



QUICKBOOKS ONLINE 2019 CLIENT TRAINING

Course 1

Get Started

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Table of Contents

About the Author	2
Training at a Glance	3
QuickBooks Online Test Drive.....	4
Topic 1: Product Overview	5
Know the Features of Your QuickBooks Online Subscription	6
Topic 2: Import Data	8
Identify Steps to Import Data into QuickBooks Online	8
Topic 3: Set Up Your Company	17
Recognize Steps to Set up and Modify Lists and Users.....	17
Recognize Steps to Manage your Company Account and Settings	22
Guide Conclusion	31

About the Author



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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.

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

Esther counts among her clients' companies from around the world, as well as accounting professionals who seek her out on behalf of their own clients for her expertise in various countries' editions of QuickBooks Desktop and Online, and for her talent in customizing QuickBooks usage for different industries.

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

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Training at a Glance

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

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

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 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 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. Look at just some advantages that QuickBooks Online has:

- Access data easily across multiple platforms, PC or Mac, browser or tablet
- Mobile access 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
- 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
- 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 QuickBooks Desktop edition that offers FIFO inventory costing is QuickBooks Desktop Enterprise with Advanced Inventory)
- Track logins, third-party activity and list changes in the Audit Log
- Reports can be emailed to anyone at a scheduled frequency, even if they do not have access to this QuickBooks Online company file
- Further organize data with both class and location tracking; labels can be selected for locations (such as property, store, territory, etc.)
- Bank transactions are automatically downloaded nightly
- Invite unlimited "reports only" and "time tracking only" 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
- QuickBooks Online developers are always releasing new functionality to QuickBooks Online (no need to install new versions of QuickBooks Online as you always get the latest and the greatest with new features 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 subscription at any time 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
- Snap photos of receipts so you're ready for tax time
- Print checks and record transactions
- Download bank and credit card transactions
- Import from QuickBooks Desktop
- Import/export lists from Microsoft Excel® (customers, vendors, Chart of Accounts)
- Add payroll to pay W-2 employees and file payroll taxes
- Prepare and print 1099-Misc
- Integrate with available applications
- 20+ built-in reports

QuickBooks Online Essentials

With QuickBooks Online Essentials you have access to all the Simple Start features as well as:

- Access for three users with permission controls
- Manage and pay bills, including schedule payments for later
- Automatic invoice creation on recurring schedule
- Track billable hours by customer
- Unlimited time tracking-only users
- Compare sales profitability with industry trends
- Delayed charges and credits
- Multicurrency
- 40+ built-in reports

QuickBooks Online Plus

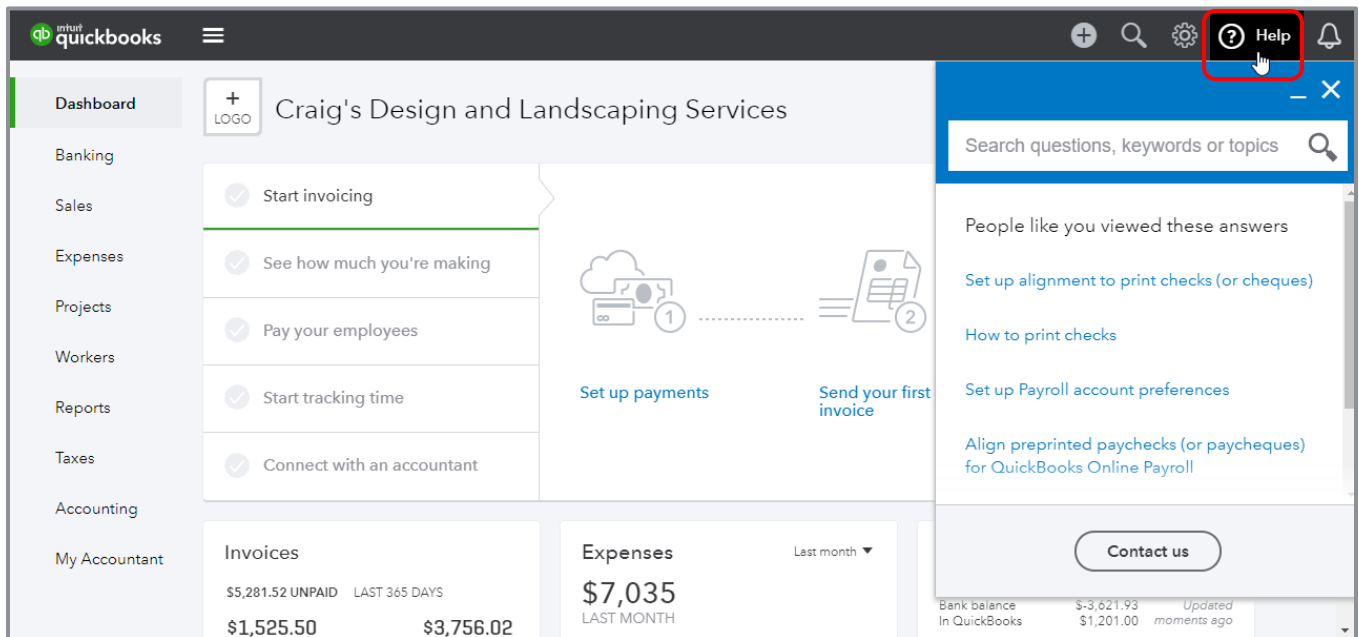
With QuickBooks Online Plus you have access to all the Simple Start and Essentials features as well as:

- Access for five users with permission controls (up to 25 paid users total)
- Unlimited reports-only users
- Track billable hours by customer
- Purchase orders
- Class and location tracking
- Track inventory using the FIFO method
- Prepare and print 1099-Misc
- Budgets
- Two-sided items
- Estimates
- 65+ built-in reports

Topic 2: Import Data

IDENTIFY STEPS TO IMPORT DATA INTO QUICKBOOKS ONLINE

When you sign in to your company you can click the **Help** button (the question mark in the circle or the word Help next to it) in the top right corner for access to in-product self-help resources such as overviews and videos, as well as a **Contact Us** button with various options for ways to connect.



