Avalara Integration (Spec 5227)

Date Released: August /Sept 2017

Modules: The Avalara Tax calculation integration is only available in Navigator. It is used in the following parts of the system:

- — Navigator Orders: Customer Order, Quote, Direct Ship, Credit Order for Sales and Use Tax
- — Navigator Invoicing for Sales and Use Tax
- — Navigator Credit Manager
- — CMS / EDI - 850 - Order Creation and 810 Invoices
- — Décor24 - Order Creation and Display
- — Sales Portal - The Tax field in several locations shows the Avalara tax calculations.
- — Selection Sheet Manager - Avalara tax calculation is enacted during Order Creation.

Description: Implement Avalara AvaTax for calculating tax on customer orders and invoices.

Reason for Change: Simplifies tax calculation.

When this functionality is turned on and set-up, the 3rd party Avalara AvaTax is automatically and seamlessly used for tax calculations.

Note: *For more information on Avalara and information on setting up a Avalara template, refer to their website: https://help.avalara.com/Directory/AvaTax_Partner_Documentation_Help?*

Assessing Taxes on Orders via Avalara

After the set-up is performed, the Avalara tax calculations in Navigator Order Entry are seamless and done behind the scenes.

Note: *If the Avalara Tax calculation functionality is used, all the Dancik tax calculation functionality is bypassed.*

The taxes are automatically calculated and assessed during Order Entry and invoice creation.

When Invoices are created the transaction is Committed in Avalara's system. It can be reversed by voiding the invoice (which can only be performed on "Today's Invoices").

Once Night Jobs runs the final tax value is stored in the Invoice file.

To see your committed Invoice transaction log into your Avalara portal.

Set-up

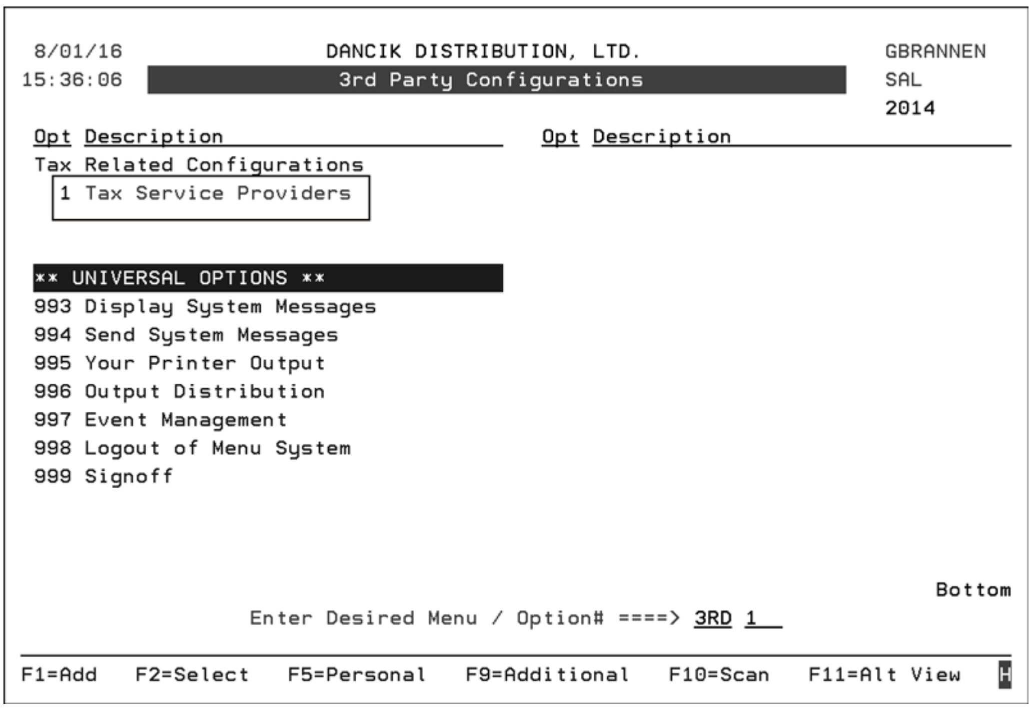
The following areas of the system have set-up needed:

- *3rd Party Configurations menu on page 238*

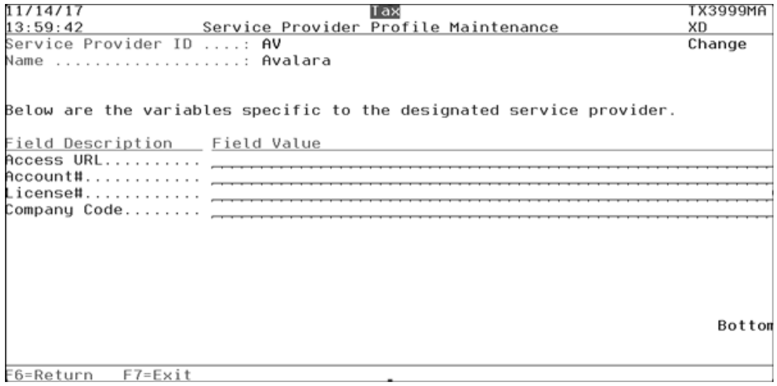
- *Company Settings - Menu Option SET 3 on page 239*
- *File Management on page 240*
- *Order Management on page 245*
- *Credit Manager on page 247*

3rd Party Configurations menu

Use this menu to enter the information needed by Avalara to interact with and get tax information from their application.



Select option 1 - **Tax Service Providers** and then update the **Avalara** service provider record. A screen similar to the one shown below appears.

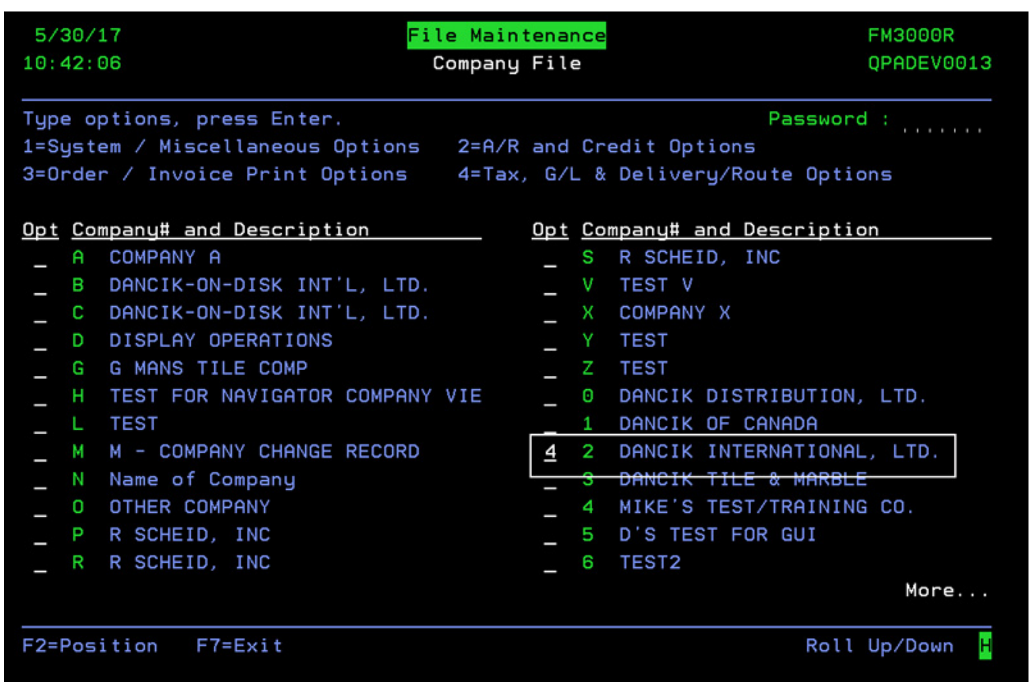


The information on the Service Provider Profile Maintenance screen shown above is provided by Alavara. It allows them to know who is accessing their system so they can grant access to the tax information.

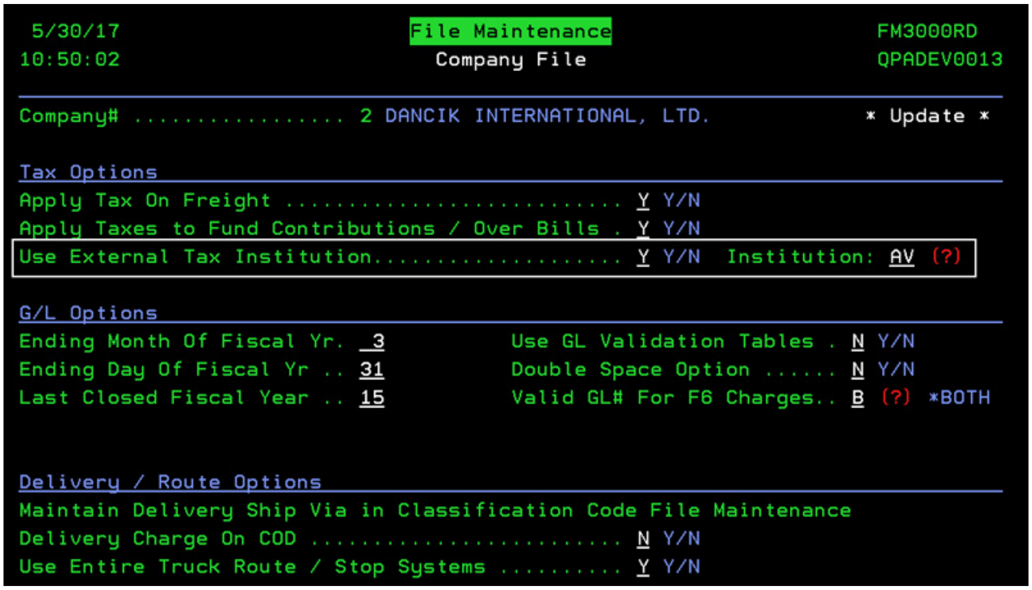
Company Settings - Menu Option SET 3

This setting turns on the Avalara Tax functionality for an entire company.

Enter a “**4**” to access the Tax options.



