QUICKBOOKS DESKTOP 2020

3 Working with Customers

One of the best parts of being in business is creating and developing relationships with customers. After all, who doesn't enjoy receiving payment for a job well done? Intuit describes a customer as "any person, business, or group that buys or pays for the services or products that your business or organization sells or provides." When working with QuickBooks, consider a customer anyone who pays you funds. This simple definition will help if you have a unique business, such as a not-for-profit organization that doesn't normally use the term "customer." The job feature is an optional aspect of QuickBooks, but it can be extremely helpful if you have more than one project for a customer. In this chapter, you will examine QuickBooks' lists, activities, and reports that allow you to effectively deal with customers.

LEARNING OBJECTIVES

▸ Identify Customer Center features and create new customers and jobs

▸ Create service and non-inventory items

▸ Create invoices and sales receipts

▸ Receive payments on invoices

▸ Correct errors in customer transactions

▸ Create customer-related reports

🗁 Project: Parrot's Paradise Resort

Now that Jimmy's company file has been created, the next step is for you to set up the company to track customers. You will begin by working with the Customers & Jobs List, which is accessed through the Customer Center. Services need to be added to the Item List so that sales transactions such as invoices and sales receipts can be entered. Information in the Item List allows you to tie the service that is offered to an income account. Finally, you will create reports that will tell the story about customer-related transactions.

The Customer Center

The Customer Center is where you will set up all aspects of doing business with each customer. This includes payment terms, sales tax, credit card information, and the ability to track the customer type. In addition, you can track the sales representative who made the sale, if appropriate. Selecting a customer from the Customer Center will give you access to a lot of information on that customer.

Tip! The Customers & Jobs List can be exported to contact management software such as Microsoft Outlook.
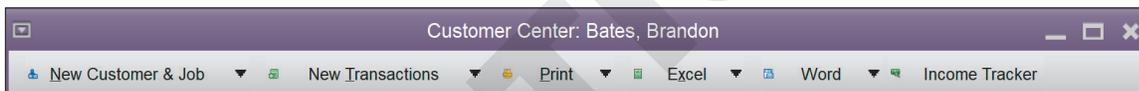
The Customer Center icon bar provides access for creating new customers, jobs, and transactions; print options; Excel and Word integration; and the Income Tracker tool.

Apply a filter such as limiting the view to customers with open balances.

Click the pencil to edit the customer information.

Pinned notes added through the Notes tab will display here.

Use these column headers to sort.

Click an indented job to see information specific to that job.

Filter to display a specific transaction type or date range.

Tabs provide a quick way to see customer emails or information such as To Do items.

Quickly run reports for the selected customer.

The more information you enter for each customer, the more flexibility you will have later when you customize and run reports. If you use all the fields, you can sort, group, and filter your reports using those fields.

Managing the Customers:Jobs List

Customers must be entered into the Customers & Jobs List, which is integrated into the Customer Center, before an invoice can be created. In QuickBooks, jobs provide you with a way to separate individual projects, events, or other distinguishing characteristics for a customer.

A new customer or job can be added any time, and the Quick Add feature allows you to add a customer right from an invoice or sales receipt. If you Quick Add just a name, you can go back later to edit the customer record, adding all the pertinent information.

> ✔ *Best Practice*
>
> An excellent way of organizing multiple jobs for a customer is to create each job separately under that customer. When an invoice is created, you then apply it to the specific job only, making it easy to track job costs.

Many times, you will have repeat customers. In some cases, you may want to set up separate jobs if there will be many projects, or trips in the case of a resort, for that customer. An example is a customer who requests an estimate on an entirely new vacation package that includes lodging, excursions, dining, and more. In this case, creating a job for the customer would allow you to track that job separately as well as enable job costing for analyzing costs per job, providing a more accurate picture on your profit/loss reports.

Creating a New Customer

The more information you enter for each customer, the better your reports will be. For example, if you track how you acquired the customer (referral, website, or print ad), you can pull a report by this field to determine how most of your customers find you. This could be a potential money saver if you see that the print ads are giving you a low customer acquisition rate. Perhaps you'd stop doing print ads! You can also set defaults for specific information for each customer, such as the sales tax rate and preferred method of payment.

> ✔ *Best Practice*
>
> To have your customer list display in alphabetic order by last name, type entries as "last name, first name" in the Customer Name field when there is an individual rather than a company as a customer.

Edit an Existing Customer

You can edit a customer record at any time. Any changes made to a customer record will be reflected in future and past transactions.

> *Tip!* To adjust an opening balance for a customer, right-click the customer name or job and choose Use Register. The change will be reflected in future and past transactions.

Delete or Make a Customer Inactive

On occasion, it's appropriate to delete a customer. An example would be a customer for whom you did an estimate and more than six months have passed with no order. You can delete a customer or job from the Customers & Jobs List as long *as you have not used that customer or job in a transaction*. If you have, you can make the customer or job inactive, but you cannot delete until after you close the books for a period and clean up your company's data.

Add a Job for a Customer

It's not always necessary to create jobs for customers. An example is a resort that creates a separate job for each visit by a return customer. In a case like this, you can create multiple jobs under the customer so you can track each job individually and also provide this information to the customer.

> Customers→Customer Center : New Customer & Job

> Customers→Customer Center : [select customer]→Edit *or* Delete *or* Make Inactive

DEVELOP YOUR SKILLS 3-1

In this exercise, you will add a new customer and edit, delete, and add jobs. Unless otherwise instructed, keep the Customer Center open. The password for all files unless otherwise stated is Password1. *Leave the company file open unless otherwise instructed.*

1. Start QuickBooks 2020 and choose **File→Open or Restore Company**.

2. Open **DYS_Chapter03 (Company)** *or* restore **DYS_Chapter03 (Portable)** and save it as:
   DYS_Chapter03 Parrot's Paradise Resort

   You need to save the file with a different name only if you're using a portable company file. If you're using a company file, just open it and begin working.

   It will take a few moments for the portable company file to open. You may have to update the file to the latest QuickBooks release after it opens.

3. Type **Password1** and click **OK**. Close all open windows except for the Home Page.

   Now you will create a new customer.

4. Click **Customers** CUSTOMERS on the Home Page and then click the **New Customer & Job** button and choose **New Customer**.
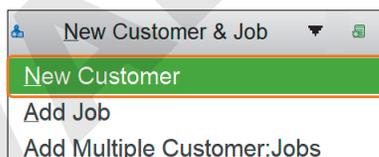
5. Enter this information in the Address Info tab:

Customer Name	**Sherwood Tours**
	Because you're not entering an opening balance, you don't need to change the date for the As Of field.
Company Name	**Sherwood Tours**
	You can use keyboard shortcuts to copy/paste if it's faster for you.
Full Name	**Ms. Cheri Romaine**
Job Title	**Owner**
Main Phone	**(503) 555-9962**

CUSTOMER NAME Sherwood Tours

Address Info	COMPANY NAME	Sherwood Tours
Payment Settings	FULL NAME	Ms. Cheri M.I. Romaine
Sales Tax Settings	JOB TITLE	Owner
	Main Phone ▾	(503) 555-9962 Main Email

Tip! Use the ⬚Tab⬚ key to move from field to field.

6. Address Details Invoice/Bill To: **21192 Langer Farms Pkwy** ⬚Enter⬚ **Sherwood, OR 97140**

Before typing the address, click at the end of the last line of text, in this case the name Cheri Romaine*, and press* ⬚Enter⬚*.*

7. Click **Copy>>** to copy the address to the Ship To field, which saves it as the default shipping address, and click **OK** in the Add Shipping Address Information window.

ADDRESS DETAILS

INVOICE/BILL TO		SHIP TO	Ship To 1
Sherwood Tours Cheri Romaine 21192 Langer Farms Pkwy Sherwood, OR 97140	✎ Copy >>		Sherwood Tours Cheri Romaine 21192 Langer Farms Pkwy Sherwood, OR 97140

8. Click the **Payment Settings** tab and use this image to fill in the information:

Address Info	ACCOUNT NO.	T147
Payment Settings	PAYMENT TERMS	Net 15

9. Click the **Additional Info** tab and select **Referral** from the Customer Type list.

Tip! Tracking how customers were acquired can serve as a valuable marketing tool.

10. Click **OK** to complete the New Customer record.

Edit a Customer

Ginny Sinclair got married and changed her name, so you need to edit the entry in the Customers & Jobs List.

11. Locate and then double-click **Sinclair, Ginny** in the Customers & Jobs List to open the Edit Customer window.

12. Correct the name to read: `Park, Ginny`

You will need to correct this in four separate places in the Edit Customer window.

13. Click the **Additional Info** tab and select **From advertisement** as the Customer Type.

14. Click **OK** to accept the change and leave the Customer Center open.

Delete a Customer

Willamette Tour Enterprises has gone out of business without booking a tour, so you will delete the company from the Customers & Jobs List. And since you don't anticipate Jose Hernandez returning as a customer, you will mark him as inactive.

15. Locate and right-click **Willamette Tour Enterprises**, choose **Delete Customer:Job**, and click **OK** to confirm.

16. Right-click **Hernandez, Jose** and choose **Make Customer:Job Inactive**; leave the Customer Center open.

Jose Hernandez will no longer appear on the Customers & Jobs List, as it's filtered to show only active customers. If you choose the Active Customers drop-down arrow ▾ and select All Customers, you will see the inactive customers listed with an "X" next to their names and jobs. Switch back to Active Customers to hide the Inactive Customers.

Add Jobs to a Customer

The YMCA has submitted its summer camp schedule, so you will create a separate job for each camp session it will be running.

17. From the Customers & Jobs List, select **YMCA of the Keys**, click the **New Customer & Job** button, and choose **Add Job**.

18. Type **Camp Mar28** in the Job Name field and click **OK**.

    Notice the right side of the window says Job Information *rather than* Customer Information.

19. Using the procedure in steps 17–18, create these additional jobs for the YMCA:

    - **Camp Jun27**
    - **Camp Jul11**
    - **Camp Jul25**

20. Close the Customer Center window.

Note! Unless otherwise directed, always leave the company file open at the end of an exercise.

