks Online Payroll
3. INTUIT APP CENTER	• Find and explore the Intuit App Center

QuickBooks Online Test Drive

Some exercises contained inside this handbook can be completed using a QuickBooks Online "test drive" file. The test drive uses a sample company file called Craig's Design & Landscaping Services. It can be accessed through the following link:

Craig's Design & Landscaping

You don't have to create an account or sign in to access the test drive file; just complete the security validation and click **Continue**.

This test drive is designed for you to explore and try out new things without worrying you will break something or make a mistake. It is not designed to retain any changes you make. Once you close this QuickBooks Online test drive company it is completely refreshed, so remember to allow sufficient time to complete each activity. But don't worry if you have to close the test drive before you are finished! You can always begin again.

Certain exercises cannot be completed in the test drive file, and those exercises will be highlighted as requiring a live QuickBooks Online company (even one that is within the free 30-day trial period will do).

Topic 1: **Payments – Activate QuickBooks Payments**

Topic Objectives

- Identify the functionality of QuickBooks Payments
- Recognize the features of Online Invoices
- Recognize the steps to use the Invoicing Portal

Functionality of QuickBooks Payments

Consumers use a variety of methods – bank transfers (ACH), Apple Pay, Samsung Pay, Google Pay, and credit cards – to make payments in the store, in the field, online and via mobile devices. QuickBooks Payments allows companies to connect to their customers electronically, accommodating customer payment preferences with both credit card and bank account options.

QuickBooks Payments is the one central payment service associated with QuickBooks Online. It helps companies using QuickBooks Online get paid faster and save time, eliminating unnecessary transaction data entry and trips to the bank.

In this section we'll learn about QuickBooks Payments and how to apply and activate it in a QuickBooks Online account.

Features Available in QuickBooks Payments

- Supports accepting credit cards and ACH bank transfers
- Powers the payment screens (i.e., Sales Receipt and Receive Payment screens) to accept payments directly into QuickBooks Online
- Enables users to add a Pay Now button on an emailed invoice so customers can easily pay online; this automatically creates a Receive Payment transaction in QuickBooks Online linked to the invoice
- Powers mobile payments with transaction processing in the QuickBooks mobile app on mobile devices
- Funds move directly from the customer to the company's selected bank accounts
- There is typically a one-day window from the time the payment is submitted to the time it is received in the merchant's bank account. The exception is for users signed up for QuickBooks Payment prior to May 21, 2019 get next-day credit card deposits but must upgrade to get ACH deposits the next day. This is done by selecting the **Gear** icon > **Account and Settings** > **Payments** > (if you're eligible to upgrade) **Upgrade**.
- The bank deposit and merchant service fees are automatically recorded in QuickBooks Online by the QuickBooks Payments reconciliation feature. No competing accounting software can do this!
- It's the only payment service that allows credit card payments to be accepted directly in QuickBooks Online via either the Sales Receipt or Receive Payment screen
- Recurring sales receipts and credit card payments can be set up automatically
- It supports the Invoicing Portal referenced in the next section
- Payments made in the Invoicing Portal are automatically recorded in QuickBooks Online and the invoices marked as paid
- QuickBooks Payments includes GoPayment for mobile devices
- With GoPayment, credit cards can be swiped inside or outside of the QuickBooks Online mobile app and a card reader can be added for free
- GoPayment is great for those providing on-site services such as pool service technicians, electricians, personal trainers, inspectors and appraisers
- QuickBooks Payments is available separately as a stand-alone pay-as-you-go payment solution if a company does not invoice customers
- Payments are downloaded into QuickBooks Online; downloads not matched are saved and available to continue working on later

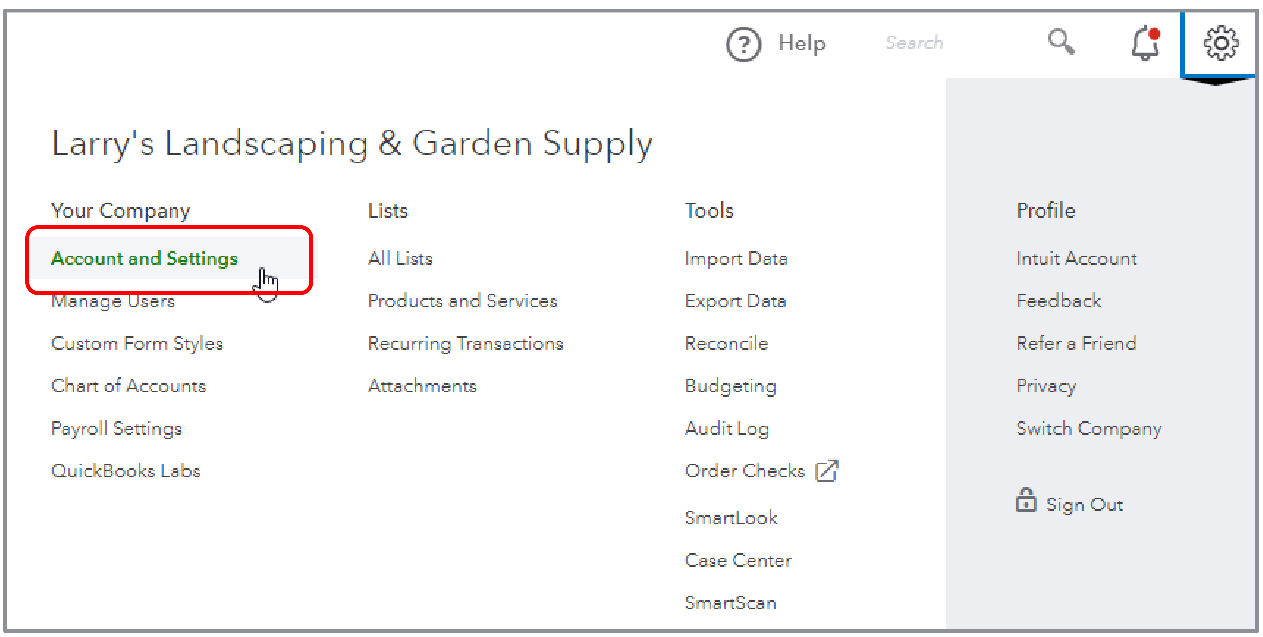
- Merchant service fees are automatically recorded with the deposit in QuickBooks Online
- More information can be obtained at https://quickbooks.intuit.com/payments/

NOTE: *For those who previously used Intuit Payment Network, it is no longer associated with QuickBooks Online as QuickBooks processes both credit card and ACH customer payments.*

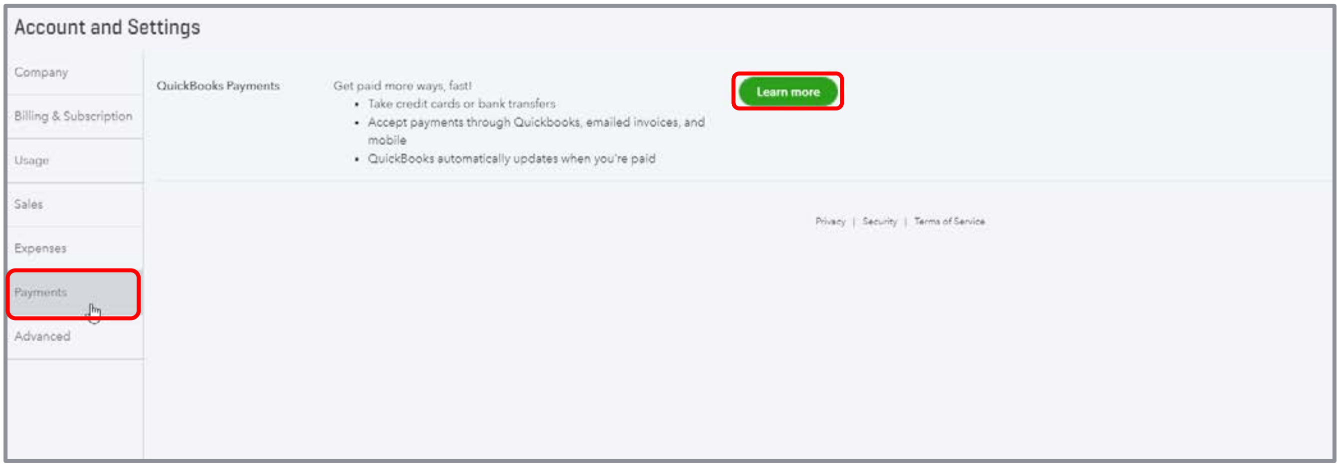
Step by Step: Set up a New QuickBooks Payments Account

For purposes of this activity, we will search for the permanent settings to turn on QuickBooks Payments.

1. Open a live QuickBooks Online account; this will not work in the test drive file.
2. Go to the **gear** icon on the top right and select **Account and Settings**.



3. Click **Payments** on the left navigation bar.



4. For a new account, click **Learn More**.

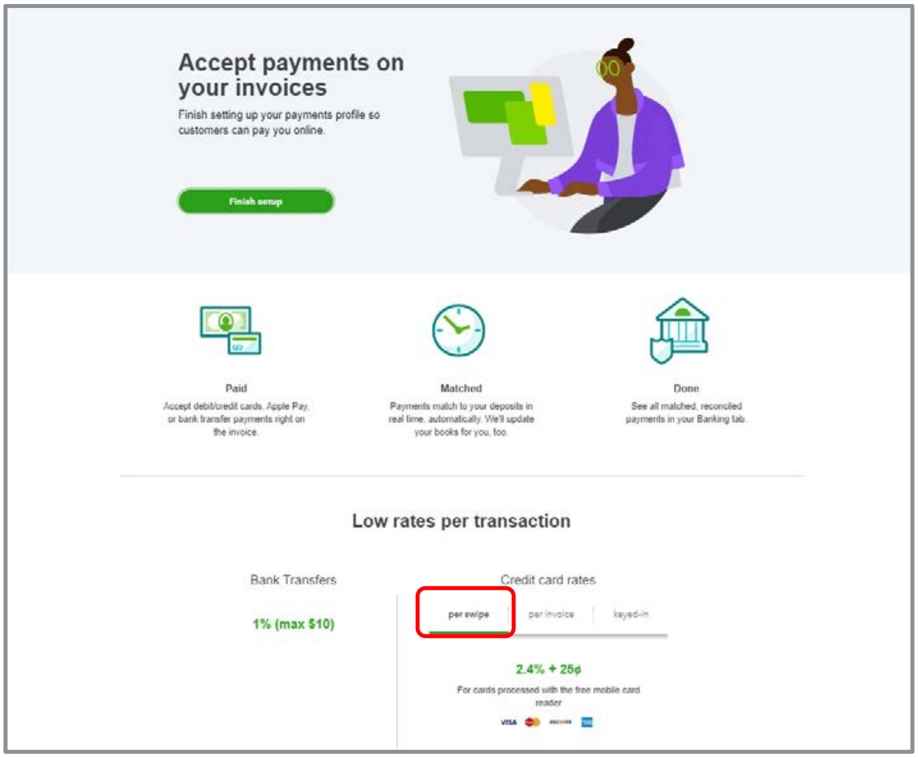
5. Review the pricing plans available. QuickBooks Payments (call 1-888-216-7125 for live info) has two special pricing plans for ProAdvisors' clients and you can add a mobile card reader (see https://quickbooks.intuit.com/payments/readers/ for card reader choices) to either one:

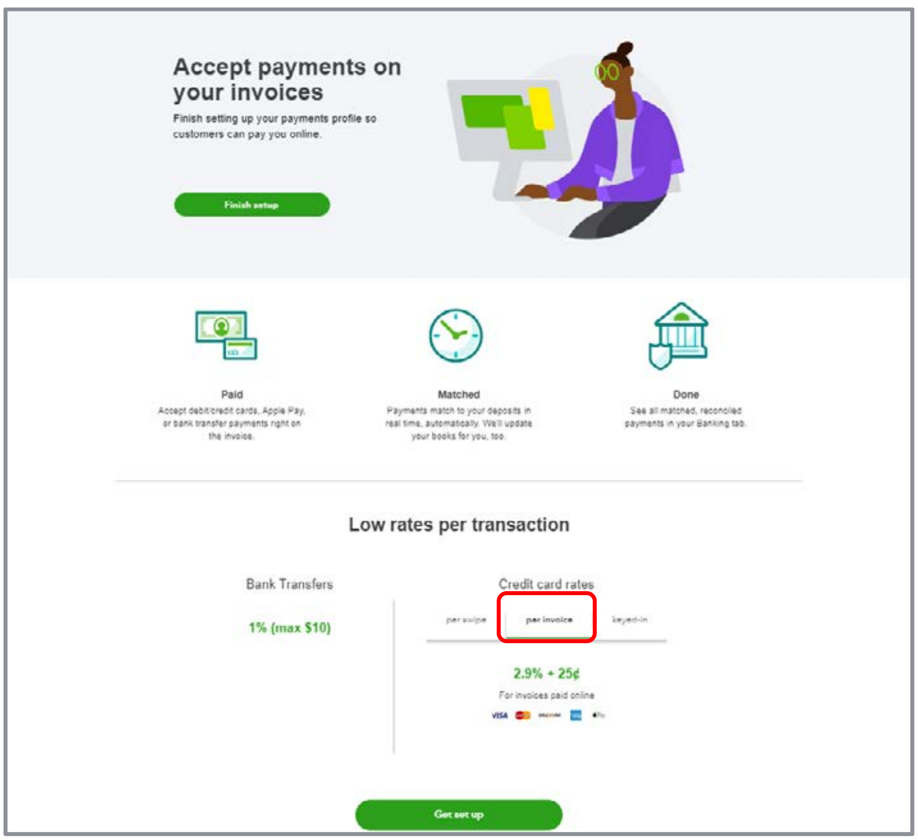
- **Pay as you go** – $0/month with slightly higher processing rates
- **Monthly fee** – $16/month with lower processing rates

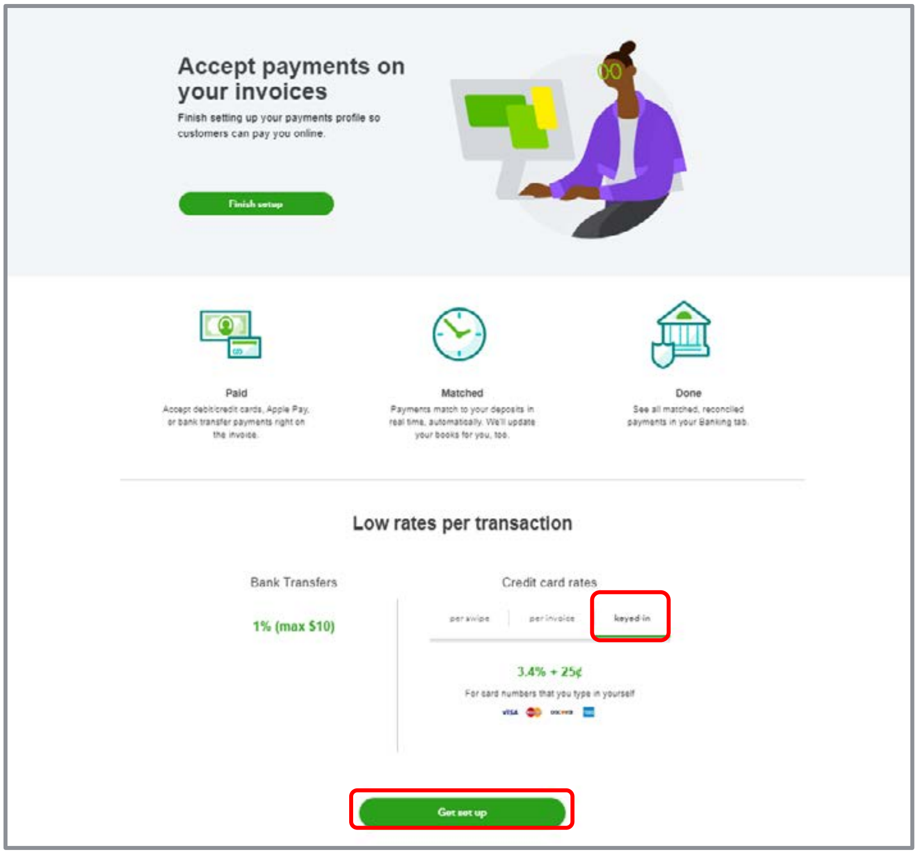
For QuickBooks Online	As you go $0/mo + transaction fees	Monthly $16/mo + transaction fees
Card - Swiped	2.2% + $0.25	1.5% + $0.25
Card - eInvoice	2.9% + $0.25	2.75% + $0.25
Card - Keyed	3.1% + $0.25	2.9% + $0.25
Bank Transfer (ACH)	1% (max $10)	1% (max $10)

