

AN INTRODUCTION TO QUICKBOOKS ONLINE

---

## Getting Started Guide



**Copyright**

Copyright 2014 Intuit Ltd.  
All rights reserved.

Intuit Canada

**Trademarks**

©2014 Intuit Inc. All rights reserved. Intuit the Intuit logo, Lacerte, ProAdvisor, ProSeries and QuickBooks, among others, are trademarks or registered trademarks of Intuit Inc. in the United States and other countries. Other parties' marks are the property of their respective owners.

**Notice to Readers**

The publications distributed by Intuit, Inc. are intended to assist accounting professionals in their practices by providing current and accurate information. However, no assurance is given that the information is comprehensive in its coverage or that it is suitable in dealing with a client's particular situation. Accordingly, the information provided should not be relied upon as a substitute for independent research. Intuit, Inc. does not render any accounting, legal, or other professional advice nor does it have any responsibility for updating or revising any information presented herein. Intuit, Inc. cannot warrant that the material contained herein will continue to be accurate nor that it is completely free of errors when published. Readers should verify statements before relying on them.

# TABLE OF CONTENTS

<b>Navigating QuickBooks Online .....</b>	<b>3</b>
Take the QuickBooks Online Tour .....	3
<b>Company Setup .....</b>	<b>7</b>
Company Settings .....	7
Manage Users .....	9
<b>Importing Your Data .....</b>	<b>11</b>
Customers .....	12
Suppliers .....	14
Chart of Accounts .....	14
Products/Services .....	14
<b>Downloading Transactions: Linking your Bank Accounts .....</b>	<b>16</b>
Linking your Bank Accounts or Credit Cards for Automatic Bank Feeds .....	17
Importing your Bank Transactions .....	18
Categorizing your Transactions .....	20
<b>Creating and Managing Invoices .....</b>	<b>22</b>
Creating Invoices .....	22
Managing Invoices .....	23
Customizing Invoices .....	23
<b>Organize and Track Expenses .....</b>	<b>24</b>
Expense Transactions .....	24
Bills .....	25
Other Types of Supplier Related Transactions .....	25
Managing Expenses .....	26
<b>Running Reports .....</b>	<b>27</b>
Customizing Reports .....	28

---

Profit & Loss / Balance Sheet.....	29
Automated Reports .....	29
<b>Going Mobile .....</b>	<b>31</b>
<b>Getting Support .....</b>	<b>32</b>
Providing Feedback .....	33
Ready to Buy QuickBooks? .....	34
Already Using QuickBooks? .....	34
Support Contact Information .....	34

## NAVIGATING QUICKBOOKS ONLINE

QuickBooks Online (QBO) has been designed to be intuitive, fast and simple to use. The 'click and go' navigation makes it easy for you to find what you need quickly so you spend less time doing your books and more time doing what you love. The user interface is simple and unified across all products and contains fewer secondary menus, which results in fewer clicks to find the desired information or functions.



**NOTE:** QuickBooks Online works best in a Chrome browser, but it also works with Firefox. It's useful to bookmark your login page and memorize your login username so it's easy to login anytime on your same computer, tablet or laptop device.

### TAKE THE QUICKBOOKS ONLINE TOUR

1. Sign into QuickBooks Online at [ca.qbo.intuit.com](http://ca.qbo.intuit.com)

Sign In

User ID

Password

Remember my user ID

**Sign In** [Can't access your account?](#)

© 2014 Intuit Canada ULC. All rights reserved. [Privacy](#) | [Support](#) | [Signup](#)

2. Enter your QuickBooks Online User ID and password and click **Sign In**.

Sign In

User ID

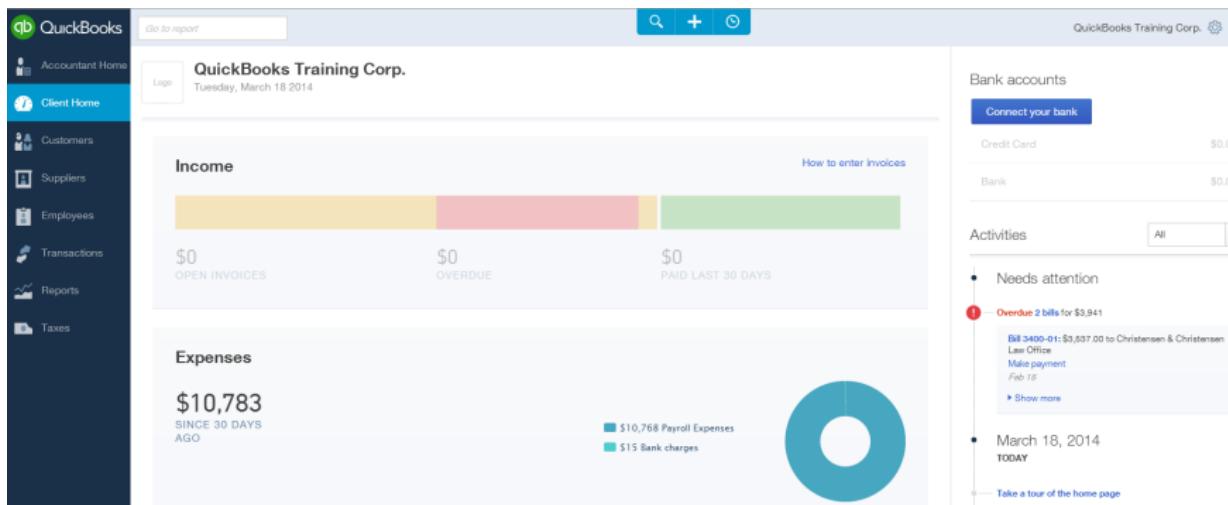
Password

Remember my user ID

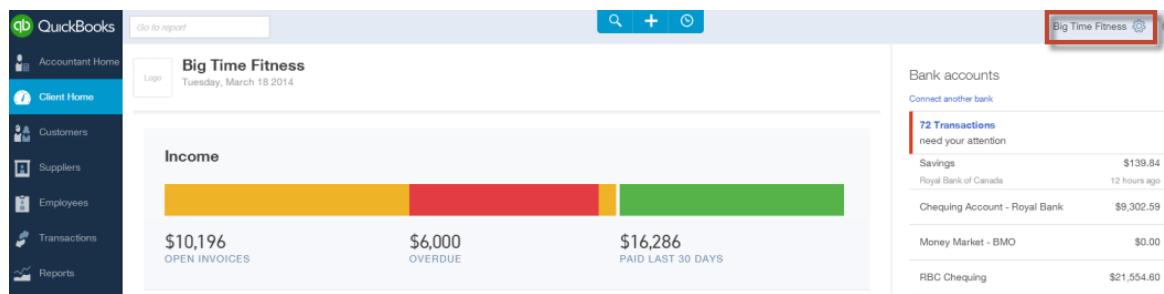
**Sign In** [Can't access your account?](#)

© 2014 Intuit Canada ULC. All rights reserved. [Privacy](#) | [Support](#) | [Signup](#)

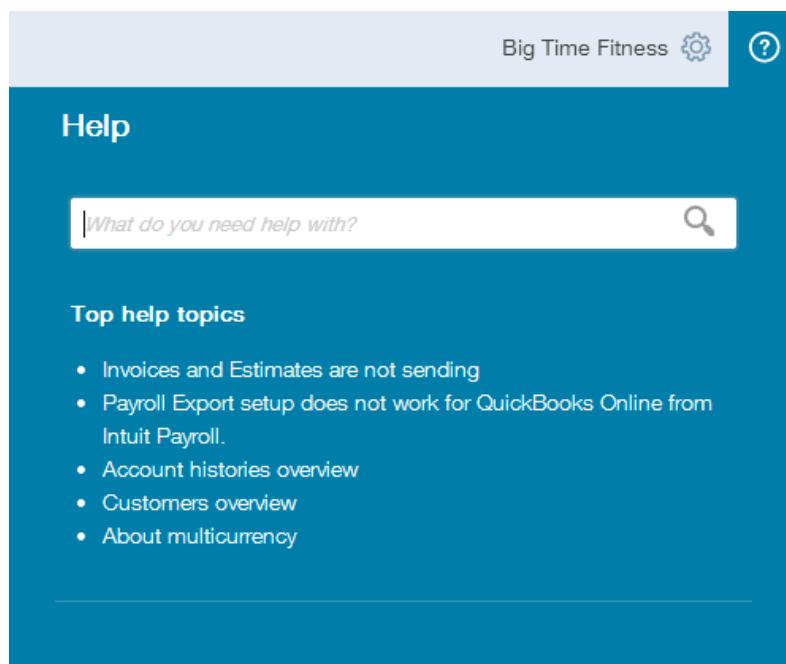
3. The **Home Page** displays a summary of key information and provides links to resources to help you get the most out of QuickBooks Online.



4. The **Company** menu is located in the top right corner of your QuickBooks Online screen, and is accessed by clicking your **company name** or the **gear** icon next to it.



5. To access the **Help** function, click on the **question mark** next to the company menu in the top right corner.



The **Global Navigation** in the center of the screen gives you quick access to:



- **Search** (magnifying glass) – Use this feature to quickly look up QuickBooks Online transactions by transaction number, date, or dollar amount. The **Advanced Search** feature allows you to combine your search terms.
- **Create** (+ sign) – Use this feature to quickly access the four key transaction types. Clicking on **Show More** expands the list to include all the available transactions.

