



*The QuickBooks™ Client Newsletter*  
Helping You Grow a Profitable Business with QuickBooks™ Software

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## **Receiving Customer Payments: Your Options**

*It's one of your more pleasant tasks as a QuickBooks user: receiving payments from customers. Here's how it works.*

QuickBooks was designed to make your daily accounting tasks easier, faster, and more accurate. If you've been using the software for a while, you've probably found that to be true. Some chores, of course, aren't so enjoyable. Like paying bills. Reconciling your bank account. Or anything else that has the potential to reduce the balance in your checking accounts.

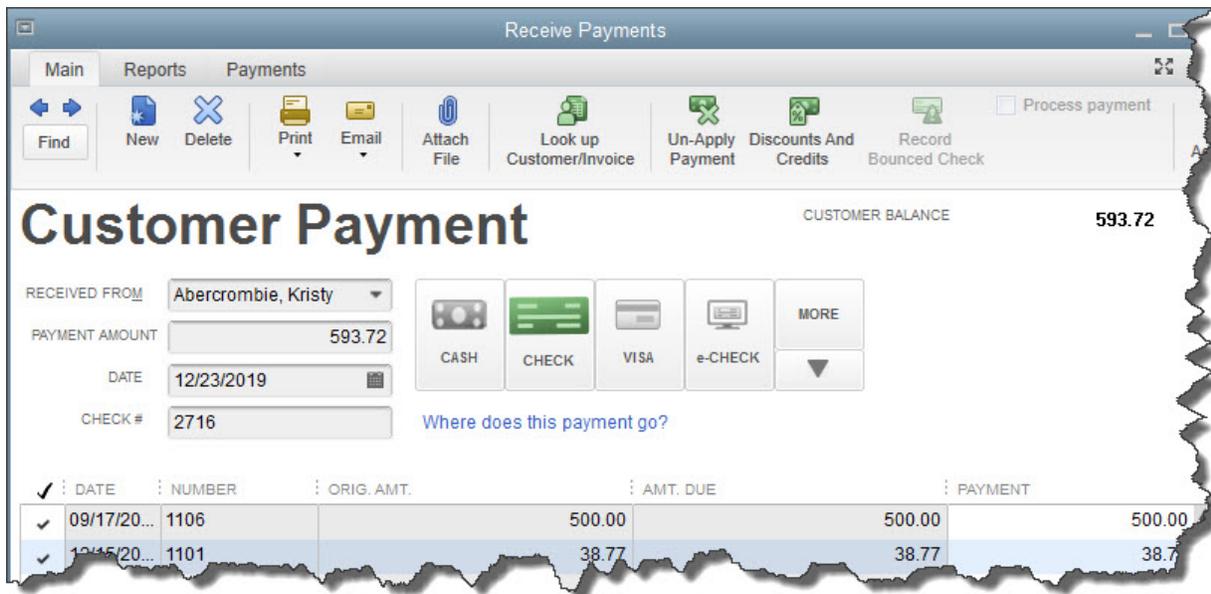
The process of receiving customer payments is one of your more enjoyable responsibilities. You supplied a product or service that someone liked and purchased, and you're getting the money due you.

Depending on the situation, you'll use one of multiple methods to record customer payments. Here's a look at some of your options.

### **A Familiar Screen**

If you are like many businesses, you send invoices to customers to let them know what they owe and when their payment is due. One of the most commonly used ways to record payments is by using the **Receive Payments** window.

To open this window in QuickBooks you will need to click the **Receive Payments** icon on the home page or click **Customers | Receive Payments**.



*You will use QuickBooks' **Receive Payments** screen when you record a payment made in response to an invoice.*

The first thing you will do is choose the correct customer by clicking the down arrow in the field to the right of **RECEIVED FROM**. The outstanding balance from that customer will appear in the upper right corner, and invoice information will be displayed in the table below. Enter the **PAYMENT AMOUNT** and make sure the **DATE** is correct. (The next field, **REFERENCE #**, changes to **CHECK #** only if the **CHECK** option is selected.)