The QuickBooks Lead Center

The QuickBooks Lead Center provides you with a tool to track potential sales leads. Within the Lead Center, you can create tasks and track them, input contact and location information, and keep notes. This feature helps you manage potential customers and allows you to easily convert a lead into a customer once you have landed its or their business.
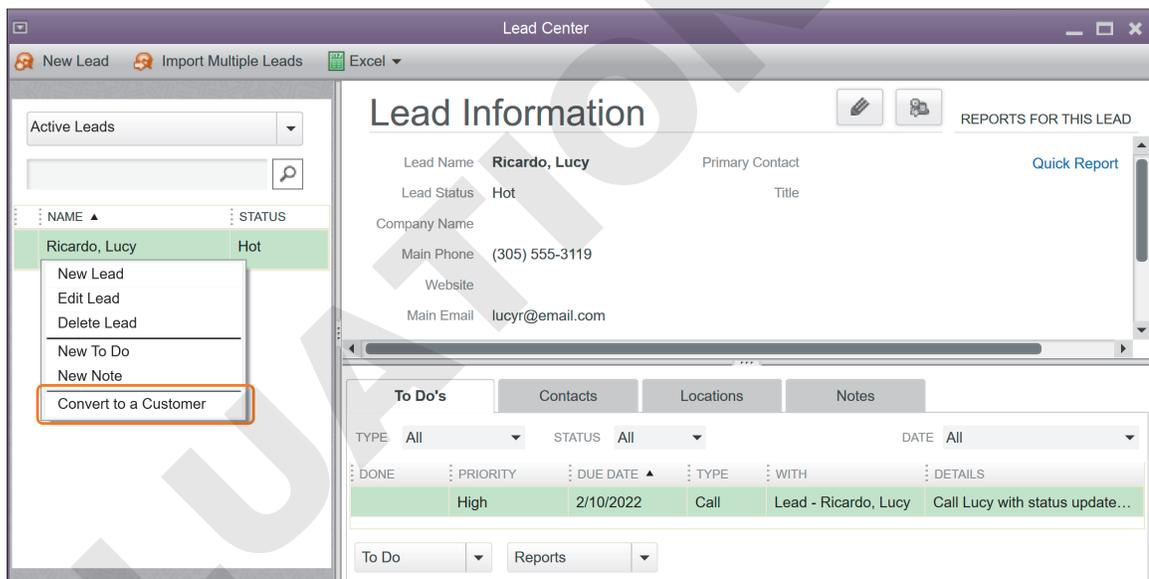
Right-clicking a lead in the Lead Center allows you to easily convert that lead into a customer.

Customers→Lead Center

The To Do List

QuickBooks allows you to track all your tasks or "to dos" in one place: the To Do List. You can enter and view items on this list from the various centers or the To Do List window itself. You can

even run the To Do Notes report to display all your tasks. If you wish to view a list of to dos every time you open QuickBooks, you can set a preference.

Parrot's Paradise Resort - Chapter 3
To Do Notes
February 5, 2022

Done	Date	Description	Priority	Type	With
No	02/05/2022	Speak with Kai to see if he is available to provide surfing...	High	Call	Vendor - Island Surf Shop

After creating to dos through the Lead Center, you can view them in the To Do Notes report.

Company→To Do List

Reports→List→To Do Notes

DEVELOP YOUR SKILLS 3-2

In this exercise, you will explore the Lead Center and add Lucy Ricardo as a customer lead. You will add a task to contact the owner of a surf shop in town on Lucy's behalf to see whether Lucy's request for lessons for her family can be fulfilled. Finally, you will view the task in the To Do List and run a To Do Notes report.

1. Choose **Customers→Lead Center**.
2. Click **New Lead**.
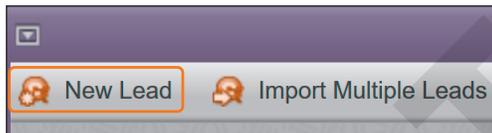
3. Create the lead:

Name	**Ricardo, Lucy**
Main Phone	**(203) 555-9991**
Main Email	**LucyR@email.com**

4. Click **OK** and then click **To Do** at the bottom of the window.

5. Enter the task:

Type	**Call**
Priority	**High**
With	**Vendor: Island Surf Shop**
Due Date	**2/5/2022**
Details	**Speak with Kai to see if he is available to provide surfing lessons for Lucy and her family 3/17/22 – 3/19/22.**

6. Click **OK** to close the Add To Do window.

The task will not be displayed because the To Do item is linked to the vendor and not directly to this lead. It will be displayed in the Vendor Center, To Do List, and To Do Notes report.

Add a Second Task and Run the To Do Report

7. Ensure **Ricardo, Lucy** is selected, click **To Do**, and enter the task details:

Type	**Call**
Priority	**High**
With	**Lead**
Due Date	**2/10/2022**
Details	**Call Lucy with status update of surf lessons**

8. Click **OK** to close the Add To Do window.

The call will be displayed because the To Do item was associated directly with the lead.

9. Click **Reports** at the bottom of the window to launch the To Do Notes report.

You can also see a To Do list by going to the Company menu or viewing the calendar.

10. Choose **Window→Close All** and then click **Home** on the icon bar.

The Item List

As you saw from your work with the Customers & Jobs List, Chart of Accounts, and others, lists are the way QuickBooks stores the data necessary for many of the behind-the-scenes activities to occur. There are lists that store the services and products you sell, accepted payment methods, price levels, sales tax, and even the messages that appear on a customer's invoice. You might say that lists are the backbone of QuickBooks. Accessing and managing these lists will

differ slightly depending on whether the list is integrated into a QuickBooks center (Customers & Jobs, Vendors, and Employees) or is accessible via the Lists menu.

Creating Items

Before you can create an invoice, the services or products you sell must be entered into the Item List. Although there are other types of items, in this section we will cover how to create items for service and non-inventory parts. An item is defined in QuickBooks as something a company buys, sells, or resells in the course of business. Keep in mind that if an item is not in the Item List, it can't be bought or sold through an invoice or bill.

When creating an item, you will select the income account to which it should be assigned. When an invoice is created with that item selected, it will automatically affect the proper income account.

TYPES OF ITEMS	
Item Type	**Description**
Service	Services you charge for or purchase (e.g., a sunset cruise, parasailing, specialized labor, consulting hours, or professional fees)
Non-inventory Part	A product you purchase but don't resell, sell but do not purchase, or purchase and resell but don't stock or track as inventory
Inventory Part	Goods you purchase, track as inventory, and resell
Other Charge	Used for things like shipping charges, markups, and other line items that appear on invoices
Subtotal	Totals all items above it on a form up to the last subtotal; use it to apply a percentage discount or surcharge to many items
Group	Quickly enters a group of individual items on an invoice
Discount	Subtracts a percentage or fixed amount from a total or subtotal; don't use for an early payment discount
Payment	Records a partial payment at time of sale; reduces the amount owed on an invoice
Sales Tax Item	Calculates a single sales tax at a specific rate that you pay to a single tax agency (may not appear in all businesses)
Sales Tax Group	Calculates and individually tracks two or more sales tax items that apply to the same sale; customer sees only the total sales tax (may not appear in all businesses)

Service Items

Service items are used in QuickBooks to track services that you both sell to customers and purchase from vendors. Service items can also be used on timesheets and paychecks to track time. Jimmy's accountant likes to organize items based on broad categories, so he's helped him to set up the service items in his Item List. There's more than one right way to set up an item list; choose the one that makes the most sense for your business and you.

NAME	DESCRIPTION	TYPE	ACCOUNT	O...	PRICE	ATTACH
0.01 Qu Ocean	2 Queen - Ocean View Room	Service	Lodging Sales		169.00	
0.02 King Ocean	King Bed - Ocean View Room	Service	Lodging Sales		169.00	
0.03 Jr Suite Ocean	Junior Suite - Ocean View	Service	Lodging Sales		249.00	
0.04 Fam Suite - Oc...	Family Suite - Ocean View	Service	Lodging Sales		299.00	
0.05 Qu Garden	2 Queen - Garden View Room	Service	Lodging Sales		149.00	
0.06 King Garden	King Bed - Garden View Room	Service	Lodging Sales		149.00	
0.07 Garden Suite	Garden View Suite	Service	Lodging Sales		229.00	
2.01 Concert - Lawn	Concert on the Beach - lawn seati...	Service	Banquets and Events Income		17.99	
2.02 Concert - VIP	Concert on the Beach - VIP Pack...	Service	Banquets and Events Income		50.00	
2.03 Sunset Cruise	Sunset cruise - 2 hour	Service	Banquets and Events Income		39.00	
3.01 Snorkel	Snorkel Lesson & Excursion - 3 hr.	Service	Excursion Income		45.00	
3.02 Parasailing	Parasailing Excursion - 2 hr.	Service	Excursion Income		65.00	
3.03 Reef Excur	Reef Excursion Adventure - 4 hr.	Service	Excursion Income		70.00	
4.01 Snorkel Rental	Snorkel equipment rental - 4 hours	Service	Rental Income		14.00	
4.02 SCUBA Rental	SCUBA Equipment Rental - daily ...	Service	Rental Income		59.00	
4.03 Kayak Rental	Kayak Rental - 4 hours	Service	Rental Income		25.00	
5.01 Kids Camp	Kids Summer Day Camp - 5 days	Service	Camp Income		189.00	
5.02 Group Camp	Group Kids Summer Camp - up t...	Service	Camp Income		1,500.00	
Brochures	Printed brochures - 250 count	Non-invent...	Advertising and Promotion		150.00	

Item ▼   Activities ▼   Reports ▼   Excel ▼   Attach   ☐ Include inactive

The service items for Parrot's Paradise Resort are arranged in five main categories, with corresponding income accounts: 0-lodging, 1-retail, 2-events, 3-excursions, 4-rentals, 5-camps, 6-restaurant, and 7-spa services. The retail, restaurant, and spa service operations have not opened, so there are no items set up for them yet.

Non-Inventory Items

Non-inventory part items are things that a business buys but doesn't stock as inventory. Some companies will use purchase orders to obtain non-inventory items to track items that are used in their businesses but not resold to customers, such as paper and printer ink. You can also purchase non-inventory items through the Enter Bills window by using the Items tab.

Items Both Purchased and Sold

To track both purchase and sales information for an item, you need to identify that the item is "used in assemblies, purchased for a specific customer:job, or performed by a subcontractor or partner" in the New or Edit Item window. While inventory items are the most common type to fall into this category, it can also be used for service and non-inventory items. Service items may be set up for both purchase and sale if the work is done by subcontractors. Non-inventory items may be set up this way if items are drop-shipped from a supplier and never physically stored in inventory.

