AN INTRODUCTION TO QUICKBOOKS ONLINE

Getting Started Guide

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Notice to Readers

TABLE OF CONTENTS

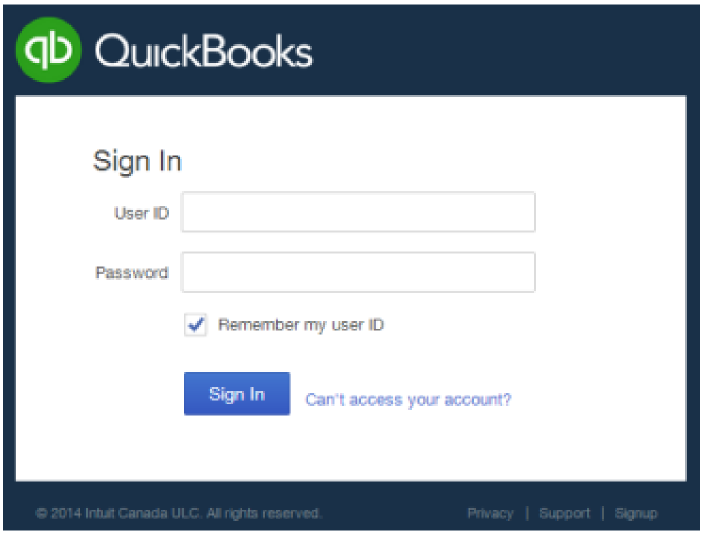
NAVIGATING QUICKBOOKS ONLINE

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.

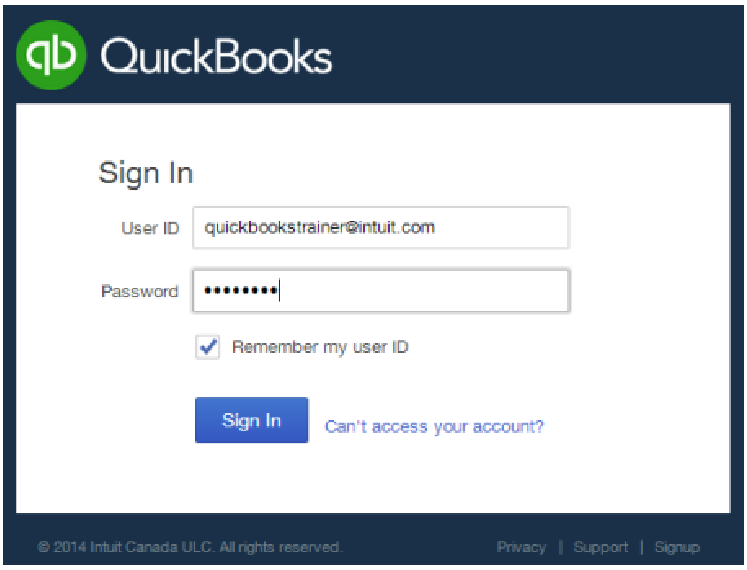
NOTE: *QuickBooks Online works best in a Chrome browser, but it also works with Firefox. It's useful to bookmark your login page and memorize your login username so it's easy to login anytime on your same computer, tablet or laptop device.*

TAKE THE QUICKBOOKS ONLINE TOUR

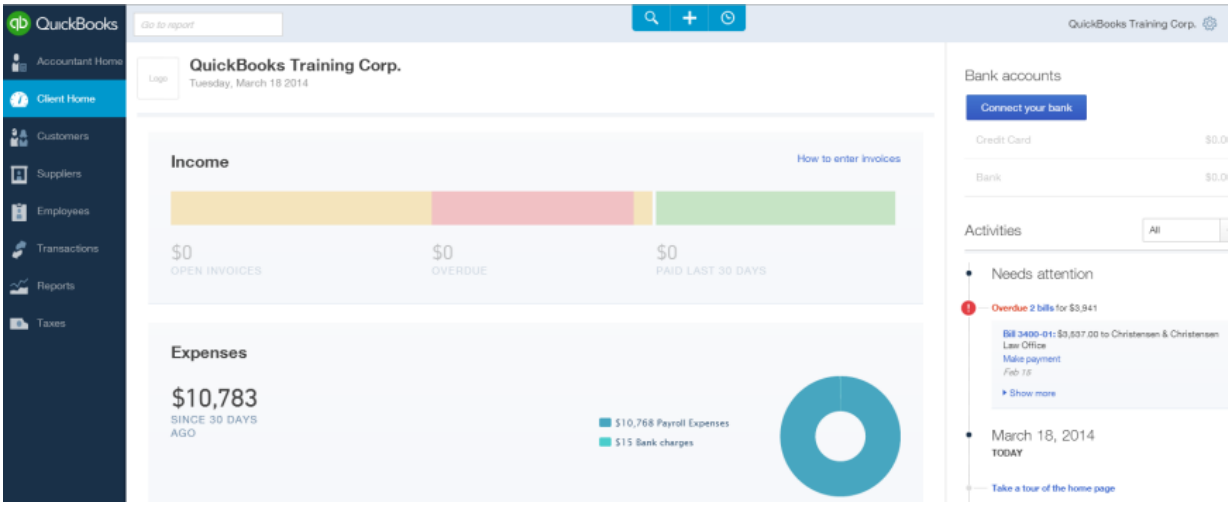
1. Sign into QuickBooks Online at ca.qbo.intuit.com



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

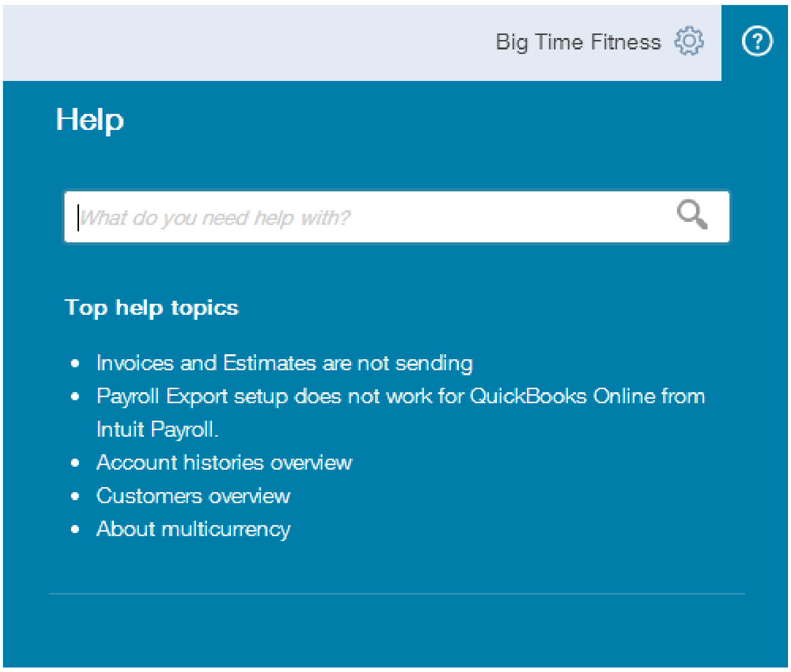


3. The **Home Page** displays a summary of key information and provides links to resources to help you get the most out of QuickBooks Online.

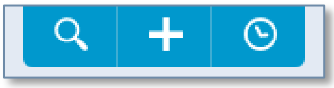


4. The **Company** menu is located in the top right corner of your QuickBooks Online screen, and is accessed by clicking your **company name** or the **gear** icon next to it.

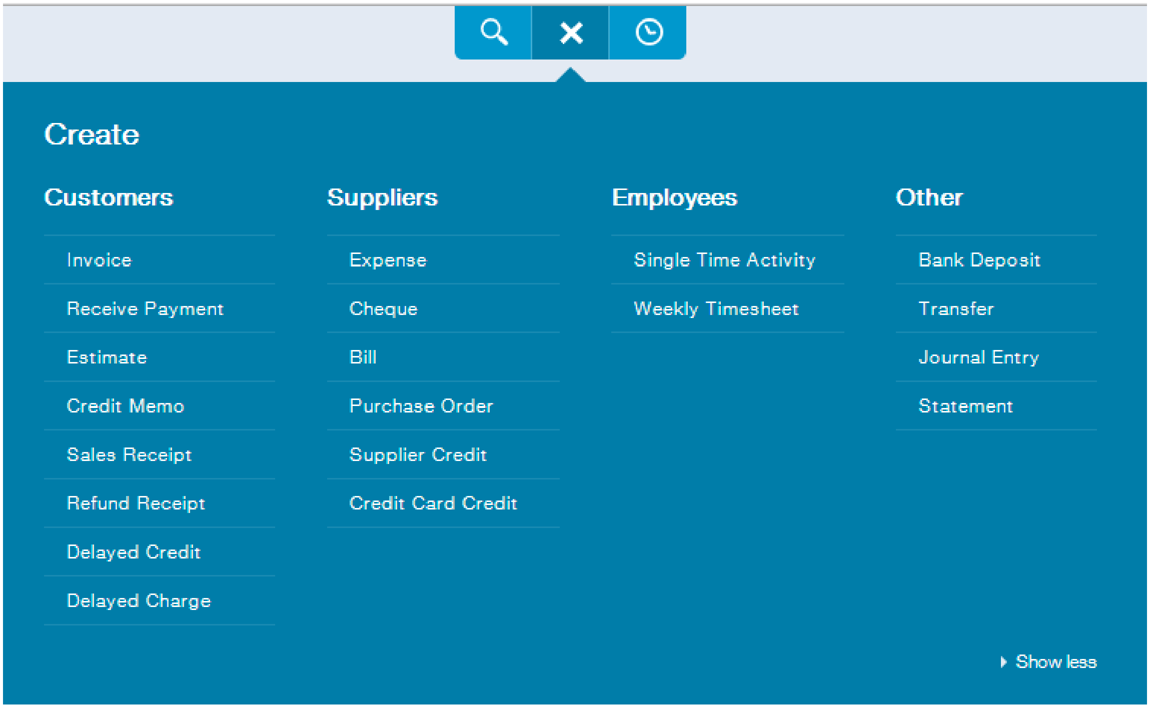
5. To access the **Help** function, click on the **question mark** next to the company menu in the top right corner.



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.



