

Infor FACTS Sales Tax

Powered by **AvaTax**[™]

AvaTax Connector

FACTS 7.7 – 9.3

Quick User Reference

Version 9.3.D – May 2022

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INTRODUCTION

The **FACTS AvaTax Connector** links your organization to Avalara's cloud-based sales tax software with real time access to their service to provide a continually updated, accurate and comprehensive solution. It gathers all relevant information required and sends a secured request via the internet to the Avalara servers. In the wink of an eye, the response is returned with the calculated tax.

By this time, your company's team has worked with your Infor partner to configure the connector to work with your business flow. For the most part, the connector works unobtrusively in the background so that the impact to you will be minimal. This Quick User Reference is a companion to the master documentation to help those who work with FACTS on a daily basis be familiar with what you'll see and how to interact with a few changes and new questions. It is divided into the following four sections:

Address Verification

Customer / Ship-To setup

Item Setup

Customer / Item exceptions

The Importance of Address Verification

The cornerstone of accurate sales tax calculation is determining exact locations for both origin and destination. Every address in your FACTS system has already gone through the verification process and reformatted to meet United States Postal Service guidelines. Note the lack of punctuation such as periods and the abbreviation of words like "Street" and "East" in the example below. Avalara then "Geolocates" the corrected address to coordinates of latitude and longitude to deliver rooftop accuracy anywhere in the United States and Canada.

The verification process is activated whenever a new permanent or temporary address is created or edited throughout the FACTS system. While not every address is tax related, we apply this for system consistency and eliminating "Address Correction Charges" by carriers like UPS and FEDEX.

You are then presented with the dialog found in Figure 1 below. Click "Accept" or use the keyboard shortcut ALT + A to proceed. We provide the ability to ignore the correction, but that is not advised. We log the response by user, terminal, program, date and time to keep track of uncorrected addresses.

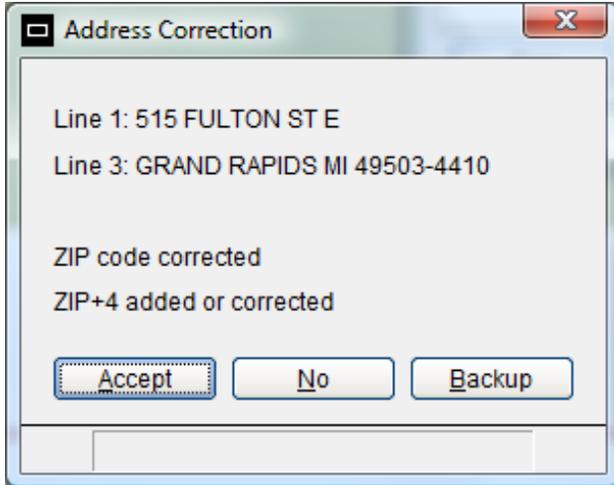


Figure 1. Address Verification Dialog

Handing Challenging Situations

The connector provides three different ways to solve challenging situations such as construction sites where the address has not yet been established or for locations like an oil derrick where a street address is not assigned. In isolated cases, an otherwise correct address will fail validation for no apparent reason.

General Delivery

This first approach works well for construction sites. Fill in the City, State, Zip and include the text "General Delivery" at the end of either Address 1 or Address 2. Understand this is intended to be used as a temporary method until the address has been established as it provides a less accurate calculation based upon a five digit zip code alone.

