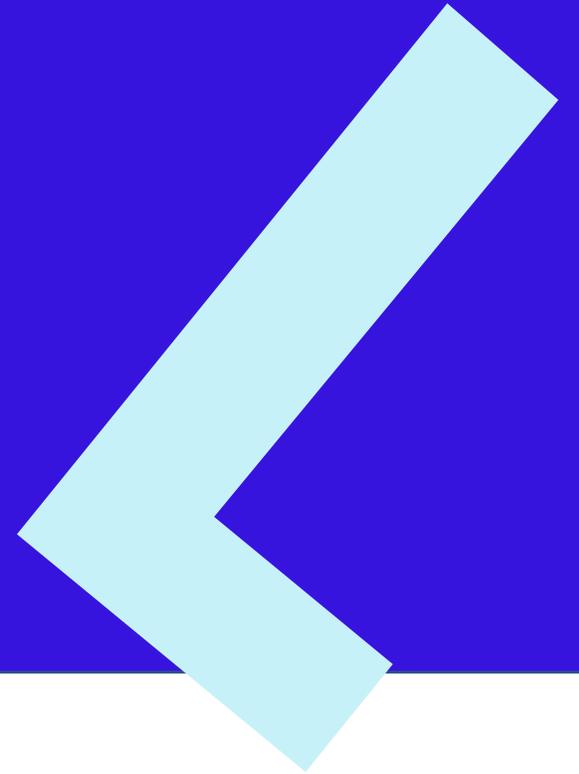




QuickBooks Online: Comprehensive Academic Year 2022-2023



Chapter 3: Working with Customers

Learning Objectives

- Set up customers and sub-customers
- Import customers
- Edit sales settings and preferences
- Create sales receipts and invoices
- Receive payments from customers
- Record bank deposits
- Create sales reports
- Create bank rules

The Sales(/Invoicing) Center

- Info on customers and their transactions
- Tabs: Overview, All Sales, Invoices, Payment Links, Customers, and Products
- Your Customers List
 - Customer names
 - Contact information
 - Open balances
 - The Action menu

The Sales(/Invoicing) Center (cont.)

- Add customers and sub-customers
- Import customers
 - CSV, Excel files
- Edit, merge, and inactivate customers
 - Can't delete

Recording Sales Transactions

- Two ways:
 - Cash - sales receipt at the time of purchase
 - Accounts Receivable - invoice billed after the sale
- Customize settings for individual customers and sales 

Recording Sales Transactions (cont.)

- Customizable forms that can include:
 - Company logo
 - Contact info
 - URL
- Transaction forms can automatically create accounting transactions
- Undeposited Funds/Payments to Deposit account holds funds waiting to be deposited

Receiving Customer Payments

- When customers pay open invoices, funds are applied to corresponding invoice
- Customers with open invoices display at bottom of window

Receive Payment

Payment date

Payment method Reference no. Deposit to

Outstanding Transactions

All

<input checked="" type="checkbox"/>	DESCRIPTION	DUE DATE
<input checked="" type="checkbox"/>	Invoice # 1021 (09/13/2020)	10/13/2020

Recording a Bank Deposit

- Record bank deposits exactly
- Choose specific funds to deposit from a list of transactions

<input type="checkbox"/>	RECEIVED FROM ▲	DATE	TYPE	PAYMENT METHOD	MEMO	REF NO.	AMOUNT
<input checked="" type="checkbox"/>	Amy's Bird Sanctuary	09/01/2026	Payment	Check ▼		55841	239.00
<input type="checkbox"/>	Cool Cars	10/05/2020	Payment	Enter Text ▼			1,675.52
<input checked="" type="checkbox"/>	Edward Bruce:Front Yard Landscaping	09/01/2026	Sales Receipt	Check ▼		4511	500.00
<input type="checkbox"/>	Freeman Sporting Goods:0969 Ocean View Road	10/05/2020	Payment	Enter Text ▼			387.00

Creating Customer and Sales Reports

- Customer and sales reports
 - Customer balances
 - Transaction lists
 - Profit and loss reports
 - More

Craig's Design and Landscaping Services						
CUSTOMER BALANCE DETAIL						
All Dates						
DATE	TRANSACTION TYPE	NUM	DUE DATE	AMOUNT	OPEN BALANCE	BALANCE
▼ Bill's Windsurf Shop						
08/18/2020	Invoice	1027	09/17/2020	85.00	85.00	85.00
09/01/2026	Invoice	1039	10/01/2026	35.00	35.00	120.00
Total for Bill's Windsurf Shop				\$120.00	\$120.00	
▼ Freeman Sporting Goods						
▼ 0969 Ocean View Road						
10/05/2020	Invoice	1036	11/04/2020	477.50	477.50	477.50
Total for 0969 Ocean View Road				\$477.50	\$477.50	
▼ 55 Twin Lane						
08/18/2020	Invoice	1028	09/17/2020	81.00	81.00	81.00
09/26/2020	Invoice	1005	10/26/2020	54.00	4.00	85.00
Total for 55 Twin Lane				\$135.00	\$85.00	
Total for Freeman Sporting Goods				\$612.50	\$562.50	

Correcting Errors

- Easy to fix errors in QBO
 - But be careful of dates and transaction numbers
- Void
 - Undo the transaction and retain the accounting
- Delete
 - Entirely undo and remove the transaction (except in audit log)