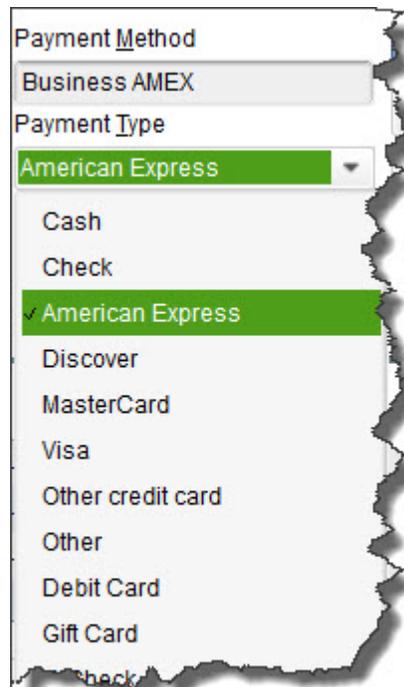
Next, you will need to ensure that the payment is applied to the right invoices. If it covers the whole amount due, there will be a checkmark in every row in the first column of the table. If not, QuickBooks will use the money received to pay off the oldest invoices first. To change this, click **Un-Apply Payment** in the icon bar and click in front of the correct rows to create checkmarks.

### **Several Options**

You'll then want to tell QuickBooks what payment method the customer is using. Four options are displayed. The possibilities that are visible here are:

- **CASH**
- **CHECK**
- **CREDIT DEBIT** (A specific card type may be shown here if you've indicated the customer's preferred payment method in his or her record.)
- **e-CHECK**

If the desired payment method is not included in those four options, click the down arrow under **MORE**. If it is still not there, click **Add New Payment Method**. This window will open:



### *The **New Payment Method** window*

Click **OK**. When you choose your new payment method from the list, a window opens containing fields for the card number and expiration date. Click **Done** after you have entered the information and you will be returned to the **Receive Payments** screen. If you are satisfied with your work there, click **Save & Close** or **Save & New**.

*Haven't gotten set up to accept credit and debit cards yet? We can get you going with a merchant account to make this possible. You are likely to find that some customers pay faster with this option. Your customers will be able to click a link in an emailed invoice and make their payments.*

### **Instant Sales**

Depending on the type of business you have and its physical location, there may be times when customers will come in and buy something on the spot. You will need to give them a **Sales Receipt**. Click **Create Sales Receipts** on the home page or open the **Customers** menu and select **Enter Sales Receipts** to open this window:

Main Formatting Send/Ship Reports Payments  
 Find New Save Delete Create a Copy Memorize Mark As Pending Print Email Print Later Email Later Attach File Add time/costs Process payment

CUSTOMER JOB Bauman, Mark CLASS Remodel TEMPLATE Custom Sale...

## Sales Receipt

DATE 12/15/2019 SOLD TO Mark Bauman  
 910 S. Ivy  
 Bayshore, CA 94326

SALE NO. 3011

CHECK NO. 1937

ITEM	DESCRIPTION	QTY	RATE	AMOUNT	TAX
Cabinets:Cabin...	Cabinet Pulls	10	5.99	59.90	Tax

### *The Enter Sales Receipts window*

You will complete this form much like you entered data in the fields of the **Receive Payments** window. As you can see, you can print the Sales Receipt for the customer and/or email it.

After all the hard work you have done to make your sales, the last thing you want to do is record a payment incorrectly so it isn't processed and you don't get paid. Though QuickBooks makes the mechanics of receiving payments simple enough, you still should understand the entire process involved in getting income into the correct accounts.

We hope you find this QuickBooks tip helpful. Please visit our company website <http://www.accountingconnections.org> often as it is updated constantly and offers a wealth of tax and accounting tips, along with links to better serve your business needs. Our QuickBooks Tips newsletters are archived on our website as well.

Accounting and Taxation is **our** business; having us a part of your team allows **you** to concentrate on **your** core business.



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 Enrolled Agent (EA), Master of Accounting (MAcc), NTPI Fellow (National Tax Practice Institute), Certified QuickBooks™ ProAdvisor

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