Call to sign up: 888-236-9501

Regular QuickBooks Payments charges can be found at [https://quickbooks.intuit.com/payments/.](https://quickbooks.intuit.com/payments/)

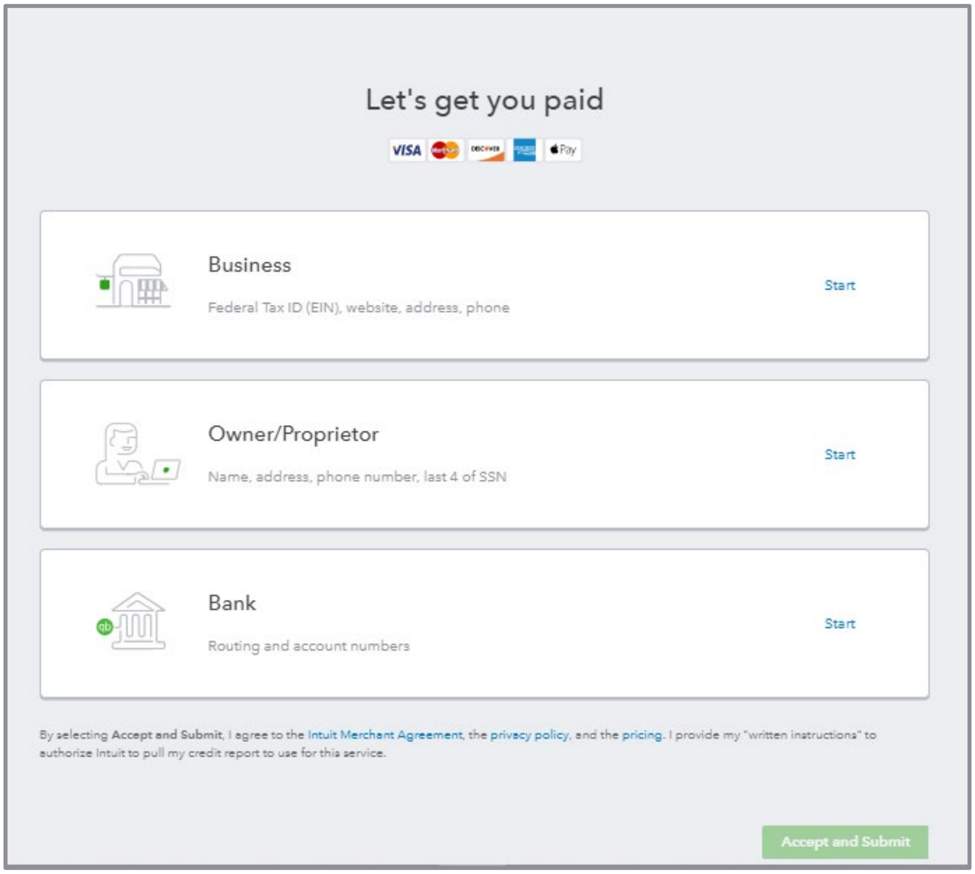

Accept payments on your invoices
Finish setting up your payments profile so customers can pay you online.
Finish setup
Paid
Accept debit/credit cards, Apple Pay, or bank transfer payments right on the invoice.
Matched
Payments match to your deposits in real time, automatically. We'll update your books for you, too.
Done
See all matched, reconciled payments in your Banking tab.
Low rates per transaction
Bank Transfers
1% (max $10)
Credit card rates
per swipe
per invoice
keyed-in
2.4% + 25¢
For cards processed with the free mobile card reader

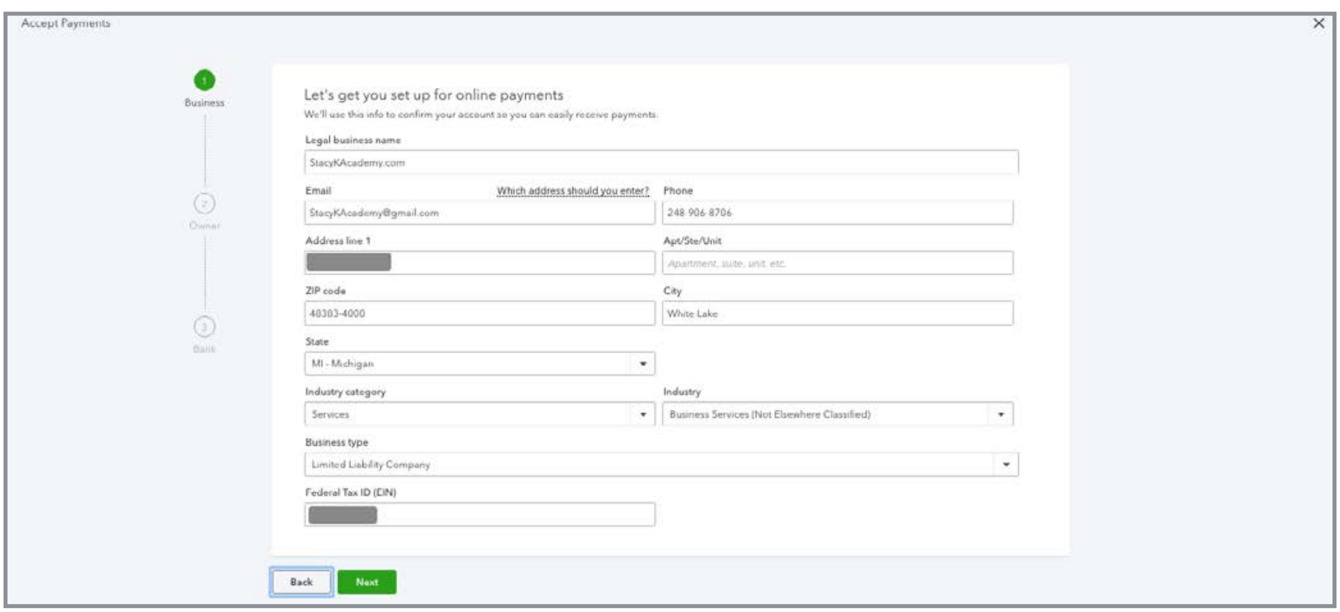

Accept payments on your invoices
Finish setting up your payments profile so customers can pay you online.
Finish setup
Paid
Accept debit/credit cards, Apple Pay, or bank transfer payments right on the invoice.
Matched
Payments match to your deposits in real time, automatically. We'll update your books for you, too.
Done
See all matched, reconciled payments in your Banking tab.
Low rates per transaction
Bank Transfers
1% (max $10)
Credit card rates
per swipe
per invoice
keyed-in
2.9% + 25¢
For invoices paid online
Get set up



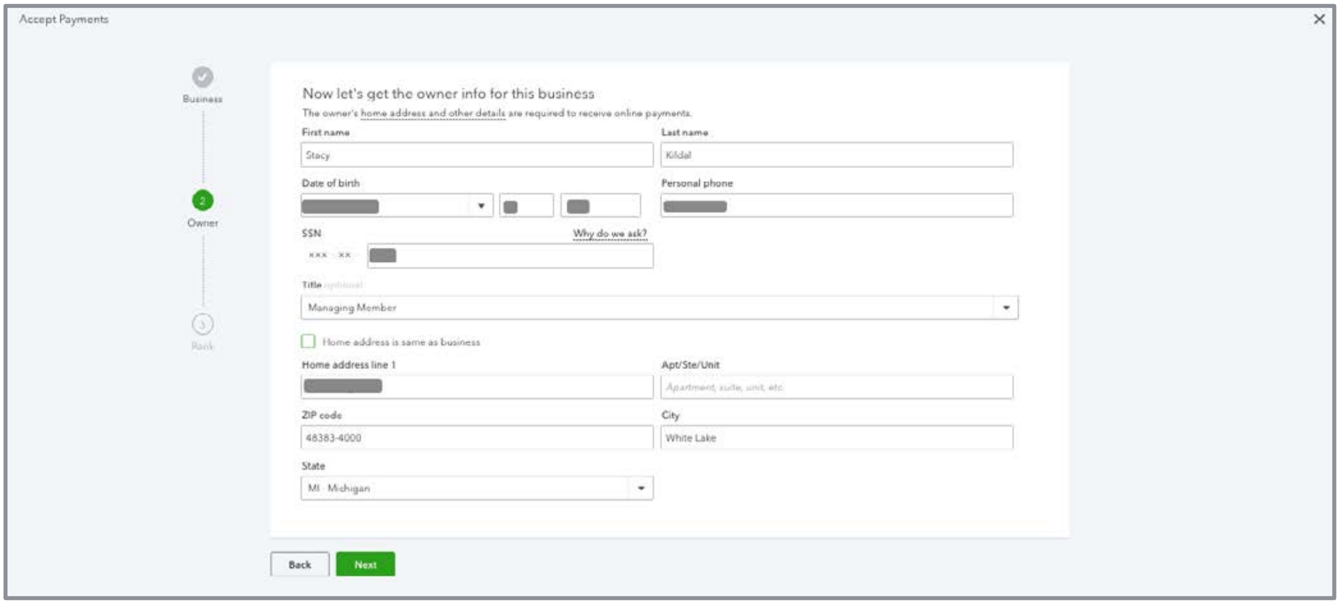
6. Click **Get set up**.

7. Complete the application. The application requires basic company, owner and banking information. Most of the basic information automatically populates from what was entered during the initial QuickBooks Online company file setup.

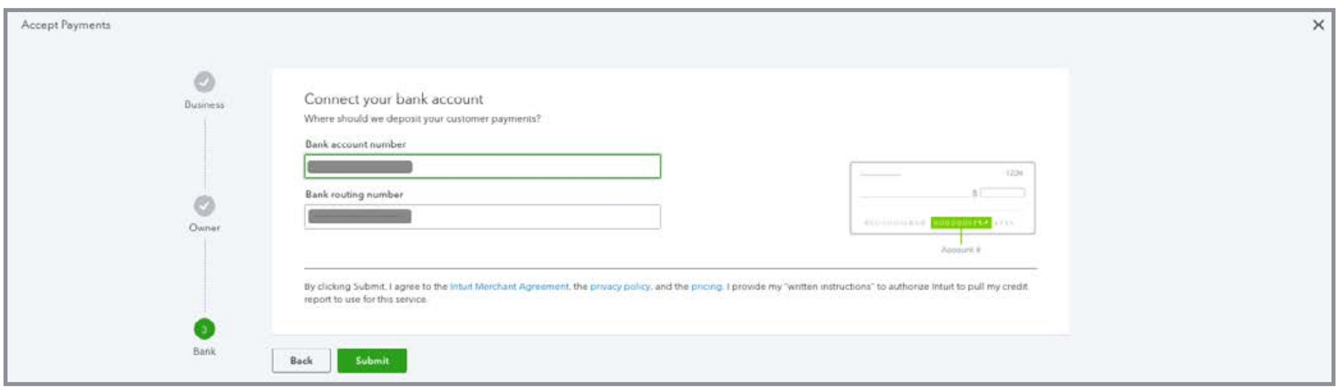




8. After completing the company information, click **Next**.



9. After completing the business owner information, click **Next**.



10. After completing the bank information, click **Submit**.

- If the QuickBooks Payments application is approved, you'll receive a message congratulating you, along with a notification that you'll receive an email when your account is ready to use. The service will be available for use within 24 hours for both credit card and bank account payment processing.
- If the QuickBooks Payments application is pending review, this typically means additional information is required before a decision can be made. Normally a business should receive a reply within one to two business days.
- If the QuickBooks Payments application is declined, the merchant can call the number on the screen to inquire about details or if a mistake is suspected. Sometimes companies are declined because of the kinds of products they sell.

FEATURES OF ONLINE INVOICES

Here we'll explore activities related to Online Invoices and the Invoicing Portal with which customers will interact.

- Allows the customer to pay the invoice by various payment methods (including Bitcoin) if QuickBooks Payments has been activated and enabled for the emailed invoice
- Currently, the Online Invoice is entirely "guest view," and does not require a username and password login. Based on the payment type selected, the payer enters the payment method information each time. This information is not saved.
- Both full and partial payments are allowed
- Batch payments (paying multiple invoices at once) and overpayments are not allowed
- Once a payment is made from the Online Invoice
  - A confirmation screen shows to the customer
  - A confirmation email is sent to customer and merchant
  - The invoice in QuickBooks Online is automatically updated as paid
  - A receive payment transaction is posted and linked to the invoice
  - The customer's Online Invoice shows a status of paid and the date payment was received
- When funds settle, the deposit transaction is automatically recorded in QuickBooks Online with the payment; the merchant service fees are recorded as an expense

Steps to Use the Invoicing Portal

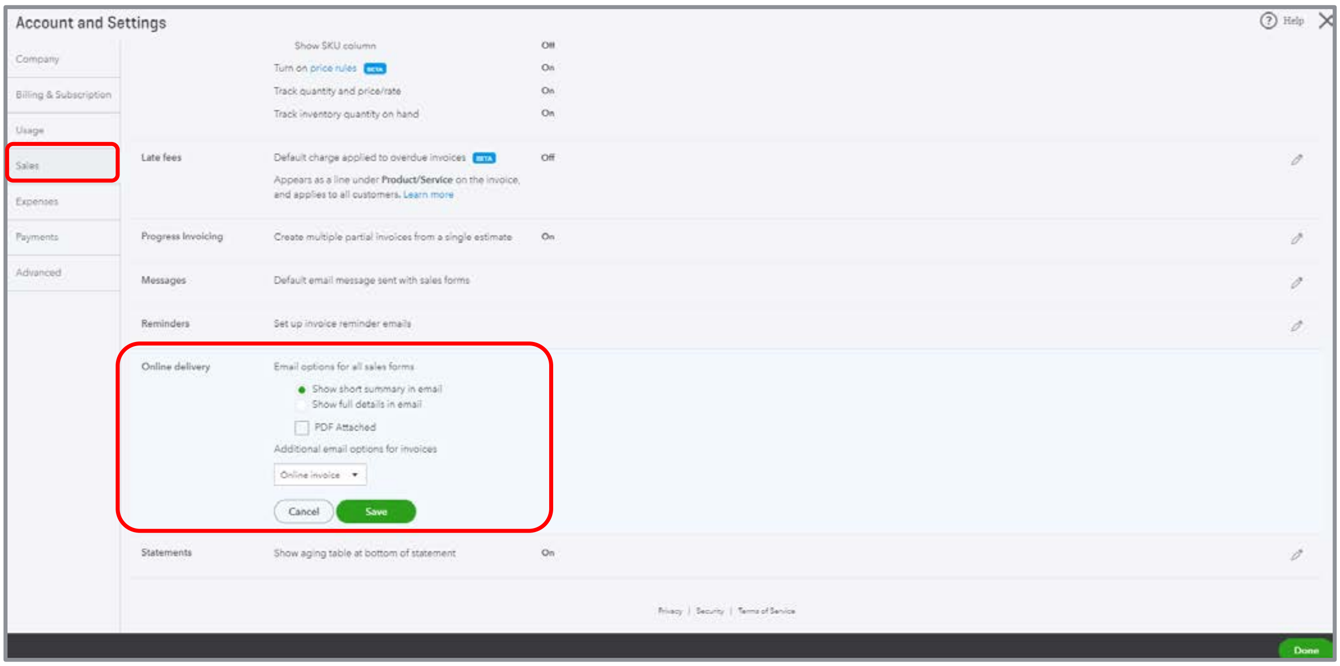
Take a look at the Online Invoice functionality in the Invoicing Portal. This is available in QuickBooks Online, even if QuickBooks Payments are not activated.

