QUICKBOOKS DESKTOP 2021 CLIENT TRAINING

Lesson 6

Enter Sales Information

Intuit, Inc.
5601 Headquarters Drive
Plano, TX 75024

Notice to Readers

The publications distributed by Intuit, Inc. are intended to assist accounting professionals in their practices by providing current and accurate information. However, no assurance is given that the information is comprehensive in its coverage or that it is suitable in dealing with a client's particular situation. Accordingly, the information provided should not be relied upon as a substitute for independent research. Intuit, Inc. does not render any accounting, legal or other professional advice, nor does it have any responsibility for updating or revising any information presented herein. Intuit, Inc. cannot warrant that the material contained herein will continue to be accurate nor that it is completely free of errors when published. Readers should verify statements before relying on them.

Table of Contents

About the Author

Esther Friedberg Karp, MBA

President, EFK CompuBooks Inc.

esther@e-compubooks.com

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.

She can be reached at esther@e-compubooks.com or 416-410-0750.

COMPUBOOKS
Business Services

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

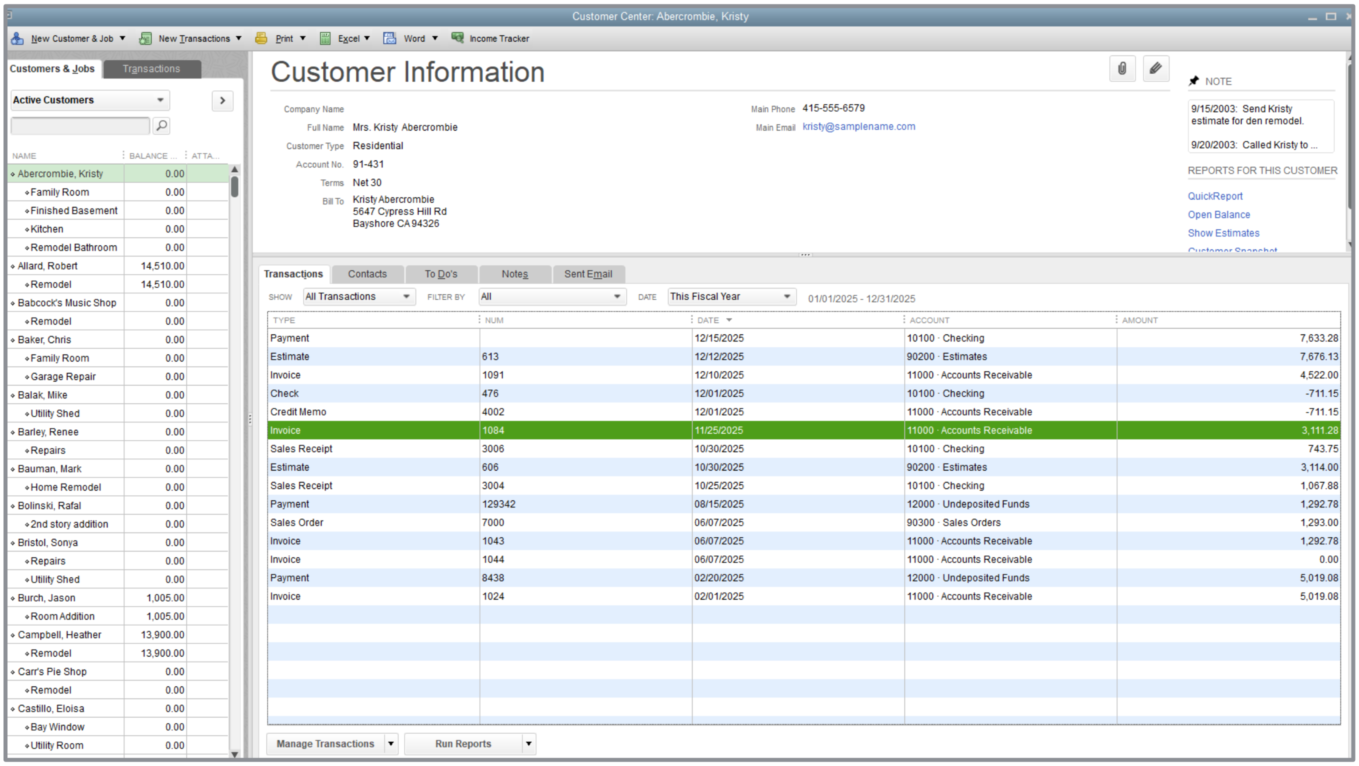
Use Sales Forms for Payment in the Future

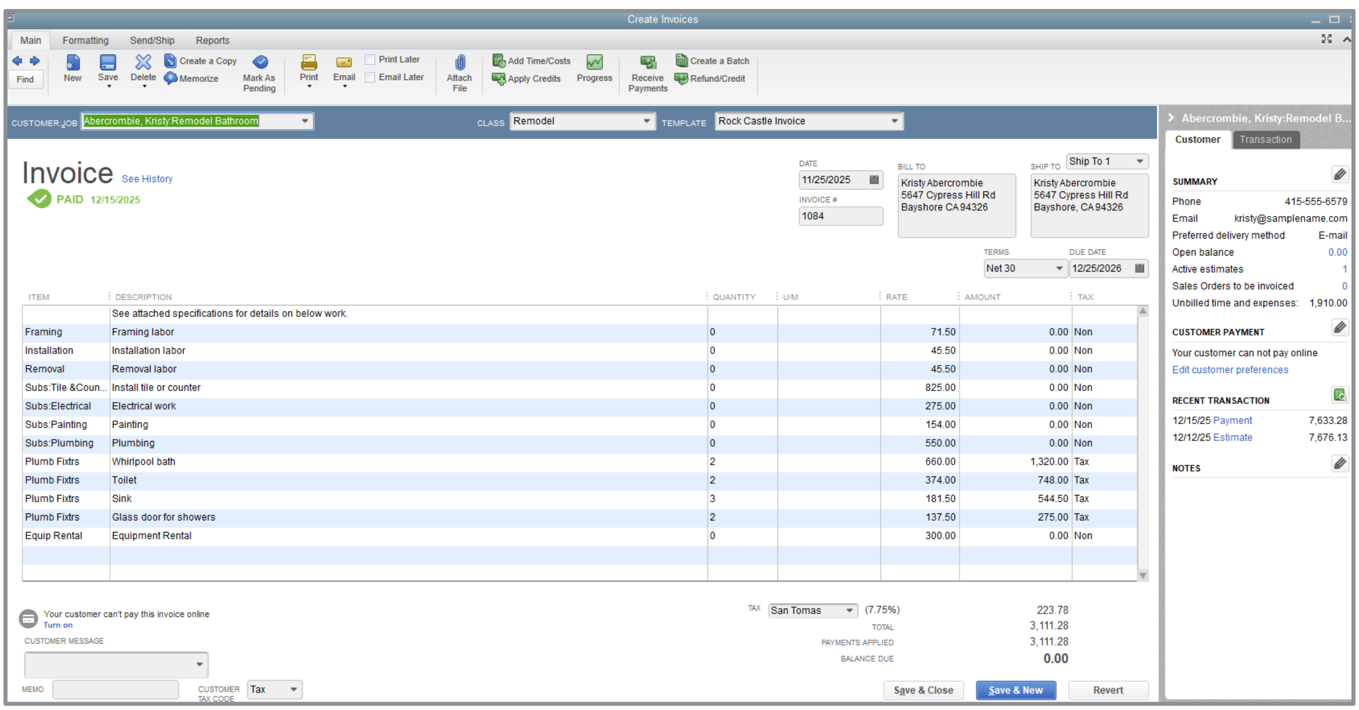
Any time you make a sale in your business, you record it in QuickBooks on a sales form. A sales form can be an invoice (when you expect payment to come later), a sales receipt (when you receive payment at the time you make the sale), or a credit memo (when you issue a credit on your customer's account 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- the invoice you want to view to open the invoice form.





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.

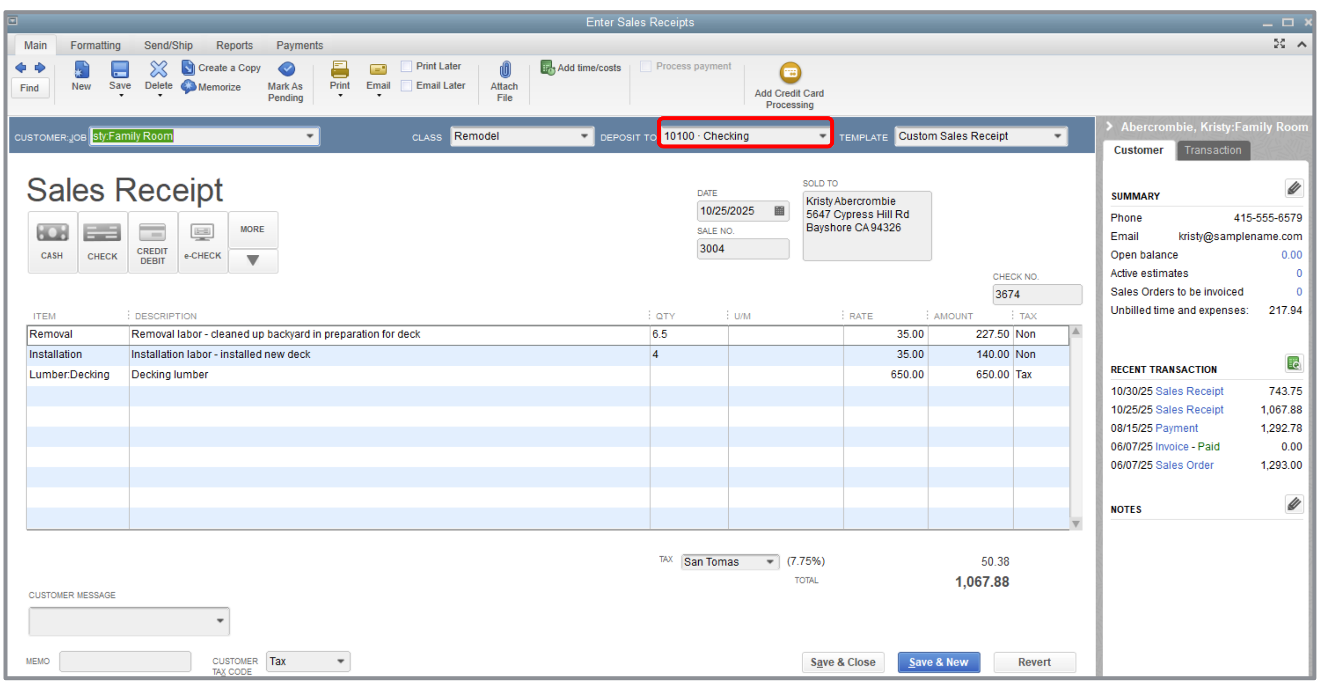
Step-by-Step: Display a Completed Sales Receipt in QuickBooks

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.



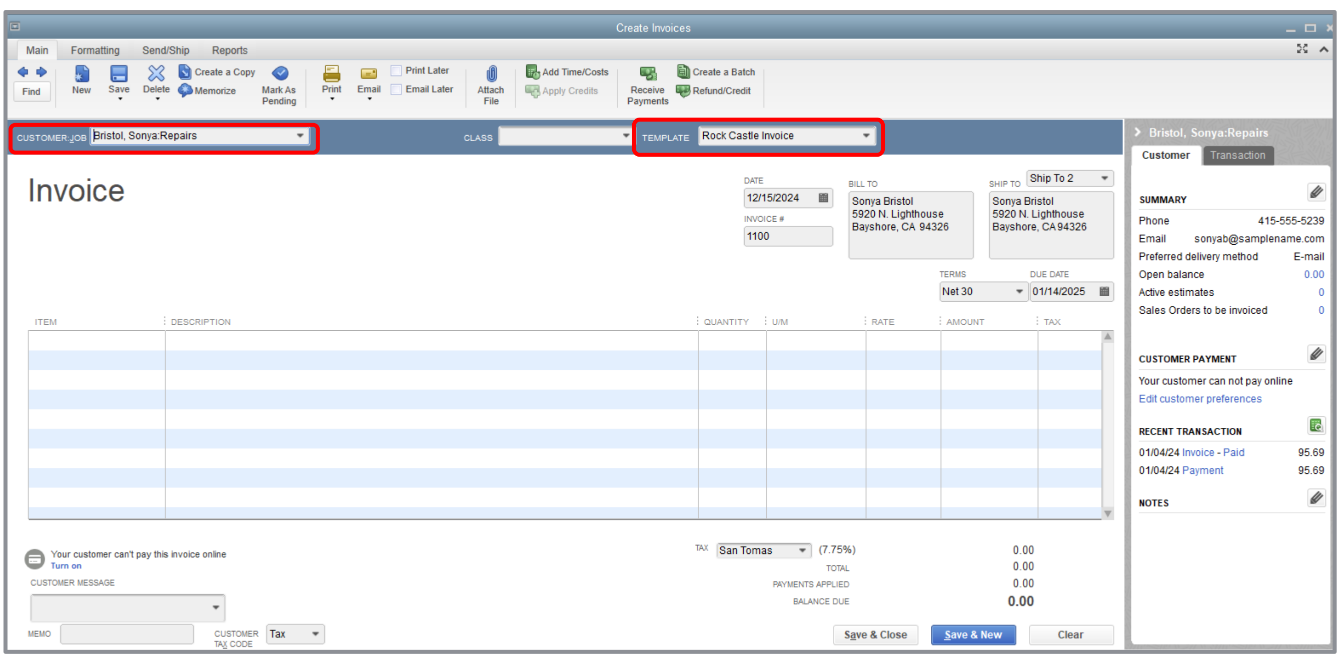
4. Close the Enter Sales Receipts window.

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.

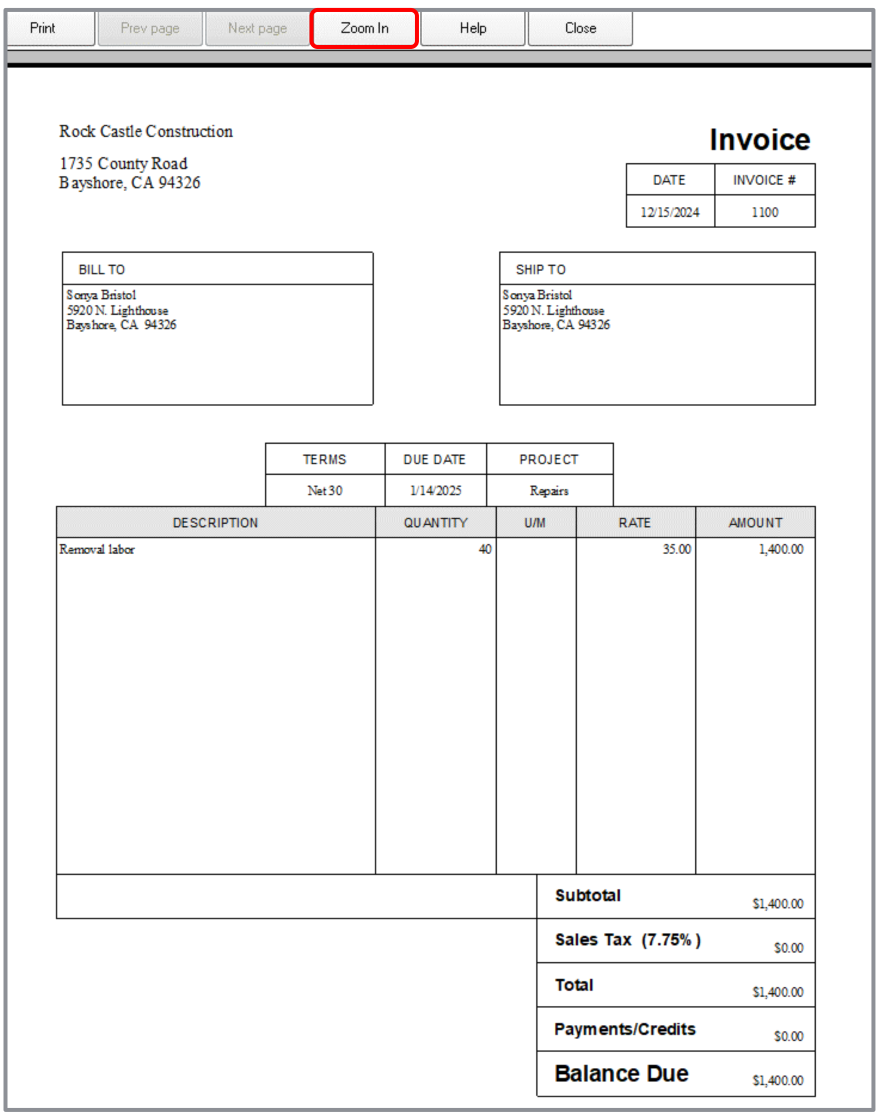
ITEM	DESCRIPTION	QTY	U/M	RATE	AMOUNT	TAX
Removal	Removal labor - cleaned up backyard in preparation for deck	6.5		35.00	227.50	Non
Installation	Installation labor - installed new deck	4		35.00	140.00	Non
Lumber:Decking	Decking lumber			650.00	650.00	Tax

