



QUICKBOOKS DESKTOP 2021 CLIENT TRAINING

Lesson 6

Enter Sales Information

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About the Author



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Esther Friedberg Karp is an internationally renowned trainer, writer, business consultant and speaker who has been repeatedly listed as one of Insightful Accountant's Top 100 QuickBooks ProAdvisors in the world. She has also been named to their Top 10 list on two occasions: as Top International ProAdvisor and Top Trainer/Writer ProAdvisor.

Based in Toronto, Canada, Esther has the unique distinction of holding ProAdvisor certifications in the United States, Canada and the United Kingdom. She has authored materials and delivered educational and certification courses for Intuit in all those countries, as well as Australia where she conducted live QuickBooks Online training. She has spoken at Scaling New Heights, QuickBooks Connect and other conferences, and has written countless articles for Intuit Global.

Esther's clients include companies worldwide and accounting professionals who seek her out on behalf of their own clients. She is sought out for her expertise in multicurrency and various countries' editions of QuickBooks Desktop and Online, and for her talent in customizing QuickBooks usage for different industries. She also teaches QuickBooks Core and Advanced certification classes to accounting professionals in Canada.

Esther holds a BSc from the University of Toronto in Actuarial Science and Mathematics, and an MBA in Marketing and Finance from York University's Schulich School of Business.

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Lesson Objectives

- Learn about the different formats available for sales forms
- Save sales and purchase forms in portable document format (PDF)
- Practice creating a new invoice
- Learn the purpose and use of the QuickBooks Item list
- See how QuickBooks records the information you enter on sales forms
- Memorize an invoice transaction for reuse
- Add a new item to the Item list
- Add a new price level to the Price Level list
- Associate a price level with a customer
- Create invoice letters
- Generate reminder statements

Use Sales Forms for Payment in the Future

Any time you make a sale in your business, you record it in QuickBooks on a sales form. A sales form can be an invoice (when you expect payment to come later), a sales receipt (when you receive payment at the time you make the sale), or a credit memo (when you issue a credit on your customer's account or a customer refund, perhaps because they've returned something they've bought).

The type of sales form you use (invoice or sales receipt) depends on whether you expect payment in the future or at the time of the sale. If you expect to receive payment at some future date, you enter an invoice. This records the sale and updates your Accounts Receivable with the total amount of that invoice.



Step-by-Step: Display a Completed Invoice Form in QuickBooks

1. Open the **Customer Center** from the Customers drop-down menu (or any of the other access points).
2. Click the name of the customer whose invoice you would like to view.
3. From the Transactions tab for that customer, double-click the invoice you want to view to open the invoice form.

Customer Information

Company Name: Mrs. Kristy Abercrombie
 Main Phone: 415-555-6579
 Main Email: kristy@samplename.com
 Account No: 91-431
 Customer Type: Residential
 Terms: Net 30
 Bill To: Kristy Abercrombie, 5647 Cypress Hill Rd, Bayshore CA 94326

Transactions

| TYPE | NUM | DATE | ACCOUNT | AMOUNT |
|---------------|--------|------------|-----------------------------|----------|
| Payment | | 12/15/2025 | 10100 - Checking | 7,633.28 |
| Estimate | 613 | 12/12/2025 | 90200 - Estimates | 7,676.13 |
| Invoice | 1091 | 12/10/2025 | 11000 - Accounts Receivable | 4,522.00 |
| Check | 476 | 12/01/2025 | 10100 - Checking | -711.15 |
| Credit Memo | 4002 | 12/01/2025 | 11000 - Accounts Receivable | -711.15 |
| Invoice | 1084 | 11/25/2025 | 11000 - Accounts Receivable | 3,111.28 |
| Sales Receipt | 3006 | 10/30/2025 | 10100 - Checking | 743.75 |
| Estimate | 606 | 10/30/2025 | 90200 - Estimates | 3,114.00 |
| Sales Receipt | 3004 | 10/25/2025 | 10100 - Checking | 1,067.88 |
| Payment | 129342 | 08/15/2025 | 12000 - Undeposited Funds | 1,292.78 |
| Sales Order | 7000 | 06/07/2025 | 90300 - Sales Orders | 1,293.00 |
| Invoice | 1043 | 06/07/2025 | 11000 - Accounts Receivable | 1,292.78 |
| Invoice | 1044 | 06/07/2025 | 11000 - Accounts Receivable | 0.00 |
| Payment | 8438 | 02/20/2025 | 12000 - Undeposited Funds | 5,019.08 |
| Invoice | 1024 | 02/01/2025 | 11000 - Accounts Receivable | 5,019.08 |

Invoice PAID 12/15/2025

DATE: 11/25/2025
 INVOICE #: 1084
 BILL TO: Kristy Abercrombie, 5647 Cypress Hill Rd, Bayshore CA 94326
 SHIP TO: Ship To 1, Kristy Abercrombie, 5647 Cypress Hill Rd, Bayshore, CA 94326
 TERMS: Net 30, DUE DATE: 12/25/2026

| ITEM | DESCRIPTION | QUANTITY | U/M | RATE | AMOUNT | TAX |
|--------------------|--|----------|-----|--------|----------|-----|
| | See attached specifications for details on below work. | | | | | |
| Framing | Framing labor | 0 | | 71.50 | 0.00 | Non |
| Installation | Installation labor | 0 | | 45.50 | 0.00 | Non |
| Removal | Removal labor | 0 | | 45.50 | 0.00 | Non |
| Subs:Tile &Coun... | Install tile or counter | 0 | | 825.00 | 0.00 | Non |
| Subs:Electrical | Electrical work | 0 | | 275.00 | 0.00 | Non |
| Subs:Painting | Painting | 0 | | 154.00 | 0.00 | Non |
| Subs:Plumbing | Plumbing | 0 | | 550.00 | 0.00 | Non |
| Plumb Fixtrs | Whirlpool bath | 2 | | 660.00 | 1,320.00 | Tax |
| Plumb Fixtrs | Toilet | 2 | | 374.00 | 748.00 | Tax |
| Plumb Fixtrs | Sink | 3 | | 181.50 | 544.50 | Tax |
| Plumb Fixtrs | Glass door for showers | 2 | | 137.50 | 275.00 | Tax |
| Equip Rental | Equipment Rental | 0 | | 300.00 | 0.00 | Non |

TAX: San Tomas (7.75%) 223.78
 TOTAL: 3,111.28
 PAYMENTS APPLIED: 3,111.28
 BALANCE DUE: 0.00

4. Close the invoice (it's already been created and saved, and so you can just hit the **Esc** key to close it).

Use Sales Forms for Payment at the Time of Sale

If you receive full payment at the time you make a sale – either by cash, check or credit card – you fill out a sales receipt instead of an invoice. Like the invoice, the QuickBooks sales receipt includes information about the items or services purchased, but it also includes information about how payment was made. (Think of the sales receipt as the QuickBooks equivalent of a cash register receipt at a retail store.) The sales receipt completely bypasses the Accounts Receivable account.



Step-by-Step: Display a Completed Sales Receipt in QuickBooks

1. Open the **Customer Center** from the Customers drop-down menu (or any of the other access points).
2. Click the name of the customer whose sales receipt you would like to view.
3. From the Transactions tab for that customer, double-click the sales receipt you want to view to open the Sales Receipt form.

Note the Deposit To account (whether it's the Checking account, other bank account, or Undeposited Funds). Undeposited Funds will be discussed in more detail in Lesson 7 under Make Deposits.

The screenshot shows the 'Enter Sales Receipts' window in QuickBooks. The 'DEPOSIT TO' dropdown is highlighted in red and set to '10100 - Checking'. The window displays a sales receipt for 'Abercrombie, Kristy: Family Room'. The receipt includes a table of items with columns for ITEM, DESCRIPTION, QTY, UOM, RATE, AMOUNT, and TAX. The total amount is 1,067.88. The 'CHECK NO.' is 3674 and the 'DATE' is 10/25/2025.

| ITEM | DESCRIPTION | QTY | UOM | RATE | AMOUNT | TAX |
|----------------|---|-----|-----|--------|--------------|-----------------|
| Removal | Removal labor - cleaned up backyard in preparation for deck | 6.5 | | 35.00 | 227.50 | Non |
| Installation | Installation labor - installed new deck | 4 | | 35.00 | 140.00 | Non |
| Lumber/Decking | Decking lumber | | | 650.00 | 650.00 | Tax |
| | | | | | 50.38 | |
| | | | | | TOTAL | 1,067.88 |

4. Close the Enter Sales Receipts window.

Fill in a Sales Form

Filling in an invoice is just like filling in a paper form: enter the customer information first (this will populate the header portion of the invoice), followed by a description of the charges (this will populate the detail portion of the invoice).



Step-by-Step: Enter Customer Information on an Invoice

1. On the Home page, click **Create Invoices** (or select **CTRL+i** or **Customers → Create Invoices**; there are several other ways to open the Create Invoices window).
2. If you have custom invoice templates, choose the invoice template you would like to use from the drop-down list.
3. In the Customer:Job field, enter the name of the customer/job for whom you wish to create an invoice.
4. If the Billable Time/Costs window pops up, choose to **Add billable time or expenses**.

NOTES

Fill in the Line Item Area

In the bottom half of the invoice (the detail or body of the invoice), you list each service or product you're selling on its own line, along with the amount the customer owes for that item. Because information about individual items is on separate lines, the lines are called line items.

But items are not just products you sell or services you provide to clients. Line items can be anything you might want to put in the detail area of an invoice, like a discount, subtotal line, markup or sales tax calculation.



Step-by-Step: Complete the Line Item Area of an Invoice

1. In the Item field, choose the item you would like to add to the invoice. If you chose to add billable expenses from the last exercise, these items will already appear in this section.
2. Press **Tab** until you reach the Quantity column.
3. Enter the quantity of the item for which you wish to invoice in the Quantity column.
4. Press **Tab** to enter the rate or per unit price for this item. If this item has been set up with a default rate, it will automatically appear on the line, but you can overwrite it.
5. Press **Tab** to see the amount or extension of the quantity multiplied by the per unit price.
6. Let QuickBooks populate the Tax code for this item automatically, but you can overwrite it by selecting a different tax code from the drop-down.

| ITEM | DESCRIPTION | QTY | U/M | RATE | AMOUNT | TAX |
|----------------|---|-----|-----|--------|--------|-----|
| Removal | Removal labor - cleaned up backyard in preparation for deck | 6.5 | | 35.00 | 227.50 | Non |
| Installation | Installation labor - installed new deck | 4 | | 35.00 | 140.00 | Non |
| Lumber:Decking | Decking lumber | | | 650.00 | 650.00 | Tax |

NOTES

Complete the Sales Form



Step-by-Step: Complete and Record the Invoice

1. At the top of the screen, in the Main tab of the ribbon, click the drop-down under **Print** → **Preview**.
2. Click **Zoom In** above the previewed form and use the scroll bars to see the invoice items at greater magnification.

| | | | | | |
|-------|-----------|-----------|----------------|------|-------|
| Print | Prev page | Next page | Zoom In | Help | Close |
|-------|-----------|-----------|----------------|------|-------|

| Rock Castle Construction 1735 County Road Bayshore, CA 94326 | | Invoice | | | | | | | | | | | | |
|---|------------|--|---|--|-----------------|------------|---|---------|--------------|------------|-------------------------|--------|--------------------|------------|
| | | <table border="1"> <tr> <th>DATE</th> <th>INVOICE #</th> </tr> <tr> <td>12/15/2024</td> <td>1100</td> </tr> </table> | DATE | INVOICE # | 12/15/2024 | 1100 | | | | | | | | |
| DATE | INVOICE # | | | | | | | | | | | | | |
| 12/15/2024 | 1100 | | | | | | | | | | | | | |
| <table border="1"> <tr> <th>BILL TO</th> </tr> <tr> <td>Sonya Bristol 5920 N. Lighthouse Bayshore, CA 94326</td> </tr> </table> | | BILL TO | Sonya Bristol 5920 N. Lighthouse Bayshore, CA 94326 | <table border="1"> <tr> <th>SHIP TO</th> </tr> <tr> <td>Sonya Bristol 5920 N. Lighthouse Bayshore, CA 94326</td> </tr> </table> | | SHIP TO | Sonya Bristol 5920 N. Lighthouse Bayshore, CA 94326 | | | | | | | |
| BILL TO | | | | | | | | | | | | | | |
| Sonya Bristol 5920 N. Lighthouse Bayshore, CA 94326 | | | | | | | | | | | | | | |
| SHIP TO | | | | | | | | | | | | | | |
| Sonya Bristol 5920 N. Lighthouse Bayshore, CA 94326 | | | | | | | | | | | | | | |
| | | <table border="1"> <tr> <th>TERMS</th> <th>DUE DATE</th> <th>PROJECT</th> </tr> <tr> <td>Net30</td> <td>1/14/2025</td> <td>Repairs</td> </tr> </table> | TERMS | DUE DATE | PROJECT | Net30 | 1/14/2025 | Repairs | | | | | | |
| TERMS | DUE DATE | PROJECT | | | | | | | | | | | | |
| Net30 | 1/14/2025 | Repairs | | | | | | | | | | | | |
| DESCRIPTION | QUANTITY | U/M | RATE | AMOUNT | | | | | | | | | | |
| Removal labor | 40 | | 35.00 | 1,400.00 | | | | | | | | | | |
| | | | | <table border="1"> <tr> <td>Subtotal</td> <td>\$1,400.00</td> </tr> <tr> <td>Sales Tax (7.75%)</td> <td>\$0.00</td> </tr> <tr> <td>Total</td> <td>\$1,400.00</td> </tr> <tr> <td>Payments/Credits</td> <td>\$0.00</td> </tr> <tr> <td>Balance Due</td> <td>\$1,400.00</td> </tr> </table> | Subtotal | \$1,400.00 | Sales Tax (7.75%) | \$0.00 | Total | \$1,400.00 | Payments/Credits | \$0.00 | Balance Due | \$1,400.00 |
| Subtotal | \$1,400.00 | | | | | | | | | | | | | |
| Sales Tax (7.75%) | \$0.00 | | | | | | | | | | | | | |
| Total | \$1,400.00 | | | | | | | | | | | | | |
| Payments/Credits | \$0.00 | | | | | | | | | | | | | |
| Balance Due | \$1,400.00 | | | | | | | | | | | | | |

