DESKTOP 2021

3

Working with Customers



ne 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.

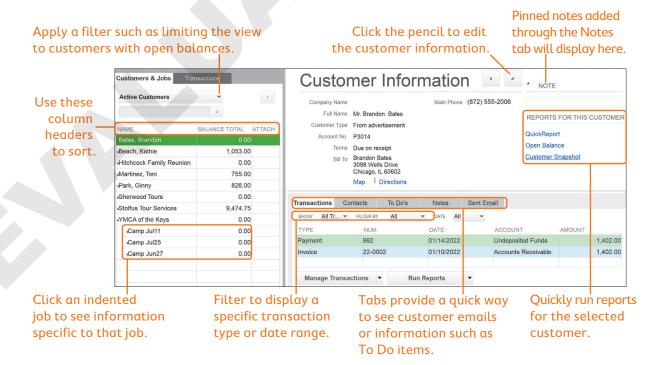
The Customer Center

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.



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.



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, 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.



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.

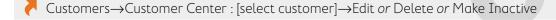
Delete or Make a Customer Inactive

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.





DEVELOP YOUR SKILLS 3-1

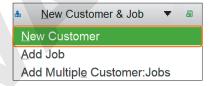
In this exercise, you will add a new customer and edit, delete, and add jobs. Unless otherwise instructed, keep the Customer Center open. The username for all files is Admin and the password for all files unless otherwise stated is Password1. Leave the company file open unless otherwise instructed.

- **1.** Start QuickBooks 2021 and choose **File→Open or Restore Company**.
- 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.

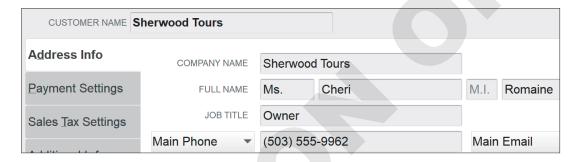
It will take a few moments for the portable company file to open. You may have to update the file to the latest QuickBooks release after it opens.

- **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** 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

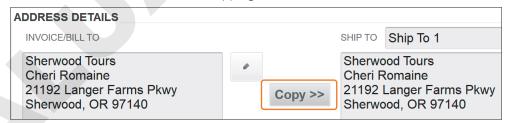


Tip! Use the Tab key to move from field to field.

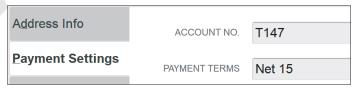
 Address Details Invoice/Bill To: 21192 Langer Farms Pkwy Enter Sherwood, OR 97140

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.



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



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.

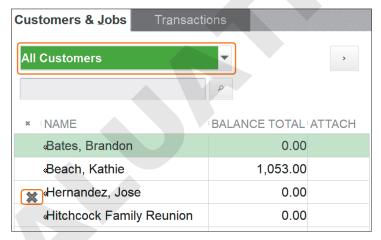
- **11.** Locate and then double-click **Sinclair, Ginny** in the Customers & Jobs List to open the Edit Customer window.
- **12.** Correct the name to read: **Park**, **Ginny**You will need to correct this in four separate places in the Edit Customer window.
- **13.** Click the **Additional Info** tab 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**.

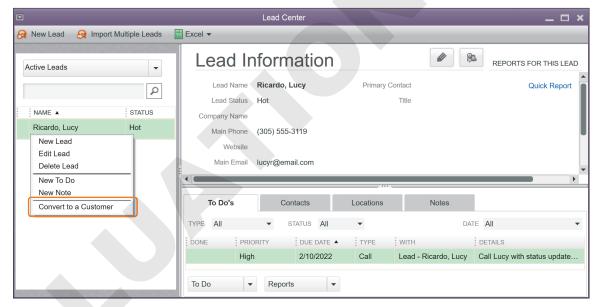
- **18.** Type **Camp Mar28** in the Job Name field and click **OK**.

 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.

