QUICKBOOKS ONLINE CLIENT TRAINING

Course 1

Get Started

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Training at a Glance

Use this as a guide to selecting specific workflows to be covered.

TOPICS	STEP BY STEP WORKFLOWS
PRODUCT OVERVIEW	• Benefits of using QuickBooks Online • Know the features of your QuickBooks Online subscription
IMPORTING DATA	• Export QuickBooks Desktop data to QuickBooks Online • Become familiar with importing lists into QuickBooks Online
SETTING UP YOUR COMPANY	• Explore how to add users to QuickBooks Online • Explore the Products and Services list • Print a transactions report for a selected account directly from the chart of accounts • Print the chart of accounts • Connect a bank account to the bank feed • Become familiar with the Company tab in global Company Settings • Enter contact information, employer ID and tax form in Global Company Settings • Specify terminology for customers in Global Company Settings • Become familiar with the Sales tab in global Company Settings • Become familiar with how to turn on inventory in global Company Settings • Become familiar with the Expenses tab in global Company Settings • Explore how to turn on purchase orders in global Company Settings • Become familiar with the Advanced tab in global Company Settings • Explore how to close the books in global Company Settings • Explore how to show account numbers in global Company Settings • Explore how to enable auto-recall on forms in global Company Settings • Change settings for automatic signing out after a period of inactivity

Topic 1: **Product Overview**

QuickBooks Online has many features and advantages that QuickBooks Desktop does not offer. Once you make the change to QuickBooks Online, it is important to understand the features available to you by being in the cloud and the feature availability based upon your subscription level. Let's take a look at some advantages that QuickBooks Online has:

- Access data easily across multiple platforms, PC or Mac, browser or tablet
- Mobile access included with QuickBooks Online subscriptions at no additional cost
- No need to transfer data files since everyone logs in to the same account to access the same data
- All the data is hosted, backed up and secured by Intuit's servers
- Automatically create invoices and send them to clients, including delayed customer charges for unbilled time and costs
- Post to multiple accounts receivable and accounts payable lines in a single journal entry
- Track inventory using the first in, first out (FIFO) method (the only desktop edition that offers FIFO is Enterprise with Advanced Inventory)
- Track logins, third-party activity and list changes in the Audit Log
- Reports can be emailed to anyone at a scheduled frequency, even if they do not have access to this QuickBooks Online company file
- Further organize data with both class and location tracking; labels can be selected for locations (such as property, store, territory, etc.)
- Bank transactions are automatically downloaded nightly
- Invite unlimited "reports only" and "time tracking only" users

- Sync third-party apps to QuickBooks Online without opening the QuickBooks Online company, since the apps sync to Intuit's always-accessible server; no downloading and managing third-party sync engines
- QuickBooks Online developers are always releasing new functionality to QuickBooks Online (no need to install new versions of QuickBooks Online as you always get the latest and the greatest with new features that users are requesting)

Know the Features of Your QuickBooks Online Subscription

QuickBooks Online is a great solution for many different types of businesses. Every company must assess their needs to find a financial accounting solution appropriate for their business. Use the QuickBooks Online subscription matrix to determine the features of your QuickBooks Online subscription: http://quickbooks.intuit.com/online/compare. You can upgrade your QuickBooks Online subscription at any time to accommodate changes in your business.

QuickBooks Online Simple Start

- QuickBooks Online account
- Automatic data backup
- Bank-level security and encryption
- One full-access user
- Invite up to two accountant users, no additional charge
- Unlimited invoices and estimates
- Charge sales tax to customers
- Snap photos of receipts so you're ready for tax time
- Print checks and record transactions
- Download bank and credit card transactions
- Import from QuickBooks Desktop
- Import/export lists from Microsoft Excel® (customers, vendors, chart of accounts)
- Add payroll to pay W-2 employees and file payroll taxes
- 20+ built-in reports
- Integrate with available applications

QuickBooks Online Essentials

With QuickBooks Online Essentials you have access to all the Simple Start features as well as:

- Access for three users with permission controls
- Manage and pay bills, including schedule payments for later
- Automatic invoice creation on recurring schedule
- Compare sales profitability with industry trends
- Delayed charges and credits
- 40+ built-in reports

