Supplemental Guide

Module 1: **Getting Started**

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Table of Contents

About the Author

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Heather has been helping users learn and use QuickBooks since the late 1990s. Her passion is helping others improve their business accounting processes through the use of QuickBooks and related apps, and spreading her knowledge and experience with others through blog articles, live events and webinars.

As owner and founder of Satterley Training and Consulting, Heather works with accounting professionals to create accounting systems and procedures using QuickBooks and related applications that simplify and streamline their day to day workflows. She is Advanced Certified in QuickBooks Desktop and Online as well as POS Desktop and QuickBooks Enterprise. In addition to QuickBooks related services, Heather is also an Enrolled Agent licensed to practice before the IRS.

Heather was named a Top 100 ProAdvisor by *Insightful Accountant* in 2014, 2015 and 2016. She is a member of the Intuit Trainer/Writer Network.

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Supplemental Guide Overview

PURPOSE OF THIS GUIDE

The recorded module provided a products overview, covered navigation points of both QuickBooks Online and QuickBooks Online Accountant, and provided guidance on setting up clients in QuickBooks Online. This guide is an accompaniment to the recorded content and contains additional features such as best practices and tips to help you learn the products.

NOTE: *Screenshots and instructions included in this guide use Google Chrome as the browser. It may be downloaded it free here:* [*https://www.google.com/chrome/*](https://www.google.com/chrome/)

Many users feel that Chrome works best for QuickBooks Online. In Module 3 you'll learn best practices in Chrome which can help you navigate QuickBooks more efficiently and enhance your experience when you use QuickBooks in a browser.

Currently, the only minimum operating requirement for QuickBooks Online is to access it with the following supported web browser versions:

- Google Chrome, latest version

- Firefox, latest version

- Safari 6.1

- Internet Explorer 10

LEARNING OBJECTIVES

In this module you will complete the following hands-on activities related to the learning objectives:

- Identify the benefits of using QuickBooks Online

- Determine which subscription level of QuickBooks Online to recommend

- Identify the main components of QuickBooks Online

TRAINING AT A GLANCE TABLE

Use this as a guide to selecting specific training you want to cover.

| TOPICS	SUB TOPICS	LEARNING OBJECTIVE
1. BENEFITS OF USING QUICKBOOKS ONLINE	• Technical Benefits • Workflow Benefits	• Identify the benefits of using QuickBooks Online
2. SUBSCRIPTION LEVELS	• Features - Simple Start • Features – Essentials • Features – Plus • Features – QuickBooks Self-Employed	• Determine which subscription level to recommend
3. RECOMMENDING QUICKBOOKS ONLINE	• Case Study – Simple Start • Case Study – Essentials • Case Study – Plus • Case Study – QuickBooks Self-Employed	• Determine which subscription level to recommend
4. MAIN COMPONENTS OF QUICKBOOKS ONLINE	• Logging in • Lists • Transactions • Settings • Tools	• Identify the main components of QuickBooks Online

QUICKBOOKS ACCOUNTANT TEST DRIVE

Exercises contained in this handbook can be completed using a QuickBooks Accountant "test drive" file. The test drive uses a sample company file called Craig's Design & Landscaping Services. It can be accessed through the following link:

[Craig's Design & Landscaping](#)

You don't have to create an account or sign in to access the test drive file, just complete the security validation and click **Continue**.

If you don't see the Accountant Toolbox when logging in through this URL, log into qbo.intuit.com with your Intuit ID. Click the name of a QuickBooks Online Accountant firm. Navigate to the **gear** icon, then click **Sample Company**.

This is what you are looking for in the sample company.
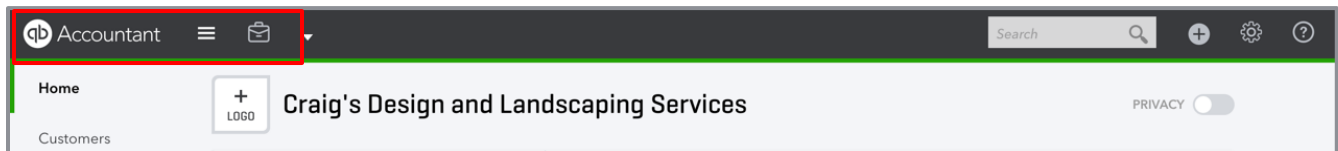
This test drive is designed for you to explore and try out new things without worrying that you will break something or make a mistake. It is not designed to retain any changes you make. Once you close this QuickBooks Online test drive company it is completely refreshed, so please remember to allow sufficient time to complete each activity. Don't worry if you have to close the test drive before you are finished, you can always begin again.

NOTE: *The test drive uses QuickBooks Accountant. It contains some features that are not available in QuickBooks Online Simple Start, Essentials or Plus. In addition, some features (such as in-product Help) are not enabled inside this test drive file. This is subject to change.*

NOTE: *There is also a test drive that you can share with your clients that doesn't include accountant-specific features. It can be accessed through the following link:*

https://qbo.intuit.com/redir/testdrive

QUICKBOOKS CHANGES

The QuickBooks Online and QuickBooks Online Accountant teams work hard at improving the products throughout the year. Because QuickBooks Online is subscription based, there are enhancements and new features released frequently. Because of this, the screen shots in this guide may look a little different from the product. Some menu items may move or some new features might have been added. The training is still relevant! Use the following resources to keep up with the latest features and improvements.

- In-product notifications
- https://www.firmofthefuture.com/product-industry-news/product-updates/
- http://quickbooks.intuit.com/blog/

Topic 1: **Benefits of Using QuickBooks Online**

Welcome to the 2017 QuickBooks Online Certification course for ProAdvisors. This training will help you learn the skills needed to support your clients using QuickBooks Online. In this module you'll learn the basics of QuickBooks Online – what it is, how to get it, and the benefits that it provides to accountants and their small business clients over traditional desktop accounting applications. You also learn about the three different subscription levels of QuickBooks Online QuickBooks Self-Employed.

