Thomson Reuters (Tax & Accounting) Inc. ("TRTA")

My Account – Instructions (07/17/14)

Please click (Ctrl+Click) on the hyperlinks below to take you to the appropriate information.

My Account

Registration

Contact Customer Support

Billing and Payment*

eBilling

Payment Method*

Payment History

Credit History- work in process

Invoice History

Manage Online Users – work in process

Subscriptions

My Account Administration

Billing Documentation

*Note: Payments by bank are only available to domestic customers in the U.S.A.. International customers, please contact taxacctng.taebobilling@thomsonreuters.com or call 08450 180910 Option 4 or 01395 270273 Option 4 for direct debit transfers.

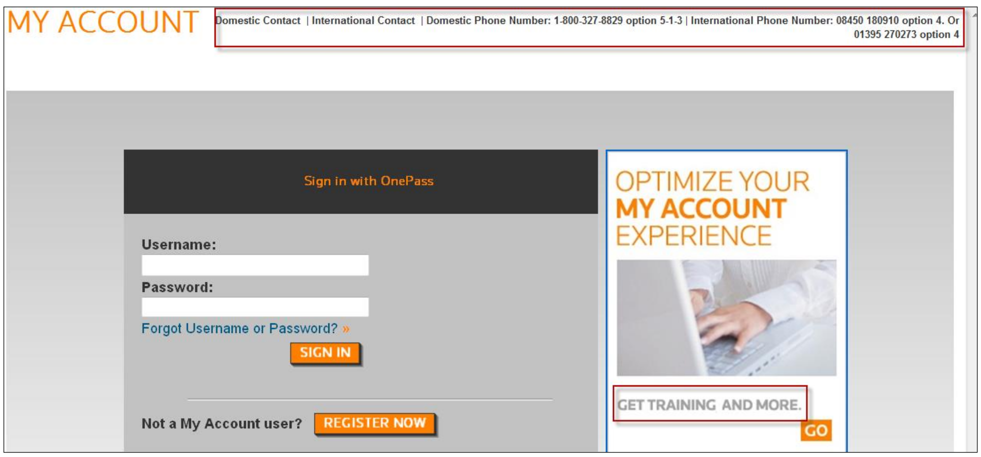
My Account

My Account is a one-stop shop for TRTA customers to manage their accounts online. Customers are able to: view invoices, view detailed charges, make payments (domestic (U.S.) customers only), view payment history, view subscriptions, manage account details (change of address, etc.) and register for eBilling (receive your invoice automatically via email).

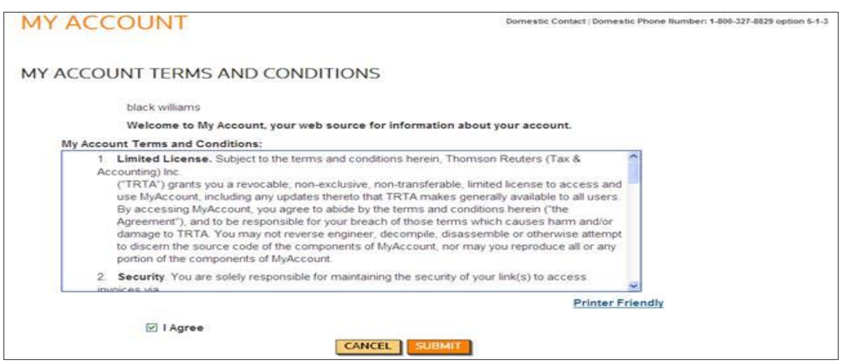
Below is the sign-in screen in My Account after the customer has received an invitation email from TRTA and has registered for the service.

Sign in screen shows:

- **Username**
- **Password**
- For any **assistance** with My Account, click on either Domestic or International "Contact Us" – this will email the TRTA Billing Group or call the number that is provided in the upper right-hand corner.
- **Training and more link**



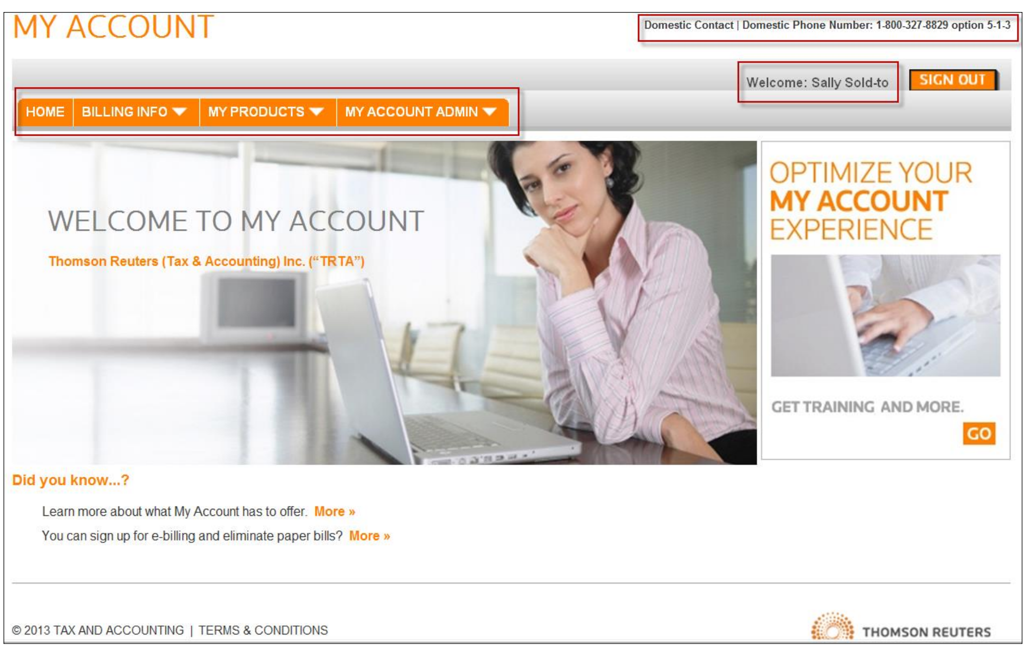
First-time users will be taken to the "My Account Terms & Condition" screen below where they will be asked to read the agreement – check "I Agree" and submit.



Click **"Forgot Username or Password?" —**to see the screen below, which will assist in reestablishing a password.

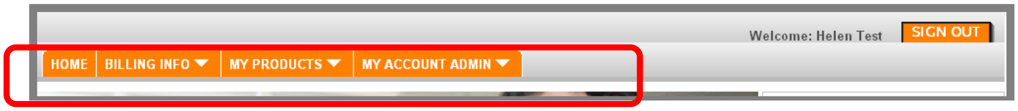
Welcome Screen/HOME page below shows:

- **Home**
- **Billing Info** – Billing & Payments, eBilling, Payment History, Credit History, Payment Method, Invoice History
- **My Products (will show subscriptions)**
- **My Account Admin –** My Account User List, Change Address, Locations, My OnePass Profile, My Account Training
- For any **assistance** with My Account, click on either Domestic or International "Contact Us" – this will email the TRTA Billing Group or call the number that is provided in the upper right hand corner.
- **Training and more link**



Primary Menu Bar

The Primary Menu Bar provides navigation to all areas of My Account and remains on screen at all times.

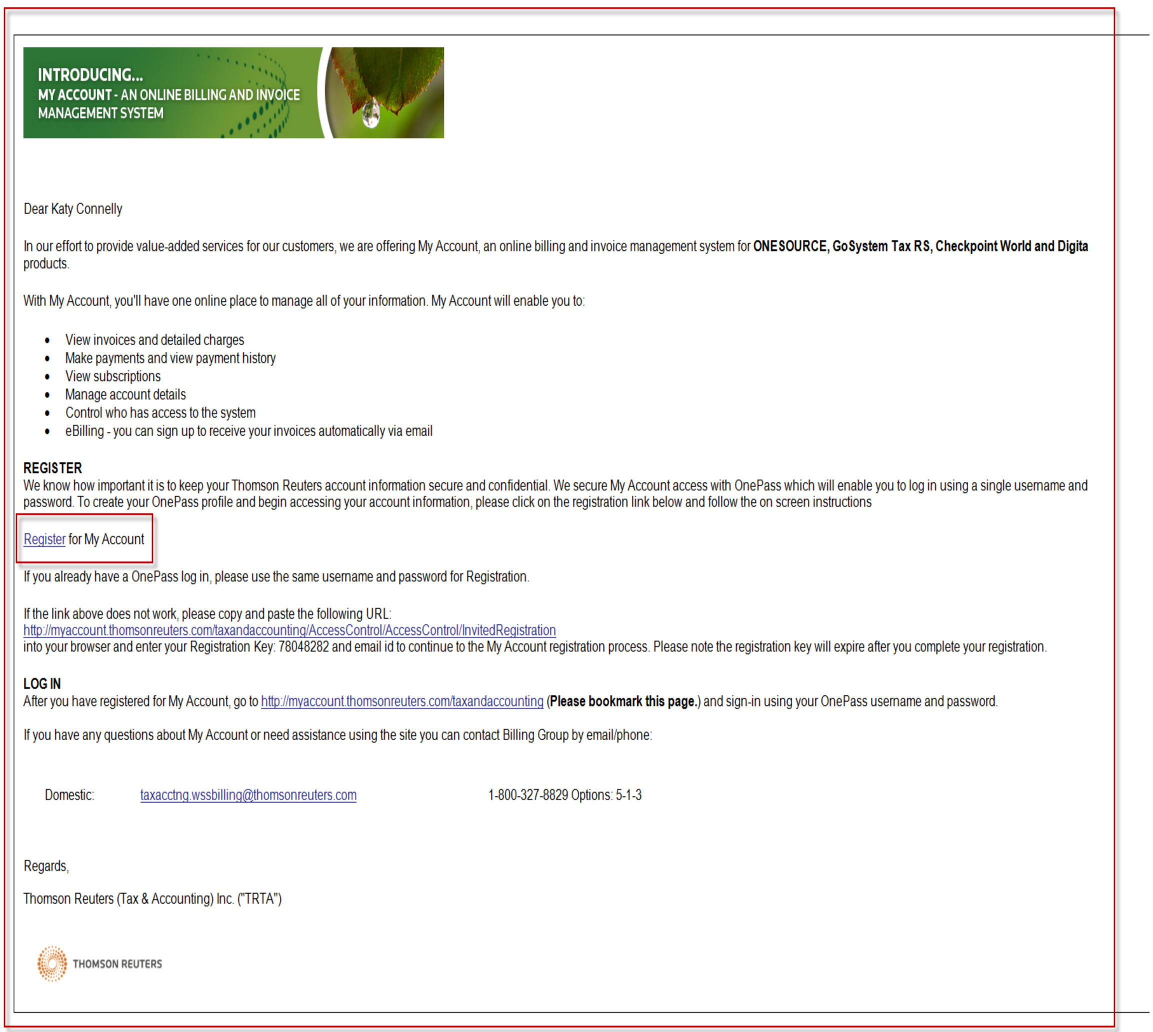


[Back to main page](#)

Registration

Registration

Customers will receive the following email from TRTA inviting them to register to My Account:



INTRODUCING...
MY ACCOUNT - AN ONLINE BILLING AND INVOICE MANAGEMENT SYSTEM

Dear Katy Connelly

In our effort to provide value-added services for our customers, we are offering My Account, an online billing and invoice management system for **ONESOURCE, GoSystem Tax RS, Checkpoint World and Digita** products.

With My Account, you'll have one online place to manage all of your information. My Account will enable you to:

- View invoices and detailed charges
- Make payments and view payment history
- View subscriptions
- Manage account details
- Control who has access to the system
- eBilling - you can sign up to receive your invoices automatically via email

REGISTER
We know how important it is to keep your Thomson Reuters account information secure and confidential. We secure My Account access with OnePass which will enable you to log in using a single username and password. To create your OnePass profile and begin accessing your account information, please click on the registration link below and follow the on screen instructions

Register for My Account

If you already have a OnePass log in, please use the same username and password for Registration.

If the link above does not work, please copy and paste the following URL:
http://myaccount.thomsonreuters.com/taxandaccounting/AccessControl/AccessControl/InvitedRegistration
into your browser and enter your Registration Key: 78048282 and email id to continue to the My Account registration process. Please note the registration key will expire after you complete your registration.

LOG IN
After you have registered for My Account, go to http://myaccount.thomsonreuters.com/taxandaccounting (**Please bookmark this page.**) and sign-in using your OnePass username and password.

If you have any questions about My Account or need assistance using the site you can contact Billing Group by email/phone:

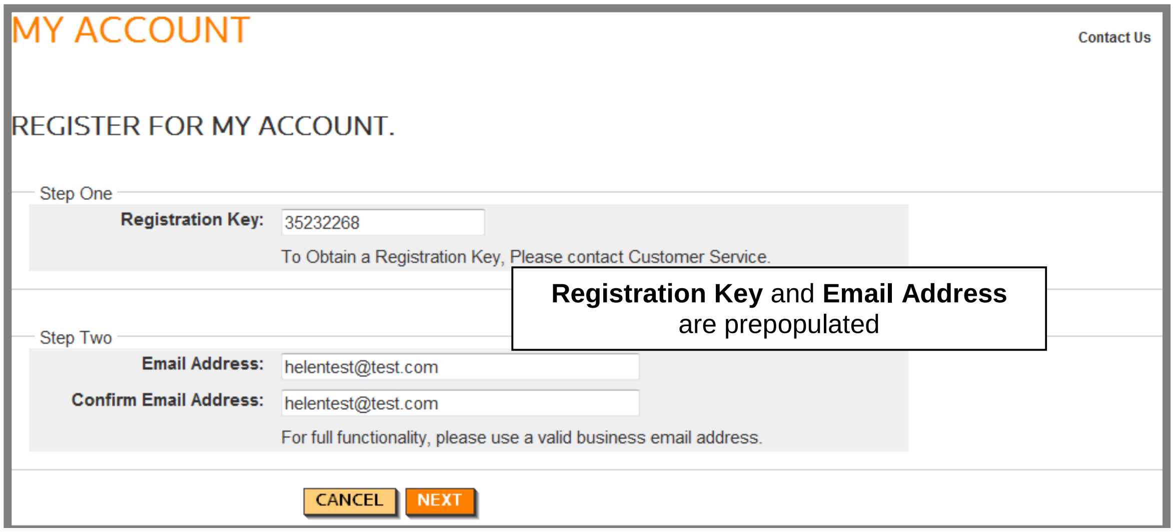
Domestic: taxacctng.wssbilling@thomsonreuters.com 1-800-327-8829 Options: 5-1-3

Regards,

Thomson Reuters (Tax & Accounting) Inc. ("TRTA")

THOMSON REUTERS

Customers who click the "Register for My Account" hyperlink will be directed to the registration page below. The Registration Key and email address are prepopulated to ensure the correct user has been invited.