The screenshot shows the QuickBooks Online interface for a company named "Craig's Design and Landscaping Services". The top right corner features a navigation bar with icons for home, search, settings, help, and notifications. The help icon, a question mark inside a circle, is highlighted with a red box. Below the navigation bar is a search bar for help topics. The main dashboard area is divided into several sections: a left sidebar with navigation options (Dashboard, Banking, Sales, Expenses, Projects, Workers, Reports, Taxes, Accounting, My Accountant), a central task list with items like "Start invoicing", "See how much you're making", "Pay your employees", "Start tracking time", and "Connect with an accountant", and a right sidebar with a search bar and a list of suggested help topics such as "Set up alignment to print checks (or cheques)", "How to print checks", "Set up Payroll account preferences", and "Align preprinted paychecks (or paycheques) for QuickBooks Online Payroll". At the bottom, there are financial summaries for "Invoices" and "Expenses".

Category	Amount	Period
Invoices	\$5,281.52 UNPAID	LAST 365 DAYS
Invoices	\$1,525.50	\$3,756.02
Expenses	\$7,035	LAST MONTH
Bank balance	\$-3,621.93	Updated moments ago
In QuickBooks	\$1,201.00	

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 (i.e., overwrites) any pre-existing 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 Visual Guide to Export](#). At the time of this publication, these guidelines are among those in effect:

- While the size of the QuickBooks Desktop company file does not matter when importing to QuickBooks Online, the Desktop file must consist of no more than 350,000 targets
- If the Desktop file consists of more than 350,000 targets, consult [The Visual Guide to Export](#) for alternatives regarding trimming the file or importing lists and/or balances only
- Form templates (such as invoices, credit memos, statements, etc.) from QuickBooks Desktop cannot be brought into QuickBooks Online
- Memorized reports from QuickBooks Desktop cannot be brought into QuickBooks Online
- Reconciliation reports from QuickBooks Desktop cannot be brought into QuickBooks Online
- Payroll data imports from QuickBooks Desktop to QuickBooks Online as checks, not paychecks; any desired payroll service will have to be newly set up in QuickBooks Online via an interview including calendar YTD fields for each employee
- International versions of QuickBooks Desktop cannot be imported into QuickBooks Online's U.S. version
- You can import your QuickBooks Online data back to QuickBooks Desktop, with limitations, using Internet Explorer (in [The Visual Guide to Export](#), enter *Export data file from QuickBooks Online to Desktop* in the search bar and follow those instructions)

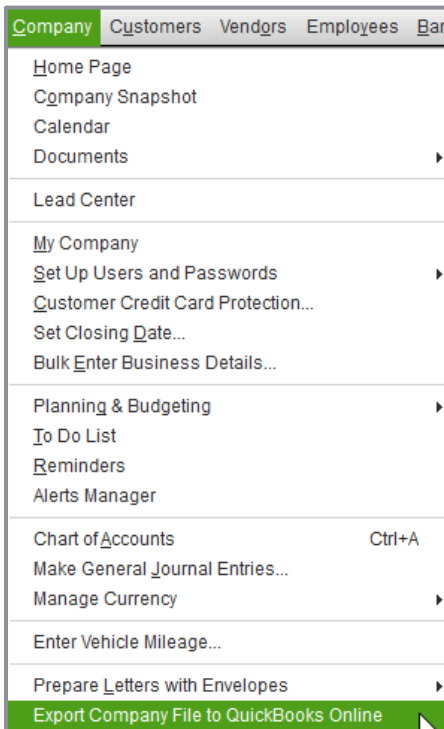


Step by Step: Export QuickBooks Desktop Data to QuickBooks Online

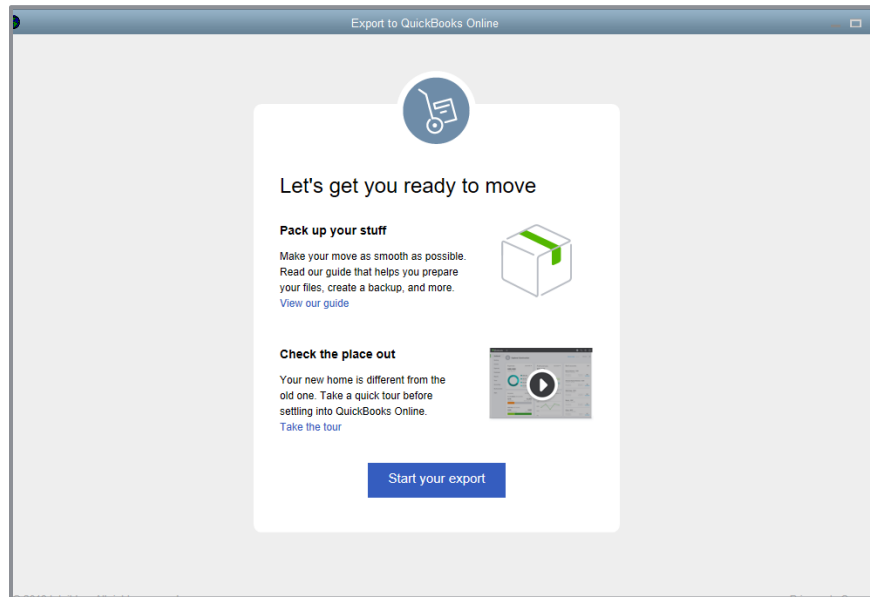
These steps are for exporting a QuickBooks Desktop (Pro or Premier) company to QuickBooks Online. These steps can be followed using a QuickBooks Desktop sample company to try out the process. There are different steps for converting from QuickBooks Enterprise Solutions or QuickBooks for Mac to QuickBooks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