QuickBooks Online Plus

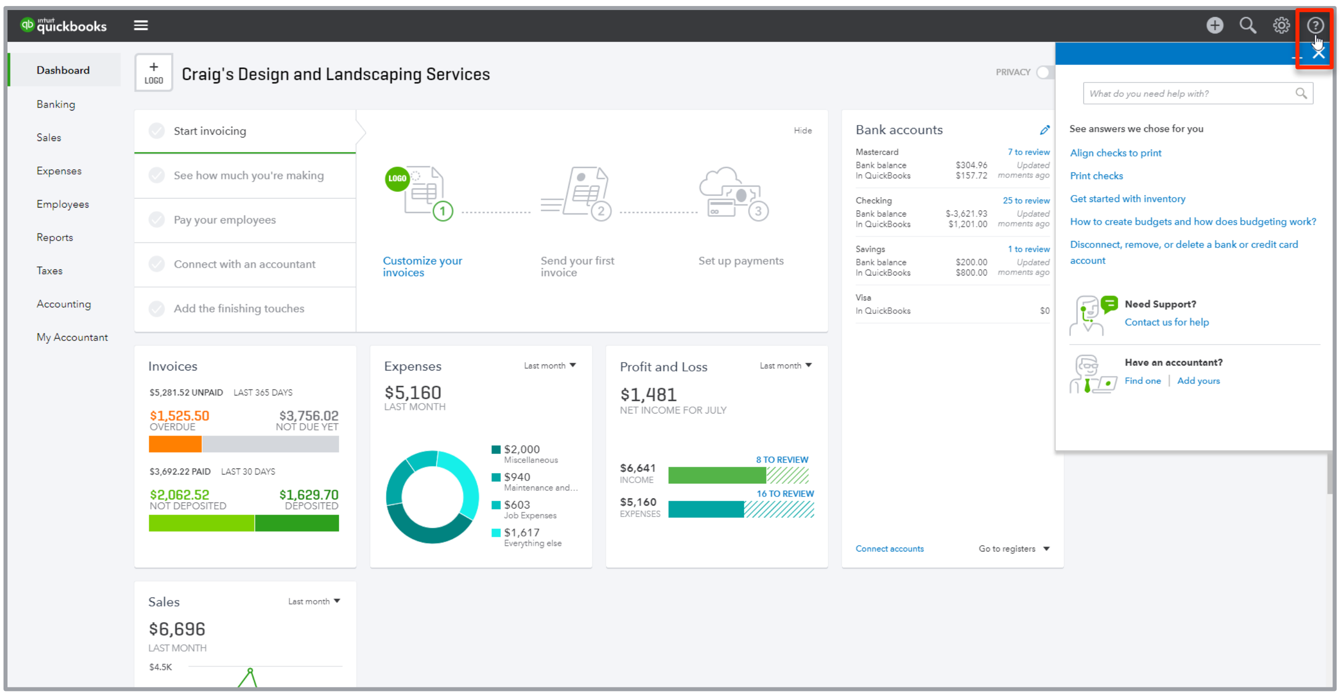
With QuickBooks Online Plus you have access to all the Simple Start and Essentials features as well as:

- Access for five users with permission controls (up to 25 paid users total)
- Unlimited time tracking-only users
- Unlimited reports-only users
- Track billable hours by customer
- Purchase orders
- Class and location tracking
- Track inventory using the FIFO method
- Prepare and print 1099-Misc
- Budgets
- Two-sided items
- Estimates
- 65+ built-in reports

Topic 2: **Import Data**

Identify Steps to Import Data into QuickBooks Online

When you sign in to your company, you can click on the **Help** button (the question mark in the circle) in the top right corner for access to in-product self-help resources such as overviews and videos, and how to find a local accountant or add one (if you already have one) to your QuickBooks Online company.



QuickBooks Online allows users to import data from QuickBooks Desktop within the first 60 days of creating the QuickBooks Online account. When this data is imported, it replaces (i.e., overwrites) any pre-existing data in the QuickBooks Online account.

Most QuickBooks Desktop data can be imported, but there are some limitations. Because QuickBooks Online is being improved constantly, the import capabilities can change. Check the latest limitations by visiting The Survival Guide – Import to QuickBooks Online from QuickBooks Desktop. At the time of this publication, these guidelines are among those in effect:

- While the size of the QuickBooks Desktop company file does not matter when importing to QuickBooks Online, the Desktop file must consist of no more than 350,000 targets
- If the Desktop file consists of more than 350,000 targets, consult The Survival Guide – Import to QuickBooks Online from QuickBooks Desktop for alternatives regarding trimming the file or importing lists and/or balances only
- Form templates (such as invoices, credit memos, statements, etc.) from QuickBooks Desktop cannot be brought into QuickBooks Online
- Memorized reports from QuickBooks Desktop cannot be brought into QuickBooks Online
- Reconciliation reports from QuickBooks Desktop cannot be brought into QuickBooks Online
- Payroll data imports from QuickBooks Desktop to QuickBooks Online as checks, not paychecks; any desired payroll service will have to be newly set up in QuickBooks Online via an interview including YTD fields for each employee
- International versions of QuickBooks Desktop cannot be imported into QuickBooks Online’s US version
- You can import your QuickBooks Online data back to QuickBooks Desktop, with limitations, using Internet Explorer

Step by Step: **Export QuickBooks Desktop Data to QuickBooks Online**

These steps are for exporting a QuickBooks Desktop (Pro or Premier) company to QuickBooks Online. These steps can be followed using a QuickBooks Desktop sample company to try out the process. There are different steps for converting from QuickBooks Enterprise Solutions or QuickBooks for Mac to QuickBooks Online; visit The Survival Guide – Import to QuickBooks Online from QuickBooks Desktop for instructions.

