



QUICKBOOKS DESKTOP 2021 CLIENT TRAINING

Lesson 7

Receive Payments and Make Deposits

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About the Author



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Lesson Objectives

- Learn how to record customer payments in QuickBooks
- Learn how to handle customer discounts, partial payments, overpayments or down payments
- Learn how to handle customer bounced checks
- See how to record a deposit in QuickBooks and how QuickBooks treats the deposit behind the scenes
- Learn how to enter cash back from a deposit in QuickBooks

Record Payment in Full for a Single Job

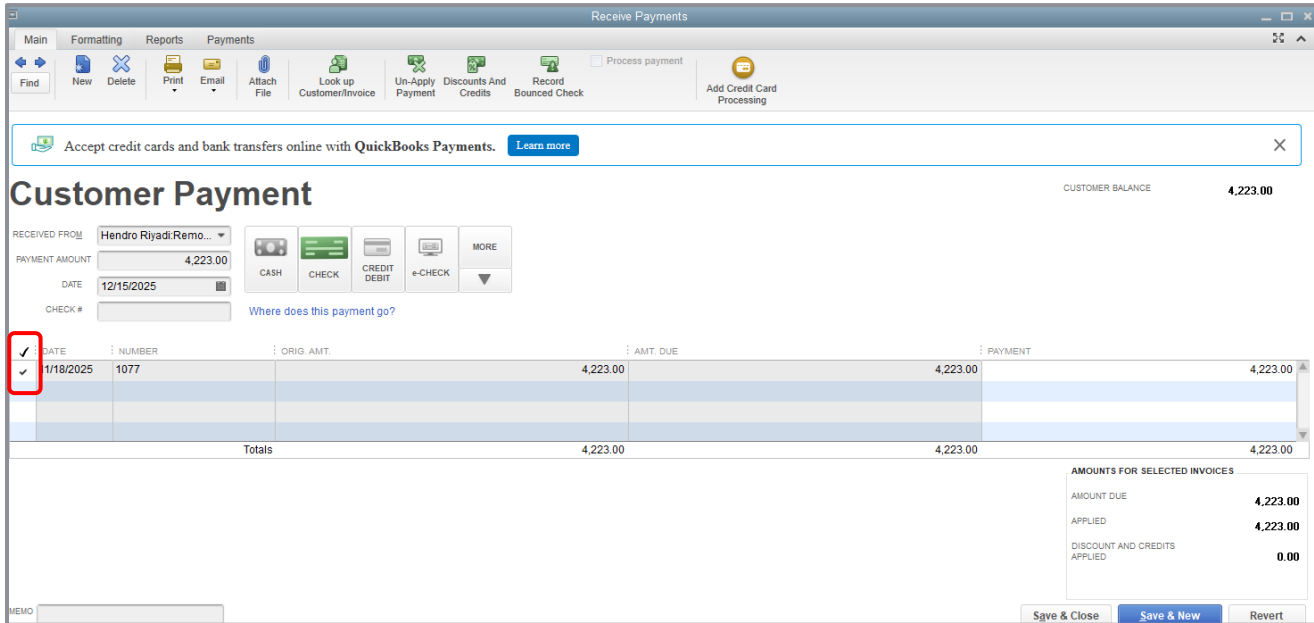
If you receive a payment at the time of a sale and fill out a sales receipt, the customer payment is part of that sales receipt transaction. When you invoice a customer and receive payment later, you must enter the payment in the QuickBooks Receive Payments window as a transaction that is separate from the sale.



Step-by-Step: Record a Payment in Full

1. From the Customers menu, choose **Receive Payments**. (If the QuickBooks Payment Interview window displays, close it.)
2. In the Received From field, select the Customer:Job from whom you are receiving the payment. Press **Tab**.
3. In the Amount field, type the amount of the payment. Press **Tab**.
4. In the Date field, enter the date the payment was received. Press **Tab**.
5. Select the payment method from the payment icons. Press **Tab**.
6. Enter the reference number for the payment, if applicable.

- Place a checkmark next to the invoices in the grid to which you are applying the payment. (If *Automatically apply payments* has been chosen in **Edit → Preferences → Payments → Company Preferences**, you can remove checkmarks and add your own if the automatic application of payment doesn't suit your needs.)



- Click **Save & Close**.

NOTES

Enter a Partial Payment



Step-by-Step: Enter a Partial Payment

1. From the Customers menu, choose **Receive Payments**. (If the QuickBooks Payment Interview window displays, close it.)
2. In the Received From field, select the Customer:Job from whom you are receiving the payment. Press **Tab**.
3. In the Amount field, type the amount of the payment. Press **Tab**.
4. In the Date field, enter the date the payment was received. Press **Tab**.
5. Select the payment method from the payment icons. Press **Tab**.
6. Enter the reference number for the payment, if applicable.
7. Place a checkmark next to the invoices in the grid to which you are applying the payment. (If Automatically apply payments has been chosen in **Edit → Preferences → Payments → Company Preferences**, you can remove checkmarks and add your own if the automatic application of payment doesn't suit your needs.)

- Enter the amount of the payment to be applied to each partially-paid invoice in the Payment column in the far right.

Customer Payment CUSTOMER BALANCE 3,984.33

RECEIVED FROM: Cook, Brian-Kitchen
 PAYMENT AMOUNT: 1,700.00
 DATE: 12/15/2025
 CHECK #: 1110

DATE	NUMBER	ORIG. AMT.	AMT. DUE	PAYMENT
08/01/2025	1066	3,100.00	700.00	700.00
11/25/2025	1080	1,636.69	1,636.69	1,000.00
12/11/2025	FC 6	5.95	5.95	0.00
12/15/2025	1098	1,636.69	1,636.69	0.00
12/15/2025	FC 127	5.00	5.00	0.00
Totals		6,384.33	3,984.33	1,700.00

UNDERPAYMENT \$ 636.69

WHEN FINISHED:
 LEAVE THIS AS AN UNDERPAYMENT
 WRITE OFF THE EXTRA AMOUNT

AMOUNTS FOR SELECTED INVOICES

AMOUNT DUE	2,336.69
APPLIED	1,700.00
DISCOUNT AND CREDITS APPLIED	0.00

- In the Underpayment section at the bottom, ensure the **When finished: Leave this as an underpayment** option is selected.