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

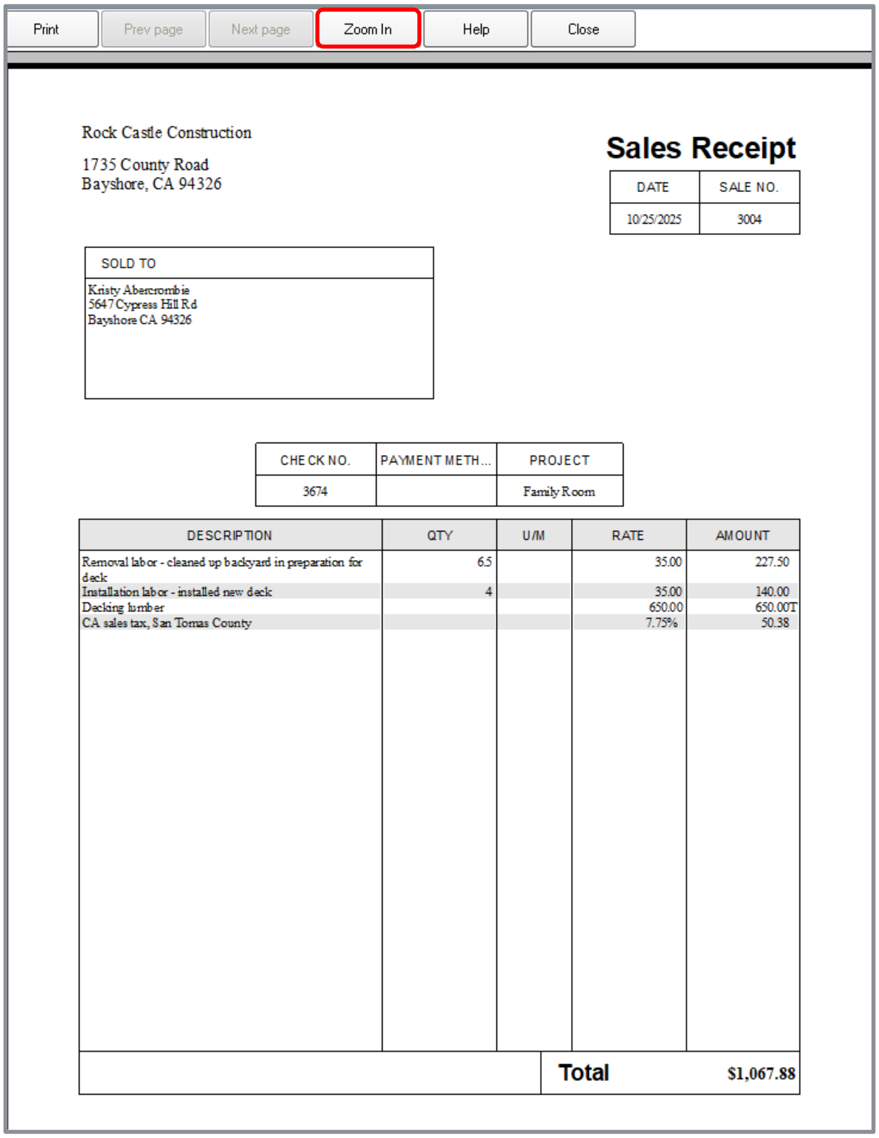
DATE	INVOICE #
12/15/2024	1100

BILL TO	SHIP TO
Sonya Bristol 5920 N. Lighthouse Bayshore, CA 94326	Sonya Bristol 5920 N. Lighthouse Bayshore, CA 94326

TERMS	DUE DATE	PROJECT
Net 30	1/14/2025	Repairs

DESCRIPTION	QUANTITY	U/M	RATE	AMOUNT
Removal labor	40		35.00	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



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

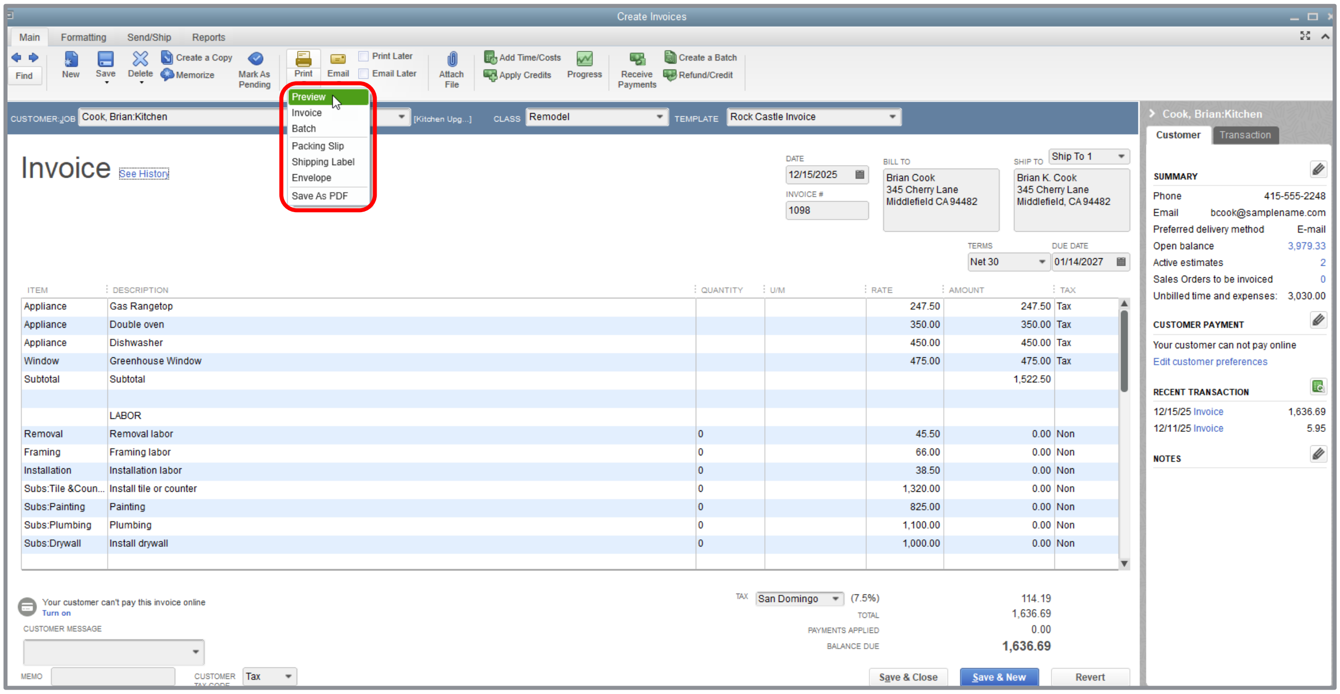
CHECK NO.	PAYMENT METH...	PROJECT
3674		Family Room

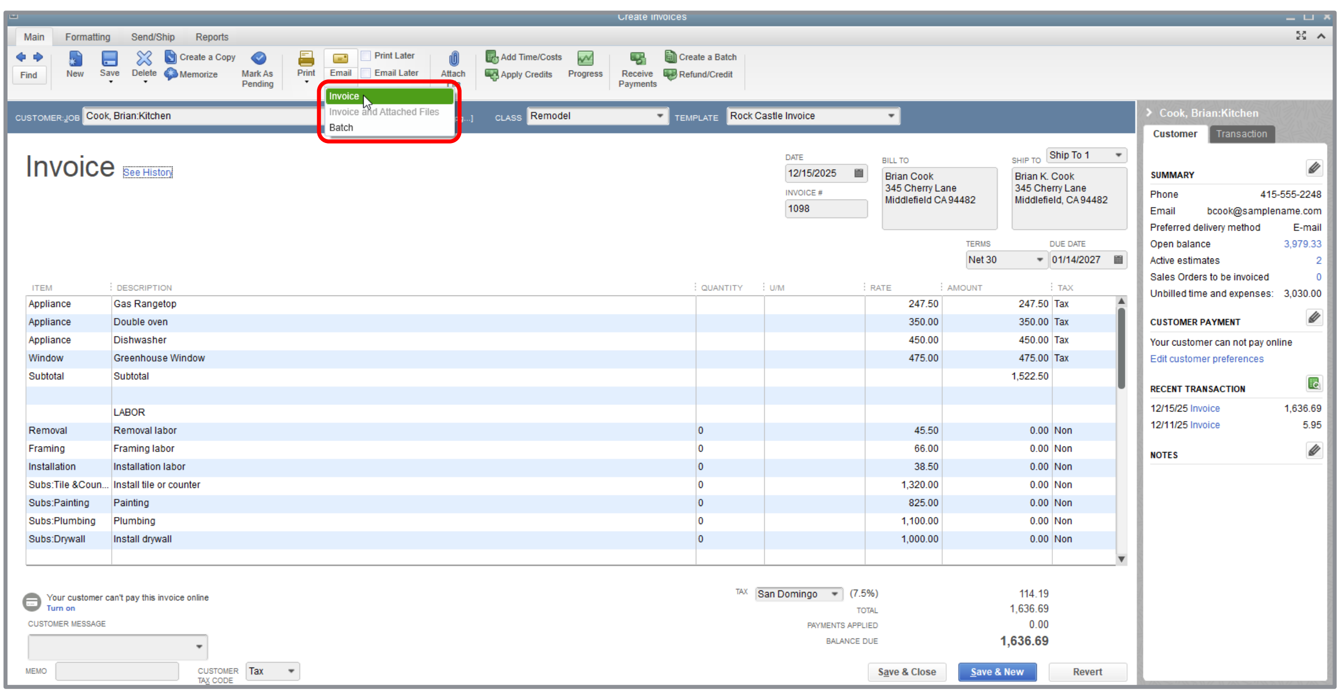
DESCRIPTION	QTY	U/M	RATE	AMOUNT
Removal labor - cleaned up backyard in preparation for deck	6.5		35.00	227.50
Installation labor - installed new deck	4		35.00	140.00
Decking lumber			650.00	650.00T
CA sales tax, San Tomas County			7.75%	50.38

Total $1,067.88

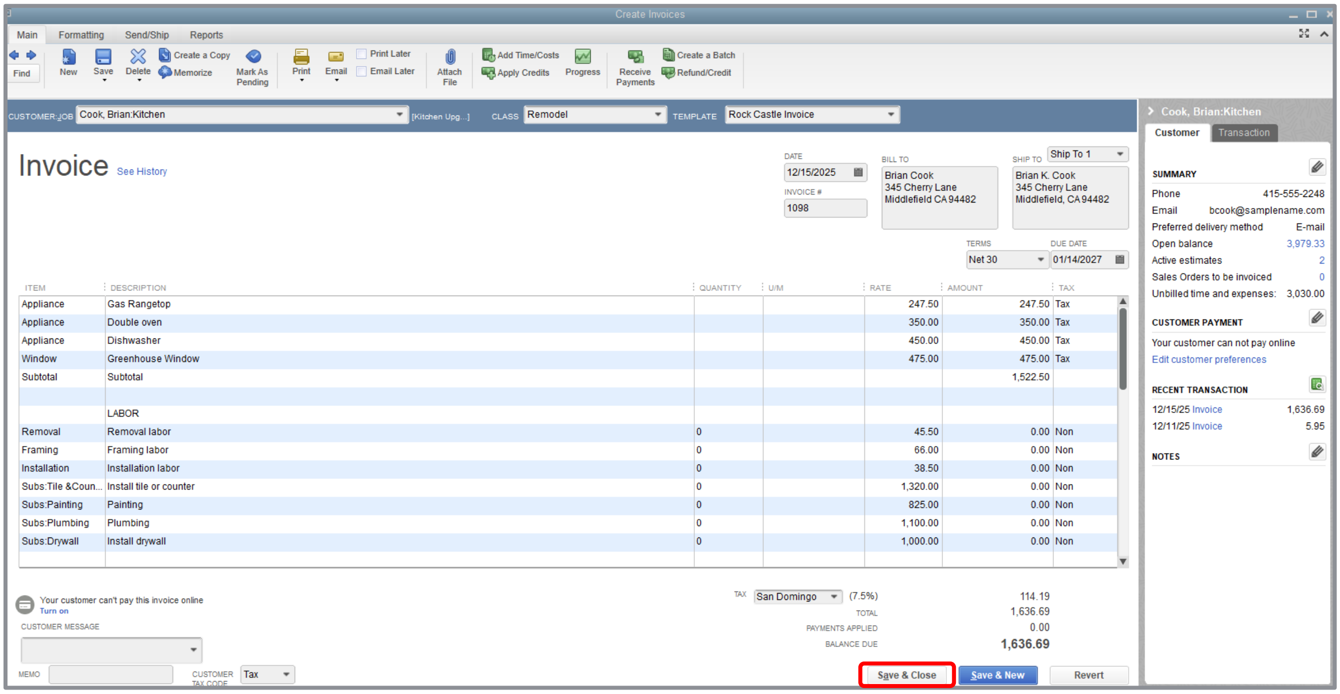
3. Click **Close**.

4. 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**.



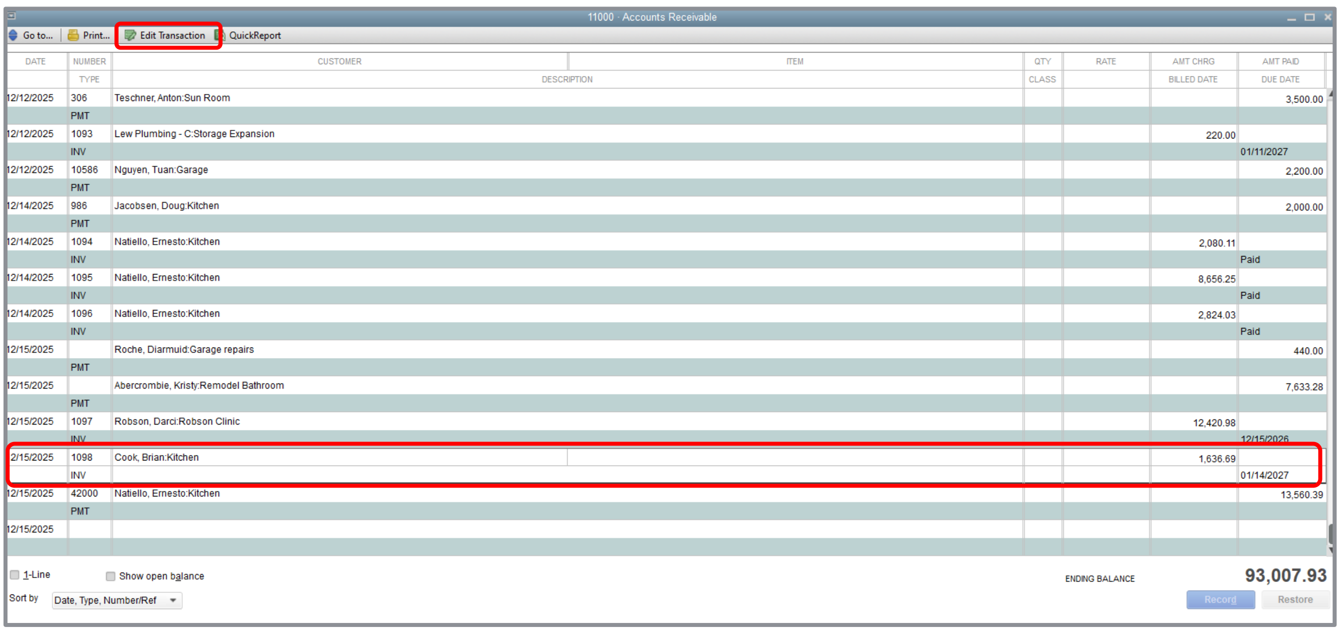
QuickBooks records the invoice in your Accounts Receivable register.

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.



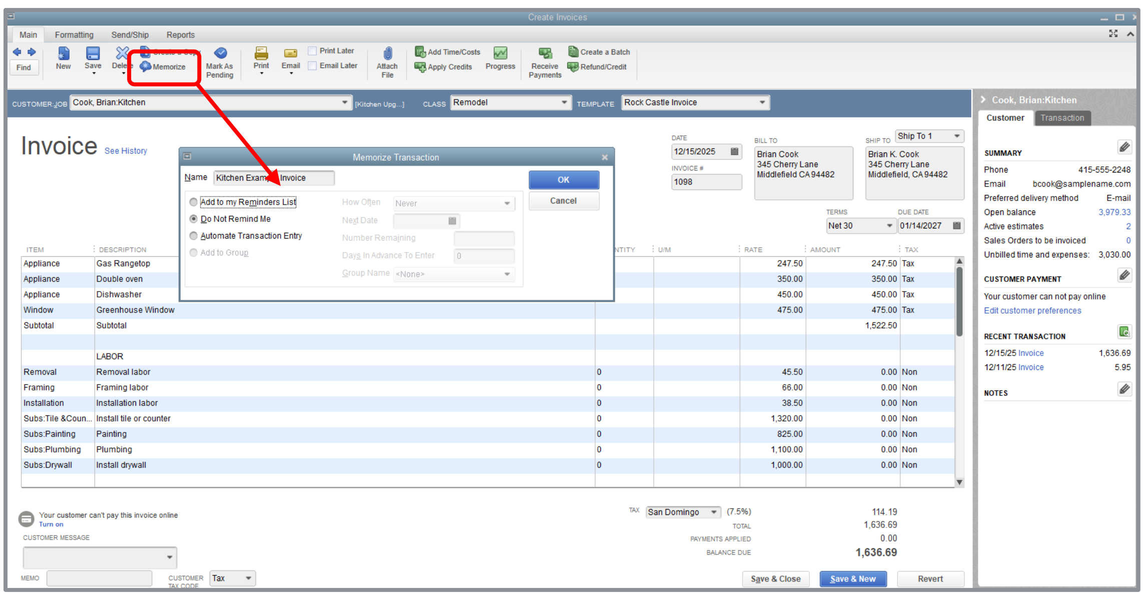
4. Close the register.

