



**CCH<sup>®</sup> SureTax<sup>®</sup>**

# **Magento 1 – CCH<sup>®</sup> SureTax<sup>®</sup> for Magento Extension**

User Guide

August 16, 2016

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# Chapter 1

## INSTALLING AND CONFIGURING THE CCH SURETAX EXTENSION

### Overview

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CCH SureTax provides real-time tax calculations. When an order is placed in Magento, the taxes are calculated and stored in Magento. This ensures that the tax quoted at the time of the sale will be accurate. When an invoice is created in Magento, the taxes are finalized using the original date of sale and stored in CCH SureTax. When a credit memo is created in Magento, the taxes to be refunded are finalized and stored in CCH SureTax. This credit in CCH SureTax uses the date of the original sales order being refunded so that the tax obligations are the same as the time of sale.

### Installation Instructions

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Install the CCH SureTax extension for Magento by doing the following:

#### Notes:

- To use the CCH SureTax extension, you must have an active CCH SureTax account, a client number, and a validation key. For support with your CCH SureTax account, visit [www.suretax.com](http://www.suretax.com).
  - The CCH SureTax extension has been tested with Magento Enterprise Edition version 1.14.2.
1. In Magento, select **System > Magento Connect > Magento Connect Manager** and log in.
  2. Select the **Extensions** tab.
  3. Copy and paste **WoltersKluwer\_SureTax\_Connector** into the Extension Key field.
  4. Click **Install**. A success message displays.
  5. Click **Refresh** to verify that the package successfully installed.
  6. Click **Return to Admin** in the upper right corner.
  7. Log out of the Admin module and log back in to flush permissions.
  8. Select **System > Cache Management**.
  9. Click **Flush Magento Cache**.

# Configuring the CCH SureTax Extension

There are five steps to configuring the CCH SureTax Extension for Magento:

1. Configure the global settings.
2. Configure the website and store information.
3. Configure the customer group information.
4. Configure the customer-specific information.
5. Configure additional fields in Magento.

## Configuring Global Settings

The global information of the CCH SureTax configuration contains information that is applicable across the Magento installation.

To configure global settings, select **SureTax > Global** on the Admin page. When you save the configuration, the connection to CCH SureTax is tested using the URL, client number, and validation key entered. All configuration values are saved, but if an error occurs, you are notified.

Basic Information	
Enable SureTax Calculation *	Yes
Client Number *	00000688 <small>Enter Client Number Provided by SureTax</small>
SureTax Webservice URL *	https://qaapi.taxrating.net/Services/V07/SureTax.asmx <small>Enter SureTax URL to connect to API</small>
Validation Key *	***** <small>Enter Company Validation Key Provided by SureTax</small>
Global Business Unit	Enterprise <small>Enter the Business Unit for transactions</small>
Provider Type *	70 - Retail
Tax Class for Shipping	Shipping
Tax Class for Gift Options	Taxable Goods
Enable Debug Logging *	Yes <small>DEBUG and INFO level logging including API requests and responses will be logged.</small>

- **Enable SureTax Calculation.** Activate the extension for the entire Magento installation by selecting **Yes**.
- **Client Number.** Your CCH SureTax client number, which you get from your CCH SureTax representative. Validated when the configuration settings are saved.
- **SureTax Webservice URL.** Most people will only need the production URL: <https://api.taxrating.net/Services/V07/SureTax.asmx>. If you have a development account, you can use <https://testapi.taxrating.net/Services/V07/SureTax.asmx> for testing. Validated when the configuration settings are saved.
- **Validation Key.** Your SureTax company validation key, which you get from your CCH SureTax representative. Validated when the configuration settings are saved.
- **Global Business Unit.** The business unit that will be sent to CCH SureTax for all transactions from the Magento installation unless a business unit is specified for a website or store. The maximum length of business unit is 20 characters. Reporting within CCH SureTax allows filtering by business unit.
- **Provider Type.** The type of business that will be sent to CCH SureTax for all transactions.
- **Tax Class for Shipping.** The tax class specified in Magento that is mapped in CCH SureTax to a shipping SKU.

- **Tax Class for Gift Options.** The tax class specified in Magento that is mapped in CCH SureTax to a SKU for gift wrapping and printed gift cards.
- **Enable Debug Logging.** Activate the debugging logging for the entire Magento installation by selecting **Yes**. The log file is named suretax.log and is located in the var/log directory of the Magento file structure.

## Configuring Website and Store Information

The Website and Store Information of the CCH SureTax configuration contains information that is applicable to an individual website or store. By default, an individual store is configured the same as the website to which the store belongs. In this case, the settings of the website will be sent to CCH SureTax. If a store is configured differently than the website to which the store belongs, then the settings of the store will be sent to CCH SureTax. If neither the store nor the website are configured, then the global settings will be sent to CCH SureTax. There are no CCH SureTax configuration settings on Store Views.

To configure website and store information, select **SureTax > Website/Store** on the Admin page. All websites and stores in the Magento installation are displayed. Select a website or store to edit the configuration.

