

# Setting Up Taxes

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## Overview

Setting up sales tax in serviceminder can be accomplished in four simple steps! Review the process on this page so you can seamlessly apply taxes to your proposals and invoices.



Please confirm with a CPA or your local tax office regarding the sales tax requirements for your city and state.

This article will review:

- [Setting Up Your Tax Rates](#)
- [Tax Finder](#)
- [FAQs](#)

## Setting Up Your Tax Rates

### 1. If you are integrating with QuickBooks, make sure your taxes are set up there first.

In order for the QuickBooks tax rate table to load from QuickBooks to serviceminder, an invoice has to sync over first to indicate to QuickBooks to share information with our system. This can be a dummy \$1 invoice or a real invoice. Once that first invoice has synced, you will see your QuickBooks tax rates display beneath your serviceminder tax rates.

Named Tax Rates							Rates	Mapping
<b>Your Tax Rates</b>								
Add...	Name	Active	Rate	Provider Rate	Item Name	Agency Name		
<a href="#">Edit</a>	<a href="#">Example State Tax</a>	Yes	4%					
<a href="#">Edit</a>	<a href="#">Tax Exempt</a>	Yes	0%					
<b>QuickBooks Online Tax Rates</b>								
Name	Rate	Components						
TX-Plano-3057994	8.25%	6.25% - Texas State - Texas State Comptroller 1% - Texas, Plano City - Texas State Comptroller 1% - Texas, Dallas Mta District - Texas State Comptroller						
TX-Frisco	8.25%	6.25% - Texas State - Texas State Comptroller 2% - Texas, Frisco City - Texas State Comptroller						
TX SPECIAL	9.25%	6.25% - Texas State - Texas State Comptroller 1% - Texas, Plano City - Texas State Comptroller 1% - Texas, Dallas Mta District - Texas State Comptroller 1% - Texas, Dallas City - Texas State Comptroller						
TX-Dallas-3057994	8.25%	6.25% - Texas State - Texas State Comptroller 1% - Texas, Dallas Mta District - Texas State Comptroller 1% - Texas, Dallas City - Texas State Comptroller						

### 2. Create your tax rates in the service minder system.

Navigate to **Control Panel > Invoice > Manage Tax Rates**. Then click **Add**.



If using QuickBooks, remember to use the dropdown menu to connect the QuickBooks tax rate to the serviceminder tax rate you are creating. **This step is important for invoices to sync successfully moving forward!** It is also helpful to name the rate the same or something similar to the matching QuickBooks rate so you know which ones go together.

Provide the combined tax rate percentage that represents all state and local taxes combined. If using QuickBooks, make sure this percentage matches the rate you'll be linking it to.

### Create Tax Rate

Name\*

Active?

Tax Rate\*  %

QuickBooks Tax Rate Name

Item Name

Agency Name

equivalent rate in QuickBooks Online. If left unmapped, invoices with this tax rate may not sync properly to QuickBooks.

## 3. Map your tax rates and assign them to your contacts.

Once your new tax rates are created, click the **Mapping** button at the top right corner.

Tax Rates :: Mapping Rates Mapping

Postal Codes

Postal Code	Tax Rate
57064	--Select one--
57106	--Select one--
57108	--Select one--

Cities

City	Tax Rate
SD - Sioux Falls	--Select one--
SD - Tea	--Select one--

Counties

County	Tax Rate
Lincoln County	--Select one--

States

Save & Update All Contacts Save & Apply to Unmapped Contacts Save

This is where you will map tax rates to the territories that your state requires (state, county, city, or postal code). Use the dropdown menus to assign a tax rate to the applicable zones.

Once that is complete, you can click **Save and Update All Contacts** or **Save and Apply to Unmapped Contacts**. This will assign tax rates to your contacts automatically based on their address on file.

## 4. Check the Taxable box for Services and/or Parts/Add-Ons that need to charge tax.

First, navigate to **Control Panel > Services**. Here you can edit services individually and make them taxable by scrolling down to the **Duration and Pricing** section, then checking the Taxable box and saving your changes.

Override Quantity From

Quantity Override Formula

Use a formula to calculate quantity

**Taxable**

Base Price\*

Override Base Price From

Override the base price with the value from the selected custom field.



Services are the master "on/off switch" for proposals and invoices that determines whether or not the rest of the line items can be taxed. If the Service can not or should not be taxed, give it a value of \$0 then create an identical Part that holds the dollar value.

Then, head over to **Control Panel > Parts/Add-Ons** and edit your relevant parts to make them default as taxable on proposals and invoices.

Edit an Existing Part or Add-On

Name\*

Active

Description\*

Color

Category

Self Service

Internal

**Taxable**

Asset Tracking

You can also update parts in bulk to be taxable directly from the Parts grid. Filter the grid so it is displaying only the parts you want to update, then click **Actions > Update**.

