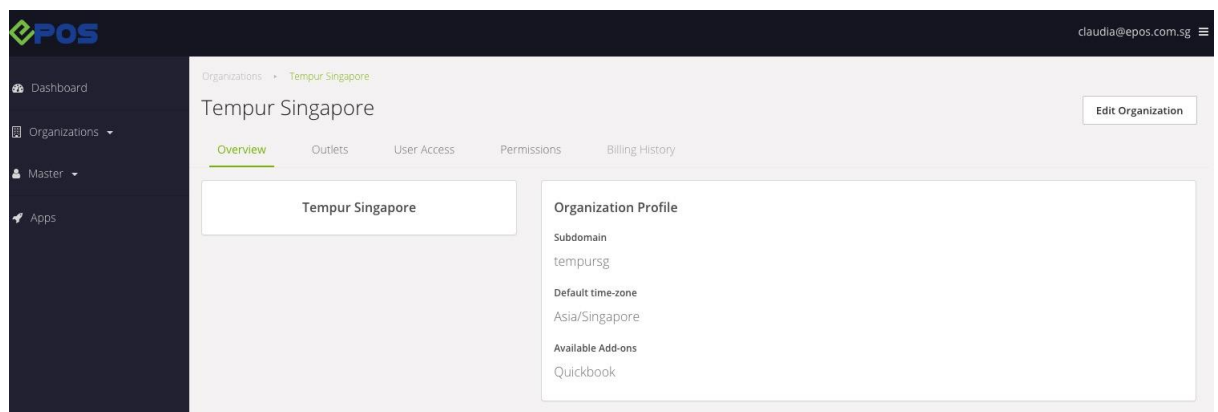# Guide to V5 and Quickbooks Integration

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.

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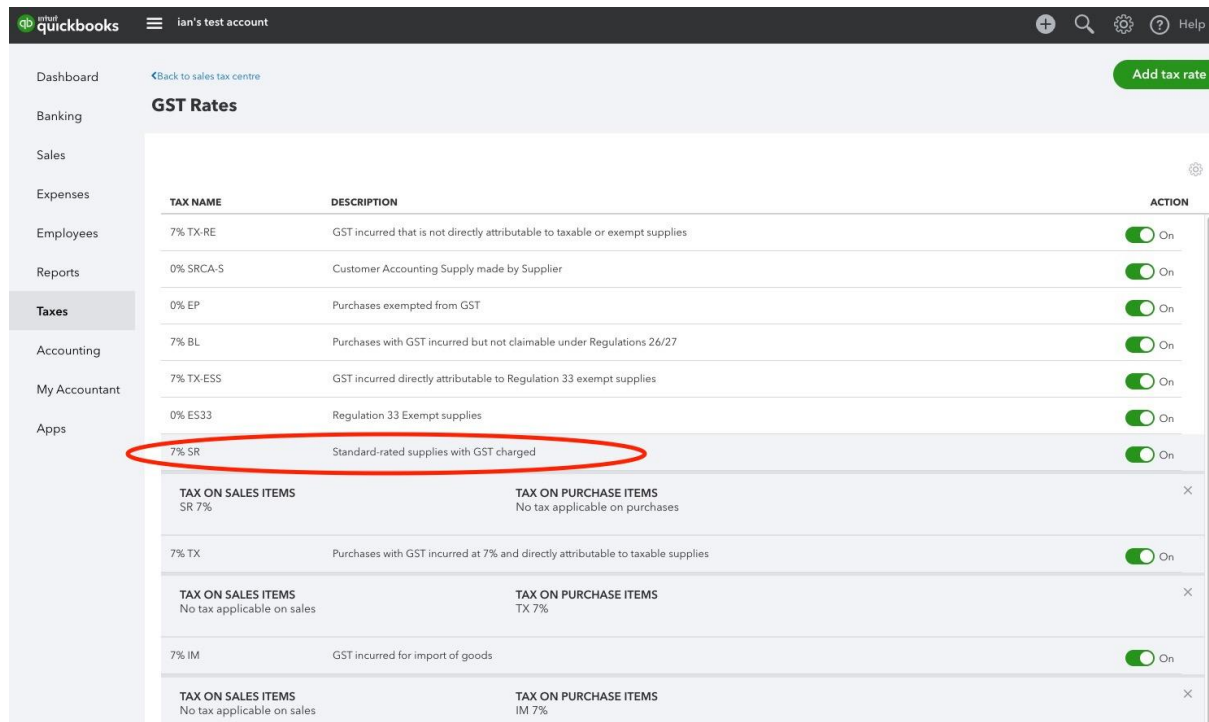
For sales, the **default GST type is 7% SR.** This is the default GST sales account. For all companies that charge GST, GST should be going into this account.

