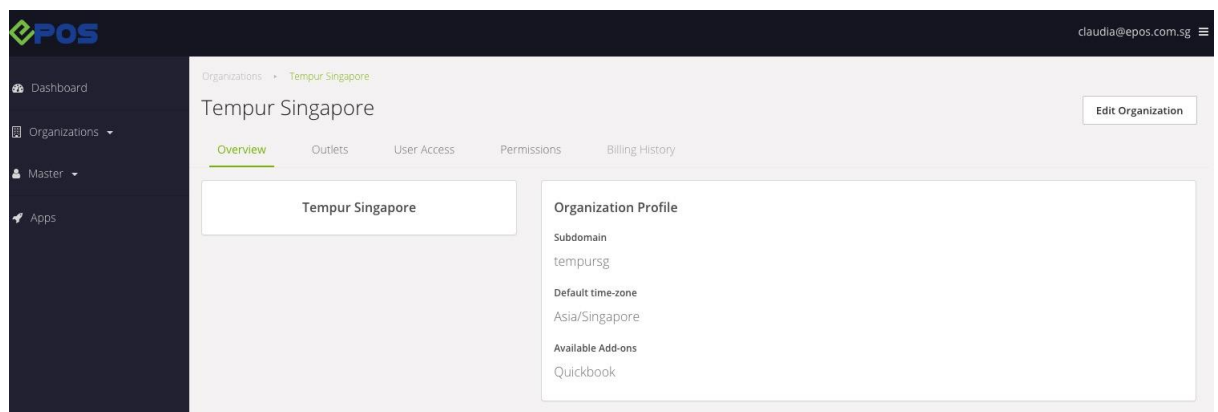


Guide to V5 and Quickbooks Integration

Updated 19/12/19

Section 1: V5 Back-End Setup (Done by EPOS Technician)

1. Technician needs to enable the Quickbooks module for this customer. Go to Epos master backend: Setup > Quickbooks



Section 2: Setting Up and Configuring Quickbooks

EPOS to register for a new Quickbooks Account for this client.

We will ask customer which package to pick

Current policy (Nov 2019) is that EPOS will register for the Quickbooks and thereafter make payment for 1 year. EPOS will then remove its credit card and allow customer to put credit card for subsequent year payment.

1. Tell us about your business.

Everyone needs something a little different from QuickBooks. Let's get to know what you need so we can tailor things to fit you. You can change your info anytime in Settings.

What is the full, legal name of your business?

What type of business do you have?

How long have you been in business?

How would you describe what your business does?

Select the category that best describes what you do. Change this anytime in Settings.

[Next](#)

2.1 Setting Up GST

GST is by default already enabled and created properly for Singapore by Quickbooks. **Do NOT** create your own tax types. First, go to taxes, and click SETUP. Use the default GST settings.

