



QUICKBOOKS DESKTOP 2020 CLIENT TRAINING

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Lesson 6

## Enter Sales Information



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## About the Author



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Esther Friedberg Karp is an internationally renowned trainer, writer, business consultant and speaker who has been repeatedly listed as one of Insightful Accountant's Top 100 QuickBooks ProAdvisors in the world. She has also been named to their Top 10 list on two occasions: as Top International ProAdvisor and Top Trainer/Writer ProAdvisor.

Based in Toronto, Canada, Esther has the unique distinction of holding ProAdvisor certifications in the United States, Canada and the United Kingdom. She has authored materials and delivered educational and certification courses for Intuit in all those countries, as well as Australia where she conducted live QuickBooks Online training. She has spoken at Scaling New Heights, QuickBooks Connect and other conferences, and has written countless articles for Intuit Global.

Esther's clients include companies worldwide and accounting professionals who seek her out on behalf of their own clients. She is sought out for her expertise in various countries' editions of QuickBooks Desktop and Online, and for her talent in customizing QuickBooks usage for different industries. She also teaches QuickBooks Core and Advanced certification classes to accounting professionals in Canada.

Esther holds a BSc from the University of Toronto in Actuarial Science and Mathematics, and an MBA in Marketing and Finance from York University's Schulich School of Business.

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## Lesson Objectives

- Learn about the different formats available for sales forms
- Save sales and purchase forms in portable document format (PDF)
- Practice creating a new invoice
- Learn the purpose and use of the QuickBooks Item list
- See how QuickBooks records the information you enter on sales forms
- Memorize an invoice transaction for reuse
- Add a new item to the Item list
- Add a new price level to the Price Level list
- Associate a price level with a customer
- Create invoice letters
- Generate reminder statements

# Use Sales Forms for Payment in the Future

Any time you make a sale in your business, you record it in QuickBooks on a sales form. A sales form can be an invoice (when you expect payment to come later), a sales receipt (when you receive payment at the time you make the sale), or a credit memo (when you issue a credit on your customer's account or a customer refund, perhaps because they've returned something they've bought).

The type of sales form you use (invoice or sales receipt) depends 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.

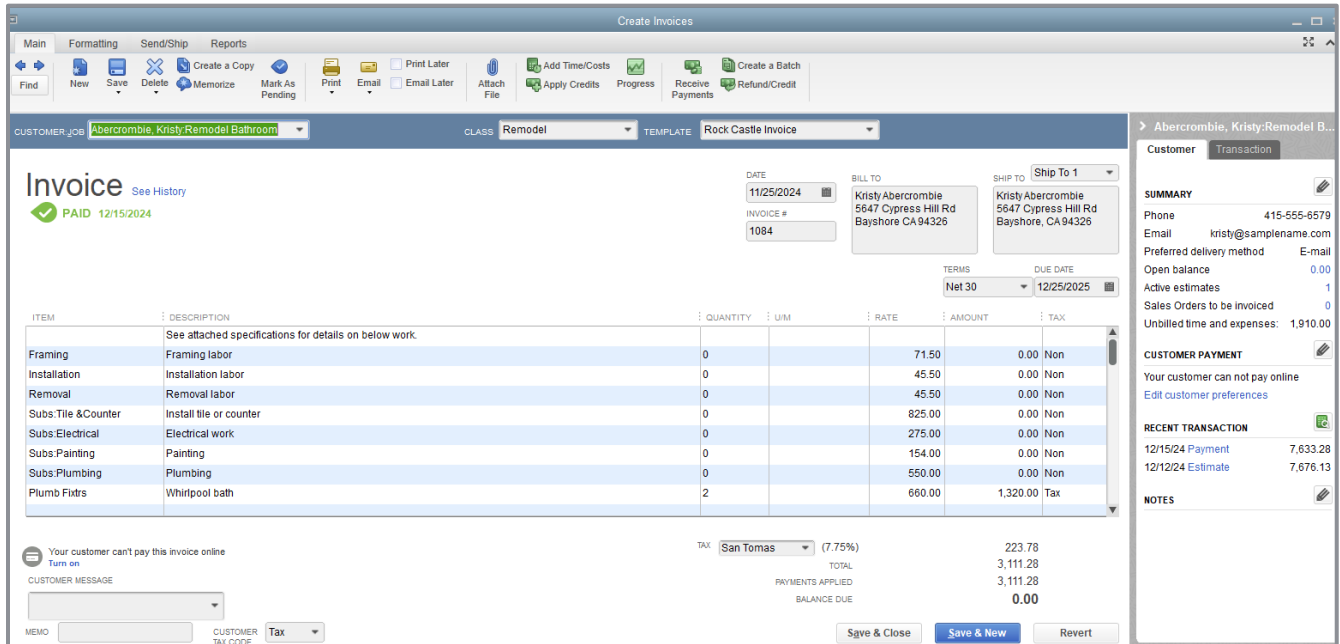


## Step-by-Step: Display a Completed Invoice Form in QuickBooks

1. Open the **Customer Center** from the Customers drop-down menu (or any of the other access points).
2. Click on the name of the customer whose invoice you would like to view.
3. From the Transactions tab for that customer, double-click on the invoice to open the invoice form.

The screenshot shows the QuickBooks Desktop interface for the Customer Center of Mrs. Kristy Abercrombie. The Transactions tab is selected, showing a list of transactions. The selected transaction is an Invoice dated 11/25/2024 for 3,111.28.

TYPE	NUM	DATE	ACCOUNT	AMOUNT
Payment		12/15/2024	10100 - Checking	7,833.28
Estimate	613	12/12/2024	90200 - Estimates	7,676.13
Invoice	1091	12/10/2024	11000 - Accounts Receivable	4,522.00
Check	476	12/01/2024	10100 - Checking	-711.15
Credit Memo	4002	12/01/2024	11000 - Accounts Receivable	-711.15
Invoice	1084	11/25/2024	11000 - Accounts Receivable	3,111.28
Sales Receipt	3006	10/30/2024	10100 - Checking	743.75
Estimate	606	10/30/2024	90200 - Estimates	3,114.00
Sales Receipt	3004	10/25/2024	10100 - Checking	1,067.88
Payment	129342	08/15/2024	12000 - Undeposited Funds	1,292.78
Sales Order	7000	06/07/2024	90300 - Sales Orders	1,293.00
Invoice	1043	06/07/2024	11000 - Accounts Receivable	1,292.78
Invoice	1044	06/07/2024	11000 - Accounts Receivable	0.00
Payment	8438	02/20/2024	12000 - Undeposited Funds	5,019.08
Invoice	1024	02/01/2024	11000 - Accounts Receivable	5,019.08
Estimate	289	12/01/2022	90200 - Estimates	5,019.08



- Close the invoice (it's already been created and saved, and so you can just hit the **Esc** key to close it).

# Use Sales Forms for Payment at the Time of Sale

If you receive full payment at the time you make a sale – either by cash, check or credit card – you fill out a sales receipt instead of an invoice. Like the invoice, the QuickBooks sales receipt includes information about the items or services purchased, but it also includes information about how payment was made. (Think of the sales receipt as the QuickBooks equivalent of a cash register receipt at a retail store.) The sales receipt completely bypasses the Accounts Receivable account.



## Step-by-Step: Display a Completed Sales Receipt in QuickBooks

1. Open the **Customer Center** from the Customers drop-down menu (or any of the other access points).
2. Click on the name of the customer whose sales receipt you would like to view.
3. From the Transactions tab for that customer, double-click on the sales receipt to open the Sales Receipt form.

Note the Deposit To account (whether it's the Checking account, other bank account, or Undeposited Funds). Undeposited Funds will be discussed in more detail in Lesson 7 under *Make Deposits*.

The screenshot shows the 'Enter Sales Receipts' window in QuickBooks. The 'DEPOSIT TO' dropdown menu is highlighted with a red box and shows '12000 - Undeposited Fur'. The window displays a sales receipt for 'Keenan, Bridget Sun Room' with a total of 102.65. The receipt includes a table with one item: 'Fluorescent Cell... Florescent Lights' for 95.00. The tax is 7.65. The window also shows a summary of customer information and a recent transaction.