Subitems

To track your items in a more detailed fashion, you can use subitems. They can be created for any item on your Item List and can be useful on reports to determine aspects of your business such as profitability. You might use subitems in your company file to:

- Differentiate between broad categories of products/services and individual items within them

- Manage pricing levels for volume discounts

- Differentiate between measurements

- Track multiple vendors for an item

When using subitems, you state an item with no price for the main item and then list prices for the subitems beneath it or leave them blank to apply pricing directly on sales forms. You will work with subitems in the Reinforce Your Skills exercise.

When you choose this option, you'll see a place to enter purchase and sales information.

Indicate the parent item here if you are creating a subitem.

TYPE

Service ▾   Use for services you charge for or purchase, like specialized labor, consulting hours, or professional fees.

Item Name/Number   ☑ Subitem of

01.1 Landscaping - ...   26 Landscaping & Paving ▾

☑ This service is used in assemblies or is performed by a subcontractor or partner

PURCHASE INFORMATION   **SALES INFORMATION**

Description on Purchase Transactions   Description on Sales Transactions

Landscaping - New Construction   Landscaping - New Construction

| Cost | 0.00 | Sales Price | 0.00 |

Expense Account   Subcontractors Expense ▾

Preferred Vendor   Washington Sisters, LLC ▾   Income Account   New Construction Income ▾

If you leave the amount(s) as zero, you'll fill in the amount on each transaction.

*Enter the proper accounts so the behind-the-scenes actions are correct.*

You can use the same or different descriptions for purchases and sales.

↪ Lists→Item List

DEVELOP YOUR SKILLS 3-3

In this exercise, you will create three new items for Jimmy. Parrot's Paradise Resort (PPR) is now offering surfboards for rent, so you will set this up as a service item. In addition, Jimmy hired a massage therapist who is offering massage-by-the-sea services, another service item. Jimmy is also adding beach towels as a non-inventory item, as they're provided to guests. You will start by creating the service items.

1. Click the **Items & Services** task icon in the Company area of the Home Page.

Items & Services
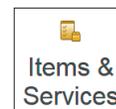
2. Follow these steps to create the surfboard rental item:

A Choose **Item→New**.

B Tap ⎡Tab⎤ to select the default item type, **Service**.

C Type: **4.04 Surfboard Rental**

D Tap ⎡Tab⎤ four times and type: **Surfboard rental - 4 hours**

E Tap ⎡Tab⎤ and type: **20**

F Tap ⎡Tab⎤ and then type **r** and tap ⎡Tab⎤.

When you type "r," QuickBooks fills in Rental Income for you as it is the first list entry that starts with "r" in that field. It's imperative that you enter the correct account here! An item directs the flow of dollars from the sales input form to the account indicated here.

3. Click **Next** and create the next service item:

Item Name/Number	**7.01 Massage - 1 hr**
Description	**One-hour massage-by-the-sea**
Rate	**65**
Account	Type **Spa Income** and then tap ⎡Tab⎤ and click **Set Up**. Click **Save & Close** in the Add New Account window.

The previous account, Rental Income, will automatically fill in, so you will need to replace it with Spa Income.

4. Click **OK** and leave the Item List open.

Create a Non-Inventory Part

5. Choose **Item→New** and create a new **Non-inventory Part** with this information:

Item Name/Number	**Beach towels**
Description	**Beach towels for customer use, one dozen**
Rate	**72**
Expense Account	**Service Supplies**

6. Click **OK** and then close the Item List.

Creating Invoices

Once you've set up your initial Customers & Jobs List and the Item List, you can begin entering sales transactions. In this section, you will learn to create invoices, which use Accounts Receivable, the account debited when invoices are created. When you create an invoice, you *must* specify a customer because Accounts Receivable (along with the customer's individual subregister) will be debited by the transaction.

Tip! Invoicing a customer is also known as a customer making a purchase "on account."

After you select your customer from the drop-down list at the top of the form, all the relevant information you entered in that customer's record will fill into the appropriate fields on the Create Invoices window. Even though the description fills in from the Item List, you can always change it on individual invoices.

From the Main tab, you can email, print, and delete invoices; attach files; receive payments; and more.

Additional tools are available on the Formatting, Send/Ship, and Reports tabs.
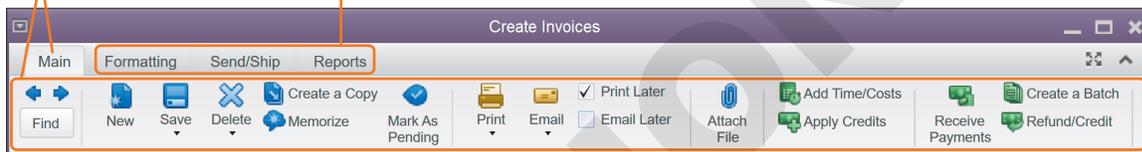
When a Customer:Job is selected, the information is filled in from the underlying list.

The default template is Intuit Service Invoice, but other templates are available or can be created.

Change or set the payment terms for a customer.

Select items and enter descriptions and quantities here. The amount is automatically calculated.

This message is pulled from the Customer Message List.
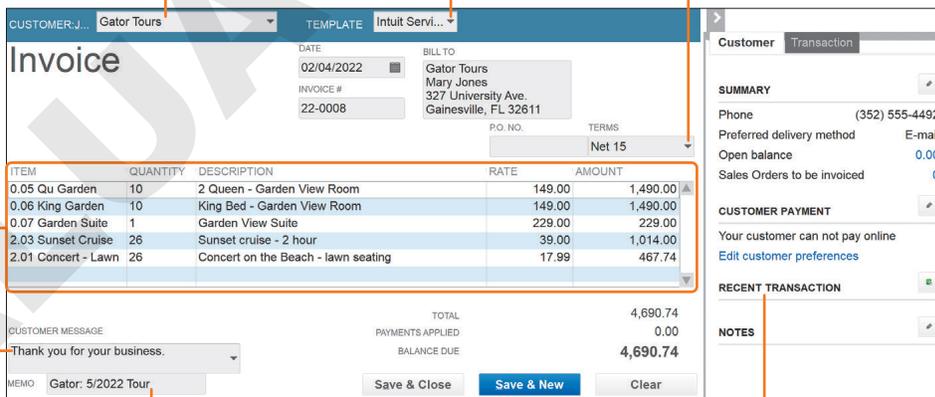
Memo is a searchable field, which can aid in finding transactions.

Summary and transaction information is shown here for the active customer.

Entering Customers Not on the Customers & Jobs List

When you type a new entry into a field that draws from a list, QuickBooks gives you the opportunity to add the record to the list. You can choose to Quick Add the new record (the name will be entered into the list without accompanying information, which you can add at a later date) or to complete a full setup (a New Customer window appears in which you can type all of the relevant information).

Form Templates

When you first install QuickBooks, Intuit provides you with various templates, such as the Intuit Service Invoice, Intuit Product Invoice, and Intuit Professional Invoice. You can use these templates as they are, create custom templates to meet your specific needs, or download templates from the QuickBooks website. In this section, you will work with one of the default templates—the Intuit Service Invoice.

Payment Terms

Payment terms dictate an agreement between buyer and seller as to when and how much is to be paid for a product or service. In the case of "Net 30" payment terms, the net (or entire) amount of the invoice is due in thirty days. By default, if payment terms are not stated for a customer or on an invoice, QuickBooks will set the payment due date to be ten days from the date of sale.

Invoice Status Tracker

One of the most helpful recent features in QuickBooks Desktop (in my humble opinion…) is the ability to track the status of your invoices right from the Create Invoices window. You can click the See History link to the right of Invoice to open a window that shows the invoice's history.

The dates that are tracked with this feature are:

- Date created

- Due Date and Past Due Status

- If it has been emailed and whether it has been viewed by the recipient

- The date payment was received

- The date the funds were deposited in your account

When you click the See History link in the Create Invoices window, you can see the current status of the invoice to aid you in managing your receivables.

TC   Trish Conlon | Trish Conlon

Invoice 22-0007 from Parrot's Paradise Resort

📄 PDF   Inv_220007_from_Parrots_Paradise_Resort__Chapter_3_21192.pdf
60 KB

Parrot's Paradise Resort - Chapter 3

Invoice *Due:02/18/2022*
22-0007   Amount Due: **$3,000.00**

Dear Rosie Gamble:

Your invoice-22-0007 for 3,000.00 is attached. Please remit payment at your earliest convenience.

Thank you for your business - we appreciate it very much.

Sincerely,
Parrot's Paradise Resort - Chapter 3

(305) 555-1435
parrotsparadiseresort.wordpress.com

Invoices can be mailed directly from the Create Invoices window. If you are set up to collect credit card payments through QuickBooks, there will be a link in the email to make it easy for the customer to click and pay the invoice.

BEHIND THE SCENES: *Invoice*

Accounts Receivable	**Camp Income**
INCREASE to Assets	*INCREASE to Revenue*

→ *Equity*

$$\text{Assets} = \text{Liabilities} + \boxed{\text{Capital} + \text{Revenue} - \text{Expenses}}$$

$$\$3,000.00 = \$0.00 + \$0.00 + \$3,000.00 - \$0.00$$

| **Accounts Receivable**		**Camp Income**	
Debit	*Credit*	*Debit*	*Credit*
$3,000.00			$3,000.00

↱ Customers→Create Invoices

DEVELOP YOUR SKILLS 3-4

In this exercise, you will create invoices for customers. The YMCA spring break camp (for which you set up the job in Develop Your Skills 3-1) is coming up soon and they need to be invoiced for twenty campers.

1. Click the **Create Invoices** task icon in the Customers area of the Home Page.
2. Click the **Customer:Job** drop-down arrow ▾ at the top of the window and choose **YMCA of the Keys:Camp Mar28**.
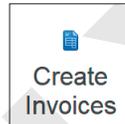
Notice that the customer's address and terms fill in for you from the underlying list.

3. Follow these steps to complete the invoice:

Ⓐ Tap ⌷Tab⌷ two times and type: **020322**

Tip! When you type in a date field, you don't need to include the slash marks. QuickBooks will format the date properly once you move to the next field.

The next invoice number, 22-0007, will automatically fill in for you.

Ⓑ Click the **Item** drop-down arrow ▾, scroll down, and choose **5.02 Group Camp**.

The drop-down arrow will not be displayed until you click in the field or ⌷Tab⌷ to it.

