



## **Quick Books and Financial Services Certificate Online – F106** **235 hours**

The competitive financial services market demands detailed product knowledge and high quality customer service. The Financial Services Industry Collection provides a six-part series of courses that develops and enhances account representatives' abilities to work with the financial services industry. The collection is designed to improve the learners' customer service and sales skills as well as their knowledge of the legal aspects affecting the financial services industry. Our courseware incorporates proven learning design methodology for effective and engaging interactive learning. The design of each course starts with the definition of learner-focused performance objectives and then proceeds to the selection and implementation of instructional strategies and learning activities appropriate for those objectives. Frequent practice questions or exercises, along with assessments, measure learners' achievement of those objectives.

### **Financial Services Curriculum**

- Retail Banking Essentials
  - Financial Planning
  - Consumer Credit Products
  - Trust Customer Referrals
  - Financial Planning Products
  - Insurance and Annuities Referrals
  - Making Securities Referrals
- Financial Services for New Account Representatives
  - The Financial Services Industry
  - Customer Service for New Account Representatives
  - Financial Service Representatives in Action
  - Sales for New Account Representatives
  - Savings and Checking for New Account Representatives
  - IRAs for New Account Representatives
  - Commercial Accounts for New Account Representatives
  - Legal Aspects for New Account Representatives
- Customer Service in the Financial Services Industry
  - Customer Service Improves Your Results
  - Knowing Your Customers -- The Key to Success
  - Essential Customer Service Communication Skills
  - Helping Your Customer to Make the Right Decisions
  - Continuous Customer Service
- Security Issues for Financial Institutions
  - Automated Teller Fraud
  - Bank Security for Customer Contact Personnel
  - Bank Security for Officers
  - Embezzlement
  - Forgeries and Counterfeits
  - Identity Theft
  - Dealing with Robberies



## **Mastering QuickBooks 2009 Level 1**

- . Introduction to QuickBooks
- . Creating a new company file
- . Customize your Home page
- . Working with lists (adding, deleting, merging, sorting, printing, etc.)
- . Work with your chart of accounts (adding accounts/subaccounts, and account numbers)
- . Prepare and interpret important financial statements
- . Setting up what you sell and buy (items)
- . Tracking customers and sales (customers, invoicing, sales receipts, retail sales, credit memos, and statements)
- . Tracking vendors and expenses (vendors, bills, checks, and credit memos)
- . Reconciling your bank account, and what to do if they don't
- . Job costing
- . Purchasing and managing inventory
- . Tracking sales taxes
- . Voiding checks vs deleting checks
- . Tips and tricks for saving time
- . Security and multi-user, and restricting user access
- . Setting up and using payroll
- . Understand Online Banking
- . Paying payroll liabilities and taxes
- . Time tracking for employees and subcontractors
- . Reporting: create, modify, and memorize reports, and using Microsoft Excel for added reporting power
- . Using credit cards for purchases
- . Create form letters using Microsoft Word
- . Petty cash
- . Closing the books
- . Backing up and restoring data files, and using portable company files
- . Customizing QuickBooks
- . Handling tricky situations like NSF checks, and automatic bank transactions
- . Record and track customer downpayments/deposits
- . Finding and saving time
- . Keyboard shortcuts

**Includes 22 Interactive Hands-on Practice Exercises**

## **Mastering QuickBooks 2009 Level 2**

### **Advanced Sales**

- Customer under- and over-payments, statement charges, classifying transactions, and multiple A/R accounts
- Customer deposits, billing for expenses, estimates, writing off bad debts, complex sales tax situations, and clearing accounts
- Sales orders/backorders, transferring customer credits, price levels, and retail sales



### **Advanced Purchases**

- Vendor deposits, pre-paid expenses, and purchasing and selling fixed assets
- Entering beginning balances, tracking loans, owner and employee purchases, and many more!
- Lines of credit, 1099's, and vendor refunds

### **Handling More Complex Situations**

- Choosing items vs. expenses
- Inventory limitations, group items vs. assemblies, units of measure
- Use multiple currencies
- Fixing errors in all areas of QuickBooks... there are so many we can't list them all!

### **Advanced Reports**

- Importing and exporting reports
- Use special fields to improve reporting
- Troubleshooting filters, memorizing reports, and report groups
- Powerful techniques for modifying reports in Excel
- Generating custom summary and transaction reports
- Graphing QuickBooks data in Excel
- Using classes to expand your reporting capabilities
- Budgets and forecasts, cash flow projection tool
- Combining financial statements using QB Enterprise Solutions

### **Unlocking the Power of QuickBooks**

- Clean up company data
- Remote access
- Importing and exporting lists and form templates
- What you REALLY need to know to become an advanced user!
- Little known power features in all areas of QuickBooks
- Tricks to make QuickBooks run faster and more efficiently

### **Advanced Payroll Techniques**

- Correcting the setup of payroll items
- Using payroll effectively for job costing
- Voiding/Reprinting paychecks
- Adjusting W-2s
- Employee loans
- Workers compensation
- Net to Gross paycheck calculations

### **Secrets Your Accountant Should Know**

- Common client mistakes and their fixes
- Closing the books
- Getting information to and from your accountant
- Finding changes made to closed periods
- Understanding and using retained earnings
- Discovering quirks of QuickBooks journal entries
- Using reversing journal entries
- Understanding year-end procedures
- Using the Audit Trail and other reports to find errors



