Dear Test Candidate,

To help you prepare for the Intuit Certified QuickBooks User exam (Online Edition), you'll find the following in this PDF:

- Topic areas and objectives for the exam.
- Practice exercises.

We've assembled materials from the QuickBooks software to highlight a fewof the more challenging techniques covered on the exam. You can work through these technical guides with the provided images included in each exercise. Additionally, we've included the certification objectives so that you are aware of the elements that are covered on the exam.

These materials are meant to help you familiarize yourself with the areas of the exam, but it is not comprehensive across all the objectives.

Thank you, Certiport, Inc.





EXAM OBJECTIVES



1. QuickBooks setup and maintenance - 14%

- 1.1 What information QuickBooks does and does NOT require when creating a new QuickBooks account
- 1.2 What lists can be imported and the basic steps to do so (including what is NOT imported)
- 1.3 How to modify/change basic elements after setting up (e.g., accounts, company address, etc.)
- 1.4 How to setup users including a basic knowledge of the access rights available for different user types.
- 1.5 How to navigate or move around QuickBooks. A student should know:
 - 1.5.1 What info and functionality is found in the 3 key access points navigation bar, global create, and company settings
 - 1.5.2 What's located on the home page and how to control what is or isn't seen
 - 1.5.3 What each button (e.g., save, more, etc.) does on major forms (e.g. invoice, bill, etc.)

2. List management - 12%

- 2.1 The names of the major lists in QuickBooks and what type of information is tracked on each.
- 2.2 How to manage lists (Customers, Chart of Accounts, Products and Services, etc.). This includes:
 - 2.2.1 Who should appear on which names list (e.g. employees or customers) and how to handle situations where the same person/company should be on more than one list.
 - 2.2.2 Adding new list entries
 - 2.2.3 Removing list entries (including what QuickBooks does if an entry has a balance)
 - 2.2.4 Editing list entries
 - 2.2.5 Merging list entries (including the basic rules of what can and can't be merged)
- 2.3 Which names MUST appear on which forms (i.e. which names are required on specific transactions otherwise QuickBooks will NOT save the transaction)

3. Sales/money-in – 20%

- 3.1 How to set up a Product or Service
 - 3.1.1 How this set up allows QuickBooks to perform the appropriate accounting behind the scenes to correctly impact Financial Statements
- 3.2 How to set up Customers including how to specify when payment is due (terms) and track multiple projects/jobs for a single customer (sub-customers)
- 3.3 How to record sales/revenue. This includes:
 - 3.3.1 Knowing the advantages of using built in sales forms (e.g., invoice) over other methods (e.g. Bank Deposit or Journal Entry)
 - 3.3.2 Completing the Invoicing (A/R) and Sales Receipt (no A/R) workflow from sale to bank deposit. A student should know the differences between these methods and when to use each.
 - 3.3.3 How QuickBooks impacts and uses the Undeposited Funds, Accounts Receivable, and the bank accounts in the invoicing cycle.
 - 3.3.4 How to invoice for billable expenses (includes how to turn this feature on and record expenses to begin the process)
 - 3.3.5 How and why to record a customer credit
- 3.4 How and why to use Estimates, Delayed Charges, and Credit Memos. The student should understand how these transactions affect customer balances.



EXAM OBJECTIVES



4. Purchases/money-out - 18%

- 4.1 How to set up a Product or Service to be used on purchase Forms and when this is appropriate
 - 4.1.1 How this set up allows QuickBooks to perform the appropriate accounting behind the scenes to correctly impact Financial Statements
- 4.2 How to set up Vendors
- 4.3 When to use the following transactions/workflows. This includes knowing the steps to record them in QuickBooks when the company does NOT have connected bank accounts (online banking). And how each affects the Vendor's Balance
 - 4.3.1 Purchase Orders
 - 4.3.2 Entering and paying bills (A/P)
 - 4.3.3 Recording Checks (handwritten or printed)
 - 4.3.4 Recording Credit and Debit Card transactions
 - 4.3.5 Recording EFT's, online payments, wire transfers, etc.
 - 4.3.6 Vendor Credits
- 4.4 When and how to void vs. delete a check
- 4.5 How to use the Vendor page and reports to identify how much your company owes, and when payment is due.

Basic Accounting - 10%

- 5.1 What the basic financial statements are and have a basic understanding of their sections and what they mean.
- 5.2 The difference between cash and accrual reports
- 5.3 How and why to set a closing date
- 5.4 How to enter a Journal Entry if asked to do so by an accountant (students do not need to understand how to determine which accounts to debit or credit)
- 5.5 How to use the Audit Log to determine changes made by specific users.

6. Reports – 8%

- 6.1 How to customize a report and run customized reports later
- 6.2 How to set up QuickBooks to automatically email reports
- 6.3 How and why to collapse and expand reports
- 6.4 How and why to export reports to Excel and any limitations on exporting the report back into QuickBooksHow and why to record a customer credit

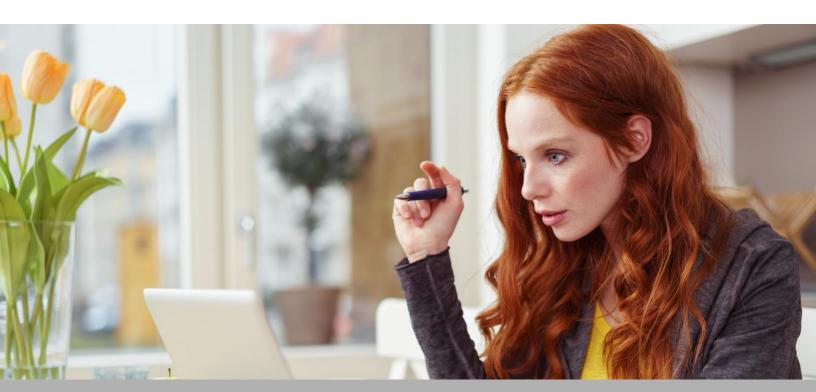


EXAM OBJECTIVES



7. Customization/saving time - 18%

- 7.1 How to set up QuickBooks to track income and expenses for multiple locations, or to separate transactions by class (e.g., department, profit center, etc.)
- 7.2 How to create custom fields on invoices.
- 7.3 How and why to make transactions recurring, including which transactions can be made recurring.
- 7.4 Which forms can be customized and the steps to customize a sales form.
- 7.5 How to use a keyboard shortcut to find a list of keyboard shortcuts.
- 7.6 The time saving benefits of using QuickBooks online. These include:
 - 7.6.1 Using QuickBooks on phones and tablets (IOS and Android). Students just need to be familiar with basic functionality and understand that QuickBooks mobile can use a mobile device's camera, phone, and GPS to save time.
 - 7.6.2 Connecting Apps to expand what QuickBooks does. Students should know where to find apps and know that apps expand what QuickBooks does and automatically synch data with QuickBooks.
 - 7.6.3 The ability to have users/employees with different operating systems (e.g. Mac vs. P.C.) and web browsers (e.g. Chrome vs. Safari) still access the same data.
 - 7.6.4 Not needing to backup, and no IT issues (e.g. reinstalling software in cases of crashes or new computer purchases) usually associated with desktop software





This section of the study guide will provide guidance to complete key QuickBooks exercises that could be included on the certification exam. It will cover the following QuickBooks exercises:

- 1. How to track Accounts Payable
- 2. How to merge (combine) entries on a list
- 3. How to use Class tracking (only available in QBO Plus)
- 4. How to use invoice and receive payment from a customer
- 5. How to set a closing date and password





HOW TO TRACK ACCOUNTS PAYABLE



There are two ways to handle bills from vendors/suppliers who give you some time before you have to pay. The method you use depends on whetheror not you want to track Accounts Payable (how much you owe vendors/suppliers). To track Accounts Payable in QuickBooks, you enter the bill before paying the vendor. By tracking Accounts Payable, you always know how much you owe vendors/suppliers, and you can ensure that expenses are recorded in the correct accounting period.