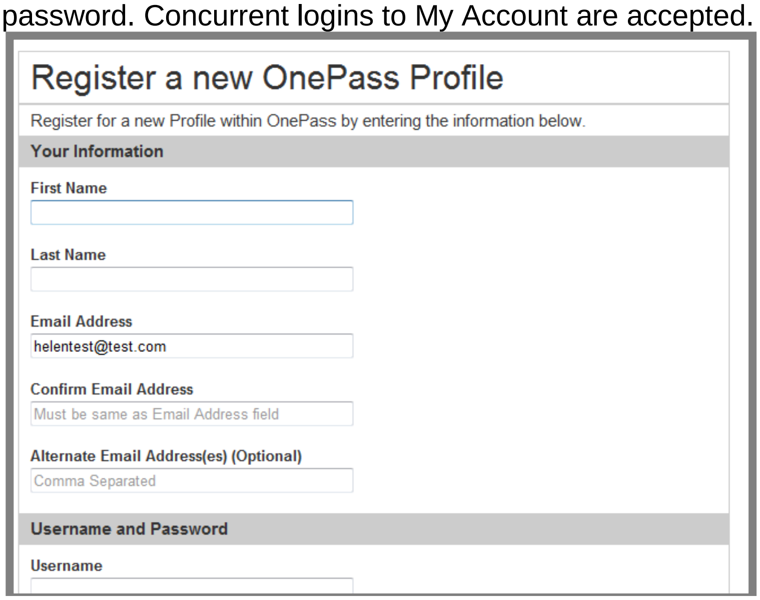


Customer selects 

and is required to create a OnePass Profile and accept the terms and conditions.

Create OnePass Profile

A OnePass Profile is a required, secure profile that creates a user ID and password to log into My Account. The creation of a OnePass profile is a one-time occurrence; for every visit to My Account thereafter, the user will use their OnePass user ID and password. Concurrent logins to My Account are accepted.



The OnePass username and password have the following requirements:

Username Requirements:

Username Requirements

✓ Must be between 8 and 70 characters

✓ Contain 1 of the below character classes

Character Classes

Uppercase letters (A, B, C...)

✓ Lowercase letters (a, b, c...)

✓ Numbers (1, 2, 3...)

Special characters (i.e. @ . - _ # $ %)

Other Characters (i.e. ¢, Æ, €)

Notes

- The Username is case sensitive.

Password Requirements:

Password Requirements

⊘ Must be between 8 and 16 characters

⊘ Contains 3 of the below character classes

Character Classes

Uppercase letters (A, B, C...)

Lowercase letters (a, b, c...)

Numbers (1, 2, 3...)

Special characters (i.e. @ . - _ # $ %)

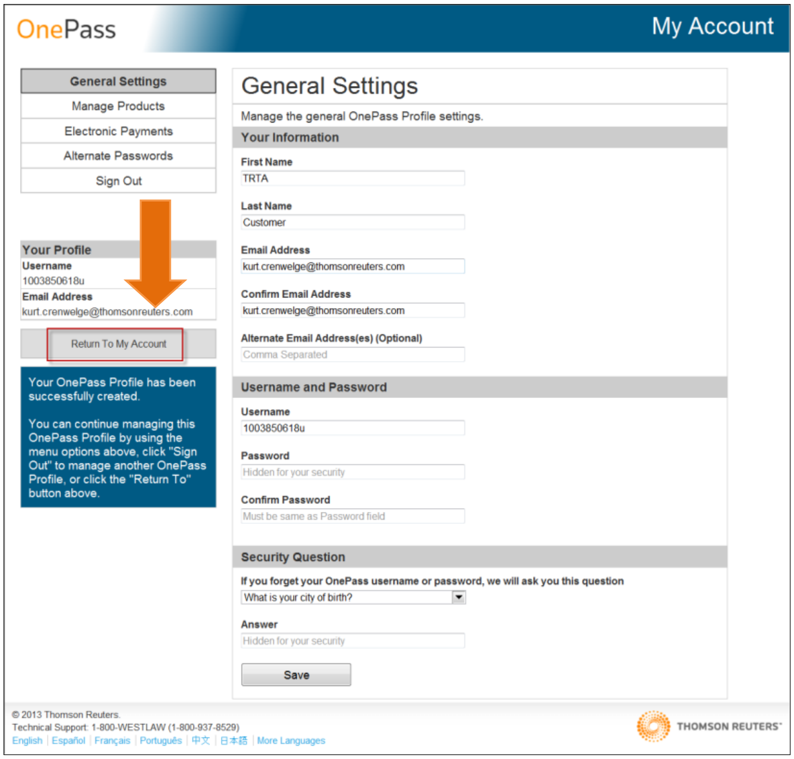
Other Characters (i.e. ¢, Æ, €)

Notes

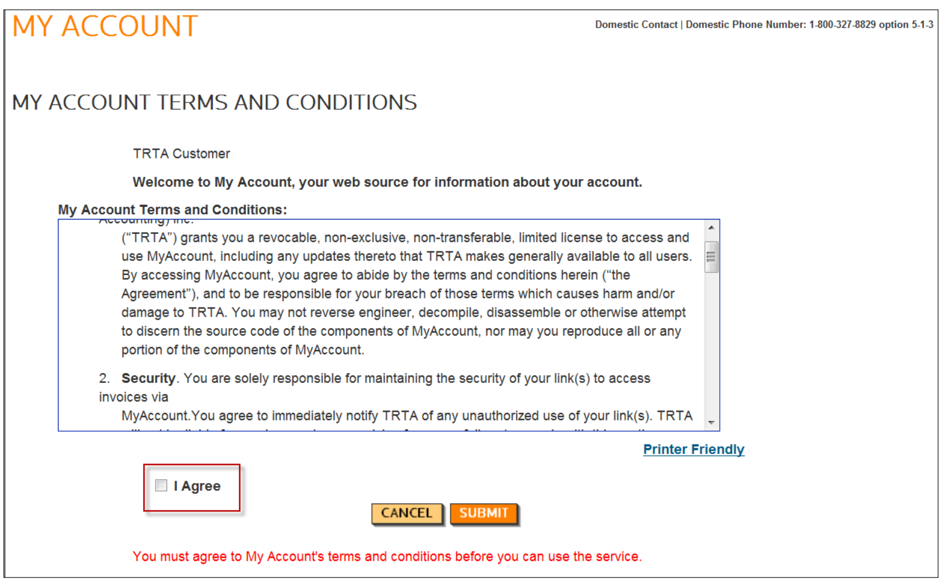
- The Password is case sensitive.

Customers will receive an email from TRTA stating they have successfully created a OnePass Profile and another email stating OnePass Profile has been updated.

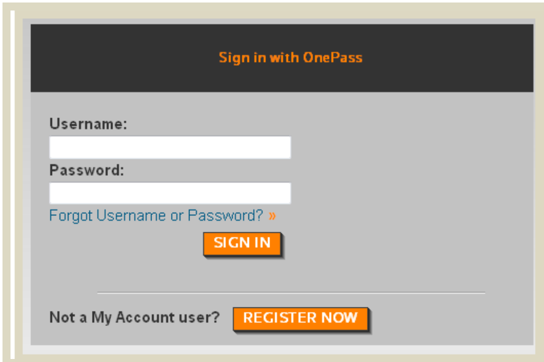
Customer can return to My Account by clicking on the button shown below.



Customer must agree to the Terms and Conditions.

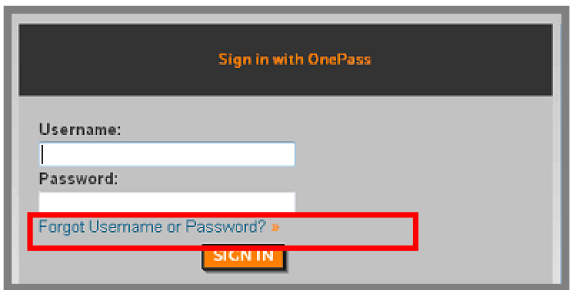


After the OnePass Profile is created and terms accepted, each time the user visits My Account, they enter their OnePass username and password:

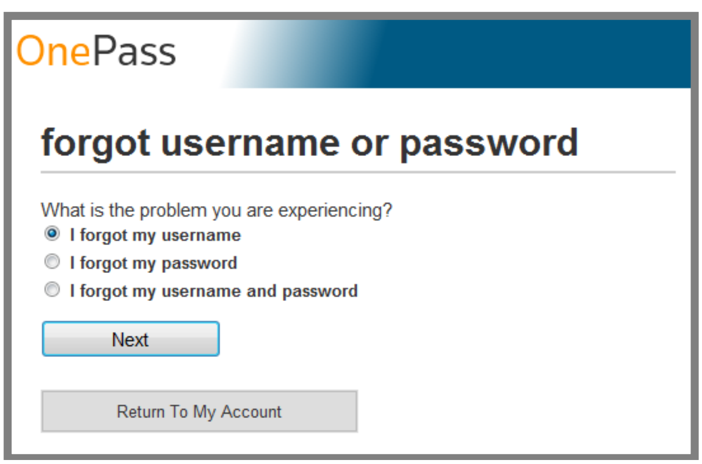


OnePass Profile – Lost Password

At the login page for My Account, users can select the hyperlink for **Forgot Username or Password**.



The user must correctly answer a security question posed by OnePass and the system sends the requested information (username or password) to the email the user provided when they created their OnePass profile. If they still require assistance, a phone number for technical support is displayed in the footer of the page:
OnePass support: DOMESTIC: 1-800-327-8829 Option 5-1-3 INTERNATIONAL: 08450 180910 Option 4 or 01395 270273 Option 4.



Users can also change their OnePass password by logging into My Account and then using **MY ACCOUNT ADMIN->My OnePass Profile.**

Customer can contact support with any questions or concerns.

[Back to main page](#)

Contact Customer Support

Contact Customer Support

The top-right of the screen provides the customer with an email link for Domestic or International contact.

Domestic (1078): taxacctng.wssbilling@thomsonreuters.com; 1-800-327-8829 Option: 5-1-3

International (3361): taxacctng.taebobilling@thomsonreuters.com 08450 180910 Option 4 or 01395 270273 Option 4

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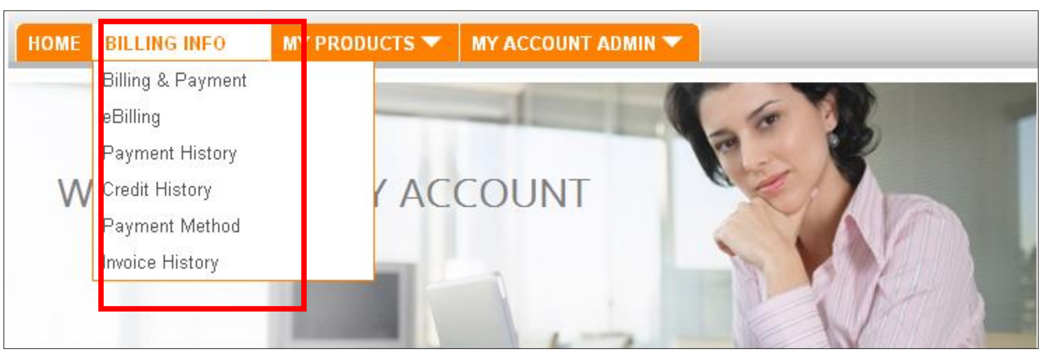
Billing and Payment



Billing & Payment (view current outstanding charges)

To view current, outstanding charges, select **BILLING INFO->Billing & Payment**. If the user has access to more than one account they are prompted to select the account they wish to view charges for.

