



Getting Started with the SCM Avalara Connector

Spring 2019

Last updated: Monday, March 30, 2020
Confidential

LIMITATIONS ON THE NATURE AND USE OF THIS DOCUMENT

© 2009-2020 FinancialForce.com, inc. All rights reserved. FinancialForce and FinancialForce.com are registered trademarks, and the FinancialForce logo is a trademark. Other product names appearing herein may be trademarks. This document contains confidential and proprietary information of FinancialForce.com, inc and its licensors, and is subject to change without notice.

Table of Contents

Overview	1
What's New in the SCM Avalara Connector	2
Spring 2019	2
Application Icons and Product Color Alignment	2
Salesforce API Upgrade	2
Fixes	2
Spring 2019	2
Preparation	3
Avalara Avatax	3
Preparing your Salesforce Organization	3
Installing the Application	4
What's Next?	4
Uninstalling the Application	4
Post Installation Steps	5
Setting up Avalara	5
Avalara Settings	5
Page Layouts	6
Email Deliverability	13
Accounts	13
Addresses	13
What's Next?	13
Mapping Item Types and Product Groups to Tax Codes	14
Using the Application	15
Calculating Tax on a Sales Order, Purchase Order or Customer Quotation	15
Calculating Tax on an Invoice or an AP Voucher	15
Canceling Tax	15
Voiding an Invoice and Canceling the Tax	16
Creating a Credit Invoice and Calculating the Tax	16
Canceling the Tax on an AP Voucher	16
Voiding AP Voucher and Calculating Tax on the Resulting AP Voucher Credit	16
Validating Addresses	16

Calculating Tax on Sales Orders Purchase Orders and Customer Quotations	17
Cancelling a Sales Order Line	17
Calculating Tax on an Invoice or AP Voucher	18
Canceling Tax	18
Voiding an Invoice and Canceling the Tax	19
Creating a Credit Invoice and Calculating the Tax	19
Canceling the Tax on an AP Voucher	19
Voiding AP Voucher and Calculating Tax on the Resulting AP Voucher Credit	19
Validating Addresses	19
SCM Avalara Connector Settings	21
Avalara Settings	21
Organization Address	22
Buttons	22
Avalara Custom Settings	23
Avatax Plugins	23
Avalara Nexus Regions	26
Avalara Valid Countries	26
SCM Avalara Connector Fields	27
Account Fields	27
Buttons	27
Address Fields	28
Buttons	28
AP Voucher Fields	28
Buttons	29
AP Voucher Lines	29
AP Voucher Credit Fields	30
Buttons	30
AP Voucher Line Credit	31
Avalara Tax Mapping Fields	31
Credit Invoice Fields	32
Buttons	33
Credit Invoice Lines	33
Customer Address Fields	33
Buttons	35
Customer Quotation Fields	35
Customer Quotation Line	37

Buttons	38
Invoice Fields	38
Buttons	39
Invoice Line Item Fields	39
Purchase Order Fields	40
Addresses	40
Tax Info	40
Purchase Order Line Item	41
Buttons	42
Sales Order Fields	42
Buttons	42
Sales Order Line Items	43
Tax Code Fields	43
Tax Split Fields	44
Contacting Customer Support	46
Glossary	47

Overview

The SCM Avalara Connector connects SCM with Avalara Avatax. This allows you to calculate Sales and Use Tax for a customer quotation, sales order, invoice, purchase order and AP voucher.

What's New in the SCM Avalara Connector

Spring 2019

The following new features have been introduced in the Spring 2019 release of the FinancialForce Avalara Connector.

Application Icons and Product Color Alignment

Some Sencha, Visual Force and Classic application page icons have been updated to provide consistency in display and coloring. Each product now has a specific icon color consistent across page types. Tab icons appear on the All Tabs page adjacent to the tab title in Classic view, and on the header in Sencha, Classic and Lightning views.

Salesforce API Upgrade

The Salesforce API in SCMService Contracts has been upgraded to version 43. This will enable you to take full advantage of the new functionality that Salesforce have included this API version.

Fixes

This section lists the fixes implemented in the SCM Avalara Connector.

Spring 2019

Performance enhancements

This release contains enhancements to improve system performance.

Preparation

This section describes the tasks that you must consider before installing the connector.

Avalara Avatax

You'll need your Avalara Avatax account, license key and company code details to set up the connector.

Preparing your Salesforce Organization

Before installing the Avalara Connector ensure that FinancialForce Supply Chain Management Fall 2018 is installed in your Salesforce organization.

Installing the Application

To install or upgrade the SCM Avalara Connector, complete the steps described in the previous section, then step-by-step instructions and tips on installing, upgrading and deploying the FinancialForce managed package from the AppExchange, see the Salesforce Help. This document describes some additional steps specific to FinancialForce users.

If you choose to map the FinancialForce profile templates to your existing user profiles on the Choose security level page, the FinancialForce permissions will be added to the existing permissions. See the Salesforce Help for more information about creating user profiles.

1. Select the **Select security settings** option. This option allows you to choose the usage access for all existing custom and standard profiles in your organization.
2. Select a level of access to the features in the package for each profile. If you have created FinancialForce user profiles, select the option of the same name for each of these profiles. For the other custom or standard profiles, select an appropriate access level.
3. Click **Next** to continue the installation.

You will receive a confirmation email message on completion. If your request to install the package is unsuccessful, the email message will give you further instructions and an error number. We recommend that you try to install the package again before contacting Customer Support.

What's Next?

The next step is to carry out the post installation steps. See "Post Installation Steps" starting on the next page.

Uninstalling the Application

To uninstall the package, follow the steps described in the "Application Installation Guide".

Post Installation Steps

After installing the SCM Avalara Connector there are a number of steps that you need to carry out on the page layouts and custom settings in your organization.

Setting up Avalara

Before you can use the connector, you must ensure that the tax codes and companies you want to calculate tax for exist in Avalara. We also recommend that you set up your accounts in Avalara if they have some tax exemption. See the Avalara Avatax documentation for further information.

Avalara Settings

Before you can use the SCM Avalara Connector, you must provide the following information on the Avalara Settings tab:

- Account Number
- License Key
- Avalara Service URL
- Company Code in Avalara

See "SCM Avalara Connector Settings" starting on page 21

To test the connection with Avalara, click **Test Connection**.

To validate the Organization Address against the address database in Avalara Avatax, click **Validate**.

Page Layouts

Here is a description of the changes that you must carry out on the page layouts in your organization after installing the connector.

