QuickBooks Online for Canada: Comprehensive

Academic Year 2021-2022

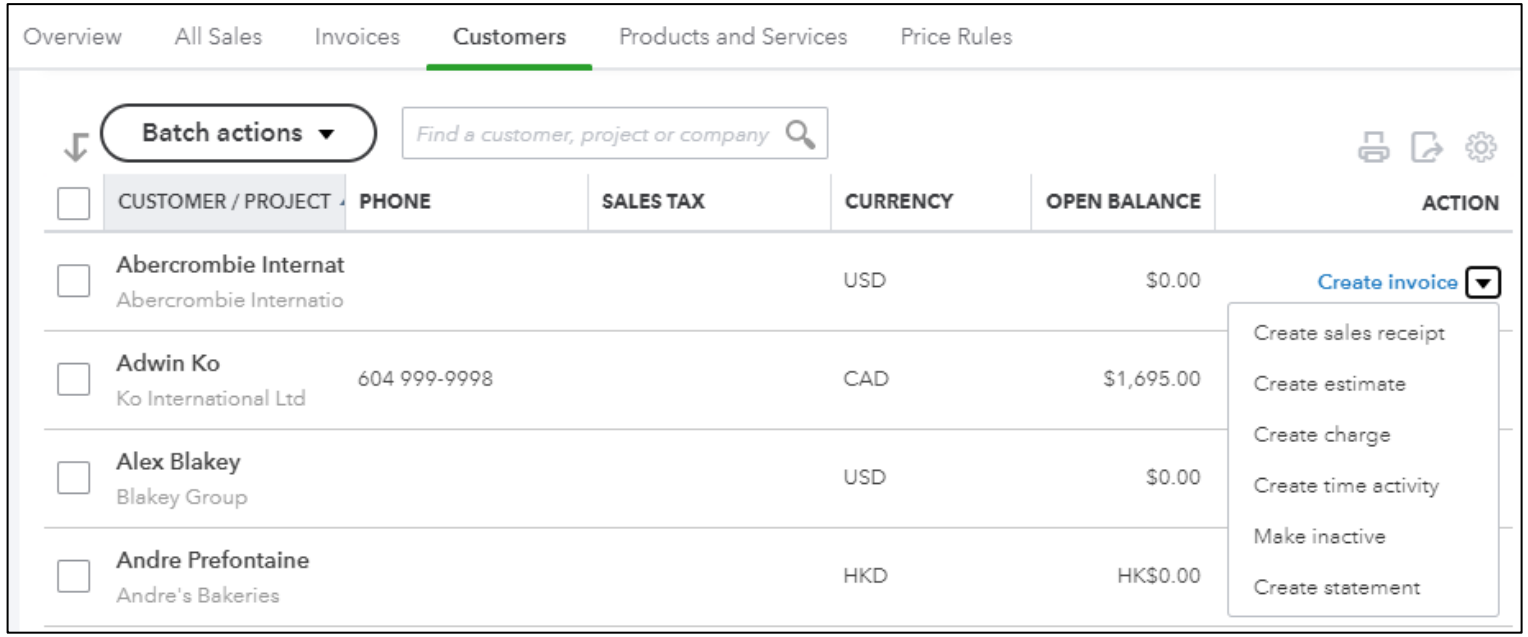
Chapter 4: Working with Customers

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

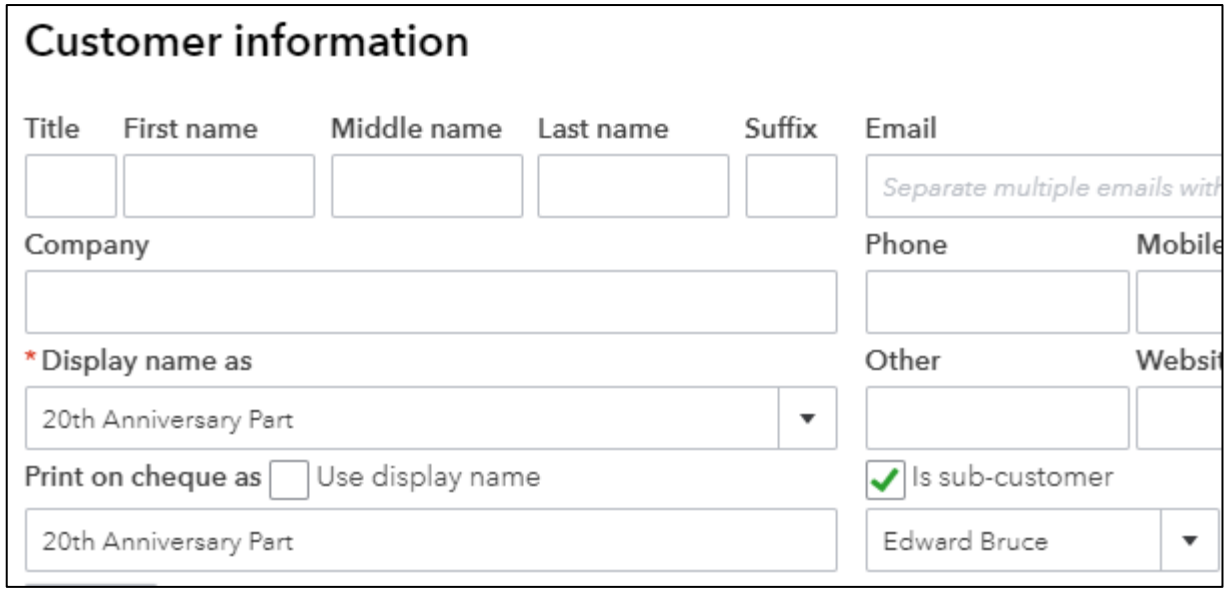
