QuickBooks Online for Canada: Comprehensive

Academic Year 2022-2023

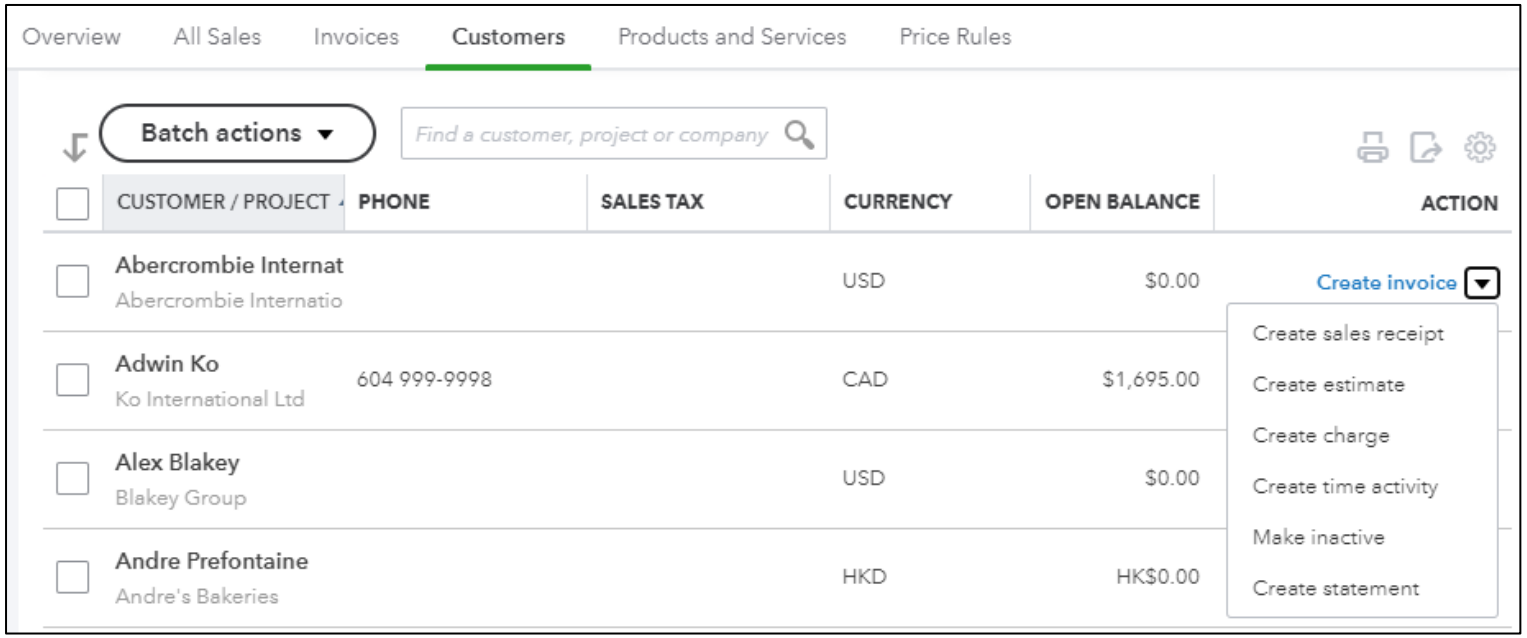
Chapter 4: Working with Customers

Learning Objectives

- Set up customers and sub-customers
- Edit sales settings and preferences
- Create estimates, invoices and sales receipts
- Receive payments and record bank deposits
- Create advanced customer transactions and reports
- Process credits and refunds