Only open invoices (unpaid) are displayed in **BILLING INFO->Billing & Payment.**

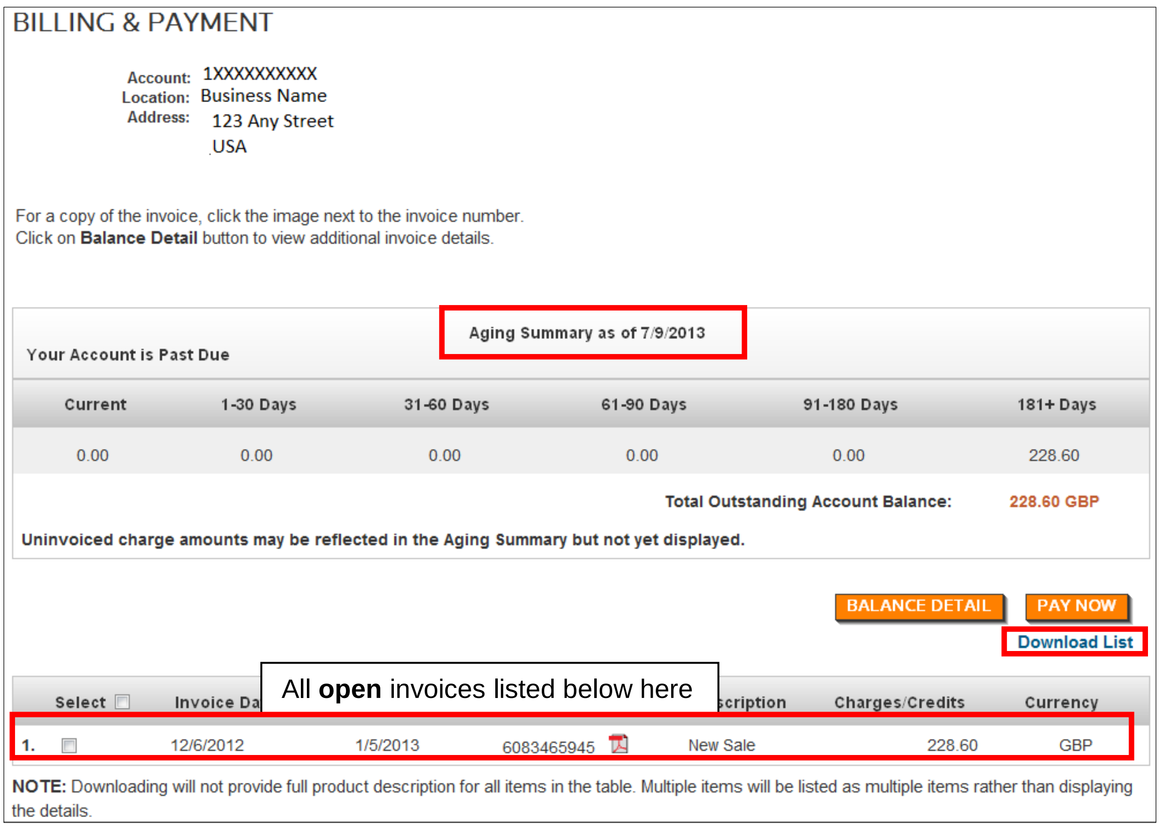
To view all invoices for an account (both open and paid) select **BILLING INFO->Invoice History**.

Credits will also display in this screen.

In the screen capture below, the top row has a title of **Aging Summary** and displays current outstanding balance as of yesterday's date. The lower portion of the screen displays all open invoices.

Column Headings:

- **Select** – checkbox to select to pay
- **Invoice Date** – date invoice was issued (sortable)
- **Due Date** – date due – 30 days (sortable)
- **Invoice Number –** 6xxxxxxxxx (Daily/monthly invoices) & 8xxxxxxxxx (Transactional – ex: efiling) 7xxxxxxxxx (invoices brought into SAP from a legacy system – do not hve associated PDF images
- **Description** – whether New Sale, Credit, Partial Balance, etc.
- **Charges/Credit** – amount of charge or credit
- **Currency** – the currency the charge was done in



Print and Download Invoices

Within the same screen as **Billing & Payment** (screenshot above), the user can print and download invoices.

Steps:

- Select a PDF image above to display; then choose to print from within Adobe.
- Select the **Download List** link to receive a .csv spreadsheet with all items in the table (does not include full product descriptions).

Select the **BALANCE DETAIL** button to display additional information for the open invoices; notice the screen changes as follows to include **Posting Numbers**, **Aging days** and an option to view further item details:

	Invoice Date	Invoice Number	Posting Number	Description	Aging	Charges Credits	Currency
1.	3/26/2012	710376	5000004404	DOUGSTEW:-:EndNote	181+ days	548.92	USD
2.	5/14/2012	714416	5000003902	DOUGSTEW:-:EndNote	181+ days	1,629.35	USD
3.	8/9/2012	0825541773	6081090006	ENDNOTE X6 VOLUME WORKSTATION MORE THAN 20 USERS Item Detail	91-180 days	57.38	USD
4.	8/14/2012	0825547218	6081116664	REFERENCE MANAGER 12 SINGLE USER Item Detail	91-180 days	659.80	USD

Select the **Item Detail** button to provide specific charge details for that entry:

Selection of invoices to pay by either bank or credit card

Customer has a choice of (1) selecting which invoices they want to pay (bank/credit card) or (2) automatic payments by bank account. Please **note**, if customer selects automatic payments by bank account, payment will be made for all outstanding invoices.

Note: Thomson Reuters (Tax & Accounting) Inc. ("TRTA") has a limit payment of $25,000 on credit card payments per transaction.

Select **Billing Info->Billing & Payment**

Bank Payment

Steps:

- Select account.
- Select a checkbox next to the invoice(s) to pay and select **PAY NOW** (see screen capture below).

BALANCE DETAIL PAY NOW

Download List

	Select	Invoice Date	Due Date	Invoice Number	Description	Charges/Credits	Currency
1.	☑	4/30/2013		0826526858	Partial Balance	1,940.30	USD
2.	☑	6/20/2013		0827140071	Partial Balance	736.51	USD
3.	☐	7/1/2013	7/31/2013	0827503425	TRANSACTIONAL CHARGES	2,652.30	USD
4.	☐	7/16/2013		0826323986	Partial Balance	1,641.81	USD

NOTE: Downloading will not provide full product description for all items in the table. Multiple items will be listed as multiple items rather than displaying the details.

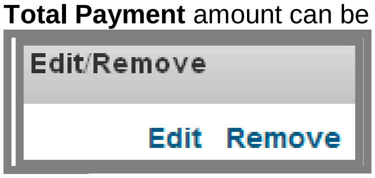
PAY NOW

The *Pay Now* screen displays.

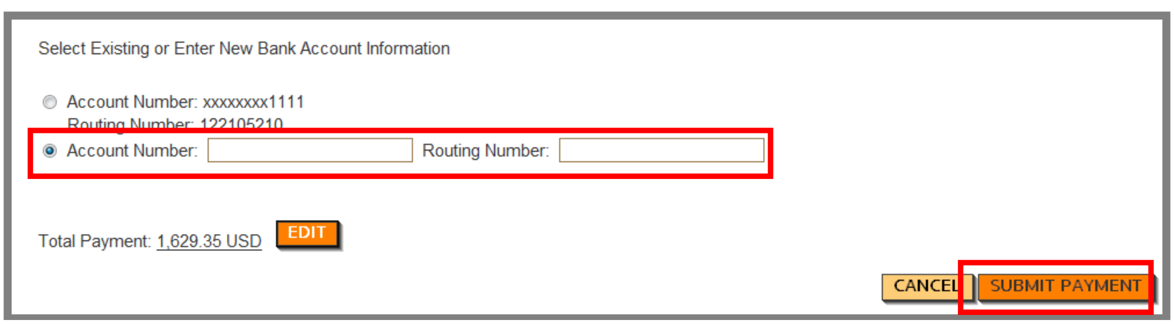
- **Remove** to remove invoices selected to pay.

- ADD ADDITIONAL add additional invoices to pay.
- BACK returns to the *Billing & Payment page.*
- Select PAY BY BANK ACCOUNT button.

- Enter valid U.S. **Bank Account** and **Routing Number**; or use stored banking details.
- **Total Payment** amount can be increased or reduced by selecting EDIT **and**



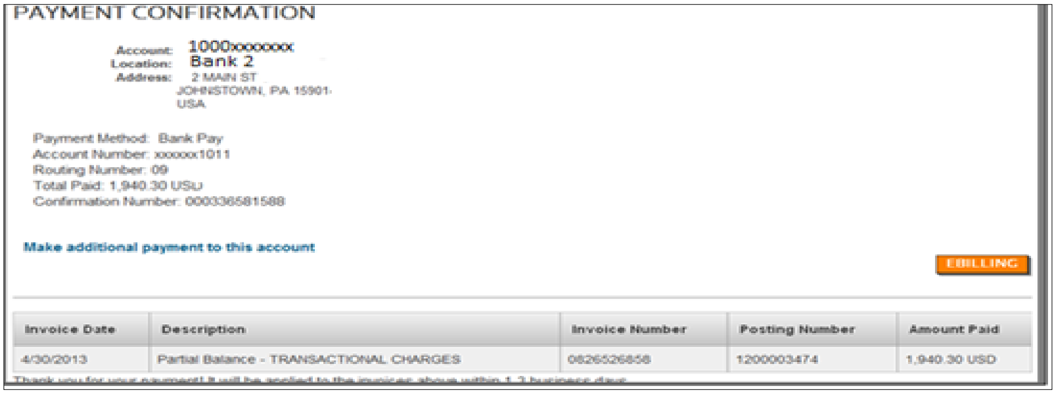
- Select SUBMIT PAYMENT
- CANCEL returns to the *Billing & Payment page.*



- My Account displays a payment confirmation screen (below) and user is presented with the option to make additional payments.
  - Column Headings:
    - **Invoice Date** – date invoice created
    - **Description** – the long text description of the charge

- **Invoice Number** – invoice number
- **Posting Number** – SAP posting number
- **Amount Paid** – amount paid on that invoice

- User receives an email confirming the payment and the bank details are stored within **BILLING INFO->Payment Method** for future use.



Credit Card Payment

Steps:

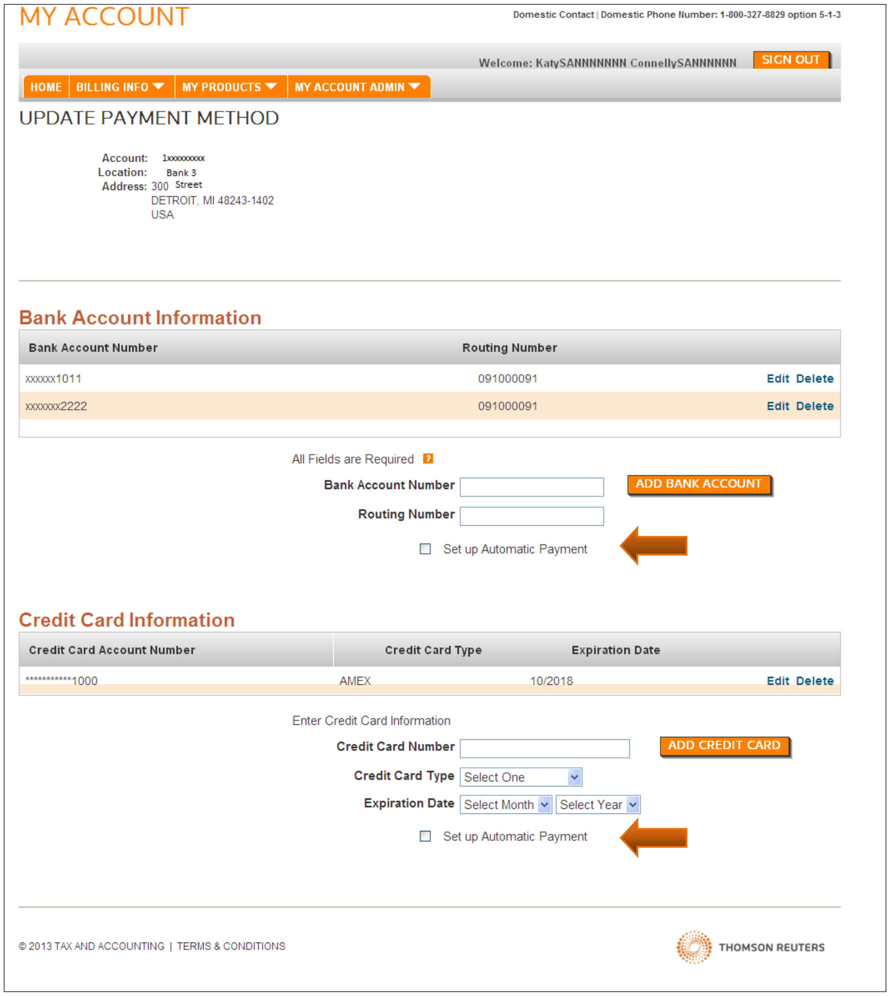
- Select account.
- Select a checkbox next to the invoice to pay.
- Select **PAY BY CREDIT CARD** button.
- Enter valid **Credit Card Number –** below view.
- Select **Credit Card Type.**
- Enter **Expiration Date.**
- **Total Payment** amount can be increased or reduced by selecting **EDIT**
  - **Note: TRTA has limit of $25,000 for credit card payments.**
- Select **SUBMIT PAYMENT**
- My Account displays payment confirmation screen and the customer receives an email confirming the payment (credit card details are not stored).
- The **CANCEL** button returns you to the *Billing & Payment page.*

Customer receives payment confirmation in same manner as paying via bank account.

Set up automatic payments by bank:

Customer has a choice of (1) designating which invoices they want to pay or (2) automatic payments by either bank account or credit card. Please **note,** if customer selects automatic payments – payment will be made for all outstanding invoices. **Note**: Thomson Reuters (Tax & Accounting) Inc. ("TRTA") has a limit payment of $25,000 on credit card payment per transaction.

Select **Billing Info->Billing & Payment**



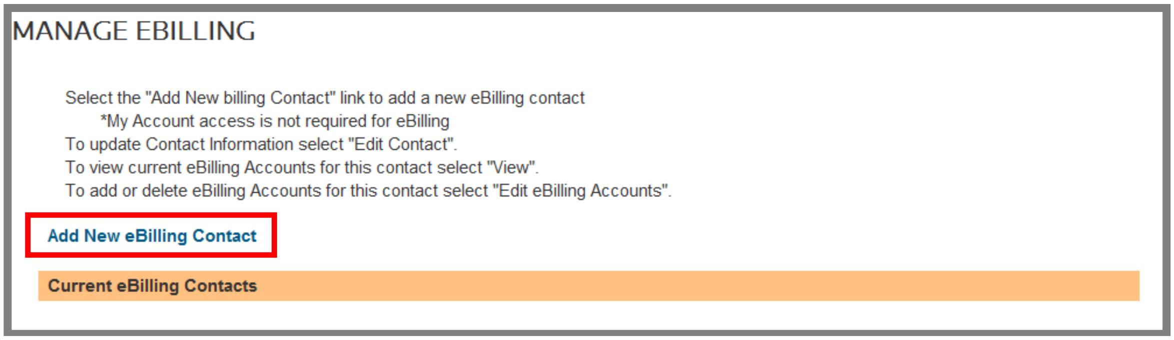
- Enter appropriate Bank/Credit card information – above.
- Check appropriate box to "Set Up Automatic Payment" for either Bank or Credit Card.
- Check "Terms & Agreement" and SUBMIT.
- You will receive a confirmation page.

