AN INTRODUCTION TO QUICKBOOKS ONLINE

Getting Started Guide

Intuit Australia
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INTRODUCTION TO QUICKBOOKS ONLINE

QuickBooks Online is easy to use software designed for small business accounting. It lets your business track all of your income, expenses, and inventory. It automatically tracks your GST and lets you manage your business payroll.

QuickBooks Online Accountant offers a new way of supporting and managing your business and may change the way that you run your consulting, bookkeeping or accounting practice. *QuickBooks Online Accountant* lets you easily work with and manage your business using *QuickBooks Online*.

QuickBooks Online is cloud-based software.

- **Secure -** hosted securely by Intuit using bank level security
- **Accessibility** - anywhere, anytime access using an internet connection.
- **Data entry automation** – get data into QuickBooks automatically using awesome features
- **Unlimited Accountant Access** – easy to connect with your accountant
- **Mobile** – businesses can access QuickBooks Online using their iOS or Android devices. No more being tied to the desktop, enter data when and where you are
- **No Desktop files** – no desktop files are required so **no backups** are required

Other training resources can be found here:

Videos: https://www.youtube.com/user/QuickBooksAustralia

FAQs: http://www.intuit.com.au/quickbooks-online/faq/

CASE STUDY

Introduction

This story is about a new small business called North Shore Locksmith

Jack Gordon, owner of North Shore Locksmith is a Locksmith by trade. Jack has been working as an apprentice contractor for 5 years and loves his job as a locksmith.

He has always dreamed of starting his own business. His mates and family have given him lots of encouragement to get out on his own and start their new business.

After months of planning, Jack has decided that now is the right time to start his new business. 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 is going to purchase a few assets like a professional Ryobi drilling machine, drill sets, padlock tools, key blanks, etc.

After a reference from his bookkeeper Jack decided to sign-up to QuickBooks Online to keep on top of his books. To keep costs low, Jack will run the company on his own until he feels comfortable hiring his first subcontractor.

To get started Jack is visiting his bookkeeper to help him get setup to manage his own books.

SETTING UP QUICKBOOKS ONLINE

QuickBooks Online is easy to setup and get going. It is so simple that you can have a business file setup in less than 20 minutes.

There are several important steps to follow to make sure that you are setting up business files efficiently and accurately.

Objectives

After completing this chapter you should be able to:

- Setup a business file
- Setup basic settings
- Setup basic accounts
- Import list information

Company File Setup

There are several important steps to setup your company file. Getting setup correctly will also help you and your Bookkeeper or Accountant stay compliant with GST and payroll taxes.

The day has finally arrived for Jack to start his new business, North Shore Locksmith. There is a lot to do, like setting up his business, leasing equipment and getting his systems setup to handle his new customers.

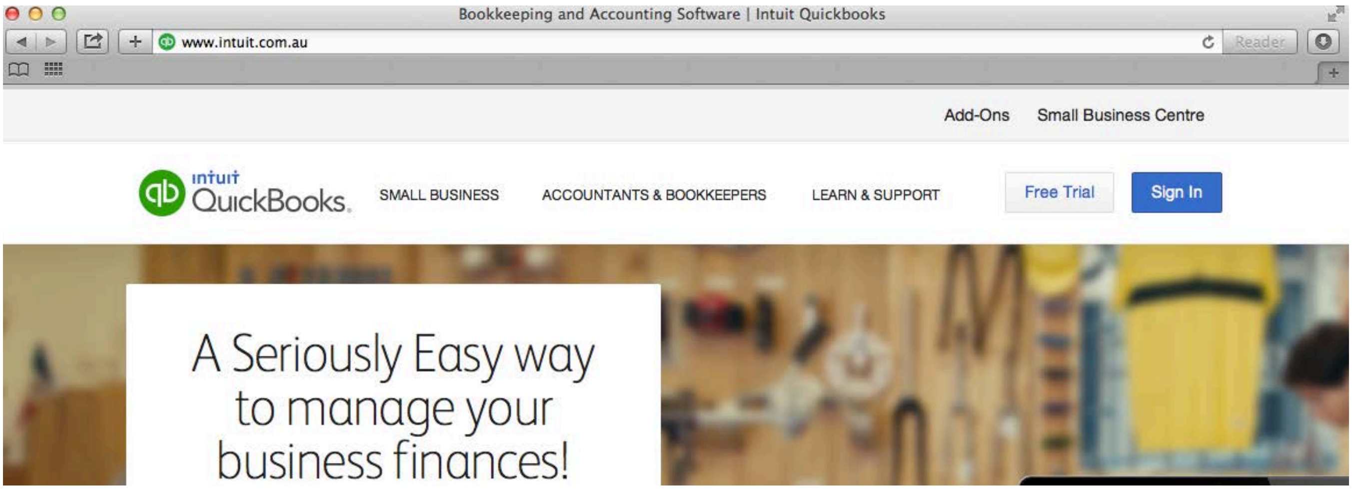
Subscribing to QuickBooks Online

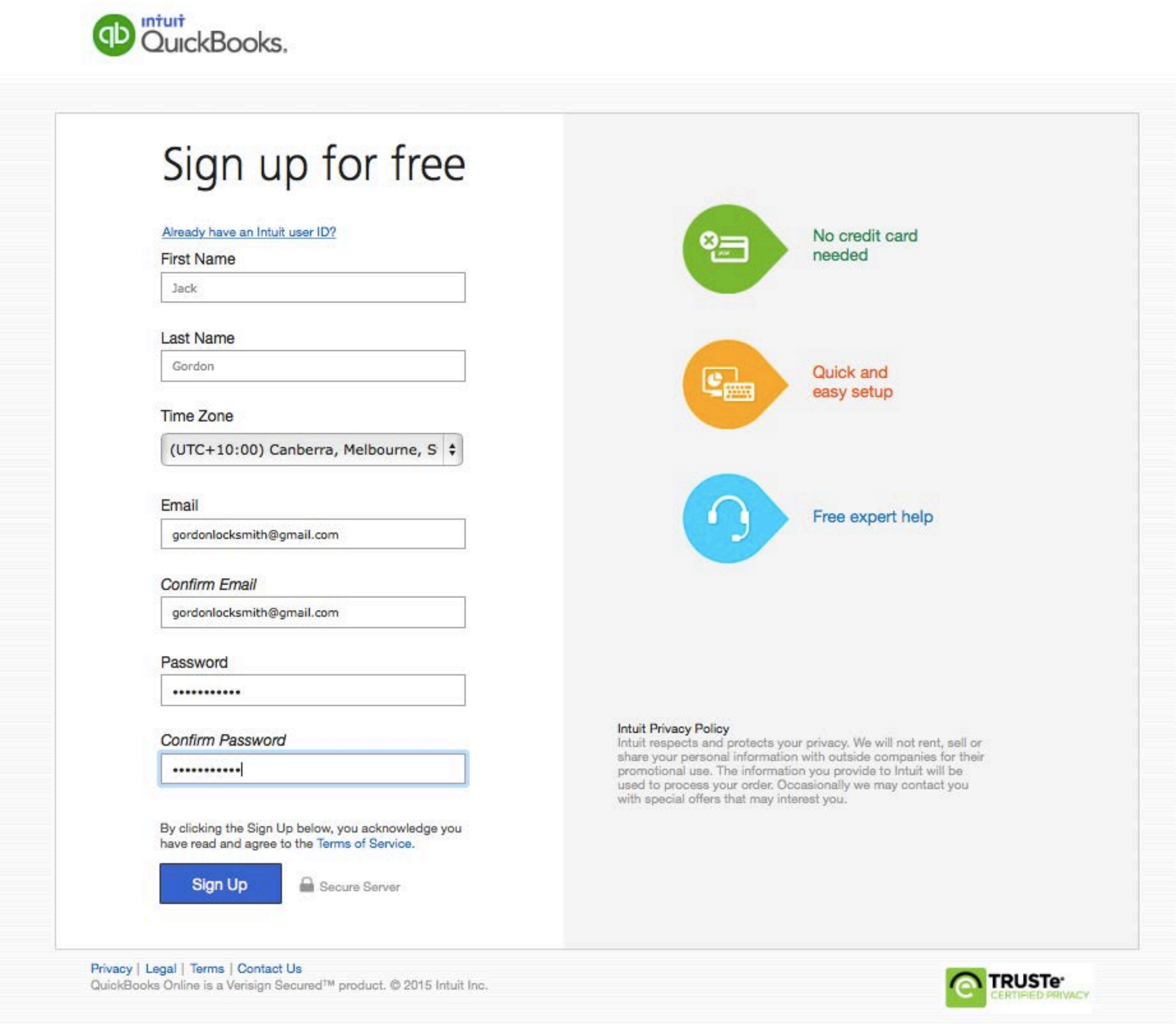
In order to use QuickBooks Online your business or you must subscribe to the software. Your business can subscribe by visiting intuit.com.au and signing up for a free trial. Your accountant can setup a business file from the QuickBooks Online Accountant.

Setup your Business File

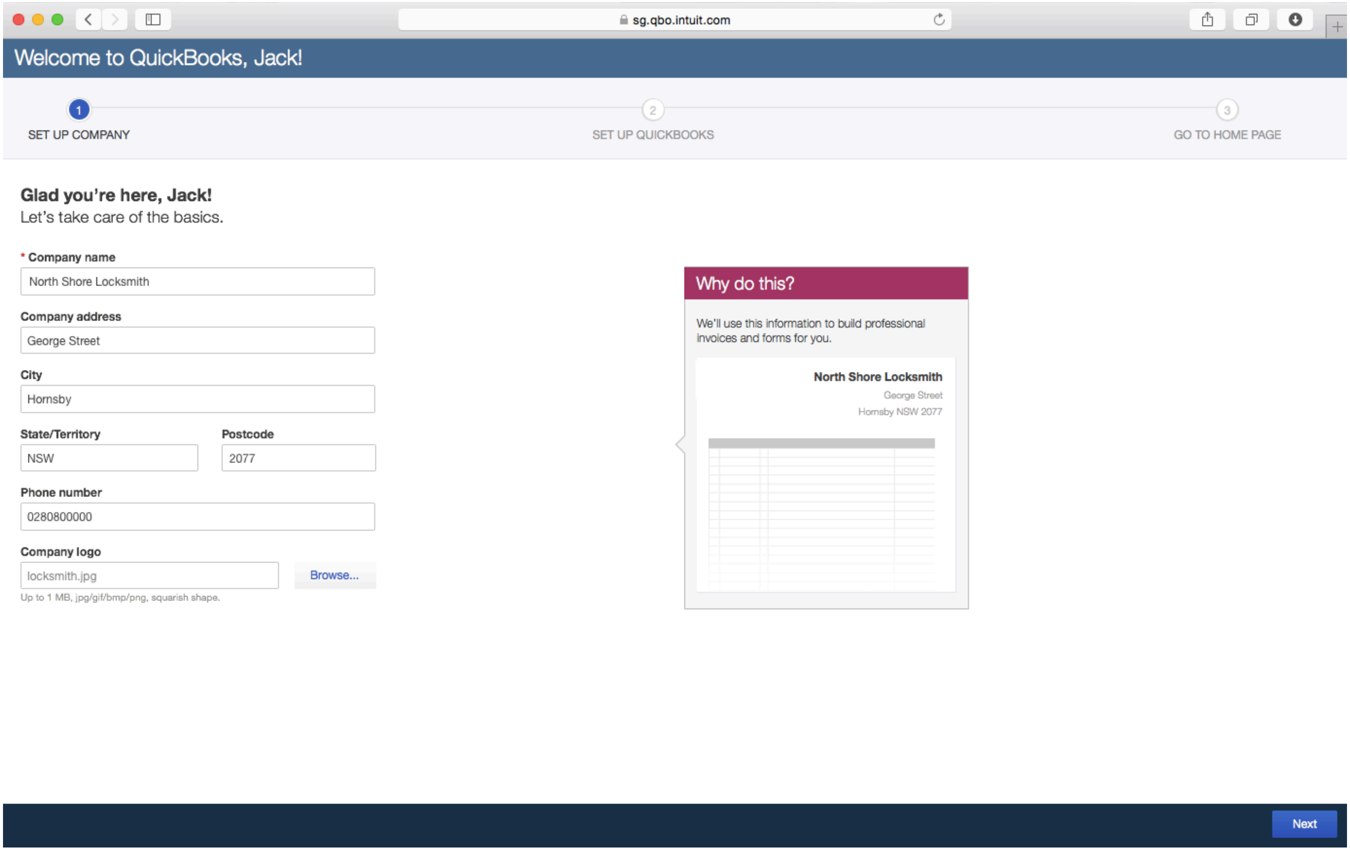
You can setup QuickBooks Online for your business with the free trial.

1. Visit intuit.com.au
2. Click Free Trial option
3. Enter your details and click Sign-up





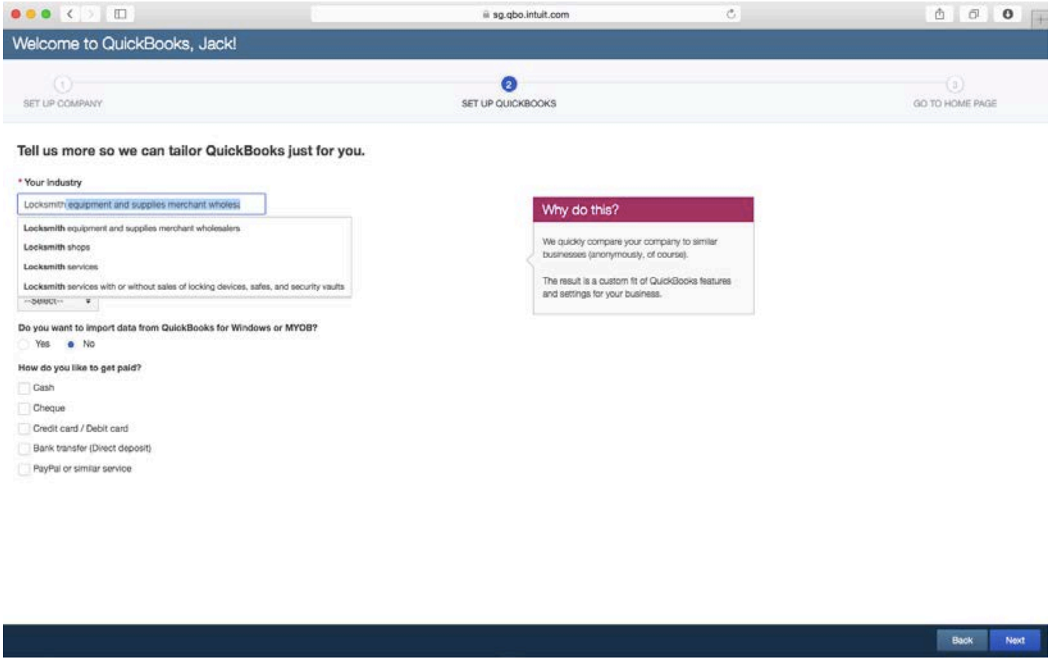
4. Enter your business information as listed below.
   - o Enter the company information including Company Name, Address and contact information
   - o Click Save and Next.



5. In the Set Up QuickBooks step, QuickBooks Online asks for more information about your business company. It compares your business's business type with other companies using QuickBooks Online and optimizes the setup for you.

   Jack is a locksmith so you can enter Locksmith

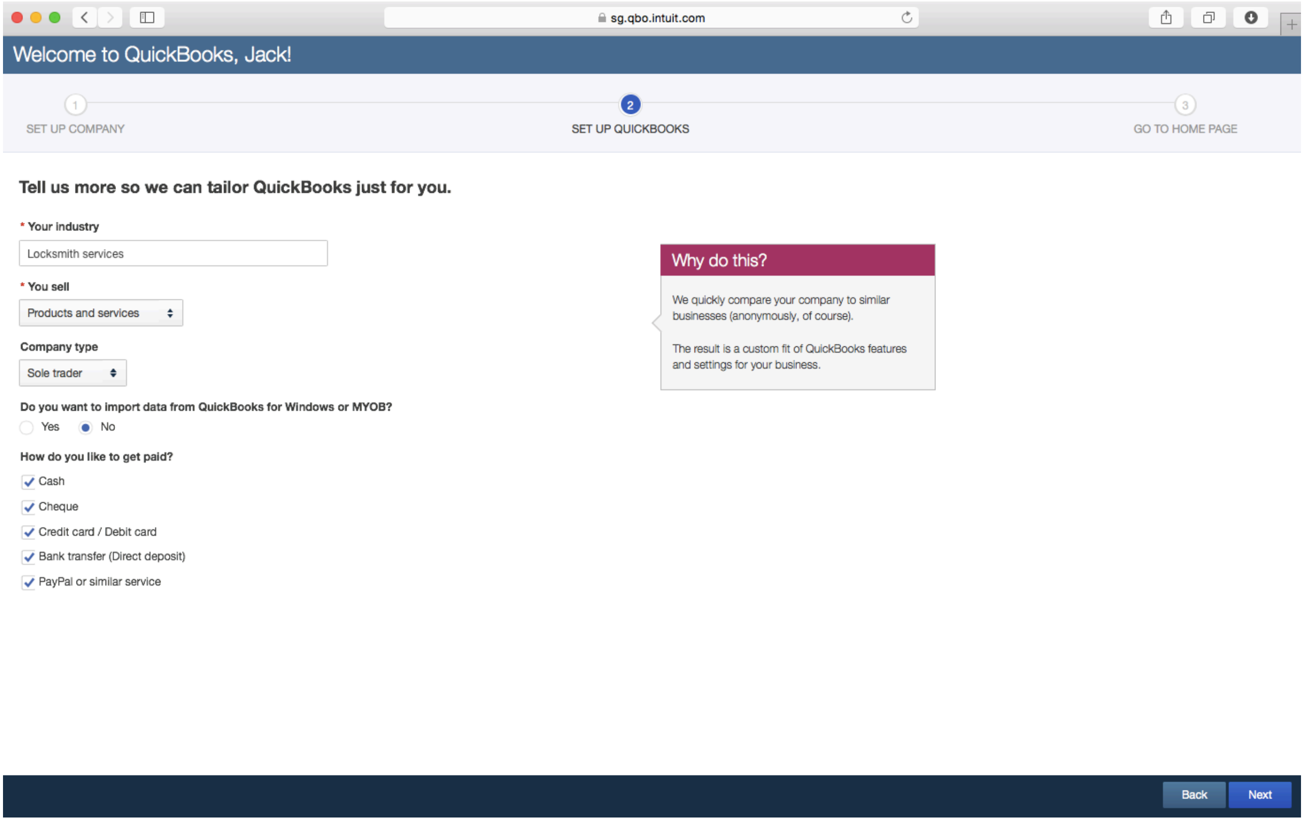
   - In the Your Industry field, enter Locksmith. A long list of industry types appear
   - Choose Locksmith Services



6. The next field lets you tell QuickBooks Online what your business sells. QuickBooks Online can track the sale of products, services and other types of sales. Jack plans to sell products and services so select “products and services” option.

7. The next step is to choose the Company Type. North Shore Locksmith will be setup as a sole trader. This is not a required field, but you can choose the type of organization that you are setting up.

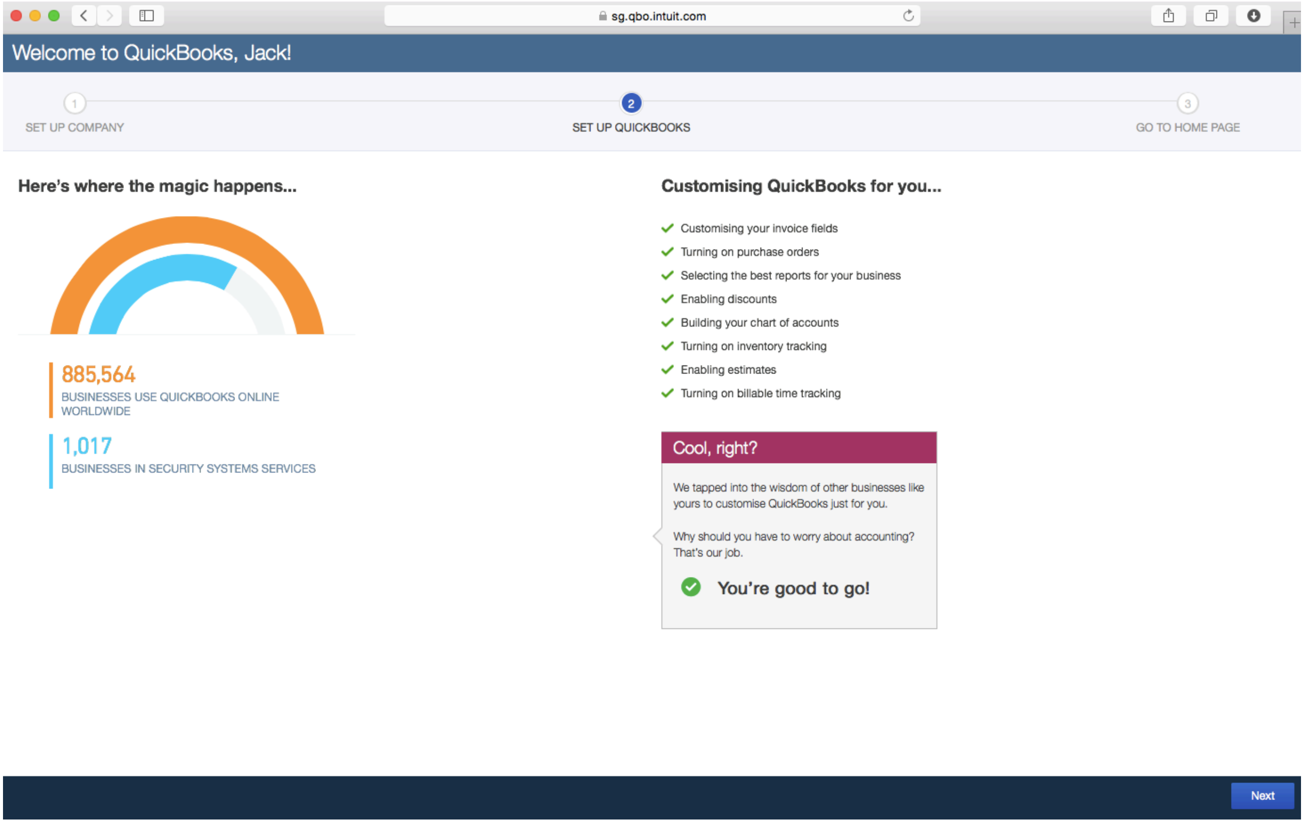
8. The next step is a question that asks; Do you want to import from QuickBooks for Windows or MYOB? North Shore Locksmith is a start-up business so they do not need to import data from another source.



9. The last step is to tell QuickBooks Online about your business's preferred payment methods. Select all the methods that apply. North Shore Locksmith will accept several different payment methods. Select Cash, Cheque, Credit card/debit card, Bank Transfer and PayPal.

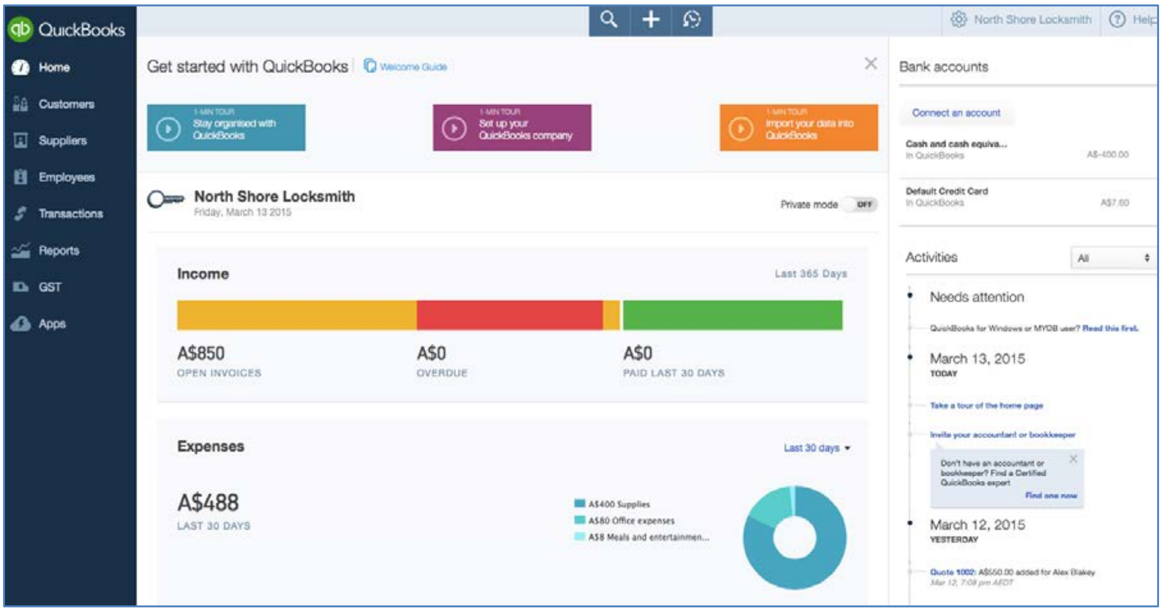
10. Click Save and Next.

QuickBooks Online completes the basic setup of your business's QuickBooks Online company file. The results of the setup are displayed in a graph. The graph displays information about businesses like yours using QuickBooks Online. In the right hand column of the Set Up QuickBooks window, you see a list of features and transactions that QuickBooks Online has enabled for your business.



North Shore Locksmith is now setup! This completes the basic setup.

11. Click Save and next to complete the setup and go to the Home window.



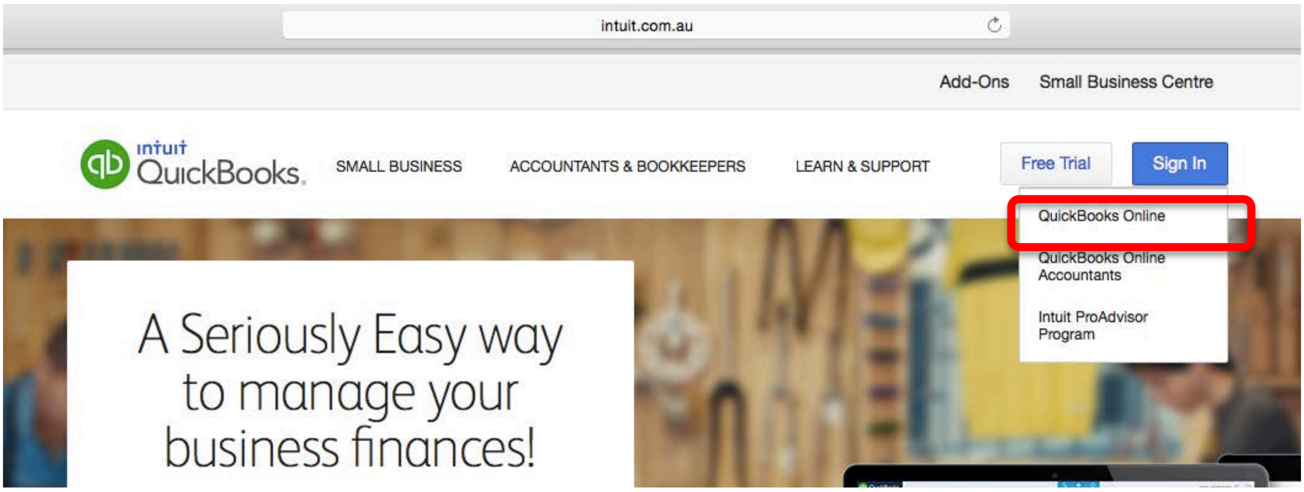
NAVIGATING QUICKBOOKS ONLINE

QuickBooks Online (QBO) has been designed to be intuitive, fast and simple to use. The 'click and go' navigation makes it easy for you to find what you need quickly so you spend less time doing your books and more time doing what you love. The user interface is simple and unified across all products and contains fewer secondary menus, which results in fewer clicks to find the desired information or functions.

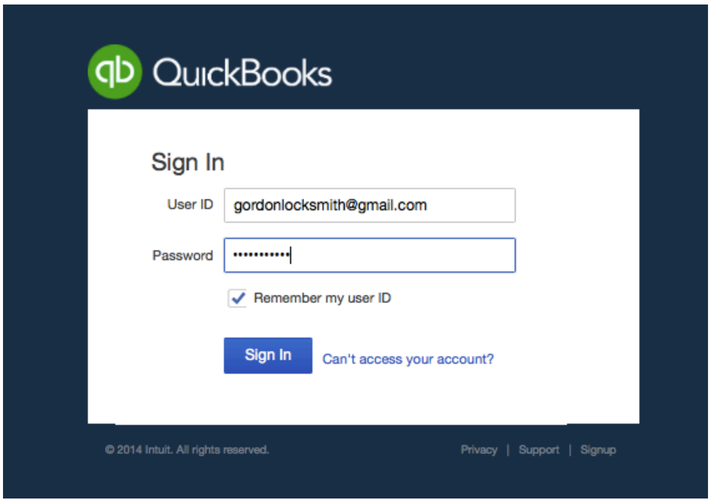
NOTE: *QuickBooks Online works best in a Chrome browser, but it also works with Internet Explorer 10, Safari 6 or Firefox. It's useful to bookmark your login page and memorize your login username so it's easy to login anytime on your same computer, tablet or laptop device.*

TAKE THE QUICKBOOKS ONLINE TOUR

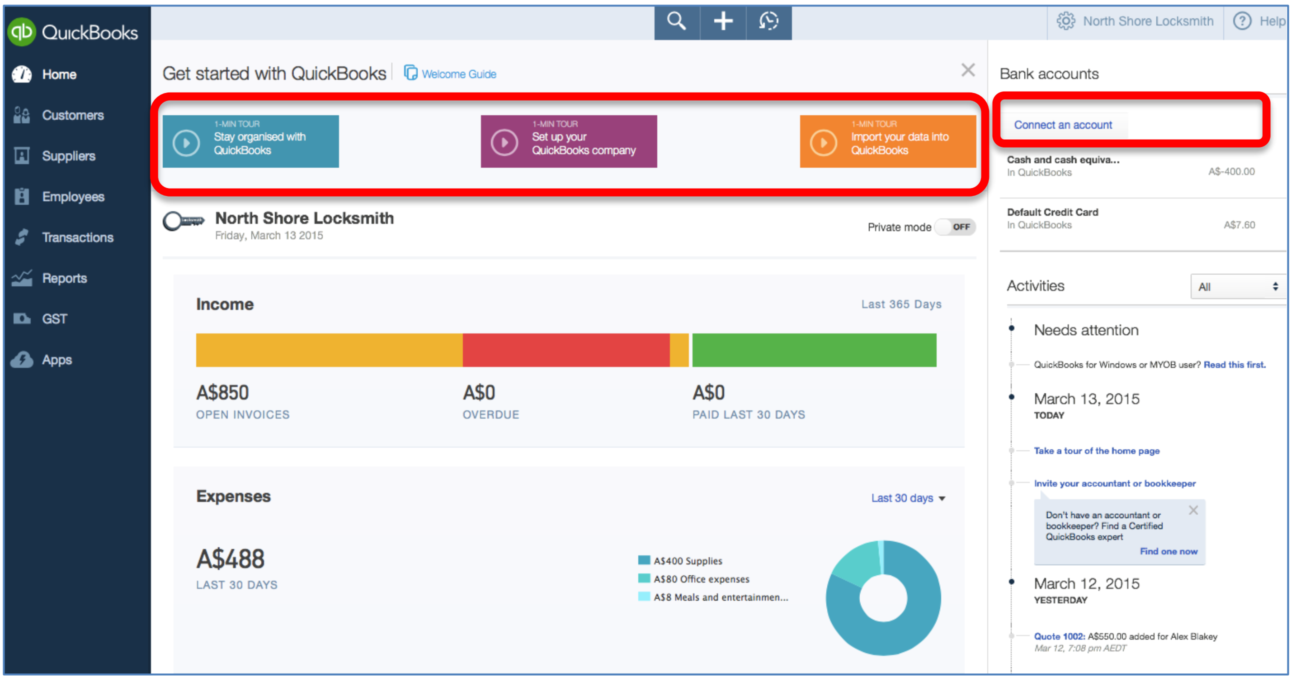
1. Sign into QuickBooks Online at intuit.com.au.



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

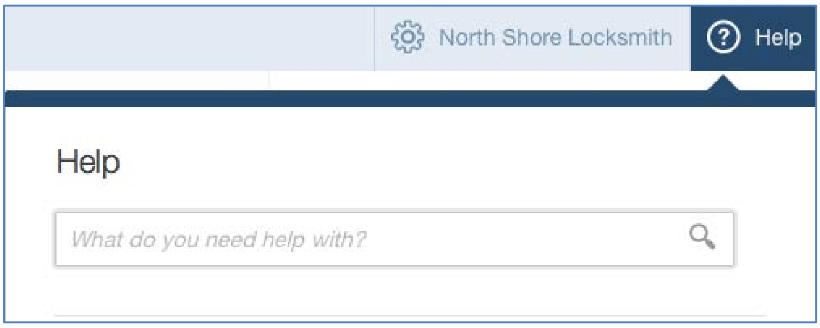


2. The **Home Page** displays a summary of key information and provides links to quick tips to help you get the most out of QuickBooks Online.



3. The **Company** setting is located in the top right corner of your QuickBooks Online screen, and is accessed by clicking on the **gears** icon.

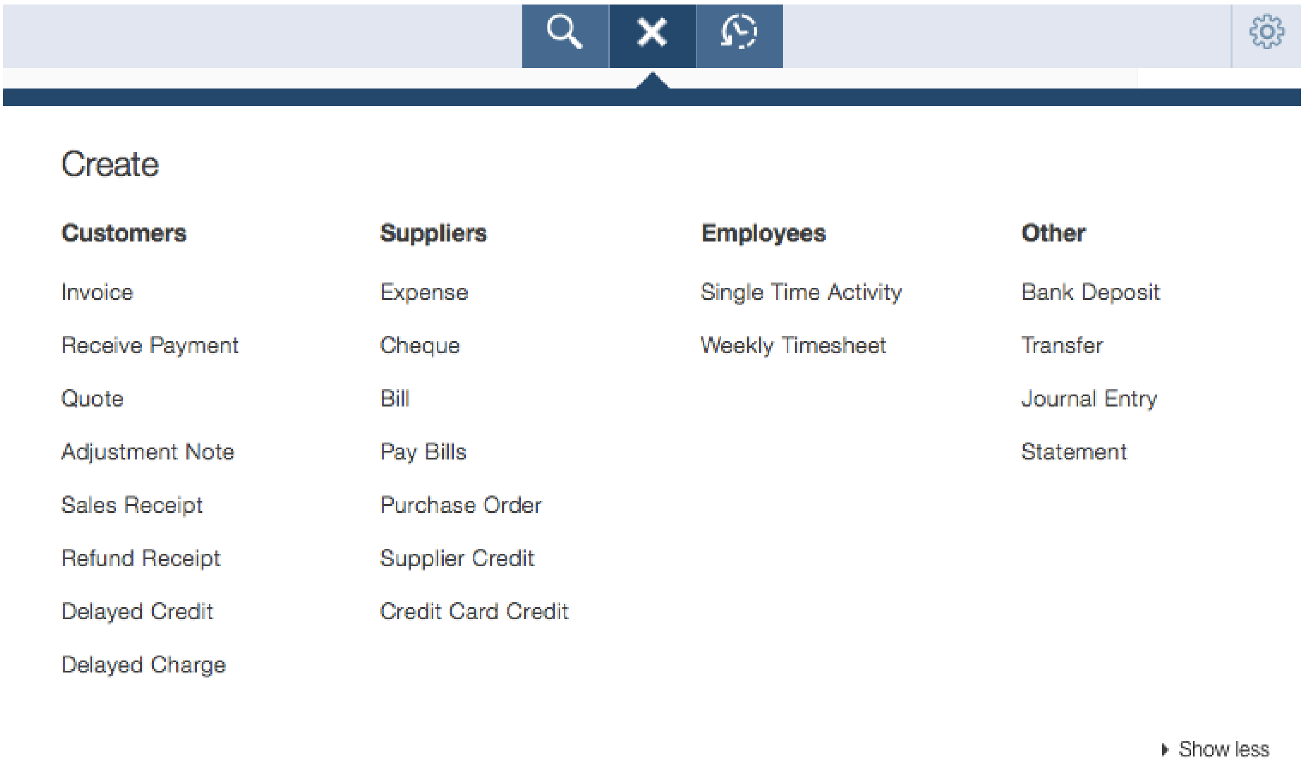
4. To access the **Help** function, click on the **question mark** next to the company menu in the top right corner.



The **Global Navigation** in the center of the screen gives you quick access to:

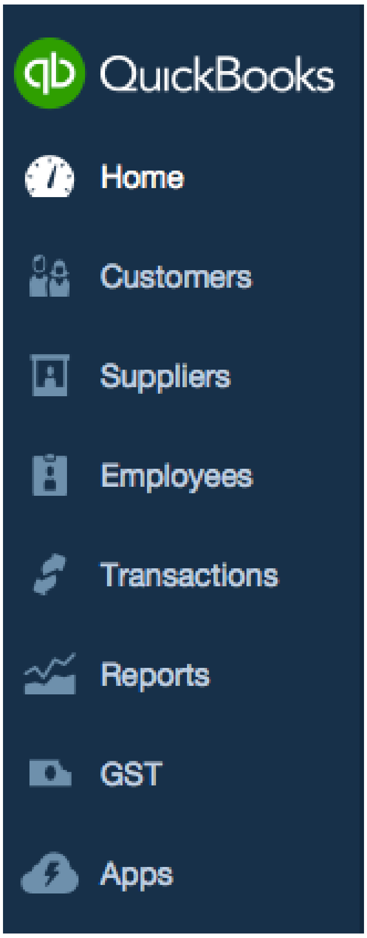
-  **Search** – Use this feature to quickly look up QuickBooks Online transactions by transaction number, date, or dollar amount. The **Advanced Search** feature allows you to combine your search terms.

