



QuickBooks Online Advanced Tips & Tricks

Tanis Young CFP, CPB



A word cloud featuring various greetings in different languages. The words are arranged in a roughly triangular shape, pointing towards the bottom right. The background is a solid green color with a subtle diagonal line running from the bottom left towards the top right. The word 'Hello' is the largest and most prominent, located in the center-left. Other large words include 'pronto', 'Hola', 'halloneih', 'hou', 'привет', and 'алло'. Smaller words scattered around include 'kaixo', 'hai', 'allo', 'hola', 'halo', 'hej', 'ay', 'c'e nessuno', 'salut', 'hallo', 'czesc', 'alo', 'merhaba', 'eh', 'oh', 'saluton', 'ciao', and 'oneih'.

kaixo hai allo hola halo
Hello pronto halo
hej ay
c'e nessuno salut Hola
halloneih hou hallo czesc alo
привет
alo merhaba halo алло
eh oh

CPD Process

In order to receive CPD credit

- Be sure to sign in or scan your badge for this session
- You must stay in the session for the duration of the training
- This session is eligible for **1 hour of CPD**
- CPD certificates are emailed directly to you within 4 weeks of the conference date to the same email address you used to register

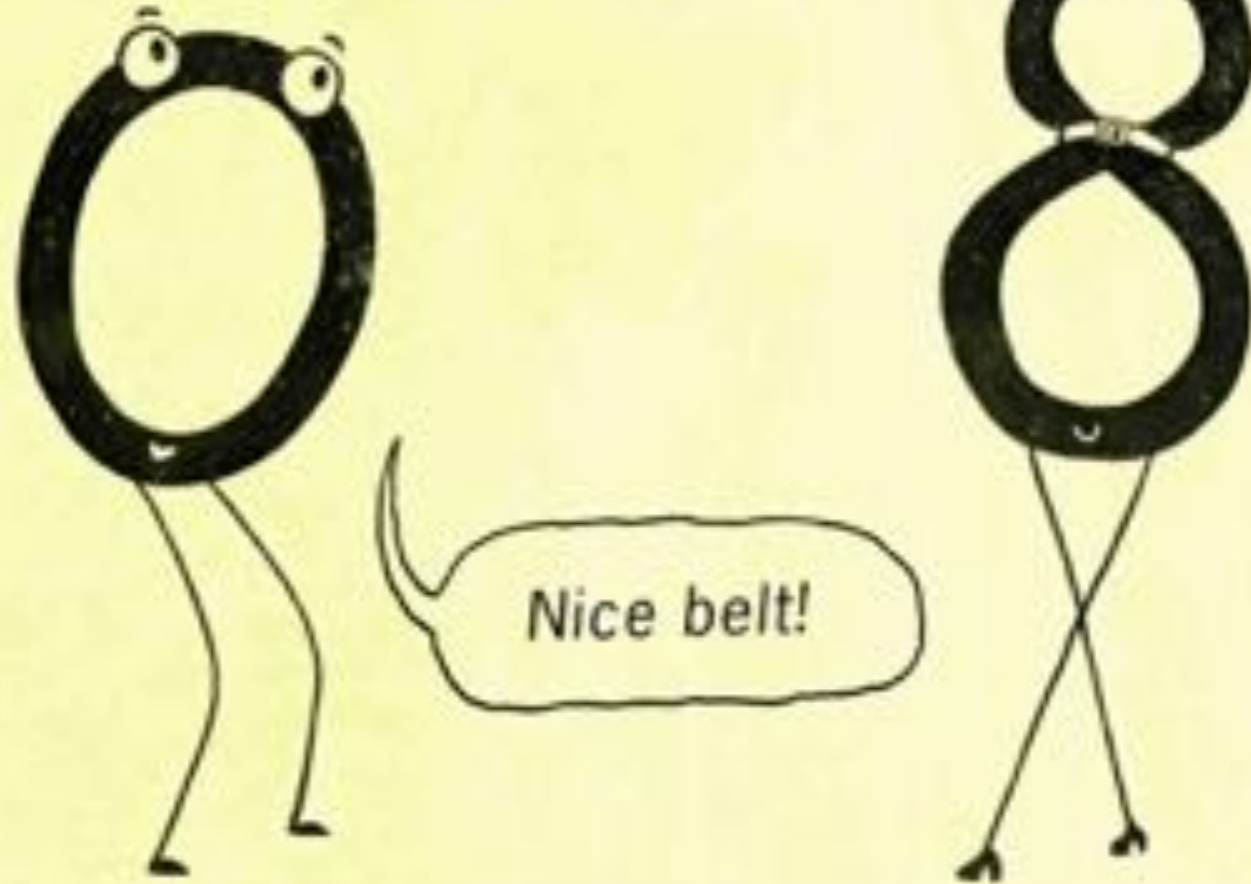
Tanis Young CFP, CPB



@mavenbkkg

- Owner, Maven Bookkeeping
- Advanced Certified ProAdvisor
- Trainer for Intuit
- Happy distractions: buying glasses, cycling, hiking with my better half & walking our fur-baby Skoki

What did the zero say to the eight?