Create			
Customers	Suppliers	Employees	Other
Invoice	Expense	Single Time Activity	Bank Deposit
Receive Payment	Cheque	Weekly Timesheet	Transfer
Estimate	Bill		Journal Entry
Credit Memo	Purchase Order		Statement
Sales Receipt	Supplier Credit		
Refund Receipt	Credit Card Credit		
Delayed Credit			
Delayed Charge			

▶ Show less

- **Recent Transactions** (the clock) – Use this feature to display a list of your recently recorded transactions, each of which can be opened by clicking on the selection.

The left-hand navigation bar provides access to your lists and all primary transactions.

- **Home** – Home Page
- **Customers** – Use this to create, import, edit and delete customers, the Customer Money Bar shows you customers who require your immediate attention
- **Suppliers** – Use this to create, import, edit and delete Suppliers, the Supplier Money Bar shows you the Suppliers who require your immediate attention
- **Employees** – Use this to create, edit and delete employees. You can also activate payroll from here
- **Transactions** – This is a shortcut to the following: banking, sales, expenses and account histories

- **Reports** – This menu has four options: Recommended, Frequently Run, My Custom Reports and All Reports
- **Sales Tax** – From the Sales Tax Centre, you can activate your GST,HST or PST tracking, create new taxes and tax rates, complete a sales tax return, view related reports, tax rates and record sales tax payments

## COMPANY SETUP

The Company Settings feature is designed to allow you to customize QuickBooks Online to your specific business requirements and uses.

It's important to define your Company Settings before you enter or upload transactions, so that your entries are uniform. Your settings can always be modified or changed based on your needs after the initial setup is completed.



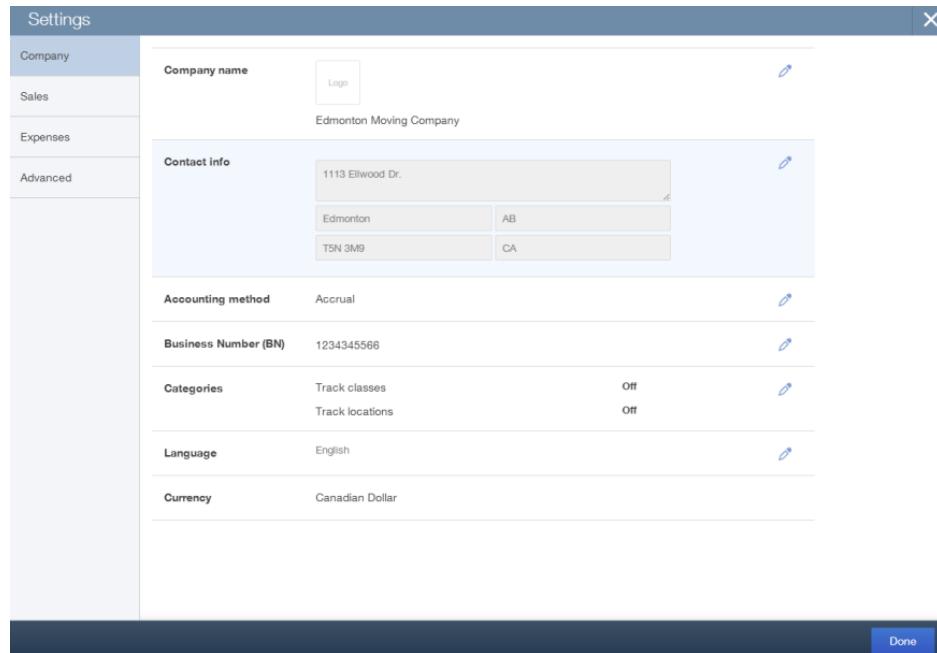
**NOTE:** *The features and screen captures shown here are those available in QuickBooks Online Plus. Some features are not available in QuickBooks Online Simple Start or Essentials.*

## COMPANY SETTINGS

Company Settings are accessed by selecting the **gear** icon or company name in the top right corner of the screen.

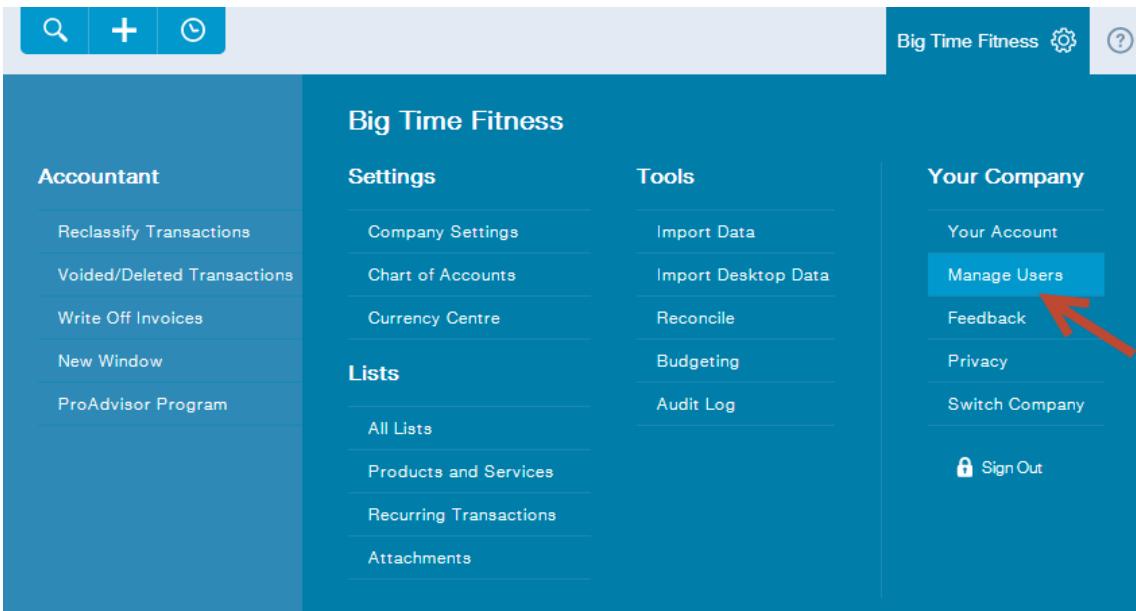
The screenshot shows the company settings interface for 'Big Time Fitness'. The top navigation bar includes a search icon, a plus sign icon, a refresh icon, the company name 'Big Time Fitness' with a gear icon, and a help icon. The left sidebar has a 'Accountant' section with links for Reclassify Transactions, Voided/Deleted Transactions, Write Off Invoices, New Window, and ProAdvisor Program. The main content area is titled 'Big Time Fitness' and contains three columns: 'Settings' (Company Settings, Chart of Accounts, Currency Centre), 'Tools' (Import Data, Import Desktop Data, Reconcile, Budgeting, Audit Log), and 'Your Company' (Your Account, Manage Users, Feedback, Privacy, Switch Company). At the bottom right is a 'Sign Out' link.

You can edit any of the company settings by clicking on the option and making your change. Once complete, click **Done** to update your information.



## MANAGE USERS

You can give other users access to QuickBooks Online by selecting **Manage Users** in the **Your Company** section of the **Company** menu.



The screenshot shows the 'Manage Users' page. It lists two users: Matthew Peterson (Master Admin, Yes, Active) and Sally Jones (Company Admin, Pending, Invited). A 'Resend' button is highlighted with a red box. Below the user list are buttons for 'New', 'Edit', 'Delete', and 'Activity'. The 'Accounting Firms' section is also visible.

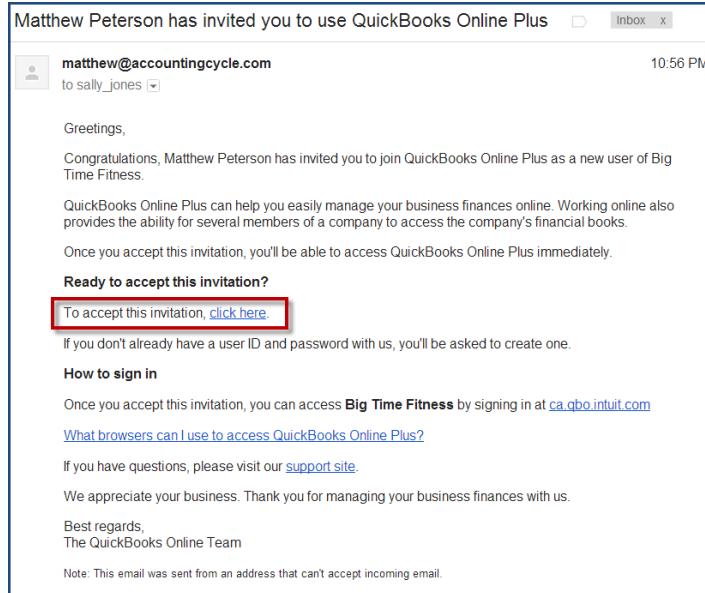
Contact Name	Email Address	Access Rights	Billable User?	Status
Matthew Peterson	matthew@accountingcycle.com	Master Admin	Yes	Active
Sally Jones	sally_jones@accountingcycle.com	Company Admin	Pending	Invited

To set up new users, select **New** in the upper right side of the screen. You will be asked to enter the name and email address. An email invitation with a link to your company file is sent automatically to anyone who you invite. New users must accept the invitation to gain access to your company file.

