ONESOURCE™ WORKFLOW MANAGER

User guide

Version 4.2

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TAX & ACCOUNTING

THOMSON REUTERS

Proprietary Materials

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ONESOURCE WorkFlow Manager

As an automated workflow solution for your corporate tax department, ONESOURCE WorkFlow Manager gives you the ability to standardize, streamline, automate, and track all aspects of your corporate tax workflow. Streamline the way you work with features like:

- Single Sign-On to keep you moving from one application to another
- Customized gadgets for instant access to key tax data
- Side-by-side scenarios to compare multiple years, entities, or key metrics

ONESOURCE WorkFlow Manager integrates the tools you need to administer workflow processes into one system. Work procedures are enhanced with managerial tools, such as:

- Automated tracking of internal and external due dates
- Integrated document management tools, including editing capabilities and restricting access to documentation
- Automated e-mail notification for individuals, groups, and outside users when tasks are completed
- Built-in security, including controlled access and routing
- Administrative and oversight functions, including approval requirements as workflow tasks are completed

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Terminology

These terms are commonly used in ONESOURCE WorkFlow Manager.

Checklist. A template associated with a workflow that outlines and records the progression and completion of specific items or duties. Checklists and checklist libraries are created by system administrators. Workflows can have many checklists, and checklist templates can be applied across workflows.

DataFlow. ONESOURCE DataFlow is used to collect tax-related information from data providers in order to complete a workflow. A DataFlow request is created by a ONESOURCE WorkFlow Manager user and sent by e-mail to data providers as a Web-based Excel spreadsheet. DataFlow requests and their associated files can be tracked within or across workflows.

Document. Information or communication required to complete a task or workflow. Almost any exchange of information – electronic or hard copy – can be added to ONESOURCE WorkFlow Manager as a document. Many of the application's customized features, assignment and tracking capabilities, and security features associated with tasks and workflows are used for documents.

Entity. Legal units, branches, subsidiaries, and unrelated third parties or investments for which data is maintained.

Notes. Indicates that an open item within a workflow requires attention. Parts of a note include the Point, Resolution or Response, and Status Indicator.

ONESOURCE platform. This platform allows you to access and launch all Thomson Reuters ONESOURCE products using Single Sign-On capability. It provides enhanced integration, and immediate access to your most important data.

Process tasks. Internal tasks with due dates assigned to individuals that require tracking and routing management (e.g., task completion signatures and sign-off approvals). Tasks are defined and outlined by the user in order to comply with requirements of governmentally defined tax events.

Tax events. Events that have specific due dates and requirements determined by a taxing authority. Workflow templates for these events are preloaded and maintained by ONESOURCE WorkFlow Manager. Authorized users add tax events to a workflow depending on the criteria. Tax events can be added after templates are set up in order to meet new or changing requirements.

Template Library. ONESOURCE Template Library is a mechanism to import document templates to a workflow from Word, Excel, the ONESOURCE FileRoom, and ScanFlow. You can perform all document-related functions currently available in ONESOURCE WorkFlow Manager.

Workflow. The process of defining, implementing, and completing tasks and events associated with any part of a work objective. ONESOURCE WorkFlow Manager provides the resources to outline, assign, track, integrate, and complete workflows from one location.

Workflow template. A predefined outline and guide to support the completion of a specific event, such as a federal or state return. If the procedures of the event are complex, multiple workflow templates may be required.

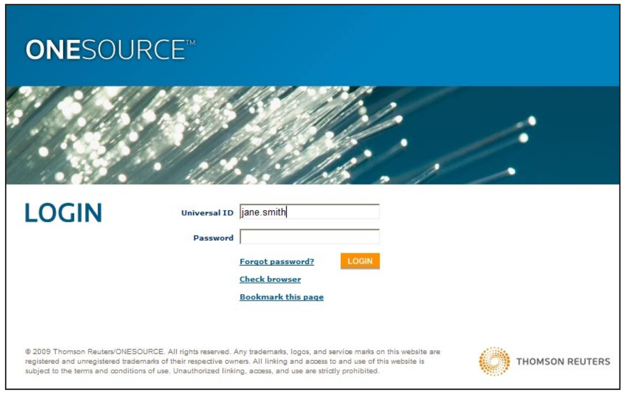
System Requirements

Operating System	Windows XP Professional SP2 or SP3 Windows Vista Business SP1
Hardware Minimum	Intel 1.8 Ghz processor/Dual Core processor
Memory Minimum	1GB RAM/1.5GB RAM
Screen Resolution	1024 x 768 minimum
Microsoft Office	2003 or 2007
Web Browser	Internet Explorer 6 or higher
Adobe Acrobat	Adobe Acrobat Professional version 7, 8 or 9 in order to edit PDF files in ONESOURCE WorkFlow Manager
Network Protocol	TCP/IP Network Protocol Internet connection minimum, 768kbps for a single user, 3mbps for multiple users
Additional Components	Available via the **Check Browser** link on the login screen

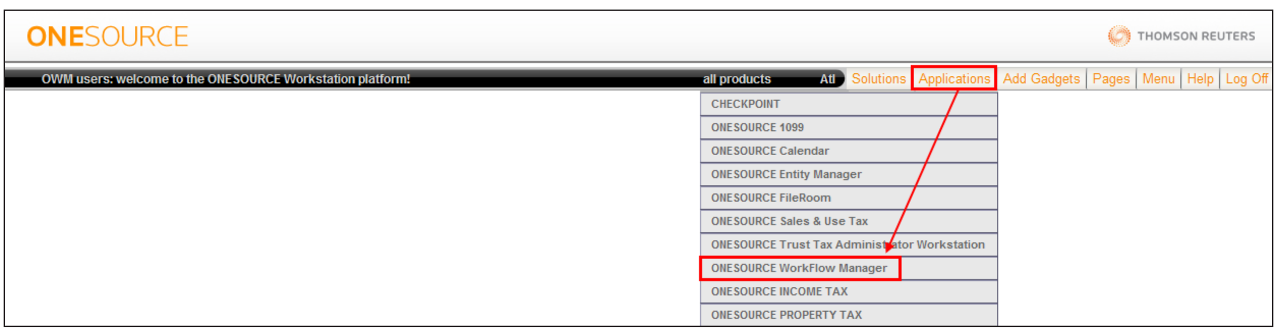
Logging In

Log on to the ONESOURCE platform at https://www.onesourcelogin.com.

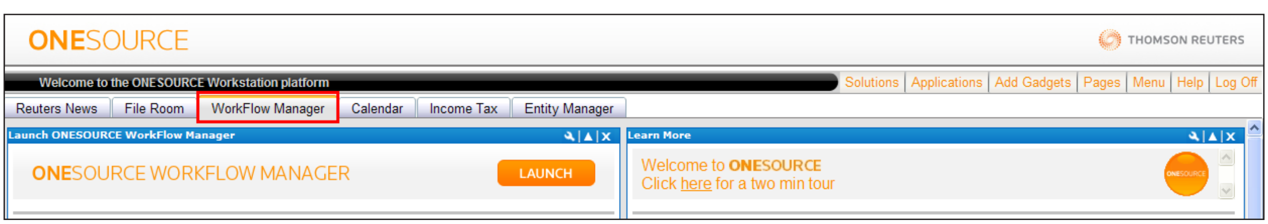
1. Enter your **Universal ID** and **Password**.



2. Click **Login**. The ONESOURCE dashboard will open.
3. From the ONESOURCE menu bar, click **Applications**, then **ONESOURCE WorkFlow Manager**.



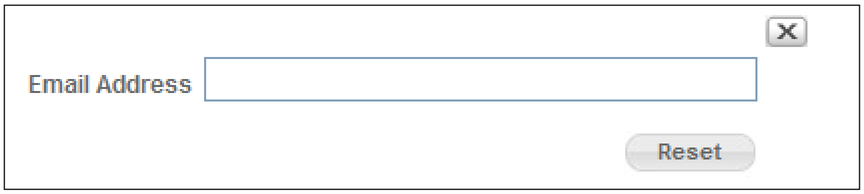
NOTE: You can also add the **Launch ONESOURCE WorkFlow Manager** gadget to a page in the ONESOURCE dashboard, and click **Launch** to open the application.



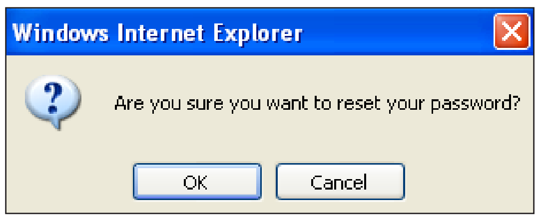
Forgot password?

If you cannot remember your password in order to log on to the ONESOURCE platform, you can use the link provided on the login screen to reset it.

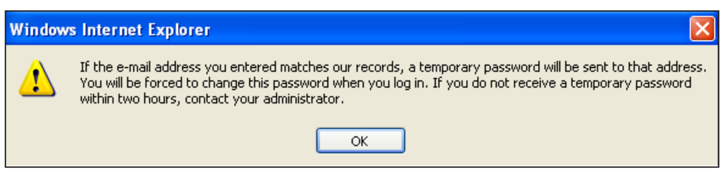
1. Click **Forgot Password?** on the login screen. Enter your e-mail address in the screen that appears, then click **Reset**.



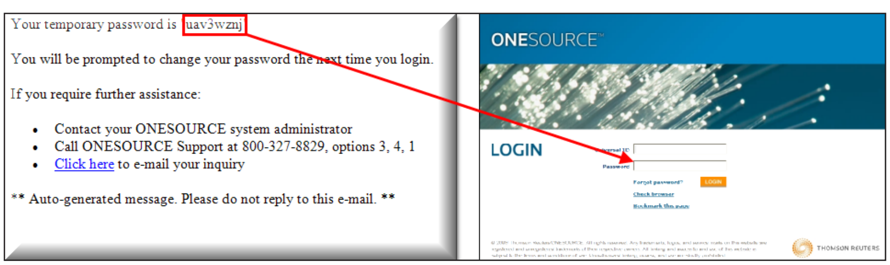
2. A dialog box appears confirming that you want to reset your password. Click **OK**.



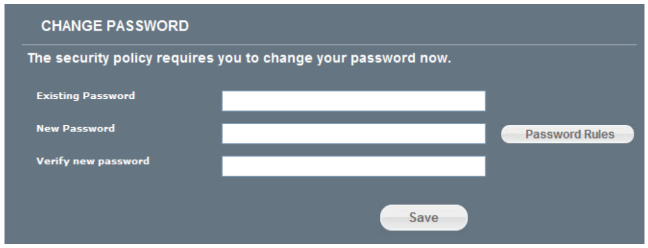
3. The following dialog box appears confirming that, if the e-mail address you entered matches the system's records, a temporary password will be sent to that e-mail address. Click **OK**.



4. Log in using the temporary password sent to you via e-mail.

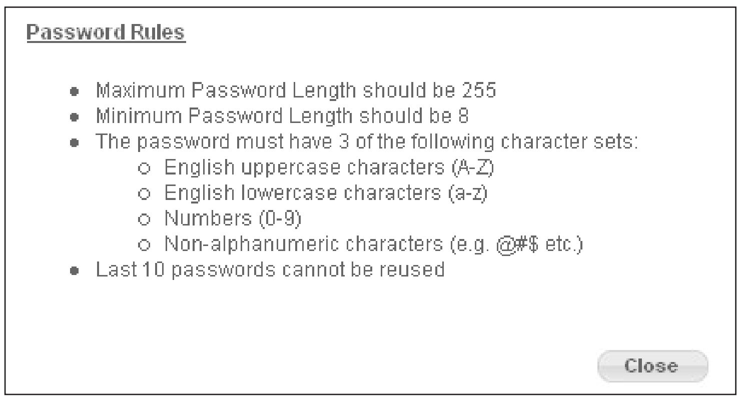


5. Once logged in, you must change your password. Use your temporary password (sent to you via e-mail) in **Existing Password**, then enter the new password you will use to log on to the ONESOURCE platform in **New Password** and **Verify new password**.



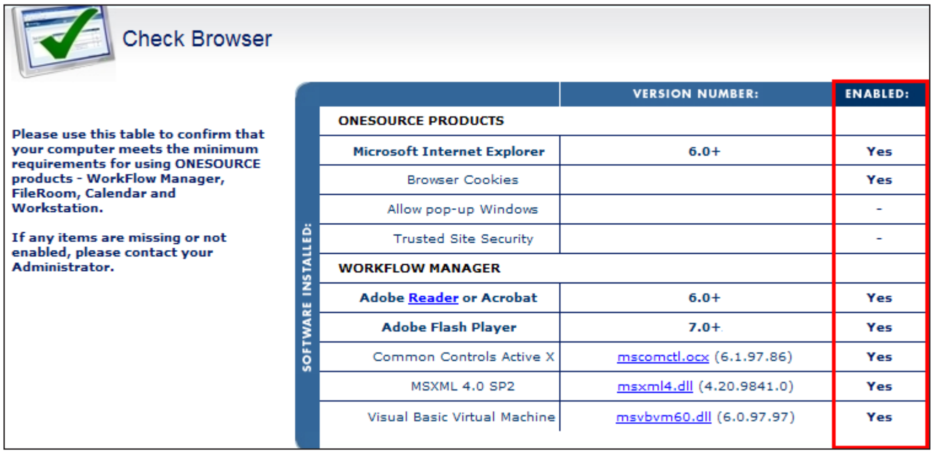
6. Click **Save**.

NOTE: Passwords must conform to the rules set by your administrator. Click **Password Rules** on the **Change Password** screen to see those currently in effect.



Check browser

To get the most out of ONESOURCE, click **Check Browser** on the login page to ensure your computer is in compliance. The following screen will appear:



In the **Enabled** column, see what adjustments need to be made to your browser. These may include upgrading to newer software versions or enabling settings.

Microsoft Internet Explorer
Download Internet Explorer at http://www.microsoft.com/windows/downloads/ie/getitnow.mspx.

Browser cookies
Internet Explorer lets you specify sites from which to allow cookies.

1. Open Internet Explorer, select **Tools**, then **Internet Options**.
2. Choose the **Privacy** tab, then click **Sites.**
3. Type the following sites in the **Address of website** field:
   - *.onesourcelogin.com
   - *.riag.com
   - *.OneSourceTax.com
   - *.thomson.com
   - *.thomsonreuters.com
   - *.epropertytax.com
   - *.checkpoint.com
   - *.taxstream.com
4. Click **Allow** after entering each site.
5. Click **OK** in the **Per Site Privacy Actions** dialog box.
6. Click **OK** in the **Internet Options** dialog box.

Allow pop-up windows

1. Open Internet Explorer, select **Tools**, then **Pop-up Blocker** > **Pop-up Blocker Settings**.
2. Type the sites listed above into the **Address of website to allow** field. Click **Add** after entering each site.
3. Click **Close**.

Trusted sites

1. Open Internet Explorer, select **Tools**, then **Internet Options.**
2. Click the **Security** tab, then the **Trusted Sites** icon, then **Sites.**
3. Type the sites listed above into the **Add this website to the zone** field. Click **Add** after entering each site.
4. Click **Close** in the **Trusted sites** dialog box.
5. Click **OK** in the **Internet Options** dialog box.

Adobe Flash Player
ONESOURCE supports Adobe Flash Player 7 and above. To upgrade, visit the Adobe Web site at http://www.adobe.com/shockwave/download/download.cgi?P1_Prod_Version=ShockwaveFlash.

Adobe Reader and Adobe Acrobat
ONESOURCE supports Adobe Reader and Adobe Acrobat professional products version 6 and above. Download the most recent version of Adobe Reader at http://www.adobe.com/products/acrobat/readstep2.html?promoid=BUIGO.

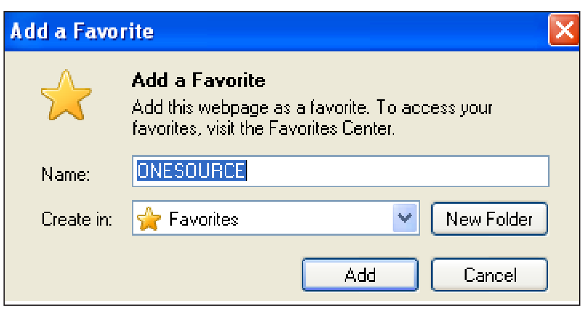
TIP: If you have Adobe Reader and later upgrade to a full version, uninstall Reader first.

Links are provided for MSXML 4.0 SP2, Common Controls Active X, and Visual Basic Virtual Machine. If needed, click on the link and follow the instructions provided.

Bookmark this page

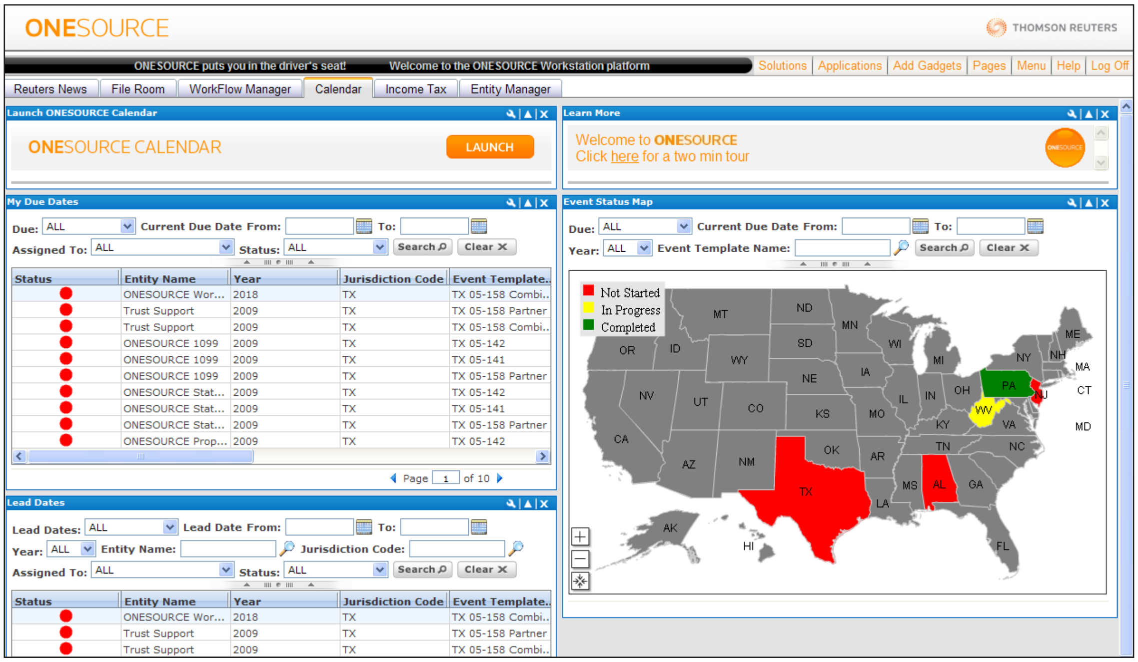
To add the ONESOURCE login page to your Internet Explorer Favorites:

1. Click **Bookmark this page** on the login screen.
2. The **Add a Favorite** dialog box appears. Modify the name, if desired.
3. Click **Add**.



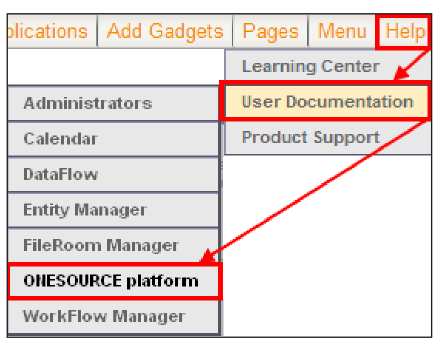
ONESOURCE dashboard

After logging in with your universal ID and password, the ONESOURCE dashboard will open. This section describes the links found in the **Help** menu.



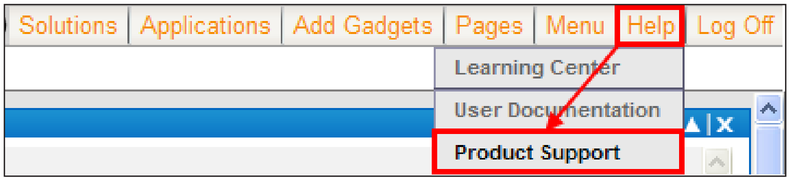
User Documentation

Refer to the ONESOURCE platform user guide for a complete description of the dashboard, including ticker messages, gadgets, and pages. Click **Help** > **User Documentation** > **ONESOURCE platform** to open the user guide as a PDF.

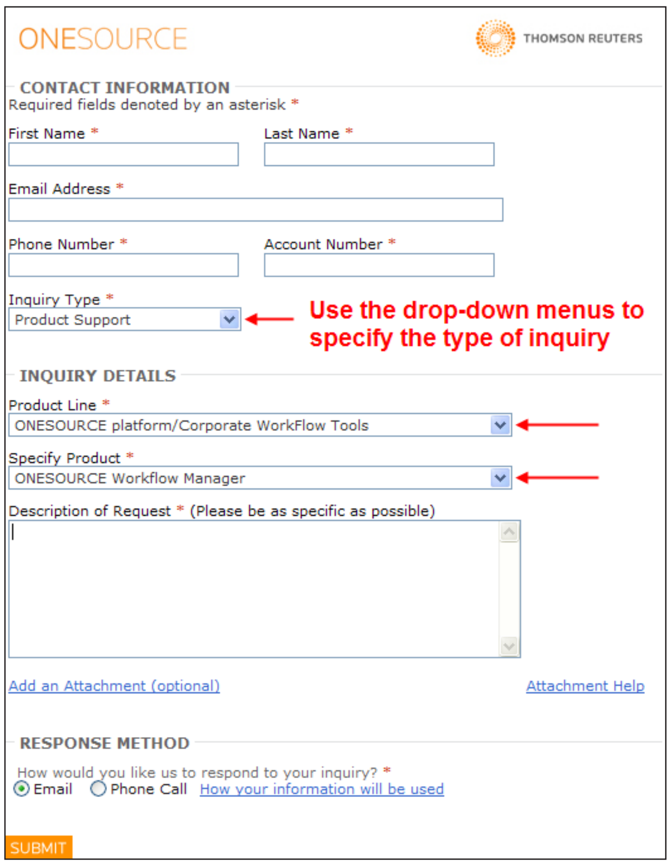


Product Support

To request help for any ONESOURCE product, click **Help** > **Product Support**.

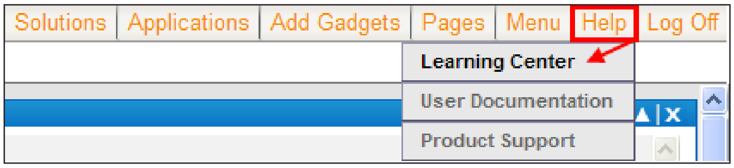


Fill in the **Product Support** form with your contact information and inquiry details. Use the drop-down menus to specify the type of inquiry, and for which product you require help.

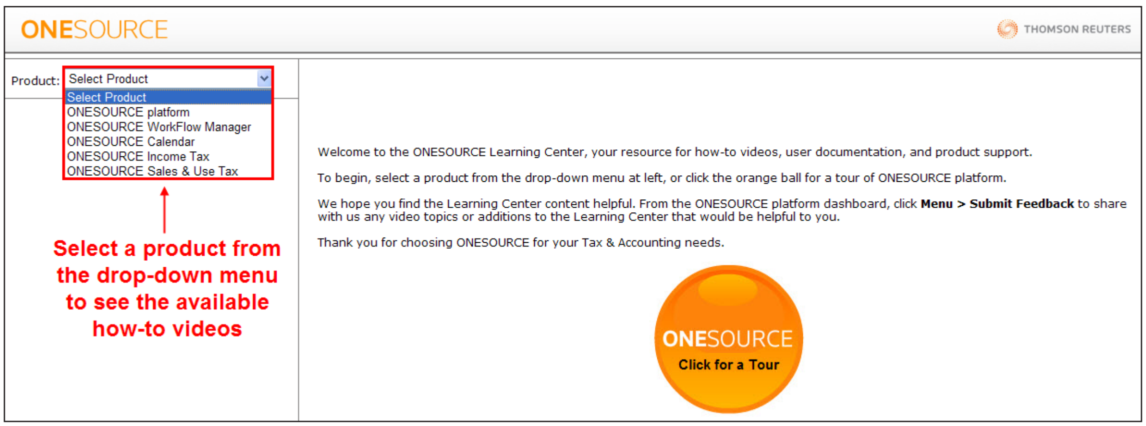


Learning Center

For visual learners, we are creating how-to videos that show you how to accomplish various tasks in ONESOURCE products. Click **Help** > **Learning Center** to choose a product and topic.

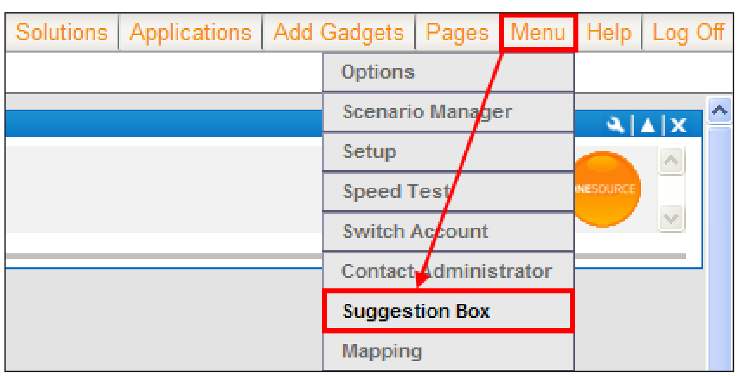


From the Learning Center home page, use the drop-down menu to select a product and see the available how-to videos.

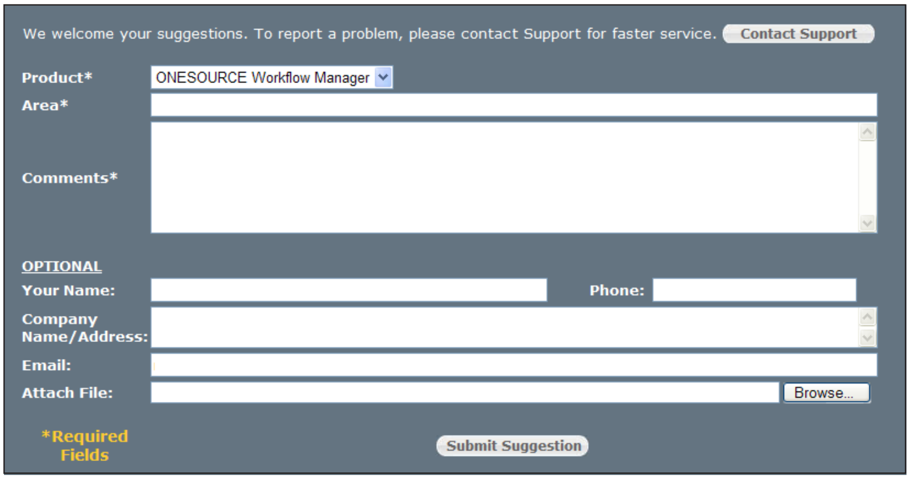


Suggestion Box

Your ideas and suggestions are how we improve the user experience and functionality of our products. From the ONESOURCE menu bar, click **Menu** > **Suggestion Box** to submit your feedback to the Product team.



In the **Suggestion Box** screen, use the drop-down menu to select the product for which you have a comment or suggestion. Use the **Area** field to specify where in the product (e.g., a screen, Actions menu item, etc.) you would like to see an improvement. In the **Comments** field, provide a brief description of your suggestion.



