INTUIT ACADEMY

QuickBooks Online Seminar

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lone tree
ACCOUNTING

Student Guide to QuickBooks Online

This student guide serves as a take-home resource for participants to refer to when they need a refresher on the topics covered during the live QuickBooks Online seminar.

QuickBooks Online Test Drive

Screen shots included in this guide were taken using the QuickBooks Online "test drive" file. The test drive file uses a sample company file called Craig's Design & Landscaping Services. It can be accessed through the following link:

https://qbo.intuit.com/redir/testdrive

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

This test drive file is designed for you to explore and try out new things without worrying that 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 once you log out of it, the changes you have made to the file are erased.

Introduction to QuickBooks Online

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. Some advantages that QuickBooks Online offers are:

- You can easily access to data across multiple platforms (PC or Mac)
- There is no need to transfer data files since everyone logs in to the same account to access live data
- All data is hosted, backed up and secured by Intuit's servers
- Attaching supporting documents and transactional messaging allows for greater collaboration and centralization of information
- You can automatically create invoices and send them to clients, including delayed customer charges for unbilled time and costs
- Logins, Third-party activity, and list changes can be monitored using the Audit Log
- Reports can be emailed automatically to anyone using a scheduled frequency
- You can further organize data with both Class and Location tracking

- Bank transactions are automatically downloaded if you connect your bank account using online banking credentials
- You can invite unlimited Reports Only and/or Time Tracking Only users if using the Plus version of QuickBooks Online
- Third-party apps sync to QuickBooks Online behind the scenes (i.e., without you having to actually opening QuickBooks Online) since the apps sync to Intuit's always-accessible server. No downloading and managing third-party sync engines!
- 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 desktop edition that offers FIFO is Enterprise with Advanced Inventory.
- QuickBooks Online developers are always releasing new functionality within the software. This list of features will continue to grow!

QuickBooks Online Subscription Levels

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 understand the features of included with each of the three QuickBooks Online subscription levels:

http://quickbooks.intuit.com/online/compare

You can upgrade your QuickBooks Online subscription level at any time to accommodate changes in your business.

Feature	Simple Start	Essentials	Plus
Track your income and expenses	✓	✓	✓
Send unlimited estimated and invoices	✓	✓	✓
Download transactions from your bank and credit card accounts	✓	✓	✓
Print checks and record transactions	✓	✓	✓
Import data from Excel® or QuickBooks Desktop	✓	✓	✓
Back up your data online automatically	✓	✓	✓
Same security and encryption as banks	✓	✓	✓
Access your data from a tablet or smartphone	✓	✓	✓
Invite up to two accountants to access your data	✓	✓	✓
Integrate with available applications	✓	✓	✓
Set up invoices to automatically bill on a recurring schedule		✓	✓
Manage and pay bills from vendors		✓	✓
Enter bills and schedule payments for later		✓	✓
Compare your sales with profitability with industry trends		✓	✓
Control what your users can access		✓	✓
Create and send purchase orders			✓
Track inventory			✓
Prepare and print 1099s			✓
Give employees and subcontractors limited access to enter time worked			✓
Track billable hours by customer			✓
Create budgets to estimate future income and expenses			✓
Categorize your income and expenses using class tracking			✓
Track sales and profitability for each of your locations or divisions			✓
Number of people who can access QuickBooks Online			✓
Number of built-in business reports			✓
Pay W-2 employees and file payroll taxes	Free trial, then continue using for an additional monthly fee.		
Accept online and mobile payments	QuickBooks Payments: pay per use		

NAVIGATING QUICKBOOKS ONLINE

Logging into QuickBooks Online

To access QuickBooks Online, go to qbo.intuit.com and enter your user ID and password. For easy access, bookmark the login page on your browser. We recommend using Google Chrome when using QuickBooks Online, but you can use many different browsers to access it.

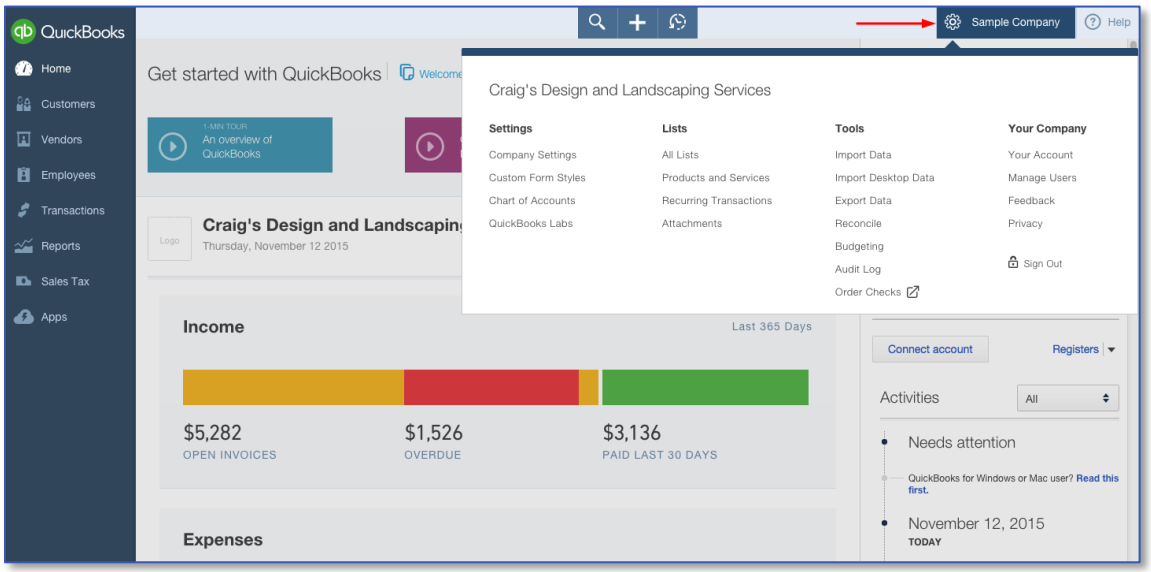
Setting up a New QuickBooks Online File

When you first set up your QuickBooks Online file, you'll have the option to use the Setup Wizard (go this route it you are starting a brand-new company file from scratch), or you can opt to import an existing QuickBooks Desktop file. If you are going to be importing an existing QuickBooks Desktop file as your starting point, we highly recommend contacting a ProAdvisor to do this for you.

Gear Icon

The gear icon, which is located in the upper right-hand corner of QuickBooks Online, contains four sections, all of which help you manage your QuickBooks Online file:

- Settings
- Lists
- Tools
- Your Company



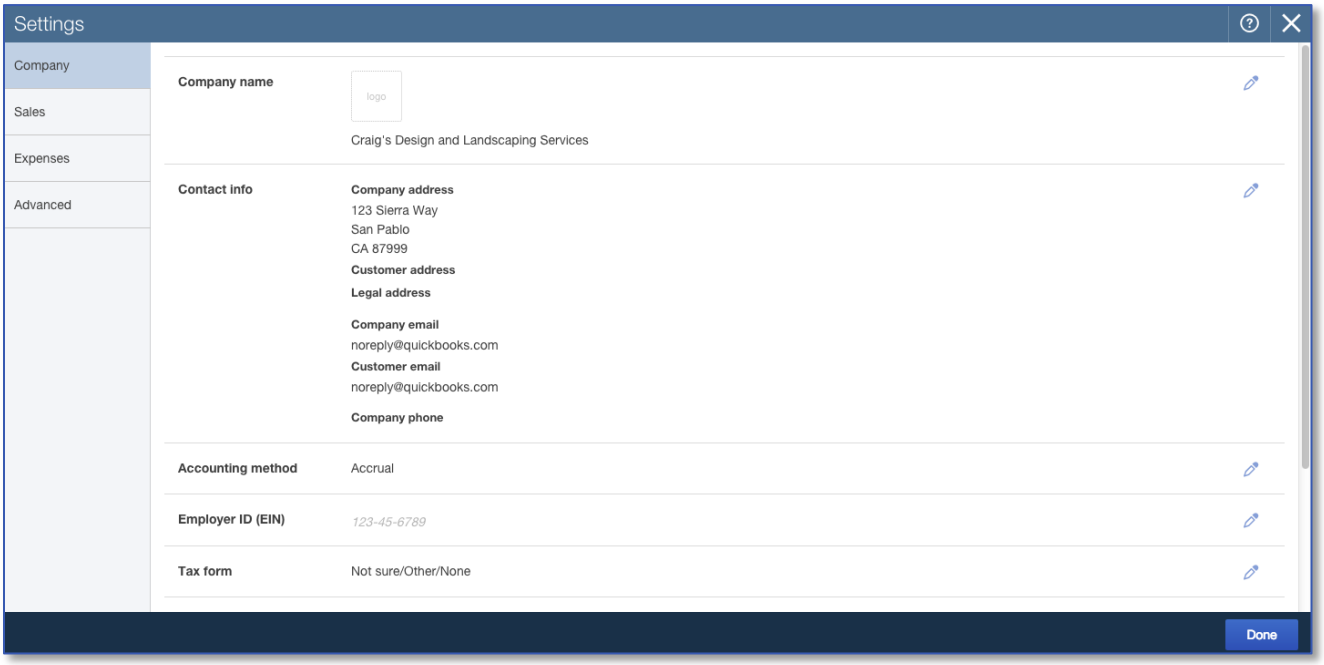
HOME PAGE AND GEAR ICON

The Settings section contains:

- Company Settings
- Custom Form Style
- Chart of Accounts (we'll address this section later on in this guide)
- QuickBooks Labs (we'll address this section later on in this guide)

Company Settings (under Gear Icon)

When you click on the Company Settings option, you'll be taken to a screen that contains four sections:



COMPANY SETTINGS

- **Company** – You can customize your QuickBooks Online file with key information, like your company name, logo address, email address, website, phone number, EIN and legal structure. This is also where you go to activate class and location tracking.

- **Sales** – You can manage how sales transactions are displayed on sales forms, customize online delivery of sales forms, and customize the look and feel of sales forms

  - In the **Customize** section, click on the button called **Customize look and feel**

    - **Style** – Pick your design and add your logo here. You can also change the color of the shading
    - **Appearance** – You can change the size of your logo, change margins and fonts, and choose the level of detail you want to appear on the forms
    - **Header** – Where you choose the heading text for your forms and add fields such as terms, due date, shipping information and payment method
    - **Activity Table tab** – Lets you choose the data fields from the Products and Services list that will appear on your form. You can also change the width percentage and order of fields here. This is also where you add the Billable Time fields.
    - **Footer** – This is where you set up your customer message and other pre-defined text, such as a disclaimer, warranty information, or any other text that is meaningful

  - The **Sales form content** section is where you set the default information that will appear on your sales forms

    - Preferred terms and delivery method
    - Turn on shipping fields
    - Set up custom fields (up to 3)
    - Custom transactions numbers
    - Add service date field
    - Turn on Discount & Deposit fields

  - The **Products and services** section activates the quantity and price fields on the sales form. This is also where you turn on the inventory feature in QuickBooks Online by selecting **Track quantity on hand**. The inventory feature is only available in QuickBooks Online Plus, and it is FIFO as opposed to average cost or LIFO.

  - In the **Messages, Online delivery, and Statements** sections, you can modify the messages that appear on sales forms, change the email options, and enable an aging table on the bottom of your customer statements

- **Expenses** – You can change how QuickBooks Online manages your expenses. Settings include:
  - Show items table on expense and purchase forms
  - Track expenses and items by customer
  - Make expenses and items billable (Plus only)
  - Set default bill payment terms
  - Enable purchase orders (Plus only)
- **Advanced** – Includes various accounting, automation, and time-tracking settings along with features that can enhance your internal controls
  - Fiscal and income tax year ending dates
  - Close the books and set a password
  - Turn on account numbers for the Chart of Accounts
  - Automation features such as
    - Pre-fill forms with previously entered content
    - Automatically apply credits
    - Automatically invoice unbilled activity
    - Copy estimates to invoices
    - Automatically apply bill payments
  - Time tracking
  - Turn on Multicurrency
  - Date and number formats
  - Warn if duplicate transaction numbers
  - Duration before user is logged out of QuickBooks Online

Your Company (under Gear Icon)

You can access the Your Account page by clicking on the **gear** icon at the top right of the top navigation bar. Here, you will find information about your QuickBooks Online subscription, including:

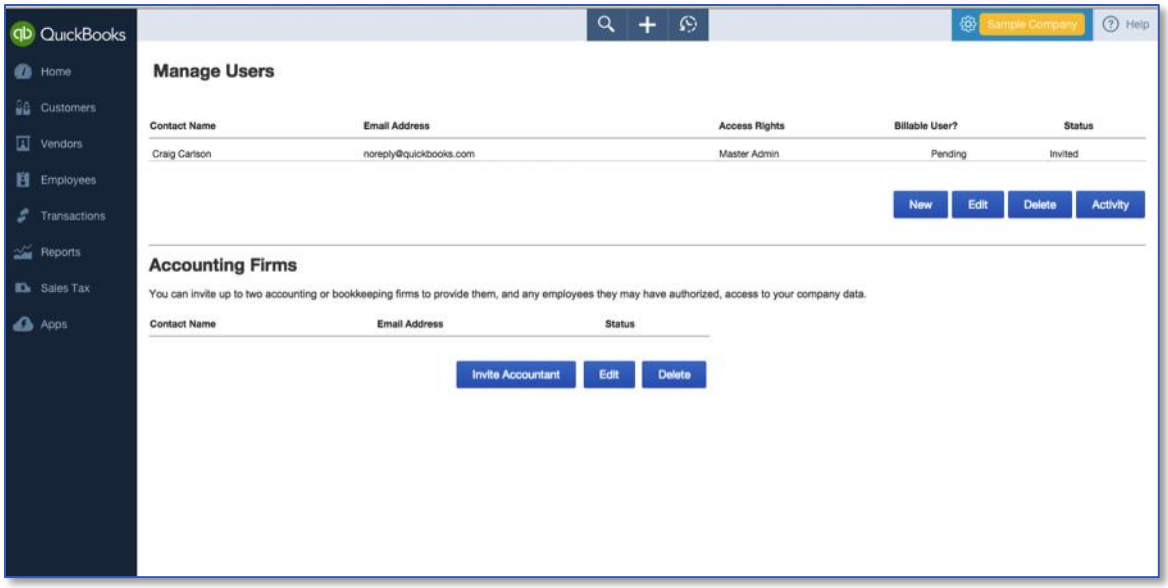
- Company ID
- Product version
- Billing frequency and payment method
- Payment history

The Company Info tab is where you can update your company contact information and communication preferences.

There are also tabs where you can edit your personal information and upgrade your subscription, sign up for Intuit payroll services or Intuit payments, and order supplies that work with QuickBooks.

Manage Users (Accessed via the Gear Icon under Your Company)

To set up users in QuickBooks Online, click on the **gear** icon and find **Manage Users** under the Your Company column.



MANAGE USERS

To add a user, click the blue **New** button. (You must allow pop ups in your browser in order to add a new user. In fact, QuickBooks Online requires that pop-up blockers be disabled for the QuickBooks Online website as many of the tasks are performed in pop-up windows.)

Once the New User window appears, choose the type of user you would like to add. You can choose from the following types:

- **Regular or custom user** – You control which areas the user can access
  - You can choose from all, none, or limited access to
    - Customers and Sales, and/or
    - Vendors and Purchases
  - You can choose the user's administrative rights. You can give them user management rights, the ability to view or edit company information, and choose whether they have access to your subscription and billing info.
- **Company administrator** – Access to all areas of the program, including settings and full access rights to all other services to which the QuickBooks Online company subscribes, such as payroll and Intuit Payments
- **Reports only user** – This user logs into a special version of QuickBooks Online that gives them access to almost all reports, except payroll and list reports that include contact information. You can have unlimited Reports only users with your QuickBooks Online Plus subscription. This user type is only available in QuickBooks Online Plus.
- **Time tracking only user** – The user logs into a special version of QuickBooks Online that only has time sheets. The user can fill out and change their own time sheets, but does not have access to other users' timesheets. You can have unlimited Time tracking users with your QuickBooks Online Plus subscription. This user type is only available in QuickBooks Online Plus.

Once you have followed the steps to set up the type of user you want, you invite the user by entering their email address and name. Once the user is added, they will receive an invitation email with instructions to create a new user account and log in.

If a user ever forgets their user ID or password, direct them to QBO.intuit.com (the login page), and tell them to click on the link **I forgot my user ID or Password** and follow the prompts.

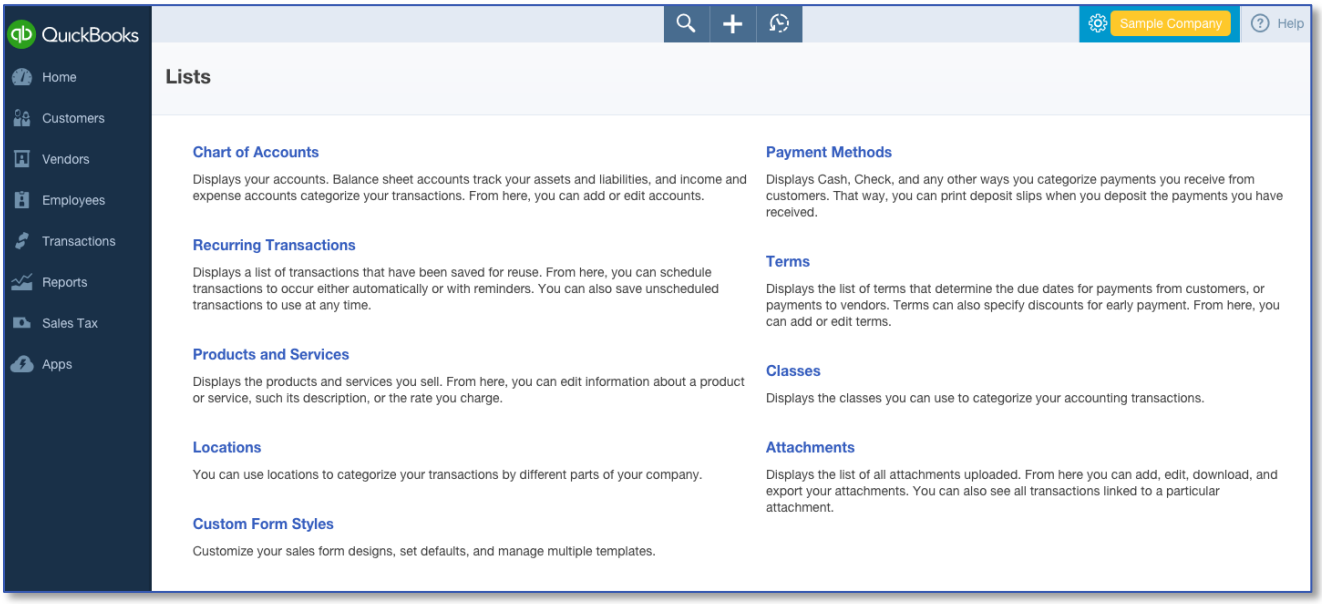
To add your accountant as a user for your QuickBooks Online company, use the blue **Invite Accountant** button located in the Accounting Firms portion of the Manage Users screen. Follow the prompts to send an invitation to your accountant. You can add up to two accountant users.

Lists

The foundation of QuickBooks Online is the lists that the program uses to store information about the accounts, customers, vendors, employees and products and services used by your company. When these lists are set up and coded properly, the program is easy to use and provides accurate financial information to the user.

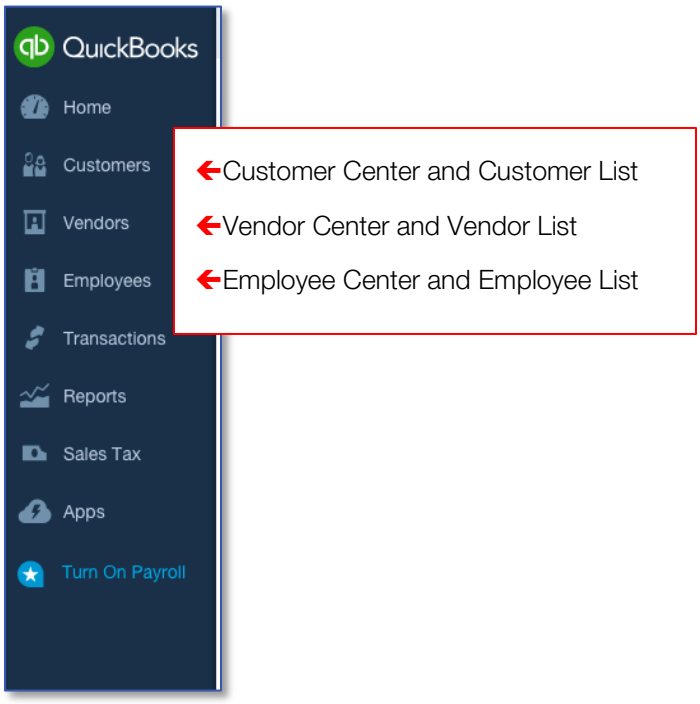
The following lists can be accessed under the gear icon:

- Chart of Accounts
- Recurring Transactions
- Products and Services
- Locations
- Custom Form Styles
- Payment Methods
- Terms
- Classes
- Attachments



LISTS (UNDER GEAR ICON)

The Customer, Vendor and Employee lists can be found by clicking on their respective tabs on the left navigation bar.



HOW TO ACCESS LISTS FOR CUSTOMERS, VENDORS AND EMPLOYEES

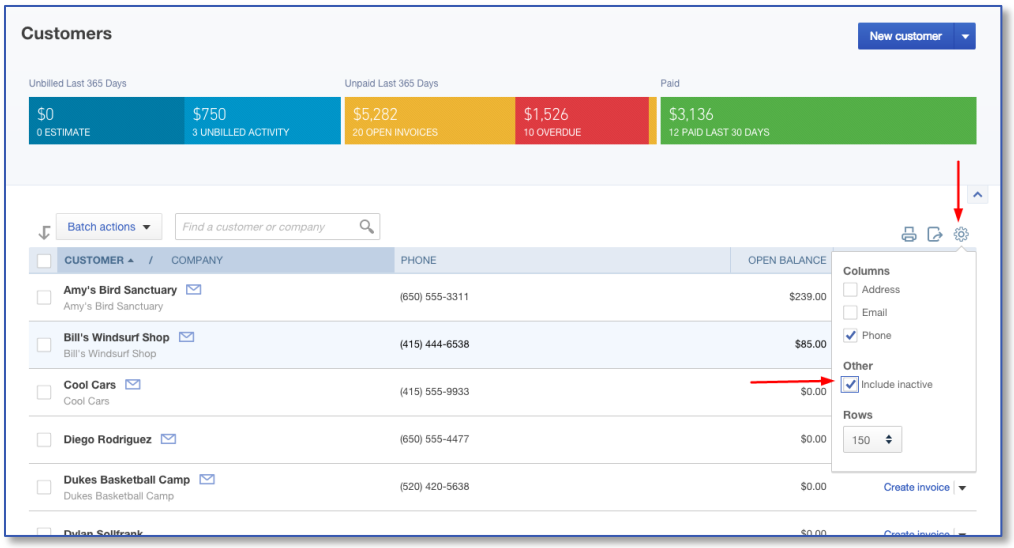
From each center (Customer, Vendor, or Employee), you can add, edit, or delete list items. You can also have sub-lists of items in the Customer Center. For example, if you have a customer with multiple locations, you can have a parent customer — perhaps the corporate office, and sub-customers for each location to which you sell. You can choose whether to bill the sub-customer's transactions to the parent or the sub.

You can also have sub-accounts in your chart of accounts. This is a great way to create subtotals on your financial statements and keep track of additional details.

Sometimes you can end up with list names which are in essence duplicates of each other but vary somewhat in spelling. These duplicates create confusion and inefficiencies in workflow and reports. You can easily merge the two list names together to clean up your lists. To merge a list name, click on the name you wish to eliminate, then click the **Edit** button. Change the **Display Name** to match exactly the name of the list name you want to keep, then click **Save**. When you see the following screen pop up, click **Yes**:

It is important to note that the merged name is made inactive and not deleted. Deleted list names are never really deleted from QuickBooks Online. If a name is merged with another, all of the transactions that were assigned to the merged name are reassigned to the remaining one. You can delete any list name in QuickBooks Online regardless if it's been used in a transaction and it will no longer appear in the list menu. However, the deleted name may still appear on reports if it has been used in a transaction during the reporting period. If you need to reactivate a deleted list name:

1. Go to the **List** center.
2. Click on the small **gear** icon at the top right of the list and check the box **Include inactive** (see the following screen shot).



SMALL GEAR ICON AND INCLUDING INACTIVE LIST ITEMS

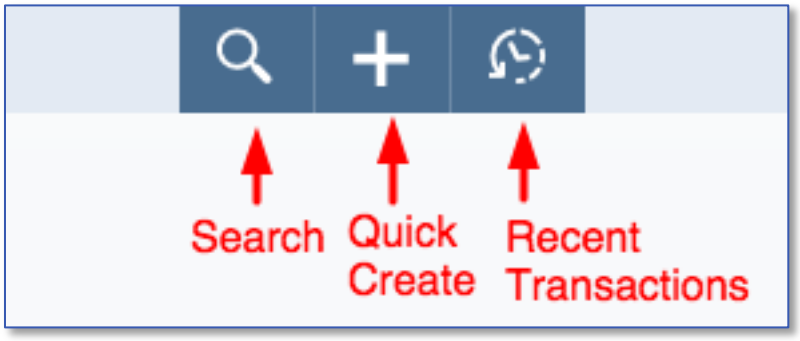
3. Click on the name to be restored, then click **Make Active**.

NOTE: *If you need to merge a sub item, you must make the sub item a parent before you can merge it (then you can go back and edit the list item to make it a sub-item once again).*

Top Navigation Bar

The Top Navigation Bar in QuickBooks Online is home to many menus and features, including:

- Quick Create
- Search Box
- Gear Icon
- Help menu

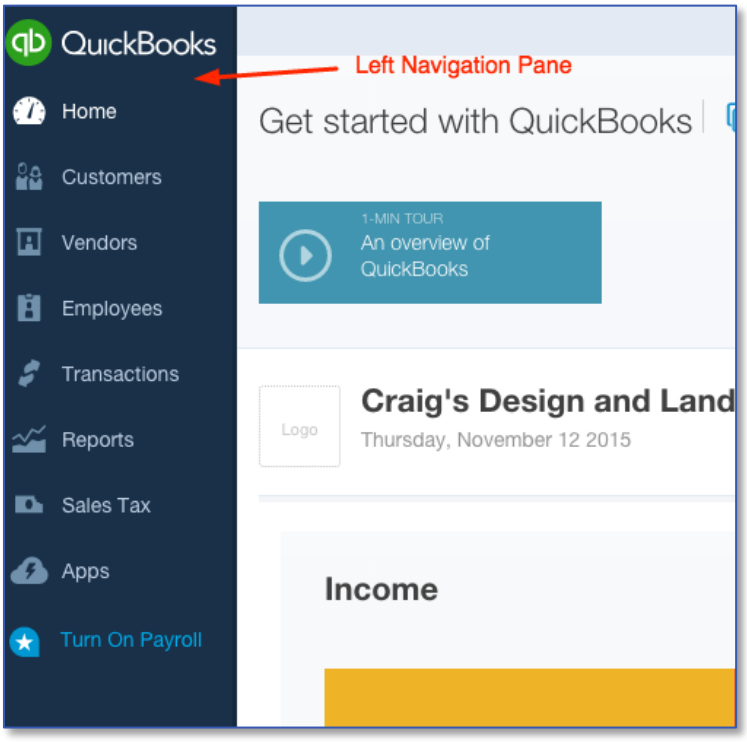


Quick Create

Clicking on the **Quick Create** button (signified by the plus (+) sign; see the screen shot above) displays a menu list to different transaction-based screens, including Invoice, Check or Weekly Timesheet. Transactions available in Quick Create are grouped by the type (Customers, Vendors, Employees) each transaction relates to. The Other transactions include Bank Deposits, Transfers, Journal Entry, and Statement.