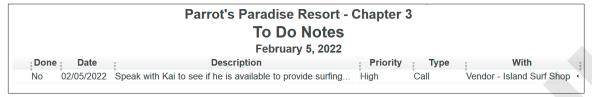


Right-clicking a lead in the Lead Center allows you to easily convert that lead into a customer.



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.



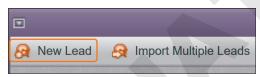
After creating to dos through the Lead Center, you can view them in the To Do Notes report.



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:

Туре	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:

Туре	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

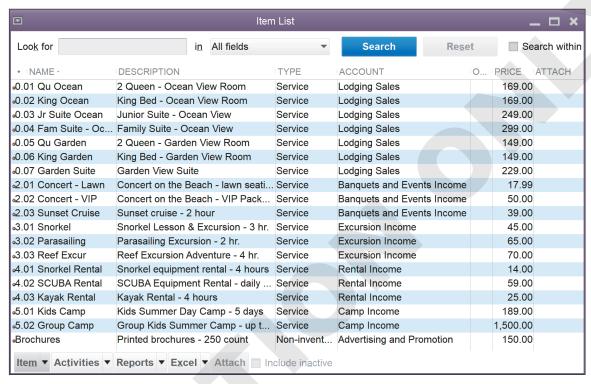
Before you can create an invoice, the services or products you sell must be entered into the ItemItemList. Although there are other types of items, in this section we will cover how to create items for service and non-inventory parts. An item is defined in QuickBooks as something a company buys, sells, 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.



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

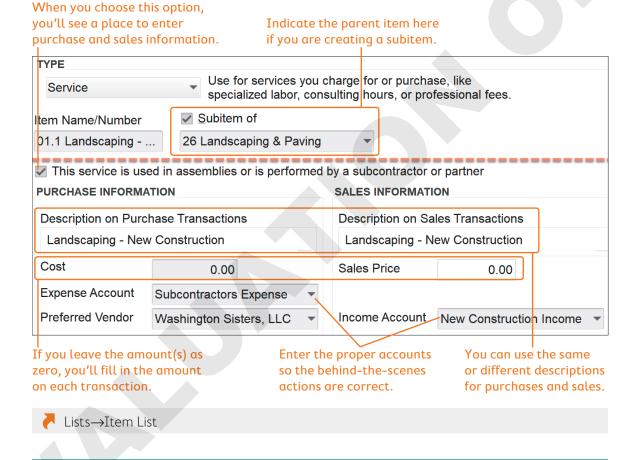
To track both purchase and sales information for an item, you need to identify that the item is "used in assemblies, purchased for a specific customer:job, or performed by a subcontractor or partner" in the New or Edit Item window. While inventory items are the most common type to fall into this category, 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.



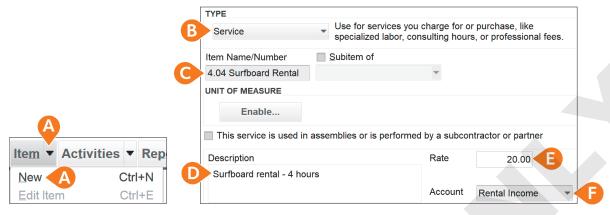
DEVELOP YOUR SKILLS 3-3

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.



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



- B Tap Tab to select the default item type, **Service**.
- Type: 4.04 Surfboard Rental
- Tap Tab four times and type: Surfboard rental 4 hours
- Tap Tab and type: 20
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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** \rightarrow **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