When you create a new user, you can restrict or expand access as follows:

- **Regular/Custom user** – lets you specify what the user has access to in your QuickBooks Online files
- **Company Administrator** – provides full functionality in QuickBooks Online
- **Report Viewer** – limits access to view reports only

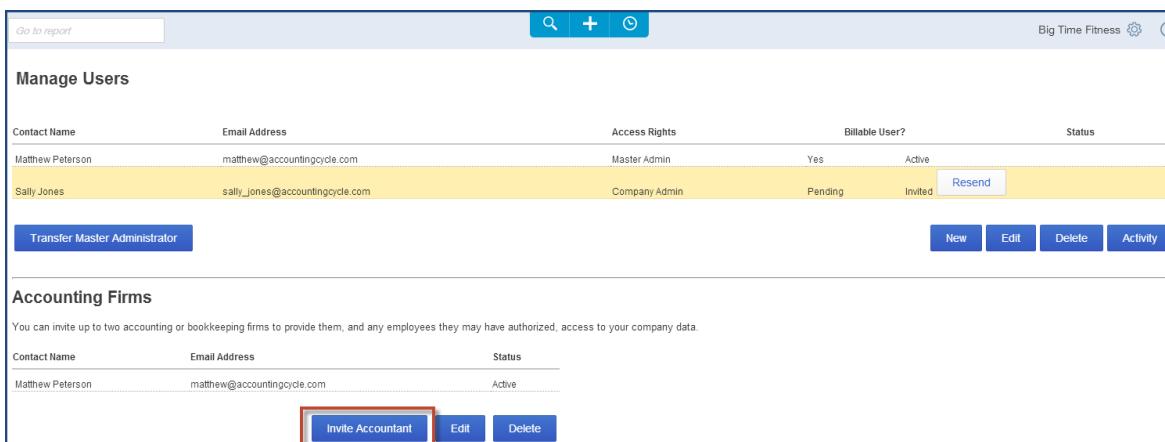
- **Time tracking user** – gives access to specific employees to create and enter their time spent on jobs done for your customers



QuickBooks Online users can invite up to two accounting professionals (for example, a bookkeeper and an accountant) to access their QuickBooks Online data for free, in all versions of QBO (EasyStart, Essentials or Plus).

To invite your accountant and/or bookkeeper to have access to your QBO data:

1. Click **Manage Users** in the **Company** menu.
2. Click **Invite Accountant** at the bottom of the screen.
3. Enter the accounting professional's name and email address. This action will generate an email invitation which includes a unique link to accept and gain access to your QuickBooks Online data using QBO Accountant.

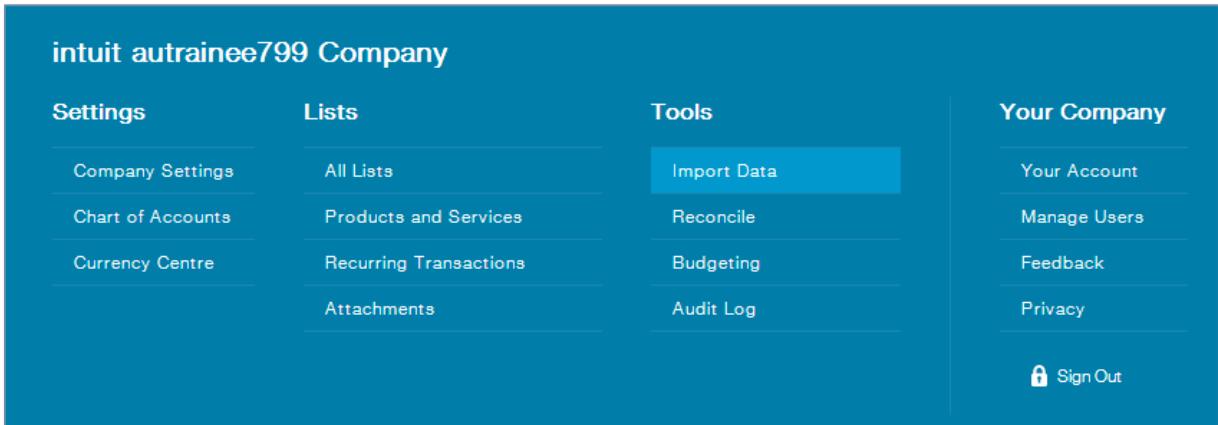


## IMPORTING YOUR DATA

If you are currently using QuickBooks desktop or another accounting software program you can import list information into QuickBooks Online from Microsoft Excel.

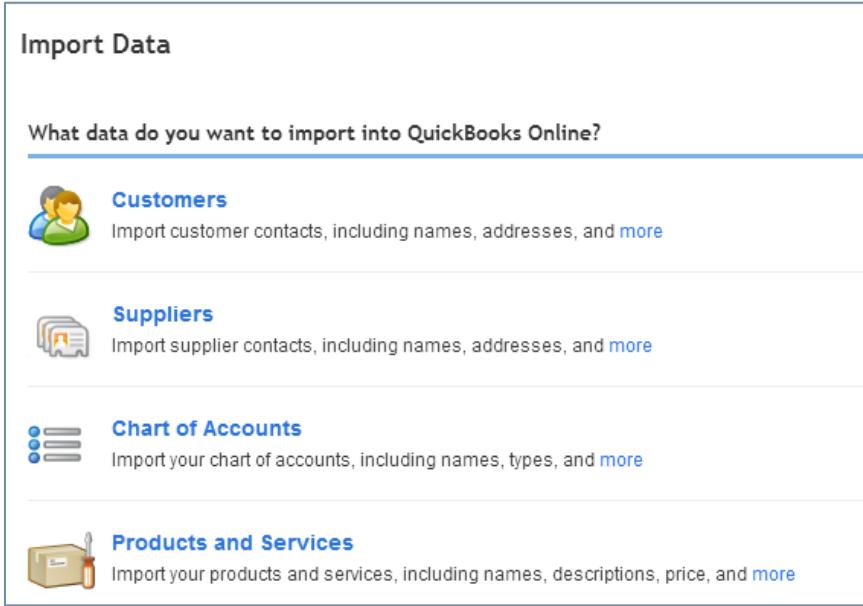
To import a list:

1. Go to the **Company**
2. Click **Tools**
3. Click **Import Data**.



The screenshot shows the QuickBooks Online main menu. The top navigation bar includes 'File', 'Edit', 'View', 'List', 'Tools', 'Help', and a user icon. Below the navigation bar is a main menu with four main categories: 'Settings', 'Lists', 'Tools', and 'Your Company'. The 'Tools' category is currently selected, as indicated by the blue background and the highlighted 'Import Data' button. The 'Import Data' button is located in the 'Tools' section of the main menu.

4. Then choose the type of data you would like to import.



The screenshot shows the 'Import Data' dialog box. The title bar says 'Import Data'. Below it is a question: 'What data do you want to import into QuickBooks Online?'. There are four sections, each with an icon and a title: 'Customers' (with an icon of two people), 'Suppliers' (with an icon of a clipboard), 'Chart of Accounts' (with an icon of a chart), and 'Products and Services' (with an icon of a box and a wrench). Each section has a brief description below the title.

Import Type	Description
Customers	Import customer contacts, including names, addresses, and <a href="#">more</a>
Suppliers	Import supplier contacts, including names, addresses, and <a href="#">more</a>
Chart of Accounts	Import your chart of accounts, including names, types, and <a href="#">more</a>
Products and Services	Import your products and services, including names, descriptions, price, and <a href="#">more</a>

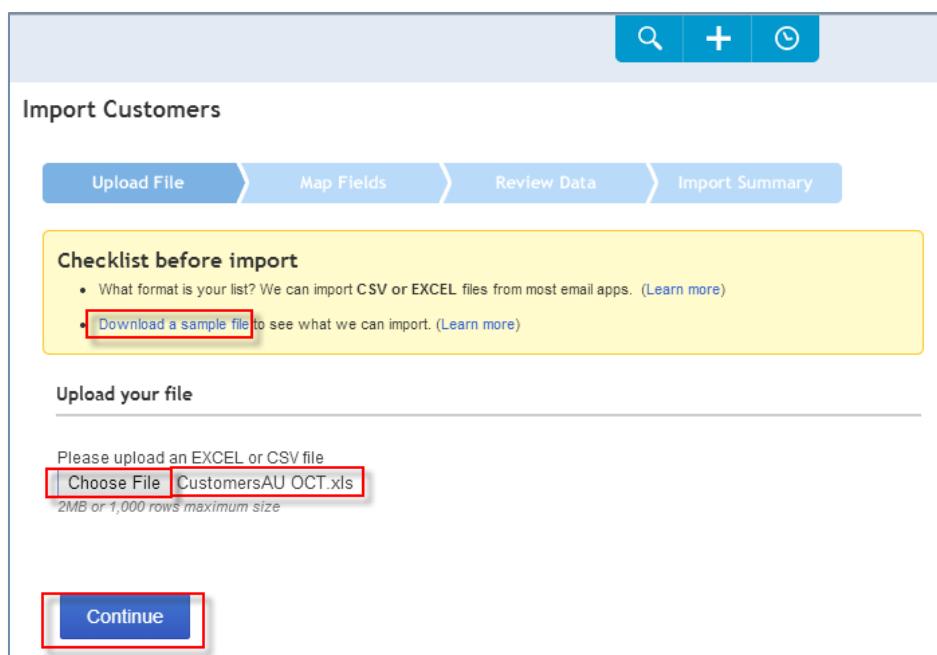
## CUSTOMERS



**TIP!** To save time and insure your data is imported correctly and requires minimal clean-up, be sure to preview and reformat your data file to match the sample data file (see the [Download a sample file](#) hyperlink).

