



QUICKBOOKS 2021 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.

Customer Centre: Greene, Jeremy

Customers & Jobs | **Transactions**

Active Customers

NAME	BALANCE TOTAL	ATTACH
♦ Allin, Hilda	0.00	
♦ 600 SQ FtAddi...	0.00	
♦ Bentley, Karen	0.00	
♦ Roof and Attic	0.00	
♦ Card, Brad	0.00	
♦ Theatre Room	0.00	
♦ Greene, Jeremy	8,762.00	
♦ Kitchen Renov...	8,762.00	
♦ Nielsen, Clinton	22,400.00	
♦ Study Addition	0.00	
♦ 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	

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

REPORTS FOR THIS CUSTOMER

[QuickReport](#)
[Open Balance](#)
[Show Estimates](#)
[Customer Snapshot](#)

Transactions | **Contacts** | **To Do's** | **Notes** | **Sent Email**

SHOW: All Trans... | FILTER BY: All | DATE: This Fisc... | 01/01/2016 - 12/31/2016

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

Manage Transactions | **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:

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

Enter Sales Receipts

Main Formatting Send Reports

Find New Save Delete Create a Copy Memorize Mark As Pending Print Email Print Later Email Later Attach File Add time/costs

CUSTOMER:JOB **Greene, Jeremy** DEPOSIT TO Undeposite... TEMPLATE Custom Sal...

Sales Receipt

DATE 08/03/2016 SOLD TO Greene, Jeremy
133 Sunnyside Blvd
Vancouver, BC
V2H 1S0

SALE NO. 2

CHEQUE NO. PAYMENT METHOD Cheque

ITEM	DESCRIPTION	QTY	RATE	AMOUNT	TAX
Lighting Retail: Standing Lamp	Standing Lamp - Halogen	2	169.95	339.90	G
Materials Heading: Cabinets: Cabinet Wall Unit	Light Pine kitchen cabinet wall unit	1	259.95	259.95	G

GST 5.0% 29.99

CUSTOMER MESSAGE

TOTAL 629.84

MEMO CUSTOMER TAX CODE G

Save & Close Save & New Revert

☐ Process credit or debit card payment when saving

- 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.

Invoice

CUSTOMER:JOB **Card, Brad** TEMPLATE **Intuit Product ...**

DATE **08/03/2016** INVOICE TO **Card, Brad
242 Machray Ave
Surrey, BC
V4S 3T2** SHIP TO **Ship To 1
Card, Brad
242 Machray Ave
Surrey, BC V4S 3T2**

INVOICE # **17**

P.O. NO. TERMS **Due on receipt** REP SHIP **08/03/2016** VIA F.O.B.

QUANTITY	ITEM	DESCRIPTION	PRICE EACH	AMOUNT	TAX

CUSTOMER MESSAGE

MEMO

CUSTOMER TAX CODE **G**

TOTAL **0.00**
PAYMENTS APPLIED **0.00**
BALANCE DUE **0.00**

Save & Close **Save & New** **Revert**



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

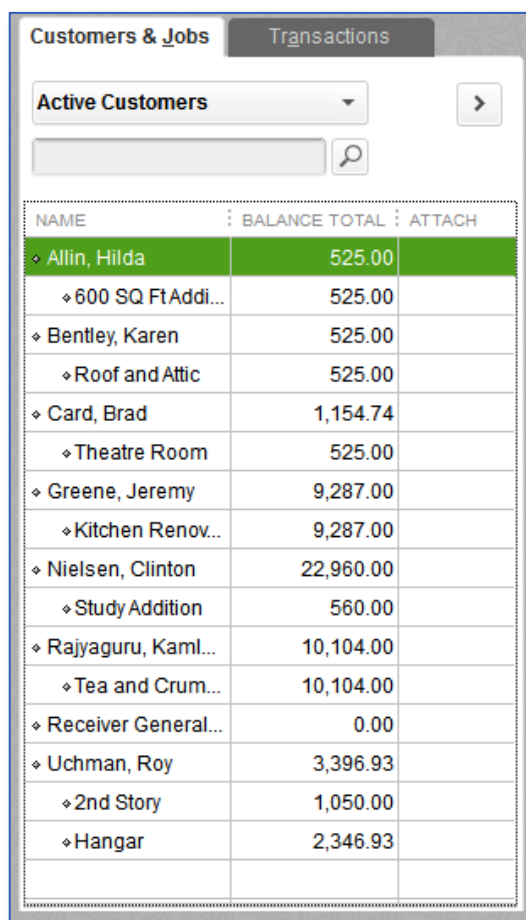
P.O. No.	Terms	Rep	Ship	Via	F.O.B.	Project
	Due on receipt		8/3/2016			
Quantity	Item	Description	Price Each	Amount		
5	Table Lamp	Table Lamp - Tiffany	119.95	599.75		
		GST on sales	5.00%	29.99		
			Total	\$629.74		