Launching your ONESOURCE application

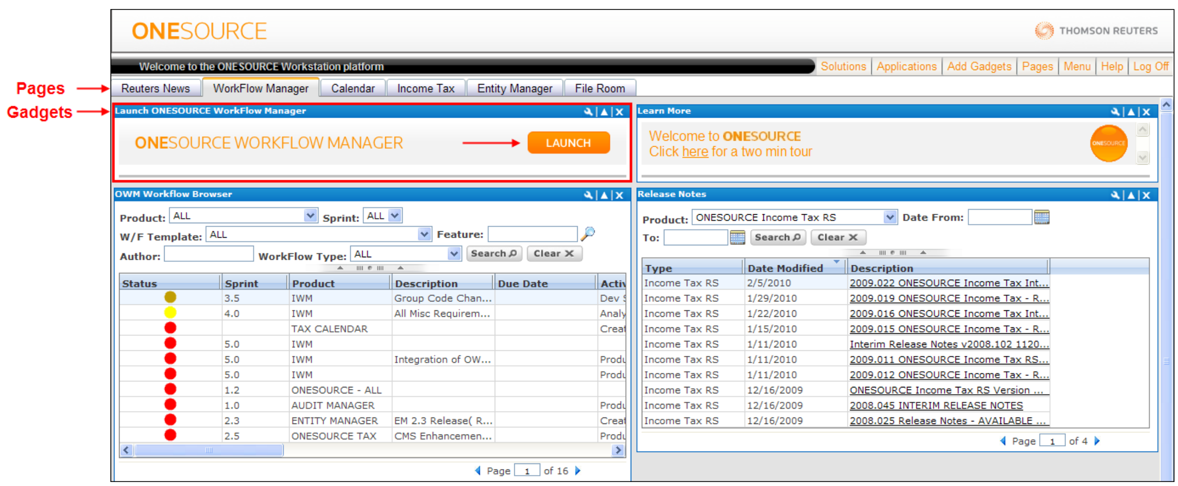
From the ONESOURCE dashboard, there are three ways to launch a ONESOURCE application:

- Using the **Launch** gadget on a customized page
- Clicking **Applications** in the ONESOURCE menu bar, then the application name
- Clicking **Solutions** in the ONESOURCE menu bar, then the application name

Using the Launch gadget

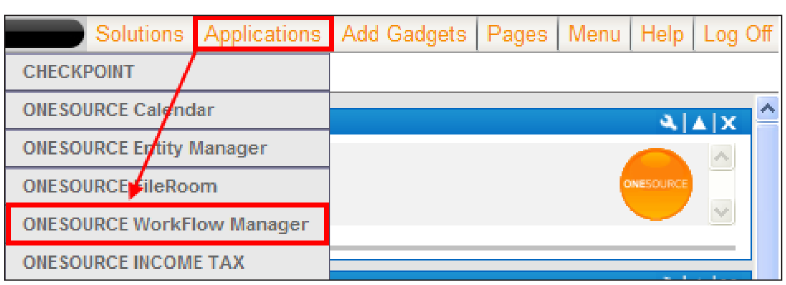
As shown earlier, the ONESOURCE dashboard opens when you log in with your universal ID and password. You can create pages for your dashboard, and add launch gadgets to pages.

To learn how to add pages and gadgets, see the ONESOURCE platform user guide, or watch the Learning Center videos titled **Adding and deleting pages** and **Adding and deleting gadgets**.



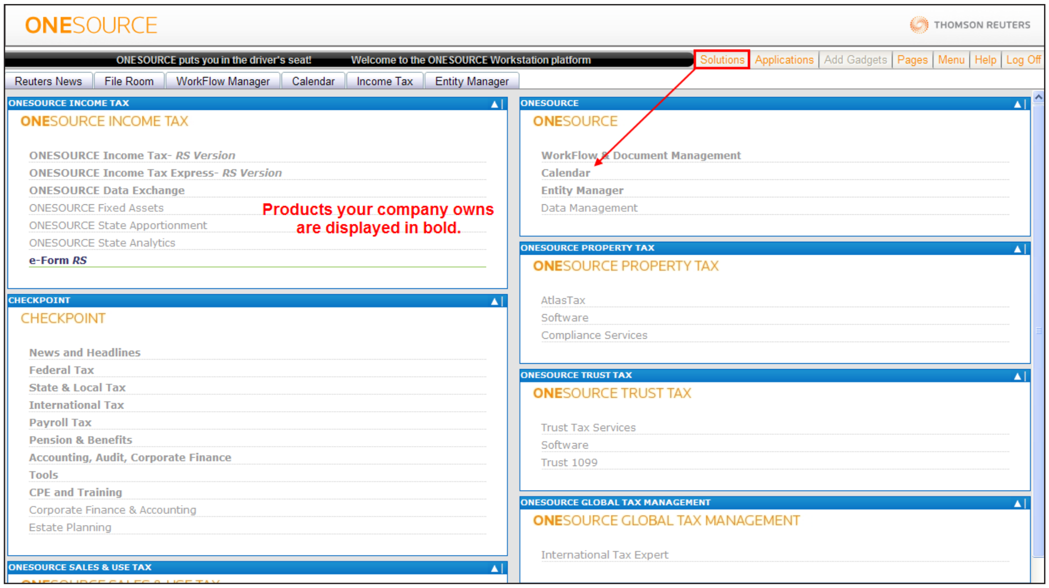
Applications menu

The **Applications** menu in the ONESOURCE menu bar shows all products your company owns. Click a product name to launch that application.



Solutions menu

The **Solutions** menu in the ONESOURCE menu bar shows the various categories of products available from Thomson Reuters. The products you own are shown in bold. Clicking on any other product name will take you to its Web site for more information.

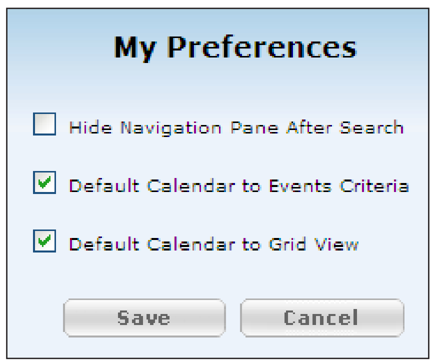


Options menu

Wherever you are in ONESOURCE WorkFlow Manager, you will see the **Options** menu in the upper right corner, near the Actions menu icon.

My Preferences

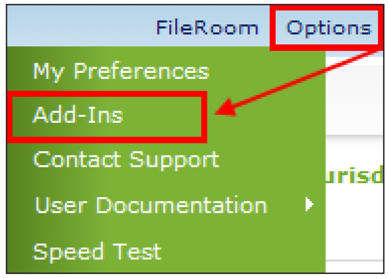
Click **Options** > **My Preferences** to customize your displays in ONESOURCE WorkFlow Manager. Check or uncheck the boxes to specify what happens with the navigation pane after a search, and the default views when you open the application.



For more information on customizing grid view, see **Configuring the View Areas** later in this user guide.

Add-Ins

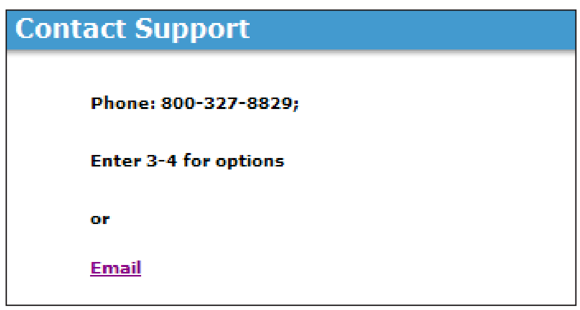
Several Add-Ins support ONESOURCE WorkFlow Manager functionality (e.g., enhancements to Microsoft Office, Lotus Notes, and Adobe Acrobat).



Each Add-In has a **View** and **Download** button. **View** provides detailed instructions for downloading the Add-In and configuring your system. **Download** starts the installation of the Add-In.

Contact Support

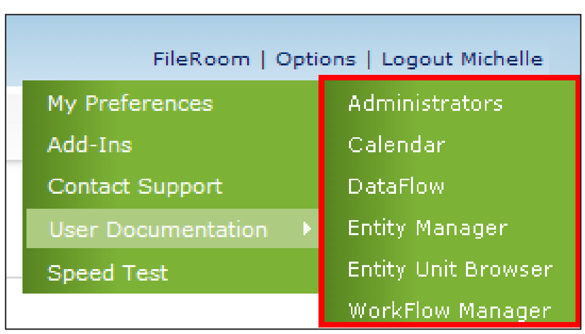
Click **Options** > **Contact Support** to obtain the toll-free number for ONESOURCE support. When the recorded message begins, press 3 for ONESOURCE support, then press 4 for Workflow Tools.



Click the **Email** link to access the Product Support form explained earlier in this user guide.

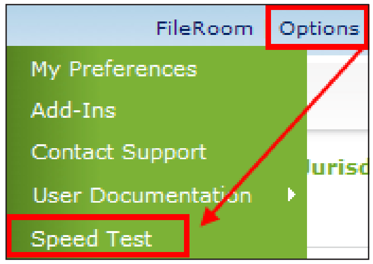
User Documentation

Click **Options** > **User Documentation** to open a user guide as a PDF in a separate window.

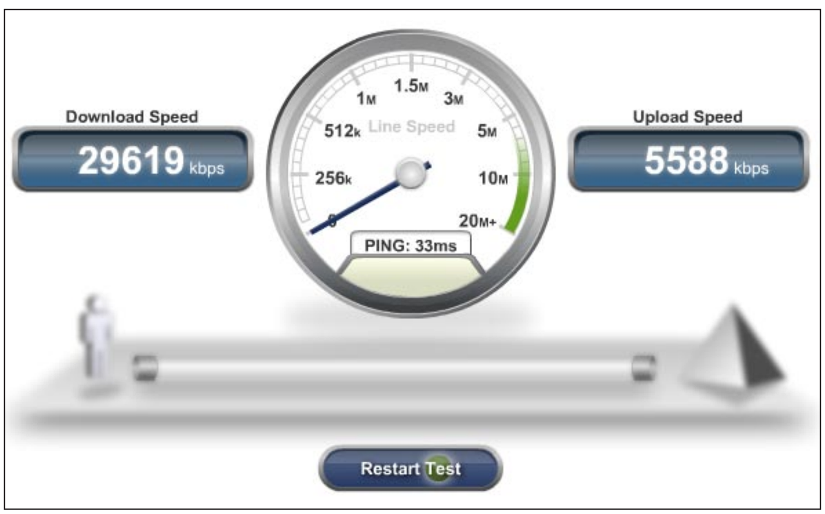


Speed Test

Administrators will see **Speed Test** in the **Options** menu. It tests the upload and download speeds of your computer.



Click the **Begin Test** button. **Speed Test** will calculate your download and upload speeds, then display the results.



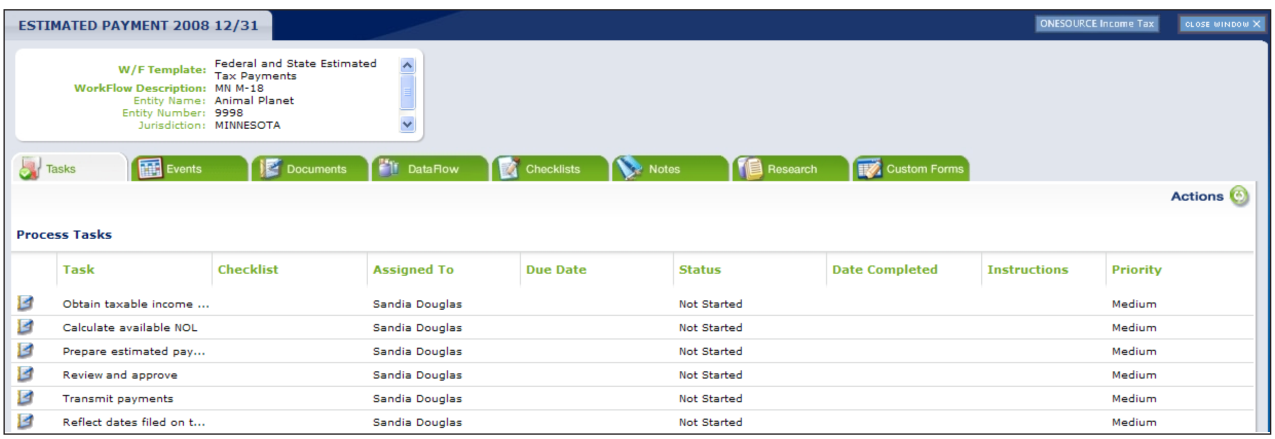
ONESOURCE WorkFlow Manager

Overview

The primary component of ONESOURCE WorkFlow Manager is the workflow, which consists of tasks associated with a work objective.

ONESOURCE WorkFlow Manager integrates corporate or departmental workflows with the tools needed to administer workflow processes. Represented by the tabs in a folder, a workflow consists of:

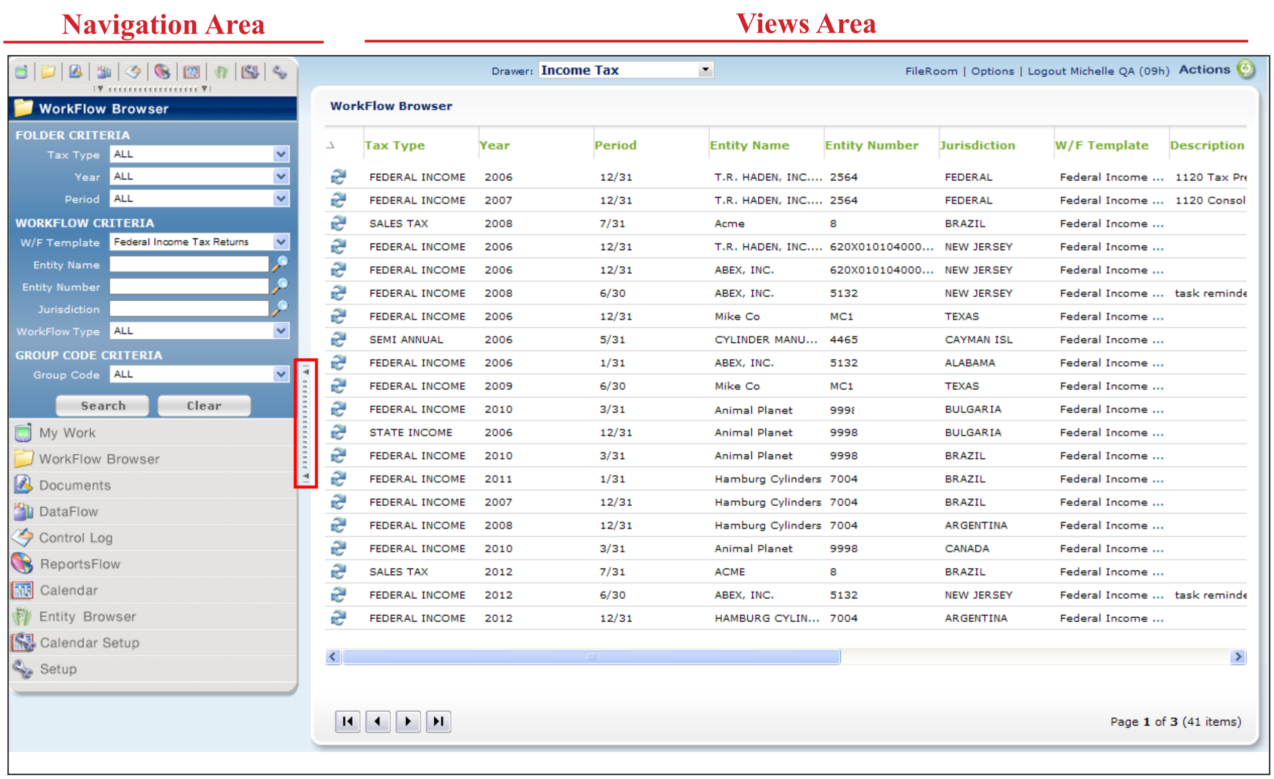
- Process tasks
- Tax events
- Documents
- DataFlow requests
- Checklists
- Notes
- Research
- Custom forms



Navigation and Views Areas

ONESOURCE WorkFlow Manager opens to the **My Work Tasks** page. All pages accessed from the left navigation area (i.e., WorkFlow Browser, Calendar, etc.) display search criteria on the left and results of those searches on the right.

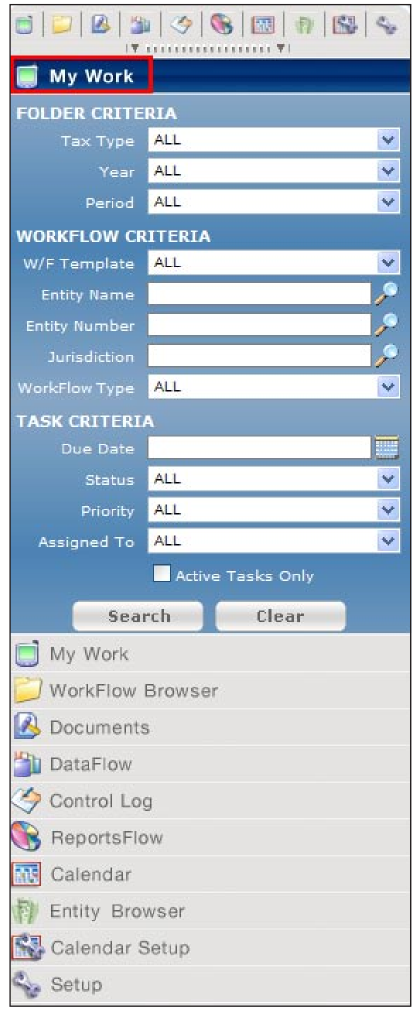
The **Splitter** between the two areas lets you collapse or expand the navigation area, allowing for a larger viewing area when needed.



Navigation area

The application selected in the navigation area is displayed at the top (shown at right). These links:

- Represent strategic work areas in ONESOURCE WorkFlow Manager
- Provide access to these areas
- Are the first tier of organization for workflow processes.



My Work – Displays tasks assigned to the current user. Views can be configured using search criteria.

WorkFlow Browser – Organizes groups of tasks and related processes pertaining to workflows. Views can be configured using search criteria.

Documents – Shows all documents in ONESOURCE WorkFlow Manager, and provides access to the documentation management system. Searches can be performed and saved based on the search criteria.

DataFlow – Displays current DataFlow requests. Views can be configured using search criteria.

Control Log – Contains the tools to track and log internal task reviews, and tax authority responses to tax event filings.

ReportsFlow – A repository of standard and custom Calendar reports, and labels.

Calendar – Displays scheduled events and tasks in calendar view (by day, week, or month), or grid view.

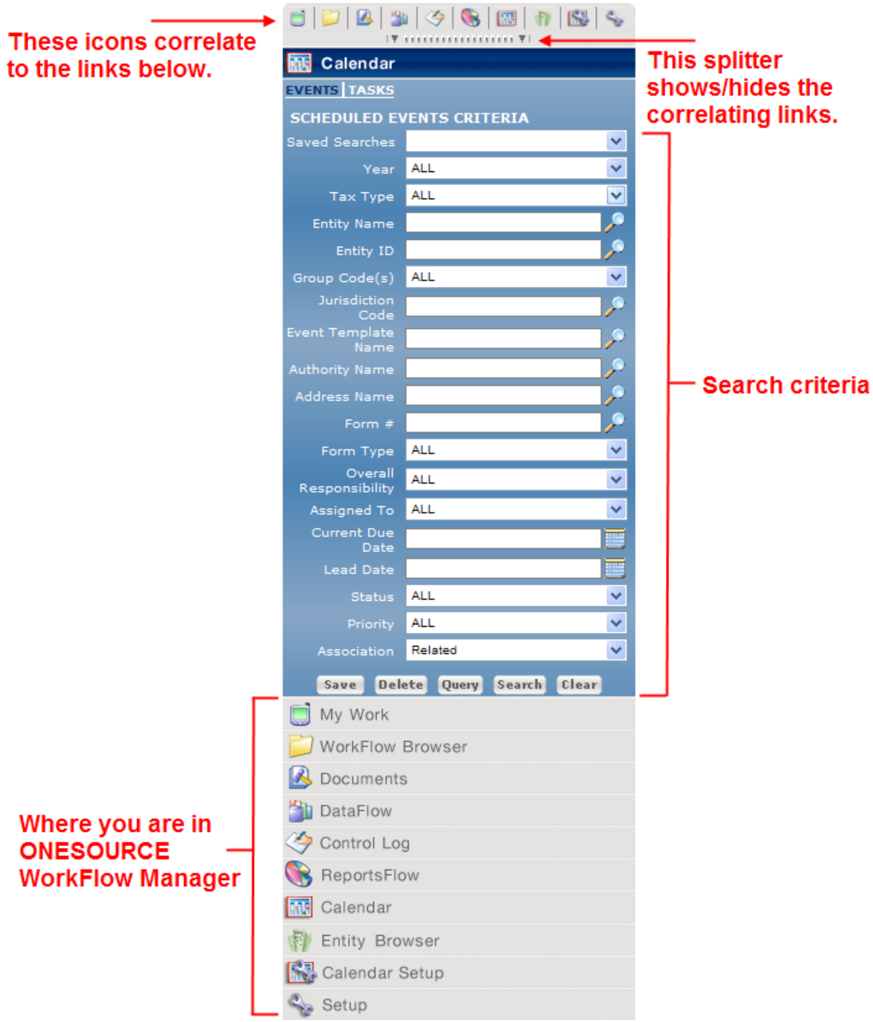
Entity Browser – Displays entities used in ONESOURCE WorkFlow Manager. Inactive entities may be archived and retrieved for future use.

Calendar Setup – Provides access to management functions for Calendar, including Global Defaults, Jurisdictions, Authorities, Forms/Addresses, and Event Templates. **Setup** is restricted to users with administrator rights.

Setup – Provides access to management functions pertaining to WorkFlow templates, DataFlow users and FormsFlow templates, security permissions, and reports. **Setup** is restricted to users with administrator rights.

The left navigation area

In ONESOURCE WorkFlow Manager, the icons at the top of the left navigation area correlate to the links at the bottom of the left navigation area.



The ONESOURCE Calendar, DataFlow, and Entity Manager user guides are available from **Options** > **User Documentation** in ONESOURCE WorkFlow Manager, or **Help** > **User Documentation** on the ONESOURCE platform.

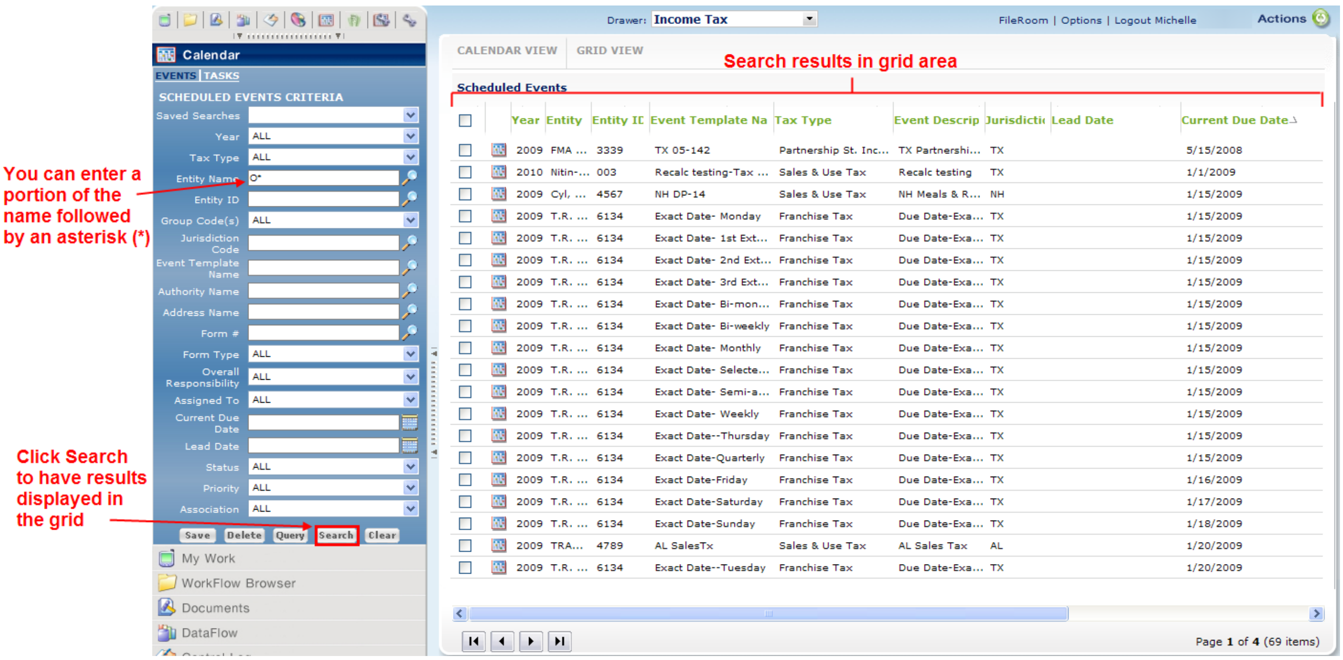
Setup and administrative functions are found in the administrator guide, which is also available from **Options** > **User Documentation** in ONESOURCE WorkFlow Manager, or **Help** > **User Documentation** on the ONESOURCE platform.

All other applications are covered in this user guide.

Search criteria

With the exception of **ReportsFlow**, **Calendar Setup**, and **Setup**, the left navigation area contains search criteria specific to where you are in ONESOURCE WorkFlow Manager. To find folders, workflows, tasks, group codes, documents, dataflows, scheduled events, or entities, select one or more field values using the drop-down menus, and lookup and calendar icons.

To use the fields with lookup icons, enter any portion of the name (for example, O* or ONE* for ONESOURCE), then click **Search**. Using this example, all items starting with the letter O, or names starting with ONE, will be displayed in the grid area.

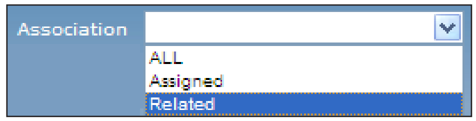


Selecting more than one field from the search criteria narrows your results. To broaden a search, select **ALL** from a drop-down menu, then click **Search**.

ONESOURCE WorkFlow Manager keeps the values you entered from your last search. Click **Clear** to reset drop-down menus, and clear the search fields.

Association field in Calendar view

The **Association** drop-down menu lets you search for events based on whether they are assigned or related to a workflow.



Assigned lets you search for scheduled events assigned to a workflow, including events scheduled within the **Events** tab of a workflow, and those assigned to a workflow from **Scheduled Event Profile**. These events have a workflow icon at the beginning of their rows.

NOTE: Double-clicking on any of these events opens the associated workflow folder to the **Events** tab. When the workflow rolls forward, so do the assigned events.

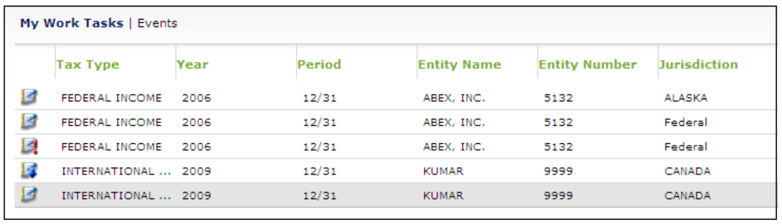
Related lets you search for all events not assigned to a workflow. Double-clicking on any of these events opens the **Scheduled Event Profile**. These events have a calendar icon at the beginning of their rows.