IDENTIFY THE BENEFITS OF USING QUICKBOOKS ONLINE

The way accounting professionals and clients manage financial information has changed significantly over the past few years. The rate at which businesses are migrating their workflows to the cloud is increasing rapidly and in 2016, the number of paid subscribers to QuickBooks Online surpassed 1.5 million. Why are so many migrating to QuickBooks Online? In this section, we'll discuss the many benefits of using QuickBooks Online.

Technical Benefits

● QuickBooks Online is a true cloud-based application. Because it runs in a browser, users can access the company data from anywhere at any time. Multiple users of the same company account can be in different locations and easily work in the company at the same time.

● Access to data from multiple devices: computer, smartphone or tablet. The QuickBooks Online Mobile App for Android and IOS is included with QuickBooks Online subscriptions at no additional cost.

● Company data can be accessed from multiple operating systems, including Windows or Mac. This allows users of the same company data to use the platform they are most comfortable with. As long as the computer can run a supported browser and connect to the internet, you can access QuickBooks Online.

● All the data is hosted, backed up and secured by Intuit's servers using 128 bit encryption. QuickBooks is updated frequently by the Intuit development team so you never have to install or update the program; it's done for you behind the scenes.

Workflow Benefits

For Clients

● Source documents can be attached to Customer and Vendor records, along with most transactions in QuickBooks. Users can snap a picture on their mobile device using the QuickBooks mobile app or upload a document from their computer. This allows for better collaboration between users and the accountant, and centralization of source documents.

● Automatically create invoices and send them to clients, including delayed customer charges for unbilled time and costs. Users can schedule Recurring Transactions to automate billing and record expenses that occur regularly and are for the same amount.

● Comprehensive Audit Log tracks all changes made to the company data including all changes to new and existing transactions, login information, list changes and access by third-party apps

● Schedule reports to be emailed to anyone at regular intervals

● Organize data with both class and location tracking to create segmented financial reports and provide detail about different profit centers

● Connect QuickBooks to your online bank and credit card accounts. Transactions are downloaded automatically each day to the Banking Center where you can match them to existing transactions or create a new one.

● Set up Bank Rules to tell QuickBooks how to code downloaded Bank Feed transactions and automatically add them to the register

● Invite unlimited report reader and time tracker users in QuickBooks Online Plus

● Subscribe to and use Intuit-approved third-party apps from inside QuickBooks Online

● The QuickBooks Apps for Mac and Windows gives users an experience similar to QuickBooks Desktop products

For Accountants

● Accountant users are given special tools, such as batch reclassify and the Trial Balance tool

● QuickBooks Online Accountant provides access to all clients using QuickBooks Online from a single dashboard

● Post to multiple Accounts Receivable and Accounts Payable lines in a single journal entry

● Track inventory using the first in, first out (FIFO) method (the only desktop edition that offers FIFO is Enterprise with Advanced Inventory)

● Allows accountants to spend less time entering data and more time providing advisory services

Topic 2: **Subscription Levels**

DETERMINE WHICH SUBSCRIPTION LEVEL OF QUICKBOOKS ONLINE TO RECOMMEND

QuickBooks Online is offered in three subscription levels plus QuickBooks Self-Employed, which is similar to QuickBooks Online and is designed for sole proprietors with limited needs. You can add payroll or merchant services to all three subscription levels of QuickBooks Online and bundling a subscription with QuickBooks Payroll will typically save your client money. As a ProAdvisor, you are eligible to participate in wholesale billing, which allows you to purchase a subscription for your client from Intuit at 50% off for as long as the client stays on your wholesale billing account.

You can find a helpful chart outlining the differences between the three subscription levels at http://quickbooks.intuit.com/online/compare/.

QuickBooks Online Simple Start

● QuickBooks Online account

● Automatic data backup

● Bank-level security and encryption

● One full-access user

● Invite up to two accountant user/firms at no additional charge

● Unlimited invoices and estimates

● Charge sales tax to customers

● Print checks and record transactions

● Download bank and credit card transactions

● Import from QuickBooks Desktop

● Import/export lists from Microsoft Excel® (customers, vendors, Chart of Accounts, Products and Services)

● Add payroll to pay W-2 employees and file payroll taxes

● 20+ reports

QuickBooks Online Essentials

QuickBooks Online Essentials includes all the features in Simple Start as well as:

- Access for three users with permission controls

- Manage and pay bills, including scheduling payments for later

- Set up Recurring Transactions to automate data entry

- Automatic Invoicing with ACH or credit card payments (requires QuickBooks Payments account)

- Delayed charges and credits

- Supports Multicurrency and foreign bank accounts

- 40+ reports

QuickBooks Online Plus

QuickBooks Online Plus offers access to all Simple Start and Essentials features as well as:

- Access for five users with permission controls

- Unlimited time tracking-only users

- Unlimited reports-only users

- Track billable hours by customer

- Purchase orders

- Class and location tracking

- Track inventory using the FIFO method

- Prepare and print 1099-Misc

- Budgets

- Two-sided items

- Estimates

- 65+ reports

QuickBooks Self-Employed

QuickBooks Self-Employed is designed for sole proprietors who have very simple accounting needs:

- Sign up at https://selfemployed.intuit.com

- One user plus one accountant user

- Ability to separate business from personal spending

- Create invoices and use QuickBooks payments (no accounts receivable tracking)

- Calculate estimated quarterly taxes

- Track mileage and Schedule C deductions

- Download transactions from your bank and credit card accounts

- Basic reporting including Profit & Loss and Income Tax Summary reports

Topic 3: **Recommend QuickBooks Online**

CASE STUDIES – CHOOSING THE RIGHT SUBSCRIPTION LEVEL

Prior to choosing which subscription level of QuickBooks Online is right for your client, you should meet with your client and document their specific needs and wants. Make sure you meet with each user who will be accessing QuickBooks Online to ensure you have a thorough understanding of their workflow and reporting needs. Once you know what their specific needs are, you can choose which level will provide the best solution.