- **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

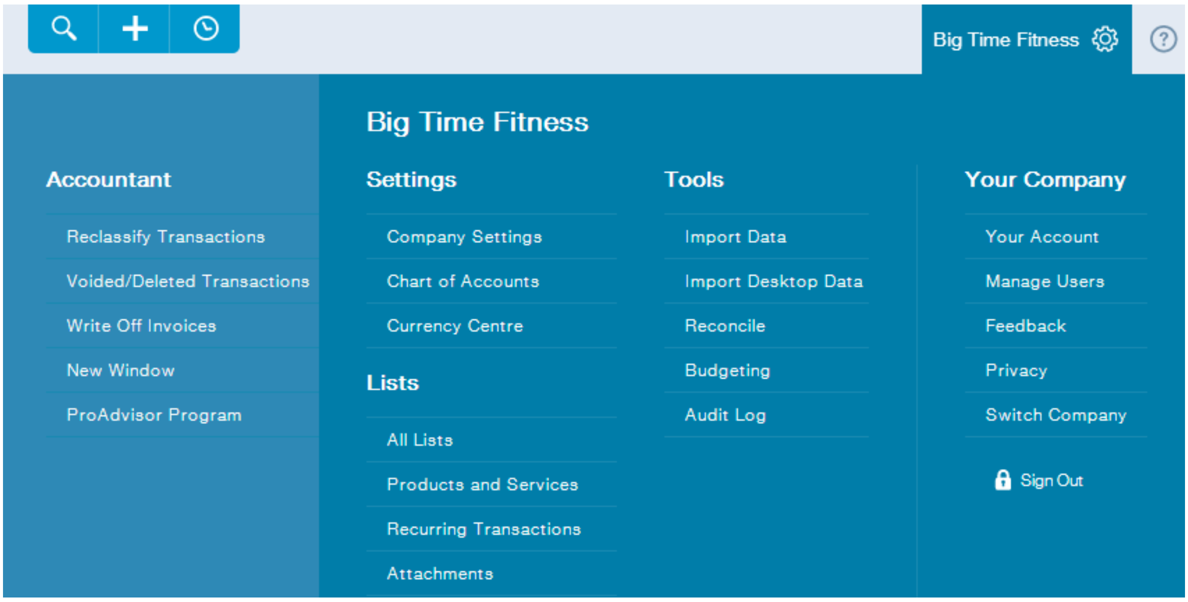
The Company Settings feature is designed to allow you to customize QuickBooks Online to your specific business requirements and uses.

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.

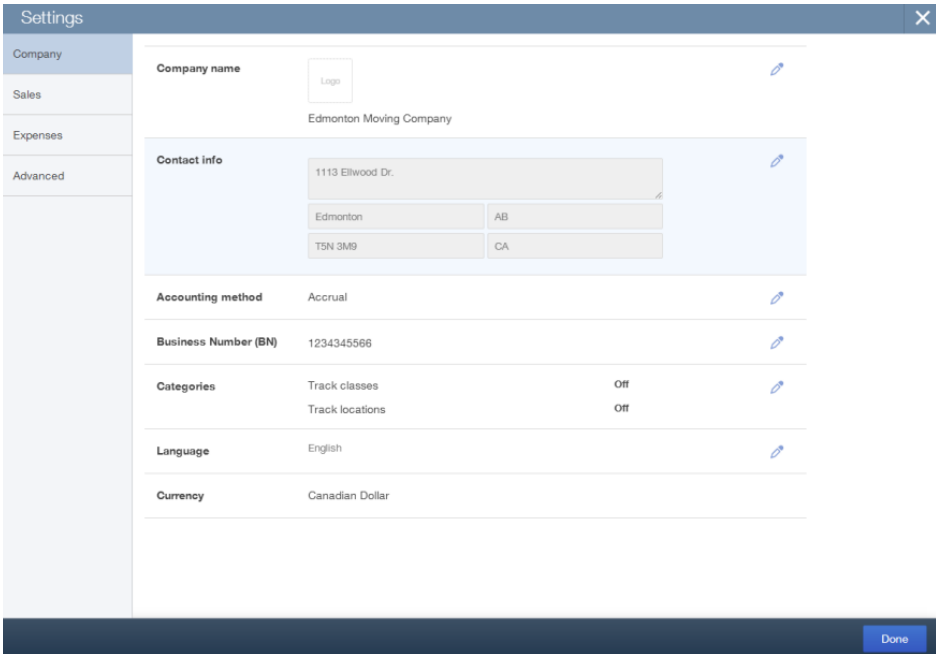
NOTE: *The features and screen captures shown here are those available in QuickBooks Online Plus. Some features are not available in QuickBooks Online Simple Start or Essentials.*

COMPANY SETTINGS

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

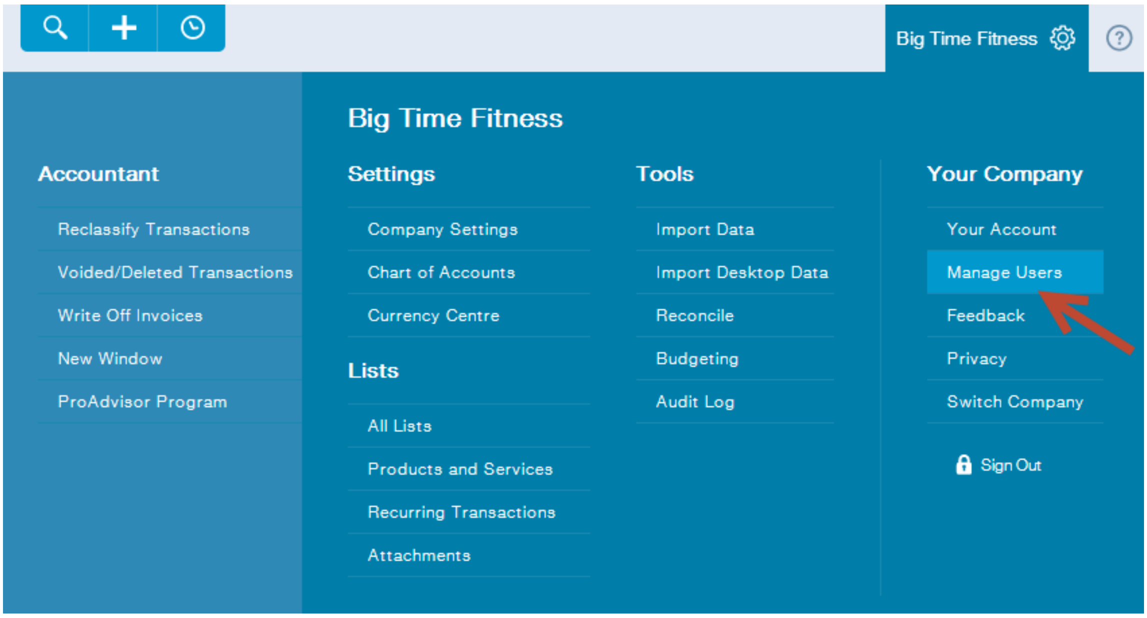


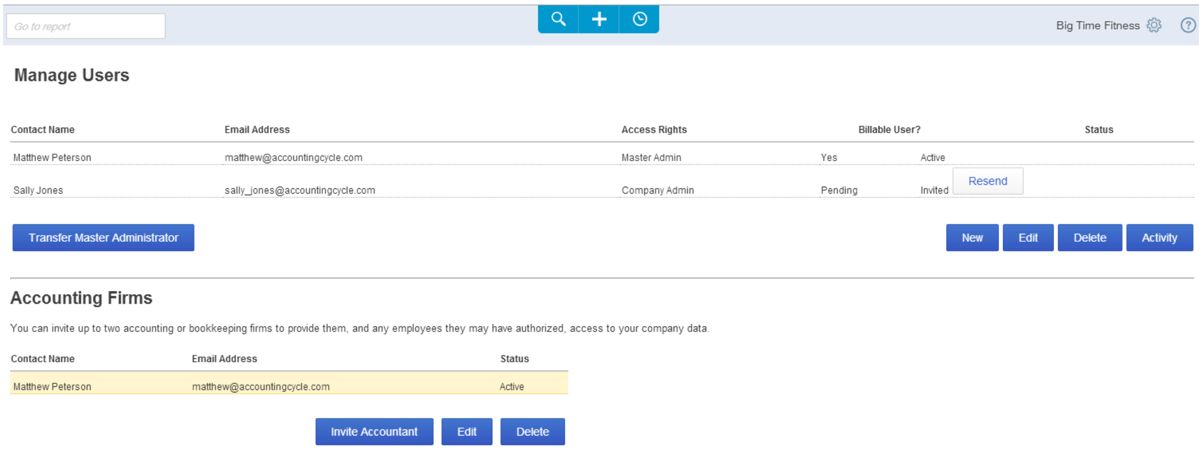
You can edit any of the company settings by clicking on the option and making your change. Once complete, click **Done** to update your information.



MANAGE USERS

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



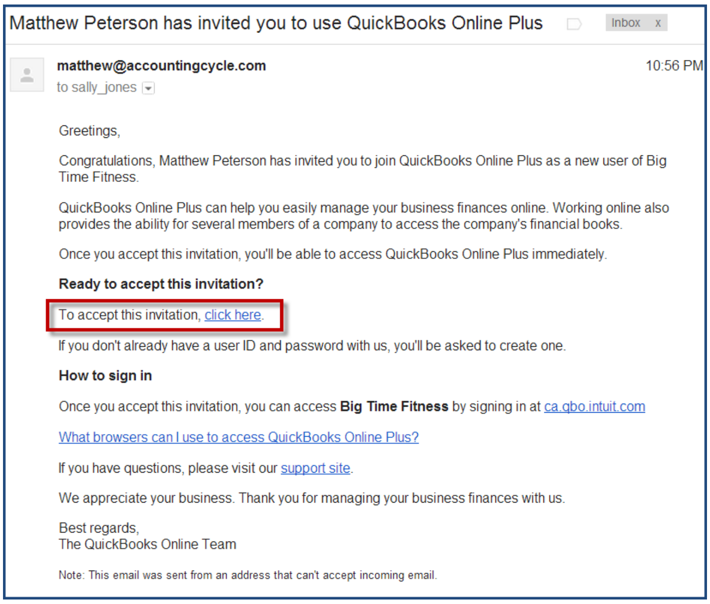


To set up new users, select **New** in the upper right side of the screen. You will be asked to enter the name and email address. An email invitation with a link to your company file is sent automatically to anyone who you invite. New users must accept the invitation to gain access to your company file.