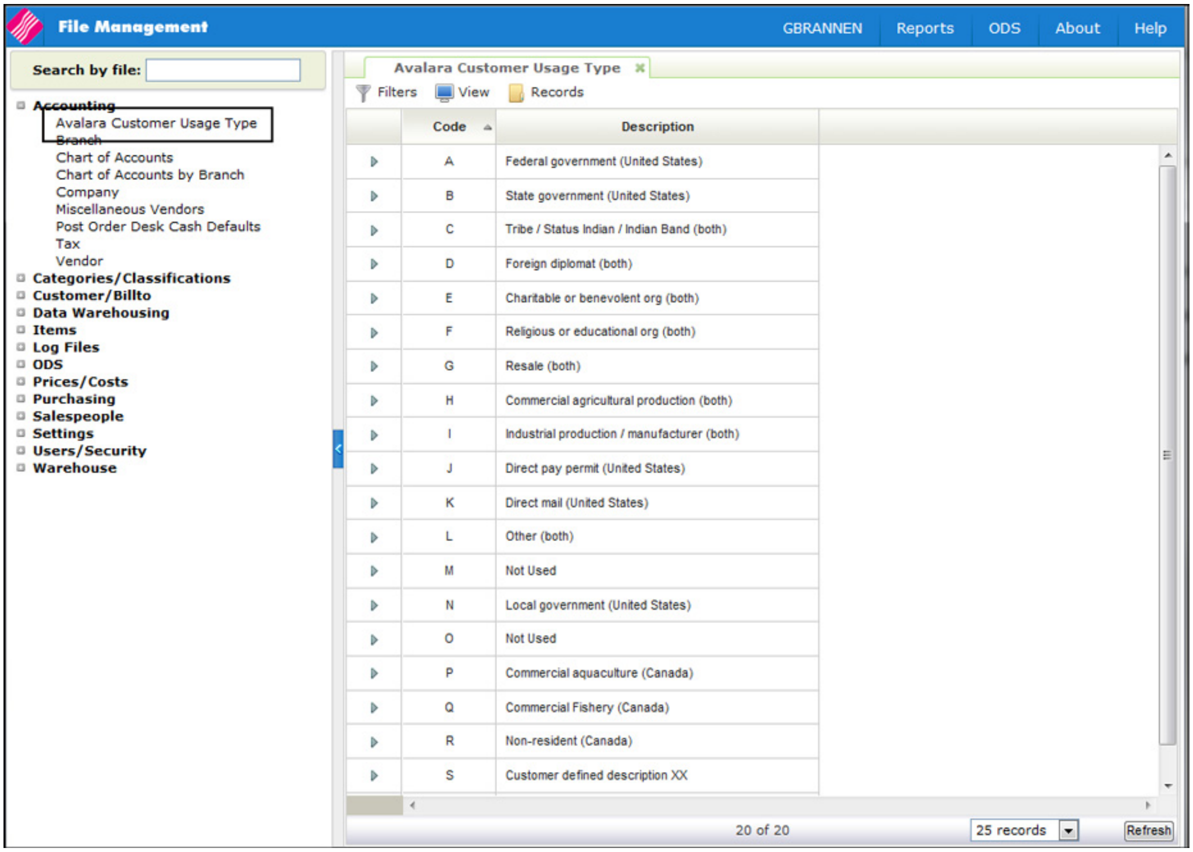
Ensure the **Use External Tax Institution** setting is set to “**Y**” and “**AV**” is entered as the **Institution**.



File Management

Avalara Customer Usage Type

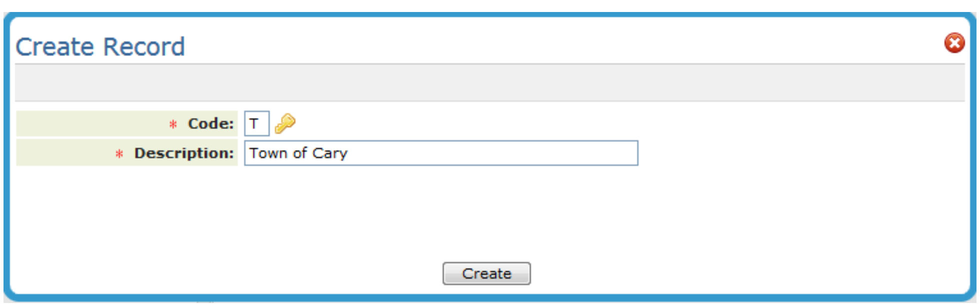
After Avalara has been activated, via SET 3, the file **Avalara Customer Usage Type** is displayed in File Management.



The file comes with 18 pre-loaded entries; as shown above. The **Codes** (**A-R**) cannot be changed. However, the descriptions can be updated.

These codes determine if an order or order line is tax exempt.

To create a new record, click **Records** and then select **Create**.



Note: Duplicate codes are not allowed.

Keep in mind that the new code also needs to included in the Avalara portal.

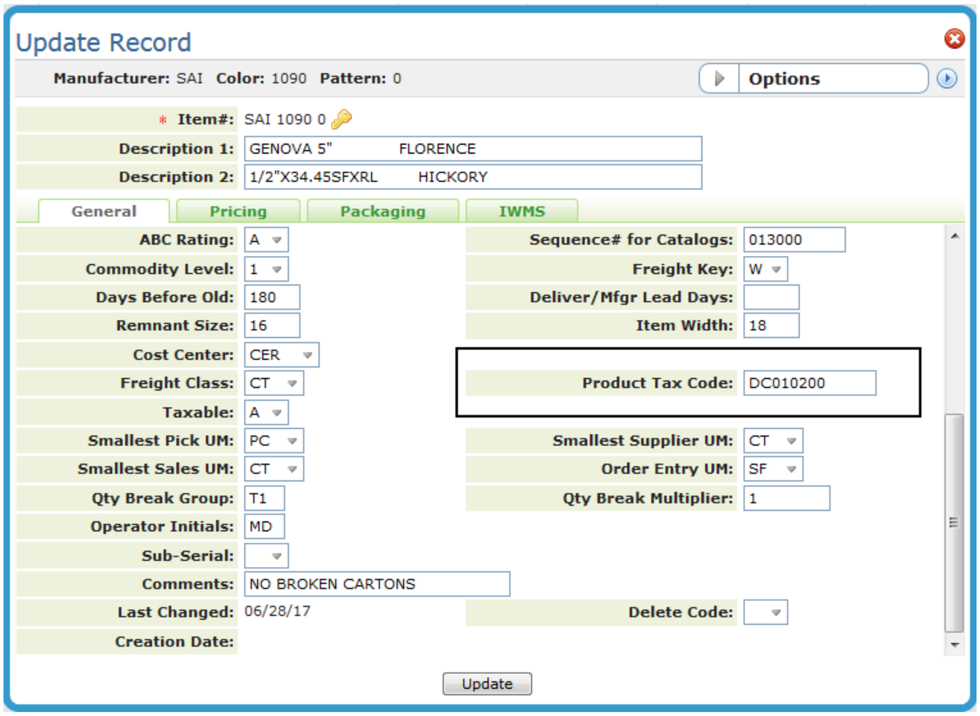
Item File - Navigator File Management

The **Product Tax Code** setting has been added to several Item File windows.

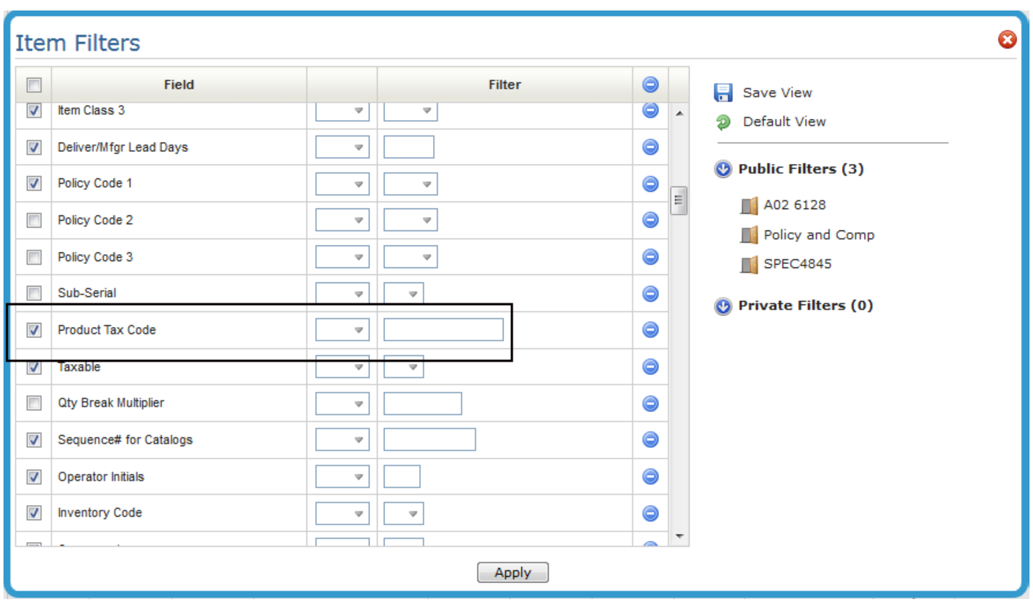
The Product Tax Codes are established by Avalara and accurately represent the type of item.

