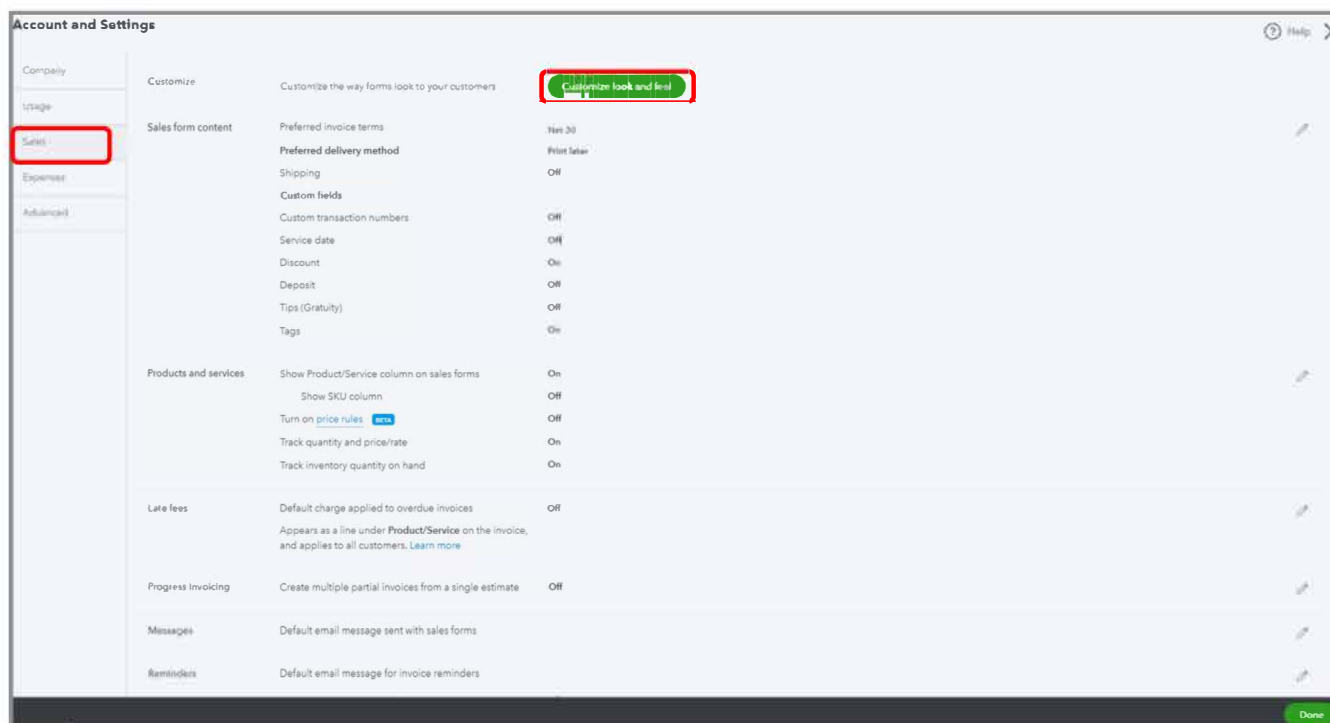


## Topic 1: Sales and Revenue Transactions

All these transactions types relate to monies coming in. Most of these transactions can be launched from more than one access point, whereas others can be launched only from one.

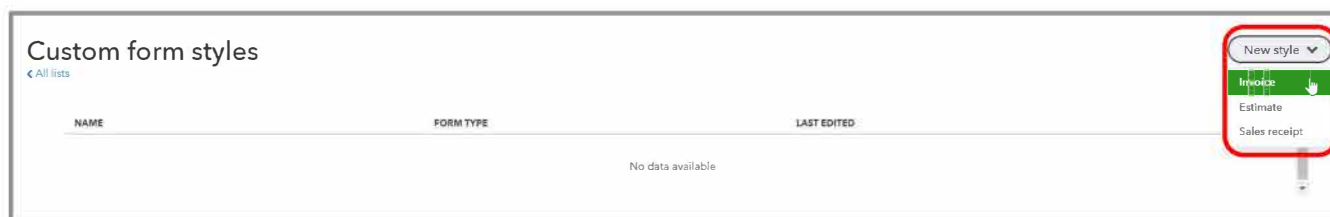
- **Estimates** are non-posting transactions that provide your customers with information on what you think you are going to charge them. Think of an estimate as a quote or proposal.
- **Invoices** are the sales transactions used when you want the customer to pay on account. An Invoice will increase accounts receivable, generally increase income and perhaps sales taxes if they are being collected.
- **Receive payment** is the type of transaction used to receive payment against an invoice. A Receive payment decreases accounts receivable and increases either a bank account or Undeposited Funds.
- **Sales receipts** are the sales transaction used when you receive payment at the time of sale; it has no effect on accounts receivable. It increases income and increases either a bank account or Undeposited Funds. Think of it as the equivalent of a cash register receipt when you buy a pack of gum at the store.
- **Credit memos** are used when a customer returns something or negotiates a lower price after the original invoice has been issued. This creates a credit in accounts receivable that can be used against future invoices.
- **Refund receipts** are also used when a customer returns something or negotiates a lower price, but with a refund receipt you are refunding their payment. It has no effect on accounts receivable. Refund receipts are often used if the customer to whom you are refunding the money has no outstanding accounts receivable balance with you.
- **Delayed charges and credits** are only available in QuickBooks Online Essentials, Plus and Advanced; they are non-posting transactions that reflect a potential revenue increase or decrease, as they are *reminders* to add these charges or credits to future invoices.





## Customize Sales Forms

The first setting under the Sales tab allows you to customize the sales forms. Click **Customize look and feel**. Click **New Style**, then decide if you are going to create a new style for an invoice, estimate or sales receipt. Click **Invoice**.



Change the name of the invoice template from the generic *My INVOICE Template - DD-YY (xxxxx)* to something meaningful.

In the Design tab, you can rename the title of this sales form, choose your template (Airy new, Airy classic, Modern, Fresh, Bold or Friendly), upload up to 10 logos (you can use only one at a time on a form), add color and choose your font. You can also print your in-progress template to test how it looks on plain paper or letterhead with various margins or preview a PDF of the form.

Create invoices that turn heads and open wallets Share feedback

**Design** Content Emails

Esther's Default Invoice Template

Airy new Airy classic Modern Fresh Bold Friendly

+ Add your unique logo

Splash on some color

Ff Get choosy with your font

When in doubt, print it out

**Craig's Design and Landscaping Services**  
123 Sierra Way  
San Pablo, CA 94603  
noreply@quickbooks.com

**Invoice**

**BILL TO**  
Smith Co.  
123 Main Street  
City, CA 12345

INVOICE# 12345  
DATE 01/12/2016  
DUE DATE 02/12/2016  
TERMS Net 30

DATE	ACTIVITY	ACTIVITY	QTY	RATE	AMOUNT
12/01/2016	Item name	Description of the item	2	225.00	450.00
01/12/2016	Item name	Description of the item	1	225.00	225.00

Thank you for your business and have a great day!

