



QUICKBOOKS 2020 STUDENT GUIDE

Lesson 5

Customers and Sales Part 1

intuit.

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Lesson Objectives

- To learn about the different formats available for sales forms
- To create a new invoice
- To learn the purpose and use of the Item list
- To see how QuickBooks records the information you enter on sales forms
- To memorize an invoice transaction for reuse
- To add a new item to the Item list
- To add a new price level to the Price Level list
- To associate a price level with a customer
- To generate statements

Using Sales Forms for Payment in the Future

Any time you make a sale, you record it in QuickBooks on a sales form. A sales form can be an invoice (when you expect payment to come later) or a sales receipt (when you receive payment at the time you make the sale).

The type of sales form you use depends entirely on whether you expect payment in the future or at the time of the sale. If you expect to receive payment at some future date, you enter an invoice.

To display a completed invoice:

1. Click **Customers** on the Home page to open the **Customer Centre**.
2. Click on the name of the customer whose invoice you would like to view.
3. From the **Transactions** list at the bottom right, double-click on an invoice to open it.

The screenshot shows the QuickBooks Customer Centre interface for 'Greene, Jeremy'. The window title is 'Customer Centre: Greene, Jeremy'. The interface includes a navigation bar with options like 'New Customer & Job', 'New Transactions', 'Print', 'Excel', 'Word', and 'Income Tracker'. The main area is divided into two sections: 'Customer Information' and 'Transactions'.

Customer Information:

- Company Name: Mr. Jeremy Greene
- Main Phone: 604 554-7895
- Alt. Phone: 604 628-4561
- Customer Type: From advertisement
- Fax: 604 554-7800
- Terms: Net 15
- Bill To: Greene, Jeremy, 133 Sunnyside Blvd, Vancouver, BC, V2H 1S0

Transactions Table:

TYPE	NUM	DATE	ACCOUNT	AMOUNT
Invoice	14	12/31/2016	Accounts Receivable	6,300.00
Sales Receipt	15	12/16/2016	Undeposited Funds	179.15
Payment	221	07/02/2016	Chequing	15,000.00
Payment	121	07/02/2016	Chequing	16,500.00

At the bottom of the Transactions section, there are buttons for 'Manage Transactions' and 'Run Reports'.

4. Close the invoice.



NOTES

Using Sales Forms for Payment at the Time of Sale

If you receive full payment at the time you make a sale — either by cash, cheque, or credit card — you fill out a sales receipt instead of an invoice. Like an invoice, a sales receipt includes information about the items or services sold, but it also includes information about how payment was made.

To display a completed sales receipt in QuickBooks:

5. Click **Customers** on the Home page to open the **Customer Centre**.
6. Click on the name of the customer whose Sales Receipt you would like to view.
7. From the **Transactions** list at the bottom right, double-click on a sales receipt to open it.

The screenshot shows the 'Enter Sales Receipts' window in QuickBooks. The window title is 'Enter Sales Receipts'. The menu bar includes 'Main', 'Formatting', 'Send', and 'Reports'. The toolbar contains icons for 'Find', 'New', 'Save', 'Delete', 'Memorize', 'Mark As Pending', 'Print', 'Email', 'Email Later', 'Attach File', and 'Add time/costs'. The form fields include: CUSTOMER:JOB (Greene, Jeremy), DEPOSIT TO (Undeposite...), and TEMPLATE (Custom Sal...). The main section is titled 'Sales Receipt' and contains: DATE (08/03/2016), SALE NO. (2), and SOLD TO (Greene, Jeremy, 133 Sunnyside Blvd, Vancouver, BC, V2H 1S0). Below this is a table with columns: ITEM, DESCRIPTION, QTY, RATE, AMOUNT, and TAX. The table contains two rows: 'Lighting Retail:Standing Lamp' with description 'Standing Lamp - Halogen', quantity 2, rate 169.95, amount 339.90, and tax G; and 'Materials Heading:Cabinets:Cabinet Wall Unit' with description 'Light Pine kitchen cabinet wall unit', quantity 1, rate 259.95, amount 259.95, and tax G. Below the table are fields for CHEQUE NO. and PAYMENT METHOD (Cheque). Tax summary shows GST 5.0% at 29.99 and a total of 629.84. At the bottom, there are fields for CUSTOMER MESSAGE, MEMO, and CUSTOMER TAX CODE (G). Buttons for 'Save & Close', 'Save & New', and 'Revert' are present, along with a checkbox for 'Process credit or debit card payment when saving'.

8. Close the Sales Receipt.



NOTES

Filling in a Sales Form

Filling in an invoice is just like filling in a paper form; enter the customer information first followed by a description of the charges.

To enter customer information on an invoice:

1. On the **Home** page, click **Create Invoices**.
2. If you have custom templates, choose the template you would like to use from the drop-down list at the top.
3. In the **Customer:Job** field, enter the name of the customer/job you wish to create an invoice for.
4. If the **Billable Time/Costs** window pops up and you are invoicing for billable expenses, choose to add billable time or expenses. Otherwise, choose to exclude billable time/costs.