Ⓒ Tap ⌷Tab⌷ and then type **2** and tap ⌷Tab⌷ again.

QuickBooks automatically calculates the total amount when you move to another field.

Ⓓ Click the drop-down arrow ▾ and choose **We appreciate your prompt payment.**

Ⓔ Tap ⌷Tab⌷ and type: **YMCA Mar 28 Camp**

Notice the Customer and Transaction tabs that appear to the right of the Invoice. You can edit the customer record or see any prior transactions using these tabs. If this pane is not displayed to the right of the invoice, click Show History ◁ to display it.

4. Click **Save & New**.

BEHIND THE SCENES BRIEF
Accounts Receivable DR 3,000.00; **Camp Income CR 3,000.00**
Accounts Receivable has **increased**; Camp Income has **increased**
Check Figure: Accounts Receivable $15,108.75

Tip! You can easily compare the check figures to those in your Chart of Accounts.

Create an Invoice for a Customer "On the Fly"

A new customer, Mary Jones, is the owner of Gator Tours out of Gainesville, Florida. She called to book a block of rooms, tickets for a concert on the beach, and a sunset cruise for an upcoming tour she's hosting. You will add her company as a new customer "on the fly" while creating the invoice for her.

Your insertion point should be in the Customer:Job field at the top of a new invoice. If it's not, choose Customers→Create Invoices.

5. In the Customer:Job field, type **Gator Tours** and tap Tab.

6. Click **Set Up** in the Customer:Job Not Found window.

7. Add these details to the new customer record:

Company Name	**Gator Tours**
Full Name	**Ms. Mary Jones**
Job Title	**Owner**
Main Phone	**(352) 555-4492**
Address (copy to the Ship To field)	**327 University Ave., Gainesville, FL 32611**
Account Number	**T154**
Terms	**Net 15**
Customer Type	**Tour Company**

If you chose Quick Add, you would have to edit the customer record later to fill in this information.

8. Click **OK** and then tap Tab to go to the Date field and type: **020422**

You can also tap the + or – keys to move the date forward or backward one day at a time.

9. Use this screen to enter the items, leaving the invoice number as 22-0008 and the terms as Net 15:

ITEM	QUANTITY	DESCRIPTION	RATE	AMOUNT
0.05 Qu Garden	10	2 Queen - Garden View Room	149.00	1,490.00
0.06 King Garden	10	King Bed - Garden View Room	149.00	1,490.00
0.07 Garden Suite	1	Garden View Suite	229.00	229.00
2.03 Sunset Cruise	26	Sunset cruise - 2 hour	39.00	1,014.00
2.01 Concert - Lawn	26	Concert on the Beach - lawn seating	17.99	467.74

10. Choose **Thank you for your business.** as the Customer Message and type **Gator: 5/2022 Tour** as the Memo.

Memos are searchable fields and can be displayed on reports. It's a good idea to use them and be consistent in how you enter the memo.

BEHIND THE SCENES BRIEF

Accounts Receivable DR 4,690.74; **Lodging Sales CR 3,209.00 | Banquets and Events Income CR 1,481.74**

Accounts Receivable has **increased**; Lodging Sales and Banquets and Events Income have **increased**

Check Figure: Accounts Receivable 19,799.49

11. Click **Save & Close** and close the Check Spelling window, if necessary.

Receiving Payments

After you've created an invoice and received the payment, entering that payment through the Receive Payments window is the next step. Using the Receive Payments window will credit accounts receivable and the appropriate customer subregister. The other half of the equation (the account to be debited) depends on how you treat the payments received. The Payment Method List keeps track of the different methods of receiving payments. You can also add additional methods such as gift cards.

The Undeposited Funds Account

By default, when you receive payments on invoices or from cash sales, the funds are grouped into the Undeposited Funds asset account. QuickBooks automatically creates this Other Current Asset account (it's a Cash and Cash Equivalent account). As long as you don't change the default, payments received through the Receive Payments and Make Deposits windows will be directed to the Undeposited Funds account behind the scenes.

Tip! Use the Receive Payments window! If you don't, the invoices will remain open and your income and amount in accounts receivable will be overstated. After you receive payments, there will be a number notification on the Record Deposits task icon. This is a reminder to deposit the payment(s) in the bank, moving them out of Undeposited Funds.

Record Deposits
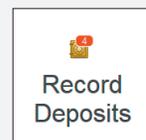
The Income Tracker

The Income Tracker gives you an at-a-glance picture of customer activity. Use this tool to help manage your incoming cash flow.

	Income Tracker								
UNBILLED			**UNPAID**					**PAID**	
0.00 0 SALES ORDERS	**0.00** 0 TIME & EXPENSES		**19,799.49** 6 OPEN INVOICES		**0.00** 0 OVERDUE			**0.00** 0 PAID LAST 30 DAYS	

CUSTOMER:JOB All · TYPE All · STATUS All · DATE All

	CUSTOMER	TYPE	NUMBER	DATE ▼	DUE DATE	AMOUNT	OPEN BALANCE	LAST SENT DATE	STATUS	ACTION
☑	Gator Tours	Invoice	22-0008	2/4/2022	2/19/2022	4,690.74	4,690.74		Open	Select
☐	YMCA of the Keys:Camp Mar28	Invoice	22-0007	2/3/2022	2/18/2022	3,000.00	3,000.00	07/24/2019	Open	Receive Payment
☐	Stolfus Tour Services	Invoice	22-0006	1/25/2022	2/9/2022	9,474.75	9,474.75		Open	Print Row / Email Row
☐	Park, Ginny	Invoice	22-0004	1/21/2022	1/21/2022	826.00	826.00		Open	
☐	Beach, Kathie	Invoice	22-0003	1/13/2022	1/13/2022	1,053.00	1,053.00		Open	
☐	Martinez, Toni	Invoice	22-0001	1/3/2022	1/3/2022	755.00	755.00		Open	

Batch Actions   Manage Transactions   Showing 1 - 6 of 6

The Income Tracker allows you to easily keep track of customer transactions. You can choose to perform actions on an individual row, as displayed by the drop-down list for invoice #22-0008, or for multiple rows by selecting them and then choosing an option from the Batch Actions menu.

BEHIND THE SCENES: *Receive Payment*

Undeposited Funds	**Accounts Receivable**
INCREASE to Assets	*DECREASE to Assets*

→ **Equity**

$$\textbf{Assets} = \textbf{Liabilities} + \boxed{\textbf{Capital} + \textbf{Revenue} - \textbf{Expenses}}$$

$$\$755.00 - \$755.00 = \$0.00 + \$0.00 + \$0.00 - \$0.00$$

Undeposited Funds		**Accounts Receivable**	
Debit	*Credit*	*Debit*	*Credit*
$755.00			$755.00

↗ Customers→Receive Payments

↗ Customers→Income Tracker

DEVELOP YOUR SKILLS 3-5

In this exercise, you will record payments received from invoiced customers. You have just received a credit card payment from Toni Martinez for invoice #22-0001.

1. Click the **Receive Payments** task icon in the Customers area of the Home Page.

2. Follow these steps to complete the payment:

A Type **m** and tap [Tab].

B Type **755** and tap [Tab].

C Type: **020422**

D Choose the **Credit/Debit** card option (it will be displayed with the last payment type used; here, Visa).

E Choose **Visa**.

F Tap [Tab] and type: **4444333322221111**

G Tap [Tab], type **04** and tap [Tab], and then type: **25**

H Click **Done**.

Notice that when you typed the amount, it was automatically applied to the invoice listed with the same amount. If no invoices match the amount, it would be applied to invoice(s) beginning with the oldest one.

Note! The Card Security Code (CSC) can't be saved, as that would violate the Payment Applications Best Practices guidelines by the Payment Card Industry (PCI) for software providers.

3. Enter **Martinez Inv 22-0001 payment** as the memo text in the bottom-left corner and click **Save & Close**.

> ### BEHIND THE SCENES BRIEF
>
> Undeposited Funds DR 755.00; **Accounts Receivable CR 755.00**
>
> Undeposited Funds has **increased**; Accounts Receivable has **decreased**
>
> **Check Figure:** Accounts Receivable $19,044.49

Receive a Partial Payment Using the Income Tracker

Jimmy just received a check from Kathie Beach for a portion of the amount she owes on invoice #22-0003. You will view the Income Tracker and initiate this partial payment from it.

4. Choose **Customers→Income Tracker**.

5. Click anywhere in the line for Kathie Beach's invoice #22-0003, click the **Action** drop-down arrow ▾, and choose **Receive Payment**.

	Beach, Kathie	Invoice	22-0003	1/13/2022	1/13/2022	1,053.00	1,053.00		Open	Select ▾

Receive Payment
Print Row
Email Row

Notice that the customer and the payment amount are automatically filled in for you.

6. Tap ⎡Tab⎤ and then type **553** and tap ⎡Tab⎤ again.

7. Type **020722** as the date and click **Check** as the payment type.

8. Tap ⎡Tab⎤ and then type **3392** for the check number.

9. Tap ⎡Tab⎤ and then type **Beach Inv 22-0003 partial payment** in the **Memo** field.

UNDERPAYMENT	$ 500.00.	AMOUNTS FOR SELECTED INVOICES	
WHEN FINISHED:		AMOUNT DUE	1,053.00
◉ LEAVE THIS AS AN UNDERPAYMENT			
○ WRITE OFF THE EXTRA AMOUNT		APPLIED	553.00
VIEW CUSTOMER CONTACT INFORMATION		DISCOUNT AND CREDITS APPLIED	0.00
MEMO Beach Inv 22-0003 partial payment		Save & Close	Save & New	Clear

By choosing to leave this as an underpayment, when you receive the next payment from this customer, the Receive Payments window will show that there is a balance due of $500.00 for invoice #22-0003.

> ### BEHIND THE SCENES BRIEF
>
> Undeposited Funds DR 553.00; **Accounts Receivable CR 553.00**
>
> Undeposited Funds has **increased**; Accounts Receivable has **decreased**
>
> **Check Figure:** Accounts Receivable $18,491.49

10. Click **Save & Close** and close the Income Tracker window.

Sales Receipts

When a customer pays at the time of sale and there's no need to create an invoice, you can generate a Sales Receipt for the customer. A Sales Receipt does not affect Accounts Receivable but will still affect Undeposited Funds.

Selecting the Correct Form for Customer Sales

There are three main ways of recording customer sales and charges. Choosing the appropriate form depends on the circumstances.