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

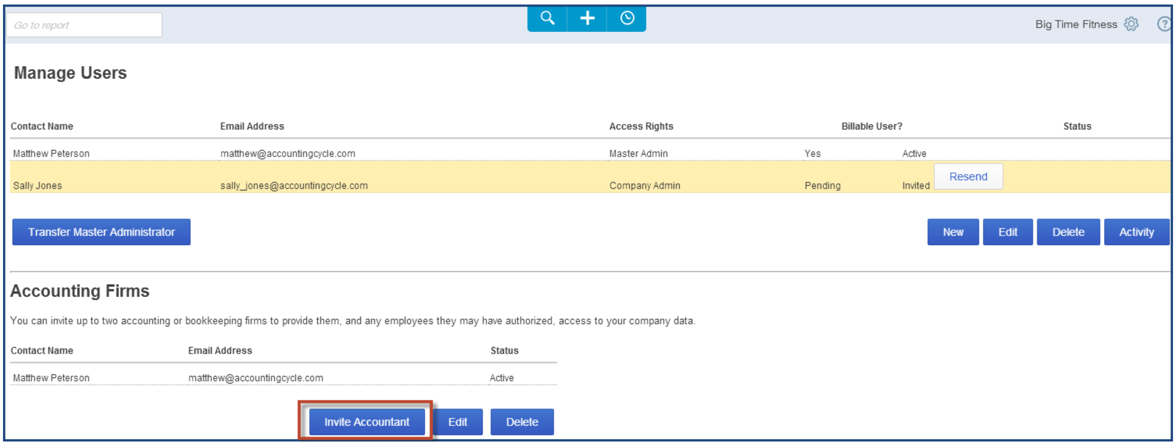
- **Time tracking user** – gives access to specific employees to create and enter their time spent on jobs done for your customers



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.

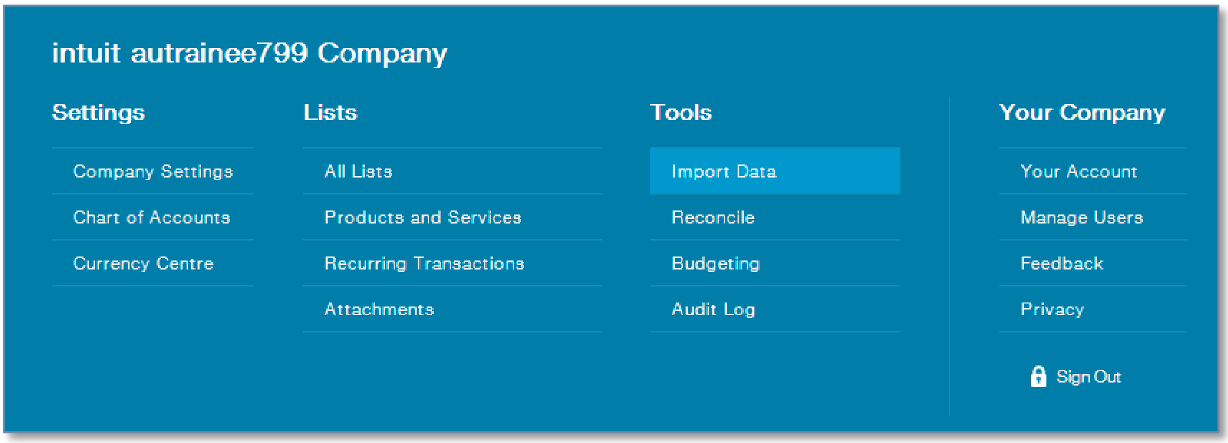


IMPORTING YOUR DATA

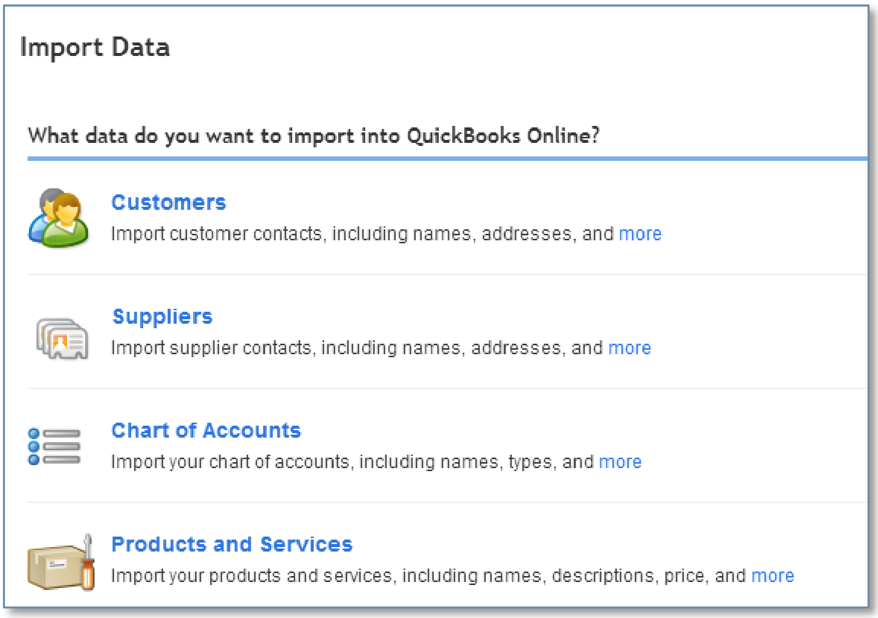
If you are currently using QuickBooks desktop or another accounting software program you can import list information into QuickBooks Online from Microsoft Excel.

To import a list:

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



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

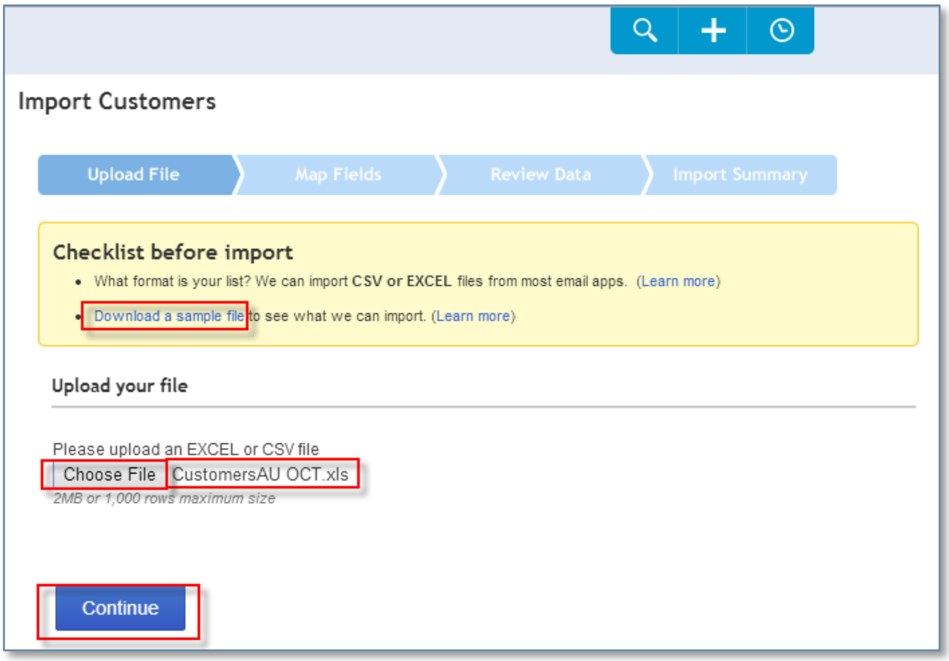


CUSTOMERS

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).*

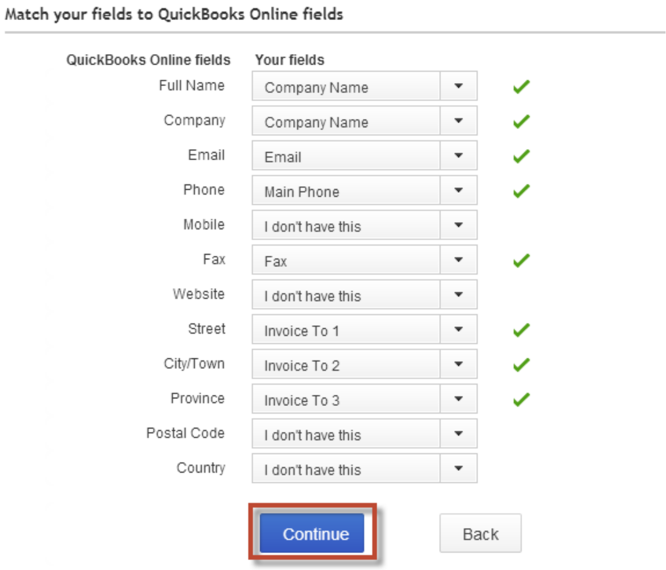
To import your customer's data:

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.

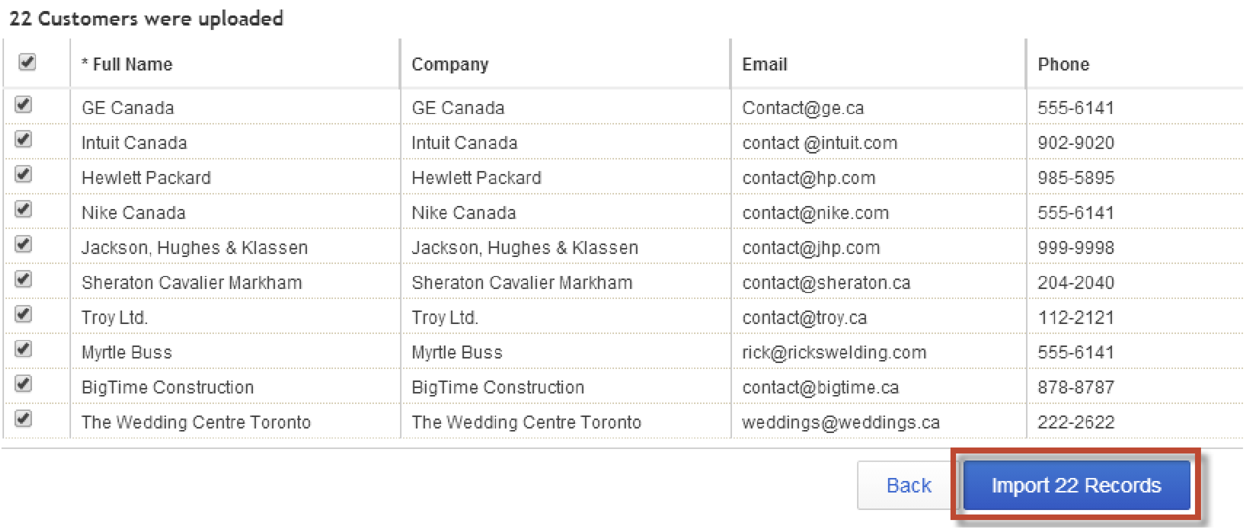


4. Once the import file is chosen, select **Continue**.
5. Review the fields (columns from import file) to ensure they are matched correctly with QuickBooks Online fields for Customers.