Benefits of the Invoicing Portal

- Professional invoice presentation (remember, the format of the invoice is controlled from the Account and Settings)
- Consolidated messaging and attachments
- Pay Now button
- Tracking
- Transactions are automatically marked paid in QuickBooks Online
- If payment is accepted via the Portal, full reconciliation will be automated within QuickBooks Online (the bank deposit and expense filed for any associated fees are recorded in QuickBooks Online when the funds settle)

Step by Step: Configure Account and Settings for Online Invoices

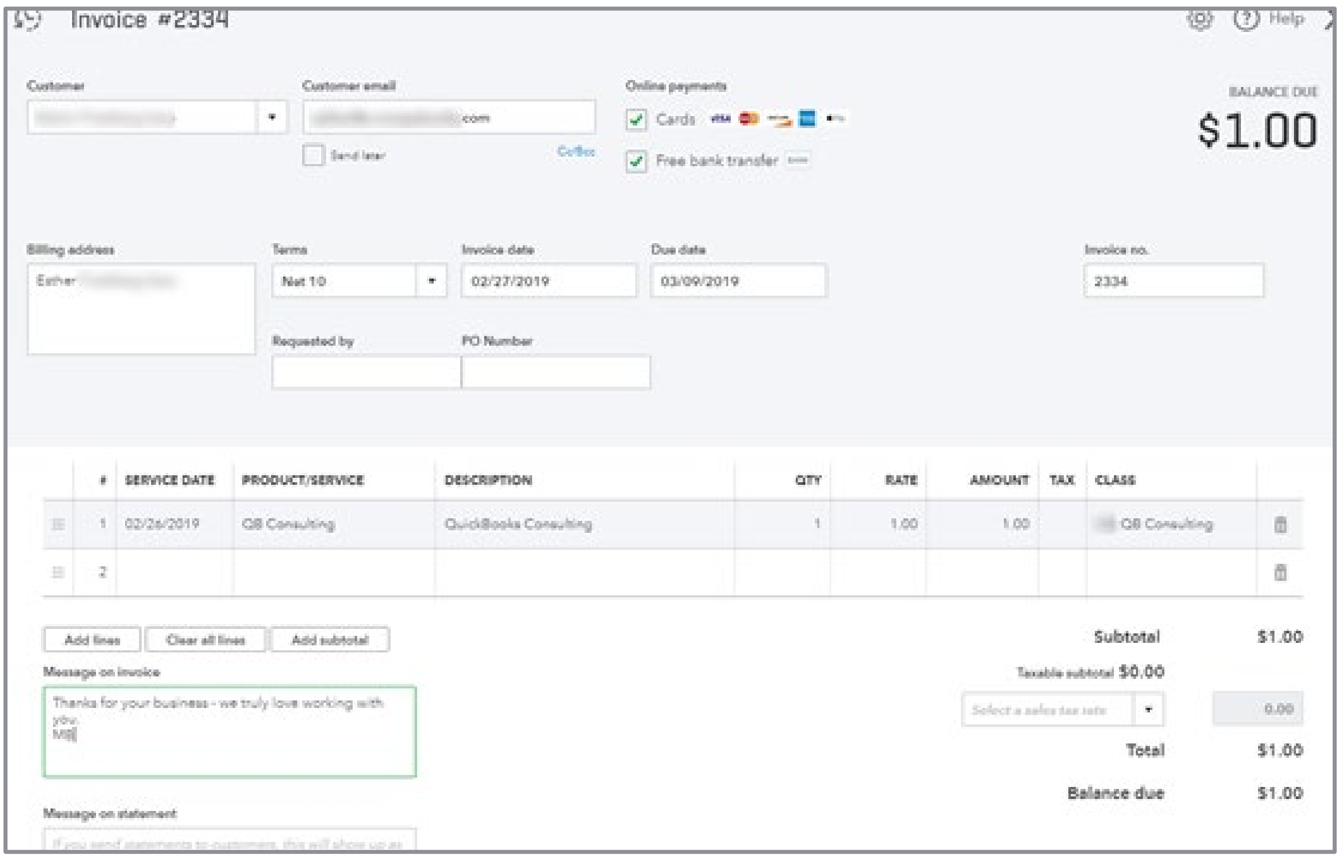
1. Open your QuickBooks Online account. First we will set up the proper preferences for Online Invoices to complete the next activity.
2. Click on the **gear** icon on the top right and select **Account and Settings → Sales**.
3. Click **Edit** (pencil icon) to the right of the online delivery section to expand it for editing.



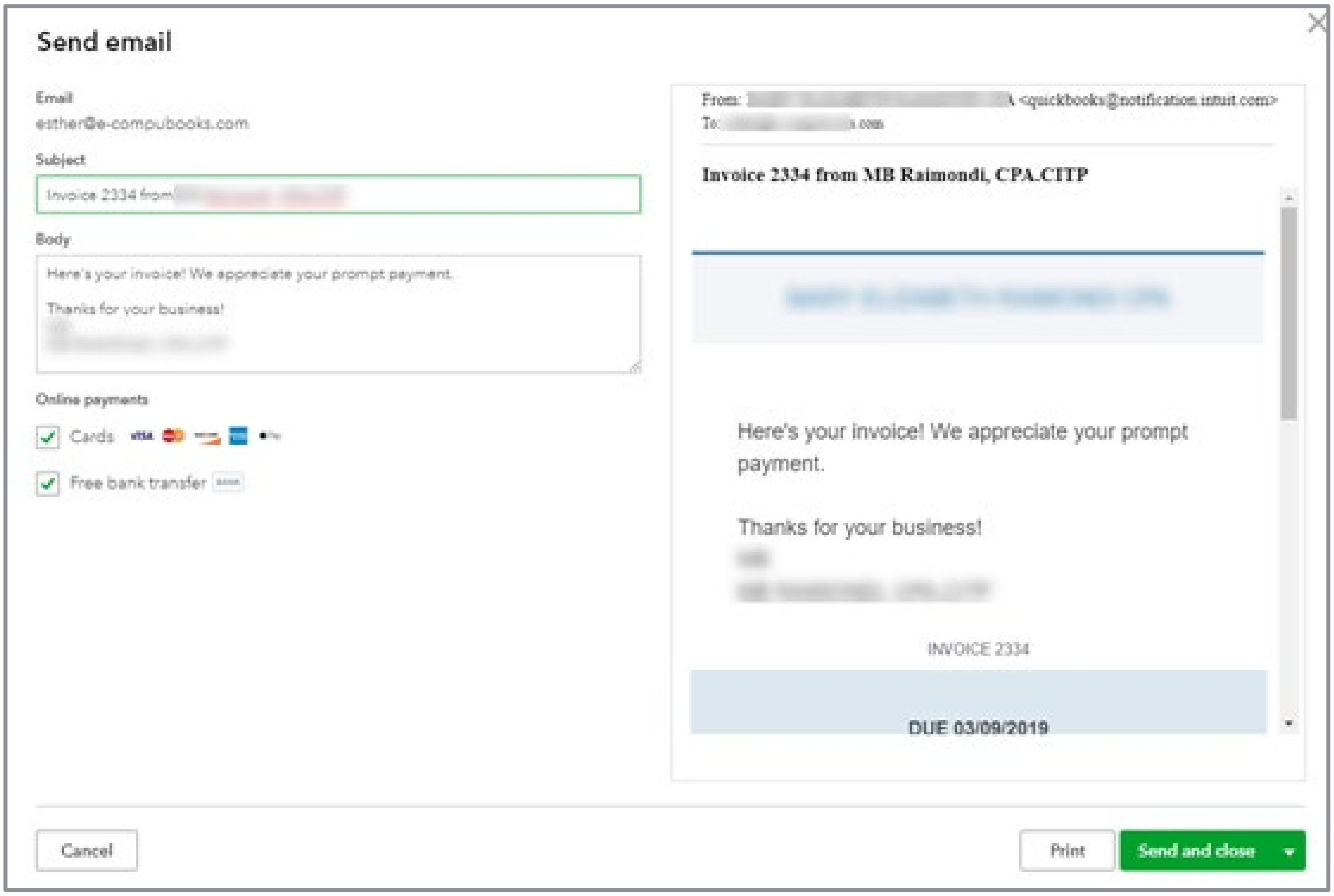
4. Use the drop-down to select **Email options** and choose **Online Invoice**.
5. Make sure the box for **PDF Attached** is *unchecked*.
6. Click **Save**.
7. Click **Done**.

Step by Step: Send Online Invoices

1. Open your QuickBooks Online account in which the Account and Settings were saved in the previous activity. This activity will not work in the test drive file.
2. Click **Quick Create Menu** (+ sign) at the top right and select **Invoice**.
3. Ensure the Online payments checkboxes are checked at the top of the invoice.
4. Enter the invoice details.
5. Click **Save and send** in the lower right corner.



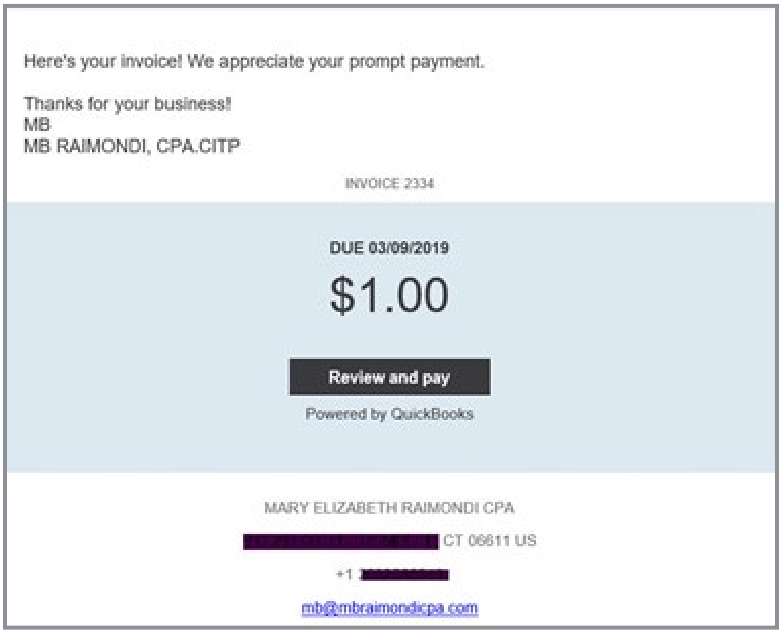
6. The next screen shows the option to edit the subject line and/or body of the email that the customer will see. The online payment options can be turned on here as well.



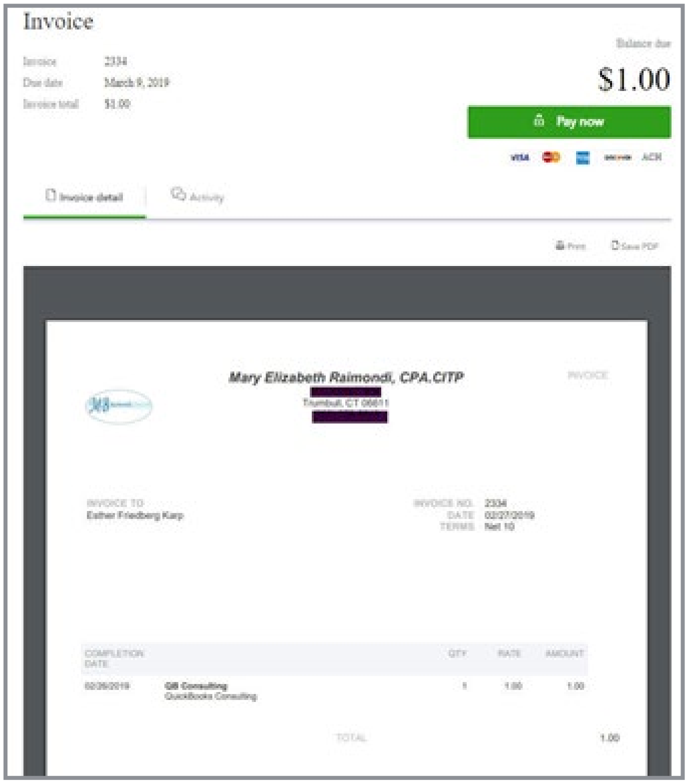
7. Click **Send and close** to send the invoice.

Step by Step: Invoicing Portal from the Customer's Perspective

1. Once the invoice is sent, the recipient will receive an email with a link to view the invoice directly in the body of the email.

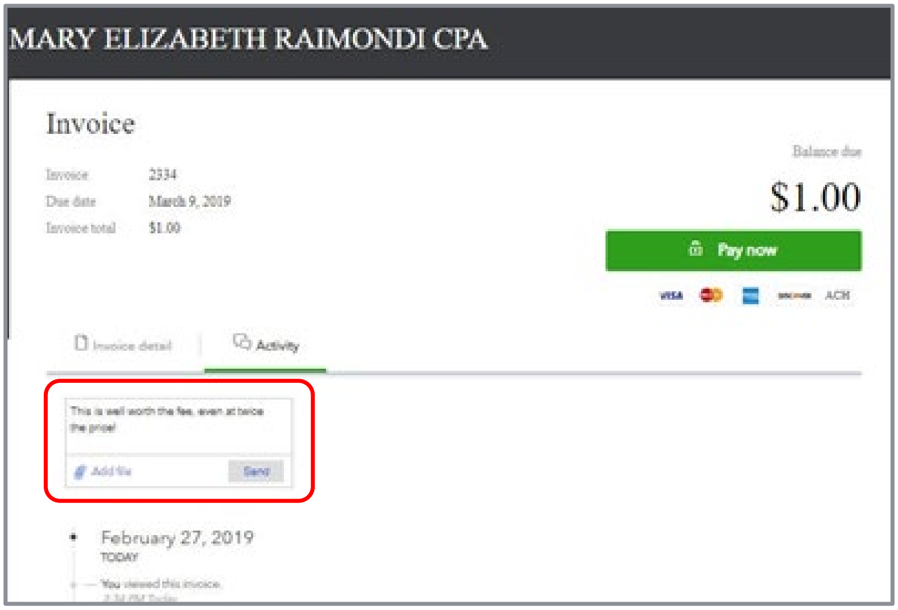


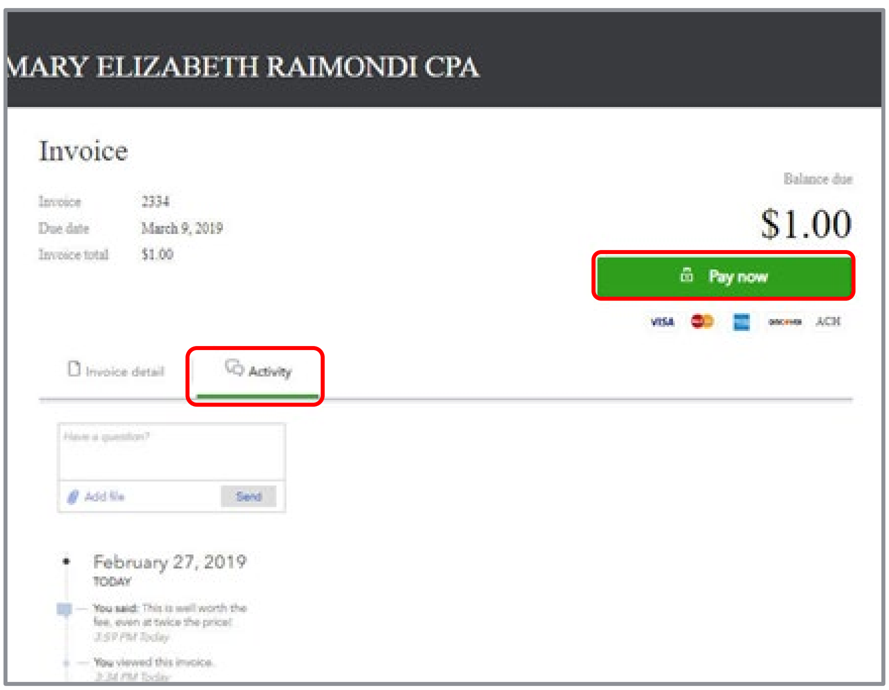
The interactive Online Invoice in the Invoicing Portal is branded with the company's name and shows the customer an image of their invoice and the due date and balance due amount per the QuickBooks Online account. Print & Save PDF options in the top right let them archive a copy of the invoice by printing it or saving it as a PDF.