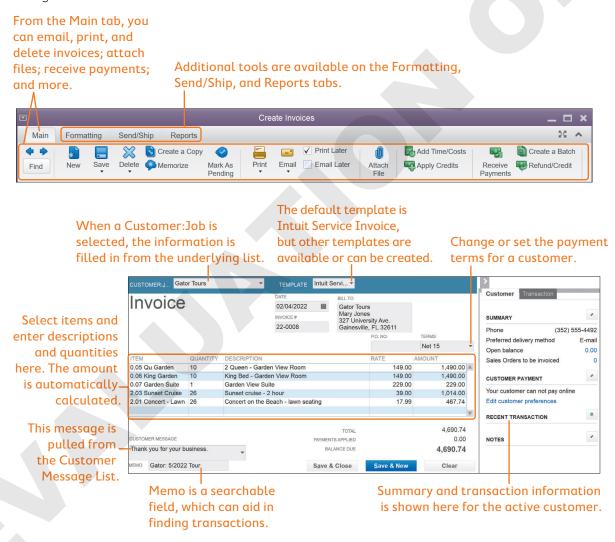
6. Click **OK** and then close the Item List.

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.



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

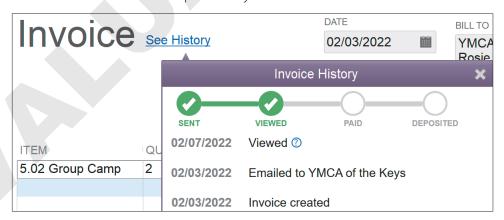
Payment terms dictate an agreement between buyer and seller as to when and how much is to be paid for a product or service. In the case of "Net 30" payment terms, the net (or entire) amount of the invoice is due in thirty days. By default, if payment terms are not stated for a customer or on an invoice,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

Invoice Status Tracker

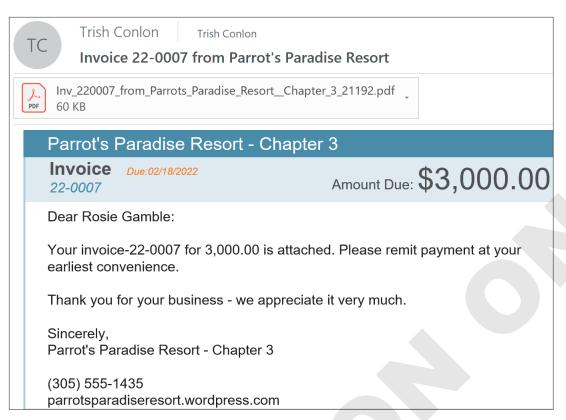
One of the most helpful recent features in QuickBooks Desktop (in my humble opinion...) is the ability to track the status of your invoices right from the Create Invoices window. You can click the See History link to the right of Invoice to open a window that shows the invoice's history.

The dates that are tracked with this feature are:

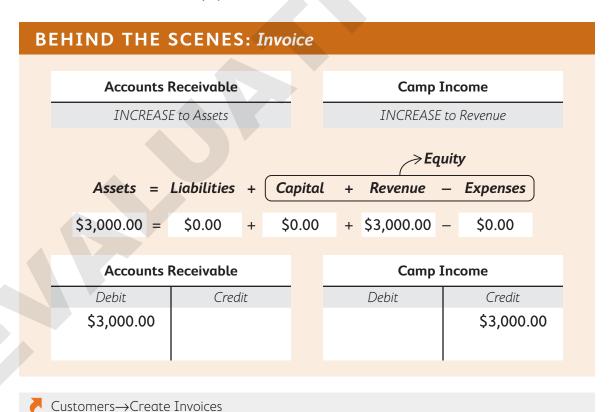
- Date created
- Due Date and Past Due Status
- If it has been emailed and whether it has been viewed by the recipient
- The date payment was received
- The date the funds were deposited in your account



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.



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.



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.

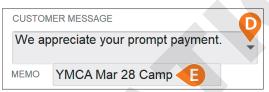




Notice that the customer's address and terms fill in for you from the underlying list.

3. Follow these steps to complete the invoice:





A 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.