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**.



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

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

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.

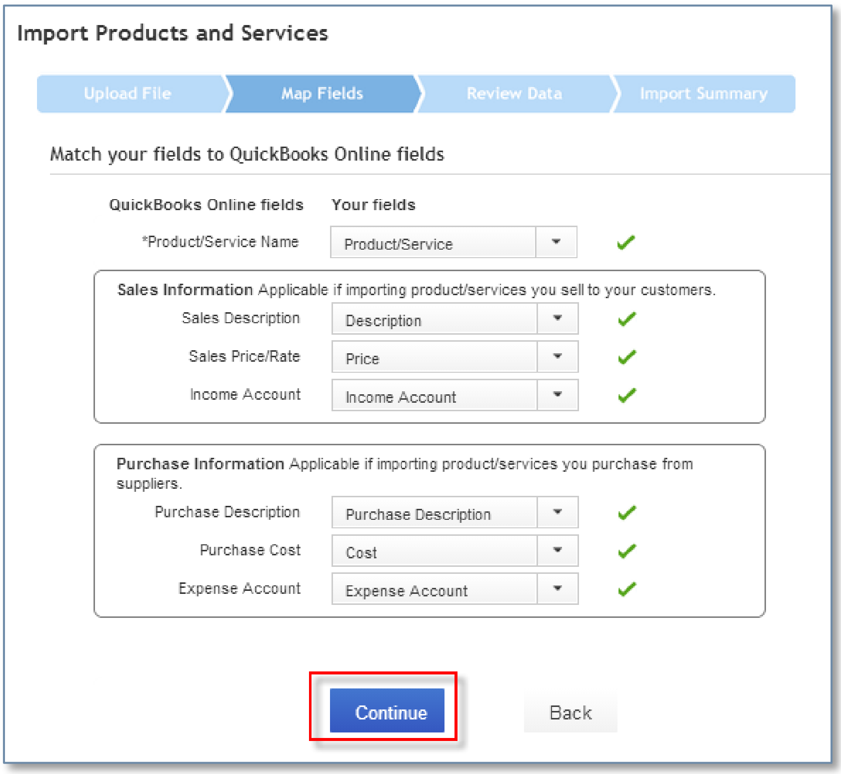
NOTE: *It is important to import the Chart of Accounts data* ***before*** *importing the Product/Services data to insure your Product/Services data falls into the correct accounts and will minimize the need to reclassify or reassign your data after importing.*

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**.



2. Make any desired changes and import the records.

5 items were found in your file. Please edit as needed below.

☑ I sell this	☐ I buy this	☐ I track this	* Product/Service Name	Sales Description	Sales Price / Rate	Tax on Sales	Price/Rate Includes Tax	Income Account
☑	☐	☐	Personal Training	Personal Training	89	HST ON	No	Services
☑	☐	☐	Zumba Class	Zumba classes	39	HST ON	*No*	Services
☑	☐	☐	Yoga Class	Yoga class	55	HST ON	*No*	Services
☑	☐	☐	Nutrition Counselling	Consultation with dietitian	125	HST ON	*No*	Services
☑	☐	☐	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:

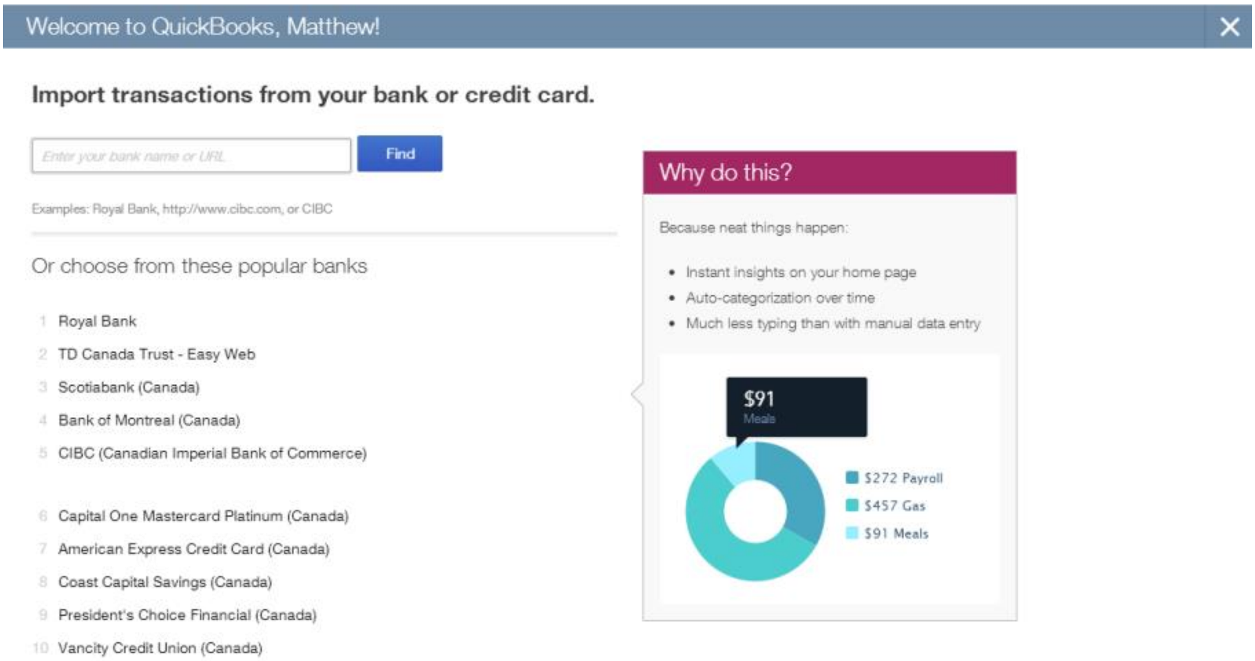
- Automatically match these imported transactions with a transaction you have already recorded
- Record as a new transaction by allocating it to an account and a payee's name
- Recall how you managed a similar transaction previously. It will suggest to allocate it to the same account and payee again

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.

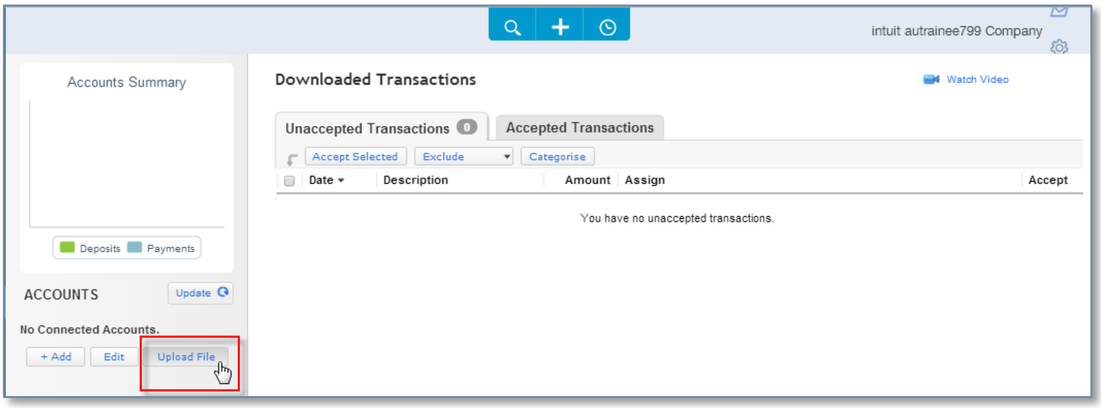
Note: *If your bank or financial institution is not listed or if you prefer not to have your bank account linked, you may also download your transactions from your bank in a csv format and then upload them into QuickBooks Online manually.*



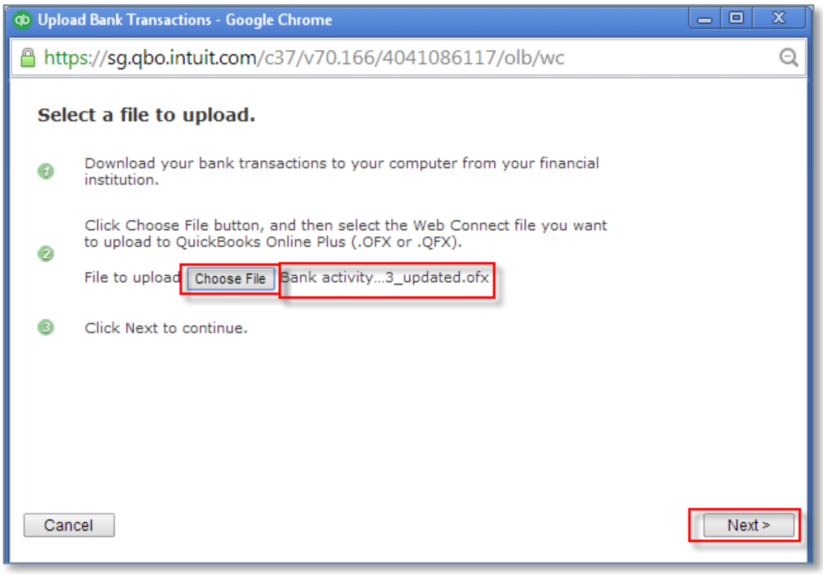
Importing your Bank Transactions

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

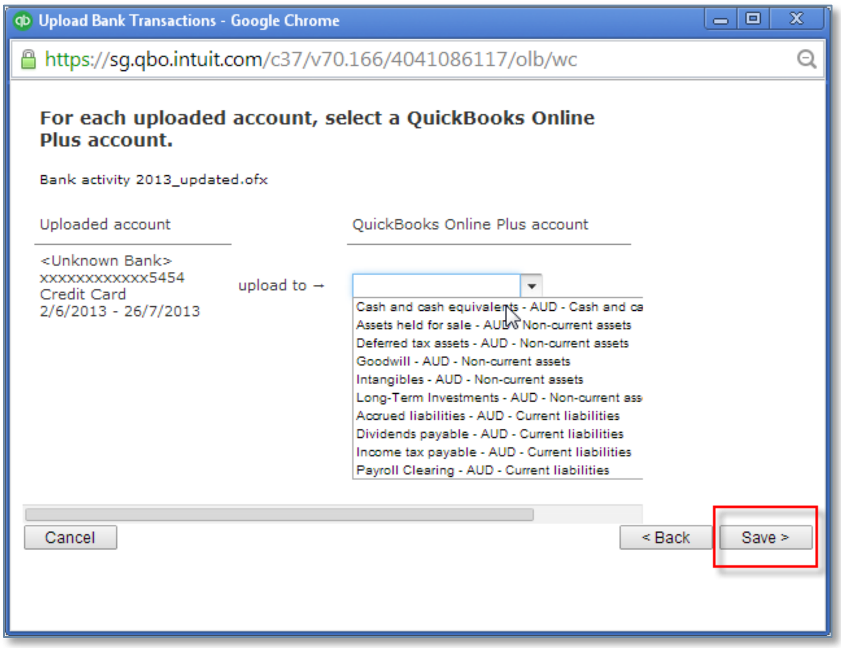
1. To do this, select **Transactions** then **Banking** and **Upload File.**



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**.

