FINANCIALFORCE

Getting Started with the SCM Avatax Plugins

Version 1

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About SCM Avatax Plugins

The SCM Avatax Plugins (SCM AVA FFA Connector) work with Avalara, SCM, and FFA to calculate tax and push it to FFA to ensure that all three systems remain synchronized.

The SCM Avatax Plugins components have been designed to automate the calculation of tax whenever a document moves over to FFA.

In the diagram below, you can see the process flow and the interaction between SCM Avatax and Accounting. It is important that this process is followed to insure that SCM, Avatax and Accounting are kept in sync. Avatax is automatically invoked whenever a document is exported to Accounting.
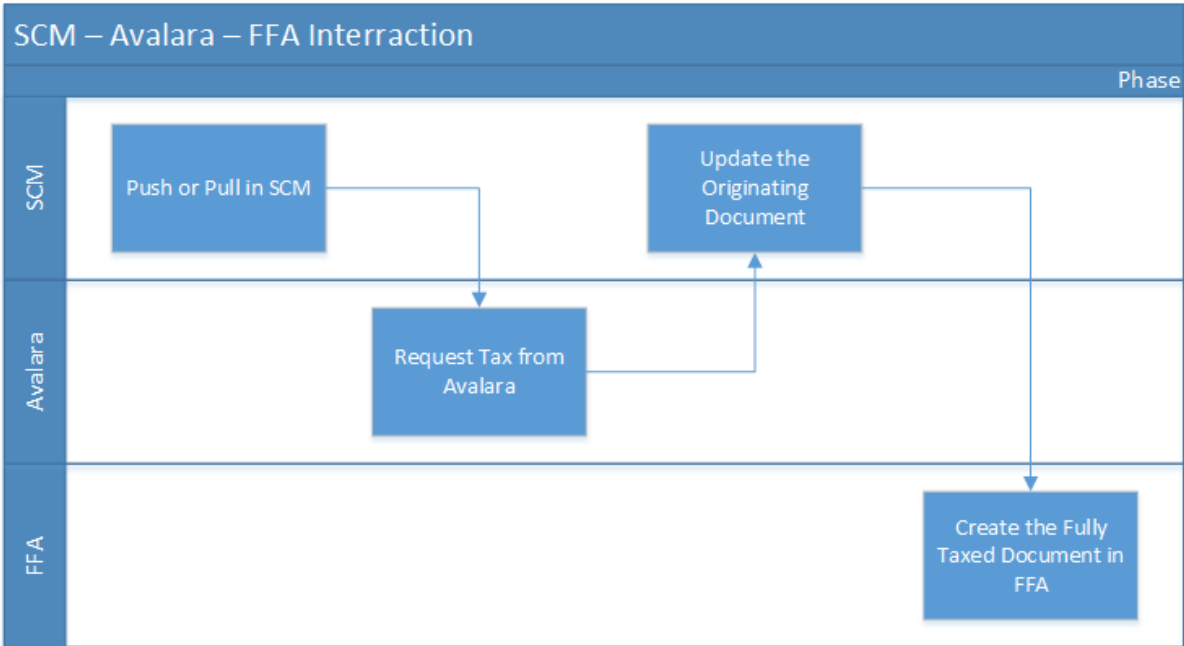
What's New in the SCM Avatax Plugins

Release 1.1

New features and enhancements in the SCM Avatax Plugins version 1.1 are described in this section.

SCM AVA to FFA Plugins Connector Dependency With SCM

The SCM AVA to FFA Plugins Connector dependency with SCM Core version 7.3 has been removed to minimize installation and upgrade issues.

Related Products

The SCM Avatax Plugins have been designed to work with and sync the following products:

- Avalara Avatax
- Supply Chain Management
- FinancialForce Accounting

The SCM Avatax Plugins synchronize these products to calculate tax and to push the tax values to FinancialForce Accounting.

Process for Documentation Creation and Taxation

The supported documents for this process are Invoices and Credit Invoices. There is support for invoking Avatax for Use Tax on AP Vouchers but as these types of transactions are rare there is no automation process. The user must specifically Calculate Tax on the AP Voucher when it is needed and then go back and Post and Commit the tax in Avatax from the AP Voucher after the Payable Invoice is posted in FFA.

Document Status

Avalara manages taxes in multiple statuses so that all the systems remain in sync.

The statuses are as follows:

- Inquiry
- Saved
- Posted
- Committed

Note:

Avatax does not retain any information about an inquiry. The inquiry status information is used on the customer quotation and the sales order when the user requests tax.

Invoices, credit invoices, AP Vouchers and Credit AP Vouchers go through the Saved, Posted and Committed statuses.

