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# QuickBooks Online Creating Invoice and Tracking Outstanding Payments

SingTel Training

QBO Supportability Team  
Revised 1/03/2011



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# QuickBooks Online (QBO) – Creating Invoice and Tracking Outstanding Payments

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## Creating Invoice

As soon as you're done with setting up your company and getting all your customers, products and services, vendors/suppliers and accounts ready, you can start using QuickBooks for your business.

To track your income in QuickBooks, you need to create sales transactions by creating invoices to start customer transactions.

Log in QuickBooks and either click on the Invoice option below the Quick Links at the Home Page.

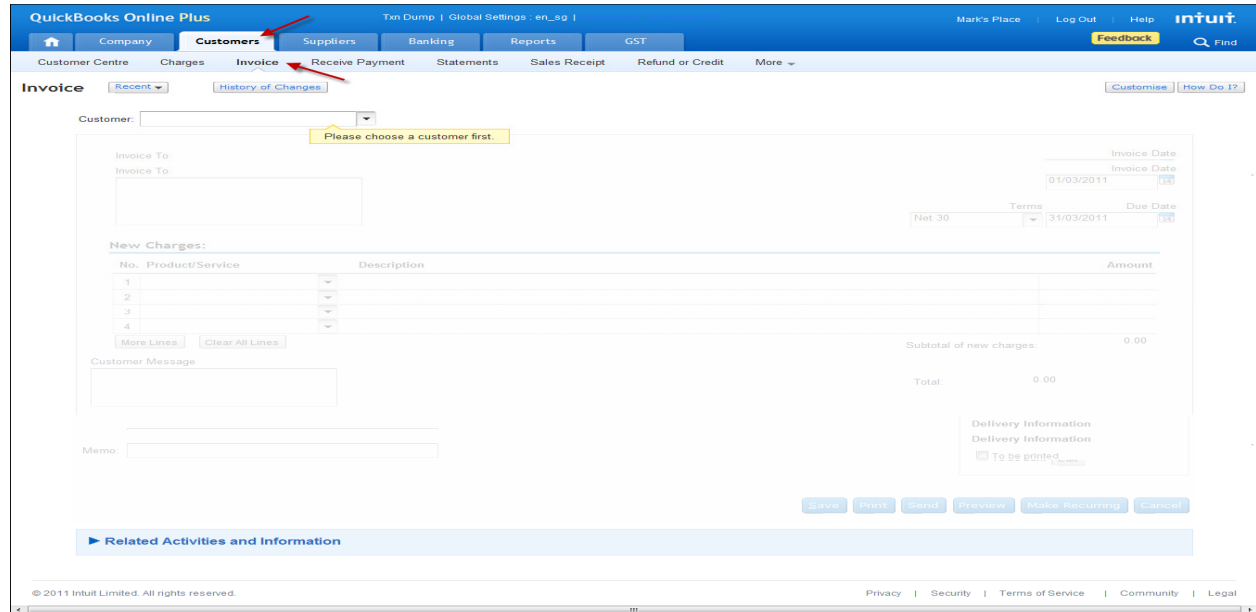
The screenshot shows the QuickBooks Online Plus interface. At the top, there's a navigation bar with 'Company', 'Customers', 'Suppliers', 'Banking', 'Reports', and 'GST' tabs. Below this is a 'Welcome!' banner with buttons for 'Read the Getting Started Guide', 'Confirm company info', 'Upload your company logo', and 'Import your customer list'. The 'Quick Links' section on the left includes 'Invoice' (highlighted with a red arrow), 'Expenses', 'Customers', 'Banking', and 'Reports'. The 'Messages and Tasks' section on the right shows a list of alerts and tasks with columns for Type, From, Item, and Date.

