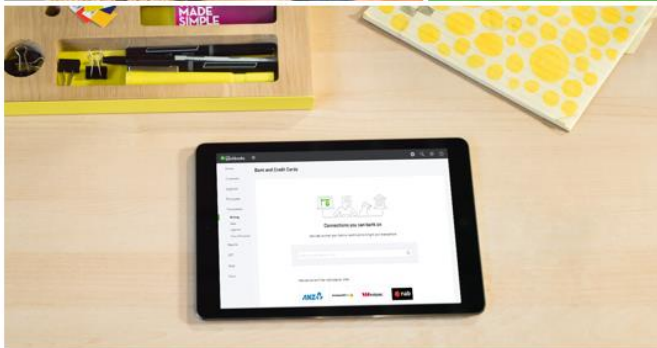


Small Business User Guide



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Purpose

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

Version

Last updated 21st March 2018

Edits: DN

Review:

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1. Introduction to QuickBooks Online

Which QuickBooks Online is right for me?

Every small business has different needs. 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 contractors, photographers or wedding planners.

QuickBooks Online Packages Available

There are three 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.

| | |
|--------------|---------|
| Simple Start | 1 user |
| Essentials | 3 users |
| Plus | 5 users |

You can also invite in your Accounting or Bookkeeping professional. These invites are not included in the Business user allowance. Accountant/Bookkeeper Firms allowed are 2 users across ALL plans.

To find an expert in QuickBooks Online






QuickBooks Online ProAdvisors have the training and experience to help you with QuickBooks Online. To find a Certified ProAdvisor in your area, simply go to

<https://quickbooks.intuit.com/au/find-a-proadvisor/>

and enter your postcode. This will show a list of ProAdvisor s near you, which can also be filtered for the services they offer, industries they regularly work with, and which products they support.

Benefits of using QuickBooks Online

When you work online you will both have access to everything the cloud can offer and the benefits that come with it. 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 & 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

QuickBooks Online is available via browser across several mobile devices including iOS and Android.



We encourage you to download QuickBooks Online from the app stores listed below..



Our case study for today's training

Jack Gordon, North Shore Locksmith



Jack Gordon is the new owner of North Shore Locksmiths. For the past 5 years he has honed his skills working for others.

He has always dreamed of starting his own business.

After months of planning, Jack has decided that now is the right time to start. Jack has done his research and there aren't many locksmiths providing services in the North Shore. It is a great place to start a business.

Jack has asked around about how he could manage his bookwork and his previous boss suggested he sign up to QuickBooks Online.

Jack is looking for the following in a software package:

- Ease of use
- Free payroll
- Build for use on mobile device
- Extensive reporting

Today Jack will feature in our demonstration and training exercise throughout the course of this class.

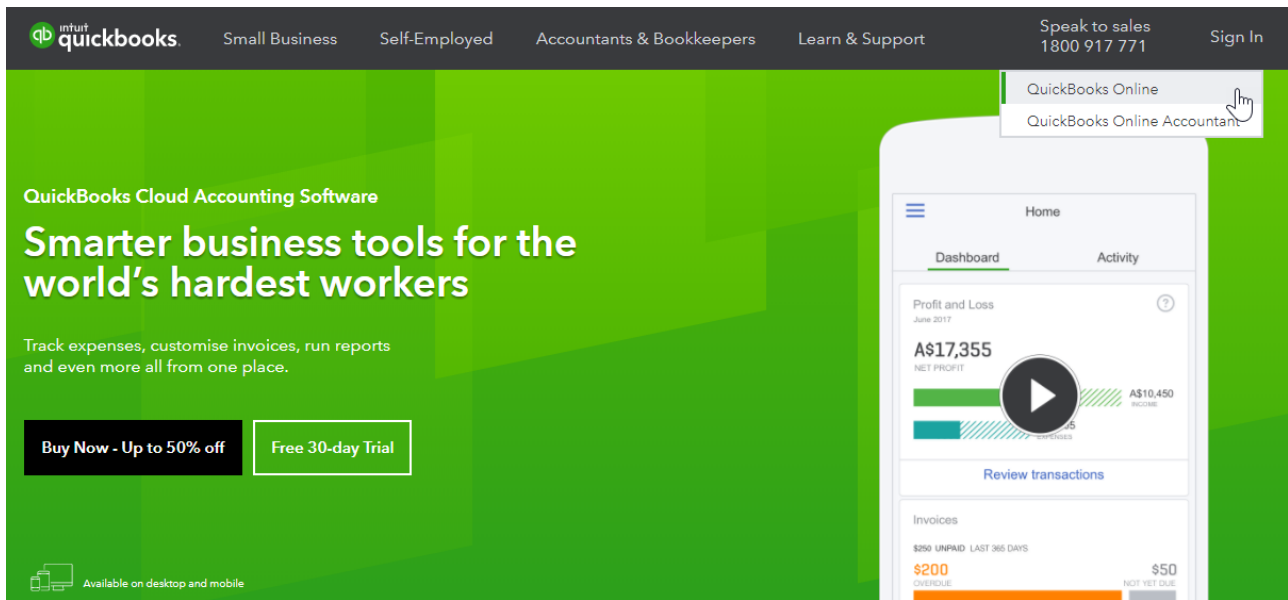
2. Navigating QuickBooks Online

QuickBooks Online has been designed to be intuitive, fast and simple to use. The user interface is simple and unified, which results in fewer clicks to find the desired information or functions.

You can sign into your QuickBooks Online file from the <https://quickbooks.intuit.com/au/> website.

Navigating the QuickBooks Online Home Page

1. Open your preferred browser and type <https://quickbooks.intuit.com/au/>
2. Click on the **Sign In** button located in the top right hand corner and select **QuickBooks Online**



3. Enter your QuickBooks Online User ID and password and select **Sign In**.

Sign in

User ID

Password

Remember my user ID

[Sign in](#)

By clicking Sign In, you agree to our [License Agreement](#).

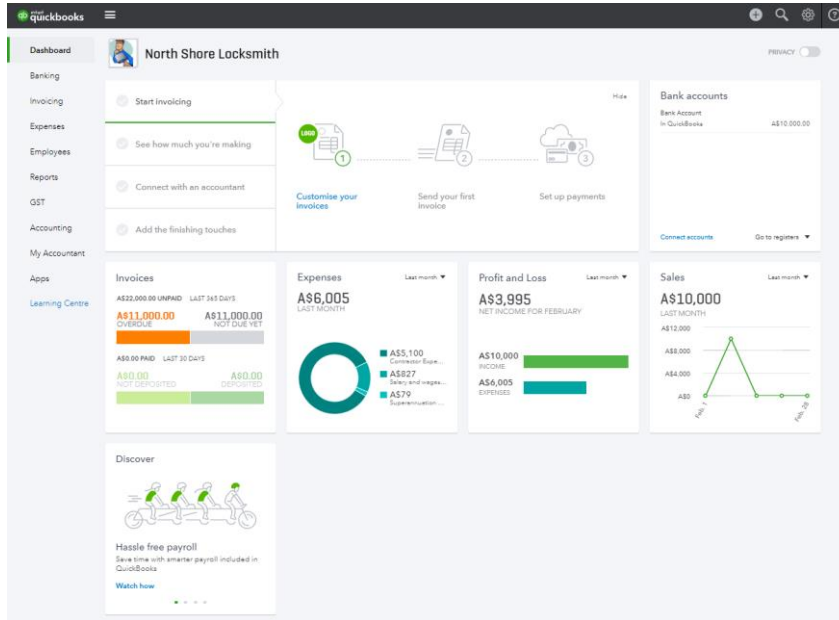
[I forgot my user ID or Password](#)

[New to QuickBooks? Sign up](#)

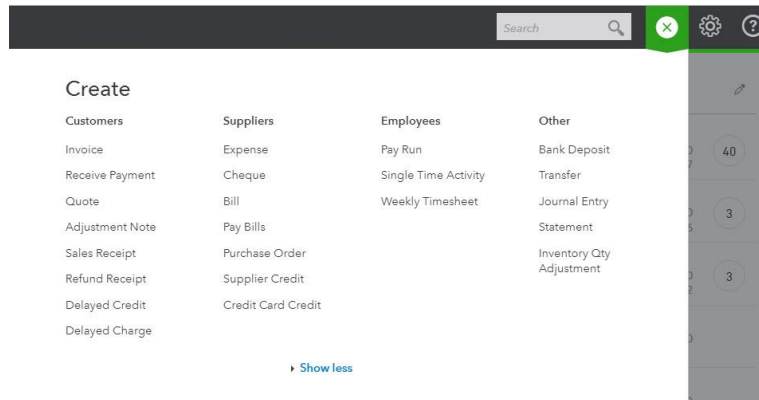
The Home Page displays a summary of key information. A new file setup would display as below with no transactions.

Company settings are in the top right corner of your QuickBooks Online screen, accessed by clicking on the **Gear icon**. We will cover this in Company File Setup.

To access the Help function, click on the question mark icon next to the company menu in the top right corner. This is covered in the final chapter Help and Support.



The **Create** button in the top right corner of the screen gives quick access to create new transactions and other records:



Search – Use this feature to quickly look up 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 into the **search box**.

Show less - The Create window also has a simplified view accessed via the **show less** option.

| | |
|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | <p>The left-hand navigation bar provides access to:</p> <ul style="list-style-type: none"> Dashboard displays a summarised view of relevant information in a graphic mode. This view can change depending on your data Banking displays your linked bank feeds and bank rules Invoicing shows transactions including Invoices, All Sales, Customers and Products and Services 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 preparing BAS and includes tools, settings and reports. Accounting includes the Chart of Accounts and tools to reconcile your relevant bank accounts. My Accountant provides you access to manage your ProAdvisor relationships When signed in as an Administrator the Apps menu will access featured applications and add-ons to QuickBooks Online from this page. The Learning Centre provides video tutorials to help with common tasks |
|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Clicking the **Hamburger icon** will collapse the left menu, which is handy if you need some more screen real estate.



The rest of the Dashboard can display:

Bank Accounts – Connect and review accounts and balances

Activities – Transactional activity can be reviewed and filtered

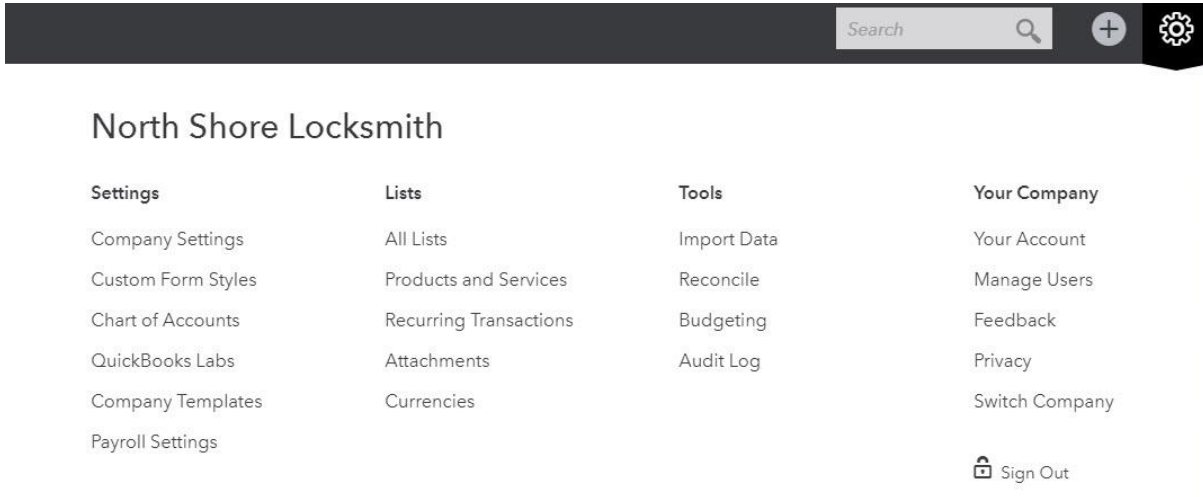
Panels – will give you an overview of key metrics in your business

Privacy – In a public location, the Privacy option can be turned on to hide financial information

3. Company File Setup

Many options for customising QuickBooks Online can be accessed by clicking on the **Gear icon** in the top right corner.

You can customise the options regarding how QuickBooks Online operates based on the best fit for your business in **Company Settings**. To access this area, click **Gear icon > Settings > Company Settings**.



You will also find many other tool and customisations options from the Gear icon.

GST Setup

Lodging your Business Activity Statement (BAS) or Instalment Activity Statement (IAS) on time is an important part of operating an Australian business. When cash flow is tight, no-one wants to pay Failure to Lodge (FTL) penalties in addition to other expenses.

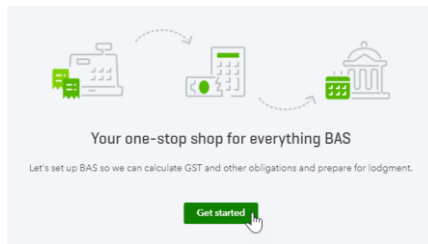
In this section we will cover setup, how to use tax centre and reporting.

Important:

If you are not registered for GST – do not use this feature as many settings are permanent changes to your file. When setting up a new company file, attention should be paid to the settings for GST as these settings cannot be modified once established as part of the company set up. Make sure the GST period beginning is correct as THIS CANNOT BE CHANGED.

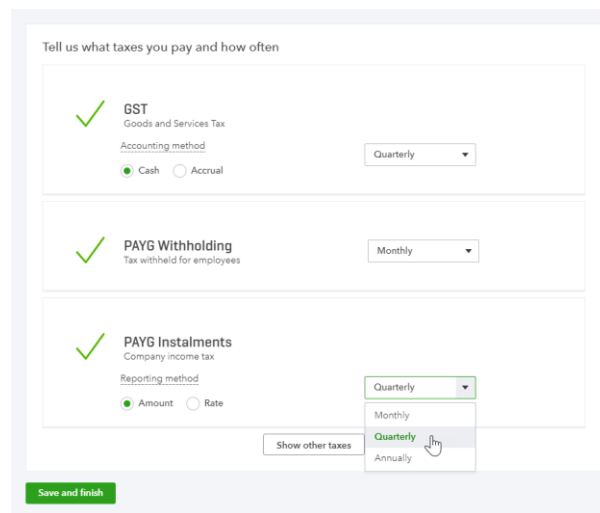
Here are the steps to setup your clients Tax Centre.

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



This will display the **Set up BAS** screen.

3. Select the correct BAS, PAYG Withholding and PAYG Instalments frequencies



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

- Fringe Benefits
 Fuel Tax Credits
 Wine Equalisation
 Luxury Car Tax

4. Click **Save and Finish**
5. Click **Done**

Using the Tax Centre

If you need to make changes to the setup information, there is an **Edit settings** button available in the next screen.

Tax Settings

Taxes you pay to the Australian Tax Office

Goods and Services Tax (GST)

Lodging frequency: **Monthly** (dropdown menu open showing Monthly, Quarterly, Annually, Monthly)

Accounting method: Cash Accrual

PAYG Withholding (PAYG Withholding)

Company income tax (PAYG Instalments)

Lodging frequency: **Quarterly** (dropdown menu)

Instalment method: Amount Rate

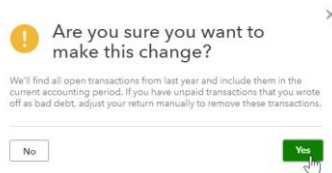
Other taxes:

- Fringe Benefits Tax
- Fuel Tax Credit
- Luxury Car Tax
- Wine Equalisation Tax

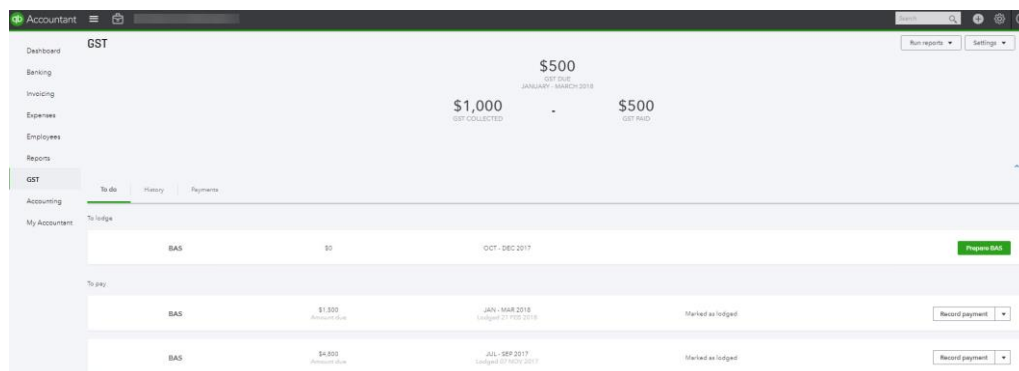
Here you can change any of the time frames or include other Taxes.

In this example we will change **GST** to **Monthly** and click **Save**.

Note: Where changes would have impacts, this option will give a warning and inform you of any automatic adjustments.



Once the settings are saved, the GST screen will display the GST due, the amount collected and paid for the current period, and the **Prepare BAS** button.



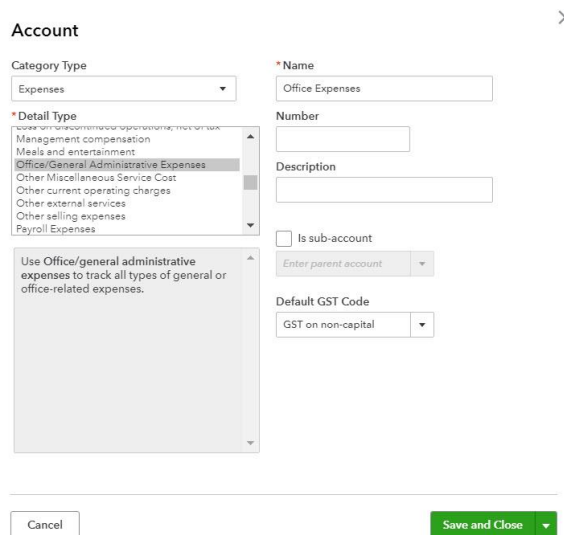
Accounts

To track the transactions and balances for key reports like the Balance Sheet and Profit and Loss, QuickBooks online uses a list of accounts, or **Chart of Accounts**. The setup process will create a generic Chart of Accounts which can be customised.

Manually add an Account

Locate the Chart of Accounts, select the **Gear Icon > Your Company > Chart of Accounts**.

Select **New** from the top right hand corner. This opens a new screen where the account can be configured.



Category Type - specifies the account type.

Note: Cash and cash equivalents is used for setting up Bank Accounts. Credit Cards are set up as Category Type - Credit Card. Typically, Expenses are coded as 'non-capital' and Asset purchases are coded 'capital'. Out of Scope refers to accounts and transactions that are not reportable on a BAS. e.g. Owner's Drawings. In other accounting systems 'GST' or 'GST free' are commonly used.

Detail Type - provides more detail on the Category type selected. It is a compulsory field although it does not affect any financial reporting. Select the detail type closest to the account being set up.

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

Number – An optional account number.

Description - allows greater detail of the name to be added and 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 another account.

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

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

Note: An alternative way to navigate to the Chart of Account is via the Accounting tab from the left hand navigation bar.

Taxable Payments Annual Report (TPARS)

If you are in the building and construction industry need to report the total payments they make to each contractor for building and construction services each year.

These payments need to be reported to the Australian Taxation Office by the 28th of August. QuickBooks Online enables each relevant transaction to be highlighted to be included in the TPAR report, ready for electronic export to the ATO.

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

| Settings | | | |
|----------|--------------------|--------------------------------------------------------------------------------------------------------------------|------|
| Company | Bills and expenses | Show Items table on expense and purchase forms | On |
| Sales | | Track expenses and items by customer | On |
| Expenses | | Make expenses and items billable | On |
| Advanced | Purchase orders | Use purchase orders | On |
| | Suppliers | <input checked="" type="checkbox"/> Show TPAR options for suppliers Need help deciding about TPAR? | |
| | | Cancel | Save |

The next step is to enable each Supplier that is required to be included in TPAR reporting.

Click on **Expenses** from the left hand navigation menu and then click the **Suppliers** tab, locate the Supplier and click on the supplier name

Click on the **Edit** button in the top right corner and tick the box to **Include this Supplier in my annual TPAR**.

Supplier Information

Title: [] First name: Music Middle name: [] Last name: Store Suffix: []

Company: Music Store

*Display name as: Music Store

Address map: []

City/Town: [] State: []

Postcode: [] Country: []

Notes: []

Attachments: Maximum size: 25MB

Email: [] Separate multiple emails with commas

Phone: [] Mobile: [] Fax: []

Other: [] Website: []

Billing rate (/hr): [] Terms: []

Opening balance: [] as of: 02/03/2017

Account no.: [] Appears in the memo of all payments

ABN: [] Verify

Include this supplier in my annual TPAR

I pay this supplier with: AUD Australian Dollar

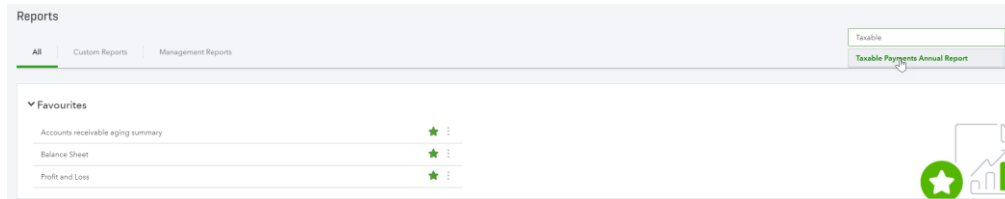
Buttons: Cancel, Make inactive, Privacy, Save

When a Supplier has been enabled for TPAR, all existing transactions and new transactions for that supplier will now 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;

1. 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.



2. Then select **Taxable Payments Annual Report** which will display;

[Print](#)
[Email](#)
[Export](#)
[Download TPAR](#)
[Save Customisations](#)
Stay tuned! We'll be updating this report with a new look and improved customisation options soon.

[Customise](#)

Transaction Date: Last Financial Year From: 01/07/2015 To: 30/06/2016 [Run Report](#)

IMPORTANT: Only report the details of contractors who provide you with building and construction services.

North Shore Locksmith
TAXABLE PAYMENTS ANNUAL REPORT
 July 2015 - June 2016

| SUPPLIER COMPANY | FULL NAME | ABN | ADDRESS | PHONE NUMBERS | TOTAL AMOUNT | TOTAL GST | GROSS AMOUNT PAID |
|------------------|-------------------|-------------|-------------------------------------------|---------------|---------------------|-------------------|-------------------|
| AH Fuses | Andrew Haberbosch | ABN Missing | 123 Lonsdale St Melbourne CBD VIC 3000 | | 1,700.00 | 120.00 | 1,820.00 |
| TOTAL | | | | | AS\$1,700.00 | AS\$120.00 | |

Thursday, Mar 02, 2017 02:00:42 PM AEDT GMT+11

The report generated will display a summary of the totals reportable for each supplier. This a good time to review the supplier details to update any missing fields. Once satisfied that the details are all correct, click on **Download TPAR**.