SCM Avatax Plugins Configuration

General configuration

When the Supply Chain Management, Avalara Avatax and FinancialForce Accounting tax package is installed some configuration is required. Assuming that both Accounting and Avatax have been configured prior to installing SCM Avatax Plugins, the following changes are required.

1. Remove Tax, Commit Tax, Post Tax and Push buttons from the Invoice and the Credit Invoice layout.
2. Add the Tax and Push to FFA button to the Invoice and the Credit Invoice Layout.
3. Remove Pull SCM Invoices from the FFA Invoice and Credit Note list view.
4. Set SCMFFA__Auto_Push_SIN__c in SCMFFA__SCM_FFA_Connector_Settings__c to **False**.

Note:

You must replace the Tax, Commit Tax, Post Tax and Push buttons. If you do not replace these buttons a user may use the wrong Push or Pull button and documents in Accounting may not be taxed appropriately.

Follow the specific configurations below as required to complete the SCM Avatax Plugins configuration.

Inventory sales order and shipment is complete

There is an option in the SCM to FFA Connector to automatically export the invoice to Accounting whenever a shipment is completed. This option is not usually enabled since this option means that the person completing the shipment must have a license for Accounting.

When Avalara is part of the solution this option must not be chosen. It will result in errors and invalid invoices in Accounting. The recommended solution for inventory type invoices is to schedule an automatic export of invoices to Accounting. If this solution is not selected, then each inventory invoice must be 'Pushed' to Accounting by clicking the **Tax and Push to FFA** button. Alternatively, the user can click the **Tax and Pull invoices from SCM** on the Accounting Invoice list view although it is recommended that this option is not taken.

Bill button is clicked on the review invoice screen

There is an option to automatically tax and push the invoice that is created via the Bill button on the Review Invoice screen to Accounting. To configure this option, you Set the SCMC__Sales_Invoice_Bill__c in SCMC__SCM_Plugins__c to SCMAVAFFA.SCMFFAAvalaraBillPlugin.

Individual invoices must be manually pushed

There are multiple scenarios where Invoices may need to be Pushed manually or one of the Bulk scenarios must be followed. The most common reason for this is when there has been an error calculating tax or exporting to Accounting. These types of errors are usually as a result of missing configuration.

Once the root cause has been resolved, the Tax and Push capability can be used. In the case where you never want an invoice to automatically export to Accounting, then make sure that SCMC__Sales_Invoice_Bill__c in SCMC__SCM_Plugins__c custom settings is empty.

Invoices are bulk exported on demand

There is support for a Tax and Pull SCM Invoices on the Accounting Invoice list view. It is recommended that this button is not exposed and if invoices need to be exported in bulk to Accounting, then a batch job to do this should be scheduled. The manual Tax and Pull process could result in invoices being exported twice.

If the decision is made to use this approach, the Tax and Pull SCM Invoice button must be exposed for list views on the Accounting invoice.

Invoices are bulk exported on schedule

Using the Salesforce scheduling ability, schedule SCMAVAFFA.TaxInvoiceExportBatch. This process picks up all invoices that are eligible to be exported, taxes each one and creates an invoice in Accounting.

Credited invoices are automatically taxed and exported

There is an option to automatically tax and push a credit invoice to Accounting. To configure this option, you Set the SCMC__Sales_Invoice_Credit__c in SCMC__SCM_Plugins__c to SCMAVAFFA.CreditInvoiceExportPlugin.

Credited Invoices Must be Manually Pushed

There are multiple scenarios where Credit Invoices may need to be Pushed manually or one of the Bulk scenarios must be followed. The most common reason for this is when there has been an error calculating tax or exporting to Accounting. These types of errors are usually as a result of missing configuration. Once the root cause has been resolved, the Tax and Push capability can be used. In the case where you never want a credit invoice to automatically export to Accounting, then make sure that SCMC__Sales_Invoice_Credit__c in SCMC__SCM_Plugins__c custom settings is empty.

Credit invoices are bulk exported on demand

There is support for a Tax and Pull SCM Credit Invoices on the Accounting Credit Note list view. It is strongly recommended that this button not be exposed and if credit invoices need to be exported in bulk to Accounting, then a job to do this should be scheduled.

The issue with using the manual approach is that it opens the opportunity for credit invoices to be exported more than once.

If the decision is made to use this approach, the Tax and Pull SCM Credit Invoice button must be exposed for list views on the Accounting Credit Note.

Credit Invoices are Bulk Exported on Schedule

Using the Salesforce scheduling ability, schedule SCMAVAFFA.TaxCreditInvoiceExportBatch. This process picks up all credit invoices that are eligible to be exported, taxes each one and creates a credit note in Accounting.

