

**QuickBooks
Enterprise Solutions
User Guide**

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Welcome

Welcome to QuickBooks Enterprise Solutions financial software. Use this guide to learn how to use QuickBooks Enterprise Solutions and perform essential tasks.

To install and set up Enterprise Solutions, refer to the *QuickBooks Enterprise Solutions Installation and Setup Guide*.

Audience of This Guide

The *QuickBooks Enterprise Solutions User Guide* has been prepared for accounting and business management professionals who manage business finances, inventory, customers, vendors, and employees.

Technical Support

The QuickBooks Support Site is available at www.quickbooks.ca/support. Enterprise Solutions offers a Full Service Plan that includes product upgrades, dedicated technical support, interactive training tools, and data protection services. For members of the Full Service Plan, your dedicated support team is available weekdays from 5:00 a.m. to 5:00 p.m. (pacific time). Intuit reserves the right to limit each telephone contact to one hour and to one incident. Additional terms and conditions apply. To speak to your dedicated support team, you can either request a call-back using the in-product Help or call 1.866.340.7237.

You can also visit the QuickBooks Enterprise Solutions User Community at www.quickbooksgroup.ca to connect with other Enterprise Solutions users and experts to ask questions and share advice.

1

Learning Enterprise Solutions

Read this chapter to learn QuickBooks Enterprise Solutions basics, including how to get around and how to get answers to your questions:

- [Getting Around Enterprise Solutions on page 8](#) describes the Home page and shows you how to find your data.
- [Getting Answers to Your Questions on page 14](#) describes the variety of tools and resources that help you find answers to questions about QuickBooks Enterprise Solutions.
- [Enterprise Solutions Basics on page 19](#) explains important concepts you need to understand to use QuickBooks Enterprise Solutions effectively.

Getting Around Enterprise Solutions

The Enterprise Solutions work area is designed to enable you to complete tasks quickly. Enterprise Solutions provides several ways for you to work; choose the method that works best for you.

Using the Home Page

When you open a company file, the Home page is displayed automatically.

Figure 1 shows the Home page.

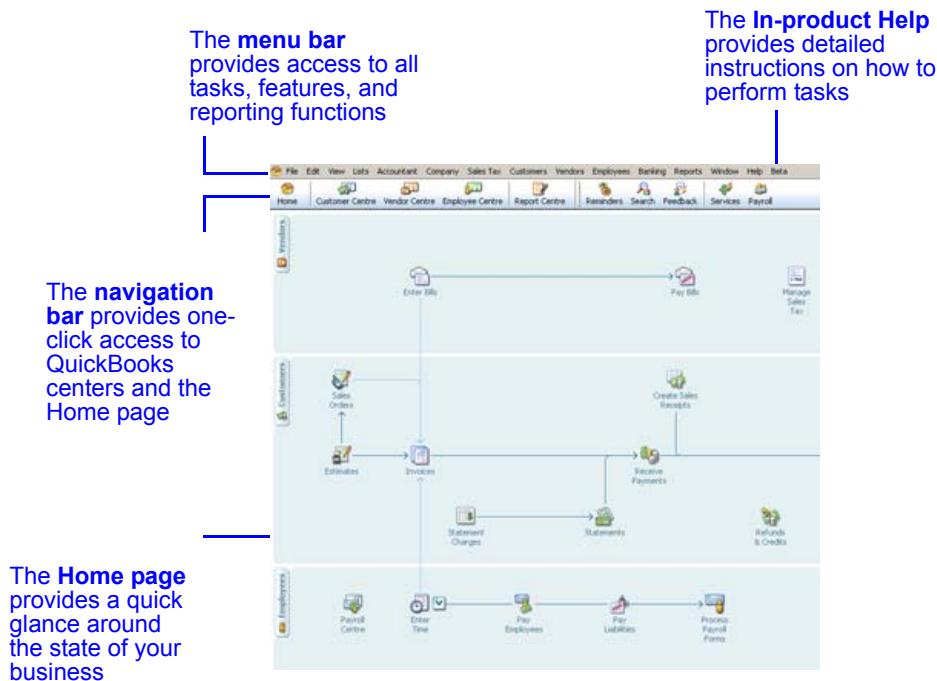


Figure 1 The Home Page

The Home page provides a big picture of how all your essential business tasks fit together. Tasks are organized into logical categories (Customers, Vendors, Employees, Company, and Banking) with workflow arrows to help you learn how tasks relate to each other and to help you decide what to do next.

Note The workflow arrows indicate a logical progression of business tasks. However, these arrows do not restrict you from doing tasks in a different order, or an order that works better for your business needs.

To start a task, click the icon for the task you want to do. For example, to create an invoice, click the **Invoices** icon.

To return to the Home page, click the **Home** button in the navigation bar.

The Home page also provides a quick glance around the state of your business. In the **Account Balances** list, you can see your current account balances, which are updated automatically as you do work.

The Home page is customized to display only those tasks and features you use, based on the questions you answer in the EasyStep interview. Functions you do not need do not clutter your workspace. However, if you decide to use these functions later, you can always add them back to the Home page. Go to the **Edit** menu and click **Preferences**. Click the **Desktop View** option and then click the **Company Preferences** tab.

If you are a new business owner or new to QuickBooks Enterprise Solutions, the QuickBooks Coach walks you through the business flows you see on your Home page. The QuickBooks Coach uses spotlights and tips to explain each step in your workflow. Turn coach tips on and then mouse over and click the Coach icons to see tips and spotlights.

Finding Your Data in the QuickBooks Centres

Enterprise Solutions includes **Customer**, **Vendor**, and **Employee** Centres where you can view and manage all of your customer, vendor, and employee information and transactions. You can go to one of the centers by clicking the appropriate button in the navigation bar (on the left side of the toolbar).



Customer Centre

The **Customer Centre** is a lens into all your customer information. Without having to sift through multiple screens, you can view a list of all your customers and see pertinent information for each of them. Click on a customer's name and you immediately see all the activity you have had with them as well as their contact information (phone number, fax number, and payment terms).

You can use the **Customer Centre** to find out how much money a specific customer owes you or to view a list of all your customers with open balances. You can also look at your customer transactions (estimates, sales orders, invoices, credit memos, refunds, and so on) across all of your customers in the transactions list rather than having to run separate reports.

Vendor Centre

The **Vendor Centre** gives you a complete picture about where your money is going. From one screen, you can see all your vendors and exactly what you owe them. Click on a vendor's name to view an entire history with that vendor. You no longer need to run separate reports to see exactly how much business you are doing with each individual vendor. Also, you can sort your bills by due date so that you can stay on top of your finances.

If you need to talk to a vendor, click on the vendor name to see all the contact information. If a vendor calls you to follow up on a late payment, you can look up the bill quickly and see the check number and when you paid it.

Employee Centre

The **Employee Centre** lets you see exactly what you are paying each employee. Click on an employee's name to view that person's payroll history. If you need to get in touch with an employee, their contact information is right in front of you.

Payroll Centre

If you subscribe to one of QuickBooks payroll services (additional fees apply), the **Employee Centre** includes a **Payroll Centre**. Use the **Payroll Centre** to manage your payroll and payroll compliance.

Note Add-on services require subscription, EIN, or Internet access for certain features, including tax table updates and direct deposit.

The **Payroll Centre** is a hub for managing all payroll activities. The **Payroll Centre** reminds you of important payroll dates so you pay employees, pay your payroll liabilities, and file forms on time.

To visit the **Payroll Centre**, click the **Employee Centre** button on the navigation bar and click the **Payroll** tab.

Displaying Multiple Windows

Enterprise Solutions is preset to show multiple windows at a time. By doing so, you can easily navigate between tasks as well as compare data in multiple windows. When you open a window, it opens to a preset size and location. You can resize and move each window as you see fit.

Depending on how you size or arrange the windows, some windows may not be visible. Use the **Window** menu to view a list of the open windows. Click the window name in the list to bring it to the front.

Alternatively, you can display the **Open Window List** to have the list of open windows always visible on the left side of the application window. Go to the **View** menu and click **Open Window List**. If you prefer to view only one window at a time, go to the **View** menu and click **One Window**.

Tip If your work area becomes too cluttered with windows that you have open, you can close them all at once instead of closing them one at a time. To close all windows, go to the **Window** menu and click **Close All**.

When you close your company file at the end of the day, it is good practice to close all windows that you have open. The next time you open your company file, all the windows you had open when you closed your company file will re-open. If you forget to close open windows when you exit Enterprise Solutions, hold down the Alt key while opening your company file. Your company file displays with no windows open in your work area.

Adding Icons to the Icon Bar

For quick access to the areas of Enterprise Solutions you use most, you can customize the icon bar by adding many of the features and reports that you use most frequently.

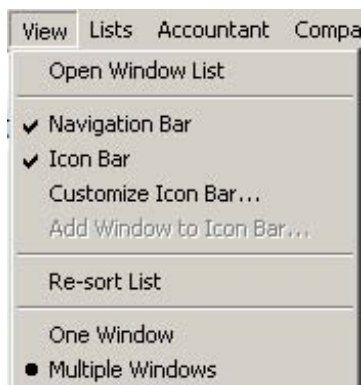


Figure 2 Adding Icons to the Icon Bar

To add a shortcut for a window, such as **Enter Bills**, open that form and then display the **View** menu. The window you open appears as an option on the **View** menu.

Note Some windows cannot be added to the icon bar.

You can add, re-arrange, and remove shortcuts from the icon bar to suit your needs. To modify the icon bar, go to the **View** menu and click **Customize Icon Bar**.

Getting Answers to Your Questions

Enterprise Solutions provides a variety of tools and resources to help you find answers to questions you might have.

For free help and support:

- Use the in-product **Help** for step-by-step instructions on using Enterprise Solutions. Refer to [Using In-Product Help on page 15](#).
- Learn how to do common tasks by watching interactive, in-product **tutorials**. Refer to [Using the Learning Center on page 18](#).
- Find the latest information in the online **QuickBooks Support Knowledgebase** at www.quickbooks.ca/support. The Knowledgebase provides a free library of articles and videos for each QuickBooks product family.
- Connect with other users and experts in the **User Community**. Ask questions and share advice at www.quickbooksgroup.ca. You can also go to the **Help** menu and click **QuickBooks User Community**.