- Click **Save & Close** to record the partial payment.

NOTES

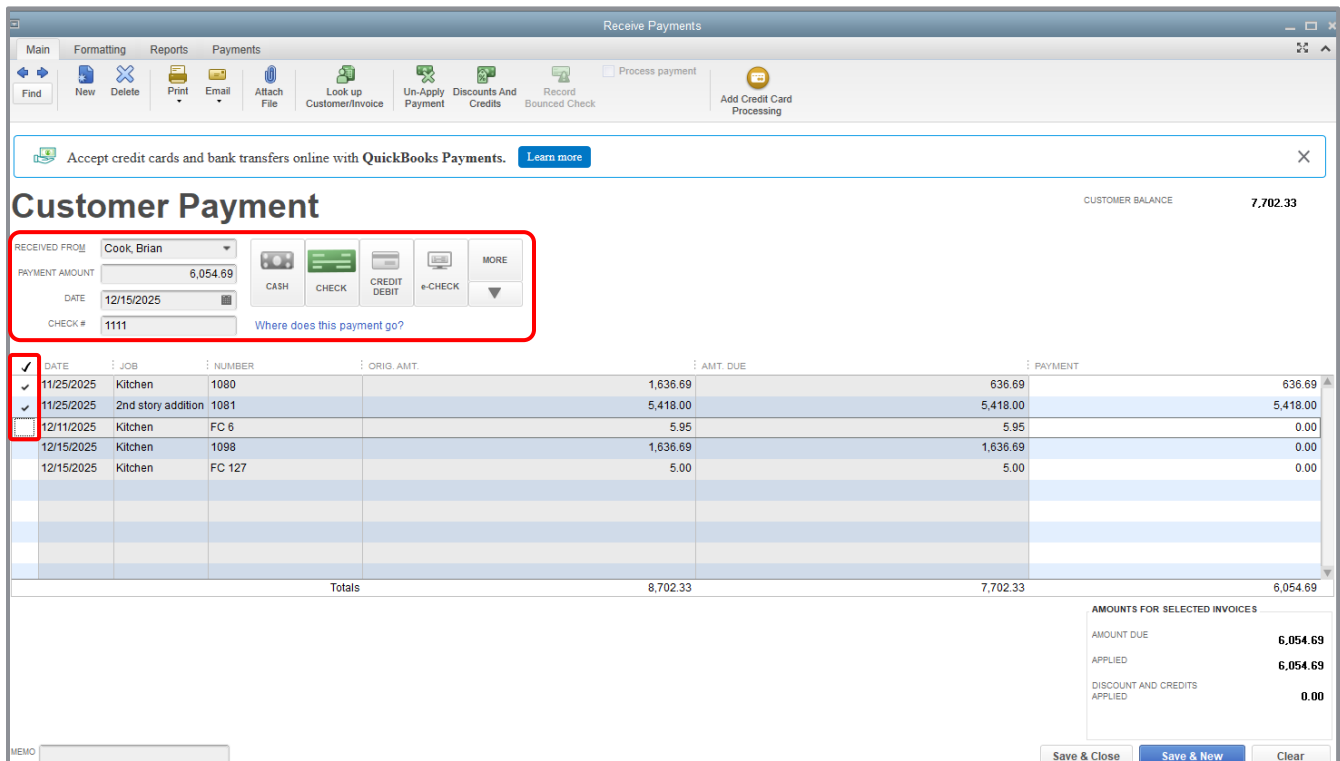
Apply One Payment to Multiple Jobs of the Same Customer



Step-by-Step: Apply One Payment to Multiple Jobs of the Same Customer

1. From the Customers menu, choose **Receive Payments**. (If the QuickBooks Payment Interview window displays, close it.)
2. In the Received From field, select the *parent* customer name for the jobs against which you are receiving payment. This will enable QuickBooks to display all open invoices for the parent customer and all its jobs. Press **Tab**.
3. In the Amount field, type the amount of the payment. Press **Tab**.
4. In the Date field, enter the date the payment was received. Press **Tab**.
5. Select the payment method from the payment icons. Press **Tab**.
6. Enter the reference number for the payment, if applicable.

- Place a checkmark next to the invoices in the grid to which you are applying the payment. (If Automatically apply payments has been chosen in **Edit → Preferences → Payments → Company Preferences**, you can remove checkmarks and add your own if the automatic application of payment doesn't suit your needs.) You will be able to identify the invoice number as well as the job to which it relates.



- Click **Save & Close**.

NOTES

Enter Overpayments

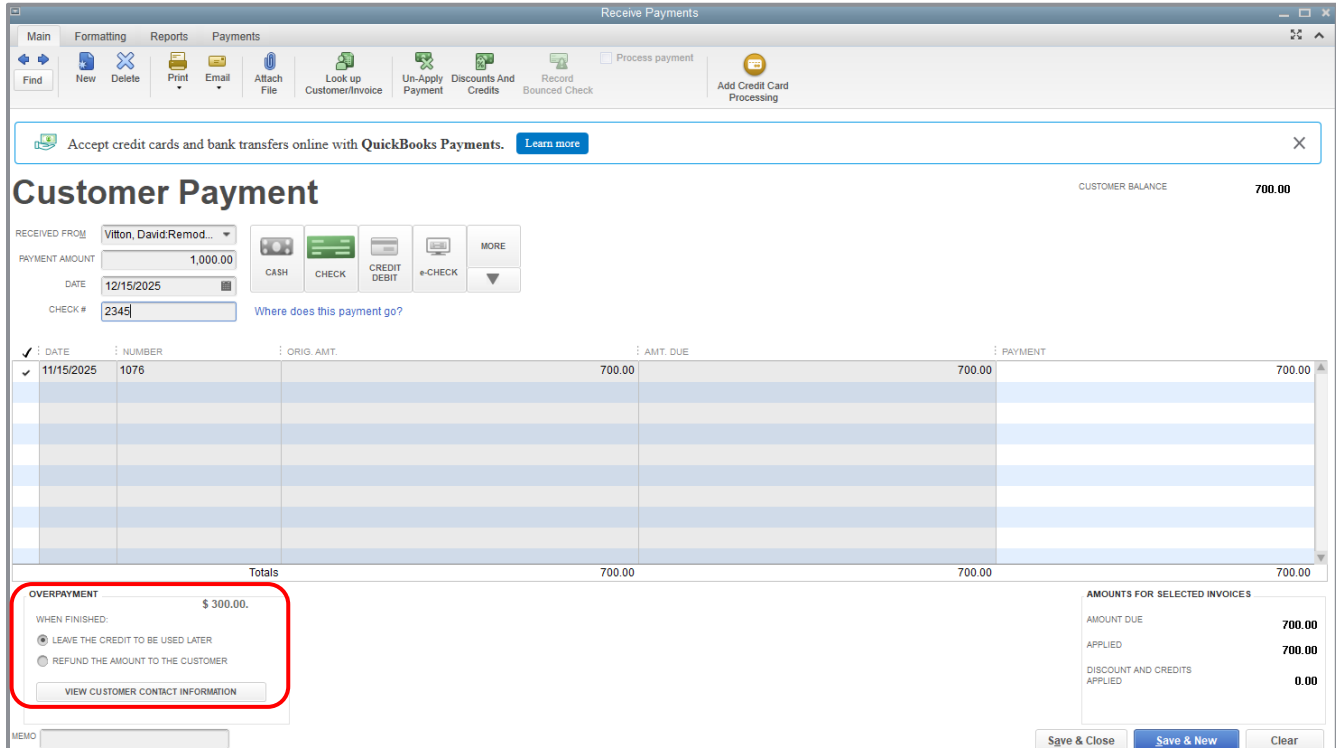
If a customer sends you an overpayment, you simply enter the amount in the Receive Payments window and QuickBooks keeps track of the additional payment. When the customer has future invoices, you can apply the overpayment to those amounts – you can even apply the credit directly to the invoice.



