Design Document: QuickBooks - All about Customers

Class Description

Learn how to add, edit, delete, and credit customers as well as how to work with invoices and receive payments in class four of the QuickBooks' series.

**Curriculum Track**

Job & Career

**Audience**

Adult

**Course Length**

90 minutes

**Training Method**

Instructor led hands on

**Purpose**

To introduce user to the workings of QuickBooks software

Equipment Requirements

Projector and projection screen; computers with internet access for the instructor and each participant; laser pointer (recommended)

Software Requirements

Intuit QuickBooks 2015 or above

Material Requirements

Notepaper, Pens or Pencils, Activity Sheet, Handout, participant surveys

**Learning Objectives**

At the end of the session, learners will be able to:

1. Set up, Edit, and Delete customers
2. Invoice Customers
3. Receive a Customer Payment

**Assessment Technique(s)**

Successful completion of class activities

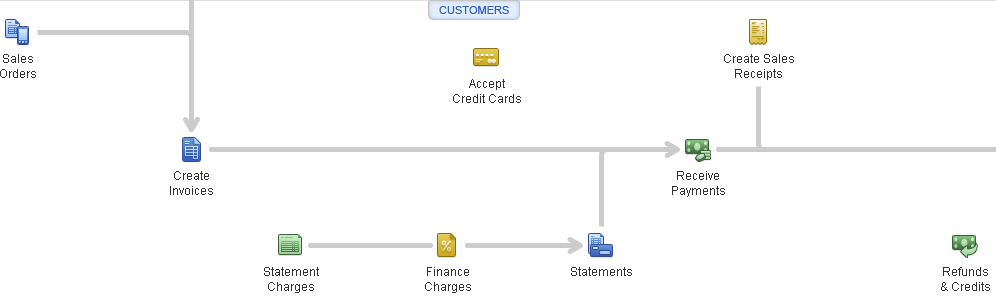
Content Outline

***Agenda (5 mins.)***

* Setting Up Customers
* Invoicing Customers
* Receiving Payments from Customers

***Topics, Talking Points, and Activities (90 mins.)***

* + **Setting Up Customers**
  + A **Customer** is anyone who pays you for goods or services
  + A **Job** is a specific project or scope of work that you want to track
  + The **Customer Center** gives you access to information about all of your customers and jobs and their associated transactions in one place

1. Open up QuickBooks by clicking the QuickBooks Icon
2. Click **Sample service based business**, then open.
3. Click on **Customers** in the middle of the Home Screen to access the **Customer Center.** The Customer List will appear, listing of all Customers on the left (Customer Center Toolbar) and their specific information on the right side of the screen
4. Click on **Heldt, Bob**
5. Point out where to find pertinent information:
   1. Address, phone number, and other personal information at top right
   2. Customer transactions at bottom right
6. Point out how to add/edit information:
   1. **Paper clip** on top right allows scanned documents to be attached to customer
   2. **Pencil** at top right opens the Edit Customer box to change information
7. Click on **Ok** to close

* **Adding New Customers**
* Demonstrate how to add a new customer using the **Customer Center** toolbar

1. Click **New Customer & Job** and select **New Customer**. A new window opens that begins with the **Address Info** tab and fields.
   1. In the **Customer Name** field, type **ABC Compnay**
      1. This where you would enter a unique name or code for this customer. When adding a new customer, only name is required, all other fields are optional. For demonstration purposes, fill out the remainder of the boxes
   2. In the **Company Name** field, type **ABC Company**
      1. Unlike the Customer Name field, where you enter whatever name or code you want to use to identify this customer, this field is where you enter the customer’s name as you want it to appear on invoices and other forms you create. QuickBooks automatically copies what you type here into the Invoice/Bill To box below.
   3. In the **Full Name** field, enter **Mr. Joe Smith**
      1. This is the contact information that will be fed into the **Invoice/Bill To** fields and used on invoices, letters or other company communication. You can see that once you’re done entering info, it will automatically appear in the Invoice box.
      2. You can also enter a Job Title and in the following boxes, you can enter phone numbers, fax numbers, and email or website associated with the customer. Drop-down menus are available for a variety of options.
   4. In the **Invoice/Bill To** box, type **123 Oak St. Elgin, IL 60123**
      1. To edit the address at any time after creating the new customer, click on the **pencil** icon next to Invoice/Bill to box
      2. Click the **Copy** button to copy address information to the **Ship To** box. This could also be edited to include a different address.
2. Click on the **Payment Settings** tab. This the place to indicate how the customer pays and how much credit you’re willing to extend. It includes the following fields:
   1. **Account No**. Account numbers are optional in QuickBooks. Large accounting programs often assign unique account numbers to customers, which reduce the time it takes to locate a customer’s record.
      1. We will leave this field blank
   2. **Payment Terms**. What you select here represents the payment terms the customer has agreed to. If you leave this field blank in a customer’s record, you have to choose the payment terms every time you create an invoice for that customer.
      1. Select **Net 15** from the list
   3. **Preferred Delivery Method**. Choose E-mail, Mail, or None to identify the method that your customer prefers for receiving information. If you choose E-mail, QuickBooks automatically turns on the E-mail checkbox when you create forms (such as invoices) for this customer.
      1. Choose **Mail**
   4. **Preferred Payment Method**. Choose the form of payment that the customer uses most frequently. This drop-down list includes several common ones, such as Cash, Check, and Visa, but you can add others by choosing <Add New>. The payment method you specify appears automatically in the Receive Payments window
      1. Choose **Check**
   5. **Credit card information**. This is a service that has to be paid for.
      1. We will leave this field blank
   6. **Credit Limit**. You can specify the amount of credit that you’re willing to extend to the customer. If you do, then QuickBooks warns you when an order or invoice exceeds this customer’s credit limit.
      1. Type in **5000**
3. Click on the **Sales Tax Settings** tab. We will not enter information here but explain the following:
   1. The Sales Tax Settings tab appears whether or not you turn on QuickBooks’ Sales Tax preference ([Sales Tax](https://www.safaribooksonline.com/library/view/quickbooks-2014-the/9781449341749/ch25.html#sales_tax)). However, if sales tax isn’t turned on, the fields on this tab are grayed out.
   2. If the customer pays sales tax, choose Tax in the Tax Code drop-down list. Then, in the Tax Item drop-down list, choose the option that specifies the tax rate the customer pays.
4. Click on the **Additional Information** tab. This tab serves up a few fields that let you categorize your customers including:
   1. **Customer Type**. You might want to classify customers so you can send customized communications to each type or determine which types are the most profitable.
      1. Residential (Choose this option)
      2. Commercial
   2. **Rep**. Choosing a name in this field links a customer to a sales representative, which is helpful if you want to track sales reps’ results.
      1. We will leave this blank.
5. Click on the **Job Info** tab. This tab allows for job costing in QuickBooks. Use this if you want to cost out all your income and expenses by job.
6. Click **Ok** to apply all changes and close out.

