CCH® SureTax® Communications

User Guide

Wolters Kluwer
When you have to be right

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Chapter 1

WELCOME TO CCH SURETAX COMMUNICATIONS!

What is CCH SureTax Communications?

CCH SureTax Communications is the robust, high performance, web based tax calculation solution for communications service providers. CCH SureTax Communications uses data from Wolters Kluwer, the worldwide leader in tax data research. The system is configurable to your requirements with easy to use features that enable you to be productive quickly. The system and data are maintained through the cloud, so you can focus on your business.

What CCH SureTax Communications Does

In CCH SureTax Communications, you can:

- Calculate indirect taxes for communications and general sales items in the US, Canada and thought the world (with optional VAT rate module) using the most current data available.
- Calculate taxes for prepaid and postpaid items.
- Perform multiple tax calculations within a single data request.
- Manage configurations and reports via the web portal.
- Review granular tax calculation details.
- Automatically generate auto aggregated tax compliance, regulatory, reconciliation and audit support reports.
- Automatically perform calculations for tax on tax transactions, E911, Federal USF, sales tax and more.
- Perform custom tax quotes.
- Create client specific overrides and exemptions.
- Bundle products to tax underlying services by allocations.
- ...and more.

Determining Nexus

CCH SureTax Communications uses a combination of situsing rules and geocodes to determine nexus. The situsing rule used is determined by the product type to be calculated. The geocode is determined using a database that references the location information (ZIP Code or NPA NXX, for example) to a specific geographic point within a tax jurisdiction. No special mapping codes or tables are required.

Tax Categories Supported

CCH SureTax Communications supports taxation for Communications and Media segments including the following:

- Long Distance
- Local/ILEC/CLEC
- Cellular/Wireless/Prepaid Wireless/Mobile/MVNO
- Wireless Enhanced Services (Ringtones, Media, Text Messages, etc.)
- One-Way and Two-Way Paging Services
- Private Lines/Data Lines/Wireless Data Services
- Voice over IP (VoIP) — including Fixed, Nomadic and Wireless
- Internet Services
- Cable and Broadband Services
- Misc. Telecom Charges and Fees
- Voice Mail, Information, Directory Assistance
- Teleconferencing
- Installation, Leasing
- Setup, Termination, and Late Fees
- Digital Goods
- Security Monitoring
- M2M (machine to machine communications)
- General Sales tax

For a detailed listing of the Communications and Media classifications supported, please see the CCH SureTax Communications Mapping Guide, which is available upon request.

CCH SureTax Communications Workflow Overview

CCH SureTax Communications is part of your overall indirect tax compliance workflow. CCH SureTax Communications connects to your billing system, generating calculations by examining an item's transaction type code, nexus data, unit and dollar value, specific overrides and exemptions (if any) based on your configured tax policy and impositions placed by the tax authorities that have taxing jurisdiction over that transaction.

Once calculations have been processed, CCH SureTax Communications passes information back to the billing system for presentation on the customer invoice and for accounting. CCH SureTax Communications then stores the details of the calculations in its Transaction Repository for reporting.

Following is a description of the general workflow for CCH SureTax Communications. However, realize that on an ongoing production basis, transactions and calculations are performed in the background automatically.

Activate Account

CCH SureTax Communications subscriptions include access to both the CCH SureTax Communications sandbox system (CERT) and production system (PROD). These systems are nearly identical visually; however, they are distinct systems, each requiring unique credentials and configuration.

You will receive a Client ID, Validation Key, and URL instructions for both CERT and PROD to enable access to the CCH SureTax Communications Calculation system.

In addition, CERT and PROD each have a corresponding web portal. An individual in your organization will be established as an Administrator and receive credentials to each portal. They will be able to manage additional users.

Note: For the CCH SureTax Communications web portals, your user name is your email address.

Communicate with CCH SureTax Communications

Establishing communication with CCH SureTax Communications is a typically a one-time exercise. Communication is made via the CCH SureTax Communications SaaS servers using HTTPS connections. Forms of communication include API, batch file, QuickBooks web connector and ERP integration.

User Guides are available for each method that specify the structures and methods required. These documents are available from Support or your Go Live specialist. Contact support for assistance in establishing your data connection.

If your connection is through a third party (such as a billing provider), they will instruct you as to how to connect to their particular implementation.

Configure CCH SureTax Communications

CCH SureTax Communications is configurable to your indirect communications tax policy.

The system is preconfigured with a default configuration that meets the needs of many users. However, you should review and test your configuration, relative to your tax policy and needs, before going live.

The configurable items are listed in this document and in the CCH SureTax Communications web portal under "Configuration."

Determine CCH SureTax Communications Transaction Type Codes

The CCH SureTax Communications transaction type code is a six digit number that represents the CCH Group and Item that corresponds to the items that you have for sale. This code enables CCH SureTax Communications to apply the tax impositions that apply to the item that is sold.

Determining the transaction type code for an item is an exercise that should be performed by a professional that is familiar with your service and communications tax. Wolters Kluwer offers product mapping services that will help you determine transaction type codes for your products.

Transmit Data to CCH SureTax Communications

In most configurations, the billing system will be used to transmit data to the CCH SureTax Communications servers based on your requirements. Support can help you configure your data transactions for efficient transmittal and processing.

It should be noted that by default CCH SureTax Communications does not store your product lists or customer tables on the CCH SureTax server. This information is provided by your system and then passed to CCH SureTax Communications for calculation. Some basic customer information is stored in the transaction repository.

Perform Calculations

CCH SureTax Communications will perform your calculations and return results within seconds. Confirmation of the calculation transaction will be available in the Ratings Results along with corresponding Success Codes. CCH SureTax Communications will also automatically post results to the Ratings Repository for reporting.

Receive Data Response

CCH SureTax Communications will return a response which includes a transaction Success Code and data for billing (including descriptions and amounts), tracking and accounting.

Review Results

Within Ratings Results, you will be able to examine the detail of a transaction to assess whether the calculation meets your expectations and that of your tax policy.

Generate Reports

Periodic and ad hoc reports are available for filing, consolidation and review.

SureQuotes

SureQuotes gives you the ability to enter transactions via a form (instead of through the traditional data flow). This allows you to perform quotes or test transactions that do not necessarily need to flow through to your reports.

Although not part of the normal workflow, SureQuotes can be an important tool for testing configurations prior to going live.

CCH SureTax Communications Configuration

CCH SureTax Communications is configurable to your tax policy. Configuration is typically a setup activity and not part of the on-going workflow.

Refer to *Chapter 2 — Configuration Overview* on page 11 for configuration options and recommended procedures.

Data Communications

CCH SureTax Communications integrates with billings systems, billing service bureaus, CRM, CIS and ERP systems. You can send your data to our system in the following ways:

API

This Application Programming Interface (API) enables real-time data transfer by submitting web request/response messages via Internet services using HTTPS POST or SOAP.

For web requests submitted via HTTPS POST, data should be formatted using either JSON or XML format. The response format type is the same as the request format.

For requests submitted via SOAP, responses are provided in same XML format as the request.

Note: The current implementation is synchronous, where a response is provided for each request submitted.

Each request can contain one-to-many items (transaction records) which can correlate multiple customers and/or invoices.

The CCH SureTax Communications API document defines the structures and methods that are used in the CCH SureTax Communications tax rating and calculation system. This document is available from your Go Live Consultant or Support.

Batch

Batch file transfer is available by submitting a fixed-width (flat) file via the Internet. You must have access to the secure CCH SureTax Communications FTP servers in order to use the Batch Calculation process.

The CCH SureTax Communications Batch File Transfer document defines the structures and methods that are used in the CCH SureTax Communications tax rating and calculation system. This document is available from your Go Live Consultant or Support.

Non-standard batch file record layouts are available under a Statement of Work at our standard rates.

QuickBooks

CCH SureTax Communications supports data connection via the QuickBooks Web Connector. A CCH SureTax Communications specialist will assist you with this set up.

The CCH SureTax Communications QuickBooks Implementation Guide defines the process. This document is available from your Go Live Consultant or CCH SureTax Communications QuickBooks Support.

ERP

CCH SureTax Communications supports data connection via ERP integration. Contact your Go Live Consultant for details about your particular installation.

BSS/OSS, CRM, and CIS Provider

Billing System and Integration providers support connectivity to CCH SureTax Communications. They will manage the connection of their systems to CCH SureTax Communications, including implementation of the credentials. Contact your provider for more information.

Accessing the CCH SureTax Communications Web Portal

You will need a login account to access the CCH SureTax Communications web portal. CCH SureTax Communications can operate in single or multiple account environments. As a result, multiple businesses or user accounts can access the system via an Internet connection anywhere.

Logging In as a New User

The initial client login account is created by a CCH SureTax Communications administrator. When a new account is created, a system-generated email is sent to the new user with a temporary password and a link to the login screen.

To log in for the first time, do the following:

1. Click the **Click Here to Login** link in your welcome email.
2. Enter your user name and the temporary password you received.
3. Click **Log in**. The Change Password screen displays.
4. Re-enter your temporary password in the **Old Password** field.
5. Enter a new password in the **New Password** field, and re-enter it in the **Confirm New Password** field.
6. Select a **Security Question**, and then provide the answer in the **Security Answer** field.
7. Click **Submit**. The CCH SureTax Communications home page displays, with menu options based on your role.

Logging In as a Returning User

To log in as a returning user, do the following:

1. Use one of the following URLs:
    a. To access the PROD environment, go to https://my.taxrating.net/portal/.
    b. To access the CERT environment, go to https://testmy.taxrating.net/portal/.
2. If your login credentials are not prepopulated, enter your user name and password.
3. Click **Login**. The SureTax home page displays, with menu options based on your role.

Changing Your Password

To change your password in SureTax, do the following:

1. Click **Change Password** on the SureTax home screen. The Change Password screen displays.
2. Enter your current password in the **Old Password** field.
3. Enter a new password in the **New Password** field.
4. Re-enter the new password in the **Confirm New Password** field.
5. Click **Submit**.

Resetting a Forgotten Password

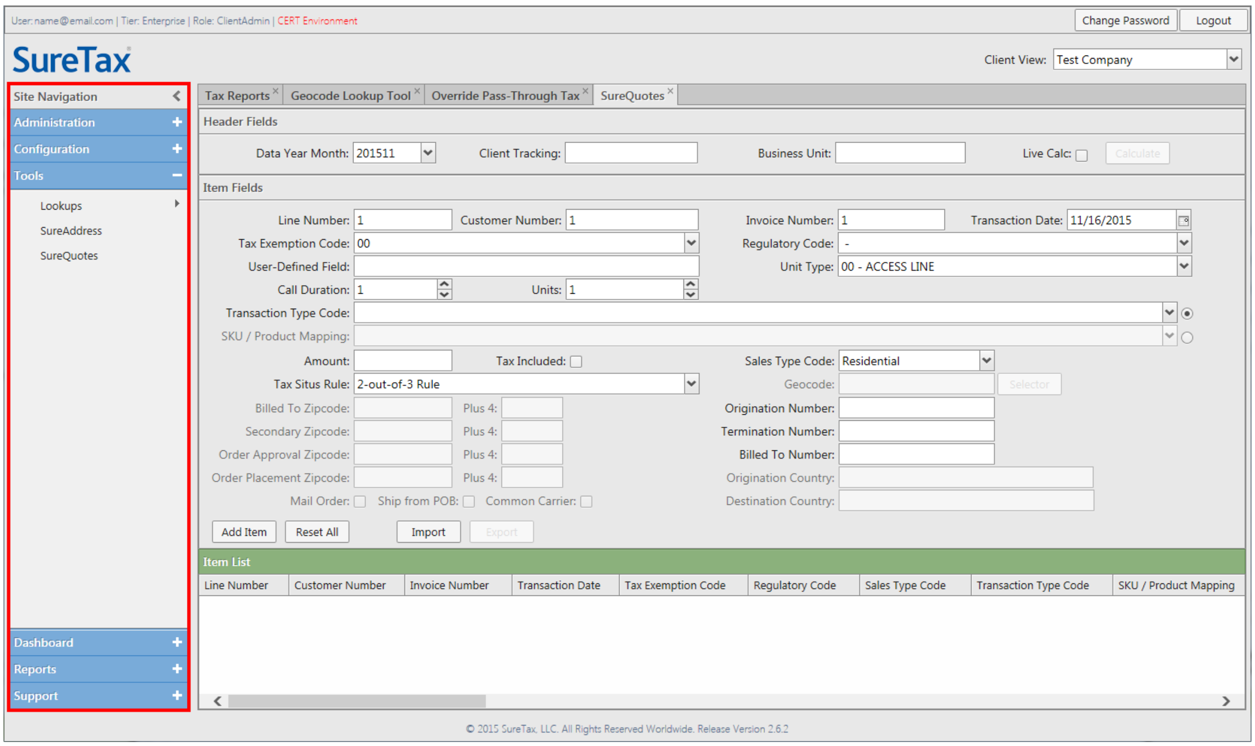
If you forget your password, reset it by doing the following:

1. Click the **Forgot Password?** link on the login page. The *Forgot Your Password?* screen displays.
2. Enter your user name in the **Login** field.
3. Click **Submit**. A temporary password will be sent to you.
4. Open the Password email.
5. Click the **Click Here to Login** link in your welcome email.
6. Enter your user name and the temporary password you received.

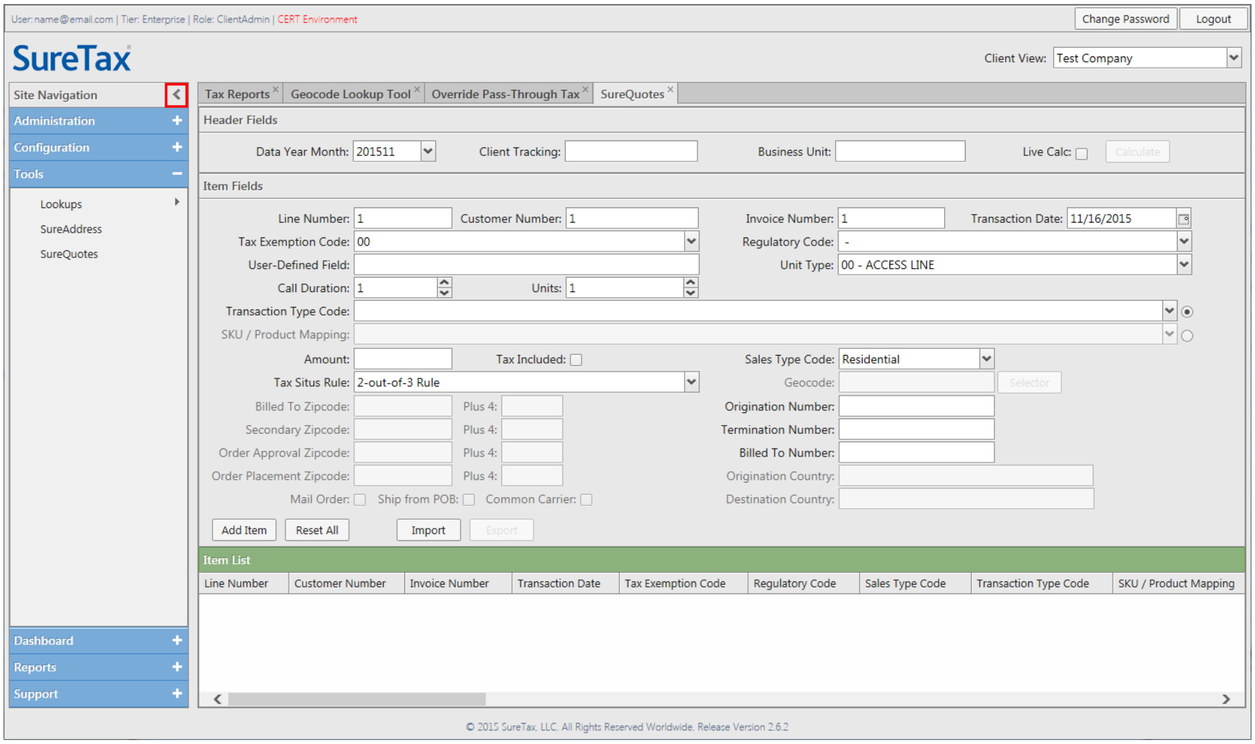
7. Click **Log in**. The Change Password screen displays.
8. Re-enter your temporary password in the **Old Password** field.
9. Enter a new password in the **New Password** field, and re-enter it in the **Confirm New Password** field.
10. Select a **Security Question**, and then provide the answer in the **Security Answer** field.
11. Click **Submit**. The SureTax home page displays, with menu options based on your role.

Navigating CCH SureTax

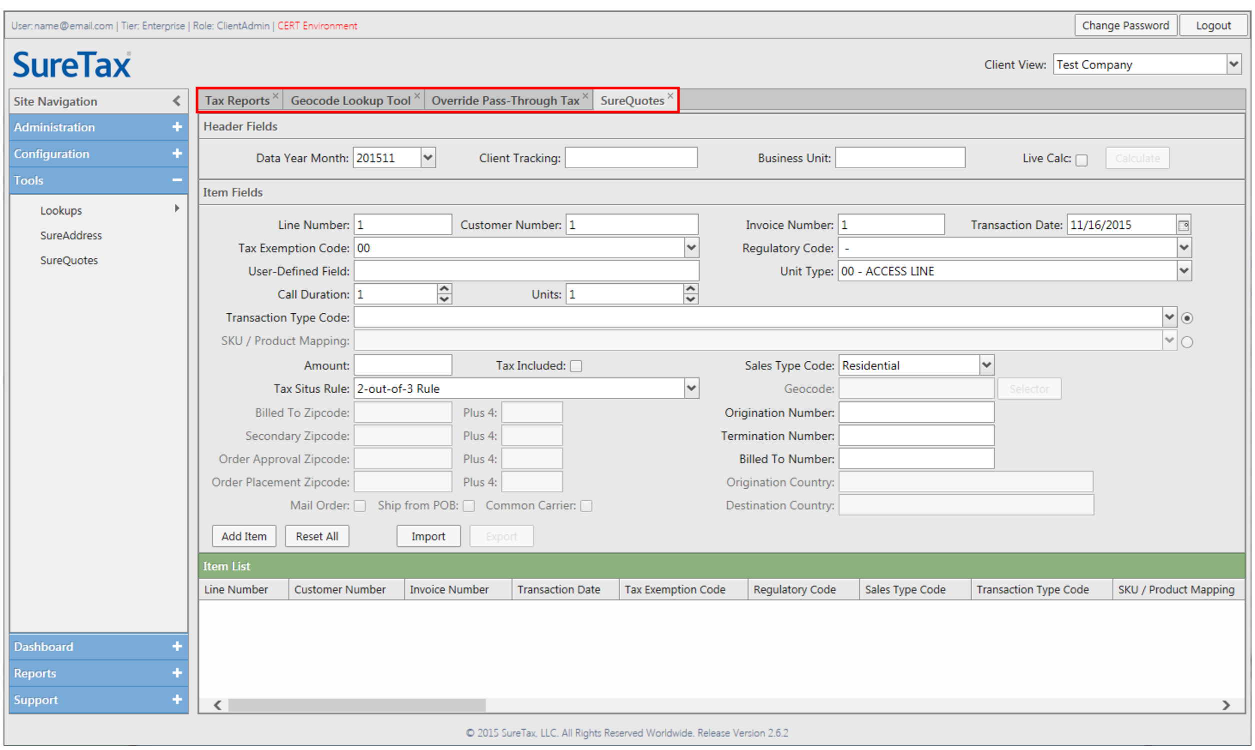
The navigation pane appears on the left of the CCH SureTax Communications window and can consist of multiple accordion items.



Click the left-pointing arrow to collapse the navigation frame.

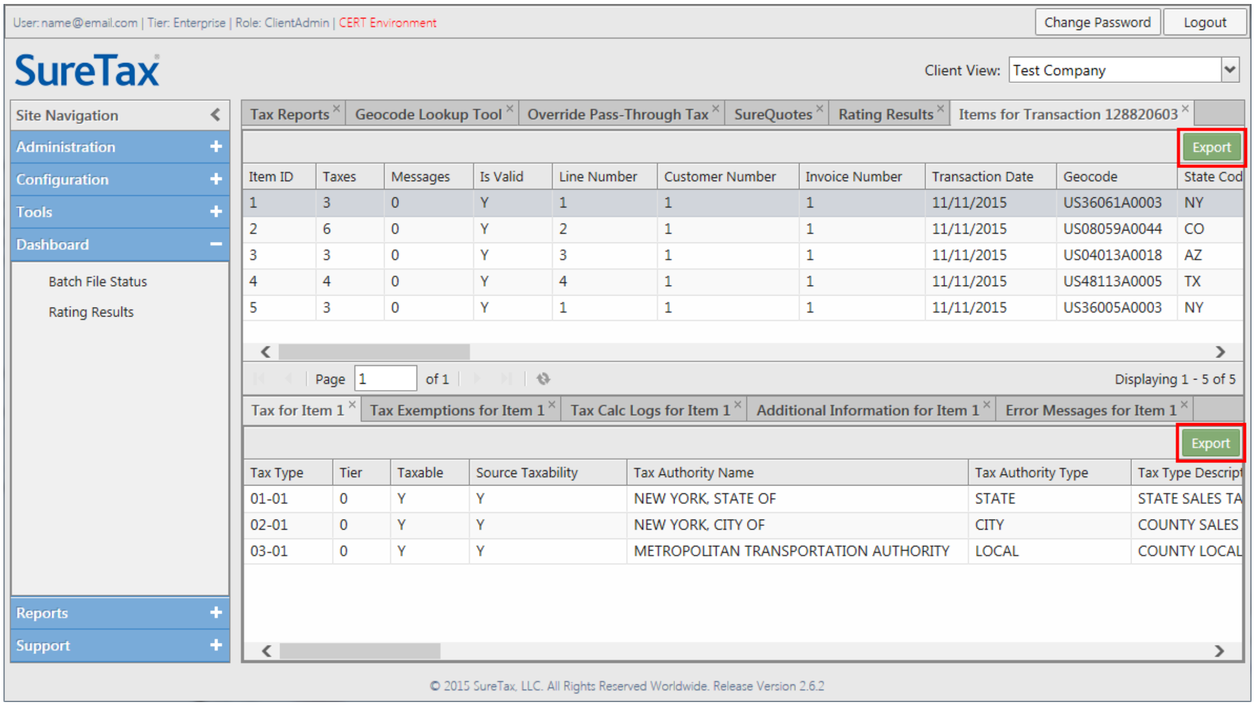


Each time you open a screen in SureTax, it displays in a new tab. This allows you to switch easily among areas of SureTax.



Exporting Data

You can export data from many pages and grids by clicking the green Export button.



Chapter 2

CONFIGURATION OVERVIEW

The Configuration menu contains the options for overriding current content, managing customer exemptions, nexus management, revenue allocation management, SKU/product mappings overrides, and setting up users.

Managing Content Overrides

CCH SureTax Communications recognizes that the myriad of taxation rules apply differently to each subscriber, and that many subscribers have special tax policy, rules and exemptions to manage and may need to change the default taxation for different categories, customers, service types, etc. CCH SureTax Communications is designed to provide the flexibility needed to serve the rapidly changing world of indirect tax. Overrides can be easily managed in a number of ways right from the CCH SureTax Communications web portal. Given the flexibility of the CCH SureTax Communications platform, there is virtually no limit to the level of customization of overrides that can be implemented for you.

All of the CCH SureTax Communications overrides are managed by an effective date that controls the duration of their application. This allows the override to "stay in place" and does not require any adjustments until the end of the effective data range. In addition, all overrides are managed separately and independently from the monthly content updates; meaning any changes/updates to the underlying content will not impact the overrides that have been set up.

The Client Overrides (Content Overrides) section in the CCH SureTax Communications web portal has the selections for overriding the following. Click any link for more information.

Overriding a Geocode on page 12

Overriding NPA NXX on page 14

Overriding Pass-through Tax on page 15

Overriding Tax and Taxability on page 18 (turning off and on taxes for particular products and service)

Overriding Tax Type Descriptions on page 20

Managing Transaction Type Exemptions on page 22

Overriding Transaction Type Service Location on page 24

Overriding a ZIP Code on page 25

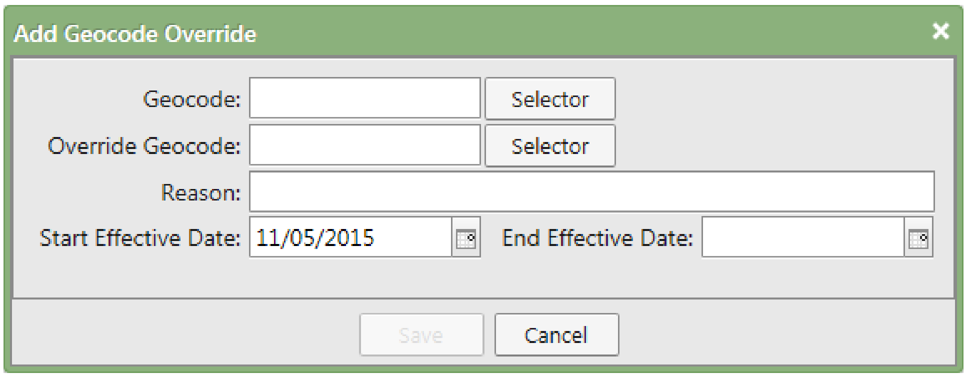
Overriding a Geocode

The **geocode**[1] override is used to change an existing geocode to a different geocode. A geocode can be partially or fully overridden. The geocode screen is used to add, edit, and delete a client's geocode overrides.

