SOVOS

GTD Adapter for NetSuite

NetSuite Installation Guide

Welcome to NetSuite!

Consult this document to learn the features, functionalities, and installation instructions for the Sovos Tax Integration Package for NetSuite SuiteTax.

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NetSuite Customer Implementation Guide

Contents

Overview

This guide will allow you to install the Sovos bundle for NetSuite SuiteTax to your NetSuite environment.

Before you follow this guide, please ensure that your Professional Services representative has your configurations created on the Sovos side.

Bundle Purpose

The Sovos Tax Integration Package will install the necessary scripts into your NetSuite environment so that NetSuite can communicate with Global Tax Determination (GTD) for your tax determination needs. The scripts will use the NetSuite SuiteTax API to gather the necessary information and send it to the Global Tax Determination Adapter for NetSuite hosted within the Sovos Compliance data center. The Adapter will communicate with Global Tax Determination and relay the response to the javascript contained within this Bundle to be integrated with the NetSuite environment.

Installing the Bundle

Prerequisites

- NetSuite Users must have the role of Administrator to install this bundle.
- NetSuite SuiteTax must be enabled. To verify this, a user with the role of Administrator can go to **Setup > Company > Enable Features**, click the **Tax** tab and confirm that the **SuiteTax** check box is selected.
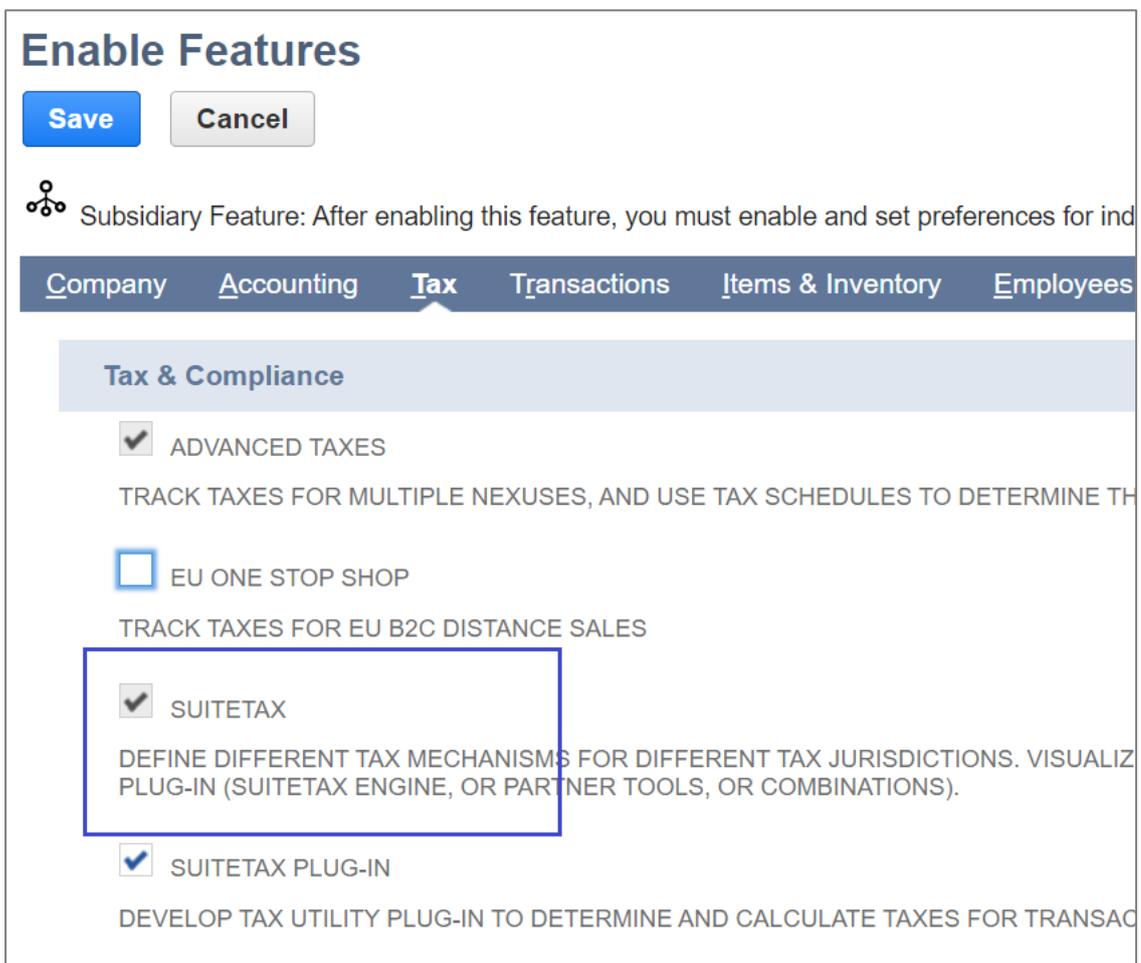
- Custom Records must be enabled. To confirm this, a user with the role of Administrator can go to **Setup > Company > Enable Features**, click the **SuiteCloud** tab, and verify that the **Custom Records** check box is selected.


- If you have the Nexus named United States CA configured in your NetSuite environment, you must inactivate it because it is no longer valid. Go to **Setup > Tax > Nexuses**, click on the **Edit** link for the **United States CA** nexus, click on the **Inactive** check box, then click on the **Save** button.

Installation Steps

To install the bundle, you need to provide your NetSuite Account ID. To find your Account ID, follow these steps:

1. Go to **Setup > Company > Company Information.**

2. Note the **Account ID**, which is listed on the lower lefthand side of the page.

3. Ask your Professional Services representative to make the *Sovos Tax Integration Package* available. Provide your account ID with the request.
4. Before installing the bundle, your Professional Services representative will provide you with the Sovos URL, username, and password so that you can authenticate and make the connection to Sovos.
5. Once the bundle is available, go to **Customization > SuiteBundler > Search & Install Bundles**.
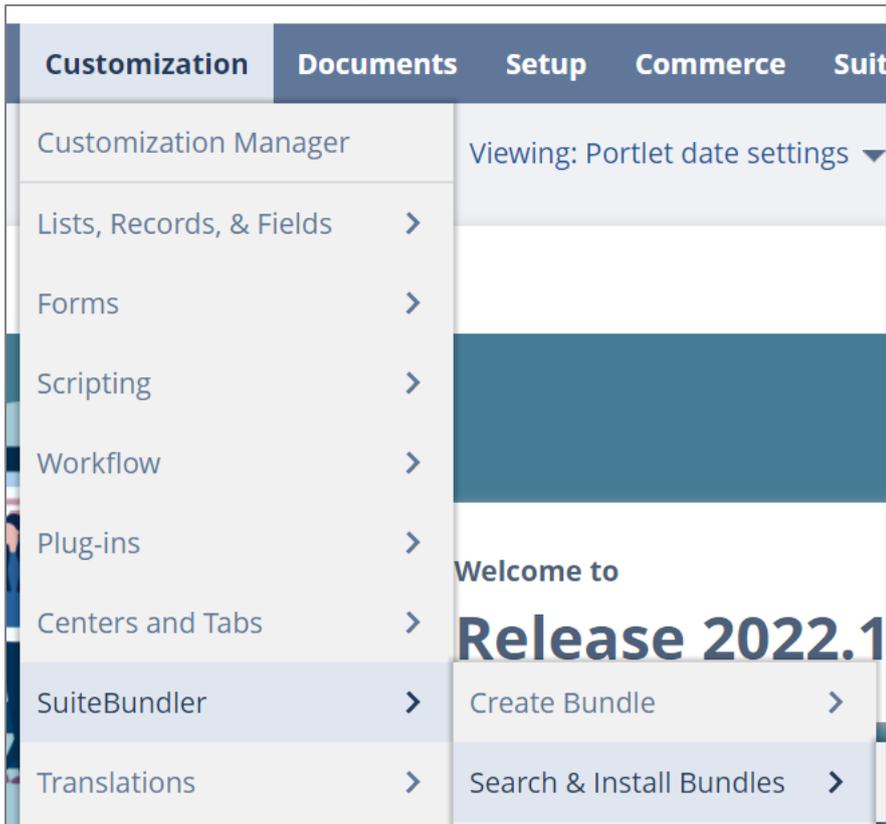
6. Enter **Sovos Tax Integration Package** in the Keywords field and click on the **Search** button.

7. Click the link to open the Sovos Tax Integration Package.

8. To view a list of files and other components that the Bundle will install into your NetSuite environment, select the **Components** tab.

9. Click on the **Install** button.

The Preview Bundle Install screen will appear listing the components that will be installed as a part of the Bundle.

10. Click on the **Install Bundle** button to begin the installation.

On the **Installed Bundles** screen, you'll see a *Pending* status if the installation is still in progress.

Once the installation is complete, you'll see a green checkmark in the Status column.

Verifying the Installation & Additional Configuration

Granting Sovos Credential Configuration Permission to Select Users

In order to use the Global Tax Determination Adapter for NetSuite for their tax determination, users must have proper security credentials. To configure these credentials, the user must have the role of **Sovos Administrator**. To grant the user access to this role, follow these steps:

1. Go to **Setup > Users/Roles > Manage Users**.
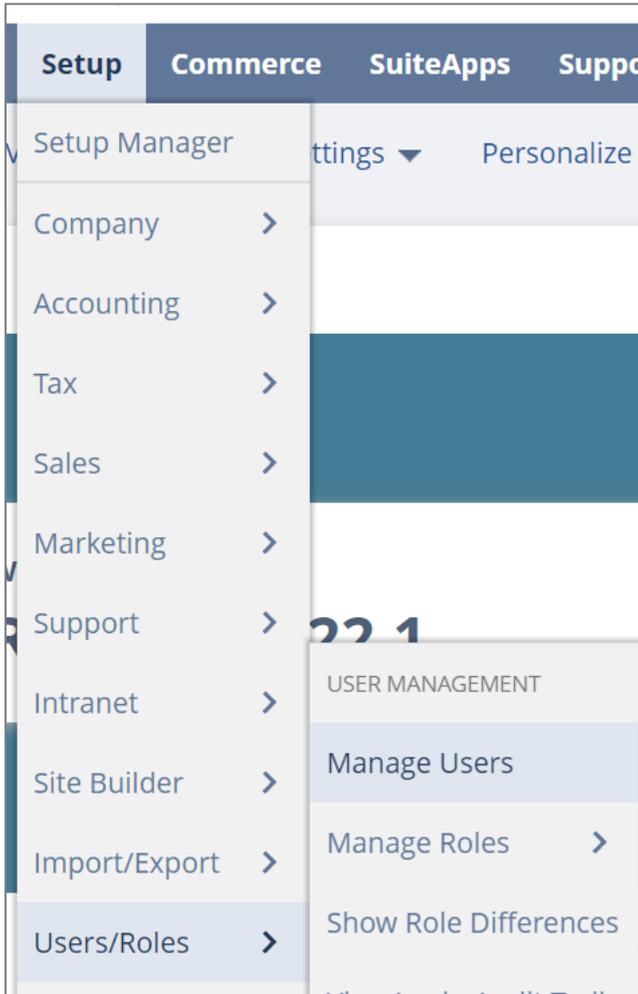
2. Select the user that you want to set up as Sovos Administrator.
3. Click on the **Edit** button.
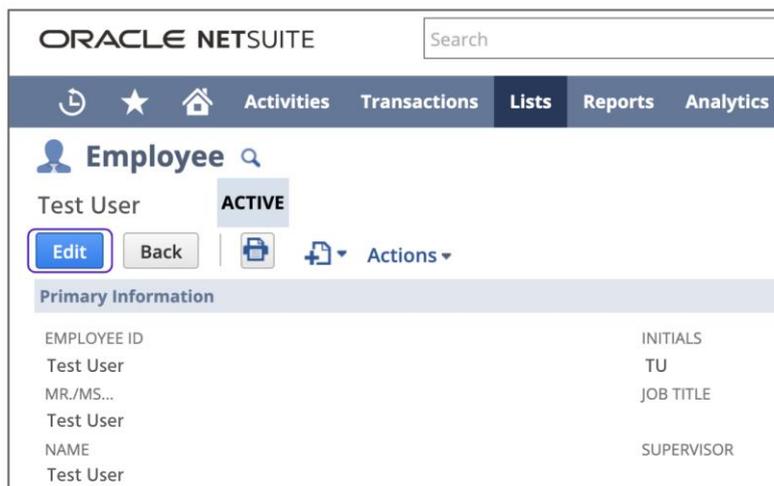
4. Go to the **Access** tab at the bottom of the screen.
5. On the **Roles** sub-tab, select **Sovos Administrator** from the Role drop-down menu on an empty row.