The QuickBooks Online file should be set up (by the client or by the accountant creating a QuickBooks Online file on behalf of the client) ahead of time. If it is not set up ahead of time, you will be prompted to do so when you find that there is no QuickBooks Online filename where the converted Desktop file's records can reside.

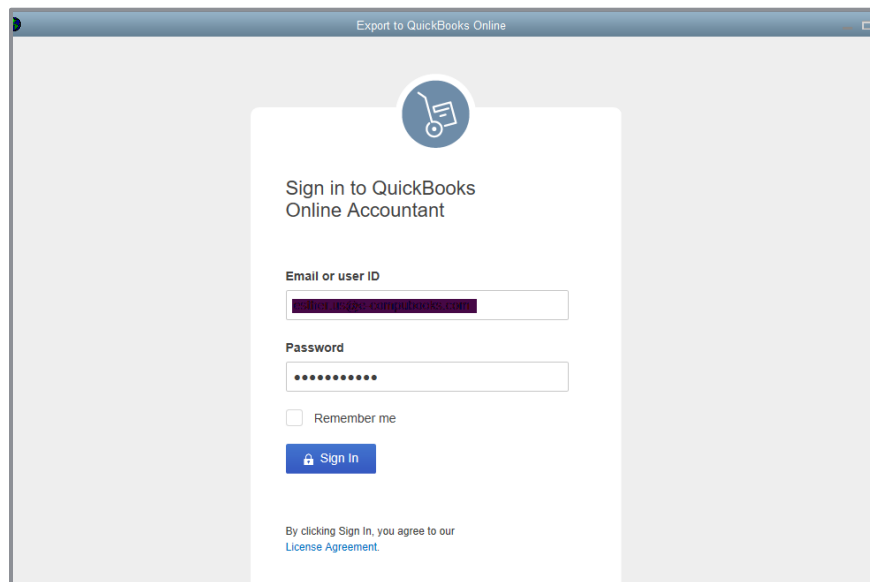
1. Open the QuickBooks Desktop company data file as the Admin user.
2. The file cannot have more than 350,000 targets. To view the size of your file, press the **F2** key. If the file has more than 350,000 targets, you can still import lists.
3. Navigate to **File** → **Utilities** → **Verify Data**. 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** → **Rebuild data**. A backup must be created before QuickBooks Desktop runs the Rebuild action.
5. Navigate to **Company** → **Export Company File to QuickBooks Online**.



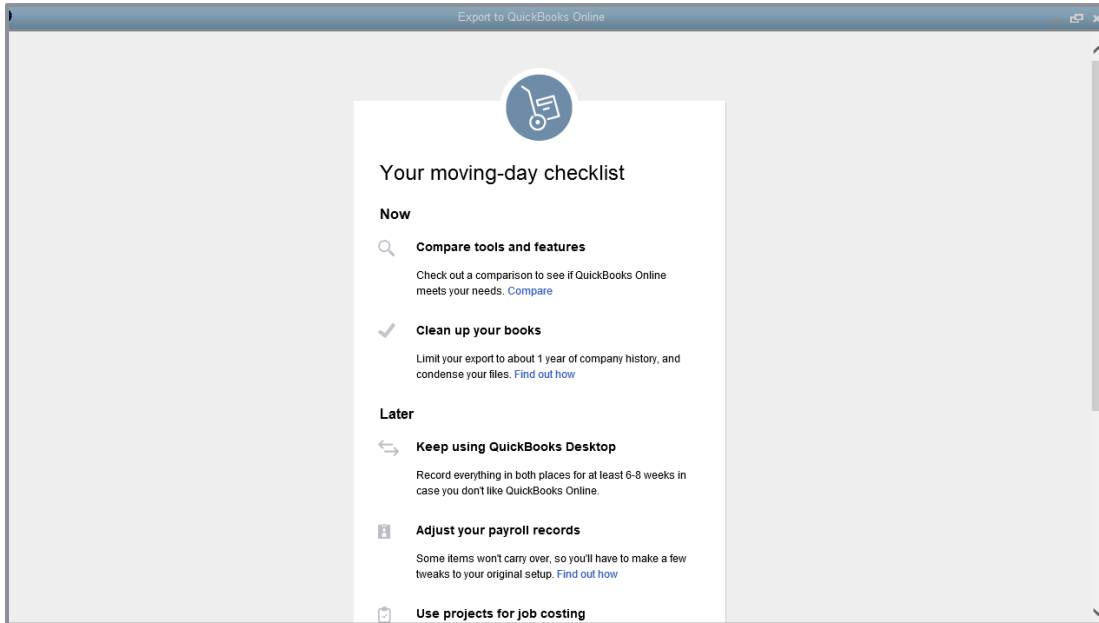
6. You will then see a window with a link to a guide about how to make the conversion from QuickBooks Desktop to QuickBooks Online as smooth as possible, and a link to a quick tour of the QuickBooks Online interface. Both are very useful, especially the guide, as there are embedded links and it is constantly being updated. When you are ready, click **Start your export**.