Geolocation

Sometimes a "General Delivery" calculation may include a nearby city tax that should not be charged for this location. For absolute accuracy, make an entry in the Customer/Item Configuration discussed in the last section. Enter the latitude and longitude coordinates of the customer or ship-to site which will override any address information. Google Maps can provide this information for you. **Note: Geolocation available for versions 9.1 and later.**

Force Entry

We have encountered rare instances where the address as provided by the USPS fails validation even though it truly works for mail, deliveries, etc. The solution is to carefully enter the address into the Address Verification F/M found on the TX menu. Manual entry here will bypass the validation process. This area is normally used by the system to cache addresses to minimize network traffic and Avalara fees. We revalidate addresses every six months. **Caution: What you enter here will be used even if it is not valid.**

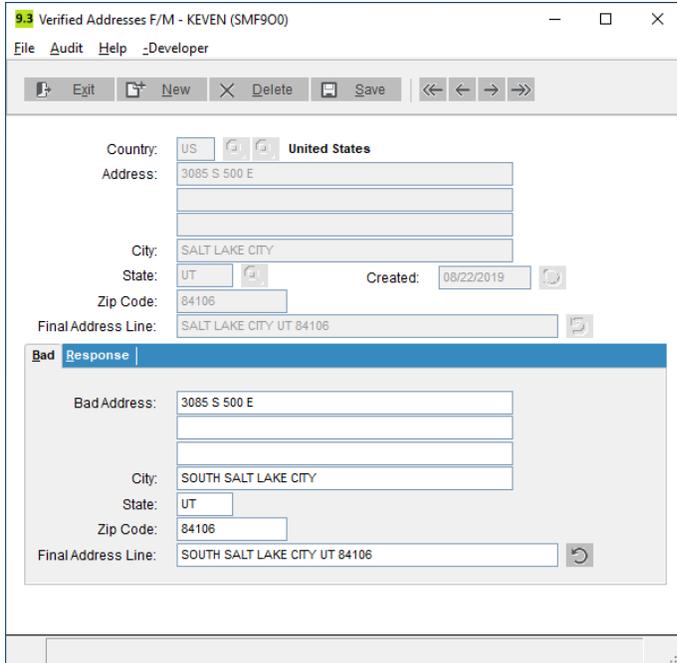


Figure 2. Verified Addresses F/M

Customer / Ship-To Setup

The two tax related setup fields found on the Accounting tab continue to play a role even though they may not be involved with tax calculations.

Tax Code

While no longer used for tax calculations, the tax code remains a required field and continues to determine posting to the General Ledger. Most companies use a single code for each state for accounting controls.

Tax Rate

If Exemption Certificate Management is not used, the flag will continue to serve its original function. Select "X" to denote exemption from sales tax.

If Exemption Certificate Management is used, setting the flag to "X" will automatically upload information for new customers to the Exemption Certificate Management portal. **Note: The actual determination of tax exemption will be evaluated by Avalara for the presence of a valid certificate on the Exemption Certificate Management portal for that customer. The certificate may either be manually uploaded or automated through the use of a campaign.**

Item Setup

The "Taxable" check box found on the Sales tab in Item F/M is ignored by the connector

Initially, all items are assumed to be taxable. Since sales tax laws for items vary widely by jurisdiction, Avalara has created item level tax codes to navigate these complicated questions. It controls whether or not the item is taxable in that jurisdiction or determines the exact rate at which it is to be taxed. There is a new field called Tax Code for that purpose that includes a search for valid values. Consult your Avalara representative for assistance choosing the appropriate value. **Note: it is not required for every item to have a code selected and intended to address exceptions you encounter.**

There is an identical Tax Code field found in Item Class F/M to streamline entry for a group of like items. Similarly, entry is optional and if records exist at both the Item Class and Item level, the Item based tax code will take precedence.