The screenshot displays the QuickBooks invoice creation window. At the top, there is a menu bar with options: Main, Formatting, Send, Reports. Below this is a toolbar with icons for Find, New, Save, Delete, Create a Copy, Memorize, Mark As Pending, Print, Email, Print Later, Email Later, Attach File, Add Time/Costs, Apply Credits, Receive Payments, and Create Refund. The main form area includes a header with 'CUSTOMER:JOB' set to 'Card, Brad' and 'TEMPLATE' set to 'Intuit Product ...'. The 'Invoice' title is prominently displayed. Key fields include 'DATE' (08/03/2016), 'INVOICE #' (17), 'INVOICE TO' (Card, Brad, 242 Machray Ave, Surrey, BC V4S 3T2), and 'SHIP TO' (Ship To 1, Card, Brad, 242 Machray Ave, Surrey, BC V4S 3T2). Below these are fields for 'P.O. NO.', 'TERMS' (Due on receipt), 'REP', 'SHIP' (08/03/2016), 'VIA', and 'F.O.B.'. A table with columns for 'QUANTITY', 'ITEM', 'DESCRIPTION', 'PRICE EACH', 'AMOUNT', and 'TAX' is present. At the bottom right, summary fields show 'TOTAL' (0.00), 'PAYMENTS APPLIED' (0.00), and 'BALANCE DUE' (0.00). Buttons for 'Save & Close', 'Save & New', and 'Revert' are located at the bottom of the window.



NOTES

Filling in the Line Item Area

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

But items are not just products you sell or services you provide to clients. Line items can be anything you might want to put in the detail area of an invoice, like a discount, a subtotal line, or even just a note about what work was performed.

To complete the line item area of an invoice:

1. In the **Quantity** field, choose the quantity of the product or service the customer is purchasing and press **Tab**.
2. In the **Item** field, choose the product or service you are charging the customer for and press **Tab**.
3. QuickBooks populates the **Description** field based on the item details from the **Items List**, but you can enter a custom description. Press **Tab** when done.
4. The **Price Each** field is populated by the item's entry on the **Items List**, but you can enter a custom price. Press **Tab** when done.
5. The **Amount** field is the total amount being charged for the item based upon the **Quantity** and **Price Each**. This can be changed manually as well. Press **Tab**.
6. The **Tax** field determines what tax will be applied to the item. QuickBooks chooses this based upon entries on the **Items List** and the **Customers List**, but it can also be changed manually.

QUANTITY	ITEM	DESCRIPTION	PRICE EACH	AMOUNT	TAX
5	Lighting Retail:Table Lamp	Table Lamp - Tiffany	119.95	599.75	G



NOTES

Completing the Sales Form

To complete and record the invoice:

1. Click the **down arrow** under the **Print** button near the top of the screen and then select **Preview**. This is how the invoice will appear to the customer if it is printed or emailed as a pdf.

Invoice

Date	Invoice #
8/3/2016	17

Invoice To

Card, Brad
242 Machray Ave
Surrey, BC
V4S 3T2

Ship To

Card, Brad
242 Machray Ave
Surrey, BC V4S 3T2

P.O. No.	Terms	Rep	Ship	Via	F.O.B.	Project
	Due on receipt		8/3/2016			

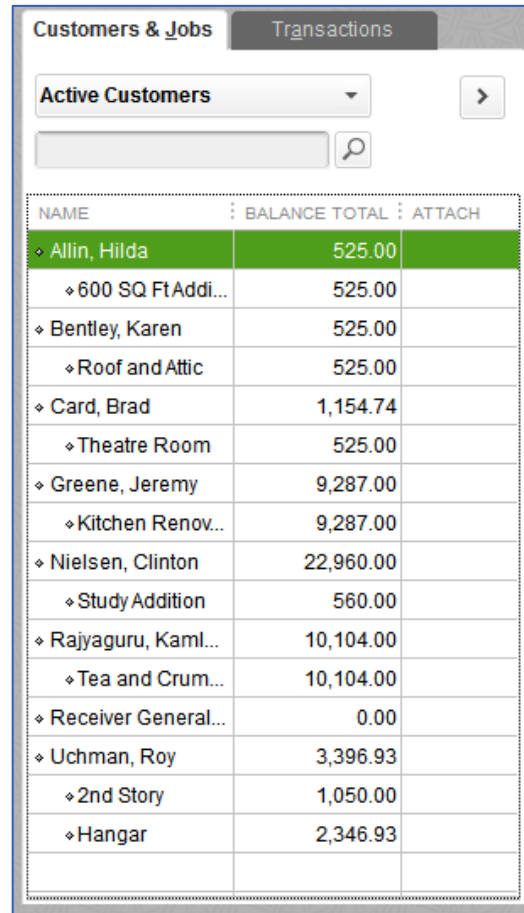
Quantity	Item	Description	Price Each	Amount
5	Table Lamp	Table Lamp - Tiffany	119.95	599.75
		GST on sales	5.00%	29.99
Total				\$629.74

2. Click **Zoom In** and use the scroll bars to see the invoice items at greater magnification.
3. Click **Close**.
4. In the **Create Invoices** window, record the sale by clicking **Save & Close**.