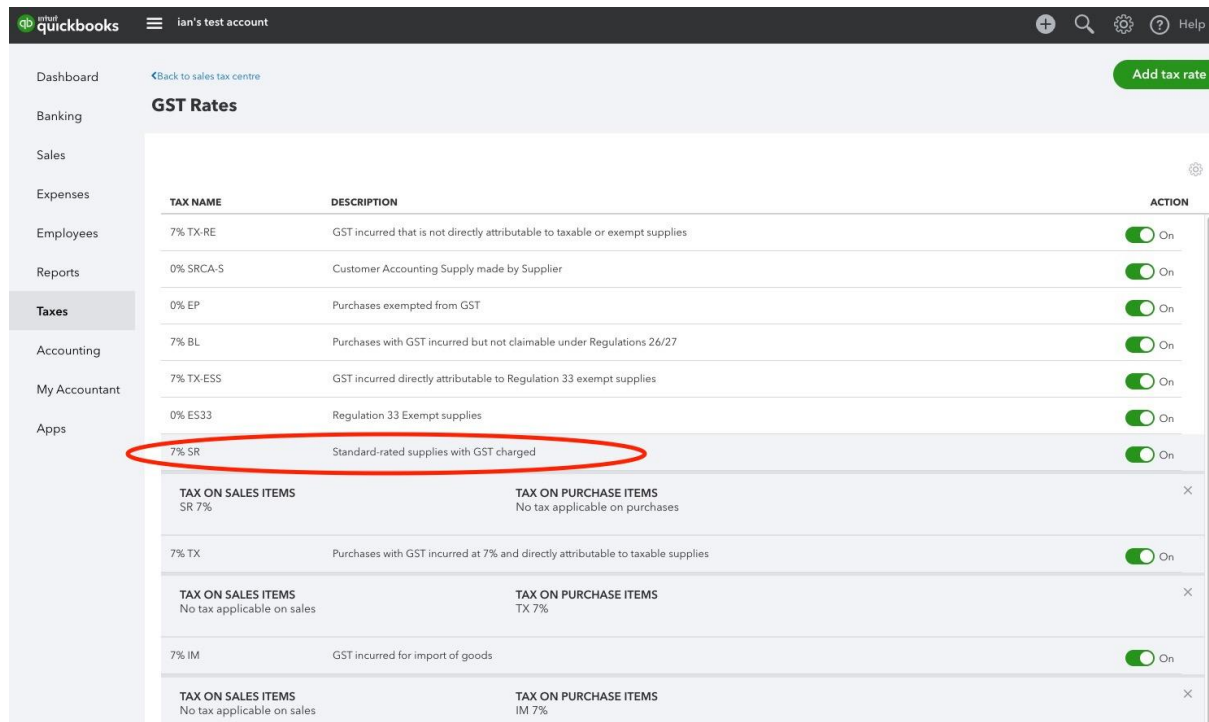
The screenshot shows the QuickBooks interface for 'ian's test account'. The left sidebar contains navigation links: Dashboard, Banking, Sales, Expenses, Employees, Reports, Taxes (selected), Accounting, My Accountant, and Apps. The main content area is titled 'GST Rates' and includes a 'Back to sales tax centre' link and an 'Add tax rate' button. A table lists the following tax rates:

TAX NAME	DESCRIPTION	ACTION
7% TX-RE	GST incurred that is not directly attributable to taxable or exempt supplies	On
0% SRCA-S	Customer Accounting Supply made by Supplier	On
0% EP	Purchases exempted from GST	On
7% BL	Purchases with GST incurred but not claimable under Regulations 26/27	On
7% TX-ESS	GST incurred directly attributable to Regulation 33 exempt supplies	On
0% ES33	Regulation 33 Exempt supplies	On
7% SR	Standard-rated supplies with GST charged	On

Below the table, there are sections for 'TAX ON SALES ITEMS' and 'TAX ON PURCHASE ITEMS' for various rates:

- 7% SR:** TAX ON SALES ITEMS: SR 7%; TAX ON PURCHASE ITEMS: No tax applicable on purchases.
- 7% TX:** TAX ON SALES ITEMS: No tax applicable on sales; TAX ON PURCHASE ITEMS: TX 7%.
- 7% IM:** TAX ON SALES ITEMS: No tax applicable on sales; TAX ON PURCHASE ITEMS: IM 7%.

For sales, the **default GST type is 7% SR**. This is the default GST sales account. For all companies that charge GST, GST should be going into this account.



TAX NAME	DESCRIPTION	ACTION
7% TX-RE	GST incurred that is not directly attributable to taxable or exempt supplies	<input checked="" type="checkbox"/> On
0% SRCA-S	Customer Accounting Supply made by Supplier	<input checked="" type="checkbox"/> On
0% EP	Purchases exempted from GST	<input checked="" type="checkbox"/> On
7% BL	Purchases with GST incurred but not claimable under Regulations 26/27	<input checked="" type="checkbox"/> On
7% TX-ESS	GST incurred directly attributable to Regulation 33 exempt supplies	<input checked="" type="checkbox"/> On
0% ES33	Regulation 33 Exempt supplies	<input checked="" type="checkbox"/> On
7% SR	Standard-rated supplies with GST charged	<input checked="" type="checkbox"/> On
<div> <div>TAX ON SALES ITEMS</div> <div>SR 7%</div> </div> <div> <div>TAX ON PURCHASE ITEMS</div> <div>No tax applicable on purchases</div> </div> <div>×</div>		
7% TX	Purchases with GST incurred at 7% and directly attributable to taxable supplies	<input checked="" type="checkbox"/> On
<div> <div>TAX ON SALES ITEMS</div> <div>No tax applicable on sales</div> </div> <div> <div>TAX ON PURCHASE ITEMS</div> <div>TX 7%</div> </div> <div>×</div>		
7% IM	GST incurred for import of goods	<input checked="" type="checkbox"/> On
<div> <div>TAX ON SALES ITEMS</div> <div>No tax applicable on sales</div> </div> <div> <div>TAX ON PURCHASE ITEMS</div> <div>IM 7%</div> </div> <div>×</div>		