6. Click on the **Save** button.

Note: All steps must be performed with the Administrator role unless stated otherwise.

Configuring Security Credentials

Before configuring the security credentials, you need to edit the Configuration Record:

1. Go to **Customization > Lists, Records, & Fields > Record Types**.
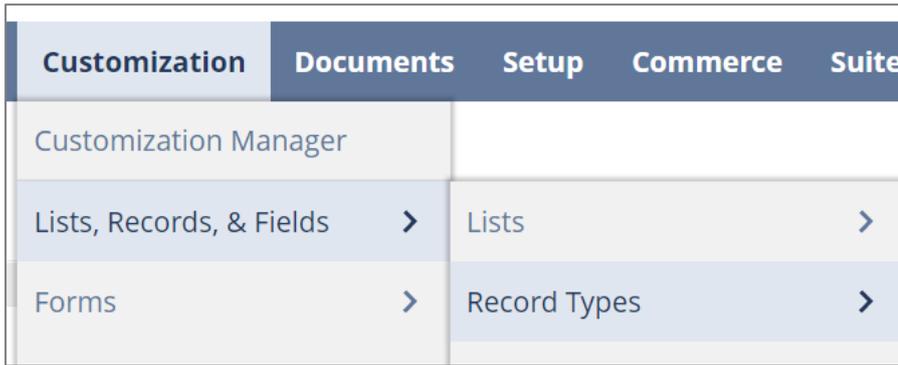
2. Click on the **List** link on the **Sovos Configuration Record** line.



3. Click on the **Edit** link on the **Configuration Record**.
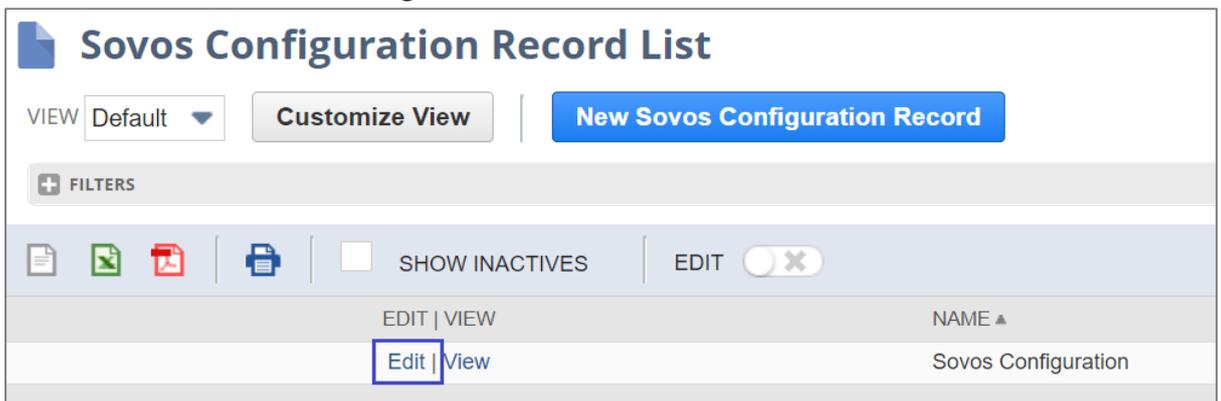
This allows you to edit the following fields:

- Name – Name of the Configuration Record.
- Sovos URL – URL that hosts the appropriate adapter environment.
- Send Error Email check box – If selected, the Adapter sends an email notification when the user encounters error messages.
- Error Email Sender – Internal ID in NetSuite of the employee who will appear to have sent the error email.
  Note: The user selected for this field must have an email address associated with NetSuite.
- Error Email Recipients – Internal ID in NetSuite or email address of the employees that will receive the error email.
- User – Username that Sovos Professional Services created during the onboarding.

4. Complete the mandatory fields: Name, Sovos URL (UAT or Production) and Error Email Sender. You can fill in the other fields, but these are not necessary to continue configuring security credentials.

5. Once you have finished editing the record, click on the **Save** button.

Note: Each user account should contain one Configuration Record. If the user attempts to call the Adapter without a Configuration Record or with multiple Configuration Records, the user will receive an error message.

Security Credentials

To configure the proper security credentials for the Global Tax Determination Adapter for NetSuite, a user with the role of **Sovos Administrator** must follow these steps:

1. Go to **Setup > Sovos > Sovos Configuration Setup**.
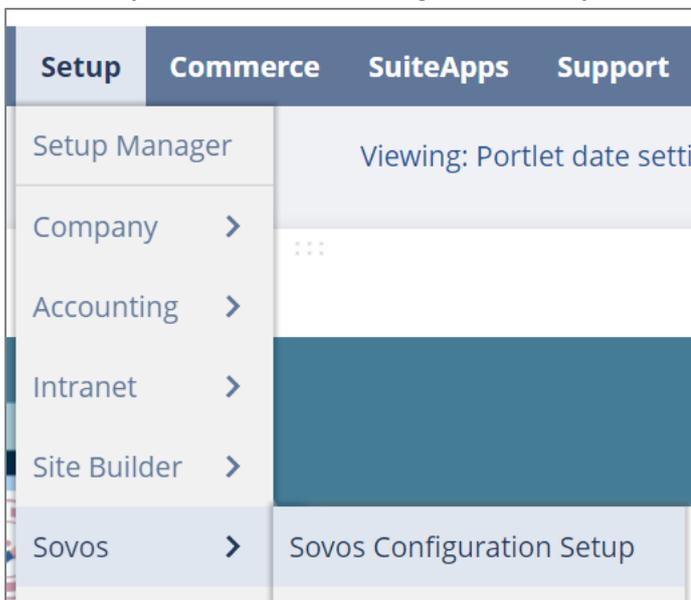
2. In the **Sovos URL** field, enter the URL that hosts the appropriate adapter environment:

UAT – tweadaptersuat.taxware.net

Production – tweadapters.taxware.net

Sovos Configuration Form Setup

Reset Next

Connection Information

SOVOS URL *

tweadaptersuat.taxware.net

3. Click on the **Next** button.

Sovos Configuration Form Setup

Reset Next

Connection Information

SOVOS URL *

4. Enter the **Username** and **Password** that were created during the onboarding process.

Sovos Configuration Form Setup

Reset Submit

Connection Information

SOVOS URL

tweadaptersuat.taxware.net

Sovos Credentials

USERNAME *

Username

ENTER PASSWORD *

••••••••••••••••••••••••••

Note: To confirm that you entered the correct password, it is recommended that you perform a test sales order after setting up the configuration.

5. Click on the **Submit** button.

Sovos Configuration Form Setup

Reset Submit

Connection Information

SOVOS URL

Verify Tax Enabled for Transaction Type

Sovos allows for certain transaction types to be turned off within the adapter. If a transaction type is not activated, then no calculation call will be sent to GTD for tax processing and no tax will be

displayed on screen. It is recommended that each transaction type be turned on. To verify that the desired transaction types are turned on:

1. Go to **Customization > Lists, Records, & Fields > Record Types**.
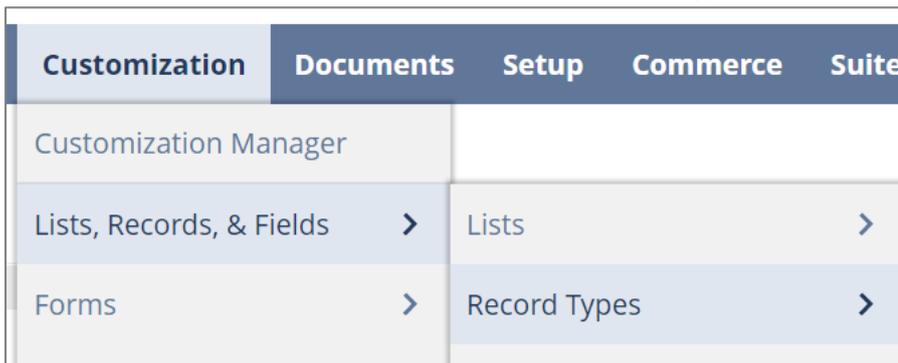
2. In the **Sovos Configuration Record** row, click on **List**.

