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|---------|-------------------|
| Date | February 13, 2025 |
| Subject | Tax |

Logic

There are at least four variations of how taxes can be setup in EPASS depending on where you live & how you use EPASS.

Single State or Multiple states where there is only one tax rate per state: This is the simplest setup and we will review this first. There are a lot less variables in this environment, you just need to define each state and the cities.

Canada: This is similar to a Single State setup as mentioned above, you just define the taxes relevant to your province.

States that have a combination of State, County, and various Jurisdictions that can all alter that tax rate. This is the most involved in both setup and reporting because you are dealing with multiple taxes in most cases. It could be a combination of State, County, City, School Boards, Police Jurisdictions and possibly many others.

Avalera: This is the next generation and is true geocoded tax lookup, so the Avalera system will calculate taxes and also do all the necessary reporting/auditing to make sure the correct taxes are charged for each product or service. This is a project we have been working on over the last year and should be ready early 2026.

History of Tax1

Tax1 is no longer used and has not been used for at least 30 years. It was the original Federal Sales Tax in Canada which was a tax charged on the Cost of the product, not the selling price. It was also used in the early 2000's for a very short period when Warranty Parts were taxed on the cost of the parts. **You should never activate Tax1.**

Tax Table logic for a Single State or Multiple states where there is only one tax rate per state

Invoicing Variables

Go to **Invoicing > Variables** and set the tax rates for Tax2 for City, County and State Sales Tax.

You'll also notice that you can default whether new Misc, Labor Rate, Ext Warranty and Packages includes Tax2 and / or Tax3.

Why is the city, county and state tax entered in the Tax2 field only?

Massachusetts does not have additional county or city sales taxes. The state sales tax rate of 6.25% is uniform across all locations. However, some cities and towns in Massachusetts can impose local excise taxes on specific items, such as meals, hotel rooms, and short-term rentals, but those are not relevant to the typical Appliance dealer.

When there is only "State" tax, then the tax percent is added to Tax2 as this is variable based on the city table. Remember that the logic is based on the city table. If the city table is filled in (which in this case it is), then the system will check the city table for the Tax2 code.

The screenshot shows the "Invoicing Variables" dialog box with the "Tax" tab selected. The dialog has several tabs: General, Update, Printing, Posting, Labor, Passwords, Titles, and EDI. The "Tax" tab contains a table with columns: Tax, Code, Description, Percent, GL Account, Product, and Labor. Below the table are checkboxes for defaulting taxes to new Misc, Labor Rate, Ext Warranty, and Packages.

Annotations on the screenshot:

- "Tax" represents the Sales Tax in Massachusetts.
- There is no additional city and county sales tax. The state tax is 6.25%.
- Fill in the GL account and confirm if the taxes will be applied to Product or Labor.
- Set whether or not you want to add taxes to the new codes created.

| Tax | Code | Description | Percent | GL Account | Product | Labor |
|-----|------|-------------|---------|------------|---------|-------|
| 1 | | | 0.000 | | No | No |
| 2 | TAX | SALES TAX | 6.250 | 20400001 | Yes | No |
| 3 | | | 0.000 | | No | No |

☒ Tax 2 Default for new Misc
☐ Tax 3 Default for new Misc
☐ Tax 2 Default for new Labor Rate
☐ Tax 3 Default for new Labor Rate
☐ Tax 2 Default for new Ext Warranty
☐ Tax 3 Default for new Ext Warranty
☐ Tax 2 Default for new Packages
☐ Tax 3 Default for new Packages

Add Misc Charge

Code:
Description:

List: 0.00 ☐ % Of Line Selling Price
Cost: 0.00 ☐ Do Not Allow Price Reduction
☐ Do Not Allow Price Change
☐ Cost is a % of Misc Selling Price

Taxes: ☐ Use Branch Taxes
☐ Tax 1
☒ Tax 2
☐ Tax 3

Profit Center:
Profit Center:
Profit Center:

Update History: ☐
Show in ePASS Mobile Tech: ☒
Obsolete: ☐
Require Note on Invoice: ☐
Do Not Allow Finish: ☐
Builder Allowance: ☐
Do Not Show in Invoice Detail: ☐
Do Not Allow Description Change: ☐
Rebate: ☐
Line Discount: ☐
Applies to Each Qty: ☐
Applies to Original Line Selling Price: ☐
Satisfies Min Deposit Line Requirement: ☐
Show Credit Reason: ☐
Require Credit Reason: ☐
Do Not Attach Related Misc when it is a Pickup: ☐

Start Date - Sale: 00/00/00 End Date: 00/00/00
Start Date - Quote: 00/00/00 End Date: 00/00/00

Warranty: From Invoice Type Misc Type:

EDI Format: Points: 0

Link:

Prompt:

Time (in minutes): 0.00

Sales Division: ☒ Sales Division 18
☒ Sales Division 19
☒ Sales Division 20

Installation: ☐ Link To Model
Taxes With Installation: ☐ Tax 1
☐ Tax 2
☐ Tax 3

Gift Card Type:

Created: 00/00/00
Modified: 00/00/00

Link Product ID:

Tip: You can add multiple ID's by separating them with a pipe | character.

In the typical setup where there is only one tax rate for the state, you will commonly have “Use Terminal Taxes” checked.

Settings 1 Settings 2 **Settings 3** Settings 4 Required Fields Builder Allowance G/L Allocation Printing

☐ Export To Wty Claims
☐ Exclude Warranty Amount from Total
☒ Total open BO Lines
☐ Trip Charge
☐ Base Delivery Charge
☐ Auto Update Base Delivery Charge
☐ Require Model
☐ Delivery Charge
☐ Require Ship Via
Misc Type:
☐ Allow Qty Breaks for Items
☒ Copy Detail with Invoice
☐ Copy Complaint / Svc Performed
☐ Copy Default Schedule Date to Next Available
☐ Lock Estimate On Copy
☒ Use Terminal Taxes
☐ Link Tax to Delivery/Pickup
☐ Use TTR Tax
☐ Change Quote to Sale - Update Invoice Date
☐ Change Quote to Sale - Blank out Job Status
☐ Auto Update Warranty End Date in History
☐ Default Do Not Update
☐ Update MapZone On Zip Code Change
☐ Prompt for Models when Splitting Labor
☐ Show Warranty Yes/No in Detail
☐ Purchase Date Warning
☐ Require Credit Approval
Not Approved Job Status:
☐ Cannot Reserve CDD Invoice with Balance
Max Days out to Reserve:
☐ Write Item Deletes to Notepad
☒ Write Model Deletes to Notepad
☐ Out of State Warning
Home State:

☒ Dispatching Enabled
☐ Accumulate Points for Call Units
☐ Default Schedule Date to next available
☐ Cannot Schedule CDD Invoice with Balance
☐ Cannot Pick up CDD Invoice with Balance
Cascade To:
☐ Cannot Schedule with No Detail
☐ Cannot Pick up with No Detail
☐ Allow Both Pickup AND Schedule Date
☐ Do Not Show Pickup Date
☒ Do Not Show Requested Date
☒ Allow Map Zone Change on copy/split
☐ Link Salesperson/Zone/Route
☐ Do not allow Secondary Calls
☐ Restrict Requested Delivery Date
☐ Edit Model Color
☐ Validate Model Color
☐ Auto Transfer Models
☒ Auto Payment Transfer
☐ Auto Balance Split Invoice
☐ Prompt for Note on Exit
☐ Payment Warning on Exit
☐ Verify Tax Code
☒ Mark Item as Installed/Shipped on Commit
☐ Do Not Auto Update Job Status from Purchasing
☐ Do Not Update Invoice Item Location from Ordering
☐ Do Not Update Item YTD
☐ Cannot Auto Backorder without Min Deposit
Max Days out to Auto Backorder:
☐ Do not allow Schedule or Pickup Date change after Serials are shipped
☐ Show Notification for Open Related Invoices

New Feature if shipping between States

Out of State Warning on Invoice Settings 3 tab – allows you enter in the Home State for that Invoice Type, once this is set and you select a customer that lives in a different state – you will get a pop up advising that the customer is out of state and ask if you would like to continue – Selecting 'Yes' allows you to continue to create that invoice and 'No' leaves you in Edit on the Invoice Type to change to the correct State

Edit Invoice Type: SA SALES INVOICE

Settings 1 Settings 2 **Settings 3** Settings 4 Required Fields Builder Allowance G/L Allocation Printing

☐ Export To Wty Claims
☐ Exclude Warranty Amount from Total
☒ Total open BO Lines
☐ Trip Charge
☐ Base Delivery Charge
☐ Auto Update Base Delivery Charge
☐ Require Model
☐ Delivery Charge
☐ Require Ship Via
☐ Misc Type
☐ Allow Wty Breaks for Items
☒ Copy Detail with Invoice
☐ Copy Complaint / Svc Performed
☐ Copy Default Schedule Date to Next Available
☐ Lock Estimate On Copy
☐ Use Terminal Taxes
☒ Link Tax to Delivery/Pickup
☐ Use TTR/Avalara Tax
☐ Get Taxes for Pickups from Model/Item Detail Location
☐ Change Quote to Sale - Update Invoice Date
☐ Change Quote to Sale - Blank out Job Status
☐ Auto Update Warranty End Date in History
☐ Default Do Not Update
☐ Update MapZone On Zip Code Change
☒ Prompt for Models when Splitting Labor
☐ Show Warranty Yes/No in Detail
☐ Purchase Date Warning
☐ Require Credit Approval
☐ Not Approved Job Status
☐ Cannot Reserve COD Invoice with Balance
 Max Days out to Reserve
☒ Write Item Deletes to Notepad
☒ Write Model Deletes to Notepad
☐ Write Comment Deletes to Notepad

☒ Dispatching Enabled
☐ Accumulate Points for Call Units
☐ Default Schedule Date to next available
☐ Cannot Schedule COD Invoice with Balance
☐ Cannot Pick up COD Invoice with Balance
 Cascade To
☐ Cannot Schedule with No Detail
☐ Cannot Pick up with No Detail
☐ Allow Both Pickup AND Schedule Date
☐ Do Not Show Pickup Date
☒ Do Not Show Requested Date
☐ Allow Map Zone Change on copy/split
☐ Link Salesperson/Zone/Route
☒ Do not allow Secondary Calls
☐ Restrict Requested Delivery Date
☐ Edit Model Color
☐ Validate Model Color
☒ Auto Transfer Models
☒ Auto Payment Transfer
☐ Auto Balance Split Invoice
☐ Prompt for Note on Exit
☐ Payment Warning on Exit
☐ Verify Tax Code
☐ Mark Item as Installed/Shipped on Commit
☐ Do Not Auto Update Job Status from Purchasing
☐ Do Not Update Invoice Item Location from Ordering
☐ Do Not Update Item YTD
☐ Cannot Auto Backorder without Min Deposit
 Max Days out to Auto Backorder
☐ Do not allow Schedule or Pickup Date change after Serials are shipped
☐ Show Notification for Open Related Invoices
☒ Out of State Warning
 Home State PA

OK Cancel

Add Invoice

Invoice Service Dispatching Invoice Cont. Warranty Documents Notepad

Invoice # SYSTEM Invoice Date 8/21/2025 Schedule Date 00/00/00 Pick up 00/00/00

Invoice Type SA SALES INVOICE Job Status EST ESTIMATED DATE

Payment Type COD COD BEFORE DELIVERY PO Number Reference

Ship To 6185551212

Customer TEST, TEST UNDEFINED UN BEVERLY HILLS 6185551212

Phone Log [Phone Log](#)

Salesperson 1 KR KR Salesperson 2 % 0.000

Sale Referral Min Deposit 50.00 %

Total 0.00 Created 00/00/00

Status Open Modified 00/00/00

Finished 00/00/00 Posted 00/00/00

PAJ Schedule A/R Balance

Customer Phone Log [Customer Phone Log](#)

WARNING

This customer is out of state! Are you sure you want to continue?

Yes No

Tax Table

Go to Tools > System Maintenance > Table > Tax. Set up the tax codes that will be used for Tax2.

| * Code | Description |
|--------|---------------------------|
| MA | Massachusetts State Tax |
| MAH | Massachusetts Tax Holiday |
| ME | Maine State Tax |
| OUT | Out of State |
| RI | Rhode Island State Tax |

Print Review Add Edit Delete Exit

Review Tax MA Massachusetts...