Left Navigation Bar

The Left Navigation Pane is divided into eight tabs:

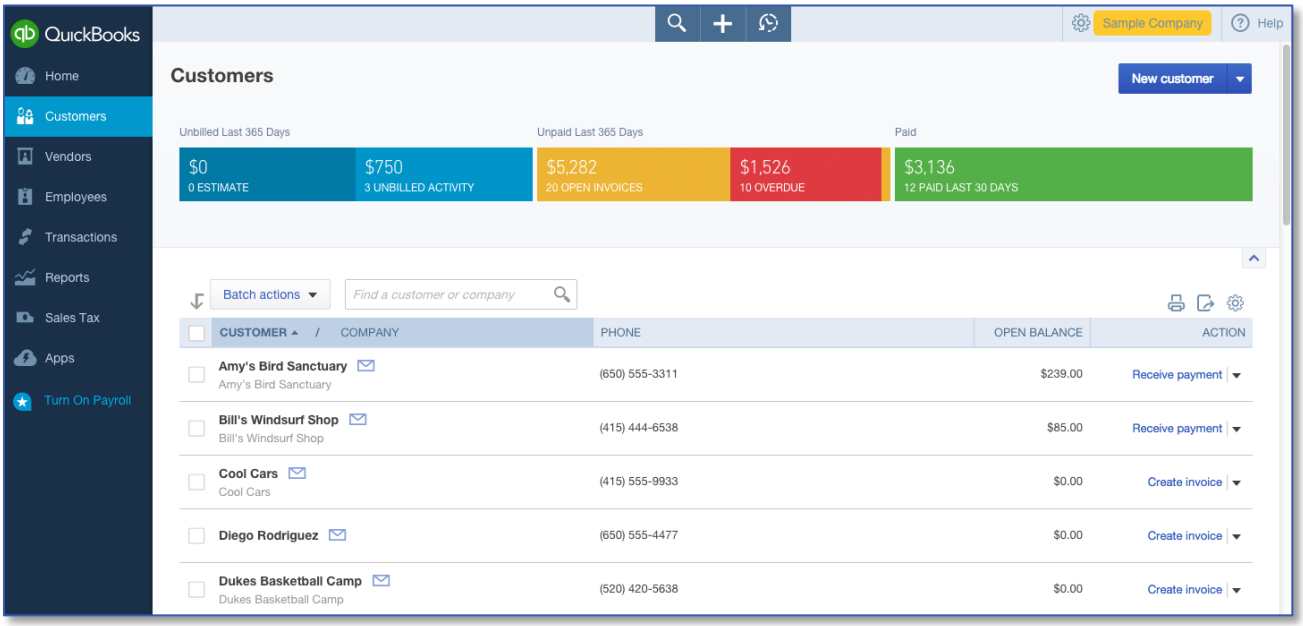


LEFT NAVIGATION BAR

- Home (clicking this just takes you back to the screen that opens when you first login to a QuickBooks Online file)
- Customers
- Vendors
- Employees
- Transactions
- Reports
- Taxes
- Apps

Customers

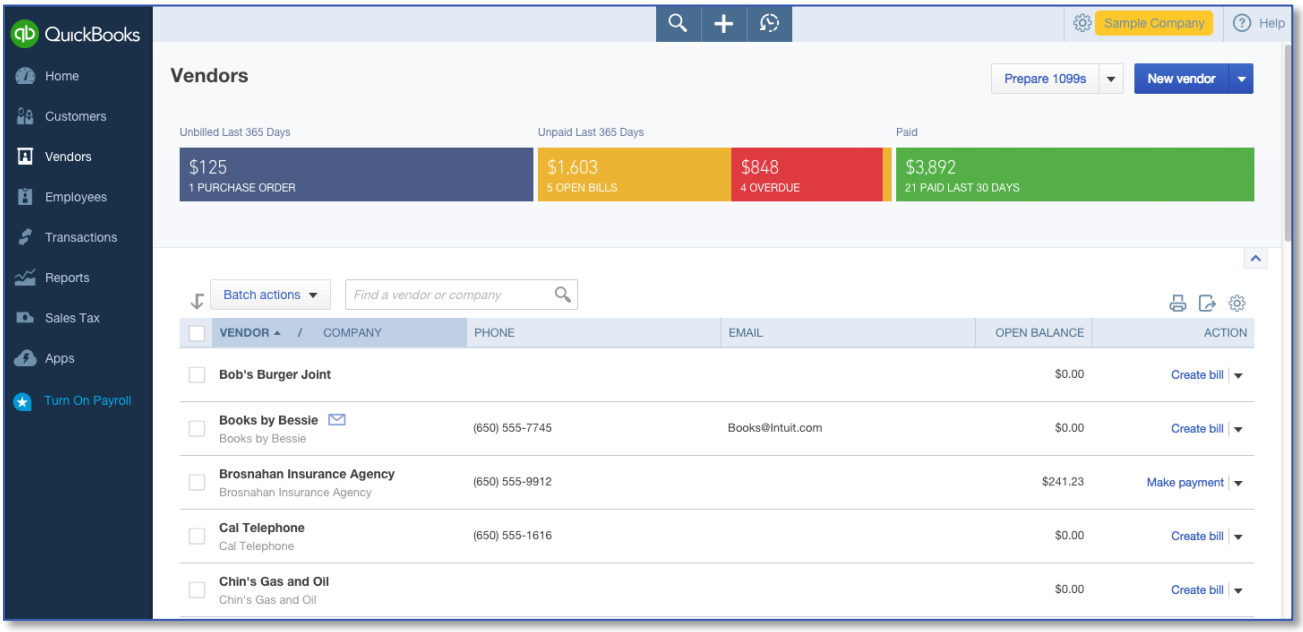
Clicking on **Customers** opens the Customer Center in QuickBooks Online. From here, you can add or edit customers, use the Money bar to view the status of your receivables, and create and view transactions. To view the details behind the numbers on the Money bar, just click on the section you want to see, and transactions will appear in the grid below. From this list, you can take action for each item listed. Click on the **Customer** name, and the Customer Detail screen is displayed. The Transaction list shows recent transactions for the customer, or you can click the **Customer Details** tab to edit the customer contact information or add notes. You can record a new transaction by clicking the blue **New Transaction** drop down at the top right of the screen.



CUSTOMER CENTER

Vendors

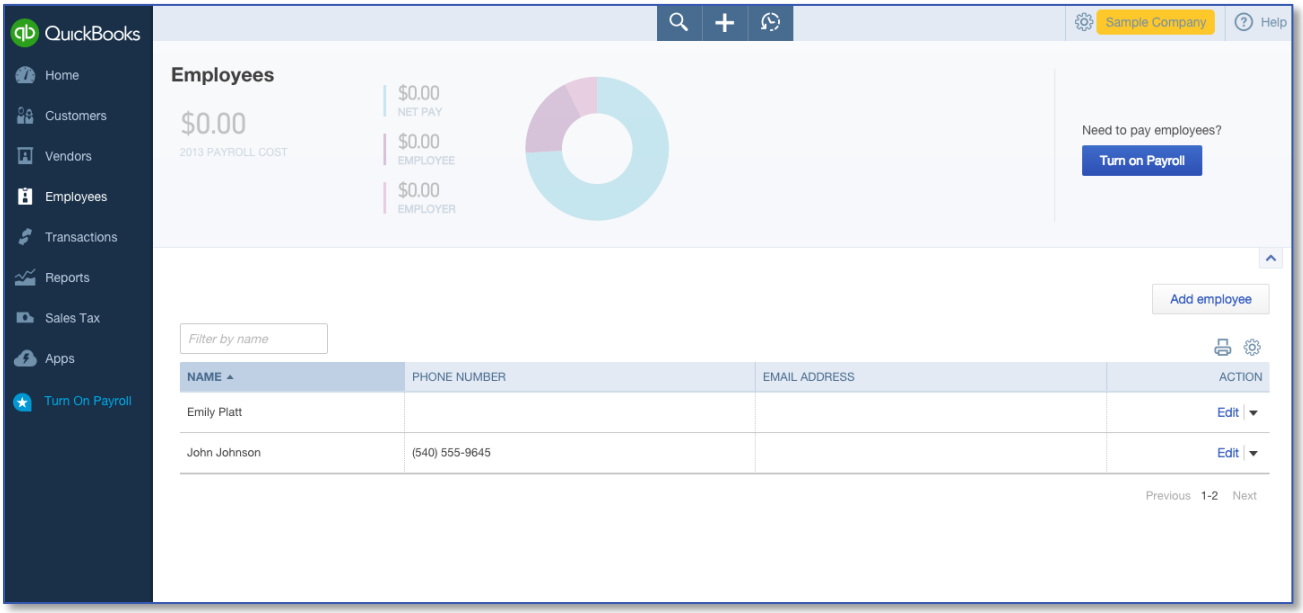
Clicking on **Vendors** opens the Vendor Center, which looks identical to the Customer Center, except that it shows details and transactions related to purchases and accounts payable. You can prepare Form 1099 – MISC for applicable vendors by clicking the **Prepare 1099s** button at the top right of the Vendor Center if you are working in a QuickBooks Online Plus company.



VENDOR CENTER

Employees

Clicking on **Employees** opens the Employee Center, which is where you can sign up for a QuickBooks payroll subscription and keep track employee information. You can add a payroll subscription to any level of QuickBooks Online, and you can choose from QuickBooks Online Payroll or QuickBooks Online Intuit Full Service payroll.



EMPLOYEE CENTER

Transactions

Clicking on Transactions displays four sub-tabs:

- **Banking** – You'll find the bank feeds you have set up in QuickBooks Online. You can set up a bank feed so you can add and match your transactions from to your QuickBooks Online data.
- **Sales** – Displays a listing of recent sales transactions. You can take action on open transactions, or drill down to see the details by clicking on the transaction. You can also access the revenue Money bar from this screen.
- **Expenses** – Displays a listing of recent expense transactions. Just like the Sales tab, you can take action or drill down to see the details by clicking any transaction.
- **Chart of Accounts** – Is another way to open the chart of accounts

Reports

Reports is where you will find a listing of all the reports available in QuickBooks Online. They are divided into five sections:

- Recommended
- Frequently Run
- My Custom Reports
- Management Reports
- All Reports

To run a report, just click on the report's name, and the report opens.

Sales Tax

Clicking on **Sales Tax** opens the Sales Tax Center, where you can set up and manage your sales tax settings and payments.

Apps

Clicking on **Apps** takes you to the Apps Center. This center gives you access to a list of apps available that integrate with QuickBooks online. There are hundreds of apps to choose from that address many different business needs. You can search for an app, or launch an app that you already subscribe to using this tab. You can also get to the app center by visiting https://apps.intuit.com/.

Chart of Accounts

Properly setting up the chart of accounts is essential to being able to produce useful, meaningful reports in QuickBooks Online.

When you first set up your QuickBooks company, QuickBooks Online will create a chart of accounts based on the industry that you choose (unless you import an existing QuickBooks Desktop company file, in which case your Chart of Accounts will be the same one you used in the QuickBooks Desktop file).

As you set up your chart of accounts, follow these steps to get started:

1. Decide if you will need account numbers. If so, turn them on using the **Advanced** tab in Company Settings (under the gear icon).
2. Open the chart of accounts by clicking on the **gear** Icon.

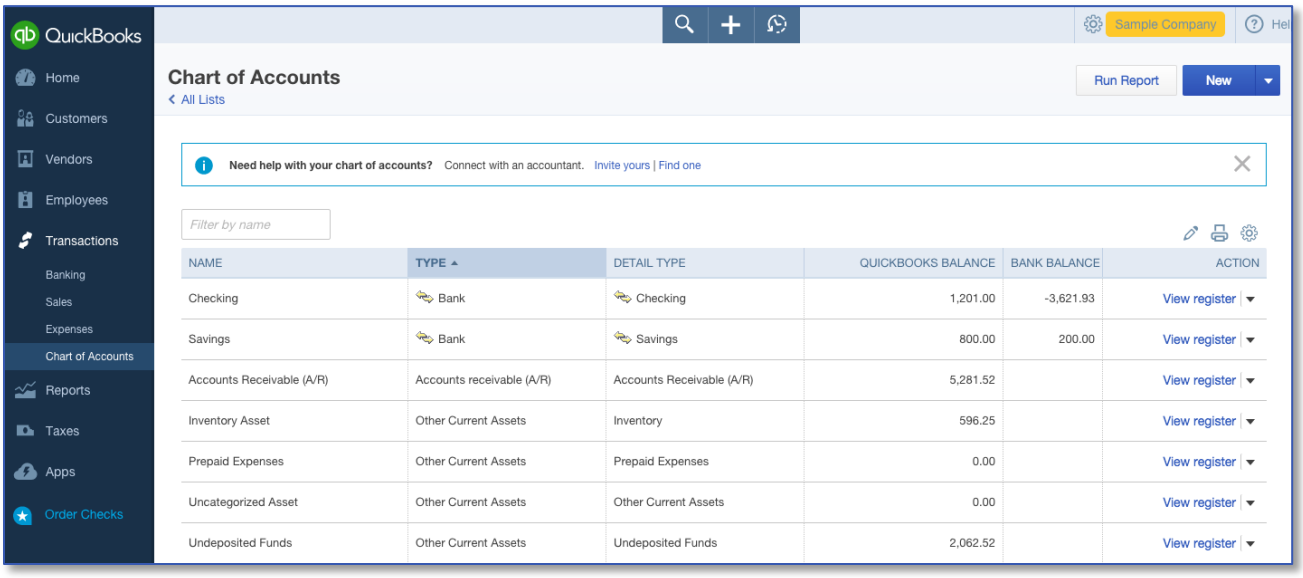
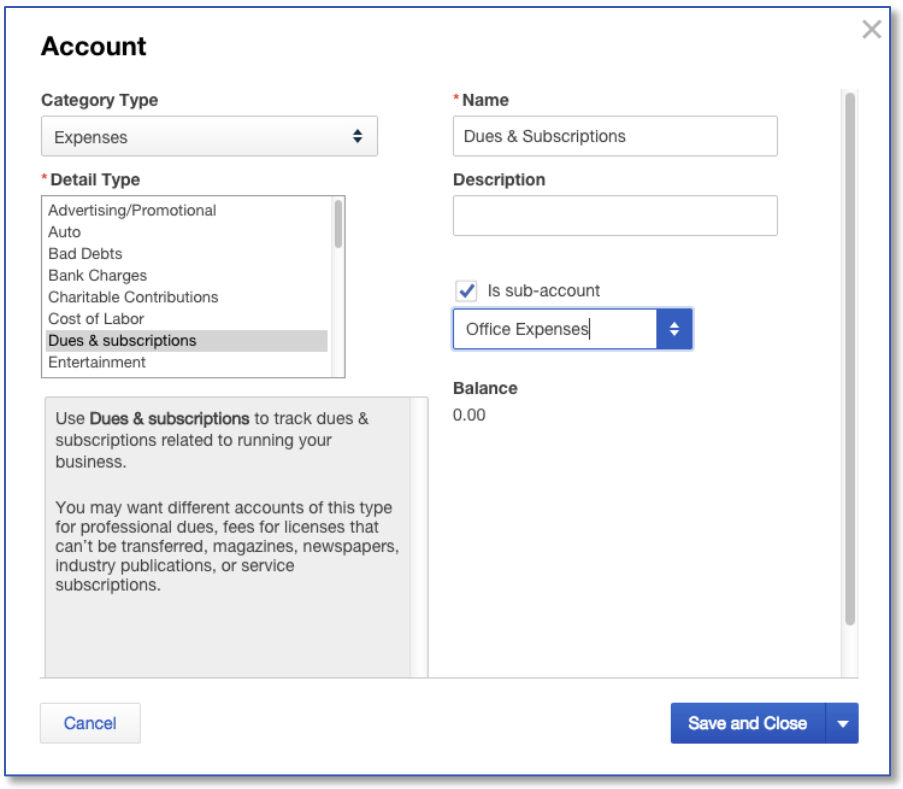


CHART OF ACCOUNTS

3. Click **New** to open the Account window.
4. Choose the Category **Type**. The category type is the general account type (i.e., bank, accounts receivable, liability, equity, income, or expense).
5. Choose the **Detail Type**. The detail type is important if you are planning to use the Book to Tax tool with Intuit Tax Online, as it references line items on the tax return. Selecting a Detail Type also prefills the Name field.
6. Enter an appropriate name for the account you are creating, assign it an account number (if you have chosen to use account numbers), and give it a description if desired (filling out the Description field is *not* required).
7. If you want the account to be a sub-account of another account, check the box and choose the appropriate parent account using the drop-down box.

8. The Balance box should *not* be used in most cases. When you put an amount in this box, an offsetting debit or credit is made to opening balance equity — and this can cause major issues when you go to reconcile the account later!

9. When you are finished, click **Save and Close** (or **Save and New** to create another account).



EDITING AN ACCOUNT FROM THE CHART OF ACCOUNTS

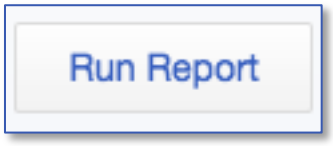
If you need to edit the number or name of an account in your chart of accounts, you can easily do so by opening the Chart of Accounts and clicking the **pencil** icon at the top right of the list. This opens a grid format that allows you to change the name and account number without opening the edit screen for each account.

PENCIL ICON ON CHART OF ACCOUNTS

You can quickly print the chart of accounts by clicking the **printer** icon (also on the top right of the list).

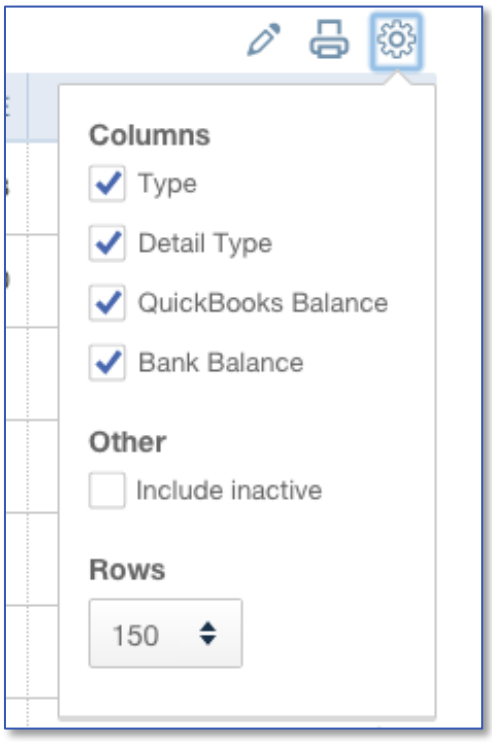
PRINTER ICON ON CHART OF ACCOUNTS

You can also export chart of accounts to Excel by clicking the **Run Report** button in the top-right corner of the Chart of Accounts screen.



CLICK THIS BUTTON TO EXPORT CHART OF ACCOUNTS TO EXCEL

To modify which columns are displayed on the Chart of Accounts, click the small **gear** icon to the top right of the list.

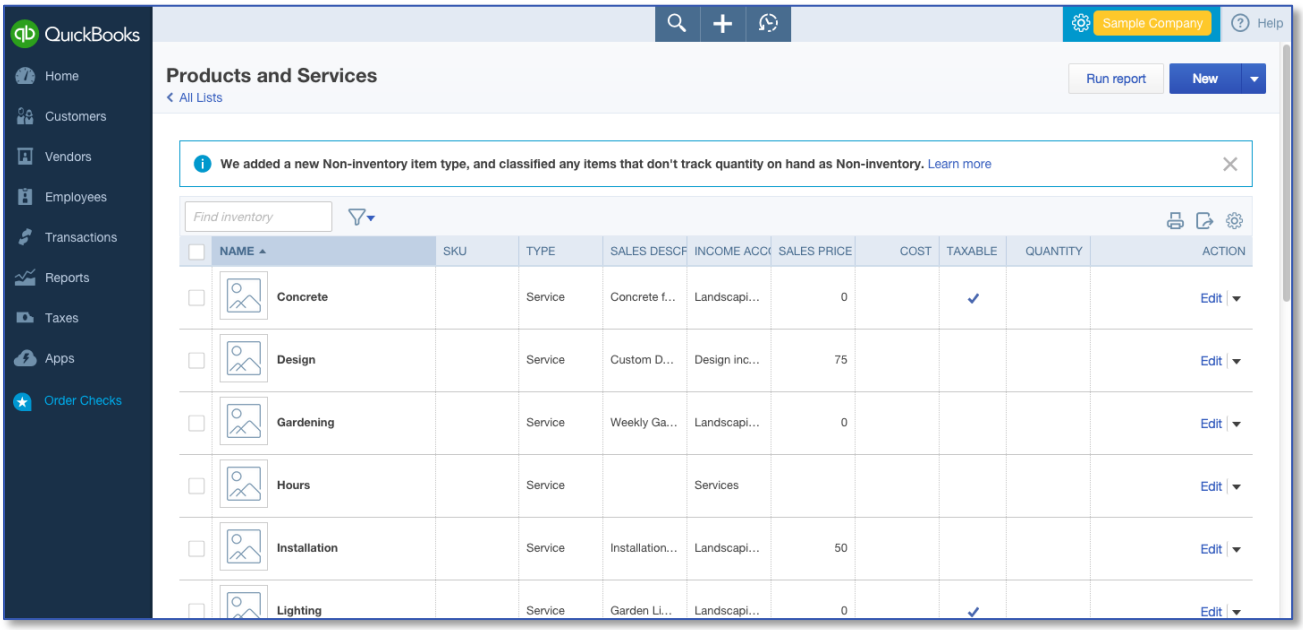


SMALL GEAR ICON USED TO CUSTOMIZE HOW THE CHART OF ACCOUNTS IS DISPLAYED

Every balance sheet account in the Chart of Accounts (except Retained Earnings) has a register. Click on **View Register** to see the transactions in that account.

PRODUCTS AND SERVICES

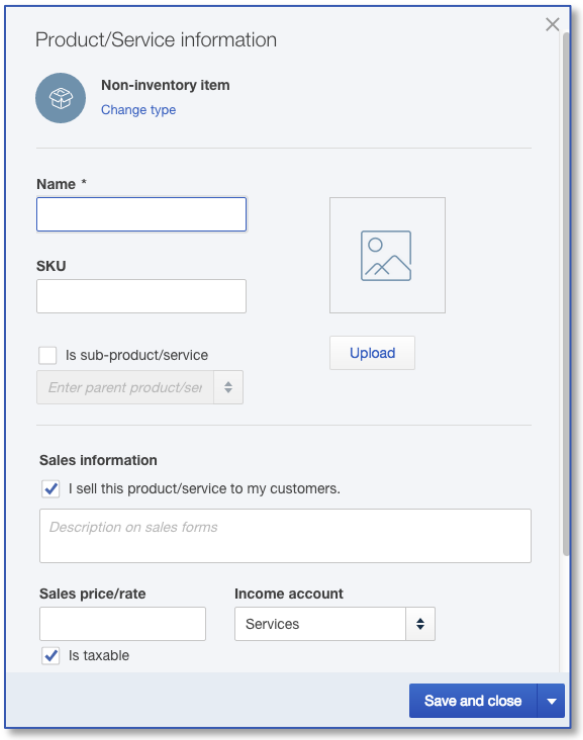
The Products and Services list contains the items that will appear on your purchase and sales transactions. Each item you create must be mapped to an account in the chart of accounts. Each time an item is used in a transaction, an accounting entry is made behind the scenes using the mapping information associated with the item.



PRODUCTS AND SERVICES LIST

To get to the Products and Services list, use the **gear** icon in the Top Navigation Pane. To create a new item:

1. Click the blue **New** button at the top right of your Products and Services list.
2. Select which type of item you are creating:
   - **Inventory Item** – Items you buy and/or sell and that you track quantities of
   - **Non-Inventory Item** – Items you buy and/or sell, but don't need to (or can't) track quantities of
   - **Service** – Services that you provide to customers



CREATION OF AN ITEM WINDOW

3. Choose a **Name** for your item, and enter a description if desired.

4. Enter the **Sales price/rate**, and choose the appropriate **Income account**. Check the box if the item is subject to sales tax.

5. Notice that there are two sections to consider when creating an item: one for Sales Information and one for Purchasing Information. Check both boxes if you want to track profitability of your items. Once you check the box **I purchase this product/service from a vendor**, a description box appears for purchases along with fields for the cost and expense account. This "two-sided" item feature is available in the Plus subscription only.

You can have sub-items in QuickBooks Online. Sub-items serve two really great purposes:

- All sub-items of the same parent are totaled on your reports

- Using sub-items makes data entry easier. If you choose a general name for the parent (for example "Candles"), then add sub-items for each type of candle you sell, you can choose the general item in the sales form and the sub-items will be listed below it. You can see how this can make finding items faster, especially if you have a lot of them! You can also create two sided items in Plus subscriptions that are mapped to both income and expense accounts, so that you can use one item for both purchases and sales; this method results in a much cleaner and concise item list and also allows for more robust reporting capabilities.

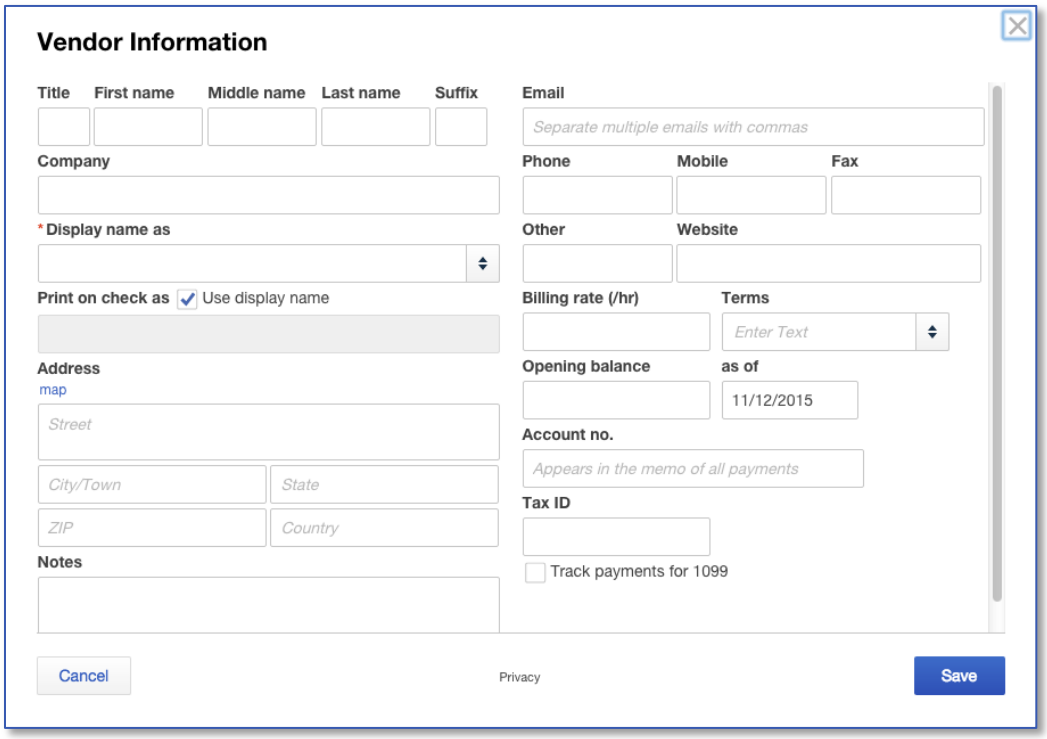
To activate inventory tracking in QuickBooks Online Plus, you must enable it under **Company Settings → Sales → Products and Services → Track quantity on hand**. QuickBooks Online values inventory using the first-in-first-out, or FIFO, method. It is important to note that all versions of QuickBooks Desktop use the average cost method of inventory valuation, with the exception of QuickBooks Enterprise Solutions with Advanced Inventory (which allows for either average cost or FIFO).