Note: *For a complete listing of all the Product Tax Codes, refer to http://taxcode.avatax.avalara.com.*

Item Create and Update windows

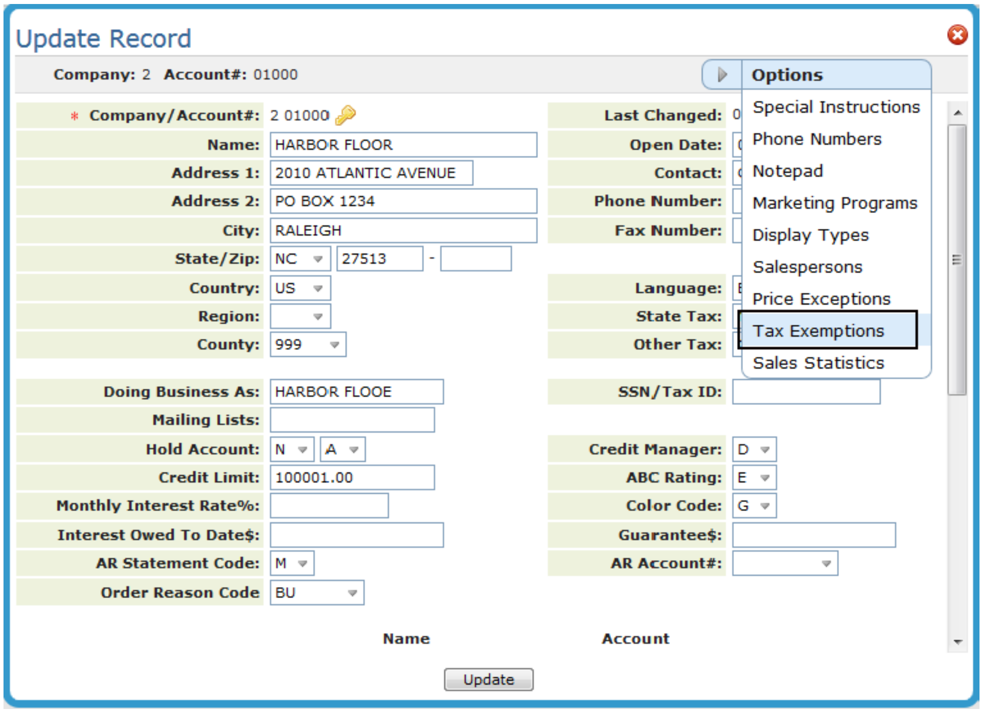


Filters window

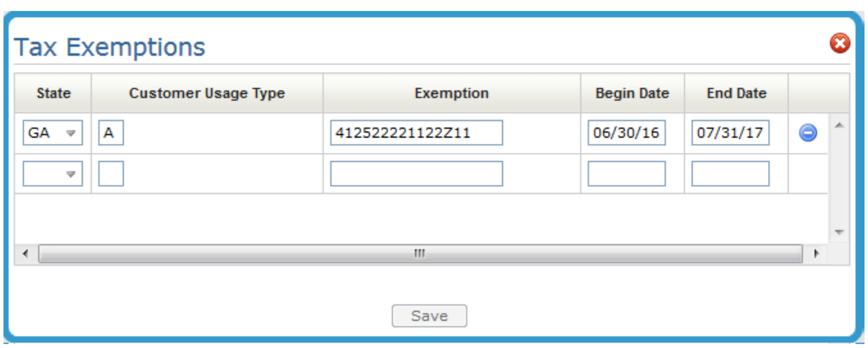


Billto File - Tax Exemptions

Access the Tax Exemptions via the Options drop down menu.



The Tax Exemptions for the account display.



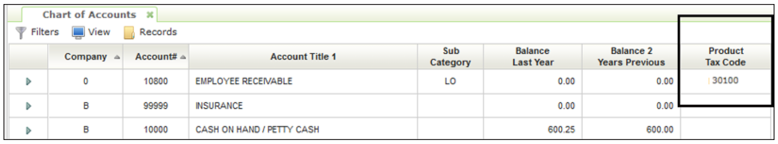
This file maintains exemptions by customer, by state or province, with start and expiration dates. If this file is activated, tax exemptions for each order will be checked, based upon the customer account# and the state into which the material is being shipped, or the state assigned to the warehouse from which a will-call is made. If an exemption record is found for that account and state, and the current date is within the start/expiration date span of the exemption, then the order will be considered non-taxable (tax exempt).

The **Customer Usage Type**, in the example above "**A**", is validated against the Avalara Customer Usage Types established via File Maintenance. When tax exempt orders are created, this value is used to tell Avalara that the order is tax exempt. For more information, refer to Avalara Customer Usage Type on page 241.

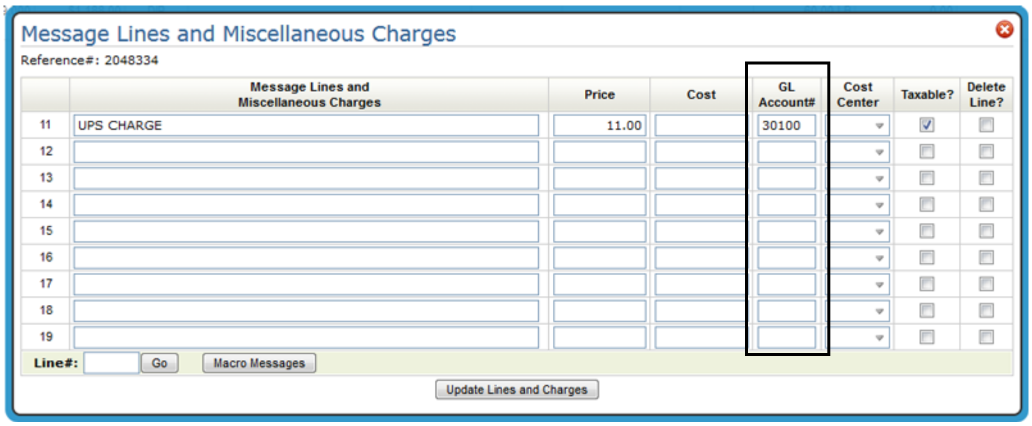
Note: Avalara has to be activated via SET 3 for the Customer Usage Type to display.

Chart of Accounts File

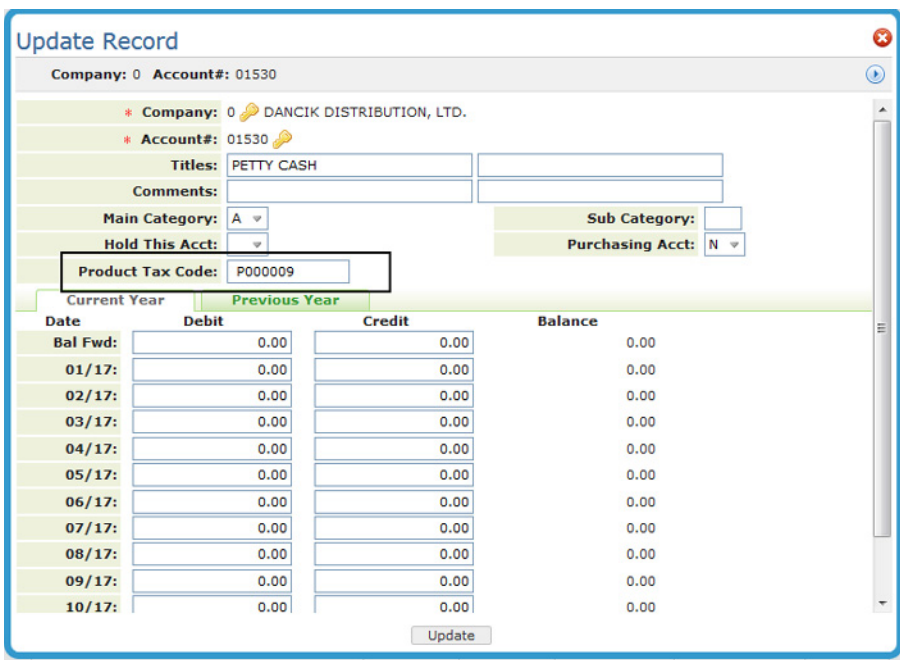
The Charts of Accounts file has been updated to include an Avalara Product Tax Code.



This code is crossed referenced when assessing miscellaneous charges, entered via message lines in order entry, to activate Avalara tax calculations.



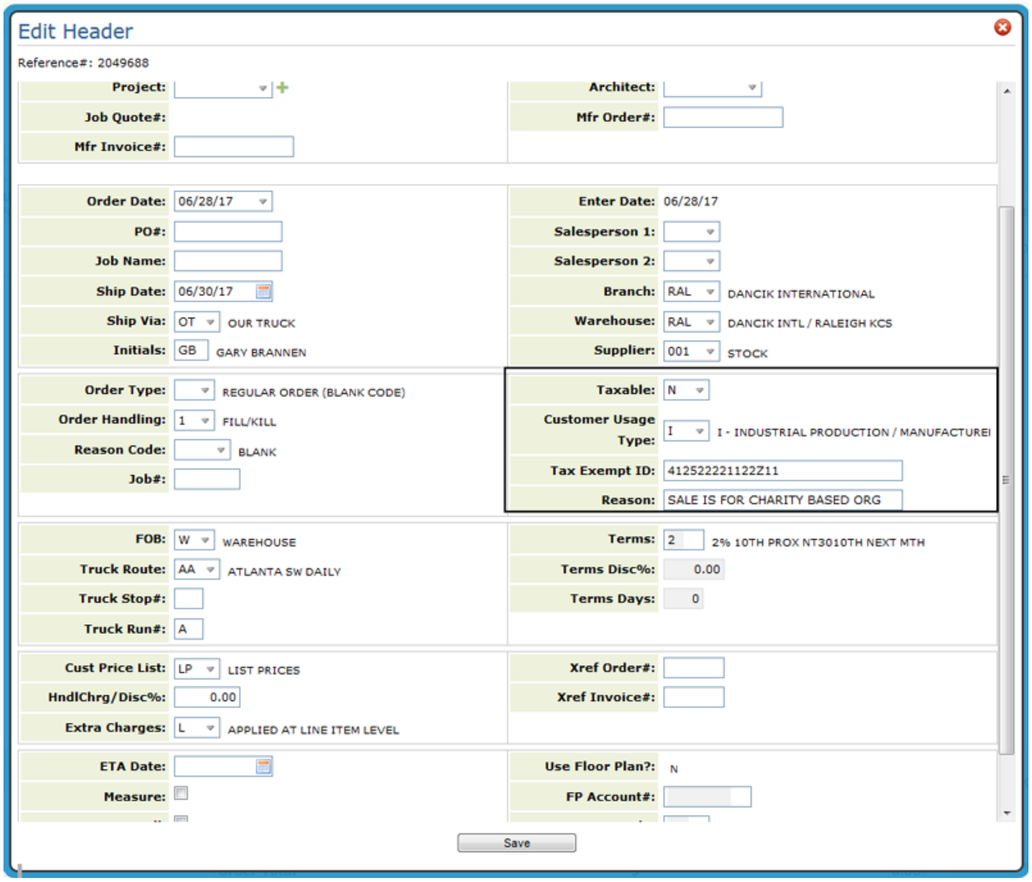
When in create or update mode, the **Product Tax Code** is available for any companies that Avalara has been activated.