Page Layout Checklist

Object Layout	Changes	<input type="checkbox"/>
Account	Add the Validate Addresses button.	<input type="checkbox"/>
	Add the Valid Billing Address field.	<input type="checkbox"/>
	Add the Tax Exempt Number field.	<input type="checkbox"/>
	Add the Valid Shipping Address field.	<input type="checkbox"/>
	Add the Valid Corporate Address field.	<input type="checkbox"/>
	Add the Avalara Use Code field.	<input type="checkbox"/>
	Add the Avalara Customer Code field.	<input type="checkbox"/>
Address	Add the Validate button.	<input type="checkbox"/>
	Add the Valid field.	<input type="checkbox"/>

Page Layout Checklist (continued)

Object Layout	Changes	<input type="checkbox"/>
AP Voucher	Add the Calculate Tax button.	<input type="checkbox"/>
	Add the Cancel Tax button.	<input type="checkbox"/>
	Add the Commit Tax button.	<input type="checkbox"/>
	Add the Post Tax button.	<input type="checkbox"/>
	Add the Avalara Doc Id field.	<input type="checkbox"/>
	Add the Avalara Tax Status field.	<input type="checkbox"/>
	Add the Avalara Transaction Id field.	<input type="checkbox"/>
	Add the Tax Message field.	<input type="checkbox"/>
	Add the Tax Status Date field.	<input type="checkbox"/>
AP Voucher Credit	Add the Calculate Tax button.	<input type="checkbox"/>
	Add the Cancel Tax button.	<input type="checkbox"/>
	Add the Commit Tax button.	<input type="checkbox"/>
	Add the Post Tax button.	<input type="checkbox"/>
	Add the Avalara Transaction Id field.	<input type="checkbox"/>
	Add the Tax Message field.	<input type="checkbox"/>
	Add the Tax Status Date field.	<input type="checkbox"/>
	Add the Avalara Doc Id field.	<input type="checkbox"/>
	Add the Avalara Tax Status field.	<input type="checkbox"/>

Page Layout Checklist (continued)

Object Layout	Changes	<input type="checkbox"/>
AP Voucher Line	Add the Tax Description 1-7 fields.	<input type="checkbox"/>
AP Voucher Line Credit	Add the Tax Rate 1-7 fields.	<input type="checkbox"/>
	Add the Tax Amount 1-7 fields.	<input type="checkbox"/>
Credit Invoice	Add the Calculate Tax button.	<input type="checkbox"/>
	Add the Cancel Tax button.	<input type="checkbox"/>
	Add the Commit Tax button.	<input type="checkbox"/>
	Add the Post Tax button.	<input type="checkbox"/>
	Add the Total Tax field.	<input type="checkbox"/>
	Add the Avalara Doc Id field.	<input type="checkbox"/>
	Add the Tax Message field.	<input type="checkbox"/>
	Add the Tax Status Date field.	<input type="checkbox"/>
	Add the Avalara Transaction Id field.	<input type="checkbox"/>
	Add the Avalara Tax Status field.	<input type="checkbox"/>
Credit Invoice Line	Add the Tax field.	<input type="checkbox"/>
	Add the Tax Description 1-7 fields.	<input type="checkbox"/>
	Add the Tax Rate fields.	<input type="checkbox"/>
	Add the Tax Amount 1-7 fields.	<input type="checkbox"/>

Page Layout Checklist (continued)

Object Layout	Changes	<input type="checkbox"/>
Customer Address	Add the Validate button.	<input type="checkbox"/>
	Add the Valid field.	<input type="checkbox"/>
	Add the Avalara Use Code field.	<input type="checkbox"/>
Customer Quotation	If tax is to be automatically calculated before printing, remove the existing Print button and add the Avalara Print button.	<input type="checkbox"/>
	Add the Validate Prospect Address button.	<input type="checkbox"/>
	Add the Calculate Tax button.	<input type="checkbox"/>
	Add the Tax Message field.	<input type="checkbox"/>
	Add the Total Tax field.	<input type="checkbox"/>
	Add the Valid Prospect Address field.	<input type="checkbox"/>
Customer Quotation Line	Add the Tax field	<input type="checkbox"/>
	Tax Code	<input type="checkbox"/>
	Add the Tax Description 1-7 fields.	<input type="checkbox"/>
	Add the Tax Rate fields	<input type="checkbox"/>
	Add the Validate button.	<input type="checkbox"/>

Page Layout Checklist (continued)

Object Layout	Changes	<input type="checkbox"/>
Invoicing	Add the Calculate Tax button.	<input type="checkbox"/>
	Add the Cancel Tax button.	<input type="checkbox"/>
	Add the Commit Tax button.	<input type="checkbox"/>
	Add the Matched button.	<input type="checkbox"/>
	Add the Post Tax button.	<input type="checkbox"/>
	Add the Avalara Transaction Id field.	<input type="checkbox"/>
	Add the Tax Message field.	<input type="checkbox"/>
	Add the Tax Status Date field.	<input type="checkbox"/>
	Add the Avalara Doc Id field.	<input type="checkbox"/>
	Add the Avalara Tax Status field.	<input type="checkbox"/>
Invoice Line Item	Add the Discount field.	<input type="checkbox"/>
	Add the Tax field	<input type="checkbox"/>
	Add the Tax Amount 1-7 fields.	<input type="checkbox"/>
	Add the Tax Code field.	<input type="checkbox"/>
	Add the Tax Description 1-7 fields.	<input type="checkbox"/>
	Add the Tax Rate fields.	<input type="checkbox"/>

Page Layout Checklist (continued)

Object Layout	Changes	<input type="checkbox"/>
Product Group	Add the Avalara Tax Code field.	<input type="checkbox"/>
	Add the Avalara Electronic Delivery field.	<input type="checkbox"/>
	Add the Load and Leave field.	<input type="checkbox"/>
Purchase Order	Add the Calculate Tax button.	<input type="checkbox"/>
	Add the Validate Drop Ship Address.	<input type="checkbox"/>
	Add the Valid Drop Ship Address field.	<input type="checkbox"/>
	Add the Tax Message field.	<input type="checkbox"/>
Purchase Order Line Item	Add the Tax Amount 1-7 fields.	<input type="checkbox"/>
	Add the Tax Description 1-7 fields.	<input type="checkbox"/>
	Add the Tax Rate fields.	<input type="checkbox"/>
Sales Order	Add the Calculate Tax button.	<input type="checkbox"/>
	Add the Validate Drop Ship Address button.	<input type="checkbox"/>
	Add the Valid Drop Ship Address field.	<input type="checkbox"/>
	Add the Total Tax field.	<input type="checkbox"/>
	Add the Tax Message field.	<input type="checkbox"/>

Page Layout Checklist (continued)

Object Layout	Changes	<input type="checkbox"/>
Sales Order Line Item	Add the Tax field.	<input type="checkbox"/>
	Add the Tax Rate fields.	<input type="checkbox"/>
	Add the Tax Code field.	<input type="checkbox"/>
	Add the Tax Amount 1-7 fields.	<input type="checkbox"/>
	Add the Tax Description 1-7 fields.	<input type="checkbox"/>

Email Deliverability

When the SCM Avalara Connector encounters a problem, it displays an error message. The error message may not reflect the nature of the problem if the Access Level in the Salesforce Email Deliverability settings is not set to 'All email' on your Salesforce organization. To check this setting, click **Setup | Email Administration | Deliverability**. For further information, see the Salesforce Help.

Accounts

If you don't need to collect tax for a customer account, you can do one of the following:

- Select an Avalara Use Code.
- Enter a Tax Exempt Number if you have one.
- Use Avalara's tax certification management tool. We recommend this option for complex tax certification management.

Optionally, you can enter the Avalara Customer Code for the account. This is so that the account name on the Salesforce account does not have to match the customer account in Avalara. If you do not enter a customer code for the account, the account name in Salesforce must match the account in Avalara.

Addresses

Avalara uses address information to determine sales tax calculation based on location. We recommend that you validate each of the addresses on the Salesforce Account against the address database in Avalara Avatax before calculating tax. To do so, click **Validate**.

Note:

If you choose not to do this, address validation is carried out at the time of tax calculation.

For information about Avalara fields on the Salesforce Account object, see "Account Fields" starting on page 27.

What's Next?

The next step is to create your mappings. See "Mapping Item Types and Product Groups to Tax Codes" starting on the next page.