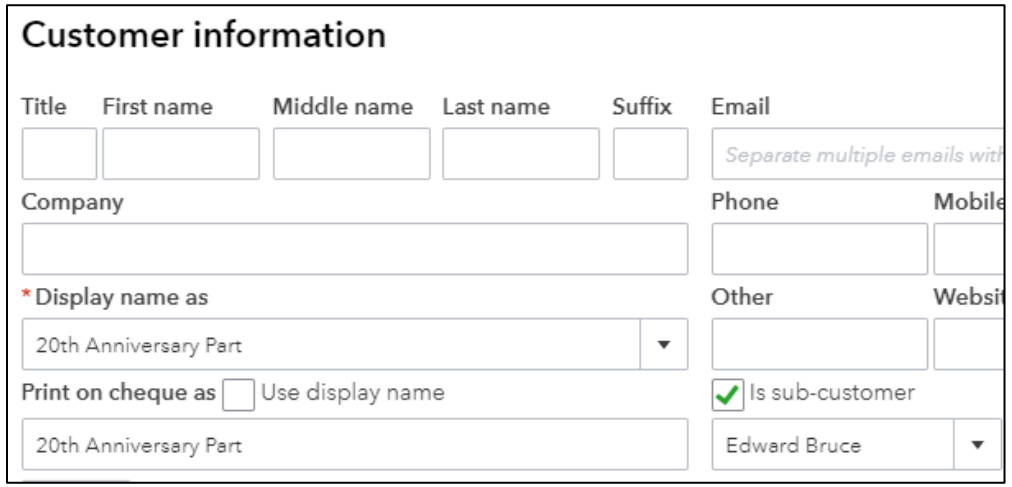
The Sales Centre

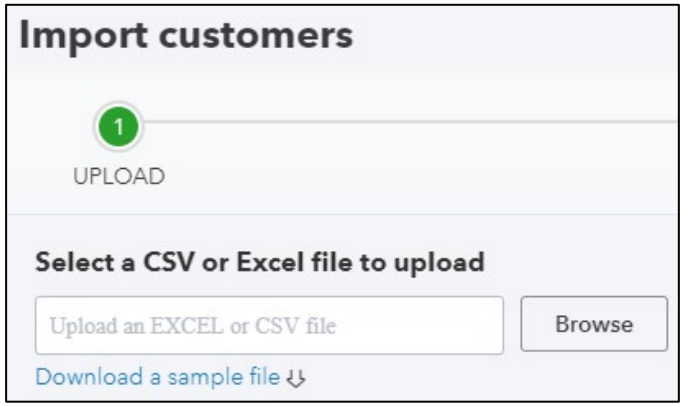
- Stores customer information and transactions



The Sales Centre (cont.)

- Create customers and sub-customers
  - Enter as much info as possible
  - Edit, merge or inactivate customers
- Import a customer list

