



Accounts Receivable Process Flowchart: QuickBooks Online Edition

Visual guide to streamline your AR process

Invoice Creation Workflow

Follow these steps to create and send invoices efficiently in QuickBooks Online.

Log in to QuickBooks Online and navigate to the Sales menu.

Select 'Invoices' and click on 'New Invoice'.

Enter customer details and verify their billing information.

Add products or services with accurate descriptions and pricing.

Set invoice terms and due date according to company policy.

Managing Payments

Ensure all payments are recorded and reconciled correctly.

Access the 'Receive Payments' section under the Customers tab.

Select the customer and apply the payment to open invoices.

Verify payment method and enter transaction details accurately.

Save the payment and check for any discrepancies.

Reconcile the payment with bank deposits to ensure accuracy.

Handling Refunds and Credits

Process refunds and credits promptly to maintain customer satisfaction.

Navigate to the 'Customers' tab and select 'Refunds and Credits'.

Choose the customer and specify the reason for the refund or credit.

Enter the refund amount and link it to the original invoice if applicable.

Select the bank account for the refund transaction and save.

Generate a credit memo if necessary and apply it to future invoices.