Print Prev page Next page **Zoom In** Help Close

Rock Castle Construction
1735 County Road
Bayshore, CA 94326

Sales Receipt

| | |
|------------|----------|
| DATE | SALE NO. |
| 10/25/2025 | 3004 |

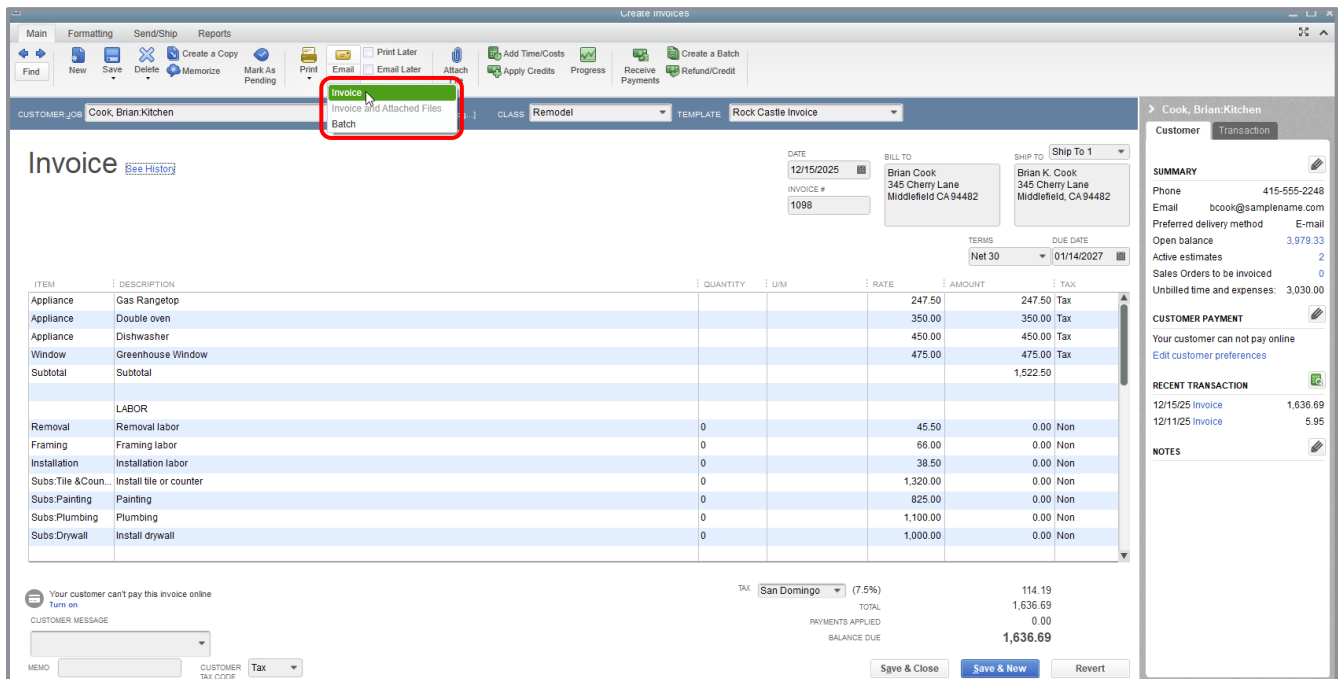
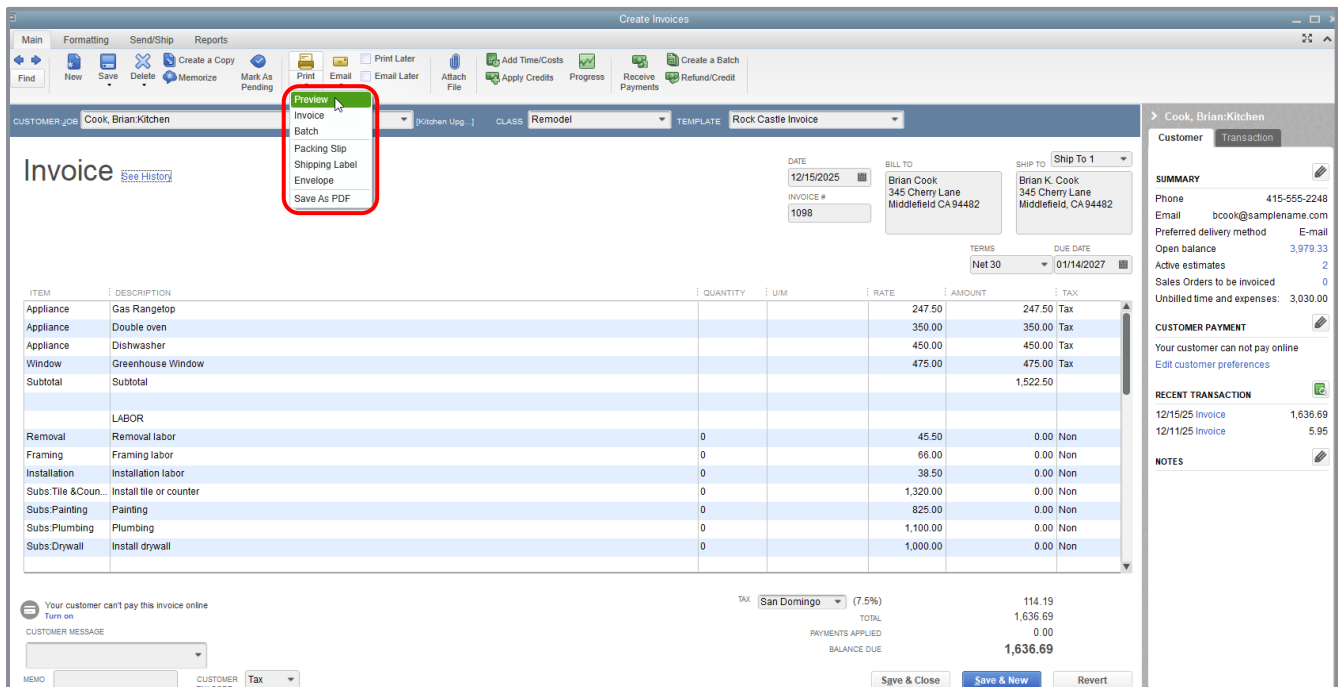
SOLD TO
Kristy Abercrombie
5647 Cypress Hill Rd
Bayshore CA 94326

| | | |
|-----------|-----------------|-------------|
| CHECK NO. | PAYMENT METH... | PROJECT |
| 3674 | | Family Room |

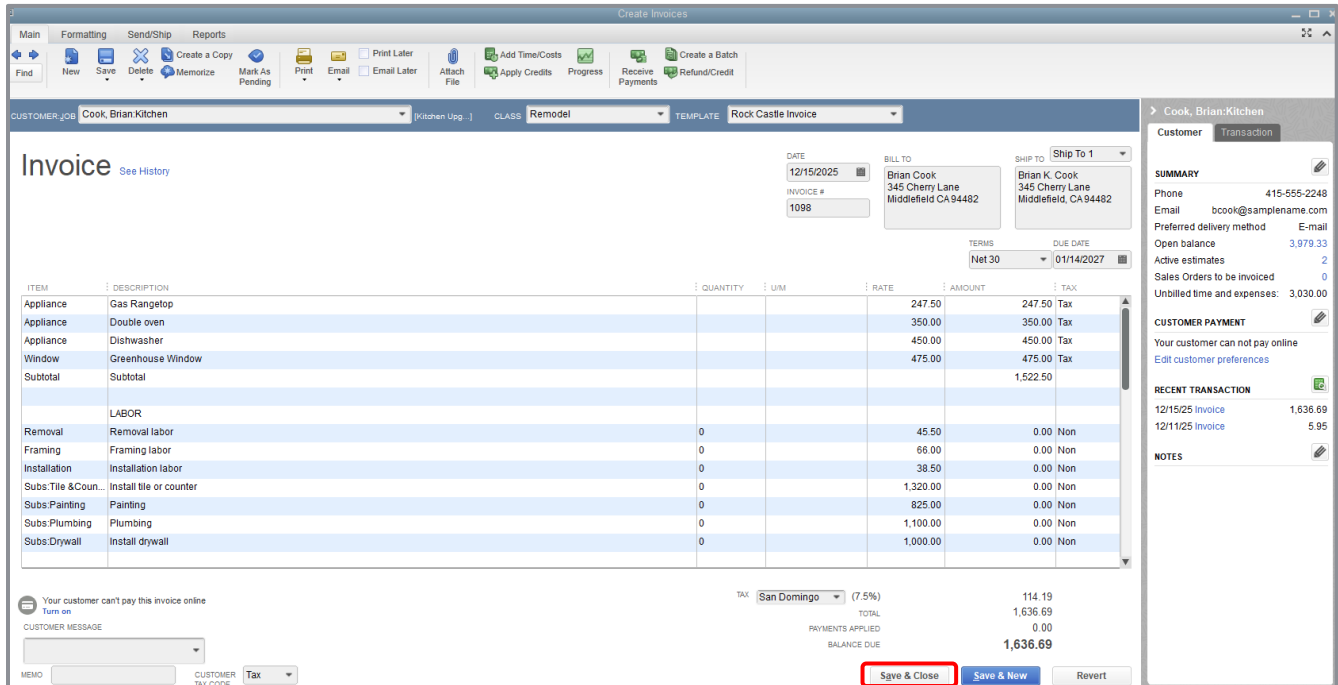
| DESCRIPTION | QTY | U/M | RATE | AMOUNT |
|---|-----|-----|--------|-------------------|
| Removal labor - cleaned up backyard in preparation for deck | 6.5 | | 35.00 | 227.50 |
| Installation labor - installed new deck | 4 | | 35.00 | 140.00 |
| Decking lumber | | | 650.00 | 650.00 |
| CA sales tax, San Tomas County | | | 7.75% | 50.38 |
| Total | | | | \$1,067.88 |

3. Click **Close**.

- Invoices and other sales forms can be printed, emailed or saved as PDFs by clicking on the drop-down under **Preview** or **Email** in the Main tab of the ribbon at the top of the form.



5. In the Create Invoices window, record the sale and close the window by clicking **Save & Close**.



QuickBooks records the invoice in your Accounts Receivable register.

If this were a sales receipt rather than an invoice, QuickBooks would record the sale in your Undeposited Funds account, where it would stay until you deposit the money at the bank. This assumes Undeposited Funds was chosen as the Deposit To account. If a checking or savings account was selected as the Deposit To account, no separate deposit transaction would be required; the money from the sales receipt would go directly into the bank account. The option to select where to deposit the payment is available only when the Payments preference Use Undeposited Funds as a default deposit to account is turned off.

The Accounts Receivable register keeps track of how much money your customers owe you.



Step-by-Step: See the Accounts Receivable Register Display a Completed Sales Receipt

1. Open the Chart of Accounts.
2. In the Chart of Accounts, double-click the **Accounts Receivable** account. The register for Accounts Receivable displays.
3. To open a transaction, double-click the transaction in the register, or click it once, then click the **Edit Transaction** button at the top of the Accounts Receivable register toolbar.

| DATE | NUMBER | CUSTOMER | ITEM | QTY | RATE | AMT CHRG | AMT PAID |
|-----------|-------------|---------------------|-------------------|----------|------|-----------|------------|
| TYPE | DESCRIPTION | CLASS | BILLED DATE | DUE DATE | | | |
| 2/12/2025 | 306 | Teschner, Anton | Sun Room | | | | 3,500.00 |
| | PMT | | | | | | |
| 2/12/2025 | 1093 | Lew Plumbing - C | Storage Expansion | | | 220.00 | 01/11/2027 |
| | INV | | | | | | |
| 2/12/2025 | 10586 | Nguyen, Tuan | Garage | | | | 2,200.00 |
| | PMT | | | | | | |
| 2/14/2025 | 986 | Jacobsen, Doug | Kitchen | | | | 2,000.00 |
| | PMT | | | | | | |
| 2/14/2025 | 1094 | Natiello, Ernesto | Kitchen | | | 2,080.11 | |
| | INV | | | | | | Paid |
| 2/14/2025 | 1095 | Natiello, Ernesto | Kitchen | | | 8,656.25 | |
| | INV | | | | | | Paid |
| 2/14/2025 | 1096 | Natiello, Ernesto | Kitchen | | | 2,824.03 | |
| | INV | | | | | | Paid |
| 2/15/2025 | | Roche, Diarmuid | Garage repairs | | | | 440.00 |
| | PMT | | | | | | |
| 2/15/2025 | | Abercrombie, Kristy | Remodel Bathroom | | | | 7,633.28 |
| | PMT | | | | | | |
| 2/15/2025 | 1097 | Robson, Dardi | Robson Clinic | | | 12,420.98 | |
| | INV | | | | | | 12/15/2026 |
| 2/15/2025 | 1098 | Cook, Brian | Kitchen | | | 1,638.69 | |
| | INV | | | | | | 01/14/2027 |
| 2/15/2025 | 142000 | Natiello, Ernesto | Kitchen | | | | 13,560.39 |
| | PMT | | | | | | |
| 2/15/2025 | | | | | | | |