To import your customer's data:

1. Select **Customers**.
2. Choose **File** and browse to select your customer .xls or .csv import file.
3. Find and highlight the source import file, select **Open** or double-click on the import file name to select it.



4. Once the import file is chosen, select **Continue**.
5. Review the fields (columns from import file) to ensure they are matched correctly with QuickBooks Online fields for Customers.

6. Note the green checkmark next to fields that QuickBooks Online has matched up with or mapped to the import file's columns. If necessary, change the mapping of any field, and select **Continue**.

Match your fields to QuickBooks Online fields

QuickBooks Online fields	Your fields
Full Name	Company Name
Company	Company Name
Email	Email
Phone	Main Phone
Mobile	I don't have this
Fax	Fax
Website	I don't have this
Street	Invoice To 1
City/Town	Invoice To 2
Province	Invoice To 3
Postal Code	I don't have this
Country	I don't have this

**Continue** Back

7. Make any desired or required (signified in red, if any) corrections to the information in the preview screen and then select the button to **Import** the records.

22 Customers were uploaded

<input checked="" type="checkbox"/>	* Full Name	Company	Email	Phone
<input checked="" type="checkbox"/>	GE Canada	GE Canada	Contact@ge.ca	555-6141
<input checked="" type="checkbox"/>	Intuit Canada	Intuit Canada	contact @intuit.com	902-9020
<input checked="" type="checkbox"/>	Hewlett Packard	Hewlett Packard	contact@hp.com	985-5895
<input checked="" type="checkbox"/>	Nike Canada	Nike Canada	contact@nike.com	555-6141
<input checked="" type="checkbox"/>	Jackson, Hughes & Klassen	Jackson, Hughes & Klassen	contact@jhp.com	999-9998
<input checked="" type="checkbox"/>	Sheraton Cavalier Markham	Sheraton Cavalier Markham	contact@sheraton.ca	204-2040
<input checked="" type="checkbox"/>	Troy Ltd.	Troy Ltd.	contact@troy.ca	112-2121
<input checked="" type="checkbox"/>	Myrtle Buss	Myrtle Buss	rick@rickswelding.com	555-6141
<input checked="" type="checkbox"/>	BigTime Construction	BigTime Construction	contact@bigtime.ca	878-8787
<input checked="" type="checkbox"/>	The Wedding Centre Toronto	The Wedding Centre Toronto	weddings@weddings.ca	222-2622

Back

**Import 22 Records**



**NOTE:** An Import Summary confirms the number of imported customers.

## SUPPLIERS

To import your supplier data into your QuickBooks Online company file, follow the same process as above. Remember to select **Suppliers** when specifying the type of data and then pre-format and select your Supplier xls or csv file accordingly.

## CHART OF ACCOUNTS

To import your Chart of Accounts data into your QuickBooks Online company file, follow the same process as above. Remember to select **Chart of Accounts** when specifying the type of data and then pre-format and select your Chart of Accounts xls or csv file accordingly.



**NOTE:** *It is important to import the Chart of Accounts data **before** importing the Product/Services data to insure your Product/Services data falls into the correct accounts and will minimize the need to reclassify or reassign your data after importing.*

## PRODUCTS/SERVICES

Products and Services are generally imported last, and as noted above, they can only be imported after the Chart of Accounts is set up.

The procedure for importing Products and Services is similar to that of importing Customers and Suppliers.

1. Again, match the fields and make any required changes to the mapping, click **Continue**.

**Import Products and Services**

Upload File > Map Fields > Review Data > Import Summary

Match your fields to QuickBooks Online fields

QuickBooks Online fields	Your fields	
*Product/Service Name	Product/Service	✓
Sales Information Applicable if importing product/services you sell to your customers.		
Sales Description	Description	✓
Sales Price/Rate	Price	✓
Income Account	Income Account	✓
Purchase Information Applicable if importing product/services you purchase from suppliers.		
Purchase Description	Purchase Description	✓
Purchase Cost	Cost	✓
Expense Account	Expense Account	✓

**Continue** **Back**

## 2. Make any desired changes and import the records.

5 items were found in your file. Please edit as needed below.								
<input checked="" type="checkbox"/> I sell this	<input type="checkbox"/> I buy this	<input type="checkbox"/> I track this	* Product/Service Name	Sales Description	Sales Price / Rate	Tax on Sales	Price/Rate Includes Tax	Income Account
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Personal Training	Personal Training	89	HST ON	No	Services
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Zumba Class	Zumba classes	39	HST ON	No	Services
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Yoga Class	Yoga class	55	HST ON	No	Services
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Nutrition Counselling	Consultation with dietitian	125	HST ON	No	Services
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Cardio Workout	Cardio workout	45	HST ON	No	Services

3. As with all imported lists, the **Import Summary** confirms the number of imported products and services.

## DOWNLOADING TRANSACTIONS: LINKING YOUR BANK ACCOUNTS

You can save time and reduce errors by downloading your transactions directly from your bank and credit card accounts from a secure online connection.

Once you have established a secure connection with your bank your transactions will automatically transfer or “feed” to your QuickBooks Online Company file. Alternatively you can elect to import your bank transactions manually, by downloading the data from your bank or credit card and then uploading the data files to your QuickBooks Online account.

If you have set up automatic bank feeds, transactions are securely imported into the Downloaded Transactions feature automatically.

Once these transactions have been imported, QuickBooks Online will instruct you to do the following:

- Automatically match these imported transactions with a transaction you have already recorded
- Record as a new transaction by allocating it to an account and a payee’s name
- Recall how you managed a similar transaction previously. It will suggest to allocate it to the same account and payee again

## LINKING YOUR BANK ACCOUNTS OR CREDIT CARDS FOR AUTOMATIC BANK FEEDS

1. From the left-hand navigation bar select **Transactions**, then **Banking**.
2. Locate your financial institution from the list and enter your user name and password to enable QuickBooks Online to automatically download your account transactions directly into your QuickBooks Online account.



**NOTE:** *If your bank or financial institution is not listed or if you prefer not to have your bank account linked, you may also download your transactions from your bank in a csv format and then upload them into QuickBooks Online manually.*

Welcome to QuickBooks, Matthew! X

### Import transactions from your bank or credit card.

Enter your bank name or URL. Find

Examples: Royal Bank, http://www.cibc.com, or CIBC

Or choose from these popular banks

- 1 Royal Bank
- 2 TD Canada Trust - Easy Web
- 3 Scotiabank (Canada)
- 4 Bank of Montreal (Canada)
- 5 CIBC (Canadian Imperial Bank of Commerce)
- 6 Capital One Mastercard Platinum (Canada)
- 7 American Express Credit Card (Canada)
- 8 Coast Capital Savings (Canada)
- 9 President's Choice Financial (Canada)
- 10 Vancity Credit Union (Canada)

**Why do this?**

Because neat things happen:

- Instant insights on your home page
- Auto-categorization over time
- Much less typing than with manual data entry