Using what you have learned about the three subscription levels of QuickBooks Online and QuickBooks Self-employed, decide which level of QuickBooks Online to recommend to the following clients:

CASE 1: *An individual who creates websites.* She needs to provide estimates and invoices to her customers, and wants to be able to track customer balances and create A/R Aging reports. All expenses are paid using a single credit card that she uses only for business purchases. Her accountant told her that she must be able to create Balance Sheet and Profit and Loss reports for year-end.

Simple Start would be a great choice for this client because she only needs access for one user and her accountant. She also needs to track Accounts Receivable and create a Balance Sheet at year-end.

CASE 2: *Our second client is a dental practice.* They use third-party dental practice software that manages the billing and accounts receivable. They record their revenue and payments using one customer in QuickBooks Online. They buy most of their supplies and pay most of their bills using a company credit card but have some bills they pay by check. They need access for the doctor, office manager, bookkeeper and accountant.

This client needs Essentials because they require access for more than one user and may need to enter and pay bills.

CASE 3: *The third client is an interior design firm.* In addition to design fees, they buy furnishings on behalf of their clients that must be added, with a markup, to their invoices. They also carry a few lines of specialty decor items in inventory that they use in their design jobs. They need to be able to run profitability reports by designer and would like to utilize budgets. They need access to QuickBooks Online for the two partners, the bookkeeper, the designers to track time and the CPA.

QuickBooks Online Plus is the right choice for this client because they need to track inventory and want to utilize budgets.

CASE 4: *Our final client is a real estate agent.* He is a Schedule C client who has a lot of expenses, but doesn't do a good job of keeping track of expenses or receipts, especially mileage. His organization for tax season includes a shoebox of receipts and guesswork. As a result, year-end is always a headache for both of you.

This client needs QuickBooks Self-Employed to keep him organized, save you time and maximize their deductions!

Topic 4: **Main Components of QuickBooks Online**

Upon completion of this topic you should be able to:

● Identify the main components of QuickBooks Online

LOGGING IN

Because QuickBooks Online is web-based, you must use a web browser to access it. You can use many browsers to access QuickBooks Online and QuickBooks Online Accountant, including Mozilla Firefox, Safari, Microsoft Edge or Google Chrome. However, the browser that is recommended by Intuit and used in this training is Google Chrome.

Once you have your browser open, you will navigate to qbo.intuit.com. From this screen, you can create a new account or log in to your existing QuickBooks Online or QuickBooks Online Accountant account.

ANATOMY OF A QUICKBOOKS COMPANY

It's important to understand the anatomy of a QuickBooks company to know how the components relate to one another. QuickBooks Online is a database of tables and fields that organizes financial activity so users can utilize that data to communicate with customers, vendors and others. Once transactions are recorded in QuickBooks Online, you can create reports that show results from operations, provide information to complete tax forms and other documents, and make financial and management decisions.
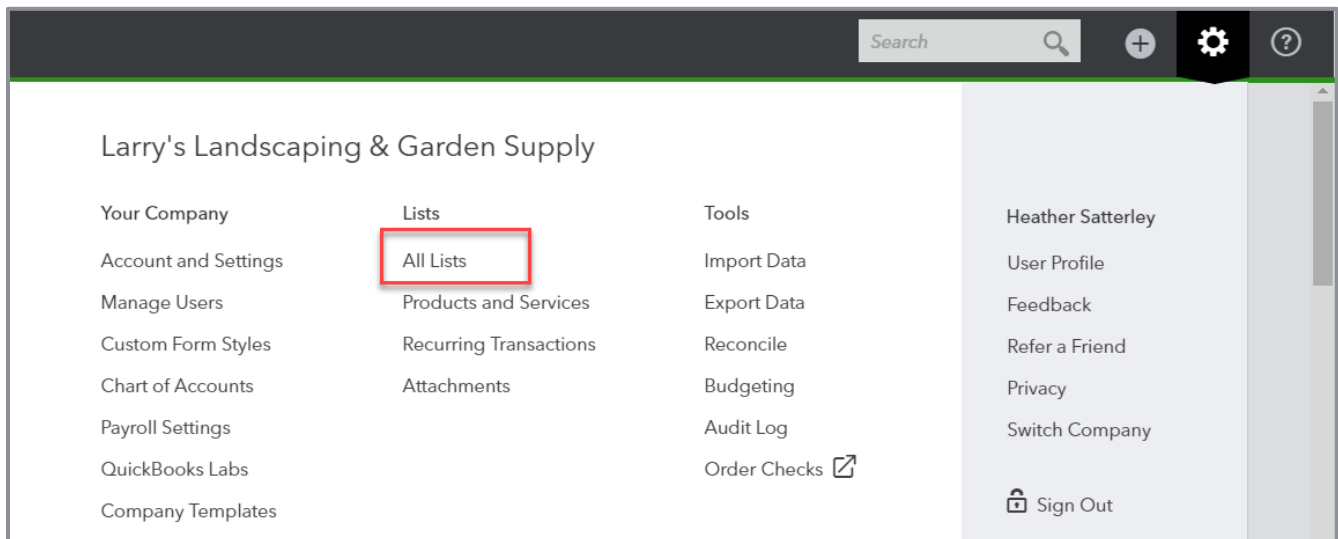
Lists

The foundation of the QuickBooks Online company is the lists the program uses to store information about accounts, customers, vendors, employees, and products and services. When these lists are set up and coded correctly, the program is easy to use and provides accurate financial information.

