

## Guidelines for QuickBooks CAST Trainers

It is imperative that CAST Trainers be informed of new Bookkeepers or County Engagement Specialists immediately so that initial contact may be made to determine current accounting skills and to acquaint staff with the standard accounts and procedures for maintaining a good accounting system.

- Establish good communications with your Regional Director's Administrative Associate for information on newly-hired County Bookkeepers or recently-appointed County Engagement Specialists.
- Send an introductory or welcome email message to the new Bookkeeper or County Engagement Specialist (CES) and offer an invitation to schedule a get-acquainted meeting by phone, online communications, or in person.
- Review the Letter of Agreement with the Bookkeeper or CES to determine what QuickBooks features need to be learned and schedule dates for learning opportunities.
- Organize the topics for small chunks of learning, depending on the Bookkeeper's or CES's familiarity with the accounting system.
- Arrange for a good learning environment or Learning experience by consulting with the Bookkeeper or CES in advance, regarding learning style and availability.

### **Learning Objectives. Bookkeepers will be able to:**

1. describe accounting responsibilities for self, county program director, and council.
2. understand the structure of the Chart of Accounts and create a new account.
3. understand the use of Classes as funding sources and create a new class code.
4. create and maintain records for vendors, customers, and employees
5. construct and print a check transaction
6. construct and print a deposit transaction
7. create and print an employee paycheck and tax and benefit liability checks
8. prepare quarterly and annual tax reports
9. explain detailed and summarized reports
10. design detailed and summarized financial reports
11. verify monthly accounting data by comparing reports and reconcile with bank statements
12. Compare Funds Class Balance Report with Balance Sheet report.
13. Review Unclassified Transactions Report when the above-mentioned two reports do not agree.
14. enter annual budget data and generate appropriate budget reports.
15. export QuickBooks reports to Excel for bi-annual and annual financial reports requested from MU Extension or the Regional Director
16. transfer funds between classes or between bank accounts
17. perform general software updates and payroll updates
18. perform frequent QuickBooks Backups.

County Extension Offices that accrue income and expense transactions use the accounts receivable and payable features of QuickBooks.

1. Create a Customer Invoice transaction and follow-through with Received Payment and deposit transactions
2. Create a Bill and follow-through with Bill Payment and check transactions.
3. Design reports for accounts receivable or payable transactions.

### **Learning Objectives. County Engagement Specialist will be able to:**

1. describe accounting responsibilities for self, bookkeeper, and council.
2. Understand and review chart of accounts with bookkeeper and council.
3. Understand and review List of Class codes with bookkeeper and council.
4. Periodically, review employee records.
5. Understand the components of a check transaction.
6. Understand the components of a deposit transaction.
7. Review Employee Payroll Summary reports and compare with printed check or direct bank deposit documentation. Determine if monthly or quarterly benefit and tax liabilities are paid.
8. Review quarterly Federal and State 941 Employer tax reports. Review quarterly State Unemployment tax report.
9. Interpret detailed and summary financial reports.
10. Consult with bookkeeper on design of new financial reports when appropriate.
11. Verify and validate monthly accounting data and reconcile with bank statement(s).
12. Compare Funds Class Balance Report with Balance Sheet report.
13. Enter or review annual budget data, and generate or interpret budget report.
14. Follow-up with bookkeeper to send bi-annual and annual financial reports to MU Extension office and Regional Director's office by deadline.
15. Perform general software and payroll updates if QuickBooks is stored on CES's computer.
16. Determine with bookkeeper if periodic QuickBooks backups are performed.

County Extension Offices that accrue income and expense transactions use the accounts receivable and payable features of QuickBooks.

1. Review and approve Customer Invoices and follow-up to determine if payment was received and deposited in a timely manner.
2. Compare vendor bills and bill-payment checks to determine accuracy and authenticity.
3. Review and approve periodic accounts receivable or payable reports.

## **Special Aspects of One-on-One Training**

Principles of Adult Learning, adapted from One-on-One Training by Bob Pike, Lynn Solem, and Dave Arch, Jossey-Bass/Pfeiffer.

Telling Ain't Training, by Harold D. Stolovitch and Erica J. Keeps.

### **QuickBooks Users must be viewed as Individuals.**

**Self-Concept** - acknowledgment of the trainee's feelings, values, attitudes, and expectation.

**Comfort Level** - both physical and psychological levels of comfort with the training situation.

**Past Experience** - an acknowledgment of the trainee's past experiences.

### **QuickBooks Users Want to be Involved in Their Own Learning**

Review the Letter of Agreement and determine the trainee's current skills. Determine what they already know, their level of experience. Invite the trainee to schedule convenient learning opportunities for various QuickBooks components.

Encourage the trainee to use the online accounting manual procedures as a reference tool.

### **What QuickBooks Users are Taught Must be Perceived as Useful**

- Information provided to the trainee must be practical and relevant.
- What trainees learn and use immediately will be retained best. Ensure retention occurs by linking new learning to prior knowledge.
- Immediate use satisfies trainee's' "need to know."

Stress the importance of learning accounting or QuickBooks skills and how it is relevant to the job. Long delays in applying new learned information will result in loss of retention.

### **QuickBooks Users' Learning Sessions Must be Reinforced**

Reinforce learning by:

- > building in opportunities for the trainee to receive feedback.
- > offering feedback that is positive, specific, and constructive.
- > providing time for practice.
- > not assuming that learning has taken place.

Follow-up with a trainee a few days after learning session. Schedule additional topic sessions, as needed.