QuickBooks | Getting Started Guide

Installation

Setup

Essential Tasks

Payroll

QuickBooks Support Telephone Number: _____

My QuickBooks License Key: _____

My QuickBooks Customer Number: _____

My Installation Key Code: _____

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Welcome to QuickBooks

Ease-of-use is central to the QuickBooks approach to business accounting. Whether you are a new-to-the-world start up, or an established enterprise showing solid growth, you can rely on QuickBooks to help make the financial aspects simpler and less time consuming.

Use this *Getting Started Guide* to get up and running as fast as possible in QuickBooks. In this guide, you'll learn

• How to install QuickBooks and set up your company file
• Important QuickBooks terms and concepts
• How to get around QuickBooks
• Where to look for help when you have questions
• How to perform some essential tasks
• How to set up QuickBooks to automatically track VAT
• How to set up payroll in QuickBooks

Note: *Since this guide covers multiple editions of QuickBooks, the name "QuickBooks" is used to refer to any of these editions.*

Once you understand the basic concepts of QuickBooks, use the *QuickBooks User Guide* to get more comprehensive instructions on using your software. You can find the User Guide by going to the Help menu and selecting QuickBooks Guides, then User Guide.

How to Use This Guide

Use this quick reference to find the information you want.

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2 | Installing and Setting Up QuickBooks

Installing and Setting Up QuickBooks

This chapter describes how to install and set up your new software.

Hardware and Software Requirements

Before installing your software, it is necessary to ensure that your hardware and software meets the requirements for QuickBooks'. (Hardware refers to your computer equipment and software refers to computer programmes.)

Computer equipment

Minimum requirements
• IBM compatible 200 MHz Pentium computer
• 64 MB of RAM

Recommended requirements
• IBM compatible 350 MHz Pentium II computer
• 96 MB of RAM

What's the difference between the minimum and recommended requirements?
Technically, QuickBooks will run on the minimum computer requirements. It may not be as fast as you would like, but if you don't have much other software on your computer, QuickBooks may work just fine.

Another consideration when looking at computer requirements is the amount of data you are going to be entering into QuickBooks. For example, if you write an average of 50 invoices and 30 cheques a day, have many employees, or a large list of stock items, QuickBooks will probably not operate as quickly as you would like with the minimum computer requirements. If this is the case, your computer should meet the recommended requirements. Using QuickBooks on the recommended computer ensures that your software will run at optimal levels.

Disk space requirements

• QuickBooks Regular: 350 MB of free disk space
• QuickBooks Pro: 350 MB of free disk space
• QuickBooks Accountant: 400 MB of free disk space
• 70 MB for Microsoft Internet Explorer 6.0, provided on QuickBooks CD
• 9 MB for Timer (available for QuickBooks Pro and Accountant)

Additional hardware and software

• Windows 98 (SE), Me, 2000, or XP operating system
• 2x CD-ROM drive
• 256-color SVGA monitor with a resolution of 800 x 600 (using Small Fonts in your Windows Control Panel Display settings)
• A sound card if you want to use the sound features

Integration/compatibility requirements

QuickBooks is compatible with the following products, which are each sold separately.

- If you plan to use features that integrate with Microsoft® Word or Microsoft Excel (such as Write Letters or exporting reports), you need Microsoft® Word 97, 2000, 2002, or 2003 or Microsoft® Excel 97, 2000, 2002, or 2003. (More RAM enhances the use of these features.)
- If you want to synchronise with contact management software, you need either:
  - Microsoft® Outlook 97, 98, 2000, or 2002
    or
  - Symantec ACT! version 3.08, 4.02, or Interact 2000
- Compatible with Customer Manager
- Business Planner functionality requires Adobe Acrobat 5.0 or 6.0
- Payroll and online features/services require Internet access with at least a 56 Kbps connection speed

Multi-user installation requirements

QuickBooks Pro and Accountant allow you to have up to five users access QuickBooks files on a network at the same time.

In a multi-user environment, each user must:

- Install the same version year and maintenance release of QuickBooks on his or her computer. For example, all users must have QuickBooks 2006, and the same maintenance release or update (if one has been sent out) installed on his or her computer.
- Have a valid installation key code for each computer you want to install QuickBooks on. For example, if you want three people to have access to QuickBooks at the same time, you must purchase three copies of QuickBooks. The one exception to this is if you purchase a 5-User Pack. With a 5-User Pack, each user is given the same installation key code.
- Have read/write access and create/delete rights to the directory where the company file is stored.
- Ensure that all the computers you want to use in a multi-user environment are networked properly. (Refer to the documentation that came with your networking product.)

Note: *The number of users who can access the company file at the same time is not necessarily equal to the number of licences you purchase. For example, if you purchase a 5-User Pack and an additional licence for a sixth person in your office, only 5 of the 6 users can access the company file at the same time.*

Installing from a server

If your QuickBooks CD is mounted on a server or a shared CD-ROM drive, you can install from the CD to your own computer, but you cannot install from the CD to a remote computer.

Choose a location for your company file that all computers that need to use QuickBooks can access. You might want to put the company file on the computer of the person who most frequently uses QuickBooks. This enables that person to have the fastest access to the company file.

Improving performance in multi-user mode

To improve QuickBooks performance in multi-user mode, consider these tips:

- Store company files on the fastest or most powerful computer, preferably a dedicated server.
- Run reports during off hours.
- Refresh reports only when you're ready to use or print them.
- Avoid keeping unnecessary QuickBooks windows or other applications open.
- Keep your company file size as small as possible. For example, you could minimise the number of items in lists, delete unused accounts, and periodically condense your company file.

For peer-to-peer network users

To run QuickBooks in a peer-to-peer network environment, you must have Windows 98 (SE), 2000, Me or XP.
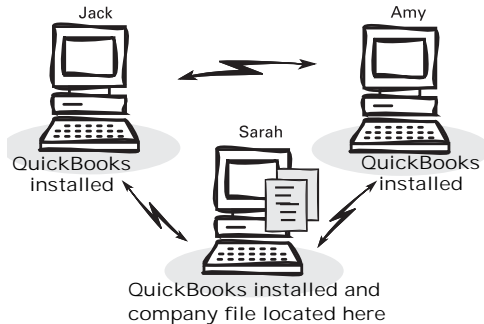
In a peer-to-peer network, each computer has its own copy of QuickBooks installed; however, the QuickBooks company file is located on only one computer, which must be left on.

Peer-to-peer networks do not use a dedicated file server, so a single, dedicated machine is not required for computers to share files. Thus, all the networked computers have the option to share their resources.

Jack

Amy

Sarah

QuickBooks installed

QuickBooks installed

QuickBooks installed and company file located here

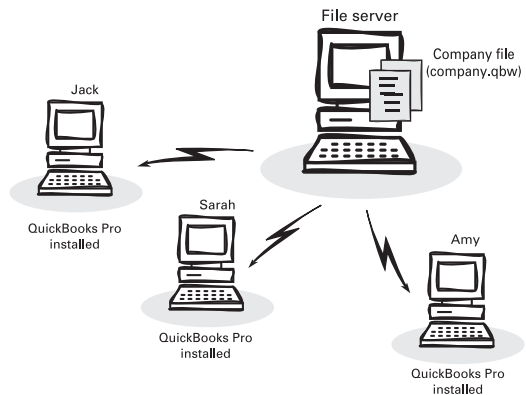*Note:* *Windows XP users must have at least Standard user rights, and Windows 2000 users must have Power Users Group rights in order to write to the registry keys and be able to run QuickBooks.*

For client-server network users

To run QuickBooks in a client-server network environment, you must have Windows 2000 Server or Windows Server 2003.

Client-server networks are networks in which at least one computer is dedicated to sharing files, printers, or other resources. This computer is usually not used by individuals to do their daily work.

For example, there might be three computers for three individual users and one file server. In a client-server network, you will most likely put the company file on the server in a location accessible by all computers that need to use QuickBooks. Because all three users use QuickBooks, they each need to have their own copy of QuickBooks installed. The file server, however, does not need to have QuickBooks installed on it.

File server

Company file (company.qbw)

Jack

QuickBooks Pro installed

Sarah

QuickBooks Pro installed

Amy

QuickBooks Pro installed

Installing QuickBooks

> **Tip** After you have installed QuickBooks, write down your installation key code in the space provided on the inside of the front cover. You will need your key code if you have to re-install.

To install QuickBooks:

1 Shut down all running programs, including virus protection programs.

2 Insert the QuickBooks CD in your computer's CD-ROM drive. The Installation Wizard prompts you to install QuickBooks. Click Yes.

> **Note:** *If the installer does not start automatically, click Start in the Windows taskbar, then choose Run. Type D:\setup.exe (where "D" is the CD-ROM drive letter). Click OK.*

3 Type in your installation key code, and click Next.

Where can I find my installation key code? Each copy of QuickBooks has a unique key code number which is needed to install the software. The location of your key code depends on how you purchased QuickBooks. Refer to the table below to locate the code.

If you purchased QuickBooks...	the installation key code is located...
in a retail store	on the Installation CD
by calling Intuit directly	on the invoice, in an e-mail (if you provided one to the sales person), and is given over the phone
from our Web site	on the receipt that came with your software

4 Follow the on-screen instructions to complete the installation.

Once QuickBooks is installed, you can start QuickBooks by double-clicking the QuickBooks icon on the desktop, or by choosing QuickBooks from the Programs group on the Windows Start menu.

What do I do if I'm upgrading?

If you are upgrading from QuickBooks 2004 or later, you don't need to do anything more. You are ready to use your new software.

If you are upgrading from QuickBooks 2003 or earlier, you must update your company file after installing QuickBooks 2006. For instructions on how to update your company file, refer to the in-product help. In the Follow-Me Help, go to the Find window and search for "Updating Company Files".

Setting up a multi-user environment

To set up a multi-user environment and add new users:

❶ Make sure you have your computers properly networked. Refer to your networking software documentation for instructions.

❷ Install QuickBooks on each computer, as described in "Installing QuickBooks". You must use the same version of QuickBooks on each computer that you want to use in your multi-user environment.

❸ Get your QuickBooks Administrator to add and set up each user. The Administrator defines which features each user can access.

    a. From the Company menu, choose Set Up Users.
    b. Click Add User.
    c. Assign a user name and case-sensitive password and click Next.
    d. Follow the on-screen instructions to define the access permissions for the user.

❹ Activate each copy of QuickBooks, as described in "Activating QuickBooks" on page 18.

As your business grows, you might need to add more computers to your network. For each new computer, you will need to install and activate a new copy of QuickBooks.

Why are passwords important?

Passwords limit access to your company file. To open a password-protected file, each person must enter his or her user name and a unique secret password. Defining users and passwords help prevent unwanted people from accessing your company's confidential data.

By default, QuickBooks creates an Administrator user with no password that has full access to the company file. If you do not want others to also have full access to your company file, you should assign a password to the Administrator user and create other users with specific access permissions. By defining users and their access rights, you not only control who can open your company file, but also what data they can view and tasks they can perform.

Updating your copy of QuickBooks

From time to time, Intuit provides updates to QuickBooks that can be downloaded from the Internet. These updates might include new features, services, maintenance fixes, or new help information. You can choose to update QuickBooks automatically or manually.

For complete instructions on updating your software, refer to the in-product Help. Go the Find window and search for "Updating QuickBooks".

Troubleshooting

What should I do if I have trouble installing QuickBooks?

1. Verify that your system meets the minimum requirements listed on page 4.
2. Restart your computer.
3. Close all open programs, including virus protection programs:
   - In Windows 98, press CTRL+ALT+DELETE to display the Close Program window. Close all programs except Explorer and Systray. If a program will not close or prompts you to reboot the computer, leave it open.
   - In Windows 2000 or XP, select the Applications tab from the Task Manager (Task List) and close all open programs.
4. Try installing QuickBooks again.

If you need further installation assistance, contact our Customer Services team at **0845 606 2161**, Monday to Friday, (9 a.m. – 5:30 p.m.), or if outside the UK, **+44 870 609 0601**.

What should I do if I have trouble activating QuickBooks?

1. Make sure that you activate your software with a company file open.
2. Check that your computer's system date is set properly. If the date is set too far ahead, QuickBooks may think that your licence is expired.
   - To change your computer date in Windows, double-click the time that is displayed on your Windows Task Bar.
3. Ensure the person who is activating QuickBooks has Administrator rights in Windows, or is a user that has full-access rights.

If you need further installation assistance, contact our Customer Services team at **0845 606 2161**, Monday to Friday, (9 a.m. – 5:30 p.m.), or if outside the UK, **+44 870 609 0601**.

What should I do if I can't find my installation key code (IKC)?

You can find your installation key code either with one of the sources listed in the table on page 7 or within the software itself if you have installed it. Follow the steps below to find your IKC in the software.

1. Start QuickBooks 2006.
2. From the Help menu, choose My Licence Information. Write down your Installation Key numbers on the inside of the front cover of this guide to keep for future reference.

If you are still unable to locate your installation key code, you can call **0845 606 2161**, or if outside the UK, **+44 870 609 0601**. We may be able to provide you with a replacement key code but proof of purchase is required. If you cannot provide proof of purchase or have misplaced your IKC, a fee may be charged for a replacement IKC.

Did You Know?

Using multiple company files

If you have more than one company file (i.e., you are tracking two different businesses in QuickBooks), you should keep those company files in the same directory. That way, when you update QuickBooks (via a software update for example), you will need to download the update files only once.

Product Information Window

The Product Information window lists information about your software such as the number of entries you have in your lists, the size of your company file, which version of QuickBooks you are running, and the location of your company file. You can open the Product Information window by pressing the CTRL and 1 keys, or pressing the F2 button.

Using a Dell computer?