Step-by-Step: Enter the Payment

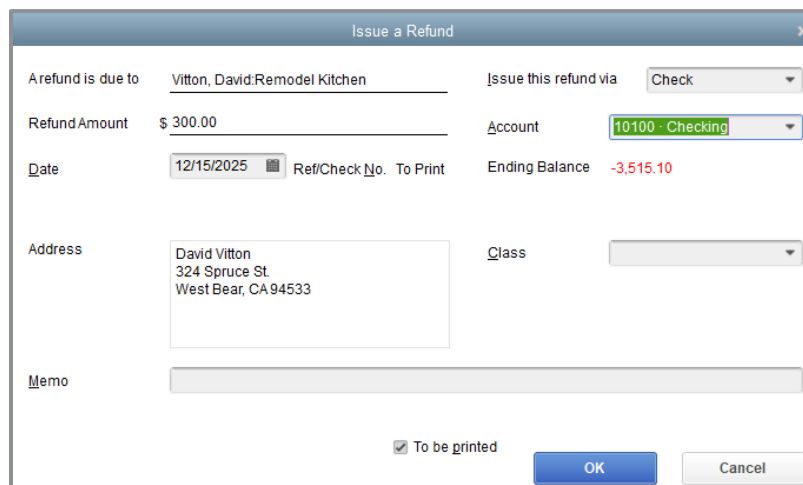
1. From the Customers menu, choose **Receive Payments**. (If the QuickBooks Payment Interview window displays, close it.)
2. In the Received From field, select the Customer:Job from whom you are receiving the payment. Press **Tab**.
3. In the Amount field, type in the amount of the payment. Press **Tab**.
4. Select the payment method from the payment icons. Press **Tab**.
5. Enter the reference number for the payment, if applicable.
6. Place a checkmark next to the invoices in the grid to which you are applying the payment. (If Automatically apply payments has been chosen in **Edit → Preferences → Payments → Company Preferences**, you can remove checkmarks and add your own if the automatic application of payment doesn't suit your needs.) The total in the Payment column may not add up to the total payment amount at the top of the Customer Payment window if you don't know how to apply all the money.

- In the Overpayment section at the bottom, you may choose **Leave the credit to be used later** to leave the overpayment on the customer account. *Alternately*, choose **Refund the amount to customer** to issue a refund.



- Click **Save & Close**.

If you chose to refund the amount to your customer, the **Issue a Refund** window will appear. Complete the form appropriately (including a memo, if desired), then click **OK**.



NOTES

Handle Down Payments & Prepayments

If a customer makes a payment before you've invoiced him for services (for example, he may be making a down payment or paying a retainer fee), you can still record the payment in the Receive Payments window. However, because you don't have any invoices against which to apply the payment, QuickBooks records it as an unused payment (just like an overpayment for which you have not issued a refund).

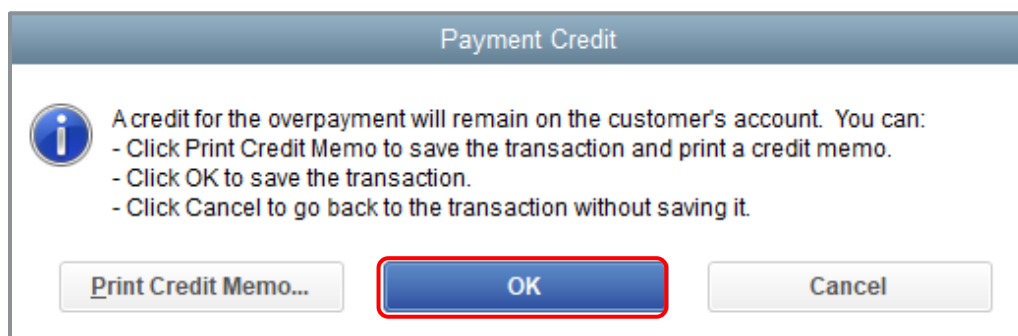
QuickBooks holds the unapplied amount in Accounts Receivable with the customer's name (as a negative amount). The next time you enter that customer in the Receive Payments window, QuickBooks displays the credit amount in the Available Credits area. The customer's balance also reflects the credit amount.



Step-by-Step: Enter the Down Payment

1. From the Customers menu, choose **Receive Payments**. (If the QuickBooks Payment Interview window displays, close it.)
2. In the Received From field, select the Customer:Job from whom you are receiving the down payment. Press **Tab**.
3. In the Amount field, type in the amount of the down payment. Press **Tab**.

4. Select the payment method from the payment icons. Press **Tab**.
5. Enter the reference number for the payment, if applicable.
6. Ensure that no invoices are selected for applying the payment.
7. Ensure the **Leave the credit to be used later** option is selected.
8. Enter a memo indicating that it's a down payment, if desired.
9. Click **Save & Close**.
10. In the Payment Credit window that appears, click **OK**.