Many smaller businesses don't bother with tracking Accounts Payable. In other words, they skip the step of entering the bill, and simply record the bill payment as a check or expense. Although this method has fewer steps, QuickBooks can't warn you about duplicate bills or provide reports about how much you owe.

STEPS IF YOU DO NOT USE ACCOUNTS PAYABLE

Use "Check" for checks OR

Use "Expense" for credit card, debit card, PayPal, cash, or other forms of payment.

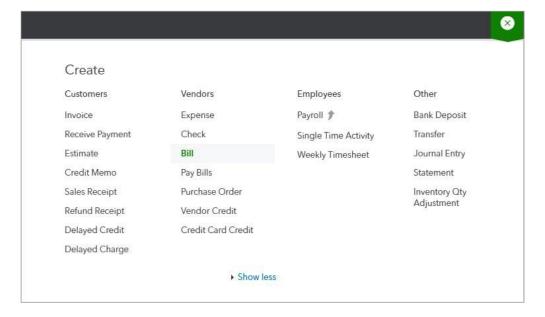
The steps for this method are no different than entering regular checks and expenses. You see these in alater exercise.

STEPS IF YOU USE ACCOUNTS PAYABLE

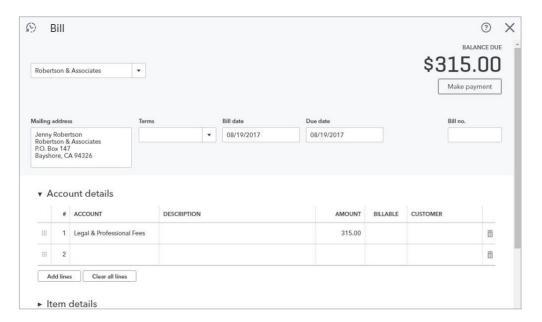
Enter Bill > Pay Bill (regardless of how you pay the bill: check, credit card, debit card, PayPal, cash, other)

ENTER BILL

- 1. Click the + sign.
- 2. Select Bill.



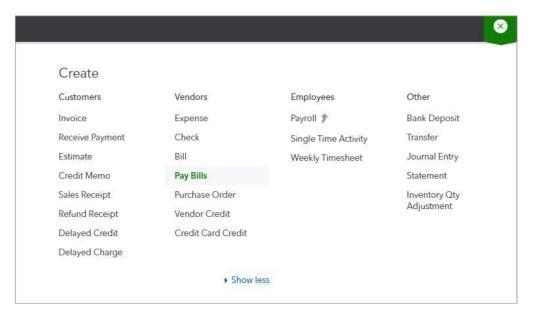
- 3. Enter the appropriate information on the bill. It's helpful to remember that you should always capture at least 4 pieces of information on **EVERY** transaction:
- Who? A vendor for expenses, customers on sales, and employees on paychecks
- When? The date of the transaction
- What? An expense account or inventory item for an expense, check, or bill. The
 product or service you sold on invoices and sales receipts And...
- How much? The amount of the transaction



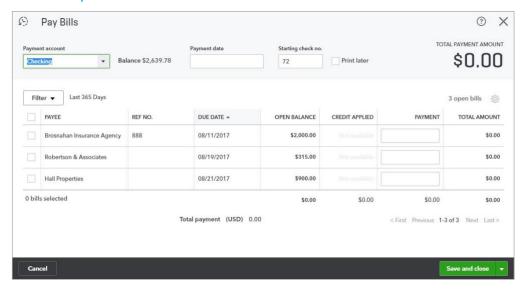
4. Click Save and close.

PAY BILLS

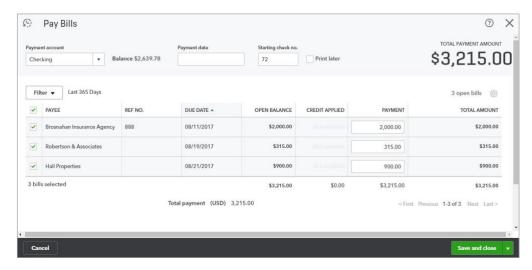
- 1. Click the + sign.
- 2. Select Pay Bills.



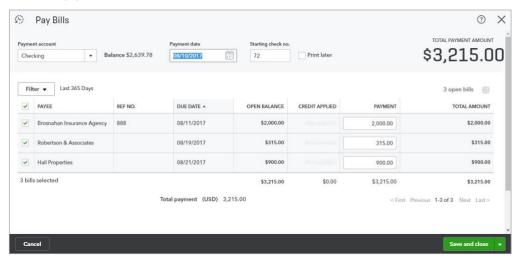
3. Select the Payment account.



4. Select the bills to pay.



5. Enter the payment date.

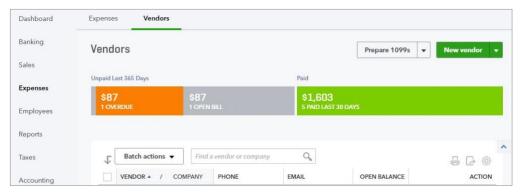


6. Click Save and print or Save and close.

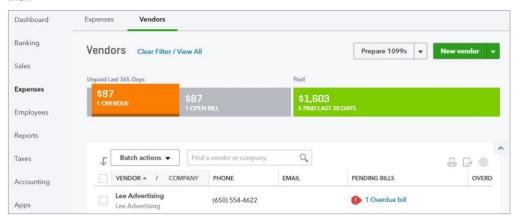
MANAGE ACCOUNTS PAYABLE (WHAT YOU OWE)

Companies or individuals you purchase goods or services from are called vendors/suppliers. If you need to enter a bill, or track purchases by vendor, they must be set up as a vendor/supplier. The Vendors/ Suppliers list stores vendor/supplier information and makes it easy to filter to see all vendors/suppliers, overdue bills, etc

1. Click the Vendors/Suppliers tab.

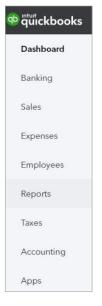


2. Click the **Overdue** filter on the top money bar to see any vendor/supplier that you have a past duebalance with.



REVIEW THE A/P AGING SUMMARY

13. Click the Reports tab.



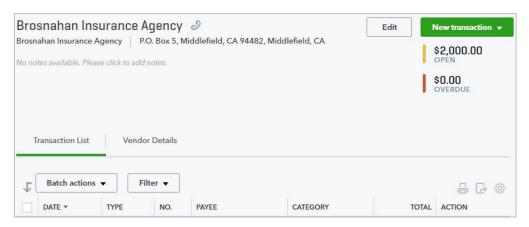
- 14. Enter A/P Aging Summary in the search field.
- 15. Click the Q icon.