Using In-Product Help

In-product Help provides background information and instructions for doing Enterprise Solutions tasks. You can access the help content and features in several ways.

To use in-product Help, go to the **Help** menu and click **QuickBooks Help** or click the **Help** button in the navigation bar.

Viewing Help for a Window You Have Open

If you are unsure how to use a particular window, press the **F1** key on your keyboard to get help. (You can also click the **Help** button in the window, if one is present.) These help topics provide answers to questions such as:

- What can I use this form for?
- What does this button do?
- What kind of information is displayed in this column?
- What happens when I select this option?
- How do I complete a task?

Using the Learning Centre

As you begin using Enterprise Solutions, one of the first things you see is the Learning Centre. The Learning Center provides interactive tutorials to help you learn how to use Enterprise Solutions. After you complete a tutorial, a checkmark displays next to its title.

To open the Learning Center, go to the **Help** menu and click **Learning Centre Tutorials**.

Enterprise Solutions Basics

To take full advantage of Enterprise Solutions, there are some important concepts you need to understand.

Working with Lists

You use information stored in lists to fill out most QuickBooks forms. For example, to create an invoice, you choose the customer name from your **Customer & Job** list. Enterprise Solutions automatically enters the customer information on the form for you. This saves you time and prevents typing errors. You can also change the information directly on the form as needed. Lists are easy to set up, but do require careful planning.

Depending on the type of list you want to use, you can get the list in one of two ways:

- QuickBooks Centres

Your Customers & Jobs, Vendors, and Employees lists are available in the Customer, Vendor, and Employee Centre. Click the appropriate QuickBooks Centre button on the navigation bar to go to a QuickBooks Centre. Then, click the tab for your list.

- List Windows

Other lists, such as the **Chart of Accounts** and **Item List**, appear in separate windows. To view one of these lists, click the **Lists** menu and then click the list you want. To enter information in these fields, use the menu button at the bottom of the list to add, edit, or delete list items.

The **Lists** menu also provides access to features associated with the list.

The more detail you enter for each list item, the more information Enterprise Solutions can use to pre-populate forms, track financial data, and display useful reports about your business. Another advantage of lists is that common tasks like adding list entries, editing list information, and deleting list entries are performed the same way.

Entering List Information as You Work

There are two basic methods you can use to enter list information. You can enter account, customer, vendor, product and service information before you enter transactions, or you can enter this information as you use the product.

If you prefer to enter information as you use the product to perform your daily tasks, Enterprise Solutions prompts you to immediately set up any entry it does not know about. You can always add more information to the record at a later time from the appropriate list.

Writing Cheques Versus Paying Bills

You can manage and pay your bills in two ways:

- Write checks to pay bills now.

Use the **Write Cheques** window and assign the amounts to appropriate expense accounts. Intuit recommends this method when you do not receive a bill; for example, when you go to the store and write a check and then you need to record that expense in Enterprise Solutions. You can also use **Write Cheques** to pay a bill as soon as you receive it, as long as you do not need to track the bill.

Note: Use the method above if you are using accrual-based accounting methods.

- Enter bills when you receive them and pay them later.

Use the **Enter Bills** window to enter bills when you receive them. Then use the **Pay Bills** window to pay bills when they are due. You can set up Enterprise Solutions to remind you to pay bills when they are due.

Using this method, you keep your money in your business for as long as possible. You might still use a check to pay the bill, but this method enables you to track how much money you owe. And at any time, you can run reports to analyze unpaid bills for information such as to which vendors you owe money.

Note: Do not simply write a check in the **Write Cheques** window to pay bills that you entered in the accounts payable register or the **Enter Bills** window. Use the **Pay Bills** window to pay these bills.

What Happens When You Record a Bill Payment?

If you paid by:

- **Cheque** — Enterprise Solutions prepares one cheque for each vendor and records the checks in the check register with **BILLPMT** in the **Type** field.
- **Credit card** — Enterprise Solutions records a charge for each vendor in your credit card register.
- **Cash** — Enterprise Solutions records a payment for each vendor in your cash account register.
- **Online banking payment** — Enterprise Solutions prepares one online banking payment instruction for each vendor and records the payments in the check register with **BILLPMT** in the **Type** field.

In each scenario, Enterprise Solutions records the payment to each vendor in the accounts payable register. The amount you paid appears in the **Payment** column.

2

Setting Up Your Business

Read this chapter to learn essential tasks for setting up your business:

- [Customizing Enterprise Solutions on page 24](#) describes how to customize the way you work.
- [Adding an Account on page 26](#) describes how to add accounts.
- [Adding Customers on page 31](#) describes how to add customers.
- [Adding Vendors on page 32](#) describes how to add vendors.
- [Adding Items on page 33](#) describes how to add items.
- [Setting Up Sales Tax on page 37](#) describes how to set up sales tax.
- [Setting Up Payroll on page 46](#) describes how to set up Payroll.
- [Setting Up Employees on page 50](#) describes how to set up employees.

Customizing Enterprise Solutions

Preferences customize Enterprise Solutions to suit the needs of your business and your personal style of working. From the **Preferences** window, you can define preferences in over a dozen different categories.

For example, you can configure general preferences such as whether or not Enterprise Solutions prompts you before editing or deleting a transaction, or which date it uses for new transactions. Or, you can configure accounting-specific preferences such as how to display accounts and subaccounts.

Figure 4 shows the Preference options.

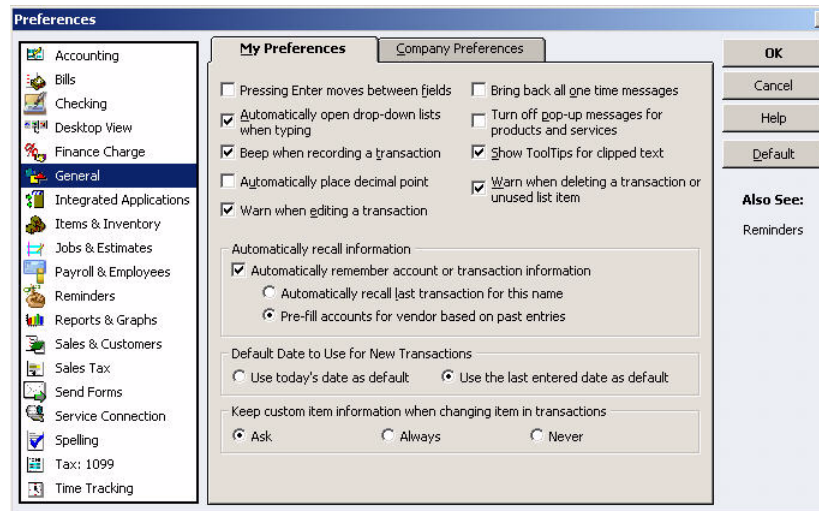


Figure 4 Modifying Preferences

Use *Company Preferences* to set global preferences that affect all users of the company file. Only the QuickBooks Administrator can set up or modify company preferences.

Use *My Preferences* to set personal QuickBooks preferences, such as using the Enter key instead of the Tab key to move between fields.

- ◆ **To view and set preference options:**
 - 1 Go to the **Edit** menu and click **Preferences**.
 - 2 In the **Preferences** window, change any of the general preferences. These preferences determine how Enterprise Solutions behaves.
 - 3 To display the preferences for specific categories, click the appropriate category in the list on the left. For example, to set preferences for reporting functions, click **Reports and Graphs**.
 - 4 On the **My Preferences** tab for the particular feature area, enter the changes and settings you want. These settings affect only your Enterprise Solutions sessions, not those of other users.
 - 5 Do one of the following:
 - ◆ Click **OK** to close the **Preferences** window and save your changes.
 - ◆ Click another feature area in the scroll box to enter other preferences. Click **Yes** when prompted to save your changes.
 - 6 Click **OK**.

Adding an Account

When you set up your company file, Enterprise Solutions sets up certain *accounts* for you automatically. However, as your business grows or changes, you might need to add new accounts to your *chart of accounts* to better organize your finances. Or, you might need an account that was not provided during setup. For example, you might want to create expense accounts to track office supply purchases separately from advertising costs.

Note To set up your accounts correctly, you might need to get help from an accounting professional.

◆ **To add an account:**

- 1 Go to the **Lists** menu and click **Chart of Accounts**.
- 2 Click the **Account** button and then click **New**.
- 3 In the **Add New Account: Select Account Type** window, select the type of account you want to create and then click **Continue**.

Refer to [Table 1 on page 28](#) for a description of the different types of income, expense, and balance sheet accounts.
- 4 Enter the account's name in the **Account Name** field. This name appears on all your company financial statements.
- 5 If you want to make this account a subaccount of another account, click the **Subaccount of** checkbox. From the drop-down list, click the account that will be the higher-level account for this subaccount.
- 6 (Optional) Enter a short description, note, bank account number, or credit card number, depending on the type of account you are adding.
- 7 *For income and expense accounts.* From the **Tax Line Mapping** drop-down list, click the appropriate tax line or **<Not tax-related>**.
- 8 *For balance sheet accounts.* Enter an opening balance based on the account's balance as of your QuickBooks start date. Generally, you should enter any balance sheet balances as of the day before your start date. That way it is all exactly correct at the opening of your start date. If you are putting money into the account with a transaction, do not use the opening balance field, as this will create an additional transaction. If you

are not sure of the balance, you can leave the field blank and enter the information later. Click **OK** when finished.

9 Click **Save & Close** or **Save & New** to add another account.

Note You can also add accounts as you perform everyday tasks. For example, if you are writing a cheque and enter an account name that has not yet been set up in Enterprise Solutions, you will be prompted to set up the new account. If you need to make changes to your account information, double-click the account in the **Chart of Accounts** list. The **Edit Account** window opens; make your changes and click **OK**.

