



ONESOURCE SUPPORT

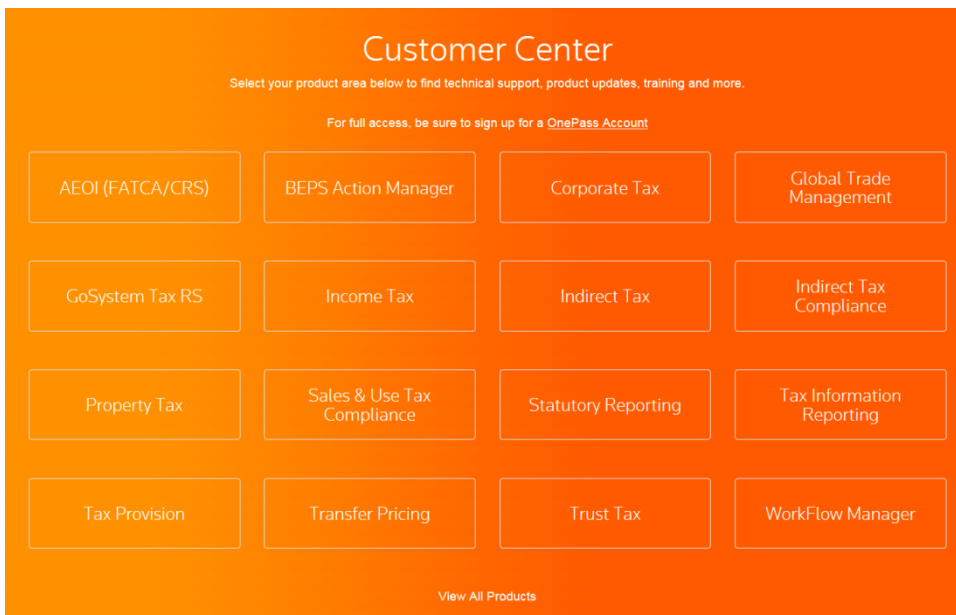
QUICK REFERENCE GUIDE

HOW TO SUBMIT A NEW CASE?

This document will provide the steps necessary to create a case within the ONESOURCE Customer Center.

<https://tax.thomsonreuters.com/support/onesource/customer-center>

- When entering the Customer Center you will need to select the relevant product for your query. The main products are displayed, however you can access all the products from the 'View All Products' link at the bottom of the page.



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- Once you have selected your product area you will be brought to the product specific support page. Here you can access support content for frequently asked issues. You can also submit a case by selecting the highlighted 'View/create case' link.

DISCOVER THOMSON REUTERS | REGIONS | PRODUCT LOGINS | CONTACT | HI, JACOB | YOUR ACCOUNTS | MY CART (0) | SEARCH

the answer company
THOMSON REUTERS TAX & ACCOUNTING | Products | Insights | Support & Learning | Community | Store

ONESOURCE™ | Overview | Products & Services | Resources | Events & Training | Certified Implementers | Regions | Customer Center | Contact Us

ONESOURCE Corporate Tax Support

Search our support content [SEARCH]

VIEW/CREATE CASE | ASK COMMUNITY

Share: [Social Media Icons]

Legacy Knowledgebase
Find answers to common questions and information on using this product.

Legacy Online Support Ticket System
To reference service requests

- + Tax Authorities
- + Support Hours
- + System Requirements
- + Related Support Pages
- + Contact Us

Top Community Posts

Stefan Blumer
March 28, 2015
ONESOURCE Indirect Tax Quarterly Product Roadmap Review: March 2015
1 LIKE THIS | 1 REPLIES

- To submit a case you will be brought into the screen below. You will need to click on the highlighted 'New Case' button.

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THOMSON REUTERS TAX & ACCOUNTING

Cases | Knowledge Search

Search Case | All Open Cases

New Case (+)

Case Number ↑	Customer ID	Account Name	Contact Name	Product Title	Subject	Status	TFS #	Priority	Date/Time Opened
No records to display.									

Search Cases | Clear Dates

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- Mandatory fields will be shown with a red mark beside it. Below shows the case information which includes your region and preferred method of reply. The region will show as US as default but please ensure that you change this to UK as this will indicate your preferred time zone to receive a response to your enquiry.

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Cases Knowledge Search

Search Case

Create Case
New Case

Case Edit

Submit Save & Close Submit & Add Attachment Save & New Cancel

Case Information ! = Required Information

Customer Account # (If Applicable)

Region

Contact Jacob Colbourne

Preferred Reply

Preferred Reply - Email

Preferred Reply - Phone

Additional Information

- Next you will need to enter the additional information details. This includes the status of the case and the priority which will determine the relevant response period. If you have a specific deadline such as a filing period you can fill in the 'Targeted Date' field.

Additional Information

Status

Priority

Targeted Date

Target Comment

- You will then need to enter the case description. It is important you enter both the Product and the version you are using. Please clearly outline the query that you need a resolution for. Please provide as much detail as possible. You may attach files that are relevant to your query.

Description Information

Brand or Segment

Product Title

Inquiry

Subject

Description

Product Version

Customer Resolution Detail

Resolution Detail

Favorite

Customer Notes
Note: This field is for your use only. It is not visible to the Thomson Reuters Support team.

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- Finally you will need to submit your case using the below options found at the bottom of the page. Once submitted you will be able to see your case on the home screen and you will be notified of any updates.

Submit	Save & Close	Submit & Add Attachment	Save & New	Cancel
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