VENDOR/SUPPLIER CREDIT

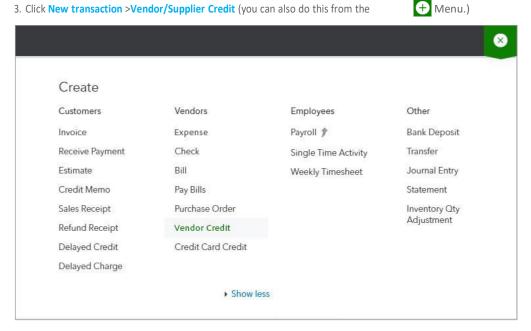
Why would a vendor/supplier issue a credit memo? Maybe they sent you a bill and over-charged for freight. Or, a vendor/supplier ships some inventory and you discover that some of it is damaged. So, youreturn it and receive a "credit memo". Remember, vendor/supplier credit memos reduce what you owe the vendor/supplier. What should you do with a vendor credit? It depends. If you don't owe them any money, you can keepthe credit to use later or request a refund. But if you do owe them money (i.e. there's an open bill for that vendor/supplier), you can apply it to unpaid bills. In this exercise you record a credit memo and apply it to a bill.

ENTER A CREDIT MEMO

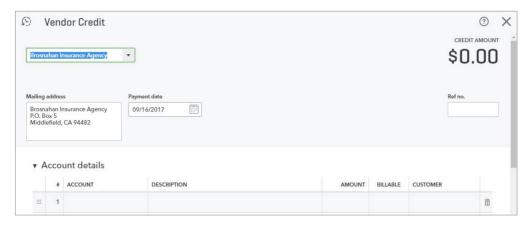
- 1. To begin, click the Expenses tab and select Vendors/Suppliers at the top. Then click the vendor/supplier who gave you the credit (this step isn't necessary, but it helps to see the effect of a Credit).
- 2. Note that in this example the vendor has a balance of \$2000. Suppose you received a credit for overpaying your insurance by \$1000.



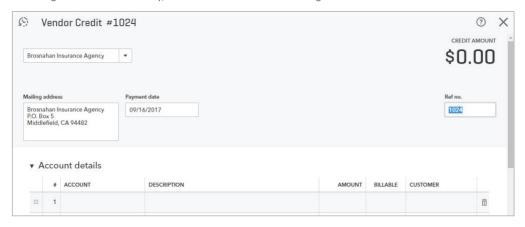
3. Click New transaction > Vendor/Supplier Credit (you can also do this from the



4. Select the vendor/supplier from the drop down list.

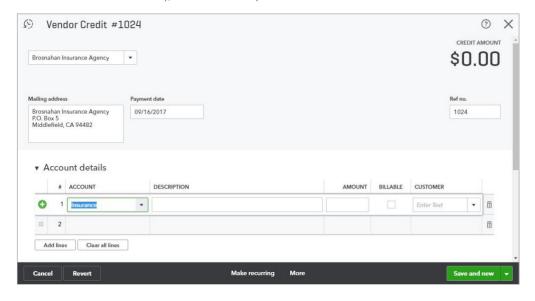


5. Enter a Ref number. This is a number that both you and the vendor/supplier can refer to when discussing this credit. Traditionally, the credit number includes the original bill number.

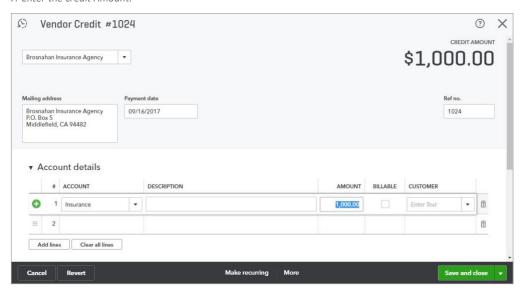


6. Next, click the drop-down list and select the Account for which you are receiving a credit. This is usually the same Account you used on the original bill.

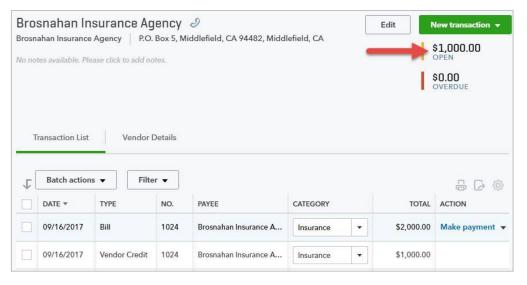
NOTE: If the credit is for inventory, enter the inventory items below Item Details.



7. Enter the credit Amount.



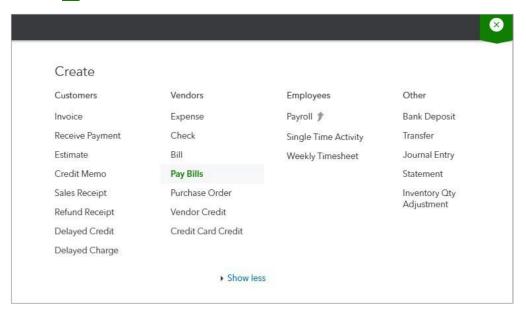
- 8. Click Save and close.
- 9. Notice that the Open Balance for the vendor decreases by the amount of the credit.



In the next exercise, you apply the credit against bills you owe the vendor/supplier.

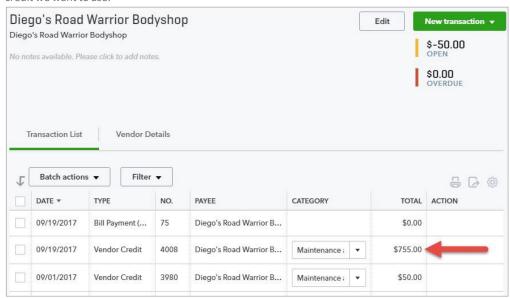
APPLY A CREDIT MEMO

1. Click the sign and select Pay Bills.



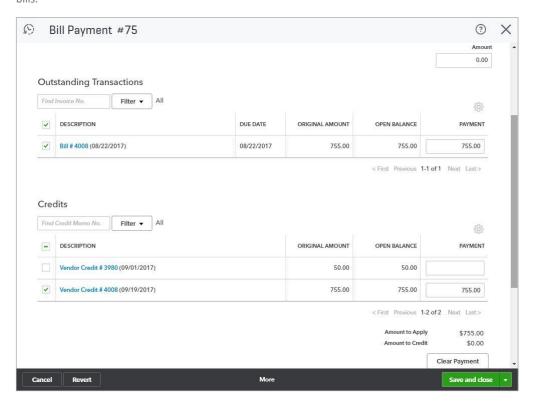
Use this window to apply vendor/supplier credits. In this example, the process is easy because there isonly 1 bill and 1 credit. What happens if you have multiple bills and/or multiple credits?

2. To demonstrate this scenario, we have another vendor/supplier with multiple credits. Suppose THIS is the credit we want to use.



3. From the Transaction List, click the **bill payment**.

Scroll down and select the other credit. In this case, the credit is for the same amount. If it weren't, thenthe amount of the bill payment would change. Use the bill payment form to select which credits to apply to which bills.