Type	From	Item	Date
Alert	QA TEST:	Minor alert selected global alert	7/2/11
Alert	QA TEST:	Critical alert category and minor alert global alert	7/2/11
Alert		This is the minor alert test that I am running to verify that it appears correctly.	16/7/10
QBO	QA Test:	Message category global alert	7/2/11
QBO		Print sales transactions.	23/2/11
QBO	QA TEST:	Thing to do category global alert	7/2/11

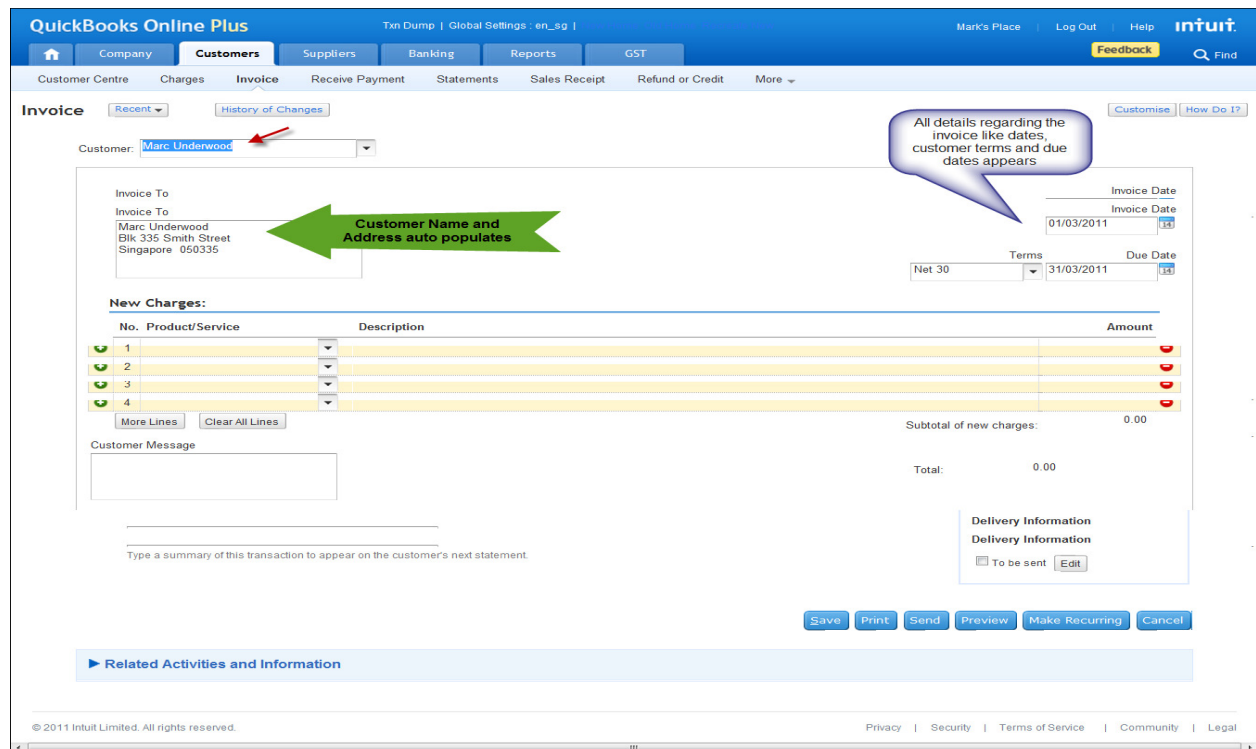
Date	Number	Type	Name	Memo	Amount
23/02/2011	1001	Invoice	Cheng-Cheng Lok		S\$100.00

Or click on the Customers Tab and Invoice.



