



QUICKBOOKS DESKTOP 2017 STUDENT GUIDE

Lesson 7

Receive Payments & Make Deposits

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Lesson Objectives

- Learn how to record customer payments in QuickBooks
- Learn how to handle customer discounts, partial payments, overpayments or down payments
- Learn how to handle customer bounced checks
- See how to record a deposit in QuickBooks and how QuickBooks treats the deposit behind the scenes
- Learn how to enter cash back from a deposit in QuickBooks

Record Payment in Full for a Single Job

If you receive payment at the time of a sale and fill out a sales receipt, QuickBooks records a customer payment. When you invoice a customer and receive payment later, you enter the payment in the QuickBooks Receive Payments window.



Step-by-Step: Record a Payment in Full

1. From the Customers menu, choose **Receive Payments**. (If the QuickBooks Payment Interview window displays, close it.)
2. In the Received From field, select the Customer:Job from whom you are receiving the payment. Press **Tab**.
3. In the Amount field, type the amount of the payment. Press **Tab**.
4. In the Date field, enter the date the payment was received. Press **Tab**.
5. Select the payment method from the payment icons. Press **Tab**.
6. Enter the reference number for the payment, if applicable.
7. Place a checkmark next to the invoices in the grid to which you are applying the payment. (If *Automatically apply payments* has been chosen in **Edit → Preferences → Payments → Company Preferences**, you can remove checkmarks and add your own if the automatic application of payment doesn't suit your needs.)

Customer Payment CUSTOMER BALANCE **9,397.33**

RECEIVED FROM: Cook, Brian
 PAYMENT AMOUNT: 5,418.00
 DATE: 12/15/2021
 CHECK #: 3434

Where does this payment go?

DATE	JOB	NUMBER	ORIG. AMT.	AMT. DUE	PAYMENT
10/15/2021	Kitchen	1066	3,100.00	700.00	0.00
11/25/2021	Kitchen	1080	1,636.69	1,636.69	0.00
11/25/2021	2nd story addition	1081	5,418.00	5,418.00	5,418.00
Totals			11,797.33	9,397.33	5,418.00

AMOUNTS FOR SELECTED INVOICES

AMOUNT DUE **5,418.00**
 APPLIED **5,418.00**
 DISCOUNT AND CREDITS APPLIED **0.00**

MEMO:

Save & Close Save & New Clear

8. Click **Save & Close**.

NOTES

Enter a Partial Payment



Step-by-Step: Enter a Partial Payment

1. From the Customers menu, choose **Receive Payments**. (If the QuickBooks Payment Interview window displays, close it.)
2. In the Received From field, select the Customer:Job from whom you are receiving the payment. Press **Tab**.
3. In the Amount field, type the amount of the payment. Press **Tab**.
4. In the Date field, enter the date the payment was received. Press **Tab**.
5. Select the payment method from the payment icons. Press **Tab**.
6. Enter the reference number for the payment, if applicable.
7. Place a checkmark next to the invoices in the grid to which you are applying the payment. (If *Automatically apply payments* has been chosen in **Edit → Preferences → Payments → Company Preferences**, you can remove checkmarks and add your own if the automatic application of payment doesn't suit your needs.)
8. Enter the amount of the payment to be applied to each invoice.
9. Leave the **Leave this as an underpayment** option selected.
10. Click **Save & Close** to record the partial payment.

NOTES

Apply One Payment to Multiple Jobs



Step-by-Step: Apply One Payment to Multiple Jobs

1. From the Customers menu, choose **Receive Payments**. (If the QuickBooks Payment Interview window displays, close it.)
2. In the Received From field, select the parent customer name for the jobs against which you are receiving payment. This will enable QuickBooks to show all open invoices for the parent customer and all its jobs. Press **Tab**.
3. In the Amount field, type the amount of the payment. Press **Tab**.
4. In the Date field, enter the date the payment was received. Press **Tab**.
5. Select the payment method from the payment icons. Press **Tab**.
6. Enter the reference number for the payment, if applicable.
7. Place a checkmark next to the invoices in the grid to which you are applying the payment. (If *Automatically apply payments* has been chosen in **Edit → Preferences → Payments → Company Preferences**, you can remove checkmarks and add your own if the automatic application of payment doesn't suit your needs.) You will be able to identify the invoice number as well as the job to which it relates.