COMPARING CUSTOMER FORMS	
Form	**When to Use**
Invoices	Use this when a customer doesn't make a payment at the time of service and/or receipt of product. The invoice amount is held in Accounts Receivable.
Sales Receipts	Use this when a customer makes a payment at the time of service and/or receipt of product. Accounts Receivable is not affected. This form is a combination of the Create Invoices and Receive Payments windows.
Statements	If you have a customer for whom you do multiple jobs throughout the month, you can gather the charges and send one statement for all of them. The statement will show previous account balances, new charges, and payments for a specific time period.

Duplicating a Transaction

There are many times when you may need to create a duplicate transaction, and QuickBooks has a command that allows you to do just that! The duplicated transaction can be used for the same or a different customer; in fact, you can modify anything on it before saving it. While duplicating a transaction can save you time, if you anticipate that you need to duplicate the same transaction many times, you may wish to memorize it instead.

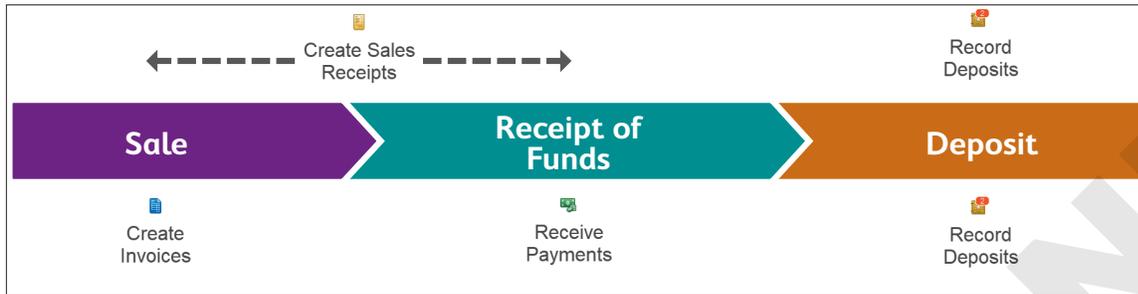> **QuickBooks Desktop Information**
>
> A duplicate Sales Receipt has been created. Make any changes you need and save the Sales Receipt.
>
> If you want to duplicate this Sales Receipt regularly, you may want to use Memorized Transactions instead. Click here for more information on Memorized Transactions.

Depositing Payments

After you've received payments for both sales on account and cash sales, you will need to deposit them. We will not go through this activity in this chapter, but just be aware that the next step is to empty Undeposited Funds and move the amount to a bank account.

Create Sales Receipts ←-----→ | Record Deposits

Sale | **Receipt of Funds** | **Deposit**

Create Invoices | Receive Payments | Record Deposits

BEHIND THE SCENES: *Sales Receipt*

Undeposited Funds — *INCREASE to Assets*

Banquets and Events Income — *INCREASE to Revenue*

→ *Equity*

$$Assets = Liabilities + [\ Capital + Revenue - Expenses\ ]$$

$$\$78.00 = \$0.00 + \$0.00 + \$78.00 - \$0.00$$

Undeposited Funds

Debit	Credit
$78.00	

Banquets and Events Income

Debit	Credit
	$78.00

Customers→Enter Sales Receipts

Edit→Duplicate Sales Receipt

DEVELOP YOUR SKILLS 3-6

In this exercise, you will receive payment at the time of the sale. You will sell a sunset cruise to an existing customer, and then you will create a sales receipt without entering a customer. Finally, you will duplicate an existing invoice to enter a new sale.

1. Click the **Create Sales Receipts** task icon in the Customers area of the Home Page.

   The Enter Sales Receipts window opens with the insertion point in the Customer:Job field.

   Create Sales Receipts

2. Type **b** and tap Tab to select **Bates, Brandon** as the customer.

3. Follow these steps to complete the sales receipt:

A Click **Cash** and tap Tab.

B Type: **020822**

C Click the **Item** drop-down arrow ⌄ and choose **2.03 Sunset Cruise**.

D Tap Tab twice and type: **2**

E Click the **Customer Message** drop-down arrow ⌄ and choose **Thank you for your business.**

F Tap Tab and type: **Bates, Cruise 2/2022**

BEHIND THE SCENES BRIEF
Undeposited Funds DR 78.00; **Banquets and Events Income CR 78.00**
Undeposited Funds has **increased**; Banquets and Events Income has **increased**
Check Figure: Undeposited Funds $1,386.00

4. Click **Save & New**.

Your insertion point should be in the Customer:Job field of a new Enter Sales Receipt window.

Record a Sales Receipt Without a Specified Customer

Because Accounts Receivable is not affected when you enter a cash sale, you can create a sales receipt without choosing a customer. This may come in handy if you sell something to someone just once and don't need that customer listed in your Customers & Jobs List or if you provide services in a different capacity. In this case, Jimmy sold tickets to a concert to someone who just stopped in the office.

5. Complete the sales receipt on 02/10/2022:

Payment Type	**Cash**
Item	**2.01 Concert Lawn**
Quantity	**3**
Memo	**Concert, 2/2022**

BEHIND THE SCENES BRIEF

Undeposited Funds DR 53.97; **Banquets and Events Income CR 53.97**

Undeposited Funds has **increased**; Banquets and Events Income has **increased**

Check Figure: Undeposited Funds $1,439.97

6. Click **Save & Close**.

This transaction debits Undeposited Funds and credits Banquets and Events Income, but no customer is tracked. The purpose of selecting a customer for a sales receipt is to ensure you can produce meaningful customer reports, such as Sales by Customer Summary, if they are important to your business.

Duplicate a Transaction

Mary Jones from Gator Tours called to book another tour for a different group in April. You will duplicate the invoice you created for her previously and edit it to save time.

7. Click the **Create Invoices** task icon in the Customers area of the Home Page.
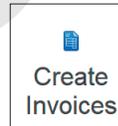
8. Click the **Previous** ⬅ button on the Main tab of the ribbon to display the invoice for **Gator Tours**.

9. Choose **Edit→Duplicate Invoice** and click **OK** in the QuickBooks Desktop Information window.

   A copy of the invoice you created for Gator Tours will be displayed with the next invoice number entered. You can now edit it for the April tour group.

10. Use the [+] key to change the date to **02/14/2022** and then change the terms to **Net 30**.

11. Change the quantity of the items as indicated (if an item isn't listed, the quantity isn't changed):

Item	Previous Qty	New Qty
0.05 Qu Garden	10	**7**
0.06 King Garden	10	**15**
2.03 Sunset Cruise	26	**32**
2.01 Concert – Lawn	26	**29**

12. Change the memo to: `Gator: 4/2022 Tour`

BEHIND THE SCENES BRIEF

Accounts Receivable DR 5,276.71; **Lodging Sales CR 3,507.00 | Banquets and Events Income CR 1,769.71**

Accounts Receivable has **increased**; Lodging Sales and Banquets and Events Income have **increased**

Check Figure: Accounts Receivable $23,768.20

---

13. Click **Save & Close**, choosing **No** in the Information Changed window. Close the Check Spelling window, if necessary.

The change in terms for this invoice was only for the one transaction; you don't want to make it permanent.

Adjusting Customer Transactions

It's inevitable that you will need to deal with errors or modifications to transactions. It is very important to do this properly to ensure that everything behind the scenes is correct.

Editing Existing Transactions

To edit an existing transaction, you simply open the window where the transaction is recorded and make the changes. You do need to think about the implications of any modifications you make, though. Many transactions are tied to others, and a change to one can affect another. For instance, if an invoice has been paid, both the invoice and the payment are linked in QuickBooks.

✔ *Best Practice*

After a transaction has been cleared during the reconciliation process, it should not be changed. Because each situation may require a different solution, you may want to check with an accountant.

Voiding vs. Deleting Transactions

QuickBooks allows you to either void or delete a transaction you no longer need recorded. In most cases, you will want to void a transaction so you can keep a record of it. This will remove everything from behind the scenes and yet leave evidence that the transaction existed.

Locating Transactions in QuickBooks

QuickBooks provides two methods for locating transactions in your company file: Find and Search.

The Find Feature

The Find feature helps you locate a transaction if you don't know all the information about it from within the form itself. There are two options within Find:

- **Simple** to perform basic searches

- **Advanced** to perform more complex searches, using filters to help to sort through your data

Choose between the Simple and Advanced tabs, depending on the data you're seeking.

Go To takes you to the highlighted transaction.

Filter by many data fields in your company file.

Simple	Advanced					

CHOOSE FILTER

FILTER | Name
Memo
Name
Name Acc.Num/Note
Name Address
Name City
Name E-Mail

Name: Martinez, Toni

Current Choices

FILTER	SET TO
Name	Martinez, Toni
Posting Status	Either
Zero Reorder Qty	Hide

Find
Reset
Close
Help
Go To
Report
Export...

DATE	TYPE	NUM	NAME	ACCOUNT	MEMO	AMOU...
02/04/2022	PMT	Inv 22-0001 pa...	Martinez, Toni	Undeposited Funds	Martinez Inv 22-0001 ...	755.00
02/04/2022	PMT	Inv 22-0001 pa...	Martinez, Toni	Accounts Receivable	Martinez Inv 22-0001 p...	-755.00
01/07/2022	DEP		Martinez, Toni	Lodging Sales	room charge & excursi...	-755.00
01/03/2022	INV	22-0001	Martinez, Toni	Accounts Receivable		755.00
01/03/2022	INV		Martinez, Toni	Lodging Sales	King Bed - Ocean View...	-507.00
01/03/2022	INV		Martinez, Toni	Excursion Income	Parasailing Excursion -...	-130.00
01/03/2022	INV		Martinez, Toni	Rental Income	SCUBA Equipment Re...	-118.00

Number of matches: 7

All the results that match the criteria will display here.

Report and Export allow you to run a QuickBooks report or export data to Excel.

Edit→Find : Simple tab *or* Advanced tab

The Search Feature

Search is more powerful than Find. Accessed above the icon bar or through the menu bar, it allows you to search the entire company file for the following types of information:

- Forms/transactions (invoices, estimates, etc.)

- People and companies (customers, vendors, employees, and other names)

- List entries (items, tax items, etc.)

- Amounts and dates

- Menu commands (QuickBooks opens the menu and highlights the command for you.)