**ACTIVITY:** Have participants complete **Activity #1** on the *Activity Sheet*

* **Editing Customers**
  + Demonstrate how to change information for a customer that is already set up

1. From the **Customer List**, select **ABC Company**
2. Click on the pencil icon in upper right corner to open the **Edit Customer** box
   1. Change the address from 123 Oak St to **1223 Oak St**.
   2. Click **Ok**
   3. Verify that the address changes in **Customer Information** area
   * Demonstrate how to Delete Customers. Note that a user can only delete a customer if no activity has been posted to that customer.
3. From the **Customer List**, right-click on **ABC Company**,
4. Select **Delete Customer : Job**
5. A message appears, asking if you are sure, click on **YES** to delete
6. Return to the Home Screen

# Creating an Invoice

# An invoice records a sale and shows that somebody owes you money. Demonstrate how to create a new invoice for a customer

1. In the **Customers** area on the Home Screen, select **Create Invoices**
2. In the Invoice window that appears, click on the **Template** drop-down menu to select **Intuit Service Invoice**
3. In the **Customer: Job** drop-down, select **Adams Candy Shop.** 
   1. Verify that the **Date** that appears is correct
   2. The **Invoice Number** will auto fill. This can be changed if your company uses assigned invoice numbers
4. Click the first line in the **Item** column
   1. Using the drop-down menu, select **Trimming**
   2. In the **Quantity** field, type **5**
   3. The Description box is optional. Leave the current text.
5. The Customer Message field at the bottom of the invoice is optional
6. Click **Save & Close**
   1. If you have additional invoices to enter, click Save & New.

**ACTIVITY:** Have participants complete **Activity #2** on the *Activity Sheet*

* **Receiving payments from Customers**
  + Demonstrate how to enter payments received from Customers

1. From the **Customers** area on the Home Screen, select **Receive Payments**. A new window will appear.
2. Use the drop-down menu next to the **Received From** field to select **Ecker Design**
   1. Outstanding invoices appear in the table. The Amount Due column will show what the Customer owes for each transaction, with a total at the bottom
   2. In the **Payment Amount** field, type **123.00**
3. Change the date if necessary. We will leave the date.
4. Select Check as the Payment Method.
   1. A box appears on the side asking for the **Check Number**. Type **653** in the field.
   2. If you established a credit card as the default payment method in the customer record, the card number and expiration date will be filled in.
5. Verify that a check mark appears in front of the correct entry for payment. In this case, the one for $123.00 should have a check mark.
6. Click on **Save and Close**

**ACTIVITY:** Have participants complete **Activity #3** on the *Activity Sheet*

* **Making a Deposit**
  + Once the funds are received from a customer and the user has “received the payment”, the funds need to be deposited into the QuickBooks bank account
  + Demonstrate how to make a deposit

1. In the **Banking** area on the Home Screen, click on **Record Deposits**. The Deposit window will appear with checks that have been received.
2. Click **Ok**
   1. The checks now appear in the **Make Deposit** window
      1. Bank account will default to current bank account. If a company has more than one checking account, this may need to change.
      2. Change the date, if necessary
      3. The Memo filed defaults to deposit
      4. Click on **Save and Close** to record in checking account

**ACTIVITY:** Have participants complete **Activity #4** on the *Activity Sheet*

***Wrap Up/Closing (5 mins.)***

* Highlight the next QuickBooks class and topics that will be covered will be covered
* Ask if there are questions and answer any that were “parked” during the session
* Thank participants for coming and ask them to complete the class survey before leaving