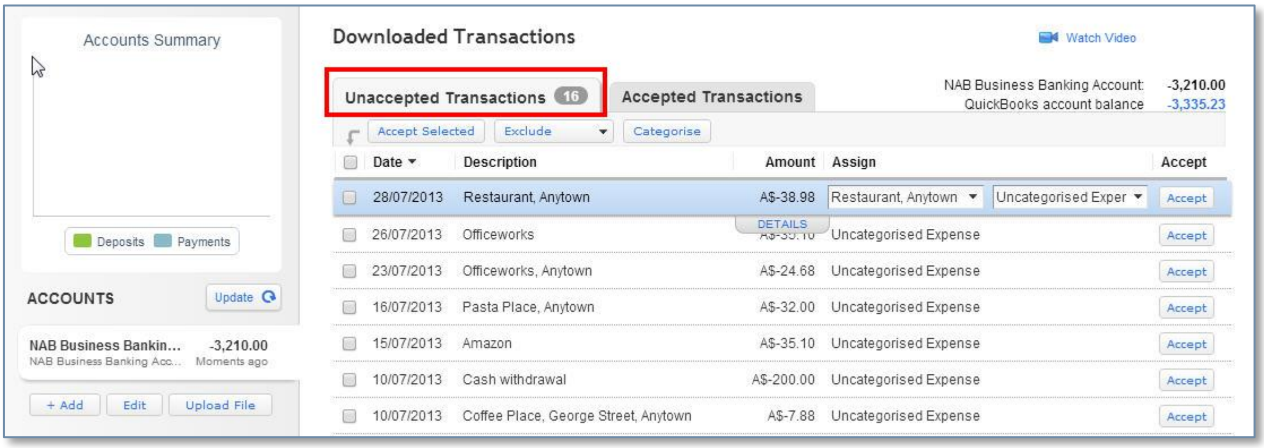


4. A message will appear indicating that your bank data has been saved.

5. Click **Finish**.

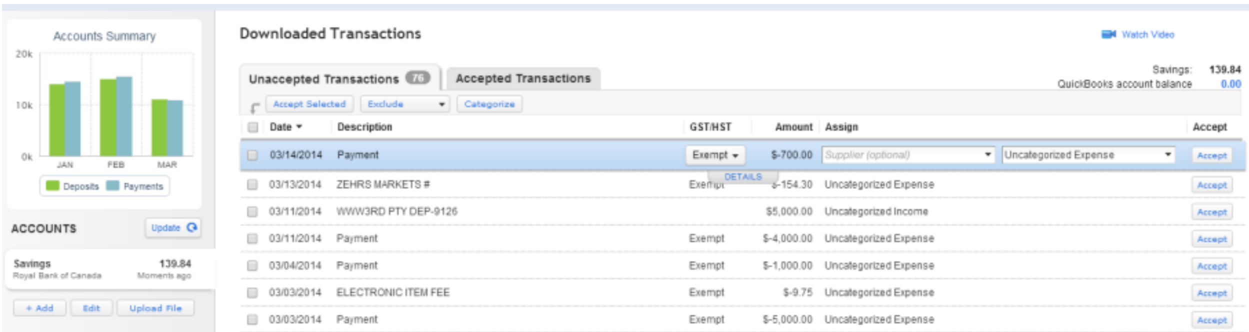
Categorizing your Transactions

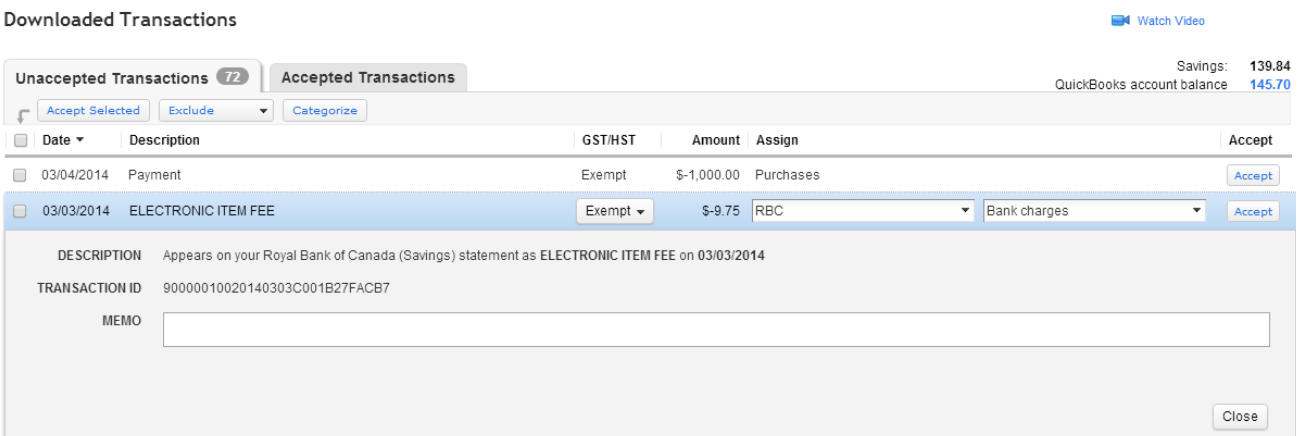
With your transactions now in QuickBooks Online, you are ready to allocate them to the required income and expense categories.



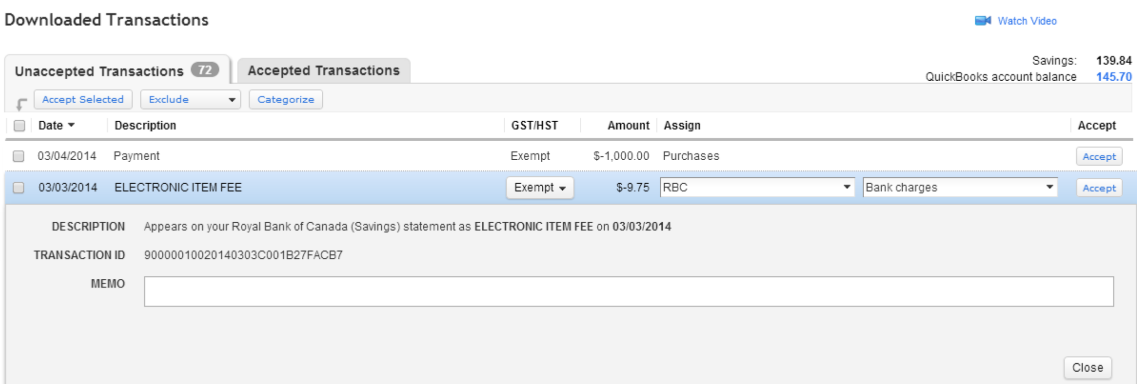
1. In the **Unaccepted Transactions** tab, assign a payee's name, an account (and sales tax code) and **Accept** it, or match it to an existing QBO transaction.