- Specific text within notes, descriptions, memos, and transactions

Fixing Errors

Many errors are simple to fix, such as correcting the number of items sold on an invoice, as long as the payment has not been received. However, once you add an additional transaction, addressing the error is more complicated. The following table outlines a common customer–related error, the effect of the error behind the scenes, and how to correct it.

A COMMON ERROR AND ITS FIX

Error	Effect Behind the Scenes	The Fix
An invoice is entered but the Receive Payments window is not used when the payment is deposited.	Your income will be double-stated and Accounts Receivable for the customer is not "cleared out."	Delete the deposit and then enter the transaction properly using the Receive Payments window.

FLASHBACK TO GAAP: PRUDENCE

Remember, if you need to choose between two solutions, pick the one that is less likely to overstate assets and income.

➔ Edit→Search

DEVELOP YOUR SKILLS 3-7

Jimmy forgot to tell you that he offered a discounted price to Mary Jones for the cruise and concert when she booked the second tour. In this exercise, you will first find and then edit the Gator Tours invoice.

1. Choose **Edit→Find**.
2. Ensure the Transaction Type option is set to *Invoice* and then click the **Customer:Jobs** drop-down arrow ▼ and choose **Gator Tours**.

   Transaction Type

   Invoice ▼

   Customer:Job

   Gator Tours ▼

3. Click **Find**.

   Both invoices for Gator Tours will be displayed in the bottom portion of the window.

4. Select the invoice dated **02/14/2022** and click **Go To**.

   Invoice 22-0009 will be displayed.

5. Change the rate to **35** for **2.03 Sunset Cruise** and to **15** for **2.01 Concert – Lawn**; click **OK** in the Price Level/Billing Rate Level window.

ITEM	QUANTITY	DESCRIPTION	RATE	AMOUNT
0.05 Qu Garden	7	2 Queen - Garden View Room	149.00	1,043.00
0.06 King Garden	15	King Bed - Garden View Room	149.00	2,235.00
0.07 Garden Suite	1	Garden View Suite	229.00	229.00
2.03 Sunset Cruise	32	Sunset cruise - 2 hour	35.00	1,120.00
2.01 Concert - Lawn	29	Concert on the Beach - lawn seating	15.00	435.00

BEHIND THE SCENES BRIEF

Banquets and Events Income DR 214.71; **Accounts Receivable CR 214.71**

Banquets and Events Income has **decreased**; Accounts Receivable has **decreased**

Check Figure: Accounts Receivable $23,553.49

6. Click **Save & Close** and then click **Yes** to record the transaction with the changes; close the Find window.

Correct an Error

On 1/7/2022, a temp worker Jimmy hired saw a check for $755 from Toni Martinez and entered it as a deposit in QuickBooks. The check was set aside and never deposited in the bank. Earlier in this chapter, you received this payment for Jimmy in QuickBooks. Now the income and assets are both overstated by $755. You will now correct this error.

7. Choose **Edit→Find** and display the **Advanced** tab.

8. Follow these steps to find the transaction:

DATE	TYPE	NUM	NAME	ACCOUNT	MEMO	AMOU...	
02/04/2022	PMT	Inv 22-0001 pa...	Martinez, Toni	Undeposited Funds	Martinez Inv 22-0001 ...	755.00	Go To
02/04/2022	PMT	Inv 22-0001 pa...	Martinez, Toni	Accounts Receivable	Martinez Inv 22-0001 p...	-755.00	Report
01/07/2022	DEP		Martinez, Toni	Lodging Sales	room charge & excursi...	-755.00	

Ⓐ Scroll down the Filter list and select **Name**.

Ⓑ Click the **Name** drop-down arrow ▼ and choose **Martinez, Toni**.

Ⓒ Click **Find**.

Ⓓ Click the **01/07/2022** deposit transaction.

Ⓔ Click **Go To**.

The Make Deposits window opens, displaying the deposit entered for Toni.

9. Choose **Edit→Delete Deposit** and click **OK** to confirm.

Since you've already entered the payment correctly, you are finished correcting this error.

BEHIND THE SCENES BRIEF
Lodging Sales DR 755.00; **Sailors Bank Checking CR 755.00**
Lodging Sales has **decreased**; Sailors Bank Checking has **decreased**
Check Figure: Sailors Bank Checking $180,204.32

10. Close the Make Deposits and Find windows.

Customer-Related Reports

Once you've entered transactions affecting your customers, it's time to run reports to display and analyze your data.

Types of Reports

While there are many preset reports in QuickBooks and thousands of contributed ones, there are three main types of reports into which they are classified. They are:

- List reports

- Summary reports that subtotal data and provide a summary

- Transaction reports that show each transaction that makes up the subtotal in a summary report

To see reports based on customer transactions, there are different reports you can run depending on the specific information you are seeking. The Customer Balance reports (both summary and detail, found in the Customers & Receivables category) show only the open trans-actions affecting Accounts Receivable (transactions entered and paid as invoices). The Income by Customer reports (both summary and detail, found in the Company & Financial category) show all customer transactions that have resulted in income for the company, not just those affecting Accounts Receivable.

QuickReport

A QuickReport can be run from the various center and list windows. QuickReports show all transactions recorded in QuickBooks for a particular center list entry or account. You will use this report to get a quick snapshot of all customer transactions for Brandon Bates.

QuickZoom

QuickBooks has a great feature called QuickZoom. It allows you to drill down (or "zoom") through underlying subreports until you reach the form where the data was originally entered. This can be extremely useful if you have questions as to where a figure in a report comes from. You can even edit the source transaction once you have navigated to it.

Parrot's Paradise Resort - Chapter 3
Customer Balance Detail
All Transactions

Type	Date	Num	Account	Amount	Balance
Gator Tours					
Invoice	02/04/2022	22-0008	Accounts Receivable	4,690.74	4,690.74
Invoice	02/14/2022	22-0009	Accounts Receivable	5,062.00	9,752.74
Total Gator Tours				9,752.74	9,752.74
TOTAL				**9,752.74**	**9,752.74**

The zoom pointer indicates that you can double-click to dive deeper into your data. The number of layers to zoom through depends on the report (or graph) type you started with. Here, double-clicking opens the Create Invoices window with the invoice #22-0009 for Gator Tours displayed.

FLASHBACK TO GAAP: TIME PERIOD

Remember, it's implied that the activities of the business can be divided into time periods.

↱ Customers→Customer Center : [Select Customer]→Quick Report

↱ Reports→Customers & Receivables→Customer Balance Summary

DEVELOP YOUR SKILLS 3-8

In this exercise, you will run customer-related reports for Parrot's Paradise Resort, beginning with a QuickReport.

1. Click the **Customers** [CUSTOMERS] button on the Home Page to open the Customer Center and choose **Bates, Brandon**.

   You must always select the list item on which you wish to run a QuickReport.

2. Click the **QuickReport** link at the right of the Customer Center window.

   REPORTS FOR THIS CUSTOMER
   QuickReport
   Open Balance
   Customer Snapshot

3. Type **a** to set the date range to All. Resize the window so you can see all transactions, if necessary.

    A customer QuickReport can also display all transactions for a selected customer within a designated date range. This report shows transactions for Brandon that both did and did not affect Accounts Receivable.

4. Close the QuickReport and the Customer Center windows.

Create a Customer Summary Report and Use QuickZoom

Next you will create a summary report and then use QuickZoom to drill down to the transaction where the data originated.

5. Choose **Reports→Customers & Receivables→Customer Balance Summary**.

6. Place the mouse pointer over or next to the **Gator Tours** amount (9,752.74) and double-click.

	Feb 14, 22
Beach, Kathie	500.00
Gator Tours	9,752.74
Park, Ginny	826.00
Stolfus Tour Services	9,474.75

    A Customer Balance Detail report will open with all the transactions that make up the balance for Gator Tours displayed.

7. Place the mouse (zoom) pointer over or next to the **invoice 22-0008** amount (4,690.74) and double-click.

Amount
4,690.74
5,062.00

    The Create Invoices window opens with invoice #22-0008 displayed. It doesn't matter if the zoom pointer is next to or on top of the amount you are drilling down to.

8. Choose **Window→Close All**, choosing not to memorize the report.

Create an Open Invoices Report

Another report you may wish to create as you work with customers is the Open Invoices report, which shows all outstanding invoices for the company.

9. Choose **Reports→Report Center**.

10. Select the **Customers & Receivables** category and then scroll down to **Open Invoices**.

11. Click the **Dates** drop-down arrow ▾, choose **All**, and click **Run** ◯.

    QuickBooks displays the Open Invoices report, which shows all unpaid invoices.
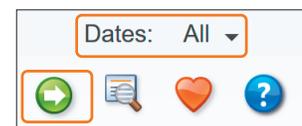
12. Choose **Window→Close All**.

Sales Reports

Running sales reports will help you to stay on top of your company's revenue. Sales reports can be grouped by customer, item, or sales rep (if set up). You can also view sales information by job if you have jobs set up for your company. To see all sales for the company, you will want to view the sales by item report.

Parrot's Paradise Resort - Chapter 3
Sales by Item Summary
All Transactions

		Feb 14, 22		
	Qty	Amount	% of Sales	Avg Price
Service				
0.01 Qu Ocean (2 Queen - Ocean View Room)	5	845.00	2.8%	169.00
0.02 King Ocean (King Bed - Ocean View Room)	33	5,577.00	18.5%	169.00
0.03 Jr Suite Ocean (Junior Suite - Ocean View)	4	996.00	3.3%	249.00
0.04 Fam Suite - Ocean (Family Suite - Ocean View)	6	1,794.00	5.9%	299.00
0.05 Qu Garden (2 Queen - Garden View Room)	17	2,533.00	8.4%	149.00
	49	7,301.00	24.2%	149.00
	2	458.00	1.5%	229.00
	99	1,694.30	5.6%	17.11
	8	400.00	1.3%	50.00
	94	3,538.00	11.7%	37.64
	7	315.00	1%	45.00
	17	1,105.00	3.7%	65.00
	2	140.00	0.5%	70.00
	2	28.00	0.1%	14.00
	4	236.00	0.8%	59.00
	10	250.00	0.8%	25.00
k...	2	3,000.00	9.9%	1,500.00
To	361.00	30,210.30	100.0%	83.69
TO	361	30,210.30	100.0%	83.69

Parrot's Paradise Resort - Chapter 3
Sales by Customer Summary
All Transactions

	Feb 14, 22
Bates, Brandon	1,480.00
Beach, Kathie	1,053.00
Gator Tours	9,752.74
Hernandez, Jose	2,389.00
Martinez, Toni	755.00
Park, Ginny	826.00
Stolfus Tour Services	9,474.75
▼ YMCA of the Keys	
Camp Mar28	3,000.00
Total YMCA of the K...	3,000.00
TOTAL	28,730.49

To see the total sales for the company, run a report based on the items sold, rather than one based on customer sales, if you ever enter sales receipts without specifying a customer. Note the difference between the totals on these two reports: $1,479.81. It's the amount of sales that doesn't have a customer identified.