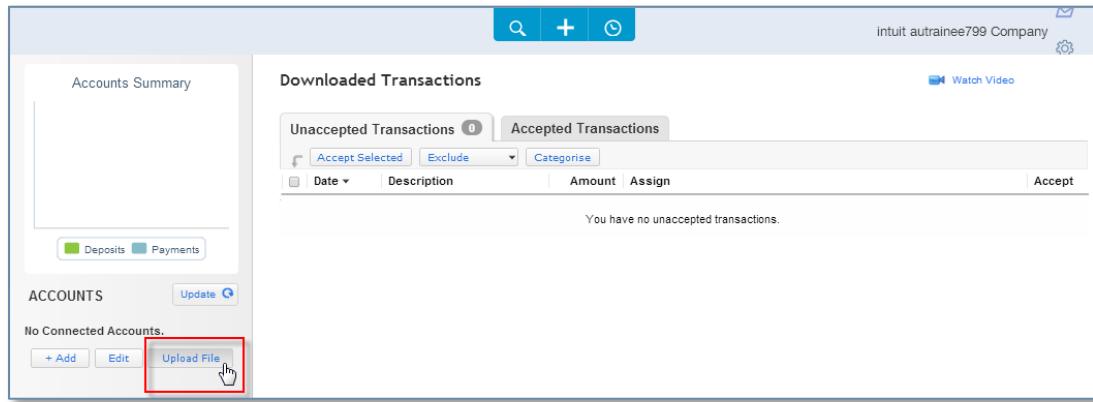
\$91  
Meals

\$272 Payroll  
\$457 Gas  
\$91 Meals

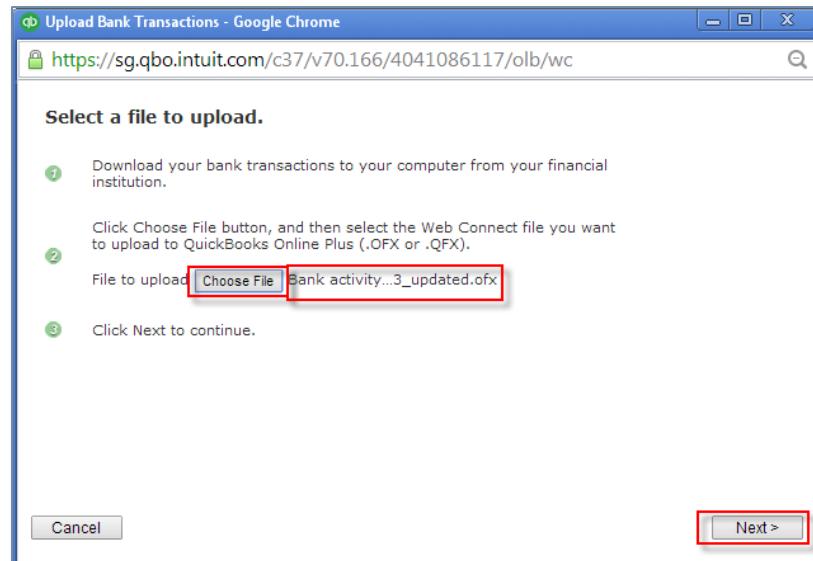
## IMPORTING YOUR BANK TRANSACTIONS

An alternative to linking your bank accounts is to import bank transactions you have downloaded from your online banking system.

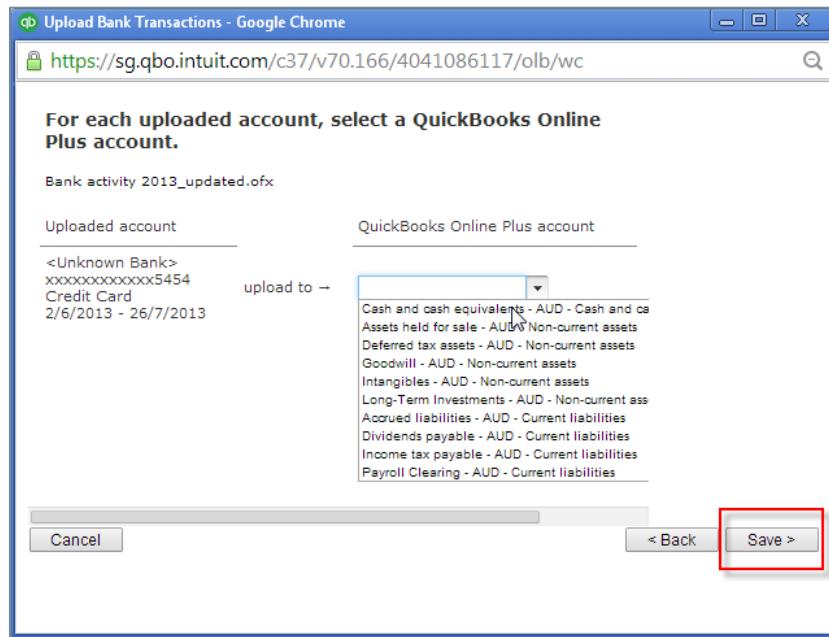
1. To do this, select **Transactions** then **Banking** and **Upload File**.



2. Browse to locate the file to upload. Select **Next**.



3. From the drop-down list of accounts in QuickBooks Online, select the appropriate bank account to which the file's transactions are to be compared and uploaded and choose **Save**.



4. A message will appear indicating that your bank data has been saved.  
5. Click **Finish**.

## CATEGORIZING YOUR TRANSACTIONS

With your transactions now in QuickBooks Online, you are ready to allocate them to the required income and expense categories.

Accounts Summary

Downloaded Transactions

Watch Video

Unaccepted Transactions (16) Accepted Transactions

NAB Business Banking Account: -3,210.00  
QuickBooks account balance: 3,335.23

Date	Description	Amount	Assign	Accept	
28/07/2013	Restaurant, Anytown	A\$-38.98	Restaurant, Anytown	Uncategorised Expense	Accept
26/07/2013	Officeworks	A\$-39.10	Uncategorised Expense		Accept
23/07/2013	Officeworks, Anytown	A\$-24.68	Uncategorised Expense		Accept
16/07/2013	Pasta Place, Anytown	A\$-32.00	Uncategorised Expense		Accept
15/07/2013	Amazon	A\$-35.10	Uncategorised Expense		Accept
10/07/2013	Cash withdrawal	A\$-200.00	Uncategorised Expense		Accept
10/07/2013	Coffee Place, George Street, Anytown	A\$-7.88	Uncategorised Expense		Accept

ACCOUNTS Update

NAB Business Banking... -3,210.00  
NAB Business Banking Acc... Moments ago

+ Add Edit Upload File

1. In the **Unaccepted Transactions** tab, assign a payee's name, an account (and sales tax code) and **Accept** it, or match it to an existing QBO transaction.

To assign this to multiple accounts, choose the **Split** function.

Accounts Summary

Downloaded Transactions

Watch Video

Unaccepted Transactions (16) Accepted Transactions

Savings: 139.84  
QuickBooks account balance: 0.00

Date	Description	GST/HST	Amount	Assign	Accept	
03/14/2014	Payment	Exempt	\$-700.00	Supplier (optional)	Uncategorized Expense	Accept
03/13/2014	ZHRS MARKETS #	Exempt	\$-154.30	Uncategorized Expense		Accept
03/11/2014	WWW3RD PTY DEP-9126		\$5,000.00	Uncategorized Income		Accept
03/11/2014	Payment	Exempt	\$-4,000.00	Uncategorized Expense		Accept
03/04/2014	Payment	Exempt	\$-1,000.00	Uncategorized Expense		Accept
03/03/2014	ELECTRONIC ITEM FEE	Exempt	\$-9.75	Uncategorized Expense		Accept
03/03/2014	Payment	Exempt	\$-5,000.00	Uncategorized Expense		Accept

ACCOUNTS Update

Savings Royal Bank of Canada 139.84  
Royal Bank of Canada Moments ago

+ Add Edit Upload File

## Downloaded Transactions

[Watch Video](#)

Unaccepted Transactions **72** Accepted Transactions

Savings: 139.84  
QuickBooks account balance 145.70

Date	Description	GST/HST	Amount	Assign	Accept	
03/04/2014	Payment	Exempt	\$-1,000.00	Purchases	<a href="#">Accept</a>	
03/03/2014	ELECTRONIC ITEM FEE	Exempt	\$-9.75	RBC	Bank charges	<a href="#">Accept</a>
DESCRIPTION Appears on your Royal Bank of Canada (Savings) statement as ELECTRONIC ITEM FEE on 03/03/2014						
TRANSACTION ID 90000010020140303C001B27FACB7						
MEMO						

[Close](#)

2. Click on **Details** to add more information about each transaction if required.

## Downloaded Transactions

[Watch Video](#)

Unaccepted Transactions **72** Accepted Transactions

Savings: 139.84  
QuickBooks account balance 145.70

Date	Description	GST/HST	Amount	Assign	Accept	
03/04/2014	Payment	Exempt	\$-1,000.00	Purchases	<a href="#">Accept</a>	
03/03/2014	ELECTRONIC ITEM FEE	Exempt	\$-9.75	RBC	Bank charges	<a href="#">Accept</a>
DESCRIPTION Appears on your Royal Bank of Canada (Savings) statement as ELECTRONIC ITEM FEE on 03/03/2014						
TRANSACTION ID 90000010020140303C001B27FACB7						
MEMO						

[Close](#)

3. When done entering more details, including the sales code, select **Close** and then **Accept**.

## Downloaded Transactions

[Watch Video](#)

Unaccepted Transactions **72** Accepted Transactions

Savings: 139.84  
QuickBooks account balance 145.70

Date	Description	GST/HST	Amount	Assign	Accept	
03/04/2014	ELECTRONIC ITEM FEE	HST ON	\$-1,000.00	Purchases	<a href="#">Accept</a>	
03/03/2014	ELECTRONIC ITEM FEE	HST ON	\$-9.75	RBC	Bank charges	<a href="#">Accept</a>

4. Review the accepted transactions in the **Accepted Transactions** tab as needed.

5. If you wish to undo an accepted transaction, simply select the transaction in the **Accepted Transactions** tab and select **Undo** at the top left.

The top right corner of the Home Page alerts the user to downloaded transactions from the bank that requires attention as they are *unaccepted* as mentioned earlier. This section of the Home Page also includes a link to **Connect another bank** for more connected accounts.

## CREATING AND MANAGING INVOICES

Invoices are easy to create and customize in QuickBooks Online. Before you create your first invoice, double check your company is set up to account for Sales Tax.

### CREATING INVOICES

Invoices can be easily accessed from the **Create** or **Quick Create** menu.

To create an invoice:

1. Go to the **Quick Create** at the top of the QuickBooks Online screen or via the left-hand navigation bar.
2. In the Quick Create window, select **Invoice**.
3. Complete the on-screen invoice, including selecting a customer, with the desired date, invoice number, whether amounts are tax inclusive/exclusive/out of scope of GST, Products and Services of your choosing, the quantity, description and rate of each, and the GST code.