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

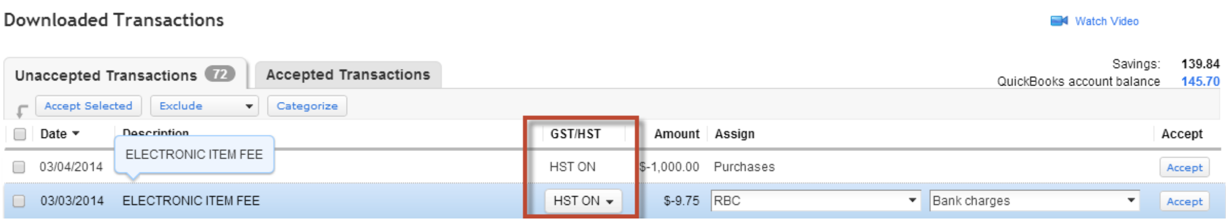




2. Click on **Details** to add more information about each transaction if required.



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



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

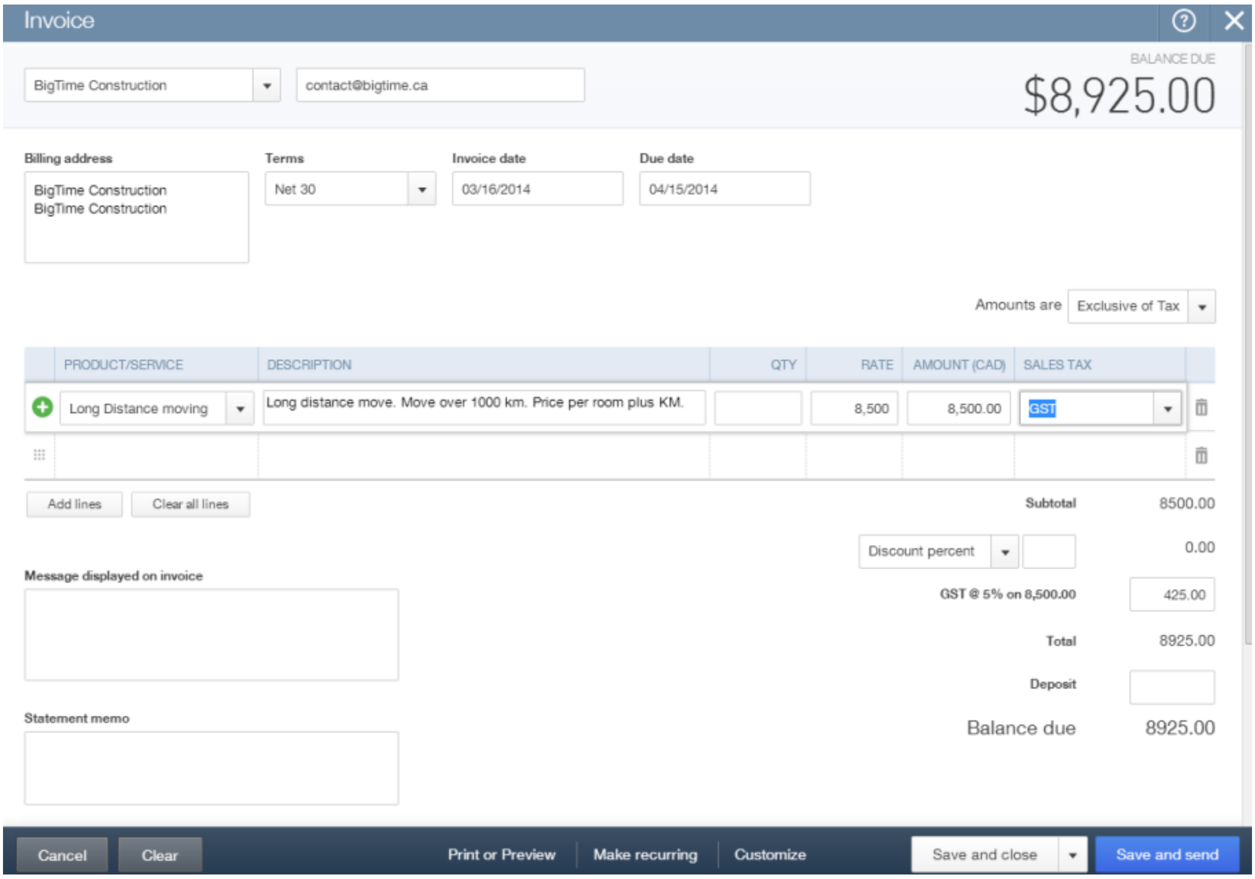
Invoices are easy to create and customize in QuickBooks Online. Before you create your first invoice, double check your company is set up to account for Sales Tax.

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.

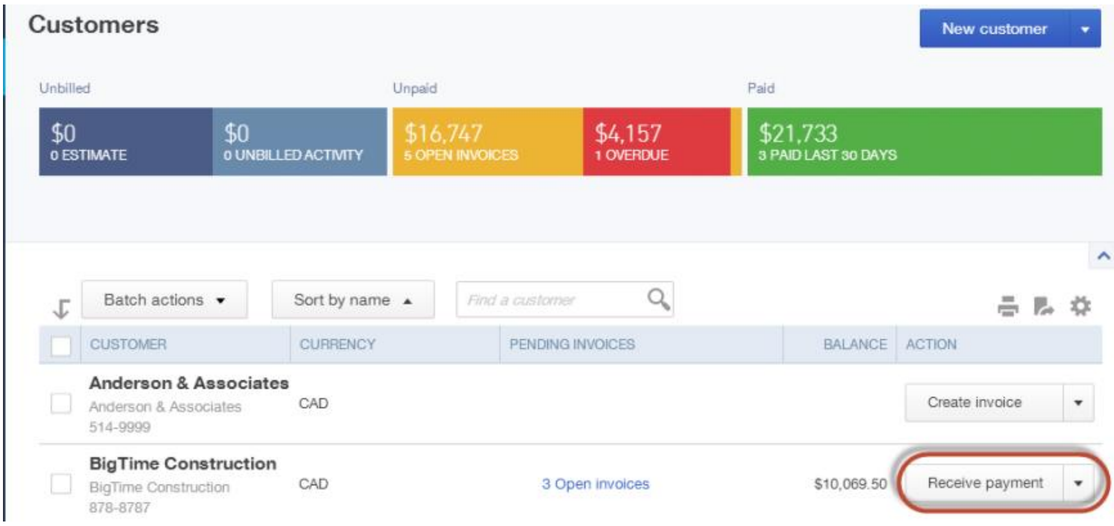


4. Add more lines, if needed. Complete any other desired fields, such as the Discount or add a message to be displayed on the invoice. If necessary, attach a document or any file by clicking on **Attachments** in the bottom left corner of the form.
5. Select **Save and Send** to email your customer their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

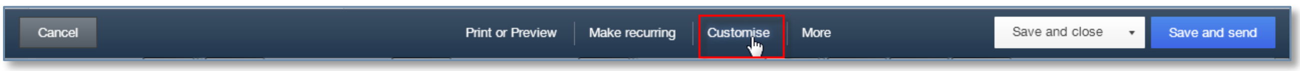
2. In the **Customer Centre**, choose **Unpaid** from the **Money** bar to locate the customer you wish to record the payment for. QuickBooks Online will always offer the next logical step for this type of transaction. In this case, it is suggesting for you to receive payment for that customer. Choose **Receive payment**.



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).

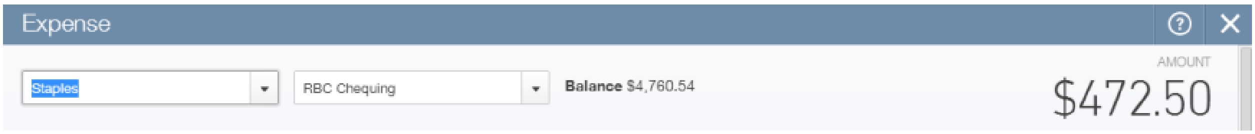


ORGANIZE AND TRACK EXPENSES

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**.

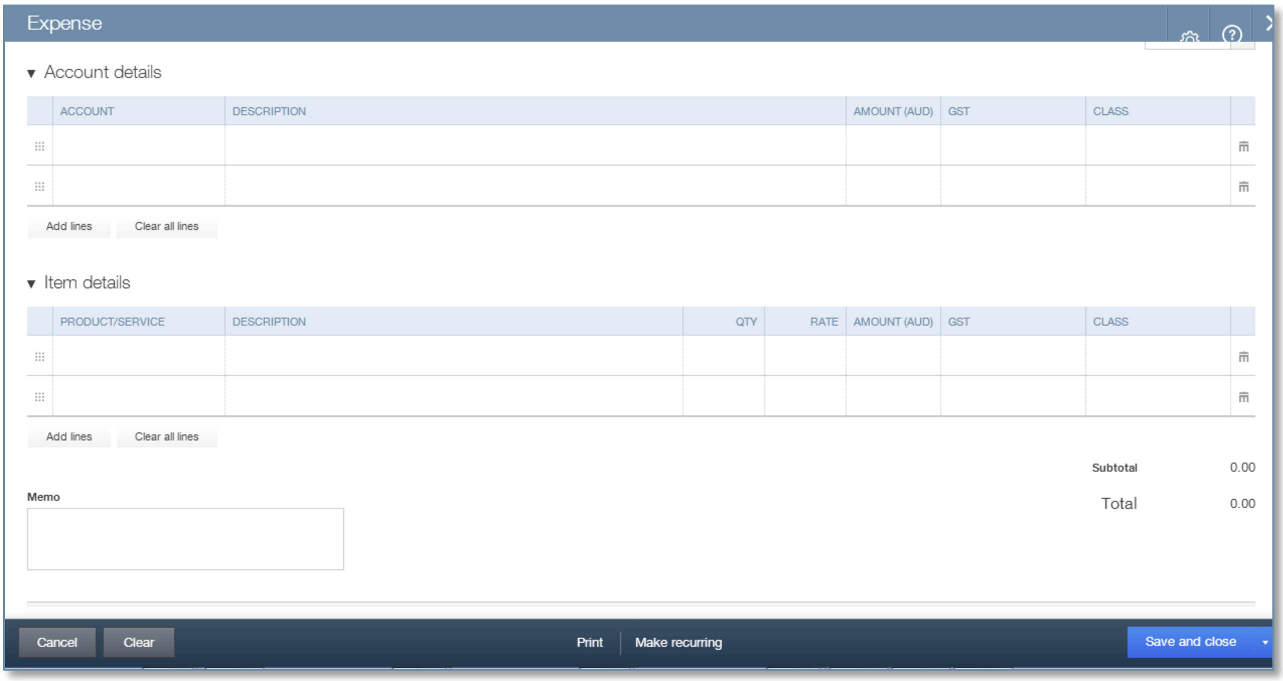
2. In the Expense window itself, select the account the expense was paid from such as petty cash, a bank account or credit card account.



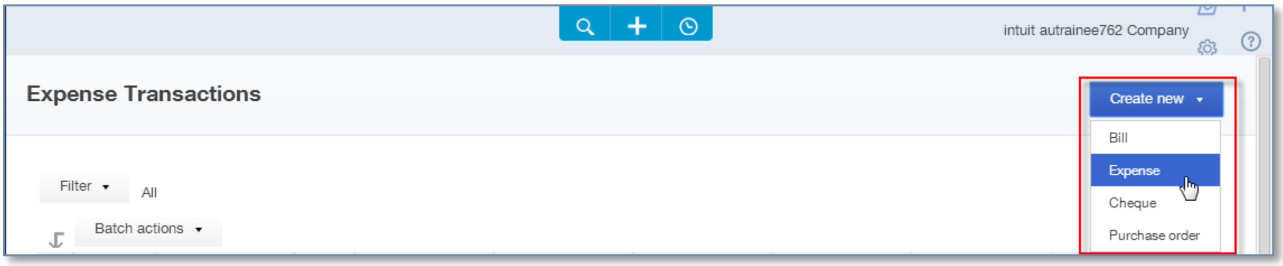
3. Complete the detail of the expense transaction including the payee, the reference number, the date, whether the amounts are tax inclusive/exclusive/out of the scope of GST, etc.

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**.