QuickBooks records the invoice in your **Accounts Receivable** account, which is an account that tracks the amount of money your customers owe you. QuickBooks gives you many tools to keep an eye on Accounts Receivable, such as the Customer Centre and Accounts Receivable reports.

Reporting Accounts Receivable

1. From the **Home** page, click **Customers**.
2. The **Balance Total** is the amount of money each customer owes you. This amount is also known as **Accounts Receivable**.



The screenshot shows the 'Customers & Jobs' window with the 'Transactions' tab selected. A dropdown menu is set to 'Active Customers'. Below the dropdown is a search bar with a magnifying glass icon. The main area displays a table with three columns: NAME, BALANCE TOTAL, and ATTACH. The table lists 15 customer entries, each with a diamond icon to the left of the name. The first entry, 'Allin, Hilda', is highlighted in green. The 'BALANCE TOTAL' column shows the amount owed by each customer, and the 'ATTACH' column is currently empty.

NAME	BALANCE TOTAL	ATTACH
◊ Allin, Hilda	525.00	
◊ 600 SQ FtAddi...	525.00	
◊ Bentley, Karen	525.00	
◊ Roof and Attic	525.00	
◊ Card, Brad	1,154.74	
◊ Theatre Room	525.00	
◊ Greene, Jeremy	9,287.00	
◊ Kitchen Renov...	9,287.00	
◊ Nielsen, Clinton	22,960.00	
◊ Study Addition	560.00	
◊ Rajyaguru, Kaml...	10,104.00	
◊ Tea and Crum...	10,104.00	
◊ Receiver General...	0.00	
◊ Uchman, Roy	3,396.93	
◊ 2nd Story	1,050.00	
◊ Hangar	2,346.93	

3. Close the **Customer Centre**.



NOTES

The Accounts Receivable balance for each customer is the sum of all their unpaid invoices and unapplied credit memos. You can see a listing of unpaid invoices and unapplied credit memos on the Open Invoices report.

To run the Open Invoices report:

1. From the **Reports** menu, choose **Customers & Receivables** and then **Open Invoices**.
2. This report shows all the transactions that go into calculating the Accounts Receivable balance for each customer.

Type	Date	Num	P. O. #	Terms	Due Date	Aging	Open Balance
Allin, Hilda							
600 SQ Ft Addition							
Invoice	08/12/2016	17		Due on ...	08/12/2016		117.50
Invoice	08/12/2016	22		Due on ...	08/12/2016		117.50
Total 600 SQ Ft Addition							235.00
Total Allin, Hilda							235.00
Bentley, Karen							
Roof and Attic							
Invoice	08/12/2016	18		Due on ...	08/12/2016		117.50
Invoice	08/12/2016	23		Due on ...	08/12/2016		117.50
Total Roof and Attic							235.00
Total Bentley, Karen							235.00
Card, Brad							
Theatre Room							
Invoice	08/12/2016	19		Due on ...	08/12/2016		117.50
Invoice	08/12/2016	24		Due on ...	08/12/2016		117.50
Total Theatre Room							235.00
Total Card, Brad							235.00

3. **Close** the report.



NOTES

Invoices usually have a **due date**, which tells the customer how long they have until they need to pay their invoice. It is possible to view Accounts Receivable balances by customer, and also see whether or not they are late on paying the invoices that make up those balances with **Aging** reports.

To run the Accounts Receivable Aging Summary report:

1. From the **Reports** menu, choose **Customers & Receivables** and then **A/R Aging Summary**.
2. This report displays each customer with an **Accounts Receivable** balance and what part of their balance is **Current** (not overdue), **1-30** days overdue, **31-60** days overdue, **61-90** days overdue and over **90** days overdue.

	Current	1 - 30	31 - 60	61 - 90	> 90	TOTAL
Allin, Hilda						
600 SQ Ft Additi...	235.00	0.00	0.00	0.00	0.00	235.00
Total Allin, Hilda	235.00	0.00	0.00	0.00	0.00	235.00
Bentley, Karen						
Roof and Attic	235.00	0.00	0.00	0.00	0.00	235.00
Total Bentley, Karen	235.00	0.00	0.00	0.00	0.00	235.00
Card, Brad						
Theatre Room	235.00	0.00	0.00	0.00	0.00	235.00
Total Card, Brad	235.00	0.00	0.00	0.00	0.00	235.00
Greene, Jeremy						
Kitchen Renova...	235.00	0.00	0.00	0.00	-31,500.00	-31,265.00
Total Greene, Jere...	235.00	0.00	0.00	0.00	-31,500.00	-31,265.00
Nielsen, Clinton						
Study Addition	250.66	0.00	0.00	0.00	0.00	250.66
Total Nielsen, Clin...	250.66	0.00	0.00	0.00	0.00	250.66
TOTAL	1,190.66	0.00	0.00	0.00	-31,500.00	-30,309.34