- B 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

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

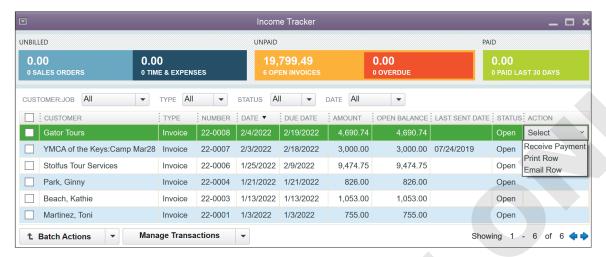
By default, when you receive payments on invoices or from cash sales, the funds are grouped into the Undeposited Funds asset account. QuickBooks automatically creates this Other Current Asset account (it's a Cash and Cash Equivalent account). As long as you don't change the default, payments received 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.

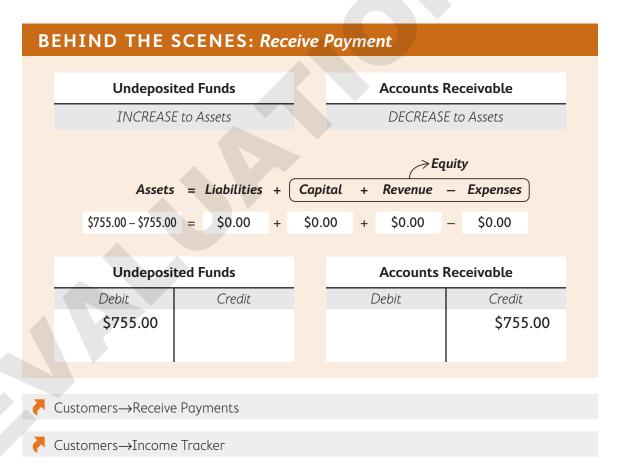


The Income Tracker

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



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.



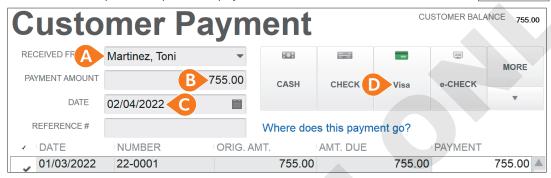
DEVELOP YOUR SKILLS 3-5

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:





- \triangle Type **m** and tap $\boxed{\mathsf{Tab}}$
- Type 755 and tap Tab
- **G** Type: **020422**
- Choose the Credit/Debit card option (it will be displayed with the last payment type used; here, Visa).
- Choose Visa.
- 1 Tap Tab and type: 4444333322221111
- G Tap Tab, type **04** and tap Tab, and then type: **25**
- 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**.

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**.



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.
- Click in the Memo field and then type: Beach Inv 22-0003 partial payment



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.

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

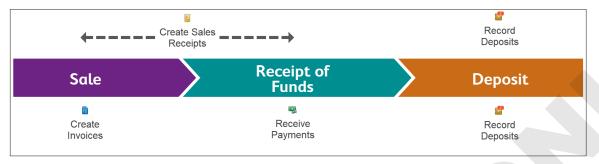


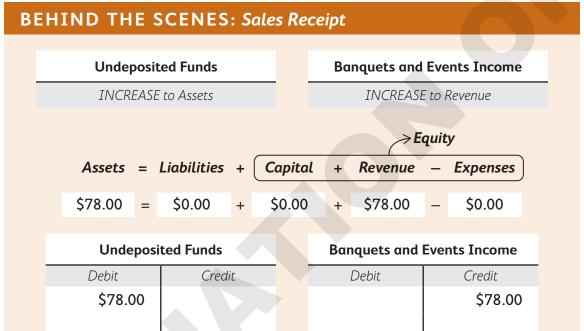
A duplicate Sales Receipt has been created. Make any changes you need and save the Sales Receipt.

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.







₹ 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.