**SureTax Website/Store**

Page 1 of 1 pages | View 20 per page | Total 11 records found [Reset Filter](#) [Search](#)

Website ID	Website	Store ID	Store	Enable SureTax Calculation	Use Default Business Unit	Business Unit	Use Default Ship From Address
From: <input type="text"/>	<input type="text"/>	From: <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
To: <input type="text"/>		To: <input type="text"/>					
5	ZWatches	0		Use Global Settings	Yes		Yes
5	ZWatches	6	zwatches	Yes	No	zwatches	No
4	ZStore	0		Use Global Settings	Yes		Yes
4	ZStore	5	ZStore	Use Website Settings	Yes		Yes
3	Second Website	0		Use Global Settings	Yes		Yes
2	testwebsite	0		Use Global Settings	Yes		Yes
2	testwebsite	2	storename	Use Website Settings	Yes		Yes
1	Main Website	0		Use Global Settings	No	ss	Yes
1	Main Website	1	Main Website Store	Use Website Settings	Yes		Yes
1	Main Website	4	store_name_1184927548	Use Website Settings	Yes		Yes
1	Main Website	3	store_name_1955875814	Use Website Settings	No	Toy Store	Yes

- **Enable SureTax Calculation.** Do one of the following:
  - ◆ Select **Yes** to activate the extension for the particular website or store.
  - ◆ Select **Use Website Settings** to allow the activation of the extension for the particular store to always use the setting of the website.
  - ◆ Select **Use Global Settings** to allow the activation of the extension for the particular website to always use the setting of the Magento installation.
- **Use Default Business Unit.** Select **No** if you want to specify a business unit value for the particular website or store. When setting the configuration for a store, select **Yes** to always use the business unit of the website. When setting the configuration for a website, select **Yes** to always use the business unit of the Magento installation.
- **Business Unit.** The business unit that will be sent to CCH SureTax for all transactions from the particular website or store. The maximum length of business unit is 20 characters. Reporting within CCH SureTax allows filtering by business unit. The business unit field is only available if “Use Default Business Unit” is **No**.
- **Use Default Ship From Address.** Select **No** if you want to specify a ship from address for the particular website or store. When setting the configuration for a store, select **Yes** to

always use the ship from address of the website. When setting the configuration for a website, select **Yes** to always use the Magento shipping origin as the ship from address.

- **Ship From Address.** Specify the ship from address of the store or website. The ship from address fields are only available if “Use Default Ship From Address” is **No**.
  - ◆ **Street Address.** Specify up to two lines of the street address for the ship from address.
  - ◆ **City.** Specify the city for the ship from address.
  - ◆ **Country.** Specify the country for the ship from address.
  - ◆ **State/Province.** Specify the state or province for the ship from address.
  - ◆ **Zip/Postal Code.** Specify the zip code for the ship from address.

## Configuring Customer Group Information

There are settings for the CCH SureTax extension that are customer specific. These settings can be specified for a group of customers or for individual customers. By default, an individual customer is configured the same as the group to which the customer belongs. In this case, the settings of the customer group will be sent to CCH SureTax.

To configure customer group information, select **SureTax > Customer Groups** on the Admin page. All customer groups that are configured for CCH SureTax are displayed. Create a new configuration by clicking **Add Group Configuration** and selecting a customer group. Or edit an existing configuration by selecting a customer group in the list.

Dashboard Sales Catalog Customers Promotions Newsletter CMS Reports System **SureTax** Get help for this page

Edit SureTax Configuration For Customer Group Educational Institution Cancel Reset Delete Save Group Configuration

**SureTax Information**

Sales Type Code *	Business customer
Exemption Code *	All Taxes Exempt - Apply no tax or fees
Exemption Reason *	Religious or educational organization

- **Sales Type Code.** The type of customer that is purchasing each item. The values supported by the CCHSureTax extension are:
  - ◆ Residential customer
  - ◆ Business customer
  - ◆ Industrial customer
  - ◆ Lifeline customer
- **Exemption Code.** Specify whether the customers in the group qualify as tax-exempt. The values supported are:
  - ◆ None
  - ◆ All Taxes Exempt - Apply no tax or fees
- **Exemption Reason.** Specify the reason that the customers in the group qualify as tax-exempt.
  - ◆ None
  - ◆ Federal government
  - ◆ State or local government

- ◆ Tribal government
- ◆ Foreign diplomat
- ◆ Charitable organization
- ◆ Religious or educational organization
- ◆ Resale
- ◆ Agricultural production
- ◆ Industrial production/manufacturing
- ◆ Direct pay permit
- ◆ Direct mail
- ◆ Other

## Configuring Customer Information

Individual customers can be configured differently than the group to which the customer belongs. In this case, the settings of the customer will be sent to CCH SureTax.

To set up customers, select **SureTax > Customers** from the Admin page. All customers that are configured for CCH SureTax are displayed. Create a new configuration by clicking **Add Customer Configuration** and selecting a customer, or edit an existing configuration by selecting a customer in the list. Any values specified for a customer are sent to CCH SureTax instead of the values specified for the customer group.