Code: MA OK

Description: Massachusetts State Tax

Percent: 6.250

G/L Account: 20400001 State Code: MA

Maximum: 0.00 ☐ Max Per Piece

County: Percent: 0.000

Jurisdiction Code:

Review Tax OUT Out of State

Code: OUT OK

Description: Out of State

Percent: 0.000

G/L Account: 20400001 State Code:

Maximum: 0.00 ☐ Max Per Piece

County: Percent: 0.000

Jurisdiction Code:

Review Tax RI Rhode Island State...

Code: RI OK

Description: Rhode Island State Tax

Percent: 7.000

G/L Account: 20420001 State Code: RI

Maximum: 0.00 ☐ Max Per Piece

County: Percent: 0.000

Jurisdiction Code:

Tax2 codes are set up in the Tax table.

Code: Assign a code

Description: Describe the tax

Percent: Tax2 % for the City and County Tax

G/L Account: Tax2 GL account

Maximum and Max Per Piece: In some states, once you reach a maximum purchase amount, you no longer have to pay tax. You can set this based on the total invoice or Max Per Piece when you enable this checkbox.

County and Percent: This field is used only for reporting purposes so that you can extract the portion related to the county tax.

Jurisdiction Code: Refers to the government agency receiving the tax. It is also used for reporting purposes.

Go to **Tools > System Maintenance > Table > Branch**. Assign the Tax2 code to the Branch Terminal.

3

Assuming you have your Invoice Type setup to “Use Terminal taxes” you will want to edit each of your branch/terminal settings to use a ‘unique’ tax code which is at zero tax rate. Notice in the tax table above we have “MAH” for “Massachusetts Tax Holiday”. This way all invoices created will default this TaxCode and the rate will be zero and these invoices will be grouped together on the OE-13 Tax Register, as you commonly have to report those sales separately to the State.

You could also manually change the TaxCode on the Invoice Header – Invoice Cont. tab if needed.

| Invoice | Service | Dispatching | Invoice Cont. | Warranty | Documents | Notepad | | | | | | | | | | | | | | | |
|--|-------------|-------------|---------------|-------------|-----------|---------|------|-------------|-------------|-------------|-------------|--|--|--|--|--|--|--|--|--|--|
| <div style="display: flex; justify-content: space-between; align-items: center;"> <div> <p>Table1</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;">Code</th> <th style="width: 40%;">Description</th> <th style="width: 15%;">UserCreated</th> <th style="width: 15%;">DateCreated</th> <th style="width: 15%;">TimeCreated</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> </tbody> </table> </div> <div> <input type="text"/> <input type="text"/> <input type="button" value="Delete"/> </div> </div> | | | | | | | Code | Description | UserCreated | DateCreated | TimeCreated | | | | | | | | | | |
| Code | Description | UserCreated | DateCreated | TimeCreated | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | |
| <div style="display: flex; justify-content: space-between; align-items: center;"> <div> <p>Table2</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;">Code</th> <th style="width: 40%;">Description</th> <th style="width: 15%;">User Cre...</th> <th style="width: 15%;">DateCreated</th> <th style="width: 15%;">TimeCreated</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> </tbody> </table> </div> <div> <input type="text"/> <input type="text"/> <input type="button" value="Delete"/> </div> </div> | | | | | | | Code | Description | User Cre... | DateCreated | TimeCreated | | | | | | | | | | |
| Code | Description | User Cre... | DateCreated | TimeCreated | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | |
| <div style="display: flex; justify-content: space-between; align-items: flex-start;"> <div style="width: 30%;"> <p>Ship Method</p> <div style="border: 1px solid black; padding: 2px;">Complete Ship</div> </div> <div style="width: 30%;"> <p>Carrier</p> <div style="border: 1px solid black; padding: 2px;"> </div> </div> <div style="width: 30%;"> <p>Print Method</p> <div style="border: 1px solid black; padding: 2px;">Invoice</div> </div> <div style="width: 30%;"> <p>Ship Via</p> <div style="border: 1px solid black; padding: 2px;"> </div> </div> </div> | | | | | | | | | | | | | | | | | | | | | |
| <p>Taxes</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>Branch</p> <div style="border: 1px solid black; padding: 2px;">Default</div> <p>Tax 2</p> <div style="border: 1px solid black; padding: 2px;">99</div> <p>2.5000 %</p> </div> <div style="width: 45%;"> <p>DAVIS OUTSIDE</p> <p>FT. DAVI</p> <p>TTR Jurisdiction Code</p> </div> <div style="width: 45%;"> <p>Tax Exempt 1</p> <div style="border: 1px solid black; padding: 2px;"> </div> <p>Tax Exempt 99</p> <div style="border: 1px solid black; padding: 2px;"> </div> <p>Tax Exempt AL</p> <div style="border: 1px solid black; padding: 2px;"> </div> </div> </div> | | | | | | | | | | | | | | | | | | | | | |

☐ In Fulfillment
☐ Void
☐ Delivery Overridden
☐ Disable CTP Payment

- 7 -

Tax logic for Canada:

How do Provincial and Federal Sales Tax work?

In Canada, sales taxes for the appliance industry, like other goods and services, are governed by a combination of federal and provincial taxes. Here's a breakdown of how these taxes work:

Goods and Services Tax (GST)

The GST is a federal tax applied to most goods and services, including appliances. The current GST rate is 5%.

Harmonized Sales Tax (HST)

In some provinces, the GST is combined with the provincial sales tax to form the HST. The HST rate varies by province:

| Province | Sales Tax |
|---------------------------|-----------|
| Ontario | 13% |
| New Brunswick | 15% |
| Newfoundland and Labrador | 15% |
| Nova Scotia | 15% |
| Prince Edward Island | 15% |

Provincial Sales Tax (PST)

In provinces that do not use the HST, a separate PST is applied. The PST rates for appliances can vary:

| Province | PST |
|------------------|-----------------------|
| British Columbia | 7% |
| Manitoba | 7% |
| Saskatchewan | 6% |
| Quebec | 9.975% (known as QST) |

Notes

1. Each province may have specific rules on when to charge tax for extended warranty, delivery, install etc. In that case, "Branch Taxes" can be used.