Views area

The views area contains:

- Default views of a ONESOURCE WorkFlow Manager area (for example, **My Work** or **Entity Browser**)
- Results of a search
- Menus, dialog boxes, and editing tools used to manage workflow processes

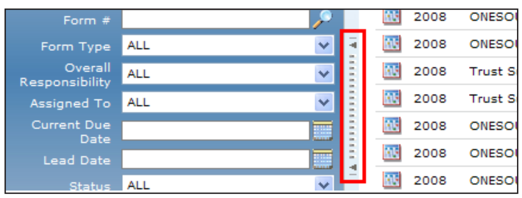
Data in the views area appear in a table or grid format.



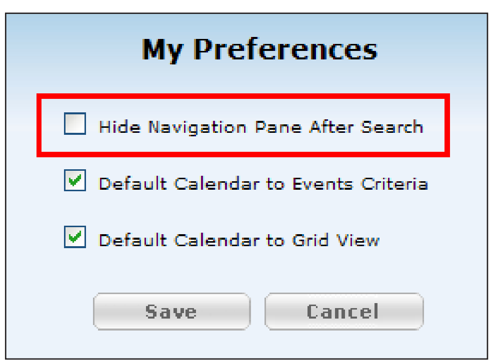
My Work Tasks | Events

Tax Type	Year	Period	Entity Name	Entity Number	Jurisdiction
FEDERAL INCOME	2006	12/31	ABEX, INC.	5132	ALASKA
FEDERAL INCOME	2006	12/31	ABEX, INC.	5132	Federal
FEDERAL INCOME	2006	12/31	ABEX, INC.	5132	Federal
INTERNATIONAL ...	2009	12/31	KUMAR	9999	CANADA
INTERNATIONAL ...	2009	12/31	KUMAR	9999	CANADA

NOTE: By default, the left navigation area is collapsed for a larger views area after a search. Click the splitter to re-display the filter criteria and navigation area.



To change this default and keep the left navigation area expanded after a search, click **Options** > **My Preferences**, then uncheck the box next to **Hide Navigation Pane After Search**, and click **Save**.

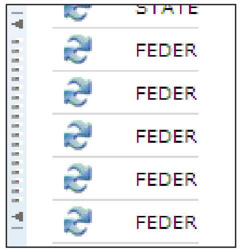


Configuring the views area

Many functions used to manipulate screen views and data organization are common to the all of the views areas throughout ONESOURCE WorkFlow Manager.

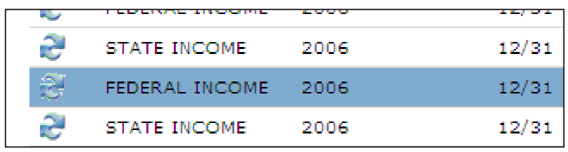
Expand and collapse view area

To expand and collapse a views area, click the splitter on the left side of views area.



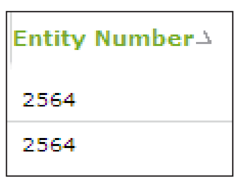
Highlight

To select an item for use, click anywhere in the item row. A blue or gray color highlights the row, indicating that it is the selected item.



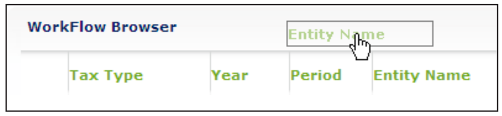
Column sort

Click a column header to sort rows in ascending order. Click a second time to change to descending order. An arrow appears to the right of the column header indicating you are sorting by that column.



Group by

Drag the column header to the white area next to the grid title. Notice the column header becomes transparent as you drag it.

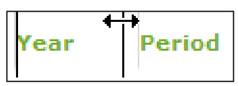


Release the column header and the grid's contents will be grouped by your selection. Use the plus (+) sign to expand the group items.

To remove grouping and return the grid to its original format, drag the column header back to its original location.

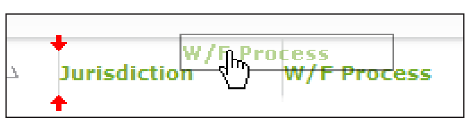
Expand, collapse, or hide columns

To expand or shrink the width of a column in order to see more information, click the gray border lines of a column header. When the two-headed arrow appears, drag the arrow back and forth to adjust the column width.



Reorganize column position

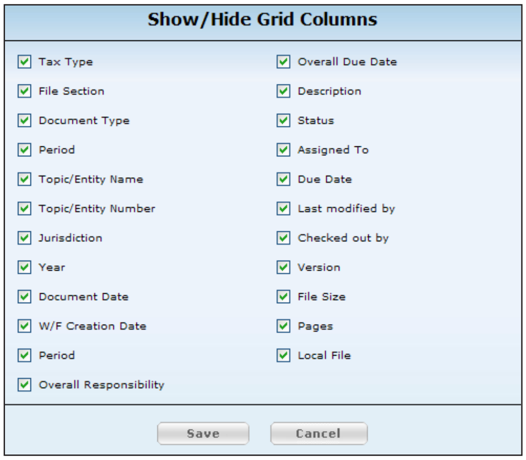
To move columns to different orders in the Views area, click and hold a column title, then drag it to a new position. Red arrows indicate the new location.



Customize View

To select or hide columns displayed in grid view:

1. From the **Actions** menu, select **Customize View**.



2. To display a column, check the box next to the column header name. To hide a column, clear the checkbox.
3. Click **Save**.

Save Preferences

To save changes (e.g., column format, column width, column order) made to grid view:

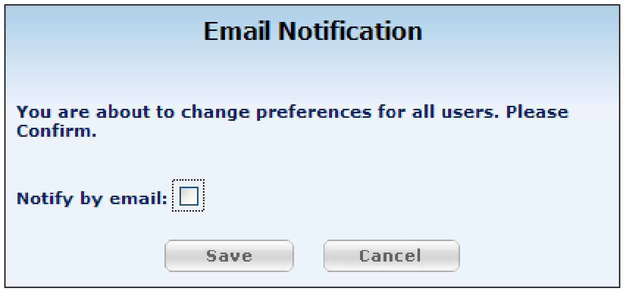
1. From the **Actions** menu, select **Save Preferences**. A message appears confirming changes were saved.

2. Click **OK**.

Save Preferences For All

(For administrators only) To save changes made to grid view for all users:

1. From the **Actions** menu, select **Save Preferences for All**. A dialog box appears.



2. If you want to notify users that preferences have been changed, check the box next to **Notify by email**.
3. Click **Save**.

Actions menu

An **Actions** menu is found on most pages in ONESOURCE WorkFlow Manager. **Actions** menus are customized for each page, so not all functions are available on all pages.

To access the Actions menu, do one of the following:

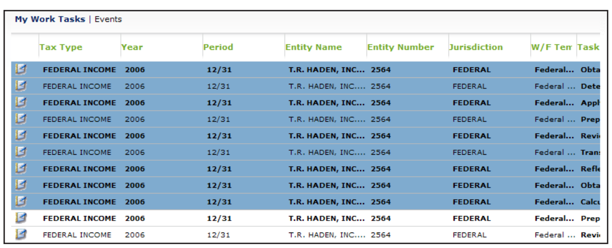
- Highlight one or more items, then right-click (this option will be used for instruction throughout this user guide)
- Highlight one or more items, then click the **Actions** menu icon 

in the upper right corner of the screen

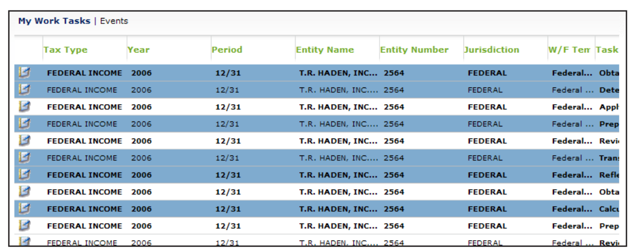
NOTE: If you do not have an item highlighted, only those features that apply to the entire grid will be available (e.g., exporting the entire grid, customizing the grid view, and saving preferences).

Applying actions to multiple items

In grid views, you can apply an action to more than one item at a time by holding the **Shift** key for contiguous items (see example on left), or the **Ctrl** key for non-contiguous items (see example on right), and using the mouse to highlight the items you want to select. Right-click to display the **Actions** menu and select an action.



*Click the first item you want to select, hold the **Shift** key, then click the last item you want to select.*

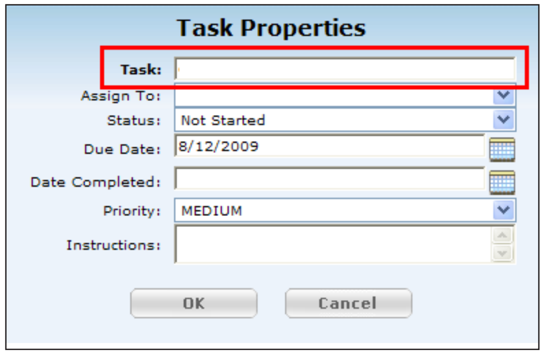


*Hold the **Ctrl** key, then click on each item you want to select.*

Common concepts in ONESOURCE WorkFlow Manager

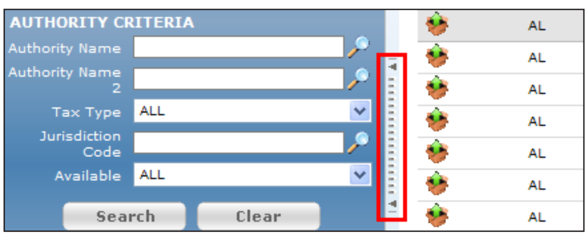
Bold fields

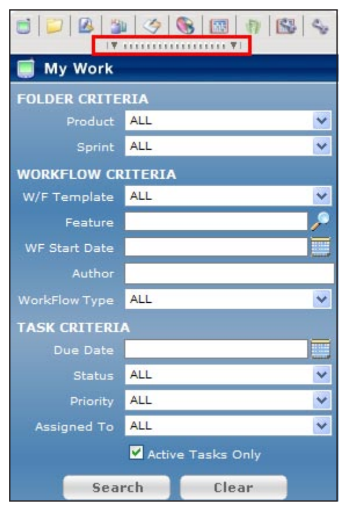
In screens where data is entered, bold fields are required.



Splitter

Click on the splitter to expand and contract the left navigation area (see top left image), the ONESOURCE dashboard (see bottom left image), and left navigation area links (see image at right).





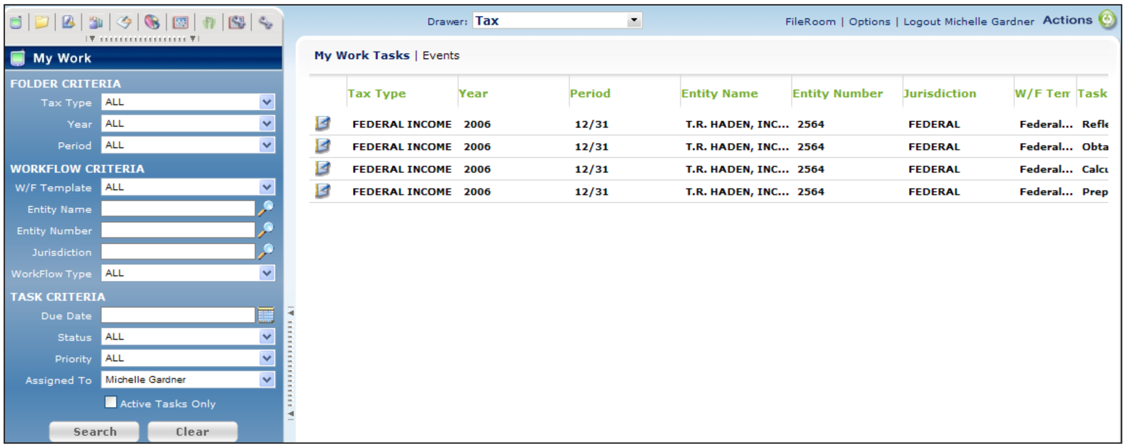
Directional arrows

Use the directional arrows to move forward and back among the pages.

-  Go to first page
-  Go back one page
-  Go forward one page
-  Go to last page

My Work

The **My Work** default view shows all tasks assigned to the current user. This view can be configured using the search fields in the left navigation area.



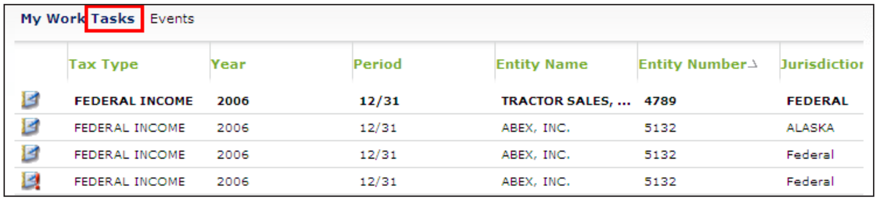
From **My Work**, you can:

- View, edit, and track assigned tasks and events
- Enter search criteria to customize the view
- Open the workflow associated with a task
- Navigate to other areas of ONESOURCE WorkFlow Manager

You can access tasks and events from **My Work** and a workflow folder.

Accessing tasks and events in My Work

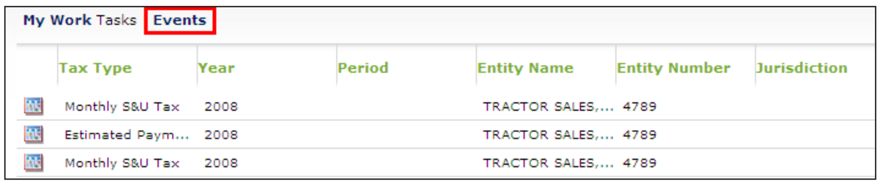
My Work defaults to **Tasks**.



My Work Tasks Events

	Tax Type	Year	Period	Entity Name	Entity Number	Jurisdictior
	FEDERAL INCOME	2006	12/31	TRACTOR SALES, ...	4789	FEDERAL
	FEDERAL INCOME	2006	12/31	ABEX, INC.	5132	ALASKA
	FEDERAL INCOME	2006	12/31	ABEX, INC.	5132	Federal
	FEDERAL INCOME	2006	12/31	ABEX, INC.	5132	Federal

To see events in **My Work**, click **Events** in the header area.

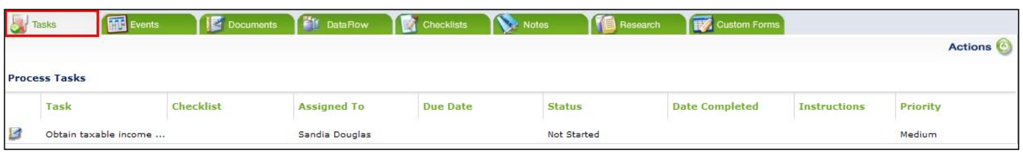


My Work Tasks Events

	Tax Type	Year	Period	Entity Name	Entity Number	Jurisdiction
	Monthly S&U Tax	2008		TRACTOR SALES,...	4789	
	Estimated Paym...	2008		TRACTOR SALES,...	4789	
	Monthly S&U Tax	2008		TRACTOR SALES,...	4789	

Accessing tasks and events in a workflow folder

A workflow folder defaults to the **Tasks** tab when it is opened.



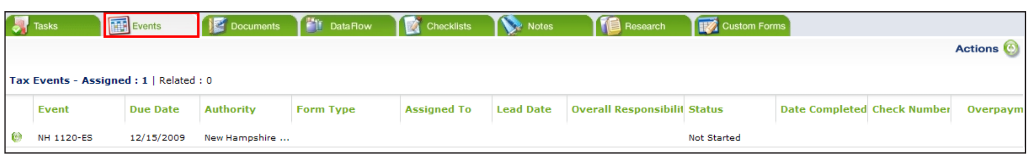
Tasks Events Documents DataFlow Checklists Notes Research Custom Forms

Actions

Process Tasks

	Task	Checklist	Assigned To	Due Date	Status	Date Completed	Instructions	Priority
	Obtain taxable income ...		Sandia Douglas		Not Started			Medium

To see events in a workflow folder, click the **Events** tab.



Tasks Events Documents DataFlow Checklists Notes Research Custom Forms

Actions

Tax Events - Assigned : 1 | Related : 0

	Event	Due Date	Authority	Form Type	Assigned To	Lead Date	Overall Responsibilit	Status	Date Completed	Check Number	Overpaym
	NH 1120-ES	12/15/2009	New Hampshire ...					Not Started			

Event icons

Icons to the left of each row in the **My Work Events** grid area indicate:

- Events assigned to a specific workflow. Double-clicking on these events opens the workflow in a separate window.
- Events not assigned to a specific workflow. Double-clicking on these events opens the **Scheduled Event Profile**.

If a high- or low-priority level is assigned to an event, the icons will have a red exclamation point or a blue down arrow.

The red exclamation point indicates that an event assigned to a workflow or a scheduled event is marked as "High" in the **Priority** field of the **Scheduled Event Profile**.

The blue down arrow indicates that an event assigned to a workflow or a scheduled event is marked as "Low" in the **Priority** field of the **Scheduled Event Profile**.

Tasks in grid view

All tasks in ONESOURCE WorkFlow Manager are displayed in grid view. You can sort tasks in ascending or descending order by clicking on a column header. For example, clicking on **Due Date** will sort all tasks in chronological order (earliest to latest; tasks without due dates are listed first). Clicking **Due Date** again will sort all tasks in reverse chronological order (latest to earliest; tasks without due dates are listed last).

NOTE: See the previous section for information on using the search criteria and directional arrows.

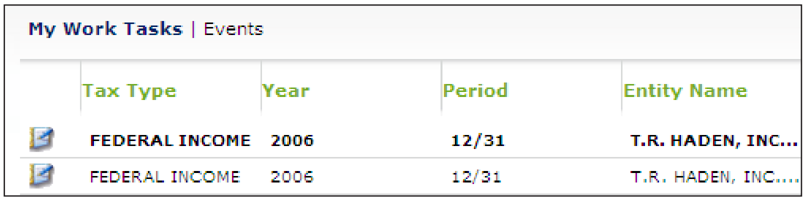
Task icons

The pen-and-paper icon represents tasks in ONESOURCE WorkFlow Manager.

As with events, if a high- or low-priority level is assigned to a task, the icon will have a red exclamation point or a blue down arrow .

Bold indicators

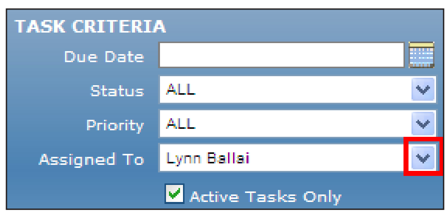
A bold font in the **My Work** grid indicates that a task has not been opened. When the assigned user opens the task, it will be displayed in normal font in the grid. Tasks for other users remain bold if they are opened by someone other than the assigned user.



Viewing the tasks of other users

To see the tasks assigned to other users:

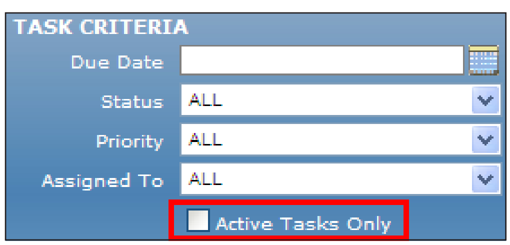
1. In **Task Criteria**, click the arrow next to **Assigned To**.



2. Select a name, All, or Unassigned.
3. Click **Search**.

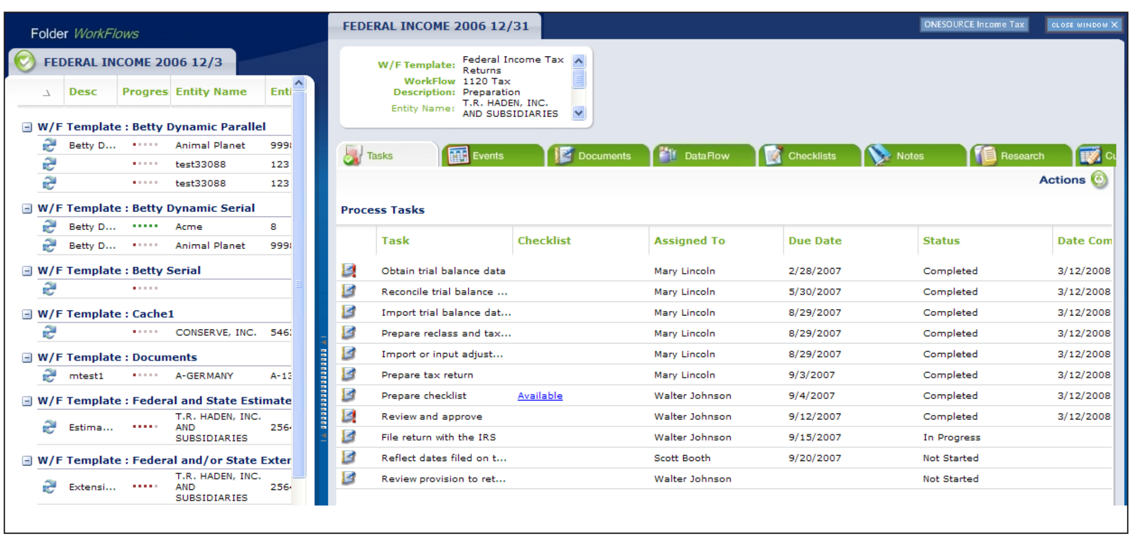
Active and inactive tasks

By default, only active tasks are displayed in ONESOURCE WorkFlow Manager. To see active and inactive tasks in the views area, uncheck the **Active Tasks Only** box.



Opening associated workflows

To see workflows associated with the current folder, click the splitter on the left side of the screen.



Double-click on a task in the left navigation area to open the workflow to which it is assigned. The workflow opens on the right side of the current screen.

NOTE: Workflow folders are explained in the next chapter.

WorkFlow Tasks and Events

Tasks and Events overview

Tasks and events are components of a workflow. There can be many tasks in a workflow, and many workflows may be required for a single tax process. Each task and event within a workflow must be completed in order to satisfy the workflow criteria.

Process tasks

Process tasks are user-defined to fit an existing corporate workflow, and include such responsibilities as reviews and data gathering. Process tasks are created as part of a workflow template. Tasks in static workflows cannot be changed. Tasks in dynamic workflows can be modified.

Process tasks:

- Are created by authorized users as part of internal work processes
- Are assigned by managers to individuals and groups
- Include user-defined due dates
- Typically require approval and signatures upon completion

Tax events

Events are created in ONESOURCE WorkFlow Manager's Calendar application. Steps for scheduling and modifying events can be found in the Calendar user guide.

Tax events are processes that must be completed to satisfy external obligations, such as filing extensions and tax returns. ONESOURCE WorkFlow Manager preloads and maintains tax event descriptions and due date schedules. They also:

- Are added to workflows by authorized users
- Fulfill requirements defined by taxing authorities
- Have due dates determined by taxing jurisdictions

Tasks and events can be accessed from **My Work**, and the **Tasks** and **Events** tabs in a workflow folder.

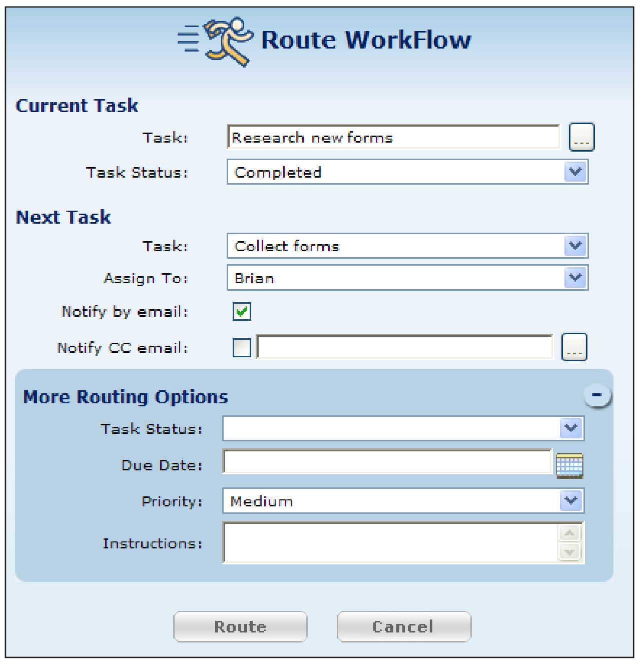
Tasks Actions menu

Route Task

When you complete a task in a serial workflow, you can route it to the person responsible for the next task in the checklist.

NOTE: This command is not available in the parallel workflow **Actions** menu.

1. Highlight the task, then select **Route Task** from the **Actions** menu.
2. Enter relevant information in the fields.



3. Click **Route**. The task will now appear in the recipient's **My Work Tasks**.

TIP: Check the box next to **Notify by email** to have notification sent to the next assigned user(s) when tasks are completed in serial workflows. The notification contains workflow and/or task information, and a hyperlink to the workflow folder.

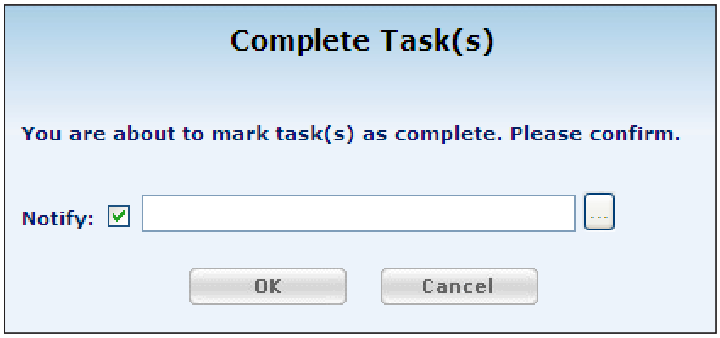
Change Status

To change the status of one or more tasks:

1. Select the tasks for which you want to change the status.
2. Right-click, then select **Change Status** from the **Actions** menu.
3. Select a new status from the fly-out menu.

NOTE: Status categories can be configured by your administrator.

If **Completed** is selected, the **Complete Task(s)** dialog box opens.

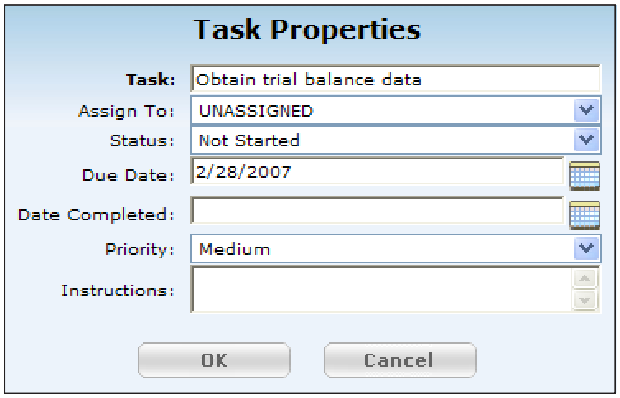


1. To notify another user, check the box next to **Notify**.
2. Click the icon to the right of the field to display a list of users.
3. Check the box next to the users to be notified, then click **OK**.
4. Click **Save**. E-mail notification will be sent automatically.