Step-by-Step: Create an Invoice for a Customer Who Made a Down Payment

1. From the Customers menu, choose **Create Invoices**.
2. In the Customer:Job field, select the customer for whom you are creating the invoice.
3. Select **Add time/costs**, if applicable.
4. If you use custom invoice templates, select the appropriate template from the **Template** drop-down.
5. Complete the invoice form appropriately.
6. Click **Save** in the Main tab of the ribbon at the top of the invoice to save your invoice but keep it open.

Invoice See History

CUSTOMER:JOB **EFK Enterprises** CLASS **Rock Castle Invoice** TEMPLATE **Rock Castle Invoice**

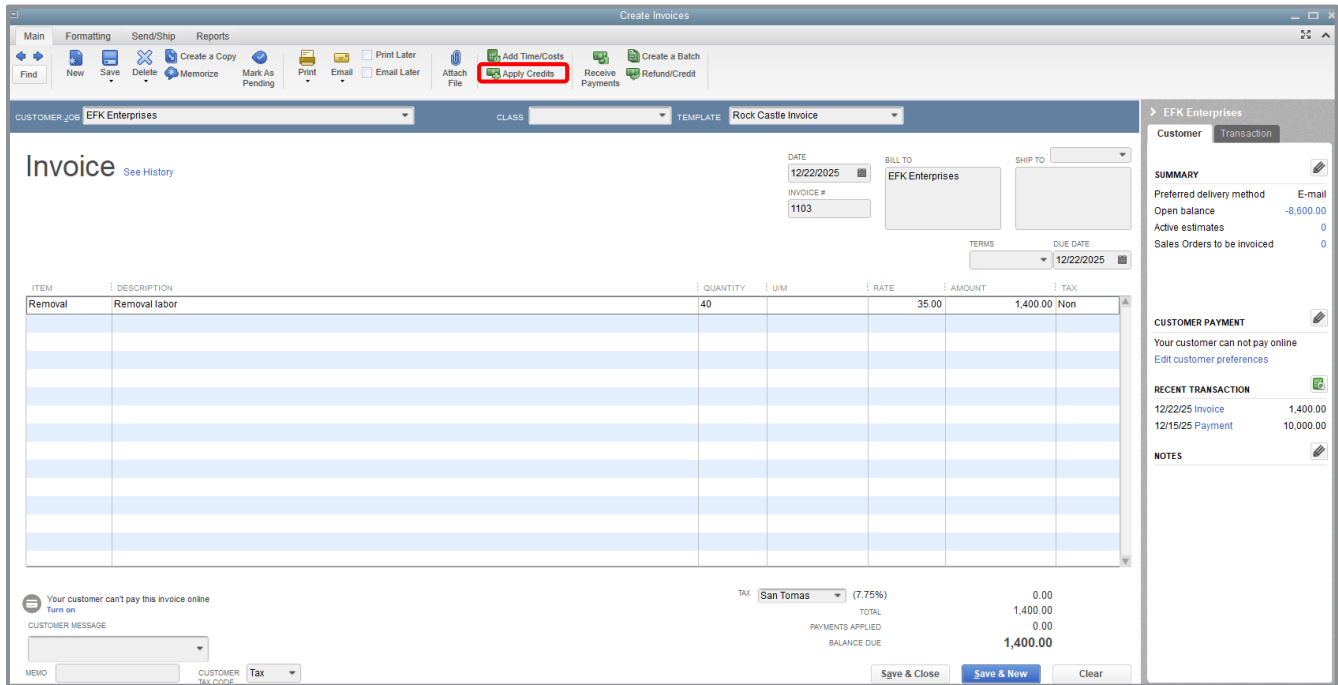
DATE: 12/22/2025 BILL TO: EFK Enterprises SHIP TO:
 INVOICE #: 1103 TERMS: DUE DATE: 12/22/2025

ITEM	DESCRIPTION	QUANTITY	UM	RATE	AMOUNT	TAX
Removal	Removal labor	40	UM	35.00	1,400.00	Non

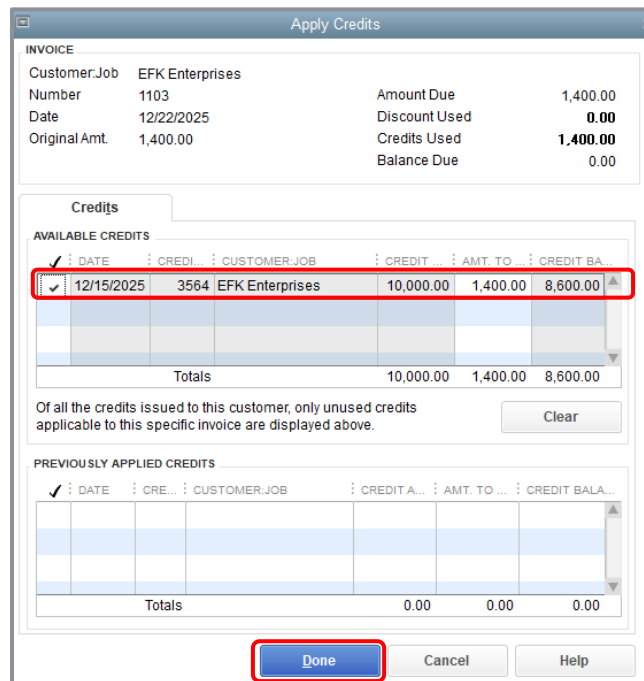
TAX: San Tomas (7.75%) 0.00
 TOTAL: 1,400.00
 PAYMENTS APPLIED: 0.00
 BALANCE DUE: 1,400.00

