

# Chapter 7

# Customers and Sales Part II

In this chapter, you'll learn how QuickBooks handles advanced features and transactions in the area of sales and customers. In addition to basic sales invoices, sales receipts there are advanced transactions to help you manage sales in QuickBooks

## ▶ Lesson Objectives

In this chapter, you'll learn how to:

- Use advanced options on sales transactions
- Credits and Refunds
- Customer Statements
- Delayed Charges & Delayed Credits
- Estimates
- Invoicing & Reimbursable Expenses

## ▶ Advanced Invoicing Options

There are several options available to you when creating sales invoices. They may be useful in different situation when creating sales invoices for your customers. To access these features, you can enable them in the **Company Settings**.

1. Click the **Gear** icon.
2. Click **Company Settings**.
3. Click **Sales**.

**Settings**

Company

Sales

Expenses

Payments

Advanced

**Customize** Customize the way forms look to your customers Customize look and feel

**Sales form content**

Preferred invoice terms ? Net 30

Preferred delivery method ? None

Shipping ? On

Custom fields ? Off

Name	Internal	Public
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>

Custom transaction numbers ? On

Service date ? On

Discount ? On

Deposit ? On

Cancel Save

**Products and services**

Show Product/Service column on sales forms On

Show SKU column On

Track quantity and price/rate On

Track inventory quantity on hand On

Done

- **Preferred Invoice terms**—Determines the default terms to be added to customer invoices.
- **Preferred Delivery Method**—The delivery method default determines the way you'll deliver sales forms to newly-created customers.
- **Shipping**—Adds shipping fields (date, tracking number, destination, subtotal) to sales forms.
- **Custom fields**—Adds extra fields to sales forms. Select **"Internal"** to show the field in QuickBooks; select **"Public"** to show the field on customer forms.
- **Custom Transaction Numbers**—Lets you use your own numbering system. If left blank, invoice numbers are automatically assigned by QuickBooks.
- **Service Date**—Adds a **Service date** field if you need to track the date a service was performed separately from the invoice date.
- **Discount**—Adds a **Discount** field to invoices and other sales forms. In a related setting under Advanced → Chart of Accounts, you can assign what account to track the discount to.

Chart of accounts  Enable account numbers ?

Discount account ? Off

Discounts given

Cancel Save

- **Deposit**—Adds a Deposit field to invoices so you can subtract a customer deposit from the total to calculate the balance due.

Now let's review some of these options in action on the sales invoice. You'll see several new options in the header of the invoice form. You see the following:

- Terms
- Shipping information
- Sales Rep and Territory (custom fields)
- Invoice Number

Invoice no.7786

Alfonso Kirilin   Send later  Credit card  [Get set up](#)

**BALANCE DUE**  
**\$3,390.00**

Invoice no.

Billing address  
Alfonso Kirilin

Shipping address  
Alfonso Kirilin

Terms: Net 30  
Invoice date: 03/31/2017  
Due date: 04/30/2017

Ship via:   
Shipping date:   
Tracking no.:

Sales Rep: Jane P.  
Territory: Canada Central  
Custom 3:

Amounts are

#	SERVICE DATE	PRODUCT/SERVICE	SKU	DESCRIPTION	QTY	RATE	AMOUNT (CAD)	SALES TAX
1	03/08/2017	Design			1	3,000	3,000.00	HST ON
2								

Subtotal 3,000.00

Discount percent

Message displayed on invoice

In the body of the invoice, you have several options to work with the information in the body section. You can click **Add lines** to add lines for more products and services. Click **Clear All Lines** to clear the section and click **Add subtotal** to add a subtotal to the invoice.

Amounts are

#	SERVICE DATE	PRODUCT/SERVICE	SKU	DESCRIPTION	QTY	RATE	AMOUNT (CAD)	SALES TAX
1	03/08/2017	Design			1	3,000	3,000.00	HST ON
2	03/16/2017	Lawn Maintenance:Lawn Serv		One time lawn service including lawn cutting, trimming and edging.	1	675	675.00	HST ON
3								
4								Subtotal: \$3,675.00
5								
6								
7								

Subtotal 3,675.00

Discount percent

Shipping

HST (ON) @ 13% on 3,675.00 477.75

Total 4,152.75

Message displayed on invoice

Statement memo

In the footer section of the invoice you can add a **Discount**. You can add a % discount or a flat rate discount. QuickBooks will calculate the amount and adds a line to the footer.

You can also receive a **Deposit** against this invoice. This acts as a payment against the invoice and reduces the amount owing by the amount of the deposit. Since your customer is giving you a deposit, you must tell QuickBooks how you received the payment and what account you're depositing the funds to. These fields are activated after you enter the **Deposit** amount.

RATE	AMOUNT	SALES TAX	
35	35.00	HST ON	
45	45.00	HST ON	
1,000	1,000.00	HST ON	

<b>Subtotal</b>	<b>\$1,080.00</b>
Discount percent	\$0.00
Shipping <i>Select Shipping tax</i>	
HST (ON) @ 13% on 1,080.00	140.40
<b>Total</b>	<b>\$1,220.40</b>
Deposit	250.00
<b>Balance due</b>	<b>\$970.40</b>

**Invoice no.7786** ⚙️ ? ✕

Jane P. Canada Central

Payment method: Cheque Reference no.: 38929 Deposit to: Undeposited Funds

#	SERVICE DATE	PRODUCT/SERVICE	SKU	DESCRIPTION	QTY	RATE	AMOUNT (CAD)	SALES TAX	
1	03/08/2017	Design			1	3,000	3,000.00	HST ON	
2	03/16/2017	Lawn Maintenance:Lawn Serv		One time lawn service including lawn cutting, trimming and edging.	1	675	675.00	HST ON	
3									

Subtotal: \$3,675.00

Amounts are Exclusive of Tax

Add lines Clear all lines Add subtotal

Message displayed on invoice

Statement memo

<b>Subtotal</b>	<b>3,675.00</b>
Discount percent	15 -551.25
Shipping <i>Select Shipping tax</i>	
HST (ON) @ 13% on 3,123.75	406.09
<b>Total</b>	<b>3,529.84</b>
Deposit	1,000.00
<b>Balance due</b>	<b>2,529.84</b>

Cancel Clear
Print or Preview Make recurring Customize
Save Save and close

## More Menu

After you save a transaction you can access more information about the save transaction. After clicking save, QuickBooks adds a **More** menu to the bottom of the saved transaction.

The screenshot shows a QuickBooks invoice form for 'Invoice no.1009'. The form includes fields for customer name (Charlene Karlson), email, payment options, and a balance due of \$970.40. Below these are fields for billing and shipping addresses, terms (Net 30), invoice date (03/30/2017), and due date (04/29/2017). A table of line items is visible, with a 'More' menu open over the first two rows. The menu options are: Copy, Void, Delete, Transaction journal, and Audit history. A green arrow points to the 'Copy' option. The bottom of the form has buttons for 'Cancel', 'Print or Preview', 'Make recurring', 'Customize', 'More', 'Save', and 'Save and close'.

#	SERVICE DATE	PRODUCT/SERVICE	SKU	DESCRIPTION	QTY	RATE	AMOUNT	SALES TAX
1	03/01/2017	Lawn Maintenance		lawn maintenance	1	35	35.00	HST ON
2	03/08/2017	Lawn Maintenance		lawn maintenance	1	45	45.00	HST ON
3		Lawn Maintenance			1	1,000	1,000.00	HST ON

From this menu, you can do the following functions:

- **Copy**—Duplicate the transaction. Copy the transaction if you need to create a duplicate or similar transaction for a customer.

- **Void**—Click **Void** to void the invoice. Clicking **Void** will make the sales invoice a \$0.00 transaction while maintaining the history of the invoice number and other details.