Mapping Item Types and Product Groups to Tax Codes

Product Groups and item types on the item master record determine the tax code to use. You must create an Avalara Tax Mapping for each tax code in Avalara that you want to map SCM item types and product groups to:

1. Click **All Tabs +**.
2. Click **Avalara Tax Mapping**.
3. Click **New** or **New Avalara Tax Mapping**.
4. Select the Product Group to be associated with the tax code.
5. Select the Item Type to be associated with the tax code.
6. Enter the Avalara tax code that you want to use for the product group and item type.
7. [Optional] If the item is delivered using an ASP Delivery model, enter the Avalara tax code to use for items delivered using that method.
8. [Optional] If the item is delivered using an Avalara Electronic Delivery model, enter the Avalara tax code to use for items delivered using that method.
9. [Optional] If the item is delivered using a Load and Leave Delivery model, enter the Avalara tax code to use for items delivered using that method.
10. Select the Active checkbox.
11. Click **Save**.

Note:

The tax codes you enter for an Avalara Tax Mapping must exist in Avalara Avatax.

Using the Application

Calculating Tax on a Sales Order, Purchase Order or Customer Quotation

You can calculate tax on a sales order, purchase order or customer quotation in the same way. When you calculate tax on a sales order, purchase order or customer quotation, this is an estimate of the tax to be paid and is not final. Documents are not created in Avalara. You cannot post and commit tax for sales orders, purchase orders and customer quotations. You can only post and commit tax from the resulting invoice or AP voucher. In the case of a sales order where goods are to be shipped, tax cannot be posted and committed until the shipment is confirmed.

To calculate tax on a sales order, purchase order or customer quotation click **Calculate Tax**.

Calculating Tax on an Invoice or an AP Voucher

To calculate tax on an invoice or AP voucher, click **Calculate Tax**. This creates the document in the 'Saved' state in Avalara. While in the 'Saved' state you can recalculate tax if something changes on the invoice or AP voucher. Avalara has a multiple stage commit process. Once the tax is 'Saved' you can post it in Avalara. To post tax in Avalara, click **Post**.

Note:

To calculate tax on an AP Voucher, that AP voucher must have a status of Matched.

Once the tax is posted, you can commit it. Once tax is committed you cannot change it. To commit tax in Avalara, click **Commit**.

See "Invoice Fields" starting on page 38 and "AP Voucher Fields" starting on page 28 for information about the Avalara fields on an invoice or AP voucher.

Canceling Tax

There are several ways in which you can cancel tax that has been committed in Avalara from SCM depending on whether the tax was calculated for a sale or a purchase:

- Void the Invoice and Cancel the Tax
- Create a Credit Invoice then calculate, post and commit tax on it
- Cancel Tax on the AP Voucher
- Void the AP Voucher then calculate, post and commit tax on the resulting AP Voucher credit.

Voiding an Invoice and Canceling the Tax

1. Click **Void Invoice**.
2. Click **Yes**.
3. Click **Cancel Tax**.
4. Click **Yes**.

Creating a Credit Invoice and Calculating the Tax

1. Select the checkboxes of the lines that you want to cancel.
2. Click **Credit Invoice Lines**.
3. Click **Confirm**.
4. Return to the Invoice.
5. Select the Credit Invoice Name of the credit invoice you created from the Credit Invoices related list.
6. Click **Calculate Tax**.
7. Click **Post Tax**.
8. Click **Commit Tax**.

Canceling the Tax on an AP Voucher

1. Click **Cancel Tax**.
2. Click **Yes**.

Voiding AP Voucher and Calculating Tax on the Resulting AP Voucher Credit

1. Click **Void Voucher**.
2. Click **Yes**.
3. Click **Calculate Tax**.
4. Click **Post Tax**.
5. Click **Commit Tax**.

Validating Addresses

You can validate the addresses against the Avalara Avatax address database on these objects before calculating tax:

- Account
- Address
- Customer Address
- Sales Order
- Purchase Order
- Customer Quotation
- Customer Quotation Line.

To validate an address, click the **Validate Address** button depending on the address that you want to validate.

Note:

The addresses on a document are validated against the Avalara address database when you calculate tax. If an address is invalid an error occurs and tax is not calculated.

Calculating Tax on Sales Orders Purchase Orders and Customer Quotations

You can calculate tax on a sales order, purchase order or customer quotation in the same way. When you calculate tax on a sales order, purchase order or customer quotation, this is an estimate of the tax to be paid and is not final. Documents are not created in Avalara. You cannot post and commit tax for sales orders, purchase orders and customer quotations. You can only post and commit tax from the resulting invoice or AP voucher. In the case of a sales order where goods are to be shipped, tax cannot be posted and committed until the shipment is confirmed.

To calculate tax on a sales order, purchase order or customer quotation click **Calculate Tax**.

Cancelling a Sales Order Line

When you cancel sales order lines you won't want to include those lines for the purpose of calculating tax. New sales order lines that you create that have not had tax calculated on them and sales order lines that have already had tax calculated can be cancelled and they won't be included in the next tax calculation.

To calculate tax on a sales order after a line has been cancelled click **Calculate Tax** on the sales order header.

Note:

Tax is calculated for documents such as customer quotations, sales orders, invoices and credit invoices depending on the override account you enter. If you do not enter an override account, tax is calculated depending on the account. For instance, if you enter an Override Bill To Account on a customer quotation and the Override Bill To Account is tax exempt but the quote account is not, the tax is set to zero.

Calculating Tax on an Invoice or AP Voucher

To calculate tax on an invoice or AP voucher, click **Calculate Tax**. This creates the document in the 'Saved' state in Avalara. While in the 'Saved' state you can recalculate tax if something changes on the invoice or AP voucher. Avalara has a multiple stage commit process. Once the tax is 'Saved' you can post it in Avalara. To post tax in Avalara, click **Post**.

Once the tax is posted, you can commit it. Once tax is committed you cannot change it. To commit tax in Avalara, click **Commit**.

Note:

Once the record is exported to a financial system, you can no longer calculate tax on it.

Tax is calculated for documents such as customer quotations, sales orders, invoices and credit invoices depending on the override account you enter. If you do not enter an override account, tax is calculated depending on the account. For instance, if you enter an Override Bill To Account on a customer quotation and the Override Bill To Account is tax exempt but the quote account is not, the tax is set to zero.

See "Invoice Fields" starting on page 38 and "AP Voucher Fields" starting on page 28 for information about the Avalara fields on an invoice or AP voucher.

Canceling Tax

There are several ways in which you can cancel tax that has been committed in Avalara from SCM depending on whether the tax was calculated for a sale or a purchase:

- Void the Invoice and Cancel the Tax
- Create a Credit Invoice then calculate, post and commit tax on it
- Cancel Tax on the AP Voucher
- Void the AP Voucher then calculate, post and commit tax on the resulting AP Voucher credit.

Voiding an Invoice and Canceling the Tax

1. Click **Void Invoice**.
2. Click **Yes**.
3. Click **Cancel Tax**.
4. Click **Yes**.

Creating a Credit Invoice and Calculating the Tax

1. Select the checkboxes of the lines that you want to cancel.
2. Click **Credit Invoice Lines**.
3. Click **Confirm**.
4. Return to the Invoice.
5. Select the Credit Invoice Name of the credit invoice you created from the Credit Invoices related list.
6. Click **Calculate Tax**.
7. Click **Post Tax**.
8. Click **Commit Tax**.

