



QuickBooks Online
Advisor Manual



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Purpose

This document has been specifically created as a training guide only for those progressing through QuickBooks Online Accountant training with Intuit Australia and is current at the time of publication.

Version

Version 5 - February 2024

Table of Contents

Getting Started	07
Technology Requirements	08
ProAdvisor Case Studies	08
Your Path to Becoming a QuickBooks Certified ProAdvisor	08
Introduction to QuickBooks Online	09
Which Clients Suit QuickBooks Online?	10
QuickBooks Online Packages Available	10
Benefits of Using QuickBooks Online	11
Mobile Devices and QuickBooks Online	11
Our Business Case Study	12
Navigating QuickBooks Online	14
Navigating the QuickBooks Online Home Page	15
Company File Setup: Accounting and Settings	19
GST Setup	21
Setting up the GST Centre	23
Changing GST Settings	24
Export Workpapers	25
GST and BAS Reports	26
Audit Log	27
Filtering the Audit Log	28
Chart of Accounts	29
Manually Add an Account	30
Taxable Payments Annual Report (TPARS)	32
Managing Users	35
User Roles	37
Multi-Currency	38

Importing Data and Conversions	40
Customers Import	42
Suppliers Import	42
Chart of Accounts Import	42
Products and Services	42
Opening Balances	43
<hr/>	
Products and Services	44
Add a Product or Service	45
Adding Inventory	48
<hr/>	
Banking Centre	49
Linking Bank Accounts and Importing Bank Transactions	50
Linking Bank Accounts or Credit Cards for Automatic Bank Feeds	51
Importing Bank Transactions	53
• For Review	55
• Categorised	55
• Excluded	55
How to Add Transactions	56
How to Match Transactions	56
Processing Transactions - Debits	57
Processing Transactions - Credits	57
How to Accept Multiple Transactions in Batches	58
Adding Attachments to Transactions	58
Setting up Bank Rules	59
Tags and Receipts	61
<hr/>	
Creating and Managing Quotes and Invoices	62
Creating and Managing Quotes	62
• Creating Quotes	63
• Managing Quotes	64
Creating and Managing Invoices	65
Receiving Payments of Invoices	66
<hr/>	
Customising Invoices	67
<hr/>	
Adding Attachments	69
<hr/>	
Organise and Track Expenses and Bills	71
To Enter an Expense Transaction	72
Paying Bills	73
<hr/>	
Recurring Transactions	75

Class and Location Tracking	77
Turning on Class Tracking and / or Location Tracking	78
Purchase Orders and Partial PO's	79
Create a Partial Purchase Order	80
Payroll	82
To Setup Payroll	83
• Chart of Accounts	86
• Opening Balances	88
Pay Categories	90
Setup a Pay Run	91
Payroll Reports	94
Import Reports to Note	94
Superannuation and ClickSuper	95
Accessing Super Payment within QuickBooks Online	98
Cash Flow	99
Bank Reconciliation	101
Reconciliation Reports	104
Auto Bank Reconciliation Adjustment	105
Undo (only found under Advisor's login)	106
Overview	107
Book Review	108
GST Centre: Managing GST and BAS	110
QuickBooks Online Helps you to Manage your GST	111
BAS Reports Used to Review	111
Revision of BAS	112
BAS Lodgement	112
Reivew BAS Lodgement Once Mark as Lodged	116
GST Amendments Report	117
Managing the GST Centre	119
Unlodge This BAS (only found in Advisor login)	120
IAS	120

Reports Centre	121
Reports: Profit and Loss / Balance Sheet	122
Customising Reports	123
Report Groups	125
Automated Reports	126
<hr/>	
Mobile Apps - Take the iPad / iPhone Tour	127
Download the QuickBooks Online Mobile App	128
Creating and Sending Quotes on an iPad / iPhone	129
Run Reports on an iPad / iPhone	129
<hr/>	
Help and Support	130
In-product Support	131
QB Assistant	132
Customer Care Telephone Support	133
Online Support	133
Get Connected Socially	133
<hr/>	
Complete your Certification	134
<hr/>	
Feedback	135

SECTION 1

Getting Started



ProAdvisor case studies:

[Oyster Hub & QuickBooks Online](#)

[QuickBooks & Agilis CA](#)

[Alisha Henderson x QuickBooks](#)

Technology Requirements

The preferred browser for QuickBooks Online is Google Chrome, although it also works with Safari and Firefox. Bookmark the login page and memorise your login username on all your devices to login anytime.

Normally one browser session is sufficient. It may be helpful to login to different sessions in Chrome to access multiple QuickBooks accounts if required.

1. Open Chrome. At the top right, click the button with your name or People.
2. Click Manage people then Add person.
3. Choose a photo and a name.
4. Click Save. A new window will open and ask you to sign in.
5. Sign into Chrome with a Google Account for the new profile.

Source: bit.ly/qbochromemultiuser

Your path to becoming a QuickBooks Certified ProAdvisor

There are three steps to becoming a Certified ProAdvisor:

1

Pathway to
Certification

2

Certification
YOU ARE HERE

3

Sit your
exam!

Why become certified?




- Gain product confidence and offer value to clients
- Earn ProAdvisor points to unlock additional benefits in the ProAdvisor Program
- Earn ProAdvisor points to rank higher in our ProAdvisor directory. It's where small businesses find accountants and bookkeepers who specialise in QuickBooks Online
- Earn 6 hours towards your CPD

SECTION 2

Introduction to QuickBooks Online

Which Clients Suit QuickBooks Online?

Every small business has different needs. As your clients' trusted advisor, you're in the best position to understand those needs and recommend the accounting solution that will help get your clients where they want to be. We find the industries most suited to cloud software and product like QuickBooks Online include:

-  **Appointment based businesses** that offer services by appointment, such as a doctor's office, salon or driving school.
-  **Retail and eCommerce** businesses that sell or resell products, such as food trucks, eBay sellers or coffee shops.
-  **Professional and field service businesses** that get paid by the project, job or gig, such as trades, contractors, photographers or wedding planners.

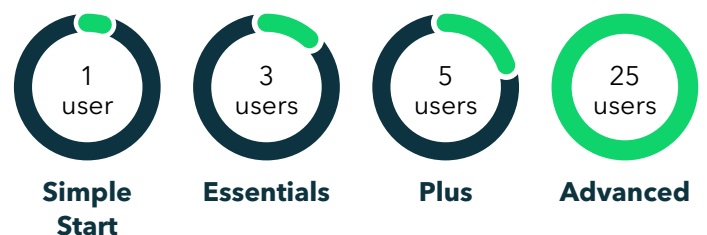


QuickBooks Online Packages Available

There are four versions of QuickBooks Online. A plan can be chosen to suit the requirements of the business.

Each offering provides features relevant to the selected plan. Further details on the features available under each product version can be found at <https://quickbooks.intuit.com/au/pricing/>

The number of business users allowed varies per plan.



The business can also invite in their Accounting or Bookkeeping professional. These invites are not included in the Business user allowance. Accountant/Bookkeeper Firms are allowed 2 users for Simple Start, Essential and Plus. QuickBooks Online Advanced includes a maximum of three Accountant/Bookkeeper firms.

For additional information on QuickBooks Online Advanced, download the QuickBooks Online Advanced Manual available [here](#)

Benefits of using QuickBooks Online

When you and your client work online, you can both access everything stored in the cloud and the associated benefits. These include:

Go Mobile

Create a quote, email an invoice, and record an expense - anytime, anywhere. Using just an internet connection and a browser, colleagues on different continents and in different time zones can work together on the same project.

Real-time Collaboration

Collaborate in real-time with clients and team members to speed up the rate of work and make smarter and faster decisions. Plus, cloud computing saves time on file sharing.

Always Backed-up and Secure

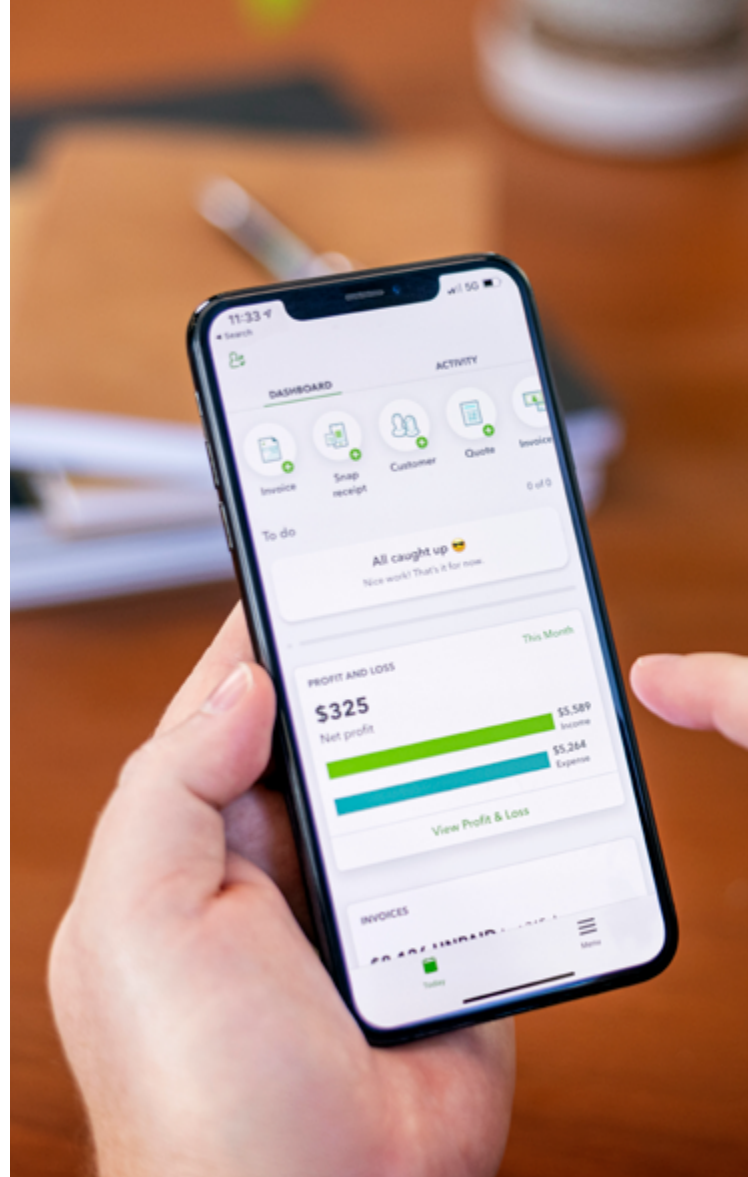
Perhaps the most significant aspect of cloud accounting is the assurance that your clients' company data is always secure and always backed up.

Reduced Capital Expenditure

System upgrades are a thing of the past! In the cloud, software automatically upgrades so your clients are always up-to-date and using the newest version.

Improved Agility and Productivity

Cloud technology will allow your clients to spend more time on their business and less time dealing with administration and data entry.



Mobile devices and QuickBooks Online

Access to QuickBooks Online and QuickBooks Online Accountant across all mobile devices supported by iOS and Android technology.



We encourage you to download QuickBooks Online from the app stores listed below. Mobile demonstrations will be used during Certification training.



SECTION 3

Our Business Case Study

Our Business Case Study



The Advisor

Damien's BAS agent helps with bookkeeping, reconciliations and lodging BAS. She has subscribed Damien to the Plus version of QuickBooks Online to align with his requirements, customise his invoices and would like to track his bills.

The business is growing and requires job allocations and inventory tracking.

Damien Chow, Zippy Electrical & Data Services Pty Ltd

The Business

Damien Chow is the new owner of Zippy Electrical & Data Services Pty Ltd. Zippy Electrical & Data Services is a company entity and requires a quarterly Business Activity Statement (BAS) and a monthly Instalment Activity Statement (IAS) to be completed. It pays a quarterly Pay As You Go Instalment (PAYGI) of \$2500. Damien uses the Cash Method for GST.

Damien has one employee in addition to himself on the payroll and he wants to pay his superannuation contributions directly out of QuickBooks. Damien also employs contractors. He is required to lodge a yearly Taxable Payments Annual Report (TPAR).

Damien requires access to QuickBooks for both himself and his employees for day-to-day bookkeeping. He also has a BAS agent who helps with the bookkeeping and management of the BAS lodgements, as well as an accountant to help prepare the end-of-year financial returns. Damien is migrating to QuickBooks Online from another software package and wants to move his existing customers, suppliers and chart of accounts. He doesn't have inventory at this point.

He has three business bank accounts - a cheque account, one GST account and a credit card that needs to be linked to his new QuickBooks file. Damien also needs to customise his invoices and would like to track his bills. The business is growing and requires job allocations and inventory tracking.

SECTION 4

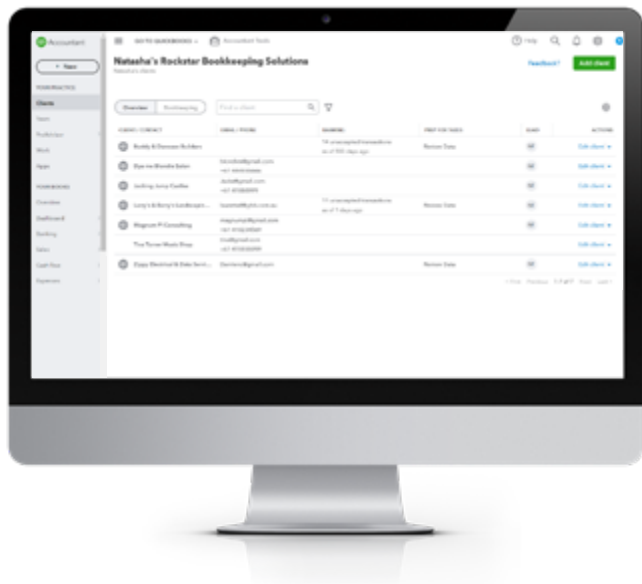
Navigating QuickBooks Online

QuickBooks Online is designed to be intuitive, fast and user-friendly. The user interface is simple and requires fewer clicks to access the desired information or functions.

As an Advisor user, you can access all client information from the QuickBooks Online Accountant dashboard.

Note: Business users only have access to their personal business files.

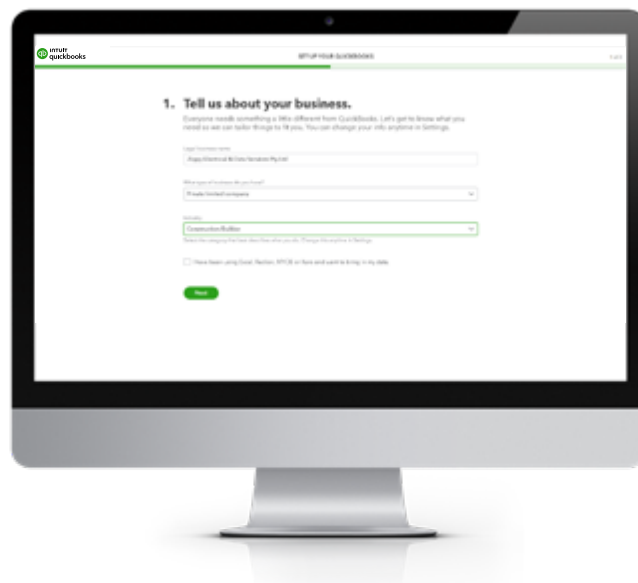
Navigating the QuickBooks Online Home Page

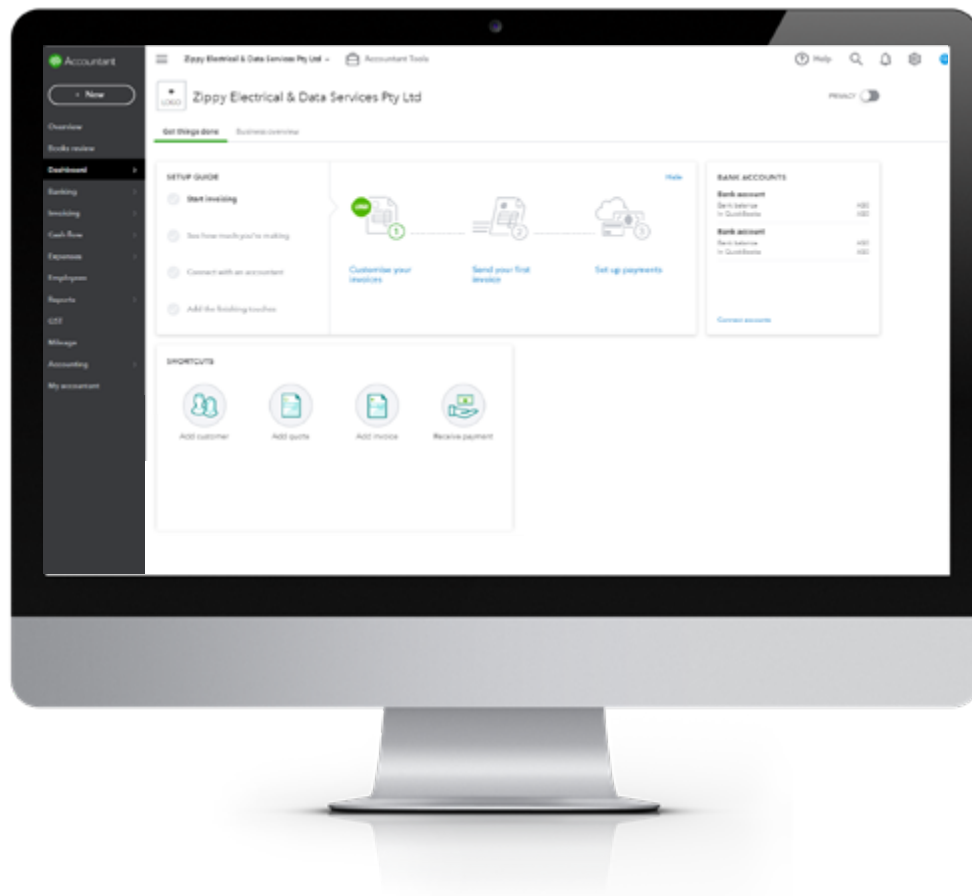


1. Open your preferred browser and go to <https://quickbooks.intuit.com/au/>. Note Google Chrome provides the best browser experience for QuickBooks Online.
2. Click on the **Log in** button located in the top right-hand corner and select **QuickBooks Online Accountant**.
3. Enter your QuickBooks Online User ID, then your password and select **Sign In**.

Once you are logged in as an Accountant user, you can view all client information from the dashboard. This allows you to toggle between clients, eliminating the need to log out and back in again to work on another client file.

Click onto the client you are working on; for example, Zipper Electrical & Data Services. As per the QBOA training you have completed, if it's a new file, you need to walk through the setup wizard, which is a two-step process. Once this is completed, you have created a new file.





The Home Page displays a summary of key information. A new file setup would not display any transactions. To confirm you are in the file as an Accountant user, you will see the **QB Accountant** on the top of the left-hand side navigation bar. You will also have access to the **Accountant Tools**, which is found under the Advisor login.

Company settings are in the top right of your QuickBooks Online screen and are accessed by clicking on the **Gear Icon**. This is covered in **Company File: Account & Settings** Setup Module5.

To access the **Help** function, click on the question mark icon next to the **Search & Recent Transactions** magnifying glass. **Notifications** are found under the bell icon.



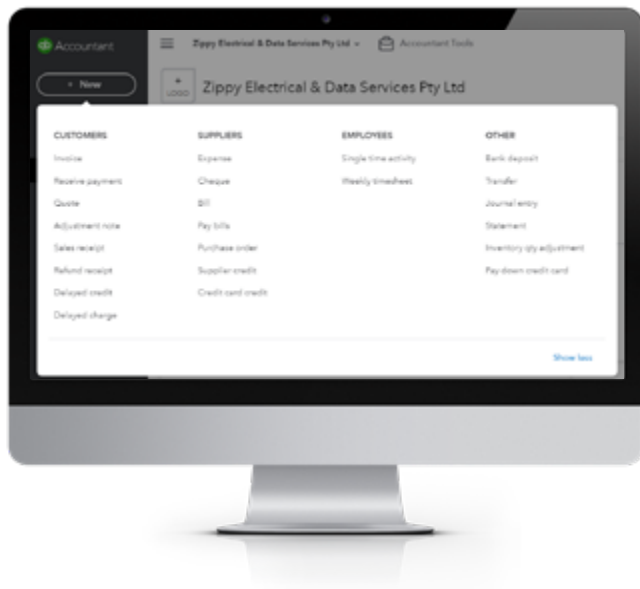
Search

Use this feature to quickly lookup QuickBooks Online transactions by number, date or dollar amount. The Advanced Search feature provides additional filter options.



Recent Transactions

Use this feature to display a list of recently recorded transactions, each of which can be opened by clicking the transaction in the search box.



The **+ New button** is found on the top of the left-hand side navigation bar and allows you to create new transactions and other records.

The **Show less** option is found in the bottom right-hand corner. The **Create** window also has a simplified view, accessed via the **Show less** option.

The left-hand navigation bar provides access to:

Overview: Snapshot of your clients' books.

Books review: Transaction review over different periods, Account reconciliation review, Final Review checking for accuracy, Wrap-up completing your work.

Dashboard: Displays a summarised Business overview of relevant information in a graphic mode. This view can change depending on your data.

Banking: Displays your linked Bank feeds, Bank rules, Tags & Receipts.

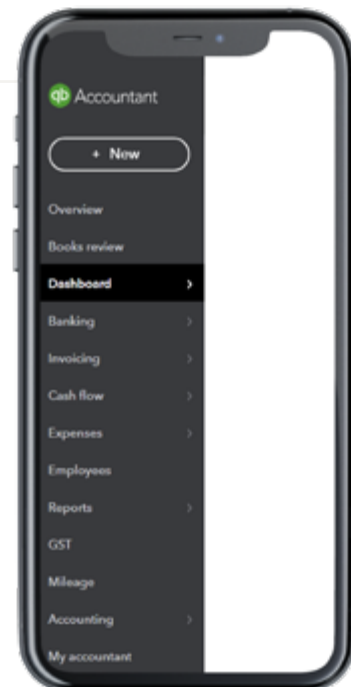
Invoicing: Shows transactions including Invoices, All Sales, Customers and Products and Services.

Cashflow: Overview of Cashflow and Planner of money in and money out.

Expenses: Shows all purchase related transactions and Supplier details.

Employees: Provides access to the Payroll Centre.

Reports: Provides access to the reports available in QuickBooks Online.



GST: Provides access to the GST Centre where preparing BAS is made easy, includes tools, settings and reports.

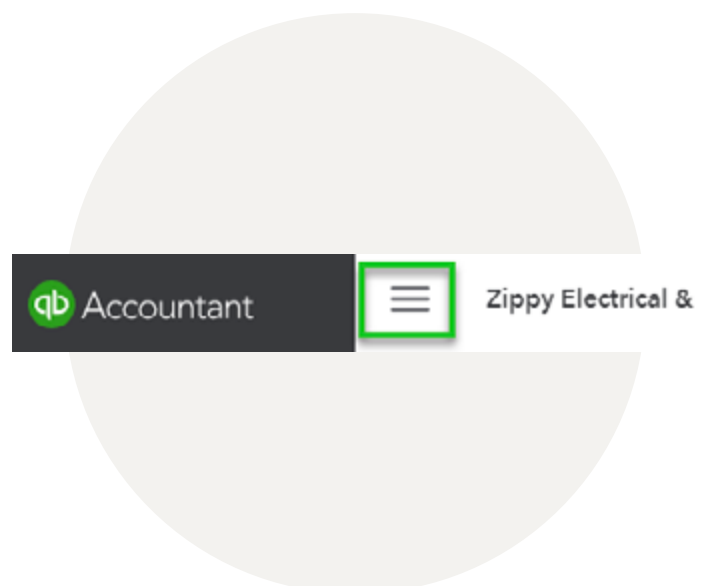
Mileage: Track mileage automatically.

Accounting: Includes the Chart of Accounts and tools to Reconcile your relevant bank accounts.

My accountant: Provides clients access to manage their clients Requests and Shared documents.

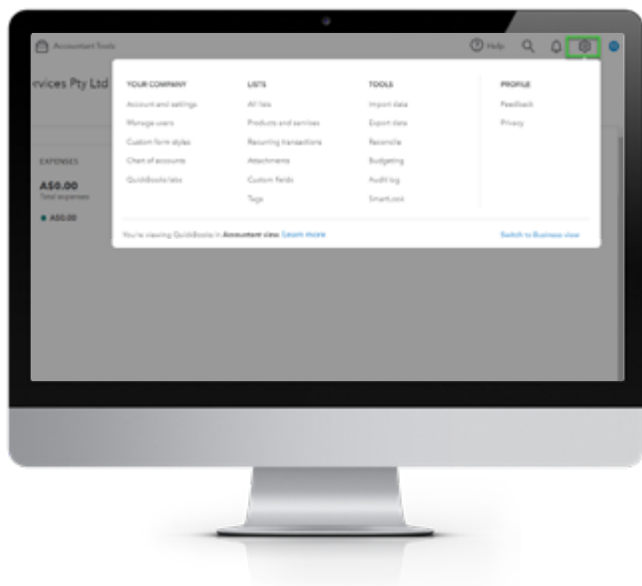


Clicking the **Hamburger icon** will collapse the left menu, which is useful if more of the screen is required.



SECTION 5

Company File Setup: Account and Settings



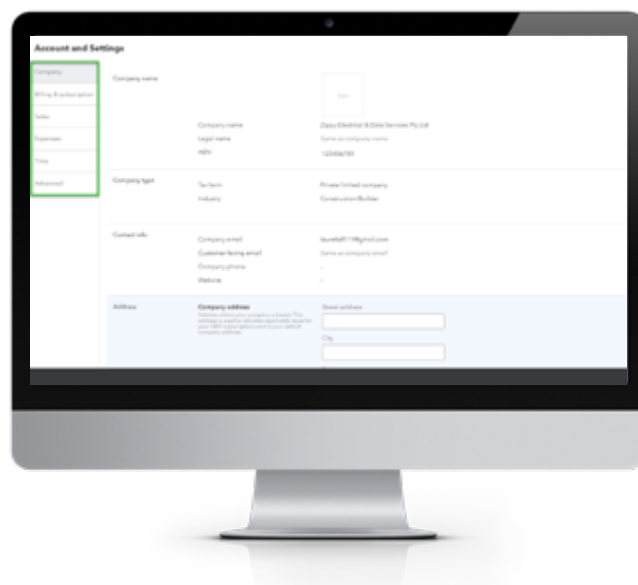
A company file can be setup by clicking on the **Gear Icon** in the top right corner.

Options around how QuickBooks Online operates, based on the best fit for you and your client's business, can be customised under **Your Company**.

To access this area, click **Gear Icon > Your Company > Account and Settings**.

Account and Settings can be customised from the left-hand side. As you scroll down the list, ensure all settings suit your clients' needs

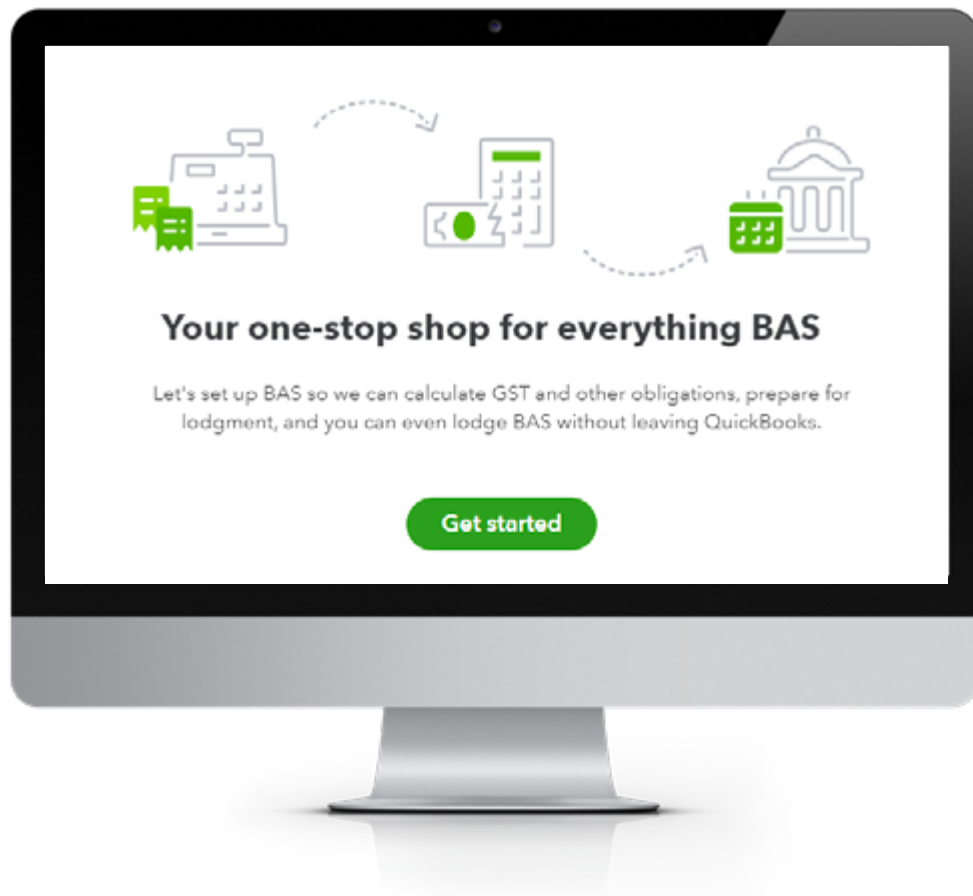
Company, PAYG, Sales, Expenses, Time & Advanced can be customised by clicking each option and making the change. Once completed, click Save for each option, then click Done, located on the bottom right.



SECTION 6

GST Setup

Lodging your BAS or IAS on time is an important part of operating an Australian business. In this section, we cover setup, how to use the GST centre, and reporting required to revise transactions.



Important:

If you are not registered for GST - do not use this feature as many settings make permanent changes to your file. When setting up a new company file or reviewing clients' files, attention should be paid to the settings for GST as these settings cannot be modified once established as part of the company setup. Make sure the GST period start date is correct as **THIS CANNOT BE CHANGED**.

Before importing or entering any data, you need to set up GST if registered for GST. Select **GST** from the left navigation menu and click **Get Started**.

Setting up the GST Centre



The steps to setup your clients' GST & Tax Centre are:

1. Select the **GST** option from the **left-hand navigation menu**.
2. Click **Get Started**.

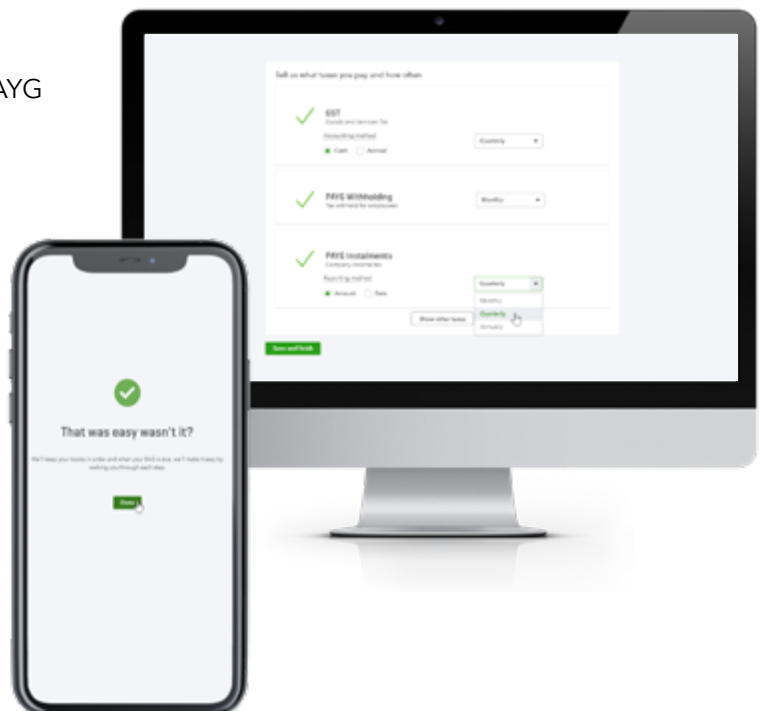
This will display the **Setup BAS** screen.

1. Select the correct BAS, PAYG Withholding and PAYG Instalments frequencies as per our case study

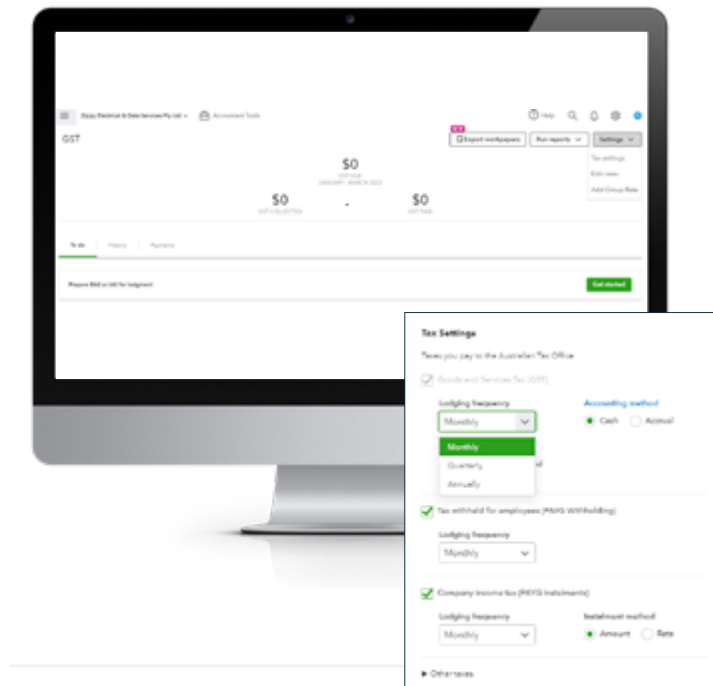
If you require other tax reporting options, click the Show other taxes button, and tick the relevant tax.

<input type="checkbox"/> Fringe Benefits	<input type="checkbox"/> Fuel Tax Credits	<input type="checkbox"/> Wine Equalisation	<input checked="" type="checkbox"/> Luxury Car Tax
--	---	--	--

2. Click **Save and Finish**
3. Click **Done**



Changing GST Setting



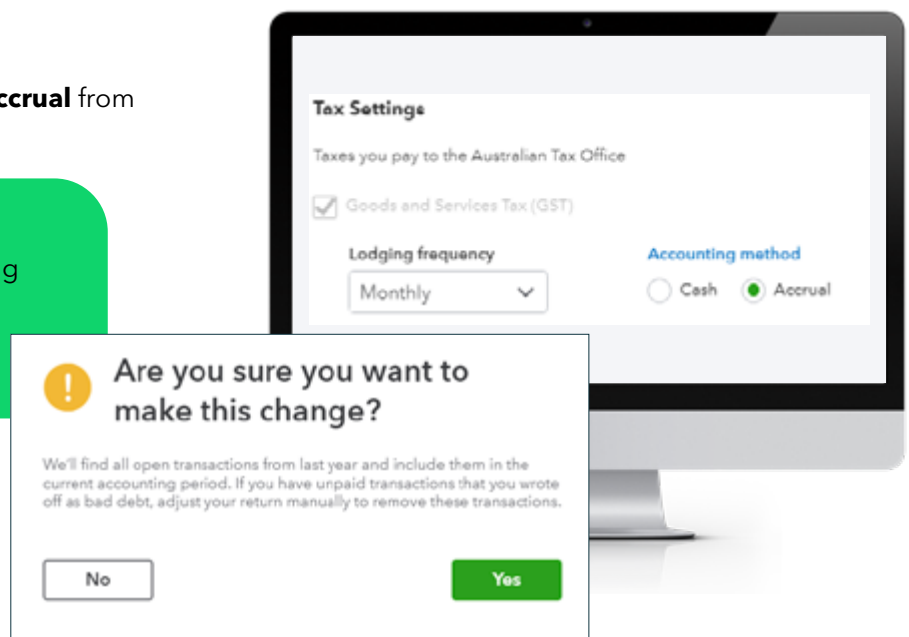
If you need to make changes to the setup information at any time, there is an edit Settings button located top right.