SUBTOTAL 675.00  
DISCOUNT 2% -13.50  
TOTAL TAX 101.25  
TOTAL \$776.25  
BALANCE DUE \$776.25

Preview PDF Done

Click **Content** tab → **pencil** icon in any of the three sections (Header at the top, Table in the middle or Footer at the bottom) to review and edit the content in that section; you can also edit labels, column widths and so forth.

Make sure to look at the options for billable expenses and billable time if you invoice based on time and expenses. In the Table area you can include the employees' names on the form, and you can group activities by day, week, month or type, and have the groups subtotaled. If these options are not visible you can make them appear by clicking **Show more activity options**.

Create invoices that turn heads and open wallets Show feedback

Design **Content** Emails

Table

Account summary

☐ Show on invoice

Activity table

COLUMNS [EDIT LABELS AND WIDTHS](#)

- ☒ Date
- ☒ Product/Service
  - ☐ Include description here
  - ☐ Category
- ☒ Description
  - ☐ Include Quantity and Rate
- ☒ Quantity
- ☒ Rate
- ☒ Amount
- ☐ SKU

[Show more activity options](#)

**Invoice Preview:**

Craig's Design and Landscaping Services  
123 Main Way  
San Pablo, CA 94600  
mre@pgo.com

INVOICE # 12345  
DATE 01/12/2016  
BILL DATE 01/12/2016  
TERMS Net 30

DATE	ACTIVITY	ACTIVITY	QTY	RATE	AMOUNT
12/01/2015	Item name	Description of the item	2	225.00	450.00
01/12/2016	Item name	Description of the item	1	225.00	225.00

Thank you for your business and have a great day!

SUBTOTAL 675.00  
SALES TAX 67.50  
TOTAL \$742.50  
BALANCE DUE \$742.50

[Preview PDF](#) [Done](#)

The Emails tab allows you to set the default email subject and message that accompanies the sent form (the Standard email), as well as the format of any Reminder emails you might send.

Create invoices that turn heads and open wallets Share feedback

Design Content **Emails**

▼ How your invoice appears in emails

☐ Full details

☒ Summarized details

☒ PDF Attached

▼ Standard email

Edit the email your customers get with every invoice

Subject

Invoice from Craig's Design and Landscaping Services

☒ Use greeting Dear ▼ [FullName] ▼

Message to customer

Your invoice is attached. Please remit payment at your earliest convenience. Thank you for your business - we appreciate it very much.

Sincerely,  
Craig's Design and Landscaping Services

► Reminder email

Subject Invoice from Craig's Design and Landscaping Services

From quickbooks@notification.intuit.com

INVOICE 12345

Craig's Design and Landscaping Services

DUE 02/12/2016

**\$776.25**

**Print or save**

Powered by QuickBooks

Dear [customer full name]

Your invoice is attached. Please remit payment at your earliest convenience. Thank you for your business - we appreciate it very much.

Sincerely,  
Craig's Design and Landscaping Services

Preview PDF Done

## Sales Form Content

This section of the Sales tab of Account and Settings allows you to set options such as Preferred invoice terms and Preferred delivery method, which can be changed on an actual individual sales form. The Content section sets defaults. Here you specify if you allow custom user-entered transaction numbers on sales forms (as opposed to a numbering sequence put in place by QuickBooks, with no option to change the numbers) as well as a service date column. You can also add additional line items such as shipping, discount, deposit, tips fields or tags.

## Products and Services

In this section of the Sales tab in Account and Settings, you identify if you want to Show the Product/Service column on sales forms so the drop-down list of products and services is available. Also, this where you turn on the preference to track inventory and price rules. Inventory tracking and price rules are available only in QuickBooks Online Plus and Advanced.

Products and services

Show Product/Service column on sales forms ?

☒

Show SKU column ?

☐

Turn on price rules BETA

☐

Track quantity and price/rate ?

☒

Track inventory quantity on hand ?

☒


Cancel

Save

## Late fees

You can turn on Late Fees, which applies a default charge to overdue invoices, either in the form of a flat fee or a percentage of the remaining balance. You can define the frequency, if it is an upfront, one-time fee, as well as the grace period and the terminology to be used for the charge (e.g., *Late fee*). Lastly, you can specify if sales tax is to be applied to this charge.

Late fees

Default charge applied to overdue invoices 

After you turn on late fees, you can customize settings for individual customers from your dashboard under Customers.

Type

☐ Flat fee

☒ Percentage of remaining balance

Percent (%)

Frequency 

Per month

☐ Apply an upfront, one-time flat fee

Grace period

Grace period begins the day after the due date. Late fees will not accumulate during that time.

None

Appears on invoices as

If you delete this item from the Products and Services list, late fees will no longer apply.

Late fee

Apply Sales Tax

☐

There may be limits on the amounts and types of fees you may charge to your customers. You should confirm the requirements in your jurisdiction and how they relate to you.


Cancel

Save

## Progress Invoicing

You can create multiple invoices from an estimate with Progress Invoicing, allowing you to keep track of the progress of a job. It is available in all subscription levels of QuickBooks Online. This is the section in the Sales tab of Account and Settings where you turn on the ability to perform Progress Invoicing.

Progress Invoicing

Create multiple partial invoices from a single estimate 

Cancel

Save



## Other Sales Settings

The Messages setting allows you to create default email forms when emailing sales forms.

Messages

Default email message sent with sales forms

☒ Use greeting Dear ▼ [Full Name] ▼

Sales form ?

Invoice ▼ Use standard message

Email subject line

Invoice from Craig's Design and Landscaping Services

Email message

Your invoice is attached. Please remit payment at your earliest convenience.  
Thank you for your business - we appreciate it very much.

Sincerely,  
Craig's Design and Landscaping Services

☐ Email me a copy at noreply@quickbooks.com

Copy (Cc) new invoices to address

Cc (Separate multiple emails with a comma)

Blind Copy (Bcc) new invoices to address

Bcc (Separate multiple emails with a comma)

Sales form

Estimate ▼ ?

Cancel Save

The Reminders setting, like the Messages setting, allows you to create default emails when sending reminders.

Reminders

Default email message for invoice reminders

Use [Invoice No.] and [Company Name] as placeholders in the email.

Subject line

Reminder: Your payment to Craig's Design and Landscaping Servi

☒ Use email greeting

Dear

[Full Name]

Email message

We're sending a reminder to let you know that invoice [Invoice No.] has not been paid. If you already paid this invoice or have any questions, let us know!