ITEM	DESCRIPTION	QTY	U/M	RATE	AMOUNT	TAX
Fluorescent Cell...	Florescent Lights	1		95.00	95.00	Tax

TOTAL 102.65

4. Close the Enter Sales Receipts window.





## Fill in the Line Item Area

In the bottom half of the invoice (the detail or body 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, subtotal line, markup or sales tax calculation.



### Step-by-Step: Complete the Line Item Area of an Invoice

1. In the Item field, choose the item you would like to add to the invoice. If you chose to add billable expenses from the last exercise, these items will already appear in this section.
2. Press **Tab** until you reach the Quantity column.
3. Enter the quantity of the item for which you wish to invoice in the Quantity column.
4. Press **Tab** to enter the rate or per unit price for this item. If this item has been set up with a default rate, it will automatically appear on the line, but you can overwrite it.
5. Press **Tab** to see the amount or extension of the quantity multiplied by the per unit price.
6. Let QuickBooks populate the Tax code for this item automatically, but you can overwrite it by selecting a different tax code from the drop-down.

ITEM	DESCRIPTION	QUANTI...	U/M	RATE	AMOUNT	TAX
Removal	Removal labor	40		35.00	1,400.00	Non
▼				▼		▼

### NOTES

# Complete the Sales Form



## Step-by-Step: Complete and Record the Invoice

1. At the top of the screen in the Main tab of the ribbon, click on the drop-down under **Print** and choose **Preview**.
2. Click **Zoom In** above the previewed form and use the scroll bars to see the invoice items at greater magnification.

TERMS	DUE DATE	PROJECT
Net 30	1/14/2025	Repairs

DESCRIPTION	QUANTITY	UM	RATE	AMOUNT
Removal labor	40		35.00	1,400.00
<b>Subtotal</b>				\$1,400.00
<b>Sales Tax (7.75%)</b>				\$0.00
<b>Total</b>				\$1,400.00
<b>Payments/Credits</b>				\$0.00
<b>Balance Due</b>				\$1,400.00

Rock Castle Construction  
1735 County Road  
Bayshore, CA 94326

**Invoice**

DATE	INVOICE #
12/15/2024	1100

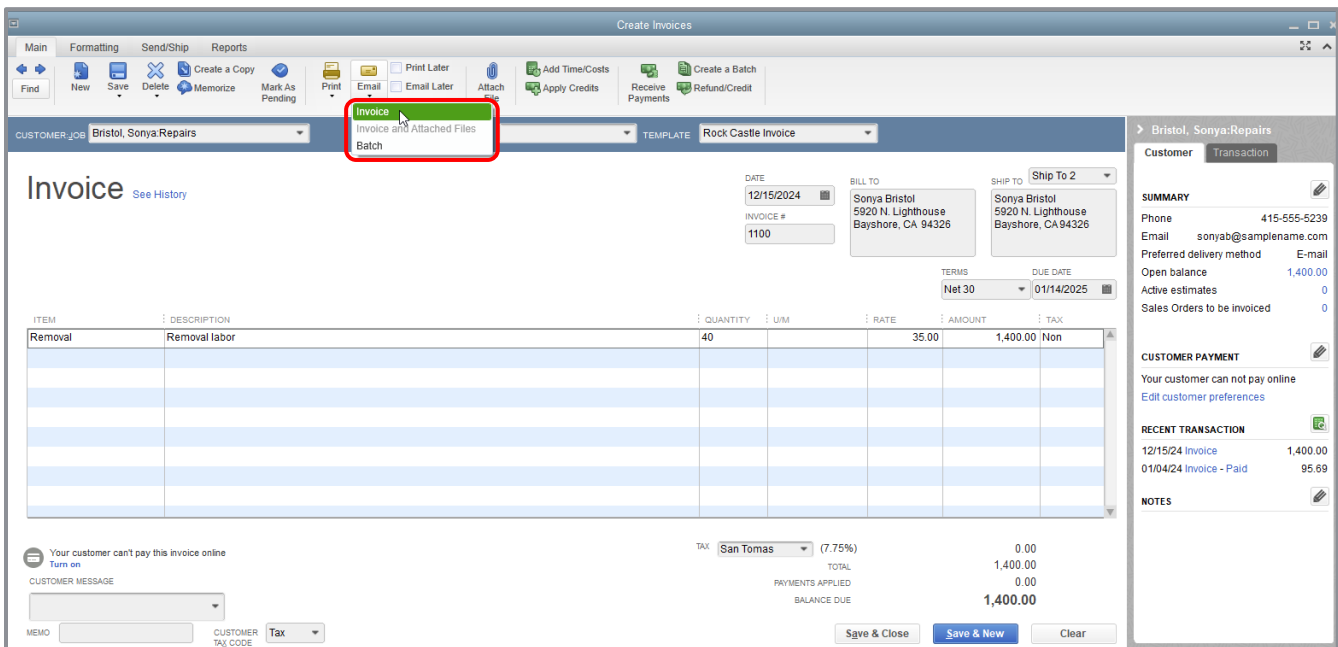
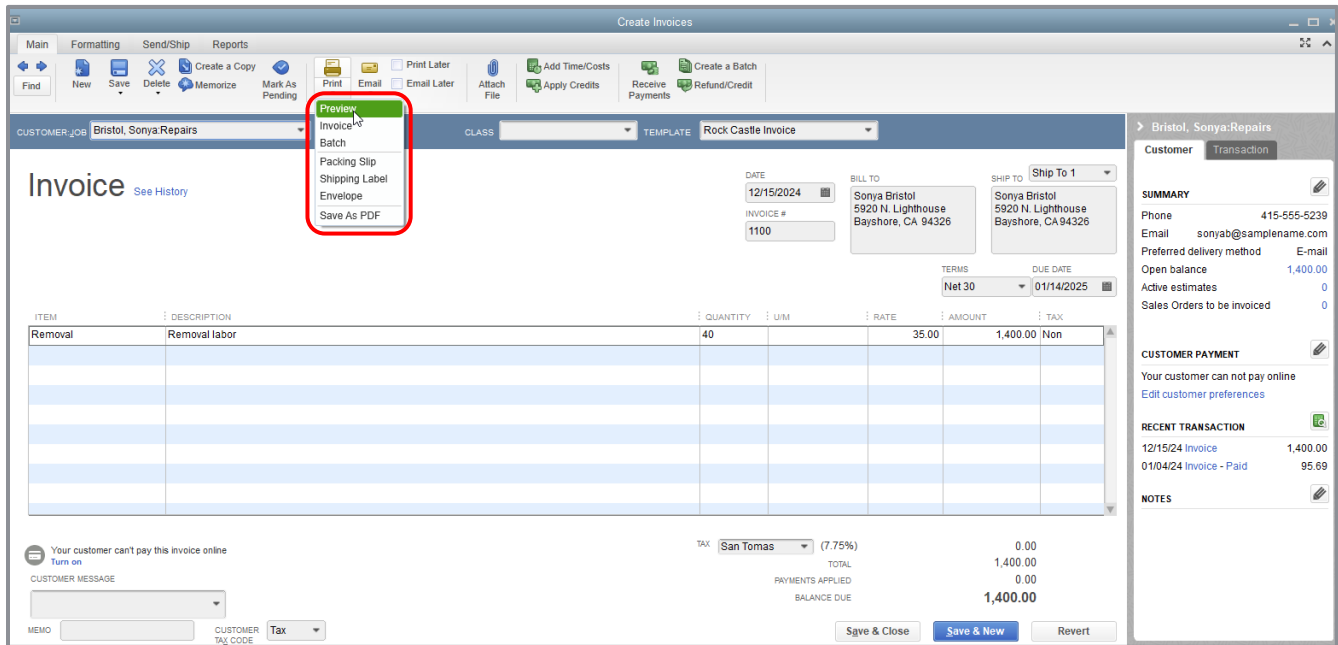
**BILL TO**  
Sergio Bristol  
5920 N. Lighthouse  
Bayshore, CA 94326

**SHIP TO**  
Sergio Bristol  
5920 N. Lighthouse  
Bayshore, CA 94326

Print Prev page Next page **Zoom In** Help Close

3. Click **Close**.

- Invoices and other sales forms can be printed, emailed or saved as PDFs by clicking on the drop-down under **Preview** or **Email** in the Main tab of the ribbon at the top of the form.