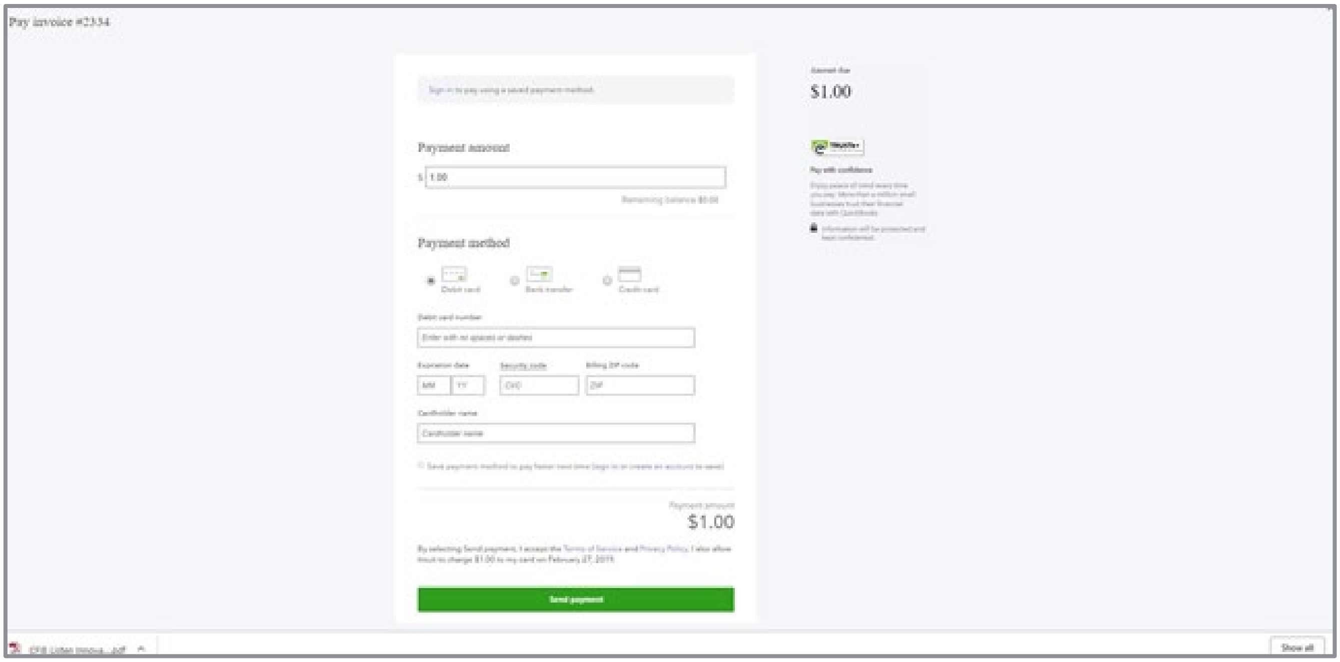


In addition to messages, the company can also see when the invoice was sent and when the customer viewed the invoice. When invoices are emailed they get tracked, making it easy for the business to know when their invoice has been opened.

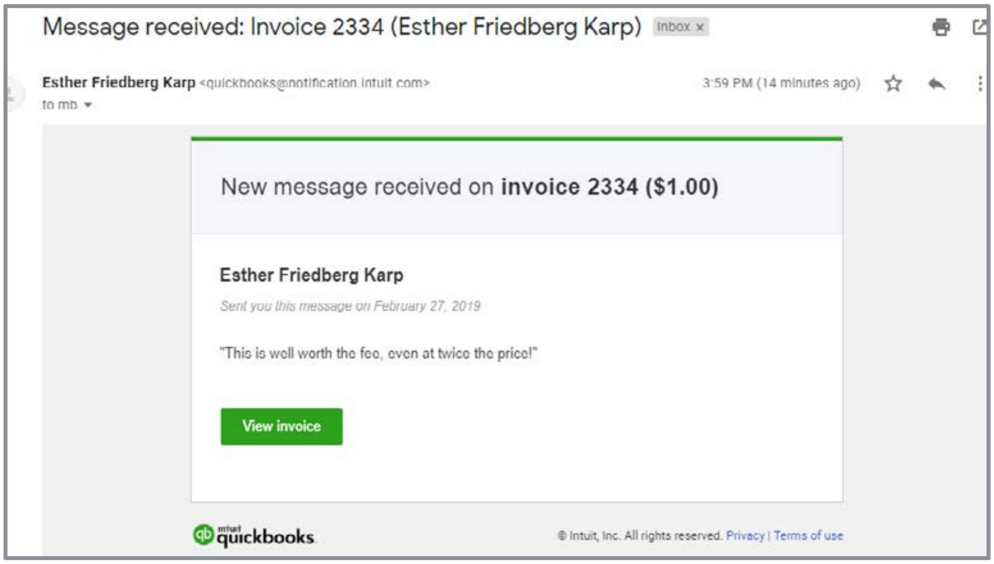
2. The recipient can post a message.

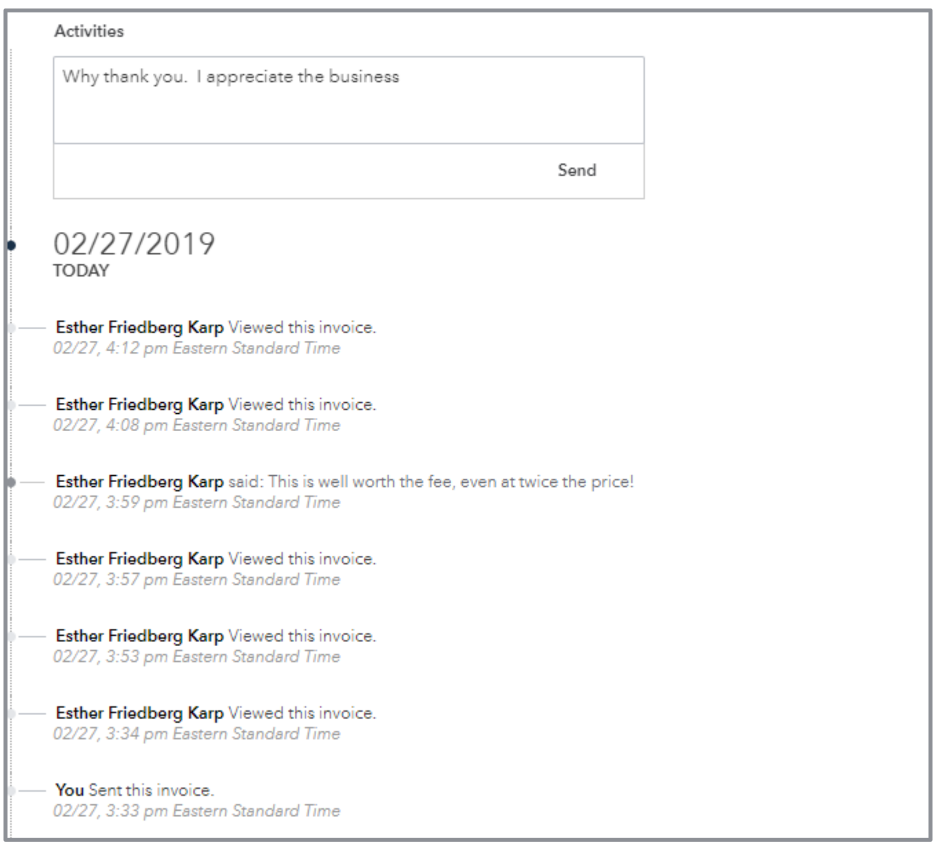





Pay invoice #2334
$1.00
Payment amount
1.00
Payment method
$1.00
Send payment

3. The company will receive an email notice that the message has been sent and includes the text of the message in the email. In addition, the message is posted inside the QuickBooks Online account in the Activity tab. This two-way messaging allows the business and customer to communicate directly about this invoice and serves as an important archive of this communication.





4. If the customer wants to see the invoice again, they can click the **Invoice detail** tab. A Pay now button is prominently displayed in both the Invoice detail tab and the Activity tab so the customer can pay right away.

5. Depending on the preference at the time the invoice was sent, the Invoicing Portal allows the recipient to pay the invoice by one of the available payment methods (ACH/bank transfer or credit card).

6. Based on the selection, the customer enters bank, credit card or (if activated) Bitcoin information, and clicks **Send payment**. Both full and partial payments are allowed, but you cannot pay more than what the invoice states. Batch payments (paying multiple invoices at once) are not allowed.

7. A payment confirmation page shows the payer their payment has been processed successfully. The payer can then click **Print receipt** if desired. An email with a receipt will be sent to the payer's email address.

8. Once a customer pays an invoice an email notification is sent to the merchant and QuickBooks Online is automatically updated.

9. The invoice will appear with a status of paid and the date payment was received.

Keep in mind there is no login process for your customers, so their payment card information is not saved. Customers will have to enter their bank and credit card information each time they wish to pay you.

Topic 2: **Payroll**

TOPIC OBJECTIVES

- Identify Intuit's payroll offerings that integrate with QuickBooks Online
- Recognize the steps to set up QuickBooks Online Payroll
- Identify the various payroll reports available in QuickBooks Online Payroll

INTUIT'S PAYROLL OFFERINGS THAT INTEGRATE WITH QUICKBOOKS ONLINE

QuickBooks Online Payroll is deeply integrated in QuickBooks Online. QuickBooks Online Payroll offerings provide tremendous value and time saving to businesses.

For more info, call 1-877-202-0537

or go to https://quickbooks.intuit.com/payroll.

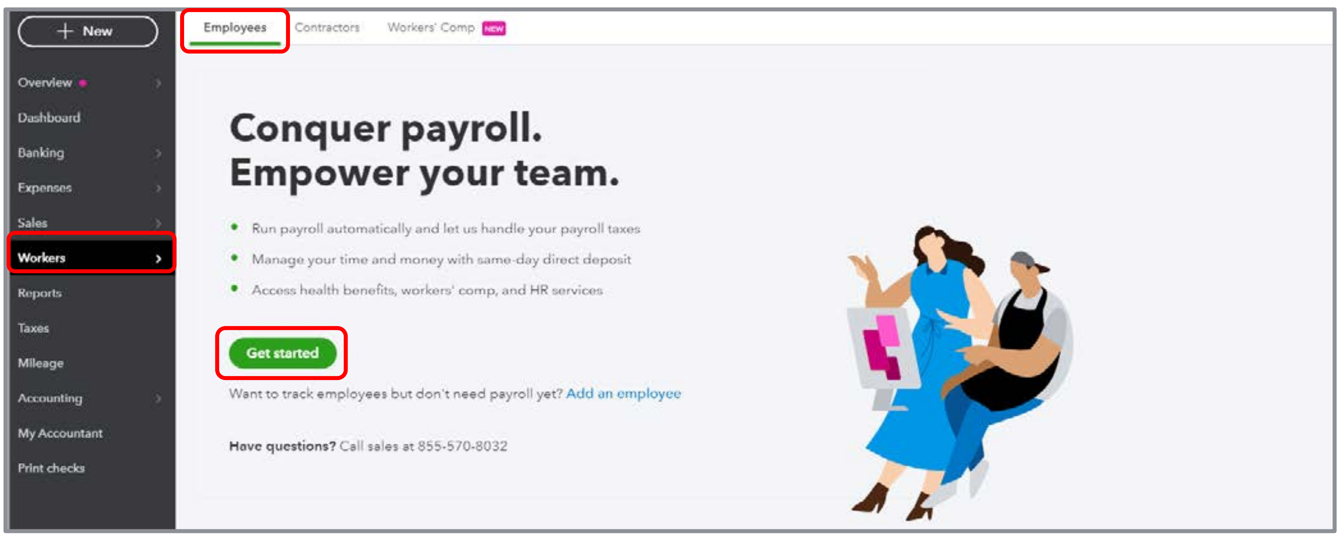
For business owners, QuickBooks Online Payroll is available in one of three options: Core (previously QuickBooks Online Enhanced Payroll), Premium (previously QuickBooks Online Full Service Payroll) and Elite.

NOTE: *If you wish to have your accountant handle your payroll exclusively outside of QuickBooks Online (but the information can be downloaded into QuickBooks Online), you may wish to let your accountant run payroll in Intuit Online Payroll for Accounting Professionals.*

SET UP QUICKBOOKS ONLINE PAYROLL

Step by Step: Links to Add QuickBooks Online Payroll

1. Open a live QuickBooks Online company; this will not work in the test drive file.
2. From the left navigation bar select **Workers**.
3. Choose the **Employees** sub-tab.
4. Click **Get started**.

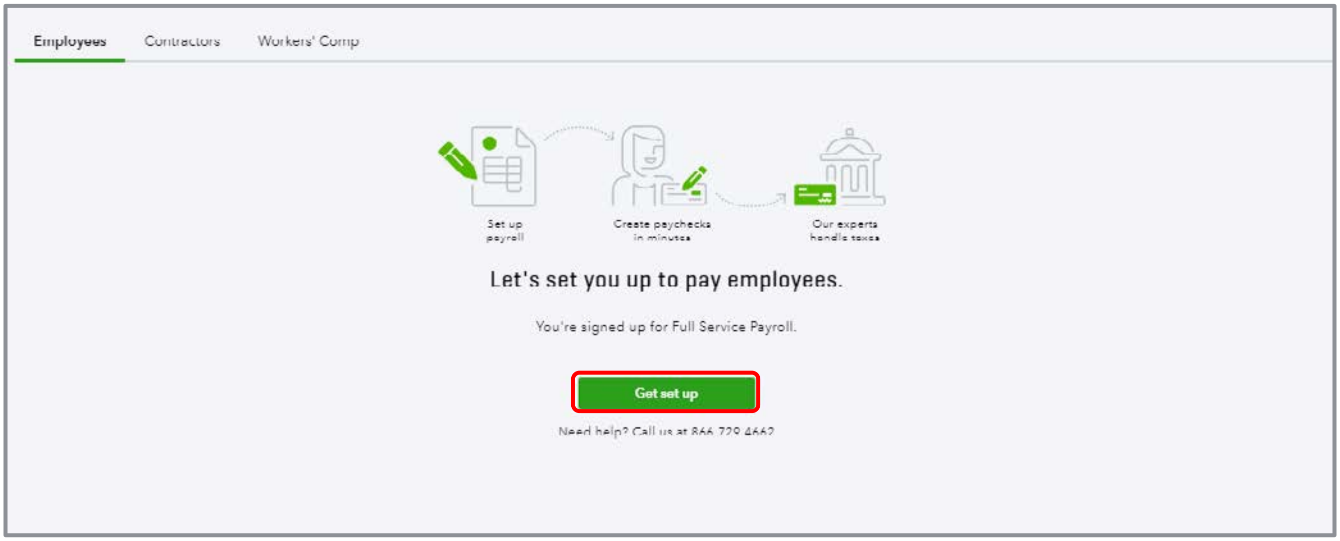


Download a PDF that details the features of the various payroll offerings [here](#).