14. Click Save and close.

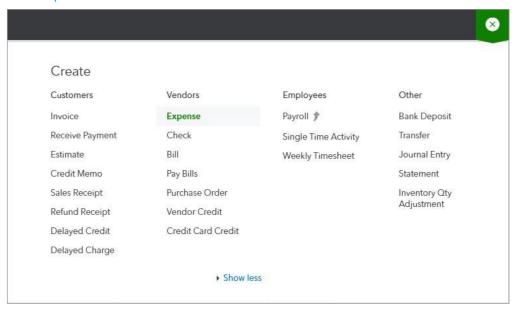
CREATE AN EXPENSE

There are so many ways to pay for things: EFTs (Electronic Fund Transfers) checks, credit cards, debit cards, and more. How do you enter these in QuickBooks? The choice is simple. IF you wrote or printed acheck, use the check form. For EVERYTHING else, use the Expense form.

NOTE: If you connect a bank account, you don't have to worry about entering the non-check transactions yourself. QuickBooks downloads them automatically, and when you approve them they areadded as expenses.

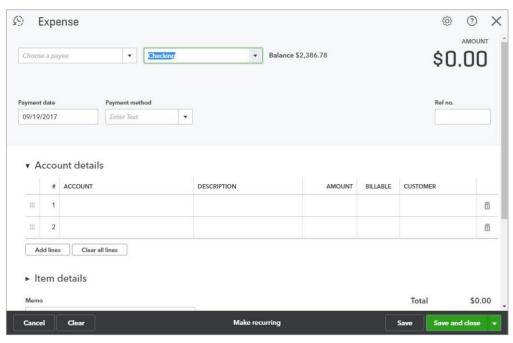
Remember to use the Expense form for any payment form OTHER than check (Debit or Credit card, EFT, wire transfer, etc.)

- 1. Click the + sign.
- 2. Select Expense.

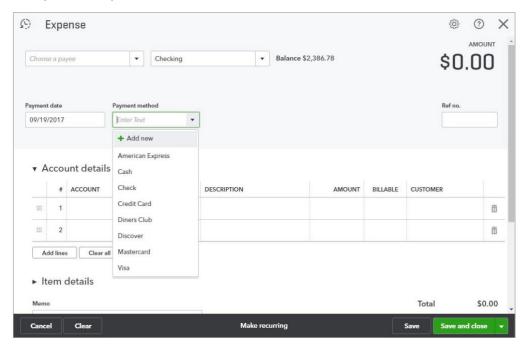


3. Select the appropriate payment account. This is where the funds to make the purchase are coming from. For debit cards and online transfers from your bank, use the appropriate bank account. For creditcards, setup and use the appropriate credit card.

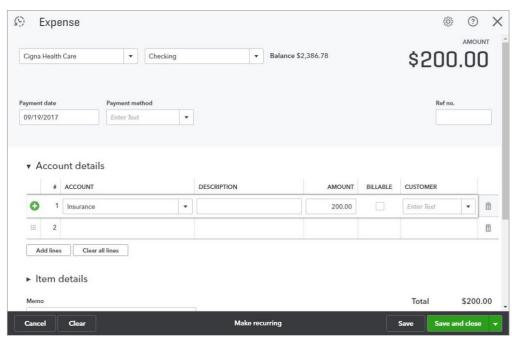
NOTE: If you select a credit card, QuickBooks INCREASES how much you owe that credit card. If youselect a bank account, QuickBooks DECREASES how much you have available in that account.



4. Select the Payment method. This isn't really necessary for a Credit Card, because there is only 1 formof payment - "Credit Card" or "MasterCard". However, if you're paying for this expense from your bank account, the payment method might be Debit Card, ACH, Wire Transfer, and so on. You can Add New payment methods directly from the drop down list.



- 5. Enter appropriate information in the Expense form. It's helpful to remember that you should always capture at least 4 pieces of information on EVERY transaction:
- Who? A vendor for expenses, customers on sales, and employees on paychecks
- When? The date of the transaction
- What? What did you buy for an expense. On invoices use a product or service. And...
- How much? The amount of the transaction



6. Click Save and new if you want to enter more expenses. Or if this is the last one, click the drop-downarrow and select **Save and close**.

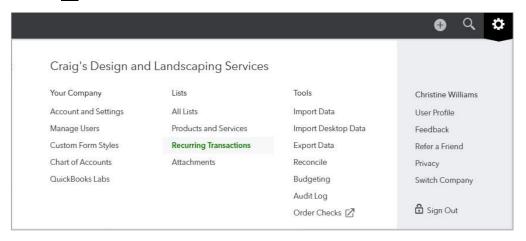
AUTOMATING DATA ENTRY - RECURRING TRANSACTIONS

Most businesses have to repeatedly enter the same transaction periodically. For example, you have to create the same check for rent to the landlord every month. Or if you're a landlord or membershiporganization, you have to create the same invoice to send to your renters or members every month.

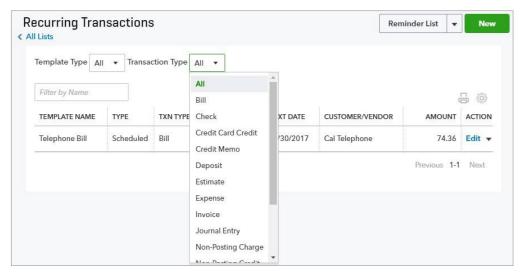
In both cases, the name (who), amount (how much), and account/category (what) doesn't change. Thedate (when) is the only change and it's based on a specific frequency (e.g. weekly, monthly, etc.). Don't waste your time entering these transactions yourself. Let QuickBooks do the work for you by setting up Recurring Transactions. In this example, we'll automate a rent check that we have to print every month.

WHAT TRANSACTIONS CAN YOU MAKE RECURRING?

1. Click the icon and select Recurring Transactions.

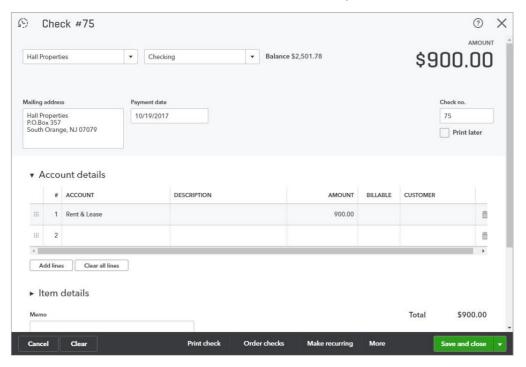


2. Click the Transaction Type drop down list.

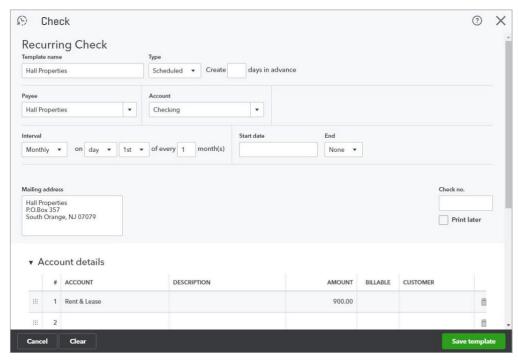


CREATE A RECURRING TRANSACTION

3. Create a new transaction and add information that will be the same every time.



- 4. Click Make recurring.
- 5. Enter the appropriate information for the recurring transaction.