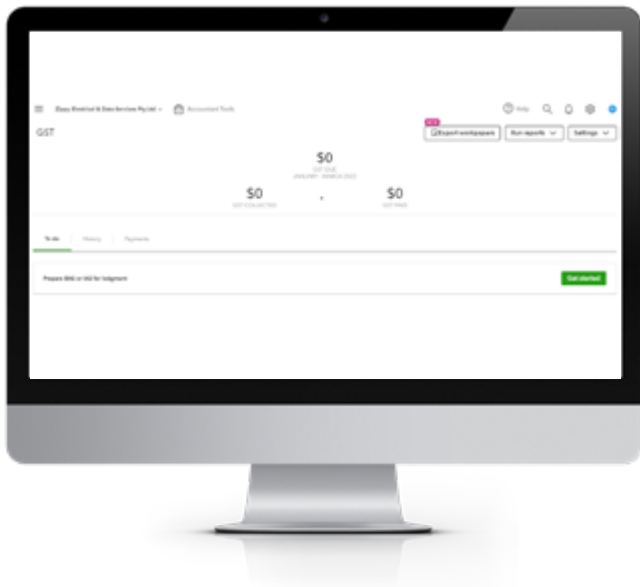
From Settings, change any of the time frames or include other Taxes

1. as per our case study, we will change the Lodging frequency of GST to **Monthly** and PAYGI to **Monthly**. Ensure you click **Save** bottom right

2. In this example we change **GST** to **Accrual** from **Cash**, and click **Save**

Note: Where changes will have an impact, this option will give a warning and inform you of any automatic adjustments. Click Yes if you agree to the changes.





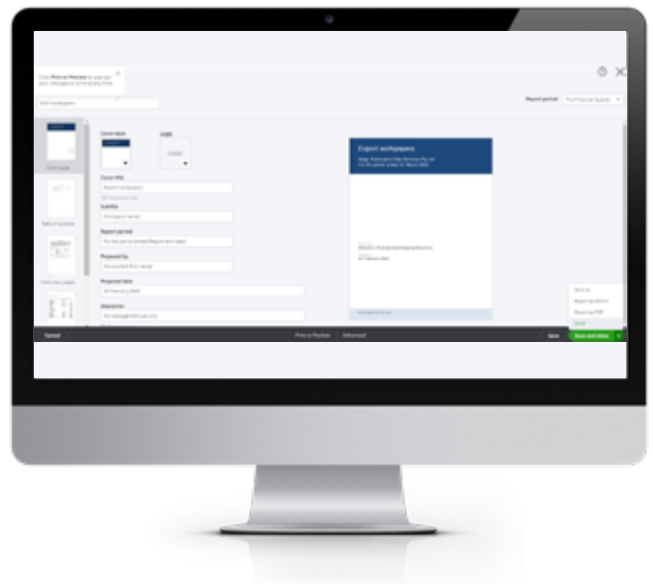
Once the settings are saved, the GST screen will display the GST Due, the GST Collected and

GST Paid for the current period you are in, NOT the period of the BAS not lodged.

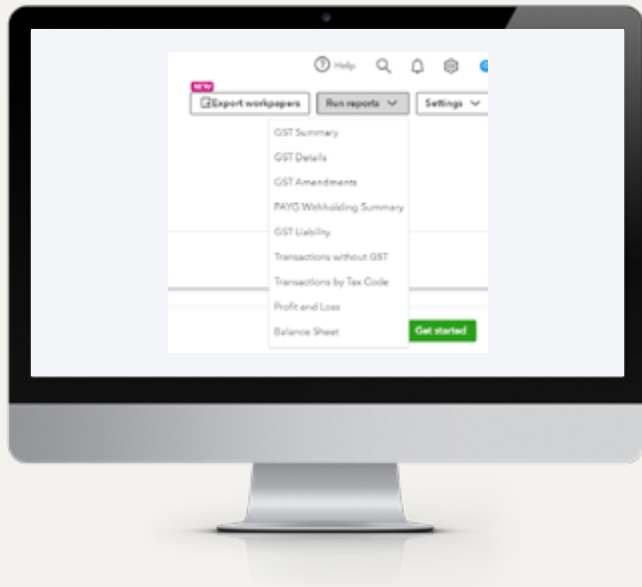
Next to the Settings tab, there is:

Export Workpapers

Customise clients' BAS and export via a PDF, DOCX or send directly to your client.



GST and BAS Reports



The reports required to review and edit GST, PRIOR to getting started with BAS lodgements are found here.

The **GST Amendments** report will show the GST transactions that have changed since the last BAS was lodged. If any transactions with a GST amount are found in this report, these amounts will be added back into the BAS lodgement Wizard but will not be found in the GST

Summary report for the period of the BAS.

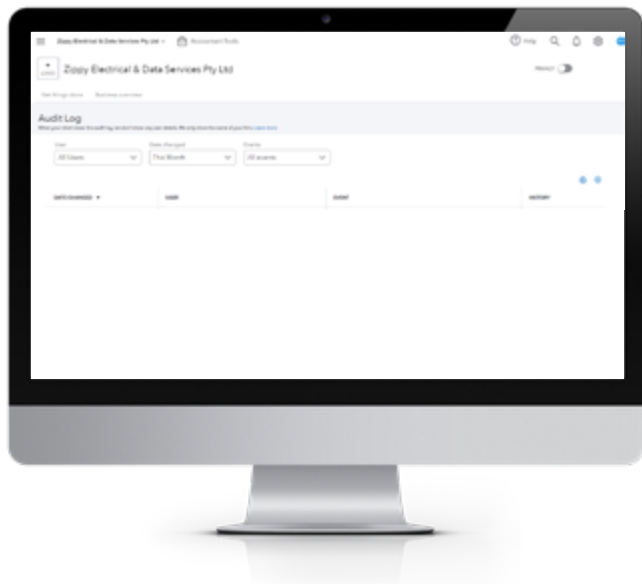
More detail on this is found in Module 25: **Managing GST & BAS**



SECTION 7

Audit Log

Audit Log



QuickBooks Online maintains an **Audit Log** of each financial transaction as it is added, changed or deleted. This audit trail identifies who made the changes and what changes were made throughout the transaction's history. **YOU CANNOT REMOVE A USER OR DELETE THE LOG.**



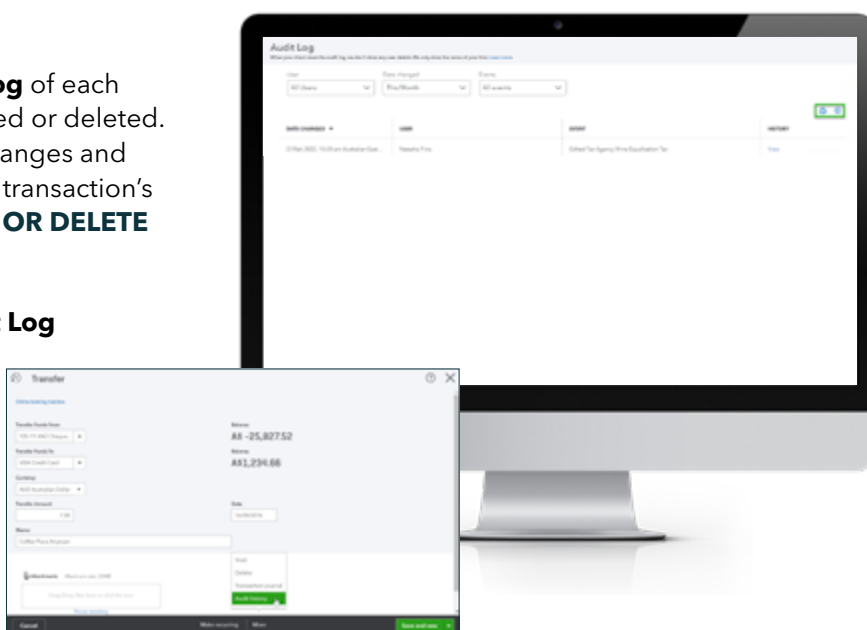
Choose **Gear Icon > Tools > Audit Log**

Filtering the Audit Log

QuickBooks Online maintains an **Audit Log** of each financial transaction as it is added, changed or deleted. This audit trail identifies who made the changes and what changes were made throughout the transaction's history. **YOU CANNOT REMOVE A USER OR DELETE THE LOG.**



Choose **Gear Icon > Tools > Audit Log**

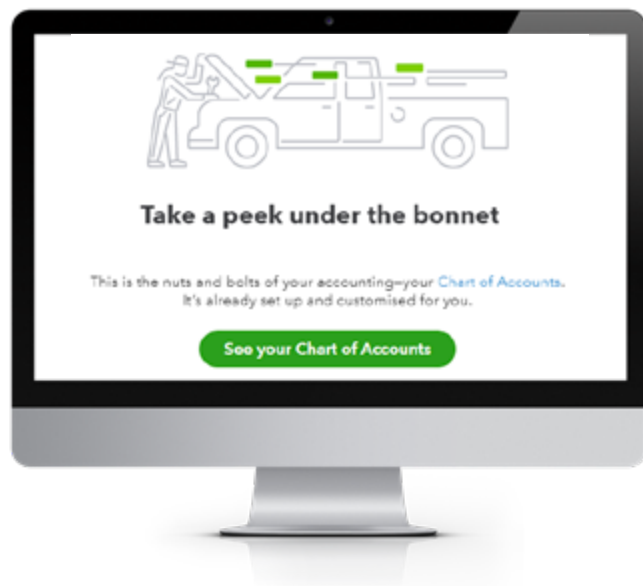


SECTION 8

Chart of Accounts

To track the transactions and balances for key reports, such as the Balance Sheet and Profit and Loss, QuickBooks Online uses a list of accounts, or **Chart of Accounts**. The setup process creates a generic Chart of Accounts that can be customised.

Manually add an Account



Locate the **Chart of Accounts**



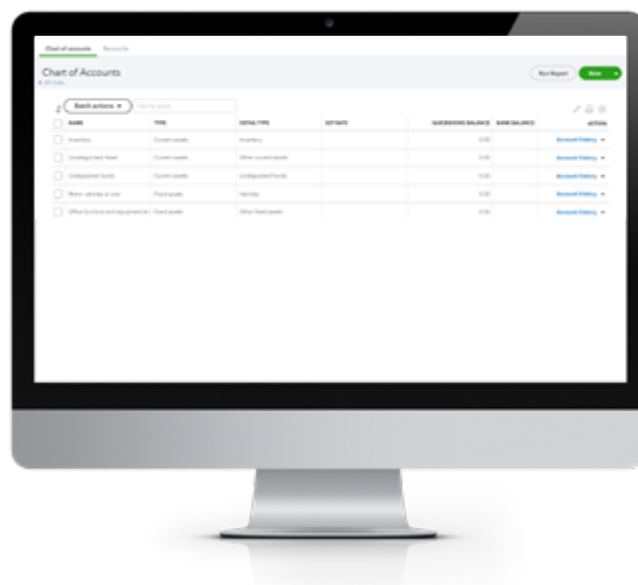
Select the **Gear Icon > Your Company > Chart of Accounts**, or if you prefer, **Accounting** (left of the navigation bar), **Chart of Accounts**. The first time in, click on the **See your Chart of Accounts** tab.

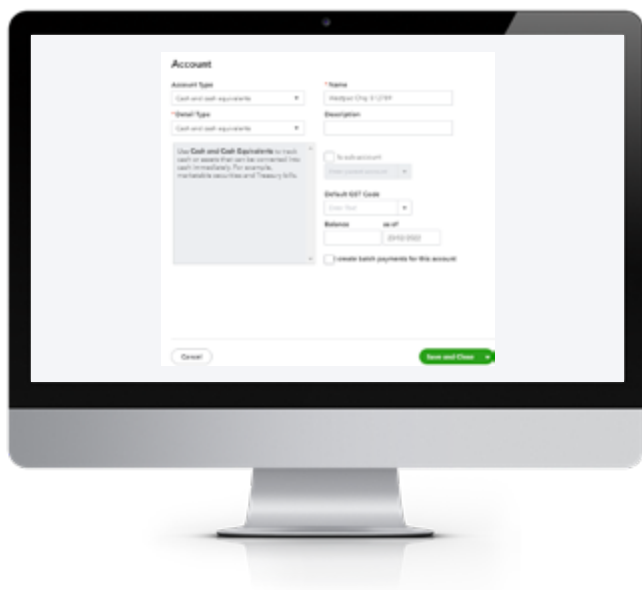
You can filter by clicking on the top of each column.

Suggestion: Filter by Type as this provides the view as a Balance Sheet and Profit and Loss account category.

You can filter by clicking on the top of each column.

Suggestion: Filter by Type as this provides the view as a Balance Sheet and Profit and Loss account category.





To add a new account, click on the **New** tab from the top right-hand corner.

This opens a new screen where the account can be configured by choosing the correct Account Type, Detail Type, Name, Is sub-account of a main account, Defaulting GST Code, then click the **Save and Close** tab.

Explaining the Different Types

Note: Cash and cash equivalents is used for setting up bank accounts.

Account Type specifies the account type if found in the Balance Sheet or Profit and Loss

Detail Type provides more detail on the Account type selected. It is a compulsory field but doesn't affect any financial reporting. Select the detail type closest to the account being set up.

Name is the name of the Account being set up. It is what is seen in the Chart of Accounts List.

Number is an optional account number, only if switched on in the **Accounts and Settings** setup > **Advanced** > **Chart of Accounts** > **Enable account numbers** > **ON**

Description allows greater detail of the name to be added. It is optional.

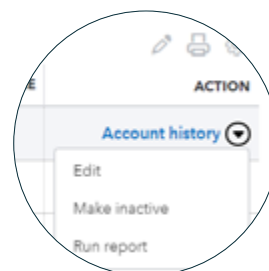
Is sub-account; place a tick in the sub-account selection field to make the account being set up a sub-account of a parent account.

Default GST Code - select the appropriate GST coding for the account being set up.

To update the Chart of Accounts, click **Save and Close**.



Batch Actions by clicking in numerous accounts, you can **Set your Default GST code** in one batch action and **Make inactive** numerous accounts in one batch action.

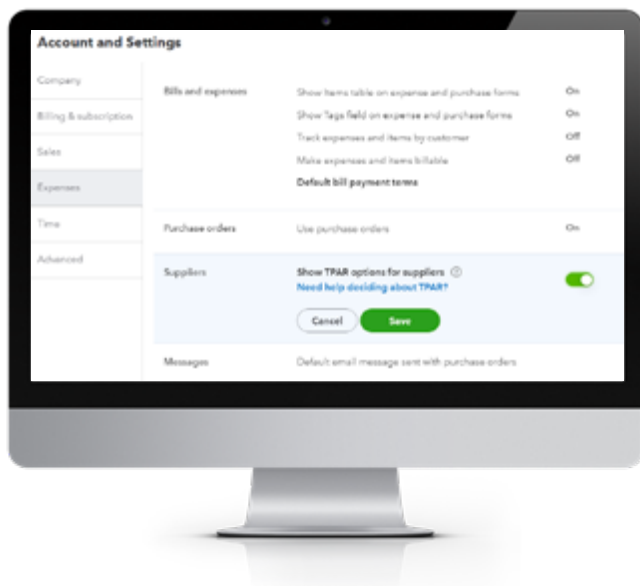


Action column: You can **Edit** the account, **Make Inactive** and **Run report**.

Above the Action tab, there are icons to bulk **Edit** by clicking on the **Pencil icon**, Print the account using the **Print icon**, and customise the columns viewed in your Chart of Accounts page using the **Gear Icon**.

SECTION 9

Taxable Payments Annual Report (TPARS)



IBusinesses in the Building and Construction, Courier, or Cleaning need to report the total payments they make to contractor services each year.

NOTE: these industries may change, so it's important to review the relevant ATO legislation.

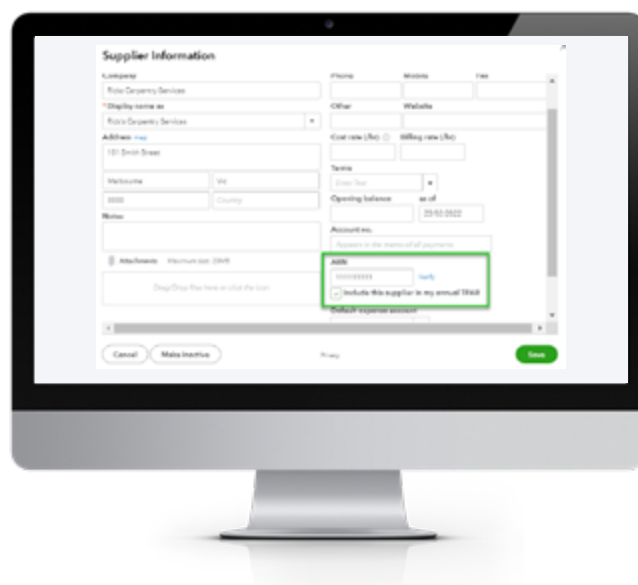
These payments need to be reported to the ATO by the 28 August each year. QuickBooks Online enables each relevant transaction to be highlighted for inclusion in the TPAR report, ready for electronic export to the ATO.

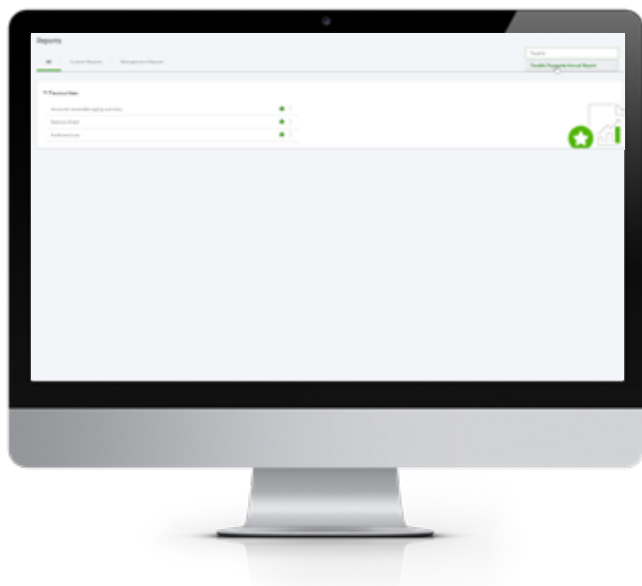
Select **Account and Settings > Expenses > Suppliers**. Select the **Show TPAR options for suppliers** to turn the option on and click **Save**.

Then enable each supplier required to be included in TPAR reporting.

Click on **Expenses** from the left-hand navigation menu and click the **Suppliers** tab, locate the supplier and click on the supplier's name.

Click the **Edit** button in the top-right corner and tick the box to **Include this Supplier in my annual TPAR**. Ensure you have all information required for the supplier for a TPAR report.





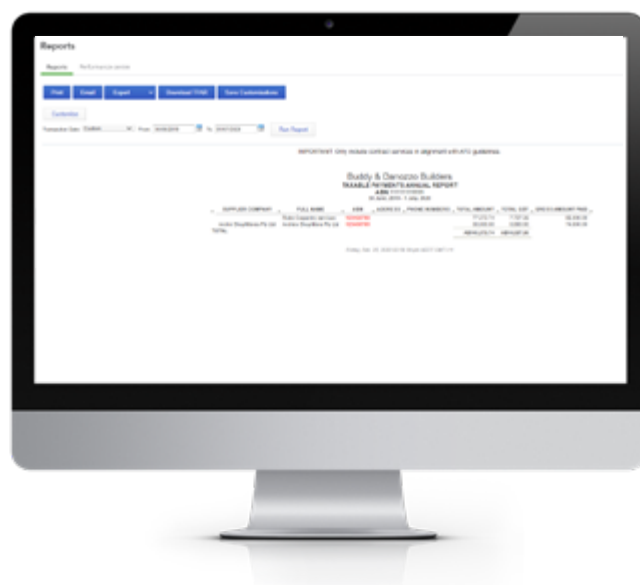
When a supplier has been enabled for TPAR, all existing transactions and new transactions for that supplier will be marked as included for TPAR. Should an entry not be reportable for TPAR, the tick box to Include the transaction in my annual TPAR, can be unticked.

To generate the TPAR report, open **Reports** from the left-hand navigation menu and type 'taxable' into the **Enter report name field**.

NOTE: turning on a Supplier for TPAR will retrospectively tick transactions (for the financial year) for TPAR.

Select **Taxable Payments Annual Report**. For the first time into the Report, a mini interview will commence if reporting on Cash or Accruals.

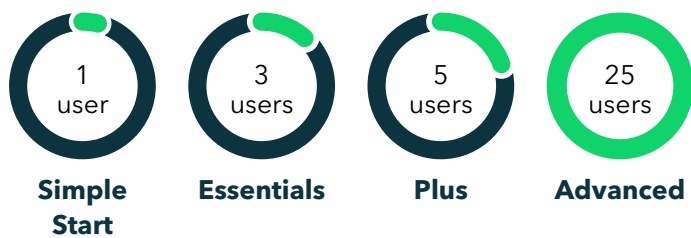
The report generated will display a summary of the totals reportable for each supplier. This is the time to review supplier details and update any missing fields. Any incorrect details will be highlighted in red. Once satisfied that the details are correct, click on Download TPAR. If any details are incorrect, the TPAR wizard won't allow you to download the TPAR until they're fixed. Once fixed, you can download the TPAR electronic file and upload and lodge via your ATO software of choice.



SECTION 10

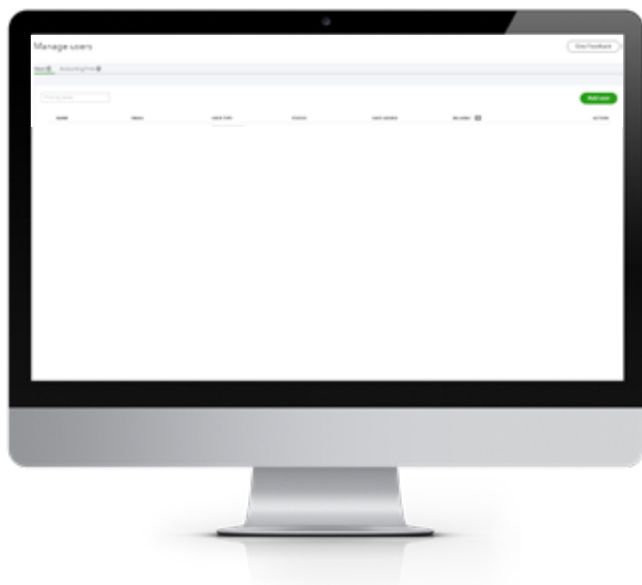
Managing Users

The number of business users allowed varies according to the QuickBooks Online subscription selected for the client.



The business can also invite two Accounting or Bookkeeping professionals in Simple Start, Essentials and Plus, and three in Advanced. These invitations are not included in the Business user allowance and are available for all subscription plans.

Note: A company file, which is accessed by Accounting Firms and has Accountant access, can give access to the firm's team members to different files.



To manage users, select **Gear Icon > Your Company > Manage Users**.

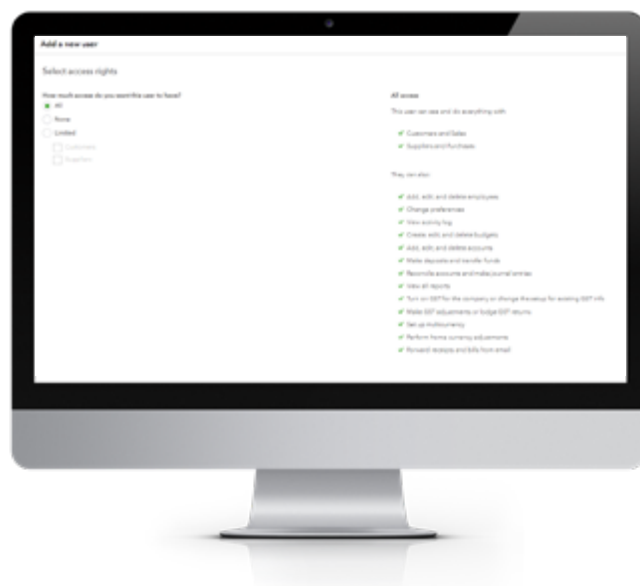
There are two sections for managing users.

Manage Users

User's tab: this allows for the creation, modification or deletion of business users in the QuickBooks Online file.

Accountant Firms tab: this allows accountants and bookkeepers to be invited into or removed from the file.

When adding a new business User as a Standard user, you can grant them different access rights.



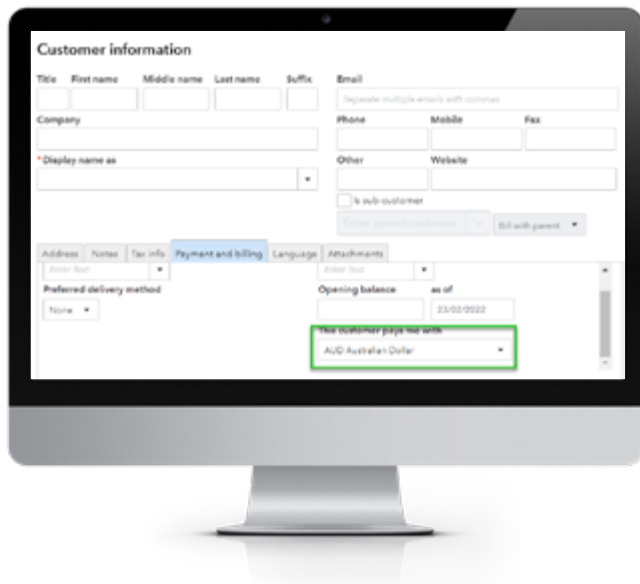
User Roles

When creating or editing a user, assign one of the following types of access rights:

Company Administrator	Company Administrators have access to all features and capabilities in QuickBooks. This includes changing passwords and adding users. Not everyone should be an administrator.
Standard user	<p>This is an ordinary business user. The person may have access to all QuickBooks features, or you can limit access to:</p> <ul style="list-style-type: none">• Customers and Sales• Suppliers and Purchases <p>You can also grant this user limited administrative capabilities.</p>
Administrator	There is only one Primary Administrator. Initially, it is the user who created the business file. This user has all the access rights of a Primary Administrator. You cannot delete or change the access rights for the Primary Administrator. However, you can transfer the Primary Administrator role to another business or accountant user and then edit or delete this user from your portal.
Time Tracking Only	When Time Tracking Only users log into QuickBooks, they see a special version that only has timesheets for themselves and time reports. This user doesn't count toward your current user limit.
Reports Only	When Reports Only users log into QuickBooks, the version they see only shows reports. They can access virtually all reports, except payroll reports and others that list contact information of employees, customers or suppliers. This user doesn't count toward your current user limit.
Accountant user	<p>Up to two users can have Accountant user privileges. The accountant does not count toward the current business user limit.</p> <p>If the file was opened by your clients, they have to invite you in as an Accountant user in order for you to view them on your dashboard portal.</p>

SECTION 11

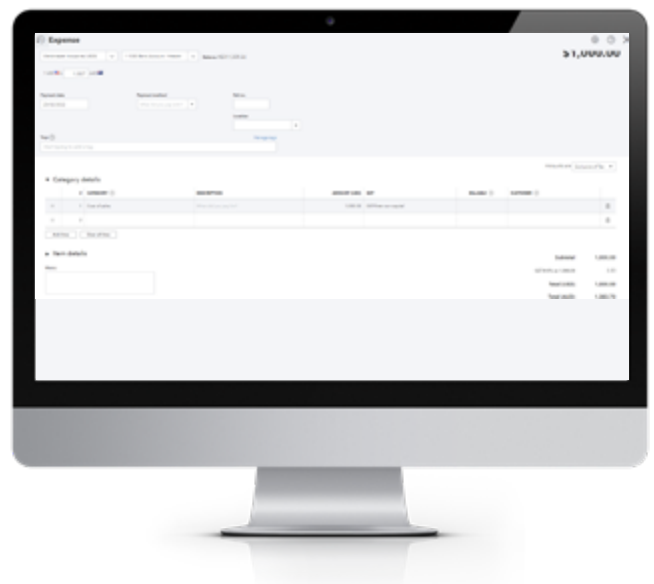
Multi-Currency



To nominate a different currency for a supplier or customer when setting up the card, choose **This customer / supplier pays me with** and choose the currency they will be transacting in. Once this is set up, it will automatically display the correct foreign currency.

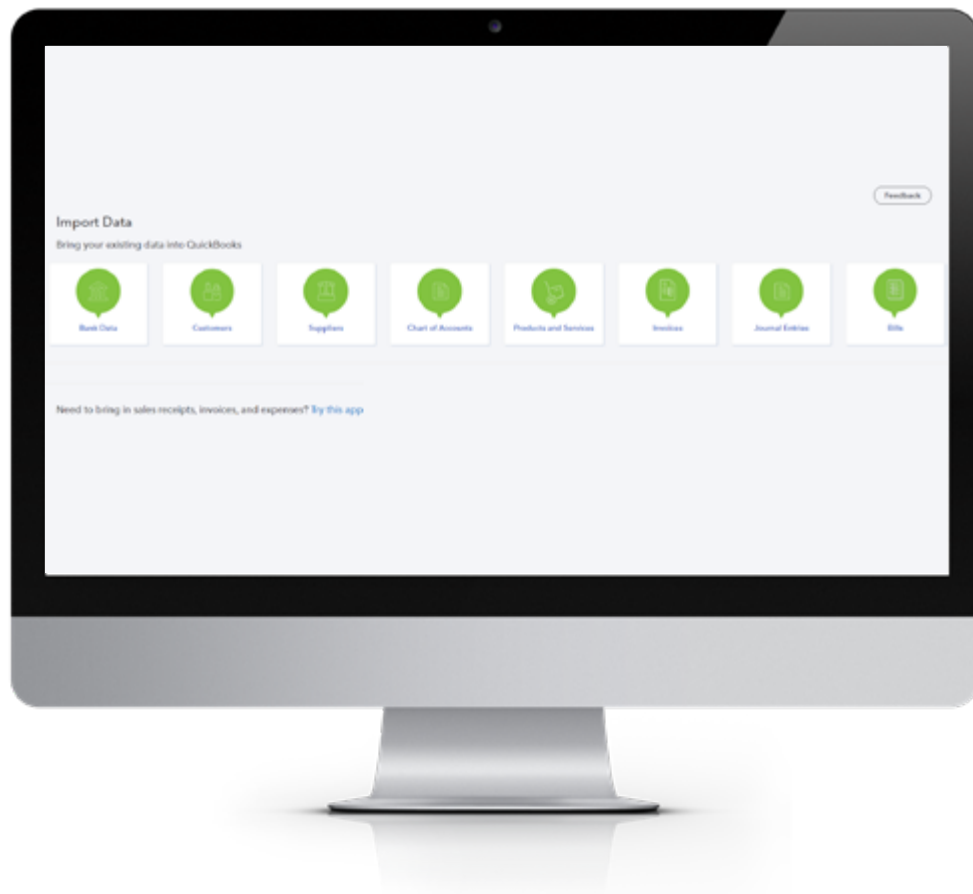
Ensure the rate is correct and process as normal. The AUD amount will be calculated automatically.

For example, A supplier invoices a client for USD1000. On 23 February 2022, the exchange rate was 1.3837. The amount the client needs to pay is AUD1383.70.



SECTION 12

Importing Data & Conversions



If you use a different accounting software program, this link provides access to the latest conversion options and how to move data into the new QuickBooks file.

<https://quickbooks.intuit.com/au/switch-to-quickbooks/how-to-switch/>

Once in, click on **Start your move**.

If the accounting data in a file cannot be cleaned up in a reasonable time-frame, an option is to import client data to start with a clean accounting file.

To import data:



Go to **Gear Icon > Tools > Import data** and select the type of data you want to import.

Note: If you want to download a sample file to use as a template, only .xlsx or .csv file types can be used. The sample file can be found once you click on the import button.

Customers Import



1. Select Customers.
2. Browse for the File to be imported.
3. It is a three-step process: Upload, Map Data and Import.
 - a. Once the import file is chosen, select **Next**.
 - b. Review the fields (columns from import file) to ensure they are matched correctly with QuickBooks Online fields for customers. If necessary, change the mapping of any field, and select **Next**.
4. Review the list from the import and make any corrections directly in the preview screen. Click on **Import**. Your customers will be found under the customer tab.



Suppliers Import

To import Supplier data into your QuickBooks Online company file, follow the same process as above. Remember to select Suppliers when specifying the type of data to be imported.



Chart of Accounts import

To import Chart of Accounts data into your QuickBooks Online company file, follow the same process as above. Remember to select Chart of Accounts when specifying the type of data to be imported.

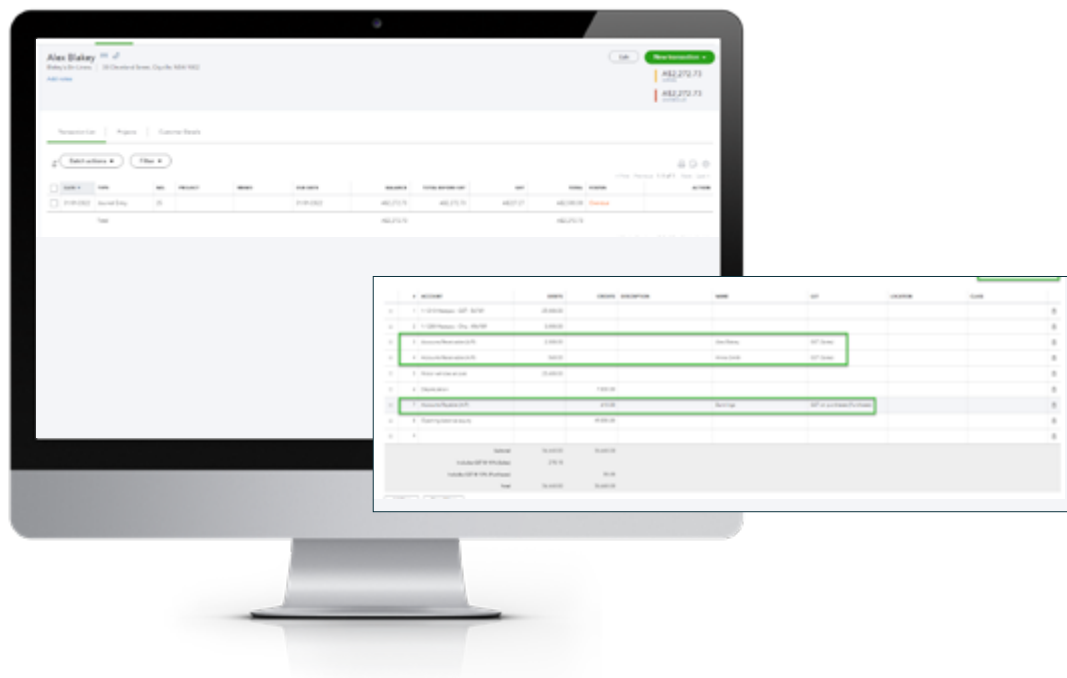


Products and Services

To import Products and Services data into your QuickBooks Online company file, follow the same process as above. Remember to select Products and Services when specifying the type of data to be imported.

Note: To complete the import process, the Chart of Accounts list must be imported prior to the Products and Services list.

Opening Balances



When converting from existing accounting software to a new QuickBooks file, you may have balances that need to be posted into QuickBooks as opening balances. Some existing reports from previous software you may want to check include:

- Trial Balance
- Balance Sheet
- Profit & Loss
- General Ledger
- Customer Ageing Detail
- Supplier Ageing Detail
- Last Bank Reconciliation

A new file can be commenced at any time and opening balances used to set the file up. Ideally, a new file should commence with a starting date of 1 July. There are two options for entering opening balances:

1. Enter a single journal entry containing Balance Sheet balances as well as both debtors and creditors individually detailed and posted to the debtor or creditor. BUT this will be done as at, for example, 30.06 and all debtors and creditors will have the same date.

2. Enter a single journal entry containing Balance Sheet balances, not including debtor or creditor balances.

- a.** Enter individually any open Supplier, and Customer invoices are added separately with invoice/bill date, invoice/bill number and invoice/bill balance amount manually.
- b.** Entry of open invoices this way will allow for Aged Reporting and Aged Payable reports.