5. In the Create Invoices window, record the sale and close the window by clicking **Save & Close**.

**Invoice** [See History](#)

CUSTOMER: **Bristol, Sonya Repairs** CLASS: **Rock Castle Invoice** TEMPLATE: **Rock Castle Invoice**

DATE: 12/15/2024 INVOICE #: 1100

BILL TO: Sonya Bristol, 5920 N. Lighthouse Bayshore, CA 94326

SHIP TO: Sonya Bristol, 5920 N. Lighthouse Bayshore, CA 94326

TERMS: Net 30 DUE DATE: 01/14/2025

ITEM	DESCRIPTION	QUANTITY	U/M	RATE	AMOUNT	TAX
Removal	Removal labor	40	UM	35.00	1,400.00	Non

TAX: San Tomas (7.75%) 0.00  
TOTAL: 1,400.00  
PAYMENTS APPLIED: 0.00  
BALANCE DUE: 1,400.00

**Save & Close** Save & New Revert

QuickBooks records the invoice in your Accounts Receivable register.

If this were a sales receipt rather than an invoice, QuickBooks would record the sale in your Undeposited Funds account, where it would stay until you deposit the money at the bank. This assumes Undeposited Funds was chosen as the *Deposit To* account. If a checking or savings account was selected as the *Deposit To* account, no separate deposit transaction would be required; the money from the sales receipt goes directly into the bank account. The option to select where to deposit the payment is available only when the Payments preference *Use Undeposited Funds as a default deposit to account* is turned off.

The Accounts Receivable register keeps track of how much money your customers owe you.



## Step-by-Step: See the Accounts Receivable Register Display a Completed Sales Receipt

1. Open the Chart of Accounts.
2. In the Chart of Accounts, double-click the **Accounts Receivable** account. The register for Accounts Receivable displays.
3. To open a transaction, double-click on the transaction in the register, or click on it once, then click the **Edit Transaction** button at the top of the Accounts Receivable register toolbar.

DATE	NUMBER	CUSTOMER	DESCRIPTION	QTY	RATE	AMT CHRG	AMT PAID
	TYPE			CLASS		BILLED DATE	DUE DATE
12/14/2024	1095	Natiello, Ernesto:Kitchen				8,658.25	
	INV						Paid
12/14/2024	1096	Natiello, Ernesto:Kitchen				2,824.03	
	INV						Paid
12/15/2024		Roche, Diarmuid:Garage repairs					440.00
	PMT						
12/15/2024		Abercrombie, Kristy:Remodel Bathroom					7,633.28
	PMT						
12/15/2024	1097	Robson, Darci:Robson Clinic				12,420.98	
	INV						12/15/2025
12/15/2024	1098	Cook, Brian:Kitchen				1,636.69	
	INV						01/14/2026
12/15/2024	1100	Bristol, Sonya:Repairs				1,400.00	
	INV						01/14/2025
12/15/2024	42000	Natiello, Ernesto:Kitchen					13,560.39
	PMT						

ENDING BALANCE **94,407.93**

Buttons: Record, Restore

4. Close the register.

# Repeat a Sale

Many of the sales you make in your business are ones you repeat again and again. For example, you may have a standing monthly order from a customer, or you may perform essentially the same services for more than one client. QuickBooks lets you memorize sales forms so you don't have to retype the information. In fact, QuickBooks allows you to memorize a transaction so it is automated on a schedule if it's something that happens regularly in exactly the same way.



## Step-by-Step: Memorize the Invoice

1. Make sure you have the invoice you want to memorize displayed on your screen.
2. From the Main tab of the ribbon in the upper right of the task bar, choose **Memorize**. The Memorize Transaction window appears on top of the invoice.

ITEM	DESCRIPTION	QUANTITY	RATE	AMOUNT	TAX
Floor Plans	Floor plans			3,000.00	Non
Installation	Installation labor			9,000.00	Non
Labor	General Labor	30	50.00	1,500.00	Non
Removal	Removal labor	10	40.00	400.00	Non

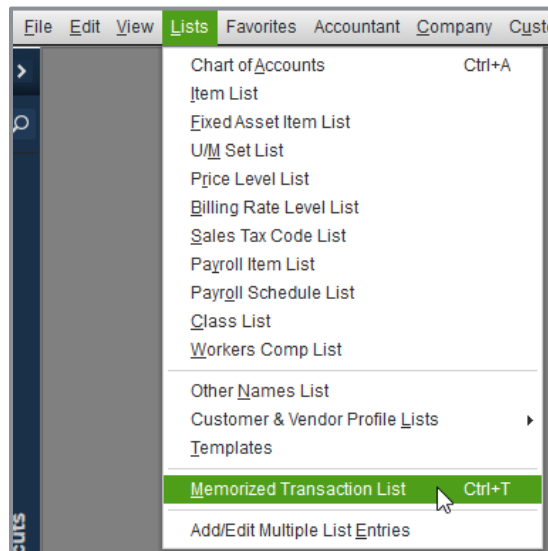
3. In the Name field, type a description that will help you recognize the memorized invoice or keep the default description QuickBooks has provided.
4. Click the radio button next to **Do Not Remind Me**.
5. Click **OK**. If your computer's sound is turned on, you'll likely hear a camera taking a picture.

- Close the Create Invoice, Accounts Receivable register and Chart of Accounts windows.



## Step-by-Step: Recall a Memorized Sale

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



TRANSACTION NAME	TYPE	SOURCE ACCOUNT	AMOUNT	FREQUENCY	AUTO	NEXT DATE
Overhead	General Journal	13100 - Pre-paid In...	675.00	Never		
Recurring Depr Entry - Monthly	General Journal	54000 - Job Expens...	19.60	Monthly	✓	12/31/2024
Remodel Example Invoice	Invoice	11000 - Accounts R...	13,900.00	Never		
Sergeant Insurance	Check	10100 - Checking	675.00	Monthly		01/15/2025

- Double-click the transaction you just added. Remember, this is just a snapshot copy of an invoice that you've memorized, not the original invoice. It is the beginning of a new invoice that already has some copied information from the original invoice.
- Make any necessary changes on this copy of the memorized invoice (such as the date or other details) before you save it.
- Click **Save & Close** to record the invoice.
- Press the **Esc** key to close the Memorized Transaction List.

## NOTES



# Create Batch Invoices

Batch invoices are a way to assemble a list of customers to whom you can send similar invoices all at once. This can be great for recurring service billing.



## Step-by-Step: Create a Batch Invoice

1. From the Customers menu, choose **Create Batch Invoices**.
2. Click **OK** to close the *Is your customer info set up correctly?* message.

**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
Abercrombie, Kristy	0.00	Net 30
Family Room	0.00	Net 30
Kitchen	0.00	Net 30
Patio	0.00	Net 30
Remodel Bathroom	0.00	Net 30
Allard, Robert	14,510.00	Net 15
Remodel	14,510.00	Net 15
Babcock's Music Shop	0.00	Net 15
Remodel	0.00	Net 15
Balak, Mike	0.00	Net 30
Utility Shed	0.00	Net 30

**BILLING GROUP**

[What is a billing group?](#)

**CUSTOMERS IN THIS GROUP**

3. In the *Look for* field, you can search for an item description.
4. Click **Search**.

- In the Billing Group field, enter a name for your batch. If you enter a name that does not exist, you will receive a prompt to set up this group.
- Highlight each client from the search results you wish to add to the Billing Group or you can click **Select All**. Use the **Add** button to add clients to your list.

The screenshot shows the 'Batch Invoice' dialog box at 'Step 1 of 3: Select a billing group or choose customers and click Next.' The interface includes a search section, a search results table, a billing group selection area, and a list of customers to be added.