Invoice no. 7785

Alba Fay | jeramy@thiel.com | Payment Options [Get set up](#)

Send later |  Credit card

Last Delivery: Sent by email to jeramy@thiel.com at Dec 31, 6:00 pm CST

**VOID** PAYMENT STATUS

**Billing address:** Alba Fay, 78453 Wolf Glen, 35825-5058 Cierrafurt, FL, Ukraine

**Terms:** Net 30 | **Invoice date:** 03/31/2017 | **Due date:** 04/30/2017 | **Invoice no.:** 7785

**Shipping address:** Alba Fay, 78453 Wolf Glen, 35825-5058 Cierrafurt, FL, Ukraine

**Table:**

#	SERVICE DATE	PRODUCT/SERVICE	SKU	DESCRIPTION	QTY	RATE	AMOUNT (CAD)	SALES TAX
1		Lawn Maintenance:Monthly l		Monthly lawn maintenance	0		0.00	HST ON
2								

Subtotal: 0.00

Message displayed on invoice: Discount percent 0.00

Buttons: Cancel, Print or Preview, Make recurring, Customize, More, Save, Save and new

- **Delete**—Click **Delete** to remove the transaction from QuickBooks. QuickBooks removes the transaction from QuickBooks but it keeps a history of the transaction in the Audit log. You can see the transaction history in the **Audit log**.
- **Transaction Journal**—Click the **Transaction journal** to discover the journal entry QuickBooks makes when you save a transaction. The transaction journal includes the debit and credit of the transaction.

Back to report list | Report period: All Dates | Customization: Save customization

Reset column width

Sort | Add notes | Edit header

**Green Tree Landscapes**

JOURNAL  
All Dates

DATE	TRANSACTION TYPE	#	NAME	MEMO/DESCRIPTION	ACCOUNT	DEBIT	CREDIT
03/30/2017	Invoice	7784	Burlington Hom...		Accounts Recei...	\$12,433.01	
				Consulting on City of Toronto P...	Sales of Labour		\$10,000.00
				Engine repair	Repair and mai...		\$453.00
				Fuel for engine.	Fuel		\$49.80
				Disposal of debris at job site.	Disposal Fees		\$499.87
					GST/HST Payable		\$1,430.34
						\$12,433.01	\$12,433.01
<b>TOTAL</b>						\$12,433.01	\$12,433.01

Friday, March 31 2017 10:27 AM GMT-05:00

- **Audit History**—Click the **Audit History** on the **More** menu to view the history of the transaction.

**Audit History**

History of this transaction: Invoice No. 7784 ID: 632 Hide all

▼ Mar 30, 11:54 pm CDT: Added by Matthew Peterson

Type: Invoice Num: 7784  
 Date: 03/30/2017 Name: Burlington Home Builders:3000  
 Currency: CAD  
 Exchange Rate: 1.00  
 Amount: 12433.01 Address: (same as in Customer Information)  
 Open Balance: 12433.01  
 Terms: Net 30 Due Date: 04/29/2017  
 Payment Method: Pmt Meth Ref No.:  
 Ship Date: Shipping Address: (same as in Customer Information)  
 Ship Via: Tracking Number:  
 Custom Field 1: Custom Field 2:  
 Custom Field 3:  
 Sent: Not sent Email Address:  
 Last Sent: Delivery Error:  
 Printed: Not printed  
 Customer/Supplier Message:  
 Memo:

NO.	CUSTOMER	SUPPLIER	SERVICE DATE	PRODUCT/SERVICE	DESCRIPTION	QTY	RATE	DEPOSITED	DEPOSIT ID	CLR	MATCH STATUS	ACCOUNT
0	Burlington Home Builders:3000							Not deposited				Accounts Receivable (A/R)
1	Burlington Home Builders:3000			Consulting	Consulting on City of Toronto Park design	1	10000	Not deposited				Sales of Labour
2	Burlington Home Builders:3000	Canada Small Engine Repair			Engine repair			Not deposited				Repair and maintainanc

## ▶ Credit Memos vs. Refund Receipt

There are times where you'll be required to issue credit and refunds back to customers for a variety of reasons. These may include faulty products, overcharging, poor service, etc. There are two ways to handle this type of situation in QuickBooks.

1. **Credit memo**—Create a credit memo in QuickBooks if you want to issue a credit and apply the credit against an outstanding or future invoice. If you have created an invoice for the customer you typically issue a credit memo. The workflow will be the following:

*Invoice* → *Credit Memo* → *Apply Credit Memo*

2. **Refund Receipt**—Create a Refund Receipt to refund a customer for a payment they've made for products or services. If you have created a Sales Receipt for the customer you typically issue a Refund Receipt. The workflow will be the following:

*Sales Receipt* → *Refund Receipt* → *Print Cheque (optional)*

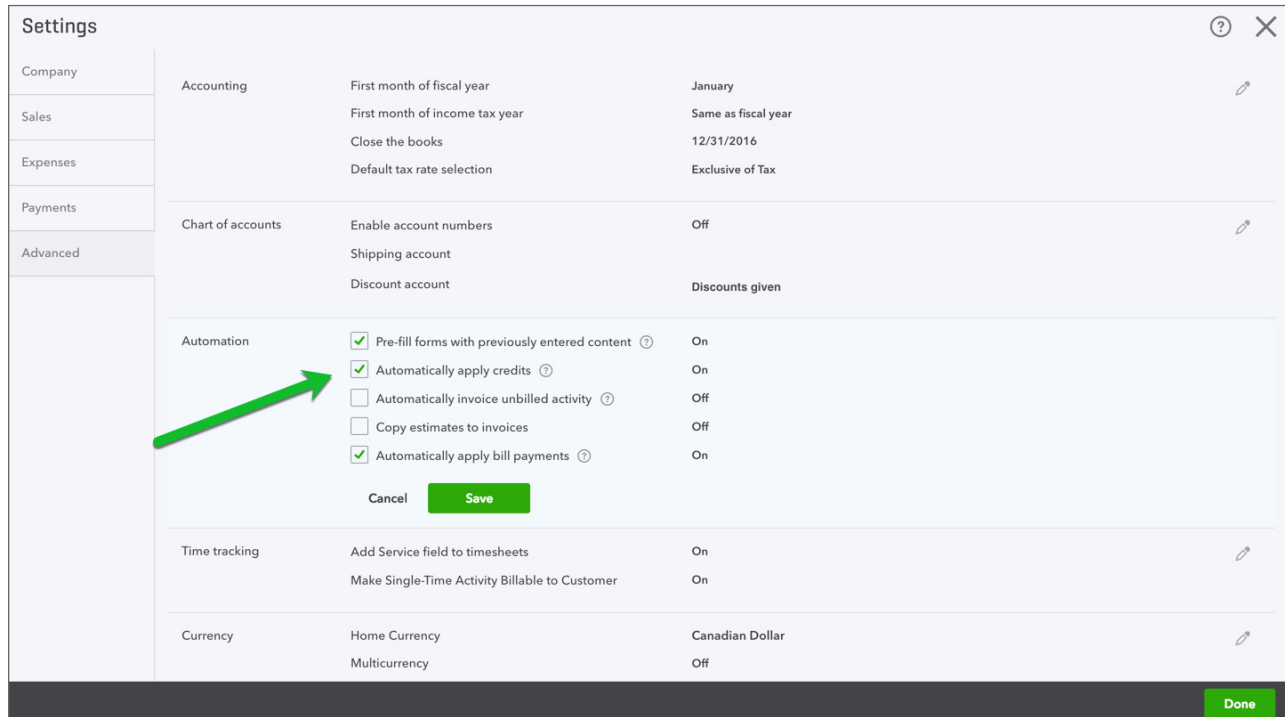


## Credit Memo

You can give a credit memo to immediately post the transaction. Or if you prefer to include the credit as a line on the customer's next invoice, enter a delayed credit.

A credit memo affects the customer's balance. However, QuickBooks does not apply the credit memo to a particular invoice.

It's important that you review and enable the **Automatically Apply Credits** setting. Go to the **Gear icon** and click **Company Settings**.



