Avalara for QuoteWerks

Avalara helps your business grow by taking care of tax compliance for your business. It enables you to ship accurately, manage exempt customers and automate calculating, collecting and remitting the right tax so you can focus on providing exceptional products and services. Choosing Avalara saves hours at tax time, makes your business prepared for an audit and reduces risk on every single quote. This document is a step-by-step guide to install and configure the integration between QuoteWerks and Avalara.

Address validation in the U.S. and "one click" product return may be enabled at no cost to you prior to activating your Avalara account. **To achieve tax compliance automation, you must activate your Avalara AvaTax account and license the use of the Avalara for QuoteWerks connector.** For more on account activation, please contact Avalara at 1-844-430-7657 or visit https://www.avalara.com.

This document is your guide to installing and configuring Avalara for QuoteWerks. In addition to this guide and the content available through the Avalara Help Center, documentation specific to the Avalara for QuoteWerks module is available as contextual tooltips that appear as you hover over each Admin option.

Once the module is installed, the contextual help is accessed in QuoteWerks by selecting Tools > Avalara for QuoteWerks.

What's New in 2.2?

Major Features

- **Exemption Management Automated - Avalara CertCapture:** Subscribers of Avalara CertCapture now have tax exemptions automatically applied to customers in QuoteWerks.
- **Tax Exemption from ConnectWise (and other CRMs):** Automatically pull in the exemption code from ConnectWise on Contact Record Lookup in QuoteWerks. Sales will never need to remember which customers are exempt. This is configurable for other CRMs too.

Other tiny joys in life:

- Resolved a condition in the Admin where Tax Line Item Field default values may not save
- When managing tax as a line item, the ItemType is now set to 'TAX' so that it may be easily filtered out of the QuoteWerks Purchasing Window
- The admin setting "Omit tax line from document (Don't Print)" now also applies when tax is moved to a line item after Convert To Invoice. Previously this setting was applied only when managing tax as a line item was checked.

- Added a setting to "Allow tax lookup after AvaTax Commit" to continue to perform tax calculations after the document is committed as a record in AvaTax. Only applicable after converting tax to a line item following a particular workflow to outside accounting systems.
- Address line 3 is no longer longer validated or updated. It often contains "Attention" or "Care Of (c/o)" information and is not typically relevant for geolocation.

Download & Install

1. Download Avalara for QuoteWerks. UPGRADE NOTE: If you are upgrading from a previous version, make a copy of your settings.ini file now. This file can be found next to ConnectTaxQW.exe where you originally installed the connector.
   You can find the download at: https://www.connecttax.com/download
2. Run the installer
   Install on the same machine where QuoteWerks is installed
3. Follow each step in the installation wizard
   Make a note of the installation folder chosen, you will use that later. UPGRADE NOTE: If upgrading from a previous version, copy your old settings.ini (from Step 1) back into your installation folder.
4. Go to your QuoteWerks installation folder and open the **SITEBOOT.INI** file.
   If using QuoteWerks 5.1 or earlier, this will be the **SITE.INI** file
5. Search the SITE.INI or SITEBOOT.INI file for **[Addons]**
   It should not exist unless you have another QuoteWerks add-on installed.

a) If **[Addons]** doesn't exist, add it as a new section in the INI file. Add the path where ConnectTaxQW.exe was installed. You may specifcy a UNC path, a local path or a mapped network drive, but it must be accessible by the QuoteWerks user. (Please note that your path may differ from the example path used below)

```
[Addons]   AutoRun1=C:\Applications\ConnectTaxQW\ConnectTaxQW.exe
```

b) If **[Addons]** does exist, Add the path to ConnectTaxQW.exe in the [Addons] section of the SITE.INI or SITEBOOT.INI, but increment the AutoRunX as described in the below line. The 1 is replaced by the next available number, presumably 2 or 3. You may specifcy a UNC path, a local path or a mapped network drive. (Please note that your path may differ from the example path used below)

```
[Addons]
```
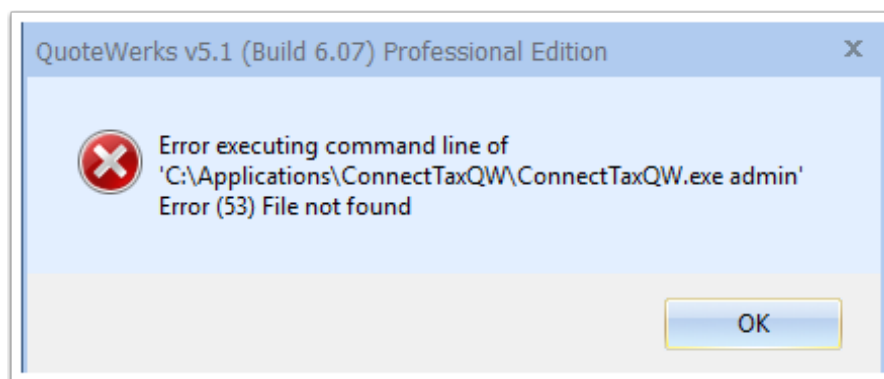
```
AutoRun1=<Your other addon>
AutoRun2=C:\Applications\ConnectTaxQW\ConnectTaxQW.exe
```
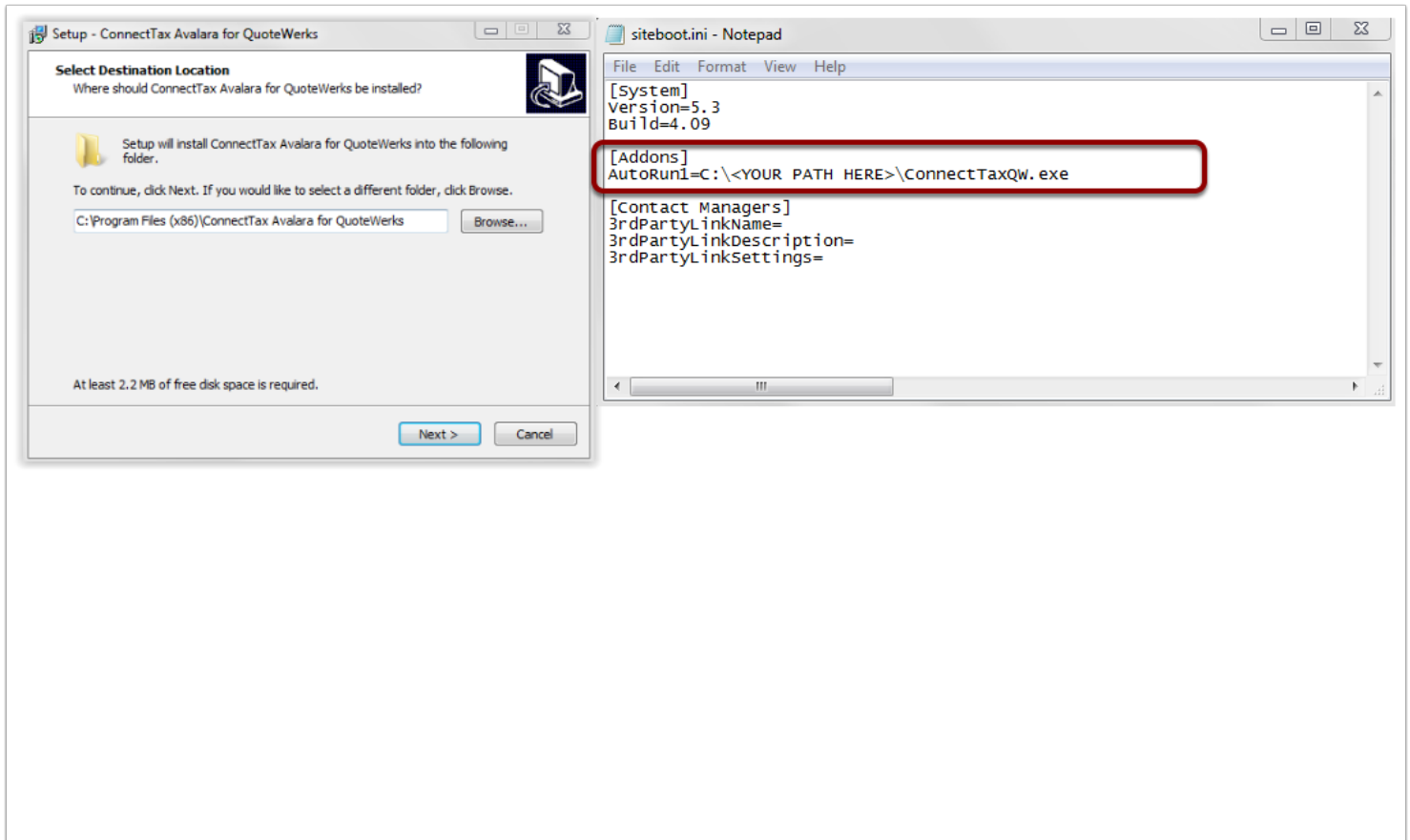
Test Successful Installation

Launch QuoteWerks to ensure the Avalara for QuoteWerks module launches at the same time without error.

1. You may briefly see QuoteWerks report that it is "Starting Add-ons". A quick test to validate the install so far is to save a new quote with an address in the ShipTo address and observe whether it the address is switched to UPPERCASE. This means Address Validation is working! You may select whether to use the ShipTo, SoldTo or BillTo in the Admin.
2. The path you put in the SITE.INI or SITEBOOT.INI must match the path where you extracted the files. If it does not, you will receive a similar error to below when launching QuoteWerks.