Canceling the Tax on an AP Voucher

1. Click **Cancel Tax**.
2. Click **Yes**.

Voiding AP Voucher and Calculating Tax on the Resulting AP Voucher Credit

1. Click **Void Voucher**.
2. Click **Yes**.
3. Click **Calculate Tax**.
4. Click **Post Tax**.
5. Click **Commit Tax**.

Validating Addresses

You can validate the addresses against the Avalara Avatax address database on these objects before calculating tax:

- Account
- Address
- Customer Address
- Sales Order
- Purchase Order
- Customer Quotation
- Customer Quotation Line.

To validate an address, click the **Validate Address** button depending on the address that you want to validate.

Note:

The addresses on a document are validated against the Avalara address database when you calculate tax. If an address is invalid an error occurs and tax is not calculated.

SCM Avalara Connector Settings

These settings on the Avalara Settings tab enable you to set up the SCM Avalara Connector for your organization.

Avalara Settings

Setting	Description
Account#	The Avalara account number to use.
Timeout	Number of milliseconds before the Avalara Connector stops trying to communicate with Avalara when communication is lost. The maximum value is 120,000 (120 seconds).
Company Code	Company code in Avalara Avatax for which tax is to be calculated.
Disable Address Validation	Indicates whether the address associated with a document is to be validated against the address database in Avalara Avatax.
Disable Tax Calculation	Indicates whether tax is to be calculated.
Enable Automatic Tax Calculation - Invoice	Indicates whether tax is automatically calculated on an Invoice when the shipment associated with that invoice is confirmed.
Enable Automatic Tax Calculation - Quote	Indicates whether tax is automatically calculated on a customer quotation when you click the Avalara Print button.
Enable Automatic Tax Calculation - Sales Order	Indicates whether tax is automatically calculated on a sales order when it is approved.
Enable Automatic Tax Calculation - Voucher	Indicates whether tax is automatically calculated on an AP voucher when it is matched.
Enable Logging	Indicates whether all requests and responses to Avalara services are logged in the Avalara Log object.

Setting	Description
License Key	The Avalara Avatax license key that the Avalara Connector is to use to connect with Avalara Avatax.
Return validated address in upper case	Indicates whether addresses successfully validated against the address database in Avalara are converted to upper case.
Service URL	URL of the Avalara Avatax service to connect to.
Tax Code - Freight	Avalara tax code to use for freight items.
Tax Code - Miscellaneous	Avalara tax code to use for miscellaneous charges on an invoice.
VAT ID Field	The API name of the Account field to use for the VAT ID. If blank, the VAT ID field <code>scmava__vat_id__c</code> in the Avatax for SCM package is used.

Organization Address

The Organization Address section contains the address of the organization for which tax is to be calculated.

Buttons

Button or Link	Description
Edit	Allows you to edit the Avalara settings and organization address.
Test Connection	Allows you to test the connection between the SCM Avalara Connector and Avalara Avatax. This validates that the Account, License Key, Service URL and Company Code have been set correctly for your company.
Validate	Validates the organization address against the Avalara address database.
Admin Console	Displays the Avalara Admin console where you can view Avalara transactions and setup information for your organization.

Avalara Custom Settings

These custom settings enable you to change the behavior of the SCM Avalara Connector:

Avatax Plugins

The Avatax Plugins custom setting determines the Apex classes to call when SCM communicates with Avalara Avatax.

Field Name	Description
GetCompanyCode	Name of the Apex class to call to obtain the Avalara company when using FinancialForce Accounting. To use the sample class SCMAVACompanyCode, you must add a 25 character text field to the Company object in FinancialForce Accounting.

SCMAVACompanyCode Class

```

global class SCMAVACompanyCode extends SCMAVA CompanyCodePlugin {
    // If FFA is being used, this is very simple. Add a text
    // field (25 characters) to the FFA Company object.
    // This new field holds the Company Code that has been set up in
    Avalara.
    // Then simply use the same logic to determine the FFA company to
    determine the Avalara company.

    global SCMAVACompanyCode() { }
    global override string GetCompanyCode(Id recordId) {

        Schema.SObjectType objType = getObjectTypeFromId(recordId);
        if (objType == SCMC__Customer_Quotation__c.sObjectType) {
            SCMC__Customer_Quotation__c quote = [select Id
                , Company__r.Avalara_Company_Code__c
                from SCMC__Customer_Quotation__c
                where Id = :recordId];
            return quote.Company__r.Avalara_Company_Code__c;;
        } else if (objType == SCMC__Sales_Order__c.sObjectType) {
            SCMC__Sales_Order__c so = [select Id
                , Company__r.Avalara_Company_Code__c
                from SCMC__Sales_Order__c
                where Id = :recordId];

            return so.Company__r.Avalara_Company_Code__c;
        } else if (objType == SCMC__Invoicing__c.sObjectType) {
            SCMC__Invoicing__c inv = [select Id
                , Company__r.Avalara_Company_Code__c
                from SCMC__Invoicing__c
                where Id = :recordId];

            return inv.Company__r.Avalara_Company_Code__c;
        } else if (objType == SCMC__Credit_Invoice__c.sObjectType) {
            SCMC__Credit_Invoice__c crInv = [select Id
                , SCMC__Invoicing__r.Company__r.Avalara_Company_

```

```

Code__c
        from SCMC__Credit_Invoice__c
        where Id = :recordId];
        return crInv.SCMC__Invoicing__r.Company__r.Avalara_
Company_Code__c;
    } else if (objType == SCMC__Purchase_Order__c.sObjectType) {
        SCMC__Purchase_Order__c po = [select Id
        , Company__r.Avalara_Company_Code__c
        from SCMC__Purchase_Order__c
        where Id = :recordId];
        return po.Company__r.Avalara_Company_Code__c;

    } else if (objType == SCMC__AP_Voucher__c.sObjectType) {
        SCMC__AP_Voucher__c voucher = [select Id
        , SCMC__Purchase_Order__r.Company__r.Avalara_
Company_Code__c
        from SCMC__AP_Voucher__c
        where Id = :recordId];

        return voucher.SCMC__Purchase_Order__r.Company__
r.Avalara_Company_Code__c;

    } else if (objType == SCMC__AP_Voucher_Credit__c.sObjectType)
{
        SCMC__AP_Voucher_Credit__c voucherCr = [select Id
        , SCMC__Purchase_Order__r.Company__r.Avalara_
Company_Code__c
        from SCMC__AP_Voucher_Credit__c
        where Id = :recordId];

        return voucherCr.SCMC__Purchase_Order__r.Company__
r.Avalara_Company_Code__c;
    }
    // returning null will use the default company set up in
Avalara
    return null;
}

```

```

private Schema.SObjectType getObjectTypeFromId(Id recordId) {

    Map<string,Schema.SObjectType> theMap = new
Map<string,Schema.SObjectType>();

    string recordIdPrefix = ((string)recordId).substring(0,3);
    for (Schema.SObjectType so : Schema.getGlobalDescribe
().values()) {
        Schema.DescribeSObjectResult od = so.getDescribe();
        if (od.getKeyPrefix() != null) {
            theMap.put(od.getKeyPrefix(), od.getSObjectType());
        }
    }

    return theMap.get(recordIdPrefix);
}
}

```

Avalara Nexus Regions

We recommend that you set up nexus regions in Avalara for each state for which tax is to be collected and ignore this custom setting.

Avalara Valid Countries

The Avalara Valid Countries custom setting contains a list of countries to be validated through the Avalara Avatax service. When you validate an address, the country that you specify for that address must exist in this custom setting otherwise the address fails validation.

SCM Avalara Connector Fields

Account Fields

Here is a description of the fields and buttons added to the Salesforce Account object when the SCM Avalara Connector is installed.