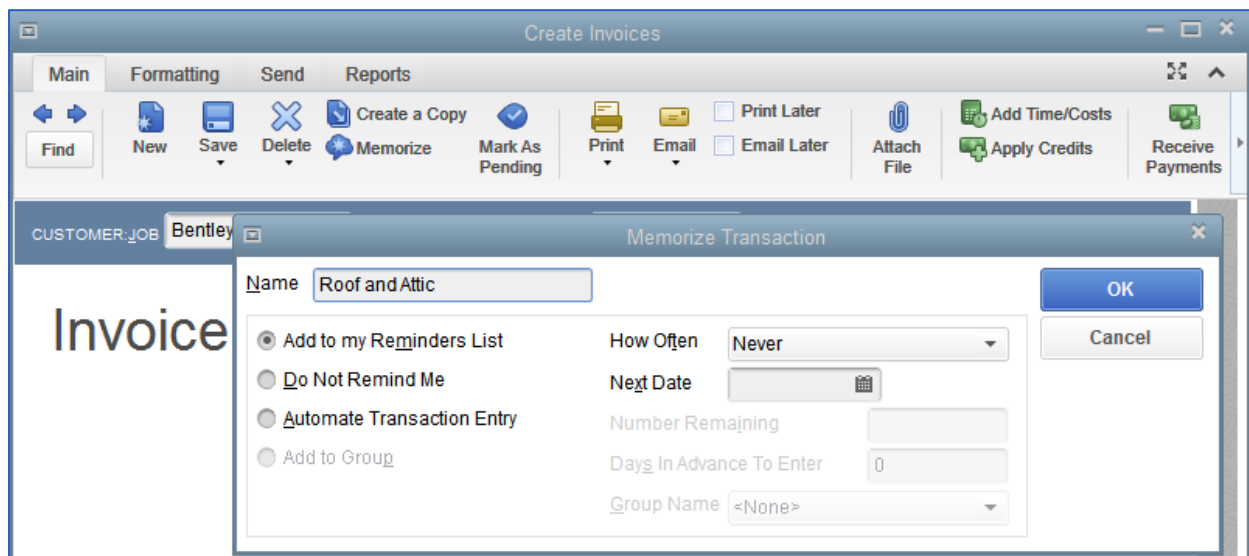
3. You can also **double-click** any of the balances to see a list of invoices that make up that balance.
4. **Close** the report.

Repeating a Sale

Many of the sales you make in your business repeat again and again. For example, you may have a standing monthly order from a customer, or you may perform the same services for more than one client. QuickBooks lets you memorize sales forms so that you don't have to retype the information.

To memorize an invoice:

1. Make sure you have the invoice you want to memorize displayed on your screen.
2. From the task bar, at the upper left, choose **Memorize**.



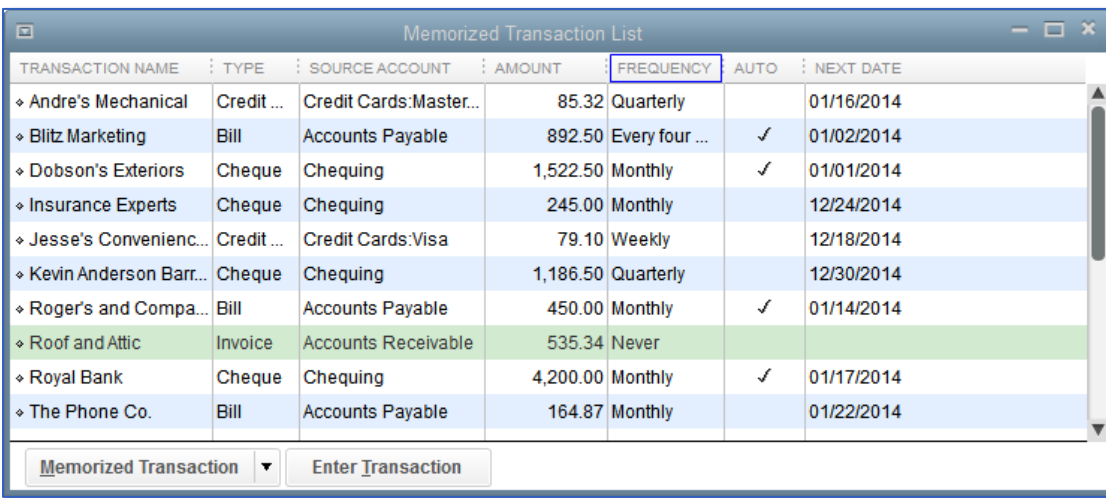
3. In the **Name** field, type a description that helps you recognize the memorized invoice.
4. Click **OK**.
5. Close the **Create Invoice** window and don't save the invoice.