Customer Payment CUSTOMER BALANCE **5,026.50**

RECEIVED FROM: Pretell Real Estate

PAYMENT AMOUNT: 5,026.50

DATE: 12/15/2021

CHECK #: 365

Where does this payment go?

✓ DATE	JOB	NUMBER	ORIG. AMT.	AMT. DUE	PAYMENT
10/10/2021	155 Wilks Blvd.	1065	3,439.00	2,239.00	2,239.00
11/15/2021	155 Wilks Blvd.	1074	1,072.50	1,072.50	1,072.50
12/10/2021	155 Wilks Blvd.	1090	1,715.00	1,715.00	1,715.00
Totals			6,226.50	5,026.50	5,026.50

AMOUNTS FOR SELECTED INVOICES

AMOUNT DUE **5,026.50**

APPLIED **5,026.50**

DISCOUNT AND CREDITS APPLIED **0.00**

MEMO:

8. Click **Save & Close**.

NOTES

Enter Overpayments

If a customer sends you an overpayment, you simply enter the amount in the Receive Payments window and QuickBooks keeps track of the additional payment. When the customer has future invoices, you can apply the overpayment to those amounts – you can even apply the credit directly to the invoice.



Step-by-Step: Enter the Payment

1. From the Customers menu, choose **Receive Payments**. (If the QuickBooks Payment Interview window displays, close it.)
2. In the Received From field, select the Customer:Job from whom you are receiving the payment. Press **Tab**.
3. In the Amount field, type in the amount of the payment. Press **Tab**.
4. Select the payment method from the payment icons. Press **Tab**.
5. Enter the reference number for the payment, if applicable.
6. Place a checkmark next to the invoices in the grid to which you are applying the payment. (If *Automatically apply payments* has been chosen in **Edit → Preferences → Payments → Company Preferences**, you can remove checkmarks and add your own if the automatic application of payment doesn't suit your needs.) The total in the Payment column may not add up to the total payment amount at the top of the Customer Payment window if you don't know how to apply all the money.
7. You may choose **Leave the credit to be used later** to leave the overpayment on the customer account or **Refund the amount to customer** to issue a refund.
8. Click **Save & Close**.
 - a. If you chose to refund the amount to your customer, the **Issue a Refund** window will appear. Complete the form appropriately.
 - b. Click **OK**.

Issue a Refund ✕

A refund is due to <u>Cook, Brian</u>	Issue this refund via Check ▾
Refund Amount \$ <u>1,020.67</u>	Account 10100 - Checking ▾
Date 12/15/2021 📅 Ref/Check No. <u>To Print</u>	Ending Balance 46,056.48
Address <div style="border: 1px solid gray; padding: 5px; min-height: 60px;">Brian K. Cook 345 Cherry Lane Middlefield CA 94482</div>	Class ▾
Memo 	

To be printed OK Cancel

NOTES

Handle Down Payments & Prepayments

If a customer makes a payment before you've invoiced him for services (for example, he may be making a down payment or paying a retainer fee), you can still record the payment in the Receive Payments window. However, because you don't have any invoices to apply the payment to, QuickBooks records it as an unused payment (just like an overpayment).

QuickBooks holds the unapplied amount in Accounts Receivable with the customer's name (as a negative amount). The next time you enter that customer in the Receive Payments window, QuickBooks displays the credit amount in the Available Credits area. The customer's balance also reflects the credit amount.



Step-by-Step: Enter the Down Payment

1. From the Customers menu, choose **Receive Payments**. (If the QuickBooks Payment Interview window displays, close it.)
2. In the Received From field, select the Customer:Job from whom you are receiving the payment. Press **Tab**.
3. In the Amount field, type in the amount of the payment. Press **Tab**.