Field Name	Description
Valid Billing Address	Indicates whether the Billing Address has been validated successfully against the addresses in Avalara Avatax.
Valid Shipping Address	Indicates whether the Shipping Address has been validated successfully against the addresses in Avalara Avatax.
Valid Corporate Address	Indicates whether the Corporate Address has been validated successfully against the addresses in Avalara Avatax.
Tax Exempt Number	When you are not required to collect tax for the account, you can enter the tax exemption number, however we recommend that you use the tax exemption features of Avalara.
Avalara Use Code	When the account is not liable for use tax, indicates the exemption status of transactions based on the exemption tax rules for the jurisdictions to which this account relates.
Avalara Customer Code	Customer code to use for the account in Avalara. This allows you to use a different account name to that specified in Avalara. If you do not enter a value, the Salesforce account name must match the account name in Avalara.
VAT ID	The value added tax identification number for this account.

Buttons

Button Name	Description
Validate Addresses	Validates the addresses in the Billing Address, Shipping Address and Corporate Address fields in Avalara Avatax.

Address Fields

The Address object is a record of an address where an internal resource is located such as inventory control points and warehouses. Addresses are used in acquisition, inventory management and order fulfillment processes. Your administrator can create addresses on the Codes tab.

Key: * – Mandatory field; A – Only available when the SCM Avalara connector is installed.

Field Name		Description
Address Name	*	Name of the address to be displayed for the ICP, warehouse or sales representative.
Address Line 1	*	First Line of the Address.
Address Line 2		Second Line of the Address.
City	*	City
State	*	State or province of the address.
Postal Code		Post code or zip code of the address.
Country	*	Country of the address
Valid	A	Indicates whether the address has been validated successfully against the addresses in Avalara Avatax.

Buttons

Button Name	Description
Validate	A Validates the address in Avalara Avatax.

AP Voucher Fields

Here is a description of the fields and buttons added to the SCM AP Voucher object when the SCM Avalara Connector is installed.

Field Name	Description
Avalara Doc Id	ID of the document in Avalara Avatax.
Avalara Tax Status	Status of the tax that has been reported to Avalara Avatax.
Avalara Transaction Id	Id of the transaction in Avalara Avatax that is the result of calculating tax for this record.
Tax Message	Displays warnings or error messages from Avalara Avatax that occurred the last time it ran for this document.
Tax Status Date	Date and time on which the Tax Status and Avalara Transaction Id fields were last updated by Avalara Avatax.

Buttons

Key: M – Does not appear until the status of the AP Voucher is matched. S – part of the SCM package.

Button Name		Description
Calculate Tax	M	Calls Avalara Avatax to calculate tax on this document.
Cancel Tax	M	Cancels the tax calculation on this document.
Post Tax	M	Posts tax in Avalara Avatax.
Commit Tax	M	Commit tax in Avalara Avatax.
Matched	S	Sets the status to matched. When the status is matched, this means that the document is ready to be sent to the financial system.

AP Voucher Lines

Here is a description of the fields added to the AP Voucher Line object when the SCM Avalara Connector is installed.

Field Name	Description
Tax Amount 1-7	Tax amount applied for the tax rate.
Tax Description 1-7	Description of the tax rate applied. Up to seven tax rates can be applied to the line.
Tax Rate 1-7	Tax rate to be applied to the line. Up to seven tax rates can be applied to the line. For instance, a tax rate may be charged for the state, county and city.

AP Voucher Credit Fields

Here is a description of the fields and buttons added to the SCM AP Voucher Credit object when the SCM Avalara Connector is installed.

Field Name	Description
Avalara Doc Id	ID of the document in Avalara Avatax.
Avalara Tax Status	Status of the tax that has been reported to Avalara Avatax.
Avalara Transaction Id	Id of the transaction in Avalara Avatax that is the result of calculating tax for this record.
Tax Message	Displays warnings or error messages from Avalara Avatax that occurred the last time it ran for this document.
Tax Status Date	Date and time on which the Tax Status and Avalara Transaction Id fields were last updated by Avalara Avatax.

Buttons

Key: M – Does not appear until the status of the AP Voucher Credit is matched. S – part of the SCM package.

Button Name		Description
Calculate Tax	M	Calls Avalara Avatax to calculate tax on this document.
Cancel Tax	M	Cancels the tax calculation on this document.
Post Tax	M	Posts tax in Avalara Avatax.
Commit Tax	M	Commit tax in Avalara Avatax.
Matched	S	Sets the status to matched. When the status is matched, this means that the document is ready to be sent to the financial system.

AP Voucher Line Credit

Here is a description of the fields added to the AP Voucher Line Credit object when the SCM Avalara Connector is installed.

Field Name	Description
Tax Amount 1-7	Tax amount applied for the tax rate.
Tax Description 1-7	Description of the tax rate applied. Up to seven tax rates can be applied to the line.
Tax Rate 1-7	Tax rate to be applied to the line. Up to seven tax rates can be applied to the line. For instance, a tax rate may be charged for the state, county and city.

Avalara Tax Mapping Fields

The Avalara Tax Mapping fields object allows you to map items belonging to a specific item type and product group to a specific tax code in Avalara Avatax. Here is a description of the fields on the Avalara Tax Mapping Fields object.

Field Name	Description
Active	Indicates whether the mapping is active and determines the tax code for the item type and product group of the mapping.
ASP Delivery	The tax code to send to Avalara when the item is delivered using an ASP model.
Avalara Electronic Delivery	The tax code to send to Avalara when the item is delivered electronically.
Avalara Tax Code	The Avalara tax code to apply for this item type./ product group mapping.
Item Type	The Item type to which this tax mapping applies. The mapping is applied to the Product Group and Item Type that you specify.
Load and Leave	The tax code to send to Avalara when the item is delivered using a 'load and leave' method.
Product Group	The product group to which this mapping applies. The mapping is applied to the Product Group and Item Type that you specify.

Credit Invoice Fields

Here is a description of the fields and buttons added to the SCM Credit Invoice object when the SCM Avalara Connector is installed.

Field Name	Description
Avalara Doc Id	ID of the document in Avalara Avatax.
Avalara Tax Status	Status of the tax that has been reported to Avalara Avatax.
Avalara Transaction Id	Id of the transaction in Avalara Avatax that is the result of calculating tax for this record.
Tax Message	Displays warnings or error messages from Avalara Avatax that occurred the last time it ran for this credit invoice.
Tax Status Date	Date and time on which the Tax Status and Avalara Transaction Id fields were last updated by Avalara Avatax.
Total Tax	Total amount of tax payable on the credit invoice

Buttons

Button Name	Description
Calculate Tax	Calls Avalara Avatax to calculate tax on this document.
Cancel Tax	Cancels the tax calculation on this document.
Commit Tax	Commit tax in Avalara Avatax.
Post Tax	Posts tax in Avalara Avatax.

Credit Invoice Lines

Here is a description of the fields added to the AP Voucher Line object when the SCM Avalara Connector is installed.

Field Name	Description
Tax	Total tax for the line.
Tax Amount 1-7	Tax amount applied for the tax rate.
Tax Description 1-7	Description of the tax rate applied. Up to seven tax rates can be applied to the line.
Tax Rate	Total Tax Rate for the line.
Tax Rate 1-7	Tax rate to be applied to the line. Up to seven tax rates can be applied to the line. For instance, a tax rate may be charged for the state, county and city.

Customer Address Fields

The Customer Address object contains addresses associated with accounts. The addresses in this object are used to override default Sold To, Ship To and Bill To addresses on customer quotations, service contracts, sales orders and purchase orders. Here is a description of the fields on the Customer Address object.