6. Click Save template.





HOW TO MERGE (COMBINE) ENTRIES ON A LIST

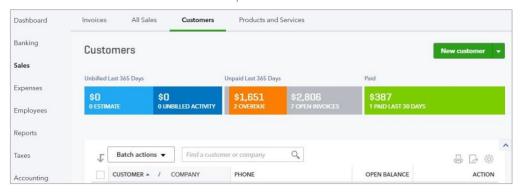


You'll probably come across this real-world scenario. Someone accidentally enters the same "thing" (name, account, etc.) on a list by accident. Thisoften happens because they misspell the entry. Now you have a problem. The list contains duplicate entries for the same thing.

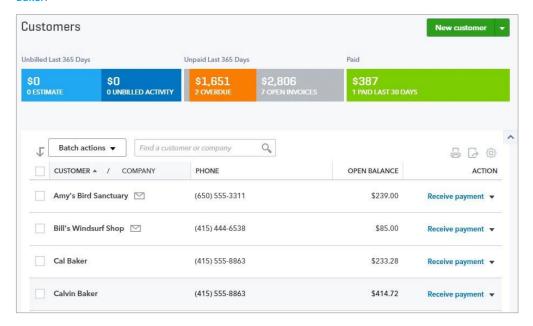
In this example, we had a customer named "Calvin Baker" but someone else entered an invoice to "Cal Baker". They should have used Calvin Baker. Note: If the wrong name was only used on 1 transaction, you could edit the transaction (invoice in this case) and change the name. But what if there are 100's of transactions associated with the "wrong" name? Merging solves this problem.

In this example, we want to merge "Cal Baker" and all the associated transactions with Calvin Baker. Let's merge these 2 names (note: this techniqueworks on other lists too).

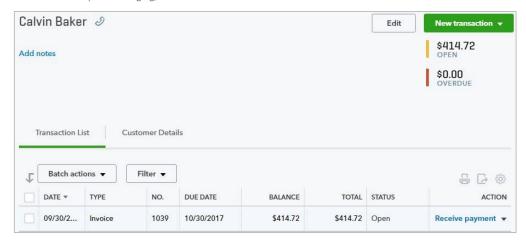
1. Click the Sales tab and select Customers at the top.



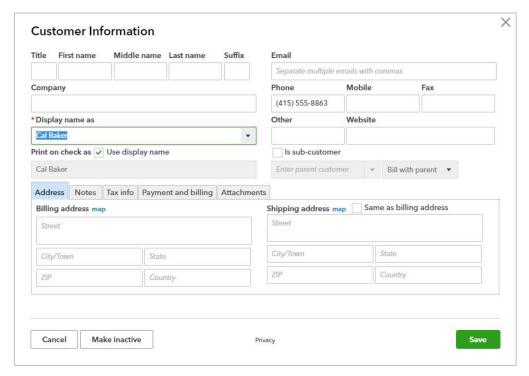
2. Since there are two individual customer records for the same customer you'll need to merge them. On the Customers list click the name that you are going to merge (i.e. the one you're removing), in this case, **Calvin Baker**.



3. To make sure our fix works, note that Calvin Baker owes us \$414.72 for this invoice number 1039. When we've completed merging, this invoice should be under Cal Baker.



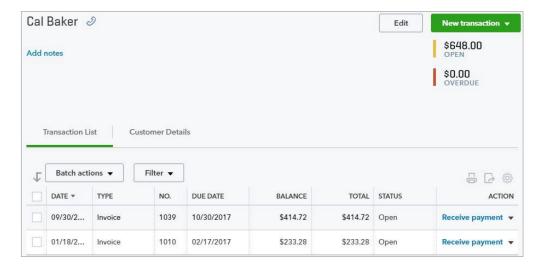
- 4. Click Edit.
- 5. In the Display name as field enter the name you are merging this customer's record with, Cal Baker.



- 6. Click Save.
- 7. Click Yes when asked to confirm that you are merging the two customer records.



8. Click on the entry you merged the other one into. Here is invoice number 1039 for \$414.72.





HOW TO USE CLASS TRACKING (only available in QBO Plus)



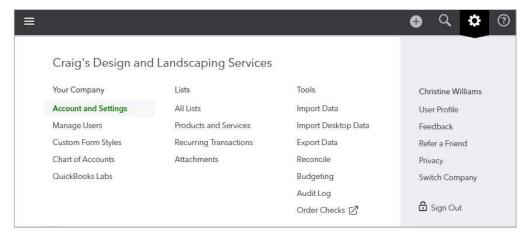
Some businesses need to track the sales and expenses for one part of their business separately from another part of their business. Sales minus expenses represents profit. That's why these "parts" of a business are often called "Profit Centers".

For example, a store with 2 locations wants to track the sales and expenses (profit) of each location separately. Or a bakery that has a retail shop and a catering division wants to track the sales and expenses (profit) of each division separately. QuickBooks provides 2 ways to do this. If you need to track different locations, use **Locations**. And if you need to track another type of profit center, use **Classes**.

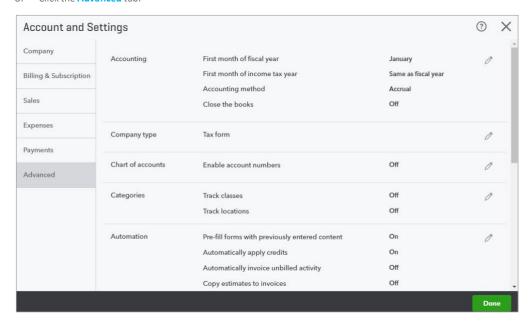
A good way to understand how location and class tracking works is to think of them as a way to "tag" sales and expenses with a specific profit center(you can even split a transaction and tag it with 2 or more classes/locations - for example, if you make one purchase for office supplies that are distributed to the different profit centers).

In this example, our landscaping company needs to track two profit centers separately: Maintenance (mowing, etc.) and Construction (installingfountains and fireplaces). The goal is to tag transactions appropriately so you can quickly see how profitable each profit center is.

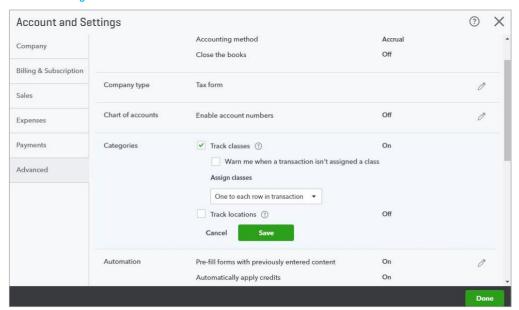
- 1. Click the 🔅 icon to open the Company menu.
- 2. Click Account and Settings.



3. Click the Advanced tab.



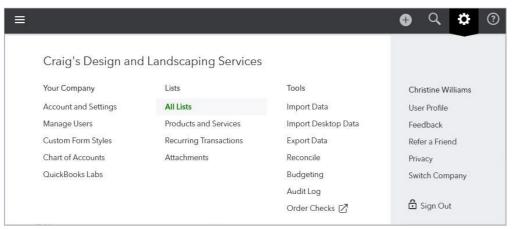
4. In the Categories section turn on Track classes.

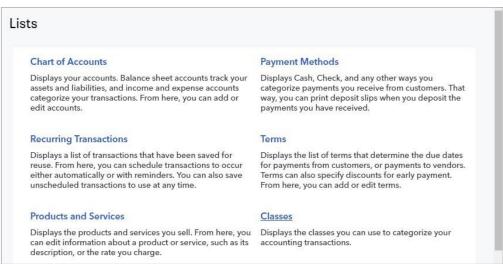


5. Click Save and Done.

ADD CLASSES

- 1. Click the 🐯 icon.
- 2. Under Lists click All Lists, and select Classes.