**SEARCH**

Look for:  in:     Search within results

**Search Results**

NAME	BALANCE TO...	TERMS
Natiello, Ernesto	0.00	Net 30
Keenan, Bridget:Storage Shed	0.00	Net 30
Balak, Mike:Utility Shed	0.00	
Bristol, Sonya:Utility Shed	0.00	
Duncan, Dave:Utility Shed	0.00	
Dunn, Eric C.W.:Utility Shed	0.00	
Fomin, Slava:Utility Shed	0.00	
Jimenez, Cristina:Utility Shed	0.00	
Johnson, Gordon:Utility Shed	0.00	
Memeo, Jeanette:Utility Shed	0.00	Net 60
Overfield, David:Utility Shed	0.00	

**BILLING GROUP**

[What is a billing group?](#)

Billing group: Sheds

**CUSTOMERS IN THIS GROUP**

- Natiello, Ernesto
- Keenan, Bridget:Storage Shed
- Balak, Mike:Utility Shed
- Bristol, Sonya:Utility Shed
- Duncan, Dave:Utility Shed
- Dunn, Eric C.W.:Utility Shed
- Fomin, Slava:Utility Shed
- Jimenez, Cristina:Utility Shed
- Johnson, Gordon:Utility Shed
- Memeo, Jeanette:Utility Shed
- Overfield, David:Utility Shed

- Click **Save Group**.
- Click **Next**.





## Enter a New Item

Items are what we use on sales forms like estimates, sales orders, invoices and sales receipts. Items show the products/services that are sold and each item is mapped to one or more accounts in QuickBooks. Items can be mapped to one, two or three accounts, depending on the item setup.

- **One-sided items** - These items are used on *either* a sale *or* a purchase form, but not both. For example, if you sell consulting services, you may have an item named Consulting for use on your invoices. This item will be mapped to an income account to view on your Profit & Loss report. If this item (meant for sales transactions, in this example) were used on a purchase transaction, it would post a negative transaction to your income account.
- **Two-sided items** - These items are used on *both* a sale *and* a purchase form. The setup of these items allows you to post to an income account when used on a sales form and post to an expense account when used on a purchase form.
- **Three-sided items** - These items are used for inventory. The setup of these items allows you to purchase the item and receive it into your Inventory asset account (part 1). When you sell the inventory, the item posts to your Income account (part 2) and makes a Cost of Goods Sold entry (part 3).

In this section we will look at a one-sided item entry.



## Step-by-Step: Add a One-sided Item

- From the Lists menu, choose **Item List**.

NAME	DESCRIPTION	TYPE	ACCOUNT	TOTAL QUANTITY ON HAND	ON SALES ORDER	PRICE	ATT...
Plans	Plans	Service	40100 - Construction Income:40110 - Design Income			0.00	
Blueprint changes		Service	40100 - Construction Income:40110 - Design Income			0.00	
Blueprints	Blueprints	Service	40100 - Construction Income:40110 - Design Income			0.00	
Concrete Slab	Foundation slab - prep and pouring	Service	40100 - Construction Income:40130 - Labor Income			0.00	
Floor Plans	Floor plans	Service	40100 - Construction Income:40110 - Design Income			0.00	
Framing	Framing labor	Service	40100 - Construction Income:40130 - Labor Income			55.00	
Installation	Installation labor	Service	40100 - Construction Income:40130 - Labor Income			35.00	
Labor		Service	40100 - Construction Income:40130 - Labor Income			0.00	
Removal	Removal labor	Service	40100 - Construction Income:40130 - Labor Income			35.00	
Repairs	Repair work	Service	40100 - Construction Income:40130 - Labor Income			35.00	
Subs	Subcontracted services	Service	40100 - Construction Income:40150 - Subcontracted Labor Inco...			0.00	
Carpet	Install carpeting	Service	40100 - Construction Income:40150 - Subcontracted Labor Inco...			0.00	
Drywall	Install drywall	Service	40100 - Construction Income:40150 - Subcontracted Labor Inco...			0.00	
Duct Work	Heating & Air Conditioning Duct Work	Service	40100 - Construction Income:40150 - Subcontracted Labor Inco...			0.00	
Electrical	Electrical work	Service	40100 - Construction Income:40150 - Subcontracted Labor Inco...			0.00	
Insulating	Install insulation	Service	40100 - Construction Income:40150 - Subcontracted Labor Inco...			0.00	
Metal Work	Metal Work	Service	40100 - Construction Income:40150 - Subcontracted Labor Inco...			0.00	
Painting	Painting	Service	40100 - Construction Income:40150 - Subcontracted Labor Inco...			0.00	
Plumbing	Plumbing	Service	40100 - Construction Income:40150 - Subcontracted Labor Inco...			0.00	
Roofing	Roofing	Service	40100 - Construction Income:40150 - Subcontracted Labor Inco...			0.00	
Tile & Counter	Install tile or counter	Service	40100 - Construction Income:40150 - Subcontracted Labor Inco...			0.00	
Cabinets	Cabinets	Inventory Part	40100 - Construction Income:40140 - Materials Income	0		0.00	
Cabinet Pulls	Cabinet Pulls	Inventory Part	40100 - Construction Income:40140 - Materials Income	423		0.00	

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

NAME	DESCRIPTION	TYPE	ACCOUNT	TOTAL QUANTITY ON HAND	ON SALES ORDER	PRICE	ATT...
Plans	Plans	Service	40100 - Construction Income:40110 - Design Income			0.00	
Blueprint changes		Service	40100 - Construction Income:40110 - Design Income			0.00	
Blueprints	Blueprints	Service	40100 - Construction Income:40110 - Design Income			0.00	
Concrete Slab	Foundation slab - prep and pouring	Service	40100 - Construction Income:40130 - Labor Income			0.00	
Floor Plans	Floor plans	Service	40100 - Construction Income:40110 - Design Income			0.00	
Framing	Framing labor	Service	40100 - Construction Income:40130 - Labor Income			55.00	
Installation	Installation labor	Service	40100 - Construction Income:40130 - Labor Income			35.00	
Labor		Service	40100 - Construction Income:40130 - Labor Income			0.00	
Removal	Removal labor	Service	40100 - Construction Income:40130 - Labor Income			35.00	
Repairs	Repair work	Service	40100 - Construction Income:40130 - Labor Income			35.00	
Subs	Subcontracted services	Service	40100 - Construction Income:40150 - Subcontracted Labor Inco...			0.00	
Carpet	Install carpeting	Service	40100 - Construction Income:40150 - Subcontracted Labor Inco...			0.00	
Drywall	Install drywall	Service	40100 - Construction Income:40150 - Subcontracted Labor Inco...			0.00	
Duct Work	Heating & Air Conditioning Duct Work	Service	40100 - Construction Income:40150 - Subcontracted Labor Inco...			0.00	
Electrical	Electrical work	Service	40100 - Construction Income:40150 - Subcontracted Labor Inco...			0.00	
Insulating	Install insulation	Service	40100 - Construction Income:40150 - Subcontracted Labor Inco...			0.00	
Metal Work	Metal Work	Service	40100 - Construction Income:40150 - Subcontracted Labor Inco...			0.00	
Painting	Painting	Service	40100 - Construction Income:40150 - Subcontracted Labor Inco...			0.00	
Plumbing	Plumbing	Service	40100 - Construction Income:40150 - Subcontracted Labor Inco...			0.00	
Roofing	Roofing	Service	40100 - Construction Income:40150 - Subcontracted Labor Inco...			0.00	
Tile & Counter	Install tile or counter	Service	40100 - Construction Income:40150 - Subcontracted Labor Inco...			0.00	
Cabinets	Cabinets	Inventory Part	40100 - Construction Income:40140 - Materials Income	0		0.00	
Cabinet Pulls	Cabinet Pulls	Inventory Part	40100 - Construction Income:40140 - Materials Income	423		0.00	

- In the New Item window, choose an item type (e.g., **Service** as in the screen capture below), from the **Type** drop-down list.



**IMPORTANT:** 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.

- Assign an item name or number in the Item Name/Number field.
- In the Description field, enter the default information you would like to appear when this item is used on a form. (This information can be overwritten on any individual transaction.)
- You can assign a standard per unit selling price in the Rate field.
- In the Tax Code field, assign a standard taxable or non-taxable code.



**IMPORTANT:** Items marked as Non-taxable in the setup will not accrue sales tax on sales forms. See the Sales Tax training section for additional information.

- In the Account field, choose the appropriate Income account to post to when this item is used on sales forms.
- Click **OK** to add the new item to the Item List.
- Close the Item List.