Two great new features of Products/Services item is the SKU field and the ability to attach a picture to the item listing. To attach a picture to the item listing, click **Upload** under the picture icon and browse to select the picture file.

VENDORS AND EXPENSE / PURCHASE TRANSACTIONS

Creating a Vendor

Navigate to the Vendor Center (click on **Vendors** on the left navigation bar). Click the blue **New Vendor** button at the top right of the screen, and enter the required information about your vendor, such as name, address and other contact information. If you are tracking billable time, you can enter the **Billing rate** here. If you are using a Plus subscription level, you can click the box to **Track payments for 1099** reporting and store the vendor's tax **ID** number.



CREATION OF A VENDOR

Vendors can also be created “on the fly,” which means that you can create a new vendor during the process of creating a transaction. To do this, select **Add New** from the drop-down box in the Payee field of a transaction.

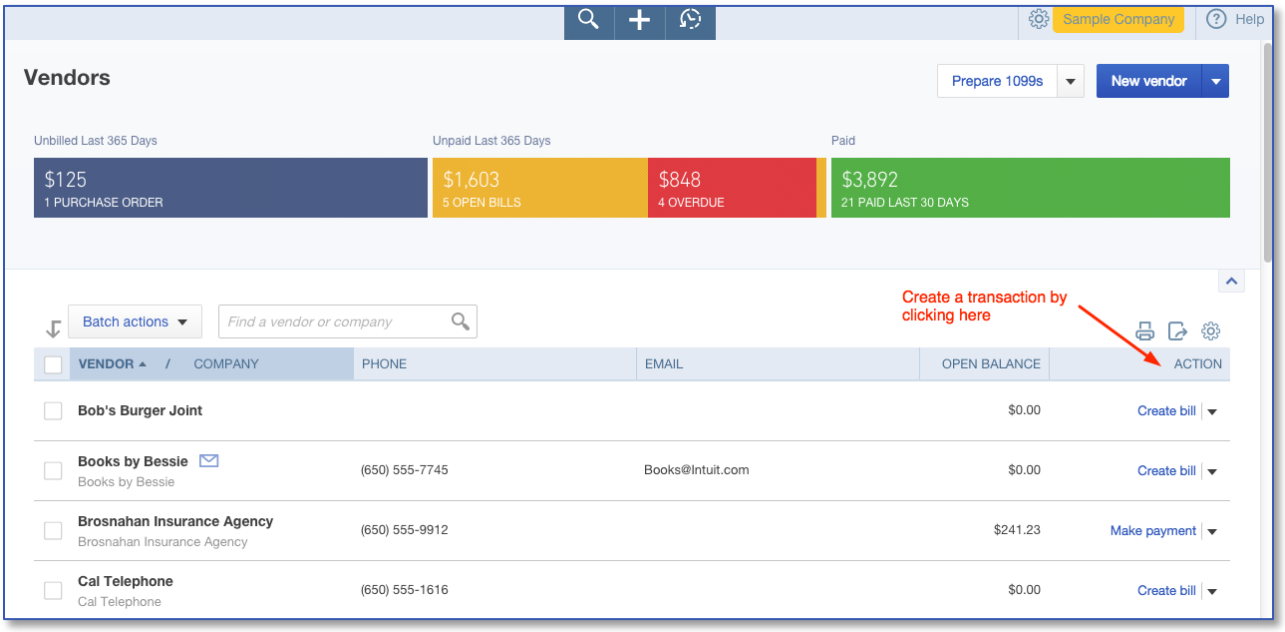
Creating Expense / Purchase Transactions

There are seven types of expense/purchase transactions available to use in QuickBooks Online:

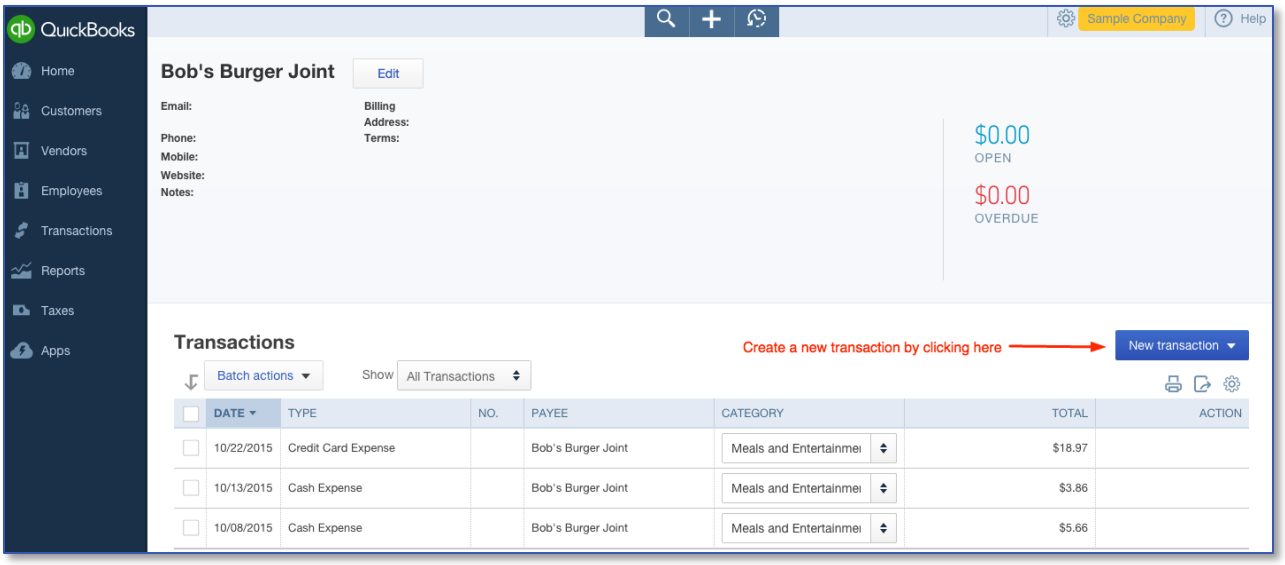
- Expense
- Check
- Bill
- Pay Bills
- Purchase Order
- Vendor Credit
- Credit Card Credit

The three main ways to create these transactions are to:

- Use **Quick Create** in the top navigation bar
- Open the **Vendor Center** and select one of the **Action** types available in the far right column of the each vendor’s listing
- Open the **Vendor Center**, open a vendor profile, and select the **New transaction** button.



HOW TO CREATE A TRANSACTION USING THE VENDOR CENTER

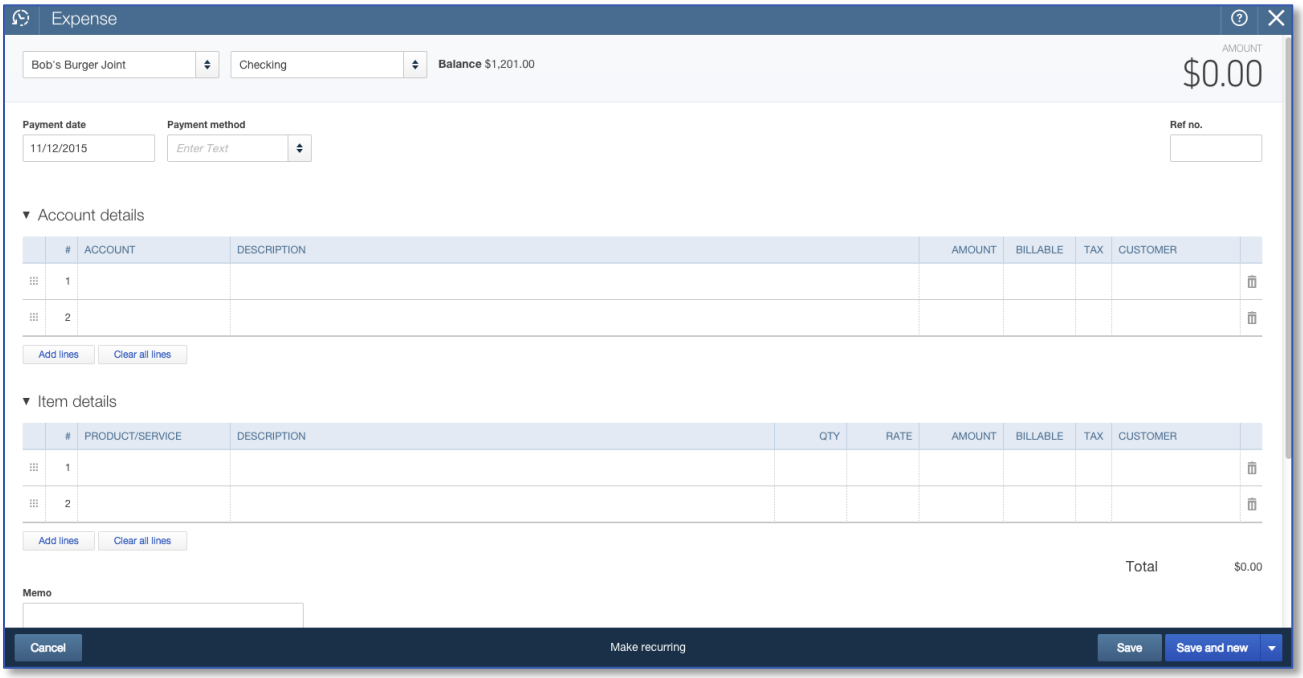


HOW TO CREATE A TRANSACTION FROM WITHIN A VENDOR'S PROFILE

When creating an Expense, Check, or Bill transaction, follow these steps:

1. Select a **Payee** (Vendor) if one has not pre-filled for you.
2. Select the appropriate **Account** the transaction is affecting; this is typically a checking or credit card account.
3. Enter the appropriate **Date** for the transaction.
   - The default date is the last date used on the previous transaction entered
   - If you are entering an expense transaction, it is most common to use the date the expense showed up on your checking or credit card account
   - If you are entering a check transaction, use the date written on the check
   - If you are entering a bill, use the date of the vendor bill, even if you plan to pay it at a later date. Bill transactions also have fields for entering Terms and Due Dates
4. Enter a **Reference** number for the transaction if appropriate (i.e., check number or vendor invoice number).
5. If you set up and use product/service items within your QuickBooks Online file, use the **Item Details** section (i.e., the lower section) of the transaction screen to record the remaining details:
   - Product/Service item (required)
   - Description (optional)
   - Quantity (optional)
   - Rate (optional)
   - Amount (required)
   - Billable (if activated and appropriate)
   - Tax (if you plan to charge sales tax when billing this back to a customer)
   - Customer (if using the Billable field)

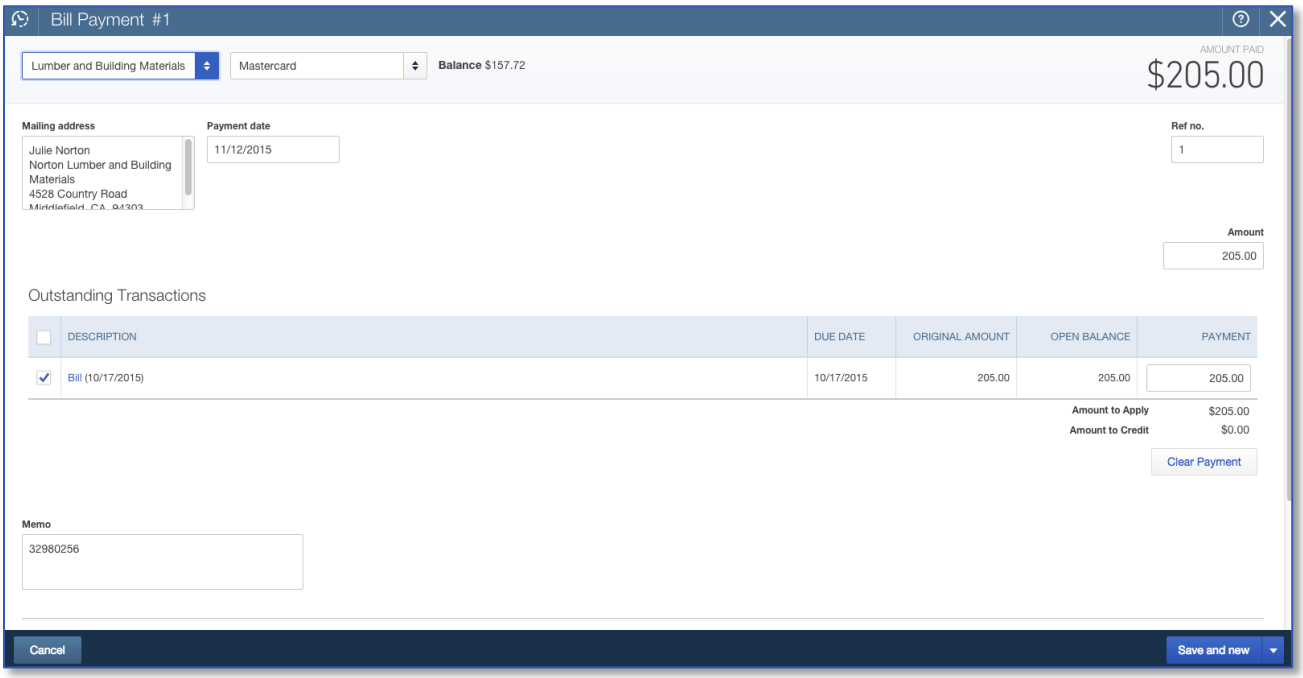
6. If you are not using a Product/Service item to record the transaction, use the Account Details section (i.e., the top section) to record the remaining details:
   - Account (required)
   - Description (optional)
   - Amount (optional)
   - Billable (if activated and appropriate)
   - Tax (if you plan to charge sales tax when billing this back to a customer)
   - Customer (if using the Billable field)



ENTERING AN EXPENSE TRANSACTION

Paying bills

If you create a bill transaction, you must eventually relieve that bill by using a Pay Bills transaction. Here's the Pay Bill screen for a bill previously created:



PAYING A BILL

The most important thing to remember about bills is that if you create one, you must record a Pay Bill transaction to record the payment of that bill. *do not* use a check or expense transaction to record payment of a bill you entered into QuickBooks Online. If you do, you'll end up with an overstated accounts payable balance on your balance sheet and overstated expenses on your income statement.

The three ways to pay a bill are to:

- Use **Quick Create** in the top navigation bar
- Open the **Vendor Center** and select the **Make Payment** option available in the far right column of the each vendor's listing
- Open the **Vendor Center**, open a vendor profile, locate an open (unpaid) bill, and select the **Make Payment** option available in the far right column

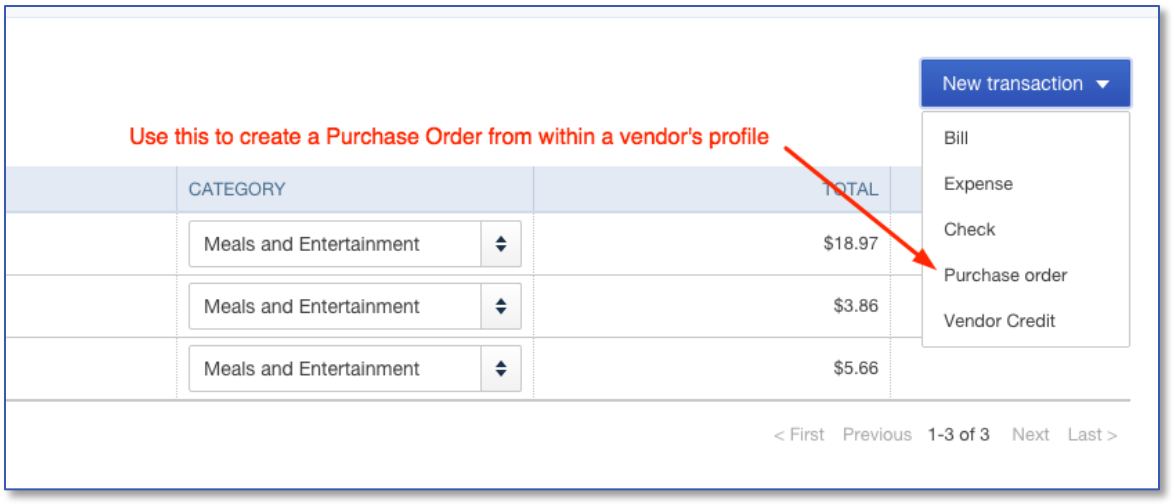
Purchase Orders

To activate the Purchase orders transaction in a QuickBooks Online Plus file go to the **gear** icon → **Company Settings** → **Expenses** → **Use purchase orders**.

Purchase orders should only be created if a vendor asks you to submit a purchase order or if you want to keep track of orders you have placed that will be billed to you on a future date.

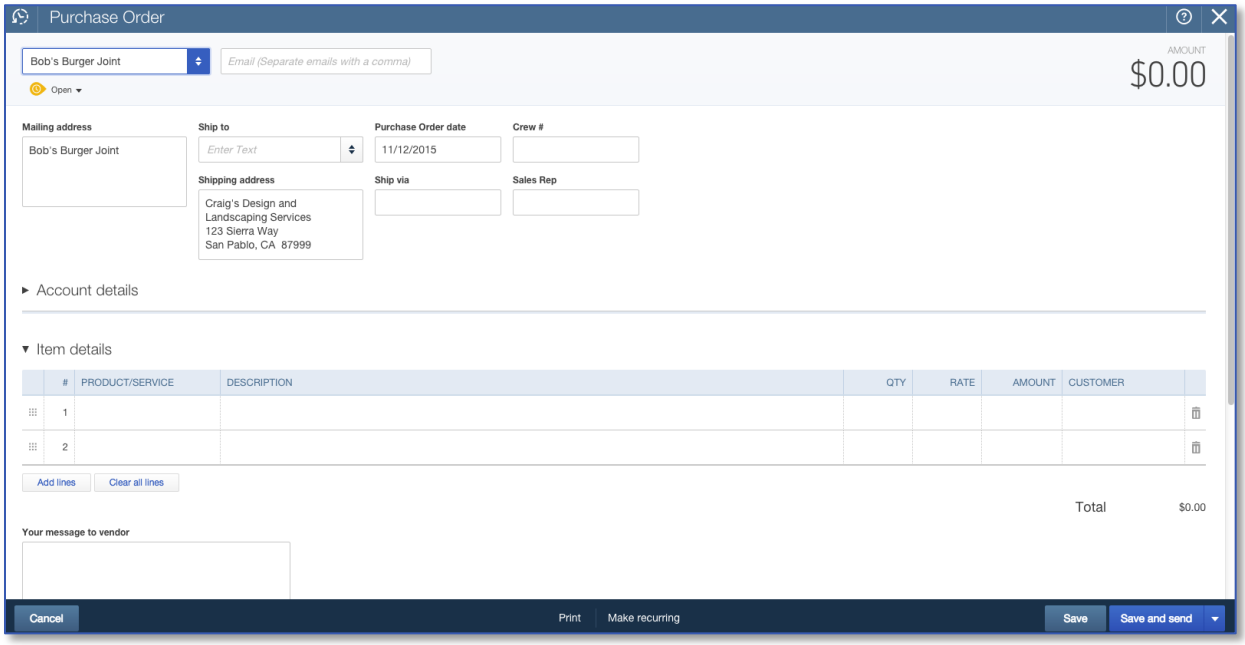
The three ways to create a purchase order are to:

- Use **Quick Create** in the top navigation bar
- Open the **Vendor Center** and select the **Create Purchase Order** option available in the far right column of the each vendor's listing
- Open the **Vendor Center**, open a vendor profile, and select the **Create Purchase Order** option available in the far right column



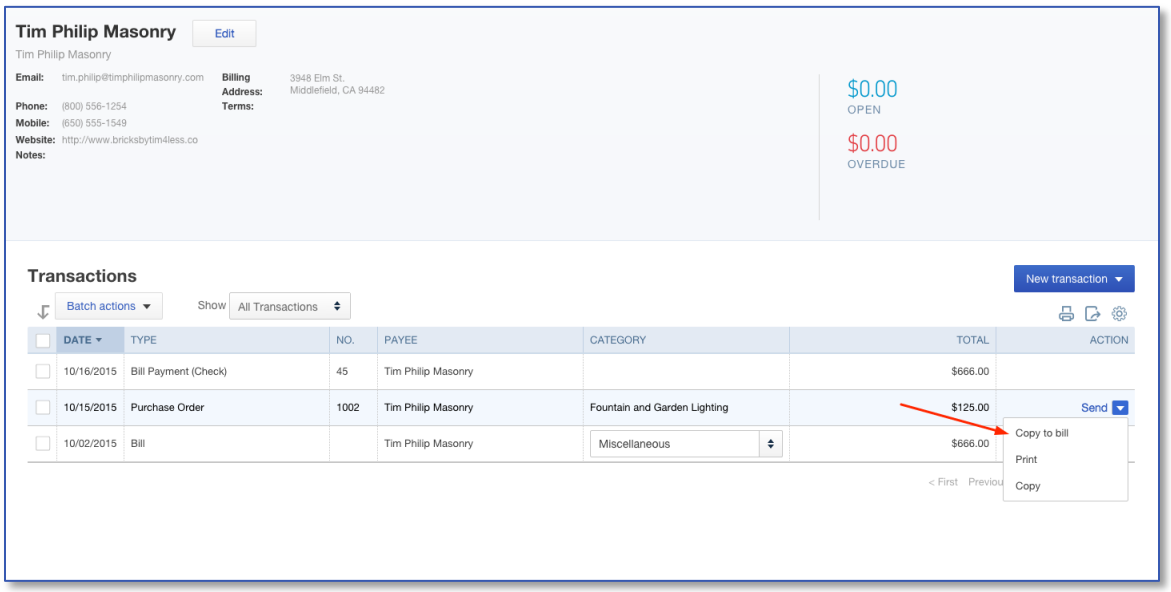
CREATING A PURCHASE ORDER FROM WITHIN A VENDOR'S PROFILE

Like Expense transactions, Checks, and Bills, you get to choose between using the Account details or Item details sections to record the transaction.



CREATING A PURCHASE ORDER

Creating a purchase order does not result in the creation of an accounting transaction. Once products/services on the purchase order are received by your company (or you receive the bill related to the purchase order from the vendor), open the vendor's profile, locate the open purchase order, then use the **Action** column to **Copy to bill**. This opens a Bill Transaction screen with the details from the Purchase Order populated for you.



CONVERTING A PURCHASE ORDER TO A BILL

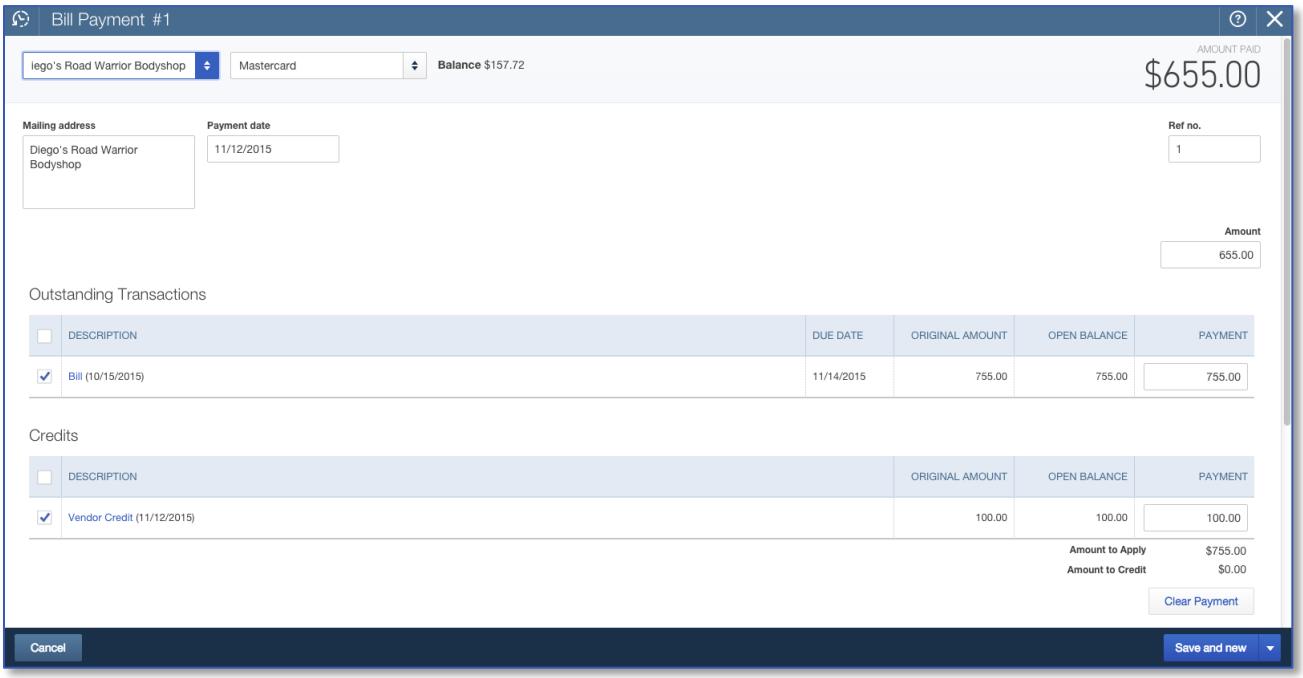
Vendor Credit and Credit Card Credits

Use a Vendor Credit to record refunds/credits received from vendors.

The two ways to create a vendor credit are to:

- Use **Quick Create** in the top navigation bar
- Open the **Vendor Center**, open a vendor profile, and select the **Vendor Credit** option available in the far right column

After recording a credit, you will need to apply it to bill in order to "use" the credit. To do so, open the bill to which you want to apply the credit, and click on the **Make Payment** in the top right corner. In paying the bill you can select the credit to apply to the bill. The amount due for the bill will then decrease by the amount of the credit applied.



APPLYING A VENDOR CREDIT TO AN OPEN BILL

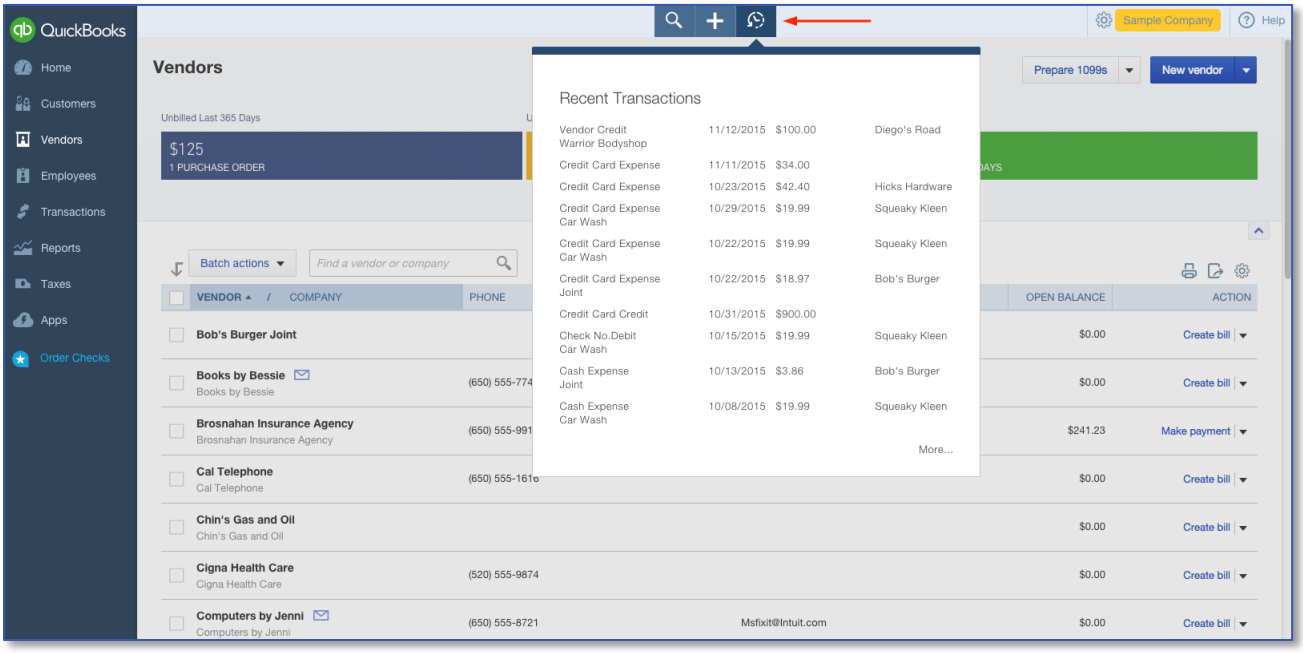
Use a **Credit Card Credit** to record returns/credits processed per your credit card statement.