A journal can be processed by **New Create > Other > Journal entry.**

Then enter in the date, account information if Aged Receivable or Aged payable, description, Name of Debtor or Creditor and GST.

The customer, as per the example of Alex Blakey in the journal example, has \$2500 as an opening balance as at 01/01/2022 as per our journal date.

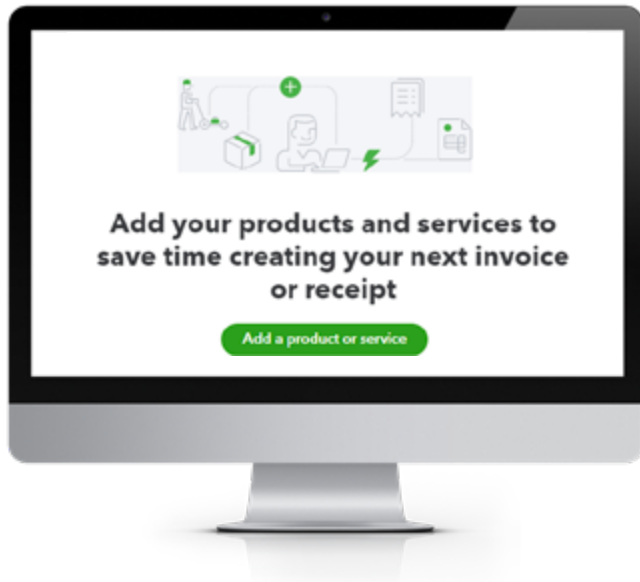
SECTION 13

Products and Services

This section explains how to set up a products and services list in QuickBooks Online. The products and services list represents the list of products and/or services sold. The items from the products and services list are used when creating customer invoices, entering purchase orders, and working with inventory. When completing an invoice, a product or service must be created. This can be done at any stage.

NOTE: Inventory Item will only display as a selection option in QuickBooks Online Version Plus and Advanced if Inventory Tracking has been turned on.

Add a Product or Service



When setting up a new file, the default Products and Services created are 'Hours' and 'Services'.

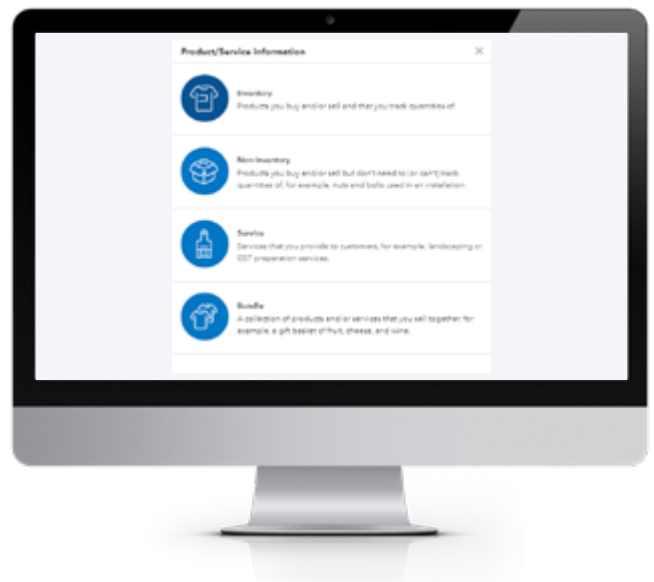
Additional Products and Services can be manually created.

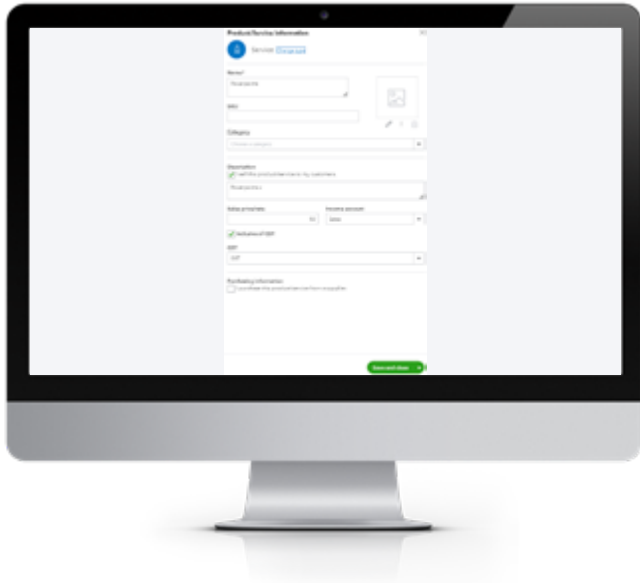


To locate the Products and Services list, select **Gear Icon > Lists > Products and Services.**



To locate the Products and Services list, select **Gear Icon > Lists > Products and Services.**





Alternatively, if in the **Products & Services** page, select **New** from the top right of the screen.

Once the appropriate type has been selected, complete the setup process.

Name: The name of the service, such as consulting services, repair, cleaning, etc. The name must be unique.

SKU: Stock Keeping Unit number. An individual type of product will have its own individual SKU number.

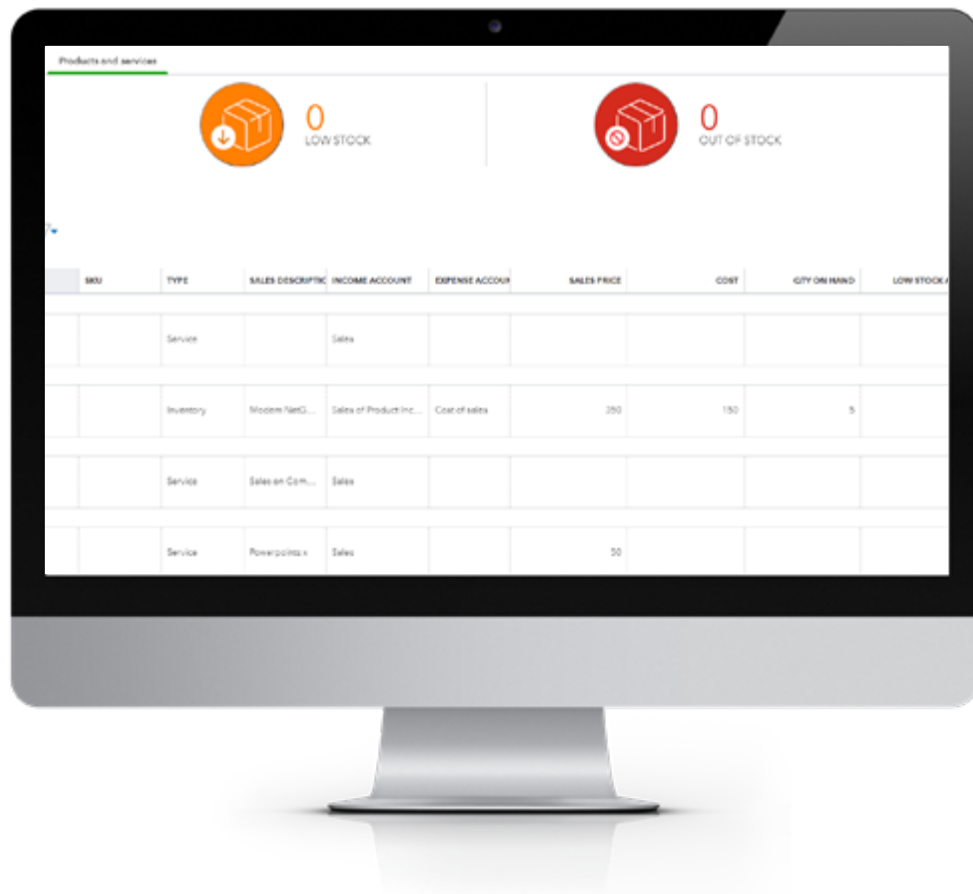
Category: This is a means of classifying Products and Service sold to customers. Additionally, categories save you time when completing transaction forms, as you can search for items by category.

Description: Enter the description of the service as required. The description will automatically populate the description field on a Sales form.

Sales Price/Rate: Add a price in this field if the price is fixed. The price will automatically populate the 'Rate' column on a Sales form. If a price is not added during the setup process, it can be added directly in the Sales form.

Note: To complete the import process, the Chart of Accounts list must be imported prior to the Products and Services list.





Income account: Select an 'Income' account type that is associated with this Product or Service. Pay attention to the account being selected to ensure it is an Income account.

NOTE: The income accounts need to be setup PRIOR to the Product and Services setup.

GST: Select the relevant GST tax code for income e.g., GST.

Purchasing Information: Tick the select box if the Product or Service being set up is also used for Purchasing. Set up as required.

To exit the screen click **Save and Close**.

Above, the setup has Admin, Electrical Commercial, Electrical Domestic and Data Inventory Sales as Categories.

Columns can be customised for ease of viewing from the **Gear Icon**, also printing from the **Print Icon** and exporting to Excel from the **Export Icon**.



Adding Inventory

Inventory can be bulk added using **Import Products and Services**, by choosing to download a sample file, and entering all the inventory required to be added to the file. Choose Inventory under Type column, ensuring you have all details required for an inventory item. You can also add the details one by one by choosing **New** then **Inventory**.

Add the correct **Initial quantity on hand** and **As of date**. If a mistake is later found, you can adjust the quantity under **New Create > Other > Inventory qty adjustment**.

NOTE: Changes to the quantity can be made but no changes to the date can be made.

Purchasing Information required for inventory as QuickBooks uses the FIFO method.

Inventory reports for Inventory found under **Reports > Sales and customers**.

More detail around Inventory is available in the QuickBooks Advanced Manual.

INVENTORY



3

LOW STOCK



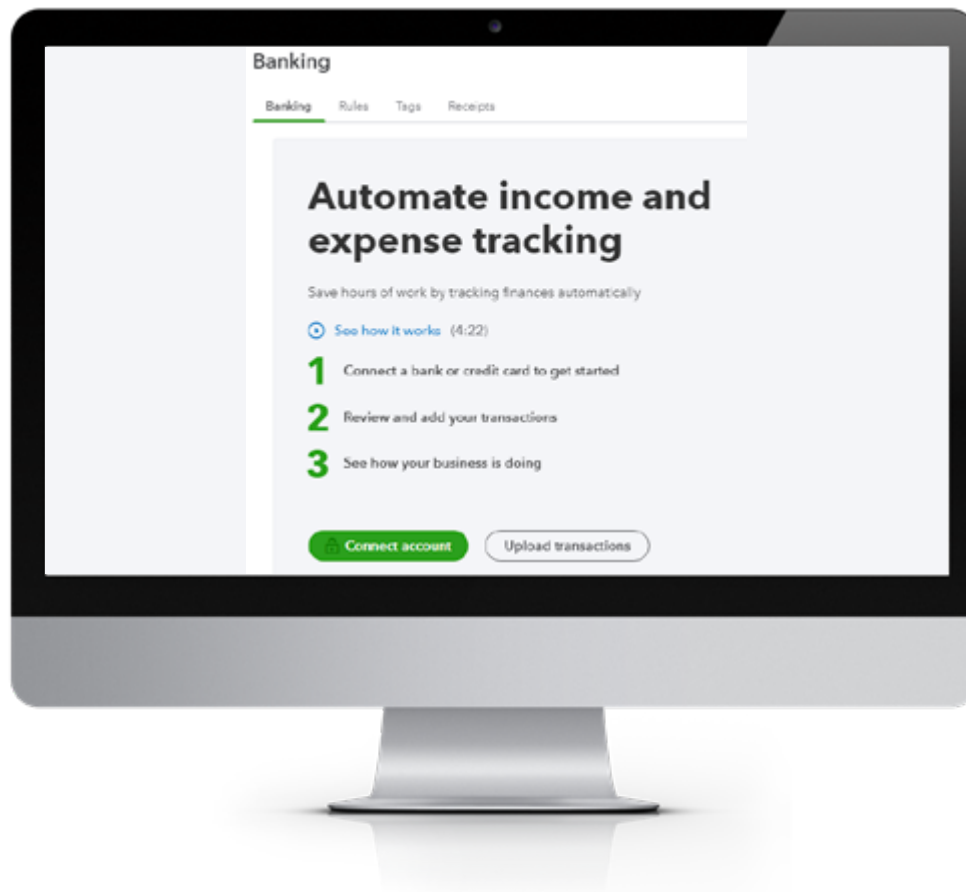
8

OUT OF STOCK

SECTION 14

Banking Centre

Linking Bank Accounts and Importing Bank transactions



Linking bank and credit card accounts to QuickBooks Online saves time and reduces errors by downloading transactions directly from a secure online connection.

Transactions can be imported by either:

1. Linking the accounts via automated bank feeds Once a secure connection has been established with your bank, transactions will automatically transfer or 'feed' directly to your QuickBooks Online company file.
2. Uploading transactions from a bank file from your online banking system Bank transactions can be imported manually into QuickBooks, by downloading the data from your bank and uploading the file to your QuickBooks Online account. Import files must have the format CSV, QFX, QuickBooks Online, or OFX only.

These two methods can be used independently or together. Depending on the bank, the initial bank sync will transfer some transactions but NOT ALL. If additional days are required, the balance of dates can be imported via a bank file, such as a .csv file.

Once these transactions have been imported, QuickBooks Online will instruct you to do the following:

- Automatically match these imported transactions with a transaction you have already recorded.
- Record as a new transaction by allocating it to an account, add a payee's name and choose the correct GST coding.
- It will recall how you previously managed a similar transaction and suggest allocating it to the same account and payee.



Linking Bank Accounts or Credit Cards for Automatic Bank Feeds

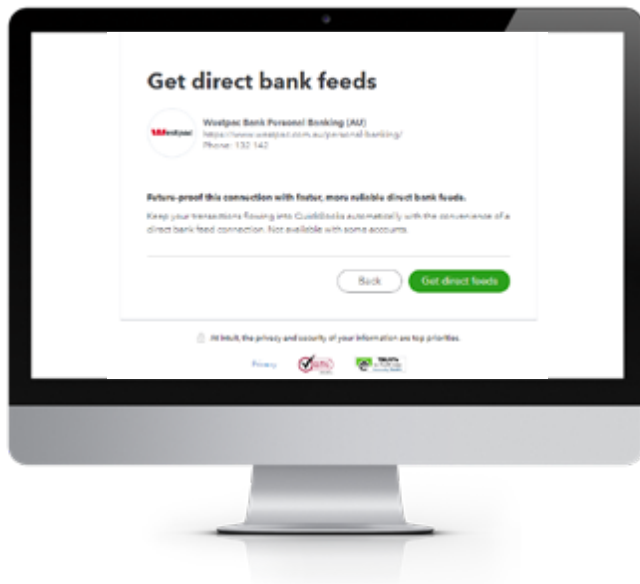
From the left-hand navigation bar select **Banking**. Ensure the Banking tab is selected at the top of the page.

Alternatively, from the Chart of Accounts page, choose Bank or Credit Card you will be using for the bank sync, and under the Action column, click on the drop-down tab '**connect bank**'.

Choose the bank you are connecting and follow the instructions. Instructions will be different for each bank.

Link accounts

Q Enter bank or credit card



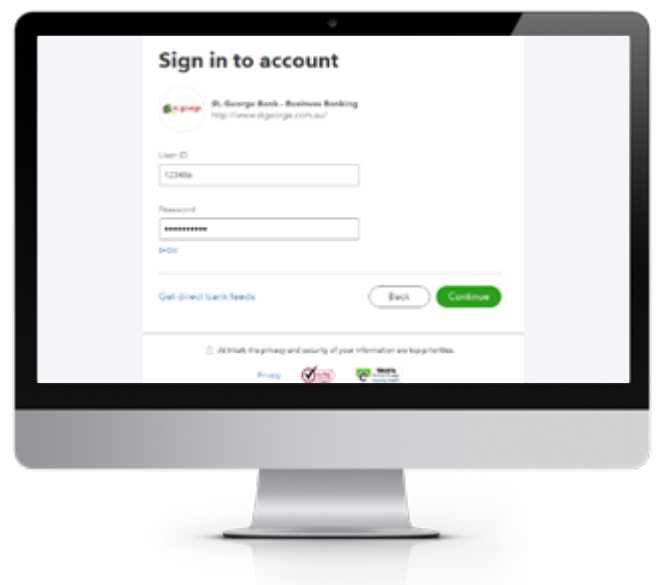
For example, Westpac requires you to click on Get Direct feeds, while St George provides the option of a normal bank feed or a 'Get Direct bank feeds'.

You can choose the normal bank feed option to get the bank sync operating almost immediately and then go back in and choose '**Get Direct bank feeds**'.

Direct bank feeds provide a more secure and reliable connection than the Standard feeds. The link below provides additional information on Direct feeds vs Standard feeds.

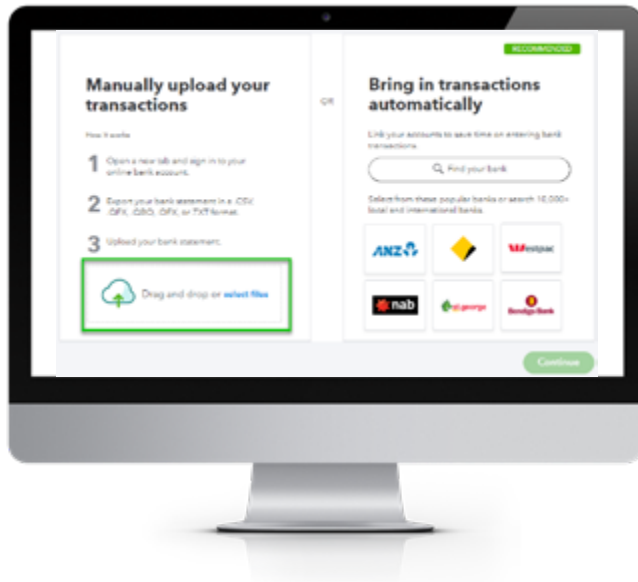
<https://quickbooks.intuit.com/learn-support/en-au/bank-feeds/connecting-your-bank-account-to-quickbooks-via-direct-feed/00/263178>

1. Once connected, tick the bank accounts to connect to QuickBooks Online. Then choose the Account type (Bank or Credit Card) from the QuickBooks Account drop-down list provided.
2. Click on **Connect** to download the transactions.
3. Once your transactions are securely downloaded, click **I'm done, let's go**.



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

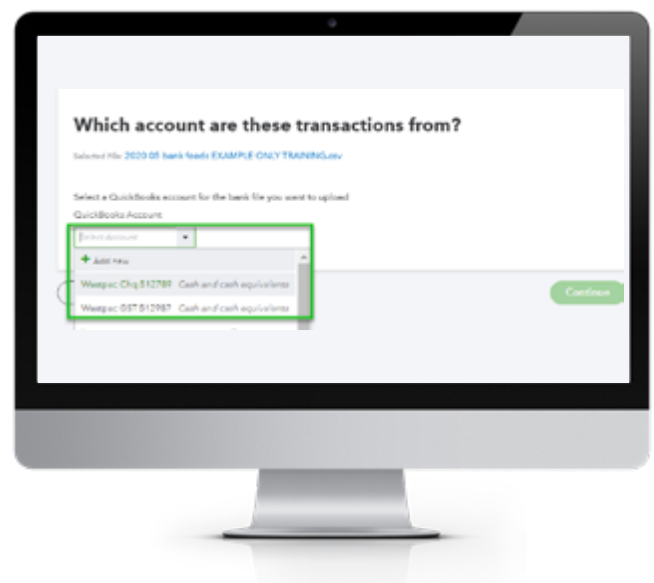
Importing Bank Transactions

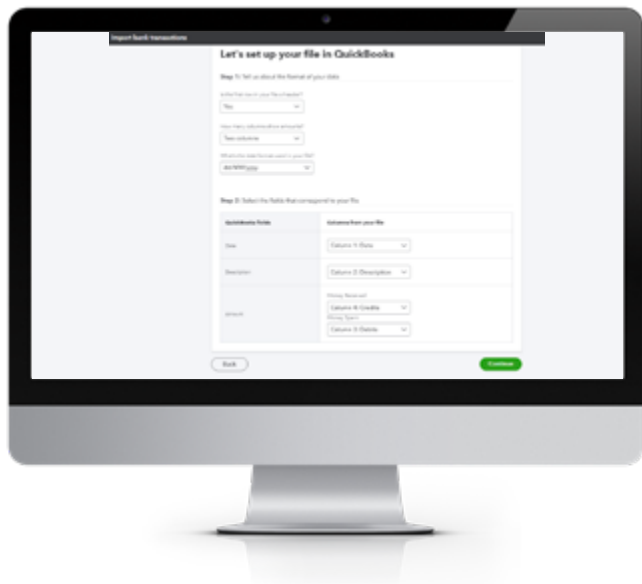


An alternative to linking bank accounts is to import bank transactions that have been downloaded from internet banking. Once this file has been downloaded:

1. Select **Upload transaction** from the Banking screen.

2. Click **Select files**, then browse to locate the file to upload, click on **Continue**.
3. From the drop-down list of accounts in QuickBooks Online, select the appropriate bank account to which the file's transactions are to be linked, and choose **Continue**.



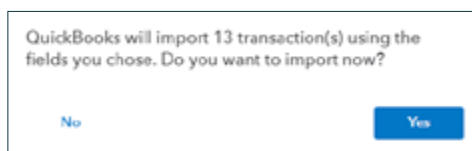


4. Next, you will have the setup option for your .csv file shown opposite. Choose the correct information for a successful upload.

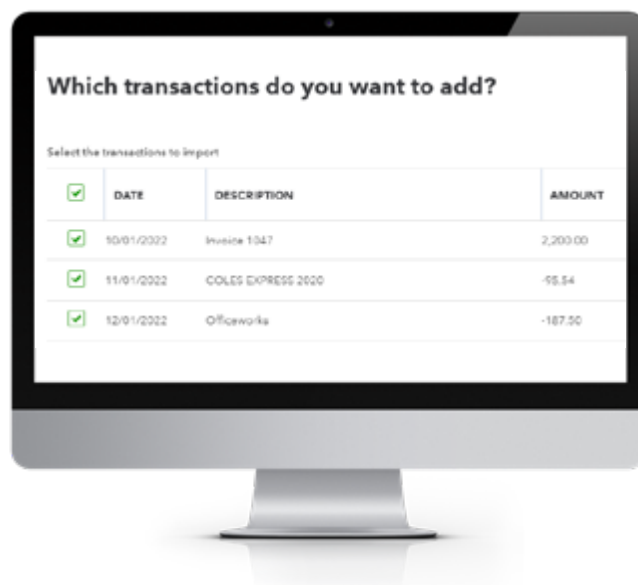
5. Click **Continue**.

6. Choose the transactions to be added, or select the top box to select all.

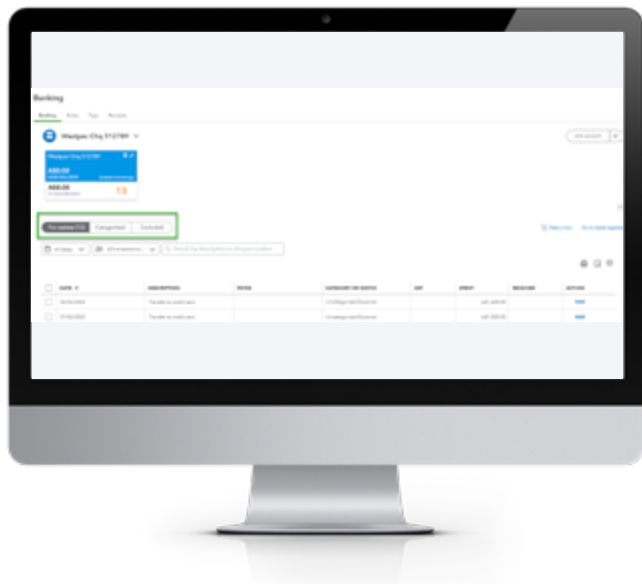
7. Click **Continue**. A pop-up window will appear with the number of transactions. Click **Yes**.



8. Import Completed and then click **Done**.



Note: A pop-up window will appear, with the option of watching a short video or taking a guided tour of the bank feeds



Once the transactions are imported into the Banking Centre, either via a direct feed or an upload, it will appear as below. The transactions are ready for review and action.

There are three tabs in the Banking Centre: For Review, Categorised, and Excluded.

For Review: New transactions appear under this tab where they can be reviewed and actioned.

Transactions in this tab do not affect the financials in any way. Once they are actioned, they appear on the banking registers and can have an impact on the financials.

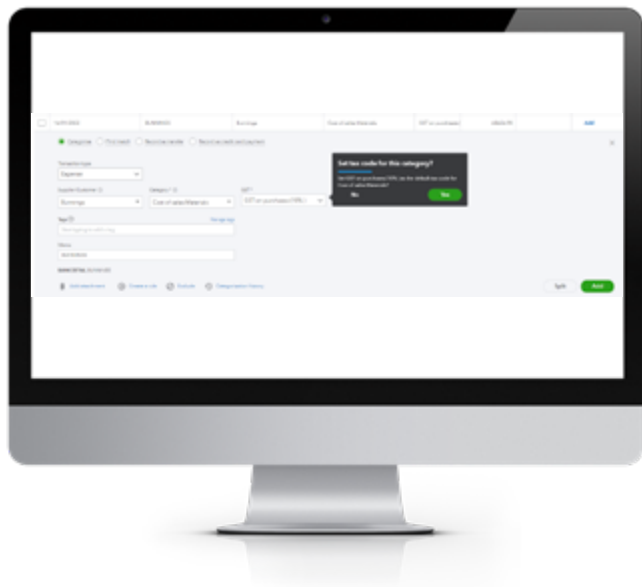
Categorised: Transactions that have been actioned will appear under this tab and can be found in QuickBooks Online.

Excluded: Transactions that are not required to appear in the banking register can be moved from the **For Review** tab to **Excluded**. Transactions that have been excluded have no impact on the QuickBooks Online file.

For example, a new file created from 1 July and connected to the bank feeds will bring through June transactions. The transactions up to 30 June can be excluded, leaving only those from July 1 onwards.



How to Add Transactions



Once banking feeds are connected or transactions have been imported into QuickBooks Online, transactions are ready to be matched or added.

All downloaded or imported transactions will appear under **For Review** tab. To add a transaction, click on the transaction to expand it. Allocate the type of Transaction, Supplier or Customer, Account Category, GST, and click **Add**.

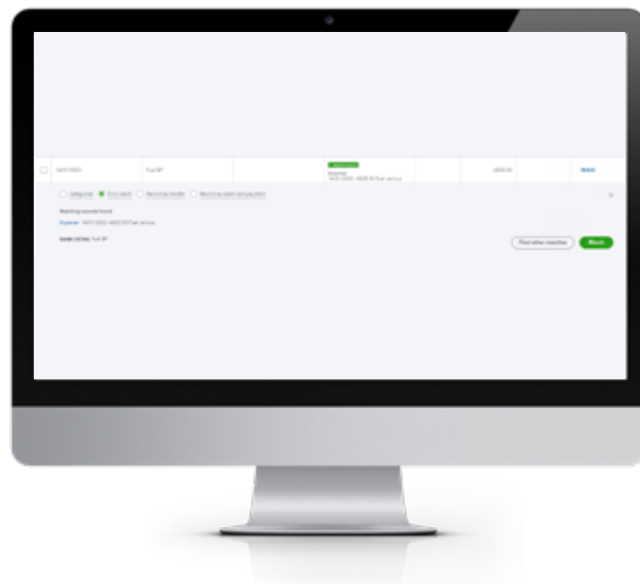
If you haven't allocated GST codes to your chart of accounts, you can do this through your bank feeds the first time a transaction is allocated to the Ledger Account.

Transactions can also be split to allocate them against multiple Account categories and/or separate GST and amounts by clicking on the **Split** tab next to **Add**.

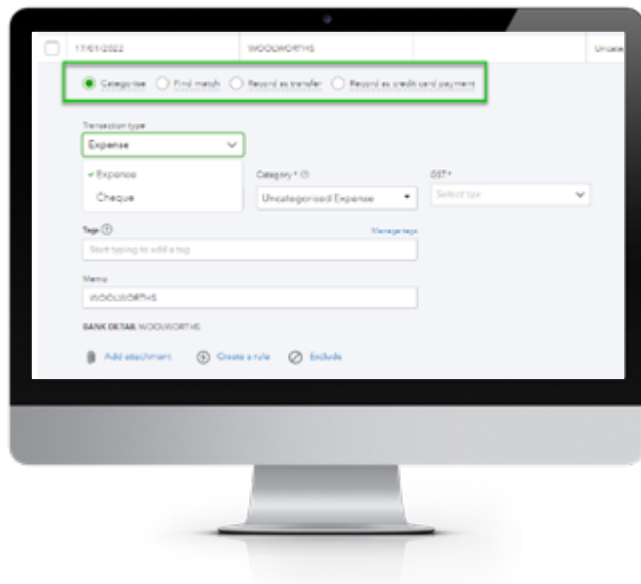
How to Match Transactions

QuickBooks Online will match the transaction to the bank detail, transaction date, amount, customer and/or supplier name, or the ID of the transaction if the transaction is already in QuickBooks. This could be a match direct to an invoice, bill, or expense.

To accept a Matched transaction, click on the **Match** button at the end of the row under the Action column.



Processing Transactions - Debits



Debit transactions will default to **Expense** and **Category** to **Uncategorised Expense** unless matched to an existing expense, bill or bill payment. The **Expense** selection can be changed to **Cheque** or **Transfer** transaction types.

The **Record as transfer** option, top of Expense, is useful when transferring money from one bank account to another, drawings entry, loan account, or payroll clearing or to any Balance Sheet account.

The **Find Match** option is used when there may be more than one invoice that the payment is being applied to.

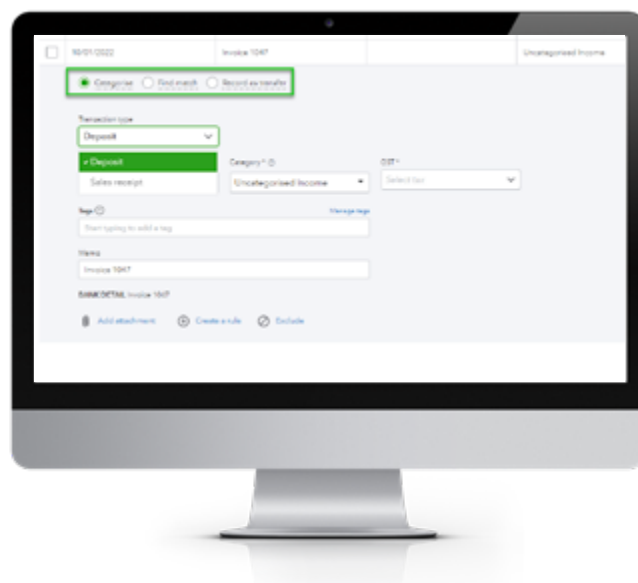
The **Record as credit card payment** is used when transferring to a Credit Card in QuickBooks.

Processing Transactions - Credits

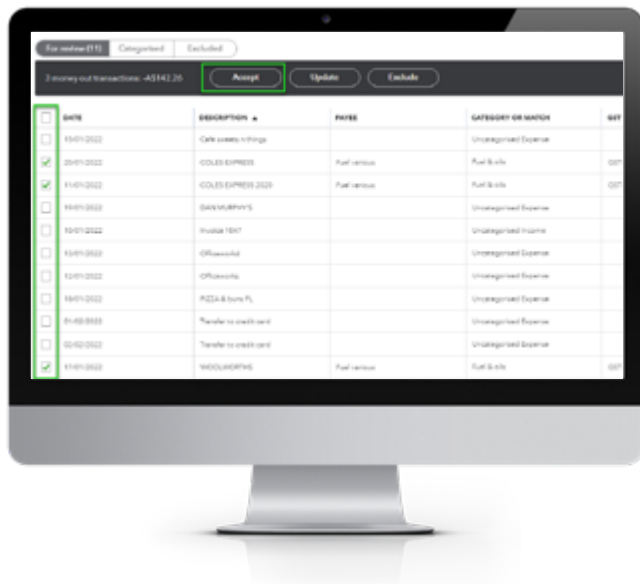
Credit transactions will default to **Deposit** and **Category** to **Uncategorised Income** unless matched with an Open Invoice or Invoice payment. The Deposit selection can be changed to **Sales Receipt**.

The **Record as Transfer** is useful when transferring money from one bank account to another, drawings entry, loan account or to any Balance Sheet account.

The **Find Match** option is used when there is more than one invoice that the payment received is being applied to.



How to accept multiple Transactions in batches



To accept multiple transactions at the same time, select the transactions you wish to action (either select an individual transaction by clicking the tick box at the left, or select the tick box at the top to select all transactions). Choose **Accept** in the new pop-up window that appears when you select a transaction from the left.

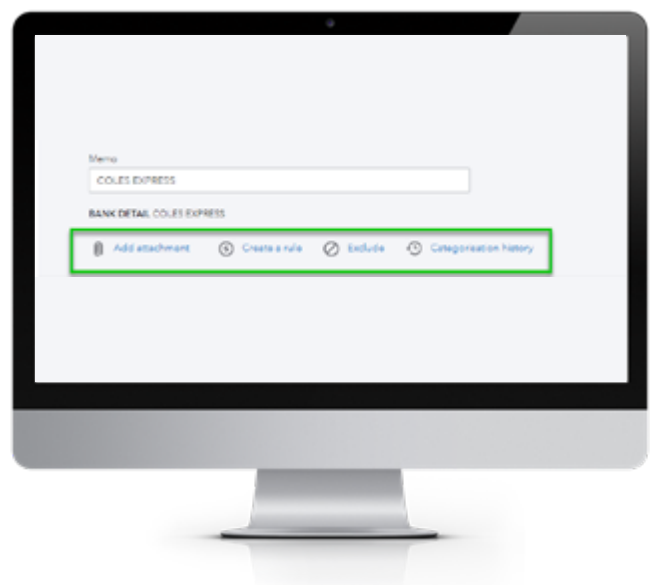
Other batch actions include:

- Exclude - Transactions will be excluded and not imported into QuickBooks online.
- Update - Allows you to modify multiple transactions at once.

Adding Attachments to Transactions

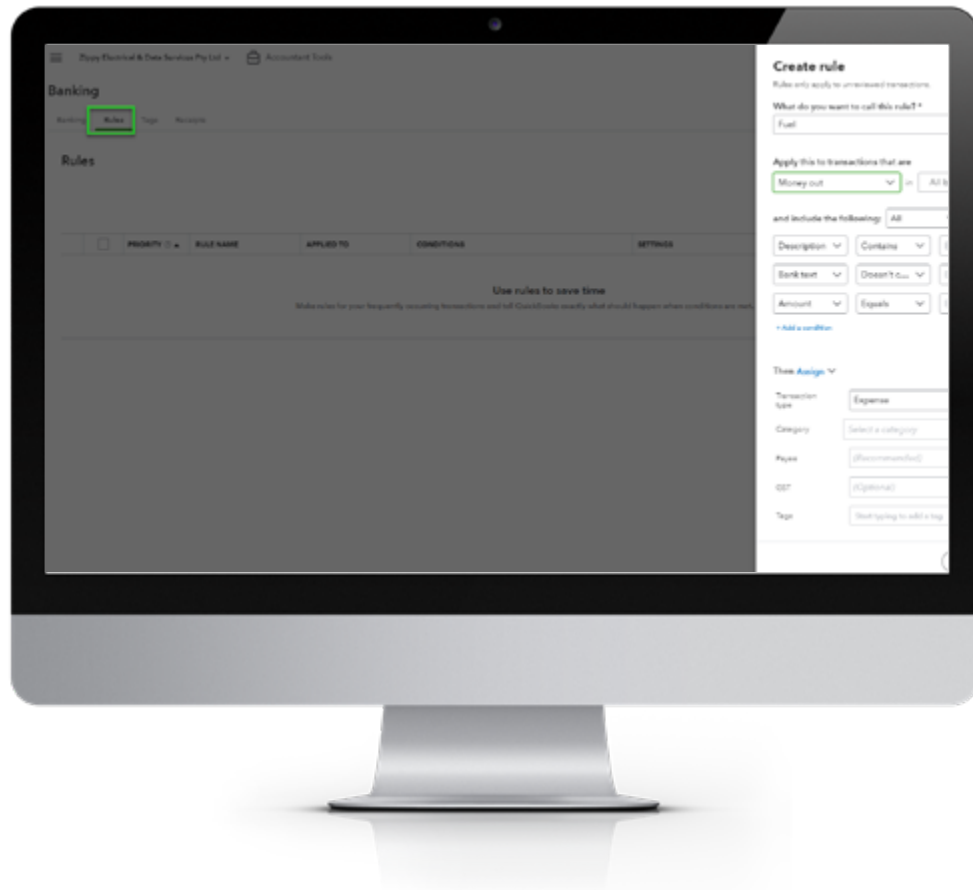
Transactions that have not been Matched to an entry can have an attachment added to them during the Bank Add or Match process. Browse to find the file and attach.

