



**SAGE500 – EXACTOR
SALES TAX COMPLIANCE MODULE:
INSTALLATION & USER GUIDE**

**(JULY, 2013)
CONFIDENTIAL**

TABLE OF CONTENTS

TABLE OF CONTENTS II
FINANCIAL SYSTEMS – SAGE500 2
 Description..... 2
 Installation Files 2
 Installing the Plug-In 2
 Information Required For The Installation Process..... 2
 Uninstalling the Plug-In..... 8
 Setting Up Your Account Information 10
 Deactivate SAGE-500 Internal Sales Tax Module..... 11
 Product Mapping 12
 Creating Personal Exemptions..... 13
 Creating An Invoice / Sales Order..... 14
 Committed Transaction and Calculation Only Transactions 14
 Processing the Invoice / Credit Memo / Sales Order 14
 Tracking The Taxes 15
 Error Messages 16

FINANCIAL SYSTEMS – SAGE500

DESCRIPTION

The Exactor SAGE-500 Sales Tax Compliance Service module was developed to enable businesses to incorporate accurate tax calculations from within their SAGE500 ("SAGE500") invoice and sales orders, and benefit from a fully automated, end-to-end sales tax compliance service, including generating and filing of tax returns. Once installed, the user does not need to perform any additional functions to obtain sales taxes. The taxes will be calculated and seamlessly displayed in the sales order or the invoice, and because the invoice and sales orders communicate with the Exactor system, Exactor will be able to generate tax returns without the merchant having to transfer data from one system to another.

INSTALLATION FILES

Log into the merchant panel and under account management->integration points and plugins, download the SAGE 500 plugin: "Exactor SAGE-500 Customizer.exe" ("Customizer");

- "Exactor_Sage500.exe"

This installation will install the plugin as well as add entries into the Sage 500 database for custom fields and data the plugin will use. **The plugin only needs to be installed on the server.**

INSTALLING THE PLUG-IN

Information Required For The Installation Process

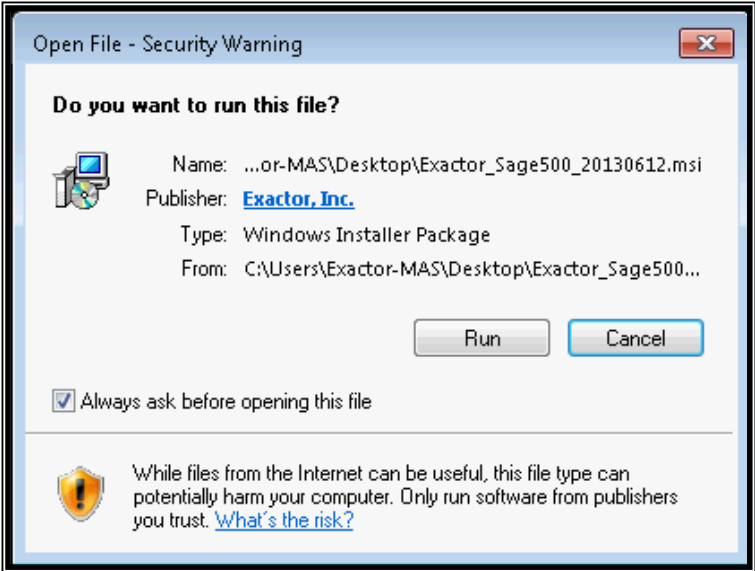
Information that you will need to have available before running the installation:

- Database Server
- Database name
- DB Admin name
- DB Admin password

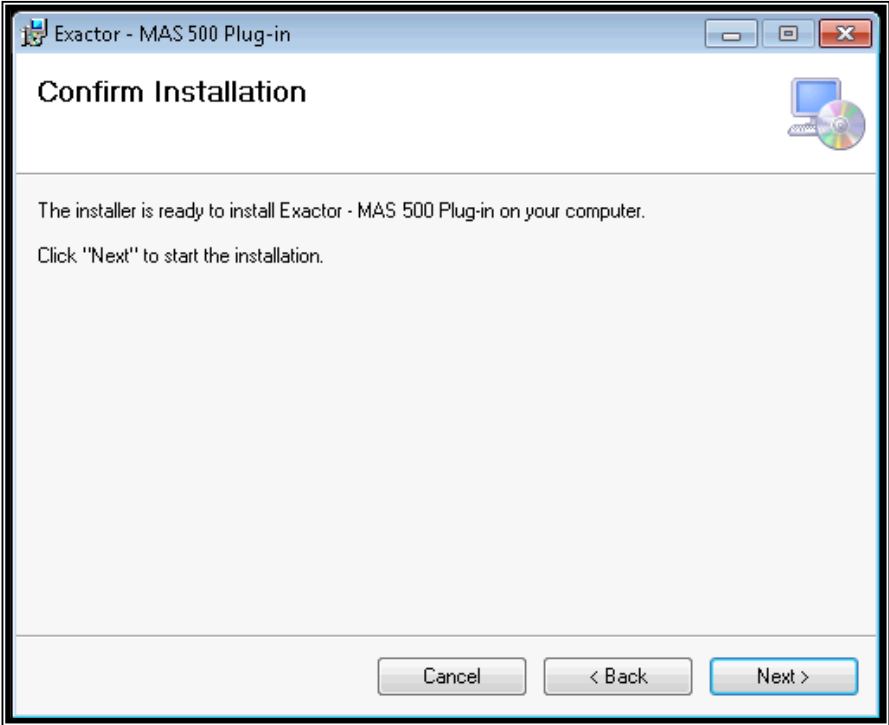
You should consult your SAGE-500 documentation and DB administrator in order to obtain this information.

