



QuickBooks Online Creating Invoice and Tracking Outstanding Payments

SingTel Training

QBO Supportability Team Revised 1/03/2011







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

Last Updated: 1 March, 2011

Table of Contents

Creating Invoice	3
Track Outstanding Payments	6
Receiving Payments	7







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.

QuickB	ooks Online	Plus		Txn Dump Glo	bal Settings : en_sg	Energy	o ostatene des	ecratical Million				Mark's Place Log Out H	🗤 intuit.
n	Company C		Suppliers	Banking	Reports	GST						Feedbo	K Q Find
Welcome	What would yo		o now? Confirm		pload your		Import your		- ×			i.	Customise this page
Quick Link	Started Guide		company info		ompany logo		customer list		Options *	Messag	ges and '	Tasks	O Add New
	Invoice 👉									Show		ges and Tasks 🔻	
	Bill your customers	for products	or services							Туре	From		Date
	Expenses •									<u> </u>	Alert	QA TEST: Minor alert selected global alert	7/2/11
53	Record your cash,	cheque and c	redit card purchas	cs						<u> </u>	Alert	QA TEST: Critical alert category and minor alert global alert	7/2/11
										A	Alert	This is the minor alert test that I am running to verify that it appears correctly.	16/7/10
	Customers Manage your custo	mer informativ									QBO	QA Test: Message category global alert	7/2/11
	manage your case	and internatio									QBO	Print sales transactions.	23/2/11
5	Banking View your bank ac	count register	5							2	QBO	QA TEST: Thing to do category global alert	7/2/11
	Reports - View reports about	t your busines	5										
Your Rece	nt Transactions								Add New 🔻				
Show All	Transactions 👻	View Last	10 👻										
Date	Number	Тур	e	Name	N	lemo			Amount				
23/02/2011	1001	Invo	ice	Cheng-Cheng	Lok				S\$100.00				

Or click on the Customers Tab and Invoice.





ckBo	ooks Onlin	e Plus	/							Log Out	Help	ınt
	Company	Customers	Suppliers	Banking	Reports	GST				E	eedback	C
tome	r Centre C	Charges Invoice	Receive Pay	ment Stateme	nts Sales Recei	t Refund or Credi	lit More 🚽					
ice	Recent 👻	History of C	hanges								Customise	e How
С	ustomer:											
			Please ch	oose a customer fir	st.							
	New Ch	arges:										
	No. Pro	duct/Service	De	scription							Amount	
			-									
			-									
			-									
	4		-									
		es Clear All Lines						Subtota	l of new charges			
								Total:				
									Delivery In			
									Delivery In			
N												
											ng Can	cel
	Related	Activities and Info	ormation									
dd Inti	uit Limited. All ri	ghts reserved.						Privacy I Ser	urity Terms	of Service	Commun	nity 1

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 Online Plus		Mark's Place Log Out Help Intuit.
↑ Company Customers	Suppliers Banking Reports GST	Feedback Q Find
Customer Centre Charges Invoice	Receive Payment Statements Sales Receipt Refund or Credit	More 🗸
Invoice Recent History of Cl Customer: Marc Underwood	anges	All details regarding the invoice like dates, customer terms and due dates appears
Invoice To Invoice To Marc Underwood Bik 335 Smith Street Singapore 050335 New Charges:	Customer Name and Address auto populates	Invoice Date Invoice Date 01/03/2011 2 Terms Due Date Net 30 31/03/2011 3
No. Product/Service	Description	Amount
U 1		
U 2 U 3		•
U 3 U 4		
More Lines Clear All Lines Customer Message		Subtotal of new charges: 0.00
		Total: 0.00
		Delivery Information
Type a summary of this transact	on to appear on the customer's next statement.	Delivery Information
		Save Print Send Preview Make Recurring Cancel
Related Activities and Info	mation	
© 2011 Intuit Limited. All rights reserved.		Privacy Security Terms of Service Community Legal





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.

Quick	Books	Onlin	ne Plus													intuit.
î		ny	Customers	Supplie	ars I	Banking		(ST					Fe	edback	Q Find
Custome	er Centre	Charg	ges Invoid	e Recei	ve Payment	Statements	s Sales Re	eceipt	Refund or Credit	More 🚽						
Invoice		ant 🗸		f Changes										6	Customise	How Do I?
C	Customer:	Marc Un	derwood		-											
	Mar Blk	ce To ce To c Underw 335 Smit gapore 09	h Street									Net 30	Term	01/03/2011	Invoice Dat	- - -
	_	Charge														
	No.	Produc	t/Service	-	Descripti	on								Α	mount	
	v 2	ARESTI	Red Wine												-	•
	0 3 0 4	Services	•	-											9	
	Mo	re Lines	Clear All Line									Subtotal o	of new charges		0.00	
	Custome	Tiviessay	e									Total:	c	0.00		
	Memo: Memo:												Delivery Ini To be pri To be pri	nted		
											Save Print	Send	Preview	take Recurrin	g Cano	el
	► Rela	ted Acti	vities and Ir	nformation												
© 2011 Ini	uit Limited	. All rights	reserved.								Privac	ay Secu	rity Terms	of Service	Communi	ty Legal