The screenshot shows the QuickBooks Settings interface. On the left is a sidebar with categories: Company, Sales, Expenses, Payments, and Advanced. The main area is titled 'Settings' and contains several sections. The 'Automation' section is highlighted, and a green arrow points to the 'Automatically apply credits' checkbox, which is checked. Other automation settings include 'Pre-fill forms with previously entered content' (checked), 'Automatically invoice unbilled activity' (unchecked), 'Copy estimates to invoices' (unchecked), and 'Automatically apply bill payments' (checked). Below the automation settings are 'Cancel' and 'Save' buttons. Other sections visible include 'Accounting' (with settings for fiscal year, income tax year, close books, and default tax rate), 'Chart of accounts' (with settings for account numbers, shipping account, and discount account), 'Time tracking' (with settings for service field and single-time activity), and 'Currency' (with settings for home and multicurrency).

Category	Setting	Value	Action
Accounting	First month of fiscal year	January	✎
	First month of income tax year	Same as fiscal year	
	Close the books	12/31/2016	
	Default tax rate selection	Exclusive of Tax	
Chart of accounts	Enable account numbers	Off	✎
	Shipping account		
	Discount account	Discounts given	
Automation	<input checked="" type="checkbox"/> Pre-fill forms with previously entered content ⓘ	On	
	<input checked="" type="checkbox"/> Automatically apply credits ⓘ	On	
	<input type="checkbox"/> Automatically invoice unbilled activity ⓘ	Off	
	<input type="checkbox"/> Copy estimates to invoices	Off	
	<input checked="" type="checkbox"/> Automatically apply bill payments ⓘ	On	
		Cancel	Save
Time tracking	Add Service field to timesheets	On	✎
	Make Single-Time Activity Billable to Customer	On	
Currency	Home Currency	Canadian Dollar	✎
	Multicurrency	Off	



**NOTE** Select **Automatically Apply Credits** if you want QuickBooks to immediately apply the credit to the oldest outstanding invoice. If you want to be able to apply a specific credit against a specific invoice.

To create the credit memo:

1. Click the **Gear** icon.
2. Click **Credit memo**.

- Complete the Credit memo in the same way as you create an invoice.

**Credit Memo no.7779** ? X

Amos Hickle  **AMOUNT TO REFUND**  
**\$1,361.65**

Send later [Cc/Bcc](#)

**Billing address**  **Credit Memo Date**  **Credit Memo no.**

**Sales Rep**  **Territory**  **Custom 3**

Amounts are **Exclusive of Tax** ▼

#	PRODUCT/SERVICE	SKU	DESCRIPTION	QTY	RATE	AMOUNT (CAD)	SALES TAX	
1	Consulting			1	1,205	1,205.00	HST ON	
2								

Message displayed on credit memo

**Subtotal** 1,205.00  
Discount percent  0.00  
HST (ON) @ 13% on 1,205.00 156.65  
**Total** 1,361.65



**NOTE** Make sure that you use the same **Product/Service** item as you added to the original invoice. This will ensure that you affect the same account that was used on the original transaction.

- The next step is to apply the **Credit memo** against an outstanding invoice(s). Click the **Gear** icon.
- Click **Receive Payments**.

6. Enter the **Name** of customer. QuickBooks displays the **Outstanding Transactions** and **Credits**.

**Receive Payment**

Amos Hickle | cristian.lang@medhurst.net | Find by invoice no. | AMOUNT RECEIVED

Send later

Payment date: 03/30/2017

Payment method: Enter Text | Reference no.: | Deposit to: Chequing | Amount received: 0.00

[Accept payments in QuickBooks](#)

**Outstanding Transactions**

Find Invoice No. | Filter: All

<input type="checkbox"/>	DESCRIPTION	DUE DATE	ORIGINAL AMOUNT	OPEN BALANCE	PAYMENT
<input type="checkbox"/>	Invoice # 7762 (12/07/2016)	01/06/2017	175.15	175.15	<input type="text"/>
<input type="checkbox"/>	Invoice # 7772 (03/31/2017)	04/30/2017	11,752.00	11,752.00	<input type="text"/>

< First Previous 1-2 of 2 Next Last >

**Credits**

Cancel Clear Print Save and close

7. Select the outstanding invoices to apply the credit against.
8. Select the **Credits** to apply.

9. QuickBooks applies the amount against the invoice and leaves the difference in the **Amount received**. At this point you can choose to Receive the payment of just apply the credit. If you only choose to apply the credit, make sure that you enter \$0.00 in the **Amount received**.

Receive Payment

Cheque 23929 Undeposited Funds 10,390.35

Accept payments in QuickBooks

Outstanding Transactions

Find Invoice No. Filter All

DESCRIPTION	DUE DATE	ORIGINAL AMOUNT	OPEN BALANCE	PAYMENT
<input type="checkbox"/> Invoice # 7762 (12/07/2016)	01/06/2017	175.15	175.15	
<input checked="" type="checkbox"/> Invoice # 7772 (03/31/2017)	04/30/2017	11,752.00	11,752.00	11,752.00

< First Previous 1-2 of 2 Next Last >

Credits

Find Credit Memo No. Filter All

DESCRIPTION	ORIGINAL AMOUNT	OPEN BALANCE	PAYMENT
<input checked="" type="checkbox"/> Credit Memo # 7779 (03/30/2017)	1,361.65	1,361.65	1,361.65

< First Previous 1-1 of 1 Next Last >

Amount to Apply \$11,752.00

Cancel Clear Print Save and close

10. Click **Save** to apply the credit against the outstanding invoice(s) and receive a payment if you choose.

### Refund Receipts

When a customer has paid for products and services on a sales receipt in QuickBooks you will use the **Refund receipt** to create a refund transaction.

The refund receipt is similar to the sales receipt. In the case of the refund receipt, you will tell QuickBooks what product or service you're issuing a refund for and add the refund information at the time of the refund.

1. Review the original **Sales Receipt** to make sure that you issue a refund for the appropriate products or services.

**Sales Receipt no.1110** ? X

Amos Hickel  **\$1,130.00** AMOUNT

Deposit amount of \$1,130.00 was deposited on 01/24/2017  Send later [Cc/Bcc](#)

**Billing address**  **Sales Receipt date**  **Sales Receipt no.**

Amos Hickel  
603 Monahan Ford  
27150 Rueckerfurt, ND  
Guatemala

**Sales Rep**  **Territory**  **Custom 3**

**Payment method**  **Reference no.**  **Deposit to**

[Accept payments in QuickBooks](#)

Amounts are

#	PRODUCT/SERVICE	SKU	DESCRIPTION	QTY	RATE	AMOUNT (CAD)	SALES TAX	
1	Rock & Aggregates:Boulder		Boulder	2	500	1,000.00	HST ON	<input type="button" value="X"/>
2								<input type="button" value="X"/>

**Subtotal** 1,000.00

Message displayed on sales receipt

<https://ca.qbo.intuit.com/app/salesreceipt?txnId=318>

2. Click the **Gear** icon click **Refund Receipt**.

**Create**

<b>Customers</b>	<b>Suppliers</b>	<b>Employees</b>	<b>Other</b>
Invoice	Expense	Single Time Activity	Bank Deposit
Receive Payment	Cheque	Weekly Timesheet	Transfer
Estimate	Bill	Approve Time <b>NEW</b>	Journal Entry
Credit Memo	Pay Bills		Statement
Sales Receipt	Purchase Order		Inventory Qty Adjustment
<b>Refund Receipt</b>	Supplier Credit		
Delayed Credit	Credit Card Credit		
Delayed Charge	Print Cheques		

[Show less](#)

### 3. Complete the **Refund Receipt** as you would a **Sales Receipt**.

Refund Receipt no.7780

Amos Hickle  Cc/Bcc

**AMOUNT**  
**\$339.00**

Billing address: Amos Hickle, 403 Monahan Ford, 27150 Rueckerfurt, ND, Guatemala

Refund Receipt date: 03/30/2017

Refund Receipt no.: 7780

Sales Rep:  Territory:  Custom 3:

Payment method: Direct Debit Refund From: Chequing Balance: \$531,413.00 Cheque no.:   Print later