NOTES

To recall a memorized sale:

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



TRANSACTION NAME	TYPE	SOURCE ACCOUNT	AMOUNT	FREQUENCY	AUTO	NEXT DATE
◊ Andre's Mechanical	Credit ...	Credit Cards:Master...	85.32	Quarterly		01/16/2014
◊ Blitz Marketing	Bill	Accounts Payable	892.50	Every four ...	✓	01/02/2014
◊ Dobson's Exteriors	Cheque	Chequing	1,522.50	Monthly	✓	01/01/2014
◊ Insurance Experts	Cheque	Chequing	245.00	Monthly		12/24/2014
◊ Jesse's Convenienc...	Credit ...	Credit Cards:Visa	79.10	Weekly		12/18/2014
◊ Kevin Anderson Barr...	Cheque	Chequing	1,186.50	Quarterly		12/30/2014
◊ Roger's and Compa...	Bill	Accounts Payable	450.00	Monthly	✓	01/14/2014
◊ Roof and Attic	Invoice	Accounts Receivable	535.34	Never		
◊ Royal Bank	Cheque	Chequing	4,200.00	Monthly	✓	01/17/2014
◊ The Phone Co.	Bill	Accounts Payable	164.87	Monthly		01/22/2014

Memorized Transaction ▼ Enter Transaction

- Double-click the transaction you just added.
- Fill in any information that may have changed, such as the date, items or amounts.
- Click **Save & Close** to record the invoice.
- Press the **Esc** key to close the **Memorized Transaction List**.



NOTES

Creating Batch Invoices

Batch invoicing allows you to create multiple invoices for a list of customers without having to create each invoice individually. This can be great for recurring service billing.

To create a batch invoice:

1. From the **Customers** menu, choose **Create Batch Invoices**.
2. Use the **Look for** field to search for customers by name or attribute, or simply select customers from the list at the bottom left.

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

SEARCH

Look for in All fields

Search within results

Search Results

NAME	BALANCE TO...	TERMS
Allin, Hilda	0.00	Due on receipt
600 SQ FtAddition	0.00	Due on receipt
Bentley, Karen	0.00	Due on receipt
Roof and Attic	0.00	Due on receipt
Card, Brad	629.74	Due on receipt
Theatre Room	0.00	Due on receipt
Greene, Jeremy	8,762.00	Net 15
Kitchen Renovation	8,762.00	
Nielsen, Clinton	22,400.00	Net 15
StudyAddition	0.00	Net 15
Rajyaguru, Kamlesh	10,104.00	Due on receipt

BILLING GROUP

[What is a billing group?](#)

CUSTOMERS IN THIS GROUP

3. You can hold the **Ctrl** key on your keyboard while clicking customer names to select more than one customer at a time.

4. Click **Add** to move the selected customers to the list of those you want to invoice.

Batch Invoice

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

SEARCH

Look for in

Search within results

SEARCH RESULTS

NAME	BALANCE TO...	TERMS
Allin, Hilda	0.00	Due on receipt
600 SQ Ft Addition	0.00	Due on receipt
Bentley, Karen	0.00	Due on receipt
Roof and Attic	0.00	Due on receipt
Card, Brad	629.74	Due on receipt
Theatre Room	0.00	Due on receipt
Greene, Jeremy	8,762.00	Net 15
Kitchen Renovation	8,762.00	
Nielsen, Clinton	22,400.00	Net 15
Study Addition	0.00	Net 15
Rajyaguru, Kamlesh	10,104.00	Due on receipt

BILLING GROUP

[What is a billing group?](#)

CUSTOMERS IN THIS GROUP

Allin, Hilda:600 SQ Ft Addition

Bentley, Karen:Roof and Attic

Card, Brad:Theatre Room

Greene, Jeremy:Kitchen Renovation


Nielsen, Clinton:Study Addition

5. Click **Next**.

- Enter the information you would like reflected on your invoice.

Batch Invoice

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

Date: 08/12/2016  Template: Intuit Product Invoice

QUANTITY	ITEM	DESCRIPTION	PRICE EACH	AMOUNT	TAX
2	Lighting Retail:Wall Sconce	Art Deco 9"	55.95	111.90	S

CUSTOMER MESSAGE:

TOTAL 125.33

Back Next Help Cancel

- Click **Next**.

Entering a New Item

Items are what you use on sales forms like estimates, sales orders, invoices, and sales receipts to categorize what products or services you are selling to the customer. Each item is mapped to one or more accounts, which tells QuickBooks how to categorize the income, expense or inventory asset value of the item when it is used on sale or purchase forms.