## Create New Price Levels

For each price level you create, you assign a name and percentage increase or decrease to the item's base or standard sales price. You can create up to 100 price levels in QuickBooks Pro and Premier to use on invoices, sales receipts, estimates and credit memos. To enable price levels in a company, click **Edit → Preferences → Sales & Customers → Company Preferences → Enable Price Levels**.



### Step-by-Step: Create a New Price Level

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

NAME	TYPE	DETAILS
Commercial	Fixed %	-10.0%
Industrial	Fixed %	-15.0%
Residential	Fixed %	-5.0%
Door Replacement Special	Per Item	varies per item
Kitchen Upgrade Package	Per Item	varies per item
Pretell Real Estate Rates	Per Item	varies per item

2. From the Price Level menu button, choose **New**.
3. In the Name field, enter a name for the price level.
4. From the Type drop-down list, select **Fixed %** or **Per Item**. This setting determines if you have a fixed markup/discount or if you would like to set up custom prices per item. (Per Item Price Levels are not available in QuickBooks Desktop Pro.)
5. Set your rounding parameters.
6. Click **OK**.
7. Close the Price Level List.



# Associate 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.



## Step-by-Step: Associate a Price Level with a Customer

1. Open the Customer Center.
2. In the Customers & Jobs List, select the customer whose price level you wish to set.
3. Double-click on the customer name to open the customer detail page.
4. Click the **Payment Settings** tab.
5. From the Price Level drop-down list, choose the price level you want to associate with the customer.

The screenshot shows the 'Edit Customer' window for 'Lew Plumbing - C'. The 'Payment Settings' tab is active, and the 'PRICE LEVEL' dropdown menu is open, with 'Commercial' selected. The 'CREDIT CARD INFORMATION' section is visible, showing a credit card number, expiration date, name on card, address, and ZIP code. The 'ONLINE PAYMENTS' section has checkboxes for 'Credit Card' and 'Bank Transfer'. The 'Customer is inactive' checkbox is checked. Buttons for 'OK', 'Cancel', and 'Help' are at the bottom right.

6. 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. However, you will still have the opportunity to select the base or standard price, or any of the other prices associated with other price levels, for each item (by clicking on the drop-down next to the rate that appears). You will also be able to overwrite the price altogether and enter a custom price for this sales form. See the next section, *Assign Special Prices to Individual Line Items*, for situations in which you might want to use this feature.

## NOTES

## Assign Special Prices to Individual Line Items

In addition to associating price levels with customers, you can also use other price levels and special prices on an individual basis on sales forms. Some examples of when you might want to do this are:

- You've associated a price level with a customer but want to charge the base sales price for an item on a 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
- A customer has negotiated a special one-time-only price with you on specific items



### Step-by-Step: Apply a Price to a Single Line Item

1. In a sales form with line items click in the **Rate** column and select the price level you want to use from the drop-down list that displays (or you can enter your own price for that item, even if it is not in the drop-down list).
2. When you move out of that field on the form QuickBooks recalculates the amount and balance due.

### NOTES

# Use the Income Tracker

The Income Tracker Center helps you manage collecting payments from your customers. It lists all overdue and nearly-due invoices in a single place, as well as unbilled estimates. You can send email reminders to one customer or many customers, and it tracks customer notes about your collection efforts.



## Step-by-Step: Review Overdue and Nearly-Due Payments for All Customers

1. From the Customers menu, select **Income Tracker** (or open the **Customer Center** and click on **Income Tracker**).
2. Click on any of the money bar's colored tabs on the top to filter the information, if desired.

The screenshot shows the QuickBooks Income Tracker interface. At the top, there is a summary bar with four colored tabs: UNBILLED (blue), UNPAID (orange), OVERDUE (red), and PAID (green). Below this is a table of invoices with columns for CUSTOMER, TYPE, NUMBER, DATE, DUE DATE, AMOUNT, OPEN BALANCE, LAST SENT DATE, STATUS, and ACTION.

CUSTOMER	TYPE	NUMBER	DATE	DUE DATE	AMOUNT	OPEN BALANCE	LAST SENT DATE	STATUS	ACTION
Balak, Mike Utility Shed	Invoice	1103	1/01/25	1/31/25	100.00	100.00		Pending	Open
Bristol, Sonya Utility Shed	Invoice	1104	1/01/25	1/31/25	100.00	100.00		Pending	Open
Duncan, Dave Utility Shed	Invoice	1105	1/01/25	1/31/25	100.00	100.00		Pending	Open
Dunn, Eric C.W. Utility Shed	Invoice	1106	1/01/25	1/31/25	100.00	100.00		Pending	Open
Fomin, Slava Utility Shed	Invoice	1107	1/01/25	1/31/25	100.00	100.00		Pending	Open
Jimenez, Cristina Utility Shed	Invoice	1108	1/01/25	1/31/25	100.00	100.00		Pending	Open
Johnson, Gordon Utility Shed	Invoice	1109	1/01/25	1/31/25	100.00	100.00		Pending	Open
Keenan, Bridget Storage Shed	Invoice	1102	1/01/25	1/31/25	100.00	100.00		Pending	Open
Memo, Jeanette Utility Shed	Invoice	1110	1/01/25	3/02/25	100.00	100.00		Pending	Open
Natiello, Ernesto	Invoice	1101	1/01/25	1/31/25	100.00	100.00		Pending	Open
Overfield, David Utility Shed	Invoice	1111	1/01/25	1/31/25	100.00	100.00		Pending	Open
Ruff, Bryan Utility Shed	Invoice	1112	1/01/25	1/31/25	100.00	100.00		Pending	Open
Bristol, Sonya Repairs	Invoice	1100	12/15/24	1/14/25	1,400.00	1,400.00		Open	Open
Cook, Brian Kitchen	Invoice	1098	12/15/24	1/14/25	1,636.69	1,636.69		Open	Open
Morgenthaler, Jenny Room Addition	Sales Order	7003	12/15/24	1/14/25	271.53	271.53		Open	Open
Robson, Darci Robson Clinic	Invoice	1097	12/15/24	12/15/25	12,420.98	12,420.98		Open	Open
Lew Plumbing - C-Storage Expansion	Invoice	1093	12/12/24	1/11/25	220.00	220.00		Open	Open
Cook, Brian Kitchen	Invoice	FC 6	12/11/24	1/10/25	5.95	5.95		Open	Open
Campbell, Heather Remodel	Invoice	1092	12/10/24	12/25/25	13,900.00	13,900.00		Open	Open
Pretell Real Estate 155 Wilks Blvd.	Invoice	1090	12/10/24	1/09/25	1,715.00	1,715.00		Open	Open
Violette, Mike Workshop	Invoice	1089	12/05/24	2/03/25	5,732.23	4,732.23		Open	Open
Eckler Designs Office Repairs	Invoice	1086	11/30/24	12/30/25	1,468.30	1,468.30		Open	Open
Teschner, Anton Sun Room	Invoice	1085	11/28/24	12/13/25	8,305.95	595.95		Open	Open
Burch, Jason Room Addition	Invoice	1083	11/25/24	12/25/25	1,005.00	1,005.00		Open	Open
Cook, Brian 2nd story addition	Invoice	1081	11/25/24	12/25/25	5,418.00	5,418.00		Open	Open
Cook, Brian Kitchen	Invoice	1080	11/25/24	12/25/25	1,636.69	1,636.69		Open	Open
Jacobsen, Doug Kitchen	Invoice	1082	11/25/24	12/25/25	4,725.00	2,320.00		Open	Open