When installing an update to a Dell computer, you may get a message to shut down QuickBooks and try again. This is because Dell computers have a support process running in the background and it is interfering with the QuickBooks update agent. For more information on this, visit our support site (see below), and search for "support.exe".

Troubleshoot error messages

If you receive an error message during installation and rebooting your system does not resolve the problem, you can search for the error message on the QuickBooks support site at: exceed.quickbooks.co.uk

Did You Know?

Why doesn't my old administrator password work after I upgrade?

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

- Attempt to log in by entering the login name of 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.
- Type the password in a text editor such as Microsoft® Word 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.

If you are still unable to access your file, you can call **0845 606 2161**, or if outside the UK, **+44 870 609 0601**. A fee may be charged for this service depending on the support options of your service plan.

Can I install different versions of QuickBooks on the same computer?

Yes. You can install multiple versions of QuickBooks (for example QuickBooks 2005 and QuickBooks 2006) on the same computer. However, you cannot run two instances of QuickBooks from the same version at the same time.

Can I revert to an earlier version of QuickBooks?

Yes. Uninstall the version of QuickBooks that you don't want, and then reinstall the earlier version of QuickBooks. However, it is important to note that QuickBooks is not backwards compatible. That means that the software cannot open company files that have been converted to or were created with a later version. For example, a company file that was created in version 2006, cannot be opened in version 2005. Therefore, if you plan to revert to an earlier version of QuickBooks, make sure you have a recent backup of your company file that was created with the same version you want to revert to.

Can I install QuickBooks (single-user version) on more than one computer?

You can install QuickBooks (single-user version) on the computers used by a single individual. For example, if you bought one copy of QuickBooks for your office, you can install it on your home PC or laptop as well. This does not violate the software licence agreement as long as you are the only person using QuickBooks on both computers. However, if multiple users will be accessing QuickBooks on multiple computers, then you (or your company) must purchase an additional licenced copy for each user.

Importing/Exporting Information into QuickBooks

You can use the Import feature in QuickBooks to import information such as account details, a list of the items or products that you sell, and a list of your customers and suppliers. (Only list information is imported, and not transactions.) This could potentially save you a huge amount of time when setting up your company especially if you were using a spreadsheet program such as Microsoft® Excel.

To be able to import data, you must format the information in an .IIF file. This is basically a special text file that is formatted so QuickBooks can understand its contents. QuickBooks Pro and Accountant can also import data from Microsoft® Excel.

For complete instructions on importing information into QuickBooks, call us at **0845 606 2161** (if within the UK), or **+44 870 609 0601** (if outside the UK). Take advantage of the 30 days of free support from the time you activate your software.

QuickBooks backup file

The QuickBooks backup file is a compressed version of your QuickBooks company file that contains all transactions up to the date the company backup was made. QuickBooks backups have a .QBB extension and cannot be opened directly. Backups must be restored, using the Restore function located under the File menu.

To learn more about backing up your company file, refer to the in-product Help. In the Follow-me Help, go to Find window and search for "backing up your data". For information on Follow-me Help, refer to "Using Follow-Me Help" on page 23.

Troubleshooting conversion errors

If you receive an error message during installation and rebooting your system does not resolve the problem, you can search for the error message on the QuickBooks support site at: exceed.quickbooks.co.uk

Setting Up Your Company in QuickBooks

The first thing you need to do in QuickBooks is set up a *company file* for your business. Setting up your company file properly is the most important thing you can do to help yourself manage your business efficiently and with confidence.

The setup process is easy. Depending on the complexity of your business, setting up your company file can take anywhere from a few minutes to a few hours. The amount of time varies based on how much detail you add about your accounts, customers, suppliers, employees, products, and services, as well as the number of *historical transactions* you want to enter.

When you set up your company file, QuickBooks will prompt you for a number of details about your company. Before you begin the setup process, gather the information shown in the Getting Started Checklist below.

Getting Started Checklist	
Company name and address	You'll need both the trading and legal name for your company. The legal company name is the name you use when filing the taxes for your business. The trading company name is the name that you want to appear on invoices, statements, reports, etc.
Start Date	QuickBooks uses a start date as the point at which you begin entering your business transactions. You must enter all historical transactions between your start date and today to ensure complete accounting records for your business. The start date is the first day *AFTER* which you have gathered all your information. For example, if your year end if 31st March 2005, your QuickBooks start date is 1 April 2005. You need all the information up to and including the 31st March 2005.
VAT Registration No.	A VAT registration number that is issued to you by the HM Revenue & Customs once you register for VAT.
VAT Information	You need to know the VAT scheme you are registered for: either the Accruals (Standard) VAT scheme or Cash VAT Accounting scheme. Check with your accountant if you are not sure. You will also need opening balance figures including amount of VAT owed to HMRC.
PAYE Tax Reference No.	If you have employees to pay, you need to register with the HM Revenue & Customs (previously called Inland Revenue) and obtain a tax reference number. This number can be found on the yellow payslip booklets (P30BC) issued by HMRC.

Getting Started Checklist (Continued)	
PAYE Liability	If you are operating payroll, you need to know how much PAYE income tax and National Insurance (NI) contributions you owe to HMRC as of your start date.
Bank Statements, Credit Card Accounts, and Outstanding Cheques	You need to have your latest bank statement balances and information about any outstanding cheques, deposits, withdrawals, or charges to all of the accounts you want to set up and manage in QuickBooks, including credit cards, bank accounts, and loans.
Assets and Liabilities	You will need the balance of each loan your business owes (liabilities) such as a bank loan, hire purchase, or director's loan; or is owed (*assets*). If you have stock, you need to know its value as of your start date.
Fixed Assets	If your business has fixed assets such as office equipment, plant equipment, vehicles etc., you need to know the total 'net book value' (NBV) of each type of asset. This is either stated on your last set of accounts or you can obtain it from your accountant.
Optional Information	Eventually, you will need to enter detailed information about your customers, suppliers, and employees, as well as the products and services you sell, the products that you hold in stock, and any additional current assets.

Set up your company file

After you have gathered the company information listed in the Getting Started Checklist, you can set up your business in QuickBooks using the EasyStep Interview. The EasyStep Interview walks you through the setup procedure and helps you tailor QuickBooks for your business.

The setup interview is divided into six sections. After you have completed these sections, QuickBooks has all the basic information it needs to set up your company file.

You can leave the EasyStep Interview at any time and QuickBooks will remember where you left off. To return to the EasyStep Interview, go to the File menu and choose EasyStep Interview.

Company file

The company file is the data file that QuickBooks uses to store and manage all the information and financial transactions for your business. QuickBooks company files have the extension .QBW.

Historical transactions

A list of all business transactions that happened before your start date. In QuickBooks, you can have many different lists of historical transactions, including:

- Invoices
- Customer payments
- Deposits
- Credit Notes
- Sales Receipts
- Bills
- Payments to suppliers
- Credits with suppliers
- Item receipts
- Journal entries
- Purchase orders

Assets

Company assets are the things that your company owns. QuickBooks distinguishes between two types of assets:

Current assets: assets that you are likely to convert to cash within one year (such as the cash you have on hand, the money in your current and deposit bank accounts, and the money your customers owe you).

Fixed assets: assets that you do not expect to convert to cash within one year. A fixed asset is usually something you use to run your business (such as company vehicles, machinery, and computers).

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Setting up your company file using the EasyStep Interview

To set up your company file:

1 Start QuickBooks by double-clicking the QuickBooks icon on the desktop, or by choosing QuickBooks from the Programs group on the Windows Start menu.

2 Click "Create a new company", or from the File menu choose New Company.

3 The Welcome screen for the EasyStep Interview is displayed. Follow the on-screen instructions and complete the interview.

Tip Complete the sections in the General tab before completing the sections in the other tabs. QuickBooks won't know enough about your company to ask the rest of the Interview questions unless you fill in your basic company information first. Furthermore, Intuit recommends that you do not skip the interview process. The more information you enter with the EasyStep Interview, the more accurate your company file will be when you begin to use QuickBooks for your business. If you need to leave the interview and come back later, you can choose EasyStep Interview from the File menu to return to the interview.

Tip If you use Microsoft Outlook or Symantec ACT!, you can import your existing customer and supplier information into QuickBooks instead of entering it manually. Refer to the QuickBooks in-product Help for instructions on how to prepare your customer and supplier data file for importing into QuickBooks. When you are ready to import your customers, refer to the instructions on page 17.

Completing your company set up

This section describes some additional tasks you might need to do as you begin using QuickBooks.

Note: *Depending on how much information you entered during the EasyStep Interview, some of these tasks might not apply to you.*

Determine your start date

Do this task if you did not enter a start date during the EasyStep Interview.

You need to set a start date before you begin using your company file in QuickBooks. QuickBooks uses a start date as the point at which you begin entering your business transactions. You must enter all transactions between your start date and today to ensure complete and accurate accounting records for your business.

Many business owners base their accounting records on their financial year so that they can see transactions for the entire year. If this is not important to you, you can choose a different starting point, such as today or the first of the month, quarter, or year.

To enter a start date, create a balance sheet account (described on page 35) and enter the opening balance as of a specific date.

Enter your company information

Do this task if you did not enter this information in the EasyStep Interview.

To enter the contact and legal information for your company, choose Company Information from the Company menu. To learn more about each of the fields and where the information you enter will be used in QuickBooks, click the Help button.

Create (fine tune) your accounts

When you complete the EasyStep Interview or select a preset chart of accounts, QuickBooks creates a chart of accounts for you. Review the chart of accounts to be sure it accurately reflects the accounts you need to run your business. You can change account names and edit, delete, or add accounts as necessary.

To view your chart of accounts, from the Lists menu, choose Chart of Accounts.

Complete your customer, supplier, and items lists

In order to bill customers and pay your bills with QuickBooks, you must update your customer, supplier, and item lists so that it accurately reflects your business. Instructions for setting up your customers, suppliers and items are provided in Chapter 4.

You can choose to enter this information all at once, or you can enter it as you work, using the Quick Add feature, described on page 29.

Enter historical transactions

If your start date is before today's date, you'll need to enter past transactions from the start date to today. This ensures that your QuickBooks records will be completely up-to-date and reports will be accurate.

Enter historical transactions in chronological order. For example, QuickBooks won't know how to credit a customer payment unless you've previously recorded the invoice to that customer.

Note: *Entering historical transactions is especially important if customers don't pay you at the time they receive goods or services. If you don't enter historical transactions early on, it's hard to track and collect late customer payments.*

Intuit recommends that you enter your transactions in this order:

- Invoices or statements you've sent out since your start date
- Purchase orders you've issued since your start date that you haven't received in full
- Cash or cheques you've received since your start date
- Bills you've received since your start date
- Bills you've paid since your start date
- Deposits you've made to any of your accounts since your start date
- Any other cheques you've written (for things other than bills) since your start date

Note: *If you don't have time to enter all your historical transactions right away, don't worry. You don't need to enter all your past transactions before you start using QuickBooks for new transactions. Enter new transactions as they occur, then catch up with historical transactions when you can. Remember, though, that your account balances will be incorrect (and your reports may be wrong) until you enter all the past transactions.*

Complete your bank account information

After you've entered your historical transactions, your account registers will contain entries reflecting bills you've paid, cheques you've written, and deposits you've received. To make your account registers complete, you must also enter these transactions:

- Cheques or other charges that happened before your start date but didn't appear on statements before your start date (i.e., have not cleared the bank account)
- Other cheques you wrote after your start date that were not for bills or accounts payable (for example, credit card payments)
- Deposits you made after your start date that were not customer deposits
- Deposits you made before your start date, but which didn't appear on statements before your start date
- Bank charges and fees
- Interest paid on your account

Refer to the in-product Help for step-by-step instructions on how to enter these transactions to make your account registers accurate.

Synchronising with Microsoft Outlook or Symantec ACT!

If you use ACT! 3.08, 4.02 or Interact ACT! 2000 or Microsoft Outlook 97, 98, 2000, 2002, or 2003 you can synchronise your contact manager with QuickBooks and transfer all your customer and supplier information (including address and phone) to QuickBooks.

Note: *Intuit recommends synchronising your customer and supplier information before you enter any customers or suppliers manually.*

To synchronise your customer and/or supplier information:

1 From the Company menu, choose Synchronise Contacts.

Note: *If you are synchronising for the first time, we recommend that you back up both the data in your contact manager and your QuickBooks company file before you synchronise.*

2 Follow the onscreen instructions. You might be asked to resolve conflicts between your QuickBooks and contact manager data, assign uncategorised names to QuickBooks lists, or create alternative entries for duplicate names. If you need assistance with any of these tasks, click Help.

3 When the Confirm Changes screen appears, review the list of changes and click Accept to apply the changes.

Enter any optional adjustments

After you've created your company file, you might need to make a few adjustments as of your start date. You might need to:
• Enter any VAT liability you owe that was not part of the historical transactions that you entered
• Adjust the Uncategorised Income and Uncategorised Expense accounts (for accrual basis only)
• Adjust for current income and expenses if your start date is not at the beginning of the financial year
• Distribute earnings and equity before your start date

Refer to the in-product Help for step-by-step instructions on how to enter these optional adjustments.

If you are unsure whether you need to enter these optional adjustments, check with your accountant.

Activating QuickBooks

The second time you open QuickBooks, you will be asked to activate your software. Activation is a process that validates you as a licenced user of QuickBooks. It also entitles you to online benefits and helps to prevent unauthorised copying of your software.

You have up to six uses before you have to activate QuickBooks. After your sixth use, the activation wizard chooses a method by which it wants you to activate (Internet or phone).

- **If activating by the Internet**, simply follow the instructions in the wizard (ensure you are connected to the Internet before you begin activation).

