



# QuickBooks Online: Level 1 Academic Year 2021-2022



## 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

- The Sales(/Invoicing) Center provides information on your customers and their transactions.
- Five tabs: Overview, All Sales, Invoices, Customers, and Products
- Your Customers List displays:
  - Customer names
  - Contact information
  - Open balances
  - The Action menu

# Recording Sales Transactions


- Sales transactions can be recorded by:
  - Cash: sales receipt at the time of purchase
  - Accounts Receivable: invoice billed after the sale
- The user can customize settings for individual customers and sales. 

## Recording Sales Transactions (cont.)

- Forms are fully customizable and can include:
  - Company logo
  - Contact information
  - Website addresses on forms that the public will see
- If linked correctly, transaction forms can also automatically create the accounting transaction.
- QuickBooks Online uses an Undeposited Funds account to hold undeposited funds.

# Receiving Customer Payments

- When customers pay open invoices, the funds are applied to the appropriate invoice.
- Customers with open invoices will display at the bottom of the window.

 **Receive Payment**

Payment date

09/01/2026

Payment method

Check

▼

Reference no.

55841

Deposit to

Undeposited Funds

▼

**Outstanding Transactions**

Find Invoice No.

Filter >

All

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

# Recording a Bank Deposit

- You must record your bank deposits exactly.
- You can choose the specific funds you are depositing from your 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

- There are numerous customer reports available in the QuickBooks Online Reports center, including:
  - Customer balances
  - Customer transaction lists
  - Profit and loss reports

| 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

- To correct a transaction, find it, correct the error, and click Save.
- To void or delete a transaction, find it, click the More icon, and select the action you wish to complete.
  - Void voids the transaction but maintains the accounting.
  - Delete removes the entire transaction.