3. In the **Sovos Configuration** row, click on **Edit**.
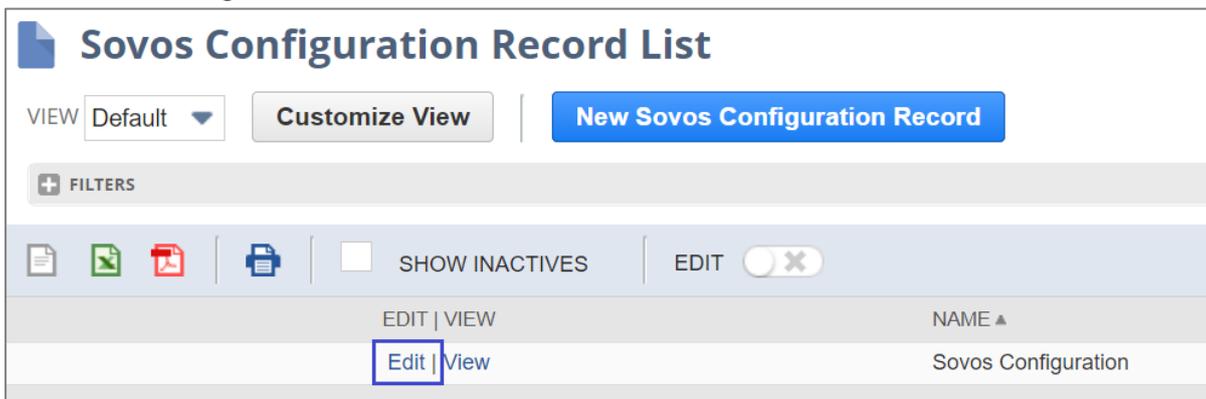
4. On the **Sovos Tax Configuration** tab, verify that the correct transaction types are activated. Consult your Professional Services representative to determine the correct transaction types for your tax determination.
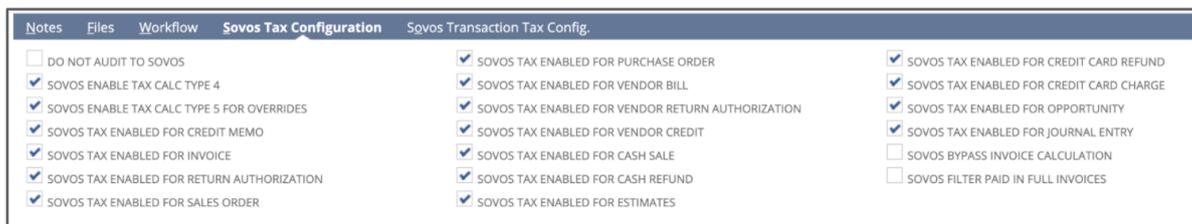
5. Click on the Save button.
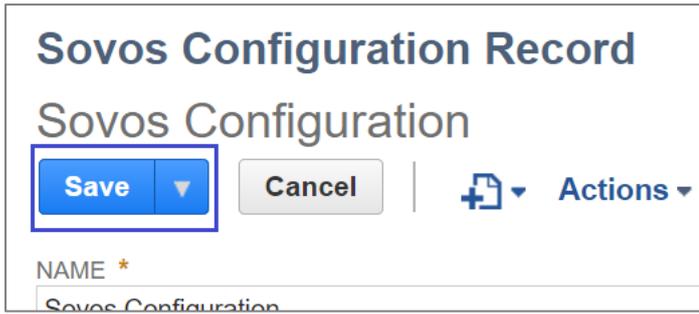
Back Tax Calculations for Overrides

NetSuite allows users to override Global Tax Determination's tax details on a transaction and input tax information manually. When configuring the Adapter, you can choose whether to manually enter tax information for transactions or to have GTD do the tax determination for you; to do this, follow these steps:
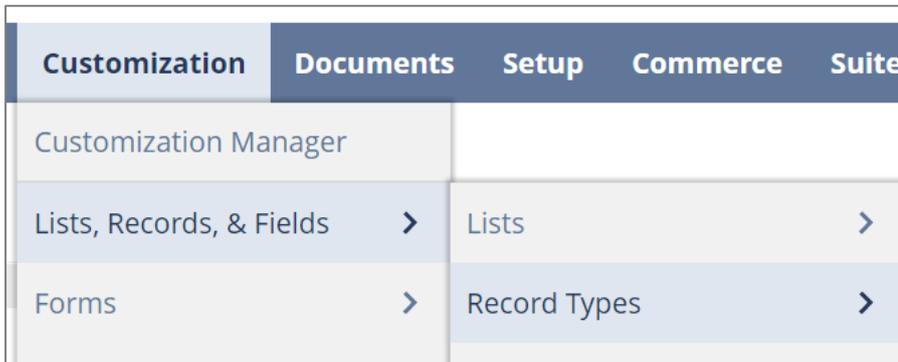
1. Go to **Customization > Lists, Records, & Fields > Record Types**.

2. In the **Sovos Configuration Record** row, click on **List**.

3. In the **Sovos Configuration** row, click on **Edit**.
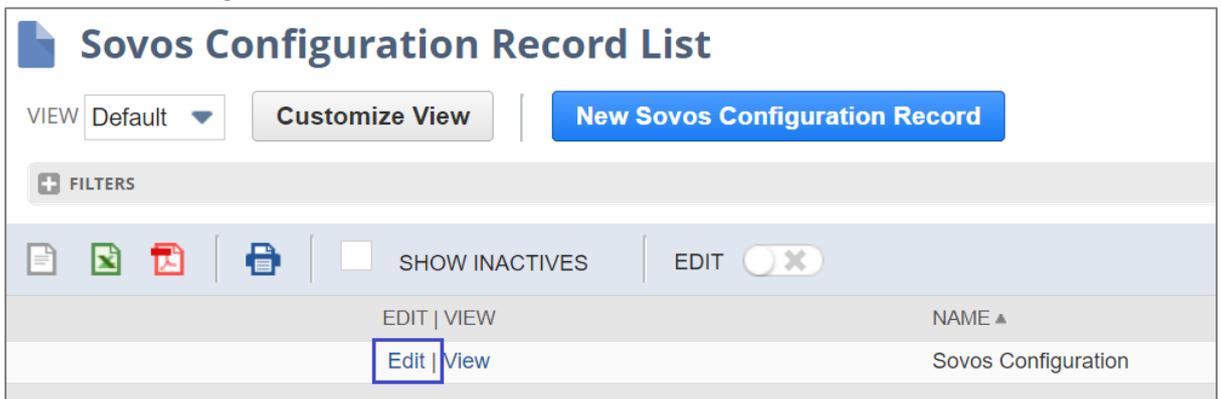

4. Select the boxes to set up your preferred configuration:
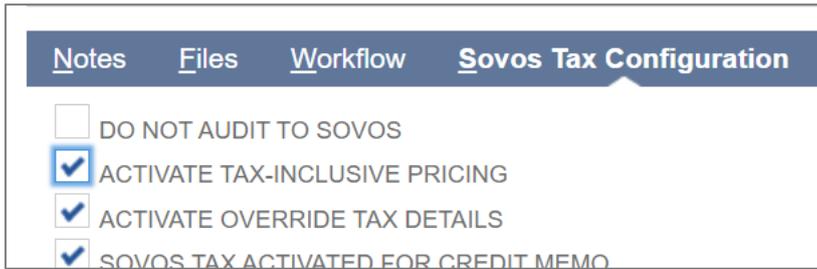
- When **Do Not Audit To Sovos** is unchecked and **Activate Override Tax Details** is checked, Overrides through NetSuite will trigger a Back Tax Calculation call to GTD.
- When **Do Not Audit To Sovos** is unchecked and **Activate Override Tax Details** is unchecked, Overrides through NetSuite will trigger a Calc Tax Calculation call to GTD.
- When **Do Not Audit To Sovos** is checked and **Activate Override Tax Details** is either checked or unchecked, Overrides through NetSuite will not trigger any call to GTD.

5. Click on the **Save** button.

Creating the Sovos Folder

After using the Account Close Suitelet to permanently commit transactions to the GTD audit tables, users can export their audit history as a CSV file. These CSV files must be stored in the Sovos folder. This folder will also contain the CSV file with the countries' tax information.

To create this folder, follow these steps:

1. Go to **Documents > Files > File Cabinet**.
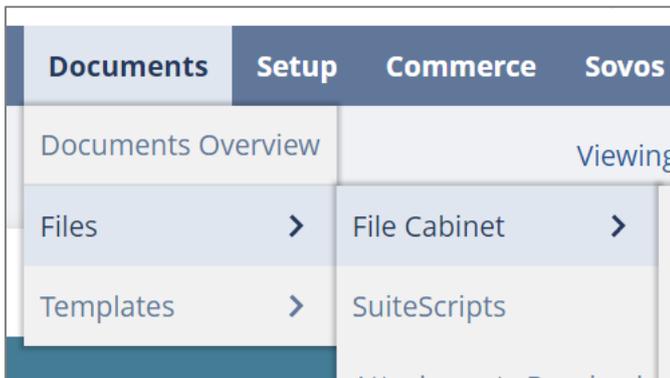
2. Click on the **New Folder** button.
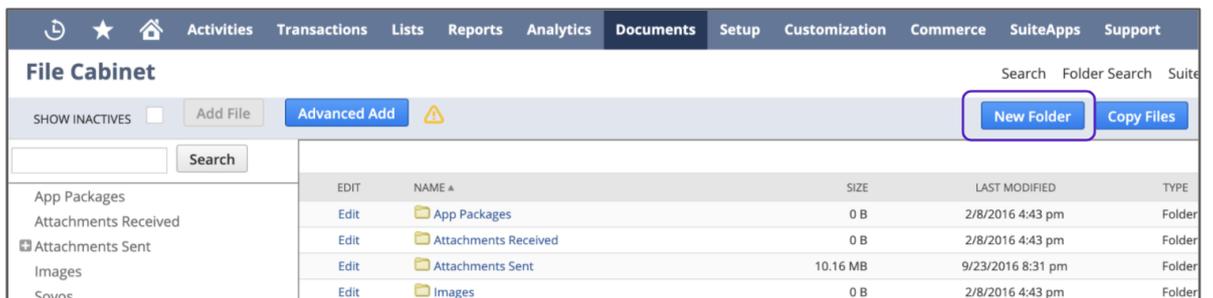
3. In the **Folder Name** field, enter **Sovos** and click on the **Save** button.
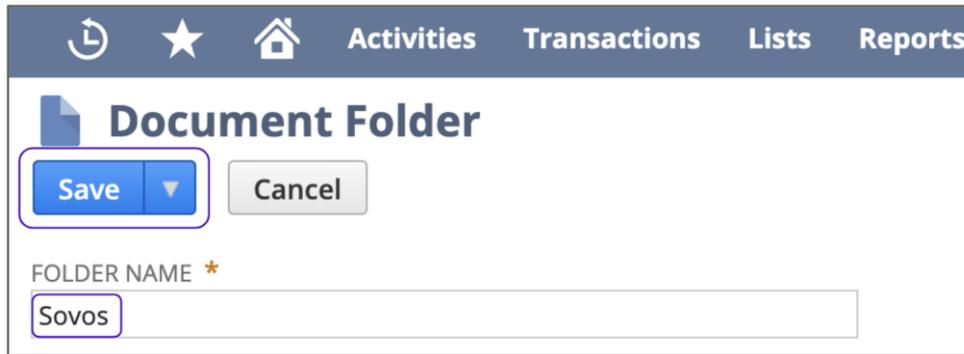
Note: The Folder Name is case-sensitive.

4. The Sovos folder now appears on the **File Cabinet** screen.

Copying Sovos Country Installation CSV

The Sovos Add Country Suitelet references a .csv formatted file, which contains countries' tax information to install for use with the Sovos Global Tax Determination Adapter for NetSuite.

To place the sovos_country_installation.csv file in the predefined location, follow these steps:

1. Go to **Documents > Files > File Cabinet**.
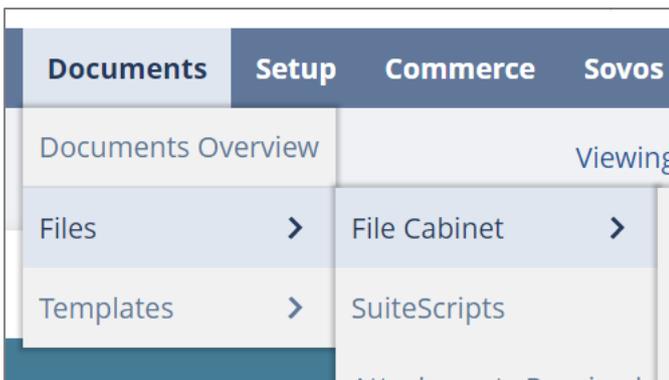
2. On the **File Cabinet** screen, click the folder for **SuiteBundles**. This will bring you to the File Cabinet screen containing SuiteBundles folders.

