

CLEARPATH CONSULTING, LLC

Zoho One Implementation & Managed Services

Zoho Books

Standard Operating Procedures Manual

Organization setup, contacts, sales, purchases, banking, inventory, reporting, taxes, and integrations

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Every procedure in this manual is drawn from Zoho's official documentation, cited by chapter under a Sources heading. Passages that could not be independently verified against a stable, dedicated source are flagged in a Verification Note rather than stated as settled fact.

How to Use This Manual

This manual documents ClearPath Consulting's standard method for configuring and operating each area of Zoho Books. It serves two purposes at once: it is the internal reference ClearPath consultants follow on every engagement, and it is a work sample provided to prospective clients to demonstrate ClearPath's delivery methodology.

Each chapter is organized into numbered sub-sections. Procedures are presented as sequential numbered steps. A green Best Practice box highlights a recommended approach; an orange Common Pitfall box flags a frequent implementation error; a gold Verification Note marks a claim that could not be confirmed against a stable, dedicated Zoho documentation source at the time of writing and should be reconfirmed in the client's live environment before being treated as settled fact. Every chapter closes with a Sources list citing the official Zoho documentation each procedure was drawn from.

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Chapter 1: Organization Setup & Administration

Every Zoho Books implementation begins with a set of foundational configuration decisions that are difficult, and in some cases impossible, to change later without significant rework. This chapter covers the organization profile, chart of accounts, tax configuration, opening balances, users and roles, and general preferences and branding that together form the backbone of a properly configured Zoho Books organization, and closes with ClearPath's recommended sequence for completing this work in the first week of an engagement.

1.1 Organization Profile: Business Type, Industry, Fiscal Year, and Base Currency

The organization profile is the first configuration screen a new Zoho Books account presents, and it establishes identity, regional, and reporting defaults that cascade into every other module. Fields include the organization name, logo, industry, business type (legal structure such as sole proprietorship, LLC, or corporation), fiscal year, base currency, report basis (accrual or cash), time zone, and date format. According to Zoho's official documentation, access to this screen requires an Admin role or a custom role with "Update Organization Profile" permission under Settings.

Two settings deserve special attention because they are effectively permanent. The organization's country/location is set during initial signup and, per Zoho's documentation, "cannot be changed afterward" — a different country location requires creating an entirely new organization. Base currency behaves similarly in most regions: locations such as the USA, UK, and India have a fixed base currency (USD, GBP, and INR respectively) that cannot be altered once set, though the currency's symbol, decimal places, and display formatting remain customizable. Fiscal year and report basis, by contrast, are adjustable after the fact, but changing them mid-stream can distort year-over-year comparisons and should be done deliberately, not casually.

Procedure: Configure the Organization Profile

1. Log in as an Admin and navigate to Settings > Organization > Profile.
2. Enter the legal organization name, upload a logo (240px x 240px at 72 DPI, JPG/JPEG/PNG/BMP/GIF, max 1 MB), and select industry and business type from the dropdowns.
3. Confirm the base currency is correct for the organization's location; if the location allows a currency choice, select it now before any transactions are created.
4. Set the fiscal year start month and day, and choose accrual or cash as the report basis in consultation with the client's accountant.
5. Set the correct time zone and date format, then save.

Best Practice

Because organization location and, in most cases, base currency cannot be changed after the fact, ClearPath treats this screen as a client sign-off item rather than a default-and-move-on step — confirm the legal entity, country, and currency with the client's bookkeeper or CPA in writing before finalizing the profile, since correcting a wrong base currency typically means abandoning the organization and starting over.

Common Pitfall

Implementers frequently accept the default fiscal year (calendar year, January–March) without checking whether the client's tax accountant uses a different fiscal year end. Because historical transactions and reports are all filtered relative to the configured fiscal year, discovering this error after data entry has begun forces a painful re-audit of every report generated up to that point.

1.2 Chart of Accounts: Account Types and Custom Accounts

Zoho Books provisions a default chart of accounts organized into five standard categories: Assets, Liabilities, Equity, Income, and Expenses, each with system-generated subcategories (for example, Cash, Bank, Fixed Assets, and Stock under Assets; Accounts Payable and Credit Cards under Liabilities). These default accounts cannot be deleted and can only be marked inactive if they were user-created — system accounts are permanent fixtures of the ledger.

Custom accounts are created when the default list doesn't match the client's reporting needs — for example, splitting a generic "Office Expenses" account into more granular categories the client wants to track separately, or adding industry-specific income accounts. Each custom account requires an account type selection, a unique name, an optional account code (up to 50 characters), and an optional description; it can also be flagged for display on the dashboard watchlist. Zoho's own documentation is candid that account customization is a judgment call: "if you're unsure how to customize accounts for your business, consult your accountant."

Procedure: Create a Custom Account

1. Navigate to Settings > Accountant > Chart of Accounts.
2. Click New Account and select the appropriate account type (Asset, Liability, Equity, Income, or Expense subcategory).
3. Enter a unique account name and, optionally, an account code and description.
4. Decide whether the account should appear on the dashboard watchlist.
5. Save the account, then verify it appears correctly under its parent category.

Zoho Books also supports bulk import of chart-of-accounts data via CSV, TSV, or XLS (up to 10 MB), with options to skip or overwrite duplicates — useful when migrating a client's existing account structure from another platform rather than rebuilding it by hand.

Best Practice

Resist the temptation to over-customize the chart of accounts in the first week. ClearPath's standard approach is to start from Zoho's default chart, add only the custom accounts the client's tax preparer has explicitly requested (e.g., specific COGS breakdowns), and defer further refinement to month two once real transaction data reveals actual reporting needs.

Common Pitfall

A common error is creating new accounts that duplicate an existing default account under a slightly different name (e.g., a custom "Bank Fees" expense account when Zoho's default chart already includes one), which fragments reporting and forces a later account-merge cleanup. Always search the existing chart before creating a new account.

1.3 Tax Configuration: Sales Tax, VAT/GST, and Exemptions

Zoho Books' tax engine is edition-specific: the region selected at organization creation (US, UK, India, and others) determines which tax framework is available, and the underlying mechanics differ meaningfully by region. In the US edition, tax setup is built from Settings > Taxes > Tax Rates, where each rate has a name, percentage, and associated tax authority; tax authorities represent the taxing government body and can be tied to a specific state. Because a single US transaction can be subject to overlapping federal, state, and local rates, Zoho Books supports Tax Groups that combine multiple individual tax rates into one applied rate. The US edition also supports Use Tax (for goods purchased out-of-state but used locally) and manual Tax Override at the transaction level for jurisdiction-specific adjustments.

The UK and India editions are structurally different because they are built around VAT and GST respectively rather than a patchwork of sales-tax rates. The UK edition includes a dedicated VAT settings area with support for Making Tax Digital (MTD) quarterly and annual digital submissions, VAT MOSS for digital services sold to EU consumers, and the OSS/IOSS scheme (in effect since July 1, 2021) for EU cross-border sales, along with compound tax, reverse charge, and TDS (tax deducted at source) handling that have no direct US equivalent. The India edition centers on GSTIN configuration under Settings > Taxes > GST Settings, with support for filing GSTR-1, GSTR-2, GSTR-2B, GSTR-3B, and GSTR-9 returns directly against India's GSTN. Because these are edition-level differences rather than settings toggles, ClearPath treats "which country edition is this organization on" as a first-week fact-finding question, not an assumption.

Tax exemptions are configured separately from tax rates. Exemption reasons can be created and applied either to a specific customer (the customer is exempt from a given tax entirely) or to specific items, and Zoho's documentation notes that exemption rules "usually vary by state" and may be governed by county- or city-level rules in the US — meaning exemption certificates and rules should be validated against the client's specific jurisdictions rather than assumed from general knowledge.

Procedure: Set Up US Sales Tax Rates and a Tax Group

1. Navigate to Settings > Taxes > Tax Rates and click New Tax.
2. Enter the tax name, percentage rate, and associate it with a tax authority (creating the authority first if it doesn't exist, specifying its name and state).
3. Repeat for each applicable rate (e.g., state rate, county rate, city rate).
4. Navigate to the Tax Groups tab, click New Tax Group, and select the individual rates that apply together for a given jurisdiction.
5. Save the group and associate it with the relevant customers or items so it applies automatically on new transactions.

Verification Note

Zoho's US tax documentation does not directly compare its structure to VAT/GST, and the UK/India tax documentation likewise does not directly compare itself to the US model — the comparative framing above is ClearPath's synthesis of the separately documented regional feature sets, not a single Zoho source. Confirm current regional tax behavior against the live edition before advising a client, since these compliance features are updated frequently.

Best Practice

For any client operating in multiple US states or internationally, engage a tax professional to

confirm nexus and VAT/GST registration obligations before configuring rates — Zoho Books will faithfully calculate whatever rates and groups you configure, but it does not determine where the client is legally required to collect tax.

Common Pitfall

Implementers sometimes apply a tax rate directly to a customer record without also setting up the corresponding tax authority and, where needed, a tax group, resulting in transactions that either fail to calculate a compounded tax correctly or omit a required jurisdiction-level tax entirely. Always build authorities and groups before assigning rates to contacts.

1.4 Opening Balances

Opening balances carry forward the client's financial position from their prior system (or from cash-basis records) into Zoho Books as of a defined start date. Zoho's documentation distinguishes two categories: balance-sheet account balances (assets, liabilities, equity, income, and expense accounts, entered as debits and credits directly in Settings > Opening Balances) and contact-level balances (Accounts Receivable and Accounts Payable), which represent, in Zoho's words, "the closing balance of the amount you receive from your customers" and "the closing balance of the amount you owe your vendors" respectively.

An Opening Balance Date must be established — typically the date the client begins operating in Zoho Books — and if the migration happens mid-year, Zoho recommends generating a trial balance from the prior system to ensure all outstanding balances are captured accurately as of that date. Any debit/credit imbalance introduced during opening balance entry is automatically routed by the system to an "Opening Balance Adjustment" account, which should be reviewed and cleared to zero (or explained) before go-live.

Contact-level opening balances can be entered in the Other Details section while creating a customer or vendor, edited later via "View Opening Balance" on the contact's overview page, or bulk-loaded through CSV/TSV/XLS import alongside the rest of the contact record. The system also supports recording separate opening balances per branch for organizations using Zoho Books' multi-branch functionality.

Procedure: Enter Opening Balances at Go-Live

1. Determine the Opening Balance Date with the client (typically the day before the first transaction will be entered in Zoho Books).
2. Generate a trial balance from the client's prior system or spreadsheet as of that date.
3. Navigate to Settings > Opening Balances and enter debit/credit amounts for each balance-sheet account.
4. For each customer and vendor with an outstanding balance, enter the opening AR or AP balance via the contact record's Other Details section or via bulk import.
5. Review the Opening Balance Adjustment account; investigate and resolve any non-zero balance before proceeding to live transaction entry.

Best Practice

ClearPath enters opening balances only after the chart of accounts and contact list are finalized, never before — entering balances against accounts or contacts that are later renamed, merged, or restructured creates reconciliation headaches that are disproportionately time-consuming to

unwind.

Common Pitfall

A frequent mistake is loading contact-level AR/AP opening balances as a single lump sum per customer rather than as the underlying open invoice/bill detail. Because Zoho's "Outstanding Opening Balance" is decremented only by non-invoice/bill payments, a lump-sum balance loses the ability to apply future payments against specific historical invoices, which frustrates both the client and their customers when payment application or aging reports are needed.

1.5 Users, Roles, and Portal Access

Zoho Books separates internal staff access from external, contact-facing portal access, and conflating the two is a common source of confusion during setup. Internal users are invited under Settings > Users & Roles with a name and email address, and are assigned one of Zoho's standard roles — Admin (full access to all modules, transactions, and settings, including the ability to create and assign roles), Staff (access to most modules but restricted from reports, settings, and accountant-level functions), Timesheet Staff (limited to logging time entries), and Staff (Assigned Customers Only) (restricted to records tied to specifically assigned customers). Beyond these defaults, custom roles can be built with module-by-module permission tailoring, and Zoho's segmented access control can further restrict a user's visibility to specific locations, reporting tags, or bank accounts.

Separately, custom approval roles can be layered on top of standard roles to control who must approve transactions in a given module before they post, with optional edit/delete rights on approved transactions; by default, only Admins hold approval authority everywhere unless a custom approver role grants it to someone else.

Portal users are not staff at all — they are the client's own customers and vendors, granted a separate, restricted login (the Customer Portal and Vendor Portal, covered in depth in Chapter 2) that lets them view and act on their own transactions without any access to the organization's internal Zoho Books instance. Portal invitations are issued per-contact, not through the Users & Roles screen.