Task Properties

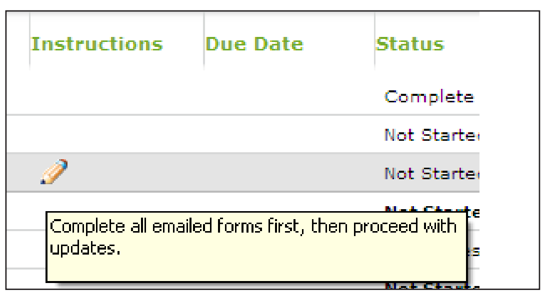
To update task properties:

1. Select one or more tasks to update.
2. From the **Actions** menu, select **Task Properties**.



3. Use the drop-down menus and calendar icons to enter new information.
4. Click **OK**.

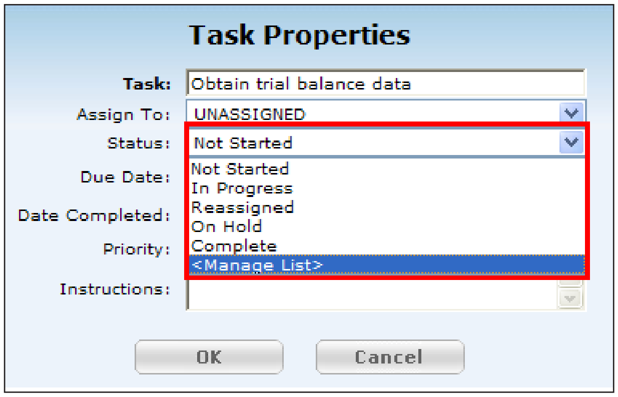
NOTE: If you type anything in the **Instructions** field, a pencil icon will appear in the Instructions column of the task grid. Hover over the icon to see the text.



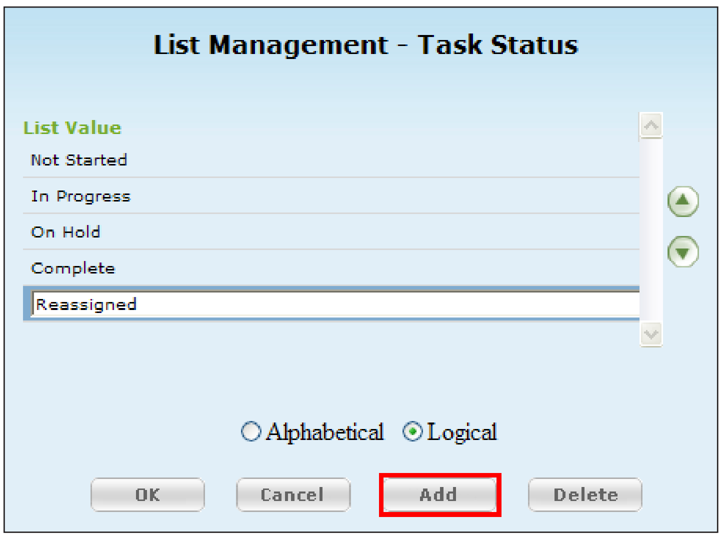
Task Properties: Status

The **Status** drop-down menu is a managed list. To add or delete list values for task status:

1. From the **Status** drop-down menu, select **Managed List**.



2. Click **Add**, type a new status name in the text box, then press **Enter**.



3. To re-order the task status list, highlight a list value, then use the up and down arrows on the right to move the status to a new location in the list. Or, click the radio button next to **Alphabetical** to sort the list values in ascending order.
4. Click **OK** to close the **List Management - Task Status** screen.
5. Click **OK** to close the **Task Properties** screen.

To delete a list value:

1. Highlight a list value, then click **Delete**.
2. Click **OK** to close the **List Management - Task Status** screen.
3. Click **OK** to close the **Task Properties** screen.

Task History

To view the history of a task:

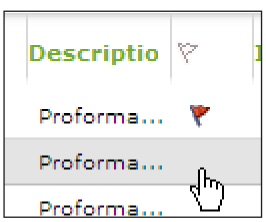
1. Select a task.
2. From the **Actions** menu, select **Task History**.

3. Click **OK** when you are finished.

Follow-up Flag

This action is only available in **My Work**, not the workflow folder. To add a follow-up flag:

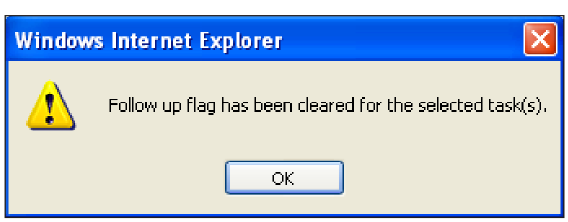
1. Select a task.
2. From the **Actions** menu, select **Follow-up Flag**. Or scroll to the flag column in the views area and click in the column for the task to which you want to add a follow-up flag.



Clear Follow-up Flag

This action is only available in **My Work**, not the workflow folder. To clear a follow-up flag:

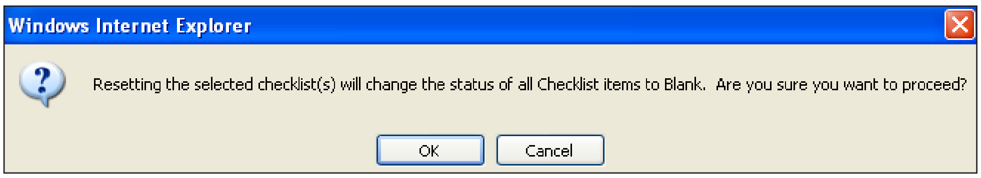
1. Select a task.
2. From the **Actions** menu, select **Clear Follow-up Flag**. Or scroll to the flag column in the views area and click in the column for the task to which you want to clear a follow-up flag.



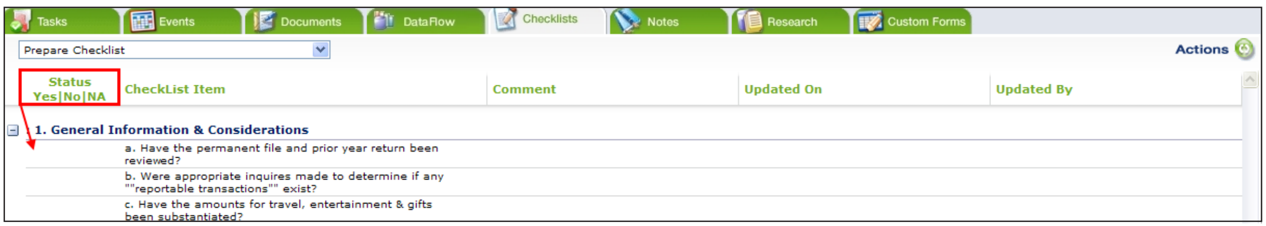
Reset Checklist

Reset Checklist is available in the **Actions** menu in **My Work Tasks** and the **Tasks** tab of a workflow folder. This action impacts the checklists for the selected tasks.

1. Select one or more tasks.
2. Right-click, then select **Reset Checklist** from the **Actions** menu.
3. A dialog box appears confirming that you want to reset the selected checklists. Click **OK**.



NOTE: Resetting a checklist changes its status to blank in the **Checklist** tab of a workflow folder.



Reset Current Checklist

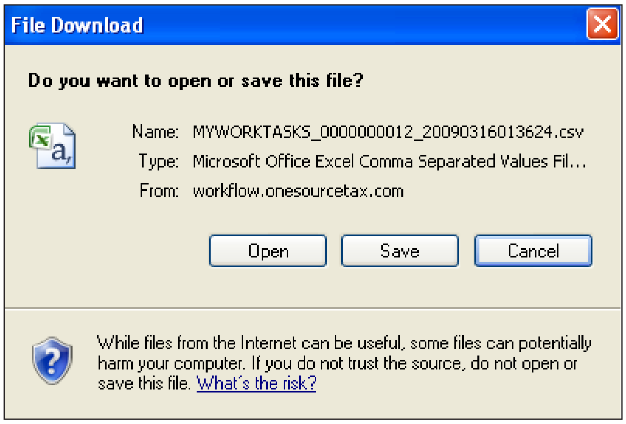
Reset Current Checklist is available in the **Actions** menu in the **Checklist** tab of a workflow folder. This action ensures that the most up-to-date checklist is associated with the task, it checks whether or not a checklist is required for the task, and reverts the task status to blank.

NOTE: **Reset Current Checklist** is not available for completed tasks or locked workflows.

Export

To export a task list to Excel:

1. Right-click on a task, then select **Export** from the **Actions** menu.



2. Choose one of the following options:

   Open the file as an Excel workbook and edit as needed. To save the workbook, perform the OWM Excel save function.

   Save the file without opening it as an Excel workbook. You will be prompted to browse for a location to store the file.

Open ONESOURCE Income Tax

You must have proper permission for ONESOURCE Income Tax to see this option in the **Actions** menu and to launch this application.

Events Actions menu

Change Status

To change the status of one or more events:

1. Select the events for which you want to change the status.
2. Right-click, then select **Change Status** from the **Actions** menu.
3. Select a new status from the fly-out menu.

NOTE: Status categories can be added, edited, and deleted by your administrator.

If **Completed** is selected, the **Mark Event Complete** dialog box opens.

1. To notify another, check the box next to **Notify**.
2. Click the icon to the right of the field to display a list of users.
3. Select the user to be notified, then click **OK**. E-mail notification will be sent automatically.

NOTE: For information on the remaining items in the **Actions** menu, click **Options** > **Help**, and refer to the ONESOURCE Calendar user guide. Use the bookmarks in the PDF file to quickly locate the Calendar section of the consolidated user guide.

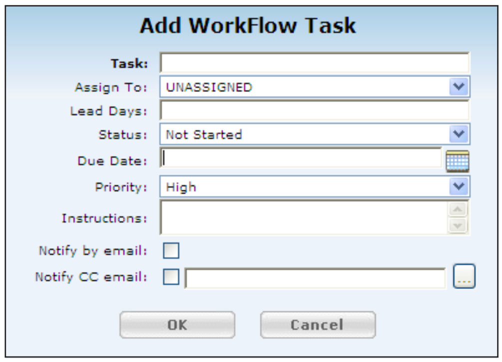
Task actions unique to dynamic workflows

Dynamic workflows allow administrators and users with proper permissions to make adjustments to process tasks after initial setup. Because these functions apply to the entire workflow, they can only be made from the workflow folder, not from **My Work**.

Add workflow task

To add a new task to the workflow:

1. From the **Tasks** tab in a workflow folder, right-click on a task, then select **Add WorkFlow Task** from the **Actions** menu.

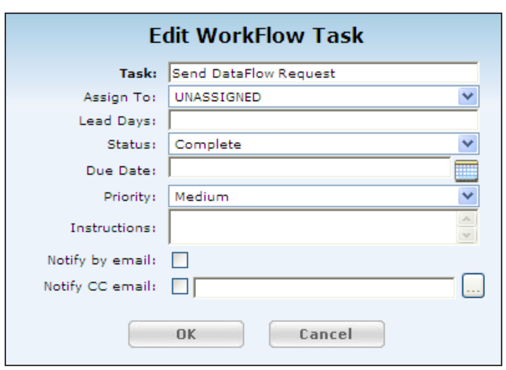


2. **Task** is the only required field. Complete the other fields as needed.
3. Check **Notify by email** to alert the **Assign To** user of this new task.
4. To notify others of this new task, check **Notify CC email**, then click the icon to the right of this field.
5. Select one or more recipients from the list, then click **Save**.
6. Click **OK** to add this workflow task.

Edit workflow task

To edit an existing task in the workflow:

1. From the **Tasks** tab in a workflow folder, right-click on a task, then select **Edit WorkFlow Task** from the **Actions** menu.

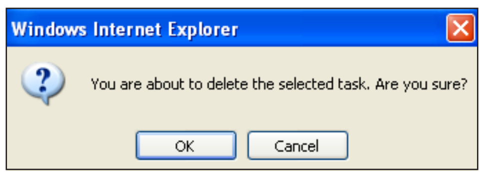


2. **Task** is the only required field. Complete the other fields as needed.
3. Check **Notify by email** to alert the **Assign To** user of this new task.
4. To notify others of this new task, check **Notify CC email**, then click the icon to the right of this field.
5. Select one or more recipients from the list, then click **Save**.
6. Click **OK**.

Delete workflow task

To delete a task from a workflow:

1. From the **Tasks** tab in a workflow folder, right-click on a task, then select **Delete WorkFlow Task** from the **Actions** menu.
2. A dialog box appears confirming that you want to delete the selected task(s).

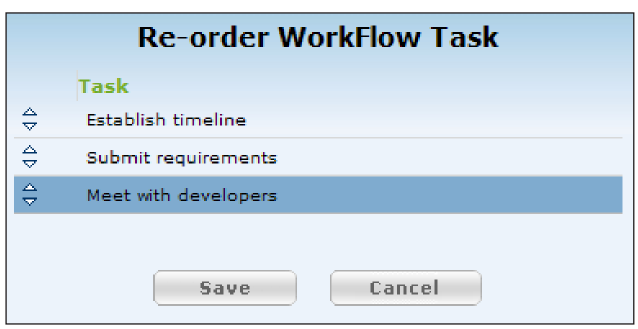


3. Click **OK**.

Re-order workflow task

To re-order tasks in a workflow:

1. From the **Tasks** tab in a workflow folder, right-click on a task, then select **Re-order WorkFlow Task** from the **Actions** menu.
2. From the **Re-order WorkFlow Task** screen, highlight a task, then click the up or down arrow to move it to a new position.



3. Click **Save**.

Workflows and Workflow Browser

Workflow folder overview

Workflow folders display information in logical categories based on predetermined workflow processes. Workflow folders:

- Are configured according to existing corporate workflows.
- Group workflows according to departmental work structure, such as Income, Planning, or Provisions.
- Incorporate a second tier of organization through workflow categories, such as Audit, State, or Federal.
- Provide access to all tasks and events, documents, DataFlow requests, checklists, and notes associated with a workflow.
- Enable quick access to all workflows within the folder.

Understanding workflow types

ONESOURCE WorkFlow Manager recognizes that process tasks can be concurrent or sequential. When workflows are created, administrators and users with proper permissions decide if it will be:

- Parallel: various tasks can be performed simultaneously by multiple users.
- Serial: one task depends on the completion of a previous task.

Administrators and users with proper permissions have the option of making the workflow:

- Static: tasks cannot be added after the workflow is implemented.
- Dynamic: tasks can be added, deleted, or edited by authorized users.

Dynamic workflows are referred to as **Dynamic Parallel** or **Dynamic Serial**.

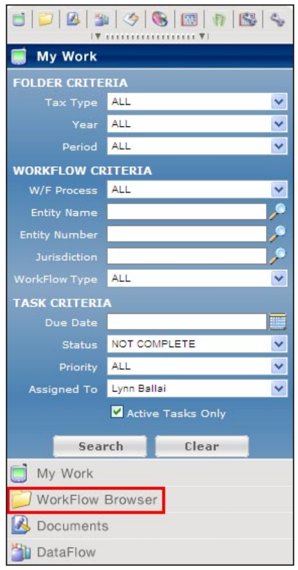
Functions in workflows change depending upon the type created. You cannot change the type of workflow once it is in use; a new workflow must be created instead.

Working with workflow folders

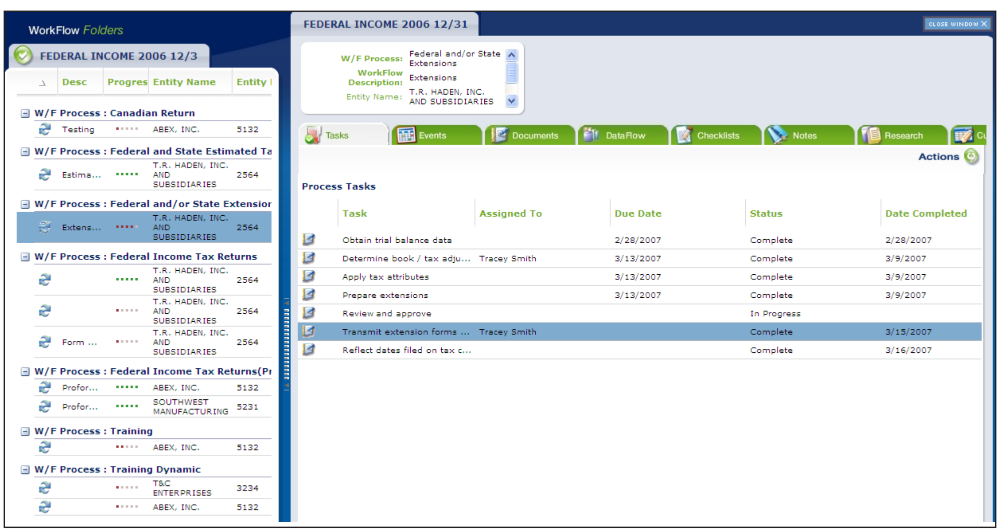
Accessing workflow folders

To access workflow folders in ONESOURCE WorkFlow Manager:

1. Click **WorkFlow Browser** in the left navigation area. All workflows in the specified drawer are displayed.

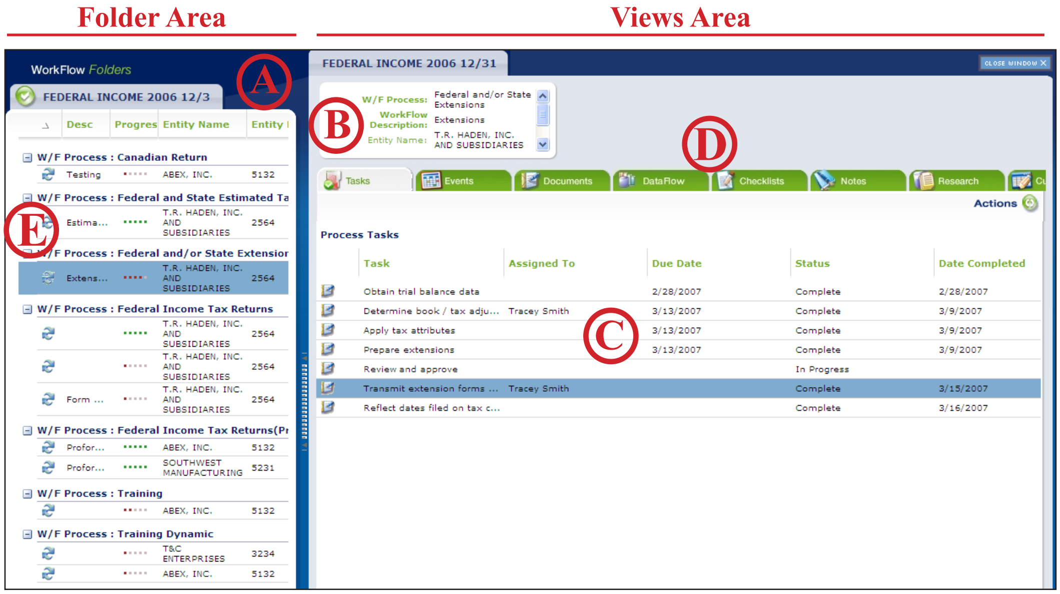


2. Double-click a workflow to open it in a new window.



NOTE: You can also double-click an item in **My Work Tasks** to open the corresponding workflow folder. If it is a parallel workflow, the selected task event will have a blue highlight (shown above). If it is a serial workflow, the selected task will be bold and have a blue highlight.

Understanding the workflow folder view



A workflow folder contains:

(**A**) The name of the folder containing the workflow, unique to each drawer.

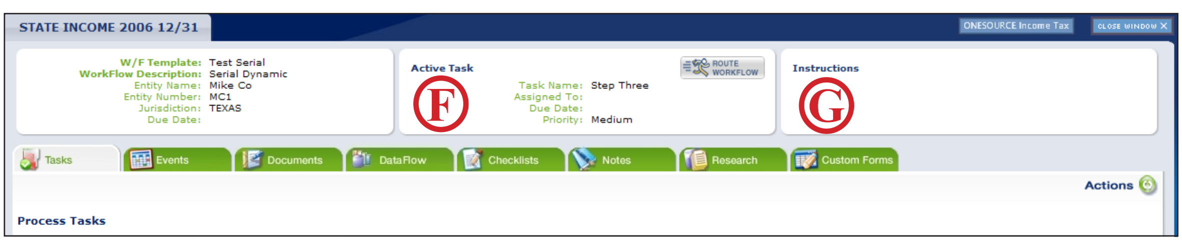
(**B**) A description of the workflow. If needed, use the scroll bar to see all of the information.

(**C**) Tasks associated with the workflow.

(**D**) Tabs for the various sections of the workflow.

(**E**) Workflows contained in the folder, including the current one (highlighted above).

In serial workflows, the folder also includes:

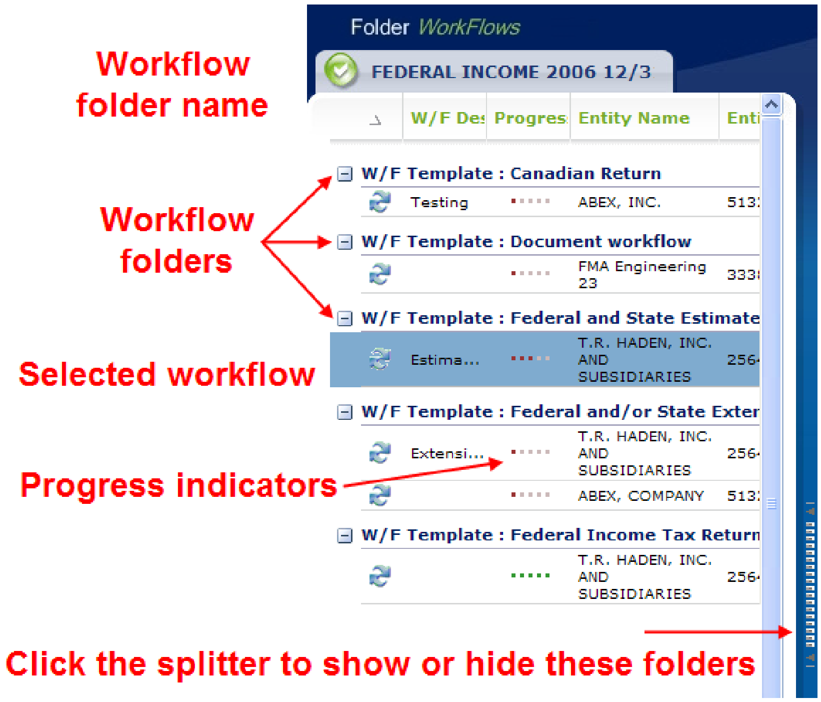


(**F**) Information regarding the active task in the current workflow.

(**G**) Instructions for assigned users.

Folder side of the workflow folder

Click the splitter to expand the left side of the workflow screen and display information about the workflow folder and its contents. The folder uses column headers to organize workflow information.



Like other views in ONESOURCE WorkFlow Manager, you can adjust column width for easier viewing.

NOTE: Progress indicators show the state of completion for the workflow. More dots indicate more progress. All green means the task is completed.

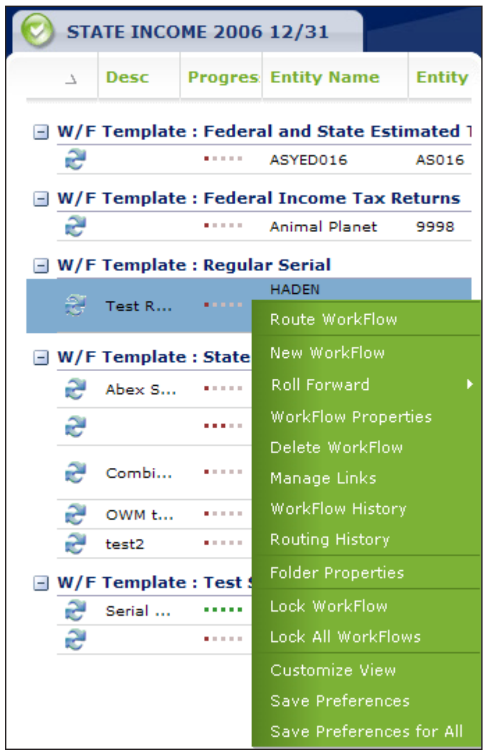
Actions menus for workflows

Administrative functions pertaining to workflows are accessed through **Actions** menus.

NOTE: **Route WorkFlow** and **Routing History** are unique to serial workflows.

Actions menu in a workflow folder

To access the **Actions** menu in a workflow folder, right-click on a workflow, or click the **Actions** menu icon.



NOTE: Administrator rights may be required for some actions in workflows and workflow folders. If the menu option is not associated with a particular item (e.g., New Workflow, Customize View, Save Preferences, Save Preferences for All), an item does not have to be selected.

Actions menu in the WorkFlow Browser

To access the **Actions** menu from **Workflow Browser**, right-click on a workflow, or click the **Actions** menu icon.

Editing multiple workflows

In **WorkFlow Browser**, some menu options allow you to edit more than one workflow at a time.

1. Press **Ctrl** when selecting more than one workflow.
2. Right-click, then select an item from the **Actions** menu.

NOTE: Options that do not support multiple workflow editing are grayed out on the menu.

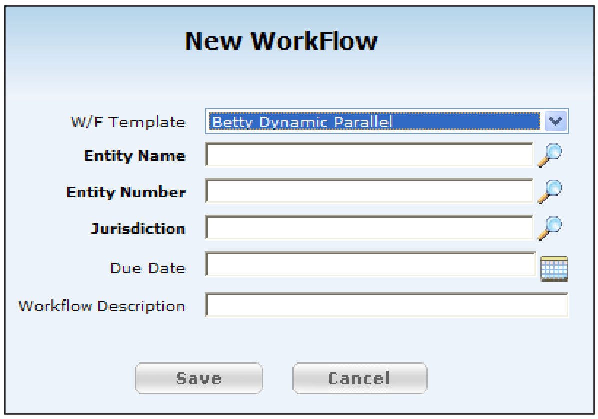
Workflow actions

The following actions are related to workflows. Unless otherwise noted, they are available on **Actions** menus in a workflow folder and in **WorkFlow Browser**.

New workflow

To add a new workflow:

1. Right-click on a workflow in the folder area, then select **New WorkFlow** from the **Actions** menu.



2. Enter criteria for the new workflow. Bold fields are required.
3. Click **Save**.

NOTE: In fields with a lookup icon, you can enter all or part of the name or number, then click the magnifying glass to narrow the selections to those that match your specified values.

Roll Forward

NOTE: This action is only available from the workflow folder, not **WorkFlow Browser**.

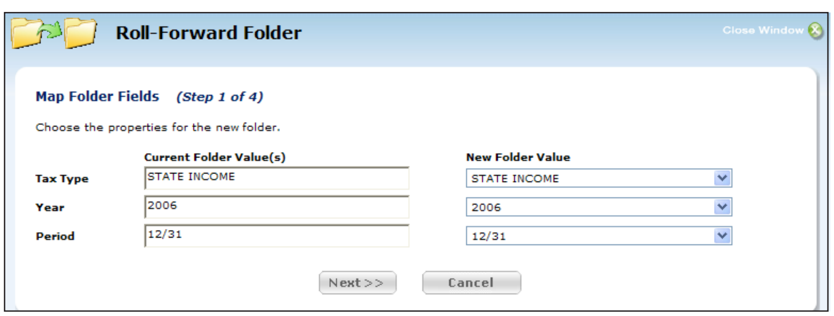
Roll Forward allows you to roll information from one workflow folder to another. One or more folders can be rolled forward at one time. This function is particularly useful for transferring information from one tax year to the next.