Agenda

Best accounts for clean start

Find more in the (mini) gear

Turn expense into bill payment

Enter refund from a supplier

\$0 A/P balance report
(that won't go away!)

Custom invoices and estimates

Send invoice reminders

Issue a customer refund

Customize a report for sales tax codes

Disengage – steps to transfer a file

Work in multiple company files

Import Data

Reclassify without using tool

Purge company file

1 Best accounts for clean start





The Problem: It's common to use *Uncategorized Income* and *Uncategorized Expense* when setting up a company. If you use those accounts in QuickBooks Online (QBO), they will appear forever on your Overview dashboard.

The Tip: Use income accounts such as *Sales* or *Services* and expense accounts such as *Miscellaneous* or *Other Miscellaneous Expense* that already appear on your Chart of Accounts.

Use anything but the *Uncategorized* accounts.



Overview

Dashboard

Banking

Invoicing

Expenses

Employees

Reports

Taxes

Accounting

My Accountant

Bookkeeping review

Stay efficient and plan ahead with this snapshot of your client's books.

[Accountant-only view](#)

[Feedback?](#)



COMPANY SETUP

BANKING ACTIVITY

COMMON ISSUES

Find other accounts in QuickBooks Online that may need your attention.

Undeposited funds

\$0.00

0

uncleared transactions

Opening balance equity ⓘ

\$0.00

Uncategorized asset

\$0.00

0

transactions

Negative asset and liability accounts

Uncategorized income



11

transactions

Uncategorized expense



62

transactions

2

NEW! Find more in the (mini) gear





The Problem: I've opened an expense, but I don't see

- Item details
- The Billable column
- Customer / Project column

The Tip: You no longer need to exit the transaction to go to the Account Settings to make the change. Select the mini gear to change expense form settings.



Expense

Find more in the gear

Add the info you need to your sales form



Help



Payee

What did you pay?

Payment account

Checking

Balance \$ 1,276,974.00

AMOUNT

\$0.00

Payment date

08/03/2018

Payment method

What did you pay with?

Ref no.

Amounts are **Exclusive of Tax**

#	CATEGORY ⓘ	DESCRIPTION	AMOUNT	SALES TAX	BILLABLE ⓘ	CUSTOMER / PROJECT	
1	What is category for?	What did you pay for?					
2							

Add lines

Clear all lines

Notes

Subtotal \$0.00

Total \$0.00

Attachments Maximum size: 25MB

Drop photos here or click the icon

Show existing

Cancel

Close

Print

Make recurring

Save

Save and new

Expense

From

What did you pay?

Payment account

Checking

Balance \$ 1,276,974.00

Payment date

08/03/2018

Payment method

What did you pay with?

	+	CATEGORY ⓘ	DESCRIPTION	
11	1	What did you pay?	What did you pay?	
12	2			

Add line

Clear all lines

Menu

Attachments Maximum size: 25MB

Show existing

Choose what you use



Changes you make here apply to all expense forms.

- ☐ Show items table
- ☒ Track by customer
- ☒ Make expenses/items billable
- ☐ Default markup rate

Cancel

Close

Print

Make recurring

Bank Deposit

[Help](#)

Account

RBC Royal Bank

Balance \$67,673.90

Date

10/27/2018

AMOUNT

\$0.00

▼ Add funds to this deposit

Amounts are **Exclusive of Tax**

#	RECEIVED FROM	ACCOUNT	DESCRIPTION	PAYMENT METHOD	REF NO.	AMOUNT	SALES TAX	
1								
2								

Add lines

Clear all lines

Other funds total

\$0.00

☐ Track returns for customers

Memo

Cash back goes to

RBC Royal Bank

Cash back memo

Cash back amount

Total

\$0.00

Attachments Maximum size: 25MB

Drag/Drop files here or click to select

Cancel

Print

Make recurring

Save and new

Bank Deposit

[Help](#)