Key: * – Mandatory field; A - Only present when the SCM Avalara Connector is installed.

Field Name	Description
Active	Indicates whether this is an active customer address.
Avalara Use Code	A Determines the exemption status of transactions based on the exemption tax rules for the jurisdictions involved.
Customer Address Name	* Name of the customer address record.
Customer Site	The customer account to which this address relates.
Display Name	The customer address name that displays depending on address preferences. This will be the account name if no other address is associated with the customer account, or if the account detail billing and shipping addresses are used. If an override bill to or ship to address is selected then the override address name displays.

Field Name	Description
Building Information	Address information.
Mailing City	
Mailing Street	
Mailing Street Additional Information	
Mailing State / Province	
Mailing Zip / Postal Code	
Mailing Country	
Valid	

Buttons

Button Name	Description
Validate	A Validates the address in Avalara Avatax.

Customer Quotation Fields

Here is a description of the Avalara Connector fields on a customer quotation.

Key: S – part of the SCM package; D – In a previous release, the field existed in the Avalara Connector, that version of the field has is no longer used and has been prefixed with the word deprecated.

Field Name			Description
Override Bill To Account	S		Enables you to select an Account to be billed when the Customer Account is not to be billed for this customer quotation. If you enter an account in this field, tax is calculated if this account is not tax exempt.
Override Bill to Account Address	S		Enables you to select a Customer Address associated with the Override Bill to Account to be used as the billing address instead of the default.
Override Bill to Address	S	D	By default, the Bill To address is set from the customer account to which the customer quotation relates. Enables you to select an alternative bill to address associated with the account to which the customer quotation relates.
Override Ship to Address	S	D	By default, the Ship To address is set from the customer account to which the customer quotation relates. Enables you to select an alternative ship to address associated with the account to which the customer quotation relates.
Ownership Code	S	D	The project or ownership code to which the quote is to be associated.
Tax Message			Displays warnings or error messages from Avalara Avatax that occurred the last time it ran for this customer quotation.
Total Tax			Total amount of tax payable on the customer quotation.
Valid Prospect Address			Indicates whether the prospect address has been successfully validated against the address database in Avalara Avatax.
Prospect VAT ID			The value added tax identification number for the prospect company.

Customer Quotation Line

Here is a description of the fields on the Customer Quotation Line object used with the SCM Avalara Connector.

Field Name	Description
Ship-to Street	Ship-to address to be used to calculate tax for this customer quotation line. When you calculate tax for the customer quotation, tax is calculated for this line using this address if it has been validated against the Avalara Avatax address database. If you do not enter a Ship-to Address on a customer quotation line, the address on the customer quotation is used to calculate tax for that line.
Ship-to Street 2	
Ship-to City	
Ship-to State / Province	
Ship-to Zip / Postal Code	
Tax	Total tax for the line.
Tax Amount 1-7	Tax amount applied for the tax rate.
Tax Code	Tax code that was sent to Avalara Avatax to calculate tax. This is selected using your Avalara tax mappings when you calculate tax. For further information, see Mapping Item Types and Product Groups to Tax Codes and Avalara Tax Mapping Fields .
Tax Description 1-7	Description of the tax rate applied. Up to seven tax rates can be applied to the line.
Tax Rate	Total Tax Rate for the line.
Tax Rate 1-7	Tax rate to be applied to the line. Up to seven tax rates can be applied to the line. For instance, a tax rate may be charged for the state, county and city.

Field Name	Description
Valid Shipping Address	Indicates whether the Ship-to address has been successfully validated against the address database in Avalara Avatax.

Buttons

Key: B – Available on both customer quotations and the customer quotation lines; Q – Available on customer quotations only.

Button Name	Description
Calculate Tax	Q Calls Avalara Avatax to calculate tax on this document.
Print	Q Prints the customer quotation with tax information.
Validate Prospect Address	Q Validates the Prospect address against the address database in Avalara Avatax.
Validate Address	B Validates the Ship-to address information against the address database in Avalara Avatax.

Invoice Fields

Here is a description of the fields and buttons added to the Invoicing object when the SCM Avalara Connector is installed.

Field Name	Description
Avalara Doc Id	ID of the document in Avalara Avatax.
Avalara Tax Status	Status of the tax that has been reported to Avalara Avatax. When you calculate tax, the status is 'Saved'.
Avalara Transaction Id	Id of the transaction in Avalara Avatax that is the result of calculating tax for this record.
Tax Message	Displays warnings or error messages from Avalara Avatax that occurred the last time it ran for this invoice.

Field Name	Description
Tax Status Date	Date and time on which the Tax Status and Avalara Transaction Id fields were last updated by Avalara Avatax.
Total Tax	Total amount of tax payable on the invoice

Buttons

Button Name	Description
Calculate Tax	Calls Avalara Avatax to calculate tax on this document.
Cancel Tax	Cancels the tax calculation on this document.
Post Tax	Posts tax in Avalara Avatax.
Commit Tax	Commit tax in Avalara Avatax.

Invoice Line Item Fields

Field Name	Description
Discount	The amount of discount applied to the line.
Tax	Total tax for the line.
Tax Amount 1-7	Tax amount applied for the tax rate.
Tax Code	Tax code that was sent to Avalara Avatax to calculate tax. This is selected using your Avalara tax mappings when you calculate tax. For further information, see Mapping Item Types and Product Groups to Tax Codes and Avalara Tax Mapping Fields .
Tax Description 1-7	Description of the tax rate applied. Up to seven tax rates can be applied to the line.
Tax Rate	Total Tax Rate for the line.
Tax Rate 1-7	Tax rate to be applied to the line. Up to seven tax rates can be applied to the line. For instance, a tax rate may be charged for the state, county and city.

Field Name	Description
Warehouse	Enables you to specify a ship from address for taxation purposes.

Purchase Order Fields

Here is a description of the Avalara Connector fields on a purchase order.

Addresses

For the purpose of sales and use tax, supplier address and a destination address is required

Field Name	Description
Drop Ship	Indicates whether the Drop Ship address is used instead of the Ship To address.
Override Ship to Address	A record of an alternative customer address to use for the account that you enter in the Procured For field. When you enter a value in this field, the Ship To Address field is updated with the address on the customer address record that you chose.
Procured For	Account that the goods have been purchased for. This may be used to set the Ship To Address depending on the fields that you complete.
Ship To Address	Address to which the goods are to be shipped. The value of this field changes depending on whether you enter a Ship To Warehouse, Override Ship to Address, Procured For account. This is the address that will be used on the invoice when the Drop Ship checkbox is not selected.
Ship To Warehouse	Lookup to the warehouse to which the items are to be sent.
Supplier Site	The supplier site where the goods are to be supplied from.
Valid Drop Ship Address	Indicates whether the drop-ship address has been validated against the address database in Avalara Avatax.

Tax Info

The Tax Info section contains tax information generated in Avalara Avatax.

Field Name	Description
Total Tax	Total amount of tax payable on the purchase order.
Tax Message	Displays warnings or error messages from Avalara Avatax that occurred the last time it ran for this purchase order.

Purchase Order Line Item

Here is a description of the fields added to the Purchase Order Line Item object when the SCM Avalara Connector is installed.

Key: S – part of the SCM package.