PRODUCT/SERVICE	DESCRIPTION	QTY	RATE	AMOUNT (CAD)	SALES TAX
Long Distance moving	Long distance move. Move over 1000 km. Price per room plus KM.	8,500	8,500.00	GST 425.00	

4. Add more lines, if needed. Complete any other desired fields, such as the Discount or add a message to be displayed on the invoice. If necessary, attach a document or any file by clicking on **Attachments** in the bottom left corner of the form.
5. Select **Save and Send** to email your customer their invoice, click **Save and Close** to simply save the invoice and return to the homepage or select **Save and New** to save the invoice and create a new one.

## MANAGING INVOICES

1. Open invoices can be found using the **Search** and **Recent Transactions** functions, as well as by running reports, but most often will be found in the Customer Centre by selecting **Customers** from the left-hand navigation bar.
2. In the **Customer Centre**, choose **Unpaid** from the **Money** bar to locate the customer you wish to record the payment for. QuickBooks Online will always offer the next logical step for this type of transaction. In this case, it is suggesting for you to receive payment for that customer. Choose **Receive payment**.

The screenshot shows the 'Customers' section of the QuickBooks Online interface. At the top, there are three colored bars representing financial status: 'Unbilled' (blue), 'Unpaid' (yellow), and 'Paid' (green). The 'Unpaid' bar shows a total of \$16,747 with 5 open invoices. Below this, a list of customers is displayed. For 'Anderson & Associates', the 'Create invoice' button is shown. For 'BigTime Construction', the 'Receive payment' button is highlighted with a red circle. The interface includes standard filtering and sorting tools like 'Batch actions', 'Sort by name', and a search bar.

Invoices, whether open or paid, can also be found by selecting **Transactions** → **Sales** from the left-hand navigation bar.

## CUSTOMIZING INVOICES

You can customize your invoices to look how you want them including adding a logo, editing the font and more. This can be done by going to the **Company Settings** → **Sales** → **Customize** → **Customize Look and Feel**. You can choose a template and accent colour, upload your logo, specify columns, header, footer and more. This same customization window can be accessed at the bottom of an invoice by selecting **Customize** at the bottom of the invoice form (as below).

The screenshot shows a horizontal toolbar at the bottom of an invoice form. The 'Customize' button is highlighted with a red box. Other buttons in the toolbar include 'Cancel', 'Print or Preview', 'Make recurring', 'More', 'Save and close', and 'Save and send'.

## ORGANIZE AND TRACK EXPENSES

### EXPENSE TRANSACTIONS

1. To enter an expense transaction, select **Quick Create** (then select **Show More** to see all options), and then under **Suppliers** select **Expense**.
2. In the Expense window itself, select the account the expense was paid from such as petty cash, a bank account or credit card account.

The screenshot shows the 'Expense' window with the following details:

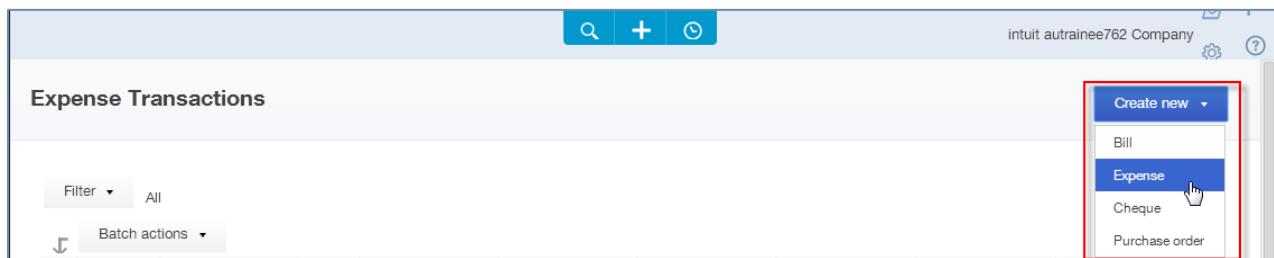
- Suppliers: Staples
- Account: RBC Chequing
- Balance: \$4,760.54
- Amount: \$472.50

3. Complete the detail of the expense transaction including the payee, the reference number, the date, whether the amounts are tax inclusive/exclusive/out of the scope of GST, etc.
4. Define the expense by allocating it to the relevant account (if using general ledger accounts) and/or item details (if using products and services, which are in turn linked to general ledger accounts).
5. Any additional fields such as a Memo can be completed, and you can also choose to add an Attachment (copy of the expense) for this expense. Click **Save and Close** or **Save and New**.

The screenshot shows the 'Expense' transaction entry screen with the following sections:

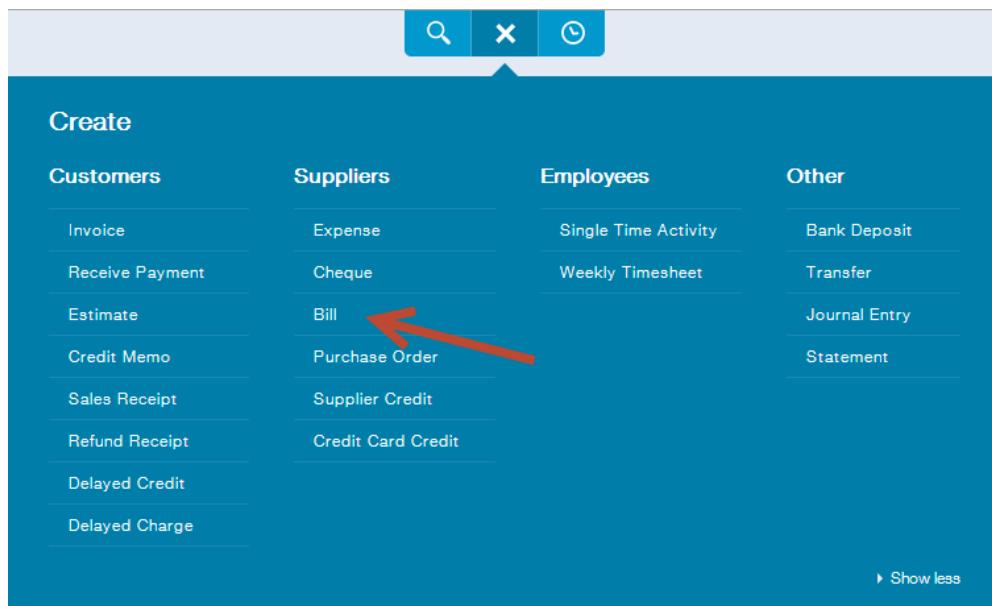
- Account details:** An empty table with columns: ACCOUNT, DESCRIPTION, AMOUNT (AUD), GST, CLASS.
- Item details:** An empty table with columns: PRODUCT/SERVICE, DESCRIPTION, QTY, RATE, AMOUNT (AUD), GST, CLASS.
- Subtotal:** 0.00
- Total:** 0.00
- Memo:** A text area for notes.
- Buttons:** Cancel, Clear, Print, Make recurring, Save and close.

The Expense transaction can also be accessed from the Transactions menu in the left-hand navigation bar, by selecting the **Expense** submenu and then selecting **Create New → Expense** in the top right corner.



## BILLS

Bills, available in QuickBooks Online Essentials and Plus, can be accessed in the **Quick Create** menu, under **Suppliers**. This is the quickest route to accessing bills, but they can also be accessed via the left-hand navigation bar from the **Suppliers** tab or the **Transactions** tab in the **Expense** submenu.

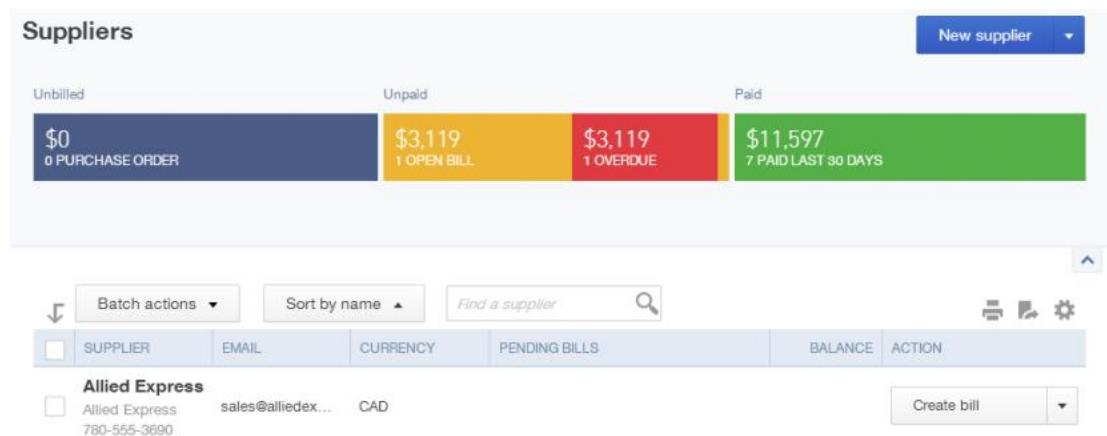


## OTHER TYPES OF SUPPLIER RELATED TRANSACTIONS

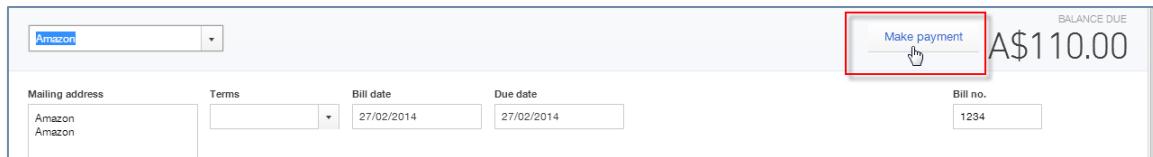
Supplier Credit, Credit Card Credit, and Purchase Order can be accessed in the **Suppliers** section of the **Quick Create** menu. Purchase orders are also accessible from the **Transactions** → **Expense** tab of the left-hand navigation bar by selecting **Create New** at the top right and then selecting **Purchase Order**.