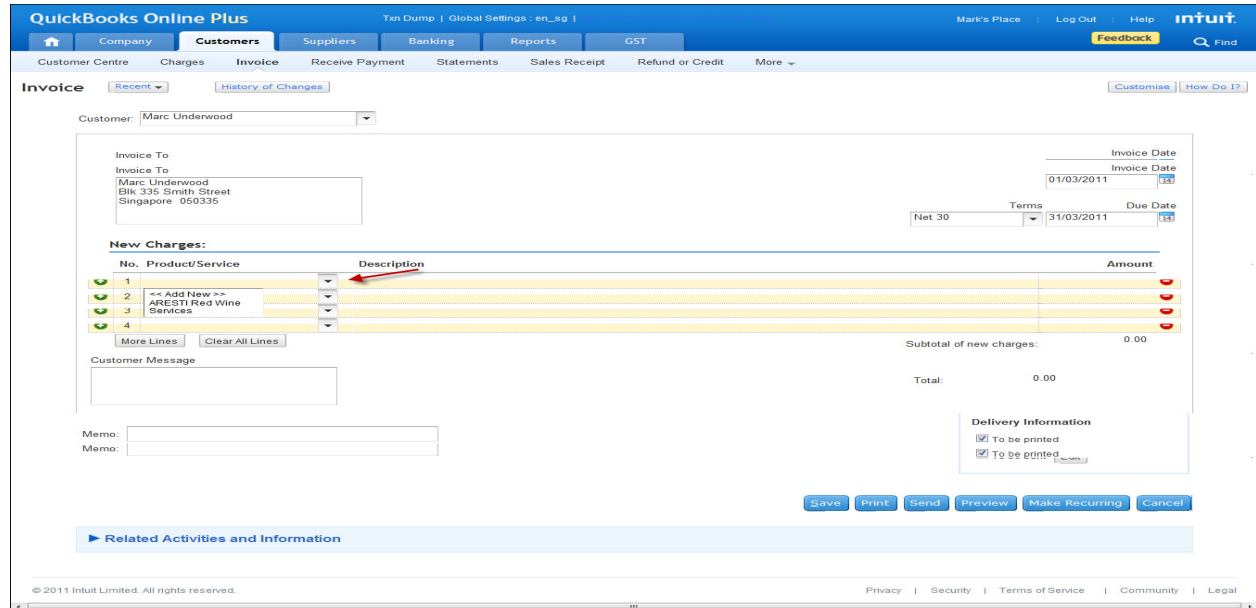
Either way, it will bring you to the invoice screen.

Clicking on the down arrow head at the Customer field will show you the list of customers that you entered before. Just choose from the list by clicking the name.



QuickBooks will auto populate the invoice with customer information, dates for invoice, customer payment terms and due dates.

Clicking on the down arrow will provide you with a list of products / services that you sell / provide.



Choosing the product and clicking on it will populate the “New Charges” part of the invoice with the product name, description and amount.

QuickBooks Online Plus

Customer: Marc Underwood

Invoice To: Marc Underwood, Blk 335 Smith Street, Singapore 050335

Invoice Date: 01/03/2011

Terms: Net 30, Due Date: 31/03/2011

No.	Product/Service	Description	Amount
1	ARESTI Red Wine	ARESTI Red Wine	18.00
2			
4			
4			

Subtotal of new charges: 18.00

Total: 18.00

Delivery Information:  To be printed

Buttons: Save, Print, Send, Preview, Make Recurring, Cancel

Related Activities and Information

QuickBooks will display how much your customer owes you at the total.

After adding the product or service, just click on save and QuickBooks will save that invoice.

TIP: You can put in customer message like “Thank you for your Purchase” in the Customer Message field and Memo e.g. Customer requested delivery in the Memo field.

When you click on save, QuickBooks will go back to a blank invoice.

You can print the invoice, send it to the customer’s email or preview the invoice.

## Tracking Outstanding Payments

Going back to the Customer Centre, you will see the transaction posted at the customer's record.

QuickBooks Online Plus

Customer Centre

Search for a Customer or Company

Name	Balance
Cheng-Cheng Lok	100.00
Gorman Ho	0.00
Jayanth Saimani	0.00
Luis Barata	0.00
Marc Underwood	18.00
Moturo Tapasvi	0.00
Sam Miguel	0.00
Venkatesan Murugesan	0.00

marc Underwood

Email: Timeismoney@gmail.com  
Phone: 6323 8841

Open Balance: 18.00

Transactions

Show Open Transactions

Date	Type	No.	Memo	Due/Exp Date	Amount
01/03/2011	Invoice	1002		31/03/2011	18.00

To the right side of the customer's name will display the balance.