Procedure: Invite an Internal Staff User

1. Navigate to Settings > Users & Roles and click Invite User (or New User).
2. Enter the user's name and email address.
3. Assign a standard role (Admin, Staff, Timesheet Staff, Staff – Assigned Customers Only) or a previously created custom role.
4. If needed, apply segmented access restrictions (by location, reporting tag, or bank account) to limit the user's visibility.
5. Send the invitation; the user completes signup via the emailed link, and the Admin can later edit, deactivate, or delete the account as needed.

Best Practice

ClearPath recommends creating at least one custom "Bookkeeper" role distinct from full Admin for any client whose day-to-day data entry is handled by an internal employee or outsourced bookkeeper — reserving true Admin (with settings and user-management rights) for the business

owner and ClearPath's own implementation team reduces the risk of accidental configuration changes.

Common Pitfall

Granting every internal user the Admin role "to keep things simple" is a frequent shortcut that removes any audit trail benefit from Zoho's role system and exposes settings, tax configuration, and the chart of accounts to accidental changes by staff who only need transactional access. Assign the least-privileged standard or custom role that accomplishes the user's actual job.

1.6 Preferences, Branding, and Transaction Number Series

General preferences (Settings > Preferences) govern organization-wide behavior that doesn't fit neatly into other settings screens: which modules are enabled or hidden in the interface (disabled modules remain reachable via API), how discounts are applied (at the line-item level, transaction level, or both, and whether before or after tax), whether PDFs sent to customers are encrypted, whether salespersons are tracked on transactions, whether profit margins are shown at the line-item or transaction level, and whether the transaction date can be separated from the journal posting date for period-accuracy purposes.

Branding is managed through PDF templates (Settings > Templates), which control the visual presentation of invoices, estimates, sales orders, purchase orders, and other transaction documents. Zoho Books offers two customization paths: a built-in template editor covering paper size, orientation, margins, fonts, colors, header/footer content, organization and customer/vendor detail placement, table column widths, and QR code/bank detail display; or full HTML/CSS design for organizations that need complete control. Multiple templates can be maintained and assigned per transaction type or per customer/vendor, one designated as default, and templates can be cloned across modules. Default templates cannot be deleted, and a template must be unassociated from any contacts before it can be removed through the standard delete flow.

Transaction number series lets an organization define custom numbering patterns and prefixes beyond Zoho's default sequential numbering — useful, per Zoho's own example, for tagging a specific product line's invoices with a distinct prefix like "PIPE" so they're easy to identify in reports and searches.

Procedure: Configure a Custom Transaction Number Series

1. Navigate to Settings > Preferences > [relevant module, e.g., Sales > Invoices].
2. Locate the Transaction Number Series section and choose to create a new series rather than using the default.
3. Define the prefix, starting number, and any other formatting rules for the series.
4. Save, and confirm the new series applies to newly created transactions of that type going forward.

Best Practice

Finalize the invoice/estimate PDF template and branding before the client's first customer-facing document goes out — retroactively changing a template after documents are in circulation can create inconsistency in the client's professional presentation and is easy to defer indefinitely once transactions are flowing.

Common Pitfall

Changing a transaction number series' starting number or prefix after transactions already exist under the old series can create number sequence conflicts or gaps that complicate audits; number series should be finalized during setup, before the first real invoice or bill is created, not adjusted mid-stream.

Sources

- [Organization Profile | Help | Zoho Books](#)
- [Currencies | Help | Zoho Books](#)
- [Chart of Accounts | Help | Zoho Books](#)
- [Taxes | Help | Zoho Books \(US\)](#)
- [Taxes | Help | Zoho Books \(UK\)](#)
- [GST Filing | Help | Zoho Books](#)
- [Opening Balances | Help | Zoho Books](#)
- [Opening Balance for Customers/Vendors | Help | Zoho Books](#)
- [Users & Roles | Help | Zoho Books](#)
- [Users and Roles | Help | Zoho Books](#)
- [Preferences | Help | Zoho Books](#)
- [PDF Templates | Help | Zoho Books](#)
- [Getting Started | Help | Zoho Books](#)

Chapter 2: Contacts — Customers & Vendors

Contacts are the connective tissue of Zoho Books: every sales transaction traces back to a customer record, and every purchase transaction traces back to a vendor record, so the accuracy and completeness of the contact database directly determines the accuracy of everything downstream — invoices, sales orders, bills, purchase orders, payments, and the reports built on top of them. This chapter covers how customer and vendor records are created and maintained, how contact persons, portals, payment terms, currencies, and opening balances attach to those records, and how Zoho Books supports grouping and deduplicating contacts as the database grows.

2.1 Creating and Managing Customer Records

Customer records are created under Sales > Customers by clicking New, where the record is first classified as either "Business" (B2B) or "Individual" (B2C), a distinction that affects which fields are presented (a business customer captures company name, for example). Core customer fields include the customer type, currency (which governs the currency of every transaction created for that customer), an optional credit limit, payment terms, billing and shipping addresses, and contact persons. Customers can also carry custom fields and reporting tags for organization-specific data capture and later report filtering.

For clients migrating from another system, Zoho Books supports bulk import of customer records via the More menu's import option, with a field-mapping step to align the source file's columns with Zoho Books' contact fields before committing the import — the same mechanism used for vendors.

Procedure: Create a New Customer Record

1. Navigate to Sales > Customers and click New.
2. Select Business or Individual as the customer type and enter the primary name.
3. Set the customer's currency; if this differs from the organization's base currency, confirm the plan tier supports multi-currency invoicing before relying on it.
4. Enter billing and shipping addresses, and set payment terms and a credit limit if applicable.
5. Add contact persons under the Contact Persons tab if more than one individual at the customer needs to receive communications.
6. Apply reporting tags if the client uses grouping/categorization for this customer, then save.

Best Practice

Standardize a naming convention for customer records (e.g., consistent capitalization, no duplicate "Inc."/"Inc" variants) before bulk-importing a client's existing customer list — inconsistent naming at import time is one of the leading causes of duplicate contacts that later require merging.

Common Pitfall

Leaving the customer type field defaulted to "Business" for what is actually an individual consumer client (or vice versa) can cause address and tax-field mismatches on generated invoices that go unnoticed until a customer complains about an incorrectly formatted document.

2.2 Creating and Managing Vendor Records

Vendor records are created the same way, under Purchases > Vendors, and mirror the customer creation flow: currency assignment, address details, payment terms, and contact persons. Zoho's documentation notes one plan-tier restriction worth flagging to clients during scoping: "Setting a different currency for your vendor is available only in certain plans," so a vendor's currency should be confirmed against the client's actual Zoho Books plan before assuming multi-currency purchasing is available.

Zoho Books also allows a single business relationship that is both a customer and a vendor (for example, a supplier the client also sells to) to be explicitly linked via the Link Customer and Vendor feature, which keeps the two records connected for reporting purposes while preserving them as separate customer and vendor entities.

Procedure: Create a New Vendor Record

1. Navigate to Purchases > Vendors and click New.
2. Enter the vendor's name and classify it as Business or Individual as applicable.
3. Set the vendor's currency (confirming plan-tier support if it differs from base currency) and enter billing address details.
4. Set default payment terms for this vendor.
5. Add contact persons for accounts-payable or purchasing communications, then save.
6. If this vendor is also a customer of the business, use Link Customer and Vendor to connect the two records.

Best Practice

For clients with a meaningful vendor list, ClearPath collects W-9 or equivalent tax-identification data as part of vendor onboarding and stores it in a custom field on the vendor record from day one — retrofitting tax-ID capture across an existing vendor list later, ahead of 1099 season, is far more labor-intensive.

Common Pitfall

Creating a new vendor record for a supplier that already exists as a customer (rather than using Link Customer and Vendor) fragments that relationship's transaction history across two unrelated records and can result in inconsistent balances if the two records are never reconciled against each other.

2.3 Contact Persons

Contact persons represent the individual people associated with a customer or vendor account — the specific human recipients of invoices, statements, purchase orders, or portal invitations, as distinct from the company-level contact record itself. Zoho's documentation confirms a generous per-customer allowance: "You can add up to 500 contact persons for a customer in Zoho Books." Contact persons are added from the customer or vendor record's Edit screen, under the Contact Persons tab, using the "+ Add Contact Person" control to add additional entries beyond the first.

Verification Note

Zoho's contact-persons documentation confirms the 500-per-customer limit and the add/edit workflow but does not enumerate the specific field set captured per contact person or formally document how a given contact person is selected as the email recipient on an individual transaction; treat the exact field list and per-transaction recipient-selection mechanics as something to verify directly in the client's live account rather than assume from this summary.

Procedure: Add a Contact Person to a Customer

1. Navigate to Sales > Customers and select the customer record.
2. Click Edit, then open the Contact Persons tab.
3. Enter the contact person's details in the first available row.
4. Click "+ Add Contact Person" to add further individuals as needed.
5. Save the customer record.

Best Practice

For customers with multiple stakeholders (e.g., an accounts-payable contact and a purchasing/ordering contact), capture both as distinct contact persons rather than combining them into one generic entry — this keeps email delivery and portal access aligned with who actually needs to see which documents.

2.4 Customer and Vendor Portals

The Customer Portal and Vendor Portal are Zoho Books' contact-facing self-service interfaces, entirely separate from internal staff logins covered in Chapter 1. On the sales side, the Customer Portal lets a customer accept or reject quotes with comments, view and pay invoices in one place through integrated payment gateways (with partial payments where enabled), track payment history, view sales orders and linked invoices, approve or reject timesheets when billing is time-based, generate account statements for a custom date range, forward documents to other contacts, and manage their own account details and saved payment methods. The business, in turn, receives notifications when a customer views a transaction, accepts or declines a quote, makes a payment, or updates their details.

On the purchasing side, the Vendor Portal lets a vendor upload transaction documents for the business to verify and convert into bills, view purchase orders and their status, accept or decline purchase orders, monitor payment status, generate consolidated statements, and comment directly on transactions for collaborative resolution. Zoho notes this feature requires specific plan tiers, so availability should be confirmed against the client's subscription.

Both portals require the contact to have an email address on file and are enabled per-contact rather than organization-wide.

Procedure: Invite a Customer to the Customer Portal

1. Navigate to Sales > Customers and select the customer (confirm an email address is on file).
2. From the More menu, select Configure Customer Portal, or use the gear icon next to Portal Status in Other Details.

3. Click "Invite to Portal" below the customer's name.
4. Zoho Books sends an invitation email; the customer sets a password to complete signup.
5. Resend the invitation if needed, or disable portal access individually for this customer at any time.

Procedure: Invite a Vendor to the Vendor Portal

1. Navigate to Purchases > Vendors and select the vendor.
2. From the More menu, select Configure Vendor Portal, or use the gear icon next to Portal Status.
3. Click "Invite to Portal" below the vendor's name.
4. The vendor accepts the emailed invitation and sets a password to access the portal dashboard.
5. Configure which portal features (document upload, PO acceptance/rejection, autoscan, etc.) the vendor can access.

Best Practice

Enable customer portal access as a standard part of onboarding for any client that wants faster invoice payment — giving customers self-service visibility into open invoices and a direct online payment path is one of the highest-value, lowest-effort improvements ClearPath can deliver in week one.

Common Pitfall

Inviting a contact to the portal before their email address, billing details, and opening balance are finalized results in the contact seeing incomplete or incorrect information (or an inaccurate statement) on first login, which undermines client confidence in the new system. Finish core record setup before extending a portal invitation.

2.5 Payment Terms, Currencies, and Opening Balances per Contact

Payment terms determine when an invoice or bill is due relative to its issue date, and are configured once, centrally, under Settings > Payment Terms, then attached to individual customer or vendor records so they auto-populate on every new transaction. Zoho Books ships with built-in options such as "Due end of the month" and "Due end of next month," and custom terms can be created by specifying a term name, a "due after" day count, and an optional early-payment discount percentage. One term can be designated the organization-wide default, and terms can be bulk-applied across existing transactions, marked inactive, or deleted when no longer used. Terms selected at the transaction level override the contact's default for that single document without changing the underlying contact record.

Currency is set per contact (covered in 2.1/2.2) and, per Zoho's multi-currency documentation, the contact's assigned currency becomes the currency of every transaction created for them; Zoho Books converts between that currency and the organization's base currency using the exchange rate in effect on the transaction date, whether sourced automatically via Open Exchange Rates or entered manually.

Opening balances at the individual contact level represent the Accounts Receivable or Accounts Payable amount carried forward from before the client began using Zoho Books, as introduced in Chapter 1.4. They can be entered in the Other Details section while creating the contact, edited afterward via "View Opening Balance" on the contact's overview page below the Receivables/Payables section, or loaded in bulk via

import. For organizations using Zoho Books' multi-branch functionality, opening balances can be recorded separately per branch for the same customer by using "Add Branch" within the Opening Balance dialog.