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

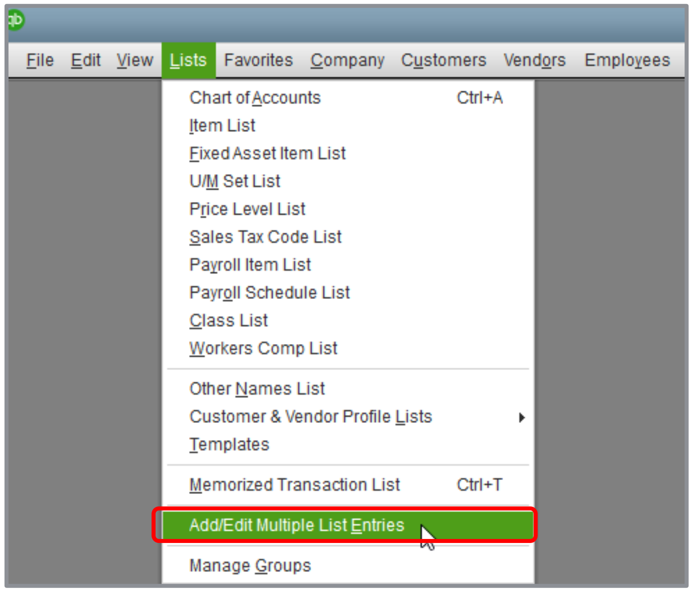
1. Make sure you have the invoice you want to memorize displayed on your screen.
2. From the Main tab of the ribbon in the upper right of the task bar, choose **Memorize**. The Memorize Transaction window appears on top of the invoice.



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.

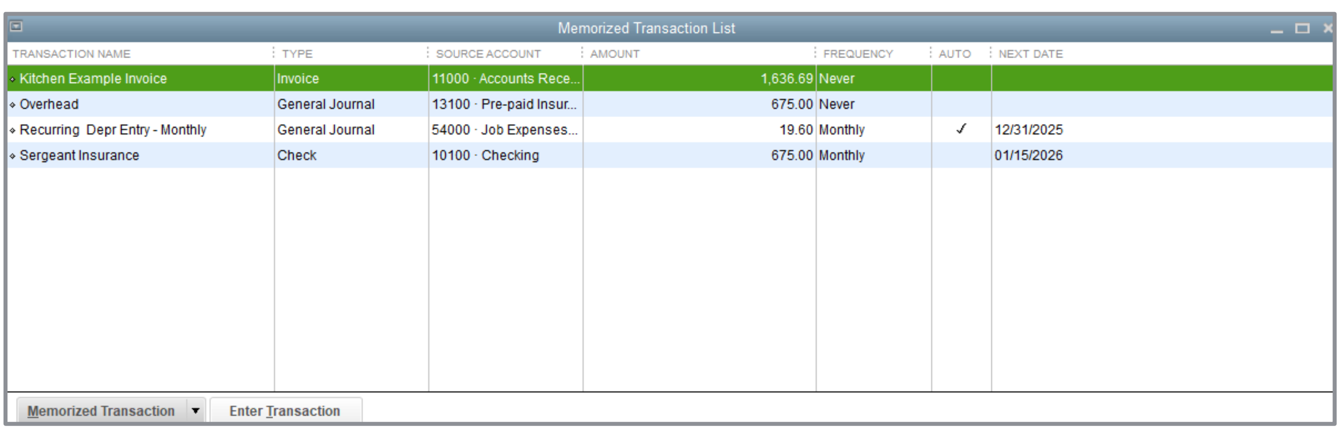
Step-by-Step: Recall a Memorized Sale

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.



4. Click **Save & Close** to record the invoice.

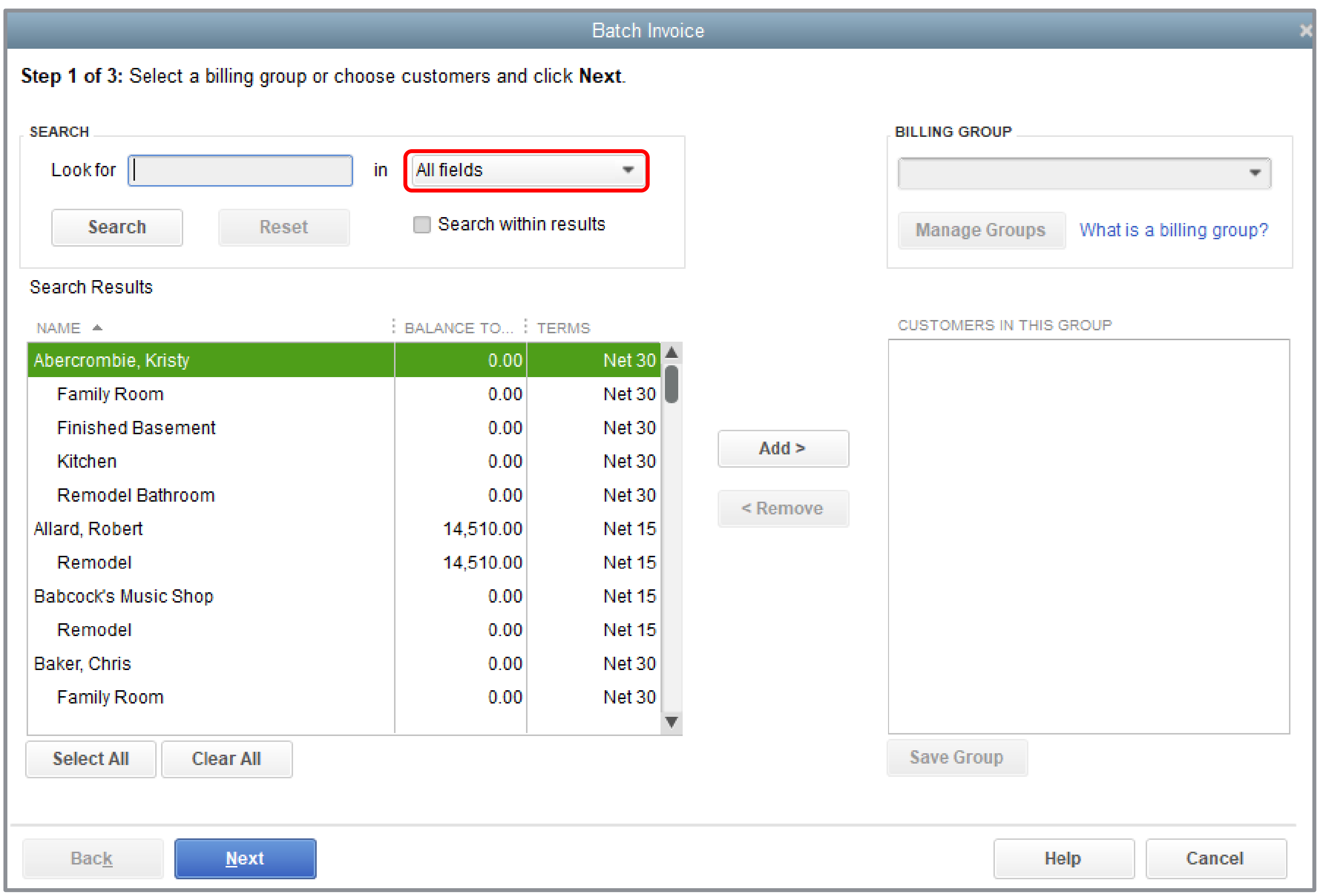
5. Press the **Esc** key to close the Memorized Transaction List.

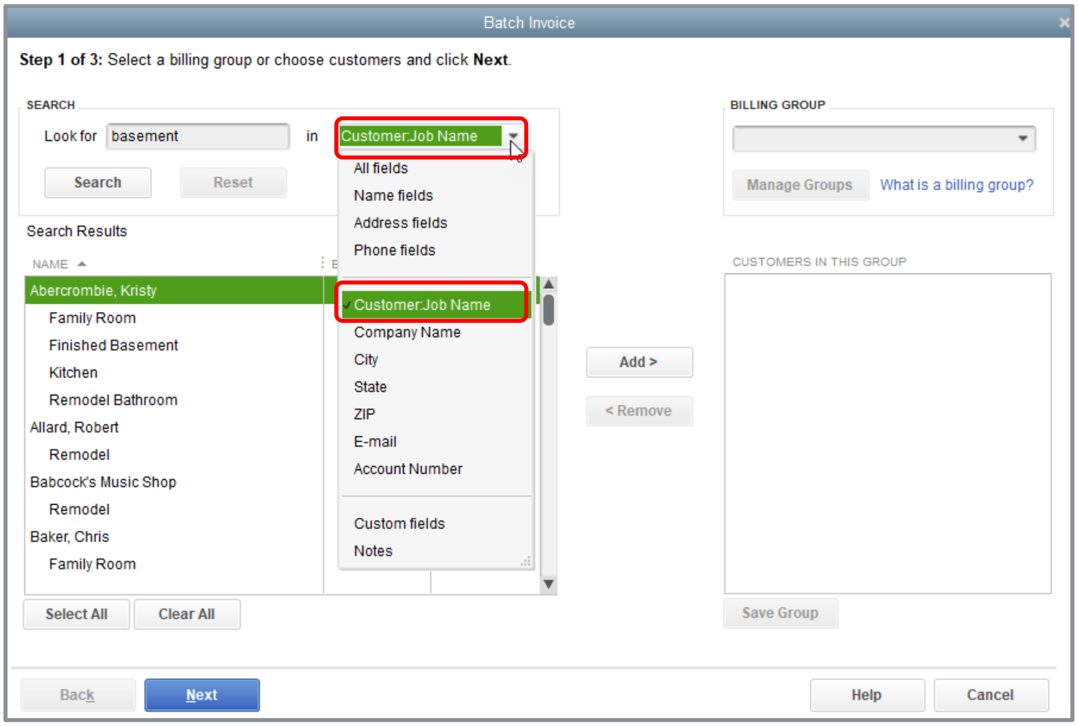
Create Batch Invoices

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.

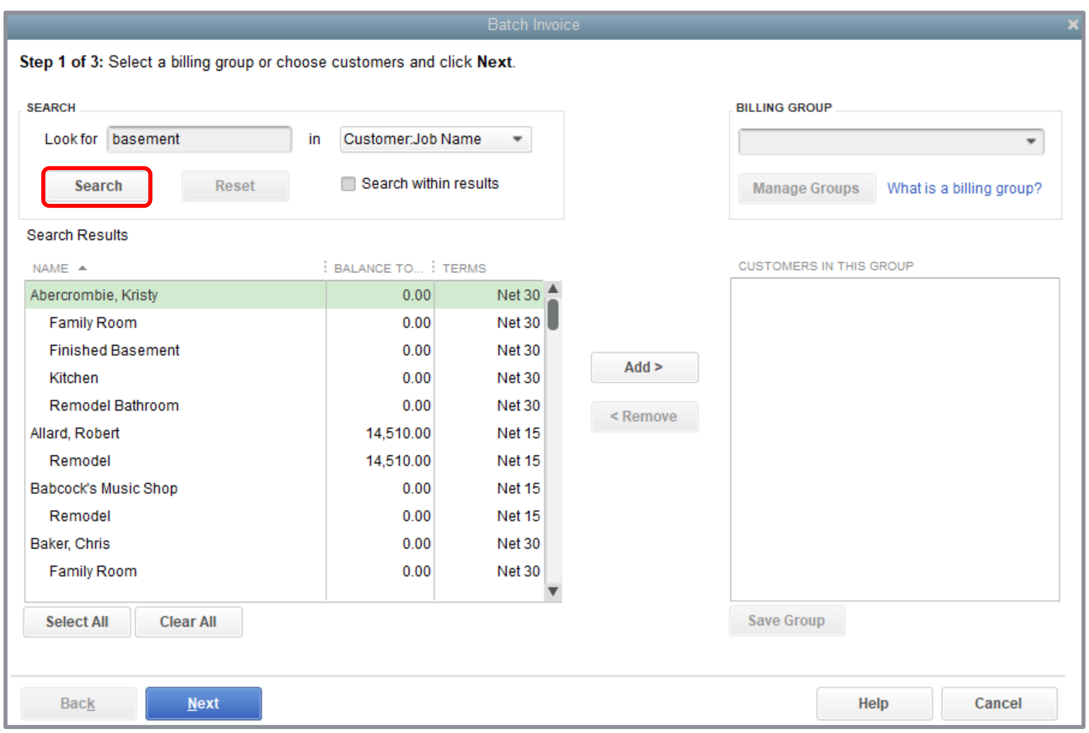
Step-by-Step: Create a Batch Invoice

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.

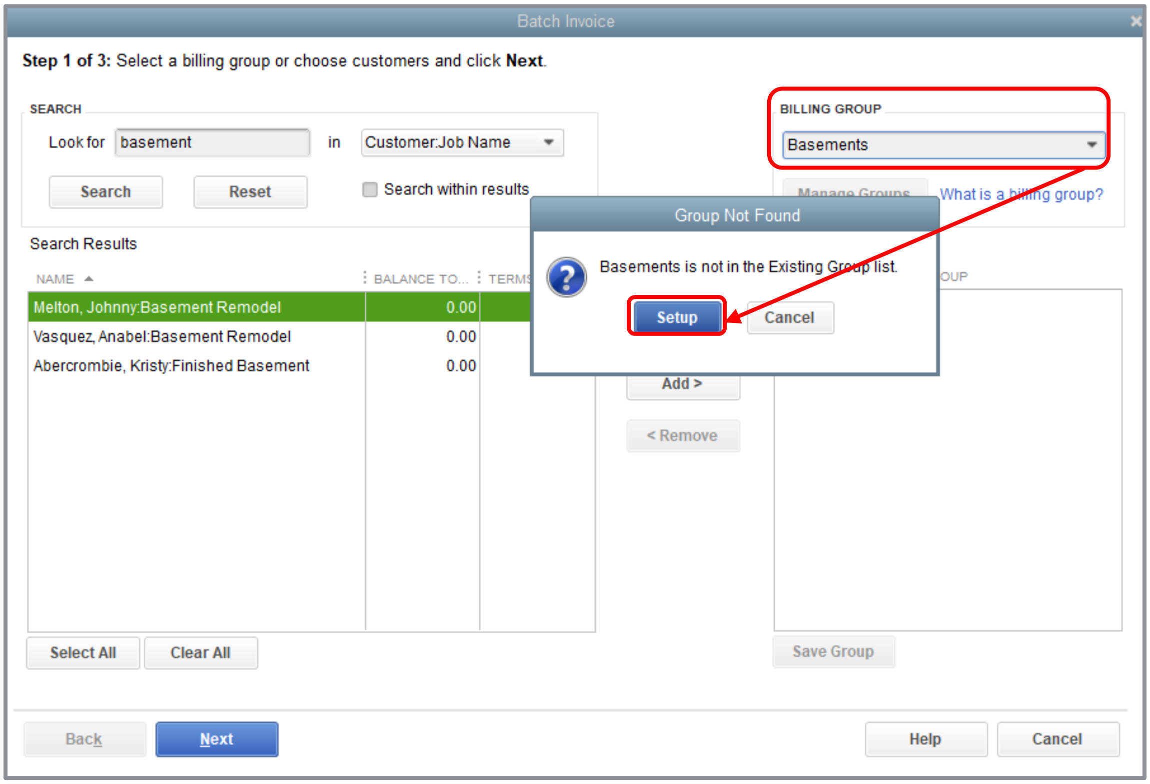




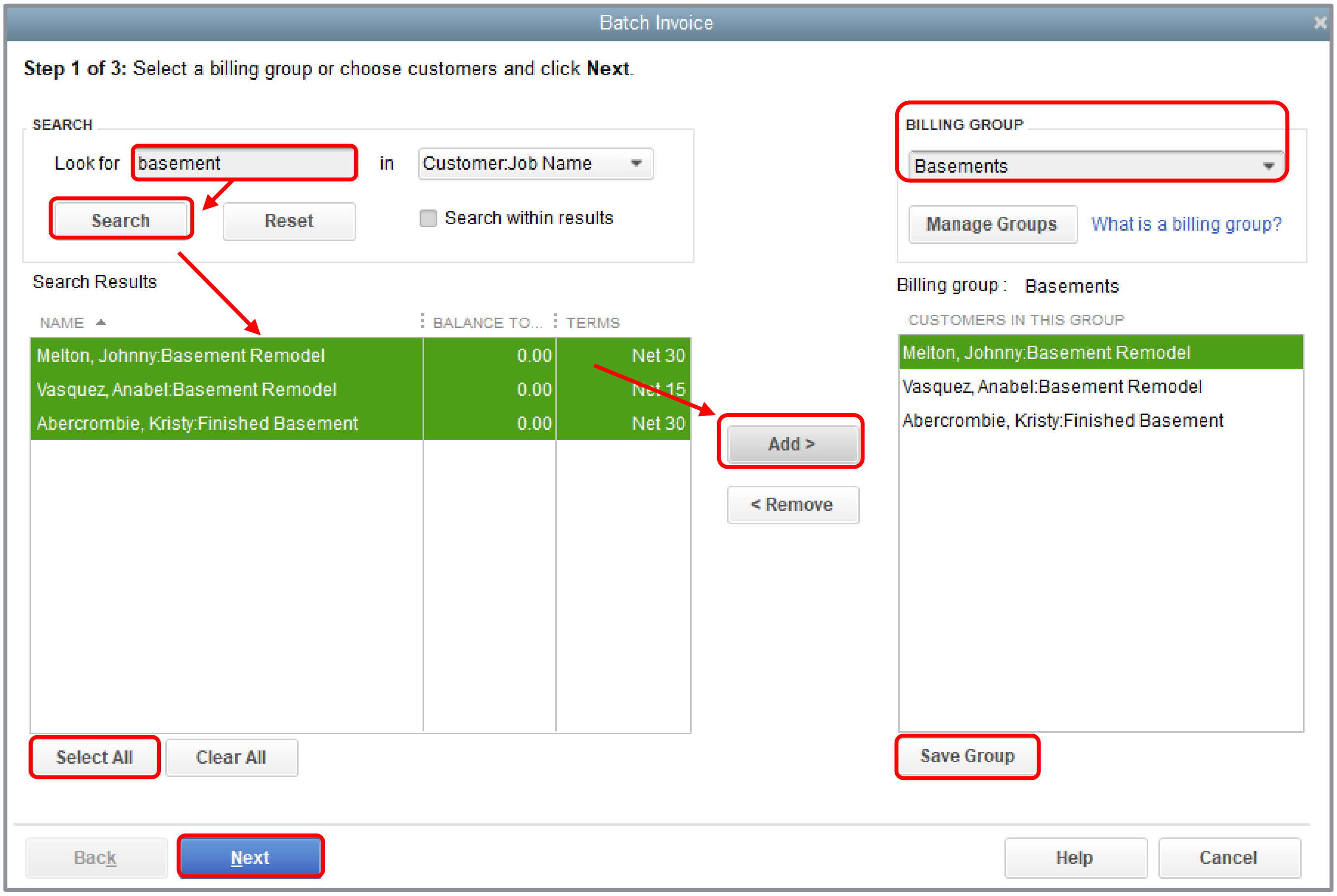
4. Click **Search**.