QuickBooks Online Payroll lineup

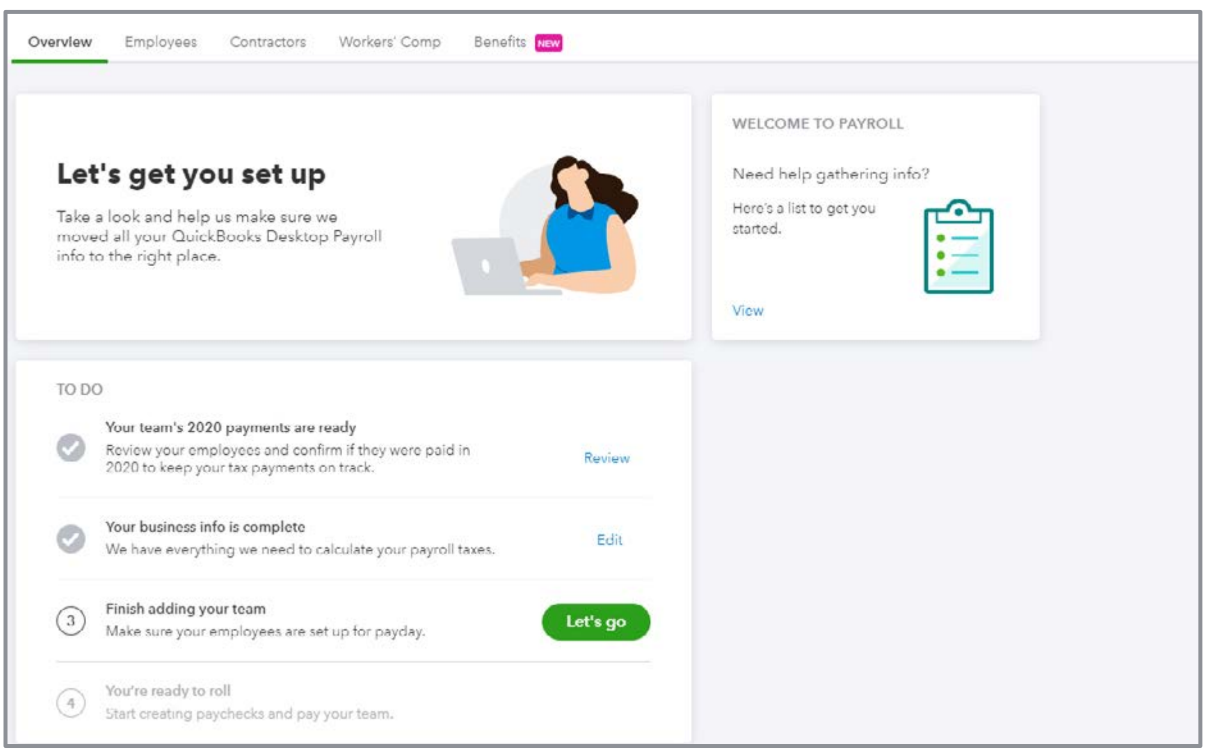
Features	Core	Premium	Elite NEW
Retail price	$45/mo + $4/employee/mo	$75/mo + $8/employee/mo	$125/mo + $10/employee/mo
Fast unlimited payroll runs	✓	✓	✓
Calculate paychecks & taxes[1]	✓	✓	✓
Year-end filings included	✓	✓	✓
Self-service employee portal (Workforce)[2]	✓	✓	✓
Available in all 50 states	✓	✓	✓
Manage garnishments and deductions[3]	✓	✓	✓
Payroll reports	✓	✓	✓
Auto Payroll[4]	✓	✓	✓
Health benefits for your team[5]	✓	✓	✓
State new-hire reporting	N/A	✓	✓
Grant users permissions[7]	N/A	✓	✓
Automated tax payments & form filing[8]	Federal, state	Federal, state, local	Federal, state, local
Multi-state filing[21] (single state filing included)	$12 fee add on per additional state	$12 fee add on per additional state	Additional states included
Workers' compensation administration fee	$5 administration fee add on	Administration fee included	Administration fee included
Product support	Expert product support[9]	Expert product support[9]	Elite product support[9]
Direct deposit	Next day[10]	Same day[11]	Same day[11]
HR support center	N/A	HR support center[12]	Personal HR advisor[13]
Time tracking by TSheets	N/A	Premium time tracking[14]	Elite time tracking[15]
Onboarding	Self-serve setup[16]	Expert setup review[17]	Elite onboarding assistance[18]
Guarantees	Existing Error-free Filing Guarantee[19]	Existing Error-free Filing Guarantee[19]	Tax Penalty Free Guarantee[20]

5. Back in the Employee Center, click **Get set up**.



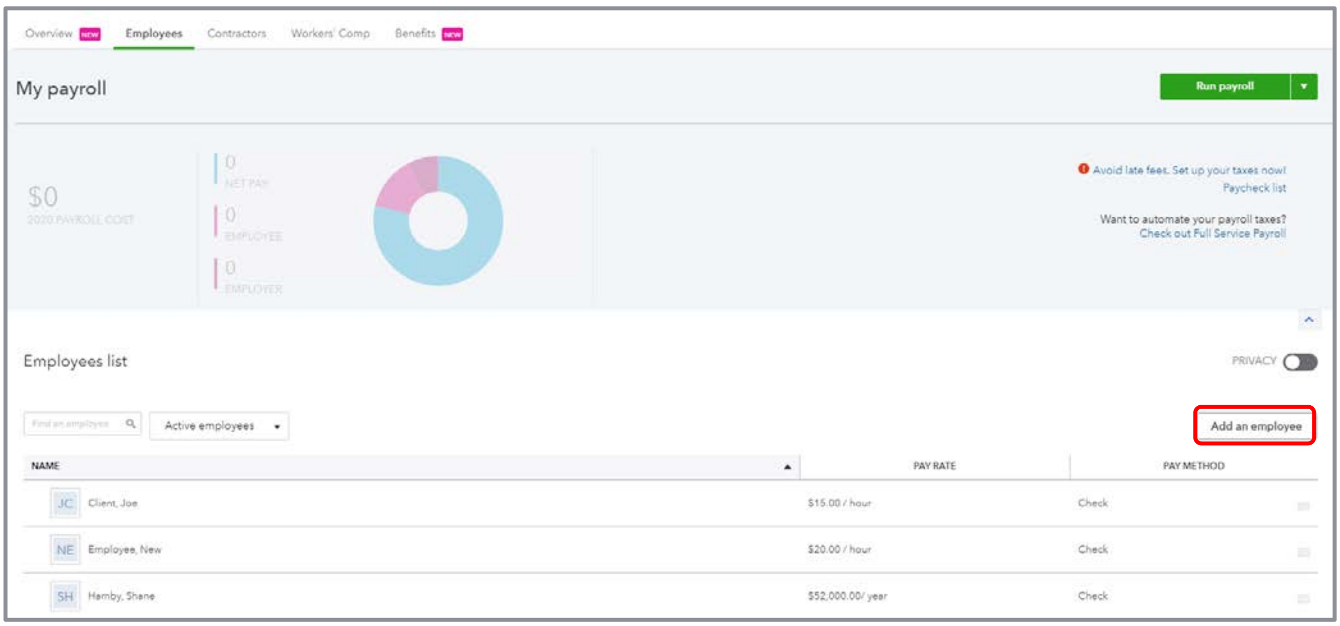
6. You will be asked to answer some questions, including if you've already paid any employees in the current calendar year. Go through the questions and answer them.

7. After signing up for and setting up payroll, the Employee Center provides reminders and suggestions. (For example, you'll get reminders to sign up to e-file and e-pay payroll taxes and to check enrollment status for direct deposit, e-pay and e-file.)

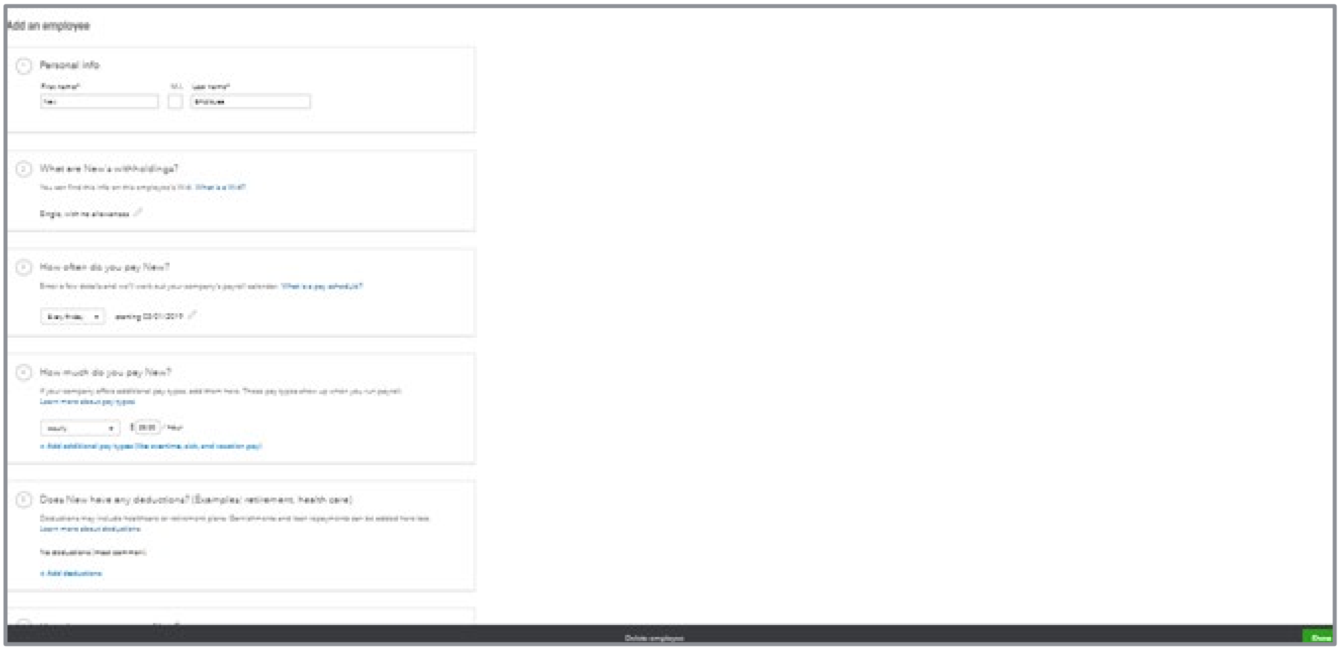


Step by Step: Add Employee to QuickBooks Online Payroll

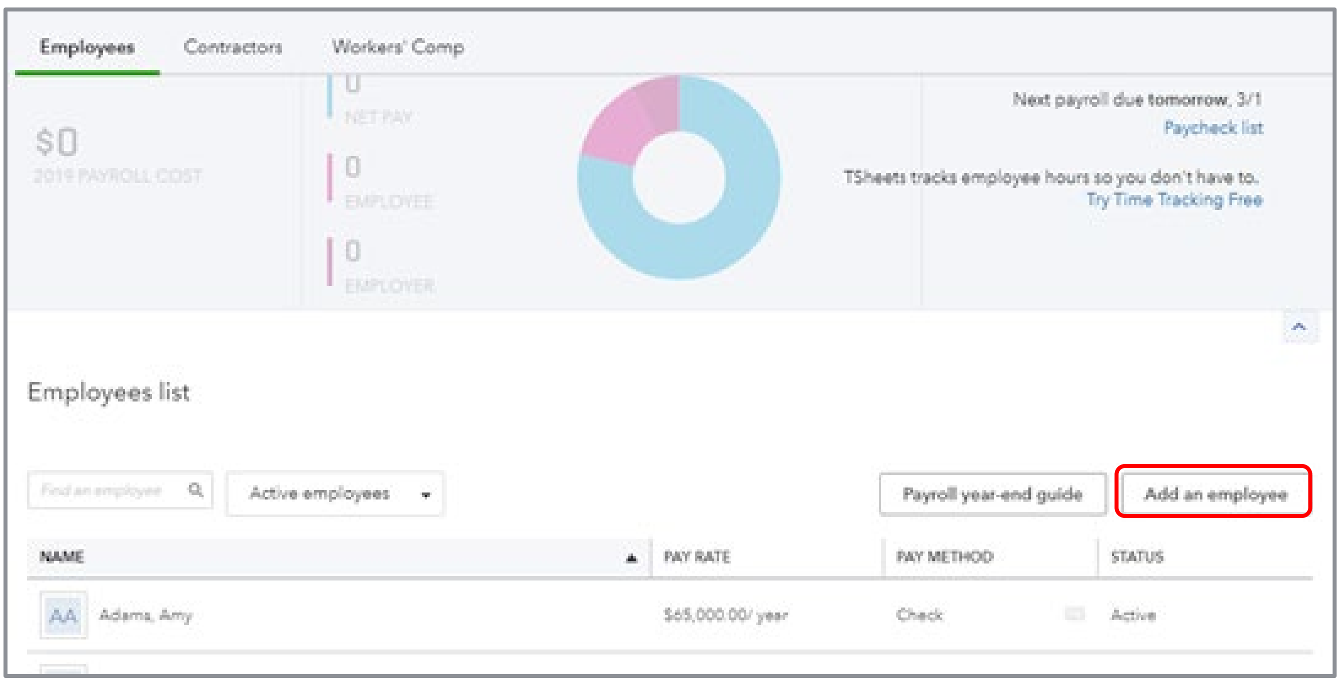
1. Open a live QuickBooks Online company; this will not work in the test drive file.
2. Navigate to the Employee Center by clicking **Workers** in the left navigation bar then clicking **Employees**.
3. Click **Get started**.
4. Click **Add an Employee**.



Fill out the information to add an employee: Personal info, W-4 info, pay schedule, type and amount of pay, deductions, how they're getting paid, date of birth and gender.



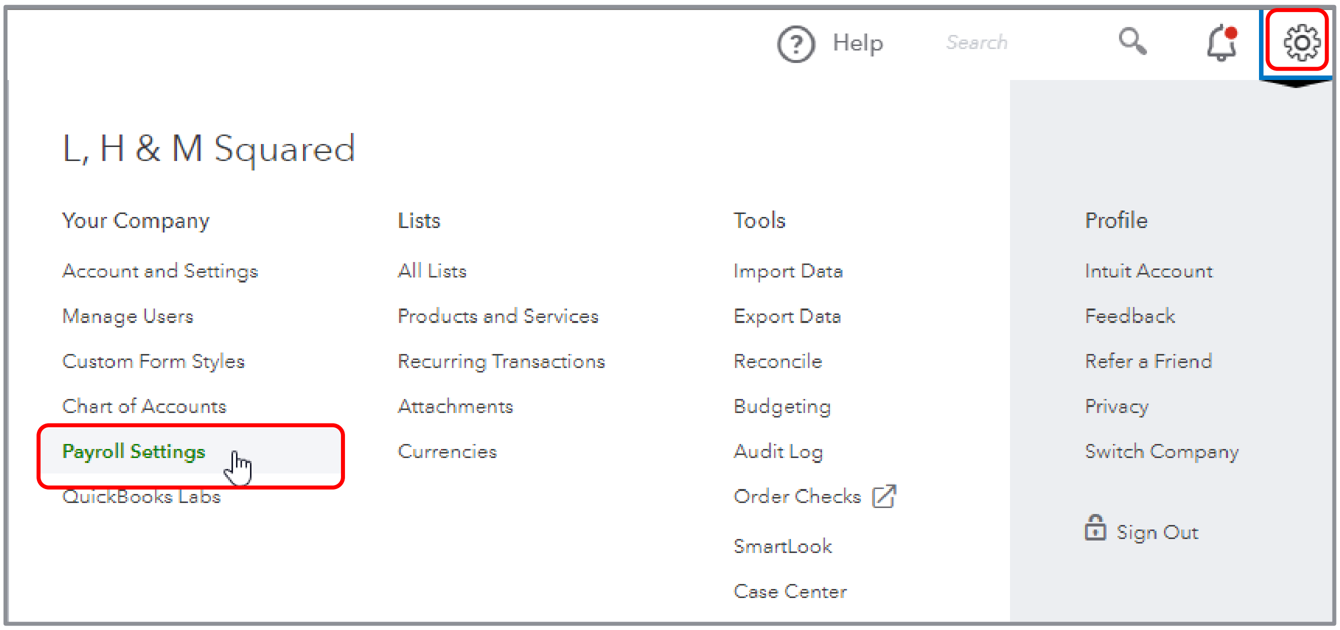
5. Click **Done**. Notice the new employee has been added to the Employee list.