3. From this list, select the **Bundle 378809** folder which is the Sovos Install Bundle folder.

4. Click on the **Copy Files** button.

5. Select the check box next to *sovos_country_installation.csv*.
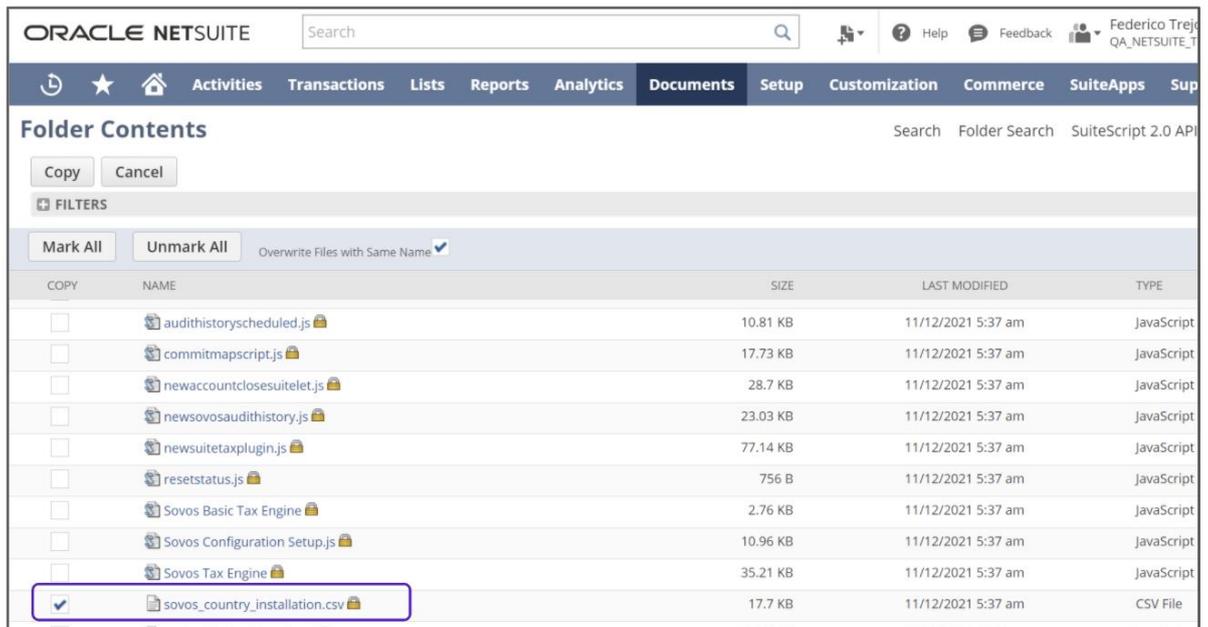
6. Expand the filters at the top of the screen by clicking the plus (+) sign.
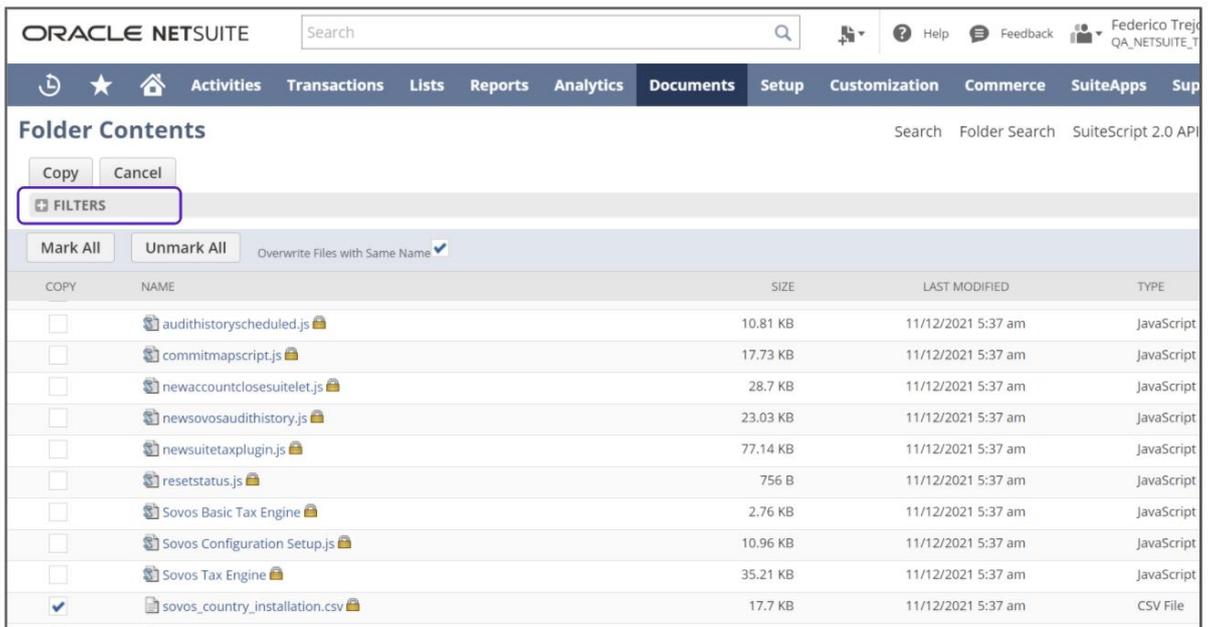
7. In the **COPY TO** drop-down, select the *Sovos* folder and click on the **Copy** button.
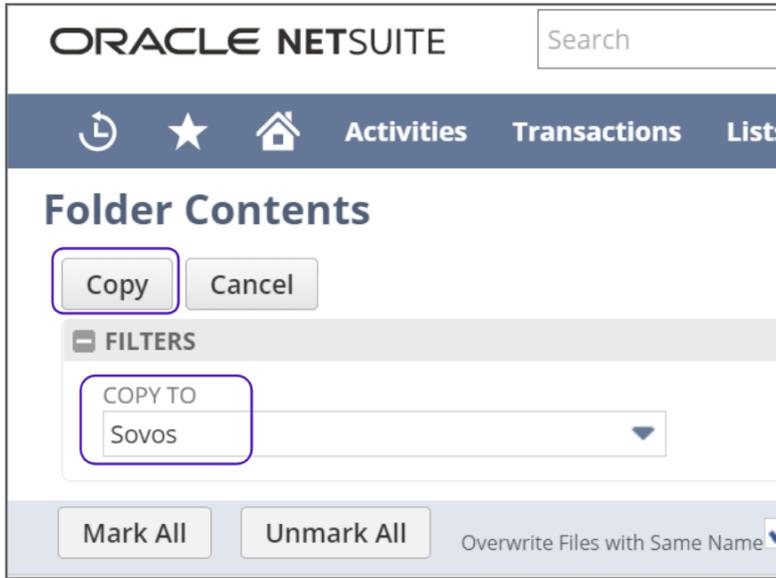
Adding the Countries' Tax Information Suitelet

Once the Sovos Country Installation file has been copied, users are able to use the Sovos Add Country Suitelet to select which countries they want to support.

Note: These steps must be performed with the Sovos Administrator role.

1. Go to **Setup > Sovos > Add Country Tax Information**.
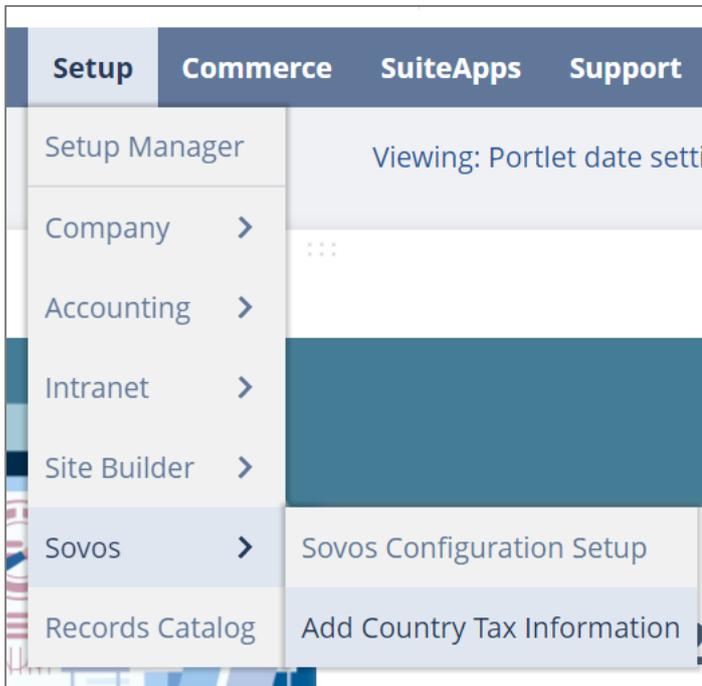
2. Select the countries you wish to support in the Sovos Supported Countries field.

SELECT	COUNTRY ISO CODE	COUNTRY NAME	REGION	DETAILS ▲
☐	US	United States	North America	Installed
☐	GB	United Kingdom	Europe	Installed
☐	NL	Netherlands	Europe	Not Installed
☐	DE	Germany	Europe	Not Installed
☐	EG	Egypt	Africa	Not Installed
☐	CA	Canada	North America	Not Installed

Note: All listed countries might not be supported for your NetSuite Account type.

3. Click the **Add Country** button.

4. A Schedule Script will be generated, placed in a queue managed by NetSuite, and run when appropriate. The current user and any additional recipients will receive an email when the script is complete. The email will include information regarding the recently installed countries as well as any countries that may have failed to install.

Note: Suitelet will install NetSuite Nexus, Tax Types, and Tax Codes that Sovos has determined are associated with the countries selected.

Configuring Nexuses

Any Nexus that is going to be used for tax determination must have a Tax Agency set for it.

A tax agency can be any vendor set up in NetSuite and can be used to funnel tax amounts to specific bank accounts in NetSuite. Every nexus should have its own distinct tax agency.