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 basement
in Customer:Job Name
Search
Reset
Search within results
Search Results
NAME
BALANCE TO...
TERMS
Melton, Johnny:Basement Remodel 0.00
Vasquez, Anabel:Basement Remodel 0.00
Abercrombie, Kristy:Finished Basement 0.00
Select All
Clear All
BILLING GROUP
Basements
Manage Groups
What is a billing group?
Group Not Found
Basements is not in the Existing Group list.
Setup
Cancel
Add >
< Remove
Save Group
Back
Next
Help
Cancel

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**.)



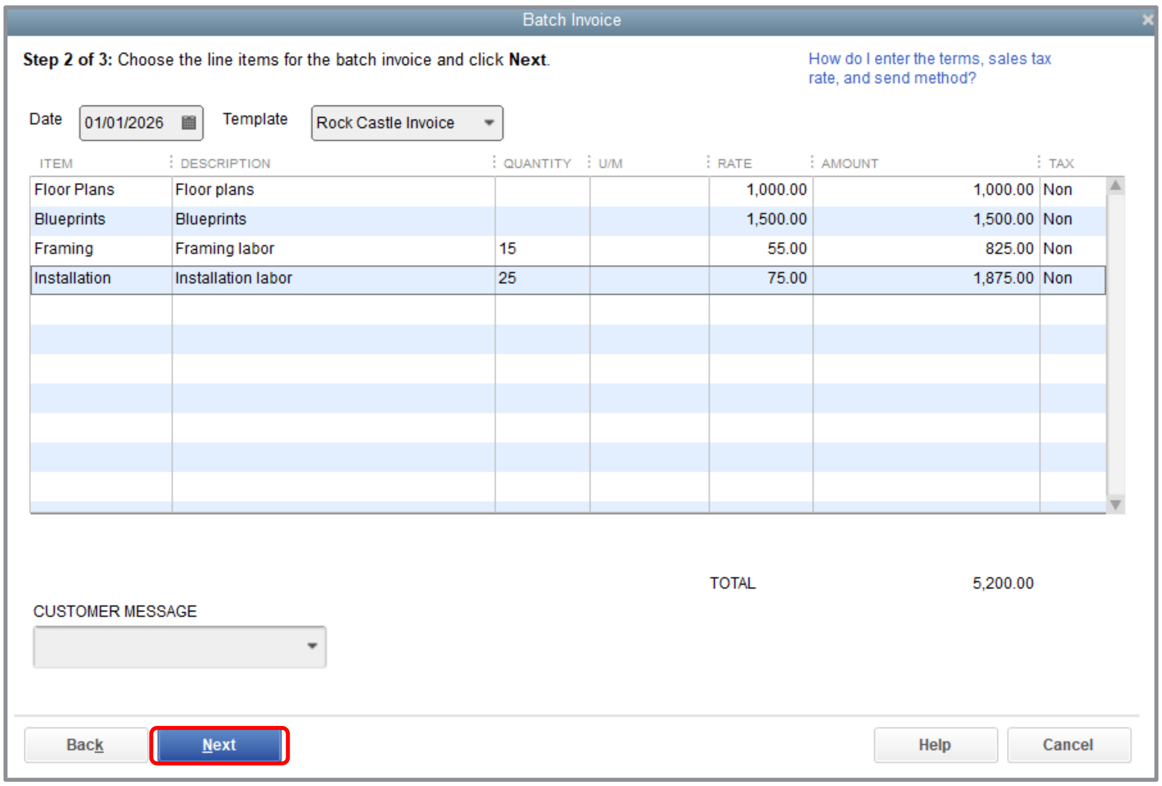
7. Click **Save Group**.

8. Click **Next**.

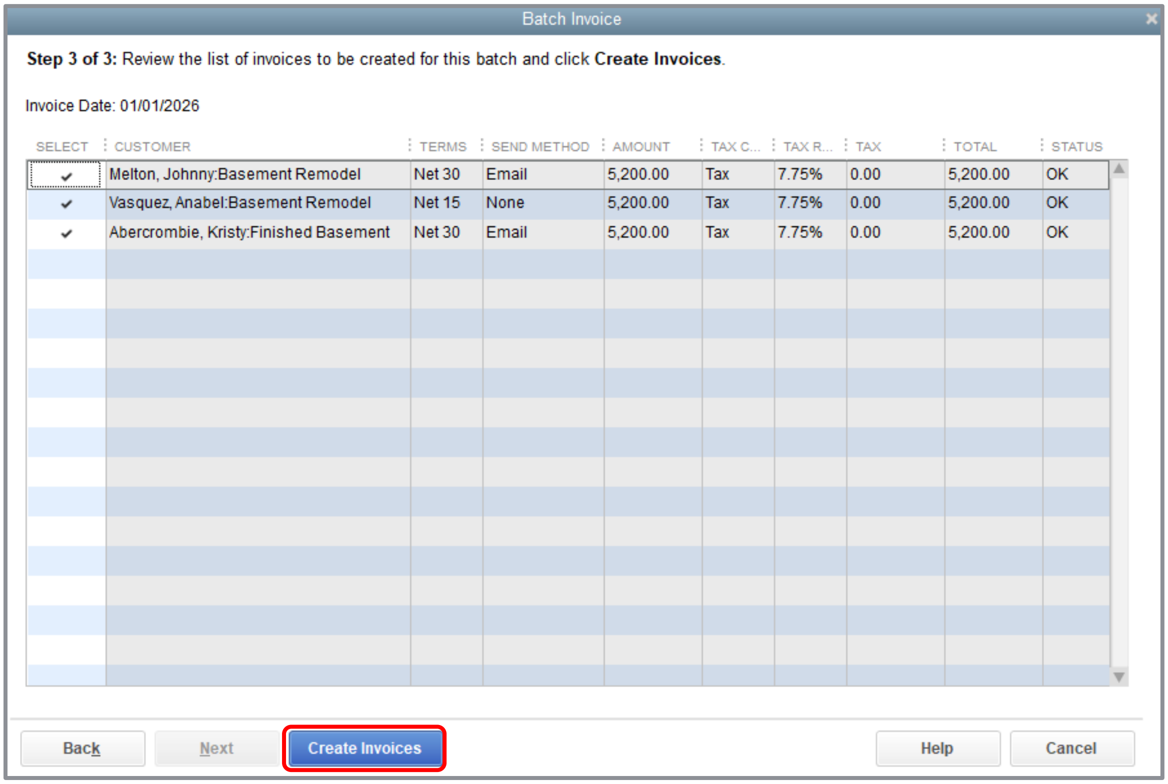
9. Choose the date of the invoices being issued in one batch as well as the invoice template you wish to use for the entire batch.

10. Enter the information you would like on your invoice.

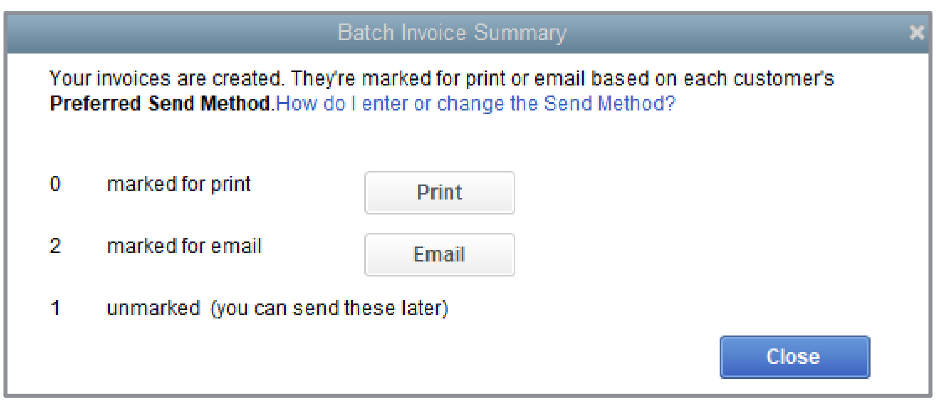
11. Click **Next**.



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

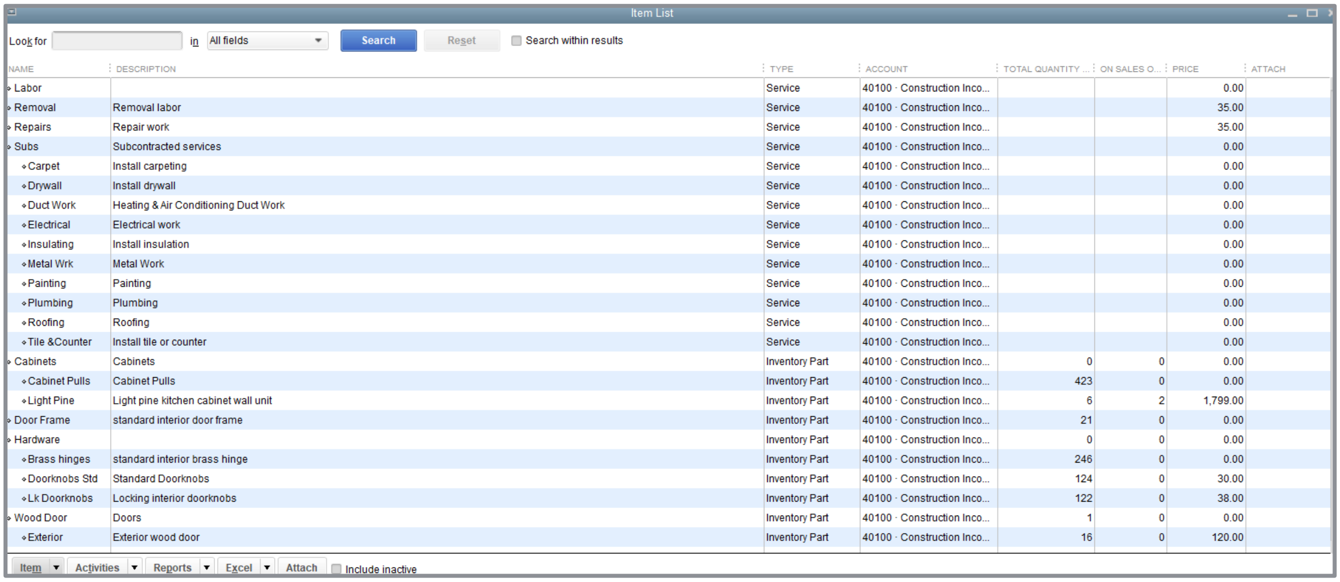
Items are what we use on sales forms, e.g., estimates, sales orders, invoices, credit memos, and sales receipts. Items represent the products or services that are sold and each item is mapped to one or more accounts in QuickBooks. Items can be mapped to one, two or three accounts in QuickBooks, depending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

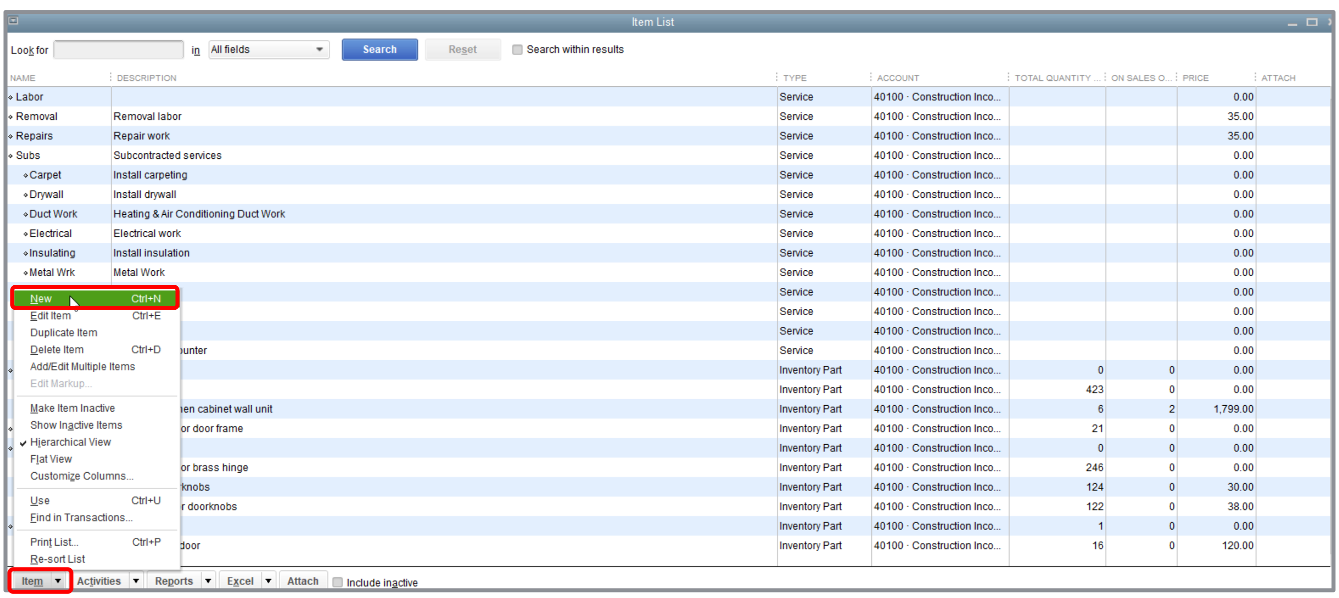
Step-by-Step: Add a One-sided Item

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



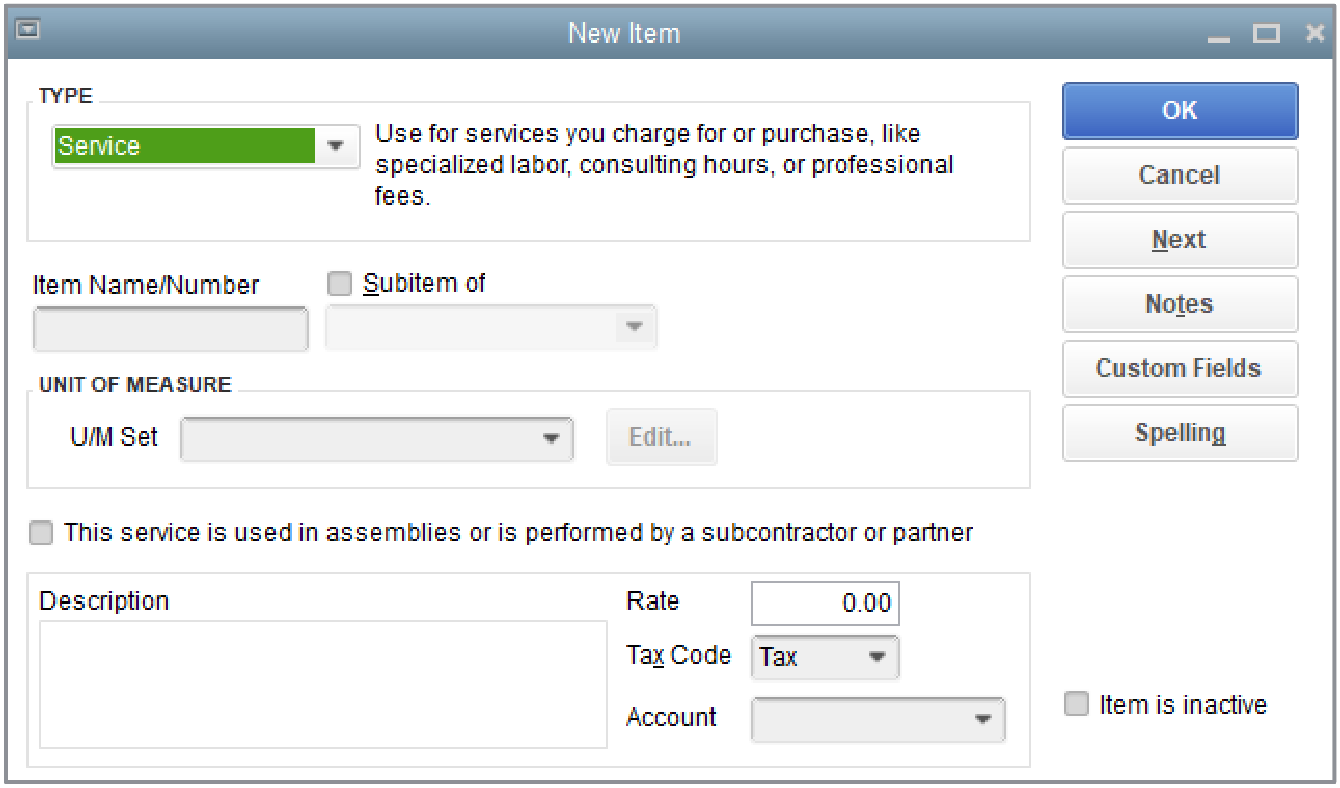
NAME	DESCRIPTION	TYPE	ACCOUNT	TOTAL QUANTITY ...	ON SALES O...	PRICE	ATTACH
Labor		Service	40100 · Construction Inco...			0.00	
Removal	Removal labor	Service	40100 · Construction Inco...			35.00	
Repairs	Repair work	Service	40100 · Construction Inco...			35.00	
Subs	Subcontracted services	Service	40100 · 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	

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



3. 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.*



4. Assign an item name or number in the Item Name/Number field.

5. 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.)