Note: QuickBooks Online will check for errors. Any errors in the report will need to be fixed prior to being able to generate the electronic lodgement report. Exit out of the report and fix any errors. Then rerun again to Download TPAR. Save and then lodge the report through your preferred lodgement portal.

Managing Users

The number of business users allowed varies per QuickBooks Online subscription selected.

| | |
|--------------|---------|
| Simple Start | 1 user |
| Essentials | 3 users |
| Plus | 5 users |

You can also invite two Accounting or Bookkeeping professionals. These invitations are not included in the Business user allowance and are available for all subscription plans.

Note: A company file created by Accounting Firms on behalf of the business owner, has **UNLIMITED** business user allowance. Accountant/Bookkeeper Firms allowance remains at 2 users across ALL plans.

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

There are two sections to managing users.

- **Manage Users** which allows creation, modification or deletion of business users in the QuickBooks Online file and;

Manage Users

| Contact Name | Email Address | Access Rights | Billable User? | Status |
|--------------------|-------------------------|---------------|----------------|--------|
| Lauretta Finis | admin@qbbs.com.au | Company Admin | Yes | Active |
| Lauretta Finis | qbolauretta@gmail.com | Company Admin | Yes | Active |
| Leanne Davis | qbotrainingau@gmail.com | Company Admin | Yes | Active |
| Liette Calleja | qbolc1104@gmail.com | Company Admin | Yes | Active |
| TrainingAU Manager | training_au@intuit.com | Master Admin | Yes | Active |
| Leanne Davis | qbofd@gmail.com | Company Admin | Yes | Active |
| Alee Cochrane | qboadc@gmail.com | Company Admin | Yes | Active |
| ... | ... | ... | ... | ... |

[New](#) [Edit](#) [Delete](#) [Activity](#)

Accounting Firms

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

| Contact Name | Email Address | Status |
|------------------------------------|-----------------------|--------|
| Mr Expert Accountant or Bookkeeper | qboamelins@intuit.com | Active |
| Lauretta Finis | qboalf@gmail.com | Active |

[Edit](#) [Delete](#)

- **Accountant Firms** which allow accountants and bookkeepers to be invited to or removed from the file.

User roles

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

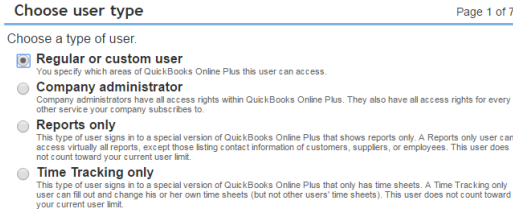
| | |
|------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Company Administrator | Company Administrators have access to all features and capabilities in QuickBooks. |
| Regular or custom user | <p>This is an ordinary user. The person may have access to all QuickBooks features, or you can limit access to:</p> <p>Customers and Sales</p> <p>Vendors and Purchases</p> <p>You can also choose to give this user some administrative capabilities.</p> |
| Administrator | You are the Master Administrator. There is only one Master Administrator. Initially, it is the user who created your company. This user has all the access rights of a Company Administrator. You cannot delete or change the access rights for the Master Administrator. However, you can transfer the Master Administrator role to another user and then edit or delete this user. |
| Time Tracking Only | When Time Tracking Only users log into QuickBooks, they see a special version that has only 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, they see a special version that shows only reports. They can access virtually all reports, except payroll reports and any others that list contact information of employees, customers, or vendors. This user doesn't count toward your current user limit. |
| Accountant user | <p>You can also identify one user as your accountant. The accountant does not count toward your current user limit.</p> <p>The accountant user can have any of the access rights, but you probably want to give your accountant regular or custom access.</p> <p>You can have only one user identified as your accountant, but you can invite another accountant to access your company. To do this, under Accounting Firms, click Invite Accountant. This user does not count toward your user limit.</p> |

A Regular or Custom user can have access to all features, or access can be limited by:

- Customers and Sales
- Suppliers and Purchases

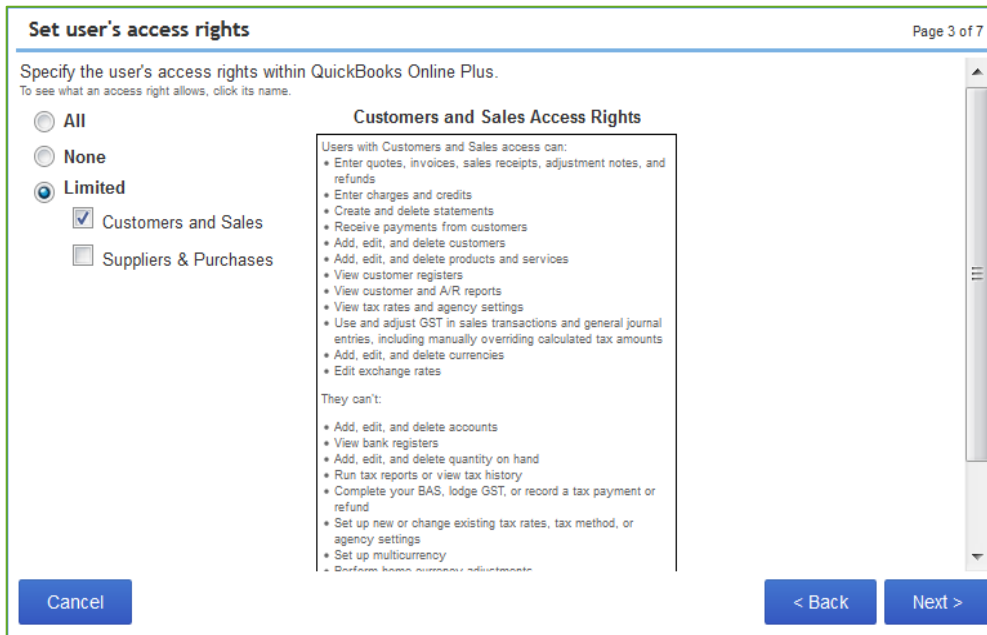
For example, a Custom User with restricted access to Sales Centre is set up as below:

1. In the Manage Users window, select **New**
2. Select **Regular or custom user**



3. Select **Next**.

Set this new user's access rights as **Limited for Customer & Sales**



Set the user's **administrative** rights

Set user's administrative rights Page 5 of 7

QuickBooks Online Plus Administration

User management

Can the user add users, delete users, and change access rights?

No

View Manage Users

Add, delete, & modify users

Company Information

Can the user edit company information in Preferences?

View only

Edit

Subscription & billing

Can the user subscribe to new services, unsubscribe from services, and change how you're billed for QuickBooks Online Plus?

No

View subscription information

Manage subscriptions and billing

Note: The Regular or Custom user role is the only user access role where you can set restrictions on to the billing, user management and settings section of the product.

To complete the user invitation setup, enter user's **email address** and select **Next**
An email will be sent out to the new user to enable the activation of their account.

Multi-Currency

If you do business with foreign suppliers and/or customers, QuickBooks Online can be set up for multiple currencies. Click on **Gear icon > Accounts and Settings > Advanced**.

Click on **Currency** to open the Currency Centre. The default Home Currency is set to Australian Dollar. Place a tick in the box next to **Multicurrency** and tick **I understand I can't undo Multicurrency**. Save.

Once turned on, the Currency Centre will also be found under the **Gear icon > Lists**.

You can add, edit and revalue currency from the Currency Centre

← All lists Add currency

Currencies

Home currency: AUD - Australian Dollar

| CURRENCY | AUD | LAST UPDATED | ACTION |
|------------------------------|----------|------------------------------------------------|------------------------------------------|
| USD - United States Dollar | 1.305321 | 02/03/2017 at 11:04 AM AUS Eastern Summer Time | Edit currency exchange ▼ |
| GBP - British Pound Sterling | 1.602532 | 02/03/2017 at 11:04 AM AUS Eastern Summer Time | Edit currency exchange ▼ |
| SGD - Singapore Dollar | 0.92477 | 02/03/2017 at 11:04 AM AUS Eastern Summer Time | Edit currency exchange ▼ |
| AED - UAE Dirham | 0.355419 | 02/03/2017 at 11:04 AM AUS Eastern Summer Time | Edit currency exchange ▼ |
| AWG - Aruban Florin | 0.727654 | 02/03/2017 at 11:04 AM AUS Eastern Summer Time | Edit currency exchange ▼ |
| BRL - Brazilian Real | 0.422431 | 02/03/2017 at 11:04 AM AUS Eastern Summer Time | Edit currency exchange ▼ |
| MXN - Mexican Peso | 0.06579 | 02/03/2017 at 11:04 AM AUS Eastern Summer Time | Edit currency exchange ▼ |
| NZD - New Zealand Dollar | 0.929643 | 02/03/2017 at 11:04 AM AUS Eastern Summer Time | Edit currency exchange ▼ |
| THB - Thai Baht | 0.037284 | 02/03/2017 at 11:04 AM AUS Eastern Summer Time | Edit currency exchange ▼ |

Importing Data

If you are currently using another accounting software program, go to this link for the latest information on conversion options.

intuit.com.au/accountants-and-bookkeepers/convert-client-data





Sometimes the accounting data in your current file cannot be cleaned up in a reasonable timeframe. In these cases, importing your data is a great option to start with a clean accounting file. To import data:

Go to the **Gear icon > Tools > Import data** and select the type of data you would like to import.

Import Data

Have data in CSV or Excel files?

It's easy to import from your computer.

| | | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  <p>Customers</p> <p>Import your customer information.</p> |  <p>Suppliers</p> <p>Import your supplier information.</p> |  <p>Accounts</p> <p>Import your accounts.</p> |  <p>Products and Services</p> <p>Import descriptions, prices, and quantity on hand.</p> |
|----------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Note: Download a Sample File to use as a template for correct file mapping. File types for import must be of .xlsx or .csv file type.

Customers Import

1. Select Customers.
2. Browse for the File to be imported.
3. Once the import file is chosen, Next
4. 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**.

Map your fields to QuickBooks fields

| QUICKBOOKS ONLINE FIELD | YOUR FIELD |
|-------------------------|--------------------------------------|
| Name | Narration <input type="checkbox"/> ✓ |
| Company | Narration <input type="checkbox"/> ✓ |
| Email | No Match <input type="checkbox"/> |
| Phone | No Match <input type="checkbox"/> |

5. Review the list and make any corrections if required, directly in the preview screen. Click on **Import** to finalise the file import.

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.

Products and Services

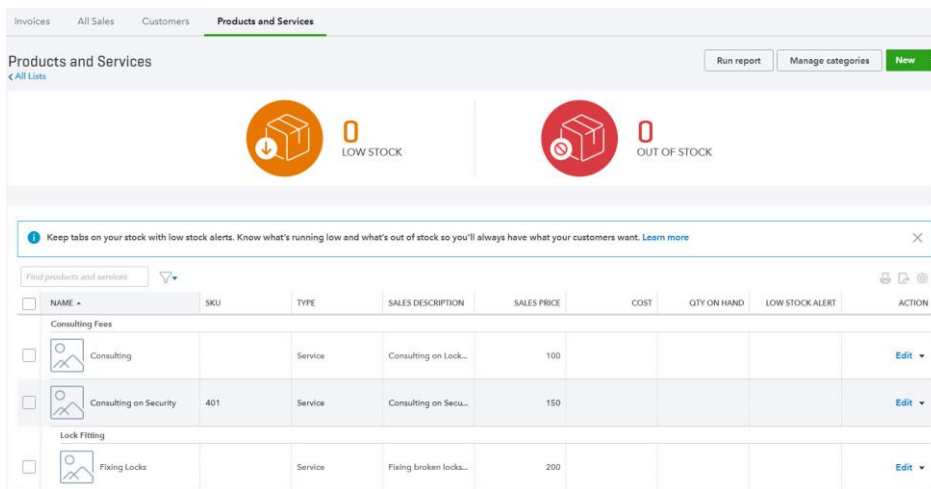
This section takes us through how to set up products and services list in QuickBooks Online. The products and services list represents the list of products and/or services that you sell. You will use items from the products and services list when you create customer invoices, enter purchase orders, and work with inventory.

When completing an invoice, a product or service must be created. This can be done on the fly.

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

When setting up a new file, the default Products and Services created by default are ‘Hours’ and ‘Services’. Additional Products and Services can be manually created.


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



Select **New** from the top right of the screen.

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

Product/Service information

 Service [Change type](#)

Name*

SKU

Category

Choose a category

Sales information

I sell this product/service to my customers.

Description on sales forms

Sales price/rate

Income account

Sales

Inclusive of tax

Tax

GST

Purchasing information

I purchase this product/service from a supplier.

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

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

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

Sales Information description - Enter the description of the service in the “Description on sales forms” field. 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: *Inclusive of Tax - the tick box is selected if the price entered is to include GST.*

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 Product and Service setup.*

Tax – 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**.

4. Online Banking

Linking Bank Accounts & Importing Bank transactions

Linking bank and credit card accounts to QuickBooks Online saves time and reduces errors by downloading transaction's directly from your accounts 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. Downloading a bank file from your online banking system

Alternatively bank transactions can be imported manually. Download the data from your bank or credit card and then upload the file to your QuickBooks Online account. Import files must be in the format of CSV, QFX, QuickBooks Online, or OFX types only.

These two methods can be used independently or together. The bank automatic feed option will bring through up to 90 days of transactions.

If additional days are required, the balance of dates can be imported in via a bank file e.g. .csv file

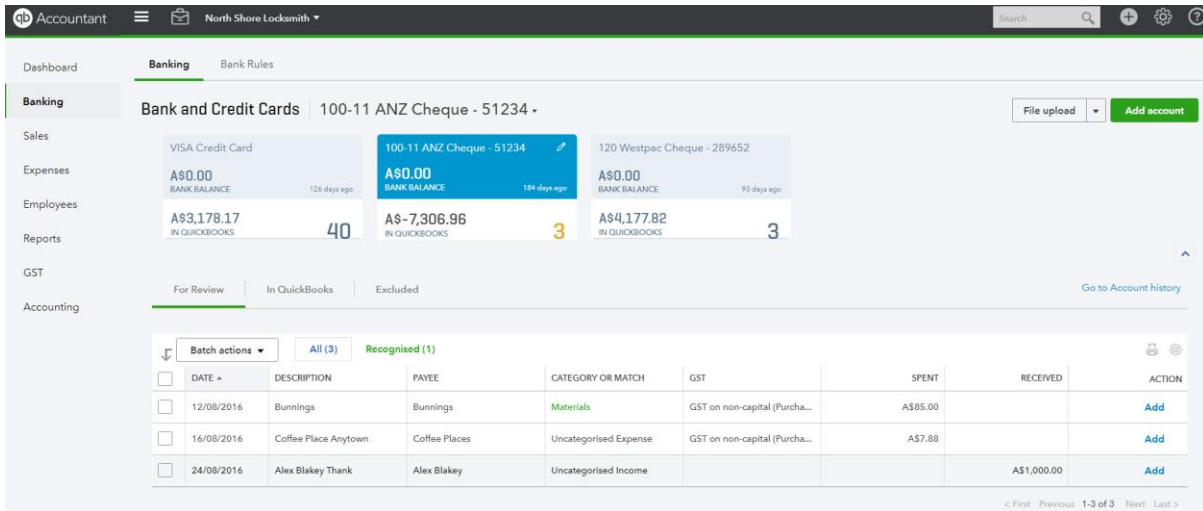
Note: The ANZ bank offers a direct feed option to their business customers who use ANZ Internet Banking or ANZ Internet Banking for Business. Currently only bank accounts are supported. For all other account types, please continue to use the standard feed.

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 and a payee's name
- Recall how you managed a similar transaction previously. It will suggest allocating it to the same account and payee again.

Linking Bank Accounts or Credit Cards for Automatic Bank Feeds

From the left-hand navigation bar select **Banking**. Ensure you have the **Banking Tab** selected.



Click on **Add account**. Locate your financial institution by selecting the relevant icon or by typing its name and clicking the **magnifying glass**.

Let's get a picture of your profits

Securely connect your bank or credit card to bring in your transactions.

Here are some of the most popular ones:



We use bank-level security to keep your info safe.



Enter your Banking Institution User ID and password to enable QuickBooks Online to connect to your bank account.


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


Sign in to your bank.



National Australia Bank Group Limited - NAB Internet Banking (AU)
www.nab.com.au Phone: 13 22 65

NAB ID

Password

I'm not a robot 
reCAPTCHA
[Privacy](#) - [Terms](#)

 We use bank-level security to keep your info safe.

[Privacy](#)  

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**.

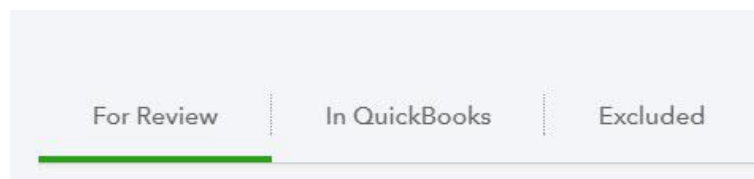
Importing Bank Transactions

An alternative to linking your bank accounts is to import bank transactions that have downloaded from Internet Banking from the Bank. Once this file has been downloaded:

1. Select **File upload** from the Banking screen.
2. Browse to locate the file to upload. Select **Next**.
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, then uploaded and choose **Save**.
4. A message will appear indicating that your bank data has been saved.
5. Click **Finish**.

Once the transactions are imported into the Banking centre, the transactions are ready for review and action.

There are three tabs in the Banking centre



For Review

New transactions will appear under this tab where they can be reviewed and actioned.

Transaction in this tab do not affect the financials in any way. It is only once they are actioned that they appear on the banking registers and impact the financials.

In QuickBooks

Transactions that have been actioned will now appear under this tab and transactions are now 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 July 1 connected to the bank feeds has brought through June transactions. Those transactions up to June 30 can be excluded, leaving only those from July 1 onwards only.

If you haven't already allocated GST codes to your chart of accounts, you will be able to do this through your Bank Feeds the first time a transaction is allocated to the Ledger Code.

How to Add Transactions

Once banking feeds are connected or transactions have been imported into QuickBooks Online, you are ready to Match or Add the transactions.

All the 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**

The screenshot shows a transaction table with columns: DATE, DESCRIPTION, PAYEE, CATEGORY OR MATCH, GST, SPENT, RECEIVED, ACTION. A transaction on 07/03/2017 for 'Bunnings' is selected. The modal below it has 'Add' selected over 'Find match'. Fields include: Expense (Bunnings), Category (Repairs and maintenance), GST (GST on non-capital (Purch...)), and Amount (A\$11.85). There are 'Split' and 'Add' buttons.

You can also Split a transaction to allocate it against multiple Account categories and or separate GST and amounts.

How to Match Transactions

QuickBooks Online will offer to match the transaction to the bank detail, the transaction date, amount, customer and or supplier name or the ID of the transaction.

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

The screenshot shows a transaction table with columns: DATE, BANK DETAIL, PAYEE, CATEGORY OR MATCH, GST, SPENT, RECEIVED, ACTION. A transaction on 24/08/2016 for 'Alex Blakey Thank' is selected. The modal below it has 'Match' selected over 'Add'. It shows a 'POSSIBLE MATCH' section with a 'Match' button. The transaction table shows a 'MATCH' status for a payment of A\$1,000.00.

Processing Transactions - Debits

Debit transactions will default to Expense unless matched to an existing Bill or Bill Payment. The **Expense** selection can be changed to **Cheque** or **Transfer** transaction types. The transfer option is useful when transferring money from one bank account to another, drawings entry, loan account, or payroll clearing.

The screenshot shows a transaction table with columns: DATE, DESCRIPTION, PAYEE, CATEGORY OR MATCH, GST, SPENT, RECEIVED, ACTION. A transaction on 19/10/2016 for 'VENUS HARTUNG P/L RICHMOND VIC' is selected. The modal below it has 'Add' selected over 'Find match'. Fields include: Transfer (Drawings), Category (VENUS HARTUNG P/L RICHMOND VIC), and Amount (A\$1,623.60). There is an 'Add' button.

Processing Transactions - Credits

Credit transactions will default to Deposit unless matched with an Open Invoice or Invoice payment. The Deposit selection can be changed to Sales Receipt or Transfer transaction types. The Transfer option is useful when transferring money from one bank account to another, drawings entry or loan account

How to accept multiple transactions in batches

To accept multiple transactions at the same time, select the transactions you wish to action (either select individual transaction by clicking the tick box at the left, or select the tick box at the top to select all transactions), and then under batch actions select Accept Selected.

| Batch actions | | All (39) | | Recognised (26) | | | | | |
|-------------------------------------|------------------|----------------|----------------------|---------------------------|-------------------------------|-----------|----------|--------|--|
| <input type="checkbox"/> | Accept Selected | BANK DETAIL | PAYEE | CATEGORY OR MATCH | GST | SPENT | RECEIVED | ACTION | |
| <input checked="" type="checkbox"/> | Exclude Selected | WES COMPONENTS | | Uncategorised Expense | GST on non-capital (Purcha... | A\$52.80 | | Add | |
| <input checked="" type="checkbox"/> | Modify Selected | ASHFIELD | | Uncategorised Expense | GST on non-capital (Purcha... | | | Add | |
| <input checked="" type="checkbox"/> | | 17/09/2016 | R P M TYREPOWER | Uncategorised Expense | GST on non-capital (Purcha... | A\$30.00 | | Add | |
| <input checked="" type="checkbox"/> | | 16/09/2016 | REPCO 013264 | Uncategorised Expense | GST on non-capital (Purcha... | A\$42.98 | | Add | |
| <input checked="" type="checkbox"/> | | 09/09/2016 | WARREN NARRE | Travel expenses - general | GST on non-capital (Purcha... | A\$119.90 | | Add | |
| <input type="checkbox"/> | | 03/09/2016 | TOORADIN LPO | Uncategorised Expense | GST on non-capital (Purcha... | A\$10.00 | | Add | |
| <input type="checkbox"/> | | 01/09/2016 | DCS Internet Pty Ltd | Telephone & internet | GST on non-capital (Purcha... | A\$60.45 | | Add | |

Other batch actions include:

- Exclude Select – Transactions will be excluded and not imported into QuickBooks online.
- Modify Selected – Allows you to modify multiple transactions all at once.

Adding Attachments to Transactions

Transactions that have not been Matched to an entry can have an attachment added to it during the bank Add process. Browse to the file to attach.

If using the QuickBooks Online Mobile APP to take a photo of an expense this will be seen 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 the QuickBooks Online Company.