Account

RBC Royal Bank

Balance \$67,673.90

Date

10/27/2018

AMOUNT

\$0.00

▼ Add funds to this deposit

Amounts are **Exclusive of Tax**

#	RECEIVED FROM	ACCOUNT	DESCRIPTION	PAYMENT METHOD	REF NO.	AMOUNT	SALES TAX	BILLABLE	CUSTOMER / PROJECT
1									
2									

Add lines

Clear all lines

Other funds total

\$0.00

☒ Track returns for customers

Memo

Cash back goes to

RBC Royal Bank

Cash back memo

Cash back amount

Total

\$0.00

Attachments Maximum size: 25MB

Drag/Drop files here or click to select

Cancel

Print

Make recurring

Save and new

3 Turn expense into bill payment





The Problem: A bill has been recorded in QBO and a duplicate expense has been entered via the bank feed.

The Tip: Open the expense, open the drawer, and add the bill that matches the expense.



Expense



Payer

Best Buy

Payment account

RBC Royal Bank

Balance \$32,171.64

AMOUNT

\$80.36

[Online banking matches](#)

Payment date

07-06-2019

Payment method

Where did you pay with?

Ref no.

Add to Expense

Add all

Bill
July 6
\$80.36

Add

Open

Amounts are Inclusive of Tax

#	CATEGORY ⓘ	DESCRIPTION	AMOUNT	SALES TAX	CUSTOMER ⓘ	CLASS	
1	Office expenses	BEST BUY	80.36	GST			
2							

Add lines

Clear all lines

More

BEST BUY

Subtotal

\$80.36

Includes GST @ 5% on 76.53

3.83

Total

\$80.36

Attachments Maximum size: 25MB

Drop files here or click the icon

Cancel

Print

Make recurring

More

Save

Save and close

Bill Payment

Help X

Payee

Best Buy

Payment account

RBC Royal Bank

Balance \$32,171.64

AMOUNT PAID

\$0.00

Online banking matches

Payment date

07/06/2019

Ref no.

☐ Print later

Amount

0.00

Outstanding Transactions

Find Bill No.

Filter >

2/1

<input checked="" type="checkbox"/>	DESCRIPTION	DUE DATE	ORIGINAL AMOUNT	OPEN BALANCE	PAYMENT
<input checked="" type="checkbox"/>	Bill (07/06/2019)	07/06/2019	\$0.34	\$0.34	<input type="text" value="\$0.34"/>

1 First Previous 1 of 1 Next Last 0

Amount to Apply \$0.00

Amount to Credit \$-00.34

Clear Payment

This confirmation will appear on additional statements in the amount of \$0.00.34

Cancel

Revert

Print or Preview

More

Save

Save and close

4 Enter a refund from a supplier





The Problem: I've paid my supplier, and they have refunded me for some items I returned. The deposit is sitting in my bank feed.

The Tip: Using a deposit is okay, but there's a better way to tell the story. Use a supplier credit instead, and then use this trick.



Supplier Credit

Help X

Supplier

Some Supplier

CREDIT AMOUNT

\$0.00

Mailing address

Some Supplier

Payment date

28-03-2019

Ref no.

Amounts are **Exclusive of Tax**

#	CATEGORY	DESCRIPTION	AMOUNT	SALES TAX	CUSTOMER	CLASS
1	Cost of Goods Sold	knife	120.00	QIT	Roadrunner	
2	RBC Royal Bank	This could be a bank account or credit card	-120.00	Out of Scope		
3						

Add lines

Clear all lines

Memo

Subtotal **\$-0.00**

QIT @ 1% on 120.00

0.00

Total **\$0.00**

Attachments Maximum size: 2048K

Cancel

Clear

Make recurring

Save and close

5 \$0 A/P balance on report





The Problem: I have a supplier with a zero-dollar balance hanging around my A/P detail report. I can't figure out how to get it off the report.

