



QUICKBOOKS ONLINE CLIENT TRAINING

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## Course 1

### Getting Started

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## About the Author



### **Esther Friedberg Karp, MBA**

Esther Friedberg Karp is an internationally-renowned trainer, writer, business consultant and speaker who was named one of the Top 10 QuickBooks ProAdvisors in the world, with the title Top International ProAdvisor.

# Training at a Glance

Use this as a guide to selecting specific workflows to be covered.

TOPICS	STEP BY STEP WORKFLOWS
PRODUCT OVERVIEW	<ul style="list-style-type: none"><li>• Benefits of using QuickBooks Online</li><li>• Know the features of your QuickBooks Online subscription</li></ul>
IMPORTING DATA	<ul style="list-style-type: none"><li>• Export QuickBooks Desktop data to QuickBooks Online</li><li>• Become familiar with importing lists into QuickBooks Online</li></ul>
SETTING UP YOUR COMPANY	<ul style="list-style-type: none"><li>• Explore how to add users to QuickBooks Online</li><li>• Explore the Products and Services list</li><li>• Print a transactions report for a selected account directly from the chart of accounts</li><li>• Print the chart of accounts</li><li>• Connect a bank account to the bank feed</li><li>• Become familiar with the Company tab in global Company Settings</li><li>• Enter contact information, Employer ID, and Tax form in Global Company Settings</li><li>• Specify terminology for Customers in Global Company Settings</li><li>• Become familiar with the Sales tab in global Company Settings</li><li>• Become familiar with how to turn on inventory global Company Settings</li><li>• Become familiar with the Expenses tab in global Company Settings</li><li>• Explore how to turn on Purchase Orders in global Company Settings</li><li>• Become familiar with the Advanced tab in global Company Settings</li><li>• Explore how to close the books in Global Company Settings</li><li>• Explore how to show account numbers in Global Company Settings</li><li>• Explore how to enable auto-recall on forms in Global Company Settings</li><li>• Change settings for automatic signing out after a period of inactivity</li></ul>

## QUICKBOOKS ONLINE TEST DRIVE

Exercises contained inside this handbook can be completed using a QuickBooks Online “test drive” file. The test drive uses a sample company file called Craig’s Design & Landscaping Services. It can be accessed through the following link:

[Craig's Design & Landscaping](#)

You don’t have to create an account or sign in to access the test drive file; just complete the security validation and click **Continue**.

This test drive is designed for you to explore and try out new things without worrying that you will break something or make a mistake. It is not designed to retain any changes you make. Once you close this QuickBooks Online test drive company, it is completely refreshed, so please remember to allow sufficient time to complete each task.

# Topic 1: Product Overview

QuickBooks Online has many features and advantages that QuickBooks Desktop does not offer. Once you make the change to QuickBooks Online, it is important to understand the features available to you by being in the cloud and the feature availability based upon your subscription level. Let's take a look at some advantages that QuickBooks Online has:

- Access to data easily across multiple platforms, PC or Mac
- Mobile access
- Access to data from multiple devices, browser or tablet. QuickBooks Online mobile access is included with QuickBooks Online subscriptions at no additional cost.
- No need to transfer data files since everyone logs in to the same account to access the same data
- QuickBooks Online developers are always releasing new functionality to QuickBooks Online. There is no need to install "new versions" of QuickBooks Online as you always get the latest and the greatest.
- All the data is hosted, backed up and secured by Intuit's servers
- Automatically create invoices and send them to clients, including delayed customer charges for unbilled time and costs
- Tracks logins, third party activity and list changes in the Activity Log
- Reports can be emailed to anyone at a scheduled frequency, even if they do not have access to QuickBooks Online or this company file
- Further organize data with both Class and Location tracking. Nomenclature can be selected for location.
- Bank transactions are automatically downloaded nightly
- Invite unlimited report reader and time tracker users
- Sync third-party apps to QuickBooks Online without opening the QuickBooks Online company, since the apps sync to Intuit's always-accessible server. No downloading and managing third-party sync engines.

- Post to multiple Accounts Receivable and Accounts Payable lines in a single journal entry
- Track Inventory using the first in first out (FIFO) method. The only desktop edition that offers FIFO is Enterprise with Advanced Inventory.
- The list of features will continue to grow as QuickBooks Online delivers functionality its users are requesting

## KNOW THE FEATURES OF YOUR QUICKBOOKS ONLINE SUBSCRIPTION

QuickBooks Online is a great solution for many different types of businesses. Every company must assess their needs to find a financial accounting solution appropriate for their business. Use the QuickBooks Online subscription matrix to determine the features of your QuickBooks Online subscription: <http://quickbooks.intuit.com/online/compare>. You can upgrade your QuickBooks Online anytime to accommodate changes in your business.