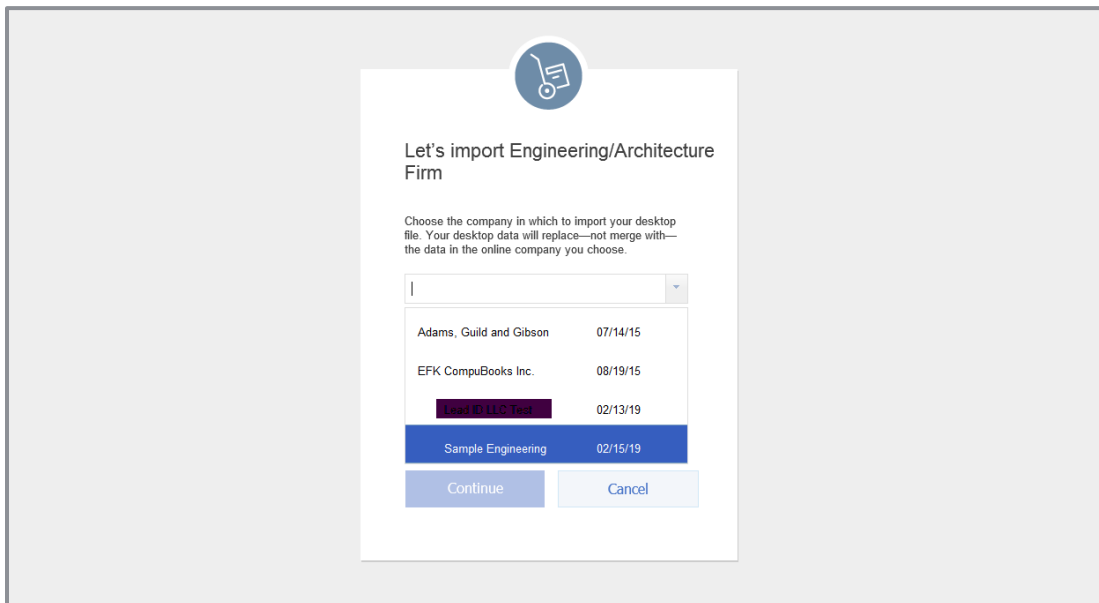
The wizard will provide the steps to sign in with your pre-existing Intuit user ID.



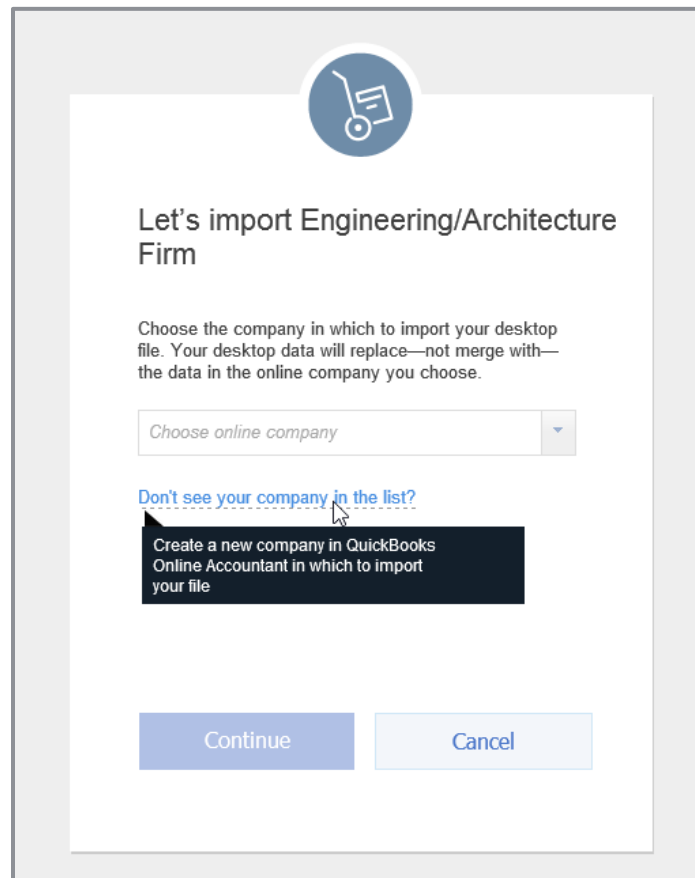
7. When you click **Sign in**, you will see Your moving-day checklist which will guide you through your next steps. At this point you can click any step to get more info, click **Cancel export** or **Continue** to proceed.