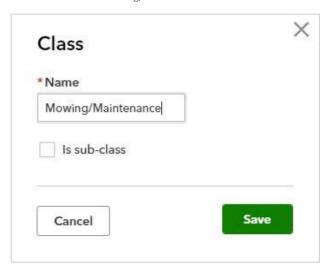




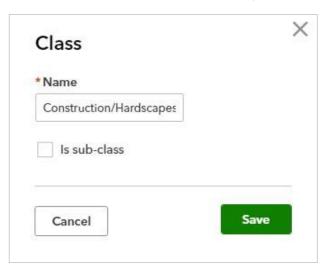
3. Click New.



4. Name the class Mowing/Maintenance and click Save.

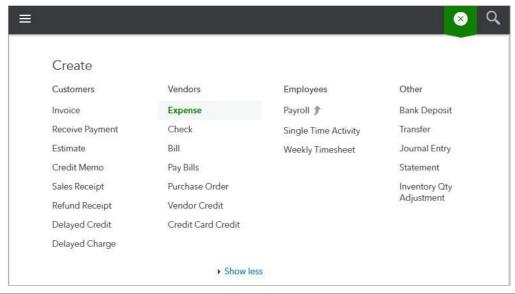


5. Create a second class named Construction/Hardscapes and click Save.

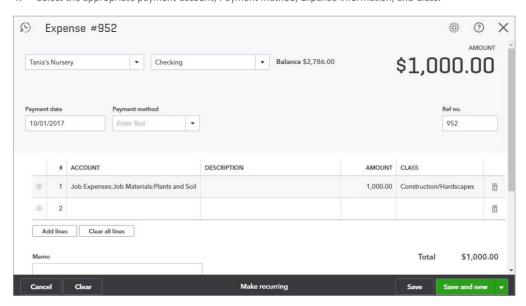


ASSIGN CLASSES TO AN EXPENSE TRANSACTION

- 1. Click the + sign.
- 2. Select **Expense**.



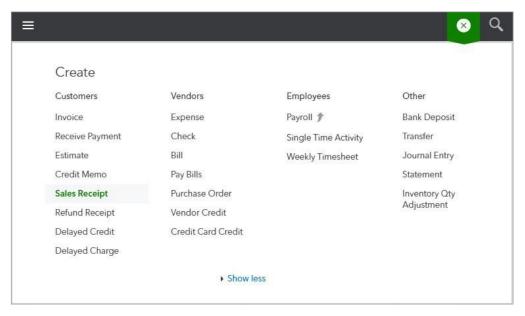
- 3. Enter the date as the first of next month.
- 4. Select the appropriate payment account, Payment method, Expense information, and Class.



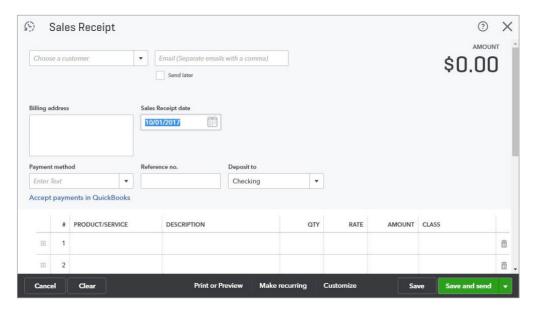
5. Click the Save and new drop-down arrow and select Save and close.

ASSIGN CLASSES TO A SALES RECEIPT TRANSACTION

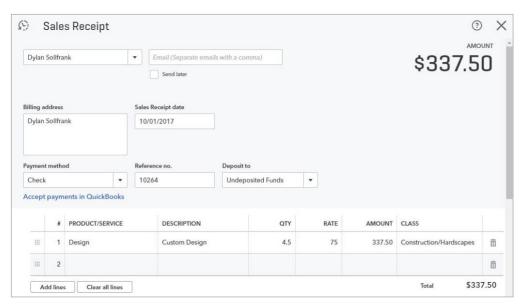
- 6. Click the + sign.
- Because the customer paid at the time of the sale, you don't need to create an invoice.
 Instead create a Sales Receipt.



8. Enter the date as the first of next month.



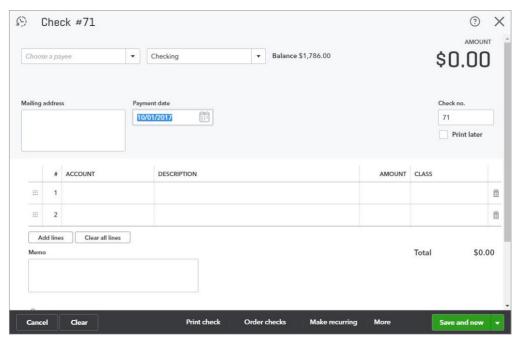
9. Select the appropriate payment account, Payment method, Expense information, and Class.



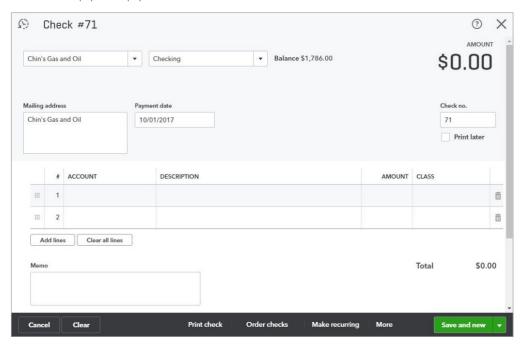
10. Select Save and close.

ASSIGN CLASSES TO A CHECK TRANSACTION

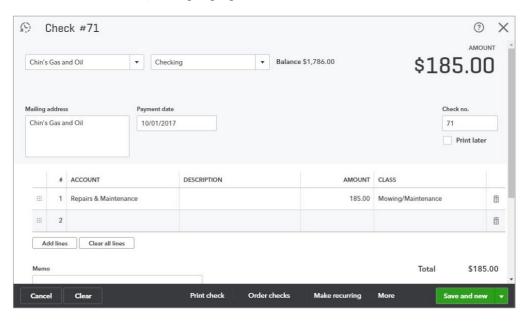
- 11. Click the 😝 sign.
- 12. Select **Check**. Enter the date as the first of next month.



13. Enter the payee and payment account.



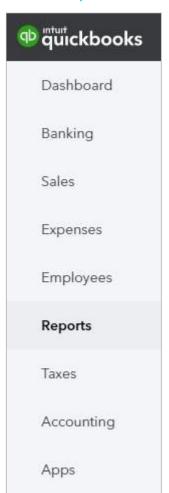
14. Select the account details, including assigning a Class.



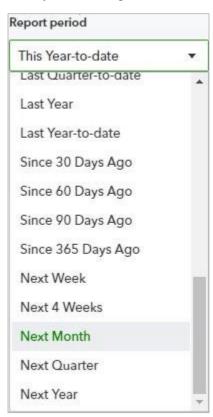
15. Select Save and close.