-  **Quick Create** – Use this feature to quickly access the four key transaction types. Clicking on **Show More** expands the list to include all the available transactions.



-  **Recent Transactions** – Use this feature to display a list of your recently recorded transactions, each of which can be opened by clicking on the selection.

The left-hand navigation bar provides access to your lists and all primary transactions.



Home – Home Page

Customers – Use this to create, import, edit and delete customers, Customer Money Bar shows the flow of money into the business

Suppliers – Use this to create, import, edit and delete Suppliers, Supplier Money Bar shows you flow of money out of the business.

Employees – Use this to create, edit and delete employees. You can also activate payroll from here

Transactions – This is a shortcut to the following: banking, sales, expenses and Chat of Accounts

Reports – This menu has four options: Recommended, Frequently Run, My Custom Reports and All Reports

GST – From the GST Centre, you can activate your GST tracking, create new taxes and tax groups, complete a BAS, view related reports, tax rates and record GST payments

Apps – Access featured applications and add-ons to QuickBooks Online from this page.

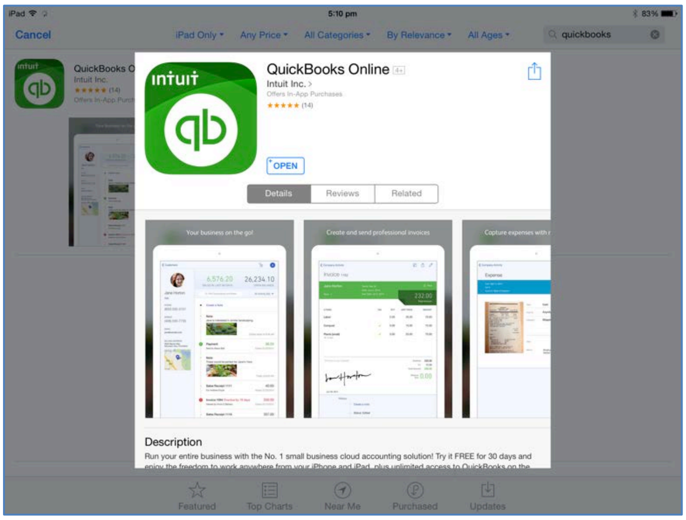
TAKE THE QUICKBOOKS ONLINE IPAD / IPHONE TOUR

QuickBooks Online works with iPhone, iPad, and Android devices; you can have access to your business information, customers or suppliers wherever you have mobile access.

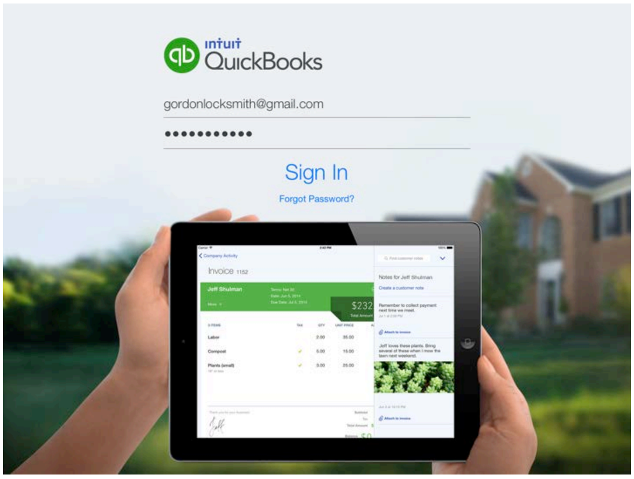
MANAGE YOUR BUSINESS ANYWHERE

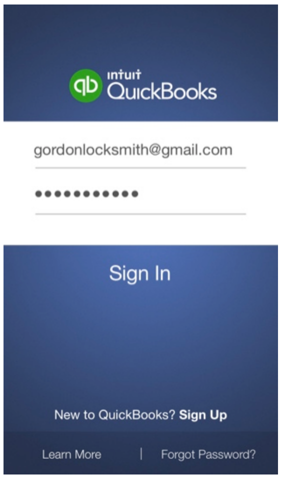
- Create and send professional invoices and quotes.
- Snap photos of your receipts and organise daily expenses as you go.
- Convert a quote to an invoice in seconds.
- Attach photos and notes to quotes, invoices, customers, and transactions.
- Receive overdue invoice notifications so you always know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

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



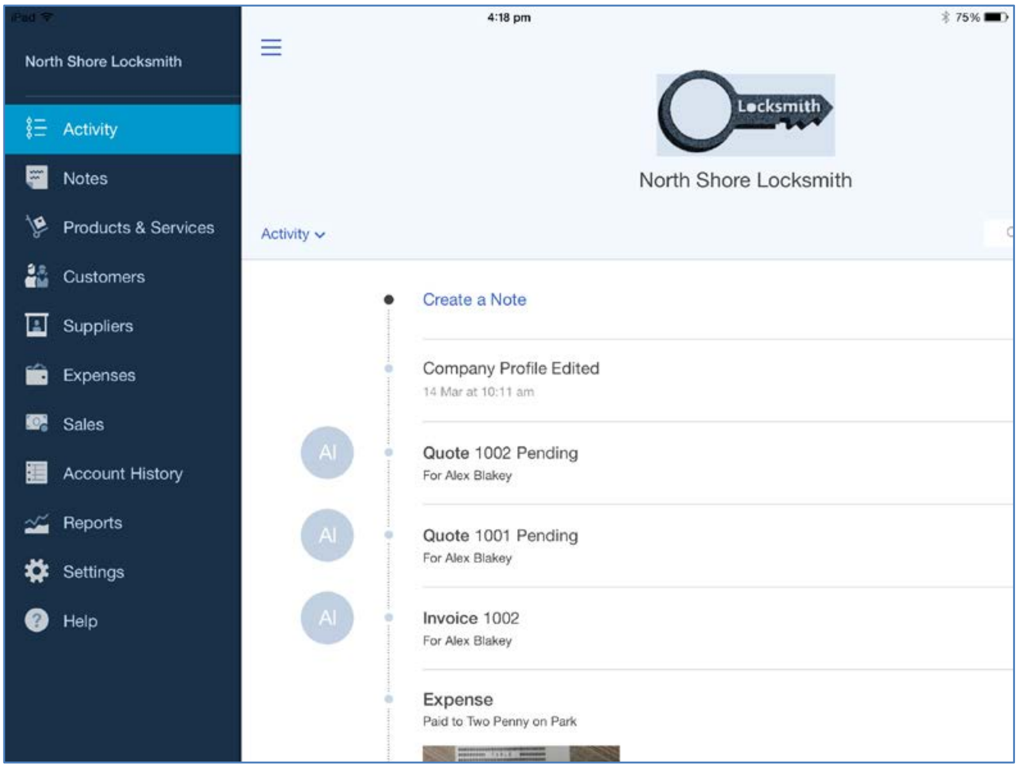
2. Use your QuickBooks Online login credentials to sign-in to the app



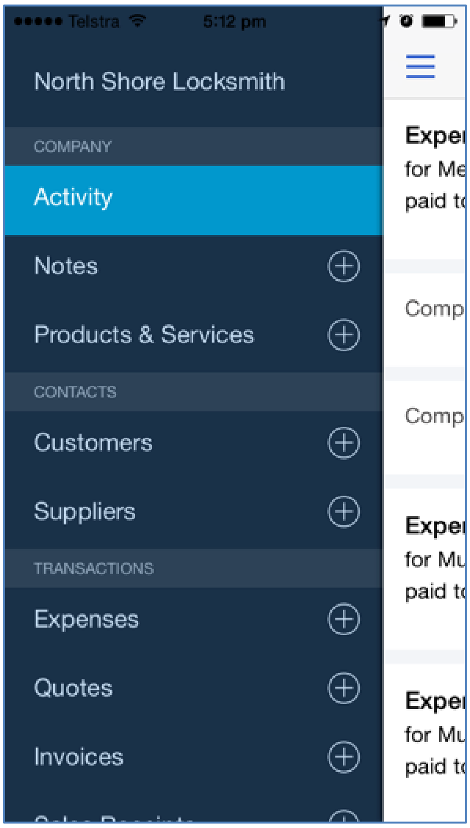


3. The navigation on the iPad app is similar to QBO on the browser. There is a left and right hand side panel of options available by selecting the menu and plus buttons on the top left and right hand side of the screens respectively. For the iPhone the plus sign is at the bottom of the screen.

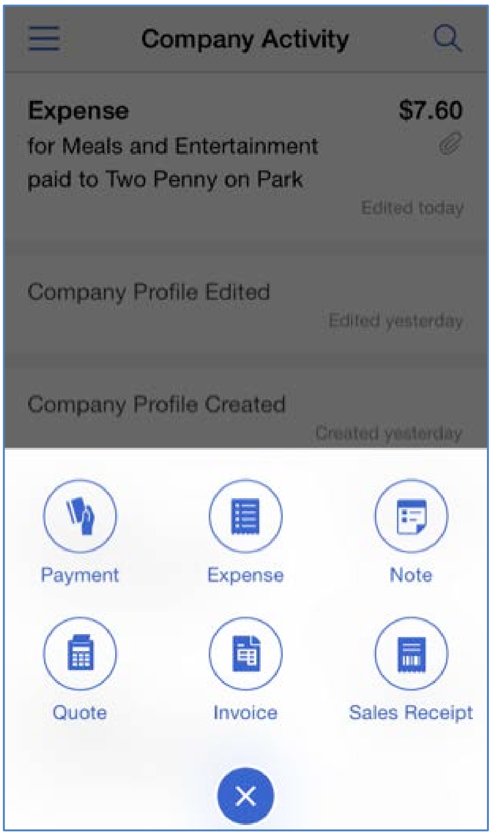
Left hand side panel on iPad:



Right hand side panel on iPad:



Left hand side panel on iPhone



Right hand side panel on iPhone

COMPANY SETUP

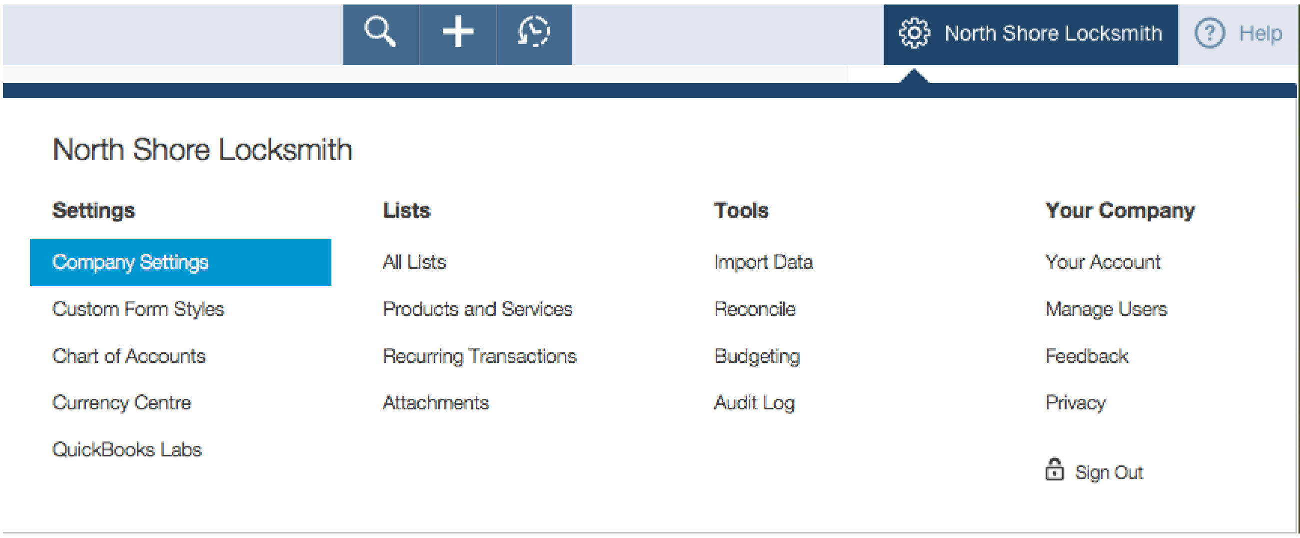
The Company Settings feature is designed to allow you to customize QuickBooks Online to your specific business requirements and uses.

It's important to define your Company Settings before you enter or upload transactions, so that your entries are uniform. Your settings can always be modified or changed based on your needs after the initial setup is completed.

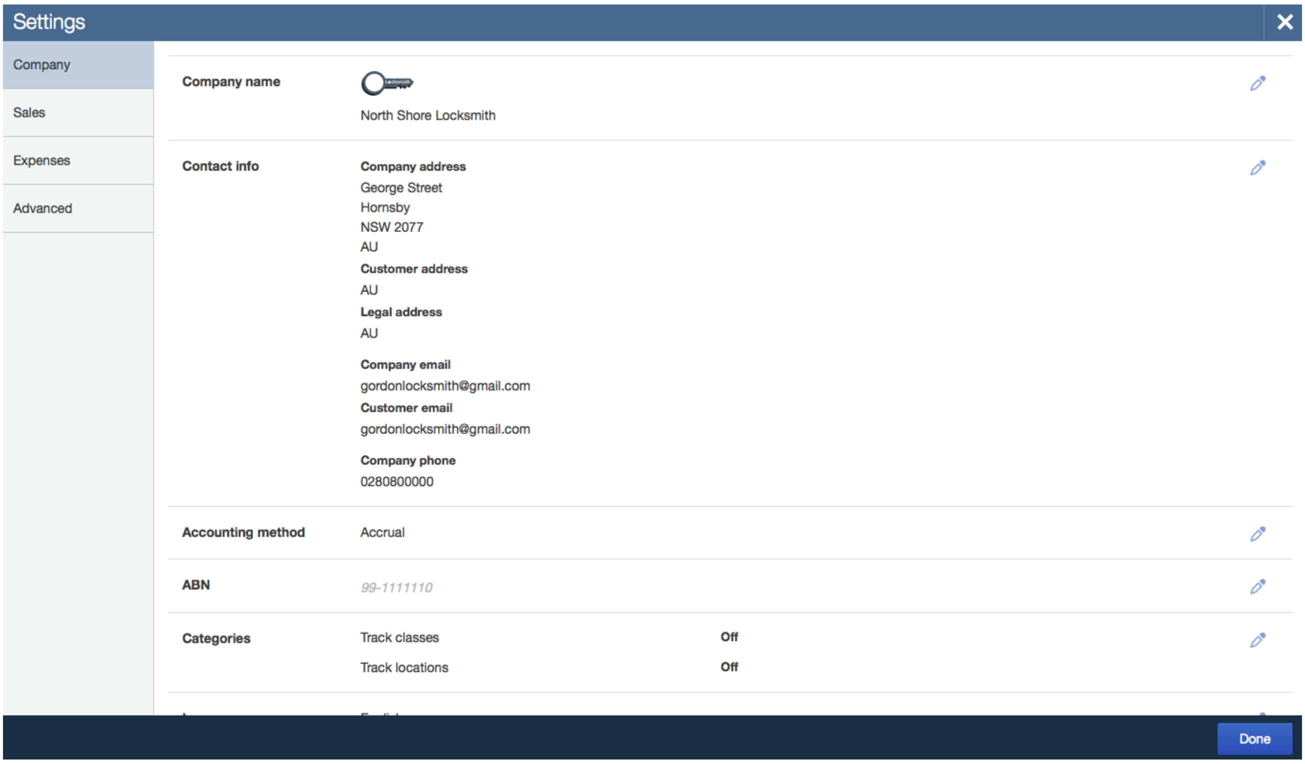
NOTE: *The features and screen captures shown here are those available in QuickBooks Online Plus. Some features are not available in QuickBooks Online Simple Start or Essentials.*

COMPANY SETTINGS

Company Settings are accessed by selecting the **gear** icon or company name in the top right corner of the screen.

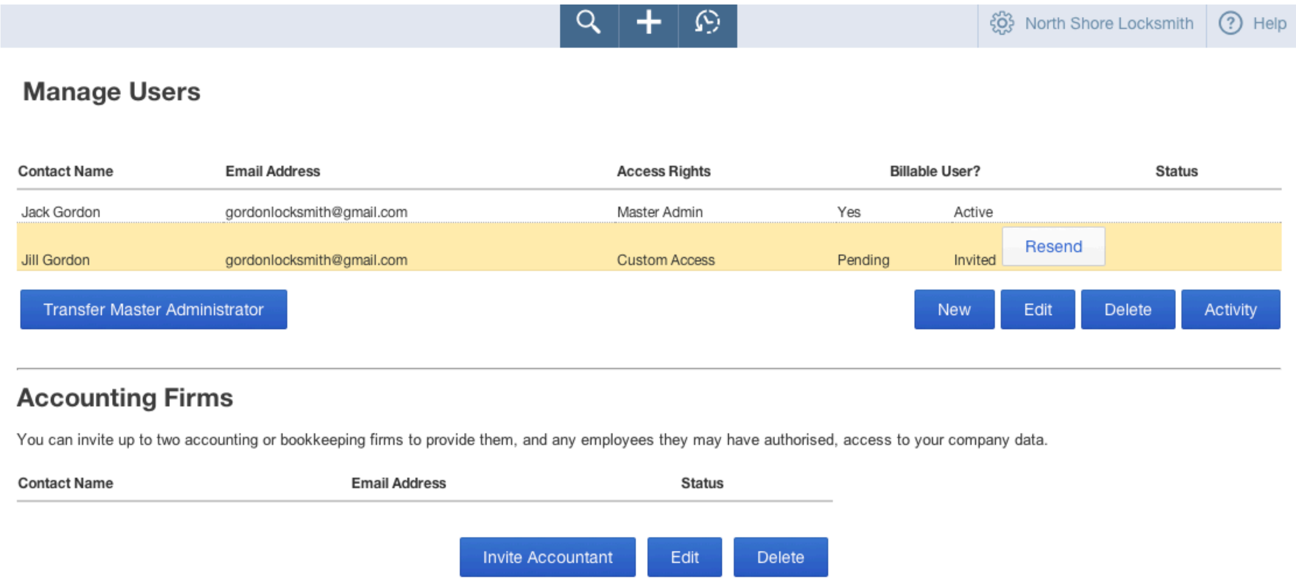


You can edit any of the company settings by clicking on the option and making your change. Once complete, click **Done** to update your information.

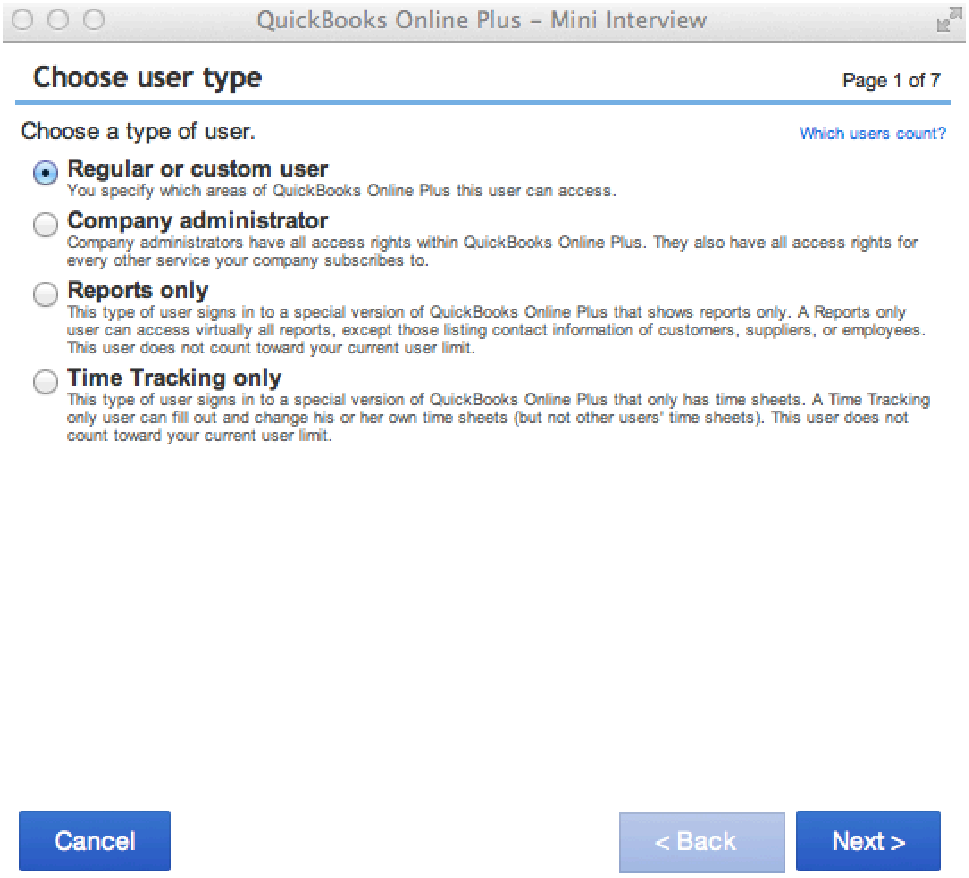


Manage Users

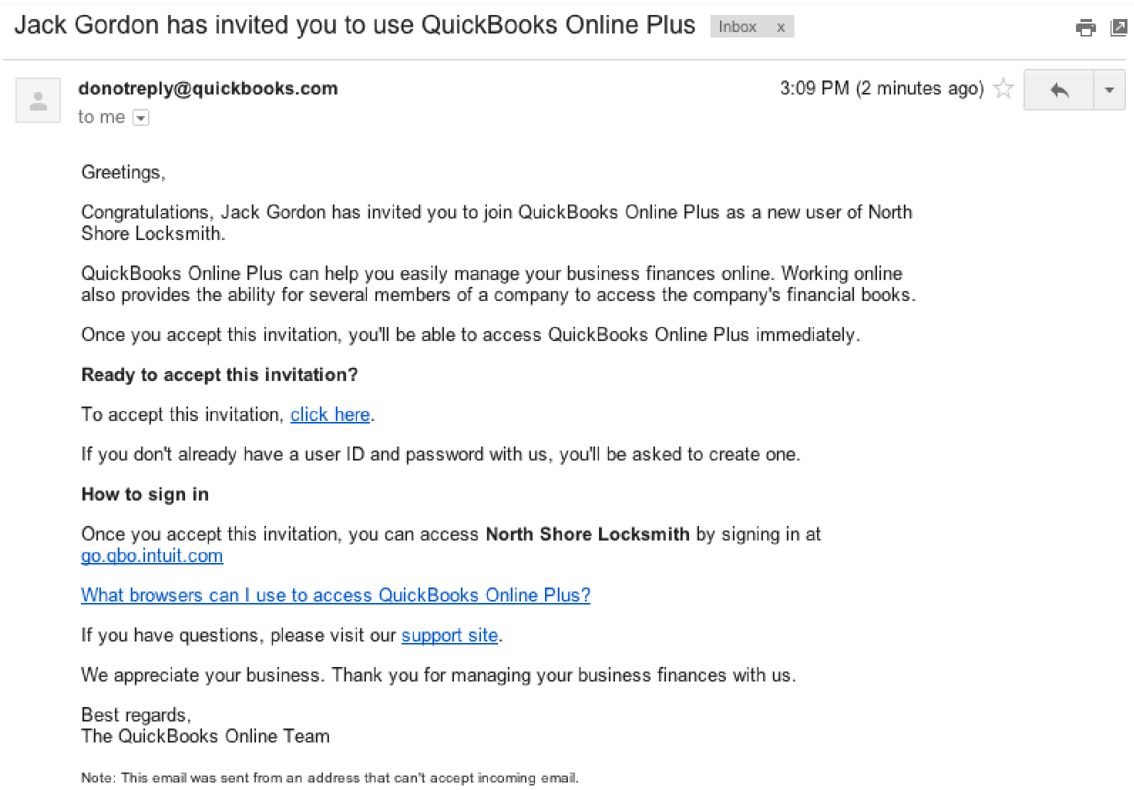
You can give other users access to QuickBooks Online by selecting **Manage Users** in the **Your Company** section of the **Company** menu.



To set up new users, select **New** in the upper right side of the screen. You will be asked to enter the name and email address. When you create a new user, you can restrict or expand access as follows:



An email invitation with a link to your company file is sent automatically to anyone who you invite. New users must accept the invitation to gain access to your company file.



Jack Gordon has invited you to use QuickBooks Online Plus Inbox x

donotreply@quickbooks.com 3:09 PM (2 minutes ago)

to me

Greetings,

Congratulations, Jack Gordon has invited you to join QuickBooks Online Plus as a new user of North Shore Locksmith.

QuickBooks Online Plus can help you easily manage your business finances online. Working online also provides the ability for several members of a company to access the company's financial books.

Once you accept this invitation, you'll be able to access QuickBooks Online Plus immediately.

Ready to accept this invitation?

To accept this invitation, click here.

If you don't already have a user ID and password with us, you'll be asked to create one.

How to sign in

Once you accept this invitation, you can access **North Shore Locksmith** by signing in at go.qbo.intuit.com

What browsers can I use to access QuickBooks Online Plus?

If you have questions, please visit our support site.

We appreciate your business. Thank you for managing your business finances with us.

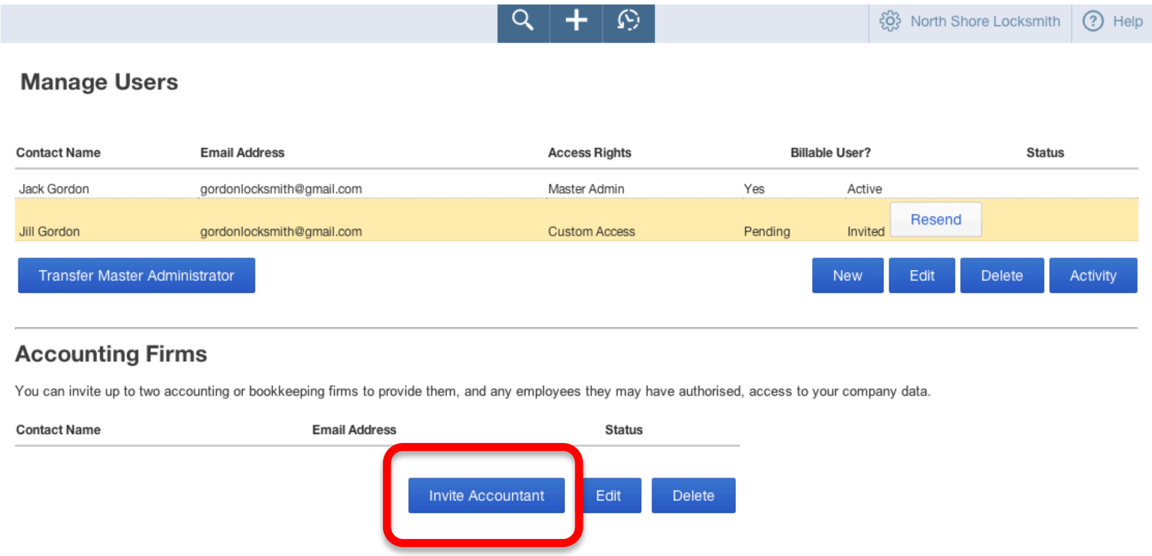
Best regards,
The QuickBooks Online Team

Note: This email was sent from an address that can't accept incoming email.

QuickBooks Online users can invite up to two accounting professionals (for example, a bookkeeper and an accountant) to access their QuickBooks Online data for free, in all versions of QBO (SimpleStart, Essentials or Plus).

To invite your accountant and/or bookkeeper to have access to your QBO data:

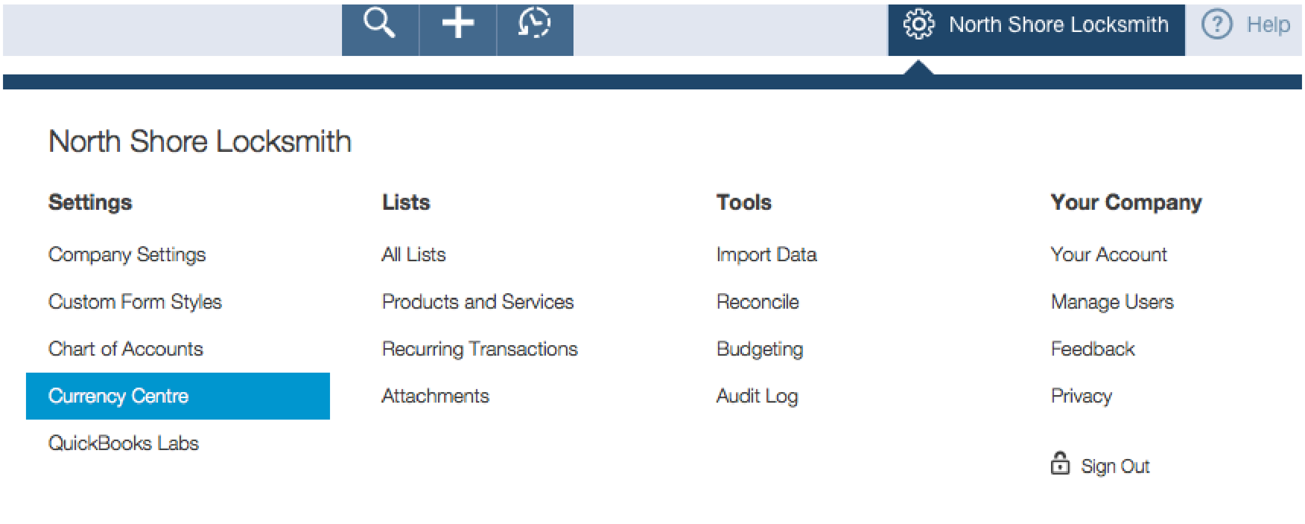
1. Select **Manage Users** in the **Company** menu.
2. Select **Invite Accountant** at the bottom of the screen.



3. Enter the accounting professional's name and email address. This action will generate an email invitation, which includes a unique link to accept and gain access to your QuickBooks Online data using QBO Accountant.

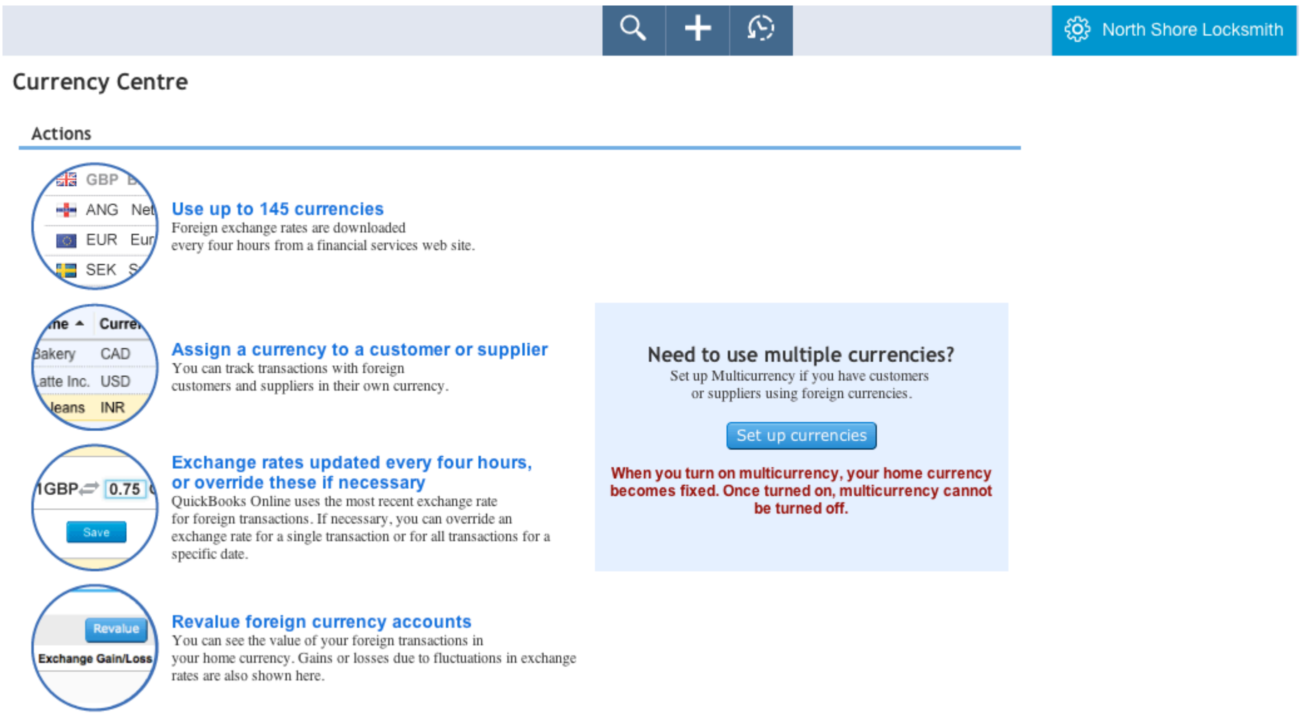
MULTIPLE CURRENCIES

If you do business with foreign suppliers and/or customers, QuickBooks Online can be set up for multiple currencies. Simply select **Currency Centre** from the **Settings** section of the **Company** menu.



This will open the Currency Centre. If you would like to activate multi-currency, click the **Set up currencies** button. When multicurrency is enabled, any foreign-denominated transaction will track three values: foreign currency amount, exchange rate, and the equivalent amount denominated in the home currency, Australian dollars.

QuickBooks Online tracks fluctuating exchange rates, and it also calculates exchange gains and losses automatically.

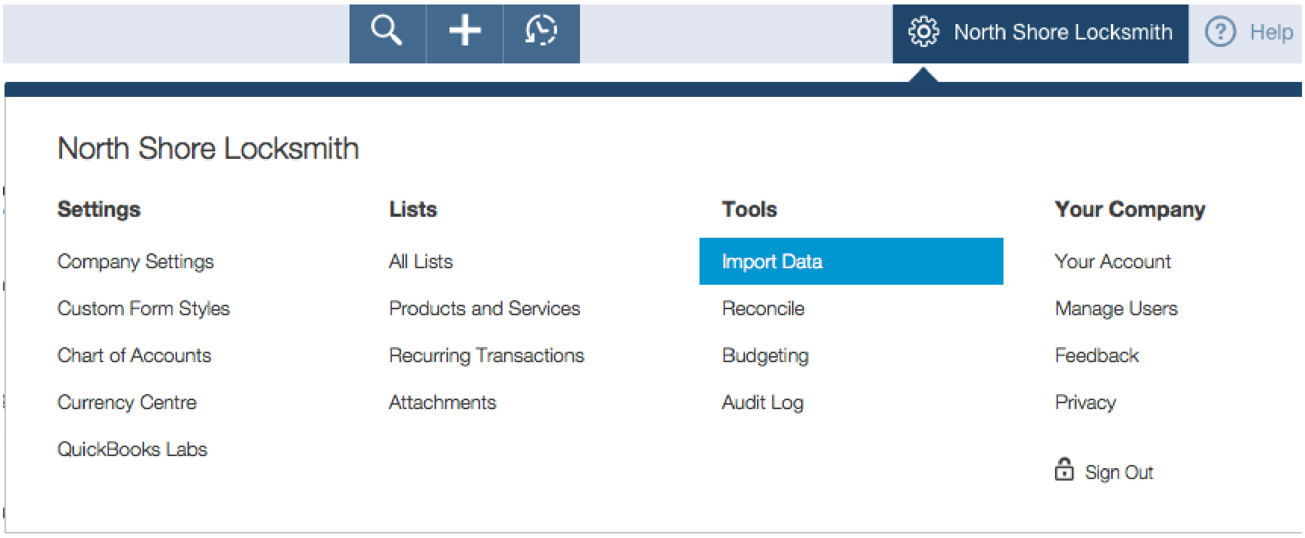


IMPORTING YOUR DATA

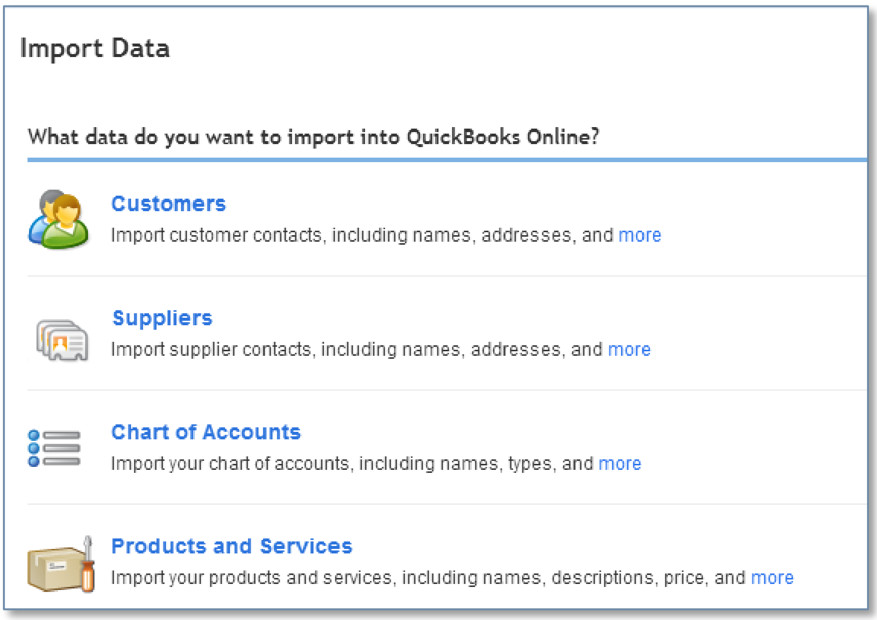
If you are currently using QuickBooks desktop or another accounting software program, go to www.intuit.com.au for the latest information on conversion options.