Procedure: Set a Contact's Default Payment Terms and Opening Balance

1. Confirm the desired payment term exists under Settings > Payment Terms, creating a new one if needed (term name, due-after days, optional early-payment discount).
2. Open the customer or vendor record, and under Other Details, select the payment term to apply as this contact's default.
3. In the same Other Details section, enter the opening balance amount (or, for existing contacts, click "View Opening Balance" on the overview page).
4. If the organization uses multiple branches, use "Add Branch" to record a distinct opening balance per branch as needed.
5. Save the record and confirm the payment term and balance display correctly on the contact's overview page.

Best Practice

Set payment terms at the contact level as a default, but still make a habit of reviewing the term on each transaction before sending — client-specific arrangements negotiated after the initial setup (e.g., a one-time extended term for a struggling customer) are easy to apply at the transaction level without disturbing the contact's standing default.

Common Pitfall

Assigning a multi-currency contact a currency that the organization's Zoho Books plan doesn't actually support for that module silently blocks transaction creation or forces a fallback to base currency; verify plan-tier multi-currency support before promising a client that vendor or customer invoicing will run in a foreign currency.

2.6 Customer Groups, Price Lists, and Merging Duplicate Contacts

Zoho Books does not have a feature literally named "Customer Groups"; grouping and categorizing customers is accomplished through Reporting Tags, a separate organization-wide feature (Settings > Reporting Tags) that lets an organization define up to 10 tags, each with up to 500 selectable options, and apply them to contacts, items, and transactions alike. Once a reporting tag (for example, "Region" or "Customer Tier") is created, it's assigned to a customer from the Reporting Tags tab on that customer's record, and reports can subsequently be filtered by tag through the Business Overview reporting section. For businesses with true parent/subsidiary relationships rather than simple categorization, Zoho Books separately offers Customer Hierarchy, which supports up to five levels of parent and sub-customer relationships, consolidated payment processing, and unified financial overviews across the hierarchy — a materially different feature from reporting-tag grouping.

Differentiated pricing by customer segment is handled through Price Lists (Items > Price Lists), which must first be enabled in Settings > Items. A price list is typed as either Sales (for customers) or Purchases (for vendors), and rates are set either by a flat markup/markdown percentage applied to standard item rates or by entering fully custom rates per item. Once a price list is assigned to a contact, Zoho's documentation confirms it applies automatically: "every time a transaction is created for them in Zoho Books, the price list will be applied automatically." Price lists can also be applied at the line-item level on an individual

transaction depending on configuration, support CSV/TSV/XLS import and export (up to 1 MB), can be marked inactive rather than deleted, and — importantly — deleting a price list does not retroactively change any transaction it was previously applied to. This feature is plan-tier dependent, so availability should be confirmed against the client's subscription.

Zoho Books supports merging duplicate customer or vendor records directly, which is the primary deduplication mechanism available. From either contact's record, the More menu offers Merge Customers or Merge Vendors, prompting selection of the master record the duplicate should be merged into; multiple contacts can also be selected from the list view and merged in one action via More > Merge. Two hard constraints apply: contacts can only be merged if they use the same currency, and a customer can never be merged with a vendor (linking, described in 2.2, is the correct tool for a same-entity customer/vendor relationship). After merging, all of the merged contact's transactions reassign to the master record's history, and the merge is permanent — reactivating a merged contact does not restore its original transaction history to it.

Procedure: Create a Sales Price List for a Customer Segment

1. Enable price lists under Settings > Items if not already active.
2. Navigate to Items > Price Lists and click New Price List.
3. Name the list, set its type to Sales, and choose either a percentage markup/markdown or custom per-item rates.
4. Save the price list, then open the relevant customer records and assign the price list so it applies automatically to future transactions.

Procedure: Merge Duplicate Customer Records

1. Confirm both duplicate records use the same currency; if they don't, correct the currency on one before proceeding, since Zoho Books will not merge mismatched-currency contacts.
2. Navigate to Sales > Customers and open one of the duplicate records.
3. Click More and select Merge Customers.
4. Select the correct master record to merge into, click Continue, then Confirm.
5. Verify the master record's transaction history now includes all transactions from the merged record, and that the merged record shows as inactive.

Best Practice

Run a duplicate-contact audit (matching on name, email, and tax ID) as a standard step before go-live on any migrated client database, and resolve duplicates via merge before opening balances are entered — merging after opening balances or early transactions exist is still supported, but it is cleaner and lower-risk to deduplicate first.

Common Pitfall

Assuming "Customer Groups" is a discrete named feature in Zoho Books (as it might be in another platform) leads implementers to search for a setting that doesn't exist under that name; the actual toolset is split between Reporting Tags for categorization/reporting, Price Lists for differentiated pricing, and Customer Hierarchy for true parent/subsidiary structures — each configured separately and each serving a distinct purpose.

Sources

- [Customers & Vendors | Help | Zoho Books](#)
- [Contact Persons for Customers | FAQ | Zoho Books](#)
- [Customer Portal | Help | Zoho Books](#)
- [Vendor Portal | Help | Zoho Books](#)
- [Payment Terms | Help | Zoho Books](#)
- [Currencies | Help | Zoho Books](#)
- [Opening Balance for Customers/Vendors | Help | Zoho Books](#)
- [Group Customers | FAQ | Zoho Books](#)
- [Reporting Tags | Help | Zoho Books](#)
- [Customer Hierarchy | Help | Zoho Books](#)
- [Price lists | Help | Zoho Books](#)
- [How do I merge customers/vendors? | FAQ | Zoho Books](#)

Chapter 3: Sales — Estimates, Sales Orders, Invoices, Payments Received

Zoho Books structures the sales cycle as a connected sequence of documents rather than a single invoicing screen: an estimate proposes the sale, an optional sales order confirms it internally, an invoice bills the customer, and a payment record closes the loop. Understanding how each document converts into the next — and what data carries forward automatically — is the foundation of a clean sales workflow in Zoho Books, and it is the sequence ClearPath configures for every implementation client by default.

3.1 Estimates (Quotes): Creating and Sending

Zoho Books now labels this document "Quote" in the interface (formerly "Estimate"); both terms refer to the same object and are used interchangeably in this manual. A quote is a proposal sent to a customer listing the items or services being offered, their prices, and the terms of sale, created before any commitment to sell has been finalized. Quotes carry their own status lifecycle — Draft, Sent, Accepted, Declined, and Invoiced — and a quote in Draft status is not included in sales reports until it is marked Sent.

Procedure: Create and Send a Quote

1. Navigate to Sales > Quotes (Estimates) and click + New.
2. Select the customer and fill in the quote date, expiry date, and salesperson (if applicable).
3. Add line items with quantities and pricing, and include shipping charges, discounts, or adjustments as needed.
4. Click Save as Draft to hold the quote internally, or Save and Send to email it to the customer directly from Zoho Books.
5. If sent through another channel (in person, third-party tool), open the quote and mark it as Sent manually so reporting reflects its true status.

Customers who receive a quote through the Zoho Books customer portal can view, comment on, accept, or reject it directly, which updates the status automatically on the ClearPath client's side. Once a quote is Accepted, it is ready to move forward in the sales cycle.

Procedure: Convert a Quote to an Invoice or Sales Order

1. Go to Sales > Quotes and open the quote to convert.
2. On the Details page, click Convert and choose either Convert to Invoice or Convert to Sales Order from the dropdown.
3. Review the auto-populated document — customer name, invoice/sales order number, and date — editing as needed.
4. Save as Draft, or complete and send the resulting document to the customer.
5. The originating quote's status automatically changes to Invoiced once the conversion is saved.

Best Practice

Configure quote-to-invoice or quote-to-sales-order conversion consistently across an implementation rather than letting individual users choose ad hoc — ClearPath recommends sales orders as the default intermediate step for any client with inventory or a fulfillment delay between sale and delivery, and direct quote-to-invoice conversion for service businesses that bill

immediately on acceptance.

Common Pitfall

If the customer name on a converted invoice needs to change after conversion, Zoho Books does not allow a simple edit — the invoice must be deleted, the original quote corrected, and the quote reconverted. Implementers should catch customer-name errors at the quote stage, before conversion, to avoid this rework.

3.2 Sales Orders

A sales order is a document sent to (or held internally for) a customer confirming the items and prices of a sale, typically created once a quote has been accepted and the business is ready to commit to delivery. It functions as the bridge between an accepted quote and the final invoice, and — where inventory is tracked — as the trigger for fulfillment and, if needed, a corresponding purchase order to replenish stock.

Procedure: Create a Sales Order

1. Navigate to Sales > Sales Orders and click + New.
2. Enter the customer, item details, expected shipment date, and any other relevant fields.
3. Click Save as Draft, or Save and Send to email the order directly to the customer.
4. Once ready to proceed with fulfillment, mark the sales order Open so it is included in sales reporting.

Sales orders can also be created directly from an accepted quote using the Convert to Sales Order action described in section 3.1, which carries the customer and line-item data forward automatically. In Settings > Sales Orders, ClearPath can configure which fields (organization address, customer notes, terms & conditions) persist when a sales order is later converted to an invoice.

Procedure: Convert a Sales Order to an Invoice

1. Go to Sales > Sales Orders and select the order to convert.
2. Click Convert to Invoice in the top right corner.
3. Review the auto-populated New Invoice page.
4. Save and send the invoice to the customer.
5. The sales order's status automatically changes to Closed once fully invoiced.

For partial fulfillment — for example, when stock is insufficient to ship the full order — Zoho Books supports invoicing only a subset of line items: open the sales order (status must be Open), click Convert to Invoice, delete the line items not being invoiced on the New Invoice page, and save. The sales order remains open (shown as partially invoiced) until the remaining items are billed on a subsequent invoice.

Best Practice

For clients selling physical inventory, ClearPath standardizes on quote → sales order → invoice as the full sequence, since it gives the business a formal internal commitment record distinct from the customer-facing quote and supports partial invoicing against back-ordered stock. For pure service businesses with no fulfillment delay, the sales order step is often skipped entirely to reduce

document overhead.

3.3 Invoices: Creation, Customization, and Delivery

An invoice is the document that formally bills the customer and, once sent, becomes the source of truth for accounts receivable. Zoho Books documents at least eight distinct entry points for creating an invoice: the Quick Create button, from the Items list (selecting items and choosing New Transaction > Invoice), from a customer's profile page, by converting a quote, by converting a sales order, directly within the Invoices module, automatically via a recurring invoice profile, and from Projects (billing tracked time or milestones). Each entry point pre-populates different data, so choosing the right starting point reduces manual re-entry.

Procedure: Create an Invoice Directly

1. Navigate to Sales > Invoices and click the + New button.
2. Fill in the Customer Name, Invoice Date, and Item Details; fields marked in red are mandatory, the rest optional.
3. Add shipping charges, discounts, or adjustments as needed, and select the invoice template.
4. Click Save as Draft to hold internally, or Save and Send to deliver it to the customer.

Templates, branding, and layout are configured under Settings, and each invoice can attach up to five supporting files (5 MB each). Other actions available on a saved invoice include Clone (duplicate for a similar future invoice), Print, Email or SMS delivery, generating a shareable customer-facing link, Write Off (recording an invoice as bad debt), and bulk export or bulk status updates.

Recurring invoices automate billing for customers charged on a fixed schedule (retainers, subscriptions, ongoing service contracts).

Procedure: Set Up a Recurring Invoice Profile

1. Enable the feature under Settings > Preferences > General by checking Recurring Invoice, if not already enabled.
2. Go to Sales > Recurring Invoices and click + New.
3. Select the customer, enter a profile name, and choose the repeat frequency (week, month, year, or a custom interval).
4. Optionally assign a salesperson or project, then add line items.
5. Include customer notes and terms & conditions if needed, then click Save.

Once saved, Zoho Books generates child invoices automatically according to the configured frequency and preferences (auto-sent or saved as drafts). A profile created for a past start date does not retroactively generate missed invoices — generation begins from the next applicable occurrence going forward.

Retainer invoices serve a different purpose: they collect an advance payment from a customer before goods are delivered or services are completed. Because the funds have not yet been earned, Zoho Books treats the amount collected as a liability (commonly posted to an Unearned Revenue account) rather than recognized income, and that liability is later applied against a regular invoice as the work is completed.

Procedure: Create and Apply a Retainer Invoice

1. Enable the feature under Settings > Preferences > General by checking Retainer Invoices, and select the liability account (typically Unearned Revenue) used to record them.