The right part of the Customer Payment Centre shows the transaction (date, type of transaction, invoice number, due date and amount).

To track outstanding transactions, you can also click on the drop down arrow and choose Open Transactions.

Customer Centre

Name	Balance
Cheng-Cheng Lok	100.00
Gorman Ho	0.00
Jayanth Saimani	0.00
Luis Barata	0.00
Marc Underwood	18.00
Moturo Tapasvi	0.00
Sam Miguel	0.00
Venkatesan Murugesan	0.00

Transactions

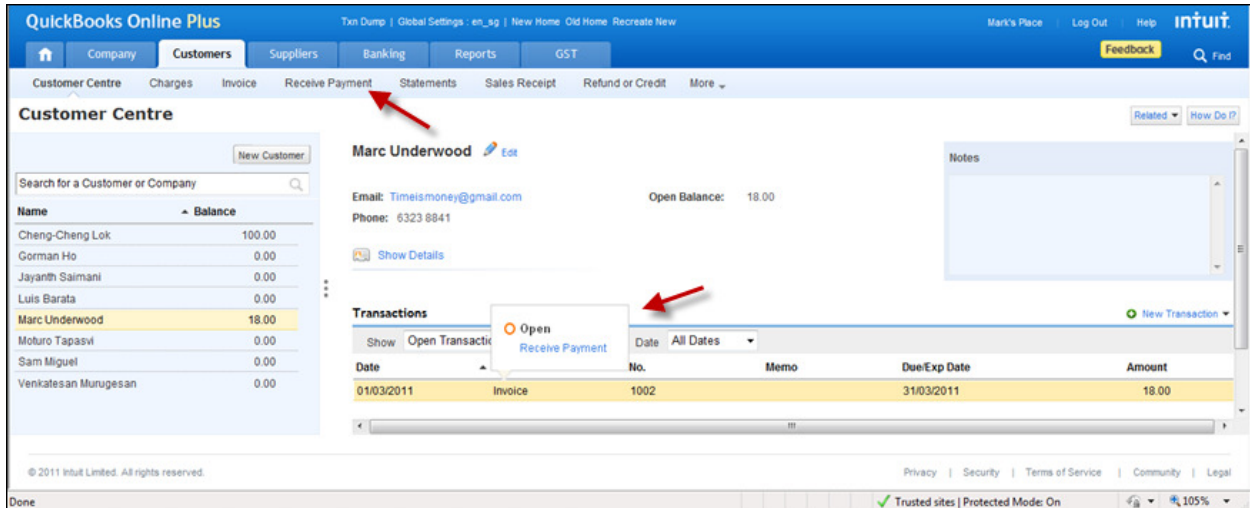
Show Open Transactions

Date	Type	No.	Memo
01/03/2011	Invoice	1002	

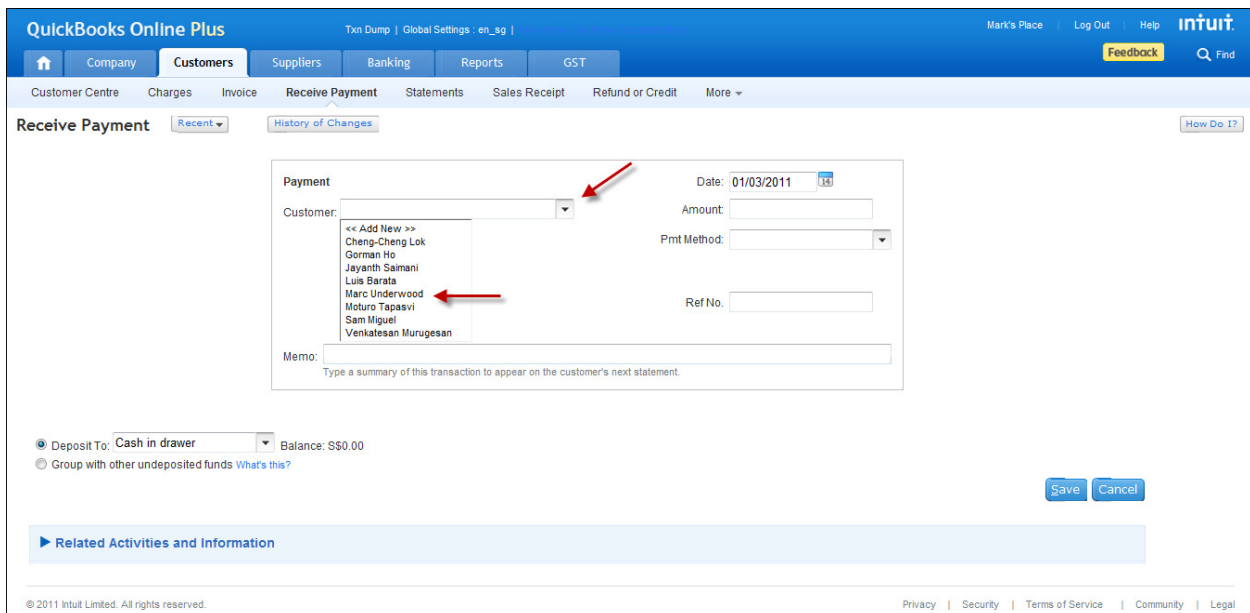
This will make QuickBooks Online show only open transactions of that customer.