To import a data file:

1. Go to the **Company Gear Icon**
2. Under the **Tools** heading
3. Select **Import Data**.



4. Then select the type of data you would like to import.

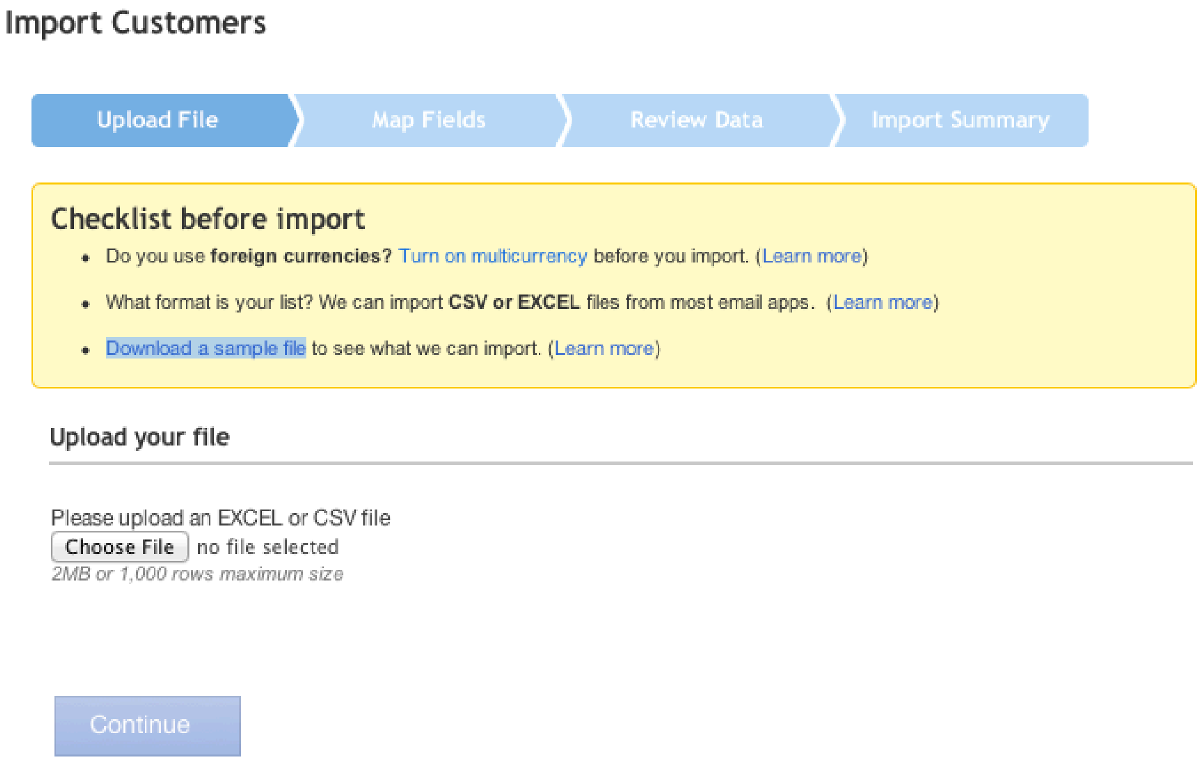


CUSTOMERS

TIP! *To save time and insure your data is imported correctly and requires minimal clean-up, be sure to preview and reformat your data file to match the sample data file (see the* ***Download a sample file*** *hyperlink).*

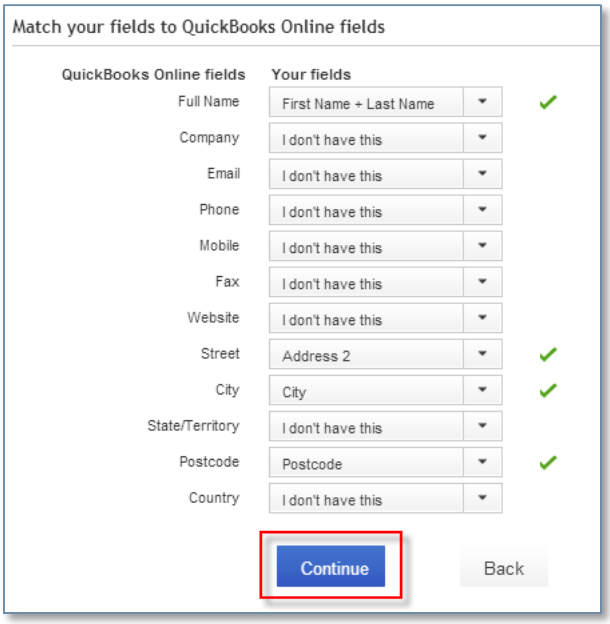
To import your customer's data:

1. Select **Customers**.
2. Choose **File** and browse to select your customer .xls or .csv import file.
3. Find and highlight the source import file, select **Open** or double-click on the import file name to select it.

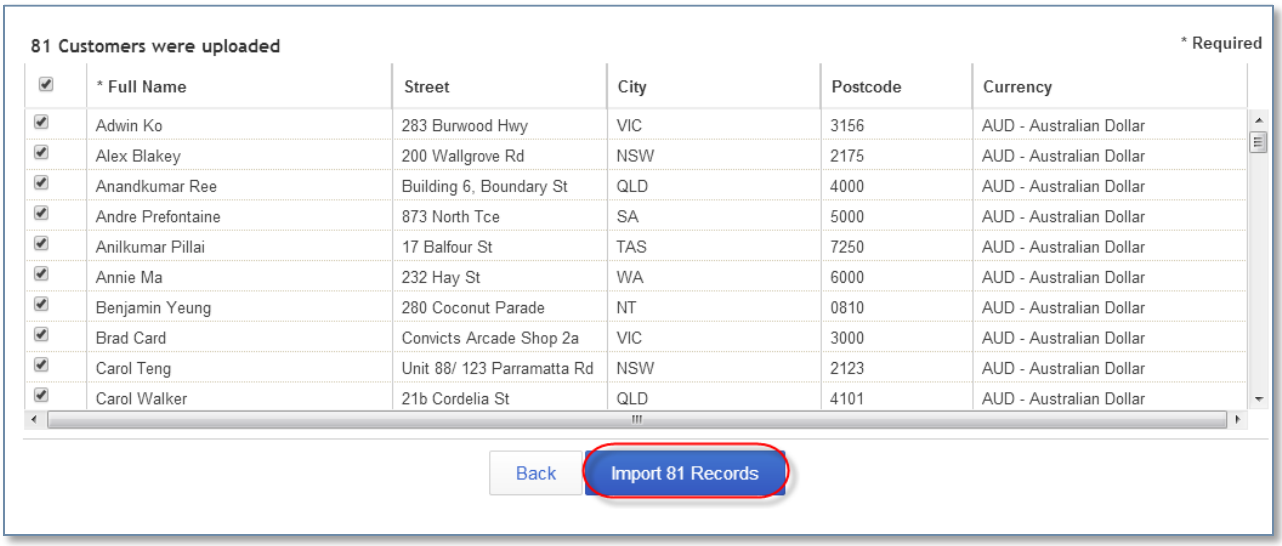


4. Once the import file is chosen, select **Continue**.
5. Review the fields (columns from import file) to ensure they are matched correctly with QuickBooks Online fields for Customers.

6. Note the green checkmark next to fields that QuickBooks Online has matched up with or mapped to the import file's columns. If necessary, change the mapping of any field, and select **Continue**.



7. Make any desired or required (signified in red, if any) corrections to the information in the preview screen and then select the button to **Import** the records.



* Full Name	Street	City	Postcode	Currency
Adwin Ko	283 Burwood Hwy	VIC	3156	AUD - Australian Dollar
Alex Blakey	200 Wallgrove Rd	NSW	2175	AUD - Australian Dollar
Anandkumar Ree	Building 6, Boundary St	QLD	4000	AUD - Australian Dollar
Andre Prefontaine	873 North Tce	SA	5000	AUD - Australian Dollar
Anilkumar Pillai	17 Balfour St	TAS	7250	AUD - Australian Dollar
Annie Ma	232 Hay St	WA	6000	AUD - Australian Dollar
Benjamin Yeung	280 Coconut Parade	NT	0810	AUD - Australian Dollar
Brad Card	Convicts Arcade Shop 2a	VIC	3000	AUD - Australian Dollar
Carol Teng	Unit 88/ 123 Parramatta Rd	NSW	2123	AUD - Australian Dollar
Carol Walker	21b Cordelia St	QLD	4101	AUD - Australian Dollar

NOTE: *An Import Summary confirms the number of imported customers.*

Suppliers

To import your supplier data into your QuickBooks Online company file, follow the same process as above. Remember to select **Suppliers** when specifying the type of data and then pre-format and select your Supplier xls or csv file accordingly.

Chart of Accounts

To import your 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 and then pre-format and select your Chart of Accounts .xlsx or .csv file accordingly.

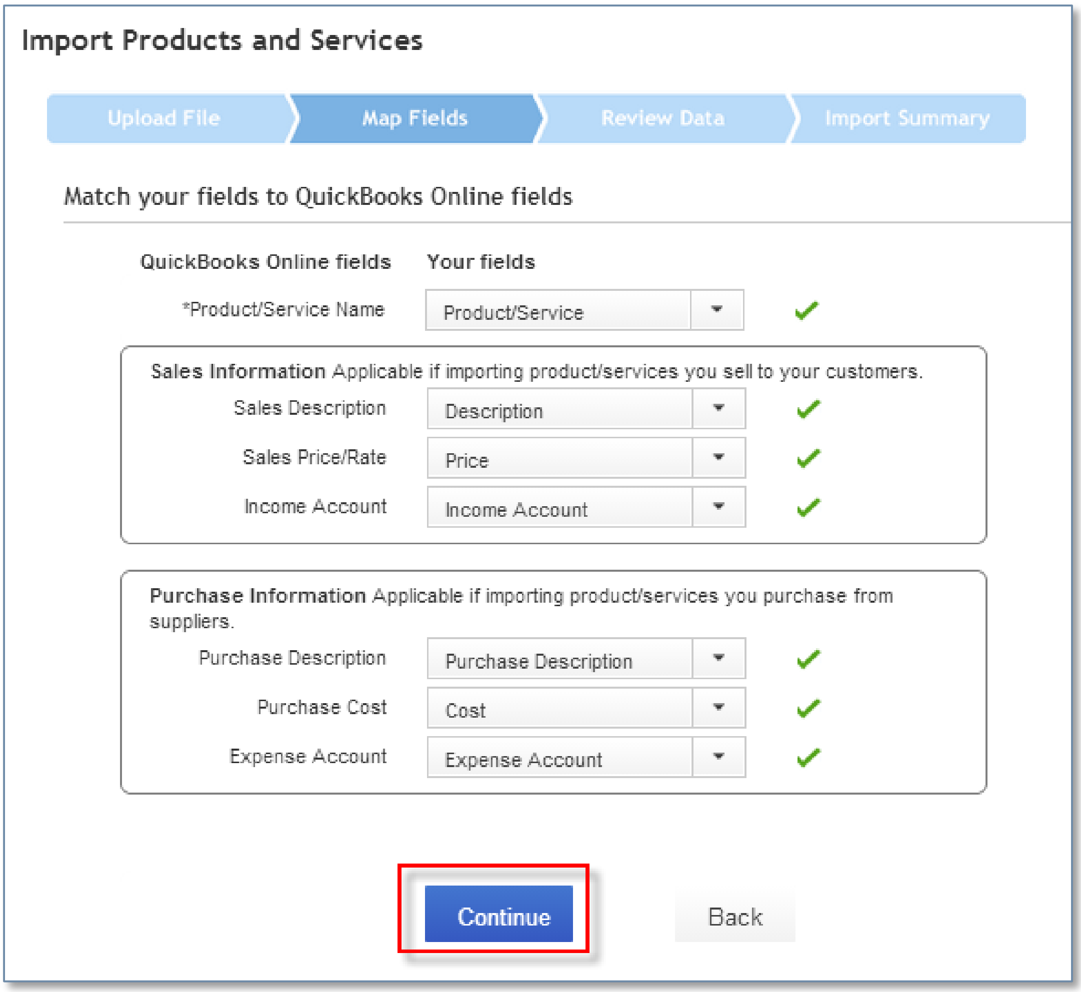
NOTE: It is important to import the Chart of Accounts data **before** importing the Product/Services data to insure your Product/Services data falls into the correct accounts and will minimize the need to reclassify or reassign your data after importing.

Products / Services

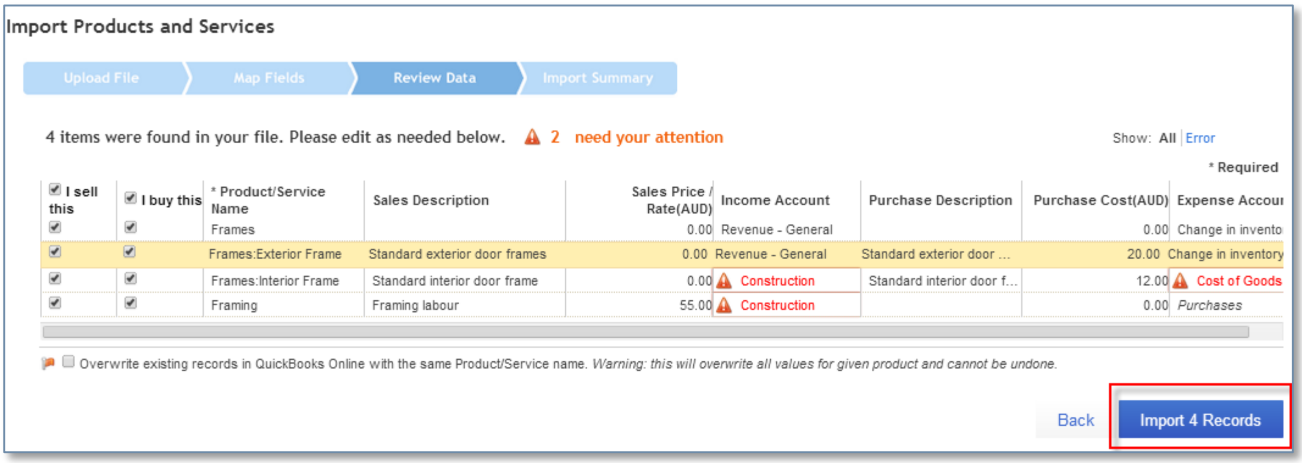
Products and Services are generally imported last, and as noted above, they can only be imported after the Chart of Accounts is set up. Please contact you Pro Advisor to set-up your Chart of Accounts.

The procedure for importing Products and Services is similar to that of importing Customers and Suppliers.

1. Again, match the fields and make any required changes to the mapping, click **Continue**.



Make any desired or required (in red) changes and import the records.



I sell this	I buy this	* Product/Service Name	Sales Description	Sales Price / Rate(AUD)	Income Account	Purchase Description	Purchase Cost(AUD)	Expense Accou
✔	✔	Frames		0.00	Revenue - General		0.00	Change in invento
✔	✔	Frames:Exterior Frame	Standard exterior door frames	0.00	Revenue - General	Standard exterior door ...	20.00	Change in inventory
✔	✔	Frames:Interior Frame	Standard interior door frame	0.00	Construction	Standard interior door f...	12.00	Cost of Goods
✔	✔	Framing	Framing labour	55.00	Construction		0.00	Purchases

2. As with all imported lists, the **Import Summary** confirms the number of imported products and services.

DOWNLOADING TRANSACTIONS: LINKING YOUR BANK ACCOUNTS

You can save time and reduce errors by downloading your transactions directly from your bank and credit card accounts from a secure online connection.

Once you have established a secure connection with your bank your transactions will automatically transfer or “feed” to your QuickBooks Online Company file. Alternatively you can elect to import your bank transactions manually, by downloading the data from your bank or credit card and then uploading the data files to your QuickBooks Online account.

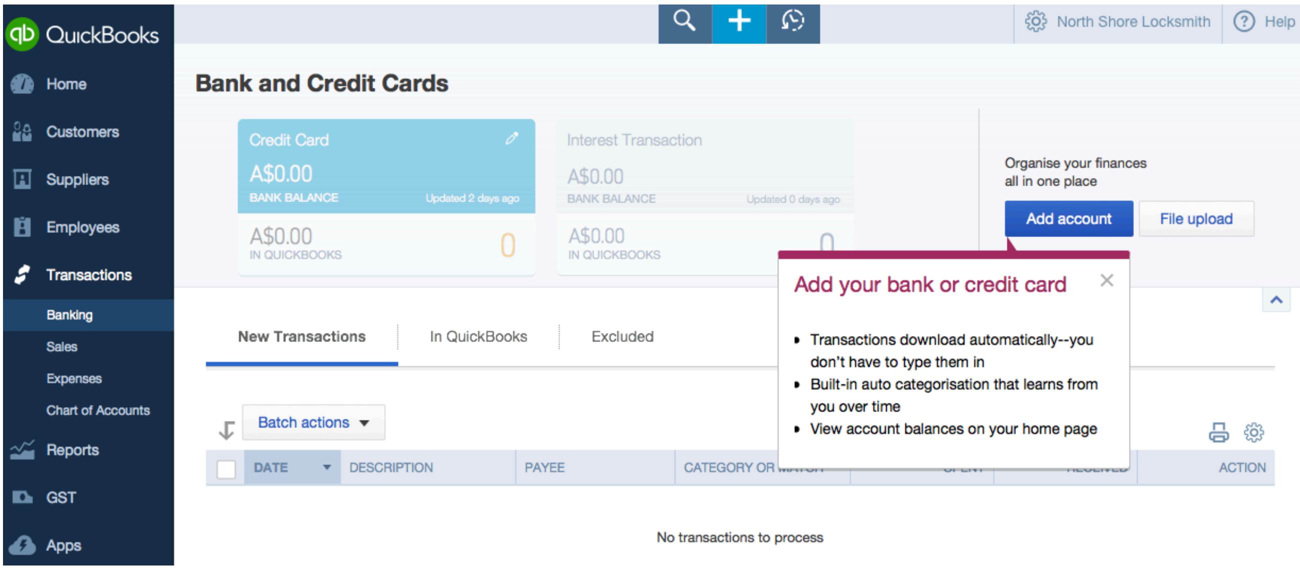
If you have set up automatic bank feeds, transactions are securely imported into the Downloaded Transactions feature automatically.

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 to allocate it to the same account and payee again

Linking your Bank Accounts or Credit Cards for Automatic Bank Feeds

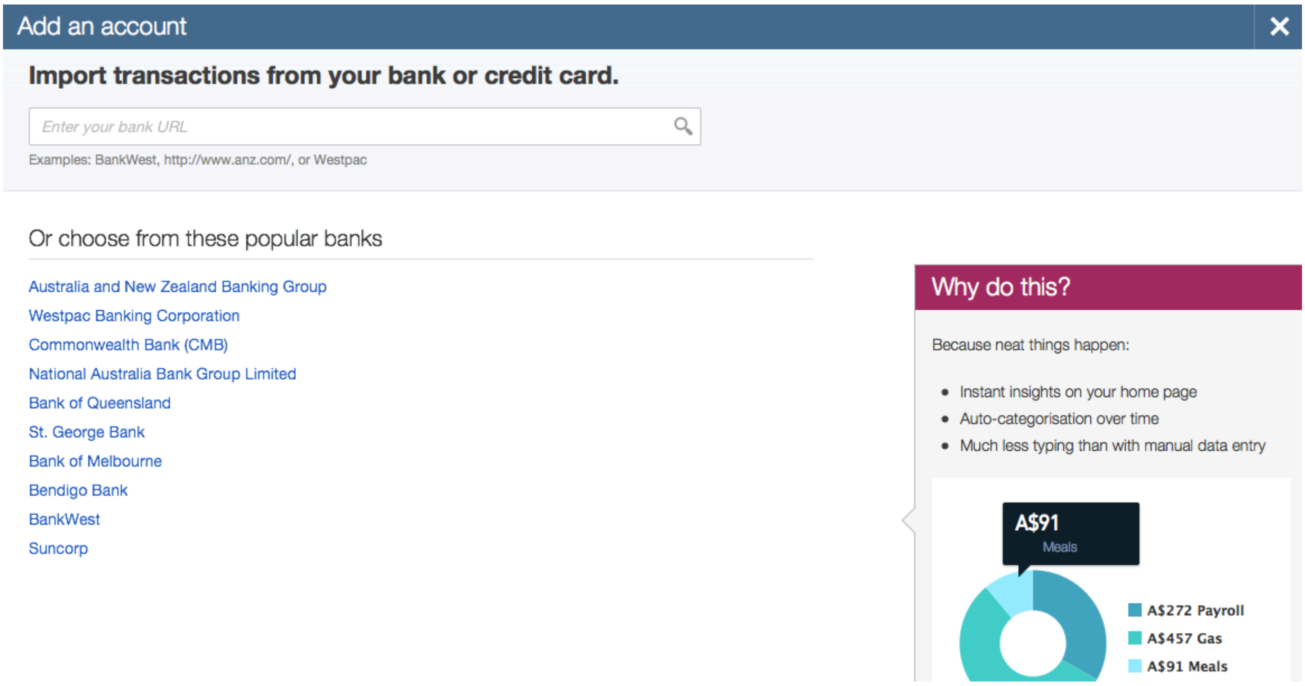
1. From the left-hand navigation bar select **Transactions**, then **Banking.**

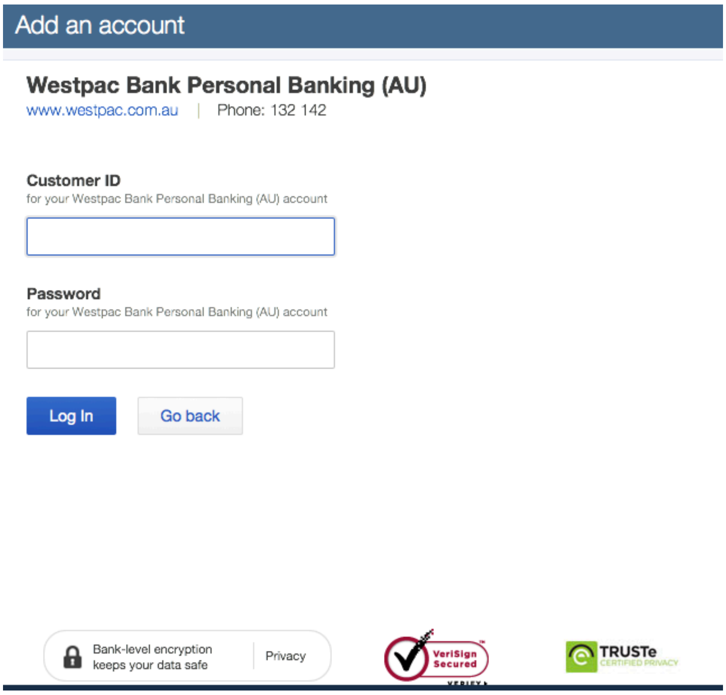


2. Locate your financial institution by selecting it from the list or by typing its name and clicking **Find**.

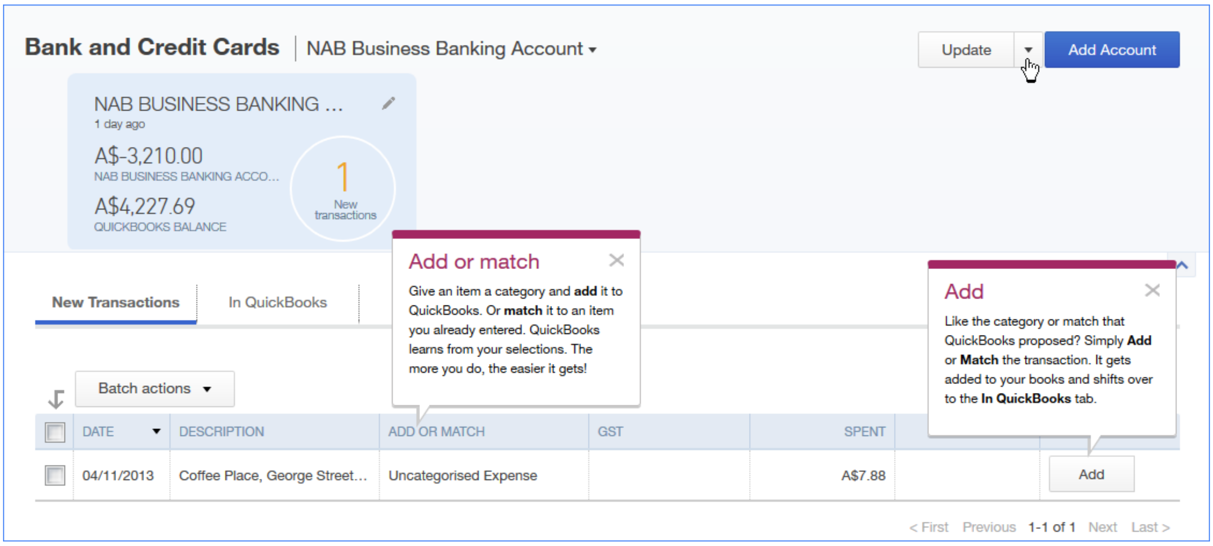
3. Enter your user name and password to enable QuickBooks Online to automatically download your account transactions directly into your QuickBooks Online account.

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 format and then upload them into QuickBooks Online manually.*





4. Once connected, tick the bank accounts you want to connect to QuickBooks Online then choose the Account type from the QuickBooks Account drop down list provided.



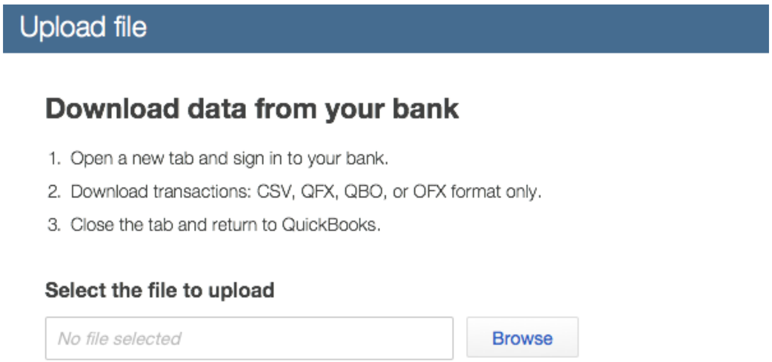
5. Click on **Connect** to download the transactions

6. Once your transactions are securely downloaded, click **"I'm done, let's go"**.

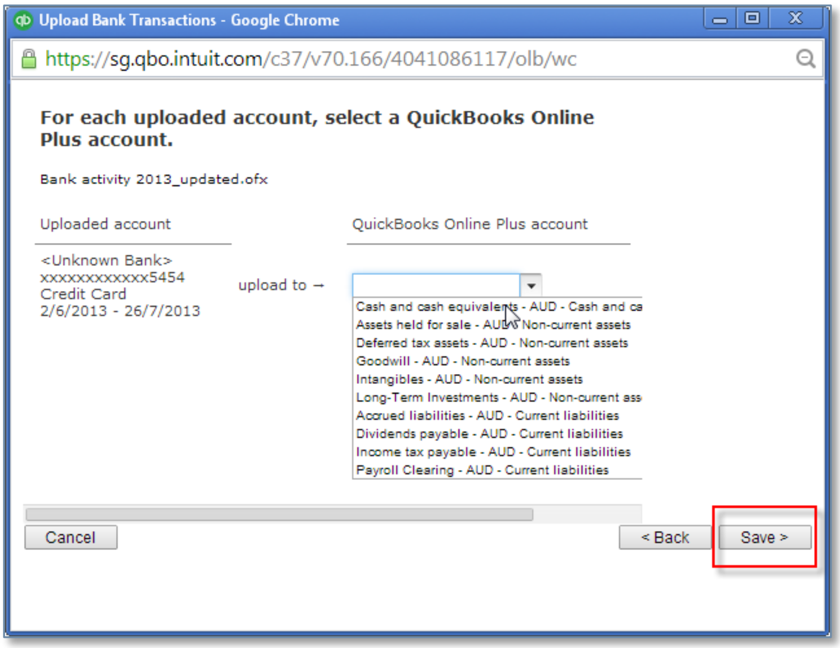
IMPORTING YOUR BANK TRANSACTIONS

An alternative to linking your bank accounts is to import bank transactions you have downloaded from your online banking system.

1. To do this, select **Transactions** then **Banking** and **File Upload.**
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 compared and uploaded and choose **Save**.



4. A message will appear indicating that your bank data has been saved.
5. Click **Finish**.

SETTING UP BANK RULES

Bank Rules allows greater control of bank transactions as they are added to the QBO 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 Description, Bank Text, or Amount using the logic of **Contains, Is Exactly or Doesn't contain.** You can add up to five separate conditions allowing you to drill down in identifying specific types of transactions.

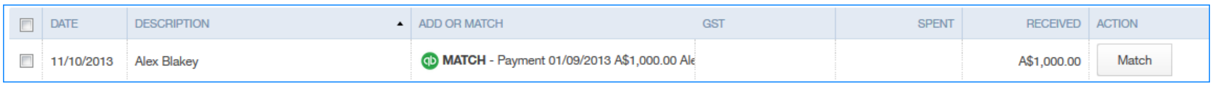
Once the Bank Rule has identified the transaction you are able to allocate the Payee, Categorize it, apply a tax code, or apply a class and/or Location. In addition you can add a memo to the transaction.

Create a new Bank Rule

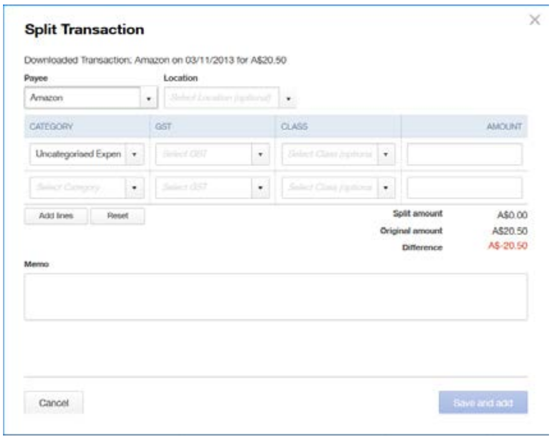
1. Once in the Transaction Banking screen click on the upside down arrow next to Update. Select Manage Bank Rule
2. In the new window click on the box in the top right called New Rule
3. Enter a rule name, call it OfficeWorks
4. Select if this is for Money In or Money Out transactions, set it as Money Out
5. Select the banks account the rule will relate to, choose NAB Business Banking
6. Select the appropriate conditions to meet the rule. Set as Description Contains Officeworks
7. Then select the appropriate actions. Set Payee as Officeworks, Category as Office Supplies, and Tax Code as GST on Non Capital. At this stage you do have the option to split the transaction if you wish.
8. Optionally choose a Location and/or Memo. Set memo to read "Added via Officeworks Bank Rules"

How to Match Transactions

In the New Transactions section you will find all the downloaded or imported Transactions. To accept a **Match**ed transaction click on the **Match** button at the end of the row under the Action column.

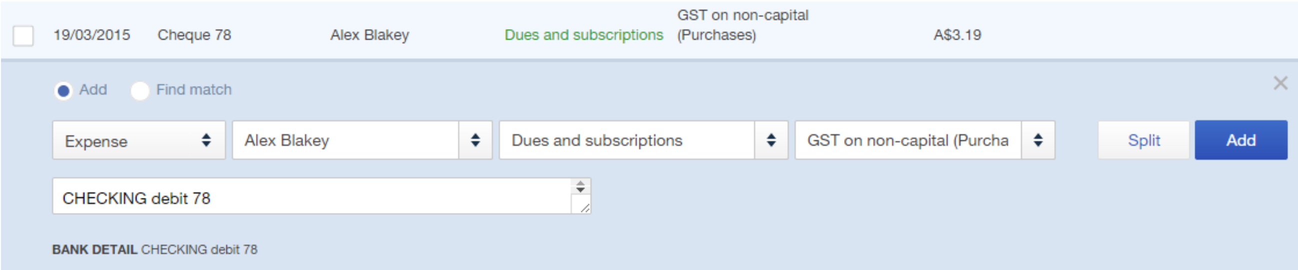


You can also **Split** a transaction to allocate it against multiple categories.



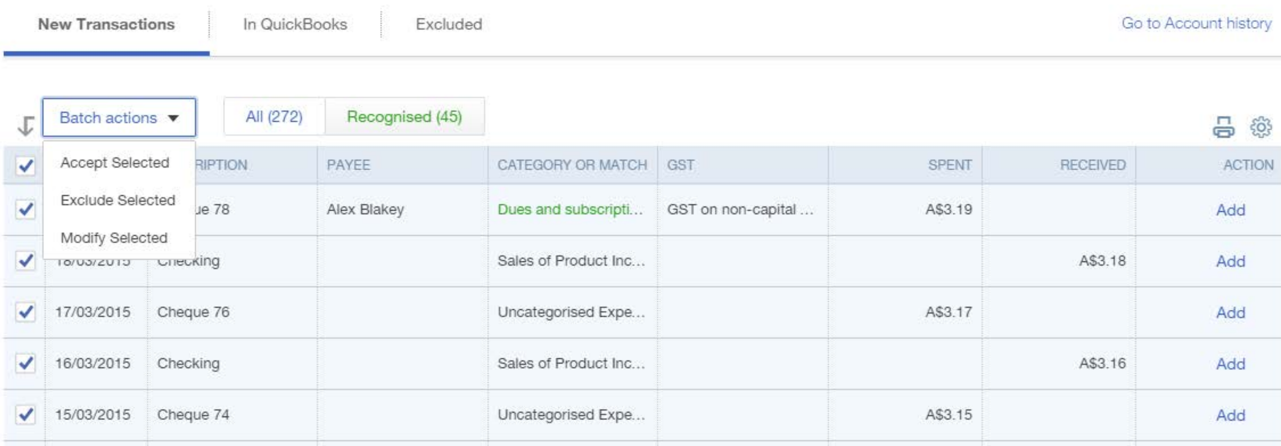
How to Add Transactions

In the **New Transactions** section you will find all the downloaded or imported Transactions. To **add a transaction** click on the transaction which will allow you to allocate the type of transaction, the customer or supplier, the category, GST, the class, or the location, as well as add a memo to the transaction



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.**



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.

CREATING AND MANAGING QUOTES

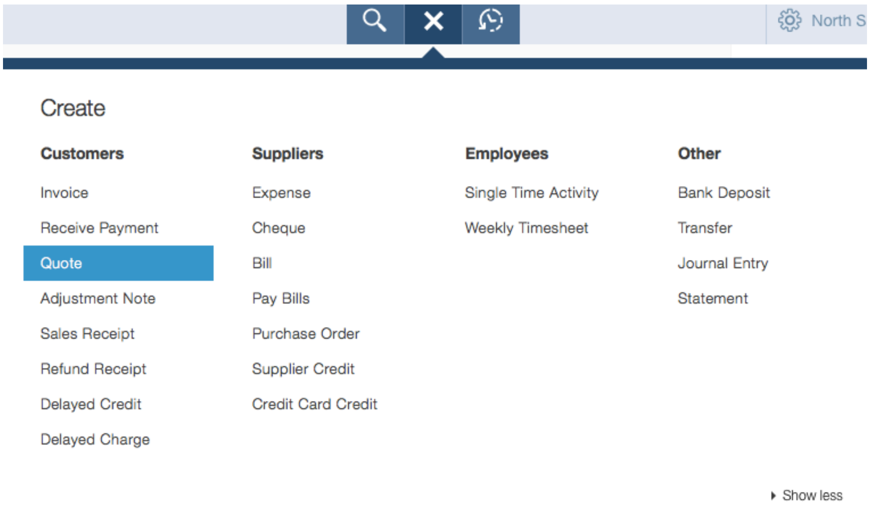
Quotes are easy to create and customise in QuickBooks Online. Before you create your first quote, double check your company is set up to account for GST, quantities, custom transactions and multi-currency.

CREATING QUOTES

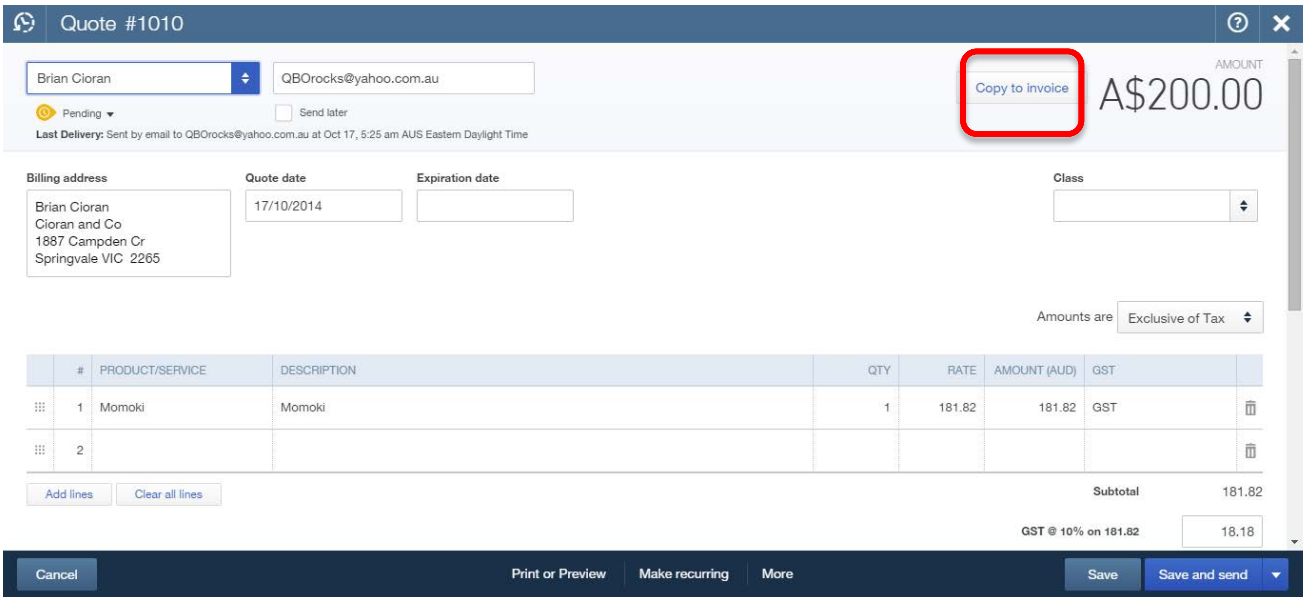
Quotes can be easily accessed from the **Create** or **Quick Create** menu.