- Click **Zoom In** and use the scroll bars to see the invoice items at greater magnification.
- Click **Close**.
- 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 in QuickBooks. The 'Active Customers' filter is selected. Below the filter is a search bar. The main table lists customers with columns for NAME, BALANCE TOTAL, and ATTACH. The first customer, Allin, Hilda, has a balance total of 525.00. Subsequent rows show individual items for each customer, such as '600 SQ FtAddi...' for Allin, Hilda, and 'Roof and Attic' for Bentley, Karen. The table continues with more customers and their items, ending with a blank row.

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.

12:08 PM
08/30/16

White Ridge Construction Company
Open Invoices
As of August 12, 2016

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.

White Ridge Construction Company
A/R Aging Summary
 As of August 12, 2016

	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

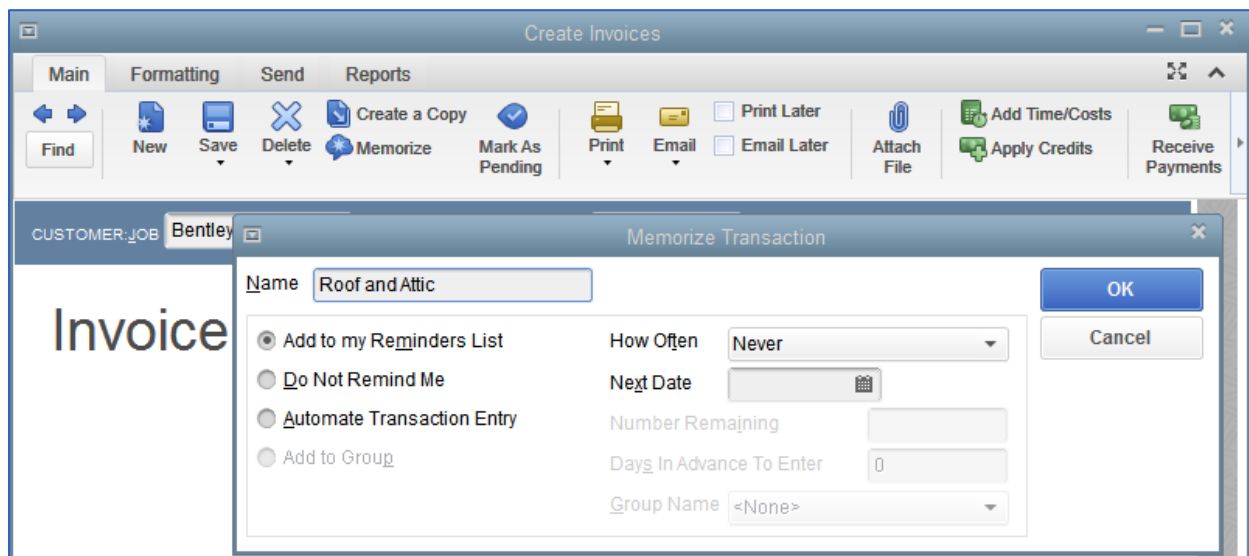
3. You can also **double-click** any of the balances to see a list of invoices that make up that balance.
4. **Close** the report.

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.

Batch Invoice

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**.

6. 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

7. Click **Next**.

8. Review the list of customers and click **Create Invoices**.

[illegible]

9. Click **Email** to send the invoices to your customers or **Print** to print the invoices.

A screenshot of a software window titled "Batch Invoice Summary". The window has a light blue header bar with the title and a close button (X). The main content area is white and contains the text: "Your invoices are created. They're marked for print or email based on each customer's Preferred Send Method. How do I enter or change the Send Method?". Below this text, there are three rows of information. The first row shows "0 marked for print" followed by a "Print" button. The second row shows "0 marked for email" followed by an "Email" button. The third row shows "5 unmarked (you can send these later)". At the bottom right of the window is a blue "Close" button.

10. Click **Close** to close the Batch Invoice Summary.

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**.

3. 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.

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



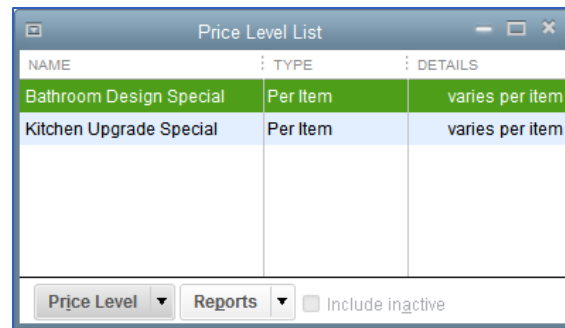
NOTES

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**.