QuoteWerks v5.1 (Build 6.07) Professional Edition

Error executing command line of
'C:\Applications\ConnectTaxQW\ConnectTaxQW.exe admin'
Error (53) File not found

OK

Addding Menu Items in QuoteWerks

1. Verify Permissions

Make sure you are logging in as a user with QuoteWerks Master Rights

1. In QuoteWerks go to **Utilities** > **User Maintenance...**
2. Then select your user and click **Edit**
3. Observe whether **User has Master Rights** is checked.

2. Define Menu Item

1. Open QuoteWerks and navigate to **Tools** > **Customize Menus...**
2. Select the **Tools Menu**, then click **Define Menu Items**
3. Select **New**
4. **Caption =** Avalara For QuoteWerks

5. **Command =** Your path from the SITEBOOT.INI or SITE.INI file followed by a space and then **admin**.

   Example: `C:\Applications\ConnectTaxQW\ConnectTaxQW.exe admin`

6. Check **Publish to My Menu** (And **Publish to All Users Menus** if you prefer all users to see the menu item)
7. Select the **Access Rights** of any user or group that should have access to changing the configurations
8. Click **Ok**
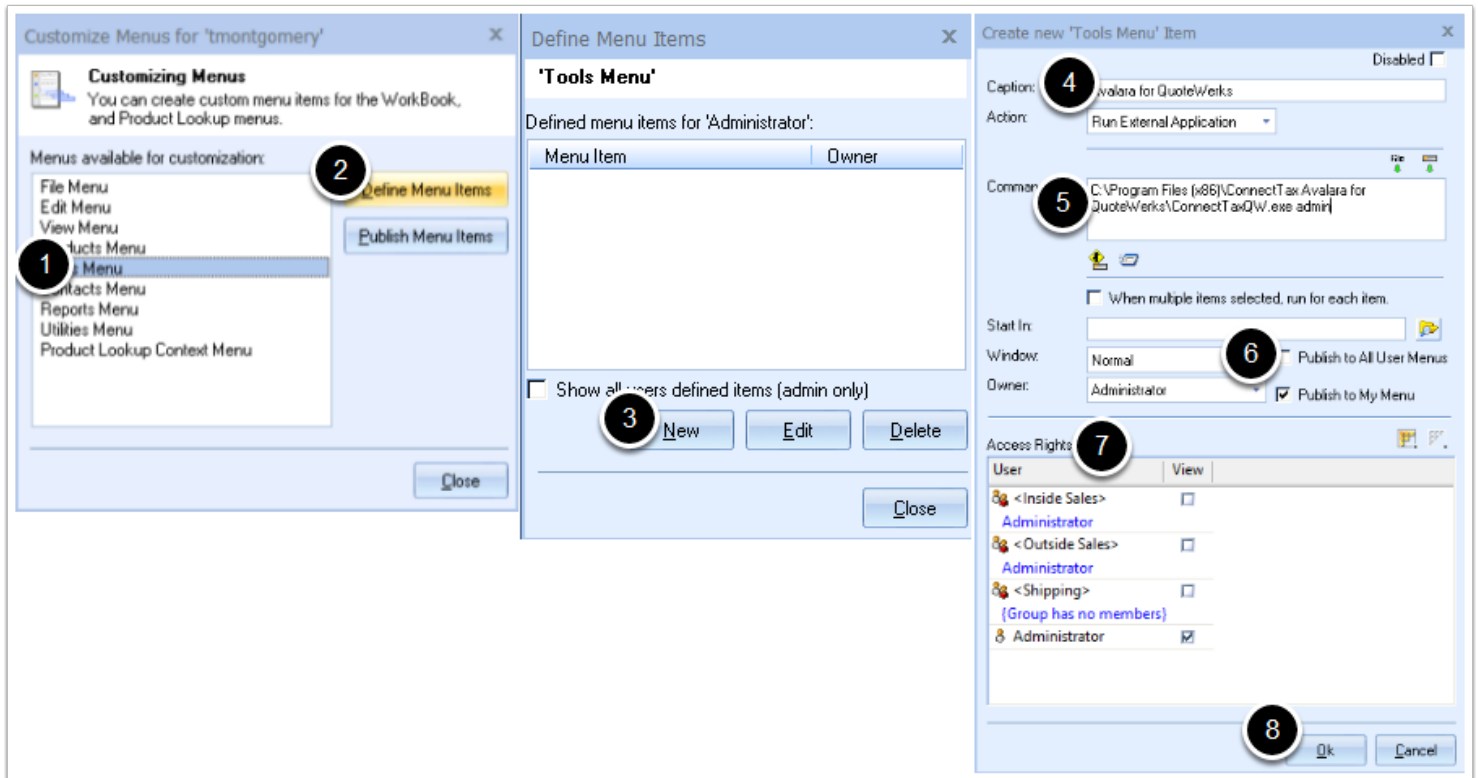
3. Publish Menu Item

1. Select **Tools** > **Customize Menus...**
2. Select the **Tools Menu**, then click **Publish Menu Items**
3. Click **Add**
4. Select **Avalara for QuoteWerks** and click **Select**
5. Click **Ok** and then **Close**
6. You should now see **Avalara for QuoteWerks** menu item under the **Tools** drop down
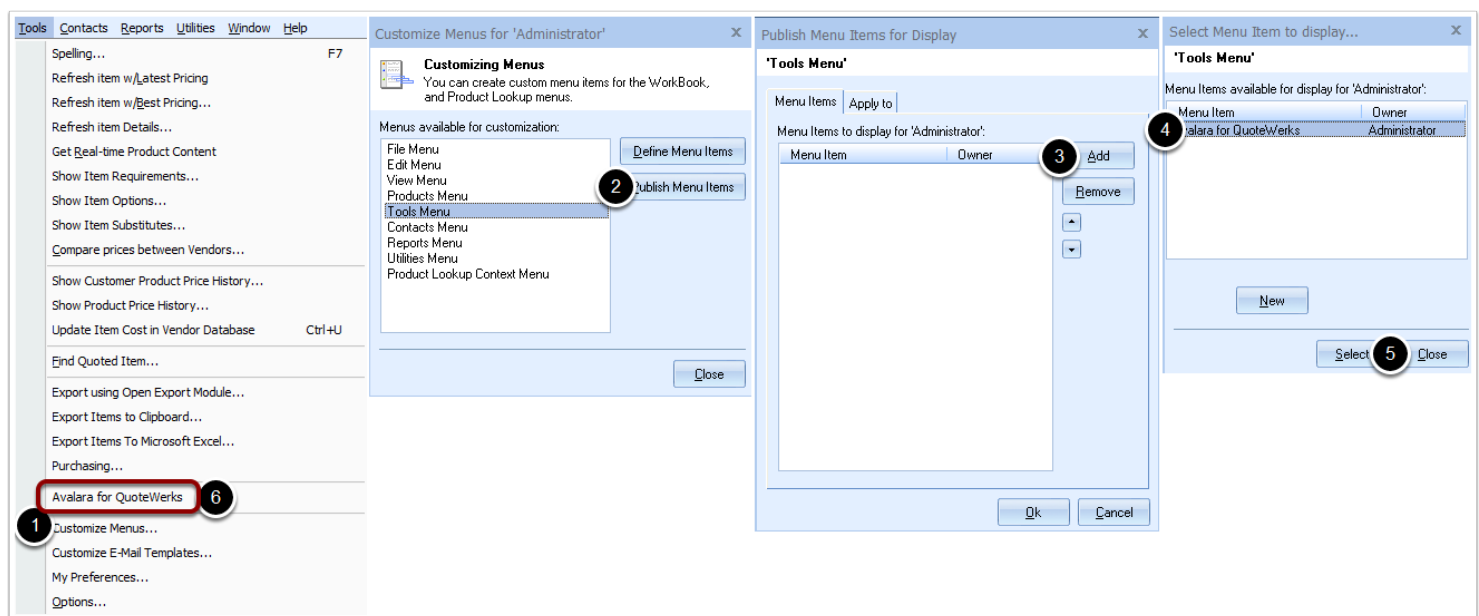
OPTIONAL - Mark Tax Exempt

Add a new Menu Item in QuoteWerks: Mark Tax Exempt

> NOTE: Instead of manually marking customers tax exempt, you may choose to use Avalara CertCapture or configure your contact record lookup to automatically populate the tax exempt status for your customers to the appropriate field set in the Avalara for QuoteWerks Field Mapping tab.

Repeat Adding Menu Item Steps 1-3 with the following changes

- Select **File Menu** instead of **Tools Menu** during **Define** and **Publish** Menu Item steps
- **Caption** = Mark Tax Exempt
- **Command** = Keep path the same, just change **admin** to **exempt**
 - `C:\Applications\ConnectTax\ConnectTaxQW.exe exempt`
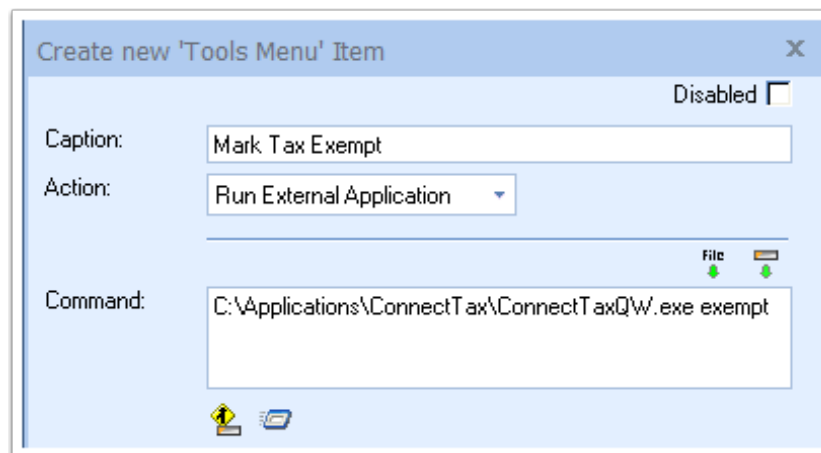
OPTIONAL - Generate Return

