

Some Sample QuickBooks Online certification exam answers 2021

1. [QuickBooks Online](#) has some great features. Clients can use Online Invoicing, which will track when they've been viewed and paid. Online Invoicing even allows for customer queries via online messages directly linked to the invoice. You now need to enable this feature in the new client company you're setting up. Take a look at the steps below
 1. Select the Gear icon, and select Account and Settings, under the Your company column)
 2. _____ and scroll down to the Online delivery section
 3. _____ to ensure that Attach invoice as pdf is unchecked Can you identify the missing steps?

Answer:

- Step 2: Select the Sales tab,
 - Step 3: From the drop-down list, Click on Online invoice.
-
2. Your client has asked you to turn on warnings for duplicate check and bill numbers in their QuickBooks Online company. Take a look at the steps below.
 1. _____
 2. Under Your Company, select Account and Settings
 3. Select Advanced tab
 4. In the Other preferences section, select the option to warn if duplicate check number is used and warn if duplicate bill number is used
 5. _____
 6. Starting at the QuickBooks Online Dashboard, which option would complete the following steps?

Answer:

- Step 1: Select the Gear icon,
 - Step 5: Select Save
-
3. Your client doesn't want to pay a monthly fee for their QuickBooksPayments merchant account. What another option is available to them, and wherein QuickBooks Online can they sign up for QuickBooksPayments?

Answer: There is another plan which means the customer pays the transaction charge; In the Billing and Subscription tab of Account and Settings.

4. Your client has moved and needs you to modify the business address of the company in QuickBooks Online. Take a look at the steps below.
 1. Sign in to your QuickBooks Online Accountant account
 2. _____
 3. You'll see the client company dashboard
 4. _____
 5. Select Account and Settings
 6. Select the Pencil icon in the Address section of the Company tab
6. What are the missing steps to get you to the screen to edit the address for your client?

Answer:

- Step 2: Select the client company from the Client Switcher drop-down in the green header bar.
- Step 4: Select the Gear icon.

5. A great feature of QuickBooks Online is that there are other lists you can utilize to make it easier to fill in forms. Where would you go to find these lists?

Answer: Go to the Gear icon and select All Lists

6. Where can you go to QuickBooks Online to import a list of products and services?

Answer: Select the Gear icon and under the Tools column, select Import Data, then Products and services.

7. What is the difference between "Profit and Loss Report" and the "Balance Sheet Report"?

Answer:

- P&L shows activities: income and expenses to arrive to Net Income (Profit) for a specific time period.
- The Balance Sheet shows values: Assets and Liabilities to arrive at Equity (Net Worth) as of a specific date.
- The Net income from the Profit & Loss pass through the equity section in the balance sheet

8. The Chart of Accounts lies at the heart of a QuickBooks Online company. Which 5 of the following statements are true about the Chart of Accounts, how to make changes to the Chart of Accounts, and how products and services are linked to the Chart of Accounts?

Answer:

- To add a new account, you open the Chart of Accounts by selecting Accounting from the left navigation, then select New to open the Account window
 - The Sales of Product Income account is a default account when inventory is turned on. Uncategorized Income and Uncategorized Expense are default accounts for online banking activity
 - If you add a new account, the category type determines on which financial statement this account will show
 - Delete an account from the Chart of Accounts if it is not relevant to your business
9. If you want to give one or more of your employees access to Your Practice, what types of user permissions can be set up?

Answer: Regular or custom user, Company administrator, Reports only and Time Tracking only.

10. Look at the following 2 statements: **Statement 1** -“QuickBooks Online _____ is the do-it-for-me option; a complete payroll service with a team of US-based payroll experts to take care of payroll for your client.”

Statement 2 -“You can also link up _____ with QuickBooks to simplify workflow and save yourself a significant amount of time. You’ll benefit from a seamless, end-to-end experience that translates a client’s QuickBooks Online books into a tax return.” Identify the products that fit in the spaces to correctly complete the statements.

Answer: Statement 1: Full-Service Payroll; Statement 2: ProConnect Tax Online

11. Your client wants to transfer \$500 from their checking account into a savings account to cover tax liabilities for sales made last month. Where should they start the process?

Answer: Navigate to the Quick Create icon, then find the Transfer link.

12. Look at these two sentences about Undeposited Funds.

1. By posting to Undeposited Funds, you can create a single bank deposit for multiple payments, making it easy _____.

2. When receiving a payment, make sure _____.

Which of the options below correctly fills in the blanks?

Answer: To match your bank register with your bank statement; 2. the Deposit to account is Undeposited Funds

13. You have a client business who uses invoicing, the Accounts Receivable workflow and they use the Banking screen to record a customer payment received. They select an income account and then select Add. What 2 problems will this cause?

Answer:

- Their Accounts Receivable balance will not be accurate
- The income account will show duplicate income

14. When would you use the Add other funds to this deposit grid in a Deposit Transaction? Identify the 3 correct options below.

Answer:

- When an employee reimburses the company
- You receive a tax refund from the IRS
- When a company doesn't record income using sales transactions (invoices or sales receipts), and wants to record deposits directly to income accounts

15. Which 2 of the transactions and tools in the list are Posting transactions?

Answer:

- Credit memos
- Vendor credits

16. Which option has the correct information about how a delayed charge is used, and how it is created and linked to an invoice?

Answer: Use a delayed charge to record a fee that you want to invoice in the future. The first step is to select a Delayed charge from the Quick Create menu, and then add to an invoice later by selecting Add when the customer invoice is created.

17: What 3 types of customer statements can be generated by QuickBooks Online?