The Tip:

- Change the date filter in the Pay Bills window
- Select Create expense or Write cheque from supplier drop-down menu.
- Select Cheque or Expense from plus menu



By the Yard

A/P AGING DETAIL

As of September 4, 2019

DATE	TRANSACTION TYPE	#	SUPPLIER	DUE DATE	PAST DUE	AMOUNT	OPEN BALANCE
= 91 or more days past due							
09/30/2013	Journal Entry	7	Venus Fumigation	09/30/2013	2165	102.00	102.00
10/01/2013	Journal Entry	7R	Venus Fumigation	10/01/2013	2164	-102.00	-102.00
Total for 91 or more days past due						50.00	50.00
= 61 - 90 days past due							
07/01/2019	Bill		Blue Cross	07/01/2019	65	131.00	131.00
Total for 61 - 90 days past due						\$131.00	\$131.00
= 31 - 60 days past due							
07/19/2019	Bill		Blue Cross	07/19/2019	47	210.00	210.00
Total for 31 - 60 days past due						\$210.00	\$210.00
= 1 - 30 days past due							
08/19/2019	Bill		Blue Cross	08/19/2019	18	210.00	210.00
08/26/2019	Bill		Mother Earth	08/26/2019	9	99.00	99.00
Total for 1 - 30 days past due						\$309.00	\$309.00
TOTAL						\$650.00	\$650.00

Pay Bills



Payment account

TD Chequing



Balance \$7,721.52

Payment date

09/03/2019

Starting cheque no.

6

☐ Print later

TOTAL PAYMENT AMOUNT

\$0.00

Filter >

Less 365 Days

3 open bills, 3 overdue



Due Date

All dates



From

To

Payee

All



☐ Overdue status only

Reset

Apply

OPEN BALANCE

CREDIT APPLIED

PAYMENT

TOTAL AMOUNT

\$210.00

Not available

\$0.00

\$210.00

Not available

\$0.00

\$99.00

Not available

\$0.00

\$0.00

\$0.00

\$0.00

\$0.00

(CAD) 0.00

< First Previous 1-3 of 3 Next >

Cancel

Save and print

6

New! Custom invoices and estimates



Custom sales forms

1. Save and upload your custom file (invoice or estimate)
2. Match your fields within QuickBooks fields
3. Preview and confirm your style

The Tip: Download the sample file for inspiration or as a guideline

qb Accountant

☰

Wow Plow Test File QBOAP ▾

Search

+

?

 Help

Overview ●

Dashboard

Banking

Invoicing

Expenses

Projects

Custom form styles

[← All lists](#)

New style ▾

Import style

Invoice

Estimate

Sales receipt

NAME	FORM TYPE	LAST EDITED
Standard	Master	08/22/2019

Import form style

1

Save and upload your file.

2

Match your fields with QuickBooks fields

3

Preview and confirm your style

Save and upload your file.

Select a form type.

Invoice



Open your original DOCX file and add angle brackets < > around the text for QuickBooks to replace Mark each field just once.

John Smith
123 Main Street



<John Smith>
<123 Main Street>

[Download a sample](#)

Save and upload your file.



Next



Save and upload your file.



Match your fields with Quickbooks fields



Preview and confirm your style

Match your fields with Quickbooks fields

YOUR FIELD	QUICKBOOKS FIELD
refnumber	Invoice Number ▼
Date	Invoice Date ▼
BillingAddress	Billing address ▼
ShippingAddress	Shipping address ▼
Item	Item/Product/Service ▼
ItemDescription	Item, Product, or Service ▼
Qty	Quantity/Qty (invoice line) ▼
Rate	Rate/Price (invoice line) ▼



My Company Name Here

123 Main Street
Anytown, CA 90210
Phone: (555) 555-5555
Email: info@mycompany.com

INVOICE

INVOICE TO: [Name] [Address] [City] [State] [Zip]

SHIP TO: [Name] [Address] [City] [State] [Zip]

TOTAL \$0.00

See your next invoice online, anytime, anywhere at mycompany.com





Save and upload your file.



Match your fields with Quickbooks fields.



Preview and confirm your style.



Preview and confirm your style


Before you save, preview your style to make sure it looks exactly the way you want it. To make changes, either click the back button or edit the file in your .devx editor and import it again.





The preview shows an invoice for 'rk DESIGNS'. A modal dialog titled 'Name your style' is open, with a red arrow pointing to the input field containing 'Cool Custom'. The dialog has 'Cancel' and 'Save' buttons. The background invoice includes a table with the following data:

ITEM NO.	DESCRIPTION	QUANTITY	RATE	DATE	AMOUNT	TAX
1	Product name Description of the product	2	225.00	10/02/2011	450.00	HST @ 13.0%
2	Service name Description of the service	1	325.00	10/02/2011	325.00	GST @ 5.0%

Below the table, there are sections for 'INVOICE TO' and 'SHIP TO' with placeholder text.

