

GST • VAT

DOCUMENTATION · GETTING STARTED

Choose your type of business and country

Two answers shape your whole workspace: what you run decides which sections you see, and where you are sets your currency, tax, financial year and emergency numbers.

At a glance

- **One workspace runs one business** — an office, a hotel, a restaurant, or a hotel with a restaurant.
- **The type follows the pack you choose** when you create the workspace; you are not asked twice.
- **The country is asked once, inside**, on the Finish setting up form.
- **Country sets the money side**: currency, tax and its rates, financial year, date format and rounding.
- **It also keeps your emergency numbers free**, so no extension can ever take 112 or 911.

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1 The types of business

Filantis is one product that reshapes itself around the business using it. The type decides which section appears in your sidebar and what your customers are called everywhere.

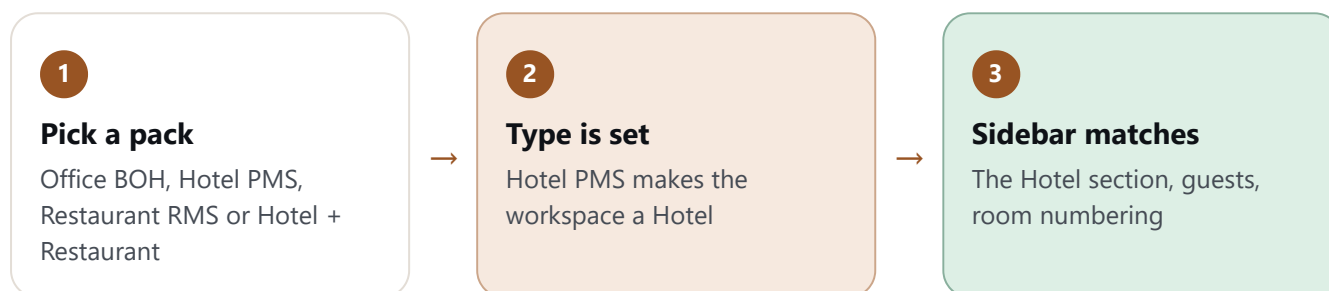
TYPE	WHAT IT GIVES YOU	CUSTOMERS START AS
■ Office	The phone system, with no vertical section — shops, clinics, agencies, any business	Customers
■ Hotel (rooms)	A Hotel section: front desk, rooms, bookings, housekeeping, folios	Guests
■ Restaurant (food, no rooms)	A Restaurant section: tables, orders, kitchen tickets, bills	Customers
■ Hotel & restaurant	Both sections in one workspace, on one set of accounts	Guests

School / College / University and **Hospital** are on the list as *launching soon*. Until they open, those businesses run as an Office.

Every type has the same phone system underneath. A hotel's room phones and a restaurant's order desk are extensions like any other.

2 How your type is set

You are never shown a "what kind of business are you?" question. On the sign-up page you pick a pack under **What do you run?**, and the type follows from it.



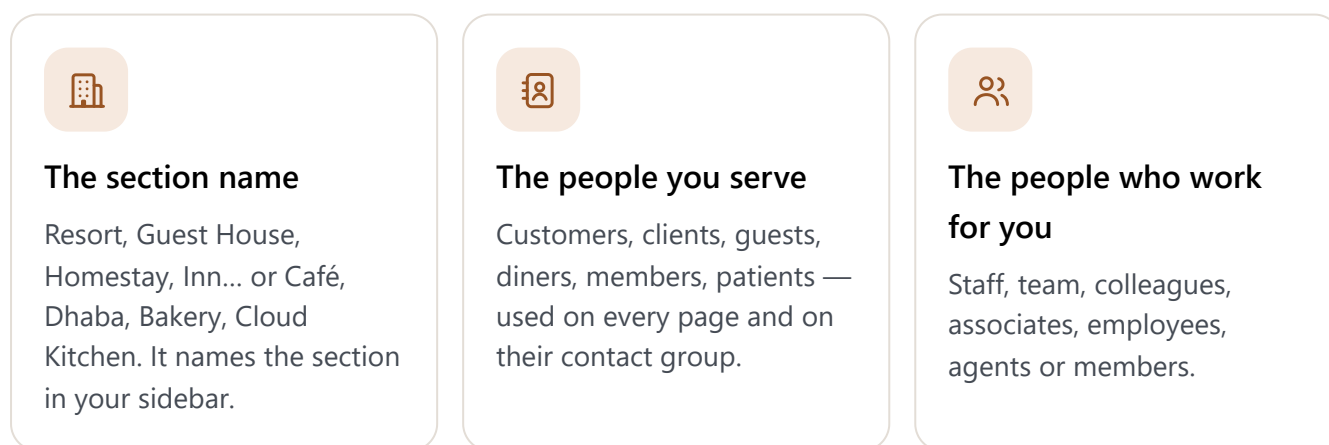
Buy the pack, get the business. No pack means an Office.

The same rule works later. Move a hotel to the **Hotel + Restaurant** pack on **Subscription** and the workspace becomes **Hotel & restaurant** — nothing you already run is taken away.

For a hotel, the type also shapes the numbering plan: blocks of extensions are kept for room phones, so each room phone can be numbered from its room number.

3 Call it what you call it

Your panel uses your words, not ours. Three of them are yours to choose:



The words for the people you serve and employ are asked on the **Finish setting up** form the first time you sign in. All three can be changed at any time — renaming a group keeps every contact in it.

4 Choose your country

The first time you sign in, the **Finish setting up** form asks for your **Country of business**.