RUN A REPORT BASED ON CLASSES

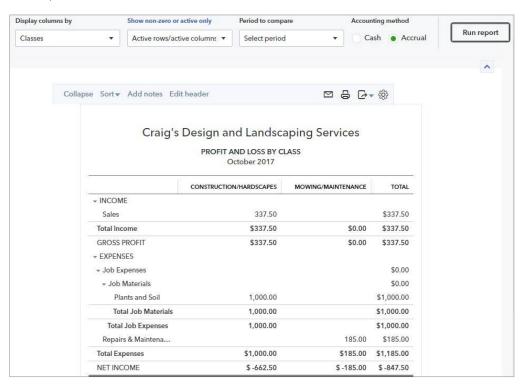
16. Click the **Reports** tab.



- 17. Search for Profit and Loss by Class.
- 18. Click the Q icon.
- 19. Adjust the date range to reflect **Next Month**.



20. The first two columns show information from the Mowing/Maintenance and Construction/ Hardscapes classes.



NOTE: Any transactions entered within the report's date range not categorized by class will appear in aNot Specified column.



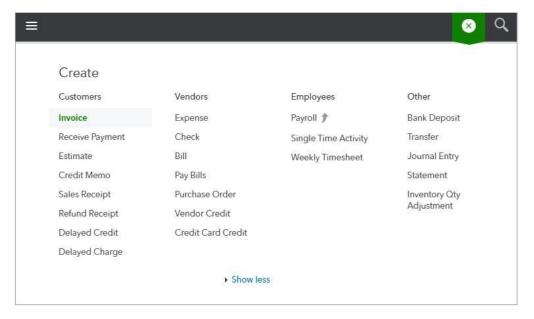
HOW TO USE INVOICE AND RECEIVE PAYMENT FROM A CUSTOMER



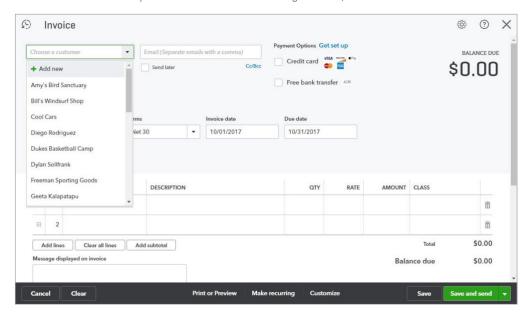
If you deliver goods or provide services before the customer pays, record the sale with an invoice. Invoices record an increase in sales income and Accounts Receivable, which tracks how much customers owe you. The invoice date reflects the sale date, and the due date tells the customer when payment is due. QuickBooks will automatically calculate the due date for you based on the terms you enter. What are terms? These tell your customerhow long they have to pay.

CREATE AND SEND AN INVOICE

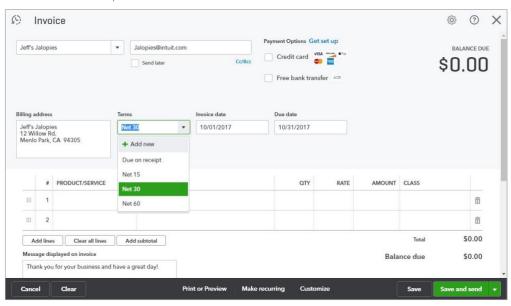
- 1. Click the 🔅 sign.
- Select Invoice.



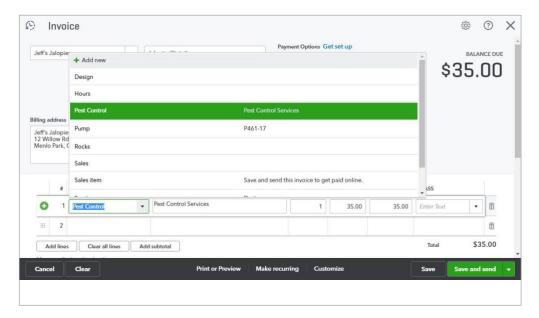
3. Click the **Customer** drop-down arrow and select an existing customer, or add a new one.



4. Click the **Terms** drop down to select when the invoice is due.



5. Click the **Product/Service** drop-down arrow to select an existing service. You can also add a new one if necessary. Note: Each product or service "points" to an income account that tells QuickBooksto increase that income account each time you sell that product/service.



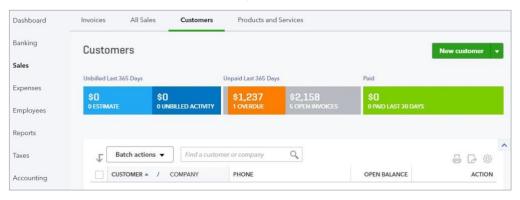
6. Click **Print or Preview** to view what the invoice you print or send will look like. You can print theinvoice directly from this window.



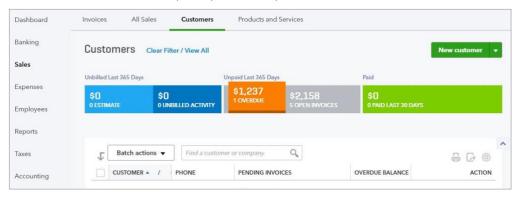
7. To email the invoice, click **Save and send** and follow the steps.

SEE A LIST OF OVERDUE CUSTOMERS

1. Click the **Sales** tab and select **Customers** at the top.

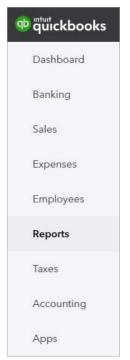


2. Click the Overdue filter on the top money bar to see any customers with an overdue balance.

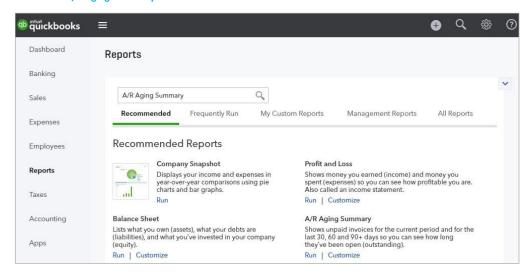


REVIEW THE ACCOUNTS RECEIVABLE (A/R)AGING SUMMARY REPORT

3. Click the **Reports** tab.



4. Enter A/R Aging Summary in the search field.



5. This report displays how much of each customer's balance is current (i.e. not overdue) versus overdue.

RECEIVE AND DEPOSIT INVOICE PAYMENTS(USING UNDEPOSITED FUNDS)

Use the Receive Payment form to record customer payments against invoices. However, to record the deposit correctly you must answer 1 question.

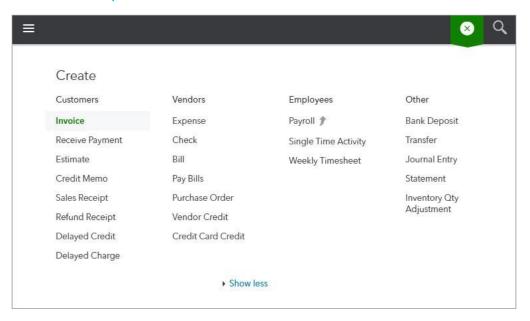
Does this customer payment amount match the actual deposit you made at the bank? If you only deposited that 1 customer payment, the answer is YES and you can record that the customer payment was deposited into the bank account.

However, in many cases the answer is **NO**. Why? Because most businesses deposit multiple customer payments together. That customer payment is part of a bigger deposit that includes other customer payments. For example, if you receive 3 checks for \$100 each, and make one deposit at the end of the day for \$300, you should **NOT record that each customer payment was deposited into the bank account.** If you do, your QuickBooks records will show 3 deposits of \$100 each, and the bank will show 1deposit for \$300. You won't be able to reconcile your bank account, and when the bank downloads the deposit of \$300, it won't "match" the 3 deposits of \$100 each.