1-Line Show open balance

Sort by Date, Type, NumberRef

ENDING BALANCE **93,007.93**

Reconcile Restore

4. Close the register.

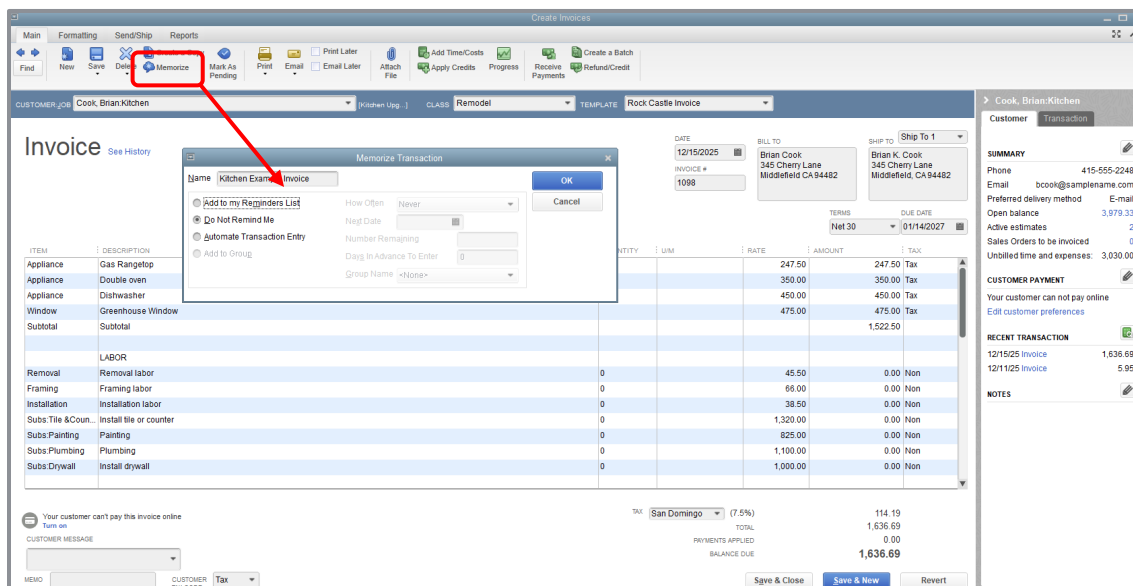
Repeat a Sale

Many of the sales you make in your business are ones you repeat again and again. For example, you may have a standing monthly order from a customer, or you may perform essentially the same services for more than one client. QuickBooks lets you memorize sales forms so you don't have to retype the information. In fact, QuickBooks allows you to memorize a transaction (several types) so it is automated on a schedule if it's something that happens regularly in exactly the same way.



Step-by-Step: Memorize the Invoice

1. Make sure you have the invoice you want to memorize displayed on your screen.
2. From the Main tab of the ribbon in the upper right of the task bar, choose **Memorize**. The Memorize Transaction window appears on top of the invoice.

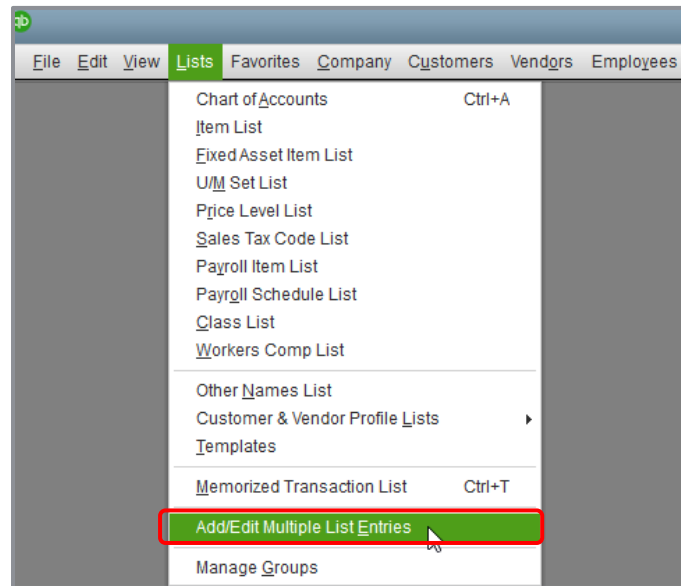


3. In the Name field, type a description that will help you recognize the memorized invoice or keep the default description QuickBooks has provided.
4. Click the radio button next to **Do Not Remind Me**.
5. Click **OK**. If your computer's sound is turned on, you'll likely hear a camera taking a picture.
6. Close the Create Invoice, Accounts Receivable register and Chart of Accounts windows.



Step-by-Step: Recall a Memorized Sale

1. From the Lists menu, choose **Memorized Transaction List**.



2. Double-click the memorized transaction you just added. Remember, this is just a snapshot copy of an invoice that you've memorized, not the original invoice. It is the beginning of a new invoice that already has some copied information from the original invoice.
3. Make any necessary changes on this copy of the memorized invoice (such as the date or other details) before you save it.

| TRANSACTION NAME | TYPE | SOURCE ACCOUNT | AMOUNT | FREQUENCY | AUTO | NEXT DATE |
|--------------------------------|-----------------|---------------------------|----------|-----------|------|------------|
| Kitchen Example Invoice | Invoice | 11000 - Accounts Rece... | 1,636.69 | Never | | |
| Overhead | General Journal | 13100 - Pre-paid Insur... | 675.00 | Never | | |
| Recurring Depr Entry - Monthly | General Journal | 54000 - Job Expenses... | 19.60 | Monthly | ✓ | 12/31/2025 |
| Sergeant Insurance | Check | 10100 - Checking | 675.00 | Monthly | | 01/15/2026 |

4. Click **Save & Close** to record the invoice.
5. Press the **Esc** key to close the Memorized Transaction List.

Create Batch Invoices

Batch invoices are a way to assemble a list of customers to whom you can send similar invoices all at once. This can be great for recurring service billing.



Step-by-Step: Create a Batch Invoice

1. From the Customers menu, choose **Create Batch Invoices**.
2. Click the drop-down next to **All fields** to see the field types that are available for searching.
3. In the Look for field, you can search for a specific search term. Click the drop-down in **All fields** to see the field types that can be selected for finding the search term.

Batch Invoice ✕

Step 1 of 3: Select a billing group or choose customers and click **Next**.

SEARCH

Look for in All fields ▼

Search within results

Search Results

| NAME ▲ | BALANCE TO... | TERMS |
|----------------------|---------------|--------|
| Abercrombie, Kristy | 0.00 | Net 30 |
| Family Room | 0.00 | Net 30 |
| Finished Basement | 0.00 | Net 30 |
| Kitchen | 0.00 | Net 30 |
| Remodel Bathroom | 0.00 | Net 30 |
| Allard, Robert | 14,510.00 | Net 15 |
| Remodel | 14,510.00 | Net 15 |
| Babcock's Music Shop | 0.00 | Net 15 |
| Remodel | 0.00 | Net 15 |
| Baker, Chris | 0.00 | Net 30 |
| Family Room | 0.00 | Net 30 |

BILLING GROUP

[What is a billing group?](#)

CUSTOMERS IN THIS GROUP

Step 1 of 3: Select a billing group or choose customers and click Next.

SEARCH
Look for in

Search Results

| NAME | BALANCE TO... | TERMS |
|----------------------|---------------|--------|
| Abercrombie, Kristy | 0.00 | Net 30 |
| Family Room | 0.00 | Net 30 |
| Finished Basement | 0.00 | Net 30 |
| Kitchen | 0.00 | Net 30 |
| Remodel Bathroom | 0.00 | Net 30 |
| Allard, Robert | 14,510.00 | Net 15 |
| Remodel | 14,510.00 | Net 15 |
| Babcock's Music Shop | 0.00 | Net 15 |
| Remodel | 0.00 | Net 15 |
| Baker, Chris | 0.00 | Net 30 |
| Family Room | 0.00 | Net 30 |

4. Click **Search**.

Step 1 of 3: Select a billing group or choose customers and click Next.

SEARCH
Look for in

Search within results

Search Results

| NAME | BALANCE TO... | TERMS |
|----------------------|---------------|--------|
| Abercrombie, Kristy | 0.00 | Net 30 |
| Family Room | 0.00 | Net 30 |
| Finished Basement | 0.00 | Net 30 |
| Kitchen | 0.00 | Net 30 |
| Remodel Bathroom | 0.00 | Net 30 |
| Allard, Robert | 14,510.00 | Net 15 |
| Remodel | 14,510.00 | Net 15 |
| Babcock's Music Shop | 0.00 | Net 15 |
| Remodel | 0.00 | Net 15 |
| Baker, Chris | 0.00 | Net 30 |
| Family Room | 0.00 | Net 30 |

5. In the Billing Group field, enter a name for your batch, then select the **Enter** or the **Tab** key. If you entered a Billing Group name that does not exist, you will receive a prompt to set up this group. Select **Setup** to confirm you wish to create this new Billing Group.

Batch Invoice

Step 1 of 3: Select a billing group or choose customers and click Next.

SEARCH
Look for in Search within results

BILLING GROUP

Manage Groups [What is a billing group?](#)

Search Results

| NAME | BALANCE TO... | TERMS |
|---------------------------------------|---------------|-------|
| Melton, Johnny:Basement Remodel | 0.00 | |
| Vasquez, Anabel:Basement Remodel | 0.00 | |
| Abercrombie, Kristy:Finished Basement | 0.00 | |

Group Not Found

Basements is not in the Existing Group list.

6. Highlight each client from the Search Results you wish to add to the Billing Group, one at a time, then choose **Add**, or you can click **Select All**. (If you added a client in error, highlight it in the Customers in this group field and choose **Remove**.)

Batch Invoice

Step 1 of 3: Select a billing group or choose customers and click Next.

SEARCH

Look for **basement** in Customer:Job Name

Search Reset Search within results

Search Results

| NAME | BALANCE TO... | TERMS |
|---------------------------------------|---------------|--------|
| Melton, Johnny:Basement Remodel | 0.00 | Net 30 |
| Vasquez, Anabel:Basement Remodel | 0.00 | Net 15 |
| Abercrombie, Kristy:Finished Basement | 0.00 | Net 30 |

Select All **Clear All**

BILLING GROUP

Basements

Manage Groups [What is a billing group?](#)

Billing group : Basements

CUSTOMERS IN THIS GROUP

Melton, Johnny:Basement Remodel

Vasquez, Anabel:Basement Remodel

Abercrombie, Kristy:Finished Basement

Add >

< Remove

Save Group

Back **Next** **Help** **Cancel**

7. Click **Save Group**.
8. Click **Next**.

9. Choose the date of the invoices being issued in one batch as well as the invoice template you wish to use for the entire batch.
10. Enter the information you would like on your invoice.
11. Click **Next**.

Batch Invoice ✕

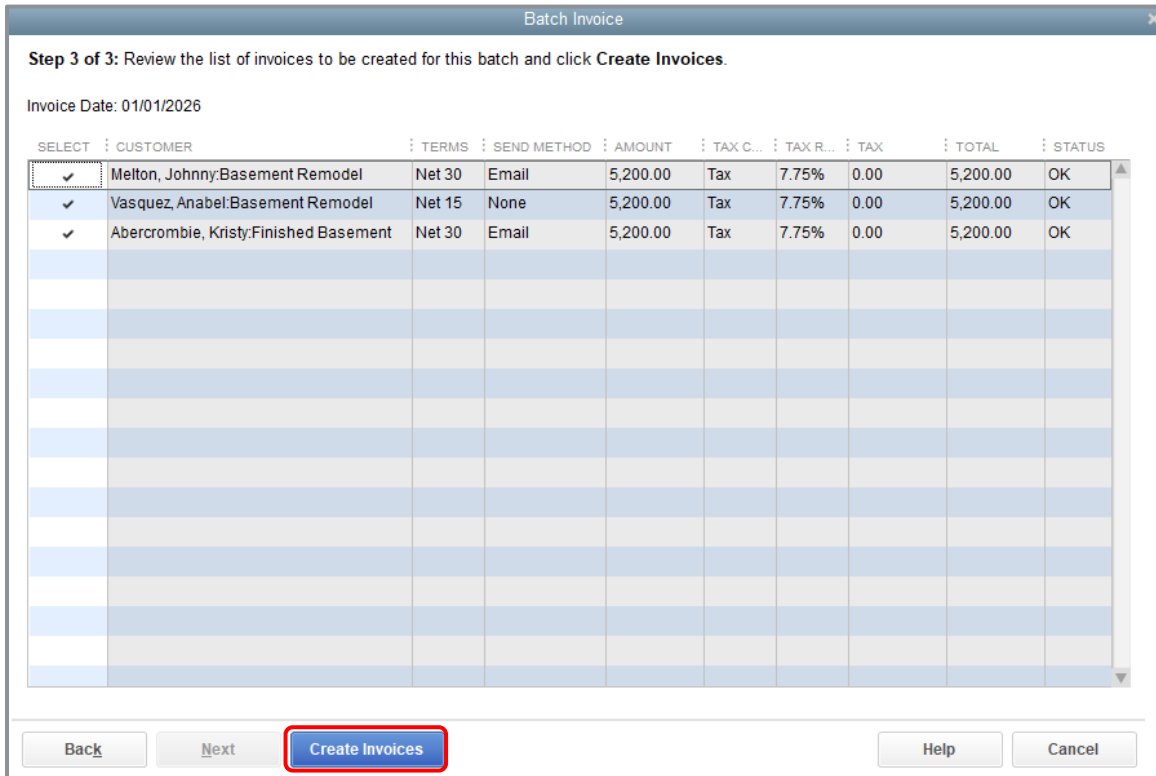
Step 2 of 3: Choose the line items for the batch invoice and click **Next**. [How do I enter the terms, sales tax rate, and send method?](#)

Date: Template:

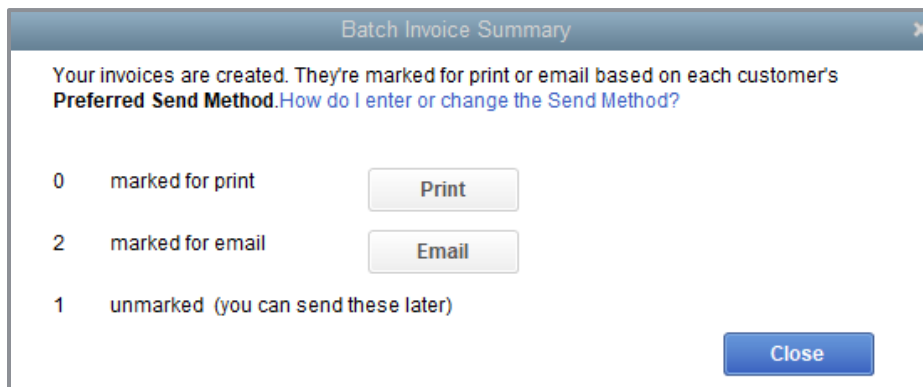
| ITEM | DESCRIPTION | QUANTITY | U/M | RATE | AMOUNT | TAX |
|--------------|--------------------|----------|-----|----------|----------|-----|
| Floor Plans | Floor plans | | | 1,000.00 | 1,000.00 | Non |
| Blueprints | Blueprints | | | 1,500.00 | 1,500.00 | Non |
| Framing | Framing labor | 15 | | 55.00 | 825.00 | Non |
| Installation | Installation labor | 25 | | 75.00 | 1,875.00 | Non |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| TOTAL | | | | | 5,200.00 | |

CUSTOMER MESSAGE

12. Review the list of customers checked in the next window and click **Create Invoices**.



13. The Batch Invoice Summary appears. Click **Email** to send the invoices to your customers or **Print** to print the invoices.