## MANAGING EXPENSES

1. Open bills can be found by using the **Search** and **Recent Transactions** functions, as well as by running reports, but most often will be found in the **Supplier Centre** by selecting **Suppliers** from the left-hand navigation bar.
2. In the Supplier Centre, select the unpaid section of the **Money** bar and then **Make payment** for that supplier.



Or, the original bill can be opened by clicking on the **hyperlink** in the listing, and then **Make payment** can be selected at the top of the bill.



Bills, whether open or paid, can also be found by selecting **Transactions → Expenses** from the left-hand navigation bar.

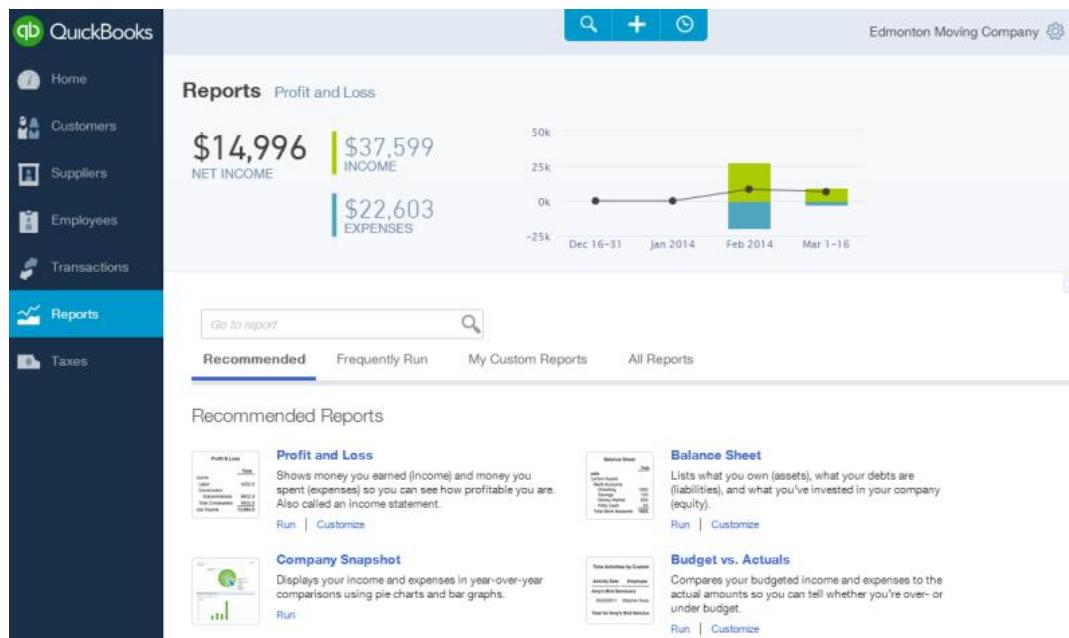
## RUNNING REPORTS

To access Reports, click on **Reports** in the left-hand navigation bar.

Scroll your mouse over each report's listing to view a sample preview of the layout.

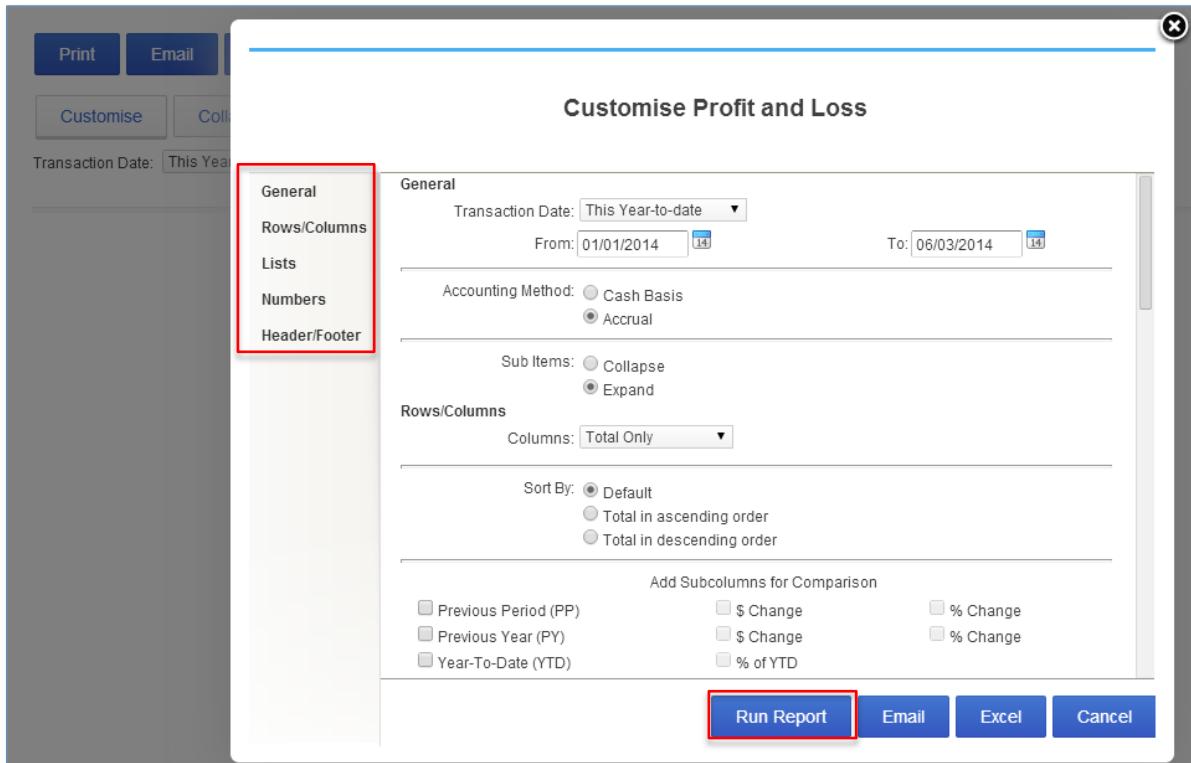
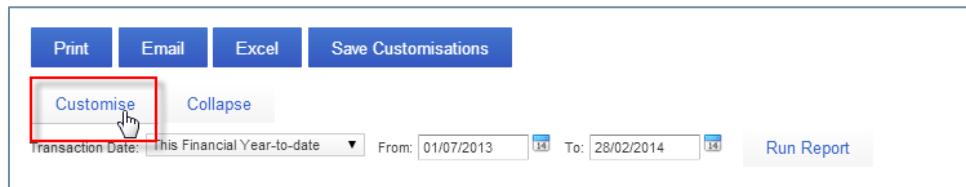
You can run the report immediately by clicking on it or you can customize it first before the report initially appears.

You can also search for a particular report by typing any part of the report name in the **Search** field.



## CUSTOMIZING REPORTS

You can customize a report, even when it is already on the screen, by selecting **Customize** in the top left corner of the report.



Depending on the specific report, a number of areas are available to customize. These are grouped into key areas including: general, rows/columns, lists/numbers, and header/footer.

After customizing a specific report, select **Run Report** to display it with your changes.

Your reports can be displayed on screen, printed, emailed and even exported to Excel.

Selecting **Email** will send the report to the recipient(s) you specify, with a subject line and a note. The report will appear both as an attachment and in the body of the email.

Exporting reports to **Excel** lets you make further modifications if desired. Reports exported to Excel are provided with the relevant formulas.

You can save your customized report by selecting **Save Customizations** at the top of the report. Your report will be saved in the **My Custom Reports** section of the Report Centre, making it easy to access in the future.

## PROFIT & LOSS / BALANCE SHEET

The two most frequently produced reports are the Profit & Loss and Balance Sheet. They are found at the top of the **Recommended** and **All Reports** sections of the **Report Centre**. Any reports you run regularly will be listed in the **Frequently Run** section for easy access.

## AUTOMATED REPORTS

Using QuickBooks Online, you can have reports automatically sent by email to yourself and others at regular times (e.g. 1st of the month).

Any customized reports can be saved as part of a Report Group.

Save Report Customizations

Name of custom report	Monthly Management Expense Report
<input checked="" type="checkbox"/> Add this report to a group <input type="text" value="Monthly"/> <input type="button" value="▼"/>	
<small>A group lets you email multiple reports at the same time. <a href="#">Learn more</a></small>	
<input checked="" type="checkbox"/> Share this report with all company users <small>Let every company user view this report from their own memorized report list. (Users need proper access to run report.)</small>	
<input style="border: 2px solid red; border-radius: 5px; padding: 5px; margin-right: 10px;" type="button" value="OK"/> <input type="button" value="Cancel"/>	

A Report Group can contain one or more reports.