To create a new Tax Agency, follow these steps:

1. Go to **Lists > Relationships > Vendors**.
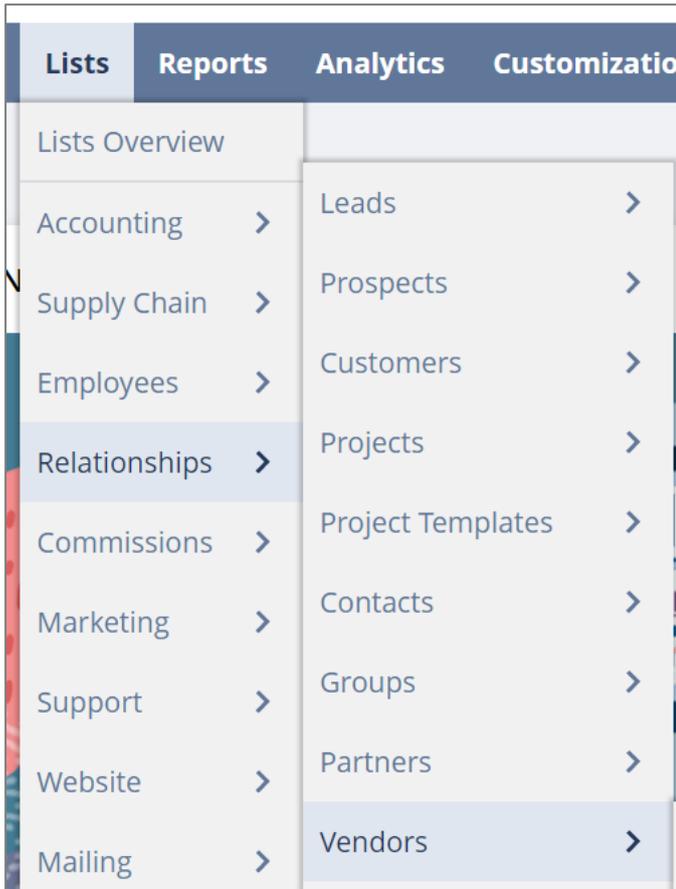
2. Click on the **New Vendor** button.
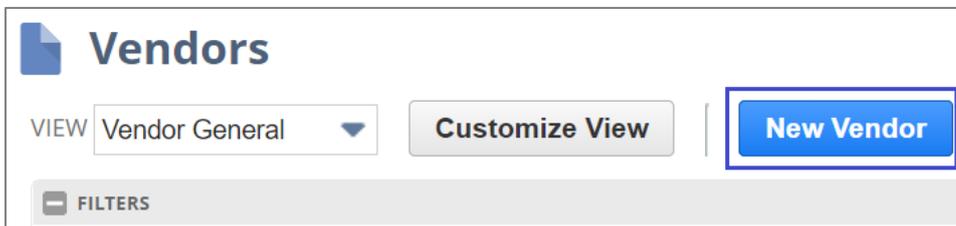
3. In the Primary Information section:
   a. In the **Company Name** field, enter the name of the Tax Agency.
   b. Select **Tax Agency** from the **Category** drop-down list.

4. If this is an OneWorld-type account, in the **Classification** section, select a Subsidiary from the **Primary Subsidiary** drop-down list.

5. Click on the **Save** button.
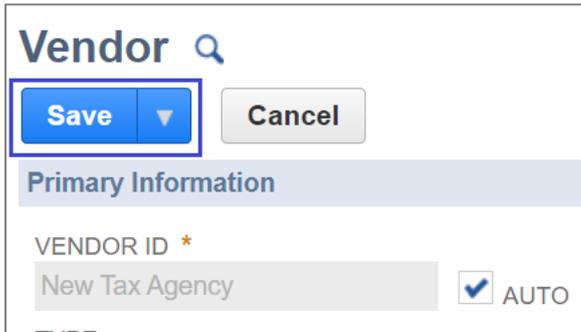
To set a Tax Agency for your Nexus, follow these steps:

1. Go to **Setup > Accounting > Nexuses**.
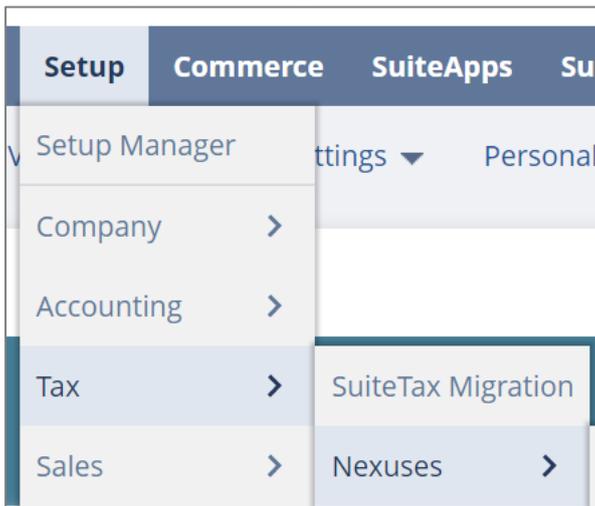
2. Select the Nexus and click on the **Edit** button.
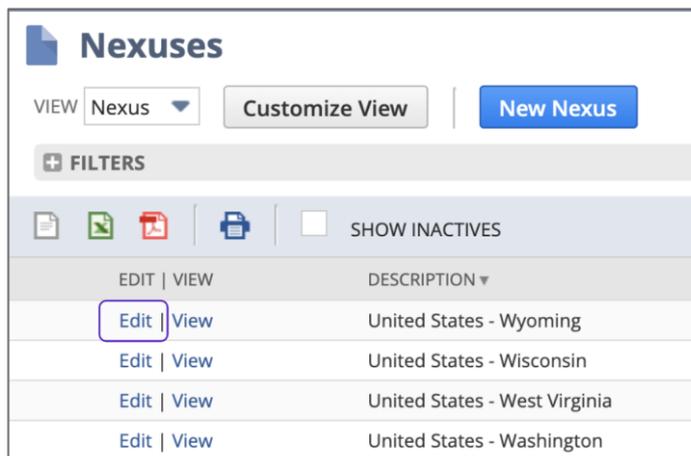
3. Select a **Tax Agency** from the drop-down menu.

4. Click on the **Save** button.

Configuring Tax Types

1. Go to **Setup > Accounting > Tax Types**.

2. In the **Filters**, select a Country from the drop-down menu.

3. For each Sovos Type, do the following:
   a. Select the Tax Type.
   b. Click on the **Edit** link.

Note: The Sovos Tax Types are always in the format of [Two Country Abbreviation] - [Type of Tax].

c. Add at least one Nexus, a Payable Account, and a Receivables Account.


Verifying Tax Plug-in

The Sovos Suite Tax plug-in needs to be activated for the Adapter to work. To make sure that it's activated, follow these steps:

1. Go to **Customization > Plug-ins > Manage Plug-ins**.
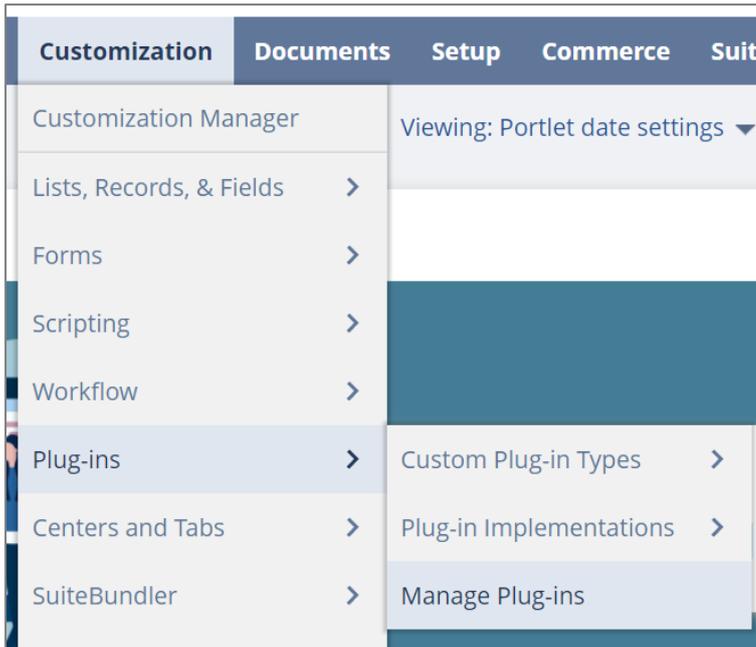
2. Check the **Sovos SuiteTax 2.0** box.
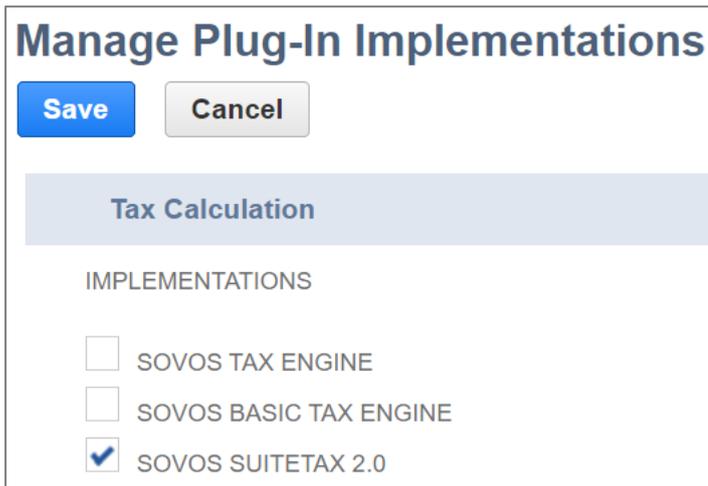
Configuring Subsidiaries

Configuring subsidiaries requires you to activate the tax engine and add any configured Nexuses to it. This process will be different depending on whether you have a NetSuite account or a NetSuite OneWorld account.

Configuring the Subsidiary for a NetSuite Account

1. Go to **Setup > Company > Company Information**.

2. Click on the **Tax Registrations** tab.

3. From the **Country** drop-down menu, select a country.

4. From the **Nexus** drop-down menu, choose a Nexus (it must have a Tax Agency assigned to it).

The **Tax Agency** field should automatically populate.

5. From the **Tax Engine** drop-down menu, select **Sovos SuiteTax 2.0**.

6. Select the **Effective From** date.

7. Click on the **Add** button.

8. Click on the **Save** button.

Configuring Subsidiaries for a NetSuite OneWorld Account

Note: This configuration should be performed for each Subsidiary for which the Adapter will be used.

1. Go to **Setup > Company > Subsidiaries**.
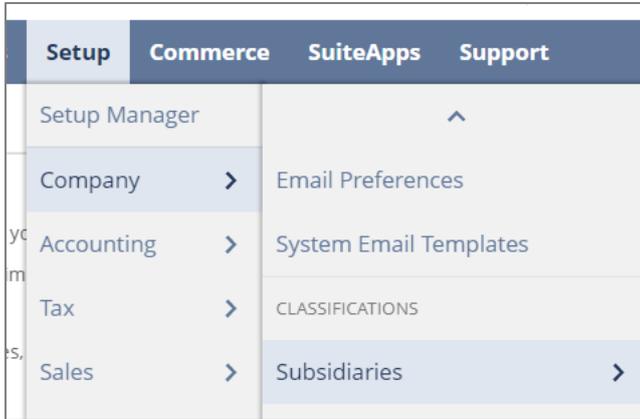
2. Click on the **Edit** link for the Subsidiary for which you want to activate the Global Tax Determination tax engine.

3. Click on the **Tax Registrations** tab.

4. From the **Country** drop-down menu, select a country.

5. From the **Nexus** drop-down menu, choose a Nexus. The Nexus must have a Tax Agency assigned to it.

The **Tax Agency** field should automatically populate.

6. From the **Tax Engine** drop-down menu, select **Sovos SuiteTax 2.0**.

7. Select the **Effective From** date.

8. Click on the **Add** button.

9. Repeat steps 4-8 for all Nexuses for which the Tax Agency has been set.
10. Click on the **Save** button.

Configuring the Sovos Tax Engine Role

To use Sovos' tax engine, users must have access to the Sovos Tax Engine role in NetSuite.

Note: This configuration is only for NetSuite OneWorld accounts.