- **If activating by phone**, our support staff will help you activate. You can call our activation line at **0845 606 2161** (within the UK) or **+44 870 609 0601** (outside the UK); Monday to Friday from 9 a.m. to 5:30 p.m.

Note: *If you're using several copies of QuickBooks, you must activate each copy separately.*

To activate QuickBooks:

1 From the File menu, select Activate QuickBooks.

2 Click Next to start the activation process, and follow the on-screen instructions.

During activation, your licence information (licence key) is sent to Intuit. After we verify your licence key, QuickBooks is activated and available for your use.

Note: *Activation does not collect, transmit, or use any personally identifiable information.*

Next Steps

After you've installed QuickBooks, set up your company file and activated your software as described in this chapter, you should:

- Learn how to use QuickBooks and get answers to your questions (see Chapter 3).
- Learn how to perform some essential QuickBooks tasks (see Chapter 4).
- Learn how to set up QuickBooks payroll (see Chapter 5).

3 | Learning QuickBooks

Getting Around QuickBooks

It is easy to find your way around QuickBooks with the new Resource Area. It acts as a central hub leading to support, training tools, product updates and information about related services. Wherever you want to go, the Resource Area will point you in the right direction.

The Resource Area, shown below, automatically displays in the QuickBooks desktop when you open QuickBooks. You can close it down when ever you like. To reopen it, click Resource Area in the Navigator List.

The **icon bar** provides one-click access to the QuickBooks features that you use most

The **menu bar** provides easy access to all QuickBooks tasks, features and reporting functions

The **Resource Area** is your personal support assistant. Use the Navigation bar across the top to access information about help and support, services, training tools, and product information and updates.

Navigators are listed here. They offer quick access to tasks and information related to major QuickBooks areas. Navigators contain clickable flow charts, related activities, and memorised reports for the feature area.

Use the **Open Windows** list to switch between open windows

Use the **Find** window to search our in-product Help and the FAQs on our Support site to get answers to your questions

The **Follow-me Help** tracks your moves and displays help topics that are related to what you're doing

Figure 1. The QuickBooks Desktop

Using the Resource Area

New User Area

As a new user, you may feel apprehensive about the prospect of unfamiliar software. Don't be. The New User Area is an ideal place to begin as it shows you what to expect before using QuickBooks. It will guide you through the setup process; explain how everything works – and show you where to find extra help.

Updates

It's worth visiting the Updates section regularly to check for any new product enhancements and updates including any legislation changes such as Payroll Tax Table updates.

Support

Whatever your support needs, we have plenty of options to help you with your new software. This section explains your support options whether it's using the 30 days of free support, or signing up for our eXceed support plan.

Products

Make direct comparisons of the features and benefits before making your next QuickBooks product choice. You can call us to discuss this further.

Services

Because every business has different requirements, we've created a range of helpful QuickBooks services for you. Whether its help with payroll, providing a solution for BACS, enabling you to accept debit and credit cards, or supplying stationery for all your business requirements – check this section to learn more.

Grow Your Business

Increasing demands on management time usually goes hand-in-hand with business expansion. Dealing with this effectively can often make the difference between success or failure. Clearly, the financial aspects associated with growth need careful attention – so efficient, reliable help quickly becomes a very valuable asset.

Feedback

We continuously develop QuickBooks by listening to your valuable feedback. We welcome your views, and offer opportunities to comment on our products and services.

Customising the desktop

You can modify the way that the QuickBooks desktop behaves and looks to suit your working style. To modify the QuickBooks desktop, choose Customise Desktop from the View menu.

Too many windows open?

If your QuickBooks 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 your open windows, go to the Window menu, and select Close All.

When you close down QuickBooks, it's good practise to close all windows that you have open on your QuickBooks desktop. This is because whenever you open your company file, QuickBooks will attempt to open all the windows that you had open the last time QuickBooks was closed. So, if you want to save some time when opening your company file, close down all your windows before shutting down your software.

To open your company file with no windows open on the QuickBooks desktop, hold down the Alt key while your company file is opening.

Displaying one window at a time or multiple windows

QuickBooks is preset to show only one window at a time. By displaying one window at a time at its full size, QuickBooks gives you more room to work on the task at hand. If you want to see more than one window – for example, to compare related reports side by side or to tile all of the open windows – choose Multiple Windows from the View menu. You can resize and move the windows as needed.
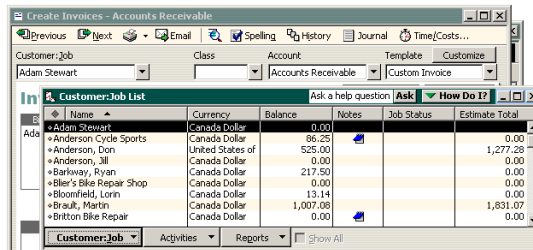
When you display multiple windows, you can see all the windows that you have open.

This is useful when performing a task that spans over many windows.

Figure 2. Comparing windows side by side

Adding icons to the Icon Bar

For quick access to the areas of QuickBooks you use most, you can customise the Icon Bar by adding the features and reports that you use most frequently. Think of the Icon Bar as a shortcut to QuickBooks windows.

Note: *Some QuickBooks windows cannot be added to the Icon bar.*

To add a shortcut to a QuickBooks window, open the window, then go to the View menu and choose the "Add to Icon Bar" option.
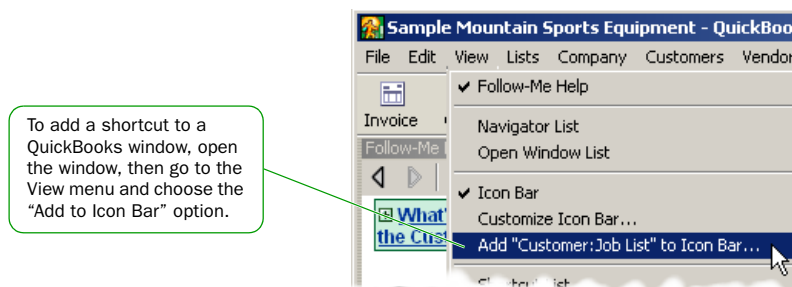
Figure 3. Adding a feature to the Icon Bar

You can add, rearrange, and remove items from the Icon Bar to suit your needs. To modify the Icon Bar from its current setting, choose Customise Icon Bar from the View menu.

Getting Answers to Your Questions

QuickBooks provides a variety of tools and resources to help you find answers to questions you might have when using QuickBooks.

Using the in-product Help system

QuickBooks in-product Help is an extensive system that provides background information and step-by-step instructions for doing every QuickBooks task. The Help system contains

- Follow-Me Help
- Tools for helping you find information
- How Do I menus

Using Follow-Me Help

QuickBooks Follow-Me Help is a "smart" HTML-based help system. The Follow-Me Help window follows you as you work in QuickBooks and displays topics that are related to what you are doing. For example, if you have an invoice open, the Follow-Me Help automatically displays information on creating invoices. You no longer have to seek the information yourself.

The Follow-Me Help window is open and displayed on the bottom left side of the QuickBooks work area. If you close this window, you can open it again by going to the Help menu and selecting Follow-Me Help. You can also open the Follow-Me Help from the View menu.

Use the **Index** and **Search** buttons to help find topics for a specific term or concept. The Index and Search tools are opened in the Find window.

Use the **Pin** button to stop the Follow-Me Help from following your activities.

Use the **Back** and **Next** buttons to move through the topics you've visited.

The ⊞ symbol means that there is information hidden. Click this symbol to display the information.

This is a list of topics related to the currently displayed help topic. Clicking links with a ⊞ symbol displays text beneath the link. Clicking links that have no symbol takes you to a completely different help topic.

Figure 4. The QuickBooks Follow-me Help window

Note: *Some help topics are too large to be displayed in the Follow-Me Help window. Larger topics are opened in a separate full-sized help window.*

Using the Index and Search tools to find information (Find window)

QuickBooks in-product Help is quite extensive. Sometimes the easiest way to find the Help information you need is to use the Search or Index.

To find information using the Index:

❶ From the Help menu, choose Index, or go to the Follow-Me Help window and click the ▥ (Index) symbol. The Index is displayed in the Find window.

❷ Enter a term in the blank field. The index will scroll to display the available entries.

❸ Click the index entry that best describes the help topic that you want to see. The help topic is displayed in the Follow-Me Help window.

To find information using Search:

• Type your question in the Ask field in the title bar of most QuickBooks windows and click Ask.

Type your question here to search the in-product help system.
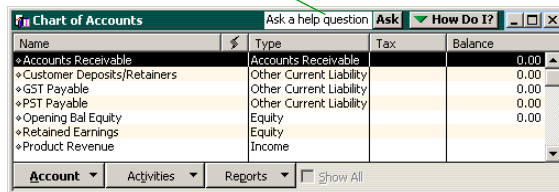
or

• From the Follow-Me Help window, click the 🔍 (Search) symbol. The Search tool is opened in the Find window. Type your question in the Ask field, and click Ask.

Getting step-by-step instructions

Throughout QuickBooks you'll find windows that have a "How Do I" button at the top. Clicking this button provides quick access to instructions for tasks that are associated with the window.
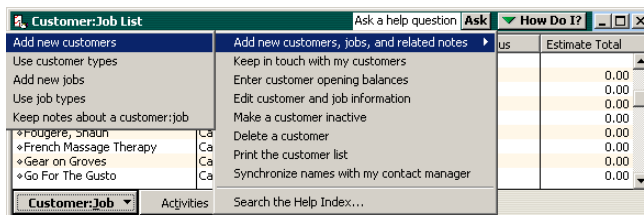
Additional self-help tools

If you cannot find the answer you want in the in-product Help, try these other self-help tools.

Using the Frequently Asked Questions Knowledge Base

The QuickBooks Frequently Asked Questions (FAQs) knowledge base on our Support site provides a free library of hints and tips to help you.

To find information on the QuickBooks FAQ knowledge base:

1 In the Follow-Me Help, go to the Find window. If the Find window isn't visible, go to the View menu and select Follow-Me Help.

2 Click the Look Online button at the top of the Find window.

Click **Look Online** to search our FAQ knowledge base online.

Click **Search** to search for information in the in-product Help system.

You must be connected to the Internet to look at the FAQ knowledge base.
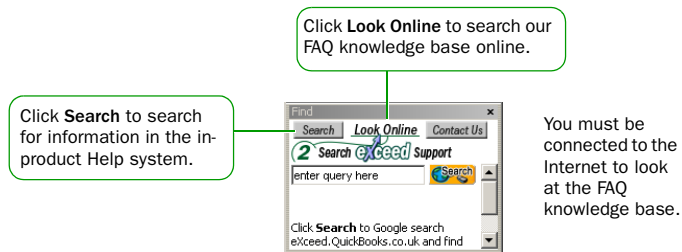
3 Enter a term in the blank field and click Search. The Help system opens a browser window and begins searching the FAQ knowledge base on our support site. (eXceed members have access to extra articles.)

4 Articles that match the term you entered are displayed. Click the article that best describes the information you want to see.

QuickBooks eXceed Support Knowledge Base

With a subscription to the eXceed support package, you have instant access to a variety of extra online help tools. Check it out during your 30 days free support period at www.quickbooks.co.uk/exceed

QuickBooks Tutor

If you want to jump right in and start learning QuickBooks without using your live data, then the QuickBooks Tutor is for you. The tutor is an interactive tutorial that allows you to perform some common tasks such as setting up a customer and getting paid in QuickBooks using sample data.

To open the QuickBooks Tutor:

1 Go to the Help menu and choose QuickBooks Tutor.

2 Select Start QuickBooks Tutor if you want to complete the entire tutorial in sequence or select each lessons separately.

Using Search Effectively

Entering questions of 3-10 words produce better search results than simple keywords. For example, instead of typing "invoices", type "How do I create invoices?" in the search field.

Questions should be as specific as possible. They should not get too long or contain too many keywords. For example, "How do I add customers?" will return better results than "How do I add new customers and suppliers?"

If you get no search results, check the spelling in your question. QuickBooks knows about some common misspellings, but other misspellings will not be caught. Do not use abbreviations. Try different keywords.

Sample company files

QuickBooks includes some sample company files that you can practise with to enter pretend data, run reports, and explore QuickBooks features.

To open a sample company file, choose Open Company from the File menu and then choose a sample company file from the list.

Getting assisted support

The most valuable help comes on your own terms. What will work best for you in any given situation? There are a number of options – and we show you how to find them. Call us if you have any queries or want to subscribe to any service.

Intuit contact information

You can speak to our Customer Services team by ringing

- Within the UK: **0845 606 2161**
  (Monday - Friday, 9 a.m. - 5:30 p.m. excluding UK Bank holidays)

- Outside the UK: **+44 870 609 0601**

Free 30 days support

It's reassuring to have the back up of fast, expert help especially in the early days. As a new or upgrading customer, we offer you free unlimited telephone support and online assistance for 30 days. This service is available as soon as you have activated your software.

QuickBooks eXceed support plan

QuickBooks eXceed Support is a dynamic combination of unlimited telephone and online support, available as a subscription service after your 30 days of free support has ended.

To learn more about our eXceed Support, ring us at

- Within the UK: **0845 606 2161**
  (Monday - Friday, 9 a.m. - 5:30 p.m. excluding UK Bank holidays)

- Outside the UK: **+44 870 609 0601**

Finding local QuickBooks help

From time to time, you might need advice that is very specific to your business situation. In this case, you'll want to contact your accountant or another specialised professional.

If you do not have an accountant or bookkeeper working for you, you can find a QuickBooks Professional Advisor located near you from our Web site. QuickBooks Professional Advisors are independent accountants, bookkeepers, computer consultants, and trainers who work with small businesses every day. They can offer guidance on everything from business planning to tax advice.