To create an invoice:

1. Go to the **Quick Create** at the top of the QuickBooks Online screen or via the left-hand navigation panel.
2. In the Quick Create window, select Quote.



6. Complete the on-screen quote, including selecting a customer, with the desired 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.



7. Add more lines, if needed. Complete any other desired fields, such as the Discount or add a message to be displayed on the quote.

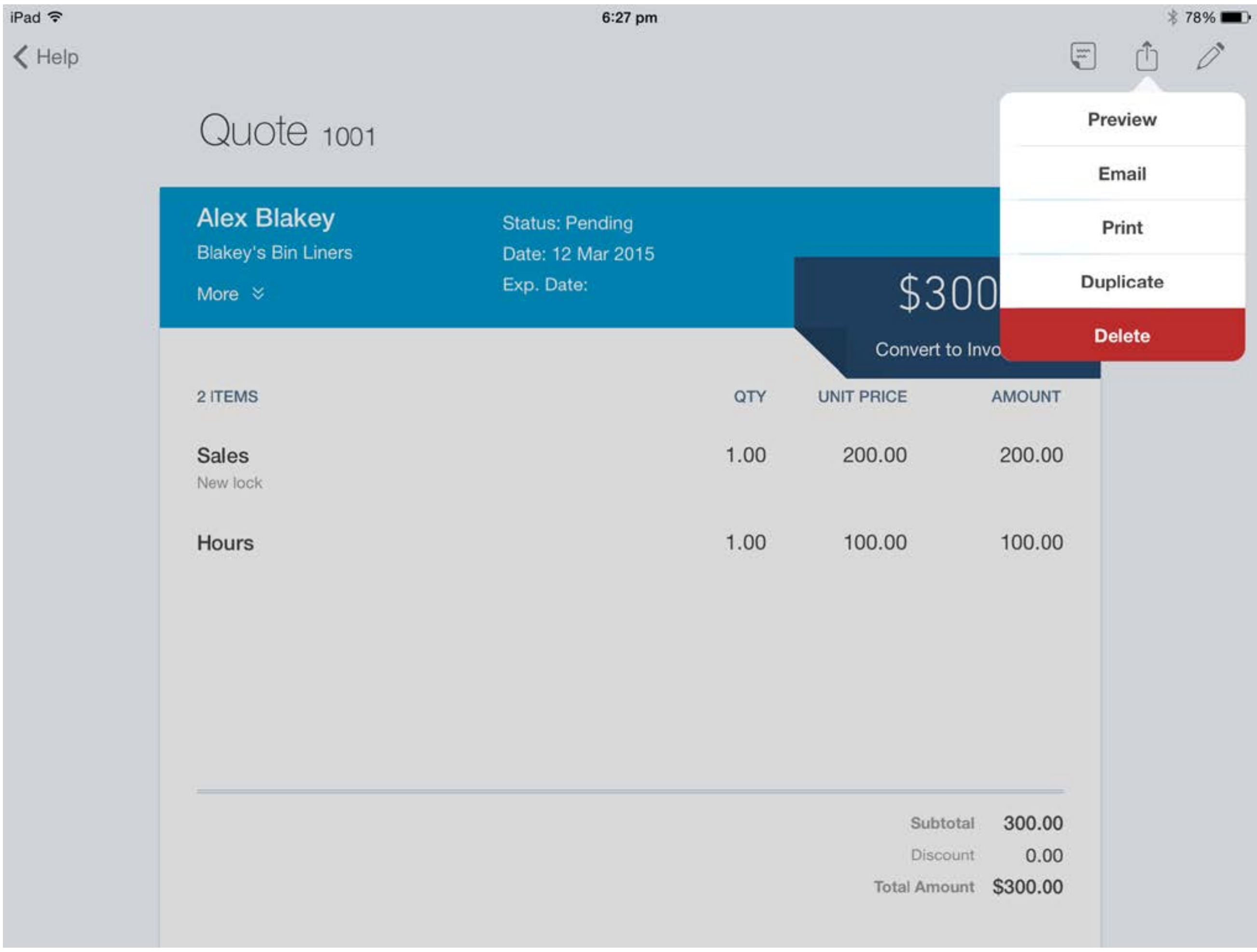
8. If necessary, attach a document or any file by clicking on **Attachments** in the bottom left corner of the form. This can be used to store related documents for future references. Files sizes can go up to 25MB each.

9. Select **Save and Send** to email your customer their quote, click **Save and Close** to simply save the quote and return to the homepage or select **Save and New** to save the quote and create a new one.

10. Once the customer agrees to your quote use the “copy to invoice” feature to convert the quote into an invoice. See highlighted cell in the above image.

CREATING AND SENDING QUOTES ON A IPAD / IPHONE

1. To create an 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


iPad
6:27 pm
78%
Help
Quote 1001
Preview
Email
Print
Duplicate
Delete
Alex Blakey
Blakey's Bin Liners
More
Status: Pending
Date: 12 Mar 2015
Exp. Date:
$300
Convert to Invo
2 ITEMS
QTY
UNIT PRICE
AMOUNT
Sales
New lock
1.00
200.00
200.00
Hours
1.00
100.00
100.00
Subtotal
300.00
Discount
0.00
Total Amount
$300.00

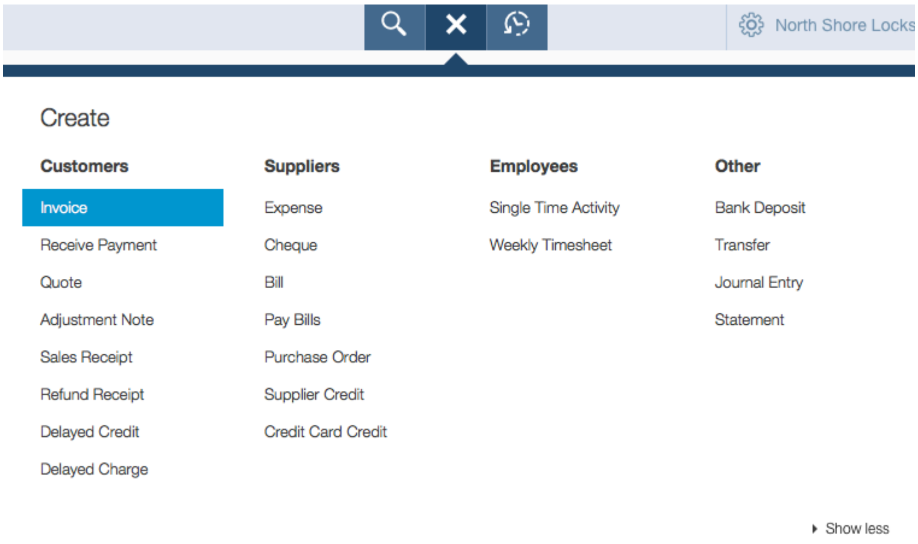
CREATING AND MANAGING INVOICES

CREATING INVOICES

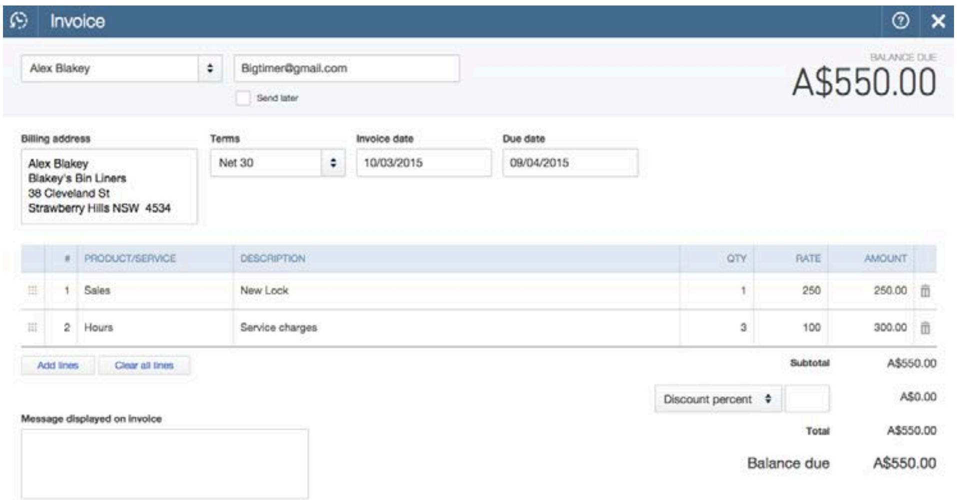
Invoices can be easily accessed from the **Create** or **Quick Create** menu.

To create an invoice:

11. Go to the **Quick Create** at the top of the QuickBooks Online screen or via the left-hand navigation panel.
12. In the Quick Create window, select **Invoice**.



13. Complete the on-screen invoice, including selecting a customer, with the desired 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.



14. Add more lines, if needed. Complete any other desired fields, such as the Discount or add a message to be displayed on the invoice.

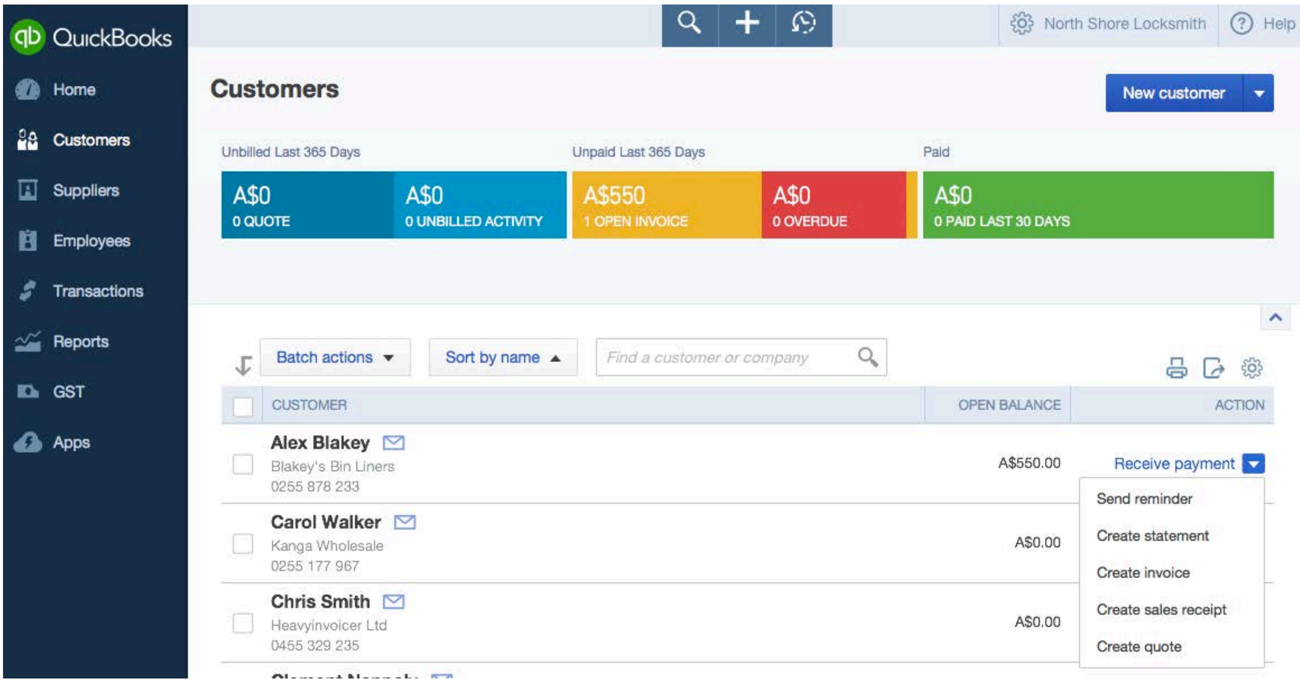
15. If necessary, attach a document or any file by clicking on **Attachments** in the bottom left corner of the form. This can be used to store related documents for future references. Files sizes can go up to 25MB each.

16. 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.

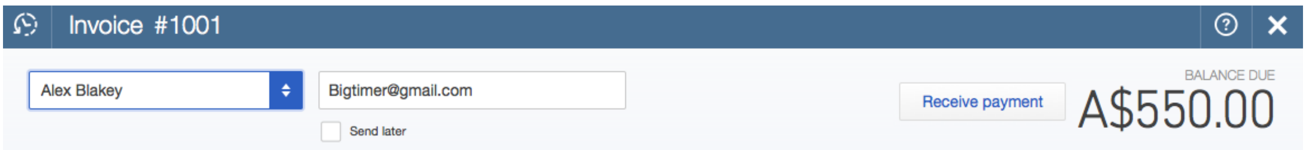
MANAGING INVOICES

17. Open invoices can be found using the **Search** and **Recent Transactions** functions, as well as by running reports, but most often will be found in the Customer Centre by selecting **Customers** from the left-hand navigation bar.

18. In the **Customer Centre**, choose **Open Invoices** from the **Money** bar to locate the customer you wish to record the payment for. QuickBooks Online will always offer the next logical step for this type of transaction. In this case, it is suggesting for you to receive payment for that customer. Choose **Receive payment**.



Alternatively, the original invoice can be opened by clicking on the **hyperlink** in the listing, and then **Receive payment** can be selected at the top of the invoice.

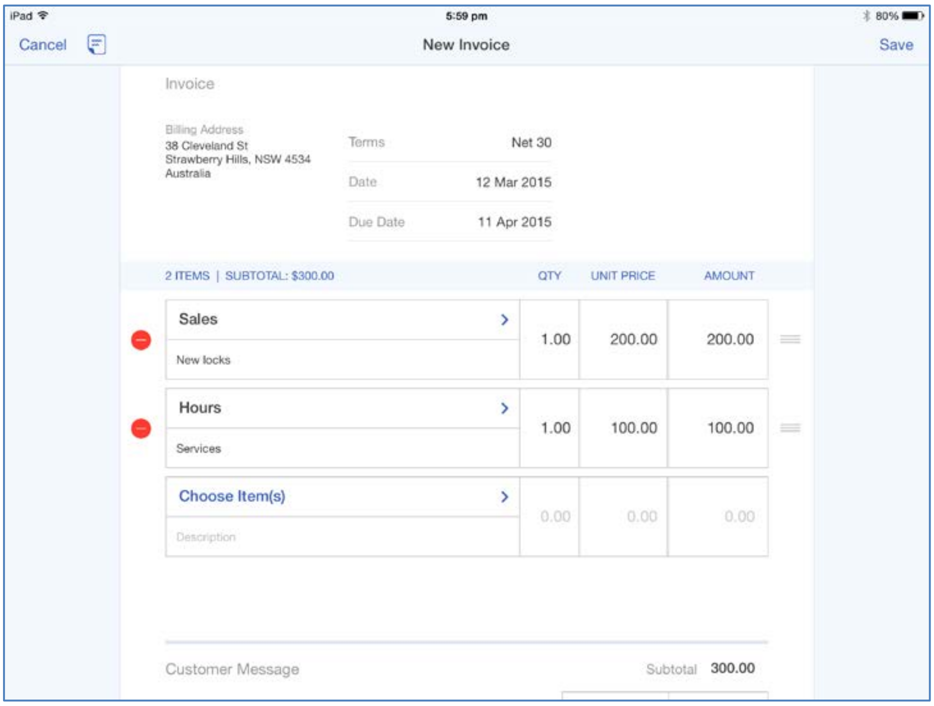


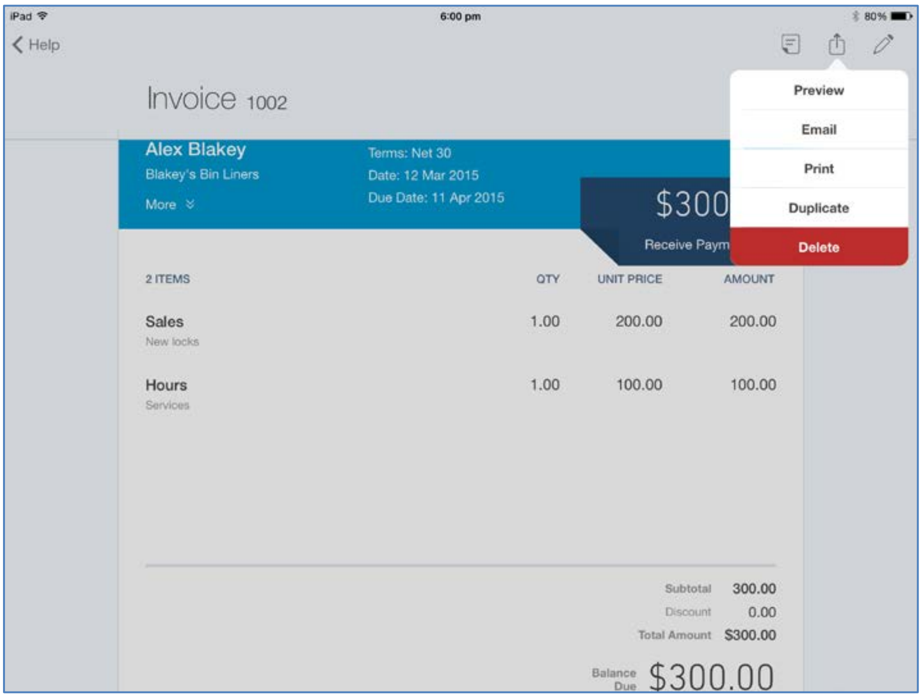
Invoices, whether open or paid, can also be found by selecting **Transactions** → **Sales** from the left-hand navigation bar.

CREATING INVOICES ON A IPAD / IPHONE

1. To create an invoice on an iPad/iPhone tap the plus sign and select invoice

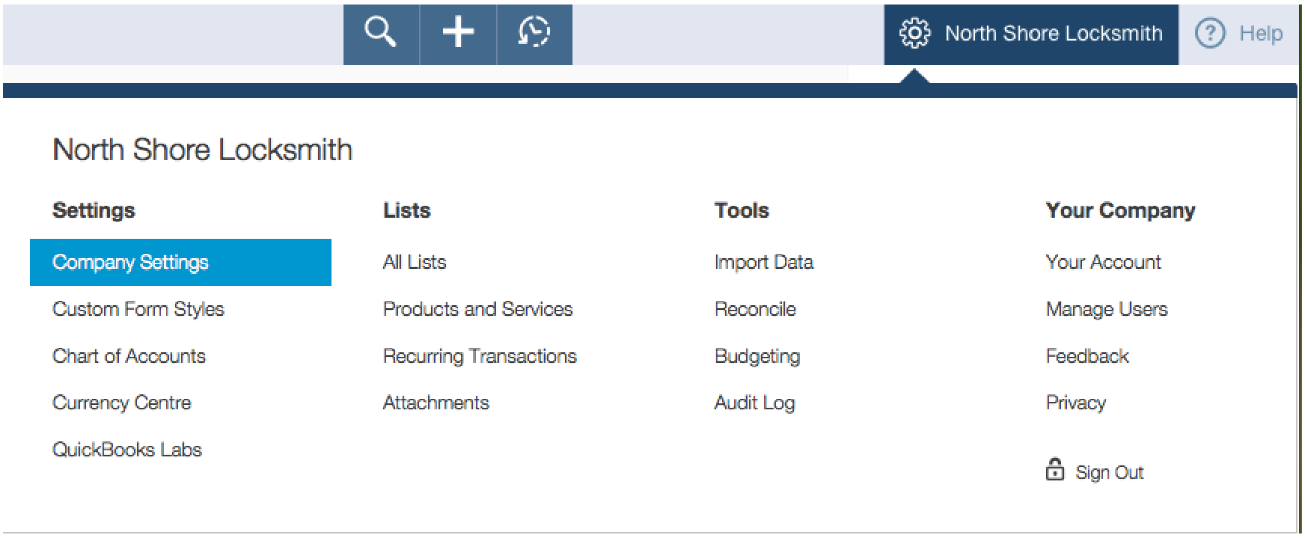
2. Choose the customer, enter the relevant details for the invoice and send the invoice on the spot to your customer via email

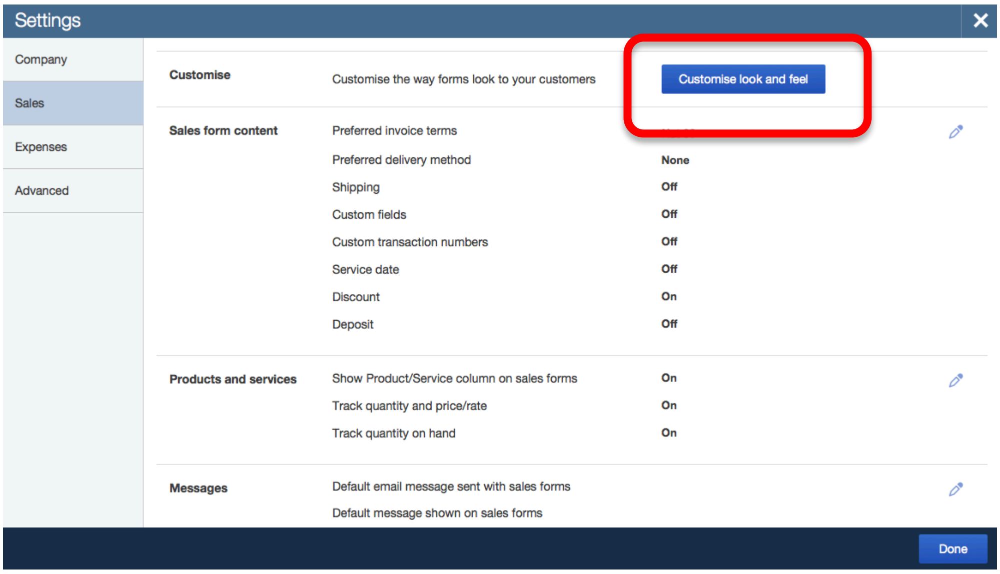


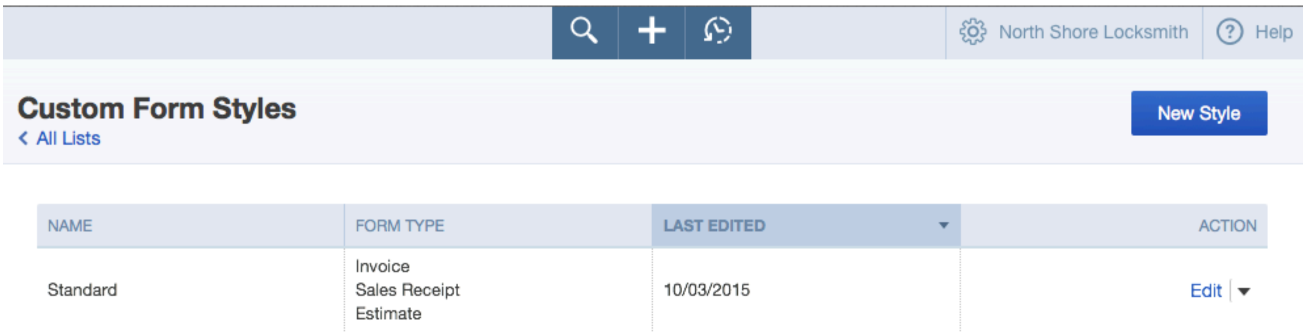


CUSTOMISING INVOICES

You can customise your invoices to look how you want them including adding a logo, editing the font and more. This can be done by going to the **Company Gears Icon** → **Company Settings** → **Sales** → **Customise** → **Customise Look and Feel**.

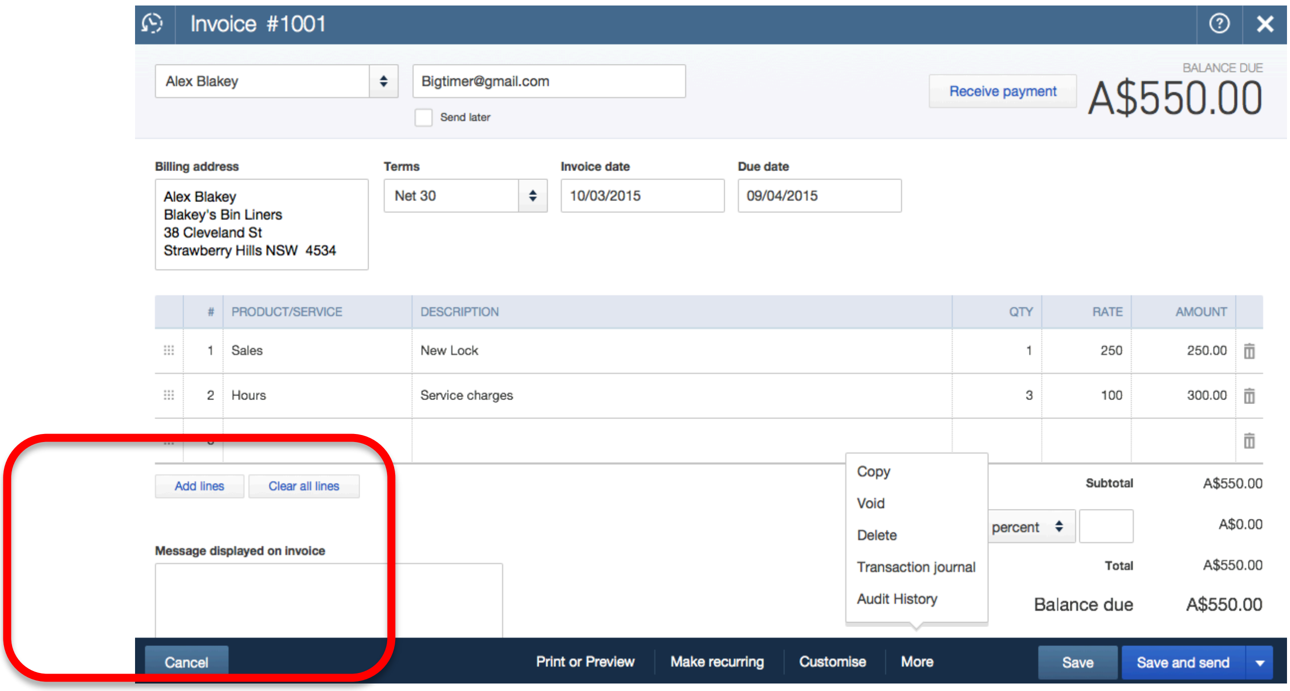






You can choose a template and accent colour, upload your logo, and specify columns, header, footer and more. This same customization window can be accessed at the bottom of an invoice by selecting **Customise** at the bottom of the invoice form.

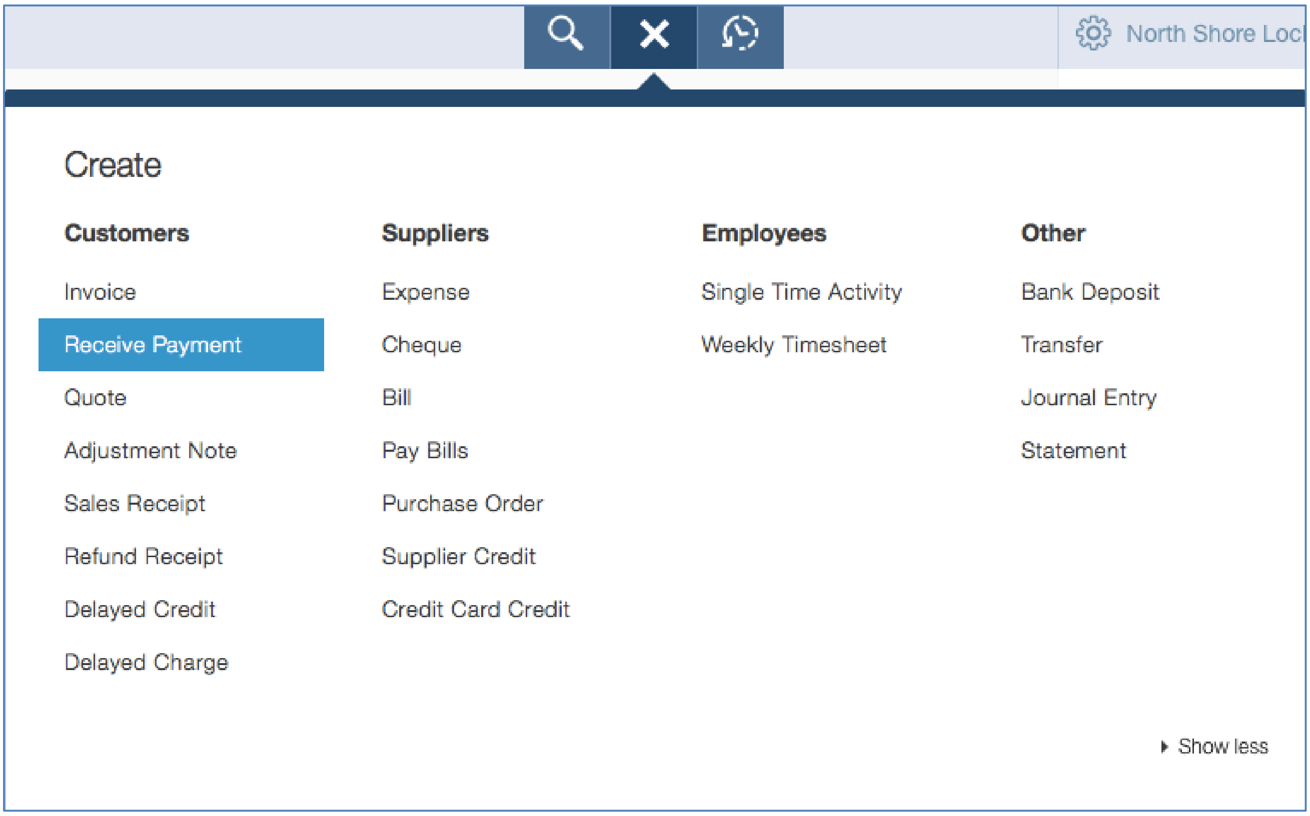
Tip: To copy invoices or creating recurring invoices use the functions at the bottom of an existing invoice.



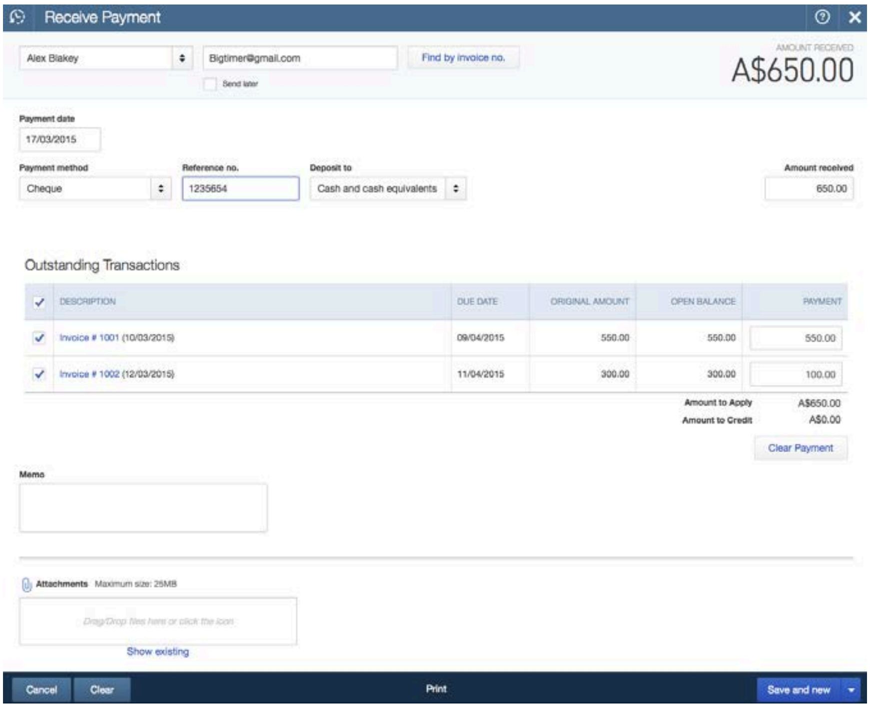
RECEIVING PAYMENT

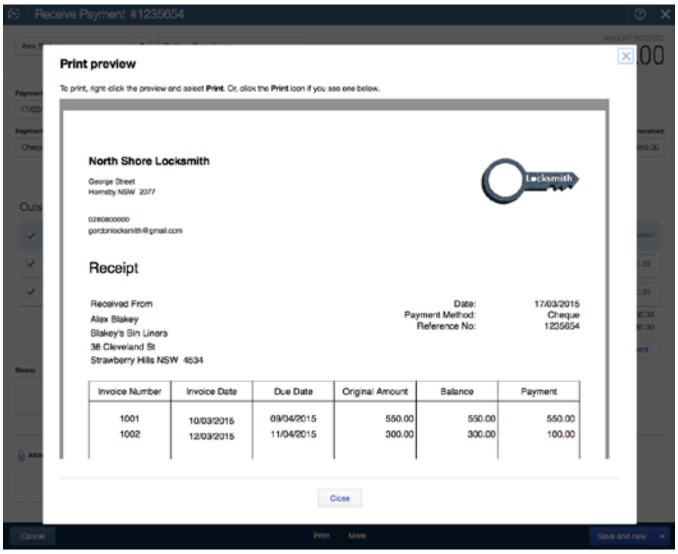
To receive a payment:

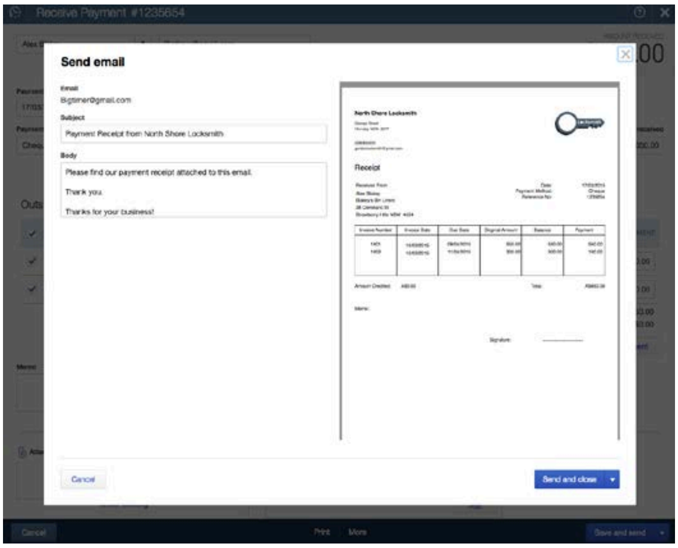
1. Go to the **Quick Create** at the top of the QuickBooks Online screen or via the left-hand navigation panel.
2. In the Quick Create window, select **Receive Payment**.



3. On the receive payment screen start by selecting the customer name
4. Then complete the payment method field, reference no. (if any), Deposit to (bank account) and select the invoices you are receiving payment towards
5. Complete the full or partial payment amounts in the Payment fields
6. 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.
7. Click on the Print option at the bottom of the “Receive Payment” page to print the payment to send a hard copy of the payment receipt. Seen images below.
8. Click “Save and Send” to send over email.
9. The other option to receive payment is by selecting the customer from the left navigation bar and click on the “Open Invoices” on the money bar.
10. Select the invoice you have received payment for and click on “receive payment”


Receive Payment
Alex Blakey
Bigtimer@gmail.com
Find by invoice no.
Send later
AMOUNT RECEIVED
A$650.00
Payment date
17/03/2015
Payment method
Cheque
Reference no.
1235654
Deposit to
Cash and cash equivalents
Amount received
650.00
Outstanding Transactions
DESCRIPTION
DUE DATE
ORIGINAL AMOUNT
OPEN BALANCE
PAYMENT
Invoice # 1001 (10/03/2015) 09/04/2015 550.00 550.00 550.00
Invoice # 1002 (12/03/2015) 11/04/2015 300.00 300.00 100.00
Amount to Apply A$650.00
Amount to Credit A$0.00
Clear Payment
Memo
Attachments Maximum size: 25MB
Show existing
Cancel
Clear
Print
Save and new


Print preview
To print, right-click the preview and select Print. Or, click the Print icon if you see one below.
North Shore Locksmith
George Street
Hornsby NSW 2077
Receipt
Received From
Alex Blakey
Blakey's Bin Liners
38 Cleveland St
Strawberry Hills NSW 4534
Date: 17/03/2015
Payment Method: Cheque
Reference No: 1235654
Invoice Number
Invoice Date
Due Date
Original Amount
Balance
Payment
1001 10/03/2015 09/04/2015 550.00 550.00 550.00
1002 12/03/2015 11/04/2015 300.00 300.00 100.00
Close


Send email
Email
Bigtimer@gmail.com
Subject
Payment Receipt from North Shore Locksmith
Body
Please find our payment receipt attached to this email.
Thank you.
Thanks for your business!
Cancel
Send and close

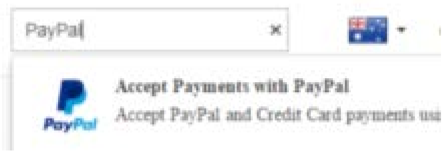
ACCEPT PAYMENTS WITH PAYPAL APP

Intuit QuickBooks Online is enabling businesses to accept online invoice payments from their customers in an easy and convenient way by partnering with PayPal Australia Pty Ltd.