The Sales(/Invoicing) Centre

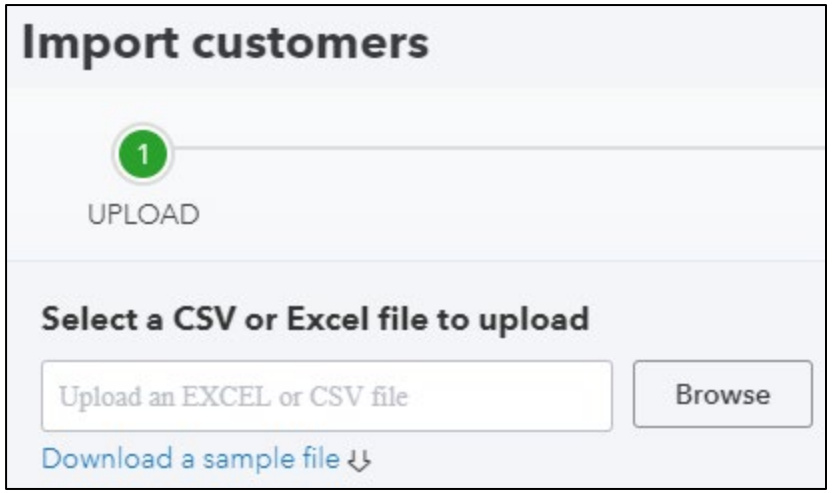
- This is where you store your customer information and transactions.



The Sales(/Invoicing) Centre (continued)

- You can create a customer/sub-customer or import a list of customers.

