Infor CloudSuite Business and Infor Service Management
Tax System Interface Configuration Guide

Important Notices

Trademark Acknowledgements

Publication Information

Release: Infor Service Management 5.00; Infor CloudSuite Business 9.00

Publication date: May 10, 2016

Contents

About this guide

This guide provides information for the Tax System Interface, which can be set up in Infor Service Management or Infor CloudSuite Business. This guide describes the supported tax systems and the setup process for each.

Intended audience

This guide is for Tax System Interface customers. Before you read this guide, you must be familiar with the other guides listed in “Related Documents.”

Organization

This table shows the chapters of the guide:

Section	**Description**
About the Tax System Interface	Briefly explains the interface and lists supported products.
Vertex Setup	Explains the Vertex tax system setup.
Taxware Setup	Explains the Taxware tax system setup.
Taxware Enterprise Setup	Explains the Taxware Enterprise tax system setup.
Avalara AvaTax Setup	Explains the Avalara AvaTax tax system setup
Using the Tax Interface	Describes the Tax Register Posting Utility and the information sent in the interface.

Related documents

You can find the documents in the product documentation section of the Infor Xtreme Support portal, as described in "Contacting Infor" on page 6.

Infor Service Management:

- *Infor Service Management Installation Guide*
- *Infor Service Management System Administration Guide*

Infor CloudSuite Business:

- *Infor CloudSuite Business Installation Guide*
- *Infor CloudSuite Business System Administration Guide*

Contacting Infor

If you have questions about Infor products, go to the Infor Xtreme Support portal at www.infor.com/inforxtreme.

If we update this document after the product release, we will post the new version on this Web site. We recommend that you check this Web site periodically for updated documentation.

If you have comments about Infor documentation, contact documentation@infor.com.

Chapter 1 About the Tax System Interface

1

The Tax System Interface is used by customers who require external taxing software to handle the computing of sales tax. Currently the Tax System Interface supports the following products:

- Vertex Sales Tax Q Series version 4.1
- Taxware Sales/Use Tax System version 3.30
- Taxware Enterprise
- Avalara AvaTax

Note 1: If you use the Tax System Interface with the Taxware option, be aware that Taxware currently does not support Microsoft Windows 2012 or Microsoft SQL 2012, so the machines on which you install Infor CloudSuite cannot run those versions.

Note 2: Avalara AvaTax is the only tax system that is supported in a multi-tenant cloud implementation of Infor CloudSuite Business.

Note 3: For AvaTax users, tax credits cannot be applied to consolidated invoices using the Tax Interface Tax Credit form.

The Tax System interface is built into the Infor Service Management product. It is installed as an optional module and separately licensed in Infor CloudSuite Business. For more information, see the appropriate installation and/or licensing guides.

Use this document to set up your system to work with one of these products.

Chapter 2 Vertex Setup

2

The Vertex Quantum for Sales and Use Tax products to which Infor provides interfaces use either SQL or ISAM databases. These databases are accessed directly through network shares. Most users put these files on a Windows Network Server and share the folder where they are located and then map that as the V: drive. Follow the instructions in your Vertex software documentation to install it on your server.

Vertex Using SQL

For SQL databases, follow the normal installation of Vertex.

The Tax System Interface relies on Windows Authentication, so the domain user associated with the SQL service must be granted full access to the Vertex tables and stored procedures.

The Vertex interface calls DLL files that are supplied by Vertex. These DLL files must be installed on the SQL database server. This is handled through the standard Vertex QSUT installation.

On the SQL database server, ensure that the SQL DLLs are added into the system path. The DLLs are installed into this folder:

C:\program files\Vertex\QSUT\utils

NOTE: It is very important to test the Quantum lookup program to ensure that it can connect to the Vertex databases.

Vertex Using ISAM

The ISAM version of Vertex is a set of files that contain taxing information. When you set up this version of Vertex, make sure the ISAM files are placed in a folder that can be accessed by the back office SQL server. Place these files directly on the SQL server and create a share to that folder. Follow the instructions in your Vertex software documentation to install it on your server.