Have a great day,  
Craig's Design and Landscaping Services

☐ Send a copy to noreply@quickbooks.com

Automatic invoice reminders ☒

Automatic email reminders only apply to new invoices. Turning off automatic reminders removes them from all invoices.

Reminder 1 (3 day(s) before due date) Off

Reminder 2 (On due date) Off

Reminder 3 (3 day(s) after due date) Off

Cancel Save

Online delivery settings relate to emailing your forms and what you want the customer to see. There are options of sending as plain text, HTML or using an online invoice.

Online delivery

Email options for all sales forms

☒ Show short summary in email

☐ Show full details in email

☒ PDF Attached

Additional email options for invoices

Plain text

Cancel Save

There are a couple of preferences to choose from regarding Statements. See below:

#### Statements

- ☒ List each transaction as a single line <sup>?</sup>  
List each transaction including all detail lines
- ☐ Show aging table at bottom of statement. <sup>?</sup>

Cancel Save

## Advanced Settings

For more sales-related preferences, look at the Automation section of Advanced settings.

#### Automation

- ☐ Pre-fill forms with previously entered content <sup>?</sup>
- ☐ Automatically apply credits <sup>?</sup>
- ☐ Automatically invoice unbilled activity <sup>?</sup>
- ☐ Automatically create invoices and don't notify me <sup>?</sup>
- Schedule  
 on   every  month(s)
- ☐ Automatically apply bill payments <sup>?</sup> ☒

Cancel Save

If you turn on the preference to **Pre-fill forms with previously entered content**, QuickBooks Online will copy the information from the last transaction using the same customer.

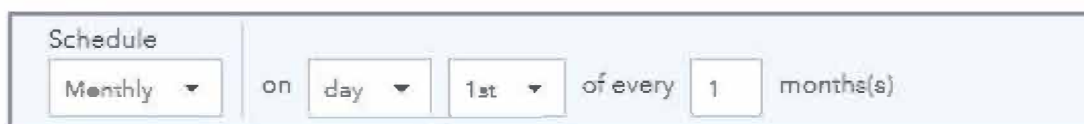
If you turn on the preference to **Automatically apply credits**, QuickBooks Online will apply any available credits to the next invoice. Beware of turning on this or any other automation preference. It may be that you don't want to apply the credit to the very next invoice, but instead to some future invoice.

You can turn on a preference to **Automatically invoice unbilled activity**. Once this preference is turned on, you then choose one of the following automation options:



In addition, you specify a schedule regarding how often (in days, weeks, months or years) and when this automation function runs.

You need to understand the ramifications of the Automation preferences to know if they make sense for you. If you have problems with accounts receivable, check these settings.



# ALTERNATE ENTRY POINTS TO ENTER SALES TRANSACTIONS

## Customer Center

The Customer Center, accessed by selecting **Sales → Customers** in the left navigation bar, is a dashboard for adding, editing and reviewing customers with whom your QuickBooks Online company does business. The list of customers can be printed or exported to Microsoft Excel®, and it can be sorted by various parameters or filtered. In the far-right Action column, beside each customer listing in the Customer Center, is a drop-down box from which to create transactions such as invoices or estimates, send a reminder of a balance due, or print or send a statement. In addition, batch actions can be performed for one customer, selected customers or the entire list: send or print statements and send emails directly from within QuickBooks Online.

OverviewAll SalesInvoicesPayment LinksCustomersProducts and Services

Customers

Customer typesNew customer

Unbilled Last 365 Days\$00 ESTIMATEUnpaid Last 365 Days\$7503 UNBILLED ACTIVITYPaid\$1,52610 OVERDUE\$5,28220 OPEN INVOICES\$3,13612 PAID LAST 30 DAYS

Do you organize sub-customers as projects? You can convert the first level of sub-customers into their own project. Convert now

Batch actions

☐ Create statements

☐ Email

☒ Make inactive

☐ Select customer type

☒ Cool Cars

☒ Diego Rodriguez

☐ Dukes Basketball Camp

COMPANY

PHONE

OPEN BALANCE

ACTION

		\$239.00	Receive payment
Bill's Windsurf Shop	(415) 444-6538	\$85.00	Receive payment
Cool Cars	(415) 555-9933	\$0.00	Create invoice
Diego Rodriguez	(650) 555-4477	\$0.00	Create invoice
Dukes Basketball Camp	(520) 420-5638	\$0.00	Create invoice

1

## Enter Transactions from the Customer Center



### Step by Step: Create an Estimate

There are several ways to create an estimate in QuickBooks Online. To create an estimate from the Customer Center, follow these steps:

1. Select **Sales → Customers** from the left navigation bar.
2. If necessary, remove any filters from the search bar at the top of the customer list to produce a full list of customers.

3. Select the drop-down box in the far-right column for **Diego Rodriguez → Create estimate**.

<input type="checkbox"/> CUSTOMER / PROJECT / COMPANY	PHONE	OPEN BALANCE
<input type="checkbox"/> Amy's Bird Sanctuary	(650) 555-3311	\$239.00
<input type="checkbox"/> Bill's Windsurf Shop	(415) 444-6538	\$85.00
<input type="checkbox"/> Cool Cars	(415) 555-9933	\$0.00
<input type="checkbox"/> Diego Rodriguez	(650) 555-4477	\$0.00

4. Complete the on-screen estimate for Diego Rodriguez with the desired date, expiration date of the estimate (if any), products and services of your choosing, the quantity, description (override the description if you want) and rate (override the rate if you like) of each and the sales tax (check the **Tax** box for specific items, then select the **sales tax** to be applied in the drop-down box in the footer).
5. Complete any other desired fields such as Discount and Message displayed on estimate.

6. Select **Save and close** or (by clicking the **drop-down** next to Save and Send) **Save and new**.

**Estimate**

Customer: Diego Rodriguez | Email: Diego@Rodriguez.com | Cc/Bcc: | Amount: **\$2,250.00**

Billing address: Diego Rodriguez, 321 Channing, Palo Alto, CA 94303 | Estimate date: 05/16/2021 | Expiration date: 05/16/2022

#	PRODUCT/SERVICE	DESCRIPTION	QTY	RATE	AMOUNT	TAX
1	Design/Design	Custom Design by Esther	15	150	2,250.00	

Subtotal: \$2,250.00 | Taxable subtotal: \$0.00 | Discount percent: 0.00 | Total: \$2,250.00 | Estimate Total: \$2,250.00

Buttons: Cancel, Clear, Print or Preview, Make recurring, Customize, Save, **Save and send** (highlighted), Save and new, Save and close.



## Step by Step: Create an Invoice from an Estimate

To create an invoice from the estimate you just created, the easiest way to find that estimate is from the Money Bar in the Customer Center.

1. Select **Sales → Customers** from the left navigation bar.
2. Click the **Estimates** rectangle in the far-left section of the Money Bar to display a list of open estimates.