Back to main page

eBilling

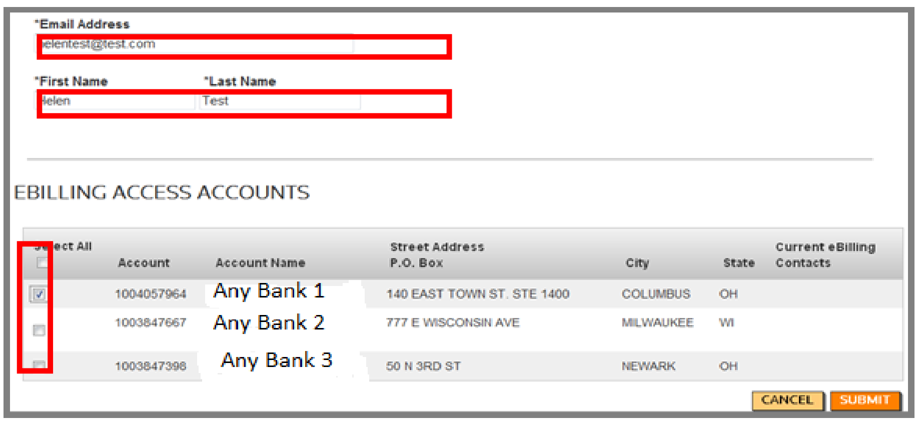
eBilling is a feature that allows customers to receive invoices via email. The customer registers themselves and/or others within their organization as eBilling contacts to receive ebilling invoices. An eBilling contact does not have to be a registered My Account user. (eBilling contacts merely receive an email with a link to a PDF billing invoice.) Once registered, during their typical billing cycle, they will receive an email containing a link to view a PDF version of their current invoice.

Select **BILLING INFO->eBilling:**

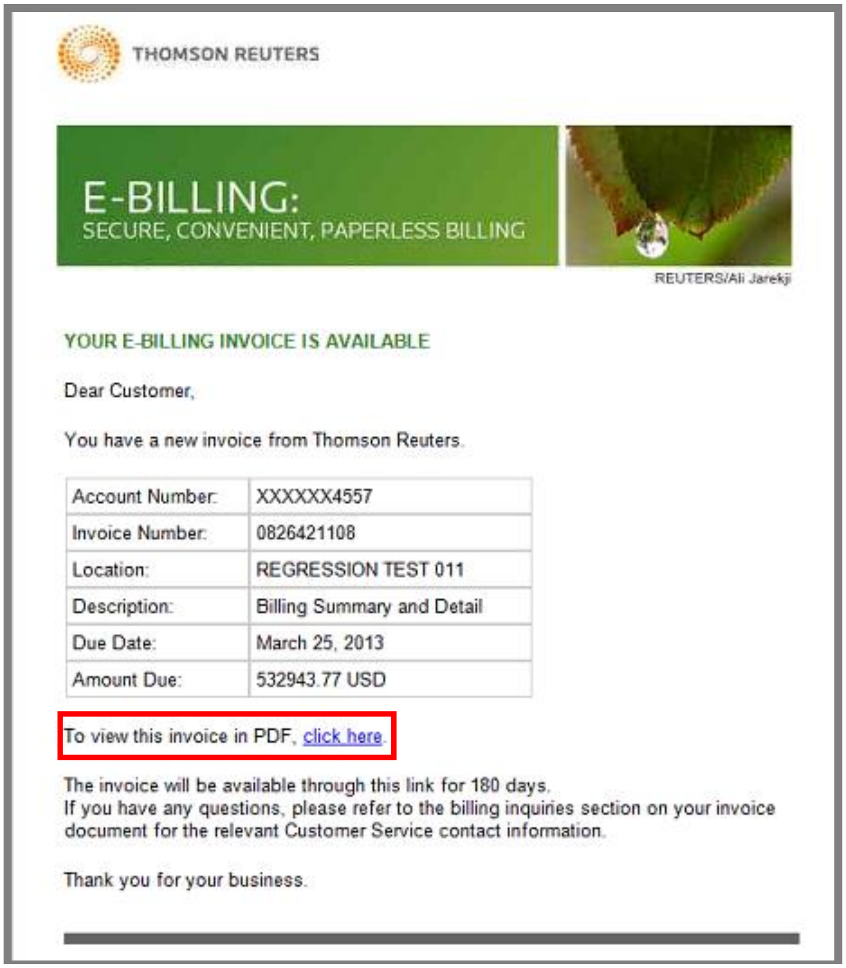


Steps:

- Select the **Add New eBilling Contact** link.
- Enter email address and first and last name.
- Select the accounts the user should receive billing invoices for.
- Select 



- A confirmation page is displayed.
- Customers will receive eBilling emails from taxacctng.wssbilling@thomsonreuters.com (for domestic) or taxacctng.taebobilling@thomsonreuters.com (for international) and will look similar to the email below.



THOMSON REUTERS

E-BILLING:
SECURE, CONVENIENT, PAPERLESS BILLING

REUTERS/Ali Jarekji

YOUR E-BILLING INVOICE IS AVAILABLE

Dear Customer,

You have a new invoice from Thomson Reuters.

Account Number:	XXXXXX4557
Invoice Number:	0826421108
Location:	REGRESSION TEST 011
Description:	Billing Summary and Detail
Due Date:	March 25, 2013
Amount Due:	532943.77 USD

To view this invoice in PDF, click here.

The invoice will be available through this link for 180 days.
If you have any questions, please refer to the billing inquiries section on your invoice document for the relevant Customer Service contact information.

Thank you for your business.

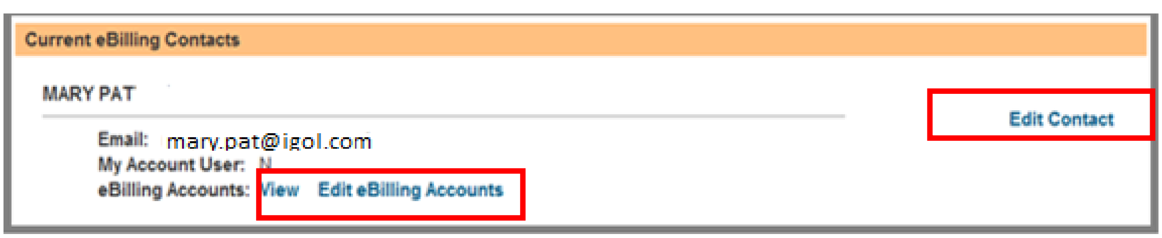
Once the eBilling contact is created, a registered user can select **BILLING INFO->eBilling->Edit Contact** to modify the eBilling contact's name and email address; or select **Edit eBilling Accounts** to modify the accounts the eBilling contact receives invoices for:

To update Contact Information select **BILLING INFO->eBilling**

- Select **Edit eBilling <u>Contact</u>**.

Or -

- Select **Edit eBilling <u>Accounts</u>**.
- Edit as necessary.



Back to main page

Payment Method – (Domestic Customers Only)

Payment Method

This feature enables a customer to store, edit and delete bank account and credit card details for future payments. Credit card details are encrypted in the system for security.

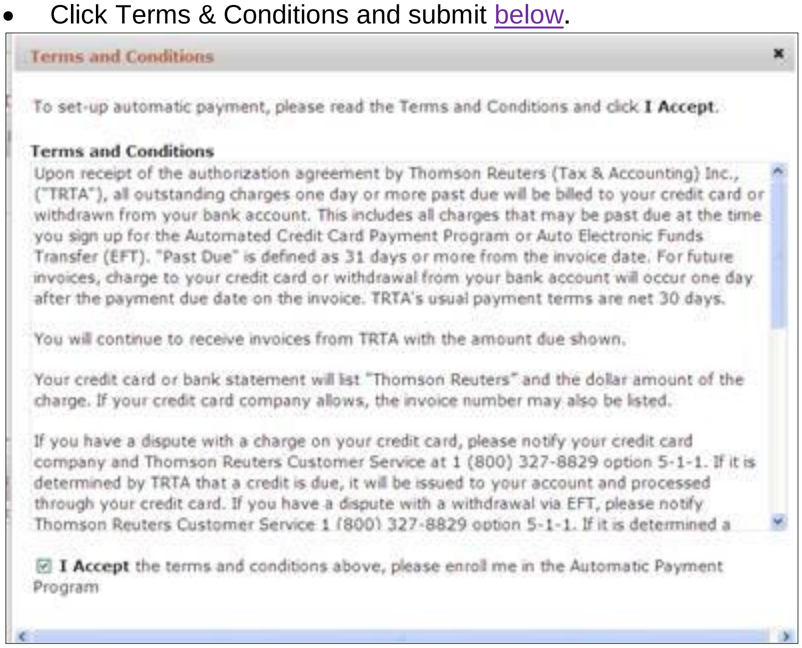
Customer has a choice of (1) selecting which invoices they want to pay (bank/credit card) or (2) automatic payments by bank account. Please note, if customer selects automatic payments by bank account, payment will be made for all outstanding invoices. Note: Thomson Reuters (Tax & Accounting) Inc. ("TRTA") has a limit payment of $25,000 on credit card payment per transaction.

The two payment methods for domestic customers: A) pay by bank account or B) pay by credit card. Both follow a similar process.

Setting up Bank and/or Credit Card Details for Payment:

Billing Info->Payment Method

- Select the account you wish to set up.
- Click Terms & Conditions and submit below.



Terms and Conditions

To set-up automatic payment, please read the Terms and Conditions and click **I Accept**.

Terms and Conditions

Upon receipt of the authorization agreement by Thomson Reuters (Tax & Accounting) Inc., ("TRTA"), all outstanding charges one day or more past due will be billed to your credit card or withdrawn from your bank account. This includes all charges that may be past due at the time you sign up for the Automated Credit Card Payment Program or Auto Electronic Funds Transfer (EFT). "Past Due" is defined as 31 days or more from the invoice date. For future invoices, charge to your credit card or withdrawal from your bank account will occur one day after the payment due date on the invoice. TRTA's usual payment terms are net 30 days.

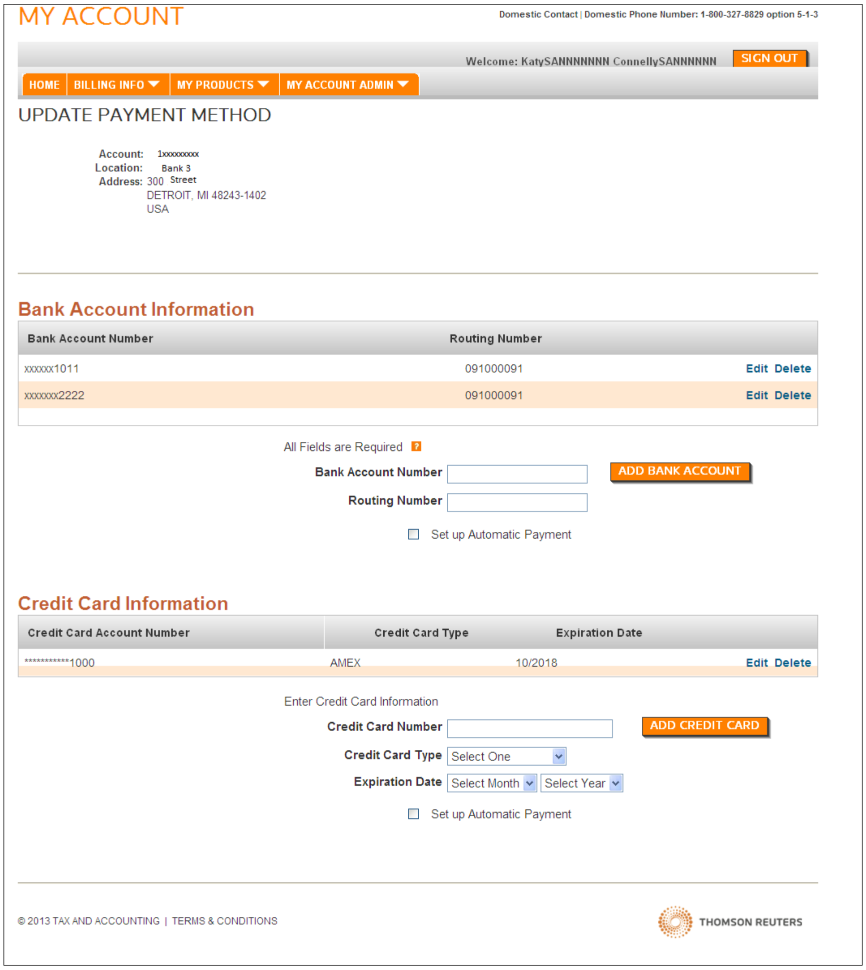
You will continue to receive invoices from TRTA with the amount due shown.

Your credit card or bank statement will list "Thomson Reuters" and the dollar amount of the charge. If your credit card company allows, the invoice number may also be listed.