Buttons: Save & Close, Save & New, Clear

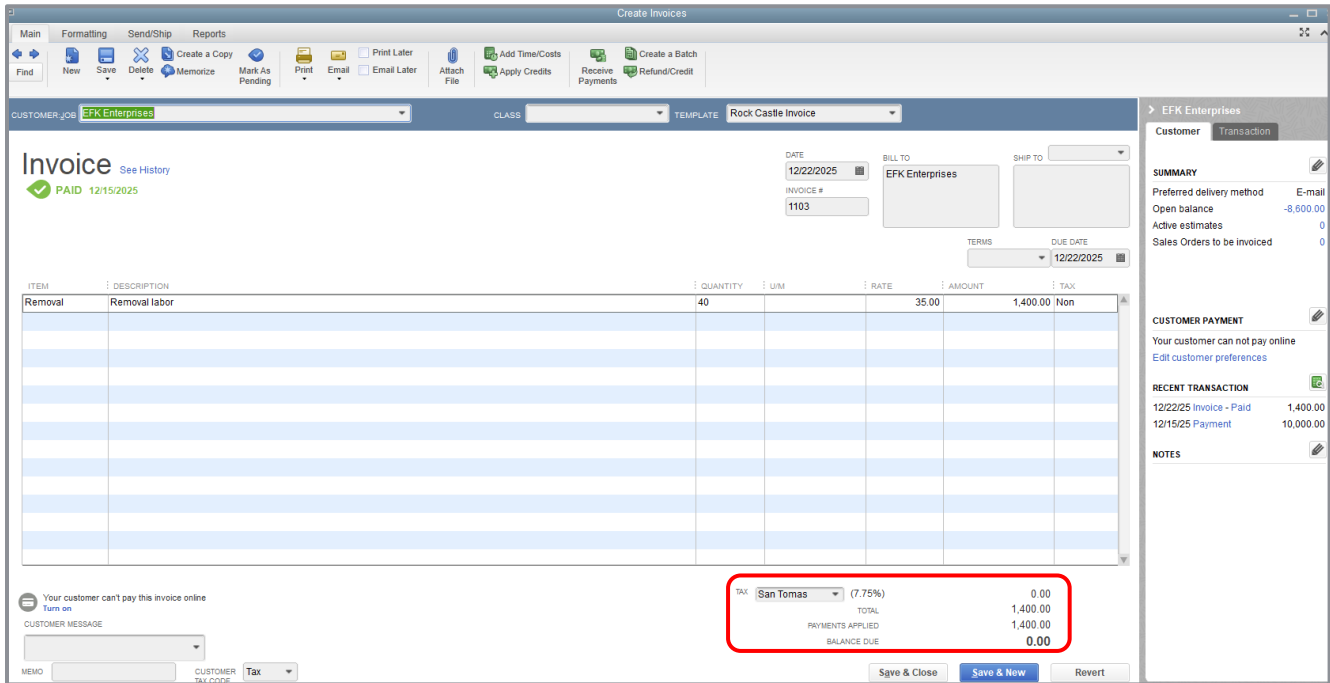
7. Click **Apply Credits** to apply the down payment amount toward this invoice.



8. Choose the credits you wish to apply to the invoice (if they're not chosen for you already) and click **Done**. In this case, only part of a credit is being used and there is a remaining credit balance.



9. You will see the invoice is now changed to reflect the application of a credit and the balance due is also affected.



10. Click **Save & Close**.

NOTES

Make Deposits

When you use the Enter Sales Receipts window (for a sale where you receive payment on the spot), the Receive Payments window (for payments on invoices), or a payment item in the body of an invoice, QuickBooks keeps track of the money you've received until you deposit it in the bank. When you receive payments from customers, you can either deposit each payment directly into a QuickBooks bank account or you can accumulate those payments temporarily in an account called Undeposited Funds to be moved to a bank account at a later time. (This makes reconciling the bank accounts much easier to do; you don't need to use a calculator to add up individual payments to match the total deposit for the day when comparing the amounts in QuickBooks to the bank statement. QuickBooks allows you to choose the method you prefer for depositing payments in the Company Preferences for Payments.)



Step-by-Step: Select Payments to Deposit

1. From the Banking menu, choose **Make Deposits**. The Payments to Deposit window lists payments, sales receipts, and payment items that were placed temporarily into Undeposited Funds. This window can be filtered by type and payment method, but in this example we are choosing not to filter the window:

✓	DATE	TIME	TYPE	NO.	PAYMENT METHOD	NAME	AMOUNT
	12/15/2025		PMT		Cash	Roche, Diarmuid:Garag...	440.00
	12/14/2025		PMT	986	Check	Jacobsen, Doug:Kitchen	2,000.00
	12/15/2025		PMT		Check	Pretell Real Estate:155 ...	1,072.50
	12/15/2025		PMT		Check	Hendro Riyadi:Remodel ...	4,223.00
	12/15/2025		PMT	1110	Check	Cook, Brian:Kitchen	1,700.00
	12/15/2025		PMT	1111	Check	Cook, Brian	6,054.69
	12/15/2025		PMT	2345	Check	Vitton, David:Remodel Ki...	1,000.00
	12/15/2025		PMT	3564	Check	EFK Enterprises	10,000.00
	01/01/2026		RCPT	3009	Check	Keenan, Bridget:Sun Ro...	102.65

0 of 9 payments selected for deposit Payments Subtotal 0.00

Select All Select None OK Cancel Help

- Click to select the payments you want to bring to the bank in one batch (e.g., a deposit slip). A subtotal appears at the bottom of the window.

Payments to Deposit

SELECT VIEW

View payment method type: All types [What are payment method views?](#)

Sort payments by: Payment Method

SELECT PAYMENTS TO DEPOSIT

✓	DATE	TIME	TYPE	NO.	PAYMENT METHOD	NAME	AMOUNT
✓	12/15/2025		PMT		Cash	Roche, Diarmuid:Garag...	440.00
✓	12/14/2025		PMT	986	Check	Jacobsen, Doug:Kitchen	2,000.00
✓	12/15/2025		PMT		Check	Pretell Real Estate:155 ...	1,072.50
✓	12/15/2025		PMT		Check	Hendro Riyadi:Remodel ...	4,223.00
✓	12/15/2025		PMT	1110	Check	Cook, Brian:Kitchen	1,700.00
	12/15/2025		PMT	1111	Check	Cook, Brian	6,054.69
	12/15/2025		PMT	2345	Check	Vitton, David:Remodel Ki...	1,000.00
	12/15/2025		PMT	3564	Check	EFK Enterprises	10,000.00
	01/01/2026		RCPT	3009	Check	Keenan, Bridget:Sun Ro...	102.65

5 of 9 payments selected for deposit

Payments Subtotal 9,435.50

Select All Select None

OK Cancel Help

- Click **OK**.

QuickBooks displays the Make Deposits window, which shows the payments you just selected.