Customers

Customer types: New customer

Unbilled Last 365 Days: \$2,250 (3 ESTIMATE)

Unpaid Last 365 Days: \$750 (3 UNBILLED ACTIVITY)

Payments: \$1,526 (15 OVERDUE)

Products and Services: \$5,282 (20 OPEN INVOICES)

Period: \$3,136 (12 PAID LAST 30 DAYS)

3. Locate Diego Rodriguez on the list of open estimates.

Batch actions		Find a customer, project or company				
	CUSTOMER / PROJECT / COMPANY	PHONE	OPEN ESTIMATES	ESTIMATE AMOUNT	ACTION	
<input type="checkbox"/>	Diego Rodriguez	(650) 555-4477	1 Open estimate	\$2,250.00	Start invoice	

4. Find the estimate you want to turn into an invoice, then select **Start invoice** at the far right.

Batch actions		Find a customer, project or company				
	CUSTOMER / PROJECT / COMPANY	PHONE	OPEN ESTIMATES	ESTIMATE AMOUNT	ACTION	
<input type="checkbox"/>	Diego Rodriguez	(650) 555-4477	1 Open estimate	\$2,250.00	Start invoice	



5. **Add** the open estimate from the drawer on the right.

The screenshot shows the 'Invoice' screen in QuickBooks Online. The 'Add to Invoice' drawer is open on the right side. It lists 'Estimate #1001' with a date of 'May 19' and a total of '\$2,250.00'. The 'Add' button is highlighted with a red box. The main invoice form shows a customer of 'Diego Rodriguez' and a balance due of '\$0.00'. The invoice table is empty.

#	PRODUCT/SERVICE	DESCRIPTION	QTY	RATE	AMOUNT	TAX
---	-----------------	-------------	-----	------	--------	-----

Subtotal: \$0.00  
Taxable subtotal: \$0.00  
Discount percent: \$0.00  
Total: \$0.00  
Balance due: \$0.00

6. Make changes to the already-populated invoice, as required.

7. Select **Save, Save and close** (by clicking the drop-down box next to Save and Send), **Save and new**, or **Save and share link**.

The screenshot shows the 'Invoice' screen in QuickBooks Online. The 'Add to Invoice' drawer is open on the right side. It lists 'Estimate #1001' with a date of 'May 19' and a total of '\$2,250.00'. The 'Add' button is highlighted with a red box. The main invoice form shows a customer of 'Diego Rodriguez' and a balance due of '\$2,250.00'. The invoice table contains one line item: 'Design Design' with a description of 'Custom Design by Esther'.

#	PRODUCT/SERVICE	DESCRIPTION	QTY	RATE	AMOUNT	TAX
1	Design Design	Custom Design by Esther	1	2,250.00	2,250.00	

Subtotal: \$2,250.00  
Taxable subtotal: \$0.00  
Discount percent: \$0.00  
Total: \$2,250.00  
Balance due: \$2,250.00

Save and close (highlighted with a red box)

When you create an invoice from the estimate, you can change the quantity of the line items on the invoice. If you are invoicing for a smaller quantity than on the estimate you have the option for QuickBooks Online to keep track of the quantity of each item on the original estimate and the cumulative number of each item sold on subsequent related invoices. For this, turn on Progress Invoicing. It will affect the number of each item available to bring over to future invoices from the same estimate.

**NOTE:** If you do not want to invoice for the entire amount of the estimate, you can perform progress invoicing, which is available in all subscription levels of QuickBooks Online. First, ensure that Progress Invoicing is turned on. To do this click the **gear** icon → **Account and Settings** under Your Company → **Sales** tab → **Progress Invoicing** → **pencil** icon (or click anywhere in that section) and toggle **Create multiple partial invoices from a single estimate**. Then click **Save** and **Done**.

The screenshot shows the 'Account and Settings' page in QuickBooks Online. On the left sidebar, the 'Sales' tab is selected and highlighted with a red box. The main content area shows various settings. Under the 'Progress Invoicing' section, the toggle switch for 'Create multiple partial invoices from a single estimate' is turned on (green), and the 'Save' button is highlighted with a red box. Other settings visible include 'Custom transaction numbers' (Off), 'Service date' (Off), 'Discount' (On), 'Deposit' (Off), 'Tip/G GRATUITY' (Off), 'Tags' (On), 'Products and services' (Show Product/Service column on sales forms: On, Show SKU column: Off, Turn on price rules: [Learn more](#), Track quantity and price/rate: On, Track inventory quantity on hand: On), 'Late fees' (Default charge applied to overdue invoices: On, Appears as a line under Product/Service on the invoice, and applies to all customers. [Learn more](#)), 'Messages' (Default email message sent with sales forms), 'Reminders' (Default email message for invoice reminders, Automatic invoice reminders: Off), 'Online delivery' (Email options for all sales forms), and 'Statements' (Show aging table at bottom of statement: On). The 'Done' button is at the bottom right.



## Step by Step: Create an Invoice for Unbilled Activity

You can also easily create invoices for any unbilled activity.

1. Select **Sales → Customers** from the left navigation bar.
2. Click the **Unbilled Activity** rectangle in the left section of the Money Bar to display a list of unbilled activity.

3. You could click **Start Invoice** in the far-right column from here to see the unbilled activity. Instead, however, click **Unbilled activity** for Amy's Bird Sanctuary.

CUSTOMER / PROJECT / COMPANY	PHONE	UNBILLED ACTIVITIES	UNBILLED AMOUNT	ACTION
Amy's Bird Sanctuary Amy's Bird Sanctuary	(650) 555-3311	1 Unbilled activity	\$375.00	Start Invoice
Video Games by Dan Video Games by Dan	(650) 555-3456	2 Unbilled activities	\$375.00	Start Invoice

4. Find the one Time Charge activity that is outstanding (unbilled) for this customer; it will display Start Invoice in the far-right column. Click **Create Invoice**.

Amy's Bird Sanctuary

Amy's Bird Sanctuary | 4581 Finch St., Bayshore, CA 94326

Add notes

Transaction List | Projects | Customer Details | Late Fees

Batch actions | Filter

DATE	TYPE	NO.	MEMO	DUE DATE	BALANCE	TOTAL	STATUS	ACTION
04/22/2021	Payment			04/22/2021	\$0.00	-\$220.00	Closed	
04/21/2021	Payment	c552		04/21/2021	\$0.00	-\$106.00	Closed	
04/20/2021	Time Charge		Custom Design	04/20/2021	\$0.00	\$375.00	Open	Create Invoice
04/20/2021	Invoice	1001	Front yard hedges, and side...	05/20/2021	\$0.00	\$108.00	Paid	Print
04/06/2021	Payment		Created by QBO Online to link...	04/06/2021	\$0.00	\$0.00	Closed	
04/06/2021	Credit Memo	1026		04/06/2021	\$0.00	-\$100.00	Closed	Print
04/01/2021	Invoice	1021		05/01/2021	\$239.00	\$459.00	Overdue	Receive payment

**NOTE:** If you have multiple activities listed here (instead of just one), you can start an invoice for one unbilled activity and bring other unbilled activities in from the drawer on the right to add them as well.