Adding a Geocode Override

To add a new geocode override, do the following:

1. Select the **Configuration** tab, and then select **Content Overrides** > **Geocode**.
2. Click **Add Override**. The Add Geocode Override dialog displays.



3. Click **Selector** beside the Geocode field. The Geocode Selector dialog displays.
4. Select as many of the following items as you can. The more items you select, the more accurate the geocode will be.
   - Country
   - State
   - County
   - City
   - District
5. Click **Submit**. The geocodes that match your selections display in the grid.

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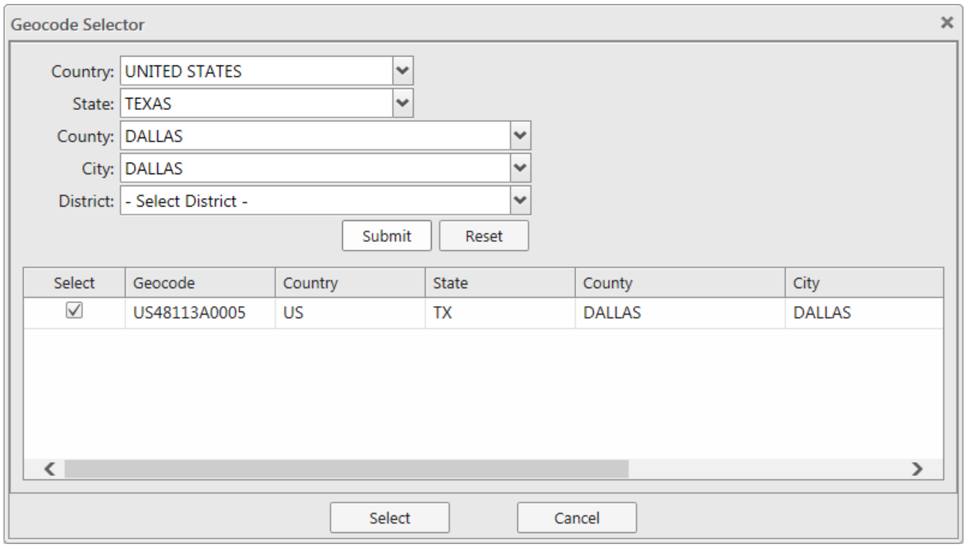
[1] A 12-character alphanumeric string that defines a specific country, state, county, locality and, where necessary, a unique combination of local taxes. The country is always represented by two characters (for example ‘US’ or ‘GB’).The rest of the code reads as: state = 2 characters, county = 3 characters, locality = 5 characters.



6. Select the correct geocode from the results.
7. Click **Select**. The Geocode Selector closes and the Geocode field is populated with the correct geocode.
8. Repeat steps 3 thorough 7 for the Override Geocode field. The geocode will map to the Override Geocode while the override is in effect.
9. Enter a **Reason** for the override.
10. Select the dates for the **Start Effective Date** and **End Effective Date** fields.
11. Click **Save**.

Editing a Geocode Override

To edit a geocode override, do the following:

1. Select the **Configuration** tab, and then select **Content Overrides** > **Geocode**.
2. Click the geocode override you want to change. The Edit Geocode Override dialog displays.
3. Edit the **Override Geocode**, **Reason**, and **End Effective Date** information as required.
4. Click **Save**.

Deleting a Geocode Override

To delete a geocode override, do the following:

1. Select the **Configuration** tab, and then select **Content Overrides** > **Geocode**.
2. Click the geocode override you want to delete. The Edit Geocode Override dialog displays.
3. Click **Delete**.
4. Click **Yes** on the confirmation dialog.

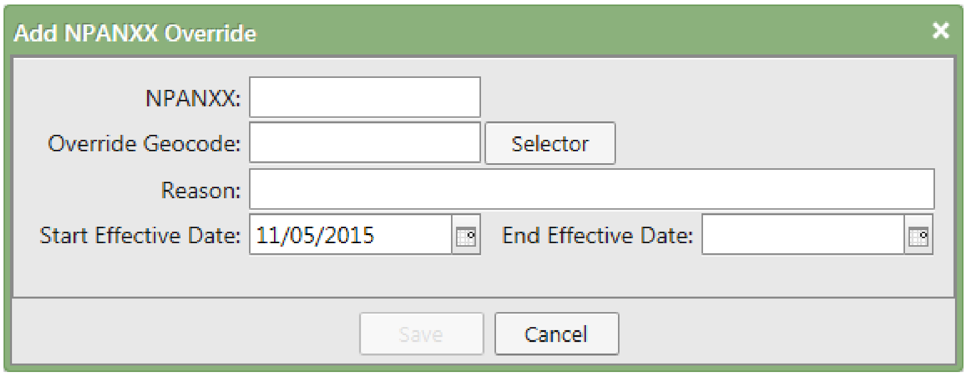
Overriding NPA NXX

The **NPA NXX**[1] override is used to override an existing NPA NXX. This is useful when the default geocode (jurisdiction) assignment of a phone number needs to be changed to an alternate location. An NPA NXX can be partially or fully overridden. The NPA NXX screen is used to add, edit, and delete your NPA NXX overrides.

Adding an NPA NXX Override

To add a new NPA NXX override, do the following:

1. Select the **Configuration** tab, and then select **Content Overrides** > **NPA-NXX**.
2. Click **Add Override**. The Add NPANXX Override dialog displays.



3. Enter the NPA NXX information in the NPANXX field.
4. Click **Selector** beside the Geocode field. The Geocode Selector dialog displays.
5. Select as many of the following items as you can. The more items you select, the more accurate the geocode will be.
   - Country
   - State
   - County
   - City
   - District
6. Click **Submit**. The geocodes that match your selections display in the grid.

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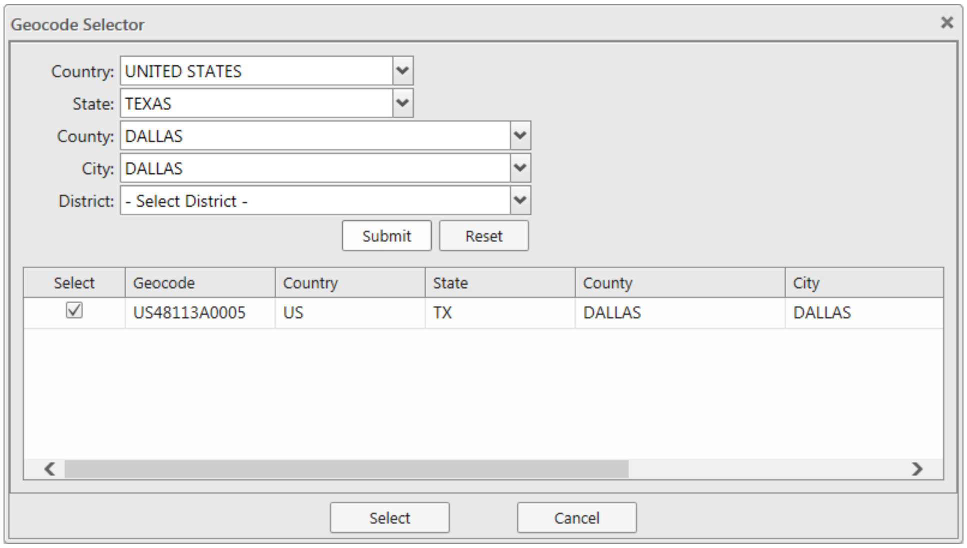
[1]NPA (Numbering Plan Area) is the 3-digit area code. NXX is the first three digits of a seven-digit telephone number that identifies the specific telephone company central office that serves that number. For example, the NPA/NXX of the telephone number 845-426-3790 is 845-426, with 845 being the NPA, and 426 the NXX.



7. Select the correct geocode from the results.
8. Click **Select**. The Geocode Selector closes and the Geocode field is populated with the correct geocode.
9. Enter a reason for the override.
10. Select the dates for the Start Effective Date and End Effective Date fields.
11. Click **Save**.

Editing an NPA NXX Override

To edit an NPA NXX override, do the following:

1. Select the **Configuration** tab, and then select **Content Overrides** > **NPA-NXX**.
2. Click the NPA NXX override you want to change. The Edit NPANXX Override dialog displays.
3. Edit the **Override Geocode**, **Reason**, and **End Effective Date** information as required.
4. Click **Save**.

Deleting an NPA NXX Override

To delete an NPA NXX override, do the following:

1. Select the **Configuration** tab, and then select **Content Overrides** > **NPA-NXX**.
2. Click the NPA NXX override you want to delete. The Edit NPANXX Override dialog displays.
3. Click **Delete**.
4. Click **Yes** on the confirmation dialog.

Overriding Pass-through Tax

CCH SureTax Communications contains the provider/consumer rules for when a tax should or can be passed on to the consumer.

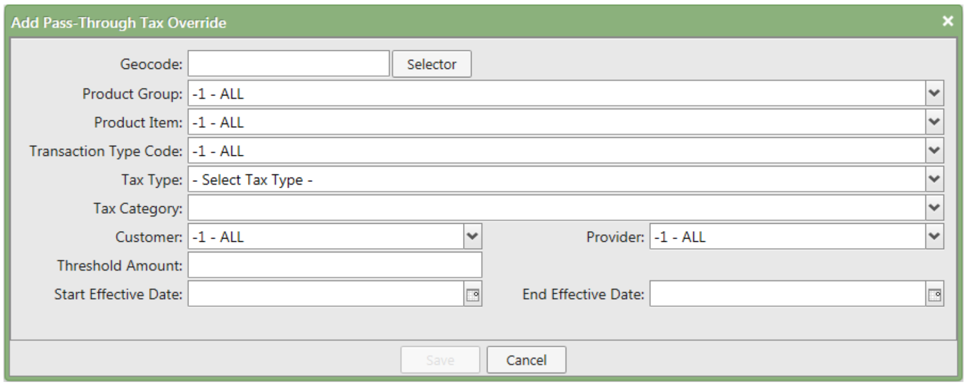
The pass-through tax override allows you to change the default configuration of provider-based versus consumer-based taxes, thus controlling when a tax is returned to a customer in the calculation process. All taxes that are designated as pass through taxes are computed in the tax calculation process, but kept in a distinct repository for review and analysis and not sent through to the CCH SureTax Communications reports. These taxes are kept separate from the repository used for the standard tax calculations.

By default, the system passes through all taxes, fees, and surcharges that are designated as "Pass-Through – Required" as well as "Pass-Through – Optional."

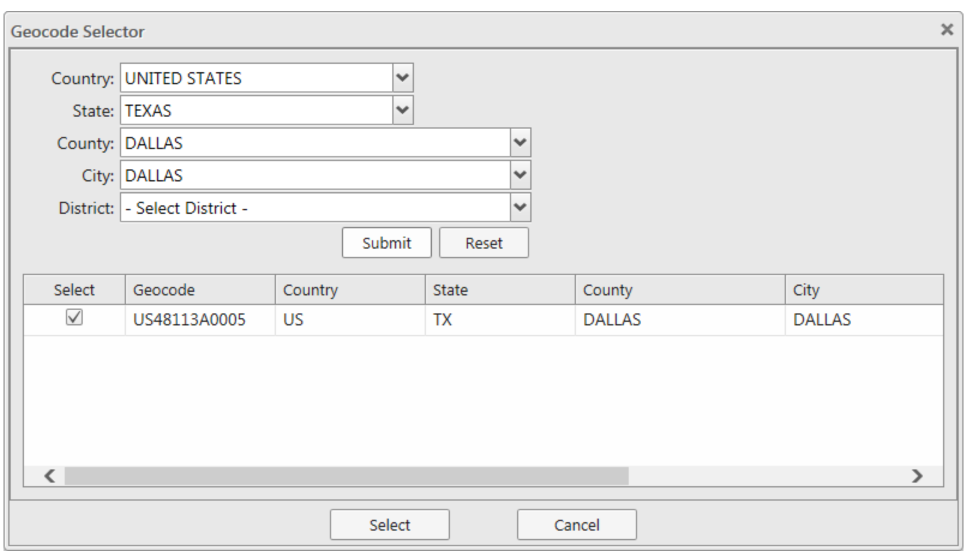
Adding a Pass-through Tax Override

To add a pass-through tax override, do the following:

1. Select the **Configuration** tab, and then select **Content Overrides** > **Pass-Through Tax**.
2. Click **Add Override**. The Add Pass-Through Tax Override dialog displays.



3. Click **Selector** beside the Geocode field. The Geocode Selector dialog displays.
4. Select as many of the following items as you can. The more items you select, the more accurate the geocode will be.
   - Country
   - State
   - County
   - City
   - District
5. Click **Submit**. The geocodes that match your selections display in the grid.



6. Select the correct geocode from the results.
7. Click **Select**. The Geocode Selector closes and the Geocode field is populated with the correct geocode.
8. Select the **Product Group**. This is the product group classification of a product or service.

   Note: If **-1 - ALL** is selected for any field, the override will apply to all selections available for that field.

9. Select the **Product Item**. This is the product item that is associated with the product group.
10. Select the **Transaction Type Code**. This is the SureTax transaction type code that is associated with the product group and product item.

    Note: You received this code when your products were mapped to the SureTax products.

11. Select the **Tax Type**. This is the type of tax that will be overridden.
12. Select the **Tax Category**. This is the tax category associated with the tax type you selected above.
13. Select the **Customer**. This is the customer type, such as business, residential, or industrial.
14. Select the **Provider**. This is the provider (regulatory) type, such as ILEC, CLEC, VoIP, Wireless, etc.
15. Enter the **Threshold Amount** as a decimal. For example, if you want the threshold to be 100%, enter **1**. If you want the threshold to be 65%, enter **0.65**.
16. Select the dates for the **Start Effective Date** and **End Effective Date** fields.
17. Click **Save**.

Editing a Pass-through Tax Override

To edit a pass-through tax override, do the following:

1. Select the **Configuration** tab, and then select **Content Overrides** > **Pass-Through Tax**.
2. Click the pass-through tax override you want to change. The Edit Pass-Through Tax Override dialog displays.
3. Edit the **Transaction Type Code**, **Threshold Amount**, and **End Effective Date** information as required. The rest of the fields are read-only.
4. Click **Save**.

Deleting a Pass-through Tax Override

To delete a pass-through tax override, do the following:

1. Select the **Configuration** tab, and then select **Content Overrides** > **Pass-Through Tax**.
2. Click the pass-through tax override you want to delete. The Edit Pass-Through Tax Override dialog displays.
3. Click **Delete**.
4. Click **Yes** on the confirmation dialog.

Overriding Tax and Taxability

The tax and taxability override is used to override the applicability of an existing tax. This override can be used for several purposes including:

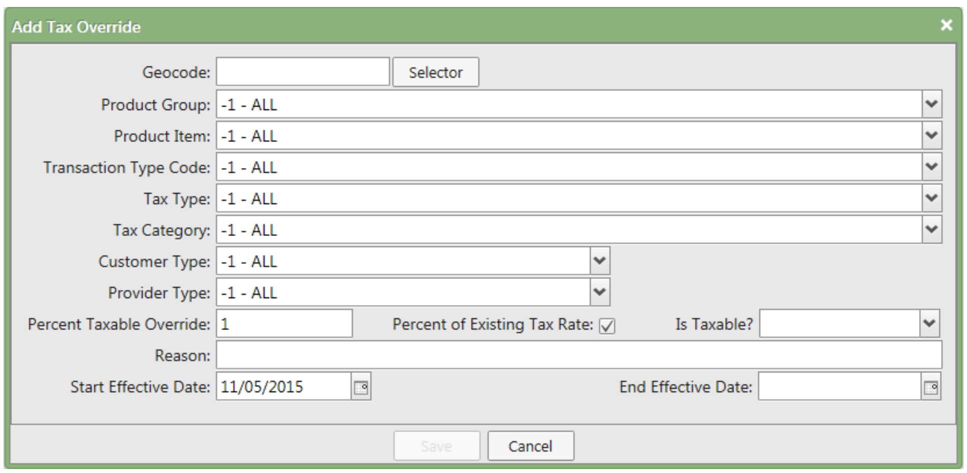
- Disable the default taxability of a tax
- Enable the default taxability of a tax
- Change the percentage taxable (i.e. a "safe-harbor" percentage) of a tax
- Define a specific tax rate for a tax (e.g. entering client-specific local franchise tax rates)

As such, the tax override process contains a significant amount of capabilities for changing the default tax calculation and should be used with caution.

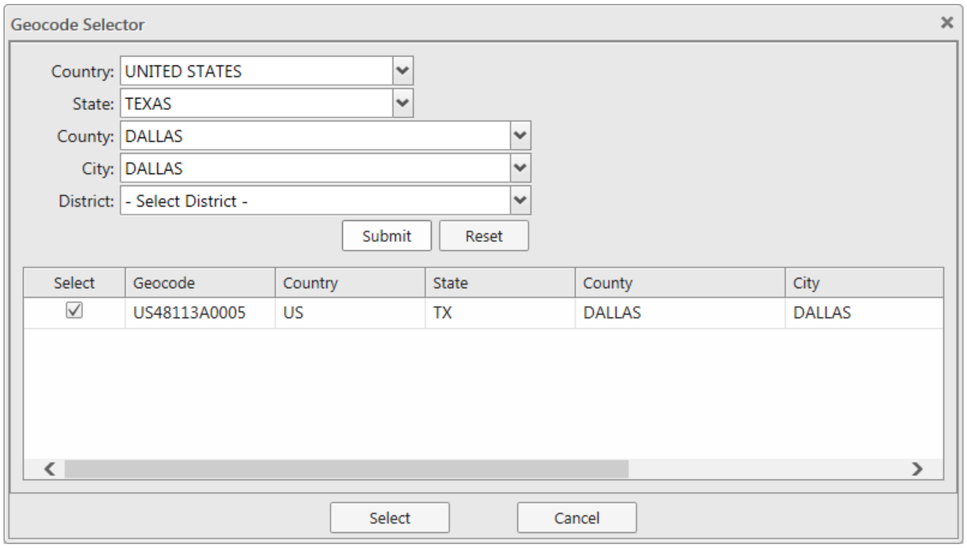
Adding a Tax and Taxability Override

To add a tax override, do the following:

1. Select the **Configuration** tab, and then select **Content Overrides** > **Tax and Taxability**.
2. Click **Add Override**. The Add Tax Override dialog displays.



3. Click **Selector** beside the Geocode field. The Geocode Selector dialog displays.
4. Select as many of the following items as you can. The more items you select, the more accurate the geocode will be.
   - Country
   - State
   - County
   - City
   - District
5. Click **Submit**. The geocodes that match your selections display in the grid.



6. Select the correct geocode from the results.
7. Click **Select**. The Geocode Selector closes and the Geocode field is populated with the correct geocode.
8. Select the **Product Group**. This is the product group classification of a product or service.

   Note: If **-1 - ALL** is selected for any field, the override will apply to all selections available for that field.

9. Select the **Product Item**. This is the product item that is associated with the product group.
10. Select the **Transaction Type Code**. This is the CCH SureTax Communications transaction type code that is associated with the product group and product item.

    Note: You received this code when your products were mapped to the CCH SureTax Communications products.

11. Select the **Tax Type**. This is the type of tax that will be overridden.
12. Select the **Tax Category**. This is the tax category associated with the tax type you selected above.
13. Select the **Customer Type**. This is the customer type, such as business, residential, or industrial.
14. Select the **Provider Type**. This is the provider (regulatory) type, such as ILEC, CLEC, VoIP, Wireless, etc.
15. Enter the **Percent Taxable Override** as a decimal. For example, if you want the new percent taxable to be 100%, enter **1**. If you want the percent taxable to be 64.9%, enter **0.649**.

    Note: If you do not use this field, we recommend you enter **1.0**.

16. Select **Percent of Existing Tax Rate** if the Override Taxable Percentage is applied against the specific tax rate (a "safe harbor" percentage). If you do not select this check box, then the value you entered for Percent Taxable Override will be used as the actual tax rate for the override.

17. Select one of the following **Override Taxable** options:
    a. **No (Not Taxable)**. This tax type will not be applied.
    b. **Yes (Taxable)**. The tax type will be applied.
    c. **Default (No Override)**. This option does not change the underlying taxability. Select this option when you are making a Taxable Percentage override, for example, or otherwise do not want to change the underlying taxability.
18. Enter the **Reason** for the override.
19. Select the dates for the **Start Effective Date** and **End Effective Date** fields.
20. Click **Save**.

Editing a Tax and Taxability Override

To edit a tax override, do the following:

1. Select the **Configuration** tab, and then select **Content Overrides** > **Tax and Taxability**.
2. Click the pass-through override you want to change. The Edit Tax Override dialog displays.
3. Edit the **Percent Taxable Override**, **Percent of Existing Tax Rate**, **Is Taxable**, **Reason**, and **End Effective Date** information as required. The rest of the fields are read-only.
4. Click **Save**.

Deleting a Tax Override

To delete a tax override, do the following:

Tip: We recommend you change the end effective date rather than deleting a tax override. This allows you to keep a history of your tax overrides.

1. Select the **Configuration** tab, and then select **Content Overrides** > **Tax and Taxability**.
2. Click the pass-through override you want to delete. The Edit Pass-Through Override dialog displays.
3. Click **Delete**.
4. Click **Yes** on the confirmation dialog.

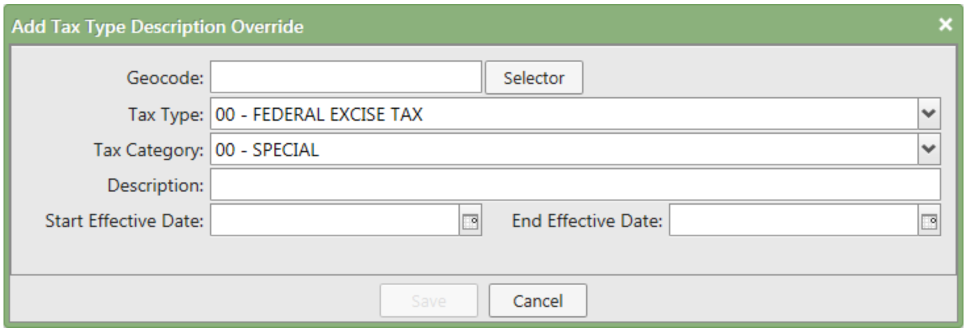
Overriding Tax Type Descriptions

The tax type description override is used to override the existing verbiage for a particular tax type. You can add, edit and delete a tax type description.

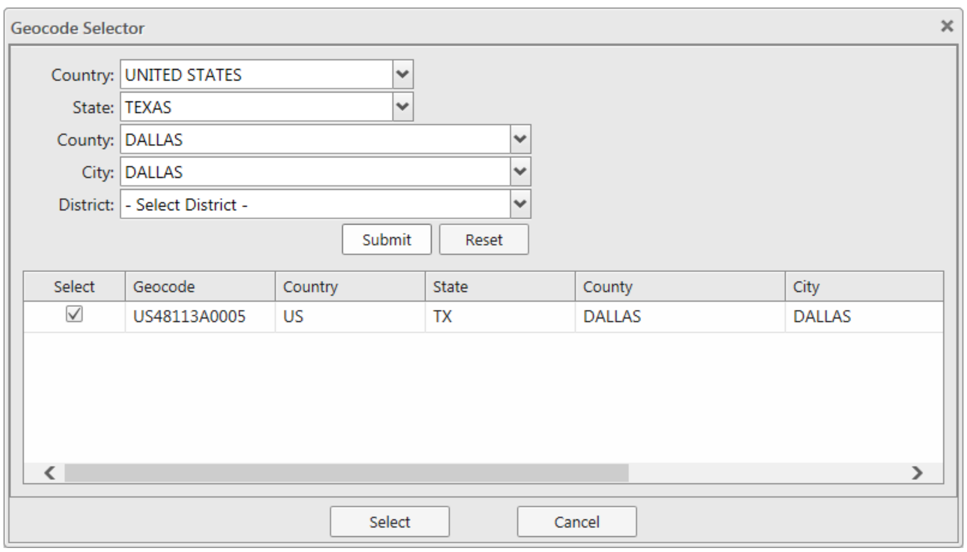
Adding a Tax Type Description Override

To add a new tax type description override, do the following:

1. Select the **Configuration** tab, and then select **Content Overrides** > **Tax Type Description**.
2. Click **Add Override**. The Add Tax Type Description Override dialog displays.



3. Click **Selector** beside the Geocode field. The Geocode Selector dialog displays.
4. Select as many of the following items as you can. The more items you select, the more accurate the geocode will be.
   - Country
   - State
   - County
   - City
   - District
5. Click **Submit**. The geocodes that match your selections display in the grid.



6. Select the correct geocode from the results.
7. Click **Select**. The Geocode Selector closes and the Geocode field is populated with the correct geocode.
8. Select the **Tax Type**.
9. Select the **Tax Category**.
10. Enter the **Description**.
11. Select the dates for the **Start Effective Date** and **End Effective Date** fields.
12. Click **Save**.

Editing a Tax Type Description Override

To edit a tax type description override, do the following:

1. Select the **Configuration** tab, and then select **Content Overrides** > **Tax Type Description**.
2. Click the tax type description override you want to change. The Edit Tax Type Description Override dialog displays.
3. Edit the **Description** and **End Effective Date** as required. All other fields are read-only.
4. Click **Save**.

Deleting a Tax Type Description Override

To delete a tax type description override, do the following:

1. Select the **Configuration** tab, and then select **Content Overrides** > **Tax Type Description**.
2. Click the tax type description override you want to delete. The Edit Tax Type Description Override dialog displays.
3. Click **Delete**.
4. Click **Yes** on the confirmation dialog.