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

The transactions can be identified using separate conditions using

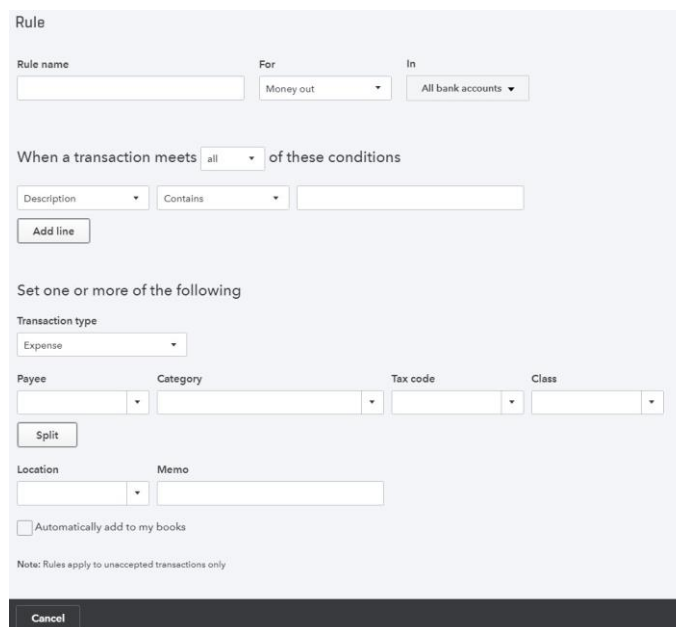
- Bank Text, using the logic of **Contains** or **Doesn't Contain**
- Description using the logic of **Contains**, **Is Exactly** or **Doesn't contain**.
- Amount using the logic of **Equals**, **Is greater than**, **Is less than** or **Doesn't equal**

Up to five separate conditions can be added.

To complete the rule, allocate the Payee, categorise it, apply a tax code, or apply a class and/or Location. In addition, you can 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 **Officeworks**
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. Then select the appropriate actions. Set Payee as **Officeworks**, Category as **Office Supplies**, and Tax Code as **GST on Non Capital**.
7. Optionally choose a Location and/or Class and/or Memo.
8. If 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

5. Transactions

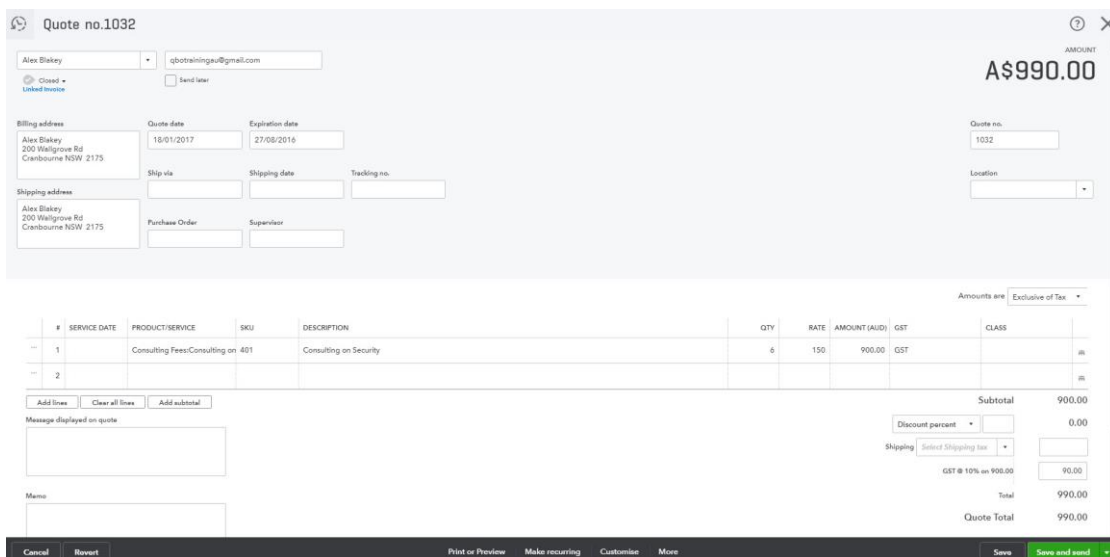
Creating and Managing Quotes

Quotes are easy to create and customise in QuickBooks Online. Before creating the first quote, double check your company file setting is correctly completed. e.g. set up for GST, quantities, custom transactions etc.

Creating Quotes

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

1. Go to **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.



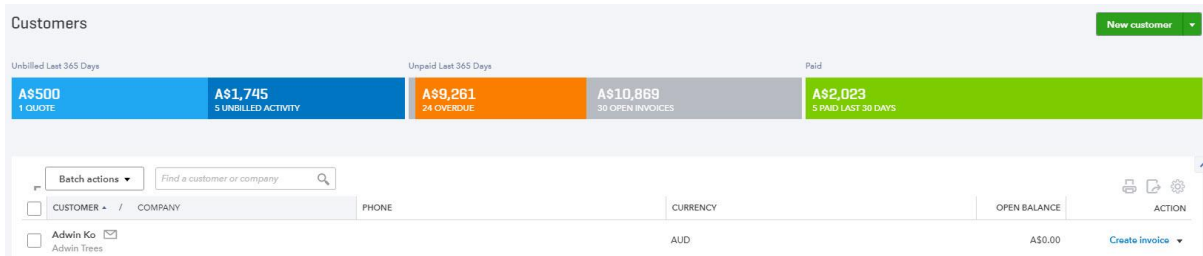
| # | SERVICE DATE | PRODUCT/SERVICE | SKU | DESCRIPTION | QTY | RATE | AMOUNT (AUD) | GST | CLASS |
|---|--------------|-----------------------------------|-----|------------------------|-----|------|--------------|-----|-------|
| 1 | | Consulting Fees:Consulting on A01 | | Consulting on Security | 6 | 150 | 900.00 | GST | |
| 2 | | | | | | | | | |

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 go up to 25MB each transaction.
5. Select **Save and Send** to email your customer the quote. Click **Save** to save the quote and return to the homepage.

Managing Quotes

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

1. Quotes can be found using the Search and Recent Transactions functions, but the easiest way is by selecting Customers from the left-hand navigation bar.
2. In the Customer Centre, click on the Quotes box in the Money bar. Locate the customer you wish to update the quote for. Select 'Create Invoice' to convert the quote to an invoice.



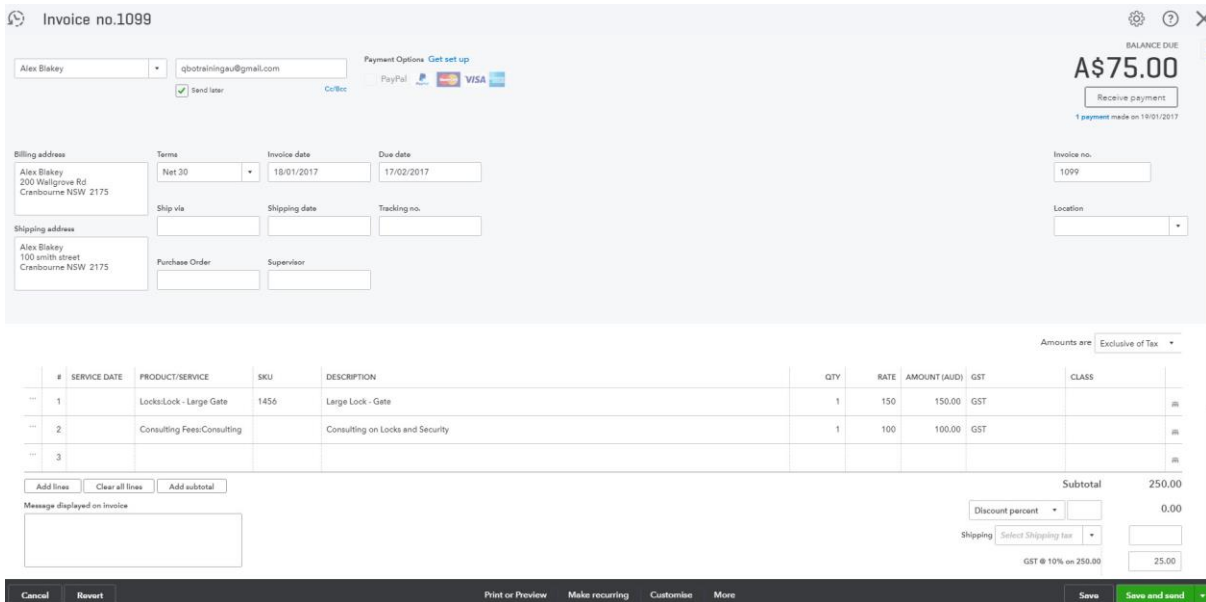
| CUSTOMER | COMPANY | PHONE | CURRENCY | OPEN BALANCE | ACTION |
|--------------------------|-------------|-------|----------|--------------|----------------|
| <input type="checkbox"/> | Adwin Ko | | AUD | A\$0.00 | Create Invoice |
| <input type="checkbox"/> | Adwin Trees | | | | |

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 Create menu.

1. In the **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.



| # | SERVICE DATE | PRODUCT/SERVICE | SKU | DESCRIPTION | QTY | RATE | AMOUNT (AUD) | GST | CLASS |
|---|--------------|----------------------------|------|----------------------------------|-----|------|--------------|-----|-------|
| 1 | | LocksLock - Large Gate | 1456 | Large Lock - Gate | 1 | 150 | 150.00 | GST | |
| 2 | | Consulting Fees/Consulting | | Consulting on Locks and Security | 1 | 100 | 100.00 | GST | |
| 3 | | | | | | | | | |

3. Add more lines, if needed. Complete any other desired fields, such as the Discount or add a message to be displayed on the invoice.
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 go up to 25MB each transaction.
5. Select Save and Send to email your customer their invoice, click Save and Close to simply save the invoice and return to the homepage or select Save and New to save the invoice and create a new one.

Receiving Payment of Invoices

To receive a payment on an existing invoice, use **Create > Customers > Receive Payments**. Choose a customer and select Invoices to be Paid, Bank Account to be deposited and the date of payment.

Receive Payment
AMOUNT RECEIVED
A\$75.00

Send later

Outstanding Transactions

All

| DESCRIPTION | DUE DATE | ORIGINAL AMOUNT | OPEN BALANCE | PAYMENT |
|-----------------------------------------------------------------|------------|-----------------|--------------|------------------------------------|
| <input checked="" type="checkbox"/> Invoice # 1099 (18/01/2017) | 17/02/2017 | 275.00 | 75.00 | <input type="text" value="75.00"/> |

< First Previous 1-1 of 1 Next Last >

Credits

All

| DESCRIPTION | ORIGINAL AMOUNT | OPEN BALANCE | PAYMENT |
|--------------------------------------------------------------|-----------------|--------------|----------------------|
| <input type="checkbox"/> Adjustment Note # 1072 (17/08/2016) | 330.00 | 330.00 | <input type="text"/> |
| <input type="checkbox"/> Unapplied Payment (17/08/2016) | 660.00 | 660.00 | <input type="text"/> |
| <input type="checkbox"/> Adjustment Note # 1106 (15/12/2016) | 110.00 | 110.00 | <input type="text"/> |

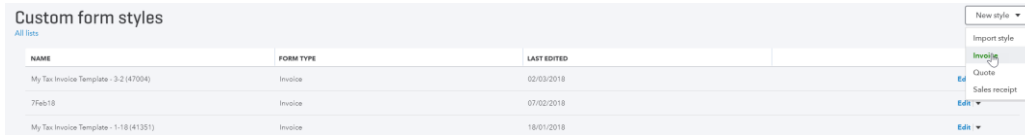
Cancel
Clear
Print
Save and new

Customising Invoices

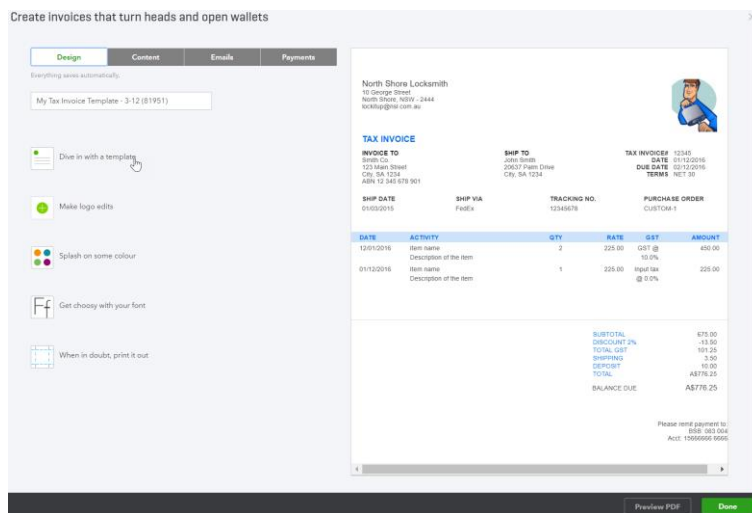
Customise the look of an invoice template by including a logo, editing the font and more.

This can be done by going to the **Gear Icon > Your Company > Custom Form Styles**.

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

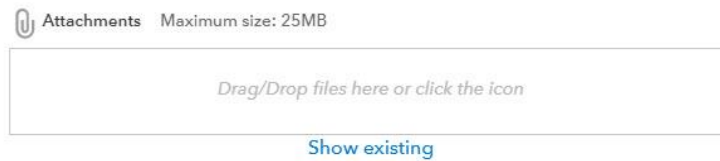


Choose a template and accent colour, upload your logo, and specify columns, header, footer and more. This same customisation window can be accessed at the bottom of an invoice by selecting Customise at the bottom of the invoice form.



Attachments

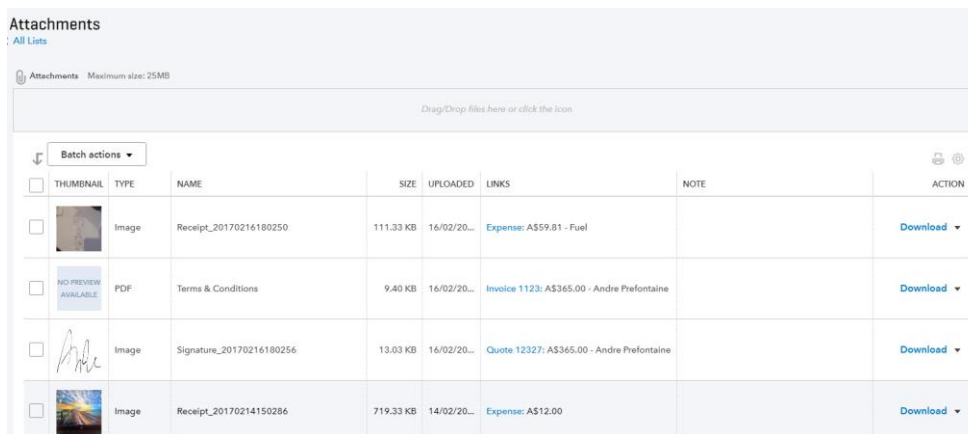
All transactions can have attachments added to them. The attachments can be added by browsing to a file from your local computer or the file can be dragged into the attachment field from within any transaction.



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

If you need to upload a batch of attachments and link them to other transactions later, for example the terms and conditions document, then follow these steps:

Gear Icon > Lists > Attachments.



- Drag/Drop files in the Attachments field, or click on the Attachments paper pin icon, find the location of the document to upload and then click **Save** to upload
- Maximum size 25MB - is the total of the size of all attachments added to a transaction.
- Review the attachment under the Name column

The Attachments window also has the following features:

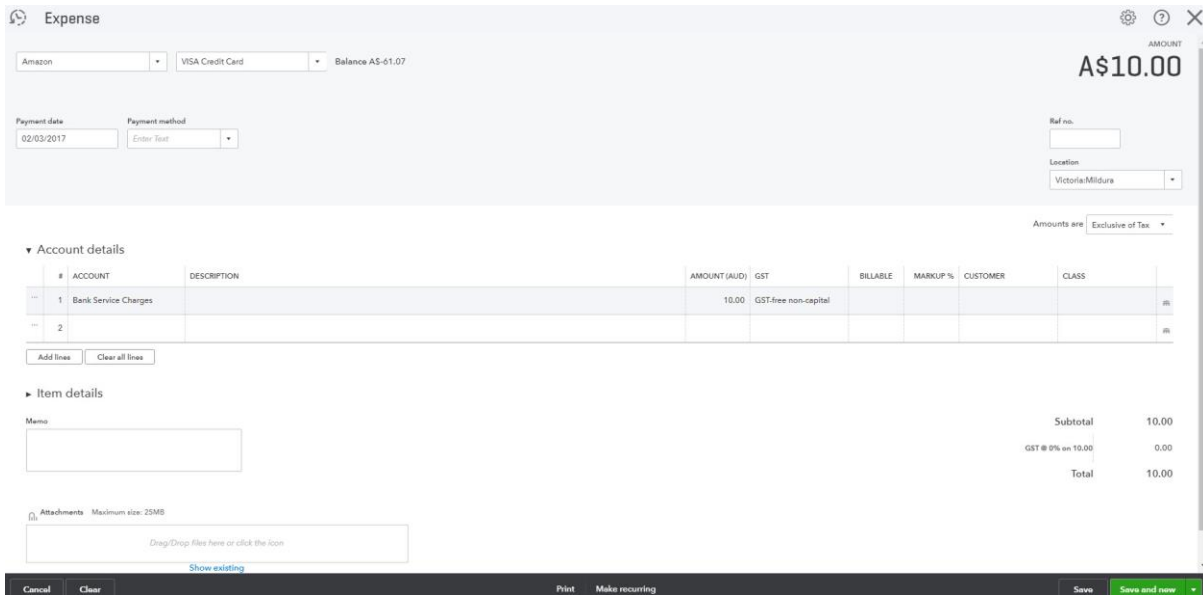
Batch Actions – Export and process transactions (Invoice and Expense) directly from this window

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 dropdown box under Action

Expense Transactions

1. To enter an expense transaction, select **Create > Supplier > Expense**.

- In the Expense window, select the account the expense was paid from such as petty cash, a bank account or credit card account.



Expense

Amazon VISA Credit Card Balance AS-61.07

AMOUNT
A\$10.00

Payment date: 02/03/2017 Payment method: Enter Text

Ref no.: Location: Victoria/Mildura

Amounts are: Exclusive of Tax

| # | ACCOUNT | DESCRIPTION | AMOUNT (AUD) | GST | BILLABLE | MARKUP % | CUSTOMER | CLASS |
|---|----------------------|-------------|--------------|----------------------|----------|----------|----------|-------|
| 1 | Bank Service Charges | | 10.00 | GST-free non-capital | | | | |
| 2 | | | | | | | | |

Subtotal: 10.00
GST @ 0% on 10.00: 0.00
Total: 10.00

Attachments Maximum size: 25MB

Cancel Clear Print Make recurring Save Save and new

- Complete the detail of the expense transaction including the payee, the reference number, the date, whether the amounts are tax inclusive/exclusive/out of the scope of GST, etc.
- Define the expense by allocating it to the relevant account (if using general ledger accounts) and/or item details (products and services are already linked to general ledger accounts).
- Any additional fields such as a Memo can be completed, and you can also choose to add an Attachment (source document) for this expense. Click **Save and Close**.

Bills

Bills, available in QuickBooks Online Essentials and Plus, can be accessed from the **Create > Suppliers > Bill**.

Bill no. 383654952

Officeworks

Mailing address: Officeworks, Officeworks

Terms: Net 30, Bill date: 19/01/2017, Due date: 18/02/2017

BALANCE DUE: **A\$495.00**

Account details table:

| # | ACCOUNT | DESCRIPTION | AMOUNT (AUD) | GST | BILLABLE | MARKUP % | CUSTOMER | CLASS |
|---|---------------------------------|------------------------------|--------------|--------------------|----------|----------|----------|-------|
| 1 | Office and stationary suppliers | Staplers, paper and sundries | 450.00 | GST on non-capital | | | | |
| 2 | | | | | | | | |

Item details:

Subtotal: 450.00
 GST @ 10% on 450.00: 45.00
 Total: 495.00

Paying Bills

When paying bills, select **Expenses > Suppliers** from the left-hand navigation bar or the Create window.

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

Suppliers

Summary bar:

- Unbilled Last 365 Days: A\$330 (1 PURCHASE ORDER)
- Unpaid Last 365 Days: A\$3,426 (6 OVERDUE)
- Open Bills: A\$3,426 (6 OPEN BILLS)
- Paid: A\$282 (6 PAID LAST 30 DAYS)

| SUPPLIER / COMPANY | PHONE | EMAIL | CURRENCY | PENDING BILLS | OPEN BALANCE | ACTION |
|--------------------|-------|-----------------------|----------|---------------|--------------|--------------|
| Amazon | | | AUD | 1 Open bill | A\$1,331.00 | Make payment |
| Brijesh Jain | | | AUD | 1 Open bill | A\$500.00 | Make payment |
| Cartridge World | | | AUD | 1 Open bill | A\$220.00 | Make payment |
| Heather Gattas | | | AUD | 1 Open bill | A\$220.00 | Make payment |
| Officeworks | | laurettaf11@gmail.com | AUD | 1 Open bill | A\$495.00 | Make payment |

Recurring transactions

Recurring transactions are a way to quickly create different transactions with the same information that will happen on a regular occurrence. These transactions can be setup to record automatically or they can be set up for manual entry via the template created under the recurring transactions feature.

QuickBooks Online will save the transaction as a template and will allow 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 automatically email you while you sleep.

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

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

Recurring Transactions Reminder List

All Lists

Template Type: All Transaction Type: All Location: All

Filter by Name:

| TEMPLATE NAME | TYPE | TXN TYPE | INTERVAL | PREVIOUS DATE | NEXT DATE | CUSTOMER/SUPPLIER | AMOUNT | ACTION |
|----------------------------------|-------------|----------------|----------------|---------------|------------|-------------------|----------|----------------------|
| Telstra | Reminder | Bill | Every Month | | 02/09/2016 | Telstra | 495.00 | Edit |
| Monthly telephone support | Scheduled | Invoice | Every Month | 01/05/2016 | | Andre Prefontaine | 15.00 | Edit |
| Marc Underwood | Unscheduled | Quote | | | | Marc Underwood | 165.00 | Use |
| Insurance | Scheduled | Expense | Every Month | 01/03/2017 | 01/04/2017 | | 54.50 | Edit |
| Carol Walker Monthly Maintenance | Scheduled | Invoice | Every Month | 15/02/2017 | 15/03/2017 | Carol Walker | 396.00 | Edit |
| Amazon | Unscheduled | Purchase Order | | | | Amazon | 1,320.00 | Use |
| Alexander Rudd | Scheduled | Invoice | Every 2 Months | 15/02/2017 | 15/04/2017 | Alexander Rudd | 742.50 | Edit |
| Account Keeping Fee | Scheduled | Expense | Every Month | 01/03/2017 | 01/04/2017 | Westpac | 0.00 | Edit |

Previous 1-8 Next

Class and Location Tracking

QuickBooks Online Plus users can take advantage of Class Tracking, Location Tracking, or both. Class and Location tracking configuration is ideal for management reporting purposes by enabling tracking for separate parts of your business.