To find the customer, vendor and employee lists, click on the heading in the left navigation bar. The wording may be different depending on which Company you have accessed. In some versions, you'll see the labels Customers, Vendors and Employees, but in other versions you'll see the labels Sales, Expenses and Employees. When the tab is selected the list will be displayed. From the Centers you can add, edit or make a list name inactive.
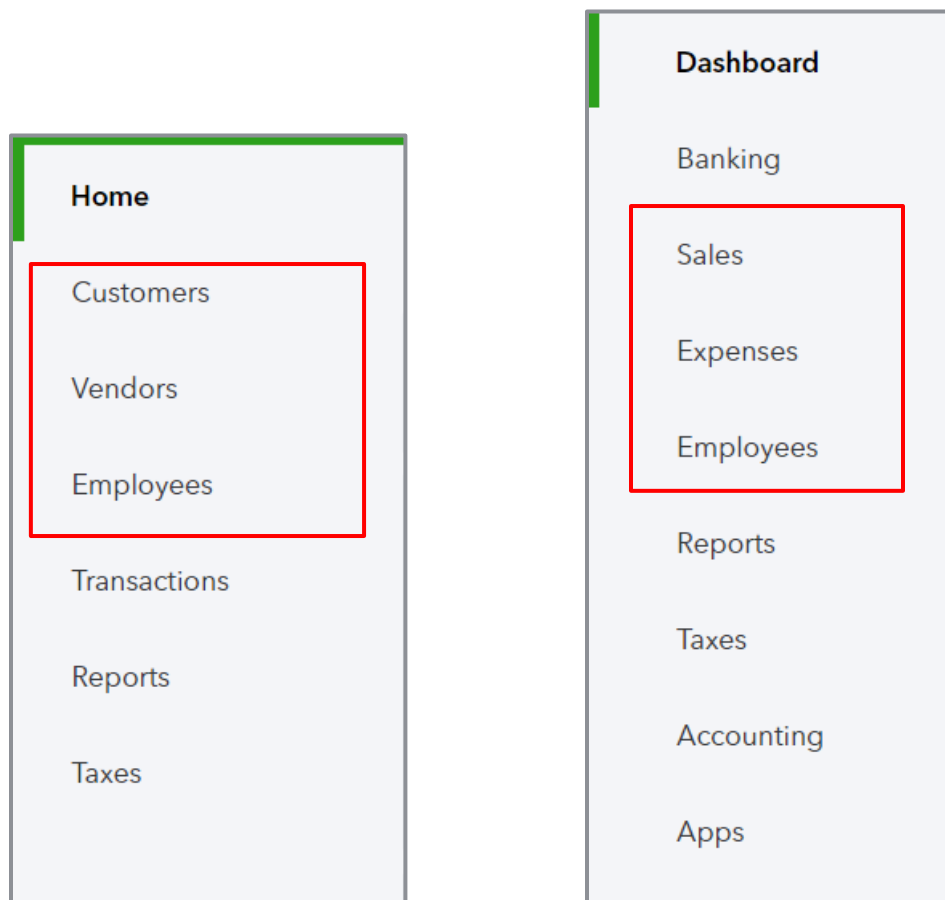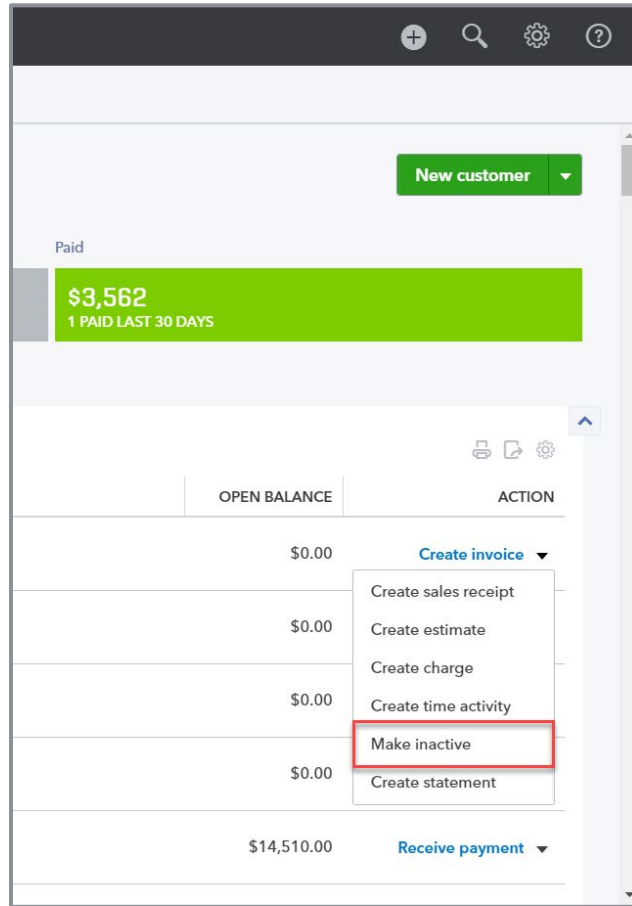
Click on the **gear** icon at the top right of the screen then select **All Lists**. You will see links where you can add, edit or delete items from the following lists:

- Chart of Accounts
- Recurring Transactions
- Products and Services
- Product Categories
- Locations
- Custom Form Styles

- Payment Methods
- Terms
- Classes
- Attachments
- Currencies

Lists

Chart of Accounts
Displays your accounts. Balance sheet accounts track your assets and liabilities, and income and expense accounts categorize your transactions. From here, you can add or edit accounts.

Recurring Transactions
Displays a list of transactions that have been saved for reuse. From here, you can schedule transactions to occur either automatically or with reminders. You can also save unscheduled transactions to use at any time.

