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*From
the August 2006 Review of Sales & Use Tax Systems*

CCH offers a broad selection of sales and use tax applications, from its web-based SalesTax.com, to the CertiTax suite that integrates with a business' accounting system and provides shipping address verification, and a half dozen industry-specific sales tax programs. The company also offers rate lookup through its ZIPSales Database. CCH's ZIPSales Returns, reviewed here, is a comprehensive combination of automated sales tax administration and compliance, synching a business' financial sales application with the hosted tax rate system, enabling real-time calculation and automatic population of all jurisdictional forms. The system is kept updated by CCH, freeing the business from maintaining current tax tables. Pricing for ZIPSales Returns, which is geared toward small to midsize firms with multi-jurisdictional remittances, starts at about \$2,900 annually depending upon transaction volume.

Navigation & Data Entry — 5 Stars

CCH provides direct support during the setup of ZIPSales Returns, helping ensure accurate mapping of GL accounts with the secure CCH system. After setup, the system is generally hands-off, automatically working with the financial applications in use by the company to assess and collect sales taxes and manage those collections within assigned accounts. The system assesses taxes on each qualified sales order or receipt, with the ability to override tax amounts by authorized users. Although the system automatically computes taxes and completes returns, users also have access to various tasks, including reporting, administrative functions, banking data and company information. Users with appropriate security rights, which are set up in the administrative section, access these functions through

their web browser. The web interface offers text links to key areas, with descriptions

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tax liability every month, including tasks such as filling out returns and filing,” said John Kraft, CIO of Wisconsin-based Wild Impact Marketing. “We adopted a methodology that essentially uses the CertiTax service to self-audit the transactions

as captured by our ERP system every month. We compare the transactions as created in the ERP system with what CCH/CertiTax calculated for the same transactions, and focus on reconciling the differences instead of scrutinizing each transaction from ERM as was done in the past.”

Filing, Electronic Compliance & Payment — 5 Stars

ZIPSales Returns automatically fills out compliance forms using data from the business' financial systems, resulting in signature-ready forms that can be easily printed or reviewed and can be output to *.PDF format. Form calculations can be overridden by users with appropriate access rights, with all changes tracked by the system's audit trail. Electronic filing and EFT remittance options are also available through the system, with confirmation receipts verifying submission of forms and tax remittances.

Rate Updates — 5 Stars

Since the web-based system is actually housed on CCH's secure servers, all tax rates are maintained and updated by the vendor's staff, requiring no maintenance by the company using the system.

Help/Training — 4.5 Stars

The ZIPSales Returns interface includes links to a Help utility, form filing instructions and the online CCH support center. The vendor offers web-based and live training options, as well as tutorials and demo versions of its programs. Phone, online and e-mail-based support options are included in program pricing.

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2006 Overall Rating: 5 Stars

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