14. Click **Close** to close the Batch Invoice Summary.

Enter a New Item

Items are what we use on sales forms, e.g., estimates, sales orders, invoices, credit memos, and sales receipts. Items represent the products or services that are sold and each item is mapped to one or more accounts in QuickBooks. Items can be mapped to one, two or three accounts in QuickBooks, depending on the item setup.

- **One-sided Items** - These items are used only on *either* a sale *or* a purchase form, not both. For example, if you sell consulting services, you may have an item named *Consulting* for use on your invoices. This item will be mapped to an income account to view on your Profit & Loss report. If this item were used on a purchase transaction, it would post a negative transaction to your income account.
- **Two-sided Items** - These items are used on *both* a sale *and* a purchase form. The setup for these items allows you to post to an income account when used on a sales form and post to an expense account when used on a purchase form. In the example of *Consulting* as a two-sided item, this item will be mapped to an income account on sales transactions, but will also be mapped to a cost of goods sold or expense account on purchase transactions (when recording sub-contractor labor, for example).
- **Three-sided Items** - Three-sided items are used for inventory. The setup of these items allows you to purchase the item and receive it into your Inventory Asset account (part 1). When you sell the inventory, the item posts to your Income account (part 2) and makes a Cost of Goods Sold entry (part 3).

In this section, you will look at a one-sided item entry.



Step-by-Step: Add a One-sided Item

- From the Lists menu, choose **Item List**.

| NAME | DESCRIPTION | TYPE | ACCOUNT | TOTAL QUANTITY | ON SALES O. | PRICE | ATTACH |
|----------------|--------------------------------------|----------------|------------------------------|----------------|-------------|----------|--------|
| Labor | | Service | 40100 - Construction Inco... | | | 0.00 | |
| Removal | Removal labor | Service | 40100 - Construction Inco... | | | 35.00 | |
| Repairs | Repair work | Service | 40100 - Construction Inco... | | | 35.00 | |
| Subs | Subcontracted services | Service | 40100 - Construction Inco... | | | 0.00 | |
| Carpet | Install carpeting | Service | 40100 - Construction Inco... | | | 0.00 | |
| Drywall | Install drywall | Service | 40100 - Construction Inco... | | | 0.00 | |
| Duct Work | Heating & Air Conditioning Duct Work | Service | 40100 - Construction Inco... | | | 0.00 | |
| Electrical | Electrical work | Service | 40100 - Construction Inco... | | | 0.00 | |
| Insulating | Install insulation | Service | 40100 - Construction Inco... | | | 0.00 | |
| Metal Wrk | Metal Work | Service | 40100 - Construction Inco... | | | 0.00 | |
| Painting | Painting | Service | 40100 - Construction Inco... | | | 0.00 | |
| Plumbing | Plumbing | Service | 40100 - Construction Inco... | | | 0.00 | |
| Roofing | Roofing | Service | 40100 - Construction Inco... | | | 0.00 | |
| Tile & Counter | Install tile or counter | Service | 40100 - Construction Inco... | | | 0.00 | |
| Cabinets | Cabinets | Inventory Part | 40100 - Construction Inco... | 0 | 0 | 0.00 | |
| Cabinet Pulls | Cabinet Pulls | Inventory Part | 40100 - Construction Inco... | 423 | 0 | 0.00 | |
| Light Pine | Light pine kitchen cabinet wall unit | Inventory Part | 40100 - Construction Inco... | 6 | 2 | 1,799.00 | |
| Door Frame | standard interior door frame | Inventory Part | 40100 - Construction Inco... | 21 | 0 | 0.00 | |
| Hardware | | Inventory Part | 40100 - Construction Inco... | 0 | 0 | 0.00 | |
| Brass hinges | standard interior brass hinge | Inventory Part | 40100 - Construction Inco... | 246 | 0 | 0.00 | |
| Doorknobs Std | Standard Doorknobs | Inventory Part | 40100 - Construction Inco... | 124 | 0 | 30.00 | |
| Lk Doorknobs | Locking interior doorknobs | Inventory Part | 40100 - Construction Inco... | 122 | 0 | 38.00 | |
| Wood Door | Doors | Inventory Part | 40100 - Construction Inco... | 1 | 0 | 0.00 | |
| Exterior | Exterior wood door | Inventory Part | 40100 - Construction Inco... | 16 | 0 | 120.00 | |

- Click the **Item** drop-down at the bottom left of the window then choose **New**.

- In the New Item window, choose an item type (e.g., **Service** as in the screen capture below), from the **Type** drop-down list.



IMPORTANT: When you select an item type, a description of how that item should be used will appear to the right of the drop-down box.

The screenshot shows the 'New Item' dialog box. The 'TYPE' dropdown is set to 'Service', and a description is displayed to its right. Below this, there are fields for 'Item Name/Number' and 'Subitem of'. The 'UNIT OF MEASURE' section shows 'U/M Set' and an 'Edit...' button. A checkbox is present for 'This service is used in assemblies or is performed by a subcontractor or partner'. The bottom section contains a 'Description' text area, a 'Rate' field set to '0.00', a 'Tax Code' dropdown set to 'Tax', and an 'Account' dropdown. An 'Item is inactive' checkbox is also visible on the right side of the dialog.

- Assign an item name or number in the Item Name/Number field.
- In the Description field, enter the default information you would like to appear when this item is used on a form. (This default information can be overwritten on any individual transaction.)
- You can assign a standard per unit selling price in the Rate field.
- In the Tax Code field, assign a standard taxable or non-taxable code.



IMPORTANT: Items marked as Non-taxable in the setup will not accrue sales tax on sales forms. See the Sales Tax training section for additional information.

- In the Account field, choose the appropriate Income account to post to when this item is used on sales forms.

9. Click **OK** to add the new item to the Item List.

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

Item Name/Number Subitem of
Drafts

UNIT OF MEASURE
U/M Set Edit...

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

Description Rate 0.00
Draft blueprints Tax Code Non
Account 40100 - Constr...

Item is inactive

OK
Cancel
Next
Notes
Custom Fields
Spelling

10. Close the Item List.

Create New Price Levels

For each price level you create, assign a name and percentage increase or decrease to the item's base or standard sales price. You can create up to 100 price levels in QuickBooks Pro and Premier to use on invoices, sales receipts, estimates and credit memos. To enable price levels in a company, click **Edit** → **Preferences** → **Sales & Customers** → **Company Preferences** → **Enable Price Levels**.



Step-by-Step: Create a New Price Level

1. From the Lists menu, choose **Price Level List**.

| NAME | TYPE | DETAILS |
|---------------------------|----------|-----------------|
| Commercial | Fixed % | -10.0% |
| Industrial | Fixed % | -15.0% |
| Residential | Fixed % | -5.0% |
| Door Replacement Special | Per Item | varies per item |
| Kitchen Upgrade Package | Per Item | varies per item |
| Pretell Real Estate Rates | Per Item | varies per item |

2. From the Price Level menu button, choose **New**.
3. In the Name field, enter a name for the price level.
4. Click the **Type** drop-down list, then select **Fixed %** or **Per Item**. This setting determines if you have a fixed markup/discount or if you would like to set up custom prices per item. (Per Item Price Levels are not available in QuickBooks Desktop Pro.)
5. Set your rounding parameters.
6. Click **OK**.
7. Close the Price Level List.

Associate Price Levels with Customers

When you assign price levels to customers, QuickBooks calculates rates and amounts on sales forms based on the price level associated with that customer.



Step-by-Step: Associate a Price Level with a Customer

1. Open the Customer Center.
2. In the Customers & Jobs List, select the customer whose price level you wish to set.
3. Double-click the customer name to open the customer detail page.
4. Click the **Payment Settings** tab.
5. From the Price Level drop-down list, choose the price level you want to associate with the customer.

Customer Name: **Lew Plumbing - C**

Current Balance: **220.00** [How do I adjust the current balance?](#)

Address Info

ACCOUNT NO. [] CREDIT LIMIT []

Payment Settings

PAYMENT TERMS: **Net 30**

PRICE LEVEL: **Commercial** [?]

Sales Tax Settings

PREFERRED DELIVERY METHOD: **E-mail**

Additional Info

PREFERRED PAYMENT METHOD: **Master Card**

CREDIT CARD INFORMATION [?]

CREDIT CARD NO.: **9922xxxxxxxx2222**

EXP. DATE: **09 / 2005**

NAME ON CARD: **Lew Plumbing**

ADDRESS: **221 Old Bayshore Rd**

ZIP / POSTAL CODE: **94326**

ONLINE PAYMENTS

Let this customer:

Credit Card

Bank Transfer

Price Level Dropdown:

- < Add New >
- Commercial**
- Industrial
- Residential
- Door Replacement Special
- Kitchen Upgrade Package
- Pretell Real Estate Rates

Buttons: **OK** Cancel Help

Customer is inactive

6. Click **OK** to close the Edit Customer window and save your changes.

Now when you create a sales form for this customer, the price will automatically be adjusted according to the price level. However, you can still select the base or standard price, or any of the other prices associated with other price levels, for each item by clicking on the drop-down next to the rate that appears. You will also be able to overwrite the price altogether and enter a custom price for this sales form. See the next section, *Assign Special Prices to Individual Line Items*, for situations in which you might want to use this feature.

NOTES

Assign Special Prices to Individual Line Items

In addition to associating price levels with customers, you can also use other price levels and special prices on an individual basis on sales forms. Some examples of when you might want to do this are:

- You've associated a price level with a customer but want to charge the base sales price for an item on a sale to that customer
- You want to use a price level for one or more items, but you don't want to assign a price level to the customer for whom you're recording the sale
- A customer has negotiated a special one-time-only price with you on specific items



Step-by-Step: Apply a Price to a Single Line Item

1. In a sales form with line items, click in the **Rate** column and select the price level you want to use from the drop-down list that displays (or you can enter your own price for that item, even if it is not in the drop-down list).
2. When you move out of that field on the form QuickBooks recalculates the amount and balance due.

NOTES

Use the Income Tracker

The Income Tracker Center helps you manage collecting payments from your customers. It lists all overdue and nearly-due invoices in a single place, as well as unbilled estimates. You can send email reminders to one customer or many customers, and it tracks customer notes about your collection efforts.



Step-by-Step: Review Overdue and Nearly-due Payments for All Customers

1. From the Customers menu, select **Income Tracker** (or open the **Customer Center** and click **Income Tracker**).
2. Click any of the money bar's colored tabs on the top to filter the information, if desired.

The screenshot shows the 'Income Tracker' window with a summary bar at the top and a table of transactions below. The summary bar includes: UNBILLED (48,569.31, 6 ESTIMATES), UNPAID (108,607.93, 24 OPEN INVOICES), PAID (0.00, 0 PAID LAST 30 DAYS), and a central bar for 31,683.33 (17 TIME & EXPENSES).