### QuickBooks Online Simple Start

- QuickBooks Online account
- Automatic data backup
- Bank-level security and encryption
- One full-access user
- Invite up to two accountant users, no additional charge
- Unlimited invoices and estimates
- Charge sales tax to customers
- Print checks and record transactions
- Download bank & credit card transactions
- Import from QuickBooks Desktop
- Import/Export lists from Excel® (customers, vendors, chart of accounts)
- Add payroll to pay W-2 employees and file payroll taxes
- 20+ reports

## QuickBooks Online Essentials

For QuickBooks Online Essentials, you have access to all of the Simple Start features as well as:

- Access for three users with permission controls
- Manage and pay bills, including scheduled payments for later
- Automatic invoice creation on recurring schedule
- Compare sales profitability with industry trends
- Delayed charges and credits
- 40+ reports

## QuickBooks Online Plus

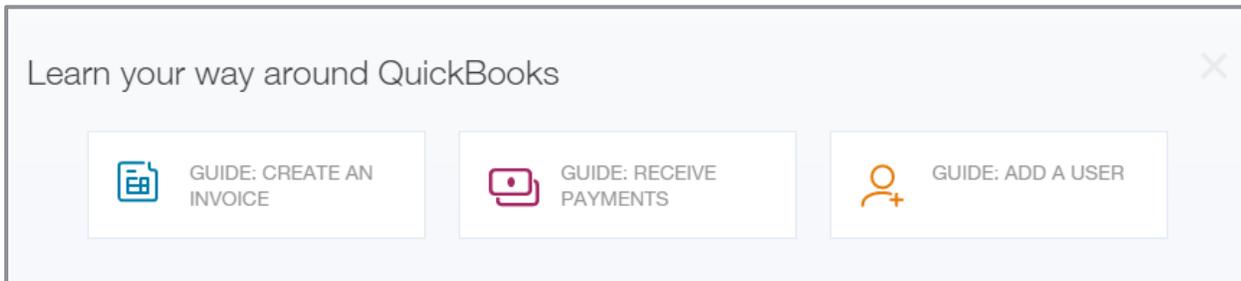
For QuickBooks Online Plus, you have access to all of the Simple Start and Essentials features as well as:

- Access for five users with permission controls (up to 25 paid users total)
- Unlimited time-tracking-only users
- Unlimited reports-only users
- Track billable hours by customer
- Purchase Orders
- Class & location tracking
- Track Inventory using the first in first out (FIFO) method.
- Prepare & print 1099-Misc
- Budgets
- Two-sided items
- Estimates
- 65+ reports