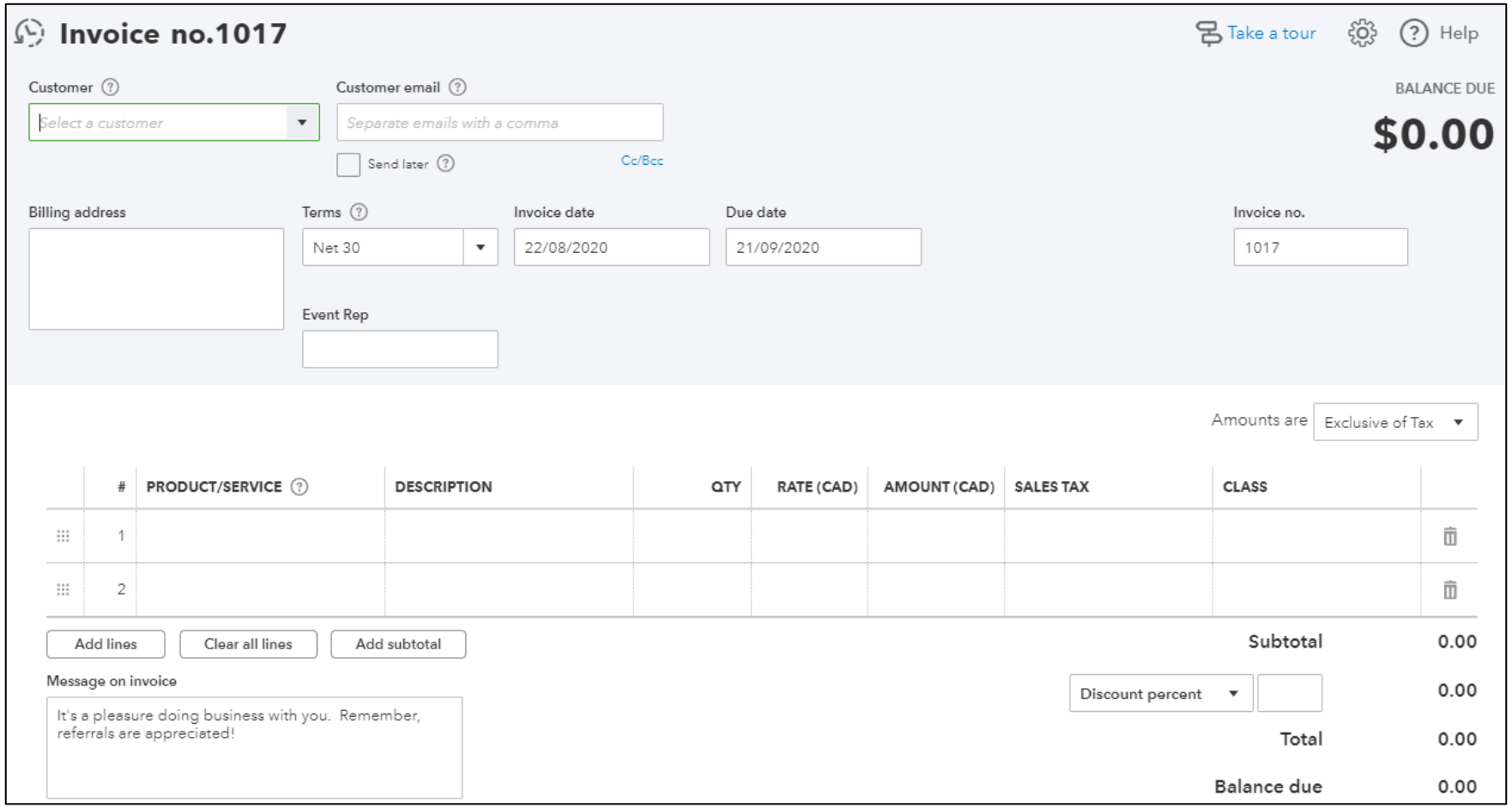




Creating Customer and Sales Transactions

- Sales transactions can be recorded in one of two ways:
  - sales receipt at the time of purchase
  - invoice billed after the sale (usually with terms)
- Other transactions are either posting (impact the ledger accounts) or non-posting (for information only).
- You can customize settings for individual customers and sales.

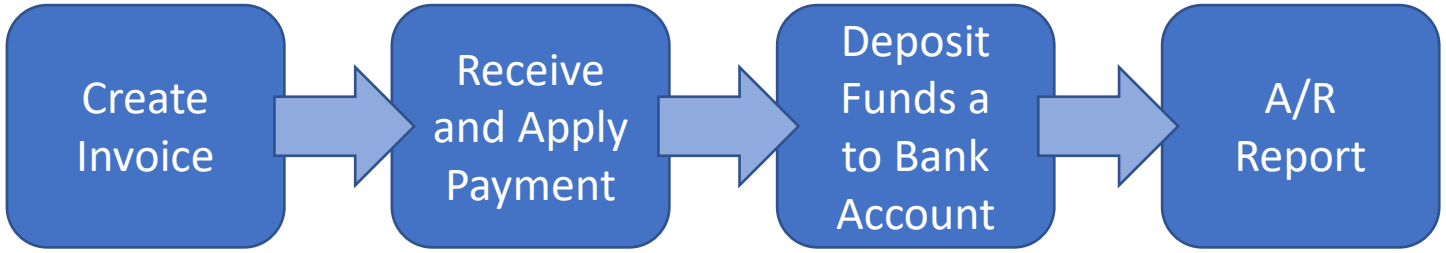
Creating Customer Sales Transactions (continued)