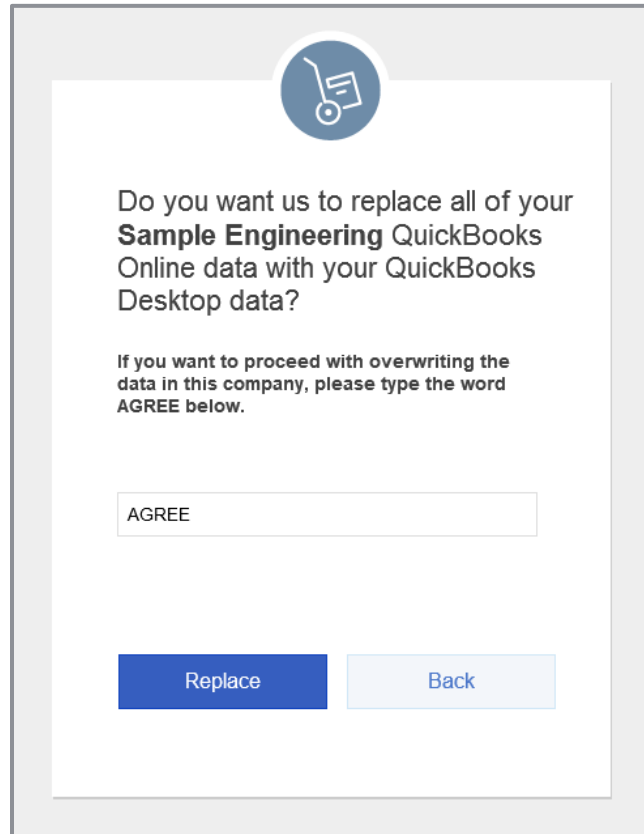
8. If you click **Continue**, you will be given the opportunity to overwrite any of the companies (60 days old or newer) associated with that ID. Click **Continue**.



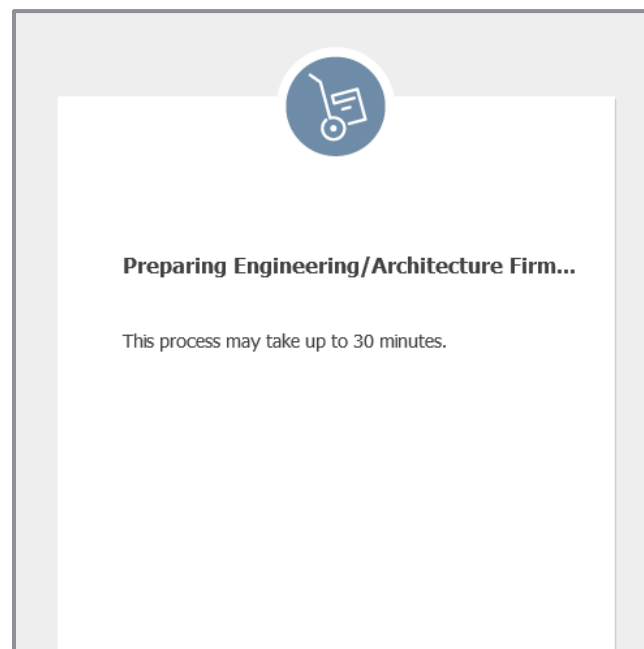
9. If you don't see the company you want in the list, that's because it hasn't been created in QuickBooks Online first. You should have created the "empty" QuickBooks Online company first to ensure it appears on this list. Then you'll be able to select it and click **Continue**.



10. You will be asked to confirm if you want QuickBooks to replace all the data in the existing QuickBooks Online company file you chose (even if it's a brand new, empty one that you just created). Enter the word *AGREE* in the field below and click **Replace**.



The screenshot shows a confirmation dialog box with a blue circular icon containing a shopping cart and a document. The text reads: "Do you want us to replace all of your **Sample Engineering** QuickBooks Online data with your QuickBooks Desktop data?" Below this, it says: "If you want to proceed with overwriting the data in this company, please type the word **AGREE** below." There is a text input field containing the word "AGREE". At the bottom, there are two buttons: a blue "Replace" button and a light blue "Back" button.



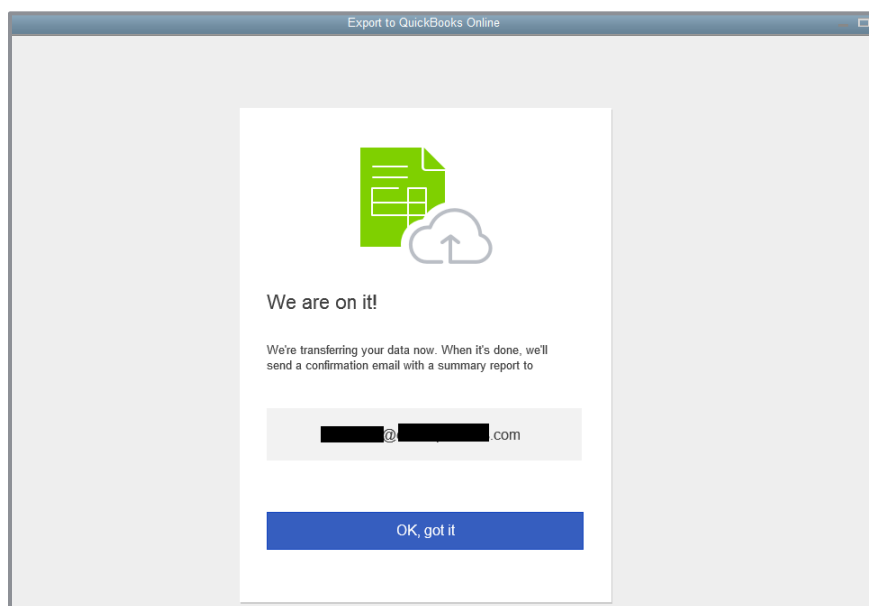
The screenshot shows a progress screen with a blue circular icon containing a shopping cart and a document. The text reads: "**Preparing Engineering/Architecture Firm...**" Below this, it says: "This process may take up to 30 minutes."