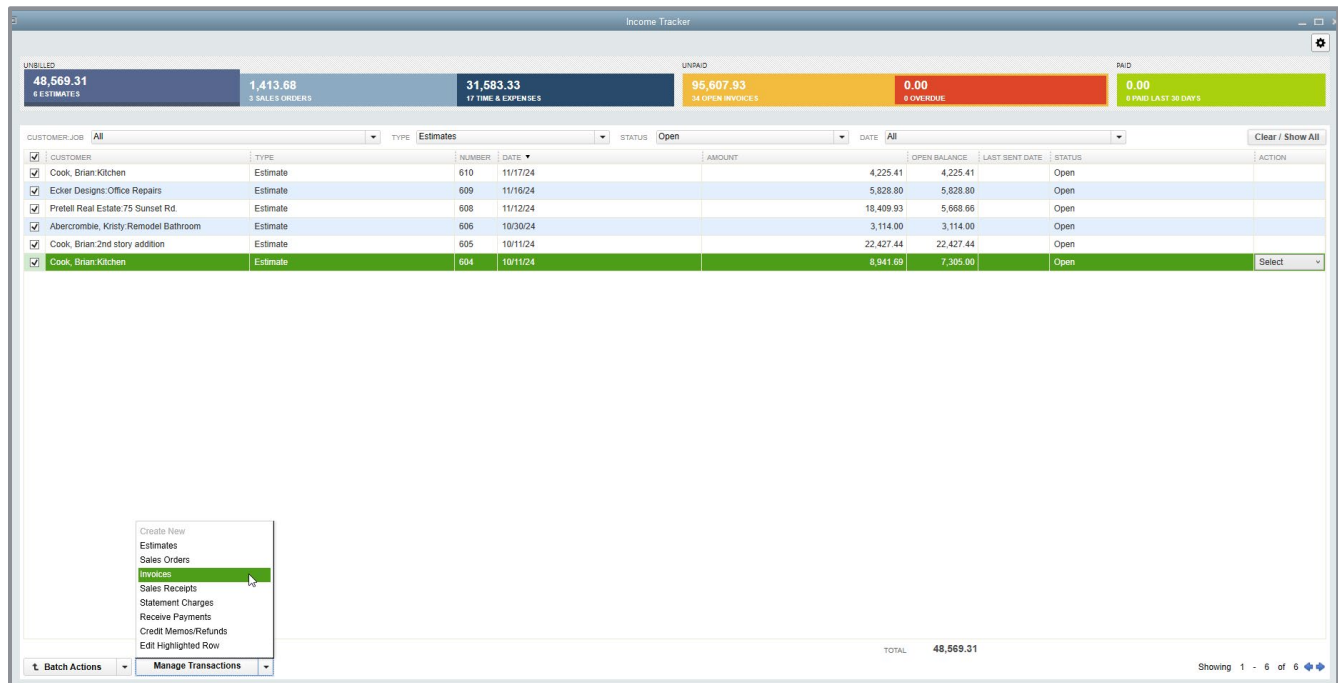
3. Click on the down-facing arrow next to **Select** in the Action column for a list of actions you can take on each line.
4. In the Unbilled section (the left half) of the money bar, click on the colored tab for **Estimates**. These are open estimates that can be turned into invoices by using the Action field.

- Place checkmarks in the boxes in the far left column next to each estimate (or one checkmark in the top box to indicate you are choosing all of them). Click on **Batch Actions** at the bottom which, in this case, enables you to batch email them or mark them inactive.

The screenshot shows the 'Income Tracker' window in QuickBooks. At the top, there are summary boxes for UNPAID (48,569.31), UNPAID (1,413.68), UNPAID (31,583.33), UNPAID (95,607.93), UNPAID (0.00), and PAID (0.00). Below this is a table of estimates with columns for CUSTOMER, TYPE, NUMBER, DATE, AMOUNT, OPEN BALANCE, LAST SENT DATE, STATUS, and ACTION. Five estimates are listed, all with a status of 'Open'. A 'Batch Actions' menu is open at the bottom left, with 'Batch Email' highlighted. The bottom right shows a total of 48,569.31 and 'Showing 1 - 6 of 6'.

CUSTOMER	TYPE	NUMBER	DATE	AMOUNT	OPEN BALANCE	LAST SENT DATE	STATUS	ACTION
<input checked="" type="checkbox"/> Cook, Brian Kitchen	Estimate	610	11/17/24		4,225.41	4,225.41	Open	Select
<input checked="" type="checkbox"/> Ecker Designs Office Repairs	Estimate	609	11/16/24		5,828.80	5,828.80	Open	
<input checked="" type="checkbox"/> Pretell Real Estate 75 Sunset Rd.	Estimate	608	11/12/24		18,409.93	5,668.66	Open	
<input checked="" type="checkbox"/> Abercrombie, Kristy Remodel Bathroom	Estimate	606	10/30/24		3,114.00	3,114.00	Open	
<input checked="" type="checkbox"/> Cook, Brian 2nd story addition	Estimate	605	10/11/24		22,427.44	22,427.44	Open	
<input checked="" type="checkbox"/> Cook, Brian Kitchen	Estimate	604	10/11/24		8,941.89	7,305.00	Open	

- The Manage Transactions button at the bottom left enables you to launch a new customer-related transaction such as a new invoice or estimate, or to edit the currently highlighted row.



- Close the Income Tracker.

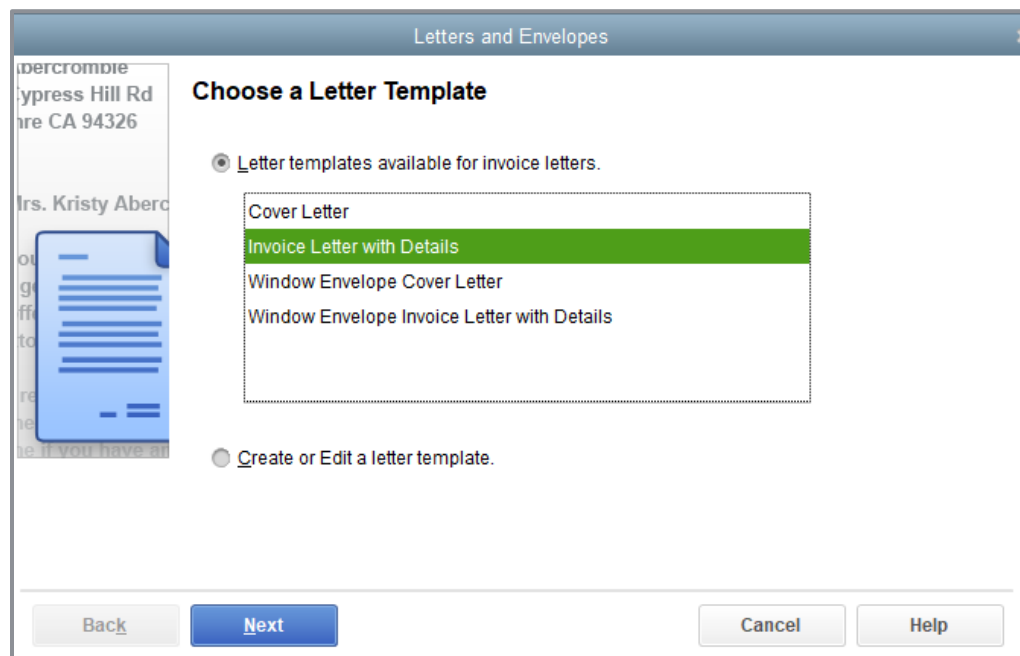
## NOTES

# Create Single Invoice Letters



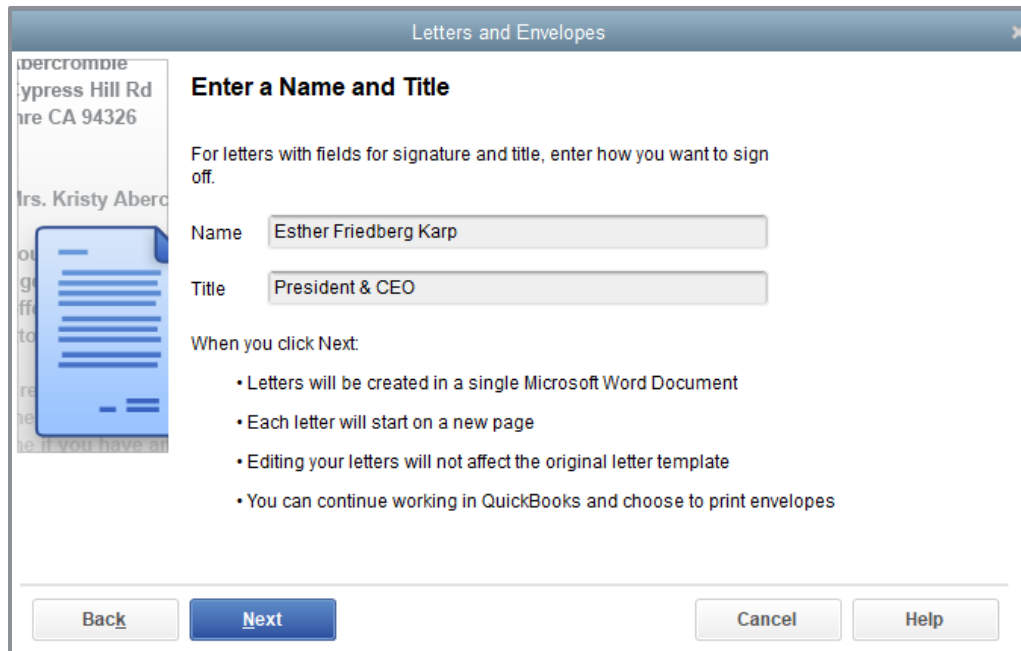
## Step-by-Step: Create an Invoice Letter