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

| Class Tracking | Location Tracking |
|-------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| You can 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. |
| You can set QuickBooks Online to prompt you for missing classes on transactions. | There is no missing location prompt. |
| You cannot group deposits by class. | You can group deposits by location, which is convenient in case different locations of the same company deposit their monies at different bank locations. |

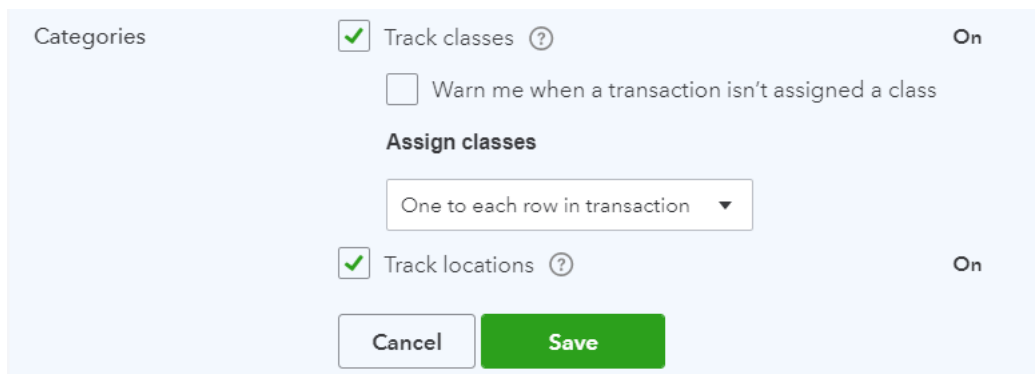
Turning on Class Tracking and/or Location Tracking

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

Then select Categories and check the boxes next to Location Tracking and/or Class Tracking.

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.



Categories

Track classes ⓘ On

Warn me when a transaction isn't assigned a class

Assign classes

One to each row in transaction ▾

Track locations ⓘ On

Cancel Save

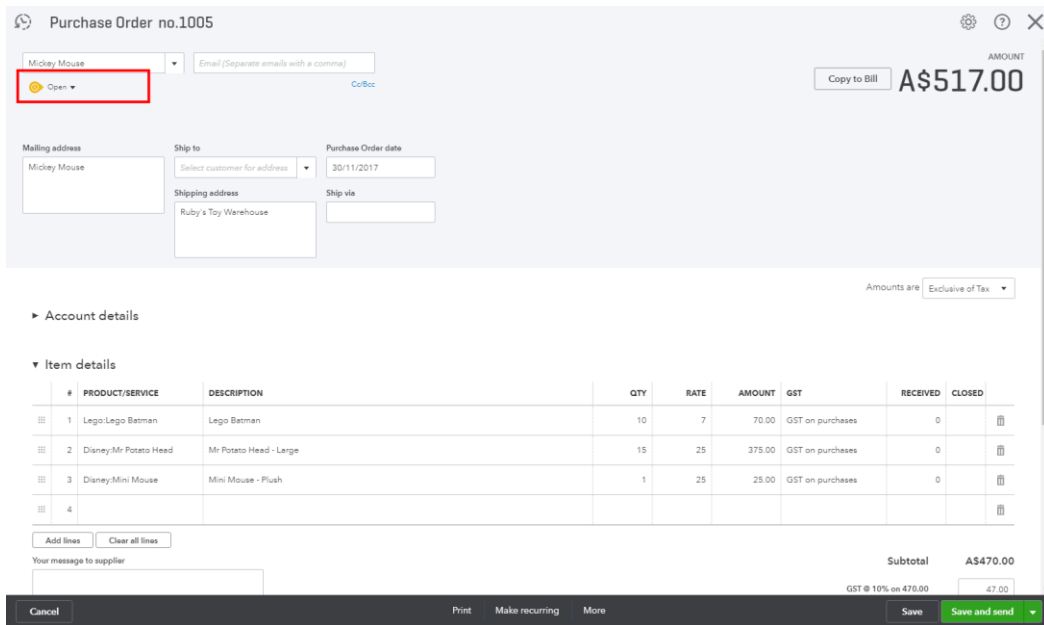
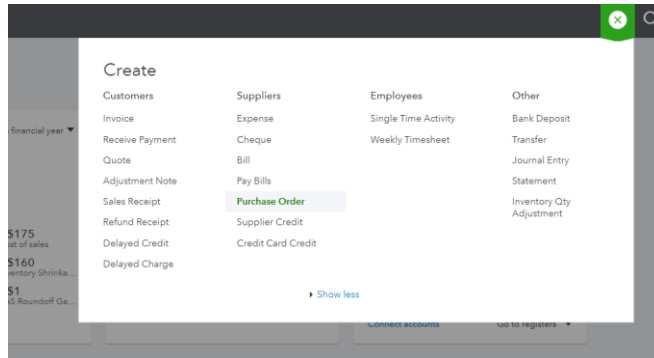
Partial Purchase Orders

Sometimes the reality of Purchases isn't that simple. We know that often QuickBooks Online users have to find ways to record more complex transactions – often resulting in multiple transactions being recorded, taking you more time in entry and troubleshooting. Here are some new and upcoming options that will make handling complex sales and purchases easier.

To use purchase orders, you must be using the Plus version of QuickBooks Online and you will need to turn this feature on in your Company Settings

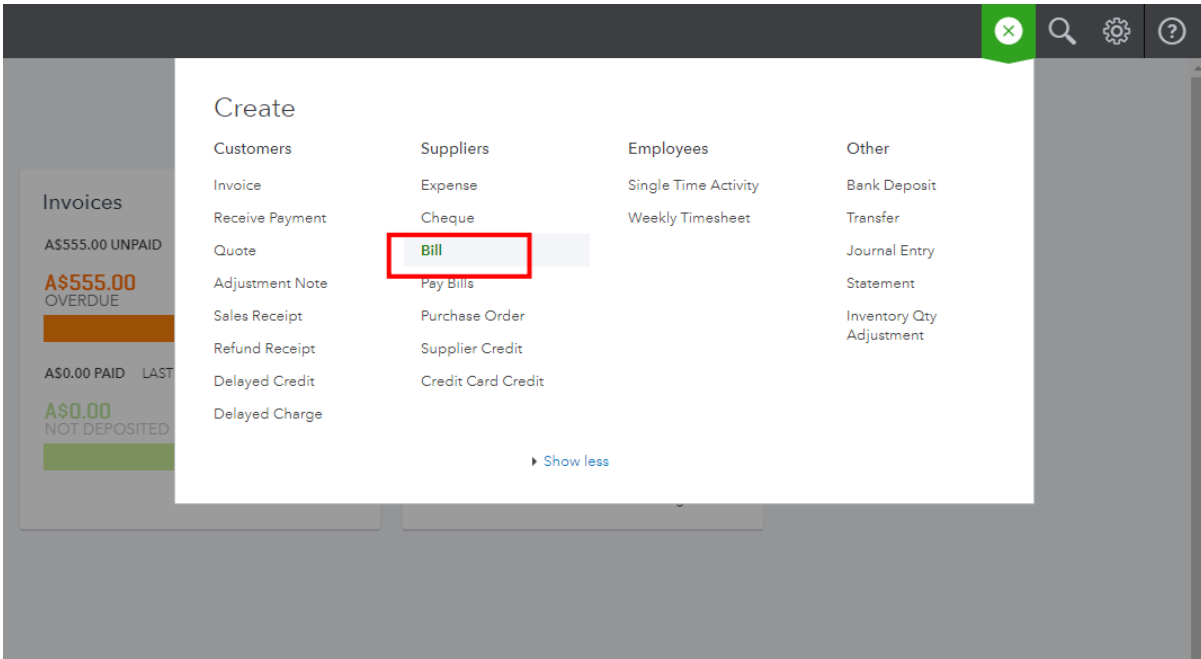
Create a Partial Purchase Order

Create a new purchase order to your supplier

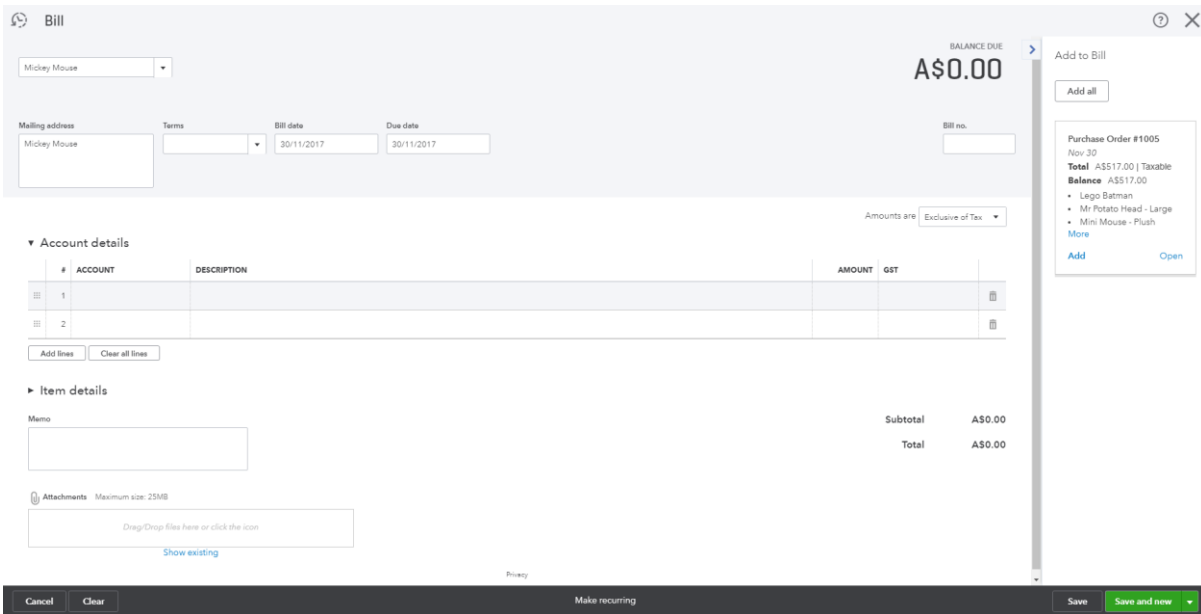


You will notice a new box under the Supplier Name which will currently say “open”

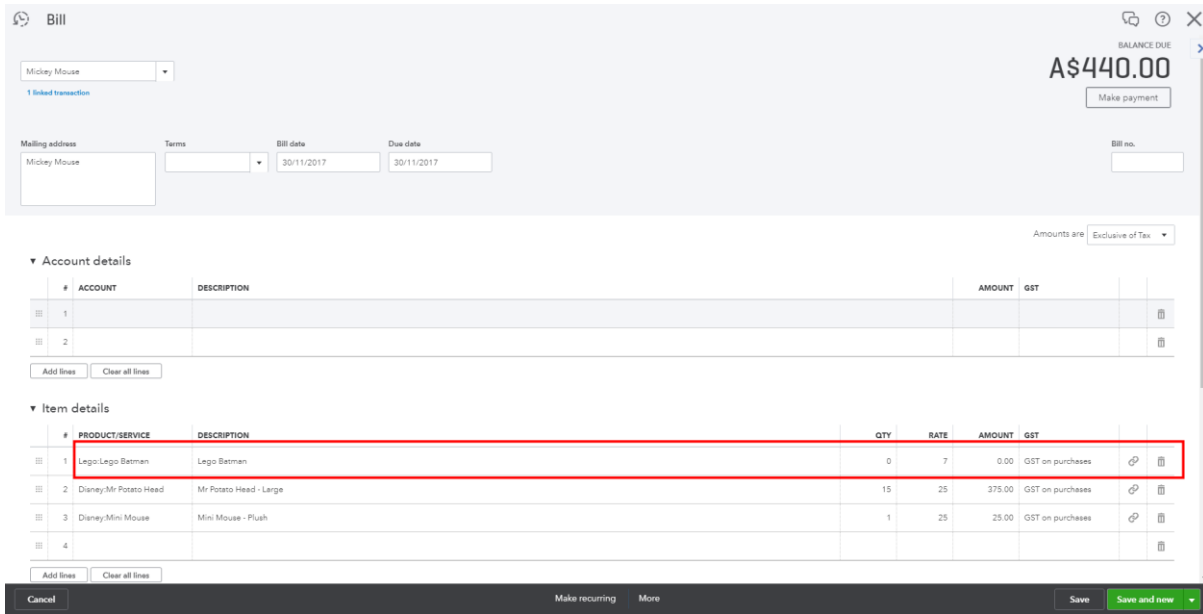
When the stock arrives and you have the Supplier Bill you can receive the stock in by creating a “Bill” and your purchase order across from the drawer.



Add the purchase order to your Bill

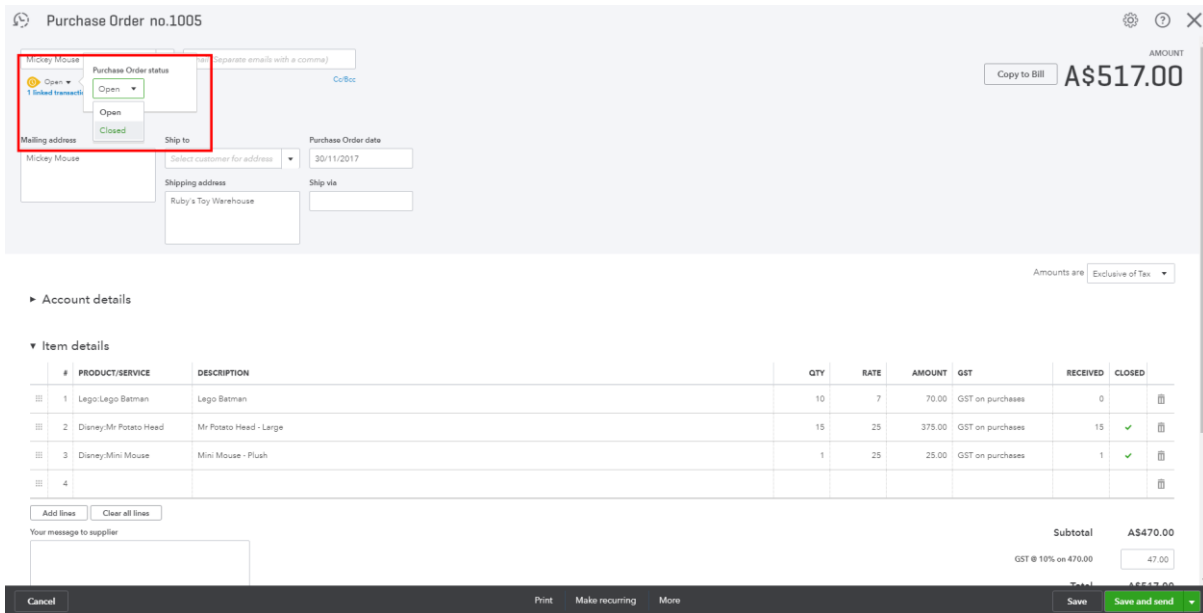


If you have not received all items you can enter the amounts you have received and the undelivered items will remain on an open purchase order

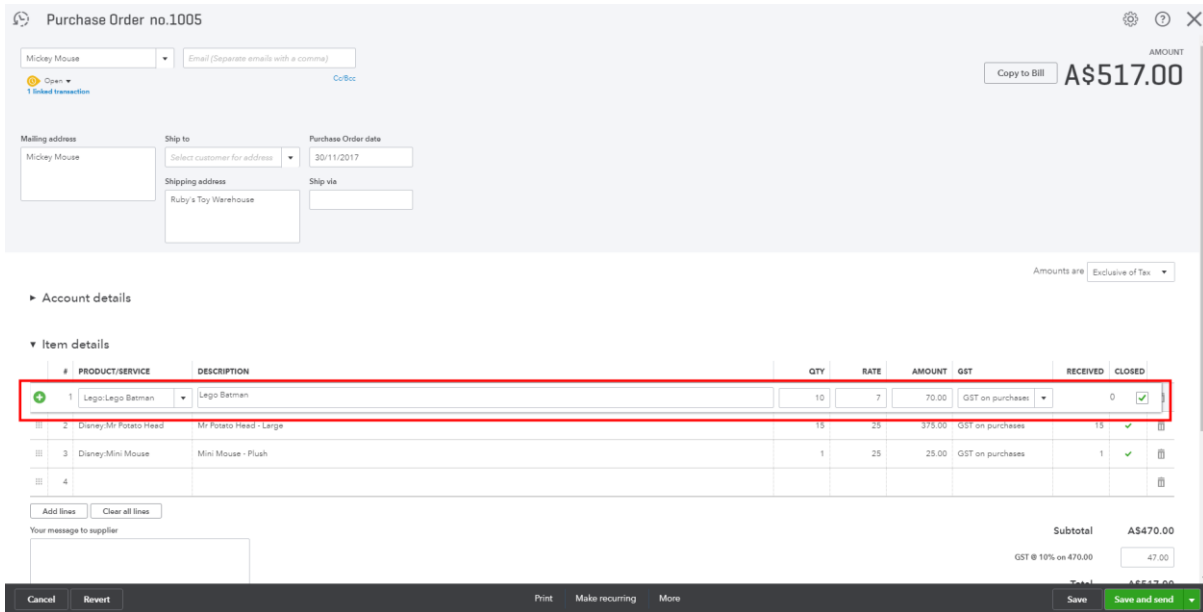


The Purchase order will remain open until the balance of items have been received or the purchase order is manually closed.

You can update the purchase order status to closed which will finalise the entire purchase order.



Or you can close off individual items on the purchase order.



You can also run reports to get an overview of what you have on backorder/order with your suppliers
 Run the Open Purchase Order List Report for a summary of purchase orders and the value outstanding:

Sort Add notes

Ruby's Toy Warehouse

OPEN PURCHASE ORDER LIST BY SUPPLIER
All Dates

| DATE | NO. | MEMO/DESCRIPTION | SHIP VIA | AMOUNT | OPEN BALANCE |
|-------------------------------|------|------------------|----------|-----------------|----------------|
| ▼ Mickey Mouse | | | | | |
| 30/11/2017 | 1005 | | | 517.00 | 77.00 |
| Total for Mickey Mouse | | | | AS517.00 | AS77.00 |
| TOTAL | | | | AS517.00 | AS77.00 |

Thursday, 30 November 2017 10:36 AM GMT+11:00

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

Sort Add notes

Ruby's Toy Warehouse

OPEN PURCHASE ORDERS DETAIL
November 2017

| DATE | NO. | SUPPLIER | PRODUCT/SERVICE | ACCOUNT | QTY | RECEIVED QTY | BACKORDERED QTY | TOTAL AMT | RECEIVED AMT | OPEN BALANCE |
|------------------------------|------|--------------|-------------------|-----------------|--------------|--------------|-----------------|----------------|---------------|----------------|
| ▼ Lego | | | | | | | | | | |
| ▼ Lego Batman | | | | | | | | | | |
| 30/11/2017 | 1005 | Mickey Mouse | Lego: Lego Batman | Inventory Asset | 10.00 | 0.00 | 10.00 | 77.00 | 0.00 | 77.00 |
| Total for Lego Batman | | | | | 10.00 | 0.00 | 10.00 | AS77.00 | AS0.00 | AS77.00 |
| Total for Lego | | | | | 10.00 | 0.00 | 10.00 | AS77.00 | AS0.00 | AS77.00 |
| TOTAL | | | | | 10.00 | 0.00 | 10.00 | AS77.00 | AS0.00 | AS77.00 |

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6. Budgets

Help you prepare a budget. Success requires planning. Nearly 50% of new businesses fail within five years. Use the QuickBooks Online budget feature to estimate future income and expense so that over time you can compare it against actual performance.

QuickBooks Online budgets are based on the financial year that is set up in **Company Settings**. You can only create budgets one year at a time. One year in the past and 6 in the future, and no limit on budgets you require to forecast. QuickBooks Online allows you to create and manage multiple budgets.

Access **Budgeting** from the gear icon then select an existing budget or click **New Budget**. New budgets in QuickBooks Online can be created from historical information, from scratch or copied from another budget. Budgets are categorised based on income and expense accounts and can be further categorised into customers, classes or locations.

Amounts are entered and edited one line at a time. Enter annual or quarterly amounts and calculate a monthly average or enter monthly amounts with an option to copy it across the remainder of a row. Amounts are automatically rounded to the nearest dollar. All budget reports show in whole numbers.

The budget grid defaults to show rows as accounts and columns as months. Check and uncheck Show Blank Rows to show or hide blank rows. If the budget is subdivided, you can change the Show Rows as drop-down field to your other criteria (Class, Location, Customer) as long as there are fewer than 200 active records for those criteria.

Budget vs. Actuals

Budgets may be set up for different purposes

- to forecast future profitability of the business,
- track expected performance of a department or
- compare the estimate on a job to the actual performance

Having a plan improves a company's chance of success by putting them in control of the direction of the business and giving them the tools to measure the progress.

There are two types of budget reports:

- Budget Overview – This report shows a summary of budgeted amounts for a specific budget
- Budget vs. Actuals – This report shows a summary of budgeted amounts versus actual amounts and their variances and variance percentages

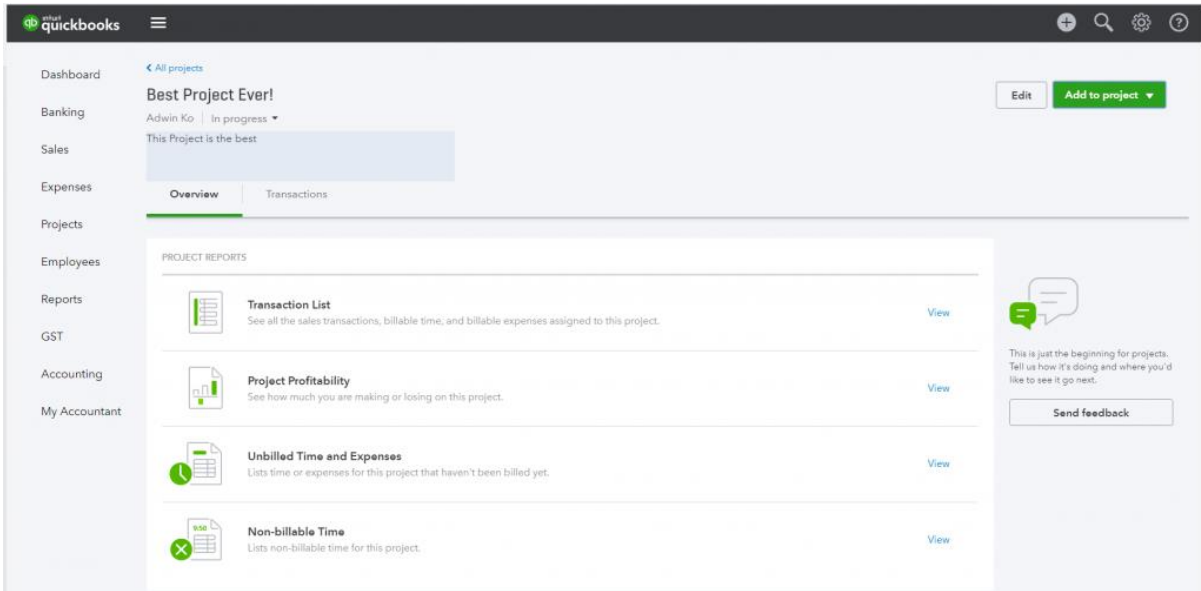
Set up Budget Report

1. Select Reports> All Reports.
2. Select Business Overview.
3. Click to select Budget Overview Report or Budget vs. Actuals Report
4. If it doesn't pop up automatically, click under General > Budget and select or change which budget to view (if you have more than one), the report dates, accrual/cash basis, filter for customer, class, location or specify columns shown.
5. When finished customising, click the Run Report button.