| CUSTOMER/JOB | TYPE | NUMBER | DATE | DUE DATE | AMOUNT | OPEN BALANCE | LAST SENT DATE | STATUS | ACTION |
|--|-------------|--------|----------|----------|-----------|--------------|----------------|---------|--------|
| Abercrombie, Kristy Finished Basement | Invoice | 1102 | 1/01/26 | 1/31/26 | 5,200.00 | 5,200.00 | | Pending | Open |
| Melton, Johnny Basement Remodel | Invoice | 1100 | 1/01/26 | 1/31/26 | 5,200.00 | 5,200.00 | | Pending | Open |
| Vasquez, Anabel Basement Remodel | Invoice | 1101 | 1/01/26 | 1/16/26 | 5,200.00 | 5,200.00 | | | Open |
| Cook, Brian Kitchen | Invoice | 1098 | 12/15/25 | 1/14/27 | 1,636.69 | 1,636.69 | | | Open |
| Morgenthaler, Jenny Room Addition | Sales Order | 7003 | 12/15/25 | 1/14/27 | 271.53 | 271.53 | | | Open |
| Robson, Darci Robson Clinic | Invoice | 1097 | 12/15/25 | 12/15/26 | 12,420.98 | 12,420.98 | | | Open |
| Lew Plumbing - C Storage Expansion | Invoice | 1093 | 12/12/25 | 1/11/27 | 220.00 | 220.00 | | | Open |
| Cook, Brian Kitchen | Invoice | FC 6 | 12/11/25 | 1/10/27 | 5.95 | 5.95 | | | Open |
| Campbell, Heather Remodel | Invoice | 1092 | 12/10/25 | 12/25/26 | 13,900.00 | 13,900.00 | | | Open |
| Pretell Real Estate 155 Wilks Blvd. | Invoice | 1090 | 12/10/25 | 1/09/27 | 1,715.00 | 1,715.00 | | | Open |
| Violette, Mike Workshop | Invoice | 1089 | 12/05/25 | 2/03/27 | 5,732.23 | 4,732.23 | | | Open |
| Ecker Designs Office Repairs | Invoice | 1086 | 11/30/25 | 12/30/26 | 1,468.30 | 1,468.30 | | | Open |
| Teschner, Anton Sun Room | Invoice | 1085 | 11/28/25 | 12/13/26 | 8,305.95 | 565.95 | | | Open |
| Burch, Jason Room Addition | Invoice | 1083 | 11/25/25 | 12/25/26 | 1,005.00 | 1,005.00 | | | Open |
| Cook, Brian 2nd story addition | Invoice | 1081 | 11/25/25 | 12/25/26 | 5,418.00 | 5,418.00 | | | Open |
| Cook, Brian Kitchen | Invoice | 1080 | 11/25/25 | 12/25/26 | 1,636.69 | 1,636.69 | | | Open |
| Jacobsen, Doug Kitchen | Invoice | 1082 | 11/25/25 | 12/25/26 | 4,725.00 | 2,320.00 | | | Open |
| Melton, Johnny Dental office | Invoice | 1079 | 11/20/25 | 12/20/26 | 12,754.14 | 8,618.64 | | | Open |
| Hendro Riyadi Remodel Kitchen | Invoice | 1077 | 11/18/25 | 11/18/26 | 4,223.00 | 4,223.00 | | | Open |
| Vasquez, Anabel Basement Remodel | Sales Order | 7002 | 11/18/25 | 12/03/26 | 1,724.00 | 862.00 | | | Open |
| Cook, Brian Kitchen | Estimate | 610 | 11/17/25 | 12/17/26 | 4,225.41 | 4,225.41 | | | Open |
| Ecker Designs Office Repairs | Estimate | 609 | 11/16/25 | 11/16/26 | 5,828.80 | 5,828.80 | | | Open |
| Pretell Real Estate 155 Wilks Blvd. | Invoice | 1074 | 11/15/25 | 12/15/26 | 1,072.50 | 1,072.50 | | | Open |
| Vilton, David Remodel Kitchen | Invoice | 1076 | 11/15/25 | 11/30/26 | 700.00 | 700.00 | | | Open |
| Pretell Real Estate 75 Sunset Rd. | Estimate | 608 | 11/12/25 | 11/12/26 | 18,409.93 | 5,668.66 | | | Open |
| Abercrombie, Kristy Remodel Bathroom | Estimate | 606 | 10/30/25 | 10/30/26 | 3,114.00 | 3,114.00 | | | Open |
| Mackey's Nursery and Garden Supply Gr... | Invoice | 1068 | 10/20/25 | 11/04/26 | 13,900.00 | 13,900.00 | | | Open |

3. Click the down-facing arrow next to **Select** in the Action column for a list of actions you can take on each line.
4. In the Unbilled section (the left half) of the money bar, click the colored tab for **Estimates**. These are open estimates that can be turned into invoices by using the Action field.

- Place checkmarks in the boxes in the far left column next to each estimate (or one checkmark in the top box to indicate you are choosing all of them). Click **Batch Actions** at the bottom which, in this case, enables you to batch email them or mark them inactive.

The screenshot shows the 'Income Tracker' window in QuickBooks. At the top, there are summary boxes for 'UNPAID' (108,607.93) and 'PAID' (0.00). Below this is a table of estimates. The table has columns for 'CUSTOMER', 'TYPE', 'NUMBER', 'DATE', 'AMOUNT', 'OPEN BALANCE', 'LAST SENT DATE', 'STATUS', and 'ACTION'. There are six rows of estimates, each with a checked checkbox in the first column. At the bottom left, a 'Batch Actions' menu is open, showing options like 'Print Selected', 'Invoices', 'Sales Orders', 'Sales Receipts', 'Credit Memos/Refunds', 'Batch Email', and 'Mark As Inactive'. The 'Batch Email' option is highlighted. At the bottom right, there is a 'TOTAL' of 48,569.31 and a 'Showing 1 - 6 of 6' indicator.

| CUSTOMER | TYPE | NUMBER | DATE | AMOUNT | OPEN BALANCE | LAST SENT DATE | STATUS | ACTION |
|--|----------|--------|----------|-----------|--------------|----------------|--------|--------|
| <input checked="" type="checkbox"/> Cook, Brian Kitchen | Estimate | 610 | 11/17/25 | 4,225.41 | 4,225.41 | | Open | Select |
| <input checked="" type="checkbox"/> Ecker Designs Office Repairs | Estimate | 609 | 11/16/25 | 5,828.80 | 5,828.80 | | Open | |
| <input checked="" type="checkbox"/> Preteil Real Estate 75 Sunset Rd. | Estimate | 608 | 11/12/25 | 18,409.93 | 5,658.65 | | Open | |
| <input checked="" type="checkbox"/> Abercrombie, Kristy Remodel Bathroom | Estimate | 606 | 10/30/25 | 3,114.00 | 3,114.00 | | Open | |
| <input checked="" type="checkbox"/> Cook, Brian 2nd story addition | Estimate | 605 | 10/11/25 | 22,427.44 | 22,427.44 | | Open | |
| <input checked="" type="checkbox"/> Cook, Brian Kitchen | Estimate | 604 | 10/11/25 | 8,941.69 | 7,305.00 | | Open | |

6. The Manage Transactions button at the bottom left enables you to launch a new customer-related transaction such as a new invoice or estimate, or to edit the currently highlighted row.

The screenshot displays the QuickBooks Income Tracker window. At the top, there are three summary boxes: UNBILLED (48,569.31), UNPAID (108,607.93), and PAID (0.00). Below these is a table of transactions. The table has columns for CUSTOMER, TYPE, NUMBER, DATE, AMOUNT, OPEN BALANCE, LAST SENT DATE, STATUS, and ACTION. A 'Manage Transactions' button is highlighted in the bottom left corner, and a dropdown menu is open, showing options like 'Create New', 'Estimates', 'Sales Orders', 'Invoices', 'Sales Receipts', 'Statement Charges', 'Receive Payments', 'Credit Memos/Refunds', and 'Edit Highlighted Row'.

| CUSTOMER | TYPE | NUMBER | DATE | AMOUNT | OPEN BALANCE | LAST SENT DATE | STATUS | ACTION |
|--------------------------------------|----------|--------|----------|-----------|--------------|----------------|--------|--------|
| Cook, Brian Kitchen | Estimate | 610 | 11/11/25 | 4,225.41 | 4,225.41 | | Open | Select |
| Ecker Designs Office Repairs | Estimate | 609 | 11/16/25 | 5,828.80 | 5,828.80 | | Open | |
| Pretell Real Estate 75 Sunset Rd. | Estimate | 608 | 11/12/25 | 18,409.93 | 5,668.66 | | Open | |
| Abercrombie, Kristy Remodel Bathroom | Estimate | 606 | 10/30/25 | 3,114.00 | 3,114.00 | | Open | |
| Cook, Brian 2nd story addition | Estimate | 605 | 10/11/25 | 22,427.44 | 22,427.44 | | Open | |
| Cook, Brian Kitchen | Estimate | 604 | 10/11/25 | 8,941.69 | 7,305.00 | | Open | |

7. Close the Income Tracker.

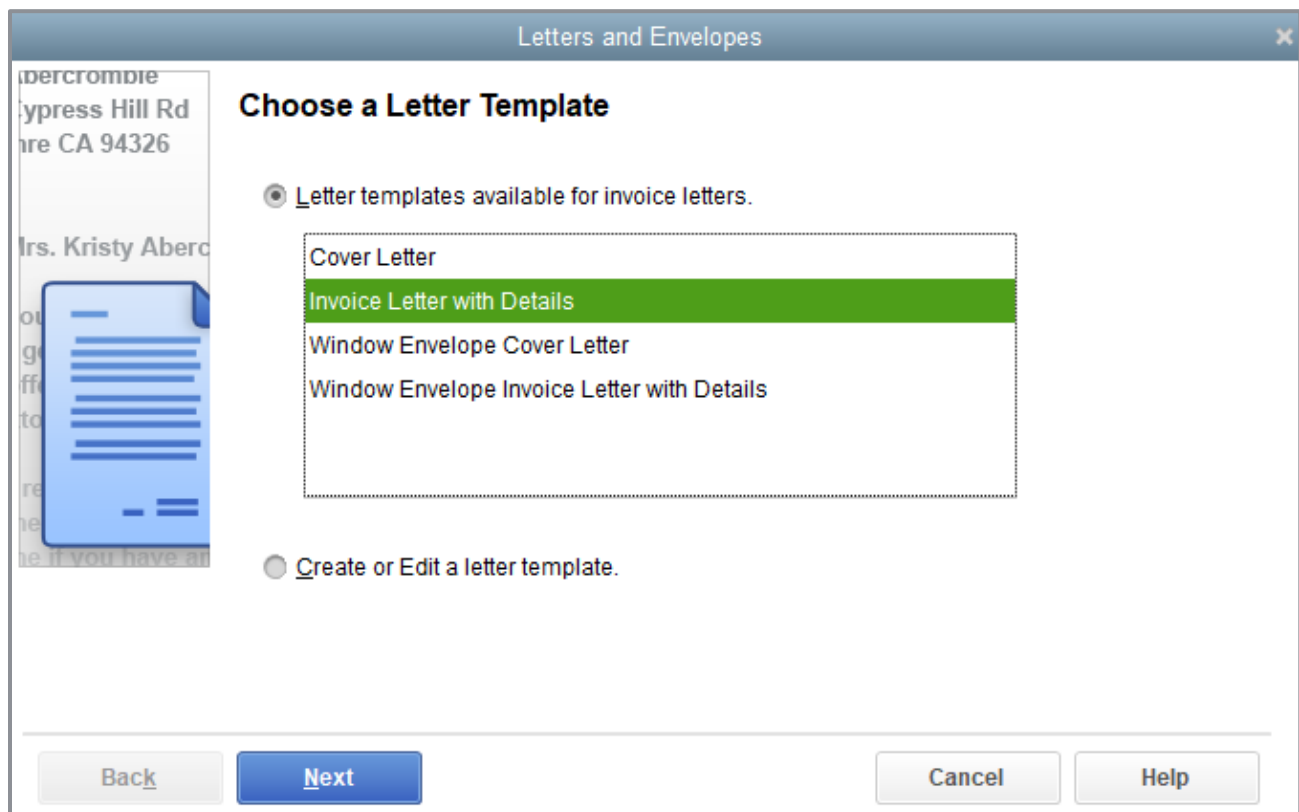
NOTES

Create Single Invoice Letters



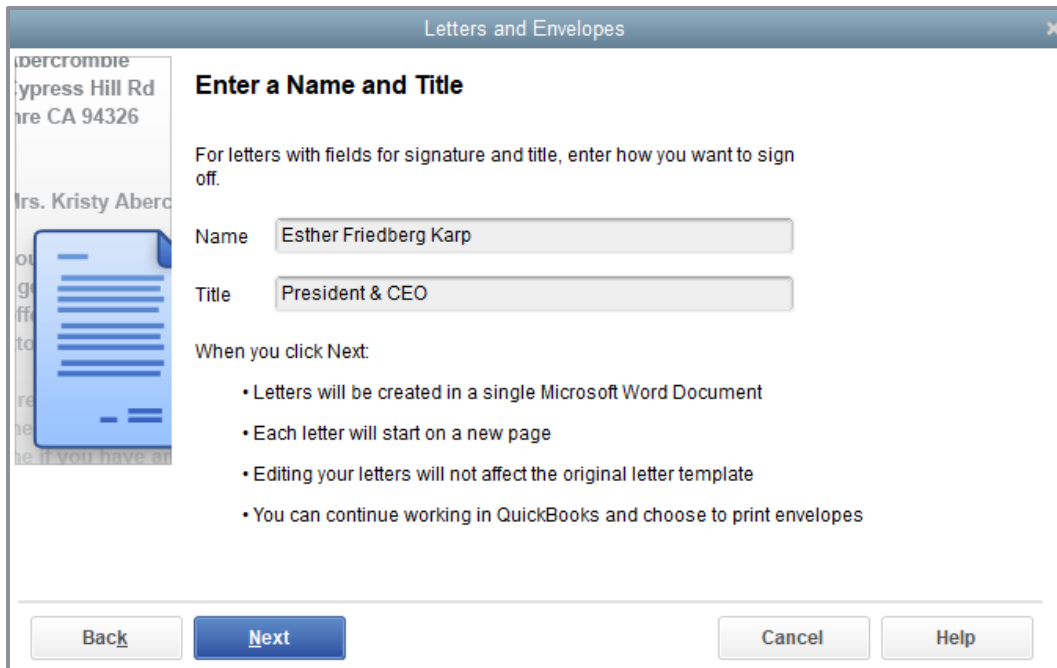
Step-by-Step: Create an Invoice Letter

1. From the Reports menu, choose **Customers & Receivables** → **Open Invoices** from the submenu.
2. In the on-screen Open Invoices report, double-click the open invoice for which you would like to send a letter.
3. Under the Send/Ship tab of the ribbon at the top, click the **Prepare Letter** icon to display the drop-down list.
4. Select **Prepare Letter** in the drop-down. If QuickBooks prompts you to find letters, click **Copy**.
5. Choose the type of letter you wish to create.