Answer:

- Statements that show a balance forward and then all activity between two specified dates
- Statements that show invoices created between two specified dates and their related payments
- Statements that show just open transactions

18. Clients can take payments from their customers' credit cards via Online Invoicing if they have QuickBooks Payments set up. How does the customer interact with the invoice to access credit card payment features?

Answer: They select the Pay Now button.

19. Look at the following process for matching and adding deposit transaction from a bank feed:

1. Select the line for that entry and you'll see more information in the row that expands
2. Select the Deposit link among suggested match(es) to view the deposit transaction
3. Hit Cancel in the bottom left and you'll go back to the banking area
4. Now that we're satisfied that this is the right banking activity matched to the right QuickBooks Online Transaction, we can _____.

Which option correctly completes the final step?

Answer: Hit Match on the right of the entry.

20. The _____ lists each customer with an open balance. It lists the open invoices in different columns based on whether they are current or how long it's been overdue, 30, 60 and 90+ days. What kind of report is being described here?

Answer: A/R Aging Summary report

21. Your client wants to understand the difference between cash-based and accrual-based reporting. Which is the best definition of cash-based reporting?

Answer: Cash-based reports display income as of the date the customer payment is received/recorded and expenses as of the date a vendor bill is paid

22. Read the following statement about recurring transactions in QuickBooks Online and the suggested steps to create one.

Statement: "Recurring transactions in QuickBooks Online can be set up to manage any of the first transactions in any workflow, like sales receipts, invoices, bills, journals, checks, deposits, or expenses".

Suggested steps:

1. Select the Quick Create icon
2. Select Recurring transactions
3. Select New
4. Now choose Expense as the new Transaction Type from the drop-down list and hit OK
5. On the new screen, enter Sult Advertising monthly fees as the template name. The best practice is to list the "Name" (Vendor/Customer/Employee) in the Template name. This makes it easier to identify what Names have recurring templates
6. As the type, make it Scheduled. Which is true?

Answer: Only the statement is correct

23. Look at these steps for creating a project and a task in QuickBooks Online Accountant:

1. _____
 2. Select Create a project in the top right
 3. Name the project Year-End
 4. Select the Client and enter four weeks from now as the due date
 5. Select Save
 6. Select your newly added Year-End project
 7. _____
 8. Type in the Task name – Bank reconciliation and close books
 9. Due date – two weeks from now
 10. Select Save
- Which option identifies the right steps for 1 and 7?

- 1. Select Work from the left menu;

- 7. Select Add a Task

24. Your client, Client A, has a problem. He has a number of invoices that have not been paid by the customer after the customer became insolvent.

Another client, Client B, needs to adjust invoices because of small overpayments by the customer on a series of invoices dating back six months.

Which client or clients would need to use the Write off invoices feature of QuickBooks Online to get their books corrected, and can they perform the task themselves?

Select the option that has the correct answer for both parts of the question.

Answer: Only Client A would benefit from the Write off Invoices tool; No, the feature is only available to Accountant users via the Accountant Toolbox

25. You have a client who needs a QuickBooks Online solution that includes tracking for sales and sales tax. Which subscription level in QuickBooks Online would you recommend?

26: Taking care of pay reports for employees and subcontractors is a key task when preparing for the year-end. Which of the 2 forms below would need to be sent?

Answer:

- W-2s are submitted for employees
- 1099s for subcontractors

In this article, we have discussed all the general matters or information of QuickBooks Online Certification Exam Answer 2021. Hope you have got a full resolution from this article. If you are still facing any problem, you can directly call our [QuickBooks Support](#) Expert [QuickBooks] and get the solution immediately.

Answer: Simple Start, Essentials, or Plus

27: Which subscription option, if any, includes online banking, access from any device at any time, and integration with a wide range of apps?

Answer: All QuickBooks Online Subscription levels.

28: Managing inventory and avoiding out-of-stock situations is critical to the success of this type of client. What type of client does this best describe?

Answer: Retail and eCommerce

29: When would you need to reclassify transactions and how would you do it in QuickBooks Online? Select the option that answers both parts of the question correctly.

Answer: To clean up large uncategorized expense accounts; go to Reclassify transactions in the Accountant Toolbox

30: You can find the link to the Voided/Deleted Transactions tool by selecting the _____. Which option correctly completes the sentence?

Answer: Accountant Toolbox

31: What are the differences between 'ITEMS' and 'ACCOUNTS'?

Answer:

- **Items:** Products and services that you sell. They are used on transactions such as invoices and purchase orders. All items must point to an account.
- **Accounts:** Categories in which financial transactions are organized into reports, such as profit & loss and balance sheet. Some accounts carry balances such as accounts receivable and accounts payable; some accounts report information over a period of time, such as income and expenses.

32: What are the two primary Reports in QuickBooks (financial statements)?

Answer:

Profit & loss and the balance sheet

33. What is the difference between Entering a Bill (and Bill Payment) and writing a check?

Answer:

When we enter a bill, we need to incur an expense the moment it exists and it's paid in the future. And when we write a check, we need to record an expense at the same time it is being paid. There is no time difference between the date of the expense and the date of payment.

34: What is the Undeposited Funds Account?

Answer:

Undeposited Funds Account: We will call it the temporary account that QuickBooks uses when a payment is received from a client but not deposited in the bank (QuickBooks bank register) yet.

35: How do you get QuickBooks financial reports to excel? And why would you do that?

Answer:

- Open any report, click on "Excel" button and then create new worksheet. You must have Excel installed in your computer.
- You would export to excel to be able to manipulate the numbers, search for data, statistical analysis, creating graphs.