To roll forward a folder:

1. Right-click on a workflow in the folder area, then select **Roll Forward** from the **Actions** menu.

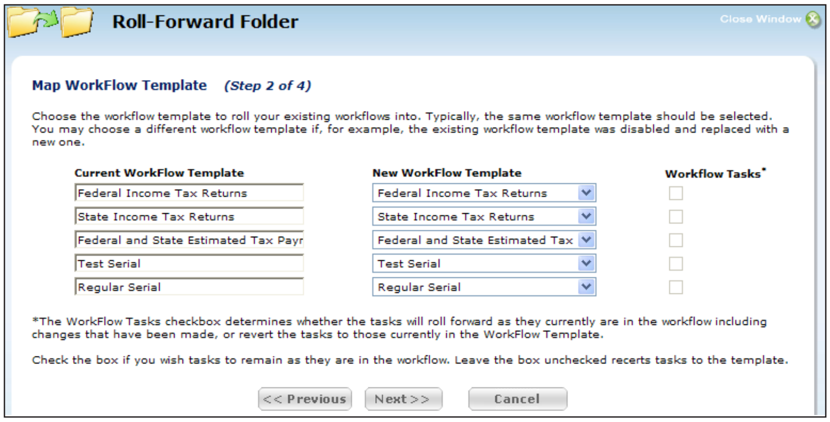
   To roll forward information from one folder, select **Current Folder**. To roll forward information from the multiple folders, select **Multiple Folders**.

2. In Step 1 of the Roll Forward wizard, use the **New Folder Value** drop-down menus to select values for **Tax Type**, **Year**, and **Period**.



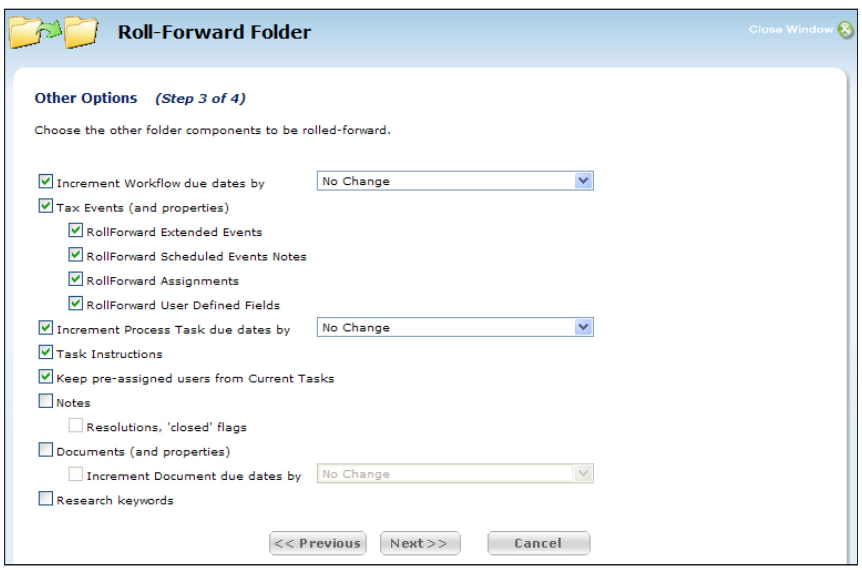
3. Click **Next**.

4. In Step 2 of the Roll Forward wizard, choose the workflow template to which you will roll your existing workflows.



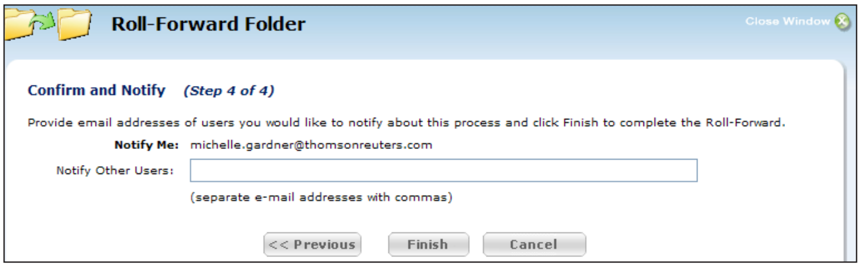
NOTE: If you opt to roll forward multiple folders, a list of folders appears. Select the folders to roll forward, and continue with the process.

5. Click **Next**.
6. In Step 3 of the Roll Forward wizard, choose the folder components to be rolled forward.



7. Click **Next**.

8. In Step 4 of the Roll Forward wizard, provide the e-mail addresses of users who should be notified of this roll forward process.



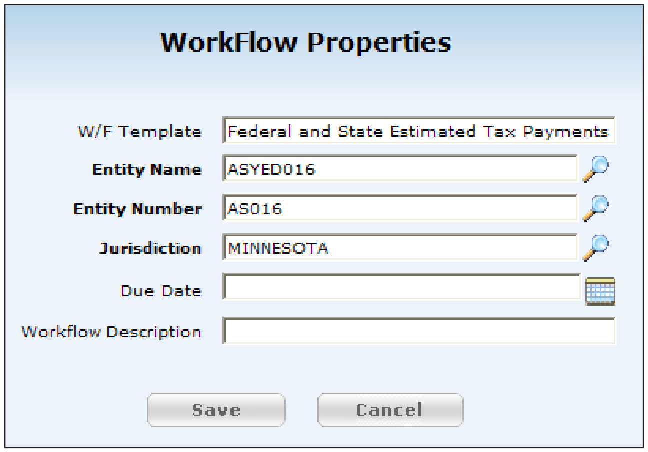
9. Click **Finish**.

NOTE: In order to keep your system functioning at maximum capacity, **Roll Forward** is performed as an overnight process. E-mail notifications are sent after the process is complete.

Workflow Properties

To edit workflow properties:

1. Right-click on a workflow in the folder area, then select **Workflow Properties** from the **Actions** menu.

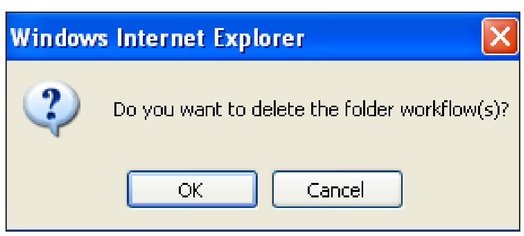


2. Update the information. Bold fields are required.
3. Click **Save**.

Delete a workflow

To delete a workflow:

1. Right-click on a workflow in the folder area, then select **Delete WorkFlow** from the **Actions** menu.

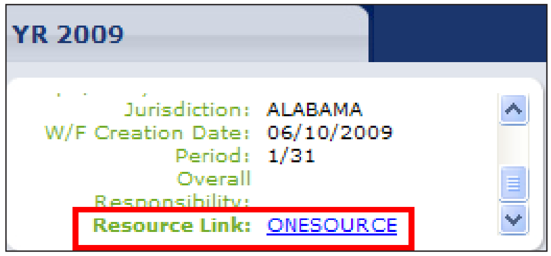


2. Click **OK** to delete the workflow.

Manage Links

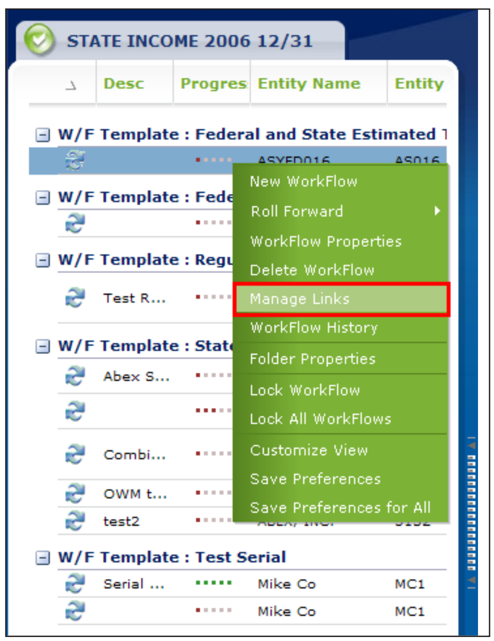
NOTE: This action is only available from a workflow folder, not WorkFlow Browser.

Links to Internet resources can be added to workflows. When included, they are located in the workflow information tab, beneath the workflow name and description.

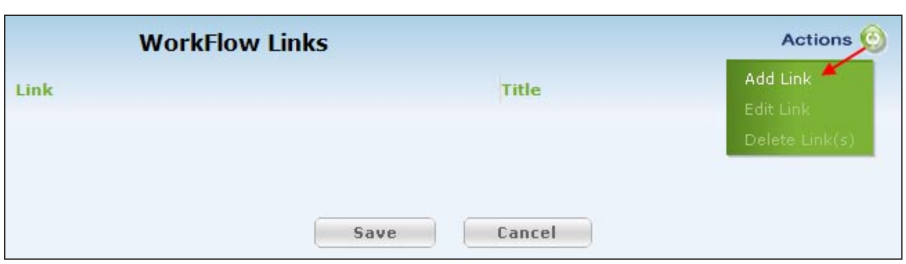


To add links to a workflow:

1. Right-click on a workflow in the folder area, then select **Manage Links** from the **Actions** menu.



2. From the WorkFlow Links **Actions** menu, select **Add Link**.

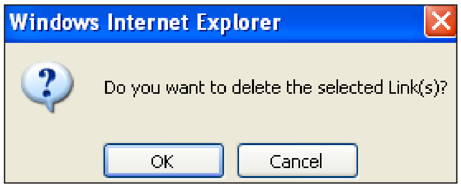


3. Enter a URL in the **Link** field, and a name in the **Title** field. The name you enter appears as the hyperlink.

4. Click **Save**.

To edit or delete a link:

1. Right-click on a workflow in the folder area, then select **Manage Links** from the **Actions** menu.
2. Select the link to edit or delete.
3. From the **Actions** menu, select **Edit Link** or **Delete Link(s)**.
   - To edit, re-enter a URL in the **Link** field, and a name in the **Title** field.
   - To delete, click **OK** in the dialog box.

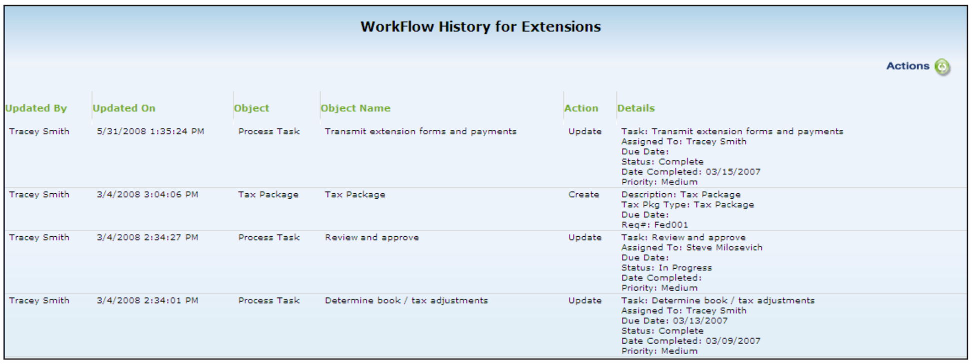


4. Click **Save** to exit the WorkFlow Links screen.

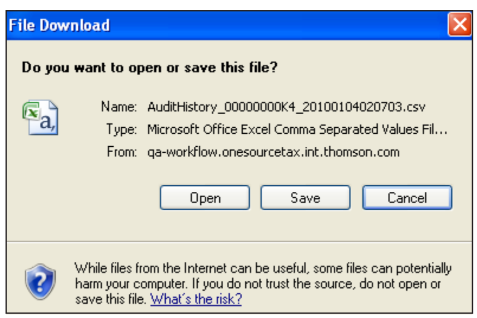
WorkFlow History

To review workflow history:

1. Right-click on a workflow in the folder area, then select **WorkFlow History** from the **Actions** menu. This screen includes the name of the user who updated the workflow, the date and time of the update, the area where the update took place (Object), and a description of the actions taken.



2. Click **OK** to exit this screen, or select **Export** from the **Actions** menu to open the workflow history as an Excel spreadsheet. The file download dialog box appears.



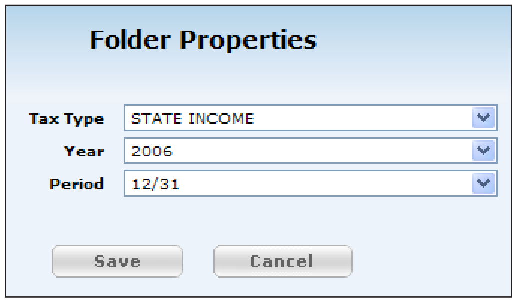
- Click **Open** to review, edit, or save the workflow history as an Excel spreadsheet.
- Click **Save** to browse for a location to which the file will be saved.

Folder Properties

NOTE: This action is only available from a workflow folder, not WorkFlow Browser.

To review a folder's properties:

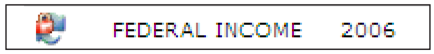
1. Right-click on a workflow in the folder area, then select **Folder Properties** from the **Actions** menu.



2. Use the drop-down menus to change **Tax Type**, **Year**, and **Period**.
3. Click **Save**.

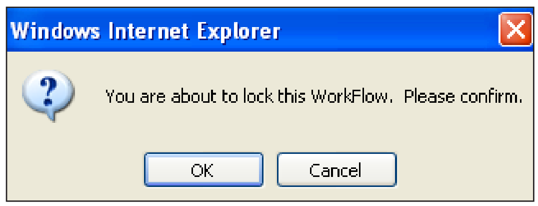
Lock Workflow

Workflows can be locked to prevent editing of documents, tasks, or events. Locked workflows are designated by a red padlock on the workflow icon.



To lock a workflow:

1. Select the workflow you want to lock. In **WorkFlow Browser**, you can select more than one by holding the Ctrl button while clicking on the workflows you want to lock.
2. In the **Folders Actions** menu, select **Lock WorkFlow(s)**. A dialog box appears.



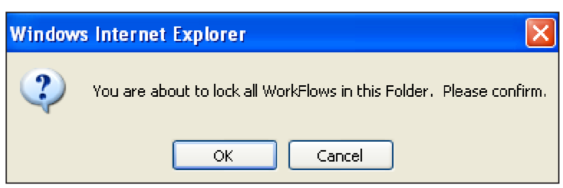
3. Click **OK** to lock the selected workflow.

Lock all workflows

Because the workflow folder **Actions** menu does not allow for multiple selections, an additional command to lock all workflows is included.

To lock all workflows in a folder:

1. From the folder area of a workflow, select a workflow folder.
2. Right-click, then select **Lock All WorkFlows**. A dialog box appears.



3. Select **OK** to lock all workflows in the current folder.

Unlock all workflows

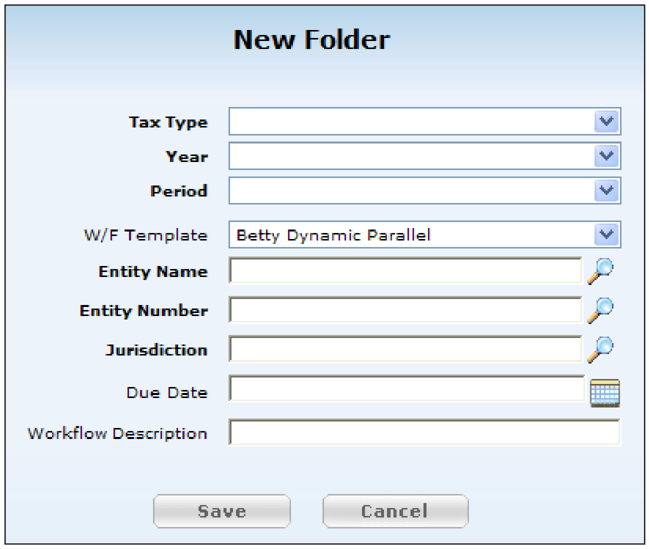
After workflows are locked, the **Lock WorkFlows** and **Lock All Workflows** commands change to **Unlock**. Follow the steps above and use the **Unlock** command to remove the lock from your workflows.

New Folder

NOTE: This action is only available from **WorkFlow Browser**, not a workflow folder.

To create a new workflow folder:

1. Right-click on an item in **WorkFlow Browser**, then select **New Folder** from the **Actions** menu.
2. Enter information for the new folder. Bold fields are required.

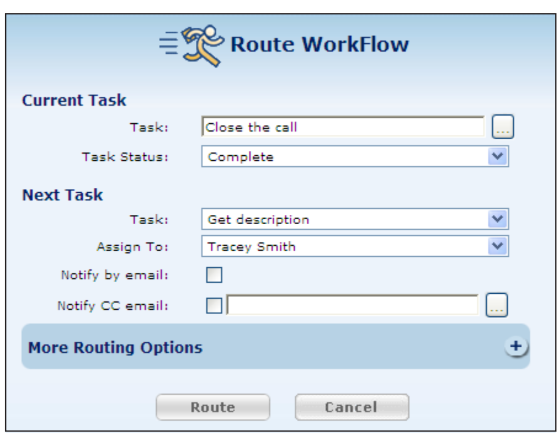


3. Click **Save**. The new workflow folder appears in **WorkFlow Browser**.

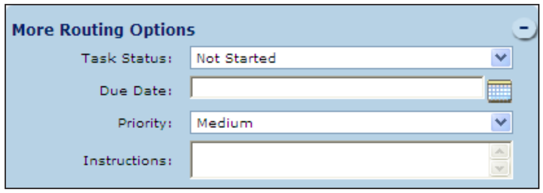
Route Workflow

NOTE: This action is only available for serial workflows.

1. Right-click on an item in **WorkFlow Browser**, then select **Route Workflow** from the **Actions** menu.
2. Enter the routing information.



3. To add more information, click the plus symbol (+) to expand the **More Routing Options** box.

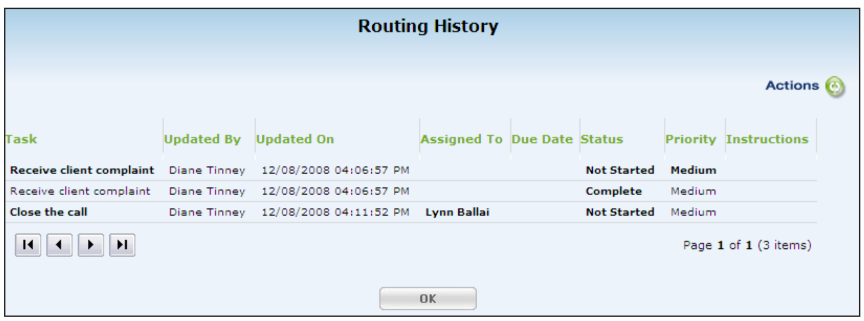


4. Click **Route**.

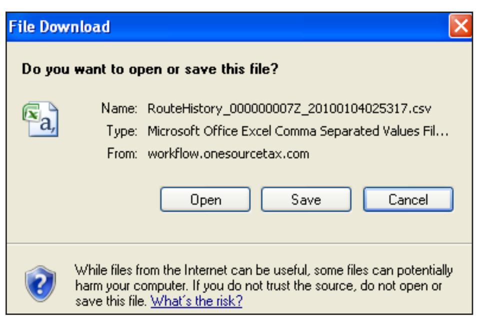
Routing History

NOTE: This action is only available for serial workflows.

1. Right-click on an item in **WorkFlow Browser**, then select **Routing History** from the **Actions** menu.



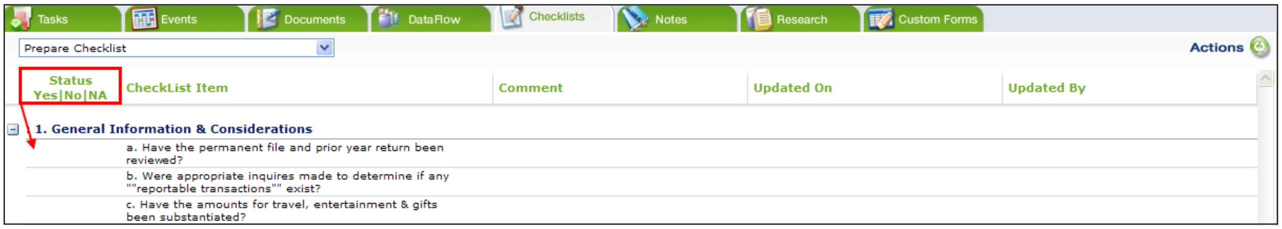
2. Click **OK** to exit this screen, or select **Export** from the **Actions** menu to open the workflow history as an Excel spreadsheet. The file download dialog box appears.



- Click **Open** to review, edit, or save the routing history as an Excel spreadsheet.
- Click **Save** to browse for a location to which the file will be saved.

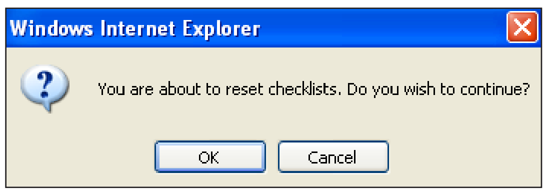
Reset All Checklists

For one or more selected workflows, **Reset All Checklists** updates incomplete tasks with the checklist currently associated with the WorkFlow Template, and clears item status to blank.



To reset all checklists:

1. Select one or more tasks.
2. From the **Actions** menu, select **Reset All Checklists**.



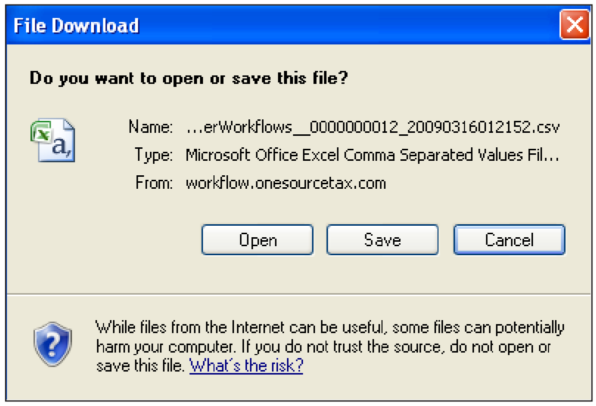
3. Click **OK**.

NOTE: **Reset All Checklists** is not available for completed tasks or locked workflows

Export

To export a workflow to an Excel spreadsheet:

1. Right-click on an item in **WorkFlow Browser**, then select **Export** from the **Actions** menu.

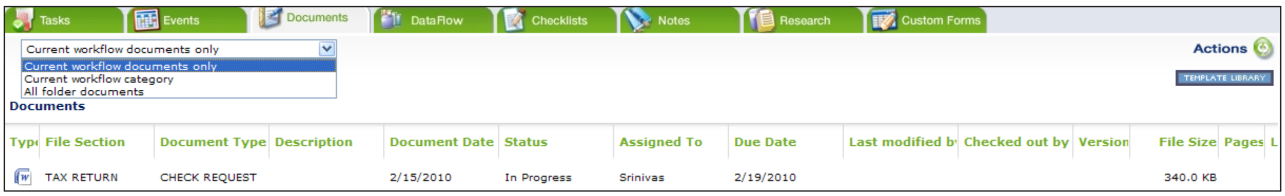


- Click **Open** to review, edit, or save the workflow as an Excel spreadsheet.
- Click **Save** to browse for a location to which the file will be saved.

Documents tab in a workflow folder

Items displayed in the **Documents** tab of a workflow folder are related to the selected workflow. From the drop-down menu, you can choose:

- Documents related to the current workflow
- Documents related to the current workflow category
- Documents related to the entire folder



Documents tab Actions menu

See the **Documents** section of this user guide for information about the **Actions** menu.

DataFlow tab in a workflow folder

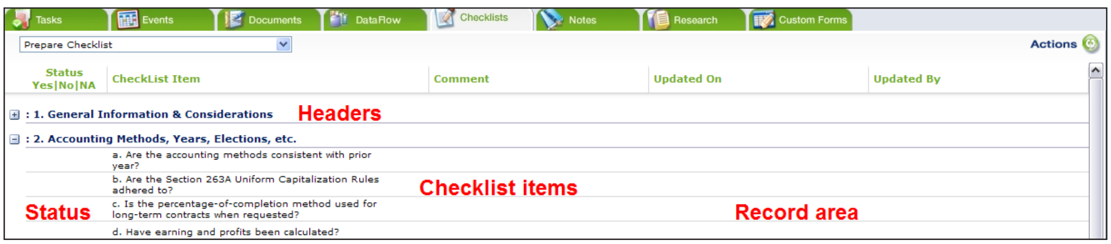
For a complete review of all DataFlow features and functions, see the ONESOURCE DataFlow user guide.

Checklists tab in a workflow folder

Checklists are user-defined templates that help track the status of tasks in a workflow.

- A checklist can be assigned to more than one workflow.
- Authorized users can create a library of checklists.
- If a checklist is modified, the changes only impact new workflows. Existing workflows retain the checklist initially assigned to them unless reset is selected from the **Actions** menu, which will revert the checklist to what is currently associated to the workflow template.

Parts of the checklist

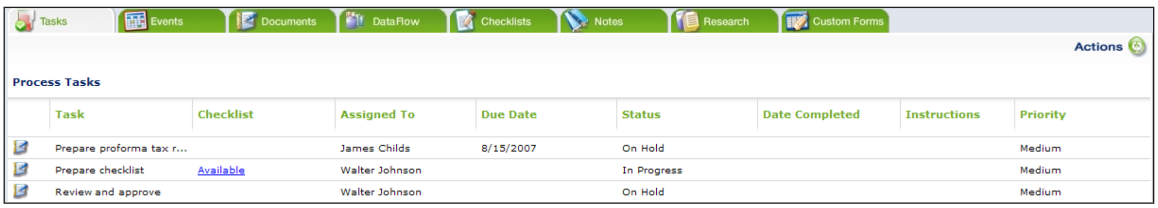


- **Headers** are defined when the checklist template is created. They define the type or general part of the workflow being tracked. Click the plus (+) or minus (-) signs by the headers to expand or collapse them.
- **Checklist items** describe particular tasks or assignments within the larger task and/or workflow. They are formatted as questions that can be answered **Yes**, **No**, or **N/A**.
- **Status** displays the responses to checklist items in a Yes, No, or N/A format. By default, this column is blank until a response is entered.
- The **Comment** column provides space for comments related to a checklist item.
- The **Record area** displays the person responding to the item as well as the date and time of a response. These fields automatically update when a user responds, adds a comment, or updates the status.

Checklist indicators

Checklist indicators are displayed in the **My Work Tasks** view, and the **Tasks** tab of the workflow folder. Users can see if the checklist is Available, Required or Completed.

The indicators are hyperlinks to the **Checklist** tab of the workflow folder, which opens the checklist for the selected task.



Accessing checklists

From the **Checklists** tab in a workflow folder:

1. Select a task from the drop-down menu. Only tasks with checklists attached will appear.
2. Click the plus (+) or minus (-) signs by the headers to expand or collapse the checklists.

Checklist Actions menu

The checklist **Actions** menu provides access to administrative functions, and customized views and settings.

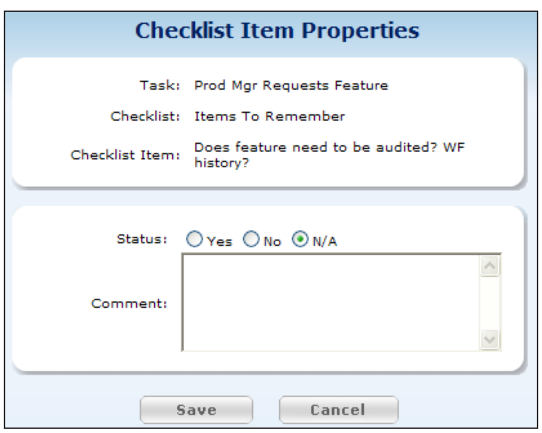
To access the **Actions** menu, right-click on a checklist item, or highlight an item in the checklist, then click the **Actions** menu icon.