6. Click **Next**.

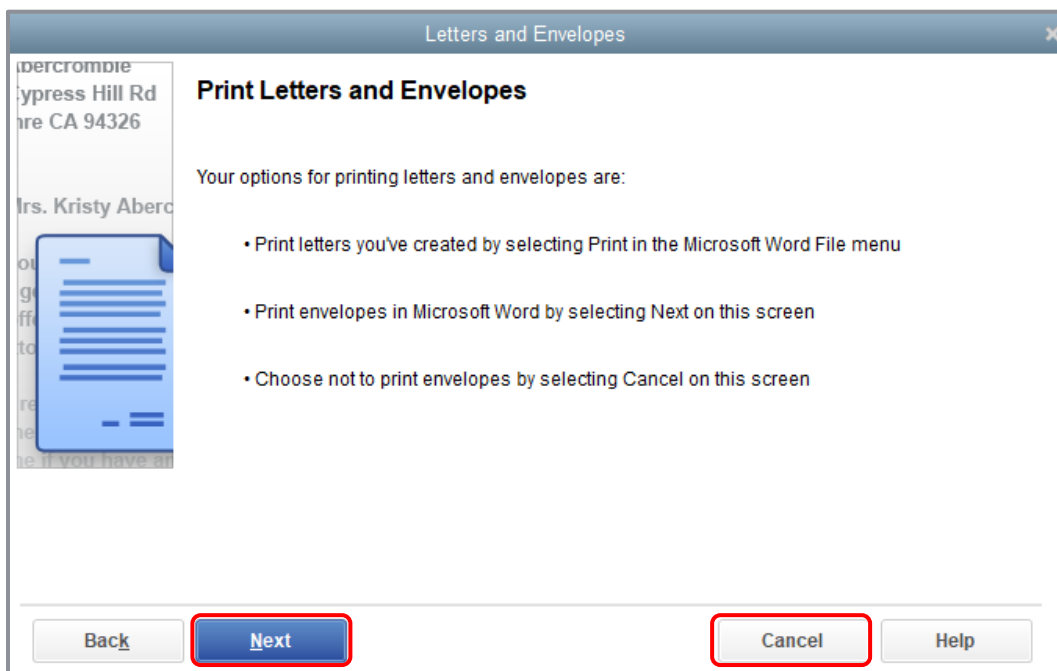
7. Enter the appropriate name and title for the letter signature.



The screenshot shows a dialog box titled "Letters and Envelopes" with a close button (X) in the top right corner. On the left side, there is a preview of a letter template with a blue header and body text. The main area is titled "Enter a Name and Title". Below the title, there is a text box for "Name" containing "Esther Friedberg Karp" and a text box for "Title" containing "President & CEO". Below these fields, there is a section titled "When you click Next:" followed by a bulleted list of instructions: "Letters will be created in a single Microsoft Word Document", "Each letter will start on a new page", "Editing your letters will not affect the original letter template", and "You can continue working in QuickBooks and choose to print envelopes". At the bottom of the dialog, there are four buttons: "Back", "Next", "Cancel", and "Help".

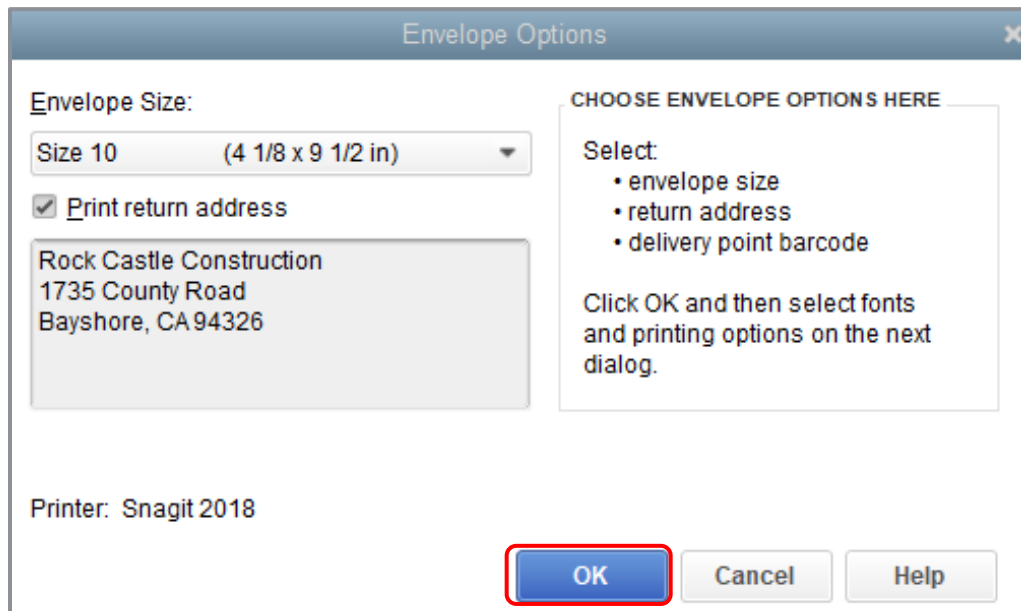
8. Click **Next**.

9. In the next screen, indicate whether you wish to print envelopes as well. If you wish only to print a letter, select **Cancel**.



The screenshot shows the same "Letters and Envelopes" dialog box, but now on the "Print Letters and Envelopes" screen. The title is "Print Letters and Envelopes". Below the title, there is a text box for "Name" containing "Esther Friedberg Karp" and a text box for "Title" containing "President & CEO". Below these fields, there is a section titled "Your options for printing letters and envelopes are:" followed by a bulleted list of instructions: "Print letters you've created by selecting Print in the Microsoft Word File menu", "Print envelopes in Microsoft Word by selecting Next on this screen", and "Choose not to print envelopes by selecting Cancel on this screen". At the bottom of the dialog, there are four buttons: "Back", "Next", "Cancel", and "Help". The "Next" and "Cancel" buttons are highlighted with red rectangles.

10. If you wish to print a letter and envelope, click **Next**. In this case, you will see an Envelope Options screen appear. Choose your envelope size and return address, then click **OK**.



The image shows a dialog box titled "Envelope Options" with a close button (X) in the top right corner. The dialog is divided into several sections:

- Envelope Size:** A dropdown menu is set to "Size 10 (4 1/8 x 9 1/2 in)".
- Print return address:** A checkbox is checked.
- Return Address:** A text box contains the address: "Rock Castle Construction", "1735 County Road", "Bayshore, CA 94326".
- CHOOSE ENVELOPE OPTIONS HERE:** A section with a title and a list of options:
 - Select:
 - envelope size
 - return address
 - delivery point barcode
 - Click OK and then select fonts and printing options on the next dialog.
- Printer:** The text "Snagit 2018" is displayed.
- Buttons:** At the bottom right, there are three buttons: "OK" (highlighted with a red border), "Cancel", and "Help".

Rock Castle Construction
1735 County Road
Bayshore, CA 94326

December 15, 2025

Heather Campbell
98342 Sharondale Rd.
Millbrae, CA 94030

Dear Heather,

This table summarizes your current invoice activity. Please review this information and let us know if you have any questions.

| | |
|------------------|-------------|
| Invoice Job | Remodel |
| Invoice Number | 1092 |
| Invoice Date | 12/10/2025 |
| Invoice Due Date | 12/25/2026 |
| Invoice Amount | \$13,900.00 |
| Invoice Balance | \$13,900.00 |

Itemized charges are shown below:

| Item | Description | Qty | Rate | Amount | Tax |
|--------------|--------------------|-----|--------|----------|-----|
| Floor Plans | Floor plans | 20 | 150.00 | 3,000.00 | Non |
| Installation | Installation labor | 150 | 60.00 | 9,000.00 | Non |
| Labor | General Labor | 30 | 50.00 | 1,500.00 | Non |
| Removal | Removal labor | 10 | 40.00 | 400.00 | Non |

Thank you for choosing Rock Castle Construction. We hope to work with you again in the future.

Sincerely,

Esther Friedberg Karp
President & CEO
Rock Castle Construction

11. You can choose to print the letter (and envelope) from Microsoft Word® if you wish.

12. Exit from Microsoft Word.

NOTES

Generate Reminder Statements

Reminder statements summarize a customer's account by listing recent invoices, credit memos and payments received. You can use reminder statements when you bill via invoices, but want to remind your customers about delinquent payments and/or total outstanding balances.

Reminder statements are different from other forms in QuickBooks such as invoices, sales receipts or checks – *they are not transactions*. You can think of them as reports for your customers. Furthermore, because QuickBooks already has all the information you need to create reminder statements, you don't have to fill them out manually. Instead, you specify the recipients, review the type of information that will appear on each statement, decide whether to add finance charges, and generate them.



Step-by-Step: Generate Reminder Statements

1. Under the Company menu item, click **Home → Statements** (or from Customers, select **Create Statements**).

- For Statement Date, enter the date you want to appear on the statement.
- Set your statement period in the Statement Period From and To fields or select **All open transactions as of statement date**.
- In the Select Customers section, choose your recipients. Select additional options as they apply, including either **Create One Statement per Customer** or **Create One Statement per Job**, and if you want the invoice item details to appear on statements. Click **Assess Finance Charges** if you would like to add finance charges to the statements. (If you want to assess finance charges without sending out statements, you can click **Customers** → **Assess Finance Charges** or access the **Finance Charges** icon from the Home page.)

SELECT STATEMENT OPTIONS

Statement Date: 12/15/2025

Statement Period From: 11/16/2025 To: 12/15/2025

All open transactions as of Statement Date

Include only transactions over 30 days past due date

SELECT CUSTOMERS

All Customers

Multiple Customers

One Customer

Customers of Type

Preferred Send Method

View Selected Customers...

SELECT ADDITIONAL OPTIONS

Template: Intuit Standard Statement Customize

Create One Statement Per Customer

Show invoice item details on statements

Print statements by billing address zip code

Print due date on transactions

Do not create statements:

with a zero balance

with a balance less than 0.00

with no account activity

for inactive customers

Assess Finance Charges...

Preview Print E-mail Close Help

Automate sending statements and get paid faster

Sending statements manually can be exhausting. With payment reminders, you can schedule, review, and send statements to your customers, effortlessly.

Go to payment reminders

5. Enter an assessment date in the next window (Assess Finance Charges) if applicable. Click **Assess Charges**.

Assess Finance Charges

Click the assess column for each customer for whom you wish to create a finance charge invoice.

Assessment Date:

| ASS... | LAST FC | CUSTOMER | OVERDUE BAL. | FINANCE CHARGE |
|--------|------------|------------------------|----------------|----------------|
| ✓ | 12/11/2025 | Cook, Brian Kitchen | 0.00 700.00 | 5.00 |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

Mark Invoices "To be printed"

Customers with *s have payments or credit memos which have not been applied to any invoice. The overdue balance does not include these credits.

- Back in the Create Statements window, click **Preview**. Those statements which reflect finance charges will have a listing with "INV #FC" in the statement.

Rock Castle Construction
1735 County Road
Bayshore, CA 94326

Statement

| |
|------------|
| Date |
| 12/15/2025 |

To:

Brian K. Cook
345 Cherry Lane
Middlefield CA 94482

| Amount Due | Amount Enc. |
|------------|-------------|
| \$9,402.33 | |

| U/M | Date | Transaction | Amount | Balance | |
|----------|--------------------|--|---------------------|-----------------------|------------|
| | 11/15/2025 | Balance forward | | 11,590.71 | |
| | 11/25/2025 | 2nd story addition- INV #1081. --- Window, 18 @ \$220.00 = 3,960.00 --- Interior, 10 @ \$72.00 = 720.00 --- Exterior, 2 @ \$120.00 = 240.00 --- Exterior, 1 @ \$120.00 = 120.00 --- Tax: San Domingo @ 7.5% = 378.00 | 5,418.00 | 17,008.71 | |
| | 11/25/2025 | PMT | -4,085.30 | 12,923.41 | |
| | 11/25/2025 | Kitchen- INV #1080. --- See attached specifications for brand and color of all appliances and materials --- --- APPLIANCES AND MATERIALS --- Appliance, 1 @ \$247.50 = 247.50 --- Appliance, 1 @ \$350.00 = 350.00 --- Appliance, 1 @ \$450.00 = 450.00 --- Window, 1 @ \$475.00 = 475.00 --- --- LABOR --- Removal \$0.00 --- Framing \$0.00 --- Installation \$0.00 --- Tile & Counter \$0.00 --- Painting \$0.00 --- Plumbing \$0.00 --- Drywall \$0.00 --- Tax: San Domingo @ 7.5% = 114.19 | 1,636.69 | 14,560.10 | |
| | 11/25/2025 | PMT | -2,580.00 | 11,980.10 | |
| | 11/25/2025 | PMT | -4,225.41 | 7,754.69 | |
| CURRENT | 1-30 DAYS PAST DUE | 31-60 DAYS PAST DUE | 61-90 DAYS PAST DUE | OVER 90 DAYS PAST DUE | Amount Due |
| 8,702.33 | 0.00 | 0.00 | 0.00 | 700.00 | \$9,402.33 |

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Statement

Rock Castle Construction
 1735 County Road
 Bayshore, CA 94326

| |
|------------|
| Date |
| 12/15/2025 |

| |
|--|
| To: |
| Brian K. Cook 345 Cherry Lane Middlefield CA 94482 |

| | | |
|--|------------|-------------|
| | Amount Due | Amount Enc. |
| | \$9,402.33 | |

| U/M | Date | Transaction | Amount | Balance | | |
|----------|------------|---|---------------------|---------------------|-----------------------|------------|
| | 12/11/2025 | INV #FC 6. Finance Charge -- Fin Chg \$5.95 | 5.95 | 7,760.64 | | |
| | 12/15/2025 | -- Invoice #42 for 700.00 on 10/15/2003 INV #1098. -- Appliance \$247.50 -- Appliance \$350.00 -- Appliance \$450.00 -- Window \$475.00 -- -- LABOR -- Removal \$0.00 -- Framing \$0.00 -- Installation \$0.00 -- Tile & Counter \$0.00 -- Painting \$0.00 -- Plumbing \$0.00 -- Drywall \$0.00 | 1,636.69 | 9,397.33 | | |
| | 12/15/2025 | -- Tax: San Domingo @ 7.5% = 114.19 INV #FC 127. Finance Charge -- Fin Chg \$5.00 -- Invoice #1066 for 700.00 on 08/01/2025 | 5.00 | 9,402.33 | | |
| CURRENT | | 1-30 DAYS PAST DUE | 31-60 DAYS PAST DUE | 61-90 DAYS PAST DUE | OVER 90 DAYS PAST DUE | Amount Due |
| 8,702.33 | | 0.00 | 0.00 | 0.00 | 700.00 | \$9,402.33 |

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7. Click **Close**.
8. Close the Create Statements window.