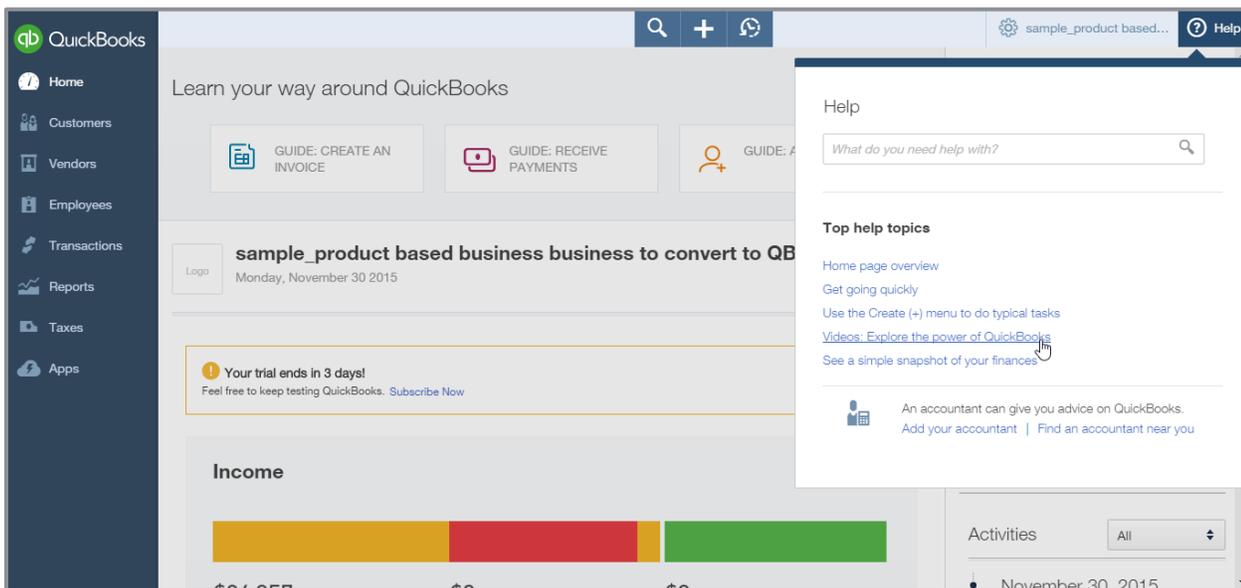
## Topic 2: Importing Data

### IDENTIFY STEPS TO IMPORT DATA INTO QUICKBOOKS ONLINE

When you first sign in to your company, you will see an area called Learn your way around QuickBooks. Clicking on each one of these **Guide** icons produces a pop-up window with the first step to completing that task. When you're done with these tips, you can click on the X in the top right corner of this area to collapse it and make more room available on the Home screen.



You can also click on the **Help** button in the top right corner to obtain access to in-product self-help resources such as overviews and videos, and how to find a local accountant and add one to your QuickBooks Online company.



QuickBooks Online allows users to import data from QuickBooks Desktop within the first 60 days of creating the QuickBooks Online account. When this data is imported, it replaces any data in the QuickBooks Online account.

Most QuickBooks Desktop data can be imported, but there are some limitations. Because QuickBooks Online is being improved constantly, the import capabilities can change. Check the latest limitations by visiting [The Survival Guide - Import to QuickBooks Online from QuickBooks Desktop](#). At the time of this publication these guidelines are in effect:

- You cannot import:
  - Memorized transactions
  - Sales form templates
- Data may be imported from QuickBooks Pro and Premier (2008 and later), Enterprise (2014 and later), and QuickBooks for Mac (2012 and later)
- Conversions from QuickBooks Windows version 2007 and prior, QuickBooks Enterprise 2013 and prior, and QuickBooks for Mac 2011 and prior require additional steps; visit [The Survival Guide - Import to QuickBooks Online from QuickBooks Desktop](#) for instructions.
- A QuickBooks Desktop file with the multicurrency preference turned on cannot be imported into QuickBooks Online's US version at this time, although QuickBooks Online US does support multiple currencies
- International versions of QuickBooks Desktop cannot be imported into QuickBooks Online's US version
- Payroll data imports from QuickBooks Desktop to QuickBooks Online as checks, not paychecks
- You can import your QuickBooks Online data back to QuickBooks Desktop, with limitations
- You must use Internet Explorer to export data from QuickBooks Online back to Desktop

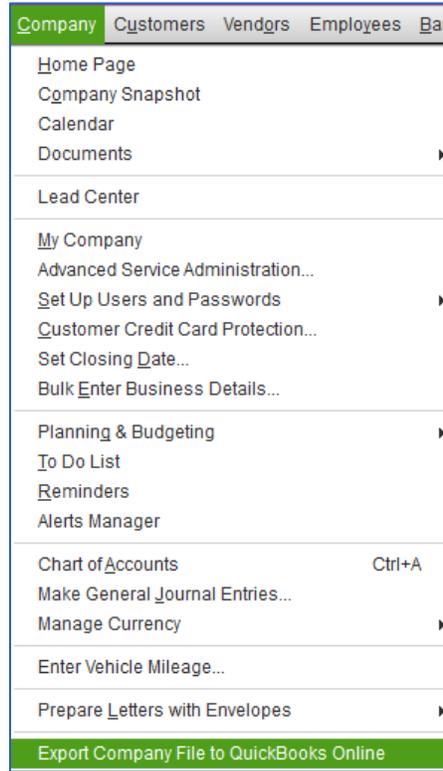


## Step by Step: Export QuickBooks Desktop Data to QuickBooks Online

These steps are for exporting a QuickBooks Desktop (Pro or Premier, 2008 or later) company to QuickBooks Online. Furthermore, these steps can be followed using a QuickBooks Desktop sample company to try out the process. There are different steps for converting from QuickBooks Enterprise Solutions or QuickBooks for Mac to QuickBooks Online; visit [The Survival Guide - Import to QuickBooks Online from QuickBooks Desktop](#) for instructions.

Although a QuickBooks Online file can be set up (by the client or by using the accountant creating a QuickBooks Online file on behalf of the client) ahead of time, it is possible to follow these steps without having created a QuickBooks Online company first.