2.2 Setting Up Payment Accounts and Chart of Accounts for Payments

Everytime a sales transaction comes in, two things need to happen (**Credit** Revenue account, **Debit** Asset account)

First, you need to set up Chart of Accounts with the correct Revenue account and Asset accounts.

2.2.1 Asset Accounts

For each payment mode in EPOS back-end, a corresponding Asset account needs to be created.

Take note, the Asset account name must exactly match the payment mode set up in V5.
Take note to set 7% SR if GST is applicable)

Chart of Accounts Reconcile

Chart of Accounts

All Lists

Batch actions Filter

NAME
<input type="checkbox"/> Uncategorized Asset
<input type="checkbox"/> GST Control
<input type="checkbox"/> GST Suspense
<input type="checkbox"/> Retained Earnings
<input type="checkbox"/> Sales
<input type="checkbox"/> Uncategorized Income
<input type="checkbox"/> GST Expense
<input type="checkbox"/> Uncategorized Expense

Account

Account Type: Cash and cash equivalents

* Detail Type: Cash on hand

Use a **Cash on hand** account to track cash your company keeps for occasional expenses, also called petty cash.

To track cash from sales that have not been deposited yet, use a pre-created account called **Undeposited funds**, instead.

* Name: Cash (must match payment mode in EPOS)

Description: Cash payments received

☐ Is sub-account

Enter parent account

Default GST Code: 7% SR

Balance as of: 22/11/2019

Cancel Save and Close

BOOKS BALANCE	BANK BALANCE	ACTION
0.00		Account history
0.00		Account history
0.00		Account history
		Run report
		Run report
		Run report
		Run report
		Run report
		Run report

Previous 1-8 Next

Set Up Payment Accounts for Tracking (Compulsory)

Note, these accounts must match the asset accounts and must match the payment modes set up in EPOS backend.

Under All Lists > Payment Methods

QuickBooks | Ian's test account

Dashboard Lists

Chart of Accounts

Displays your accounts. Balance sheet accounts track your assets and liabilities, and income and expense accounts categorise your transactions. From here, you can add or edit accounts.

Recurring Transactions

Displays a list of transactions that have been saved for reuse. From here, you can schedule transactions to occur either automatically or with reminders. You can also save unscheduled transactions to use at any time.

Your Company: Account and Settings, Manage Users, Custom Form Styles, Chart of Accounts, QuickBooks Labs

Lists: All Lists, Products and Services, Recurring Transactions, Attachments

Tools: Import Data, Export Data, Reconcile, Budgeting, Audit Log, SmartLook

Profile: User Profile, Feedback, Privacy, Sign Out

QuickBooks | Ian's test account

Dashboard Lists

Chart of Accounts

Displays your accounts. Balance sheet accounts track your assets and liabilities, and income and expense accounts categorise your transactions. From here, you can add or edit accounts.

Recurring Transactions

Displays a list of transactions that have been saved for reuse. From here, you can schedule transactions to occur either automatically or with reminders. You can also save unscheduled transactions to use at any time.

Products and Services

Displays the products and services you sell. From here, you can edit information about a product or service, such as its description, or the rate you charge.

Product Categories

Displays the product categories you use to categorise your accounting transactions.