Not only will the app allow for the processing of online payments, it will automatically import the data from the linked PayPal account into the QuickBooks Online file.

What this means is that the PayPal app will REPLACE the need for using bank feeds connected to a PayPal account. If bank feeds for PayPal are already turned on, then prior to connecting up the PayPal App, the bank feeds need to be disabled. This will avoid any duplication of entries.

The app can be accessed by going to the Intuit App website, **apps.com**
Be sure to select the Regional setting as Australia, then search for PayPal. Click on the PayPal link.



The video link under 'About' provides a great overview of the app setup process and capabilities.

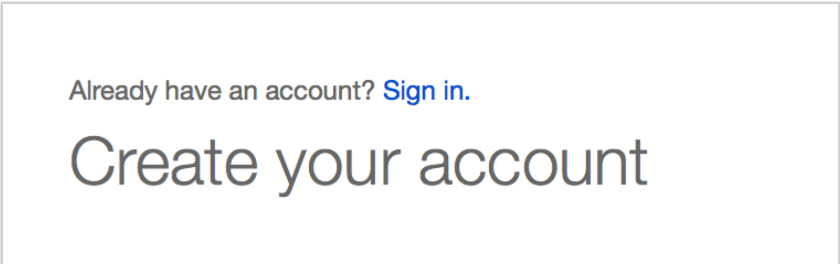
BEFORE INSTALLING THE PAYPAL APP YOU NEED TO

- Have access as administrator to the QuickBooks Online file
- A PayPal business account.
  A personal account can be connected, but must be upgraded to PayPal Premier or Business in order to enable online invoice payments.
- To disable any existing PayPal bank feeds.

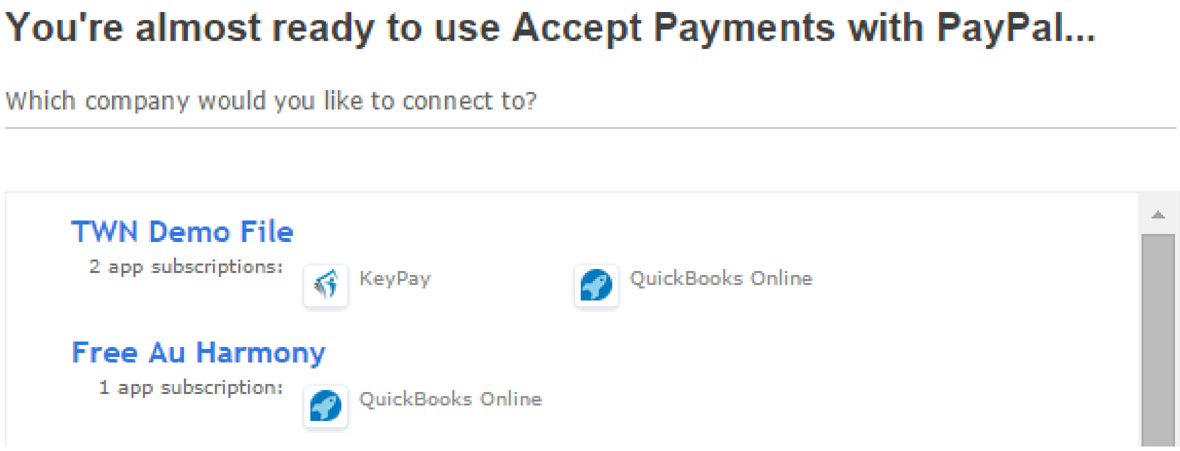
NOTE: 1) Only one PayPal account can be connected up to one QuickBooks Online file at a time.
2) If bank feeds are reconnected to PayPal, then the app sync process will stop as a precaution against duplications.

INSTALL THE PAYPAL APP

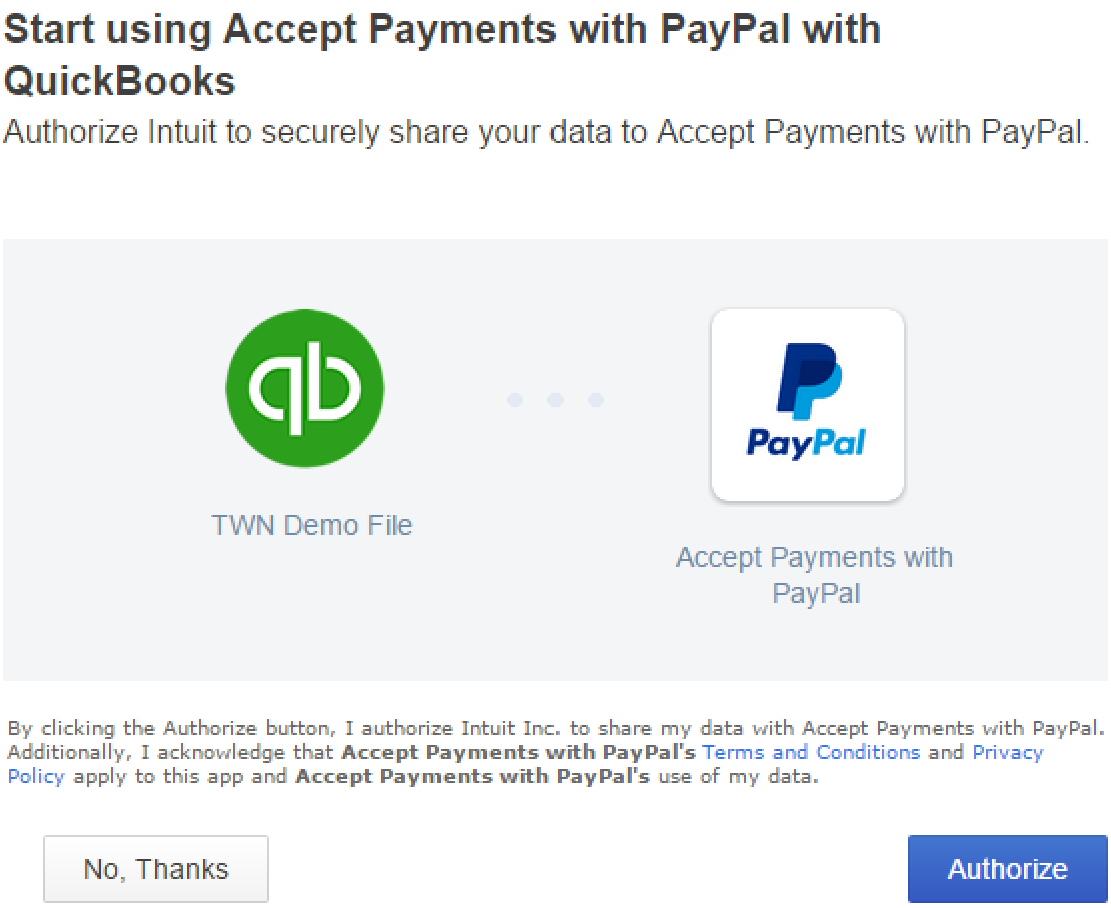
1. Once in the PayPal section of apps.com, Click **Get App Now**
2. When prompted click on **Sign In** to QuickBooks Online using your existing credentials.



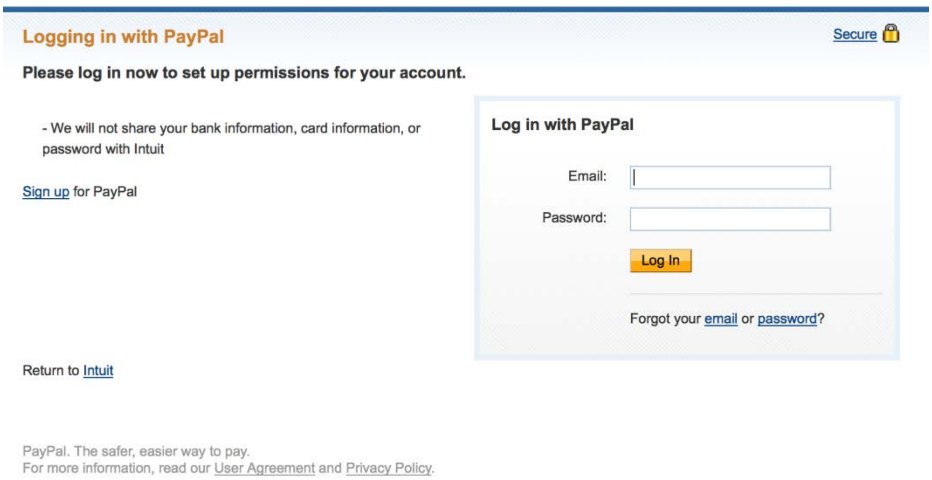
3. If there are multiple files connected to the QBO login, the business to which the app is to be installed in needs to be selected. A business with only the one file will be automatically transferred through to Step 4.



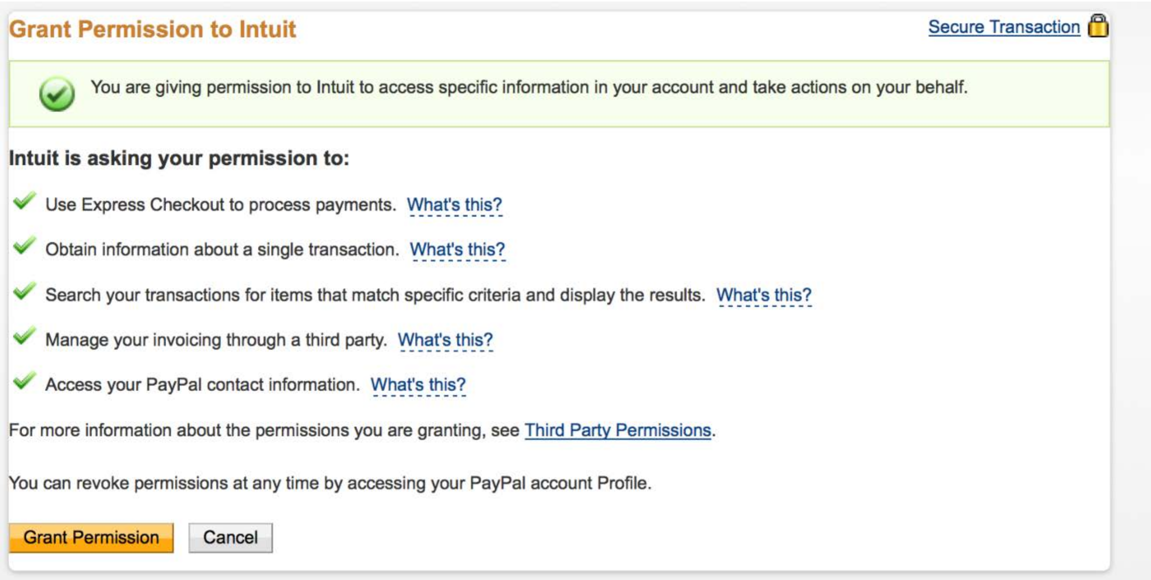
4. Click **Authorize** to allow the Accept Payments with PayPal App to integrate with the selected QuickBooks Online company file.



5. Log into your PayPal account in order to give permission to the Accept Payments with PayPal App to integrate with your PayPal account.



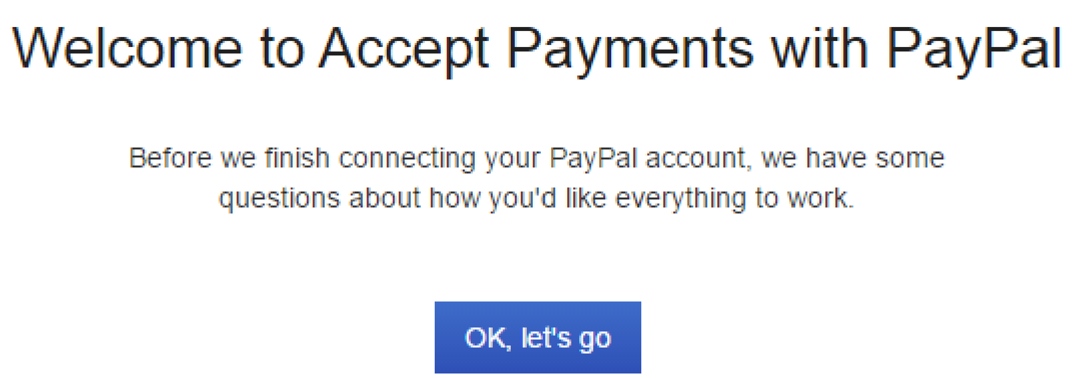
6. Click **Grant Permission** to allow Intuit and PayPal to work together.



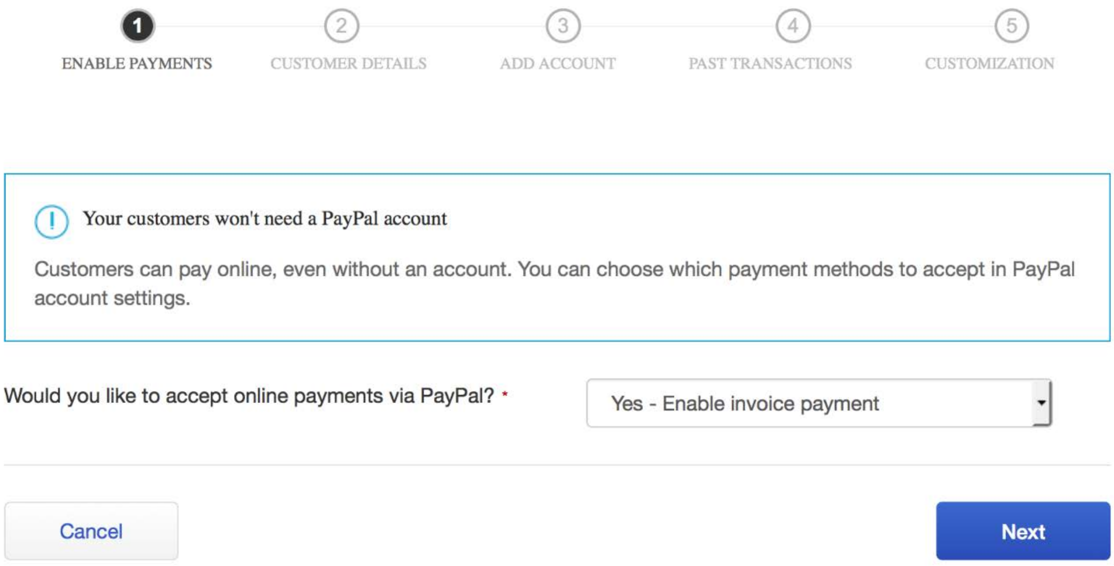
Configure the PayPal App

Now that the app is installed and connected to the required QuickBooks Online file, the setup process needs to be completed.

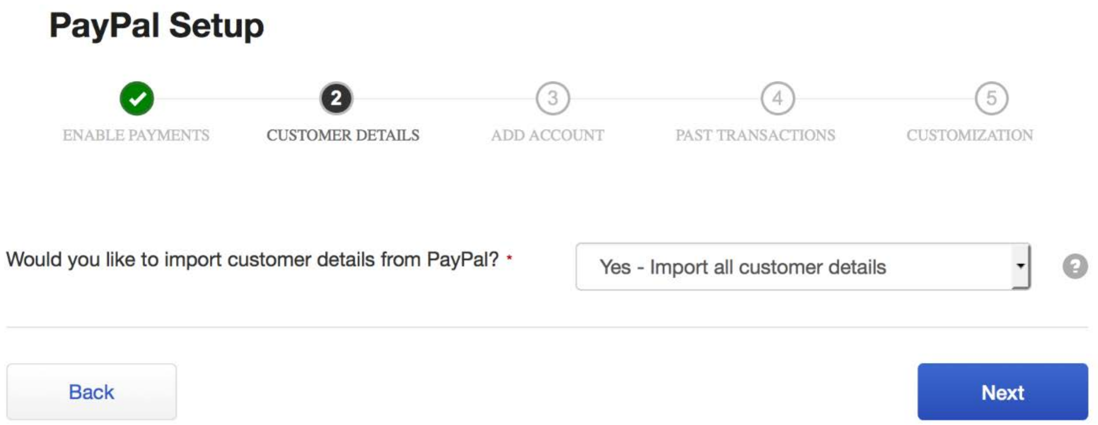
There are 5 simple steps to follow.



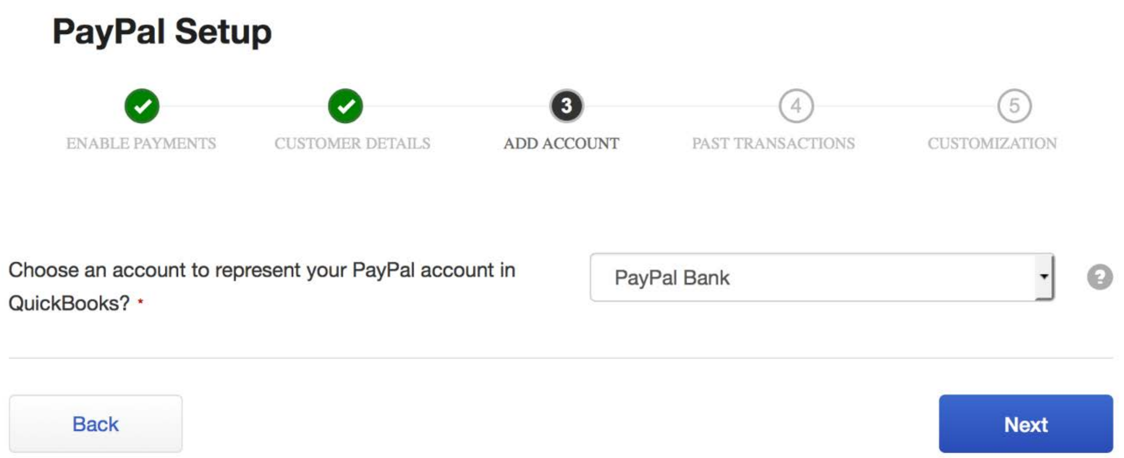
1. Enable Customer Payments - Select **Yes** to allow customers to pay the invoice by Visa, MasterCard, American Express or their own PayPal account.



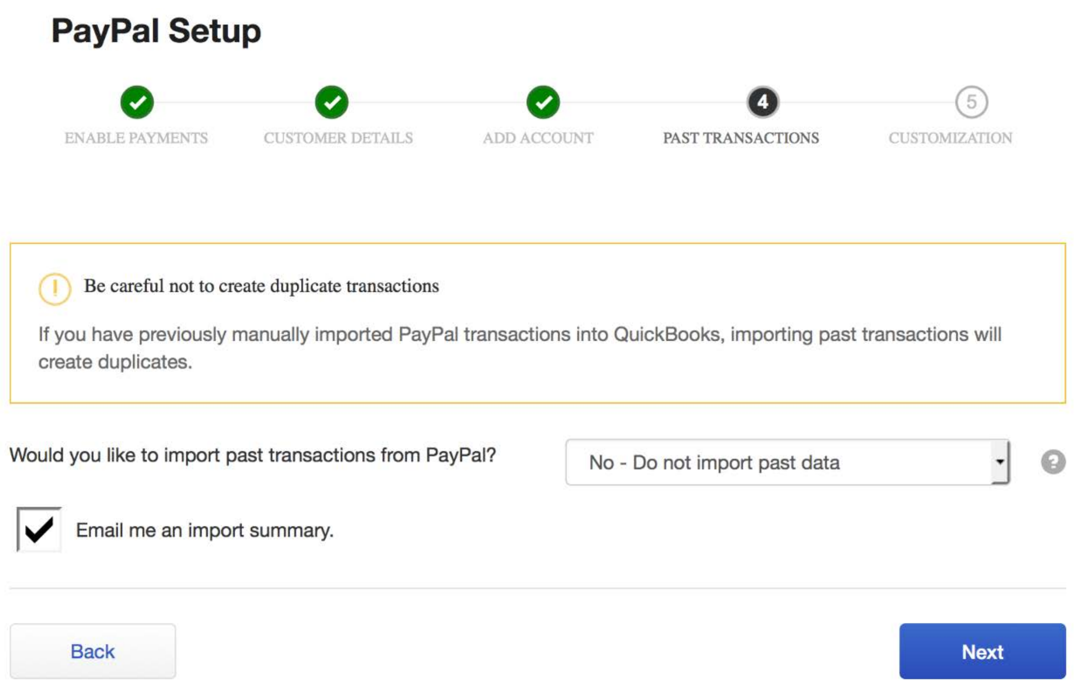
2. Import Customer Details - Select **Yes** to import in customer details from PayPal. Select **No** to not import in any Customer details.



3. PayPal Bank setup in QuickBooks - PayPal will create a default Bank type account in the Chart of Accounts called **PayPal Bank.** This account can be used or if there is an existing PayPal account already in the Chart of Accounts, this can be selected from the drop down list.



4. Importing in past data - Up to 18 months of past data transactions can be imported in at this time. However, if there is an existing PayPal account in the file, and this account has already been reconciled, then select **No – Do not import past data** in order to avoid duplications.



5. Account selection for transaction imports - Three accounts can be configured

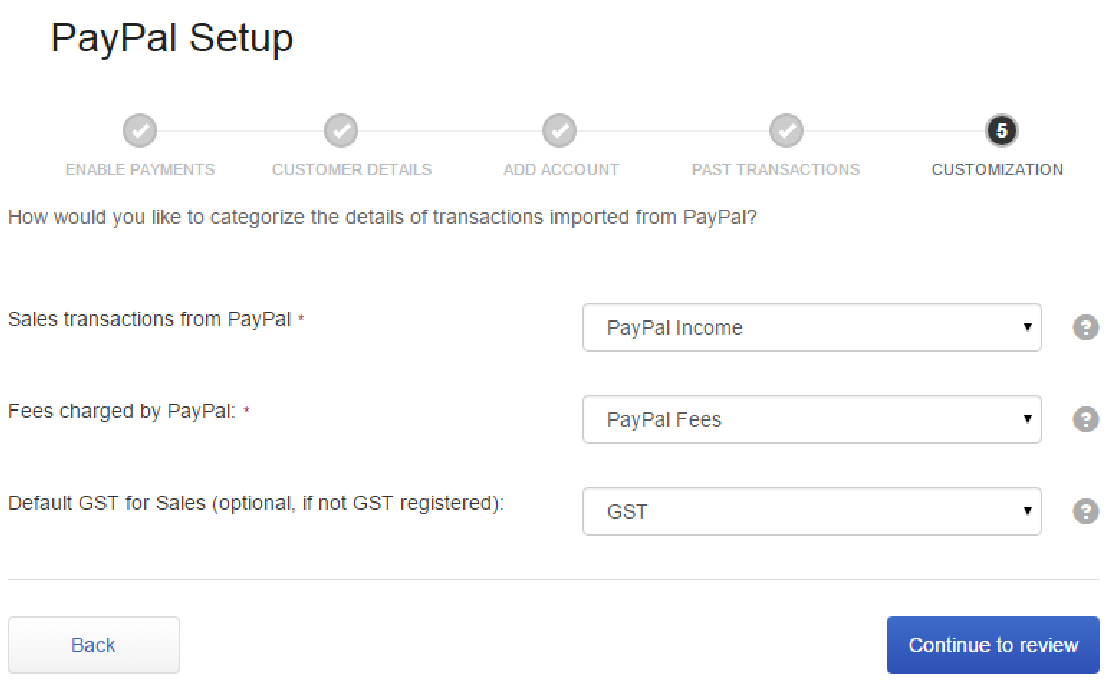
1) Sales Transactions
2) PayPal fees
3) GST coding on Sales

PayPal creates the accounts **PayPal Income** and **PayPal Fees** by default.

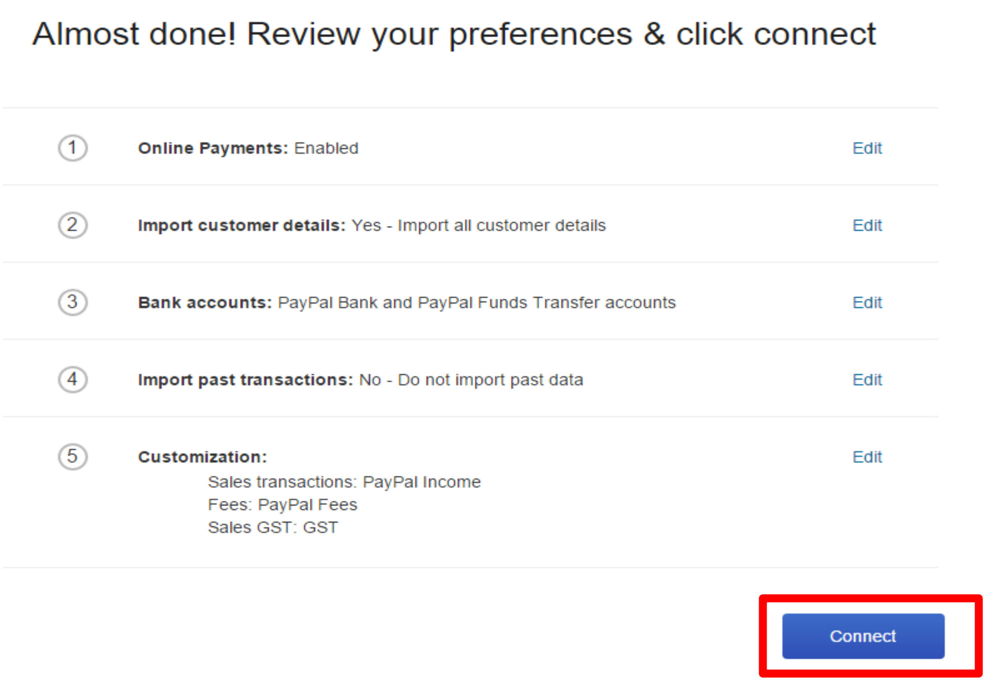
Sales Transactions – when the PayPal account is used not only for accepting customer payments, but also for other income activity, the PayPal sales will be imported to QuickBooks Online as Sales Receipts with line detail. The income received is processed against the PayPal Income account.

PayPal Fees – PayPal fees are extracted out of the income received and are entered in QuickBooks Online as an expense. By default they will associate with the PayPal fees account and be processed as GST-free.

GST coding on Sales – The GST code selected as default will determine the GST coding on Sales receipt entries.



Once satisfied with the account configuration, **Continue to review.**
Take a moment to review the preference selection prior to making the final acceptance.



Click **Connect** to finish setting up the app.

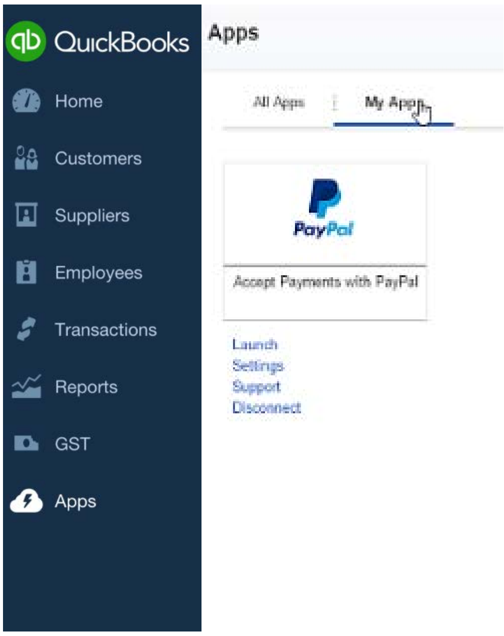
The **Accept Payments with PayPal** app is now set up.

Transactions will be imported from your PayPal account into your QuickBooks Online account.

If Invoice Payments has been enabled then you will now also be able to send invoices with a **Pay Now** button.

Manage the PayPal App settings

The Accept Payments with PayPal App can be configured at any time by selecting the Apps tab in your Company file and clicking on the **My Apps** tab

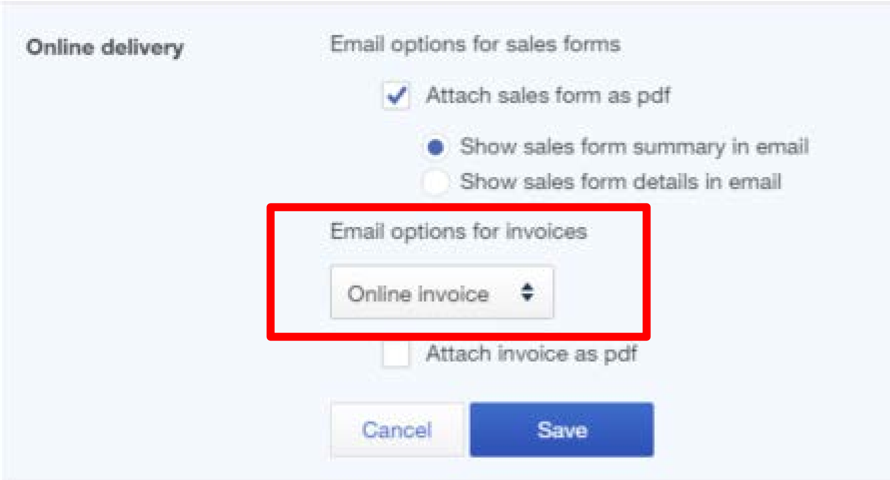


Sending an invoice and receiving payment

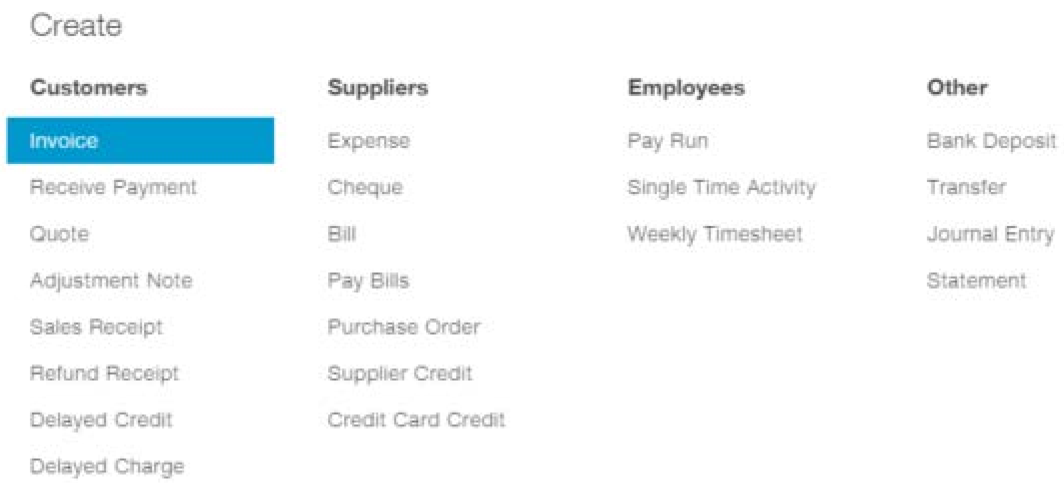
To ensure that invoices are enabled to be sent as Online Invoices, check that the Company Settings are configured correctly.

Company Settings> Sales> Online Delivery

Make sure **Online Delivery** is selected under **Email options for invoices.**



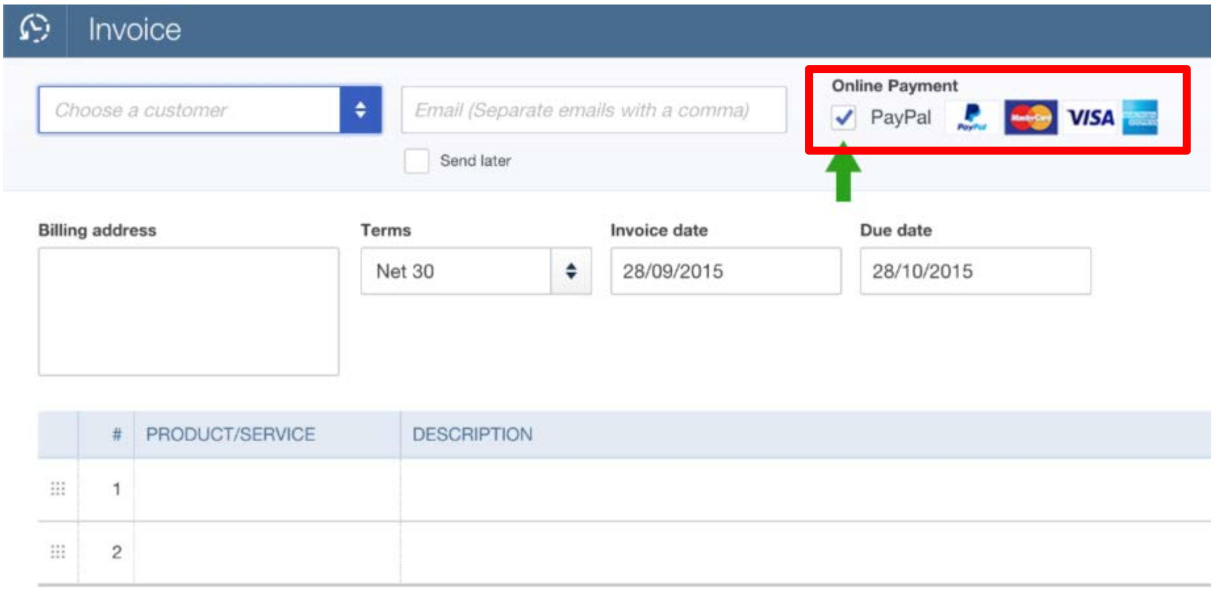
To create a Payments enabled invoice, open an existing invoice or create a new invoice.



The invoice now displays with an additional field for **Online Payment**.

In order to send an invoice with the **Pay now** feature, the PayPal checkbox must be selected.

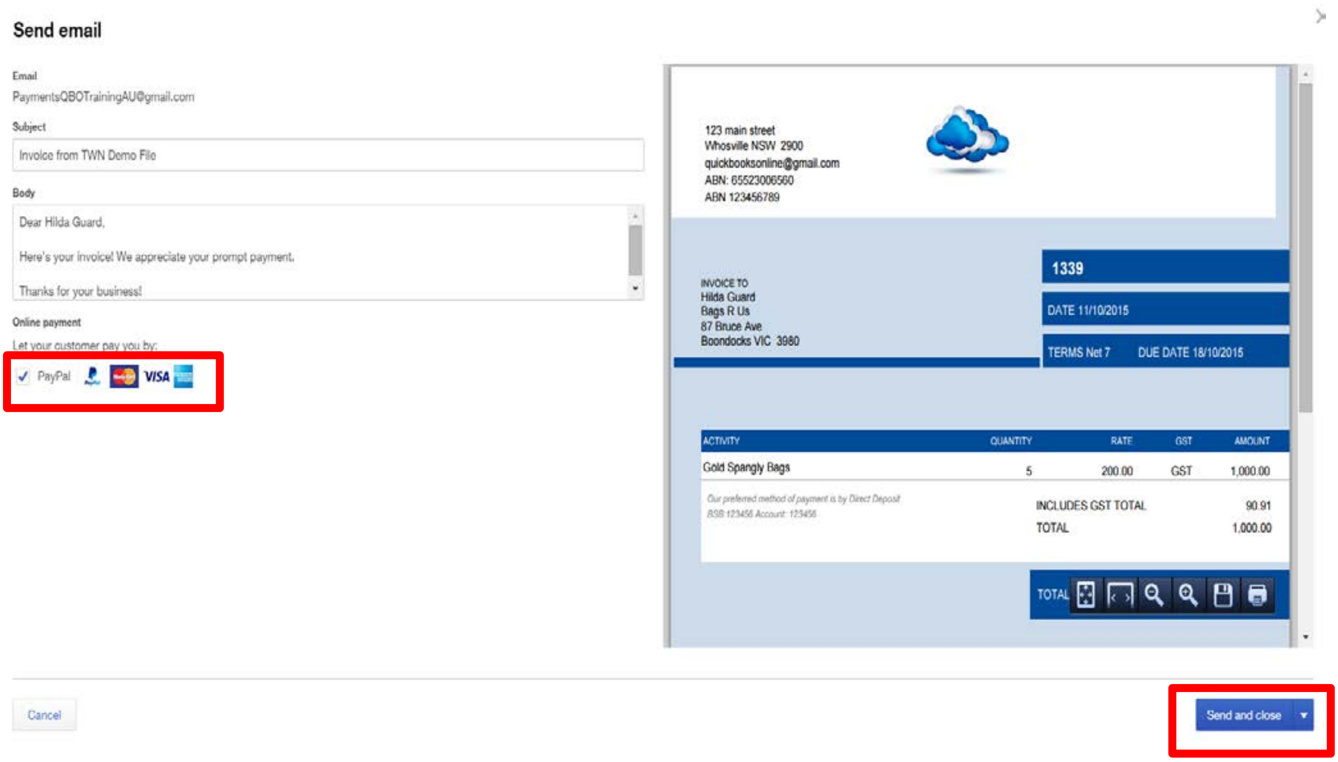
Invoices can be sent without the Pay now option, simply by unselecting the checkbox.