Non-specific options
If a function on the **Actions** menu is not tied to a particular checklist item (such as Save Preferences or Save Preferences for All), you can select any task, then right-click to access that menu option.

Edit items

To respond to a checklist item or edit properties:

1. Right-click on a checklist item, then select **Edit Item(s)** from the **Actions** menu.
2. Click the Yes, No, or N/A radio button to set the status of the checklist item.



NOTE: **Keep Values** appears as a radio button when more than one task is selected. Click this radio button to maintain the current status of each checklist item, or click the Yes, No, or N/A radio button to change the status of all selected tasks.

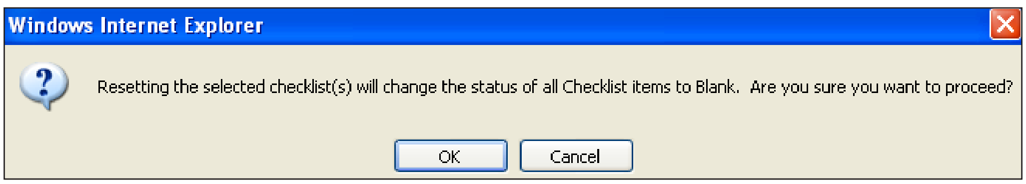
3. Add a comment, if desired.
4. Click **Save**.

Reset Current Checklist

Reset Current Checklist ensures that the most up-to-date checklist is associated with this task, and reverts item status to blank.

To reset the current checklist:

1. Right-click on a task.
2. Select **Reset Current Checklist** from the **Actions** menu.



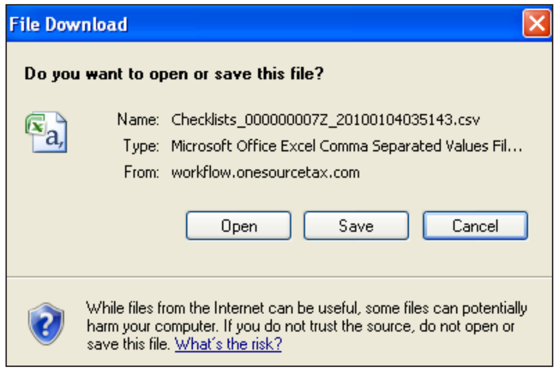
3. Click **OK**.

NOTE: **Reset Current Checklist** is not available for completed tasks or locked workflows.

Export

To export a checklist to Excel:

1. Right-click on any checklist item.
2. From the **Actions** menu, select **Export**. The file download dialog box appears.



- Click **Open** to view, edit, or save the Excel spreadsheet.
- Click **Save** to browse for a location to which you will save this file.

Save Preferences

To save changes to the grid display (e.g., column format, column width, column order):

1. Right-click on any item.
2. From the **Actions** menu, select **Save Preferences**.

Save Preferences For All

To save changes to the grid display (e.g., column format, column width, column order) for all users:

1. Right-click on any item.
2. From the **Actions** menu, select **Save Preferences**.
3. To notify users that preferences have been saved, check the **Notify by email** box.
4. Click **Save**.

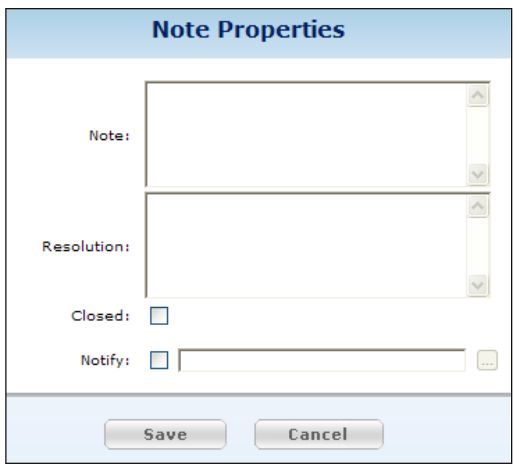
Notes tab in a workflow folder

Notes indicate that there are points or open items within a workflow that need attention.

- Anyone who has access to ONESOURCE WorkFlow Manager can add a note.
- Other individuals may respond to a note, but only the originator can edit or close the note.
- Special permissions are required to delete a note.
- ONESOURCE WorkFlow Manager automatically applies a name, and date and time stamp to each part of the note as each action is taken.

Notes contain:

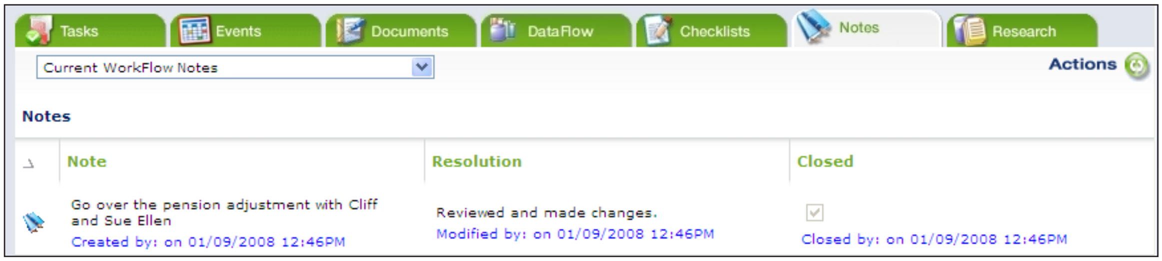
- A **Point** – The description of the open item that needs to be addressed.
- A **Resolution** – The response to the note, usually by another individual.
- A **Closed** indicator – A checkbox indicating the point was addressed or resolved, and that the note is closed.



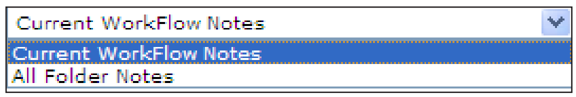
Accessing notes

To access notes:

1. Click the **Notes** tab in a workflow folder.



2. From the drop-down menu, select the notes you want to view.



- **Current Workflow Notes** are associated with the current workflow.
- **All Folder Notes** are associated with the current folder.

Notes Actions menu

The notes **Actions** menu provides access to administrative functions, and customized views and settings.

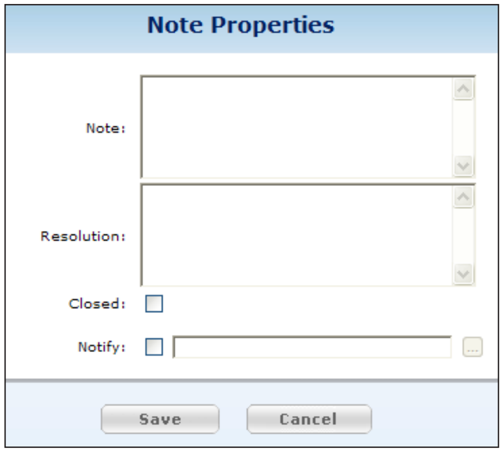
To access the **Actions** menu, right-click on a note, or highlight a note, then click the **Actions** menu icon.

Non-specific options
If a function on the **Actions** menu is not tied to a particular note (such as Save Preferences or Save Preferences for All), you can select any task, then right-click to access that menu option.

Add a Note

To add a note:

1. Select **Add Note** from the **Actions** menu.
2. Enter a note.



3. Click **Save**. The note appears in the Notes views area, along with the name of the originator, and the date and time the note was added.

Edit Note

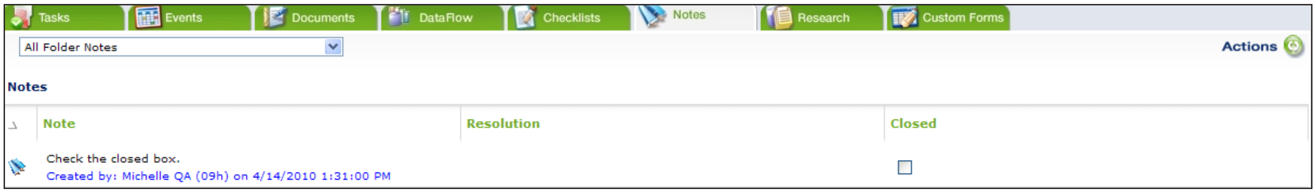
To edit a note:

1. Right-click on a note, then select **Edit Note** from the **Actions** menu.
2. On the **Note Properties** screen, edit as necessary.
3. To close a note, check the **Closed** box.
4. Click **Save**. The resolution appears in the Notes views area, along with the name of the originator, and name of the responder, and the date and time the note was added, modified, and closed.

Close Note

To close a note:

1. In the Notes tab of a workflow folder, check the box in the **Closed** column.



2. A dialog box appears confirming that you want to close the selected note.
3. Click **OK**.

Delete Note

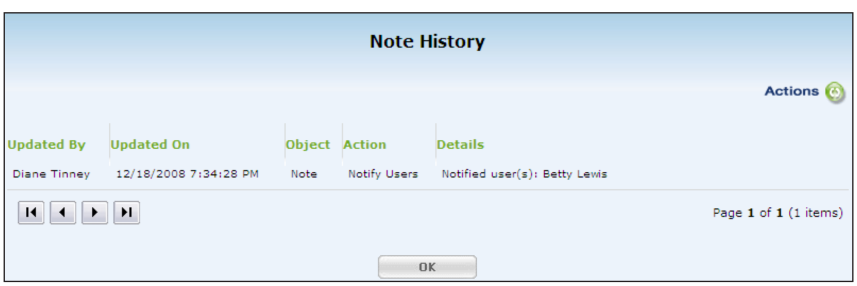
To delete a note:

1. Right-click on a note, then select **Delete Note** from the **Actions** menu.
2. A dialog box appears confirming that you want to delete the selected note.
3. Click **OK**.

Note History

To see the history of a note:

1. Right-click on a note, then select **Note History** from the **Actions** menu.



2. To export **Note History** to an Excel spreadsheet, click the **Actions** menu icon, then select **Export**.
3. Click **OK** to close this screen.

NOTE: See instructions in the previous section for these actions:

- Export
- Save Preferences
- Save Preferences for All

Research tab in a workflow folder

Text research integration with Checkpoint Newsstand enables you to set up keyword and date range searches to find articles for related tax material. This research feature can be accessed in any workflow view.

Checkpoint research feature

To access the Checkpoint research feature:

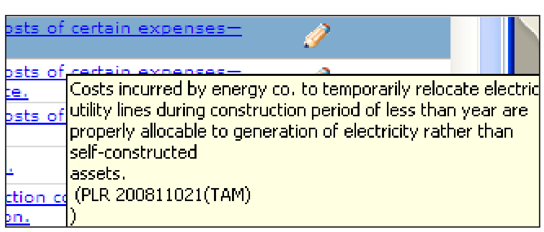
1. Click the **Research** tab in a workflow folder. The default view is **Workflow-Level Articles**. Select **Folder-Level Articles** from the drop-down menu to expand your view.

2. Enter a date range for the articles you are seeking.
3. From the **Actions** menu, select **Manage Keywords**.
4. From the **Actions** menu, click **Add**.

5. Enter a keyword and an operator (Exact, All, Any, or Near).
6. Click **Save**. Repeat steps 3 through 6 to add more keywords.

Research results

The views area will display the date of the article and the title. A brief description can be accessed by clicking the pencil in the article's row.



Research tips

- Research information is updated daily.
- Update cycles may take up to five minutes.
- All users can see article headers, but access to the articles requires a Checkpoint license.

Documents

A document contains information required to complete a task or workflow. Almost any type of record, paper, or exchange of information (electronic or hard copy) can be added to ONESOURCE WorkFlow Manager as a document.

Documents:

- Can be configured, customized, and edited.
- Retain their original format when saved.
- Incorporate security, compliance, and user notification functions.

All documents added to the system can be found in a ONESOURCE FileRoom drawer, or in the **Documents** browser in ONESOURCE WorkFlow Manager.

The same index values are used whether adding to a file drawer or a specific workflow. The difference is, by adding a document to a workflow, it also appears in the **Documents** tab of a workflow folder.

This chapter explains document-related functions unique to ONESOURCE WorkFlow Manager. For functions that are common to both systems, you will be referred to the ONESOURCE FileRoom user guide for a complete description of the process.

The ONESOURCE FileRoom user guide describes processes related to:

- Adding documents
- Indexing documents
- Searching for documents
- Editing documents
- Copying, appending, or re-indexing documents

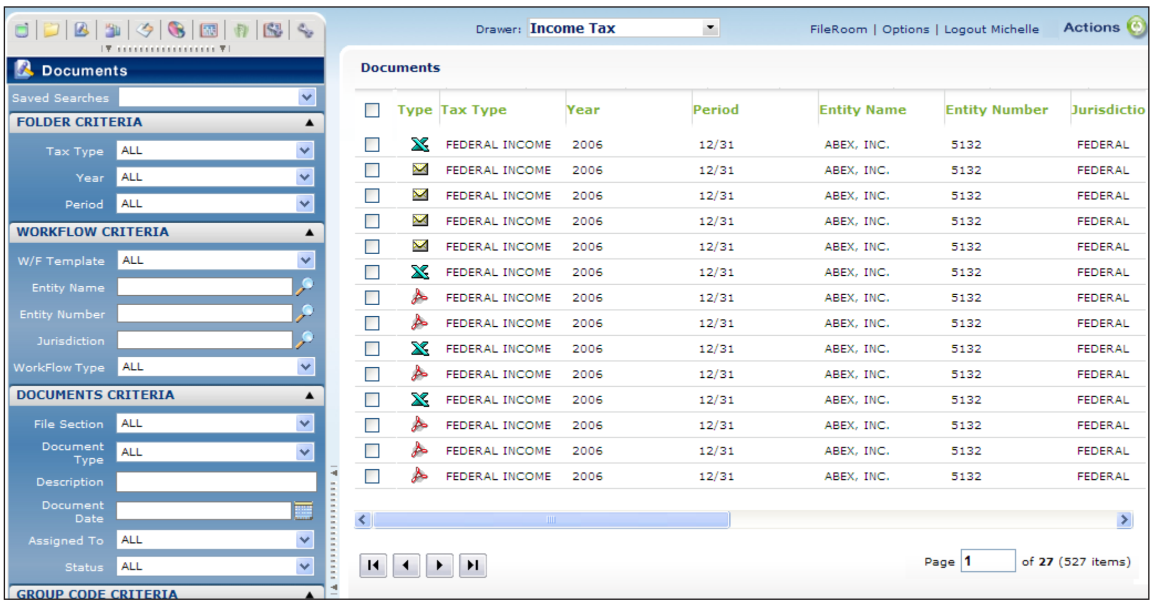
Accessing documents in ONESOURCE WorkFlow Manager

There are two ways to access documents in ONESOURCE WorkFlow Manager:

- The **Documents** link in the left navigation area displays all documents in ONESOURCE WorkFlow Manager and ONESOURCE FileRoom for the drawer in which you are working.
- The **Documents** tab of a workflow folder displays all documents assigned to that workflow.

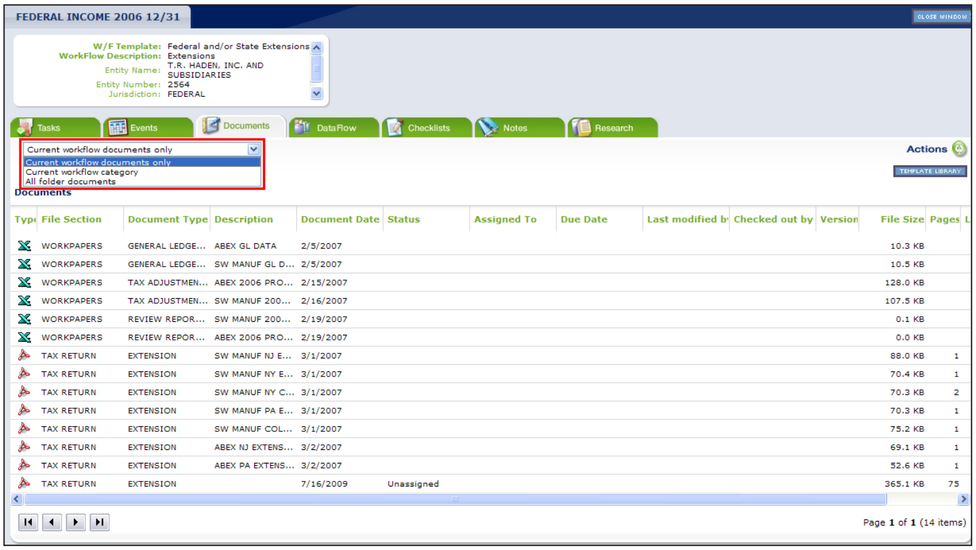
Accessing documents from the left navigation area

To see all documents that have been added anywhere in the ONESOURCE system, click the **Documents** navigation bar.



Accessing documents from a workflow folder

To access documents from a workflow folder, click the **Documents** tab.



You can also select an alternative view from the drop-down menu:

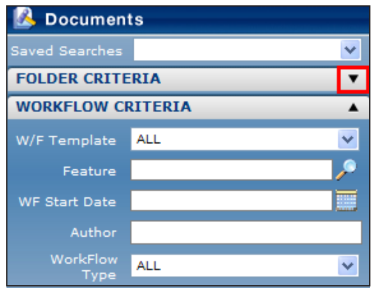
- **Current workflow documents only** (default view) shows documents related to the current workflow.
- **Current workflow category** shows documents related to the current workflow category.
- **All folder documents** shows all documents related to the current folder.

Using search criteria

The default view in the **Documents** browser displays all documents in ONESOURCE FileRoom and ONESOURCE WorkFlow Manager. Filter criteria helps you search for specific documents.

Collapsible fields

By default, search fields are expanded in the left navigation area. To collapse the search fields, click the arrow to the right of the heading.

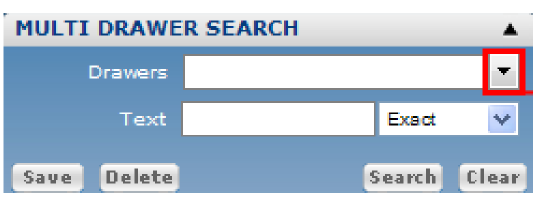


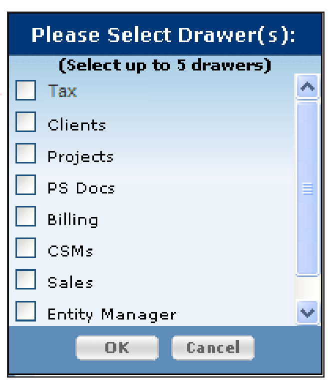
Searching multiple file drawers

Text searches can be performed in six file drawers simultaneously (the drawer in which you are currently working, plus five that you choose). You can also save, clear, and delete these searches.

To perform a multi-drawer search:

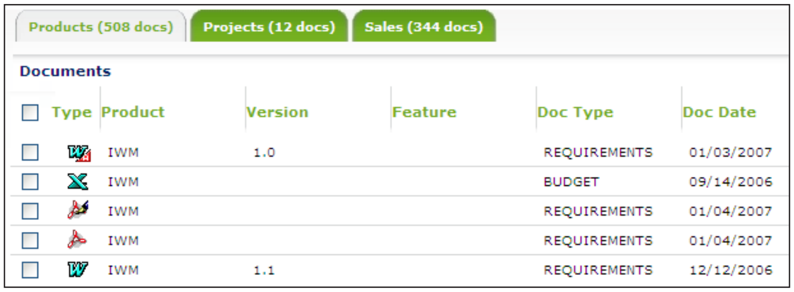
1. From **Multi Drawer Search**, click the arrow in the **Drawers** field to select up to five drawers in which to search.





2. In the **Text** field, enter the word(s) for which you are searching.
3. Specify the search text parameters: Exact, All, or Any.
4. Click **Search**.

5. Matching documents are organized by tabs containing the file drawer name and the number of matching documents found in that drawer.

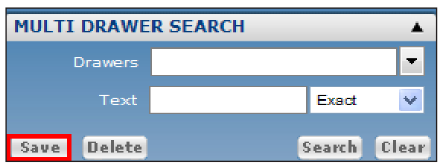


NOTE: Only the drawers and documents to which you have access will appear in search results.

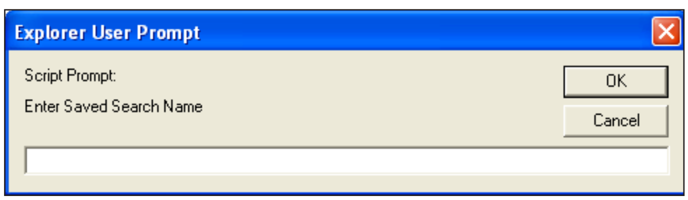
Save a search

To save a search:

1. Perform a search, then click **Save**.



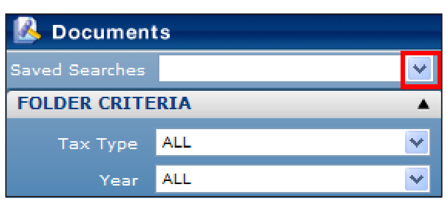
2. Enter a name for the search and click **OK**.



Access a saved search

To use a saved search:

1. From **Documents,** click **Saved Searches** in the left navigation area.



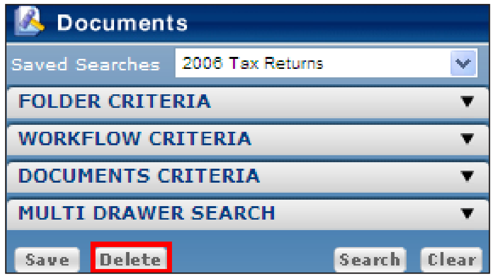
2. In the drop-down menu, select the saved search you want to access. The search will automatically be performed.

NOTE: **Saved Search** can also be access from the **Actions** menu in the **Documents** tab of a workflow folder.

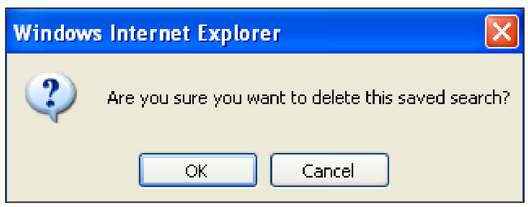
Delete a search

To delete a search:

1. Select a **Saved Search**.
2. Under the **Multi Drawer Search** box in the Navigation area, click **Delete**.



3. A dialog appears confirming that you want to delete this search.



4. Click **OK**.

Clear a search

ONESOURCE WorkFlow Manager automatically saves the last search you performed using the search fields.

To clear a search:

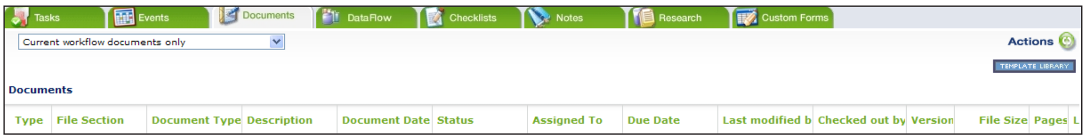
1. Click **Clear**.
2. All fields are reset. The saved searches drop-down menu is also cleared, but no saved searches are deleted.
3. Click **Search** to re-display all items.

Documents Actions menus

The Documents **Actions** menus is found in two locations:

- The **Documents** browser

- The **Documents** tab in a workflow folder



Actions menus are accessed in two ways:

- Right-click on a document
- Highlight a document, then click the **Actions** menu icon

Editing multiple documents
Some menu options let you edit more than one document at a time. Press **Ctrl** while highlighting documents to be edited, then right-click. Options that can be performed on multiple documents are available; those that cannot are grayed out on the menus.

Non-specific options
If a function on the **Actions** menu is not tied to a particular document (such as Customize View, Save Preferences, or Save Preferences for All), click the **Actions** menu icon to access that option.

Permissions
Many actions require permissions from your administrator. If you are unable to perform a certain action, or the action is grayed out, contact your administrator.

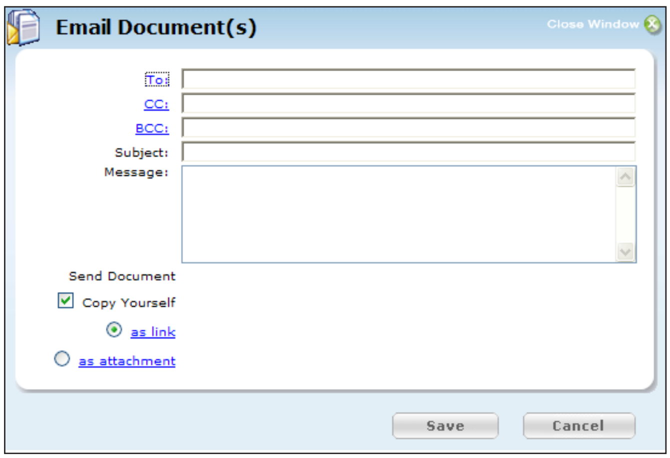
Documents Action menu items

The following **Actions** menu items are common to ONESOURCE FileRoom and ONESOURCE WorkFlow Manager. See the ONESOURCE FileRoom user guide for more information.

E-mail Documents Using Outlook uses your Outlook address book to send documents in native format (e.g., Word, Excel, PDF), as a .zip file, or as a link.

E-mail Documents Using Lotus Notes uses your Lotus Notes address book to send documents in native format (e.g., Word, Excel, PDF), as a .zip file, or as a link.

E-mail Documents Using OWM sends links or attachments directly from ONESOURCE WorkFlow Manager. You can create an address book, and choose to copy yourself on these e-mails.



Change Status is a user-configurable and may include, for example, Not Started, In Progress, and Completed.

Copy Document(s) copies documents to a specified location in ONESOURCE WorkFlow Manager or ONESOURCE FileRoom. Original documents are maintained in the original location.

Copy Hyperlink(s) to Clipboard allows users to copy a hyperlink to one or more documents without opening ONESOURCE FileRoom or generating an e-mail message. The link can be pasted in to documents or e-mail messages.

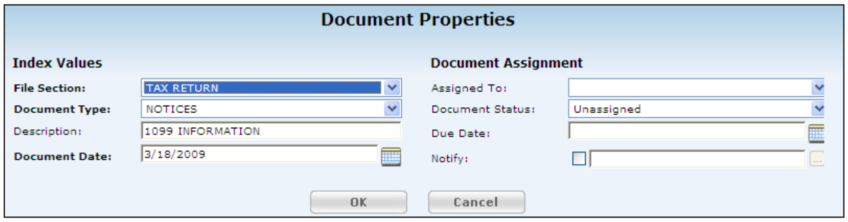
Merge PDF helps group related documents together. For example, several PDF files can be merged to match the corresponding return, and bookmarks are maintained. The merged documents are replaced with a single document.

Append Pages to PDF prints a barcode used in conjunction with ScanFlow to add scanned documents to existing PDF files.

Move Document helps relocate misfiled documents to the correct drawer. The original document can be deleted, if desired.

Open Template Library (see Template Library later in this user guide for more information).

Document Properties contains **Index Values** and **Document Assignment** information, which can be updated as needed.



Delete Document permanently removes documents from the system.

Version Control will sequentially number multiple versions of a document so that previous versions can be maintained for reference. This feature must be activated for the drawer.

Edit Document opens the document in its original program and checks it out of ONESOURCE WorkFlow Manager. Other users can only view the document in read-only mode while the document is checked out.

Add Document (from the Actions menu in a workflow folder) makes documents available in ONESOURCE WorkFlow Manager and ONESOURCE FileRoom.

New Excel Document (from the Actions menu in a workflow folder) adds an Excel document in ONESOURCE WorkFlow Manager and ONESOURCE FileRoom.

New Word Document (from the Actions menu in a workflow folder) adds a Word document in ONESOURCE WorkFlow Manager and ONESOURCE FileRoom.