Note: *Before running the Exactor installation file it is recommended to close the SAGE-500 program*

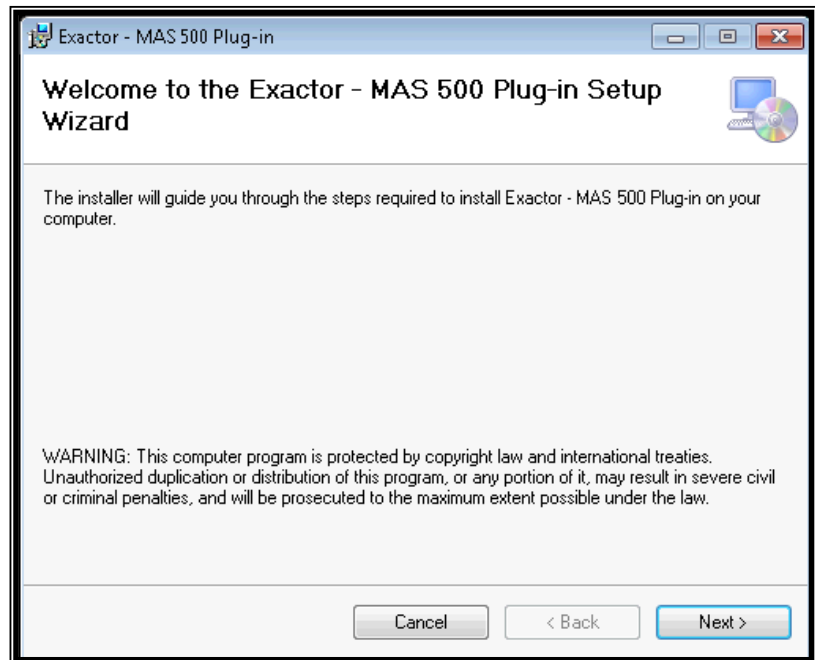
- Double click on the install file.
- Click run to begin the installation.



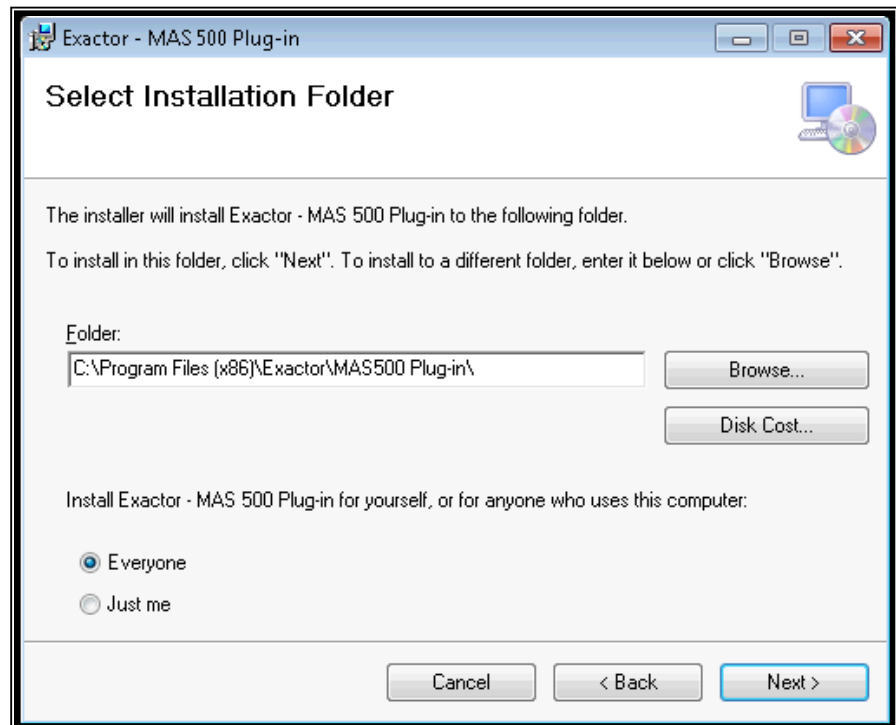
- Confirm Installation by clicking next.



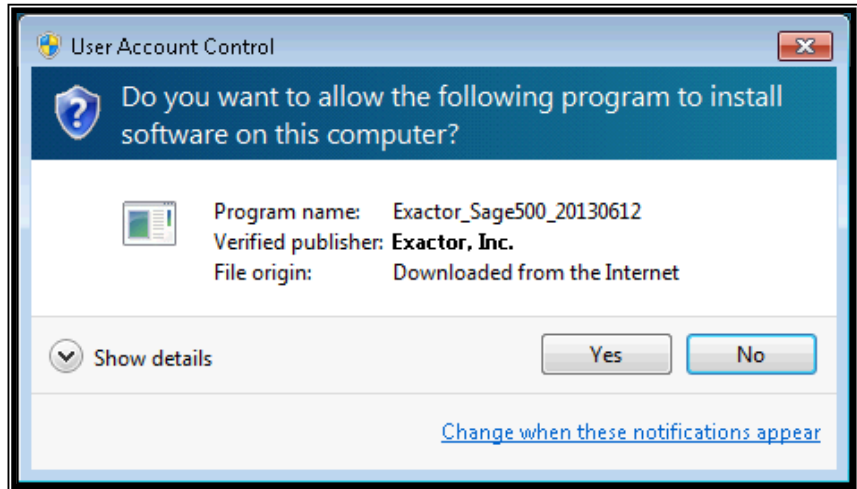
- Click next on the welcome screen.



