ONESOURCE
TRUST TAX

DOCUMENT DELIVERY

Document Version 1

TABLE OF CONTENTS

ABOUT DOCUMENT DELIVERY

ONESOURCE Trust Tax Document Delivery provides a method to retrieve documents from the ONESOURCE Trust Tax database. Previously prepared documents are available to be sent based on the marking of assigned milestones. At least once a day, documents that meet certain criteria are package into a zip file and sent through SFTP to a designated location.

Contact your Client Success Manager (CSM) for more information about Document Delivery.

DOCUMENT DELIVERY SETUP

GRANTING USER RIGHTS

Trust Tax users that require access to the document delivery setup page must be granted the **Can setup document delivery** user right.

Before a user right can be granted to a Trust Tax user, the user must be added to ONESOURCE Classic (www.onesourcelogin.com). See the *Setting Up Users and Setting Security Options* guide if you need to add a user.

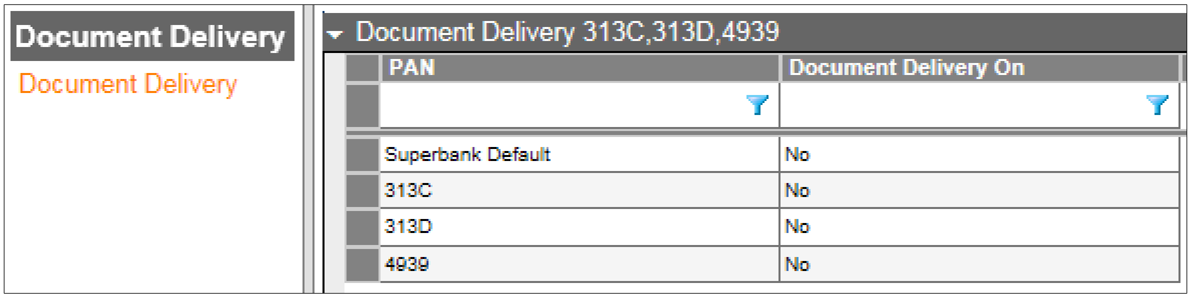
To grant the **Can setup document delivery** user right to a Trust Tax user:

1. Click the **SETUP** menu.
2. Click the **Users** main topic then click the **Trust Tax Users** subtopic.
3. Click the **User ID** link for the user you want to grant user rights to.
4. In the **Rights** grid, check the **Can setup document delivery** user right.
5. Click **Save**.

TURNING ON DOCUMENT DELIVERY

To enable Document Delivery for a specific PAN:

1. Click the **SETUP** menu.
2. Click the **Document Delivery** main topic.
3. Click the **Document Delivery** subtopic.
4. Under the **Document Delivery** collapsible section, use the dropdown under the Document Delivery On column to enable or disable a PAN.



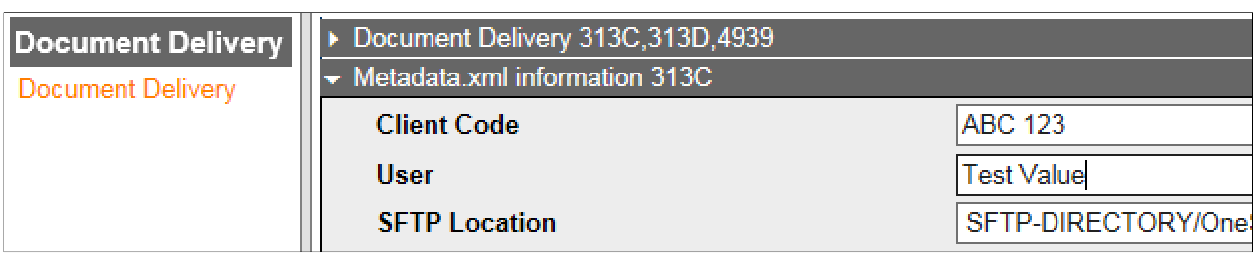
5. Click **Save**.

If the PAN is part of a SuperBank association, the ability to selectively turn on or off Document Delivery for each PAN is available.

UPDATING METADATA INFORMATION

Within each zip file, a Metadata.xml file is included. This file contains pertinent information regarding the documents contained in the zip file. Along with specific predefined fields, two of the Metadata.xml fields can have user defined data entered by PAN. To enter Metadata.xml information for a specific PAN:

1. Click the **SETUP** menu.
2. Click the **Document Delivery** main topic.
3. Click the **Document Delivery** subtopic.
4. Under the **Metadata.xml information** collapsible section, enter user defined values in the fields labeled **Client Code** and **User.**



5. Click **Save**.

The information saved in this section is not shared among other PANs in the same association.