To find a Professional Advisor in your area, open a Web browser and enter the URL: http://www.quickbooks.co.uk/

Then, click the button "Search for a Professional Advisor".

QuickBooks Basics

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

How QuickBooks lists work

Lists are one of the important building blocks that make QuickBooks so powerful and efficient. 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. QuickBooks 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 in QuickBooks, but do require careful planning. Each list you create has its own List window. Important QuickBooks lists include:

- Chart of Accounts
- Items (stock and services)
- Customers
- Suppliers
- Employees

To view a QuickBooks list, choose the list you want from the Lists menu.

To enter information in these lists, use the menu button at the bottom of the list to add, edit, or delete list items. The list menu also provides access to common features associated with the list.
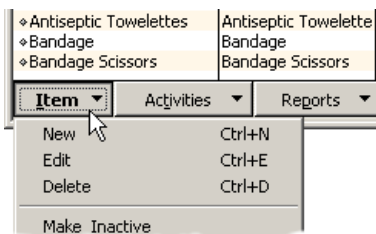
The more detail you enter for each list item, the more information QuickBooks can use to pre-populate forms, track financial data, and display useful reports about your business. Another advantage of lists is that common tasks like adding list entries, editing list information, and deleting list entries are performed the same way.

Did You Know?

Re-sorting your lists

By default, when you add entries to a list in QuickBooks, QuickBooks keeps entries of the same type together. If you prefer to have the entries in your lists ordered alphabetically, you can re-sort them.

The following lists can be re-sorted alphabetically.
- Chart of Accounts
- Class
- Customer:Job
- Customer Type
- Item
- Job Type
- Memorised Transactions
- Supplier Type

To re-sort list entries alphabetically, open the list you want to alphabetise and click the Name column at the top of the window.
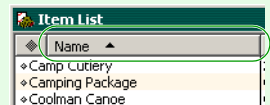
QuickBooks re-sorts the entries alphabetically.

To return the entries back to their original order, select Re-sort List from the menu button at the bottom of the list window.
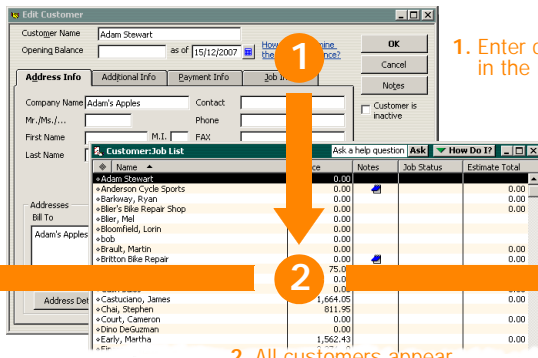
1. Enter customer information in the New Customer window

2. All customers appear in the Customer:Job list
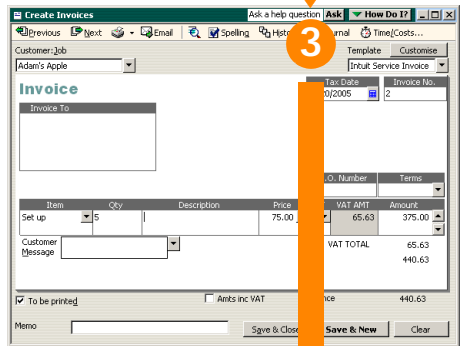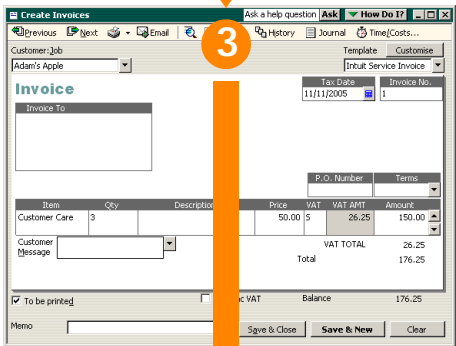
3. Pick customer names from a list when creating invoices
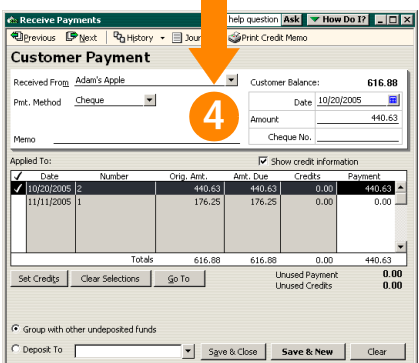
4. Use the Received Payments window to find all open invoices for the customer who paid you
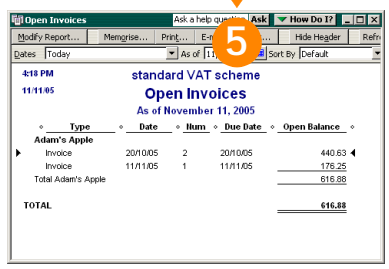
5. Create an Open Invoices report to find out which customers still owe you money

Figure 5. How QuickBooks reuses list information to make your life easier

Entering list information as you work

There are two basic methods you can use to enter list information in QuickBooks. You can enter account, customer, supplier, product and service information before you enter transactions in QuickBooks, or you can enter this information "on the fly" as you use the product.

If you prefer to enter information as you use QuickBooks to perform your daily tasks, QuickBooks will prompt you to immediately set up any entry it does not know about. For example, if you try to create an invoice for a customer named Tracey Stewart and you have not entered information about Tracey Stewart into QuickBooks, QuickBooks will prompt you:
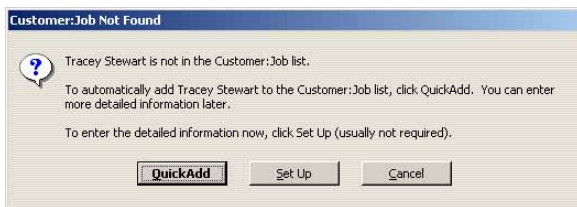
Clicking QuickAdd creates a new customer list entry for Tracey Stewart in the Customer:Job list and adds all the information you enter about the customer on the invoice form (billing address, payment terms, etc.) to her customer record.

Clicking Set Up takes you to another window where you can enter information not covered by the invoice. For example, you could click Set Up to enter Tracey Stewart's phone number, fax number, and credit limit.

Note: *If you choose Quick Add, you can always add more information to the customer's record at a later time.*

Writing cheques versus paying bills

In QuickBooks, you can manage and pay your bills in two ways:

Pay bills as soon as you receive them. Use the Write Cheques window and assign the amounts to appropriate expense accounts.

Wait to pay bills until they are due. Enter bills into your *accounts payable* account and set up QuickBooks 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 cheque 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 analyse unpaid bills for information such as which suppliers you owe money to.

Figure 6 illustrates the difference between writing cheques as soon as you get a bill and using the accounts payable register to track and pay bills.

Figure 6. Two methods of receiving and paying a bill from a supplier

Note: Do not simply write a cheque 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. When you use the Pay Bills window, QuickBooks will write the cheque for you automatically. Furthermore, if you do not use the Pay Bills window, you will have outstanding debts listed in your accounts payable register, so reports that you run will list items that you've already paid, and you might mistakenly pay the same bill twice.*

4 | Essential Tasks

Preferences: Modify QuickBooks for the way you work

Set Personal and Company preferences for each QuickBooks area

Choose a group from the preference list to set behaviour for this QuickBooks area

3

Choose the General option to set general QuickBooks preferences

2
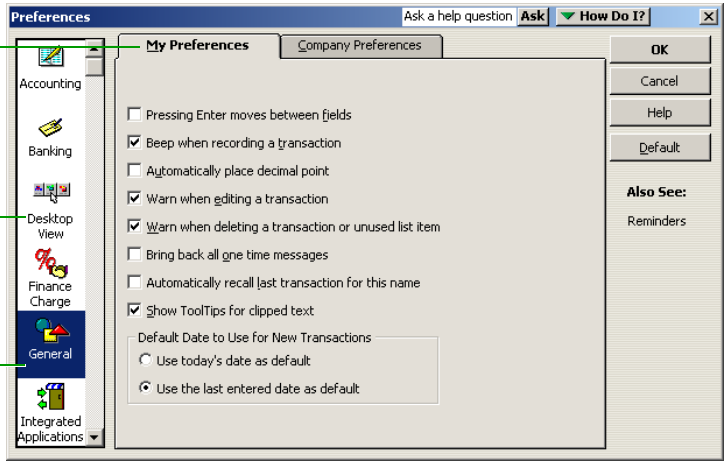
Customising QuickBooks for the Way You Like to work

QuickBooks uses preferences to customise QuickBooks to suit the needs of your business and your personal style of working. From the QuickBooks Preferences window, you can define preferences in over a dozen different areas.

For example, you can configure general preferences such as whether or not QuickBooks prompts you before editing or deleting a transaction, or which date QuickBooks uses for new transactions. Or, you can configure accounting-specific preferences such as how QuickBooks displays accounts and subaccounts or whether to use features such as sales orders, VAT, or multicurrency.

To view and set preference options:

1. From the Edit menu, choose Preferences.

2. In the Preferences window, change any of the general QuickBooks preferences. These preferences determine how QuickBooks behaves.

3. Use the scroll box on the left to display the preferences for another area of QuickBooks. For example, to set preferences for jobs and estimates, select Jobs & Estimates.

4. On the My Preferences tab for the particular feature area, select the changes and settings that you want. These settings affect only your QuickBooks sessions, not those of other users.

5. Do one of the following:
   • Click OK to save your changes and close the Preferences window.
   • Click another feature area in the scroll box to enter other preferences.

6. Click OK.

Did You Know?

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

Learn More

To learn more on customising QuickBooks, go to the Find window and type in the following terms to search for these help topics:
> Setting preferences
> Turning features on and off
> Customise QuickBooks
>   desktop

What if the Find window is not visible?
The Find window is part of the in-product Help system. If you closed the Find window, you can open it again by going to the View menu and selecting Follow-Me Help. The Find window opens, by default, on the left hand side of the QuickBooks work area.

Chart of Accounts

Chart of Accounts list shows the balance of each balance sheet account for your business

Rearrange your accounts by clicking and dragging the diamond to the left of an account to a new position

From the Account menu button, you can create new accounts or perform tasks with existing accounts
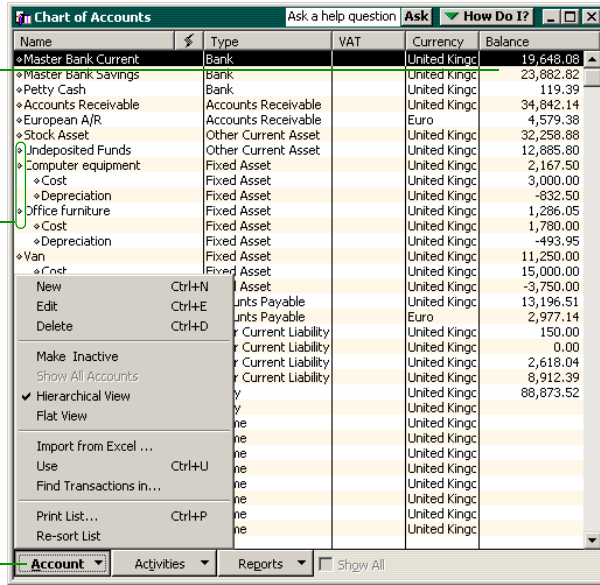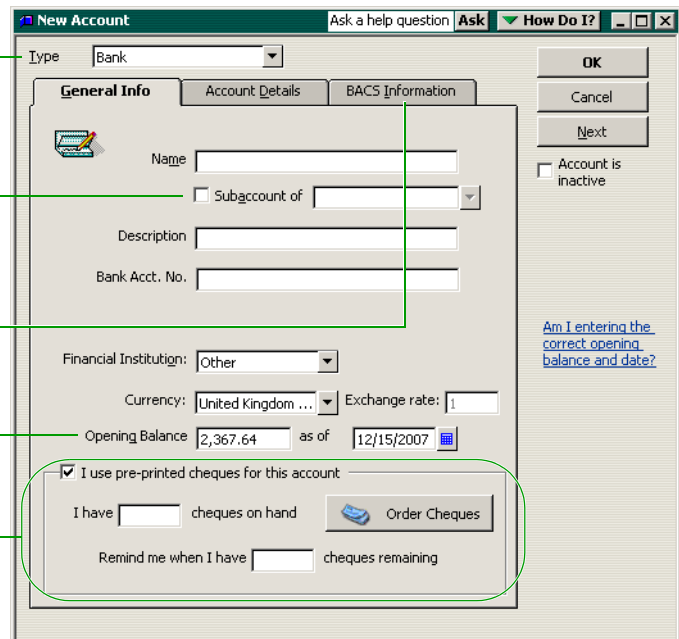
New Account

QuickBooks supports 15 different types of accounts

Click here to make the account a subaccount of another account

If paying employees or suppliers by BACS, enter your bank account name, sort code and account number.

Enter an opening balance for the account (for balance sheet accounts)

If you use pre-printed cheques, set up QuickBooks to remind you when to order cheques for an account

Adding an Account

When you set up your company file, QuickBooks 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 organise 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.

To add an account:

1 From the Lists menu, choose Chart of Accounts.

2 From the Account menu button, click New.

3 In the New Account window, choose the type of account from the Type drop-down list.

Note: *Refer to pages 36 and 37 for a description of the different types of income, expense, and balance sheet accounts.*

4 Enter the account's name in the Name field. This name will appear on all your company financial statements.

5 If you want to make this account a subaccount of another account, tick the "Subaccount of" check box. From the drop-down list, select 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 balance sheet accounts.** Enter an opening balance based on the account's balance as of your QuickBooks start date. If you're not sure of the balance, you can leave the field blank and enter the information later.