2. Go to Sales > Retainer Invoices and click + New (or the + icon).
3. Select the customer and retainer invoice date; the invoice number auto-generates but can be edited.
4. Click Save, then collect payment against the retainer invoice using an offline record, a charged card, or a partial payment (which sets its status to Partially Paid).
5. When billing the customer for completed work, apply the retainer's collected funds against the resulting regular invoice so the advance offsets the amount due.

Verification Note

Zoho's help documentation confirms that retainer funds can be applied to a regular invoice and that multiple retainers can be applied to a single invoice, but the specific on-screen steps for that application action were not available in the source pages reviewed. Confirm the exact click path in the live application during implementation rather than relying on this manual alone for that one step.

Best Practice

Reserve retainer invoices for genuine advance deposits where revenue recognition should be deferred, and use recurring invoices for predictable, already-earned periodic billing (e.g., a flat monthly retainer for services already contracted). Conflating the two produces inaccurate revenue recognition on the client's books.

Common Pitfall

Firms sometimes bypass Zoho's structured document flow and post revenue directly against a generic "deposit" income account instead of using retainer invoices, which overstates income in the period the deposit is received and understates it later. This is one of the more consequential bookkeeping errors ClearPath encounters during Books cleanups.

3.4 Recording Payments Received

Payments received are recorded against one or more open invoices and reduce the customer's outstanding balance. Zoho Books supports online payments through integrated gateways (Stripe, PayPal, Square, and others), the ability to charge a customer's card on file (via Authorize.net, PayPal Payflow Pro, Razorpay, or Paytm, depending on region), and manually recorded offline payments for cash, checks, or bank transfers.

Procedure: Record a Customer Payment Against an Invoice

1. Navigate to Sales > Invoices and open the invoice being paid.
2. Click the Record Payment dropdown and select Record Payment.
3. Enter the Amount Received (the full balance for a full payment, or a lesser amount for a partial payment), the Payment Date, and the Deposit To account (the bank or cash account receiving the funds).
4. Select the payment mode.
5. Click Record Payment.

If the amount received is less than the invoice balance, Zoho Books records it as a partial payment and the invoice status changes to Partially Paid, leaving the remaining balance outstanding for a future payment. Global and India editions also support recording Tax Deducted at Source (TDS) by entering \$0 in Amount Received and specifying the TDS amount separately.

Applying customer credits — from an overpayment, a credit note, or an unapplied retainer — works similarly to applying a payment.

Procedure: Apply a Credit Note to an Invoice

1. Navigate to Sales > Credit Notes and select the credit note to apply (or, from the invoice itself, click Apply Now next to available credits).
2. Click Apply to Invoice.
3. Enter the Amount to Credit against the selected invoice(s).
4. Click Save.

A credit note remains in Open status while any portion of it is unapplied, and its status changes to Closed once its full value has been applied across one or more invoices. Applied credits can be reviewed and, if entered in error, removed from the credit note's Invoices Credited tab.

Best Practice

Reconcile the Deposit To account selected on every payment against the client's actual bank feed mapping during implementation — a payment recorded to the wrong clearing or bank account is one of the most common causes of an unreconciled bank feed discovered weeks later.

3.5 Void vs. Delete: Managing Incorrect Invoices

Zoho Books offers two distinct ways to remove an invoice's effect on the books, and choosing the wrong one has real audit-trail consequences. Voiding keeps a full copy of the invoice in the system but excludes it from all sales reports and account balances — the record remains visible and traceable, just inert. Deleting an invoice removes it permanently; Zoho Books' own documentation warns that once an invoice is deleted, it cannot be retrieved. Deletion is also blocked outright if the invoice has recorded payments — those payments must be deleted first before the invoice itself can be deleted.

Procedure: Void an Invoice

1. Navigate to Sales > Invoices and select the invoice to void.
2. Click the three-dot (More) menu and choose Void.
3. Enter a reason for voiding, then confirm.

A voided invoice can be restored if needed: select it and choose Convert to Draft, providing a reason for the reversal.

Procedure: Delete an Invoice

1. Delete any payments recorded against the invoice first, if applicable.
2. Navigate to Sales > Invoices and select the invoice.
3. Click the three-dot (More) menu and choose Delete.
4. Confirm the deletion.

Best Practice

ClearPath's standing rule for client engagements is to void, not delete, any invoice that has ever been sent to a customer or that falls inside a closed or reported accounting period. Voiding preserves the numbering sequence and audit trail; deletion should be reserved for invoices created and discarded the same session, before they were ever shared externally.

Common Pitfall

Deleting a sent invoice to "start over" breaks the invoice numbering sequence and destroys any record that the document ever existed, which can look irregular to an auditor or during a bank/loan review. If a client has a habit of deleting rather than voiding, flag it as a process risk during the discovery phase of an implementation.

Sources

- [Other Actions for Estimate | Help | Zoho Books](#)
- [Convert to Invoice | Help | Zoho Books](#)
- [Quotes | Help | Zoho Books](#)
- [Sales Order | Help | Zoho Books](#)
- [Sales Order Preferences | Help | Zoho Books](#)
- [Convert Sales Order to Invoice | Help | Zoho Books](#)
- [Invoice Sales Orders Partially | FAQ | Zoho Books](#)
- [Create Invoice | FAQ | Zoho Books](#)
- [Ways to Create Invoices | FAQ | Zoho Books](#)
- [Other Actions in Invoices | Help | Zoho Books](#)
- [Create and Send Recurring Invoices | Help | Zoho Books](#)
- [Retainer Invoices | Help | Zoho Books](#)
- [Basic Functions in Retainer Invoice | Help | Zoho Books](#)
- [Record Payment for Invoice | Help | Zoho Books](#)
- [Apply Credits to Invoice | Help | Zoho Books](#)
- [Credit Notes | Help | Zoho Books](#)
- [Delete Invoice | Help | Zoho Books](#)

Chapter 4: Purchases — Purchase Orders, Bills, Payments Made, Vendor Credits

The purchasing side of Zoho Books mirrors the sales side in structure: a purchase order documents what was ordered from a vendor, a bill records what the business actually owes, a payment made settles that obligation, and a vendor credit tracks any amount owed back by the vendor. Together these documents form the procure-to-pay cycle that ClearPath configures for every client with meaningful vendor spend, giving the business a clean paper trail from commitment through cash outflow.

4.1 Purchase Orders

A purchase order (PO) is the document a business sends to a vendor specifying the items or services it intends to buy, at agreed prices, before the vendor ships goods or performs the work. It is the purchasing-side counterpart to a sales order and, for inventory-tracked businesses, is often generated automatically when a sales order reveals insufficient stock on hand.

Procedure: Create a Purchase Order

1. Navigate to Purchases > Purchase Orders and click + New.
2. Enter the Vendor Name, delivery address (organization or customer), PO number (auto-generated or manual), Expected Delivery Date, creation date, and Shipment Preference.
3. Add items individually or use Add Items in Bulk for larger orders.
4. Click Save as Draft, or Save and Send to email the PO directly to the vendor.

In Settings > Purchase Orders, ClearPath configures when a purchase order automatically closes — options include on recording a purchase receive, on creating a bill, or on completion of both — along with approval workflows (none, simple, multi-level, or custom), custom fields, and validation rules appropriate to the client's internal controls.

Procedure: Convert a Purchase Order to a Bill

1. Navigate to Purchases > Purchase Orders and select the purchase order to convert.
2. Click Convert to Bill in the top right corner.
3. Review and complete the required fields on the New Bill page.
4. Save the bill.

A purchase order can also be billed partially: Zoho Books tracks a Partially Billed status, during which only the items not yet billed can still be cancelled from the PO. This supports scenarios where a vendor ships and bills an order in multiple installments.

Best Practice

ClearPath configures purchase orders to close only once both the goods are received and the bill is recorded, rather than on either event alone — this keeps the accounts payable aging report aligned with what has actually been delivered and prevents premature closure of a PO that still has outstanding items.

Common Pitfall

Skipping the purchase order step entirely and recording bills directly removes the vendor confirmation and approval trail for spend commitments, which is a common gap ClearPath finds in clients migrating from spreadsheet-based purchasing — it leaves no system-of-record for what was ordered versus what was ultimately billed.

4.2 Recording Vendor Bills

A bill is the formal record of an amount owed to a vendor, whether it originates from converting a purchase order or is entered directly for expenses that don't go through a PO process (utilities, recurring service fees, one-off purchases).

Procedure: Record a Vendor Bill Directly

1. Navigate to Purchases > Bills and click + New.
2. Select the vendor and enter the bill number.
3. Set the Bill Date and Due Date, or select a Payment Terms option (e.g., Net 15) to have the due date calculated automatically.
4. Add line items individually or via bulk add.
5. If the expense is billable to a customer, mark it Billable and select the associated project.
6. Add notes and attach supporting documents (e.g., the vendor's original invoice) as needed.
7. Click Save as Draft or Save as Open.

Zoho Books automatically creates the corresponding journal entry once a bill is saved as Open; this can be reviewed via the Display Journal option on the bill's overview page. Bills generated by converting a purchase order pre-populate vendor and item details automatically, reducing duplicate data entry and the risk of mismatched pricing between the PO and the bill.

Best Practice

Require every bill above a client-defined threshold to be linked to (or converted from) a purchase order rather than entered as a standalone document — this preserves the three-way relationship between what was ordered, what was received, and what was billed, which is the backbone of solid purchasing internal controls.

4.3 Recurring Bills and Expenses

For vendors billed on a predictable, fixed schedule — a monthly software subscription, a recurring supply order from the same supplier — Zoho Books supports automating bill creation through a recurring bill profile rather than requiring manual re-entry each period.

Procedure: Set Up a Recurring Bill

1. Navigate to Settings > General under Preferences and enable the Recurring Bills option, then save.
2. Go to Purchases > Recurring Bills.
3. Create a new recurring bill profile with the vendor, line items, and repeat frequency.

4. Save the profile; Zoho Books generates new bills automatically according to the configured schedule.

Verification Note

The exact field-by-field screen for creating a recurring bill profile (frequency options, start/end date handling, and whether generated bills default to Draft or Open) was not fully detailed in the specific Zoho help pages reviewed for this manual. Confirm the live workflow in the target organization before documenting it as a fixed step in a client-facing SOP.

Best Practice

Reserve recurring bills for genuinely fixed-amount, fixed-schedule vendor charges; if the amount varies period to period (e.g., a utility bill), a recurring profile with a manual amount-confirmation step before posting is safer than a fully automated one, to avoid silently posting an incorrect amount to the books.

4.4 Payments Made

A payment made record settles some or all of the outstanding balance on one or more vendor bills and reduces the business's cash or bank balance accordingly.

Procedure: Record a Payment Made to a Vendor

1. Navigate to Purchases > Payments Made and click + New.
2. Select the vendor name (and branch/location, if enabled).
3. Enter the payment number (manual or auto-generated), the Payment Made amount, the payment date, and the payment mode.
4. In the table of unpaid bills displayed below, either click Pay in Full for a given bill or manually enter a partial amount in the Payments column for one or more bills.
5. Add internal notes or attach supporting documents as needed.
6. Click Save to hold as draft, or Save as Paid to record the transaction immediately.

Zoho Books allows a single payment to be split across multiple open bills for the same vendor in one transaction. If the amount paid exceeds the total of the bill(s) selected, the excess is automatically converted into a vendor credit for future use; conversely, if a vendor refunds an overpayment, that refund can be recorded against the resulting credit.

Best Practice

Match the payment mode selected in Zoho Books to the client's actual bank feed categorization (ACH, check, wire, card) consistently — inconsistent payment-mode selection is a frequent source of reconciliation mismatches when the bank feed is later matched against Books.

4.5 Vendor Credits: Creation and Application

A vendor credit represents an amount a vendor owes the business — commonly the result of an overpayment, a returned or damaged shipment, or a billing correction the vendor has agreed to. Zoho Books

tracks vendor credits as their own document type so the amount owed can be monitored until it is refunded, paid out, or applied against a future bill.

Procedure: Create a Vendor Credit

1. Navigate to Purchases > Vendor Credits and click + New.
2. Select the vendor, enter a credit note number, and optionally an order number.
3. Choose the vendor credit date.
4. Add item details (quantities and amounts), including bulk entry if needed.
5. Include any applicable discounts or adjustments and select the appropriate discount account.
6. Click Save.

Procedure: Apply a Vendor Credit to a Bill

1. From Purchases > Vendor Credits, select the vendor credit, then click Apply to Bills; or, from the bill itself, click Apply Now next to Credits Available (or Apply Credits next to the payment option).
2. Enter the amount to apply toward the selected bill(s).
3. Click Save.

Best Practice

Apply vendor credits against open bills promptly rather than letting them accumulate unapplied — an unapplied vendor credit sits as a receivable-like balance from the vendor and, if forgotten, understates the business's true net payable position on the vendor's account.