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





QuickB	Books Onli	ne Plus		Txn Dump Global S	Settings : en_sg			1	Mark's Place		Help	intuit.
î	Company	Customers	Suppliers	Banking	Reports	GST				F	eedback	Q , Find
Customer	r Centre Cha	rges Invoice	Receive Pa	ayment Statemen	ts Sales Receipt	Refund or Credit	More 👻					
Invoice Cu	Recent 🗸	History of Ch	nanges								Customise	How Do I?
	Invoice To Invoice To Marc Under Blk 335 Sm Singapore	ith Street 050335						Net 30	Terms	01/03/2011 3 31/03/2011	Due Dat	e
	New Char	-	/									
	No. Produ	ct/Service		escription RESTI Red Wine							Amount	
	U 1 ARES	TI Red wine	• Al	RESTI Red Wine	•					->	18.00	
	U 4		-								9	
	U 4	1 1 1	•								40.00	
	More Lines Customer Messa							Subtotal o	of new charges:		18.00	
								Total:	18	.00		
M	Nemo:								Delivery Info Delivery Info I To be prin	ormation		
							Save	Print Send	Preview	ake Recurri	ing Canc	el
1	Related Ac	tivities and Info	rmation									
© 2011 Intui	uit Limited. All right	s reserved.						Privacy Secu	rity Terms o	of Service	Communi	ty Legal

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 C	Online Plus		Txn Dump Global	Settings : en_sg N	w Home Old Home	Recreate New			Mark's Place	Log Out Help	Intuit
1 Company	Customers	Suppliers	Banking	Reports						Feedback	Q Find
Customer Centre	Charges Invoi	ce Receive	Payment Stater	nents Sales F	Receipt Refu	nd or Credit 🛛 More 🚽					
Customer Cen	tre									Related	How Do R
	N	ew Customer		WUUU P Eat					Notes		
Search for a Customer or	Company	Q		noney@gmail.com		Open Balance:	18.00				
Name	 Balance 		Phone: 6323 8	841							
Cheng-Cheng Lok	100.00)	🔝 Show Deta	ills							
Gorman Ho	0.00)									
Jayanth Saimani	0.00)	Transactions							O New	Transaction 👻
Luis Barata	0.00		Show Ope	n Transactions		Date All Dates	-				
Marc Underwood	18.00								-		
Moturo Tapasvi	0.00)	Date	▲ Туре		No.	Memo	Due/Exp	Date	Amount	
Sam Miguel	0.00)	01/03/2011	Invoic	e	1002		31/03/2	011	18.00	
Venkatesan Murugesan	0.00)									
			•								•
© 2011 Intuit Limited. All rigi	hts reserved.							Privacy	Security Term	ns of Service Commu	nity Legal

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

The right part of the Customer 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.

lame	 Balance 		🖲 Shov	w Details				
Cheng-Cheng Lok	100.00		SHO	w Details				
Gorman Ho	0.00							
Jayanth Saimani	0.00	•	Transact	tions			/	
Luis Barata	0.00	•	Show	Open Trans	actions	/	Date All Dates	-
Marc Underwood	18.00		SHOW	open mana			Date 741 Dates	
Noturo Tapasvi	0.00		Date		▲ Туре		No.	Memo
Sam Miguel	0.00		01/03/20	11	Invoice		1002	
/enkatesan Murugesan	0.00							
			4					

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.

QuickBooks Online Pl	us	Txn Dump Global Settings : en_sg New Home Old Home R	ecreate New	Mark's Place	Log Out Help INŤUIŤ.
1 Company Custo	omers Suppliers	Banking Reports GST			Feedback Q Find
Customer Centre Charges	Invoice Receive P	ayment Statements Sales Receipt Refund	or Credit More 🖕		
Customer Centre					Related + How Do I?
	New Customer	Marc Underwood 🥒 🛤		Notes	ń
Search for a Customer or Company	Q		Orace Balances 40.00		*
Name A B	alance	Email: Timeismoney@gmail.com Phone: 6323 8841	Open Balance: 18.00		
Cheng-Cheng Lok	100.00				
Gorman Ho	0.00	Show Details			E
Jayanth Saimani	0.00				
Luis Barata	0.00				
Marc Underwood	18.00	Transactions O Open	-		O New Transaction -
Moturo Tapasvi	0.00	Show Open Transactic Receive Payment	Date All Dates -		
Sam Miguel	0.00	Date	No. Memo	Due/Exp Date	Amount
Venkatesan Murugesan	0.00	01/03/2011 Invoice	1002	31/03/2011	18.00
		•	m		
© 2011 Intuit Limited. All rights reserved	L.			Privacy Security Terms of	f Service Community Legal
Done				✓ Trusted sites Protected Mode: On	A 105% * A 105% * A