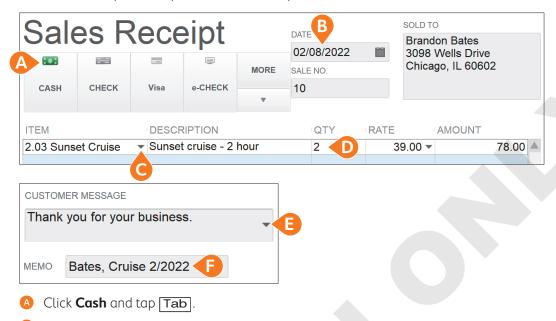
1. Click the **Create Sales Receipts** task icon in the Customers area of the Home Page.



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

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

3. Follow these steps to complete the sales receipt:



- **1** Type: **020822**
- © Click the **Item** drop-down arrow **→** and choose **2.03 Sunset Cruise**.
- Tap Tab twice and type: 2
- Tap Tab and type: Bates, Cruise 2/2022

Check Figure: Undeposited Funds \$1,386.00

Undeposited Funds DR 78.00; Banquets and Events Income CR 78.00 Undeposited Funds has increased; Banquets and Events Income has increased

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

Create Invoices

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.** Tap Tab twice, 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.

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.

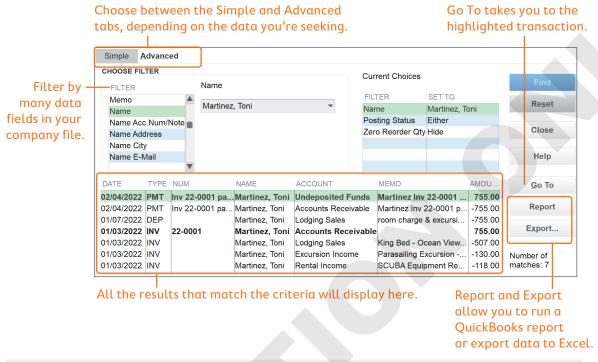


After a transaction has been cleared during the reconciliation process, it should not be changed. Because each situation may require a different solution, you may want to check with an accountant.

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



7

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**.



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, if necessary.



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

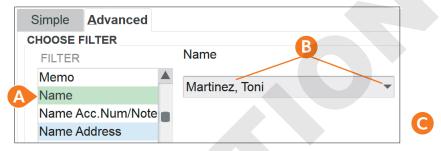
Check Figure: Accounts Receivable \$23,553.49

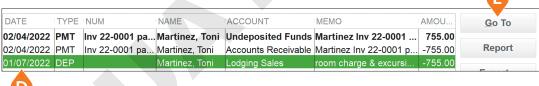
6. Click **Save & Close** and then click **Yes** to record the transaction with the changes; close the Find window. Close the Check Spelling on Form window, if necessary.

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:





- D
- Scroll down the Filter list and select Name.
- Click the Name drop-down arrow and choose Martinez, Toni.
- Click Find.
- Olick 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

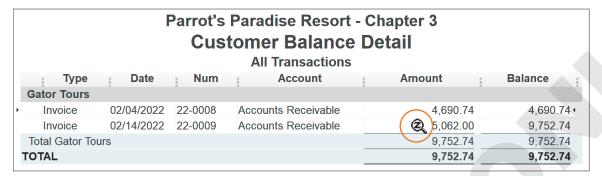
To see reports based on customer transactions, there are different reports you can run depending on the specific information you are seeking. The Customer Balance reports (both summary and detail, found in the Customers & Receivables category) show only the open transactions affecting Accounts Receivable (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.

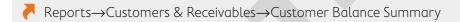


The zoom pointer indicates that you can double-click to dive deeper into your data. The number of layers to zoom through depends on the report (or graph) type you started with. Here, double-clicking opens the Create Invoices window with the invoice #22-0009 for Gator Tours displayed.

FLASHBACK TO GAAP: TIME PERIOD

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





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** 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, scrolling to the right, if necessary.



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

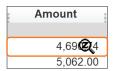
Next you will create a summary report and then use QuickZoom to drill down to the transaction where the data originated.

- **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.



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.