Products and Services
Displays the products and services you sell. From here, you can edit information about a product or service, such as its description, or the rate you charge.

Locations
You can use locations to categorize your transactions by different parts of your company.

Custom Form Styles
Customize your sales form designs, set defaults, and manage multiple templates.

Payment Methods
Displays Cash, Check, and any other ways you categorize payments you receive from customers. That way, you can print deposit slips when you deposit the payments you have received.

Terms
Displays the list of terms that determine the due dates for payments from customers, or payments to vendors. Terms can also specify discounts for early payment. From here, you can add or edit terms.

Classes
Displays the classes you can use to categorize your accounting transactions.

Attachments
Displays the list of all attachments uploaded. From here you can add, edit, download, and export your attachments. You can also see all transactions linked to a particular attachment.

NOTE: *The lists displayed in the All Lists menu will vary depending on which subscription level you are using and the features you have enabled in Account and Settings.*
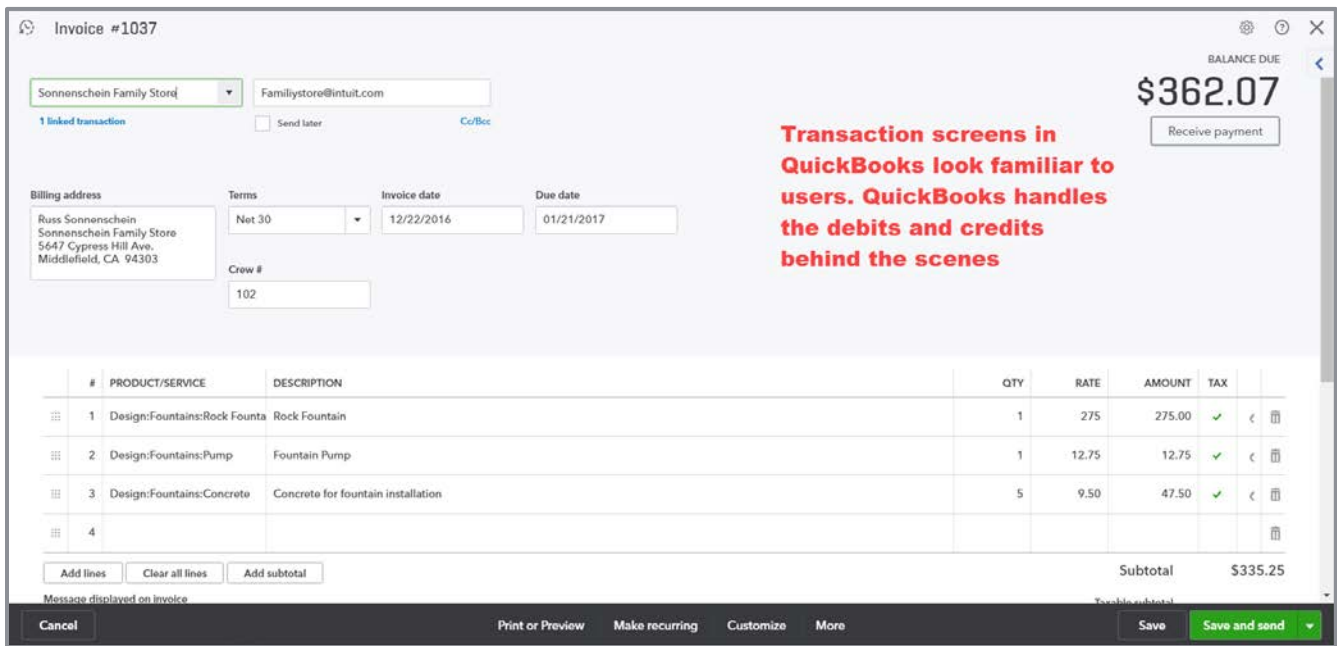
Transactions

To find most transaction screens in QuickBooks Online, click the **Quick Create** button at the top center of the screen.
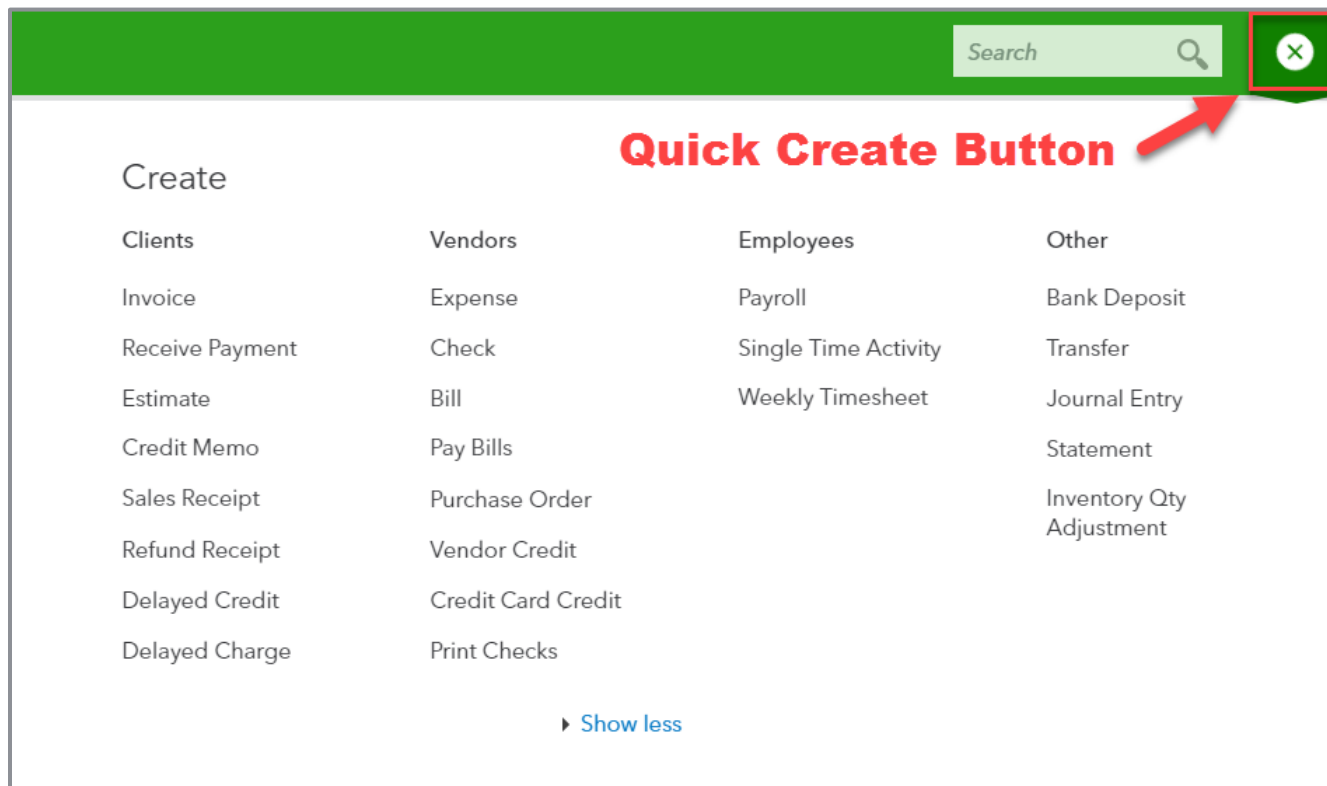