1. From the Reports menu, choose **Customers & Receivables**, then choose **Open Invoices** from the submenu.
2. In the on-screen Open Invoices report, double-click the open invoice for which you would like to send a letter.
3. Under the Send/Ship tab of the ribbon at the top, click the **Prepare Letter** icon to display the drop-down list.
4. Select **Prepare Letter**. If QuickBooks prompts you to find letters, click **Copy**.
5. Choose the type of letter you wish to create.



6. Click **Next**.

7. Enter the appropriate name and title for the letter signature.



Letters and Envelopes

**Enter a Name and Title**

For letters with fields for signature and title, enter how you want to sign off.

Name

Title

When you click Next:

- Letters will be created in a single Microsoft Word Document
- Each letter will start on a new page
- Editing your letters will not affect the original letter template
- You can continue working in QuickBooks and choose to print envelopes

8. Click **Next**.



9. In the next screen, indicate whether you wish to print envelopes as well. If you wish only to print a letter, select **Cancel**.

Rock Castle Construction  
1735 County Road  
Bayshore, CA 94326

December 15, 2024

Robert Allard  
92834 Chandler St.  
Millbrae, CA 94030

Dear Amanda,

This table summarizes your current invoice activity. Please review this information and let us know if you have any questions.

Invoice Job	Remodel
Invoice Number	1058
Invoice Date	09/12/2024
Invoice Due Date	09/27/2025
Invoice Amount	\$14,510.00
Invoice Balance	\$14,510.00

Itemized charges are shown below:

Item	Description	Qty	Rate	Amount	Tax
Floor Plans	Floor plans	21	150.00	3,150.00	Non
Installation	Installation labor	154	60.00	9,240.00	Non
Labor	General Labor	32	50.00	1,600.00	Non
Removal	Removal labor	13	40.00	520.00	Non

Thank you for choosing Rock Castle Construction. We hope to work with you again in the future.

Sincerely,

Esther Friedberg Karp  
President & CEO  
Rock Castle Construction

10. You can choose to print the letter (and envelope) from Microsoft Word® if you wish.
11. From the Window menu, choose **Close All**.

## NOTES

# Generate Reminder Statements

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

Reminder statements are different from other forms in QuickBooks such as invoices, sales receipts or checks in that they are not transactions; you can think of them as reports for your customers. Furthermore, because QuickBooks already has all the information you need to create reminder statements, you don't have to fill them out. Instead, you review the information that will appear on each statement, decide whether to add finance charges, and generate them.



## Step-by-Step: Generate Reminder Statements

1. Under the Company menu item click **Home** to display the Home page, then click **Statements** (or from Customers, select **Create Statements**).

2. For Statement Date, enter the date you want to appear on the statement.

- Set your statement period in the Statement Period From/To fields or select **All open transactions as of statement date**.
- In the Select Customers section, choose how you would like to create the statements. Select additional options as they apply. Click **Assess Finance Charges** if you would like to add finance charges to the statements. (If you want to assess finance charges without sending out statements, you can click on **Customers** → **Assess Finance Charges** or access the **Finance Charges** icon from the Home page.)

**CREATE STATEMENTS**

**SELECT STATEMENT OPTIONS**

Statement Date: 12/15/2024

Statement Period From: 11/16/2024 To: 12/15/2024

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 statements by billing address zip 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...**

Preview Print E-mail Close Help

5. Enter an assessment date in the next window (the Assess Finance Charges window) if applicable. Click **Assess Charges**.

Assess Finance Charges

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

Assessment Date: 12/15/2024

Finance Charge: Finance Charge

Customize

ASS...	LAST FC	CUSTOMER	OVERDUE BAL.	FINANCE CHARGE
		Allard, Robert	0.00	
✓		Remodel	14,510.00	373.68
		Burch, Jason	0.00	
✓		Room Addition	1,005.00	5.51
		Campbell, Heather	0.00	
✓		Remodel	13,900.00	19.04
		Cook, Brian	0.00	
✓		2nd story addition	5,418.00	29.69

Mark All Unmark All  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.

Settings... Collection History **Assess Charges** Cancel

- Back in the Create Statements window, click **Preview**. Those statements which reflect finance charges will have a listing with "INV #FC" in the statement.

Rock Castle Construction 1735 County Road Bayshore, CA 94326			<b>Statement</b>		
			Date 12/15/2024		
To: Bnan K. Cook 345 Chary Lane Middlefield CA 94482					
			Amount Due \$9,432.02	Amount Enc.	
U/M	Date	Transaction	Amount	Balance	
	11/15/2024	Balance forward		11,590.71	
		2nd story addition-			
	11/25/2024	INV #1081. Due 12/25/2025.	\$ 418.00	17,008.71	
	11/25/2024	PMT	-4,085.30	12,923.41	
	12/15/2024	INV #FC 124. Due 12/15/2024. Finance Charge	29.69	12,953.10	
		Kitchen-			
	11/25/2024	INV #1080. Due 12/25/2025.	1,636.69	14,589.79	
	11/25/2024	PMT	-2,580.00	12,009.79	
	11/25/2024	PMT	-4,225.41	7,784.38	
	12/11/2024	INV #FC 6. Due 01/10/2026. Finance Charge	5.95	7,790.33	
	12/15/2024	INV #1098. Due 01/14/2026.	1,636.69	9,427.02	
	12/15/2024	INV #FC 125. Due 12/15/2024. Finance Charge	5.00	9,432.02	
CURRENT	1-30 DAYS PAST DUE	31-60 DAYS PAST DUE	61-90 DAYS PAST DUE	OVER 90 DAYS PAST DUE	Amount Due
9,432.02	0.00	0.00	0.00	0.00	\$9,432.02

- Click **Close**.
- Close the Create Statements window.