Complete the invoice and click **Save and Send**

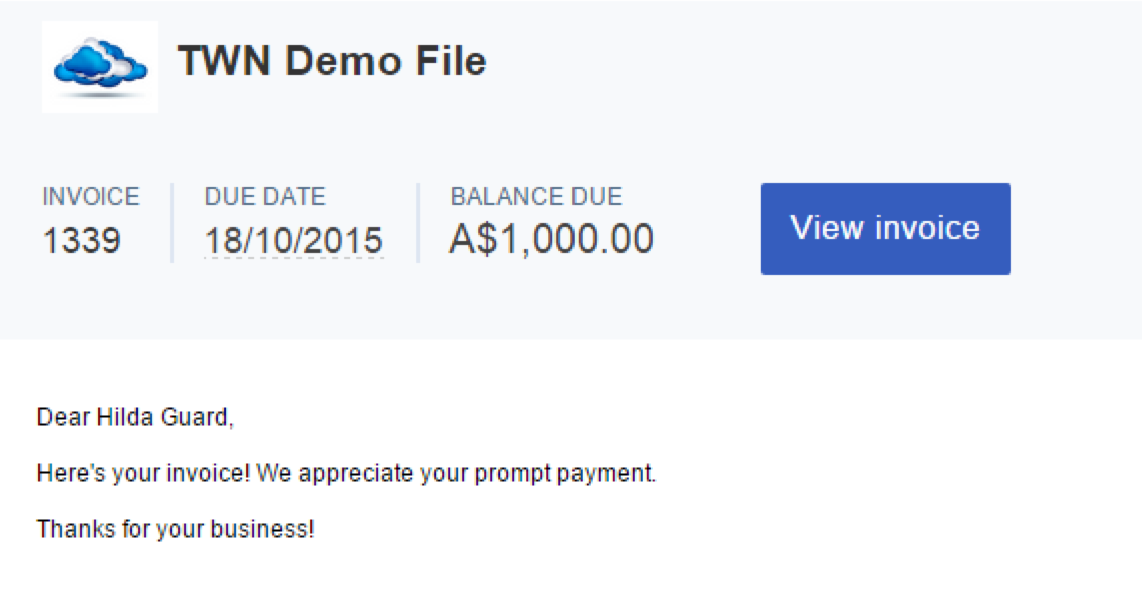
Then **Send and Close** to send the invoice.

The **Send email** screen allows another chance to modify the online payment selection, if needed.

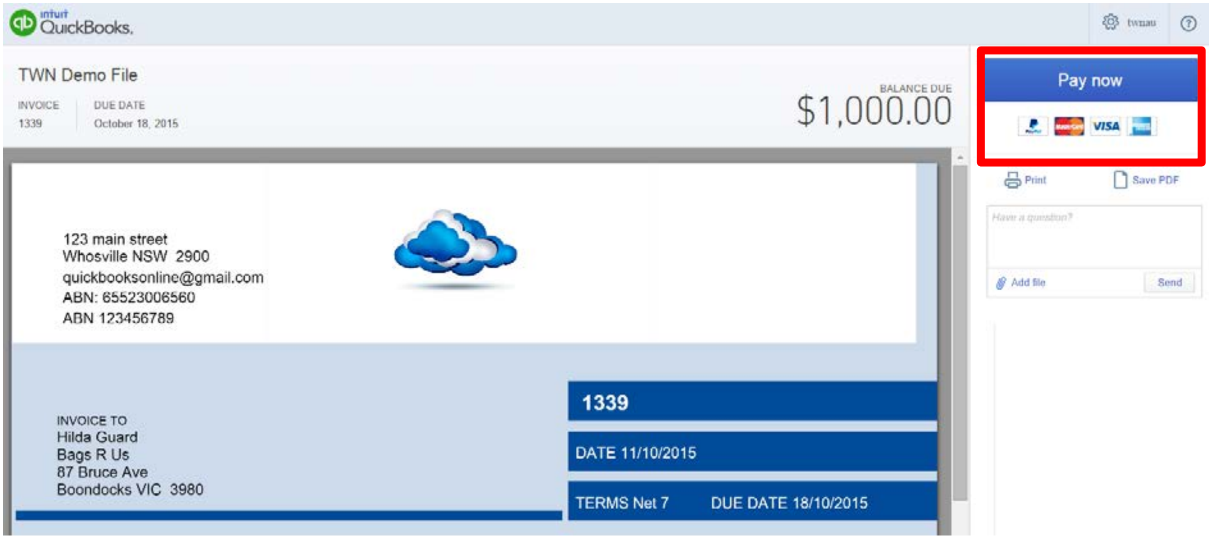


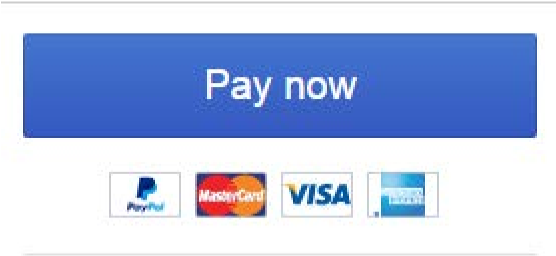
What your Customer sees

Your customer will receive an email with a link to view their online invoice.

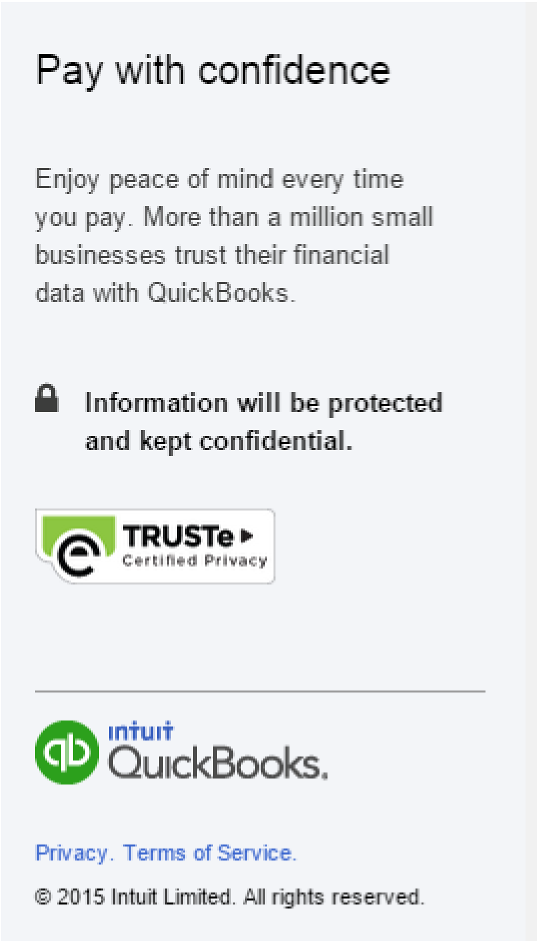


Clicking on **View Invoice** will open the invoice in a web browser. The invoice can also be opened on any mobile device. Once opened, a **Pay now** button is available.





Clicking on the **Pay now** button will go to a new screen where the Customer will be asked to select to either pay with a card or to sign into their PayPal account.



All payments are processed with total security.

Expense and Transfer entries

Expenses – If the PayPal account is used to pay for other Expense transactions, these transactions are also imported into QuickBooks Online. As the system does not know what the expense is for, each expense entry is posted to a default expense account – **PayPal Uncategorised Expense.**

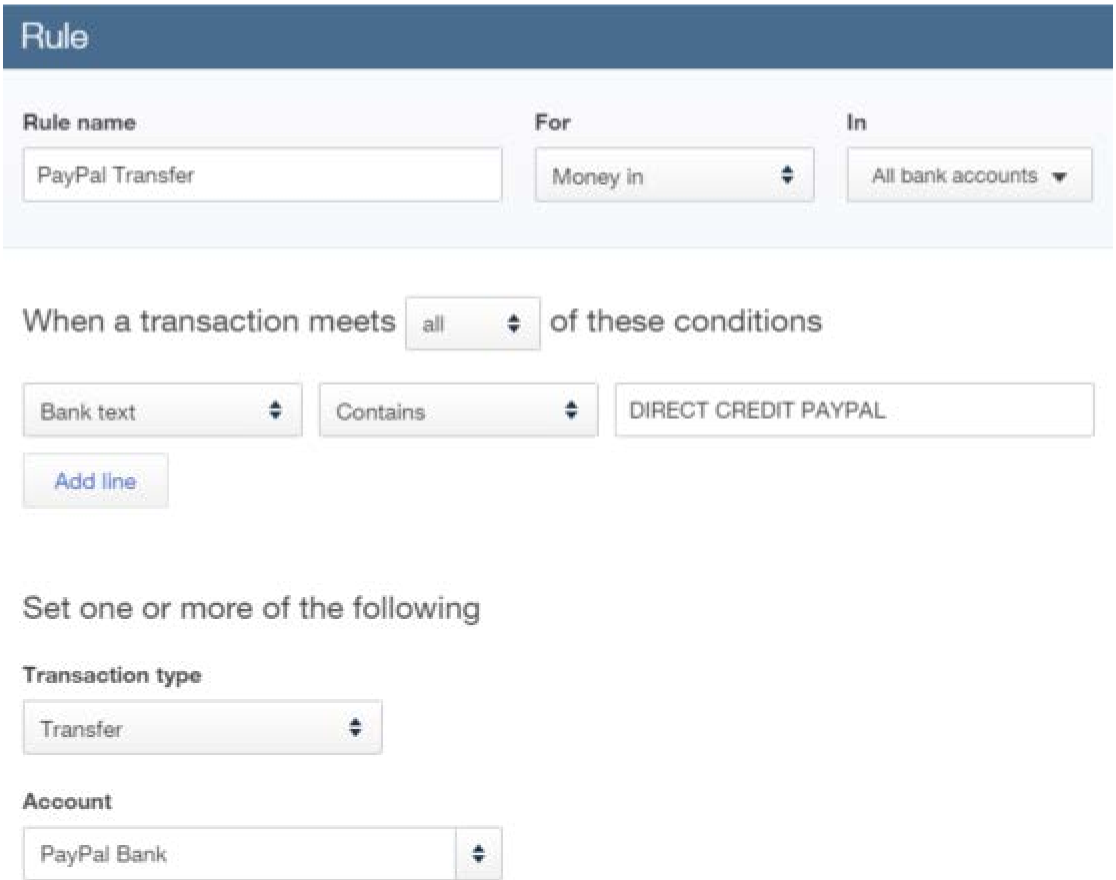
NOTE: These expenses will need to be manually edited to show the correct expense categorisation.

The expense entry will be added to the **PayPal Bank** account as an expense transaction.

Transfers – When money is transferred out of PayPal to the nominated PayPal transfer account the bank deposit entry will be show up in the bank feeds as a deposit from PayPal.

To process this entry, select **Transfer** and select the **PayPal Bank** Account.

Create a Bank Rule to process future deposits received from PayPal.



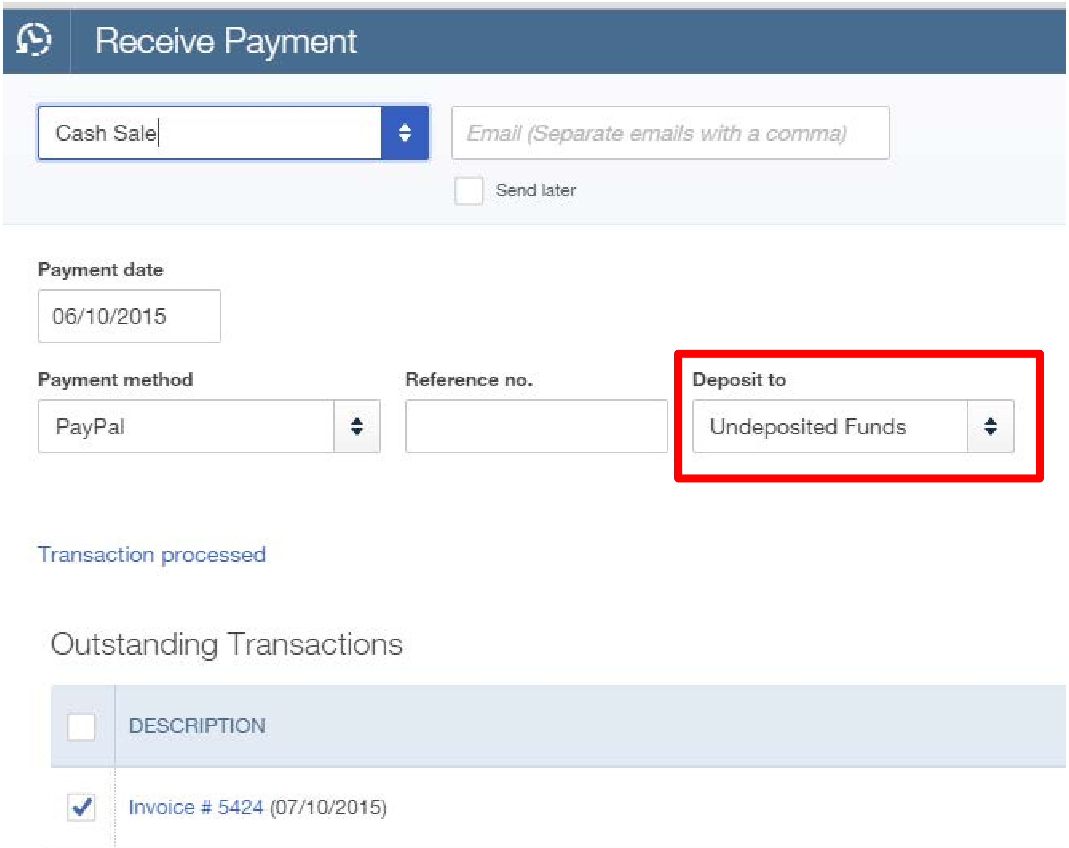
RECONCILING THE PAYPAL BANK ACCOUNT

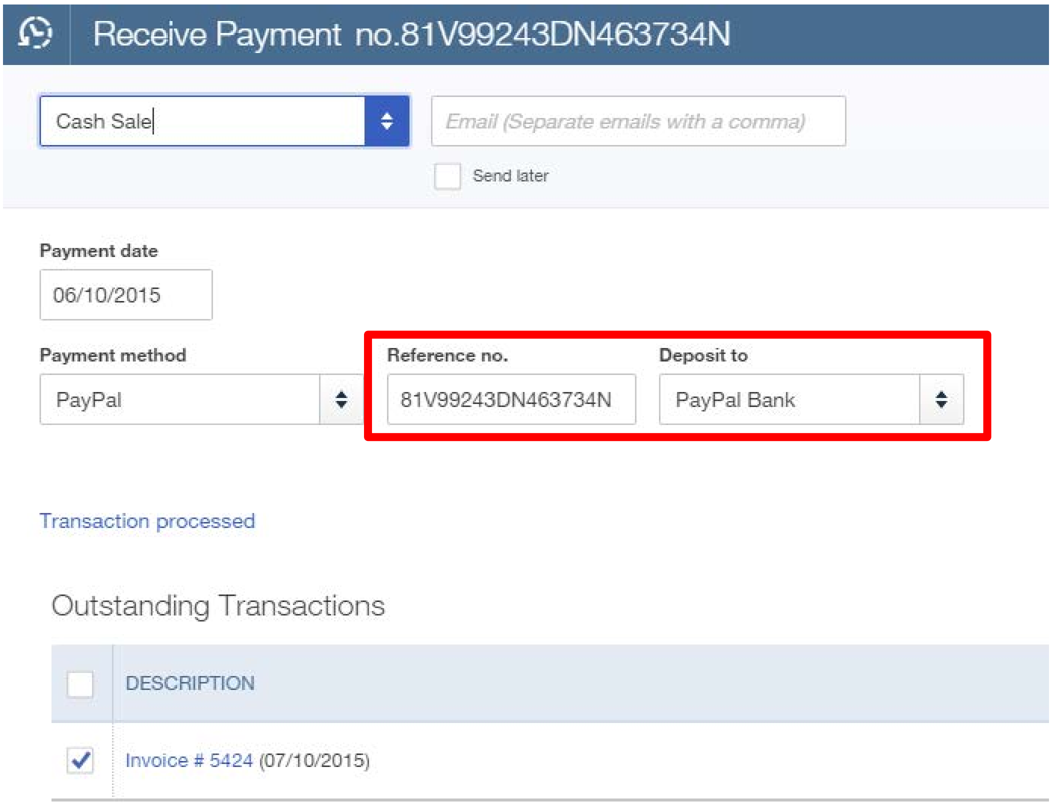
When the customer pays the online invoice, a payment will be created in QuickBooks Online, deducting the amount of the payment against the outstanding balance of the invoice.

The app will post any updates to your QuickBooks Online account automatically. The payment update can occur within 15 minutes of payment being received.

Initially, the payment will register against the **Undeposited Funds** account. However, this will automatically change to the preferred account based on the app settings, **PayPal Bank** by default.

The **Reference no.** field will be updated with the PayPal transaction ID.





A list of payments made using online invoicing, can be reviewed under Transactions > Sales list. Click the **settings cog** and enable the **Source** Column. Payments made through online invoicing will have a source of **EInvoice**, and a **Payment Method** of **PayPal.**

DATE	TYPE	NO.	CUSTOMER	METHOD	SOURCE ▲	DUE DATE	BALANCE
06/10/2015	Payment	81V9...	Cash Sale	PayPal	EInvoice	06/10/2015	A$0.00

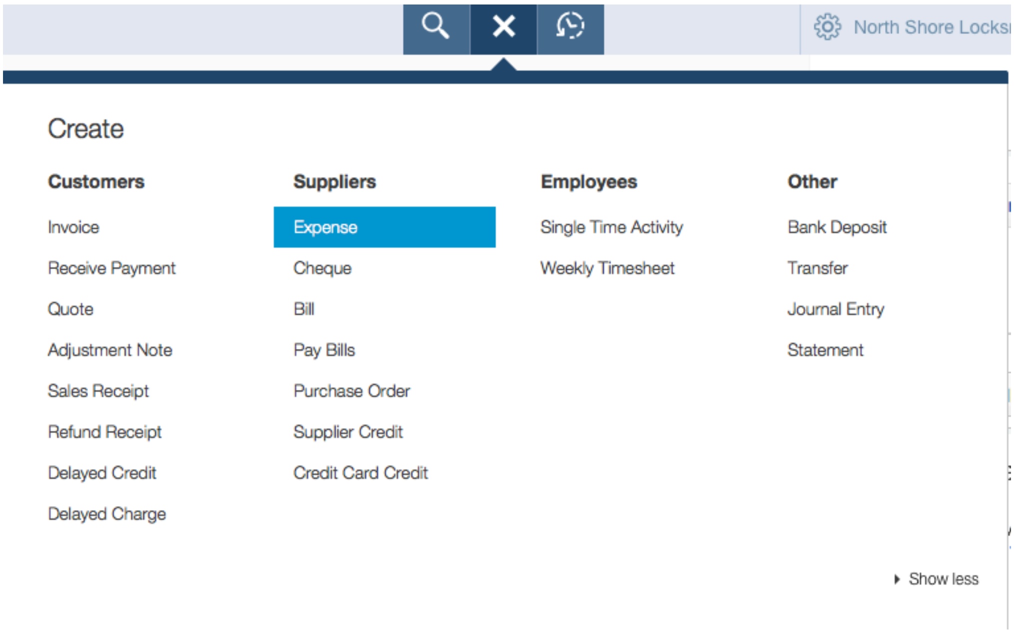
The payment and the PayPal fee will both show in the PayPal Bank account as separate line entries.

DATE	TRANSACTION TYPE	NO.	NAME	MEMO/DESCRIPTION	ACCOUNT	CLR	AMOUNT	BALANCE
PayPal Bank								
06/10/2015	Payment	81V99243DN463734N	Cash Sale	Paid via online invoicing with PayPal: Payment ID 81V99243DN463734N	PayPal Bank		5.00	5.00
07/10/2015	Expense	81V99243DN463734N	PayPal	Fee for PayPal Transaction (Reference: PayPal Transaction # 81V99243DN463734N)	PayPal Bank		(0.43)	4.57
Total for PayPal Bank							A$4.57	
TOTAL							A$4.57	

ORGANISE AND TRACK EXPENSES

EXPENSE TRANSACTIONS

1. To enter an expense transaction, select  **Quick Create** (then select **Show More** to see all options), and then under **Suppliers** select **Expense**.



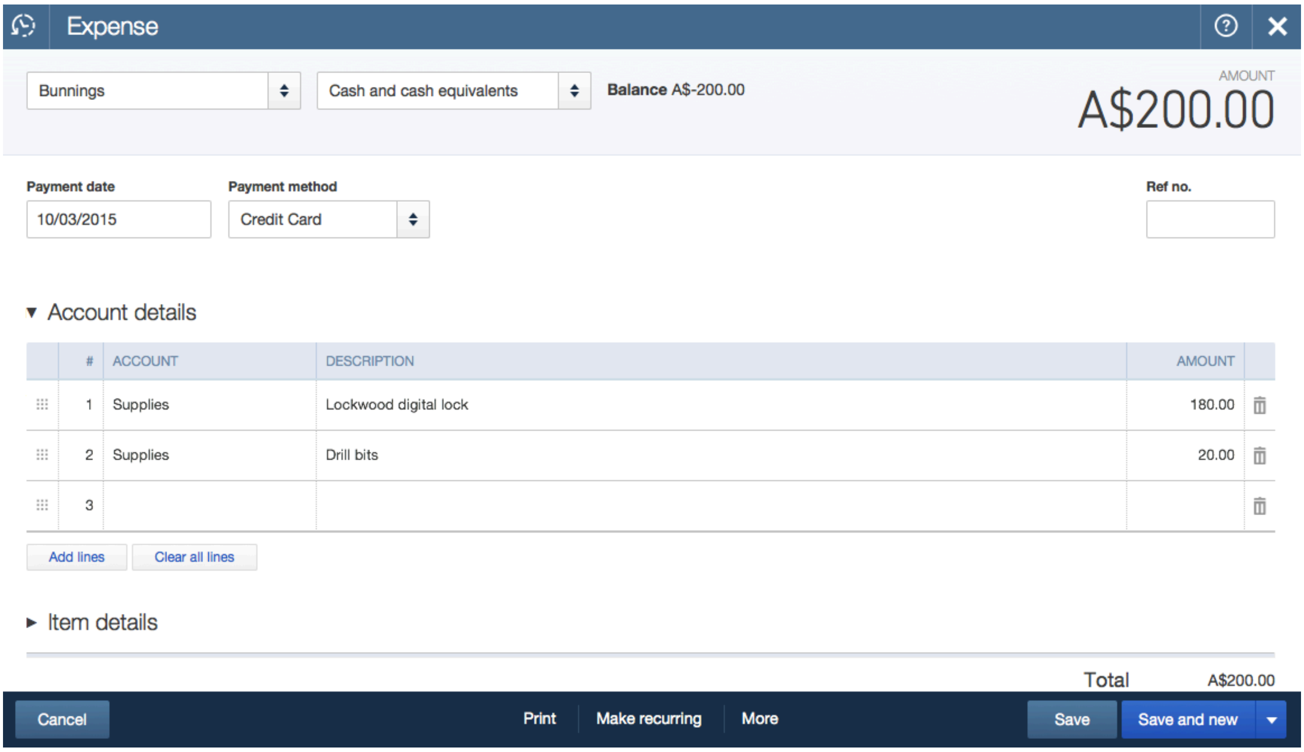
2. In the Expense window itself, select the account the expense was paid from such as petty cash, a bank account or credit card account.

3. 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.

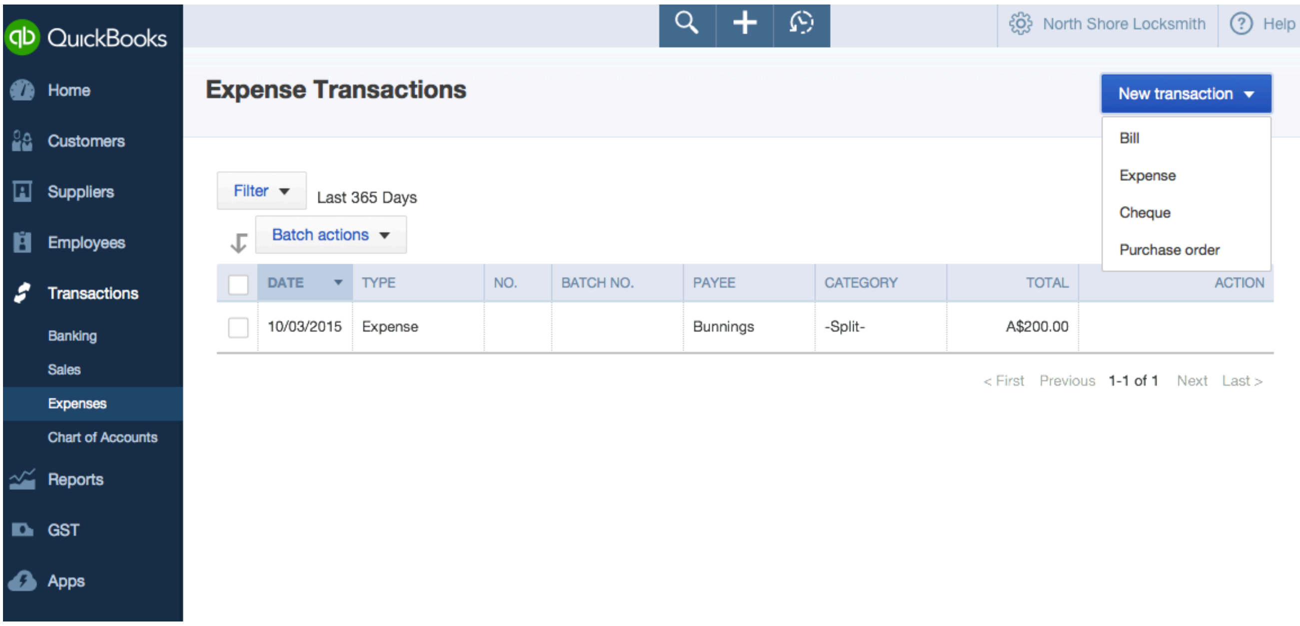
4. Define the expense by allocating it to the relevant account (if using general ledger accounts) and/or item details (if using products and services, which are in turn linked to general ledger accounts).

5. Any additional fields such as a Memo can be completed, and you can also choose to add an Attachment (copy of the expense) for this expense. Click **Save and Close** or **Save and New**.

6. 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.

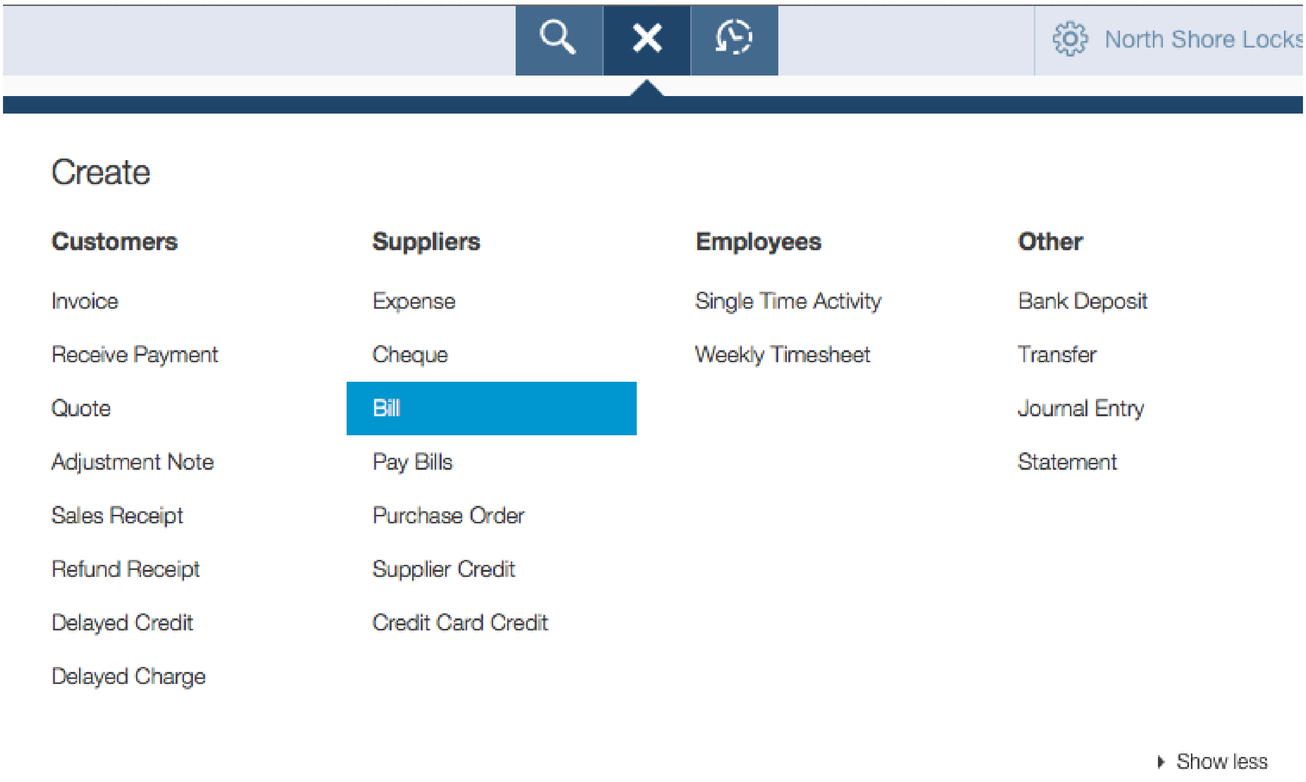


The Expense transaction can also be accessed from the Transactions menu in the left-hand navigation bar, by selecting the **Expense** submenu and then selecting **Create New → Expense** in the top right corner.



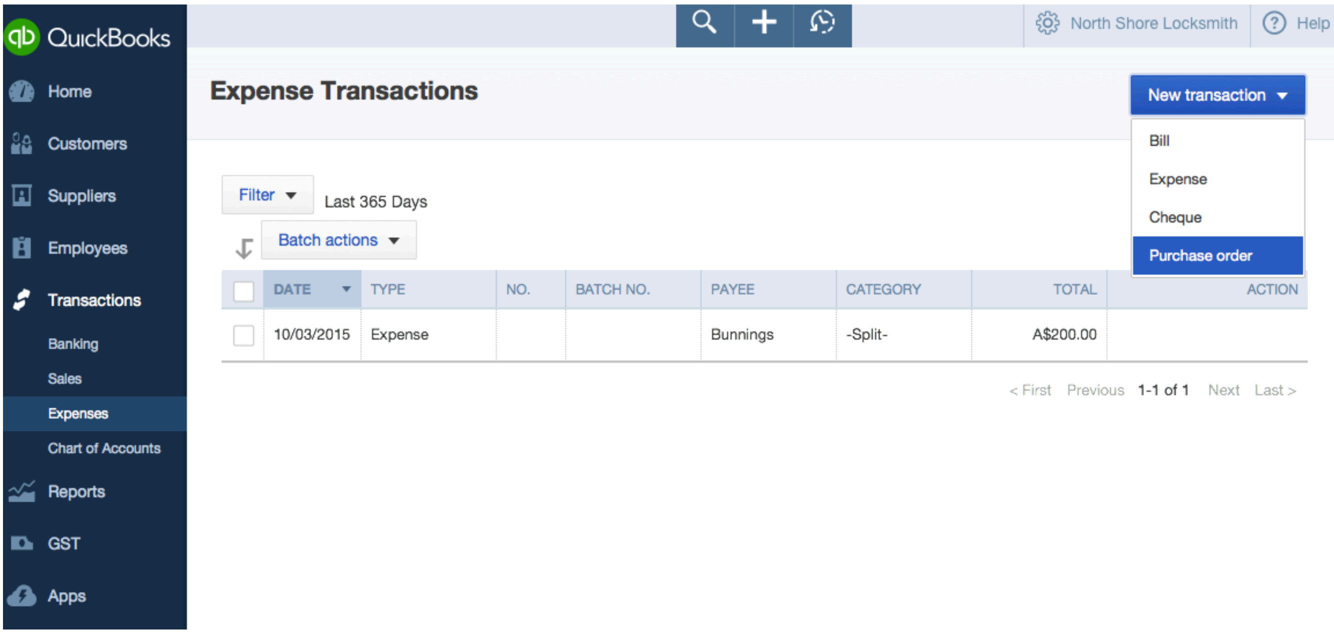
Bills

Bills, available in QuickBooks Online Essentials and Plus, can be accessed in the **Quick Create** menu, under **Suppliers**. This is the quickest route to accessing bills, but they can also be accessed via the left-hand navigation bar from the **Suppliers** tab or the **Transactions** tab in the **Expense** submenu.



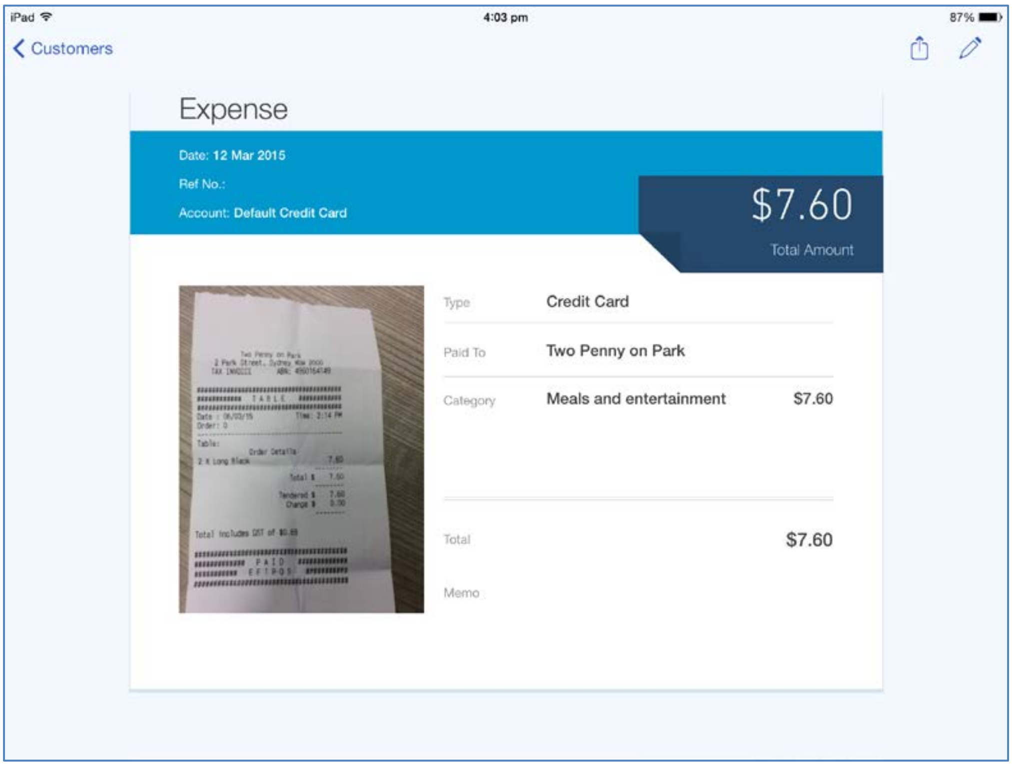
Other Types of Supplier Related Transactions

Supplier Credit, Credit Card Credit, and Purchase Order can be accessed in the **Suppliers** section of the **Quick Create** menu. Purchase orders are also accessible from the **Transactions** → **Expense** tab of the left-hand navigation bar by selecting **Create New** at the top right and then selecting **Purchase Order**.