Common Pitfall

Treating a vendor credit as a cash refund and recording it a second time as a deposit when the vendor's check or ACH refund actually arrives double-counts the credit unless the refund is recorded against the existing vendor credit record rather than as an unrelated income or misc. deposit entry. This is a recurring reconciliation error ClearPath finds when auditing a new client's historical purchases module.

Sources

- [Purchase Order | Help | Zoho Books](#)
- [Basic Functions in Purchase Order | Help | Zoho Books](#)
- [Functions in Purchase Orders | Help | Zoho Books](#)
- [Purchase Order Preferences | Help | Zoho Books](#)
- [Basic Functions in Bills | Help | Zoho Books](#)
- [What are recurring bills? When should I create one? | FAQ | Zoho Books](#)
- [Vendor Payments | Help | Zoho Books](#)
- [Basic Functions in Payments Made | Help | Zoho Books](#)
- [Vendor Credits | Help | Zoho Books](#)
- [Basic Functions in Vendor Credits | Help | Zoho Books](#)
- [Apply Vendor Credit to Bill | FAQ | Zoho Books](#)

Chapter 5: Banking & Reconciliation

Banking is the operational core of any Zoho Books implementation: every dollar that moves through a client's business eventually needs to be connected to a bank or credit card transaction, categorized to the correct account, and reconciled against the statement the bank actually issues. This chapter documents how Zoho Books ingests bank data, how staff should process the resulting queue of transactions, how automation rules reduce that manual burden over time, and how the monthly reconciliation and inter-account transfer processes close the loop. Every procedure below reflects the current behavior documented in Zoho's official Books help center as of this writing; where a claim could not be pinned to a stable, dedicated Zoho article, it has been flagged rather than stated as settled fact.

5.1 Connecting Bank and Credit Card Feeds

Zoho Books supports two distinct ways of getting transaction data into the Banking module, and clients should understand the tradeoffs between them before onboarding begins. The primary method is an automatic bank feed, established through one of two third-party aggregation providers (Yodlee or Token) that Zoho Books uses to pull data directly from the client's financial institution. The secondary method is manual statement import, which does not require sharing bank credentials with a third-party aggregator and is used both for institutions the feed providers do not support and for pulling in historical data that feeds cannot reach.

A critical operational detail for reconciliation planning is that automatic bank feeds only retrieve transactions from the last 90 days going forward from the date the account is connected. Any older activity a client needs in Zoho Books — for example, at the start of an engagement when the client wants a full fiscal year of history — must be brought in via manual statement import rather than the feed.

Procedure: Connect an Automatic Bank Feed

1. In Zoho Books, navigate to the Banking module.
2. Click Add Account (or Add Bank/Credit Card Account) and search for the client's financial institution.
3. Authenticate through the aggregation provider (Yodlee or Token) using the client's online banking credentials.
4. Select the specific account(s) to connect if the institution returns multiple accounts.
5. Confirm the currency and, if applicable, assign the account to a specific business location and set which users may create, edit, or delete its transactions.
6. Allow the initial feed to populate; expect up to the trailing 90 days of transactions to appear in Uncategorized Transactions.

Procedure: Import a Bank or Credit Card Statement Manually

1. In the Banking module, select the target account.
2. Click the gear icon and choose Import Statement.
3. Upload the statement file from desktop or a connected document source. Zoho Books accepts CSV, TSV, OFX, QIF, CAMT.053, CAMT.054, and MT940 formats, plus PDF statements for a limited set of major institutions (including Chase, Bank of America, American Express, and Capital One).
4. If uploading CSV/TSV, specify how amounts are represented: Double Column (separate debit/credit columns), Single Column and Amount Type, or Single Column with Negative Values.

5. Set the character encoding and delimiter, then map the file's column headers to Zoho Books fields (the system auto-matches common headers, but verify the mapping before proceeding).
6. Review the import preview for errors, then confirm the import.

For institutions not supported by PDF import or automatic feed, Zoho Books also offers an auto-forward option where the client emails statements directly to a designated address for automatic processing, and an Undo Import function to reverse the most recent statement upload if duplicates or mapping errors are discovered.

Best Practice

for new client onboarding, connect the automatic feed first to capture the trailing 90 days, then run one manual statement import to backfill the remainder of the current fiscal year (or however far back the client's existing books extend) rather than trying to backfill via the feed, which is not possible.

Common Pitfall

importing an overlapping date range between a manual statement and the automatic feed produces duplicate uncategorized transactions in the queue. Before any manual import, check the most recent transaction date already present in the account and start the statement file after that date, or plan to use bulk exclude/bulk delete to clean up the overlap afterward.

5.2 Categorizing and Matching Transactions

Once transactions land in the Uncategorized Transactions tab of an account, staff must resolve each one through either matching or categorizing — these are related but functionally distinct actions, and conflating them is one of the most common sources of duplicate entries in a client's books. Matching links an incoming bank transaction to a transaction that already exists in Zoho Books, such as an invoice payment or a bill payment that was recorded before the bank feed caught up. Categorizing, by contrast, creates a brand-new transaction in Zoho Books from a bank line that has no existing counterpart.

Zoho Books surfaces a "Match found" tag on transactions where it has identified a likely existing counterpart, and a "Recognized" tag on transactions where a transaction rule (covered in section 5.3) has pre-filled the categorization details. Both tags exist to accelerate review, not to replace it — the tagged suggestion still requires a staff member to confirm and save it.

Procedure: Match a Bank Transaction to an Existing Entry

1. In the account's Uncategorized Transactions tab, locate a transaction tagged "Match found," or click into any transaction to view its possible matches.
2. Review the suggested matching transaction(s); if multiple partial matches are needed to reach the full amount, select as many as necessary until the totals align.
3. Click Match to link the bank line to the existing Zoho Books transaction.
4. If a small variance remains (e.g., a bank fee), use "Create New Transaction" during the match flow to record the adjustment amount against the correct account rather than leaving the match unbalanced.

Procedure: Categorize an Unmatched Bank Transaction

1. In Uncategorized Transactions, click Categorize next to the line item.
2. If the line is tagged "Recognized," verify the pre-filled account, contact, and description supplied by the applicable transaction rule.
3. If unrecognized, manually select the transaction type (Money In or Money Out), the account it should post to, and any relevant contact.
4. Click Save to create the transaction and clear the line from the uncategorized queue.

Zoho Books also supports matching a deposit against a withdrawal (and vice versa) using the "Include Withdrawals" / "Include Deposits" filters — useful for offsetting entries — and offers a multi-select toggle to match several bank lines against a single Zoho Books transaction in one pass.

Best Practice

assign one team member ownership of the Uncategorized Transactions queue per client and clear it on a fixed cadence (daily or every other business day for active clients) rather than letting it accumulate until month-end. A large backlog increases the odds of misclassification and makes reconciliation far more time-consuming.

Common Pitfall

categorizing a transaction that actually has a matching invoice or bill elsewhere in Zoho Books creates a duplicate income or expense entry and overstates the account balance. Before categorizing anything that looks like a customer payment or vendor payment, confirm no open invoice or bill already exists for that contact and amount.

5.3 Bank Rules for Auto-Categorization

Transaction Rules (referred to informally as bank rules) let a firm encode recurring categorization logic once and have it apply automatically to future feed activity, which is the single highest-leverage automation available in the Banking module for a client with predictable recurring vendors, subscriptions, or fee patterns.

Procedure: Create a Transaction Rule

1. In the Banking module, select the account, click the gear icon, and choose Manage Transaction Rules.
2. Click New Rule and give it a descriptive name.
3. Specify whether the rule applies to Deposits or Withdrawals.
4. Choose the matching logic: "All the following criteria matches" (AND logic) or "Any one of the following criteria matches" (OR logic).
5. Build the criteria using Payee, Description, Reference Number, and/or Amount, with text operators (is, contains, starts with, is empty) or numeric operators (=, >, >=, <, <=) as applicable.
6. Define the action: the Record As transaction type, the target Account, and the Paid Via method.
7. Choose the categorization mode — Recognized Transactions (the rule pre-fills details but still requires manual review and save) or Categorized Transactions (the rule posts the transaction automatically, subject to an approval checkbox).
8. Save the rule.

Rules set to "Categorized Transactions" mode process matching future feed items without manual intervention, while "Recognized Transactions" mode only tags and pre-fills — the staff member still clicks through to approve each one. A rule set to fully automatic categorization cannot be deleted directly; it must first be converted back to Recognized Transactions mode before deletion. Deleting a rule at any point does not retroactively undo transactions it already categorized.

Best Practice

start every new rule in Recognized Transactions mode and monitor its output for a full billing cycle or two before promoting it to fully automatic Categorized Transactions mode. This catches vendor-name variations (e.g., a payment processor that posts under a different descriptor than the merchant name) before they silently misroute a real expense.

Common Pitfall

writing an overly broad rule — for example, matching on Amount alone, or on a Description "contains" fragment common to multiple vendors — will silently miscategorize unrelated transactions once the rule is set to automatic mode. Because those transactions bypass the review queue entirely, the error can persist for months before anyone notices it in the financials.

5.4 Reconciling Accounts

Reconciliation is the control step that confirms the transactions recorded in Zoho Books agree with what the bank statement actually shows, and it should be treated as a non-negotiable monthly checkpoint for every client account, not an optional cleanup task.

Procedure: Reconcile a Bank or Credit Card Account

1. In the Banking module, select the account, click the gear icon, and choose Reconcile Account.
2. Click Initiate Reconciliation and enter the statement's start date, end date, and the bank's closing balance for that period.
3. Select which transactions to include in the reconciliation. Only matched, categorized, and manually added transactions are available for selection — anything still sitting in Uncategorized Transactions must be resolved first.
4. Confirm that the cleared balance matches the entered closing balance with a zero difference; the closing balance field can be edited if a correction is needed before finalizing.
5. Click Reconcile to complete the period, or Save and Reconcile Later to save progress and finish afterward.
6. Optionally attach the bank statement PDF or other supporting documentation to the reconciliation record.

Zoho Books explicitly warns that the opening balance for a reconciliation cannot be edited once transactions have been reconciled against it, so the start date and prior period's closing balance must be verified before finalizing. If an error is discovered afterward, the most recent reconciliation can be undone; undoing an older one requires first deleting every reconciliation performed after it.

Best Practice

never begin reconciling a period until the Uncategorized Transactions queue for that date range is fully cleared. Attempting a partial reconciliation around gaps in the queue is how discrepancies get carried forward and compound month over month.

Common Pitfall

because the opening balance locks once a period is reconciled, correcting a miscategorized transaction from a prior closed period requires deleting reconciliations back to that point, fixing the entry, and re-reconciling everything forward — a costly rework. Catching classification errors during the same-month reconciliation review, rather than months later, avoids this entirely.

5.5 Transfers Between Accounts

Money moving between two of a client's own accounts — checking to savings, checking to a credit card payment, or clearing undeposited funds into an operating account — needs to be recorded as a transfer rather than as ordinary income or an ordinary expense, or the client's revenue and expense totals will be artificially inflated.

For funds sitting in the Undeposited Funds account (typically because customer payments were recorded before being physically deposited), Zoho Books documents three ways to move them into a real bank account: editing the "Deposit To" field on an individual payment received, using Bulk Update to change "Deposit To" across multiple selected payments at once, or creating a bank transaction in the destination account of type "Deposit From Other Accounts" with Undeposited Funds as the source.

For a transfer between two connected bank feed accounts (for example, an owner moving money from a checking account to a savings account), Zoho Books' feed will typically show the movement as two separate raw bank lines — a withdrawal in the source account and a deposit in the destination account — and these need to be linked together rather than categorized as two unrelated transactions.

Procedure: Record a Fund Transfer Between Two Bank Feed Accounts

1. In the Banking module, open the source account and locate the withdrawal transaction in Uncategorized Transactions.
2. Select "Categorize Manually" and choose "Transfer To Another Account" as the category.
3. Specify the destination account and complete any remaining required fields, then save. Zoho Books automatically generates the corresponding transaction in the destination account.
4. Open the destination account's Uncategorized Transactions tab and locate the deposit line.
5. From Possible Matches, select the transaction that was auto-created by the transfer categorization in step 3, and click Match.

This two-sided approach avoids creating a duplicate entry and produces a linked audit trail across both accounts.

Verification Note

the two documented Undeposited Funds transfer methods and the feed-side "Transfer To Another Account" categorization/matching workflow are each confirmed against dedicated Zoho Books help articles cited below. A single unified "Fund Transfer" transaction type accessible directly from a "+"

menu in Banking (as opposed to categorizing a withdrawal as a transfer) is referenced in community discussion threads but was not independently confirmed on a stable Zoho help article at the time of this writing; treat that specific entry point as unverified until confirmed in-app during implementation.