Add a new Menu Item in QuoteWerks: Generate Return

>   NOTE: This may be used without an Avalara Account

Repeat Adding Menu Item Steps 1-3 with the following changes

- Select **File Menu** instead of **Tools Menu** during **Define** and **Publish** Menu Item steps
- **Caption** = Generate Return
- **Command** = Keep path the same, just change **admin** to **return**
  - `C:\Applications\ConnectTax\ConnectTaxQW.exe return`
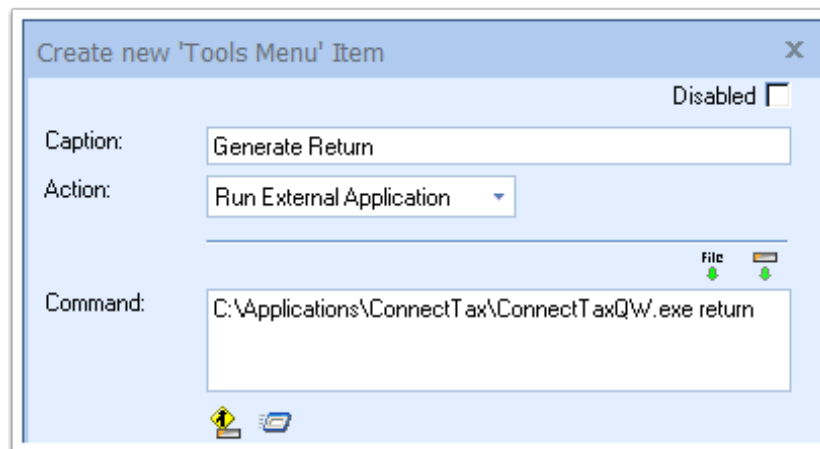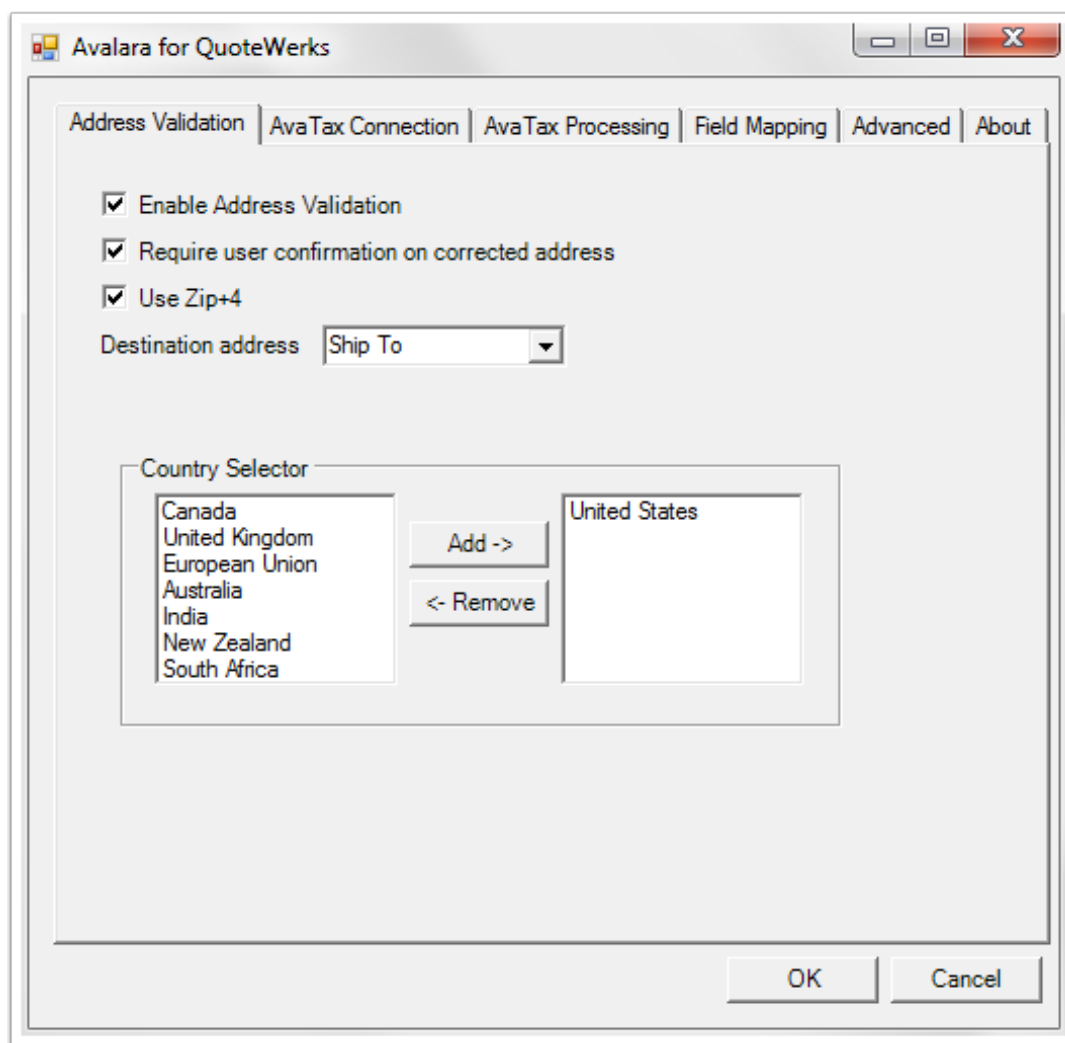

Address Validation

Once the installation of Avalara for QuoteWerks is complete, you may now configure Address Validation

Configure Address Validation

1. Navigate to **Tools** > **Avalara for QuoteWerks** (This will launch the Avalara for QuoteWerks administration window)
2. Select the **Address Validation** tab (Each option has a tooltip if you hover over the text)
3. Choose to **enable** or **disable** Address Validation
4. Choose to **enable** or **disable** the user confirmation of corrected address (Disabling this option will automatically accept the corrected addresses)
5. Choose to validate at the 5 digit or the +4 zip level

6. Choose the **Destination Address** used for both address validation and as the destination used in tax calculation. Most states tax based on destination.
7. Add or Remove countries to be included in the address validation (United States addresses are validated against the USPS database. Canadian addresses are validated through Avalara and require an active account)
8. Add or Remove countries to be used in the global tax calculations (Address validation is only available for US and Canada, tax Calculations are available in many other countries)

Test Address Validation

1. Open or Create a quote
2. Add a Destination Address (In US or CA)
3. Click Save

If your install and configuration was successful, you should either receive a prompt to accept or reject a corrected address OR observe that the address has been corrected, depending on your settings. One quick way to confirm that it is working is to observe that all corrected addresses are returned in uppercase.

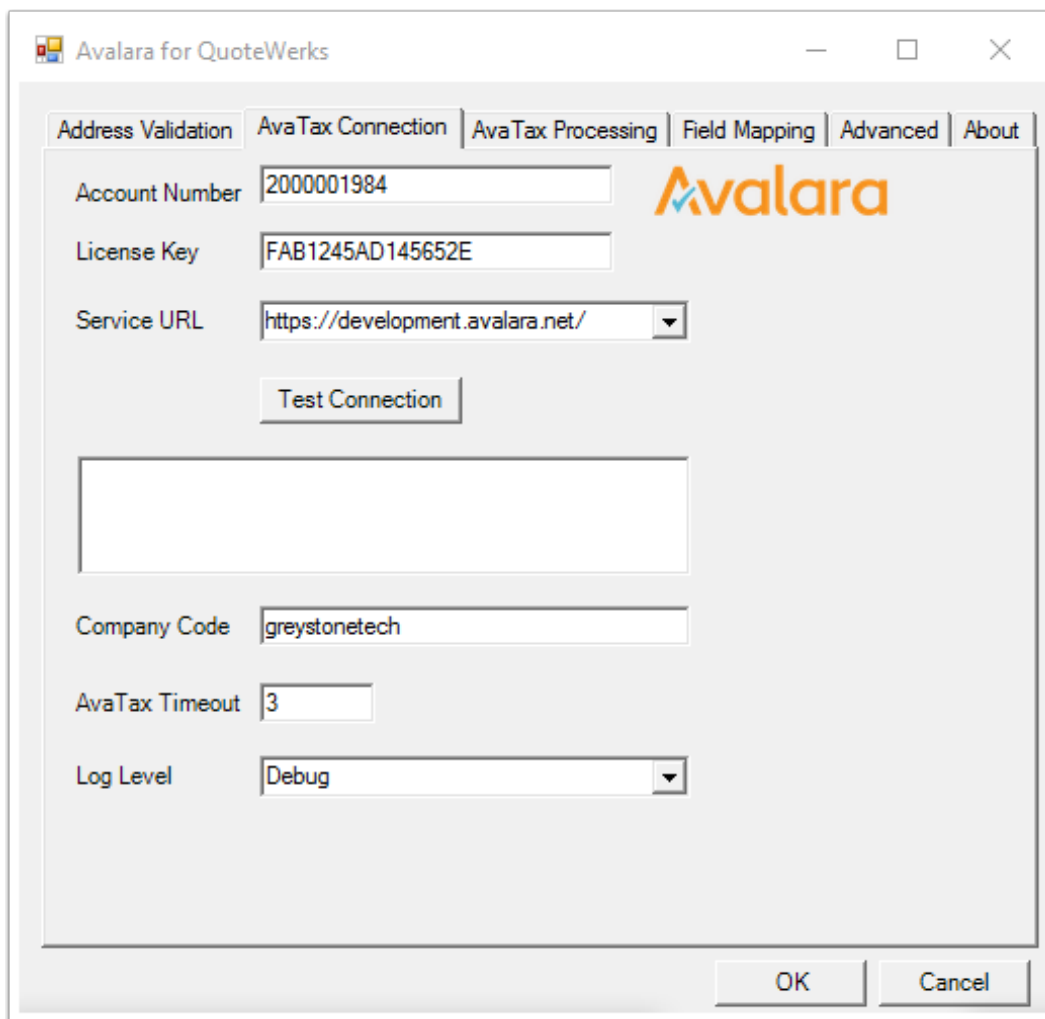## Sales Tax Automation through Avalara AvaTax

In order to continue, you must have an Avalara AvaTax account and should have set up your company's tax profile in the Avalara admin. Visit https://www.avalara.com to complete this step.