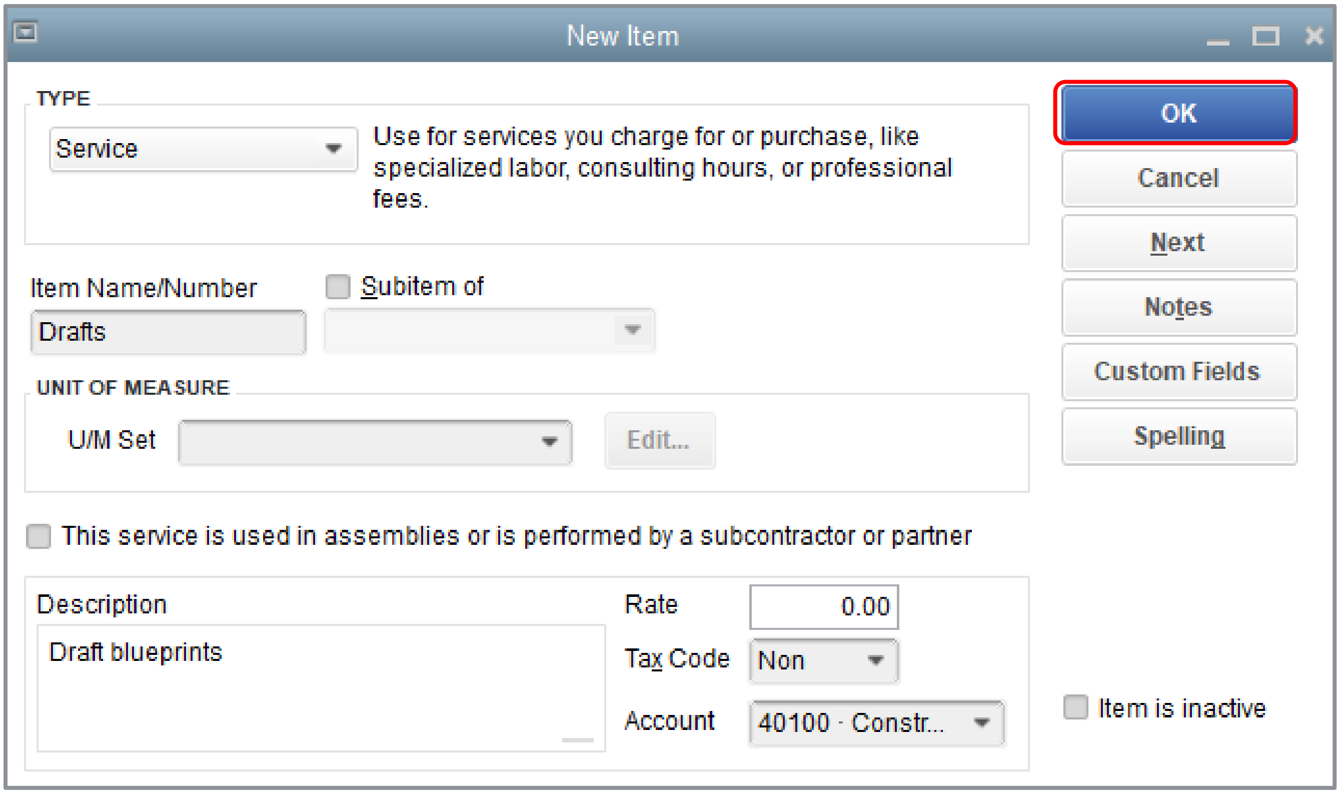
6. You can assign a standard per unit selling price in the Rate field.

7. 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.*

8. 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.



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**.

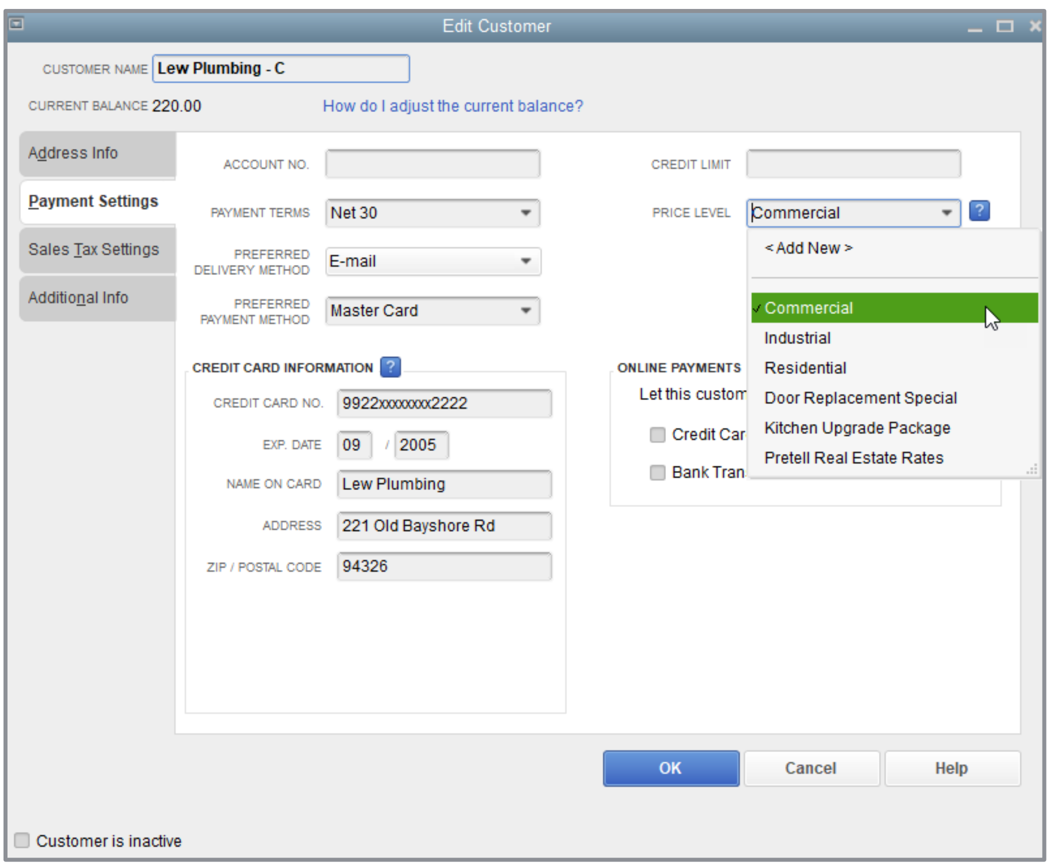
2. From the Price Level menu button, choose **New**.
3. In the Name field, enter a name for the price level.
4. Click the **Type** drop-down list, then select **Fixed %** or **Per Item**. This setting determines if you have a fixed markup/discount or if you would like to set up custom prices per item. (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.



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.

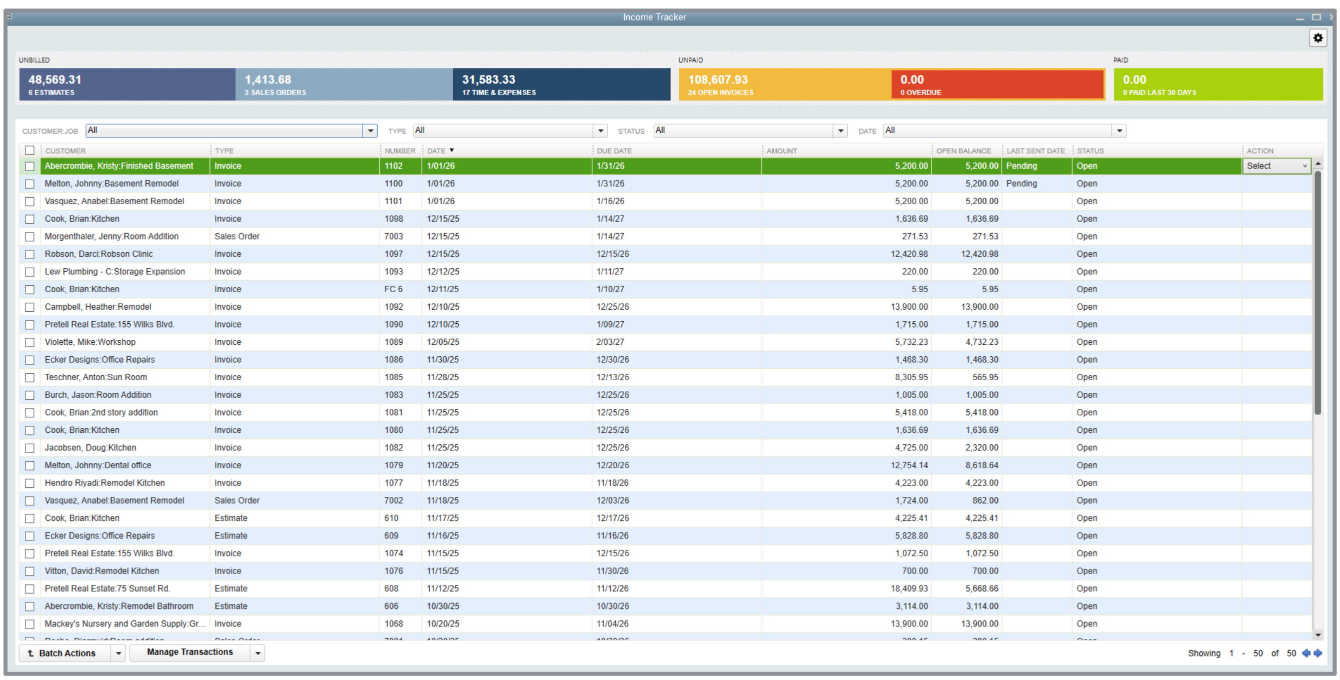
NOTES

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.

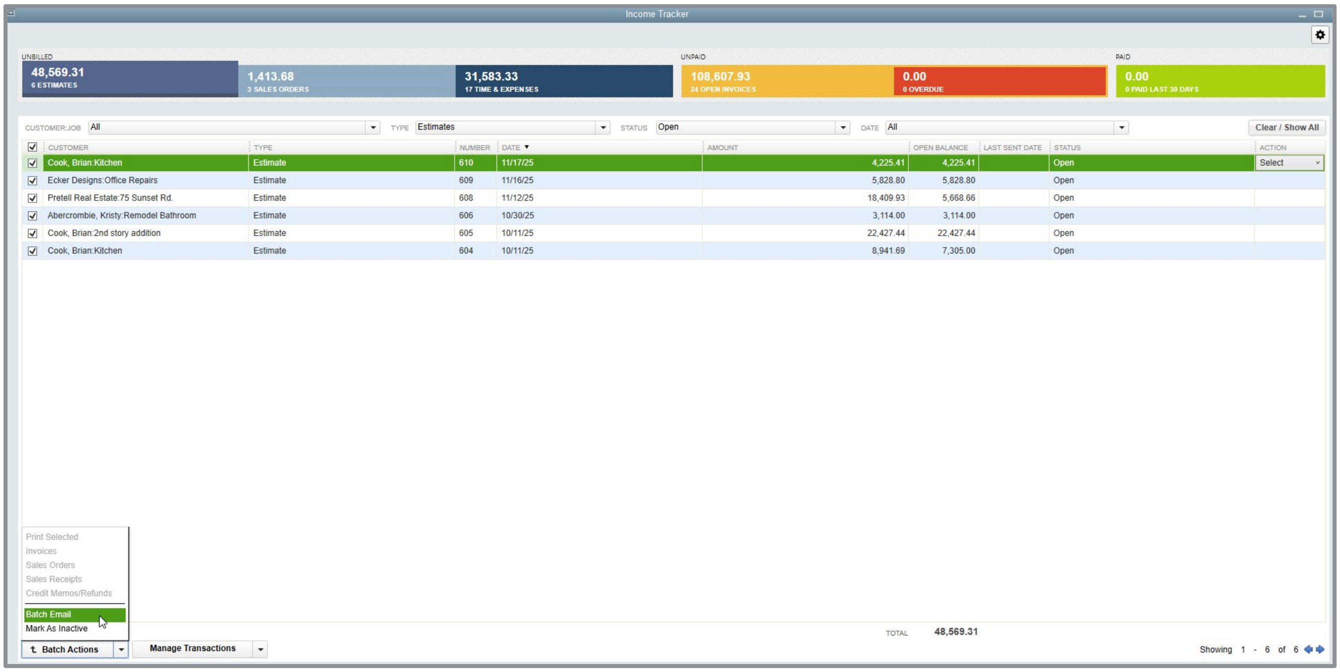
Step-by-Step: Review Overdue and Nearly-due Payments for All Customers

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.

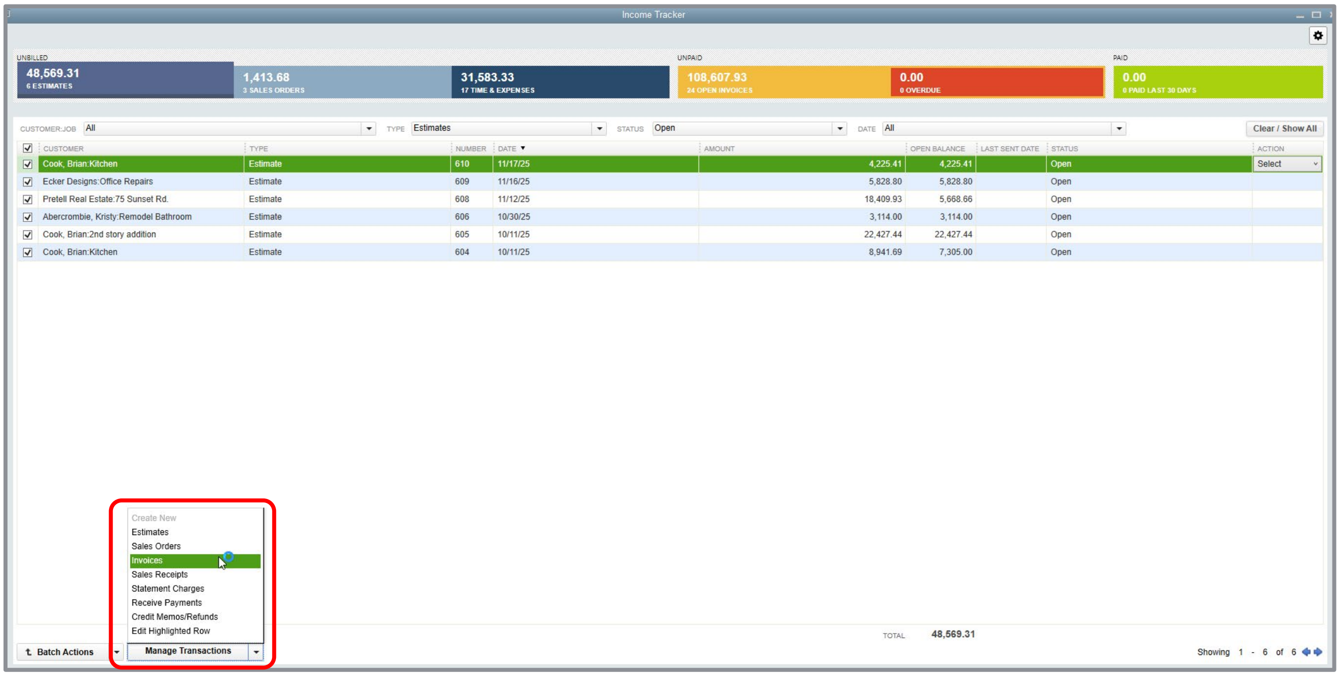


3. Click the down-facing arrow next to **Select** in the Action column for a list of actions you can take on each line.
4. In the Unbilled section (the left half) of the money bar, click the colored tab for **Estimates**. These are open estimates that can be turned into invoices by using the Action field.