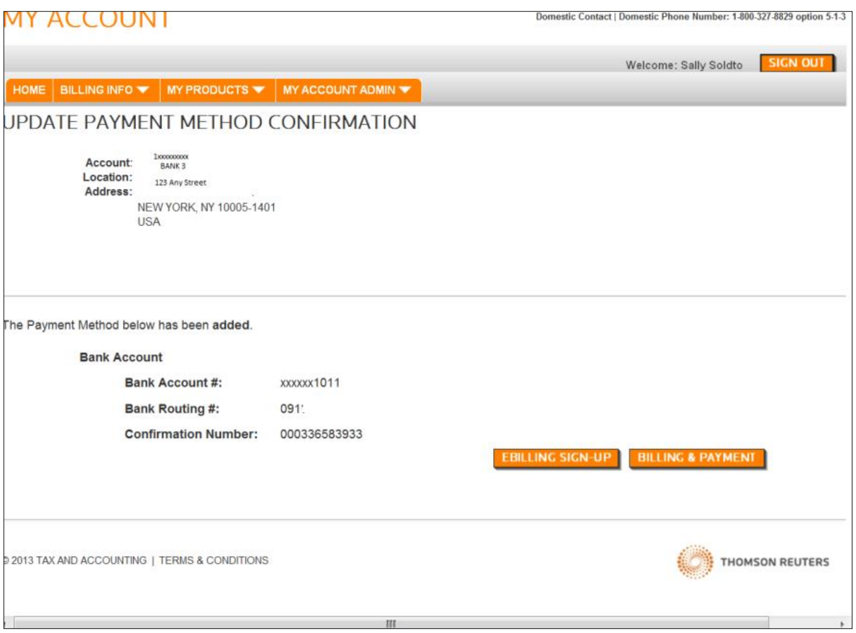
If you have a dispute with a charge on your credit card, please notify your credit card company and Thomson Reuters Customer Service at 1 (800) 327-8829 option 5-1-1. If it is determined by TRTA that a credit is due, it will be issued to your account and processed through your credit card. If you have a dispute with a withdrawal via EFT, please notify Thomson Reuters Customer Service 1 (800) 327-8829 option 5-1-1. If it is determined a

I Accept the terms and conditions above, please enroll me in the Automatic Payment Program

- Enter in either bank or credit card information below.
  - Bank account number field accepts up to 20 digits;
  - Credit card numbers are validated.
- Select ADD BANK ACCOUNT or ADD CREDIT CARD.
- You will receive "UPDATED PAYMENT METHOD CONFIRMATION".



Payment method confirmation below:



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Payment History

Payment History

Payments for the past 12 months can be displayed and are posted up to yesterday's date. Select **BILLING INFO->Payment History.** Payment history on the account is displayed; all columns are sortable.

Payment Posted as of: 3/6/2013
For detailed information, click on the links below. If a link is not available, the payment has not yet been applied.

Download List

Date Posted	Reference/Check Number	Description	Amount	Currency
12/18/2012	029313287	PAYMENT RECEIVED - THANK YOU		
12/12/2012	028269163	PAYMENT RECEIVED - THANK YOU		
12/5/2012	027619899	PAYMENT RECEIVED - THANK YOU		
11/30/2012	027213546	PAYMENT RECEIVED - THANK YOU		
11/21/2012	024928551	Payment Inquiry		
11/14/2012	WIRE	Payment Inquiry		
11/14/2012	028457602	Payment Inquiry	77,717.58	USD

PAYMENT RECEIVED: Select hyperlinks to view details on how payments were applied (invoice numbers; amounts). **Payment Inquiry**: Payment is being processed manually and has not yet completed (also provides invoice numbers and amounts).

:

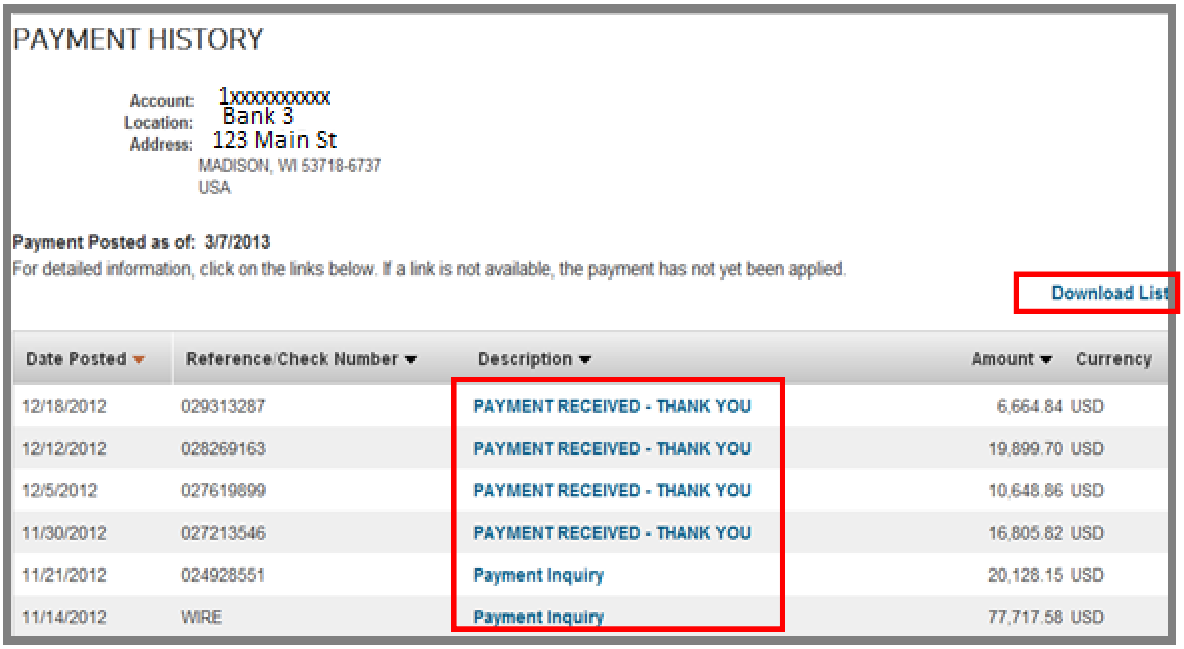
Date Posted	Reference/Check Number	Description	Amount	Currency
2/15/2013	INTL WIRE	I/C to SMG - Inv# 6800112865	4,320.00	GBP
1/16/2013		PAYMENT RECEIVED - THANK YOU	10,200.00	GBP
1/11/2013	6082904718	Credit memo - User Conference EMEA Early Bird	234.00	GBP
10/18/2012	6081634643	Credit memo - User Conference EMEA Early Bird	234.00	GBP
10/9/2012		Applied Open Credits	234.00	GBP

Print and Download Payment Details

Users can view their payment details:

Steps:

- Select **BILLING INFO->Payment History.**
- Select a Description link (**PAYMENT RECEIVED-THANK YOU**) to see payment details.


PAYMENT HISTORY

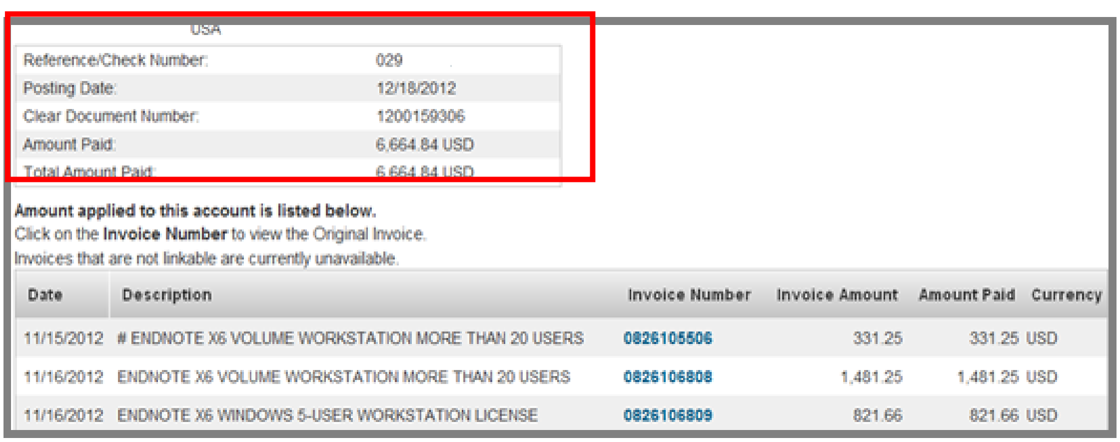
Account: 1xxxxxxxxxx
Location: Bank 3
Address: 123 Main St
MADISON, WI 53718-6737
USA

Payment Posted as of: 3/7/2013
For detailed information, click on the links below. If a link is not available, the payment has not yet been applied.

Download List

Date Posted	Reference/Check Number	Description	Amount	Currency
12/18/2012	029313287	PAYMENT RECEIVED - THANK YOU	6,664.84	USD
12/12/2012	028269163	PAYMENT RECEIVED - THANK YOU	19,899.70	USD
12/5/2012	027619899	PAYMENT RECEIVED - THANK YOU	10,648.86	USD
11/30/2012	027213546	PAYMENT RECEIVED - THANK YOU	16,805.82	USD
11/21/2012	024928551	Payment Inquiry	20,128.15	USD
11/14/2012	WIRE	Payment Inquiry	77,717.58	USD

- After selecting a **PAYMENT RECEIVED** item, the screen capture below provides the customer with additional payment details such as a description of invoices the payment was applied to and the amount.
- Select the invoice number to display the actual invoice.
- **Payment Inquiry**: is a manual description.
- Use your browser's print function to print payment details.
- Select the link **Download List** for a .csv formatted file of the payment history.


USA

Reference/Check Number:	029
Posting Date:	12/18/2012
Clear Document Number:	1200159306
Amount Paid:	6,664.84 USD
Total Amount Paid:	6,664.84 USD

Amount applied to this account is listed below.
Click on the **Invoice Number** to view the Original Invoice.
Invoices that are not linkable are currently unavailable.

Date	Description	Invoice Number	Invoice Amount	Amount Paid	Currency
11/15/2012	# ENDNOTE X6 VOLUME WORKSTATION MORE THAN 20 USERS	0826105506	331.25	331.25	USD
11/16/2012	ENDNOTE X6 VOLUME WORKSTATION MORE THAN 20 USERS	0826106808	1,481.25	1,481.25	USD
11/16/2012	ENDNOTE X6 WINDOWS 5-USER WORKSTATION LICENSE	0826106809	821.66	821.66	USD

Back to main page

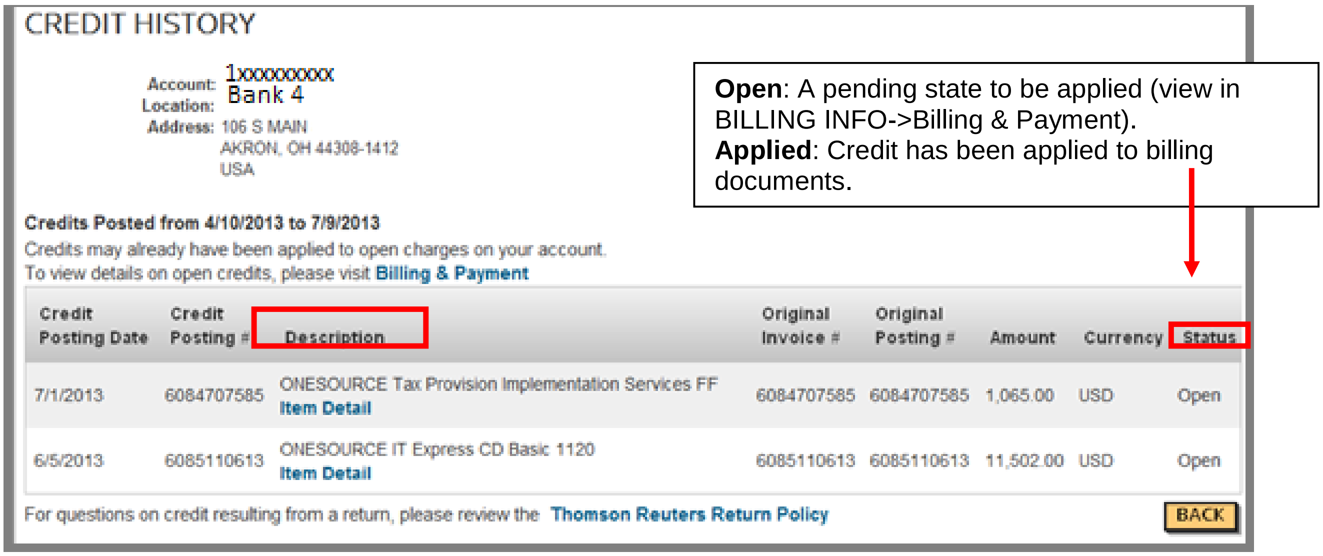
Credit History

Credit History

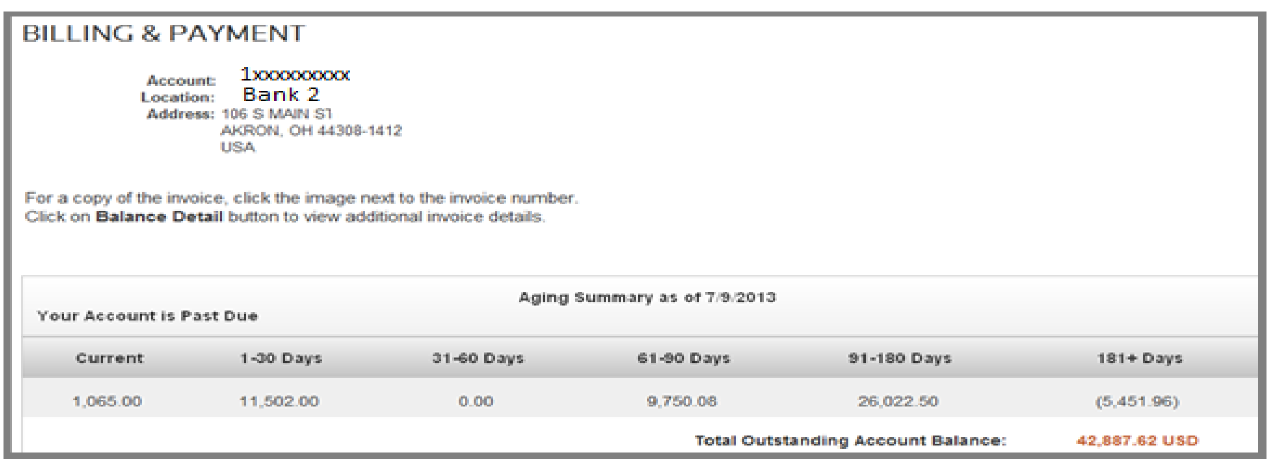
Customers can view their credit history for <u>the past three months</u>, as well as open or pending credits.