Order Management

When creating an order, the system checks to see if the account has any associated tax exemptions.

If there are, the **Taxable** setting is set to **No** and the following settings are populated.



Customer Usage Type - This is the value created and maintained via the Avalara Customer Usage Type in File Management.

Tax Exempt ID - This number is pulled in from the Tax Exemptions Table (Menu option SYS 605).

Reason - A reason is mandatory for nontaxable orders. The reason gets included on the notepad of the order. If a tax exemption record is found and Taxable is set to N the Reason field is not required. It is only required when the Taxable option is changed. Essentially, switching back and forth between taxable and non taxable requires a Reason to be entered.

Notes

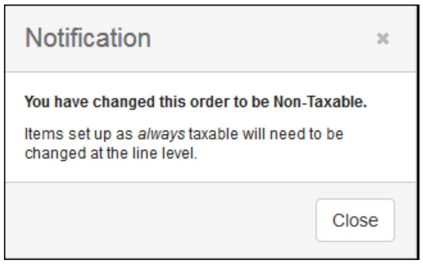
— If there are no Tax Exemptions set up for the account, the order can manually be made nontaxable. The **Customer Usage Type**, **Tax Exempt ID** and **Reason** settings have to be manually entered.

— If the **Taxable** setting is “**Y**” the settings become inactive.

Always Taxable Items

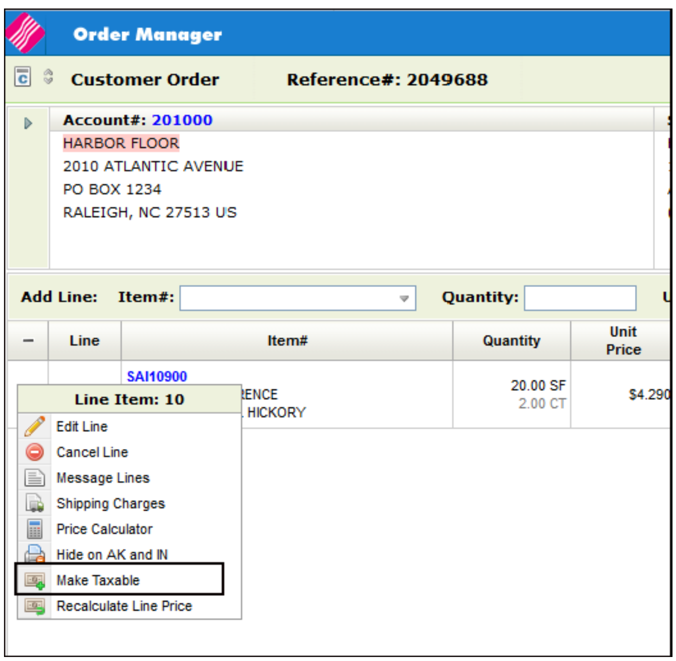
Items can be made always taxable in the Item File.

If you change an order to nontaxable that contains order lines with always taxable items, you will receive the following Notification.



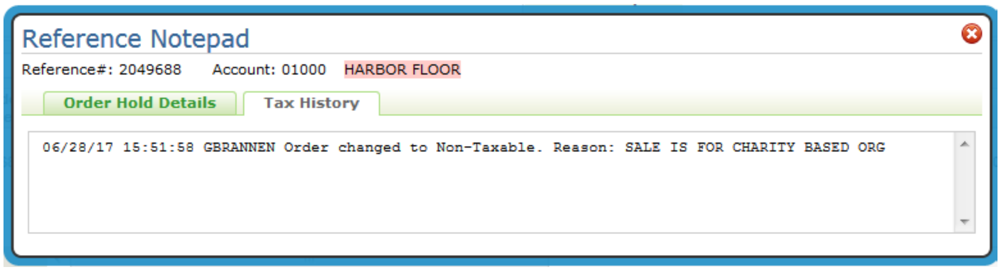
Click **Close** to return to the order.

The tax status of the line can be changed by clicking the line options arrow and selecting Taxable/NonTaxable.



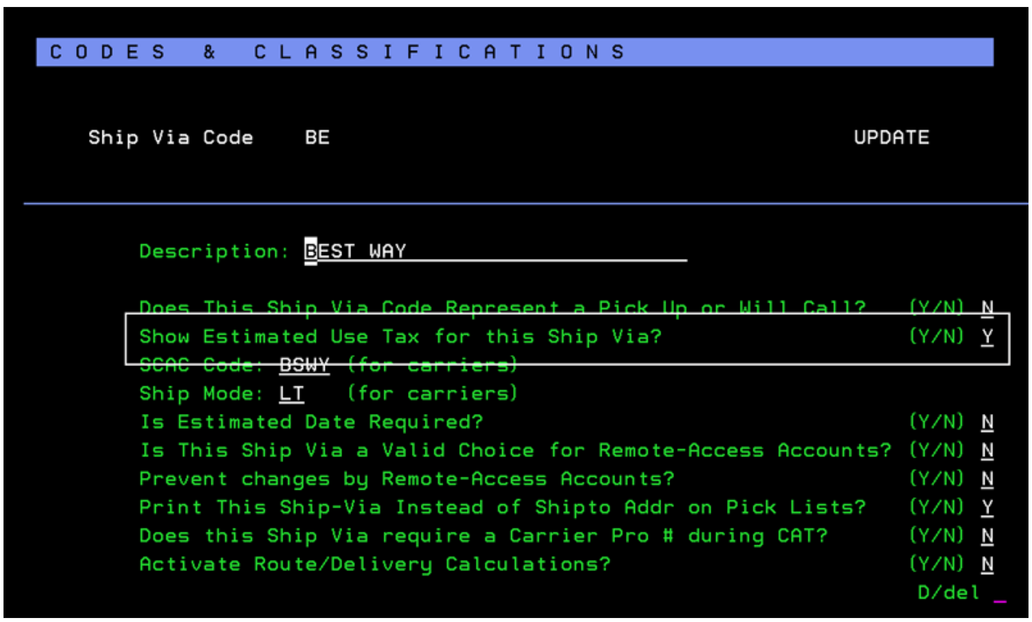
Order Notepad

Changes to an Order's or Order Line's taxable status are noted under the **Tax History** tab in the order's notepad.



Use Tax Calculation

The existing Ship Via Classifications setting (FIL 19) **Show Estimated Use Tax for this ship via** is used to control whether Use Tax should be calculated for order instead of Sales Tax.



When set to Y, and the corresponding ship via assigned to an order, Avalara calculates the Use Tax for the entire order. When set to N, Avalara calculates Sales Tax.

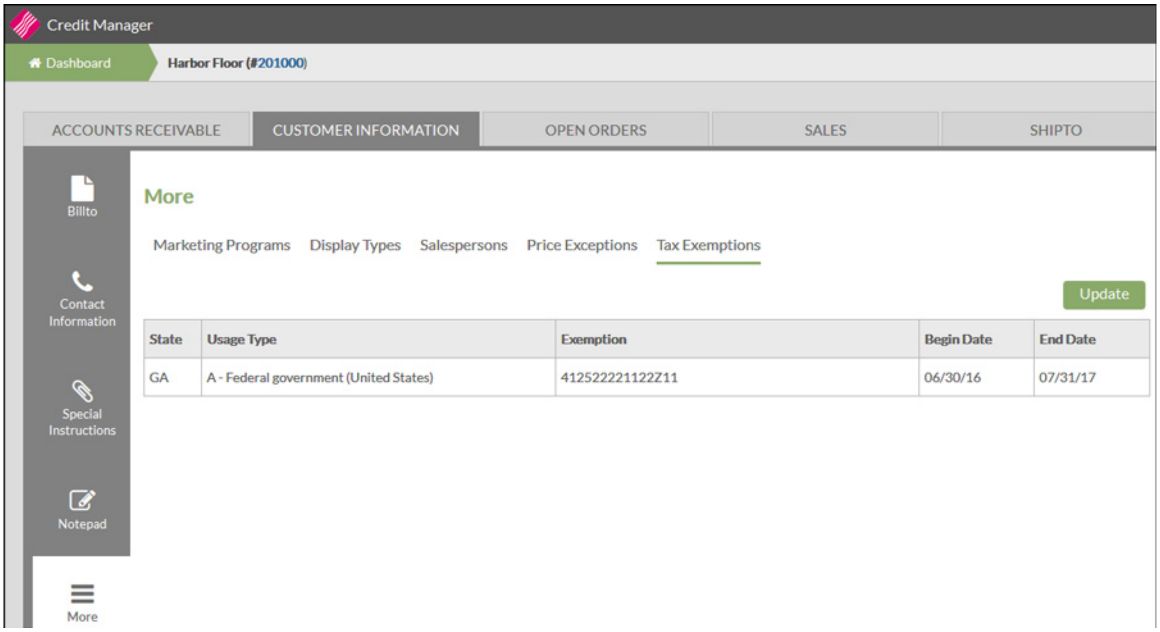
Note: The setting cannot be changed if there are active orders that use the Ship Via.

Credit Manager

A new Tax Exemptions heading has been added under the More tab in the Customer Information section. The Avalara Tax Usage code is displayed. This provides the same functionality found in the Billto File - Tax Exemptions screen.