1. Open the QuickBooks Desktop company data file as the Admin user.
2. The file cannot have more than 350,000 targets. To view the size of your file, press the **F2** key. If the file has more than 350,000 targets, you can still import lists.
3. Navigate to **File** → **Utilities (or Maintenance)** → **Verify Data**. Correct any errors in the QuickBooks data before proceeding to the next step, and if necessary, perform Step 3 and repeat **Verify**.
4. Navigate to **File** → **Utilities (or Maintenance)** → **Rebuild data**. A backup must be created before QuickBooks Desktop runs the Rebuild action.
5. Navigate to **Company** → **Export Company File to QuickBooks Online**. The wizard will provide the steps to sign in with a pre-existing Intuit user ID or a prompt to create one.

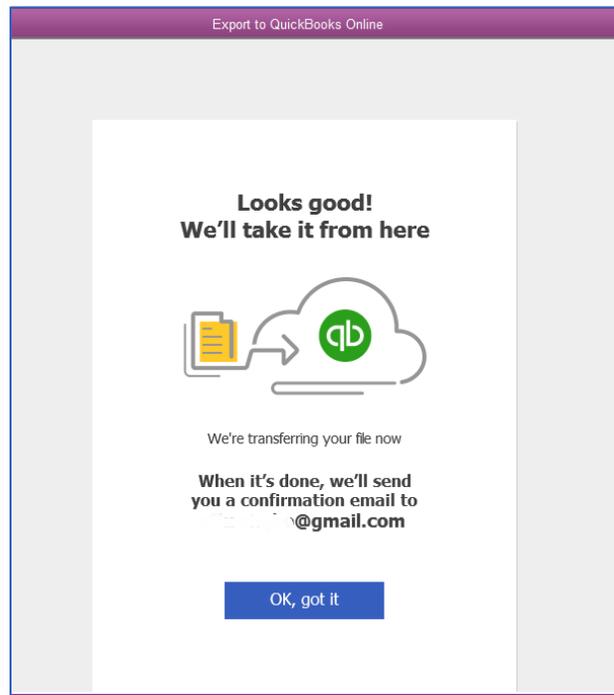


6. If you are using a pre-existing Intuit user ID, you will be given the opportunity to create a new QuickBooks Online company or overwrite any of the companies (60 days old or newer) associated with that ID. You will also see prompts to start tracking inventory in the QuickBooks Online company as of a date you specify, if the QuickBooks Desktop company had been tracking inventory.



**WARNING:** Be very careful with this step as it will overwrite all data in the QuickBooks Online account you select, if it has been created already and is 60 days old or newer. If you are practicing this process, create a new QuickBooks Online company that can be cancelled.

7. Once complete, wait for confirmation that the QuickBooks Desktop file has been successfully imported.



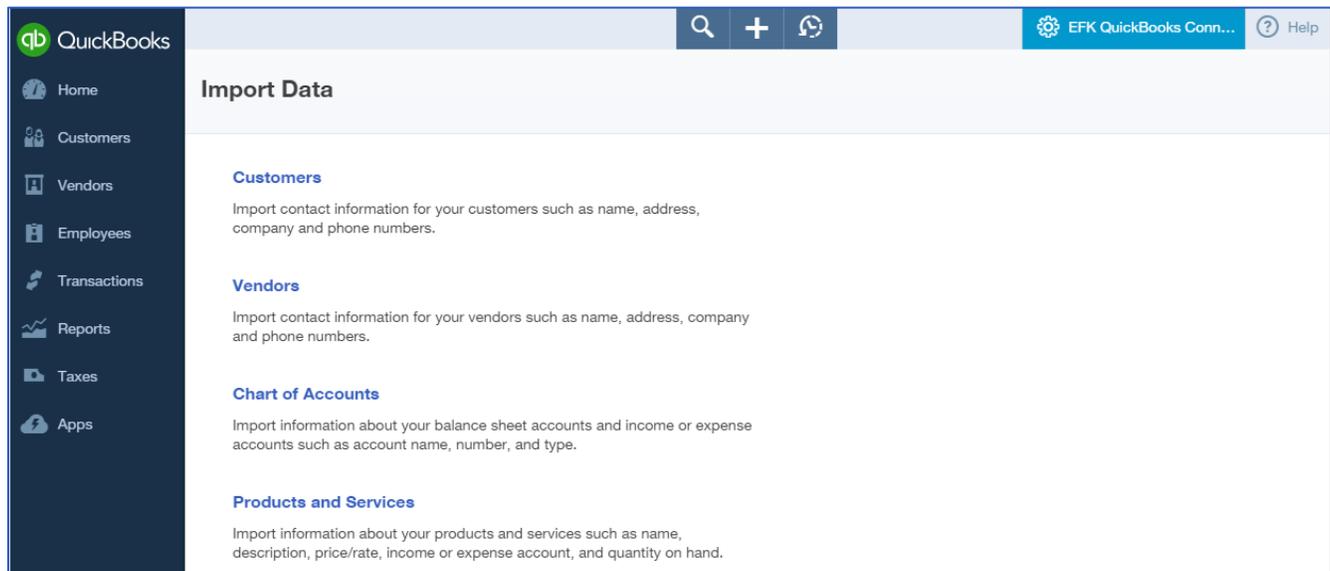
- An email will be sent within 24 hours (however, often the conversion is very quick and email confirmation is received almost immediately) notifying you that your QuickBooks Online company is ready.