You need the following handy to continue:

- Your Avalara Account Number
- Your Avalara License Key
- Your Avalara Company Code (configured in Avalara admin site below)
- Avalara Admin (production): https://admin-avatax.avalara.net/login.aspx

1. Configure AvaTax Connection

1. Navigate to **Tools** > **Avalara for QuoteWerks** (If Avalara for QuoteWerks is not a menu option, repeat **Adding Menu Items in QuoteWerks** in this setup Guide)
2. Select the **AvaTax Connection** tab
3. Enter your **Avalara Account Number**
4. Enter your **Avalara License Key**
5. Select the **Service URL** (Use https://avatax.avalara.net for production, and https://development.avalara.net for development/sandbox)
6. Click **Test Connection** (This should result in "**Configuration validated successfully**", if it doesn't see the Troubleshooting section of the setup Guide)
7. Enter your **Company Code**
8. Click **Ok** to save your settings

2. Configure AvaTax Processing

1. Navigate to **Tools** > **Avalara for QuoteWerks** (If Avalara for QuoteWerks is not a menu option, repeat **Adding Menu Items in QuoteWerks** in this setup Guide)
2. Select the **AvaTax Processing** tab
3. Enable tax **rate lookup**
4. Enable AvaTax document commit and choose whether to **commit the document as a record in AvaTax** on Convert to Order or Invoice. If you are invoice is being committed to AvaTax in another system, deselect this option.
5. Select your **Currency** used in QuoteWerks
6. If shipping or providing services globally and VAT IDs are required, check the **Acquire VAT ID From** box and select the field that may contain the Buyers VAT ID. The VAT ID is visible in AvaTax on each global transaction
7. Select the **QuoteWerks field** desired to map to the Item Code in AvaTax. This field is often the key to applying tax rules and rates set in the **Avalara Admin Console**
8. Create any desired **Tax Code Mappings**. Creating tax code mappings in the Avalara Admin console is preferred as they will apply across multiple connectors. This table allows for extra flexibility if necessary
9. Choose the checkboxes that are appropriate for your business (Each option has a tooltip if you hover your pointer on the text)
10. Enter the **Origin Address** (This may be your place of business or a shipping fulfillment center). Origin Address is REQUIRED. Country is Optional in the US.
11. Click **Ok**

Avalara for QuoteWerks

Address Validation | AvaTax Connection | **AvaTax Processing** | Field Mapping | Advanced | About

☑ Enable AvaTax Rate Lookup

☑ Enable AvaTax Document Commit on Convert To : [INVOICE ▼]

Currency Code [USD ▼] ☐ Add EU VAT message to line Notes

☐ Acquire VAT ID from : [SoldToCompany ▼]

Item Code [ManufacturerPartNumber ▼]

Tax Code Mapping

	QuoteWerks Field	Value	Tax Code	
	ItemType ▼	Maintenance	SC100502	
	ManufacturerPartN... ▼	Cloud Licenses	SW05400	
	Description ▼	*warranty*	SW019478	
	InternalPartNumber ▼	Managed IT Service	SI086690	
▶	ItemType ▼	Custom Software	SC09000	▼

Origin Address

Address Line 1 [3801 E Florida Ave] State/Region [CO]

Address Line 2 [#815] Postal Code [80210]

City [Denver] Country [US]

[OK] [Cancel]

OPTIONAL - Custom Field mapping

If you don't have any other integrations using custom fields, then you can leave the defaults and skip this step

1. Navigate to **Tools** > **Avalara for QuoteWerks** (If Avalara for QuoteWerks is not a menu option, repeat **Adding Menu Items in QuoteWerks** in this setup Guide)
2. Select **Field Mapping** tab
3. Change the custom field mapping to the allowed custom fields (This is valuable if you are already using another addon)
4. If using Avalara CertCapture, set the **customer_code** to the field on the quote that contains the exact customer code mapped in CertCapture. Optionally, you may want to use the **certcapture_marker** field to signal to sales reps that the quote was marked exempt automatically by CertCapture.
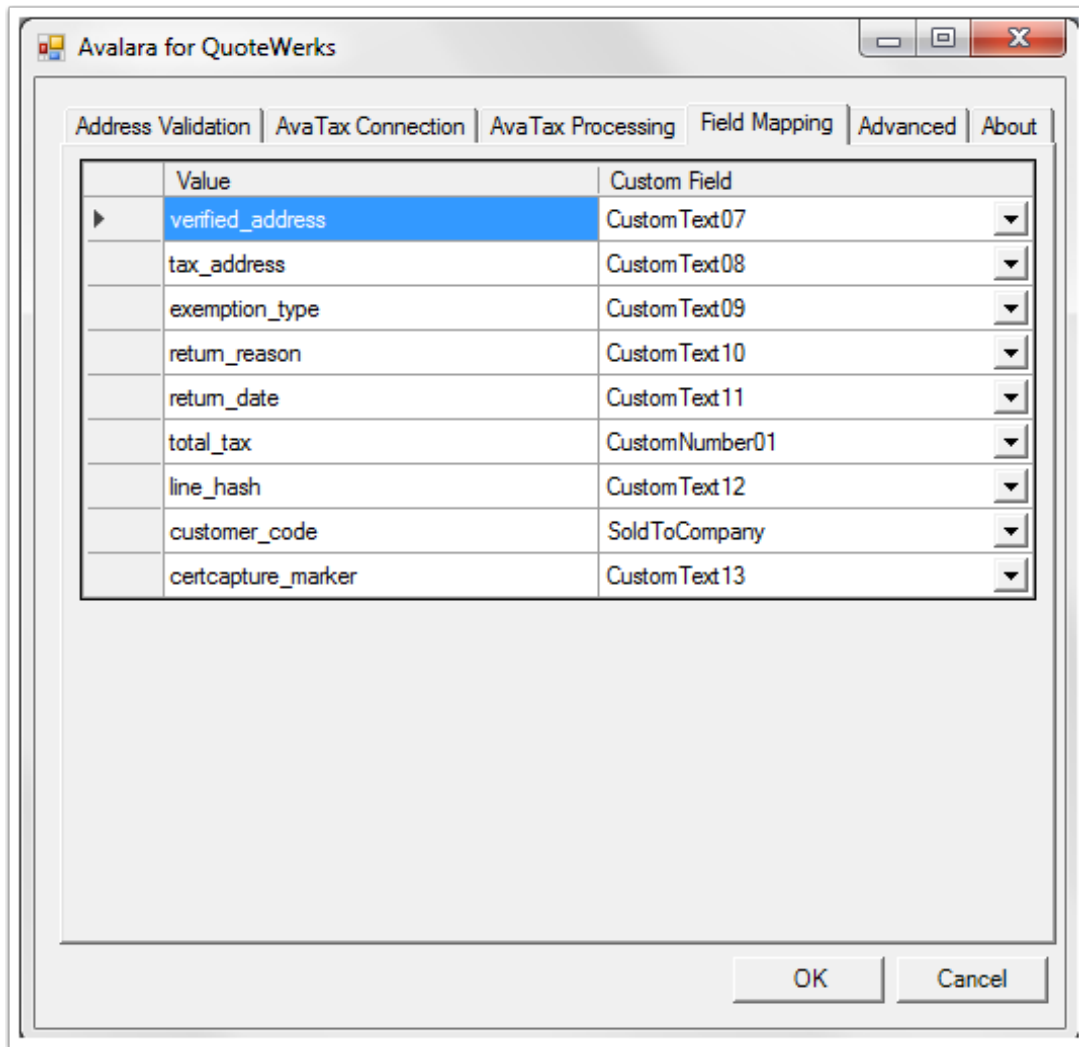
OPTIONAL - Custom Field names

Make sure you are logged in as a user with QuoteWerks Master Rights (If unsure see **Verify Permissions** under **Adding Menu Items in QuoteWerks**)

1. Open any Quote, Order or Invoice
2. Click on **Custom tab** (The below field designations may differ if you make changes to the **Custom Field mapping**)
3. **CTRL + double-click** the field CustomText07 to rename it to "**Address Validated**"
4. **CTRL + double-click** the field CustomText08 to rename it to "**AvaTax Validated**"
5. **CTRL + double-click** the field CustomText09 to rename it to "**Exemption Type**"
6. **CTRL + double-click** the field CustomText10 to rename it to "**Return Note**"
7. **CTRL + double-click** the field CustomText11 to rename it to "**TaxCalc Date**"

8. If you are using multiple tax rates on a single document feature:
   a) **CTRL + double-click** the field CustomNumber01 to rename it to "**Total Tax**"
   b) **CTRL + double-click** the field CustomText12 to rename it to "**Line Hash**"
9. If you are using Avalara CertCapture:
   1. **CTRL + double-click** the field CustomText13 to rename it to "**CertCapture Marker**"

Send a Test Transaction

Now that you have completed Installation and Configuration, you are ready to send a test transaction.