Using Subaccounts

When you need more detail about what is going on in an account, you can divide the account into one or more subaccounts, which let you track several related types of income or expenses independently yet keep them all under the *umbrella* of a single parent account. Subaccounts appear indented immediately below their parent account in your chart of accounts. If you create subaccounts, it is best not to post anything to the parent account. For example, if your business has substantial advertising expenses, you might decide to divide your **Advertising** expense account into several subaccounts, such as Newspaper Ads, Signs, Yellow Pages, and Direct Mailings.

Creating Brand New Accounts

When you create a brand new account, leave the opening balance at zero. The opening balance will be created automatically when you transfer funds from another account.

Account Types

There are two main types of accounts in the *chart of accounts*:

- Income and expense accounts
- Balance sheet accounts

Income and Expense Accounts

Income and expense accounts track the sources of your income and the purpose of each expense. When you record transactions in one of your balance sheet accounts, you usually assign the amount of the transaction to one or more income or expense accounts. For example, not only do you record that you took money out of your chequing account, but you keep track of what you spent the money on (utilities or office supplies). [Table 1](#) lists income and expense accounts and describes when to use them.

Account Type	Purpose
Income	Categorizes money earned from normal business operations, such as product sales, service sales, and discounts to customers.
Other Income	Categorizes money your business earns that is unrelated to normal business operations, such as dividend income, interest income, and insurance reimbursements.
Expense	Categorizes money spent in the course of normal business operations, such as advertising and promotion, office supplies, insurance, legal fees, charitable contributions, and rent.
Other Expense	Categorizes money your business spends that is unrelated to normal business operations, such as corporation taxes and penalties and legal settlements.
Cost of Goods Sold	Tracks the direct costs to produce the items that your business sells, such as cost of materials, cost of labor, subcontractors, and shipping.

Table 1 Income and Expense Account Types

Enterprise Solutions does not display balances for income and expense accounts in the chart of accounts. To see these balances, go to the **Reports** menu, click **Report Centre**, and then click the **Company & Financial** category. You can also double-click the income or expense account in the chart of accounts to display a *QuickReport*.

The *chart of accounts* is a complete list of your business accounts and their balances. You use a chart of accounts to track how much money your company has, how much money it owes, how much money is coming in, and how much is going out.

Important

The CRA recommends opening a business checking account as one of the first things you do when starting a new business. Intuit highly recommends associating your income and expense accounts with the appropriate tax lines for your tax forms. Consult with your accountant if you need more information about which tax forms to use and to which tax lines to map each account.

Balance Sheet Accounts

Enterprise Solutions provides several types of balance sheet accounts to choose from as you create and add to your chart of accounts. Use the type of account that best describes the type of data you are tracking.

[Table 2](#) lists the balance sheet accounts and when to use them.

Account Type	Purpose
Bank	Tracks money you have in your cash accounts. Create one for each cash account, such as petty cash, checking, savings, and money market. Tip: When you create a new bank account, leave the opening balance at zero. The opening balance is created automatically when you transfer funds from another account.
Accounts Receivable (A/R)	Tracks money your customers owe you on unpaid invoices. Most businesses require only the A/R account that Enterprise Solutions automatically creates after you create your first invoice.
Other Current Asset	Tracks the value of things that you can convert to cash or use up within one year, such as prepaid expenses, employee cash advances, inventory, and loans from your business.

Account Type	Purpose
Fixed Asset	Tracks the value of significant items (consult your tax professional for a minimum dollar amount) that have a useful life of more than one year, such as buildings, land, machinery and equipment, and vehicles.
Other Asset	Tracks the value of things that are neither Fixed Assets nor Other Current Assets, such as Goodwill, long-term notes receivable, and security deposits paid.
Accounts Payable (AP)	Tracks money you owe to vendors for purchases made on credit. Most businesses require only the A/P account that Enterprise Solutions automatically creates after you create your first invoice.
Credit Card	Tracks credit card purchases, bills, and payments. Create one for each credit card your business uses.
Other Current Liability	Tracks money your business owes and expects to pay within one year, such as sales tax, security deposits/retainers from customers, and payroll taxes.
Long-Term Liability	Tracks money your business owes and expects to pay back over more than one year, such as mortgages, long-term loans, and notes payable.
Equity	Tracks money invested in, or money taken out of, the business by owners or shareholders. Payroll and reimbursable expenses should not be included.

Table 2 Balance Sheet Account Types

Adding Customers

Customers (also called clients or members) are the lifeline of your business. By entering detailed information in Enterprise Solutions about the people and companies to whom you sell your products and services, you can personalize their bills, send invoices easily, and quickly view the status of their accounts. You can add new customers at any time.

Tip Typing in customer data for hundreds of customers can be a tedious task. If you use Microsoft Outlook, you can import your existing customer information into Enterprise Solutions instead of entering it manually. Refer to the in-product Help for instructions on how to prepare your customer data file for importing into Enterprise Solutions.

◆ **To add a customer:**

- 1 Click the **Customer Centre** icon at the top of the QuickBooks Enterprise Solutions window.
- 2 Click **New Customer & Job** and then click **New Customer**.
- 3 On the **Address Info** tab, enter all the data that you have about the customer, including their name, Bill to and Ship to addresses, and additional contact information.
- 4 Complete the **Additional Info** and **Payment Info** tabs, as appropriate.
- 5 If you want to add additional fields to the form, click **Define Fields** to customize the form.
- 6 Click **OK** or **Next** (if you want to enter another customer).

You can also add customers as you perform your everyday tasks. For example, if you enter the name of a new customer when filling out an invoice, Enterprise Solutions prompts you to enter information about this customer. You can choose from two quick setup options:

- **Quick Add** adds just the name to the list. You must add the details later.
- **Set Up** enables you to enter additional information (such as phone number, fax number, and alternate contact) to the list you choose.

If you are performing more than one job for a customer, you can track the jobs individually by adding new jobs under the customer's name in the **Customers & Jobs** list. That way, you can create reports that show the income and expenses for each job. To add a job, click **New Customer & Job** and then click **Add Job**.

If you need to add several customers to your company file, consider using the Import/Export functions to enter multiple customers at one time. See the in-product Help for instructions on how to import lists.

Adding Vendors

The *vendor* list holds information about the people and companies you buy goods and services from to run your business; for example, this list could include the phone company, your office supplies vendor, and your tax board. You can add new vendors at any time.

Tip Typing in vendor data for hundreds of vendors can be a tedious task. If you use Microsoft Outlook, you can import your existing vendor information into Enterprise Solutions instead of entering it manually. Refer to the in-product Help for instructions.

◆ **To add a vendor:**

- 1 Click the **Vendor Centre** icon at the top of the QuickBooks Enterprise Solutions window.
- 2 Click **New Vendor**.
- 3 On the **Address Info** tab, enter all the data that you have about the vendor, including their name, address, and additional contact information.
- 4 If you owe this vendor money as of your company's start date, enter the amount in the **Opening Balance** field.
- 5 Click the **Additional Info** tab and complete the form, as appropriate.
- 6 If you want to add additional fields to the form, click **Define Fields** to customize the form.
- 7 Click **OK** or **Next** (if you want to enter another vendor).

You can also add vendors as you perform your everyday tasks. For example, if you enter the name of a new vendor when paying a bill, Enterprise Solutions prompts you to enter information about this vendor. You can choose from two quick setup options:

- **Quick Add** adds just the name to the list. You must add the details later.
- **Set Up** enables you to enter additional information (such as phone number, fax number, and alternate contact) to the list you choose.

If you need to add several vendors to your company file, consider using the Import/Export functions to enter multiple vendors at one time. See the in-product Help for instructions on how to import lists.

Adding Items

An *item* is anything that might appear as a line item on an invoice, including subtotals, discounts, and sales tax, as well as the products and/or services that you sell. You enter items on your invoices and sales receipts. For example, a writing consultant might set up one item for editing services with an hourly rate, and another item for writing services with a different hourly rate. On an invoice, the items would be entered with the number of hours worked as the quantity.

While providing a quick means of data entry, items also handle the behind-the-scenes accounting. When you create an item you link it to an account. When the item is used on a form it posts an entry to that account and another to the appropriate accounts receivable, accounts payable, checking, or other account.

When you choose an item from the Item list, Enterprise Solutions fills in a description of the line item and calculates its amount for you.

Enterprise Solutions provides several different types of items, described in [Table 3](#), below. Some items, such as service or inventory part items, help you record the services and products your business sells. Other items, such as the

subtotal or discount item, are used to perform calculations on the amounts in a sale.

Item Type	Purpose
Service	Use for services you either charge for or purchase, like specialized labor, consulting hours, and professional fees.
Inventory Part	Use for goods you purchase, track as inventory, and resell.
Inventory Assembly	Use for assembled goods you build or purchase, track as inventory, and resell.
Non-Inventory Part	Use for goods you buy but do not track, like office supplies, or materials you buy for a specific job that you charge back to your customer.
Fixed Asset	Use for an asset you do not expect to convert to cash during one year of normal operations. A fixed asset is usually something that is necessary for the operation of your business-like a truck, cash register, or computer.
Other Charge	Use for miscellaneous labor, material, or part charges, such as delivery charges, setup fees, and service charges.
Subtotal	Use to total all items above it on a form, up to the last subtotal. Useful for applying a percentage discount or surcharge to several items
Group	Use to quickly enter a group of individual items on an invoice.
Discount	Use to subtract a percentage or fixed amount from a total or subtotal. Do not use this item type for an early payment discount; for an early payment discount, use the <i>Set Discount</i> feature in the Receive Payments window.
Payment	Use to record a partial payment you received at the time of the sale. It reduces the amount owed on an invoice.

Item Type	Purpose
Sales Tax Item	Use to calculate a single sales tax at a specific rate that you pay to a single tax agency.
Sales Tax Group	Use to calculate and individually track two or more sales tax items that apply to the same sale. The customer sees only the total sales tax.