DATE	NUMBER	ORIG. AMT.	AMT. DUE	PAYMENT
There are no unpaid invoices for this customer				
Totals			0.00	0.00

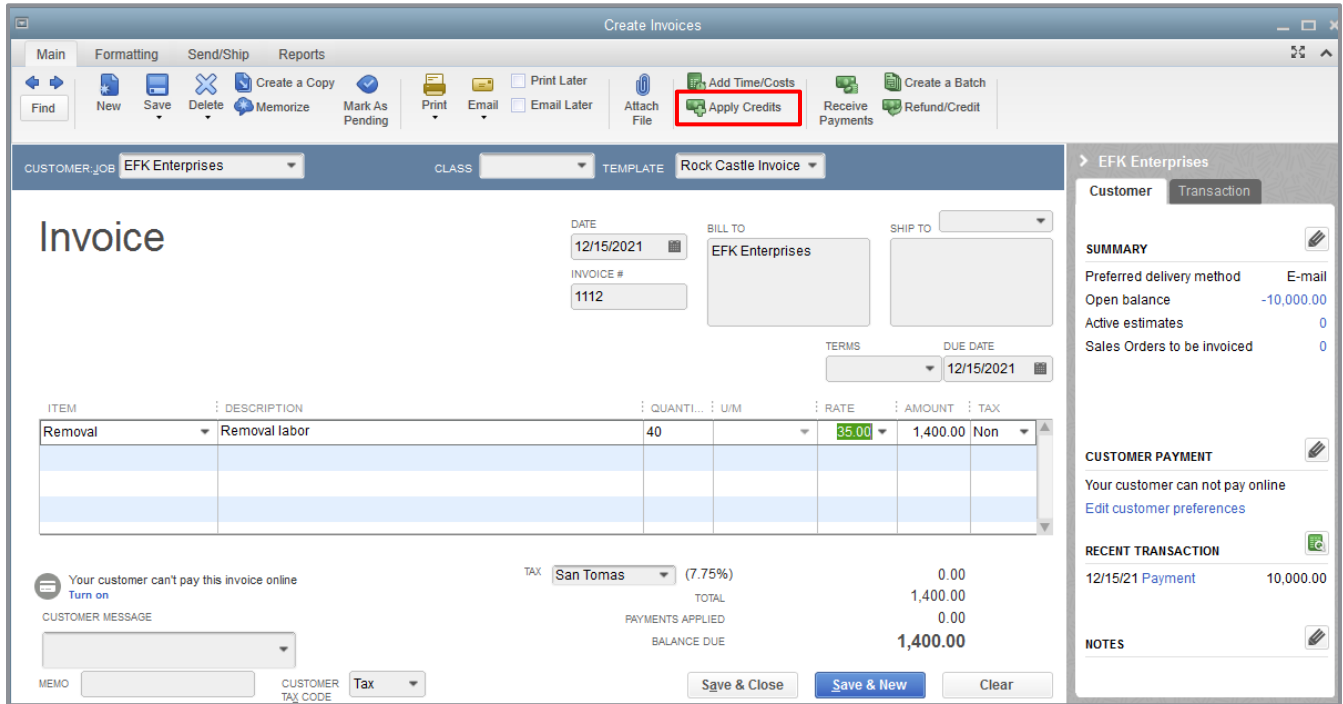
AMOUNTS FOR SELECTED INVOICES	
AMOUNT DUE	0.00
APPLIED	0.00
DISCOUNT AND CREDITS APPLIED	0.00

4. Select the payment method from the payment icons. Press **Tab**.
5. Enter the reference number for the payment, if applicable.
6. Ensure that no invoices are selected for applying the payment.
7. Ensure the **Leave the credit to be used later** option is selected.
8. Click **Save & Close**.
9. In the Payment Credit window that appears, click **OK**.