UPDATING SFTP LOCATION

Document Delivery allows for two different folder directories to be selected for the SFTP transmission; this allows for a test location to be selected. To change the folder directory for the SFTP location:

1. Click the **SETUP** menu.
2. Click the **Document Delivery** main topic.
3. Click the **Document Delivery** subtopic.
4. Under the **Metadata.xml information** collapsible section, use the dropdown under the **SFTP Location** column to select the desired location.
5. Click **Save**.

The information saved in this section is not share among other PANs in the same association. Contact your CSM if you do not have a second SFTP location but would like the option for one.

SETTING THE DOCUMENT SELECTION OPTION

The Document Selection Option allows for the ability to control the sections of a document that are sent as a PDF. The four options are:

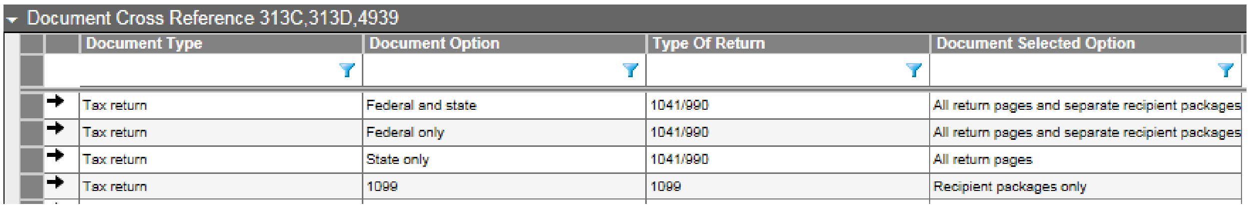
- **No documents to be sent** – No PDF will be sent for this **Document Type** and **Document Option** combination.
- **All return pages and separate recipient packages** – A PDF of this **Document Type** and **Document Option** combination will be sent that includes all sections, along with separate PDFs for each recipient package in the document.
- **All return pages** – A PDF of this **Document Type** and **Document Option** combination will be sent that includes all sections. If recipient packages are not applicable to the document combination, this will be the only option available.
- **Recipient packages only** – Separate PDFs for each recipient package of the **Document Type** and **Document Option** combination will be sent.

To set the Document Selection Option:

1. Click the **SETUP** menu.
2. Click the **Document Delivery** main topic.

3. Click the **Document Delivery** subtopic.

4. Under the **Document Cross Reference** collapsible section, use the dropdown under the **Document Selection Option** column to select an option for each **Document Type** and **Document Option** combination being used.



Document Cross Reference 313C,313D,4939

Document Type	Document Option	Type Of Return	Document Selected Option
Tax return	Federal and state	1041/990	All return pages and separate recipient packages
Tax return	Federal only	1041/990	All return pages and separate recipient packages
Tax return	State only	1041/990	All return pages
Tax return	1099	1099	Recipient packages only

5. Click **Save**.

The information saved in these sections is shared among other PANs in the same association. Contact your CSM if you only have Recipient packages only, but would like to have additional options available.

SETTING A MILESTONE TO TRIGGER WHEN A DOCUMENT IS SENT

Milestones are used to flag documents as ready to be sent. To assign a milestone to a send a document:

1. Click the **SETUP** menu.

2. Click the **Document Delivery** main topic.

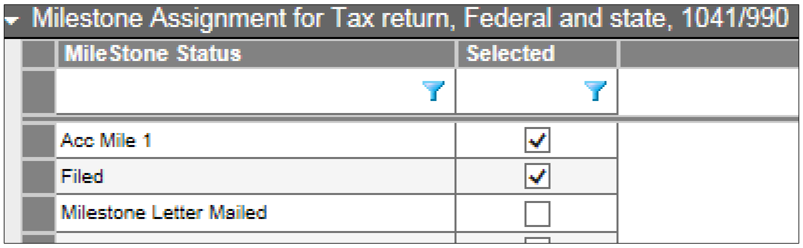
3. Click the **Document Delivery** subtopic.

4. Under the **Document Cross Reference** collapsible section, a list of available document types and document options are displayed.

5. Click the arrow for a **Document Type** and **Document Option** combination.

6. Under the **Milestone Assignment** collapsible section, a list of the current account milestones will be displayed. (To add additional milestones see **Adding Milestones** below)

7. Click on the checkbox next to the milestone(s) you want to trigger the Document Type and Document Option combination selected in the **Document Cross Reference** collapsible section.



8. Click **Save**.

9. Repeat previous steps until all Document Type and Document Option combinations that will be used have a milestone assigned to them.

The information saved in these sections is shared among other PANs in the same association.