Step by Step: Configure Payroll Settings for QuickBooks Online Payroll

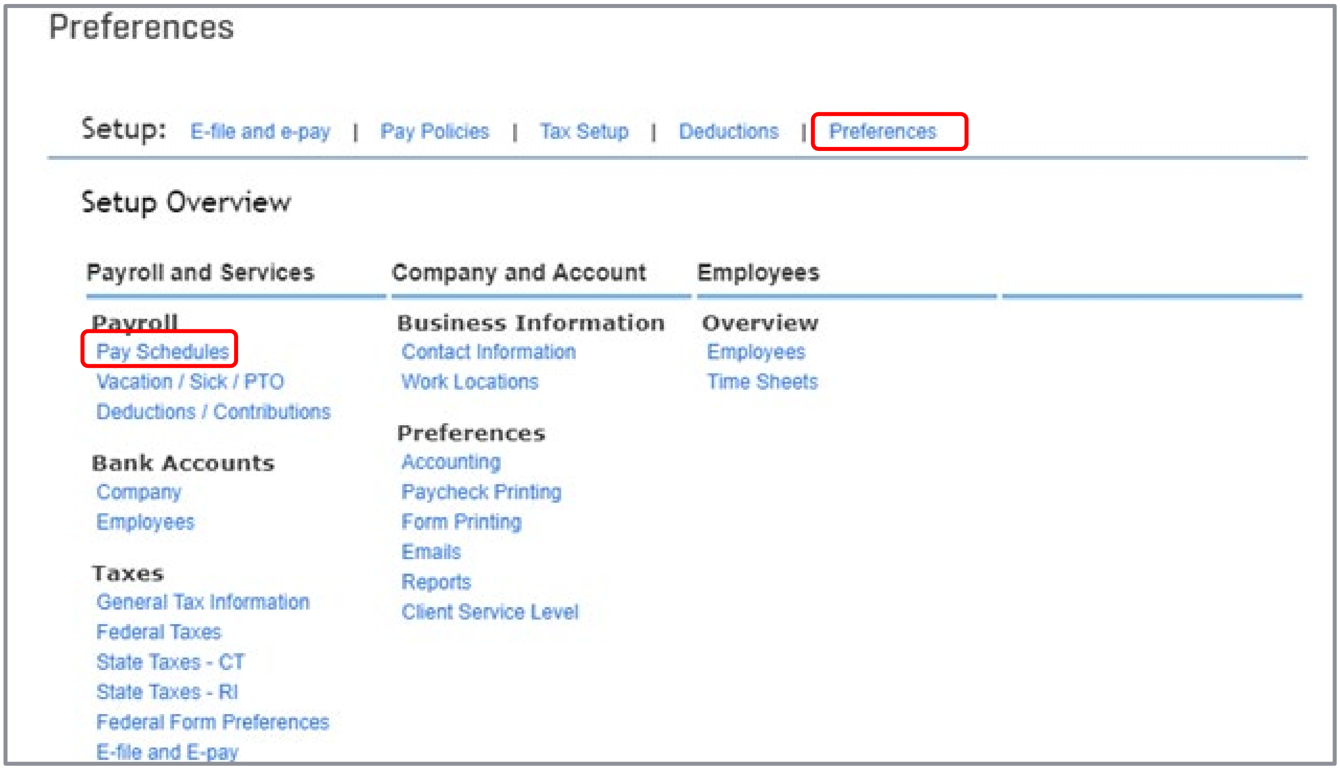
1. To practice configuring payroll settings, open a live QuickBooks Online company; this will not work in the test drive file. (These instructions are for companies using Self Service Payroll; Full Service Payroll has different options.)

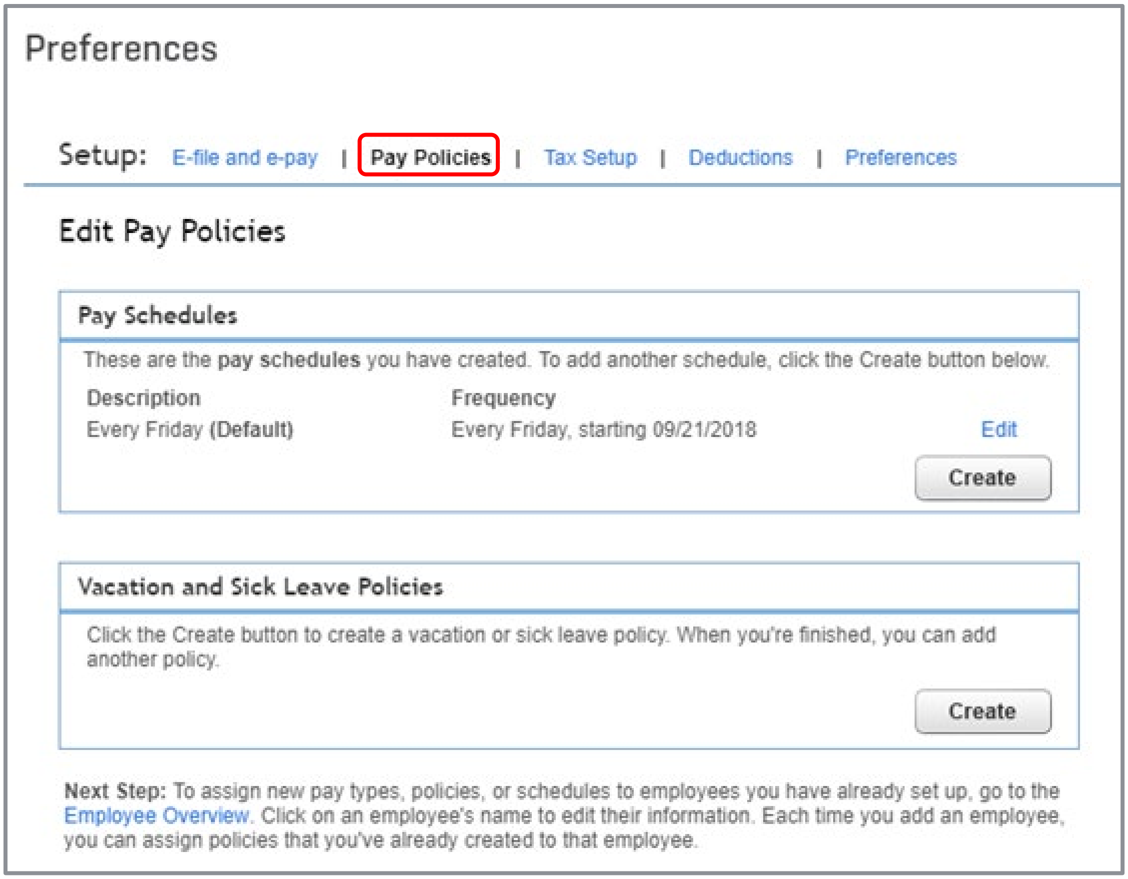
2. Click the **gear** icon on the top right and select **Payroll Settings**.



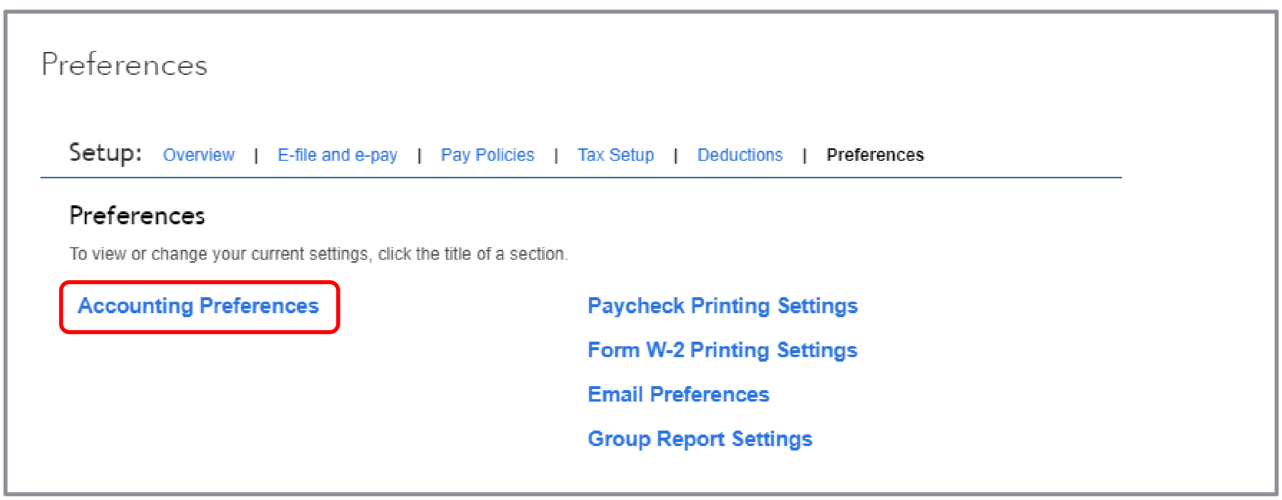
3. In the Payroll section click **Pay Schedules**.

4. Click the **Preferences** tab in the Setup section.





5. Click **Accounting Preferences**.

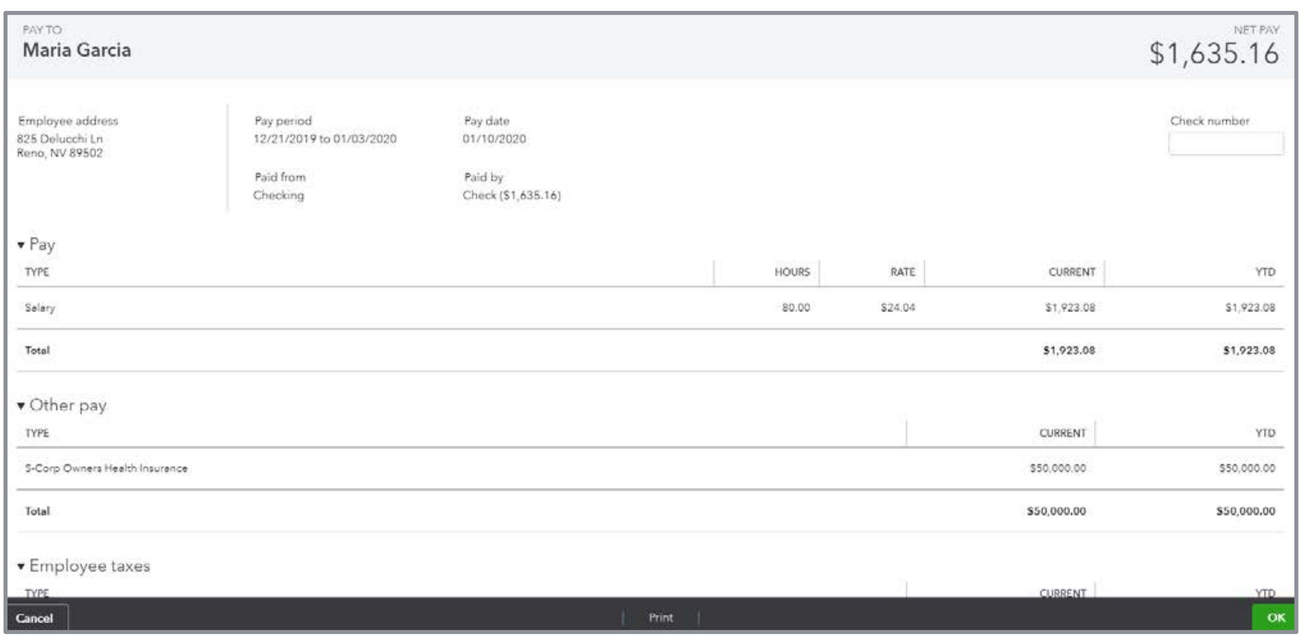


6. Click **Next**.
7. For Bank Account, select the **Checking** account.
8. Click **OK**.

9. Click **OK**.

10. Review other company payroll settings. This information is initially populated in the informational interview when payroll is turned on in a live account. This Payroll Settings menu is where companywide settings related to payroll are adjusted, such as:

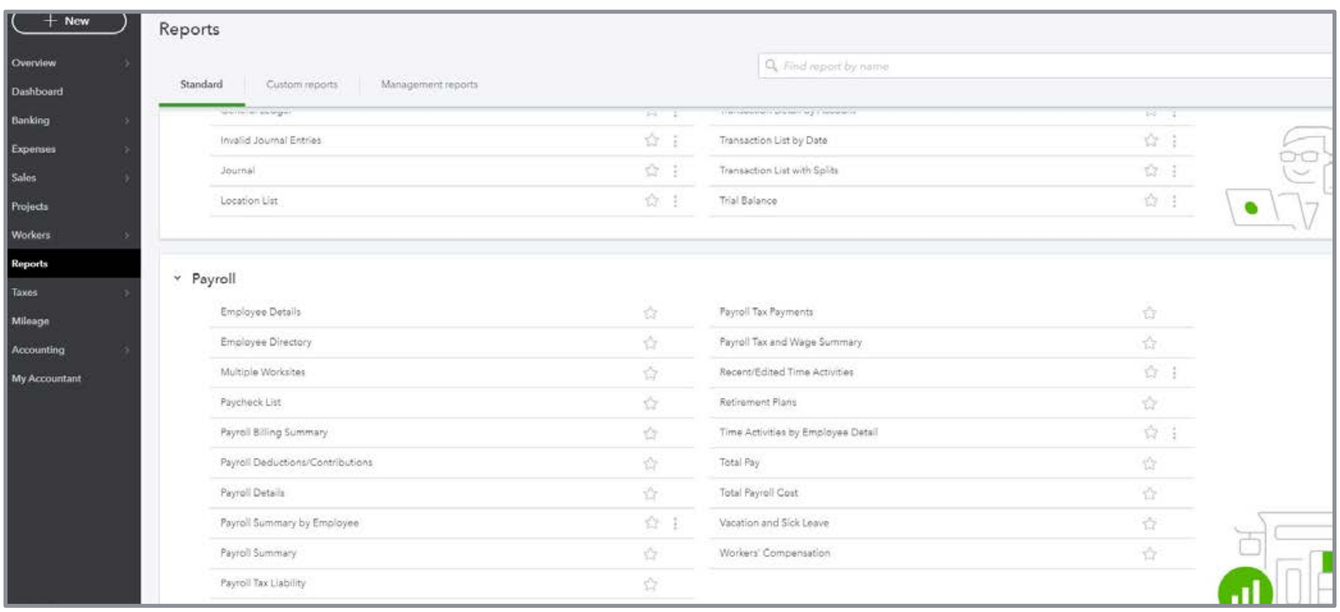
- Add a pay schedule for any new employees to be paid at a different frequency from others
- Add a new vacation policy for employees who accrue paid time off differently from others
- Add or modify a deduction or contribution plan such as a health plan, 401(k) or garnishments. To modify an employee's specific deduction details, go to the Employee list and click the **Employee name** to edit the employee's information.
- Update anything related to your federal and state employer accounts, such as your new unemployment rate
- Update electronic services
- Add the company's new work location
- Customize the payday experience by setting which pay types show on the Create Paychecks screen
- Choose whether employees will be entering time from online timesheets or time will be manually entered
- Determine which steps are to be completed each time paychecks are approved
- Set which payroll reports will show when the payroll processing is completed
- Update which general ledger accounts and classes will be used to post paychecks and taxes
- Set printing preferences
- Customize email reminders
- Allow employees to import W-2 data to TurboTax
- Apply for Workers Comp pay-as-you-go service



Various Payroll Reports in QuickBooks Online Payroll

The payroll reports available include:

- Time Activities by Employee Detail
- Recent/Edited Time Activities
- Payroll Summary
- Payroll Tax Liability
- Payroll Tax Payments
- Payroll Billing Summary
- Payroll Details
- Employee Details
- Payroll Tax and Wage Summary
- Workers' Compensation
- Total Payroll Cost
- Payroll Deductions/Contributions
- Paycheck List
- Total Pay
- Vacation and Sick Leave
- Retirement Plans
- Multiple Worksites
- Employee Directory



Step by Step: Payroll Summary Report in QuickBooks Online Payroll

1. Practice running payroll reports by opening a live QuickBooks Online company; this will not work in the test drive file.
2. From the left navigation bar select **Reports**.
3. Click **Standard**.
4. Scroll down to the **Payroll** report group.
5. Click the **Payroll Summary** hyperlink. Notice the Payroll Summary Report shows sub-totals for each paycheck created in the date range, including total wages, total taxes withheld and total deductions.