New Price Level window controls: Price Level Name (text field), Price Level is inactive (checkbox), Price Level Type (Per Item dropdown), Use this type of price level to set custom prices for individual items when setting up prices for different customers or jobs (text).

ITEM	COST	STANDARD PRICE	CUSTOM PRICE
01 Plans and Permits	0.00	0.00	
01 Plans and Permits:01.1 Plans	0.00	0.00	
01 Plans and Permits:01.2 Building Permits	0.00	0.00	
01 Plans and Permits:01.3 City License	0.00	0.00	
02 Site Work	0.00	0.00	
02 Site Work:02.10 Demo	0.00	0.00	

Mark All (checkbox), Adjust price of marked items to be (0.0% lower) than its (standard price) (Adjust button), Round up to nearest (no rounding) (dropdown), How do I print a report? (text), OK (button), Cancel (button), Help (button).

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 'Payment Settings' tab is selected. The 'PRICE LEVEL' dropdown menu is set to 'Commercial'. The 'CREDIT CARD INFORMATION' section is expanded, showing fields for CREDIT CARD NO., EXP. DATE, NAME ON CARD, ADDRESS, and ZIP / POSTAL CODE. The 'Customer is inactive' checkbox is unchecked. The 'OK', 'Cancel', and 'Help' buttons are at the bottom right.

CUSTOMER NAME: **Lew Plumbing - C**

CURRENT BALANCE: 220.00 How do I adjust the current balance?

Address Info

ACCOUNT NO. CREDIT LIMIT

Payment Settings

PAYMENT TERMS: Net 30 PRICE LEVEL: Commercial ?

Sales Tax Settings

PREFERRED DELIVERY METHOD: E-mail ADD ONLINE PAYMENT LINK TO INVOICES: Follow Company Default ?

Additional Info

PREFERRED PAYMENT METHOD: Master Card

CREDIT CARD INFORMATION

CREDIT CARD NO.: 9922xxxxxxxx2222

EXP. DATE: 09 / 2018

NAME ON CARD: Lew Plumbing

ADDRESS: 221 Old Bayshore Rd

ZIP / POSTAL CODE: 94326

Can I save the Card Security Code?

☐ Customer is inactive

OK Cancel Help

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 template is 'Intuit Product'. The invoice date is 08/12/2016 and the invoice number is 28. The invoice to address is 'Nielsen, Clinton, 545 Mapleque Road, Vancouver, BC, V7A 8F4'. The shipping date is also 08/12/2016. The terms are 'Net 15'. The invoice includes a table with one line item: 'Standing Lamp - Halogen' with a price of 169.95. The total amount due is 190.35. The invoice also shows a 'Base Sales Price' of 169.95 and a 'Kitchen Upgrade Special' of 130.00. The taxes are GST 5.0% (8.50) and PST (BC) 7.0% (11.90). The total is 190.35. The payments applied are 0.00, resulting in a balance due of 190.35. The window has buttons for 'Save & Close', 'Save & New', and 'Clear'.

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

Base Sales Price	169.95
Kitchen Upgrade Special	130.00
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**.

The screenshot shows the 'Create Statements' window with the following settings:

- SELECT STATEMENT OPTIONS:**
 - Statement Date: 08/12/2016
 - Statement Period From: 07/13/2016 To: 08/12/2016
 - ☒ All open transactions as of Statement Date
 - ☐ Include only transactions over 30 days past due date
- SELECT CUSTOMERS:**
 - ☒ All Customers
 - ☐ Multiple Customers
 - ☐ One Customer
 - ☐ Customers of Type
 - ☐ Preferred Send Method
 - View Selected Customers...
- SELECT ADDITIONAL OPTIONS:**
 - Template: Intuit Standard Statement (Customize)
 - Create One Statement: Per Customer
 - ☐ Show invoice item details on statements
 - ☐ Print by billing address postal code
 - ☒ Print due date on transactions
 - Do not create statements:
 - ☐ with a zero balance
 - ☐ with a balance less than 0.00
 - ☐ with no account activity
 - ☐ for inactive customers
 - Assess Finance Charges...



Buttons at the bottom: Preview, Print, E-mail, Close, Help.

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.

6. 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  Finance Charge  Customize

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.




7. Click **Assess Charges**.
8. Click **Preview**.
9. Click **Close**.
10. 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: QBDT2021!**
 10. Click **OK** when you see the message that the file has been successfully restored.
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- 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.