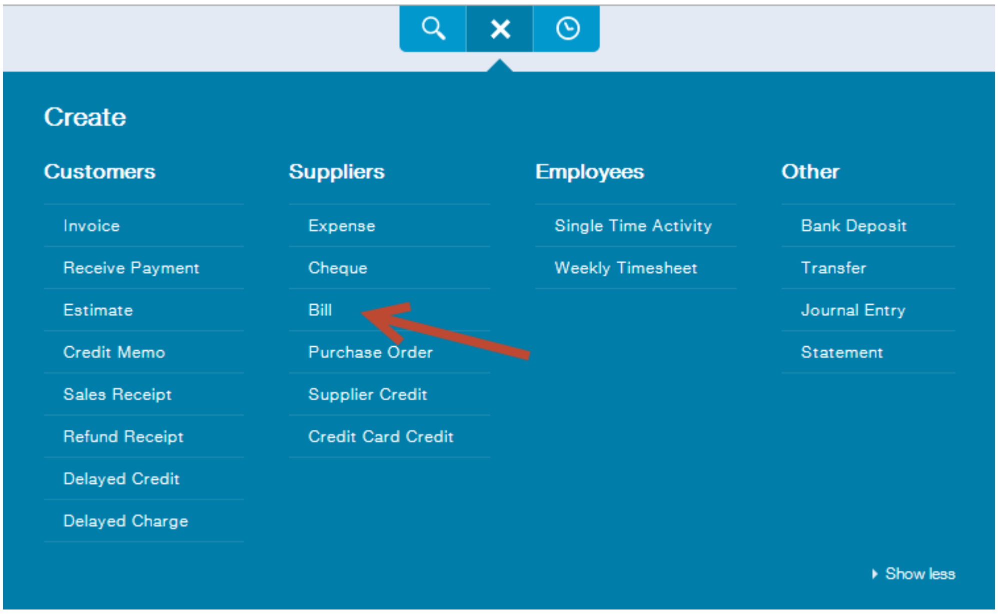


The Expense transaction can also be accessed from the Transactions menu in the left-hand navigation bar, by selecting the **Expense** submenu and then selecting **Create New → Expense** in the top right corner.



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.



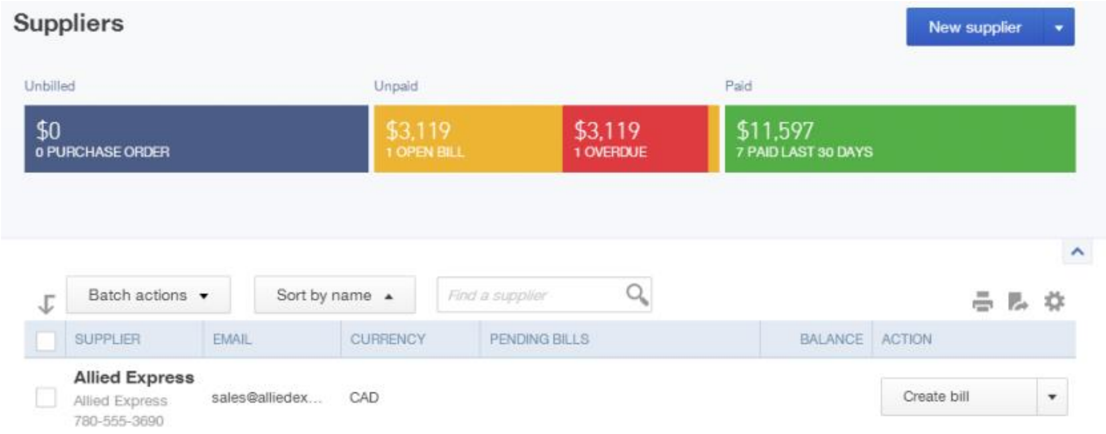
Other Types of Supplier Related Transactions

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**.

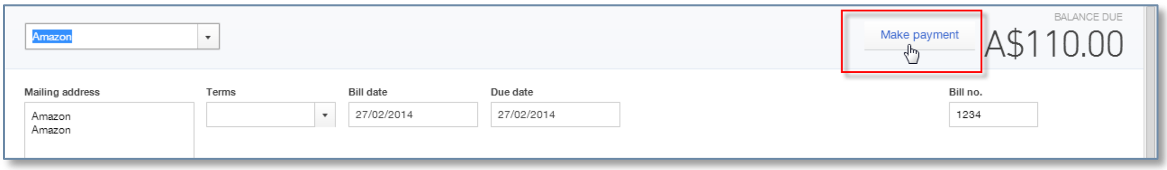
MANAGING EXPENSES

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.

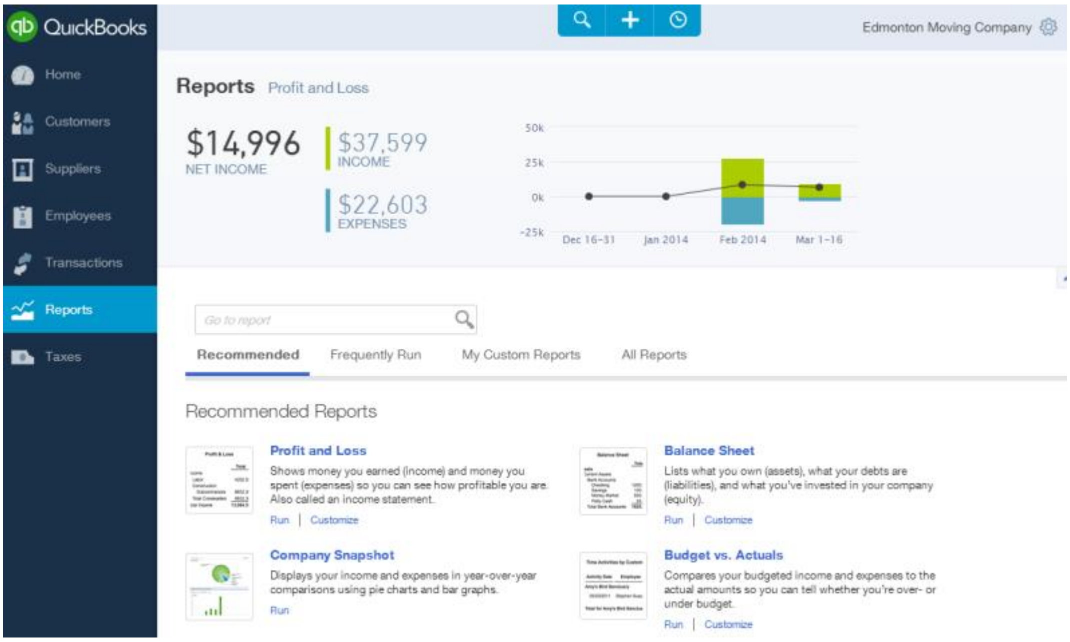
RUNNING REPORTS

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.

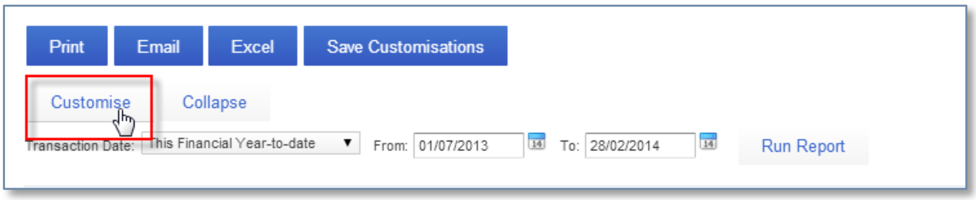
You can run the report immediately by clicking on it or you can customize it first before the report initially appears.

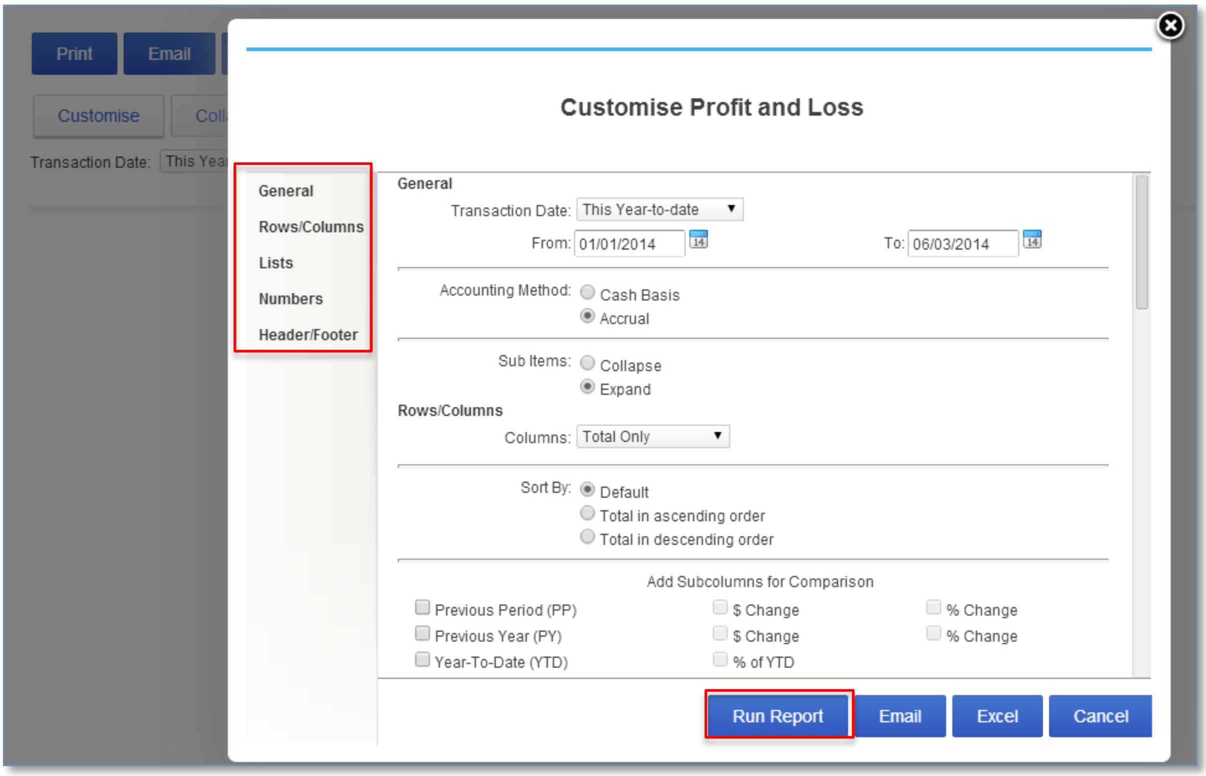
You can also search for a particular report by typing any part of the report name in the **Search** field.



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.