Along the way, 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 company you select, if it has been created already and is 60 days old or newer. You will see a summary of what data will be overwritten and you will be prompted to confirm that you wish to “go ahead and replace the data.” If you are only practicing this process, create a new QuickBooks Online company that can be cancelled.

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



An email will be sent within 24 hours notifying you that your QuickBooks Online company is ready. Often the conversion is very quick and email confirmation is received almost immediately.

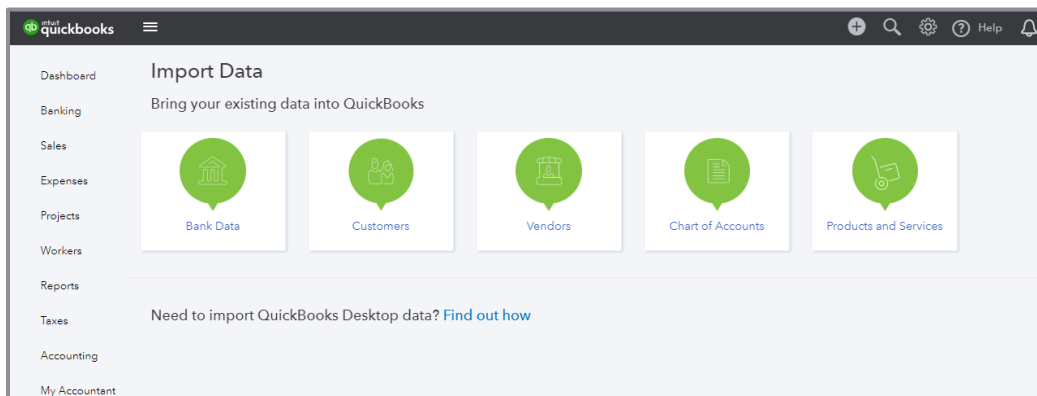
Verify the data was imported correctly. Create a Balance Sheet and Profit & Loss report in both QuickBooks Online and Desktop. Customize the date range to **All Dates**. Set the accounting method to **Accrual**. Compare the balances, looking for any inconsistencies. (Inconsistencies may be addressed [here](#), due to cash vs. accrual basis reporting, FIFO inventory vs. weighted average inventory, and certain types of multicurrency transactions.)

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: Import Lists into QuickBooks Online

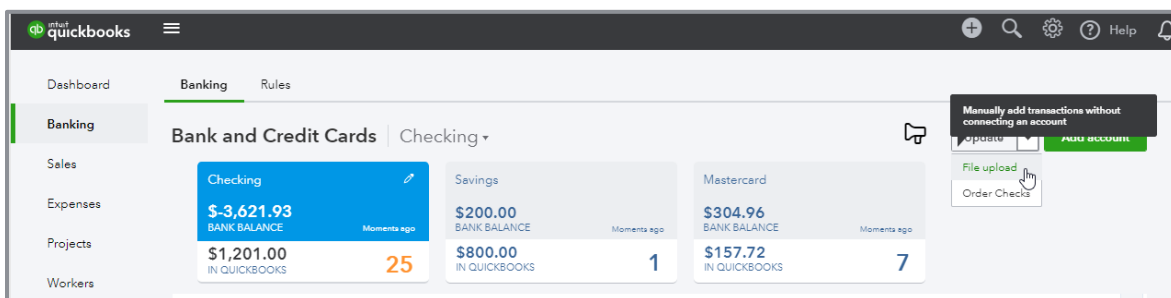
1. Open the QuickBooks Online test drive account.
2. Navigate to the **gear icon** → **Import Data** (under the Tools section).



List data may be imported at any time into QuickBooks Online, such as customers, vendors, accounts (i.e., general ledger accounts on the Chart of Accounts) or products and services. Each option has a downloadable template to ensure data is properly formatted before import.

NOTE: When importing a Chart of Accounts, it does not replace the existing Chart of Accounts; it adds any accounts in your spreadsheet that are not already in QuickBooks Online to the existing accounts.

In addition, bank and credit card statements can be manually uploaded and imported (in *.csv, *.qfx, *.qbo, or *.ofx format) into QuickBooks Online when a direct bank feed connection to online banking cannot be established. To establish a bank feed connection, you can connect an online bank or credit card account to the appropriate account on the Chart of Accounts by navigating to the left navigation bar, selecting **Banking** → **Add account** in the top right corner. Future bank and credit card statements can be uploaded manually either from the **gear icon** → **Import Data gear icon** → **Import Data** → **Bank Data** access point or select **Banking** on the left navigation bar then select **File Upload** (or, if the File Upload button is not displayed, select the drop-down next to **Update** then **File Upload**).



Topic 3: Set Up Your Company

RECOGNIZE 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, Product Categories, Custom Form Styles, Payment Methods, Terms, Attachments, and Classes and Locations.



Step by Step: Add Users to QuickBooks Online

1. Open the QuickBooks Online company.
2. Navigate to the **gear** icon → **Manage Users** (under the Your Company section).