My Custom Reports		
<a href="#">Run Report</a>   <a href="#">PDF</a>   <a href="#">Edit</a>   <a href="#">Group</a>   <a href="#">Excel</a>   <a href="#">Delete</a>		
NAME	DATE RANGE	EMAIL
Monthly Expense Report	03/01/2014-03/31/2014	Unscheduled
<b>Monthly</b>		Unscheduled
<input type="checkbox"/> <b>Monthly Management Expense Report</b>	03/01/2014-03/31/2014	
<b>Weekly Updates</b>		Every Week
Weekly Expense Report	03/01/2014-03/31/2014	

Highlighting the **Report Group** in **My Custom Reports** and selecting **Edit** will open the Report Group Settings window for this group, where the email settings are created.

Here, the recipient(s) are specified, along with the subject line and the text of the email. The report(s) can be set to be attached as Excel files, and the schedule of the email of the reports can be set as well. The recipients do not have to be QuickBooks Online users and QuickBooks Online does not even have to be running for these reports to be sent on schedule.

**Report Group Settings**

Group Name: Monthly

Set the email schedule for this group  
For this group, you can set the email schedule, email information, and report format.

Schedule

Interval : Every Month      Next Date : 04/07/2014

**Email Information**

From: Matthew Peterson <matthew@accountingcycle.c...  
To: management@bigtimefitness.ca  
Cc:  
Subject: Management reports  
Note:

The same subject and note will be used each time the report is sent by email. The

**Report Format**

Attach the reports as Excel files  
If checked, the reports are sent as Excel files. They appear as attachments in the body of the email, below the note. Otherwise, the reports are sent in HTML format.

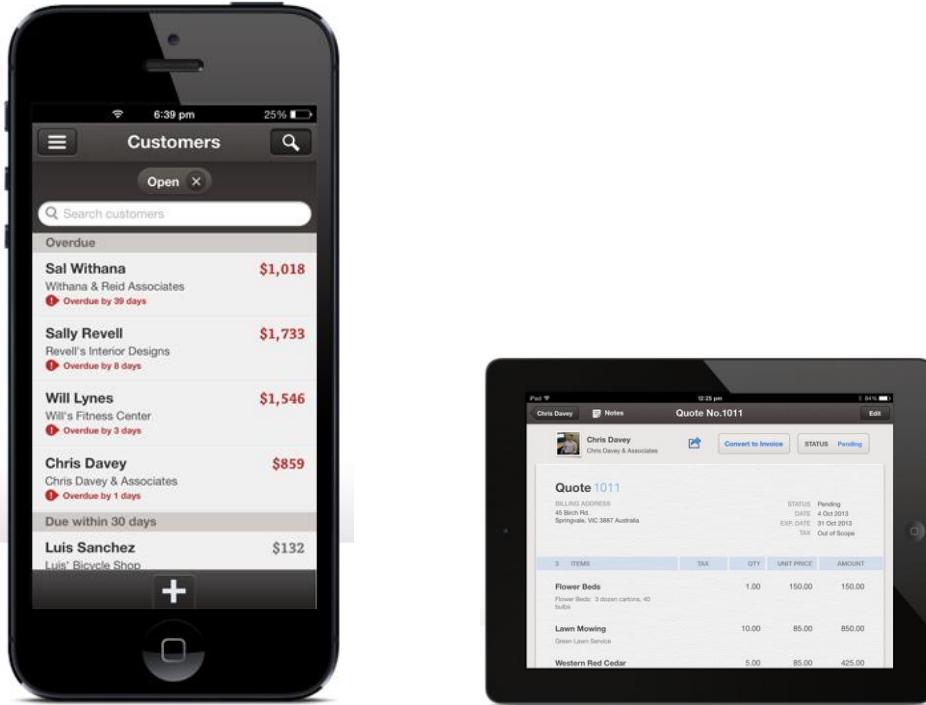
**Edit Schedule**

**Edit Schedule** (highlighted with a red arrow)

## GOING MOBILE

QuickBooks Online works with iPhone, iPad, and Android devices; you can have access to your business information, customers or suppliers where ever you have mobile access.

You can download the free QuickBooks Online mobile app (specific to iPhone, iPad, or Android) anytime from the iTunes store or Google Play. You can then simply login using your usual QuickBooks Online username and password.



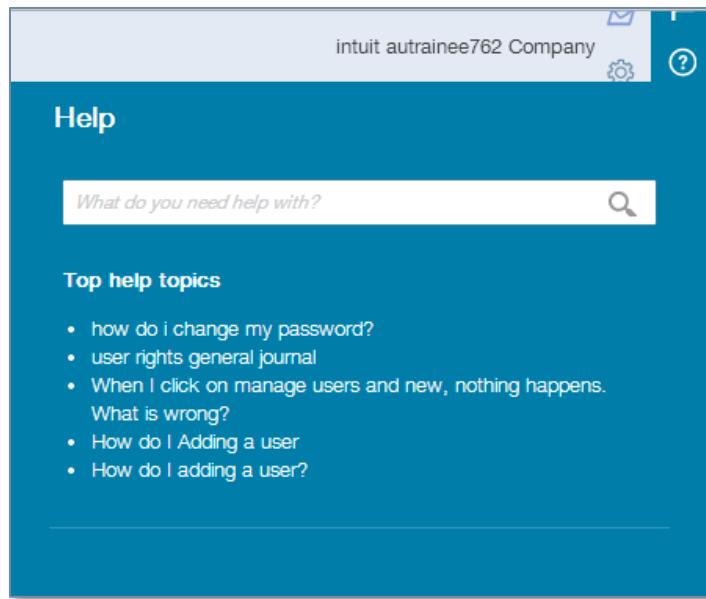
Using the QuickBooks Online mobile app, you can create quotes, invoices, receive money and access your customer and supplier contact information. The QuickBooks Online mobile app is extremely easy to use and you don't have to worry about synching any data; it's all done automatically for you.

In addition to the QBO mobile app, the *full web version* of QuickBooks Online can be launched via the mobile browser on tablets.

## GETTING SUPPORT

There is lots of support available for QuickBooks Online when you need it.

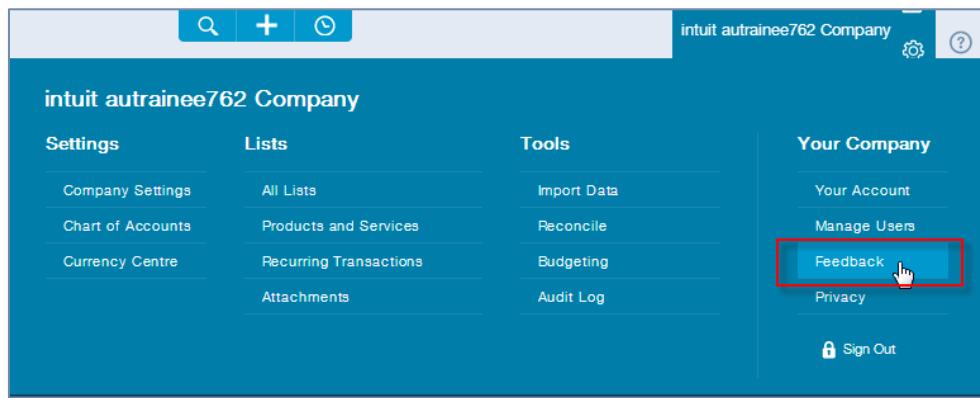
- To access online help, select the **question mark** icon in the top right corner of the QuickBooks Online screen.
  - Here you can type in your question to get an answer.



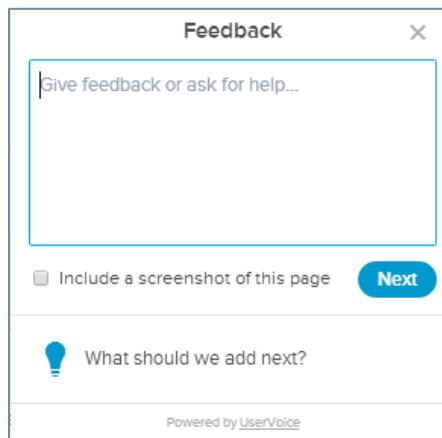
- You can also ask fellow users a question by clicking on **Ask Community**.
- If you prefer to chat with a real person, click on **Chat**. This will launch a live chat session so you can chat with a Canadian care team member.
- Alternatively, you can send us an email by clicking on **Email**.

## PROVIDING FEEDBACK

We love hearing your feedback on using QuickBooks Online — both good and bad. To provide us with your feedback, click on **Feedback** in the **Your Company** section of the **Company** menu.



Here you can provide product feedback and suggestions. This link allows for a screenshot of the page in question.



We hope you found this Getting Started Guide useful. If you are an accounting professional, refer to the *Getting Started Guide for QuickBooks Online Accountant* for accountant specific information. For additional information, please visit: [www.quickbooks.ca](http://www.quickbooks.ca)



**NOTE:** *If you require additional support, your QuickBooks Online subscription gives you access to technical experts.*

## READY TO BUY QUICKBOOKS?

Place and order online or call Sales at [1-888-829-8589](tel:1-888-829-8589)

Email Sales directly for info & more

## ALREADY USING QUICKBOOKS?

Contact Intuit QuickBooks Online Support by email, chat or phone.

## SUPPORT CONTACT INFORMATION

Call Support at 1-855-253-1536

8:00 a.m. to 8:00 p.m. (EST) weekdays