Edit SureTax Configuration For Customer Jordan Smith
Cancel
Reset
Delete
Save Customer Configuration

---

**SureTax Information**

Sales Type Code *	Residential customer ▼
Exemption Code *	All Taxes Exempt – Apply no tax or fees ▼
Exemption Reason *	Foreign diplomat ▼

- **Sales Type Code.** The type of customer that is purchasing each item. The values supported by the CCHSureTax extension are:
  - ◆ Residential customer
  - ◆ Business customer
  - ◆ Industrial customer
  - ◆ Lifeline customer
- **Exemption Code.** Specify whether the customer qualifies as tax-exempt. The values supported are:
  - ◆ None
  - ◆ All Taxes Exempt - Apply no tax or fees
- **Exemption Reason.** The reason that the customer qualifies as tax-exempt.
  - ◆ None
  - ◆ Federal government
  - ◆ State or local government
  - ◆ Tribal government
  - ◆ Foreign diplomat
  - ◆ Charitable organization

- ◆ Religious or educational organization
- ◆ Resale
- ◆ Agricultural production
- ◆ Industrial production/manufacturing
- ◆ Direct pay permit
- ◆ Direct mail
- ◆ Other

## Configuring Magento Fields

Additional fields in Magento should be configured for the CCH SureTax extension.

To configure the default ship from address, select **System > Configuration > Sales/Shipping Settings** on the Admin page. Open the **Origin** accordion and fill in all fields for the address. This is the default ship from address sent to CCH SureTax if an address has not been specified for a website or store, or if a website is configured to use the default ship from address.

**Shipping Settings** Save Config

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**Origin**

Country	United States	[WEBSITE]
Region/State	California	[WEBSITE]
ZIP/Postal Code	93550	[WEBSITE]
City	Palmdale	[WEBSITE]
Street Address	2220 E Palmdale Blvd	[WEBSITE]
Street Address Line 2		[WEBSITE]

**Options**

To configure the base currency, select **System > Configuration > General/Currency Setup** on the Admin page. Open the **Currency Options** accordion, and select **US Dollar** in the Base Currency field.

**Currency Setup** Save Config

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**Currency Options**

Base Currency	US Dollar	[WEBSITE]
<small>▲ Base currency is used for all online payment transactions. Scope is defined by the catalog price scope ("Catalog" &gt; "Price" &gt; "Catalog Price Scope").</small>		
Default Display Currency	US Dollar	[STORE VIEW]
Allowed Currencies	<ul style="list-style-type: none"> <li>Afghan Afghani</li> <li>Albanian Lek</li> <li>Algerian Dinar</li> <li>Angolan Kwanza</li> <li>Argentine Peso</li> <li>Armenian Dram</li> <li>Aruban Florin</li> <li>Australian Dollar</li> <li>Azerbaijani Manat</li> <li>Azerbaijani Manat (1993–2006)</li> </ul>	[STORE VIEW]

**Webservices**

**Scheduled Import Settings**

## Setting Up Products

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The product tax class in Magento is sent to CCH SureTax as the transaction type indicator. These values determine the taxability of products.

Within the Magento Admin, select **Sales > Tax > Product Tax Classes**. Verify that each product tax class in the list has been properly mapped in CCH SureTax.

## Important Notes About the CCH SureTax Extension for Magento

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- Taxes are calculated in CCH SureTax when a sales order is created.
- Tax calculations are based on the shipping address.
- Taxes are recorded in CCH SureTax when an invoice is created.
- All invoices will use the date of the original sales order to calculate the amount of tax to record.
- All credit memos will use the date of the original sales order to calculate the amount of tax to refund.
- Transactions can be identified in CCH SureTax using the Client Tracking field, which uses the sales order number from Magento for the final quote calculation of the sales order and any credit memos. The invoice number from Magento is used for each invoice.
- Default tax reporting in Magento displays tax collected by each tax rule you created in the system. However, when using CCH SureTax, Magento tax rules are typically not used; instead, tax rules and calculations are configured within CCH SureTax. Because of this, Magento's tax report may show there are no Magento tax rules collecting tax. A full tax report is available within CCH SureTax.
- Magento tax rules will be used to calculate taxes if the CCH SureTax extension cannot connect to CCH SureTax or if the extension is disabled for the installation, a website, or a store. In these cases, the Magento tax rules should be configured as described in the *Magento User Guide*.
- If the CCH SureTax extension cannot connect to CCH SureTax during a customer session, the customer experience will continue using the Magento tax rules. No error messages will be displayed. Errors will be captured in the `suretax.log` file.
- Taxes are calculated in CCH SureTax for orders placed with a shipping address within the United States, United States Territories, or Canada. All other orders will use the Magento tax rules to calculate taxes.
- Tax calculations are based on the shipping address. If the shipping address is changed on a sales order when viewing the order instead of editing the order, Magento does not recalculate the taxes. To ensure accurate tax calculations, the sales order should be edited to change the shipping address.
- Magento system configuration settings to display taxes in the catalog are not supported by the CCH SureTax extension. Catalog prices cannot be configured to display real-time taxes.