5. 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.



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.



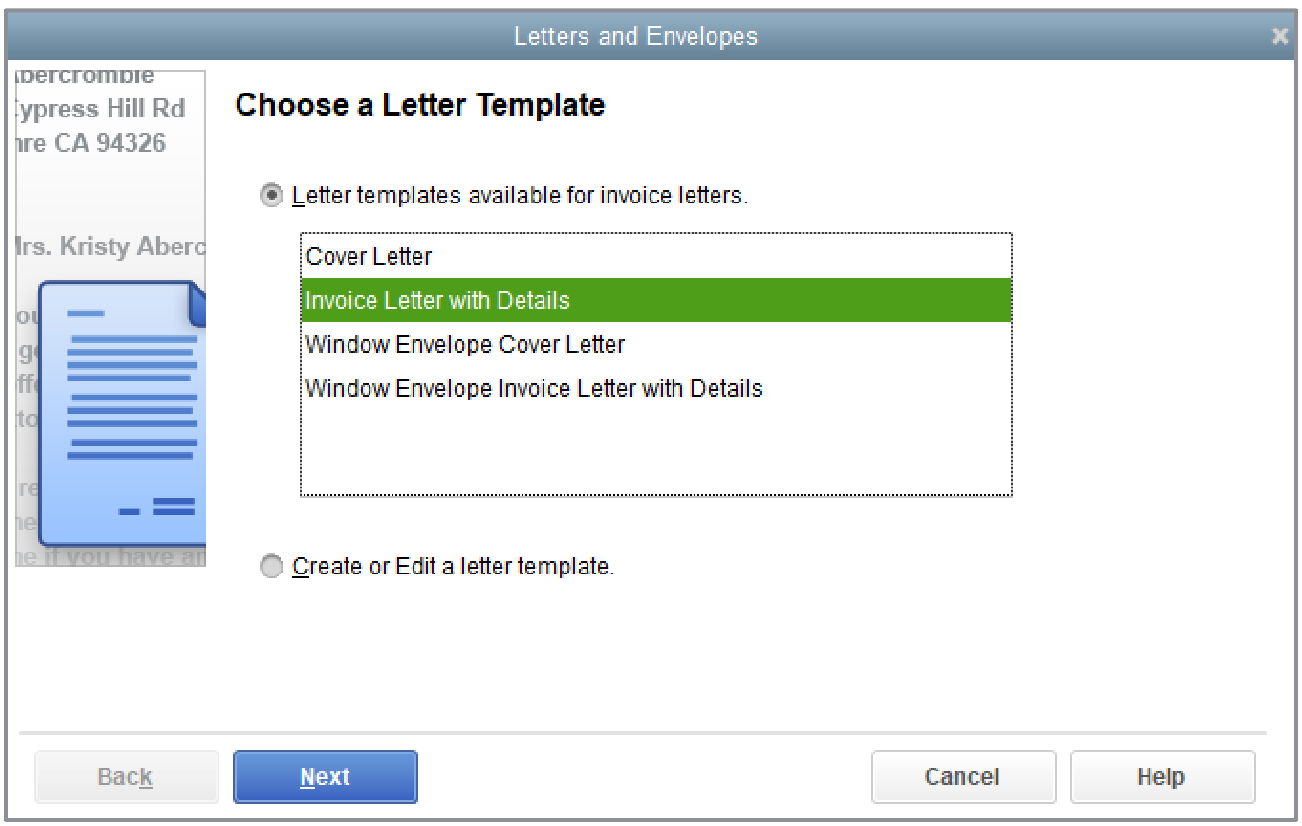
7. Close the Income Tracker.

NOTES

Create Single Invoice Letters

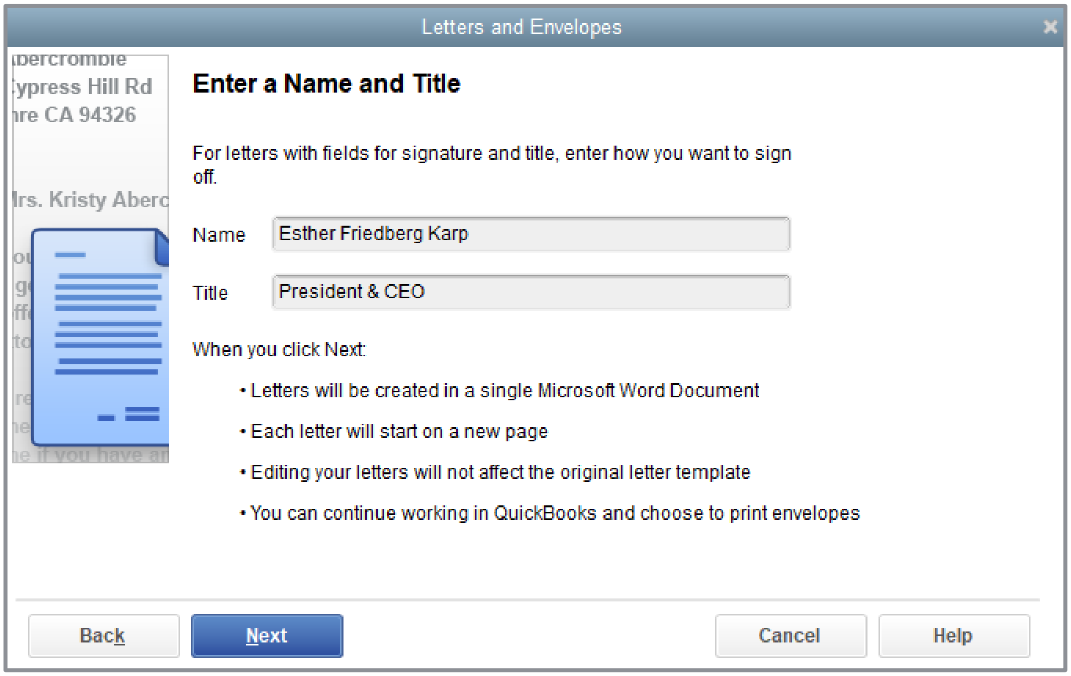
Step-by-Step: Create an Invoice Letter

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.



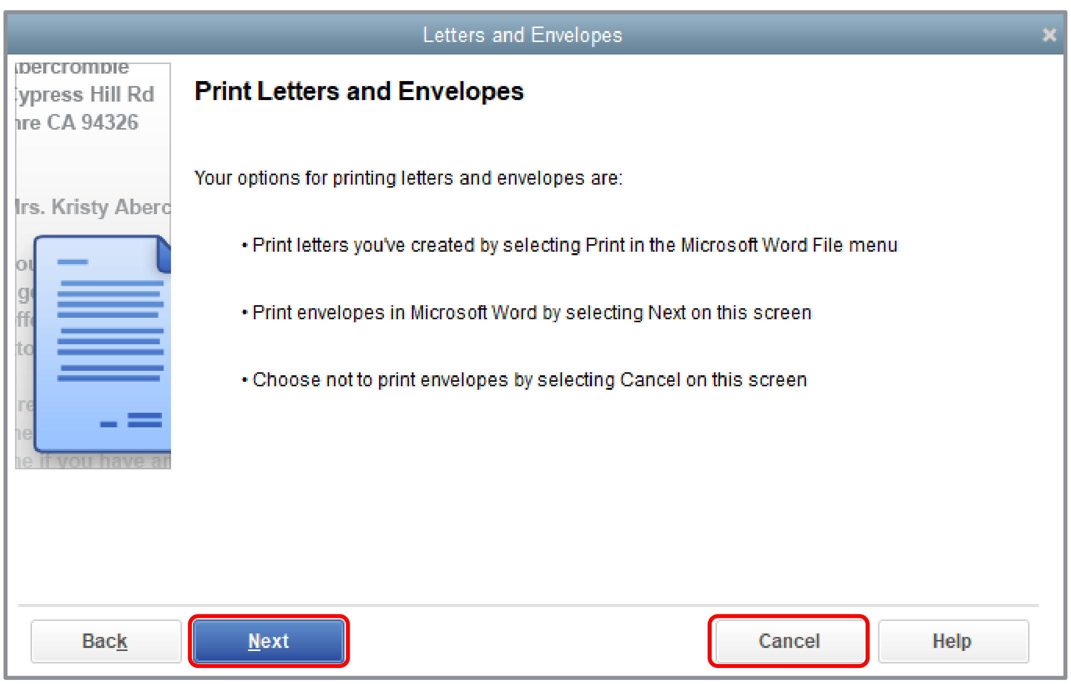
6. Click **Next**.

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

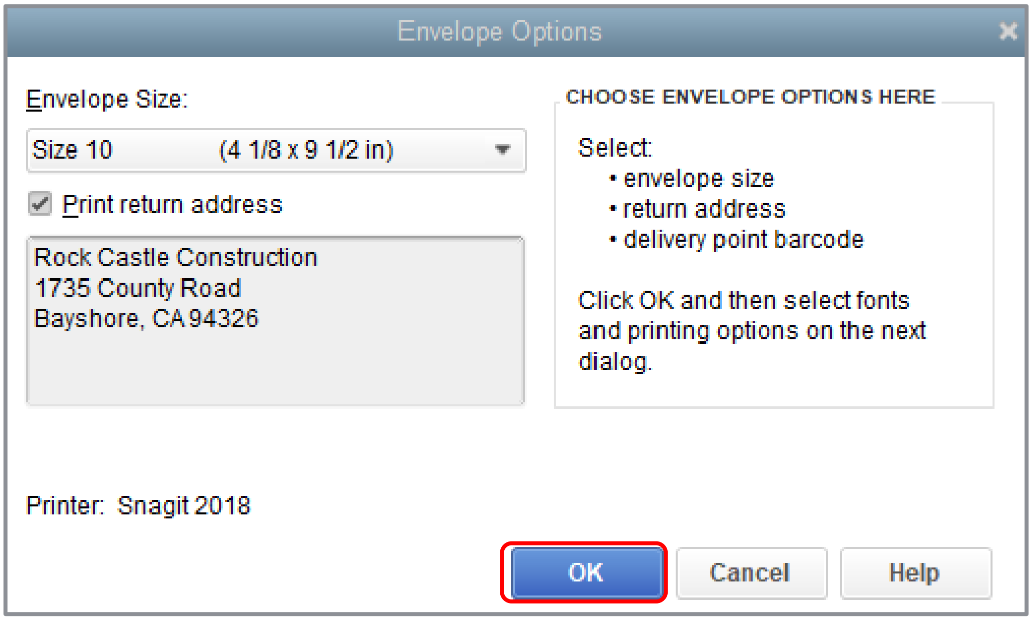


8. Click **Next**.

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



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**.



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.

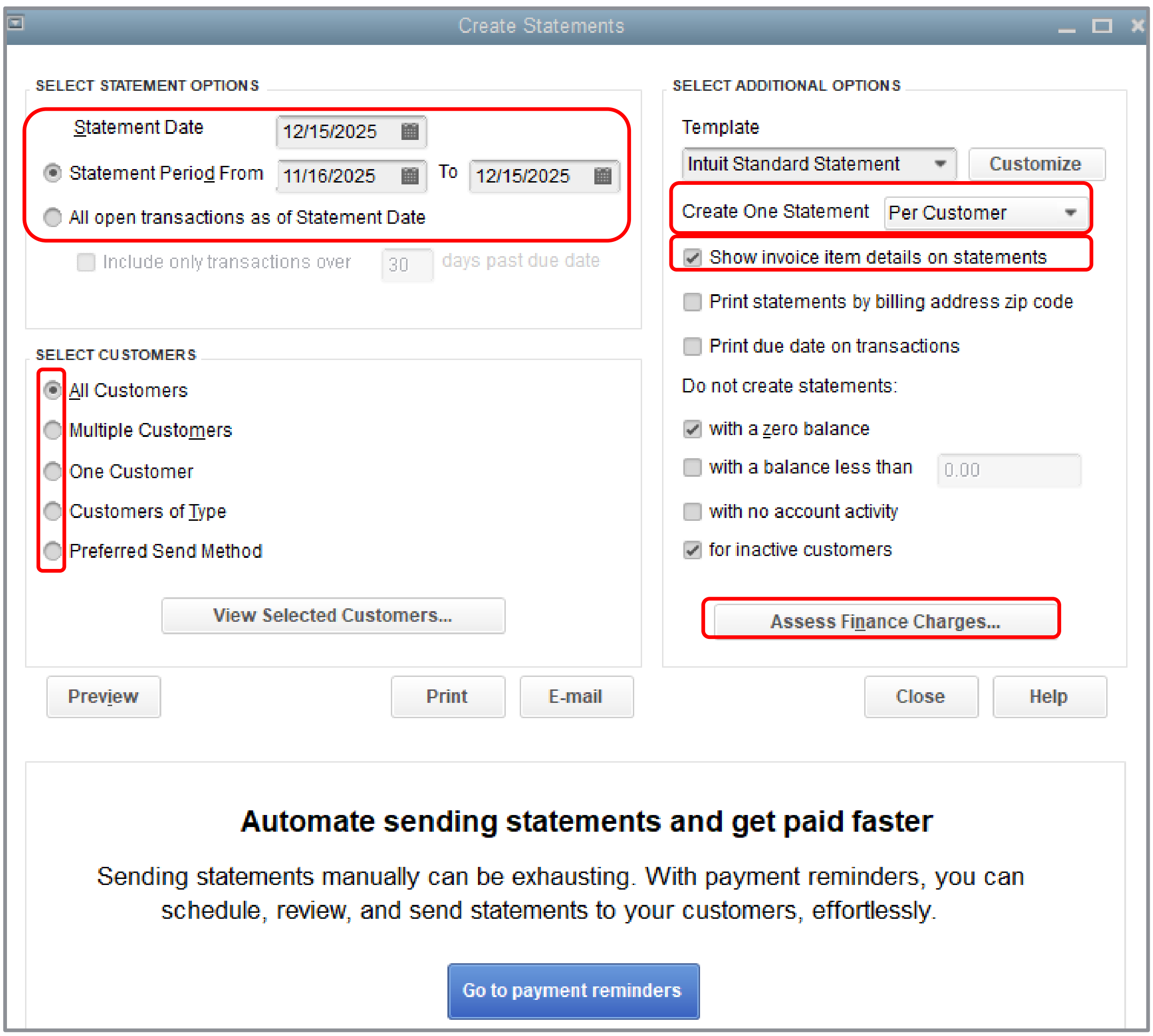
Step-by-Step: Generate Reminder Statements

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

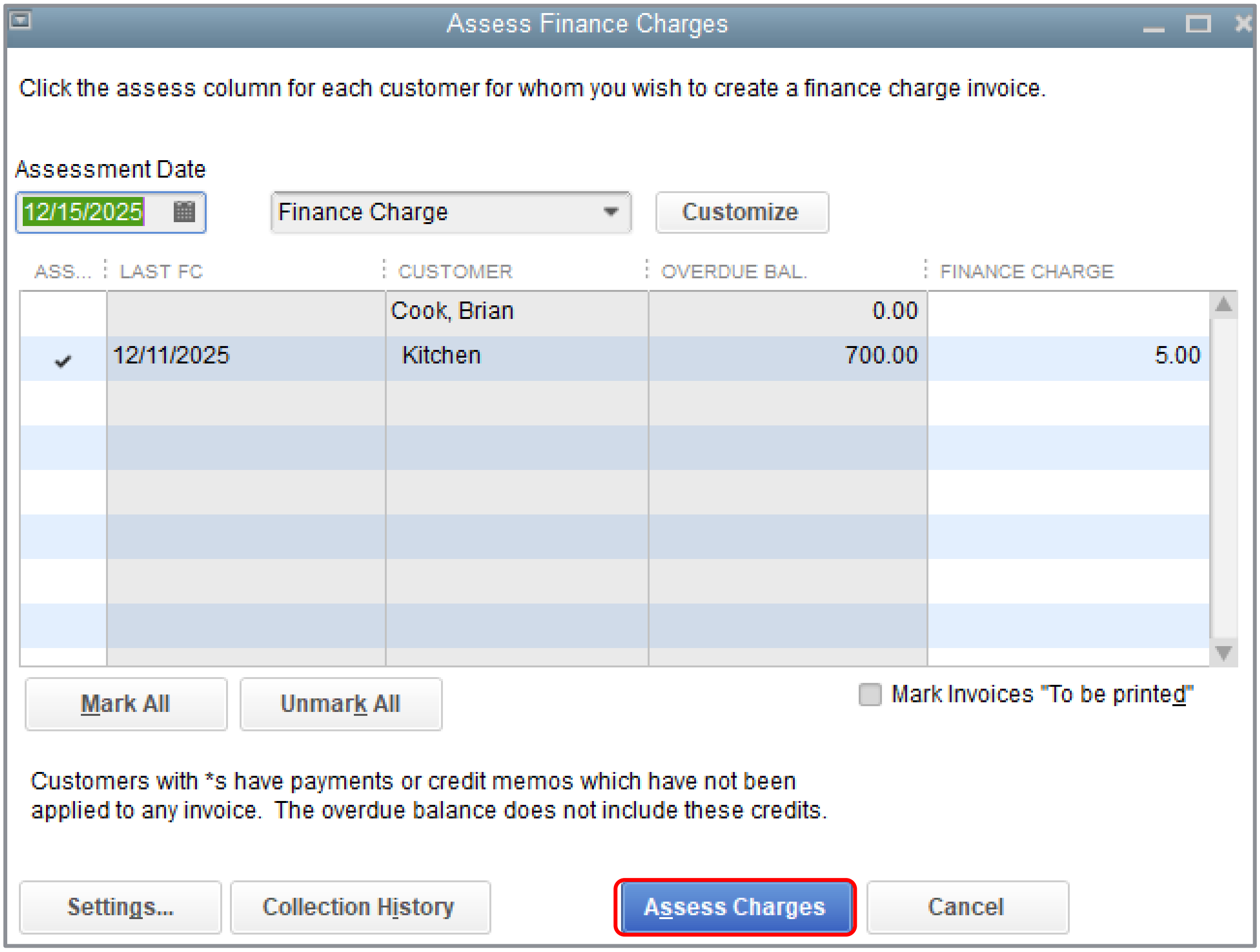
2. For Statement Date, enter the date you want to appear on the statement.