Verify that the data was imported correctly. Create a Balance Sheet and Profit & Loss report in both QuickBooks Online and Desktop. Customize the date range to All Dates. Set the accounting method to Accrual. Compare the balances, looking for any inconsistencies.

You can re-import data into QuickBooks Online for 60 days from the creation date of the QuickBooks Online Company. *It is important to note that re-importing data will overwrite any existing data in the QuickBooks Online Company.*



## Step by Step: Become Familiar with Importing Lists into QuickBooks Online



1. Open the QuickBooks Online demo (“test drive”) account.
2. Navigate to the **gear** icon → **Import Data** (under the Tools section).

List data may be imported at any time into QuickBooks Online such as customers, vendors, chart of accounts, or products and services. Banking information can be imported by connecting an online bank or credit card account to the appropriate account on the Chart of Accounts by navigating to the left navigation bar and selecting **Transactions** → **Banking** then selecting **Add account**.

Each option has a downloadable template to ensure that data is properly formatted before import.

**NOTE:** When importing a chart of accounts, it does not replace a pre-existing chart of accounts; it adds any new accounts in your spreadsheet (that are not already in QuickBooks Online) to the pre-existing accounts in QuickBooks Online.

## Topic 3: Setting Up Your Company

### RECOGNIZE THE STEPS TO SET UP AND MODIFY LISTS AND USERS

QuickBooks Online account lists and users can be managed from the gear icon in the top right. Managing lists is an important component of QuickBooks Online. From the gear icon all lists should be reviewed to make sure they are appropriate for the Company. This includes Chart of Accounts, Recurring Transactions, Products and Services, Classes and Locations.



#### Step by Step: Explore How to Add Users to QuickBooks Online

#### Manage Users

Contact Name	Email Address	Access Rights	Billable User?	Status
MB Raimondo	mrbob@mbraimondicpa.com	Company Admin	Yes	Active
Stacy Kildal	fakename@intuit.com	Master Admin	Yes	Active

[Transfer Master Administrator](#) [New](#) [Edit](#) [Delete](#) [Activity](#)

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#### Accounting Firms

You can invite up to two accounting or bookkeeping firms to provide them, and any employees they may have authorized, access to your company data.

Contact Name	Email Address	Status
<a href="#">Invite Accountant</a> <a href="#">Edit</a> <a href="#">Delete</a>		

1. Open the QuickBooks Online account.
2. Navigate to the **gear icon** → **Manage Users** (under the Your Company section).
3. Click **New** to add users.
4. Choose type of user.
5. **Next.**
6. Set user's access rights.
7. **Next.**
8. Set user's administrative rights.
9. **Next.**
10. Enter user's email address and name.

11. **Next.**

12. Click **Finish.**



### Step by Step: Explore How to Add Accountant Users to QuickBooks Online

1. Open the QuickBooks Online company.
2. Navigate to the **gear** icon → **Manage Users** (under the Your Company section).
3. Click **Invite Accountant** under the Accounting Firms section.
4. Enter accountant's email address and name.
5. The accountant receives an email that contains a link for signing into the client's company.
6. **Next.**
7. Click **Finish**



### Step by Step: Explore the Products and Services List

1. Open the QuickBooks Online company.
2. Navigate to the **gear** icon → **Products and Services** (under the Lists section).
3. The Products and Services list appears. Notice that it lists the name, description, account, price/rate, whether the item is subject to sales tax, and a quantity if the item is set up as an inventory item.
4. To edit an item locate the item to be changed and click **Edit** in the far right column for that item. Make the necessary edits. **Save and Close.**
5. To add an item, click **New.**
  - a. Select a **Type** for this product/service (Inventory, Non-Inventory, or Service).
  - b. The Product/Service information window appears; if you selected the wrong type of product/service, select **Change type** and correct your selection.
  - c. Enter the item **Name**, **SKU**, and whether it is a **sub-product/service.**
  - d. Upload a picture for this item if desired.