5. Add any additional charges, sales tax or discounts then click **Save, Save and close, Save and new, Save and send** or **Save and share link**.

Invoice

1 Unbilled Time Charge

Class email: Amy's Bird Sanctuary | arj | Customer email: Bird@birdnet.com

Send email

Balance due: **\$375.00**

Billing address: Amy Lauterbach, Amy's Bird Sanctuary, 4581 Finch St, Bayshore, CA 94326

Terms: Net 30 | Invoice date: 05/19/2021 | Due date: 06/18/2021

Tag: Your company is still a tag

PRODUCT/SERVICE	DESCRIPTION	QTY	RATE	AMOUNT	TAX
Design/Design	Custom Design	1	\$375.00	\$375.00	

Add lines | Clear all lines | Add subtotal

Message on invoice: Thank you for your business and have a great day!

Message on statement: If you send payment to someone else, we will bill you on their account for this amount!

Subtotal: \$375.00 | Taxable subtotal: \$0.00 | Tax: California 8% | Discount percent: \$0.00 | Total: \$375.00 | Balance due: \$375.00

Cancel | Clear | Print or Preview | Make recurring | Customize | Save | **Save and close**

## Enter Transactions from the Sales Transactions Page (Sales Center)



### Step by Step: Create an Invoice

1. Click **Sales** → **All Sales** from the left navigation bar.

Sample Company

Overview **All Sales** Invoices Payment Links Customers Products and Services

Sales Transactions

Unbilled Last 365 Days Unpaid Last 365 Days

\$0 0 ESTIMATE \$375 1 UNBILLED ACTIVITY \$1,526 10 OVERDUE

Filter Last 365 Days

Batch actions

2. This opens the Sales Transactions or Sales Center. Under the Action column (1), there are suggested next steps. You can filter the Money Bar (2) here the same way you can in the Customer Center. You can also create a New Transaction at the top right of the screen. Click **New transaction** → **Invoice** (3).

Sample Company

Overview **All Sales** Invoices Payment Links Customers Products and Services

Sales Transactions

Unbilled Last 365 Days Unpaid Last 365 Days Paid

\$0 0 ESTIMATE \$375 1 UNBILLED ACTIVITY \$1,526 10 OVERDUE \$7,907 22 OPEN INVOICES \$3,136 12 PAID LAST 30 DAYS

Import Transactions

New transaction

Invoice  
Payment  
Estimate  
Sales Receipt  
Credit Memo  
Delayed Charge  
Time Activity

Filter Last 365 Days

Batch actions

DATE	TYPE	NO.	CUSTOMER	MEMO	DUE DATE	BALANCE	TOTAL	STATUS	ACTION
05/19/2021	Invoice	1039	Amy's Bird Sanctuary		06/18/2021	\$375.00	\$375.00	Open	Receive payment
05/19/2021	Invoice	1038	Diego Rodriguez		06/18/2021	\$2,250.00	\$2,250.00	Open	Receive payment
05/19/2021	Estimate	1001	Diego Rodriguez		05/19/2021	\$0.00	\$2,250.00	Closed	Print
04/23/2021	Invoice	1037	Sonnenschein Family St...		05/23/2021	\$362.07	\$362.07	Open	Receive payment

3. Create a new invoice for Video Games by Dan. When you enter the customer name, QuickBooks Online opens a drawer on the right that shows time or expense activities that have been marked billable or any delayed charges or credits for this customer. You can easily add them to the invoice. The difference between creating the invoice from here (in the Sales Center) vs. creating it from the Action column for that customer or activity, is in the Sales Center you have a choice of what you are adding (you can click **Add** for each item you wish to add or you can click **Add all** if you wish to add them all); if you create an invoice from the Action column, it automatically puts the unbilled activity on the invoice.

**Invoice**

Customer: Video Games by Dan  
Customer email: Videogames@nuit.com  
Billing address: Dan Willis, Video Games by Dan, 202 Main St, Tucson, AZ 85704  
Terms: Net 30  
Invoice date: 03/19/2021  
Due date: 04/18/2021  
Balance due: \$0.00

**Right-hand drawer:**

- Add to Invoice** (highlighted)
- Add all** (highlighted)
- Charge #1  
Apr 20  
\$300.00  
Installation of landscape design  
**Add** (highlighted) | Open
- Charge #1  
Apr 20  
\$75.00  
Weekly Gardening Service  
Add | Open

#	PRODUCT/SERVICE	DESCRIPTION	QTY	RATE	AMOUNT	TAX
1						
2						

Subtotal: \$0.00  
Taxable subtotal: \$0.00  
Discount percent: \$0.00  
Total: \$0.00  
Balance due: \$0.00

Message on invoice: Thank you for your business and have a great day!

Message on statement: If you email statements to customers, they will show up on the statement for this invoice.

Attachments: Maximum size: 20MB

Buttons: Cancel, Clear, Print or Preview, Make recurring, Customize, Save, Save and close

4. Invoice just for the installation by clicking **Add** (and you can collapse the drawer by clicking the sideways caret if you want, as indicated in the previous screen capture), and you'll see there is a hyperlink to 1 linked Charge in the top left portion of the invoice. Then **Save and close**.

**Invoice**

1 Linked Charge

Customer: Video Games by Dan  
Customer email: Videogames@muhi.com  
Co/Bc

Billing address: Dan Wilks, Video Games by Dan, 202 Main St, Tucson, AZ 85704

Terms: Net 30  
Invoice date: 03/18/2021  
Due date: 04/18/2021

Tags: Search typing to add a tag

#	PRODUCT/SERVICE	DESCRIPTION	QTY	RATE	AMOUNT	TAX
1	Landscaping installation	Installation of landscape design	1	\$300.00	\$300.00	

Subtotal: \$300.00  
Taxable subtotal: \$0.00  
Total: \$300.00  
Balance due: \$300.00

Buttons: Cancel, Clear, Print or Preview, Make recurring, Customize, Save, **Save and close**

5. This brings you back to the Sales Transactions list. To clear any filter resulting from the Money Bar selection, so you can see all the transactions, click **Clear filter / View all** at the top of the table, if it is visible. Note this table is sorted by date. You can sort by any column header by clicking that column's **header** (clicking sorts by that parameter; clicking twice sorts it in reverse order).

