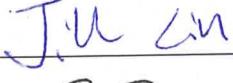
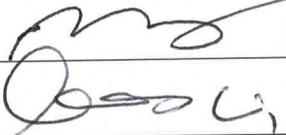
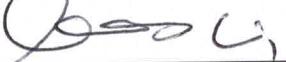


Document Authorization:

	Name	Date	Signature
Owner	Jill Liu	19Sep2025	
Operation Management	Baozhong Zhao	19Sep2025	
Quality Assurance	Xibo Li	19Sep2025	

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ALL	1. New document	

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1. PURPOSE

This document describes the process of creating a sales invoice on QuickBooks and QuickBase and reconciling the AR account.

2. SCOPE

Synoligo uses QuickBooks for bookkeeping and QuickBase for managing product shipping, as well as generating and emailing invoices.

3. INTERNAL REFERENCES

Document ID	Title
QUA001	Quality Policy
SUC002	Create FedEx shipping label

4. EXTERNAL REFERENCES

Document ID	Title

5. RESPONSIBILITIES

Job Function and/or Department	Responsibility
All Personnel	

6. DEFINITION

Term	Definition
QBO	QuickBooks online
QB	QuickBase

7. PROCEDURE

7.1. QuickBase Invoice Handling.

- 7.1.1. In the Open Invoices report, any unprocessed invoice records are listed at the top of the table.
- 7.1.2. Select the edit icon on the lefthand side of an invoice record.
- 7.1.3. Click the Invoice tab and fill out the invoice details column.
 - If an order is provided to a customer at no cost, select the "No Charge" checkbox and skip to step 7.1.5.
 - The subtotal amount will already be pre-filled.
 - In rare cases where invoicing is required due to prepayment/downpayment or cancellation, complete the Milestone Charge and/or Cancellation Charge.
 - Enter the bank fee (or credit card transaction fee if applicable – retrieve this number from the QuickBooks invoice), shipping cost (refer to the Suggested S&H value and refer to SUC002), and sales tax (Generated in QuickBooks).
 - For customers with credit/memo, fill in the Credit field and record the source of the credit in the Credit/Payment Note field.
- 7.1.4. Compare the invoices in QuickBase and QuickBooks (step 7.2) to ensure the total amounts match.
- 7.1.5. From the save dropdown menu, choose "save and keep working".
- 7.1.6. In the "invoice generation - Test Print Invoice PDF?" dropdown, select "n", and then click "Generate Invoice in PDF" button.
- 7.1.7. Save the generated PDF invoice in the following folder: Synoligo > Accounts Receivable > Invoice.

- 7.1.8. To send the invoice via email:
- Click “save & view”.
 - The “email invoice” icon will display.
 - Click the icon to send the invoice email.

7.2. QBO Invoice Creation

- 7.2.1. To set up a profile for new customers:

7.2.1.1. Navigate to Sales>Customers in the menu on the left-hand side.

7.2.1.2. Click New Customer and fill out the required fields, including:

- Company Name
- Email
- Name to Print on Checks
- Billing Address
- Shipping Address
- Payment Terms.

7.2.1.3. Set the Display Name: If the shipping name is different from the billing name, use the billing name as the Display Name.

7.2.1.4. Adjust tax setting:

- For tax-exempt customers: Check the option “This Customer is Tax Exempt”, select the reason for exemption, and provide further exemption details.
- For taxable customers: Choose Avalara from the tax rate dropdown menu.

7.2.2. Invoice Creation for Established Customers

7.2.2.1. Navigate to Sales and select Invoice from the menu on the left-hand side in QBO

7.2.2.2. Click the “Create Invoice” button.

7.2.2.3. In the pop-up window, select an existing customer from the “Add Customer” dropdown menu.

7.2.2.4. Enter the invoice number, invoice date, Terms, and due date.

7.2.2.5. In the Product or Service section, select the appropriate product or service from the dropdown list.

- For products, select Customer Synthesis.
- For services, select the related service name.
- If the service name is not listed, create a new one by navigating to the dashboard Setting icon in the upper-right corner, then go to List>Products and Services.
- If the customer pays with a credit card, add a 3% payment processing fee to the invoice line item.

7.2.2.6. Enter the amount for each line item.

7.2.2.7. Add the shipping cost.

7.2.2.8. From the tax rate drop-down, select Avalara(0%). NOTE: Sales tax may not generate immediately for taxable customers. Save and close the invoice, then reopen it to ensure the correct sales tax is applied.

7.2.2.9. Finalize and email the invoice.

- For most customers: Finalize and email the QB invoice record as usual.
- For customers paying via credit card: Send the invoice directly from the QuickBooks Invoice Review screen using the Send icon.

7.3. QB Account Receivable processing

- 7.3.1. Upon receiving customer payment, add the payment date and amount on Invoice Payment Section.

- 7.3.2. If the received payment is for multiple invoices, split and match it to the corresponding invoices. The list of invoices can be get from remit note from customer. If none is available, confirm the invoice number(s) with customer.
- 7.3.3. Document any relevant details in the payment note field.
- 7.4. QBO Account Receivable processing
- 7.4.1. Go to Transactions->Bank transactions->Saving Account.
- 7.4.2. Any uncategorized transactions are listed under For Review.