- e. For Inventory items in new companies that have no history of transactions in QuickBooks Online, specify the **Quantity on Hand** and the **As of date**. For any Inventory items, select the **Inventory asset account**.
  - f. Fill in the sales information and purchasing information with the corresponding sales description, unit price, taxable status, purchase description, unit cost, income account, and expense account. **Save and close** or **Save and new**.
6. To delete (or deactivate) an item, locate the item to be deleted (or deactivated), click on the **drop-down arrow** next to Edit and click **Make inactive**.
  7. Click **Yes** to confirm. Notice that items are merely deactivated and not deleted. Transactions for deleted (deactivated) items are not deleted.



### Step by Step: Print a Transactions Report for a Selected Account Directly from the Chart of Accounts

1. Open the QuickBooks Online company.
2. Click on the **gear icon** → **Chart of accounts** (under Settings).
3. Select an account and in the **drop-down** next to View Register, click **Run report**.
4. The Account QuickReport for that one account will display.
5. Change the **Transaction Date** range, if necessary, and click **Run Report**.



### Step by Step: Print the Chart of Accounts

1. Open the QuickBooks Online company.
2. Click on the **gear icon** → **Chart of accounts** (under Settings).
3. Click on the **Printer icon** in the upper right hand side.
4. The Chart of accounts will display in print preview format. In the left column, select your printer and print settings, if necessary, and select **Print**.



## Step by Step: Connect a Bank Account to the Bank Feed

**Bank and Credit Cards** | Mastercard ▾ Update ▾ Add account

<b>Mastercard</b> <b>\$304.96</b> BANK BALANCE Moments ago <b>\$157.72</b> IN QUICKBOOKS <b>7</b>	<b>Checking</b> <b>\$-3,621.93</b> BANK BALANCE Moments ago <b>\$1,201.00</b> IN QUICKBOOKS <b>25</b>	<b>Savings</b> <b>\$200.00</b> BANK BALANCE Moments ago <b>\$800.00</b> IN QUICKBOOKS <b>1</b>
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**New Transactions** | In QuickBooks | Excluded Go to Register

Batch actions ▾ All (7) Recognized (3) Print Settings

<input type="checkbox"/>	DATE ▾	DESCRIPTION	PAYEE	CATEGORY OR MATCH	SPENT	RECEIVED	ACTION
<input type="checkbox"/>	12/02/2015	Amazon		Uncategorized Expense		\$89.99	Add
<input type="checkbox"/>	12/01/2015	Lara's Lamination		Uncategorized Expense	\$150.00		Add
<input type="checkbox"/>	11/18/2015	Squeaky Kleen Car	Squeaky Kleen Car W...	<span>MATCH</span> CC Expense 11/18/2015 \$19.99 Squeaky Kleen Car Wash	\$19.99		Match
				<span>MATCH</span> CC Expense			

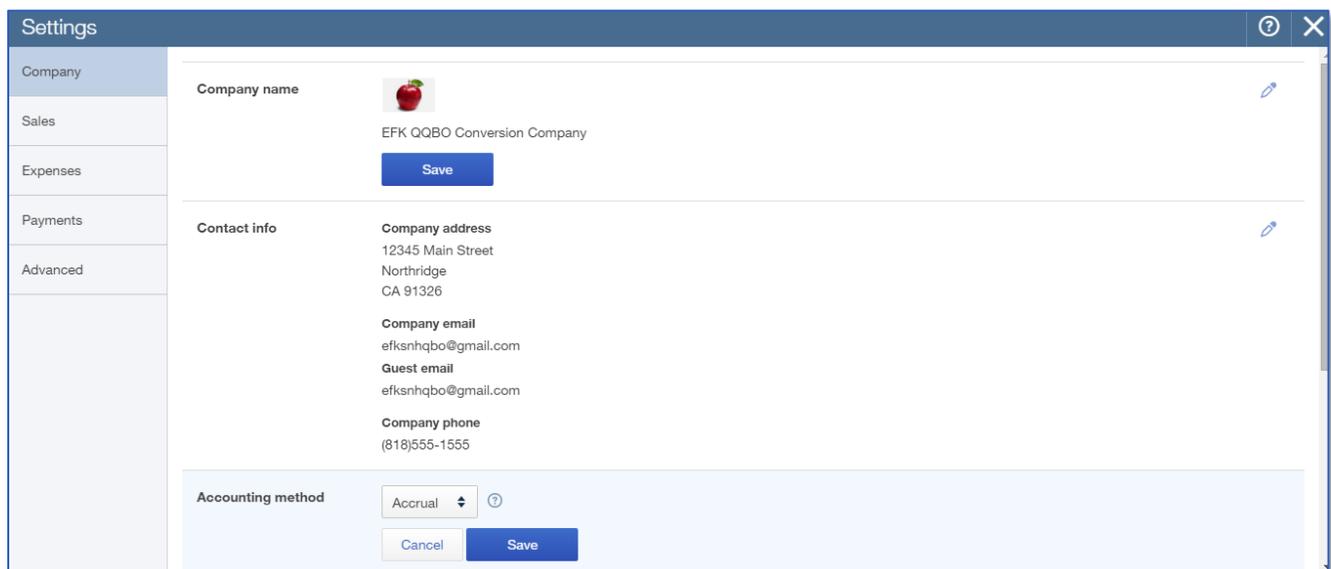
1. Open the QuickBooks Online company.
2. From the left navigation bar, click **Transactions** → **Banking**.
3. Click **Add Account** in the top right hand corner.
4. Follow the wizard to connect an account to the bank feed.