Table 3 Item Types

◆ **To add an item:**

- 1 Go to the **Lists** menu and click **Item List**.
- 2 Click **Item** at the bottom of the list and then click **New**.
- 3 Click the **Type** drop-down arrow and choose the type of item you want to create.
- 4 Enter an item name as you want it to appear on purchase and sales forms.
- 5 Enter the description that you want to appear on sales forms when you use the payment item.
- 6 In the **Rate** field, enter the amount you want to charge for the item or leave as zero, if the rate varies.
- 7 In the **Account** field, choose the account that is associated with this item. (In most cases, you will assign the item to an income account.)
- 8 In the **Tax Code** list, select the appropriate sales tax code or create a new one. If you do not see the **Tax Code** list, you must turn on the tax preference in the **Sales Tax** area under **Edit/Preferences**.
- 9 Click **OK** or **Next** (if you want to enter another item).

Why are Item Types Important?

Although you can use items as a quick means of entering data, items fulfill a much more important role into handling the behind-the-scenes accounting.

When you create an item, you link it to an account; when the item is used on a form, it posts an entry to that account and another entry to the appropriate accounts receivable, accounts payable, chequing, fixed asset, or other account.

While items are easy to set up, you should spend some time deciding how they can best work for you before you start setting them up and using them. Use your current list of services and products as a starting point. Consider how much detail you want on your invoices or statements and set up your items with that level of detail in mind. For example, if you are a seamstress who creates and sells home accessories, you can set up a single item and charge a flat rate for a certain size of couch pillow, or you can break that pillow down further into labor and materials.

Furthermore, Enterprise Solutions provides many useful reports that break information down by the goods or services you purchase and sell. That way, you can quickly find out:

- How much income your items bring in
- What you are spending to purchase items
- How well you estimate the cost of items
- How much time you spent on each type of job or item

Setting Up Sales Tax

Depending on where you do business, you might be required to collect sales tax for the products or services you sell. If you collect sales tax, you must pay it to a tax agency on a regular schedule. Enterprise Solutions helps automate your sales tax tracking so you can keep accurate records about the sales tax you collect and pay.

Important You must follow the rules and regulations for collecting and paying sales tax in your tax district (city, county, state).

Understanding How Sales Tax Works

Enterprise Solutions uses *sales tax codes* to track the taxable or non-taxable status of both the items you sell (products and services) and your customers. If your tax agency requires you to report the reasons why particular sales are taxable or non-taxable, the sales tax codes that you assign to your items and customers enable you to run reports that provide this information for your sales tax return.

Enterprise Solutions uses sales tax items to calculate and add sales tax charges when you make a taxable sale. When you set up a sales tax item, you assign a sales tax rate to it and associate it with the tax agency to which you pay the sales tax. All of the sales tax items you set up are in your Item list. Once you have set up sales tax, Enterprise Solutions automatically applies the appropriate sales tax rate to the sale of your taxable items.

Before You Start Setting Up Sales Tax

To set up sales tax in Enterprise Solutions, you need to know the following sales tax requirements for the locations where you sell your products and services:

- **Sales tax rates** for each tax district (a city, county, or state that has a sales tax) in which you sell. You may have multiple sales tax rates that you need to charge, for example, sales tax for both a county and a state.
- **Tax agencies** to which you pay the collected sales tax for each of those district taxes.

You can find your sales tax requirements (rates, payment schedules, and so on) online at your state sales tax website. Intuit has provided access to these websites from the in-product Help. Go to the **Help** menu and click **QuickBooks Help**. In the **Search** box, type `Finding the sales tax rates and requirements for your business` and press Enter. Click the topic to open it and then click the link for your state.

Term	How it relates to sales tax setup
Sales Tax Rate	The percentage charged for sales tax by the tax district. For each different district/rate combination, you need to set up a new sales tax item. For example, you might sell in three counties that all charge the same sales tax rate, but you need a separate sales tax item for each county, even though the sales tax rate is the same. This enables you to track the amounts of sales tax you collect for each tax district.
Sales Tax Item	An item that is used to calculate the appropriate sales tax for a sale. A sales tax item includes a sales tax rate and a tax agency. When you sell taxable items, you charge the appropriate sales tax rate by assigning a sales tax item to each sale.
Sales Tax Group Item	An item that groups multiple sales tax items so you can charge only one rate on your sales. For example, the location where you sell might require you to charge both a county and a state sales tax. However, customers are used to seeing one sales tax rate on sales. You would set up a sales tax group item that combines those two sales tax rates, for example 1% for the county and 7% for the state, to create a single, sales tax group item with a rate of 8%. You would apply this sales tax group item to your taxable sales for that county.

Term	How it relates to sales tax setup
Sales Tax Code	The identifier that Enterprise Solutions uses to track the taxable and non-taxable status of both the products and services you sell, and the customers to whom you sell these items. For example, a customer that is a non-profit organization might have a non-taxable status. You would not charge sales tax for anything you sell to this particular customer.
Tax District	A town, city, county, or state that charges sales tax. A tax district might also include a municipal or special jurisdiction, such as a Mass Transit tax or a parish in Louisiana.
Tax Agency	The government office that determines the requirements for sales tax collection or payment. You might need to pay your collected sales tax to one or more tax agencies, depending on the requirements for the locations (tax districts) where you do business. Tax agencies are set up as vendors because you make payments to them. A tax agency is sometimes called a <i>tax authority</i> .

Table 4 Sales Tax Terms

Setting Sales Tax Preferences

Figure 5 shows the sales tax preferences.

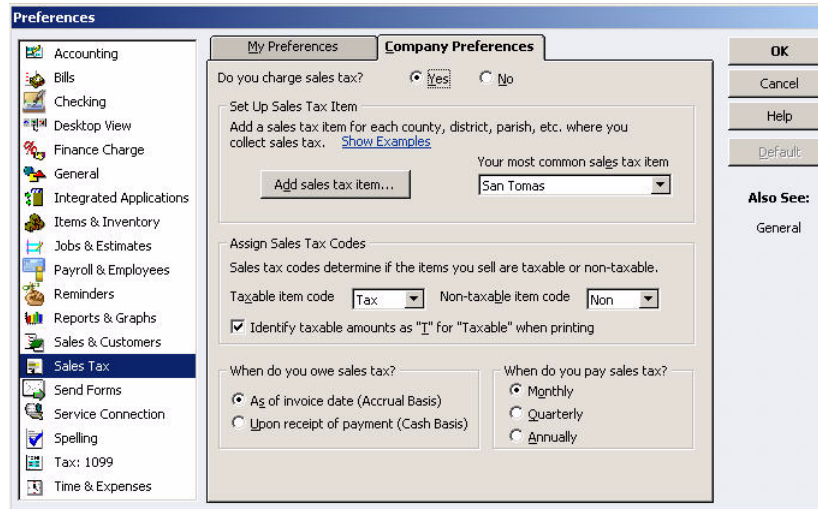


Figure 5 Setting Sales Tax Preferences

Setting Up Sales Tax

Setting up sales tax is a multi-step process, divided into three main parts:

- **Part 1:** Sales tax payment schedule
- **Part 2:** Sales tax codes to track taxable status of items and customers
- **Part 3:** Sales tax items, rates, and tax agencies

Part 1: Sales Tax Payment Schedule

In this procedure, you turn on sales tax and then set up information about when you need to pay your tax agency.

◆ **To set up your sales tax payment schedule:**

- 1 Go to the **Edit** menu and click **Preferences**.
- 2 Click **Sales Tax** in the list on the left.
- 3 Click the **Company Preferences** tab.
- 4 For the question *Do You Charge Sales Tax?* click **Yes**.
- 5 Select when you owe sales tax to the tax agency, as specified by your tax agency:

- ◆ Select **As of invoice date** if your tax agency stipulates that you owe sales tax from the moment you write an invoice or make a sale.
- ◆ Select **Upon receipt of payment** if your tax agency stipulates that you owe sales tax when you receive the payment from a customer.

Note: This preference overrides the accounting basis you have set for your company and for your report preferences (for example, if your report preference is set to *cash* but you select *accrual* here, your sales tax reports will be accrual-based).

- 6 Select how often you pay sales tax to the tax agency, as specified by your tax agency. If you do not know which time period to choose, check your sales tax license. It should indicate the payment schedule that you need to use.

Tip If you collect sales tax for multiple tax agencies that require payment at different intervals, use the payment interval you use most frequently. When you run your sales tax reports and make your payments, you will be able to see which amounts are due on which dates.

Note The time interval you select to pay your sales tax is reflected in the period of time covered by your sales tax reports and sets reminders to pay your sales taxes. For example, if you select **Monthly**, Enterprise Solutions uses the previous month as the basis for your sales tax reports. When it is time to pay your sales tax using the Pay Sales Tax feature, Enterprise Solutions reminds you to make the payment.

QuickBooks Enterprise Solutions includes a new **Manage Sales Tax** window to help you complete all of your common sales tax tasks, like setting sales tax preferences, preparing state sales tax forms, and paying sales tax. Go to the **Vendors** menu, click **Sales Tax**, and then click **Manage Sales Tax** to open this window.

Part 2: Setting Up Sales Tax Codes

Now you will set up the sales tax codes that you will use to track the taxable and non-taxable sales status of your items and customers. Later, you will assign these sales tax codes to your customers and the items you sell.

Enterprise Solutions creates two sales tax codes for you:

- The taxable code (TAX) is assigned to items and customers that are taxed.
- The non-taxable code (NON) is assigned to items and customers that are not taxed, such as non-profit organizations or items that the customer plans to resell.

Depending on your tax agency requirements, these two preset sales tax codes might be all you need to use. In which case, you do not need to set up any additional codes or change this preference.

If your tax agency requires you to specify additional sales tax codes to track taxable and non-taxable sales, such as specific tracking for out-of-state sales, you can set them up now. (You can also set them up later when you need to use them.)

◆ To set up additional sales tax codes:

- 1 Click the drop-down list for the type of sales tax code you want to set up (**Taxable** or **Non-taxable**) and click **Add New**.
- 2 In the **New Sales Tax Code** window, enter a sales tax code you want to use and a description for it.