To create a credit card credit, use **Quick Create** in the top navigation bar.

For both types of credit transactions (Vendor Credits and Credit Card Credits), you get to choose between using the Account details or Item details sections to record the credit.

Recent Transactions

When you are in the Vendor Center, you can click on the **Recent Transactions** button in the top navigation to display a list of recent expense/purchase transactions. You can then click on one of the transactions in the list to open up the transaction screen.



CLICKING RECENT TRANSACTIONS IN VENDOR CENTER

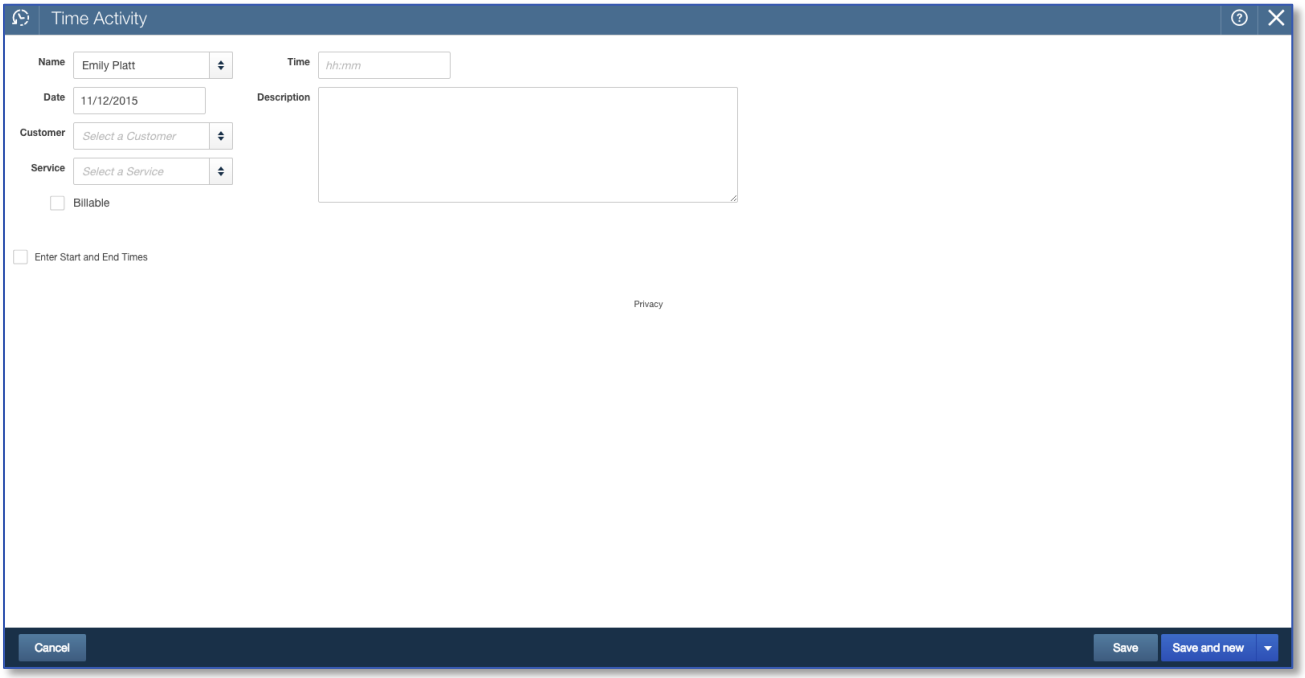
Time Tracking for Employees & Subcontractors

Time can be tracked for employees and subcontractors (set up as vendors) within QuickBooks Online. Tracked time can be used to invoice customers, run payroll, and pay subcontractors.

There are two types of time tracking forms that employees and subcontractors can use: Single Time Activity and Weekly Timesheet. Both forms are available using the Quick Create button on the top navigation.

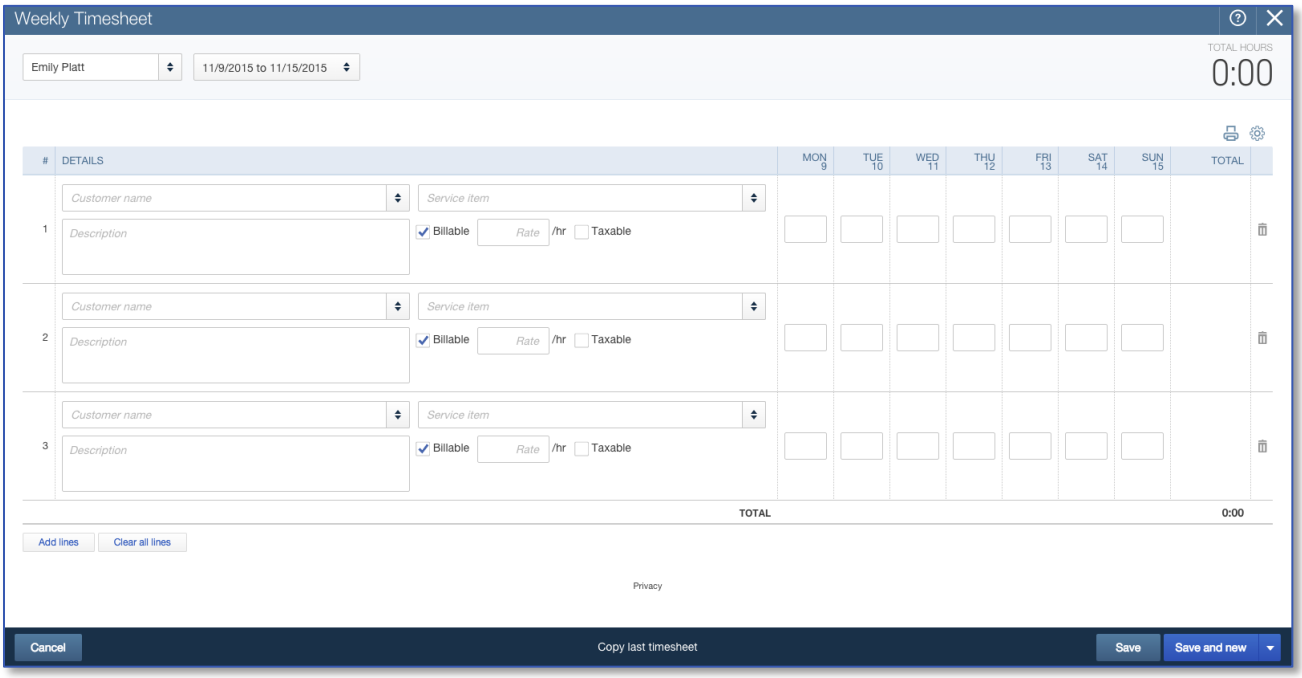
When tracking time, the user must enter a Name (Employee or Vendor), Date, Service, and Time at a minimum.

- The description box will pre-populate once a Service is selected, though the user can override that description or append additional description details
- If tracking billable time is desired, the user should also enter the appropriate **Customer Name** and check the **Bill** box
- There is also an option to mark the time as **Taxable** if appropriate (this would make the entry on the customer's invoice subject to sales tax)
- Time can be entered as a figure, or the **Enter Start and End Times** box can be checked, which alters the form screen to display start and end time boxes as well as a box to record time spent on break



SINGLE TIME ACTIVITY SCREEN

The Weekly Timesheet works the same way as the Single Time Activity form, but it allows a user to enter time for multiple days, services, and/or customers. The user can change the week by using the drop-down box next to the **Name** field.



WEEKLY TIMESHEET SCREEN

Customers and Sales Transactions

Creating Customers

Click on **Customers** on the left navigation bar to open the Customer Center.

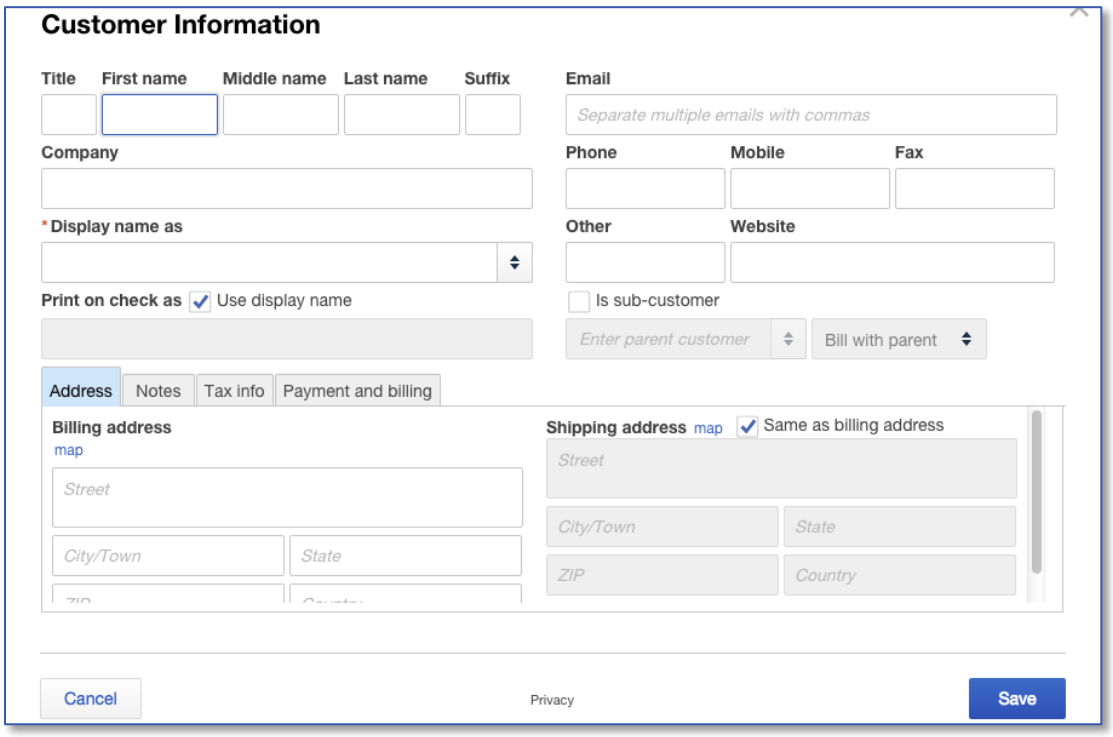
To create a new customer, click the blue **New Customer** button at the top right of the screen. The next screen is where you will enter information about your customer, such as name, address and other contact information.

It is a good idea to enter as much information as you can when you initially set up an item so that you can fully utilize the power of the QuickBooks Online database when creating reports and working with your list data. It may save time up front to skip fields, but you may regret it later when you realize that your lists aren't complete!

There are four tabs at the bottom left of the screen:

- **Address** – Populate the customer's billing and shipping addresses
- **Notes** – Enter notes about your customer, such as product specifications or shipping account info
- **Tax info** – If you must collect sales tax on certain transactions, this is where to set the default sales tax code for that customer and store an exempt customers tax resale number
- **Payment and billing** – Enter preferred payment and delivery methods and payment terms. This information is used as default for this customer when you create a sales transaction for them.

Once you have completed all of the fields for your customer, click the **Save** button and your customer has been added.



CREATING A NEW CUSTOMER

Customers can also be created “on the fly”, which means that you can create a new customer during the process of creating a sales transaction. To do this, select **Add New** from the drop-down box in the Customer Name field of a sales transaction.

You can create sub-customers by clicking the **Is sub-customer** box and selecting a parent customer. You can also indicate whether to bill the sub-customer directly or bill it with the parent customer.

The use of sub-customers is how job costing is facilitated within QuickBooks Online.

Creating Sales Transactions

There are eight types of sales transactions available to use in QuickBooks Online:

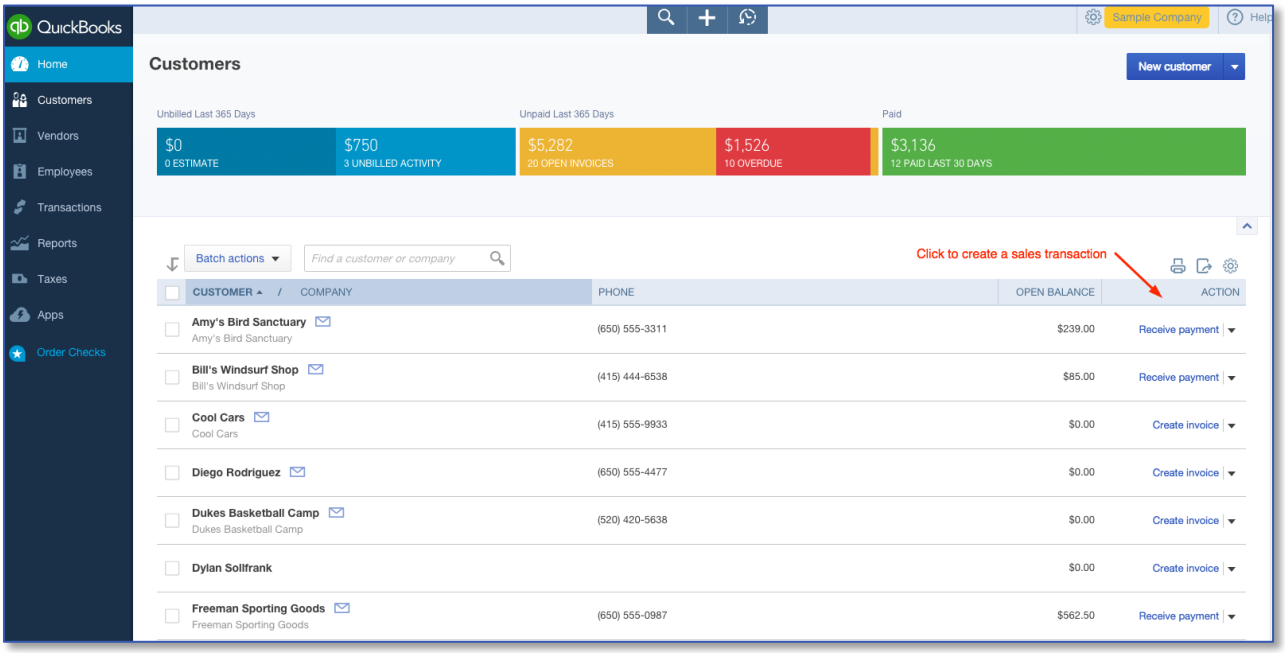
- Invoice
- Receive Payment (against an Invoice)
- Estimate
- Credit Memo
- Sales Receipt
- Refund Receipt
- Delayed Credit
- Delayed Charge

The three main ways to create these transactions are to:

- Use **Quick Create** in the top navigation bar

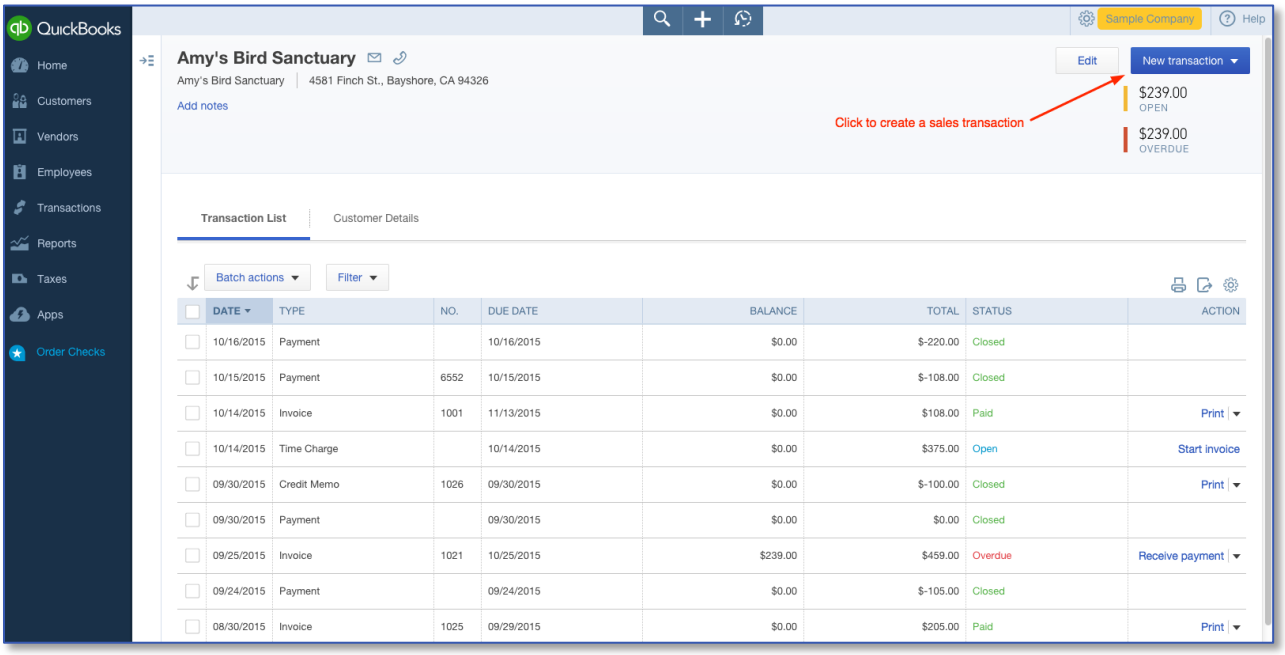
QUICK CREATE BUTTON

- Open the **Customer Center** and select one of the **Actions** available in the far right column of the each customer's listing



CREATING A SALES TRANSACTION FROM THE CUSTOMER CENTER

- Open the **Customer Center**, open a customer profile, and select the **New transaction** button

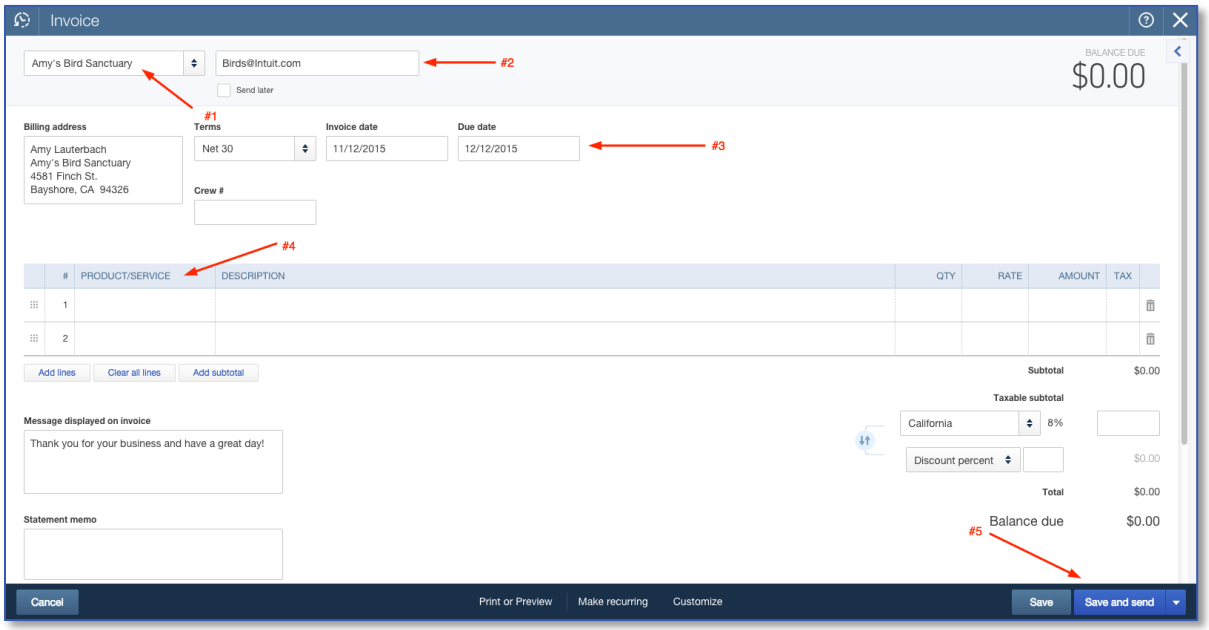


CREATING A SALE TRANSACTION FROM WITHIN A CUSTOMER'S PROFILE

Invoices

Invoices should be used if you need to invoice a customer for a product/service because you have not yet received payment for the sale. When creating an Invoice, follow these steps:

1. Select a **Customer** if one has not pre-filled for you.
2. Enter an **email address** for the customer if one did not pre-populate when you selected the customer (this step is only necessary if you plan to email the invoice to the customer).
3. Enter the appropriate **Invoice Date**, **Due Date** and **Terms** for the transaction (if you have completed the Terms section in the customer's profile, then the Terms and Due Date will pre-fill for you).
4. Select the appropriate **Product/Service** items within your QuickBooks Online file and record the remaining details in the fields provided:
   - Description (optional)
   - Quantity (optional)
   - Rate (optional)
   - Amount (required)
   - Tax (if the product/service you have selected is subject to sales tax; also, be sure to select the appropriate Sales Tax Rate using the drop-down box below the Taxable subtotal.
   - Discount (apply if appropriate)
5. Select **Save**, **Save and send** (this will email the invoice to the customer), **Save and New** (if you plan to create additional invoices), or **Save and Close**.



HOW TO CREATE AN INVOICE

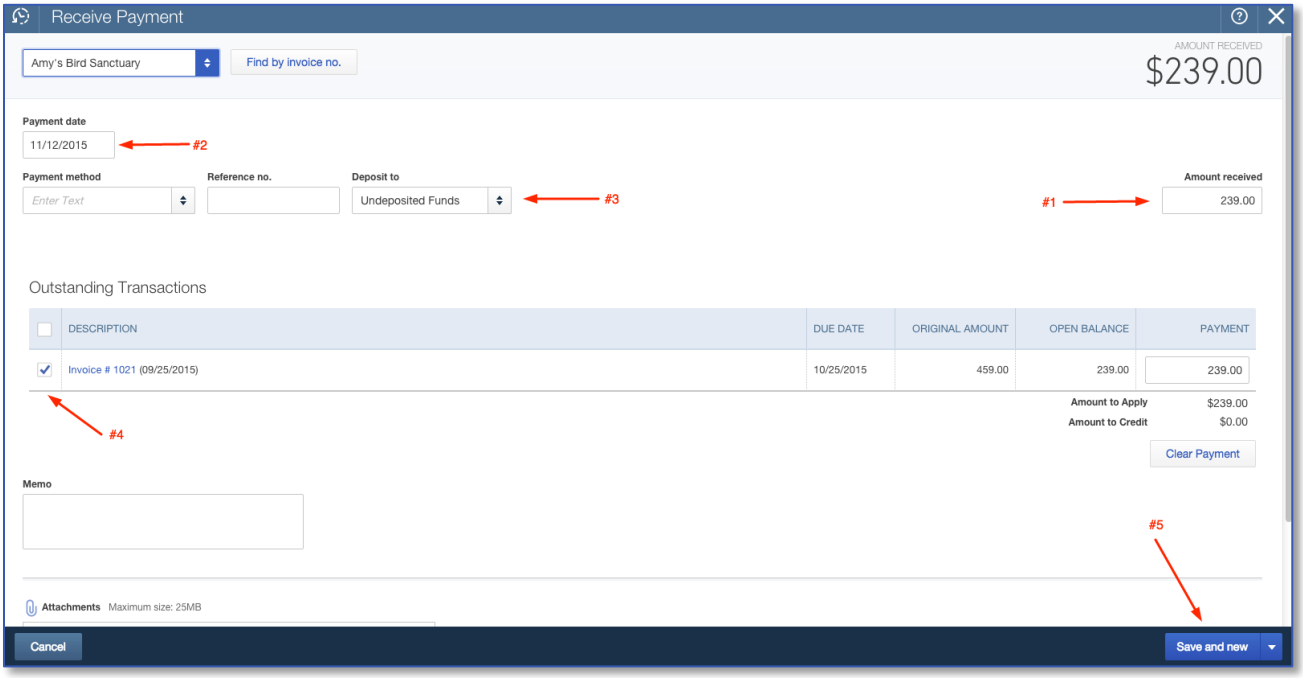
Receive Payment

Once you have received the funds for an outstanding invoice, you need to apply the funds to the open invoice in order to close the invoice in QuickBooks Online.

If you don't Receive Payment against an invoice when you receive funds (and instead record a Deposit or Sales Receipt transaction), you will end up overstating your accounts receivable on your balance sheet and overstating your revenue on your income statement.

Once you have populated the Customer field on a Receive Payment transaction, a list of all open invoices will appear on the Receive Payment screen. To complete the Receive Payment transaction:

1. Enter the amount of payment you are receiving into the **Amount** field.
2. Make sure the correct date has pre-filled in the **Date** field.
3. In the **Deposit to** field, select **Undeposited Funds** if you plan to deposit this payment along with other payments received, or select the appropriate bank account if this payment is being deposited by itself.
4. Click on the invoice(s) for which the payment is intended.
5. Press **Save**.