Field Name	Description
Delivery Method	The delivery method used for the item. If an Avalara Tax Mapping exists that matches the item and product group, the tax code specified for that delivery method is sent to Avalara.
Item Being Procured	S Lookup to the item master of the item being procured. This is used to look up the tax code from the tax mapping. If you do not enter a value, the Tax Code field is used to calculate tax for the line.
Tax Amount 1-7	Tax amount applied for the tax rate.
Tax Code	If the purchase order line item is not of type Description, this is the tax code that was sent to Avalara to calculate tax based on your Avalara tax mappings. For further information, see "Mapping Item Types and Product Groups to Tax Codes" starting on page 14 and "Avalara Tax Mapping Fields" starting on page 31. If the purchase order line item is of type Description, this is the Tax code to be sent to Avalara to calculate tax. Description purchase order line items do not have an item master and therefore do not use the Avalara tax mappings to select a tax code.
Tax Description 1-7	Description of the tax rate applied. Up to seven tax rates can be applied to the line.

Field Name	Description
Tax Rate 1-7	Tax rate to be applied to the line. Up to seven tax rates can be applied to the line. For instance, a tax rate may be charged for the state, county and city.
Use Code S	When the item is not liable for use tax, indicates the exemption status of transactions based on the exemption tax rules for the jurisdictions to which this account relates.

Buttons

Button Name	Description
Calculate Tax	Calls Avalara Avatax to calculate tax on this document.
Validate Drop Ship Address	Validates the Drop Ship address against the address database in Avalara Avatax.

Sales Order Fields

Here is a description of the fields and buttons added to the SCM Sales Order object when the SCM Avalara Connector is installed.

Field Name	Description
Valid Drop Ship Address	Indicates whether the drop-ship address has been validated against the address database in Avalara Avatax.
Total Tax	Total amount of tax payable on the sales order.
Tax Message	Displays warnings or error messages from Avalara Avatax that occurred the last time it ran for this sales order.
Warehouse	Enables you to specify a ship from address for taxation purposes.

Buttons

Button Name	Description
Calculate Tax	Calls Avalara Avatax to calculate tax on this document.
Validate Drop Ship Address	Validates the Drop Ship address against the address database in Avalara Avatax.

Sales Order Line Items

Here is a description of the fields added to the Sales Order Line Item object when the SCM Avalara Connector is installed.

Field Name	Description
Delivery Method	The delivery method used for the item. If an Avalara Tax Mapping exists that matches the item and product group, the tax code specified for that delivery method is sent to Avalara.
Tax	Total tax for the line.
Tax Rate	Total Tax Rate for the line.
Tax Code	Tax code that was sent to Avalara Avatax to calculate tax. This is selected using your Avalara tax mappings when you calculate tax. For further information, see Mapping Item Types and Product Groups to Tax Codes and Avalara Tax Mapping Fields .
Tax Amount 1-7	Tax amount applied for the tax rate.
Tax Description 1-7	Description of the tax rate applied. Up to seven tax rates can be applied to the line.
Tax Rate 1-7	Tax rate to be applied to the line. Up to seven tax rates can be applied to the line. For instance, a tax rate may be charged for the state, county and city.

Tax Code Fields

You can use tax code records to create a record of value added tax levied when buying and selling goods or services. Your administrator can set up tax codes on the Codes tab. Here is a description of the fields on the Tax object.

Note:

This is separate from tax codes generated from the SCM Avalara Connector. If your organization uses the SCM Avalara Connector to calculate sales tax, see the SCM Avalara Connector documentation.

Key: * – Mandatory field.

Field Name	Description
Description	* Description of the tax code.
Effective From	* Date from which this tax code is applied.
Inactive	Indicates whether the tax code is active.
Purchase Tax Account	Purchase tax account to which this code relates.
Rate	* Rate of tax. For example, if the tax rate is 20%, enter 20.
Sale Tax Account	Sales tax account to which this code relates.
Split Tax	Indicates that the Tax Code is split between more than one tax jurisdiction.
Tax Agency	Name of the tax authority to which this tax code relates.
Tax Code Name	* Name of the tax code to be available in the lookup on a purchase order line.
Tax Type	Type of tax
Valid Until	* Date that this tax code is applied until.

Tax Split Fields

The Tax Split object contains the breakdown for a tax code when it is split across more than one tax jurisdiction.

Key: * – Mandatory field.

Field Name	Description
Tax Code	Tax Code to which this Tax Split belongs.

Field Name	Description
Description	Name of the tax jurisdiction to which this Tax Split belongs.
Tax Rate	Tax Rate for this Tax Split. The sum of all tax splits for a Tax Code must equal the Tax Rate on that Tax Code.

Contacting Customer Support

Helping You Keep Your FinancialForce Solutions Running Smoothly

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: <https://erp.force.com/community/s/Training-Home>
- Ask a question in the FinancialForce Community: <https://erp.force.com/community/s/>
- Log a case with FinancialForce Customer Support: <https://erp.force.com/community/s/cases>

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

Glossary

3PL

A third party logistics provider who manages order fulfillment.

ACV

Annual Contract Value

AP

Accounts Payable

AP voucher

An Accounts Payable voucher is used to control payments to suppliers and service providers.

API

Application Programming Interface

ASP

Application Server Provider. An application server provider hosts an application and customers access it on their servers. The customers don't actually receive anything, they are accessing the application via the world wide web.

backorder

Backorders are created when a sales order is approved and the order cannot be fulfilled because there is no inventory available for one or more items on the sales order. A backorder is also created when an item on a sales order is a manufactured kit and requires a production activity to be carried out on it to turn it into the finished product.

bill of material

Bill of Material. The items that make up a product. For example, if the product is a table, this might include the table top, four legs and a bag of screws.

BOM

Bill of Material. The items that make up a product. For example, if the product is a table, this might include the table top, four legs and a bag of screws.

CAGE

Commercial and Government Entity Code. A unique identifier assigned to approved suppliers of government and defense agencies. CAGE codes identify a specific facility at a specific location.

CAGE Code

Commercial and Government Entity Code. A unique identifier assigned to approved suppliers of government and defense agencies. CAGE codes identify a specific facility at a specific location.

Certificate of Conformance

Certification that all the applicable rules were followed when a shipment was put together.

Change Request

A change request is used to make changes to an active service contract. You can change service terms, price type, contract dates, billing and address information and also modify or cancel existing service contract lines and create new service contract lines. Once the change request has been approved it can be applied to the service contract and the changes will be incorporated.

Chatter

Salesforce Chatter. See the Salesforce Help for further information.

COGS

Cost of Goods Sold

Commitment Date

The original date that you have committed to for delivery of the goods or services you are selling. This date along with the current promise date and the date of receipt is used by your customer to evaluate your performance.

CPQ

Configure Price Quote

cross-docking

When inventory is logged as received in SCM on a purchase order receipt, outstanding back orders are fulfilled before requiring items to be put away. This means that items go directly from the receiving dock to the shipping dock eliminating transactions that add no value.

CSN

Cycles Since New

CSO

Cycles Since Overhauled

CSR

Cycles Since Removal

Cycle Count

A procedure used to audit the items in the inventory against the actual items on the shelves in the warehouses.

Delta

The change in value of a variable, such as Quantity. The delta value can be positive or negative.

Dimension

Dimensions are an optional element of some accounting codes in FinancialForce Accounting. They also form part of a FinancialForce Accounting chart of accounts. You can use dimensions to analyze the activity in your business. For instance by cost center, project, employee or any other aspect of business important to you. Each time a sales invoice is created, you can sub-analyze both the invoice total and the individual lines by any of your dimensions.

dock-to-stock

The activities and transactions that occur from an item being received in the warehouse to it being added to the inventory.