Tax Setup Using Tax2 (Used for HST (ON) or GST (AB))

In Ontario, the sales tax (also known as Harmonized Sales Tax (HST)) is 13%. HST combines the Provincial Sales Tax (PST) and Goods and Services Tax (GST). In British Columbia we have two separate taxes. Provincial Sales Tax (PST) and GST. In Alberta, they only have GST.

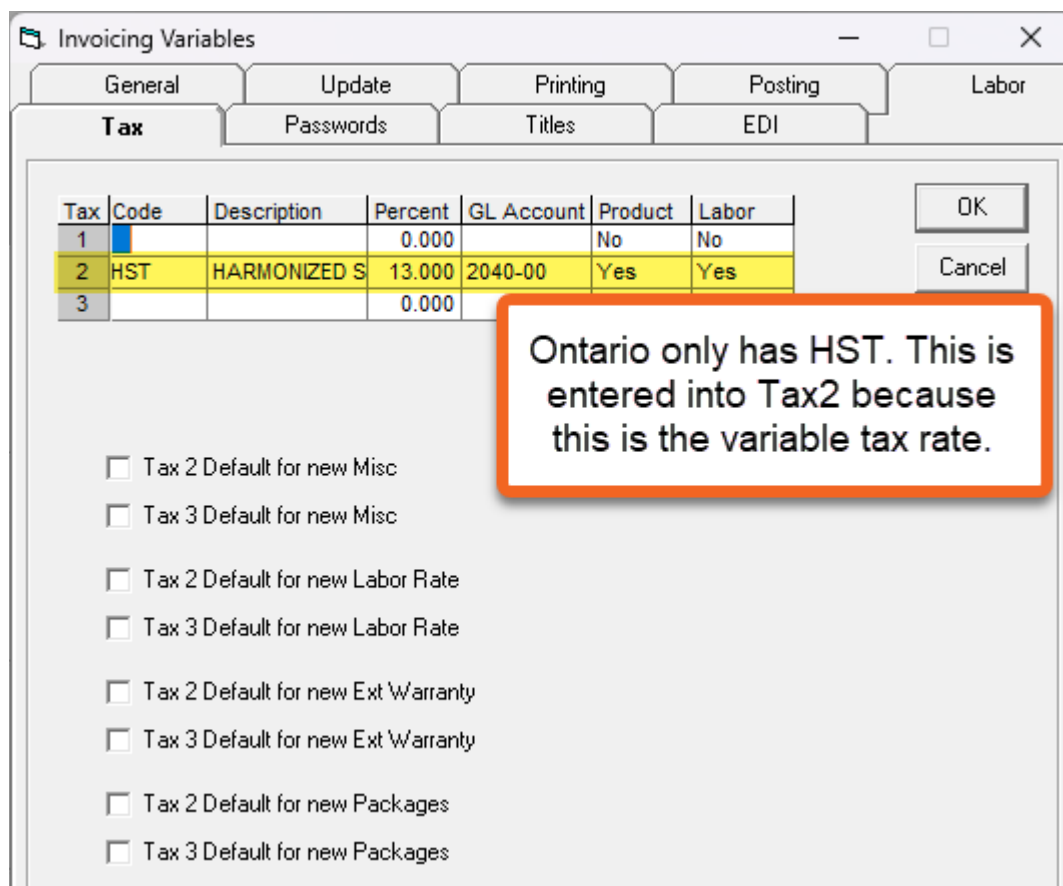
Invoicing Variables

Go to **Invoicing > Variables** and set the tax rates for Tax2 for HST.

You'll also notice that you can default whether new Misc, Labor Rate, Ext Warranty and Packages includes Tax2 and / or Tax3.

Ontario does not separate GST and PST. Instead they have a combined tax called HST.

When there is only HST, then the tax percent is added to Tax2 as this is variable based on the city table. Remember that the logic is based on the city table. If the city table is filled in (which in this case it is), then the system will check the city table for the Tax2 code.



| Tax | Code | Description | Percent | GL Account | Product | Labor |
|-----|------|--------------|---------|------------|---------|-------|
| 1 | | | 0.000 | | No | No |
| 2 | HST | HARMONIZED S | 13.000 | 2040-00 | Yes | Yes |
| 3 | | | 0.000 | | | |

☐ Tax 2 Default for new Misc
☐ Tax 3 Default for new Misc
☐ Tax 2 Default for new Labor Rate
☐ Tax 3 Default for new Labor Rate
☐ Tax 2 Default for new Ext Warranty
☐ Tax 3 Default for new Ext Warranty
☐ Tax 2 Default for new Packages
☐ Tax 3 Default for new Packages

Ontario only has HST. This is entered into Tax2 because this is the variable tax rate.

Add Misc Charge

Code: []
Description: []
List: [0.00] ☐ % Of Line Selling Price
Cost: [0.00] ☐ Do Not Allow Price Reduction
☐ Do Not Allow Price Change
☐ Cost is a % of Misc Selling Price

Taxes: ☐ Tax 1 ☒ Tax 2 ☐ Tax 3

Profit Center: []
Profit Center: []
Profit Center: []

Start Date - Sale: [00/00/00] End Date: [00/00/00]
Start Date - Quote: [00/00/00] End Date: [00/00/00]
Warranty: [From Invoice Type] Misc Type: []
EDI Format: [] Points: [0]
Link: []
Prompt: []
Time (in minutes): [0.00]
Sales Division: ☒ Sales Division 18 ☒ Sales Division 19 ☒ Sales Division 20

Installation: ☐ Link To Model Taxes With Installation: ☐ Tax 1 ☐ Tax 2 ☐ Tax 3

Link Product ID: []
Tip: You can add multiple ID's by separating them with a pipe | character.

Tax Table

Go to Tools > System Maintenance > Table > Tax. Set up the tax codes that will be used for Tax2.

Tax

| *Code | Description |
|-------|-----------------------------|
| GST | NET EXEMPTION-INDIAN STATUS |
| HST | HST COLLECTED |

Print Review Add Edit Delete Exit

Review Tax GST NET EXEMPTION-INDIAN STATUS

Code: [GST] OK
Description: [NET EXEMPTION-INDIAN STATUS]
Percent: [5.000]
G/L Account: [2040-99] State Code: []
Maximum: [0.00] ☐ Max Per Piece
County: [] Percent: [0.000]
Jurisdiction Code: []

Review Tax HST HST COLLECTED

Code: [HST] OK
Description: [HST COLLECTED]
Percent: [13.000]
G/L Account: [2040-00] State Code: []
Maximum: [0.00] ☐ Max Per Piece
County: [] Percent: [0.000]
Jurisdiction Code: []

Tax codes are set up in the Tax tables.