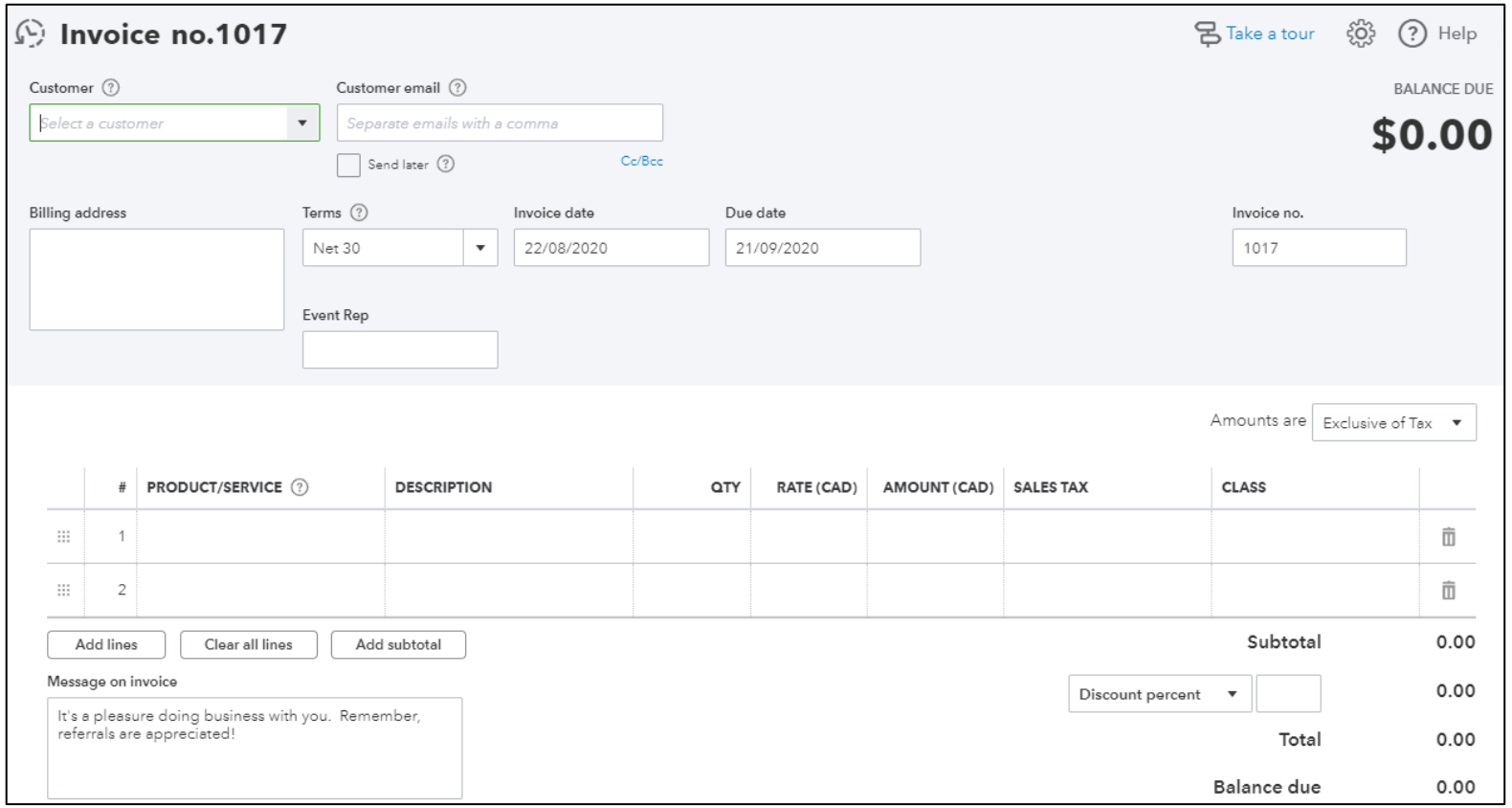




Creating Customer and Sales Transactions

- Recording sales transactions
  - Sales receipt at time of purchase
  - Invoice billed after the sale (usually with terms)
- Other transactions
  - Posting (impacts ledger accounts)
  - Non-posting (information only)
- Customize settings for individual customers and sales

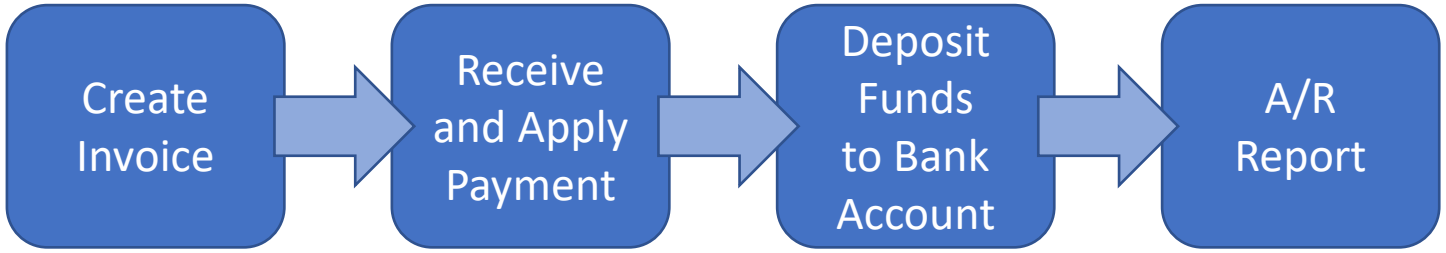
Creating Customer Sales Transactions (cont.)



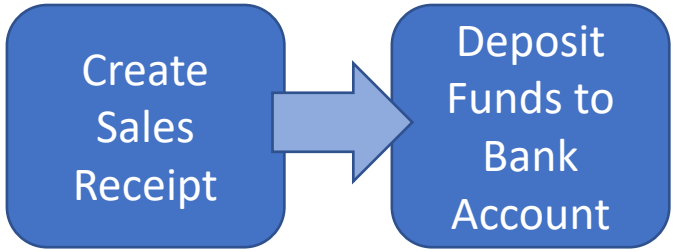
An invoice form

Creating Customer Sales Transactions (cont.)

Process for invoices



Process for sales receipts



Creating Customer Sales Transactions (cont.)