Note: Companies can use budgets to help review job-costing by measuring customer estimates against actual job costs. This can be done in QuickBooks Online using budgets. Since QuickBooks Online allows you to create multiple budgets, you can create a budget for each job. Create each budget from scratch, subdivided for a particular customer. Specify the customer job and enter the estimated income and cost details for the particular job. Then run a Budget vs. Actual, renamed Estimate vs. Actual, report. Customise it to filter for the specific customer job. Save this report to regularly monitor the progress of the work.

7. Projects

Projects help you organise all the pieces that make up a project, including transactions, time, and running reports so you always know how your project's doing. Quickly access your active projects, assign transactions to them, and get project-specific reports like Project Profitability, Unbilled Time and Expenses, Non-billable Time and the Transactions tab for sales related transactions.



What is the advantage of the Project Centre?

Projects have three reports that are customised to track these cost centres. These can be accessed on the Overview Tab from within the project. These include;

- Project profitability
- non-billable time
- unbilled time

Because these reports are accessible right from the project centre, no special customisation are needed and you don't even need to leave the Project Centre to see them - meaning;

- Your Projects will be centralised.
- You can add transactions for your Project directly from the Project Centre: Invoices, Invoice Payments, Expenses, Quotes, and Timesheets.
- You can add transactions with the + (Global create) button as well as for other transactions, such as Bills, Cheques, Journal Entries, etc.
- You can add notes for your Project such as start, completion, etc.
- You can update the progress of your Project from In Progress to Completed or Cancelled.

Once you have started creating transactions you will then be able to view these on the Transactions Tab from within the project

How are Projects different from sub-customers or classes?

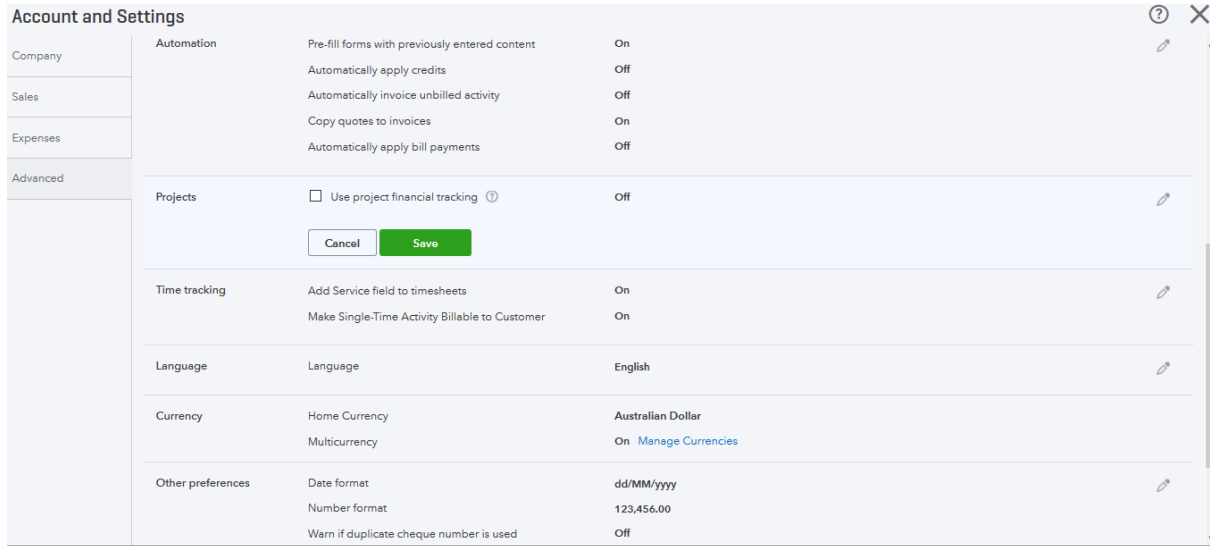
Projects are similar to sub-customers and classes, but the advantage is multiple reports for each Project are grouped together.

You may have a sub-customer, which is not a Project, but only Projects will show in the Project Centre.

Turn on Projects in Settings

Projects can be turned on from within QuickBooks Labs, to turn this on;

1. click the **Gear Icon**
2. select **Company Settings**
3. Select the **Advanced Tab**



| Account and Settings | | | |
|----------------------|-------------------|---------------------------------------------------------------------------|--------------------------------------|
| Company | Automation | Pre-fill forms with previously entered content | On |
| | | Automatically apply credits | Off |
| Sales | | Automatically invoice unbilled activity | Off |
| | | Copy quotes to invoices | On |
| Expenses | | Automatically apply bill payments | Off |
| Advanced | Projects | <input type="checkbox"/> Use project financial tracking ⓘ | Off |
| | | <input type="button" value="Cancel"/> <input type="button" value="Save"/> | |
| | Time tracking | Add Service field to timesheets | On |
| | | Make Single-Time Activity Billable to Customer | On |
| | Language | Language | English |
| | Currency | Home Currency | Australian Dollar |
| | | Multicurrency | On Manage Currencies |
| | Other preferences | Date format | dd/MM/yyyy |
| | | Number format | 123,456.00 |
| | | Warn if duplicate cheque number is used | Off |

4. Select **Projects** and select the tick box to turn Projects on
5. click **Save**

Create and track your projects

Set up your first project

1. Select **Projects** from the menu.
2. Select **Add your first project**.
3. Name the project, and select or add a customer.
4. You can add a note now or later, and then **Save**.
5. You'll see your new project card. Go ahead and select it.
6. Let's add an invoice to your project.
 - a. Go to **Add to project**, and select **Invoice**.
 - b. The Project name will pre-fill, so just enter your invoice as usual, and then **Save**.
7. It's easy to add other transactions to your project.
 - a. Go to **Add to project** and choose an **Expense** (Or Invoice, Receive Payment, Estimate, or Time or Purchase Order).
 - b. Enter the vendor/supplier's name, fill in the details, and also include the Project name just to the right of the line amount. (You can add multiple projects on multiple lines.)
 - c. Select **Save**.

Add a transaction to a project outside of Projects

1. Open global create (+), and choose **Invoice** (or any other transaction).
2. Pick the project from the Customer/Projects drop-down or fill in the project.
3. Add your info as usual.
4. Remember to **Save**.

Run Project-specific reports

1. Select the project.
2. Click any of the reports (Project Profitability, Non-billable Time or Unbilled time and expenses).

Note: *The more transactions you assign to your project, the more insights you'll see in the reports.*

Move existing transactions into Projects

If you are using sub-customers, you can merge the transactions into your project by changing the name of the sub-customer to be the same as the project. Here's how:

1. Set up the project under the same parent customer as the sub-customer. It must be named differently than the sub-Customer.
2. Go back to Customers and choose the sub-customer.
3. Edit the name of the sub-customer to the project name and say **Yes** to merge.
4. All the transactions for that sub-customer will now be in the project!

8. Payroll

One of the most useful features in QuickBooks Online is payroll. Our payroll application is a fully featured payroll solution and powered by KeyPay who are 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. KeyPay also is SuperStream compliant and automates quarterly super payments.

To Setup Payroll

In our example training data, North Shore Locksmiths have already setup their payroll settings, which are accessed via the **Employee** option from the left hand menu.

| EMPLOYEE | JOB TITLE | EMPLOYMENT TYPE | PAY SCHEDULE | LAST PAID |
|-------------|-----------|-----------------|--------------|-----------------------|
| Clay Pitt | | Full Time | Weekly | 09/02/2017 |
| Craig Jones | | Casual | Ad Hoc | Has not been paid yet |
| Davey Jones | | Full Time | Monthly | 09/03/2017 |
| Jake Brown | | Casual | Weekly | 18/10/2016 |

To setup your own QuickBooks online payroll, download the setup guide bit.ly/qbopayrollsetup. Here is an overview of the process;

1. In the Navigation pane on the left hand side click **Employees**
2. Towards the top right of the screen click on **Turn on Payroll**
3. Fill out the mandatory fields
4. Click on **Sign up** to Complete the process

Once setup, these setting can be revisited by clicking the **Payroll Settings** tab.

Chart of Accounts

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

To set up or review accounts;

1. Navigate to the **Gear icon** select **Payroll settings** from the Your Company list.
2. Click the **Chart of Accounts** tab from the left hand navigation

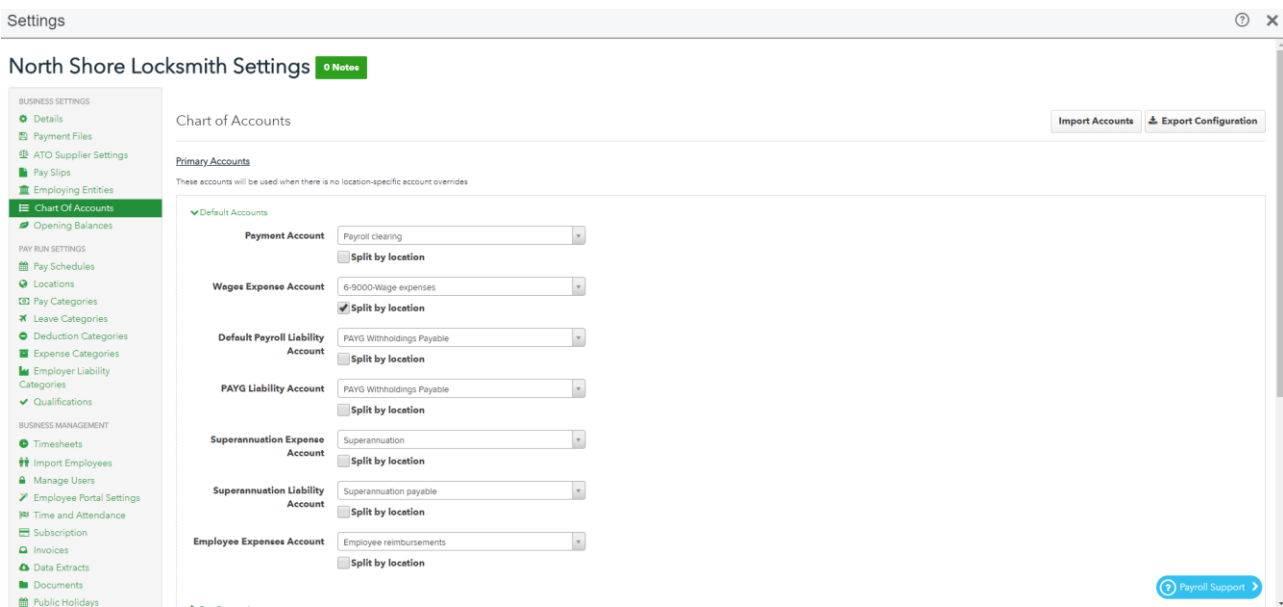
North Shore Locksmith Settings 0 Notes

3. Click **Import accounts** to display an account selection screen.

| | | | |
|-------------------------------------|-----|---------------------------|-----------|
| <input type="checkbox"/> | | Owner's Equity | Equity |
| <input type="checkbox"/> | | PAYG instalments payable | Liability |
| <input type="checkbox"/> | | PAYG withholding payable | Liability |
| <input checked="" type="checkbox"/> | | PAYG Withholdings Payable | Liability |
| <input checked="" type="checkbox"/> | | Payroll clearing | Liability |
| <input type="checkbox"/> | 125 | Petty Cash | Asset |
| <input type="checkbox"/> | | Postage & freight | Expense |

4. Select each account you wish to import/map into the payroll Chart of Accounts. When you are happy with your selected accounts simply click save account list.
5. Click **Save Accounts List** from the bottom of the page and you will 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

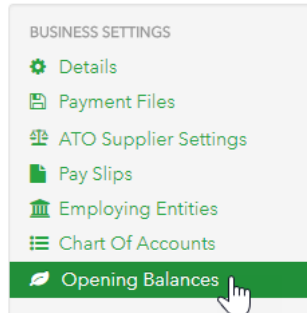


You also have the option to map the Chart of Accounts for **Pay Categories, Deductions, Expense Categories** and **Location Specific Accounts**. Once you are happy with your mapped accounts, click **Save**.

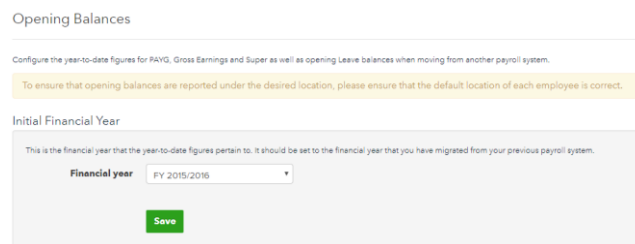
Opening Balances

The Opening Balances settings page allows the user 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 page, go to Payroll Settings, then **Opening Balances**.



The following page will be displayed

A screenshot of the 'Opening Balances' settings page. The page title is 'Opening Balances'. Below the title is a sub-header 'Initial Financial Year' and a dropdown menu showing 'FY 2015/2016'. A 'Save' button is located below the dropdown. A yellow warning box above the dropdown contains the text: 'To ensure that opening balances are reported under the desired location, please ensure that the default location of each employee is correct.'

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

Note: *Opening balances have an effective 'Date Paid' of 2nd of July in the financial year that you specify. To include opening balances in reports, the report period should be run from 1/7 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 employee, open the employee file and then go to the **Opening Balances** section.

Pay Run Settings

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:

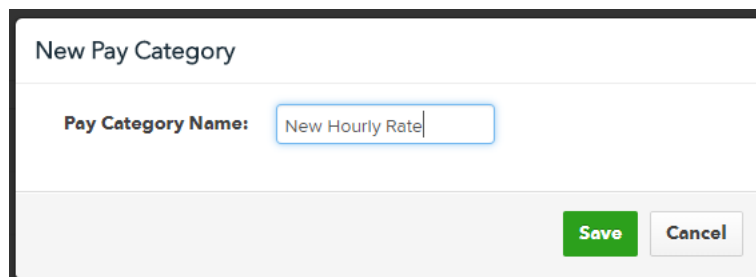
- Automatically calculating linked rates through loading and penalty rate multipliers
- Configuring super rates
- Configuring leave accrual

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 already been created however, you can delete these and create new ones that match your business needs. To create a new Pay Category;

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.



▼ New Hourly Rate

| | | | | |
|----------------------------------------------|-------------------------------------|------------------------------------|----------------------------------|-----------------|
| NAME | UNITS | SUPER RATE | RATE LOADING | PENALTY LOADING |
| <input type="text" value="New Hourly Rate"/> | <input type="text" value="Hourly"/> | <input type="text" value="9.5"/> % | <input type="text" value="0"/> % | N/A |

PAYG Exempt
 Payroll Tax Exempt

Accrues Leave
 Exclude from W1 in journals

| | | |
|----------------------|--------------------------------------|-----------------------------------------------|
| External Id | Payment Summary Classification | Rate Precision |
| <input type="text"/> | <input type="text" value="Default"/> | <input type="text" value="5 decimal places"/> |

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.
- Penalty Loading - this is penalty loading that applied on top of the base rate and the rate loading. The key difference here is that 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.

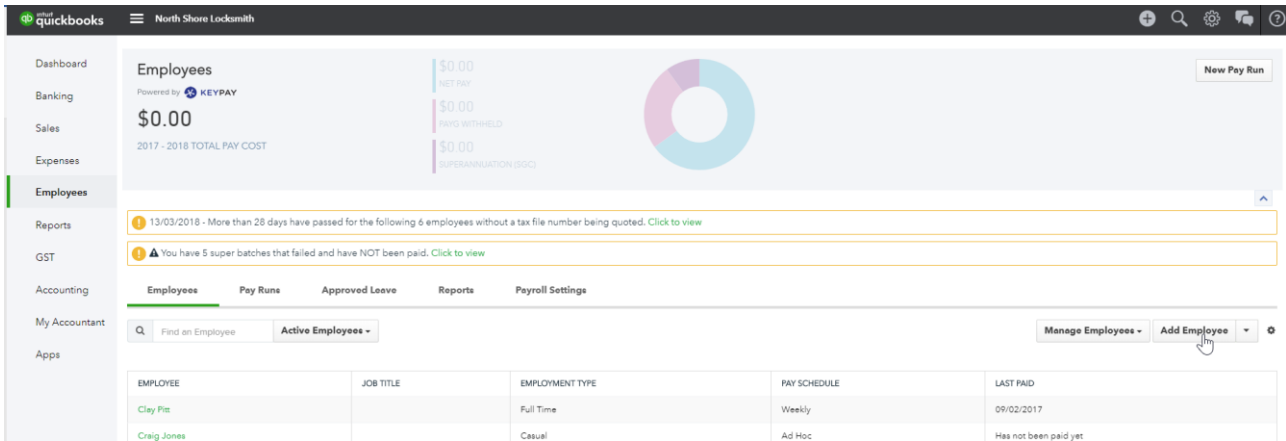
Once you have completed the Pay Category, press the green **Save** button on the bottom left of the screen.

Setup Employees

Once Payroll has been setup the next step is to setup the employees. There are two options you can setup the employees individually or do a bulk upload via a CSV files.

To setup a Single Employee

1. On the main payroll screen click on **Add Employee**



2. Follow the prompts to complete the **Add Employee** wizard.

- Basic Details
- Banking and Super
- Employment Details
- Tax File Declaration

? X

Add Employee

- Basic Details
- Banking and Super
- Employment Details
- Tax File Declaration

Personal Details

First Name **Middle Name** **Surname**

Date of Birth

Contact Information

Residential Address Line 1 **Residential Address Line 2**

Residential Suburb

Postal Address is the same as Residential Address

Email Address **Mobile Phone**

Employee Notifications
 [What's this?](#)

? Payroll Support >

Close
Next

Setup a Pay Run

Once you have setup 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. From the main payroll screen click on **New Pay Run**
2. On the Pay Run screen select the Pay Schedule, enter the date for the Pay Period Ending and the Date pay run will be paid. Click Create.

Pay Schedule Weekly

Pay Period Ending 30/10/2016

Date payrun will be paid 1/11/2016

Manually add employees to this pay run

Create Cancel

3. The next screen will then show you a summary of the pay run including, all employees in that run, their earnings, tax, and superannuation figures.

Weekly Help

Pay period 24/10/2016 to 30/10/2016 • Paid date 1/11/2016

Actions Filter Warning

Finalise Pay Run Pay Run Actions Reports Draft Pay Slips Delete Payrun

1 - 5 of 5 total employees.

| | TOTAL HOURS | GROSS EARNINGS | PRE-TAX DEDUCTIONS | TAXABLE EARNINGS | POST-TAX DEDUCTIONS | WITHHELD AMOUNTS | | | SUPER CONTRIBUTIONS | | EXPENSES | EMPLOYER LIABILITIES | NET EARNINGS |
|-------------------|-------------|----------------|--------------------|------------------|---------------------|------------------|--------|--------|---------------------|--------|----------|----------------------|--------------|
| | | | | | | PAYG | SFSS | HELP | SGC | EC | | | |
| ▶ Clay Pitt | 38.00 | \$2,090.00 | \$0.00 | \$2,090.00 | \$0.00 | \$578.00 | \$0.00 | \$0.00 | \$198.55 | \$0.00 | \$0.00 | \$0.00 | \$1,512.00 |
| ▶ [Employee Name] | 38.00 | \$2,090.00 | \$0.00 | \$2,090.00 | \$0.00 | \$578.00 | \$0.00 | \$0.00 | \$198.55 | \$0.00 | \$0.00 | \$0.00 | \$1,512.00 |

4. By clicking on the individual employee name the payroll details can be expanded.

▼ Clay Pitt

| TOTAL HOURS | GROSS EARNINGS | PRE-TAX DEDUCTIONS | TAXABLE EARNINGS | POST-TAX DEDUCTIONS | WITHHELD AMOUNTS | | | SUPER CONTRIBUTIONS | | EXPENSES | EMPLOYER LIABILITIES | NET EARNINGS |
|-------------|----------------|--------------------|------------------|---------------------|------------------|------|------|---------------------|----|----------|----------------------|--------------|
| 38.00 | \$2,090.00 | \$0.00 | \$2,090.00 | \$0.00 | PAYG | SFSS | HELP | SGC | EC | \$0.00 | \$0.00 | \$1,512.00 |

Earnings

HOURLY EARNINGS

| HOURLY EARNINGS | HOURS | RATE (PER HOUR) |
|--------------------------|-------|-----------------|
| Permanent Ordinary Hours | 38 | \$ 55 |
| ---Overtime + 50% | 0 | \$ 82.5 |

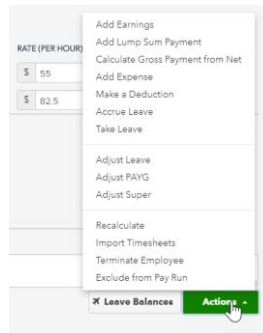
Leave Accrued

| | | |
|------------------------|-----------------------|---------------|
| Long Service Leave | Automatically Accrued | Hours 0.63346 |
| Personal/Carer's Leave | Automatically Accrued | Hours 1.46148 |
| Annual Leave | Automatically Accrued | Hours 2.92296 |

Notes for this Pay Run

Leave Balance Actions

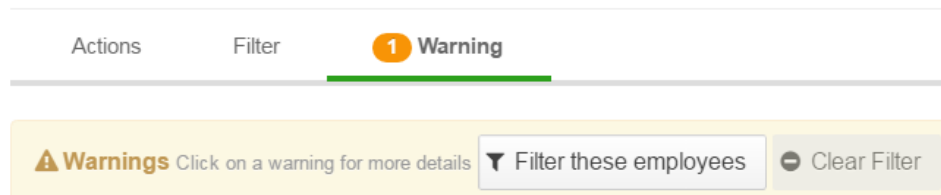
- The Actions button is where additional selections can be made to amend the individual employee pay run.



- Once any adjustments have been added the full details of the employee can be hidden by clicking back on the employee name.
- Before the pay run is completed look for any warnings. To see the details of the warning click on it.