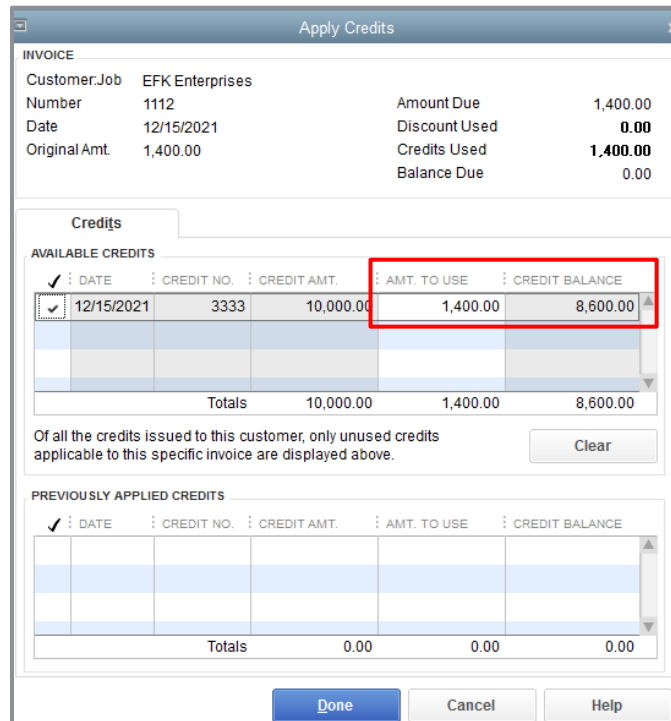


Step-by-Step: Create an Invoice for a Customer Who Made a Down Payment

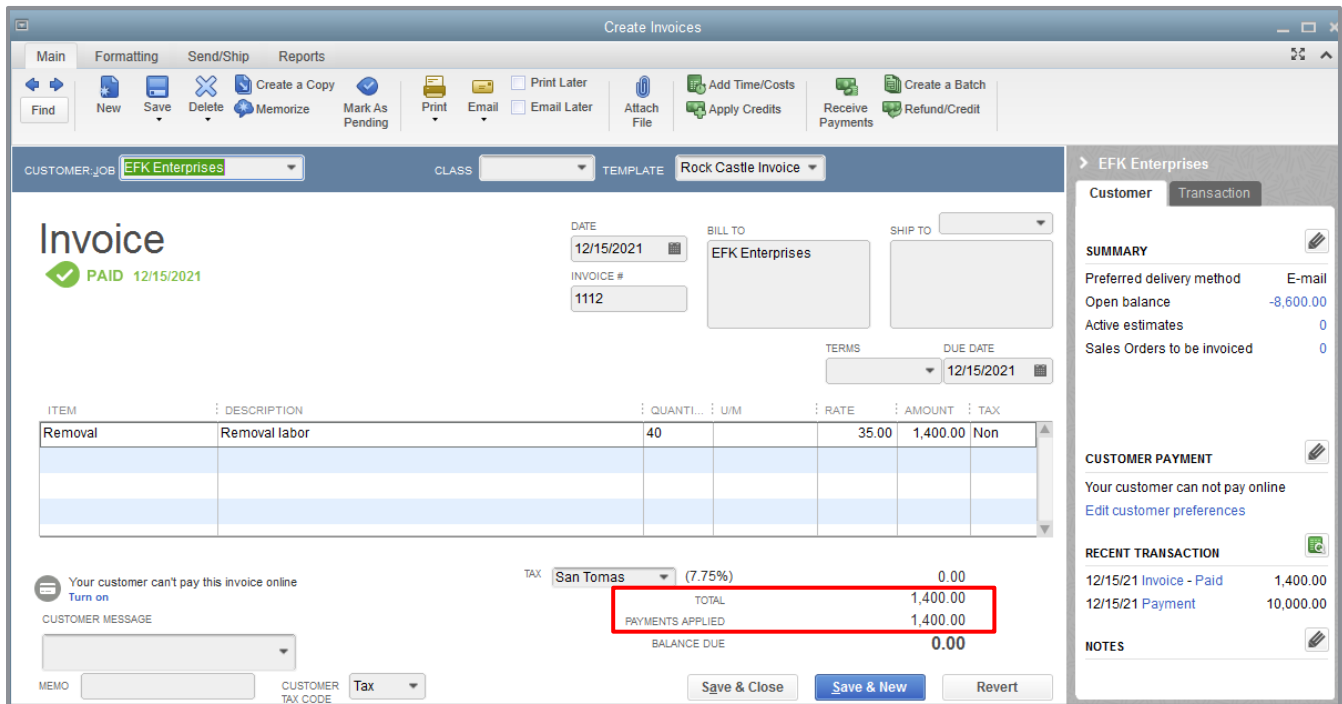
1. From the Customers menu, choose **Create Invoices**.
2. In the Customer:Job field, select for whom you are creating the invoice.
3. Add any billable time/costs, if applicable.
4. If you use custom invoice templates, select the appropriate template from the Template drop-down.
5. Complete the invoice form appropriately.
6. Click **Save** in the Main tab of the ribbon at the top of the invoice to save your invoice but keep it open.