Refund payments in QuickBooks

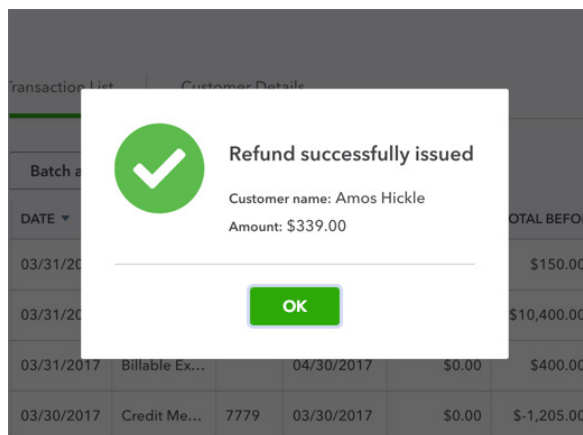
Amounts are: Exclusive of Tax

#	PRODUCT/SERVICE	SKU	DESCRIPTION	QTY	RATE	AMOUNT (CAD)	SALES TAX
1	Rock & Aggregates:Boulder		Boulder	1	300	300.00	HST ON
2							

Subtotal: 300.00

Buttons: Cancel, Clear, Print or Preview, Make recurring, Save and new

4. Add the payment information for the refund using the **Payment method**, **Refund From**, and **Cheque** (optional).
5. Click **Save**. QuickBooks displays confirmation that the refund was successful.



## ▶ Customer Statements

A customer statement is the status of a customer's account at a particular point in time. Customer statements in QuickBooks don't offer as much detail on each individual sales transaction as an invoice or sales receipt would.

Statements are often sent out on a regular, say monthly, basis to let your customers know where they stand and if they still owe you any money. Each line item on a statement represents sales transactions, credits, and payments for the time period of the statement.

You can create a balance forward, open item, or transaction statement.

- **Balance Forward**—Displays all activity dated between Start and End dates. Will show a Balance Forward amount at the top.
- **Open Item**—Displays all open invoices from a specific date back.
- **Transaction Statement**—Doesn't show a balance, just the amount of transactions and the amount received for each individual transaction.

To create statements for multiple customers:

1. Click **Customers**.
2. Select the customers you'd like to create Statements for in the left-hand checkbox.
3. Click **Batch Actions**.

The screenshot shows the QuickBooks interface for the 'Green Tree Landscapes' account. The 'Customers' page is active, displaying a summary of financial activity and a list of customers. The summary bar shows: Unbilled Last 365 Days (\$182,015, 7 ESTIMATES), Unpaid Last 365 Days (\$660, 4 UNBILLED ACTIVITY), \$119,037 (30 OVERDUE), \$175,185 (43 OPEN INVOICES), and Paid (\$700,157, 12 PAID LAST 30 DAYS). The customer list below has a 'Batch actions' dropdown menu open, showing options for 'Create statements' and 'Email'. The list includes customers like ABC Company Ltd, Abelardo Stiedemann, ACME Intl, Alba Fay, Alfonso Kirlin, Allied Company, and Amos Hickle, each with a checkbox and an 'ACTION' column.

COMPANY	PHONE	CURRENCY	OPEN BALANCE	ACTION
<input checked="" type="checkbox"/> ABC Company Ltd		CAD	\$1,105.14	Receive payment
<input checked="" type="checkbox"/> Abelardo Stiedemann	912-737-5239	CAD	\$0.00	Create invoice
<input checked="" type="checkbox"/> ACME Intl		USD	\$0.00	Create invoice
<input checked="" type="checkbox"/> Alba Fay	302-518-5768 x4027	CAD	\$15,791.75	Receive payment
<input checked="" type="checkbox"/> Alfonso Kirlin	508.714.8532 x1209	CAD	\$198.54	Receive payment
<input checked="" type="checkbox"/> Allied Company		USD	\$0.00	Create invoice
<input type="checkbox"/> Amos Hickle	445-630-1261	CAD	\$175.15	Receive payment

4. Under **Choose statement type** click to select **Balance Forward, Open Item, or Transaction Statement** depending on your preference.
5. Enter **Statement Date, Start Date, and End Date**.
6. Set additional statement criteria, if needed.

7. Click **Apply**.

Statements
?
✕

Statement Type

Balance Forward ▾

TOTAL BALANCE FOR 4 CUSTOMERS

## \$17,270.58

Statement Date

03/30/2017

Start Date      End Date

02/28/2017    03/30/2017

▼ Recipients List

Missing email address (0)    **Statements available (4)**

	RECIPIENTS	EMAIL ADDRESS	BALANCE
<input checked="" type="checkbox"/>	ABC Company Ltd	tanis@youngsun.ca	\$1,105.14
<input checked="" type="checkbox"/>	Alba Fay	jeramy@thiel.com	\$15,791.75
<input checked="" type="checkbox"/>	Alfonso Kirilin	erin.toy@kshlerindibbert.name	\$198.54
<input checked="" type="checkbox"/>	Amos Hickle	cristian.lang@medhurst.net	\$175.15

Cancel
Print or Preview
Save
Save and send ▾

8. The **Statements** window displays. Read the instructions at the top, select the appropriate customer(s) and click **Create/Send Selected Statements**. This will send any statements that you've chosen to email.

9. To print statements, click **Print or Preview** (or **Print Statements**) then click **Print**.

10. The Adobe preview window will open so you can look at the statements before sending to the printer.

Statements
?
✕

Statement Type

Transa

TOTAL BALANCE FOR 4 CUSTOMERS

## \$17,270.58

Statement Date

03/30/2017

Start Date      End Date

02/28/2017    03/30/2017

▼ Recipients List

Missing email address (0)    **Statements available (4)**

	RECIPIENTS	EMAIL ADDRESS	BALANCE
<input checked="" type="checkbox"/>	ABC Company Ltd	tanis@youngsun.ca	\$1,105.14
<input checked="" type="checkbox"/>	Alba Fay	jeramy@thiel.com	\$15,791.75
<input checked="" type="checkbox"/>	Alfonso Kirilin	erin.toy@kshlerindibbert.name	\$198.54
<input checked="" type="checkbox"/>	Amos Hickle	cristian.lang@medhurst.net	\$175.15

Cancel
Print or Preview
Save
Save and send ▾

Print Statement
✕

To print, right-click the preview and select Print. Or, click the Print icon if you see one below.

print


1 / 4

Green Tree Landscapes

5100 Spectrum Way

Mississauga ON L4W 5S2

matthew.peterson+1011@realworldtraining.com



**GREEN TREE LANDSCAPES**

**Statement**

TO: ABC Company Ltd

STATEMENT NO. 1020  
DATE 03/30/2017

DATE	ACTIVITY	AMOUNT	RECEIVED
03/03/2017	Credit Memo #7764	-2,399.00	-2,399.00
03/16/2017	Invoice #7774	3,234.00	3,234.00

⌵

+

⌶

Close
Print

Cancel
Print or Preview
Save
Save and send ▾





**NOTE** To send a **Transaction Statement** or **Open Item** statement choose the appropriate statement type and then follow the same instruction as above.

Statements

Statement Type  
Transaction Statement

Statement Date  
03/30/2017

Start Date  
02/28/2017

End Date  
03/30/2017

Apply

Cancel Print or Preview Save Save and send

## ▶ Delayed Charge

A delayed charge is something that you will be creating an invoice for but are not quite ready to create the invoice just yet. You create the charge and it will show up in the **Customers** tab but won't affect their balance. The Delayed Charge is a non-posting transaction in QuickBooks.

You will create charges over a period of time and add those charges to invoices at a later date.