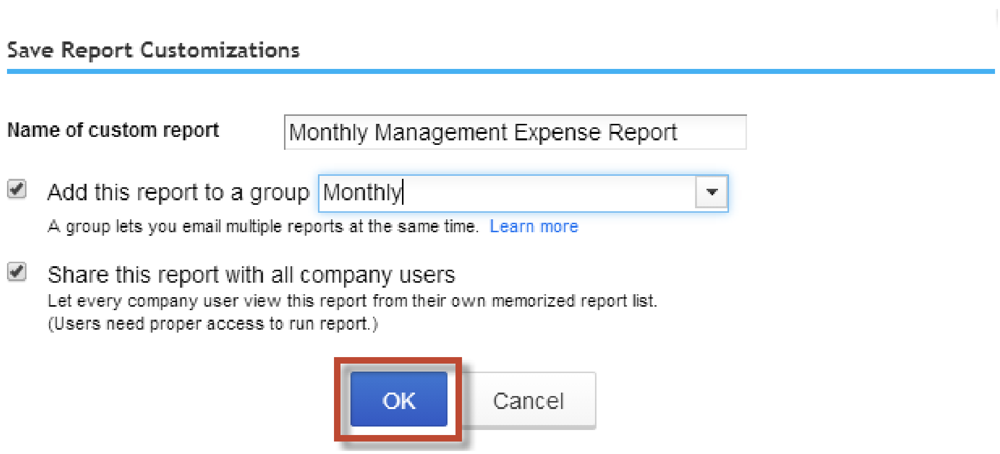
PROFIT & LOSS / BALANCE SHEET

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.

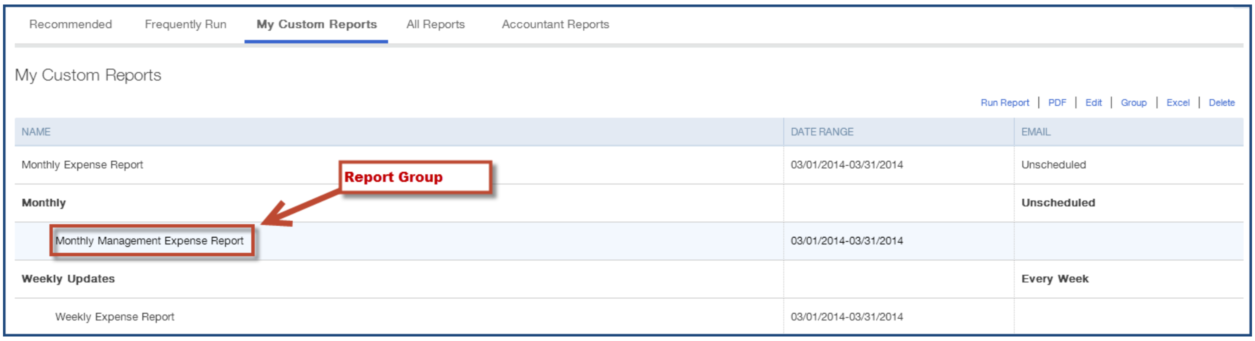
AUTOMATED REPORTS

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.

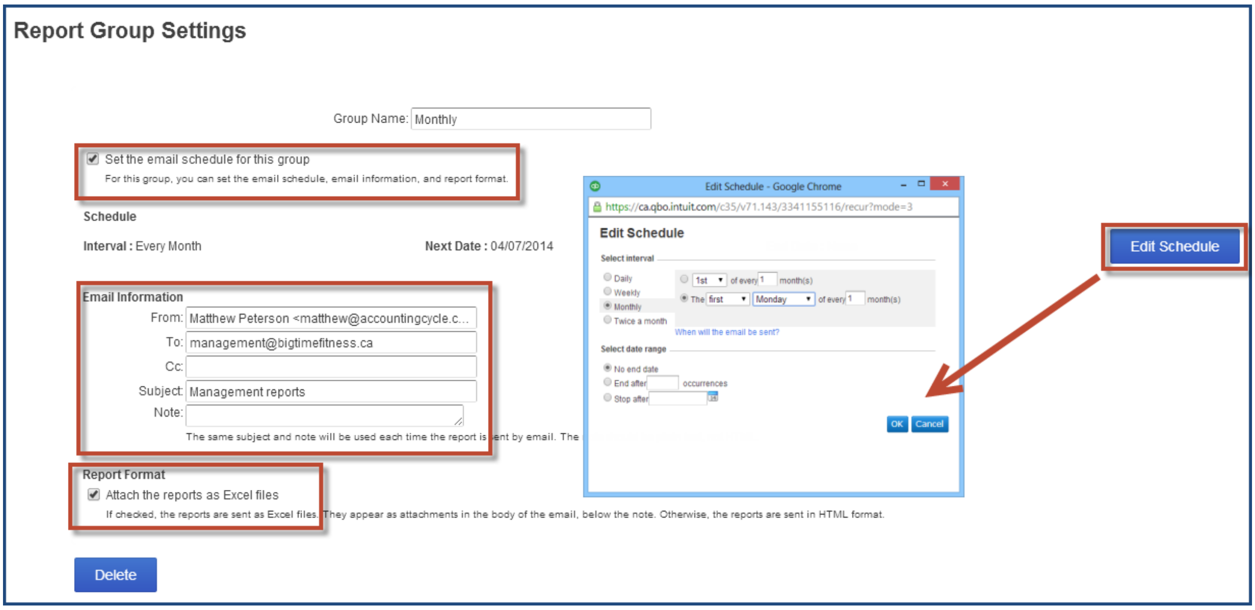


A Report Group can contain one or more reports.



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.

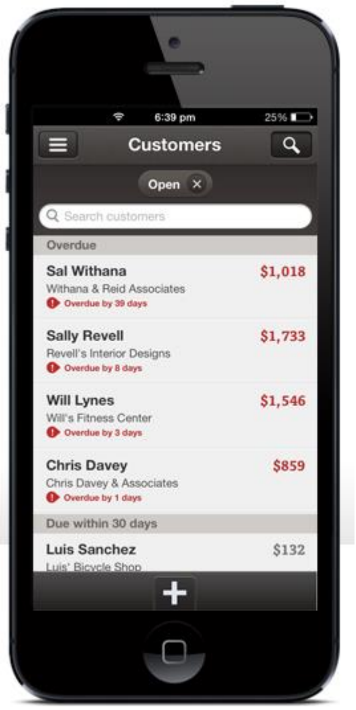
Here, the recipient(s) are specified, along with the subject line and the text of the email. The report(s) can be set to be attached as Excel files, and the schedule of the email of the reports can be set as well. The recipients do not have to be QuickBooks Online users and QuickBooks Online does not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

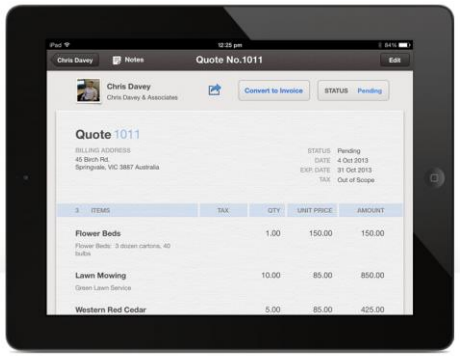


GOING MOBILE

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.





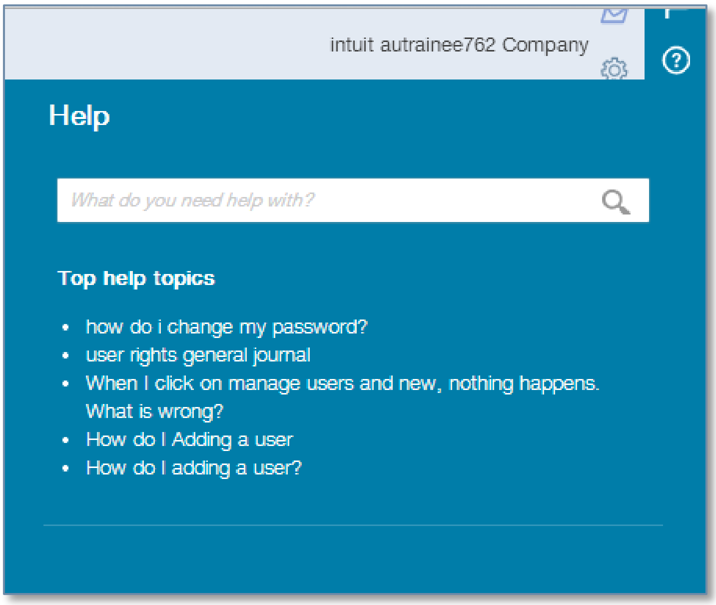
Using the QuickBooks Online mobile app, you can create quotes, invoices, receive money and access your customer and supplier contact information. The QuickBooks Online mobile app is extremely easy to use and you don't have to worry about synching any data; it's all done automatically for you.

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.

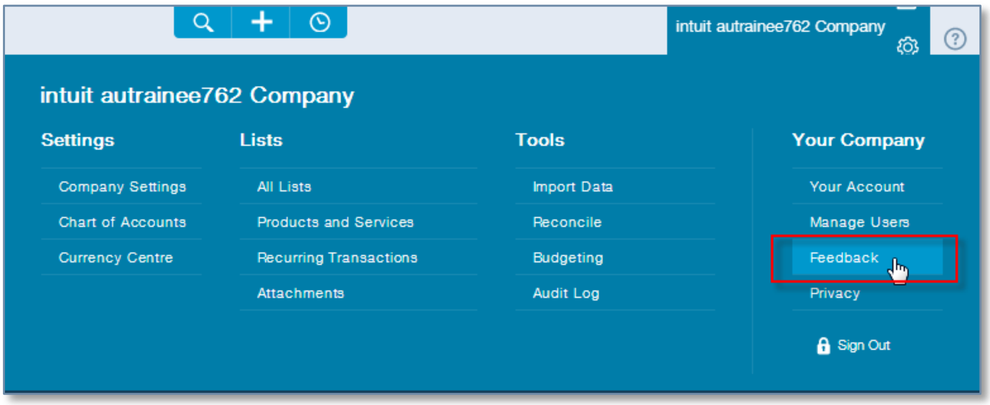
- To access online help, select the **question mark** icon in the top right corner of the QuickBooks Online screen.
  - Here you can type in your question to get an answer.



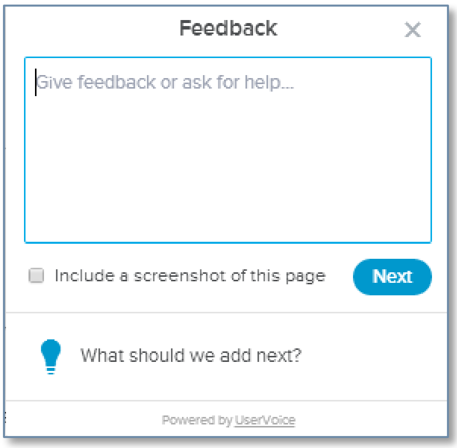
  - You can also ask fellow users a question by clicking on **Ask Community**.
- If you prefer to chat with a real person, click on **Chat**. This will launch a live chat session so you can chat with a Canadian care team member.
- Alternatively, you can send us an email by clicking on **Email**.

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

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

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