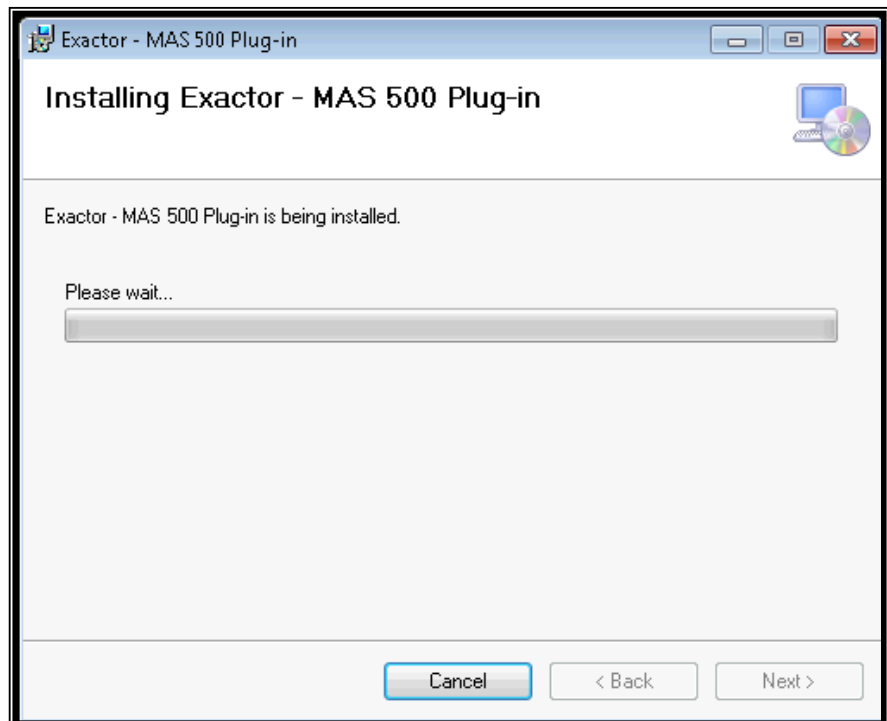
- Choose a destination for the installation by clicking on browse. It is recommended to leave the default path.
- Click next to continue.



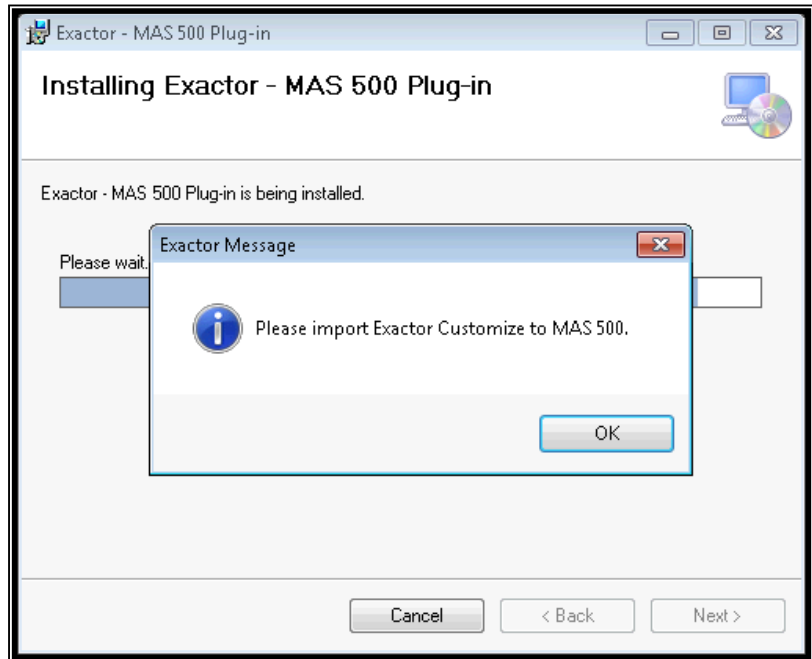
- If UAC is enabled (available in Windows 7/8), you will receive this security check.
- Click Yes to continue.



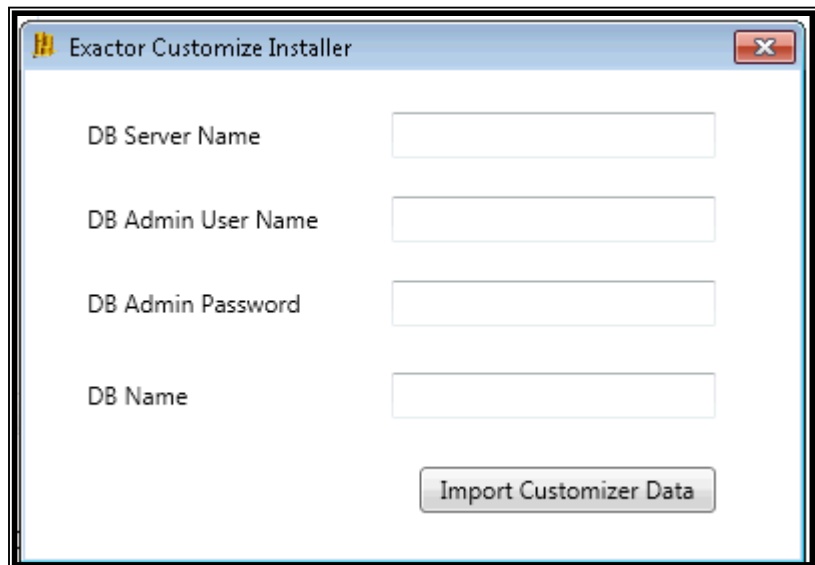
- This dialog displays the installation progress.
- Click next when the button becomes available to continue.