**NOTE** Delayed charges are only available in the QuickBooks Online Plus version.

To create a Delayed Charge:

1. Click the **Create** icon.
2. Click **Delayed Charge**.

3. Complete the Delayed Charge form just like an invoice form.

Delayed Charge no.14

Amos Hickle

AMOUNT  
**\$75.00**

Delayed Charge Date: 03/08/2017

Delayed Charge no.: 14

Amounts are: Exclusive of Tax

#	PRODUCT/SERVICE	SKU	DESCRIPTION	QTY	RATE	AMOUNT (CAD)	SALES TAX
1	Lawn Maintenance:Lawn Servi		One time lawn service including lawn cutting, trimming and edging.	1	75	75.00	
2							

Add lines Clear all lines

Memo

Total 75.00

Cancel Clear Make recurring Save and new

4. Click **Save**.

5. Repeat the process for each additional charge.

Delayed Charge no.15

Amos Hickle

AMOUNT  
**\$85.00**

Delayed Charge Date: 03/15/2017

Delayed Charge no.: 15

Amounts are: Exclusive of Tax

#	PRODUCT/SERVICE	SKU	DESCRIPTION	QTY	RATE	AMOUNT (CAD)	SALES TAX
1	Lawn Maintenance:Lawn Servi		One time lawn service including lawn cutting, trimming and edging.	1	85	85.00	HST ON
2							

Add lines Clear all lines

Memo

Total 85.00

Cancel Clear Make recurring Save and new

**Delayed Charge no.16** AMOUNT  
**\$250.00**

Amos Hickle

Delayed Charge Date: 03/15/2017      Delayed Charge no.: 16

Amounts are: Exclusive of Tax

#	PRODUCT/SERVICE	SKU	DESCRIPTION	QTY	RATE	AMOUNT (CAD)	SALES TAX
1	Lawn Maintenance:Lawn Servi		One time lawn service including lawn cutting, trimming and edging.	1	250	250.00	HST ON
2	Enter Text						Enter Text
3							

Total 250.00

Buttons: Cancel, Clear, Make recurring, Save and new

You can view the **Delayed Charges** on the Customer centre. Click the **Unbilled Activities** section.

quickbooks Green Tree Landscapes

Customers Clear Filter / View All New customer

Suppliers: \$182,015 (7 ESTIMATES)    \$1,070 (7 UNBILLED ACTIVITY)    \$119,037 (30 OVERDUE)    \$175,185 (43 OPEN INVOICES)    \$700,157 (12 PAID LAST 30 DAYS)

CUSTOMER	COMPANY	PHONE	CURRENCY	UNBILLED ACTIVITIES	UNBILLED AMOUNT	ACTION
<input type="checkbox"/>	Alba Fay	302-518-5768 x4027	CAD	1 Unbilled activity	\$149.50	Start invoice
<input type="checkbox"/>	Amos Hickle	445-630-1261	CAD	3 Unbilled activities	\$410.00	Start invoice
<input type="checkbox"/>	Anderson & Associates	647-555-9999	CAD	1 Unbilled activity	\$75.00	Start invoice
<input type="checkbox"/>	Araceli Schamberger	731.818.7349 x8542	CAD	1 Unbilled activity	\$155.00	Start invoice
<input type="checkbox"/>	7990	647-555-8787	CAD	1 Unbilled activity	\$280.00	Start invoice

< First Previous 1-5 of 5 Next Last >

### Create Invoices from Delayed Charges

You can add as many delayed charges as you want over any period. You can transfer one or more delayed charge to an invoice. You can add delayed charges to invoices in two different ways.

## Method #1 Customer Centre

1. Go to the **Customer Centre**.
2. Click **Unbilled Activities**.

The screenshot shows the QuickBooks Customer Centre dashboard for 'Green Tree Landscapes'. At the top, there are five summary cards: Home (\$162,805, 6 ESTIMATES), Unbilled Activities (\$910, 7 UNBILLED ACTIVITY), Overdue (\$137,760, 31 OVERDUE), Open Invoices (\$244,581, 47 OPEN INVOICES), and Paid Last 30 Days (\$694,521, 6 PAID LAST 30 DAYS). The main area displays a table of unbilled activities for several customers.

CUSTOMER	COMPANY	PHONE	CURRENCY	UNBILLED ACTIVITIES	UNBILLED AMOUNT	ACTION
<input type="checkbox"/>	Alba Fay	302-518-5768 x4027	CAD	1 Unbilled activity	\$149.50	<a href="#">Start invoice</a>
<input type="checkbox"/>	Anderson & Associates	647-555-9999	CAD	1 Unbilled activity	\$75.00	<a href="#">Start invoice</a>
<input type="checkbox"/>	Annetta Bayer	406-518-9448	CAD	1 Unbilled activity	\$50.00	<a href="#">Start invoice</a>
<input type="checkbox"/>	Antonietta Ward	303-612-7049	CAD	2 Unbilled activities	\$200.00	<a href="#">Start invoice</a>
<input type="checkbox"/>	Araceli Schamberger	731.818.7349 x8542	CAD	1 Unbilled activity	\$155.00	<a href="#">Start invoice</a>
<input type="checkbox"/>	7990	647-555-8787	CAD	1 Unbilled activity	\$280.00	<a href="#">Start invoice</a>

3. Click **Start Invoice**. QuickBooks transfers the information from the delayed charge to the invoice.
4. Click **Save**.

The screenshot shows the QuickBooks Invoice creation screen for invoice no. 7787. The customer is Antonietta Ward and the email is luciano@kutch.org. The balance due is \$200.00. The invoice date is 03/29/2017 and the due date is 04/28/2017. The terms are Net 30. The shipping address is Antonietta Ward. The invoice contains two line items for lawn maintenance services.

#	SERVICE DATE	PRODUCT/SERVICE	SKU	DESCRIPTION	QTY	RATE	AMOUNT (CAD)	SALES TAX
1	03/30/2017	Lawn Maintenance:Lawn Serv		One time lawn service including lawn cutting, trimming and edging.	1	100	100.00	HST ON
2	03/16/2017	Lawn Maintenance:Lawn Serv		One time lawn service including lawn cutting, trimming and	1	100	100.00	HST ON

## Method #2 Invoice

You can also transfer the delayed charge(s) directly from the invoice window.

1. Click **Create**.
2. Click **Invoice**.
3. Choose the **Customer** and then click Tab. QuickBooks immediately displays the outstanding **Delayed Charges** on the right-side of the **Invoice** window.

Invoice no.7782

Amos Hickie | cristian.lang@medhurst.net | Payment Options [Get set up](#)

**BALANCE DUE** \$0.00

Send later  Credit card

**Billing address**  
Amos Hickie  
603 Monahan Ford  
27150 Rueckerfurt, ND  
Guatemala

**Terms** Net 30 | **Invoice date** 03/15/2017 | **Due date** 04/14/2017 | **Invoice no.** 7782

**Sales Rep** | **Territory** | **Custom 3**

#	PRODUCT/SERVICE	SKU	DESCRIPTION	QTY	RATE	AMOUNT (CAD)	SALES TAX
1							
2							

Subtotal 0.00  
Total 0.00

**Delayed Charges Panel:**

- Charge #14  
Mar 8  
\$75.00 | Taxable  
One time lawn service including lawn cutti...  
[More](#)  
[Add](#) [Open](#)
- Charge #15  
Mar 15  
\$85.00 | Taxable  
One time lawn service including lawn cutti...  
[More](#)  
[Add](#) [Open](#)

**Buttons:** Cancel, Clear, Print or Preview, Make recurring, Customize, Save, Save and close

4. Edit the transaction as needed. Click **Save**.

Invoice no.7782

Amos Hickie | cristian.lang@medhurst.net | Payment Options [Get set up](#)

**BALANCE DUE** \$463.30

3 linked transactions | Send later  Credit card

**Billing address**  
Amos Hickie  
603 Monahan Ford  
27150 Rueckerfurt, ND  
Guatemala

**Terms** Net 30 | **Invoice date** 03/15/2017 | **Due date** 04/14/2017 | **Invoice no.** 7782

**Sales Rep** | **Territory** | **Custom 3**

#	PRODUCT/SERVICE	SKU	DESCRIPTION	QTY	RATE	AMOUNT (CAD)	SALES TAX
1	Lawn Maintenance:Lawn Servi		One time lawn service including lawn cutting, trimming and edging.	1	75	75.00	HST ON
2	Lawn Maintenance:Lawn Servi		One time lawn service including lawn cutting, trimming and edging.	1	85	85.00	HST ON
3	Lawn Maintenance:Lawn Servi		One time lawn service including lawn cutting, trimming and edging.	1	250	250.00	HST ON
4							

**Buttons:** Cancel, Clear, Print or Preview, Make recurring, Customize, Save, Save and close



Follow the same instructions as above to transfer the delayed credits to the invoice.