3. Set your statement period in the Statement Period From and To fields or select **All open transactions as of statement date**.

4. 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.)



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



6. 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

Page 1

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 --- Invoice #42 for 700.00 on 10/15/2003	5.95	7,760.64
	12/15/2025	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 --- Tax: San Domingo @ 7.5% = 114.19	1,636.69	9,397.33
	12/15/2025	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

Page 2

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

Notes

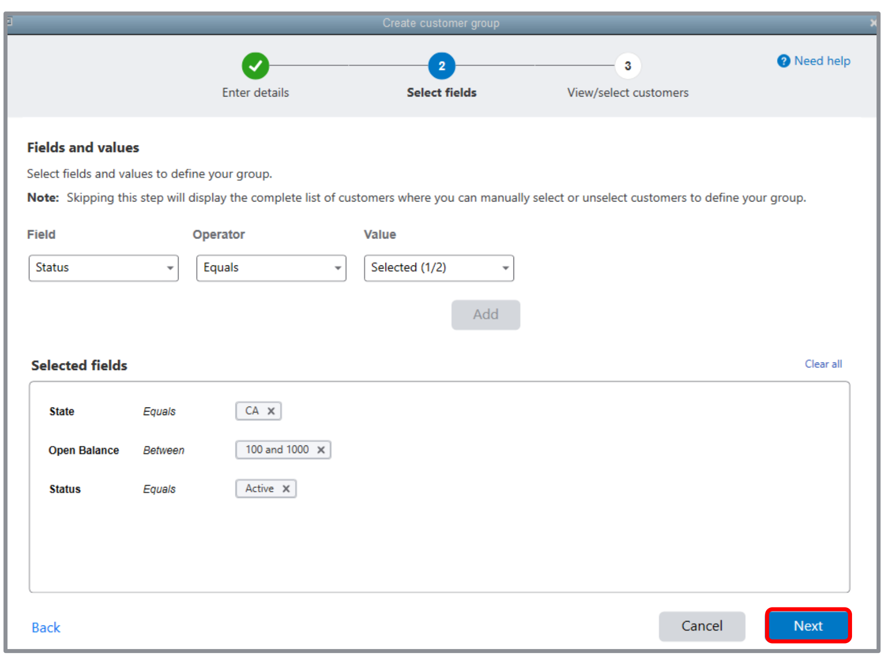
Payment Reminders

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.

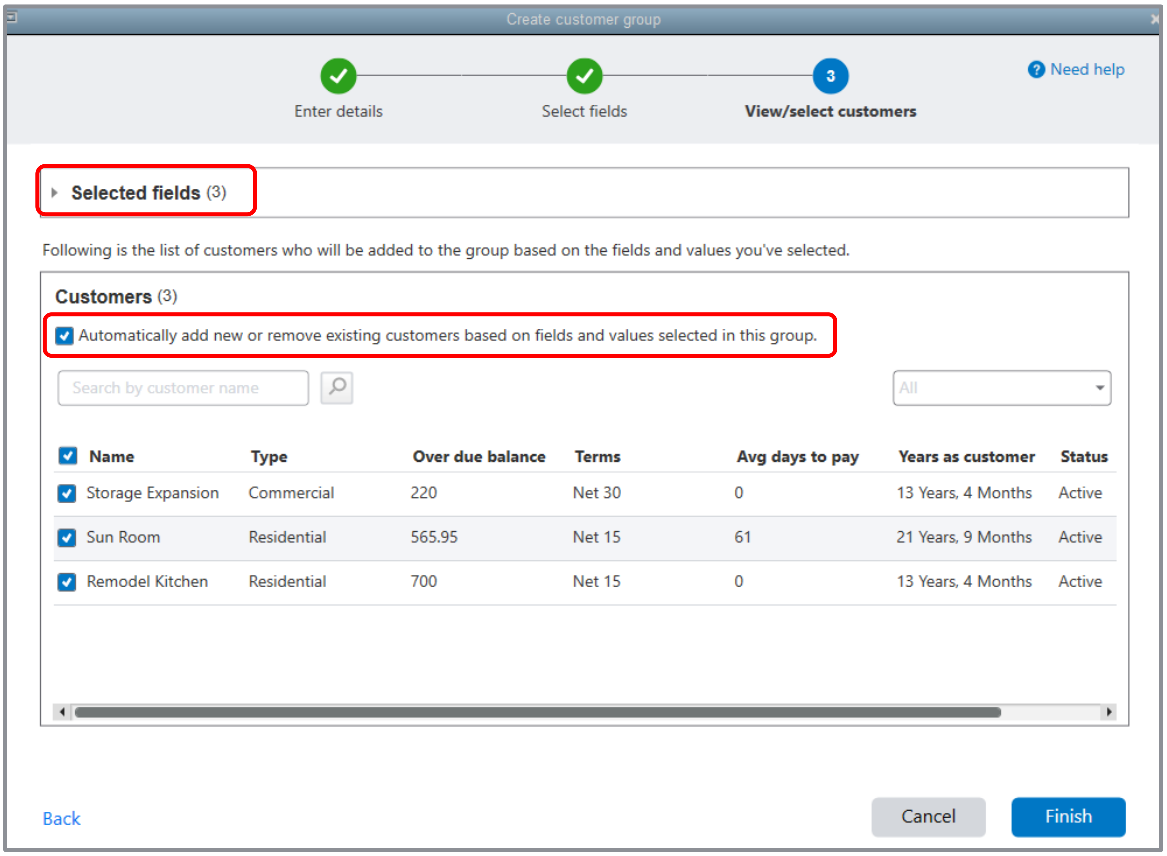
Step-by-Step: Create Customer Groups

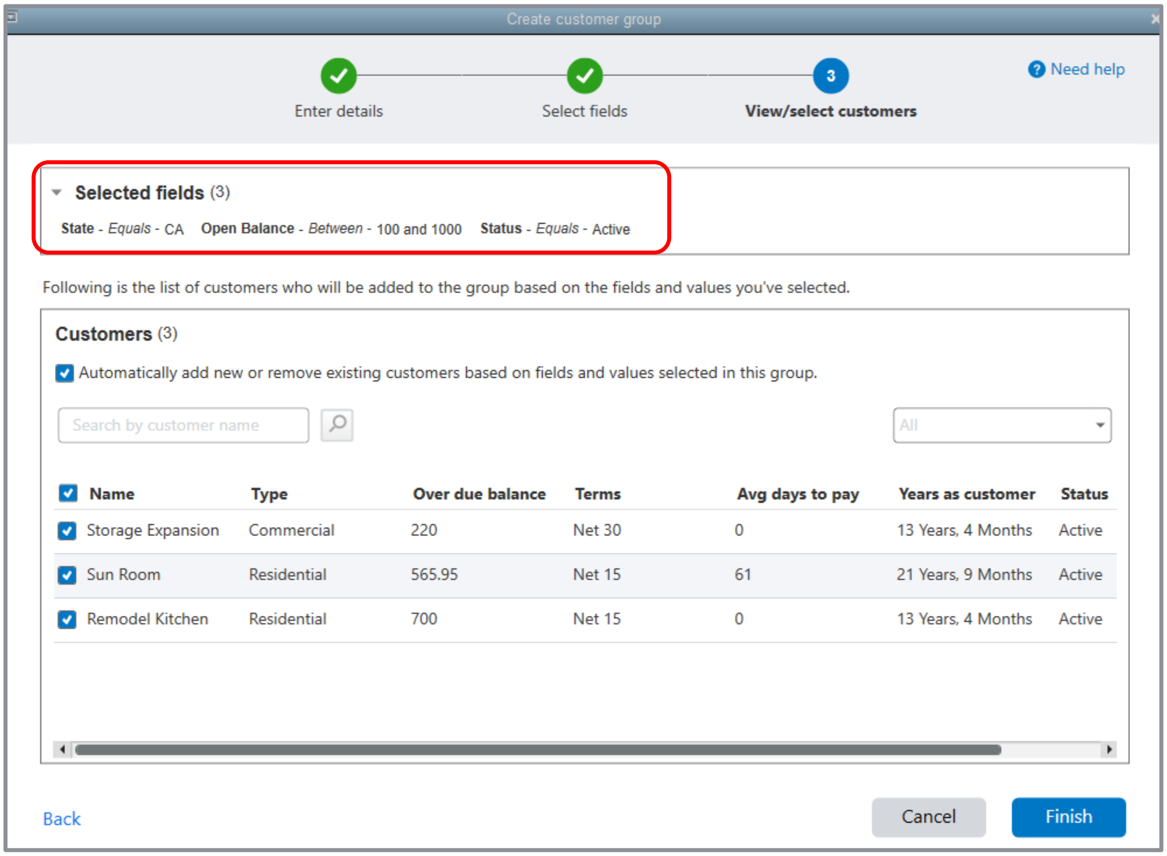
1. Under the Lists menu item, click **Manage Groups**.
2. Select **Create customer group**.
3. Add a Name and Description for the group, then select **Next**.
4. Select **Fields**, **Operator**, and **Values** to define the group, then select **Add**. When you're done, select **Next**, or you can leave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



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.

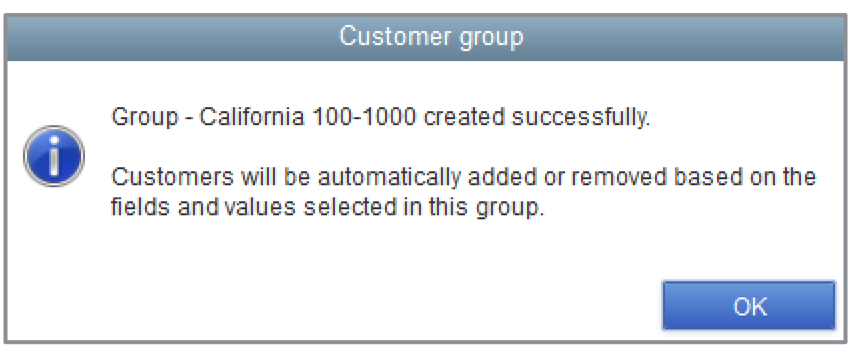




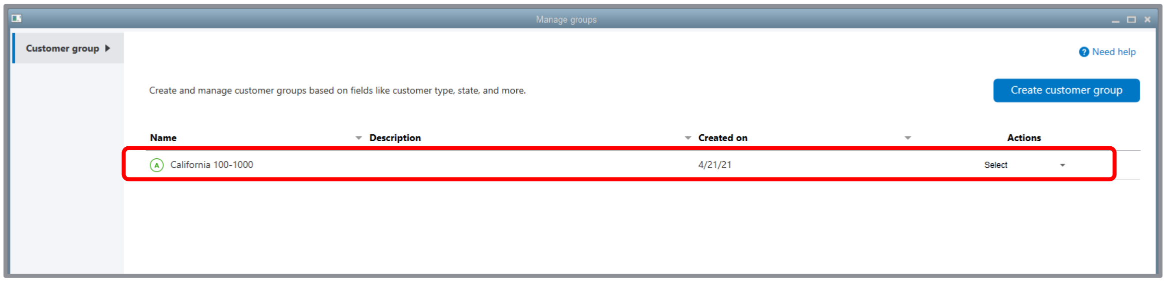
8. If you need to add customers to the group, search by the customer's name. To remove a customer from the group, clear the checkbox next to their name.

9. Select **Finish**.

10. You'll see a Customer group window appear, indicating you successfully created this new group. Select **OK**.

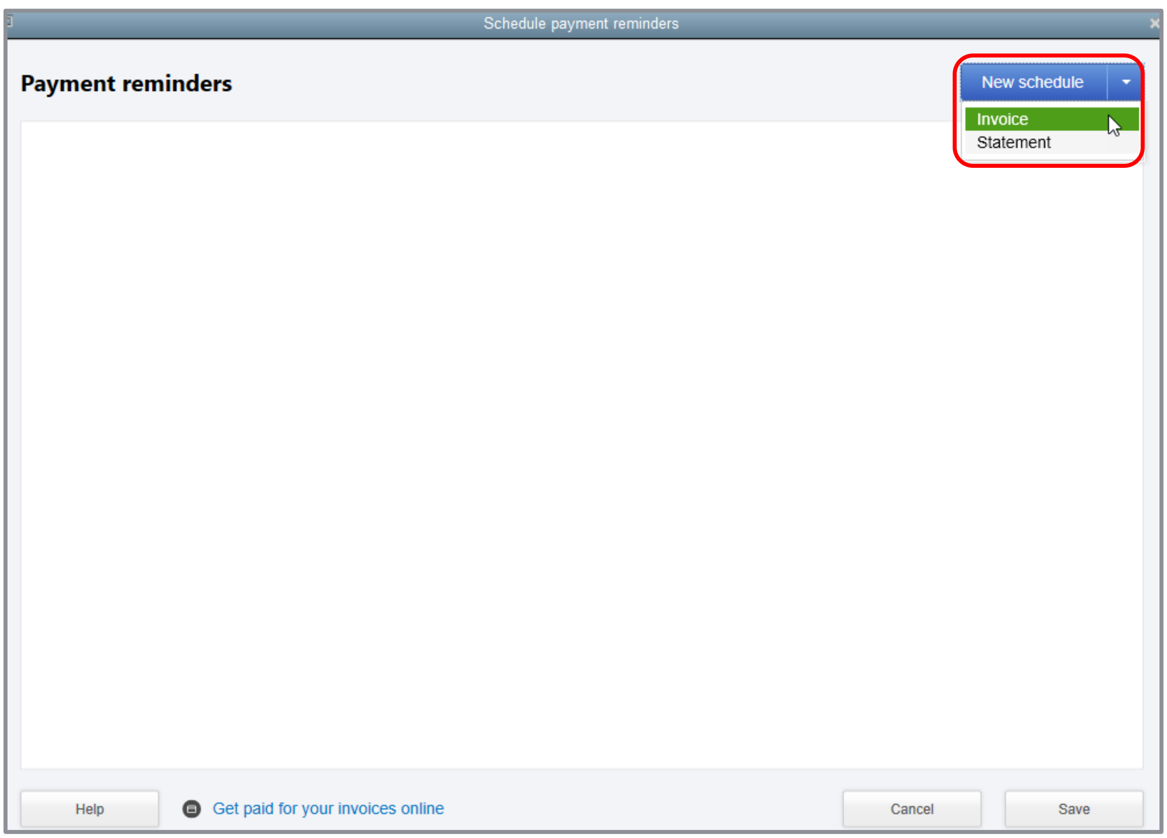


11. Now the Manage groups window lists the group you just created.



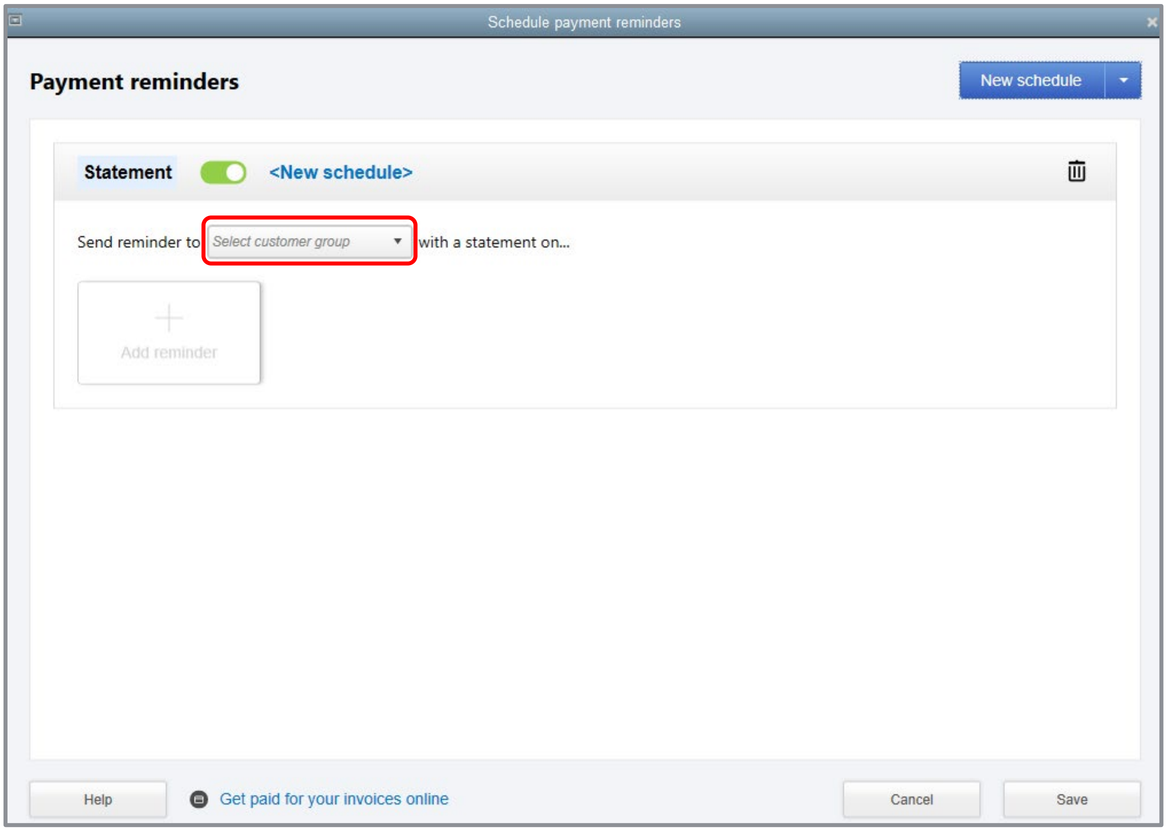
Step-by-Step: Schedule Payment Reminders