## RECOGNIZE THE STEPS TO MANAGE COMPANY SETTINGS

Company settings control much of the functionality in the QuickBooks Online account. They are the foundation for a successful and efficient QuickBooks Online experience.

The Company Settings screen organizes the account's global preferences into these sections:

- Company
- Sales
- Expenses
- Payments
- Advanced



The screenshot shows the 'Settings' window in QuickBooks Online. The 'Company' tab is selected in the left sidebar. The main content area is divided into several sections:

- Company name:** Displays a red apple icon, the text 'EFK QQBO Conversion Company', and a blue 'Save' button.
- Contact info:** Includes fields for 'Company address' (12345 Main Street, Northridge, CA 91326), 'Company email' (efksnhqbo@gmail.com), 'Guest email' (efksnhqbo@gmail.com), and 'Company phone' (818)555-1555.
- Accounting method:** A dropdown menu is set to 'Accrual', with 'Cancel' and 'Save' buttons below it.



## Step by Step: Become Familiar with the Company Tab in Global Company Settings

1. Open the QuickBooks Online company.
2. Navigate to the **gear** icon → **Company Settings**.
3. On the Company Settings page, click the **Company** section on the left.
4. Notice on the right that the settings that can be updated by clicking on **Edit** (the **pencil** icon) on the right.

- Company Name
- Contact info
- Accounting method
- Employer ID (EIN)
- Tax form
- Categories (classes, locations)
- Customer labels



## Step by Step: Enter Contact Information, Employer ID, and Tax Form in Global Company Settings

1. Open the QuickBooks Online company.
2. Navigate to the **gear** icon → **Company Settings**.
3. On the Company Settings page, click the **Company** section on the left.
4. Find the Contact info settings on the right and click on **Edit** (the **pencil** icon) on the right to enter or edit the company contact information.
5. Click **Save**.
6. Follow the same steps to enter Employer ID and Tax form information.
7. Click **Done**.



## Step by Step: Specify Terminology for Customers in Global Company Settings

1. Open the QuickBooks Online company.
2. Navigate to the **gear** icon → **Company Settings**.
3. On the Company Settings page, click the **Company** section on the left.
4. Find the Customer label settings on the right and click on **Edit** (the **pencil** icon) on the right to enter or edit the label you wish to assign to customers (Clients, Customers, Donors, Guests, Members, Patients, or Tenants).
5. Click **Save**.
6. Click **Done**.



## Step by Step: Become Familiar with the Sales Tab in Global Company Settings

1. Open the QuickBooks Online company.
2. Navigate to the **gear** icon → **Company Settings**.
3. On the Company Settings page, click the **Sales** section on the left.
4. Notice on the right that the settings that can be updated by clicking on **Edit** (the **pencil** icon) on the right.
  - Customize look and feel of forms for customers
  - Sales form content
  - Products and services
  - Messages
  - Online delivery
  - Statements



## Step by Step: Become Familiar with How to Turn on Inventory Global Company Settings

1. Open the QuickBooks Online company.
2. Navigate to the **gear** icon → **Company Settings**.
3. On the Company Settings page, click the **Sales** section on the left.
4. Find the Products and services area and click on **Edit** (the **pencil** icon)
5. Click on the box next to **Track quantity and price/rate** (so that these fields appear on sales forms).
6. Click on the box next to **Track quantity on hand** (so that inventory is tracked).
7. Click **Save**.
8. Click **Done**.
9. Click on the **gear** icon on the upper right.
10. Click **Products and Services**.
11. Select **New** to create a new product or select **Edit** to alter an existing product.
12. If it's an existing product, select **Change Type** and choose **Inventory item**. If it's a new product, choose the type **Inventory item**.
13. Upload a picture for this item if desired.
14. For Inventory items in new companies that have no history of transactions in QuickBooks Online, specify the **Quantity on Hand** and the **As of** date. For any Inventory items, select the **Inventory asset account**.
15. Fill in the sales information and purchasing information with the corresponding sales description, unit price, taxable status, purchase description, unit cost, income account, and expense account. **Save and close** or **Save and new**.