Weekly

Pay period 24/10/2016 to 30/10/2016 • Paid date 1/11/2016



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 that can be uploaded to your bank to pay multiple employees at the same time. To setup ABA file click on the warning about ABA details have not been provided for this business. Then click on **Fix This**. On the ABA Details screen click on **Add**.

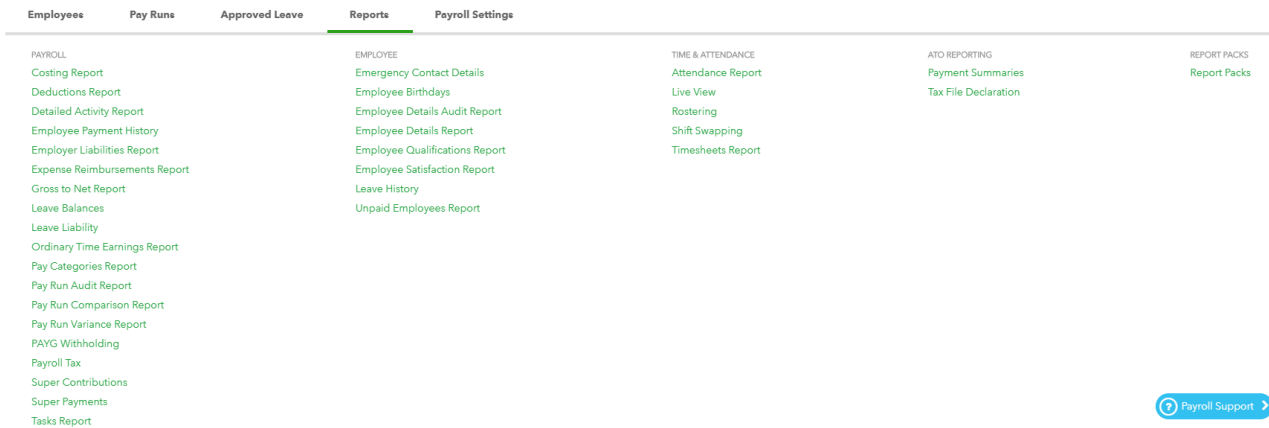
- Fill out the required details and click Save. Check for any other warnings and deal with them appropriately.
- To finish this pay run click on **Finalise Pay Run**. Verify Date Paid is correct. Click **Finalise**.
- The **Pay Slips** options enable payslips to be sent immediately to employees for scheduled for later.
- When the pay run has been finalised, it is now locked. The Pay Run can be Unlocked to make changes; however, this should be done before any bank payments are processed.
- Once the pay run has been finalised, Download ABA file so it can be uploaded 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 and 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 will be able to 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 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 easily pay employee super contributions directly to any registered super fund in Australia by taking advantage of the in-built integration with the ClickSuper super fund clearing house.

KeyPay is 100% Superstream compliant and GOLD certified with the ATO. Simply register via Reports > Super Payments > complete registration form.

Tax File Declaration Report

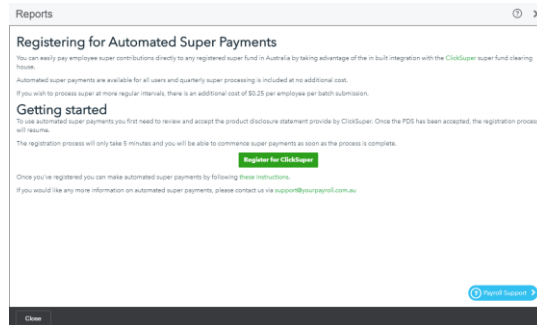
Generates a Tax File Declaration report for new starters that can be submitted to the ATO.

Payment Summaries

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

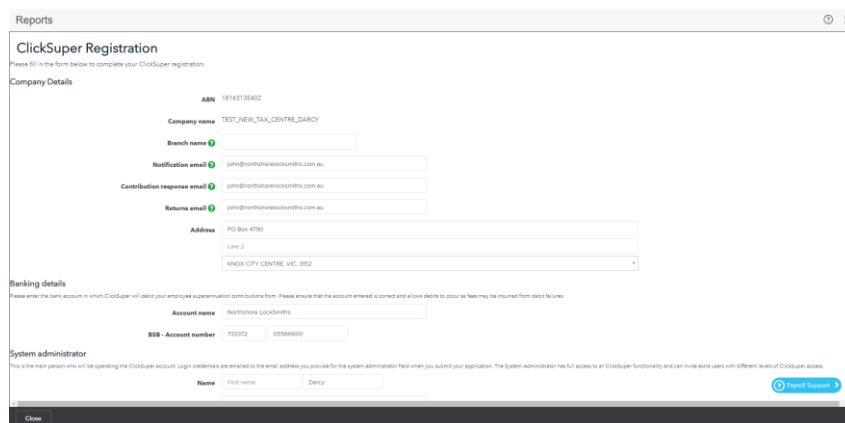
9. Superannuation & ClickSuper

1. Open **Employee > Reports > Super Payments**
2. Click into **Super payments**. This takes you into the screen **Registering for Auto Super Payments**.
3. Click into this link highlighted below which takes you to the application form. Follow the instructions to complete the application.



Once in the Application window complete your business details

1. Complete your ABN and click **Validate**
2. Payroll Provider details – enter in the code from the Registering for Super window
3. Click on **Submit**



Once completed it will take you to your next step of what happens next.

You will receive your email for more information that is required from ClickSuper –

In your email received Click here to continue to enter your information in

Enter in the correct information required and click on **Submit**

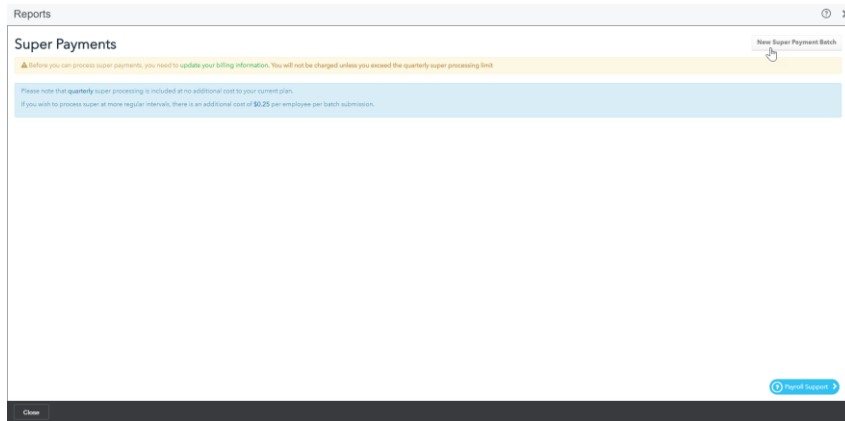
Accessing Super Payments within QuickBooks Online

Once you have received confirmation that your ClickSuper account has been activated and KeyPay has enabled ClickSuper Payments for your business, you can process a batch Payment.

Open QuickBooks Online and select **Employees** from the left hand menu.

Click the **Reports** tab and select **Super Payments**.

If you have successfully activated, the option **New Super Payment Batch** will be available.



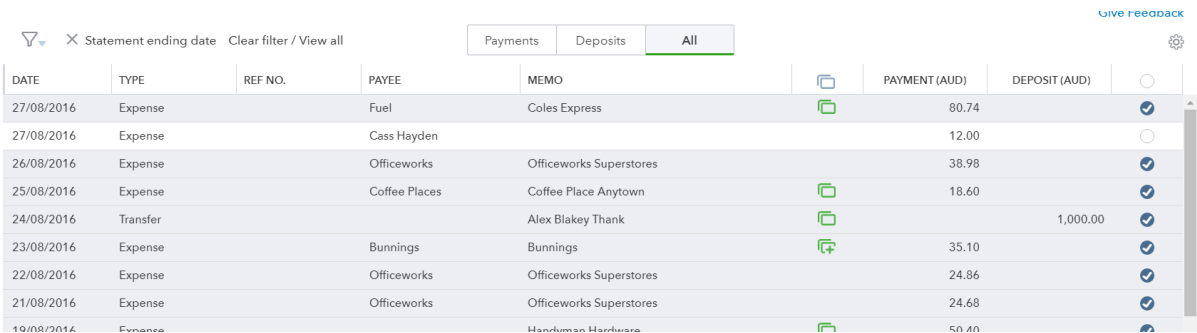
10. Bank Reconciliation

Once all of the banking online feeds have been processed, the bank reconciliation is almost completed.

1. Select **Accounting** from the left hand menu and then the **Reconcile** tab
2. In the Reconcile window, choose the bank account you are reconciling from the dropdown box and click on **Start Reconciling**.
3. Enter your **Statement Ending date** and **Ending Balance** from your bank statement and click OK.
4. The Reconcile window all bank feeds previously Matched and Added are automatically ticked off.

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

All completed and reconciled – taking you no time at all!



| DATE | TYPE | REF NO. | PAYEE | MEMO | PAYMENT (AUD) | DEPOSIT (AUD) | |
|------------|----------|---------|-------------------|-------------------------|---------------|---------------|-------------------------------------|
| 27/08/2016 | Expense | | Fuel | Coles Express | 80.74 | | <input checked="" type="checkbox"/> |
| 27/08/2016 | Expense | | Cass Hayden | | 12.00 | | <input type="checkbox"/> |
| 26/08/2016 | Expense | | Officeworks | Officeworks Superstores | 38.98 | | <input checked="" type="checkbox"/> |
| 25/08/2016 | Expense | | Coffee Places | Coffee Place Anytown | 18.60 | | <input checked="" type="checkbox"/> |
| 24/08/2016 | Transfer | | | Alex Blakey Thank | | 1,000.00 | <input checked="" type="checkbox"/> |
| 23/08/2016 | Expense | | Bunnings | Bunnings | 35.10 | | <input checked="" type="checkbox"/> |
| 22/08/2016 | Expense | | Officeworks | Officeworks Superstores | 24.86 | | <input checked="" type="checkbox"/> |
| 21/08/2016 | Expense | | Officeworks | Officeworks Superstores | 24.68 | | <input checked="" type="checkbox"/> |
| 19/08/2016 | Expense | | Handyman Hardware | | 50.40 | | <input checked="" type="checkbox"/> |

Click on the **Finish Now** button. This will take you back into the Reconcile window which will summarise the bank account last reconciled date and ending balance.

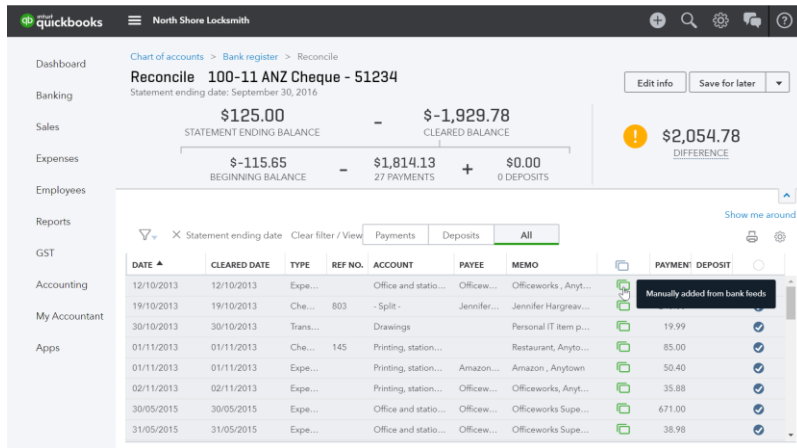
Banking Reconciliation Tools

QuickBooks Online bank reconciliation tools allow you to reconcile accounts, correct mistakes and resolve discrepancies all from the one area. Any Balance Sheet account (except retained earnings) may be reconciled using the same process.

To process a reconciliation;

From the **Accounting** option on the left hand navigation menu, click the **Reconcile** tab

Click the **Edit info** button on the top right hand side of the screen



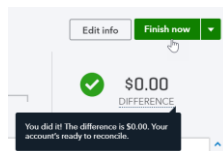
Note: Imported transactions via CSV or Bank Feeds will automatically be ticked.

Ensure the **Beginning balance** is accurate, and that the **Ending balance** and **Ending date** are correct

Edit the information from your statement

| Beginning balance | Ending balance * | Ending date * |
|-------------------|------------------|---------------|
| -115.65 | 125.00 | 30/09/2016 |

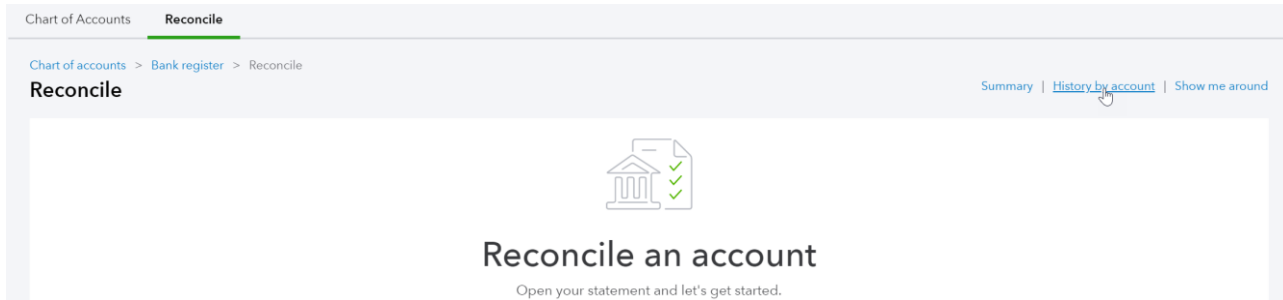
Check transactions and tick or untick as required. Once you have matched the reconciled balance, your **Difference** value will show a big green tick.



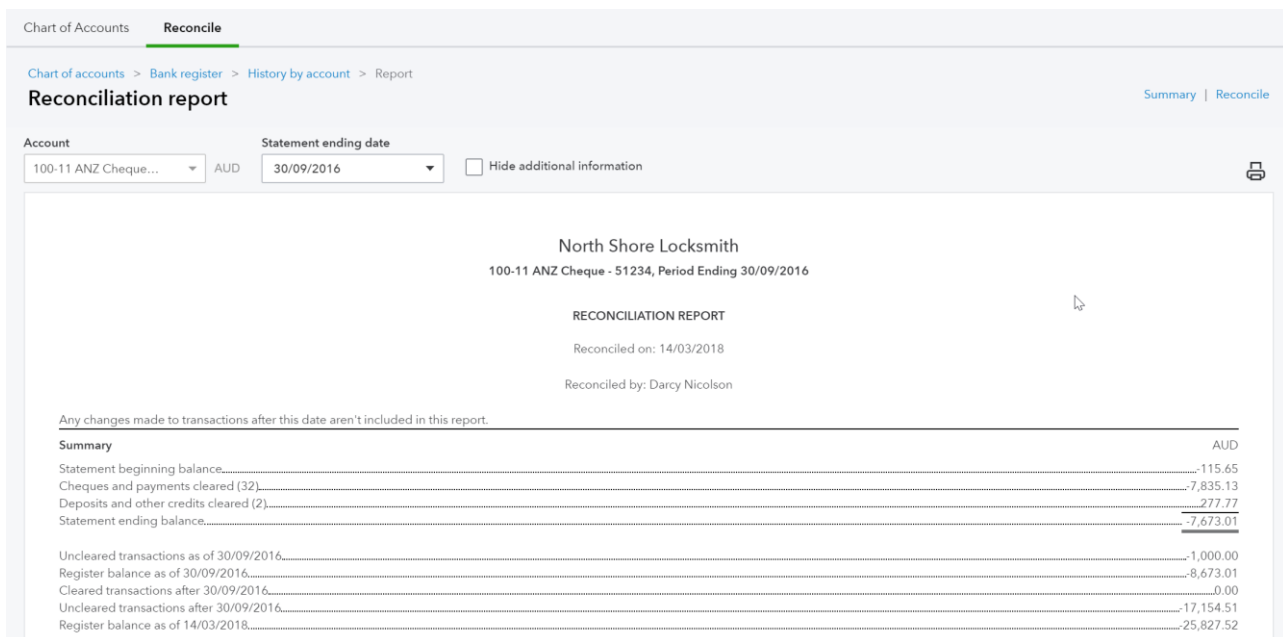
Reconciliation Reports

To view a report of the reconciliation;

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



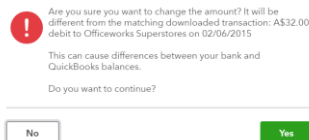
2. Select the report to view and click **View Report**



To review a reconciled transaction scroll down to the transaction and click the amount.

| | | | |
|----------------------------|-------------------------|-----------------------------|------------------------|
| 30/05/2015 | Expense | Officeworks | -671.00 |
| 31/05/2015 | Expense | Officeworks | -38.98 |
| 01/06/2015 | Expense | Officeworks | -24.68 |
| 02/06/2015 | Expense | Officeworks | -32.00 |
| 05/03/2016 | Expense | Amazon Office supplies | -35.10 |
| 05/03/2016 | Expense | Amazon Office supplies | -35.10 |
| 09/03/2016 | Expense | Amazon Office supplies | -20.50 |

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.

Auto Adjustment

If a you force a bank reconciliation 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.

Note: Amount “forced” is seen in the Auto Adjustment column

Reconciliation Discrepancies are found entered as ‘Other Expenses’ in the Profit & Loss Report.

Filters: Distribution Account X

Sort ▾ Add notes Edit header
✉ 🖨️ 📄 ⚙️

North Shore Locksmith

TRANSACTION REPORT
1 July, 2016 - 17 March, 2017

| DATE | TRANSACTION TYPE | NO. | NAME | MEMO/DESCRIPTION | ACCOUNT | SPLIT | AMOUNT | BALANCE |
|-----------------------------------------------|------------------|-----|------|----------------------------|---------|------------------------|----------------------|------------|
| ▾ Reconciliation Discrepancies | | | | | | | | |
| 17/08/2016 | Deposit | ADJ | | Reconciliation Discrepa... | | Westpac Cheque - 28... | -12,415.00 | -12,415.00 |
| Total for Reconciliation Discrepancies | | | | | | | AS -12,415.00 | |
| TOTAL | | | | | | | AS -12,415.00 | |

Accruals basis: Friday, 17 March 2017 12:26 AM GMT+11:00

Click on “**Reconciliation Discrepancies – 1,434.00**” to view the Transaction Report from the Profit and Loss report and make any necessary changes or return to the Reconciliation screen to Undo the incorrect reconciliation.

Note: If a Bank Reconciliation was completed incorrectly or an error is found after the reconciliation, an invited ProAdvisor can choose to “Undo” one or more reconciled statements. Talk to your ProAdvisor or see the section on **To find an expert in QuickBooks Online** to get help with this.

11. Managing GST and BAS

QuickBooks Online Helps You to Manage Your GST.

GST Edit GST Add tax

A\$3,582.00
01/10/2016 - 31/12/2016

A\$479.00 COLLECTED ON SALES - A\$28.00 PAID ON PURCHASES - A\$-3,131.00 ADJUSTMENTS

It's that time again. Lodge your BAS and record your payments. [How to record payments](#)

BAS | Payments View reports

All BAS

| START DATE | END DATE | LODGE DATE | AMOUNT DUE | PAYMENTS | BALANCE | STATUS | ACTION |
|-------------------|------------|------------|--------------|----------|--------------|--------|--------------------------------|
| Next BAS to lodge | | | | | | | |
| 01/10/2016 | 31/12/2016 | | A\$3,582.00 | A\$0.00 | A\$3,582.00 | Open | Prepare BAS |
| Lodged BAS | | | | | | | |
| 01/07/2016 | 30/09/2016 | 09/02/2017 | A\$10,630.00 | A\$0.00 | A\$10,630.00 | Lodged | Record payment |
| 01/04/2016 | 30/06/2016 | 08/11/2016 | A\$10,732.00 | A\$0.00 | A\$10,732.00 | Lodged | Record payment |

All transactions with GST recorded in QuickBooks Online is tracked and summarised for you in the dashboard. This provides a quick snapshot of the amount owing to the Australian Taxation Office for the period.

GST Rates are the default codes that QuickBooks Online uses in coding the correct GST code against your transaction.

Generally the process is;

Prepare BAS

Lodge

Make Payment

BAS Reports Used to Review

When completing the BAS click into the GST Centre from the left hand side navigation bar. There are various reports to verify your BAS figures against.

Revision of BAS

From the **Prepare BAS** drop down menu, there are various reports to verify your BAS figures against: **BAS summary, BAS details and amendment details**

The screenshot shows the 'BAS' section in QuickBooks Online. At the top, there are tabs for 'BAS' and 'Payments', and a 'View reports' button. Below this is a filter dropdown set to 'All BAS'. The main table has columns for 'START DATE', 'END DATE', 'LODGE DATE', 'AMOUNT DUE', 'PAYMENTS', 'BALANCE', 'STATUS', and 'ACTION'. The table is divided into 'Next BAS to lodge' and 'Lodged BAS' sections. A dropdown menu is open from the 'Prepare BAS' link in the 'ACTION' column of the first row, showing options: 'View BAS summary', 'View BAS details', and 'View amendment details'. A green arrow points to the 'View BAS summary' option.

| START DATE | END DATE | LODGE DATE | AMOUNT DUE | PAYMENTS | BALANCE | STATUS | ACTION |
|-------------------|------------|------------|--------------|----------|--------------|--------|------------------|
| Next BAS to lodge | | | | | | | |
| 01/10/2016 | 31/12/2016 | | A\$3,582.00 | A\$0.00 | A\$3,582.00 | Open | Prepare BAS |
| Lodged BAS | | | | | | | |
| 01/07/2016 | 30/09/2016 | 09/02/2017 | A\$10,630.00 | A\$0.00 | A\$10,630.00 | Lodged | View BAS summary |
| 01/04/2016 | 30/06/2016 | 08/11/2016 | A\$10,732.00 | A\$0.00 | A\$10,732.00 | Lodged | View BAS details |

The BAS summary option provides an overview of the current values to be reported.