If using the QuickBooks Online mobile app to take a photo of an expense, this will be found under the Attachment area.



Note: Only one file can be added from the Banking screen. Additional attachments can be added by opening the transaction once saved.

Setting up Bank Rules



Bank Rules allows greater control of bank transactions as they are added to QuickBooks.

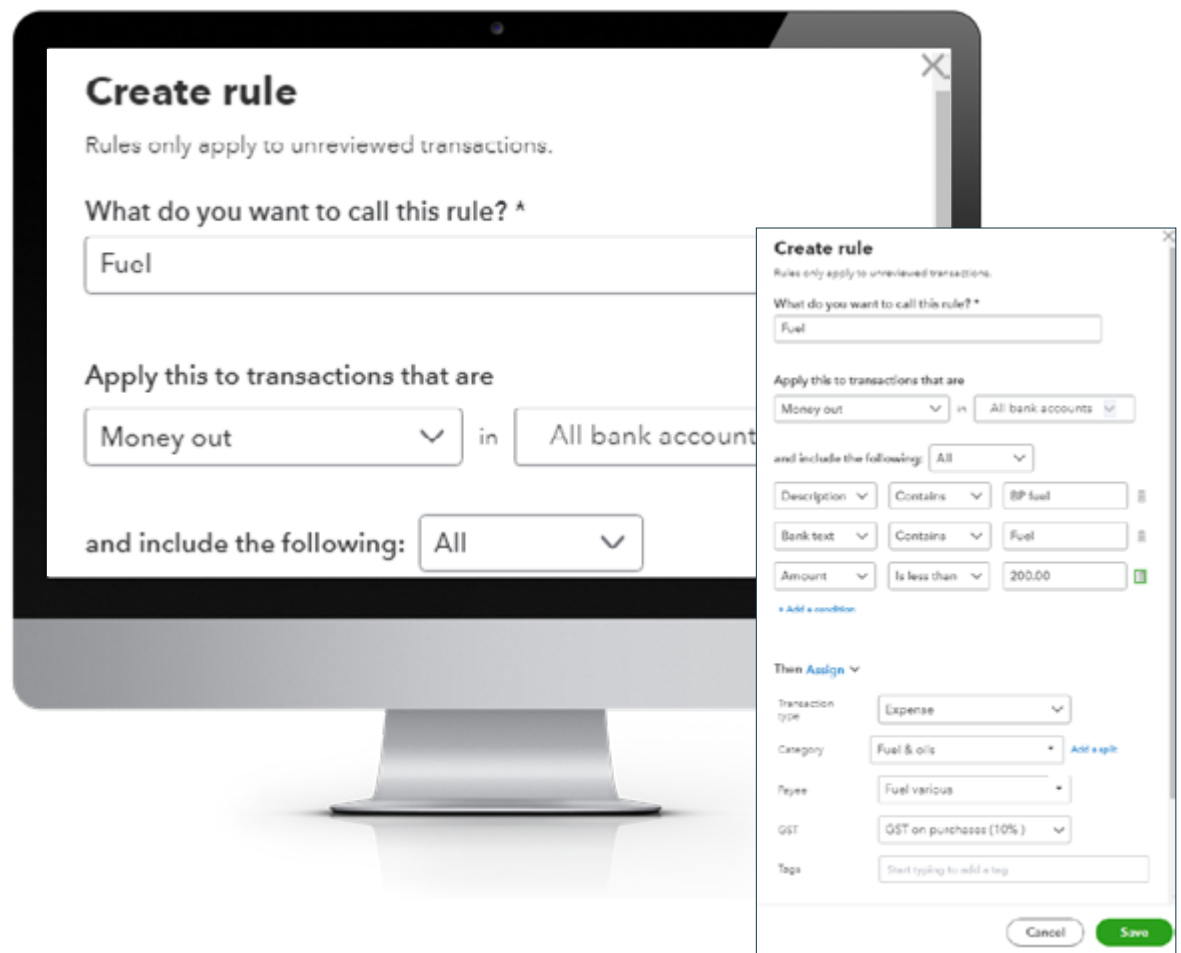
Bank Rules can be defined via Money In or Money Out and the bank account the transaction relates to (if you have more than one bank account).

The transactions are identified using the following conditions:

- **Bank Text:** using the logic of **Contains** or **Doesn't Contain**.
- **Description:** using the logic of **Contains**, **Is Exactly** or **Doesn't contain**.
- **Amount:** using the logic of **Equals**, **Is greater than**, **Is less than** or **Doesn't equal**

Up to five separate conditions can be added to any one rule.

To Add a Rule, you can click on **Rules** from the top of the Banking page, or if in the transaction, click on **Create a rule**.



To complete the rule, allocate the payee, categorise it, apply a tax code, or apply a class and/or location. You can also add a memo to the transaction.

Example of Creating a new Bank Rule

1. In the new window, click on the box in the top right called New Rule.
2. Enter a rule name, call it Fuel.
3. Select if this is for Money In or Money Out transactions. Set it as Money Out.
4. Select the bank account the rule will relate to.
5. Select the appropriate conditions to meet the rule.

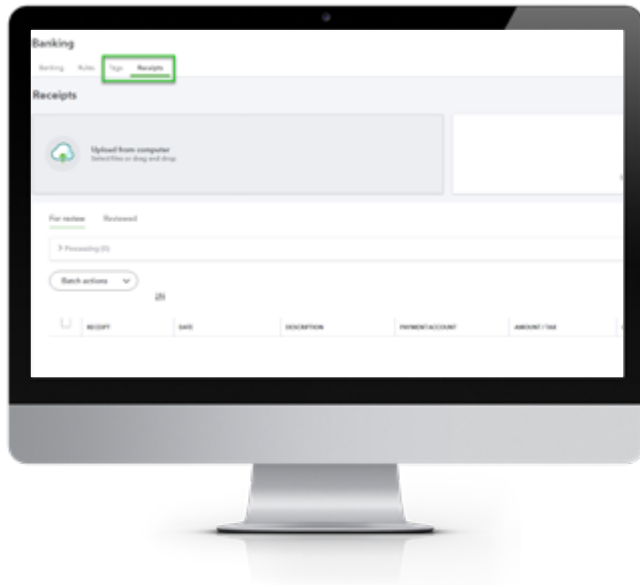
6. Select the appropriate actions. Set Payee as Fuel Various, Category as Fuel & Oils, and Tax Code as GST on purchases.

7. You have the option to choose a Location and/or Class and/or Memo.

8. If the transaction is to be added into the file, choose **Automatically add to my books.**

Note: Transactions automatically added will not be found in the Review tab but found in Categorized.

Tags and Receipts



Tags:

What are tags and groups?

1. Tags are customisable labels that track your money however you want.
2. Putting tags into groups provides deeper insights into how your business is performing. Groups are required to get reports for tags.
3. You can tag transactions such as invoices, expenses, and bills. You can't currently tag general journal entries or transfers, or things such as customers or items.
4. Tags are added from the transaction in bank feeds or from the transaction when processing manually from the New Create feature

Receipts:

You can quickly upload or email receipts to your books with QuickBooks Online, which extracts the information, matches it to a transaction and categorises it.

Email receipts and bills to QuickBooks online

1. From the left menu, select **Banking** and **Receipts**
2. Select **Register your email to get started** (If you see "Send receipts to receipts@quickbooks.com" you've already registered your email address)
3. Attach receipts and bills or send them in the body of an email. For example, you can take photos of paper receipts and bills and send those or forward them in an email (such as from an online purchase, Uber ride, etc). If you send a file, it should be a pdf, jpeg, jpg, gif, or png.
4. Send your receipts and bills to receipts@quickbooks.com. Processing may take several minutes. If something didn't work, you'll receive an email informing you.

Review, edit or match receipts and bills.

Once you add the receipts and bills in QuickBooks, they'll show up in the For Review tab where you can review, edit, and match transactions.

1. From the left menu, select **Banking** and **Receipts**
2. From here, you can select the row to have a side-by-side view of the receipt you sent, and the data extracted.

You can also select:

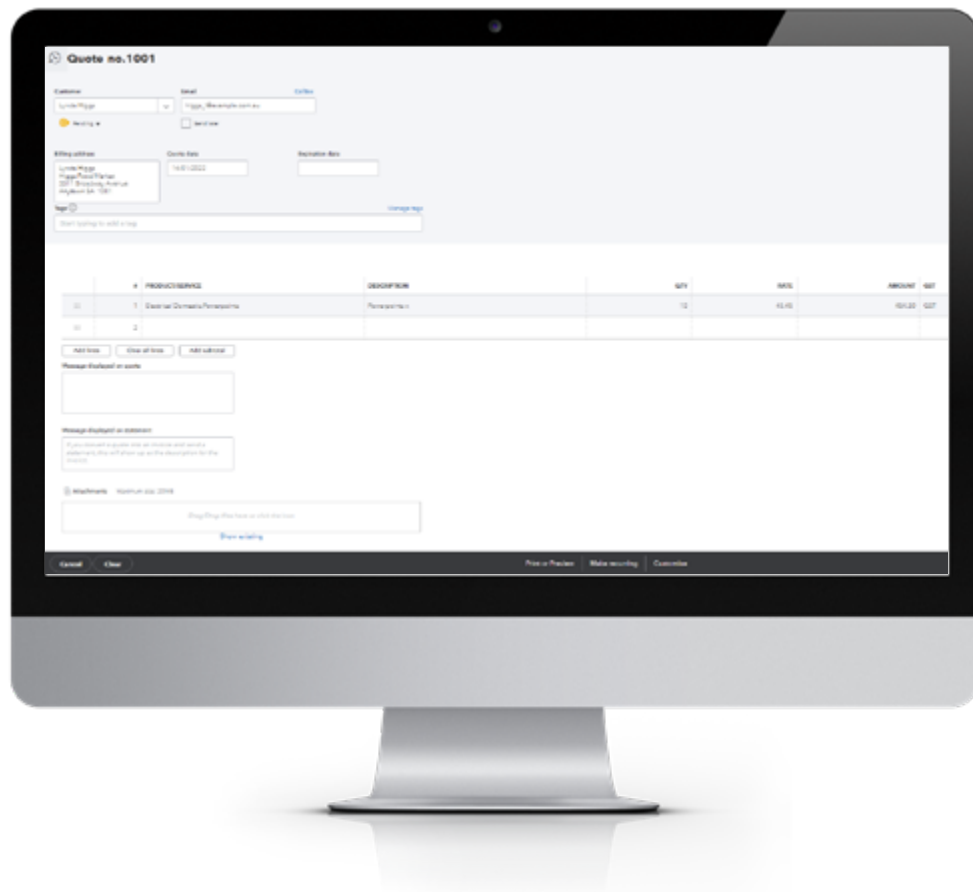
- **Review** to edit the extracted information for the receipt. If there are multiple matches, selecting Review allows you to choose the match you want.
- **Add** to create a new expense in QuickBooks with the receipt attached.
- **Match** when you're ready to match the receipt with an existing record in QuickBooks. Note: If an imported banking transaction and a receipt are both in For Review, QuickBooks won't suggest a match until you select **Add** for one of them.

SECTION 15

Creating & Managing Quotes & Invoices

Quotes are simple to create and customise in QuickBooks Online. Before creating the first quote, check your company file setting is correctly completed.

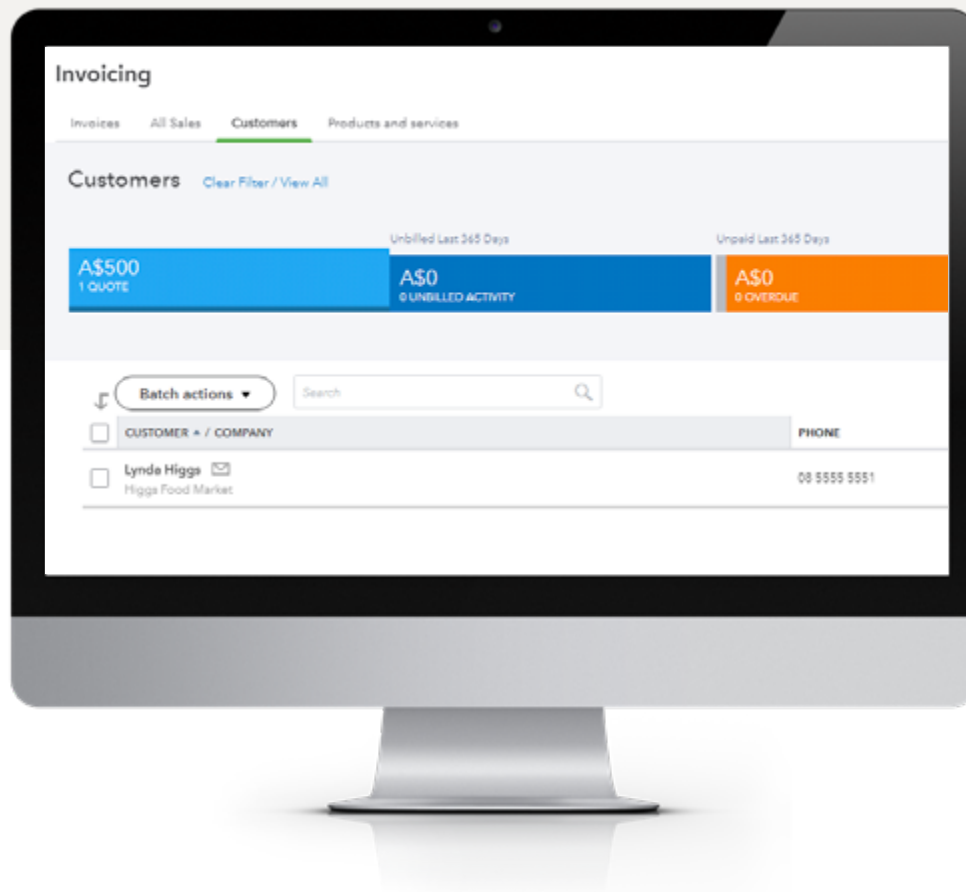
For example, set up for GST, quantities, custom transactions, etc.



Creating Quotes

Quotes can be easily accessed from the Create or New Create menu. To create a Quote:

1. Go to **New Create > Customers > Quote**.
2. Complete the on-screen quote, including selecting a customer, add date, quote number, whether amounts are tax inclusive/exclusive/out of scope of GST, Products and Services of your choosing, the quantity, description, and rate for each.
3. Add more lines if needed. Complete any other desired fields, such as the Discount or add a message to be displayed on the quote.
4. If necessary, attach a document or any file by clicking on Attachments in the bottom left corner of the form. This can be used to store related documents for future references. Files sizes can be up to 25MB for each transaction.
5. Select **Save and Send** to email your customer the quote.
6. **Send email**. You can change the **Body** of the quote if required and click **Send and close**. This will save the quote.



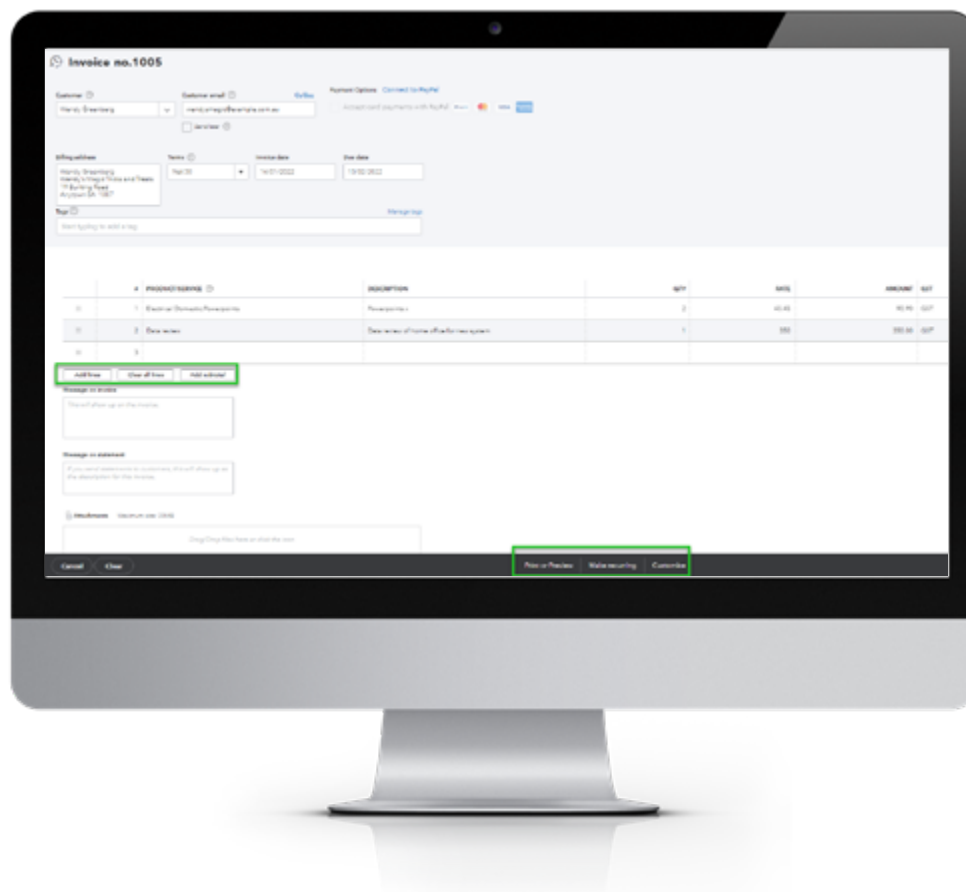
Managing Quotes

Once the customer agrees to your quote, it can be changed to an Invoice.

1. Quotes can be found using the **Search > Recent Transactions** function, or by looking up the customer card. But the easiest way is by selecting **Invoicing** from the left-hand navigation bar, and clicking on **All Sales** or **Customers**.
2. Click on the **Quote** box in the **Money** bar. This will locate all quotes that are open. Select the customer quote you want and click on **Start Invoice** on the right-hand side under the Action column.

Note: Quotes can be updated for 'Status' i.e., Accepted, and then converted to an Invoice.

Creating and Managing Invoices

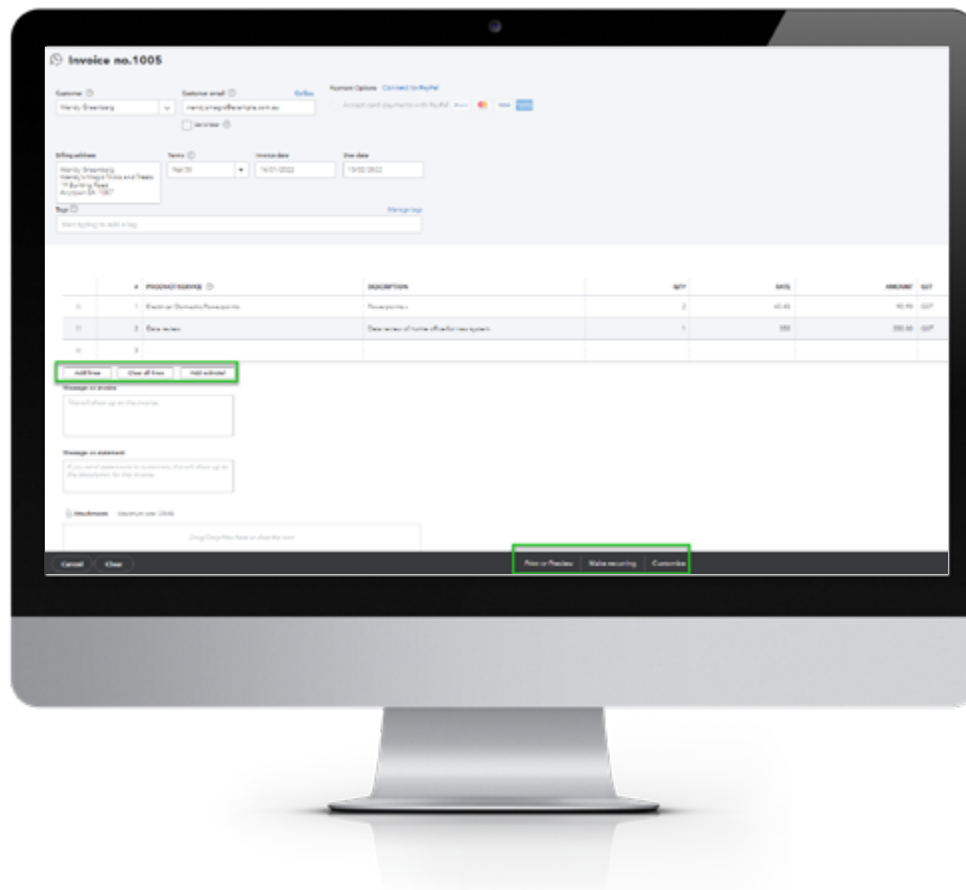


Invoices can be easily entered from the **New Create** menu.

1. In the New **Create > Customers > Invoice**.
2. Complete the on-screen invoice, including selecting a customer, add date, invoice number, whether amounts are tax inclusive/exclusive/out of scope of GST, Products and Services of your choosing, the quantity, description and rate of each, and the GST code.
3. **Add Lines** if needed.
4. Complete any other desired fields, such as the Discount if turned on in the settings, or add a message to be displayed on the invoice.
5. **Add Subtotal:** if you are adding various services, products or inventory and need to group them, a good way is to add a subtotal in-between each group.

6. **Attachments:** attach a document or any file by clicking on **Attachments** in the bottom left corner of the form. This can be used to store related documents for future references. Files sizes can be up to 20MB for each transaction.
7. **Print or Preview:** you have the option of printing the invoice or previewing.
8. **Make recurring:** you can set up an invoice as a recurring invoice if the same amount and services are required on a recurring period. This option is found under **Cogs wheel > Lists > Recurring Transactions**.
9. **Customise:** if you have more than one invoice template, you can choose the template required or add a new one.
10. Select **Save and Send** to email customers their invoice. You can change the body of the email prior to clicking **Send and Close**.

Receiving Payments of Invoices



There are various ways of receiving a payment for an existing invoice.

1. From New **Create > Customers > Receive Payment.**

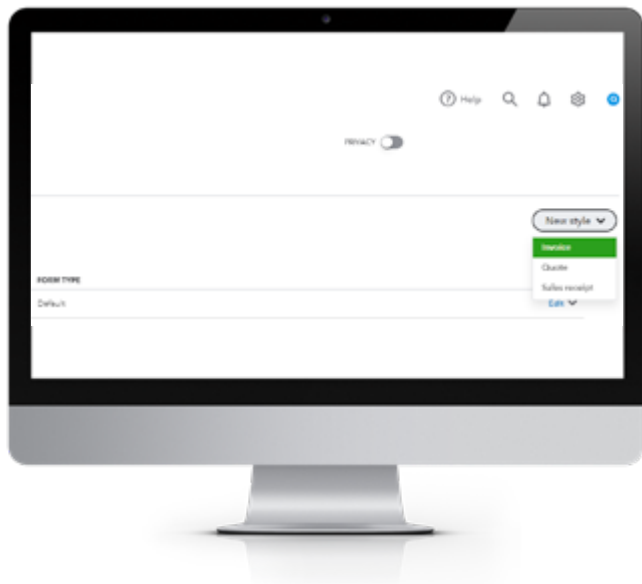
- a.** Choose the customer and select Invoice / Invoices to be Paid, the correct bank account to be deposited and the date of payment in the bank. This will then **Match payment** in your bank feeds.

2. Once you're in the invoice, right top corner, **Receive Payment** will take you to the same screen to apply payment. Under the **Receive Payment** button, you will see if there are other payments that have been made previously. This shows a history of payments.

3. Alternatively, click on **Match** Invoice from your bank feeds.

SECTION 16

Customising Invoices



Customise an invoice template by including a logo, choosing the colour, fonts, and more.

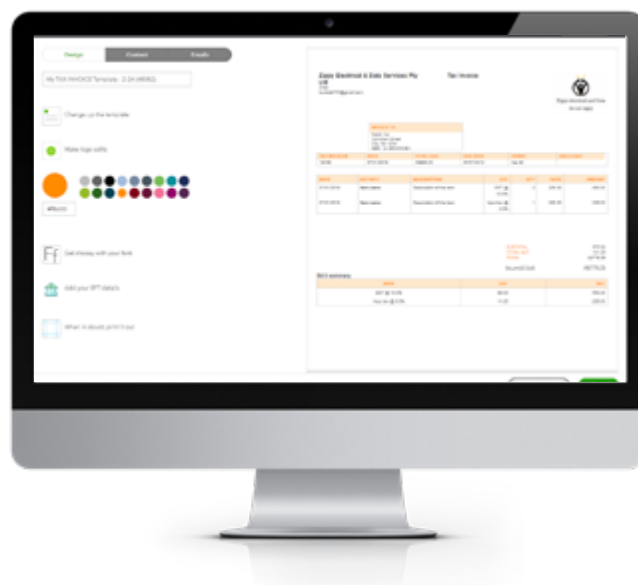


Go to **Gear Icon > Your Company > Custom Form Styles.**

Click on **New Style** and select **Invoice.**

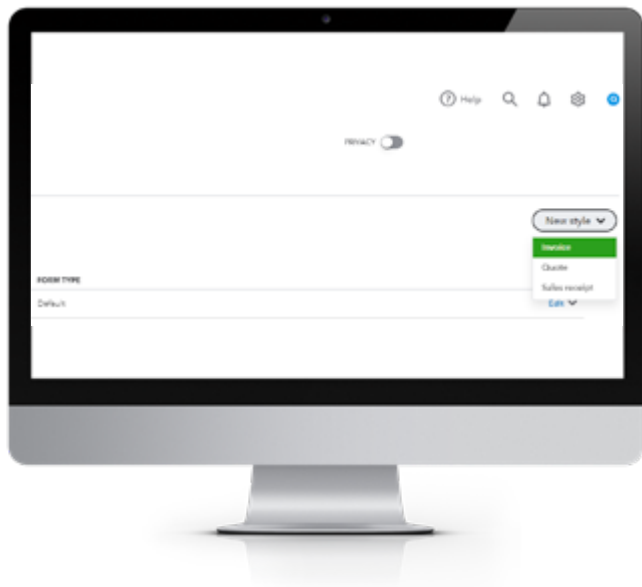
Choose from the six templates and accent colour to match your logo. Upload your logo. - you can choose more than one logo - specify columns, header, footer and more.

This same customisation window can be accessed by selecting **Customise** at the bottom of the invoice form.

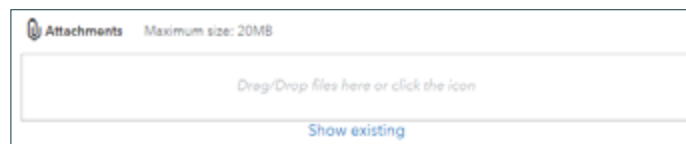


SECTION 17

Adding Attachments

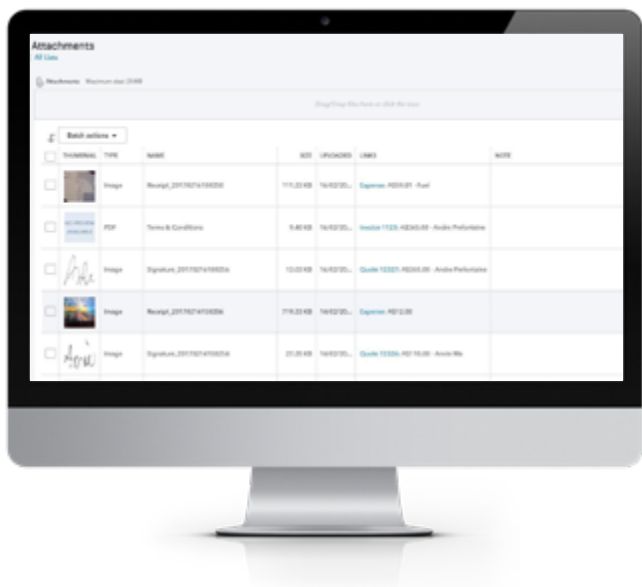


All transactions can have attachments added to them by browsing for your file your local computer or dragging the file into the attachment field from within any transaction or bottom of the bank feed transaction area. Maximum size per transaction is 20MB.



Attachments can also be found and actioned from the Attachments page.

To upload a batch of attachments and link them to other transactions later, for example, the terms and conditions documents, follow these steps: **Gear Icon > Lists > Attachments.**



- Review the attachment under the Name column

The Attachments window also has the following features:

Batch Actions - Export and process transactions (Invoice and Expense) directly from this window.

1. Export the image or document, tick the box required, and click Export from the Batch action drop-down.
2. Create Invoice or Create Expense. Tick the document you want added to the transaction and choose either Create Invoice or Create Expense.
3. Print the list of attachments in your file from the printer icon.
4. From the grey settings icon next to the print icon, choose which columns are shown in this window.
5. Edit, Delete, Create Invoice and Create Expense from the drop-down box under Action.

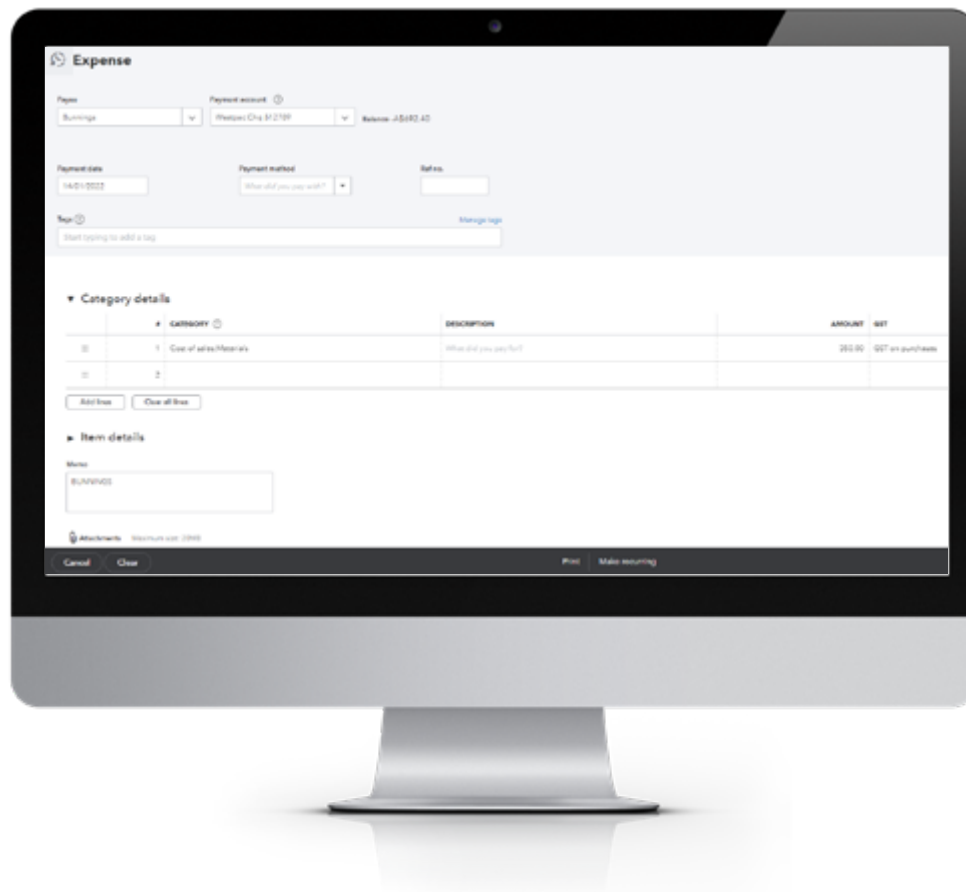
Drag/Drop files in the Attachments field or click on the Attachments paper pin icon. Find the location of the document to upload and click **Save** to upload.

- The maximum total size of all attachments added to a transaction is 20MB.

SECTION 18

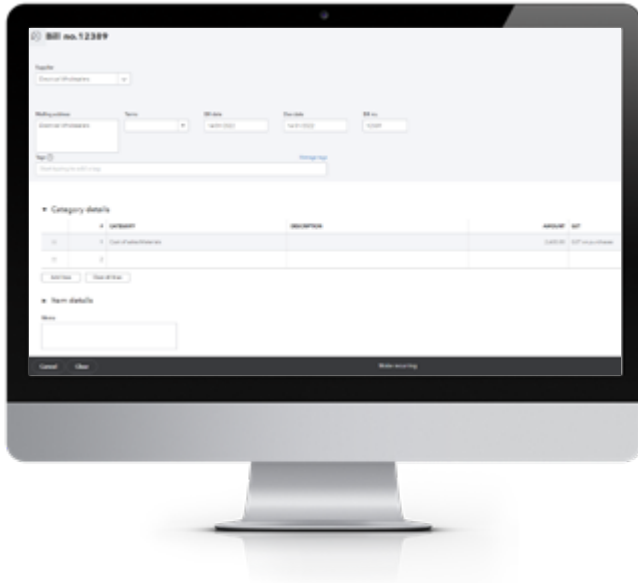
Organise and track Expenses and Bills

To Enter an Expense Transaction



1. Select **New Create > Suppliers > Expense**.
2. In the Expense window, select the account the expense was paid from, such as petty cash, a bank account or credit card account.
3. Complete details of the expense transaction including the payee, reference number, date, whether the amounts are tax inclusive/exclusive/out of the scope of GST, etc.
4. Define the expense by allocating it to the relevant Expense, COS account (if using general ledger accounts) and/or item details (products and services are already linked to general ledger accounts for Inventory).
5. Any additional fields such as a memo can be completed. You can also choose to add an Attachment (source document). Click **Save and Close**.

Paying Bills

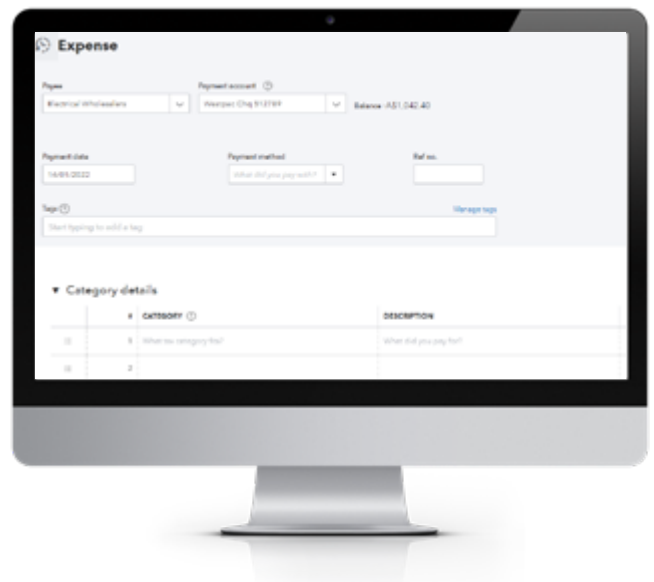


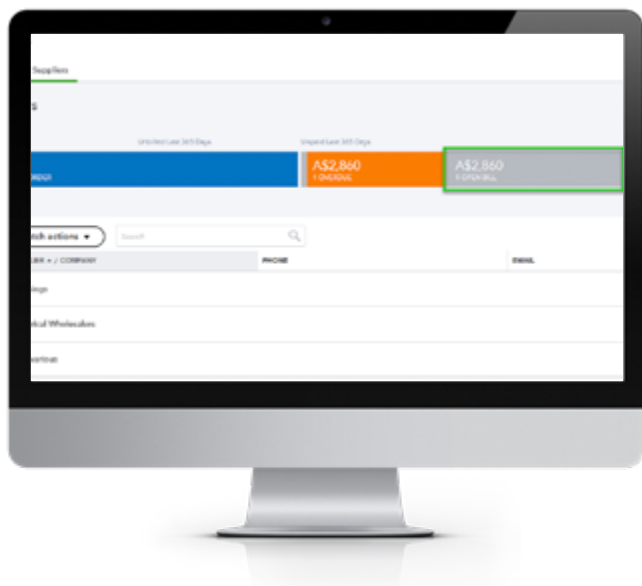
Bills are available in QuickBooks Online Essentials, Plus and Advanced versions, and accessed from the New **Create > Suppliers > Bill**.

