

# Sample Levels of Service for Retail Businesses

	Silver	Gold	Platinum
<b>QuickBooks Online Plus Subscription Included</b> (w/ wholesale billing)	(\$50 value)	(\$50 value)	(\$50 value)
<b>QuickBooks Payroll Included (up to _ employees)</b> (w/ wholesale billing)	10 (\$59 value)	20 (\$79 value)	30 (\$99 value)
<b>QBO Management and Maintenance</b>			
-Users (up to 5 with access-level controls)	★	★	★
-Customers and Vendors (including 1099 vendors)	★	★	★
-Chart of Accounts	★	★	★
-Locations	★	★	★
-Classes	★	★	★
-Budget(s)	★	★	★
-Daily Bank Transaction Import and Matching	★	★	★

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<b>Basic Bookkeeping Functions and Financial Reporting</b>			
-Capturing daily sales totals from POS/Merchant Processor	5 business days	within 72 hours	within 48 hours
-Creating electronic invoices	5 business days	within 72 hours	within 48 hours
-Capturing misc/admin/overhead deposits & expenses	5 business days	within 72 hours	within 48 hours
-Capturing and paying vendor bills	5 business days	within 72 hours	within 48 hours
-Capture Outside Event Sales (from Square, Inc.)	5 business days	within 72 hours	within 48 hours
-Process Event Vendor donations	5 business days	within 72 hours	within 48 hours
-Monthly account reconciliation	★	★	★
-Monthly Profit & Loss reports (by Location & Class)	★	★	★
-Quarterly Balance Sheets	★	★	★
-Budget vs. Actuals reports	★	★	★
-Ensure ease of Quarterly Estimates/Annual Tax Filing	★	★	★
<b>Sales Tax Functions</b>			
-Track sales tax within QBO (info from POS)		★	★
-Monthly State Sales Tax Filings		★	★
-Quarterly Local Sales Tax Filings		★	★

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<b>Payroll Functions</b>			
-Set up Employees (W-4s, etc.)	★	★	★
-Process Payroll (Direct Deposit and/or Checks)		★	★
-941/944 Filings and Payments		★	★
-Monitor EFTPS		★	★
-Annual State Withholding Filing		★	★
-State/Federal Unemployment Filings		★	★
-State Workers Compensation Filing		★	★
<b>Inventory Functions</b>			
-Product/Services items for separate Inventory system	★	★	★
-Any non-QBO Plus-integrated Inventory system			★
<b>MONTHLY LEVEL OF SERVICE AGREEMENT</b>	Call for Quote	Call for Quote (+\$25 for 10 addtl employees)	Call for Quote

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<b>ONE-TIME ONBOARDING FEE INCLUDES:</b>	Call for Quote	Call for Quote	Call for Quote
-Complete Reporting Infrastructure	★	★	★
-Functional Testing of all Integrations (POS, Inventory, Time Tracking)	★	★	★
-Initial Bank Transaction Import and Matching	★	★	★
-Assist Merchant Processor Setup	★	★	★
-Assist Sales Channel Setup	★	★	★
-Establish all State and Local Sales Tax Accounts		★	★
-Establish State and Federal Employer Tax Reporting Accounts (e.g. EFTPS)		★	★
-Establish State and Federal Unemployment Accounts		★	★
-Establish State Workers Compensation Account		★	★
-Direct Deposit Setup		★	★
-Process Definition Surrounding any non-QBO Plus-Integrated Inventory System			★
-As-Needed Support through Go Live	★	★	★