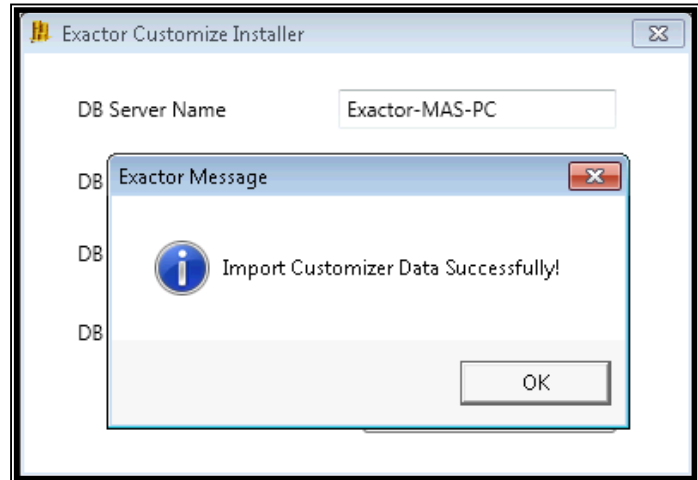
- At this step, the installation is ready to add custom fields and data to SAGE 500.
- Click ok to continue.



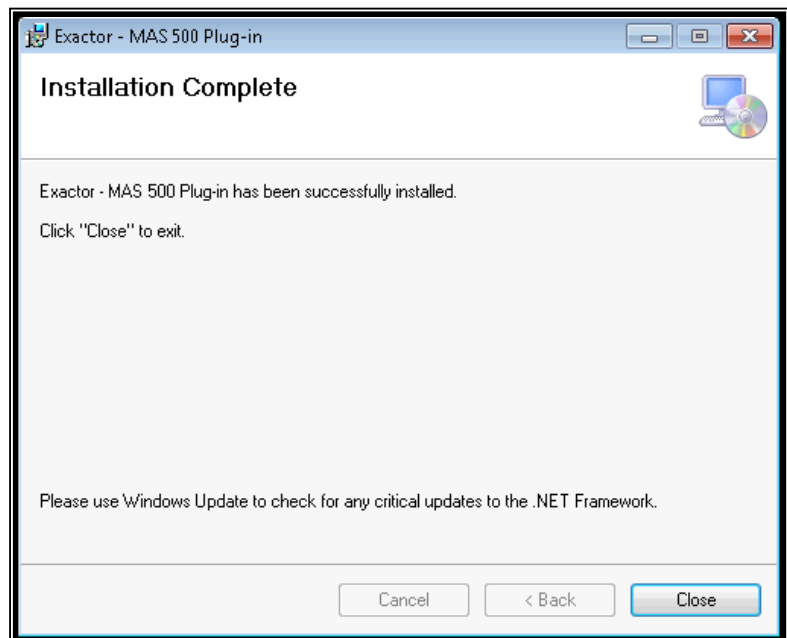
- Enter database server name, database name, and credentials to access the database.



- The installation will verify whether or not the custom data has been imported into the database.
 - Check information entered if importing fails.

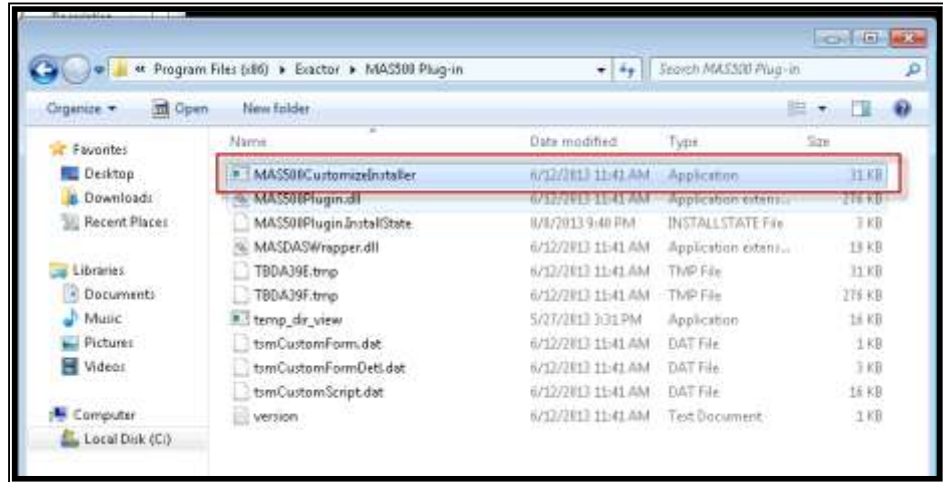


- Congratulations, the installation has been complete.
- Click close to continue.