Steps:

- **BILLING INFO->Credit History**



To view details on open credits, select **Billing & Payment**. The screen <u>below</u> shows the *Billing & Payment* page for this customer. To view the details for each credit:



Steps:

- Select **BALANCE DETAIL** button.
- The lower portion of the screen refreshes and now displays details for each item, including credits (see screen capture below).

Example:

- The first item below represents the balance detail for the $5,451.96 credit you see in the above screenshot.

Download List

	Invoice Date	Due Date	Invoice Number	Posting Number	Description	Aging	Charges Credits	Currency	
1.	10/17/2012		6081245610	1300565098	Credit memo - ONESOURCE TTSV Accommodation Credit	181+ days	(5,451.96)	USD	
2.	1/17/2013	2/16/2013	6083975842	6083975842	ONESOURCE IT RS 1120 Binder Pak and other items Item Detail	91-180 days	3,929.85	USD	
3.	1/27/2013	2/26/2013	6084085510	6084085510	ONESOURCE IT RS 1120 Access Item Detail	91-180 days	21,832.50	USD	
4.	2/25/2013	3/27/2013	6084923579	6084923579	Debit memo - Tax Preparation Charges Item Detail	91-180 days	500.00	USD	
5.	3/27/2013	3/27/2013	6083975842	1400000004	ONESOURCE IT RS 1120 Binder Pak	91-180 days	(239.85)	USD	
6.	4/2/2013	5/2/2013	6084707132	6084707132	ONESOURCE IT ExpRS 1120 Binder Pak Item Detail	61-90 days	1,549.58	USD	Payment Pending by My Account
7.	4/3/2013	5/3/2013	6084707375	6084707375	ONESOURCE IT ExpRS 1120 Access Item Detail	61-90 days	8,200.50	USD	

[Back to main page](#)

Invoice History

Invoice History

To view all invoices for an account (both open and paid) for the past 13 months, select **BILLING INFO->Invoice History**.

Steps:

- Select **BILLING INFO->Invoice History.**
- Select Account.
- Select applicable invoice period.
- Select GO

The invoice history for that period is displayed (see below):


INVOICE HISTORY

Account: 1xxxxxxxxxx
Location: Firm One
Address: 6 S MAIN ST
AKRON, OH 44308-
USA

Go back up to 13 months by choosing the Invoice Period below.
For a copy of the invoice, click the image next to the invoice number.

Invoice Period: June 2013 GO

Please note: Invoice charges can span across a 2 month period. Download List

Invoice Date	Description	Invoice Number	Charges/Credits	Currency
6/5/2013	New Sale	6065110613	11,502.00	USD

Select **Download List** to receive a .csv formatted spreadsheet with all items in the table (without full product descriptions).

[Back to main page](#)

Manage Online Users- Work In Process

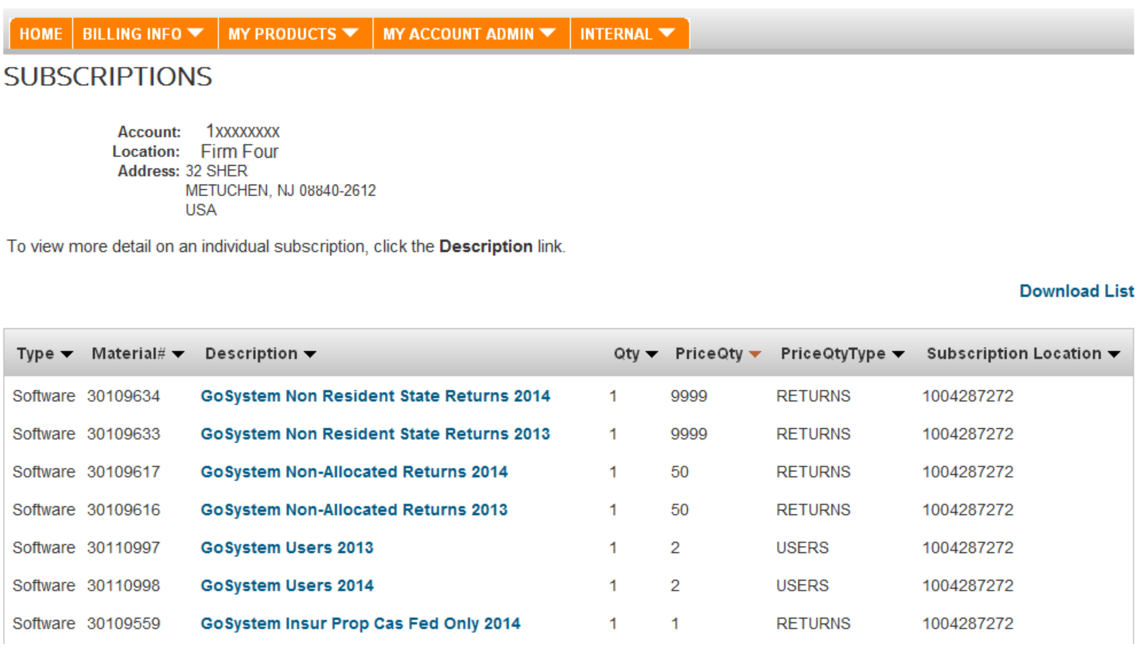
[Back to main page](#)

Subscriptions

"My Products" is where a user can view their Subscriptions - below.

View Subscriptions

Customers can view and download a list of their current subscriptions by using **MY PRODUCTS->Subscriptions.** The customer is not able to *manage* the subscriptions, only view them.



HOME | BILLING INFO | MY PRODUCTS | MY ACCOUNT ADMIN | INTERNAL

SUBSCRIPTIONS

Account: 1xxxxxxxx
Location: Firm Four
Address: 32 SHER
METUCHEN, NJ 08840-2612
USA

To view more detail on an individual subscription, click the **Description** link.

Download List

Type	Material#	Description	Qty	PriceQty	PriceQtyType	Subscription Location
Software	30109634	GoSystem Non Resident State Returns 2014	1	9999	RETURNS	1004287272
Software	30109633	GoSystem Non Resident State Returns 2013	1	9999	RETURNS	1004287272
Software	30109617	GoSystem Non-Allocated Returns 2014	1	50	RETURNS	1004287272
Software	30109616	GoSystem Non-Allocated Returns 2013	1	50	RETURNS	1004287272
Software	30110997	GoSystem Users 2013	1	2	USERS	1004287272
Software	30110998	GoSystem Users 2014	1	2	USERS	1004287272
Software	30109559	GoSystem Insur Prop Cas Fed Only 2014	1	1	RETURNS	1004287272

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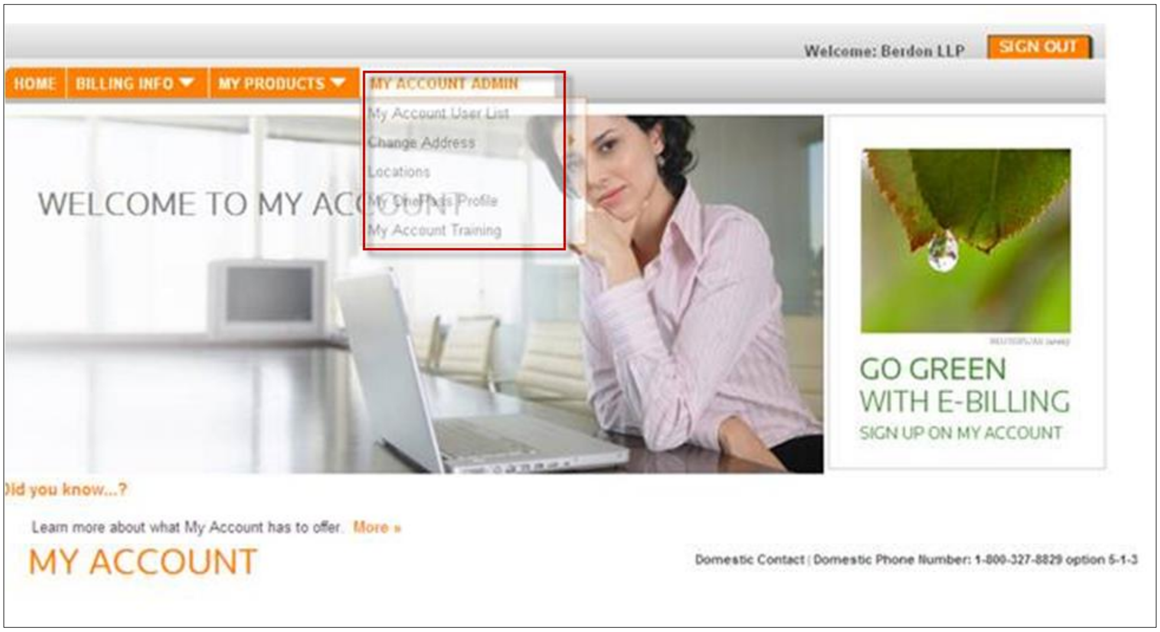
My Account Administration

This menu is used by the customer to manage My Account users, change addresses, view locations and manage a user's OnePass Profile.



My Account User List

If the logged-in user has the ability to manage users, they will see **My Account User List** under **My Account Admin**. This is where all users for the account who have been added to My Account can be viewed and edited.

USER LIST

To ***Edit*** or ***Delete*** access, click the appropriate link to the left of the user name.
To ***Find*** a user, use your browser's **Find** feature (**Ctr+F**).
To add additional users, click **Add Users**.

What permissions do they have?

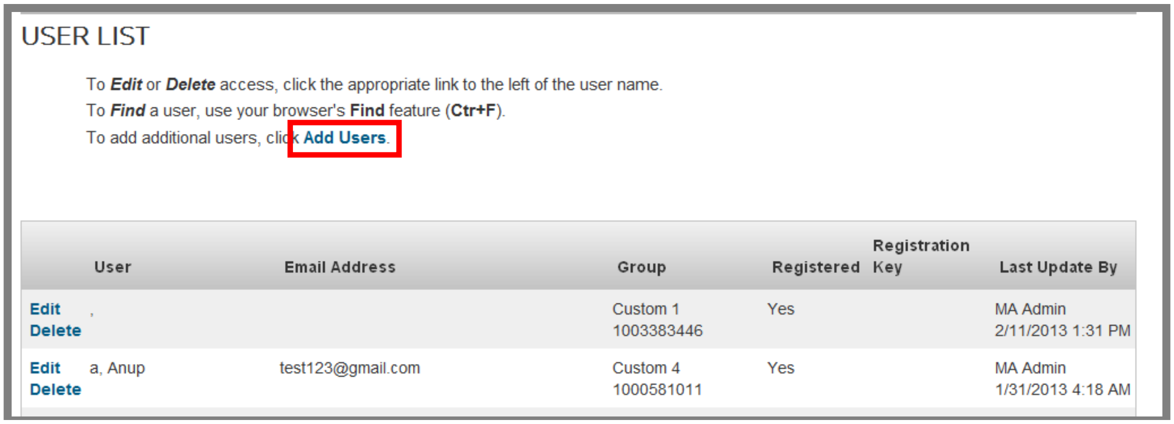
Were they provided a registration key? Have they registered yet?

	User	Email Address	Group	Registered	Registration Key	Last Update By
Edit **Delete**	,		Custom 1 1003383446	Yes		MA Admin 2/11/2013 1:31 PM
Edit **Delete**	a, Anup	test123@gmail.com	Custom 4 1000581011	Yes		MA Admin 1/31/2013 4:18 AM
Edit **Delete**	A, Anu	test@gmail.com	Custom 3 1000581011	No	78735591	MA Admin 1/31/2013 1:02 AM
Edit **Delete**	A, Anurag	test@gmail.com	Custom 3 1000581011	No	88272425	MA Admin 1/31/2013 1:10 AM

Add Users

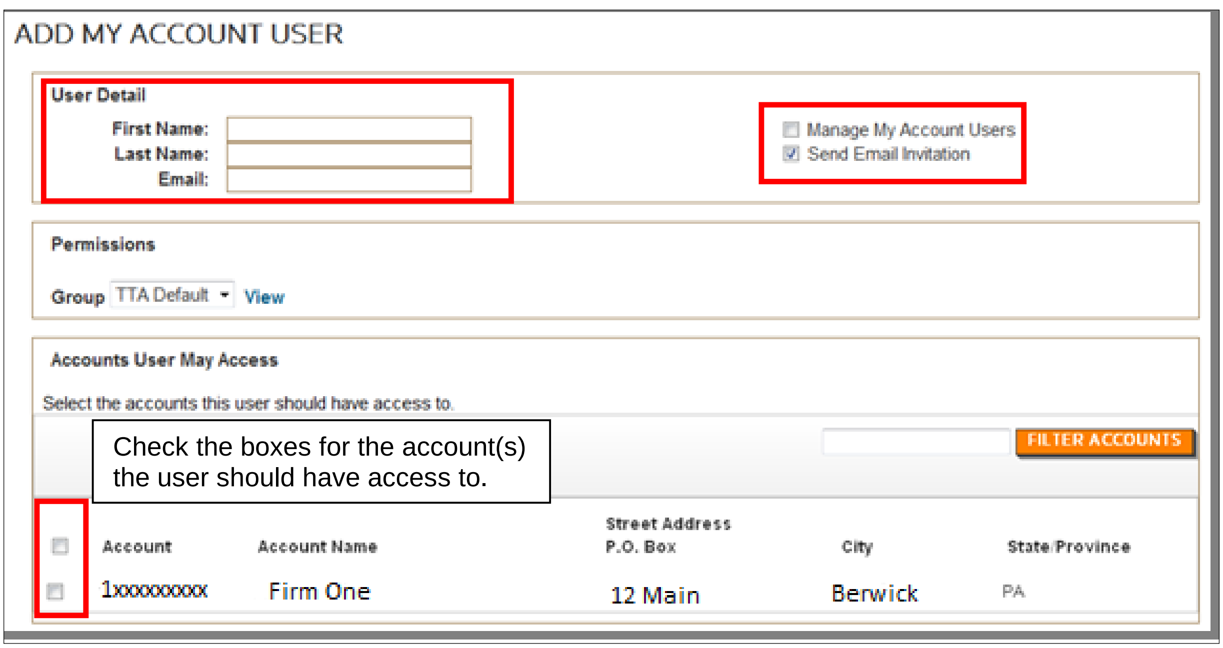
An existing My Account user with Manage User permissions can add users to My Account.