Payment Methods

Displays Cash, Cheque, and any other ways you categorise payments you receive from customers. That way, you can print deposit slips when you deposit the payments you have received.

Terms


Displays the list of terms that determine the due dates for payments from customers, or payments to suppliers. Terms can also specify discounts for early payment. From here, you can add or edit terms.

Classes

Displays the classes you can use to categorise your accounting transactions.

Attachments

Displays the attachments you can use to categorise your accounting transactions.



Product/Service information

Service

Change type

Name*

Sales

SKU

Category

Choose a category

Sales information

☒ I sell this product/service to my customers.

Description on sales forms

Sales price/rate

0.00

☐ Inclusive of tax

Tax

Select tax

Purchasing information

☐ I purchase this

Income account

Sales

Uncategorised Asset
 Undeposited Funds
 GST Control
 GST Suspense
 Other creditors & accruals
 Accruals
 Accruals- MEGC
 Accruals- MEGC Semcorp
 Opening Balance Equity

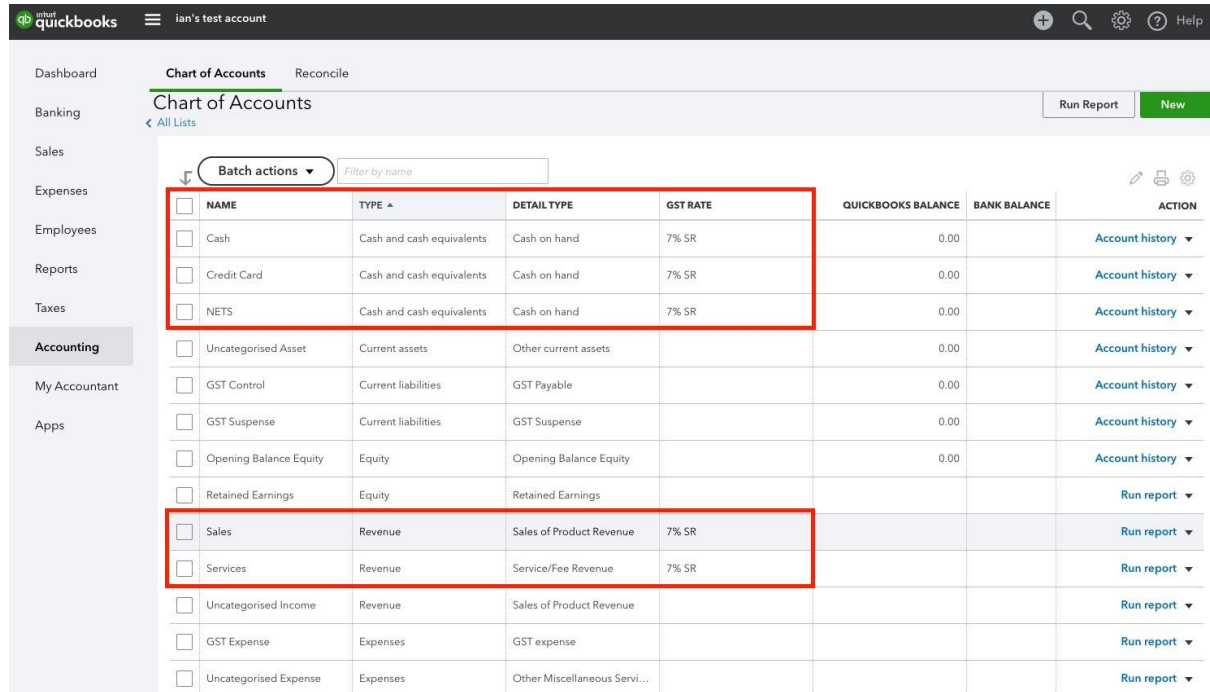
Current assets
 Current assets
 Current liabilities
 Current liabilities
 Current liabilities
 Sub-account of Other cr...
 Sub-account of Accruals
 Sub-account of Accruals
 Equity

Save and close

2.2.3 Completed Sample Chart of Accounts

There are 3 payment modes set up (Cash, Credit Card, NETS)

There are 2 sales (revenue accounts). 1 is default, 1 is a newly created services.