Wow Flow Test File GBOAP ▾


Search 

Help 

Custom form styles

← All lists

New style ▾

NAME	FORM TYPE	LAST EDITED	ACTION
Cool Custom	Invoice 	08/26/2019	Preview PDF ▾
Standard	Master	08/22/2019	Edit ▾

7

Send invoice reminders





The Problem: My customer is late paying me, and I want to send them a reminder. I have the invoice open, but all I can do is resend the invoice.

The Tip: Use the money bar in the Sales dashboard to send a reminder.



Overview

Overview

All Sales

Invoices

Customers

Products and Services

Dashboard

Banking

Sales

Expenses

Projects

Employees

Reports

Taxes

Accounting

My Accountant

Sales Transactions

Import Transactions

New transaction

Unbilled Last 365 Days

Unpaid Last 30 Days

Paid

\$0

ESTIMATES

\$0

2 UNBILLED ACTIVITY

\$4,972

2 OVERDUE

\$6,176

3 OPEN INVOICES

\$0

0 PAID LAST 30 DAYS

Filter

Last 365 Days

Invoices X

Overdue X

[Clear Selections](#)

Batch actions

<input type="checkbox"/>	DATE	TYPE	NO.	CUSTOMER	DUE DATE	AGING	BALANCE	TOTAL BEFORE	SALES TAX	TOTAL	STATUS	ACTION
<input type="checkbox"/>	06/26/2019	Invoice	1058	Grant Ma...	06/26/2019	8	\$99.00	\$99.00	\$0.00	\$99.00	Overdue	Receive payment
<input type="checkbox"/>	06/01/2019	Invoice	1056	Convent...	06/31/2019	3	\$1,204.38	\$1,147.00	\$57.38	\$1,204.38	Overdue	Print
<input type="checkbox"/>	07/01/2019	Invoice	1054	Convent...	07/31/2019	34	\$1,204.38	\$1,147.00	\$57.38	\$1,204.38	Overdue	Send
<input type="checkbox"/>	06/01/2019	Invoice	1053	Convent...	07/01/2019	64	\$1,204.38	\$1,147.00	\$57.38	\$1,204.38	Overdue	Send reminder
<input type="checkbox"/>	06/04/2019	Invoice	1057	Berff Col...	06/03/2019	92	\$1,260.00	\$1,200.00	\$60.00	\$1,260.00	Overdue	Print packing slip
Total							\$4,972.00			\$4,972.00		View/Edit
												Copy
												Delete
												Void



Issue a customer refund





The Problem: I need to issue a refund to a customer who has already paid me. Should I write a cheque?

The Tip: Even though it looks like it will work, writing a cheque isn't the correct way to do this. Use a Refund Receipt so that your sales tax codes get captured correctly.



Cheque no. To print

Help X

Payee

Roadrunner

Bank Account

RBC Royal Bank

Balance \$32,250.00

AMOUNT

\$750.00

Mailing address

Roadrunner

Payment date

28/03/2019

Cheque no.

To print

Print later

Because this is a cheque, these are purchase tax codes.

Amounts are Exclusive of Tax

#	CATEGORY	DESCRIPTION	AMOUNT	SALES TAX	CUSTOMER	CLASS
1	Sales	Refund my customer	750.00	Zero-rated (0%)	Zero-rated	Zero-rated
2				Zero-rated (0%)		
				GST (5%)		
				Exempt (0%)		
				Out of Scope (0%)		
			Subtotal		\$750.00	
			Total		\$750.00	

Memo

Attachments Maximum size: 25MB

Cancel

Clear

Print or Preview

Make recurring

More

Save and close

Refund Receipt

Help X

Customer

Roadrunner

Email

Email (Customer email with a company)

Go Back

AMOUNT
\$750.00

Billing address

Roadrunner

Refund Receipt date

08/03/2019

Payment method

Cheque

Refund from

RBC Royal Bank

Balance

\$32,252.00

Cheque no.

To print

☒ Print later

[Refund payments in QuickBooks](#)



Because this is a refund receipt, these are sales tax codes.

	PRODUCT/SERVICE	DESCRIPTION	QTY	RATE	AMOUNT	SALES TAX	CLASS
1	Sales	Refund of equity	1	750	750.00	Zero-rated (0%)	Zero-rated (0%)
2						Zero-rated (0%)	
						GST (5%)	
						Exempt (0%)	
						Out of Scope (0%)	
						Subtotal	\$750.00

Add lines

Clear all lines

Message displayed on refund receipt

Cancel

Clear

Print or Preview

Make recurring

Save and new

9

Customize a report for sales tax codes





The Problem: I need a way to review the sales tax codes on transactions before filing the tax return.