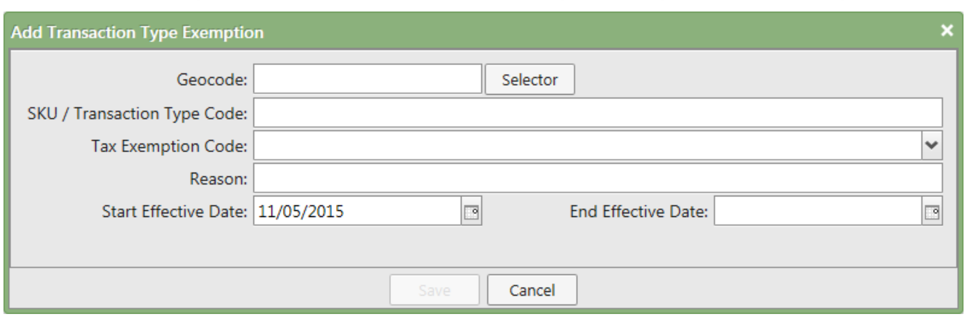
Managing Transaction Type Exemptions

The transaction type exemption override is used to add an exemption (turn off a particular tax type) for an existing SKU/transaction type code (CCH SureTax Communications transaction type code).

Adding a Transaction Type Exemption

To add a transaction type exemption, do the following:

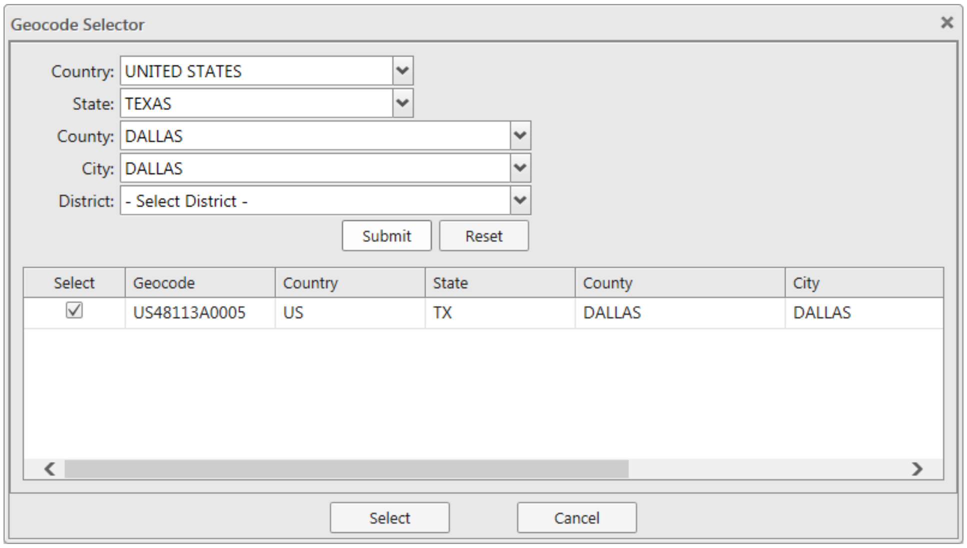
1. Select the **Configuration** tab, and then select **Content Overrides** > **Transaction Type Exemption**.
2. Click **Add Exemption**. The Add Transaction Type Exemption dialog displays.



3. Click **Selector** beside the Geocode field. The Geocode Selector dialog displays.
4. Select as many of the following items as you can. The more items you select, the more accurate the geocode will be.
   - Country
   - State
   - County

- City
- District

5. Click **Submit**. The geocodes that match your selections display in the grid.



6. Select the correct geocode from the results.
7. Click **Select**. The Geocode Selector closes and the Geocode field is populated with the correct geocode.
8. Enter the **SKU / Transaction Type Code**.
9. Select the **Tax Exemption Code**.
10. Enter the **Reason** for the exemption.
11. Select the dates for the **Start Effective Date** and **End Effective Date** fields.
12. Click **Save**.

Editing a Transaction Type Exemption

To edit a transaction type exemption, do the following:

1. Select the **Configuration** tab, and then select **Content Overrides** > **Transaction Type Exemption**.
2. Click the transaction type exemption you want to change. The Edit Transaction Type Exemption dialog displays.
3. Edit the **Reason** and **End Effective Date** as required. All other fields are read-only.
4. Click **Save**.

Deleting a Transaction Type Exemption

To delete a transaction type exemption, do the following:

1. Select the **Configuration** tab, and then select **Content Overrides** > **Transaction Type Exemption**.
2. Click the transaction type exemption you want to delete. The Edit Transaction Type Exemption dialog displays.

3. Click **Delete**.
4. Click **Yes** on the confirmation dialog.

Overriding Transaction Type Service Location

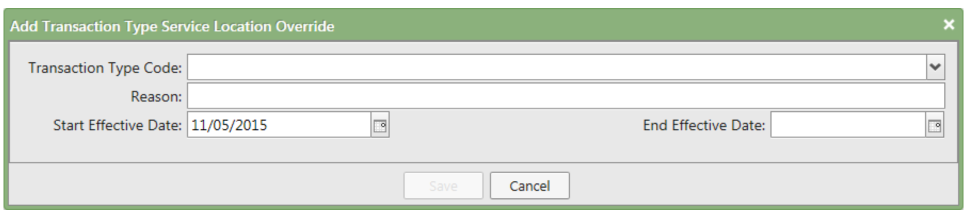
The transaction type service location override is only used when a client is using the Tax Situs Rule 11. Tax Situs Rule 11 is used when the ZIP Code/Plus4 field is assigned as the billing location and P2PZipcode/P2PPlus4 is assigned as the service location.

Note: A more detailed explanation of this tax situs rule can be found in the CCH SureTax Communications Web Request API document. Most clients will not use this type of override. Please contact support@suretax.com if you need additional information on how this override works.

Adding a Transaction Type Service Location Override

To add a transaction type service location override, do the following:

1. Select the **Configuration** tab, and then select **Content Overrides** > **Transaction Type Service Location**.
2. Click **Add Override**. The Add Transaction Type Service Location Override dialog displays.



3. Select the **Transaction Type Code**.
4. Enter the **Reason** for the override.
5. Select the dates for the **Start Effective Date** and **End Effective Date** fields.
6. Click **Save**.

Editing a Transaction Type Service Location Override

To edit a transaction type service location override, do the following:

1. Select the **Configuration** tab, and then select **Content Overrides** > **Transaction Type Service Location**.
2. Click the tax type description override you want to change. The Edit Transaction Type Service Location Override dialog displays.
3. Edit the **Reason** and **End Effective Date** as required. All other fields are read-only.
4. Click **Save**.

Deleting a Transaction Type Service Location Override

To delete a transaction type service location override, do the following:

1. Select the **Configuration** tab, and then select **Content Overrides** > **Transaction Type Service Location**.

2. Click the tax type description override you want to delete. The Edit Transaction Type Service Location Override dialog displays.
3. Click **Delete**.
4. Click **Yes** on the confirmation dialog.

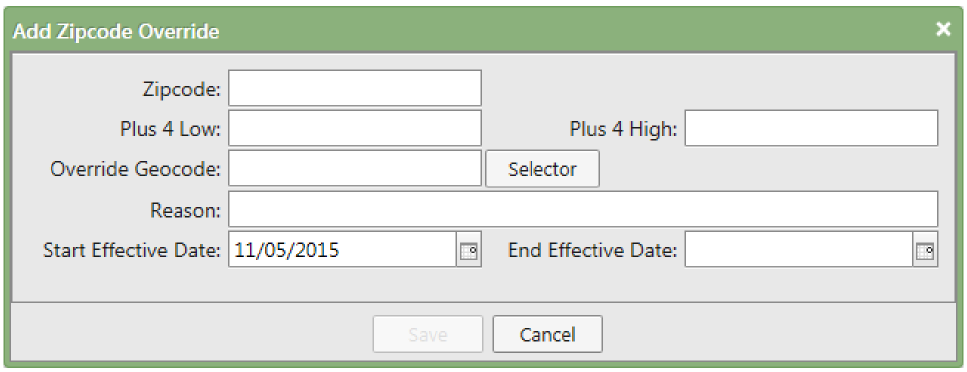
Overriding a ZIP Code

The Zipcode override is used to override an existing ZIP Code or ZIP+4. This is useful when the default ZIP Code (jurisdiction) assignment of a ZIP Code or ZIP+4 needs to be changed to an alternate location.

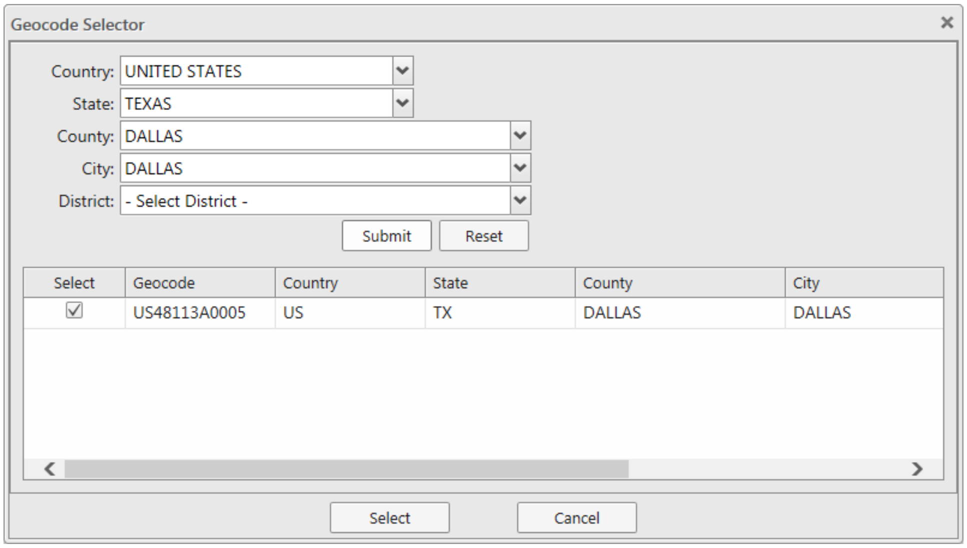
Adding a ZIP Code Override

To add a new ZIP Code override, do the following:

1. Select the **Configuration** tab, and then select **Content Overrides** > **Zipcode**.
2. Click **Add Override**. The Add Zipcode Override dialog displays.



3. Enter the ZIP Code you want to override in the **Zipcode** field.
4. Enter the low and high Plus 4 numbers in the appropriate fields.
5. Click **Selector** beside the Override Geocode field. The Geocode Selector dialog displays.
6. Select as many of the following items as you can. The more items you select, the more accurate the geocode will be.
   - Country
   - State
   - County
   - City
   - District
7. Click **Submit**. The geocodes that match your selections display in the grid.



8. Select the correct geocode from the results.
9. Click **Select**. The Geocode Selector closes and the Override Geocode field is populated with the correct geocode.
10. Enter the **Reason** for the override.
11. Select the dates for the **Start Effective Date** and **End Effective Date** fields.
12. Click **Save**.

Editing a ZIP Code Override

To edit a ZIP Code override, do the following:

1. Select the **Configuration** tab, and then select **Content Overrides** > **Zipcode**.
2. Click the ZIP Code override you want to change. The Edit Zipcode Override dialog displays.
3. Edit the **Override Geocode**, **Reason**, and **End Effective Date** information as required. All other fields are read-only.
4. Click **Save**.

Deleting a ZIP Code Override

To delete a ZIP Code override, do the following:

1. Select the **Configuration** tab, and then select **Content Overrides** > **Zipcode**.
2. Click the ZIP Code override you want to delete. The Edit Zipcode Override dialog displays.
3. Click **Delete**.
4. Click **Yes** on the confirmation dialog.

Configuring Customers

The Customers menu of the Configuration tab allows you to add customers, customer exemptions, and exemption certificate information.

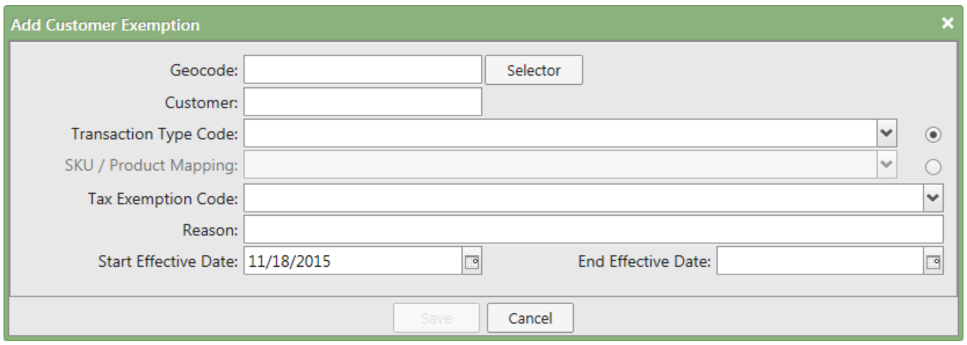
Managing Customer Exemptions

The Customer Exemptions page allows you to apply specific tax exemptions to items for a specific period of time. For information on storing customer exemption certificates, see *Managing Exemption Certificates* on page 29.

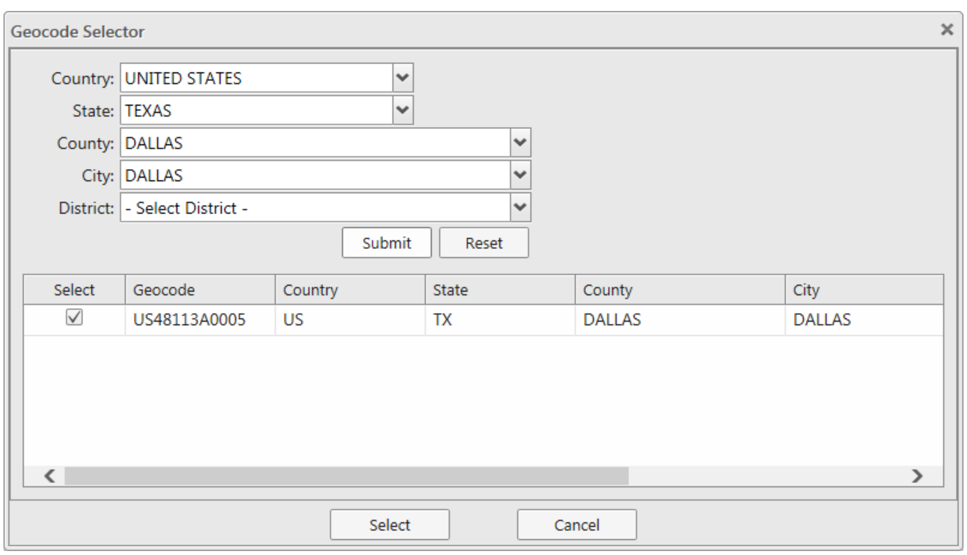
Adding a Customer Exemption

To add a new customer exemption, do the following:

1. Select the **Configuration** tab, and then select **Customers** > **Customer Exemptions**.
2. Click **Add Exemption**. The Add Customer Exemption dialog displays.



3. Click **Selector** beside the Geocode field. The Geocode Selector dialog displays.
4. Select as many of the following items as you can. The more items you select, the more accurate the geocode will be.
   - Country
   - State
   - County
   - City
   - District
5. Click **Submit**. The geocodes that match your selections display in the grid.



6. Select the correct geocode from the results.

7. Click **Select**. The Geocode Selector closes and the Geocode field is populated with the correct geocode.
8. Enter the customer's number in the **Customer** field.
9. Do one of the following:
   - Select **Transaction Type Code** and select the appropriate code.
   - Select **SKU / Product Mapping** and select the appropriate mapping.
10. Select the **Tax Exemption Code**.
11. Enter the **Reason** for the customer exemption.
12. Select the dates for the **Start Effective Date** and **End Effective Date** fields.
13. Click **Save**.

Editing a Customer Exemption

To edit a customer exemption, do the following:

1. Select the **Configuration** tab, and then select **Customers** > **Customer Exemptions**.
2. Click the customer exemption you want to change. The Edit Customer Exemption dialog displays.
3. Edit the **Reason** or **End Effective Date** information as required. All other fields are read-only.
4. Click **Save**.

Deleting a Customer Exemption

To delete a customer exemption, do the following:

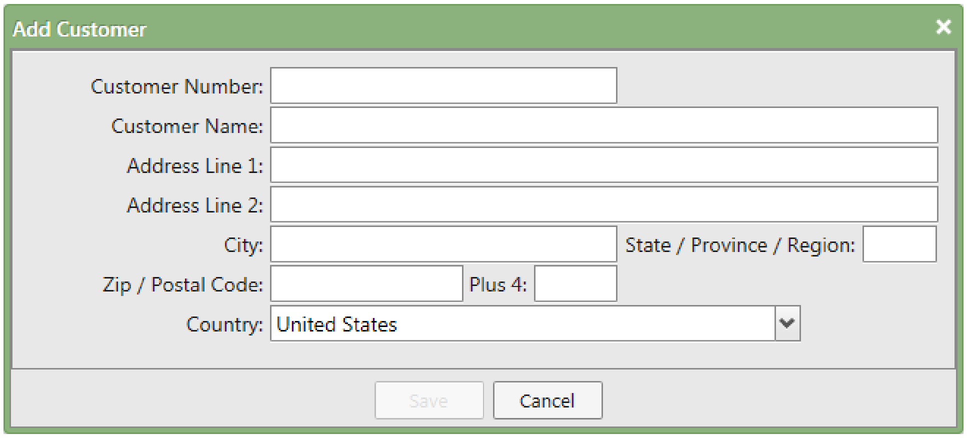
1. Select the **Configuration** tab, and then select **Customers** > **Customer Exemptions**.
2. Click the customer exemption you want to delete. The Edit Customer Exemption dialog displays.
3. Click **Delete**.
4. Click **Yes** on the confirmation dialog.

Managing Customers

Adding a Customer

To add a new customer, do the following:

1. Select the **Configuration** tab, and then select **Customers** > **Customer Management**.
2. Click **Add Customer**. The Add Customer dialog displays.



3. Enter the customer's number in the **Customer Number** field.
4. Enter the customer's name in the **Customer Name** field.
5. Enter the following address information:
    - Address Line 1
    - Address Line 2
    - City
    - State / Province / Region
    - Zip / Postal Code
    - Plus 4
    - Country
6. Click **Save**.

Editing a Customer

To edit a customer, do the following:

1. Select the **Configuration** tab, and then select **Customers** > **Customer Management**.
2. Click the customer you want to change. The Edit Customer dialog displays.
3. Edit the **Customer Name** or address information as required. The Customer Number field is read-only.
4. Click **Save**.

Deleting a Customer

To delete a customer, do the following:

1. Select the **Configuration** tab, and then select **Customers** > **Customer Management**.
2. Click the customer you want to delete. The Edit Customer dialog displays.
3. Click **Delete**.
4. Click **Yes** on the confirmation dialog.

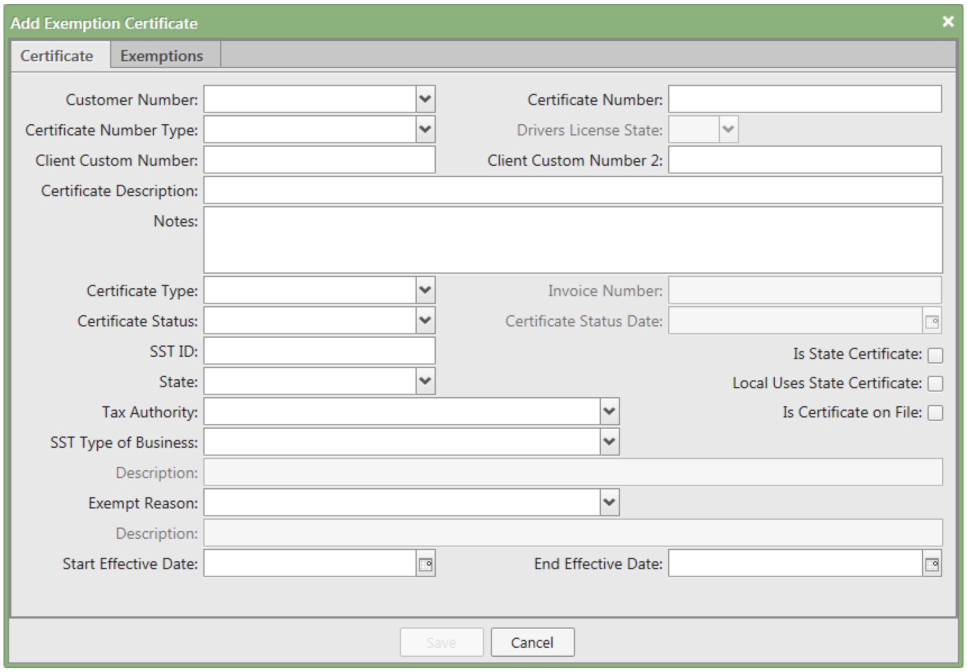
Managing Exemption Certificates

The Exemption Certificates page allows you to catalog your customers' exemption certificates. Exemption certificates entered here do not affect tax calculation, but serve as a record of the certificates (for example, for audit purposes).

Adding an Exemption Certificate

To add a customer exemption certificate, do the following:

1. Select the **Configuration** tab, and then select **Customers** > **Exemption Certificates**.
2. Click **Add Certificate**. The Add Exemption Certificate dialog displays.



3. Enter the following information on the Certificate field:
   - **Customer Number**. Select the customer's number from the drop-down.
   - **Certificate Number**. Enter the alphanumeric certificate number
   - **Certificate Number Type**. Select the type of certificate number.
   - **Driver's License State**. If the certificate number type is a driver's license number, select the state of issue.
   - **Client Custom Number**. Enter a user-defined custom number.
   - **Client Custom Number 2**. Enter a second user-defined custom number.
   - **Certificate Description**. Enter a description of the certificate.
   - **Notes**. Enter any notes about the certificate.
   - **Certificate Type**. If the exemption will apply to all of this customer's transactions, select **Blanket**. If the exemption will apply to only one transaction, select **Single Use** and enter the invoice number for the specific transaction in the **Invoice Number** field.
   - **Certificate Status**. Select whether the certificate is **Active**, **Inactive**, **Retired**, or **Revoked**. If the status is Inactive, Retired, or Revoked, enter the **Certificate Status Date**.
   - **SST ID**. Enter the SST ID if necessary. This ID is used for reporting and export purposes.
   - **State**. Select the state the certificate applies to.
   - **Tax Authority**. Select the specific tax authority.

- **Is State Certificate**. Select this option if the certificate is issued by the state.
- **Local Uses State Certificate**. Select this option if the certificate is issued by the state, and the local authority uses the state certificate.
- **Is Certificate on File**. Select this option if the exemption is supported by a hard copy certificate that is on file.
- **SST Type of Business**. Select the type of business from the drop-down. If you select **Other**, enter a description of the type of business in the **Description** field.
- **Exempt Reason**. Select the reason for the exemption. If you select **Other**, enter a description of the type of business in the **Description** field.
- **Start Effective Date**. Select the date exemption becomes effective.
- **End Effective Date**. Select the date the exemption expires.

4. To add an exemption for this certificate, do the following information on the Exemptions tab:
   a. Do one of the following:
      - Select **Transaction Type Code** and select the appropriate code.
      - Select **SKU / Product Mapping** and select the appropriate mapping.

   b. Select the **Tax Exemption Code**.
   c. Enter the **Reason** for the customer exemption.
   d. Select the dates for the **Start Effective Date** and **End Effective Date** fields.
5. Click **Save**.

Editing an Exemption Certificate

To edit an exemption certificate, do the following:

1. Select the **Configuration** tab, and then select **Customers** > **Exemption Certificates**.
2. Click the exemption certificate you want to change. The Edit Exemption Certificate dialog displays.
3. Edit the information on the Certificate tab as required. The Customer Number, Certificate Number, State, Tax Authority, and Start Effective Date fields are read-only.
4. To add exemptions to the certificate, do the following on the Exemptions tab:
   a. Click **Add Exemption**.
   b. Do one of the following:
      - Select **Transaction Type Code** and select the appropriate code.
      - Select **SKU / Product Mapping** and select the appropriate mapping.

   c. Select the **Tax Exemption Code**.
   d. Enter the **Reason** for the customer exemption.
   e. Select the dates for the **Start Effective Date** and **End Effective Date** fields.
5. Click **Save**.

Deleting an Exemption Certificate

To delete an exemption certificate, do the following:

1. Select the **Configuration** tab, and then select **Customers** > **Exemption Certificates**.
2. Click the exemption certificate you want to delete. The Edit Exemption Certificate dialog displays.
3. Click **Delete**.
4. Click **Yes** on the confirmation dialog.

Configuring Nexus

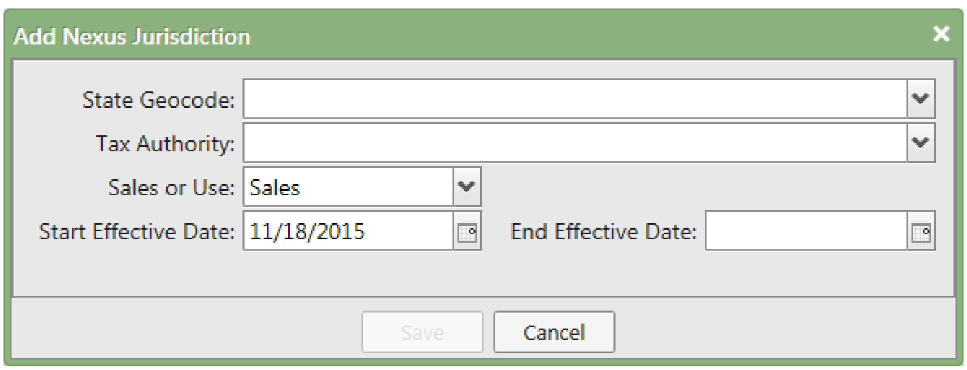
The Nexus Management menu of the Configuration tab allows you to add nexus jurisdictions and override transaction type General Sales and Use (GSU) nexus.