NAME	EMAIL	USER TYPE	STATUS	BILLABLE 0	ACTION
No data available					

3. Ensure the **Users** tab is selected (the total number of existing users displays in the name of the tab).
4. Click **Add user**.
5. Choose a type of user.
6. Click **Next**.
7. Set the user's access rights.

8. Click **Next**.
9. Select the user's settings.
10. Click **Next**.
11. Enter the user's name and email address (the email address will be their user ID).
12. Click **Save**.

The invited user receives an email that contains a link to sign in to the QuickBooks Online company.



Step by Step: 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. Ensure the **Accounting firms** tab is selected (the total number of existing Accounting firm users displays in the name of the tab).
4. Enter the accountant's email address (your accountant/bookkeeper and members of their firm who have been granted permission will have access to your company data).
5. Click **Invite**.

The accountant receives an email that contains a link to sign in to the client's company via QuickBooks Online Accountant as an Accountant user.



Step by Step: 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, SKU, type, sales description, sales price, cost, whether the item is taxable, the quantity on hand and the reorder point (if it's set up as an inventory item). The items will be grouped by categories, if categories are used. Additionally, a picture of the product or service can accompany the name of the item.

4. To specify the columns which appear in the Products and Services list, click the **grid gear** icon at the top right of the list and add or remove the checkmark next to each column you want to see or not see. Click the **grid gear** icon again to have that list of columns disappear.
5. To edit an item, locate the item to be changed, then click **Edit** in the far right column for that item. Make the necessary edits. **Save and Close**.
6. To add an item, click **New** in the top right corner of the Products and Services window.
 - a. Select a **Type** for this product/service (Inventory, Non-inventory, Service or Bundle).
 - 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**, and, if applicable, the **SKU** and **Category** for the product/service.
 - d. Upload a picture for this product/service if desired.
 - e. For Inventory items in new companies that have no history of transactions in QuickBooks Online, specify the **Initial quantity on hand** (zero for new products) and the **As of date** for that initial quantity. (Ensure the As of date is dated far enough back in time that it pre-dates any live transactions you want to enter.) You can specify a **Reorder point** if desired. Also, for any Inventory items, you would select the **Inventory asset account**.
 - f. Fill in the **Sales** information and **Purchasing** information for that product/service with the corresponding default sales description, sales price/rate, income account, taxable status, default purchase description, unit cost and expense account. **Save and close** or **Save and new**.
7. To delete (deactivate) an item, locate the item, click the **drop-down arrow** next to Edit and click **Make inactive**.
8. Click **Yes** to confirm. Notice that items are merely deactivated and not really deleted. Transactions for deactivated items are never 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 the **gear** icon → **Chart of Accounts** (under Your Company).
3. If prompted, click **See your Chart of Accounts**.
4. Select an existing account that is a Balance Sheet type of account (i.e., the Type column has any of these in it: Bank, Accounts Receivable, Other Current Assets, Fixed Assets, Other Assets, Accounts Payable, Credit Card, Other Current Liabilities, Long Term Liabilities or Equity), and in the **drop-down** next to View Register for that account, click **Run report**.
5. The Account QuickReport for that account will display.
6. Change the **Report period** in the top left corner, if necessary, and click **Run Report**.



Step by Step: Print the Chart of Accounts

1. Open the QuickBooks Online company.
2. Click the **gear** icon → **Chart of Accounts** (under Your Company).
3. If prompted, click **See your Chart of Accounts**.
4. Click the **Printer** icon in the upper right-hand corner of the displayed Chart of Accounts.
5. 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

1. Open the QuickBooks Online company.
2. From the left navigation bar, click **Banking**.

The screenshot displays the QuickBooks Online Banking interface. The left navigation bar includes: Dashboard, Banking (selected), Rules, Sales, Expenses, Projects, Workers, Reports, Taxes, Accounting, and My Accountant. The main content area is titled "Bank and Credit Cards" and shows three account cards: Checking (Bank Balance: \$-3,621.93, 25 transactions), Savings (Bank Balance: \$200.00, 1 transaction), and Mastercard (Bank Balance: \$304.96, 7 transactions). Below the cards is a table of transactions for review.

	DATE	DESCRIPTION	PAYEE	CATEGORY OR MATCH	SPENT	RECEIVED	ACTION
<input checked="" type="checkbox"/>	03/17/2019	Books By Bessie	Books by Bessie	Uncategorized Income		\$55.00	Add
<input type="checkbox"/>	02/15/2019	A Rental		Uncategorized Income		\$200.00	Add
<input type="checkbox"/>	02/15/2019	A Rental		Uncategorized Expense	\$1,200.00		Add

3. Click **Add Account** in the top right-hand corner.
4. Follow the wizard to connect an account to the bank feed.


RECOGNIZE STEPS TO MANAGE YOUR COMPANY ACCOUNT AND SETTINGS

Your company Account and Settings control much of the functionality in the QuickBooks Online account. They are the foundation for a successful and efficient QuickBooks Online experience.