1. Click a line on the Dashboard.
2. Click **Customer Information**.

3. Click **More**.
4. Click **Tax Exemptions**.



Barcodes Added to Packing List for Customer Pref Item and Qty Shipped (Spec 5386)

Date Released: July 2017

Modules: Laser Printer Packing List, Navigator Customer Preference File

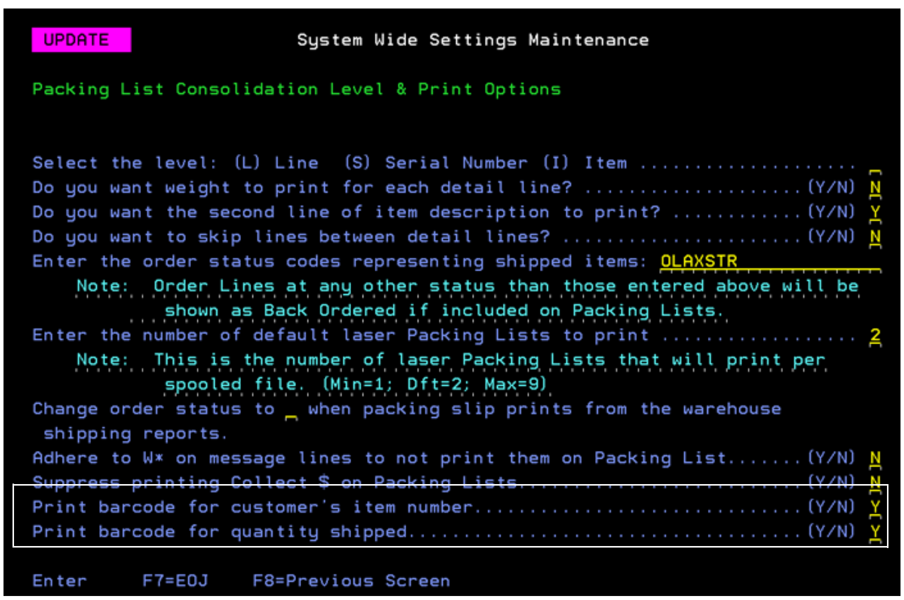
Description: Packing list now contain the following fields in both plain text and barcode: PO Number Qty Shipped, Customer Item Number (which comes from the customer preferences file).

Reason for Change: enable scanning of bar codes into the electronic warehouse management system, to receive material into inventory with a minimum of difficulty.

Set-up

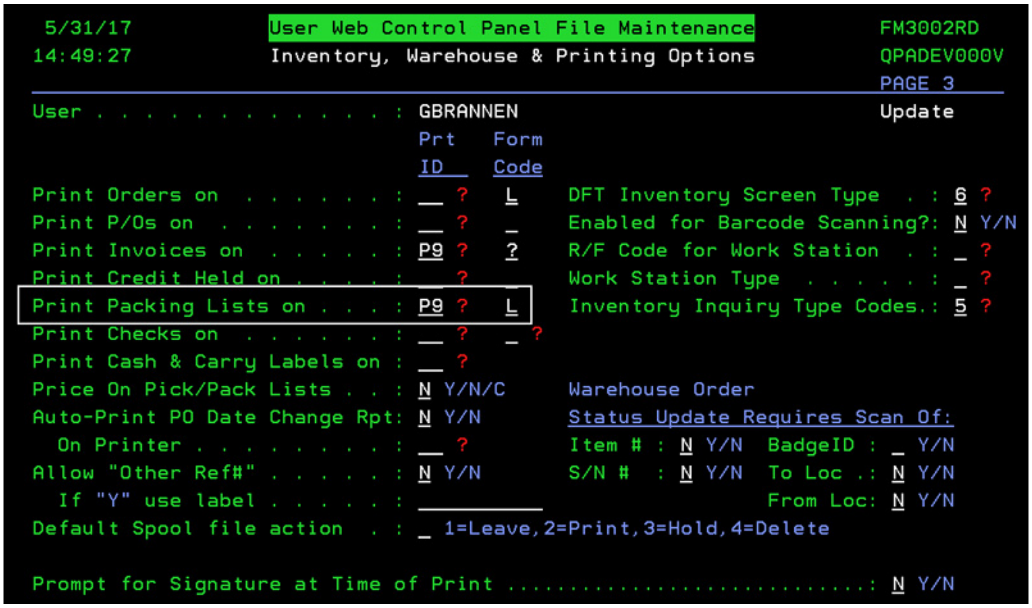
System Wide Setting - Packing List Consolidation Level & Print Options

Two new settings have been added.


```
UPDATE                    System Wide Settings Maintenance

Packing List Consolidation Level & Print Options


Select the level:  (L) Line   (S) Serial Number (I) Item ....................  _
Do you want weight to print for each detail line? ....................(Y/N)  N
Do you want the second line of item description to print? ............(Y/N)  Y
Do you want to skip lines between detail lines? ......................(Y/N)  N
Enter the order status codes representing shipped items: OLAXSTR
    Note:  Order Lines at any other status than those entered above will be
           shown as Back Ordered if included on Packing Lists.
Enter the number of default laser Packing Lists to print .................  2
    Note:  This is the number of laser Packing Lists that will print per
           spooled file.  (Min=1; Dft=2; Max=9)
Change order status to _ when packing slip prints from the warehouse
 shipping reports.
Adhere to W* on message lines to not print them on Packing List.......(Y/N)  N
Suppress printing Collect $ on Packing Lists..........................(Y/N)  N
Print barcode for customer's item number..............................(Y/N)  Y
Print barcode for quantity shipped....................................(Y/N)  Y

Enter     F7=EOJ    F8=Previous Screen
```

User Web Control Panel

Page 3 is where a Laser Printer is designated for Packing Lists.

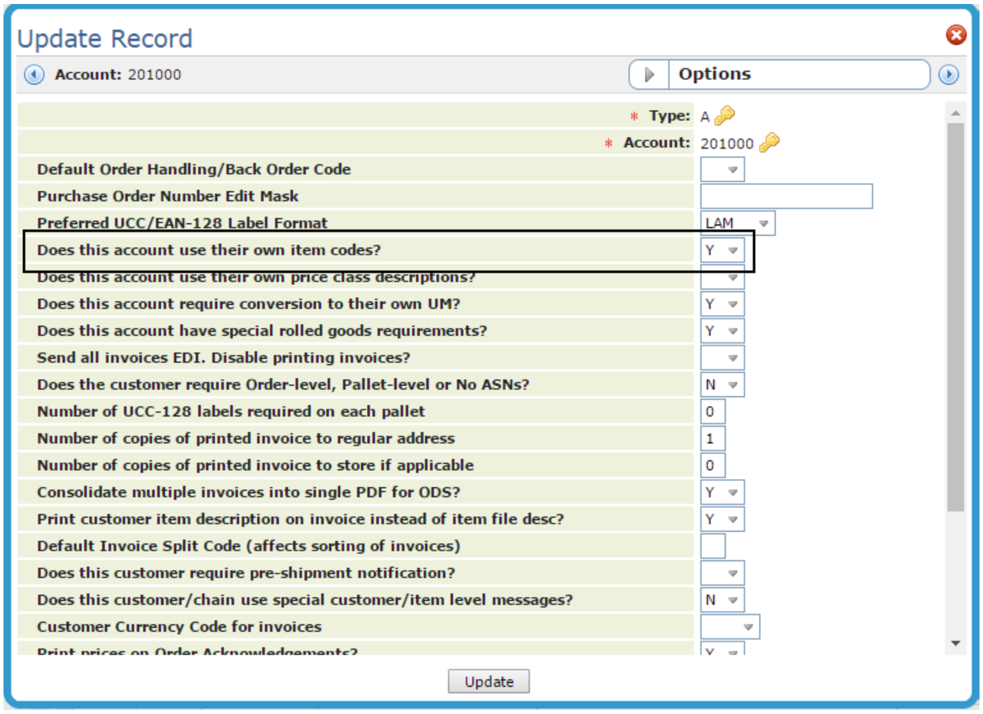


Path to User Web Control Panel File Maintenance: *NAV 5>Y - Web Control Panel>F11 to access page 3.*

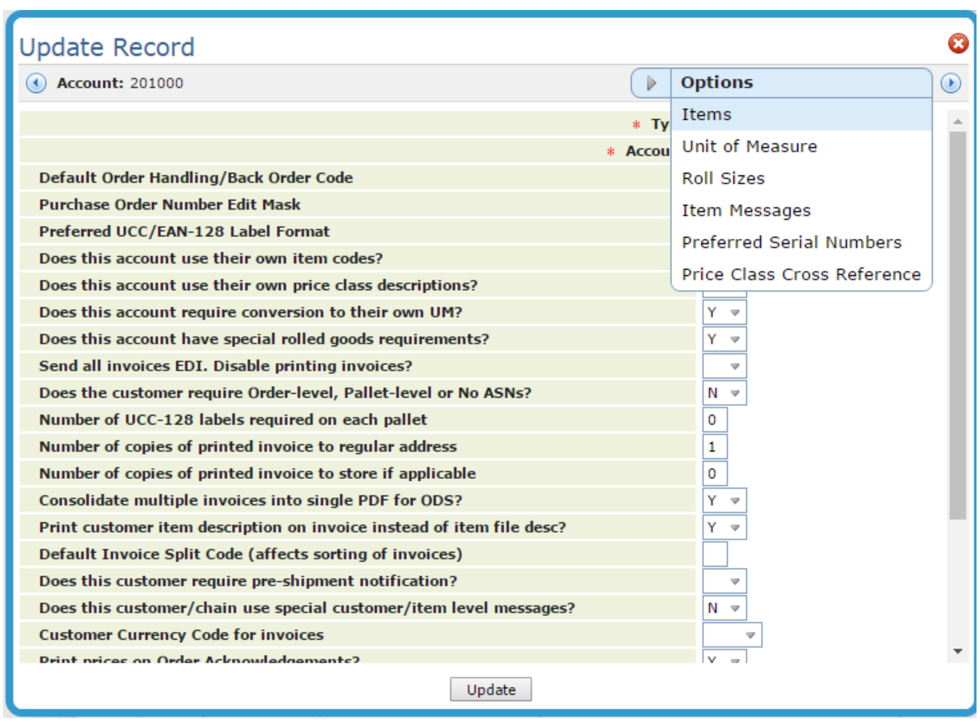
Customer Preference File

Use this file to set up a cross reference file of the customer's own item numbers. This cross reference file can then be used in Order Entry and printed on packing lists.