The Transactions menu is organized by Customer, Vendor, Employees and Other. To record a transaction, click on the type of transaction you would like to use.

Each screen in QuickBooks Online is designed to make data entry simple and straight forward for the user. You see fields that make sense for each type of transaction. The user enters information in the form and QuickBooks Online makes the appropriate accounting entry behind the scenes.

Click the **Recent Transaction** icon at the top left of the transaction window to see a previously recorded transaction of the same type.
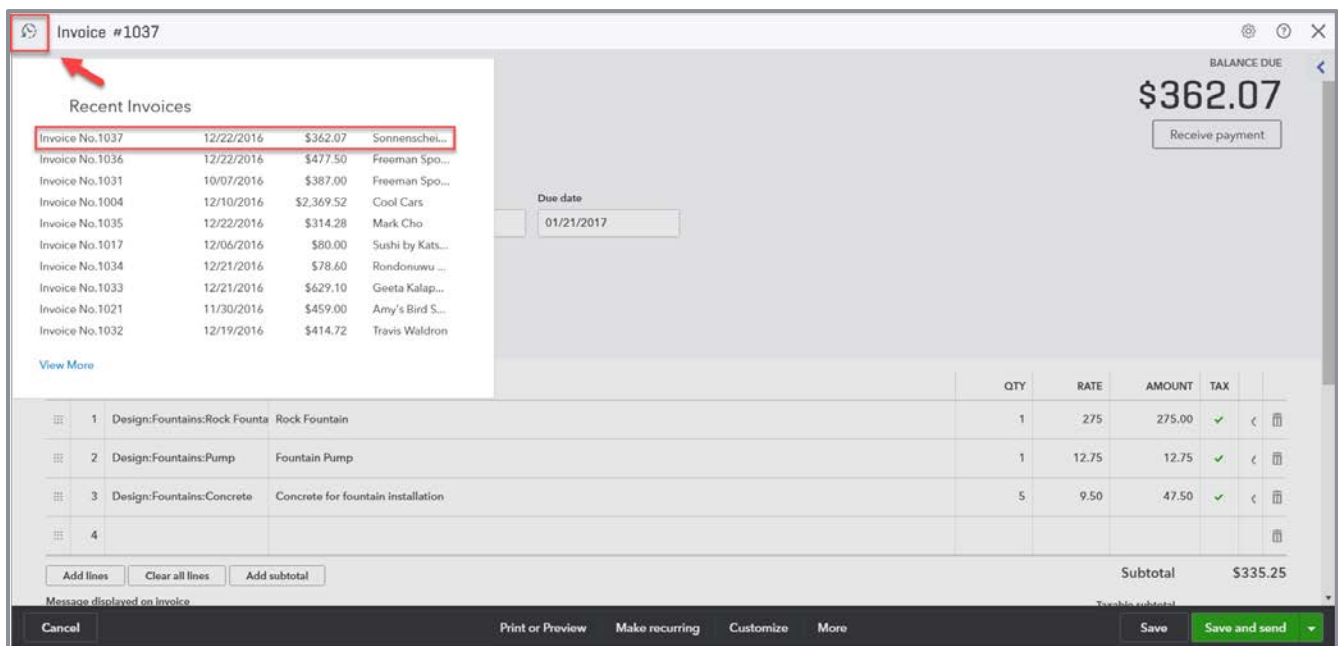
At the bottom of the transaction screen, click **More** then select **Transaction Journal**.
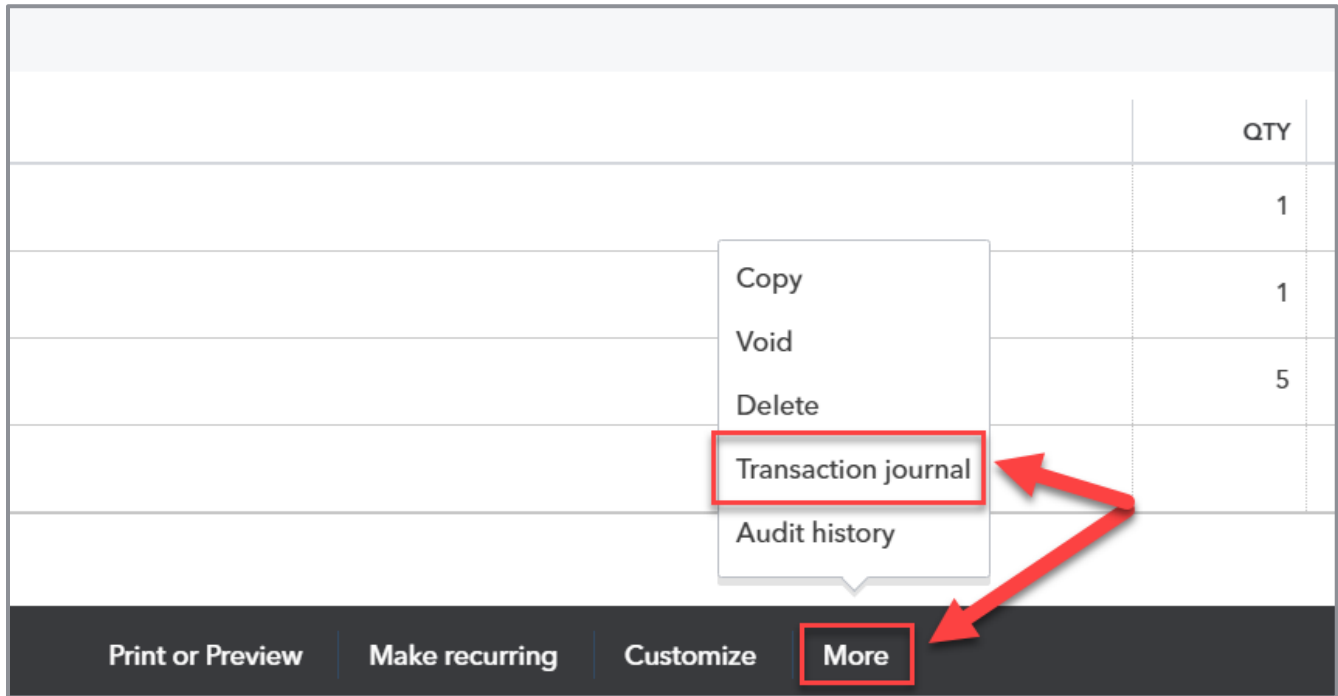
The Transaction Journal shows the journal entry behind the transaction.