- Magento system configuration settings to apply discounts after taxes are calculated are not supported by the CCH SureTax extension. Discounts are applied to reduce the tax base prior to the calculation of taxes by CCH SureTax.
- In certain cases, there may be a one cent discrepancy in the amount of tax calculated at the line item level and the amount of tax returned at the invoice level. Further, if multiple invoices are created for the same customer in succession, Magento will distribute this penny between the various invoices. The discrepancy is due to a rounding issue within Magento and is not related to the tax calculations performed by CCH SureTax.
- When there are multiple credit memos for an order, there may be a one cent discrepancy between the amount of tax calculated on the order and the amount of tax Magento can credit on the final credit memo. This discrepancy is due to the rounding of taxes on individual items and is not related to the tax calculations performed by CCH SureTax. If the credit memo cannot be saved because of this difference, a one cent adjustment fee should be added to the credit memo.

## Chapter 2

# USING THE CCH SURETAX EXTENSION

## Configuring Customers

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To accurately calculate taxes on orders for different customers, customers need to be categorized by the type of sales. If customers are exempt from paying taxes, this information needs to be communicated to CCH SureTax. In order to communicate this to CCH SureTax, customers need to be configured in the CCH SureTax extension. See *Configuring Customer Information* on page 5 for instructions on configuring customers.

## Configuring Sales

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Tax calculations are sent to CCH SureTax based on the shipping address. Transactions can be identified in CCH SureTax using the sales order number in the CCH SureTax client tracking field and the CCH SureTax system trace audit number field. If the extension has an issue connecting to CCH SureTax, the Magento tax rules are used to calculate taxes thus continuing the shopping process like normal.

## Shopping Cart

With the CCH SureTax extension enabled, quotes for taxes on items in the shopping cart are calculated by CCH SureTax. The use of CCH SureTax is transparent to the customer. The customer follows the same steps as taken during the Magento shopping experience. Once the customer specifies the shipping address, the tax estimate is calculated and displayed on the screen. Any changes in the shopping cart generate additional requests to CCH SureTax for new tax quotes.

Magento system configuration settings for taxes can be enabled to display quote details and prices on items in the shopping cart including and excluding taxes. This includes item prices, subtotals, grand total, shipping amounts, gift wrapping amounts, and printed card prices.

## Sales Orders

When the sales order is created, a quote request is sent to CCH SureTax to calculate taxes on the sales order. The quote transaction can be identified in CCH SureTax by the client tracking field which will match the sales order number. The details of the tax calculation are stored in Magento for calculations on invoices and credit memos.

Magento system configuration settings for taxes can be enabled to display tax details and prices on items on sales orders including and excluding taxes. This includes item prices, subtotals, grand total, shipping amounts, gift wrapping amounts, and printed card prices.

## Checkout Process

The customer shopping experience during the checkout process does not change with the CCH SureTax extension. Requests for tax quotes are sent to CCH SureTax when changes are made in the checkout process. When the customer places the final order, a final request to calculate the taxes is sent to CCH SureTax with the order number specified in the client tracking field of the request.

## Invoices

Magento allows creation of invoices that total a portion of a sales order or the entire sales order amount. When the invoice is created, a request to formalize the taxes is sent to CCH SureTax. The transaction can be identified in CCH SureTax by the client tracking field which will match the invoice number. The date of the original sales order is used as the date on the finalization request to ensure that the taxes are calculated the same as on the sales order.

Magento calculates the taxes on invoices based on the taxes stored in the database for the sales order. CCH SureTax calculates taxes for the items on an invoice when the request for the invoice is sent to CCH SureTax. If the taxes charged to the customer on the invoice differ from the taxes calculated by CCH SureTax, further action is required:

- When the customer has been charged too much in taxes on the invoice, a tax adjustment is sent to CCH SureTax to adjust the tax obligation.
- When the customer has not been charged enough in taxes on the invoice, the difference is stored in the CCH SureTax extension to be reported on the Transaction Report. See *CCH SureTax Transactions* on the facing page.

Magento system configuration settings for taxes can be enabled to display tax details and prices on items on invoices including and excluding taxes. This includes item prices, subtotals, grand total, shipping amounts, gift wrapping amounts, and printed card prices.

## Credit Memos

Magento allows creation of credit memos that total a portion of a sales order or the entire sales order amount. The CCH SureTax extension creates a credit transaction in CCH SureTax for each individual credit memo. The date of the original sales order is used as the date on the credit memo to ensure that the taxes are calculated the same as on the sales order. The transaction can be identified in CCH SureTax by the client tracking field which will match the sales order number.

Magento calculates the taxes on credit memos based on the taxes stored in the database for the sales order. CCH SureTax calculates taxes for the items on a credit memo when the request for the credit is sent to CCH SureTax. If the taxes refunded to the customer on the credit memo differ from the taxes calculated by CCH SureTax, further action is required:

- When the customer has not been refunded enough in taxes on the credit memo, a tax adjustment is sent to CCH SureTax to adjust the tax obligation.