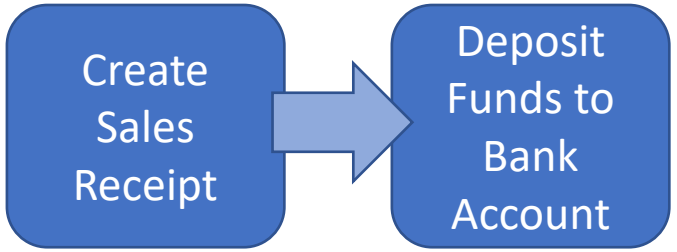
An invoice form

Creating Customer Sales Transactions
(continued)

Process for invoices



Process for sales receipts



Creating Customer Sales Transactions (continued)

- Estimates are non-posting sales transactions; when the customer accepts an estimate, you can convert it to an invoice that shows on a ledger account.
- The Undeposited Funds account holds payments received until they are allocated to a specific asset account.

Other Customer Transactions

- QuickBooks Online allows for the creation of unique price rules for specific customer types, product types or date ranges.
- Credit memos are given to reduce the amount of an unpaid invoice.
- Refund receipts are given when a customer has already paid, and you want to provide a physical refund.

Creating Customer and Sales Reports

Long for Success -- Event Planning

CUSTOMER BALANCE SUMMARY

All Dates

	TOTAL
Anilkumar Pillai	4,407.00
Benjamin Yeung	8,249.00
Edward Bruce	
20th Anniversary Party	565.00
Total Edward Bruce	**565.00**
Hazel Robinson	-974.63
Jordan Burgess	339.00
Kari Steblay	7,288.50
Kim Christian	2,034.00
Lew Plumbing	-454.83
TOTAL	**$21,453.04**