Overview | **All Sales** | Invoices | Payment Links | Customers | Products and Services

Sales Transactions

Import Transactions | New transaction

Unbilled Last 365 Days	Unpaid Last 365 Days	Paid
\$0 0 ESTIMATE	\$75 1 UNBILLED ACTIVITY	\$1,526 10 OVERDUE
	\$8,207 23 OPEN INVOICES	\$3,136 12 PAID LAST 30 DAYS

Filter: Last 365 days | Invoices | Overdue | **Clear filter / View all**

Batch actions

1-10 of 10

6. If you don't see the columns you need, click the **grid gear** icon above the Action column and choose the columns you want to display. Then click the **grid gear** icon again to make that list of columns disappear.

The screenshot shows the 'Sales Transactions' page in QuickBooks Online. At the top, there are summary cards for 'Unbilled Last 365 Days' (\$0), 'Unpaid Last 365 Days' (\$75), 'Overdue' (\$1,526), 'Open Invoices' (\$8,207), and 'Paid' (\$3,136). Below these are filters for 'Last 365 Days' and 'Batch actions'. The main table lists transactions with columns: DATE, TYPE, NO., CUSTOMER, MEMO, DUE DATE, BALANCE, TOTAL, and STATUS. A red box highlights the 'grid gear' icon in the top right corner of the table, which opens a menu to select columns to display. The menu includes options like Method, Source, Aging, Last delivered, Email, Attachments, and Type (which is checked). There is also a 'Show More' link and a 'Rows' dropdown set to 150.



## Step by Step: Receive Payment

1. The next step is to receive payment. Dan sent us a check for \$300. Click **Receive payment** next to his name.

The screenshot shows the 'Sales Transactions' page in QuickBooks Online, similar to the previous one. The summary cards and filters are the same. The main table lists transactions. A red box highlights the 'ACTION' column for the first transaction (Invoice 1040, Video Games by Dan). The 'ACTION' column contains a dropdown menu with the option 'Receive payment' selected. The page also shows '1-68 of 68' transactions.



2. A list of Outstanding Transactions shows up for this customer with the invoice being paid checked. You can deposit to Undeposited Funds or directly into a bank account. In a real company, if you're signed up for QuickBooks Payments, you would see a box to check to process a credit card here. You'll learn more about payments in Module 5. Specify the **Payment date**, the **Payment method**, the **Reference no.** (check number), choose **Undeposited Funds** → **Save and close**.

**Receive Payment**

Customer: Video Games by Dan Find by invoice no.

**AMOUNT RECEIVED: \$300.00**

Payment date: 05/20/2021

Payment method: Check

Reference no.: 1234

Deposit to: Undeposited Funds

**Amount received: 300.00**

**Outstanding Transactions**

Find invoice #s Filter > All

	DESCRIPTION	DUE DATE	ORIGINAL AMOUNT	OPEN BALANCE	PAYMENT
<input checked="" type="checkbox"/>	Invoice # 1040 (05/19/2021)	06/18/2021	300.00	300.00	300.00

Amount to Apply: \$300.00  
Amount to Credit: 50.00

Clear Payment

**Save and new**

From the Sales Transactions page you can enter transactions contextually based on the currently listed transaction (click the **drop-down** in the Action column for that transaction), or you can create new sales transactions (click the **New transaction** drop-down at the top of the page).

## Enter Transactions from +New

If you have the expanded view of +New open, you can see a list of sales type transactions under the Customers column.

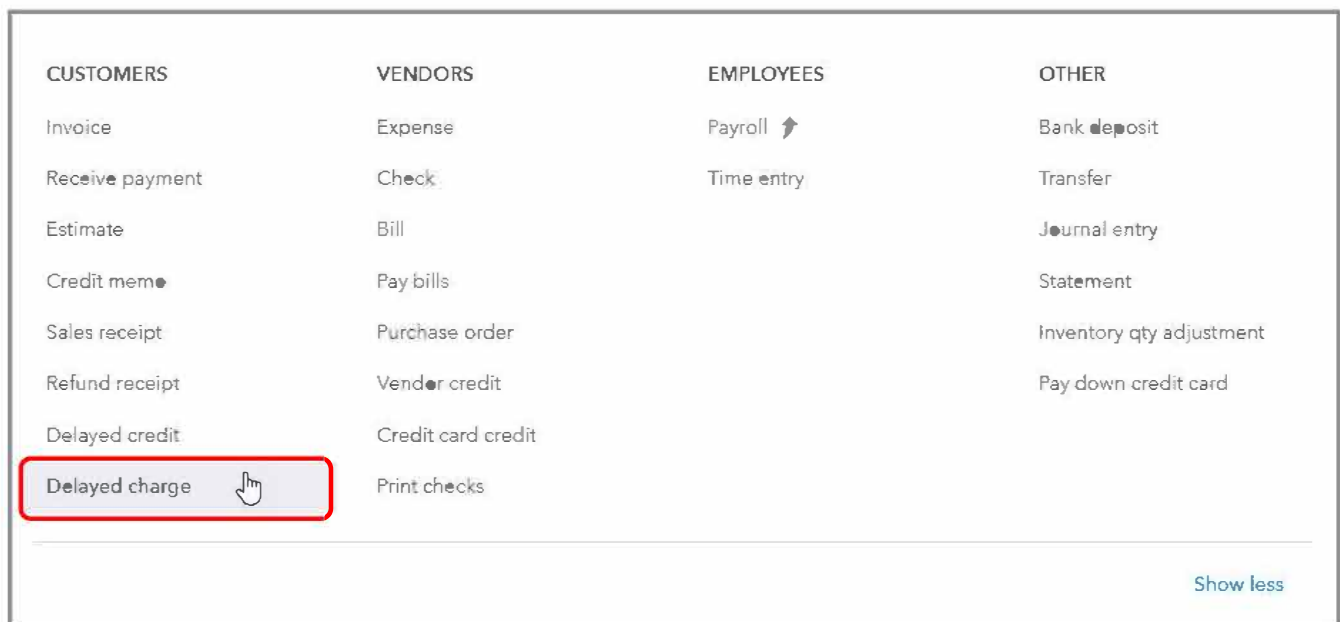
CUSTOMERS	VENDORS	EMPLOYEES	OTHER
Invoice	Expense	Payroll ↗	Bank deposit
Receive payment	Check	Time entry	Transfer
Estimate	Bill		Journal entry
Credit memo	Pay bills		Statement
Sales receipt	Purchase order		Inventory qty adjustment
Refund receipt	Vendor credit		Pay down credit card
Delayed credit	Credit card credit		
Delayed charge	Print checks		

[Show less](#)



## Step by Step: Enter a Delayed Charge

1. To open +New, click the **+New** sign at the top of the left navigation bar in QuickBooks; if you don't see the expanded view, click **Show more**.
2. Click **Delayed Charge**. A delayed charge is a non-posting transaction; you're telling QuickBooks Online you will need to invoice a customer for something in the future. Let's say you are a landscaping service and do gardening for multiple customers. Every day you record where you gardened that day, but you invoice only once a month. You can record that activity in QuickBooks Online as a delayed charge and, at month end, create an invoice.