Although a QuickBooks Online file can be set up (by the client or by the accountant creating a QuickBooks Online file on behalf of the client) ahead of time; it is possible to follow these steps without having created a QuickBooks Online company first.

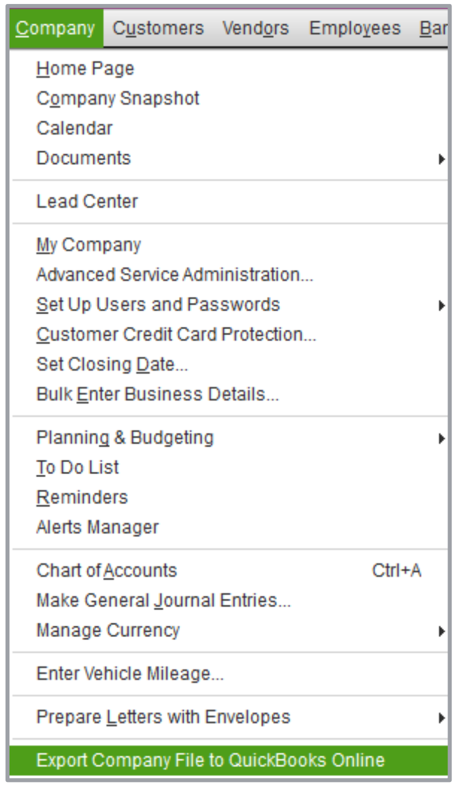
1. Open the QuickBooks Desktop company data file as the Admin user.

2. The file cannot have more than 350,000 targets. To view the size of your file, press the **F2** key. If the file has more than 350,000 targets, you can still import lists.

3. Navigate to **File** → **Utilities** → **Verify Data**. Correct any errors in the QuickBooks data before proceeding to the next step and, if necessary, perform step 3 and repeat **Verify**.

4. Navigate to **File** → **Utilities** → **Rebuild data**. A backup must be created before QuickBooks Desktop runs the Rebuild action.

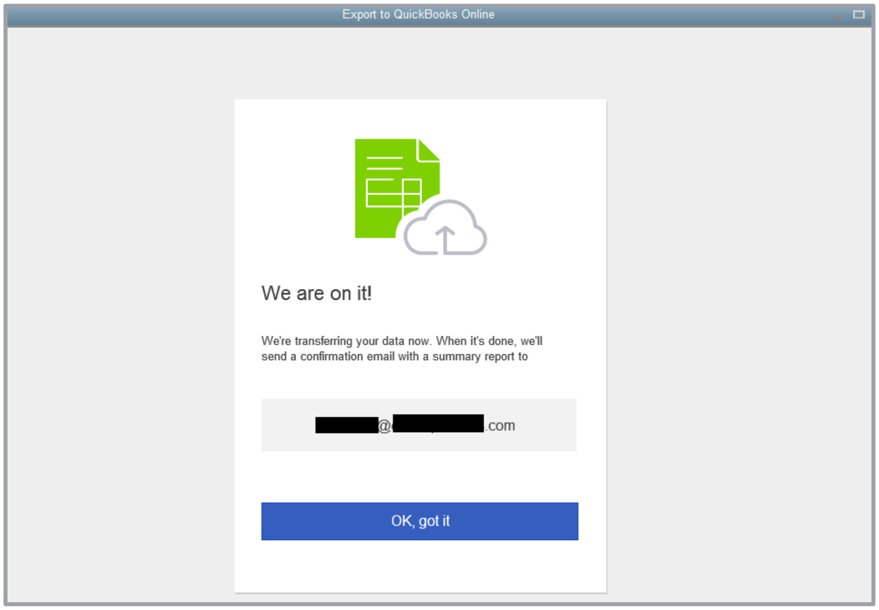
5. Navigate to **Company → Export Company File to QuickBooks Online**. The wizard will provide the steps to sign in with a pre-existing Intuit user ID or a prompt to create one.



6. If you are using a pre-existing Intuit user ID, you will be given the opportunity to create a new QuickBooks Online company or overwrite any of the companies (60 days old or newer) associated with that ID. You will also see prompts to start tracking inventory in the QuickBooks Online company as of a date you specify, if the QuickBooks Desktop company had been tracking inventory.