Craig's Design and Landscaping Services

JOURNAL
All Dates

| DATE	TRANSACTION TYPE	NUM	NAME	MEMO/DESCRIPTION	ACCOUNT	DEBIT	CREDIT
12/22/20...	Invoice	1037	Sonnenschein Family ...		Accounts Receivable (A/R)	$362.07	
				Rock Fountain	Cost of Goods Sold	$125.00	
				Rock Fountain	Inventory Asset		$125.00
				Rock Fountain	Sales of Product Income		$275.00
				Fountain Pump	Cost of Goods Sold	$10.00	
				Fountain Pump	Inventory Asset		$10.00
				Fountain Pump	Sales of Product Income		$12.75
				Concrete for fountain insta...	Landscaping Services:Job M...		$47.50
					Board of Equalization Payable		$26.82
						$497.07	$497.07
TOTAL						$497.07	$497.07

Settings

Settings is an important component of QuickBooks Online because settings control the features and preferences of the program. The Account and Settings menu is accessible from the gear icon.
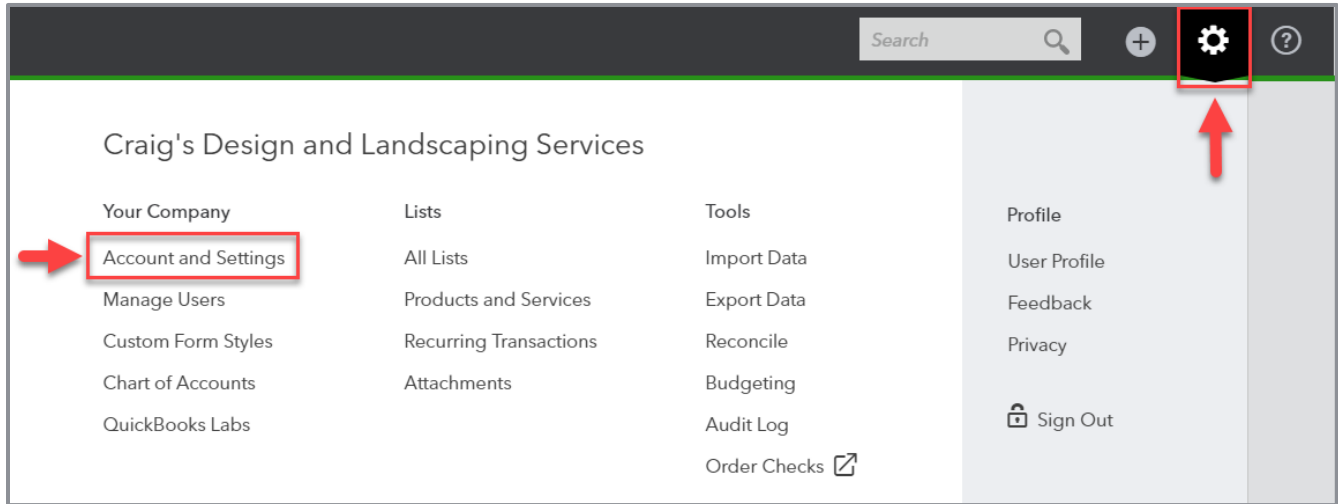