The Tip: Create and memorize a customized report that includes tax code column.



ALWAYS START YOUR RETURN WITH A SALES TAX CODE REVIEW

- Reports > Profit and Loss Detail
- Click Customize
- Click Rows/Columns, click Change columns
- Remove **Split** and **Balance** (optional, but I prefer less columns when I'm doing this)
- Add **Tax Code** (and **Tax Amount if desired**)
- Click Run report
- Filter for desired dates; click Run report
- Be sure to **Save customization**

10

Disengage – steps to transfer a file





The Problem: I am disengaging with a customer who is on my wholesale billing.

The Tip: Follow these steps to ensure a seamless transition.



ONE

Transfer Master Admin
inside file and wait for
client to accept

Gear > Manage Users

TWO

Transfer billing to client
in QBOA

*Gear > Your Account >
Your subscriptions*

THREE

Remove yourself as
Accountant User in
QuickBooks Online
Accountant (QBOA)

*QBOA Client List > click
name > Edit client drop
down > Delete
permanently*

11

Work in multiple company files





The Problem: Sometimes I want to be in two company files at once.

The Tip: In Google Chrome: Go incognito or add chrome people. Or....download the QBO app!



12 Import Data





The Problem: How can I get lists and historical transactions into QBO if I'm not converting from desktop?

The Tip: Use the Import feature.



13

Reclassify without using tool





The Tip: Transactions can be classified using the Reclassify Transactions feature found in Accountant Tools. But there's a different – and sometimes better – way to do this.



Microsoft Corporation

Microsoft Corporation

No money available. Please click to add money.

Edit

New transaction

\$0.00

OPEN

\$0.00

OVERDUE

Transaction List

Supplier Details

Batch actions

Filter

	DATE ▼	TYPE	NO.	PAYEE	CATEGORY	TOTAL BEFORE SA	SALES TAX	TOTAL		ACTION
<input type="checkbox"/>	2019.10.18	Expense	E04009BNZ3	M...	6170 Co ▼	\$11.00	\$0.55	\$11.55	1	View/Edit ▼
<input type="checkbox"/>	2019.09.18	Expense	E04009JD6X	Microsoft Cor...	6170 Co ▼	\$11.00	\$0.55	\$11.55	1	View/Edit ▼
<input type="checkbox"/>	2019.08.18	Expense	E04008VBL6	Microsoft Cor...	6170 Co ▼	\$11.00	\$0.55	\$11.55	1	View/Edit ▼
<input type="checkbox"/>	2019.07.18	Expense	E04008NGCQ	Microsoft Cor...	6170 Co ▼	\$11.00	\$0.55	\$11.55	1	View/Edit ▼

14

Purge a company file





The Problem: I've started a file from scratch and already messed up a few lists. Is there any way to start over?

The Tip: Use the Purge Company feature.



How to purge a file

- Log into company file. Address will look something like this:
<https://...qbo.intuit.com/app/homepage>
- Replace anything after app/ with purgecompany:
<https://...qbo.intuit.com/app/purgecompany>
- Review warning and type YES in the bottom right hand corner then select OK

IMPORTANT: This does not purge data related to your payroll subscription



Are you sure you want to wipe your QuickBooks Online company?


The following data will be **deleted**:

- 5 transaction(s)
- 2 customer(s)
- 3 supplier(s)
- 75 account(s)

Also please note:

- Once you start wiping this company, there is no undo!
- When the wipe is complete, you'll be able to start over with new accounts.
- You have 60 days to wipe a company once it's created; you have ~~60~~ day(s) left.

Type "YES" and click OK to proceed.