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

QuickBooks Online Plus	Txn Dump Global Settings : en_sg The time of the ended to be	Mark's Place Log Out Help 👖	ntuit.
↑ Company Customers	Suppliers Banking Reports GST	Feedback	Q Find
Customer Centre Charges Invoice	Receive Payment Statements Sales Receipt Refund or Credit More +		
Receive Payment	History of Changes		How Do I?
	Payment Date: 01/03/2011 Image: Change Chang		
	Memo: Type a summary of this transaction to appear on the customer's next statement.		
Deposit To: Cash in drawer Group with other undeposited funds What's	Balance: \$\$0.00	Save Cancel	
Related Activities and Information	n		
© 2011 Intuit Limited. All rights reserved.	Privacy	Security Terms of Service Community	Legal

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	Txn Dump Global Settings : en_sg	Mark's Place	Log Out Help	
↑ Company Customers	Suppliers Banking Reports GST		Feedback	Q Find
Customer Centre Charges Invoice	Receive Payment Statements Sales Receipt Refund or Credit More +			
Receive Payment Recent -	History of Changes			How Do I?
	Payment Date: 01/03/2011 3			
	Customer: Marc Underwood Amount			
	Select by Invoice No. Pmt Method:			
	Ref No.			
	Memo: Type a summary of this transaction to appear on the customer's next statement.			
Sort Order: Ascending by date -				
Invoices and outstanding transactions Type	Due Date Original A	Amount Open Balance Payr	nent	
Invoice No.1002 (01/03/2011)	31/03/2011 18.00	18.00		
Clear Payment Auto Apply Payment	Totals	18.00 0.00		
Total To Apply: Amount To Credit: 0.00				
	Balance: \$\$0.00			
Group with other undeposited funds What's	ths?	S	Cancel	
Related Activities and Informatio	n			
© 2011 Intuit Limited. All rights reserved.	Prive	acy Security Terms o	Service Commu	nity Legal

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	kn Dump Global Settings : en_sg	Mark's Place	Log Out Help	Intuit
☆ Company Customers Suppliers	Banking Reports GST		Feedback	Q Find
Customer Centre Charges Invoice Receive Payr	nent Statements Sales Receipt Refund or Credit More +			
Receive Payment Recent - History of Chan	ges			How Do I?
	arc Underwood	•		
Memo: Type a Sort Order: Ascending by date Invoices and outstanding transactions	summary of this transaction to appear on the customer's next statement.			
Type		Original Amount Open Balance I		
Invoice No.1002 (01/03/2011)	31/03/2011	18.00 18.00	18.00	
Clear Payment Auto Apply Payment Total To Apply: 18.00 Amount To Credit: 0.00 © Deposit To: Cash in drawer		Totals 18.00 1	8.00	
			Save Cancel	
Related Activities and Information				
© 2011 Intuit Limited. All rights reserved.		Privacy Security Terr	ns of Service Commu	nity Legal

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				Txn Dump Global Settings : en_sg New Home Old Home Recreate New						Mark's Place	Log Out Help	Intuit	
î	Company	Customers	Suppliers	Banking	Reports						Feedback	Q Find	
Customer Centre Charges Invoice Receive Payment Statements Sales Receipt Refund or Credit More 🗸													
Custor	mer Cer	ntre									Related	How Do I	
	New Customer			Marc Underwood 🖋 Edit						Notes			
Search for a Customer or Company			Emple Time	Email: Timeismoney@gmail.com Open Balance: 0.00							^		
Name	ne 🔺 Balance			Phone: 632		n	Open Balance:	0.00					
Cheng-Cheng Lok		100.00											
Gorman Ho			0.00									*	
Jayanth Sai	imani		0.00			/	,						
Luis Barata	Luis Barata		0.00	• Transactions								New Transaction •	
Marc Under	rwood		0.00	Show C	pen Transactions	- K	Date All Dates	•					
Moturo Tap	asvi		0.00	Date	▲ Туре		No.	Memo	Due/Exp	Dato	Amount		
Sam Migue	•		0.00	Date	~ Type	,	NO.	Merrio	Due/EX	Date	Allouin		
Venkatesan Murugesan		0.00			This cu	customer has no transactions matching Open Transactions and All Dates							
				x									
				€ III								4	
© 2011 Inte	uit Limited. All ri	ghts reserved.							Privacy	Security Terms	of Service Commu	nity Legal	