To add an item:

1. From the **Home** page, click **Items & Services**.

NAME	DESCRIPTION	TYPE	ACCOUNT	TOTAL QUANTITY ...	ON SALES ...	PRICE
01 Plans and Permits	Plans and Permits	Service	Construction Income			0.00
01.1 Plans	Plans	Service	Construction Income			0.00
01.2 Building Permits	Building Permits	Service	Construction Income			0.00
01.3 City License	City License Fee	Service	Construction Income			0.00
02 Site Work	Site Work	Service	Construction Income			0.00
02.10 Demo	Demo	Service	Charitable Contribu...			0.00
03 Excavation	Excavation	Service	Construction Income			0.00
04 Concrete	Concrete	Service	Construction Income			0.00
05 Masonry	Masonry	Service	Construction Income			0.00
06 Floor Frame	Floor Framing	Service	Construction Income			0.00
07 Wall Frame	Wall Framing	Service	Construction Income			0.00
08 Roof Frame	Roof Framing	Service	Construction Income			0.00
09 Roof Flashing	Roofing, Flashing	Service	Construction Income			0.00
10 Exterior Trim & Decks	Exterior Trim & Decks	Service	Construction Income			0.00
11 Siding	Siding	Service	Construction Income			0.00
12 Doors & Trim	Doors & Trim	Service	Construction Income			0.00
13 Windows & Trim	Windows & Trim	Service	Construction Income			0.00

2. Click the **Item** menu button at the bottom left of the window then choose **New**.

- In the **New Item** window, choose an item type from the **Type** drop-down list.

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

The screenshot shows the 'New Item' dialog box. The 'TYPE' dropdown is set to 'Service', with a description: 'Use for services you charge for or purchase, like specialized labour, consulting hours, or professional fees.' The 'Item Name/Number' field is empty, and the 'Subitem of' dropdown is also empty. The 'UNIT OF MEASURE' section has an 'Enable...' button. Below that, a checkbox is checked: 'This service is used in assemblies or is performed by a subcontractor or partner'. The 'Description' field is empty, 'Rate' is 0.00, 'Tax Code' is 'S', and 'Account' is empty. There is an 'Item is inactive' checkbox which is unchecked. On the right side, there are buttons for 'OK', 'Cancel', 'Next', 'Notes', 'Custom Fields', and 'Spelling'. At the bottom, there is a link: 'How can I set rates by customers or employees?'.

- Enter an item name or number in the **Item Name/Number** field.
- In the **Description** field, enter what you want the customer to see as the description when this item is used on a form.
- You can assign a standard rate in the **Rate** field.
- In the **Tax Code** field, assign a standard sales tax code.
- In the **Account** field, choose the income account you want QuickBooks to use when posting sales income from this item.
- Click **OK** to add the new item to the Item list.
- Close the **Item List**.



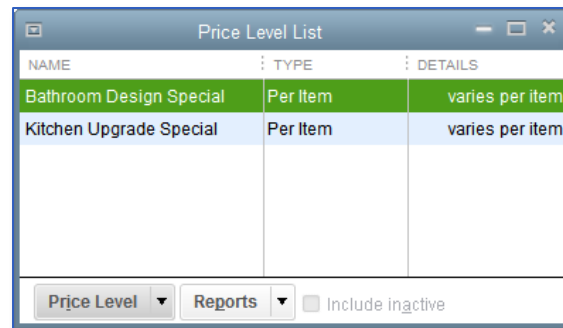
NOTES

Creating New Price Levels

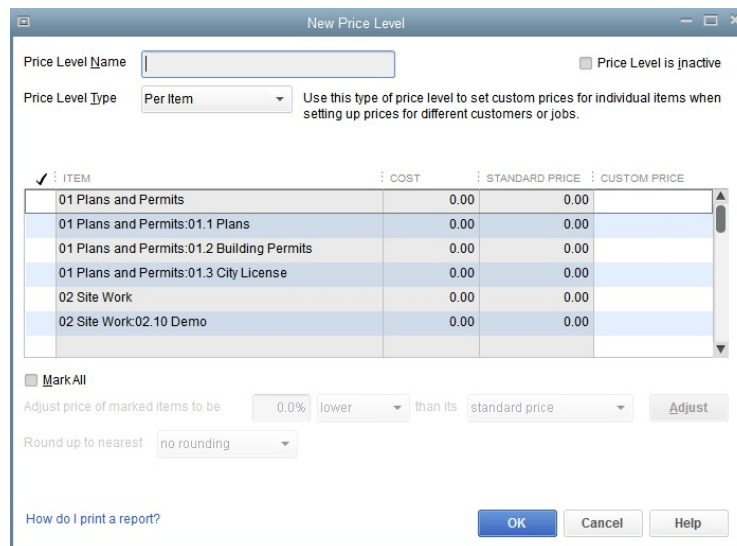
Price levels come in two varieties and allow you to quickly alter the prices of products on invoices, sales receipts and credit memos. **Fixed Percentage** price levels allow you to increase or decrease the prices of all products it is assigned to on a sale. **Per Item** price levels allow you to choose specific products and assign increases or decreases to their prices when the price level is applied on a sale.

To create a new price level:

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



2. From the **Price Level** menu button, choose **New**.



3. In the **Price Level Name** field, enter a name for the price level.
4. From the **Price Level Type** drop-down list, select **Fixed %** or **Per Item**.
5. Set your price level increases or decreases, and set your rounding parameters.
6. Click **OK**.
7. Close the **Price Level** list.