7. Click **Apply Credits** to apply the down payment amount toward this invoice.
8. Choose the credits you wish to apply to the invoice (if they're not chosen for you already) and click **Done**. In this case, only part of a credit is being used and there is a remaining credit balance.



- You will see the invoice is now changed to reflect the application of a credit and the balance due is also affected.



- Click **Save & Close**.

NOTES

Make Deposits

When you use the Enter Sales Receipts window (for a sale where you receive payment on the spot), the Receive Payments window (for payments on invoices) or a payment item in the body of an invoice, QuickBooks keeps track of the money you’ve received until you deposit it in the bank. When you receive payments from customers, you can either deposit each payment directly into a QuickBooks bank account or you can accumulate those payments in an account called Undeposited Funds to be moved to a bank account at a later time. QuickBooks allows you to choose the method you prefer for depositing payments.



Step-by-Step: Select Payments to Deposit

1. From the Banking menu, choose **Make Deposits**.

Payments to Deposit

SELECT VIEW
View payment method type: All types [What are payment method views?](#)
Sort payments by: Payment Method

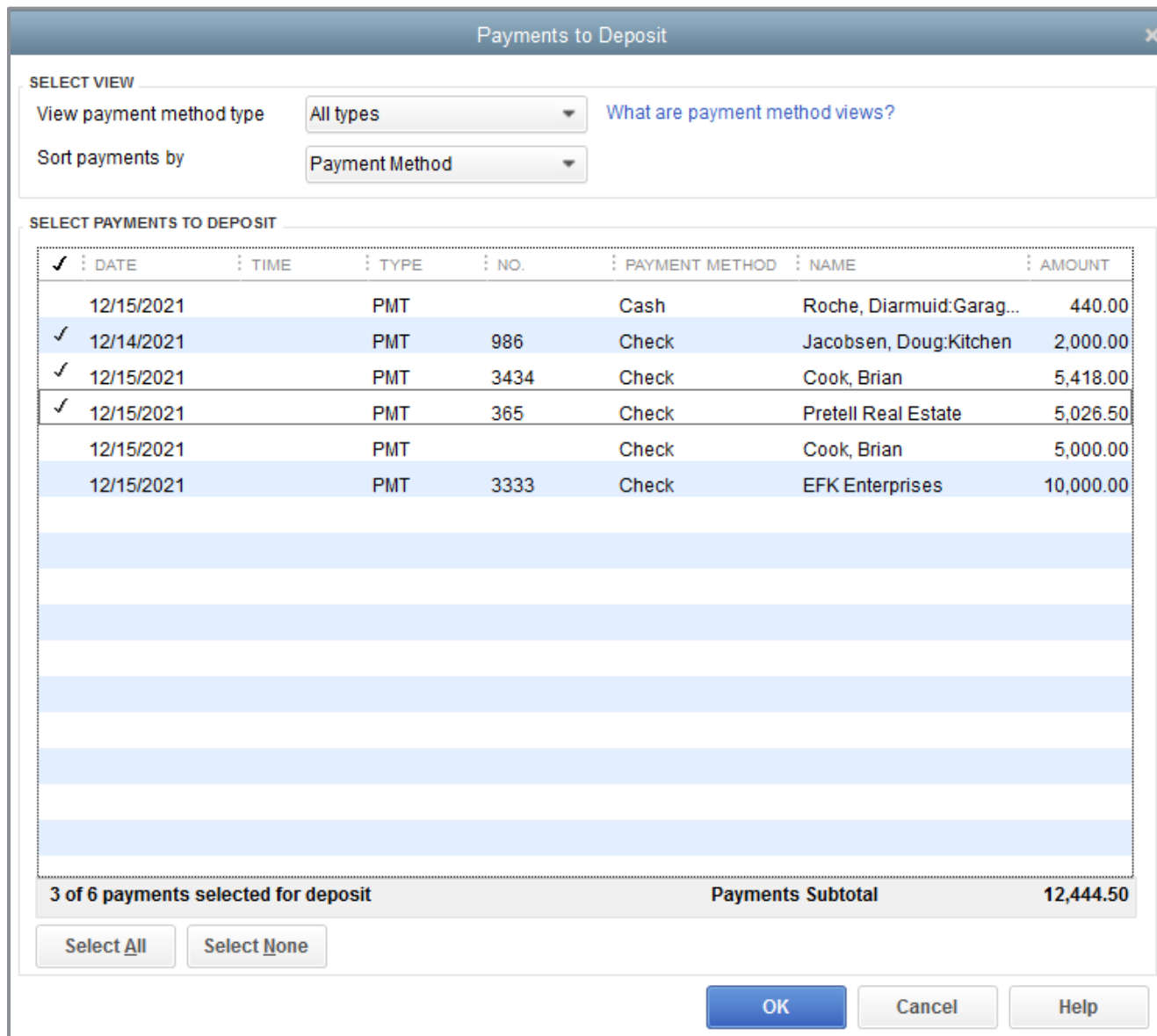
SELECT PAYMENTS TO DEPOSIT

✓	DATE	TIME	TYPE	NO.	PAYMENT METHOD	NAME	AMOUNT	
	12/15/2021		PMT		Cash	Roche, Diarmuid:Garag...	440.00	
	12/14/2021		PMT	986	Check	Jacobsen, Doug:Kitchen	2,000.00	
	12/15/2021		PMT	3434	Check	Cook, Brian	5,418.00	
	12/15/2021		PMT	365	Check	Pretell Real Estate	5,026.50	
	12/15/2021		PMT		Check	Cook, Brian	5,000.00	
	12/15/2021		PMT	3333	Check	EFK Enterprises	10,000.00	
0 of 6 payments selected for deposit							Payments Subtotal	0.00

Select All Select None

OK Cancel Help

2. Click to select the payments you want to bring to the bank in one batch (e.g., a deposit slip).



3. Click **OK**.

QuickBooks displays the Make Deposits window, which shows the payments you just selected.

4. In the Deposit To field, make sure the proper bank account is selected.
5. Ensure you enter the correct date and a memo, if desired.

Make Deposits