Enter the relevant information.

1. When paying bills there are various ways of applying payments if more than 1 bill is being paid. If only 1 bill is being paid, your bank feeds will Match to that bill.
2. A shortcut is to select **New Create > Expense >** then choose your Supplier in the Payee field and from the right-hand side drawer click **Add** on the various bills you would like to pay.

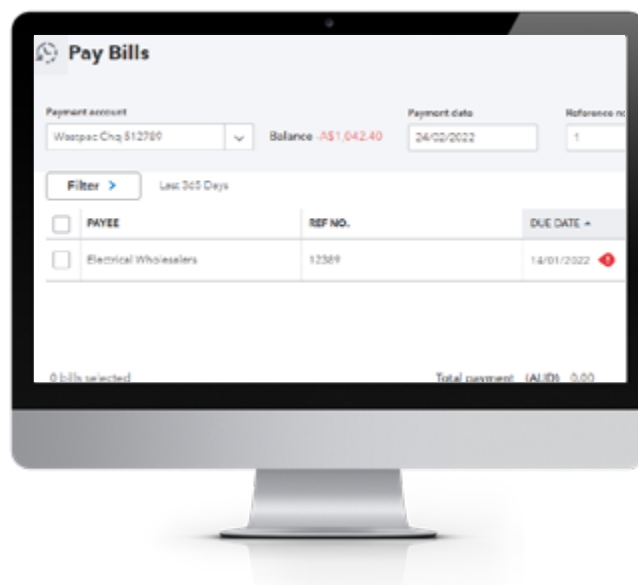
Note: You will also find ALL outstanding transactions for this payee including Credits.





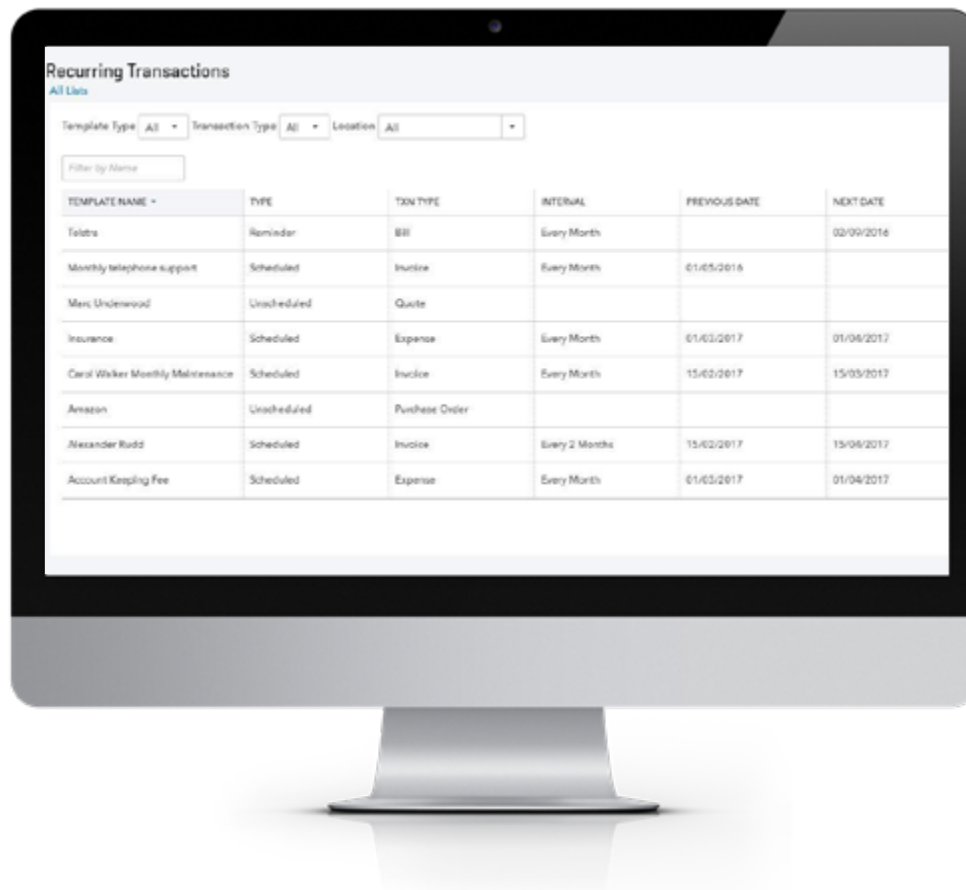
3. In the Supplier Centre, click on the Open Bills box in the Money bar. Locate the supplier for whom you wish to pay a bill. Select **Pay Bills** to apply the payment against the invoice.

4. Select **New Create > Suppliers > Pay Bills** and select the bills to be paid via the bank account and date.



SECTION 19

Recurring transactions



Recurring transactions are a way to quickly create different transactions that occur regularly with the same information. These transactions can be set up to record automatically, or for manual entry via the template created under the recurring transactions feature.

QuickBooks Online saves the transaction as a template, allowing you to manually change the date and amount at the anniversary of the occurrence of the next due transaction if unscheduled.

If scheduled, QuickBooks Online will automatically post the transaction.

Invoices can be set to be automatically emailed to your clients.

The recurring transactions feature is available in Advanced, Plus and Essentials versions, but not in Simple Start.



To view the recurring transaction list, navigate to **Gear Icon > Lists > Recurring Transactions**.

SECTION 20

Class and Location Tracking

QuickBooks Online Plus and Advanced users have access to Class Tracking, Location Tracking or both. Class and Location tracking configurations are ideal for management reporting purposes as they enable tracking for separate parts of a business.

This feature is enabled in ALL account types and all transactions except transfer.

Class Tracking	Location Tracking
Assign a class to a transaction or specify a setting that allows you to assign a different class for each detail line of a transaction.	You can only assign a location to an entire transaction.
Set QuickBooks Online to prompt you for missing classes on transactions.	There is no missing location prompt.
Time Tracking Only.	You can group deposits by location, which is convenient in case different locations of the same company deposit their monies at different bank locations.

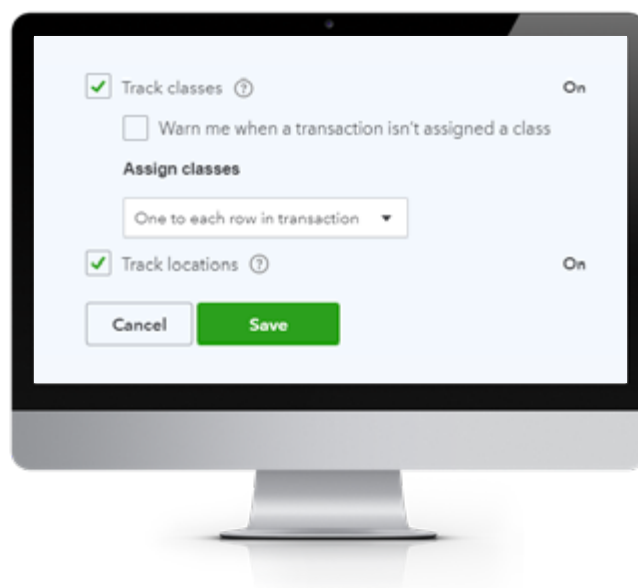
Turning on Class Tracking and/or Location Tracking



To turn on Class and Location Tracking, click **Gear icon > Account and Settings > Advanced > Categories.**

Then select on / off located next to **Track classes / Track locations**, then click **Save** Class Tracking can be configured to:

- Warn when a class has not been assigned to a transaction (optional),
- Display the Class as one to each row in transaction, or
- One class for the entire transaction.



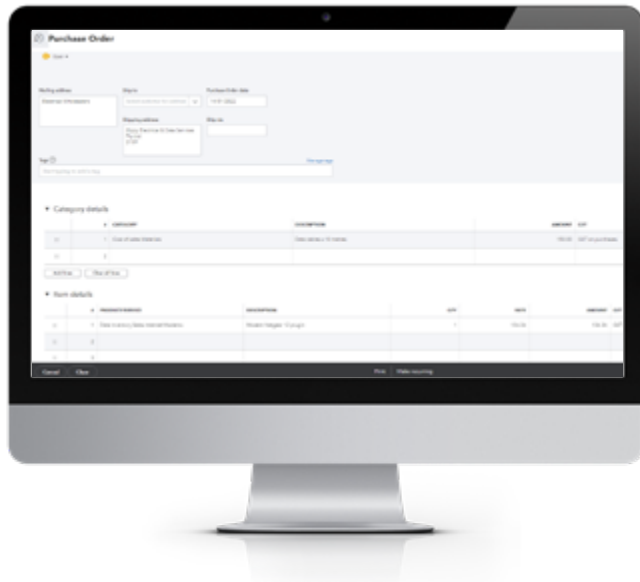
SECTION 21

Purchase Orders and partial PO's

QuickBooks Online users often need to find ways to record more complex transactions. This can result in multiple transactions being recorded, increasing the time required in entry and troubleshooting. Below are some options that will make handling complex sales and purchases easier.

To use purchase orders, you need the Plus or Advanced version of QuickBooks Online and to turn this feature on from **Company Settings > Expenses > Purchases orders > on / off**

Create a Partial Partial Purchase Order



Create a new purchase order for your supplier from **New Create > Suppliers > Purchase order.**

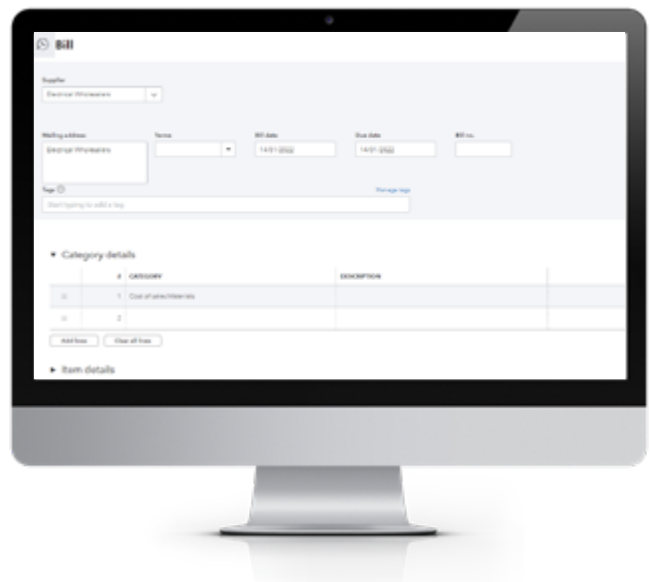
A new box will appear under the Supplier Name, that will say **'open'**.

When the stock / products arrive, and you have the Supplier Bill, you can receive the stock in by creating a 'Bill' and your purchase order, across from the right-hand side drawer.

Add the purchase order to your Bill by opening the PO and, at top right-hand corner, click on **Copy to Bill.**

Alternatively, choose **Bill** then in right-hand side drawer add the PO to a bill.

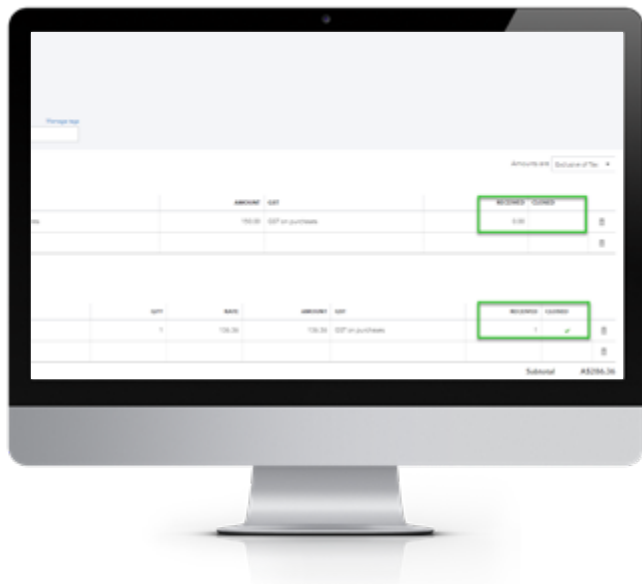
If only partial goods have arrived, you can remove the line from the bill that has not been received and the undelivered items will remain on an open purchase order.



There are multiple lines for Purchase Order #1001. Would you like to remove this line from the bill or unlink the whole transaction?

Remove line

Unlink it

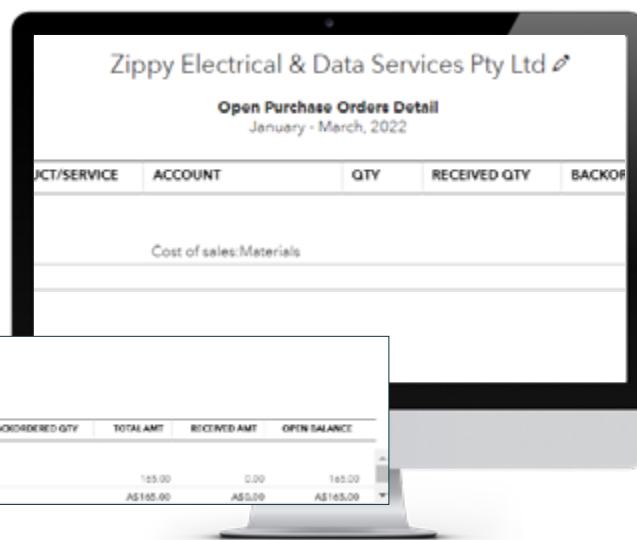


The Purchase order will remain open until the balance of items have been received or the purchase order is manually closed.

You can also run reports to get an overview of what you have on backorder/order.

From the **Reports** centre, run the **Open Purchase Orders Detail** list report for a summary of purchase orders and the value outstanding.

Run the **Open Purchase Order Detailed Report** for a list of items you have on backorder and/or order.



DATE	NO.	SUPPLIER	PRODUCT/SERVICE	ACCOUNT	QTY	RECEIVED QTY	BACKORDERED QTY	TOTAL AMT	RECEIVED AMT	OPEN BALANCE
Not Specified										
14/01/2022	1001	Electrical Wholesalers	Cost of sales: Materials		100.00	0.00	100.00	AS\$100.00	AS\$0.00	AS\$100.00
Total for Not Specified								AS\$100.00	AS\$0.00	AS\$100.00

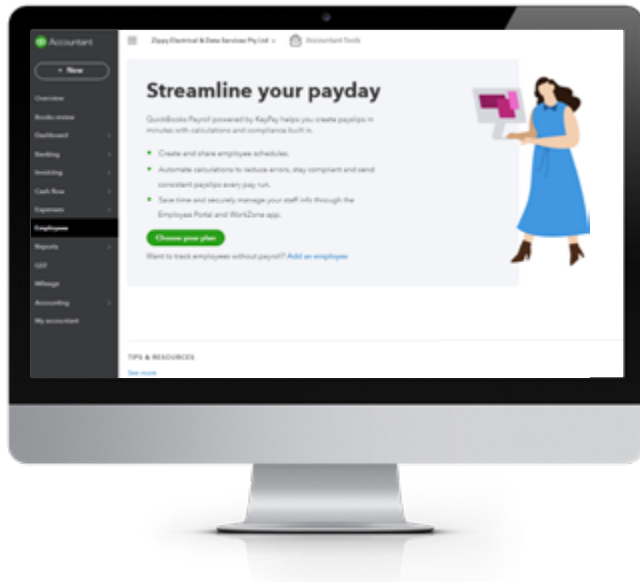
SECTION 22

Payroll

QuickBooks Online's payroll application is a fully featured payroll solution, powered by Employment Hero – one of our ecosystem partners. Payroll is easy to use and offers employees a self-service portal to download payslips, change their details and apply for leave.

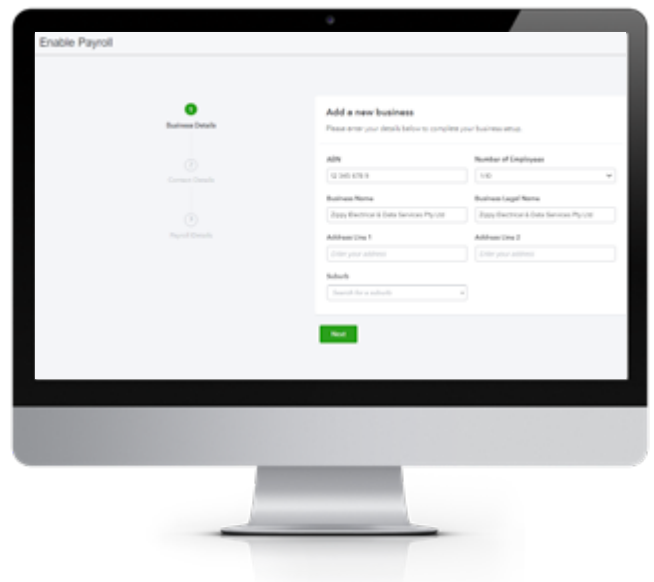
Employment Hero is SuperStream compliant, and super can be paid directly from QuickBooks using Beam Super payments.

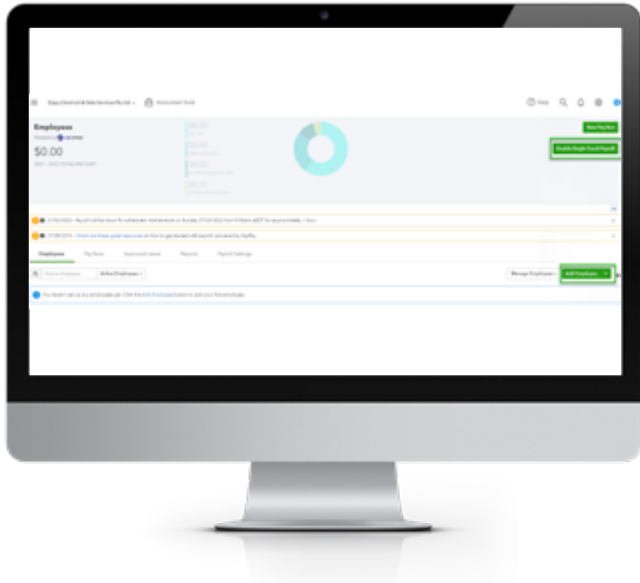
To set up Payroll



Zippy Electrical & Data Services are setting up a plan with Employment Hero by clicking on **Choose your plan**. They are using the Standard Payroll plan.

After clicking on the Standard Payroll plan, **Enable Payroll** by adding in the business details. Click **Next** then follow the setup Wizard for the business. This enables payroll and employees to be added.





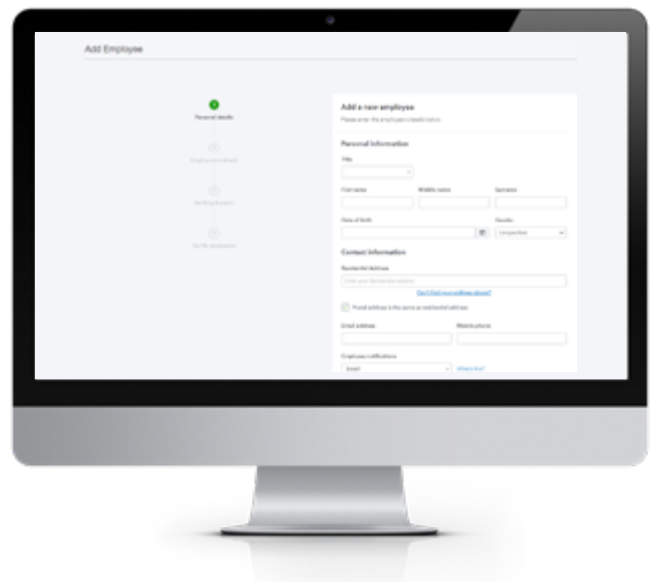
From the Employee centre, **Enable Single Touch Payroll** and follow the setup wizard with STP.

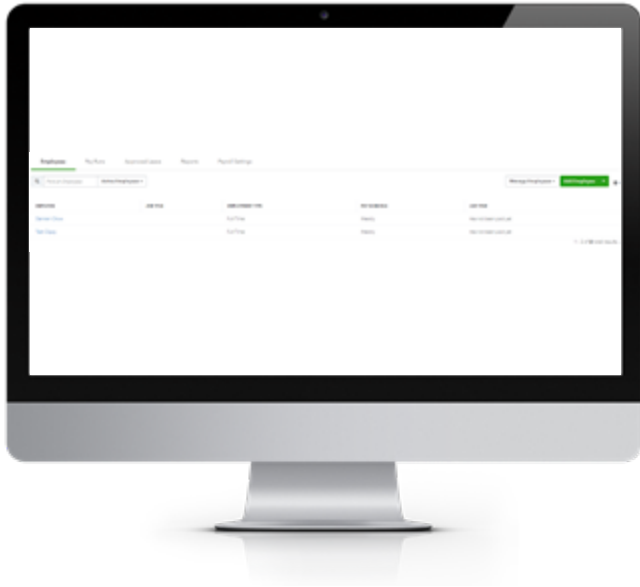
More information can be found here:

<https://quickbooks.intuit.com/learn-support/en-au/pay-schedules/how-do-i-enable-single-touch-payroll/00/278818>

Once setup, you can add in your employees by clicking on **Add Employees** and following the employee setup wizard. This is a 4-step process.

All employees' personal details are required to complete the wizard setup.





Once employees are added, the first pay run is nearly ready to be run. However, some settings may need to be revised.

After each employee has been added, click into the employee's name and from the left-hand side panel go through each setting and ensure all is completed correctly for that employee.

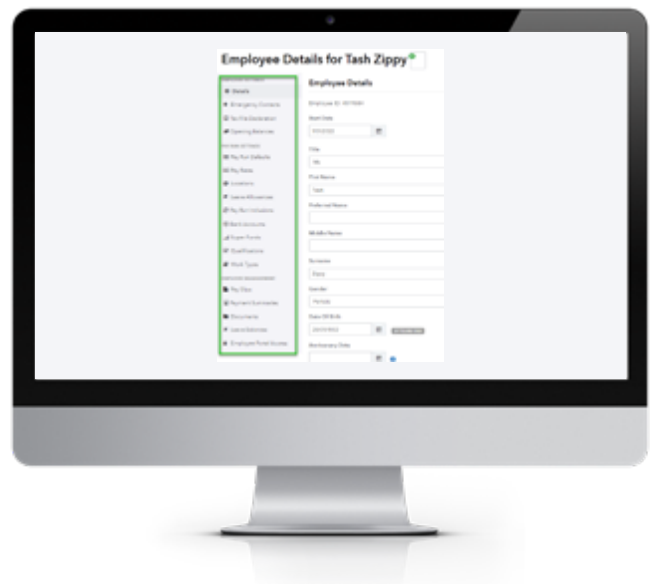
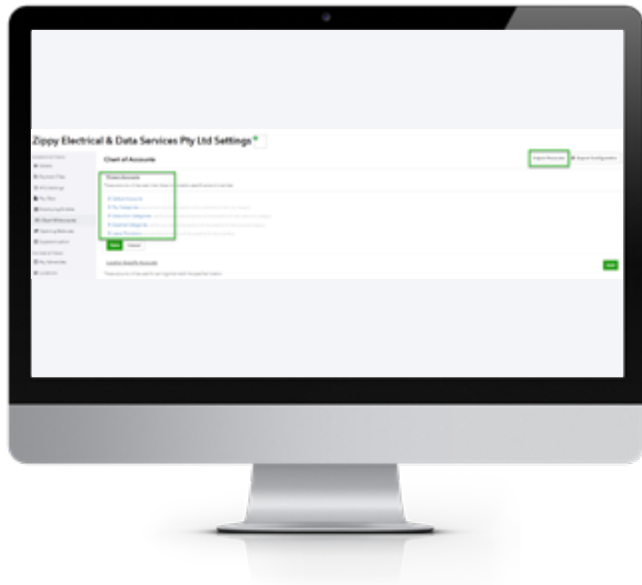


Chart of Accounts

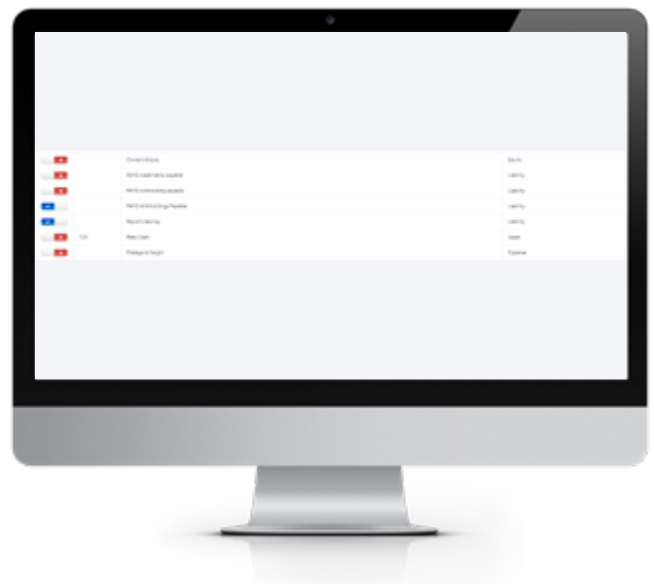


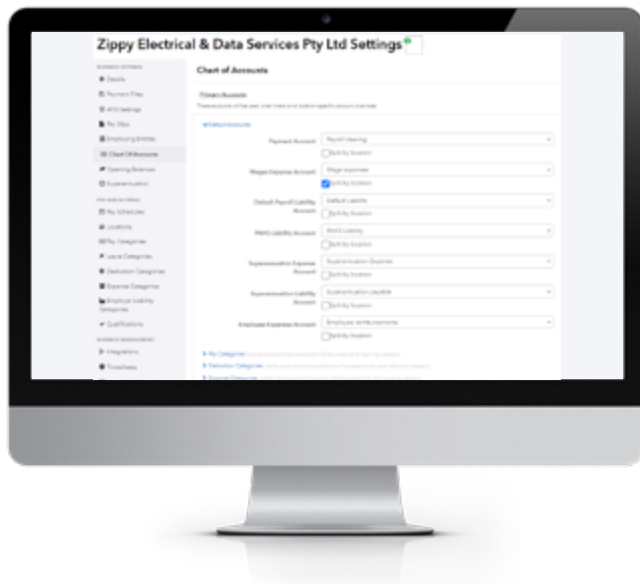
With the Employment Hero integration, once you import your chart of accounts, the payroll journal will be exported directly to QuickBooks each time you complete a pay run.

To set up or review accounts.

1. From the **Employee centre > Payroll Settings > Business Settings > Chart of Accounts**.
2. Click the **Chart of Accounts** and work through the **Primary Accounts** defaults, ensuring any changes are made PRIOR to running your first pay run.

3. If new default accounts need to be added, bring them in from QuickBooks, top right-hand corner. Click **Import accounts** to display an account selection screen.





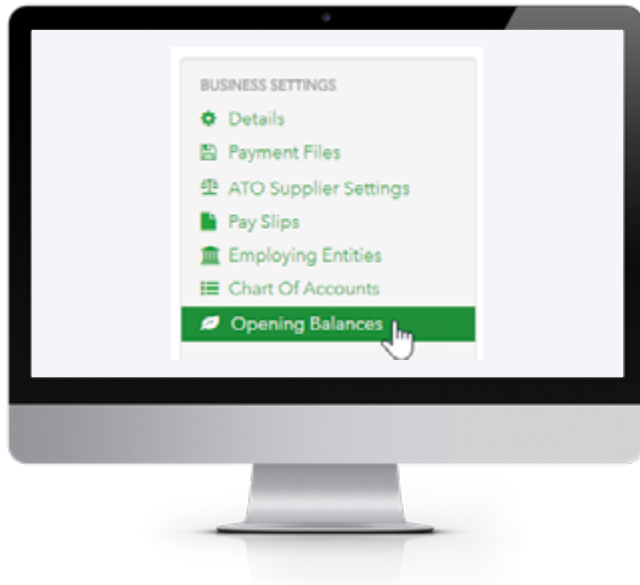
4. Select each account you wish to import/map into the payroll Chart of Accounts. When satisfied with your selected accounts, click **Save Account List**.

5. Click **Save Accounts List** from the bottom of the page to be taken back to the Chart of Accounts to map your QuickBooks Online Accounts to your Payroll Accounts.

Select the **Default Accounts** drop-down and begin mapping in each account.

You can map the Chart of Accounts for **Pay Categories**, **Deductions**, **Expense Categories** and **Leave Provisions**. Once satisfied with your mapped accounts, click **Save**.

Opening Balances



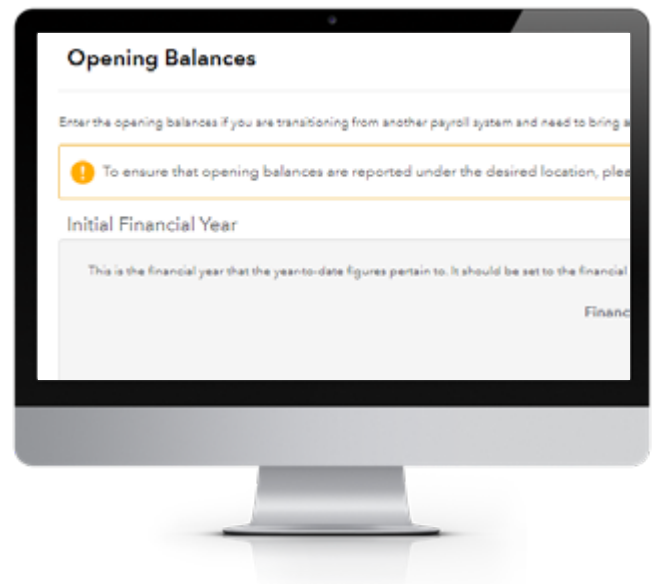
The Opening Balances settings page allows you to configure the initial financial year for your business as well as import/export the opening balances for employees in the business.

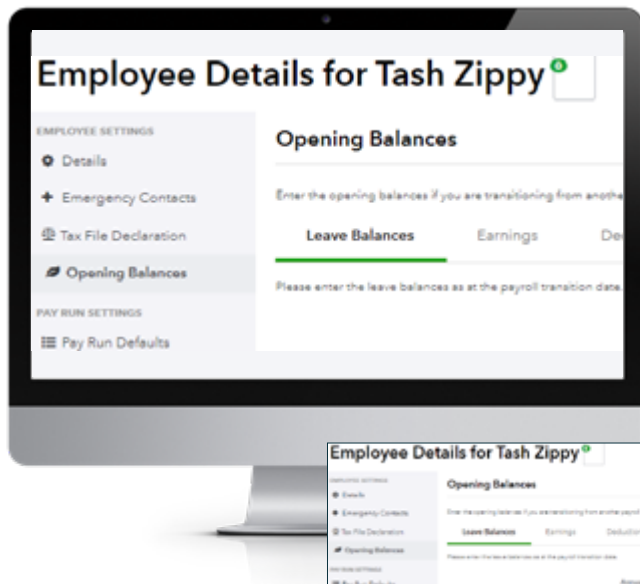
To get to the **Employee Centre > Payroll Settings, Business Settings > Opening Balances**.

The following page will be displayed:

The initial financial year for the company may be adjusted here. This is the year for which the opening balances for Gross/PAYG/Super will apply. (Leave balances are adjusted by the opening balance specified).

Note: Opening balances have an effective 'Date Paid' of 2 July in the financial year that you specify. To include opening balances in reports, the report period should be run from 1 July of the initial financial year.





Additional Functions:

- To import the opening balances, click on the Import button.
- To export the opening balances to a CSV or Excel file, click the Export button
- To configure the opening balances for a specific

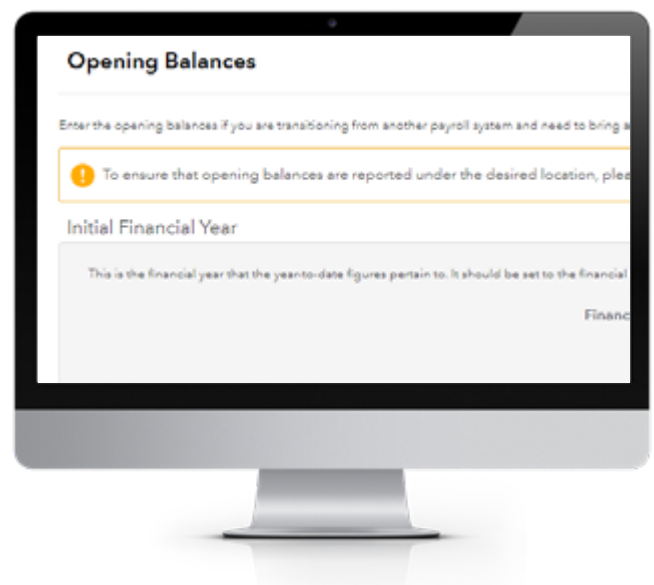
Click on **Employee name > Opening Balances** from the left-hand side panel, adding in each balance that the employee has as of 30 June from the previous accruals for Leave balances. If opening a new QuickBooks file throughout the current year, you need to add in all other year-to-date earning amounts.

Alternative setups required.

The following page will be displayed:

The initial financial year for the company may be adjusted here. This is the year for which the opening balances for Gross/PAYG/Super will apply. (Leave balances are adjusted by the opening balance specified).

Note: Opening balances have an effective 'Date Paid' of 2 July in the financial year that you specify. To include opening balances in reports, the report period should be run from 1 July of the initial financial year.



Pay Categories

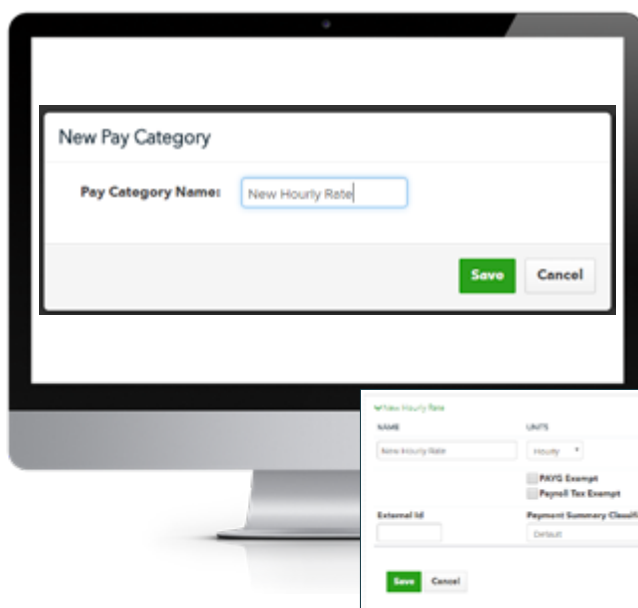
Pay Categories are used to define the rates that employees are paid. Setting up your pay categories will help simplify the management of employee pay rates by:

- Automatically calculating linked rates through loading and penalty rate multipliers
- Configuring super rates
- Configuring leave accrual

1. Click on the **Pay Categories** option and then the **Add** button.
2. A New Pay Category box will open. Type the name of the New Pay Category in the Pay Category Name box. Then click on the green **Save** button on the bottom right.

Fields in this category include:

- Name
- Units: Hourly, Annually, Fixed, or Daily
- Super Rate - as a percentage
- PAYG Tax Exempt
- Accrues Leave
- Rate Loading: This is loading that is applied on top of the base rate that the pay category is linked to. For example, if you have a base rate of \$10 and set a rate loading of 50%, then the linked rate will be \$15.



