

QUICKBOOKS ONLINE

# 4

## Working with Customers

# Learning Objectives

- Set up customers and sub-customers
- Edit sales settings and preferences
- Create estimates, invoices and sales receipts
- Receive payments and record bank deposits
- Create advanced customer transactions and reports
- Process credits and refunds

# The Sales Centre

This centre stores customer information and transactions

Overview

All Sales

Invoices

Customers

Products and Services

Price Rules

↓

Batch actions ▼

Find a customer, project or company 🔍

🖨️

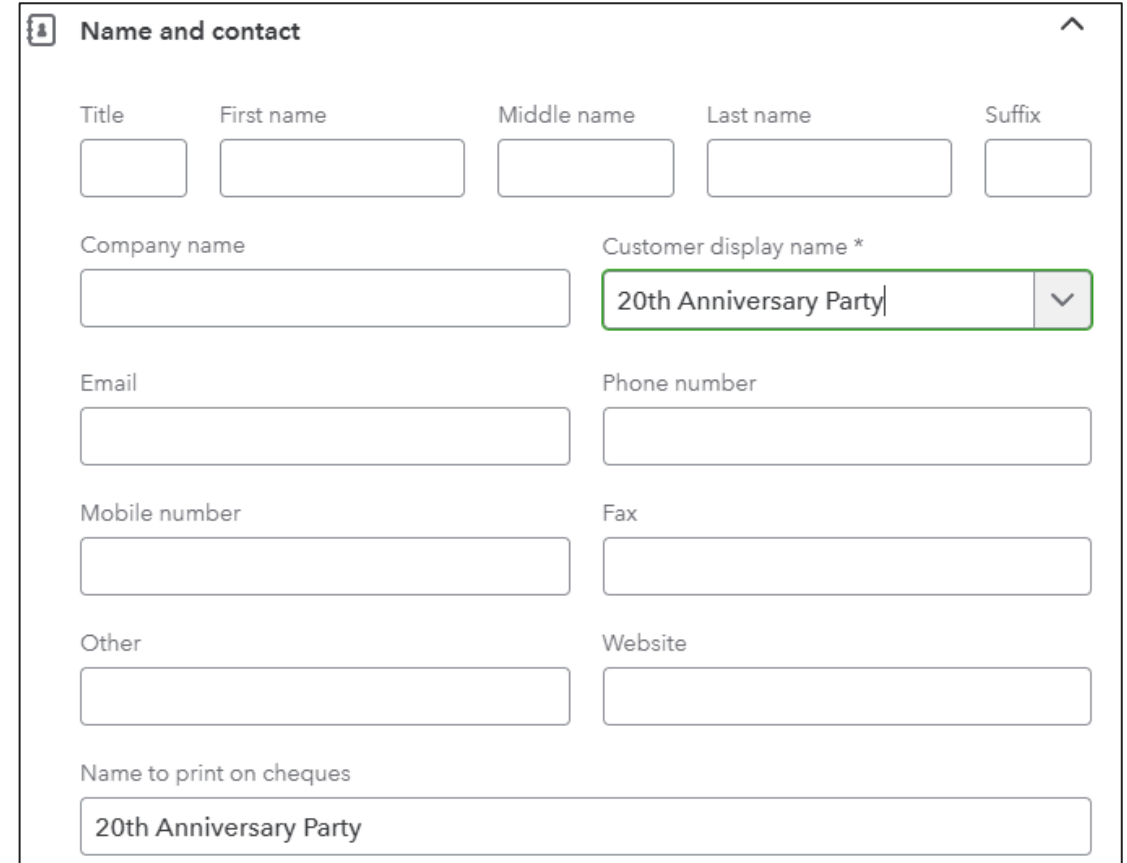
📄

⚙️

<input type="checkbox"/>	CUSTOMER / PROJECT	PHONE	SALES TAX	CURRENCY	OPEN BALANCE	ACTION
<input type="checkbox"/>	Abercrombie Internat Abercrombie Internatio			USD	\$0.00	Create invoice ▼
<input type="checkbox"/>	Adwin Ko Ko International Ltd	604 999-9998		CAD	\$1,695.00	Create sales receipt Create estimate Create charge Create time activity Make inactive Create statement
<input type="checkbox"/>	Alex Blakey Blakey Group			USD	\$0.00	
<input type="checkbox"/>	Andre Prefontaine Andre's Bakeries			HKD	HK\$0.00	