Add...	Category	Subcategory 1	Subcategory 2	Name	Description	Unit Price	Max Price	Units	Unit Cost	Duration
<a href="#">Edit</a>	Materials			Tile Flooring	tile flooring 4...	24.00		SF		0 min
<a href="#">Edit</a>	Labor/Service			Labor	Labor	350.00				0 min
<a href="#">Edit</a>	Labor/Service			Remove Counters & Trim	Demo Day S...	0.00				0 min
<a href="#">Edit</a>	Labor/Service			Remove Appliances	Demo Day S...	0.00				0 min
<a href="#">Edit</a>	Labor/Service			Tear Out Cabinets	Demo day at...	0.00				0 min
<a href="#">Edit</a>	Labor/Service			Deck - Upper Level	Upper level ...	100.00		SF	\$25.00	0 min
<a href="#">Edit</a>	Labor/Service			Deck - Ground Level	Wood deck ...	80.00		SF	\$20.00	0 min
<a href="#">Edit</a>	Fixtures			Cabinet Handles	4" Brushed S...	15.00		Each		0 min
<a href="#">Edit</a>	Fixtures			Cabinet Hinges	Hidden, soft...	9.50		Each		20 min
<a href="#">Edit</a>	Fixtures			Cabinet Doors - Shaker	Wood door	80.00		each		0 min
<a href="#">Edit</a>				Cabinet Framing	Cabinet Fra...	15.00				0 min
<a href="#">Edit</a>				Hinges	Cabinet Hin...	3.00				0 min
<a href="#">Edit</a>				Cabinet Door	Cabinet Door	25.00				0 min
<a href="#">Edit</a>				Double Cabinet - Wall Mounted	Cabinet Base	150.00				0 min
<a href="#">Edit</a>				Credit Card Fee	Credit Card ...	0.00				0 min
<a href="#">Edit</a>				Example Part	Example par...	50.00				0 min
<a href="#">Edit</a>				50% Off of yes...	50% Off of ye...	-10.00				0 min
<a href="#">Edit</a>				Gift Certificate	Gift Certificate	0.00				0 min



For any previously created proposals or invoices you will need to edit them and manually check the taxable box on the service line and any parts that need to be taxed.

Option	Item	Description	Quantity	Rate
Select a template...	Bathroom Install	Bathroom Install - sink/vanity, tub/shower, floors,	1	0
		<input checked="" type="checkbox"/> Taxable		
-option-	Example Part	Example part description	1	50

The service line box is immediately viewable. To check the box on a part, **click the pencil** first, then mark the taxable box in the window that opens at the top of the page.

Part/Add-on Line Details

Description: Example part description

Internal Notes:

Unit Cost:

Unit Price: 50

Duration:

Taxable?

Internal?

Exchange?

Service: Default

Apply Cancel

## Tax Finder

Do you live in an area that uses incredibly complex tax codes? Does your state map taxes by the individual address? Then you will likely need to use **Tax Finder** feature. Tax Finder can be found in the **Marketplace**. It will automatically map your tax rates for you and can look up tax rates for each individual contact.

With Tax Finder, you get 100 lookups per month. It will look up your contact when they are imported into the system and automatically update their tax rates if their address is changed in the system as long as you use the search bar when entering the contact's address. The tax rates are automatically named and mapped for you.

This feature is an additional charge. To learn more about Tax Finder and add it to your account, please visit our [Marketplace](#).

## FAQs

### Why isn't tax applying on my proposal/invoice?

If the tax is not applying correctly, please review these three questions. If the answer is No to any of those questions, please review the steps above on this help page to make the necessary adjustments.

- Are my taxes set up in **Control Panel > Invoice > Manage Tax Rates**?
- Is the correct tax rate mapped to this contact?
- Is the Taxable box checked for the Service and relevant Parts on my individual invoice?

### Why aren't my tax rates from QuickBooks showing up?

Ensure the following to make sure your QuickBooks tax rates sync over properly:

- Make sure your QuickBooks integration is Active in **Control Panel > Integrations > Accounting**
- Review your tax rates in QuickBooks. The need to be Active and have a valid percentage in order to populate in **serviceminder**.

- Sync at least one invoice (it can be a "dummy" \$1 invoice that is then voided) from serviceminder over to QuickBooks.

### **When mapping my tax rates, do I need to select a rate for all items within each of the categories (i.e., postal codes, cities, counties, and states)?**

This depends on how your taxes are set in your area. If you only have state tax, you can set that and be done. If you have tax rates set up by county, you'll map your rates to their corresponding counties. If your taxes rates vary by more than one category or even by individual address, Tax Finder might be the right fit for you.

### **Do Service settings override Part settings in regards to taxes?**

Services are the main On/Off switch for Taxes. If Parts are On but Services are Off, taxes will not be collected on that invoice.

If you are a franchisee, your brand's deploy account, the Services will all default to having the taxable box unchecked. Each location will need to check it on depending on their local tax laws. This way, it doesn't default to on and owners don't charge taxes if they don't need to.

### **Are taxes included in my royalties reporting (End of Week/End of Month)?**

Within the End of Week/End of Month report, you may see a column which tells you the taxes charged per that reporting period but these are **NOT** included in the royalties that are due. The system automatically doesn't apply royalties to taxes.

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