8 Click OK.

Why use subaccounts?

When you need more detail about what's going on in an account, you can divide the account into one or more subaccounts. Subaccounts 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.

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 Listing, and Direct Mailings.

Key Terms

Accounts
There are two types of accounts: balance sheet accounts (such as current and savings), and accounts used to group transactions for reporting purposes (such as income and expense accounts). Refer to pages 36 and 37 for a description of the different QuickBooks accounts.

Chart of Accounts
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.

Learn More

Add phone numbers for easy follow-up
You can add phone numbers to your Accounts Receivable reports by clicking the Modify Report button located at the top of the report. Tick the Name Phone # column. The customers' phone numbers will be displayed on the report. This will be handy when you want to follow up on the overdue invoices.

For a brand new account

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

What type of account should I use?

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

• Balance sheet accounts
• Income and expense accounts

Balance sheet accounts

QuickBooks provides ten 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.

Use this account	To track
Bank	Current, savings, and money market accounts. Add one bank account for every account your company has at a bank or other financial institution. (You can also use this type for petty cash.)
Accounts receivable (A/R)	Transactions related to the customers that owe you money, including invoices, payments, deposits of payments, refunds, credit memos, and statements.
Other current asset	Assets that are likely to be converted to cash or used up within one year, such as notes receivable due within a year, prepaid expenses, and security deposits.
Fixed asset	Depreciable assets your company owns that aren't likely to be converted into cash within a year, such as computers, motor vehicles, or furniture.
Other asset	Any asset that is neither a current asset nor a fixed asset, such as long-term notes receivable.
Accounts payable (A/P)	Transactions related to money you owe, including bills, bill payments, and any credit you have with suppliers. See also current and long-term liability accounts.
Credit card	Credit card purchases, bills, and payments.
Other Current liability	Liabilities that are scheduled to be paid within one year, such as VAT, payroll taxes, accrued or deferred salaries, and short-term loans.
Long-term liability	Liabilities such as loans or mortgages scheduled to be paid over periods longer than one year.
Equity	Owner's equity, including capital investment, owner's drawings, and retained earnings (accumulated profit and loss).

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 current account, but you keep track of what you spent the money on (utilities or office supplies).

Use this account	To track
Income	The main source of money coming into your company.
Other income	Money received for something other than normal business operations, such as interest income.
Expense	Money that is leaving your company.
Other expense	Money spent on something other than normal business operations, such as corporate taxes.
Cost of Goods Sold	The cost of items that you sell.

Note: *QuickBooks does not display balances for income and expense accounts in the chart of accounts. To see these balances, select the income or expense account in the chart of accounts and from the Reports menu button, click QuickReport.*

Did You Know?

Adding additional accounts

You can also add accounts as you perform your everyday tasks. For example, if you are writing a cheque and enter an account name that has not yet been set up in QuickBooks, QuickBooks will prompt you to set up the new account.

If you need to change your account information, select the account in the Chart of Accounts list and from the Accounts menu button, click Edit.

Undeposited Funds account

The Undeposited Funds account is automatically added to your Chart of Accounts the first time you receive a payment from an invoice or sales receipt. This account is used to hold the money until you deposit it into a bank account. For more information on Undeposited Funds, search for "how does undeposited funds work" in the Find window.

Learn More

To learn more on managing your accounts, go to the Find window and type in the following terms to search for these help topics:
  Adding accounts
  Adding subaccounts
  Changing accounts
  Editing a transaction
  How to use registers
  Reconciling with your
    financial statement
  Voiding or deleting a
    transaction
  Understanding the chart of
    accounts

Setting Up Your Business | Adding Customers

Customer:Job List

The Balance column displays the amount of money each customer currently owes you

Double-click in the Notes column to add or view notes about a customer

From the Customer:Job menu button, you can create new customers or manage existing ones

2

New Customer: Additional Info & Payment Info

Enter the customer's name, address and contact information in the Address Info tab

3

Use the Additional Info and Payment Info tabs to set up customer payment terms and VAT information

4

Click Define Fields to create any custom fields that you need for your customers

5

Adding Customers

Customers are the lifeline of your business. By entering detailed information in QuickBooks about the people and companies to whom you sell your products and services, you can personalise 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 or Symantec ACT!, you can synchronise your customer data with QuickBooks instead of entering it manually. For instructions on importing your customer data, go to the Find window and search for the following help topic: "about contact management synchronisation". When you are ready to import your customers, refer to the instructions on 17.

To add a customer:

1. From the Lists menu, choose Customer:Job List.
2. From the Customer:Job menu button, click New.
3. In the Address Info tab, enter all the data that you have about the customer, including his or her name, billing and shipping 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 customise the form.
6. Click OK or Next (if you want to enter another customer).

Emailing your customers saves you time and money

You can easily email your invoices and sales receipts to your customers. Simply add their email address to the Address Info tab Then when you have an invoice to email, click the Email button located on the top of the form. QuickBooks creates an email and attaches a pdf copy of the invoice.

> **Tip** 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, QuickBooks will prompt you to enter information about this customer. You can choose from two quick setup options:
> - **QuickAdd**—Adds just the name to the list without disrupting what you are doing. You must add the customer's details later.
> - **Set Up**—Opens the New Customer window so you can set up all of the customer's details in the Customer:Job List.

Key Term

Customers
Customers are the people or businesses to whom you sell your products or services, that is, the people who pay you for what you do. Some businesses might refer to a customer as a client or member.

Did You Know?

Adding jobs
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 Customer:Job list. That way, you can create reports that show the income and expenses for each job.

Learn More

To learn more on managing your customers, go to the Find window and type in the following terms to search for these help topics:
    About contact management
        synchronisation
    Adding customers
    Editing a list entry
    Editing a transaction
    Removing entries from lists
    Setting up multiple jobs
    Setting up payment terms
    Setting up VAT for
        customers
    Voiding or deleting a
        transaction
    What if a customer is also
        a supplier?

Suppliers List

The Balance column shows how much money you currently owe each supplier

Double-click a supplier to edit his or her record

From the Suppliers menu button, you can create new suppliers or manage existing ones

New Supplier: Additional Info

Enter the supplier's name, address and contact information in the Address Info tab

Use the Additional Info to enter supplier-specific information, including the supplier type

If paying suppliers by BACS, enter your supplier's account details here.

Adding Suppliers

QuickBooks uses the *Suppliers* List to hold 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 supplier, and utility company. You can add new suppliers at any time.

> **Tip** Typing in supplier data for hundreds of suppliers can be a tedious task. If you use Microsoft Outlook or Symantec ACT!, you can import your existing supplier information into QuickBooks instead of entering it manually. For instructions on importing your supplier data, go to the Find window and search for the following help topic: "about contact management synchronisation". When you are ready to import your suppliers, refer to the instructions on 17.

To add a supplier:

1 From the Lists menu, choose Suppliers List.

2 From the Supplier menu button, click New.

3 In the Address Info tab, enter all the data that you have about the supplier, including his or her name, address, and additional contact information.

4 If you owe this supplier 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 customise the form.

7 Click OK or Next (if you want to enter another supplier).

> **Tip** You can also add suppliers as you perform your everyday tasks. For example, if you enter the name of a new supplier when paying a bill, QuickBooks will prompt you to enter information about this supplier. You can choose from two quick setup options:
>
> • **QuickAdd –** Adds just the name to the list without disrupting what you are doing. You must add the supplier's details later.
>
> • **Set Up –** Opens the New Supplier window so you can set up all of the supplier's details in the Supplier List.

Key Term

Suppliers
Suppliers are any businesses or people from whom you buy or rent goods or services for your business – office supplies, phone or computer services, or products that you sell. The tax agencies that you pay are also your suppliers. Nearly everyone you pay other than employees are suppliers.

Did you Know?

If you are transferring data from another accounting software or if your current supplier lists are in a spreadsheet format, you can import your supplier list into QuickBooks using Excel.
Call us during your 30 day free support and we will tell you how to do it.

Learn More

To learn more on managing your suppliers, go to the Find window and type in the following terms to search for these help topics:
  Adding suppliers
  Editing a list entry
  Removing entries from lists
  Paying suppliers
  Setting up payment terms
  What if a supplier is also a
    customer?
  Synchronising with ACT! or
    Outlook

Item List

Subitems are indented under the parent item

For stock parts, the On Hand column shows how many of each item you have in stock

From the Item menu button, you can add new items or perform activities on existing items

2

New Item

Choose the type of item you want to create from the Type drop-down list

3

Click Custom Fields to create and fill in custom fields that you need for your items

Enter the amount you want to charge for the item here

6

Choose the VAT code to associate with the item

8

Associate the item with an account here

7

Adding Items

In QuickBooks, an *item* is anything that your company buys, sells, or resells to run your business. Items are your products, services, and things such as shipping and handling charges, subtotals and discounts.

On a sales form, when you choose an item from the Item list, QuickBooks fills in a description of the line item and calculates its amount for you.

QuickBooks provides many different types of items, described in the table on page 44. Some items, such as service or stock 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.

To add an item:

1. From the Lists menu, choose Item List.
2. From the Item menu button, click New.
3. From the Type drop-down list, choose the type of item you want to create. (See table on page 44 for an explanation of item types.)
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.
7. In the Account field, choose the account that is associated with this item.
8. In the Sales VAT Code list, select the VAT code that represents the taxes you need to charge on this item. If you do not see the Sales VAT Code list, you must turn the sales VAT preference on. Refer to "Setting up your VAT" on page 47 for more information on VAT.
9. Click OK or Next (if you want to enter another item).

Do you stock and sell items in different units?

Refer to "Setting up items in different units of measure" on page 45 for more information on setting up the items that you buy and sell in different units of measure.

Key Term

Items
An item is anything that might appear as a line item on an invoice or a purchase order, including subtotals, and discounts 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 accounts receivable, accounts payable, current, or other account.

Did You Know?

You can hide an item on the item list without deleting it by making it inactive. When an item is inactive, the information associated with the item is kept, but QuickBooks hides the item from the list and you can no longer select it from certain forms. To make an item inactive, select it from the Item List, click the Item menu button and select Make Inactive. To see inactive items in the list. click the Show All button.

Which item type should I choose?

QuickBooks provides the following different types of items to help you fill out sales and purchase forms quickly.

Item Type	Purpose
Services	Use for services you either charge for or purchase, like specialised labour, consulting hours, and professional fees.
Stock part	Use for goods you purchase, track as inventory, and resell.
Stock Assembly	Use for goods that you assemble from parts you buy.
Non-stock part	Use for goods you buy but don't 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 motor vehicle or computer.
Other charge	Use for miscellaneous labour, 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 previous subtotal. Useful for applying a percentage discount or surcharge to many 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 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.

Setting up items in different units of measure

In QuickBooks, you can keep the items in your stock in one unit of measure and sell them in another. For example, buying lemonade in a case that holds 12 cans, then selling the cans individually.

> **Caution** Once you have turned on the units of measure preference, you cannot turn it off again. You should only consider activating units of measure if you buy, stock and sell in different

To turn on units of measure:

1. From the Edit menu, choose Preferences.

2. From the scroll box on the left, select Purchases & Suppliers.

3. On the Company Preferences tab, select "Stock and purchase orders are active" if it isn't already.

4. Select "Units of Measure are active".

To set up items in different units:

You can only set up different units of measure for the following types of items: Stock Part, and Stock Assembly.

1. From the Lists menu, choose Item List.

2. From the Item menu button, choose New. The New Item window opens.

3. From the Type field, select Stock Part or Stock Assembly.

4. Click the Units of Measure button.

5. In the Stocking Unit section, enter the name of the unit that you use to stock this item (eg., you stock your lemonade in a case, so enter *case*).

6. **If you sell this item in a different unit than how it is stocked:** In the Sales Unit section, clear the Same as Stocking check box, then define the sales unit and enter the number of individual sales units that are packaged in the stocking unit.

7. **If you purchase this item in a different unit than how it is stocked:** In the Purchasing Unit section, clear the Same as Stock check box, then define the purchasing unit and enter the number of stocking units that are packaged in the purchasing unit.

8. Click OK, and continue setting up the item.

Did you Know?

When you define different stocking units for an item, QuickBooks displays the appropriate stocking unit on your forms. For example, sales forms show an item's selling unit and purchasing forms show an item's purchasing unit. You cannot show an item's purchasing unit on a sales form and vice versa.

Also, some reports break down items by their units of measure. The unit that is shown depends on the report that is being created. For example, reports that show the total number of items you've purchased will display items in their purchasing unit (if one was defined). Reports on sales will display items in their sales unit.

You can change reports to display in any unit you want by clicking the Modify Report button at the top of the report.

Setting Up Your Business | Tracking VAT

If your company is not VAT registered, you cannot reclaim VAT paid on purchases and expenses, and you cannot charge VAT when you supply good and services. If you are VAT registered, you need to set up VAT tracking in QuickBooks.

How VAT tracking works in QuickBooks
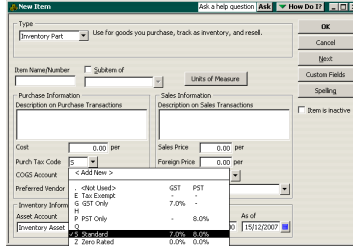
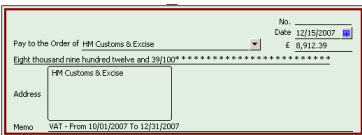**Assign VAT codes to your items.**

Sell items.
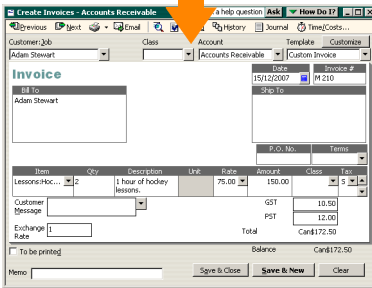
Buy items.