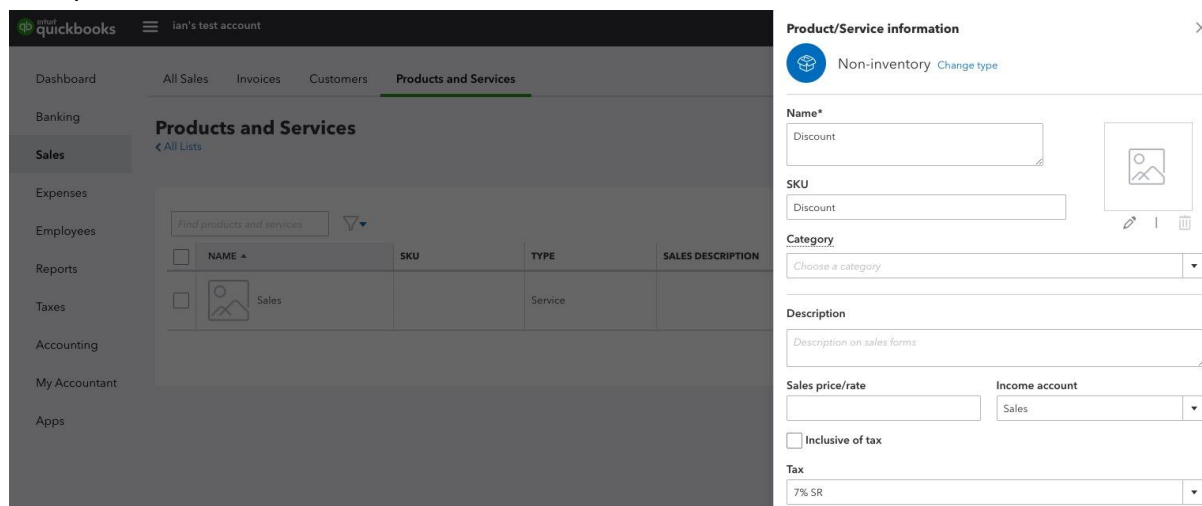
<input type="checkbox"/>	NAME	TYPE	DETAIL TYPE	GST RATE	QUICKBOOKS BALANCE	BANK BALANCE	ACTION
<input type="checkbox"/>	Cash	Cash and cash equivalents	Cash on hand	7% SR	0.00		Account history
<input type="checkbox"/>	Credit Card	Cash and cash equivalents	Cash on hand	7% SR	0.00		Account history
<input type="checkbox"/>	NETS	Cash and cash equivalents	Cash on hand	7% SR	0.00		Account history
<input type="checkbox"/>	Uncategorised Asset	Current assets	Other current assets		0.00		Account history
<input type="checkbox"/>	GST Control	Current liabilities	GST Payable		0.00		Account history
<input type="checkbox"/>	GST Suspende	Current liabilities	GST Suspende		0.00		Account history
<input type="checkbox"/>	Opening Balance Equity	Equity	Opening Balance Equity		0.00		Account history
<input type="checkbox"/>	Retained Earnings	Equity	Retained Earnings				Run report
<input type="checkbox"/>	Sales	Revenue	Sales of Product Revenue	7% SR			Run report
<input type="checkbox"/>	Services	Revenue	Service/Fee Revenue	7% SR			Run report
<input type="checkbox"/>	Uncategorised Income	Revenue	Sales of Product Revenue				Run report
<input type="checkbox"/>	GST Expense	Expenses	GST expense				Run report
<input type="checkbox"/>	Uncategorised Expense	Expenses	Other Miscellaneous Servi...				Run report


2.2.4 Set up a discount product to track discounts

All discounts will be parked under this item in Quickbooks

Name = Discount, SKU = Discount.