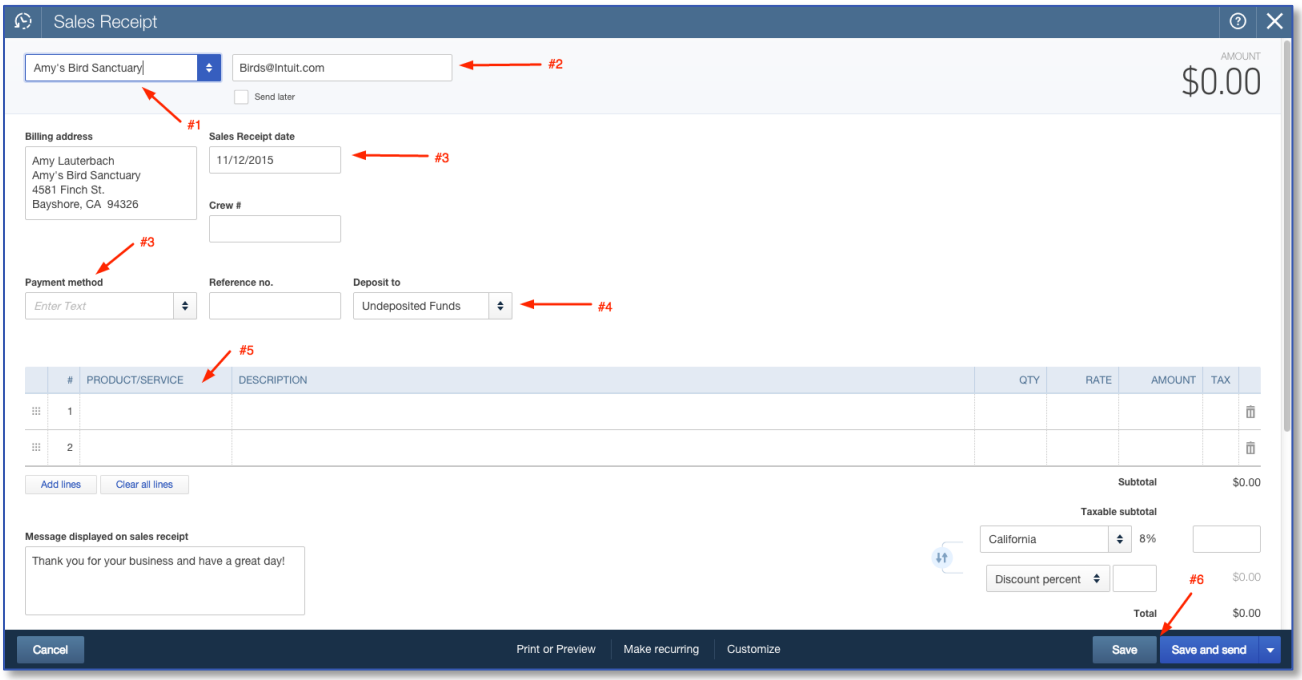


HOW TO RECEIVE PAYMENT AGAINST AN INVOICE

Sales Receipts

Sales Receipts should be used if you have sold a product/service to a customer and have also received payment for the sale. A Sales Receipt essentially combines an Invoice and Receive Payment transaction into a single sales transaction without affecting Accounts Receivable. When creating a Sales Receipt, follow these steps:

1. Select a **Customer** if one has not pre-filled for you.
2. Enter an **email address** for the customer if one did not pre-populate when you selected the customer (this step is only necessary if you plan to email the invoice to the customer).
3. Enter the appropriate Sales Receipt **Date** and **Payment Method** (if desired).
4. In the **Deposit to** field, select **Undeposited Funds** if you plan to deposit this payment along with other payments received, or select the appropriate bank account if this payment is being deposited by itself.
5. Select the appropriate product/service items within your QuickBooks Online file and record the remaining details in the fields provided:
   - Description (optional)
   - Quantity (optional)
   - Rate (optional)
   - Amount (required)
   - Tax (if the product/service you have selected is subject to sales tax; also, be sure to select the appropriate **Sales Tax Rate** using the drop-down box below the Taxable subtotal
   - Discount (apply if appropriate)
6. Select **Save**, **Save and send** (this will email the Sales Receipt to the customer), **Save and New** (if you plan to create additional sales receipts), or **Save and Close**.



HOW TO CREATE A SALES RECEIPT

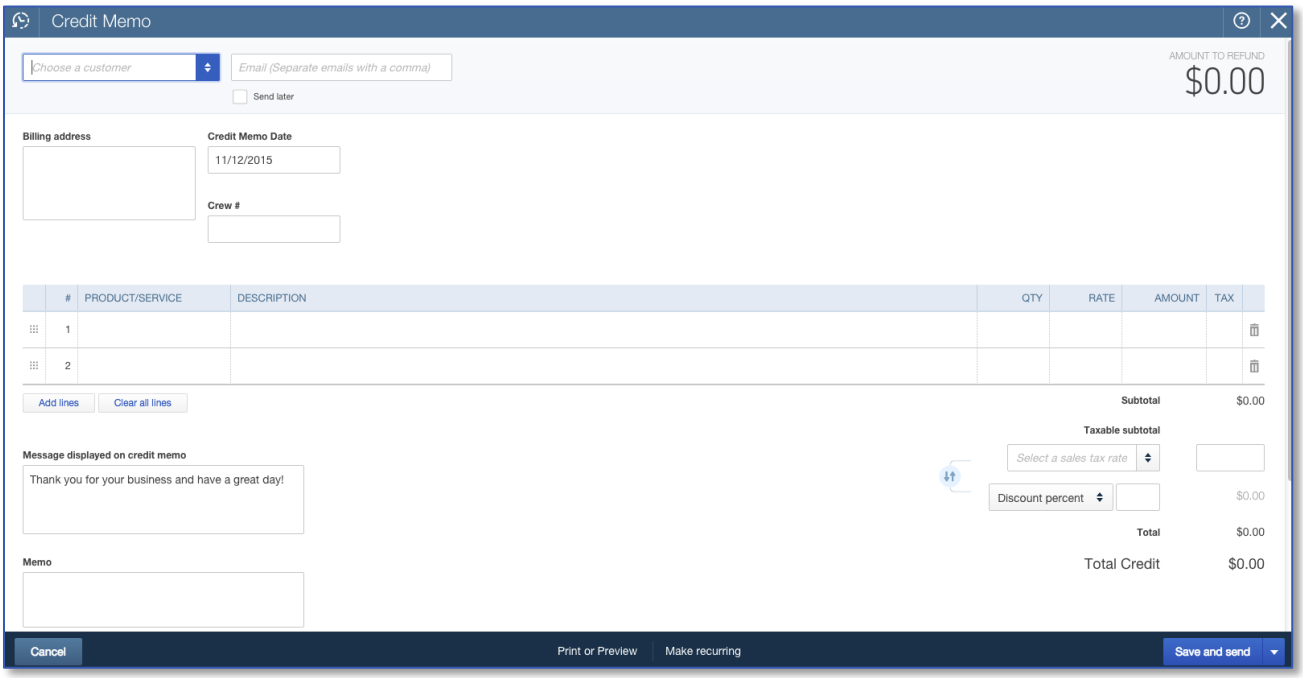
Credit Memos and Refund Receipts

Use a Credit Memo to record credits you give to customers that will effectively lower the balance due on an existing or future invoice.

Use Refund Receipts to record refunds you plan to actually pay out to customers.

When creating a Credit Memo or Refund Receipt:

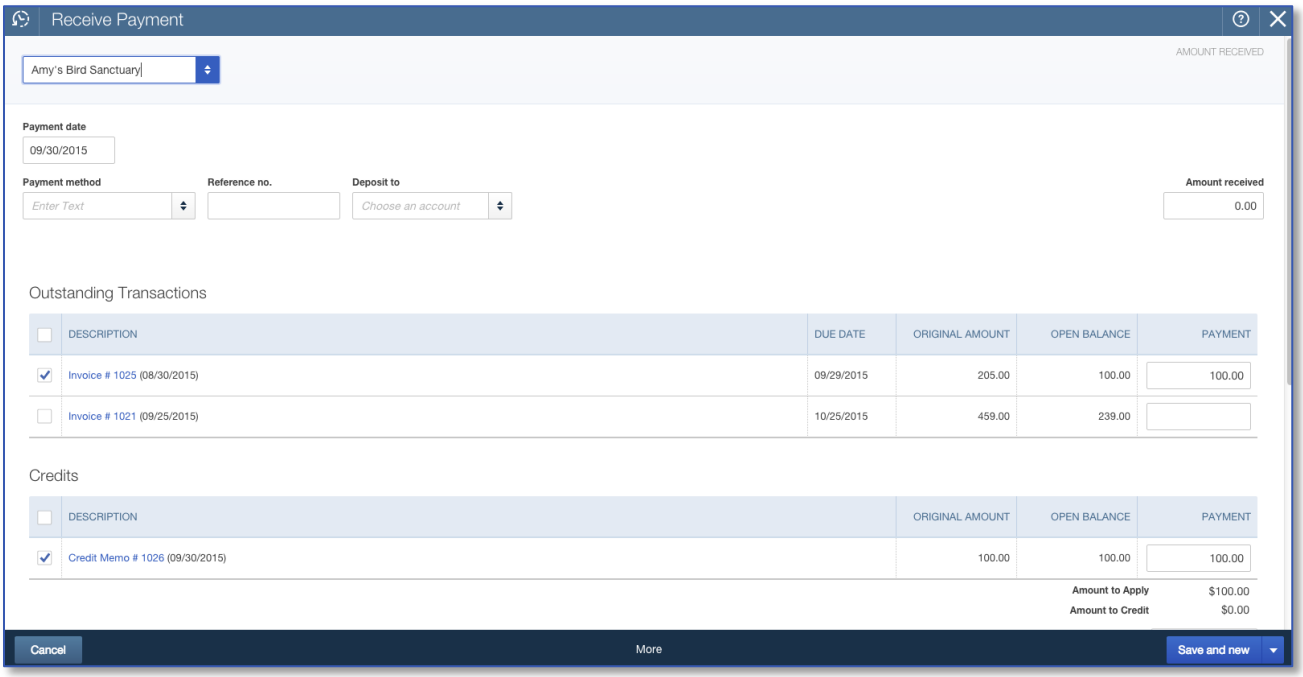
1. Select the appropriate **Product / Service** you are refunding or giving credit for.
2. Use an appropriate **Date** for the **Credit Memo** or **Refund Receipt** (sometimes the default date that prefills for you isn't the one you should use).
3. Record the **Description**, **Quantity**, **Rate**, **Amount**, and **Tax** fields as appropriate.
4. Decide whether you want to **Save** or **Save and send** the Credit Memo or Refund Receipt to the customer (that depends on whether you want to notify the customer that a Credit Memo or Refund Receipt has been created).



CREATING A CREDIT MEMO

After recording a Credit Memo, QuickBooks Online will automatically apply it to the oldest balance due for that customer (if the Company Settings are such that credits are automatically applied). If you don't want the credit memo to be applied in this manner, you'll have to:

1. Navigate to the customer's profile.
2. Open the **Receive Payment** transaction in which the Credit Memo was automatically applied. You can also get to this by opening the **Credit Memo** and clicking on the blue **Payment** link in the upper right-hand corner of the Credit Memo screen under the word **Paid**.
3. Uncheck the box next to the **Credit Memo** line at the bottom of the screen.
4. **Save** the updated Receive Payment transaction.
5. Navigate back to the customer's profile.
6. Open the invoice to which you want to apply the Credit Memo.
7. Choose the action to **Receive Payment** against the invoice.
8. Click the **Credit Memo** line at the bottom of the sales transaction to apply credit.



APPLYING THE CREDIT MEMO TO AN OPEN INVOICE

Delayed Charges and Delayed Credits

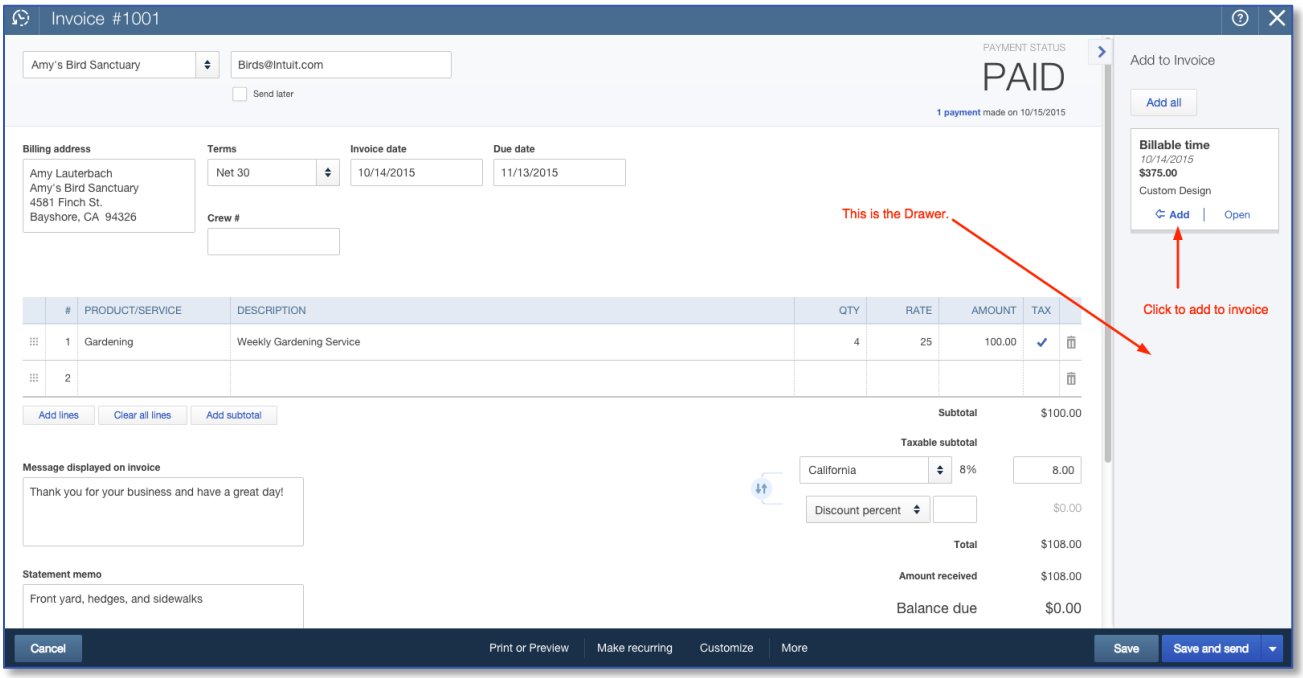
You can create a Delayed Charge transaction if you want to create a billable charge for a customer to be added to an invoice at a later date. A delayed charge is basically a reminder to create an invoice (i.e., creating a Delayed Charge doesn't actually create an accounting transaction in QuickBooks Online — it is non-posting). You can use these to keep track of services you provided to customers so you remember to create invoices at a later date.

Delayed Credits are also non-posting. Delayed Credits can be created if you are expecting returns or credits from Customers. Once the return is received from the customer, the Delayed Credit can be converted to a Credit Memo or included as a line on an Invoice.

Using the Drawer to Bring in Billable Time and Costs

If billable time and costs have been entered for a customer but not yet added to an invoice, these unbilled time and costs will appear on the right-hand side of the invoice screen once you populate the customer's name field. The appearance of these unbilled charges on the right-hand side of the invoice screen is called the Drawer.

Simply click on the **Add** button to add the unbilled charge to the invoice, or select **Open** if you want to open the unbilled charge to make changes to it or confirm whether or not you want to add it to the invoice you are creating. Select **Add all** if there are several unbilled charges and you want to add all of them.

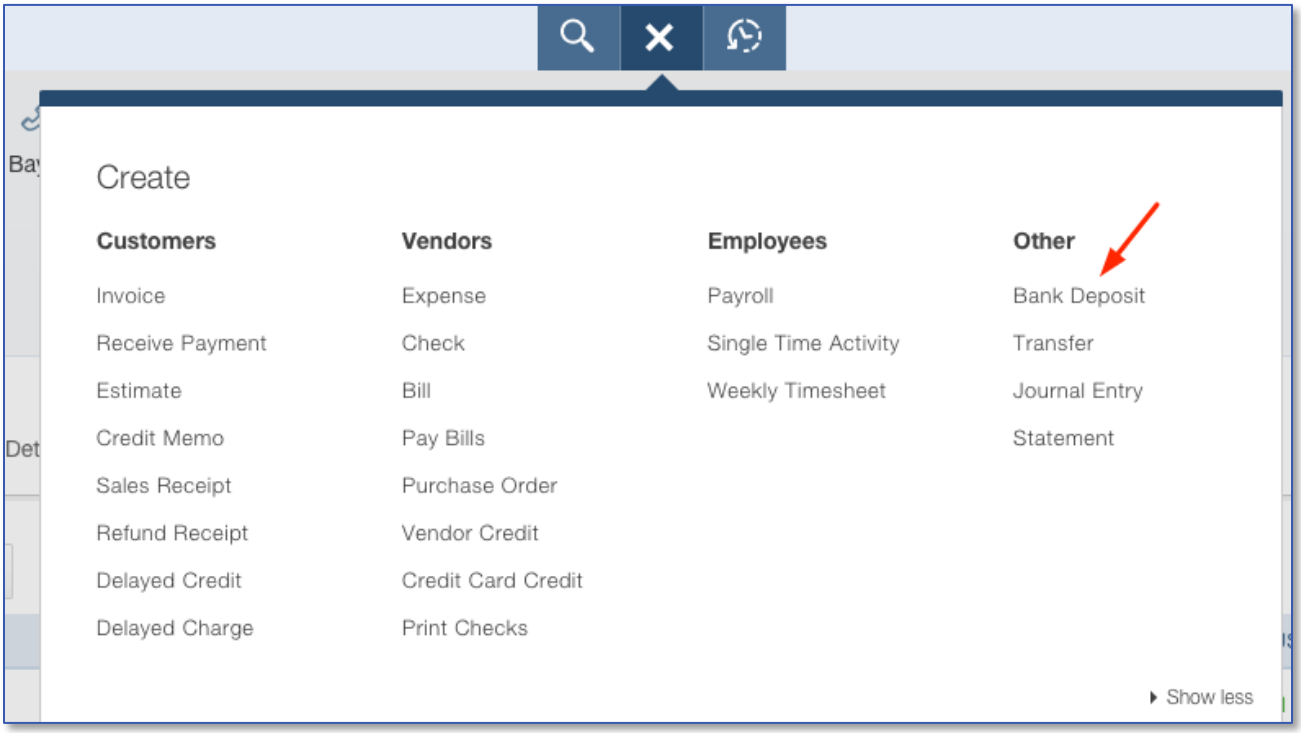


USING THE DRAWER TO ADD BILLABLE EXPENSES TO INVOICES

You can also specifically create invoices for billable time and costs by going to the **Customer Center** and clicking on the portion of the **Money** bar called **Unbilled Activity**. A list of customers with unbilled time and costs will display, and you can click on **Start Invoice** in the **Action** column to create an invoice.

Deposits

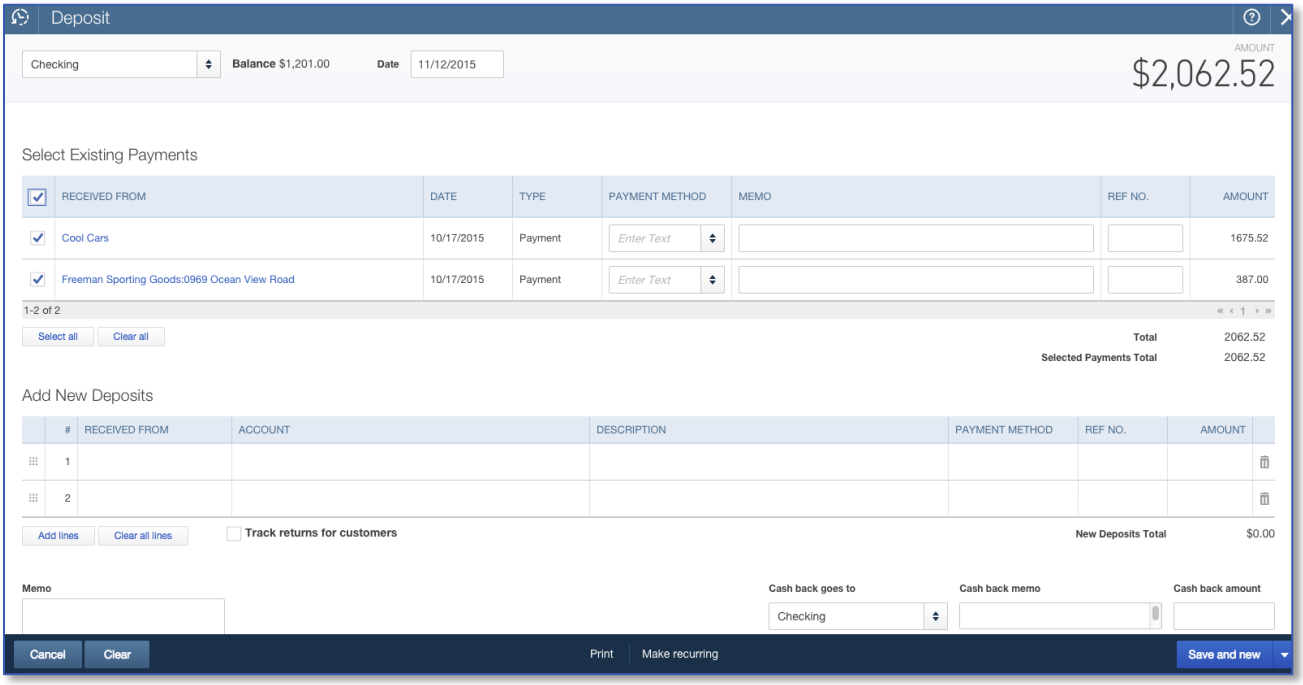
When you send Sales Receipt and/or Receive Payment transactions to Undeposited Funds, they sit in this account until you create a Deposit transaction. To create a Deposit transaction, use the **Quick Create** button and **select Bank Deposit**.



HOW TO CREATE A DEPOSIT

When creating a deposit be certain you select the correct bank account at the top of the Deposit transaction screen. Then complete the Deposit transaction by:

1. Populating the **Date** field with the date you make the deposit.
2. Checking the **Payments** that will be included in the deposit from the list provided.
3. Adding any other deposit items on the **Add New Deposits** lines below the list of payments. Be careful when entering deposit items on the Add New Deposits line — don't enter sales transactions here because you will diminish the quality of the reports that use Products/Services. In addition, transactions entered here won't reflect in the Sales Tax Center.
4. Confirm that the total amount of the deposit equals the amount you took / plan to take to the bank, then **Save** the Deposit.



HOW TO CREATE A DEPOSIT

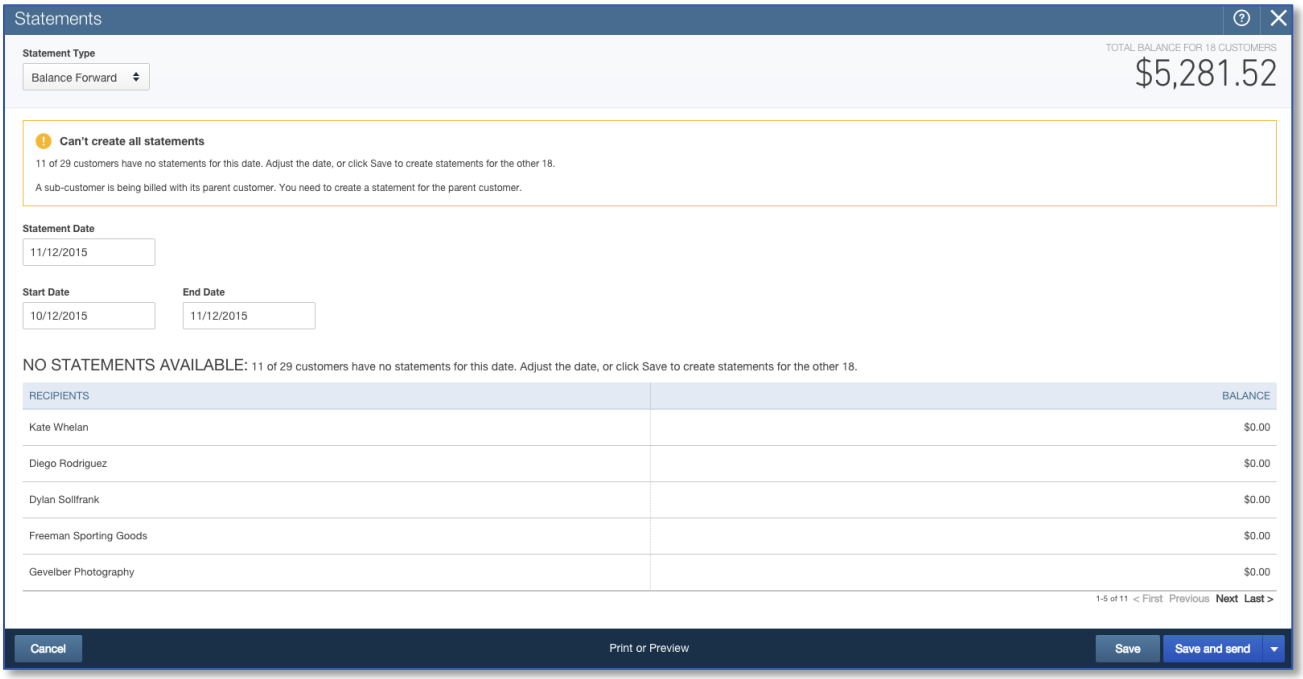
Statements

Simply put, a statement is the status of a customer's account at a particular point in time.

Each line item on a statement represents sales transactions, credits, and payments for the time period of the statement. A statement doesn't offer as much detail about each individual sales transaction as an invoice or sales receipt would. Statements are often sent out on a regular basis to let your customers know where they stand and if they still owe you any money.

You can create a balance forward, open item, or transaction statement in QuickBooks Online.

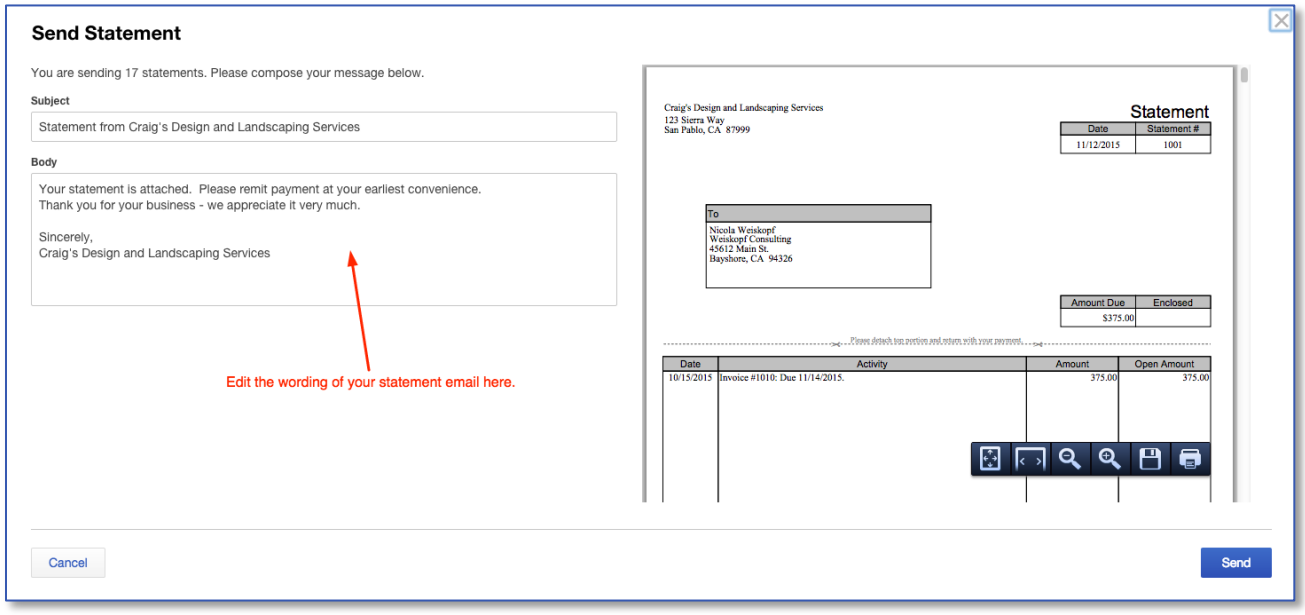
1. Go to the Customer Center by clicking on **Customers** on the left-hand navigation.
2. Scroll to find the customer(s) for whom you wish to create a statement, then check the box next to their name(s).
3. Click the **Batch Actions** drop-down, then click **Create Statement**.
4. Choose **Balance Forward**, **Open Item**, or **Transaction Statement** and select the **Date**(s) as indicated.



SELECTING OPTIONS FOR STATEMENT CREATION

5. Use the **Print** or **Preview** button in the middle of the bottom navigation panel to make sure the statements are being generated the way you want to see them. If the statements don't look right, try using one of the other two statement types or adjusting the date range used to make the statements look the way they should.
6. Click **Save and send** to email the statements to the customers.

7. The next screen displays an image of the statement that will be sent to the customer(s) along with the email. You can edit the email language before pressing the **Send** button if you want to customize it in any way.