## Receiving Payments

Once you receive a payment from a customer, you can just move your mouse pointer over the invoice and click on Receive Payments on the balloon or Receive Payments below the Customer Tab.



When you click on the Receive Payments below the tab, you will need to choose the name of the customer that owes you payment.



When you click on the Receive Payment Balloon, it will go directly to the receive payment window with the name of the customer fully populated automatically.



QuickBooks Online Plus

Customers

Receive Payment

Customer: **Marc Underwood**

Date: 01/03/2011

Amount:

Pmt Method:

Ref No:

Memo:

Sort Order: Ascending by date

Type	Due Date	Original Amount	Open Balance	Payment
<input checked="" type="checkbox"/> Invoice No. 1002 (01/03/2011)	31/03/2011	18.00	18.00	<input type="text"/>
Totals			18.00	0.00

Total To Apply: Amount To Credit: 0.00

Deposit To: **Cash in drawer** Balance: S\$0.00

Deposit To: Cash in drawer

Group with other undeposited funds

Save Cancel

Related Activities and Information

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Enter the payment amount at the amount field to the right and choose the payment method. Then put a check mark at the tick box before the Invoice number below to apply the payment to the existing invoice.

QuickBooks Online Plus

Customer Centre | Charges | Invoice | **Receive Payment** | Statements | Sales Receipt | Refund or Credit | More

Payment Form:

- Customer: Marc Underwood
- Date: 01/03/2011
- Amount: 18.00
- Pmt Method: Cash
- Ref No.:
- Memo:

Sort Order: Ascending by date

**Invoices and outstanding transactions**

Type	Due Date	Original Amount	Open Balance	Payment
<input checked="" type="checkbox"/> Invoice No. 1002 (01/03/2011)	31/03/2011	18.00	18.00	18.00
Totals			18.00	18.00

Total To Apply: 18.00 Amount To Credit: 0.00

Deposit To: Cash in drawer Balance: \$50.00

Buttons: Save, Cancel

After completing the steps, click on save to save the payment information.

QuickBooks will go back to a blank payment form once saved.

Going back to the Customer Centre, you will see that the customer's records show no more balance and no open transactions.

QuickBooks Online Plus

Customer Centre

Search for a Customer or Company

Name	Balance
Cheng-Cheng Lok	100.00
Gorman Ho	0.00
Jayanth Saimani	0.00
Luis Barata	0.00
<b>Marc Underwood</b>	<b>0.00</b>
Moturo Tapasvi	0.00
Sam Miguel	0.00
Venkatesan Murugesan	0.00

**Marc Underwood**

Email: Timeismoney@gmail.com Open Balance: 0.00  
Phone: 6323 8841

Transactions: Show Open Transactions | Date: All Dates

This customer has no transactions matching Open Transactions and All Dates