

To Record Sales Returns (Returns In)

1. Click **Customers > Create adjustment note**.

Create Adjustment Note

Customer: Job [] Template: Customise Custom Adjustment... []

Adjustment Note Date: 18/03/2005 Credit No.: 1

Customer []

Item	Description	Qty	Rate	Tax	TAX AMT	Amount

Customer Message [] P.O. No. []

Tax Total 0.00 Total 0.00

To be printed

Amts inc Tax Remaining Credit 0.00
 Process credit card credit when saving

Memo [] Save & Close Save & New Clear

2. Click **To be Printed** to remove the tick.
3. Use the drop-down lists for the customer name and item returned to complete the document. Adjust the date.
4. If a cheque refund is required instead of a credit, click **Cheque refund** at the top of the box.
5. Click **Save & Close**.

To Record Purchases Returns (Returns Out)

1. Click **Suppliers > Receive items and enter bill.**

The screenshot shows the 'Enter Bills' window. The 'Credit' radio button is selected and circled. The 'Bill Received' checkbox is checked. The 'Bill' section shows a date of 18/03/2005 and a bill due date of 28/03/2005. The amount due is \$0.00. The table below shows a total of 0.00 for both Net Amt and Tax Amt.

2. Click **Credit** to change the document from an invoice to a credit note.
3. Complete the document. Click **Save & Close**.

To Record Bad Debts (where no GST is recorded)

1. From the **Banking** menu, select **Make General Journal entries**
2. Enter the date. This must be at least six months later than the transaction associated with the bad debt.
3. Enter **Bad Debt** in the Entry No. field
4. Select Accounts Receivable from the Account drop-down list.
5. Enter the GROSS amount of the bad debt in the Credit field
6. Leave the tax field blank
7. Enter **Bad Debt** in the Memo field
8. Select the customer from the Name drop-down list.
9. In the next row, select the **Bad Debts** account from the Account drop-down list (open the account if it has not already been opened).

10. The Debit column is automatically filled in by QuickBooks.
11. Click on **Save & Close**

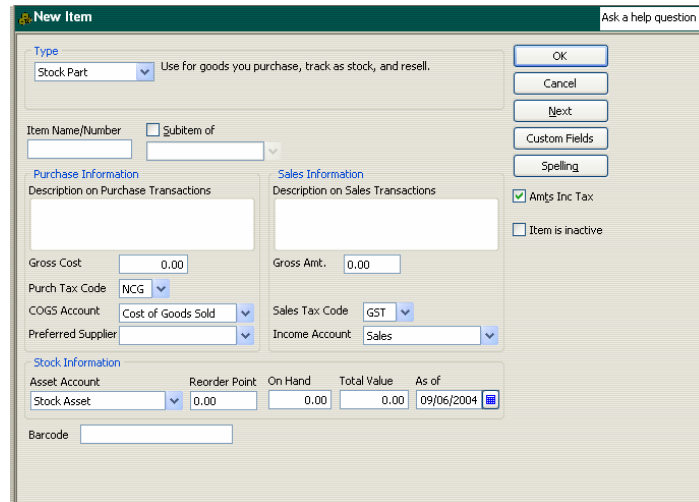
To Open an Account For a New Customer

1. Click on the menu bar at the top of the screen **Lists > Customers: Job list**.
2. At the bottom of the box, click **Customer: Job List > New**.

3. Complete the boxes with the information relating to the new customer (with no opening balance).
(The last name of the customer should be entered in the box **Customer** at the top of the box. This is then recorded on the list of customers. The details completed in the other fields are required so that they can be shown on the documents when the name of the customer is accessed from the drop-down list.)
4. Click **OK**.

To Record A New Stock Line

1. Click **Lists > Item list** from the menu bar at the top of the screen.
2. At the bottom of the box, click **Item > New**.



The screenshot shows the 'New Item' dialog box with the following details:

- Type:** Stock Part (Use for goods you purchase, track as stock, and resell.)
- Item Name/Number:** [Empty] (Subitem of: [Empty])
- Purchase Information:**
 - Description on Purchase Transactions: [Empty]
 - Gross Cost: 0.00
 - Purch Tax Code: NCG
 - COGS Account: Cost of Goods Sold
 - Preferred Supplier: [Empty]
- Sales Information:**
 - Description on Sales Transactions: [Empty]
 - Gross Amt.: 0.00
 - Sales Tax Code: GST
 - Income Account: Sales
- Stock Information:**
 - Asset Account: Stock Asset
 - Reorder Point: 0.00
 - On Hand: 0.00
 - Total Value: 0.00
 - As of: 09/06/2004
- Barcode:** [Empty]
- Buttons:** OK, Cancel, Next, Custom Fields, Spelling
- Checkboxes:** Amt's Inc Tax, Item is inactive

3. Select **Stock part** from the list of types of items.
4. Type the details of the new stock item.
5. Select **Sales** from the drop-down list of income accounts.
6. Select **NCG** for Purchase tax code and **GST** for sales tax code.
7. Click **OK**.