EDITING THE EMAIL SENT WITH THE STATEMENT

Estimates

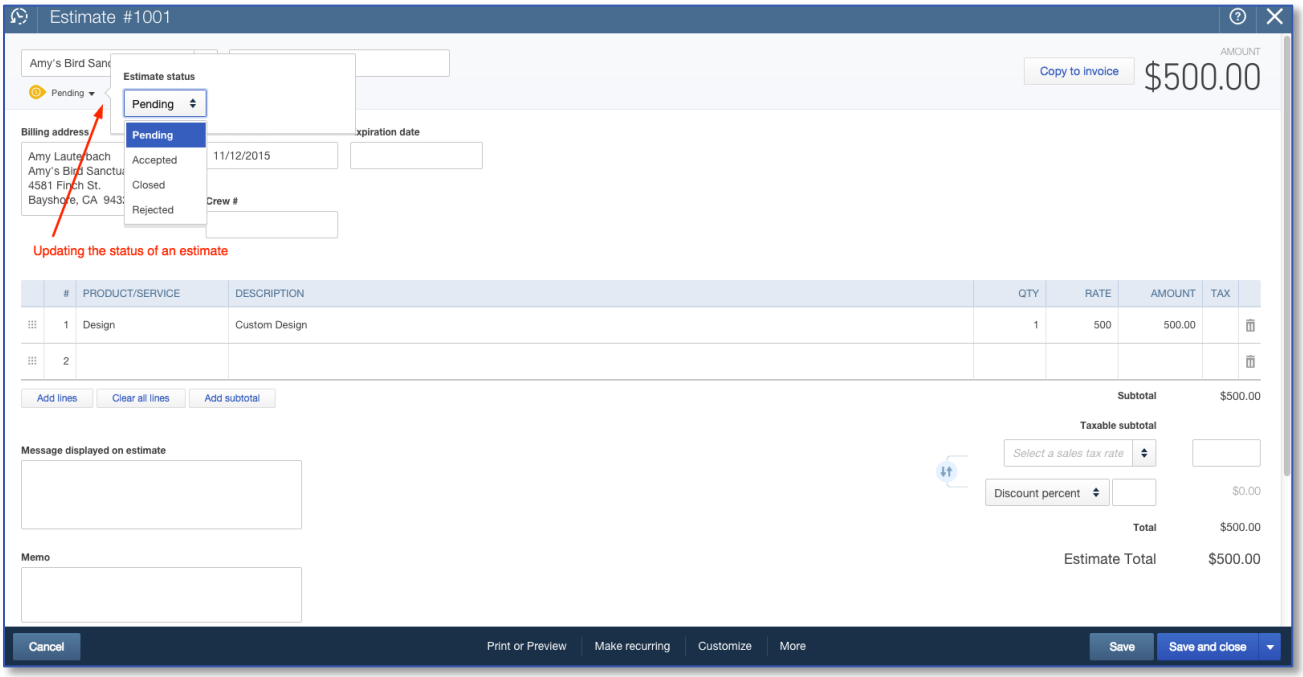
Create an estimate when you want to give your customer a quote, bid, or proposal for work you plan to do. Estimates are non-posting transactions.

The Estimate form is completed in the same manner as an invoice. In fact, it looks very much like an invoice, but its purpose is to help you begin negotiations with your customer — not to record a sale.

Later, once the work is done and you're ready to bill your customer, you can convert the estimate into an invoice by opening the customer's profile in the Customer Center, then selecting **Start Invoice** in the **Action** column next to the estimate.

If the work you included on an estimate doesn't end up happening, you can change the status of the estimate. There are four statuses available for estimates:

- Pending (this is the status automatically assigned to an estimate when you create it)
- Accepted
- Closed (this is the status that is automatically assigned to an estimate after it has been converted to an invoice)
- Rejected



UPDATING THE STATUS OF AN ESTIMATE

PAYROLL

There are two integrated payroll options for QuickBooks Online:

- QuickBooks Online Payroll
- QuickBooks Online Full Service Payroll

With either option:

- You run payroll inside QuickBooks Online
- If you have a QuickBooks Online Plus subscription you can use timesheet data to create paychecks
- You can choose to pay employees using direct deposit or by printing a check

The difference between the two is the way the tax payments and filings are handled. **QuickBooks Online Full Service Payroll** is a complete payroll service. Intuit calculates paychecks, makes all payroll deposits, and files returns on your behalf. The annual W-2s are also mailed directly to the employees for you. Intuit handles any tax notices, and assumes responsibility for accuracy and timely deposits.

QuickBooks Online Payroll calculates paychecks, but you are responsible for making all required tax deposits. You prepare payroll tax returns within QuickBooks Online Payroll, and you must review and submit them on time. Intuit does not handle any tax notices, and does not assume responsibility. However, Intuit does send you a reminder email for when your payroll, payroll tax deposits, and payroll tax forms are coming due.

To sign up for QuickBooks Online Payroll or QuickBooks Online Full Service Payroll, click on the **Employees** tab on the left navigation pane, then click **Turn on Payroll**. Choose which option you prefer:

- **I want to file my own taxes, using tax forms completed by QuickBooks Online Payroll** – This is the first step in signing up for QuickBooks Online Payroll
- **I want Intuit's payroll experts to handle payroll tax filings for me** – This is the first step in signing up for QuickBooks Online Full Service Payroll

You will need the following information to complete the setup:

- **Company information** – Legal name and bank routing and account numbers
- **Compensation and benefits types for each employee** – Salary, hourly, retirement, other deductions
- **Employee information** – Completed W-4s, pay rates, deductions, benefit info
- **Direct deposit information** – Employees' bank account and routing numbers
- **Tax information** – Company FEIN, state agency ID numbers, rate information, required filing frequency, EFTPS enrollment, and any other tax information related to the states your employees live and/or work in

Setting up and Running Payroll – QuickBooks Online Payroll

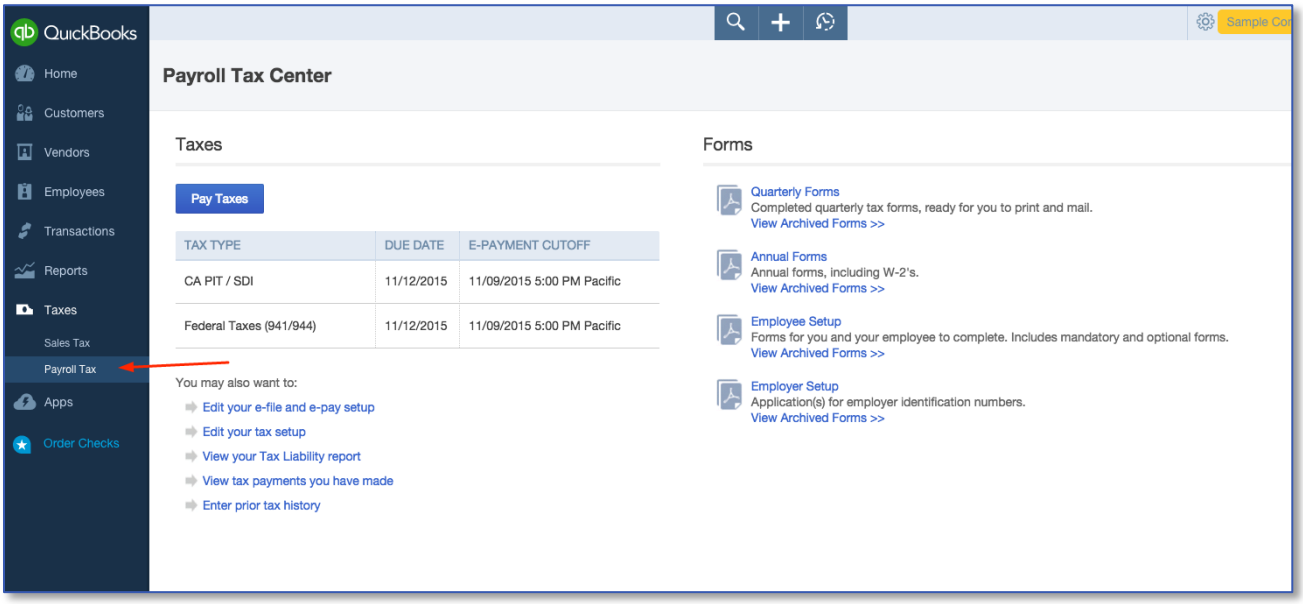
Once you have all the required information you are ready to begin Setup. Open the Employee Center by clicking on **Employees** in the left navigation pane. You can click the **Get Started with Payroll** button to launch the Setup Wizard, which walks you through the full setup of QuickBooks Online Payroll.

Alternatively, you can start the Setup process by clicking on **Add Employee** and entering the employee name.
To finish setting up the employee:

1. Enter W-4 information. If your state requires additional info, you will need to enter it here as well.
2. Enter a pay schedule. This is where you determine the pay week ending date and check date. You can set the new payroll schedule as a default here, too.
3. Enter the pay rate. This can be hourly, salary, or commission only.
4. Enter any deductions. Examples of deductions include retirement or health insurance contributions the employee has chosen to deduct from their paycheck.
5. Determine payment method. You can choose from paper check or direct deposit.

You will repeat that process to set up each employee.

The next step is to set up payroll tax settings. To do this, click on **Payroll Tax** under the **Taxes** tab in the left navigation pane. Click the blue **Continue** button.

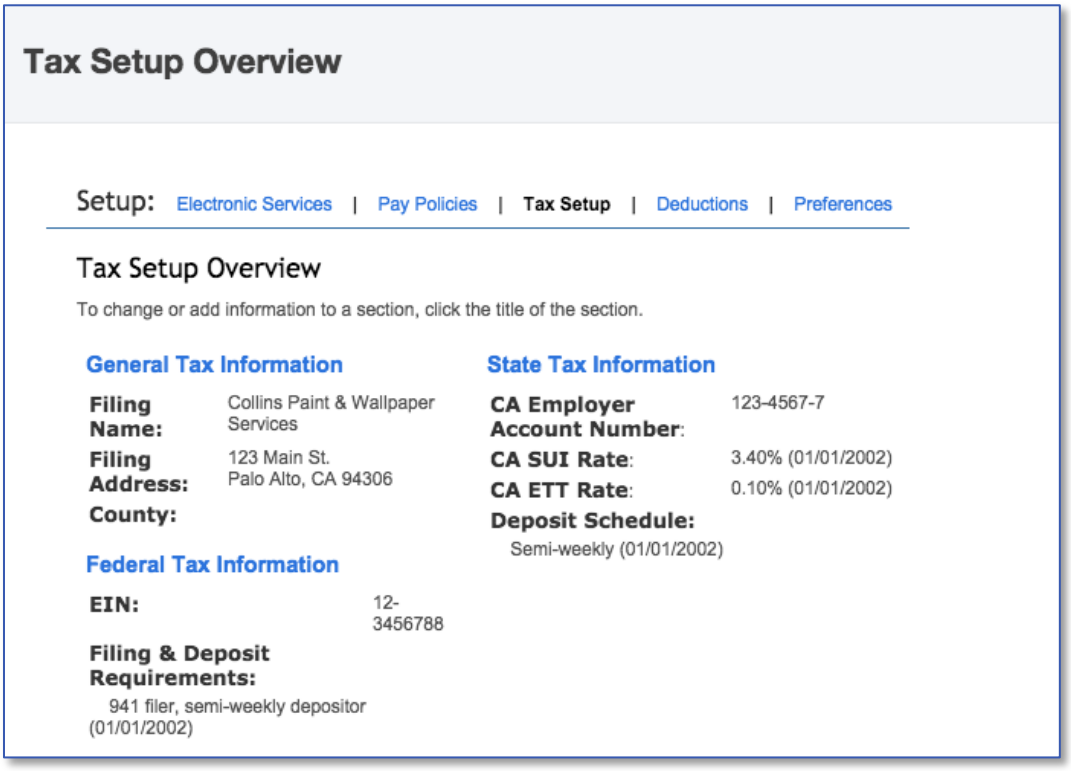


NAVIGATING TO THE PAYROLL TAX CENTER

Enter your company information on the business details screen, including:

- Filing name and address (legal name and address on file with the tax agencies)
- Payroll start date (this determines the first quarter of filing payroll tax returns)
- First hire date (did you hire your first employee within the last six months?)
- Do you have workers' comp insurance? Intuit offers competitive pay-as-you-go workers' comp insurance — you can learn about by clicking on the link. Click **Continue** and verify your settings before saving.

The next screen is the federal and state tax details screen where you enter the company **EIN** and state **Employer Numbers** and required tax **Deposit Schedule**. You may also see questions related to the state **Requirements** for your filing state(s). When you have completed entry on this screen, click **Save**.



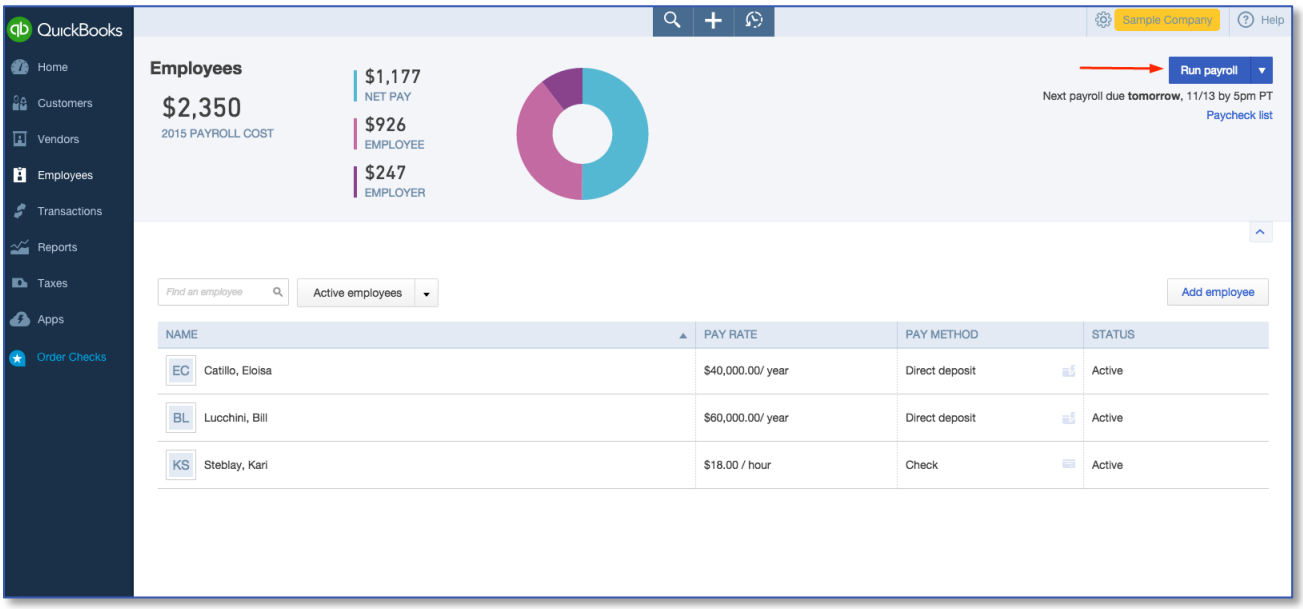
TAX SETUP OVERVIEW

On the E-pay and E-file Setup screen, you will set up your company banking information. Click **Done** to complete your setup, and you will be brought to the Payroll Tax Center. You can edit your company and tax settings, make a tax payment, and view your tax forms here. There are also links here to the Employee Setup screen.

If you want to change the default account mapping of your payroll items, you can do so by clicking on **Edit your tax setup** and then **Preferences → Accounting Preferences**. Click **Customize** to set up different wage and payroll tax items for each type of earnings and tax. This way you can map payroll items to different accounts or assign different expense accounts to different groups of employees.

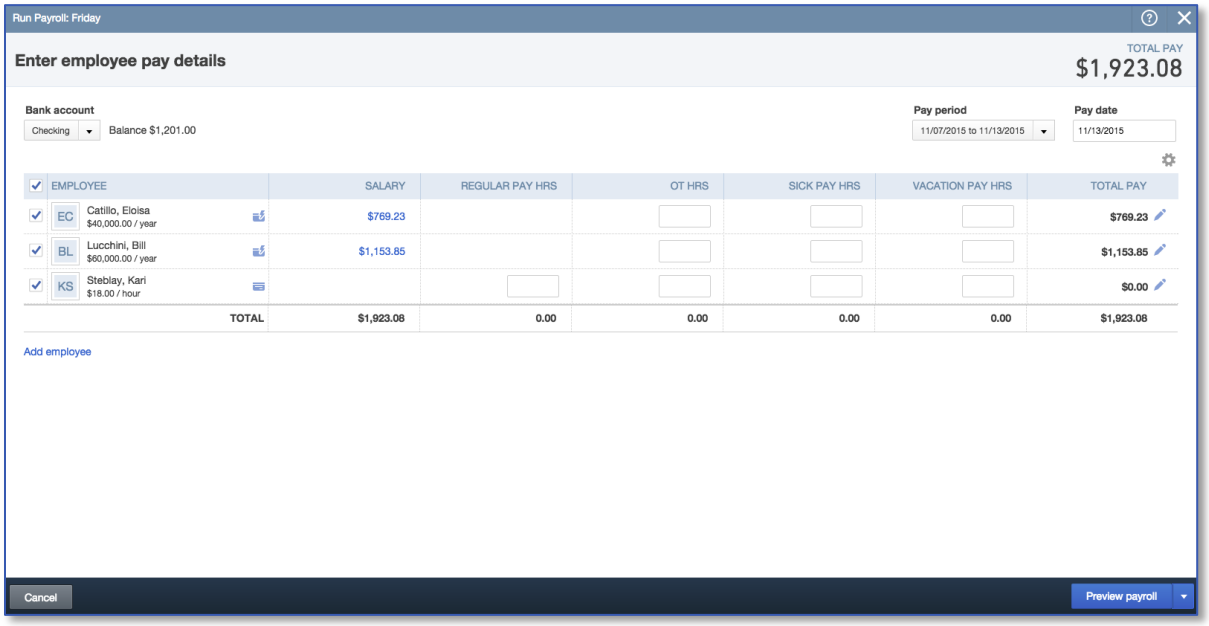
Running Payroll in QuickBooks Online Payroll

To run a payroll in QuickBooks Online Payroll, click on the **Employees** tab in the left navigation pane, then click **Run Payroll**.

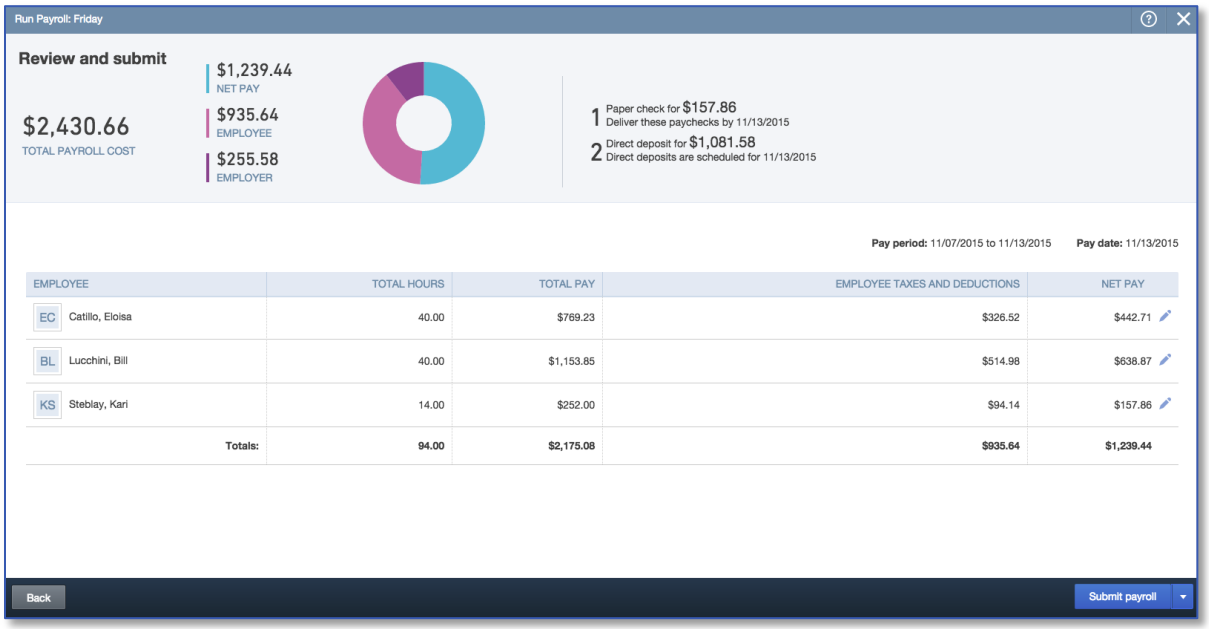


STARTING THE RUN PAYROLL PROCESS

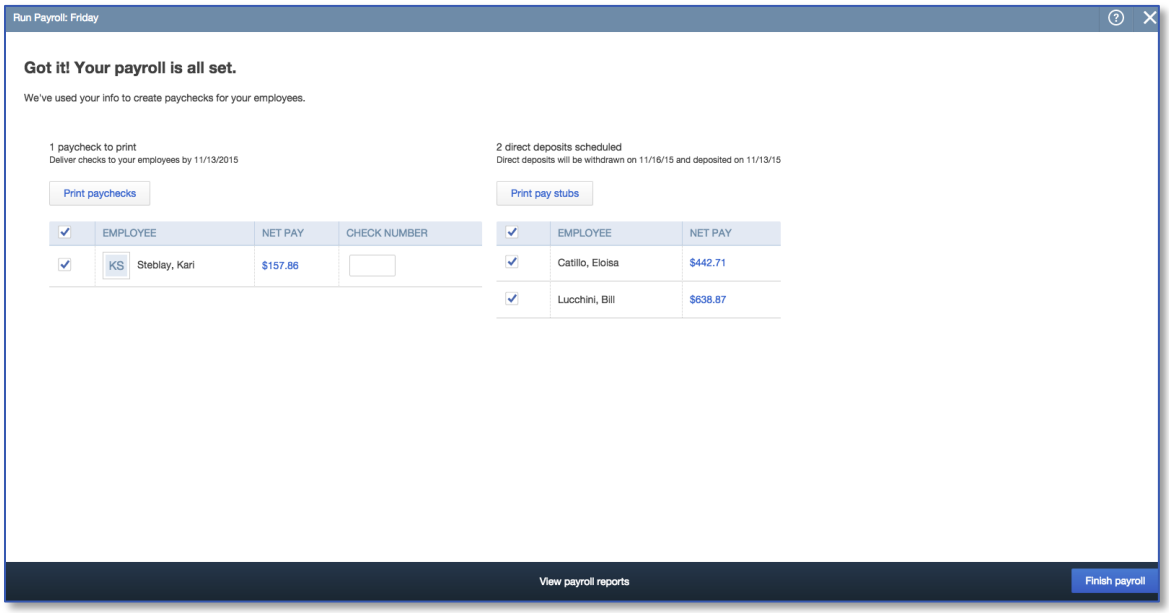
Verify the dates and checking account to be used, enter the employee hours, then **Preview** payroll. If you are using timesheets in a QuickBooks Online Plus subscription, the timesheet data entered will populate the hours displayed here. If the payroll looks correct, click **Submit payroll**. If you need to edit a check, click on the **pencil** icon at the far right to re-open the paycheck screen. You can print your paychecks or paystubs on the next screen. When you're done, click **Submit Payroll**.



ENTERING EMPLOYEE PAY DETAILS



REVIEWING PAYROLL



PAYROLL COMPLETION SCREEN

Setting up and Running Payroll – QuickBooks Online Full Service Payroll

Once you have signed up for payroll, you can complete the setup process. Setup for QuickBooks Online Full Service Payroll is completed by you and Intuit. You set up the employees inside QuickBooks Online and provide forms and other information to Intuit — the Form 8655 Reporting Agent Authorization, employee W-4s, and any applicable state forms. Intuit will assist you in the setup of payroll items such as taxes and employee deductions and employer contributions. Intuit will also handle the conversion from another third-party payroll provider for your client.

After setup is complete, you enter hours for each employee and creates the paychecks. This must be done at least two business days prior to the paycheck date. Once the payroll is created and submitted, you can print checks and print or email paystubs (for employees paid via direct deposit). Intuit makes the tax payments on your behalf and files all necessary tax forms.

Payroll Reports

Payroll reports can be found in the Report Center, which is accessed by clicking on **Reports** on the left navigation pane. Three common payroll reports that you can use to review payroll are:

- **Payroll Summary Report** – Shows information about a single payroll or date range. To change the dates displayed on the report, click on **Date Range**. You can choose from many options such as last month, this week, or by tax filing quarter. You can also filter by employees. To share, print or export your report to Excel, click the drop down menu next to the **Share** button.

- **Payroll Details Report** – Shows a breakdown of the employee and employer share of taxes as well as any deductions from the employees' gross wages. You can change the date range and filter by employees here, too.

- **Payroll Tax Liability** – Shows the amount of taxes withheld, paid, and owed to each taxing authority. You can filter this report by **Date Range**.

Bank and Credit Card Accounts

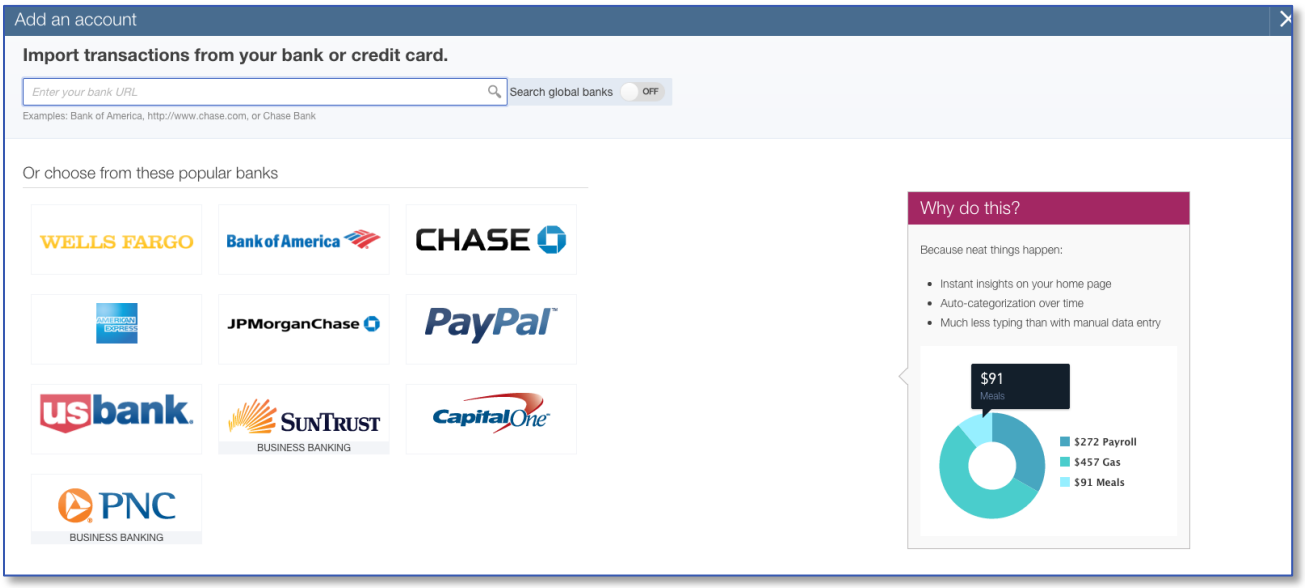
Bank Feeds

The Bank Feed in QuickBooks Online is one of the most dynamic features in the program. It links your online banking accounts and feeds the transactions directly into the Banking Center. When the transactions are pulled in, they are non-posting until you match them to previously recorded transactions or use them to add new transactions to your registers. This process simplifies data entry and can really help businesses get a handle on their balances!

When you use Bank Feeds to enter your transactions, your accounts become self-reconciling, meaning that because each transaction is matched to the bank as they are entered, they are already marked cleared in the reconciliation screen. A transaction that has been matched or was created from a Bank Feed has the letter C next to it in the register. A transaction that has been marked cleared in the reconciliation screen will have the letter R next to it.