Managing Nexus Jurisdictions

Adding a Nexus Jurisdiction

To add a nexus jurisdiction, do the following:

1. Select the **Configuration** tab, and then select **Nexus Management** > **Nexus Jurisdictions**.
2. Click **Add Jurisdiction**. The Add Nexus Jurisdiction dialog displays.



3. Select the **State Geocode**.
4. Select the **Tax Authority**.
5. Select either **Sales** or **Use**.
6. Select the dates for the **Start Effective Date** and **End Effective Date** fields.
7. Click **Save**.

Editing a Nexus Jurisdiction

To edit a nexus jurisdiction, do the following:

1. Select the **Configuration** tab, and then select **Nexus Management** > **Nexus Jurisdiction**.
2. Click the nexus jurisdiction you want to change. The Edit Nexus Jurisdiction dialog displays.
3. Edit the **Sales or Use** selection or **End Effective Date** information as required. All other

fields are read-only.

4. Click **Save**.

Deleting a Nexus Jurisdiction

To delete a nexus jurisdiction, do the following:

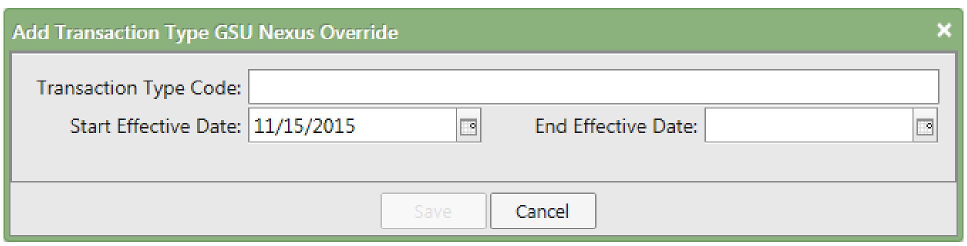
1. Select the **Configuration** tab, and then select **Nexus Management** > **Nexus Jurisdiction**.
2. Click the nexus jurisdiction you want to delete. The Edit Nexus Jurisdiction dialog displays.
3. Click **Delete**.
4. Click **Yes** on the confirmation dialog.

Overriding Transaction Type GSU Nexus

Adding a Transaction Type GSU Nexus Override

To add a transaction type GSU nexus override, do the following:

1. Select the **Configuration** tab, and then select **Nexus Management** > **Transaction Type GSU Nexus**.
2. Click **Add Override**. The Add Transaction Type GSU Nexus Override dialog displays.



3. Select the **Transaction Type Code**.
4. Select the dates for the **Start Effective Date** and **End Effective Date** fields.
5. Click **Save**.

Editing a Transaction Type GSU Nexus Override

To edit a transaction type GSU nexus override, do the following:

1. Select the **Configuration** tab, and then select **Nexus Management** > **Transaction Type GSU Nexus**.
2. Click the override you want to change. The Edit Transaction Type GSU Nexus Override dialog displays.
3. Edit the **End Effective Date**. The other fields are read-only.
4. Click **Save**.

Deleting a Transaction Type GSU Nexus Override

To delete a nexus jurisdiction, do the following:

1. Select the **Configuration** tab, and then select **Nexus Management** > **Transaction Type GSU Nexus**.

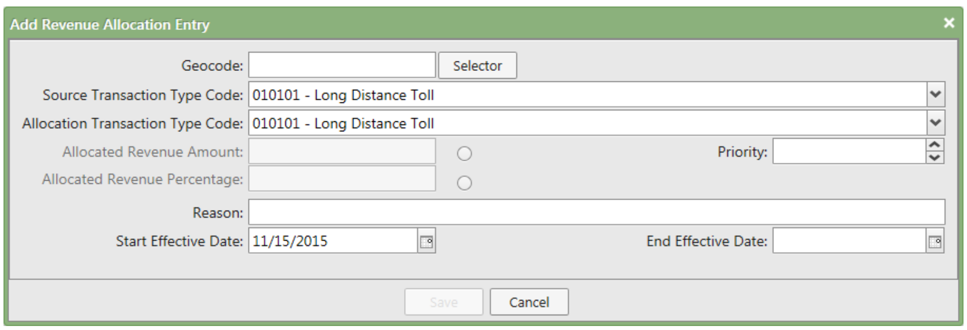
2. Click the override you want to delete. The Edit Transaction Type GSU Nexus Override dialog displays.
3. Click **Delete**.
4. Click **Yes** on the confirmation dialog.

Managing Revenue Allocation

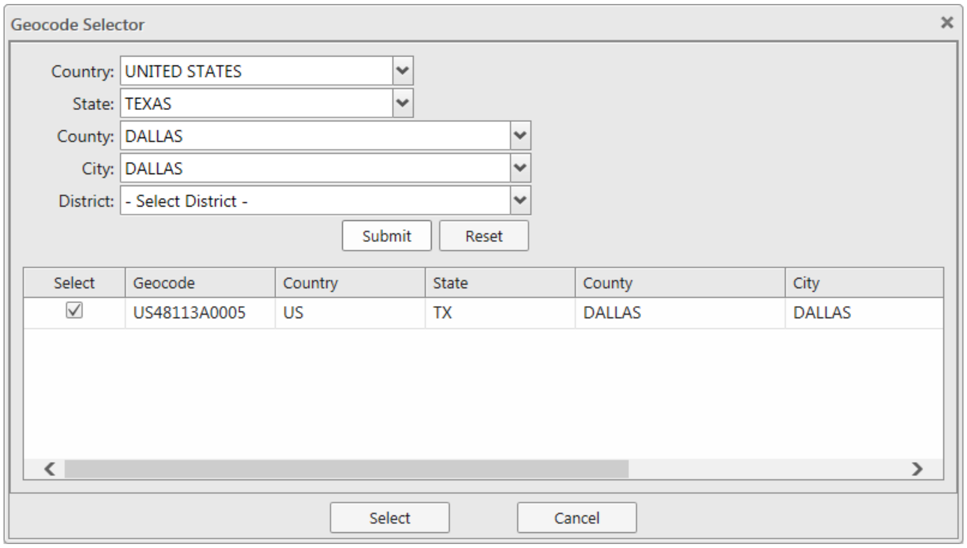
Adding a Revenue Allocation Entry

To add a revenue allocation entry, do the following:

1. Select the **Configuration** tab, and then select **Revenue Allocation Manager**.
2. Click **Add Entry**. The Add Revenue Allocation Entry dialog displays.



3. Click **Selector** beside the Geocode field. The Geocode Selector dialog displays.
4. Select as many of the following items as you can. The more items you select, the more accurate the geocode will be.
   - Country
   - State
   - County
   - City
   - District
5. Click **Submit**. The geocodes that match your selections display in the grid.



6. Select the correct geocode from the results.
7. Click **Select**. The Geocode Selector closes and the Geocode field is populated with the correct geocode.
8. Select the **Source Transaction Type Code**.
9. Select the **Allocation Transaction Type Code**.
10. Do one of the following:
    - Select the radio button beside **Allocated Revenue Amount** and enter the amount in dollars.
    - Select the radio button beside **Allocated Revenue Percentage** and enter the percentage as a decimal (for example, enter **0.65** for 65%).
11. Enter the **Priority**. This determines which allocation comes first, second, etc., when the system is allocating products.
12. Enter a **Reason** for the allocation.
13. Select the dates for the **Start Effective Date** and **End Effective Date** fields.
14. Click **Save**.

Editing a Revenue Allocation Entry

To edit a revenue allocation entry, do the following:

1. Select the **Configuration** tab, and then select **Revenue Allocation Manager**.
2. Click the revenue allocation entry you want to change. The Edit Revenue Allocation Entry dialog displays.
3. Edit the **Priority**, **Reason**, and **End Effective Date** information as required.
4. Click **Save**.

Deleting a Revenue Allocation Entry

To delete a revenue allocation entry, do the following:

1. Select the **Configuration** tab, and then select **Revenue Allocation Manager**.
2. Click the revenue allocation entry you want to delete. The Edit Revenue Allocation Entry dialog displays.

3. Click **Delete**.
4. Click **Yes** on the confirmation dialog.

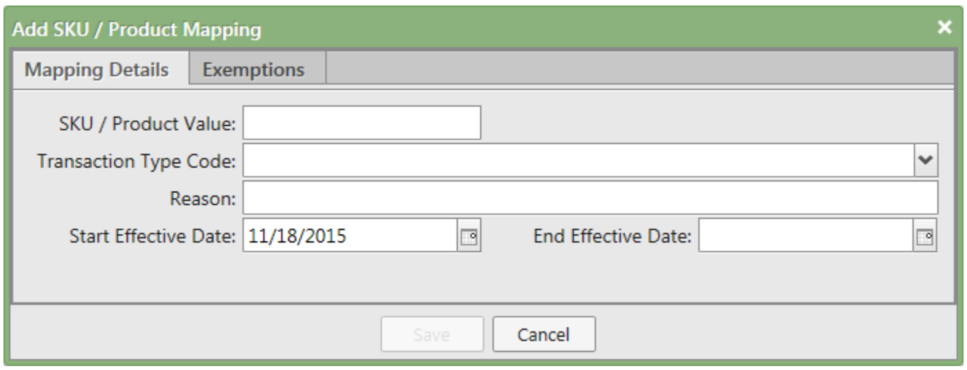
Mapping SKUs and Products

For legacy systems, CCH SureTax Communications can store SKU and product mappings within the system. Typically, most configurations pass the SureTax transaction type codes to the CCH SureTax Communications system and therefore do not use the SKU and Product feature.

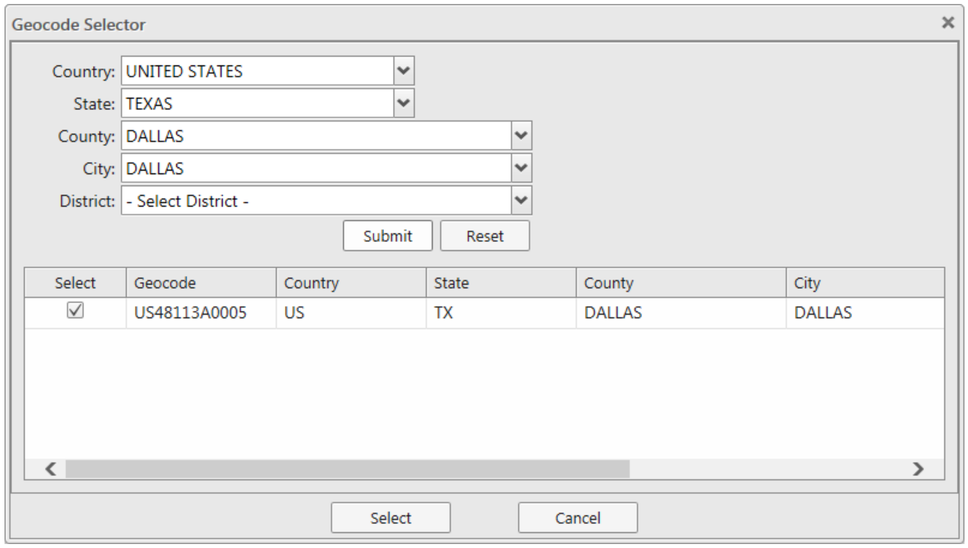
Adding a SKU/Product Mapping

To add a SKU/product mapping, do the following:

1. Select the **Configuration** tab, and then select **SKU / Product Mappings**.
2. Click **Add Mapping**. The Add SKU / Product Mapping dialog displays.



3. Enter the **SKU / Product Value**.
4. Select the **Transaction Type Code**.
5. Enter the **Reason** for the mapping.
6. Select the dates for the **Start Effective Date** and **End Effective Date** fields.
7. If you need to add an exemption for this mapping, select the Exemptions tab and do the following:
    a. Click **Selector** beside the Override Geocode field. The Geocode Selector dialog displays.
    b. Select as many of the following items as you can. The more items you select, the more accurate the geocode will be.
        - Country
        - State
        - County
        - City
        - District
    c. Click **Submit**. The geocodes that match your selections display in the grid.

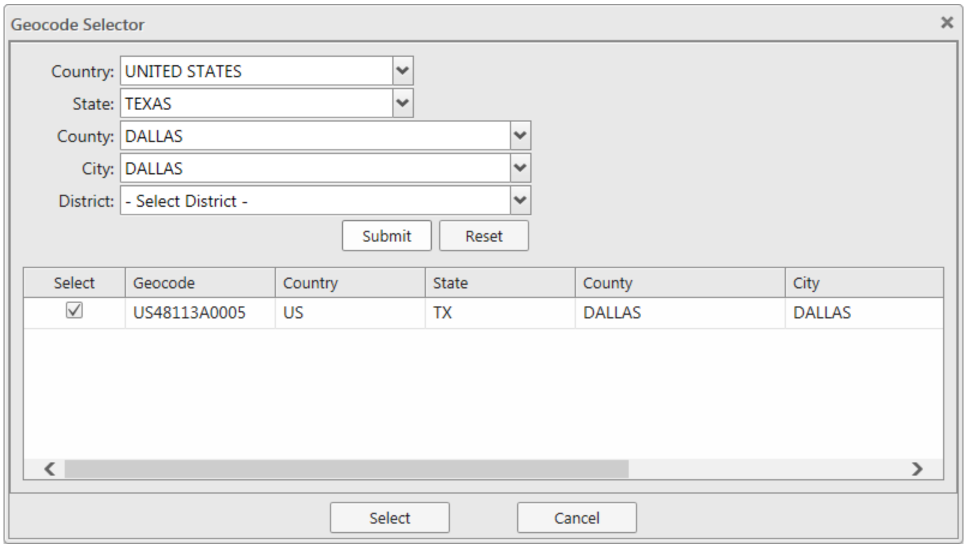


   d. Select the correct geocode from the results.
   e. Click **Select**. The Geocode Selector closes and the Override Geocode field is populated with the correct geocode.
   f. Select the **Tax Exemption Code**.
   g. Enter the **Reason** for the exemption.
   h. Select the dates for the **Start Effective Date** and **End Effective Date** fields.
8. Click **Save**.

Editing a SKU/Product Mapping

To edit a SKU/product mapping, do the following:

1. Select the **Configuration** tab, and then select **SKU / Product Mappings**.
2. Click the mapping you want to change. The Edit SKU / Product Mapping dialog displays.
3. Edit the **Transaction Type Code**, **Reason**, and **End Effective Date** information as required. The other fields are read-only.
4. If you need to add exemptions for this mapping, select the Exemptions tab and do the following:
   a. Click **Add Exemption**.
   b. Click **Selector** beside the Override Geocode field. The Geocode Selector dialog displays.
   c. Select as many of the following items as you can. The more items you select, the more accurate the geocode will be.
      - Country
      - State
      - County
      - City
      - District
   d. Click **Submit**. The geocodes that match your selections display in the grid.



e. Select the correct geocode from the results.
f. Click **Select**. The Geocode Selector closes and the Override Geocode field is populated with the correct geocode.
g. Select the **Tax Exemption Code**.
h. Enter the **Reason** for the exemption.
i. Select the dates for the **Start Effective Date** and **End Effective Date** fields.

5. Click **Save**.

Deleting a SKU/Product Mapping

To delete a SKU/product mapping, do the following:

1. Select the **Configuration** tab, and then select **SKU / Product Mappings**.
2. Click the mapping you want to delete. The Edit SKU / Product Mapping dialog displays.
3. Click **Delete**.
4. Click **Yes** on the confirmation dialog.

Managing Users

CCH SureTax Communications allows you to have numerous users access the web portal and each can be assigned a separate role. Each role can be customized to limit access to certain functionality of the site in order to control user's ability to access specific data.

Each CCH SureTax Communications subscription is assigned a master account on the system that can contain many users. Each user is assigned to a role — a defined access level that determines the actions and modules available to the user.

The following roles are available by default:

- **Client Admin**. Administrator for the client. This role has access to set up other users within the company, perform live calculations, and cancel transactions. This user can also access all available modules, depending upon the client user agreement.
- **Client User**. User for the client. This role has access to all available modules, except the ability to add users, perform live calculations, or cancel transactions.

Contact support if you would like to add roles to your client profile.

Adding a User

To add a user, do the following:

1. Select the **Configuration** tab, and then select **User Setup**.
2. Click **Add User**.
3. Enter the new user's email address in the Email field.
4. Enter the user's name in the First Name and Last Name fields.
5. Select a Role.
6. Select **Active** to make the user account active.
7. Click **Save**. The user will receive an email with a temporary password and a link to CCH SureTax Communications.

Editing a User

To edit a user, do the following:

1. Select the **Configuration** tab, and then select **User Setup**.
2. Click the row for the user you want to disable or delete. The Edit User dialog displays.
3. Edit the information as necessary.
4. Click **Save**.

Disabling or Deleting a User

To remove a user's access to the CCH SureTax Communications web portal, do the following:

1. Select the **Configuration** tab, and then select **User Setup**.
2. Click the row for the user you want to disable or delete. The Edit User dialog displays.
3. Do one of the following:
   - If you want to keep the user account in the system but disable the user's access to the CCH SureTax Communications web portal, clear the **Active** box and click **Save**.
   - If you want to completely remove the user account from the system, click **Delete** and then confirm the deletion.

Unlocking and Resetting a User

A user may need to have their password either reset or unlocked (due to multiple login attempts). If you have the Client Admin role, you can perform these functions. If you try to reset a user's password and receive an error, unlock the account first and then reset the password. The Client Admin can unlock the user account or reset passwords by doing the following:

1. Select the **Configuration** tab, and then select **User Setup**.
2. Click the row for the user you want to unlock or reset. The Edit User dialog displays.
3. Click **Unlock User**, and then click **Save**.
4. Click the row for the user to open the Edit User dialog again.
5. Click **Reset Password**, and then click **Save**.

After you click Save in the final step, the user will receive an email with a temporary password and can log in again.

Note: If you have any issues with this process or are not set up as a Client Admin, please send an email to support@suretax.com and our team will assist you.

Chapter 3

TOOLS OVERVIEW

The Tools menu contains selections for analyzing CCH content. Available features will vary by subscription level and user role.

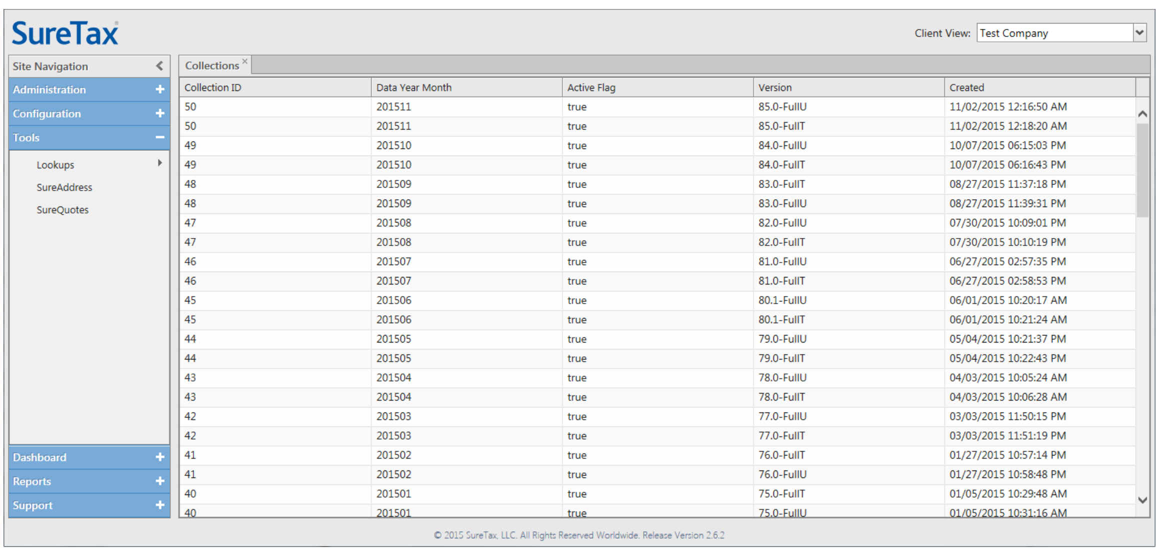
Lookups

Click a heading below for more information about each lookup.

Content Collections

Each content update (tax rates, tax rules, geocodes, etc.) is stored and assigned a unique collection ID that corresponds to the date of publication. That way, if you ever need to calculate data for a prior period, you can determine what historical content is currently available.

To find the collection ID, select the **Tools** tab, and then select **Lookups** > **Content Collections**. The Collections page displays.

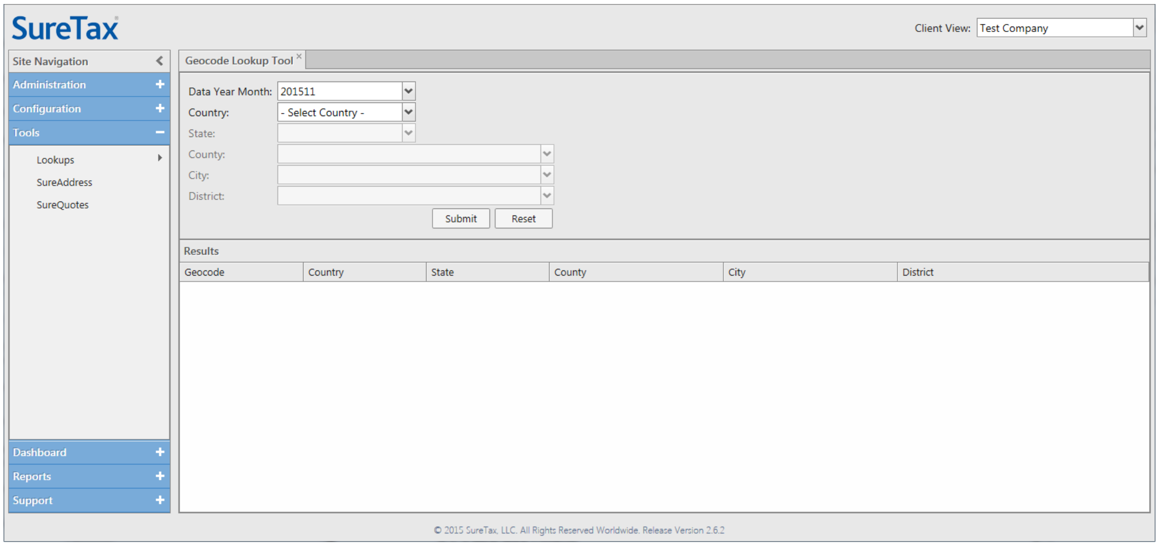


Collection ID	Data Year Month	Active Flag	Version	Created
50	201511	true	85.0-FullU	11/02/2015 12:16:50 AM
50	201511	true	85.0-FullT	11/02/2015 12:18:20 AM
49	201510	true	84.0-FullU	10/07/2015 06:15:03 PM
49	201510	true	84.0-FullT	10/07/2015 06:16:43 PM
48	201509	true	83.0-FullT	08/27/2015 11:37:18 PM
48	201509	true	83.0-FullU	08/27/2015 11:39:31 PM
47	201508	true	82.0-FullU	07/30/2015 10:09:01 PM
47	201508	true	82.0-FullT	07/30/2015 10:10:19 PM
46	201507	true	81.0-FullU	06/27/2015 02:57:35 PM
46	201507	true	81.0-FullT	06/27/2015 02:58:53 PM
45	201506	true	80.1-FullU	06/01/2015 10:20:17 AM
45	201506	true	80.1-FullT	06/01/2015 10:21:24 AM
44	201505	true	79.0-FullU	05/04/2015 10:21:37 PM
44	201505	true	79.0-FullT	05/04/2015 10:22:43 PM
43	201504	true	78.0-FullU	04/03/2015 10:05:24 AM
43	201504	true	78.0-FullT	04/03/2015 10:06:28 AM
42	201503	true	77.0-FullU	03/03/2015 11:50:15 PM
42	201503	true	77.0-FullT	03/03/2015 11:51:19 PM
41	201502	true	76.0-FullT	01/27/2015 10:57:14 PM
41	201502	true	76.0-FullU	01/27/2015 10:58:48 PM
40	201501	true	75.0-FullT	01/05/2015 10:29:48 AM
40	201501	true	75.0-FullU	01/05/2015 10:31:16 AM

Geocode Lookup

To look up a geocode, do the following:

1. Select the **Tools** tab, and then select **Lookups** > **Geocode Lookup**. The Geocode Lookup Tool displays.



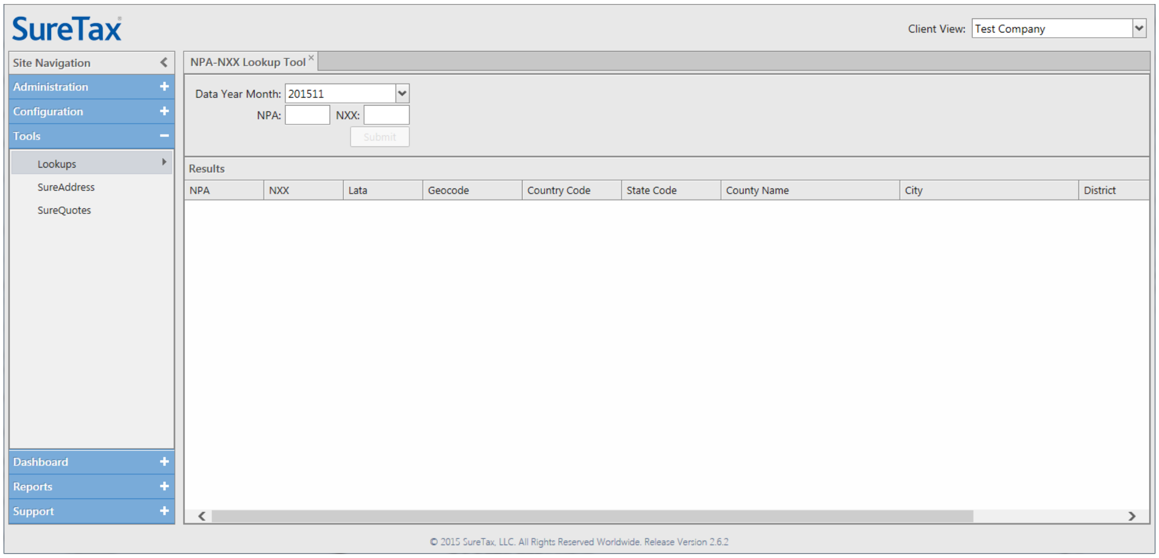
2. Select as many items as necessary.
3. Click **Submit**.