Set up 7% SR for GST

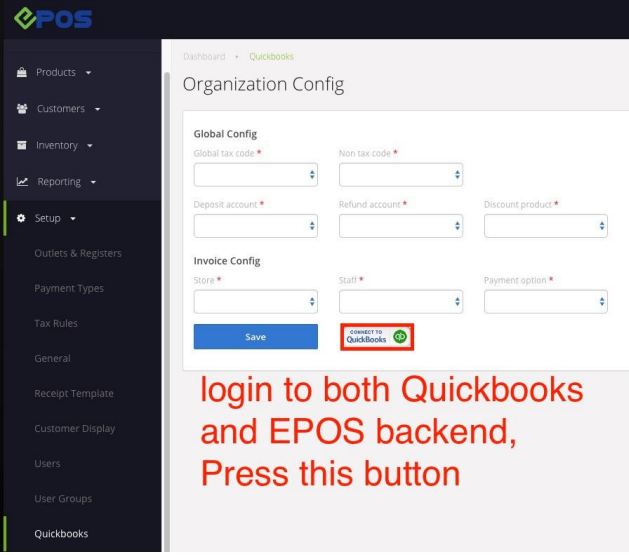


<input type="checkbox"/>	NAME	SKU	TYPE	SALES DESCRIPTION
<input type="checkbox"/>	 Sales		Service	

Product/Service information
Name*
Discount
SKU
Discount
Category
Choose a category
Description
Description on sales forms
Sales price/rate
Income account
Sales
☐ Inclusive of tax
Tax
7% SR

2.2.5 EPOS Backend Completion of Setup

First in the same browser, login to both Quickbooks account in 1 tab, and EPOS backend in another tab.



The screenshot shows the EPOS 'Organization Config' page. On the left is a dark sidebar with a menu including Products, Customers, Inventory, Reporting, Setup (highlighted), Outlets & Registers, Payment Types, Tax Rules, General, Receipt Template, Customer Display, Users, User Groups, and Quickbooks. The main content area is titled 'Organization Config' and contains two sections: 'Global Config' and 'Invoice Config'. The 'Global Config' section has fields for 'Global tax code', 'Non tax code', 'Deposit account', 'Refund account', and 'Discount product'. The 'Invoice Config' section has fields for 'Store', 'Staff', and 'Payment option'. At the bottom of the form are a blue 'Save' button and a red-outlined button labeled 'Connect to QuickBooks' with a green circular icon. A red text overlay at the bottom of the screenshot reads: 'login to both Quickbooks and EPOS backend, Press this button'.

Default Configuration and Explanation

Global tax code and non-tax code are GST related and should always be set to the default 7% SR and 0% ZR.

“Deposit Account” refers to the default Asset account if Payment modes and Asset accounts are not set up. Typically, this should be “Cash”. That means that all product sales in EPOS will be added to the Cash assets in Quickbooks

“Refund account” should be set to “Cash” and refunds will be charged to this asset account. If refunds are paid out of cash. Client can also choose to set up a special account “Suspense” (recommended for easy tracking) for refunds that is also under cash and cash equivalents.

- Dashboard
- Products
- Customers
- Inventory
- Reporting
- Setup

Dashboard > Quickbooks

Organization Config

Global Config

Global tax code *
7% SR

Non tax code *
0% ZR

Deposit account *
Cash

Refund account *
Cash

Discount product *
Discount

Invoice Config

Store *

Staff *

Payment option *

Save

CONNECT TO
QuickBooks

Set Up Payments Configurations to link Payments in EPOS to Quickbooks Payment Accounts and Assets