The screenshot shows the 'BAS Summary Report' for 'North Shore Locksmith' for the period 01/01/2016 - 31/01/2016. The report is based on an 'Accruals Basis'. It lists various line descriptions and their corresponding amounts and balances.

| LINE DESCRIPTION | AMOUNT | TOTAL LINE AMOUNT | BALANCE |
|-----------------------------------------------------------------|--------|-------------------|-------------|
| Accruals Basis | | | |
| GST calculations | | | |
| Total sales | | | A\$0.00 |
| Does the amount shown at G1 include GST | | | YES |
| Export sales | 0.00 | 0.00 | |
| Other GST-Free sales | 0.00 | 0.00 | |
| Input taxed sales | 0.00 | 0.00 | |
| Capital purchases (including any GST) | | | A\$0.00 |
| Non-capital purchases (including any GST) | | | A\$2,562.20 |
| PAYG tax withheld | | | |
| Total salary, wages and other payments | 0.00 | 0.00 | |
| Amount withheld from payments shown at W1 | 0.00 | 0.00 | |
| Amount withheld where no ABN is quoted | | | |
| Other amounts withheld (excluding any amount shown at W2 or W4) | | | |
| Total amounts withheld (W2 + W4 + W3) | | | |
| PAYG income tax instalment (Option 1) | | | |
| PAYG instalment (copy from BAS) | | | |
| Estimated tax for the year | | | |
| Varied amount for the quarter | | | |
| Reason code for variation (refer list of codes) | | | |
| Amounts you owe the tax office | | | |

Completing the BAS

Click **GST** from the left menu and select the **Prepare BAS** link under the **Next BAS to Lodge** section

| BAS | | Payments | | | | | | View reports ▾ |
|-------------------|------------|------------|--------------|----------|--------------|--------|--------------------------------|----------------|
| START DATE | END DATE | LODGE DATE | AMOUNT DUE | PAYMENTS | BALANCE | STATUS | ACTION | |
| Next BAS to lodge | | | | | | | | |
| 01/10/2016 | 31/12/2016 | | A\$3,582.00 | A\$0.00 | A\$3,582.00 | Open | Prepare BAS | |
| Lodged BAS | | | | | | | | |
| 01/07/2016 | 30/09/2016 | 09/02/2017 | A\$10,630.00 | A\$0.00 | A\$10,630.00 | Lodged | Record payment | |

The **Prepare BAS** window populates BAS fields via the values recorded against the **Tax Codes** for the selected period. Some fields may require direct input during preparation as shown in the first two examples here.

| | | | | | |
|----------------------------------------------------------------------|---------------|--------------|--------------|--------------|-----------------------------------|
| Total sales..... | G1 | A\$5,936.00 | A\$-660.00 | A\$5,276.00 | |
| Does the amount shown at G1 include GST..... | Yes/No | | | | <input type="text" value=""/> |
| Export sales..... | G2 | A\$0.00 | A\$0.00 | A\$0.00 | |
| Other GST-Free sales..... | G3 | A\$0.00 | A\$0.00 | A\$0.00 | |
| Input taxed sales..... | G4 | A\$0.00 | A\$0.00 | A\$0.00 | |
| Capital purchases (including any GST)..... | G10 | A\$0.00 | A\$0.00 | A\$0.00 | |
| Non-capital purchases (including any GST)..... | G11 | A\$2,030.00 | A\$-1,724.00 | A\$306.00 | |
| PAYG tax withheld | | | | | |
| Total salary, wages and other payments..... | W1 | A\$13,645.00 | A\$0.00 | A\$13,645.00 | |
| Amount withheld from payments shown at W1..... | W2 | A\$3,131.00 | A\$0.00 | A\$3,131.00 | |
| Amount withheld where no ABN is quoted..... | W4 | | | | <input type="text" value="0.00"/> |
| Other amounts withheld (excluding any amount shown at W2 or W4)..... | W3 | | | | <input type="text" value=""/> |
| Total amounts withheld (W2 + W4 + W3)..... | W5 | | | | <input type="text" value=""/> |
| PAYG income tax instalment (Option 1) | | | | | |
| PAYG instalment (copy from BAS)..... | T7 | | | | <input type="text" value=""/> |
| Estimated tax for the year..... | T8 | | | | <input type="text" value=""/> |
| Varied amount for the quarter..... | T9 | | | | <input type="text" value=""/> |
| Reason code for variation (refer list of codes)..... | T4 (option 1) | | | | <input type="text" value=""/> |
| Fringe benefits tax (FBT) instalment | | | | | |
| FBT instalment amount (copy from BAS)..... | F1 | | | | <input type="text" value=""/> |
| Estimated FBT for the year..... | F2 | | | | <input type="text" value=""/> |
| Varied amount payable for the quarter..... | F3 | | | | <input type="text" value=""/> |
| Reason code for variation (refer list of codes)..... | F4 | | | | <input type="text" value=""/> |
| Amounts you owe the tax office | | | | | |
| GST on sales..... | 1A | | | A\$479.00 | |
| Wine equalisation tax..... | 1C | A\$0.00 | A\$0.00 | A\$0.00 | Record |
| Luxury car tax..... | 1E | A\$0.00 | A\$0.00 | A\$0.00 | Record |
| PAYG tax withheld..... | 4 | A\$3,131.00 | A\$0.00 | A\$3,131.00 | Record |

In the third example above, clicking **Record**, will reveal a left hand menu for adjustments.

Adjust GST

Adjustment date

Tax rate *

Tax line
 1C

Sales tax account
 BAS Liabilities Payable

Adjustment account

Adjustment amount *

Memo

[How does QuickBooks track PAYG payments?](#)

Note: PAYG – if you are using KeyPay these amounts will automatically populate in W1 and W2

Click **Mark as lodged** to complete the BAS period, – QuickBooks online takes a snapshot of the BAS returns for the period and automatically generates a journal.

GST Exception Detail

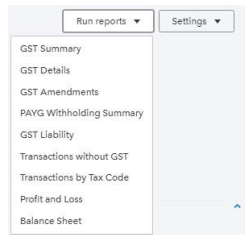
QuickBooks Online allows you to make changes to previously lodged BAS periods. The changes will be tracked for you in the **amendment details** report. The changes will automatically be added as an adjustment in the next BAS reporting period in the **Prepare BAS** window.

| North Shore Locksmith | | | | | | | | | |
|---------------------------------------|-----------------|------|-------------|------------------------------|----------|---------------|----------------|-------------------|--|
| BAS Amendment Report | | | | | | | | | |
| 01/10/2016 - 31/12/2016 | | | | | | | | | |
| Accruals Basis | | | | | | | | | |
| DATE | TYPE | NO. | NAME | TAX CODE | TAX RATE | LODGED AMOUNT | CURRENT AMOUNT | AMOUNT DIFFERENCE | |
| Tax on G1 Tax amount for G1 | | | | | | | | | |
| | Adjustment Note | 1072 | Alex Blakey | GST (sales) | 10.00% | -30.00 | 0.00 | 30.00 | |
| | Invoice | 1071 | Alex Blakey | GST (sales) | 10.00% | 90.00 | 0.00 | -90.00 | |
| Total for Tax on G1 Tax amount for G1 | | | | | | | | AS -60.00 | |
| Tax on G11 Tax amount for G11 | | | | | | | | | |
| | Expense | | Eval | GST on non-capital purchases | 10.00% | 0.00 | 0.00 | 0.00 | |

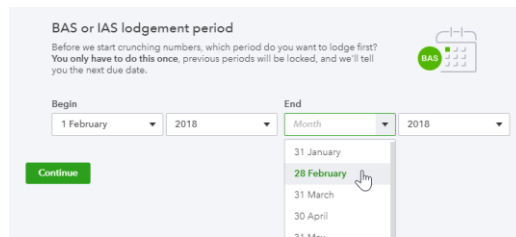
Once completed and you have verified all your GST postings are correct and have run of these reports you can then lodge your BAS to the ATO in your preferred method.

Processing GST in the New Tax Centre

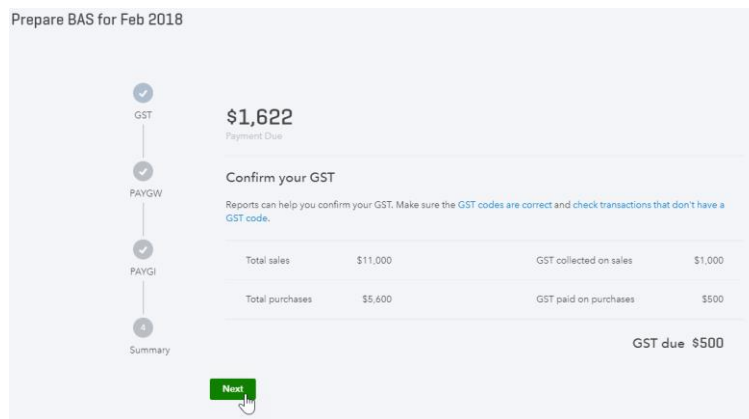
A new **Run reports** tab is located in the top right of the screen next to **Settings**. Quickly navigate to the relevant reports for the period and find the most relevant report when running your BAS Control checks. This also includes the PAYG Withholding Summary and the Balance Sheet. These reports contain the info required to ensure the BAS/IAS figures are correct.



1. To process GST obligations for the period, click the **Get started** button and select the **Begin** and **End** dates to indicate which period you are reporting on.



This will display the **Prepare BAS** screen indicating the time frame selected earlier. The Prepare BAS screen also provides links to the **GST Details** report and **Transactions without a Tax code** report.



2. Click **Next** to continue to the PAYGW screen

The PAYG Withholding amount will automatically display from any processed Payroll for the reporting period.

3. Click **Next** to go to the PAYGI screen

1. Enter the **Company instalment amount** and any adjustment if required and click **Next**

This will display a representation of the Business Activity Statement

Prepare BAS for Feb 2018

Here's a summary of your BAS
You can "Mark as lodged" if everything looks to be in order. Don't forget, you still have to lodge with the ATO.

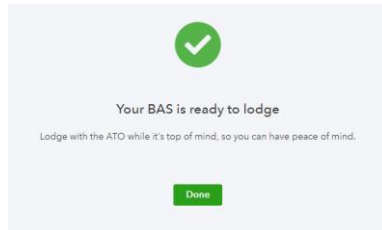
BUSINESS ACTIVITY STATEMENT

TEST_NEW_TAX_CENTRE_DARCY ACCRUAL BASIS
FEB 2018 LODGED ON 23 FEB 2018

| GST | | |
|------------------------------|----|----------|
| Total Sales | G1 | \$11,000 |
| GST you collected on sales | 1A | \$1,000 |
| GST you paid on purchases | 1B | \$500 |
| PAYG Withholding | | |
| Total salary you paid | W1 | \$826 |
| PAYG withheld for employees | W2 | \$122 |
| Amounts withheld with no ABN | W4 | \$200 |
| Other amounts withheld | W3 | \$0 |
| Total PAYG withheld | W5 | \$322 |
| Income Tax Instalment | | |
| Instalment amount | T7 | \$1,000 |
| SUMMARY | | |
| Amount you owe the ATO | 8A | \$2,322 |
| Amount the ATO owes you | 8B | \$500 |
| Your payment amount | 9 | \$1,822 |

Navigation buttons: Back, Mark as lodged

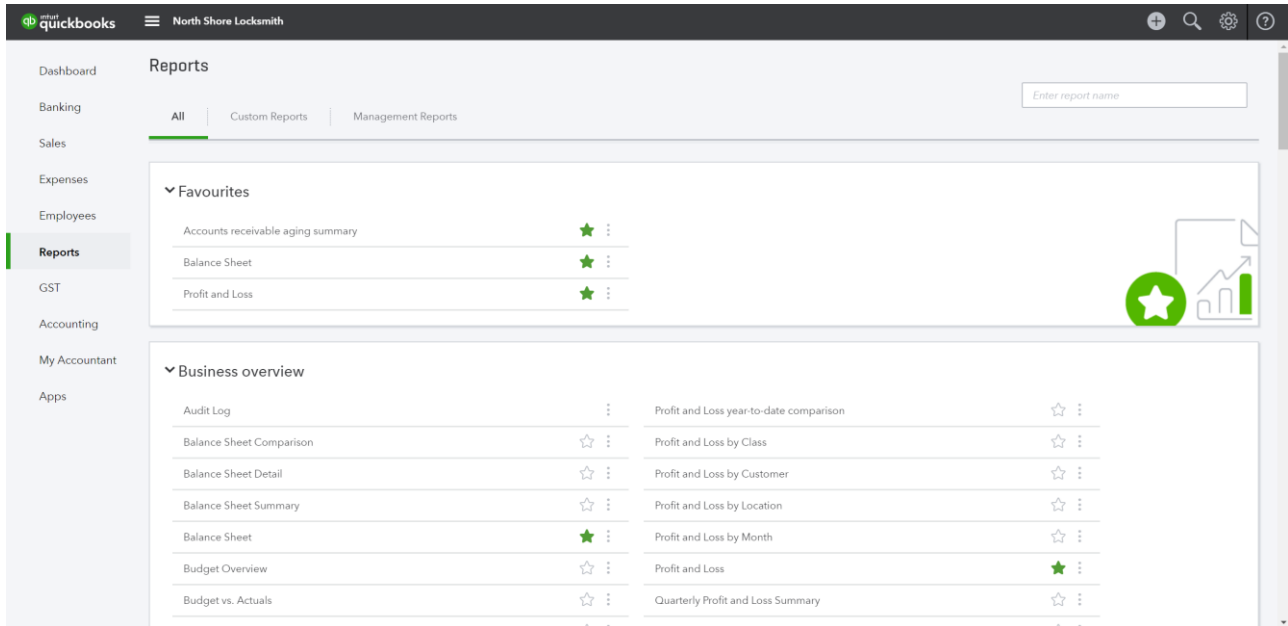
4. Click the **Print Icon** in the top right corner for a physical copy, click the **Back** button to make changes, or click **Mark as lodged**



5. Click **Done** to complete the process and return to the **Tax Centre**.

12. Running Reports

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.



Note: the above screen and the following exercises show the new style of report menu, available within QuickBooks Labs.

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 Recommended and 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, a number of areas are available to customise. These are grouped into key areas including: general, rows/columns, lists/numbers, and header/footer.

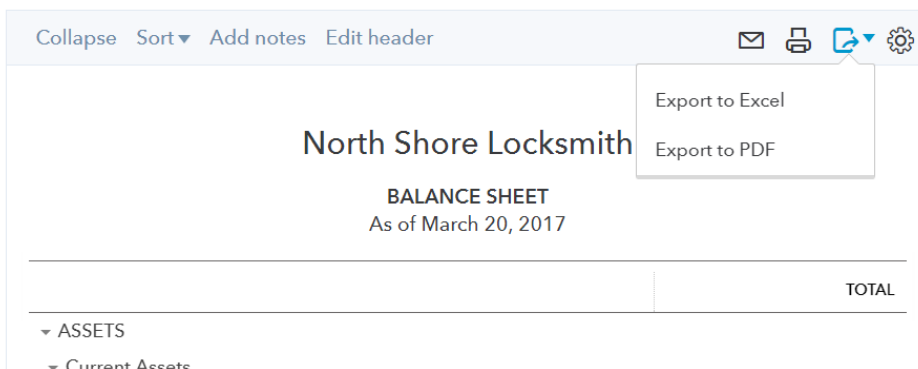
For example, the balance sheet customisation has the following options;

Customise report

- ▼ General
 - Report period
 - This Financial Year-to
 - 01/07/2016 to 20/03/2017
 - Accounting method
 - Cash Accrual
 - Number format
 - Divide by 1000
 - Without cents
 - Except zero amount
 - Negative numbers
 - 100
 - Show in red
- ▶ Rows/Columns
- ▶ Filter
- ▶ Header/Footer

After customising a specific report, select Run Report to display it with your changes.

Reports can be displayed on screen, printed, emailed and exported to Excel.



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.

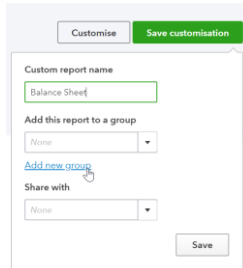
Customised report can be saved by selecting **Save customisation** at the top of the report. The report will be saved in the **My Custom Reports** section of the Report centre, making it easy to access in the future.

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;

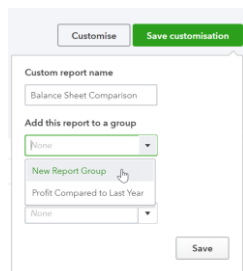
1. Select a report from the **Reports** menu and scroll up to see customisation options.
2. Click the **Save Customisation** button
3. Click the **Add new group** link.



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** 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 delete the group.

| Reports | | | | |
|--------------------------------|----------------|-----------------------------|-------------|------------------------------------------------------|
| Enter report name | | | | |
| NAME | CREATED | DATE RANGE | EMAIL | ACTION |
| > New Report Group | | | Unscheduled | Edit ▼ Export As PDF Export As Excel Delete |
| Balance Sheet | Darcy Nicolson | This Financial Year-to-date | | |
| Balance Sheet Comparison | Darcy Nicolson | This Financial Year-to-date | | |
| > Profit Compared to Last Year | | | Unscheduled | Edit ▼ |
| Profit and Loss | Darcy Nicolson | This Financial Year-to-date | | Edit ▼ |

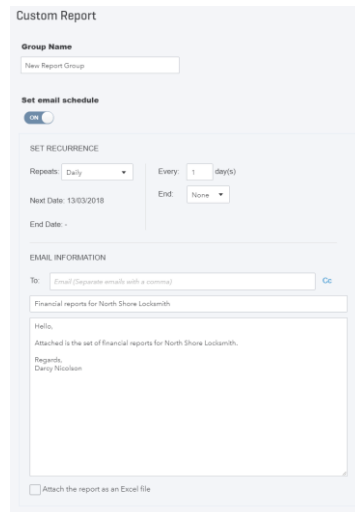
Automated Reports

Using QuickBooks Online, you can have report groups automatically sent by email to yourself and others at regular times (e.g. 1st 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 schedule of the email of the reports can be set as well.

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 would 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 even have to be open on your screen for these reports to be sent on schedule.

13. Mobile Apps – Take the Ipad / Iphone Tour

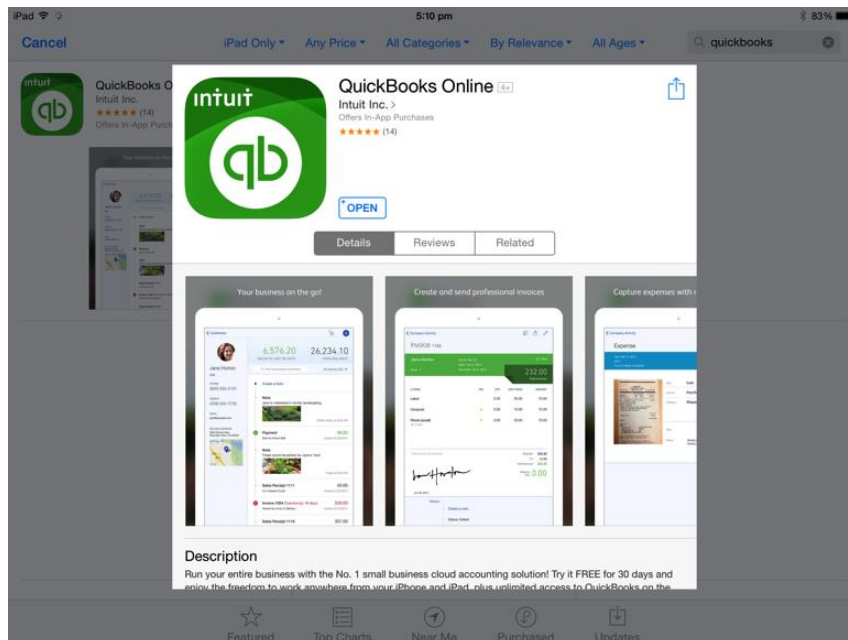
QuickBooks Online works with iPhone, iPad, and Android devices. Access your business information, customers or suppliers anywhere, anytime.

Manage Your Business Anywhere

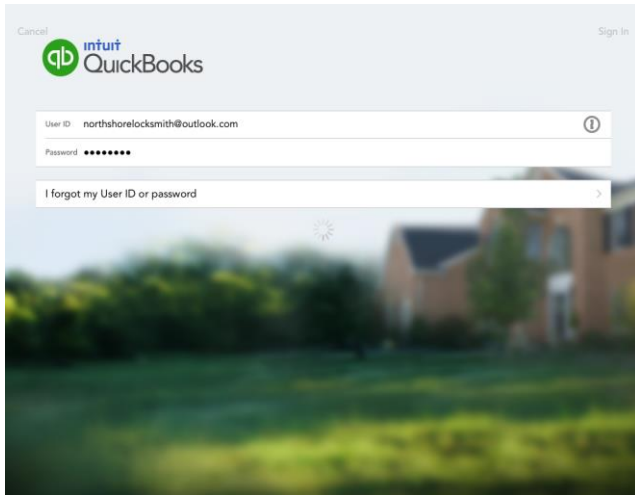
- Create and send professional invoices and quotes.
- Snap photos of your receipts and organise daily expenses as you go.
- Convert a quote to an invoice in seconds.
- Ability to add photos and notes to quotes, invoices, and sales receipts via 'Create a note'.
- Ability to add photos and notes to customers 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

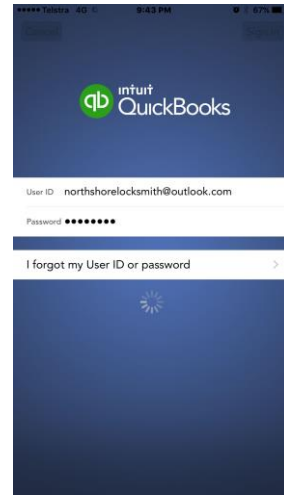
1. Download the free QuickBooks Online mobile app (specific to iPhone, iPad, or Android) from the iTunes store or Google Play. Then simply login using your QuickBooks Online username and password.