Capturing Expenses on a iPad / iPhone

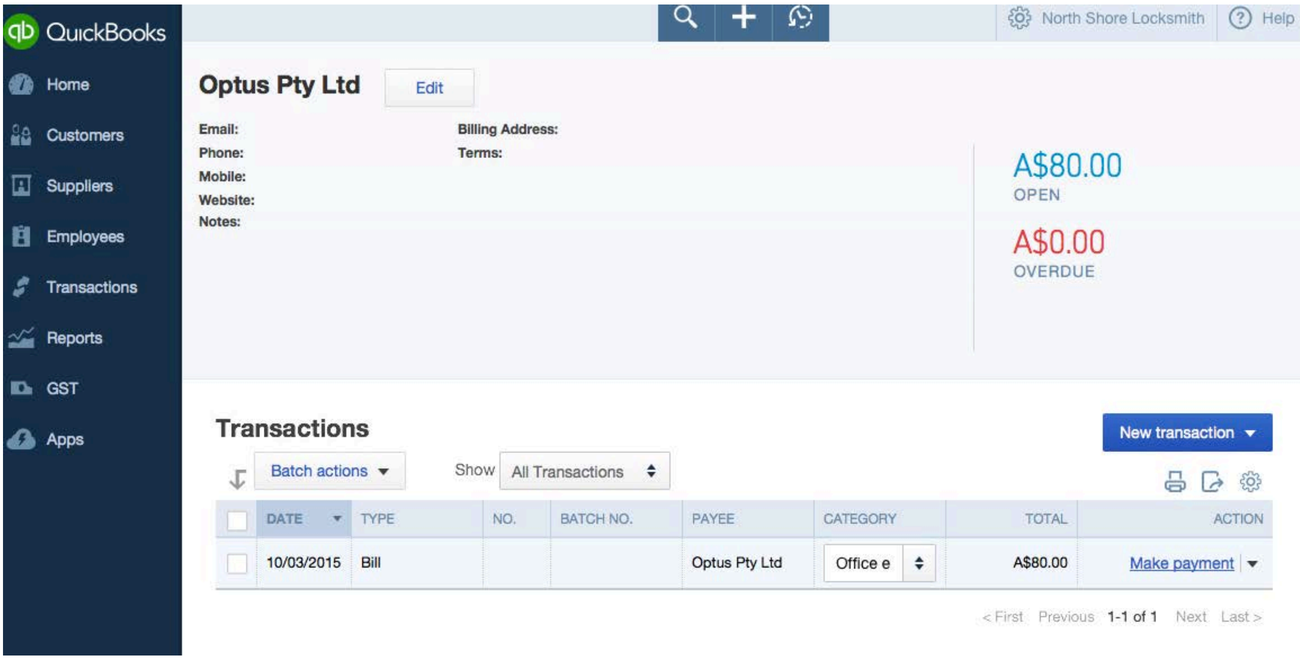
1. To create an expense on an iPad/iPhone tap the plus sign and select expense
2. If you have an printed invoice handy take a photo of it and attach it to the expense so need to keep hard copies
3. Enter the relevant details for the expense and save



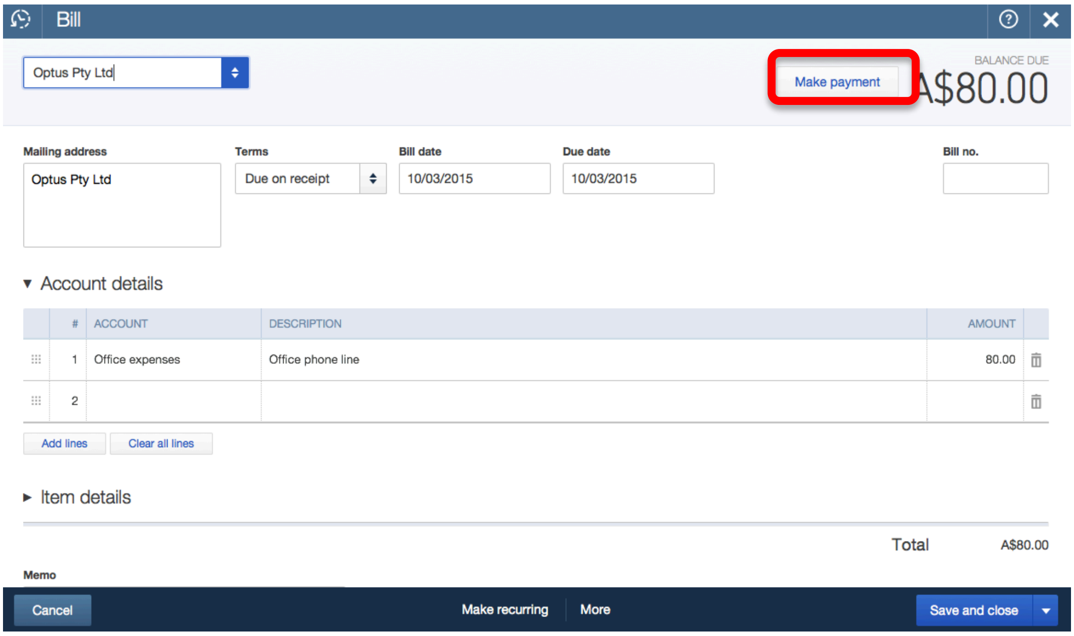
Managing Bills

1. Open bills can be found by using the **Search** and **Recent Transactions** functions, as well as by running reports, but most often will be found in the **Supplier Centre** by selecting **Suppliers** from the left-hand navigation bar.

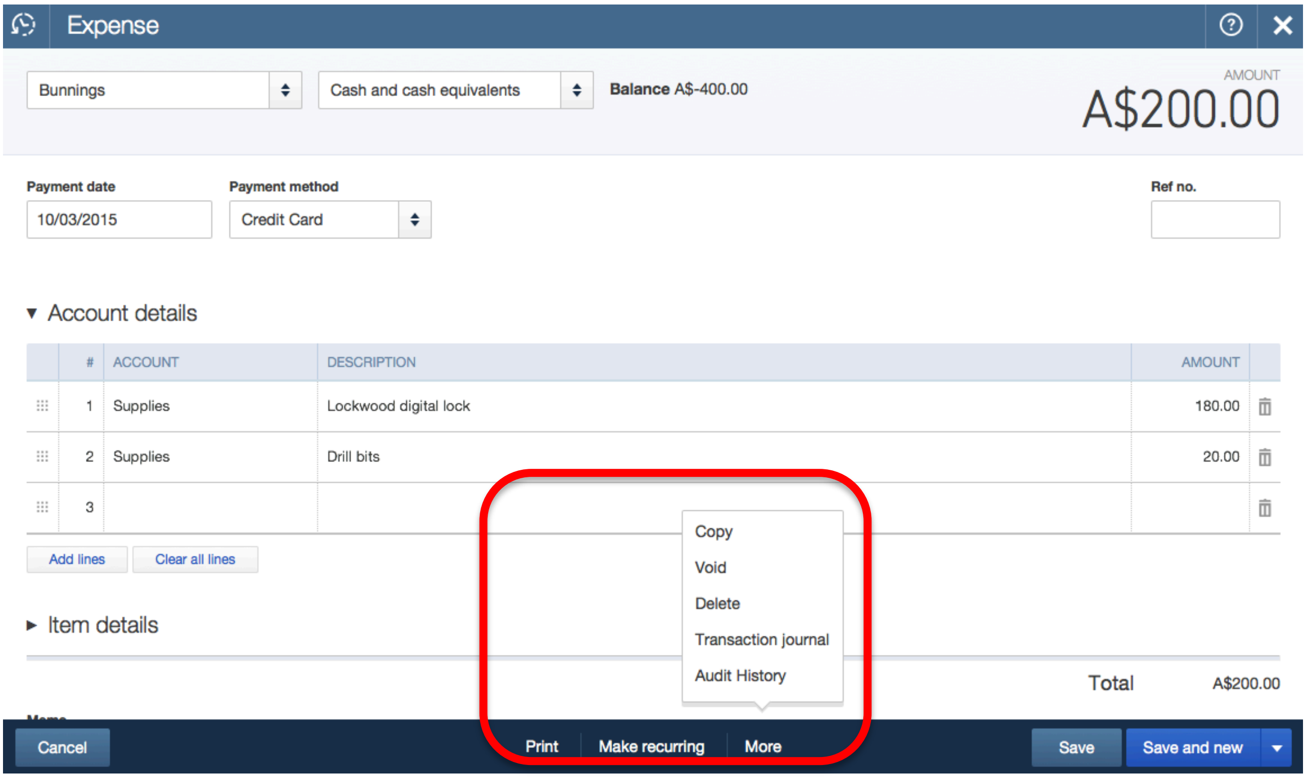
2. In the Supplier Centre, select the unpaid section of the **Money** bar and then **Make payment** for that supplier.



Or, the original bill can be opened by clicking on the **hyperlink** in the listing, and then **Make payment** can be selected at the top of the bill.



Bills, whether open or paid, can also be found by selecting **Transactions → Expenses** from the left-hand navigation bar.



Tip: To copy expenses or creating recurring expenses use the functions at the bottom of an existing invoice. See above.

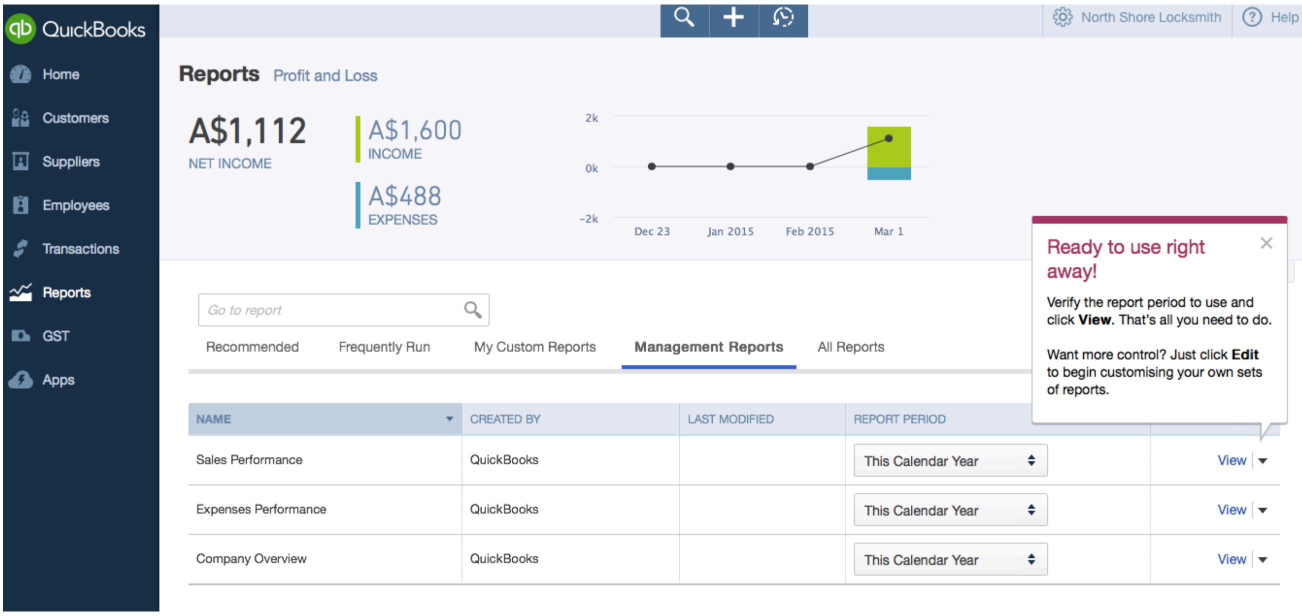
RUNNING REPORTS

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

Scroll your mouse over each report's listing to view a sample preview of the layout.

You can run the report immediately by clicking on it or you can customise it first before the report initially appears by clicking on the customise link.

You can also search for a particular report by typing any part of the report name in the **Search** field.



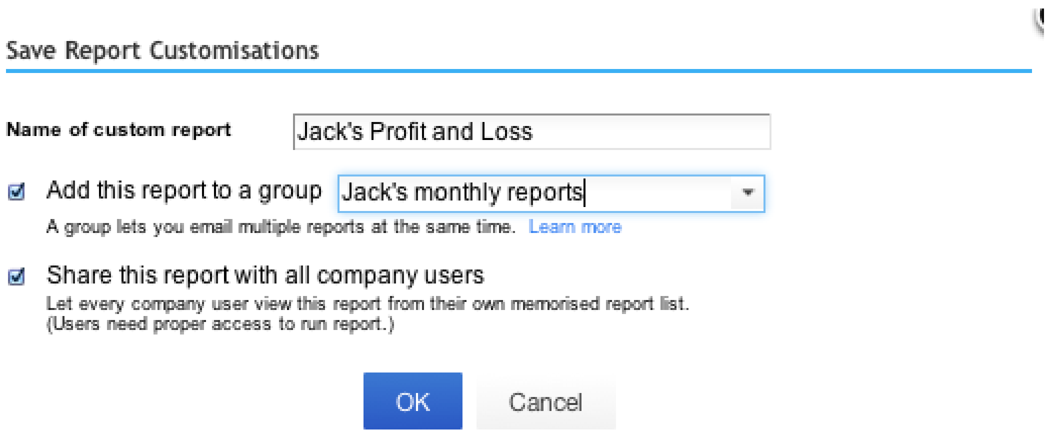
PROFIT & LOSS / BALANCE SHEET

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**. Any reports you run regularly will be listed in the **Frequently Run** section for easy access.

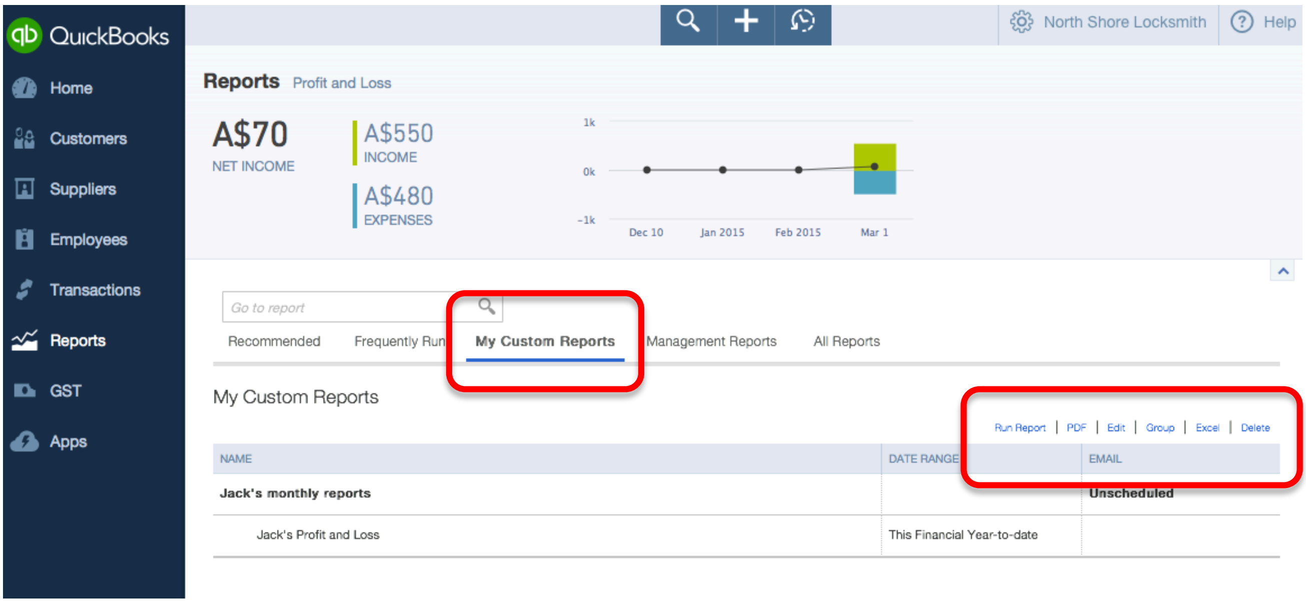
AUTOMATED REPORTS

Using QuickBooks Online, you can have reports automatically sent by email to yourself and others at regular times (e.g. 1st of the month).

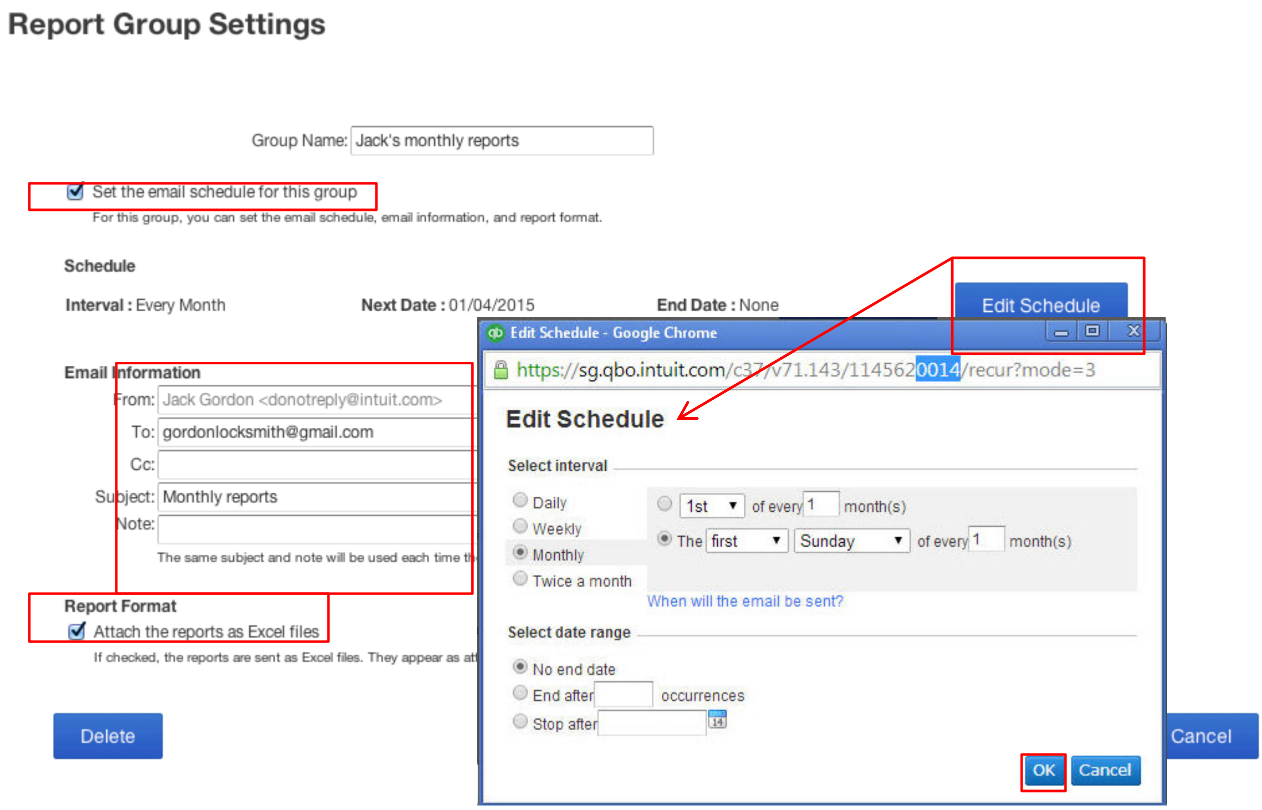
Any customised reports can be saved as part of a Report Group.



A Report Group can contain one or more reports. Highlighting the **Report Group** in **My Custom Reports** and selecting **Edit** will open the Report Group Settings window for this group, where the email settings are created.

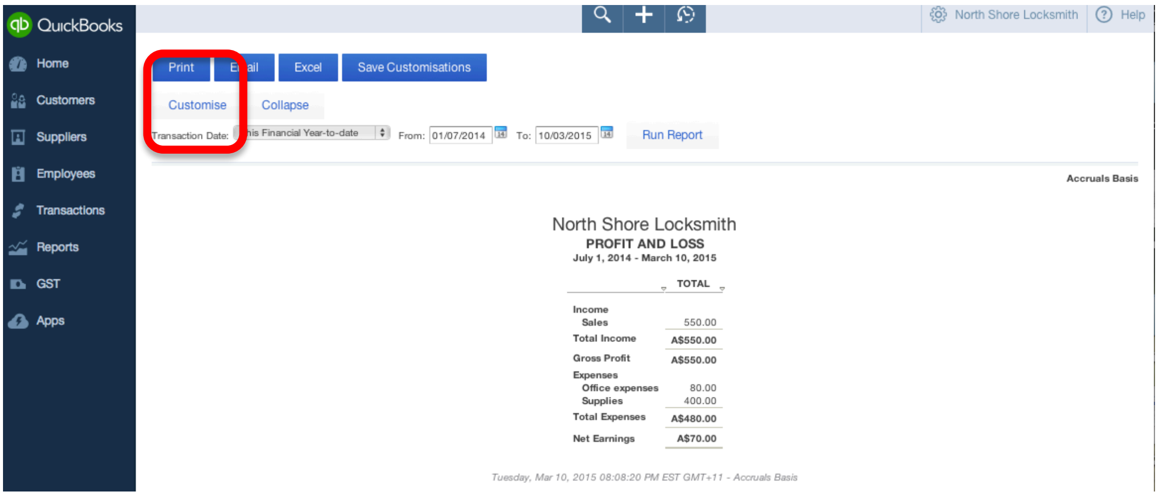


Here, the recipient(s) are specified, along with the subject line and the text of the email. The report(s) can be set to be attached as Excel files, and the schedule of the email of the reports can be set as well. The recipients do not have to be QuickBooks Online users and QuickBooks Online does not even have to be running for these reports to be sent on schedule.

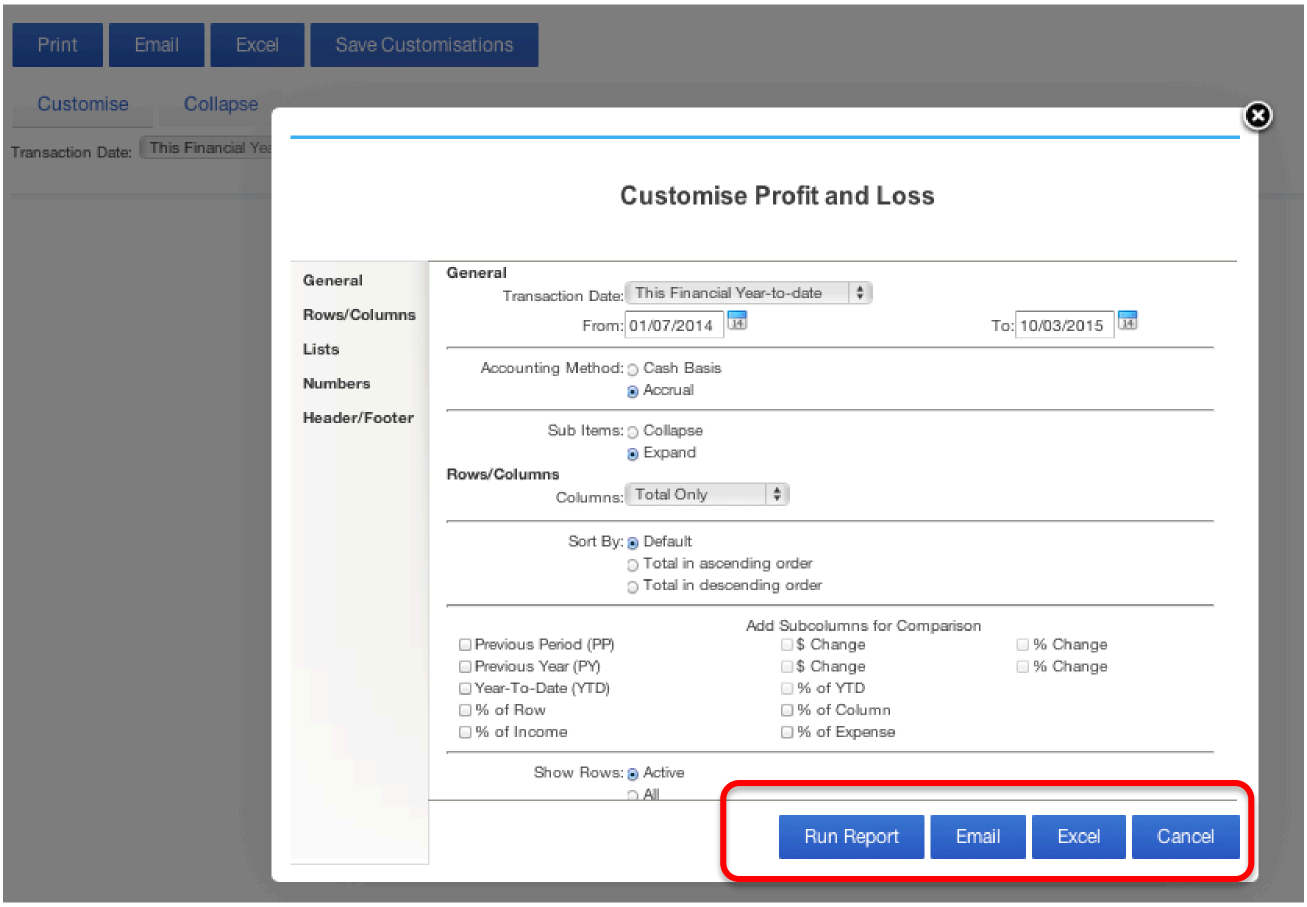


CUSTOMISING REPORTS

You can customise a report, 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.



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

Your reports can be displayed on screen, printed, emailed and even exported to Excel.

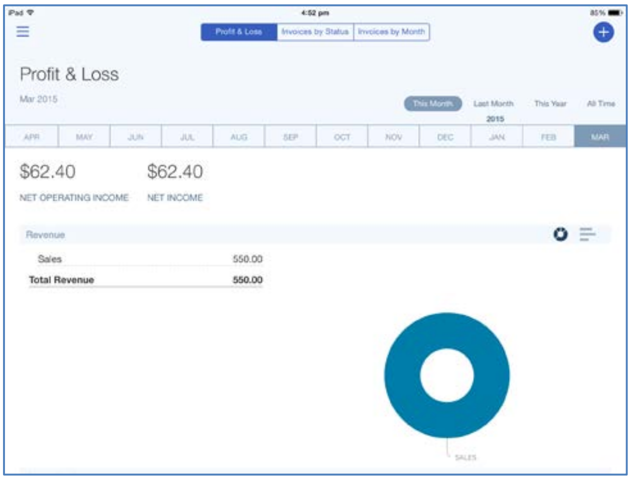
Selecting **Email** will send the report to the recipient(s) you specify, with a subject line and a note. The report will appear both as an attachment and in the body of the email.

Exporting reports to **Excel** lets you make further modifications if desired. Reports exported to Excel are provided with the relevant formulas.

You can save your customised report by selecting **Save Customisations** at the top of the report. Your report will be saved in the **My Custom Reports** section of the Report Centre, making it easy to access in the future.

RUN REPORTS ON A IPAD / IPHONE

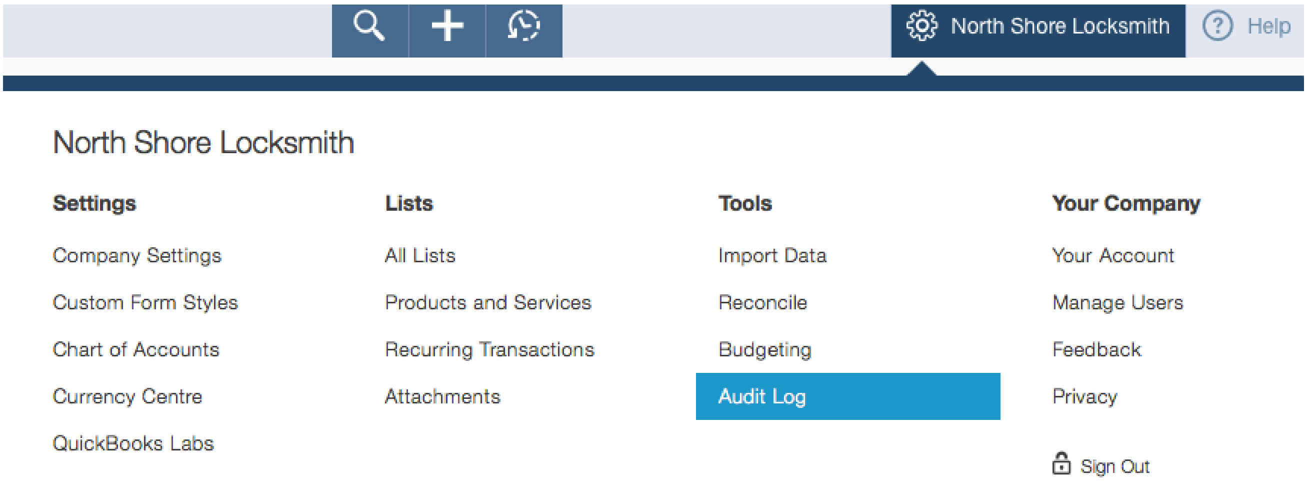
Keep a finger on the pulse of your business with running reports from your iPhone/iPad. Select reports option from your left hand side navigation menu to run the P&L report.



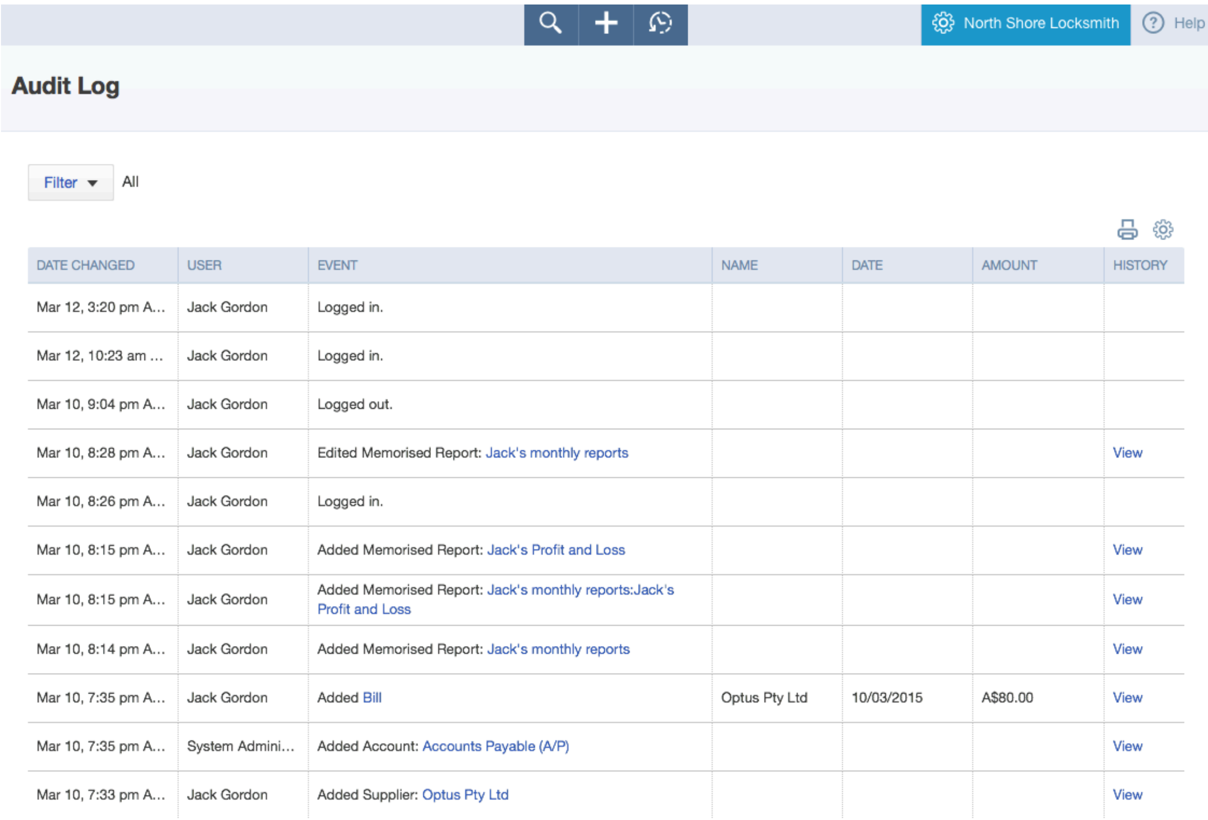
AUDIT LOG

The audit log feature allows you to keep a track of all activity – transactions, logons, changes to settings, anything that is done within QBO.

1. Click on the company settings tab and select Audit Log under the Tools section



2. The audit log captures the date of activity, user, event, name of customer/supplier, date of the transaction like a payment, amount and a full history of what occurred giving you full visibility of your account



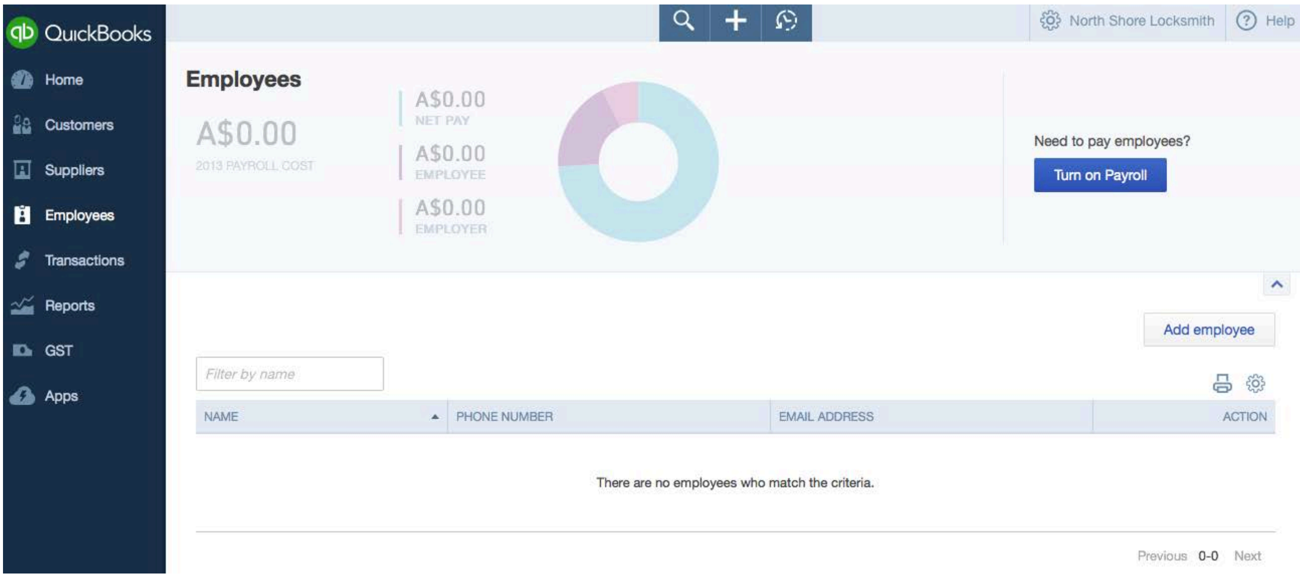
DATE CHANGED	USER	EVENT	NAME	DATE	AMOUNT	HISTORY
Mar 12, 3:20 pm A...	Jack Gordon	Logged in.				
Mar 12, 10:23 am ...	Jack Gordon	Logged in.				
Mar 10, 9:04 pm A...	Jack Gordon	Logged out.				
Mar 10, 8:28 pm A...	Jack Gordon	Edited Memorised Report: Jack's monthly reports				View
Mar 10, 8:26 pm A...	Jack Gordon	Logged in.				
Mar 10, 8:15 pm A...	Jack Gordon	Added Memorised Report: Jack's Profit and Loss				View
Mar 10, 8:15 pm A...	Jack Gordon	Added Memorised Report: Jack's monthly reports:Jack's Profit and Loss				View
Mar 10, 8:14 pm A...	Jack Gordon	Added Memorised Report: Jack's monthly reports				View
Mar 10, 7:35 pm A...	Jack Gordon	Added Bill	Optus Pty Ltd	10/03/2015	A$80.00	View
Mar 10, 7:35 pm A...	System Admini...	Added Account: Accounts Payable (A/P)				View
Mar 10, 7:33 pm A...	Jack Gordon	Added Supplier: Optus Pty Ltd				View

QUICKBOOKS ONLINE PAYROLL

One of the most useful features in QBO 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 also 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.

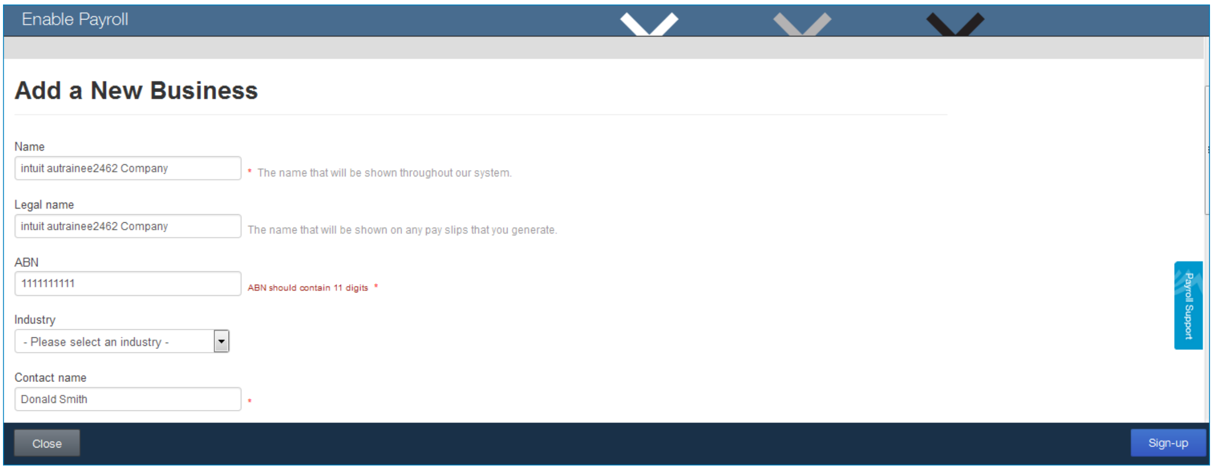
To setup payroll

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
   a. Name (leave as what is pre-populated)
   b. ABN
   c. Contact Name
   d. Contact Email Address (leave as what is pre-populated)
   e. Standard Hours per day
   f. How often do you process pay rums?

N.B. The Standard Hours Per day is used help predict leave liability and to report on leave liability, it is also used when employees apply for leave.