Code: Assign a code

Description: Describe the tax

Percent: Tax % for GST, HST

G/L Account: Account that the tax will be allocated to

Maximum and Max Per Piece: Does not apply to Canadian Taxes.

County and Percent: Does not apply to Canadian Taxes.

Jurisdiction Code: Does not apply to Canadian Taxes.

Branch Taxes

This is important if you have stores in multiple Provinces so that EPASS can handle the different tax rates in each Province.

This same logic can also be used if you do business in two neighbouring states and you must submit sales tax to each State. You can setup an InvoiceType for Sales in State 1 and Sales in State 2, each Invoice Type can force and Branch, and that Branch can have different taxes setup.

Go to **Branch > Tax** and enable the “Use Branch Taxes” and “Use Branch Taxes for Ext Warranties”.

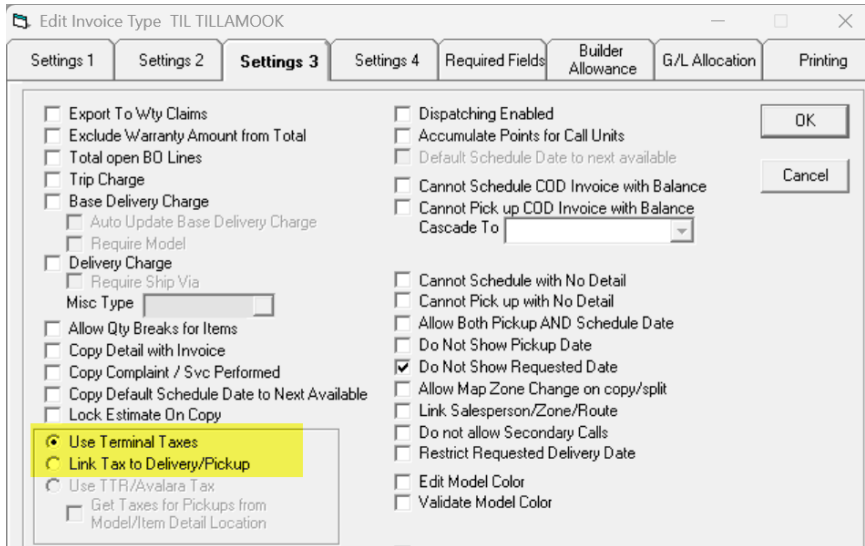
When this option is enabled, the Branch Tax Variables override the Invoicing Variables. The logic follows the same as the Invoicing Variables.

Invoice Type

Go to Tools > System Maintenance > Table > Invoice Type.

If all your stores are in one Province, then you should be selecting “Use Terminal Taxes” or “Link Tax to Delivery / Pickup”.

If your stores are in multiple Provinces, then you should be selecting “Link Tax to Delivery / Pickup”.



Edit Invoice Type TIL TILLAMOOK

Settings 1 Settings 2 **Settings 3** Settings 4 Required Fields Builder Allowance G/L Allocation Printing

☐ Export To Wty Claims
☐ Exclude Warranty Amount from Total
☐ Total open BO Lines
☐ Trip Charge
☐ Base Delivery Charge
☐ Auto Update Base Delivery Charge
☐ Require Model
☐ Delivery Charge
☐ Require Ship Via
 Misc Type
☐ Allow Qty Breaks for Items
☐ Copy Detail with Invoice
☐ Copy Complaint / Svc Performed
☐ Copy Default Schedule Date to Next Available
☐ Lock Estimate On Copy
☒ Use Terminal Taxes
☒ Link Tax to Delivery/Pickup
☐ Use TTR/Avalara Tax
☐ Get Taxes for Pickups from Model/Item Detail Location

☐ Dispatching Enabled
☐ Accumulate Points for Call Units
☐ Default Schedule Date to next available
☐ Cannot Schedule COD Invoice with Balance
☐ Cannot Pick up COD Invoice with Balance
 Cascade To
☐ Cannot Schedule with No Detail
☐ Cannot Pick up with No Detail
☐ Allow Both Pickup AND Schedule Date
☐ Do Not Show Pickup Date
☒ Do Not Show Requested Date
☐ Allow Map Zone Change on copy/split
☐ Link Salesperson/Zone/Route
☐ Do not allow Secondary Calls
☐ Restrict Requested Delivery Date
☐ Edit Model Color
☐ Validate Model Color

OK Cancel

Tax logic for States that have a combination of State, County, and various Jurisdictions that can all alter that tax rate.

This is the manual version of Geocoded tax lookup. It works well but leaves the onus upon the data entry person to make sure the correct Tax Code is selected. Any client who has these types of tax rules that they must follow will want to take a look at our new Avalera offering which is expected to be ready Q1 2026.

Here are some of the States that have this style of taxing: AL, AR, AZ, CA, CO, FL, GA, ID, IL, , IO, KA, LA, MN, MI, MO, NC, ND, NE, NM, NV, NY, OH, OK, PE, SC, SD. TN, TX, UT, VE, VI, WA, WI, WV, and WY.

Not all of these states are super complicated, but some are a real challenge and the customer on one side of the street could be in the incorporated part of town, vs the other side of the street being un-incorporated and at a different tax rate.

If your zip codes do not overlap tax jurisdictions, then you can simply setup the City Table/Tax table with the necessary tax rates and you will be fine, but if one zip code covers multiple tax jurisdictions or your State has combinations of State/County/City/Jurisdictions that all must be tracked, then our Avalera offering will be of interest.