NOTES

Payment Reminders

QuickBooks Desktop can be set up to send out Payment Reminders on a schedule, so that you don't have to send out statements (but you still can if necessary). Payment reminders are sent out by QuickBooks based on their setup and the customer groups to which they are to be sent. Therefore, you should create customer groups first before setting up payment reminders to be sent out.



Step-by-Step: Create Customer Groups

1. Under the Lists menu item, click **Manage Groups**.
2. Select **Create customer group**.
3. Add a Name and Description for the group, then select **Next**.
4. Select **Fields**, **Operator**, and **Values** to define the group, then select **Add**. When you're done, select **Next**, or you can leave these fields blank and select **Next** to add customers manually.

For example: You can create a group of active customers in California who have an open balance of between \$100 and \$1,000.

5. Select **Selected fields** to see a summary of the fields that will be used for the customer group.
6. Click **Next**.

3 Create customer group

1 Enter details 2 Select fields 3 View/select customers Need help

Fields and values

Select fields and values to define your group.

Note: Skipping this step will display the complete list of customers where you can manually select or unselect customers to define your group.

| Field | Operator | Value |
|--------|----------|----------------|
| Status | Equals | Selected (1/2) |

Add

Selected fields Clear all

| | | |
|--------------|---------|--------------|
| State | Equals | CA |
| Open Balance | Between | 100 and 1000 |
| Status | Equals | Active |

Back Cancel Next

7. You can check the box next to **Automatically add new or remove existing customers based on fields and values selected for this group**. That way QuickBooks does the vetting of customers for you when customers are added or their circumstances change. You can also click the **Selected fields** expand caret to see the filters for this group.

Create customer group

Enter details Select fields **3** View/select customers [Need help](#)

▶ Selected fields (3)

Following is the list of customers who will be added to the group based on the fields and values you've selected.

Customers (3)

Automatically add new or remove existing customers based on fields and values selected in this group.

Search by customer name

| <input checked="" type="checkbox"/> Name | Type | Over due balance | Terms | Avg days to pay | Years as customer | Status |
|---|-------------|------------------|--------|-----------------|--------------------|--------|
| <input checked="" type="checkbox"/> Storage Expansion | Commercial | 220 | Net 30 | 0 | 13 Years, 4 Months | Active |
| <input checked="" type="checkbox"/> Sun Room | Residential | 565.95 | Net 15 | 61 | 21 Years, 9 Months | Active |
| <input checked="" type="checkbox"/> Remodel Kitchen | Residential | 700 | Net 15 | 0 | 13 Years, 4 Months | Active |

Back

Selected fields (3)
 State - Equals - CA Open Balance - Between - 100 and 1000 Status - Equals - Active

Following is the list of customers who will be added to the group based on the fields and values you've selected.

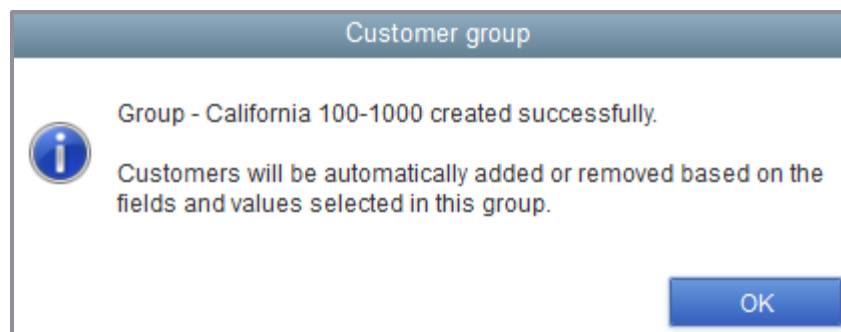
Customers (3)
 Automatically add new or remove existing customers based on fields and values selected in this group.

Search by customer name

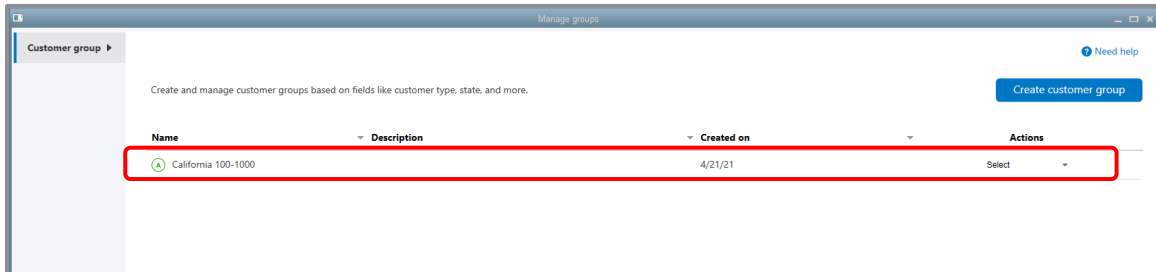
| <input checked="" type="checkbox"/> Name | Type | Over due balance | Terms | Avg days to pay | Years as customer | Status |
|---|-------------|------------------|--------|-----------------|--------------------|--------|
| <input checked="" type="checkbox"/> Storage Expansion | Commercial | 220 | Net 30 | 0 | 13 Years, 4 Months | Active |
| <input checked="" type="checkbox"/> Sun Room | Residential | 565.95 | Net 15 | 61 | 21 Years, 9 Months | Active |
| <input checked="" type="checkbox"/> Remodel Kitchen | Residential | 700 | Net 15 | 0 | 13 Years, 4 Months | Active |

Back Cancel Finish

8. If you need to add customers to the group, search by the customer's name. To remove a customer from the group, clear the checkbox next to their name.
9. Select **Finish**.
10. You'll see a Customer group window appear, indicating you successfully created this new group. Select **OK**.

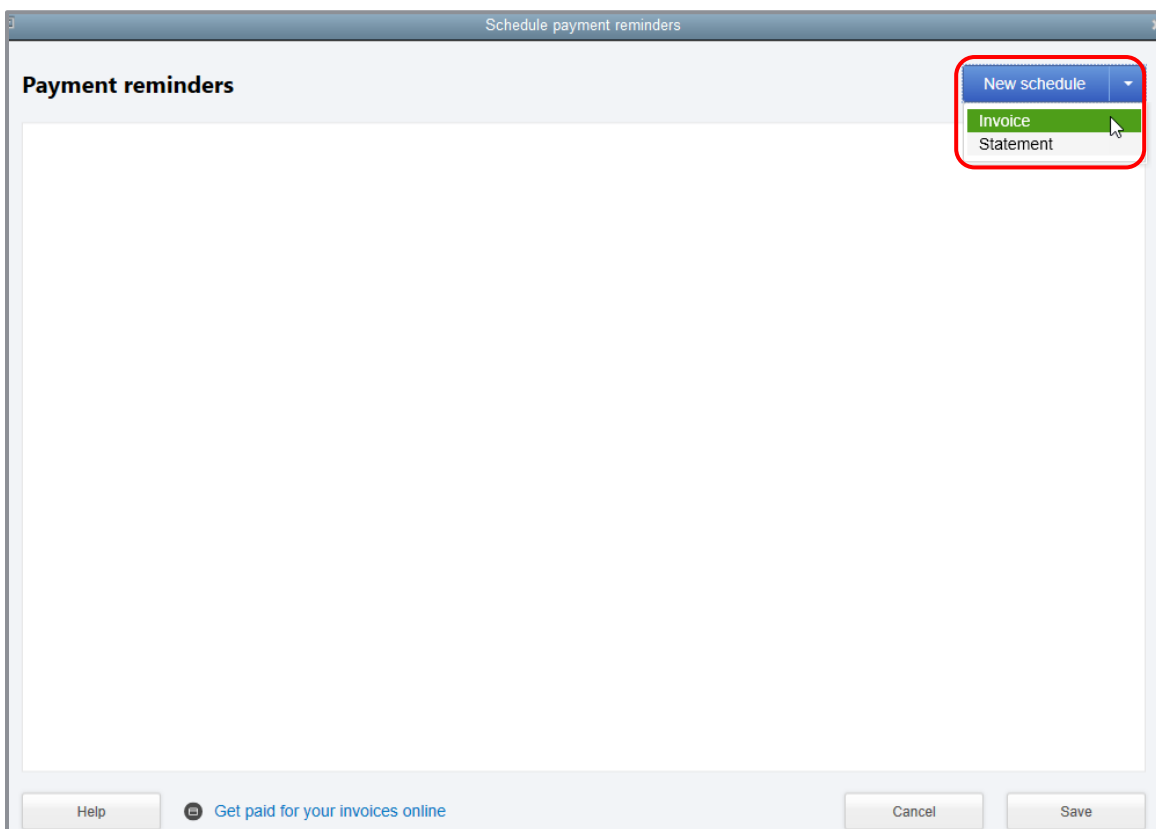


11. Now the Manage groups window lists the group you just created.



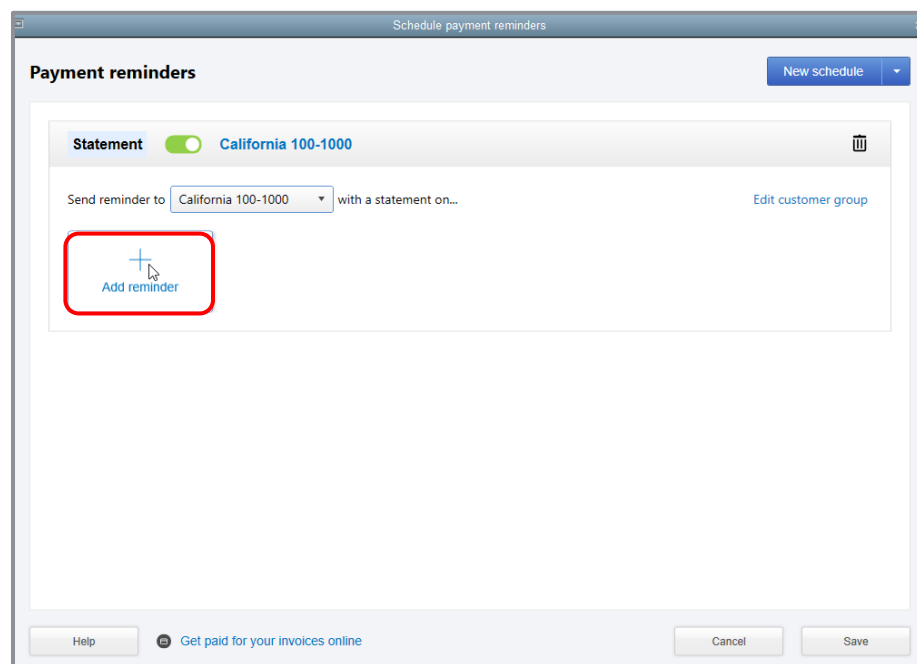
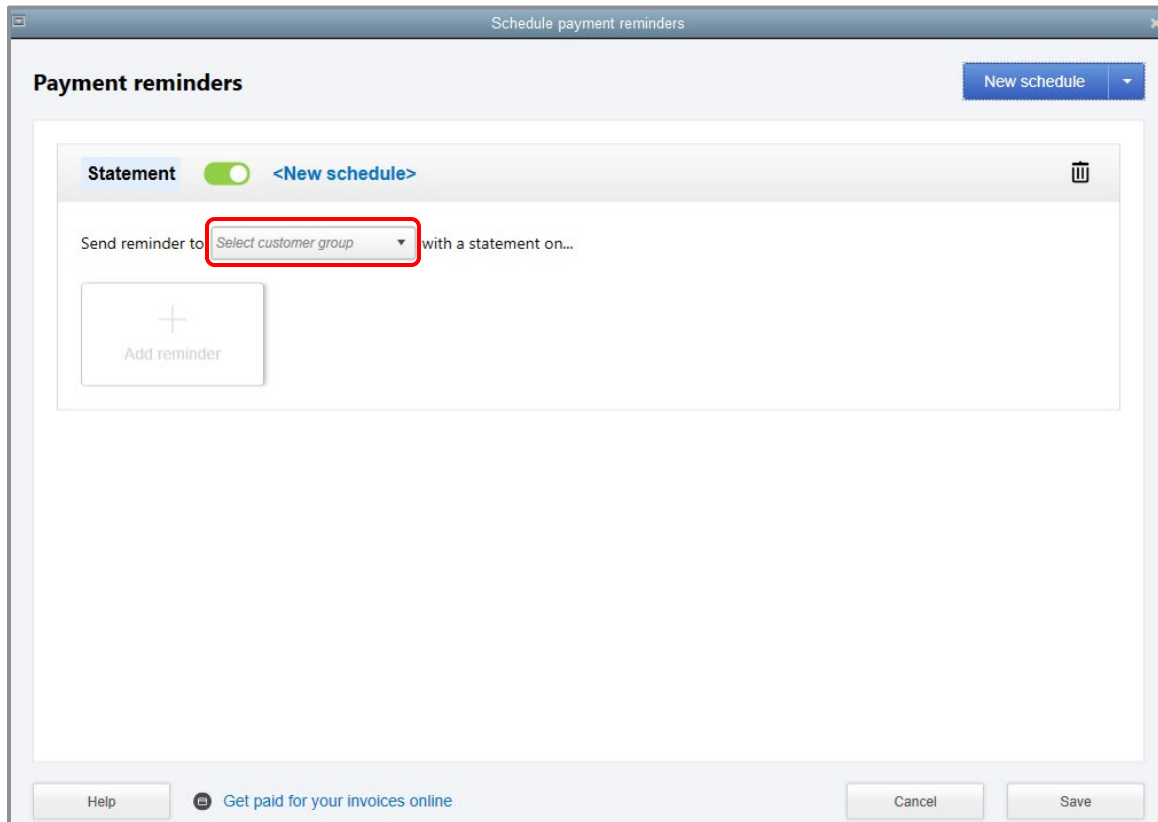
Step-by-Step: Schedule Payment Reminders

1. Under the Customers menu item, click **Payment Reminders**.
2. Select **Schedule Payment Reminders**.
3. Choose **Let's get started**.
4. Select the **New schedule** drop-down → **Statement**.



