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1. A client has a transaction in their bank feed that doesn't match any existing bill or invoice. What are your options in QBO for handling it, and how do you decide which to use?

For this, I will inform the client that there was no existing invoice or bill that matches the deposit and will ask them what the deposit is for. Also, I will check the bank account as well and look for the deposit and see which customer paid it. With that, I'll have an idea if it is payment to a receivable, contribution, or a mere transfer.

2. A client calls and says their Profit & Loss report looks wrong - income seems too high. Walk me through the first 3 things you'd check in QBO to troubleshoot it.

I would check the Income or the Sales account and see if owner's contributions are placed there. If so, they should be moved to the equity account which would decrease the income. Also, I will check the distributions account to see if business expenses are placed there and reclassify them to an expense if the client used them for business.

3. What is the difference between a vendor credit and a credit memo in QBO? When would you use each?

Vendor credit is issued by supplier/vendor to reduce what you owe to them and usually used when you return goods, received a refund, or given a discount after a bill is recorded. This is related to accounts payable. While credit memo is issued to a customer to reduce what they owe to you and usually used when a customer returns items, overcharged, or given a discount or a refund. This is related to accounts receivable.

4. A bank reconciliation won't clear - there's a \$150 difference. List at least 4 common causes you would investigate.

The following causes that I would investigate would be:

- Missing transactions
- Cleared transactions that isn't part of the reconciliation period (eg timing differences, or transactions that were left unreconciled in the account)
- Duplicate transactions
- Incorrect ending balance or date (typo errors)

5. What does it mean when QBO shows a transaction in the bank feed as "Matched" vs "Added"? Why does it matter?

When a transaction showed matched, it is basically matched with an existing invoice or a check. Showing it means the payment is applied to such. When it only shows added only, transaction is not applied to any invoice or a check/bill and is just a mere normal transaction. This is very important because you need to be careful on matching these, otherwise, it may cause duplicates in the register.



6. How would you correct each of these three issues in QBO?
1. I would reclassify \$2400 to Cost of goods sold - materials as it is part of the normal operation of the business.
  2. I would delete the transaction so it will be returned to the bank feeds then I will make it as transfer to the savings account.
  3. I would split the payment of \$750 between loan payment and interest expense.
7. How would these errors affect the client's financial statements if left uncorrected?
- They would mess up financial statements especially the income statement and the balance sheet.
- In Case 1, asset is overstated while expense account (COGS) is understated.
- In Case 2, income is overstated and saving account is understated.
- In Case 3, expense is overstated and liability account (loan) is overstated since no payment was applied to the loan.
8. Would you fix these yourself or flag them for the client/manager first? Why?
- Since I'm already equipped as a Senior Bookkeeper on how to fix these, I would make sure to correct them especially if I'm the person who did it in the audit log. If I am not the person on the audit log who did it, then I will inform the client/manager about the errors/mistakes and proposed a proper action (like reclassify them to correct accounts).
9. A client sends you a batch of 20 receipts through a portal with no descriptions. What do you do?
- I would first review each receipt to extract key details like date, vendor, and amount, then check QuickBooks Online for matching bank transactions and past entries to maintain consistency; I would categorize items that are clear and low-risk, but avoid guessing on anything unclear. Instead I will compile a concise list of questions for the client and, if needed, temporarily posting uncertain items to a "Uncategorized Expense" or suspense account while documenting any assumptions made to ensure accuracy, and clean financial records.
10. You're mid-month-close and realize you're missing 2 weeks of bank statements from a client. How do you handle it?
- I would immediately inform the client and request the missing documents with a clear deadline, while continuing work on all available data in QuickBooks Online to avoid delays. I'd check the bank feed for completeness, flag any gaps in transactions, and avoid finalizing reconciliations or reports for that account until the statements are received, documenting the issue and, if necessary, using an "Uncategorized" account noting unreconciled items so the close can proceed as far as possible without compromising accuracy.
11. Describe your typical month-end close process. What does your checklist look like?
- I ensure that all transactions are recorded. Then reconcile accounts. Then review AR for open invoices. Then review to verify unpaid bills. Record adjusting entries for accruals, prepaids, depreciations, and necessary corrections. Then review financials for unusual balances, inconsistencies, and misclassifications. Then clean up and reclassify transactions if needed. Then deliver reports to the client.
12. What tools or software have you used
- Quickbooks Online, Quickbooks Desktop, Xero, Gusto, Stripe, Square, Shopify, Paypal, and Excel.

in past bookkeeping roles? List all that apply.

13. Have you ever used any automation tools (Zapier, Make, etc.) or data tools (Coefficient, Excel macros, etc.)? Describe briefly.

No, not yet.

14. How do you organize your work when managing multiple clients at the same time?

Working as a Senior Bookkeeper at Pacific Coast CPA taught me how important strong time management is when handling multiple clients. I managed around 50 clients using QuickBooks Online and Desktop, so I had to stay organized and intentional with my workload. I usually prioritize based on urgency like upcoming sales tax deadlines or clients needing financials for loans then schedule the rest of my tasks accordingly. This approach helps me stay on top of deadlines while still giving each client the attention their books need.

15. A client's beginning A/R balance was \$12,400. During the month they invoiced \$8,750 and collected \$9,200. What is the ending A/R balance?

11950

16. A client paid \$6,000 for a 12-month insurance policy on October 1st. It's now December 31st. What amount should be recorded as Prepaid Insurance on the balance sheet?

4500

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