WARNING: *Be very careful with this step as it will overwrite all data in the QuickBooks Online company you select, if it has been created already and is 60 days old or newer. You will see a summary of what data will be overwritten and you will be prompted to confirm that you wish to "go ahead and replace the data." If you are only practicing this process, create a new QuickBooks Online company that can be cancelled.*

7. Once complete, wait for confirmation that the QuickBooks Desktop file has been successfully imported.

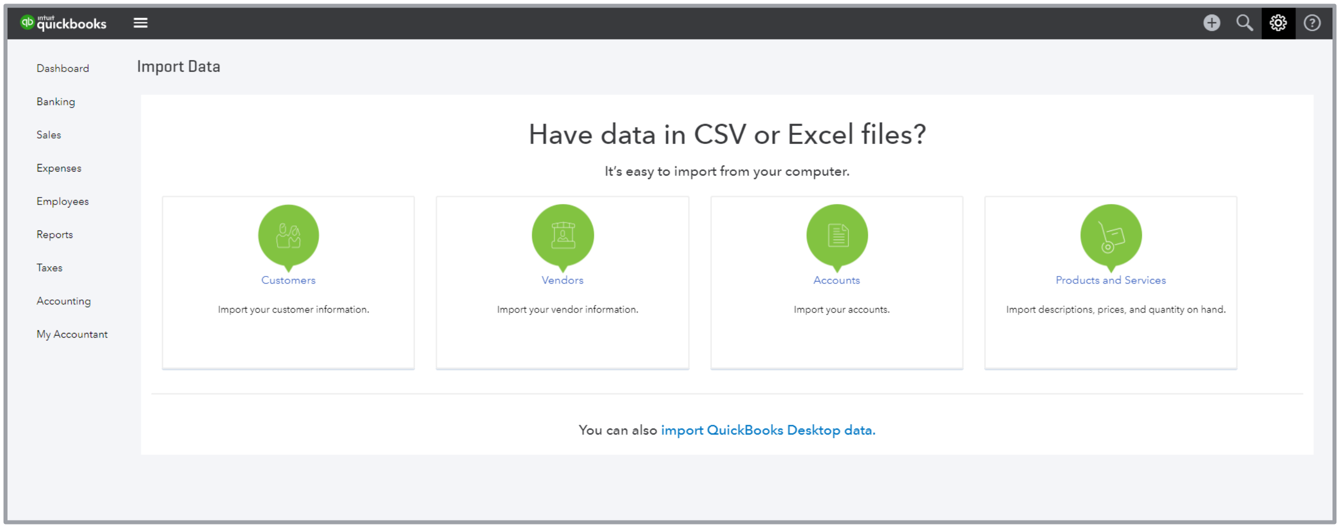


8. An email will be sent within 24 hours notifying you that your QuickBooks Online company is ready. Often the conversion is very quick and email confirmation is received almost immediately.

Verify the data was imported correctly. Create a Balance Sheet and Profit & Loss report in both QuickBooks Online and Desktop. Customize the date range to **All Dates**. Set the accounting method to **Accrual**. Compare the balances, looking for any inconsistencies. (Inconsistencies may be addressed here, due to cash vs. accrual basis reporting, FIFO inventory vs. weighted average inventory, and certain types of multicurrency transactions.)

You can re-import data into QuickBooks Online for 60 days from the creation date of the QuickBooks Online company. *It is important to note that re-importing data will overwrite any existing data in the QuickBooks Online company.*

Step by Step: Become Familiar with Importing Lists into QuickBooks Online



1. Open the QuickBooks Online test drive account.

2. Navigate to the **gear** icon → **Import Data** (under the Tools section).

List data may be imported at any time into QuickBooks Online such as customers, vendors, accounts (i.e., general ledger accounts on the chart of accounts), or products and services. Each option has a downloadable template to ensure data is properly formatted before import.

NOTE: *When importing a chart of accounts, it does not replace the existing chart of accounts; it adds any accounts in your spreadsheet that are not already in QuickBooks Online to the existing accounts.*

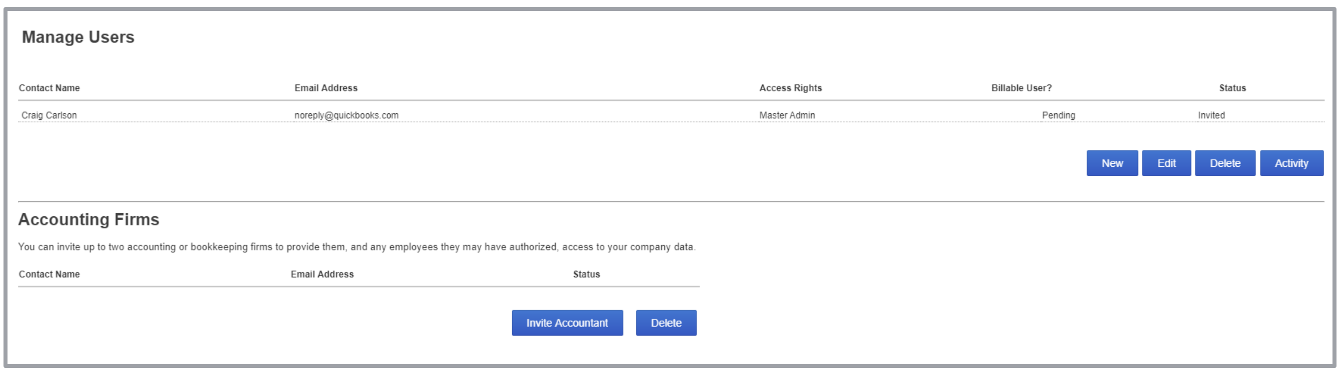
In addition, banking information can be imported by connecting an online bank or credit card account to the appropriate account on the chart of accounts by navigating to the left navigation bar and selecting **Banking** then selecting the **Add account** button in the top right corner.