Invoice
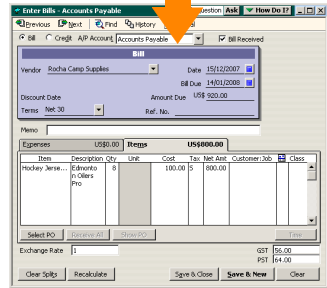
Enter Bills

QuickBooks tracks your output tax and input tax in the VAT Control account which QuickBooks creates by default.

Fill in your VAT return, and send your payment to the HMRC.

QuickBooks calculates your VAT liability and numbers for the VAT 100 Return. The steps to remit your VAT depends on which VAT scheme you follow (**Cash or Accruals reporting**).

For complete instructions on setting up VAT, refer to the in-product Help. Go to the Find window and search for "collecting and paying VAT".

Setting up your VAT

QuickBooks supports the two most common VAT schemes: Standard VAT Accounting and Cash VAT Accounting.

- Standard VAT Accounting scheme: where you pay VAT on sales and purchases when you send an invoice or receive a credit note, and very likely before you have received any money for these transactions from your customers.

- VAT Cash Accounting scheme: where you pay and reclaim VAT only on the basis of cash received in and cash paid out by you. This scheme is meant to help smaller businesses with their cash flow. To qualify, your annual turnover must be below £660,000 (limit as of January 2006).

> **Tip** Intuit recommends that you set up VAT in QuickBooks by completing the EasyStep Interview. If you skip the EasyStep Interview when setting up your company file, you will have to turn on the VAT preference yourself and assign *VAT codes* to the items you sell and buy. The VAT codes are automatically created when you set up your company file. To set your VAT preferences, refer to the instructions below (only if you skipped the EasyStep Interview).

To turn on the VAT feature:

1. From the Edit menu, choose Preferences.

2. In the Preferences window, select VAT from the scroll box on the left.

3. Click the Company Preferences tab, and for the question "Do you track VAT", select Yes.

4. Set up your VAT preferences. Here, you can enter your VAT registration number, select your tax reporting period and the VAT scheme for which you are registered.

Key Term

Sales VAT Codes
When you turn on VAT, QuickBooks sets up a list of default VAT codes. These VAT codes live in the VAT Codes List. You assign these codes to the items that you sell and buy. QuickBooks uses these VAT codes to correctly calculate and record your VAT for you.

Did you know?

Registering for VAT
Your business does not have to be VAT registered if your annual turnover is less than £60,000.

VAT liabilities
If you started collecting VAT before you began using QuickBooks, you need to enter the amount of VAT that you still owe to the HMRC as of your QuickBooks start date, otherwise you may be filing an incorrect VAT return. For more information on updating your VAT liability in QuickBooks, search for "entering VAT liability" in the Find window.

Customers with special tax status
You can assign VAT codes to customers that have a special tax status. For more information on this, search for "assigning VAT codes to customers" in the Find window.

Assigning VAT codes to the items you sell and buy

QuickBooks uses VAT codes to keep track of how much VAT you have collected from your customers (output tax), and how much you've paid out on the items you've purchased for your business (input tax).

For QuickBooks to calculate the correct amount of VAT on the items you buy and sell, you need to associate a VAT code to each item. Once you do so, QuickBooks can automatically charge the correct amount of VAT on your sales and purchasing forms, and then calculate your refund or amount owed to the HM Revenue & Customs when you next complete your VAT return.

To assign VAT codes to your items:

1 From the Lists menu, choose Item List.

2 Choose New from the Item menu button.

3 **If you purchase the item:**
   In the Purchase Information section, go to the Purch VAT Code field and select the correct VAT code for this item. If you don't see the Purchase Information section, tick one of these check boxes (I purchase... This item is purchased... or This service is performed by a...).

4 **If you sell the item:**
   In the Sales VAT Code field, select the VAT code that you charge your customers for this item.

Remitting Your VAT Returns

When you are registered for VAT, you have to send a VAT return to the HM Revenue & Customs at the end of each tax period. Whether you send a return using paper forms or do it electronically, filing your VAT is easy with QuickBooks.

The steps you follow to file your VAT return in QuickBooks is different depending on the VAT scheme you use.

> **Tip** You can see what your VAT liability is at any time by creating a VAT 100 report. To create this report, go to the Reports menu, select VAT, and choose VAT 100. Set the date to the tax period you are filing and then regenerate the report if necessary.
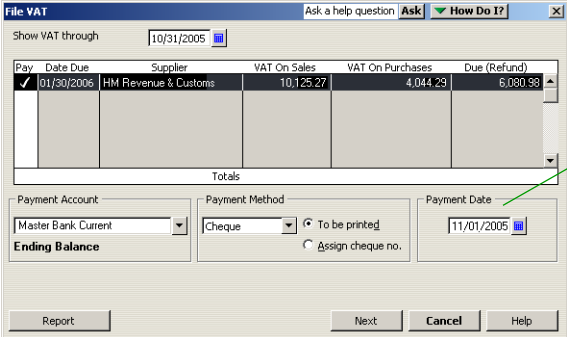
Completing a Standard VAT scheme return

When you complete a VAT Return for any tax period, QuickBooks marks every transaction on that return as 'filed', which prevents transactions from being included in future returns. You can easily see this in the VAT Control account.

On the other hand, because QuickBooks sets a 'filed' flag on each transaction, it means that you can enter transactions in an earlier period without having to worry about adding the item to your next VAT return. QuickBooks automatically picks up every transaction that doesn't have a 'filed' flag in the following tax period.

To complete a Standard VAT scheme return:

1. Back up your company file.
2. From the Suppliers menu, choose VAT, then File VAT. The File VAT window opens.

The Payment Date is the date this transaction will be recorded to the VAT Control account, and affect your bank account.

3. In Show VAT through, select the last day of the tax period for which you are filing.
4. In the Pay column, select the VAT return that you are filing. If you want QuickBooks to print a cheque for you, click To be printed. If you want to write the cheque yourself, click Assign cheque no.
5. Click Next. Your VAT return is created. Review your return. Scroll to the bottom and click Next.
6. Click Print and use this report to help fill out an official form for HM Revenue & Customs. (Keep the report you just printed for your records.) Click Done to close the report.
7. Write your cheque to the HM Revenue & Customs, or if QuickBooks is printing the cheque for you, follow the steps below:
   a. From the File menu, select Print Forms, then choose Cheques.
   b. Select the cheque to the HM Revenue & Customs and click OK.
   c. Set your printing options, then click Print.
8. Send in your VAT return. You have to file a return even if your VAT is nil.

Did You Know?

What if I am expecting a refund from HMRC?
If you are receiving a VAT refund, QuickBooks automatically creates an invoice for the HM Revenue & Customs. When you get the cheque from the HM Revenue & Customs, receive it against the invoice as you would with any other payment from a customer.

Learn More

For complete instructions on setting up your VAT and filing a VAT return, read the *Tracking and Paying VAT* chapter of the User Guide. You can open the User Guide, by going to the Help menu, selecting QuickBooks Guides, then User Guide.

You can also search for these help topics:
Adjusting VAT
An overview of VAT codes
Collecting and paying VAT
Filing your VAT
Entering VAT liability
Recording VAT refund
VAT reports

Completing a Cash Accounting scheme return

If you are using the Cash Accounting scheme, you are liable for VAT only on invoices where you have received the cash from your customers, and invoices from your suppliers that you have already paid.

To complete a Cash VAT Scheme return:

1 Back up your company file.

2 Go to the Reports menu, select VAT, then VAT Detail.

QuickBooks produces two reports: Cash VAT and Cash Net. Make sure that the word Cash is in the title of the report. Print these reports and keep them for your records in case you get audited.
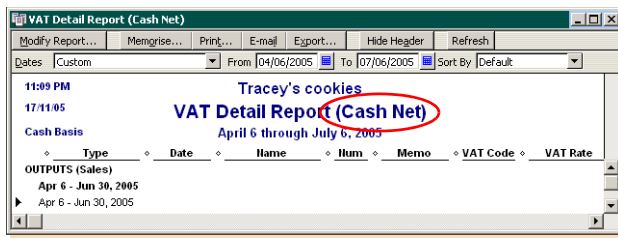
This report lists all your sales (outputs) and purchases (inputs) without VAT during the reporting period.

This report lists the VAT amount on all your sales (outputs) and purchases (inputs) during the reporting period.
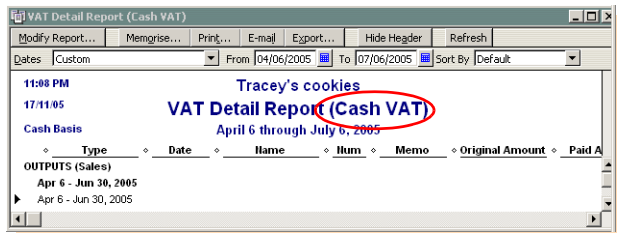
3 Now print the VAT 100 report. Go to the Reports menu, select VAT, then VAT 100. Use this report to help fill out an official form for the HM Revenue & Customs.

4 Using the VAT 100 report, write your cheque to the HM Revenue & Customs.
a. From the File menu, select Print Forms, then choose Cheques.
b. Select the cheque to the HM Revenue & Customs and click OK.
c. Set your printing options, then click Print.

For complete instructions on filing your VAT, refer to the in-product Help. Go to the Find window and search for "filing your VAT return".

You can also find more information in the User Guide. To open the User Guide, go to the Help menu, select QuickBooks Guides, then User Guide.

5 | Payroll

Paying employees is a big responsibility. You have to calculate gross and net pay, tax, NICs, statutory payments and pension scheme deductions, as well as track the liability payments you need to send to your tax office and benefit agencies.

QuickBooks Small Business Payroll

**TESTED AND MEETS
HM REVENUE & CUSTOMS
PAYROLL STANDARD**

With a subscription to QuickBooks Payroll, you have access to several features and services to help you process your payroll without having to understand payroll legislation. No more manual calculations, or having to keep track of changes that are made to the tax tables. QuickBooks takes care of your payroll so you have more time to spend on your business! And, QuickBooks Payroll 2006 is now accredited as fully meeting the HMRC Payroll Standard.

How do I subscribe to the QuickBooks Payroll Service?

Subscribing to QuickBooks Payroll is easy. Open up your QuickBooks software and go to the Employees menu; choose Payroll Service, and click the Subscribe button. You will not have to install any addition software, as it's already installed for you. To learn more about this service, go to the Employees menu and select About Payroll Service.

Once subscribed, QuickBooks unlocks all your payroll features along with all the latest tax tables. You'll also receive software updates throughout the year which may include new features, software enhancements, and/or help updates.

To update your tax tables:

Tip You can have QuickBooks automatically download new tax tables when they become available by turning on the Automatic Update feature. Refer to the in-product Help for more information. Go to the Find window, and search for "automatic update".

1 Open QuickBooks and make sure you are connected to the Internet.

2 From the File menu, choose Update QuickBooks.

3 Click Update Now.

4 Select the updates you want to download, then click Get Updates.

5 When the update is done, click Close and restart your computer.

You can see what tax table version you currently have installed by going to the Employees menu and selecting Payroll Service. The version number of the tax table QuickBooks is currently using is listed in the Tax Table Information section. To see the legislation changes implemented for that tax table, click the Tax Table Info button.

Collecting Information You Need to Set Up Payroll

Setting up your payroll data in QuickBooks can be a daunting task that can often take a long time to complete depending on the size of your company. This process will go more smoothly if you gather your payroll data before you begin setting it up in your software. Use the table below as a guide to the information that you will need when setting up your payroll in QuickBooks.

Information QuickBooks needs...	Where to find it...
Tax office number and reference	P11 Working Sheet, your accountant or company records
Current tax tables covering payroll withholdings such as National Insurance Contributions and income tax rates	QuickBooks downloads them automatically for you when you are subscribed to the Payroll Service. Alternately, you can order a payroll update CD from us
How you pay your employees and directors *(hourly wages, salaries, and/or commissions)*	P11 Working Sheet, your accountant or company records
How often you pay your employees	P11 Working Sheet, your accountant or company records
Additions you make to your employees' pay that increases their earnings base *(bonus payments, statutory payments, etc.)*	P11 Working Sheet, your accountant or company records
Deductions you make to your employee's pay *(pension schemes, student loan repayments, union dues, holiday pay schemes Attachment of Earnings Orders, etc.)*	P11 Working Sheet, your accountant or company records
Payroll expenses that your company pays *(employee pension schemes, health or life insurance)*	P11 Working Sheet, your accountant or company records
Information for company directors. Do you calculate NICs based on the annual (or pro-rate annual) method or per period *(weekly, monthly)*	P11 Working Sheet, company records, employee, payslips, employee contracts

Earnings base

Earnings basis is the wages or earnings due to an employee before any deductions are made. It is also referred to as gross pay, taxable income, gross taxable pay to date, or (for NI purposes) insurable or Ni-able earnings. An employee's earnings base or gross pay can include wages, salaries, overtime, bonuses and commission. QuickBooks uses the earnings basis (or gross pay) to work out payroll withholding amounts such as income tax or National Insurance contributions. The earnings basis for income tax is what remains of the employee's pay after pre-tax deductions such as Approved Pension Plan contributions, Additional Voluntary Contributions, and Give As You Earn amounts have been taken. The earnings basis for National Insurance is what remains of the employee's pay after pre-NI deductions, if any, have been taken. In QuickBooks, the earnings basis for an NI payroll item is nearly always the same as the employee's total pay to date.