- When the customer has been refunded too much in taxes on the credit memo, the difference is stored in the CCH SureTax extension to be reported in the Transaction Report. See *CCH SureTax Transactions* below.

Magento system configuration settings for taxes can be enabled to display tax details and prices on items on credit memos including and excluding taxes. This includes item prices, subtotals, grand total, shipping amounts, gift wrapping amounts, and printed card prices.

## Taxes

The CCH SureTax extension obtains all tax calculations from CCH SureTax. The only tax feature from Magento that is used by the extension is the Product Tax Classes. However, these must be properly configured to match the product mappings in CCH SureTax. See *Setting Up Products* on page 7 for instructions on configuring product tax classes.

 **Note:** Proper capitalization of the product tax class as defined in CCH SureTax is required.

If the CCH SureTax extension encounters errors during the processing of taxes or the CCH SureTax extension is disabled for any store, website, or the installation as a whole, the tax rates within Magento will be used to calculate taxes. Ensure that the tax rates are properly configured as described in the Magento User Guide.

## Using Reports

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The Order Taxes report within Magento groups the taxes charged by the tax rate used. Since the CCH SureTax extension does not typically use the Magento tax rates, this report will not display any of the taxes calculated by CCH SureTax. This report will show the subset of taxes collected that were not calculated by CCH SureTax. Detailed reports of taxes calculated by CCH SureTax should be obtained from CCH SureTax.

## Processing with CCH SureTax

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### CCH SureTax Transactions

#### Invoices

The report of CCH SureTax invoice transactions is available through the **SureTax > Transactions > Invoices** menu from the Admin page. The report shows each invoice and, if applicable, information about the transaction sent to CCH SureTax. The transaction report includes the CCH SureTax identification, the status of the transaction in CCH SureTax, the tax recorded in Magento, the tax recorded in CCH SureTax, and any notes about the transaction. The report may be downloaded in either CSV or Excel XML format.

SureTax Invoices

Page 1 of 2 pages | View 20 per page | Total 21 records found

Export to CSV Export Reset Filter Search

Select Visible	Unselect Visible	0 Items selected	Invoice #	Order #	Date	Magento Collected Tax	SureTax Calculated Tax	Difference	SureTax Trans ID	Client Tracking	SureTax Status	Notes	Actions	Submit
			From: To:	From: To:	From: To:									
<input type="checkbox"/>			300000001	300000001	Mar 7, 2016 8:31:45 AM	\$27.45			N/A	N/A	N/A	N/A	<a href="#">View</a>	
<input type="checkbox"/>			100000020	100000053	Mar 23, 2016 10:53:44 AM	\$6.00	\$0.00	\$6.00	2186506	100000020_magento1ee	Finalize_Adjusted	Successfully Posted	<a href="#">View</a>	
<input type="checkbox"/>			100000019	100000052	Mar 23, 2016 10:53:22 AM	\$4.13	\$4.95	-\$0.82	2186505	100000019_magento1ee	Finalize_Payment_Required	Successfully Posted	<a href="#">View</a>	
<input type="checkbox"/>			100000018	100000050	Mar 23, 2016 7:30:39 AM	\$0.00	\$0.00	\$0.00	2186154	100000018_magento1ee	Finalized	Successfully Posted	<a href="#">View</a>	
<input type="checkbox"/>			100000017	100000049	Mar 23, 2016 7:30:14 AM	\$5.19	\$5.19	\$0.00	2186153	100000017_magento1ee	Finalized	Successfully Posted	<a href="#">View</a>	
<input type="checkbox"/>			100000016	100000051	Mar 23, 2016 7:29:52 AM	\$0.00	\$0.00	\$0.00	2186152	100000016_magento1ee	Finalized	Successfully Posted	<a href="#">View</a>	
<input type="checkbox"/>			100000015	100000035	Mar 23, 2016 6:09:14 AM	\$3.60	\$0.00	\$3.60	2185986	100000015_magento1ee	Finalize_Adjusted	Successfully Posted	<a href="#">View</a>	
<input type="checkbox"/>			100000010	100000028	Mar 14, 2016 10:55:52 AM	\$12.96			N/A	N/A	N/A	N/A	<a href="#">View</a>	
<input type="checkbox"/>			100000009	100000030	Mar 14, 2016 10:54:53 AM	\$29.28			N/A	N/A	N/A	N/A	<a href="#">View</a>	
<input type="checkbox"/>			100000008	100000026	Mar 11, 2016 9:25:06 AM	\$1.65	\$3.60	-\$1.95	2186536	100000008_magento1ee	Finalize_Payment_Required	Successfully Posted	<a href="#">View</a>	
<input type="checkbox"/>			100000007	100000026	Mar 11, 2016 9:23:55 AM	\$9.08	\$12.60	-\$3.52	2186541	100000007_magento1ee	Finalize_Payment_Required	Successfully Posted	<a href="#">View</a>	
<input type="checkbox"/>			100000006	100000022	Mar 11, 2016 9:15:39 AM	\$8.25	\$9.45	-\$1.20	2186542	100000006_magento1ee	Finalize_Payment_Required	Successfully Posted	<a href="#">View</a>	
<input type="checkbox"/>			100000005	100000023-1	Mar 10, 2016 11:57:03 AM	\$1.24	\$2.70	-\$1.46	2186543	100000005_magento1ee	Finalize_Payment_Required	Successfully Posted	<a href="#">View</a>	
<input type="checkbox"/>			100000004	100000023-1	Mar 10, 2016 11:54:50 AM	\$16.50	\$19.35	-\$2.85	2186546	100000004_magento1ee	Finalize_Payment_Required	Successfully Posted	<a href="#">View</a>	
<input type="checkbox"/>			100000003	100000019	Mar 7, 2016 10:21:16 AM	\$1.35	\$1.35	\$0.00	2186551	100000003_magento1ee	Finalized	Successfully Posted	<a href="#">View</a>	
<input type="checkbox"/>			100000002	100000013	Mar 6, 2016 9:33:09 PM	\$1.35	\$1.35	\$0.00	2186552	100000002_magento1ee	Finalized	Successfully Posted	<a href="#">View</a>	

