Infor SyteLine Tax System Interface Configuration Guide

Release 9.01.x

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Contents

About this guide

This guide provides information for the Tax System Interface, which can be set up in Infor SyteLine. This guide describes the supported tax systems and the setup process.

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 on page 5.

Organization

This table shows the chapters of the guide:

Chapter	Contents
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 set-up.
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

These documents are located in the product documentation section of the Infor Support Portal site for Infor SyteLine:

- *Infor SyteLine Installation Guide*
- *Infor SyteLine System Administration Guide*

Contacting Infor

If you have questions about Infor products, go to Infor Concierge at https://concierge.infor.com/ and create a support incident.

The latest documentation is available from docs.infor.com or from the Infor Support Portal. To access documentation on the Infor Support Portal, select **Search > Browse Documentation**. We recommend that you check this portal periodically for updated documentation.

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Chapter 1: About the Tax System Interface

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 these products:

- Vertex Sales Tax Q Series version 4.1
- Vertex Indirect Tax O Series version 7.0
- Taxware Sales/Use Tax System version 3.30
- Taxware Enterprise
- Avalara AvaTax

The interface is installed as an optional module and licensed separately. For more information, see the appropriate installation and licensing guides.

Note:

- Avalara AvaTax is the only tax system that is supported in a multi-tenant cloud implementation of SyteLine.
- For AvaTax users, tax credits cannot be applied to consolidated invoices using the **Tax Interface Tax Credit** form.

Chapter 2: Vertex setup

The Vertex Sales Tax Q Series or the Vertex Indirect Tax O Series can be used with Infor SyteLine.

Vertex Q Series

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, 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 Q using SQL

For SQL databases, follow the normal installation of Vertex.

The Tax System Interface relies on Windows Authentication. 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 to the system path. The DLLs are installed to this folder: `C:\program files\Vertex\QSUT\utils`.

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

Vertex Q 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.

Vertex Q back office client setup for Vertex

Several parameters must be configured in the SyteLineapplication after the server is configured. To begin using the interface, follow these steps:

1. Check the **License Management** form to verify that your license includes the TaxInterface module.
2. Enable the **`TaxInterface`** module in the **Optional Modules** form.
3. Open the **Tax Interface Parameters** form in the **Tax Interface** menu of the Explorer. Set these parameters:
   - On the **General** tab, set the **Tax System** to **`Vertex Q`**.
   - Specify the **Company Code** and **Division Code** that you use in the Vertex software.
   - For assistance with setting the remaining parameters, see Setting up a Vertex Tax Interface in the online help.

Setting up the Vertex O Series

To set up the Vertex Indirect Tax O Series with SyteLine, follow these steps:

1. Install the Vertex O Series according to the instructions provided with the product.
2. Apply the TaxInterface license in the **License Management** form and enable the TaxInterface module in the **Optional Modules** form.
3. Open the **Tax Interface Parameters** form in the **Tax Interface** menu of the Explorer. Specify the credentials provided to access the Vertex web services and to call the Vertex software. Relay web services in the back office call the external Vertex O web services to retrieve taxes and addresses.
4. For assistance with setting the remaining parameters, see Setting up a Vertex Tax Interface in the online help.

Chapter 3: Taxware setup

The Tax System Interface to the Taxware Sales & Use/WorldTax product uses databases that are accessed through Windows DLL function calls. Follow the instructions with your Taxware software to install both Sales & Use and WorldTax (if necessary), and 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, follow these steps:

1. If you installed this interface for use with SyteLine, check the **License Management** form to verify that your license includes the TaxInterface module.
2. Enable the TaxInterface module in the **Optional Modules** form.
3. 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.
4. Configure parameters in the application. Open the **Tax Interface Parameters** form in the **Tax Interface** menu of the Explorer. Set these parameters:
   - On the **General** tab, set the **Tax System** to **`Taxware`**.
   - Specify the **Company Code** and **Division Code** that you use in the Taxware software.
   - For assistance with setting the remaining parameters, see Setting up a Taxware Tax Interface in the online help.

Chapter 4: Taxware Enterprise setup

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 SyteLine and Taxware Enterprise must be installed and configured in order for Taxware Enterprise to communicate with SyteLine.

To install and configure the interface, follow these steps:

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 SyteLine utility server.
2. During the SyteLine installation process, 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_Ser
vices_.Net_client_V1.0.3\WebServicesNetClient\Configuration"/>
<add key="Debug" value="true"/>
<add key="XMLLogging" value="true"/>
</appSettings>
```

3. Start SyteLine. Apply the TaxInterface license in the **License Management** form and enable the Infor TaxInterface module in the **Optional Modules** form.
4. Open the **Tax Interface Parameters** form in the **Tax Interface** menu of the Explorer. On the **General** tab, specify this information:

   Tax System
   Specify **`Taxware Enterprise`**.

   Company Code
   Specify the code provided by Taxware for this site.

   Division Code
   This field is not used in Taxware Enterprise.

   For assistance with setting the remaining parameters, see Setting up a Taxware Enterprise Tax Interface in the online help.

Chapter 5: Avalara AvaTax setup

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

To install and configure the interface, follow these steps:

1 Apply the TaxInterface license in the **License Management** form and enable the TaxInterface module in the **Optional Modules** form.

Note: Steps 2 and 3 assume that you are using one utility (or web) server and that you require a test and a live configuration.

2 During the SyteLine installation process, install and configure the web service for the test environment. The web.config file on that utility server contains the connection string `https://development.avalara.net`. If Avalara changes this URL, you must change the URL in the web.config file.

3 Install a second instance of the web service for your live environment. This time, you must update the connection string in the web.config file to `https://avatax.avalara.net`. If Avalara changes this URL, you must again change the URL in the web.config file.

Note: For cloud environments with Avalara, verify that steps 2 and 3 were performed by the Infor Cloud team.

4 Open the **Tax Interface Parameters** form in the **Tax Interface** menu of the Explorer. On the **General** tab, specify this information:

Tax System
Specify **`AvaTax`**.

Company Code
Specify the code that you set up in AvaTax for this site.

Division Code
This field is not used in AvaTax.

For assistance with setting the remaining parameters, see Setting Up an AvaTax Tax Interface in the online help.

Note: On the **AvaTax Parameters** tab, in the **URL** field, you must specify the web address of the Tax Interface Web Service.

Chapter 6: Using the tax system interface

This information applies to the use of the tax interfaces after they are configured. See the online help for additional information.

Using the 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 each day to prevent data synchronization issues. For example, if a customer order invoice is processed and an exemption is created or rates are altered, but you have not run the utility, then the tax information would need to be fixed manually.

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

To set up the utility to run as a background process, follow these steps:

1. In the **Tax Register Posting** utility form, clear the starting and ending dates of the register, so that all invoices are considered, regardless of process date.
2. Select **Actions > Background**.
3. Specify how often to run the utility. For more information, see the online help for the **Background Queue** form.

When the utility is run, the utility task (Taskname = TaxInterfacePostRegister) is displayed on the **Active Background Tasks** form.

Overriding tax interface transaction types for Vertex

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, for example,if you have a miscellaneous code that must be treated as Property and another that must be treated as Services.

Information sent 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 this information:

- Customer information: The interface sends this information from the **Customer Ship To** record: customer number, city, state or province, zip code, and 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 the item ID or the 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** field set to **`FREIGHT`**.
- Miscellaneous charges: These charges are sent with a special flag set and the **Item Number** field set to **`MISC CHARGE`**.