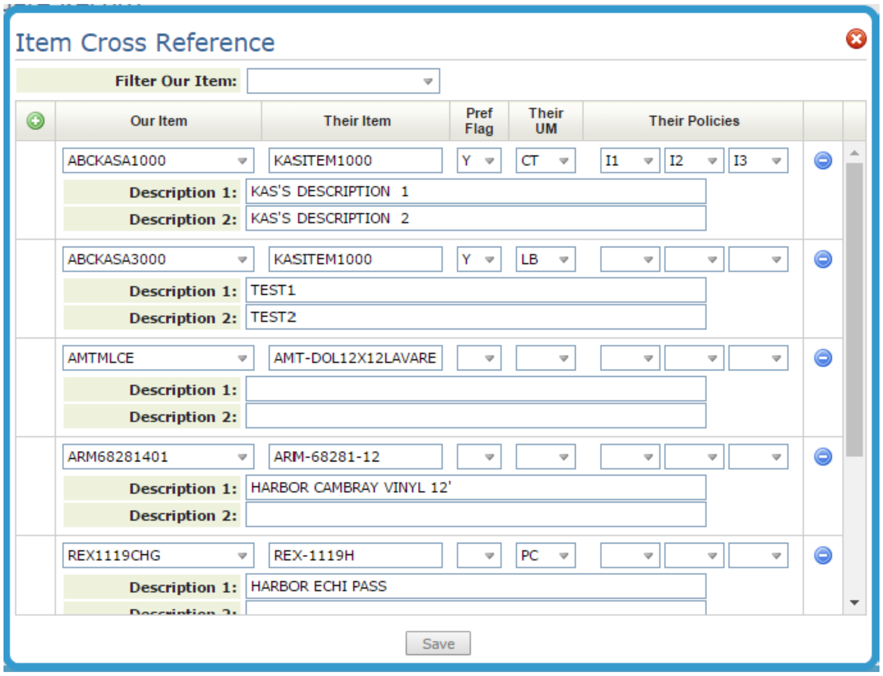
Ensure the setting **Does this account use their own item codes** is activated.



Customer items are cross referenced via the **Item** option accessed via the **Options** drop down menu.



Use the window that appears to cross reference customer item numbers.



If the setting **Does this account use their own item codes** is set to "**Y**" and the item is setup, print the customer's item number as a barcode.

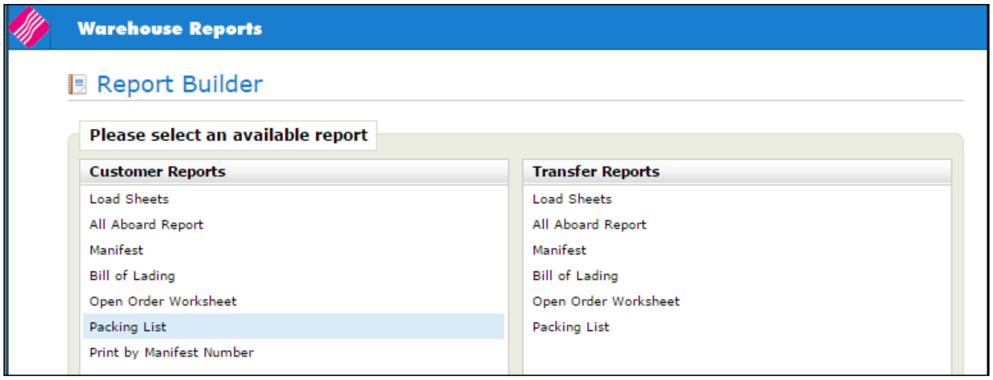
If the setting **Does this account use their own item codes** is set to "**Y**" and the item has a customer's UM entered, convert the quantity shipped to this UM and print the barcode of the converted quantity shipped.

If the item does not have a customer's UM entered, print the barcode of the standard quantity shipped.

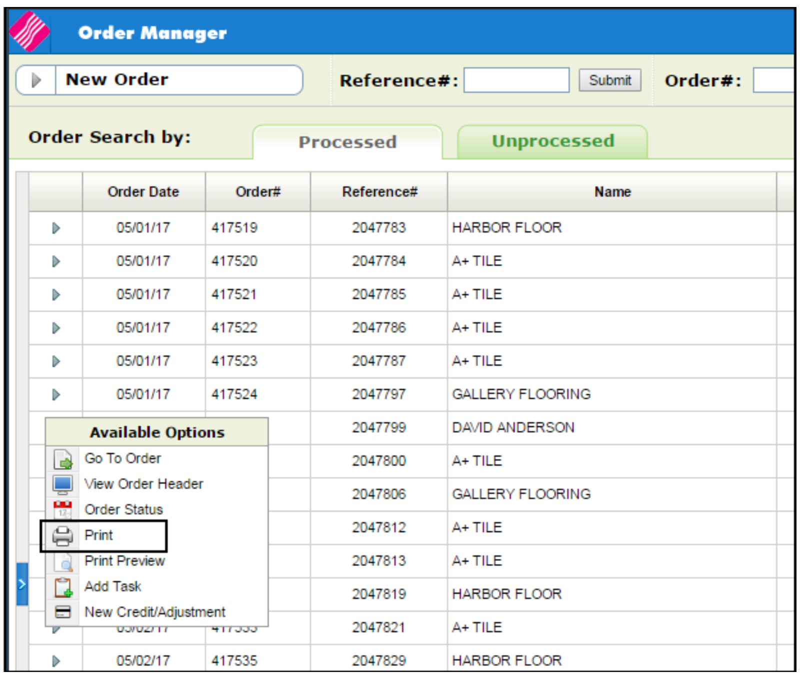
Printing Packing List

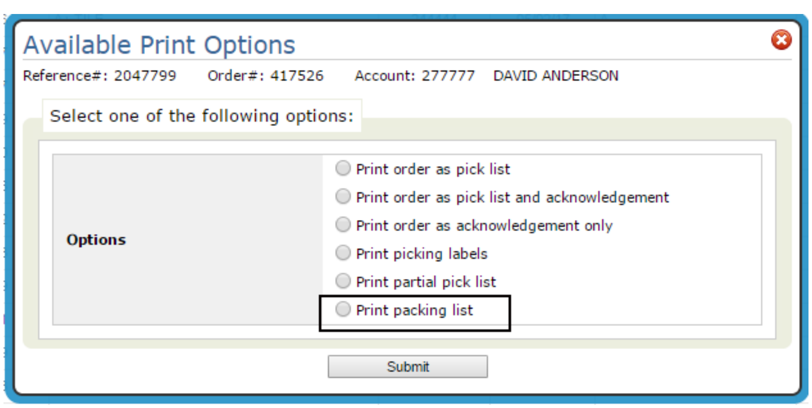
Packing list can be printed from the warehouse reports and from order inquiry.

Warehouse Reports



Order Inquiry





Customer Relationship Management (Spec 5422)

Date Released: July 2017

Modules: Navigator Customer Relationship Management Application

Description: Add a new Navigator application.

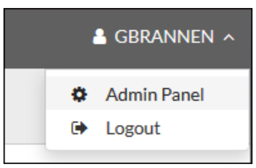
Administration Panel on page 254

Working with the Customer Relationship Management Application on page 263

Administration Panel

Use the Admin panel to set-up users and to establish parameters used when creating accounts and opportunities.

1. The Admin panel is accessed by clicking on the user name in the upper right hand corner and selecting **Admin Panel.**

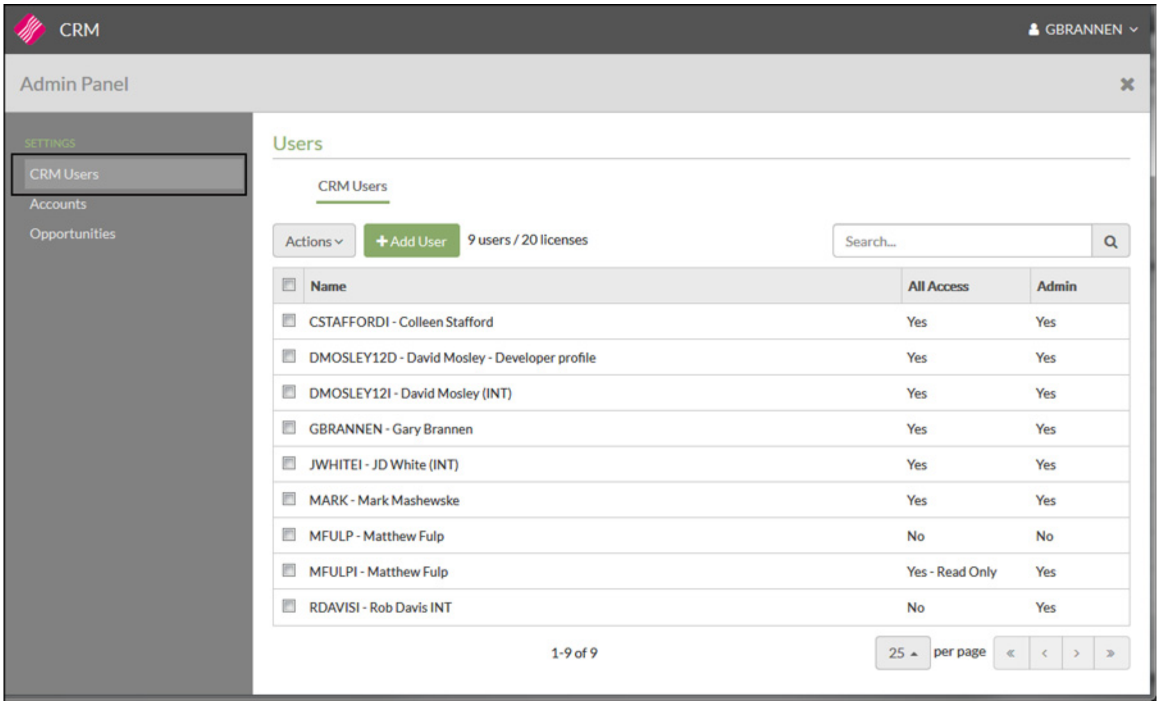


- *CRM Users on page 255*
- *Accounts on page 257*
- *Opportunities on page 259*
- *Job Quotes on page 261*

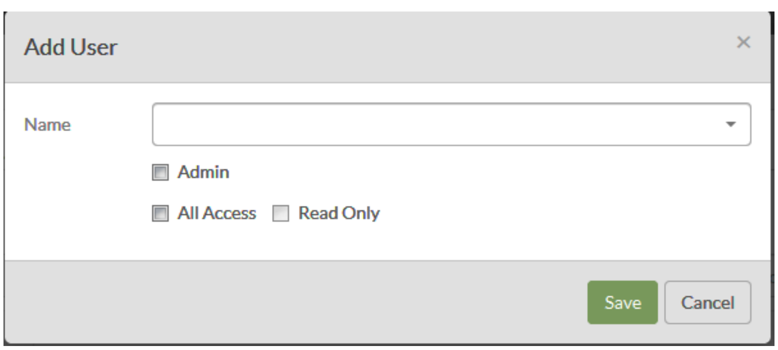
CRM Users

Adding Users

1. Click **CRM Users**; located on the left hand side of the window.



2. Click **Add User**.



- **Admin** - Selecting this grants the user access to the Admin Panel.
- **All Access** - These users can access all of the information and make some changes; such as adding. This option grants edit/update access to the Account, Contacts and Opportunities information regardless of whether they created or are the owner of the information.
- **Read only** - Can only view the information. This option grants viewing access to the Accounts, Contacts, and Opportunities created by any user. However, they can only edit Accounts, Contacts, and Opportunities that they have created or have been assigned as the Owner.