The report can be filtered by most fields:

- **Invoice #.** The Magento invoice number
- **Order #.** The Magento sales order number
- **Date.** The date of the Magento invoice
- **Magento Collected Tax.** The amount of the tax stored in Magento
- **SureTax Calculated Tax.** The amount of the tax calculated by CCH SureTax
- **Difference.** A calculation of the difference between the taxes stored in Magento and the tax calculated by CCH SureTax
  - 📄 **Note:** You cannot filter reports by Difference.
- **SureTax Trans ID.** An identification of the transaction in CCH SureTax
- **Client Tracking.** The value that has been saved in the Client Tracking field in CCH SureTax
- **SureTax Status.** An indication of whether the transaction was successfully created or adjusted in CCH SureTax
  - ◆ **Finalized.** Taxes were successfully calculated in CCH SureTax.
  - ◆ **Finalize\_Adjusted.** Taxes were adjusted in CCH SureTax to reflect actual customer payments.
  - ◆ **Finalize\_Payment\_Required.** Taxes were successfully calculated in CCH SureTax, but additional taxes are due.
  - ◆ **Finalize\_Fail.** Calculation request ran into issues and is not finalized in CCH SureTax.
  - ◆ **Adjustment\_Fail.** Tax adjustment request ran into issues and is not finalized in CCH SureTax.
  - ◆ **N/A.** Taxes have not been processed in CCH SureTax.
- **Notes.** Additional information about the processing in CCH SureTax

## Invoices Batch Processing

A group of invoices that have not been processed by CCH SureTax can be sent to CCH SureTax for processing from the transaction report. The purpose of reconciling transactions is to ensure invoices processed using stored taxes within Magento are posted to CCH SureTax. If there is a difference between the tax amount calculated by CCH SureTax and the amount calculated in Magento, tax only adjustments will be posted to CCH SureTax as appropriate. If the amount

returned by CCH SureTax is greater, the under payment will be posted to the SureTax Invoice report. If the amount returned by CCH SureTax is less, then a tax only adjustment will be posted to CCH SureTax.

1. Select **SureTax > Transactions > Invoices** on the Admin page.
2. All invoices that have been successfully processed in CCH SureTax will display the CCH SureTax identifier and show a CCH SureTax status of "Finalized" or "Finalize\_Adjusted".
3. Check any transactions you want to send to CCH SureTax that do not display a CCH SureTax identifier.

 **Note:** You may select a maximum of 20 transactions.

4. Select **Batch Finalize** from the *Actions* drop-down menu.
5. Click **Submit**.

## Credit Memos

The report of CCH SureTax credit memo transactions is available through the **SureTax > Transactions > Credit Memos** menu from the Admin page. The report shows each credit memo and, if applicable, information about the transaction sent to CCH SureTax. The transaction report includes the CCH SureTax identification, the status of the transaction in CCH SureTax, the tax recorded in Magento, the tax recorded in CCH SureTax, and any notes about the transaction. The report may be downloaded in either CSV or Excel XML format.