admin@golfers.com.sg

Dashboard > Payments

Quickbooks Payments Config

Add Payment

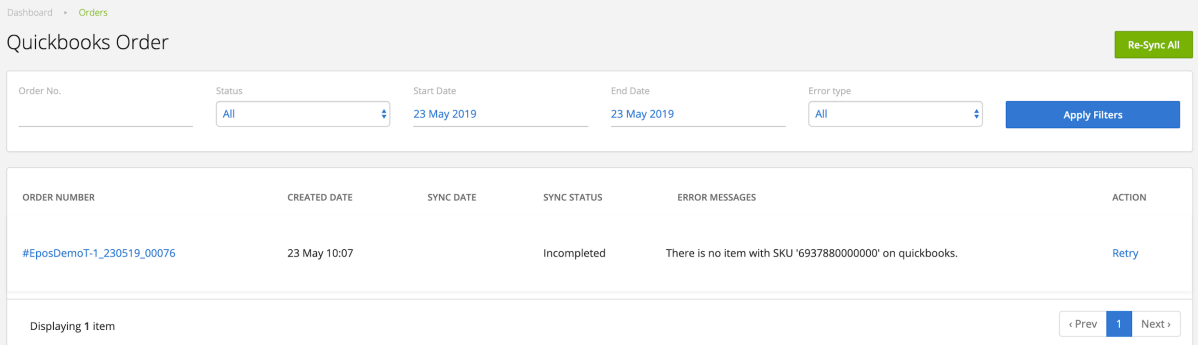
PAYMENT NAME	QUICKBOOK ACCOUNT NAME	QUICKBOOK PAYMENT ID	
Nets		4	⚙️
Credit Card		3	⚙️
Credit Card		3	⚙️
Credit Card		3	⚙️
Credit		5	⚙️
Cash	Cash on hand	1	⚙️

Section 3: Syncing and Maintaining the Sync

3.1 EPOS Product SKU must match Quickbooks Product SKU in order to sync

EPOS Product SKU and Quickbooks Product SKU should always be manually updated such that both are the same. This is required in order for the syncing to match.

3.2 Syncing Orders to Quickbooks



The screenshot shows the 'Quickbooks Order' management page. At the top, there's a breadcrumb 'Dashboard > Orders' and a 'Re-Sync All' button. Below is a filter section with fields for 'Order No.', 'Status' (set to 'All'), 'Start Date' (23 May 2019), 'End Date' (23 May 2019), and 'Error type' (set to 'All'), followed by an 'Apply Filters' button. The main table has columns: ORDER NUMBER, CREATED DATE, SYNC DATE, SYNC STATUS, ERROR MESSAGES, and ACTION. One row is displayed for order #EposDemoT-1_230519_00076, created on 23 May 10:07, with a status of 'Incompleted' and an error message: 'There is no item with SKU '6937880000000' on quickbooks.'. The action column shows a 'Retry' link. At the bottom, it says 'Displaying 1 item' and has pagination controls for 'Prev', '1', and 'Next'.

ORDER NUMBER	CREATED DATE	SYNC DATE	SYNC STATUS	ERROR MESSAGES	ACTION
#EposDemoT-1_230519_00076	23 May 10:07		Incompleted	There is no item with SKU '6937880000000' on quickbooks.	Retry

Under Quickbooks data, all orders that failed to send to Quickbooks will be shown here, along with an error message. User will need to make the required change in Quickbooks, for example by creating the product with SKU '6937880000000' in Quickbooks, and click retry in order to try sending the order to Quickbooks again. There will only be 1 order sent to Quickbooks, orders will never be duplicated.

User also needs to ensure payment methods for both Quickbooks and EPOS are the same.

Section 4: Invoice Configuration for Corporate Sales

Need to select a default store ("Corporate Sales"), staff and payments.

Typically we create a new store in V5 called "Corporate Sales". Then we tag all invoices created in Quickbooks to put into this store.

Syncing is based on unique invoice number in QBO.

Additional Testing: changes to the invoice in QBO should be updated to the invoice in V5.

Other QA and Testing

1. Void of transaction (refund). Check that refunds goes back to the refund account specified in EPOS V5 quickbooks settings
2. Exchanges. In front-end, customer do -1 of item A and +1 of item B. In Quickbooks, we split this into 2 transactions. A purchase and a refund. This needs to be tested.

Problems

- Currently, add-ons (e.g. add pearl +\$0.50) are not correctly syncing and reflected to Quickbooks.

Current Limitations

- Cannot do consolidated daily invoice to be sent to quickbooks. Typically for minimarts with a lot of transactions, they prefer to consolidate all that day's transactions into 1 invoice to be recorded into QBO. Currently we can only record ever single receipt with no consolidation.

Additional Notes

- Syncing is only processed upon End Shift on the POS.
-