Over 15,000 financial institutions allow their customers to link their accounts to QuickBooks Online. If a financial institution does not participate, you can still upload bank feeds to QuickBooks Online if the transactions can be exported from the banking website to .CSV, .QFX, .QBO or OFX formats. If you are unable to export your banking information to any of these formats, there is at least one app available that can convert a .PDF statement to .QBO format.

When you first open the Banking Center (accessed by clicking **Transactions → Banking**), you will be prompted to connect an account. After the first account is added, you can add another account by clicking on **Add Account** inside the Banking Center. Choose the name of the bank from the list provided, then enter the Online ID and Passcode that you would use to sign into your bank's online banking page. QuickBooks then displays the accounts included under the login ID of the bank.

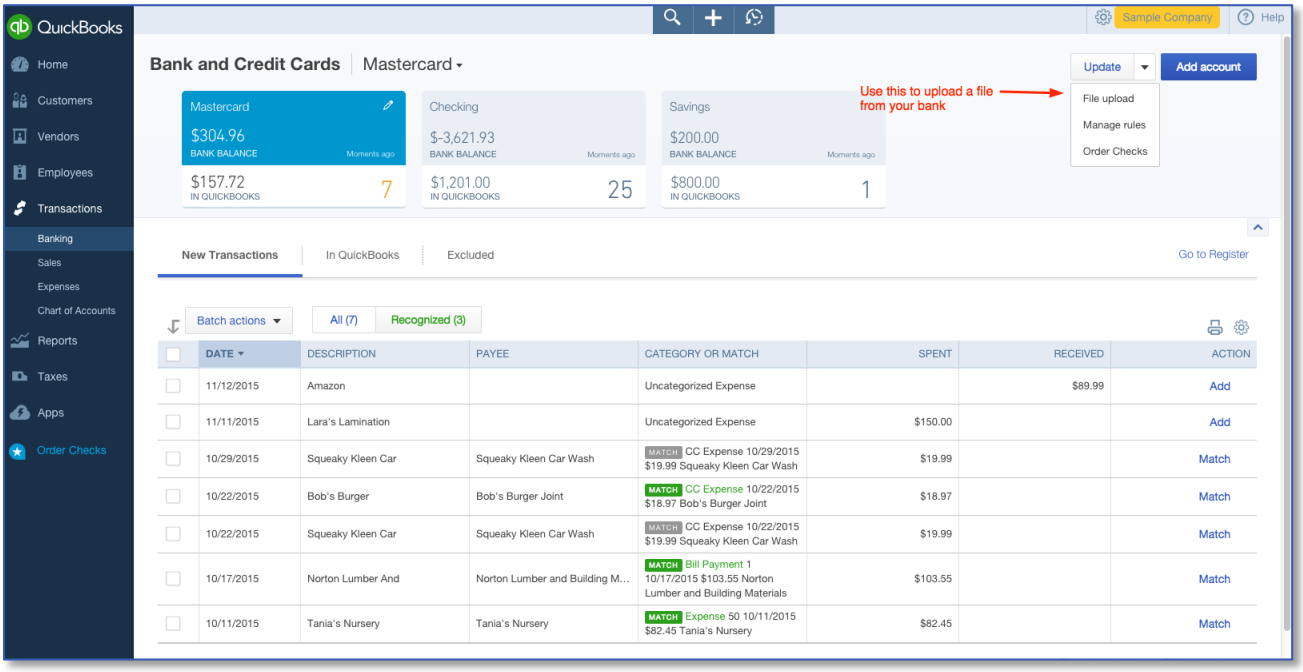


ADDING AN ACCOUNT FOR BANK FEEDS

Choose the type of account then click **Connect**. Although the Bank Feeds setup allows you to link to an account type that is not a bank or credit card type account, it generally isn't a good idea. If you are connecting to an existing account already set up in QuickBooks Online, this is also where you would choose which account to link the bank feed to.

TIP: *By default, QuickBooks Online will import 90 days of transactions during your first import, but you can choose to change the date range that you want to bring into QuickBooks Online by clicking on* ***Need to change the date range?*** *You may want to do this if you have already reconciled the account for a more current period or if the starting date of the QuickBooks company is less than 90 days.*

Once the transactions have been imported, you will see the account and its transactions displayed in the Banking Center.



THE BANKING CENTER

To upload banking transactions exported from your bank using a supported file type (.CSV, .QFX, .QBO or OFX formats), follow these steps:

1. Click on the **File Upload** button from the Banking Center.
2. Click **Browse** to locate the file you wish to upload.
3. Choose the QuickBooks account that you want to link, then **Next** (you can also add a new account here).
4. Map the fields in your upload file to the fields in QuickBooks Online.
5. Choose **File Amount** column formats (single or double column), then click **Next**.
6. Review your data to make sure it looks the way you expected, then click **Next**.
7. Click **Yes** to import your data.

TIP: *If your .csv import file has headers, click **First row in .csv file is header row** and your headers will appear in the drop down menu. This makes mapping a whole lot easier!*

You will receive a notification that your transactions were imported and you can start working with your data in the Banking Center.

Working with the Data in the Bank Feeds

Now that you have imported transactions, you can start working with them in the Banking Center. Here is a tour of the Banking Center:

- The top section of the Banking Center shows the accounts that are enabled to use Bank Feeds. If the account is *linked* to your online banking account, the top blue portion of the account box will show the bank balance as of the date of the last sync. If it is not linked, it will show $0.00 (note that it will also show zero if the balance per the bank is, in fact, zero).
- The bottom portion of the account box displays the current balance in the QuickBooks Online register and the number of transactions displayed in the New Transactions tab below.
- The buttons at the top right of the Banking Center are action buttons you can use to add a new account, begin an upload, or update a linked account.

Remember that when transactions are imported from a Bank Feed, they come into QuickBooks as non-posting transactions. They are not added to the register until you take action. Bank Feed transactions are organized nicely into three tabs:

- **New Transactions** – Displays unposted transactions from the Bank Feed
- **In QuickBooks** – Displays Bank Feed transactions that have been matched or added to the register
- **Excluded** – Displays transactions that have been removed from the New Transactions tab by the user

TABS USED IN BANKING CENTER

Begin your Bank Feed workflow in the New Transactions tab. Transactions are listed under two additional tab headings:

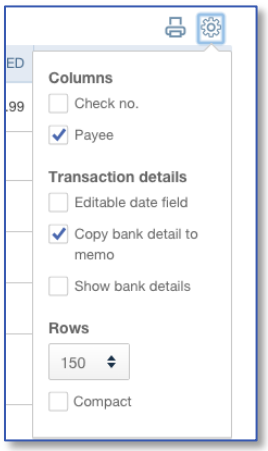
- All
- Recognized

If QuickBooks recognizes a transaction that is already recorded in the register, it will display a *green* MATCH tag next to the transaction and will add it to the Recognized tab. If you see a *gray* MATCH tag next to a transaction, this means that QuickBooks Online found multiple possibilities for a match.

QuickBooks can also recognize common vendor names and will make suggestions to which general ledger account to which it should be coded. If you accept the suggested account, QuickBooks will change the account for all transactions of that same name and the color of the text will be changed to green.

There is a little gear icon to the top right of the transaction list in the Banking Center. You can use this gear icon to add or remove the columns that are displayed on the Bank Feed and change the number of transactions included on each page. Columns you can add are:

- **Check no.** – Useful when you add checks directly from the bank feed
- **Payee**
- **Editable date field** – If you are using bank feeds to enter transactions initiated in a different period you will need to enable this column
- **Copy bank detail to memo** – Retains a record of the bank text in the transaction, essential if you forget to add a name to the Payee field

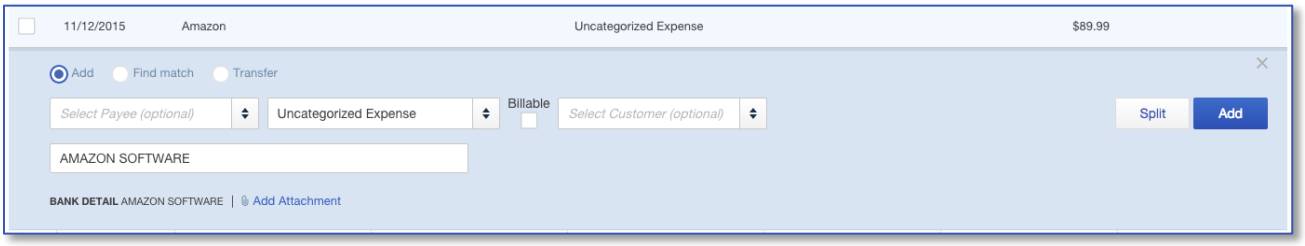


OPTIONS UNDER LITTLE GEAR ICON IN BANKING CENTER

TIP: *You can sort transactions by a column's contents by clicking on the column name.*

To *add* a new transaction to the register from the Bank Feed, populate the fields that display in the expanded window when you click on the transaction:

- Payee
- Category (G/L account)
- Description
- If needed, mark as **Billable** and assign to a **Customer**.
- If needed, split the transaction between multiple categories, click the **Split** button, enter the appropriate details into the pop-up window, then click **Save and Add**.



ADDING A TRANSACTION FROM THE BANK FEED

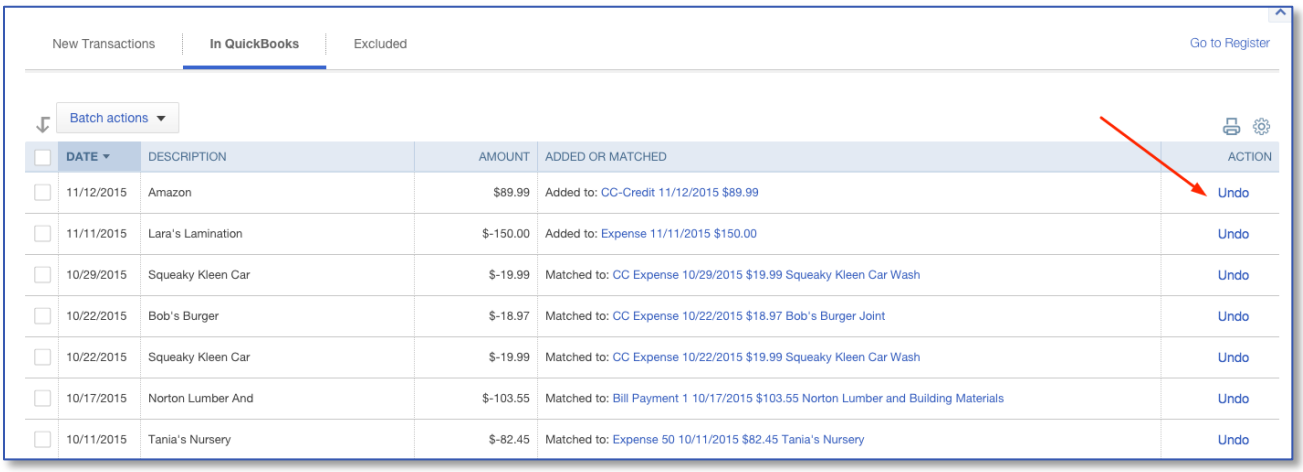
To *match* a transaction to the register from the Bank Feed:

- If you agree with the green or gray MATCH, just click **Match** and the transaction is moved to the In QuickBooks tab (and posted to the appropriate account's register)
- If you don't agree with the gray MATCH, click on the *gray* **MATCH** button, and a list of other matching options will display. Select the correct match, then press **Match**.
- If for some reason, QuickBooks doesn't recognize a transaction that is already recorded in the register, you can manually match it to the transaction by clicking on the transaction line, then **Find Match**. A list of possible matches is displayed in the Match Transactions pop up screen. Place a checkmark next to the appropriate matching transaction(s), and click **Save**. If the Bank Feed transaction is made up of multiple transactions in the register, you can check multiple lines in this screen to resolve the difference in amounts.
- You can also match Bank Feed transactions to bills, open invoices, sales receipts and customer payments. If there are open items in any of these categories, they will be displayed in the Match Transactions pop up screen. You can match multiple transactions to the Bank Feed, which means you can group multiple customer payments or sales receipts into a single deposit and multiple bills into a single bill payment.

Troubleshooting Bank Feed Transactions

Sometimes during your workflow, you will find that a transaction has already been matched to the wrong transaction in the register. This can happen for a number of reasons, but it usually happens because the register transactions are of the same amount and fall within the same date range. To fix this type of error:

1. Click on the **In QuickBooks** tab.
2. Find the transaction that was incorrectly matched.
3. Click **Undo** under the **Action** column on the far right.



UNDO FUNCTION WITHIN THE BANKING CENTER

This returns the Bank Feed transaction to the New Transactions tab so that it can be matched to the correct transaction.

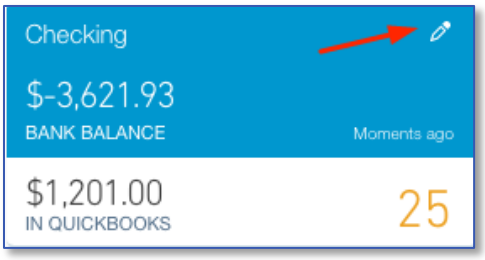
Another issue you may encounter occurs when a Bank Feed transaction is imported and the matching transaction has already been reconciled using the Reconcile tool in QuickBooks. In this case, the transaction can't be matched in the Bank Feed Center, and you will need to exclude the transaction or it will remain the in the workflow indefinitely. To exclude the transaction:

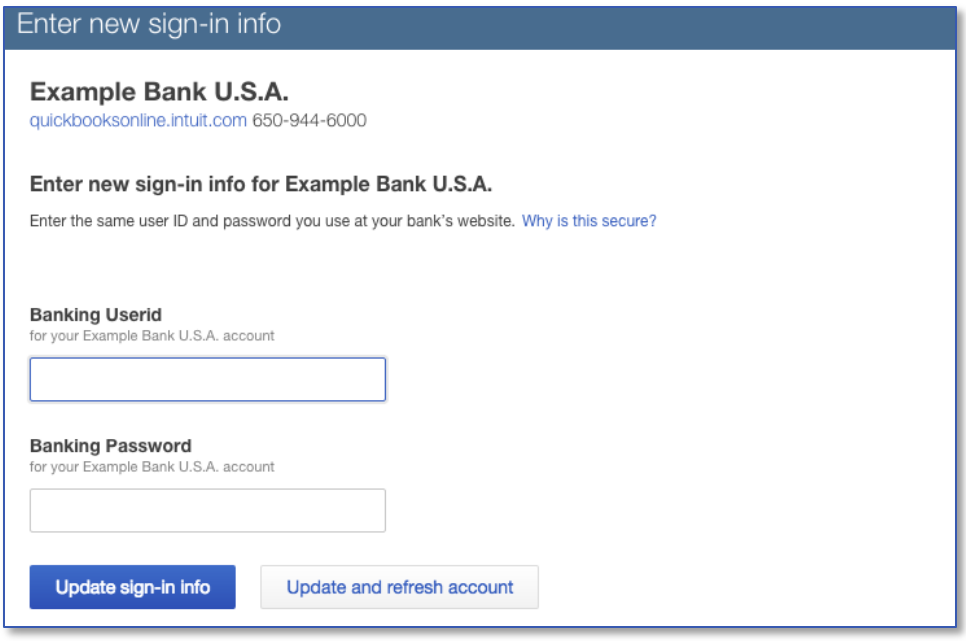
1. Check the box next to the transaction in the **New Transaction** list.
2. Click **Batch actions → Exclude Selected**.

This moves the transaction to the Excluded tab, where it remains until you delete it permanently from your workflow. If you exclude a transaction by mistake, click on the **Excluded** tab then **Undo** under the **Action** column. This will move the transaction back to the New Transactions list where it can be properly added or matched to the register.

You may see a red error message in the Banking Center indicating that QuickBooks was unable to connect to the online banking. If this occurs, it usually means that your online banking credentials have been changed and need to be updated in QuickBooks Online. To update the online banking credentials:

1. Click the **pencil** icon at the top right of the blue account box.
2. Click **Edit sign-in info**.
3. Enter your updated online banking login credentials.
4. Click **Update sign-in info**.





UPDATING ONLINE BANKING CREDENTIALS

What happens if you accidentally import a Bank Feed twice and create duplicate entries?

- **Duplicates in New Transaction List** – If the duplicates are in the New Transactions list, you can fix this easily by selecting the duplicate transactions (i.e., place a checkmark next to them), clicking **Batch Actions → Exclude Selected**.

- **Duplicates already added to the Register** – If the duplicate transactions have already been added to the register, click the **In QuickBooks** tab → select the duplicate transactions → **Batch Actions → Undo**. Once the duplicates have been moved to the New Transactions list, you will need to select them again, and click **Batch Actions** to exclude them.

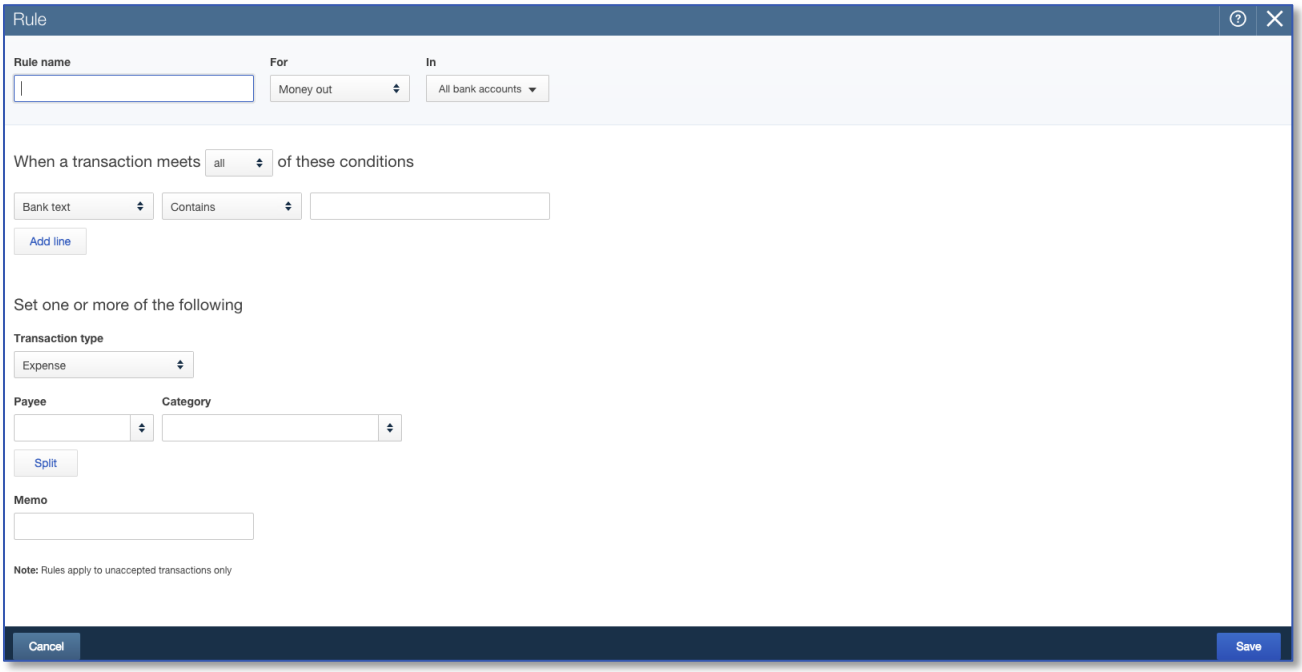
If you can't find a matching transaction that you know is recorded in the Register — perhaps because a vendor held a check for more than 90 days or the date of the transaction was entered incorrectly in the register — you may need to expand the date range in the **Match transactions** screen. Simply change the date range that appears and QuickBooks will show transactions for the dates specified. Select the matching transaction and click **Save**. (Alternately, if you know the matching transaction is recorded properly in the register, you can simply **Exclude** the transaction in the **New Transactions** list that you're having trouble matching.)

Bank Rules in Bank Feeds

You can further automate data entry via Bank Feeds using Bank Rules and reduce the amount of time it takes to code and record transactions.

To create a Bank Rule:

1. Click on the *downward* arrow next to the **Update** (or **File Upload**) button, then **Manage Rules**.
2. Give your rule a name and choose whether the rule applies to **Money in** or **Money out**.
3. Choose whether the rule applies to all bank accounts or only specific ones.
4. Set the criteria for the rule. You can add multiple criteria and use all or any to refine or expand your selections.
5. Set the type of transaction you want to create with the rule, and add the details of the transactions, such as Payee and Categories, then click **Save**. You can also code class and location here if you have them enabled in a Plus subscription company.



ADDING A BANK RULE

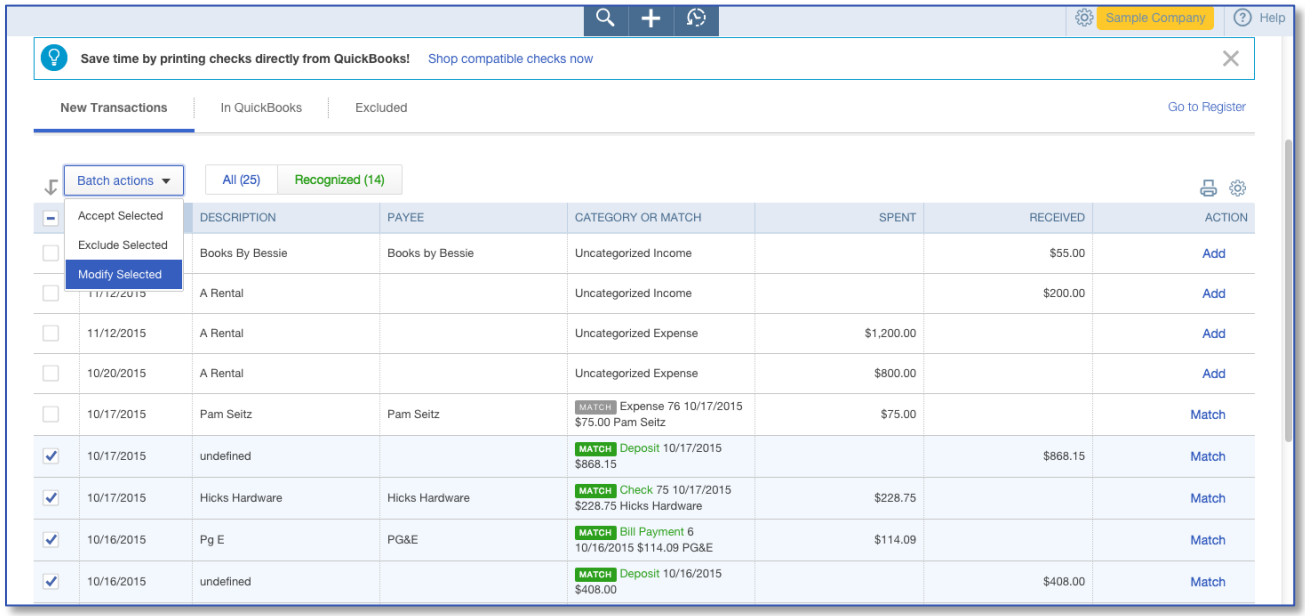
QuickBooks will use the criteria entered in your Bank Rules to pre-fill your bank feed transactions with the required information.

All of your previously created Bank Rules will be listed in the Rules list. They can be edited, copied, and modified to create new rules, or deleted by clicking on the buttons under the **Actions** column. You can also export bank rules and import them into another QuickBooks Online company.

Using Batch Actions in the Bank Feeds

The Batch Actions feature can be a real time saver. You already know that you can use it to remove duplicate transactions from your workflow. Did you know that you can also code and add multiple transactions at the same time? To do this:

1. Select the transactions that you want to code.
2. Click the **Batch Actions** drop down arrow → **Modify Selected**.
3. Enter the **Payee** and **Category**, then click **Apply**. All of the selected transactions will be coded to the payee and category.
4. Click **Batch Actions** again → **Accept Selected**.



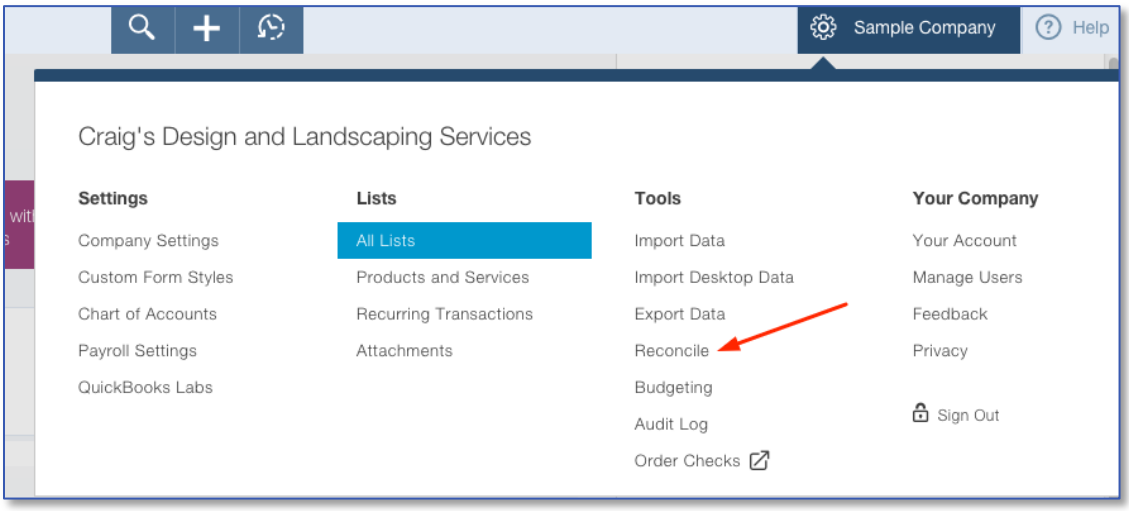
USING BATCH ACTIONS IN THE BANK FEEDS

Reconciling Bank, Credit Card and Other Accounts

Although the Bank Feeds in QuickBooks Online matches your entries to the bank, it is a best practice to reconcile the accounts monthly using the Reconcile feature. The reconcile process can help to find errors and omissions between QuickBooks and the bank. It also changes the reconcile tag on transactions from C to R, which gives you another way to filter reports that can help troubleshoot issues with your Bank Feeds.