Not selecting any of these options means that the user is a standard CRM user with the following access:

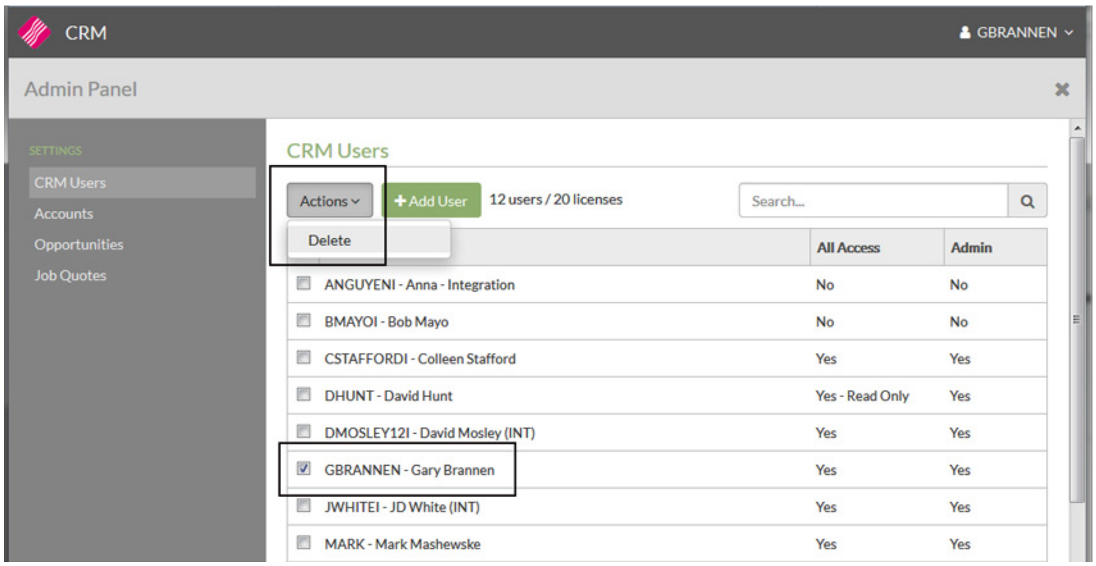
— Accounts: Has access to view all Accounts created by any user, but can only edit Accounts that they have created or have been assigned as the Owner.

— Contacts: Has access to view all Contacts created by any user, but can only edit Contacts that they have created or have been assigned as the Owner.

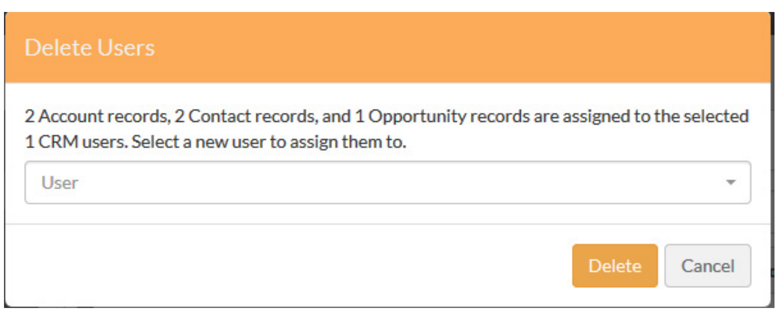
— Opportunities: Only has access to view or update Opportunities that they have created or have been assigned as the Owner. They cannot see Opportunities created by other users.

Deleting Users

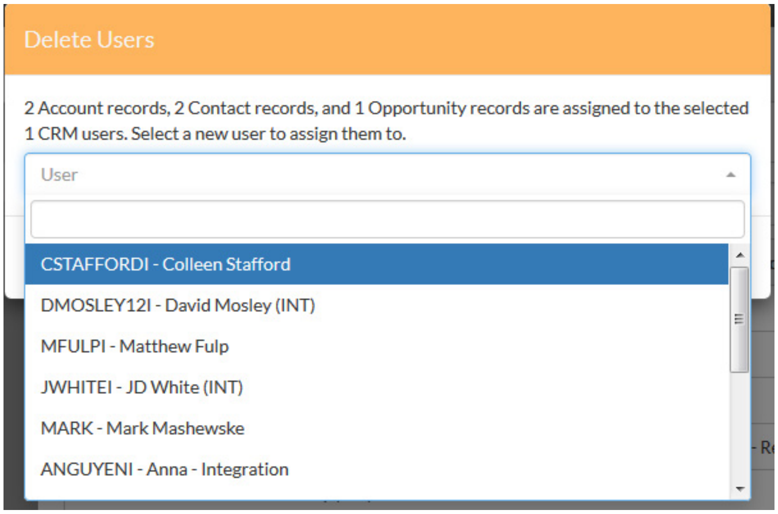
Select a user and then select **Delete** under the **Actions** button.



If the user being deleted has CRM information; such as contacts and opportunities, assigned to them, the following warning appears.



Use the User drop down listing to select a new user to assign the information to.

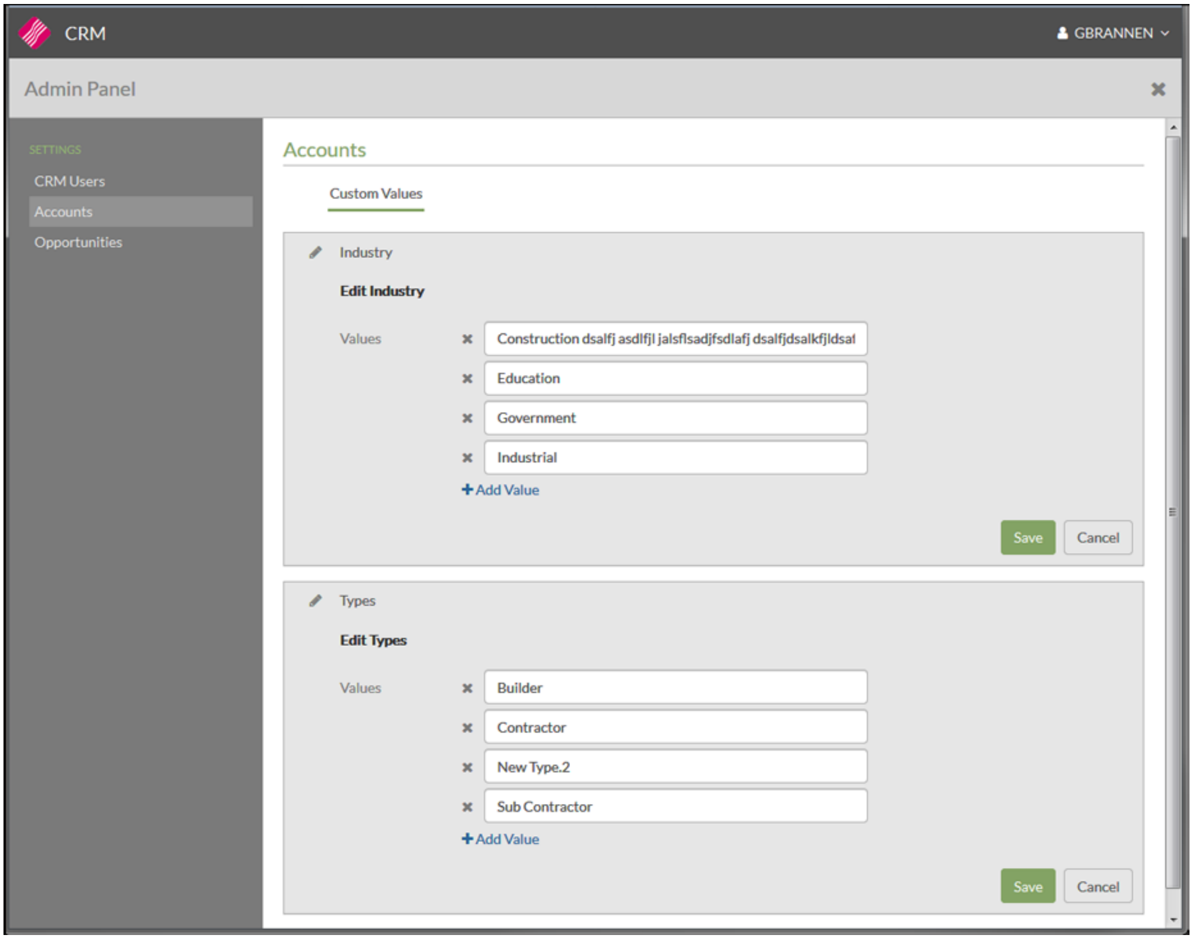


If the user is not assigned to any accounts, contacts, opportunities or job quotes, you can click Delete to remove the user from CRM.