Tax Table

Go to Tools > System Maintenance > Table > Tax. Set up the tax codes that will be used for Tax2.

| * Code | Description |
|--------|--------------------------|
| 100 | FORT CITY LIMITS |
| 101 | FORT OUTSIDE |
| 102 | FORT UNICORP FT. DEPOS |
| 103 | GEO. CITY LIMITS |
| 104 | GEO. OUTSIDE |
| 105 | GEO. POLICE JURISDICTION |
| 106 | GLEN. OUTSIDE |
| 107 | GOSH CITY LIMITS |
| 108 | GOSH OUTSIDE |
| 109 | GREENVILLE CITY LIMITS |
| 11 | CLANTON PJ - THORSBY |
| 110 | GRADY OUTSIDE |
| 111 | HARDA. OUTSIDE |
| 112 | GREEN. OUTSIDE |

Buttons: Print, Review, Add, Edit, Delete, Exit

Edit Tax 100 FORT CITY LIMITS

Code: 100

Description: FORT CITY LIMITS

Percent: 6.500

G/L Account: 220000 State Code: AL

Maximum: 0.00 ☐ Max Per Piece

County: LOWNDES Percent: 4.000

Jurisdiction Code: LOWNDES

Buttons: OK, Cancel

Edit Tax 101 FORT OUTSIDE

Code: 101

Description: FORT OUTSIDE

Percent: 4.000

G/L Account: 220000 State Code: AL

Maximum: 0.00 ☐ Max Per Piece

County: LOWNDES Percent: 4.000

Jurisdiction Code: LOWNDES

Buttons: OK, Cancel

Code: This is the Tax Code. Limited to three characters. This should match the State codes as close as possible

Percentage: The total tax rate

Maximum: The maximum tax that can be charged. Used in states such as Florida.

Max Per Piece: Is the Tax Maximum per Invoice or Per Piece?

The next three options are only used in custom crystal tax reports, such as some available in the online documents for clients that need to separate taxes per county or Jurisdiction code or territory.

County: What county is this

Percent: The portion of the total tax rate above belongs to the County.

Jurisdiction Code: A smaller territory within the County.

Invoicing Variables

Go to **Tools > System Maintenance > Variables > Invoicing**

1. Fill in the tax code for Tax2. If applicable, fill in Tax3. In the example below Tax2 relates to the County, which will change but Tax3 is the State portion, which is consistent.

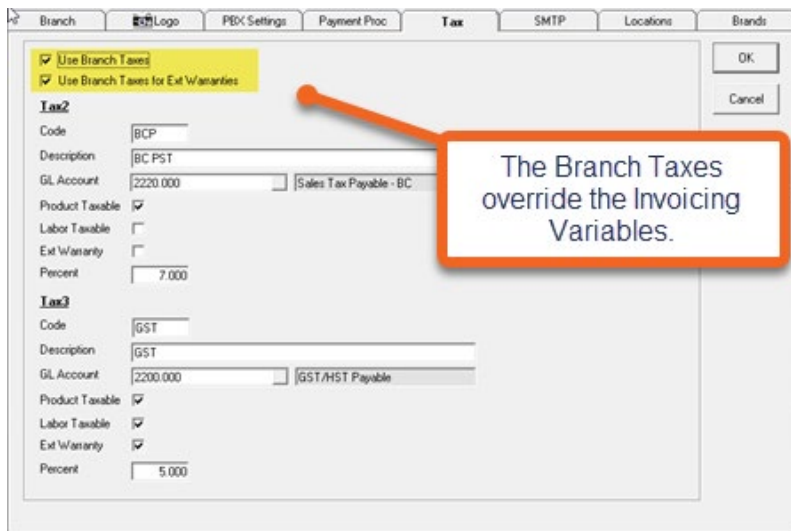
| Tax | Code | Description | Percent | GL Account | Product | Labor |
|-----|------|-------------|---------|------------|---------|-------|
| 1 | | | 0.000 | | No | No |
| 2 | 195 | MONT GR | 6.000 | 252000 | Yes | No |
| 3 | AL | ALABAMA STA | 4.000 | 252000 | Yes | No |

☒ Tax 2 Default for new Misc
☐ Tax 3 Default for new Misc
☐ Tax 2 Default for new Labor Rate
☐ Tax 3 Default for new Labor Rate
☐ Tax 2 Default for new Ext Warranty
☐ Tax 3 Default for new Ext Warranty
☐ Tax 2 Default for new Packages
☐ Tax 3 Default for new Packages

Branch Taxes

Go to **Branch > Tax** and enable the “Use Branch Taxes” and “Use Branch Taxes for Ext Warranties” (only if applicable).

When this option is enabled, the Branch Tax Variables override the Invoicing Variables. The logic follows the same as the Invoicing Variables.



The screenshot shows the 'Tax' settings window in the EPASS software. The 'Tax' tab is active. At the top, there are two checked checkboxes: 'Use Branch Taxes' and 'Use Branch Taxes for Ext Warranties'. Below these are two tax configuration sections, 'Tax2' and 'Tax3'. Each section has fields for Code, Description, GL Account, and Percent. An orange callout box with a pointer to the 'Use Branch Taxes' checkbox contains the text: 'The Branch Taxes override the Invoicing Variables.'

| Tax Section | Code | Description | GL Account | Percent |
|-------------|------|-------------|------------|---------|
| Tax2 | BCP | BC PST | 2220.000 | 7.000 |
| Tax3 | GST | GST | 2200.000 | 5.000 |

Invoice Type

Go to Tools > System Maintenance > Table > Invoice Type. Select whether you want to “Use Terminal Taxes” or “Link Tax to Delivery / Pickup”.

Link Tax to Delivery / Pickup

1. EPASS will look at the Tax Code assigned to the Customer. The Tax Code for the customer is based on the City Table, which is normally Zip Code based.

| Terminal | Printers | Print Forms | Dimension Express |
|--------------------|---|---|-------------------|
| Code | Default | | |
| Description | Default Branch | | |
| | <input checked="" type="checkbox"/> Show Cost | <input checked="" type="checkbox"/> Show List | |
| Invoice Type | SA | SALES INVOICE | |
| QC Invoice Type | | | |
| Payment Type | COD | COD BEFORE DELIVERY | |
| Tax Code | 99 | FT. DAVIS OUTSIDE | |
| Salesperson Code | | | |
| Model Delivery Loc | | MAIN WAREHOUSE | |
| Model Pickup Loc | | MAIN WAREHOUSE | |
| Item Delivery Loc | | MAIN WAREHOUSE | |
| Item Pickup Loc | | MAIN WAREHOUSE | |
| Default Pin Pad | | | |
| Default PO Number | | 0 | |

Add Invoice

Invoice Service Dispatching **Invoice Cont.** Warranty Documents Notepad

Table1

| Code | Description | UserCreated | DateCreated | TimeCreated |
|------|-------------|-------------|-------------|-------------|
| | | | | |