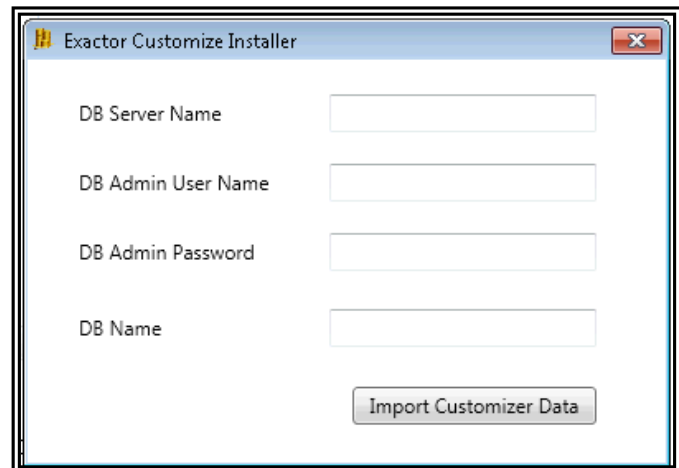


UNINSTALLING THE PLUG-IN

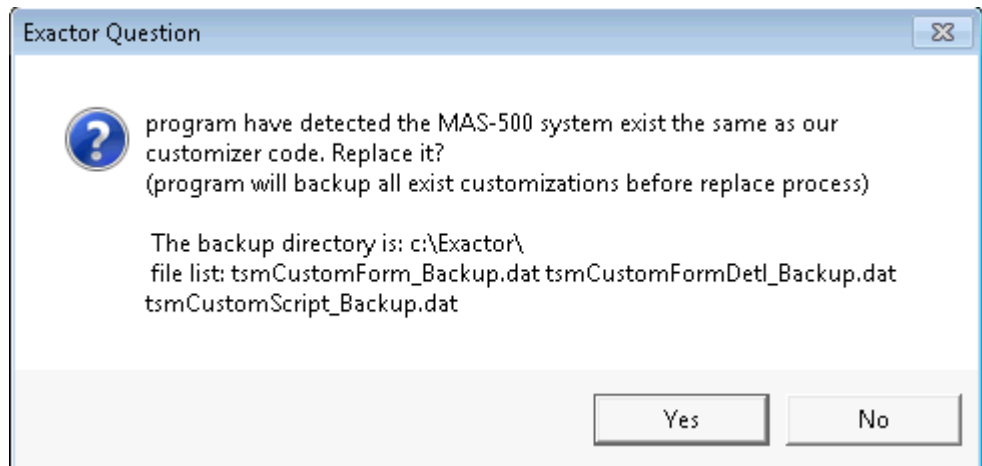
- Navigate to the installation folder (i.e c:\program files (x86)\exactor\Sage 500 plug-in), and double click on SAGE500Customize Installer



- Enter database information
- Click "Import Customizer Data"

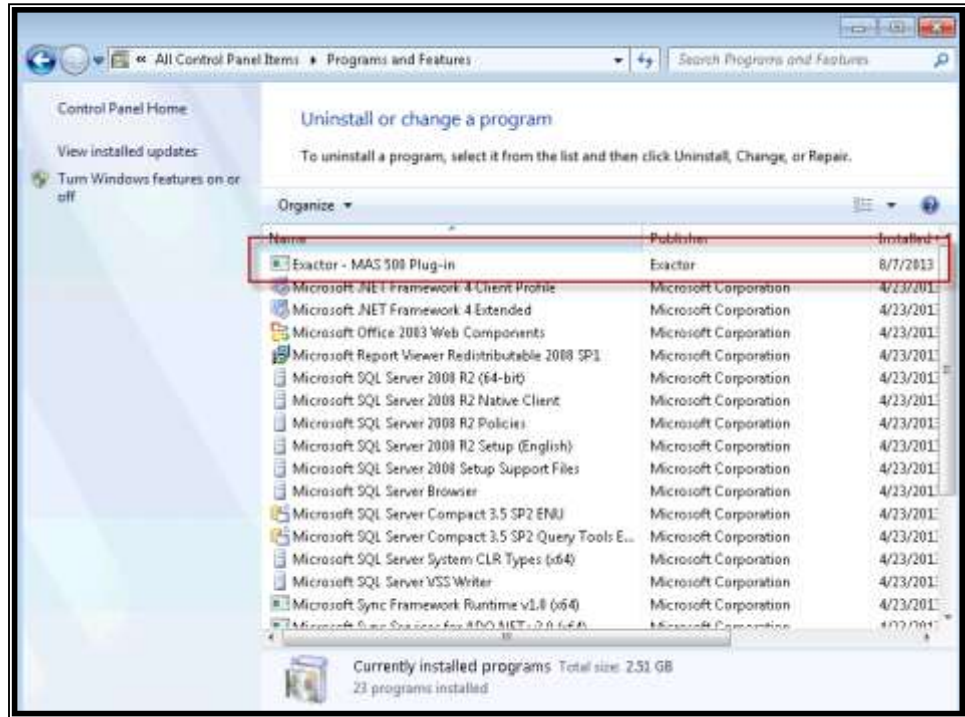


- Click yes to restore previous settings



Note: This procedure restores previous database settings before the Exactor plug-in was installed. It should be done prior to the actual uninstallation.

- From windows uninstallation, double click Exactor – SAGE 500 Plug-in to uninstall.