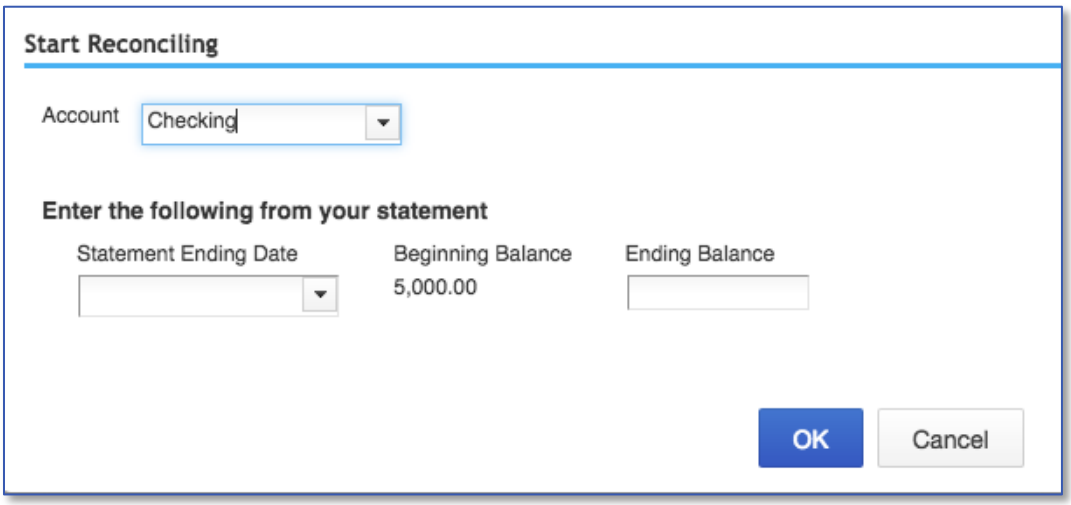
To open the Reconcile screen in QuickBooks Online:

1. Click on the **gear** icon →**Reconcile** under the **Tools** menu.



LOCATING THE RECONCILIATION TOOL

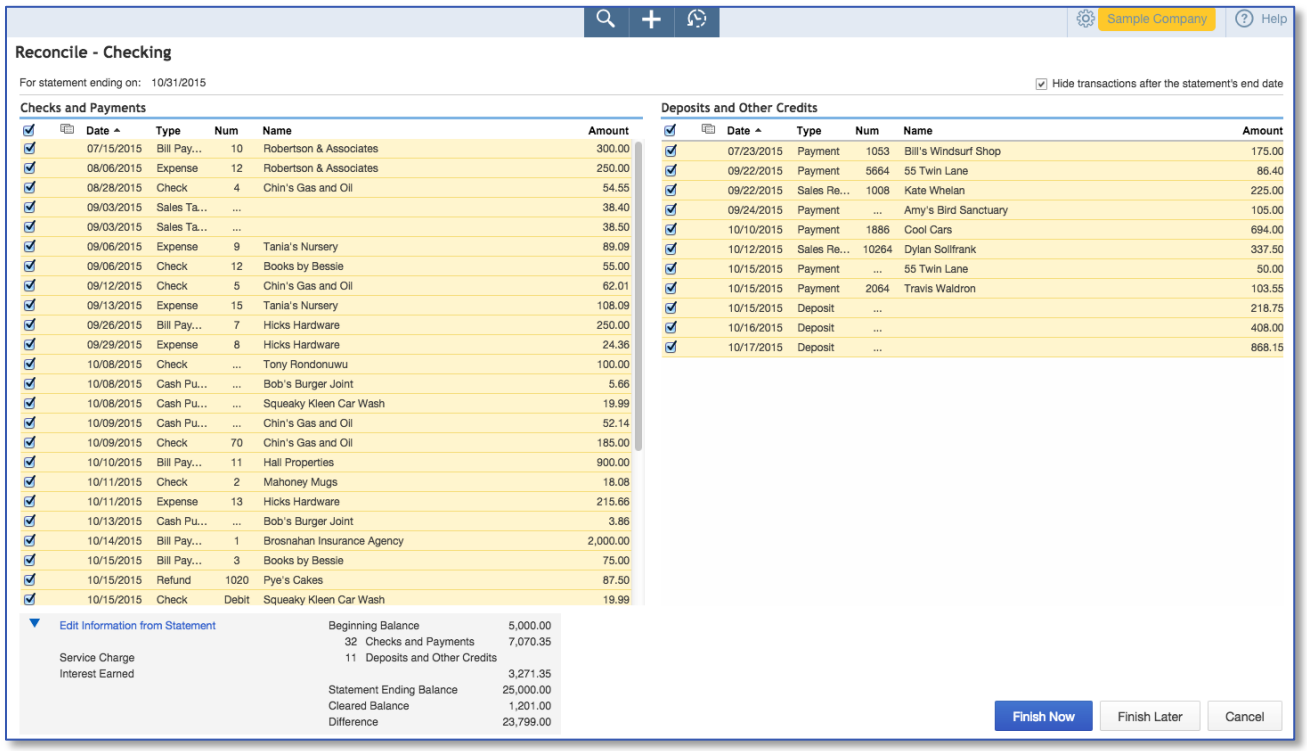
2. Choose the account you want to reconcile from the drop-down menu, and click **Reconcile Now**.
3. Enter the **Statement Ending date** and **Ending balance** from the bank statement and click **OK**.



STARTING THE RECONCILIATION PROCESS FOR AN ACCOUNT

The Reconcile screen in QuickBooks is divided into two columns:

- Checks and Payments on the left side
- Deposits and Credits on the right side



RECONCILING AN ACCOUNT

The statement ending date is displayed at the top left of the screen, and the reconciliation summary box can be found in the bottom center.

You can hide transactions after the statement's end date by checking the box at the top right of the window. This is really important if you are using Bank Feeds because Bank Feed transactions are automatically marked cleared when you add or match them to the register. If you don't check the box, all transactions up to today's date will be marked cleared, and you will not be able to balance your reconciliation.

To mark a transaction as cleared, click the checkbox next to the transaction. As you clear transactions, QuickBooks tallies the cleared debits and credits in the summary box and displays the difference between your records and the bank.

SUMMARY BOX ON RECONCILIATION SCREEN

Once you have verified and checked all the cleared transactions in QuickBooks, the amount in the Difference field should be zero. When you are finished (i.e., when the Difference field displays zero), click **Finish Now**. This will close the screen.

You can always click **Finish Later** to save your progress and complete your reconciliation at a later time.

Here are some common roadblocks you might run into while reconciling an account in QuickBooks Online:

- **Transaction on the Bank Statement is not in QuickBooks** – If you need to add a transaction that has not been recorded in QuickBooks but appears on the bank statement, click the **Quick Create** button to open the appropriate transaction screen and record the transaction. Then go back to the **Reconcile** screen, and you will be able to mark the new transaction as cleared.

- **Discrepancies: you made the error** – If you find a discrepancy in one of your entries, you can click on the transaction from the **Reconcile** screen to edit it. **Save and close** the transaction and resume the reconciliation process.

- **Discrepancies: bank made the error** – If the bank made an error, you should record a new transaction to adjust your balance. After you resolve the error with your bank, reverse the transaction. You will mark the reversing entry cleared during the reconciliation of the period in which the correction appears on your statement.

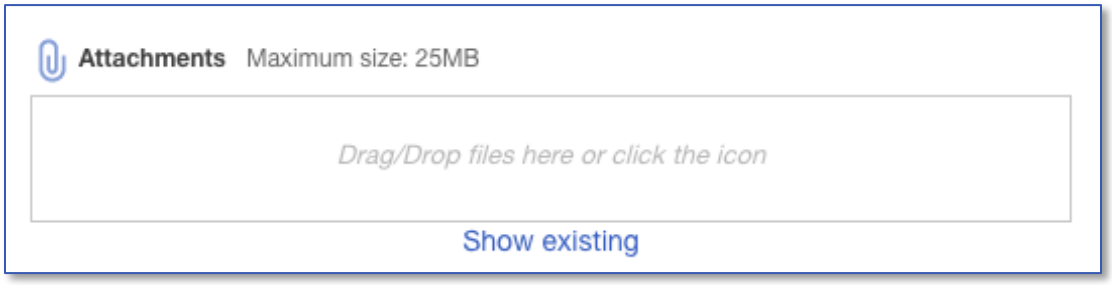
- **Printing the Reconciliation Report** – The reconciliation report can be printed by clicking on the **statement link** in the **Reconcile** screen. It is important to note that any changes made to the register after the reconciliation is completed will not be included on your reconciliation report.

Extra Information on Transactions

Attaching Documents

You can attach documents to transactions in QuickBooks Online, whether you are logged in via your browser or from your mobile device using the Mobile app.

To add a document from within your browser, open the transaction that you want to add the document to and either drag the file to the box at the bottom of the screen or click on the **paperclip** icon and browse to the file you want to attach.



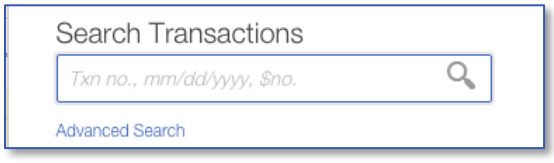
ATTACHMENT TOOL LOCATED AT THE BOTTOM OF TRANSACTION SCREENS

You can also attach documents using the QuickBooks App for iPhone and Android devices by downloading it from the Apple Store or Play Store. Once you have the app installed, login and create a new transaction or open an existing one, click on the **camera** icon and you can either take a new photo of a receipt or upload an existing picture.

You can view all your documents by clicking on **Attachments** in the **gear** icon menu.

Search Box and Recent Transactions

The search feature (accessible by clicking on the **magnifying glass** icon in the top navigation pane) in QuickBooks Online is very dynamic. Just type what you are looking for, such as an amount, name or document number, and QuickBooks Online will return all list items and transactions that match the criteria that you entered. If you need to filter further the Advanced search window opens when QuickBooks Online displays the results of your search, and you can add filters.



SEARCH BOX ACCESSED USING MAGNIFYING GLASS ICON

The Recent Transactions icon (accessible by clicking on the **clock** icon in the top navigation pan) shows you the most recent transactions that were entered in QuickBooks Online. This is a convenient way to get back to a previous screen.

Reports

One of the greatest benefits of using QuickBooks Online to manage a business is the reporting capability of the program. The setup, recording of financial entries, and reconciliation of accounts results in the ability to create reports that provide:

- Valuable insights into the financial position of a business
- The results of operations for a specific time period
- Statistical information, such as the best-selling item or gross profit margin

The reports available in QuickBooks Online vary by subscription level:

- **QuickBooks Simple Start** – Simple Start, the most basic version, 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 over 20 basic financial and customer reports.
- **QuickBooks Essentials** – Essentials includes more features than Simple Start including vendors and accounts payable functionality. It includes all the reports included in Simple Start, plus reports related to accounts payable, products and services — along with the Company Snapshot and Scorecard. The number of reports included in Essentials is over 40.
- **QuickBooks Online Plus** – QuickBooks Online Plus includes over 65 reports including the reports available in the Essentials subscription. It also includes reports related to the full functionality of QuickBooks Online, including classes and locations, inventory, time tracking, and budgets — to name a few.

Navigating the Report Center

To access the Reports Center, click on **Reports** in the left navigation pane. Reports are organized into tabs found in the middle of the Reports screen. The tabs you see here will depend on which subscription level you are using.

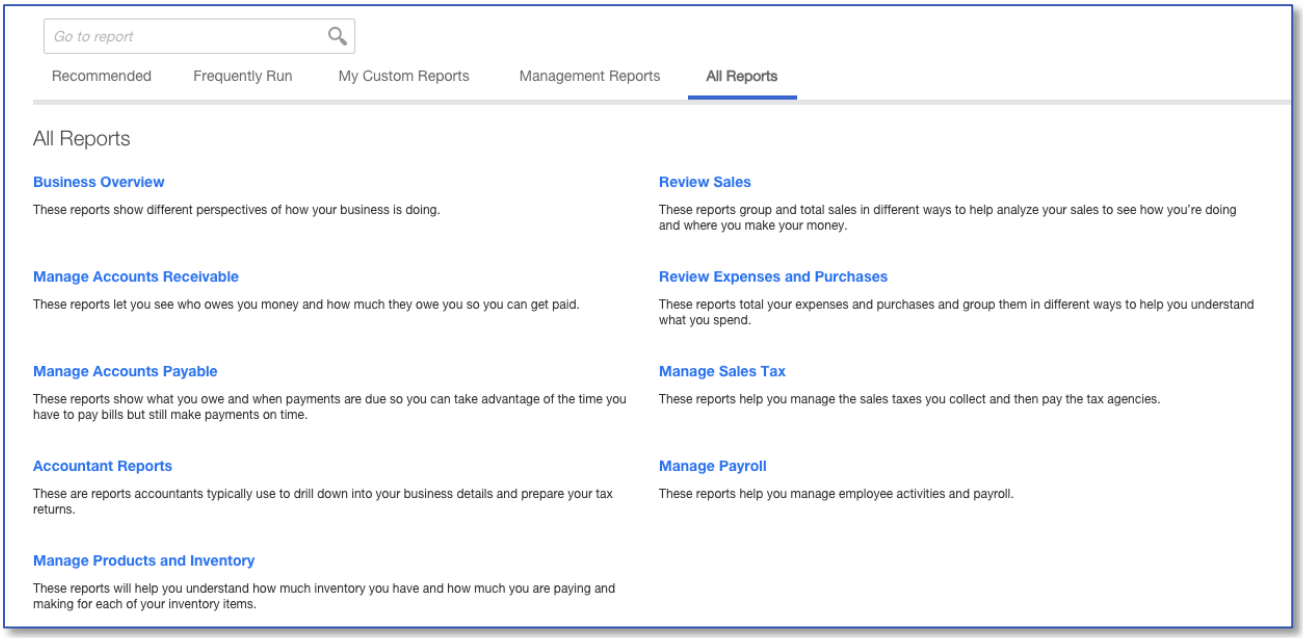
- **Recommended** – The Recommended Reports tab includes reports that are commonly used in day to day business operations. The Profit and Loss, Balance Sheet, A/R and A/P Aging Summary reports are found here, along with Expenses by Vendor Summary and the Company Snapshot.

- **Frequently Run** – The Frequently Run tab lists the reports that you run the most often. This list is user-specific.

- **My Custom Reports** – Reports that you customize and then save will be listed here. To save a report you have customized to My Custom Reports, click **Save Customizations** at the top of the report. You can share these reports with other Company users too.

- **Management Reports** – QuickBooks Online includes Management reports which allow you to create beautiful report packages that contain cover pages and custom free-form pages for content (like an executive summary or financial notes). You can include a variety of reports and reporting periods in Management Reports and use custom headers and footers. QuickBooks Online has three template reports that you can use as a reference or as a starter to create your own packages. You can create, view, and send these reports, as well as export to Word® and PDF. These templates can be saved for future use. Read more here: http://quickbooks.intuit.com/blog/how-to-create-quickbooks-online-management-reports/.

- **All Reports** – This tab lists the different report groups, each of which contains reports related to their heading. To see the list of reports available in each group, just click on the heading and the list is displayed.



ALL REPORTS TAB

Business Overview Reports (under All Reports)

- **Profit & Loss** – The profit and loss is a summary report that shows us a summary of our income and expenses by category. Here you can see the way the QuickBooks Online presents subaccounts. You can hide subaccounts and view only the parent totals by clicking on the **Collapse** button on the report toolbar.

- **Balance Sheet** – The Balance shows the balance between assets, liabilities, and equity in your company. Put more simply, it lists what you own, what your debts are, and what you have invested in you company. Here you can also see the way the QuickBooks Online presents subaccounts. You can hide subaccounts and view only the parent totals by clicking on the **Collapse** button on the report toolbar.

- **Company Snapshot** – Includes a visual representation of some of the company's key financial indicators: income, expenses, current to prior year comparisons along with customer and vendor balances. You can print each graph by clicking on the **printer** icon at the top right of each graph.

- **Profit and Loss Detail** – This is a Profit and Loss report that lists the transactions that makes up a category total for the reporting period

- **Statement of Cash Flows** – This shows the cash generated (or used) by the business and cash in or out from investments or financing for the reporting period

- **Audit Log** – Use this report to find transaction or actions taken in QuickBooks Online

- **Balance Sheet Summary** – This report summarizes what you own (assets), what your debts are (liabilities), and what you've invested in your company (equity)

Manage Accounts Receivable Reports (under All Reports)

This grouping lists reports that tell you what customers owe you money and provide you with information regarding the age of your receivables:

- **A/R Aging Summary** – Gives a listing of your customers along with their open balances displayed by 30, 60 and 90 day aging columns

- **Collections Report** – Displays overdue invoices by customer along with customer contact information

- **Statement List** – Provides a log of statements that have been sent to customers, including the number and date of the statement

- **A/R Aging Summary & Detail**

- **Customer Balance Summary & Detail**

- **Invoice List** – Shows a chronological list of all your invoices for a selected date rage

Manage Accounts Payable Reports (under All Reports)

This grouping lists reports that tell you what vendors you owe money and provide you with information regarding the age of your payables:

- **A/P Aging Detail** – Lists all your open bills sorted by their aging current, over 30, over 60 and over 90 day
- **Bill Payment List** – A listing of your bills paid during a specific time period
- **Unpaid Bills report** – Lists your open bills sorted by vendor
- **A/P Aging Summary & Detail**
- **Vendor Balance Summary & Detail**

Other Report Groups (under All Reports)

Other report groups are determined by both the subscription level of the QuickBooks Online company and the features that have been enabled:

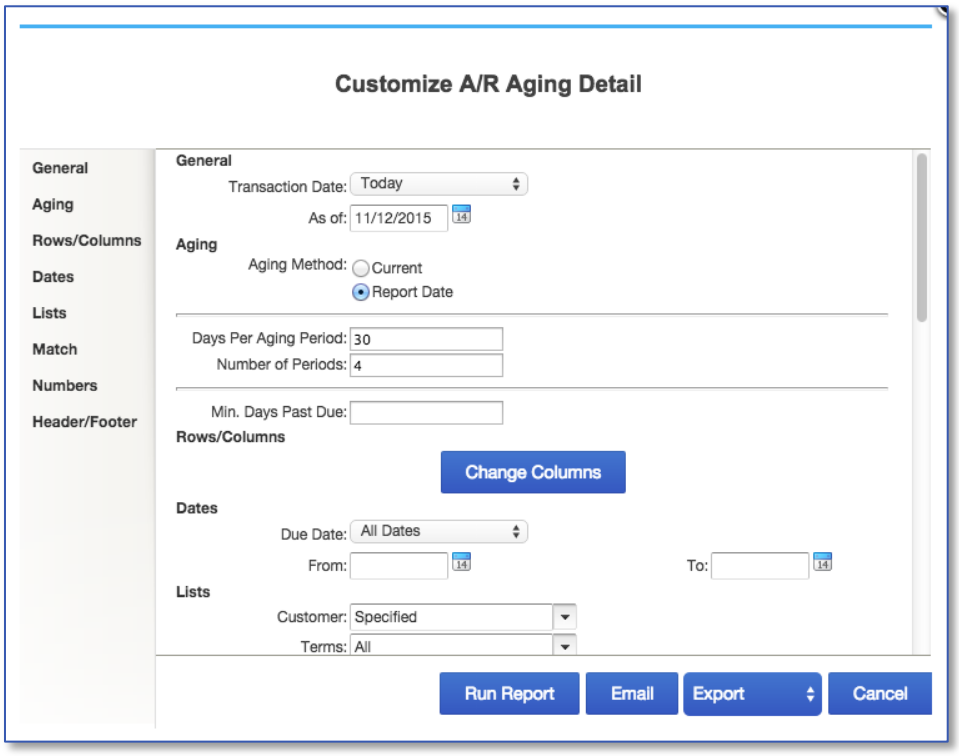
- Review Sales
- Review Expenses and Purchases
- Manage Sales Tax
- Manage Payroll

Customizing Reports – List, Summary, Detail and Specialized Reports

There are essentially four types of reports in QuickBooks Online:

- **List Reports** – Include information about the lists, such as customers, vendors, products/services or transactions such as Invoices and bills
- **Summary Reports** – Contain summary information listed by name or account. Examples of summary reports are Profit & Loss Summary, Balance Sheet Summary, Sales by Customer Summary or Sales by Product/Service Summary.
- **Detail Reports** – Contain transaction detail about a name or account. Examples include Profit & Loss Detail, Balance Sheet Detail and A/P Aging Detail.
- **Specialized Reports** – Reports in QuickBooks Online that are not list, summary, or detail. These types of reports combine information from different sources to create the report. Examples of specialized reports are Statement of Cash Flows, Audit Log and Payroll Liability Report.

You can customize existing reports by filtering for specific list items or changing the name of a report.



CUSTOMIZATION OPTIONS ON REPORTS

- **General Settings** – Include the report dates and accounting method. You can choose from **Cash** or **Accrual** basis at any time by clicking on the radio button. You can choose to show Sub Items or you can collapse them in the report so that only the parent item is displayed.

- **Rows/Columns Settings** – Allow you to choose which columns are displayed in a report by clicking on the columns drop-down in summary reports and by clicking on the **Change Columns** button in a detail report. You can also add Sub-columns for Comparison such as Previous Period or % of Income.

- **Lists Settings** – Use the list drop-downs to filter the data that you want to see on the report. For example, if you wanted to run profit and loss report for a particular class, you can filter the report to show only one class. Different reports have different lists that you can filter based the type of report you are customizing.

- **Number Settings** – Allow you to choose how you would like to display negative numbers or if you would like to exclude zero balances

- **Header/Footer Settings** – Allow you to change the header or footer text and alignment

- **Status and Match Settings** – Are included in transaction or detail reports. Status allows you to filter by cleared, paid, or printed status. This is useful when troubleshooting bank reconciliation changes and looking for unapplied transactions. Match is helpful when you are looking for specific amounts, memo text, or numbers in transactions.

Saving Customizations

Once you customize a report to your satisfaction, you can save your customizations so that you don't have to spend the time to customize the report again the next time you want to run it. To do this, click the **Save Customizations** button at the top of your report, and give your report a name.

You can also add your report to a group and share the report with all company users. Once you save a report, you can find it again in the My Custom Reports tab in the Report Center.

Working with Report Groups

Grouped reports are found in the My Custom Reports tab in the Report Center. To create a group, click the dropdown next to **Edit** under the **Action** column and choose **Group**. You add a group by clicking **Add new** in the drop down menu.

You can also change the group to which the report belongs and delete the report using this option.

Report Groups are very useful. You can export a custom report to PDF or Excel format by clicking on the dropdown menu next to the **Edit** button.

Another cool feature is that you can set an email schedule for report groups. To set a schedule:

1. Click **Edit** next to the group name,
2. Check the **Set the email schedule for this group** check box. This opens the scheduling box in the Report Group Settings.
3. Set the schedule by clicking the **Edit Schedule** box; choose from Daily, Weekly, Monthly or Twice a month. You can also choose the days and frequency — there are so many options!
4. Select the **Date** range for the report and click **OK**.
5. Once you have set the schedule, enter the email information of the recipients, a subject and note, and click **Save**.
6. You can also choose to attach the report as an Excel file. If you don't attach as an excel file, the email arrives as an HTML attachment for each report.

Grouped Reports is an amazing tool that can help businesses to streamline their business processes. By using scheduled reports, you can remind users to complete tasks such as billing for unbilled time and expenses by sending them reports at regular intervals.

Printing, Emailing and Exporting Reports

To print a report in QuickBooks Online, click the **Print** button at the top left of the report.

There are browser settings that you can manipulate from your browser when printing and saving reports:

- You can choose the orientation – Landscape or Portrait
- You can also change the Margins to make sure the report fits correctly on the page
- Chrome includes URL headers and footers by default – you can disable them by unchecking the box

TIP: *When printing wide or long reports, if some of the columns and/or rows in your report don't print the way you want them to (i.e., all on one page), try making the margins smaller, eliminating zero columns in QuickBooks Online, or exporting to Excel to perform additional formatting — then print the report from Excel.*

To email a report, just click on the **Email** button, fill in the required information and click **Send**.

TIP: *Include your email in the CC: field so you have a copy of the email!*

You can export reports from QuickBooks Online to Excel by clicking on the blue **Export** button at the top left of the report screen. You can choose from .xls and .xlsx formats.

Expanded Functionality in the Office and On the Go

QuickBooks Labs

QuickBooks Labs is a place in QuickBooks Online where you can try out new tools and features without the commitment. Intuit launches plug-ins created by Intuit and third-party vendors from this menu, which is found in the gear icon menu under Company Settings. Some of the current offerings in QuickBooks Labs are the collapsible left navigation bar, new registers, and company templates for accountants. The great thing about QuickBooks labs is you can try the feature and turn it off if it isn't for you. Sometimes these features are discontinued and other times, they become permanent features in QuickBooks Online. It's a good idea to check into QuickBooks Labs frequently to see what's new.

Best Practices with Browsers

Because QuickBooks Online is web-based, you must use a browser to access it (Chrome is recommended). Here are some best practices and tips that will make your experience with QuickBooks Online amazing:

- **Create a QuickBooks Online "person"** – Chrome allows you to create multiple users that can be customized with different bookmarks and preferences. To create a new person in Chrome, click on **Customize → Settings → People**. Click **Add person**, choose an icon and give the new user a name (maybe something like *QBO-user*). You can opt to create a desktop shortcut for this new person that you can use exclusively for QuickBooks Online.

- **Working with two QuickBooks Online Companies at the same time** – If you want to have two QuickBooks Online companies open at the same time, you can set up two new people in Chrome, or you can open one company in Chrome and open another company using a second browser, such as Mozilla Firefox. In both cases, you must have two different browser accounts open at the same time.

- **Customize the Bookmark bar** – Customizing the Bookmark bar can really enhance your experience using QuickBooks Online. You can add bookmarks for the screens that you use the most and even organize them into lists by using folders. To enable the Bookmark bar in your newly created Chrome user account, click **Customize → Bookmarks → Show Bookmark** bar. You can add bookmarks by clicking on the **star** at the top right of the address bar. To rename a bookmark, right click it and click **Edit**. You can organize your bookmarks by creating folders on your bar and group them by the type of screen, client workflow, or other system meaningful to you.

- **Duplicate** – You can duplicate your window by right-clicking on the tab you have open and then duplicate. This opens a new screen of QuickBooks Online.

- **Working with multiple monitors** – If you use multiple display monitors, you can pull a tab out of the window and move it to your other monitor. This keeps you logged into the same company but allows you to view two windows at the same time. You can also tile windows on the same monitor by restoring down, resizing your windows and arranging them.

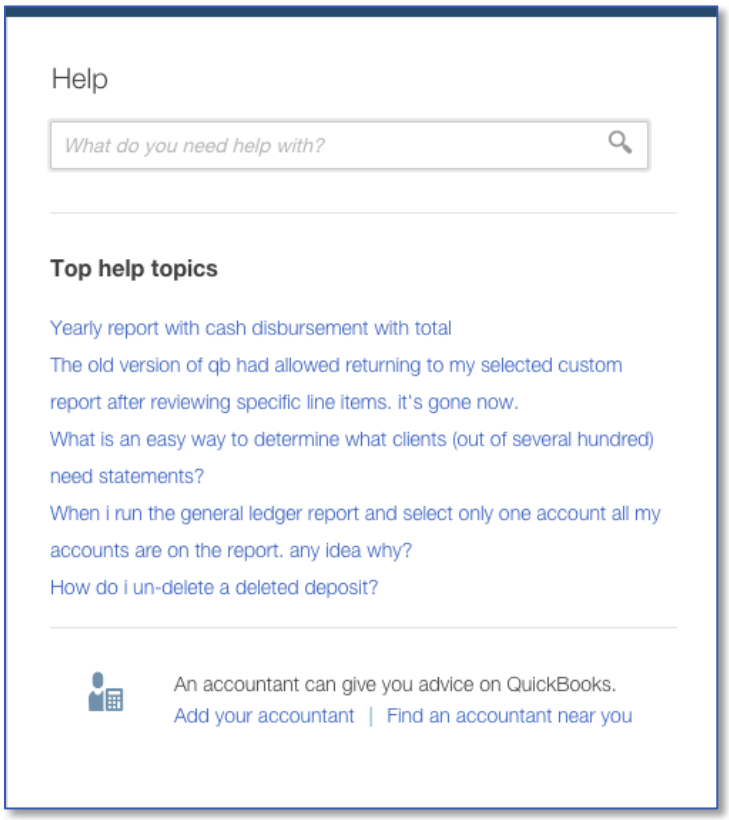
- **Right-click the back arrow** – This displays a list of screens you recently had open. Left-click the one you want to open and resume working.

- **Clear browsing data** – If you receive errors or you are getting unexpected results while working in QuickBooks Online, you may need to clear your cache and cookies. To do this click **Customize → History →Clear browsing data**.

SUPPORT

Using the Help Function

The Help menu in QuickBooks Online includes a search box where users can search for answers to common issues. It also shows common help topics related to the screen the user currently has open.



HELP MENU

QuickBooks Blog

The QuickBooks Blog (http://quickbooks.intuit.com/blog/) is an excellent resource for official updates and tips for QuickBooks Online. It's updated constantly, so check in at it often to make sure you are staying on top of the latest and greatest!