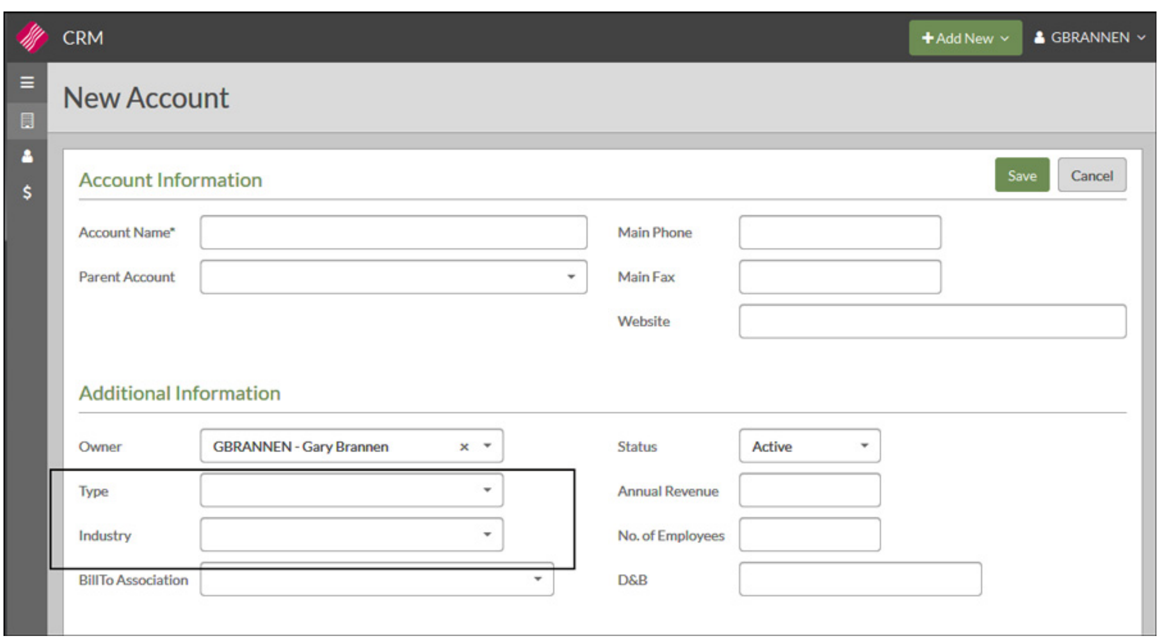
Accounts

1. Click **Accounts**.

2. Add or edit the **Industry** and **Type** of account.



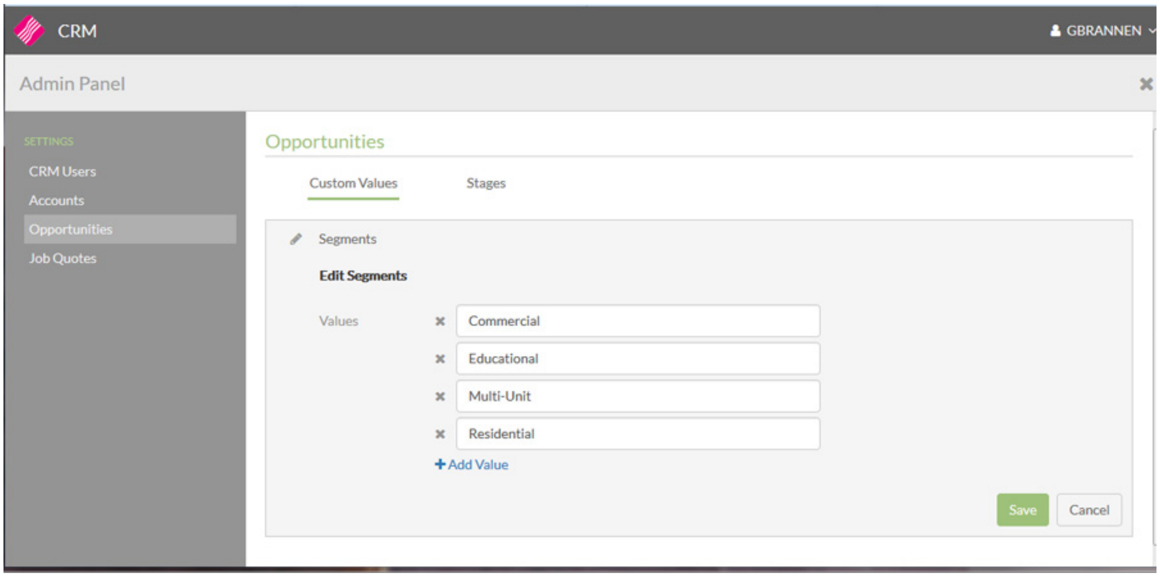
These values are used when creating new accounts.



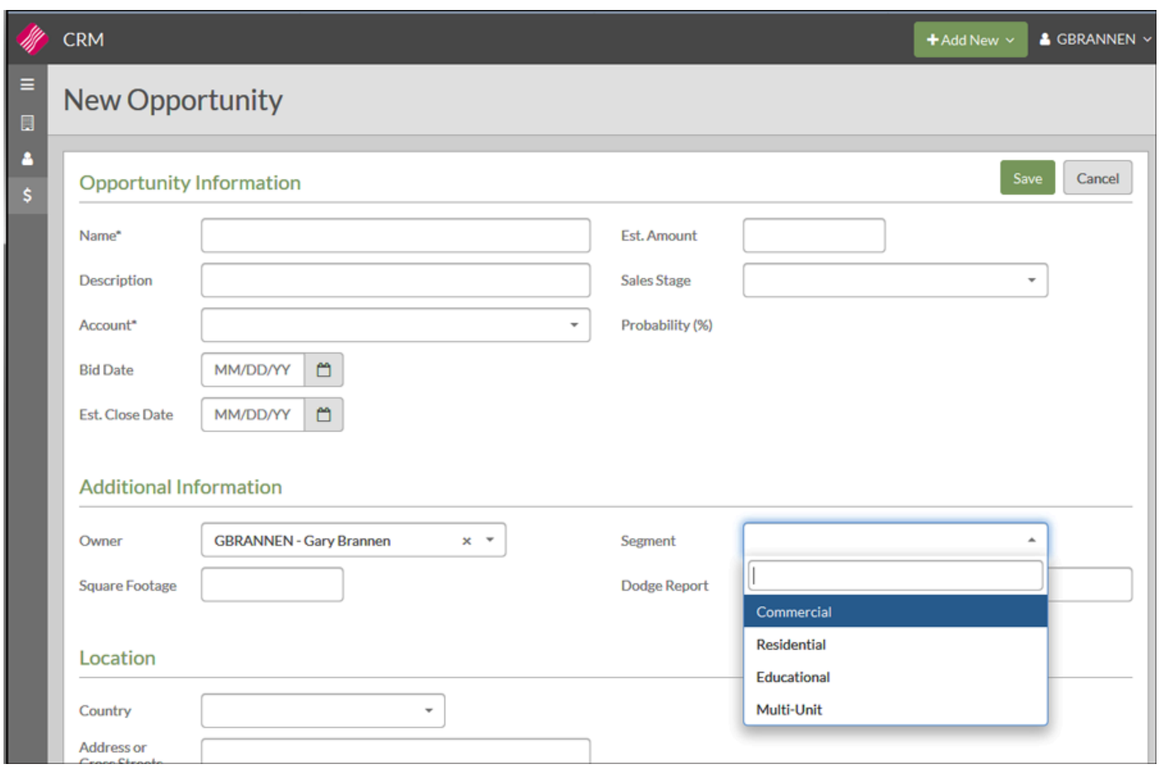
Opportunities

This part of the admin panel allows you to define the Segments and Sales Stages used when creating or editing Opportunities.

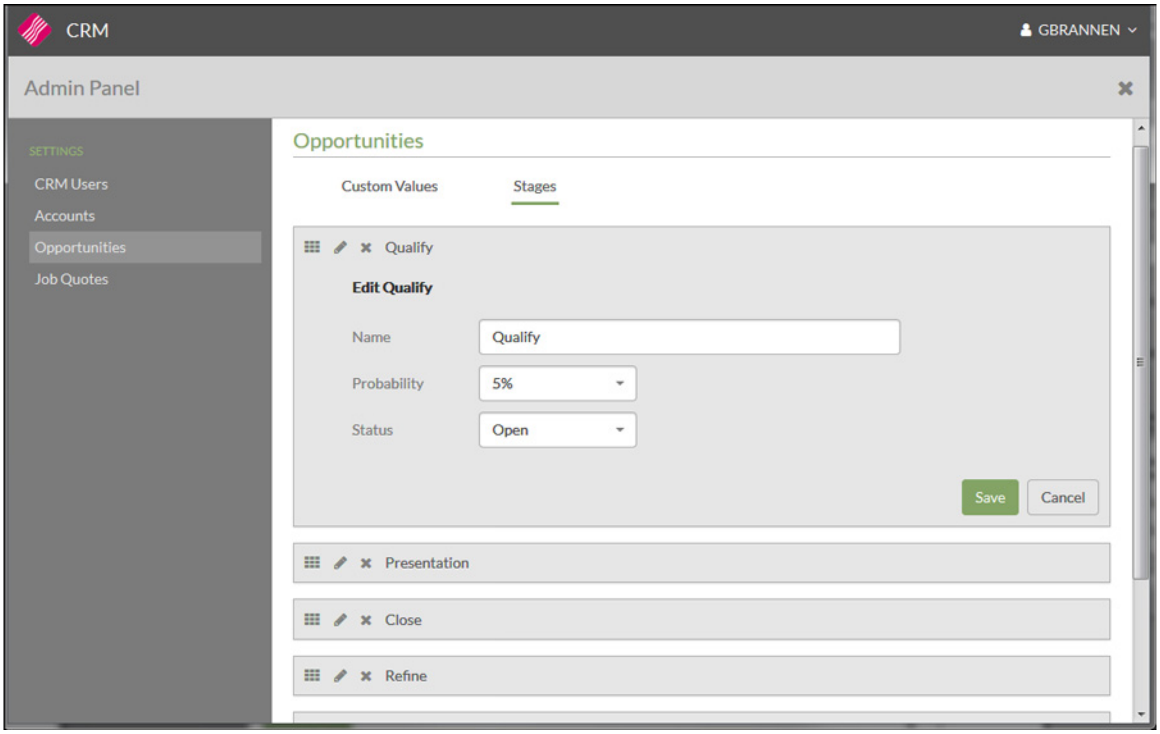
Segments



These segments populate the drop down menu when creating or editing Opportunities.



Stages



The listed stages can be moved up or down in the listing by dropping and dragging them.

The **Probability** directs where the stage appears on the Opportunities window. The lower the number (the lowest is 0) the more toward the beginning of the sales cycle the stage is placed.

Note: Probability can be incriminated by 5%.