Associating Price Levels with Customers

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

To associate a price level with a customer:

1. Click the **Customer** icon on the **Home** page.
2. In the **Customers & Jobs** list, **double-click** the customer whose price level you wish to set.
3. Click the **Payment Settings** tab.

The screenshot shows the 'Edit Customer' window for 'Lew Plumbing - C'. The current balance is \$220.00. The 'Payment Settings' tab is selected, showing options for 'Net 30' payment terms, 'E-mail' delivery method, and 'Master Card' preferred payment method. The 'Price Level' is set to 'Commercial'. A 'CREDIT CARD INFORMATION' section is expanded, showing a credit card number, expiration date (09 / 2018), name on card, address, and ZIP code. The window includes an 'OK' button and a 'Customer is inactive' checkbox.

4. From the **Price Level** drop-down menu, choose the price level you want to associate with the customer.
5. Click **OK** to close the **Edit Customer** window and save your changes.

Now when you create a sales form for this customer the price will automatically be adjusted according to the price level.



NOTES

Assigning Price Levels to Individual Line Items

NOTE: This function is available in QuickBooks Premier and Enterprise Editions.

In addition to associating price levels with customers, you can also use price levels on an individual basis on sales forms. The following are some examples of when you might want to do this.

- You've associated a price level with a customer but want to charge the normal sales price for an item on a single sale to that customer
- You want to use a price level for one or more items but you don't want to assign a price level to the customer for whom you're recording the sale

To apply a price to a single line item:

1. On a sales form, click in the **Rate** or **Price Each** drop down arrow and select the price level you want to use from the drop-down list.

The screenshot shows the 'Create Invoices' window in QuickBooks. The customer is 'Nielsen, Clinton' and the invoice date is 08/12/2016. The invoice number is 28. The invoice includes a table with one line item:

Q...	ITEM	DESCRIPTION	PRICE E...	AMOUNT	TAX
1	Lighting Retail: Standing Lamp	Standing Lamp - Halogen	169.95	169.95	S

A pop-up menu is open over the price field, showing the following options:

- Base Sales Price: 169.95
- Kitchen Upgrade Special: 130.00

At the bottom right, the tax and total amounts are displayed:

GST 5.0%	8.50
PST (BC) 7.0%	11.90
TOTAL	190.35
PAYMENTS APPLIED	0.00
BALANCE DUE	190.35

2. When you move out of the **Rate** or **Price Each** field, QuickBooks recalculates the amount and balance due.



NOTE

Using the Income Tracker

The Income Tracker helps you manage collecting payments from your customers. It lists all invoices, and separates those that are overdue so that they are easier to find. You can send email reminders to one customer or many customers, and it tracks customer notes about your collection efforts.

To review overdue and nearly-due payments for all customers:

1. Click the **Customer** icon on the **Home** page.
2. Click **Income Tracker** on the top ribbon.
3. Use the colored tabs on the top to filter the information.

CUSTOMER	TYPE	NUMBER	DATE	DUE DATE	AMOUNT	OPEN BALANCE	LAST SENT DATE	STATUS	ACTION
Greene, Jere...	Invoice	8	6/25/2017	6/25/2010	31,328.85	2,462.00		Overdue	Select
Card, Brad.Th...	Invoice	5	4/30/2017	4/30/2010	21,735.00	4,500.00		Overdue	
Card, Brad.Th...	Unapplied Pay...	455	3/1/2017	3/1/2010	4,500.00	-4,500.00		Paid	
Allin, Hilda.60...	Unapplied Pay...	444	2/15/2017	2/15/2010	18,026.68	-18,026.68		Paid	
Allin, Hilda.60...	Invoice	3	2/7/2017	2/7/2010	18,026.68	18,026.68		Overdue	
Allin, Hilda.60...	Invoice	2	2/2/2017	2/2/2010	17,886.18	17,886.18		Overdue	
Allin, Hilda.60...	Unapplied Pay...	212	1/29/2017	1/29/2010	17,886.18	-17,886.18		Paid	
Allin, Hilda.60...	Unapplied Pay...	124	1/26/2017	1/26/2010	18,970.19	-18,970.19		Paid	
Allin, Hilda.60...	Invoice	1	1/23/2017	1/23/2010	18,970.19	18,970.19		Overdue	
Greene, Jere...	Invoice	14	12/31/2016	1/15/2011	6,300.00	6,300.00		Overdue	
Nielsen, Clinton	Invoice	16	12/29/2016	1/13/2017	22,400.00	22,400.00		Open	
Rajyaguru, Ka...	Invoice	11	12/15/2016	12/15/2010	55,104.00	10,104.00		Overdue	
Uchman, Roy:...	Invoice	12	12/15/2016	12/15/2010	30,509.33	2,346.93		Overdue	
Uchman, Roy:...	Invoice	15	11/25/2016	12/10/2016	1,050.00	1,050.00		Open	

4. Open the down-facing arrow in the **Action** column for a list of actions you can take with each line.
5. Click on the **Overdue** tab. Customers are late on their payments for these invoices.
6. Click the top left checkbox next to the **Customer** column header.
7. Click **Batch Actions** and **Batch Email**. Using this feature you can email a reminder to all of your overdue customers.
8. Close the email window and the **Income Tracker**.