Best Practice

whenever a client's chart of accounts includes more than one operating account, agree with the client up front on which account is the default landing point for customer deposits, so the number of manual undeposited-funds transfers needed each month stays minimal.

Common Pitfall

categorizing a transfer's destination-side deposit as ordinary "Money In" income (rather than matching it to the source-side transfer transaction) double-counts the movement as revenue and simultaneously understates the source account's true relationship to the destination account. This is one of the more common overstated-revenue errors found during first-time cleanups of a prospect's existing Zoho Books file.

Sources

- [Bank Feeds - Zoho Books](#)
- [Add Bank and Credit Card Accounts - Zoho Books](#)
- [Add Transactions - Zoho Books](#)
- [Match & Categorize Transactions - Zoho Books](#)
- [Transaction Rules - Zoho Books](#)
- [Other Actions in Banking - Zoho Books](#)
- [Reconciliation - Zoho Books](#)
- [Transfer Undeposited Funds - Zoho Books FAQ](#)
- [Match Transfer Fund Transactions Between Two Accounts - Zoho Books FAQ](#)

Chapter 6: Inventory Management

Inventory functionality in Zoho Books allows a business to track the goods it buys and sells at both a quantity and a cost-of-goods-sold level, which is essential for any client that carries physical stock. This chapter covers turning on inventory tracking at the organization and item level, distinguishing goods from services when building the item list, understanding what composite items require, working with warehouse locations for multi-site stock, correcting stock through adjustments, and understanding Zoho Books' fixed FIFO valuation approach along with reorder point alerts. Note up front that several capabilities described in the broader "Zoho Inventory" product documentation — composite items, transfer orders between warehouses, picklists, and packages — are only available inside Zoho Books through the paid Zoho Inventory add-on integration, not natively; this distinction is called out explicitly wherever it applies.

6.1 Enabling Inventory Tracking

Inventory tracking in Zoho Books is a two-tier setting: it must first be switched on at the organization level, and then enabled individually on each item that should carry stock.

Procedure: Enable Inventory Tracking at the Organization Level

1. Go to Settings, then select Items under Preferences.
2. In the General section, check "Enable Inventory Tracking."
3. Enter the Inventory Start Date — the date from which Zoho Books will begin tracking stock movement.
4. Click Save.

Procedure: Enable Inventory Tracking for an Individual Item

1. Go to the Items module and create a new item or open an existing one for editing.
2. Check "Track Inventory for this Item."
3. Select the Inventory Account the item's stock value will post to.
4. Enter the Reorder Point, Opening Stock, and Opening Stock Rate per Unit.
5. Save the item.

An important operational constraint: once an item has been added to any transaction, inventory tracking cannot be disabled for it. This makes the decision of which items to track a front-loaded design choice during implementation rather than something to revisit casually later — get it right before the client starts transacting against the item.

Best Practice

set the Inventory Start Date to align with the start of the client's current open fiscal period wherever possible, rather than an arbitrary earlier date, so opening stock quantities and rates can be tied directly to a physical count or a known prior valuation.

Common Pitfall

enabling inventory tracking on an item after transactions referencing it already exist in the client's file creates a mismatch between historical activity (which was never inventory-tracked) and stock

levels going forward. Audit the client's existing item list for this before flipping the org-level switch, not after.

6.2 Creating Items: Goods vs. Services

Every item record in Zoho Books carries a type classification that determines how it can be used across sales and purchase transactions and whether it is eligible for inventory tracking at all. At the API and data-model level, Zoho Books items are typed as sales, purchases, sales_and_purchases, or inventory — with the inventory type requiring an assigned inventory (stock) account, and the sales/purchases/sales_and_purchases types requiring a purchase (COGS) account when used on the purchase side. In practice, this means physical goods that the client wants to track stock and valuation for should be created as inventory-type items, while services and any goods the client does not want stock-tracked should be created without inventory tracking enabled.

Procedure: Create a New Item

1. Go to Items and click + New.
2. Enter the item Name and select its Type.
3. Complete Sales Information (selling rate, income account, sales description) if the item is sold.
4. Complete Purchase Information (cost rate, purchase/COGS account, purchase description) if the item is purchased.
5. If the item is a physical good that should carry stock, check "Track Inventory for this Item" and complete the Inventory Account, Reorder Point, Opening Stock, and Opening Stock Rate per Unit fields as covered in section 6.1.
6. Save the item.

Verification Note

Zoho's official item-creation help article confirms the Type field and the inventory-tracking checkbox behavior described above, and the Zoho Books API documentation confirms the underlying item_type values (sales, purchases, sales_and_purchases, inventory). The exact current UI labeling of the Type selector (commonly understood in the field as a Goods/Service choice) was not found verbatim on a dedicated, stable Zoho help page during this research pass; confirm the exact on-screen labels in a live Zoho Books organization before quoting them directly to a client.

Best Practice

for service-based line items (consulting hours, labor, shipping fees) never enable inventory tracking, even if the item carries a cost — inventory tracking is only meaningful for physical goods whose on-hand quantity needs to be monitored and whose COGS needs to be calculated from actual purchase lots.

Common Pitfall

creating a single item and toggling inventory tracking on and off between engagements, or reusing a formerly-tracked item as a non-tracked one, is blocked by Zoho Books once transactions exist against it. Clients who ask to "just stop tracking this one" mid-year need a new item created and the

old one marked inactive instead — plan that conversation in advance rather than promising something the platform will not allow.

6.3 Composite Items

Composite items let a business sell a single item that is actually made up of multiple underlying components — either physically combined (an Assembly) or simply grouped together at the point of sale (a Kit). This is a common need for clients who bundle products, but it is not a feature native to core Zoho Books.

Composite items, along with related capabilities like Packages, Picklists, Shipments, Purchase Receives, Sales Returns, Transfer Orders, and Replenishments, are unlocked in Zoho Books only through the Zoho Inventory add-on integration, which requires a paid Zoho Inventory organization connected to the Zoho Books organization and is only available on certain Zoho Books plans. Firms should confirm add-on availability and pricing for the client's specific plan before promising composite item functionality as part of a Books-only engagement.

Within that add-on, Assemblies physically combine component items into a new finished item — component stock decreases and the finished item's stock increases when the assembly is built — while Kit items group existing items for sale as a bundle without any physical combination step, and each component's stock continues to be tracked individually.

Procedure: Create a Composite Item (requires the Zoho Inventory add-on)

1. Confirm the Zoho Inventory add-on is enabled for the organization and the feature is turned on in Settings.
2. Go to Items and create a new item, selecting Composite Item as the type.
3. Choose whether the composite item is an Assembly or a Kit.
4. Add the component items and/or services and specify the quantity of each required per unit of the composite item.
5. Enter basic details (SKU, unit of measurement, category) and selling/cost pricing.
6. If applicable, enable serial number or batch number tracking (these two tracking modes are mutually exclusive per item).
7. Add opening stock by warehouse location, then save.

Best Practice

for a client whose bundling need is purely promotional (e.g., a seasonal gift set with no physical assembly step), recommend a Kit rather than an Assembly — it keeps individual component stock visible in reporting and avoids the extra production-tracking overhead an Assembly implies.

Common Pitfall

quoting or scoping composite item functionality as if it were a standard Zoho Books feature, without first confirming the client's plan includes (or can add) the Zoho Inventory add-on, creates a scope gap discovered mid-implementation. Verify add-on eligibility during discovery, not during build.

6.4 Warehouses and Multi-Location Stock

Zoho Books tracks multi-site inventory through its Locations feature, which replaced the older separate Branches and Warehouses model. Locations come in two flavors: Business Locations, which represent operational or legal divisions of the company and can hold their own transaction series and settings, and Warehouse Locations, which exist specifically for stock tracking, sit beneath a parent Business Location in the hierarchy (up to five levels deep), and cannot themselves have sub-locations.

Procedure: Create a Warehouse Location

1. Go to Settings, then Locations.
2. Click Add Location and choose Warehouse Location as the type.
3. Enter the location name and select the parent Business Location it will report under.
4. Configure the primary contact and transaction series for the location if applicable.
5. Assign the users who should have access to this location.
6. Click Save.

Once Locations is enabled for an organization, it cannot be disabled — individual locations can be deactivated or deleted, but the feature itself is a one-way switch at the organization level. Users who are not granted access to a given Business Location cannot view its transactions, and users without access to a Warehouse Location cannot edit line items tied to it.

Verification Note

the mechanics of creating and structuring Business and Warehouse Locations are confirmed against Zoho's official Locations documentation. Moving stock between two warehouse locations without a corresponding sale or purchase is handled via Transfer Orders, which — consistent with section 6.3 — is part of the Zoho Inventory add-on feature set rather than core Zoho Books; core Zoho Books relies on Inventory Adjustments (section 6.5) to correct stock at a given location when a dedicated inter-warehouse transfer document is not available.

Best Practice

for clients operating more than one physical stock location, build out the Business Location / Warehouse Location hierarchy during initial setup, before any inventory items are created, so opening stock can be entered against the correct warehouse from day one rather than reallocated after the fact.

Common Pitfall

treating a single physical warehouse as a Business Location when it should be a child Warehouse Location under an existing Business Location leads to a flat, unstructured location list that cannot represent the client's actual site hierarchy, and makes location-based access restrictions unnecessarily broad.

6.5 Stock Adjustments

Stock levels and stock values sometimes need to be corrected outside the normal flow of sales and purchase transactions — for damaged goods, vendor-provided incentive stock, physical count discrepancies, or a

change in the market value of stock already on hand. Zoho Books handles these through the Inventory Adjustments feature, which supports two distinct adjustment types.

A Quantity Adjustment changes the number of units on hand without a corresponding sale or purchase — for example, writing off damaged inventory or adding stock received as a vendor incentive. A Value Adjustment changes the recorded valuation of existing stock without changing the quantity — for example, revaluing raw materials whose replacement cost has risen or fallen since they were purchased.

Procedure: Record an Inventory Adjustment

1. Go to Items, then Inventory Adjustments.
2. Click + Make an Adjustment.
3. Choose the adjustment type: Quantity Adjustment or Value Adjustment.
4. Specify the tracking Account the adjustment should post to and enter a Reason for the adjustment.
5. Enter the affected item(s) and the adjustment amount (units for a Quantity Adjustment, value for a Value Adjustment).
6. Click Save.

To remove an adjustment, open Inventory Adjustments, select the record, click the delete icon, and confirm — Zoho Books permanently removes the adjustment on confirmation.

Best Practice

require a documented Reason on every adjustment (Zoho Books captures this field directly on the record) and tie it to source documentation — a physical count sheet, a damage report, a vendor credit memo — attached or referenced in the transaction. This is what makes an adjustment defensible during a client's year-end review or an external audit.

Common Pitfall

using Quantity Adjustments to "fix" a stock discrepancy that was actually caused by a miscategorized bill or sales transaction (for example, a purchase bill that was never entered) masks the real error instead of correcting it. Investigate the root cause of a stock variance before adjusting it away — an adjustment should reflect a genuine physical or valuation event, not a bookkeeping shortcut.

6.6 Inventory Valuation and Reorder Alerts

Zoho Books calculates cost of goods sold for inventory-tracked items using FIFO (First In, First Out), and — unlike the standalone Zoho Inventory product, which supports both FIFO and Weighted Average Costing — this method is fixed in core Zoho Books rather than user-selectable. Under FIFO, stock that entered the organization first (opening stock, then subsequent purchase bills in chronological order) is treated as the stock that gets sold first. When an inventory-tracked item is sold, Zoho Books calculates COGS using the actual recorded purchase cost from bills rather than the item's generic listed purchase price, consuming the oldest available cost layer first: for example, 10 units of opening stock at \$100/unit plus a later bill for additional units at \$150/unit, sold as 14 units, produces COGS of $(10 \times \$100) + (4 \times \$150) = \$1,600$.

Reorder points give staff and clients advance warning before an item runs out of stock. The reorder point is the quantity threshold at which Zoho Books should flag an item for replenishment; it is set per item (see section 6.1) and paired with an organization-level notification setting.

Procedure: Enable Reorder Point Notifications

1. Go to Settings, then Preferences, then Items.
2. Under the General tab, confirm Inventory Tracking is enabled.
3. Check "Notify me if an item's quantity reaches the reorder point."
4. Select the recipient email address from the Notify To dropdown — only addresses already configured in Sender Email Preferences are available here.
5. Click Save.

Once enabled, an item whose stock falls to or below its assigned Reorder Point triggers both an in-app notification and an email alert to the configured recipient.

