

Creating customer statements in QuickBooks

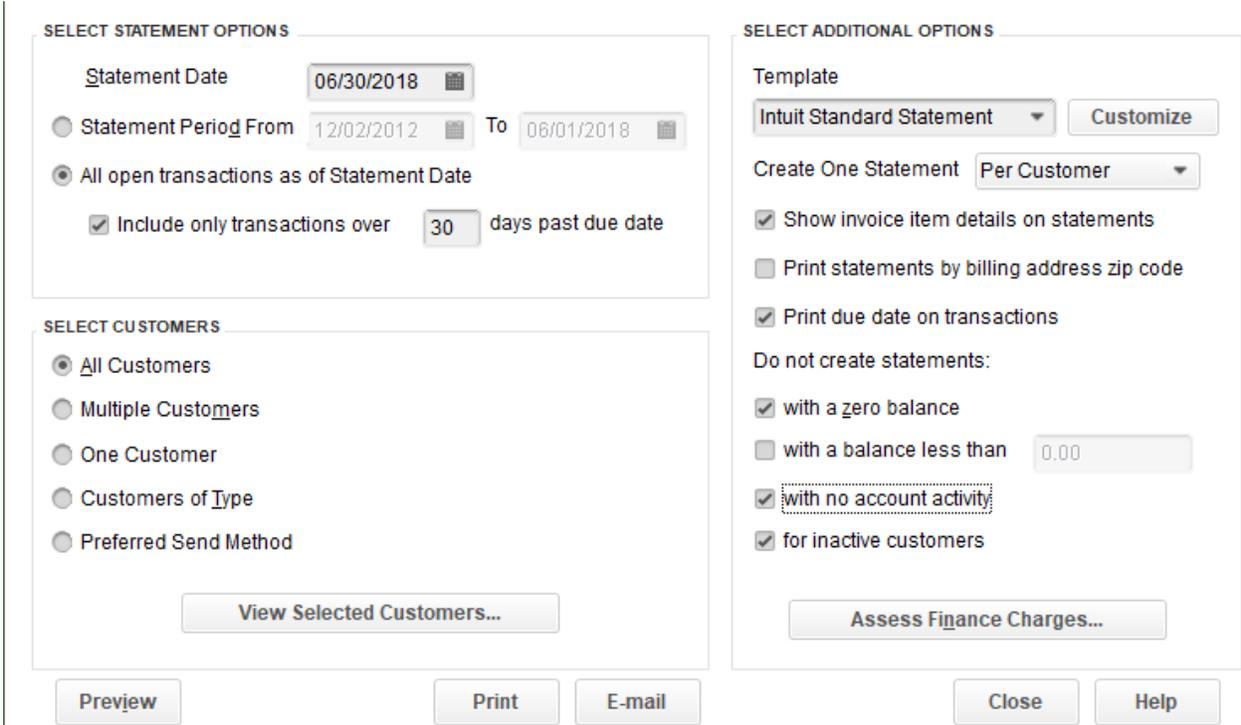
Let's say you have a regular customer who used to pay on time, but he's been hit-and-miss lately. How do you get him caught up? Or, one of your customers thinks she's paid you more than she owes. How do you straighten out this account?

Both of these situations have a similar solution: QuickBooks' Statements.

QuickBooks' statements provide an overview of every transaction that has occurred between you and individual customers during a specified period of time. They're easy to create, easy to understand, and can be effective at resolving payment disputes.

A Simple Process

Here's how they work. Click **Statements** on the home page, or open the **Customers** menu and select **Create Statements**. A window like this will open:



The screenshot shows the 'Create Statements' window in QuickBooks, divided into several sections:

- SELECT STATEMENT OPTIONS:**
 - Statement Date: 06/30/2018
 - Statement Period From: 12/02/2012 To: 06/01/2018
 - All open transactions as of Statement Date
 - Include only transactions over 30 days past due date
- SELECT CUSTOMERS:**
 - All Customers
 - Multiple Customers
 - One Customer
 - Customers of Type
 - Preferred Send Method
 - View Selected Customers...
- SELECT ADDITIONAL OPTIONS:**
 - Template: Intuit Standard Statement (Customize)
 - Create One Statement: Per Customer
 - Show invoice item details on statements
 - Print statements by billing address zip code
 - Print due date on transactions
 - Do not create statements:
 - with a zero balance
 - with a balance less than 0.00
 - with no account activity
 - for inactive customers
 - Assess Finance Charges...

Buttons at the bottom: Preview, Print, E-mail, Close, Help.

Figure 1: QuickBooks provides multiple options on this screen so you create the statement(s) you need.

First, make sure the **Statement Date** is correct, so that your statement captures the precise set of transactions that you want. Next, you will need to tell QuickBooks what that set is. Should the statement(s) include transactions only within a specific date range? If so, then click the button in front of **Statement Period From**, and enter that period's beginning and ending dates by clicking on the calendar graphic. If you would rather, you can include all open transactions by clicking on the button in front of that option. As you can see in the screenshot above, you can choose to **Include only transactions over** a specified number of **days past due date**.

Choosing Customers

Now, you need to tell QuickBooks which customers you want to include in this statement run. Your options here are:

- **All Customers.**
- **Multiple Customers.** When you click on this choice, QuickBooks displays a **Choose** button. Click on it, and your customer list opens in a new window. Click on your selections there to create a check mark. Click **OK** to return to the previous window.
- **One Customer.** QuickBooks displays a drop-down menu. Click the arrow on the right side of the box, and choose the correct one from the list that opens.
- **Customers of Type.** Again, a drop-down list appears, but this one contains a list of the **Customer Types** you created to filter your customer list, like **Commercial and Residential**. You would have assigned one of these to customers when you were entering data in their QuickBooks records (click the **Additional Info** tab in a record to view).
- **Preferred Send Method. E-mail or Mail?**

Miscellaneous Options

At the top of the right column, you can select a different **Template** if you would like, or **Customize** an existing one. Not familiar with the options you have to change the layout and content of forms in QuickBooks? Let one of Alerding CPA Group's QuickBooks ProAdvisors introduce you to the possibilities.

Below that, you can opt to **Create One Statement** either **Per Customer** or **Per Job**. The rest of the choices here are pretty self explanatory--except for **Assess Finance Charges**. If you have never done this, then it may be helpful to call us and arrange for a QuickBooks ProAdvisor to work with you on this complex process.

When you are satisfied with the options that you have selected in this window, click the **Preview** button in the lower left corner of the window. QuickBooks will then prepare all the statements in the background, and display the first one. Click **Next** to view them one-by-one. At the bottom of each, you will see a summary of how much is due in each aging period, like this:

CURRENT	1-30 DAYS PAST DUE	31-60 DAYS PAST DUE	61-90 DAYS PAST DUE	OVER 90 DAYS PAST DUE	Amount Due
0.00	0.00	420.00	1,468.85	3,843.29	\$5,732.14

Figure 2: It is easy to see how much each customer is past due within each aging period. This summary appears at the bottom of statements.

After you have checked all the statements, click the **Print** or **E-mail** button at the bottom of the window.

Other Avenues

Your company's cash flow depends on the timely payment of invoices. Sending statements is only one way to encourage your customers to catch up on their past due accounts. There are many others, like opening a merchant account so customers can pay you online with a bank card or electronic check. If poor cash flow is threatening the health of your business, a QuickBooks ProAdvisor can help.

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