4. In the Deposit To field, make sure the proper bank account is selected.
5. Ensure you enter the correct **Date** and a **Memo**, if desired.
6. Add any information, such as missing check numbers and extra memo information, for a particular line, etc.

Make Deposits

Previous Next Save Print Payments History Journal Attach

Deposit To: 10100 - Checking Date: 12/15/2025 Memo: Deposit

Click Payments to select customer payments that you have received. List any other amounts to deposit below.

RECEIVED FROM	FROM ACCOUNT	MEMO	CHK NO.	PMT MET...	CLASS	AMOUNT
Roche, Diarmuid:Garage repairs	12000 - Undeposited Funds		1245	Cash		440.00
Jacobsen, Doug:Kitchen	12000 - Undeposited Funds		986	Check		2,000.00
Pretell Real Estate:155 Wilks Bl...	12000 - Undeposited Funds		4569	Check		1,072.50
Hendro Riyadi:Remodel Kitchen	12000 - Undeposited Funds		7896	Check		4,223.00
Cook, Brian:Kitchen	12000 - Undeposited Funds		1110	Check		1,700.00
Deposit Subtotal						9,435.50

To get cash back from this deposit, enter the amount below. Indicate the account where you want this money to go, such as your Petty Cash account.

Cash back goes to: Cash back memo: Cash back amount:

Deposit Total: 9,435.50

Save & Close Save & New Revert

If you have money to deposit that is not the result of a payment you received for a sale, you can enter it in the detail area of the window in the next vacant row. For example, if you are also depositing a premium refund from your insurance company or funds from a shareholder loan, you would enter it here.

7. If any funds are deducted from the deposit because, for example, they're diverted to Petty Cash, fill out the area in **Cash back goes to**, the **Cash back memo** and the **Cash back amount**.

Make Deposits
Previous Next Save Print Payments History Journal Attach

Deposit To: 10100 · Checking Date: 12/15/2025 Memo: Deposit

Click Payments to select customer payments that you have received. List any other amounts to deposit below.

RECEIVED FROM	FROM ACCOUNT	MEMO	CHK NO.	PMT MET...	CLASS	AMOUNT
Roche, Diarmuid:Garage repairs	12000 · Undeposited Funds		1245	Cash		440.00
Jacobsen, Doug:Kitchen	12000 · Undeposited Funds		986	Check		2,000.00
Pretell Real Estate:155 Wilks Bl...	12000 · Undeposited Funds		4569	Check		1,072.50
Hendro Riyadi:Remodel Kitchen	12000 · Undeposited Funds		7896	Check		4,223.00
Cook, Brian:Kitchen	12000 · Undeposited Funds		1110	Check		1,700.00
Smith Insurance	62100 · Insurance	Premium refund	123411k2j	Check		555.55
Deposit Subtotal						9,991.05

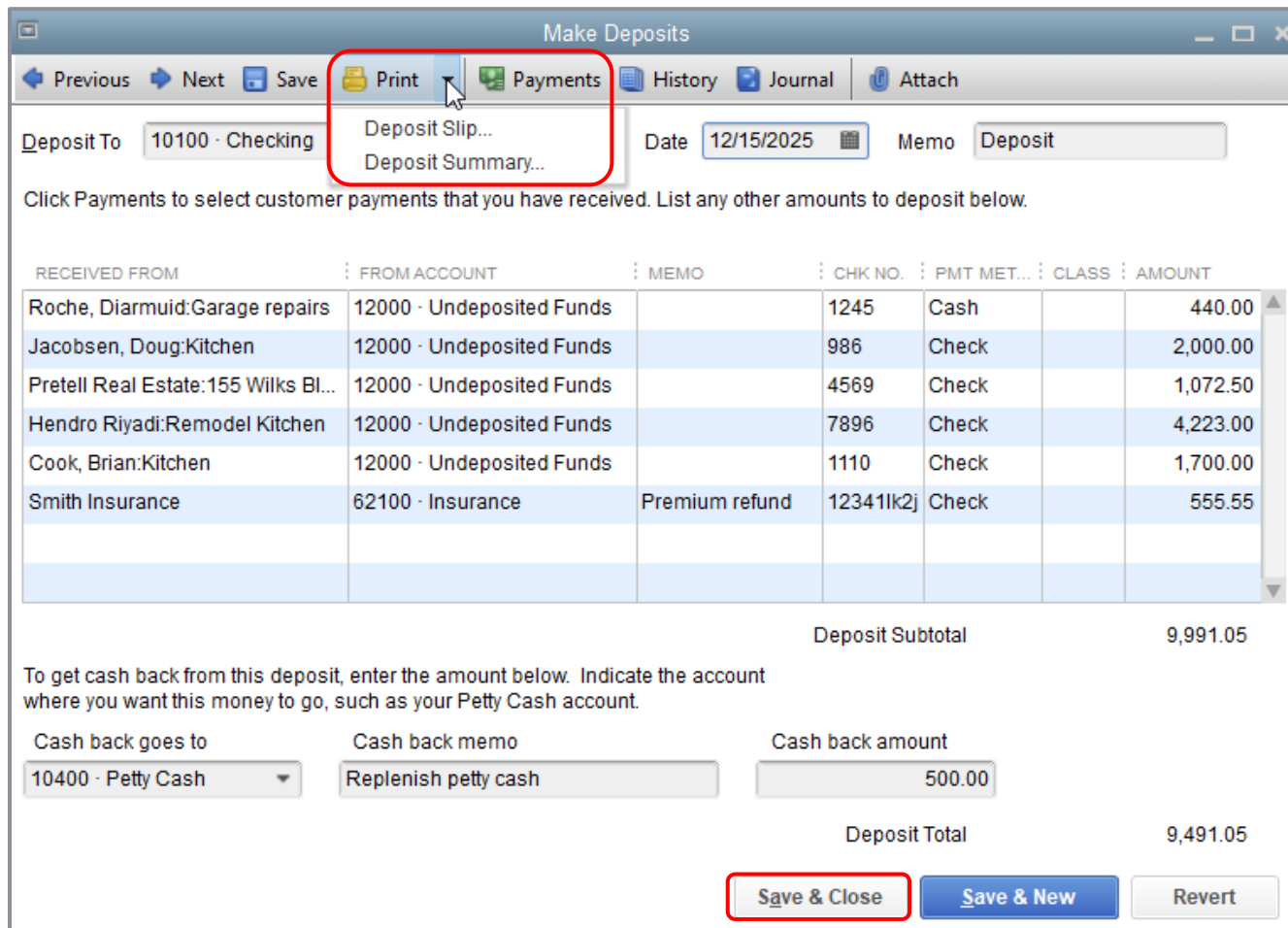
To get cash back from this deposit, enter the amount below. Indicate the account where you want this money to go, such as your Petty Cash account.