NOTE: If the files are placed on a server other than the SQL database server, ensure that the folder is accessible from the SQL server as the SQL server's service configured user.

Back Office Client Setup

Several parameters must be configured in the Infor CloudSuite or Service Management application after the server is configured.

To begin using the interface:

1. If you installed this interface for use with Infor CloudSuite, apply the Infor CloudSuiteTax license in the **License Management** form, and enable the Infor CloudSuiteTax module in the **Optional Modules** form. This step does not apply to Service Management.
2. Open the **Tax Interface Parameters** form, found in the Tax Interface menu of the Explorer, and set these parameters:
   - Set the Tax System to **Vertex** on the General tab.
   - For ISAM databases, set all the DB directories to the network share that you set up when you installed the Quantum for Sales and Use Tax Software. This can be a mapped drive or a UNC path (in the format *servername**sharename*).
   - For SQL databases, specify the Datasource and ServerName as you enter it in the Lookup utility to get to the Vertex databases. Usually, the Datasource is **Vertex.dbo** if Vertex is the name of your database, and the ServerName is the name of the ODBC connection that you specified on the database server.
   - You can also optionally specify a SQL user name and password for the Vertex DLLs to use to connect to the Vertex database. If this information is not specified, the Vertex DLLs connect as the domain user under which the SQL service is running.
   - Specify the Company Code and Division Code that you use in the Vertex software.
   - For assistance in setting the rest of the parameters, see the online help topic “Setting up a Vertex Tax Interface.”

Chapter 3 Taxware Setup

3

The Tax System Interface to the Taxware Sales & Use / WorldTax product uses databases that are accessed via Windows DLL function calls. Follow the instructions with your Taxware software to install both Sales & Use and WorldTax (if necessary), as well as Taxware's UTL product on your server. The UTL product is required for accessing Taxware functions from other systems, such as this interface.

To begin using the interface:

1 If you installed this interface for use with Infor CloudSuite, apply the Infor CloudSuiteTax license in the **License Management** form, and enable the Infor CloudSuiteTax module in the **Optional Modules** form. This step does not apply to Service Management.

2 Set up the database server. The Taxware interface uses a set of DLL files that are supplied by Taxware. Run the Taxware client setup on the SQL database server to install these DLL files on the server. For more information, see the Taxware documentation.

3 Configure parameters in the application. Open the **Tax Interface Parameters** form, found in the Tax Interface menu of the Explorer, and set these parameters:

   - Set the Tax System to **Taxware** on the General tab.
   - Specify the Company Code and Division Code that you use in the Taxware software.
   - For assistance in setting the rest of the parameters, see the online help topic "Setting up an Taxware Tax Interface."

Chapter 4 Taxware Enterprise System

4

NOTE: Currently the Taxware Enterprise interface applies only to Infor SyteLine and not to Infor Service Management.

The Taxware Enterprise Webservice is a hosted solution, which means a copy of the Taxware Enterprise software is not installed on the local network. However, the interface between Infor CloudSuite and Taxware Enterprise must be installed and configured in order for Taxware Enterprise to communicate successfully with Infor CloudSuite.

To install and configure the interface:

1 Taxware requires additional security certificates to be installed on the system. Work with Taxware support to set up and configure the Taxware Enterprise certificates on a Web server that is visible to the SQL server. This server is likely to be your Infor CloudSuite utility server.

2 Use the Configuration Wizard to install and configure the Tax Interface (SSVTXWeb) Web Service on the same server as the certificates. If the certificates were installed to a location other than the root of the C drive, edit the **web.config** file of the Web service to point to the location of the configuration directory, as shown in this example:

```
<appSettings>
        <add key="InputXmlFile" value="calculateDocumentRequest.xml"/>
        <add key="SmokeTestXMLFolder" value="SmokeTestXML"/>
        <add key="ConfigurationDirectory"
value="C:\web_Services_.Net_client_V1.0.3\WebServicesNetClient\Configuration"/>
        <add key="Debug" value="true"/>
        <add key="XMLLogging" value="true"/>
</appSettings>
```

3 Start Infor CloudSuite. Apply the Infor CloudSuiteTax license in the **License Management** form, and enable the Infor CloudSuiteTax module in the **Optional Modules** form.

