

QUICKBOOKS ONLINE

3

Working with Customers

Learning Objectives

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

The Sales & Get Paid App

- Links to information about customers/clients and their transactions
- Perform customer-/client- related tasks, such as searching for customer/clients and adding and importing lists of customers/clients and products/services
- Ten tabs: Overview, Sales Transactions, Invoices, Payment Links, Recurring Payments, Sales Orders, Sales Channels, QuickBooks Payouts, Channel Payouts, and Products & Services
- Customer Hub provides overview of all customer/client or lead activity

The Sales & Get Paid App (cont.)

- You can add customers and sub-customers.
 - The customer's display name is the only requirement.
- Import customers using the Import Data tool or from within the Customer Hub.
 - Excel worksheets
 - CSV worksheets
 - Google Sheets
- You can edit, merge, and inactivate customers.
 - You can't, however, delete!
- NEW! You can now assign customers to customer types.
 - This allows you to sort customer and sales reports by the customer type (for example, "Retail," "New," or "Referral").

Recording Sales Transactions

- Two ways:
 - Cash - sales receipt at the time of purchase
 - Accounts Receivable - invoice billed after the sale
- You can customize your Sales forms (receipts, estimates, invoices, etc.). 
- Customizable forms can include:
 - Company logo
 - Contact info
 - URL

Recording Sales Transactions (cont.)

- Transaction forms can automatically create accounting transactions.
- The Undeposited Funds account holds funds waiting to be deposited.
- Price rules can be added to all or only specific customers, and to all or to only specific products.

TIP! *Your forms may appear differently from what is displayed and discussed here.*

Receiving Customer Payments

- When customers pay open invoices, funds are applied to the corresponding invoice.
- Open invoices display in the lower section of the window.

Customer

Amy's Bird Sanctuary

Find by invoice no.

Get paid 2 times faster [Accept payments online](#)

Credit card

Apple Pay

VISA

MasterCard

DISCOVER

AMERICAN EXPRESS

BANK

AMOUNT RECEIVED

\$239.00

Customer balance

\$239.00

Payment Date

09/01/2029

Payment method

Check

Reference no.

55841

Deposit To

Undeposited Funds

Amount received

\$239.00

Outstanding Transactions

Find Invoice No.

Filter >

All

	DESCRIPTION	DUE DATE	ORIGINAL AMOUNT	OPEN BALANCE	PAYMENT
✓	Invoice # 1021 (10/23/2029)	11/22/2029	\$459.00	\$239.00	\$239.00

Recording a Bank Deposit

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

Select the payments included in this deposit							
☐	RECEIVED FROM	DATE	TYPE	PAYMENT METHOD	MEMO	REF NO.	AMOUNT
☒	Cool Cars	02/01/2025	Payment				\$1,675.52
☐	Freeman Sporting Goods:0 969 Ocean View Road	02/01/2025	Payment				\$387.00

Creating Customer and Sales Reports

The Reports list contains customer- and sales-related reports. 

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

Customer Balance Detail Report						
Craig's Design and Landscaping Services						
All Dates						
Date ↕	Transaction Type ↕	Num ↕	Due Date ↕	↕ Amount	↕ Open Balance	Balance
▼ Bill's Windsurf Shop (2)						
09/06/2025	Invoice	1027	10/06/2025	85.00	85.00	85.00
09/01/2029	Invoice	1039	10/01/2029	37.80	37.80	122.80
Total for Bill's Windsurf Shop				\$122.80	\$122.80	
▼ Designs by Kim Christian (1)						
09/01/2029	Invoice	1040	10/01/2029	68.04	68.04	68.04
Total for Designs by Kim Chr...				\$68.04	\$68.04	
▼ Geeta Kalapatapu (1)						
10/23/2025	Invoice	1033	11/22/2025	629.10	629.10	629.10
Total for Geeta Kalapatapu				\$629.10	\$629.10	
▼ Jeff's Jalopies (1)						
10/02/2025	Invoice	1022	11/01/2025	81.00	81.00	81.00
Total for Jeff's Jalopies				\$81.00	\$81.00	
▼ John Melton (1)						
09/29/2025	Invoice	1007	10/29/2025	750.00	450.00	450.00

Correcting Errors

- It's easy to fix errors in QBO, but be careful of dates and transaction numbers.
- Voiding maintains the transaction in reports but changes the values to zero.
- Deleting removes the transaction from all reports (except the audit log).