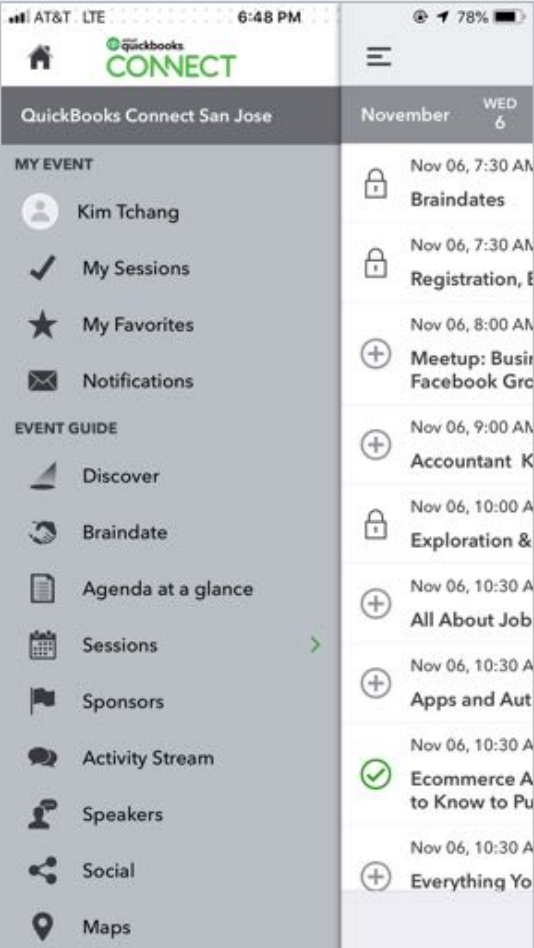


Thank you!
Questions?

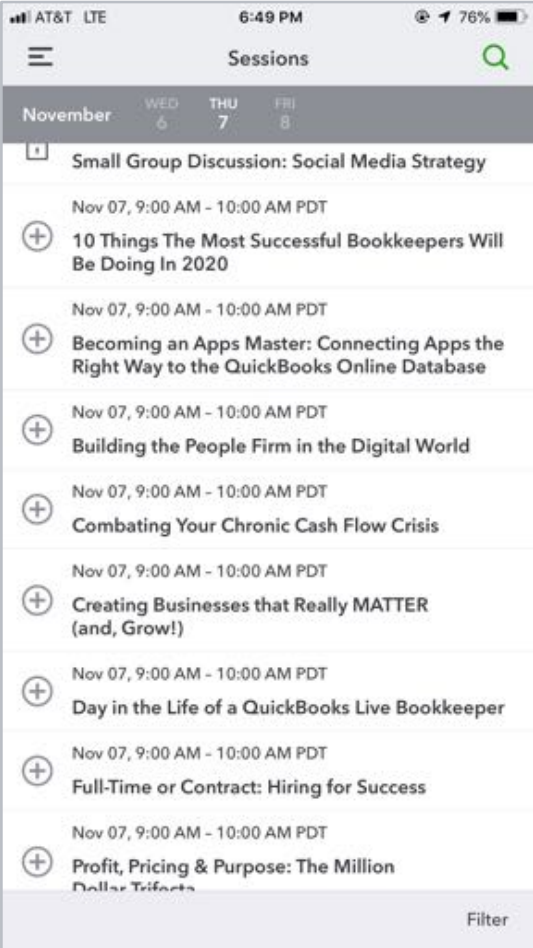
Rate this Session on the QuickBooks Connect Mobile App