# The Sales Centre (cont.)

- Create customers and sub-customers
  - Enter as much info as possible
  - Edit, merge or inactivate customers
- Import a customer list
  - Excel (.xlsx)
  - CSV



The screenshot shows a web form titled "Name and contact" with a user icon and an upward arrow in the top right corner. The form contains several input fields and a dropdown menu. The fields are arranged in a grid-like structure. The "Customer display name \*" field is highlighted with a green border and contains the text "20th Anniversary Party". The "Name to print on cheques" field at the bottom also contains "20th Anniversary Party".

Title	First name	Middle name	Last name	Suffix
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Company name <input type="text"/>	Customer display name * <input type="text" value="20th Anniversary Party"/> <input type="button" value="v"/>
Email <input type="text"/>	Phone number <input type="text"/>
Mobile number <input type="text"/>	Fax <input type="text"/>
Other <input type="text"/>	Website <input type="text"/>
Name to print on cheques <input type="text" value="20th Anniversary Party"/>	

# Creating Customer and Sales Transactions

- Two ways to record sales transactions:
  - Sales receipt at time of purchase
  - Invoice billed after the sale (usually with terms)
- Other types of customer transactions:
  - Posting (impacts ledger accounts)
  - Non-posting (information only)
- You can customize your Invoice, Sales Receipt and Estimate forms
- “Bottom bar” of transactions (cancel, revert, print, preview, make recurring, the More menu and customize)

# Creating Customer and Sales Transactions (cont.)

Invoice no.1017

Take a tour

Help

Customer ?

Select a customer


Customer email ?


Separate emails with a comma


Cc/Bcc


Online payments

☐ Cards









BALANCE DUE

\$0.00

☐ Send later ?

Billing address

Terms ?

Net 30

Invoice date

21/05/2024

Due date

20/06/2024

Invoice no.

1017

Create recurring invoice



Tags ?

Start typing to add a ta

Manage tags

Amounts are

Exclusive of Tax

	#	PRODUCT/SERVICE ?	DESCRIPTION	QTY	RATE (CAD)	AMOUNT (CAD)	SALES TAX	CLASS	
	1								
	2								

Add lines

Clear all lines

Add subtotal

Subtotal

0.00

Message on invoice

It's a pleasure doing business with you. Remember, referrals are appreciated!

Discount percent

0.00

Total

0.00

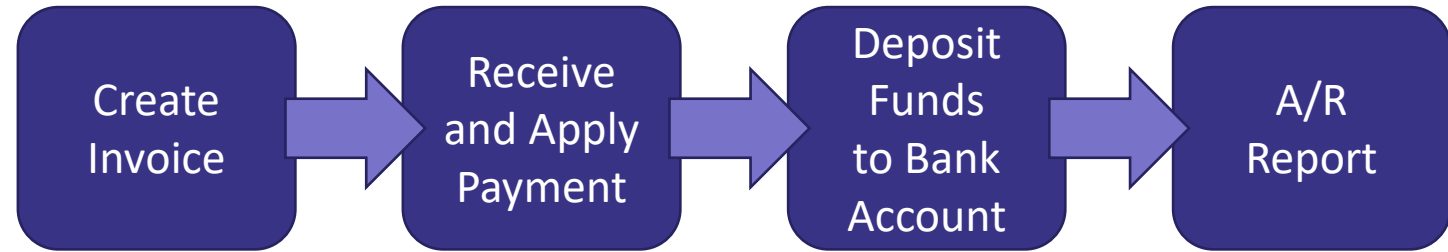
Balance due

0.00

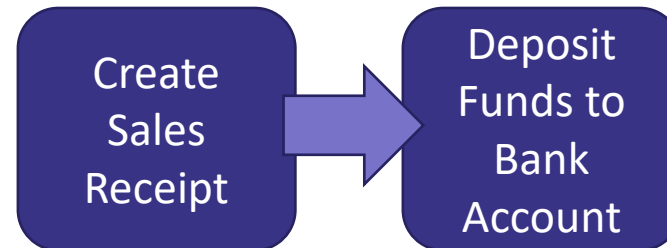
An Invoice form

# Creating Customer and Sales Transactions (cont.)

Process for invoices



Process for sales receipts



# Creating Customer and Sales Transactions (cont.)

- Estimates are non-posting sales transactions
  - Used to quote on future jobs or jobs that will use progress invoicing
  - When the customer accepts the estimate, convert it to an invoice that shows on a ledger account
- The Undeposited Funds account holds payments received until allocated to a specific asset account
  - Payments deposited to Undeposited Funds will be seen when completing a bank deposit