Create Pay Categories

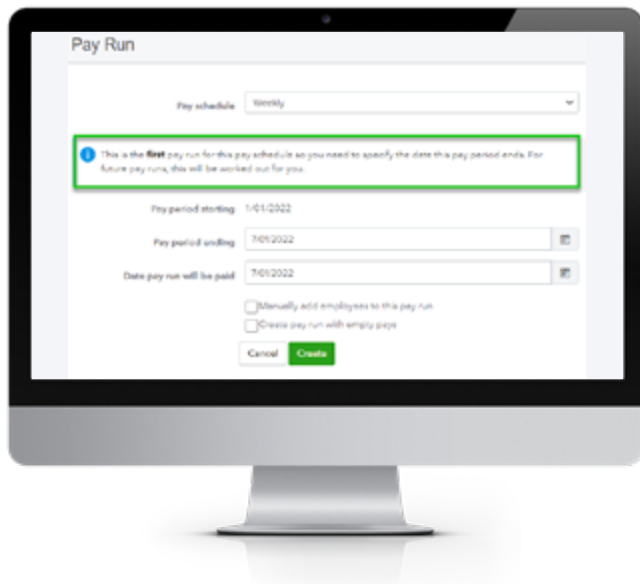
The setup of Pay Categories can be accessed and updated by clicking on the **Employees tab > Payroll Settings > Pay Categories** from the list under Pay Run Settings.

When you create a new business, common pay categories have been created. These can be deleted and new ones created that match your business needs. To create a new pay category:

- Penalty Loading: This is a penalty loading that applies on top of the base rate and the rate loading. The key difference is that the penalty loading does not accrue superannuation.
- Payment Summary Classification - this is used for pay categories that need to be reported separately on an employee's payment summary.

Once you have completed the Pay Category, press the green **Save** button on the bottom left of the screen.

Set up a Pay Run

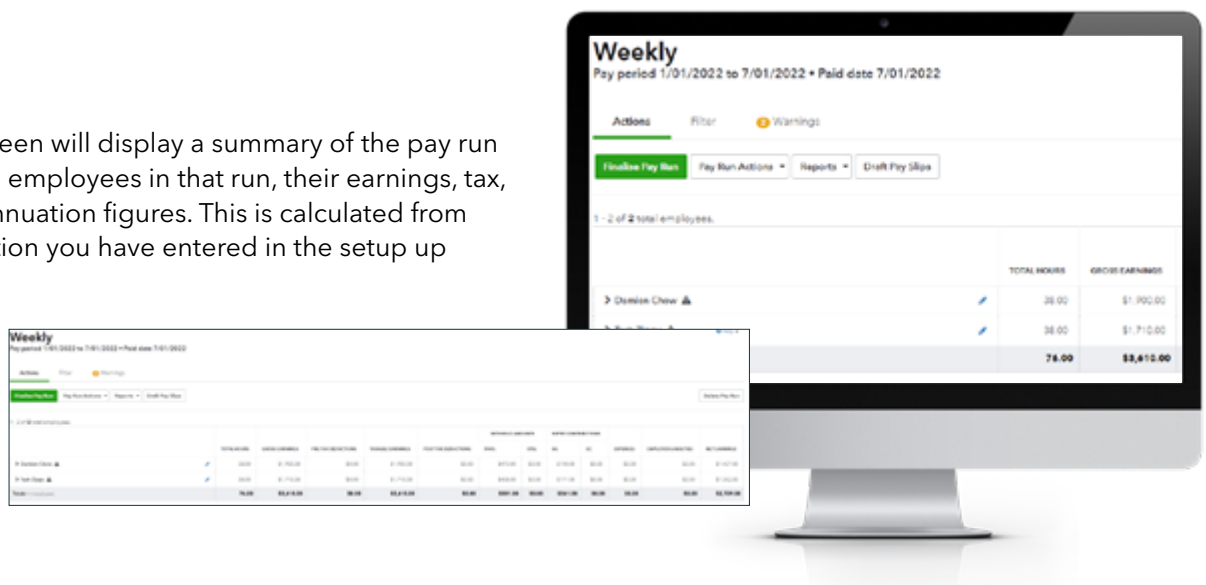


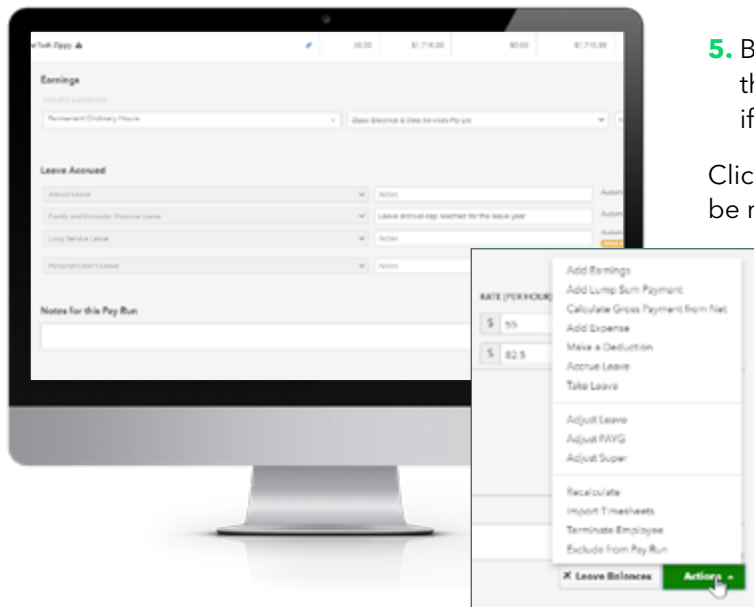
Once you have set up QuickBooks Online Payroll and employees, you are ready to create a Pay Run. A Pay Run only needs to be configured once for dates and then each subsequent pay run will roll over to the next date period.

1. If you need more than one pay run schedule, then from the **Payroll Centre > Payroll settings > Pay Schedules** click on **Add** and add the new schedule required.
2. Running a **Pay Run**.
3. From the Payroll Centre, top right click on **New Pay Run** and select the Pay Schedule you will be paying. Enter the date for the Pay Period Ending and the Date the pay run will be paid. Click **Create**.

NOTE: The first pay schedule will automatically work out the future pay run dates.

4. The next screen will display a summary of the pay run including all employees in that run, their earnings, tax, and superannuation figures. This is calculated from the information you have entered in the setup up process.

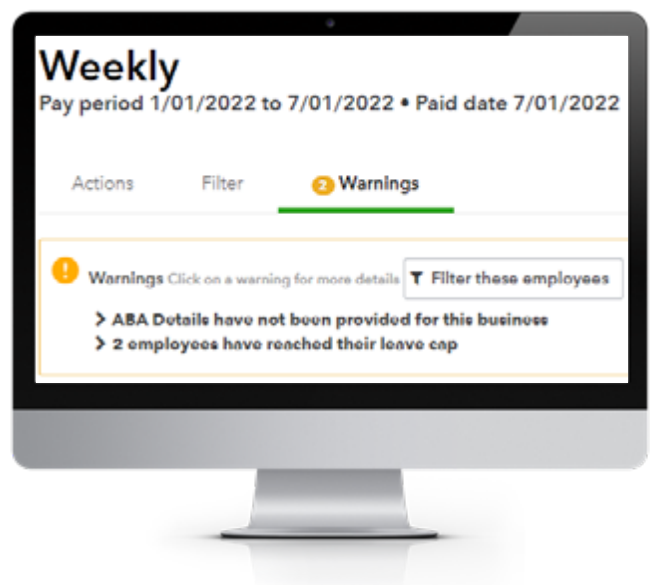


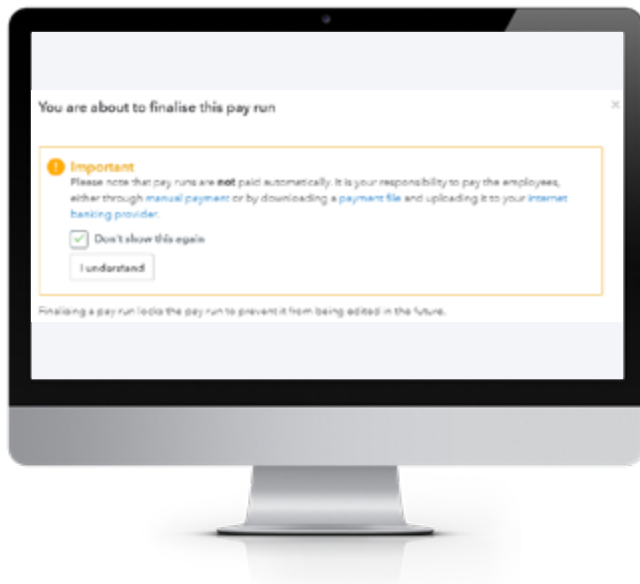


5. By clicking on the individual employee's name, the payroll details can be expanded and amended if required, adding leave taken or a bonus.

Click on the Actions button for additional selections to be made to amend the individual employee pay run.

6. Once any adjustments have been added, click **Save**. The full details of the employee can be hidden by clicking back on the employee's name.
7. Before the pay run is completed, look for any warnings. To see the details of the warning click on the Warnings tab.





In this scenario there is a warning regarding ABA files. QuickBooks Online Payroll will not automatically pay your employees, but it can create an ABA file that can be uploaded to your bank to pay multiple employees at the same time.

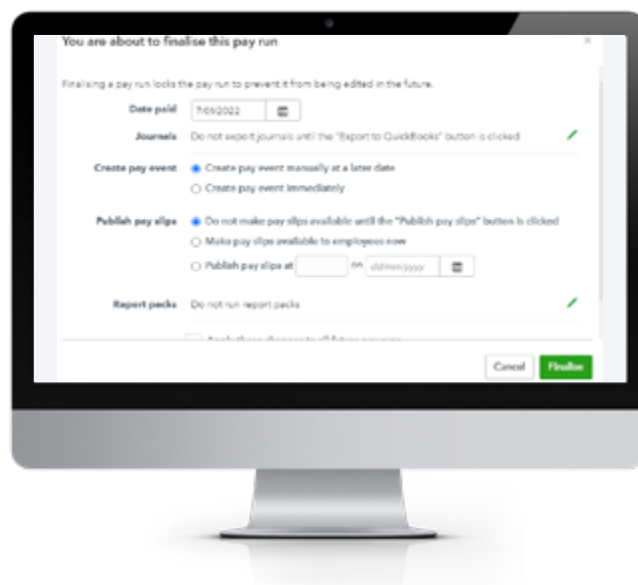
To setup an ABA file, click on the warning that ABA details have not been provided for this business. Then click on **Fix This**. On the ABA Details screen, click **Add**.

8. Fill out the required details and click Save. Check for any other warnings and deal with them appropriately.
9. To finish this pay run, click on **Finalise Pay Run**. The first time running a pay run you will receive the important message below. Select **Don't show this again** and click on **I understand**.

You then have the option to create a STP Pay event lodgment straight away or later, and payslips to be sent to employees now or published at a later date, and payslips will be sent to employees.

10. The Pay Slips option enables payslips to be sent immediately to employees OR to be scheduled for later.
11. When the pay run has been finalised, and STP event lodged, it is now locked.

Note: The Pay Run can be unlocked to make changes, however, this should be done before any bank payments are processed or STP event lodged. If both have occurred, you will need to run a new pay run for the amendment.



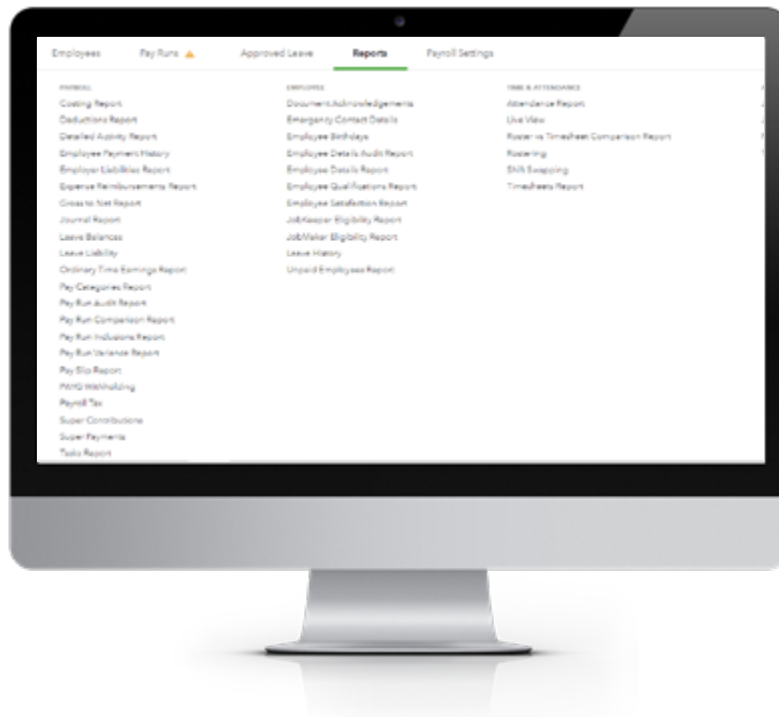
12. Once the pay run has been finalised, Download the ABA file to upload it to the bank. Run any payroll reports and Send Pay Slips.

Note: Once the pay run is completed, journals are automatically posted to QuickBooks Online to the relevant accounts.

Payroll Reports

A wide variety of payroll reports can be accessed via the reports tab, **Employees > Reports**.

Once you have selected **Reports**, you can view the payroll reports, employee reports and ATO reports.



Important Reports to Note

Detailed Activity Report: A breakdown of activity by location per employee over a given period.

Super contributions: View all super contributions over a selected period.

PAYG Withholding: A breakdown of the PAYG withheld per month for a given date range.

Pay Run Audit Report: Shows the full pay run details for a given pay run. Includes earnings, super payments, bank payments, leave and deductions.

Leave balances: Shows the current leave balances for each employee.

Leave liability: Shows the leave liabilities for each employee at a point in time.

Super payments: Manage automated superannuation payments.

You can pay employee super contributions directly to any registered super fund in Australia by using the in-built integration with the Beam super fund clearing house.

Employment Hero is 100% SuperStream compliant and holds a gold certification with the ATO.

Tax File Declaration Report: Generates a Tax File Declaration report for new starters that can be submitted to the ATO.

Payment Summaries: Allows generation and printing of the payment summaries for all employees for a financial year.

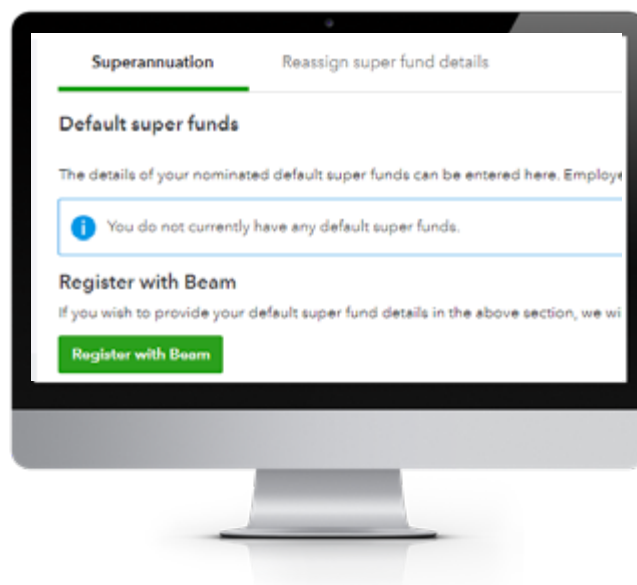
SECTION 23

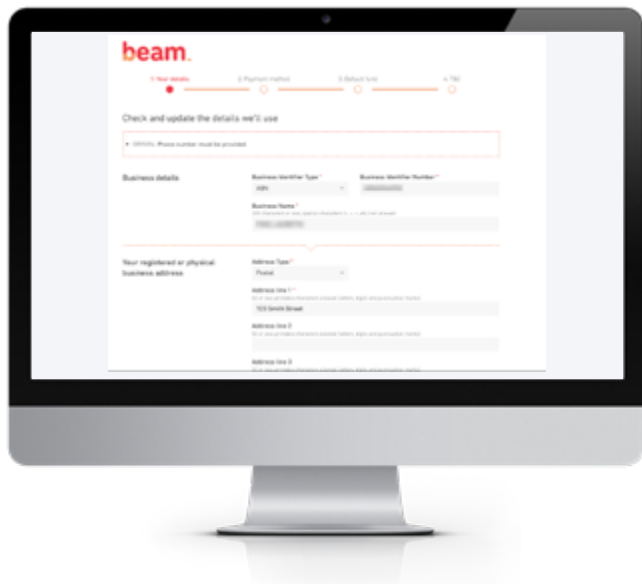
Superannuation and ClickSuper



1. Open **Employee Centre > Reports > Payroll > Super Payments.**
2. Click into **Super payments.** This takes you into the screen **Registering for automated Super** payments via Beam.
3. Click into the link **Register with Beam**, which takes you to the application form. Follow the instructions to complete the application.

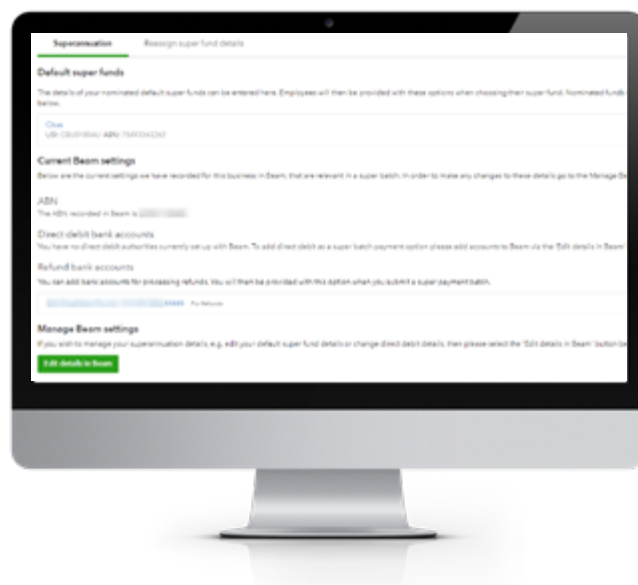
4. From the top right corner click Add, and add the business Default super fund and **Register** with Beam.



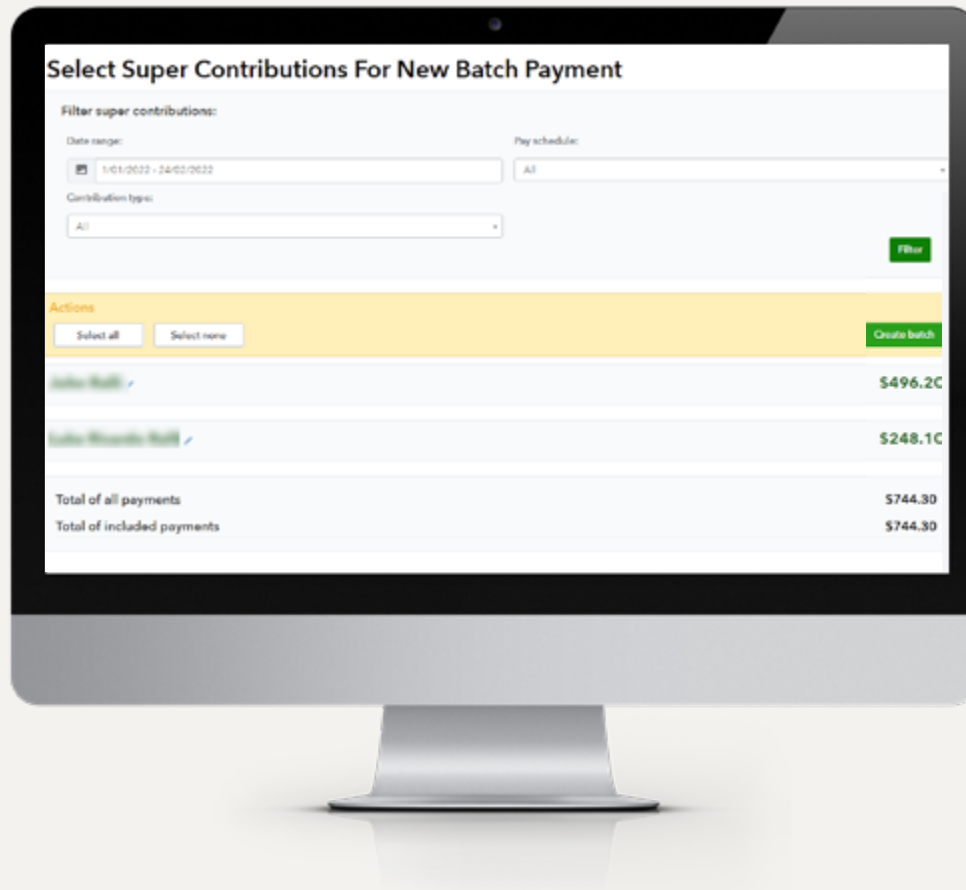


5. Complete the details required in the **Beam registration** including the bank account that the super payments are to be deducted.

If you need to change any information once Beam is registered, the completed information is found in the Superannuation page.



Accessing Super Payments Within QuickBooks Online



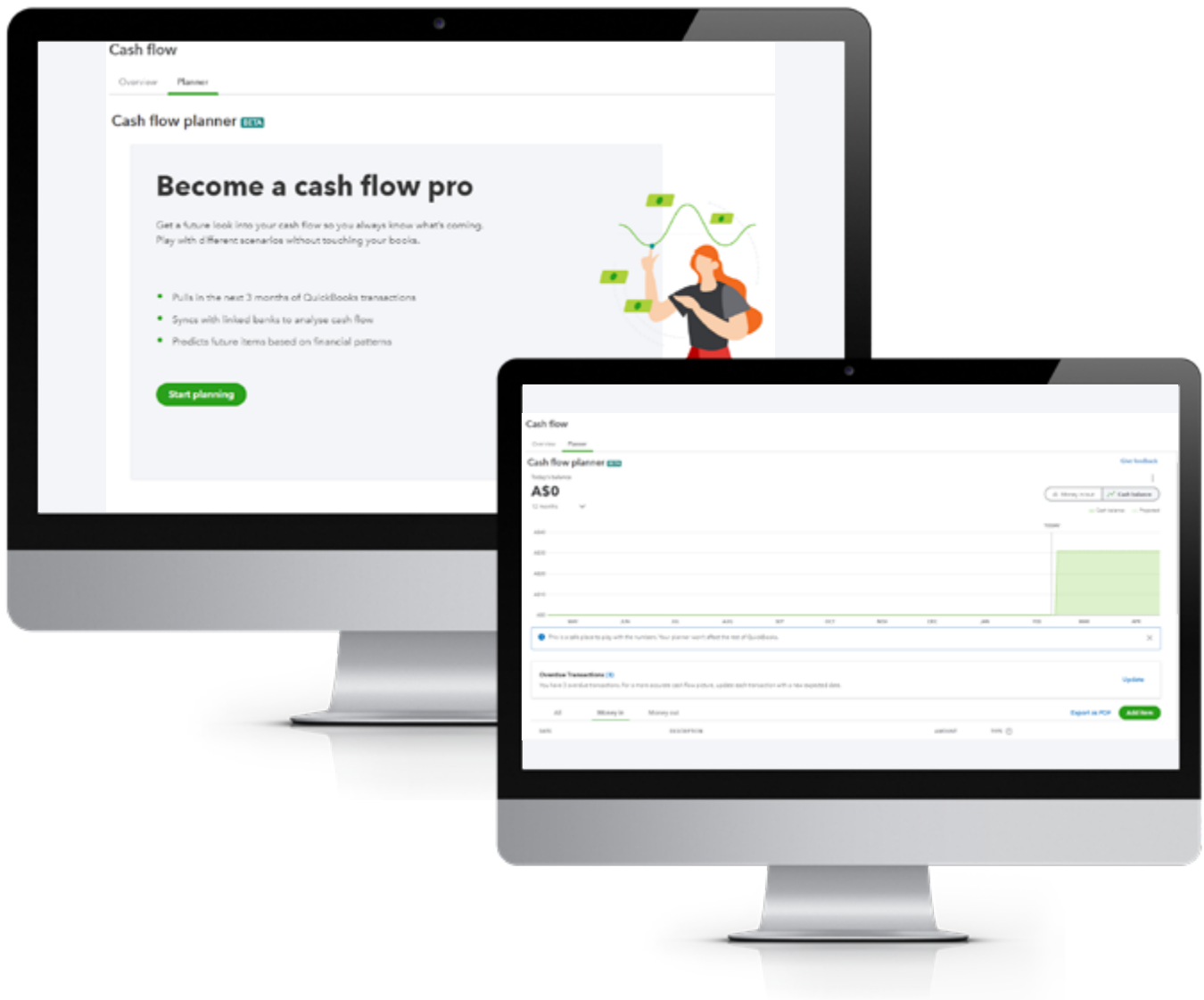
From within the **Payroll centre > Reports > Payroll > Super Payments**.

Click **Super Payments**, and choose **New Super payment batch** in the top right corner.

1. Choose the **Date Range** required that the Super payment is being made
2. Click on **Filter** on right hand side
3. **Select All** employees and choose **Create Batch**
4. This will take you to the last screen. Click on **Submit**, then depending on the setup, either an Auto Direct Debit will occur or you have the option of BPAY.
5. Super payment completed.

SECTION 24

Cash Flow



Cash flow refers to the amount of money moving in and out of business accounts. In QuickBooks Online, you can use different reports and projections to gain greater clarity over current and future finances. QuickBooks Cash Flow allows you to see how your business is performing in real-time, helping you to manage cash flow and improve decision-making.

On the left-hand side of the navigation bar, click on **Cash Flow**. Choose from the **Overview** or **Planner** tab.

Ensure you have reconciled all bank accounts, for a more accurate overview and planner for the client.

The **Overview** tab shows you money in and money out. You can view and add to this overview.

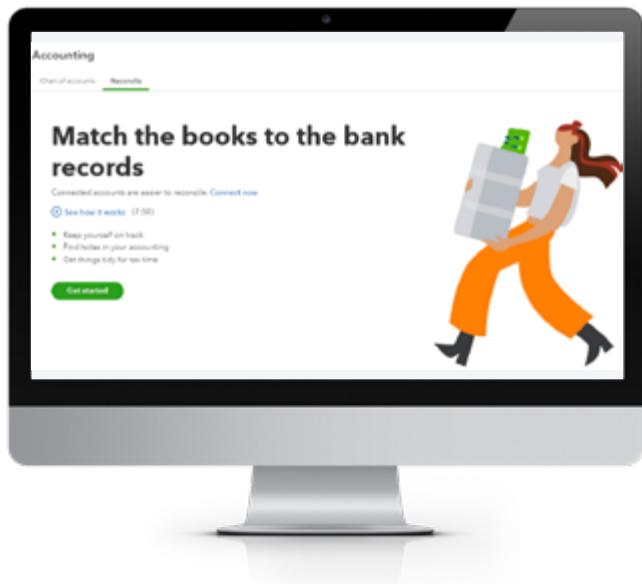
The **Planner** tab pulls in the next three months of transactions from historical transactions from bank feeds. Click on **Start** planning for the first time. This provides an insight into the upcoming months of money in and out. You can customise both money in and out if you know what bills are coming up and allow for BAS and IAS.

SECTION 25

Bank Reconciliation

Once all the banking online feeds have been processed, the bank reconciliation is almost complete. QuickBooks Online Accountant bank reconciliation tools allow accountants to reconcile accounts, correct errors and resolve discrepancies from one area.

Any Balance Sheet account (except retained earnings) can be reconciled using the same process.

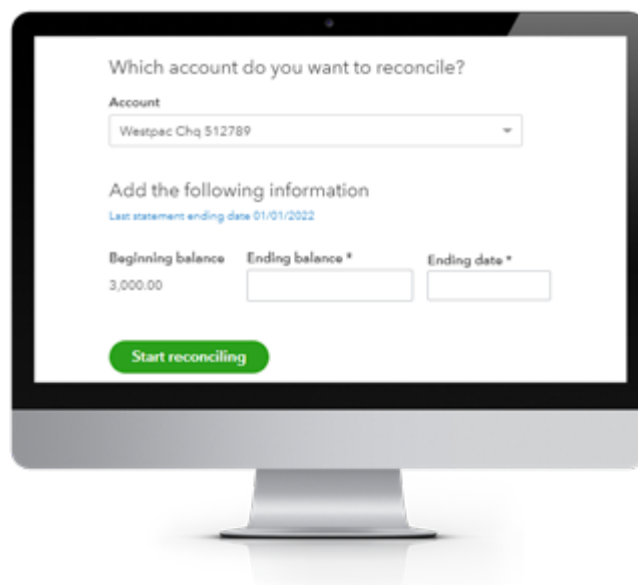


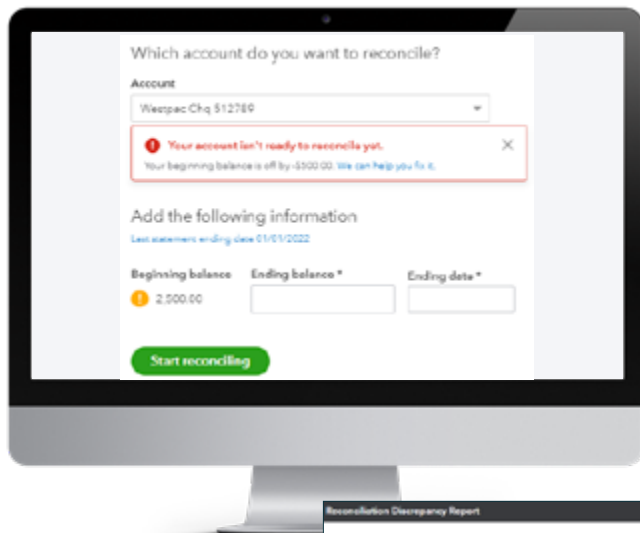
1. Select Accounting from the left-hand menu and then the Reconcile tab. The first time in, there is an option to watch a video on How it works. Click Get Started.

The next time you are in the Reconcile page, the Reconcile window will come up straight away.

2. In the Reconcile window, choose the bank account you are reconciling from the drop-down box.

NOTE: Last statement ending date 01/01/2022 and Beginning balance. This was the last time this bank account was reconciled and the balance at this date.





Important: If after the bank statement was reconciled and a transaction was changed or deleted, an error message will appear, such as the one below, to warn that your beginning balance is off and needs to be fixed. Click on We can help you fix it.

A **Reconciliation Discrepancy Report** (shown opposite) will populate. This will help you find the transactions that were changed after the last reconciliation. Click on View under the History column and fix the transaction to once again reconcile your bank.

Reconciliation Discrepancy Report

Zippy Electrical & Data Services Pty Ltd Westpac Chq 512789

100% DISCREPANCY CAPTURED **-\$500.00**

There is a discrepancy because at least one transaction was changed or deleted after it was reconciled. Look at each transaction to see what happened. Fix each one until the total discrepancy difference equals \$0.00. If a transaction was deleted or if it was reconciled or unreconciled in the register, there are some special steps you need to take. Learn more about fixing a beginning balance discrepancy.

TYPE	DATE	LAST CHANGED	REF NO.	PAID	RECONCILED AMT	AMOUNT	DIFFERENCE	✓	CHANGE TYPE	HISTORY
Journal	01/01/2022	29/10/2022	2		0,000.00	2,000.00	\$600.00		Amount changed	View

The image opposite shows all transactions processed via the bank feeds. If all transactions match the bank statement, then the reconciliation will show **Difference 0.00**.

If a transaction is not ticked as below, you will need to investigate where this transaction has come from and remove it from this reconciliation. All transactions from the bank feeds regardless if imported by a csv file or direct bank feeds, will have a green icon and be ticked automatically.

Click on **Finish Now**, top right corner. You also have the option to **Save for later** or **Close without saving**. This takes you back into the Reconcile window, which will summarise the bank account's last reconciled date and ending balance just completed.

Reconcile Westpac Chq 512789

Reconciling date: January 31, 2023

\$4,030.15 (Current balance)
 - \$3,000.00 (Reconciling balance)
 = \$1,169.85 (Difference)
 + \$2,200.00 (Closing balance)
 = \$4,030.15 (Current balance)

100% DISCREPANCY CAPTURED

Statements ending date: Clear filter / View all

DATE	CHANGED DATE	TYPE	REF NO.	ACCOUNT	PAID	DEPOSIT
10/01/2022	10/01/2022	Revenue Payment		Accounts Receivable	One Credit	
11/01/2022	11/01/2022	Expense		Fuel & oils	Fuel service	Credit Card
12/01/2022	12/01/2022	Expense		Office expenses	Office supplies	Office credit
13/01/2022	13/01/2022	Expense		Office expenses	Office supplies	Office credit
14/01/2022	14/01/2022	Expense		Cost of sales	Hardware	Hardware
15/01/2022	15/01/2022	Expense		Fuel & oils	Fuel service	Hardware
16/01/2022	16/01/2022	Expense		Self services	Service Supplies	Hardware
17/01/2022	17/01/2022	Expense		Cost of sales	Hardware	Hardware
18/01/2022	18/01/2022	Expense		Office expenses	Hardware	Hardware
19/01/2022	19/01/2022	Expense		Self services	Service Supplies	Hardware
20/01/2022	20/01/2022	Expense		Self services	Service Supplies	Hardware
21/01/2022	21/01/2022	Expense		Fuel & oils	Fuel service	Hardware

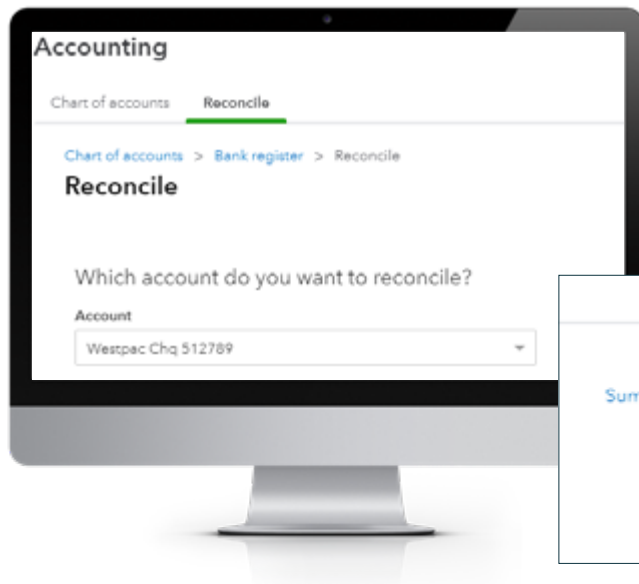
Edit info Finish now

\$0.00 DIFFERENCE

PAYMENT (AUD) DEPOSIT (AUD)

90.54	2,200.00
107.50	
20.96	

Reconciliation Reports

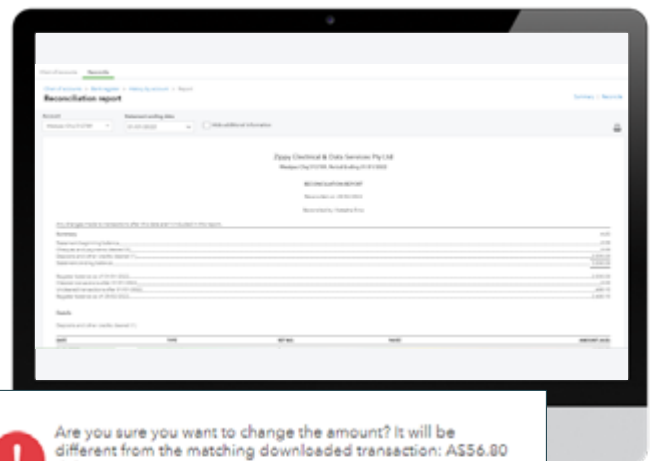


To view a report of the reconciliation:

1. In the Reconcile tab, click History by account.

2. Select the report to view and click **View Report** under **Action** column. You can view the reconciliation report and all transactions.
3. If you choose to change a transaction that has been reconciled, a warning will appear.

Note: If a transaction has been deleted, it cannot be restored. If a transaction has been amended, then the transaction can be edited back to the way it was at the time of reconciliation.