Cash back goes to	Cash back memo	Cash back amount
10400 · Petty Cash	Replenish petty cash	500.00

Deposit Total 9,491.05

Save & Close Save & New Revert

- You can print the deposit slip by selecting the **Print** icon at the top of the Make Deposits window and take that to your bank to accompany the deposit. You also have the choice of printing a summary.



- Click **Save & Close** to record the deposit.

NOTES

How QuickBooks Handles the Deposit



Step-by-Step: View the Undeposited Funds Account

1. From the Lists menu, choose **Chart of Accounts**.
2. In the Chart of Accounts, double-click the **Undeposited Funds** account.

When receiving payment on an Invoice or use a Sales Receipt and Undeposited Funds is chosen as the account, the balance in Undeposited Funds is increased. When creating a Make Deposit transaction and selecting payments from Undeposited Funds to deposit into a bank account, the balance in Undeposited Funds is reduced. If there is nothing left in Undeposited Funds to deposit into the bank, the balance in the account will be zero. *(In the screen capture below it shows a non-zero balance in Undeposited Funds. Therefore, choosing Make Deposits would indicate payments left to deposit into the bank.)*

DATE	REF	ACCOUNT	PAYEE	MEMO	DECREASE	INCREASE	BALANCE
12/15/2025		Hendro Riyadi:Remodel Kitchen				4,223.00	7,735.50
	PMT	11000 - Accounts Receivable					
12/15/2025	1110	Cook, Brian:Kitchen				1,700.00	9,435.50
	PMT	11000 - Accounts Receivable					
12/15/2025	1111	Cook, Brian				6,054.69	15,490.19
	PMT	11000 - Accounts Receivable					
12/15/2025	2345	Vitton, David:Remodel Kitchen				1,000.00	16,490.19
	PMT	11000 - Accounts Receivable					
12/15/2025	3564	EFK Enterprises				10,000.00	26,490.19
	PMT	11000 - Accounts Receivable	Down payment				
12/29/2025	986	Jacobsen, Doug:Kitchen			2,000.00		24,490.19
	DEP	10100 - Checking [split]					
12/29/2025	1110	Cook, Brian:Kitchen			1,700.00		22,790.19
	DEP	10100 - Checking [split]					
12/29/2025	1245	Roche, Diarmuid:Garage repairs			440.00		22,350.19
	DEP	10100 - Checking [split]					
12/29/2025	4569	Pretell Real Estate:155 Wilks Blvd.			1,072.50		21,277.69
	DEP	10100 - Checking [split]					
12/29/2025	7896	Hendro Riyadi:Remodel Kitchen			4,223.00		17,054.69
	DEP	10100 - Checking [split]					
01/01/2026	3009	Keenan, Bridget:Sun Room				102.65	17,157.34
	RCPT	-split-					
ENDING BALANCE							17,157.34

NOTES

How to Handle a Customer Bounced Check



Step-by-Step: When a Customer Payment Check is Returned by the Bank

1. Open the **Customer Center** from the Customers drop-down menu (or press **CTRL+j**).
2. Highlight the Customer:Job from the list, then double-click on the payment transaction from the transaction list to open it.
3. Select the **Record Bounced Check** icon.

DATE	NUMBER	ORIG. AMT.	AMT. DUE	PAYMENT	
11/25/2025	1084		3,111.28	3,111.28	3,111.28
12/10/2025	1091		4,522.00	4,522.00	4,522.00
Totals			7,633.28	7,633.28	7,633.28

AMOUNTS FOR SELECTED INVOICES

AMOUNT DUE	7,633.28
APPLIED	7,633.28
DISCOUNT AND CREDITS APPLIED	0.00

4. Enter any bank fees charged by your bank for the NSF transaction.
5. If you charge your customer a fee for NSF checks, you can enter that as well.

Manage Bounced Check
✕

What did the bank charge you for this bounced check?

BANK FEE
DATE

EXPENSE ACCOUNT

CLASS

How much do you want to charge your customer?

CUSTOMER FEE
[Learn more](#)

Back
Next
Finish

Help
Cancel

6. Click **Next**.
7. In the Bounced Check Summary, select **Finish**.

Bounced Check Summary
✕

When you click Record Bounced Check, here's what will happen in QuickBooks:

1. Following invoices will be marked unpaid:

Invoice 1084	Remodel Bathroom	Unpaid	3,111.28
Invoice 1091	Remodel Bathroom	Unpaid	4,522.00