Basic Report Modifications

Many times, you will run a report and the columns are so narrow that you can't see all your data. Or, you may have columns displayed that you don't wish to view. These dilemmas are easily solved without having to travel deep into the jungle of the Modify Report window; in fact, you can adjust them in the regular report window.

To change the width of columns, simply drag the little dashed line dividing the column headers when you see the double arrow (similar to how you adjust column width in Microsoft Excel). To

eliminate a column, drag one side of a column divider across the entire column and across the divider on the other side. Not all columns can be deleted, however. When you try to delete a column that must remain, it will simply be resized instead.

Parrot's Paradise Resort - Chapter 3									
Sales by Item Detail									
All Transactions									
Type	Date	Num	Memo		Name	Qty	Sales Price	Amount	Balance
Service									
0.01 Qu Ocean (2 Queen - Ocean View Room)									
Invoice	01/13/2022	22-0003	2 Queen - Oc...		Beach, Kathie	5	169.00	845.00	845.00
Total 0.01 Qu Ocean (2 Queen - Ocean View Room)						5		845.00	845.00

When you place your mouse pointer over a column divider, a double arrow appears. You can then drag to resize the column. Or, if you drag all the way across the column and pass the next divider, you can delete the column from the report in many cases.

Reports→Sales→[select specific sales report]

DEVELOP YOUR SKILLS 3-9

In this exercise, you will run a report displaying the details of item sales and modify its structure by dragging column dividers.

1. Choose **Reports→Sales→Sales by Item Detail**.
2. Type **a** to set All as the date range for the report and then resize it to view the data.

   The data in the Num field that you wish to see is not visible, and you have decided not to display the memos on this report, so you will make a couple changes to the report structure.

3. Place the mouse pointer over the column divider to the right of Num and drag to the right until you can see the numbers fully displayed in the column.

4. Place the mouse pointer over the column divider to the right of Memo and drag to the left until you cross the column divider to the left of Memo.

   The Memo column is no longer displayed on the report.

5. Close the Sales by Item Detail report, choosing not to memorize it.

Tackle the Tasks

Now is your chance to work a little more with Parrot's Paradise Resort and apply the skills you've just learned to accomplish additional tasks. Continue with the same company file you've been using in this chapter so far. If you need to reopen the company file, the password is *Password1*.

Add Customers	York, Olivia, 1021 Miller St., Medford, OR 97504; (541) 555-8921; Referral; Due on Receipt
	Humboldt Tour Company, James McDonald, 575 Industrial Way, Eureka, CA 95501; (707) 555-6722; From Advertisement; Net 15
	Laughlin, Tim; 8 College Drive, Cambridge, MA 02138; (617) 555-4419; Referral; Due on Receipt
Create Items	Service item: 2.04 Dinner Cruise; Dinner Cruise - 3 hr.; $65; Banquets and Events Income
	Service item: 5.03 Kids Day Camp; Kids Summer Day Camp - 1 day; $40; Camp Income
	Service item: 7.02 Couples Massage; Couple one-hour massage-by-the-sea; $120; Spa Income
	Non-inventory item: Logo Marketing Pens; Printed logo pens - 500 count; $175; Advertising and Promotion
Create Invoices	Olivia York; 2/23/2022; 2 Dinner Cruises; Thank you for your business.; York: Dinner Cruises 2/2022
	Humboldt Tour Company; 2/26/2022; 12 King Bed - Ocean View rooms, 5 King Bed - Garden View rooms, 24 Reef Excursion Adventures; Thank you for your business.; Humboldt: 4/2022 Tour
	Laughlin, Tim; 2/27/2022; 3 Kids Day Camp - 1 day; Thank you for your business.; Laughlin: Kids Camp 3/2022
Create Sales Receipts	Angeles, Kyra (Quick Add new customer); 2/25/2022; Check #4420; 2 Dinner Cruises; Thank you for your business.; Angeles: Dinner Cruises 2/2022
	[No Customer]; 2/28/2022; Cash; 5 VIP concert packages; Enjoy the concert! (Add as a new customer message); Cash: VIP Concert 2/2022
Receive Payments	Receive full payment for invoice #22-0007 from the YMCA of the Keys:Camp Mar28 (select the specific job!); check #1632; 2/27/2022; YMCA Inv 22-0007 payment
	Receive full payment for invoice #22-0008 from Gator Tours; check #872; 2/27/2022; Gator Inv 22-0008 payment

Correct a Customer Transaction Error	On 1/29/2022, Jimmy deposited check #233 for $826 from Ginny Park rather than receiving it as payment on invoice #22-0004; correct this error
Generate Reports	Create reports that answer these questions: • What is the contact information for all your customers? • What is the total amount of sales for each customer? • How many open invoices are there for Parrot's Paradise Resort? • Can you create a report that just shows the transactions for Kathie Beach?

Self-Assessment

Check your knowledge of this chapter's key concepts and skills using the Self-Assessment in your ebook or eLab course.

1. A customer is a person or a company to whom or which you issue funds.   *True*   *False*

2. You can delete a customer from the Customers & Jobs List as long as that customer hasn't been used in a transaction.   *True*   *False*

3. If you want to invoice a customer for a service, the service must first be set up as an item.   *True*   *False*

4. When you use a sales receipt to bill a customer, Accounts Receivable is debited.   *True*   *False*

5. Invoicing a customer is also known as a customer making a purchase on account.   *True*   *False*

6. You can enter customers "on the fly" in the Create Invoices window.   *True*   *False*

7. When you void a transaction, every trace of it is removed from behind the scenes, but evidence that the transaction existed remains in QuickBooks.   *True*   *False*

8. QuickZoom allows you to drill down to where data was originally entered.   *True*   *False*

9. If an invoice is entered but the Receive Payments window is not used when the payment is recevied, your income will be double stated.   *True*   *False*

10. The Invoice Status Tracker shows you if an invoice is overdue.   *True*   *False*

11. Which account is debited when invoices are created?
    A. Accounts Payable
    B. Accounts Receivable
    C. Checking
    D. Income Account

12. What type of account is Undeposited Funds?
    A. Asset
    B. Liability
    C. Equity
    D. Income

13. Which QuickBooks form do you use when a customer is making a purchase on account?
    A. Enter Sales Receipts
    B. Create Sales Form
    C. Enter Invoice Receipt
    D. Create Invoices

14. Which report do you produce to see total sales for the company?
    A. Open Invoices
    B. Sales by Item Summary
    C. Customer Summary Report
    D. Company QuickReport

📌 Reinforce Your Skills

Colleen Donnell's company, Donnell Construction, is growing rapidly and she's hired you to manage the books. Your first tasks will involve working with her customers and item list. The password for all files unless otherwise stated is Password1.

REINFORCE YOUR SKILLS 3-1

Manage Your Customers & Jobs List

In this exercise, you will create and edit Customers & Jobs List entries for Colleen.

1. Choose **File→Open or Restore Company**.
2. Open **RYS_Chapter03 (Company)** *or* restore **RYS_Chapter03 (Portable)** and save it as: **RYS_Chapter03 Donnell Construction**
3. Choose **Customers→Customer Center**.
4. Double-click **Archive Coffee & Wine** to open it for editing.
5. Change the customer's full name to: **Ms. Janice Bing**

    You will have to change the name in three locations. This customer's name will change in all the transactions that Archive was involved in, as well as in all of the future transactions.

6. Click **OK** to accept the change and leave the Customer Center open.

Add a New Customer

7. Click the **New Customer & Job** button and choose **New Customer**.
8. Set up the new customer:

Customer Name	**Unity Temple**
First	**Felix**
Last	**Alexander**
Main Phone	**(872) 555-4433**
Mailing Address	**875 Lake Street** Enter **Oak Park, IL 60301**
Type	**Referral**
Terms	**Net 15**

9. Click **OK** to accept the new record and leave the Customer Center open.

Add a Job to a Customer

10. Click the customer you just created, **Unity Temple**, to select it.
11. Choose **New Customer & Job→Add Job**.
12. Type **Parking Lot** as the name of the job and click **OK**.
13. Close the Customer Center window.

Create Service Subitems

In this exercise, you will create four service subitems for Donnell Construction.

1. Choose **Lists→Item List** and then choose **Item→New**.
2. Create a new service subitem for **26 Landscaping & Paving**:

Item Name/Number	`01.1 Landscaping – New`
Subitem	**26 Landscaping & Paving**
Click the Checkbox For	**This service is used in assemblies or is performed by a subcontractor or partner.**
Description	`Landscaping – New Construction`
Cost or Sales Price	Don't enter a cost or sales price, as they'll be entered for each transaction.
Expense Account	**Subcontractors Expense**
Preferred Vendor	**Washington Sisters, LLC**
Income Account	**New Construction Income**

3. Click **Next** to accept the new item and prepare to enter the next one.
4. Create a new service subitem for **26 Landscaping & Paving**:

Item Name/Number	`01.2 Asphalt – New`
Subitem	**26 Landscaping & Paving**
Click the Checkbox For	**This service is used in assemblies or is performed by a subcontractor or partner.**
Description	`Asphalt Paving – New Construction`
Cost or Sales Price	Don't enter a cost or sales price, as they'll be entered for each transaction.
Expense Account	**Subcontractors Expense**
Preferred Vendor	**Cusak Paving, Inc.**
Income Account	**New Construction Income**

5. Click **OK** to accept the new item and close the window.

6. Using the preceding information as reference, create two additional subitems:
   - **01.3 Landscaping – Remodel**
   - **01.4 Asphalt - Remodel**
7. Close the Item List.

REINFORCE YOUR SKILLS 3-3

Enter Sales Transactions

In this exercise, you will create an invoice and a sales receipt for Donnell Construction.