A new Statement card appears under Payment reminders.

5. Choose from **Select customer group** → **Add reminder**.



- The Add reminder window appears. Fill out the parameters for the payment reminder (statement) for this group and click **OK**.

Add reminder

When do you want to send this reminder?

Statement date: Day of

What should be the statement period?

Statement period

Generate a statement for transactions

Include transactions that are overdue by days

What invoice details do you want to include?

Item details Memo Due date

How would you want your statement to look like?

Statement template

Email template

Generate a separate statement for each Customer:Job

- The Schedule payment reminders window appears with the new statement reminder listed. Select **Save**.

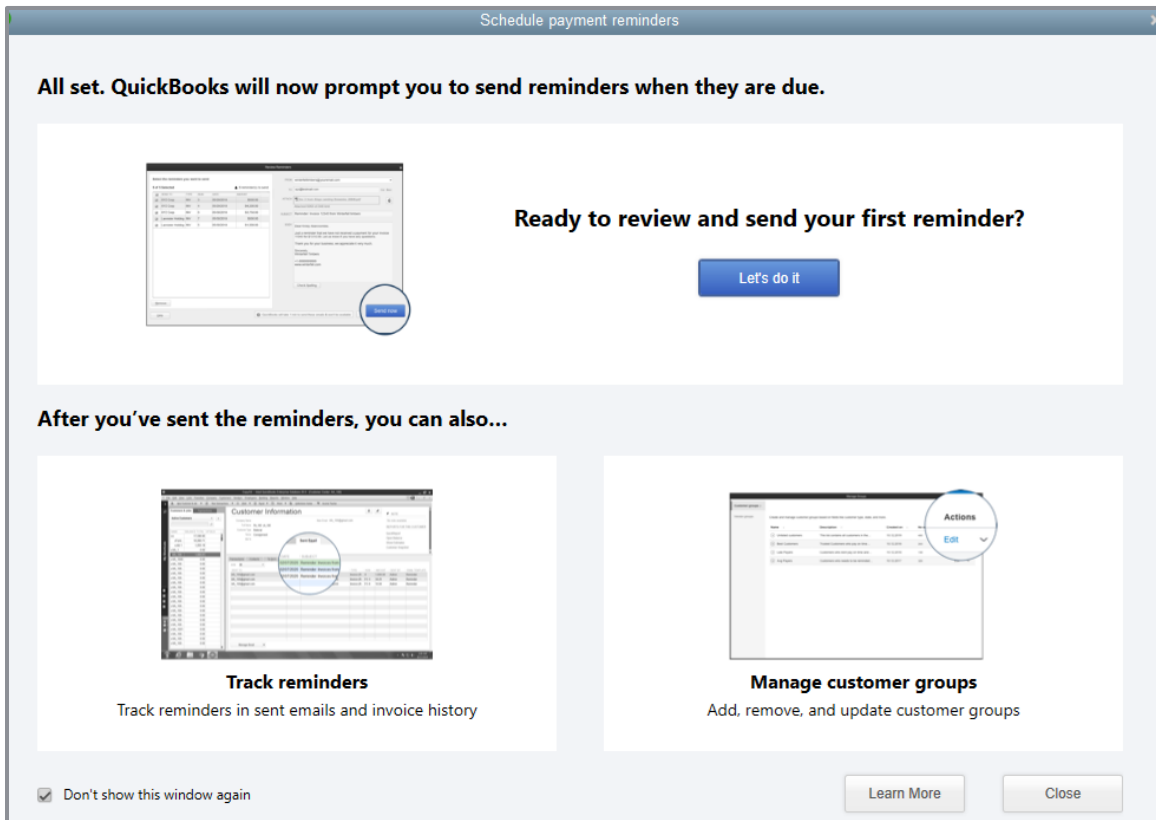
Schedule payment reminders

Payment reminders

Statement **California 100-1000**

Send reminder to with a statement on... [Edit customer group](#)

After you've saved your reminder, you'll see this message with more information:

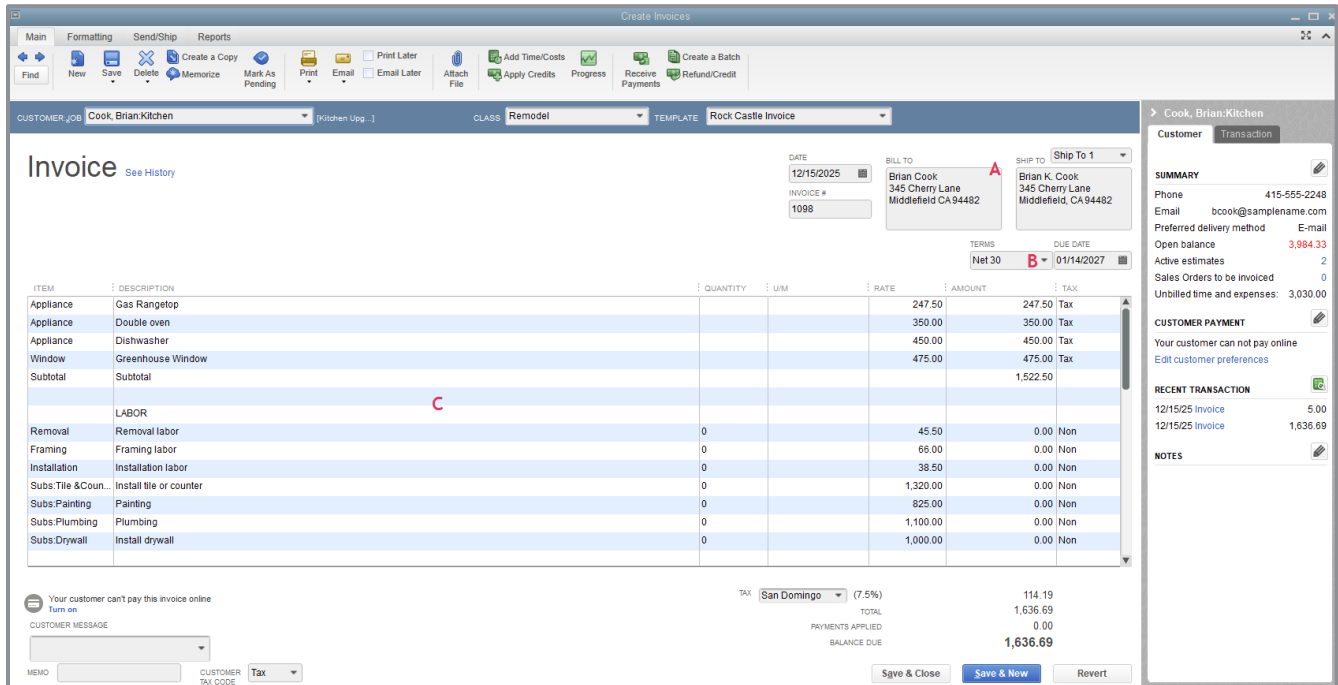


Enter Sales Information – Review Questions

1. When receiving payment at the time of sale, you create a _____ in QuickBooks.
2. When customers are returning items, you record the return on a _____.
3. In QuickBooks you can record payments by customers made using which of the following?
 - a. Cash
 - b. Check
 - c. Credit card
 - d. All of the above
4. True or false: QuickBooks lets you save sales forms as PDF files.
 - a. True
 - b. False
5. If you regularly invoice a customer for similar items or services, you can _____ the invoice to save time.

6. From which list (or lists) does QuickBooks get the information for A, B and C in the graphic below?

- a. _____
- b. _____
- c. _____



7. List the item types used in the line item area of the invoice above.

8. On which of the following can you not use price levels?

- a. Invoices
- b. Sales receipts
- c. Credit memos
- d. Purchase orders

9. QuickBooks Pro allows you to assign price levels or special prices to which of the following?
- a. Specific customers
 - b. Individual line items on sales forms
 - c. Both a and b
 - d. None of the above
10. If a wood door's base price is \$120.00 and you set the rounding option to 1.00 minus .11 for a certain price level, what price might appear on an invoice for the wood door if that price level is used?
- a. \$120.11
 - b. \$120.89
 - c. \$119.89
 - d. \$119.11
11. Which of the two methods described in this lesson for providing customers with information about overdue invoices allows you to assess finance charges?
- a. _____
 - b. _____

Review Activities

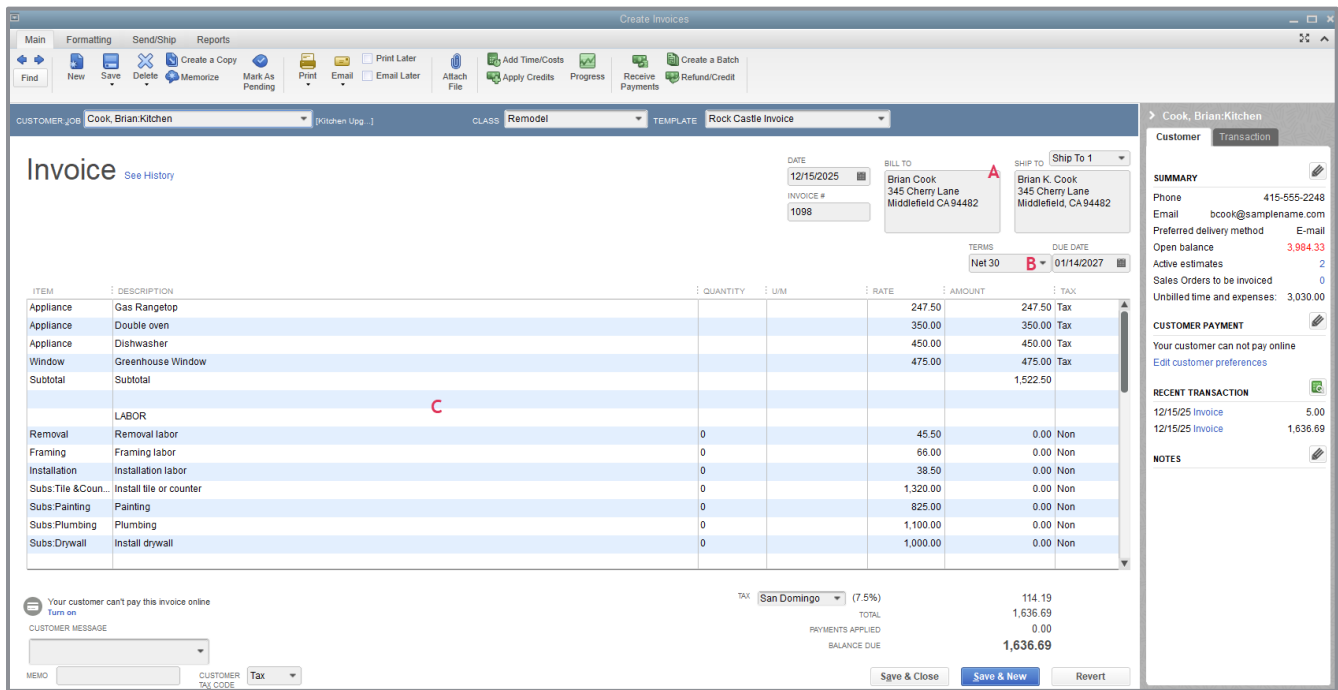
Use Rock Castle Construction (sample product-based company) to do these activities:

1. Create an invoice for Rock Castle Construction that uses the new Repairs:Plumbing line item. Create the invoice for a new customer by adding information to the Customer list on the fly.
2. Filling out a sales receipt is similar to filling out an invoice form. Create a sales receipt for the customer Rock Castle Construction and select the **Undeposited Funds** option. (You need to select this option only if the preference to use that account as the default deposit to account is not set.) After you create the sales receipt, open the **Undeposited Funds** account register to see the transaction QuickBooks created automatically.
3. Create a new price level for Rock Castle Construction for their January sales event. You want all the prices to be 10% off and rounded to the nearest \$.95. Then create an invoice and add some items. Apply the January sales event price level and see the effect on the price. How would you change the price level so all prices are rounded to the nearest \$.49?

Answers to Review Questions

1. When receiving payment at the time of sale, you create a *sales receipt* in QuickBooks.
2. When customers are returning items, you record the return on a *credit memo*.
3. In QuickBooks you can record payments received from customers using which of the following?
 - a. Cash
 - b. Check
 - c. Credit card
 - d. ✓ *All of the above*
4. True or false: QuickBooks lets you save sales forms as PDF files.
 - a. ✓ *True*
 - b. False
5. If you regularly invoice a customer for similar items or services, you can *memorize* the invoice to save time.

6. From which list (or lists) does QuickBooks get the information for A, B and C in the graphic below?
 - a. *Customers & Jobs List*
 - b. *Customers & Jobs List (if associated terms with the customer); Terms List*
 - c. *Item List*



7. List the item types used in the line item area of the invoice above.

Service

8. On which of the following can you not use price levels?
 - a. Invoices
 - b. Sales receipts
 - c. Credit memos
 - d. ✓ *Purchase orders*

9. QuickBooks Pro allows you to assign price levels or special prices to which of the following?
- a. Specific customers
 - b. Individual line items on sales forms
 - c. ✓ *Both a and b*
 - d. None of the above
10. If a wood door's base price is \$120.00 and you set the rounding option to 1.00 minus .11 for a certain price level, what price might appear on an invoice for the wood door if that price level is used?
- a. \$120.11
 - b. \$120.89
 - c. ✓ *\$119.89*
 - d. \$119.11
11. Which of the two methods for providing customers with information about overdue invoices allows you to assess finance charges?
- a. *Invoice letters*
 - b. ✓ *Reminder statements*