Information QuickBooks needs...	Where to find it...
Employee personal information *(National Insurance number, date of birth, contact details)*	P11 Working Sheet, your employee or company records
Employees rate of pay and payroll payment additions, deductions and employer contribution amounts	Payslips, company records, employee contracts or your accountant
Previous employment information for employees who joined your company mid-way through the current tax year *(National Insurance, tax codes and Scheme Contracting Out Number (SCON) for employees who opted out of State Earnings Related Pension Scheme (SERPS))*	P45 or P46, SSP1(L), previous employer, your accountant or company records
If paying by BACs, employee's bank or building society details *(sort code, account number, name of account holder, bank name and address, and roll number if the account is with a building society)*	Employees, your accountant or company records
Statutory payment information for existing or future SSP, SMP, SPP, or SAP including working day patterns	SSP1(L), BF 220/220A/220B/220C, MATB1, your accountant or company records
Holiday and sick time accruing policies and amounts	Payslips, your accountant or company records
Total employee payroll amounts that you've paid out so far this payroll year up to the date you start using QuickBooks including amounts withheld from payroll payments	Copies of employee payroll payments, payslips, previous accounting software or service provider, reports, your accountant or company records
If you are operating payroll, total amount of PAYE income tax and National Insurance (NI) contributions are owed to the HMRC as of your start date.	Previous accounting software or service provider, accountant or company records

Adding Payroll Items

You add payroll items to payroll payments the same way you add items to invoices. Payroll items track amounts such as wages you pay and taxes you deduct from your employees. There are payroll items for commission, taxes, NICs, other additions and deductions (such as student loans and AEOs), and employer-paid expenses. You can assign these payroll items to different accounts as needed.

By default, QuickBooks creates some of the more common payroll items that you'll need to process your payroll such as statutory payments, tax deductions, pension schemes, AEOs and student loan repayments to name a few. However, you may find that you'll need to add payroll items to suit your own needs. For example, you may need to add a payroll item for health insurance that your company provides to employees.

When you need to create new payroll items, you'll use the payroll item wizard which will guide you through the set up (as long as your QuickBooks Payroll Service subscription is up to date).

To create a payroll item:

1. From the Employees menu, choose Payroll Item List.

2. From the Payroll Item menu button, choose New. The payroll item wizard opens.

3. Choose the type of payroll item you want to create.

Use this payroll item	To track
Wage	Money you pay to employees for salaries, hourly wages and commissions.
Addition	Money you pay to an employee that increases his or her earnings base such as a bonus.
Deduction	Money you deduct from your employee other than taxes, such as pension schemes.
Employer Contribution	Employer-paid benefits for your employees such as life insurance or employer contributions to a pension scheme.
Attachment of Earnings Order (AOE)	Money that a court or local authority orders you to deduct from an employee to pay back his or her debt.

4. Click Next and answer the questions on each slide of the wizard.

Payroll Liabilities account

The Payroll Liabilities account tracks taxes that you deduct from employees' payroll payments and holds them temporarily until you remit them to the government. These include income tax and National Insurance Contributions. QuickBooks automatically adds this account to your chart of accounts. When you create payroll items, QuickBooks automatically assigns some of them to the Payroll Liabilities account by default (but you can change this assignment if you prefer to assign them to a different account). When you change a payroll item to track to a different account, the change affects all (previous and current) payroll cheques that have the newly-changed payroll item attached to it.

Payroll Expenses account

The Payroll Expenses account tracks payroll items that are an expense to your company. These include salaries, wages, bonuses, commissions, and the company-paid portion of taxes such as Employment Insurance. QuickBooks automatically adds this account to your chart of accounts. When you create payroll items, QuickBooks automatically assigns some of them to the Payroll Expenses account by default (but you can change this assignment if you prefer to assign them to a different account).

Setting Up Your Payroll | Employees

New Employee: Payroll and Compensation Info tab

Change to the Personal Info tab to enter employee personal information including NI no., date hired, & birth date

Enter employee basic earnings information (paid on a salary or hourly, makes commission)

Enter employee benefits and deductions including payments to a pension scheme or union, company-paid benefits such as a dental plan, or additions for bonuses earned

Enter how much sick and holiday time the employee has accrued and used thus far.

Set up the employee's tax and NI information such as tax and NI codes, and whether an employee is a director

If paying by BACS, enter employee's bank account information

If an employee started work part way through the tax year, enter the details from his or her P45 and SSP1(L)

New Employee: Statutory Pay Info tab

To set up statutory pay, change the tab to Statutory Pay Info. To learn more about paying statutory pay, refer to the in–product Help. Go to the Find window and search for "Overview of Statutory Pay".

Set an employee's working day pattern here. A "W" denotes a work day and an "N" denotes a non-work day. In this example, the employee works Monday to Friday. You can also create a default working day pattern if most of your employees share the same pattern.

If an employee has alternating work patterns, select the week in which the first work pattern starts.

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Setting Up Employees

To process payroll payments and prepare tax documents for your employees and *directors*, you first need to create an employee profile or record that keeps track of the employee's personal details, tax and payroll information. The information from the employee profile is used to create his or her payments.

Creating employee profiles or records

To set up an employee's personal information:

1. From the Lists menu, choose Employee List.

2. From the Employees menu button, click New.

3. Complete the Address Info tab (contact number, NI number, DOB, etc.).

4. (Optional) On the Additional Info tab, define custom fields to store other information such as an emergency contact number.

To set up an employee's payroll information:

1. Open the New Employee window as described in the steps above. Change the tab to Payroll and Compensation Info.

2. In the Earnings section, set up the details of the employee's pay.
   • Under Item Name, select the type of payment (hourly or salary).
   • Under Hourly/Annual Rate, enter the amount of the pay.
   • Choose the pay frequency (how often you pay this employee).
   • Choose the pay method (do you use cash, cheques or BACS).

3. If you use QuickBooks to track your employee's time and payment based on this time, select "Use time data to create payments".

4. In the Other Payroll Items section, set up additions, deductions and employer contributions (except for taxes) that affect the employee's pay (eg., bonuses and pension schemes).

5. Click Sick/Holiday to set up how sick time and holidays are accrued.

6. Click Tax/NI Details to enter tax and NI code information.

7. If you pay the employee with BACS, click Bank Details to set up an employee's bank account information.

8. If the employee started employment with you part way through the current tax year, click Previous Employment to enter the total amount of pay and taxes paid while he or she worked for the previous employer. This information is available from the P45 and SSP1(L) forms.

Key Term

Directors
A director is a person who, traditionally, manages the business of the company on a day-to-day basis. With QuickBooks, you have the flexibility to calculate your director's NICs annually or on a per period basis. For more information on directors, refer to the in-product Help. Go to the Find window and search for "directors".

Did you Know?

Information that is common to most of your employees can be set up as a default. That way, when you go to set up an employee, some of the payroll settings are already set up for you. For more information on setting employee defaults, refer to the in-product Help. Go to the Find window and search for "entering common employee information".

Learn More

To learn more on Managing Employees, go to the Find window and type in the following terms to search for these help topics:
   Changing payroll information for an employee
   Entering year-to-date amounts for an employee
   E-payment solutions for payroll
   Releasing an employee
   Paying statutory pay
   Payroll overview

Entering year-to-date amounts for your employees

If you began using QuickBooks Payroll part way through the current tax year, you must enter year-to-date amounts for each employee that you've paid thus far in tax year. This is because PAYE is calculated on a cumulative basis, so QuickBooks needs to take into account an employee's total pay and tax amounts for a given tax year in order to be able to deduct the right amount of tax from his or her pay. You can use the Year-to-Date wizard to help you enter year-to-date amounts for your employees.

Note: *If you have an employee who begins working for you part way through the tax year, do not use the Year-to-Date wizard to add employment figures from his or her previous employer. Instead, add the figures from the P45 to his or her employee profile. (With the employee profile (record) open, go to the Payroll and Compensation Info tab and click the Previous Employment button.)*

To enter year-to-date amounts for each employee:

1. Summarise the payroll payments you processed for each employee from 6 April to the date that you started using QuickBooks Payroll.

2. From the Employees menu, choose Set Up YTD Amounts. The YTD wizard opens.

3. Follow the on-screen instructions until you get to the Employee summary information screen. Select an employee from the list and click Enter Summary. The YTD Adjustment window opens.

4. Enter the details of the year-to-date payroll amounts for this employee. We recommend that you create one entry to summarise the payroll payments that you've paid to this employee thus far. You cannot do this, however, if an employee's NI code changed throughout the tax year. An entry must be created for each payroll period where a new NI code was given.

5. Click OK, and select the next employee.

6. Click Leave when you are done, or if you need to enter prior payroll liability payments, click Next and refer to the steps below.

To learn more about entering year-to-date amounts, refer to the in–product Help. Go to the Find window and search for "entering employee year-to-date amounts during payroll setup".

To enter prior payroll liability payments:

1. Open the YTD wizard as explained in the steps above.

2. Follow the on-screen instructions until you get to the Enter prior payments screen.

3. Click the Create Payment button to enter a summary of all the payments you've made to the government and other agencies from 6 April to the date you subscribed to QuickBooks Payroll.

How do I know which accounts are affected? Look to the side bar area on the next page for more information on knowing when your accounts should be affected by year-to-date entries.

Managing statutory payments

There are times when you'll have to make statutory payments to your employees who have stopped working for you because they became ill or are expecting a child. With QuickBooks Payroll, you can automatically calculate the payment of SSP, SMP and SPP for those employees who qualify. QuickBooks also tracks the amount of recovery you can claim and deducts it from your payroll liabilities account accordingly.

Note: *SAP can be set up in QuickBooks as well. However, QuickBooks does not calculate the SAP amounts for you. For more information on managing SAP, refer to the in-product Help and search for "SAP".*

To set up statutory payment details:

1. From the Employees menu, select Employee List.

2. Select the employee who requires a statutory payment, then click the Employee menu button and select Edit.

3. Change the tab to Statutory Pay Info and add the details of the scheme.

Operating your pension schemes

Pension schemes are managed using payroll items. You can set up a pension payroll item as a flat rate or a percentage of the employee's pay. Depending on your payroll system, you may need to create two payroll items to process your pension schemes: one as a deduction from the employee's pay (if needed), and the other as an employer contribution.

Pension scheme payroll items can then be added to the employee's profile or record. Once there, QuickBooks automatically calculates pension contributions when you create his or her pay.

You can also create a payroll pension report to see a list of all the pension contributions that you and your employees have made. Go to Reports menu, select Employees & Payroll, then click Payroll Pension Detail.

Dealing with Attachment of Earnings Orders (AEO)

QuickBooks handles all types of attachments of earnings (AEOs). You set them up by creating an AEO payroll item and entering the court order information to the employee's profile. The attachment amount is then deducted each pay period until the order has been paid.

When it comes time to remit the attachment deductions, use the Pay Attachments and Print Liability Voucher features.

To learn more about setting up AEOs, refer to the in–product Help. Go to the Find window and search for "Attachment of Earnings Orders".

Accounts affected?
When you create year-to-date entries, should the entries affect your accounts? Generally speaking, no. QuickBooks uses the date you selected in the YTD wizard to determine whether it should also adjust your expense, liability and bank accounts and most of the time, these accounts shouldn't be adjusted.

In other words, if your payroll expense, liabilities and bank account balances are up to date, then your year-to-date entries should not affect your accounts.

If your payroll accounts are *not* up to date when you enter year-to-date figures, then you may want the YTD wizard to adjust their balances. Consult with your bookkeeper or accountant if this is the case.

For more details on this, click the Help button on the Affect Accounts window. You can get to the Affect Accounts window by pressing the Accounts Affected button in the YTD wizard.

Week 1/month 1 basis
PAYE is normally calculated on a cumulative basis. However, there may be times when you need to calculate an employee's income tax in a non-cumulative way. This is referred to as a week 1 or month 1 basis. To create payments on a week 1/month 1 basis, change the employee's tax code by appending an X to it. QuickBooks then knows to work out the employee's tax on a week 1/month 1 basis.

Select employees to pay

QuickBooks draws the payments from this account

2

If you pay by BACs, select the agency you use to administer them

3

To enter hours worked, commissions, bonuses or other variations from pay period to pay period, select this option

6

QuickBooks creates a payroll payment for each marked employee

Preview payroll cheque

To prevent sick and holiday hours from accruing from this payroll payment (for example, for a bonus or commission pay) tick this check box

If an addition, deduction, or employer contribution is based on quantity, enter the quantity here

This area shows employer-paid taxes and contributions. These amounts do not affect the amount of the pay, but does affect your payroll expenses

Employee Summary shows the payroll amounts that will be printed on the payslip

Paying Employees

Your employees can be paid weekly, fortnightly, four weekly or monthly, and you can create their payments using cash, cheques or BACS. The employee's tax and NICs are calculated automatically using the *tax code* and NI letter that you entered in the employee's profile.

Note: *Before you begin paying your employees, ensure that your payroll is set up completely and correctly in QuickBooks. We strongly recommend that you read the entire Payroll and Employees chapter in the QuickBooks User Guide. To read this guide, go to the Help menu, select QuickBooks Guides, and then User Guide.*

To create payroll payments:

1 From the Employees menu, choose Pay Employees.

2 Choose the bank account you want to use to pay the employee(s).

3 Choose how the payroll payment is to be administered.
   • If you print the pay cheques, tick "To be printed"
   • If you pay via BACS, in the BACS Agency Payee field, select the agency you use to administer your BACS

4 In the Payment Date field, enter the date of this payroll payment. Basically, this is the date that the money will be received by the employee.

5 If you have many employees, use the filters to display a certain set of employees (eg. you may want to display only your weekly-paid employees).