MY ACCOUNT ADMIN->My Account User List and select **Add Users**.



Steps:

- Select **Add Users** and then enter the following:
  - **User Details** (Name and Email)
  - Will they be able to Manage My Account Users?
  - Do you wish to send an email invitation? (typically yes)
  - What **Permissions\Group** should they have?
    - For TRTA – the default group is set at TRTA Default and does not need to be changed.



- A confirmation screen appears (below) and the new user receives an email with a link to register which, when selected, automatically populates their registration key.

MY ACCOUNT USER ADMINISTRATION - CONFIRMATION

The following My Account administrative changes have been made:

Added Mary marytest@gmail.com

The adjusted access will be effective when new My Account user(s) register, or the next time the updated user(s) login to My Account. An email notification will be sent to the user.

Requests on My Account are processed automatically. Most requests are completed immediately, but may take up to 30 minutes.

CONFIRMATION NUMBER: 000334997099

Return to My Account Users

Edit Users

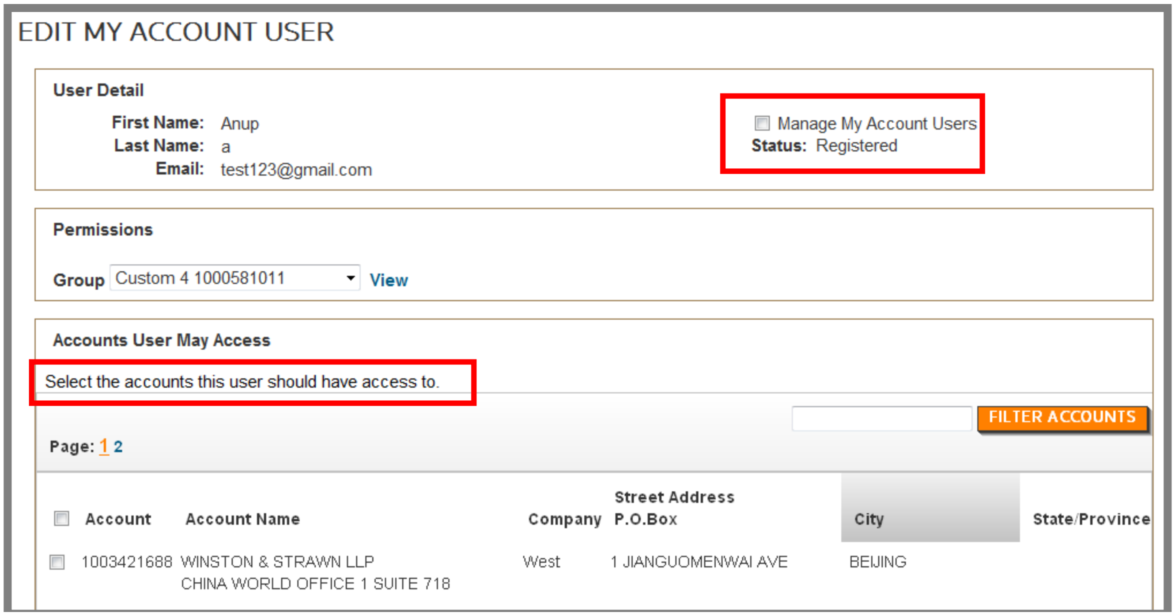
MY ACCOUNT ADMIN->My Account User
This feature is used by an existing My Account user to display all users with access to a specific account number; an **Edit** button appears next to each user.

Steps:

- Select **Edit**

	User	Email Address	Group	Registered	Registration Key	Last Update By
Edit Delete	,		Custom 1 1003383446	Yes		MA Admin 2/11/2013 1:31 PM
Edit Delete	a, Anup	test123@gmail.com	Custom 4 1000581011	Yes		MA Admin 1/31/2013 4:18 AM
Edit Delete	A, Anu	test@gmail.com	Custom 3 1000581011	No	78735591	MA Admin 1/31/2013 1:02 AM

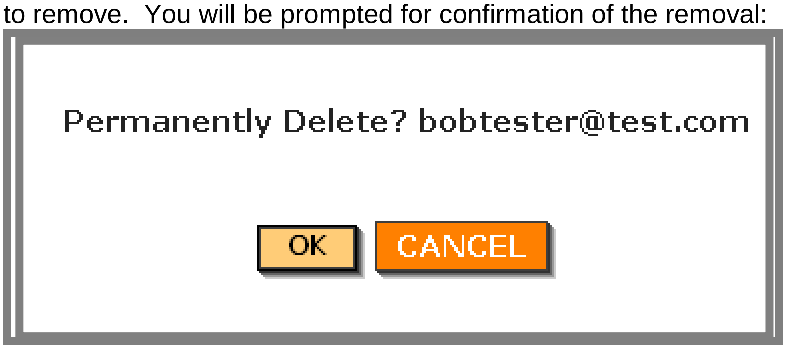
- The screen capture below displays the user's permissions.
- The lower portion of the screen lists all accounts within the primary account; the accounts the user has access to will be marked with a checkbox.
- Modify **Accounts User May Access** as necessary.
- **Note:** The user does not receive email notification that changes have been made to their My Account access.



Delete Users

When an employee leaves a company, there is no confirmation or notice to remove their access to My Account.

To remove a user, select the menu **MY ACCOUNT ADMIN->My Account User List,** which displays all users with access to this account. Select the **Delete** button next to the user you wish to remove. You will be prompted for confirmation of the removal:



Select 

to delete or 

to return to the previous screen. Once you delete a user, they will no longer have access to this account and do not receive confirmation of the changes.

Change Address

My Account users with My Account Admin permissions are able to modify addresses only for the accounts they have access to.

Process Flow:

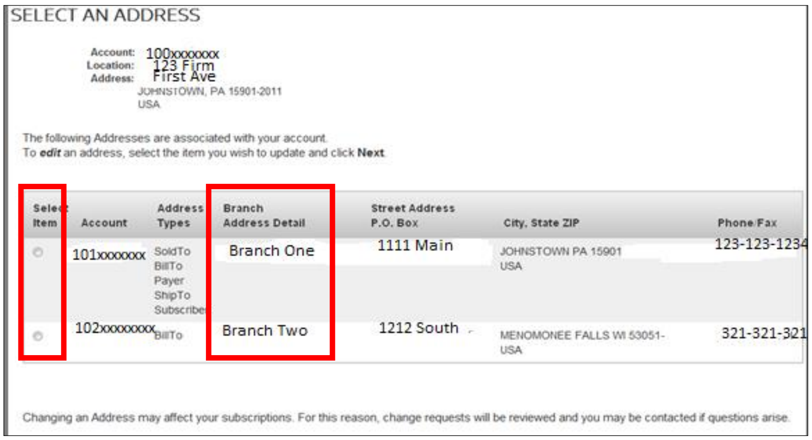
- When an address change is submitted within My Account, an email is generated to taxacctng.wssorderprocess@thomsonreuters.com (domestic) and

TaxAcctng.taeboorderprocessing@thomsonreuters.com (international) and those groups makes the actual change within SAP with no confirmation to My Account or the customer.

- If an additional contact name/attention to line is requested in the Change Address form, the first and last name are enough to make the change in SAP.
  - If the form also includes an email/phone number for the contact, that data would be added to the contact within SAP.

Steps:

- **MY ACCOUNT ADMIN->Change Address**
- Select the account you wish to edit and select NEXT



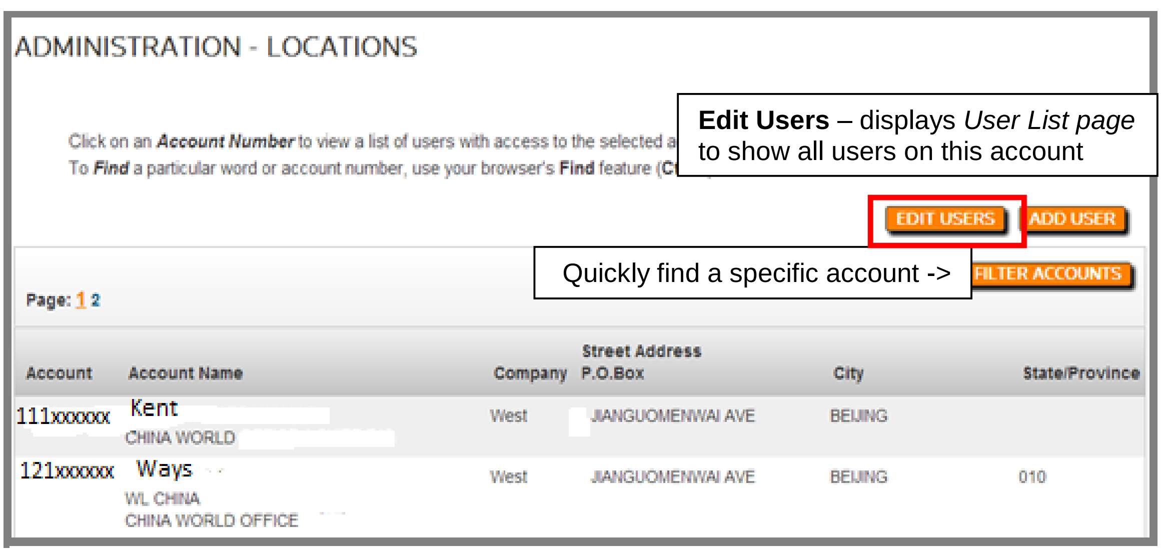
- Make necessary edits.
  - The “Text” box is for any notes the user wishes to provide (i.e. reason for change, etc.).
- Enter Phone Number (required).
- Select SUBMIT
- An **EDIT ADDRESS CONFIRMATION** screen (below) is displayed.
- An email is generated to taxacctng.wssorderprocess@thomsonreuters.com (domestic) and TaxAcctng.taeboorderprocessing@thomsonreuters.com (international) and those groups makes the actual change within SAP with no confirmation to My Account or the customer.

Locations

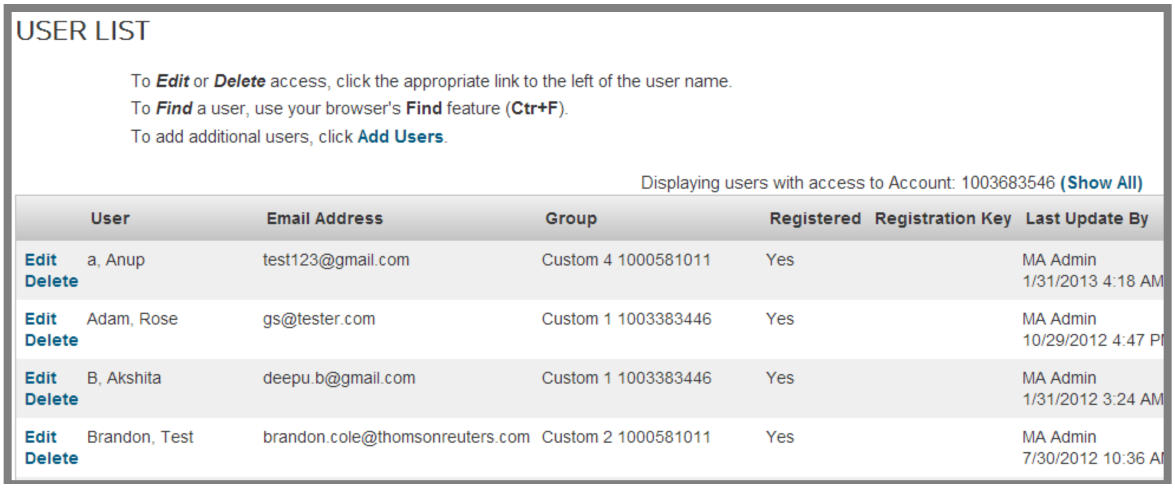
Some accounts may have several locations; with different users assigned to different locations. This feature enables a user to view the locations and manage users assigned to those locations. Specifically, you can see what locations a user has access to and add/remove if necessary.

Steps:

- Select **My Account Admin->Locations.**
- Select an account number to view a list of users with access to the selected account.
  - From here you can also **Add Users.**



- Selecting the account number automatically displays the *User List page* for that account (see below).



USER LIST

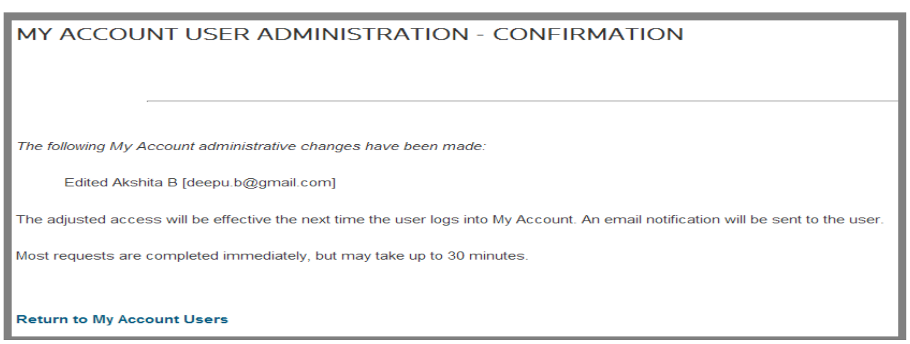
To ***Edit*** or ***Delete*** access, click the appropriate link to the left of the user name.
To ***Find*** a user, use your browser's **Find** feature (**Ctr+F**).
To add additional users, click **Add Users**.