Topic 3: **Set Up Your Company**

RECOGNIZE THE STEPS TO SET UP AND MODIFY LISTS AND USERS

QuickBooks Online account lists and users can be managed from the gear icon in the top right. Managing lists is an important component of QuickBooks Online. From the gear icon all lists should be reviewed to make sure they are appropriate for the company. This includes Chart of Accounts, Recurring Transactions, Products and Services, Classes and Locations.

Step by Step: **Explore How to Add Users to QuickBooks Online**



1. Open the QuickBooks Online company.
2. Navigate to the **gear** icon → **Manage Users** (under the Your Company section).
3. Click **New** under the Manager Users section.
4. Choose a type of user.
5. Click **Next**.
6. Set the user's access rights.
7. Click **Next**.
8. Set the user's administrative rights.
9. Click **Next**.
10. Enter the user's email address and name.

11. Click **Next**.

12. Click **Finish**.

The invited user receives an email that contains a link for signing into the QuickBooks Online company.

Step by Step: **Explore How to Add Accountant Users to QuickBooks Online**

1. Open the QuickBooks Online company.
2. Navigate to the **gear** icon → **Manage Users** (under the Your Company section).
3. Click **Invite Accountant** under the Accounting Firms section.
4. Enter the accountant's email address and name.
5. Click **Next**.
6. Click **Finish.**

The accountant receives an email that contains a link for signing into the client's company via QuickBooks Online Accountant as an Accountant user.

Step by Step: **Explore the Products and Services List**

1. Open the QuickBooks Online company.
2. Navigate to the **gear** icon → **Products and Services** (under the Lists section).
3. The Products and Services list appears. Notice that it lists the name, SKU, type, sales description, sales price, cost, whether the item is taxable, the quantity on hand and the reorder point (if it's set up as an inventory item).
4. To specify the columns which appear in the Products and Services list, click on the **grid gear** icon at the top right of the list and add or remove the checkmark next to each column you either want to see or not see. Click on the **grid gear** icon again to have that list of columns disappear.
5. To edit an item, locate the item to be changed then click **Edit** in the far right column for that item. Make the necessary edits. **Save and Close**.

6. To add an item, click **New** in the top right corner of the Products and Services window.

   a. Select a **Type** for this product/service (Inventory, Non-inventory, Service or Bundle).

   b. The Product/Service information window appears; if you selected the wrong type of product/service, select **Change type** and correct your selection.

   c. Enter the item **Name**, and, if applicable, the **SKU** and **Category** for the product/service.

   d. Upload a picture for this product/service if desired.

   e. For Inventory items in new companies that have no history of transactions in QuickBooks Online, specify the **Initial quantity on hand** and the **As of date** for that initial quantity. You can also specify a **Reorder point** if desired. Also, for any Inventory items, you would select the **Inventory asset account**.

   f. Fill in the **Sales** information and **Purchasing** information for that product/service with the corresponding default sales description, sales price/rate, income account, taxable status, default purchase description, unit cost and expense account. **Save and close** or **Save and new**.

7. To delete (deactivate) an item, locate the item, click on the **drop-down arrow** next to Edit and click **Make inactive**.

8. Click **Yes** to confirm. Notice that items are merely deactivated and not really deleted. Transactions for deactivated items are never deleted.

Step by Step: **Print a Transactions Report for a Selected Account Directly from the Chart of Accounts**

1. Open the QuickBooks Online company.

2. Click on the **gear** icon → **Chart of accounts** (under Your Company).

3. If prompted, click on **See your Chart of Accounts**.

4. Select an existing account that is a Balance Sheet type of account (i.e., the Type column has any of these in it: Bank, Accounts Receivable, Other Current Assets, Fixed Assets, Other Assets, Accounts Payable, Credit Card, Other Current Liabilities, Long Term Liabilities or Equity), and in the **drop-down** next to View Register for that account, click **Run report**.