ADDING MILESTONES

To add a milestone (if applicable):

1. Click the **SETUP** menu.

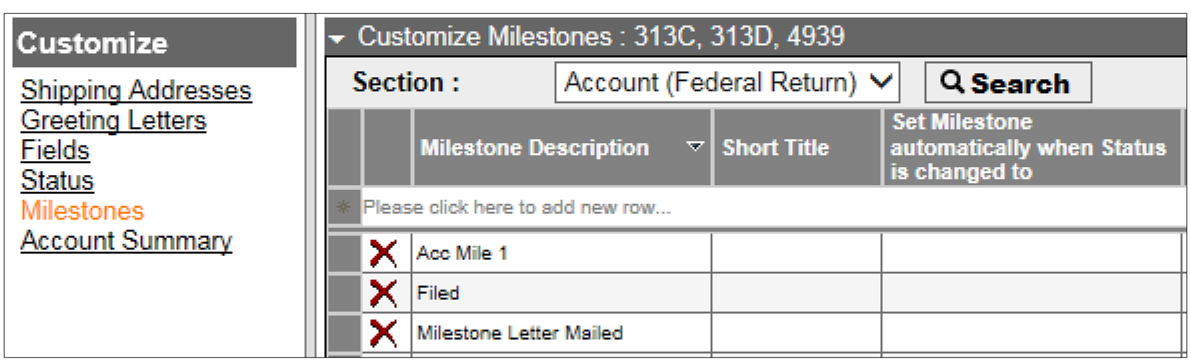
2. Click the **Customize** main topic.

3. Click the **Milestones** subtopic.

4. Select the type of milestone **Account (Federal Return)** from the **Section** drop-down list.

5. Click **Search**.

6. Click on the **Please click here to add new row** and enter a **Milestone description**



7. If you want to capture the milestone information at the time the status is set, select the status from the **Set Milestone automatically when Status is changed to** dropdown.

8. Click **Save**.

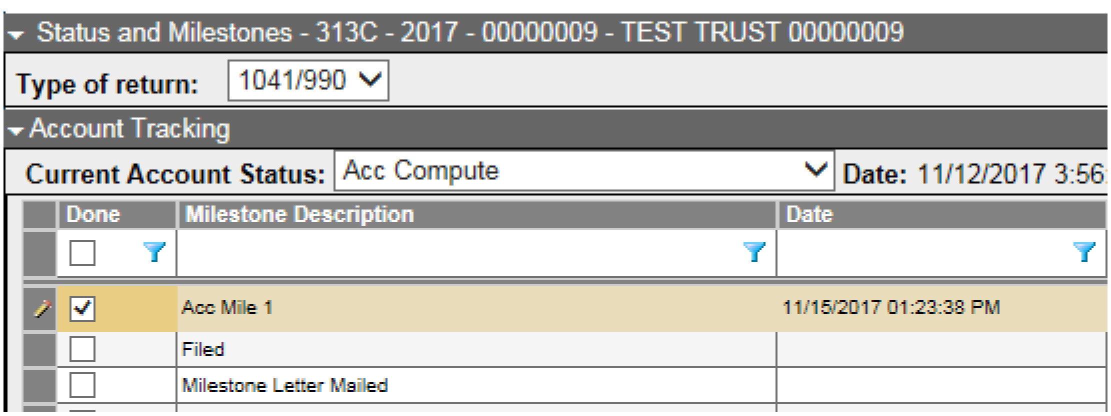
SETTING MILESTONES ON AN ACCOUNT TO SEND DOCUMENTS

You can use any of the normal Tracking options to set milestones on accounts. After the initial setup, setting the milestone on the Tracking Type of return that corresponds to the Document Type and Document Option combination will trigger any existing applicable documents to be sent. Documents will be triggered for delivery if the milestone date is after the document create date and the document was not previously sent.

SETTING STATUS AND MILESTONES FROM AN INDIVIDUAL ACCOUNT

To set a milestone on an individual account:

1. Enter an account (account will need a previously created document to be sent)
2. Click the **Account** main topic.
3. Click the **Tracking** subtopic.
4. Under the **Status and Milestones** section, use the dropdown under the **Type of return** column to select the option that corresponds with **Document Option** to be sent.
5. Under the **Account Tracking** collapsible section, check the milestone under the **Done** column that corresponds with **Document Option** to be sent.