Previous Next Save Print Payments History Journal Attach

Deposit To 10100 - Chec... Date 12/15/2021 Memo Deposit

Click Payments to select customer payments that you have received. List any other amounts to deposit below.

RECEIVED FROM	FROM ACCOUNT	MEMO	CHK NO.	PMT METH.	CLASS	AMOUNT
Jacobsen, Doug:Kitchen	12000 - Undeposited ...		986	Check		2,000.00
Cook, Brian	12000 - Undeposited ...		3434	Check		5,418.00
Pretell Real Estate	12000 - Undeposited ...		365	Check		5,026.50
Deposit Subtotal						12,444.50

To get cash back from this deposit, enter the amount below. Indicate the account where you want this money to go, such as your Petty Cash account.

Cash back goes to Cash back memo Cash back amount

Deposit Total 12,444.50

Save & Close Save & New Clear

If you have money to deposit that is not the result of a payment you received for a sale, you can enter it in the detail area of the window in the next vacant row. For example, if you received a premium refund from your insurance company or a shareholder loan, you would enter it here.

6. You can print the deposit slip by selecting the **Print** icon at the top of the Make Deposits window and take that to your bank to accompany the deposit.
7. Click **Save & Close** to record the deposit.

NOTES

How QuickBooks Handles the Deposit



Step-by-Step: View the Undeposited Funds Account

1. From the Lists menu, choose **Chart of Accounts**.
2. In the Chart of Accounts, double-click the **Undeposited Funds** account.

This is the register where QuickBooks records all payments posted to Undeposited Funds.

DATE	REF	PAYEE	DECREASE	INCREASE	BALANCE
	TYPE	ACCOUNT			
2/15/2021		Cook, Brian		5,000.00	7,440.00
	PMT	11000 - Accounts Receivable			
2/15/2021	365	Pretell Real Estate		5,026.50	12,466.50
	PMT	11000 - Accounts Receivable			
2/15/2021	365	Pretell Real Estate	5,026.50		7,440.00
	DEP	10100 - Checking [split]			
2/15/2021	986	Jacobsen, Doug:Kitchen	2,000.00		5,440.00
	DEP	10100 - Checking [split]			
2/15/2021	3333	EFK Enterprises		10,000.00	15,440.00
	PMT	11000 - Accounts Receivable			
2/15/2021	3434	Cook, Brian		5,418.00	20,858.00
	PMT	11000 - Accounts Receivable			
2/15/2021	3434	Cook, Brian	5,418.00		15,440.00
	DEP	10100 - Checking [split]			
ENDING BALANCE					15,440.00