**SureTax Credit Memos**

Page 371 of 371 pages | View 20 per page | Total 7419 records found

Export to CSV Export Reset Filter Search

Select Visible Unselect Visible 9 items selected

Credit Memo #	Created At	Order #	Magento Tax Refunded	SureTax Refunded Tax	Difference	SureTax Trans ID	Client Tracking	SureTax Status	Notes	Action
300000001	Mar 7, 2016 8:32:08 AM	300000001	\$27.45	\$27.45	\$0.00	2811701	300000001	Finalized	Credit for order 300000001	<a href="#">View</a>
100007391	Jul 12, 2016 6:46:46 AM	100008036	\$0.00	\$0.00	\$0.00	2837002	100008036V102QA	Finalized	Credit for order 100008036	<a href="#">View</a>
100007395	Aug 5, 2016 5:12:20 PM	100008049	\$38.25	\$38.25	\$0.00	2860711	100008049V102QA	Finalized	Credit for order 100008049	<a href="#">View</a>
100007394	Aug 5, 2016 5:19:17 PM	100008050	\$38.25	\$38.25	\$0.00	2860791	100008050V102QA	Finalized	Credit for order 100008050	<a href="#">View</a>
100007396	Aug 5, 2016 5:39:46 PM	100008051	\$0.00	\$0.00	\$0.00	2860845	100008051V102QA	Finalized	Credit for order 100008051	<a href="#">View</a>
100007379	Jun 28, 2016 1:36:20 PM	100008008	\$39.37	\$47.42	-\$8.05	2806372	100008008V102QA	Finalize_Adjusted	Credit for order 100008008	<a href="#">View</a>
100007388	Jul 4, 2016 6:49:00 AM	100008027	\$43.96	\$49.25	-\$5.29	2806706	100008027	Finalize_Adjusted	Credit for order 100008027	<a href="#">View</a>
100007392	Jul 12, 2016 10:49:29 PM	100008038	\$17.39	\$28.79	-\$11.40	2838281	100008038V102QA	Finalize_Adjusted	Credit for order 100008038	<a href="#">View</a>
100007381	Jun 30, 2016 10:45:50 AM	100008009	\$3.30	\$3.30	\$0.00	2806076	100008009V102QA	Finalize_Payment_Required	Credit for order 100008009	<a href="#">View</a>

The report can be filtered by most fields:

- **Credit Memo #.** The Magento credit memo number
- **Created At.** The date the Magento credit memo was created
- **Order #.** The Magento sales order number
- **Magento Tax Refunded.** The amount of the tax stored in Magento
- **SureTax Refunded Tax.** The amount of the tax calculated by CCH SureTax
- **Difference.** A calculation of the difference between the taxes stored in Magento and the tax calculated by CCH SureTax.

 **Note:** You cannot filter reports by Difference.

- **SureTax Trans ID.** An identification of the transaction in CCH SureTax
- **Client Tracking.** The value that has been saved in the Client Tracking field in CCH SureTax

- **SureTax Status.** An indication of whether the transaction was successfully created or canceled in CCH SureTax
  - ◆ **Finalized.** Credit memo was successfully placed in CCH SureTax.
  - ◆ **Finalize\_Adjusted.** Taxes were adjusted in CCH SureTax to reflect actual customer payments.
  - ◆ **Finalize\_Payment\_Required.** Taxes were successfully calculated in CCH SureTax, but additional taxes are due.
  - ◆ **Adjustment\_Fail.** Tax adjustment request ran into issues and is not finalized in CCH SureTax.
  - ◆ **Finalize\_Fail.** Credit memo ran into issues and is not finalized in CCH SureTax.
  - ◆ **N/A.** Credit memo has not been processed in CCH SureTax.
- **Notes.** Additional information about the processing in CCH SureTax.

## Credit Memo Batch Processing

A group of credit memos that have not been processed by CCH SureTax can be sent to CCH SureTax for processing from the transaction report. The purpose of reconciling transactions is to ensure credit memos processed using stored taxes within Magento are posted to CCH SureTax. If there is a difference between the tax amount calculated by CCH SureTax and the amount calculated in Magento, tax only adjustments will be posted to CCH SureTax as appropriate. If the amount returned by CCH SureTax is greater, then a tax only adjustment will be posted to CCH SureTax. If the amount returned by CCH SureTax is less, the under payment will be posted to the SureTax Invoice report.

1. Select **SureTax > Transactions > Credit Memos** on the Admin page.
2. All credit memos that have been successfully processed in CCH SureTax will display the CCH SureTax identifier and show a CCH SureTax status of "Finalized" or "Finalize\_Adjusted".
3. Select any transactions you want to send to CCH SureTax that do not display a SureTax identifier.



**Note:** You may select a maximum of 20 transactions.

4. Click the **Actions** drop-down menu, and then select **Batch Finalize**.
5. Click **Submit**.

### Module Specifications

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The CCH SureTax extension for Magento includes the following major functionality: sales tax quote lookup, gift options, and sales tax calculation and storage in CCH SureTax.

#### Sales Tax Quote Lookup

During the shopping cart, checkout, and administrator order processes, taxes are computed by CCH SureTax and returned to Magento for display on screen. No detailed tax information is saved in CCH SureTax for reporting or review, but taxes are saved to Magento data structures.

See: `WoltersKluwer_SureTax_Model_Tax_Sales_Total_Quote_Tax`

#### Gift Options

Taxability of gift wrapping and printed gift cards can be configured in Enterprise Edition. Taxes are computed for gift options by CCH SureTax based on the product tax class specified in the extension configuration. Gift option taxes are saved to Magento data structures.