Displaying users with access to Account: 1003683546 **(Show All)**

	User	Email Address	Group	Registered	Registration Key	Last Update By
Edit **Delete**	a, Anup	test123@gmail.com	Custom 4 1000581011	Yes		MA Admin 1/31/2013 4:18 AM
Edit **Delete**	Adam, Rose	gs@tester.com	Custom 1 1003383446	Yes		MA Admin 10/29/2012 4:47 PI
Edit **Delete**	B, Akshita	deepu.b@gmail.com	Custom 1 1003383446	Yes		MA Admin 1/31/2012 3:24 AM
Edit **Delete**	Brandon, Test	brandon.cole@thomsonreuters.com	Custom 2 1000581011	Yes		MA Admin 7/30/2012 10:36 AI

- Column Headings:
    - **User** – User last and first name.
    - **Email Address** – email address.
    - **Group** –permission group assigned.
    - **Registered** – whether they have registered with My Account.
    - **Registration Key** – if they have not registered, the key will be displayed here until they do register.
    - **Last Update By** – MA Admin – means a My Account Admin added the user on this date/time; Customer Service means a customer service rep added them on that date/time.
- Select **Edit** next to the user you wish to modify.
- Accounts available to the user are listed in the lower portion of the screen.
- Accounts the user currently has access to are checked.
    - Add or remove permissions for **Manage My Account Users.**

A confirmation screen is displayed as shown below:



MY ACCOUNT USER ADMINISTRATION - CONFIRMATION

The following My Account administrative changes have been made:

Edited Akshita B [deepu.b@gmail.com]

The adjusted access will be effective the next time the user logs into My Account. An email notification will be sent to the user.

Most requests are completed immediately, but may take up to 30 minutes.

Return to My Account Users

Back to main page

Billing Documentation

Invoice Front

THOMSON REUTERS™

INVOICE FRONT

Your improved invoice statement features new information and an updated, easy-to-read layout. Below, we show you where you can find details about your account, items ordered, and our new contact information.

INVOICE KEY

1. **Remit To.** Please quote bank number on the reverse of cheque.
2. **Your Billing Account Number.** This includes the address where we will send your statements.
3. **Invoice Number.**
4. **Invoice Date.**
5. **Payment Terms.**
6. **Payment Due Date.**
7. **PO Number.** Your purchase order number (when applicable).
8. **Description.** For easier reference, each product/ service will have a longer, more detailed description.
9. **Price.** Price will be shown in appropriate currency **EUR, GBP, or USD.**
10. **VAT** (Value Added Tax).
11. **Total.**
12. **Thomson Reuters VAT registration.**
13. **Thomson Reuters legal contact information.**

THOMSON REUTERS™

INVOICE

Page 1 of 1

Remit To: 1
Thomson Reuters (Professional) UK Limited (Tax & Accounting Business)
Citibank, N.A. London Branch
Citigroup Centre
Canada Square, Canary Wharf
London E145LB

Bill To Acct: **0001112223** 2
Any Client
Any Company
LONDON
Greater London
W1A 1AB
UNITED KINGDOM

SHIP TO ACCT: **0001112223**
ANY CLIENT
ANY COMPANY
LONDON
GREATER LONDON
W1A 1AB
UNITED KINGDOM

INVOICE NO:	INVOICE DATE:	PAYMENT TERMS:	PAYMENT DUE:	PO NO:
6073510697 3	27.07.2011 4	Net 30 5	26.08.2011 6	7

ITEM MATERIAL CODE	DESCRIPTION 8	SUBSCRIPTION REF NO	UNITS	PRICE IN GBP: 9	SUBTOTAL IN GBP:	VAT IN GBP: 10	TOTAL IN GBP: 11
30575728	Digita Trust Tax Key Practice Membership Aug 15, 2011 - Sep 14, 2011	704617844	4		88.00	17.60	105.60
	TOTAL INVOICE AMOUNT						**105.60**

RETURN BOTTOM PORTION WITH PAYMENT - THANK YOU

VAT Registration No. GB 900 5487 43 12
Irish VAT Registration No. 9513874E

Remit To: 1
Thomson Reuters (Professional) UK Limited
(Tax & Accounting Business)
Citibank, N.A. London Branch
Citigroup Centre
Canada Square, Canary Wharf
London E145LB

Legal Registration Address:
Thomson Reuters (Professional) UK Limited (Tax & Accounting Business)
2nd Floor
Aldgate House 13
33 Aldgate High Street
London EC3N 1DL
Registration for UK No. 1679046

For electronic payment options - see reverse

INVOICE NO 3	6073859297
ACCOUNT NO	0001112223
PAYMENT DUE 6	06.10.2011
AMOUNT DUE IN GBP 11	105.60
AMOUNT ENCLOSED IN GBP	______

Bill To Acct: **0001112223** 2
Any Client
Any Company
LONDON
Greater London
W1A 1AB
UNITED KINGDOM

SHIP TO ACCT: **0001112223**
ANY CLIENT
ANY COMPANY
LONDON
GREATER LONDON
W1A 1AB
UNITED KINGDOM

See reverse side for contact, payment, and updated address information.

6073859297 0000000000000000000000 20110906 ZINV 000666500 3361 1003853076 9

THOMSON REUTERS™

INVOICE BACK

The back of your invoice contains new contact information, easy-to-find assistance details, and an area for you to provide further information if needed.

INVOICE KEY

1. **Billing Enquiry Information.** Please note **new email address** and **phone number.**
2. **Additional Account Information.** Please note new email address.
3. **Payment Information.**
4. **Explanation if payment does not equal amount due.** If your payment differs from the amount on the invoice, please provide clarification in this space.

FOR ASSISTANCE WITH BILLING ENQUIRIES:

FOR ASSISTANCE WITH BILLING, PAYMENT & STANDING ORDER ENQUIRIES:
Email:taxAcctng.emeacreditcontrol@thomsonreuters.com
T: 01395 270273 Option 4

FOR CHANGES TO YOUR ACCOUNT & PRODUCTS PLEASE CONTACT YOUR ACCOUNT MGR.

1

FOR ADDITIONAL ACCOUNT INFORMATION:

Email: TaxAcctng.taeboorderprocessing@thomsonreuters.com

2

PAYMENT INFORMATION

Paying by Euros:	Paying by US $ or GBP
Account # 12743418	Account # 12705591
Sort Code 18-50-08	Sort Code 18-50-08
IBAN GB58CITI18500812743418	IBAN GB74CITI18500812705591
BIC Code CITIGB2L	BIC Code CITIGB2L
Account No	Account No

3

ADDRESS UPDATE INFORMATION:

Please change my billing address to:
____
____
____
____

Phone No:____________
Fax No:____________
Effective Date:___/___/_____

PLEASE PROVIDE EXPLANATION IF PAYMENT DOES NOT EQUAL AMOUNT DUE

4

Service Invoice

THOMSON REUTERS™

YOUR IMPROVED SERVICE INVOICE

Based on feedback from clients, we're making changes to your service invoices. We're making them easier to identify your Thomson Reuters representative and the specific work he/she performed. We're also adding summary areas for an at-a-glance view of service and expense charges.

INVOICE KEY

1. The new Consultant area lists each Thomson Reuters representative who worked on your project by name.
2. The Description area gives information on the specific tasks and billable expenses incurred for each Thomson Reuters representative.
3. The Quote Ref. area refers to the original quote number listed on your customer order form.
4. A description of the services ordered that are covered for the invoiced project will be listed under the Quote Ref area.
5. The Timekeeper Summary will list the total individual hours worked by each Thomson Reuters representative for the invoiced project.
6. A summary of total services and total expense charges, including the total amount due will be featured on each project invoice.

THOMSON REUTERS™

INVOICE

Page 1 of 1

Bill To Acct: 1000000000	Ship To Acct: 1000000000	
First Name Last Name Company Street Address City State Zip Code	First Name Last Name Company Street Address City State Zip Code	PROJECT: 1000-200-300000-04 Quote Ref.: a0b000000000n0CDEFG 3 ONESOURCE IT OSA Implementation Services 4

ACCOUNT	INVOICE NO:	INVOICE DATE:	PAYMENT TERMS:	PAYMENT DUE:	PO NO:
10000000000	6000000000	12/15/2011	Net 30	01/14/2012	

1 CONSULTANT	2 DESCRIPTION	HOURS	RATE IN USD	TAX IN USD:	TOTAL IN USD
	Professional Services				
KELLIE BONINI	Phase III: implementation & setup	4.500	300.00	0.00	1,350.00
KELLIE BONINI	Phase I: project kick-off & management	0.500	300.00	0.00	150.00
KELLIE BONINI	Phase II: design & analysis	1.000	300.00	0.00	300.00
	Expenses				
KELLIE BONINI	Airfare expense				797.90
KELLIE BONINI	Other travel expense				50.00

TIMEKEEPER SUMMARY 5	Hours	Amount
KELLIE BONINI	6.000	1,800.00
Total	6.000	1,800.00

	6	
Total Services		1,800.00
Total Expenses		847.90
Amount Due		2,647.90

RETURN BOTTOM PORTION WITH PAYMENT - THANK YOU

Remit To:
THOMSON REUTERS (TAX & ACCOUNTING) INC
P.O. BOX 6016
CAROL STREAM, IL 60197-6016

AMEX M/C VISA	
CARD #	
EXPIRATION DATE	
SIGNATURE	

INVOICE NO	6000000000
ACCOUNT NO	1000000000
PAYMENT DUE	01/14/2012
AMOUNT DUE IN USD	**2,647.90**

AMOUNT ENCLOSED IN USD ____________

Bill To Acct: 1000000000
First Name Last Name
Company
Street Address
City State Zip Code

Ship To Acct: 1000000000
First Name Last Name
Company
Street Address
City State Zip Code

See reverse side for contact, payment, and updated address information.

6000000000 0000000000000000000000 20111215 ZSDM 000264790 1078 1000000000 8

Monthly Account Summary

THOMSON REUTERS™

MONTHLY ACCOUNT SUMMARY

There's a new look, but all information included has remained the same.
Please note the new locations for your data.

MONTHLY ACCOUNT SUMMARY KEY

1. Your Billing Account Number.
2. Balance Detail.
3. Payments & Credits.
4. Invoice Charges.
5. Ending Balance.

THOMSON REUTERS™

Thomson Reuters Tax & Accounting MONTHLY ACCOUNT SUMMARY
(Billing Period: 28 Jun,2011 - 27 Jul,2011)

BILLING ACCOUNT: 0001112223 1

BEGINNING BALANCE (as of 01.06.2011)	GBP 0.00
Payments & Credits	-105.60
New Sales Invoice Charges	105.60
ENDING BALANCE (as of 27.07.2011)	GBP 0.00

ANY COMPANY
LONDON
GREATER LONDON
W1A 1AB
UNITED KINGDOM

BEGINNING BALANCE DETAIL 2
(Open Charges & Credits prior to 02 May, 2011)

Date	Invoice Number	Posting Number	Description	Charges	Credits
			No open items on account prior to 02 May, 2011		
			Subtotal	0.00	-0.00

BEGINNING BALANCE GBP 0.00

PAYMENTS & CREDITS 3

Date	Check/Ref Number	Description	Amount
26.07.2011	WIRE	PAYMENT RECEIVED - THANK YOU	-105.60

Total GBP -105.60

NEW SALES INVOICE CHARGES 4

Date	Invoice Number	Description	Amount
27.07.2011	6073610697	Digita Trust Tax Key Practice Membership	105.60

Total GBP 105.60

ENDING BALANCE 5

Amount

ENDING BALANCE GBP 0.00

** INFORMATION ONLY - DO NOT REMIT PAYMENT **

Page 1 of 1

Credit Note

THOMSON REUTERS™

CREDIT NOTE

Credit Notes will only be sent out when there is a credit applied to your account.

CREDIT NOTE KEY

1. Your Billing Account Number.
2. Credit Number.
3. Credit Date.
4. "C" is for credit.

THOMSON REUTERS™

CREDIT NOTE

Page 1 of 1

Thomson Reuters (Professional) UK Limited (Tax & Accounting Business)
Citibank, N.A. London Branch
Citigroup Centre
Canada Square, Canary Wharf
London E145LB

Bill To Acct: 0001112223 1
Any Client
Any Company
LONDON
Greater London
W1A 1AB
UNITED KINGDOM

SHIP TO ACCT: 0001112223
ANY CLIENT
ANY COMPANY
LONDON
GREATER LONDON
W1A 1AB
UNITED KINGDOM

CREDIT NO:	DATE:	PAYMENT TERMS:	PAYMENT DUE:	PO NO:
6073656057 2	02.09.2011 3			

ITEM MATERIAL CODE	DESCRIPTION	SUBSCRIPTION REF NO	UNITS	PRICE IN GBP:	SUBTOTAL IN GBP:	VAT IN GBP:	TOTAL IN GBP:
30079961	Thomson Reuters Tax UK Advanced	64561762	1,000		500,00	0,00	500,00C
	TOTAL CREDIT				500,00	0,00	4 500,00C
	6073709855 Dated 08/29/2011						

VAT Registration No. GB 900 5487 43
Irish VAT Registration No. 9513874E

Legal Registration Address:
Thomson Reuters (Professional) UK Limited (Tax & Accounting Business)
2nd Floor
Aldgate House
33 Aldgate High Street
London EC3N 1DL
Registration for UK No. 1679046

*Amounts shown on all forms are for example purposes only and do not reflect actual amounts.

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