4 Open the **Tax Interface Parameters** form, found in the Tax Interface menu of the Explorer, and set these parameters in the General tab:

- **Tax System:** Specify **Taxware Enterprise**.
- **Company Code:** Specify the code provided by Taxware for this site.
- **Division Code:** Skip this field, which is not used in Taxware Enterprise.
- For assistance in setting the rest of the parameters, see the online help topic “Setting up a Taxware Enterprise Tax Interface.”

Chapter 5 Avalara AvaTax Setup

5

The Avalara AvaTax Webservice is a hosted solution, which means a copy of AvaTax software is not installed on the local network. However, the interface between Infor CloudSuite or Service Management and AvaTax must be installed and configured in order for AvaTax to communicate successfully with the Infor CloudSuite or Service Management application.

To start using the interface:

1. If you installed this interface for use with Infor CloudSuite, apply the Infor CloudSuiteTax license in the **License Management** form, and enable the Infor CloudSuiteTax module in the **Optional Modules** form. This step does not apply to Service Management.
2. Use the Configuration Wizard to install and configure the Tax Interface (SSAVATaxSvs) web service. The URL in the **Tax Interface Parameters** form points to the utility server where the Tax Interface web service is running.

   The **web.config** file on that utility server contains the connection string https://development.avalara.net. If Avalara later changes this URL, you will need to change the URL in the web.config file.

   Note: For cloud environments with Avalara, verify that this step was performed by the Infor Cloud team.
3. Open the **Tax Interface Parameters** form, found in the Tax Interface menu of the Explorer, and set these parameters in the General tab:
   - **Tax System:** Specify **AvaTax**.
   - **Company Code:** Specify the code that you that you set up in AvaTax for this site.
   - **Division Code:** Skip this field, which is not used in AvaTax.
   - For assistance in setting the rest of the parameters, see the online help topic “Setting up an AvaTax Tax Interface.”

Chapter 6 Using the Tax Interface

6

Tax Register Posting Utility

The **Tax Register Posting** utility uses data that is collected during order invoicing to post tax data to the tax software.

Set up this utility to run on a regular basis. If possible, run it at least once a day to prevent data synchronization issues. For instance, if a customer order invoice is processed and an exemption is created or rates are altered without having run the Tax Register Posting utility, the tax information must be manually manipulated and fixed.

If this utility is not run, the tax information previously sent to the tax system is not committed.

To set up the utility to run as a background process:

1 In the utility form, clear the starting and ending dates of the register, so that all invoices, regardless of process date, are considered.

2 Select **Actions > Background**. Specify how often to run the utility. For more information, see the online help for the **Background Queue** form.

3 The utility task (Taskname = TaxInterfacePostRegister) is displayed on the **Active Background Tasks** form.

Tax Interface Vertex Transaction Types Override

Use the **Tax Interface Vertex Transaction Types Overrides** form to override the standard tax interface transaction type. This form is used only for the Vertex Tax Interface. It is useful if, for example, you have a Miscellaneous code that must be treated as Property and another that must be treated as Services.

What Information Does the Interface Send to the Taxing Software?

Any order, RMA, invoice, credit memo or other information where the first tax code is set to **EXTRNL** is sent to the interface. (For compatibility with older versions of this interface, a tax code of **VERTEX** also causes taxes to be processed by the interface.)

The Tax System Interface sends the following information:

- Customer information: The interface sends this information from the **Customer Ship To** record: Customer Number, City, State, Zip, County
- Warehouse Information: If the warehouse can be determined, the City, State, Zip, and County of the warehouse is sent, as well as the Warehouse Code. If the warehouse is not available, the address information from the **General Parameters** form is sent.
- Item Information: Either Item or Product Code is sent based on the **Send for Product** field in the **Tax Interface Parameters** form.
- Freight Charges: Freight is passed into your external tax system with the Freight flag set and the Item Number set to **FREIGHT**.
- Miscellaneous Charges: These charges are sent with a special flag set and the Item Number set to **MISC CHARGE**.