Customer/Item Configuration

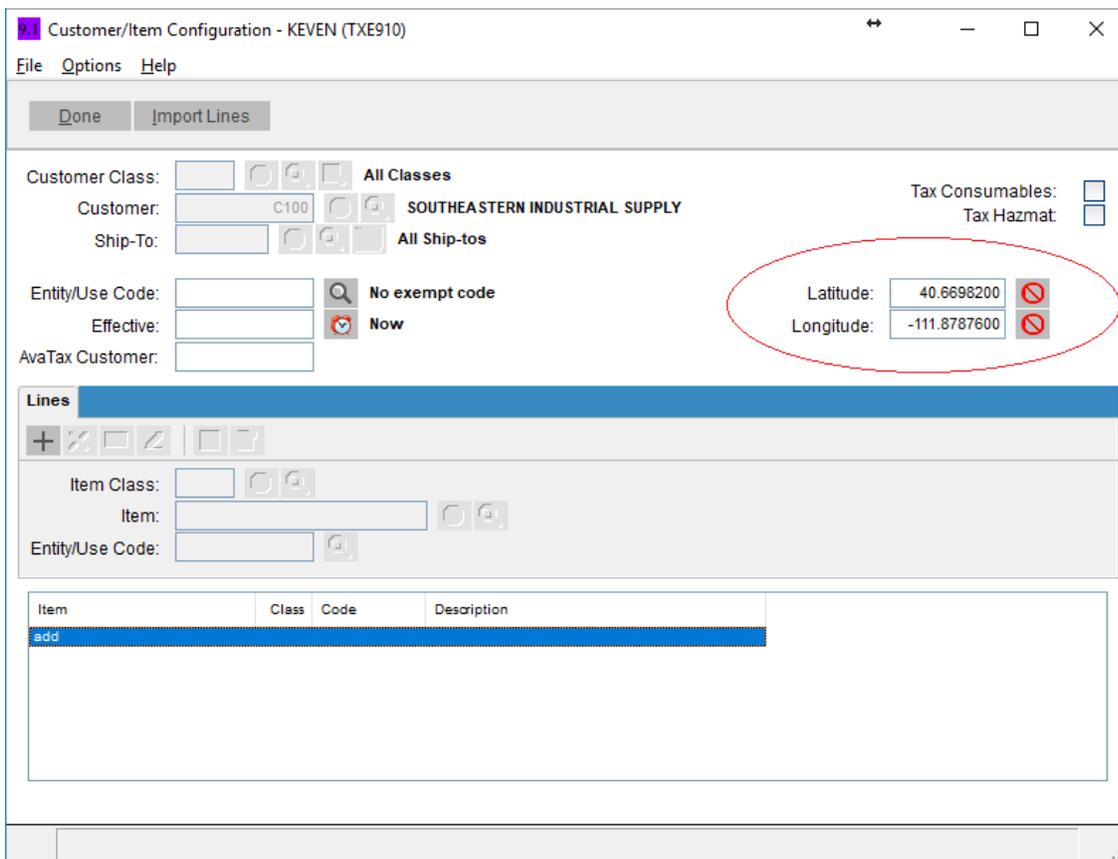


Figure 3. Customer/Item Configuration

This configuration controls entity/use code exceptions for customers at the item level. It can be set at a customer class level or may be specific to a customer or a customer/ship-to combination. A customer may fit into one entity code for most items while having a different code for a particular item or group of items such as tools or consumables. They can either be non-taxable or taxable exceptions. The "Import" button allows for setting up a new entry by

using an existing record’s configuration. The lines are imported and will replace any matching items.

This program is also used to specify latitude and longitude coordinates for rural areas and construction sites where address verification is unavailable and overridden. **Note: Import button functionality available beginning with 7.9 and Lat/Long geolocation at 9.1.**

Customer/Item Configuration Field Definitions

Field Name	Definition	Valid Values
Customer Class	FACTS customer class	Any Customer class, F1- All classes, F2-Class Search, F3-Record Search
Customer	FACTS customer	Any Customer
Ship-To	FACTS Ship-To	Any Ship-to
Entity/Use Code	Avalara code	Any Avalara Entity/Use code
AvaTax Customer Number	Avalara assigned number	Used if FACTS customer code changes after getting uploaded to Avalara.
Effective Date	Beginning date for using this exception record	Any date expression F1 = Today
Tax Consumables	Determines whether items flagged as consumables are always taxed	Default = unchecked
Item Class	FACTS Item Class	Any item class
Item	FACTS Item	Any item
Entity/Use Code	Avalara code	Any Avalara Entity/Use code
Latitude	Degrees of latitude	Optional entry overrides address
Longitude	Degrees of longitude	Optional entry overrides address