Provide feedback to help us design content for future events

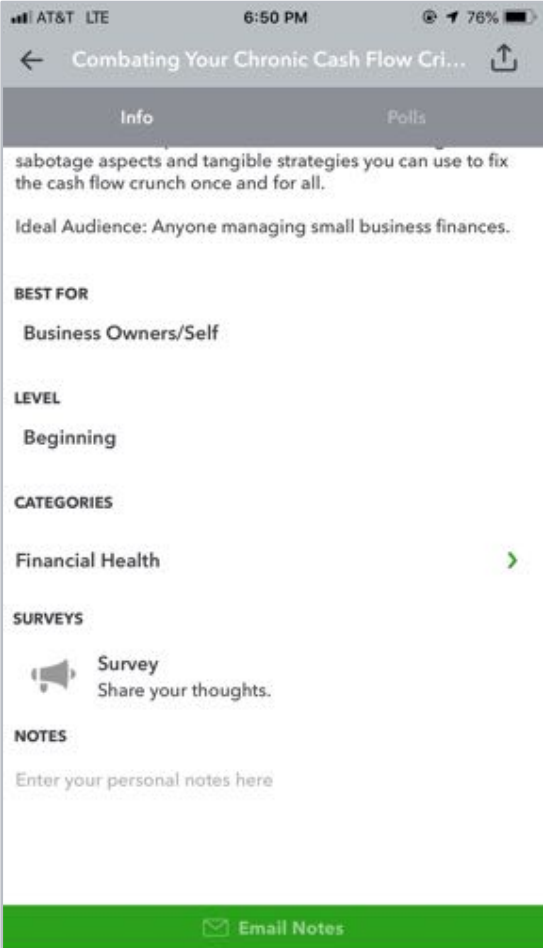
1. Select Sessions



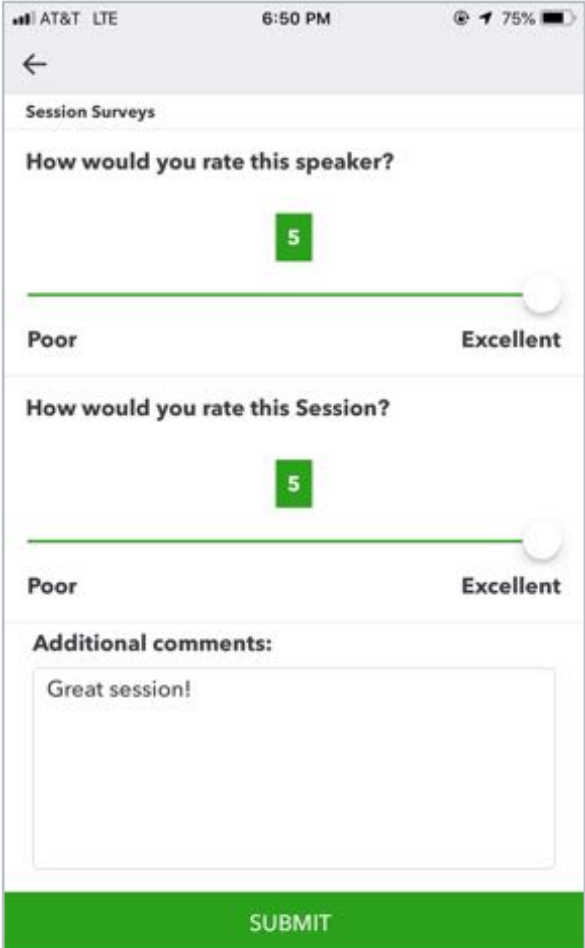
2. Select Session Title



3. Select Survey



3. Add Ratings



Material Download

1. Find the session on the agenda
2. Select + for more information
3. Download PDF of slides and/or supplemental material

<https://can.quickbooksconnect.com/agenda/>

The screenshot shows the 'CONNECT' event page for Canada. The top navigation bar includes links for 'Why Attend', 'Agenda', 'Speakers', 'Pricing', 'Sponsors', 'Travel', and 'FAQ'. The main header features three date tabs: 'December 9 Accountant Day', 'December 10' (which is selected and highlighted with a green underline), and 'December 11'. A 'Print Agenda' link is located on the right. Below the header, a paragraph describes the breakout sessions. A search bar labeled 'Search for sessions' is present. A 'Filters' section includes buttons for 'Organizational Culture', 'Life & Business Skills', 'Technology Training', 'Business Growth', 'Advisory', and 'Financial Health', followed by an 'Expand all +' link. The agenda list shows sessions from 7:30-9:00 am to 11:00 am-12:00 pm. The 'Breakout Sessions' section is expanded, showing details for 'Creating Your Small Business Culture', including a description, ideal audience, best for, speakers, location, track, CPD hours, and level. Other sessions listed are 'Understanding Personalities for Better Communication' and 'How to Use QuickBooks for Your Small Business: Introduction'.

CONNECT Why Attend Agenda Speakers Pricing Sponsors Travel FAQ

December 9 Accountant Day December 10 December 11 Print Agenda

Attend breakout sessions to learn strategies to grow your business, how to hire and build an ideal culture, tips to improve your financial health and more. Connect with peers and experts for one-on-one learning. More information coming soon.

Search for sessions

Filters: Organizational Culture Life & Business Skills Technology Training Business Growth Advisory Financial Health Expand all +

7:30-9:00 am Registration, Breakfast & Exploration +

8:00-8:45 am Meetup: New to Networking +

9:00-10:00 am Morning Keynote +

10:00-11:00 am Exploration & Connection +

10:15-11:00 am Meetup: Women in the Workforce +

11:00 am-12:00 pm Breakout Sessions

Creating Your Small Business Culture +

Many solopreneurs and small business owners feel like they don't have time to work on their company culture (or that they even should). Instead, they spend most of their days working in their business rather than "on" their business. In this session, you will receive tips on how to reduce stress, improve productivity, and improve your personal fulfillment all through the nurturing of your crew, your clients, your fans, AND yourself!

Ideal Audience: Business owners looking to enhance their culture.

Best For: Business Owners/Self-Employed

Speakers: Tamia Madenitz

Location: Room 201 CDEF

Track: Organizational Culture

CPD Hours: 1

Level: Introduction

Understanding Personalities for Better Communication +

How to Use QuickBooks for Your Small Business: Introduction +



OWN
THE
FUTURE