1. Prior to sending your first transaction, close and reopen QuoteWerks
2. Open **Avalara admin site** so you can view the test transactions

   a) Development: **https://admin-development.avalara.net/login.aspx**

   b) Production: **https://admin-avatax.avalara.net/login.aspx**
3. In **QuoteWerks**, create or open a **Quote** or **Order**

4. Add **line items**
5. Add a **destination address**
6. Click **Save** If enabled, you should see address validation occur.

   If Tax Rate Lookup is enabled, you should also see the Tax Rate field updated with the appropriate tax rate for this quote according to your Nexus settings in Avalara

   OPTIONAL - Perform your desired quote/order approval workflow such as approving through QuoteValet
7. In **QuoteWerks** with your quote or order open, choose **File** > **Convert to Invoice** Your INVOICE should now be committed into Avalara. Note that only invoices are stored. **Quotes** and **Orders** are **not saved** in Avalara unless you change the default document commit setting from INVOICE to ORDER
8. Select the Transactions tab within the **Avalara admin site** to verify that the transaction has transmitted successfully.

You have completed the installation and basic configuration! To learn more, check out the User Guide section below. It contains the detailed workflow logic and more on how to enable Advanced features like allowing complex tax rates, Etilize mapping, managing tax exempt customers and setting up taxability rules.

Troubleshooting Tips & Implementation Notes

1. Logs

If an error or unexpected behavior occurs, review the log file (ConnectTaxQW.log) located at your chosen install path. Here is an example log location:

```
C:\Applications\ConnectTaxQW\ConnectTaxQW.log
```

b) If the Log Level in the Admin is set to Debug, additional logs are generated in the same location that contain detailed Avalara request/response transaction logging.

2. Network Install

If QuoteWerks is installed in a network install configuration where multiple users are sharing the same QuoteWerks installation (i.e. Terminal Server, Citrix, etc.) Avalara for QuoteWerks need only be installed once on the machine where QuoteWerks is fully installed.

3. Tax Codes

QuoteWerks supports tax codes of YES and NO at the **line item level**.
To use more granular tax codes in Avalara, import your product catalog through the Avalara Admin console. Through your product catalog import, you may choose the Manufacturer Part Number, Vendor Part Number, Item type or Internal Part Number in QuoteWerks to be mapped to the Item Code in Avalara in order to apply the appropriate tax code.

For example, if the QuoteWerks tax code is set to "Y", and AvaTax returns that an item is not taxable, then the module will update the QuoteWerks tax code for that line item to "N". AvaTax has the ability to apply different rates for each line item. See the Multiple Rates section for more information on how differing tax rates may be automatically applied at the line item level, rather than at the quote level.

In addition to the Tax Code mapping in the Avalara Admin Console, you may choose to map Etilize categories to tax codes or set more general tax rules in the Avalara for QuoteWerks Tax Code Mapping table. This allows a greater level of flexibility to set tax codes based on many different fields in QuoteWerks. It also allows the use of wildcards ('starts with', 'ends with', 'contains'), that may be used to set tax codes sent to Avalara for broader groups, categories or items with similar descriptions. Detailed instructions are included in the User Guide section.

4. Tax Rate Lookup button

If your company is using the QuoteWerks Real-time Data Module, you have a Tax Rate Lookup button on the Sales Info tab that uses the QuoteWerks module and NOT the Avalara service. It is advised to discontinue using that button because the associated tax rate is already obtained and applied more accurately at the rooftop level by the AvaTax service. Furthermore, it is one less item to remember and a few less clicks for quote preparers.

5. Security

Access to the administration of Avalara for QuoteWerks can be controlled by selecting the users that should see the Avalara for QuoteWerks menu item. The functionality of the module will still always work for all users.

6. Quickbooks Users

If using Quickbooks Interactive Link Setup in QuoteWerks, there are special considerations.

1. In the Sales Tax tab of the Quickbooks setup, make sure that **I do not charge sales tax in Quickbooks** is checked. This option bypasses the Quickbooks functionality in order to benefit from AvaTax.

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2. In QuoteWerks, navigate to **Tools** > **Avalara for QuoteWerks** and check the **Convert tax rate to line item after AvaTax Commit**. Configure custom line item fields to correspond to the Mappings tab in the Quickbooks Interactive Link Setup screen. In most cases, you will want to set Manufacturer Part Number Value to a Quickbooks item name that corresponds to a QuickBooks liability account.

7. Shipping Taxability

Avalara will set the shipping in QuoteWerks to taxable or not taxable based on the shipping taxability rules for origin and destinations on a geographic basis. The shipping taxability is updated by Avalara upon shipping selection, while saving and on conversion of a quote/order to an invoice.

If using Multiple Rates functionality, shipping taxes are included in the tax calculated. Note that some tax jurisdictions only partially tax shipping. Shipping that is partially taxable is correctly handled when Multiple Rates functionality is turned on.

8. Global Tax Compliance

Avalara offers tax compliance for many countries globally. Calculations for a given country/region are enabled by adding them via the Country Selector box in the Avalara for QuoteWerks Admin. Remember to set your currency code and the field to acquire the VAT ID from on the AvaTax Processing tab. The country on the Destination address is sent to AvaTax. There are some built in country name to country code mappings, but if AvaTax returns "Invalid Country", a quick workaround is to set the Destination country equal to the ISO Alpha-2 Code for your country found here: http://www.nationsonline.org/oneworld/country_code_list.htm

Intra-EU and other global interstate tax calculations are applied correctly in QuoteWerks. EU VAT Reverse Charge messages are also optionally displayed on appropriate line items.

9. A note about Nexus
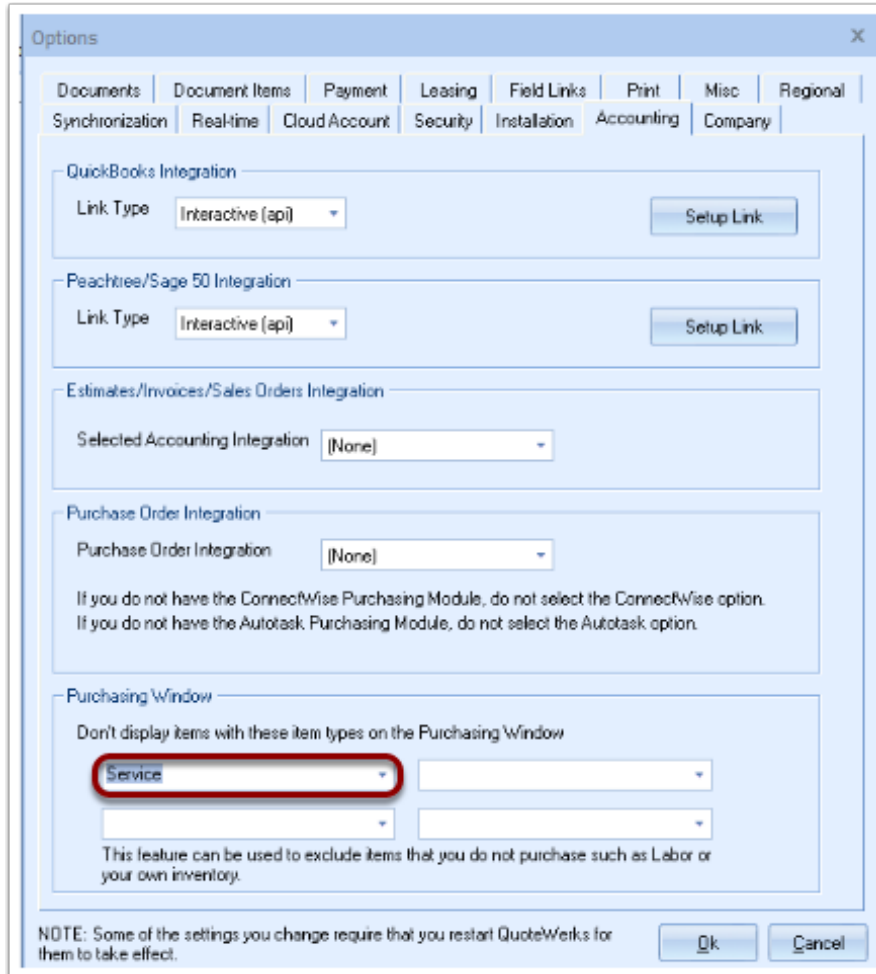
Nexus is generally defined as geographies where your business has a physical presence. It can get more complex, but the important point to remember is that in order for AvaTax to return tax rates, you have to set your Nexus settings in the Avalara Admin Console. https://admin-avatax.avalara.net/login.aspx . If you are seeing 0% tax rates being returned on certain quotes, that might mean you have no nexus in that geography or you have yet to properly set up your nexus settings within Avalara.

10. Purchasing Window

If allow mutliple rates is enabled, you may want to filter the sales tax line item out of the purchasing window.

1. Go to **Tools** > **Options** > **Accounting**
2. Add **Service** to the **Purchasing Window** dropdowns

11. Optional Items in QuoteValet

If using Multiple Rate functionality in conjunction with Optional items in QuoteValet, tax is only displayed on items that are selected at the time the quote is uploaded to QuoteValet. If a customer selects additional items to purchase on the quote, the tax amount is **not** automatically updated without the quote preparer re-uploading the quote. If this is your scenario, please contact connecttax@greystonetech.com as there is a workaround by making an update to your QuoteValet templates.