2. These fees will be deducted from your bank account:

Checking	Check	7,633.28
Checking	Service Fee	25.00

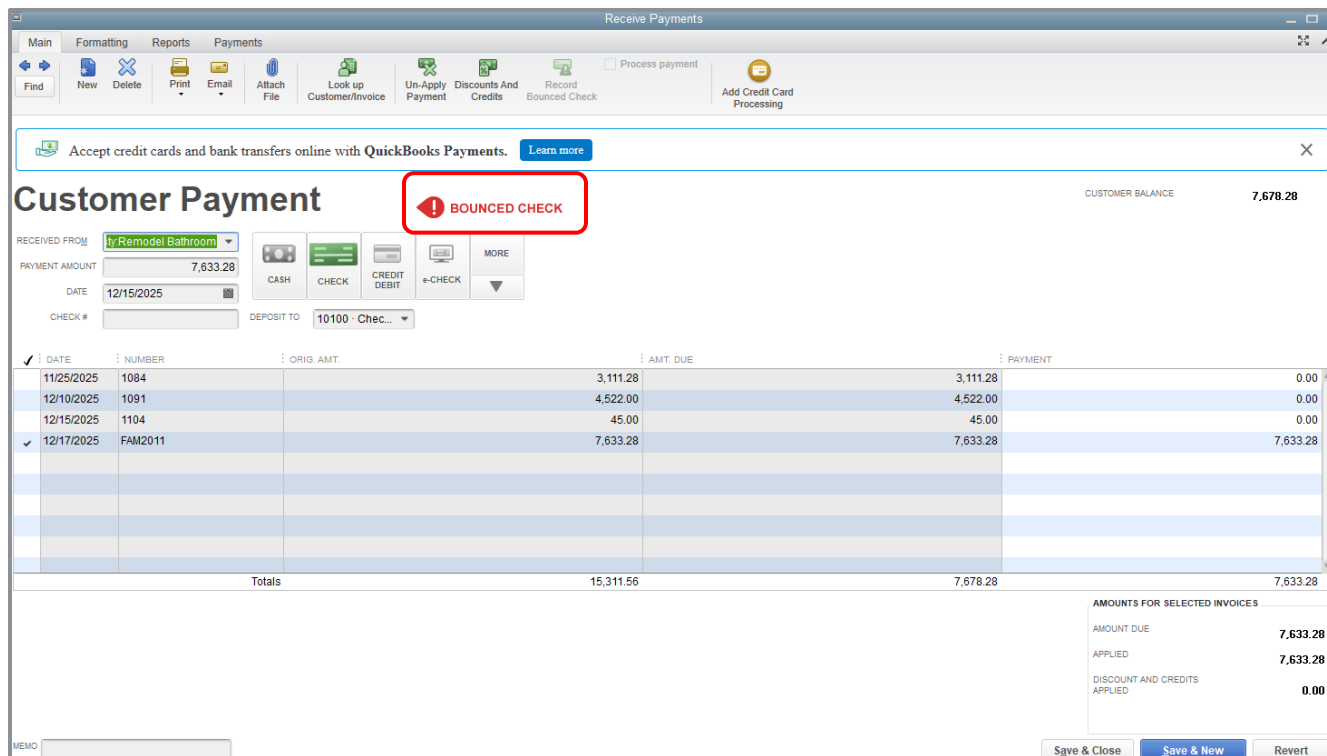
3. This invoice will be created for the fee you want to charge your customer:

Invoice	Remodel Bathroom	45.00
---------	------------------	-------

Back
Next
Finish

Help
Cancel

8. Notice the Customer Payment screen indicates this check bounced.



9. **Save & Close.**

To see the effect of the bounced check, open the bank register by double-clicking the bank account from your Chart of Accounts (**CTRL+a**).

DATE	NUMBER	PAYEE	PAYMENT	DEPOSIT	BALANCE
	TYPE	ACCOUNT	MEMO		
12/15/2025	10077	Elizabeth N. Mason	932.92		42,853.34
	PAY CHK	-split-			
12/15/2025	10078	Gregg O. Schneider	1,062.12		41,791.22
	PAY CHK	-split-			
12/15/2025	10079	Gregg O. Schneider	1,062.12		40,729.10
	PAY CHK	-split-			
12/15/2025	To Print	Vitton, David:Remodel Kitchen	300.00		40,429.10
	CHK	11000 - Accounts Receivable			
12/15/2025	TRANSF	10300 - Savings	42,000.00		-1,570.90
		Funds Transfer Ref #AB2786CA			
12/15/2025	SEND			500.00	-1,070.90
12/17/2025	FAM2011	Abercrombie, Kristy:Remodel Bathroom	7,633.28		-8,704.18
	GENJRN	11000 - Accounts Receivable			
		Bounced Check#			
12/17/2025	FAM2012	Abercrombie, Kristy:Remodel Bathroom	25.00		-8,729.18
	GENJRN	60600 - Bank Service Charges			
		Bank service charges for bounced check#			
12/29/2025	DEP	-split-		9,491.05	761.87
		Deposit			
12/30/2025	TRANSF	20500 - QuickBooks Credit Card	244.20		517.67
		Reference #ABC123: Funds Transfer to pay off t			
01/01/2026	492	Landlords R Us	2,500.00		-1,982.33
	CHK	63900 - Rent			
15/2025	Number	Payee	Payment	Deposit	
	Account	Memo			

ENDING BALANCE **-1,982.33**

Buttons: Splits, 1-Line, Sort by (Date, Type, Number/Ref), Record, Restore

NOTES

Receive Payments & Make Deposits – Review Questions

1. A company has set up three different jobs for a single customer. The customer writes one check to make a partial payment on open balances for all three jobs. In QuickBooks, that payment...
 - a. must be applied to the first invoice for the first job for the customer.
 - b. must be applied to the most recent invoice for the customer.
 - c. can be applied to any combination of invoices and jobs for the customer.
 - d. cannot be applied to any invoices or jobs for the customer until full payment is received.
2. QuickBooks supports which of the following types of payment scenarios?
 - a. Down payments for products or services
 - b. Overpayments from customers
 - c. Partial payments from customers
 - d. All of the above
3. True or false: You can enter a customer payment directly in the customer register.
 - a. True
 - b. False
4. The _____ account acts like a cash drawer and is used to hold funds until you deposit them into a bank account.
5. True or false: QuickBooks allows you to print deposit slips you can take to the bank.
 - a. True
 - b. False

Review Activities

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

1. Create an invoice for Bryan Ruff's utility shed job. Add names to Rock Castle Construction's Item list as needed.
2. After you invoice Bryan, record a payment from him in the Receive Payments window.
3. Record Rock Castle Construction's deposit of the payment.

Answers to Review Questions

1. A company has set up three different jobs for a single customer. The customer writes one check to make a partial payment on open balances for all three jobs. In QuickBooks, that payment...
 - a. must be applied to the first invoice for the first job for the customer.
 - b. must be applied to the most recent invoice for the customer.
 - c. ✓ *can be applied to any combination of invoices and jobs for the customer.*
 - d. cannot be applied to any invoices or jobs for the customer until full payment is received.
2. QuickBooks supports which of the following types of payment scenarios?
 - a. Down payments for products or services
 - b. Overpayments from customers
 - c. Partial payments from customers
 - d. ✓ *All of the above*
3. True or false: You can enter a customer payment directly in the customer register.
 - a. True
 - b. ✓ *False; you must enter payments in the Receive Payments window.*
4. The *Undeposited Funds* account acts like a cash drawer and is used to hold funds until you deposit them into a bank account.
5. True or false: QuickBooks allows you to print deposit slips that you can take to the bank.
 - a. ✓ *True*
 - b. False