## Step by Step: Become familiar with the Expenses tab in Global Company Settings

1. Open the QuickBooks Online company.
2. Navigate to the **gear** icon → **Company Settings**.
3. On the Company Settings page, click the **Expenses** section on the left.
4. Notice on the right the settings that can be updated by clicking on **Edit** (the **pencil** icon)
  - Bills and expenses
  - Purchase orders



## Step by Step: Explore How to Turn on Purchase Orders in Global Company Settings

1. Open the QuickBooks Online company.
2. Navigate to the **gear** icon → **Company Settings**.
3. On the Company Settings page, click the **Expenses** section on the left.
4. Find the Purchase Orders area and click on the **Edit** (the **pencil** icon).
5. Click on the box next to **Purchase Orders**.
6. Fill out remaining fields as needed.
7. Click **Save**.
8. Click **Done**.



## Step by Step: Become Familiar with the Advanced Tab in Global Company Settings

1. Open the QuickBooks Online company.
2. Navigate to the **gear** icon → **Company Settings**.
3. On the Company Settings page, click the **Advanced** section on the left.
4. Notice on the right that the settings that can be updated by clicking on **Edit** (the **pencil** icon) on the right.
  - Accounting - to change the fiscal year or close the books
  - Chart of Accounts - to turn account numbers on or off, and specify a markup income account if required
  - Automation
  - Time tracking
  - Currency
  - Other preferences



## Step by Step: Explore How to Close the Books in Global Company Settings

1. Open the QuickBooks Online company.
2. Navigate to the **gear** icon → **Company Settings**.
3. On the Company Settings page, click the **Advanced** section on the left.
4. Find the Accounting setting on the right. Click **Edit** (the **pencil** icon) on the right.
5. Check the box to **Close** the books.
6. Enter the **closing date**.
7. Select one of these from the dropdown menu: **Allow changes after viewing a warning** or **Allow changes after viewing a warning and entering a password**.
8. Enter a password and confirm the password (if the password option was selected).
9. Click **Save**.
10. Click **Done**.



## Step by Step: Explore How to Show Account Numbers in Global Company Settings

1. Open the QuickBooks Online company.
2. Navigate to the **gear** icon → **Company Settings**.
3. On the Company Settings page, click the **Advanced** section on the left.
4. Find the Chart of Accounts setting on the right. Click the **Edit** (pencil icon) on the right.
5. Check the box next to **Enable account numbers**.
6. Click the box next to **Show account numbers**.
7. Click **Save**.
8. Click **Done**.
9. Click on the **gear** icon → **Chart of accounts** (under Settings).
10. Select the **drop-down arrow** next to View Register and select **Edit**.
11. Edit the Checking account. Enter account number *10100*. **Save and Close**.
12. View the account number now showing in the Chart of accounts list.
13. Navigate to **Reports** → **Balance Sheet report**.
14. View the account number for the Checking account appearing on the Balance Sheet.



## Step by Step: Explore How to Enable Auto-recall on Forms in Global Company Settings

1. Open the QuickBooks Online company.
2. Navigate to the **gear** icon → **Company Settings**.
3. On the Company Settings page, click the **Advanced** section on the left.
4. Find the Automation setting on the right. Click **Edit** (the **pencil** icon) on the right.
5. Check the box to **Pre-fill forms with previously entered content**.
6. Click **Save**.
7. Click **Done**.



## Step by Step: Change Settings for Automatic Signing Out after a Period of Inactivity

1. Open the QuickBooks Online company.
2. Navigate to the **gear** icon → **Company Settings**.
3. On the Company Settings page, click the **Advanced** section on the left.
4. Find the Other preferences setting on the right. Click **Edit** (the **pencil** icon) on the right.
5. Select 1, 2, or 3 hours from the dropdown list next to **Sign me out if inactive for**.
6. Click **Save**.
7. Click **Done**.

## Guide Conclusion

You have just covered *Course 1 - Getting Started*. This Course has been developed to help you train your clients on how to use QuickBooks Online successfully.

By completing this module, your client should understand:

- The benefits of QuickBooks Online
- How to import data
- The parameters of setting up their company