12. Exemption Code from ConnectWise (and other CRMs)

One way to automate making quotes tax exempt, if you are not using Avalara CertCapture, is to get the exemption code from your CRM. Below are the steps specific to ConnectWise. So many customers are doing this through CW that we figured it was time to add an implementation note on it. Configuration of other CRMs (AutoTask, Dynamics, etc) is usually possible too and follows a similar pattern as below, though it may involve using a custom field in the CRM. Here are the steps for ConnectWise:

1. In ConnectWise, update the Setup Tables to create Tax Codes for each type of tax exempt organization you service, per [Avalara's list of Entity/Use Codes](#). The Tax Code should equal the Exemption Reason (i.e "Federal Government") and the Name field must be equal to the Entity/ Use Code, which is usually a single character (i.e. "A"). Although this seems counter-intuitive, this is necessary to sync the right data. Add a Tax Code for each type of exemption you need according to Avalara's list of codes.
2. In ConnectWise, go to a Company that should be exempt and click on the Company Finance tab. In the Finance Details section, observe that the Tax Code drop down now contains all your new Tax Codes / Exemption Reasons. Select the appropriate Tax Code value.   Note if you have the ConnectWise Avalara integration enabled, you may also see this same info in the Entity Type field.
3. Repeat step 2 for each tax exempt company in Connectwise. Steps 1,2,3 might take an hour or more, but automation is hard work!
4. In QuoteWerks, go to Tools > Avalara for QuoteWerks > Field Mapping. Take note of the custom field you have mapped for exemption_type. The default is CustomText09.
5. In QuoteWerks, go to Contacts > Setup Contact Manager > ConnectWise > DataLink Setup.   These steps assume you already have an active Datalink.
6. Select Create a New Mapping.
7. For the Event trigger, select RetrieveShipTo (or BillTo/SoldTo if the Destination Address is not ShipTo). For External System, select ConnectWise.
8. Select Read Into QuoteWerks
9. For External System Field, select Company->taxCode
10. For QuoteWerks Field, select the custom field you have mapped to exemption_type (from step 4 above).
11. TEST.
    1. Create a new quote, pull in an exempt customer from ConnectWise and observe whether the Custom tab on the quote was updated with the Entity/Use Code (usually single char).
    2. Save the Quote. If Avalara for QuoteWerks is configured to lookup tax rates, it will send the Entity/Use Code as part of the transaction to AvaTax and return the exempt tax calculation. If managing tax as a line item and AvaTax returns full tax exemption (not partial), then the description of the tax line will include "TAX EXEMPT"

User Guide

This section explains important details on the features and workflow logic in use by Avalara for QuoteWerks. For guidance on specific administration options, open the Avalara for QuoteWerks administration window and read the tooltips. For additional assistance, contact connecttax@greystonetech.com

Address Validation

Address validation checks your destination address against to ensure accurate shipping and billing. The default is to check the shipping address, but it may be configured to verify the ShipTo, BillTo or SoldTo addresses in QuoteWerks. The Destination Address chosen for validation is also the destination address sent to AvaTax for tax calculation. In some states as determined by Avalara, the origin address which is set in the AvaTax Processing admin tab, is used instead as the determining factor for tax rates applied. A particular address is validated once per document. This occurs when a user saves, adds shipping information or converts the document to an invoice. For example, if the ShipTo address is validated then a user updates the address to something different, the new address will also be validated. If the user then adds 5 new line items and saves after each line item added, the system knows it has already validated that address, so there is no need to re-validate.

If only Unites States address validation is enabled, then all validations occur through the USPS database. If Canada is enabled, then ALL address validation occurs through the Avalara address validation service.

AvaTax Rate Lookup

If enabled, tax rate lookup automatically retrieves and sets the tax rate on a quote in QuoteWerks according to taxing rules and nexus settings in the Avalara Admin Console. This action occurs when a quote is saved, a shipping selection is made, a customer is marked tax exempt or a document is being converted to an invoice. In order for the event to trigger a call to Avalara, there must be a destination address on the document. Similar to the address validation workflow, the system only updates the rate associated to a particular address once. This is true unless there is a reason to reach back out to Avalara like if the customer is marked tax exempt or a shipping selection is made. International VAT tax rate lookup and tax calculations are also supported for many countries across the globe. If your desired country/region is not listed, contact connecttax@greystonetech.com to have it added

If you default all your QuoteWerks tax codes to "Y", then AvaTax becomes the source of truth on whether an item is taxable and at what rate (if Multiple Rates is ON). If an item is taxable, the tax code will remain "Y" and it will be taxed at the rate returned for that geo-location. If there are rules or item

code mappings in the Avalara Admin Console that designate an item or shipping charge as not taxable, then the connector will set the tax code to "N" in QuoteWerks so that the item is not taxed.

If your products require the use of multiple tax rates on a single quote, see the Multiple Tax Rates section below.

AvaTax Document Commit

If enabled, the commit to AvaTax is the final step for a QuoteWerks document. In AvaTax, this commits the document as type SalesInvoice, meaning it will now be part of your tax owed and included in your tax filing if you have that Avalara service enabled. The AvaTax Document Commit action occurs when you "Convert to Invoice" in QuoteWerks. Once you Convert to Invoice and the document is committed to AvaTax, no more changes are sent to AvaTax for that document. If you have multiple Avalara connectors and you invoice through another system, then you will likely choose to disable this option because you only want to commit the invoice to Avalara from one system.
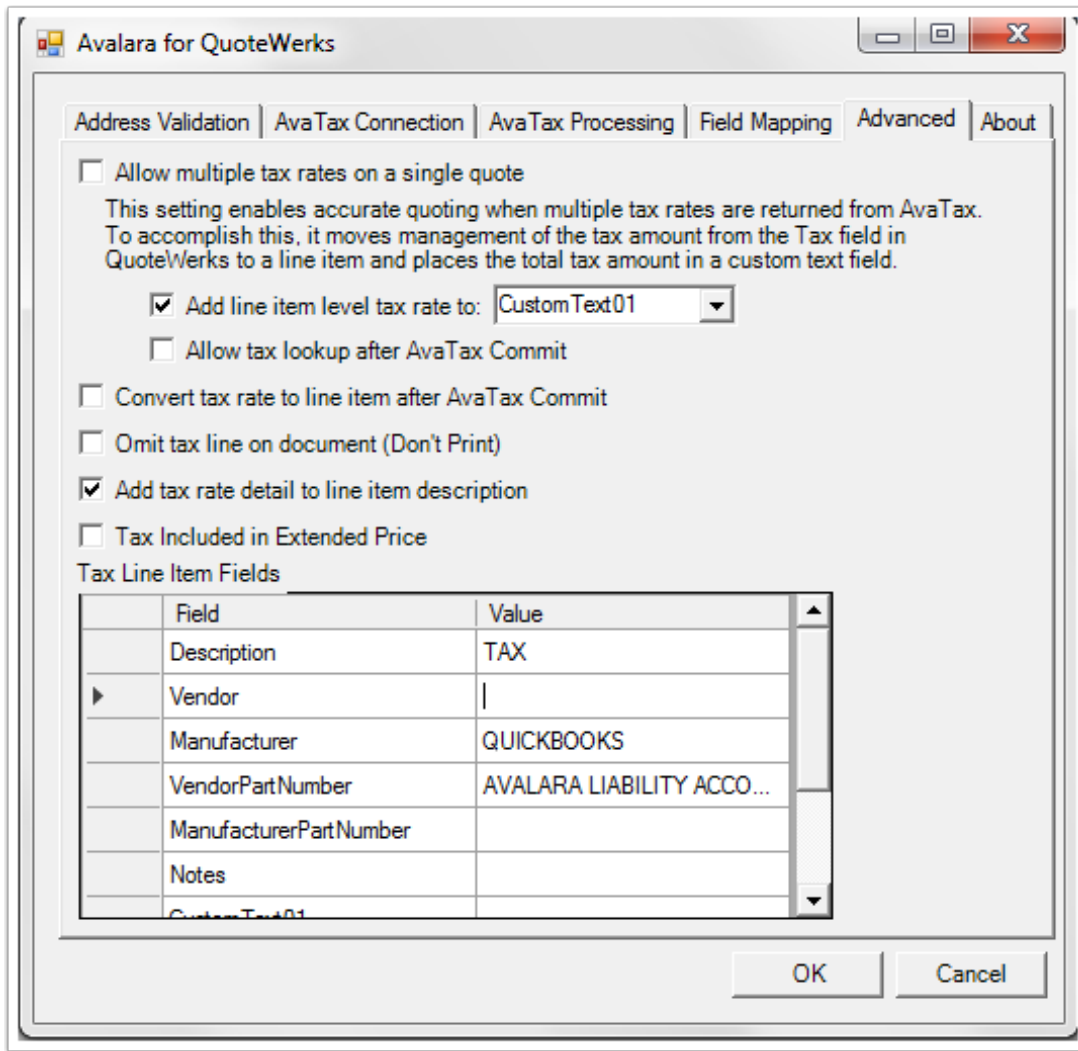
Multiple Tax Rates on a Quote

Customers may choose to enable the ability to have more than one tax rate on a single QuoteWerks document (quote, order, invoice). For example, products may be taxed at 9% and services at 4% but you would like these items to be quoted and invoiced together. To accomplish this feature, management of the total tax amount is moved from the Tax Amount field in QuoteWerks to the last line item on the document denoted by a description of "Sales Tax". The amount is updated anytime a relevant change is made to the document. The total tax amount is also continually updated on the document level in a custom field designated through the Avalara for QuoteWerks admin. This field defaults to CustomNumber01, but can be changed in the Avalara for QuoteWerks administration Field Mapping tab. If you use quote templates, the Tax Amount field on the template should be replaced with the appropriate document level custom field or you may want the tax just to appear as a line item.

By turning this feature on, customers also gain accurate taxing when items are partially taxable. For example, some services in California are half taxable and shipping is partially taxable in some cases in Colorado.

Below are some pre-requisite questions to think about when enabling Multiple Rate functionality and managing sales tax as a line item.

- Do you have a need to enable multiple tax rates on a single quote? Do you do business in jurisdictions where different products and services may be taxed differently?
- Do you have quote templates that may need to be updated? QuoteValet templates?
- Do you have an Item/Category to tax code mapping that is or needs to be configured?