Export Document allows you to export a document to your local system.

Archived documents are searchable and viewable, however, no changes can be made to the documents or their index information.

Remove Archive Status returns the document to an available status.

Print Document(s) allows the printing of multiple documents as a single job.

View Print Queue monitors print jobs and allows them to be reprinted, exported, and e-mailed.

Document History generates an audit report of the original filing information, actions performed, and the user who performed those actions.

Adding documents to ONESOURCE WorkFlow Manager

ONESOURCE WorkFlow Manager provides tools to add documents from inside and outside of the application.

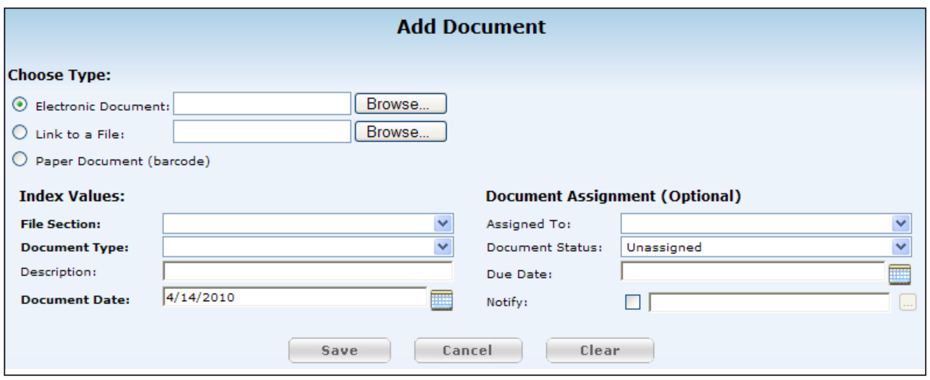
Adding documents from workflow

Documents added from the **Documents** tab of a workflow folder are assigned to that workflow.

Existing documents can be added to ONESOURCE WorkFlow Manager as electronic documents, links to a file, or paper documents. Adding documents with any of these formats begins with the same initial steps.

To add a document to ONESOURCE WorkFlow Manager:

1. Open a workflow to which a document will be added, then click the **Documents** tab.
2. From the **Actions** menu, select **Add Document**.



3. Select the type of document you are adding:
   - **Electronic document** – the file type (e.g., .doc, .xls, .pdf) is maintained. Click **Browse** to locate your document.
   - **Link to a file** – users must have access to the network where the files are stored. Click **Browse** to locate your document.
   - **Paper Document (barcode)** – pages are generated for use with the ONESOURCE WorkFlow Manager ScanFlow feature. If adding multiple documents or documents that use bookmarks, it is recommended that you add the document using ONESOURCE FileRoom.
4. Use the drop-down menu and calendar icon to select **Index Values** (bold fields are required).

NOTE: Because the document will be added to this workflow, the index fields are limited to those relating to the document. Index fields relating to the workflow are automatically attached to the document.

5. Use the drop-down menus and calendar icon to fill in **Document Assignment** fields (optional).
6. If other users are to be notified, check the **Notify** box, then click the box to the right of the field to open the user list.
7. Select the users to be notified (press **Ctrl** when selecting more than one name), then click **Save**.
8. Click **Save** to add this document to the workflow and, if selected, send an e-mail to notify users of the new document.

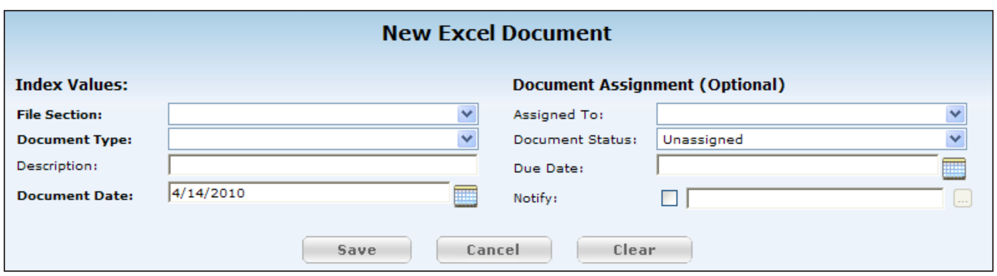
NOTE: The **Add Document** screen automatically recalls the values from the last document you added.

See the ONESOURCE FileRoom user guide for more information on adding, scanning, and indexing documents.

New Excel document

To add a new Excel document to ONESOURCE WorkFlow Manager:

1. Open a workflow to which the document will be added, then click the **Documents** tab.
2. From the **Actions** menu, select **New Excel Document**.



3. Use the drop-down menu and calendar icon to select **Index Values** (bold fields are required).

NOTE: Because the document will be added to this workflow, the index fields listed are limited to those relating to the document. Index fields relating to the workflow are automatically attached to the document.

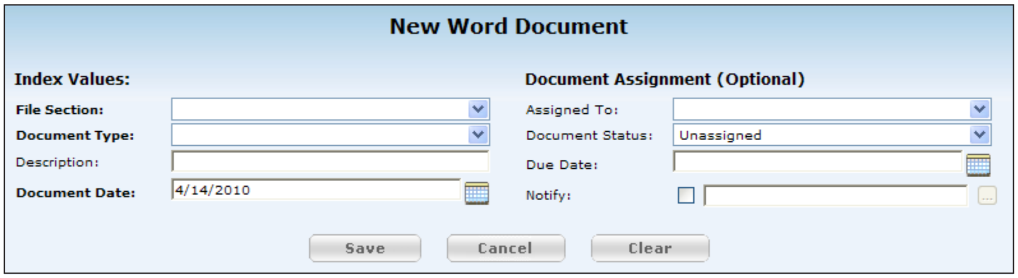
4. Use the drop-down menus and calendar icon to fill in **Document Assignment** fields (optional).
5. If other users are to be notified, check the **Notify** box, then click the box to the right of the field to open the user list.
6. Select the users to be notified, then click **Save**.
7. Click **Save**. ONESOURCE WorkFlow Manager generates a new document in Excel that can be saved in the application or locally.

NOTE: The **New Excel Document** screen automatically recalls the values from the last document you added.

New Word document

To add a new Word document to ONESOURCE WorkFlow Manager:

1. Open a workflow to which the document will be added, then click the **Documents** tab.
2. From the **Actions** menu, select **New Word Document**.



3. Use the drop-down menu and calendar icon to select **Index Values** (bold fields are required).

NOTE: Because the document will be added to this workflow, the index fields listed are limited to those relating to the document. Index fields relating to the workflow are automatically attached to the document.

4. Use the drop-down menus and calendar icon to fill in **Document Assignment** fields (optional).
5. If other users are to be notified, check the **Notify** box, then click the box to the right of the field to open the user list.
6. Select the users to be notified, then click **Save**.
7. Click **Save**. ONESOURCE WorkFlow Manager generates a new document in Word that can be saved in the application, or saved locally.

NOTE: The **New Word Document** screen automatically recalls the values from the last document you added.

Adding documents from external applications

Documents can be added to ONESOURCE FileRoom and ONESOURCE WorkFlow Manager from external programs. These functions require the installation of Add-Ins, which are available from the **Add-Ins** link in ONESOURCE FileRoom.

See the ONESOURCE FileRoom users guide for more information on adding and indexing documents

Verifying the transfer of documents

To verify the transfer of a document into ONESOURCE WorkFlow Manager, return to the **Documents** browser. It will be listed along with the indexing and assignment information.

To edit indexing information, highlight the document name, then select **Document Properties** from the **Actions** menu. You can also delete the document, then upload it again.

Accessing documents

You can access and edit documents in two ways:

- Search for the document in ONESOURCE FileRoom, then double-click on the document to open it in read-only mode in the ONESOURCE FileRoom viewer.

NOTE: The document is not considered checked out and can be opened and edited by another user at the same time.

- Highlight the document, then select **Edit Document** from the **Actions** menu. It opens in its native application, is checked out of ONESOURCE FileRoom, and can be edited.

Checked-out indicators

- While a document is checked out, it is available to others in read-only format. Other users can view the document in the latest saved format, but cannot perform any actions on it.
- While a user is editing a document, the **Type** icon in the **Document** browser displays a moving pen.
- The **Checked out by** column in the **Documents** browser shows the name of the user currently editing the document, along with the date and time it was checked out.
- After edits are saved, the **Last modified by** field shows the name of the last editor, the version number of the document (if versioning control is available and enabled), and the date and time of the modifications.

Template Library

ONESOURCE Template Library is the mechanism to import documents from a Template Library drawer to a workflow. Users can maintain document templates in drawers for workflow folders they create and use regularly.

Overview

Add document templates from various applications (e.g., Word, Excel, ONESOURCE FileRoom, ScanFlow) and perform all functions currently available in ONESOURCE Workflow Manager. Via Template Library, documents can be added once and re-used as needed in workflow folders.

Additionally, workflow templates can be created to auto-populate the documents in workflow folders when creating a new workflow.

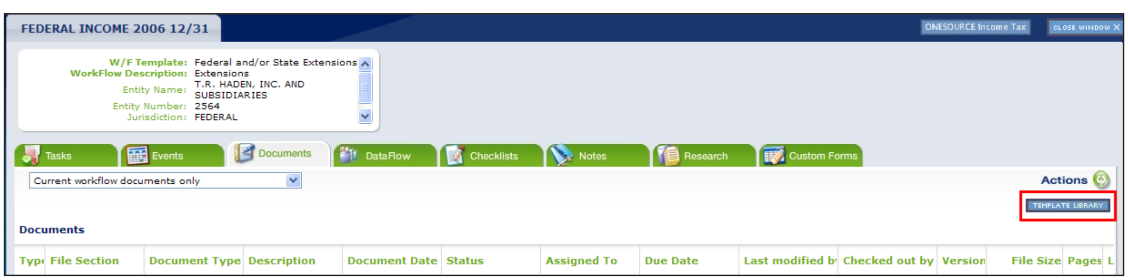
Other notes about using Template Library:

- Non-administrator users need **Read** permission to access drawers in the Template Library.
- Non-administrator users need **Add Document(s)** permission for the drawer in use in order to copy documents.
- **Document History** displays audit information.
- When selecting multiple documents, modifying fields that show **Keep Values** will change this value for all selected items.

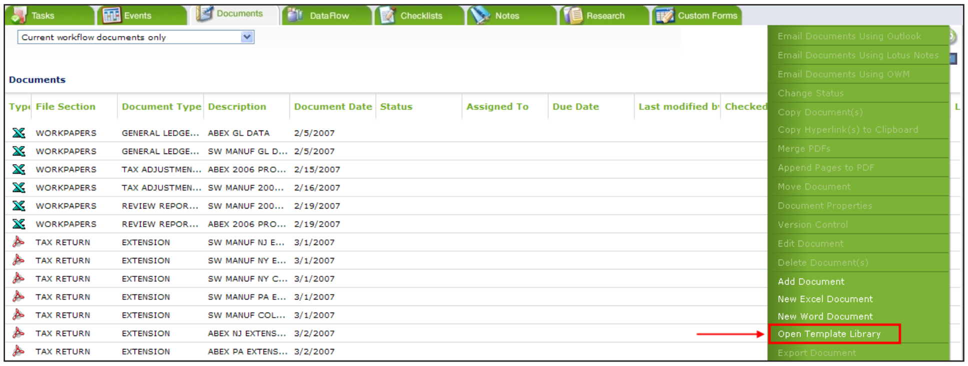
Accessing Template Library

There are three ways (from two different locations) to open the ONESOURCE Template Library:

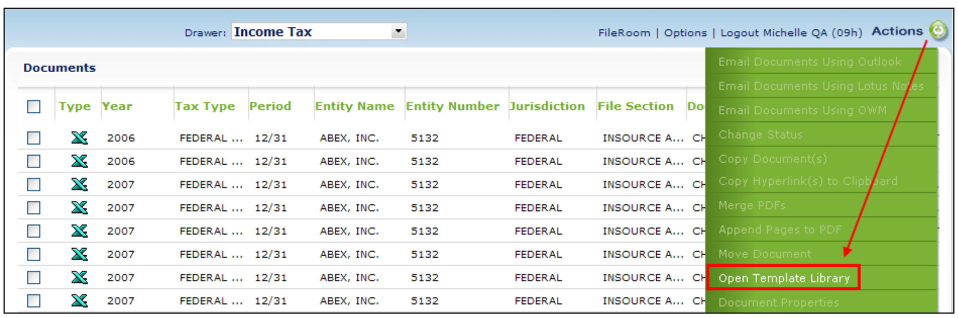
1. From the **Documents** tab in a workflow folder: click the **Template Library** button under the **Actions** menu icon.



2. From the **Documents** tab in a workflow folder: select **Open Template Library** from the **Actions** menu.



3. From the **Documents** browser: click the **Actions** menu icon, then select **Open Template Library**.

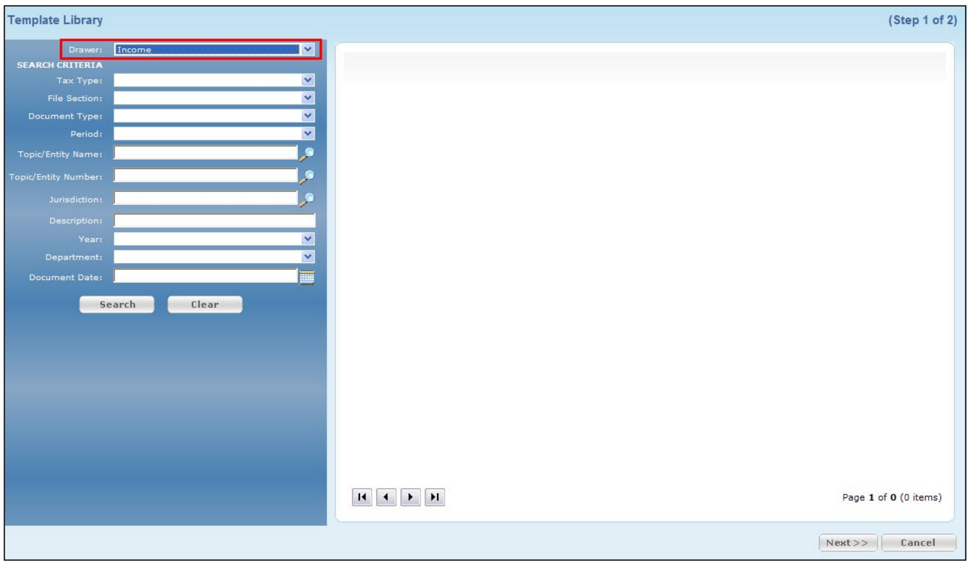


Template Library functionality

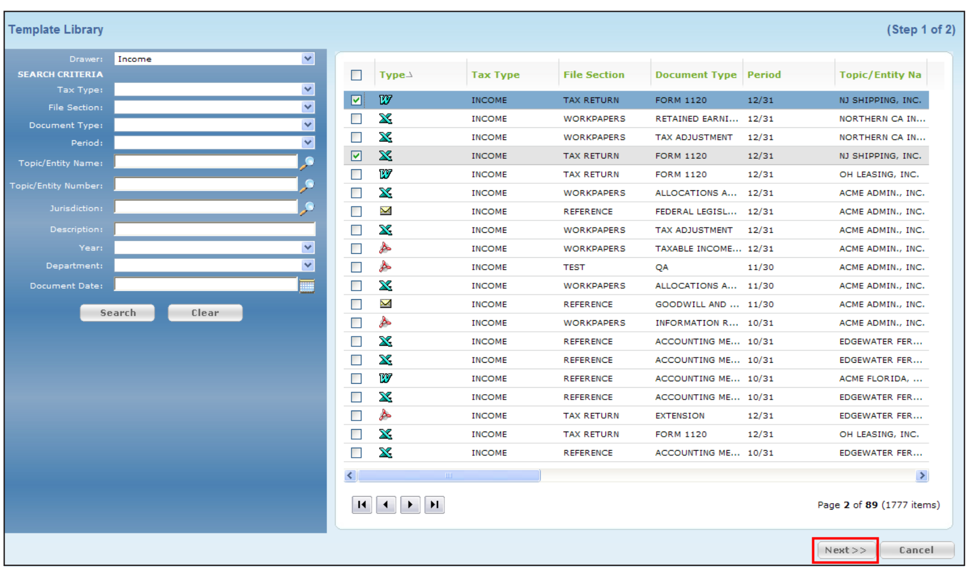
Users accessing ONESOURCE Template Library can copy up to 20 documents at a time into the **Documents** tab in a workflow folder or the ONESOURCE WorkFlow Manager **Documents** browser.

From the **Documents** tab of a workflow folder, click the **Template Library** button under the **Actions** menu icon. Use the two-step wizard to search for documents and select those you want to copy.

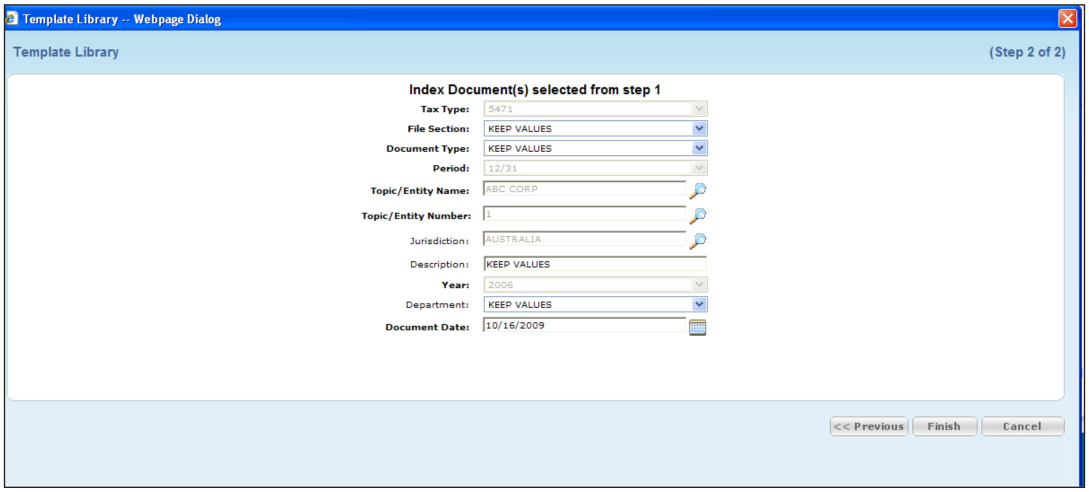
In Step 1 of the wizard, select a drawer from the drop-down menu and specify filter criteria, then click **Search**.



From the results list, check the boxes next to the documents you want to copy to the workflow, then click **Next**.



Step 2 of the wizard allows you to modify the index values, which will be applied to all documents selected in Step 1.

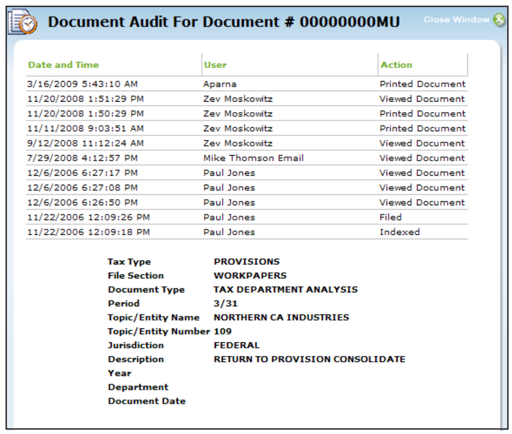


NOTE: Using the Template Library wizard from the **Documents** tab of a workflow folder only allows document-level indexes to be modified.

Document History

ONESOURCE Template Library automatically logs an audit trail for documents added to the system. To view a document's history:

1. Highlight an item in the **Documents** grid.
2. Right-click, then select **Document History** from the **Actions** menu.
3. A dialog box opens showing who accessed the document, what actions were taken, and the date and time it occurred.



Date and Time	User	Action
3/16/2009 5:43:10 AM	Aparna	Printed Document
11/20/2008 1:51:29 PM	Zev Moskowitz	Viewed Document
11/20/2008 1:50:29 PM	Zev Moskowitz	Printed Document
11/11/2008 9:03:51 AM	Zev Moskowitz	Printed Document
9/12/2008 11:12:24 AM	Zev Moskowitz	Viewed Document
7/29/2008 4:12:57 PM	Mike Thomson Email	Viewed Document
12/6/2006 6:27:17 PM	Paul Jones	Viewed Document
12/6/2006 6:27:08 PM	Paul Jones	Viewed Document
12/6/2006 6:26:50 PM	Paul Jones	Viewed Document
11/22/2006 12:09:26 PM	Paul Jones	Filed
11/22/2006 12:09:18 PM	Paul Jones	Indexed

Tax Type	PROVISIONS
File Section	WORKPAPERS
Document Type	TAX DEPARTMENT ANALYSIS
Period	3/31
Topic/Entity Name	NORTHERN CA INDUSTRIES
Topic/Entity Number	109
Jurisdiction	FEDERAL
Description	RETURN TO PROVISION CONSOLIDATE
Year	
Department	
Document Date	

NOTE: This does not apply to documents linked to a workflow through **Setup** > **WorkFlow Templates**.

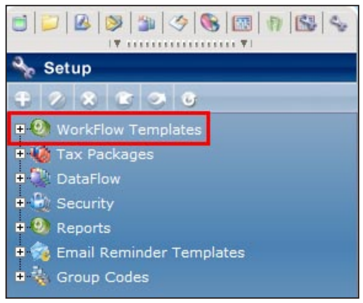
Template Library setup

WorkFlow Templates allow administrator to attach document links at the template level. When a user opens the workflow using the template, the documents are added dynamically.

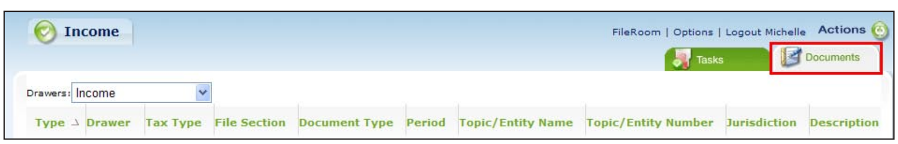
Creating document links in workflow template

When users create workflow templates, they can attach document links to them. When a user creates a workflow using this workflow template, they will automatically include the documents that were added to the workflow template.

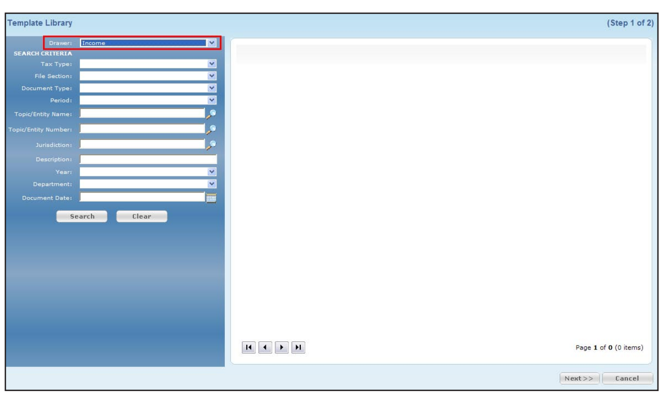
1. From ONESOURCE WorkFlow Manager, click **Setup** in the left navigation area, then click **WorkFlow Templates**.



2. Select a workflow template from the list.
3. Click on the **Documents** tab beneath the **Actions** menu icon.



4. From the **Actions** menu, select **Add Document(s)**.
5. In the Template Library wizard, select a drawer from the drop-down menu.

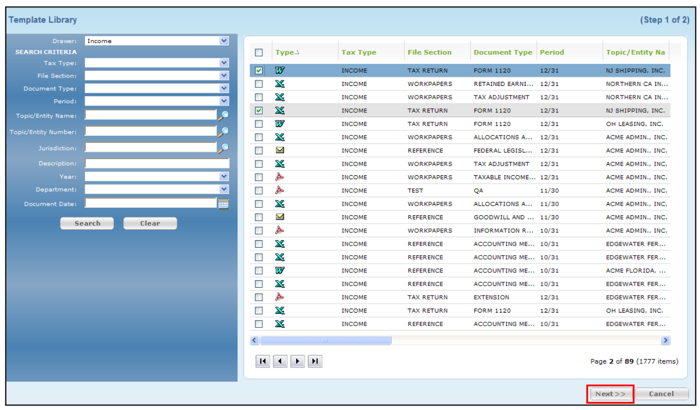


NOTE: You will only see drawers you have permission to access.

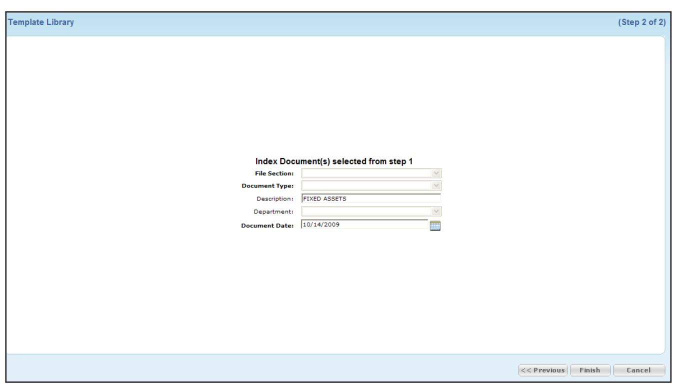
6. Fill in search criteria using the drop-down menus and lookup icons, then click **Search** to find the document(s) you want to link to this workflow template.

NOTE: To prevent performance degradation, ONESOURCE Template Library does not pre-populate the grid with all documents. You must enter search criteria to locate documents.

7. Check the boxes next to the documents you want to link to the workflow template.
8. Click **Next**.



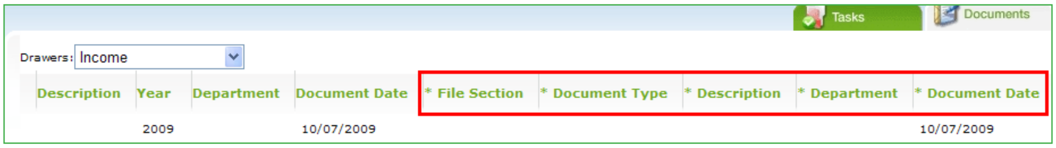
9. Add document-level indexes in Step 2 of the Template Library wizard.



NOTE: In the example above, **File Section** and **Document Type** are grayed out. This indicates there may be a parent-child relationship between folder/workflow fields and the document-level indexes. To modify these fields, go to the **Documents** tab in the workflow folder after the workflow has been created.

10. Click **Finish** to add the document link to the **Setup** > **WorkFlow Template** > **Documents** tab grid. ONESOURCE Template Library does not allow duplicates. If the document exists in the template, the user will not get a warning to say it already exists.

NOTE: The column names with asterisks indicate document-level indexes of the current drawer. Columns to the left are source drawer index values where the document originated.



Permissions

ONESOURCE Workflow Manager and Template Library document permissions are controlled via ONESOURCE FileRoom permissions.

ONESOURCE DataFlow

ONESOURCE WorkFlow Manager's DataFlow component streamlines the data-gathering process. Using enhanced Excel®-based worksheets, DataFlow provides a means to collect and manage information, and enables users to improve management features (e.g., tracking requests and reminders).

DataFlow Requests:

- Are sent by e-mail. Anyone with e-mail can receive and respond to a DataFlow request.
- Can be components of a workflow. A workflow may contain many DataFlow requests.
- Are generally used for gathering data in preparation of completing a tax return, but can be used for other data-gathering tasks.