Best Practice

because Zoho Books' FIFO method is not configurable, confirm during discovery whether the client's existing valuation approach (from a prior system or their tax accountant's preference) is already FIFO-compatible. A client using LIFO or a strict weighted-average method elsewhere will see different COGS and margin figures after migrating to Zoho Books, and that difference needs to be explained and reconciled up front rather than discovered at year-end.

Common Pitfall

setting every item's Reorder Point to the same default value (or to zero) regardless of that item's actual sales velocity produces either constant false-positive low-stock alerts or, worse, no warning at all before a fast-moving item actually stocks out. Reorder points should be set per item based on typical usage between reorder cycles, not left at a system default.

Sources

- [How do I track inventory for an item? - Zoho Books FAQ](#)
- [Items - Zoho Books Help](#)
- [Creating an Item - Zoho Books FAQ](#)
- [Items - Zoho Books API Documentation](#)
- [Zoho Inventory Add-on - Zoho Books Help](#)
- [Composite Items - Zoho Inventory User Guide](#)
- [Locations in Zoho Books - Zoho Books FAQ](#)
- [Basic Functions in Locations - Zoho Books Help](#)
- [Inventory Adjustments - Zoho Books Help](#)
- [Calculate Cost of Goods Sold for Inventory-tracked Items - Zoho Books FAQ](#)
- [Inventory Valuation Method - Zoho Inventory Knowledge Base](#)
- [Reorder Point Notification - Zoho Books FAQ](#)

Chapter 7: Reports & Financial Statements

Zoho Books consolidates a business's financial and operational data into a structured Reports module that spans core financial statements, sales analytics, and receivables management. For a consulting engagement, this module is the client's primary lens into whether the chart of accounts, tax setup, and transaction workflows configured in earlier phases are actually producing trustworthy numbers. This chapter documents the standard reports Zoho Books provides, how to customize and schedule them, and how to export data for external use, all according to Zoho's published Books help documentation as of August 2026.

7.1 Standard Financial Statements

Zoho Books groups its core financial statements — Profit and Loss, Balance Sheet, and Cash Flow Statement — under Reports > Business Overview, alongside a Business Performance Ratio report and a Movement of Equity report. The Profit and Loss report presents operating income, cost of goods sold, operating expenses, and non-operating income/expense in a single statement, and is accessed via Reports > Business Overview > Profit and Loss. The Balance Sheet "summarizes the total amounts in all accounts, categorized into assets, liabilities, and equity," including current assets, cash, current liabilities, and equity balances. The Cash Flow Statement gives "a detailed overview of a company's cash inflows and outflows over a specific period," broken into operating, investing, and financing activities plus the net change in cash.

Both the Profit and Loss and Balance Sheet reports support a Report Basis toggle between Accrual (values recognized when a transaction is created) and Cash (values recognized when cash is actually received or paid) — an important distinction to confirm with the client before comparing Zoho Books output to prior bookkeeping records. The Cash Flow Statement does not have a Report Basis option, since it is inherently a cash-basis view. All three statements let a user click into individual accounts to drill into the underlying transactions, and all support date range selection (current period, previous period, or a custom range), comparison against other periods, tags, or projects, and Show/Hide Columns controls for display.

Procedure: Generate the Core Financial Statement Package

1. Navigate to Reports > Business Overview and open Profit and Loss.
2. Set the desired date range and confirm the Report Basis (Accrual or Cash) matches the client's stated accounting method.
3. Apply any needed Filter Accounts or Advanced Filters (by project, branch, or reporting tag) and note the settings for repeatability.
4. Repeat the same date range and basis selection for the Balance Sheet and Cash Flow Statement so the three statements are presented on a consistent basis.
5. Export or schedule the set as described in section 7.4.

Best Practice

When onboarding a new client, run the Profit and Loss and Balance Sheet on both Accrual and Cash bases for the same period during the initial review. Comparing the two outputs surfaces timing differences (e.g., unpaid invoices or bills) that often explain why a client's "gut feel" for their cash position doesn't match the accrual-basis net income Zoho Books reports — this is worth flagging proactively rather than letting the client discover the discrepancy on their own.

Common Pitfall

Draft-status transactions (unsent invoices, unsubmitted expenses, unapproved bills) are excluded from every report in Zoho Books, including the financial statements. A common implementation error is leaving transactions in Draft status during migration or catch-up bookkeeping, which causes the Balance Sheet and Profit and Loss to understate activity with no visible warning on the report itself — always confirm the organization's transaction list is clear of unintended drafts before treating a report as final.

7.2 Business and Sales Reports

Beyond the core financial statements, Zoho Books provides a dedicated Sales Reports category (Reports > Sales) covering Sales by Customer, Sales by Item, and Sales by Salesperson. Sales by Customer summarizes all invoices created for each customer (excluding Draft-status invoices), showing invoice count per customer, total sales excluding tax, and total sales including tax; it can be filtered by date range and optionally configured to include sales without invoices, sales returns, and manual journal entries. Sales by Item summarizes items sold and their pricing across the organization, showing quantity sold, total amount received, and the average price at which each item sold to customers; it can be filtered by date range, account, and reporting tags. Both reports support drilling into line amounts for transaction-level detail and re-sorting the output.

Procedure: Build a Customer and Item Sales Review

1. Go to Reports > Sales > Sales by Customer, set the review period, and decide whether to include non-invoiced sales and sales returns based on what the client needs to see.
2. Sort or drill down by customer to identify top accounts and any unusual invoice volume changes.
3. Switch to Reports > Sales > Sales by Item for the same period and review quantity sold and average price per item.
4. Cross-reference outliers (e.g., an item with a falling average price) against the item's pricing history and tax category before reporting findings to the client.

Best Practice

Recommend that clients review Sales by Item alongside inventory or margin data (where Zoho Inventory or the Advanced Inventory add-on is in use) rather than in isolation — average price sold is a useful volume indicator but does not itself reflect gross margin, and presenting it as a profitability metric without that context can mislead a client's pricing decisions.

7.3 Accounts Receivable and Payable Aging Reports

Zoho Books' Receivables Reports category includes Customer Balance Summary, Aging Summary, and Aging Details, in addition to Invoice Details, Retainer Invoice Details, Sales Order Details, and Quote Details. The Aging Summary report displays customer balances grouped into time-based buckets using default intervals of Current (same day), 1–15 days, 16–30 days, 31–45 days, and Over 45 days, and documents that it "contains all the money that your customers owe you based on the invoice due date or the invoice date." The Aging Details report breaks the summary down to individual transactions, showing transaction date, ID, customer name, status, days past due, transaction amount, and remaining balance due. Both reports let the user age by either Invoice Due Date or Invoice Date, adjust the aging interval lengths, group results by

Salesperson or Currency, toggle Credit Notes and Manual Journals visibility, and schedule automated delivery by email. A companion Payables Aging Summary/Details report set exists for vendor bills on the payables side, following an equivalent structure.

Procedure: Run a Monthly Aging Review

1. Navigate to Reports > Receivables > Aging Summary and confirm the aging is based on Invoice Due Date (the more common basis for collections work) rather than Invoice Date.
2. Review balances in the Over 45 days bucket first, and drill into that bucket to identify specific overdue customers.
3. Switch to Aging Details for the same period to see individual overdue transactions and confirm remaining balances match what the client's collections team expects.
4. Repeat the process on the Payables side to confirm the business's own overdue obligations to vendors.
5. Schedule the Aging Summary for recurring weekly or monthly email delivery to the appropriate internal owner (see section 7.4).

Common Pitfall

A frequently seen discrepancy is that the Accounts Receivable balance shown on the Balance Sheet does not match the total on the Customer Balance Summary or Aging Summary reports. Zoho's own community documentation acknowledges this scenario explicitly. Before presenting these reports to a client as reconciled figures, verify report basis, date range, and whether unapplied credits or manual journal entries touching the Accounts Receivable account are included consistently across all three reports — do not assume they will match by default. This point is corroborated by Zoho's community help content rather than a dedicated authoritative KB article, so it is flagged as a verification item to double-check against the client's live data during implementation rather than treated as a fixed platform rule.

7.4 Customizing and Scheduling Reports

Zoho Books allows most reports to be modified through a "Customize Report" panel, available depending on the organization's subscription plan. Customization happens in two stages: General Filters (date range, report basis, filter accounts, comparison against other periods, and advanced filters by project, reporting tag, or branch) and Show/Hide Columns (selecting which data fields appear in the output). Reports can also be viewed as charts, with configurable axes and forecasting options, and PDF output can be styled through a layout configuration covering table density, design, orientation, margins, paper size, and font family.

Scheduling is a separate, dedicated feature: a report can be set to generate automatically on a weekly, monthly, quarterly, or yearly basis and be emailed to specified recipients at the chosen interval. A dedicated scheduled-reports page lists each scheduled report's frequency, the user who created the schedule, the recipient list, current status, the date the next report is due, and the chosen output file format. Report access itself can also be role-restricted, with the ability to share individual reports with specific users and adjust or revoke their permission levels.

Procedure: Schedule a Recurring Report

1. Open the report to be scheduled and apply the General Filters and Show/Hide Columns customization the client wants for the recurring version.

2. Use the scheduling option to set frequency (weekly, monthly, quarterly, or yearly).
3. Enter the recipient email addresses and select the output file format for the scheduled delivery.
4. Save the schedule, then confirm it appears correctly in the scheduled-reports management page, including the next-run date.
5. Periodically review the scheduled-reports list during account maintenance to deactivate schedules tied to reports or recipients that are no longer relevant.

Best Practice

Build a standard "monthly close package" of scheduled reports (Profit and Loss, Balance Sheet, Aging Summary) for every new client engagement rather than configuring ad hoc reports on request. This turns reporting into a repeatable deliverable ClearPath can point to in Upwork proposals and keeps the client from having to remember to log in and pull numbers manually.

7.5 Exporting Reports and Data

Zoho Books supports exporting data in three file formats: CSV, XLS, and XLSX. Exports are available from any module's list page via the "More" icon, where a user selects the module, applies filters (such as status or date range), chooses or builds an export template specifying which fields to include, selects the file format, and can optionally enable PII protection and password encryption on the output file. A hard platform limit applies: only the first 25,000 rows of data can be exported at once; larger datasets require a full data backup instead of a standard export.

Procedure: Export a Report for External Use

1. From the report's list or detail view, locate the export/More option.
2. Apply any status or date-range filters needed to scope the export.
3. Select or create an export template and choose the fields to include.
4. Choose CSV, XLS, or XLSX depending on the destination tool (e.g., XLSX for further analysis in Excel, CSV for import into another system).
5. Enable password encryption if the file will be transmitted outside a secure channel, particularly for data containing customer PII.

Verification Note

The Zoho Books help documentation reviewed for this chapter did not specify per-report export format restrictions (for example, whether every individual report screen offers all three formats or whether PDF export is available directly from report screens versus only through the print/layout configuration). Confirm the exact export options available on a given report screen directly in the client's live organization before documenting a fixed procedure in client-facing deliverables.

Sources

- [Reports | Help | Zoho Books](#)
- [Business Overview Reports | Help | Zoho Books](#)
- [Sales Reports | Help | Zoho Books](#)
- [Receivables Reports | Help | Zoho Books](#)

- [Manage Reports | Help | Zoho Books](#)
- [Export Data From Zoho Books | Help | Zoho Books](#)
- [Accounts Receivable Balances Differs in Balance Sheet, Customer Balance Report, AR Ageing Summary, and AP Ageing Details \(Community\)](#)

Chapter 8: Taxes, Compliance & Integrations

Beyond bookkeeping and reporting, Zoho Books functions as a compliance and connectivity hub — calculating and reporting sales tax and VAT/GST, tracking US contractor payments for 1099 filing, synchronizing with Zoho CRM and Zoho Commerce/Inventory for end-to-end quote-to-cash operations, and automating recurring work through workflow rules and recurring transactions. This chapter documents these capabilities as described in Zoho's official Books help documentation, and flags areas — particularly jurisdiction-specific filing support — where a consultant should verify current behavior directly in the client's regional edition before making commitments.

8.1 Sales Tax, VAT/GST, and Tax Reporting

Zoho Books' tax engine is built around three configurable objects, set up under Settings > Taxes: Tax Rates (individual percentages tied to a specific Tax Authority), Tax Groups (combinations of multiple tax rates applied together, such as bundling federal, state, and local US taxes), and Tax Authorities (the government agencies to which tax is remitted, defined by name, state, and optional description). Sales tax must first be enabled from Settings > Taxes, after which rates or groups can be associated with individual contacts so the correct tax auto-populates on new transactions for that customer or vendor. Zoho Books also supports a "Use Tax" setting to track purchases from out-of-state sellers that did not charge sales tax, tax exemptions by customer or item (for resale or nonprofit status, for example), and a per-transaction tax override for cases where the calculated rate needs manual adjustment.