2. Use your QuickBooks Online login credentials to sign-in to the app



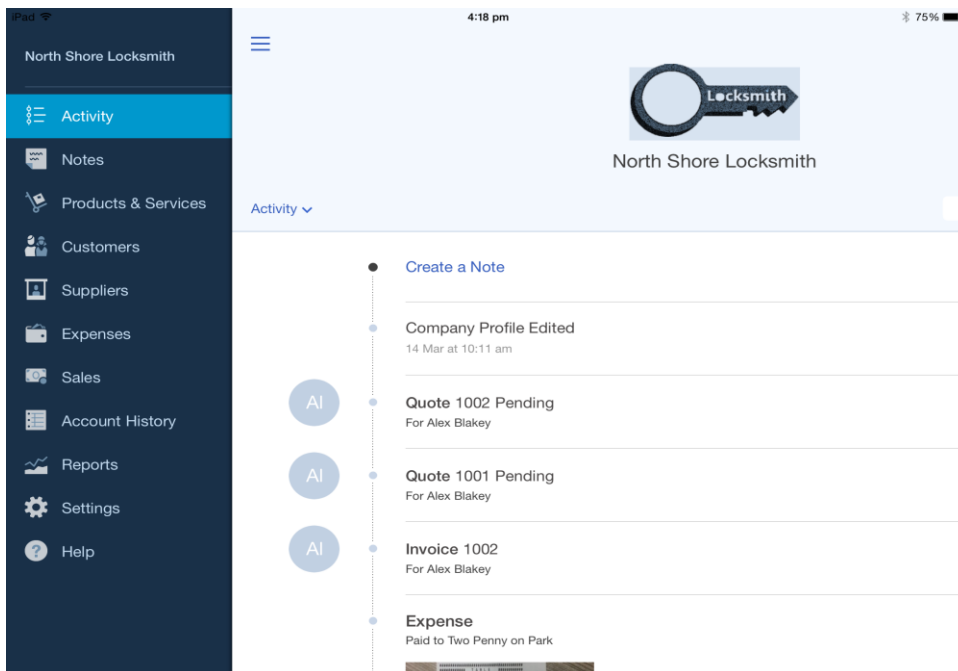
IPad login screen



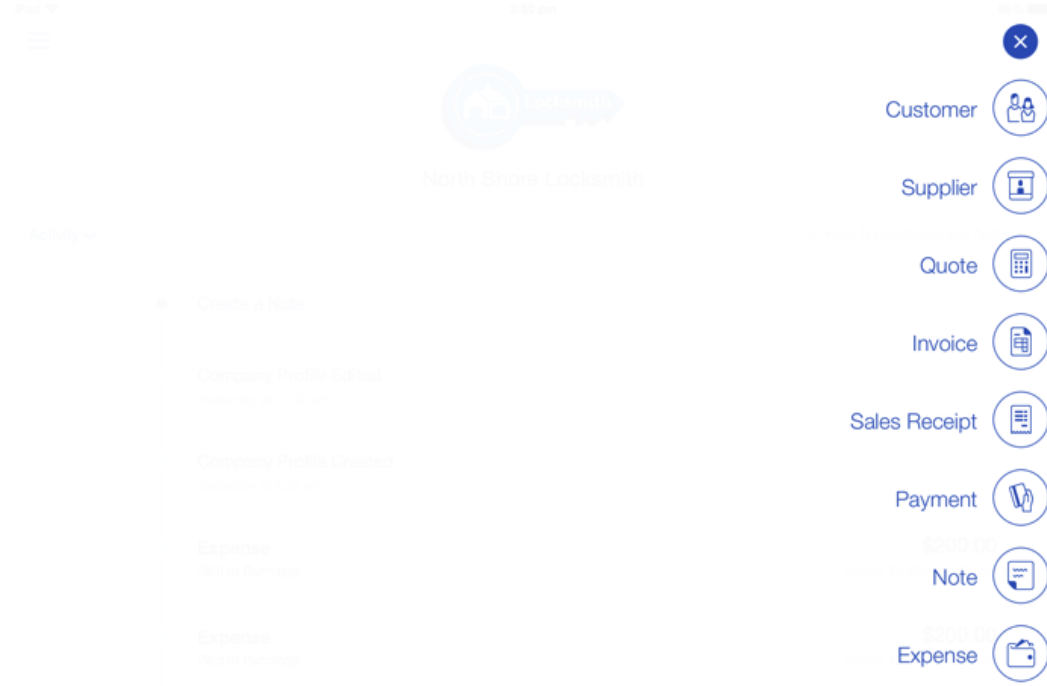
iPhone login screen

3. The navigation on the iPad app is similar to QuickBooks Online on the browser. There is a left and right hand side panel of options available by selecting the menu and plus buttons on the top left and right hand side of the screens respectively. For the iPhone the plus sign is at the bottom of the screen.

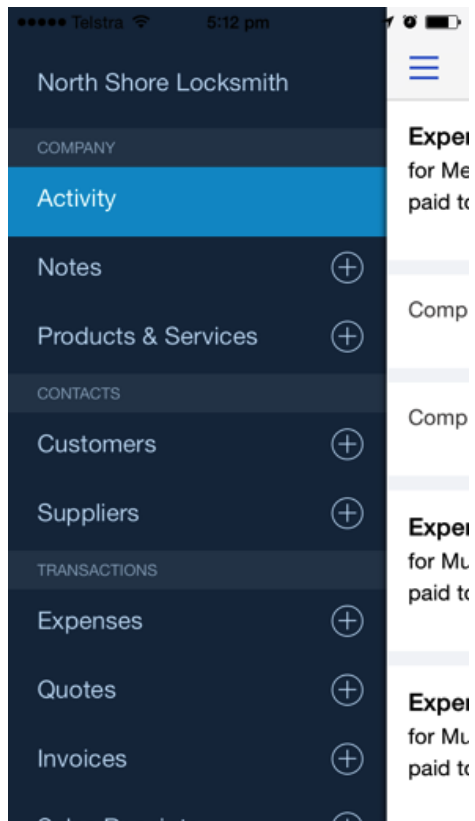
4. Left hand side panel on iPad:



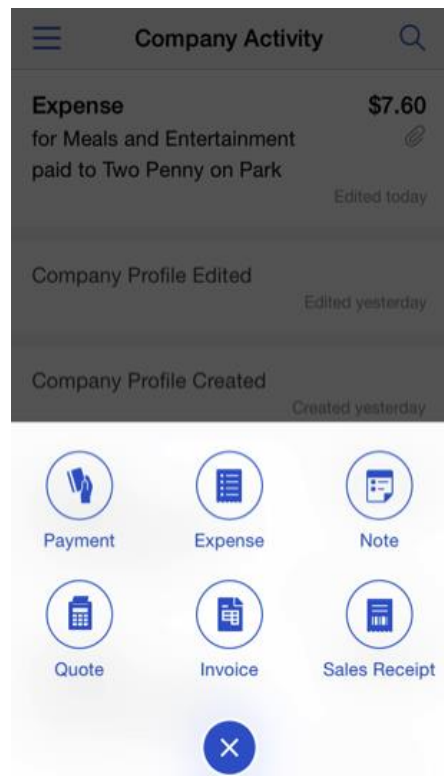
Right hand side panel on iPad:



Left hand side panel on iPhone

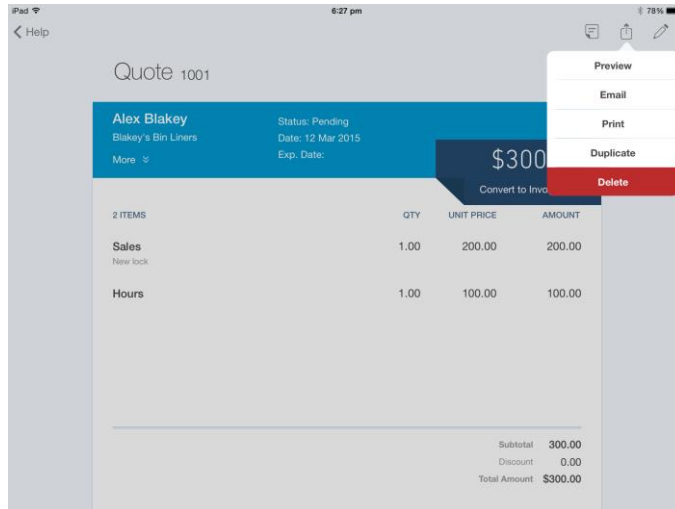


Right hand side panel on iPhone

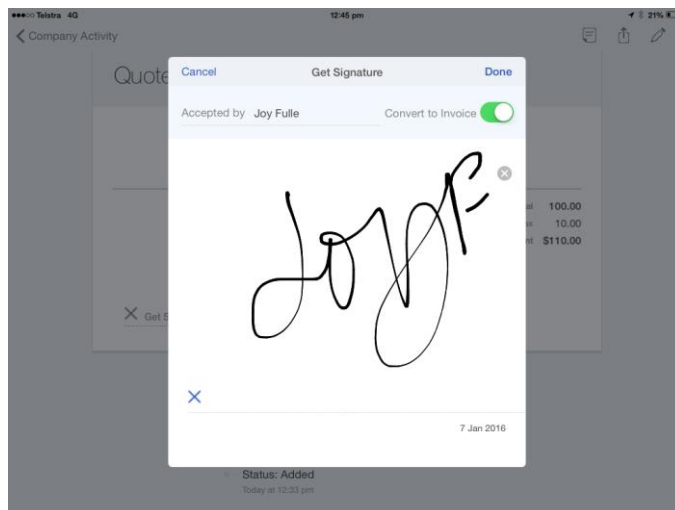


Creating and Sending Quotes on an iPad/iPhone

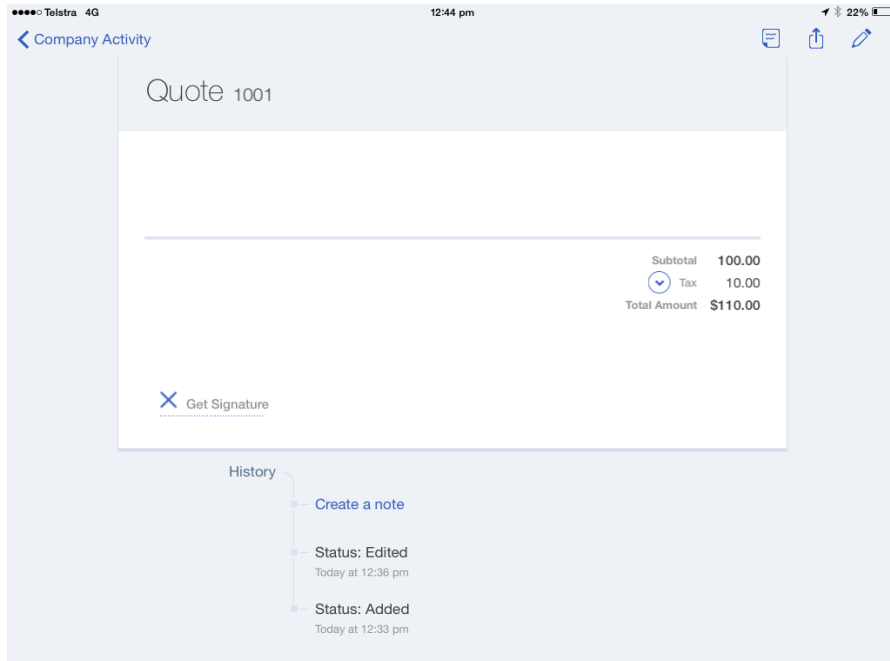
1. To create quotes on an iPad/iPhone tap the plus sign and select **quotes**.
2. Choose the customer, enter the relevant details for the quote and send the quote on the spot to your customer via email.



Once the Quote has been saved, the potential Customer can accept the quote by signing their Acceptance directly onto the screen of the tablet.



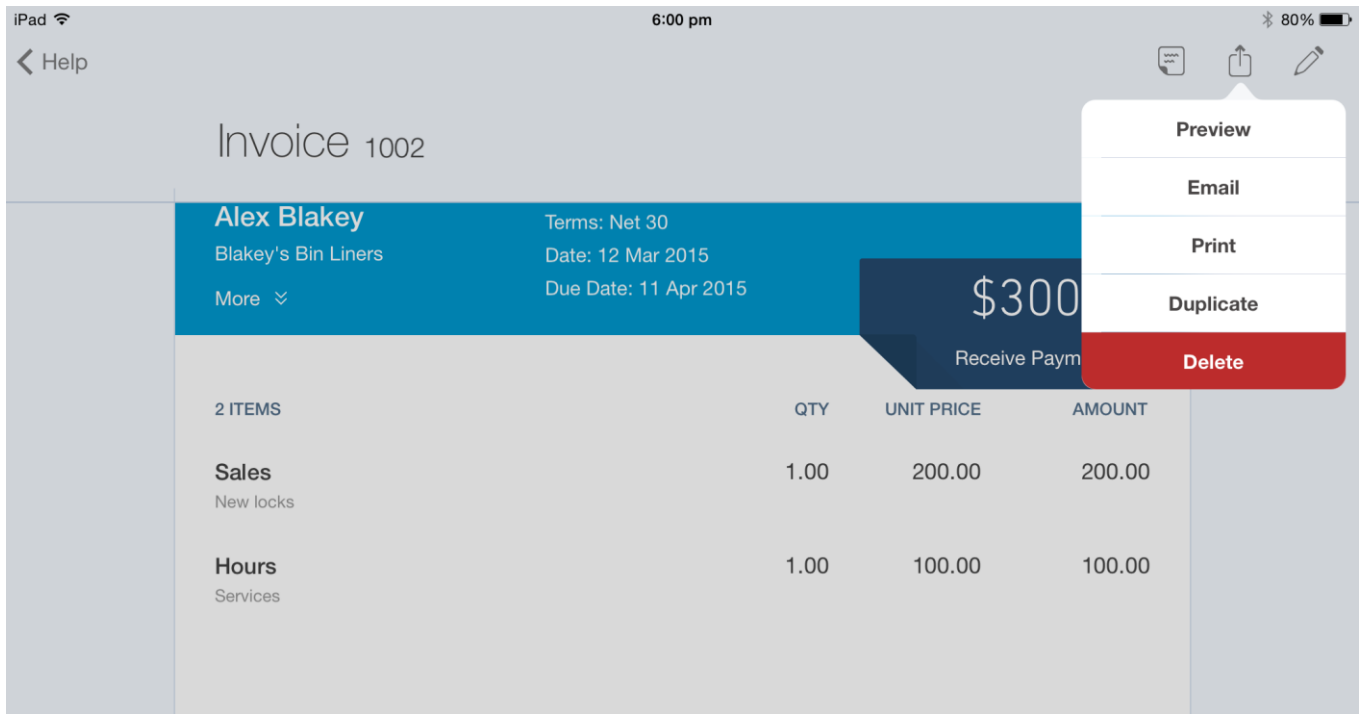
1. Click on 'Get Signature'



2. 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.

3. 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
4. Send the invoice directly to your customer via email

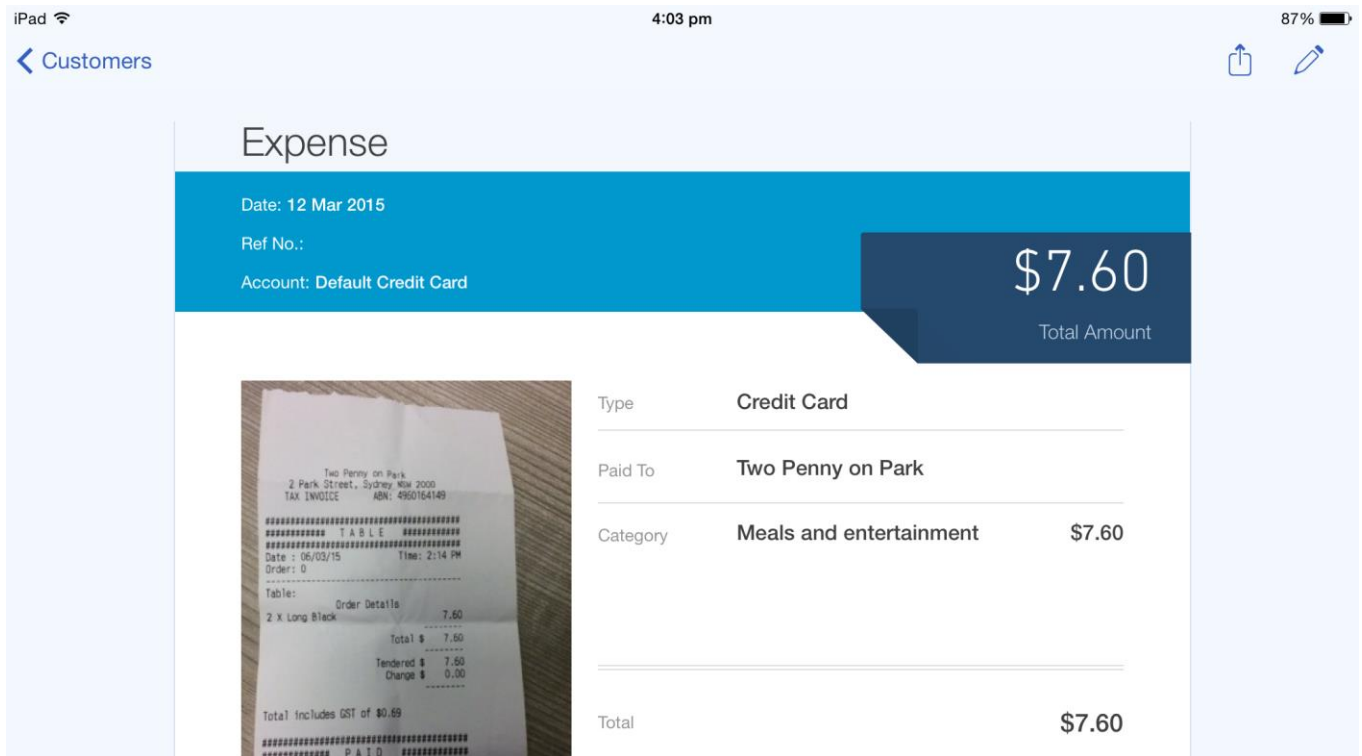


Capturing Expenses on an iPad/iPhone

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

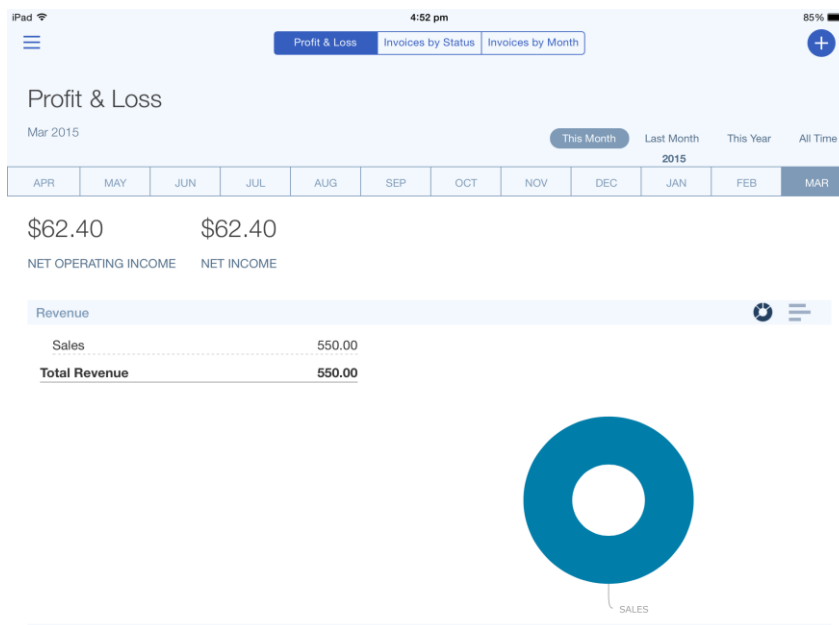
A photo of any hard copies of an invoice can be taken via the app and automatically attached to the expense.

Enter the relevant details for the expense and save



Run reports on an iPad/iPhone

Keep a finger on the pulse of your business with running reports from your iPhone/iPad. Select reports option from your left hand side navigation menu to run the Profit and Loss report.

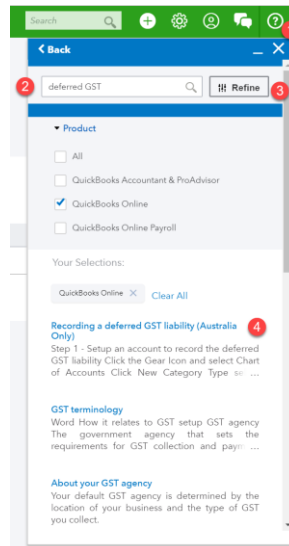


14. Help & Support

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 in your question in the search box to get an answer.
3. To refine the question you can click **Refine** and drop down selection criteria, in this case, **Product**.
4. Once you have located the relevant article, click on the heading to launch it.



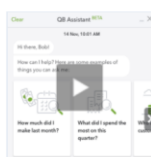
QB Assistant

Digital assistants are changing the way we use services and now iPhones Siri has some competition. If you are looking for help like Google Home (OK Google), Amazon Alexa or similar you will be glad to know that QuickBooks Online has launched our own QB Assistant.

QB Assistant is in beta at the moment but is functional and ready to help.

To turn QB Assistant on;

1. Login to 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.



QB Assistant

Get a helpful new robot on your team. Chat with QB Assistant to get quick answers to your questions.

[See demo](#) | [Give feedback](#)



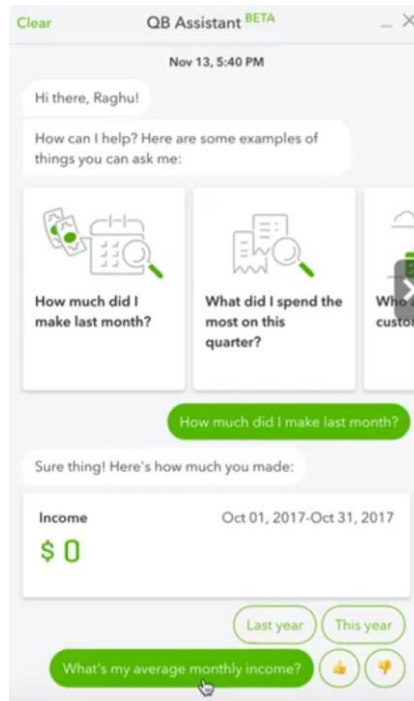
4. Click **Done** in the bottom right hand corner of the screen

To use QB Assistant;

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



There are some pre populated questions you can click on, however you can type into the question box.



Ask it anything! QB Assistant uses Machine Learning to get better at understanding your questions. This means as QB Assistant receives more of your questions, it will learn what the most relevant questions are and be able to help more as time goes on.

Customer Care telephone support

Call or Chat online with our friendly care folks. Not only will they assist you, they can also assist you to help save you more time.

Note: Your exam is an open book test. While our care team provide excellent support, they are not able to assist with questions relating to the exam.

Online support

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

Get connected socially

Keen to collaborate or stay up to date with Intuit news?

Join our community sharing groups or follow us at:



- Intuit QuickBooks Australia

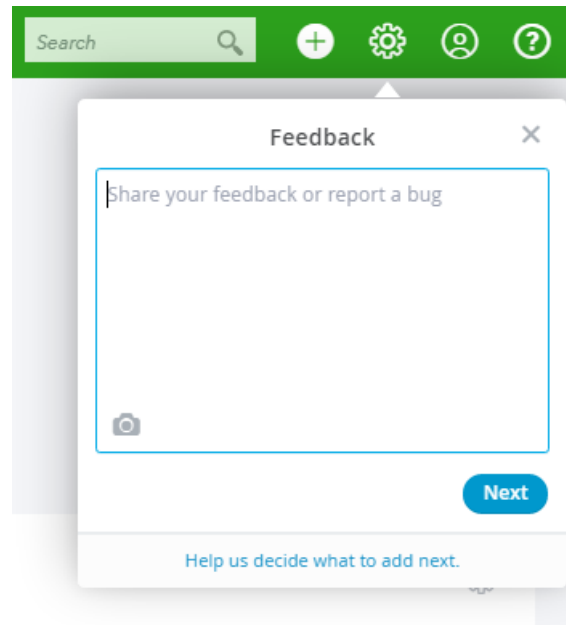


- Intuit QuickBooks AU (@QuickBooks AU)

15. Next Steps

Providing Feedback

We love hearing your feedback on using QuickBooks Online in the top right corner of the QuickBooks Online screen.



Here you can provide product feedback and suggestions. This link allows for a screenshot of the page in question. For additional information, please visit our product update page;

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