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 1	4, 22	
		:	Qty ;	Amount	% of Sales	Avg Price
Service						
0.01 Qu Ocean (2 Queen - Oce	an View Room)	•	5∢	845.00	2.8%	169.00
0.02 King Ocean (King Bed - 0	Cean View Room)		33	5,577.00	18.5%	169.00
0.03 Jr Suite Ocean (Junior St	ıite - Ocean View)		4	996.00	3.3%	249.00
0.04 Fam Suite - Ocean (Fami	y Suite - Ocean View)		6	1,794.00	5.9%	299.00
0,05 Ou Garden /2 Oueen - Ga	rden View Room)	_	17	2,533.00	8.4%	149.00
Parrot's Paradise F	Resort - Chapter 3		49	7,301.00	24.2%	149.00
Sales by Customer Summary			2	458.00	1.5%	229.00
		g)	99	1,694.30	5.6%	17.11
2. All Trans			8	400.00	1.3%	50.00
2.	Feb 14, 22		94	3,538.00	11.7%	37.64
3. Bates, Brandon	1,480.00		7	315.00	1%	45.00
3. Beach, Kathie	1,053.00		17	1,105.00	3.7%	65.00
3. Gator Tours	9,752.74		2	140.00	0.5%	70.00
4. Hernandez, Jose	2,389.00		2	28.00	0.1%	14.00
4. Martinez, Toni	755.00	te)	4	236.00	0.8%	59.00
4. Park, Ginny	826.00		10	250.00	0.8%	25.00
5. Stolfus Tour Services	9,474.75	k	2	3.000.00	9.9%	1.500.00
To YMCA of the Keys			361.00	30,210.30	100.0%	83.69
TO Camp Mar28	3,000.00		361	30,210.30	100.0%	83.69
Total YMCA of the K	0,000.00					
TOTAL	28,730.49					

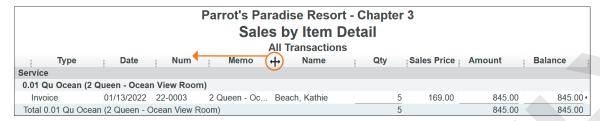
To see the total sales for the company, run a report based on the items sold, rather than one based on customer sales, if you ever enter sales receipts without specifying a customer. Note the difference between the totals on these two reports: \$1,479.81. It's the amount of sales that doesn't have a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



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 username is Admin and the password is *Password1*.

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? 	

True False

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 received, your income will be double stated.	True	False

11. Which account is debited when invoices are created?

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

- 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 username for all files is Admin and 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
Туре	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.

REINFORCE YOUR SKILLS 3-2

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		
Ensure the checkbox is checked for	This service is used in assemblies or is performed by a subcontractor or partner.		
Purchase and Sales 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	
Ensure the checkbox is checked for	This service is used in assemblies or is performed by a subcontractor or partner.	
Purchase and Sales 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

Remember that you have a separate income account for Remodeling!

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		
Invoice #	Leave 22-005 as the invoice #.		
First Item	26.01.4 Asphalt - Remodel		
Purchase and Sales 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; close the Check Spelling on Form window, if necessary.

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: 22-005 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** \rightarrow **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 Create Invoices 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**.
- **11.** Choose **Window** Close **All**, do not memorize the report, and close the company file.



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 username for all files is Admin and 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_Chapter03 (Company) or restore AYS_Chapter03 (Portable) and save it as: AYS Chapter03 Wet Noses Clinic
- **3.** Open the Customer Center.
- 4. Set up three customers for Wet Noses Veterinary Clinic (make sure to enter each job separately, as was done for the rest of the customers on the Customers & Jobs List):

	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
Туре	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** ▼ 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 QG

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.

- 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

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.
- 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 username is *Admin* and 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 wordprocessing 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 7/9/2022 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 7/10/2022: Cultural competency workshop to be held at Lakeside Christian School on 7/27/2022 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 7/15/2022."
- 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?