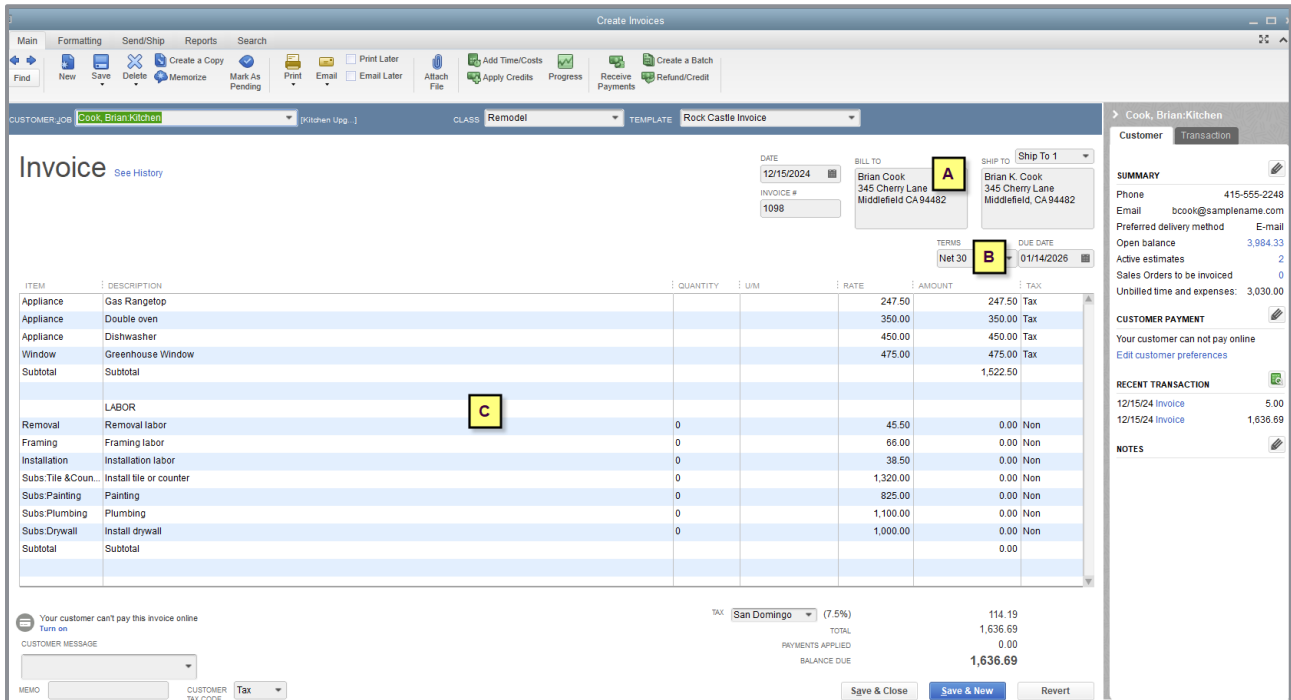
**NOTES**

## Enter Sales Information – Review Questions

1. When receiving payment at the time of sale, you create a \_\_\_\_\_ in QuickBooks.
2. When customers are returning items, you record the return on a \_\_\_\_\_.
3. In QuickBooks you can record payments by customers made using which of the following?
  - a. Cash
  - b. Check
  - c. Credit card
  - d. All of the above
4. True or false: QuickBooks lets you save sales forms as PDF files.
  - a. True
  - b. False
5. If you regularly invoice a customer for similar items or services, you can \_\_\_\_\_ the invoice to save time.

6. From which list (or lists) does QuickBooks get the information for A, B and C in the graphic below?

- a. \_\_\_\_\_
- b. \_\_\_\_\_
- c. \_\_\_\_\_



7. List the item types used in the line item area of the invoice above.

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8. On which of the following can you not use price levels?

- a. Invoices
- b. Sales receipts
- c. Credit memos
- d. Purchase orders

9. QuickBooks Pro allows you to assign price levels or special prices to which of the following?
- a. Specific customers
  - b. Individual line items on sales forms
  - c. Both a and b
  - d. None of the above
10. If a wood door's base price is \$120.00 and you set the rounding option to 1.00 minus .11 for a certain price level, what price might appear on an invoice for the wood door if that price level is used?
- a. \$120.11
  - b. \$120.89
  - c. \$119.89
  - d. \$119.11
11. Which of the two methods described in this lesson for providing customers with information about overdue invoices allows you to assess finance charges?
- a. \_\_\_\_\_
  - b. \_\_\_\_\_



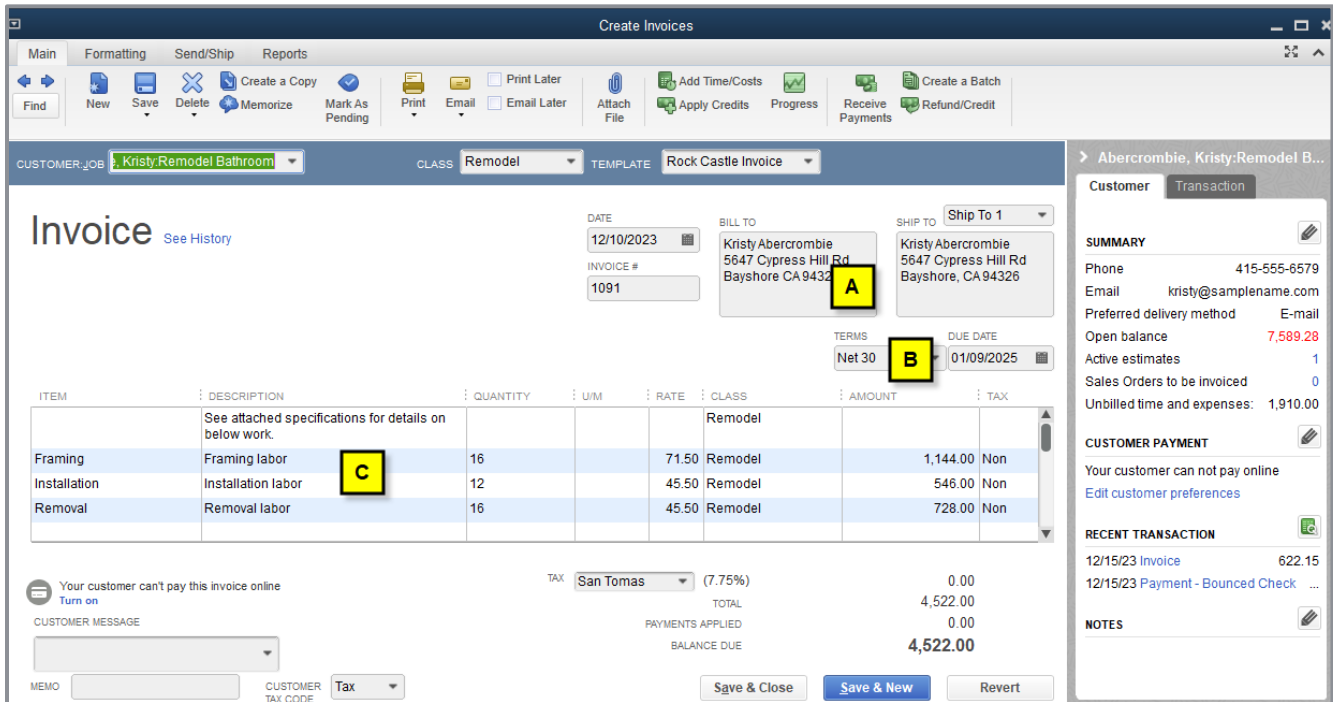
## Review Activities

1. Create an invoice for Rock Castle Construction that uses the new Repairs:Plumbing line item. Create the invoice for a new customer by adding information to the Customer list on the fly.
2. Filling out a sales receipt is similar to filling out an invoice form. Create a sales receipt for the customer Rock Castle Construction and select the **Undeposited Funds** option. (You need to select this option only if the preference to use that account as the default deposit to account is not set.) After you create the sales receipt, open the **Undeposited Funds** account register to see the transaction QuickBooks created automatically.
3. Create a new price level for Rock Castle Construction for their January sales event. You want all the prices to be 10% off and rounded to the nearest \$.95. Then create an invoice and add some items. Apply the January sales event price level and see the effect on the price. How would you change the price level so all prices are rounded to the nearest \$.49?

## Answers to Review Questions

1. When receiving payment at the time of sale, you create a *sales receipt* in QuickBooks.
2. When customers are returning items, you record the return on a *credit memo*.
3. In QuickBooks you can record payments received from customers using which of the following?
  - a. Cash
  - b. Check
  - c. Credit card
  - d. ✓ *All of the above*
4. True or false: QuickBooks lets you save sales forms as PDF files.
  - a. ✓ *True*
  - b. False
5. If you regularly invoice a customer for similar items or services, you can *memorize* the invoice to save time.

6. From which list (or lists) does QuickBooks get the information for A, B and C in the graphic below?
- Customers & Jobs List
  - Customers & Jobs List (if associated terms with the customer); Terms List
  - Item List



7. List the item types used in the line item area of the invoice above.

Service

8. On which of the following can you not use price levels?
- Invoices
  - Sales receipts
  - Credit memos
  - ✓ Purchase orders

9. QuickBooks Pro allows you to assign price levels or special prices to which of the following?
- a. Specific customers
  - b. Individual line items on sales forms
  - c. ✓ *Both a and b*
  - d. None of the above
10. If a wood door's base price is \$120.00 and you set the rounding option to 1.00 minus .11 for a certain price level, what price might appear on an invoice for the wood door if that price level is used?
- a. \$120.11
  - b. \$120.89
  - c. ✓ *\$119.89*
  - d. \$119.11
11. Which of the two methods for providing customers with information about overdue invoices allows you to assess finance charges?
- a. *Invoice letters*
  - b. ✓ *Reminder statements*