A Customer Balance Summary report

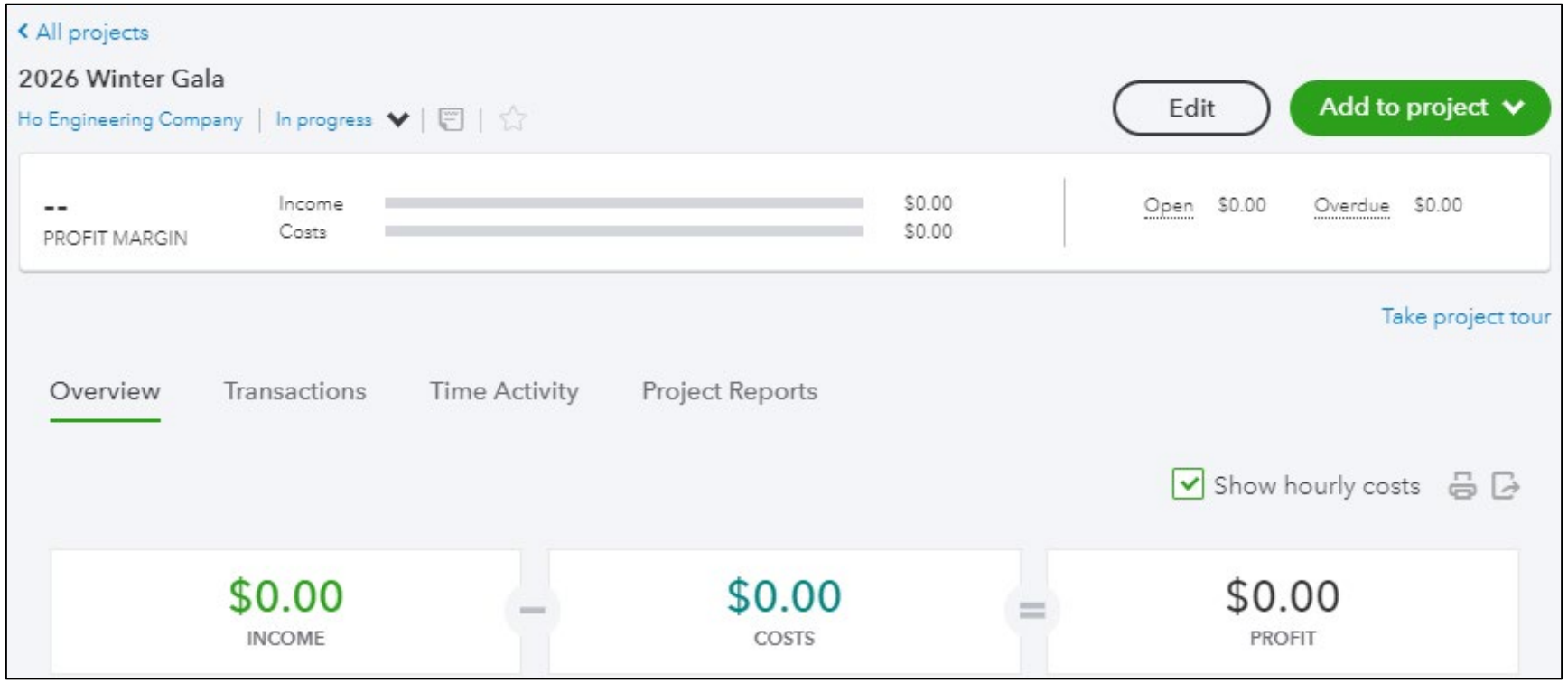
Long for Success -- Event Planning

SALES BY PRODUCT/SERVICE DETAIL

All Dates

DATE	TRANSACTION TYPE	#	CUSTOMER	MEMO/DESCRIPTION	QTY	SALES PRICE	AMOUNT	BALANCE
Name Badges								
07/06/2020	Invoice	1009	Benjamin Yeung	Name Badges	500.00	3.00	$1,500.00	1,500.00
07/07/2020	Invoice	1010	Adwin Ko	Name Badges	500.00	3.00	$1,500.00	3,000.00
21/07/2020	Invoice	1015	Anilkumar Pillai	Name Badges	300.00	3.00	$900.00	3,900.00
21/07/2020	Invoice	1014	Kari Steblay	Name Badges	250.00	3.00	$750.00	4,650.00
22/08/2020	Invoice	1016	Anilkumar Pillai	Name Badges	300.00	3.00	$900.00	5,550.00
10/09/2026	Refund	5016	Adwin Ko	Name Badges	-100.00	3.00	$ -300.00	5,250.00
Total for Name Badges					**1,750.00**		**$5,250.00**	
Total for Badges					**1,750.00**		**$5,250.00**	
Catering								
08/01/2020	Invoice	1003	Benjamin Yeung	Catering -- food & beverage	20.00	35.00	$700.00	700.00
13/02/2020	Invoice	1004	Lew Plumbing	Catering -- food & beverage	35.00	35.00	$1,225.00	1,925.00
13/02/2020	Invoice	1005	Oxon Insurance Agen...	Catering -- food & beverage	25.00	42.50	$1,062.50	2,987.50
12/04/2020	Invoice	1006	Cathy's Consulting Co...	Catering -- food & beverage	50.00	75.00	$3,750.00	6,737.50
27/05/2020	Invoice	1007	Hazel Robinson	Catering -- food & beverage	75.00	50.00	$3,750.00	10,487.50
05/09/2026	Sales Receipt	5012	Edward Bruce:20th A ...	Party food for 150	1.00	1,500.00	$1,500.00	11,987.50
25/09/2026	Invoice	5013	Kari Steblay	Catering -- food & beverage	0.50	1,500.00	$750.00	12,737.50
Total for Catering					**206.50**		**$12,737.50**	

A Sales by Product/Service Detail report

Projects

- QBO Plus users can track projects by customers instead of using sub-customers as jobs.