Table2

| Code | Description | User Cre... | DateCreated | TimeCreated |
|------|-------------|-------------|-------------|-------------|
| | | | | |

Ship Method Carrier

Print Method Ship Via

☐ In Fulfillment
☐ Void
☐ Delivery Overridden
☐ Disable CTP Payment

Taxes

| Branch | Default | Cohens -PLAY | Tax Exempt 1 |
|--------|----------|-----------------------|---------------|
| Tax 2 | 99 | FT. DAVIS OUTSIDE | Tax Exempt 99 |
| | 2.5000 % | TTR Jurisdiction Code | Tax Exempt AL |

Invoice Cont. Warranty Documents Notepad

| Code | Description | User Cre... | DateCreated | TimeCreated |
|------|-------------|-------------|-------------|-------------|
| | | | | |

Ship Method Carrier

Print Method Ship Via

☐ In Fulfillment
☐ Void
☐ Delivery Overridden
☐ Disable CTP Payment

Taxes

| Branch | Default | Cohens -PLAY | Tax Exempt 1 |
|--------|----------|-----------------------|---------------|
| Tax 2 | 99 | FT. DAVIS OUTSIDE | Tax Exempt 99 |
| | 2.5000 % | TTR Jurisdiction Code | Tax Exempt AL |

Totals Invoice # 2009

| | INVOICE TOTALS | 99 TAXABLE | AL TAXABLE |
|------------------------------|----------------|------------|------------|
| Product Sales | | | |
| Parts Sales | | | |
| Labor | | | |
| Miscellaneous Charges | 199.00 | | |
| Warranty Sales | | | |
| TOTAL | 199.00 | | |
| + Calculated Tax | | | |
| + Tax Adjustments | | | |
| = Invoice Total | 199.00 | 2.500% | 4.000% |
| - Payments | | EXEMPT | |
| - A/R Payments | | | |
| - A/R Adjustments | | | |
| = Balance | 199.00 | | |

If Customer.Tax2Exempt or Invoice.Tax2Exempt is filled in, then it will override the Invoice.Tax2Code.

The image shows a sequence of three screenshots from the EPASS software interface, illustrating how a tax exemption is applied to a customer and then reflected on an invoice.

Top Left: Edit Customer 100020 Yates
This window shows the 'Credit' tab. The 'Tax Code' is set to 'BCP'. The 'Tax 2 Exempt' field is set to 'EXEMPT'. A red box highlights this field with the text: "Added 'EXEMPT' to the customer."

Top Right: Add Invoice
This window shows the 'Invoice Cont.' tab. The 'Tax 2' field is set to 'BCP'. The 'Tax Exempt 1' field is set to 'EXEMPT'. A red box highlights this field with the text: "'EXEMPT' is populated from the customer."

Bottom Left: Invoice # 503724637 - Yates, Jeannie - Review Model
This window shows the 'Model' tab. The 'Model' is 'YVWED8620HC'. The 'Tax' field is set to 'BCP'. A red box highlights this field with the text: "This indicates that the model is taxable."

Bottom Right: Totals Invoice # 503724637
This window shows the 'Totals' tab. The 'INVOICE TOTALS' are displayed. The 'BCP TAXABLE' amount is 1,668.97. The 'GST TAXABLE' amount is 1,668.97. The 'TOTAL' is 1,770.97. A red box highlights the 'TOTAL' with the text: "With the exemption, there is no tax 2 charged."

The bottom right window also shows the following summary:

| | |
|-------------------|--------|
| Minimum Deposit: | 929.76 |
| Deposit Received: | 0.00 |
| Deposit Required: | 929.76 |

Link TAX to Delivery/Pickup

When you fill in the Schedule Date or you change the Ship To address, the system will use the City Table based on the Ship To Zip Code to get the TaxCode.

When you fill in the Pick up Date, the system will revert back to using the TaxCode from the Terminal settings.

Avalera

This is a project we have been working on for a large portion of 2025. There are huge changes to EPASS to implement Avalera centering around every product and service must have a tax code and all taxes are calculated per item, not per invoice. In addition once completed Avalera will handle all tax reporting and auditing, EPASS will no longer be calculating the taxes itself, we will just be returned a tax amount.

Avalera clients will not use the OE-13 Tax Register for reporting taxes, it will be through Avalera. We do not have all the details on this component, but we will make more information available in the upcoming months.

Clients interested in Avalera Tax integration should reach out to us and we will connect you with the right people at Avalera.

How does it function:

Based on the Delivery or Pickup Address, Avalera returns the tax rate belonging to this address. Every invoice could potentially be different.

In the current beta testing we are using this tax rate to calculate taxes, but once the project is completed, as noted above, EPASS will no longer be calculating the taxes, Avalera will just return a value. EPASS will use this value to show the taxes and all reporting in EPASS will use the Avalera tax value.

As part of this, all invoices are written back to Avalera and they will be doing all the tax reporting.

We will have more information on the complete Avalera Tax integration in the upcoming months.

Tax Reports

The OE-13 Tax Register is the only report built into EPASS for reporting on taxes collected, but not the only report available in our repertoire. We also have Crystal Reports versions for special circumstances.

MTD Tax Register

Branch: [Text Box] All Records

Tax Code: [Text Box] All Records

Invoice Type: [Text Box] All Records

Date From: 2025-07-01

To: 2025-07-31

Detail or Summary: Summary

Process: Current

☐ Include Invoices With Tax Exempt #'s

OK Cancel

Here is what all the fields on the OE-13 Tax Register mean:

USA Tax Example with State & County taxes calculated separately
In this example Tax 2 is the County tax that varies and Tax 3 is the State tax that is always the same

OE-13

My Appliances

MTD Tax Register

Report by: Summary
Report period: From: Apr 1, 2020
Report Date: May 28, 2020

Print Invoices With Tax Exempt #'s: No
To: Apr 30, 2020 Invoice Type: All
System Date: May 28, 2020 System Time: 4:51 pm