NPA NXX Lookup

To find geocode and other location information based on **NPA NXX**[1], do the following:

1. Select the **Tools** tab, and then select **Lookups** > **NPA NXX Lookup**. The NPA NXX Lookup Tool displays.

[1] NPA (Numbering Plan Area) is the 3-digit area code. NXX is the first three digits of a seven-digit telephone number that identifies the specific telephone company central office that serves that number. For example, the NPA/NXX of the telephone number 845-426-3790 is 845-426, with 845 being the NPA, and 426 the NXX.



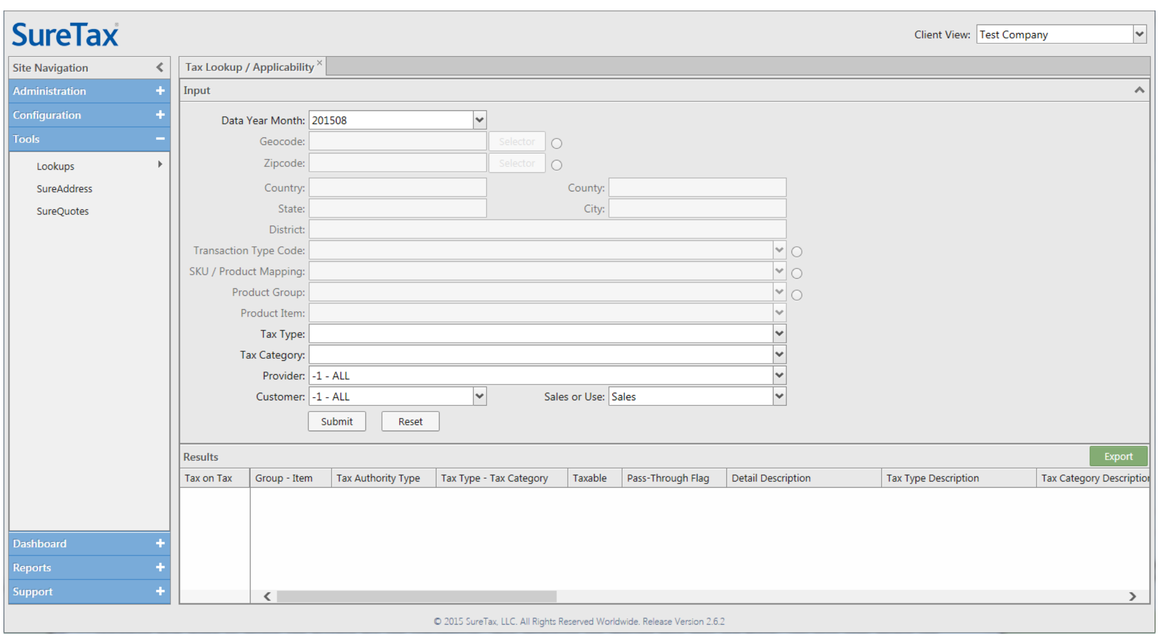
2. Enter the **NPA** and **NXX** information.
3. Click **Submit**.

Tax Lookup/Applicability (Optional Feature)

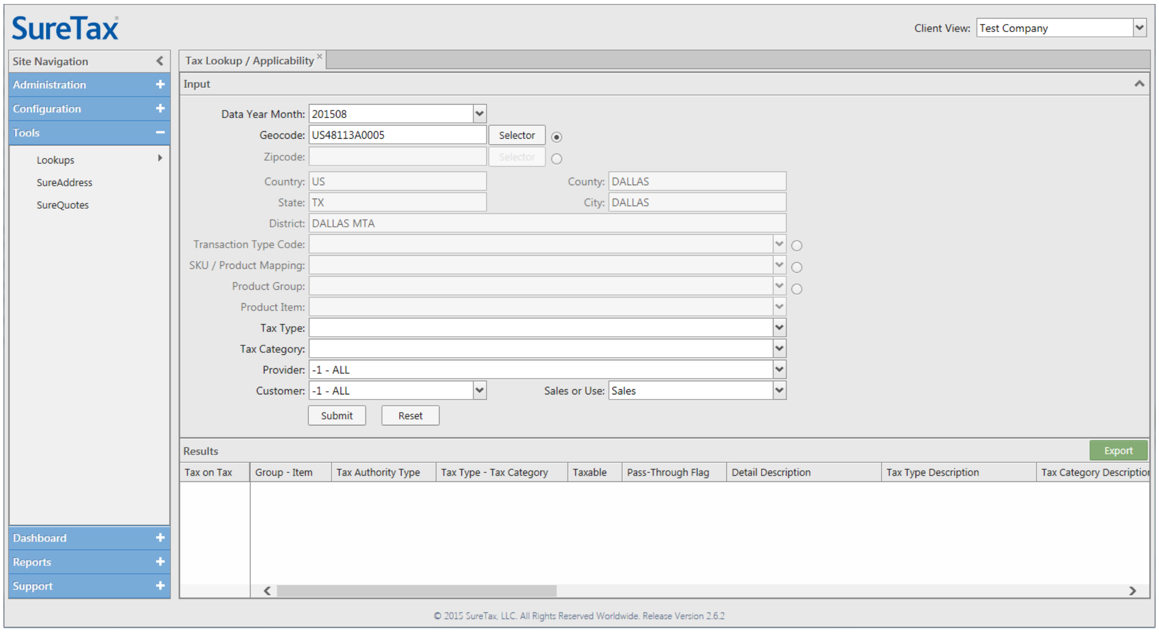
You can use the Tax Lookup/Applicability feature to look up CCH Tax content, using cascading drop downs to select the filters for the information.

To use the Tax Lookup/Applicability feature, do the following:

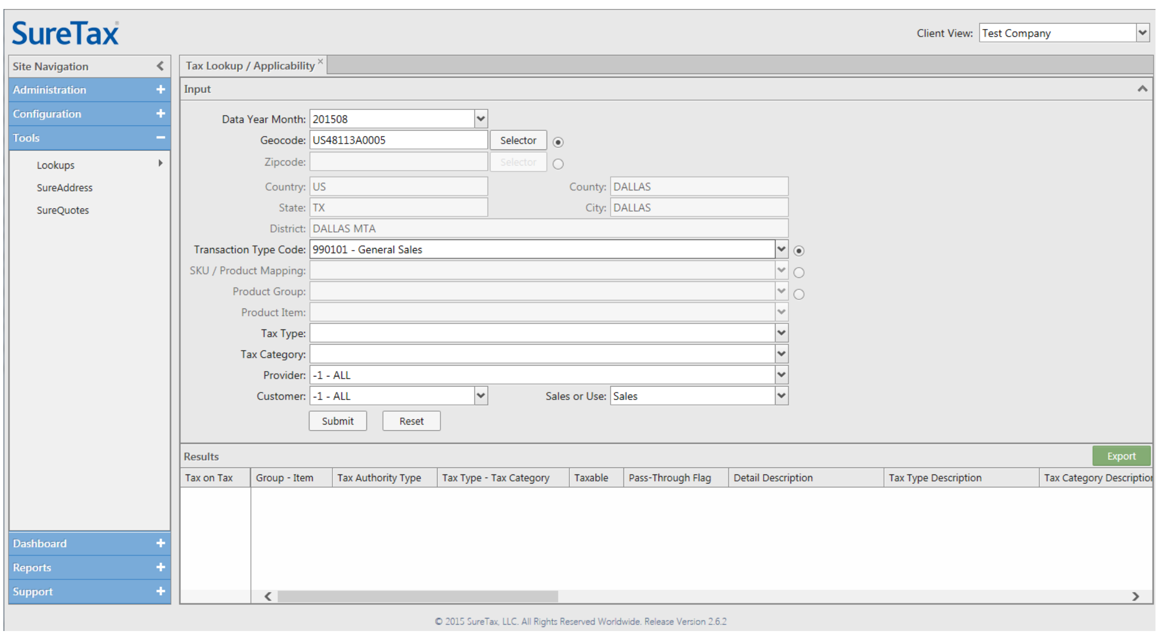
1. Select the **Tools** tab, and then select **Lookups** > **Tax Lookup/Applicability**. The Tax Lookup/Applicability page displays.



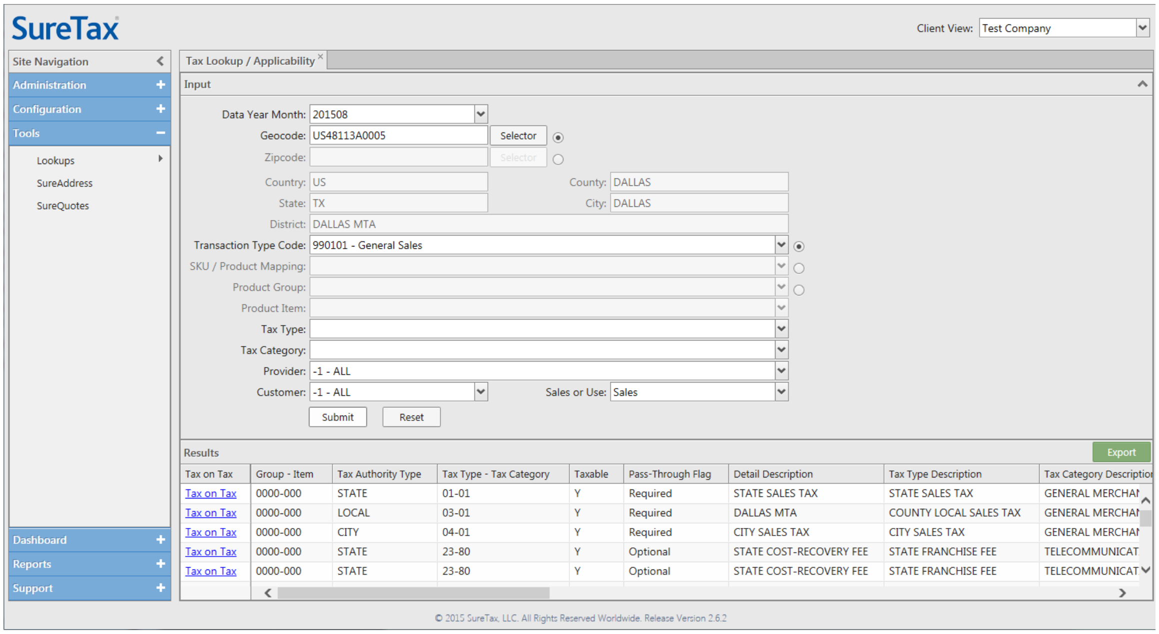
2. Select the appropriate **Data Year Month**.
3. Select either **Geocode** or **Zipcode**, and then select the appropriate input. In the example below, Geocode is selected, and Dallas, TX is selected for the geocode.



4. Select either **Transaction Type Code**, **SKU / Product Mapping**, or **Product Group**, and then select the appropriate input. In the example below, Transaction Type Code is selected, and General Sales (CCH SureTax Communications Code 990101) is selected as the code.



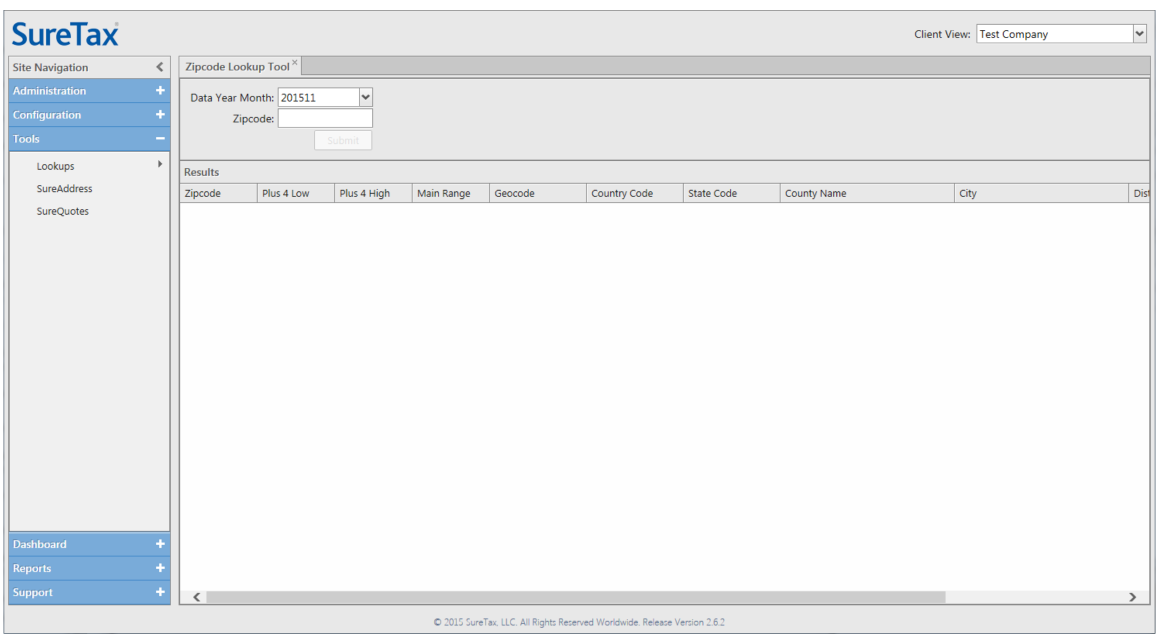
5. If necessary, select the **Tax Type**, **Tax Category**, **Provider**, **Customer**, and **Sales or Use**.
6. Click **Submit**. The applicable taxes, fees, and tax rates along with their effective start dates will display at the bottom of the screen.



Zipcode Lookup

To find geocode and other location information based on a ZIP Code, do the following:

1. Select the **Tools** tab, and then select **Lookups** > **Zipcode Lookup**. The Zipcode Lookup Tool displays.



2. Select the appropriate **Data Year Month**.
3. Enter the **Zipcode**.
4. Click **Submit**.

Using SureQuotes

SureQuotes allows transaction data to be entered manually for the purpose of rating a transaction. You can use SureQuotes to accurately estimate taxes on a sales quote, enter transactions for testing, manually enter a transaction outside of a traditional data communications method or provide tax estimates for online shopping carts.

Enabling the Live Calc option saves the calculation in the CCH SureTax Communications Transaction Repository for reporting. When the Live Calc option is not selected, the ratings results are not available for detailed review and are not sent through to reports.

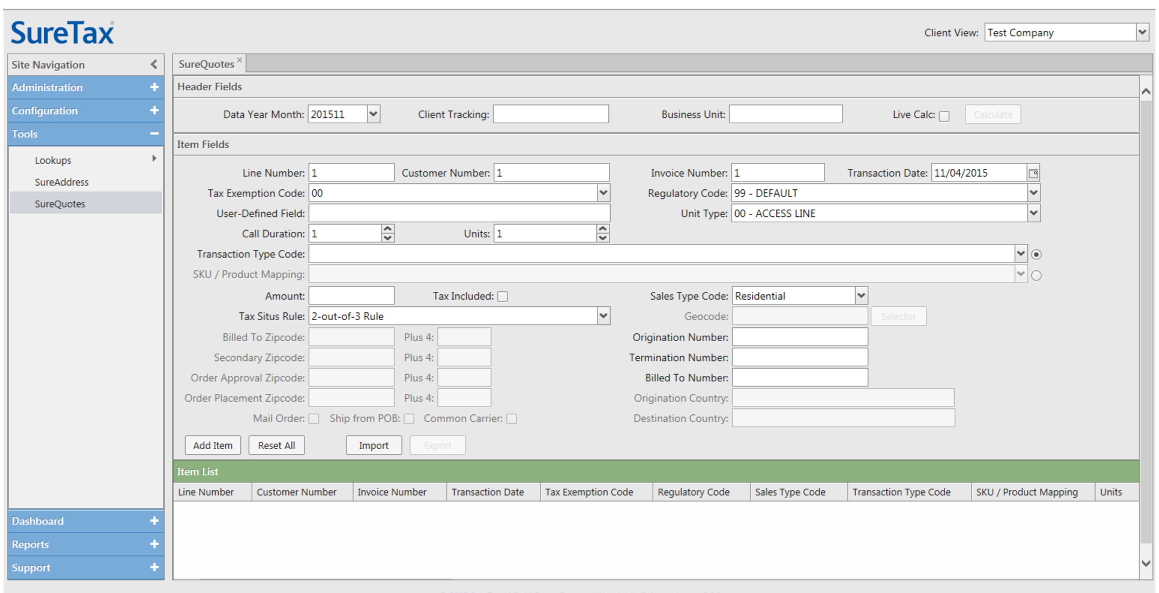
Quotes are tax calculations for a product or service that are separate from the tax calculations for monthly reporting, so you can be sure that your historical data is true customer data for accurate reporting.

The calculations performed using the SureQuotes option are the same as what is performed by using the Live Calc options or via the API, except that no reporting data is saved when performing a quote. Only the data summary data pertaining to the values submitted to the quote is retained and can be exported from the system into an Excel spreadsheet.

Performing a Live Calc or Quote

To perform a Live Calc or quote, do the following:

1. Select the **Tools** tab, and then click **SureQuotes**.



2. Enter the necessary information. Required fields are **Data Year Month**, **Transaction Type Code**, **Amount**, **Tax Situs Rule**, and **Billed to Zipcode** or the telephone numbers.

   Click here to view the Header Fields

   - **Data Year Month**. The Data Year Month defines the content month to use for performing the tax calculations or quotes. SureTax allows real-time access for up to twelve months of historical tax rates, rules and situs content for tax calculations. Prior period tax projects or reversing tax amounts for credits has never been easier.

- **Client Tracking**. An optional user-defined field, often used for Company Name.
- **Business Unit**. An optional user-defined field, often used to further define the company's purchase unit.
- **Live Calc**. Selecting this box will make the transaction available for review in Ratings Results and will include the transaction in report data.

Click here to view the Item Fields

- **Line Number**. The line number of the item entered, similar to the line number on an invoice. It increments automatically with each additional item entered.
- **Customer Number**. An optional user-defined field for the customer's number.
- **Invoice Number**. An optional user-defined field for the invoice number.
- **Transaction Date**. The Transaction date defines the date of the source transaction to be taxed.
- **Tax Exemption Code**. The Tax Exemption codes define the tax overrides that can be applied to a specific transaction. See *Appendix B — Tax Exemption Record Indicators* on page 65 for a list of Tax Exemption codes.
- **Regulatory Code**. The Regulatory Code (this is known as "Provider" in the CCH content database) defines the categories of goods and services providers. The values supported include:
    - 99 – Default (should be used for non-Telecom services)
    - 00 – ILEC
    - 01 – IXC
    - 02 – CLEC
    - 03 – VOIP
    - 04 – ISP
    - 05 – Wireless
- **User-Defined Field**. An optional user-defined field that describes the item upon which the taxes are to be calculated.
- **Unit Type**. Describes the type of unit item being sold.
- **Call Duration**. The length of time in seconds for a metered telecommunications service.
- **Units**. The number of units (i.e. phone lines) included in the transaction.
- **Transaction Type Code**. The Transaction Type indicator defines the product or service to be taxed. For a copy of the Transaction Type Code documentation, please contact the CCH SureTax Communications team at 1-877-480-4025 or e-mail the support team at support@suretax.com. Some distribution restrictions apply based on contractual terms.
- **SKU / Product Mapping**. The SureTax transaction type code related to the item being rated.
- **Amount**. The total dollar amount of the item being sold. Note SureQuotes does not automatically calculate extended price.
- **Tax Included**. This indicator is used to define if tax is included in the revenue amount. This situation frequently occurs with pre-paid services when the charge provided "includes all taxes." SureTax will "back the taxes out" to ensure the proper tax base is utilized. The values supported include:

- 0 – Default (No Tax Included)
- 1 – Tax Included in Revenue

- **Sales Type Code**. The Sales Type code is essentially the business/residential indicator (this is known as "customer" in the CCH content database) and defines the categories of purchasers of taxable goods and services. The values supported include:
  - R – Residential customer (default)
  - B – Business customer
- **Tax Situs Rule**. The Tax Situs Rule indicators define the method to use for determining the taxing jurisdiction (or "tax situs"). Based on the type of service being taxed, there are different types of data used for finding the taxing situs jurisdiction. The values supported include:
  - **2-out-of-3 Rule**. Uses NPA-NXX to determine the correct phone number using the **2-out-of-3 rule**[1] when three numbers are provided.
  - **Billed To Number**. Tax situs is determined at the location of the billed to phone number.
  - **Origination Number**. Tax situs is determined at the location of the origination phone number.
  - **Zip code**. Tax situs is determined from the primary (billing) ZIP Code location.
  - **Zip code +4**. Tax situs is determined from the primary (billing) ZIP Code+4 location.
  - **Point To Point Zip+4 (Private Line)**. Uses the ZIP Code+4 for point A and point Z of a private line circuit. Taxes are determined at the ZIP Code+4 location of Point A.
  - **2-out-of-3 Rule Using Billed To Zip+4**. Uses the three phone numbers provided to determine intrastate/interstate/international call type, but taxes are determined at the ZIP Code+4 location provided.
  - **Billed To Zip+4 + Service Location Zip+4**.
  - **CCH Geocode**. Tax situs is determined using the geocode supplied.
  - **VAT**.
  - **VAT Using Destination Country Code**.
  - **Point to Point Zip+4 (Both Points Evaluated)**. Tax situs is determined using Point to Point ZIP Code+4 (private line transactions) with both A and Z endpoints calculated.
- **Geocode**. The Geocode field is used when the Tax Situs Rule requires geocode input.

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[1]When determining state tax jurisdiction for the purpose of figuring phone bills, there are three locations to consider for each telecommunications transaction: the originating station, the terminating station, and the billing address/service address. Generally, the state that has (a) the originating station or the terminating station and (b) the billing address/service address will receive the tax for the telecommunication transaction.

- **Zip Code fields**. The ZIP Code or ZIP+4 fields are used to source a tax transaction when the Tax Situs Rule requires ZIP Code input. This will be used to determine the taxing jurisdiction.
- **Origination, Termination, and Billed-to Number fields**. The Origination, Termination and Billed-to phone numbers are used when the Tax Situs Rule requires telephone number input. They can be used to determine the taxing jurisdiction for usage transactions (i.e. Long Distance, Wireless Airtime). In addition, these can be used for the **2-out-of-3 rule**[1].
- **Mail Order**.
- **Ship from POB**.
- **Common Carrier**.
- **Origination Country**.
- **Destination Country**.

3. Click **Add Item**.
4. Repeat steps 2 and 3 for each additional item.

   Note: If you would like to save these line items to calculate them again later, click the **Export** button. The items will be saved in a folder. When you are ready to import them, select **Tools** > **SureQuotes**, click **Import**, and select the file.

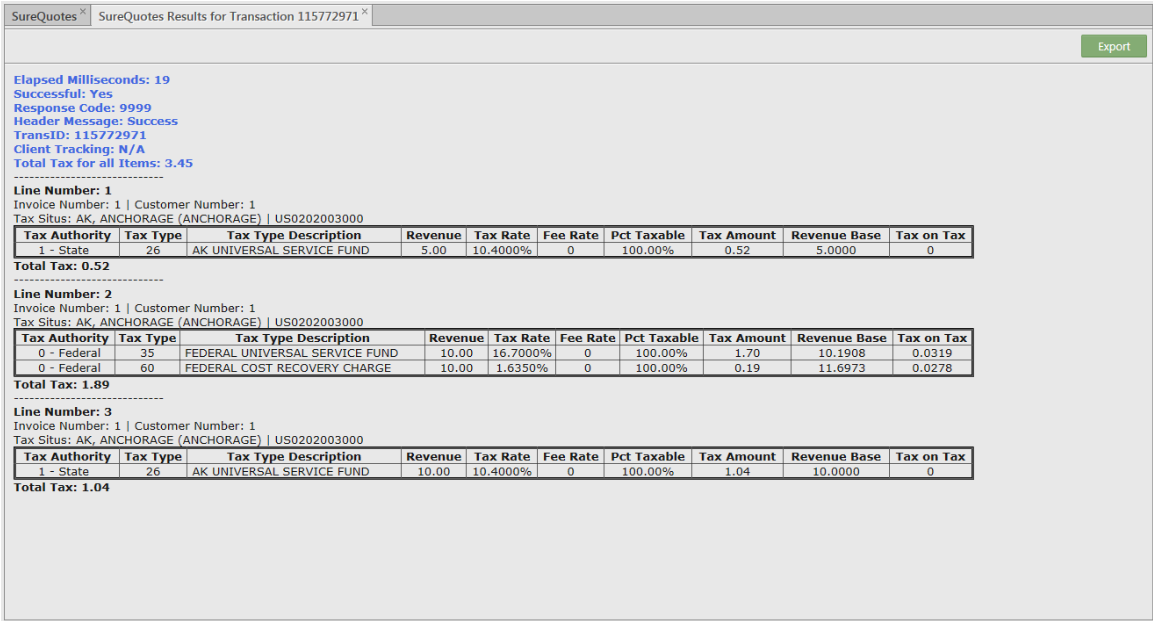
5. Click **Calculate** in the upper right-hand corner of the screen.