SETTING UP YOUR ACCOUNT INFORMATION

Once the module is installed, you will need to set-up your Exactor account. This is necessary to make sure that SAGE500 communicates correctly with the Exactor System, calculates and stores the transaction information accurately, necessary for generating reliable and accurate tax returns.

You must make sure to fill out all information requested, including Company Name and Address information correctly. Exactor will use this information as one of the addresses for determining taxes on transactions. Please make sure there are no errors in the address. Otherwise, Exactor may calculate and report your taxes incorrectly.

In order to input your Exactor account information, navigate in the SAGE-500 Task menu bar, to:

- System Manager
 - Maintenance
 - Manage Users



The Exactor Account Information window will open. Complete the requested data fields accurately. These include:

- Exactor account number
- Exactor account user name (it is recommended that you create a special user name for the SAGE-500 module, that is different than your standard user name).
- Name
- Address
- City
- State (2 letter abbreviation)
- Zip Code
- Country (U.S.)

Once completed and verified, click on the "Submit" button.

A message indicating that the Exactor Account information has been successfully uploaded will be displayed.



Note: Any time that your Exactor account information is changed, you must make sure that you update this information in the SAGE500 Exactor Plug-In as well.

DEACTIVATE SAGE-500 INTERNAL SALES TAX MODULE

SAGE-500 has an internal sales tax module. Using this module in conjunction with the Exactor Sales Tax Compliance Service will not cause any conflict with the Exactor services, and will not impact the Exactor tax calculations. This is because the Exactor service replaces any tax calculations returned by the SAGE-500 internal module with the Exactor generated tax calculations. However, using the two modules in tandem could lead to user confusion as the Exactor calculations, which are highly more accurate, could differ from those tax calculations returned by the SAGE-500 internal module. It is therefore recommended that, as part of the set-up process, you deactivate the SAGE-500 internal sales tax module, or, in the alternative, set all product tax classes to be non-taxable (you should consult your SAGE-500 documentation before performing either of these actions and make sure that there is no adverse impact upon your general SAGE-500 system set-up). This will result in the SAGE-500 internal module not generating any sales taxes.

PRODUCT MAPPING

After setting up the account information, you should proceed to mapping your products to Exactor Unified Codes ("**EUC**"). Product Mapping is the term used when it is necessary for the Exactor system to identify the type of products you sell in order to correctly apply taxability rules. Exactor applies its internal Exactor Unified Code ("**EUC**") to determine the tax rules that would apply to any given transaction and which rules apply to the subject product / service in the given taxing locality. Because different taxes are applied to different product categories, Exactor requires its customers to map their products to the Exactor EUC, so that the Exactor Services can provide an accurate calculation.

Product mapping is performed in the Exactor account management site. You should map your SAGE-500 Sales Tax Class to the matching Exactor EUC code.

***Note:** For more information, see Chapter: Product Mapping in the User Guide.*

For merchants with many Sales Tax Classes, Exactor allows a bulk upload of a spreadsheet of the list. Please contact your Exactor admin to receive the required format of the spreadsheet.

Once the Sales Tax Class List is mapped to the Exactor EUC codes, the Exactor module will include the product class as part of the transaction data. The product Sales Tax Class will be used by the complex Exactor logic engine when determining taxability, tax rates and tax thresholds of each line item within the invoice. You will see the product Sales Tax Class as part of the transaction data provided in the Exactor generated reports.

CREATING PERSONAL EXEMPTIONS

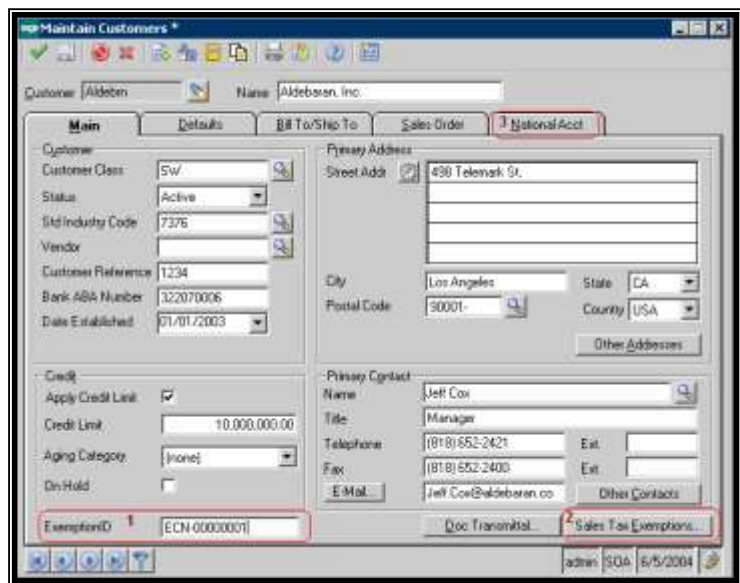
The Exactor module allows the user to upload exemption information, and cross-reference between a buyer's personal exemption and any given transaction. To use the exemption features of the Exactor system, you will need to set up a personal exemption in the Exactor system for each of your customers.

Note: To obtain the Customer ECN number you will need to register the Customer exemption information within the Exactor system. For more information on obtaining the ECN number, please see Chapter Managing Personal Exemptions in the User Guide.

For merchants with many exempt customers, Exactor allows a bulk upload of a spreadsheet of the list of exempt customers. Contact your Exactor admin to coordinate the bulk transfer.