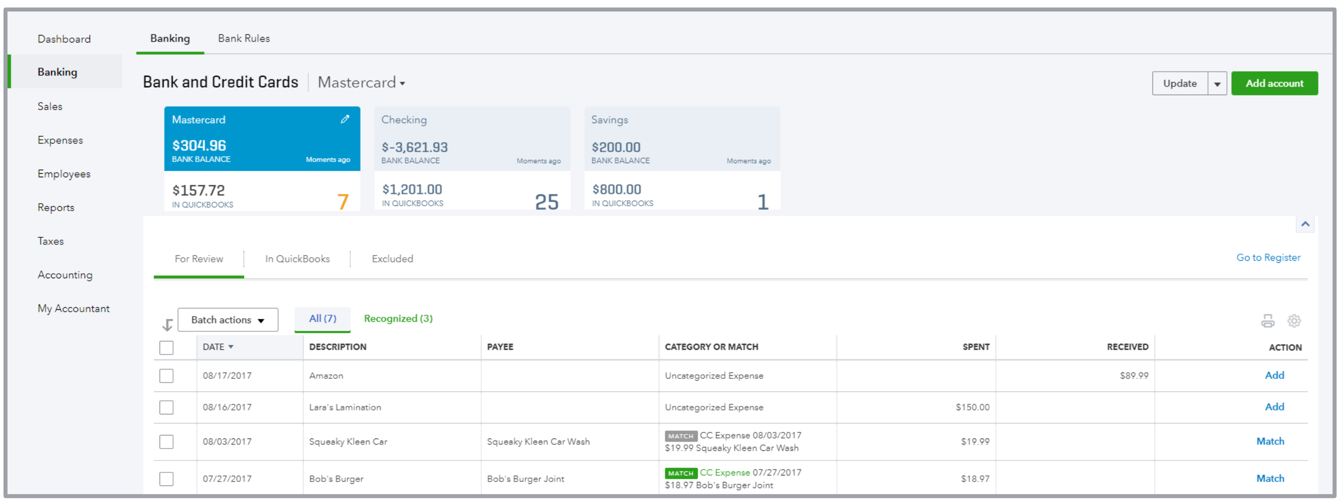
5. The Account QuickReport for that account will display.

6. Change the **Report period** in the top left corner, if necessary, and click **Run Report**.

Step by Step: **Print the Chart of Accounts**

1. Open the QuickBooks Online company.
2. Click on the **gear** icon → **Chart of accounts** (under Your Company).
3. If prompted, click on **See your Chart of Accounts**.
4. Click on the **Printer** icon in the upper right-hand corner of the displayed Chart of Accounts.
5. The Chart of Accounts will display in print preview format. In the left column, select your printer and print settings, if necessary, and select **Print**.

Step by Step: **Connect a Bank Account to the Bank Feed**



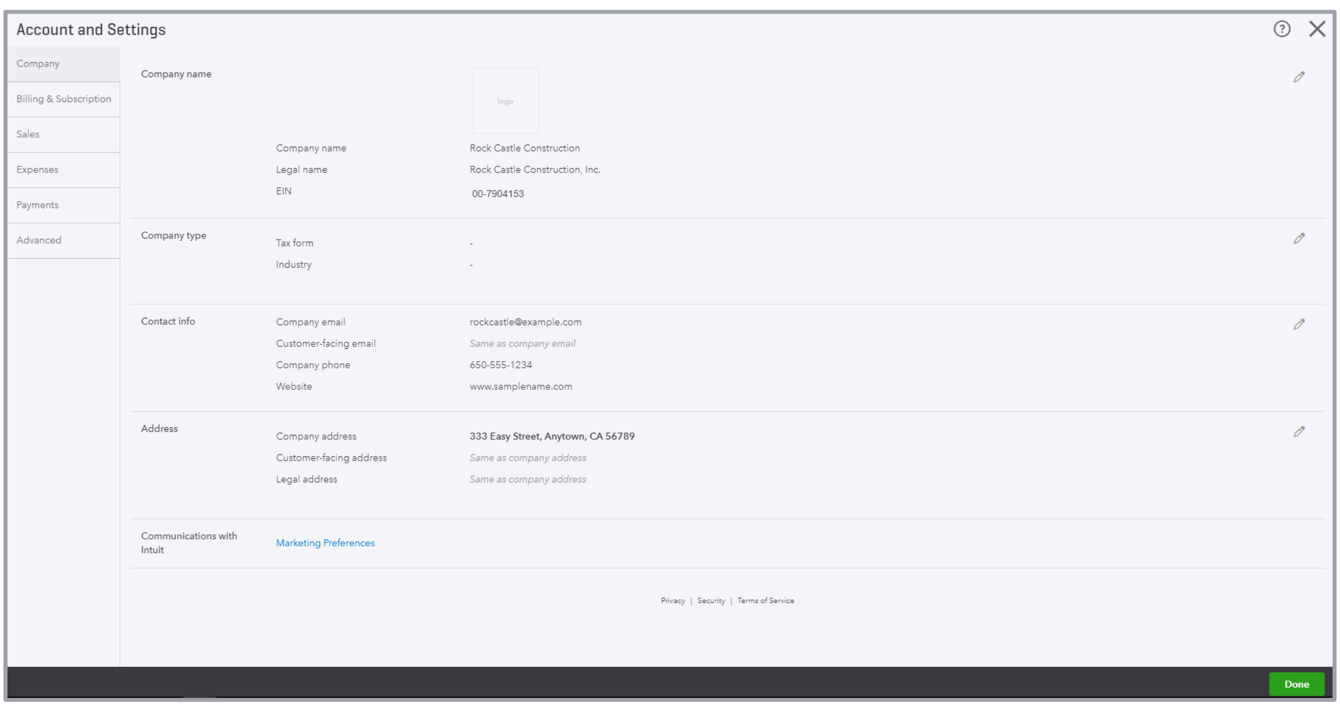
1. Open the QuickBooks Online company.
2. From the left navigation bar, click **Banking**.
3. Click **Add Account** in the top right-hand corner.
4. Follow the wizard to connect an account to the bank feed.