The Sovos Tax Engine role must be configured to function properly. To do this, follow these steps:

1. Go to **Setup > Users/Roles > Manage Roles**.
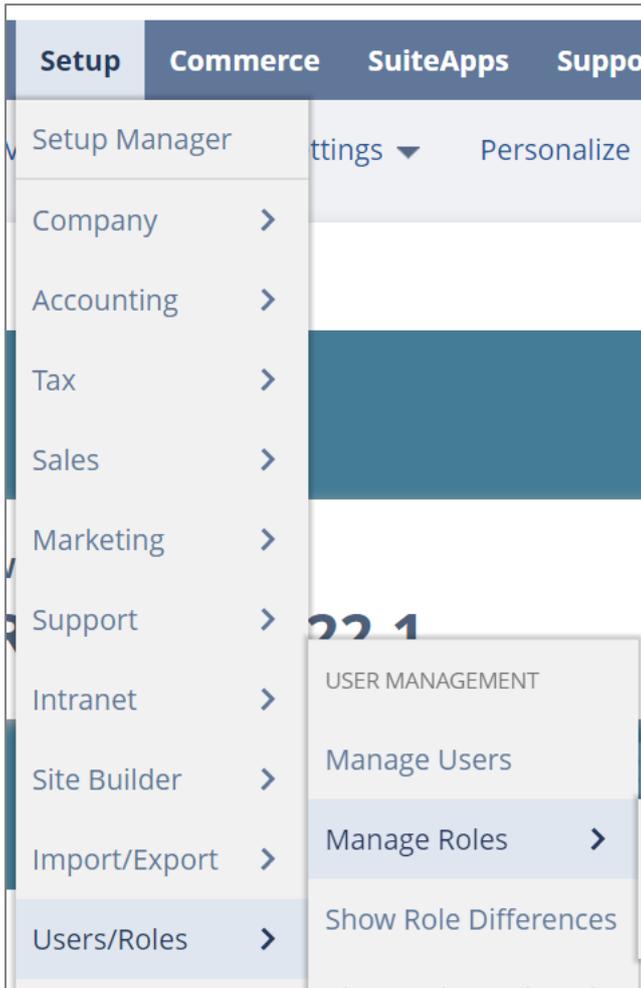
2. On the **Manage Roles** screen, click on the **Edit** link in the **Sovos Tax Engine** row.
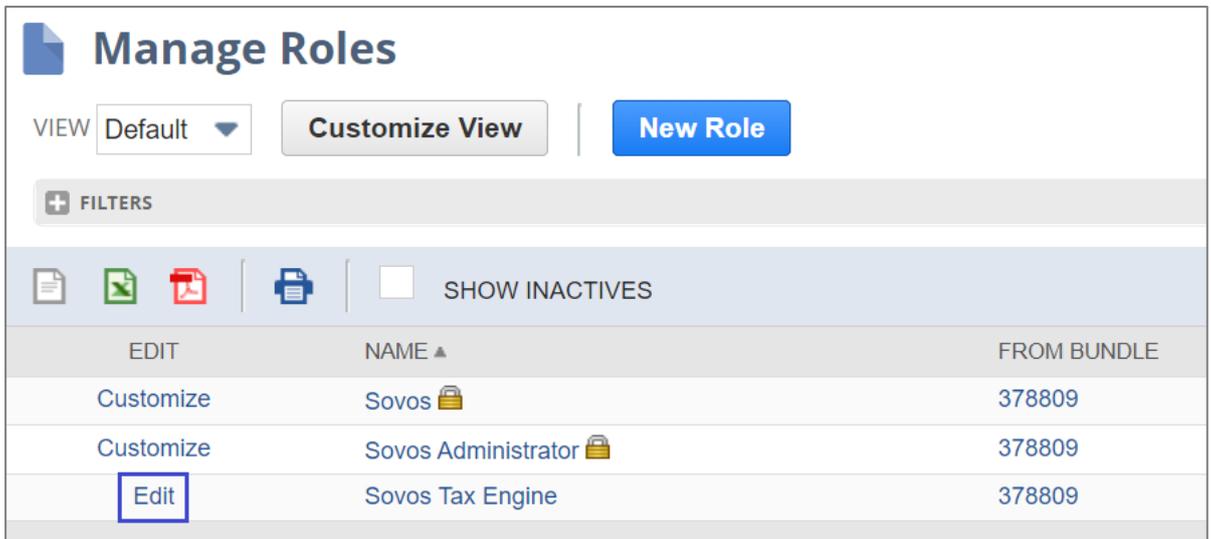
3. In the **Subsidiaries** list on the **Role** screen, select every Subsidiary that you want to use Sovos' tax engine.

Subsidiary Restrictions

ACCESSIBLE SUBSIDIARIES
- ○ ALL
- ○ ACTIVE
- ○ USER SUBSIDIARY
- ● SELECTED
- ☐ ALLOW CROSS-SUBSIDIARY RECORD VIEWING

SELECTED SUBSIDIARIES
Parent Company Staging QA
Parent Company Staging QA : Test Subsidiary

4. Click on the **Save** button.

Role

| Save ▼ | Cancel | Change ID | Actions ▾ |

General

NAME *
Sovos Tax Engine

Enabling the Voiding of Transactions

If you want to cancel a saved posting transaction in NetSuite, you can delete or void the transaction as long as it's in the pending state in the Global Tax Determination. To turn this feature on in the Adapter, follow these steps:

1. Go to **Setup > Accounting > Accounting Preferences**.

| Setup | Commerce | SuiteApps | Support |

Setup Manager   ∧

Company   >   PREFERENCES

Accounting   >   Accounting Preferences

2. Clear the **Void Transactions Using Reversing Journals** check box.

3. Click on the **Save** button.

Granting Sovos Account Close Suitelet Permission

The Sovos Tax Integration Package includes an Account Close Suitelet that can be used to permanently commit transactions to the Global Tax Determination audit tables. For a user to have access to this Suitelet, they must be granted the **Sovos** user role. To add the Sovos user role to a user, follow these steps:

1. Performs steps 1-4 of the Granting Sovos Credential Configuration Permission to Select Users section on page 8 of this guide.
2. On the **Roles** sub-tab, select **Sovos** from the Role drop-down menu on an empty row.

3. Click on the **Save** button.

Note: The user will need to switch from their current role to the Sovos role from the drop-down menu at the top right of the NetSuite user interface. To avoid having to switch roles, you can create a custom role in NetSuite that contains multiple roles.

Granting Global Permissions

When using the bundle, users may encounter a user level permission error. To add a specific employee access to Custom Lists, an administrator must do the following:

1. Performs steps 1-4 of the Granting Sovos Credential Configuration Permission to Select Users.
2. On the **Global Permissions** sub-tab, select **Custom Lists** from the Permission drop-down menu on an empty row and Full level, then click on the **OK** button.

3. Repeat step 2 for the following permissions and levels.
   Currency -> View
   Shipping Items -> View
   Tax Records -> View
   Set Up Company -> Full

4. Click on the **Save** button.
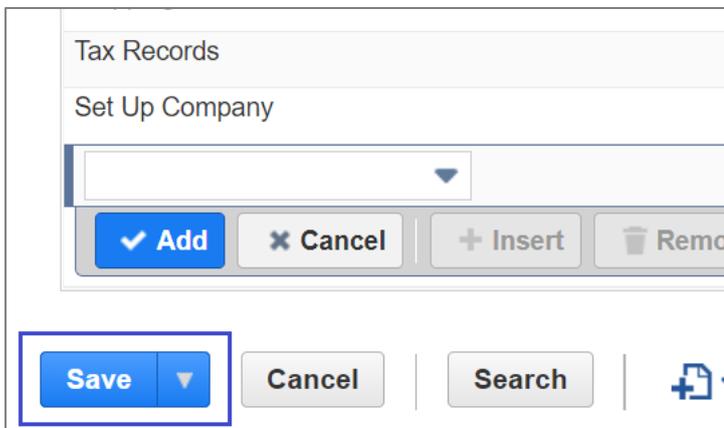
Configure Discounts

Configure the Sovos Customization Element

To use discounts, you need to configure a Sovos Customization Element to map the discounts in NetSuite to the Discounts in Sovos. To set up a Sovos Customization Element, follow these steps:

1. Go to **Customization > Lists, Records & Fields > Record Types**.
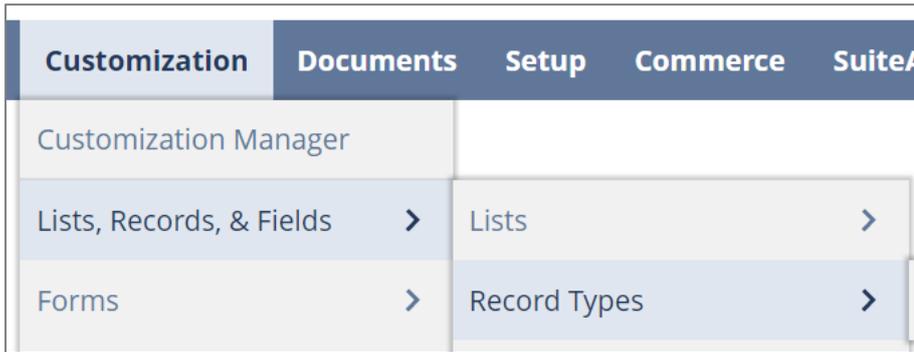
2. Click on **List** for the **Sovos Customization Elements**.

3. Click on the **New Sovos Customization Elements** button to create the **Sovos Discount Type**.
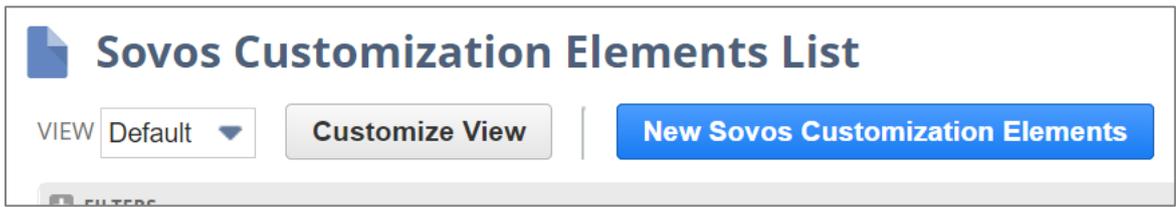
Note: There should be only one Sovos Customization Element for Discounts, otherwise you will get an error message.