Each sales tax code you add must be unique. For example, you might want to set up a non-taxable sales code for labor costs. You might enter **LBR** as the sales tax code and **Labor, non-taxable** as the description. Many businesses also use a non-taxable out-of-state sales tax code (OOS).

- 3 Click **OK**
- 4 Repeat steps 1 through 3 for each sales tax code you want to add.

Part 3: Sales Tax Items, Rates, and Tax Agencies

You need to set up a sales tax item for each tax district (city, county, province) in which you sell. A sales tax item includes the sales tax rate you need to charge for that tax district and the tax agency to which you remit the sales tax you collect. Even if you sell in three different counties that all have the same sales tax rate, you need to set up a separate sales tax item for each county/rate combination so that you can properly track your sales tax collection and payments.

◆ To set up your sales tax items, rates, and tax agencies:

- 1 In the **Most common sales tax** field, click the drop-down arrow and then click **Add New**.
- 2 In the **New Item** window, click the **Type** drop-down arrow and then click **Sales Tax Item**.
- 3 Enter the sales tax name. (Use a name that describes the location for the Tax, such as province of Ontario. This name will appear as one of the choices in the **Tax** field on your sales forms.)
- 4 Enter a description for the way this sales tax item will appear as a line item on your sales forms (for example, Ontario sales tax).
You cannot edit it on the forms themselves. Users frequently use the name of the sales tax item as the description.
- 5 Enter the sales tax rate (as a percentage) you charge when a sale is taxable. For example, your sales tax rate for Ontario might be 8.0 % (or 8 cents per dollar purchased).
- 6 In the **Tax Agency** drop-down list, select **Add New** to open the **New Vendor** window, where you can set up the tax agency (a vendor) to which you pay this sales tax.
- 7 Enter a vendor name and contact information. For example, in California, sales tax is paid to the Board of Equalization.
- 8 Click **OK** to close the **New Vendor** window.

- 9 Click **OK** to close the **New Item** window.
- 10 Repeat steps 1 through 9 for each local, county, or provincial sales tax item and rate you need to set up.

Important

Depending on your sales tax requirements, you might need to combine multiple sales tax items to create a sales tax group item. For example, a provincial sales tax rate of 8.0% and GST sales tax rate of 5.0% would combine for a sales tax group item with a sales tax rate of 13.0%. Then, you can use this single sales tax rate on your sales forms.

- 11 When you have finished setting up all your sales tax items, choose your *Most common sales tax*, which is the one you charge most often. Remember, the most common sales tax that you charge your customers might be a sales tax group item.
- 12 In the **Sales Tax preferences** window, decide if you want to mark your taxable items when your sales forms are printed. If not, clear this checkbox.
- 13 Click **OK** to apply your sales tax preferences. If you have already set up your items and customers, you are prompted to assign a taxable sales tax code to all of them. Click **OK** if most of your items and customers are taxable. If not, clear the checkboxes and click **OK**.

Entering an Opening Balance for Sales Tax Liability

You need to enter an opening balance for your Sales Tax Liability account (what you owe as of your QuickBooks start date). After your start date, your sales tax is included on your sales forms and entered into this account.

Caution

Do not use this procedure if you entered historical invoices or sales receipts dated before your QuickBooks start date. Your sales tax will already be included on them and posted to this account. You can also skip this procedure if you entered an opening balance for each tax agency as you set it up.

◆ **To enter your sales tax liability for a tax agency:**

- 1 Go to the **Lists** menu and click **Chart of Accounts**.
- 2 Double-click the **Sales Tax Payable** account.
- 3 In the register, find a blank transaction and fill in the details for the tax agency owed.
 - ◆ In the **Date** field, enter your QuickBooks start date.
 - ◆ In the **Vendor** field, enter the tax agency.
 - ◆ In the **Billed** field, enter the amount you owed as of your start date.
 - ◆ From the **Account** drop-down list, choose **Opening Bal Equity**.
- 4 Click **Record**.
- 5 Repeat steps 3 and 4 for each tax agency to which you owed sales tax as of your QuickBooks start date.

Setting Up Payroll

As an employer, you have specific payroll responsibilities that are required by government agencies. These agencies can be federal or provincial. Some of these responsibilities include, but are not limited to, withholding amounts from your employees' compensation to cover income tax, Healthcare, and other payments.

Preparing Payroll Information

Enterprise Solutions Payroll includes an easy-to-use Payroll Setup wizard that guides you through setting up payroll for your business. Payroll Setup helps you set up your employees, set up compensation and benefit information, as well as enter any year-to-date payroll data. You will also be

assisted in setting up scheduled payroll groups and your payroll liability payment schedule.

Before you begin setting up payroll, Intuit recommends you gather all of the information in the Payroll Setup Checklist table, below. You can find this information in your own records, from your accountant or Enterprise Solutions Provider, or from federal and/or state agencies.

Item	Examples
Company Information	<p>Pay period frequency or frequencies (for example, weekly, every other week, monthly, quarterly).</p> <p>Date you started or will start using payroll in Enterprise Solutions.</p>
Compensation, Benefits, and Miscellaneous Additions and Deductions	<p>Compensation you give employees and officers: hourly wages, salaries, commissions, and so on.</p> <p>Insurance benefits offered, such as health, dental, vision.</p> <p>Retirement benefits offered, such as RRSP.</p> <p>Additional deductions from net pay that you withhold, such as union dues, repayments of employee advances or loans, and life insurance.</p> <p>Additions you add to a paycheck, such as bonuses, travel reimbursements, employee advances, or loans and tips.</p>
Tax Information	<p>Province(s) for which you file payroll taxes.</p> <p>Your business identification number.(BIN)</p> <p>Unemployment Insurance (UI) rate(s) for employer and/or employee.</p> <p>Other provincial tax rates for your company (if applicable).</p> <p>Local income taxes that you withhold or pay on behalf of your employees (if applicable).</p>

Item	Examples
Employees	<p>Employee names, addresses and Social Insurance numbers from your employees' Social Insurance cards or T4s.</p> <p>Employee withholdings or allowances, which can also be found on the T4 form.</p> <p>Current employee wages/salaries, additions, deductions, and company contributions.</p> <p>Sick and vacation time policies and hours accrued.</p>
Year-to-Date History	<p>Quarterly and pay period summaries of employee payroll amounts from the beginning of this calendar year to the beginning of the current quarter.</p> <p>Paycheck information from the beginning of the current quarter to today.</p> <p>Note: You need to enter year-to-date amounts only if you start using QuickBooks Payroll after January 1 of the calendar year.</p>
Liability Payment Information	<p>Quarterly and pay period summaries of payroll liability payments from the beginning of this year to your start date.</p> <p>Copies of payroll liability checks from the first day of the current quarter until today.</p>
Direct Deposit Information	<p>(Optional) For each employee you want to pay using Direct Deposit, you need bank account and routing numbers. You can get this information from your employees when you ask them to fill out a Direct Deposit form.</p>

Table 5 Payroll Setup Checklist

◆ **To set up payroll for your business:**

- 1 Go to the **Employees** menu and click **Payroll Setup**.
- 2 Follow the onscreen instructions.

Tip: If at any time you need to leave the Payroll Setup wizard before completing all of your payroll setup tasks, click the **Finish Later** button. When you reopen the Payroll Setup wizard, you can continue. To ensure accurate payroll calculations, complete your setup before using the Payroll.

Payroll Setup has been grouped into the following categories:

- **Company Setup** — Enter information about the types of compensation and benefits you provide.
- **Employee Setup** — Enter employee personal information (name, hire data, Social Insurance Number, and so on), pay information (pay rate, payments and deductions, paid time off balances, and so on), and tax withholding information (from T4 and provincial forms).
- **Taxes** — QuickBooks Payroll automatically sets up your provincial and federal taxes. However, you must still enter employer-specific tax rates as well as any local taxes that may apply.
- **Personal History** — If you have issued paychecks during this calendar year prior to using QuickBooks Payroll, you must provide year-to-date payroll history to accurately generate tax payments and filings.

Note After your initial payroll setup, you may need to add new employees or edit employee payroll information. You do not need to use the Payroll Setup wizard for these quick tasks. Instead, follow the instructions for adding and editing employee information listed on [page 50](#).

Setting Up Employees

Employees are people who work for your company. Employees can work full time or part time. To process paycheques and prepare tax documents for your employees, you need to enter specific information about each of your employees. Refer to the Payroll Setup Checklist in [Table 5 on page 48](#) for a list of employee information to gather.

Note If you have employees who need a T5018 (for example, subcontractors), set them up as vendors, not employees.

Generally, people in business for themselves are not employees of the company. However, if your company is incorporated, working corporate officers are considered employees. Check with your accountant or payroll professional to determine if the owner should be considered an employee and then set up the owner accordingly.

Note If you are a QuickBooks Payroll subscriber, you will be prompted to add all of your employee information during payroll setup. Use the following procedure to edit employee information or to add additional employees at a later date.

◆ **To set up an employee's personal information:**

- 1 Click the **Employee Centre** icon at the top of the QuickBooks Enterprise Solutions window.
- 2 Click **New Employee**.
- 3 On the **Personal** tab, fill in the form.
- 4 Click the **Address and Contact** tab, fill in the form and click **OK**.
- 5 When prompted to set up the employee's payroll information, click **Leave As Is**.

◆ **To set up an employee's payroll information:**

- 1 Click the **Employee Centre** icon at the top of the QuickBooks Enterprise Solutions window.
- 2 Click the **Employees** tab, select an employee from the list, and then double-click on the name.
- 3 From the **Change tabs** drop-down list, click **Payroll and Compensation Info**.
- 4 Fill in the **Payroll Info** form.
- 5 Click the **Taxes** button.
- 6 Click the **Federal** tab and fill in the form, based on the employee's T4 information.
- 7 Click the **provincial** tab and fill in the form.
- 8 Click **OK**.

After you have set up your employees, refer to [Paying Employees on page 66](#) to learn about paying them.