Are you sure you want to change the amount? It will be different from the matching downloaded transaction: A\$56.80 debit to DAN MURPHY'S on 19/01/2022

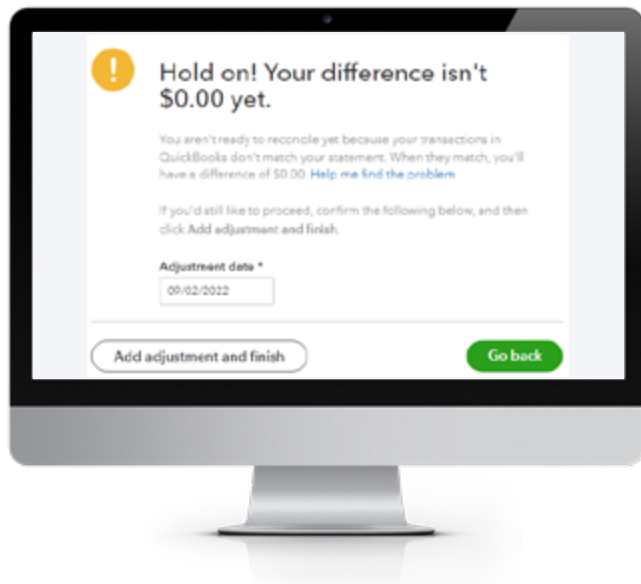
This can cause differences between your bank and QuickBooks balances.

Do you want to continue?

No

Yes

Auto Bank Reconciliation Adjustment



If a client forces a bank reconciliation, as in the Difference **WAS NOT 0.00**, QuickBooks Online will enter an adjustment entry to allow the bank reconciliation to reconcile to zero. QuickBooks Online will show the below screen, which explains that an Auto adjustment entry will be created. If the **Add Adjustment and finish** is selected, this will create an adjustment amount to zero out the balance to 0.00.

NOTE: Amount 'forced' is seen in the Auto Adjustment column.

Reconciliation Discrepancies are found in the Profit and Loss under Reconciliation Discrepancies.

To fix an incorrect bank reconciliation, two steps are required.

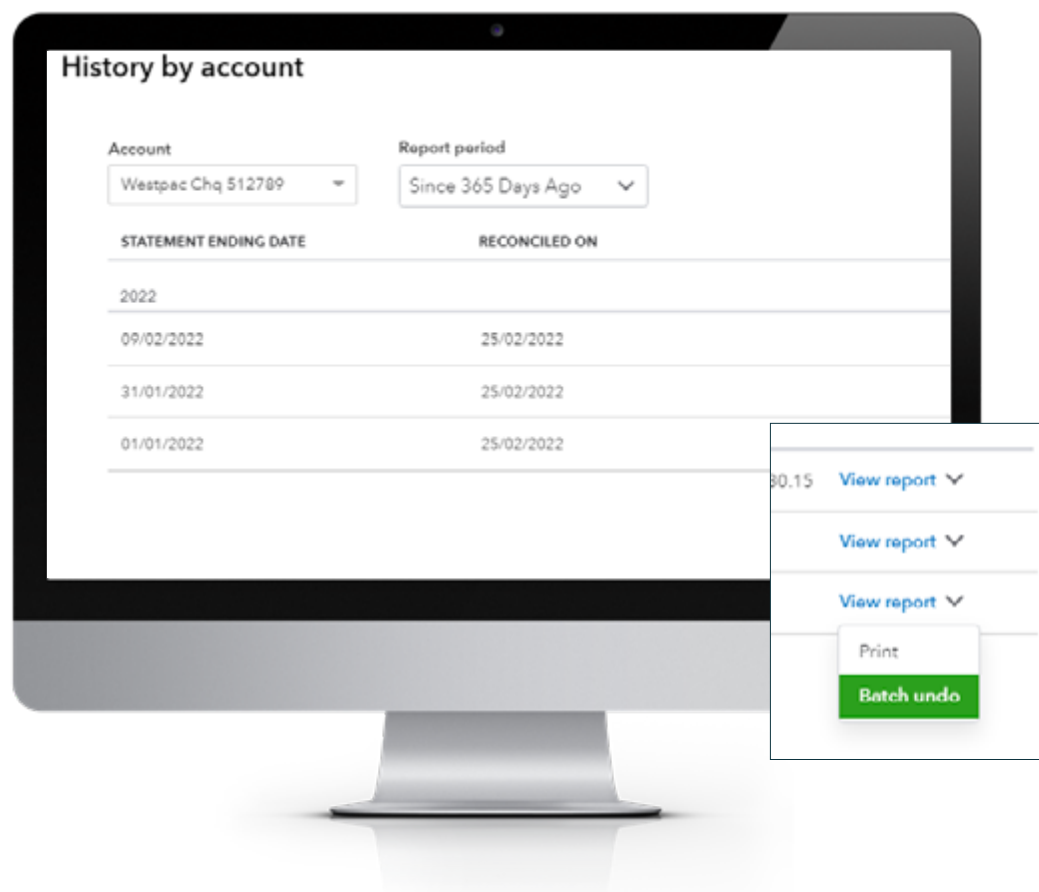
1. Directly from the Profit and Loss report, click on **Reconciliation Discrepancies** amount to view the Transaction Report and delete this transaction.
2. Return to the Reconciliation Report window to Undo the incorrect reconciliation and reconcile correctly.

A screenshot of a computer monitor displaying the Profit and Loss report for "Zippy Electrical & Data Services Pty Ltd" for the period 1 January - 30 February 2022. The report shows various income and expense categories. A green box highlights the "Reconciliation Discrepancies" line item, which has a value of \$100.75. The total expenses are \$484,486.42, and the net profit is \$48,339.42.

	100%
Income	
Data Revenue	200.00
Sales	2,392.90
Total Income	402,492.90
Cost of Sales	
Cost of sales	
Materials	3,119.36
Total Cost of sales	3,119.36
Total Cost of Sales	405,612.26
Expenses	
Lighting/Hybrid	484,486.42
Expenses	
Fuel & oil	1,069.07
Office expenses	321.75
Staff expenses	127.42
Supplies/contract Expenses	543.50
Wages/Equipment	3,435.00
Total Expenses	484,486.42
Other Expenses	
Reconciliation Discrepancies	\$100.75
Total Other Expenses	\$100.75
NET Profit/Loss	48,339.42

Undo

(only available for Accountant Users)



If a Bank Reconciliation was completed incorrectly or an error is found after the reconciliation, only ProAdvisor has access to the **Undo** feature of one or more reconciled statements.

More than one statement period can be selected for Undo at a time. Select the oldest statement first and all the statements above it will also be undone. This can also be done just for the one period reconciled.

The **Undo** action does not delete the transactions that are posted automatically by QuickBooks Online. You will need to go in and revise the reconciliation to balance to 0.00.

Note: In the screenshot below, the Auto Adjustment we covered off in the previous topic would need to be fixed.

SECTION 26

Overview

Overview provides a snapshot of your clients' books.

From the left-hand side of the navigation bar, click on Overview and go through each section to review:

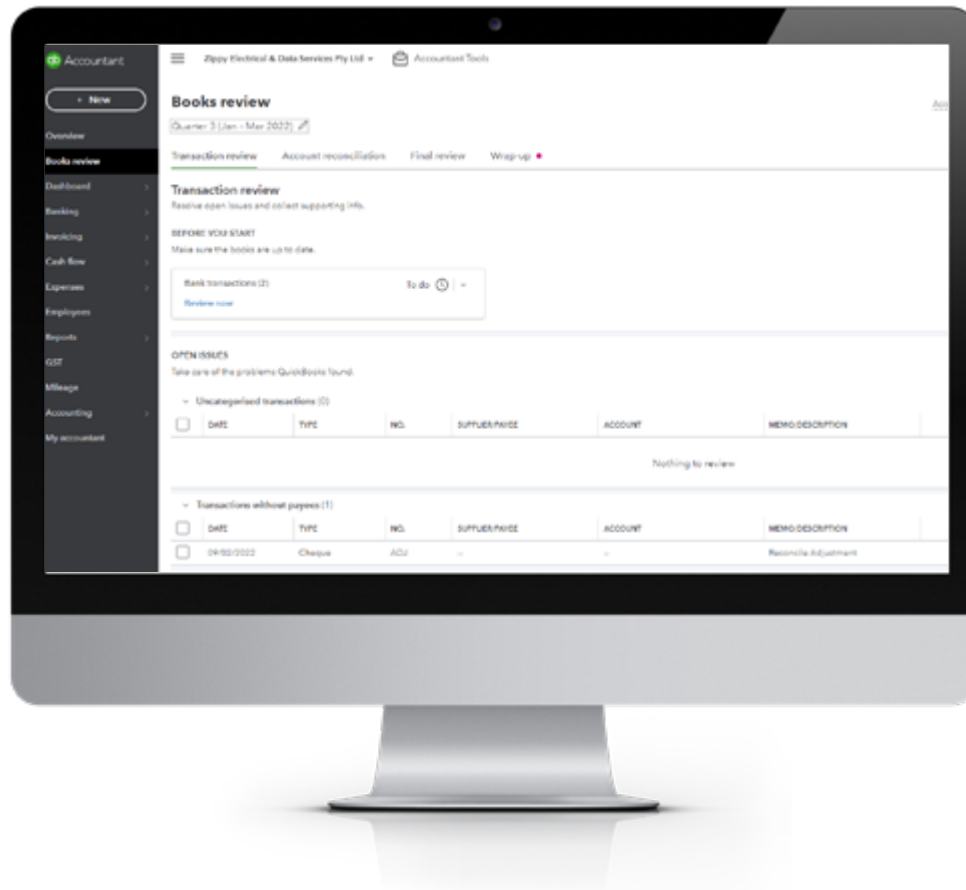
- **Company setup:** Review the basics on the business file and what apps are linked.
- **Banking Activity:** This provides a snapshot of the bank accounts, and any balance sheet accounts last date reconciled and transactions yet to be accepted.
- **Common Issues:** Some accounts may need attention such as Undeposited funds, Uncategorized accounts, and more.
- **Transaction Volume:** This area allows you to assess your workload for the client, as in the transaction volume between certain periods when revising packages.

SECTION 27

Books review

Books Review

(only available for Accountant Users)



Learn what to review each month for each client in QuickBooks Online Accountant. Use the Books review tool to finish specific tasks in each client's QuickBooks Online account each month. The Books review tool focuses on common yet tricky bookkeeping areas, such as incomplete transactions, reconciliations, and account balances. It lists key tasks so you can quickly tie up loose ends and prioritise work and customise your own tasks for review. You can collaborate on transactions with your client directly in QuickBooks, send and receive messages, and upload documents.

From the left-hand side of the navigation board, click on **Books review** then choose the period you want to review. Go through each tab and review all the transactions

Choose from:

Transaction review: Fix incomplete transactions.

Account Reconciliation: Finish reconciling accounts.

Final review: Check account balance issues.

Wrap up: Wrap up your clients' book review and commence BAS.

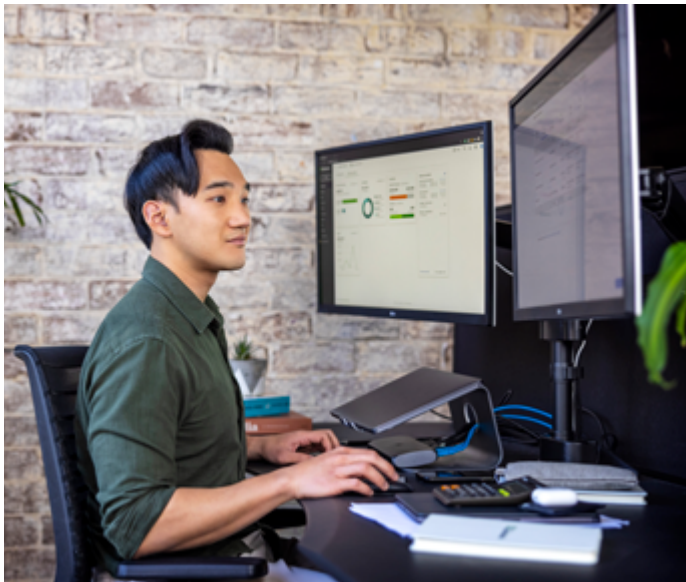
Follow this [link](#) for greater detail and up-to-date features.

SECTION 28

GST Centre: Managing GST and BAS

GST Centre

Managing GST



All transactions with GST recorded in QuickBooks Online is tracked and summarised in the GST Centre.

It provides a snapshot of the amount owing to the ATO for the period. QuickBooks tracks all GST to stay on top of BAS and other ATO compliance obligations. The GST centre assists you to cut an activity statement.

Access to all GST, PAYG and other reports is provided from the one area, enabling you to review the BAS. If any changes are required, they can be made directly from the reports. The GST Amendment report adds back into the BAS report, any changes made PRIOR to the last BAS lodgement in QuickBooks.

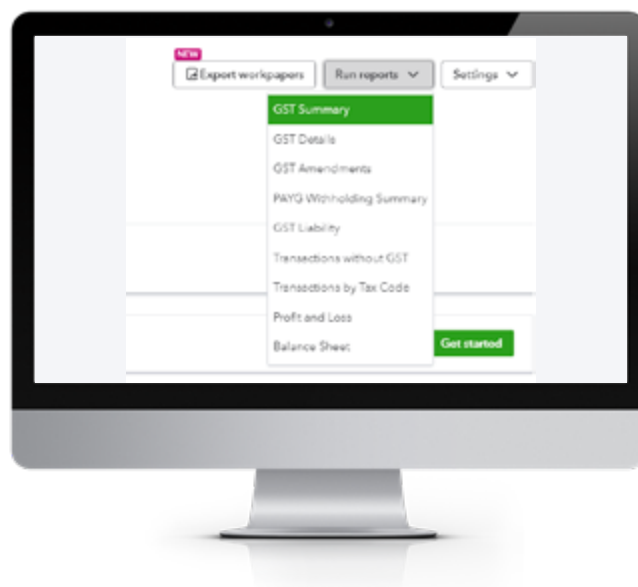
BAS Reports

Used to review the BAS

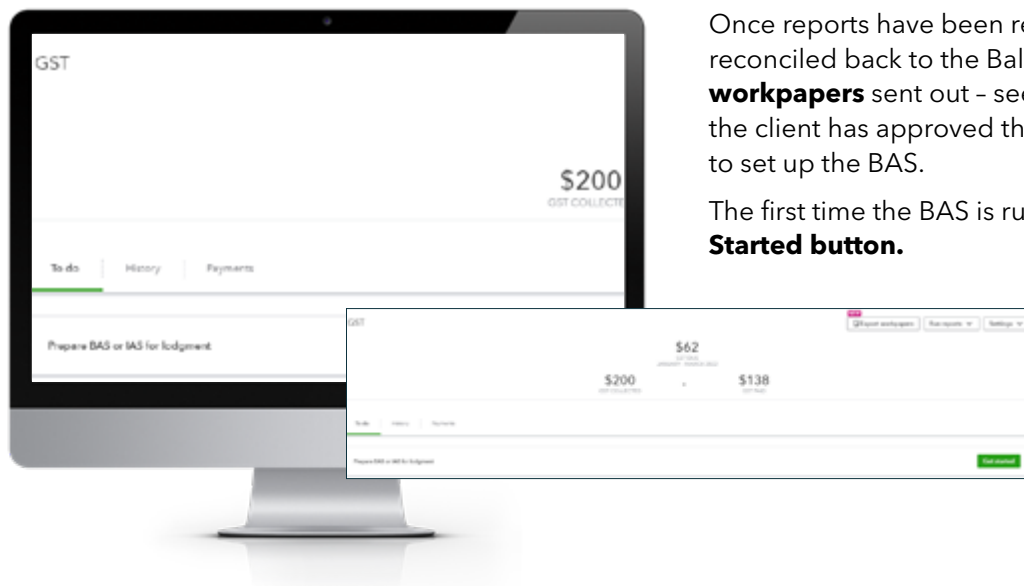
When ready to complete the BAS, click into the **GST Centre** from the left-hand side navigation bar.

From the **Run Reports** drop-down menu, there are various reports available to verify the BAS figures are correct prior to running BAS lodgements.

There is a library of reports to be reviewed, as below. Click into each report and review GST, GST amendments, PAYG, Transactions with GST, Transactions by Tax code, Profit and Loss and Balance sheet report to reconcile all control accounts.



Revision of BAS



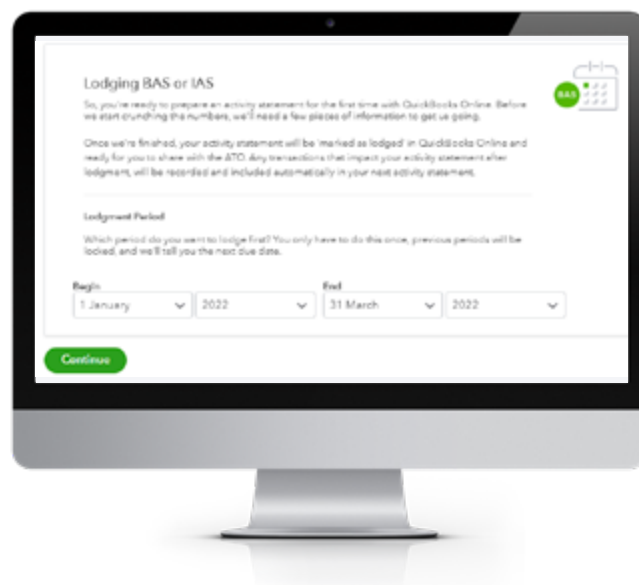
Once reports have been revised, and control accounts reconciled back to the Balance Sheet, **Export workpapers** sent out – see setup GST module 6 – and the client has approved the BAS figures, the next step is to set up the BAS.

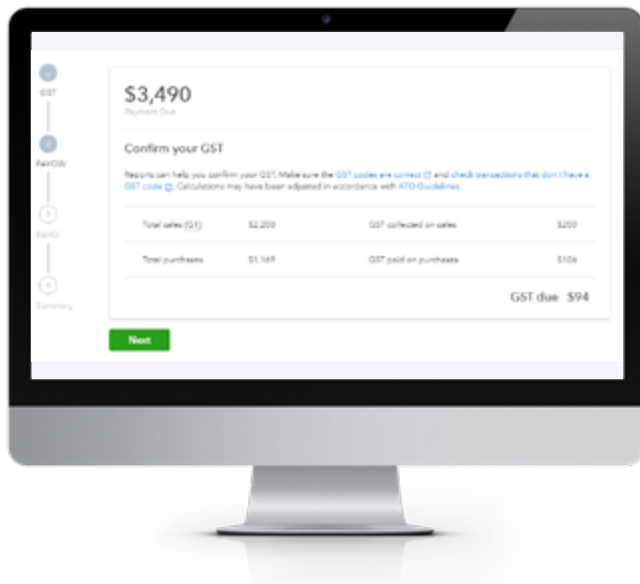
The first time the BAS is run, you will see the **Get Started** button.

BAS Lodgement

1. Click on the **Get Started** button and follow the setup of the BAS, by choosing the first period you will lodge from QuickBooks **Begin** and **End** date, and click **Continue**.

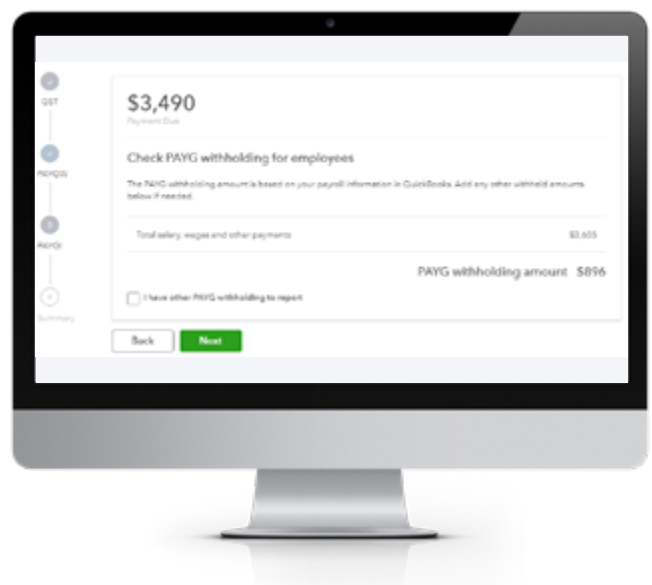
Note: This is only done for the first time you set up BAS lodgement. After this, click on Prepare BAS.

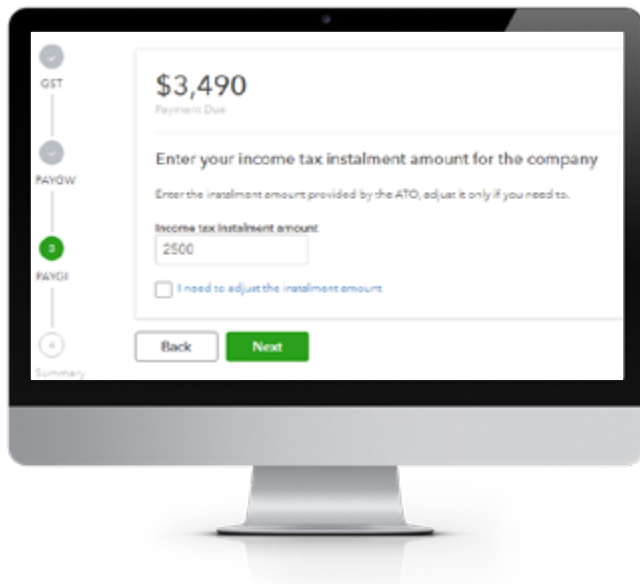




The GST window appears when you Confirm the GST is correct. There are reports from this window that you can click into and review as well: **GST Codes are correct** and **check transactions that don't have GST Code**.

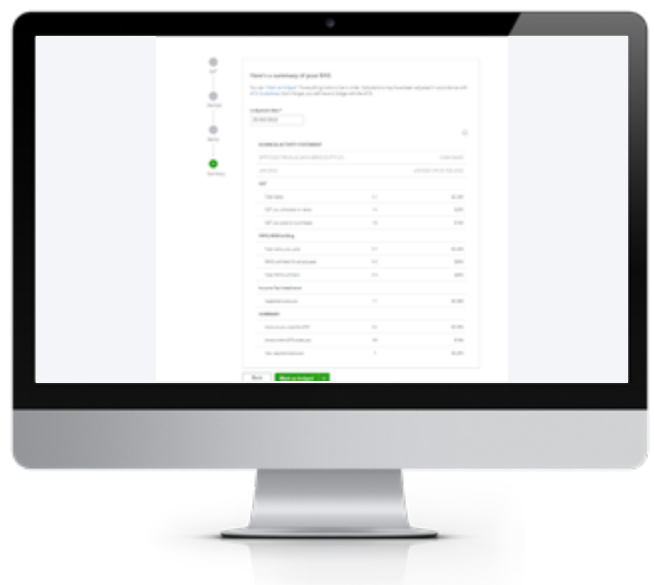
- PAYG Withholding** is the next window that appears. This amount can be checked against the Detailed Activity Report from the payroll Centre Reports and also the **PAYG Withholding Summary** report under Run Reports. In the GST Centre Click **Next**.

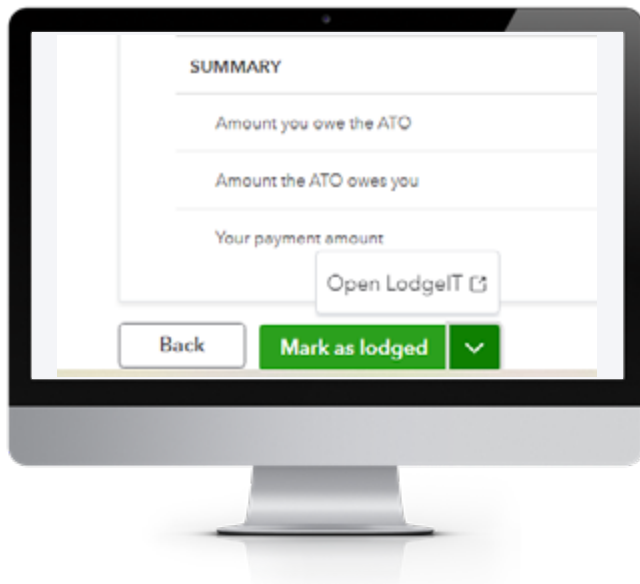




3. If PAYGI is being paid and has been added to the GST settings, this window will appear next. Ensure the correct PAYGI is entered, then click **Next**.
4. A BAS summary appears, which you can revise. Print from the print icon.

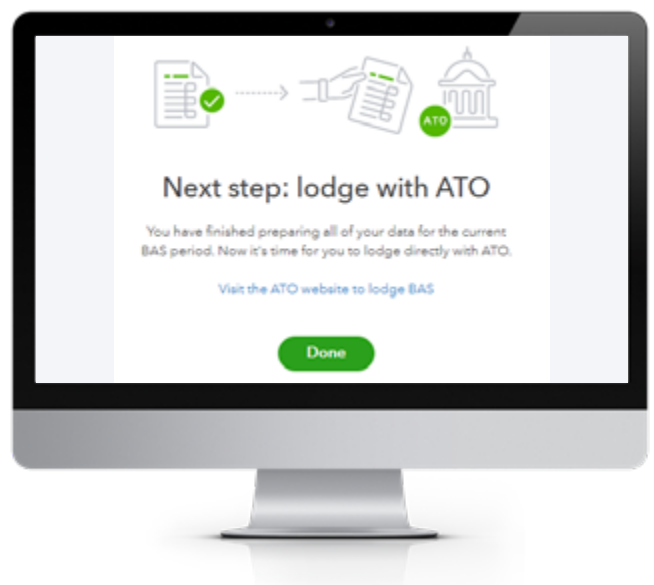
5. A BAS summary appears, which you can revise. Print from the print icon.



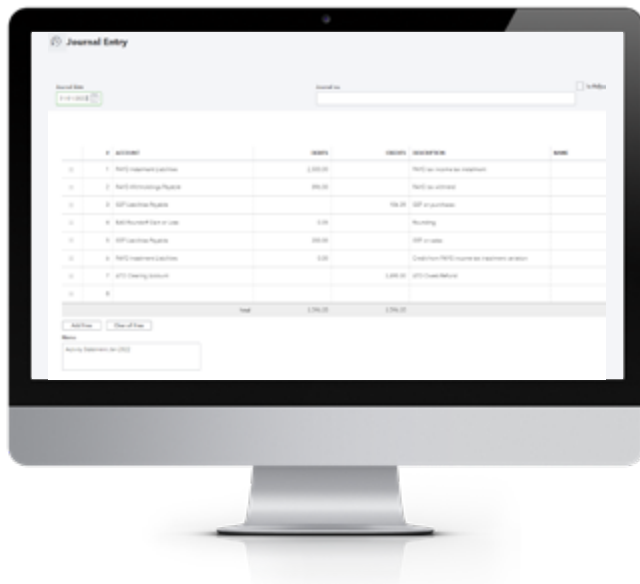


5. From the **Mark as Lodged** button drop-down arrow, choose to click on **Open LodgeIT** and process the BAS through LodgeIT or **Mark as lodged** to lodge the BAS and close the period for this BAS.

6. Once you choose **Mark as lodged**, lodge with the ATO using your software of choice.
7. The **Mark as Lodged** button will automatically produce a BAS journal, closing the control accounts for that period and moving the balance owed/refund to the account called ATO Clearing account.



Review BAS Lodgement Once Mark as Lodged



The date of the Journal will be the end date of the BAS period lodged. The auto journal entries:

- GST liabilities Payable, both Collected \$200 and Paid GST \$106.35
- PAYG withholding \$896
- PAYG Instalment \$2500
- All amounts as per BAS lodgement. The amount due or refunded balance has moved to the ATO Clearing account of \$3490.00

Note: There is a BAS Roundoff Gain or Loss account.

Balance sheet calculations, we will run this report on a CASH basis as this BAS was Cash Method.

ATO Clearing balance is the total BAS to be paid: \$3490

- GST Liabilities is 0.00
- PAYG Withholdings Payable is 0.00
- PAYG Instalment Liabilities \$2500

Balance Sheet Report

Back to report list

Report period: Last Month 01/01/2022 to 31/01/2022

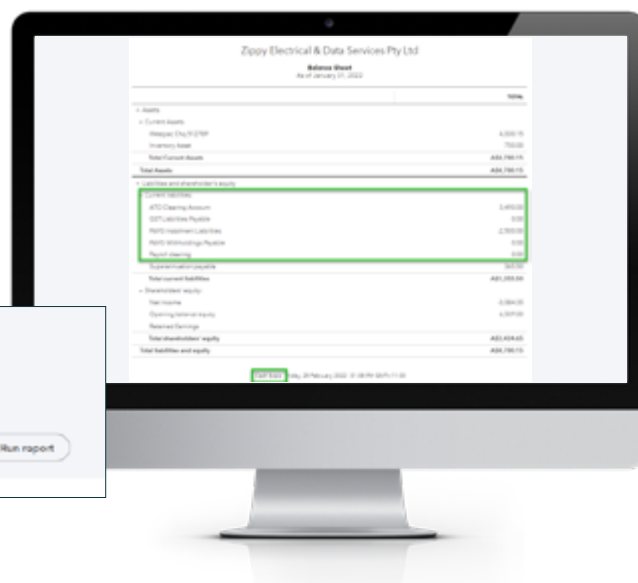
Display columns by: Total Only

Show non-zero or active only: Active non-zero columns

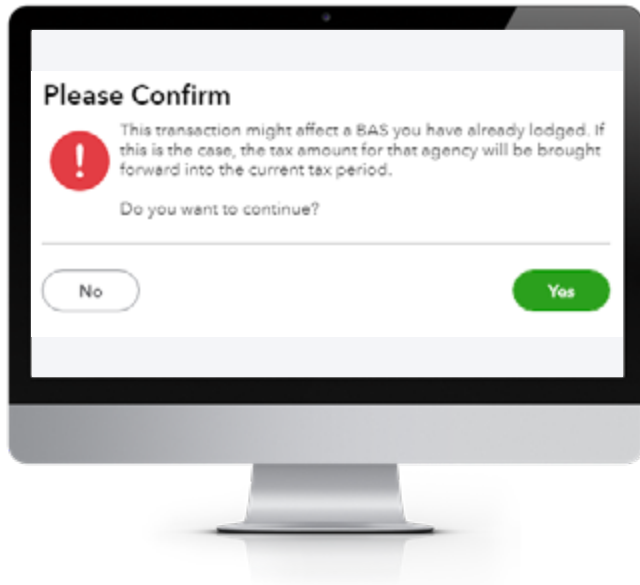
Compare another period: Select period

Accounting method: **Cash** (selected) / Accrual

Run report



GST Amendments Report

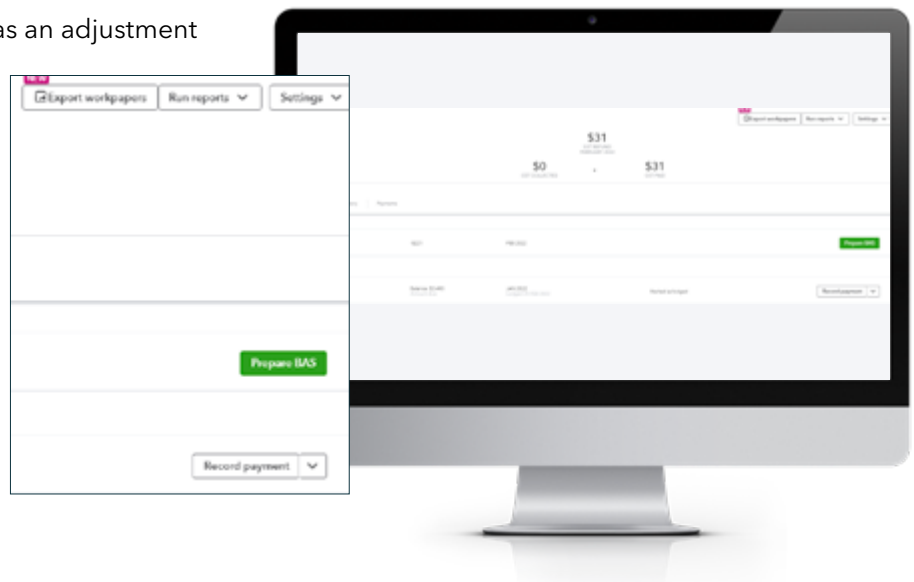


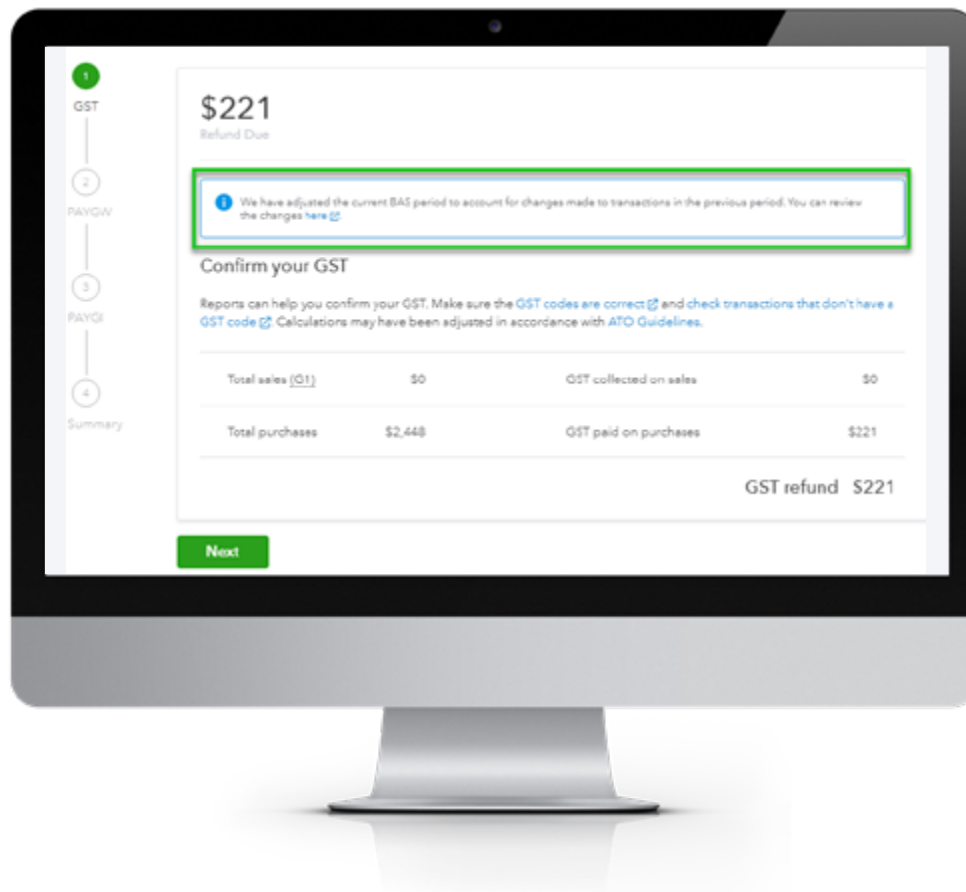
QuickBooks Online allows you to make changes to previously lodged BAS periods. The changes are tracked in the **GST Amendment** report, found in the **Run reports** tab in the GST Centre. It can also be found when lodging your BAS.

When making changes, a pop-up window appears for you to confirm. Once confirmed, this will amend the BAS amount in the current BAS period.

The changes are automatically added as an adjustment in the next BAS reporting period.

This time, click on Prepare BAS.