6 If you want to review or modify a payroll payment, select "Enter hours and preview payment before creating."

   If you don't need to review the payroll payment, select "Create payment without preview using hours below and last quantities." QuickBooks will create the payment using the number of hours worked from the last payroll payment that you created for that employee.

7 Click Create.

8 If you chose to preview the payroll payment, QuickBooks displays the Preview Payment window, starting with the first employee you are paying. Make the changes to the payment and click Create.

9 When you are done reviewing your payroll payments, click Print Pay Cheques to print the payroll cheques you just created, or...

   Click Print Pay Slips. For more information on BACS, refer to the in–product Help. Go to the Find window and search for "QuickBooks e-payment solutions for payroll".

Tax codes
In most cases, when you hire a new employee, you will get their tax code from the P45. If the employee doesn't have a form P45, you may have to use an emergency tax code (BR tax code) until you get their tax code information. If you use an emergency tax code, don't forget to submit a form P46 to the HM Revenue & Customs. Entering the right tax code is important as it ensures that QuickBooks is calculating payroll deductions correctly, and the P11 is properly filled out. Some common tax codes include suffix codes (489L), prefix codes (K100, D0), BR (Basic Rate 22%) and NT (No Tax 0%).

To learn more on Paying Employees, go to the Find window and type in the following terms to search for these help topics:
   Entering wage and
      salary information
   Overview of advance
      holiday payments
   Payroll overview
   Printing payroll cheques
   QuickBooks payroll
      service
   QuickBooks epayment
      solutions for payroll
   Reports about
      employees and
      payroll
   Reviewing and adjusting
      payroll payments
   Setting payroll printing
      preferences
   Setting up time tracking
      for employees

Making a Payment to the HMRC

Paying your *payroll liabilities* is easy with QuickBooks Payroll. QuickBooks automatically tracks how much you owe and to whom, allows you to choose which liability you want to pay, reduces your payroll liability where recovery amounts are concerned, and creates the cheques for you.

Your biggest payroll liability will be owed to HMRC for income tax, National Insurance Contributions and student loan deductions that are withheld from employees. Each tax period (either monthly or quarterly), you must send a payment to the HMRC.

The method you use to send in your payment to HMRC determines the due date (you can send a payment electronically or through the post). Check with the HMRC or your accountant if you are unsure of when your payment needs to reach the Accounts Office.

To make a payment to the HMRC:

Note: *When making a payment to HMRC, always use the Pay Payroll Liabilities feature as described below. Your payroll liability accounts will not be adjusted properly if you don't use this feature and your liability reports will be incorrect.*

1 From the Employees menu, choose Process Payroll Liabilities, then Pay Payroll Liabilities.

2 In the Through date field, enter the last day of the tax period for which you are paying your liabilities (this is the 5th of the following month), and click OK. *You do not need to change the date in the From field. Even though it is set to April 6th (the beginning of the tax year), QuickBooks knows to only include your outstanding payroll liabilities for the current tax period for which you are paying.*

If you qualify for SER, make sure to tick the small employer's relief check box. QuickBooks uses a different recovery calculation for SER.

Note: *QuickBooks will automatically make a statutory payment recovery adjustment that reduces your total liability amount if statutory payments were made during the tax period for which you are remitting a payment.*

3 Tick the payroll items that are payable to the HM Revenue & Customs. Once you click one item, all other HM Revenue & Customs items are selected.

4 Use the information on the Pay Liabilities screen to fill in your payslip (P30).

Note: *If you created SMP, SPP, or SAP payments during a given tax period and you qualify for SER, you can create the Statutory Payments report to help fill in your P30 payslip. This report breaks out the NIC recovery amount from the total which is required for the P30. To create this report, go to the Reports menu, choose Employee & Payroll, then click Statutory Payments Detail.*

5 Click the Create button once you have completed the P30. QuickBooks creates the cheque for you and adjusts your payroll liability accounts accordingly.

6 Send your payment and the payslip to your Accounts Office. To learn more about sending your payment electronically, click the Electronic Payment link shown on the Pay Liabilities screen.

Forms to Help Manage Your Payroll (P11 & P45)

Deductions Working Sheet P11

QuickBooks Payroll creates and maintains an electronic version of the P11 form for each of your employees. Every time you pay an employee, the details of the pay are recorded to the P11. It is good practise to review the figures on the P11 after each payroll period. It will make your payroll year end reporting run more smoothly.

To view an employee's P11:

1 From the Employees menu, choose P11 Working Sheet.

2 Select the employee and click OK.

QuickBooks displays the employee's P11 for the current tax year. To see a P11 for a different year, go the Tax Year field and select the year you want. QuickBooks breaks the form down in to four sections: NIC details, NIC summary, PAYE details, and PAYE summary. To see data for a particular section, click its link at the top or bottom of the form.

Form P45

If an employee leaves your company, QuickBooks can print a P45 form for the leaver.

To print a P45 for a leaver:

1 Create the final payment for the employee who is leaving.

2 Load the P45 form in to your printer.

3 Open the Employee's profile or record and enter his or her leaving date.
- From the Employees menu, select Employee list.
- Select the leaving employee and click the Employee menu button.
- Go to the Personal Info tab and in the Left field enter the date that the employee is leaving.

4 From the Employees menu, select P45 for Leavers.

5 Select the leaving employee.

6 Click Print P45.

7 Give Parts 1A, 2 and 3 of the form to your employee, and send Part 1 to the HM Revenue & Customs.

Key term

Payroll Liabilities
Payroll liabilities are the amounts that you have deducted from your employees' pay but not yet passed on to the government or other agencies.
QuickBooks tracks the amount you owe for your payroll liabilities in an account called "Payroll Liabilities" which is automatically created. Each time you create a payroll payment, QuickBooks increases the balance of this liability account, and when you pay your payroll liabilities, the balance of this account is decreased. QuickBooks also adjusts your payroll liability if you are entitled to any recovery amounts (eg. statutory recovery).

Learn More

To learn more on Managing Payroll, go to the Find window and type in the following terms to search for these help topics:
- Adjusting your payroll liabilities
- Filling in a P32
- How QuickBooks calculates payroll liabilities
- Paying payroll taxes and other liabilities
- Payroll overview
- Preparing and filing payroll tax forms
- Recording a payroll liability refund cheque
- Setting up and using QuickBooks payroll
- Verifying payroll liabilities

You can work through your year end quickly and easily with the Payroll Year End Process screen (pictured below). It will guide you through the steps you must complete when processing your payroll year end, and help you to produce the year-end forms that you need to submit for your employers annual return. Also, use the checklist on this page to help you with your year end.

Once you have reviewed and printed your end-of-year forms, you can use QuickBooks Payroll to file your P35 and P14s electronically. If you are a business with less than 50 employees and you file your end-of-year forms online, you could qualify for a tax-free payment from the government.

You can leave this screen at any time. This field shows you where you left off in processing your payroll year end.

Complete these tasks in the order they appear here to process your payroll year end. Once you complete all these tasks, you will be able to file your end-of-year forms electronically to the HMRC.
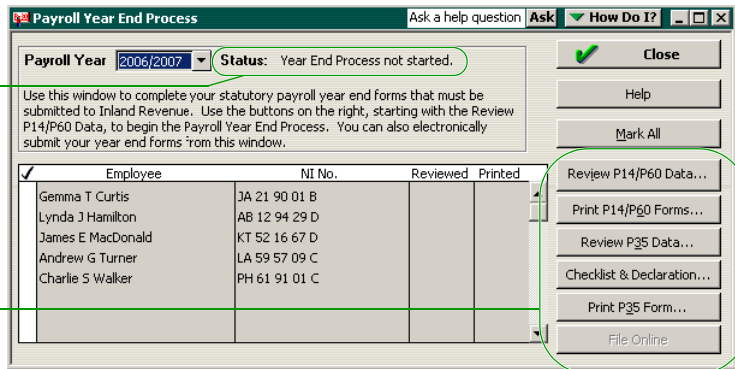
Payroll Year End Checklist

- ❑ **Run and update your final payroll period**
- ❑ **Process any leavers**
- ❑ **Check to see that you have enough pre-printed year-end forms; If filing your return online, get your User ID and password ready**
- ❑ **Print your P11 working sheets for your records**
- ❑ **Print your P14/P60s**
- ❑ **Print your P35 and check it against your P14s**
- ❑ **Print your SSP, SMP, SAP and SPP reports**
- ❑ **Distribute P60s to employees who are still employed by you at 5 April**
- ❑ **Send your end-of-year forms to the HMRC**

Filing Your Payroll Year-End Forms

At the end of the year, you must create forms P14/P60s and a P35. The Payroll Year End Process screen guides you through this task. Use it to

- review and print P14/P60 forms
- review and print the P35 form
- file your P14s and P35 online (electronically)

To print and file your end-of-year forms (**P14s/P60s & P35**):

You must complete these steps in their proper order. QuickBooks warns you if you try to complete a step out of sequence. When all the steps are completed, QuickBooks allows you to efile your end-of-year forms.

1. From the Employees menu, select Process Payroll Year End.

2. Choose the payroll year for which you are completing a return.

3. Mark all the employees that worked for you in the year.

4. Review your P14/P60 forms. Click Review P14/P60 Data. A P14 for the first employee is shown. Review the data and click Next until you have reviewed all P14/P60s.

5. Print your P14/P60s.
   - Insert a laser, portrait-style blank form in your printer.
   - Click Print P14/P60 Forms. Depending on your year end process, you may need to repeat this step until you have printed all the forms.

6. Review your P35. Click Review P35 data. QuickBooks generates your P35 based on data from your P14/P60s. The form is broken down in to four sections or tabs. Review the data on each tab, then click OK when you are sure that the figures are accurate.

7. Click Checklist & Declaration and answer all the questions listed.

8. Print your P35. Click Print P35. Although the P35 that QuickBooks prints looks like the official HMRC form, it is only for your records. If you are sending your return in the post, you must transfer the data from the printed form to an official one.

9. File your annual return. Before you do so, make sure your P35 and P14 data is correct and that you have created a backup of your company file.

Filing your return online
With QuickBooks Payroll, you can send your return to the HMRC using the Internet (this is called efiling). Businesses with less than 50 employees receive tax-free financial incentives if they submit their end-of-year returns online. To efile your return, you must first register with HMRC for "PAYE Online for Employers", and have a valid User ID and password.

When you efile using QuickBooks, it sends your P14 and P35 forms to the HMRC over the Internet. You will receive a message indicating whether the submission was successful or not. If the transmission was unsuccessful, the message will tell you what is wrong. You'll need to fix the data before you try to efile again.

Once you have successful efiled your return, you cannot efile again. Therefore, it is important to ensure that your end-of-year forms are correct. If you need to amend your P14 and P35 forms after you've successfully efiled your return, you must send the amendments using paper forms. Keep a paper trail of your amendments in case you get audited in the next three years.

If you are filing a paper return… Use the data from the P35 you just printed to fill in the HMRC official form and send it to the HMRC along with your P14s. Keep a copy of the forms for your records.

If you are efiling your return… Click the File Online button. Fill in the Employer Data, Online Filing Access and Employer and Agent Contact Information as applicable. You will need your User ID and password that you received from HMRC to send your return electronically.

Important Payroll Year-End Dates

5th April	Payroll or tax year end
6th April	Payroll or tax year begins
19th April	Last day for outstanding PAYE and Class 1 NICs to reach HMRC (if you pay with an electronic payment, you can extend this deadline to 22 April)
19th May	P35s and P14s to be submitted to the HM Revenue & Customs
31th May	P60s given to employees no later than this date
6th July	P9D and P11D forms to the HM Revenue & Customs no later than this date
19th July	Payment of Class 1A NIC on P11D benefits in kind (if you pay with an electronic payment, you can extend this deadline to 22 July)

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Keyboard Shortcuts

| General	Key
To start QuickBooks without a company file	Ctrl + doubleclick
To suppress the desktop windows (at Open Company window)	Alt (while opening)
Display information about QuickBooks	F2
Cancel	Esc
Record (when black border is around OK, Next, or Previous button)	↵
Record (always)	Ctrl + ↵

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
Last day of the yeaR	R
Date calendar	Alt + down arrow

Editing	Key
Edit transaction selected in register	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 cheque or other form number by one	+ (plus key)
Decrease cheque or other form number by	- (minus key)
Undo changes made in field	Ctrl + Z

Help window	Key
Display Help in context	F1
Select next option or topic	Tab
Select previous option or topic	Shift + Tab
Display selected topic	↵
Close popup box	Esc
Close Help window	Esc

Activity	Key
Account list, display	Ctrl + A
Cheque, write	Ctrl + W
Copy transaction in register	Ctrl + O
Customer:Job list, display	Ctrl + J
Delete cheque, invoice, transaction, or item from list	Ctrl + D
Edit lists or registers	Ctrl + E
QuickFill and Recall (type first few letters of name and press Tab, name fills in)	*abc* Tab
Find transaction	Ctrl + F
Go to register of transfer account	Ctrl + G
Help in context, display	F1
History of A/R or A/P transaction	Ctrl + H
Invoice, create	Ctrl + I
List (for current field), display	Ctrl + L
Memorise transaction or report	Ctrl + M
Memorised transaction list, display	Ctrl + T
New invoice, bill, cheque or list item	Ctrl + N
Paste copied transaction in register	Ctrl + V
Print	Ctrl + P
QuickZoom on report	↵
QuickReport on transaction or list item	Ctrl + Q
Register, display	Ctrl + R
Show list	Ctrl + S
Use list item	Ctrl + U
Transaction journal, display	Ctrl + Y

Moving around a window	Key
Next field	Tab
Previous field	Shift + Tab
Report column to the right	Right arrow
Report column to the left	Left arrow
Beginning of current field	Home
End of current field	End
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 + →
Previous word in field	Ctrl + ←
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