3

Money In

Read this chapter to learn the following essential tasks.

- [Creating an Estimate on page 54](#) describes how to create estimates.
- [Creating an Invoice on page 56](#) describes how to create invoices.
- [Entering Sales Receipts on page 57](#) describes how to enter sales receipts.
- [Receiving Payments on page 58](#) describes how to receive payments.
- [Making Deposits on page 59](#) describes how to make deposits.

Creating an Estimate

An estimate is a form you use to itemize the work you propose to do or the products you intend to sell to a customer. Your company might use a different term, such as bid, grant, or proposal. Estimates are optional, not mandatory, for all businesses.

You can use the *estimate* form to prepare estimates, bids, quotes, or proposals for your customers. You can change the title *Estimate* to anything that suits your business.

Filling in the estimate is similar to creating an invoice. And when it is time to bill your customer, you can create the invoice directly from the estimate by clicking **Create Invoice** on the estimate's toolbar. Enterprise Solutions then creates the invoice, with all the information from the estimate filled in. Later, you can create reports that compare your estimated costs and revenue against your actual costs and revenue to see how accurate your estimates are.

Tip You can create sales orders to help you keep track of items that your customers have ordered but you have not yet delivered to them, for example because you do not have them in stock. Refer to the in-product Help for instructions and tips on how to use sales orders.

◆ To create an estimate:

- 1 Turn on the Estimates feature (described below), if you did not do this during the EasyStep Interview.
- 2 Go to the **Customers** menu and click **Create Estimates**.
- 3 In the **Customer:Job** box, enter the name of the customer or job.
- 4 Select an estimate template from the **Template** drop-down list.
- 5 Fill in the estimate form.
- 6 Click **Print**.
- 7 Save the estimate.

- ◆ **To turn on the estimates feature:**
 - 1 Go to the **Edit** menu and click **Preferences**.
 - 2 Click **Jobs & Estimates** in the list on the left and then click the **Company Preferences** tab.
 - 3 Click **Yes** to the question, Do You Create Estimates?
 - 4 To display a warning when you try to record an estimate with the same number as the existing estimate, select the **Warn about duplicate estimates numbers** checkbox.
 - 5 If you do progress invoicing (also known as progress billing or partial billing):
 - ◆ Make sure **Yes** is selected in response to the question, Do You Do Progress Invoicing?
 - ◆ Specify whether you want line items that have zero amounts to print on your progress invoice.
 - 6 Click **OK**.

Creating an Invoice

An invoice is the form you use to charge customers for the products and services they purchase from you. When your customers do not pay you in full at the time you provide your service or product, or when they pay in advance, you need to track how much they owe you. You can use an invoice to help you keep track of what your customers owe you (or your *accounts receivable*).

Invoices list all the details about the sale, including the services you are providing or the products you are selling (your items). Invoices also show the quantity and price or rate of each item. If you need to make automatic adjustments to prices (for example, discounts or markups), invoices will work for you.

Note If your customers pay in full at the time of purchase, do not create an invoice. Instead, create a sales receipt, described on [page 57](#).

◆ **To create an invoice:**

- 1 Go to the **Customers** menu and click **Create Invoices**.
- 2 From the **Customer:Job** drop-down list, enter or choose the name of the customer or job.
- 3 Click the **Template** drop-down arrow and then click the invoice template you want to use.
- 4 Click the **Terms** drop-down arrow and then click the sales terms that apply to this customer.
- 5 In the lower part of the form, enter each of the items (including the proper quantity) that the customer has purchased.
- 6 Click **Print** on the toolbar to print the invoice now. Optionally, you can select the **To be printed** checkbox to print the form later or the **To be e-mailed** checkbox to e-mail the form later.
- 7 Save the invoice.

Tip You can create an invoice letter directly from the invoice form by clicking the **Letters** button on the **Create Invoices** toolbar. Refer to the in-product Help for more detailed information about this feature.

Tip You can customize your invoices (or any other sales form) for your business. Click **Customize** to open the **Basic Customization** window, where you can add your company logo, change fonts and colors, and access more advanced options.

Entering Sales Receipts

A sales receipt is the form you use when you make a sale for which you receive full payment at the time of the sale. Sales receipts can include payments by cash, check, or credit card.

When your customers pay in full at the time they receive your service or product, you do not need to track how much they owe you. However, you might want to record the sale, calculate its sales tax, or print a receipt for the sale. In these cases, you can create a sales receipt.

Examples of businesses that commonly use sales receipts include beauty salons, pet groomers, dry cleaners, and restaurants.

Note If you need to track how much a customer owes you or you do not receive full payment at the time of the transaction, do not use a sales receipt. Instead, create an invoice, described on [page 56](#).

◆ **To enter a sales receipt:**

- 1 Go to the **Customers** menu and click **Enter Sales Receipts**.
- 2 Fill in the top part of the form, including the **Customer:Job**, **Date**, and **Payment Method**.
- 3 Click the **Template** drop-down arrow and then click the sales receipt template you want to use.
- 4 In the bottom part of the form, enter the items purchased.
- 5 Save the transaction.

Tip You can also use a sales receipt to create a summary of sales income and sales tax owed. You can summarize daily or weekly sales on a sales receipt.

Receiving Payments

When you receive money from a customer, you must receive the payment in Enterprise Solutions so that you can record the transaction and mark the invoice as being paid. When you receive a payment, the accounts receivable records are updated, and the payment is ready to be deposited into an account.

◆ **To receive a payment:**

- 1 Go to the **Customers** menu and click **Receive Payments**.
- 2 Fill in the top portion of the form, including the customer's name, the payment amount, payment method, and the date on which the payment was received.
- 3 Check the column to the left of the invoice to which you want to apply the payment. You might be asked to decide how to apply the payment for one of the following scenarios:
 - ◆ Overpayment can become a credit or refund
 - ◆ Underpayment can be left as is or written off
 - ◆ Customer has unused credit to be applied
 - ◆ Customer has available discounts
- 4 Choose the appropriate selection and you should see your choices reflected in total amounts for selected invoices.

If the customer has a discount or available credits, you can choose how to apply them.
- 5 Save the payment.

Tip You can set a preference so that payments received either go to the undeposited funds account automatically, or automatically get calculated and applied as you select invoices in the list. To set this preference, go to the **Edit** menu, click **Preferences**, and then click the **Company Preferences** tab in the **Sales & Customers** area.

Making Deposits

When you receive a payment from a customer, you can either deposit the payment into a bank account immediately, or you can wait until a later time to make the deposit.

◆ **To make a deposit:**

- 1 Go to the **Banking** menu and click **Make Deposits**.
- 2 In the **Payments to Deposit** window, select the payments that you want to deposit and click **OK**.
- 3 In the **Make Deposits** window, click the **Deposit To** drop-down arrow and then click the account to which you want to deposit the funds.
- 4 Verify the date and the list of payments to deposit, making updates as necessary.
- 5 If you want to receive cash back from this deposit, fill in the **Cash Back** fields at the bottom of the form.
- 6 If you want to print a deposit slip or deposit summary, click **Print**.
- 7 Save the deposit.

Note Just because you record the deposit in Enterprise Solutions does not mean that you actually make the deposit and that the money is available. You still need to physically deposit the money at the bank or send an online transfer.

4

Money Out

Read this chapter to learn the following essential tasks:

- [Paying Bills on page 62](#) describes how to pay bills.
- [Writing Cheques on page 64](#) describes how to write checks.
- [Issuing Credits or Refunds on page 65](#) describes how to issue credits or refunds.
- [Paying Employees on page 66](#) describes how to pay employees.

Paying Bills

As you purchase equipment, supplies, products, or services to run your business, you will also receive bills that need to be paid. Entering these bills in Enterprise Solutions enables you to not only track information about your purchases, but also to pay these bills. Enterprise Solutions remembers all of your unpaid bills, enabling you to easily choose the bills you want to pay. Enterprise Solutions then writes and saves the checks or credit card charges or sends the online banking payment instructions, depending on the payment method you choose.

◆ **To enter a bill:**

1 Go to the **Vendors** menu and click **Enter Bills**.

2 In the **Vendor** field, choose or enter a new vendor.

Note: If an open purchase order exists for this vendor, you are prompted to receive against it. Click **Yes** to receive against one or more purchase orders; then, in the **Open Purchase Orders** window, click each purchase order that contains items you have received and are being billed for.

3 Specify the payment method, payment account, and payment date.

4 In the **Amount Due** field, enter the amount of the bill.

5 Fill in the **Date**, **Ref. No.**, **Terms**, and **Memo** fields as necessary.

6 For expenses (money you spend to run your business, such as utilities), assign the bill to one or more expense accounts in the **Expenses** tab.

For items (products or services your business buys), edit items that were entered from your purchase order or enter new items on the **Items** tab.

7 Click **Save & Close** or **Save & New** to enter the transaction.

◆ **To pay a bill:**

- 1 Go to the **Vendors** menu and click **Pay Bills**.
- 2 All outstanding bills are displayed. To limit the number of bills displayed, click **Due on or before** and then the due date for the bills you want to display.
- 3 Click **Pay Selected Bills** to complete the transaction.

Tip You do not need to use the **Pay Bills** window to pay your bills. You can enter cheques, credit card payments, and cash expenditures directly in the appropriate account register. However, if you enter bills using either the **Enter Bills** window or the **Accounts Payable** register, you must use the **Pay Bills** window for your bill payment. Do not use the **Write Cheques** window to pay a bill that you have entered with either of these methods.

Writing Cheques

You can write a cheque for any kind of expense that you track with Enterprise Solutions expense accounts and for non-inventory part, service, and other charge items. If you are using inventory or purchase orders, you can write cheques for inventory part items too.

Note Before writing a cheque read the section [Writing Cheques Versus Paying Bills on page 20](#) to make sure you are using the correct payment method.

Important Do not use the **Write Cheques** window to write a paycheck, pay your payroll liabilities, pay sales tax, or pay bills you have already entered in the **Pay Bills** window.