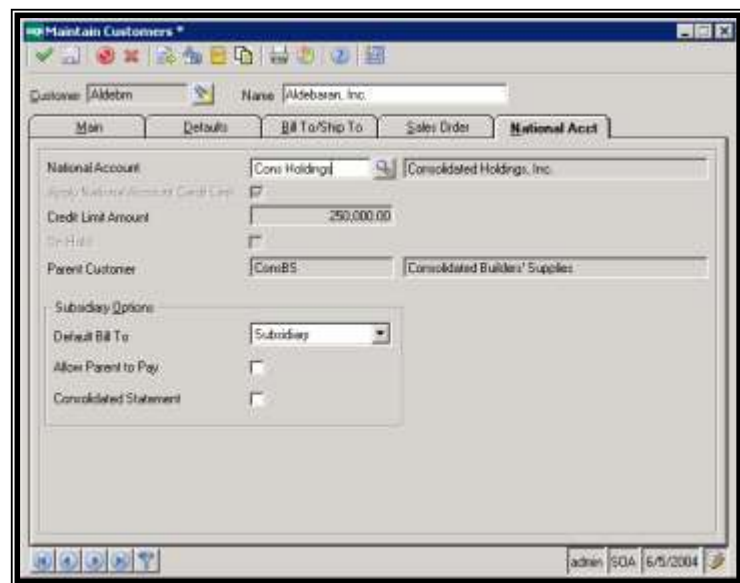
Once a customer exemption is created, and you have their ECN number, there are two ways to pass the exemption information with the transaction data. You can either:

- Send in the Exactor ECN number by adding the Exactor ECN number in the Exemption ID field (1); or
- Use the National Account (3).



Note: Do not add any Exactor exemption information to the SAGE-500 Exemption tab (2). Relying upon data in the SAGE-500 exemption tab will result in inaccurate tax calculations. Exactor does not use this data.

If you use the National Account information, the Exactor system will use the Exactor ECN number associated with your National Account ID and apply that as the buyer exemption ECN number. Using the National Account ID has been found to be particularly useful for customers with multiple subsidiaries and divisions. By applying and using the National Account ID, you do not need to create a separate Exactor ECN number for each division.



CREATING AN INVOICE / SALES ORDER

When you create and process your transaction documents (Invoice, Credit Memo or Sales Order), the Exactor module will determine sales taxes, and insert the Exactor calculated sales tax into the transaction document.

Note: *In order to calculate taxes correctly and reliably, and for accurate tax reporting, you must always use the Exactor services. Disabling or bypassing the Exactor services may result in inaccurate tax calculations and tax reporting.*

Committed Transaction and Calculation Only Transactions

Exactor allows the user to commit transactions at dates that are later than when the calculation takes place. This is useful, for example, in situations, where there is a lag time between when the order is taken and delivery takes place. The delayed commitment enables the user to commit transactions when revenue is recognized, at a date that could be subsequent to when the calculation took place. This feature is enabled by either the:

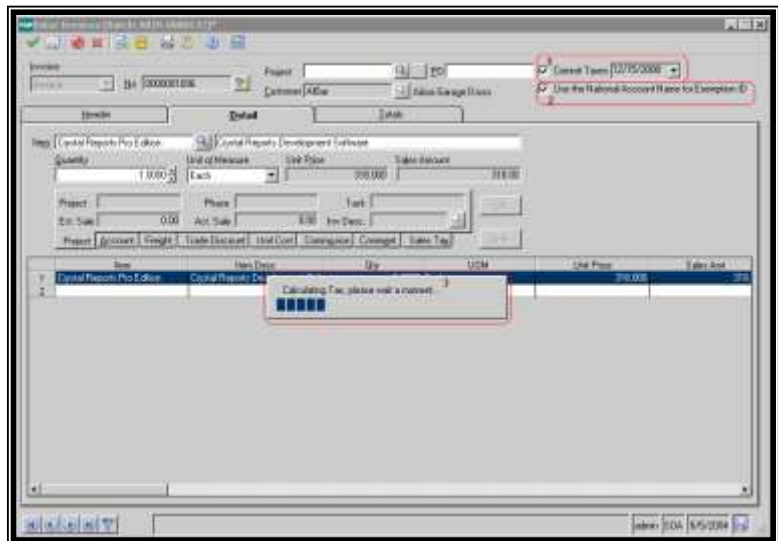
- **TAX CALCULATION REQUEST.** In this option, the Exactor system will perform an accurate tax calculation based upon transaction data inputted into the invoice. The transaction data, and tax information, are stored in the Exactor system, but will NOT be used for reporting or tax filing purposes.
- **COMMITTED SALES TRANSACTION.** In this mode, taxes are calculated, and the transaction data and taxes are written into the Exactor system and stored for tax reporting purposes.