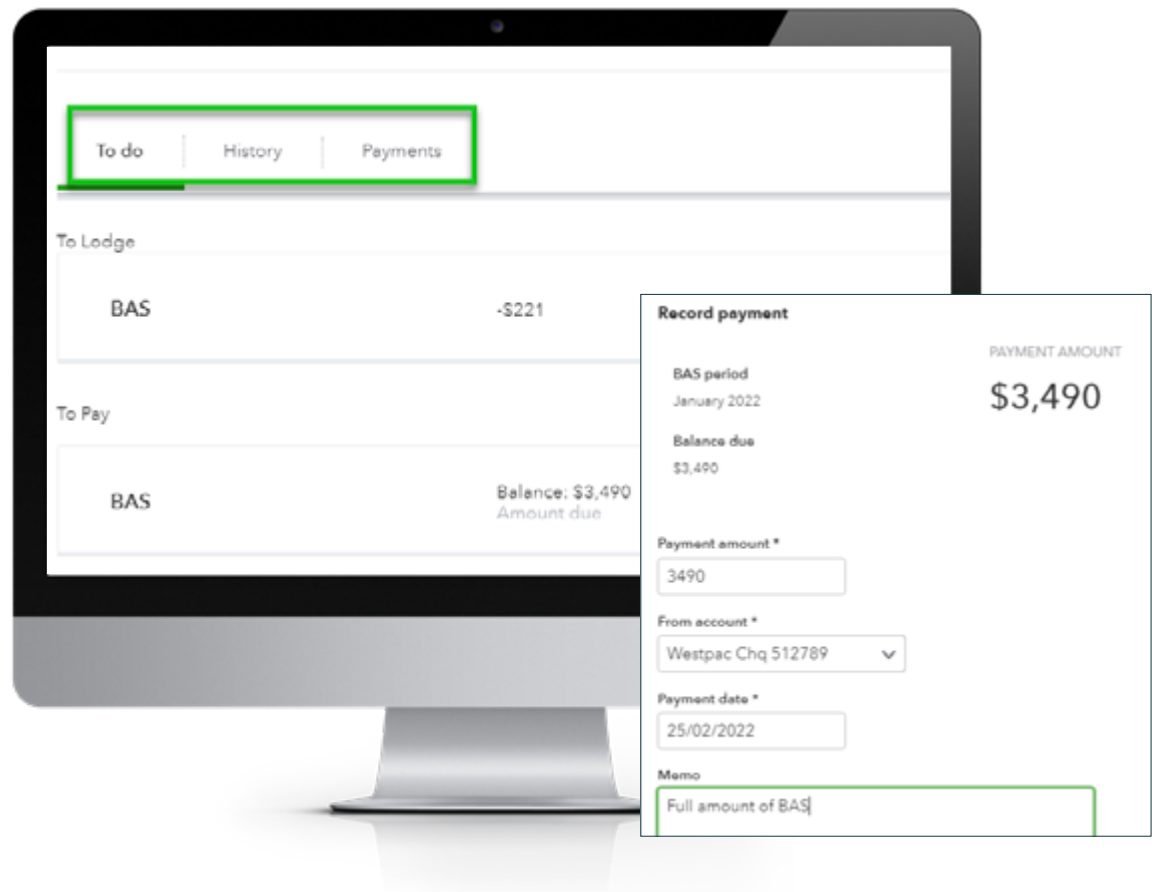




The adjustment is taken up in the current BAS period – see below screen shot. You can review the report from [here](#).

Once completed, and you have verified that the GST Amendment report is correct, click **Next** and the remainder of the lodgement will be the same.

Managing the GST Centre



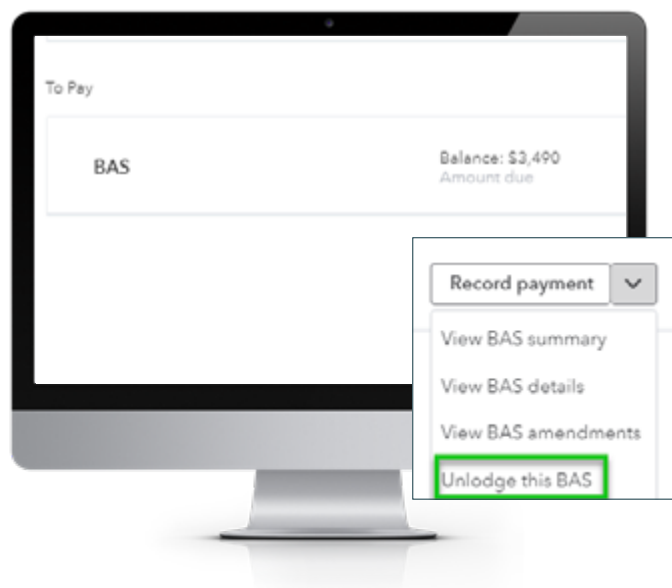
The GST Centre is made up of three tabs: **To do**, **History** and **Payments**.

In the **To do** tab, you will find the next BAS to Lodge and BAS To Pay. Once lodged, the BAS will drop to the To Pay section.

When you record a payment against the BAS, click on **Record Payment**. The BAS will move to the **History** tab and the payment will be found in the **Payments** tab. If you have the correct amount, the correct bank account and correct date, this should match to the payment in the Bank feeds. See the example above.

Unlodge this BAS

(Only available for Accountant Users)



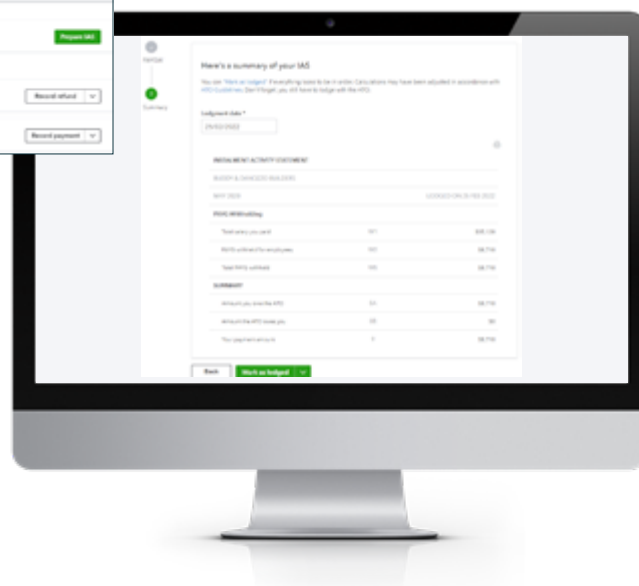
If something has gone wrong, and you need to redo transactions in a period that a BAS has been lodged in QuickBooks and then resubmit a BAS, you have an option in the drop-down box to view previous reports and to Unlodge the BAS. When you **Unlodge the BAS**, the BAS journal is reversed.

IAS

If IAS is lodged on a monthly basis, the Tax settings should show **PAYG withholding Monthly**. The IAS will be in the To do tab once you complete your BAS in the GST centre.

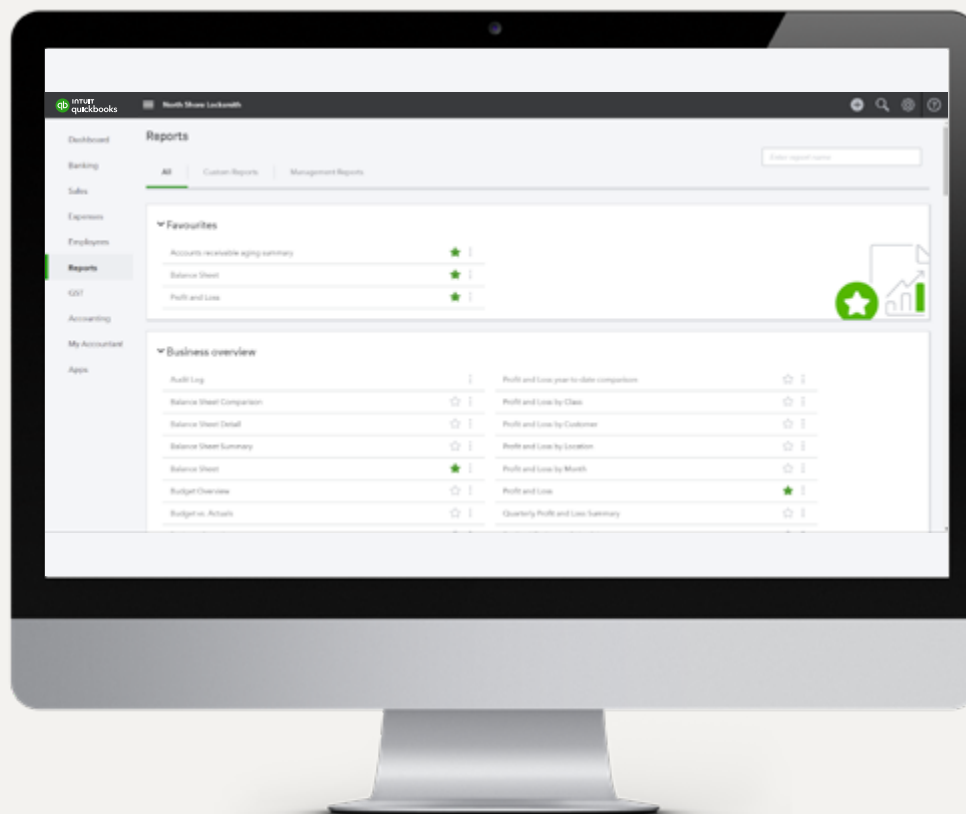
Click on **Prepare IAS**. The PAYG withholding will populate in the next window and if correct when you're matching back to your reports, click on **Next**. As shown below, it is a two-step process. When all is reconciled, click on **Mark as lodged**. This will close the IAS period in the books and no changes can be made. The automatic journal will debit the PAYG withheld account and credit the ATO Clearing account.

Tab	Income	Expense
Journal		
IAS	\$2,710	IAS 2020
To Pay		
IAS	Balance 2020	IAS 2020
IAS	Balance 2020	IAS 2020



SECTION 29

Reports Centre



To access Reports, click on **Reports** in the left-hand menu.

Each report can be run immediately by clicking on the link. To search for a particular report, type any part of the report name in the Search field.

All reports can be printed, emailed directly from QuickBooks, or saved as an Excel spreadsheet or as a PDF by choosing the icons above the report, top right.

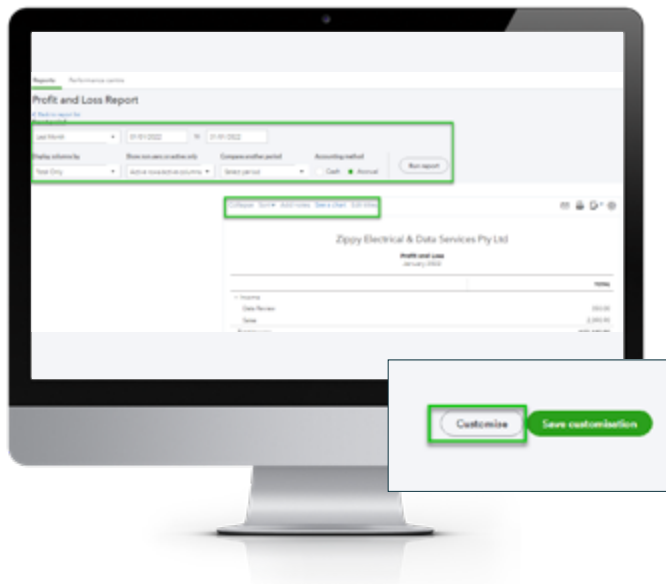
Selecting the envelope icon will send the report to the recipients specified, with a subject line and a note. The report will appear both as an attachment and in the body of the email.

Exporting reports to Excel allows reports to be modified. Reports are exported with formulas.

Reports: Profit & Loss / Balance Sheet

The two most frequently produced reports are the Profit & Loss and Balance Sheet. They are found at the top of the All Reports sections of the Report Centre. For reports used frequently, click the star icon to add to the **Favourites** area.

Customising Reports



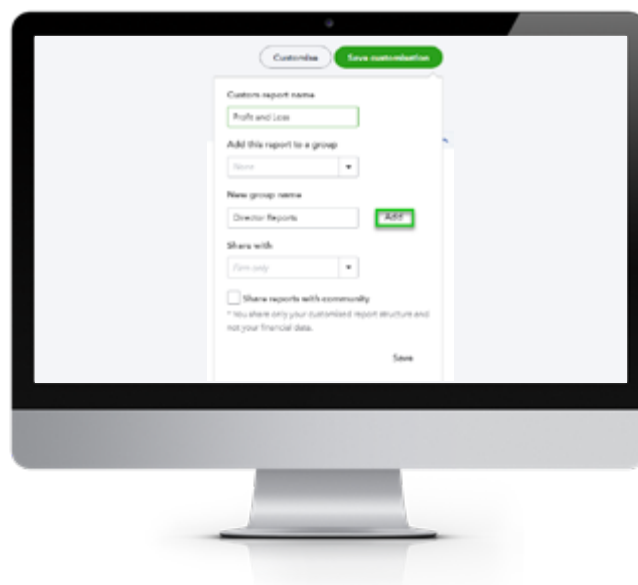
A report can be customised, even when it is already on the screen, by selecting **Customise** in the top left corner of the report.

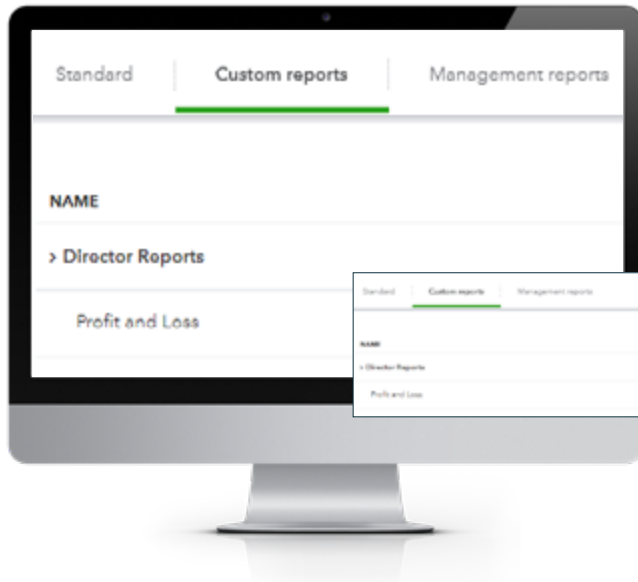
Depending on the specific report, several areas are available to customise. These are grouped into key areas including: general, rows/columns, lists/numbers, and header/footer.

For example, Profit and Loss can be customised in three different areas, see below.

The ability to customise all reports in this way provides greater flexibility around finding different reports.

After customising a specific report, select **Run Report** to display it with your changes. That customisation can be saved by clicking on **Save Customisation** and will be found under the Custom reports tab.



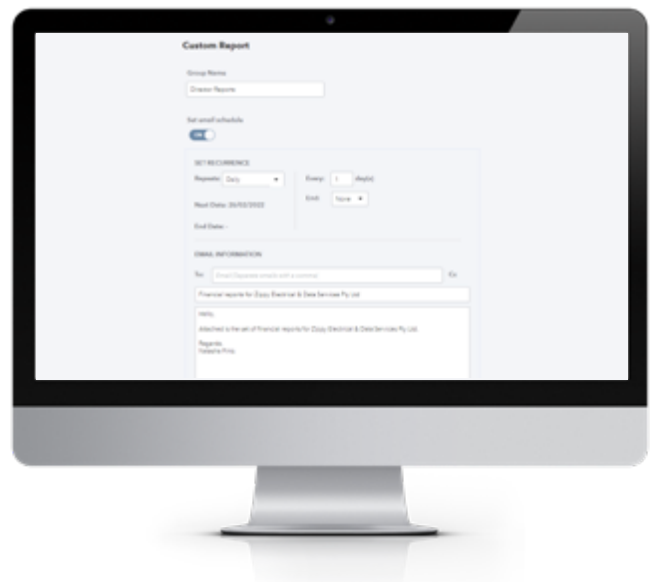


You can set up different groups; in this example, the Director reports are set up by clicking on **Add**.

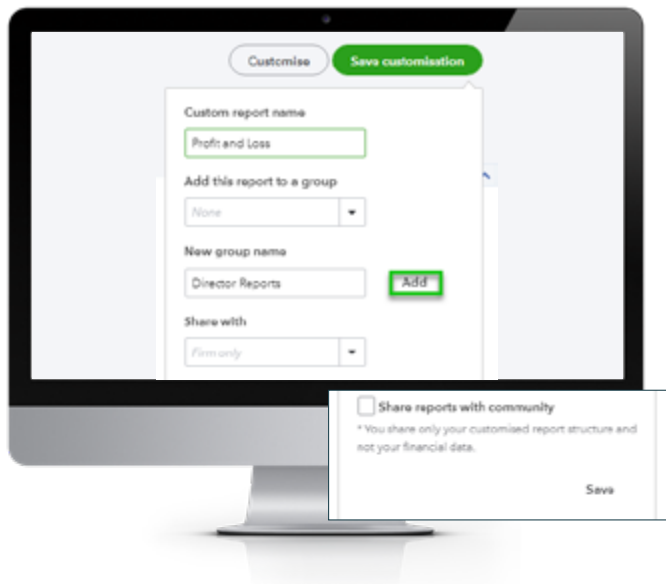
Standard Custom reports Management reports				
NAME	CREATED	DATE RANGE	STATUS	ACTION
> Director Reports			Unscheduled	Edit
Profit and Loss	New Profit	Last Month		Edit

By clicking on **Edit** under the Action column in the Unscheduled row, you can save the reports in this group to be emailed, by choosing Set Recurring Schedule.

Customised report can be saved by selecting **Save customisation** at the top of the report. The report will be saved in the **My Custom Reports** section of the Report centre.



Report Groups



If you have a list of reports that you often run together, you can create a Report Group that quickly allows you to run these as a set.

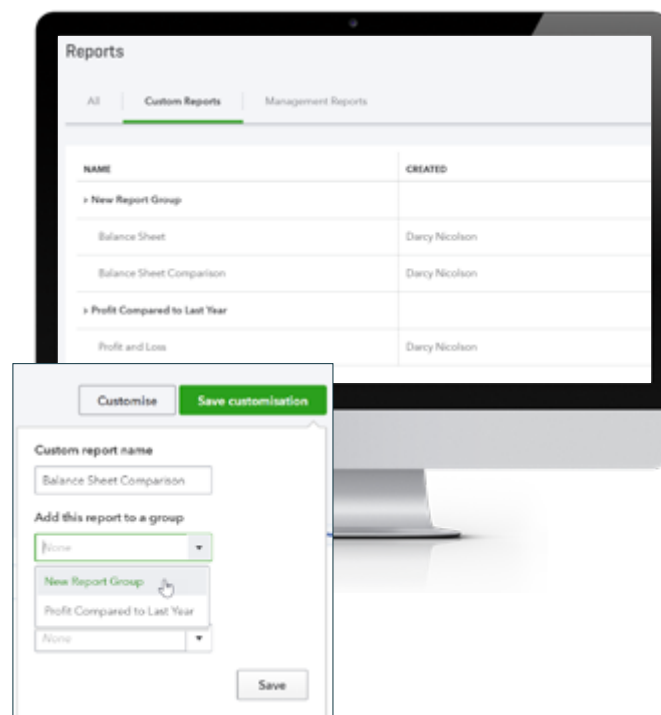
To create a Report Group:

1. Select a report from the **Reports** menu and scroll up to see customisation options.
2. Click the **Save Customisation** button.
3. Click the **Add new group** link.
4. Give the group a new name in the **New group name** field and click the Add Button.
5. Click **Save**.

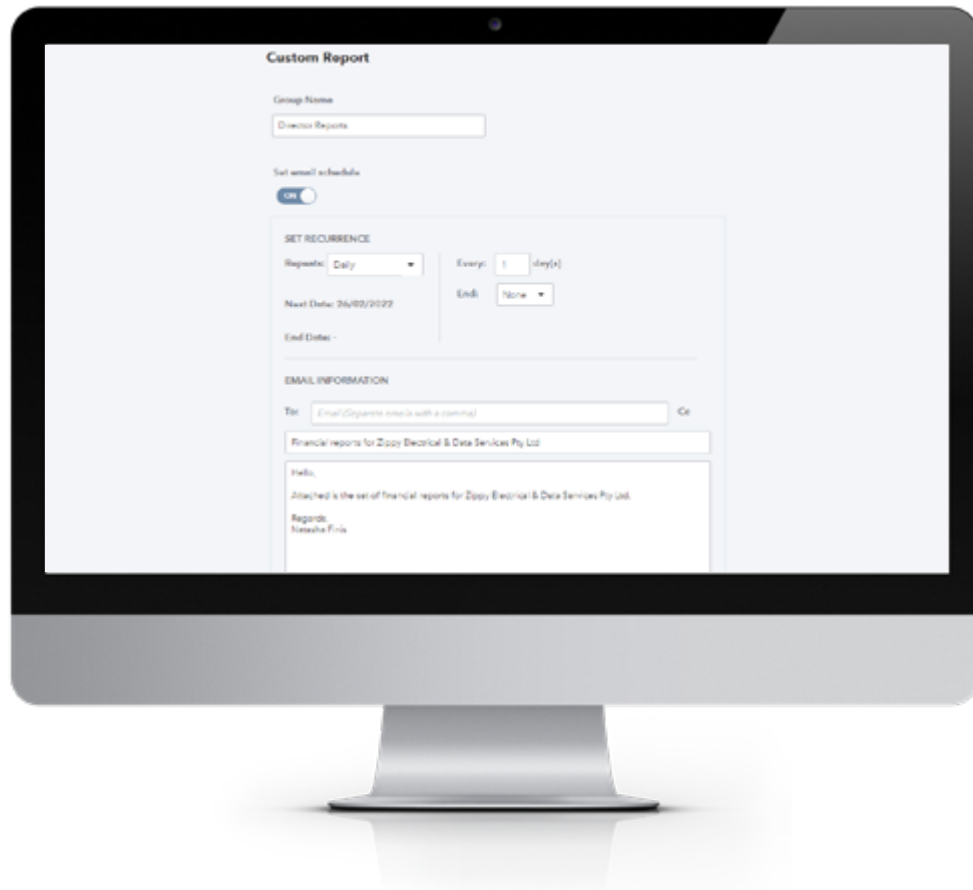
To add further reports to a group:

1. Select a report from the **Reports** menu and scroll up to see customisation options.
2. Click the **Save Customisation** button.
3. Click the drop-down list from the **Add this report to a group** to a group option.
4. Select the required group and click **Save**.

To view the Report groups, click on the Custom Reports tab from the Reports dashboard. The **Edit** menu will allow you to export these reports in .pdf or Excel formats, or to delete the group.



Automated Reports



Using QuickBooks Online, report groups can automatically be sent by email to yourself and others at regular times (for example, the first of the month).

Here, the recipients are specified, along with the subject line and the text of the email. The reports can be set to be attached as Excel files, and the email schedule of the reports can also be set.

To automate the report group:

1. Navigate to the **Custom Reports** tab from the Reports dashboard.
2. Click the **Edit** button next to a group.
3. Click the Set Email Schedule to turn it on.

4. Complete the required fields, and click **Attach the report as an Excel file**, if you prefer a spreadsheet to a PDF.

5. Click Save and Close.

You may need to click the **Reports** option from the left-hand menu and return to Custom Reports to see the updated **Email** column. This will show the approximate frequency for the report schedule.

Note: The recipients do not have to be QuickBooks Online users and QuickBooks Online does not need to be open on your screen for these reports to be sent on schedule.

SECTION 30

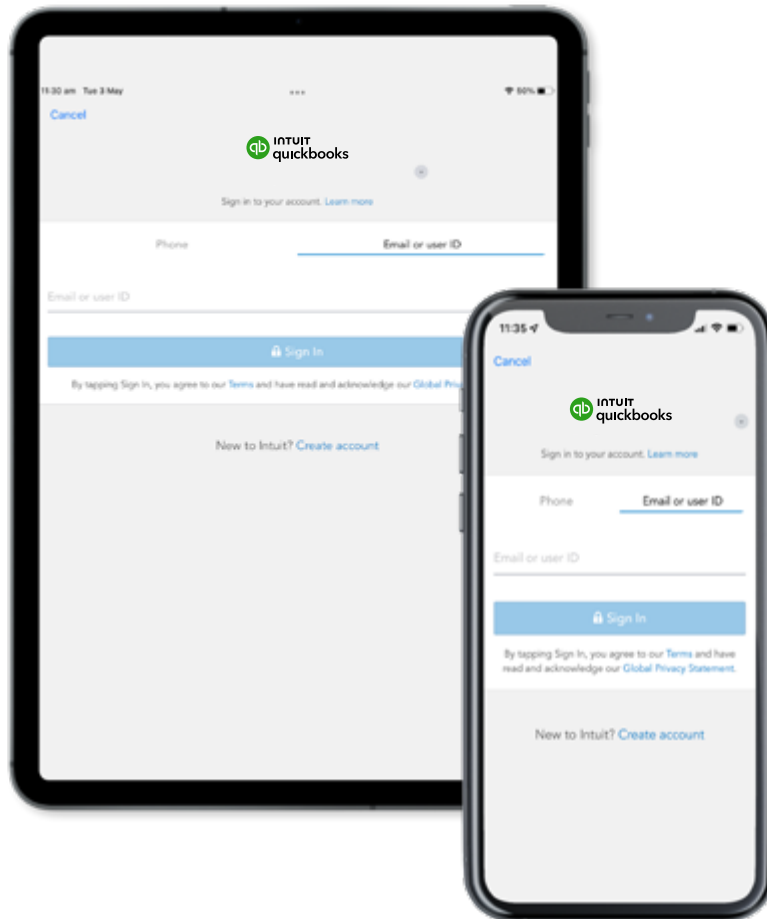
Mobile Apps - Take the Ipad / Iphone Tour

QuickBooks Online works with iPhone, iPad, and Android devices, allowing you to access business information, customers or suppliers anywhere, anytime.

Manage Your Business Anywhere

- Create and send professional invoices and quotes.
- Snap photos of your receipts and organise daily expenses as you go.
- Convert a quote to an invoice in seconds.
- Ability to add photos and notes to quotes, invoices, and sales receipts via 'Create a note'.
- Ability to add photos and notes to customers and expense transactions.
- Receive overdue invoice notifications so you always know who owes you money.
- Track payments and record sales.
- Profit & Loss and Balance Sheet reports show how your business is performing.

Download the QuickBooks Online Mobile App



1. Download the free QuickBooks Online mobile app (specific to iPhone, iPad or Android) from the iTunes store or Google Play. Then login using your QuickBooks Online username and password.
2. Use your QuickBooks Online login credentials to sign-in to the app.
3. The navigation on both the iPad and iPhone app is similar. You can access quick actions via the carousels at the top; additional functions are located in the menu tab accessible at the top left corner of the iPad app and bottom right corner of the iPhone app.



Creating and Sending Quote on an iPad/iPhone

1. To create quotes on an iPad/iPhone, tap the plus sign and select **quotes**.
2. Choose the customer, enter the relevant details for the quote, and send the quote instantly to your customer via email.

Once the quote has been saved, the potential customer can accept the quote by signing their acceptance directly onto the screen of the tablet.

3. Click on 'Get Signature'
4. Hold the screen for the customer to use their finger or stylus to sign directly onto the screen

Note: At this point, the quote can also be converted to an invoice.

5. Click on Done to save the updated quote and complete the invoice conversion. The signature captured will be saved as an attachment to the customer quote.
6. Send the invoice directly to the customer via email.

Capturing Expenses on an iPad/iPhone

To create an expense on an iPad/iPhone, tap the plus sign and select expense.

A photo of any hard copies of an invoice can be taken via the app and automatically attached to the expense.

Enter the relevant details for the expense and save.

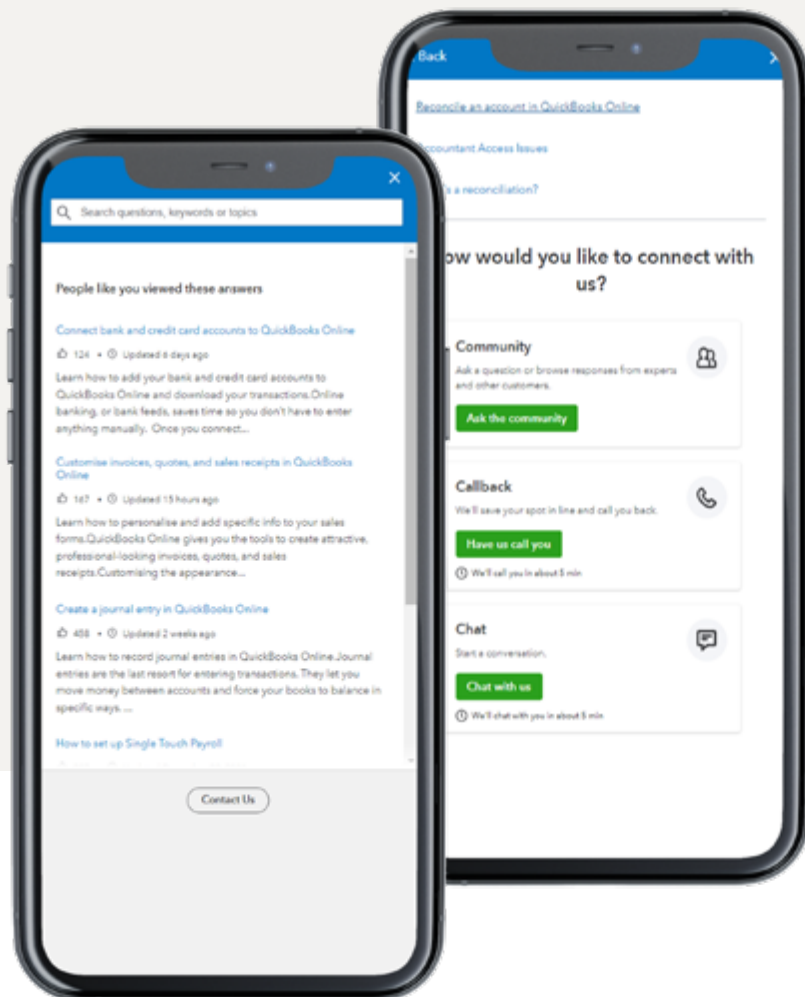
Run reports on an iPad/iPhone

Stay up to date with your business with running reports from your iPhone/iPad. Select the reports option from the left-hand side of the navigation menu to run the Profit and Loss report.

SECTION 31

Help & Support

In-product Support



To access online help.

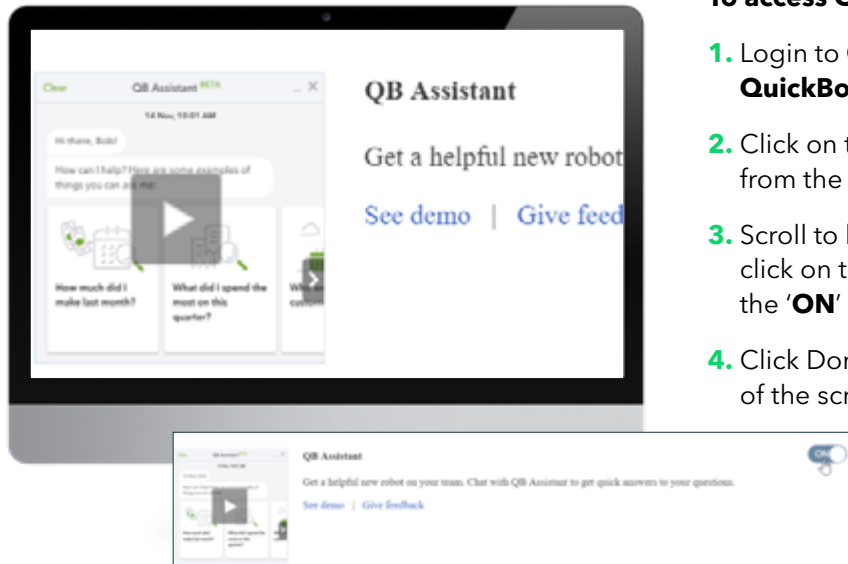
1. Select the **question mark** icon in the top right corner of the QuickBooks Online screen.
2. Type your question in the search box.
3. Once you have located the relevant article, click on the heading to launch it.
4. You have the option to click on **Contact Us** then choose from Community, Callback or Live Chat.

QB Assistant

QuickBooks Online has its own digital QB Assistant, which while currently in beta mode, is functional.

To access QB Assistant:

1. Login to **QuickBooks Online Accountant** or your **QuickBooks Online** file.
2. Click on the **Gear Icon** and select **QuickBooks Labs** from the **Settings** list.
3. Scroll to locate the option **QB Assistant** and click on the slider on the right to ensure it is in the '**ON**' position.
4. Click Done in the bottom right-hand corner of the screen.



To use QB Assistant:

To use QB in QuickBooks Online via your desktop browser, click the icon in the top right corner between the **Help** and **Gear** icons.



There are some pre-populated questions but you can also type your query into the question box.

QB Assistant uses machine learning to improve its understanding of questions. As it receives more questions, it learns which are the most relevant, thus improving its responses over time.





Customer Care Support

Call or chat online with our customer care team who can assist you and your clients. To access our up-to-date support details in product, login to **QuickBooks Online Accountant > ProAdvisor > Support**.

Phone 1800 046 038
Monday to Friday 8:30am to 6:30pm.

Live Chat
Monday to Friday 8am to 10pm
Saturday and Sunday 8am to 8pm

Online Support
To keep up to date with the latest information and support queries, you can access our self-help support at: https://help.quickbooks.intuit.com/en_AU/contact

Get Connected Socially

Keen to collaborate and/or ask questions of other ProAdvisors? Or stay up-to-date with Intuit news? Join Intuit QuickBooks community groups or follow us at:



Intuit QuickBooks Australia / Intuit QuickBooks Online ProAdvisor Community



[Intuit QuickBooks](#)

SECTION 32

Complete your Certification

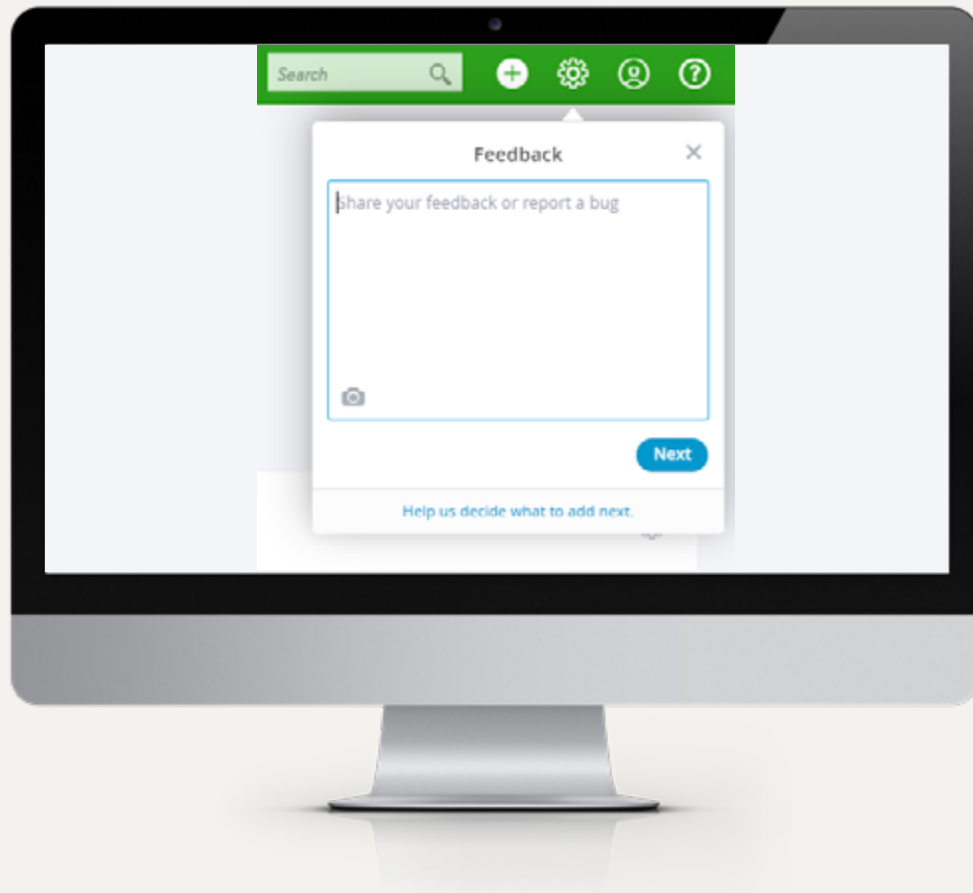
You are now ready to be certified. Login to your QuickBooks account to take your certification exam to become a certified ProAdvisor.

Start your exam [here](#).

SECTION 33

Feedback

Providing Feedback



We appreciate receiving your feedback, which you can provide through the top right corner of the QuickBooks Online screen.

Here you can provide product feedback and suggestions. This link provides access to a screenshot of the page in question. For additional information, please visit our product update page:

<http://www.intuit.com.au/r/product-updates/>