Recognize the Steps to Manage your Company Account and Settings

Your company Account and Settings control much of the functionality in the QuickBooks Online account. They are the foundation for a successful and efficient QuickBooks Online experience.

The Account and Settings screen organizes the account's global preferences into these sections:

- Company
- Billing & Subscription
- Sales
- Expenses
- Payments
- Advanced



Note: *Two of these Account and Settings sections, Billing & Subscription and Payments, do not appear in the test drive company file.*

Step by Step: **Become Familiar with the Company Tab in Account and Settings**

1. Open the QuickBooks Online company.
2. Navigate to the **gear** icon → **Account and Settings**.
3. On the Account and Settings page, click the **Company** section on the left.
4. Notice that the settings can be updated by clicking **Edit** (the pencil icon) on the right.

- Company name
- Company type
- Contact info
- Address
- Communications with Intuit

Step by Step: **Enter Company Name, EIN, Industry, Contact Information and Tax Form in Account and Settings**

1. Open the QuickBooks Online company.
2. Navigate to the **gear** icon → **Account and Settings**.
3. On the Account and Settings page, click the **Company** section on the left.
4. Find the Company name settings on the right and click **Edit** (the pencil icon) on the right to enter or edit the company name information.
5. Enter the **Company name**, the **Legal name**, and the **EIN**.
6. Click **Save**.
7. Find the Company type settings on the right and click **Edit** (the **pencil** icon) to enter or edit the company type information.
8. Choose a tax form from the list.

9. Choose a Company type from the drop-down; start entering an industry and finish by selecting one from the list that appears.

10. Click **Save**.

11. Find the Contact info settings on the right and click **Edit** (the **pencil** icon) to enter or edit the company contact information.

12. Click **Save**.

13. Click **Done**.

Step by Step: **Specify Terminology for Customers in Account and Settings**

1. Open the QuickBooks Online company.

2. Navigate to the **gear** icon → **Account and Settings**.

3. On the Account and Settings page, click the **Advanced** section on the left.

4. Find the Other preferences settings on the right and click **Edit** (the **pencil** icon) to enter or edit the **Customer Label** (Clients, Customers, Donors, Guests, Members, Patients, or Tenants).

5. Click **Save**.

6. Click **Done**.

Step by Step: **Become Familiar with the Sales Tab in Account and Settings**

1. Open the QuickBooks Online company.
2. Navigate to the **gear** icon → **Account and Settings**.
3. On the Account and Settings page, click the **Sales** section on the left.
4. Notice on the right that the settings can be updated by clicking **Edit** (the **pencil** icon).
    - Customize look and feel of forms for customers
    - Sales form content
    - Products and services
    - Messages
    - Reminders
    - Online delivery
    - Statements

Step by Step: **Become Familiar with How to Turn on Inventory in Account and Settings**

1. Open the QuickBooks Online company.
2. Navigate to the **gear** icon → **Account and Settings**.
3. On the Account and Settings page, click the **Sales** section on the left.
4. Find the Products and services area and click **Edit** (the **pencil** icon)
5. Click on the box next to **Track quantity and price/rate** (so these fields appear on sales forms).
6. Click on the box next to **Track quantity on hand** (so inventory is tracked).
7. Click **Save**.
8. Click **Done**.
9. Click on the **gear** icon in the upper right.
10. Click **Products and Services**.
11. Select **New** to create a new product or **Edit** to alter an existing product.

12. If it’s an existing product, select **Change Type** and choose **Inventory item**. If it’s a new product, choose the type **Inventory item**.