For more information about Tax Calculations and Committed Transactions, please see your Exactor User Guide

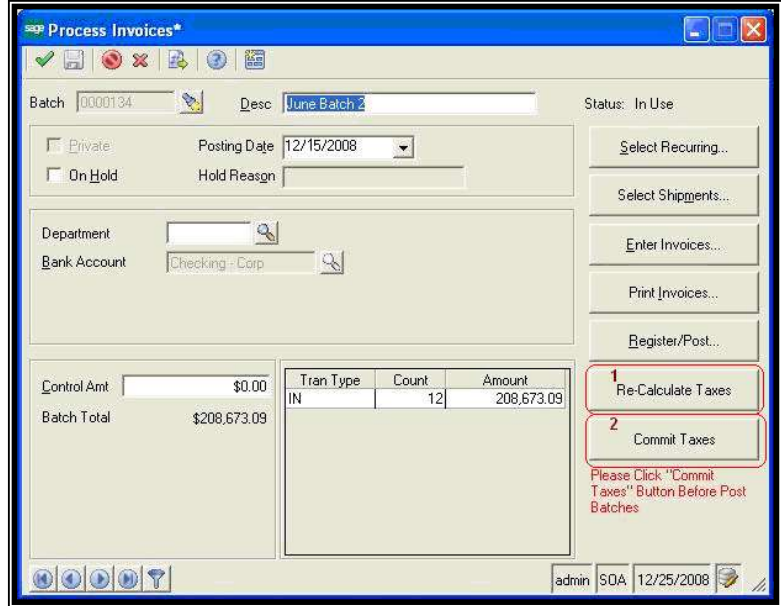
Processing the Invoice / Credit Memo / Sales Order

Proceed to fill out the transaction document as you normally would.

- If this is a committed transaction, make sure to enable the "Commit Taxes" button (1) and enter a commit date.
 - If a commit date is not entered, the commit date will be that of the posting date. This allows you to apply a commit date different than the invoice posting date.
 - If the commit button is **not** enabled, the Exactor module will treat the transaction as a calc only.
- If the client belongs to a national account (e.g. is a subsidiary), that has an exemption certificate on file, enable the "National Account" button (2).
- As part of the SAGE-500 processing of the invoice, the Exactor module will process the sales tax transaction, displaying a message: "Calculating sales tax" (3).



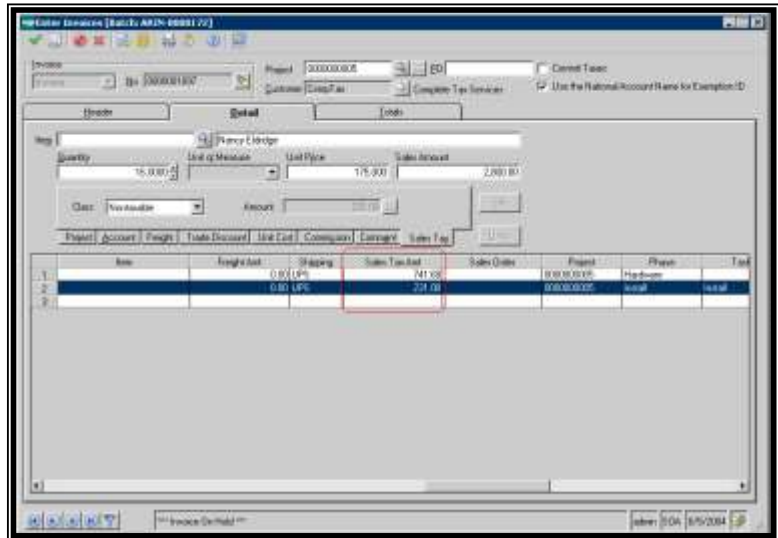
- If changes are made to an invoice, or circumstances otherwise warrant, you can recalculate taxes calculated for any invoice by clicking the "Recalculate Taxes" button (1).
- If the transaction has not yet been committed, you can commit the transaction at any point of time by clicking the "Commit Taxes" button.



Tracking The Taxes

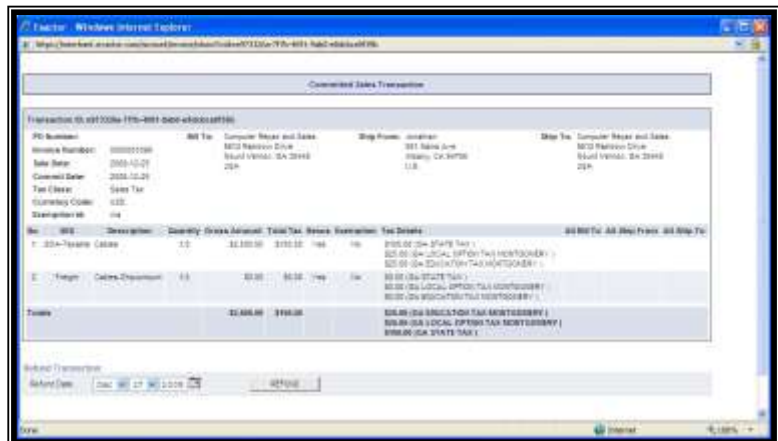
In order to make sure that taxes are calculated on the entire invoice, the Exactor module waits before running its processes until after you complete making all of your invoice entries. In other words, taxes are calculated only once the invoice is processed by SAGE-500.

Once taxes are calculated, whenever the invoice is opened (Credit Memo; or Sales Order), you will see the calculated taxes.



For more complete information of the transaction, and break-down of calculated taxes and reporting jurisdictions, you should go to the Exactor reporting system. In the Exactor reporting system you will see all relevant transaction information.

See User Guide, Chapter: Reports



ERROR MESSAGES

If the Exactor module encounters an error in processing the taxes, it will display an error message.



For example, the following messages indicate that incorrect Exactor account information was used (incorrect account number or user name) resulting in the transaction being rejected by the Exactor system. Once the error is corrected, the transaction should be resubmitted for processing.



Thank you. If you have any questions, please do not hesitate to contact your Exactor representative, or e-mail us at customer.support@exactor.com.