3. Enter *Amy's Bird Sanctuary*. In the Date field type a *w* to select the beginning of the currently displayed week. Enter *Gardening* under the Product/Service column. Enter *4* under the QTY (Quantity) column and *\$35* under the Rate column. Click **Save and new**.

**Delayed Charge**

Customer: Amy's Bird Sanctuary

Delayed Charge Date: 10/16/2021

Tags: Select tags to add to this tag

#	PRODUCT/SERVICE	DESCRIPTION	QTY	RATE	AMOUNT	TAX
1	Landscaping/Gardening	Weekly Gardening Service	4	35	140.00	
2						

Add lines Clear all lines

Total \$140.00

Memo

Attachments Maximum size: 20MB

Show existing

Make recurring

**Save and new**

4. Enter *Amy's Bird Sanctuary*. In the Date field, type a **k** and **+**. K brings you to the end of the currently-displayed week and the **+** advances a day, which brings you to the beginning of next week. Enter *Gardening* under the Product/Service column. (Some of this might be there already, if the Automation preferences are set to *Pre-fill forms with previously entered content* in Account and Settings.) Enter 3 under the QTY column and \$35 under the Rate column. Click **Save and close**.

**Delayed Charge**

Customer: Amy's Bird Sanctuary

Delayed Charge Date: 05/23/2021

Tags: (0) Manage tags

#	PRODUCT/SERVICE	DESCRIPTION	QTY	RATE	AMOUNT	TAX
1	Landscaping-Gardening	Weekly Gardening Service	3	35	105.00	
2						

Add lines Clear all lines

Total \$105.00

Attachments Maximum size: 20MB

Drop, drag files here or click the icon

Show existing

Cancel Clear Make recurring

Save and close Save and new



## Step by Step: Create an Invoice from +New

1. From +New choose **Invoice**.

The screenshot shows the '+New' menu in QuickBooks Online, organized into four columns: CUSTOMERS, VENDORS, EMPLOYEES, and OTHER. The 'Invoice' option under CUSTOMERS is highlighted with a red box and a mouse cursor. Other options include Receive payment, Estimate, Credit memo, Sales receipt, Refund receipt, Delayed credit, Delayed charge, Expense, Check, Bill, Pay bills, Purchase order, Vendor credit, Credit card credit, Print checks, Payroll, Time entry, Bank deposit, Transfer, Journal entry, Statement, Inventory qty adjustment, and Pay down credit card. A 'Show less' link is at the bottom right.

2. Enter *Amy's Bird Sanctuary*. As soon as you enter the customer name, if there are any unbilled (delayed) charges (or credits) or unbilled time (or expenses), a drawer opens on the right so you can easily add them to the invoice.

The screenshot shows the 'Invoice' form in QuickBooks Online. The customer is 'Amy's Bird Sanctuary' with email 'Bird@intuit.com'. The balance due is \$0.00. The billing address is 'Amy Laurenbach, Amy's Bird Sanctuary, 3581 Finch St, Bayshore, CA 94326'. The invoice date is 05/23/2021 and the due date is 06/23/2021. A table for items is shown with columns for #, PRODUCT/SERVICE, DESCRIPTION, QTY, RATE, AMOUNT, and TAX. The subtotal is \$0.00, taxable subtotal is \$0.00, and the total is \$0.00. A drawer on the right is open, showing 'Add all' and 'Add' buttons for two delayed charges: 'Charge #1' (May 16, \$140.00, Weekly Gardening Service) and 'Charge #2' (May 23, \$105.00, Weekly Gardening Service). The bottom of the form has buttons for 'Cancel', 'Clear', 'Print or Preview', 'Make recurring', 'Customize', 'Save', and 'Save and close'.

3. Click **Add all** then **Save and close**.

**Invoice**

Take a tour ? Help X

Linked transactions

Customer: Amy's Bird Sanctuary Customer email: Birds@bird.com Go/Re

Send later

BALANCE DUE  
**\$245.00**

Billing address: Amy Lauterbach, Amy's Bird Sanctuary, 4591 Finch St, Bayshore, CA 94326

Terms: Net 30 Invoice date: 05/23/2021 Due date: 06/22/2021

Create recurring invoice

Tags: Start typing to add a tag Manage tags

#	PRODUCT/SERVICE	DESCRIPTION	QTY	RATE	AMOUNT	TAX
1	Landscaping/Gardening	Weekly Gardening Service	4	\$5	\$20.00	
2	Landscaping/Gardening	Weekly Gardening Service	3	\$35	\$105.00	

Add lines Clear all lines Add subtotal

Message on invoice: Thank you for your business and have a great day!

Message on statement: If you need assistance with QuickBooks, please contact us at 800-451-2233.

Subtotal: \$245.00  
Taxable subtotal: \$0.00  
California 8% 0.00  
Discount percent: \$0.00  
Total: \$245.00  
Balance due: \$245.00

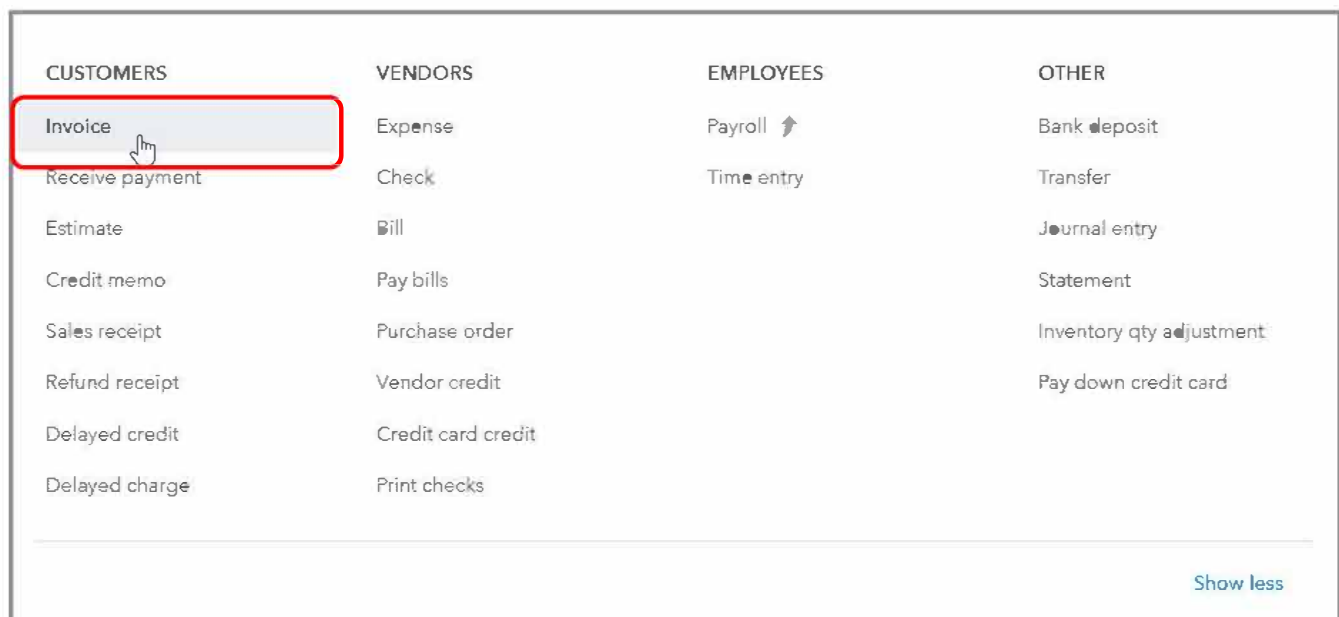
Cancel Clear Print or Preview Make recurring Customize Save **Save and close**