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

- Company
- Billing & Subscription
- Sales
- Expenses
- Payments
- Advanced

Account and Settings ? Help X

Company	Company name 		✎
Billing & Subscription	Company name	Beautiful Landscapes	
Sales	Legal name	JCG	
Expenses	EIN	12-3457789	
Payments	Company type	Small business corporation, two or more owners (Form 1120S)	✎
Advanced	Tax form	Accounting, Tax Preparation, Bookkeeping, and Payroll Services	
	Industry		
	Contact info	Company email: - Customer-facing email: Same as company email Company phone: (650) 545-6567 Website: -	✎
	Address	Company address: 1 Services Way, Mountain View, CA 94043 Customer-facing address: Same as company address Legal address: 112 Main Street, Elgin, IL 60123	✎
	Communications with Intuit	Marketing Preferences	

NOTE: Two of these Account and Settings sections – Billing & Subscription and Payments – do not appear in the test drive company file.



Step by Step: Company Tab in Account and Settings

1. Open the QuickBooks Online company.
2. Navigate to the **gear** icon → **Account and Settings**.
3. On the Account and Settings page, click the **Company** section on the left.
4. Notice the settings can be updated by clicking **Edit** (the pencil icon) on the right.
 - Company name
 - Company type
 - Contact info
 - Address
 - Communications with Intuit



Step by Step: Enter Company Name, EIN, Industry, Contact Information and Tax Form in Account and Settings

1. Open the QuickBooks Online company.
2. Navigate to the **gear** icon → **Account and Settings**.
3. On the Account and Settings page, click the **Company** section on the left.
4. Find the Company name settings on the right and click **Edit** (the pencil icon) on the right to enter or edit the company name information.
5. Enter the **Company name**, the **Legal name**, and the **EIN**.
6. Click **Save**.
7. Find the Company type settings on the right and click **Edit** (the pencil icon) to enter or edit the company type information.
8. Choose a tax form from the list.
9. Choose a Company type from the drop-down; start entering an industry and finish by selecting one from the list that appears.
10. Click **Save**.
11. Find the Contact info settings on the right and click **Edit** (the pencil icon) to enter or edit the company contact information.

12. Click **Save**.

13. Click **Done**.



Step by Step: Specify Terminology for Customers in Account and Settings

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



Step by Step: Sales Tab in Account and Settings

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



Step by Step: Turn on Inventory in Account and Settings

1. Open the QuickBooks Online company.
2. Navigate to the **gear** icon → **Account and Settings**.
3. On the Account and Settings page, click the **Sales** section on the left.
4. Find the Products and services area and click **Edit** (the pencil icon).
5. Click the box next to **Track quantity and price/rate** (so these fields appear on sales forms).
6. Click the box next to **Track quantity on hand** (so inventory is tracked).
7. Click **Save**.
8. Click **Done**.
9. Click the **gear** icon in the upper right.
10. Click **Products and Services**.
11. Select **New** to create a new product or **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. Enter or edit the item **Name** and, if applicable, the **SKU** and **Category** for the product/service.
14. Upload a picture for this product/service if desired.
15. For Inventory items in new companies that have no history of transactions in QuickBooks Online, specify the **Initial quantity on hand** (zero for new products) and the **As of date** for that initial quantity (again, remember to back-date that **As of date** sufficiently to pre-date any live transactions you will enter). You can also specify a **Reorder point** if desired. Also, for any Inventory items, you would select the **Inventory asset account**.
16. Fill in the **Sales** information and **Purchasing** information for that product/service with the corresponding default sales description, sales price/rate, income account, taxable status, default purchase description, unit cost and expense account.
17. Click **Save and close** or **Save and new**.



Step by Step: Expenses Tab in Account and Settings

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



Step by Step: Explore Purchase Orders in Account and Settings

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



Step by Step: Advanced Tab in Account and Settings

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



Step by Step: Closing the Books in Account and Settings

1. Open the QuickBooks Online company.
2. Navigate to the **gear** icon → **Account and Settings**.
3. On the Account and 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 a **Closing Date**.
7. Select one of these from the drop-down 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: Show Account Numbers in Account and Settings

1. Open the QuickBooks Online company.
2. Navigate to the **gear** icon → **Account and Settings**.
3. On the Account and Settings page, click the **Advanced** section on the left.
4. Find the Chart of Accounts setting on the right. Click **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 the **gear** icon → **Chart of Accounts** (under Your Company).
10. If you are prompted, click **See your Chart of Accounts**.
11. Select the Checking account. Select the **drop-down arrow** next to View Register for that account and select **Edit**.
12. Edit the Checking account. In the **Number** field, enter account number *10100*. **Save and Close**.
13. View the account number now showing in the Chart of Accounts list.
14. Navigate to **Reports** → **Balance Sheet**.
15. View the account number for the Checking account appearing on the Balance Sheet.



Step by Step: Enable Auto-recall on Forms in Account and Settings

1. Open the QuickBooks Online company.
2. Navigate to the **gear** icon → **Account and Settings**.
3. On the Account and 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: Enter/Edit Many Account Numbers at Once in Chart of Accounts

1. Now that Account Numbers have been enabled, open the Chart of Accounts.
2. Click **Edit** (the pencil icon) in the top right corner.
3. The Chart of Accounts becomes a grid you can edit, and you can add/edit account numbers in the Number column for many account numbers at once.
4. When you are finished adding or editing your account numbers, click **Save**. (Tip: you can use this same method to edit the names of many accounts at once on the Chart of Accounts.)



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

1. Open the QuickBooks Online company.
2. Navigate to the **gear** icon → **Account and Settings**.
3. On the Account and 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 drop-down list next to **Sign me out if inactive for**.
6. Click **Save**.
7. Click **Done**.

Guide Conclusion

You have just covered *Course 1 - Get Started*. This course has been developed to help you train your clients 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