There are two ways to access DataFlow requests:

- The **DataFlow** link in the left navigation area displays all DataFlow requests in ONESOURCE WorkFlow Manager.
- The **DataFlow** tab of an individual workflow displays all DataFlow requests for the selected workflow.

For a complete description of DataFlow features and functions,
see the **ONESOURCE DataFlow** user guide.

Control Log

Control Log

	Overall Due	Workflow Proces	Description	Percent Complet	Entity Name	Entity Number	Jurisdiction	Tax Type
		Federal Income ...			T.R. HADEN, INC....	2564	FEDERAL	FEDERAL INCOME
		Federal Income ...			T.R. HADEN, INC....	2564	FEDERAL	FEDERAL INCOME
	09/15/2008	Federal Income ...	Form 1120 for 2...		T.R. HADEN, INC....	2564	FEDERAL	FEDERAL INCOME
		Federal Income ...			TRACTOR SALES,...	4789	NEW YORK CITY	FEDERAL INCOME
		Federal Income ...			SOUTHWEST MA...	5231	ARKANSAS	FEDERAL INCOME

The Control Log displays the status of all workflows in a workflow process. As you scroll through, all process tasks in the selected workflow appear in columns.

Standard Filter Criteria search features are available to further narrow the items displayed.

This log can be exported, using the Export command on the **Actions** menu.

In addition, Customize View, Save Preferences and Save Preferences for All have the same functionality as in all prior areas of ONESOURCE WorkFlow Manager.

ReportsFlow

ReportsFlow Overview

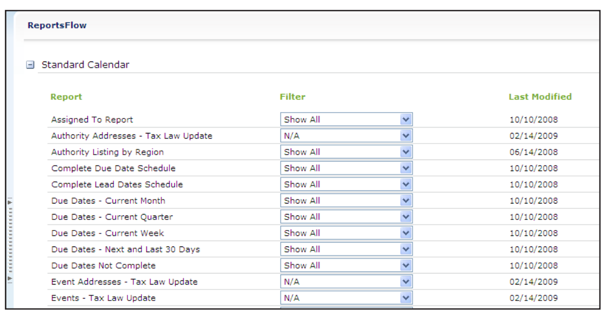
ReportsFlow is a powerful reporting tool that uses standard and customized reports to track Calendar items. Through ReportsFlow, you can:

- View, print, and export standard and customized reports.
- Create custom ad hoc reports using Report Designer
- Modify standard reports to meet your needs
- Create and print Avery labels
- Create and print Certified Mailers

Types of Reports

ReportsFlow supports two types of reports:.

- **Standard Reports** contain preset data fields and filters, and can be modified to fit your specific needs.

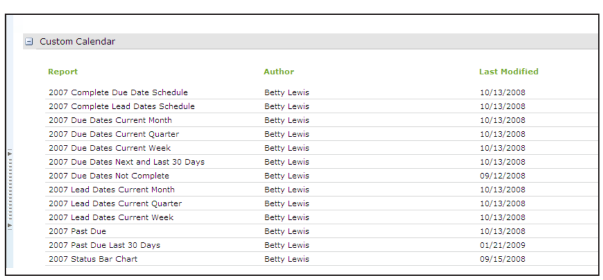


ReportsFlow

Standard Calendar

Report	Filter	Last Modified
Assigned To Report	Show All	10/10/2008
Authority Addresses - Tax Law Update	N/A	02/14/2009
Authority Listing by Region	Show All	06/14/2008
Complete Due Date Schedule	Show All	10/10/2008
Complete Lead Dates Schedule	Show All	10/10/2008
Due Dates - Current Month	Show All	10/10/2008
Due Dates - Current Quarter	Show All	10/10/2008
Due Dates - Current Week	Show All	10/10/2008
Due Dates - Next and Last 30 Days	Show All	10/10/2008
Due Dates Not Complete	Show All	10/10/2008
Event Addresses - Tax Law Update	N/A	02/14/2009
Events - Tax Law Update	N/A	02/14/2009

- **Custom Reports** are created with Report Designer, and can be kept private or made public. They can also be designed and added to the standard report list.



Custom Calendar

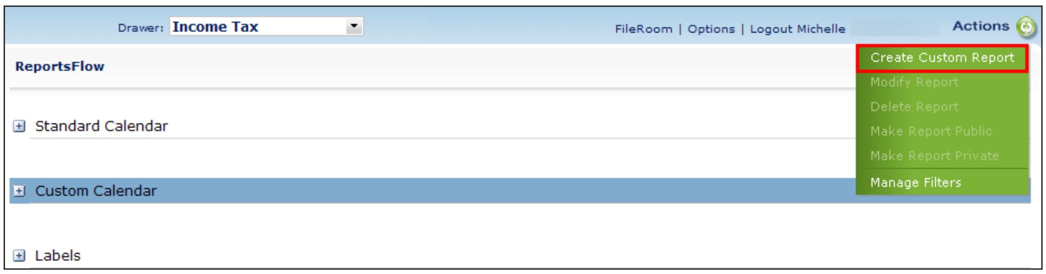
Report	Author	Last Modified
2007 Complete Due Date Schedule	Betty Lewis	10/13/2008
2007 Complete Lead Dates Schedule	Betty Lewis	10/13/2008
2007 Due Dates Current Month	Betty Lewis	10/13/2008
2007 Due Dates Current Quarter	Betty Lewis	10/13/2008
2007 Due Dates Current Week	Betty Lewis	10/13/2008
2007 Due Dates Next and Last 30 Days	Betty Lewis	10/13/2008
2007 Due Dates Not Complete	Betty Lewis	09/12/2008
2007 Lead Dates Current Month	Betty Lewis	10/13/2008
2007 Lead Dates Current Quarter	Betty Lewis	10/13/2008
2007 Lead Dates Current Week	Betty Lewis	10/13/2008
2007 Past Due	Betty Lewis	10/13/2008
2007 Past Due Last 30 Days	Betty Lewis	01/21/2009
2007 Status Bar Chart	Betty Lewis	09/15/2008

Creating a custom report

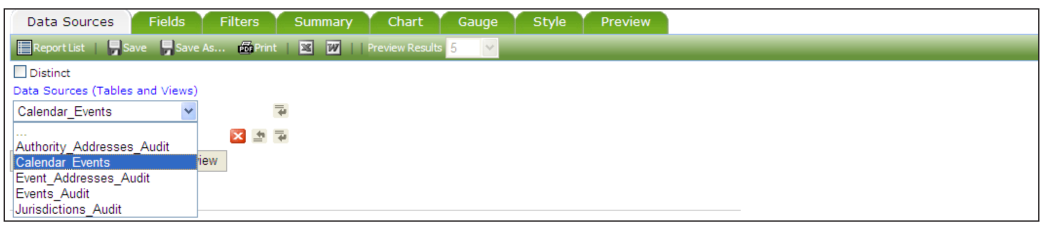
Custom reports are developed using Report Designer, which helps you select data fields, and filter, chart, and display your data. You can develop reports using all data fields in Entity Manager.

To create a custom report:

1. Click the **ReportsFlow** link in the left navigation area.
2. Highlight **Custom Calendar** in the **ReportsFlow** browser, then select **Create Custom Report** from the **Actions** menu.



3. Complete the selection process in each tab. You do not have to enter something in every tab, however, you do have to tell ReportsFlow what to report on.



Once your data sources have been selected, subsequent tabs will be limited to the data available in those sources. For example, if you select the data field for Calendar Events, only the fields specific to Calendar Events will populate the remaining tabs. You will not have access to Jurisdiction information unless you add that as a Data Source.

4. Preview your report.
5. Save, print, or export the report to Excel, Word or HTML.

Understanding the Designer tabs

To help you get started, here are description of each tab:

Data Sources – Select the data sources for your report. More than one data source may be selected.

Fields – Add and delete fields from your selected data sources. Sort and perform functions

Filters – Filter available fields. Use operators and value(s) to further refine your report.

Summary – View a summary of the Fields tab information. Shows the fields and values for every pair.

Chart – Create a chart (Pie, Trend, Plot, Bar chart) for your report.

Gauge – Gauges can be used to build dashboards and help you visualize critical performance data. Choose the field that describes what you are measuring and a value.

Style – Set colors for the border, header, and items. Click Set Default to restore system defaults.

Preview – View your report. Click on the column headers to sort in ascending or descending order.

Accessing the Izenda Training guide

ReportsFlow was built on the Izenda product. You can access the user guide and training videos on their Web site: http://www.izenda.com/Site/Downloads/IzendaAdHocUsersGuide56.doc

Making reports public or private

ReportsFlow allows you to keep custom reports private (available only to you), or make them public (available to all). By default, new reports are private.

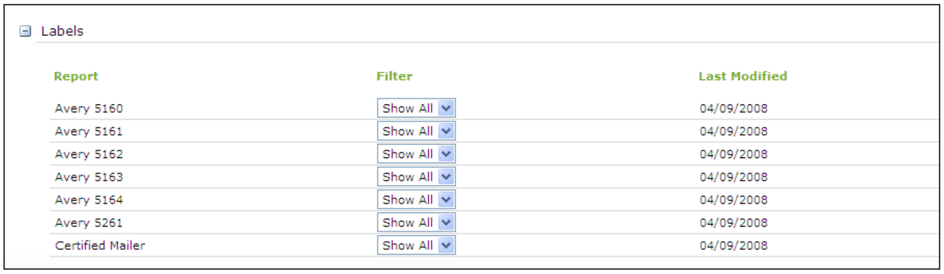
To make a report public:

1. Select the report you want to make public.
2. From the **Actions** menu, select **Make Report Public**.
3. The report is now available to others.

Once you make a report public, the **Actions** menu command changes to **Make Report Private**. Should you want to reverse your action, select **Make Report Private** from the **Actions** menu.

Labels and Certified Mailer

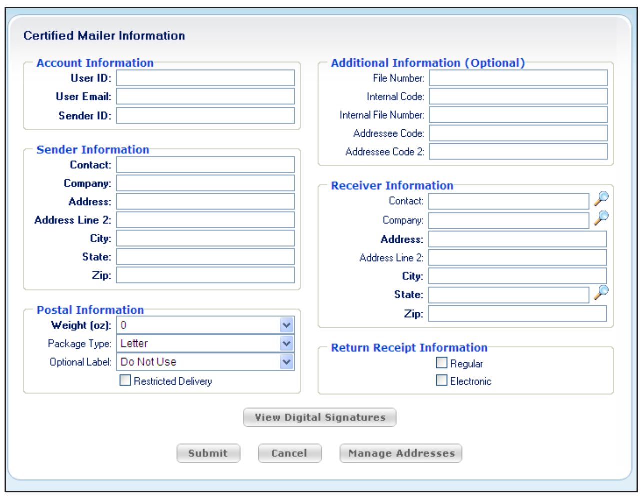
ReportsFlow creates labels and certified mailer documentation quickly and efficiently. The most common Avery labels are preloaded; however, you can create your own, as needed.



Labels

Report	Filter	Last Modified
Avery 5160	Show All	04/09/2008
Avery 5161	Show All	04/09/2008
Avery 5162	Show All	04/09/2008
Avery 5163	Show All	04/09/2008
Avery 5164	Show All	04/09/2008
Avery 5261	Show All	04/09/2008
Certified Mailer	Show All	04/09/2008

After a Certified Mailer account is set up by your administrator, the **Certified Mailer Information** screen can be completed (bold fields are required), and documentation can be printed. See the Calendar user guide for the setup and use of Certified Mailer User IDs.



ONESOURCE WorkFlow Manager Calendar

ONESOURCE WorkFlow Manager Calendar automates the due date monitoring and tracking of tax-related activities and user-created custom events.

Highlights of Calendar include:

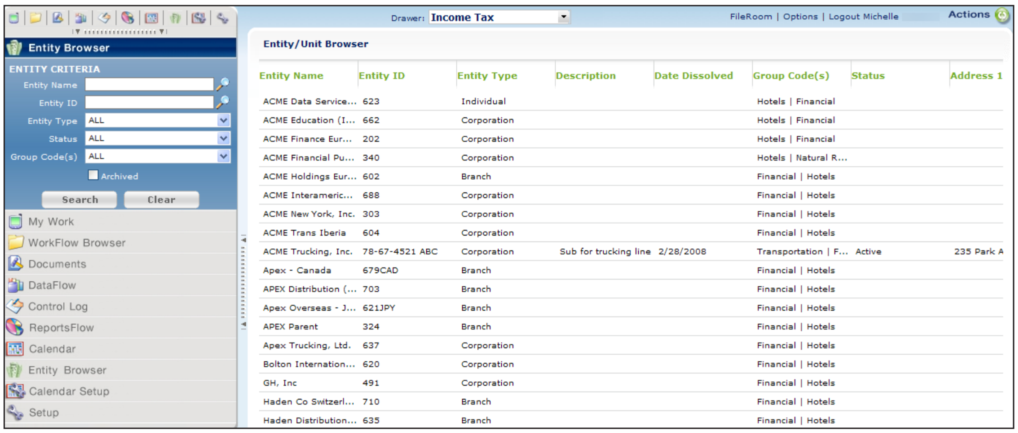
- Enhanced tracking of due dates for income and Sales & Use Tax filings, extensions, and payments
- Tax events automatically populated into their respective workflows
- Custom events creation
- Automated scheduled event wizards
- Daily, weekly, and monthly graphical calendar views
- Filtering by entities, topics, events, and jurisdictions

For a complete description of all Calendar features and functions, see the **ONESOURCE WorkFlow Manager Calendar** user guide.

ONESOURCE Entity Unit Browser

Overview

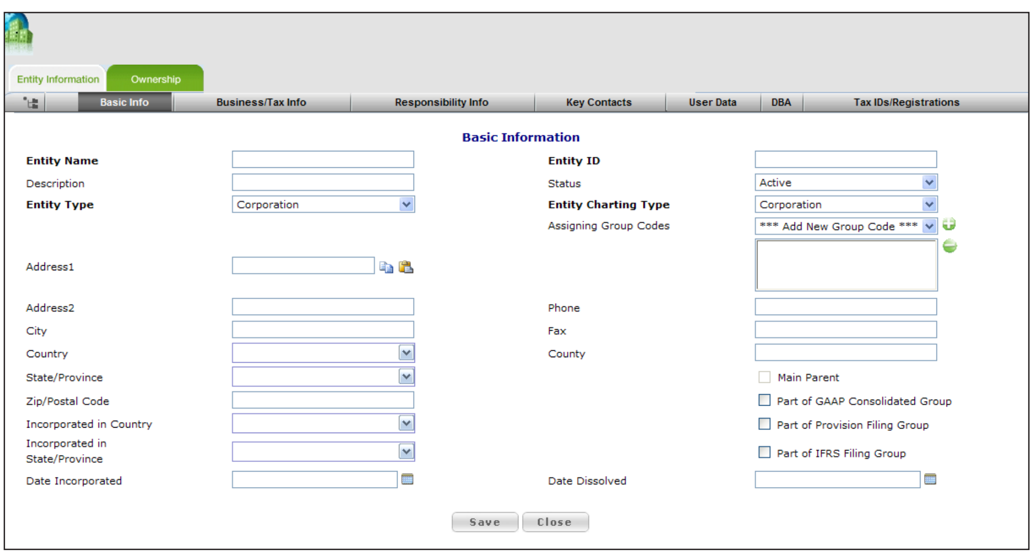
The Entity/Unit Browser grid displays all entities in the database that are used to create workflows, assign Calendar events, and become the subjects of DataFlow requests.



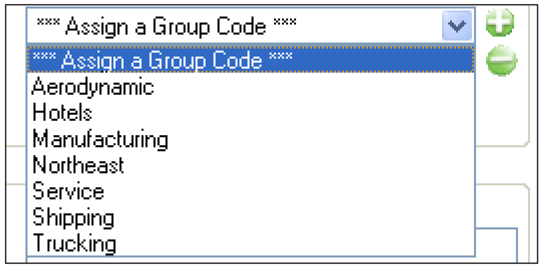
Adding a new entity

To add a new entity:

1. From the **Entity/Unit Browser** grid, select **Add New** from the **Actions** menu.

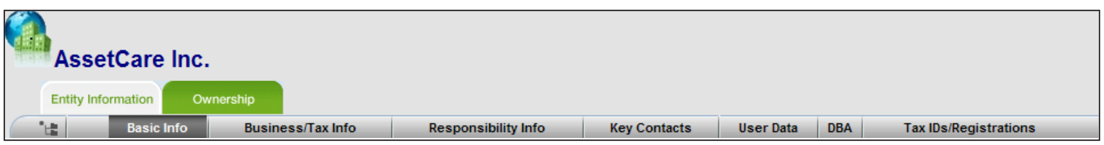


2. Enter the **Entity Name**, **Entity ID**, **Entity Type**, and **Entity Charting Type**.
   These are required fields.
3. Assign group codes, if desired. Group codes organize entities by industry, geography, or any other method that makes sense for your organization. The **Assigning Group Codes** drop-down menu is managed by your administrator.
   - Select a group code from the drop-down menu.



   - Click the plus sign (+) to add this group code to the text box.
   - Repeat these steps to add more group codes.
   - To remove a group code from the text box, highlight its name and click the minus sign (-).

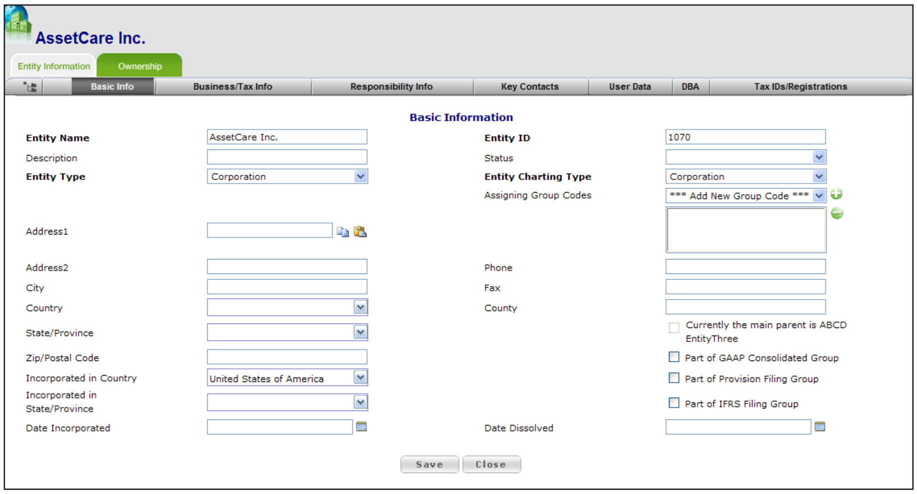
4. Populate address and other information fields, if desired.
5. Use the tabs in the **Entity Information** screen to add business and tax information, contact information for responsible parties, key contacts, user-defined data, DBA names, and tax IDs and registrations.



6. Click **Save** on each screen to accept the changes.

To edit an entity:

1. Double-click on any entity in **Entity Browser**.
2. The **Entity Information** screen opens displaying the **Basic Info** tab.



3. Make changes as needed.
4. Click **Save**.

For more information, see the ONESOURCE Entity Unit Browser user guide.
From the ONESOURCE WorkFlow Manager **Options** menu,
click **User Documentation** > **Entity Unit Browser**.

Appendix A: Exporting and Importing

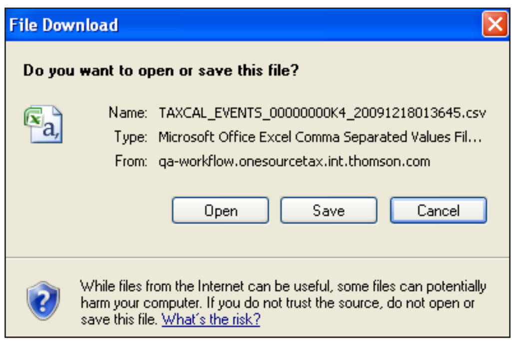
The export process

To create a worksheet containing the data fields used for exporting and importing data, you can start by exporting data from any screen that has this option in the Actions menu.

1. From the **Actions** menu, select **Export** or **Export All**.

NOTE: **Export** only sends the fields displayed in your grid to the Excel worksheet. **Export All** sends all fields related to the area in which you are working.

2. In the **File Download** dialog box, click **Open**.



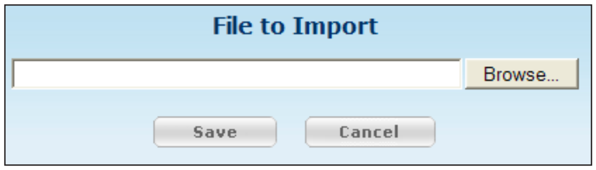
3. Microsoft Excel will open showing the column headers and events that were exported. Input or modify event data as required.

	A	B	C	D	E	F	G
1	**Year**	**Entity Name**	**Entity ID**	**Event Template Name**	**Current Due Date**	**Calculated Due Date**	**Date Type**
2	2006	SOUTHWEST MANUFACTURING	5231	PA RCT-101	10/15/2007	10/15/2007	Due Date
3	2006	SOUTHWEST MANUFACTURING	5231	OH FT-1120	5/31/2007	5/31/2007	Due Date
4	2006	SOUTHWEST MANUFACTURING	5231	NY CT-3	9/17/2007	9/17/2007	Due Date
5	2006	SOUTHWEST MANUFACTURING	5231	NJ CBT-100	10/15/2007	10/15/2007	Due Date
6	2006	ABEX, Company	5132	PA RCT-101	10/15/2007	10/15/2007	Due Date
7	2006	ABEX, Company	5132	NJ CBT-100	10/15/2007	10/15/2007	Due Date

4. Save the file as a .csv or Excel file.

The Import process

1. From the **Actions** menu, select **Import**.
2. In the **File to Import** screen, click **Browse** to select the worksheet containing your event data.



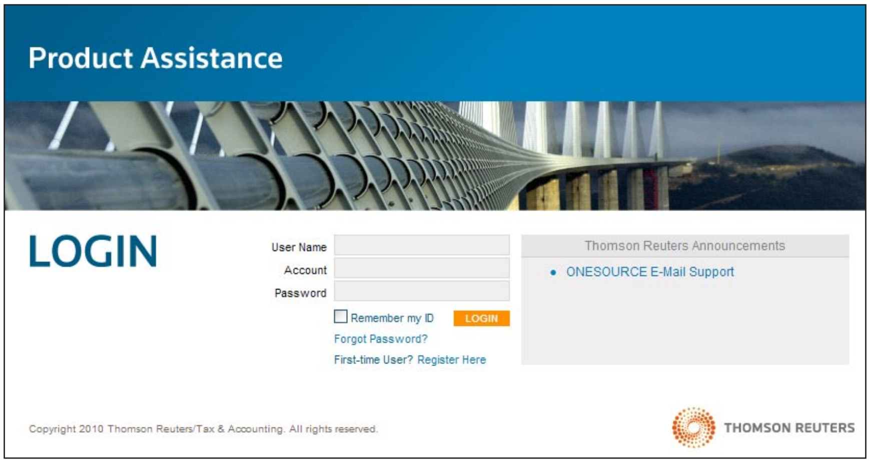
3. Click **Save**.

NOTE: Upon import, the system will validate the data in the file. It must be complete and accurate or the import process will fail. An error report will identify any problems with your file. Correct the data, save the file, and import it again.

Appendix B: Product Assistance

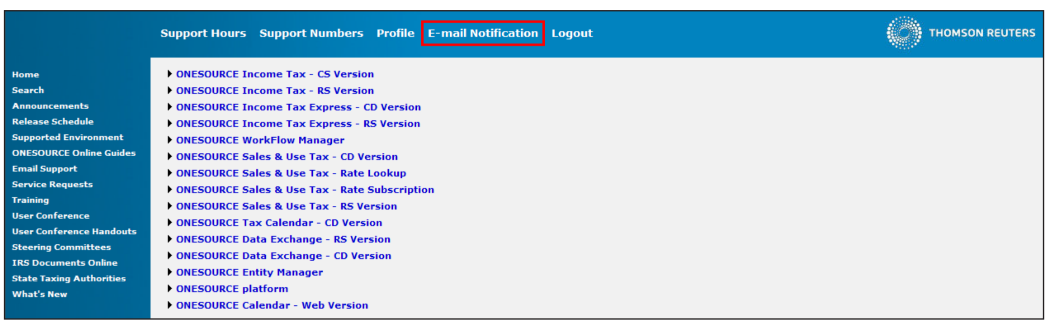
Signing up for Product Assistance

ONESOURCE customers can sign up for e-mail notifications that alert them to release notes, bulletins, and other announcements related to the products they own.

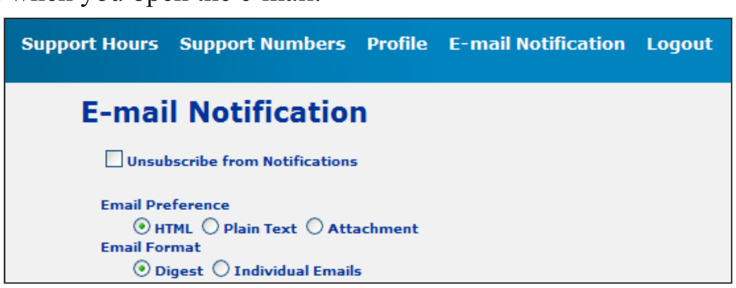


To access Product Assistance and sign up for e-mail notifications:

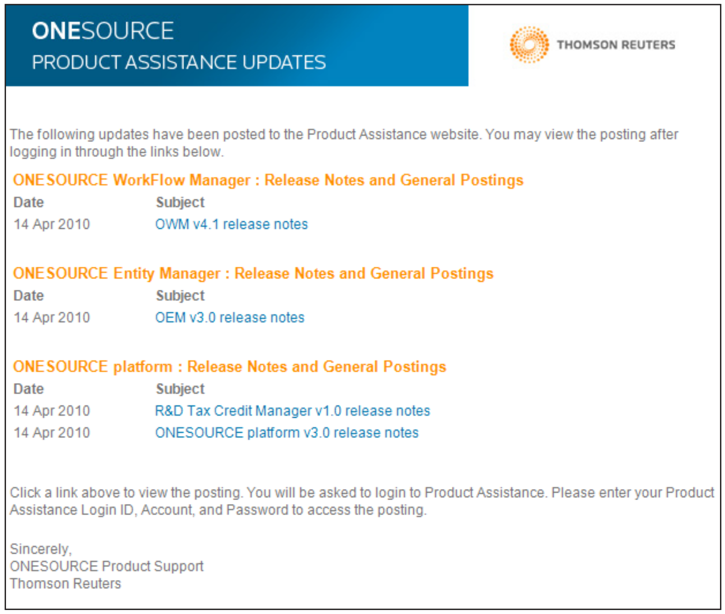
1. Type **https://support2.riahome.com** into your Internet address bar.
2. Click **Register Here** if you are a first-time user, or enter your user name, account number, and password, then click **Login**.
3. Click **E-mail Notification** at the top of the page.



4. Select HTML, Plain Text, or Attachment to designate how the notifications will be displayed when you open the e-mail.



5. Select **Digest** to receive one e-mail each week containing links for items related to the products you specify. Select **Individual Emails** to receive one e-mail as items are posted (for example, if four items are posted on Wednesday, you will receive one e-mail with four links Thursday morning). The example below shows the e-mail notification in HTML format.



6. To select products for your e-mail notification, check the boxes next to the items for which you want to receive notifications. At a minimum, be sure to check **Release Notes and General Postings**.
7. Click **Save**.

NOTE: To unsubscribe from specific product announcements, uncheck the appropriate boxes, then click **Save**. To discontinue all e-mail notifications, check **Unsubscribe from Notifications**, then click **Save**.