## Step by Step: Recurring Transactions

If you have monthly recurring charges and you don't want to have to remember to enter them, QuickBooks Online can create an invoice automatically and email it to your customers. Use the Recurring Transactions feature. Most transactions (sales, purchases and journal entries) can be made recurring.

1. From +New click **Invoice**.





2. Type *Bill's Windsurf Shop* and choose **Pest Control** under Product/Service. Leave the quantity at 1 and the rate at \$35. At the bottom of the screen click **Make recurring**.

**Invoice**

Take a tour ? Help X

**Billing address**  
Bill Lucchini  
Bill's Windsurf Shop  
12 Ocean Dr.  
Half Moon Bay, CA 94023

**Terms** Ⓜ  
Net 30

**Invoice date**  
05/23/2021  
[Create recurring invoice](#)

**Due date**  
06/22/2021

**Tags** Ⓜ  
Select tags to add a tag

**Manage tags**

#	PRODUCT/SERVICE	DESCRIPTION	QTY	RATE	AMOUNT	TAX
1	Pest Control-Pest Control	Pest Control Services	1	\$35	\$35.00	

[Add lines](#) [Clear all lines](#) [Add subtotal](#)

**Message on invoice**  
Thank you for your business and have a great day!

**Message on statement**  
If you are a [customer] customer, this will show up on the statement for this invoice.

**Attachments** Maximum size: 20MB  
[Upload photos from your device](#)

**Summary:**  
Subtotal \$35.00  
Taxable subtotal \$0.00  
Tax \$0.00  
Total \$35.00  
Balance due \$35.00

[Cancel](#) [Clear](#) [Print & Preview](#) **Make recurring** [Customize](#) [Save](#) [Save and close](#)

3. This opens a screen where you can create a recurring invoice template. You can name the template, say whether you want it automatically entered, choose to send an email automatically and, if scheduled, set up the schedule. Click **Save template**.

The screenshot shows the 'Recurring Invoice' screen in QuickBooks Online. The interface includes the following elements:

- Header:** 'Invoice' title and 'Recurring Invoice' subtitle.
- Template name:** 'Bill's Windsurf Shop'.
- Type:** 'Scheduled'.
- Create:** 'Create' button and 'days in advance' field.
- Customer:** 'Bill's Windsurf Shop'.
- Email:** 'Surf@Intuit.com'.
- Options:** 'Automatically send emails' (checked), 'Print later' (checked), 'Include unbilled charges' (unchecked).
- Interval:** 'Monthly'.
- Start date:** '1st'.
- End date:** 'None'.
- Billing address:** 'Bill Lucchini, Bill's Windsurf Shop, 12 Ocean Dr, Half Moon Bay, CA 94023'.
- Terms:** 'Net 30'.
- Tags:** 'Manage tags' link.
- Line items table:**

#	PRODUCT/SERVICE	DESCRIPTION	QTY	RATE	AMOUNT	TAX
1	Pest Control: Pest Control	Pest Control Services	1	35	35.00	
- Buttons:** 'Add lines', 'Clear all lines', 'Add subtotal'.
- Message on invoice:** 'Thank you for your business and have a great day!'.
- Summary:** 'Subtotal \$35.00', 'Taxable subtotal \$0.00'.
- Footer:** 'Cancel', 'Clear', 'Customize', and 'Save template' (highlighted in a red box).

You have a lot of flexibility when creating a template. Experiment with it in the sample file. Note that if you have an already-recorded transaction and want to make it recurring, you can open it up and click **Make recurring** at the bottom of the screen. Remember that most transactions can be made recurring.



## Step by Step: Recurring Transaction List

1. To see a list of recurring transactions, click the **gear** icon and open **Recurring Transactions** under Lists.

The screenshot shows the QuickBooks Online dashboard. In the top right corner, the gear icon is highlighted with a red box. In the 'LISTS' section, the 'Recurring transactions' option is highlighted with a red box and a hand cursor. The dashboard is divided into four main sections: YOUR COMPANY, LISTS, TOOLS, and PROFILE. The 'YOUR COMPANY' section includes links for Account and settings, Manage users, Custom form styles, Chart of accounts, and QuickBooks labs. The 'LISTS' section includes links for All lists, Products and services, Recurring transactions, Attachments, Custom fields, and Tags. The 'TOOLS' section includes links for Order checks, Import data, Import desktop data, Export data, Reconcile, Budgeting, Audit log, SmartLook, and Resolution center. The 'PROFILE' section includes links for Feedback and Privacy. At the bottom, it states 'You're viewing QuickBooks in Accountant view. Learn more' and 'Switch to Business view'.

2. From here you can add new templates, edit an existing template, use an existing template, duplicate it (a good starting point for a new template) or delete it.

The screenshot shows the 'Recurring Transactions' page. At the top right, the 'Now' button is highlighted with a red box. Below the header, there is a search bar and a 'Filter' dropdown set to 'All'. The main content is a table with the following columns: TEMPLATE NAME, TYPE, TXN TYPE, INTERVAL, PREVIOUS DATE, NEXT DATE, CUSTOMER/VENDOR, AMOUNT, and ACTION. The table contains three rows of data:

TEMPLATE NAME	TYPE	TXN TYPE	INTERVAL	PREVIOUS DATE	NEXT DATE	CUSTOMER/VENDOR	AMOUNT	ACTION
Telephone Bill	Scheduled	Bill	Every Month		05/09/2021	Cal Telephone	74.30	Use, Duplicate, Delete
Monthly Building Lease	Scheduled	Bill	Every Month		05/08/2021	Hall Properties	900.00	Use, Duplicate, Delete
Bill's Windsurf Shop	Scheduled	Invoice	Every Month		06/01/2021	Bill's Windsurf Shop	35.00	Use, Duplicate, Delete

In the 'ACTION' column, the 'Duplicate' option is highlighted with a red box and a hand cursor. At the bottom right, it says 'Previous 1-3 Next'.