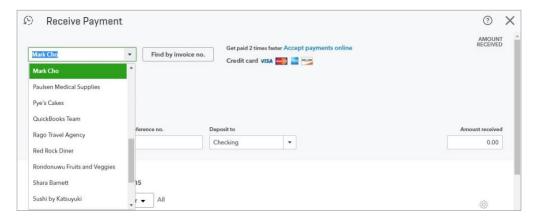
To solve this issue, deposit each payment to "Undeposited Funds" first, and then deposit the combined amount from Undeposited Funds into the bank account. You learn how in the next steps.

RECEIVE INVOICE PAYMENT

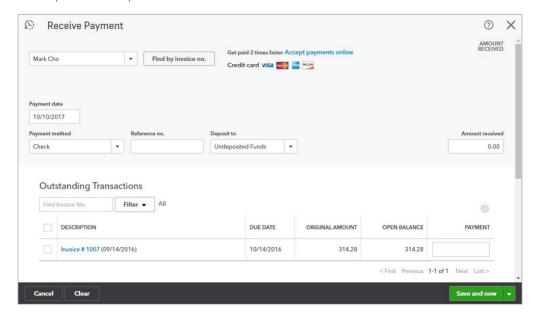
- 1. Click the + sign.
- 2. Select Receive Payment.



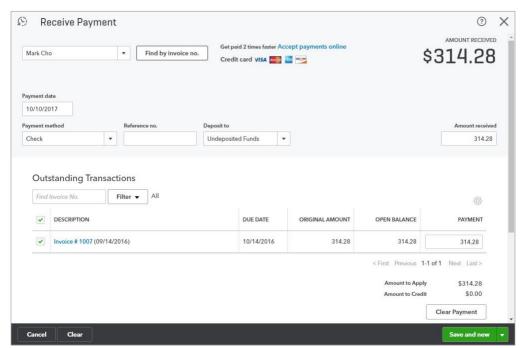
3. Select the **customer**.



4. Enter the remaining information. Receive the payment ten days after the invoice date. Deposit it to Undeposited Funds.

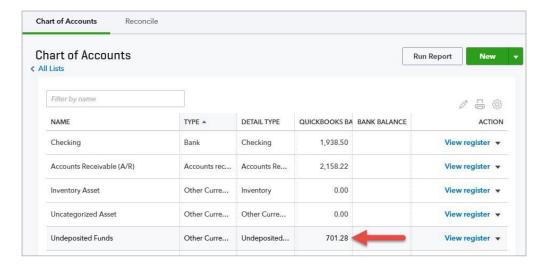


5. Select the Outstanding Transaction(s).



- 6. Enter a Memo. (Optional)
- 7. Click the Save and close.

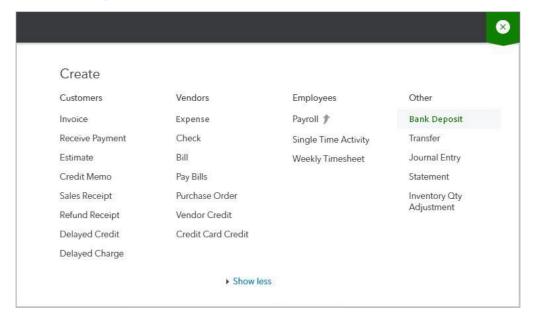
You can see the Undeposited Funds account on the Chart of Accounts. In this case, the balance is \$701.28 which represents 2 payments. The \$314.28 payment we just received, and a payment of \$387that we received earlier.



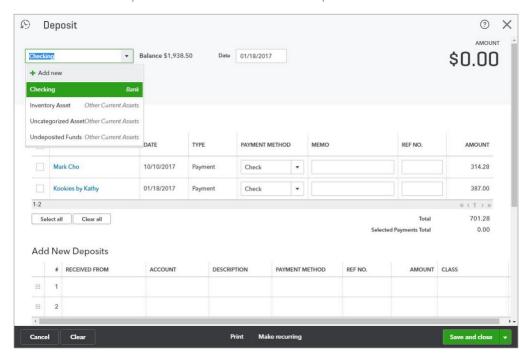
Now we'll deposit this amount to the checking account which currently has a balance of \$1,938.50.

RECORD DEPOSIT

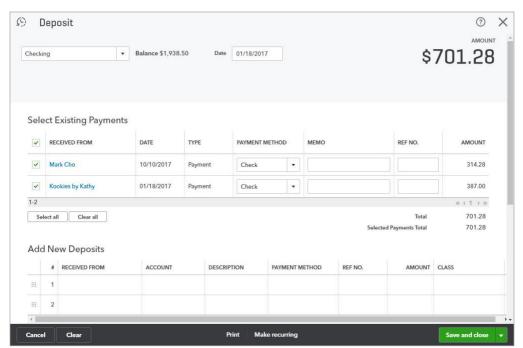
- 1. Click the sign. Say you received other checks as well today, and you need to deposit theseat the
- 2. Select Bank Deposit.



3. Click the Account drop-down arrow and select the account to deposit to.

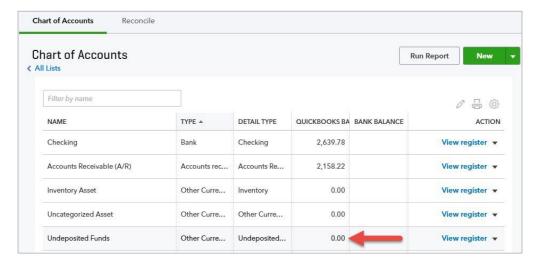


4. Select the payments to deposit.



- 5. Enter a Memo. (Optional)
- 6. Click Save and close.

Now Undeposited Funds is zero and the checking account reflects the deposit. When you reconcile your bank account, your QuickBooks records will match the bank's records exactly.



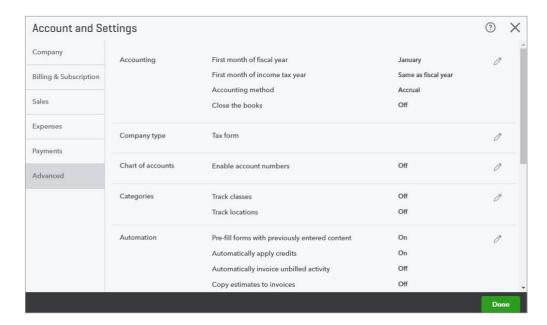


HOW TO SET A CLOSING DATE AND PASSWORD



The Closing Date in QuickBooks essentially "locks" QuickBooks on a certain date to avoid anyone modifying transactions (adding, editing, deleting) dated before that day. This is an important step to close prior accounting periods. If anyone wants/needs to modify a transaction prior to the closing date, they must know the closing date password (if you've set one).

- 1. Click the icon and select Account and Settings.
- 2. Click the **Advanced** tab on the list to the left.



- 3. Click in the **Accounting** section.
- 4. Check the box next to Close the books.
- 5. Enter the Closing date.
- 6. Click the drop-down arrow and select the appropriate option.



7. Enter the password in the Password and Confirm Password fields. (Optional)



8. Click Save and Done.