6. Click **Save**.

SETTING STATUS AND MILESTONES FROM A REGISTER

To use a register to update milestones:

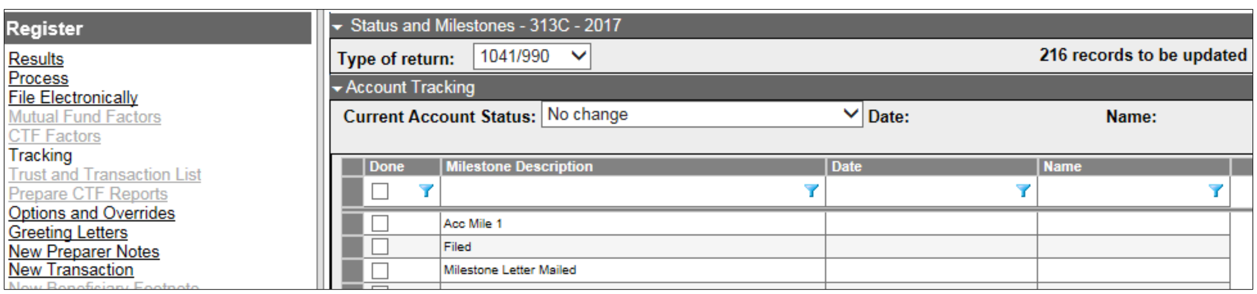
1. From the Register Listing page, click a register that lists the accounts for which you want to update milestones. The **Print Files (Tax Return) and Status** base register can be used as it shows the documents created for accounts.

2. Select the check box in the first column for each account you want update milestones for. If you want to include all of the accounts in the register, do not select any check boxes.

3. Click the **Tracking** subtopic.

4. Under the **Status and Milestones** section, use the dropdown under the **Type of return** column to select the option that corresponds with **Document Option** to be sent.

5. Under the **Account Tracking** section, check the milestone under the **Done** column that corresponds with **Document Option** to be sent.



6. Click **Save**.

REVIEWING YOUR DOCUMENT DELIVERY REQUEST

After the prescheduled Document Delivery process is initiated, you can review the status of the transmission from a register and a report, which displays under the **Request History** section.

CREATING CUSTOM REGISTERS FOR TRACKING DOCUMENT DELIVERY REQUESTS

If a base register does not suit your needs, you can create a custom register for tracking your Document Delivery requests. To create a custom register for tracking your Document Delivery requests:

1. From the Register Listing page, click 🔧 for the **Print Files (Tax Return) and Status** base register.
2. Click the heading of the **Information** collapsible section to open it.
3. Change the name in the **Register Name** field to the name for your custom register. Select the register scope from the **Scope** drop-down list. Click **Save As**. You can change the information in any of the other fields listed under the **Information** collapsible section before you click **Save As.**
4. Add or delete register columns. See the section **DOCUMENT DELIVERY REGISTER COLUMNS** for details about the Document Delivery columns you can add to your custom registers:
5. Click **Save**.

DOCUMENT DELIVERY REGISTER COLUMNS

The fields listed in the table below are available to add as columns to custom registers based on the **Print Files (Tax Return) and Status** base register. The fields are located in the **Print File Information** category under the **Detail Columns** collapsible section on the Register Properties page.

FIELD NAME	DESCRIPTION
Document Delivered (Prevent Delivery)	Indicates if document was sent by Document Delivery (Can be used to prevent transmission)
Document Delivery Date	Date transmitted by Document Delivery

REVIEWING THE DOCUMENT DELIVERY REPORT

To review the Document Delivery transmission report:

1. The report is accessible from the **Request History** collapsible section on the Request Status and History page. To access this page from a register, select **Request Status and History** from the **Register Action** drop-down list. If you are no longer working in a register, click the **Home** menu then click the **Admin** main topic.
2. A filter can be used to narrow the results displayed, use the dropdown under the **Request Type** column to select **Document Delivery** and press enter.
3. Click the **File Name** link.
4. Click **Open.**

Current Requests

Request History

Started Date - Begin: 10/10/2017 End: 11/15/2017 Display

Batch ID	Started	Ended	Status	Requested By	Request Type	Req Opti	File Name
					Document Delivery		
10912	10/23/2017 9:40:08 AM	10/23/2017 9:40:14 AM	Complete	DD	Document Delivery		TESTCLIENT1_313C_2015_201710239409.txt
10840	10/20/2017 9:40:05 AM	10/20/2017 9:40:10 AM	Complete	DD	Document Delivery		TESTCLIENT1_313C_2016_201710209405.txt

5. The report lists each document transmission attempt. The **Error Message** column will show a message for an individual document, if an issue was encountered. If the entire zip file was not successfully transmitted, an error message will appear at the bottom of the report.

Document Delivery Report for PAN : 313C and Tax Year: 2015

Date & Time: 10/23/2017 9:40:09 AM Report File Name: TESTCLIENT1_313C_2015_201710239409.txt

Status	Account Number	Document Type	Document Entity Type	Document File Name	Error Message
Successful	011001748000	Projection	Federal and state	313C_011001748000_trProj_20150_0_0_0_0.pdf	