How to Enable Multiple Tax Rates

1. Make sure you have configured or uploaded your product catalog and/or tax rules into AvaTax. In the AvaTax Admin Console, it's under **Organization** > **CompanyName** > **Items** . You may also set rules in the Tax Rules tab
2. If using Tax Code Mapping within Avalara for QuoteWerks, it is accessed in QuoteWerks through **Tools** > **Avalara for QuoteWerks** > **AvaTax Processing**
3. Also in the AvaTax Processing tab, make sure the ItemCode sent by Avalara for QuoteWerks maps to the Item codes you have defined in the AvaTax Admin console

Test Drive #1! Even though you have not updated your quote templates, you can turn it on for a few test quotes. You may want to tell others to vacate QuoteWerks while you are testing.

1. Select **Tools** > **Avalara for QuoteWerks** to launch the admin

2. On the **Field Mapping** tab, make sure **total_tax** and **line_hash** are mapped to fields that are not in use by any other QuoteWerks integrations.
3. On the **AvaTax Processing** tab, make sure **Enable AvaTax Rate Lookup** is checked
4. On the **Advanced** tab, check **Allow multiple rates on a single quote**

NOTE - This is mutually exclusive with the Convert tax rate to line item setting. Allowing multiple rates manages the tax as a line item for all stages of a QuoteWerks document. Convert to a line item makes the change only after "Convert to Invoice" is selected.

OPTIONAL – Add tax rate to each line item as a reference
a) On the Advanced tab, check the "Add line item level tax rate" checkbox to log the individual line item tax rates in a particular line item field. This is valuable if you or your customer is curious which line items were taxed at one rate and which were taxed at another. This field is for user reference only.

OPTIONAL – Set custom fields specific to the Sales Tax line item
b) On the Advanced tab, set any Custom Line Item fields to populate in the Sales Tax line item.

Update Quote Templates, QuoteValet, and related settings

Consider your quote templates and how you want them to display to your customers. Do you prefer the tax as a line item or as a distinct value after the SubTotal?

- If you prefer tax as a line item

    Edit your quote template and remove the Tax Amount field. Adjust your template as necessary to reposition fields and layout.

- If you instead prefer tax as a distinct value after the SubTotal or otherwise separate from the line items, complete the below steps
    1. In QuoteWerks, select **Tools** > **Avalara for QuoteWerks** > **Advanced**
    2. Unselect the **Print Line** checkbox (This will prevent the Sales Tax line from printing on the template)
    3. Click **OK**

Replace the Tax Amount field on your quote template

1. While editing your quote template > **Right Click** > **Insert Data Field**, then select the mapped "**total tax**" field (CustomNumber01 or selected field in Avalara for QuoteWerks Field Mapping)
2. Click **OK**
3. **Drag** the new item to the desired position on the template, replacing the Tax Amount
4. **Right Click** the new tax field and check the properties to make sure the Summarization Type = Value
5. **Remove** the old Tax Amount field

Replace the SubTotal on your quote template

1. While editing the quote template > **Right Click** > **Insert Formula Field** > choose the **SubTotal (minus) CustomNumber01** (or your mapped "total tax" field)
2. Click **OK** (This will properly subtract the tax from AvaTax that takes into account multiple rates from the SubTotal in QuoteWerks)
3. **Edit** Properties to make sure the Summarization Type = Value
4. **Remove the old SubTotal field**

Update QuoteValet Templates

1. In QuoteWerks, choose Tools > Options > Cloud Account > QuoteValet Setup
2. On the Templates tab, select the Template Type and the Template of your choice. At this point, make a backup of the template by copying the current Template HTML to a text file.
3. Replace "**DH_TotalTax**" with "**DH_CustomNumber01**" or the selected field you have mapped to TotalTax in the Avalara for QuoteWerks Field Mapping tab. The HTML line should change from **[DH_TotalTax:f=1]** to **[DH_CustomNumber01:f=1]**
4. Replace "**DH_SubTotal**" with the below script. The HTML line should change from **[DH_SubTotal:f=1]** to the following:

```
<script type='text/javascript'>
subTotal = [DH_SubTotal];
totalTax = [DH_CustomNumber01];
newSubTotal = (subTotal - totalTax).toFixed(2);
document.write("$" + newSubTotal);
</script>
```

OPTIONAL - Custom Field name changes

1. Make sure you are logged in as a user with QuoteWerks Master Rights
2. **Open** any **Quote**, **Order** or **Invoice**
3. Click on the **Custom** tab
4. **CTRL + double-click** the field CustomNumber01 (or your selected mapped field) to rename it to "**Total Tax**".
5. **CTRL + double-click** the field CustomText12 (or your selected mapped field) to rename it to "**Line Hash**". (The Line Hash allows Avalara for QuoteWerks to detect when relevant line item changes are made so the module only triggers a call to AvaTax when necessary)

Send several test transactions

1. Follow the steps from the **Send a Test Transaction** section above

2. Note that the QuoteWerks tax rate gets set to **0%** and the tax amount is continually updated as we detect relevant line item, shipping or address changes.
3. Test your typical and corner case scenarios:
   i. Different product and service categories (labor, training, maintenance, etc) together.
   ii. Grouped / Bundled items
   iii. Certain Item codes or tax codes you want to validate
   iv. Tax exempt customers
4. Check the rates returned in the line item level tax rate reference field or in the logs to make sure it matches what you expect.
5. On any QuoteWerks document, click on the **Custom** tab and ensure that the **total_tax** and **line_hash** fields are being populated.

Test your updates to your Quote templates and QuoteValet templates.

If you have questions, comments or need help with configuration, please contact Avalara Support or email the connector creator at connecttax@greystonetech.com

Etilize & General Tax Code Mapping

Part of the AvaTax implementation process is making sure that your product categories are mapped correctly to ensure the right taxability rules and rates are applied. This is typically achieved through the Avalara Admin Console. In some cases, you may prefer to create a rule within the Avalara for QuoteWerks connector to specifically set the tax code on the transaction prior to sending it to AvaTax. This feature gives the flexibility to choose from many different fields in QuoteWerks as the determining factor for which tax code to apply. For example, a given entry might logically say, "If the designated QuoteWerks field is equal to 'Service', set the tax code to S100000". The below steps explain how to configure tax code mapping for a typical configuration if using Etilize categories.

The tax code mapping table also supports the use of wildcards, using the asterisk (*) character. This means that the Value of the designated field in QuoteWerks that is determining the tax code applied may either start with, end with or contain the specified value. In the case of Etilize mapping, for example, this is useful because it allows companies to handle the scenario of taxing warranties correctly in states that apply different tax law to warranties. Tax code mapping is not case sensitive.

Enabling Etilize Category Mapping

Turn on Category to ItemType field mapping

1. In QuoteWerks, select **Tools** > **Options** > **Real-time** > **Real-time Setup** Set the Default ItemType for Unmapped Categories
2. Select the **Product Content Subscription** tab

3. Set the **Default ItemType for Unmapped Categories** to **Hardware**. This means that every category is considered Hardware unless otherwise specified in our mapping. By setting this default we only have to map a few exceptions.
4. Select **Map to QuoteWerks ItemType** to specify all the category mappings that differ from the default.
5. In the Setup Etilize Category Mapping window, select the **green E** icon to edit the ItemType list.
6. Add **Software** and **Education** ItemTypes and click **Close**.
7. Assign the below Etilize categories to the types you just created. In an upcoming step, the ItemType will determine the tax code assigned. Some states may require and benefit from further delineation of categories.

Etilize Category	QuoteWerks ItemType
Software Licensing	Software
Operating Systems	Software
Software	Software
Software Suite	Software
Services	Service
Education & Training	Education

Run a test to make sure when you add a particular product from Etilize that the ItemType field on the line item is populating with the category you expect.
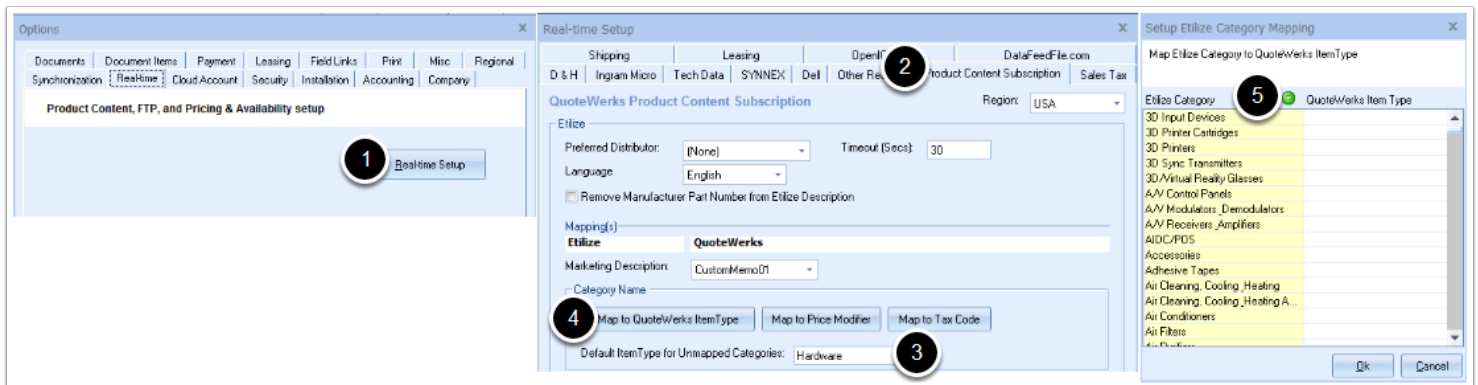
Creating Etilize Category Mapping

Create the Etilize category to tax code mapping.