13. Enter or edit the item **Name** and, if applicable, the **SKU** and **Category** for the product/service.

14. Upload a picture for this product/service if desired.

15. For Inventory items in new companies that have no history of transactions in QuickBooks Online, specify the **Initial quantity on hand** and the **As of date** for that initial quantity. You can also specify a **Reorder point** if desired. Also, for any Inventory items, you would select the **Inventory asset account**.

16. Fill in the **Sales** information and **Purchasing** information for that product/service with the corresponding default sales description, sales price/rate, income account, taxable status, default purchase description, unit cost and expense account.

17. Click **Save and close** or **Save and new**.

Step by Step: **Become Familiar with the Expenses Tab in Account and Settings**

1. Open the QuickBooks Online company.

2. Navigate to the **gear** icon → **Account and Settings**.

3. On the Account and Settings page, click the **Expenses** section on the left.

4. Notice the settings can be updated by clicking **Edit** (the **pencil** icon)
   - Bills and expenses
   - Purchase orders
   - Messages

Step by Step: **Explore How to Turn on Purchase Orders in Account and Settings**

1. Open the QuickBooks Online company.
2. Navigate to the **gear** icon → **Account and Settings**.
3. On the Account and Settings page, click the **Expenses** section on the left.
4. Find the Purchase Orders area and click **Edit** (the **pencil** icon).
5. Click on the box next to **Use Purchase Orders**.
6. Fill out remaining fields as needed.
7. Click **Save**.
8. Click **Done**.

Step by Step: **Become Familiar with the Advanced Tab in Account and Settings**

1. Open the QuickBooks Online company.
2. Navigate to the **gear** icon → **Account and Settings**.
3. On the Account and Settings page, click the **Advanced** section on the left.
4. Notice the settings can be updated by clicking **Edit** (the **pencil** icon) on the right.
    - Accounting – to change the fiscal year or close the books
    - Company type – sole proprietorship, etc. (also accessible on the Company page)
    - Chart of Accounts – to turn account numbers on or off, specify a discount account and specify a billable expense markup income account if required
    - Categories – tracking classes, locations or both
    - Automation
    - Time tracking
    - Currency
    - Other preferences

Step by Step: **Explore How to Close the Books in Account and Settings**

1. Open the QuickBooks Online company.
2. Navigate to the **gear** icon → **Account and Settings**.
3. On the Account and Settings page, click the **Advanced** section on the left.
4. Find the Accounting setting on the right. Click **Edit** (the **pencil** icon) on the right.
5. Check the box to **Close the books**.
6. Enter a **Closing Date**.
7. Select one of these from the drop-down menu: **Allow changes after viewing a warning** or **Allow changes after viewing a warning and entering a password**.
8. Enter a password and confirm the password (if the password option was selected).
9. Click **Save**.
10. Click **Done**.

Step by Step: **Explore How to Show Account Numbers in Account and Settings**

1. Open the QuickBooks Online company.
2. Navigate to the **gear** icon → **Account and Settings**.
3. On the Account and Settings page, click the **Advanced** section on the left.
4. Find the Chart of Accounts setting on the right. Click **Edit** (**pencil** icon) on the right.
5. Check the box next to **Enable account numbers**.
6. Click the box next to **Show account numbers**.
7. Click **Save**.
8. Click **Done**.
9. Click on the **gear** icon → **Chart of Accounts** (under Your Company).
10. If you are prompted, click on **See your Chart of Accounts**.

11. Select the Checking account. Select the **drop-down arrow** next to View Register for that account and select **Edit**.

12. Edit the Checking account. In the **Number** field, enter account number *10100*. **Save and Close**.

13. View the account number now showing in the Chart of Accounts list.

14. Navigate to **Reports** → **Balance Sheet**.

15. View the account number for the Checking account appearing on the Balance Sheet.

Step by Step: **Explore How to Enable Auto-recall on Forms in Account and Settings**

1. Open the QuickBooks Online company.

2. Navigate to the **gear** icon → **Account and Settings**.

3. On the Account and Settings page, click the **Advanced** section on the left.

4. Find the Automation setting on the right. Click **Edit** (the **pencil** icon) on the right.

5. Check the box to **Pre-fill forms with previously entered content**.

6. Click **Save**.

7. Click **Done**.

Step by Step: **Change Settings for Automatic Signing Out after a Period of Inactivity**

1. Open the QuickBooks Online company.

2. Navigate to the **gear** icon → **Account and Settings**.

3. On the Account and Settings page, click the **Advanced** section on the left.

4. Find the Other preferences setting on the right. Click **Edit** (the **pencil** icon) on the right.

5. Select 1, 2 or 3 hours from the drop-down list next to **Sign me out if inactive for**.

6. Click **Save**.

7. Click **Done**.

Guide Conclusion

You have just covered *Course 1 – Get Started*. This course has been developed to help you train your clients how to use QuickBooks Online successfully.

By completing this module, your client should understand:

- The benefits of QuickBooks Online
- How to import data
- The parameters of setting up their company