Payroll Summary Report

Share

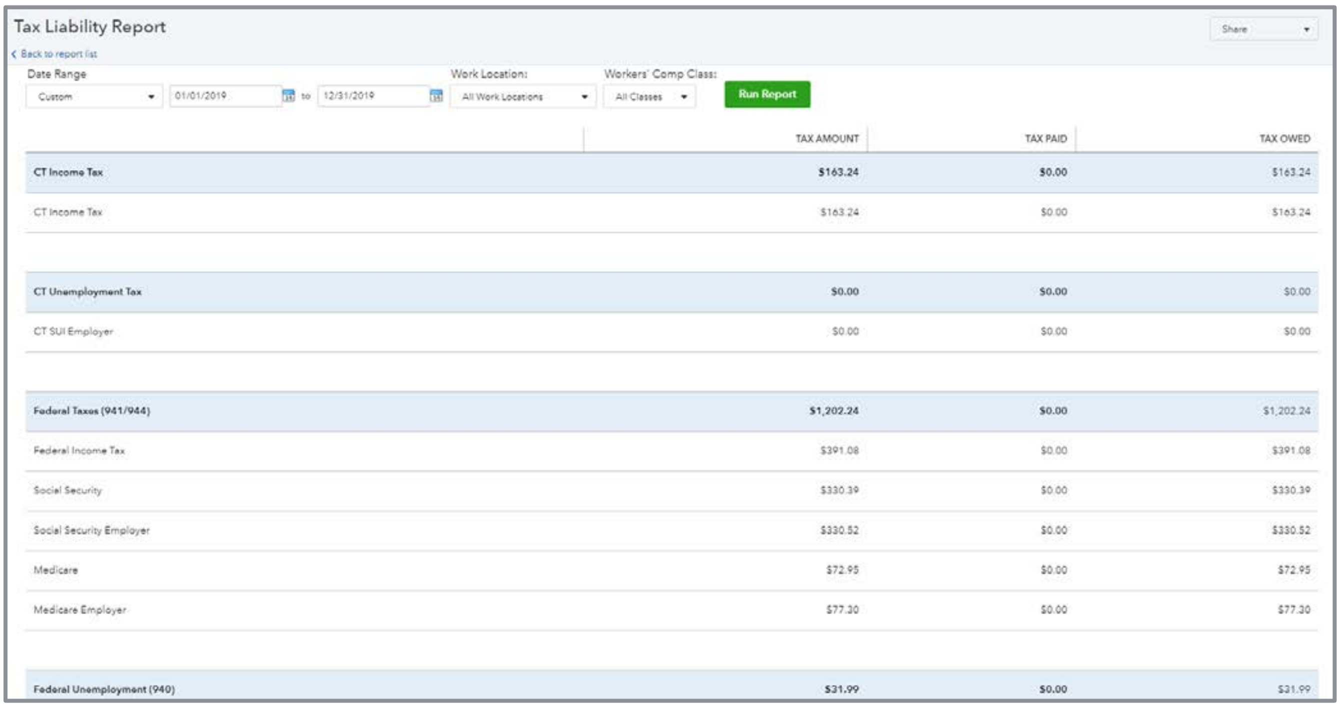
‹ Back to report list

Date Range: Custom | 01/01/2019 to 03/05/2020 | Employee: Active Employees | Work Location: All Work Locations | Workers' Comp Class: All Classes | Run Report

CHECK DATE	NAME	NET AMOUNT	TOTAL HOURS	TAXES WITHHELD	TOTAL DEDUCTIONS	TOTAL PAY	EMPLOYER TAXES	COMPANY CONTRIBUTIONS	TOTAL COST	CHECK NUM
09/28/2019	Client, Joe	$390.11	36.65	$116.43	$54.46	$561.00	$45.46	$100.00	$706.46	
08/02/2019	Employee, New	$0.00	1.00	$20.00	$0.00	$20.00	$26.40	$0.00	$46.40	
07/19/2019	Client, Joe	$382.53	45.00	$113.86	$53.61	$550.00	$44.55	$100.00	$694.55	
07/19/2019	Employee, New	$493.90	30.00	$106.10	$0.00	$600.00	$49.50	$0.00	$649.50	123
07/19/2019	Hamby, Shane B.	$701.15	40.00	$198.85	$100.00	$1,000.00	$82.50	$0.00	$1,082.50	
04/19/2019	Client, Joe	$40.19	10.00	$9.81	$100.00	$150.00	$6.60	$200.00	$356.60	
04/19/2019	Hamby, Shane B.	$719.48	40.00	$205.52	$100.00	$1,025.00	$84.56	$0.00	$1,109.56	
04/11/2019	Client, Joe	$114.61	20.00	$35.49	$100.00	$250.00	$16.50	$200.00	$466.50	123
04/11/2019	Hamby, Shane B.	$711.99	40.00	$203.01	$100.00	$1,015.00	$83.74	$0.00	$1,098.74	
	Totals	$3,553.86	262.65	$1,009.07	$608.07	$5,171.00	$439.81	$600.00	$6,210.81	

Step by Step: Tax Liability Report in QuickBooks Online Payroll

1. Open a live QuickBooks Online company; this will not work in the test drive file.
2. From the left navigation bar select **Reports**.
3. Click **Standard**.
4. Scroll down to the **Payroll** report group.
5. Click the **Payroll Tax Liability** hyperlink. Notice the Tax Liability Report shows the payroll taxes that have been paid and amounts still due.

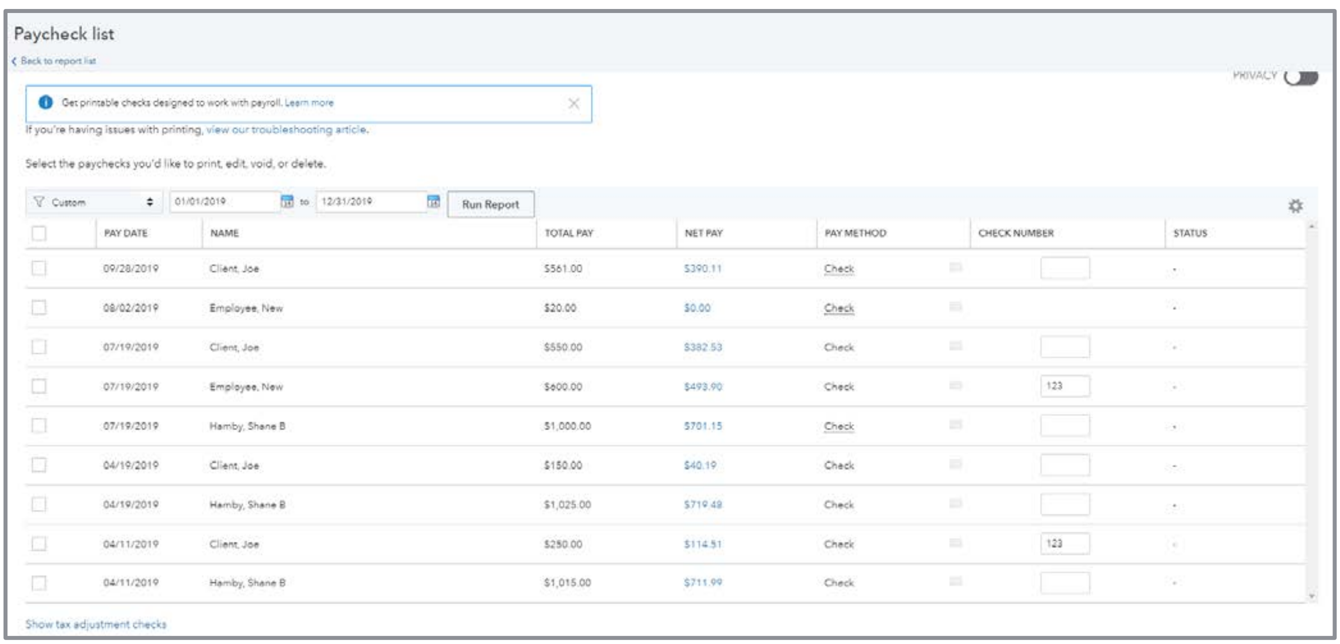


	TAX AMOUNT	TAX PAID	TAX OWED
CT Income Tax	**$163.24**	**$0.00**	$163.24
CT Income Tax	$163.24	$0.00	$163.24
CT Unemployment Tax	**$0.00**	**$0.00**	$0.00
CT SUI Employer	$0.00	$0.00	$0.00
Federal Taxes (941/944)	**$1,202.24**	**$0.00**	$1,202.24
Federal Income Tax	$391.08	$0.00	$391.08
Social Security	$330.39	$0.00	$330.39
Social Security Employer	$330.52	$0.00	$330.52
Medicare	$72.95	$0.00	$72.95
Medicare Employer	$77.30	$0.00	$77.30
Federal Unemployment (940)	**$31.99**	**$0.00**	$31.99

Step by Step: Paycheck List Report in QuickBooks Online Payroll

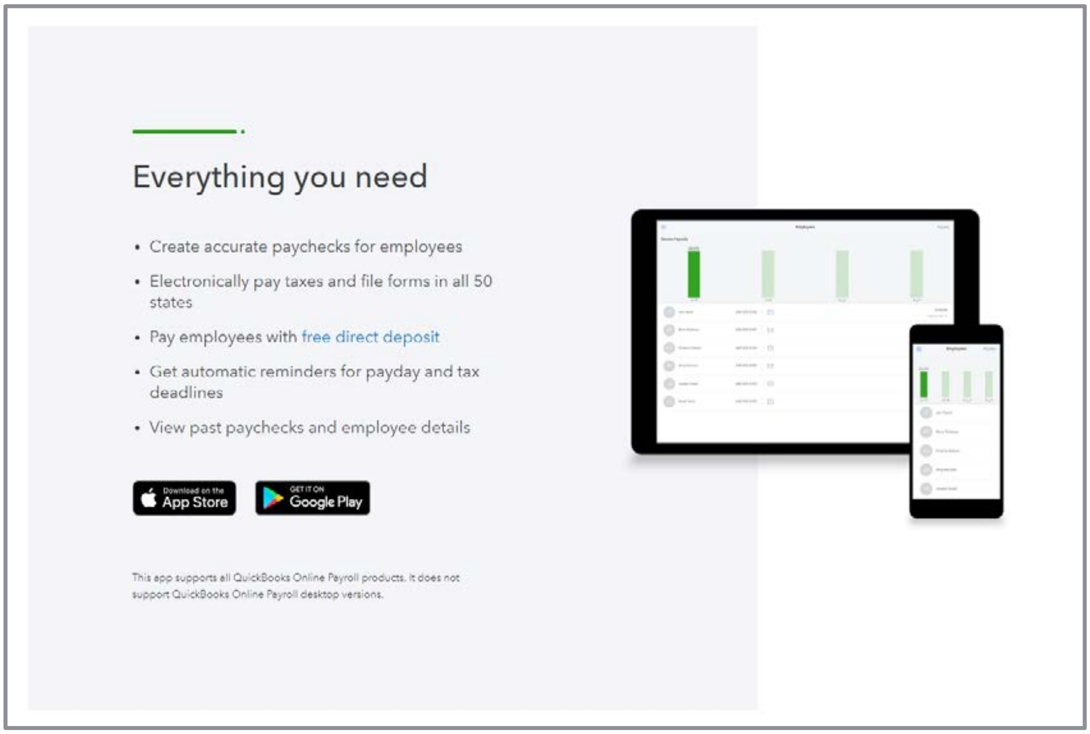
1. Open a live QuickBooks Online company; this will not work in the test drive file.
2. From the left navigation bar select **Reports**.
3. Click **Standard**.
4. Scroll down to the **Payroll** report group.
5. Click the **Paycheck List** hyperlink.

   Notice the Paycheck List Report shows all the paychecks created in the specified date range. This interactive report lets you take action, such as changing the check numbers (by clicking the **Net Pay** amount to open the paycheck) or printing pay stubs (by checking the box next to each paycheck and selecting **Print**, which appears after the first box is checked). You can edit the columns in this list to display just what you want to see. You can elect to show or hide tax adjustment checks by clicking the hyperlink at the bottom of the list. You can also void or delete checks in this list, displaying either Show tax adjustment checks or Hide tax adjustment checks, depending on what has been currently selected.



Intuit Online Payroll Mobile App

- Process payroll on the go with QuickBooks Online Payroll's mobile app
- Preview paychecks before approving
- Pay employees with direct deposit
- View past paychecks
- E-pay taxes and e-file forms in all states



Topic 3: **Intuit App Center**

Topic Objectives

- Recognize the benefits of Intuit approved add-ons
- Identify steps to find, purchase and access QuickBooks Online add-ons

Benefits of Intuit Approved Add-ons

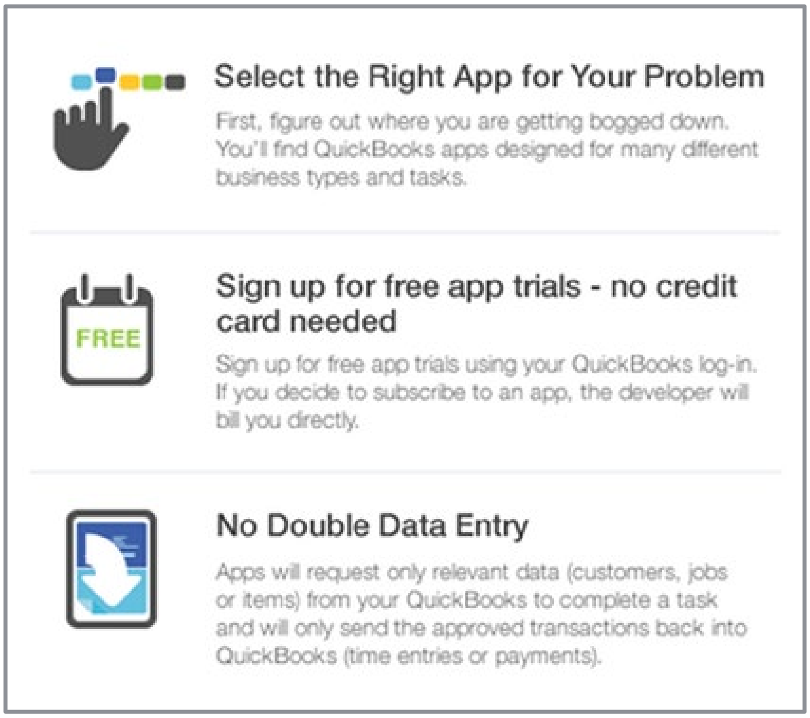
While QuickBooks Online focuses on tackling core accounting tasks, there are many other related business management tasks for small businesses addressed by other apps that integrate with QuickBooks Online. The cloud offers an unparalleled opportunity to connect to these applications so that data is shared. Instead of re-entering data, which creates unnecessary workload and the potential for errors, data flows seamlessly across applications.

QuickBooks Online connects to third-party apps through the Intuit Partner Platform. QuickBooks Online is an open platform, allowing third-party developers to build integrations. Developers must meet strict requirements to be eligible for listing in the App Center.

Features Available with Intuit Approved Apps

- Apps customize QuickBooks Online to further fit specific business needs
- Apps are mobile- and web-based for anytime, anywhere access
- Data entered in an invoicing app can use QuickBooks Online data such as customers, jobs and product/service items outside of QuickBooks Online and send invoices to QuickBooks Online, without the need for duplicate work or the potential for error
- QuickBooks Online can be updated automatically without exposing company information. For example, time-tracking entries entered by staff and contractors outside of QuickBooks Online are updated in QuickBooks Online without giving them access to QuickBooks Online accounts.
- Import to QuickBooks only when necessary. An app can handle an important job, but won't clutter up QuickBooks with unnecessary information. For example, an app captures requests from a company's website and tracks them as sales leads. Only when a lead is converted to an actual customer does the app automatically add them to the company's QuickBooks Online Customer list.

- Separation of duties – Many apps can have separate logins that don't allow users access to sensitive financial data stored in QuickBooks Online
- Apps are created by Intuit and independent developers; Intuit reviews and approves each app to ensure it meets exacting quality and security standards
- Only apps that are authorized can access the QuickBooks Online data
- Intuit's security review team makes sure apps use and protect data properly. Also, the app's connection to QuickBooks Online can be turned off or on as needed.