Branch: All Records
Tax: All Records
Page: 1

Each Tax Code (county) / Percentage will be listed

Total Gross Sales including taxes

Total County level taxable sales

Total State level taxable sales

Total County Tax collected

Total State Tax collected

Tax 1 is no longer used

| Invoice # | Total | Taxable | Tax | Exempt | PST Taxable | PST Tax | PST Exempt | GST Taxable | GST Tax | GST Exempt |
|----------------------|-----------|---------|------|--------|-------------|---------|------------|-------------|----------|------------|
| Sub Total : BRE 1.10 | 21694.64 | 0.00 | 0.00 | | 19471.90 | 214.19 | | 19471.90 | 1168.31 | |
| Sub Total : EX 0.00 | 70477.40 | 0.00 | 0.00 | | 0.00 | 0.00 | | 0.00 | 0.00 | |
| Sub Total : LAK 1.05 | 20969.93 | 0.00 | 0.00 | | 16502.25 | 173.27 | | 16502.25 | 990.15 | |
| Sub Total : ORA 0.50 | 283175.47 | 0.00 | 0.00 | | 240559.66 | 1202.78 | | 240559.71 | 14433.57 | |
| Sub Total : POL 1.25 | 52174.73 | 0.00 | 0.00 | | 45127.84 | 564.10 | | 45127.84 | 2707.62 | |
| Sub Total : SEM 1.00 | 198850.61 | 0.00 | 0.00 | | 141255.98 | 1412.56 | | 141255.98 | 8475.35 | |
| MTD Totals : | 647342.78 | 0.00 | 0.00 | | 462917.63 | 3566.90 | | 462917.68 | 27775.00 | |
| Invoices Selected : | 1688 | | | | | | | | | |

NOTE: MTD Taxable Total does not include Taxable amount if Invoice Exempt

If you prefer and excel style report or your state has a combination of State/County taxes you may prefer to use the Tax Register in the on-line crystal reports.

No more re-typing. No more wasted effort.
Service requests from YOUR WEBSITE appear in ePASS, instantly!
Dispatches from ServiceBench appear in ePASS, instantly!

↔
↔
(YOUR WEBSITE)

SERVICE CALLS
JUST GOT EASIER.

COGS Analysis to Current Serial Cost
 This report compares the current cost of sold serial numbers against what the cost of the serial was when it was attached to the Invoice. Uses to find differences if serial costs have been changed after a cost of goods posting is done.

360 Incentives by Brand on Finished Invoices
 This Crystal Report generates a file as required by 360 Incentives for submitting Spiff claims based on Invoice Finish Date

360 Incentives by Supplier for Finished Invoices
 This report generates a file as required by 360 Incentives for submitting Spiff claims based on Invoice Finish Date

360 Incentives by Invoice Start Date
 This Crystal Report generates a file as required by 360 Incentives for submitting Spiff claims based on Invoice Start Date including product not shipped.

Miscellaneous Sales by GL Revenue Account
 This report will break out the Misc line sales by the GL Revenue account they go to to help balancing reports to the GL.

360 Incentives by Brand by Invoice Start Date
 This report generates a file as required by 360 Incentives for submitting Spiff claims based on Invoice Start Date

Tax Register with Totals by County and TaxCode
 This report will give separate totals by County and TaxCode. You must be filling in the County detail in the Tax table for this to accumulate properly.

ITEM INVENTORY
Dealers YTD Sales by Part NO
 This is designed for the Parts & Service clients. It tracks Item sales for a date range by either the Sold-To or Bill-To customer depending if the Sale is COD or Charge. It is meant to be run one ?customer? at a time to analyse their account.

In this version of the Tax Register you will see how each TaxCode is broken out including separating the tax collected into State/County & Other.

This requires that Tax 3 is the State Tax and the tax codes are setup as follows:

Review Tax 143 PRATTVILLE OUTSIDE ...

| | | |
|-------------------|----------------------------|--|
| Code | 143 | OK |
| Description | PRATTVILLE OUTSIDE AUTAUGA | |
| Percent | 2.000 | |
| G/L Account | 220000 | State Code AL |
| Maximum | 0.00 | <input type="checkbox"/> Max Per Piece |
| County | AUTAUGA | Percent 2.000 |
| Jurisdiction Code | AUTAUGA | |

8/19/2025

Tax Register from: 7/1/2025 to: 7/31/2025

| County | Code | Invoice | Non Tax Sls | Taxable Sls | Total Sls | Total Tax | State Tax | County Tax | Other Tax |
|---------------------|--------------------------------|---------|-------------|-------------|-----------|-----------|-----------|------------|-----------|
| Tax Code EX | % 0.00 | | 93.55 | 0.00 | 91.81 | 98.26 | 98.26 | 0.00 | 0.00 |
| | EXEMPT | | | | | | | %0.00 | %0.00 |
| County | | | 93.55 | 0.00 | 91.81 | 98.26 | 98.26 | 0.00 | 0.00 |
| Tax Code 143 | % 2.00 | | 89.90 | 89.98 | 78.49 | 98.61 | 55.60 | 43.01 | 0.00 |
| | PRATTVILLE OUTSIDE AUTAUGA | | | | | | | %2.00 | %0.00 |
| Tax Code 144 | % 5.50 | | 77.54 | 83.00 | 76.93 | 16.39 | 75.32 | 87.66 | 53.41 |
| | PRATTVILLE CITY LIMITS AUTAUGA | | | | | | | %2.00 | %3.50 |
| Tax Code 146 | % 5.50 | | 06.49 | 05.99 | 09.08 | 96.60 | 72.24 | 36.13 | 88.23 |
| | PRATTVILLE CITY LIMITS AUTAUGA | | | | | | | %2.00 | %3.50 |
| Tax Code 148 | % 2.00 | | 74.67 | 86.00 | 41.83 | 81.16 | 87.44 | 93.72 | 0.00 |
| | PRATTVILLE OUTSIDE AUTAUGA | | | | | | | %2.00 | %0.00 |
| Tax Code 175 | % 2.00 | | 29.00 | 0.00 | 29.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| | VERBENA IN/OUT MAP | | | | | | | %4.00 | %-2.00 |
| Tax Code 269 | % 2.00 | | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| | SELMA OUTSIDE | | | | | | | %2.00 | %0.00 |
| Tax Code 385 | % 4.25 | | 39.99 | 68.00 | 78.60 | 70.61 | 82.72 | 41.36 | 46.53 |
| | DEATSVILLE PJ MILLBROOK AUTAUG | | | | | | | %2.00 | %2.25 |