Invoice no. 7787

Antonietta Ward | luciano@kutch.org | Payment Options: Get set up | BALANCE DUE: \$0.00

Invoice date: 04/02/2017 | Due date: 05/02/2017 | Invoice no.: 7787

Terms: Net 30 | Ship via: | Shipping date: | Tracking no.: | Sales Rep: | Territory: | Custom 3: |

Charges and Credits sidebar:

- Charge #18: Mar 15, \$100.00 | Taxable, One time lawn service including lawn cutti... (Add, Open)
- Charge #19: Mar 29, \$100.00 | Taxable, One time lawn service including lawn cutti... (Add, Open)
- Credit #20: Apr 2, \$45.50 | Taxable, Hedge trimming. (Add, Open)

#	SERVICE DATE	PRODUCT/SERVICE	SKU	DESCRIPTION	QTY	RATE	AMC
1							
2							

Buttons: Cancel, Clear, Print or Preview, Make recurring, Customize, Save, Save and close

Invoice no. 7787

Antonietta Ward | Sales Rep: | Territory: | Custom 3: |

Amounts are: Exclusive of Tax

#	SERVICE DATE	PRODUCT/SERVICE	SKU	DESCRIPTION	QTY	RATE	AMOUNT (CAD)	SALES TAX
1	03/16/2017	Lawn Maintenance:Lawn Serv		One time lawn service including lawn cutting, trimming and edging.	1	100	100.00	HST ON
2	03/30/2017	Lawn Maintenance:Lawn Serv		One time lawn service including lawn cutting, trimming and edging.	1	100	100.00	HST ON
3	04/02/2017	Lawn Maintenance:Hedge Tri		Hedge trimming.	-1	45.50	-45.50	HST ON
4								

Buttons: Add lines, Clear all lines, Add subtotal

Message displayed on invoice: [Empty text box]

Summary: Subtotal 154.50, Discount percent 0.00, Shipping Select Shipping tax, HST (ON) @ 13% on 154.50 20.08

Buttons: Cancel, Clear, Print or Preview, Make recurring, Customize, Save, Save and close

## ▶ Sub-Customers

At times in your business, you may want to track more detail about customers. At times, you may work on different jobs, or projects for customers. QuickBooks lets you track the details of these customer projects using sub-customers. A sub-customer is a name linked to the customer.

As you create a sub-customer, QuickBooks will display the name indented below the “parent” customer on the customer centre. To create a sub-customer:

1. On the Customer centre, click **New**.
2. Add the sub-customer information just like you would enter for a regular customer.
3. Click **Sub-customer**.
4. Choose the parent customer.

**Customer information**

Title First name Middle name Last name Suffix Email  
 Separate multiple emails with commas

Company Phone Mobile Fax  
 303-612-7049

\*Display name as Other Website  
 Swimming Pool Installation

Print on cheque as  Use display name  
 Swimming Pool Installation

Is sub-customer  
 Antonietta Ward Bill with parent

Address Notes Tax info Payment and billing Attachments

Billing address map Shipping address map  Same as billing address

Street City/Town State/Province Postal code Country

Cancel Privacy Save

## ▶ Estimates & Quotes

An estimate is a description of work you can do or products you can provide for customers. QuickBooks refers to this as creating an estimate, but you can give the form your own title such as bid, grant, or proposal.

Writing an estimate is very similar to writing an invoice. You can:

- Customize the headings, fields, and columns that appear on your estimates.
- Apply each estimate to a customer or job or apply multiple estimates to a job.
- Start with a blank estimate and enter items already on your Items list, or enter new items as you write. You can also start with a saved estimate (recurring transaction) that is partly filled in. Making an estimate a recurring transaction is useful if your estimates often contain the same information.
- Modify an existing estimate anytime and resubmit it to your customer.



- E-mail the estimate to your customer directly from QuickBooks.
- Turn the estimate into an invoice (after the customer accepts your estimate), modifying it as necessary.



**NOTE** Progress invoicing is not available in QuickBooks Online. You cannot transfer partial amounts from estimates to invoices by percentages or amounts. You can only transfer one estimate at one time to one invoice.

To use estimates in QuickBooks you should review the Company Settings related to Estimates:

1. Click **Gear** icon.
2. Click **Company Settings** and then click **Advanced**.
3. Click **Automation**.
4. Select the option; Copy estimates to invoices. You can choose:
  - **Copy pending and accepted estimates**—this means that you can copy both statuses of estimate including pending and accepted estimates.
  - **Copy accepted estimates only**—this means that to copy an estimate to an invoice, that a user in QuickBooks must mark the estimate as accepted. This is one of the statuses available to choose on the estimate form.

The screenshot shows the 'Settings' page in QuickBooks Online, with the 'Automation' section expanded. The following table summarizes the visible settings:

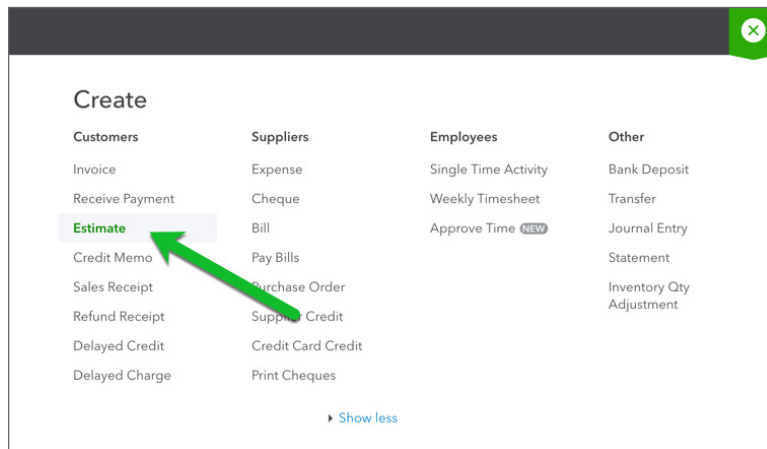
Category	Setting	Value
Accounting	First month of fiscal year	January
	First month of income tax year	Same as fiscal year
	Close the books	12/31/2016
	Default tax rate selection	Exclusive of Tax
Chart of accounts	Enable account numbers	Off
	Discount account	Discounts given
Automation	Pre-fill forms with previously entered content	On
	Automatically apply credits	Off
	Automatically invoice unbilled activity	Off
	Copy estimates to invoices	On
	Copy estimates to invoices (dropdown)	Copy pending and accepted estimates
Automatically apply bill payments	Off	
Time tracking	Add Service field to timesheets	On
	Make Single-Time Activity Billable to Customer	Off
Currency	Home Currency	Canadian Dollar
	Multicurrency	On <a href="#">Manage Currencies</a>

At the bottom of the Automation section, there are 'Cancel' and 'Save' buttons. A green arrow points to the 'Save' button.

5. Click **Save**.

## Creating Estimates

You can create estimates in a similar way to invoices. Click the Gear icon and then click Estimates.



1. Enter the **Customer** name.
2. Choose the **Status** of the estimate from the drop-down menu below the customer name.

**Estimate no.1033**

Steve Hinckley Email (Separate email)

⏸ Pending Estimate status: Pending  Send later

**Billing address** Estimate date: 04/02/2017

Steve Hinckley  
400 Temple St.  
Toronto ON.

Ship via

3. Enter the **Date**.
4. In the body of the estimate add the **Products/services** you're selling to the customer.

5. Enter the **Description, Quantities, Amounts** and **Sales Tax**.

Estimate no.1033
?
✕

Steve Hinckley

Pending  Send later Cc/Bcc

**AMOUNT**

**\$38,420.00**

Billing address: Steve Hinckley, 400 Temple St, Toronto ON.