- 1 Click the **Country of business** box and start typing — the list of every country narrows as you type.
- 2 In India, also choose your **State (GST registration)**. Your invoices need it for GST.
- 3 Check the **Timezone**. It moves to the country's main zone by itself; change it if you are in another one.
- 4 Click **Save and start**.

1. Your business

Business name

Acme Residency

Country of business

India

Sets your currency, tax, financial year, date format — and the emergency numbers your phones keep free.

State (GST registration)

27 – Maharashtra

Timezone

Asia/Kolkata

Save and start

5 What the country sets

One answer fills in a page of settings an accountant would otherwise have to walk you through:



Currency

The money every invoice, bill and report is kept in.



Tax and its rates

GST, VAT or sales tax, with the country's usual rates ready to pick.



Financial year

April to March, January to December, or July to June.



Dates, time and rounding

Day or month first, 12 or 24 hour, and how totals round.

A few of the countries with a ready-made setup:

COUNTRY	CURRENCY	TAX AND STARTING RATES	FINANCIAL YEAR	DATES
India	INR	GST — 0%, 5%, 18%, 40%	Apr–Mar	day-month-year
United States	USD	Sales tax — you add your own rates	Jan–Dec	month-day-year
United Kingdom	GBP	VAT — 20%, 5%, 0%	Apr–Mar	day-month-year
Ireland	EUR	VAT — 23%, 13.5%, 9%, 0%	Jan–Dec	day-month-year
United Arab Emirates	AED	VAT — 5%, 0%	Jan–Dec	day-month-year
Germany	EUR	MwSt — 19%, 7%, 0%	Jan–Dec	day-month-year
France	EUR	TVA — 20%, 10%, 5.5%, 2.1%	Jan–Dec	day-month-year
Australia	AUD	GST — 10%, GST-free	Jul–Jun	day-month-year

Italy, Spain, Portugal, Greece, the Netherlands, Austria, Switzerland and Croatia have their own setups too. Any other country starts on the United States defaults — US dollars, sales tax, a January–December year — which you then adjust on **Appearance**.

The rates are a starting list, not a tax ruling. Add, rename or remove rates to match what you actually charge — see your accountant if you are unsure which apply.

6 Emergency numbers

The country also tells the phone system which numbers must **always** reach help. They are held back from your numbering plan, so no employee, room or call menu can be given one.

IN India 112 · 100 · 101 · 102 · 108	US United States 911 · 988	GB United Kingdom 999 · 112 · 101 · 111
AE UAE 999 · 998 · 997	AU Australia 000 · 112 · 106	Elsewhere ... 112 at the least

A guest in room 112 would be a problem. Filantis makes sure that room phone gets a different extension.

Keeping a number free is not the same as connecting it. Emergency calls leave through your carrier, so check with them that your [SIP trunk](#) carries emergency calls from your address.

7 Change it later

Both answers live on **Tune up** → **Appearance**, and an admin can change them there.

CARD ON APPEARANCE	WHAT YOU CAN CHANGE	BUTTON
Your business	Business type, <i>What you call it</i> , and your words for customers and suppliers	Save business
Country of business	Country and, in India, the state of GST registration	Apply country settings

Settle the country before your first invoice. Once an invoice has been issued, the tax regime, the financial year and the rates stay as they are — your books must not change shape halfway through a year.

A type only shows its section when the matching pack is on your subscription. To add rooms or a restaurant to a workspace, add the pack — see [Plans, upgrades and your bill](#).

8 Questions

- We are a hotel with a restaurant. One workspace or two?

One. Choose **Hotel & restaurant**: both sections share one set of guests, one set of accounts and one phone system, so a dinner can be charged to a room.

- We run a clinic, a school or a shop. Which type?

Office. You get the full phone system, contacts and — with the accounting module — invoices and stock. Change the word for the people you serve to patients, students or customers.

- My country is not in the table.

Pick it anyway — every country is on the list. You start on the US defaults; then set your own currency, tax and financial year on **Appearance** before you raise an invoice.

- We have branches in two countries.

A workspace keeps its books in one country's currency and tax. Use the country your business is registered in; branches abroad can still be extensions on the same phone system.

- Does the country change what I pay for Filantis?

No. This is the country of *your* business's books. Your own Filantis bill is in rupees for Indian customers and US dollars elsewhere.

Software that already knows your trade

A hotel sees rooms and guests; a restaurant sees tables and tickets; an office sees neither. And wherever you are, the tax, the financial year and the emergency numbers are right from the first day.

Your trade

Office, hotel, restaurant
— or both.

Your country

Currency, tax and year set
for you.

Your words

Guests, diners, clients,
patients.

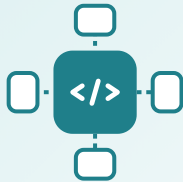
[Create my free workspace](#)

[Why Filantis](#)

What to do next

With the business described, bring in the people: [Add your staff and departments](#). Then [make your first call](#).

FILANTIS DEVELOPERS



Need it to work your way?

Certified Filantis developers build custom reports, integrations with your other software, and plugins made for your business. Tell us what you need and get a quote.

[Request custom work](#)

[Meet Filantis Developers](#)

Latest version: filantis.com/docs/business-type-and-country/

Questions? hello@filantis.com



Phone system, team and accounts — in one place.

Filantis runs the calls, the staff register, the invoices and the front desk of your business, on any phone and any device.

Start free

A free plan, not a trial.
filantis.com

Every guide

Step by step, for every screen.
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Custom work

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