1. Choose **Customers→Create Invoices**.
2. Choose **Unity Temple:Parking Lot** as the Customer:Job.
3. Complete the invoice:

Date	**020522**
Template	**Intuit Service Invoice Template**
Invoice #	Leave 22-0005 as the invoice #.
First Item	**26.01.4 Asphalt - Remodel**
Description	**Repave rear parking lot**
Rate	**16,890**
Second Item	**26.01.3 Landscaping - Remodel**
Description	**Landscape - perimeter rear parking lot**
Rate	**2,500**
Customer Message	**We appreciate your prompt payment.**
Memo	**Unity: Repave/landscape back lot**

4. Click **Save & Close** to record the transaction and then close the Check Spelling on Form window.

Enter a Sales Receipt

5. Choose **Customers→Enter Sales Receipts**.

6. Complete the cash sale:

Add a new job for Finn, Bodhi	**Ext Paint**
Customer:Job	**Finn, Bodhi:Ext Paint**
Date	**020722**
Item	**24 Paint**
Rate	**2,580**
Customer Message	**Thank you for your business.**
Memo	**Bodhi: exterior paint job**

Accept the next sale number that fills in for you.

7. Click **Save & Close** to record the transaction.

REINFORCE YOUR SKILLS 3-4

Receive Payments

In this exercise, you will receive the payment for the invoice you created earlier.

1. Choose **Customers→Receive Payments**.

2. Choose **Unity Temple:Parking Lot** from the Received From field and complete the payment:

Make sure to apply the payment to the job, not just the customer!

Amount	**19,390**
Date	**021522**
Payment Method	**Check**
Check Number	**1574**
Memo	**Unity: 22-0005 payment**

3. Click **Save & Close**.

REINFORCE YOUR SKILLS 3-5

Find and Edit a Transaction

In this exercise, you will use the Find feature to locate a transaction that was entered incorrectly and then correct it.

1. Choose **Edit→Find**, display the **Simple** tab, and use this information to complete the Find:
   - Leave the Transaction Type as Invoice
   - Customer:Job: **Burning Sparrow Tattoo** (click **Find**)

   The invoice for the customer will be displayed in the bottom of the window.

2. Double-click the invoice dated **01/19/2022** in the bottom portion of the window.

   The Invoice window opens.

3. Change the amount to **1450** and tap ⌜Tab⌝ to recalculate.

4. Click **Save & Close** and click **Yes** to record the changes; close the Find window.

REINFORCE YOUR SKILLS 3-6

Run Customer-Related Reports

In this exercise, you will run three reports for Colleen, beginning with a QuickReport.

1. Choose **Customers→Customer Center**.
2. Click **Popelka, Hayden** to select it.
3. Click the **QuickReport** link at the far-right side of the window.
4. Set the date range to **All**.

   You will see a report that shows the transaction for Hayden Popelka.

5. Choose **Window→Close All** and leave the company file open.
6. Choose **Reports→Customers & Receivables→Customer Phone List**.
7. Double-click **DeMaira Dance Studios, Inc**.

   QuickBooks opens an Edit Customer window, from where you can make any changes to the customer's information.

8. Add Sun's Mobile number as **(872) 555-5124** and click **OK**.
9. Choose **Reports→Company & Financial→Income by Customer Summary**.
10. Change the dates to **All**.

    You will see all the customers that currently have outstanding balances.

11. Choose **Window→Close All**, do not memorize the report, and close the company file.

✎ Apply Your Skills

The Wet Noses Veterinary Clinic advertising campaign was a success, and Dr. James has acquired new customers and added new services. In this exercise, you will be creating new customers and adding services. You will also perform daily tasks such as creating invoices, receiving payments, and running reports. The password for all files unless otherwise stated is Password1.

APPLY YOUR SKILLS 3-1 QG

Set Up Customers and Jobs

In this exercise, you will create new customers and jobs.

1. Choose **File→Open or Restore Company**.
2. Open **AYS_A1_Chapter03 (Company)** *or* restore **AYS_A1_Chapter03 (Portable)** and save it as: **AYS_A1_Chapter03 Wet Noses Clinic**
3. Open the Customer Center.
4. Set up three customers for Wet Noses Veterinary Clinic:

	Customer 1	**Customer 2**	**Customer 3**
Customer Name	York, Edison	Reeves, LaShonda	Sanders, Ellie
Main Phone	(425) 555-4401	(425) 555-3953	(425) 555-7731
Address	7931 NE 176th St. Enter Bothell, WA 98011	11908 100th Pl. NE Enter Kirkland, WA 98034	302 Northshore Blvd. Enter Bothell, WA 98011
Terms	**Due on Receipt**	**Due on Receipt**	**Due on Receipt**
Account Number	D22	C94	D34
Type	**From Advertisement**	**Referral**	**From Advertisement**
Job	Dog-Scruffy	Dog-Nicky	Cat-Josie

5. Run the **Customer Contact List** report, which should include these new customers and any open balances.
6. Click the **Excel** Excel ▾ button and export this list to a new workbook saved as: **CH3_A1 Customer Contacts**
7. Close Excel and the Customer Contact List report.

APPLY YOUR SKILLS 3-2

Set Up Service and Non-inventory Items

In this exercise, you will create new items for the company to sell.

1. Set up two service items:

	First Item	**Second Item**
Item Name	Boarding	Dental
Description	Overnight Boarding	Dental Cleaning
Rate	35.00	45.00
Account	**Nonmedical Income**	**Fee for Service Income**

2. Set up a non-inventory part:

Item Name	Treats
Description	Treats for patients - by the box
Rate	18.43
Account	**Nonmedical Income**

3. Run an **Item Price List** report to include the new items and their prices.

4. Click the **Excel** button and export this list to a new workbook saved as:
   ```
   CH3_A2 Item Price List
   ```

5. Close Excel and the Item Price List report.

APPLY YOUR SKILLS 3-3

Record Sales Transactions and Receive Payments

In this exercise, you will help Dr. James record invoices and cash sales. You will enter the sales information and update the customer's record to capture the custom field information for each pet.

1. On 06/01/2023, Emily Dallas brought in her dog, Cowboy, for an Exam, Vaccine, and Rabies Vaccine. She also bought two boxes of treats. Create an invoice for these services and items. Terms are Net 30; choose to save the new terms for the customer. Choose a customer message and enter this memo: Dallas: Dog-Cowboy, Exam & Vaccines

2. On 06/02/2023, Ellie Sanders brought in her cat, Josie, for a New Patient Exam, Feline DHC, and FIV/FeLV, and one box of treats. She paid cash, so create a sales receipt for her. Choose a customer message and enter this memo: Sanders: Cat-Josie, New Patient

3. On 06/03/2023, Becky Todd brought in her dog, Jedi, for an ACTH Stimulation Test, CBC Chem, and Boarding for three nights. Create an invoice for her. Choose a customer message and enter this memo: Todd: Dog-Jedi, Boarding & Tests

4. On 06/04/2023, Edison York brought in his dog, Scruffy, for Dental and Boarding for two nights. He paid cash, so create a sales receipt for him. Choose a customer message and enter this memo: York: Dog-Scruffy, Dental & Boarding

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APPLY YOUR SKILLS 3-4 QG

Accept Customer Payments for Invoices

In this exercise, you will receive payments from customers.

1. On 06/07/2023, you received check #773 for $93.76 from Emily Dallas as payment for invoice #176. Use the memo: Dallas: Inv. 176

2. On 06/08/2023, you received check #2310 for $284.21 from the County Animal Shelter as payment for invoice #163. Use the memo: County Animal - Inv. 163

3. Run a **Sales by Customer Summary** report for your customers, from 04/01/2023 through 06/30/2023 (the second quarter).

4. Click the **Excel** button and export this report to a new workbook saved as:
   CH3_A4 Sales by Customer Summary

5. Close Excel and close the Sales by Customer Summary report.

6. Run the **Open Invoices** report for the date of 06/30/2023 to determine if there are any outstanding invoices for the month.

7. Click the **Excel** button and export this report to a new workbook saved as:
   CH3_A4 Open Invoices

8. Close Excel, the Open Invoices report, and the company file.

✈ Extend Your Skills

Before You Begin: Open **EYS_Chapter03 (Company)** *or* restore **EYS_Chapter03 (Portable)**. The password is *Password1*.

You've been hired by Arlaine Cervantes to help her with her organization's books. She is the founder of Niños del Lago, a nonprofit organization that provides impoverished Guatemalan children with an engaging educational camp experience. You just sat down at your desk and opened a large envelope from Arlaine that contains a variety of documents; you also have several emails from her. It's your job to sort through the papers and emails and make sense of what you find, entering information into QuickBooks as appropriate and answering any questions in a word-processing document saved as: CH03_EYS_[LastnameFirstinitial]

Remember, you're dealing with random papers dumped out of an envelope and various emails, so part of your challenge is determining the order in which to complete the tasks.

- Sticky note: We now also receive donations from Hanson Family Trust. Do we set them up as a customer? The info for the trust is 900 SE Commercial St., Salem, OR 97306; (503) 555-9331; contact, Richard Hanson.

- Handwritten note: We'll be providing cultural competency training to schools and organizations to raise additional funds. Can we set up a service item directed to Service to Outside Orgs? (You'll need to set up this account as a subaccount for Program Income.) Set the amount to zero as it will be entered at the time of "sale."

- Handwritten note: How do we set up the students who participate in our program? They don't pay us money, so are they customers or is there another list? When you find the answer, enter Diego Margarita, Maria Prentice, Felipe Valdez, and Rosa Batres.

- Scrap of paper that reads: Provided a Cultural Competency 3-day workshop on 7/9/2020 at St. Martin's Catholic School, received check #3821 for $4,500. Can we enter this receipt of cash into QuickBooks?

- Letter from the House Foundation: They will be providing a $5,000 grant (not yet received) to the organization to complete construction of the dormitories. Set up the new customer, located at 552 Sheridan Avenue, Macon, GA 31205.

- Handwritten invoice dated 7/10/2020: Cultural competency workshop to be held at Lakeside Christian School on 7/27/2020 for $1,500. Due Net 15. (They agreed to pay 50% up front.)

- Scribbled note from Arlaine: Can you produce a report that shows all donors and customers for Niños del Lago?

- Photocopy: Check #1826 from Lakeside Christian School for $750 (50% deposit for upcoming training), with a note of "deposited into checking account on 7/15/2020."

- Handwritten note: I don't have customers, but I do have donors and grants…. How do I set them up if QuickBooks just has customers?