Estimate date: 04/02/2017

Expiration date:

Estimate no.: 1033

Sales Rep:  Territory:  Custom 3:

Amounts are: Exclusive of Tax

#	SERVICE DATE	PRODUCT/SERVICE	SKU	DESCRIPTION	QTY	RATE	AMOUNT (CAD)	SALES TAX
1		Fencing & Deck Materials:Fence & Gate Hardware		Fence & Gate Hardware	1	1,000	1,000.00	HST ON
2		Fencing Package		Your customer won't see any of the items in this bundle	1	33,000	33,000.00	
		Fencing & Deck Materials:Lumber			10	3,000		HST ON
		Fencing & Deck Materials:Fasteners		Fasteners	20	50		HST ON
		Fencing & Deck Materials:Fence & Gate Hardware		Fence & Gate Hardware	10	200		HST ON
3								

Cancel
Clear
Print or Preview
Make recurring
Customize
Save
Save and close

6. Click **Save**.

**Reporting on Estimates**

You can view the open estimates on the **Customer** centre. Click **Estimates**.

qb **quickbooks**
Green Tree Landscapes
+
🔍
⚙️
?

Home
Customers [Clear Filter / View All](#)
New customer

Suppliers

Employees

Transactions

Reports

Taxes

Apps

[Get Paid Faster](#)

Unbilled Last 365 Days	Unpaid Last 365 Days	Paid
<b>\$200,095</b> 7 ESTIMATES	<b>\$660</b> 4 UNBILLED ACTIVITY	<b>\$119,037</b> 30 OVERDUE
	<b>\$194,858</b> 45 OPEN INVOICES	<b>\$700,157</b> 12 PAID LAST 30 DAYS

Batch actions

CUSTOMER	COMPANY	PHONE	CURRENCY	OPEN ESTIMATES	ESTIMATE AMOUNT	ACTION
<input type="checkbox"/>	Alba Fay	302-518-5768 x4027	CAD	1 Open estimate	\$2,825.00	<a href="#">Start invoice</a>
<input type="checkbox"/>	5469	647-555-8787	CAD	1 Open estimate	\$82,829.00	<a href="#">Start invoice</a>
<input type="checkbox"/>	7874	647-555-8787	CAD	1 Open estimate	\$23,841.87	<a href="#">Start invoice</a>
<input type="checkbox"/>	1000 - Jones Home		CAD	1 Open estimate	\$9,363.46	<a href="#">Start invoice</a>
<input type="checkbox"/>	2000		CAD	1 Open estimate	\$6,768.70	<a href="#">Start invoice</a>
<input type="checkbox"/>	Don Jackson		CAD	1 Open estimate	\$37,290.00	<a href="#">Start invoice</a>

Run a report on estimates:

1. Click **Reports**.
2. Click **Review Sales**.
3. Click **Estimates by Customer**.

Green Tree Landscapes					
ESTIMATES BY CUSTOMER					
All Dates					
DATE	#	ESTIMATE STATUS	EXPIRATION DATE	INVOICE #	AMOUNT
▼ Alba Fay					
11/22/2016	1006	Pending			2,825.00
Total for Alba Fay					\$2,825.00
▼ BigTime Construction					
▼ 7874					
12/06/2...	1012	Pending			23,841.87
Total for 7874					\$23,841.87
Total for BigTime Construction					\$23,841.87
▼ Burlington Home Builders					
▼ 1000 - Jones Home					
01/26/2...	1022	Pending			9,363.46
Total for 1000 - Jones Home					\$9,363.46
▼ 2000					
01/26/2...	1024	Pending			6,768.70
Total for 2000					\$6,768.70
Total for Burlington Home Builders					\$16,132.16

### Copying Estimates to Invoices

After you've created estimates and delivered the product and services to the customer, you can copy the estimate information directly to the invoice.



**NOTE** This process can only happen one time. QuickBooks will copy the entire estimate to the invoice.

To copy an estimate to an invoice:

1. Click **Create**.
2. Click **Invoice**.
3. Choose the customer and then press tab. QuickBooks display the open estimates in the right-side of the Invoice window.

4. Click **Add** or **Add all** to the estimates you want to copy across.

Invoice no.7788

Steve Hinckley  [Get set up](#) **BALANCE DUE** \$0.00

Send later [Cc/Bcc](#)  Credit card

Billing address: Steve Hinckley, 400 Temple St., Toronto ON.

Terms: Net 30 Invoice date: 04/02/2017 Due date: 05/02/2017 Invoice no.: 7788

Sales Rep: Territory: Custom 3

Amounts are: Exclusive of Tax

#	SERVICE DATE	PRODUCT/SERVICE	SKU	DESCRIPTION	QTY	RATE	AMC
1							
2							

Subtotal: 0.00  
Total: 0.00  
Deposit:

Message displayed on invoice:

Discount percent:

Buttons: Cancel, Clear, Print or Preview, Make recurring, Customize, Save, Save and close



**NOTE** QuickBooks copies the entire estimate across to the invoice. It closes the Estimate so that QuickBooks will no longer remind you to copy the estimate again.

Invoice no.7788

Steve Hinckley  [Get set up](#) **BALANCE DUE** \$38,420.00

[1 linked transaction](#)  Send later [Cc/Bcc](#)  Credit card

Billing address: Steve Hinckley, 400 Temple St., Toronto ON.

Terms: Net 30 Invoice date: 04/02/2017 Due date: 05/02/2017 Invoice no.: 7788

Sales Rep: Territory: Custom 3

Amounts are: Exclusive of Tax

#	SERVICE DATE	PRODUCT/SERVICE	SKU	DESCRIPTION	QTY	RATE	AMOUNT (CAD)	SALES TAX
1		Fencing & Deck Materials:Fen		Fence & Gate Hardware	1	1,000	1,000.00	HST ON
2		Fencing Package		Your customer won't see any of the items in this bundle	1	33,000	33,000.00	
		Fencing & Deck Materials:			10	3,000		HST ON
		Fencing & Deck Materials:	Fasteners		20	50		HST ON

Buttons: Cancel, Clear, Print or Preview, Make recurring, Customize, Save, Save and close

## ▶ Reimbursable Expenses

In some businesses, you may incur expenses that you will get reimbursed for by your customers. This is common in many types of services business like law firms, consulting firms, and other service professionals. Reimbursable expenses vary from business to business. i.e. A lawyer may seek reimbursement for laser copies, postage, delivery, etc.

**For billable time:** Record the hours spent on the job, using either a weekly timesheet or a single activity entry. Assign the hours to the customer or job (if you're tracking by job). Each entry will automatically be checked in the Billable column on the form.

**For job-related purchases:** (items purchased for a job, subcontracted services) Use a bill, cheque, or credit card charge to record the purchase. On the Items tab, enter each item or service you purchased. In the Customer column, be sure to assign each item or service to the customer or job (if you're tracking by job).

**For overhead expenses:** Expenses not caused by any specific job (rent, office supplies, etc.) should not be assigned to a Customer:Job. However, you might still want to see these expenses on job costing reports. To do that, create a dummy Customer:Job called "Overhead" and then assign all of your overhead costs to that fake job.

**For other expenses:** (freight charges, postage, etc.) Use a bill, cheque, or credit card charge to record the expenses. On the Expenses tab, enter each expense. In the customer column, be sure to assign each expense to the customer or sub-customer (if you're tracking by sub-customer).

To track reimbursable time and expenses you should review the Company Settings. Click the **Gear** icon and then click **Company Settings**. Click **Expenses**.

Select the option **Make expenses and items billable**.