4. Fill out the required fields:
    a. **Name**: Sovos Discount Type.
    b. **Sovos Field ID**: Discount Type.
    c. **NetSuite Field Level**: Item.
    d. **NetSuite Field ID**: displayname.
       Note: Name, Sovos Field ID and NetSuite Field Level fields must be filled out as shown. The NetSuite Field ID is the ID of the NetSuite field that will be mapped. It can be **displayname** for the Display Name/Code field or **description** for the Description field.
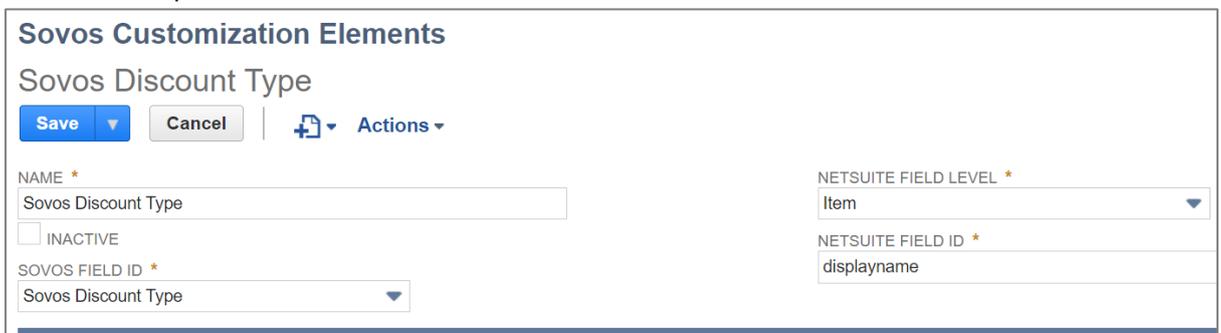
5. Click on the **Save** button.
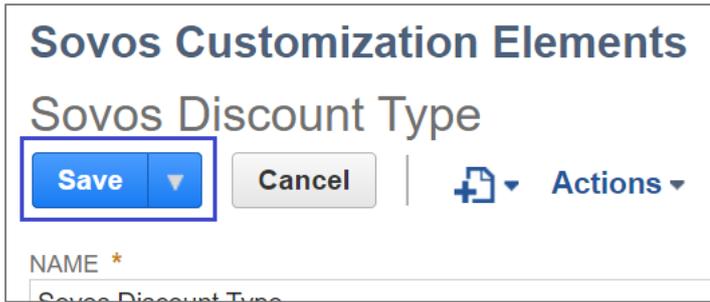
Creating a Discount

To apply a discount to a transaction, a Discount Item must already exist in NetSuite. To create a discount item, follow these steps:

1. Go to **Lists > Accounting > Items > New**.

2. From the Item Type list, select **Discount**.
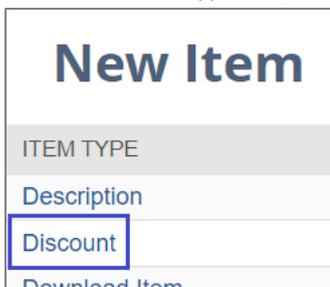
3. In the Primary Information section:
   a. In the **Item Name/Number** field, enter an identifier for the discount.
   b. In the **Rate** field, enter the dollar amount or percentage that will be discounted from the transaction. Rates should be positive values.
      Note: If the Rate field has a negative value, you will encounter an error when applying the discount to a transaction.
   c. In the **Display Name/Code** field (or the field that you selected to map the Discount Type), enter the integer value for a corresponding discount type. The values are mapped to discount types as follows:

      1 – Discount
      2 – Prompt Payment Discounts
      3 – Quantity Discounts
      4 – Retailer Coupon

5 – Manufacturer Coupon

6 – Rebates

7 - Trade-Ins

8 – Reward Program/Retailer Coupons

9 – Reward Program/Manufacturer Promotions

10 – Reward Program/Credit Card Company

11 – Gift Voucher

Note: If you have questions about which discount type to select, contact your Sovos Professional Services representative.

4. On the **Accounting** subtab, select an **Account** from the drop-down menu.

5. Click on the **Save** button.

Using the Bundle

User Procedures

For information on Supported Transactions, Adapter Triggers, Detailed Use Cases, and Field Mappings, refer to the Global Tax Determination Adapter for NetSuite Functional Guide.

Testing a Sales Order

To test the Adapter with a Sales Order, follow these steps:

1. Go to **Transactions > Sales > Enter Sales Orders**.

2. Select a Customer from the **Customer** drop-down menu.

3. In the **Items** tab
   a. Select an Item from the **Item** drop-down menu.
   b. Enter a value into the **Quantity** field.
   c. If necessary, enter a value into the **Rate** field.

  d. Click on the **Add** button to add the line item to the Sales Order.
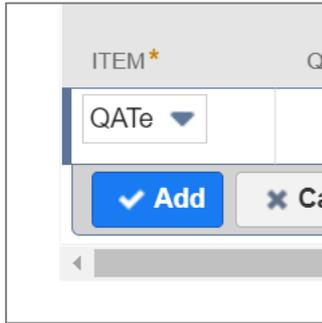
4. Click on the **Preview Tax** button.
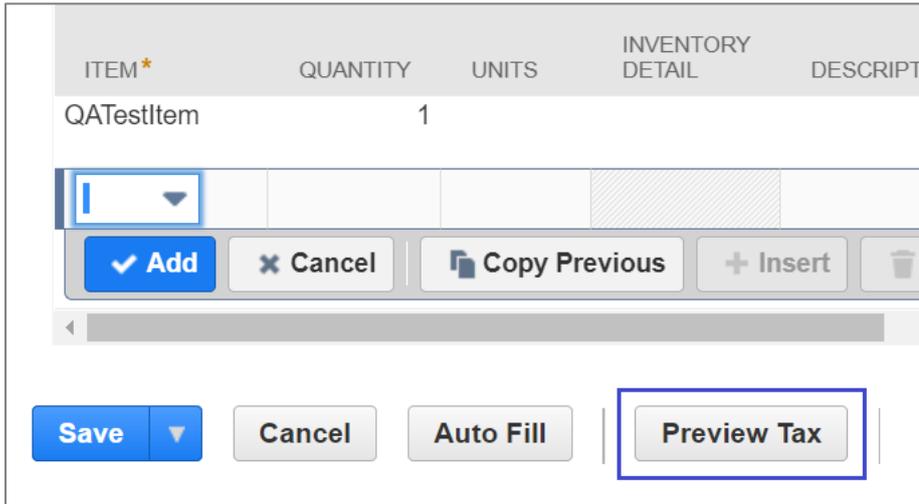
5. Check that the appropriate tax is shown in the Summary box.

Summary	
SUBTOTAL	100.00
DISCOUNT ITEM	0.00
TAX TOTAL	8.00
US - SELLERS USE TAX	8.00
SHIPPING COST	0.00
HANDLING COST	0.00
GIFT CERTIFICATE	0.00
TOTAL	108.00

6. Select the **Tax Details** tab and check that the correct tax lines were created.
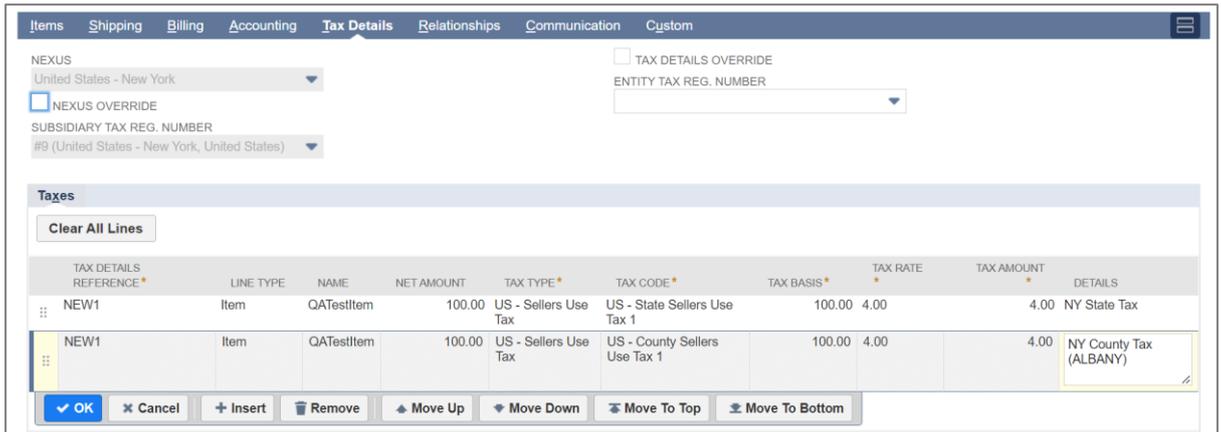
Verify the Adapter Calls

To verify the calls made from the Adapter, follow these steps:

1. Go to **Customization > Plug-ins > Plug-in Implementations**.
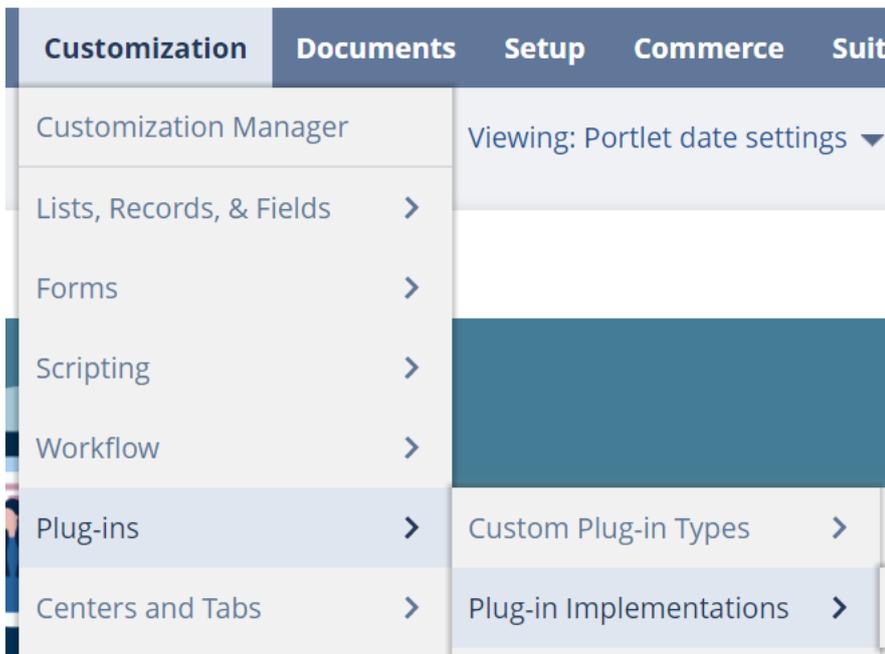
2. Click on the **View** link for the Sovos SuiteTax 2.0 plug-in.