NOTES

How to Handle a Customer Bounced Check



Step-by-Step: When a Customer Payment Check is Returned by the Bank

1. Open the **Customer Center** from the Customers drop-down menu (or press **CTRL+j**).
2. Highlight the Customer:Job from the list, then double-click on the payment transaction from the transaction list to open it.
3. Select the **Record Bounced Check** icon.

Receive Payments

Main Reports Payments

Find New Delete Print Email Attach File Look up Customer/Invoice Un-Apply Payment Discounts And Credits **Record Bounced Check** Process payment Add Credit Card Processing

Customer Payment

CUSTOMER BALANCE 7,633.28

RECEIVED FROM sty:Remodel Bathroom

PAYMENT AMOUNT 7,633.28

DATE 12/15/2021

CHECK #

DEPOSIT TO 10100 - Chec...

CASH CHECK CREDIT DEBIT e-CHECK MORE

✓	DATE	NUMBER	ORIG. AMT.	AMT. DUE	PAYMENT	
✓	11/25/2021	1084		3,111.28	3,111.28	3,111.28
✓	12/10/2021	1091		4,522.00	4,522.00	4,522.00
Totals				7,633.28	7,633.28	7,633.28

AMOUNTS FOR SELECTED INVOICES

AMOUNT DUE 7,633.28

APPLIED 7,633.28

DISCOUNT AND CREDITS APPLIED 0.00

MEMO

Save & Close Save & New Revert

4. Enter any bank fees charged by your bank for the NSF transaction.
5. If you charge your customer a fee for NSF checks, you can enter that as well.

Manage Bounced Check
✕

What did the bank charge you for this bounced check?

BANK FEE DATE

EXPENSE ACCOUNT

CLASS

How much do you want to charge your customer?

CUSTOMER FEE [Learn more](#)

6. Click **Next**.
7. In the Bounced Check Summary, select **Finish**.

Bounced Check Summary
✕

When you click Record Bounced Check, here's what will happen in QuickBooks:

1. Following invoices will be marked unpaid:

Invoice 1084	Remodel Bathroom	Unpaid	3,111.28
Invoice 1091	Remodel Bathroom	Unpaid	4,522.00

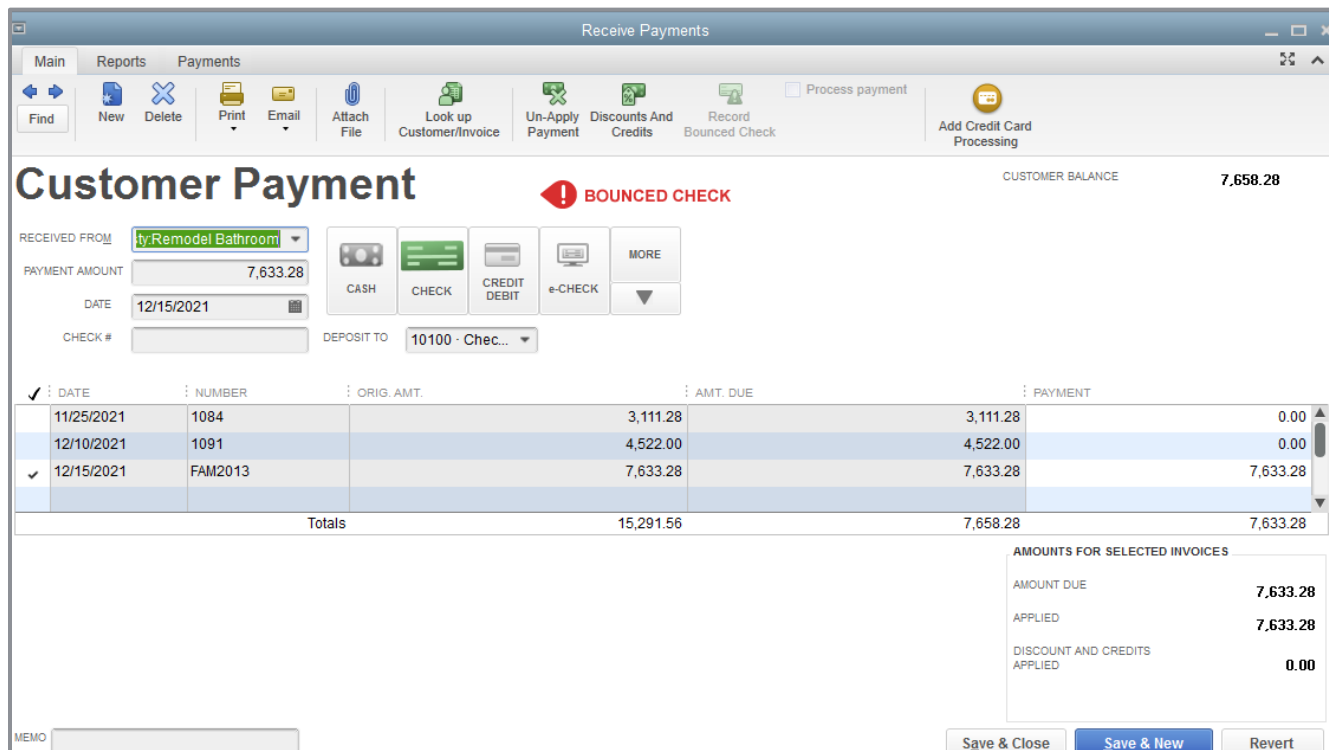
2. These fees will be deducted from your bank account:

Checking	Check		7,633.28
Checking	Service Fee		10.00

3. This invoice will be created for the fee you want to charge your customer:

Invoice	Remodel Bathroom	25.00
---------	------------------	-------

8. Notice the Customer Payment screen indicates this check bounced.



9. **Save & Close.**

To see the effect of the bounced check, open the bank register by double-clicking the bank account from your Chart of Accounts (**CTRL+a**).

NOTES

Receive Payments & Make Deposits – Review Questions

1. A company has set up three different jobs for a single customer. The customer writes one check to make a partial payment on open balances for all three jobs. In QuickBooks, that payment...
 - a. must be applied to the first invoice for the first job for the customer.
 - b. must be applied to the most recent invoice for the customer.
 - c. can be applied to any combination of invoices and jobs for the customer.
 - d. cannot be applied to any invoices or jobs for the customer until full payment is received.
2. QuickBooks supports which of the following types of payment scenarios?
 - a. Down payments for products or services
 - b. Overpayments from customers
 - c. Partial payments from customers
 - d. All of the above
3. True or false: You can enter a customer payment directly in the customer register.
 - a. True
 - b. False
4. The _____ account acts like a cash drawer and is used to hold funds until you deposit them into a bank account.
5. True or false: QuickBooks allows you to print deposit slips you can take to the bank.
 - a. True
 - b. False

Review Activities

1. Create an invoice for Bryan Ruff's utility shed job. Add names to Rock Castle Construction's Item list as needed.
2. After you invoice Bryan, record a payment from him in the Receive Payments window.
3. Record Rock Castle Construction's deposit of the payment.

Answers to Review Questions

1. A company has set up three different jobs for a single customer. The customer writes one check to make a partial payment on open balances for all three jobs. In QuickBooks, that payment...
 - a. must be applied to the first invoice for the first job for the customer.
 - b. must be applied to the most recent invoice for the customer.
 - c. ✓ *can be applied to any combination of invoices and jobs for the customer.*
 - d. cannot be applied to any invoices or jobs for the customer until full payment is received.
2. QuickBooks supports which of the following types of payment scenarios?
 - a. Down payments for products or services
 - b. Overpayments from customers
 - c. Partial payments from customers
 - d. ✓ *All of the above*
3. True or false: You can enter a customer payment directly in the customer register.
 - a. True
 - b. ✓ *False, you must enter payments in the Receive Payments window.*
4. The *Undeposited Funds* account acts like a cash drawer and is used to hold funds until you deposit them into a bank account.
5. True or false: QuickBooks allows you to print deposit slips that you can take to the bank.
 - a. ✓ *True*
 - b. False