The screenshot shows the 'Settings' application interface. On the left is a sidebar with categories: Company, Sales, Expenses, Payments, and Advanced. The main content area is titled 'Settings' and contains a section for 'Bills and expenses' which is highlighted with a green border. This section includes the following settings:

- Show Items table on expense and purchase forms ⓘ On
- Track expenses and items by customer ⓘ On
- Make expenses and items billable ⓘ On
- Markup with a default rate of 10 % ⓘ
- Track billable expenses and items as income ⓘ

Below these settings are 'Cancel' and 'Save' buttons. Further down, there are sections for 'Purchase orders' (Use purchase orders: On) and 'Messages' (Default email message sent with purchase orders). At the bottom right of the application, there is a green 'Done' button.



**NOTE** Use one or more income accounts to track billable expenses. A Related setting can be added. Click **Advanced** and then click **Chart of accounts** and then choose Billable expenses income account.

Chart of accounts	<input type="checkbox"/> Enable account numbers ?	Off
	Discount account ?	Discounts given ▼
	Billable expense income account ?	Billable Expense Income ▼
<input type="button" value="Cancel"/> <input type="button" value="Save"/>		

To track reimbursable expenses and time you can use one or more of the following transaction types:

- Weekly timesheets
- Single Time Activity
- Expenses
- Cheques
- Bills

To track time to a sub-customer:

1. Click the **Create** icon.
2. Click **Weekly timesheet**.
3. **Add the employee or supplier name.**
4. Under the Details section choose the sub-customer to track the time.
5. Enter the hours in the appropriate column.
6. Click **Save**.

Weekly Timesheet

David Avery | 3/27/2017 to 4/2/2017

TOTAL HOURS: 46:45

#	DETAILS	MON 27	TUE 28	WED 29	THU 30	FRI 31	SAT 1	SUN 2	TOTAL
1	Antonietta Ward:Swimming Pool Installation Description: <input type="text"/>	6:00	7:15	5:00	11:00	12:00	5:30		46:45
2	Customer name: <input type="text"/> Description: <input type="text"/>								
3	Customer name: <input type="text"/> Description: <input type="text"/>								
TOTAL		6:00	7:15	5:00	11:00	12:00	5:30		46:45

To track expenses to a sub-customer:

1. Click **Create**.
2. Click **Expense**.
3. Create the transaction as you normally would.
4. Add the name of the sub-customer to track the expense.
5. Click **Save**.

Expense
Settings ? X

Canada Small Engine Repair
SBCU Chequing
Balance \$37,873.36

AMOUNT  
\$511.89

Payment date: 03/30/2017

Payment method: Enter Text

Ref no.:

Amounts are: Exclusive of Tax

▼ Account details

#	ACCOUNT	DESCRIPTION	AMOUNT (CAD)	SALES TAX	BILLABLE	CUSTOMER
+	1	Repair and maintenanc	453.00	HST ON	<input checked="" type="checkbox"/>	Burlington Home
⋮	2					

+ Add new

3000 - CAD Sub-customer of Burlington ...

Add lines
Clear all lines

► Item details

Memo:

Subtotal: 453.00

HST (ON) @ 13% on 453.00: 58.89

**Total: 511.89**

Cancel
Clear
Print
Make recurring
Save
Save and new

To track expenses on a cheque to a sub-customer:

1. Click **Create**.
2. Click **Cheque**.
3. Create the transaction as you normally would.
4. Add the name of the **sub-customer** to track the expense on the cheque.



5. Click **Save**.

Cheque no.115
?
✕

Fuel Stop

SBCU Chequing

Balance \$37,361.47

AMOUNT  
\$56.27

Mailing address

Fuel Stop  
 499 Cornerstreet  
 Cambridge ON. M4N 3K8

Payment date

03/30/2017

Cheque no.

115

Print later

Amounts are Exclusive of Tax

▼ Account details

#	ACCOUNT	DESCRIPTION	AMOUNT (CAD)	SALES TAX	BILLABLE	CUSTOMER
1	Fuel	Fuel for engine.	49.80	HST ON	✓	Burlington Home Builder
2						

Add lines

Clear all lines

► Item details

Memo

Subtotal 49.80

HST (ON) @ 13% on 49.80 6.47

**Total** 56.27

Cancel

Clear

Print or Preview

Make recurring

More

Save and new

To track expenses from a bill to a sub-customer:

1. Click **Create**.
2. Click **Cheque**.
3. Create the transaction as you normally would.
4. Add the name of the **sub-customer** to track the expense on the cheque.

5. Click **Save**.

Bill
?
✕

Green Jeans Lawn Machines

BALANCE DUE  
\$564.85

Mailing address  
Wendy Holmgren  
Green Jeans Lawn Machines  
76 York St.  
Georgetown ON. L4N 3M7

Terms

Bill date  
03/30/2017

Due date  
03/30/2017

Bill no.  
36722-34

Amounts are Exclusive of Tax

▼ Account details

#	ACCOUNT	DESCRIPTION	AMOUNT (CAD)	SALES TAX	BILLABLE	CUSTOMER
1	Disposal Fees	Disposal of debris at job site.	499.87	HST ON	✓	Burlington Home Builder
2						

Add lines
Clear all lines

▼ Item details

#	PRODUCT/SERVICE	SKU	DESCRIPTION	QTY	RATE	AMOUNT (CAD)	SALES TAX	BILLABLE	CUSTOMER
1									
2									

Cancel
Clear
Make recurring
Save
Save and new

### Transfer Billable Expenses and Time to Customer

After tracking time and expenses to a customer, you're now ready to issue an invoice that includes the reimbursable expenses. Create the invoice:

1. Click **Create**.
2. Choose the **Customer** and then press tab. QuickBooks displays the reimbursable expenses on the right-side of the QuickBooks window.

- After completing the invoice as needed, select the reimbursable expenses on the right-side of the window to add them.

**Invoice no.7784**

Burlington Home Builders:3000  **Payment Options** [Get set up](#)

**BALANCE DUE** **\$11,811.89**

1 linked transaction  Send later [Cc/Bcc](#)  Credit card

**Billing address** 3000 300 Burloak Dr. Burlington ON.

**Terms** Net 30 **Invoice date** 03/30/2017 **Due date** 04/29/2017 **Invoice no.** 7784

**Sales Rep** **Territory** **Custom 3**

#	PRODUCT/SERVICE	SKU	DESCRIPTION	QTY	RATE	AMOUNT (CAD)	SALES TAX
1	Consulting		Consulting on City of Toronto Park design	1	10,000.00	10,000.00	HST ON
2			Engine repair			453.00	HST ON
3							

Subtotal **10,453.00**

Discount percent  **0.00**

HST (ON) @ 13% on 10,453.00 **1,358.89**

**Amounts are** Exclusive of Tax

**Right-side panel:**

**Add to Invoice**

Filter by: All dates

**Add all**

Added to your invoice

**Billable expense**  
Mar 30  
**\$49.80 | Taxable**  
Fuel for engine.  
[Add](#) [Open](#)

**Billable expense**  
Mar 30  
**\$499.87 | Taxable**  
Disposal of debris at job site.  
[Add](#) [Open](#)

**Buttons:** Cancel Clear Print or Preview Make recurring Customize Save **Save and close**

**Invoice no.7784**

Burlington Home Builders:3000  **Payment Options** [Get set up](#)

**BALANCE DUE** **\$12,433.01**

3 linked transactions  Send later [Cc/Bcc](#)  Credit card

**Billing address** 3000 300 Burloak Dr. Burlington ON.

**Terms** Net 30 **Invoice date** 03/30/2017 **Due date** 04/29/2017 **Invoice no.** 7784

**Sales Rep** **Territory** **Custom 3**

#	PRODUCT/SERVICE	SKU	DESCRIPTION	QTY	RATE	AMOUNT (CAD)	SALES TAX
1	Consulting		Consulting on City of Toronto Park design	1	10,000	10,000.00	HST ON
2			Engine repair			453.00	HST ON
3			Fuel for engine.			49.80	HST ON
4			Disposal of debris at job site.			499.87	HST ON
5							

Subtotal **11,002.67**

**Amounts are** Exclusive of Tax

**Buttons:** Cancel Clear Print or Preview Make recurring Customize Save **Save and close**