Plug-In Implementations

New Plug-In Implementation

FILTERS

TYPE	SCRIPT FILE	FROM BUNDLE
Tax Engine	- All -	378809

SHOW INACTIVES

EDIT | VIEW	NAME ▲	FROM BUNDLE	ID
View	Sovos Basic Tax Engine 🔒	378809	customscript_sovos_basic_tax_engine
View	Sovos SuiteTax 2.0 🔒	378809	customscript_sovos_suitetax_2
View	Sovos Tax Engine 🔒	378809	customscript_sovos_suitetax

3. Click on the **Execution Log** sub-tab to see the calls from the Adapter.

Plug-In Implementation 🔒

Actions ▾

TYPE	STATUS	DESCRIPTION
Tax Engine	Released	SuiteTax Plug-in 2.0 for Tax Calculation
NAME	LOG LEVEL	OWNER
Sovos SuiteTax 2.0	Debug	Federico Trejo
ID	EXECUTE AS ROLE	INACTIVE
customscript_sovos_suitetax_2	Sovos Tax Engine	
API VERSION		
2.0		

Scripts   Unhandled Errors   **Execution Log**   History   System Notes

VIEW	TYPE	DATE	FROM	TO
Custom Default Script Notes View	- All -	today	5/16/2022	5/16/2022

Customize View   Remove all   Refresh

| #	VIEW	TYPE	TITLE	DATE ▾	TIME	USER	DETAILS
1	View	Debug	Sovos SuiteTax	5/16/2022	6:46 am	Federico Trejo	attempt: 1 for url: https://tweadaptersuat.taxware.net/core_adapter/api/netsuite/calculate

Updating the Bundle

1. Go to **Customization > SuiteBundler > Search & Install Bundle > List** to view a list of currently installed bundles in your NetSuite environment.
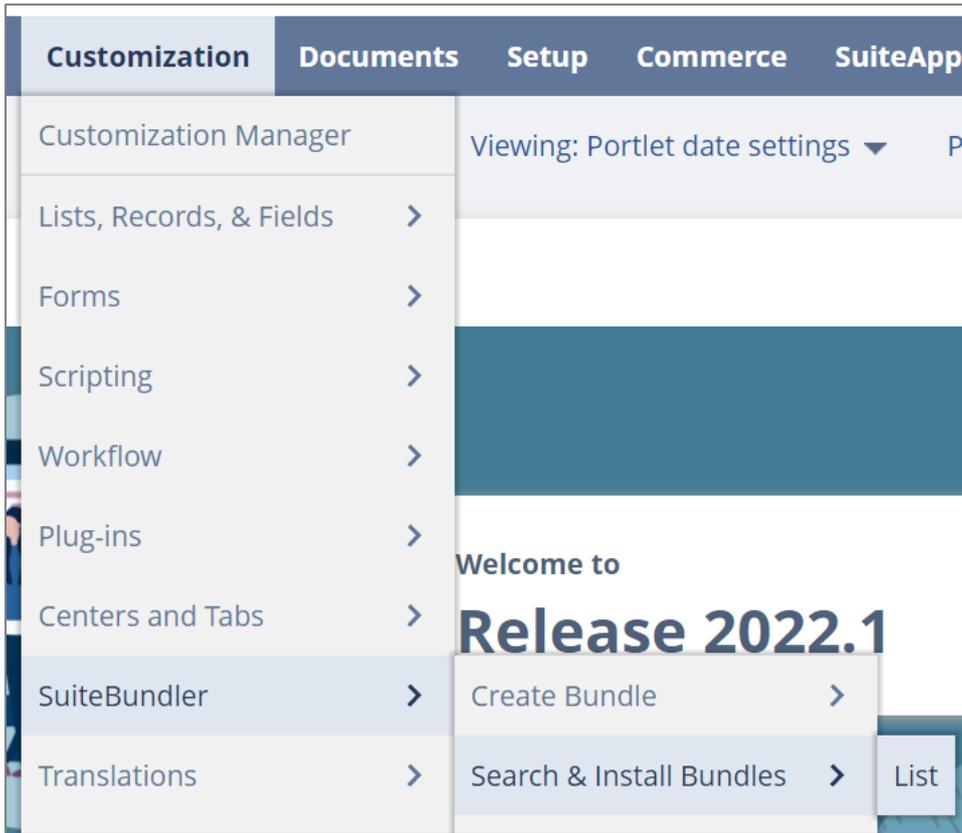
2. Hover over the **Action** icon and select **Update** from the drop-down menu.

3. On the Preview Bundle Update page, click on the **Update Bundle** button.
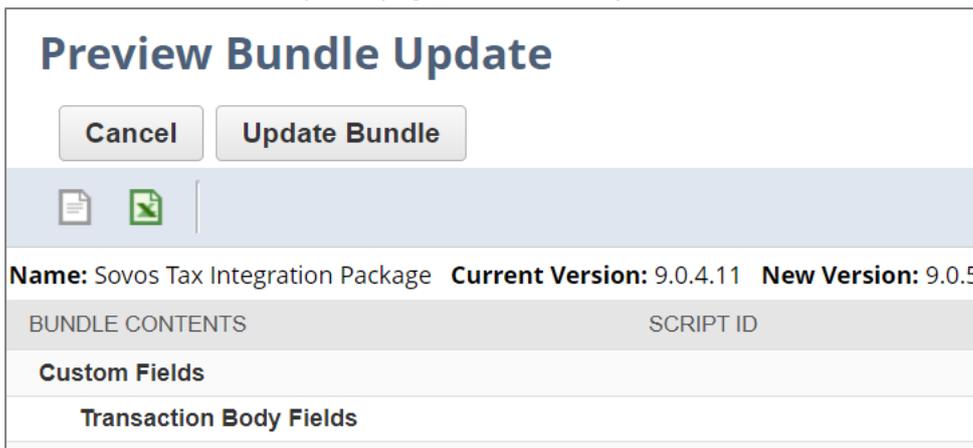
4. A confirmation box will appear. Click **OK** to update the bundle.
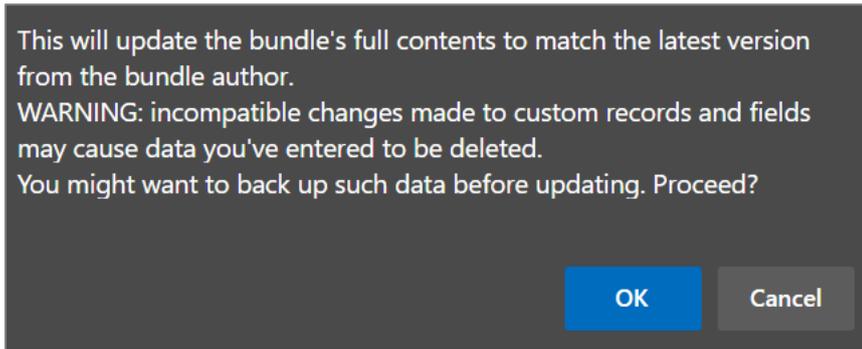
This will update the bundle's full contents to match the latest version from the bundle author.
WARNING: incompatible changes made to custom records and fields may cause data you've entered to be deleted.
You might want to back up such data before updating. Proceed?

OK   Cancel

On the **Installed Bundles** screen, you'll see a Pending status if the installation is still in progress.

Once the installation is complete, you'll see a green checkmark in the Status column.

Uninstalling the Bundle

1. Go to **Customization > SuiteBundler > Search & Install Bundle > List** to view a list of currently installed bundles in your NetSuite environment.

Customization	Documents	Setup	Commerce	SuiteApps

Customization Manager

Viewing: Portlet date settings ▼   Pe

Lists, Records, & Fields   >

Forms   >

Scripting   >

Workflow   >

Plug-ins   >

Welcome to

Centers and Tabs   >

Release 2022.1

SuiteBundler   >   Create Bundle   >

Translations   >   Search & Install Bundles   >   List
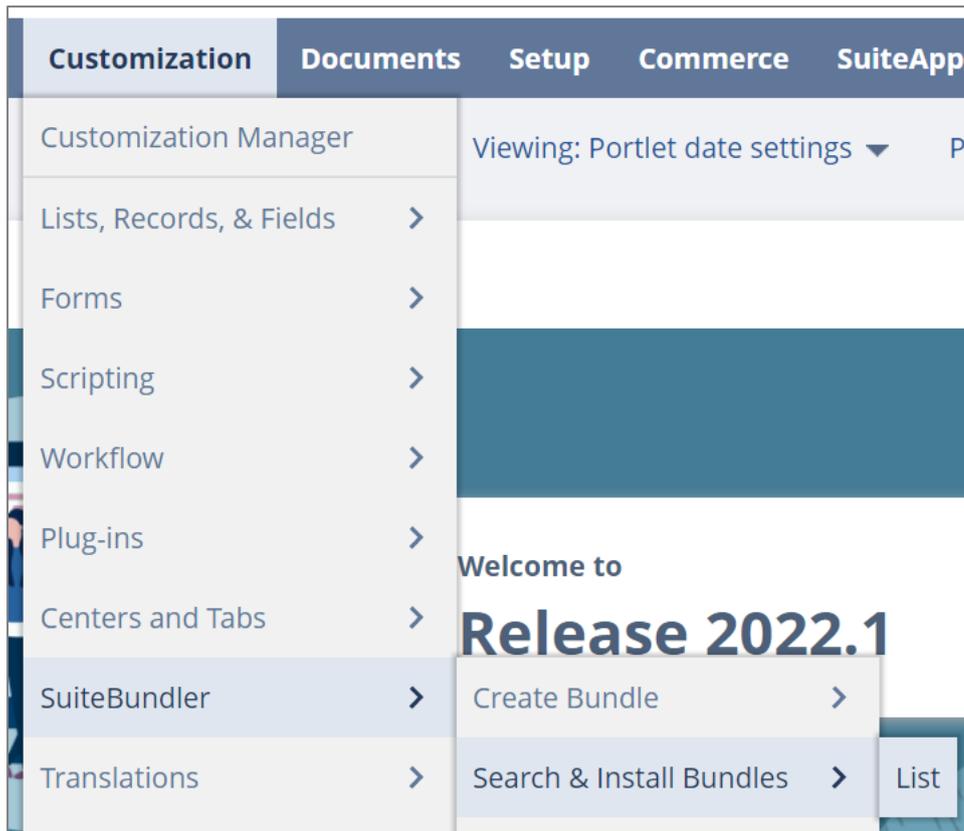
2. Hover over the **Action** icon and select **Uninstall** from the drop-down menu.

Package

Sovos Tax   378809   9.0.5
Integration
Package

Update
Uninstall
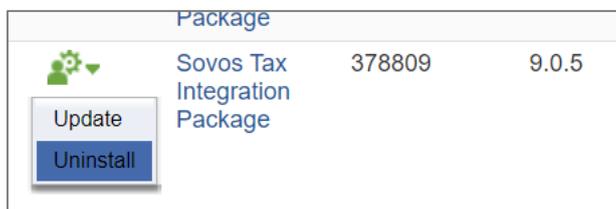
3. A confirmation box will appear. Click **OK** to delete the bundle and all its components.

Bundle: Sovos Tax Integration Package

This will delete the bundle and all its objects (custom records, forms, scripts, etc) from your account. Are you sure?

OK   Cancel
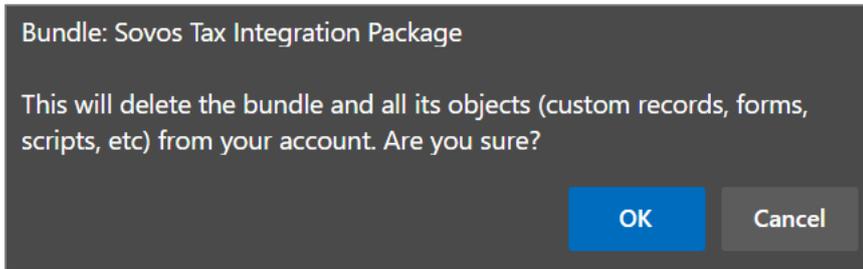
Support and Service

If you experience issues or have questions regarding this product, contact Sovos Support or submit a case in the Sovos Portal through the following URL: https://sovos.com/portal.