◆ **To write a check:**

- 1 Go to the **Banking** menu and click **Write Cheques**.
- 2 Click the **Bank Account** drop-down arrow and then click the account from which you want to write the cheque.
- 3 Fill in the on-screen check as you would a paper cheque.
- 4 Itemize your expenses (shipping charges, taxes, or other expenses not associated with any one item) on the **Expenses** tab.
- 5 If you are purchasing items for your inventory, enter the items on the **Items** tab.
- 6 Save the transaction.

◆ **To find and print a single cheque:**

- 1 Load the blank check form into the printer.
- 2 Go to the **Banking** menu and click **Write Cheques**.
- 3 Click the **Find** button and search for the check you want to print.
- 4 Double-click to view the cheque you want to print.
- 5 Click **Print**.
- 6 In the **Print Cheques** window, choose the options you want and click **Print**.

Note To learn how to print multiple cheques at the same time, refer to the in-product Help.

Issuing Credits or Refunds

Use a *credit memo* to record a credit when a customer returns items and you have already recorded an invoice, customer payment, or sales receipt. You can also use a credit memo for an overpayment. A credit memo is a document that notifies a customer that you have reduced the customer's balance (for example, when a customer cancels a sale, returns something, or overpays).

◆ **To enter a credit memo or record a return:**

- 1 Go to the **Customers** menu and click **Create Credit Memos/Refunds**.
- 2 In the **Customer:Job** field, click the customer and job for which you are creating the credit memo or refund check.

Note: If you have created more than one job for the customer, be sure to assign the credit memo to the correct job. You can apply the credit memo only to the same job for which it was created.

- 3 Click the **Template** drop-down arrow and then click a template.
- 4 Enter the items being returned in the line item area.
- 5 Describe the reason for the credit and enter the quality and rate, if applicable.
- 6 (Optional) Enter a memo for this transaction.

Note: The memo does not print on the credit memo, but it does appear in the Accounts Receivable and the customer registers.

- 7 Indicate whether you want to print or e-mail the credit memo to the customer. (You can choose to do both.)
- 8 Save the credit memo.
- 9 In the **Available Credit** window, choose how to use the credit:

- ◆ Retain as an available credit

- ◆ Give a refund
- ◆ Apply it to an invoice

Note Enterprise Solutions enters a negative amount in your Accounts Receivable register for the credit memo.

Paying Employees

Paying employees is a big responsibility. You have to keep track of hours, salaries and wages, Social Insurance numbers and dependents, tax rates and forms, vacation and sick time, bonuses and advances, as well as company payments to government and private pension plans. Enterprise Solutions provides several features and services to help you manage your own payroll quickly and easily.

Tip Always use the **Pay Employees** window to record paychecks. Enterprise Solutions payroll tax forms and reports take their data from transactions recorded as payroll items. These transactions are only created when you create a paycheque in the **Pay Employees** window. If you do not use this window to pay employees, your payroll tax forms and reports will not be complete.

Note Some payroll tasks require you to subscribe to one of the Intuit Payroll Services. Enterprise Solutions cannot calculate payroll taxes unless you sign up for a payroll service. For information about your payroll options, go to the **Employees** menu, click **Payroll** and then click **Learn About Payroll Options**.

◆ To print paycheques:

- 1 Go to the **Employees** menu and click **Pay Employees**. Specify if you want to pay employees using *Unscheduled Payroll* (generally used to pay bonuses and off-cycle cheques) or set up *Payroll Schedules*.
- 2 Update the **Pay Period Ends** date and the **Cheque Date** values, as needed.
- 3 Click the **Bank Account** drop-down arrow to choose the account that Enterprise Solutions uses to record this transaction.

- 4 Select the employees you want to pay by clicking in the column to the left of the employee's name.
- 5 Review the paycheck information in the **Enter Payroll Information** window.
- 6 To preview or modify a paycheck, click the employee's name to open the **Preview Paycheque** window. Make the necessary changes and click **Done**.
- 7 Click **Continue**.
- 8 Review and verify the paycheck information in the **Review and Create [or Save] Paycheques** window.
- 9 If an employee is already set up for direct deposit, select the **Direct Deposit** checkbox in the same line as the employee.
- 10 In the **Payment Options** section, click whether the paycheques should be printed or handwritten.
- 11 Click **Create Paycheques**.
- 12 In the **Confirmation and Next Steps** window, click **Print Paycheques**. Click **Send Payroll to Intuit** if you are sending your payroll to Intuit for processing.

Intuit Payroll Services

Intuit offers a variety of payroll services to meet your needs:

- Standard Payroll includes tools, tables, and Federal forms to help you run your payroll, quickly enter hours for a large number of employees, pay your payroll taxes, and prepare your federal tax forms.
- Enhanced Payroll adds provincial tax forms, tools for tracking workers compensation costs, and tools for easily calculating bonuses. Both Standard and Enhanced Payroll enable you to process payroll for up to three business entities (EINs).
- Enhanced Payroll for Accountants includes Standard and Enhanced Payroll features, plus after-the-fact payroll, client-ready reports, and the ability to process payroll for up to 50 specific businesses.
- Assisted Payroll - Intuit handles your tax payment and filings for you.

All QuickBooks payroll services offer direct deposit of employee paycheques for a small additional fee.

For more information about payroll services, go to the **Employees** menu and click **Add Payroll Service**.

5

Managing Your Business

Read this chapter to learn essential tasks for managing your business.

- [Using Reports on page 70](#) describes how to create and use reports.
- [Additional Services and Solutions on page 74](#) describes how to streamline business management and automate business activities with additional services and solutions from Intuit.
- [Integrated Business Software on page 75](#) describes how to grow your business by solving business challenges with industry-specific software that expands the functionality of your Enterprise Solutions software.

Using Reports

Everything you enter in Enterprise Solutions can be found and generated into a report. Enterprise Solutions comes with dozens of prepared reports that you can run. You can use the **Report Centre** to learn about reports and locate the ones that contain the information you need. After you have found a report, you can change its date range, customize the way it looks, print a copy of it, export it to Microsoft Excel, or display it on your screen.

◆ **To find and display the right report:**

- 1 Click the **Report Centre** icon at the top of the QuickBooks Enterprise Solutions window.
- 2 Click a report category from the list on the left. Reports for the selected category are displayed on the right.
- 3 From the report list, you can view a thumbnail picture of the report by moving your mouse over the thumbnail icon. To learn more about a specific report, click the **More...** link to learn about the data and specific ways to customize the report.
- 4 When you find the report you need, click its name to view the report.

In addition to the powerful reports available in the **Report Centre**, you can also use the QuickBooks Centres to get a quick snapshot of how your business is doing and the status of your relationships with your customers, vendors, and employees. For example, from the Centres you can easily see all of your unpaid bills, all of the invoices that your customers have not paid, and the detailed history of each of your customers and vendors. For more information about the QuickBooks Centres, refer to [page 10](#) or see the in-product Help.

The **Report Centre** describes all the available reports. [Table 6](#) lists 10 common questions that people ask and the QuickBooks report you can use to find the answer.

To Answer This Question	Use This Report
How much money did my company make or lose over a specific period of time?	Profit & Loss Standard (In Company & Financial)
Which invoices or statement charges have not been paid and when are they due?	A/R Aging Detail (In Customers & Receivables)
How much does my company owe each vendor and are any payments overdue?	A/P Aging Detail (In Vendors & Payables)
What is the value of my company (assets, liabilities, and equity), and where can I see the total balance for each type of account?	Balance Sheet Summary (In Company & Financial)
What is the recent activity in all my company's accounts, with beginning and ending balances for each account?	General Ledger (In Accountant & Taxes)
What are the total sales for each customer and job?	Sales by Customer Summary (In Sales)
Which items and/or services bring in the most/least income?	Sales by Item Summary (In Sales)
What are my company's total expenses for each vendor?	Expenses by Vendor Summary (In Company & Financial)
Where is the information I need for my federal income tax forms?	Income Tax Summary Income Tax Detail (In Accountant & Taxes)
For my company's total sales, how much is taxable, at what rate, and how much sales tax is currently due to be paid?	Sales Tax Liability (In Vendors & Payables)

Table 6 Reports

Memorizing a Report

Whenever you change the settings for a report (modify it), you can memorize the report with the new settings and save it in the **Memorized Report List**. When you want to create a similar report, you can click the **Memorized Report List** to find it.

Note Enterprise Solutions memorizes the report settings, not the data in the report. When you display a memorized report, it applies the settings you memorized, but displays the latest data. For example, if the report date is set for the period Last Month and you memorize the report in September but recall it in December, the recalled report will have data for November, not August.

◆ To memorize a report:

- 1 Click the **Report Centre** icon at the top of the QuickBooks Enterprise Solutions window.
- 2 Open the report you want to modify and save.
- 3 After you have customized a report, click **Memorize** at the top of the report.
- 4 If you have changed an existing memorized report, indicate whether you want to replace the earlier report (under the same name) or create a new memorized report (under a new name).
- 5 In the **Memorize Report** window, enter a title for the report.
- 6 If you want to assign the report to a memorized report group, choose **Save in Memorized Report Group** and choose the group from the drop-down list. (You must already have the group set up on your **Memorized Report List**. You cannot create a new group here.)
- 7 Click **OK**.

Customizing a Report

Enterprise Solutions provides many preset reports that focus on all aspects of your business finances. However, you might want to change the way the data displays or filter the report for specific information. To get the most out of your reports, you can:

- Change the data range of a report
- Change the scope of a report
- Modify the appearance of a report (changing fonts or columns widths)

To learn how to get the most out of your reports, go to the **Report Centre** and then click the **Learning link** in the top-left corner of the window.

Integrated Business Software

Grow your business by solving unique business challenges with tested, industry-specific software applications that expand the power and functionality of your QuickBooks Enterprise Solutions software.

These tested third-party solutions integrate with QuickBooks Enterprise Solutions and help streamline critical business operations including EDI, customer and resource scheduling, customer relationship management, and project management. Created by credible, independent QuickBooks Gold and Silver software developers with extensive industry expertise, these task-based applications work together with your QuickBooks Enterprise Solutions, offering you a comprehensive solution that helps you build and better manage your business.