- Voiding checks from prior periods

**Includes 13 Interactive Hands-on Practice Exercises**

### **Mastering Accounting Basics for QuickBooks**

- Definition of Accounting from a small business perspective
- Explanation of why you need accounting
- Detailed explanation of financial statements
- Double entry accounting and how it applies to QuickBooks
- Common transactions in terms of debits and credits
- 6 key principles of accounting-defined and explained
- 6 key principles of accounting-demonstrated in QuickBooks
- Setting up chart of accounts for management reports vs. financial reports
- Techniques to review numbers for accuracy
- How to find accounting errors
- Supporting accuracy of data-using internal support (QB Reports)and external support
- Analyzing trends
- Interpreting variable expenses
- Financial ratios
- Expert Analysis
- Explanation of accounting cycles (daily, monthly, quarterly, annual)
- Tasks associated with each accounting cycle
- Key tasks within each cycle demonstrated in QuickBooks
- "Language" of accounting-accounting terms defined
- QuickBooks reports for accountants
- Account numbers and class tracking
- Budgeting and planning in QuickBooks
- Cash vs. accrual accounting
- Understanding and using retained earnings
- Finding prior year changes

### **Also Includes These Valuable Resources:**

- A glossary of accounting terms so you can finally understand your accountant!
- A QuickBooks keyboard shortcuts list - to save time
- A summary of account types and which financial statements they flow to
- A Debits and Credits "Cheat Sheet" - no need to memorize how they work!
- A list of financial ratios and how they are calculated
- A sample tax calendar so you know when various tax forms and payments are due
- A list of record-keeping requirements as suggested by the IRS
- A periodic activities checklist, so important accounting tasks are not overlooked
- A year-end closing checklist for you and your accountant to discuss
- A step-by-step summary of the techniques used to exchange data with your accountant
- Help creating a client/accountant agreement, and assigning responsibilities
- A backup log you can use to schedule and monitor timely backups

**Includes 8 Interactive Hands-on Practice Exercises**



## Mastering Excel & Word for QuickBooks Users

### Excel

- **The Basics:**
  - What are spreadsheets and workbooks?
  - Navigate in Excel
  - Entering/Editing cells
  - Adding/deleting rows and columns (adjacent and non adjacent)
  - Get help in Excel
  - Export tips
  - Export to new and existing workbooks
  - Align and move worksheets
- **Save Time:**
  - Create Macros so Excel automatically completes a number of steps for you
  - Keyboard and mouse shortcuts
  - Fill series-tells Excel to complete a list of numbers, days, months etc. automatically
  - Printing techniques so you don't waste time trying to print sheets the way you want
- **Formatting:**
  - Create the look you want
  - Merge and center cells
  - Add borders
  - Accounting vs. Currency styles
  - Format painter
  - Add tab colors
  - Add comments
  - Freeze panes (so column and row headings don't disappear when you scroll through reports)
  - Understand date formats and why dates sometimes appear as numbers
- **Real World Applications:**
  - Create an amortization schedule quickly
  - Create expense reimbursement forms and speed up bank reconciliation
  - Create your own graphs of QuickBooks data
- **Summarizing Data:**
  - Calculating mean vs. median
  - Pivot tables and charts
  - Group and sort data
  - Count function (to save you time)
- **Importing:**
  - Import lists from Excel into QuickBooks
  - Data mapping
  - Import IIF files
- **Security:**
  - Set passwords for workbooks
  - Protect worksheets
  - Lock individual cells from editing



- **Analyze Your Data:**  
"What If?" analysis  
Goal seek
- **Formulas and Calculations:**  
Relative vs. absolute references (understand the difference and when to use each!)  
Array and 3-D Formulas...and when to use them
- **Customize Excel:**  
Create your own toolbar and menu  
Move and add toolbar and menu commands

## Word

- **Send Letters from QuickBooks to Word:**  
Using the QuickBooks to Word link to prepare letters using QuickBooks information  
Prepare envelopes for mailings automatically  
Convert existing Word form letters into QuickBooks letters  
Create invoice cover letters using Word
- **Work With Document Text:**  
Entering and formatting text  
Cut/copy/paste text  
Overtyping text  
Selecting text
- **Format Word Documents:**  
Numbered lists  
Bullet lists  
Using tabs, tab stops, and indents  
Inserting logos, text boxes, tables, Excel spreadsheets, and hyperlinks  
Use clip art, WordArt, watermarks, and AutoShapes  
Character and paragraph formatting  
Line and paragraph spacing  
Highlighting text  
Using borders and shading  
Margins, page breaks, and page numbers
- **Manage Documents:**  
Save, edit, and delete QuickBooks/Word letters  
Work with different layout views  
Use AutoRecover so you don't lose your work!  
Create documents and templates  
Printing documents  
Password protect documents  
Tracking changes made by multiple users
- **Master Powerful Word Tools:**  
Spell Checker Grammar Checker



- Use Styles for consistent formatting
  - Thesaurus
  - Use built-in templates for businesses
  - Work with Smart Tags
- **Customize Word:**
  - Create Word menus and toolbars
  - Create your own menu and toolbar shortcuts
  - Enable/disable adaptive menus
- **Save Time:**
  - Keyboard shortcuts
  - Find & replace
  - AutoCorrect