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)

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

2.2.2 Revenue Accounts

SMEs typically categorize their sales into different sales accounts for sales reporting. Typically there is 1 category called Product Sales, and 1 category called Services.

Some SMEs just put everything into 1 category called Sales. Need to ask the accountant of the client company.

When products are created in Quickbooks, you can set which revenue account the product is going to be categorized under the "Income Account" selection.

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.

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

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.

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.

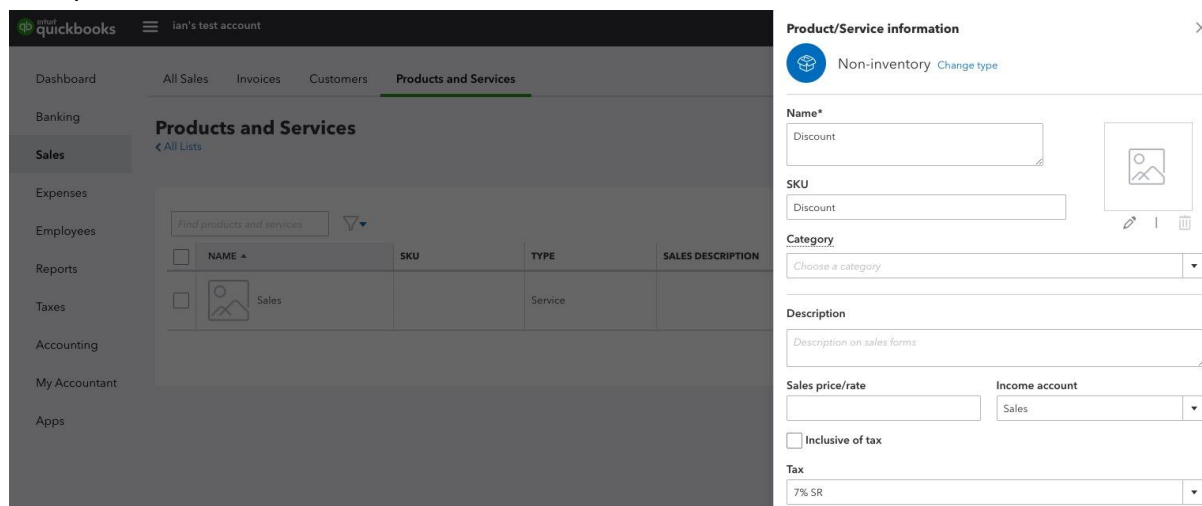"**Deposit Account**" refers to the default Asset account if Payment modes and Asset accounts are not set up. Typically, this should be "Cash". That means that all product sales in EPOS will be added to the Cash assets in Quickbooks

"**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.

Set Up Payments Configurations to link Payments in EPOS to Quickbooks Payment Accounts and Assets
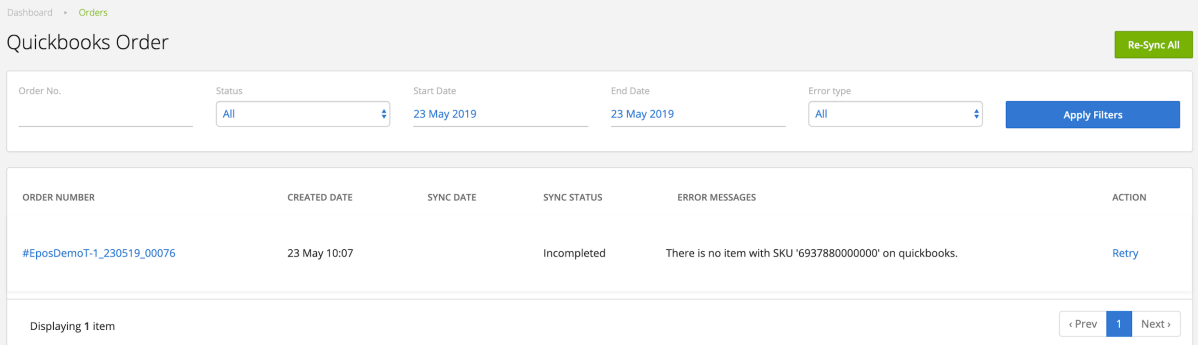
Section 3: Syncing and Maintaining the Sync

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

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.
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