Sample industries and key workflows served by these third-party applications include:

- **Construction** — Solutions are available to help you be more efficient when doing complex estimating, project management, scheduling, and more.
- **Manufacturing** — Streamline business operations including shop floor management, and specialized inventory and order management. Find applications that address key tasks that include serial/lot tracking, multi-location inventory tracking, customer management, and EDI.
- **Nonprofit** — Run your organization more efficiently through advanced donor management and fund accounting. Track grants, program costs, and donor information.
- **Professional Services** — Strengthen management of your firm, including better control over client information, billing rates, project management, and customized invoicing.
- **Retail** — Increase the efficiency of your retail business and spend more time with your customers through better inventory management, support for your point of sale transactions, and improved e-commerce efforts.
- **Wholesale and Distribution** — Gain greater control over your business with tighter order and inventory tracking, automating route delivery, sales commission tracking, EDI, and more.

To find the software application that is right for your business, visit:
<http://marketplace.intuit.com/>

A

Frequently Asked Questions

How do I register my copy of Enterprise Solutions?

You can register online or by phone. Go to the **Help** menu and click **Register QuickBooks**.

How do I contact technical support?

Go to the QuickBooks Support Site at www.quickbooks.ca/support. Refer to [Technical Support on page 5](#).

How do I purchase additional user licenses?

You can add users to your QuickBooks Enterprise Solutions in two ways:

- Purchase additional copies of QuickBooks Enterprise Solutions in a store.
- Buy additional user licenses by phone or web.

To add a license by phone or web, go to the **Help** menu, click **Manage My License**, and then click **Buy additional user license**. Follow the onscreen instructions.

How do I move my company file from one computer to another?

To move company files from one computer to another, Intuit recommends that you use a portable company file. The portable company file does not simply copy the data for your company; it compresses the data into a smaller file.

◆ To move your company file:

- 1 Create a portable company file on the source computer:
 - a Go to the **File** menu and click **Save Copy or Backup**.
 - b Click **Portable company file** and then click **Next**.
 - c Select the drive (hard drive, CD, or ZIP disk) where you want to save the portable company file. You can use the same filename or enter a new name.
 - d Click **Save**.
- 2 Take the media containing your portable company file to the computer to which you want to move your company file.
- 3 Open the portable company file on the destination computer:
 - a Go to the **File** menu and click **Open or Restore Company**.
 - b Click **Restore a portable file** and click **Next**.
 - c Browse to select the portable company file you want to restore, click **Open**, and then click **Next**.
 - d Browse to select and change the location and file name of the company file that will be created and opened from the portable company file. If you select an existing company file, it will be overwritten with the data from the portable company file.
 - e Click **Save**.

How do I remove older or unneeded transactions from my data file?

You can use the **Clean Up Company Data** utility to remove transactions for which you no longer need to keep detailed records. You can choose to remove transactions as of a specific date (for example, all transactions date on or before 12/31/04). Optionally, you can choose to remove unused list items, such as obsolete customers and items.

Before removing the transactions, Enterprise Solutions creates an archive copy of your company file and enters general journal transactions that summarize the transactions being removed.

◆ **To remove older or unneeded transactions:**

- 1 Go to the **File** menu, click **Utilities**, and then click **Clean Up Company Data**.
- 2 Select one of the options:
 - ◆ To remove transactions as of a specific date, click **Remove transactions as of a specific date** and then select the date from the date box.
 - ◆ To remove all transactions in the file, click **Remove ALL transactions**.
- 3 Click **Next** and follow the onscreen instructions.

Note Cleaning up the data in the company file does not reduce the physical size of the company file.

How do I download and install an update or patch?

Periodically, Intuit provides updates to QuickBooks Enterprise Solutions that you can download from the Internet. These updates can include a maintenance release (also known as a patch), a new feature, a new service, or timely information that could be relevant to your business.

To download an update, go to the **Help** menu and click **Update QuickBooks**. Follow the onscreen instructions.

Note If you store your company file on a file server and also installed the Enterprise Solutions application on that server, you need to periodically run Enterprise Solutions on the server and apply patches and updates.

How do I back up or restore my company file?

Back up your company files daily. Backup copies are important insurance; if you should lose data for any reason, you can restore data from your backup copy. Enterprise Solutions enables you to back up and restore your data in a number of ways.

◆ **To backup a company file:**

- 1 Go to the **File** menu and click **Save Copy or Backup**.
- 2 Choose the backup option you want, click **Next**, and follow the onscreen instructions.

◆ **To restore a company file:**

- 1 Go to the **File** menu and click **Open or Restore Company**.
- 2 Choose the restore option you want, click **Next**, and follow the onscreen instructions.

To view detailed instructions for each backup and restore option, refer to the in-product Help.

What should I do if I forget my password?

QuickBooks 2004 and later releases support case-sensitive passwords. If you believe you are entering the correct password but still get the message `The password you typed is incorrect`, your password might include mixed-cased characters. Try the following solutions:

- Enter **Admin** and then click **OK** without typing a password.
- Enter your password with **Caps Lock** or **Num Lock** turned on or off.
- Enter variations of your password, using mixed upper- and lower-case characters.
- Enter the password with a space before or after the actual password.
- Enter the password in a text editor, such as WordPad or NotePad, to confirm that your keyboard is functioning properly.
- Restore a pre-update backup of your file that does not have the case-sensitive password. When you restore this file, you can set your new administrator password at the end of the update process.

How do I update my payroll to use the latest tax tables?

If you are a QuickBooks Payroll subscriber, you have two options for updating your tax tables:

- Go to the **Employees** menu, click **Get Payroll Updates**, and then click **Update**.
- Turn on the **Auto-update** preference. When a new tax table is available, it is downloaded automatically and you are prompted to install.

Payroll updates, which might include compliance enhancements and updated payroll tax forms as well as new tax tables, become available throughout the year. We recommend that you connect to the payroll service at least every 45 days to make sure you have the most current tax table available.

Important Make sure that you download and install the latest payroll update before you pay employees for the first time.

How do I add another company's EIN to existing Payroll subscription?

◆ **To add an EIN for another company:**

- 1 Go to the **File** menu and click **Open or Restore Company**. Click **Open a company file** and then click **Next**. Choose the company file you want to add and click **Open**.
- 2 Go to the **Employees** menu, click **Payroll Service Activities**, and then click **Use my existing Payroll subscription**. When asked if you want help setting up payroll, click **Yes**.
- 3 Click **Add To Subscription** and click **Next**.
- 4 Enter and confirm the new EIN to be associated with your existing subscription.
- 5 Click **Done**.

Enterprise Solutions updates your subscription in the new company file. You can run payroll immediately.

Note QuickBooks Standard and Enhanced payroll subscriptions can process payroll for up to three businesses (EINs) on the same payroll subscription. QuickBooks Enhanced Payroll for Accountants can process payroll for up to 50 EINs on the same payroll subscription.

B

Keyboard Shortcuts

Table 7 provides the keyboard shortcuts you can use to perform tasks quickly.

Keyboard Shortcuts	
General	Key
To start QuickBooks without a company file	Ctrl (while opening)
To suppress the desktop windows (in the Open Company window)	Alt (while opening)
Display product information about your software version	F2
Close active window	Esc or Ctrl + F4
Record (when black border is around OK, Save and Close, Save and New, or Record)	Enter
Record (always)	Ctrl + Enter
Dates	Key
Next day	+ (plus key)
Previous day	- (minus key)
Today	T
First day of the week	W
Last day of the week	K
First day of the month	M
Last day of the month	H
First day of the year	Y

Keyboard Shortcuts	
Last day of the year	R
Date calendar	Alt + (down arrow)
Editing	Key
Edit transaction selected in register or list	Ctrl + E
Delete character to right of insertion point	Del
Delete character to left of insertion point	Backspace
Delete line from detail area	Ctrl + Del
Insert line in detail area	Ctrl + Ins
Cut selected characters	Ctrl + X
Copy selected characters	Ctrl + C
Paste cut or copied characters	Ctrl + V
Increase check or other form number by one	+ (plus key)
Decrease check or other form number by one	- (minus key)
Undo changes made in field	Ctrl + Z
Help Window	Key
Display Help in context	F1
Go to next Help topic	Tab
Go to previous Help topic	Shift + Tab
Display selected topic	Enter
Activity	Key
Copy check transaction in register	Ctrl + O
Create invoice	Ctrl + I
Delete check, invoice, transaction, or item from list	Ctrl + D

Keyboard Shortcuts	
Find transaction	Ctrl + F
Go to register of transfer account	Ctrl + G
History of A/R or A/P transaction	Ctrl + H
Memorize transaction or report	Ctrl + M
New invoice, bill, check or list item in context	Ctrl + N
Open account list	Ctrl + A
Open Customer Center (Customers & Job list)	Ctrl + J
Open Help for active window	F1
Open list (for current drop-down menu)	Ctrl + L
Open memorized transaction list	Ctrl + T
Open split transaction window in register	Ctrl + R
Open transaction journal	Ctrl + Y
Paste copied transaction in register	Ctrl + V
Print	Ctrl + P
QuickReport on transaction or list item	Ctrl + Q
QuickZoom on report	Enter
Show list	Ctrl + S
Use list item	Ctrl + U
Write new check	Ctrl + W
Moving Around a Window	Key
Next field	Tab
Previous field	Shift + Tab
Beginning of current field	Home
End of current field	End

Keyboard Shortcuts	
Line below in detail area or on report	Down arrow
Line above in detail area or on report	Up arrow
Down one screen	Page Down
Up one screen	Page Up
Next word in field	Ctrl + right arrow
Previous word in field	Ctrl + left arrow
First item on list or previous month in register	Ctrl + Page Up
Last item on list or next month in register	Ctrl + Page Down
Close active window	Esc or Ctrl + F4

Table 7 Keyboard Shortcuts

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