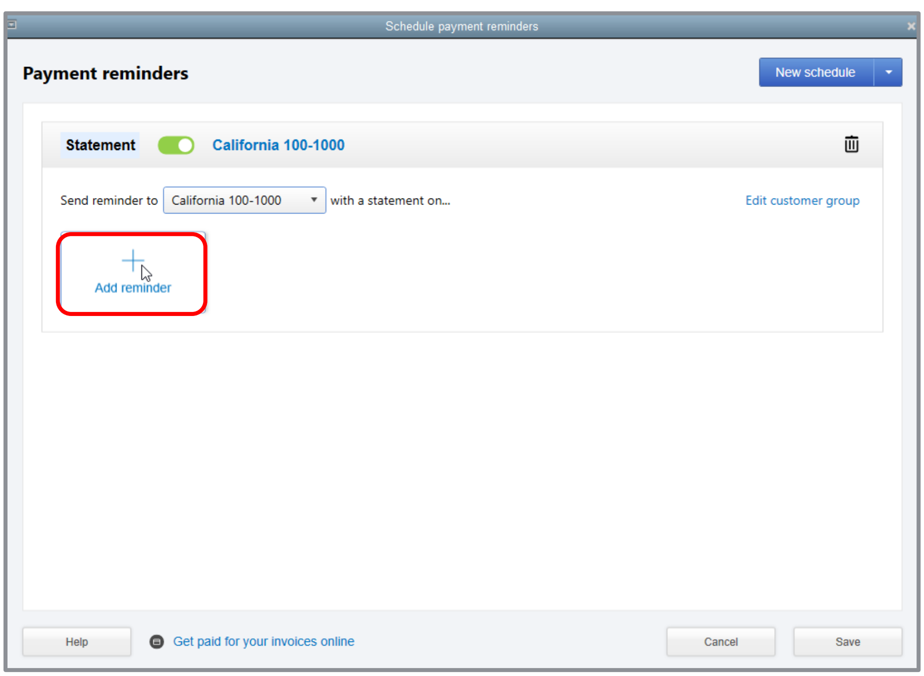
1. Under the Customers menu item, click **Payment Reminders**.
2. Select **Schedule Payment Reminders**.
3. Choose **Let's get started**.
4. Select the **New schedule** drop-down → **Statement**.



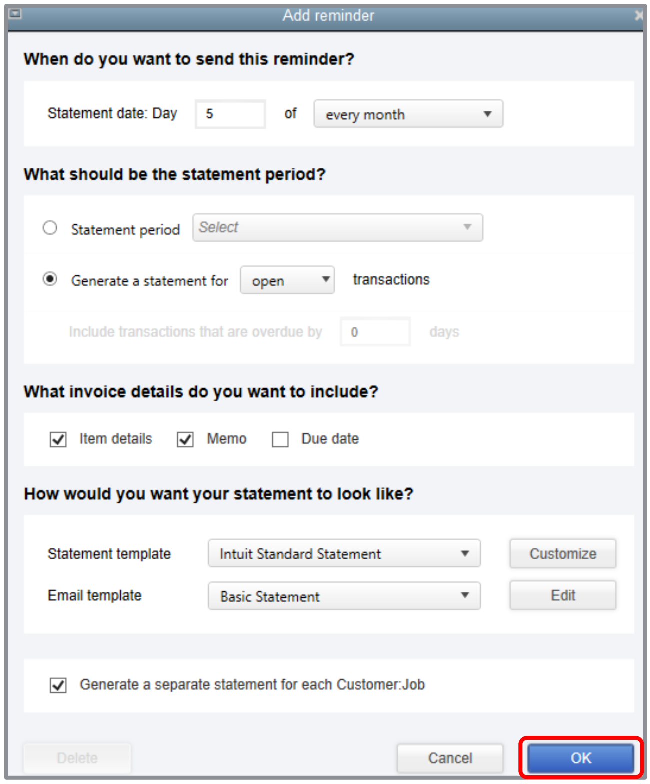
A new Statement card appears under Payment reminders.

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

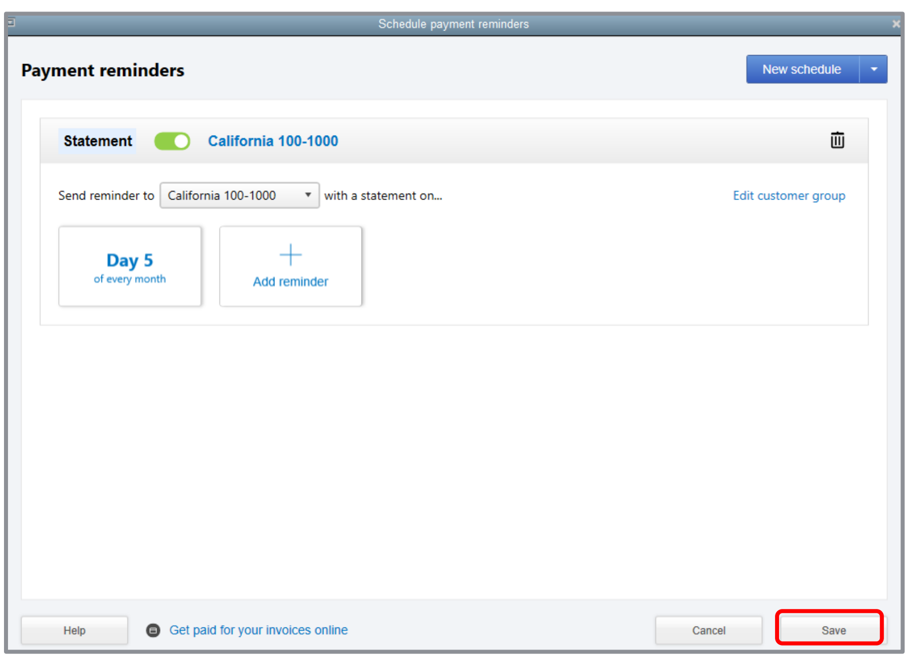




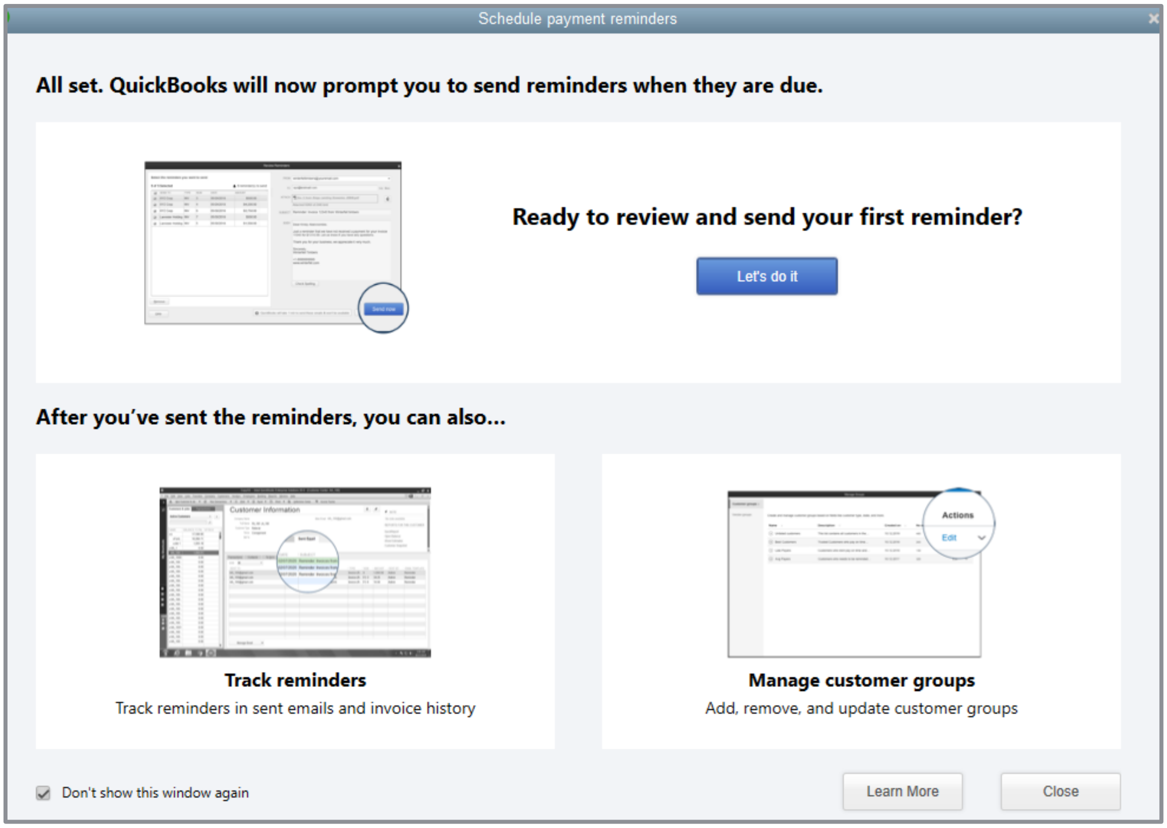
6. The Add reminder window appears. Fill out the parameters for the payment reminder (statement) for this group and click **OK**.



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



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



Enter Sales Information – Review Questions

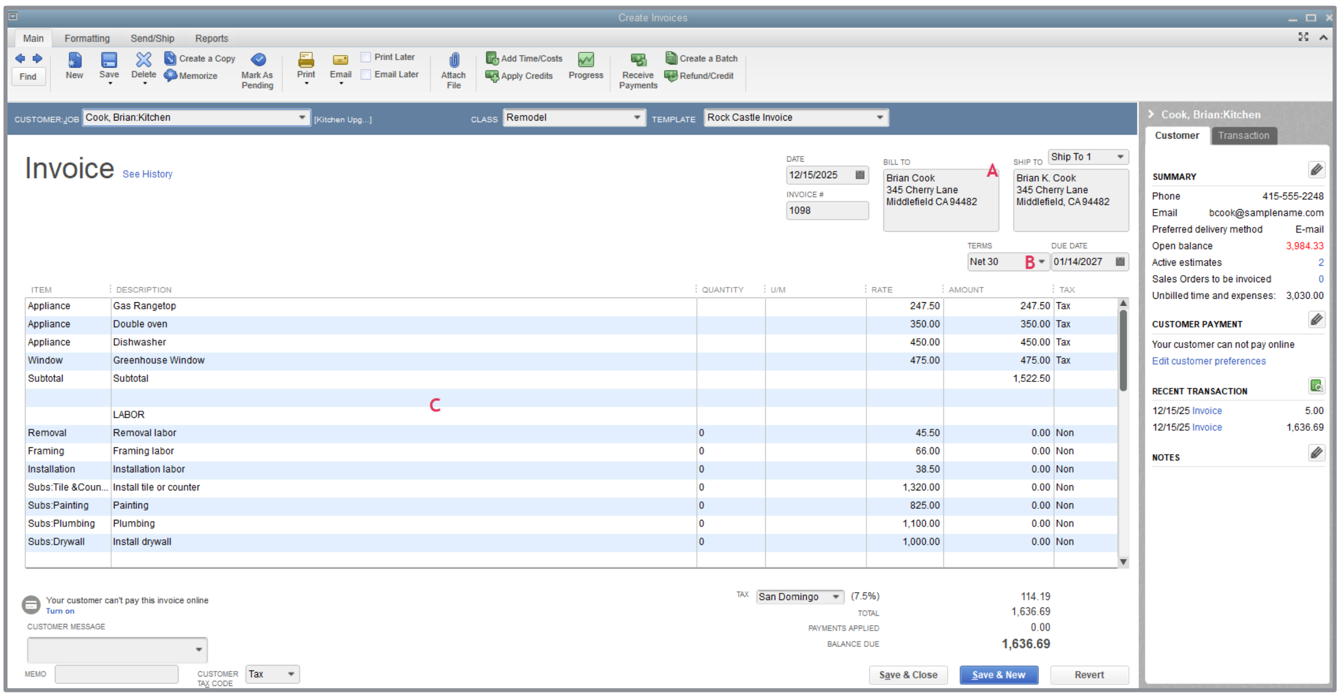
1. When receiving payment at the time of sale, you create a ________________________ in QuickBooks.
2. When customers are returning items, you record the return on a ______________________________.
3. In QuickBooks you can record payments by customers made using which of the following?
   a. Cash
   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

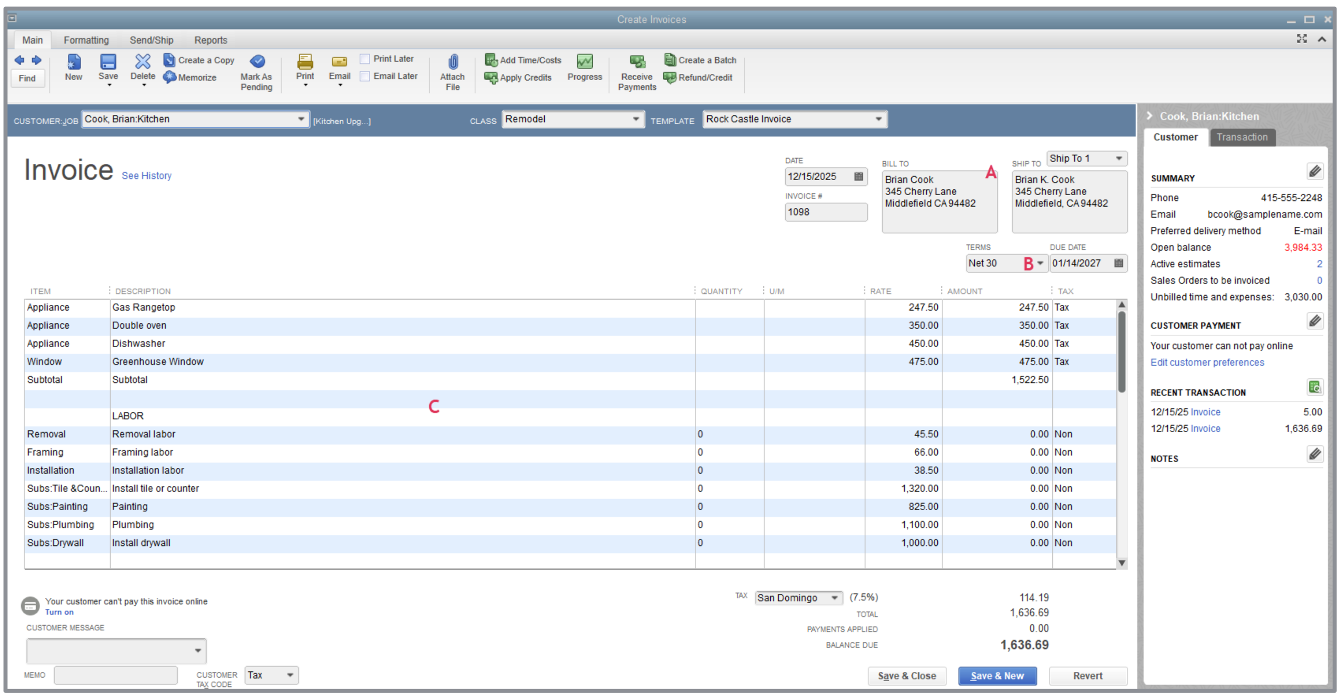
1. When receiving payment at the time of sale, you create a *sales receipt* in QuickBooks.
2. When customers are returning items, you record the return on a *credit memo*.
3. In QuickBooks you can record payments received from customers using which of the following?
   a. Cash
   b. Check
   c. Credit 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*