For businesses needing automated multi-jurisdiction calculation, Zoho Books' Sales Tax Automation feature determines tax based on business location and tax registrations, the customer's billing or shipping address (configurable preference), the item's tax category, and any applicable customer exemptions. Organizations already using Avalara AvaTax can integrate it directly with Zoho Books for calculation instead of relying solely on the native engine. Setup involves accepting data-sharing terms with Avalara, verifying the organization's address, mapping existing tax authorities to Zoho's recognized authorities, registering tax details by state, and configuring address preferences. Notably, the official documentation frames this automation around tax calculation and compliance visibility (including a "Tax Calculation Details" view per transaction) rather than filing — actual return submission is a separate step.

On the reporting side, US organizations have access to a Sales Tax Liability report (Reports > Taxes > Sales Tax Liability, US edition only) that shows taxable and non-taxable amounts by tax authority alongside actual tax collected, with drill-down to the authority, customer, and transaction level. International and EU-facing organizations have access to a family of Tax Summary reports: an Overseas Tax Summary report for digital services sold to foreign customers, a VAT MOSS report organized by EU member state of consumption, an OSS/IOSS Scheme report for the EU One-Stop-Shop scheme, and Reverse Charge Summary reports for both purchases and sales. India-specific GST filing workflows (GSTR-1 and related returns) exist in the Zoho Books India edition but were not verified in depth for this manual and should be treated as a separate research item if the engagement involves an Indian entity.

Procedure: Configure Sales Tax for a New US Organization

1. Go to Settings > Taxes and click Enable Sales Tax.
2. Create the Tax Authorities relevant to the client's registered states.
3. Create individual Tax Rates under each authority, and combine them into Tax Groups where a customer is subject to more than one tax simultaneously.

4. Associate the correct rate or group with each customer/vendor contact record so it auto-populates on new transactions.
5. If the client operates in multiple states or wants calculation automated, evaluate Sales Tax Automation or an Avalara AvaTax integration rather than manual rate assignment.
6. Confirm the Sales Tax Liability report reconciles to the client's expected taxable sales before the first filing period closes.

Verification Note

The Zoho Books help documentation reviewed did not state whether Zoho Books offers direct e-filing of state or local sales tax returns from within the product, versus supporting calculation and reporting only, with filing handled by the business or a partner service (e.g., Avalara). Confirm the current filing capability for the client's specific state(s) directly in their live organization or with Zoho support before representing e-filing as an in-app capability.

Best Practice

Do not treat Zoho Books' native sales tax automation as a substitute for a nexus study. Confirm with the client (or their tax advisor) which states they have sales tax nexus in before configuring tax authorities and rates — the software will calculate tax correctly only for the jurisdictions it is told about, and over- or under-registering states is a common source of downstream compliance problems that Zoho Books itself cannot detect.

8.2 Form 1099 Tracking for US Contractors

Zoho Books supports 1099 tracking for US-based vendors. To enable it, a vendor record's "Other Details" tab includes an option to "Track payments made to this vendor for filing Form 1099," where the vendor's tax identification number is entered and a Form W-9 can be attached. Once enabled, the system automatically tracks all paid transactions to that vendor as payments to be included in the Form 1099 report. Generating the actual 1099 filing package involves mapping the organization's expense accounts to the correct IRS form boxes (1099-NEC or 1099-MISC), selecting which tracked vendors meet IRS reporting thresholds (a \$600 minimum applies to most boxes), and reviewing tax IDs, addresses, and payment totals before finalizing. For filing, Zoho Books supports exporting a CSV for manual submission, e-filing directly with the IRS on paid plans (documented for the 2025 tax year), integration with third-party filing services such as Tax1099 or Yearli, and emailing completed copies to vendors. Correction filings are also supported if a previously filed form contains errors.

Procedure: Prepare Year-End 1099 Filings

1. Confirm every applicable vendor has 1099 tracking enabled, a valid tax ID on file, and (ideally) a W-9 attached before year-end.
2. Map relevant expense accounts to the correct 1099-NEC or 1099-MISC form boxes under the 1099 settings.
3. Generate the 1099 preview and review flagged vendors against the \$600 minimum threshold and any data-quality issues (missing address or TIN).
4. Choose a filing method — direct IRS e-file, CSV export for manual filing, or a third-party service such as Tax1099 — based on the client's plan and preference.
5. Distribute copies to vendors and retain the filed package in the client's records.

Common Pitfall

The most frequent 1099 setup error is enabling tracking on a vendor after payments have already been made during the year, or failing to collect a W-9 at onboarding. Zoho Books will only include tracked payments in the 1099 report from the point tracking is enabled forward in some workflows, so retroactive data quality should always be spot-checked rather than assumed complete — flag this to clients as a reason to enable 1099 tracking on every new vendor at the moment they are created, not at year-end.

8.3 Zoho CRM Integration (Quote-to-Cash)

Zoho Books integrates directly with Zoho CRM to connect the sales and finance sides of the quote-to-cash cycle. The integration synchronizes CRM Accounts and Contacts as Books customers/vendors, CRM Products with Books Items, and transactional documents — quotes, invoices, sales orders, and purchase orders — between the two systems, along with organization-level data such as company name, email, country, and users. Setup is done from Settings > Integrations > Zoho Apps in Zoho Books: connect to the CRM organization, select which modules to sync (customers, vendors, items), map fields between the two systems, and enable transaction-module syncing if the client wants quotes/orders/invoices to flow automatically. A documented requirement is that the connected Zoho CRM organization must be on the Professional plan or higher for the integration to be available.

On the quote-to-cash workflow itself, the integration supports trigger-based automation: quotes can be generated automatically in Books when a CRM deal reaches a defined stage, invoices can be generated automatically when a deal is marked Won, and invoices can be voided automatically if a deal is later marked Lost. Potentials (deals) remain associated with the transactions they generate, letting sales and finance teams track a deal's progress from quote through invoice without manually re-entering data in both systems.

Procedure: Set Up CRM-to-Books Quote-to-Cash Sync

1. Confirm the client's Zoho CRM organization is on the Professional plan or higher.
2. In Zoho Books, go to Settings > Integrations > Zoho Apps and connect the CRM organization.
3. Select the modules to sync (customers/vendors, items/products) and complete field mapping between CRM and Books.
4. Enable transaction syncing and configure the trigger-based rules the client wants (e.g., auto-create quote on stage change, auto-generate invoice on Won, auto-void on Lost).
5. Run a test deal through the full pipeline in a sandbox or low-risk record to confirm quotes, invoices, and status changes sync correctly before rolling out to the live sales team.

Best Practice

Before enabling automatic invoice generation on "Deal Won," align with the client's sales and finance leads on exactly which deal stage should trigger invoicing — CRM stage names are often customized per client, and a mismatch between the configured trigger stage and the client's actual sales process is a common source of invoices being generated prematurely or not at all.

8.4 Zoho Commerce and Zoho Inventory Integration

Zoho Books connects to both Zoho Commerce (for online storefronts) and Zoho Inventory (for multichannel inventory and order management), extending the platform beyond pure accounting into operational fulfillment.

The Zoho Commerce integration provides two-way sync between Items/Products, Sales Orders/Orders, Customers, and Price Lists across the two platforms. Portal-enabled Books customers appear as registered users in Commerce, while customers without portal access are treated as guests; guest checkouts in Commerce automatically create corresponding customer records back in Books. Setup is done from Settings > Integrations & Marketplace in Zoho Books by selecting Zoho Commerce, creating a new store, associating it with the Books organization, and selecting a storefront template. The integration is positioned for businesses that want to launch or manage an online store while keeping a single source of truth for accounting.

The Zoho Inventory integration synchronizes settings, contacts, items, sales orders, purchase orders, bills, and common reports bidirectionally, so a transaction created in either system is reflected in the other. A key limitation is that only items with inventory tracking enabled in Zoho Books are synced to Zoho Inventory — standard (non-tracked) sales and purchase items are excluded from the sync. This integration is most relevant for clients with physical goods, multiple warehouses, or multichannel selling who need inventory functionality beyond what Zoho Books' native Items module and Advanced Inventory add-on provide.

Procedure: Evaluate and Enable an Inventory/Commerce Integration

1. Determine whether the client's needs are met by Zoho Books' native Items module and Advanced Inventory add-on, or whether they require the full Zoho Inventory application (multi-warehouse, advanced fulfillment) or a Commerce storefront.
2. If Zoho Inventory is needed, confirm which items require inventory tracking in Books, since only tracked items will sync.
3. Enable the integration from Settings > Integrations & Marketplace and confirm contacts, items, and open transactions sync correctly on a test basis.
4. For Commerce, set up the store, associate it with the Books organization, and confirm guest-checkout customer creation behaves as expected before go-live.

Verification Note

The exact behavior when the same item, customer, or price list is edited simultaneously in both connected systems (conflict resolution/sync precedence) was not detailed in the help pages reviewed. This should be tested directly in a sandbox environment with the client's data patterns before relying on it in a production multichannel setup.

8.5 Workflow Rules and Recurring Transactions

Zoho Books' automation layer is built around two complementary features: workflow rules for conditional, trigger-based actions, and recurring transactions for schedule-based document generation.

Workflow rules automate tasks such as sending emails, updating fields, and triggering webhooks or custom functions when defined conditions are met. Triggers are either event-based (a record is created, edited, deleted, or its approval status changes — with the option to scope to "any field updated" or specific fields) or date-based (executing relative to a date field on the record, such as a number of days before an invoice due

date, on a once/daily/weekly/monthly/yearly cycle). Up to 10 criteria can be added per rule, combinable with AND/OR logic. Available actions include email alerts, field updates, in-app notifications, webhooks, and custom functions, and actions can fire immediately or on a scheduled basis.

Recurring transactions cover both the customer-facing and vendor-facing sides of the ledger. Recurring Invoices are configured to generate and send automatically to a customer at a set interval; once set up, Zoho Books generates each subsequent invoice automatically, and payment can be recorded manually or collected automatically via saved card details where enabled. On the vendor side, Recurring Bills automate regular vendor expenses paid at fixed intervals — Zoho's documentation gives the example of a business that purchases raw materials monthly and uses recurring bills to auto-generate that bill each period rather than re-entering it manually. Recurring bills are enabled under Settings > General Preferences and then configured within the Purchases module.

Procedure: Configure a Workflow Rule for Overdue Invoice Reminders

1. Go to Settings > Automation > Workflow Rules and create a new rule scoped to the Invoices module.
2. Choose a date-based trigger set relative to the invoice due date (e.g., 3 days after due date).
3. Add criteria limiting the rule to unpaid or partially paid invoices.
4. Add an Email Alert action addressed to the customer, and optionally an in-app notification to the internal account owner.
5. Test the rule against a sample overdue invoice before activating it for the full customer base.

Procedure: Set Up a Recurring Invoice

1. Enable recurring invoice preferences under the relevant settings area.
2. Create the recurring invoice profile, specifying the customer, line items, and recurrence frequency.
3. Choose whether payment will be collected automatically (saved card) or recorded manually after each invoice is generated.
4. Confirm the first auto-generated invoice matches expectations before leaving the profile to run unattended.
5. Periodically review the recurring invoices list to stop, edit, or clone profiles as the client's contracts change.

Best Practice / Common Pitfall

Workflow rules and recurring transactions are ClearPath's highest-leverage automation deliverables, but the most frequent implementation mistake is stacking a workflow rule (e.g., an overdue reminder email) on top of a recurring invoice without accounting for how the two interact — for example, sending an automated "payment overdue" reminder on an invoice that was only just auto-generated because the recurrence date and the reminder's relative-date trigger were not reviewed together. Always map the full timeline of a recurring document's lifecycle (generation date, due date, reminder trigger dates) on paper before activating both features on the same transaction type.

Sources

- [Sales Tax Automation | Help | Zoho Books](#)

- [Taxes | Help | Zoho Books](#)
- [Sales Tax Liability Report | Help | Zoho Books](#)
- [Tax Summary Report | Help | Zoho Books](#)
- [Form 1099 | Help | Zoho Books](#)
- [Filing 1099 online through Tax 1099 | Help | Zoho Books](#)
- [Zoho Books - Zoho CRM Integration | Help | Zoho Books](#)
- [Zoho Books - Zoho Commerce Integration | Help | Zoho Books](#)
- [Zoho Inventory - Zoho Books Integration Workflow | Zoho Inventory](#)
- [Online Payments | Help | Zoho Books](#)
- [Workflow Rules | Help | Zoho Books](#)
- [Recurring Invoices | Help | Zoho Books](#)
- [What are recurring bills? When should I create one? | FAQ | Zoho Books](#)