The categories of settings are Company, Billing & Subscription, Sales, Expenses, Payments and Advanced.
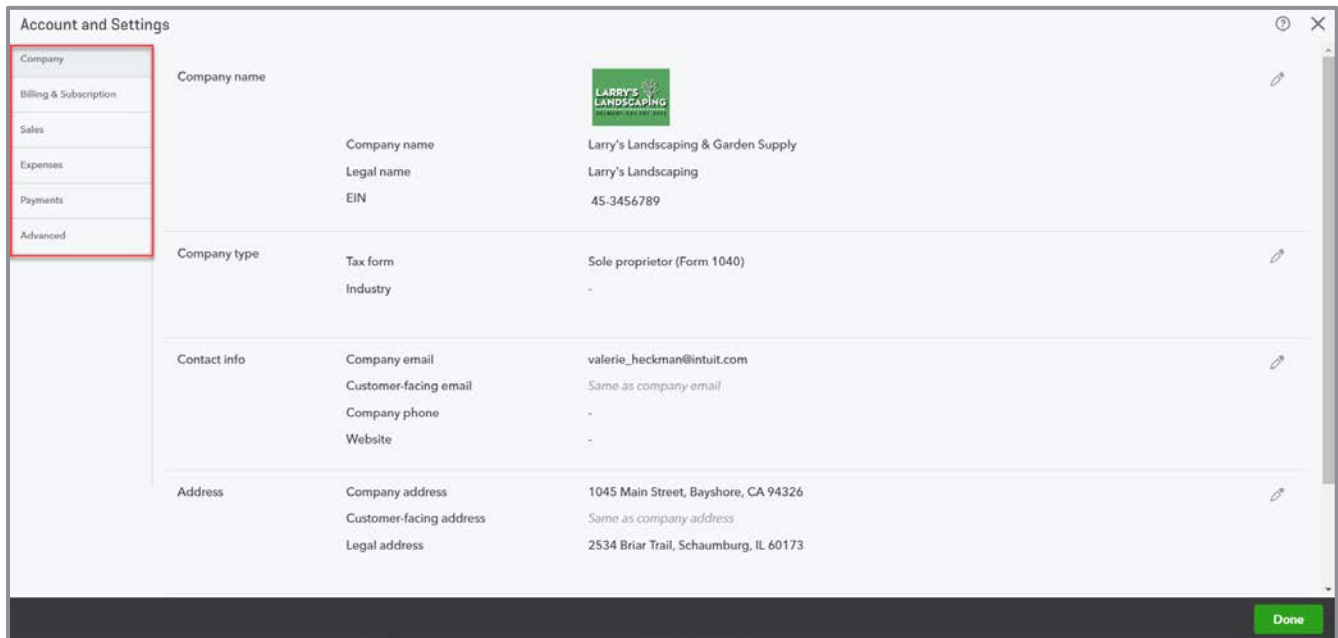
We will discuss all the settings available in QuickBooks in detail in Module 2.

Tools

You can also find various tools under the Gear icon to help you set up and maintain your QuickBooks Online Company, such as the import utility which allows you to import list data - like Customers, Vendors or Products and Services, the Reconcile tool, which we will learn to use in Module 7: Budgeting and the Audit log.
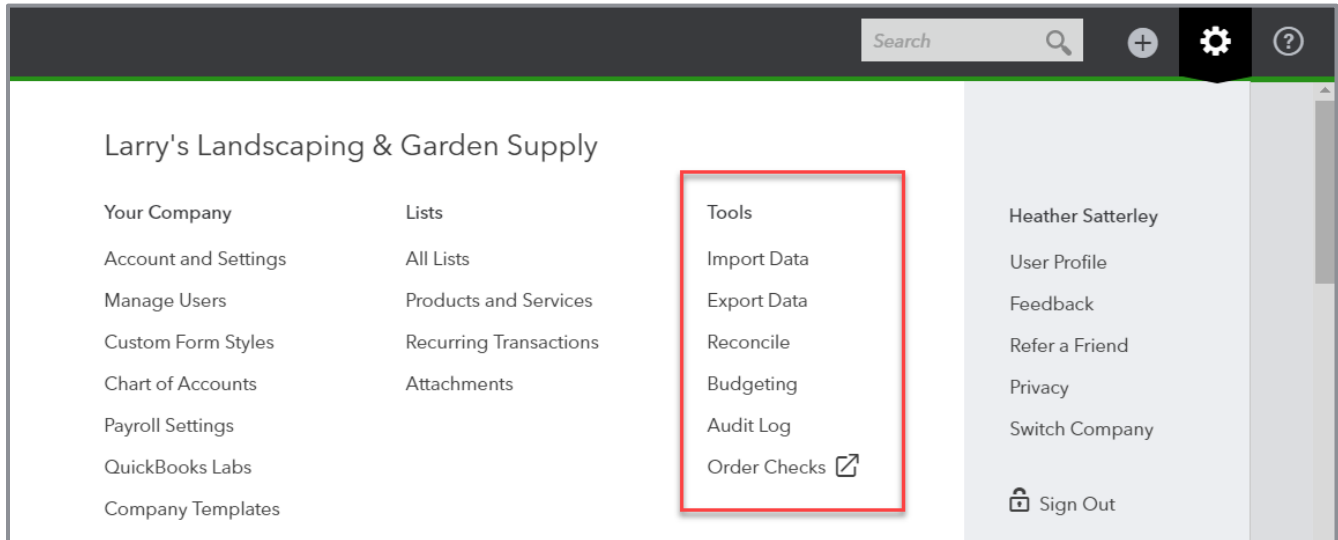
Guide Conclusion

You have just completed *Module 1: Getting Started*. This Supplemental Guide, in tandem with its recorded module, has been provided to help prepare you for the QuickBooks Online Certification Exam. Continue on to the remaining modules and their related guides then proceed to the certification exam.

By completing this module, you should be able to:

● Identify the benefits of using QuickBooks Online

● Determine which subscription level of QuickBooks Online to recommend

● Identify the main components of QuickBooks Online