

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 Center

- This center contains info on customers and their transactions.
- Tabs: Overview, All Sales, Invoices, Estimates, Payment Links, Customers, and Products and Services
- Your Customers List
 - Customer names
 - Contact information
 - Open balances
 - The Action menu

The Sales Center (cont.)

- You can add customers and sub-customers.
 - The customer's display name is only requirement.
- Import customers using the Import Data tool or from within the Sales center.
 - CSV files
 - Excel files
- You can edit, merge, and inactivate customers.
 - You can't, however, delete!

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.

Receive Payment

Feedback

?







Customer

Amy's Bird Sanctuary

Find by invoice no.

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

AMOUNT RECEIVED
\$239.00

Credit card      

Customer balance
\$239.00

Payment Date

09/01/2026

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 (04/07/2024)	05/07/2024	\$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								
<input type="checkbox"/>	RECEIVED FROM ▲	DATE	TYPE	PAYMENT METHOD		MEMO	REF NO.	AMOUNT
<input checked="" type="checkbox"/>	Amy's Bird Sanctuary	09/01/2026	Payment	Check	▼		55841	239.00
<input type="checkbox"/>	Cool Cars	04/29/2024	Payment	Enter Text	▼			1,675.52
<input checked="" type="checkbox"/>	Edward Bruce:Front Yard Landscaping	09/01/2026	Sales Receipt	Check	▼		4511	500.00
<input type="checkbox"/>	Freeman Sporting Goods:0969 Ocean View Road	04/29/2024	Payment	Enter Text	▼			387.00

Creating Customer and Sales Reports

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

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

Craig's Design and Landscaping Services						
Customer Balance Detail						
All Dates						
DATE	TRANSACTION TYPE	NUM	DUE DATE	AMOUNT	OPEN BALANCE	BALANCE
▼ Bill's Windsurf Shop						
03/12/2024	Invoice	1027	04/11/2024	85.00	85.00	85.00
09/01/2026	Invoice	1039	10/01/2026	35.00	35.00	120.00
Total for Bill's Windsurf Shop				\$120.00	\$120.00	
▼ Designs by Kim Christian						
09/01/2026	Invoice	1040	10/01/2026	63.00	63.00	63.00
Total for Designs by Kim Christian				\$63.00	\$63.00	
▼ Freeman Sporting Goods						
▼ 0969 Ocean View Road						
04/29/2024	Invoice	1036	05/29/2024	477.50	477.50	477.50
Total for 0969 Ocean View Road				\$477.50	\$477.50	
▼ 55 Twin Lane						
03/12/2024	Invoice	1028	04/11/2024	81.00	81.00	81.00
04/20/2024	Invoice	1005	05/20/2024	54.00	4.00	85.00
Total for 55 Twin Lane				\$135.00	\$85.00	
Total for Freeman Sporting Goods				\$612.50	\$562.50	

Correcting Errors

- 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).