   Important! Do not select the Live Calc check box unless you want this quote to be saved to the reporting database and appear in your reports. Live calculations are performed exactly like quotes except for this check box, so be cautious.

6. Results for a Live Calc and a quote appear in the same type of report.

---

[1]When determining state tax jurisdiction for the purpose of figuring phone bills, there are three locations to consider for each telecommunications transaction: the originating station, the terminating station, and the billing address/service address. Generally, the state that has (a) the originating station or the terminating station and (b) the billing address/service address will receive the tax for the telecommunication transaction.



SureQuotes | SureQuotes Results for Transaction 115772971

Export

Elapsed Milliseconds: 19
Successful: Yes
Response Code: 9999
Header Message: Success
TransID: 115772971
Client Tracking: N/A
Total Tax for all Items: 3.45

Line Number: 1
Invoice Number: 1 | Customer Number: 1
Tax Situs: AK, ANCHORAGE (ANCHORAGE) | US0202003000

Tax Authority	Tax Type	Tax Type Description	Revenue	Tax Rate	Fee Rate	Pct Taxable	Tax Amount	Revenue Base	Tax on Tax
1 - State	26	AK UNIVERSAL SERVICE FUND	5.00	10.4000%	0	100.00%	0.52	5.0000	0

Total Tax: 0.52

Line Number: 2
Invoice Number: 1 | Customer Number: 1
Tax Situs: AK, ANCHORAGE (ANCHORAGE) | US0202003000

Tax Authority	Tax Type	Tax Type Description	Revenue	Tax Rate	Fee Rate	Pct Taxable	Tax Amount	Revenue Base	Tax on Tax
0 - Federal	35	FEDERAL UNIVERSAL SERVICE FUND	10.00	16.7000%	0	100.00%	1.70	10.1908	0.0319
0 - Federal	60	FEDERAL COST RECOVERY CHARGE	10.00	1.6350%	0	100.00%	0.19	11.6973	0.0278

Total Tax: 1.89

Line Number: 3
Invoice Number: 1 | Customer Number: 1
Tax Situs: AK, ANCHORAGE (ANCHORAGE) | US0202003000

Tax Authority	Tax Type	Tax Type Description	Revenue	Tax Rate	Fee Rate	Pct Taxable	Tax Amount	Revenue Base	Tax on Tax
1 - State	26	AK UNIVERSAL SERVICE FUND	10.00	10.4000%	0	100.00%	1.04	10.0000	0

Total Tax: 1.04

7. Click **Export** on the results screen to export the results to an Excel file.

Exporting and Importing Quotes

After you build a quote, you can use the export function to save the quote on your local drive for re-use later. Click **Export** to save the file. The extension will be ".json".

You can later import the previously saved quote for further editing or recalculation. To import a file, click **Import** and then select your file to import. The items from the file will be added to the items in the quote and will replace any items that are recurrently in those fields.

Chapter 4

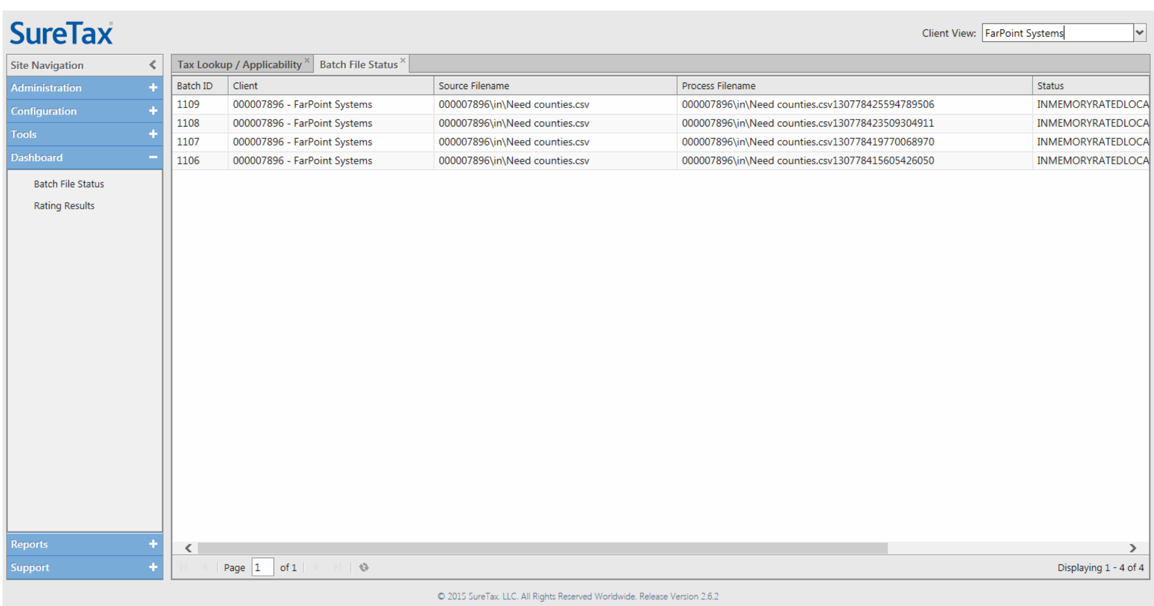
Dashboard Overview

CCH SureTax Communications is unique in the industry in that it provides complete transparency into the calculations it performs. Unlike with many tax engines, which essentially input data and output tax amounts with no insight as to how or why a tax was calculated, CCH SureTax Communications subscribers can research their transactions through our web portal and see granular detail from federal, state, jurisdiction, tax type, service level or type, revenue, all the way down to tax-on-tax. CCH SureTax Communications even provides overall effective and blended rates so that you can accurately accrue tax revenue if your business model calls for it, such as in pre-paid services.

The Dashboard menu contains selections for viewing the batch processing status and tax calculation results.

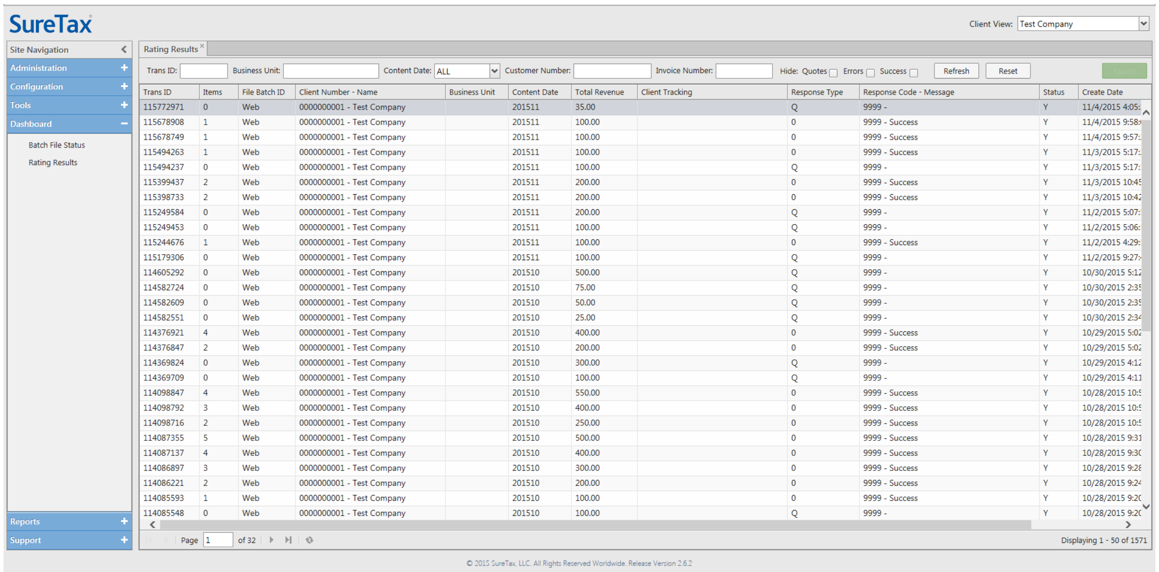
Batch File Status

You can use the Batch File Status screen to view client batch file processing results. If you are using the batch process, then select the **Dashboard** tab and click **Batch File Status**. The status screen will look similar to the example below.



Rating Results

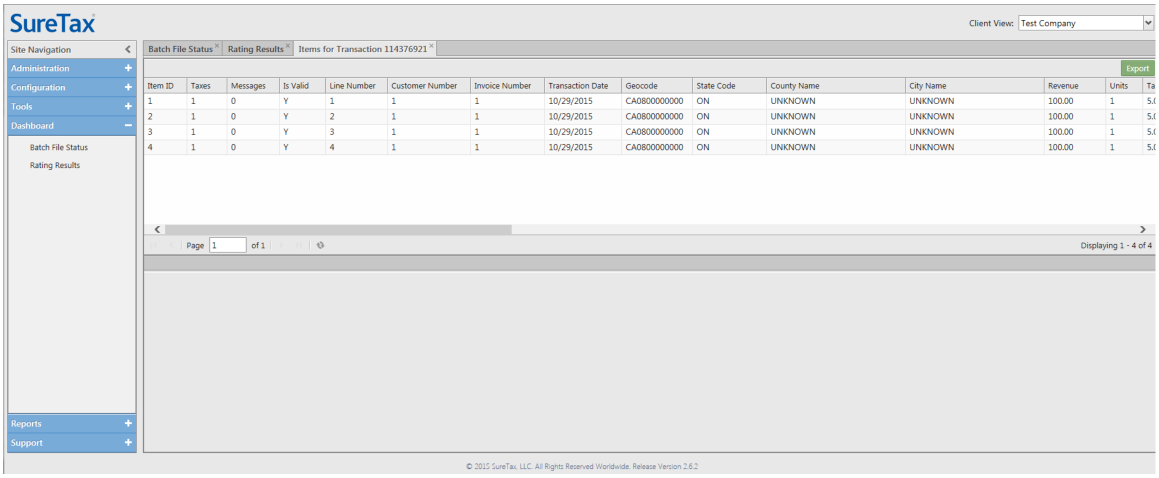
All of the granular tax data provided in the CCH SureTax Communications system is available in the Rating Results screen. You can use the Rating Results grid to view tax calculation results. Each row in the grid represents a tax calculation transaction. Each tax calculation transaction is given a unique ID from CCH SureTax Communications called the Trans ID that can be used for future reference. In addition, clients can submit a user-defined value for reference, which is labeled as "Client Tracking" in the Rating Results grid.



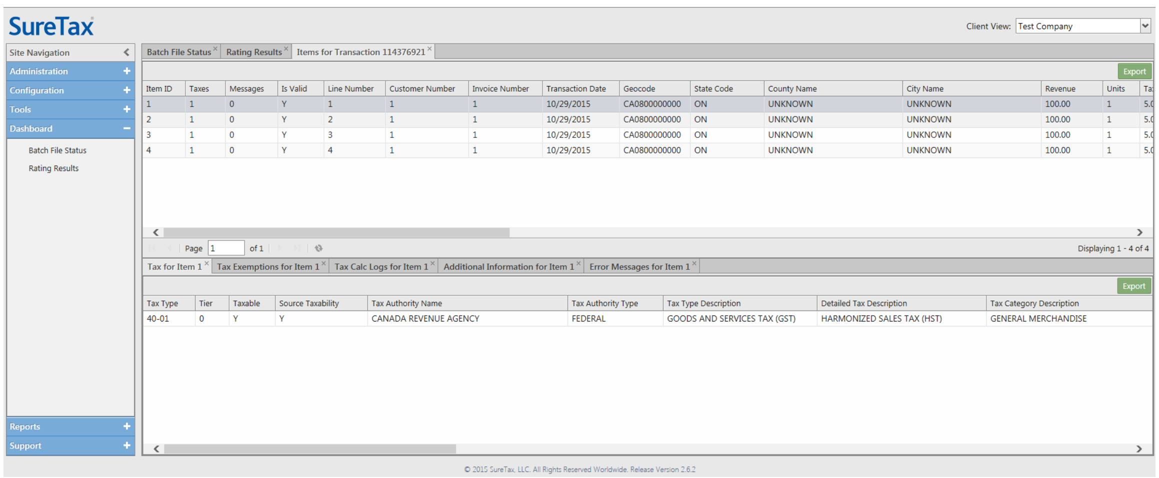
To filter the results, enter any of the following and click **Refresh**.

- Trans ID
- Business Unit
- Content Date
- Customer Number
- Invoice Date
- Hide:
    - Quotes
    - Errors
    - Success

Click any row to view the specifics of the tax calculation results for that Trans ID (unique calculation). This includes each tax that was applied along with its tax authority, tax level (federal, state, county, etc.), tax type description, jurisdiction specific nomenclature for that tax, tax rate or fee, tax amount and tax on tax applied.



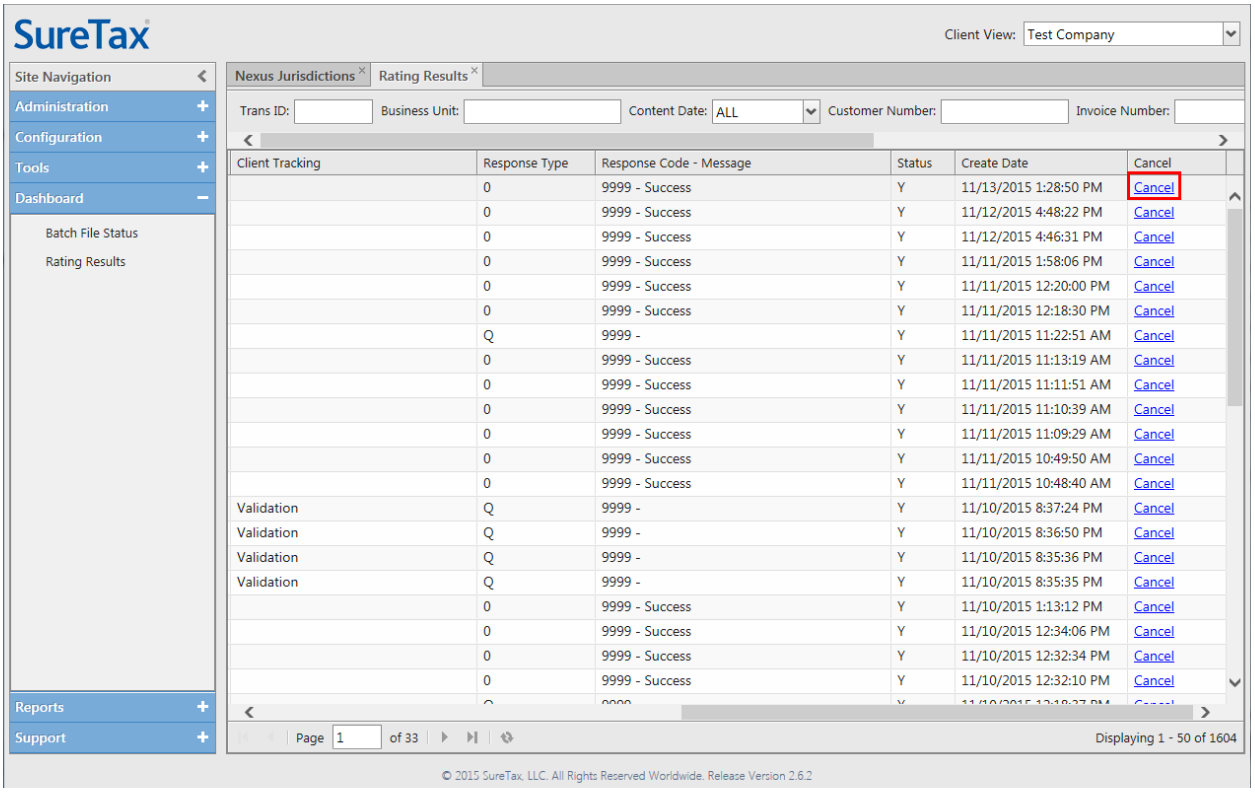
Click on any item for the transaction to view information such as the taxes, tax exemptions, tax calc logs, additional information, and error messages, if any.



All information that is provided in the Rating Results grid can be can output to Excel by clicking the various Export buttons. The Rating Results allows exporting of the Item (transaction) information, Tax information, and the Tax Calc log which provides additional detail of the calculation, such as tax on tax or tax tiers.

Canceling a Transaction

To cancel a transaction, click the **Cancel** hyperlink on the far right of the transaction's row.



Important! You cannot recover a canceled transaction.

Chapter 5

Reports Overview

The SureTax reporting engine delivers data-rich reports that enable the review and reconciliation of a wide variety of financial and service data elements. All client tax calculation results are auto-aggregated for month end tax compliance, regulatory reporting, reconciliation and audit support. From within the CCH SureTax Communications web portal, each report is delivered on-demand with a variety of filtering options. In addition to the web reporting presentation, reports can be exported to popular formats as Excel and CSV.

CCH SureTax Communications provides a number of pre-formatted reports which can be exported directly to accounting or third party compliance or regulatory firms. These reports are currently designed based on input from industry professionals and are targeted to have the most complete set of data for that particular use. Reports are provided by Compliance Detail, Regulatory, Service Type, State, Tax Remittance and Taxes by Invoice.

CCH SureTax Communications can customize these reports, or create additional reports and outputs based on your company's needs. All custom or additional reports are unique to your account.

Viewing Reports

You can use the Reports screen to view several reports.

To view a report, do the following:

1. Select the **Reports** tab, and then click **Tax Reports**. The Download Tax Report dialog displays.
2. Select the **Rating Year** and **Rating Month**.
3. Select a **Reporting Name**. The following reports are available. Click a report title for more information.
    - Tax Compliance Detail Report

      The Tax Compliance Detail Report provides the information necessary for monthly tax compliance (returns filing). The report includes the revenue and taxes by jurisdiction, tax authority, tax type, and customer type.

Tax Compliance Detail Report
Test Company
October 2015

SureTax

Source Geocode	Service Group	Tax Type Code	Tax Type	Tax Cat Code	Tax Category	Auth Level	Cntry	State	County	City	Tax Authority	Sales Type	Units	Gross Revenue	Non Taxable Revenue	Tax Exempt Revenue	Net Revenue	Tax Rate	Effective Tax Rate	Fee Rate	Tax
US0107307000	CONFERENCING SERVICES	110	AL UTILITY PRIVILEGE LIC. TAX	05	TELECOMMUNICATIONS	STATE	ZZ	ZZ	ZZ	ZZ	ALABAMA, STATE OF	Bus	0	300.00	0.00	0.00	300.00	6.00%	6.00%	0.00	
US04013A0018	CELLULAR SERVICE - MONTHLY CHG	035	FEDERAL UNIVERSAL SERVICE FUND	80	TELECOMMUNICATIONS AND UTILITIES	FEDERAL	US	AZ	MARICOPA	PHOENIX	FEDERAL COMMUNICATIONS COMMISSION	Bus	0	100.00	62.90	0.00	37.10	16.70%	17.98%	0.00	
US04013A0018	CELLULAR SERVICE - MONTHLY CHG	060	FEDERAL COST RECOVERY CHARGE	80	TELECOMMUNICATIONS AND UTILITIES	FEDERAL	US	AZ	MARICOPA	PHOENIX	FEDERAL COMMUNICATIONS COMMISSION	Bus	0	100.00	62.90	0.00	37.10	1.64%	1.86%	0.00	
US04013A0018	CELLULAR SERVICE - MONTHLY CHG	101	AZ TRANSACTION PRIVILEGE TAX	01	GENERAL MERCHANDISE	STATE	US	AZ	MARICOPA	PHOENIX	ARIZONA, STATE OF	Bus	0	100.00	0.00	0.00	100.00	5.60%	6.02%	0.00	
US04013A0018	CELLULAR SERVICE - MONTHLY CHG	106	AZ 911 -TELECOM SVC EXCISE TAX	80	TELECOMMUNICATIONS AND UTILITIES	STATE	US	AZ	MARICOPA	PHOENIX	ARIZONA, STATE OF	Bus	1	100.00	0.00	0.00	100.00	0.00%	0.20%	0.20	
US04013A0018	CELLULAR SERVICE - MONTHLY CHG	126	AZ UNIVERSAL SERVICE FUND-LINE	11	ACCESS LINE	STATE	US	AZ	MARICOPA	PHOENIX	ARIZONA, STATE OF	Bus	1	100.00	0.00	0.00	100.00	0.00%	0.01%	0.01	
US04013A0018	CELLULAR SERVICE - MONTHLY CHG	202	COUNTY TRANSACT. PRIVILEGE TAX	01	GENERAL MERCHANDISE	COUNTY	US	AZ	MARICOPA	PHOENIX	MARICOPA, COUNTY OF	Bus	0	100.00	0.00	0.00	100.00	0.70%	0.75%	0.00	
US04013A0018	CELLULAR SERVICE - MONTHLY CHG	304	CITY TRANSACTION PRIVILEGE TAX- TELECOM	80	TELECOMMUNICATIONS AND UTILITIES	CITY	US	AZ	MARICOPA	PHOENIX	PHOENIX, CITY OF	Bus	0	100.00	0.00	0.00	100.00	4.70%	4.70%	0.00	

Regulatory Report

The Regulatory Report provides the information necessary for regulatory filings including Federal and State USF amounts, Business and Residential customer counts, line counts, intrastate vs. interstate amounts.

Regulatory Report
Test Company
January 2015

SureTax

State	Regulatory Service	Service Group	Federal USF Revenue	State USF Revenue	Business Customers	Business Lines	Residential Customers	Residential Lines	Intrastate Transactions	Intrastate Revenue	Interstate Transactions	Interstate Revenue	Total Customers	Total Lines	Total Transactions	Total Revenue
AK	DEFAULT	GENERAL MERCHANDISE	0	0	1	0	0	0	4	400.00	0	0.00	1	0	4	400.00
AL	DEFAULT	GENERAL MERCHANDISE	0	0	1	0	0	0	1	100.00	0	0.00	1	0	1	100.00
AR	DEFAULT	GENERAL MERCHANDISE	0	0	1	0	0	0	2	200.00	0	0.00	1	0	2	200.00
CA	VOIP	INTERCONNECTED VOIP - FIXED	200	0	0	0	1	0	2	200.00	0	0.00	1	0	2	200.00
CO	DEFAULT	GENERAL MERCHANDISE	0	0	1	0	0	0	4	400.00	0	0.00	1	0	4	400.00
DC	DEFAULT	GENERAL MERCHANDISE	0	0	1	0	0	0	4	400.00	0	0.00	1	0	4	400.00
FL	DEFAULT	GENERAL MERCHANDISE	0	0	1	0	0	0	4	400.00	0	0.00	1	0	4	400.00
GA	DEFAULT	DATA PRIVATE LINES	200	0	0	0	1	0	2	200.00	0	0.00	1	0	2	200.00
GA	DEFAULT	GENERAL MERCHANDISE	0	0	1	0	0	0	4	400.00	0	0.00	1	0	4	400.00
GA	VOIP	GENERAL MERCHANDISE	0	0	2	0	0	0	3	699.99	0	0.00	2	0	3	699.99

Services Report

The Service Report provides a summary of customer services by jurisdiction including total revenue and total tax.

Services Report
Test Company
January 2015

SureTax

Source Geocode	Service Group	Service Item	Cntry	St	County	City	Sales Type	Total Revenue	Tax Included	Tax	Tax On Tax
US0109532416	GENERAL MERCHANDISE	DEFAULT	US	AL	MARSHALL	GUNTERSVILLE	Bus	100.00	0.00	8.00	0.00
US0222070540	GENERAL MERCHANDISE	DEFAULT	US	AK	SITKA	SITKA	Bus	400.00	0.00	20.00	0.00
US0509910480	GENERAL MERCHANDISE	DEFAULT	US	AR	NEVADA	CALE	Bus	200.00	0.00	17.00	0.00
US0600106000	INTERCONNECTED VOIP - FIXED	BASIC SERVICE CHARGES - FIXED VOIP SERVICE	US	CA	ALAMEDA	BERKELEY	Res	100.00	0.00	20.98	1.19
US0601383346	INTERCONNECTED VOIP - FIXED	BASIC SERVICE CHARGES - FIXED VOIP SERVICE	US	CA	CONTRA COSTA	WALNUT CREEK	Res	100.00	0.00	13.48	0.18
US08001A0024	GENERAL MERCHANDISE	DEFAULT	US	CO	ADAMS	THORNTON	Bus	400.00	0.00	34.00	0.00
US11001A0002	GENERAL MERCHANDISE	DEFAULT	US	DC	DISTRICT OF	WASHINGTON	Bus	400.00	0.00	40.00	0.00
US1206327175	GENERAL MERCHANDISE	DEFAULT	US	FL	JACKSON	GRAND RIDGE	Bus	400.00	0.00	30.00	0.00
US1301147896	GENERAL MERCHANDISE	DEFAULT	US	GA	BANKS	LULA	Bus	400.00	0.00	28.00	0.00
US1305784176	DATA PRIVATE LINES	LINE CHARGE (INTERSTATE)	US	GA	CHEROKEE	WOODSTOCK	Res	200.00	0.00	18.02	0.45
US1306700000	GENERAL MERCHANDISE	DEFAULT	US	GA	COBB	UNINCORPORATED COUNTY AREA	Bus	449.99	0.00	23.00	0.00
US1306700000	INTERCONNECTED VOIP - FIXED	BASIC SERVICE CHARGES - FIXED VOIP SERVICE	US	GA	COBB	UNINCORPORATED COUNTY AREA	Bus	169.00	0.00	22.26	0.31
US1306743192	INTERCONNECTED VOIP - FIXED	BASIC SERVICE CHARGES - FIXED VOIP SERVICE	US	GA	COBB	KENNESAW	Bus	100.00	0.00	13.19	0.18

State Reconciliation Report

The State Report provides a summary of revenue, taxes and effective tax rate by state.