# Other Customer Transactions

- You can create unique price rules related to:
  - Customer types
  - Product/service types
  - Date ranges
- Credit memos reduce the amount of an unpaid invoice
- Refund receipts give a physical refund to a customer who has already paid
- Delayed charges and credits
  - Non-posting reminders
  - Amounts you want to apply against a future sales transaction

# Creating Customer and Sales Reports

Some reports have summary and detail versions to accommodate different needs.

Long for Success -- Event Planning	
CUSTOMER BALANCE SUMMARY	
All Dates	
	TOTAL
Anilkumar Pillai	4,407.00
Benjamin Yeung	8,249.00
▼ Edward Bruce	
20th Anniversary Party	565.00
<b>Total Edward Bruce</b>	<b>565.00</b>
Hazel Robinson	-974.63
Jordan Burgess	339.00
Kari Steblay	7,288.50
Kim Christian	2,034.00
Lew Plumbing	-454.83
<b>TOTAL</b>	<b>\$21,453.04</b>

Long for Success -- Event Planning						
CUSTOMER BALANCE DETAIL						
All Dates						
DATE	TRANSACTION TYPE	#	DUE DATE	AMOUNT	OPEN BALANCE	BALANCE
22/08/2020	Invoice	1016	21/09/2020	4,407.00	4,407.00	4,407.00
<b>Total for Anilkumar Pillai</b>				<b>\$4,407.00</b>	<b>\$4,407.00</b>	
▼ Benjamin Yeung						
07/06/2020	Invoice	1008	07/07/2020	904.00	904.00	904.00
07/06/2020	Invoice	1009	07/07/2020	7,345.00	7,345.00	8,249.00
<b>Total for Benjamin Yeung</b>				<b>\$8,249.00</b>	<b>\$8,249.00</b>	
▼ Edward Bruce						
▼ 20th Anniversary Party						
01/09/2026	Invoice	5011	16/09/2026	565.00	565.00	565.00
<b>Total for 20th Anniversary Party</b>				<b>\$565.00</b>	<b>\$565.00</b>	
<b>Total for Edward Bruce</b>				<b>\$565.00</b>	<b>\$565.00</b>	
▼ Hazel Robinson						
16/06/2020	Payment		16/06/2020	-9,415.73	-974.63	-974.63
<b>Total for Hazel Robinson</b>				<b>\$ -9,415.73</b>	<b>\$ -974.63</b>	

# Projects

- You can track projects by customer vs. using sub-customers as jobs
- Requires a QBO Plus subscription

The screenshot displays the '2026 Winter Gala' project page in QuickBooks. At the top, there's a navigation bar with '< All projects', the project name '2026 Winter Gala', and the customer 'Ho Engineering Company'. The status is 'In progress'. Action buttons for 'Edit' and 'Add to project' are visible. Below this, a summary section shows 'PROFIT MARGIN' with bars for 'Income' and 'Costs', both at \$0.00. It also lists 'Open' and 'Overdue' amounts as \$0.00. A 'Take project tour' link is on the right. The main area has tabs for 'Overview' (selected), 'Transactions', 'Time Activity', and 'Project Reports'. A checkbox for 'Show hourly costs' is checked. At the bottom, a summary bar shows 'INCOME' as \$0.00, 'COSTS' as \$0.00, and 'PROFIT' as \$0.00.

< All projects

2026 Winter Gala

Ho Engineering Company | In progress

Edit Add to project

Income \$0.00  
Costs \$0.00

Open \$0.00 Overdue \$0.00

Take project tour

Overview Transactions Time Activity Project Reports

☒ Show hourly costs

\$0.00 INCOME - \$0.00 COSTS = \$0.00 PROFIT