1. Select **Tools** > **Avalara for QuoteWerks** > **AvaTax Processing**
2. Populate the rows shown below to map Etilize categories to specific tax codes. Your mapping may differ if you choose to create custom categories for the ItemType list or have region specific tax rules. Use a leading or trailing asterisk (*) to set detect Values that 'Start with', 'End with' or 'contain' the specified value.

3. Certain states may require that different or additional tax codes are set. Consult your Avalara Implementation Specialist.

Send one or more test transactions following the steps in the Send a Test Transaction section

1. Verify that any taxability Y/N updates are made
2. If using Multiple Rate functionality, verify the correct rates are being applied

Enabling Avalara CertCapture

Avalara CertCapture is a solution focused on automation of exemption management. Your business can enable document workflow for collection and expiration of exemption certificates, directly from your customers. It is also key in collection of W-8, W-9 and other forms to keep you FATCA compliant and audit ready. For purchase or configuration of the Avalara CertCapture service, please contact Avalara.

From the perspective of the Avalara for QuoteWerks connector, the main goal is to make sure that tax exemption is automatically applied in QuoteWerks. The steps to enable this feature are below.

1. Complete your configuration of CertCapture with an Avalara Implementation Specialist. Take note of the Customer Code set in CertCapture and make sure it exists somewhere in QuoteWerks. If using ConnectWise, AutoTask or another CRM, it can usually be brought in via the QuoteWerks DataLink functions on Contact Record Lookup.
2. In QuoteWerks go to **Tools > Avalara for QuoteWerks > Field Mapping**. For the customer_code field, select the QuoteWerks field that will contain the Customer Code. This may be the company name or could be an ID number for that company.
3. OPTIONAL - Also on the Field Mapping tab, set the certcapture_marker to the field you want to update to let your QuoteWerks users know this customer was marked tax exempt by CertCapture. This is valuable because CertCapture does not use the Exemption Type field, so there is no other indicator on the quote why the sales tax is set to zero.
4. Send a test transaction for a customer that you know is tax exempt.

NOTE: For partially exempt companies (i.e. some manufacturing in California), you must be managing tax as a line item in order for a partial exemption to apply.

Other Features

- **Mark Tax Exempt**: This function allows you to mark a document tax exempt so that tax is omitted. It also sets the exemption type that will be logged in AvaTax. This feature is valuable for audit preparedness even if you are not using Avalara's exemption certificate management service. Partial tax exemptions are also honored for states that grant those certificates. Some businesses choose to automatically populate the exemption status of their customers to the appropriate custom field when the contact record lookup is performed. This is achieved through the DataLink feature in QuoteWerks (Tools > Setup Contact Manager > DataLink Setup).
- **Generate Product Return**: This function creates a new "equal and opposite" quote based on the active QuoteWerks document. All document fields and line items are copied to the new quote, except the Unit Price is made negative. The quote preparer then determines what line items and quantities are being returned. When calls to AvaTax are made, the correct transaction type of ReturnOrder or ReturnInvoice is used to ensure correct categorization in AvaTax. A reference to the original QuoteWerks document is also saved in the QuoteWerks custom fields and in AvaTax to maintain an audit trail. A tax calculation date matching the original document is also used to ensure equal tax is returned in case tax rates have changed since the original invoice.
- **Convert tax to line item**: This feature may be important to you if you are exporting QuoteWerks invoices to an accounting system. If enabled, this function is triggered when Convert to Invoice

is selected. It adds a new "Sales Tax" line item containing the total tax amount on a given invoice and sets the tax rate to zero. There is also flexibility to set a number of fields when the line item is added to help in categorization or notation upon export.

- **Field Mapping** : Avalara for QuoteWerks uses custom fields on the QuoteWerks document to store information. By default the module uses the fields in the table below. On the field mapping tab of the Admin, you may set the fields in use to be almost any desired custom field. This allows flexibility if you have other QuoteWerks integrations that use custom fields. Below is a description of how each field is used.

Field Name	Default	Description
Address_Validated	CustomText07	Allows Avalara for QuoteWerks to detect if the address needs to be validated
AvaTax Validated	CustomText08	Allows Avalara for QuoteWerks to detect if a tax rate has already been retrieved for the current ShipTo address
Exemption Type	CustomText09	Corresponds to the exemption code or type sent to AvaTax
Return Note	CustomText10	If processing a Return, is sent to AvaTax as the Return Reason. Using "Generate Return" button, populates with the original QuoteWerks document number
TaxCalc Date	CustomText11	If processing a Return, is sent to AvaTax as the Tax Calculation Date to ensure the tax being returned to the customer is equivalent to their original tax charged. Relevant as tax laws change over time.
Total Tax	CustomNumber01	If Multiple tax rates on a quote functionality is enabled, populates with the Total Tax amount calculated for that QuoteWerks document.
Line Hash	CustomText12	If Multiple tax rates on a quote functionality is enabled, allows Avalara for QuoteWerks to detect if relevant line item changes have been made necessitating a new calculation by AvaTax

Changelog

What's New in 2.1?

Major Features

- **Validate Any Address:** You may now choose which address to validate and send to AvaTax as the destination address (SoldTo, ShipTo, BillTo)
- **Tax Code Wildcards:** Etilize and general tax code mappings now support wildcards. This allows logic statements like, "if the line item Description contains WARRANTY assign tax code

A" and "if the Item Type starts with INSTALL assign tax code B", maximizing tax code assignment flexibility
- **Commit to AvaTax At Any Stage:** You may now choose when to commit the document to AvaTax, on Convert to Invoice or Order

The Little Things:

- If configured to manage tax as a line item, the description of the tax line item will now include "Tax Exempt" plus the exemption type on fully exempt customers
- The Generate Return button now forces a lookup on save to ensure we get a fresh tax calculation
- Resolved a condition on address validation where the user would approve the address update, but in rare cases, it would not apply the changes
- Resolved a condition where a call to AvaTax could still be made on an invoice that has already been committed as a record
- Resolved a condition where, if managing tax as a line item, optional unselected line items in a group would be incorrectly included in tax calculations.

What's New in 2.0?

Major Features

- **Multiple Tax Rates per Quote**: QuoteWerks documents can now have multiple tax rates on a single quote, order or invoice allowing accurate tax calculations when different categories of products and services have differing tax rates.
- **Partial taxability**: QuoteWerks line items and shipping charges that are partially taxable will now calculate tax correctly on your quote.
- **Etilize Mapping**: Easily map Etilize categories to AvaTax tax codes to derive taxability and tax rates. Set it for your team and forget it.
- **Item and Category Tax Code Mapping**: Use product codes, categories and other fields to derive taxability and category specific tax rates, then automatically have them apply in QuoteWerks.
- **Global Tax Calculations**: In addition to U.S. and Canada, the United Kingdom, Australia, New Zealand, India, South Africa and all countries in the European Union have been added as regions where QuoteWerks users may now automatically apply taxability rules, perform tax calculations and achieve VAT compliance in and between countries. Add more countries and currencies through settings.

The Smaller Stuff

- Avalara for QuoteWerks is now certified with version 5.2 of QuoteWerks.
- Avalara for QuoteWerks is now certified for Global Calculations with AvaTax
- Partial tax exemptions now get applied correctly rather than showing as fully tax exempt. An example case was exemption code "I – Industrial / Manufacturing" in California which now correctly results in partial tax exemption.
- Resolved a scenario on 'Convert to Invoice' where items that had been bundled or converted to groups, whose tax amount was converted to a line item, would result in an incorrect higher tax amount than what was on the quote and order.
- Resolved a condition where Avalara would return an error on really long product descriptions (> 2048 chars).
- In the Avalara for QuoteWerks AvaTax Processing tab, the QuoteWerks ItemType field was added as a valid AvaTax ItemCode. This is in support of Etilize mapping and category to tax code mapping.
- Address verification is now more secure (HTTPS).
- AvaTax will now update the QuoteWerks Tax Code (Y/N) if a particular item is designated by AvaTax as taxable or not taxable for a given shipping address.
- Added admin Tax Included checkbox applied at the quote/document level. This allows businesses to have a pricing strategy designed to be simple for customers where the quoted price is the same as the price paid, tax is already included in the price. Common practice in countries where VAT / GST applies.
- EU VAT Reverse Charge messages can now optionally be displayed on associated line items.

What's New in 1.1?

Major Feature

- Custom Field Mapping: This is the ability to map which custom fields the module uses to store information on a QuoteWerks document. This allows Avalara for QuoteWerks to play nicely with any other QuoteWerks integrations you have configured.

What else is new?

- Zip vs Zip+4 option: An admin option to validate addresses at the 5 digit zip or zip+4 level.
- Converting to Invoice now performs a silent save if converting the tax to a line item, solving a scenario where the sales tax as a line item may not persist.
- Internal Part Number is now an option to send as the ItemCode in AvaTax
- Trigger to call AvaTax on shipping selection now only executes on quotes and orders to avoid changes to an invoice after it is considered a final record.
- Several other changes to improve exception handling and resiliency in strange scenarios.

Version Support

Supported QuoteWerks versions require .NET Framework 4.5 or higher, which is automatically installed with QuoteWerks. The Avalara for QuoteWerks module also requires .NET Framework 4.5 or higher.

QuoteWerks Versions: This software has been tested on

- QuoteWerks v5.0
- QuoteWerks v5.1
- QuoteWerks v5.2
- QuoteWerks v5.3

Operating Systems: This software has been tested on

- Windows 7
- Windows 8
- Windows 10
- Windows Server 2003 SP1 (requires ConnectTaxQW_W2K3.exe)
- Windows Server 2008 R2
- Windows Server 2012 R2