State Reconciliation Report

Test Company

January 2015

SureTax

State	Intrastate Revenue	Intrastate Tax	Interstate Revenue	Interstate Tax	Blended Rate
AK	400.00	20.00	0.00	0.00	5.00%
AL	100.00	8.00	0.00	0.00	8.00%
AR	200.00	17.00	0.00	0.00	8.50%
CA	200.00	35.84	0.00	0.00	17.92%
CO	400.00	34.00	0.00	0.00	8.50%
DC	400.00	40.00	0.00	0.00	10.00%
FL	400.00	30.00	0.00	0.00	7.50%
GA	1,567.99	131.08	200.00	18.47	8.46%
ID	300.00	18.00	0.00	0.00	6.00%
IL	898.00	97.41	0.00	0.00	10.85%
IN	400.00	28.00	0.00	0.00	7.00%
KS	800.00	49.20	0.00	0.00	6.15%
KY	400.00	24.00	0.00	0.00	6.00%
MI	2,498.00	183.58	0.00	0.00	7.35%
NC	400.00	28.00	0.00	0.00	7.00%

Tax Compliance Detail KPMG

Tax Compliance Report

Test Company

October 2015

Transaction dates from 9/1/2015 to 10/31/2015

SureTax

Source Geocode Country	Source Geocode State Plus	Service Group	Tax Type Code 1	Tax Type Code 2	Tax Type	Tax Cat Code	Tax Category	Auth Level	Cntry	State	County	City	Tax Authority	Sales Type	Units	Gross Revenue	Non Taxable Revenue	Tax Exempt Revenue	Net Revenue
US	0107307000	CONFERENCING SERVICES	1	10	AL UTILITY PRIVILEGE LIC. TAX	05	TELECOMMUNICATIONS SERVICE EXCLUDING WIRELESS	STATE	ZZ	ZZ	ZZ	ZZ	ALABAMA, STATE OF	Bus	0	300.00	0.00	0.00	300.00
US	04013A0018	CELLULAR SERVICE - MONTHLY CHG	0	35	FEDERAL UNIVERSAL SERVICE FUND	80	TELECOMMUNICATIONS AND UTILITIES	FEDERAL	US	AZ	MARICOPA	PHOENIX	FEDERAL COMMUNICATIONS COMMISSION	Bus	0	100.00	62.90	0.00	37.10
US	04013A0018	CELLULAR SERVICE - MONTHLY CHG	0	60	FEDERAL COST RECOVERY CHARGE	80	TELECOMMUNICATIONS AND UTILITIES	FEDERAL	US	AZ	MARICOPA	PHOENIX	FEDERAL COMMUNICATIONS COMMISSION	Bus	0	100.00	62.90	0.00	37.10
US	04013A0018	CELLULAR SERVICE - MONTHLY CHG	1	01	AZ TRANSACTION PRIVILEGE TAX	01	GENERAL MERCHANDISE	STATE	US	AZ	MARICOPA	PHOENIX	ARIZONA, STATE OF	Bus	0	100.00	0.00	0.00	100.00
US	04013A0018	CELLULAR SERVICE - MONTHLY CHG	1	06	AZ 911 -TELECOM SVC EXCISE TAX	80	TELECOMMUNICATIONS AND UTILITIES	STATE	US	AZ	MARICOPA	PHOENIX	ARIZONA, STATE OF	Bus	1	100.00	0.00	0.00	100.00
US	04013A0018	CELLULAR SERVICE - MONTHLY CHG	1	26	AZ UNIVERSAL SERVICE FUND-LINE	11	ACCESS LINE	STATE	US	AZ	MARICOPA	PHOENIX	ARIZONA, STATE OF	Bus	1	100.00	0.00	0.00	100.00

Taxes by Invoice

Test Company

Taxes by Invoice Report

January 2015

SureTax

SureTax Trans ID	Customer Number	Invoice Number	Client Tracking	Service Group Description	Service Description	Tax Authority	Tax Auth Name	Tax Type	Tax Type Description	Tax Cat Desc	Total Tax
28643841	3984209348	1	XYZ Company	General Sales	General Sales	STATE	GEORGIA, STATE OF	01	STATE SALES TAX	GENERAL	7.9996
28643841	3984209348	1	XYZ Company	General Sales	General Sales	COUNTY	COBB, COUNTY OF	02	COUNTY SALES TAX	GENERAL	0.0000
28643841	3984209348	1	XYZ Company	VOIP	Basic Service Charges - Fixed VOIP Service	STATE	GEORGIA, STATE OF	01	STATE SALES TAX	GENERAL MERCHANDISE	0.0000
28643841	3984209348	1	XYZ Company	VOIP	Basic Service Charges - Fixed VOIP Service	COUNTY	COBB, COUNTY OF	02	COUNTY SALES TAX	GENERAL MERCHANDISE	0.0000
28643841	3984209348	1	XYZ Company	VOIP	Basic Service Charges - Fixed VOIP Service	COUNTY	COBB, COUNTY OF	33	LOCAL 911 SURCHARGE	TELECOMMUNICA TIONS AND	1.2500
28643841	3984209348	1	XYZ Company	VOIP	Basic Service Charges - Fixed VOIP Service	FEDERAL	FEDERAL COMMUNICATIONS COMMISSION	35	FEDERAL UNIVERSAL SERVICE FUND	TELECOMMUNICA TIONS AND UTILITIES	10.9989
28643841	3984209348	1	XYZ Company	VOIP	Basic Service Charges - Fixed VOIP Service	FEDERAL	FEDERAL COMMUNICATIONS COMMISSION	60	FEDERAL TRS FUND	TELECOMMUNICA TIONS AND UTILITIES	0.8781
35803485	1	1		Private Line	Data - Line Charge - Intrastate Intercity InterLATA	STATE	TEXAS, STATE OF	01	STATE SALES TAX	GENERAL MERCHANDISE	3.2462
35803485	1	1		Private Line	Data - Line Charge - Intrastate Intercity InterLATA	LOCAL	DALLAS METROPOLITAN TRANSIT AUTHORITY	03	COUNTY LOCAL SALES TAX	GENERAL MERCHANDISE	0.5194
35803485	1	1		Private Line	Data - Line Charge - Intrastate Intercity InterLATA	CITY	PLANO, CITY OF	04	CITY SALES TAX	GENERAL MERCHANDISE	0.5194
35803485	1	1		Private Line	Data - Line Charge - Intrastate Intercity InterLATA	STATE	TEXAS, STATE OF	06	STATE 911 TAX	TELECOMMUNICA TIONS AND UTILITIES	0.0000
35803485	1	1		Private Line	Data - Line Charge - Intrastate Intercity InterLATA	STATE	TEXAS, STATE OF	08	PUC FEE	TELECOMMUNICA TIONS AND UTILITIES	0.0866
35803485	1	1		Private Line	Data - Line Charge - Intrastate Intercity InterLATA	STATE	TEXAS, STATE OF	23	STATE FRANCHISE FEE	TELECOMMUNICA TIONS AND UTILITIES	0.0000

Tax Compliance Detail with Zipcode

Tax Compliance Detail Report
Test Company
January 2015

SureTax

Source Geocode	Service Group	Tax Type Code	Tax Type	Tax Cat Code	Tax Category	Auth Level	Cntry	State	County	City	Tax Authority	Sales Type	Units	Gross Revenue	Non Taxable Revenue	Tax Exempt Revenue	Net Revenue	Tax Rate	Effective Tax Rate	Fee Rate	Tax	Tax On Tax	Total Tax	Zip Code	Calculation Code	Exemption Code	Exemption Type	Location Code
US0109532416	GENERAL MERCHANDISE	1U1	STATE USE TAX	01	GENERAL MERCHANDISE	STATE	US	AL	MARSHALL	GUNTERSVILLE	ALABAMA, STATE OF	Bus	0	100.00	0.00	0.00	100.00	4.00%	4.00%	0.00	4.00	0.00	4.00		14	0	S	15
US0109532416	GENERAL MERCHANDISE	3U4	CITY USE TAX	01	GENERAL MERCHANDISE	CITY	US	AL	MARSHALL	GUNTERSVILLE	GUNTERSVILLE, CITY OF	Bus	0	100.00	0.00	0.00	100.00	4.00%	4.00%	0.00	4.00	0.00	4.00		14	0	S	15
US0222070540	GENERAL MERCHANDISE	202	COUNTY SALES TAX	01	GENERAL MERCHANDISE	COUNTY	US	AK	SITKA	SITKA	SITKA, BOROUGH OF	Bus	0	400.00	0.00	0.00	400.00	5.00%	5.00%	0.00	20.00	0.00	20.00		14	0	S	15
US0509910480	GENERAL MERCHANDISE	1U1	STATE USE TAX	01	GENERAL MERCHANDISE	STATE	US	AR	NEVADA	CALE	ARKANSAS, STATE OF	Bus	0	200.00	0.00	0.00	200.00	6.50%	6.50%	0.00	13.00	0.00	13.00		14	0	S	15
US0509910480	GENERAL MERCHANDISE	2U2	COUNTY USE TAX	01	GENERAL MERCHANDISE	COUNTY	US	AR	NEVADA	CALE	NEVADA, COUNTY OF	Bus	0	200.00	0.00	0.00	200.00	2.00%	2.00%	0.00	4.00	0.00	4.00		14	0	S	15
US0600106000	INTERCONNECTED VOIP - FIXED	035	FEDERAL UNIVERSAL SERVICE FUND	80	TELECOMMUNICATIONS AND UTILITIES	FEDERAL	US	CA	ALAMEDA	BERKELEY	FEDERAL COMMUNICATIONS COMMISSION	Res	0	100.00	0.00	0.00	100.00	16.80%	11.00%	0.00	10.90	0.10	11.00	94701	14	0	S	15
US0600106000	INTERCONNECTED VOIP - FIXED	060	Federal Regulatory Assessment Fee	80	TELECOMMUNICATIONS AND UTILITIES	FEDERAL	US	CA	ALAMEDA	BERKELEY	FEDERAL COMMUNICATIONS COMMISSION	Res	0	100.00	0.00	0.00	100.00	1.22%	0.88%	0.00	0.79	0.09	0.88	94701	14	0	S	15
US0600106000	INTERCONNECTED VOIP - FIXED	106	CA EMERG TEL. USERS SURCHARGE	80	TELECOMMUNICATIONS AND UTILITIES	STATE	US	CA	ALAMEDA	BERKELEY	CALIFORNIA, STATE OF	Res	0	100.00	0.00	0.00	100.00	0.75%	0.26%	0.00	0.26	0.00	0.26	94701	14	0	S	15
US0600106000	INTERCONNECTED VOIP - FIXED	109	CA TELECOM RELAY SYSTEMS SURCHARGE	80	TELECOMMUNICATIONS AND UTILITIES	STATE	US	CA	ALAMEDA	BERKELEY	CALIFORNIA, STATE OF	Res	0	100.00	0.00	0.00	100.00	0.20%	0.07%	0.00	0.07	0.00	0.07	94701	14	0	S	15
US0600106000	INTERCONNECTED VOIP - FIXED	118	CA TELECONNECT FUND	80	TELECOMMUNICATIONS	STATE	US	CA	ALAMEDA	BERKELEY	CALIFORNIA, STATE OF	Res	0	100.00	0.00	0.00	100.00	0.93%	0.33%	0.00	0.33	0.00	0.33	94701	14	0	S	15
US0600106000	INTERCONNECTED VOIP - FIXED	119	CA HIGH COST FUND(A) SURCHARGE	80	TELECOMMUNICATIONS AND UTILITIES	STATE	US	CA	ALAMEDA	BERKELEY	CALIFORNIA, STATE OF	Res	0	100.00	0.00	0.00	100.00	0.35%	0.12%	0.00	0.12	0.00	0.12	94701	14	0	S	15
US0600106000	INTERCONNECTED VOIP - FIXED	120	CA ADVANCED SERV FUND SURCH	80	TELECOMMUNICATIONS AND UTILITIES	STATE	US	CA	ALAMEDA	BERKELEY	CALIFORNIA, STATE OF	Res	0	100.00	0.00	0.00	100.00	0.46%	0.16%	0.00	0.16	0.00	0.16	94701	14	0	S	15
US0600106000	INTERCONNECTED VOIP - FIXED	122	CA UNIVERSAL LIFELINE SURCHARGE	80	TELECOMMUNICATIONS AND UTILITIES	STATE	US	CA	ALAMEDA	BERKELEY	CALIFORNIA, STATE OF	Res	0	100.00	0.00	0.00	100.00	2.40%	0.84%	0.00	0.84	0.00	0.84	94701	14	0	S	15
US0600106000	INTERCONNECTED VOIP - FIXED	316	LOCAL UTILITY USERS TAX	80	TELECOMMUNICATIONS	CITY	US	CA	ALAMEDA	BERKELEY	BERKELEY, CITY OF	Res	0	100.00	0.00	0.00	100.00	7.50%	8.51%	0.00	7.50	1.01	8.51	94701	14	0	S	15
US0601383346	INTERCONNECTED VOIP - FIXED	035	FEDERAL UNIVERSAL SERVICE FUND	80	TELECOMMUNICATIONS AND UTILITIES	FEDERAL	US	CA	CONTRA COSTA	WALNUT CREEK	FEDERAL COMMUNICATIONS COMMISSION	Res	0	100.00	0.00	0.00	100.00	16.80%	11.00%	0.00	10.90	0.10	11.00	94595	14	0	S	15
US0601383346	INTERCONNECTED VOIP - FIXED	060	Federal Regulatory Assessment Fee	80	TELECOMMUNICATIONS AND UTILITIES	FEDERAL	US	CA	CONTRA COSTA	WALNUT CREEK	FEDERAL COMMUNICATIONS COMMISSION	Res	0	100.00	0.00	0.00	100.00	1.22%	0.88%	0.00	0.79	0.09	0.88	94595	14	0	S	15
US0601383346	INTERCONNECTED VOIP - FIXED	106	CA EMERG TEL. USERS SURCHARGE	80	TELECOMMUNICATIONS AND UTILITIES	STATE	US	CA	CONTRA COSTA	WALNUT CREEK	CALIFORNIA, STATE OF	Res	0	100.00	0.00	0.00	100.00	0.75%	0.26%	0.00	0.26	0.00	0.26	94595	14	0	S	15

Tax Compliance with Invoice Detail

Tax Compliance with Invoice Detail Report
Test Company
January 2015

SureTax

Source Geocode	Client Tracking	Invoice Number	Customer Number	Trans Date	Zip Code	Plus4	Service Group	Tax Type Code	Tax Type	Tax Description	Tax Cat Code	Tax Category	Tax Auth Id	Auth Level	Cntry	State	County
US0109532416		1	1	04/01/2015		0000	GENERAL MERCHANDISE	1U1	STATE USE TAX	STATE USE TAX	01	GENERAL MERCHANDISE	12000	STATE	US	AL	MARSHALL
US0109532416		1	1	04/01/2015		0000	GENERAL MERCHANDISE	3U4	CITY USE TAX	CITY USE TAX	01	GENERAL MERCHANDISE	2723	CITY	US	AL	MARSHALL
US0222070540		1	1	09/13/2014		0000	GENERAL MERCHANDISE	202	COUNTY SALES TAX	COUNTY SALES TAX	01	GENERAL MERCHANDISE	4143	COUNTY	US	AK	SITKA
US0509910480		1	1	03/28/2015		0000	GENERAL MERCHANDISE	1U1	STATE USE TAX	STATE USE TAX	01	GENERAL MERCHANDISE	12003	STATE	US	AR	NEVADA
US0509910480		1	1	03/28/2015		0000	GENERAL MERCHANDISE	2U2	COUNTY USE TAX	COUNTY USE TAX	01	GENERAL MERCHANDISE	6173	COUNTY	US	AR	NEVADA
US0600106000	DHK Enterprises	1	1	01/23/2015	94701	0000	INTERCONNECTED VOIP - FIXED	035	FEDERAL UNIVERSAL SERVICE FUND	FEDERAL UNIVERSAL SERVICE FUND	80	TELECOMMUNICATIONS AND UTILITIES	16	FEDERAL	US	CA	ALAMEDA
US0600106000	DHK Enterprises	1	1	01/23/2015	94701	0000	INTERCONNECTED VOIP - FIXED	060	FEDERAL TRS FUND	Federal Regulatory Assessment Fee	80	TELECOMMUNICATIONS AND UTILITIES	16	FEDERAL	US	CA	ALAMEDA
US0600106000	DHK Enterprises	1	1	01/23/2015	94701	0000	INTERCONNECTED VOIP - FIXED	106	STATE 911 TAX	CA EMERG TEL. USERS SURCHARGE	80	TELECOMMUNICATIONS AND UTILITIES	12004	STATE	US	CA	ALAMEDA
US0600106000	DHK Enterprises	1	1	01/23/2015	94701	0000	INTERCONNECTED VOIP - FIXED	109	TELECOMM RELAY SYSTEMS SURCHARGE	CA TELECOM RELAY SYSTEMS SURCHARGE	80	TELECOMMUNICATIONS AND UTILITIES	12004	STATE	US	CA	ALAMEDA
US0600106000	DHK Enterprises	1	1	01/23/2015	94701	0000	INTERCONNECTED VOIP - FIXED	118	MISC. SURCHARGE 2	CA TELECONNECT FUND	80	TELECOMMUNICATIONS AND UTILITIES	12004	STATE	US	CA	ALAMEDA
US0600106000	DHK Enterprises	1	1	01/23/2015	94701	0000	INTERCONNECTED VOIP - FIXED	119	MISC. SURCHARGE 3	CA HIGH COST FUND(A) SURCHARGE	80	TELECOMMUNICATIONS AND UTILITIES	12004	STATE	US	CA	ALAMEDA
US0600106000	DHK Enterprises	1	1	01/23/2015	94701	0000	INTERCONNECTED VOIP - FIXED	120	MISC. SURCHARGE 4	CA ADVANCED SERV FUND SURCH	80	TELECOMMUNICATIONS AND UTILITIES	12004	STATE	US	CA	ALAMEDA
US0600106000	DHK Enterprises	1	1	01/23/2015	94701	0000	INTERCONNECTED VOIP - FIXED	122	UNIVERSAL LIFELINE TELEPHONE SERVICE SURCHARGE	CA UNIVERSAL LIFELINE SURCHARGE	80	TELECOMMUNICATIONS AND UTILITIES	12004	STATE	US	CA	ALAMEDA
US0600106000	DHK Enterprises	1	1	01/23/2015	94701	0000	INTERCONNECTED VOIP - FIXED	316	LOCAL UTILITY USERS TAX	LOCAL UTILITY USERS TAX	80	TELECOMMUNICATIONS AND UTILITIES	8455	CITY	US	CA	ALAMEDA
US0601383346	DHK Enterprises	1	1	01/23/2015	94595	0000	INTERCONNECTED VOIP - FIXED	035	FEDERAL UNIVERSAL SERVICE FUND	FEDERAL UNIVERSAL SERVICE FUND	80	TELECOMMUNICATIONS AND UTILITIES	16	FEDERAL	US	CA	CONTRA COSTA
US0601383346	DHK Enterprises	1	1	01/23/2015	94595	0000	INTERCONNECTED VOIP - FIXED	060	FEDERAL TRS FUND	Federal Regulatory Assessment Fee	80	TELECOMMUNICATIONS AND UTILITIES	16	FEDERAL	US	CA	CONTRA COSTA
US0601383346	DHK Enterprises	1	1	01/23/2015	94595	0000	INTERCONNECTED VOIP - FIXED	106	STATE 911 TAX	CA EMERG TEL. USERS SURCHARGE	80	TELECOMMUNICATIONS AND UTILITIES	12004	STATE	US	CA	CONTRA COSTA
US0601383346	DHK Enterprises	1	1	01/23/2015	94595	0000	INTERCONNECTED VOIP - FIXED	109	TELECOMM RELAY SYSTEMS SURCHARGE	CA TELECOM RELAY SYSTEMS SURCHARGE	80	TELECOMMUNICATIONS AND UTILITIES	12004	STATE	US	CA	CONTRA COSTA
US0601383346	DHK Enterprises	1	1	01/23/2015	94595	0000	INTERCONNECTED VOIP - FIXED	118	MISC. SURCHARGE 2	CA TELECONNECT FUND	80	TELECOMMUNICATIONS AND UTILITIES	12004	STATE	US	CA	CONTRA COSTA
US0601383346	DHK Enterprises	1	1	01/23/2015	94595	0000	INTERCONNECTED VOIP - FIXED	119	MISC. SURCHARGE 3	CA HIGH COST FUND(A) SURCHARGE	80	TELECOMMUNICATIONS AND UTILITIES	12004	STATE	US	CA	CONTRA COSTA
US0601383346	DHK Enterprises	1	1	01/23/2015	94595	0000	INTERCONNECTED VOIP - FIXED	120	MISC. SURCHARGE 4	CA ADVANCED SERV FUND SURCH	80	TELECOMMUNICATIONS AND UTILITIES	12004	STATE	US	CA	CONTRA COSTA

Tax Compliance Tax Included Items

Tax Compliance Detail Tax Included Report
Test Company
January 2014

SureTax

Source Geocode	Service Group	Tax Type Code	Tax Type	Tax Cat Code	Tax Category	Auth Level	Cntry	State	County	City	Tax Authority	Sales Type	Units	Gross Revenue	Non Taxable Revenue	Tax Exempt Revenue	Net Revenue	Tax Rate	Effective Tax Rate	Fee Rate	Tax	Tax On Tax	Total Tax
US48201A0044	WIRELINE PREPAID SERVICE	035	FEDERAL UNIVERSAL SERVICE FEE	80	TELECOMMUNICATIONS AND UTILITIES	FEDERAL	US	TX	HARRIS	HOUSTON	FEDERAL COMMUNICATIONS COMMISSION	Bus	0	28.25	0.00	0.00	28.25	16.40%	17.46%	0.00	4.63	0.30	4.93
US48201A0044	WIRELINE PREPAID SERVICE	060	Federal Regulatory Assessment Fee	80	TELECOMMUNICATIONS AND UTILITIES	FEDERAL	US	TX	HARRIS	HOUSTON	FEDERAL COMMUNICATIONS COMMISSION	Bus	0	28.25	0.00	0.00	28.25	1.48%	1.81%	0.00	0.42	0.09	0.51
US48201A0044	WIRELINE PREPAID SERVICE	101	STATE SALES TAX	01	GENERAL MERCHANDISE	STATE	US	TX	HARRIS	HOUSTON	TEXAS, STATE OF	Bus	0	64.67	0.00	0.00	64.67	6.25%	6.25%	0.00	4.04	0.00	4.04
US48201A0044	WIRELINE PREPAID SERVICE	108	UTILITY GROSS RECEIPTS ASSESSMENT	80	TELECOMMUNICATIONS AND UTILITIES	STATE	US	TX	HARRIS	HOUSTON	TEXAS, STATE OF	Bus	0	28.25	0.00	0.00	28.25	0.17%	0.21%	0.00	0.05	0.01	0.06
US48201A0044	WIRELINE PREPAID SERVICE	126	TX UNIVERSAL SERVICE	80	TELECOMMUNICATIONS AND UTILITIES	STATE	US	TX	HARRIS	HOUSTON	TEXAS, STATE OF	Bus	0	28.25	0.00	0.00	28.25	3.70%	4.42%	0.00	1.05	0.20	1.25
US48201A0044	WIRELINE PREPAID SERVICE	304	CITY SALES TAX	01	GENERAL MERCHANDISE	CITY	US	TX	HARRIS	HOUSTON	HOUSTON, CITY OF	Bus	0	64.67	0.00	0.00	64.67	1.00%	1.00%	0.00	0.65	0.00	0.65
US48201A0044	WIRELINE PREPAID SERVICE	403	HOUSTON MTA	01	GENERAL MERCHANDISE	LOCAL	US	TX	HARRIS	HOUSTON	HOUSTON METROPOLITAN TRANSIT AUTHORITY	Bus	0	64.67	0.00	0.00	64.67	1.00%	1.00%	0.00	0.65	0.00	0.65
Totals																					11.48	0.60	12.08

4. Select either **Excel Spreadsheet** or **CSV (Comma Delimited)**.
5. Enter a **Transaction ID**. This field is optional.
6. Select dates for the **Transaction Start Date** and **End Date**. These fields are optional.
7. Click **Download**.