NOTES

Generating Statements

Statements summarize a customer's account by listing recent invoices, credit memos, and payments received. You can use statements when you bill through invoices but want to remind your customers about delinquent payments.

Statements are different from other forms in QuickBooks such as invoices, sales receipts, or cheques in that they are not transactions. Furthermore, because QuickBooks already has all the information you need to create statements, you don't have to fill them out. Instead, you review the information that appears on each statement, decide whether to add finance charges, and print them.

To generate reminder statements:

1. From the **Home** page, click **Statements**.

2. For **Statement Date**, enter the date you want to appear on the statement.
3. To choose the date range of the transactions you'd like the customer to see, enter a **From** and **To** date in the **Statement Period From/To** fields. Or choose to show All open transactions with the **All Open Transactions** button.
4. Under **Select Customers**, choose which customers you want to create statements for.
5. The **Additional Options** area allows you to choose between different templates, print due dates of invoices on the statement, and other options.

- Click **Assess Finance Charges** if you would like to add finance charges to overdue customers. Enter an assessment date if applicable.

Assess Finance Charges

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

Assessment Date: 08/12/2016

ASS...	LAST FC	CUSTOMER	OVERDUE BAL.	FINANCE CHARGE
		Allin, Hilda	0.00	
✓		*600 SQ Ft Addition	55,408.05	35,860.44
		Bentley, Karen	0.00	
✓		Roof and Attic	525.00	1.29
✓		Card, Brad	629.74	1.55
✓		*Theatre Room	5,025.00	2,831.97
		Greene, Jeremy	0.00	
✓		Kitchen Renovation	8,762.00	5,025.12

Mark Invoices "To be printed"

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

- Click **Assess Charges**.
- Click **Preview**.
- Click **Close**.
- Close the **Create Statements** window.



NOTES

Review Activities

1. From the **File** menu in QuickBooks, choose **Open or Restore Company**. QuickBooks displays the **Open or Restore Company** window.
 2. Select **Restore a backup copy** and click **Next**.
 3. Select **Local backup** and click **Next**.
 4. In the **Open Backup Copy** window, navigate to the appropriate directory.
 5. Select the **qblesson.qbb** file, and then click **Open**.
 6. In the **Open or Restore Company** window, click **Next**.
 7. Navigate to your directory.
 8. In the **File Name** field of the **Save Company File As** window, type **Lesson5** and then click **Save**.
 9. Enter the **Password: QBDT2020!**
 10. Click **OK** when you see the message that the file has been successfully restored.
-
- From the **Home** page, open the **Customer Centre**. From the **Customer Centre**, create a new customer named **Rob Boss Painting**.
 - Create an invoice for **Rob Boss Painting**. The date of the invoice is the 15th of the current month, and they need to pay the invoice by the 15th of next month. The customer is purchasing two **Standing Lamps**.
 - Create a sales receipt. In the **Customer: Job** field, click the drop-down arrow and choose **Add New**. Create a new customer named **Libia Ruvacano**. Fill out the sales receipt so that you sell one **Track Light** to Libia on the 20th of the current month.
 - Run the **A/R Aging Summary** report. How many customers are current on their invoices and how many are overdue? Note that Rob Boss Painting is on the report due to the invoice you created for him earlier, but the sales receipt for Libia Ruvacano is not. This is because Libia already paid you so that transaction never involved Accounts Receivable, but Rob Boss still owes you money.
 - Create a new service named **Spring Cleaning**. Enter the **Description** as "Spring cleaning at your home or office" and the price is \$500. Assign the **Tax Code** of S and for the Account, create a new income account named **Cleaning Income**.
 - One of your customers needs spring cleaning on a yearly basis so create a memorized transaction for them. Create a sales receipt for **Allin, Hilda** and enter **Spring Cleaning** as the sales item. Click **Memorize**, and then select **Automate Transaction Entry**. On the right, set the transaction to be created yearly on April 1st with the next entry on April 1st of next year. Click **OK**, and then **Cancel** the sales receipt.
 - Batch invoice **Karen Bentley, Brad Card, and Clinton Nielson** for one **Table Lamp**. The date of the invoice should be the 15th of the current month.
 - Create a new Fixed % price level. Make the price level decrease item prices by 25%, round to the nearest penny and name the price level, "**Wholesaler Discount**."

- Assign the Wholesaler Discount price level to Rob Boss Painting.
- Create an invoice for **Rob Boss Painting**. The invoice should be for the 15th of the current month and **Rob Boss Painting** needs to pay the invoice by the 15th of next month. Sell Rob Boss Painting 50 **Wood Doors: Exterior Doors**. Note that the price level is being applied to their purchase. Save the invoice.
- Select **Statements**, and create statements for **"All open transactions as of Statement Date"** and choose your current date. Also, uncheck **"Include only transactions over ___"** and click **Print**. Then click **Preview**. You can now see the statements to mail to customers.