4. Also choose whether to **allow my employees to edit their details through the self-service portal.**

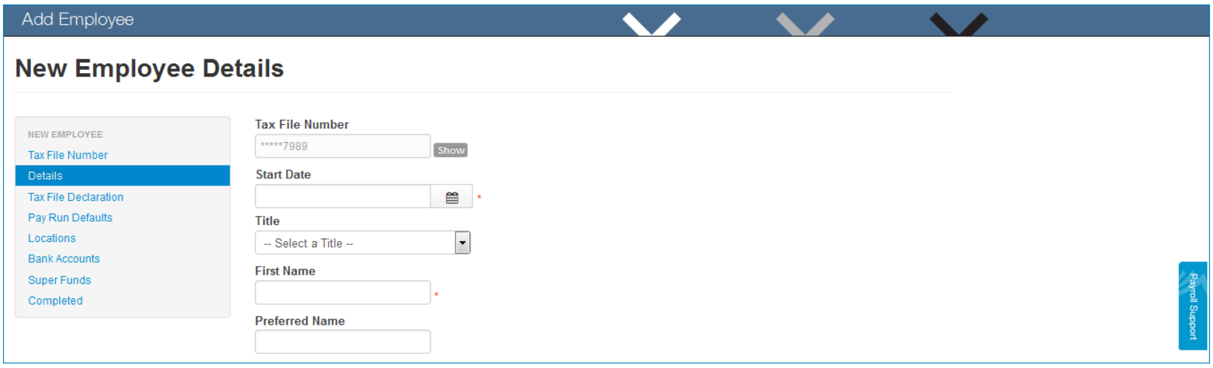
Setup Employees

Once you have setup Payroll 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. To setup a Single Employee on the main payroll screen click on Add Employee

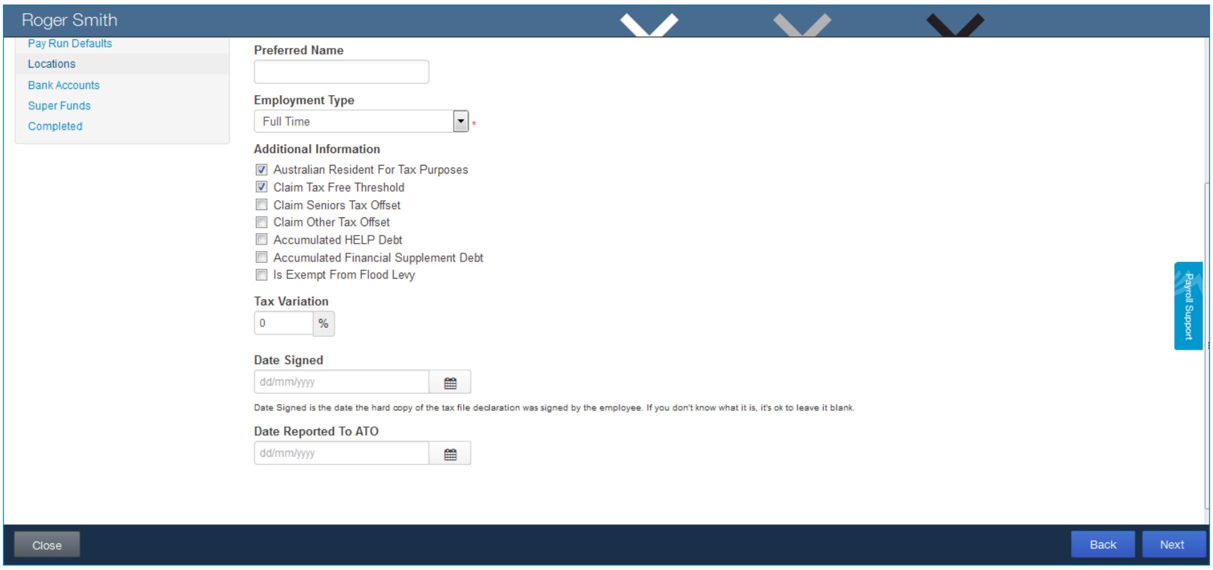
2. Enter the **Tax File Number**, click **Next**



3. In the **New Employee Details** screen you must enter
   a. Start Date
   b. First Name
   c. Surname
   d. Date of Birth
   e. Residential Address
   f. Residential Suburb
   g. Postal Details (if different from Residential Details.)

   Click **Next**

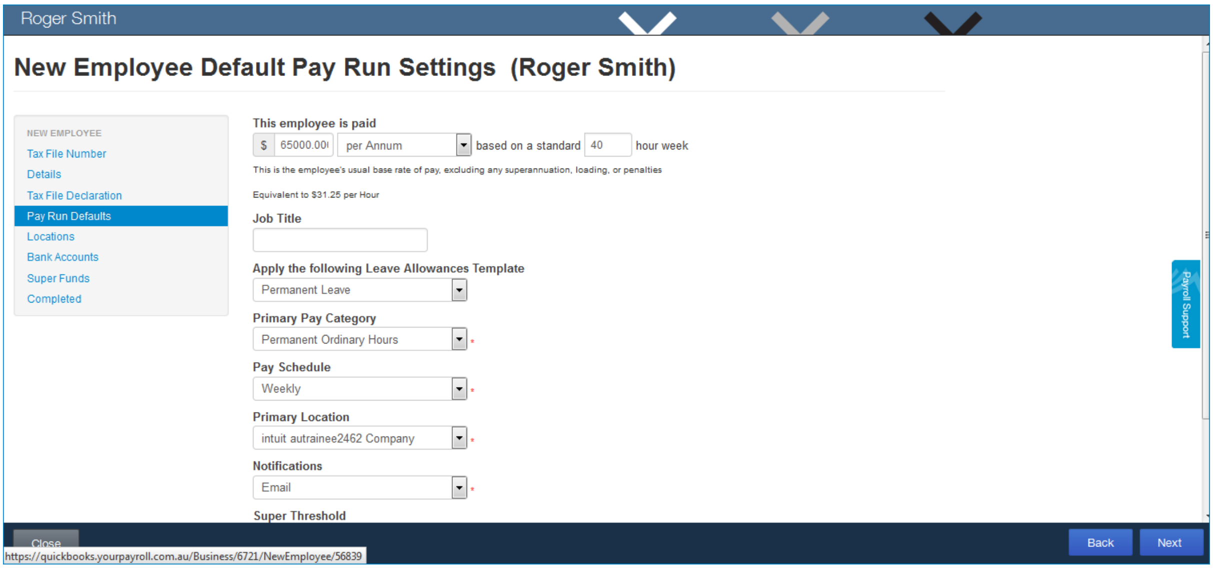
4. When on **Tax File Declaration** screen select the **Employment Type** as **Full Time**. Click **Next**



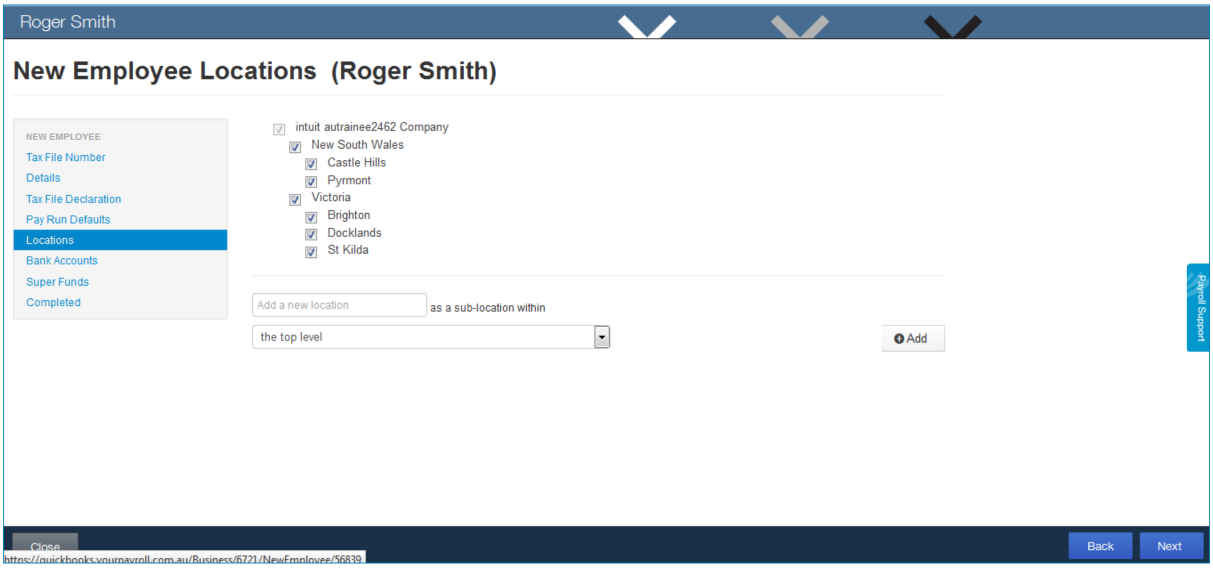
N.B. From the information provided in the Tax File Declaration QBO Payroll will determine the tax scale. Whilst QBO Payroll does not automatically lodge the payroll declaration for you; you can download a Tax File Declaration report and then upload it to the ATO ECI interface. For the report to be successful you must leave the Date Reported To ATO field empty.

5. On the **Pay Run** defaults screen you must set
    a. The employee is paid
    b. Update the following to the Leave Allowance Template
        i. Primary Pay Category (Permanent Ordinary Hours)
        ii. Pay Schedule
        iii. Primary Location
        iv. Notification

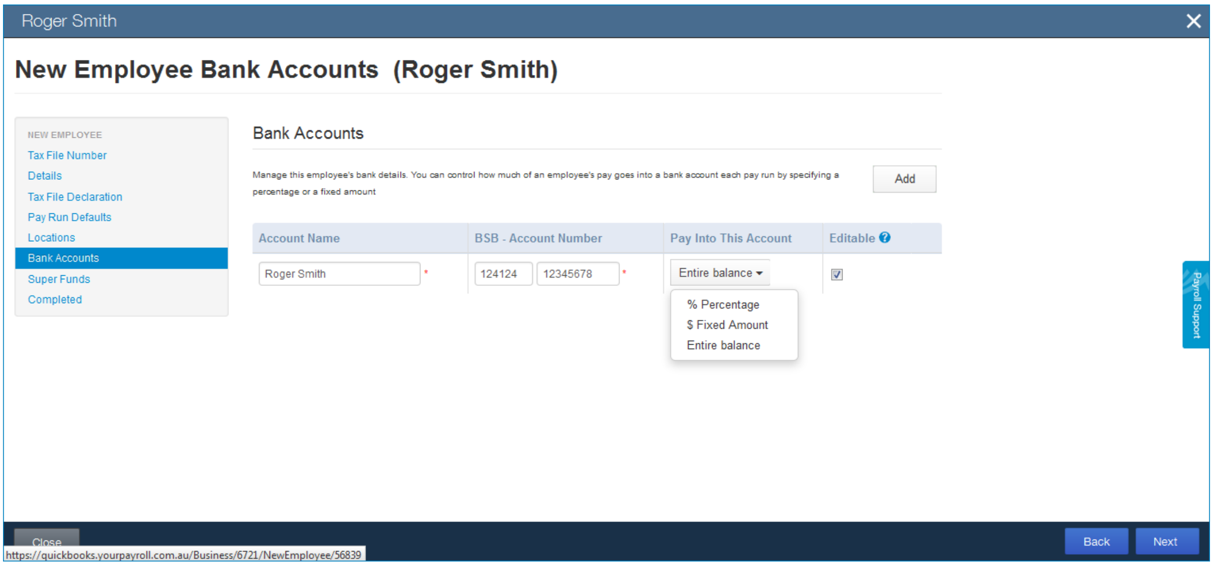
Click **Next**



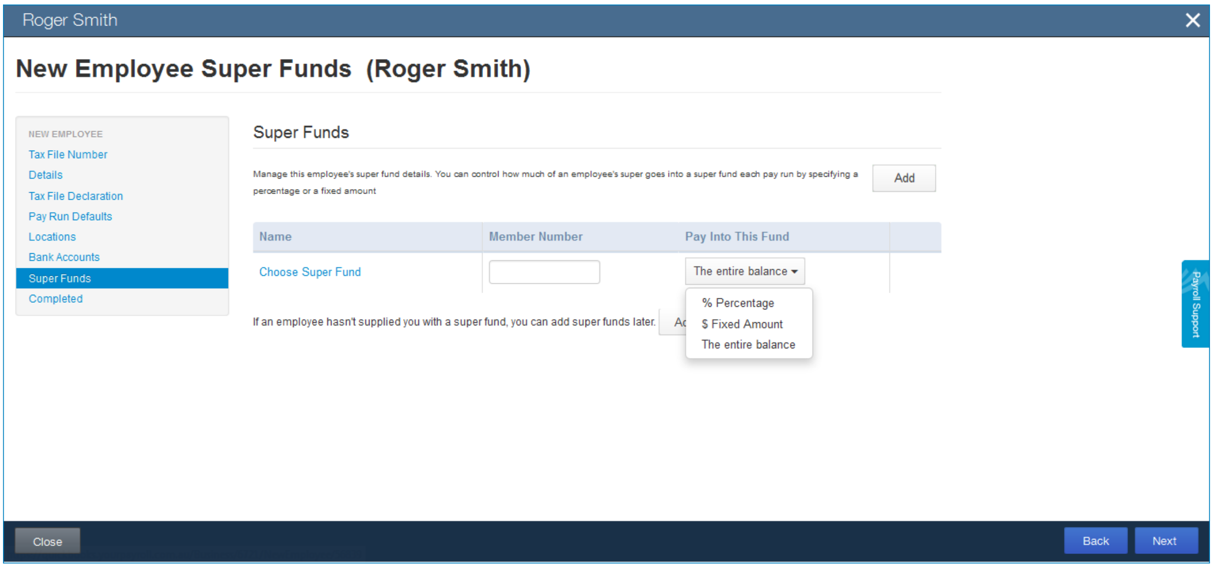
6. The next screen **Locations** allows you to setup cost centers to track hours against different parts of the business. N.B. There is no correlation between Locations in Quickbooks Online and Locations in QBO Payroll at the moment.
7. Journal entries that are transferred between QBO Payroll and Quickbooks Online do identify QBO Payroll locations allowing allocation to the correct Location or Class in Quickbooks Online.



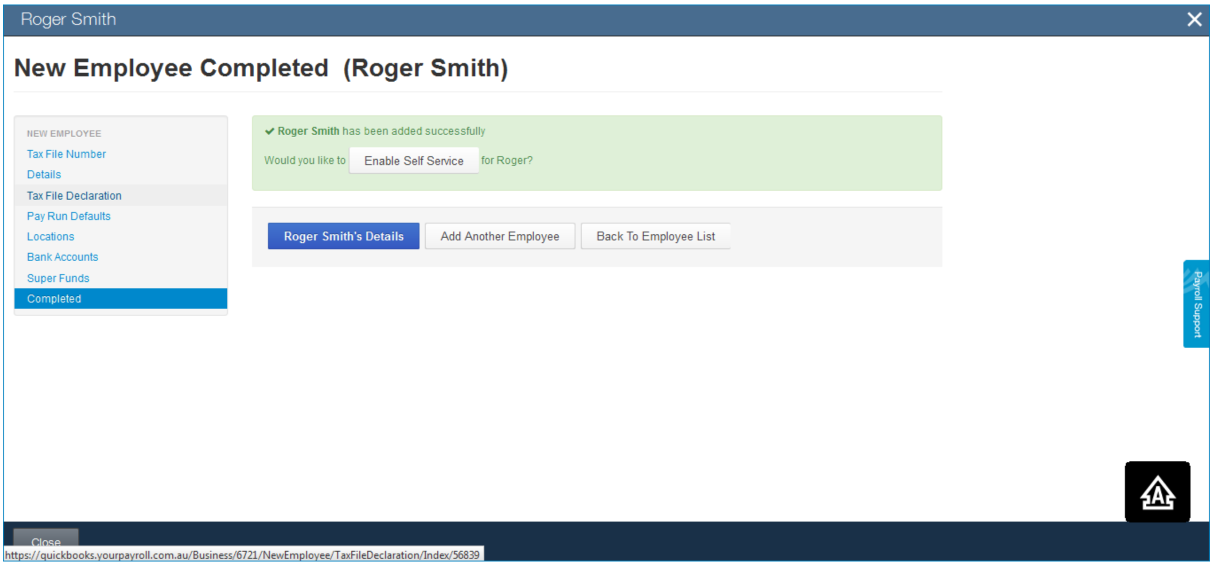
8. The Bank Accounts screen allows you to enter the employee's bank account details. You can also split the amount between multiple bank accounts based upon percentage or fixed amounts.

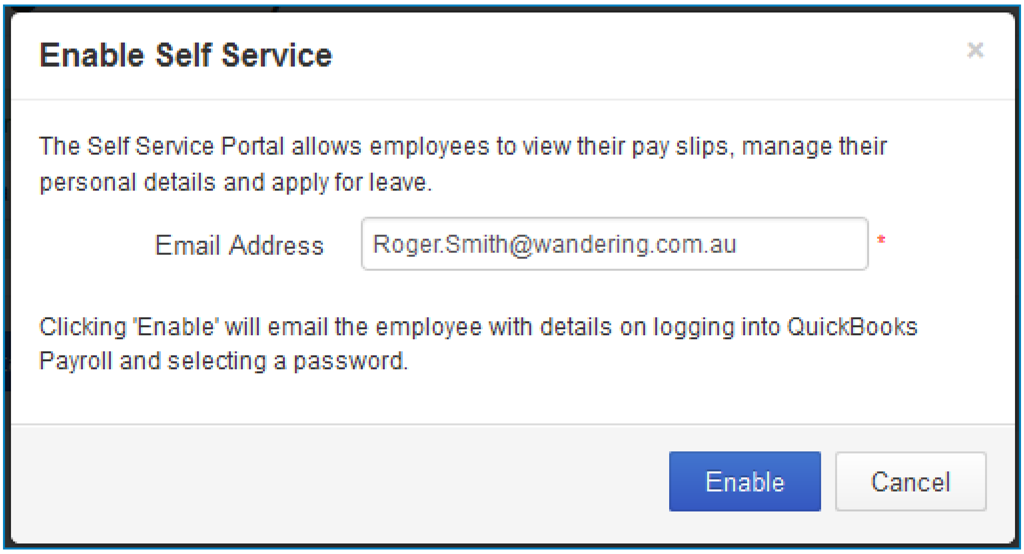


9. Choose the superannuation fund the employee wishes to pay their superannuation into, and enter their member fund. Superannuation Fund details can be searched for by ABN, SPIN or SMSF. You can choose to pay between multiple superannuation funds based on percentage or fixed amount.



10. If you wish to allow the employee to use the self-service portal click on the Enable Self Service, enter the employee email address. An account will be created for the employee and an email sent to them with the details of setting up the password and how to access the Self Service Portal.

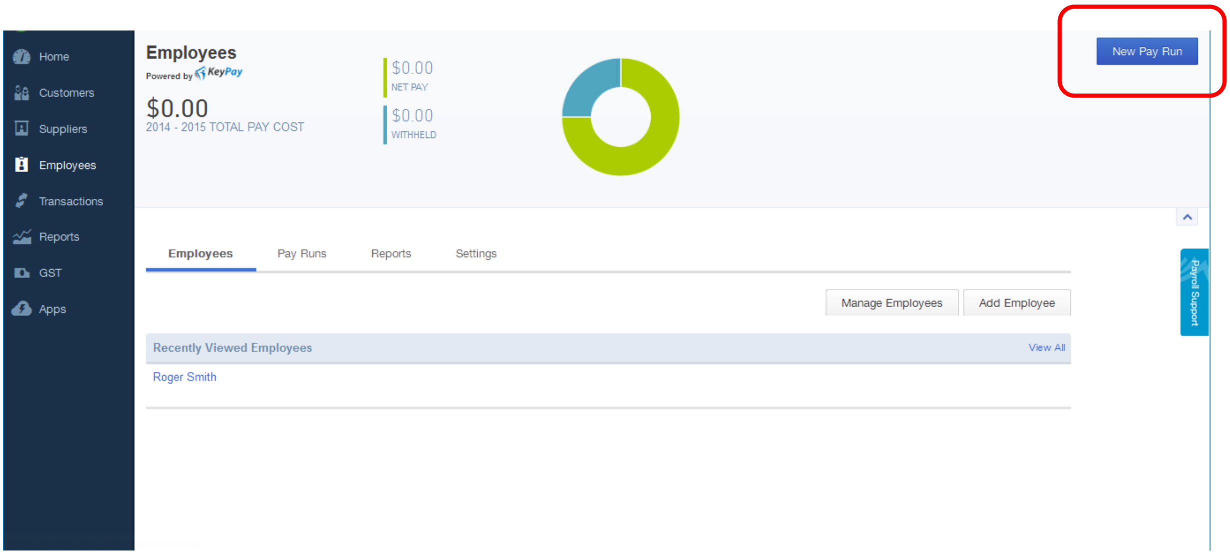




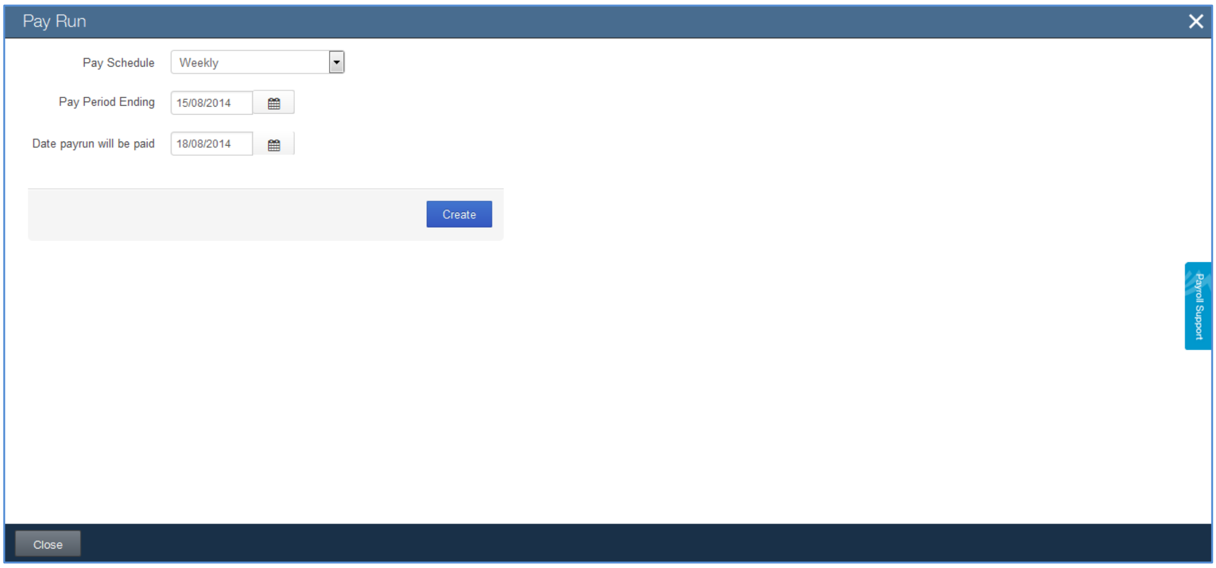
Setup a Pay Run

Once you have setup QBO Payroll and employees, you are ready to create a Pay Run. A Pay Run only needs to be configured once; it will then automatically run each period as configured.

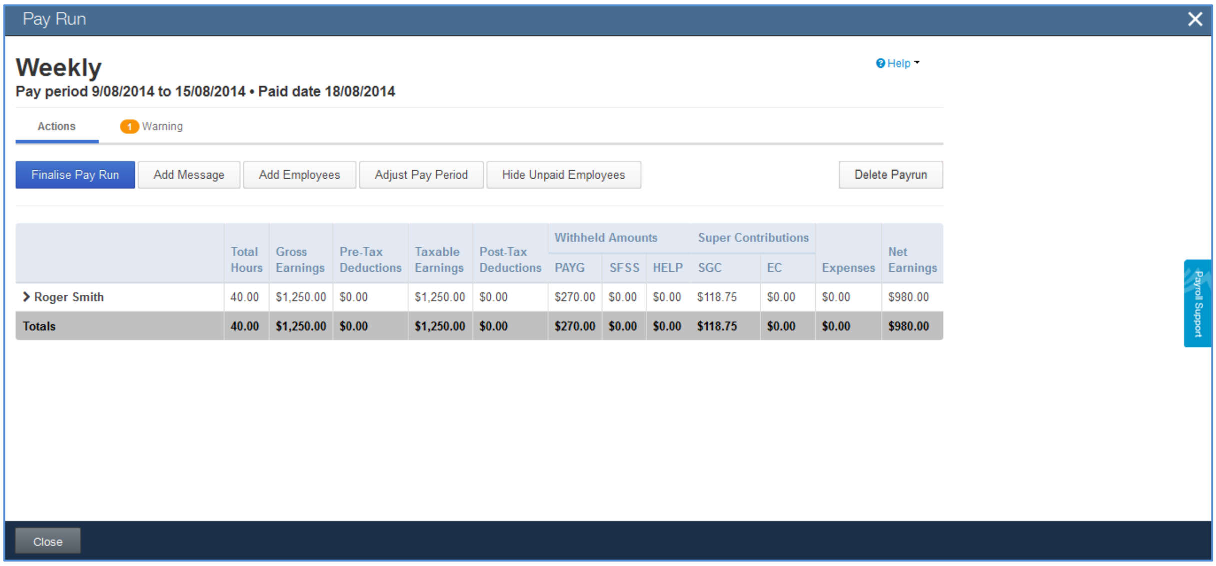
1. From the main payroll screen click on **New Pay Run**



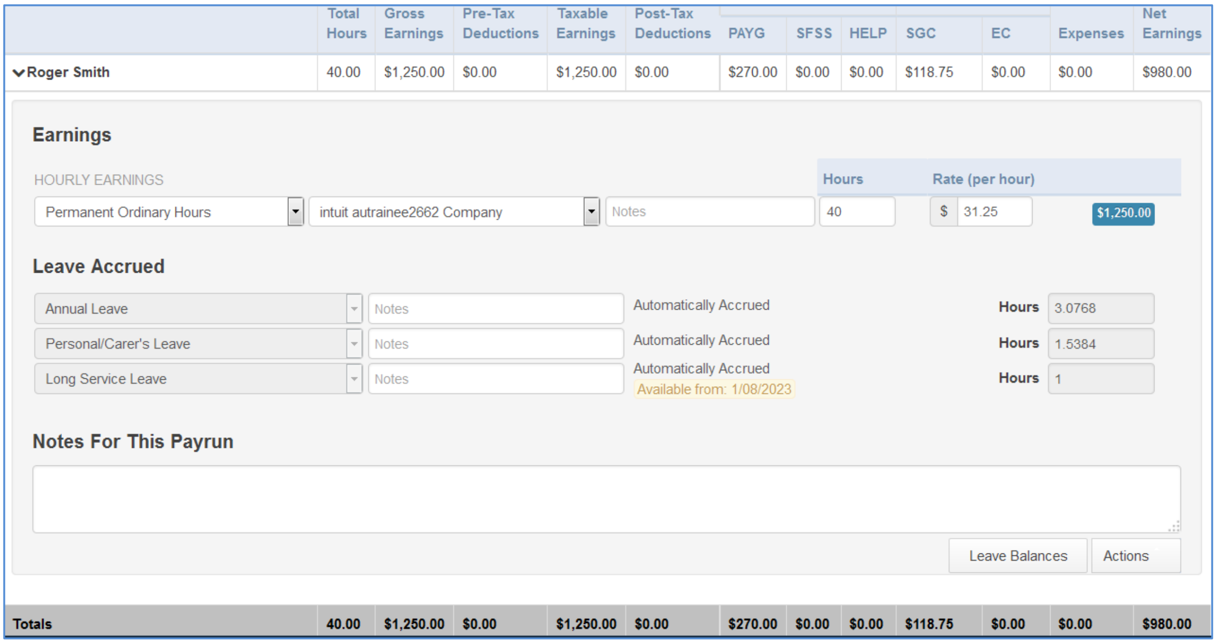
2. On the Pay Run screen select the **Pay Schedule**, enter the date for the **Pay Period Ending** and the **Date pay run will be paid**. Click **Create**.



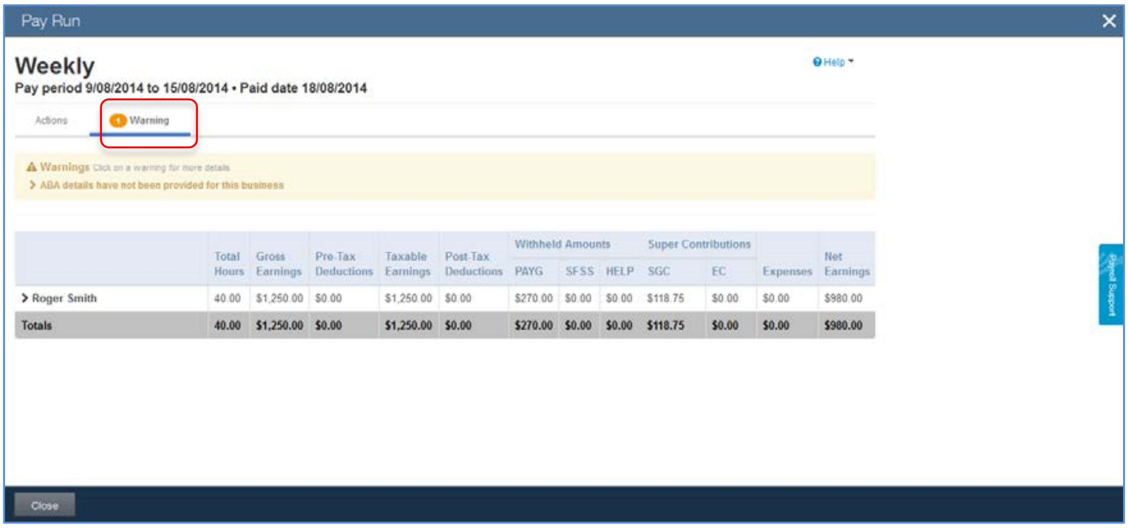
3. The next screen will then show you a summary of the pay run including, all employees in that run, their earnings, tax, and superannuation figures.



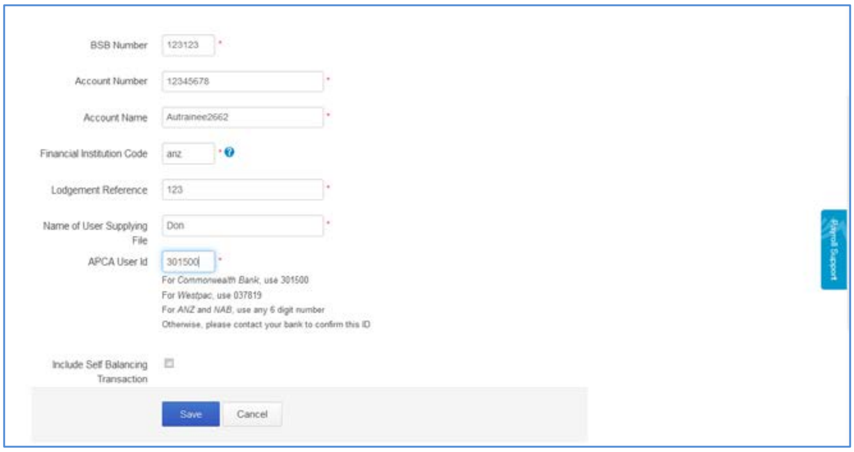
4. By clicking on the individual employee line you can expand the details. Here you can see **Leave Accrued** and add **Notes For This PayRun.** In addition by clicking on the **Actions** button you can make numerous adjustments, such as **Add Earnings, Take Leave, Adjust PAYG, Adjust Leave** and **Exclude from pay run.**



5. Once you have completed any adjustments you can hide the full details of the employee by clicking on the summary line at the top. Before you complete the pay run look for any warnings. To see the details of the warning click on it.

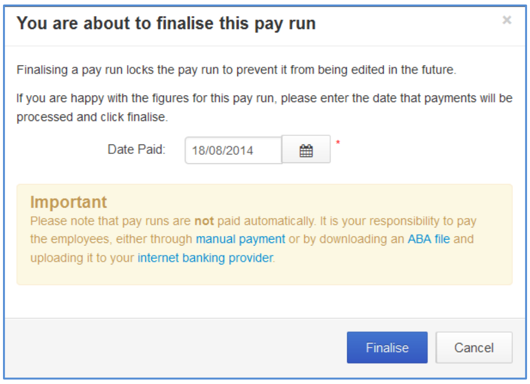


6. In this scenario there is a warning regarding ABA files. QBO Payroll will not automatically pay your employees, but it can create an ABA that you can upload to your bank to pay multiple employees at the same time. To setup ABA file click on the warning about ABA details have not been provided for this business, then click on Fix This. On the ABA Details screen click on Add.

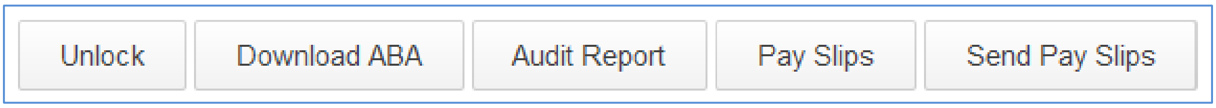


7. Fill out the required details and click **Save.** Check for any other warnings and deal with them appropriately. QBO Payroll will automatically inform you of situations such as when an employee has requested more leave than they are entitled to.

8. To finish this pay run click on **Finalise Pay Run** and select **Date Paid**, click **Finalise.**



9. One the pay run has been finalised, it is locked. You can **Unlock** it and make changes but this should be done before any payments are made. Also once the pay run is finalised you can run any reports you need, **Download ABA** file so it can be uploaded to the bank and **Send Pay Slips**

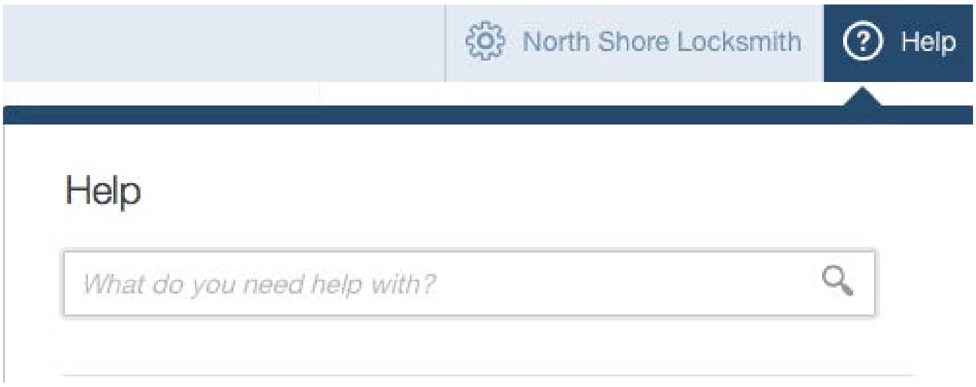


N.B. Once the pay run is completed journals are automatically posted to QBO and the relevant accounts.

GETTING SUPPORT

There is lots of support available for QuickBooks Online when you need it.

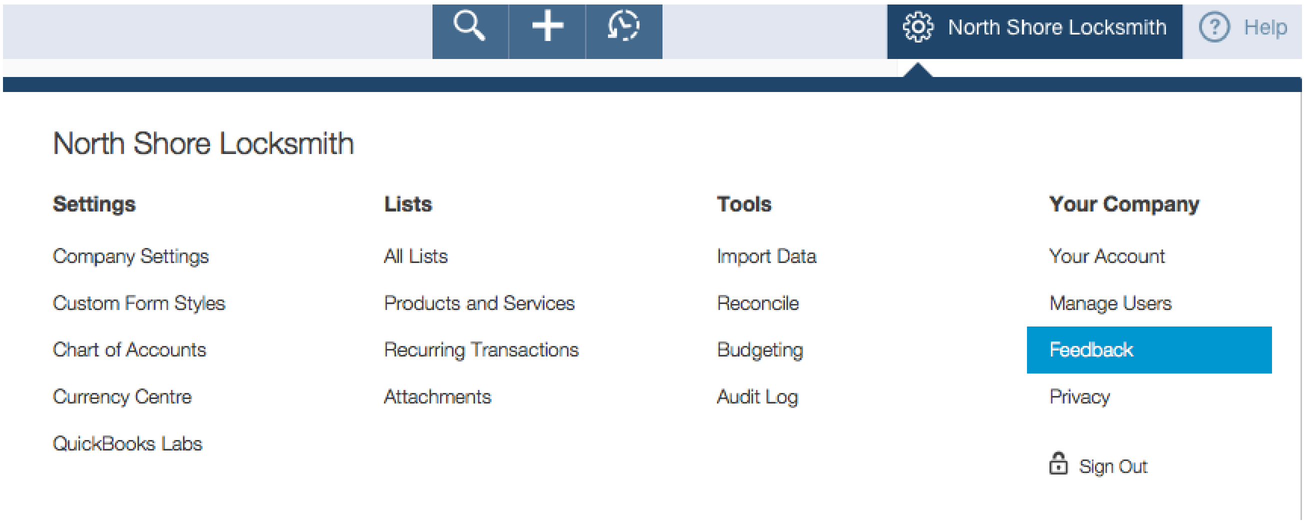
- To access online help, select the **question mark** icon in the top right corner of the QuickBooks Online screen.
  - Here you can type in your question to get an answer.



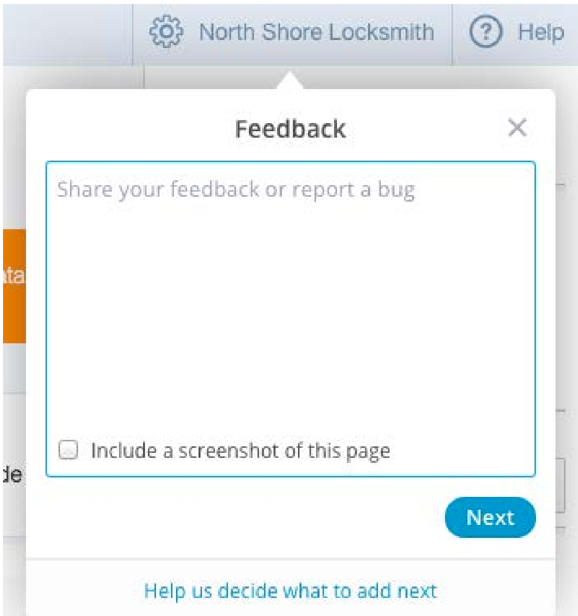
  - You can also ask fellow users a question by clicking on **Ask Community**.
- If you prefer to chat to our Care team, click on **Chat**. This will launch a live chat session so you can chat with one of our care team members.
- Alternatively, you can send us an email by clicking on **Email**.

PROVIDING FEEDBACK

We love hearing your feedback on using QuickBooks Online — both good and bad. To provide us with your feedback, click on **Feedback** in the **Your Company** section of the **Company** menu.



Here you can provide product feedback and suggestions. This link allows for a screenshot of the page in question.



We hope you found this Getting Started Guide useful. If you are an accounting professional, refer to the *Getting Started Guide for QuickBooks Online Accountant* for accountant specific information. For additional information, please visit: www.intuit.com.au

NOTE: *If you require additional support, your QuickBooks Online subscription gives you access to technical experts Monday to Friday 8:30 to 18:30 AEST.*