Chapter 6

SUPPORT

Online support is easy through the CCH SureTax Communications web portal, as it links directly to the master CCH Support portal. Users can access various methods of support — email, phone, and live chat as well as additional information such as FAQs and knowledge base documents. Additionally, clients can reach the CCH SureTax Communications support team directly at support@suretax.com.

Chapter 7

API DOCUMENTATION

The Application Programming Interface (API) section defines the structures and methods that are used in the CCH SureTax Communications tax rating and calculation system.

For web requests submitted via HTTPS POST, the data should be formatted using either JSON or XML format. The response format type is the same as the request format.

For requests submitted via SOAP, responses are provided in the same XML format as the request.

Note: The current implementation is synchronous, where a response is provided for each request submitted.

Each request can contain one-to-many items (transaction records) which can correlate multiple customers and invoices.

For a copy of the API documentation, please contact the CCH SureTax Communications team at 1-877-480-4025 or e-mail the support team at support@suretax.com.

Appendix A

TRANSACTION TYPES

A transaction type code defines the product or service to be taxed, creating a link between the products and services sold and the product groups and items cataloged in the CCH database.

For a copy of the Transaction Type Code documentation, please contact the CCH SureTax Communications team at 1-877-480-4025 or e-mail the support team at support@suretax.com. Some distribution restrictions apply based on contractual terms.

Appendix B

TAX EXEMPTION RECORD INDICATORS

Exemption Indicator	Exemption Description	Tax Type (s) Exempted	Tax Authority Levels Exempted	Detailed Description
00	No Exemptions	None	n/a	No tax exemptions apply
01	Federal Excise Tax Exempt	00	0 - Federal	
02	State Taxes Exempt	All State	1 - State	
03	Federal Excise Tax and State Taxes Exempt	00 All State	1 - State	
04	Local Taxes Exempt	All	2 - County 3 - City 4 - Local 5 - Reporting Agency	All tax types are exempted for the "local" tax authority levels
05	Federal Excise Tax and Local Taxes Exempt	00 All Local	2 - County 3 - City 4 - Local	
06	State and Local Taxes Exempt	All	1 - State 2 - County 3 - City 4 - Local 5 - Reporting Agency	
07	Federal Excise Tax and State and Local Taxes Exempt	00 All State All Local	1 - State 2 - County 3 - City 4 - Local 5 - Reporting Agency	

Exemption Indicator	Exemption Description	Tax Type (s) Exempted	Tax Authority Levels Exempted	Detailed Description
09	All Federal Level Taxes Exempt	00 35 60	0 - Federal	All tax types are exempted for the "Federal" tax authority (i.e. FET, FUSF, FTRS)
10	All Unit Based Taxes Exempt	See note	See note	This exemption type excludes all tax types at all tax authority levels that are listed as a unit based fee.
11	Unit based E911 Exempt	06 33	Any Level	
12	Only apply Unit Based Fees	See note	See note	This exemption type excludes all tax types at all tax authority levels that are not listed as a unit based fee.
21	Gross Receipts Tax (GRT) Exempt	28 32	Any Level	
22	All Universal Service Fund (USF) Fees Exempt	26	Any Level	
23	GRT and USF Exempt	26 28 32	Any Level	
24	Federal USF Tax Exempt	35	0 - Federal	
25	Federal Excise, Federal USF and State Sales and Use Tax Exempt	00 01 02 03 04 05 35	Any Level	
26	State Excise Tax Exempt (includes FL CST)	27	1 - State	

Exemption Indicator	Exemption Description	Tax Type (s) Exempted	Tax Authority Levels Exempted	Detailed Description
27	Federal Excise, Federal USF and Local Sales and Use Tax Exempt	00 02 03 04 05 35	0 - Federal 2 - County 3 - City 4 - Local 5 - Reporting Agency	
28	Federal USF and State Local Sales and Use Tax Exempt	01 02 03 04 05 35	Any Level	
29	Federal USF and Local Sales and Use Tax Exempt	02 03 04 05 35	0 - Federal 2 - County 3 - City 4 - Local 5 - Reporting Agency	
30	State Excise and Local Telecommunications Tax Exempt	27 37	1 - State 2 - County 3 - City 4 - Local	This is primarily used for exempting the Florida State and Local Telecommunications Services Tax
31	State Level Sales and Use Tax Exempt	1	1 - State	
32	State and Local Sales and Use Tax Exempt	01 02 03 04 05	Any Level	
36	Goods and Services Taxes (GST) Exempt	40	Any Level	
37	Provincial Service Taxes (PST) Exempt	42	Any Level	
38	Harmonized Service Taxes (HST) Exempt	41	Any Level	
41	Local Utility Users Tax Exempt	16	Any Level	

Exemption Indicator	Exemption Description	Tax Type (s) Exempted	Tax Authority Levels Exempted	Detailed Description
42	State Excise Tax Exempt and Local Surcharge Exempt	17 27	1 - State 4 - Local	This is primarily used for exempting the NY State Excise and local MTA Surcharge on Excise tax.
45	State Franchise Fee	23	1 - State	
61	Los Angeles Communications Users Tax Exempt	61	See Note	Only for Geocode starting with "US06037", which is all localities in Los Angeles that apply the CUT.
99	All Taxes Exempt - Apply no tax or fees	All	All	All tax types for all levels are exempted.

Appendix C

TAX TYPE CODES

The following are the tax type codes used in the calculation processes. These codes will be displayed on the tax reports and outputs generated from the system.

Tax Type Code	Tax Type Description	Tax Authority
000	Federal Excise Tax	Federal
035	Federal Universal Service Fund	Federal
040	Goods And Services Tax (GST)	Federal
059	FUSF Recovery	Federal
060	Federal TRS Fund	Federal
101	State Sales Tax	State
106	State 911 Tax	State
107	Poison Control	State
108	PUC Fee	State
109	Telecomm Relay Systems Surcharge	State
110	State License Tax	State
111	State Consumption Tax	State
117	Misc. Surcharge 1	State
118	Misc. Surcharge 2	State
119	Misc. Surcharge 3	State
120	Misc. Surcharge 4	State
122	Universal Lifeline Telephone Service Surcharge	State
123	State Franchise Fee	State
124	Local Right-Of-Way Fee	State
126	Universal Service Fund	State
127	State Excise Tax	State
128	State Gross Receipts Tax	State
129	State Infrastructure Maintenance Fee	State
133	Local 911 Surcharge	State
142	Provincial Sales Tax (PST)	State

Tax Type Code	Tax Type Description	Tax Authority
144	State Lease/Rental Tax	State
149	State Utility Tax	State
150	State Business And Occupation Tax	State
202	County Sales Tax	County
203	County Local Sales Tax	County
204	City Sales Tax	County
216	Local Utility Users Tax	County
224	Local Right-Of-Way Fee	County
233	Local 911 Surcharge	County
237	Local Telecommunications Tax	County
238	Local License Tax	County
245	County Lease/Rental Tax	County
302	County Sales Tax	City
304	City Sales Tax	City
305	City Local Sales Tax	City
316	Local Utility Users Tax	City
324	Local Right-Of-Way Fee	City
331	Local Business And Occupation Tax	City
332	Local Gross Receipts Tax	City
333	Local 911 Surcharge	City
336	Local Franchise Fee	City
337	Local Telecommunications Tax	City
338	Local License Tax	City
343	Local Franchise Agreement	City
347	City Lease/Rental Tax	City
348	City Local Lease/Rental Tax	City
403	County Local Sales Tax	Local
404	City Sales Tax	Local
405	City Local Sales Tax	Local
416	Local Utility Users Tax	Local
417	Misc. Surcharge 1	Local
418	Misc. Surcharge 2	Local
433	Local 911 Surcharge	Local
533	Local 911 Surcharge	Reporting Agency

Appendix D

TAX AUTHORITY LEVEL CODES

The following are the tax type authority codes used in the calculation processes. These codes will be displayed on the tax reports and outputs generated from the system. These values are the same as the first character of the *Appendix C — Tax Type Codes* on page 69.

Tax Authority Codes	Tax Type Description
0	Federal
1	State
2	County
3	City
4	Local
5	Reporting Agency

Appendix E

Go Live Process for Direct Clients

Note: Your particular Go Live process will vary depending on the terms of your agreement.

CCH SureTax Communications Welcome Call

Attendees

- Go live consultant
- Client project manager

Purpose

- Introductions
- Discuss timeline
- Determine contacts
- Answer questions

Professional Services Mapping Call

Attendees

- Wolters Kluwer mapping professional
- Client mapping decision maker

Pre-requisite

Completion of client questionnaire and product inventory.

Purpose

- Review mapping process
- Review client items

Professional Services Follow Up Calls

Attendees

- Wolters Kluwer mapping professional
- Client mapping decision maker

Purpose

Review mappings

Typically limited to one draft mapping and three reviews.

Install Data Connection (Scheduled with Support and Client Technical Team)

Attendee

Support and client technical team

Purpose

Establish successful data connection.

Web Portal Training

Attendees

- CCH SureTax Communications trainer
- Client user team

Purpose

Review the functions of the CCH SureTax Communications web portal.

CCH SureTax Communications Results Testing

Purpose

Ensure that your CCH SureTax Communications configuration performs as expected.

Testing should begin once technical integration and mapping is available.

- Client creates a test plan prior to testing that ensure complete testing of the CCH SureTax Communications configuration.
- It is critical that the use cases/testing scenarios reflect the client's tax policy and are based on real world situations.
- Testing should be performed in CERT only.

Note: Support services that are required to correct errors due to a lack of testing will be performed under a statement of work and billed at our standard rate.

Migration of Configuration

Purpose

Transfer configurations from testing to production.

- Client sends notification to support that they are ready to go live.
- Support reviews account and ports over existing configurations and user configurations.
- CCH SureTax Communications support activates production account and sends Go Live confirmation to client.

Go Live Complete

Client begins production. After 14 days, client is transferred to CCH SureTax Communications support for ongoing support.

Appendix F

PRODUCT MAPPING

Product mapping is the assignment of a SureTax transaction type code to the customer's products and services. Product mapping creates a link between the customer's products and services and the groups and items cataloged in the CCH SureTax Communications database. The taxability of products and services in the CCH SureTax Communications tax engine is determined by the SureTax equivalency transaction type code assigned.

Tax Policy

Communications is a highly regulated industry. It is also one of the most highly taxed industries in the U.S. This dual structure of government regulation and taxation — with its assortment of fees, surcharges and taxes (including gross receipts, excise, and sales taxes), all with different tax bases — makes communications reporting and tax compliance exceeding difficult. Emerging technology has added an additional layer of complexity as existing tax statutes and codes were not written for contemporary products and services. Accordingly, tax policy plays a huge role in implementing the CCH SureTax Communications database.

Tax policy considerations include individual customer risk tolerance, competition, the need for revenue, etc. CCH Professional Services does not provide advice on tax policy. Please consult your tax team, legal, or other professionals for advice on determining tax policy and the impact of your tax policy on CCH SureTax database product mappings.

Chapter G

Features of CCH SureTax Communications

- Real-time web request/response processing supporting two communication methods — SOAP and HTTPS POST (JSON / XML)
- Supports taxing of multiple items (transactions) via one web request
- Batch File Processing in various formats (flat/fixed width, CSV, delimited, etc.)
- Prepaid/tax included calculations
- Tax-on-tax calculations
- Client specific overrides
- Tax exemptions by line item supported
- Multiple content months active for historical calculations
- Reporting of gross, non-taxable and tax exempt revenue
- Support for invoice-level calculations
- Numerous response tax rollups/groupings available
- Custom reporting and output file capability
- Ability to perform tax "quotes"
- Incorporates the most current CCH content structures and formulas

Chapter H

CCH SureTax Communications Benefits

- Designed and developed specifically for taxation of communications and related services.
- Utilizes the most complete and robust tax content available on the market.
- Software as a Service (SaaS) cloud computing model enables all client data reports and outputs accessible from remote data repositories. No special hardware or software is required to drive data-rich reports and outputs.
- All client tax calculation results are auto-aggregated for month end tax compliance, regulatory reporting, reconciliation and audit support.
- Complete transparency of granular tax calculation method and results by transaction is available anytime via the web portal. No mysterious "black box" performing tax calculations.
- Easy to use — support for multiple input file formats or use the straightforward interface (API) for direct web requests and integrations.
- SaaS delivery model allows for scaling and growth to serve an unlimited number of clients and transactions.
- Ability to allocate or unbundle revenue when necessary or appropriate.

Chapter I

About CCH SureTax Communications

The purchase of CCH SureTax Communications provides your organization with access to CCH SureTax Communications indirect communications and general sales tax calculation for all 50 US states, territories, District of Columbia and all Canadian provinces and territories. VAT rate coverage is available but not included with the basic CCH SureTax Communications subscription.

The base level subscription provides tax calculations. Additional features are available on a subscription basis. In this manual, some features may not be available based on your subscription level or user role.

This manual focuses primary on features available through the CCH SureTax Communications web portal. Additional support documents are available for communications configuration such as Batch Process or API.

CCH SureTax Communications is provisioned through the cloud in both shared tenant and single tenant installations. There is no software or data to maintain. Our data center locations maintain annual SSAE16 SOC 1, 2 and 3 audit reports.

Support options vary by agreement. Please refer to your agreement or account representative for your support level.

CCH SureTax Communications provides comprehensive tax calculation coverage and is preconfigured to a default setting. Before going live, you are strongly advised to run tests to ensure that your calculations are configured to meet your expectations, your customer's expectations and the guidelines set by your tax policy counsel.

CCH SureTax Communications provides tax calculation services. CCH SureTax Communications maintains annual SSAE16 SOC 1 and 2 audit reports. Please refer to your tax, accounting, and legal counsel for matters of tax policy.

Wolters Kluwer provides professional services for tax mapping, configuration, testing, review, custom reports and more. These services are available through a Statement of Work. Contact your account representative for details.

Glossary

2

2-out-of-3 Rule

When determining state tax jurisdiction for the purpose of figuring phone bills, there are three locations to consider for each telecommunications transaction: the originating station, the terminating station, and the billing address/service address. Generally, the state that has (a) the originating station or the terminating station and (b) the billing address/service address will receive the tax for the telecommunication transaction.

8

800 Number Service

A service that is paid for by the called party, rather than the calling party. (See also Toll-Free Service.)

9

900 Number Service

A generic and common term for the industry information service area code. Charges for the "900-number service" are billed to the person placing the call. The additional charges incurred for this service are charged to the caller's normal monthly phone bill. A typical example of this service is 1-900-WEATHER.

A

Asynchronous Transfer Mode (ATM)

A method used for transmitting voice, video, and data over high-speed LANs and WANs. "ATM" is a connection-oriented protocol, and two kinds of connections are possible: (1) Permanent virtual circuits (PVCs), in which connections are created manually; and (2) Switched virtual circuits (SVCs), in which connections are made automatically.

B

Billing Address

The location to which a bill for a telecommunications service customer is sent.

Bundled

Several services combined into one offering for a single charge.

C

Cellular Service

A telephone system using radio and/or microwave frequencies, utilizing multiple transceiver sites. Each transceiver site (also known as a cell) provides transmission and reception coverage of approximately 1 to 16 miles in diameter.

Central Office (CO)

A telephone company building where subscriber lines are joined to switching equipment for connecting other subscribers to each other, both locally and long-distance.

Centrex

A business telephone service offered by a local telephone company from a local central office. "Centrex" can provide multi-line telephone service with "bells and whistles" added. Those usually include intercom, call forwarding, call transfer, toll restrict and least cost routing.

Channel Termination Point (CTP) Charge

A recurring charge (which can be either a flat monthly charge or a usage-based charge) for use of the "channel termination point", which is the central office equipment at the telephone company side of a local loop, that is used to terminate an end-user's network access circuit, channel by channel.

Competitive Local Exchange Carrier (CLEC)

A local exchange carrier that competes on a selective basis to provide local exchange service as well as long-distance service and Internet access. CLECs build or rebuild their own local loops, and/or lease local loops from the ILECs at wholesale rates for resale to end-users. Generally, a CLEC is a carrier that first started providing local exchange service after the passage of the Federal Telecommunications Act of 1996.

D

Dial-up

The use of a dial or push button telephone to create a telephone or data call.

Dial-up Line

A telephone line which is part of the switched nationwide telephone system, i.e. PSTN. Typically a "dial-up line" is a standard analog POTS line. These days, ISDN lines are dial-up, also.

DID/DOD

A trunk that is provisioned to allow both incoming and outgoing telecommunication services.

Digital Subscriber Line (DSL)

A generic name for a family of digital lines (ADSL, HDSL, SDSL) being provided by CLECs and ILECs to their local subscribers. It provides extremely high bandwidth over the local loop that runs from the phone company's central office to the customer's business or residence. DSL technology is being installed by local phone companies to provide faster access to the Internet.

Direct Inward Dialing (DID)

A service that allows a person to dial inside a company directly without having to go through an operator or attendant. This service can be provided by virtually all modern PBXs, but it still must connect via specially configured DID lines from the local central office. A DID trunk is a trunk from the central office that passes the last two to four digits of the listed directory number to the PBX.

Direct Outward Dialing (DOD)

A service that allows a person to dial directly from an extension without having to go through an operator or attendant.

Directory Assistance

Charges for obtaining telephone numbers from an operator.

E

Enhanced Services

The FCC defines enhanced service as "services offered over common carrier transmission facilities used in interstate communications, which employ computer processing applications that act on the format, content, code, protocol or similar aspects of the subscriber's transmitted information; provide the subscriber additional, different or restructured information; or involve subscriber interaction with stored information."

F

Federal Communications Commission (FCC)

The federal organization that has the authority to regulate all interstate (but not intrastate) communications originating in the United States. The FCC is responsible for the regulation of interstate communications by wire, satellite and cable.

Federal Excise Tax

A 3% federal tax imposed on local telecommunication services originating in the United States. This tax is administered by the IRS.

Federal Universal Service Fund (USF)

An FCC assessment imposed on telecommunication companies based on a percentage of end-user revenues derived from almost all interstate telecommunication services. While the ultimate liability to pay this assessment lies with the telecommunication companies, the FCC allows telecommunication companies to recover the cost by passing on this assessment to their end-user customers as a surcharge on the phone bill.

Frame Relay

A standard for a packet-switching protocol, running at speeds of up to 2Mbps, that also provides for bandwidth on demand. Access to a Frame Relay is over a dedicated, digital circuit which typically is 56/64 Kbps or a T1. Frame Relay is intended for data communications applications, especially over a WAN. The Frame Relay network is a shared switched network; there is no need for dedicated private lines, although special-purpose local loops connect each customer location to a special frame switch.

G

Geocode

A 12-character alphanumeric string that defines a specific country, state, county, locality and, where necessary, a unique combination of local taxes. The country is always represented by two characters (for example ‘US’ or ‘GB’).The rest of the code reads as: state = 2 characters, county = 3 characters, locality = 5 characters.

I

Incumbent Local Exchange Carrier (ILEC)

The dominant local phone carrier within a geographical area as determined by the FCC. Generally, an ILEC is the carrier that, as of the passage of the Federal Telecommunications Act of 1996, provided local exchange service to a specific area.

Integrated Services Digital Network (ISDN)

A digital transmission line that can transmit voice and data at significantly higher speeds than an ordinary analog POTS line.

Inter-Exchange Carrier (IXC)

A telecommunications carrier that provides long-distance service (i.e. between LATAs).

Interstate

Services, traffic or facilities that originate in one state, cross over state lines and terminate in another state.

Intrastate

Services, traffic or facilities that originate and terminate within the same state.

L

Local Access And Transport Area (LATA)

One of approximately 200 local geographical areas in the United States within which a local telephone company may offer local or long distance telecommunication services.

Local Area Network (LAN)

A group of computers and associated peripheral devices connected by a communications channel, capable of sharing files and other resources among several users.

Local Call

A telephone call made to a location within the same LATA.

Local Exchange Carrier (LEC)

The local phone companies that provide local transmission and switching services. With the advent of deregulation and competition, the original, pre-deregulation LECs are now known as ILECs, while the new, emerging, post-deregulation LECs are known as CLECs.

Local Exchange Service

The provision of a dial tone that enables access to the local telephone network to make local calls.

Local Loop

The physical connection (e.g. telephone wires) going from the subscriber's business or home to the LEC's central office. Also known as the subscriber line, a POTS (Plain Old Telephone Service) line or the "last mile." The local loop is made up of two wires and, when in use, form a closed electrical path, or loop.

Local Service Area

The geographic area that telephones may call without incurring toll charges.

Local Toll Service

Charges for telephone calls that originate and terminate within the same LATA that are billed based on either: (1) time elapsed and/or distance; or (2) a flat charge per each call.

Long Distance Call

A telephone call made to a location outside the LATA.

N

Non-switched

A leased or hardwired connection line permanently installed between two points that does not access the PSTN.

NPA NXX

NPA (Numbering Plan Area) is the 3-digit area code. NXX is the first three digits of a seven-digit telephone number that identifies the specific telephone company central office that serves that number. For example, the NPA/NXX of the telephone number 845-426-3790 is 845-426, with 845 being the NPA, and 426 the NXX.

P

Paging Service

A portable wireless receiver that has the capability to receive messages. A person can send a message to a pager either directly by dialing the pager's assigned phone number and then punching in a numeric message, or by the sender first dialing a number that puts him in contact with an operator/attendant which can then transmit an alphanumeric message to the pager. Most paging services provide only one-way communications capability (i.e., the pager can only receive messages). However, some paging services now provide two-way communications capability by having an acknowledgement feature which allows the pager user to press a button acknowledging the receipt of a message.

Plain Old Telephone Service (POTS)

The basic service supplying standard single-line telephones, telephone lines, and access to the PSTN.

Port Charge

A recurring charge (which can be either a flat monthly charge or a usage-based charge) for the use of the port that interfaces and connects the local loop to a high-speed data network.

Prepaid Phone Card

A prepaid phone card allows the user to make an allotted amount of long distance calls (based on either a predetermined monetary value or time units) by calling a phone number that the prepaid phone card company provides and then inputting the authorization code printed on the card.

Pre-subscribed Interexchange Carrier Charge (PICC)

A flat rate monthly line charge that a LEC is authorized by the FCC to collect from IXCs per each multi-line business long-distance customer that is presubscribed to the IXC through that LEC. This charge was created in order to subsidize the LEC for the long-distance portion of costs for maintaining the local loop. The IXC is allowed by the FCC to pass on the PICC to their multi-line business customers as a flat rate monthly surcharge.

Private Branch Exchange (PBX)

A small version of the phone company's central switching office that is privately owned or leased by the subscriber.

Private Line

A direct circuit or channel specifically dedicated to the use of an end-user organization for the purpose of directly connecting two or more sites in a multisite enterprise. A private line that connects two points together is known as point-to-point; a private line that connects one point to multiple points is known as point-to-multipoint. Private lines provide connectivity on a non-switched basis. As they bypass the network switches, private lines use the various switching centers (e.g. central office) only as wire centers for the interconnection of circuits. Thereby, private lines provide "always on" immediate availability.

Public Service Commission (PSC)

The state body responsible for regulating intrastate telecommunication services. In some states it is called the Public Utilities Commission (PUC).

Public Switched Telephone Network (PSTN)
The interconnected network of local, long distance, and international phone company lines. This network allows any person who is connected to such network to communicate with any other person who is also connected to the network.

Public Utility Commission (PUC)
The state body responsible for regulating intrastate telecommunication services. In some states it is called the Public Service Commission (PSC).

S

Service Address
Generally defined as the location of the telecommunications equipment from which the telecommunications service originated.

Subscriber Line Charge (SLC)
A flat rate monthly line surcharge that the FCC authorizes LECs to collect from their subscribers to subsidize the long-distance portion of costs for maintaining the local loop.

Switched Network
A telecommunication line that is routed through a circuit switched network that provides access to the PSTN.

T

T-1
A digital transmission link with a very fast signaling speed. T-1 service is generally provided by ILECs and CLECs over fiber optic transmission systems. T-1 service can be provided either as a channelized service (i.e. delivered as separate voice or data streams), or as an unchannelized raw bit stream. In North America, carriers typically deliver T-1 channelized, i.e., split into 24 voice-grade channels. A channelized approach is required for access to the traditional PSTN. However, an un-channelized approach is better for most data applications, such as high-speed Internet access, and access to an ATM or Frame Relay network.

Tangible Personal Property
Personal property which may be seen, weighed, measured, felt, or touched, or is in any other manner perceptible to the senses.

Tax-on-tax
A process by which telecommunications providers must factor the additional dollar amount attributable to pass-through taxes invoiced to consumers into their adjusted tax remittance calculations.

Toll Call
A call that is billed based on either: (1) time elapsed and/or distance; or (2) a flat charge per each call.

Toll Charge
A call that is billed based on either: (1) time elapsed and/or distance; or (2) a flat charge per each call.

Toll-free Service
A toll call that is paid for by the called party, rather than the calling party.

Trunk
A communication line between two switching systems. The term switching systems typically refers to equipment in a central office and a PBX.

V

Vertical Features
Additional optional features that a customer may add to a phone line. Examples of such features include speed-dialing, call forwarding, three-way calling, call waiting, and caller ID.

Voice Mail
A telecommunication service that allows a customer to receive, retrieve, edit, and forward messages via a telecommunication system. Voice mail services can be sold either packaged together with local basic telephone service, or sold as a stand-alone service.

W

Wide Area Network (WAN)
A network that connects users across large distances, often crossing the geographical boundaries of cities or states.

Wide Area Telecommunications Service (WATS)
A discounted toll service that entitles the subscriber to originate or receive telecommunications to or from persons in a specified area code and exchange.