DPAS

Defense Priorities and Allocations System

Drop Ship

A retail supply chain management technique where the seller does not keep goods in stock, but instead transfers orders and shipment details to either the manufacturer or wholesaler, who then ships the goods directly to the customer.

DUNS

Data Universal Numbering System. A proprietary system developed and regulated by Dun & Bradstreet that assigns a unique numeric identifier to a single business entity.

EDI

Electronic Data Interface. A term used by retailers to describe a messaging standard that determines how orders are transmitted to warehouses and how those orders are tracked.

Ext.

Used in FinancialForce SCM as an abbreviation of the word extended. In SCM, the term extended is used to represent an amount that represents the quantity of the items on a line such as a customer quotation line.

Extended PPV

Extended purchase price variance = unit price variance x quantity.

Extended price

Extended price = (price with options x quantity) x term discount.

FIFO

First Item Fulfils Order. A way in which items in the inventory can be allocated to an order. In this method, the first item to arrive in the inventory is the first item used to fulfil an order.

Flex Contract

A flexible term service contract is a type of service contract that has lines with different start and end dates. You can change the term lengths for each service

contract line within the contract so that billing can take place at different intervals to the contract terms. The number of terms in a flexible term service contract line determines the total fees for that line. The fees for each line are rolled-up to the parent service contract. For instance, a flexible term service contract might have two lines, one for 12 months and one for 24 months. Changing the number of terms in the parent service contract has no effect on the fees, total contract value and the number of service terms on the service contract lines. By contrast, the number of service terms on an ordinary service contract determines the number of terms on each service contract line.

flexible term service contract

See Flex Contract

FTL

Full Truck Load

GL

General Ledger

GLA

General Ledger Account

Hard Allocation

Sold but not yet shipped.

ICP

Inventory Control Point. A distribution center or place around the globe that inventory items are controlled from. An ICP may have one or more warehouses.

ILS

Inventory Locator Service. A global electronic marketplace that provides information for buying and selling parts, equipment and services.

Intangible

In the context of SCM, this refers to a service or license that is sold rather than a physical product sat on a shelf.

Internal purchase order

A purchase order for items that will become inventory.

Inventory

Stock. Products or services that are available to buy or items that form part of a product or service. Where the item is tangible such as hardware, that item may be held in a warehouse as stock, or ordered directly from a supplier when a customer places an order.

inventory position

One or more items in the inventory at a particular location of a warehouse. Warehouses may contain inventory at the same location that belongs to different inventory positions.

Item Master

The record of a product or a service which is to be sold and/or stocked in a warehouse. An item master might also be referred to as a Stock Keeping Unit (SKU).

LTL

Less than Truck Load

Manufactured Kit

An item that consists of several other items which must undergo a process before they are turned into the product sold to the customer. For instance, if a table is sold as an assembled item it may consist of a table top and four legs which must be assembled before shipping to the customer.

MRO

Maintenance, Repair and Operations.

MRR

Monthly Recurring Revenue. The income that a company can expect to generate every 30 days.

MSDS

Material Safety Data Sheet. A document containing information on the potential hazards of a product and how to work safely with that product.

NBV

Net Book Value. The original cost of the asset minus accumulated depreciation.

NIIN

National (or NATO) Item Identification Number. This is a nine digit numeric code which uniquely identifies an item of supply in the NATO Codification System.

NRC

Non Recurring Contract

OEM

Original Equipment Manufacturer

Org

Salesforce Organization

PDF

Portable Document Format

PPV

Purchase Price Variance

Price

The selling price for one unit of measure.

price break

The point at which the price type for an item changes as the number of items ordered increases or decreases.

Product SKU

Product Stock Keeping Unit. A distinct item that is offered for sale such as a product or a service. These are recorded as item records in SCM.

Punch Out

Custom ordering website that a retailer creates for a particular customer with the prices that they have negotiated.

RC

Recurring Contract

regular service contract

The contract lines adhere to the service contract length and cannot be altered. Billing only takes place at the service contract time scales.

requisition

A request to buy something.

Return Material Authorization

An authorization for a particular warehouse to receive an item returned from a customer. When the item arrives it is expected and a receipt can be created for it.

RFI

Request for Information

RFP

Request for Proposal

RFQ

Request for Quote

RMA

Return Material Authorization

RONA

Return on Net Assets. A key performance indicator used in a business. For instance, this can be net income divided by fixed assets plus working capital.

ROW

Rest of World

RTV

Return To Vendor. A document in SCM that can trigger the creation of a credit note in FinancialForce Accounting or the issue of an exchange item from the supplier.

SCM

Supply Chain Management

Shrinkage

Loss of items in the inventory. This can occur for many reasons including damage or theft.

SKU

Stock Keeping Unit. A product or service that your company holds in inventory. In FinancialForce SCM this is referred to as an item master.

stamp number

A stamp number is a secondary signature for each person who is involved in processes such as inspection. To complete and verify the result of inspections in SCM, you must have a stamp number set on your Salesforce user record.

Standard Service Contract

On Standard Service Contracts, the number of service terms on an ordinary service contract determines the number of terms on each service contract line.

stock-to-dock

The activities and transactions that occur from an item being picked from inventory through to it being shipped to a customer.

Stock Keeping Unit

Stock Keeping Unit. A product or service that your company holds in inventory. In FinancialForce SCM this is referred to as an item master.

Stocking UOM

Stocking UOM is the unit of measure in which the item is stocked and sold to the customer. For instance, your supplier may sell you a box containing a quantity of 2000 of the item, but your company may sell them as individual units

(each). Stocking UOM and Supplier UOM are used to determine if a conversion is required upon receiving an item into stock. The conversion will not be applied unless there are two different units of measure entered for the Supplier UOM and Stocking UOM fields on the item master. The appropriate conversion calculation is derived from the Conversion Factor and Conversion Value fields.

Supplier commitment date

The original date that the supplier committed to for delivery of the goods or services being procured. This date along with the current promise date and the date of receipt is used to evaluate the supplier performance. Do not change this after the purchase order is approved.

Supplier UOM

Supplier UOM is the unit of measure in which the item is bought from the supplier. For instance, your supplier may sell you a box containing a quantity of 2000 of the item, but your company may sell them as individual units (each). Stocking UOM and Supplier UOM are used to determine if a conversion is required upon receiving an item into stock. The conversion will not be applied unless there are two different units of measure entered for the Supplier UOM and Stocking UOM fields on the item master. The appropriate conversion calculation is derived from the Conversion Factor and Conversion Value fields.

Tangible

In the context of SCM, this refers to a physical product that may be sat on a shelf in a warehouse.

TCV

Total Contract Value

Total Contract Value

The Total Contract Value (TCV) in the customer quotation field and the customer quotation banner TCV will have the same values unless waived terms have been generated. Waived terms will be included in the banner TCV value.

TSN

Time Since New

TSO

Time Since Overhauled

TSR

Time Since Removed

UOM

Unit of Measure

UPC

Universal Product Code. A specific type of barcode widely used in the USA, Canada, UK, Australia, New Zealand and other countries.

URL

Uniform Resource Locator. A link to a web page or resource.

VAT

Value Added Tax

Virtual Kit

A bundle of items sold to a customer. For instance, a pencil case might be sold as a bundle including the pencil case, several pencils, a sharpener and an eraser.

Waived terms

Terms are waived if the first bill date occurs after the service contract start date buy one or more terms.

WIP

Work in Progress. This is a standard inventory location in SCM. Items stored in this location are undergoing a manufacturing process to turn them into finished goods to send to a customer.

Working Capital

Current Assets minus Current Liabilities