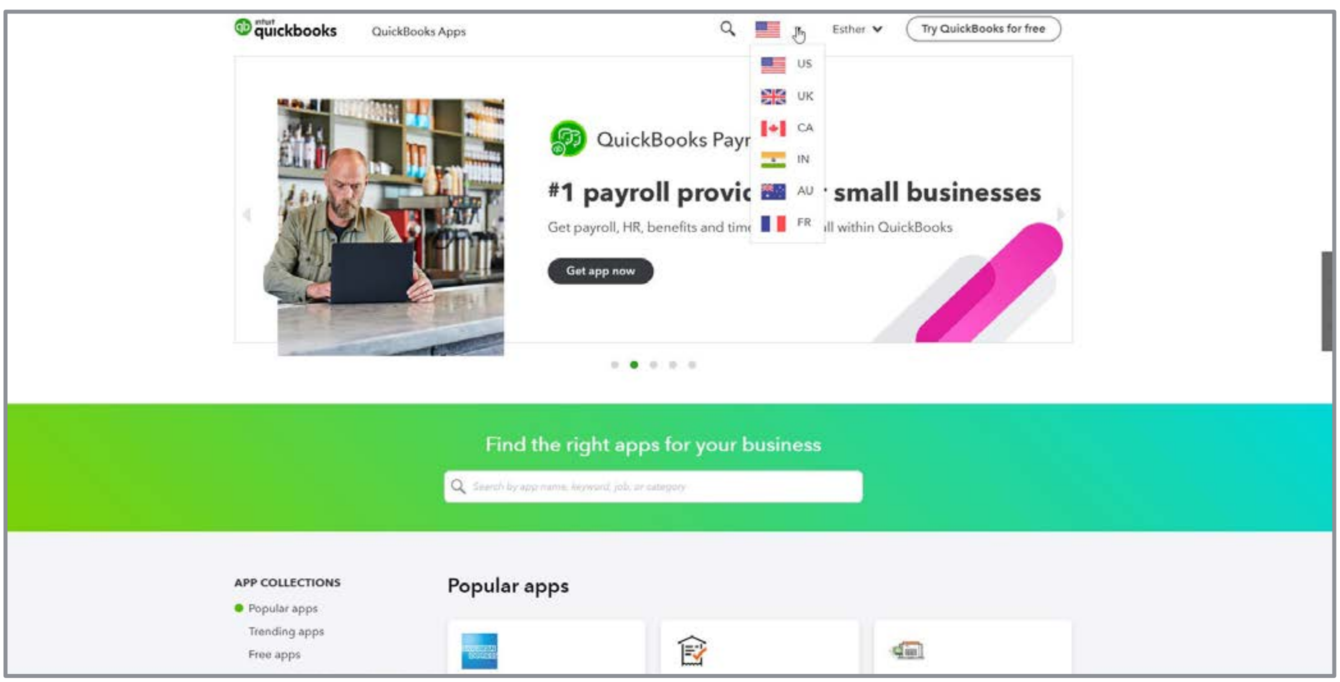
FIND, PURCHASE AND ACCESS QUICKBOOKS ONLINE ADD-ONS

Step by Step: Find and Explore the QuickBooks Online App Center

1. Open your QuickBooks Online account; this will not work in the test drive file.
2. From the left navigation bar select **Apps**.

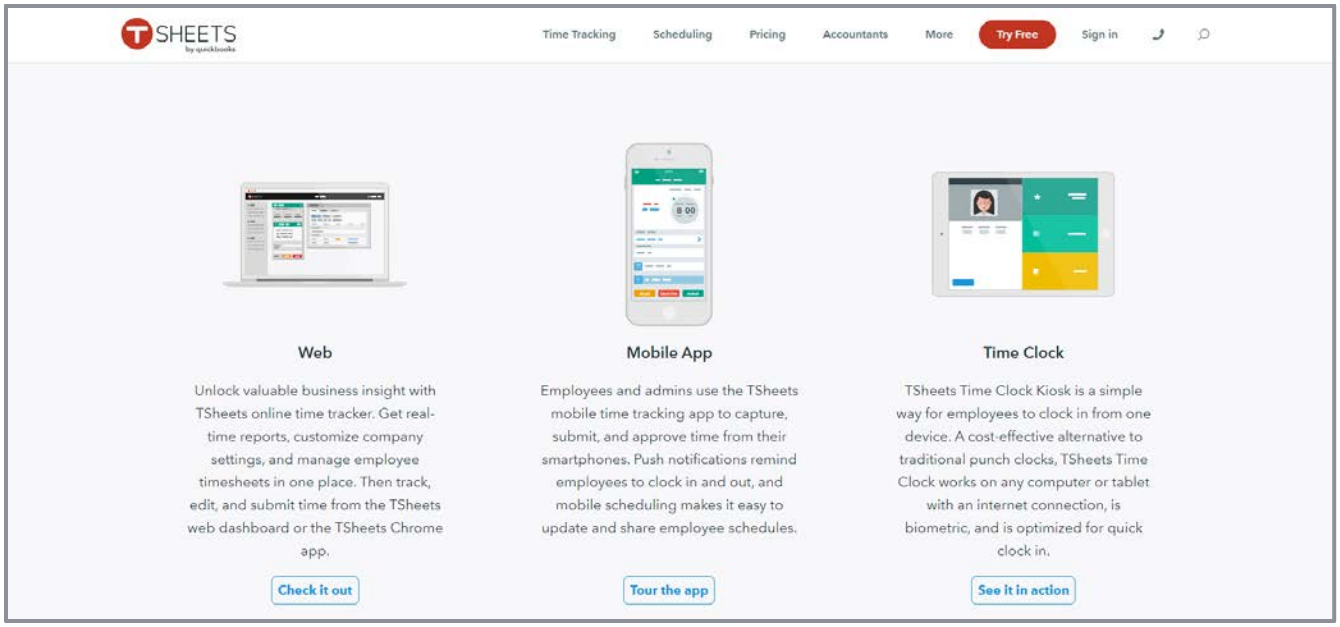
   You will see two tabs at the top: My Apps (which displays all apps currently linked to this company) and All Apps (which displays all apps in the Intuit App Center).

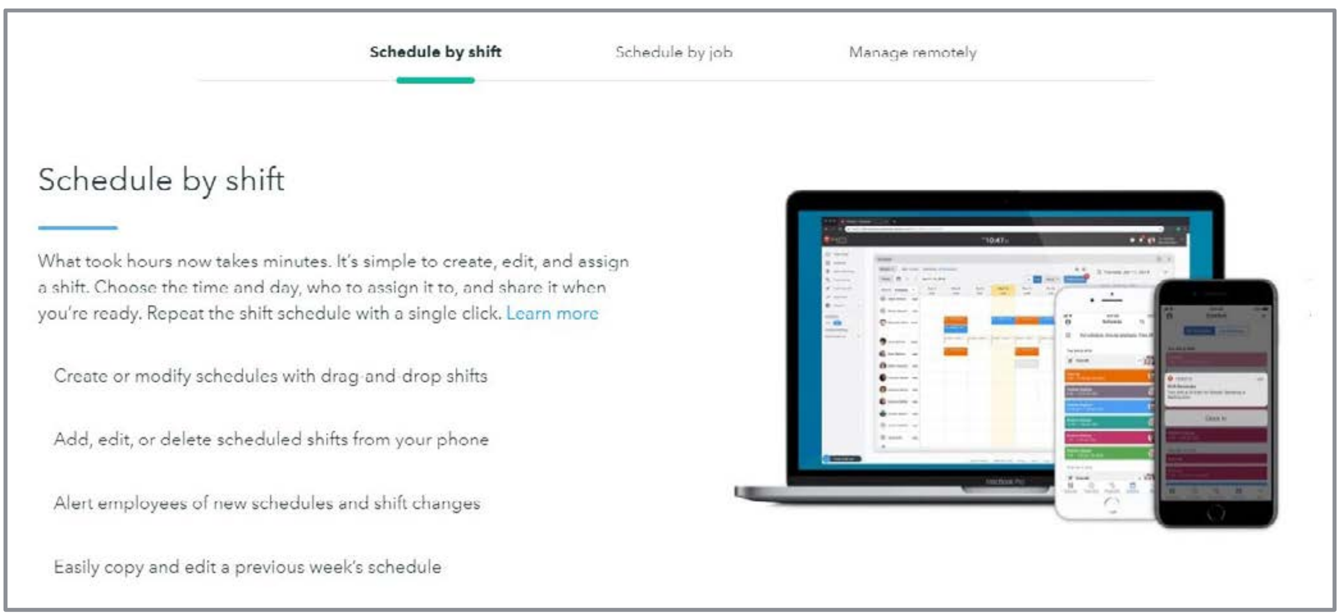
   Click the **All apps** tab at the top or the **See all apps** button at the bottom to get a complete listing of apps in the Intuit App Center for QuickBooks Online in the United States. You can search by name or browse by category.
3. Click on any app to view more information.
4. Many of the apps accessed in the Intuit App Center from a live account can be tried for free by clicking the app then clicking **Get App Now** (if it's visible).
5. The Intuit App Center may also be accessed without having a subscription to a live QuickBooks Online company by going to apps.com. Make sure to choose the correct country flag in the top right. You can click **View all apps**, find specific apps by browsing by category, or search by an app's name in the top right corner next to the country flag.



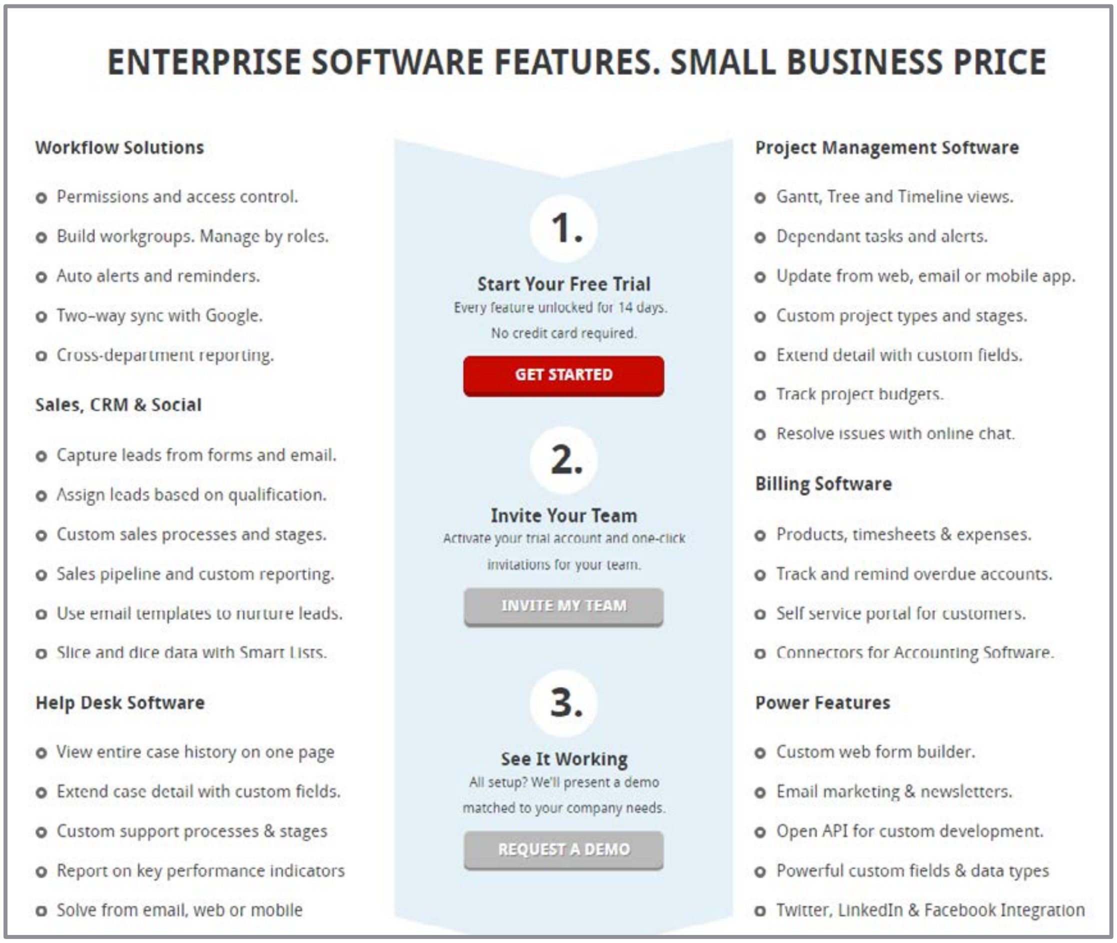
Features of Some Apps

- **TSheets.com Time Tracker** – Use this app to track employee time for payroll and job costing, job and shift scheduling. This app includes tools to comply with DOL, DCAA and FLSA regulations. TSheets time tracking is now available to be embedded inside QuickBooks Online.

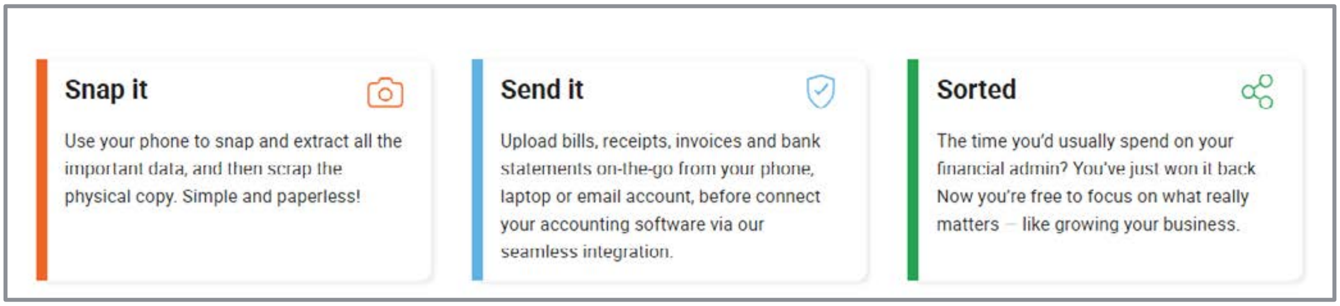


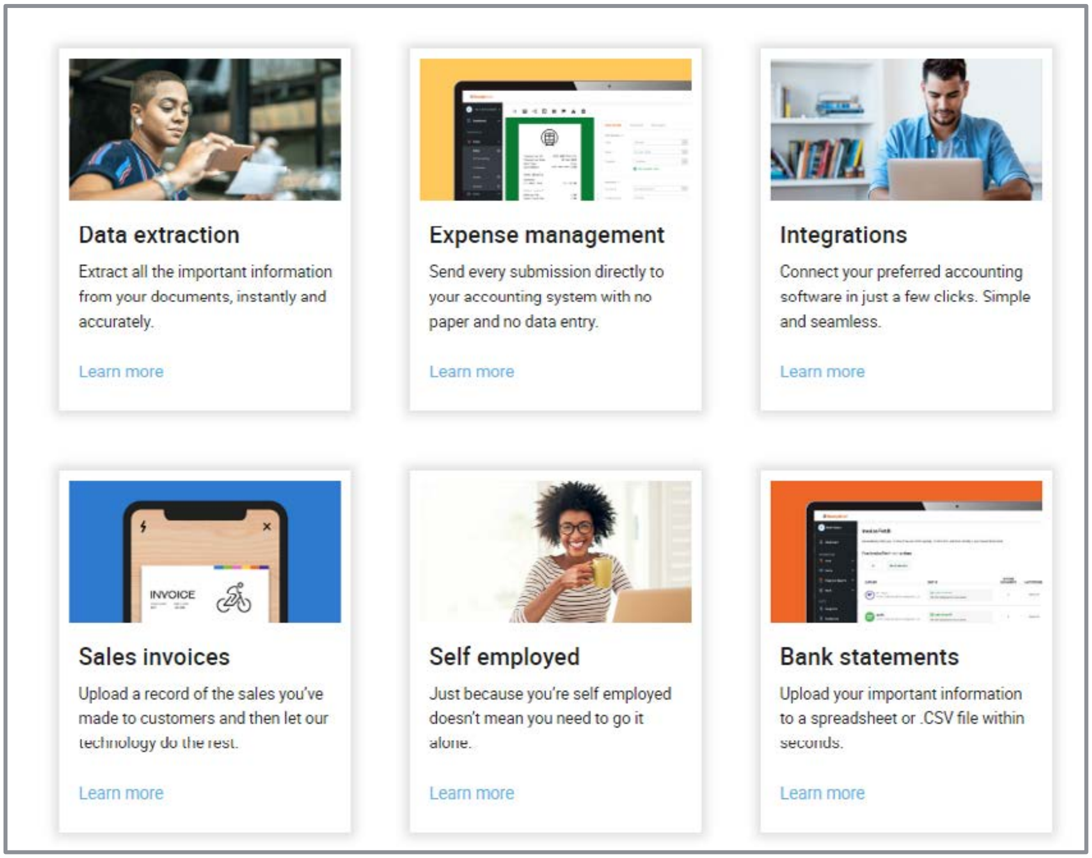


- **WORKetc** – This is an all-in-one social CRM, projects, quotes and billing platform to keep everyone on the same page and always up-to-date using a web browser, mobile device or tablet



- **Receipt Bank** – This app uses OCR technology and syncs data from your receipts and bills with QuickBooks Online





Course Conclusion

You have just covered *Course 5 – Expand Usability*. This course has been developed to help you train your clients how to use QuickBooks Online successfully.

By completing this module, your client should understand:

- Activating QuickBooks Payments
- Using Payroll
- The Intuit App Center