## Voided invoices are automatically taxed and exported

Voiding an invoice creates a credit invoice for the full amount of the invoice and opens up the line on the sales order to re-bill.

To configure this option, you Set the SCMC__Invoice_Void_After__c in SCMC__SCM_Plugins__c to SCMAVAFFA.VoidInvoiceExportPlugin. In the case of a credit the transaction in Avatax is processed as a return. In the case of a Void, the taxes associated with the voiced invoice are cancelled.

The Posting Process

Taxes are not final in Avatax until they are committed. Restrictions on the platform do not allow us to finalize them at the same time as the document is posted in Accounting and we do not want to finalize them until after the document is posted in Accounting.

The illustration below shows the posting process in relation to Avalara and Accounting.
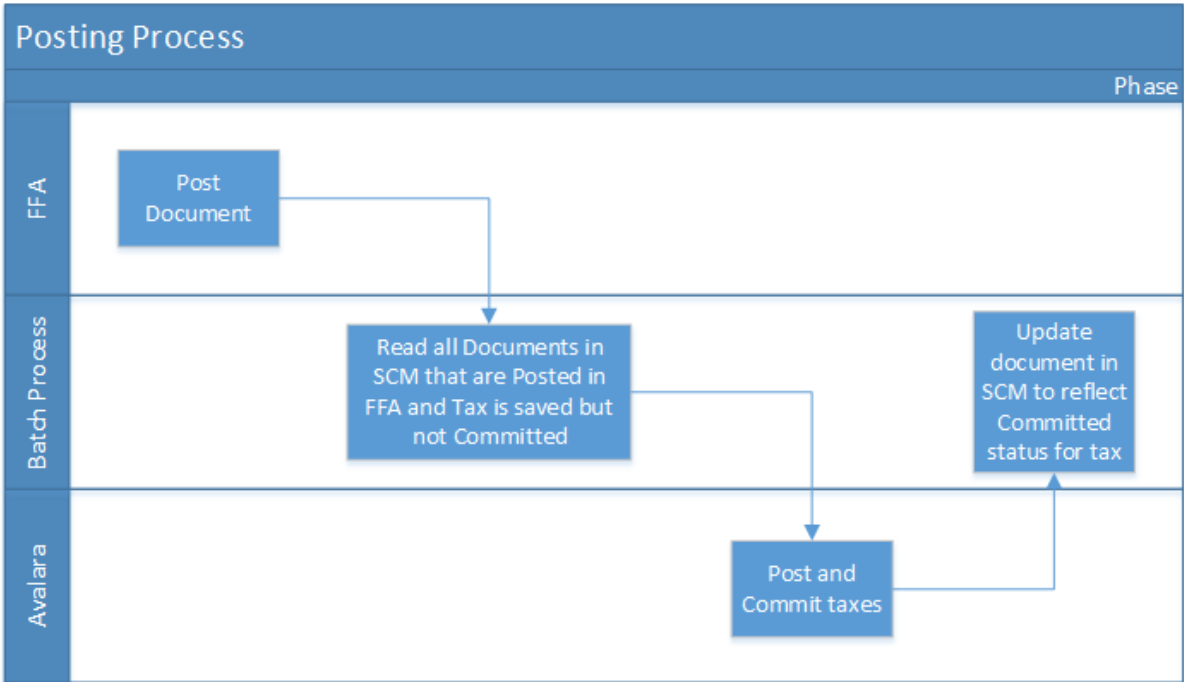
Batch processes are available to Post and Commit the taxes in Avatax after the document is posted in Accounting. These processes can be setup to run based on the Salesforce scheduler or can be configured to run every x number of minutes. We strong recommend that this be set up to run every x minutes where x is a relatively small number. The objective is to lock down the taxes in all three systems in as close to the same time as possible.

Configure frequency for a batch process

There is a custom setting installed with the package called SCMAVAFFA Connector Settings. In here you can specify if you want the Post and Commit process to be scheduled again when it finishes and the interval before it starts again. To enable this, check the appropriate Schedule Post Commit option and specify an interval.

Contacting Customer Support

FinancialForce aims to provide you with first-class, global support via a network of support centers around the world.

To get the answers you need:

- Consult the FinancialForce and Salesforce Help
- View documentation, tutorials, training, and knowledge articles in the **FinancialForce Community**FinancialForce Community: **https://erp.force.com/community/s/Training-Home**
- Ask a question in the **FinancialForce Community**FinancialForce Community: **https://erp.force.com/community/s/**
- Log a case with **Customer Support**FinancialForce Customer Support: **https://erp.force.com/community/s/cases**

For more information and contact details, see the **Support page** of the FinancialForce website. Support page of the FinancialForce website: **https://www.financialforce.com/support/**