- Estimates
  - Non-posting sales transactions
  - When customer accepts an estimate, convert it to an invoice that shows on a ledger account
- Undeposited Funds account
  - Holds payments received until allocated to a specific asset account

Other Customer Transactions

- Create unique price rules
  - Customer types, product types or date ranges
- Credit memos
  - Reduce the amount of an unpaid invoice
- Refund receipts
  - Give a physical refund to a customer who has already paid

Creating Customer and Sales Reports

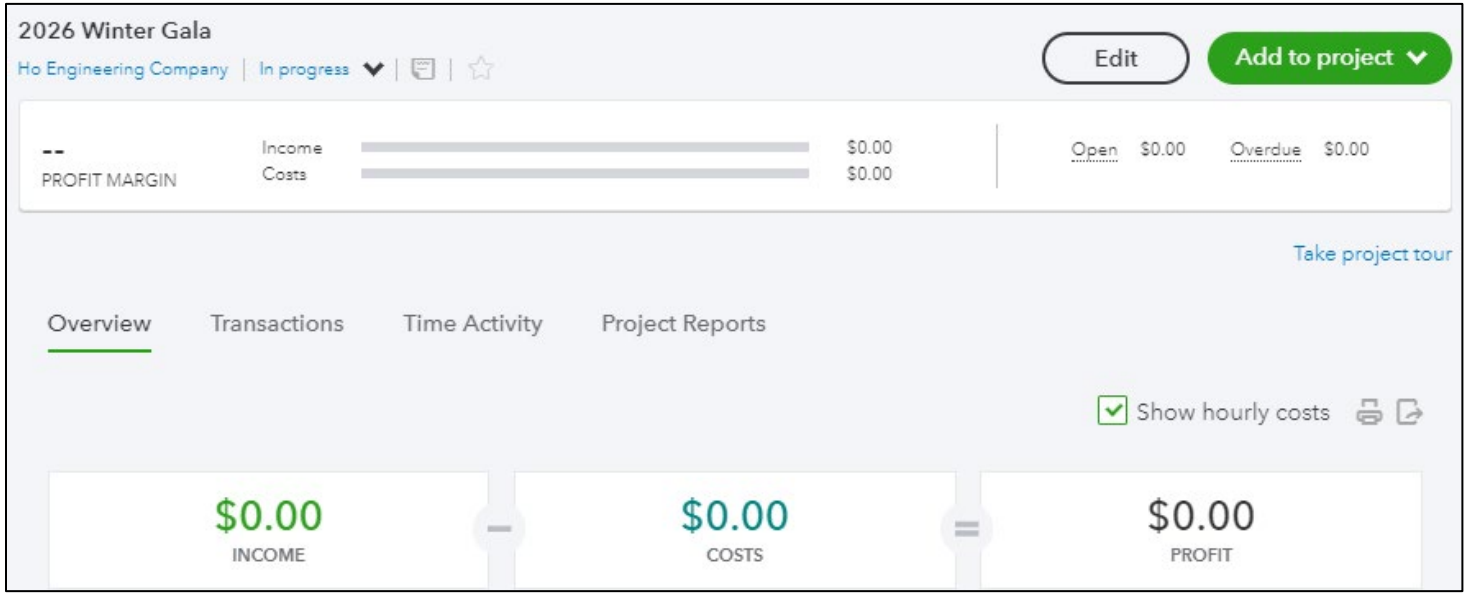
- Some reports have summary and detail versions to accommodate different needs.

Customer Balance Summary
All Dates

	TOTAL
Adwin Ko	1,695.00
Anilkumar Pillai	4,407.00
Benjamin Yeung	8,249.00
Hazel Robinson	-974.63
Jordan Burgess	452.00
Lew Plumbing	-454.83
Whitehead and Sons	5,028.50
TOTAL	**$18,402.04**

Customer Balance Detail
All Dates

DATE	TRANSACTION TYPE	#	DUE DATE	AMOUNT	OPEN BALANCE	BALANCE
Adwin Ko						
03/02/2022	Invoice	1010	05/03/2022	1,695.00	1,695.00	1,695.00
Total for Adwin Ko				**$1,695.00**	**$1,695.00**	
Anilkumar Pillai						
21/03/2022	Invoice	1016	20/04/2022	4,407.00	4,407.00	4,407.00
Total for Anilkumar Pillai				**$4,407.00**	**$4,407.00**	
Benjamin Yeung						
04/01/2022	Invoice	1009	03/02/2022	7,345.00	7,345.00	7,345.00

Projects

- Track projects by customers vs. using sub-customers as jobs
- Requires the QBO Plus subscription