See: `WoltersKluwer_SureTax_Model_Tax_Sales_Total_Quote_Giftwrap`

#### Sales Tax Calculation and Storage in CCH SureTax

When an invoice or credit memo is created, taxes are computed by CCH SureTax and returned to Magento for storage. All detailed tax information is saved in CCH SureTax for immediate reporting or review. If the taxes calculated in CCH SureTax do not match the taxes calculated in Magento on an invoice or credit memo, a tax adjustment is saved to CCH SureTax as needed. The status of each transaction is stored in Magento with additional warning messages stored for each transaction that did not get successfully finalized, adjusted, or credited.

See: `WoltersKluwer_SureTax_Helper_WebService`

## CCH SureTax API Mapping

Magento Field	CCH SureTax API Field
SureTax > Global > <i>Client Number</i>	ClientNumber
SureTax > Global > <i>Validation Key</i>	ValidationKey
SureTax > Global > <i>Global Business Unit</i>	BusinessUnit (If a configuration has not been saved for the particular website or store)
SureTax > Global > <i>Provider Type</i>	Item > RegulatoryCode
SureTax > Global > <i>Tax Class for Shipping</i>	Item > TransTypeCode (On the item sent for the shipping amount)
SureTax > Global > <i>Tax Class for Gift Options</i>	Item > TransTypeCode (On the item sent for gift wrapping or printed gift card amount)
SureTax > Website/Store > <i>Business Unit</i>	BusinessUnit (The store business unit if a configuration has been saved for the store; otherwise the website business unit if a configuration has been saved for the website)
System > Configuration > Shipping Settings > Origin > <i>Country</i>	Item > OriginCountryCode ShipFromAddress > Country (If a configuration has not been saved for the particular website or store or the website/store uses the default ship from address)
System > Configuration > Shipping Settings > Origin > <i>Region/State</i>	ShipFromAddress > State (If a configuration has not been saved for the particular website or store or the website/store uses the default ship from address)
System > Configuration > Shipping Settings > Origin > <i>Zip/Postal Code</i>	ShipFromAddress > PostalCode (If a configuration has not been saved for the particular website or store or the website/store uses the default ship from address)
System > Configuration > Shipping Settings > Origin > <i>City</i>	ShipFromAddress > City (If a configuration has not been saved for the particular website or store or the website/store uses the default ship from address)
System > Configuration > Shipping Settings > Origin > <i>Street Address</i>	ShipFromAddress > PrimaryAddressLine (If a configuration has not been saved for the particular website or store or the website/store uses the default ship from address)
System > Configuration > Shipping Settings > Origin >	ShipFromAddress > SecondaryAddressLine (If a configuration has not been saved for the particular website

Magento Field	CCH SureTax API Field
<i>Street Address Line 2</i>	or store or the website/store uses the default ship from address)
SureTax > Website/Store > Ship From Address > <i>Street Address Line 1</i>	ShipFromAddress > PrimaryAddressLine (The address within the configuration for the store; otherwise the address within the configuration for the website)
SureTax > Website/Store > Ship From Address > <i>Street Address Line 2</i>	ShipFromAddress > SecondaryAddressLine (The address within the configuration for the store; otherwise the address within the configuration for the website)
SureTax > Website/Store > Ship From Address > <i>City</i>	ShipFromAddress > City (The address within the configuration for the store; otherwise the address within the configuration for the website)
SureTax > Website/Store > Ship From Address > <i>Country</i>	Item > OriginCountryCode ShipFromAddress > Country (The address within the configuration for the store; otherwise the address within the configuration for the website)
SureTax > Website/Store > Ship From Address > <i>State/Province</i>	ShipFromAddress > State (The address within the configuration for the store; otherwise the address within the configuration for the website)
SureTax > Website/Store > Ship From Address > <i>Zip/Postal Code</i>	ShipFromAddress > PostalCode (The address within the configuration for the store; otherwise the address within the configuration for the website)
Sales > Tax > Product Tax Classes > <i>Name</i>	Item > TransTypeCode
SureTax > Customer Groups > <i>Sales Type Code</i>	Item > SalesTypeCode (If a configuration has not been saved for the particular customer)
SureTax > Customer Groups > <i>Exemption Code</i>	Item > TaxExemptionCodeList (If a configuration has not been saved for the particular customer)
SureTax > Customer Groups > <i>Exemption Reason</i>	Item > ExemptReasonCode (If a configuration has not been saved for the particular customer)
SureTax > Customers > <i>Sales Type Code</i>	Item > SalesTypeCode (If configuration has been saved for the customer)
SureTax > Customers > <i>Exemption Code</i>	Item > TaxExemptionCodeList (If configuration has been saved for the customer)

Magento Field	CCH SureTax API Field
SureTax > Customers > <i>Exemption Reason</i>	Item > ExemptReasonCode (If configuration has been saved for the customer)

## Environment Settings

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CCH SureTax allows for the unique identification of transactions with the System Trace Audit Number (STAN) field. To make use of this audit functionality, the Magento invoice number or credit memo number is sent for the STAN field with each finalized transaction. To allow multiple environments (such as test environments) to send transactions to CCH SureTax, an environment constant must be set.

See: `WoltersKluwer_SureTax_Helper_Env`