ONESOURCE SUPPORT

THOMSON REUTERS™

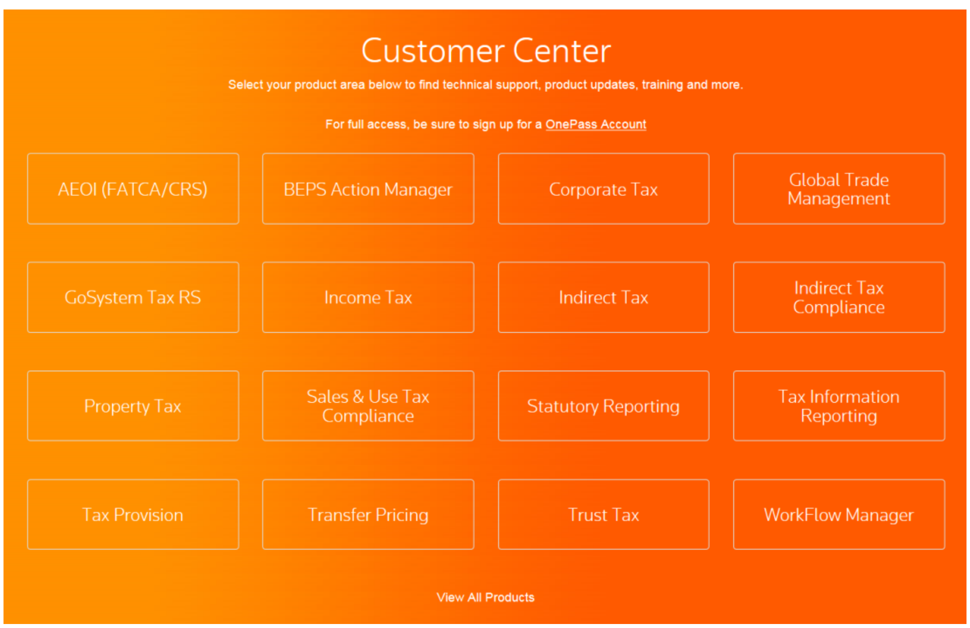
QUICK REFERENCE GUIDE

HOW TO SUBMIT A NEW CASE?

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

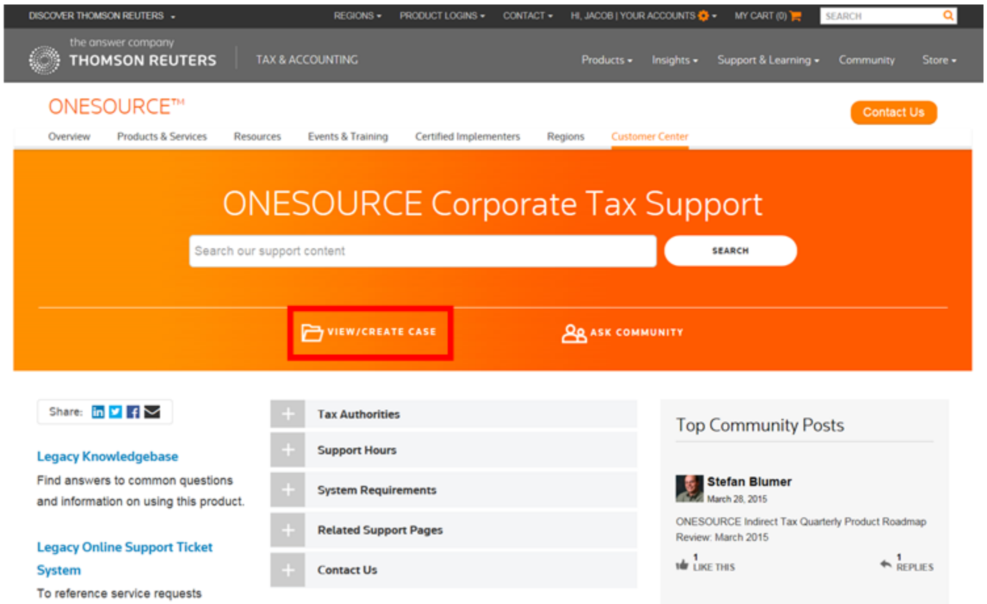
https://tax.thomsonreuters.com/support/onesource/customer-center

- 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.

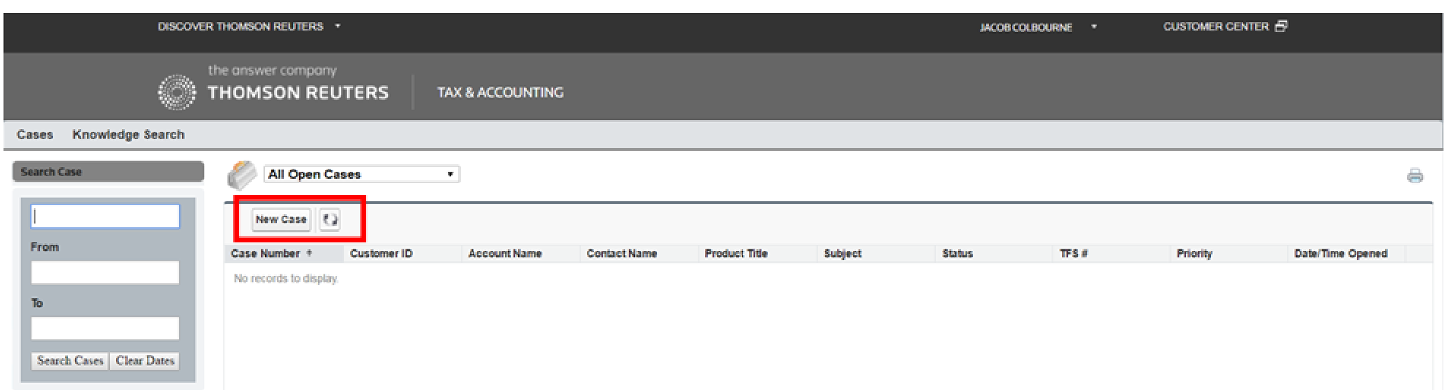


ONESOURCE SUPPORT

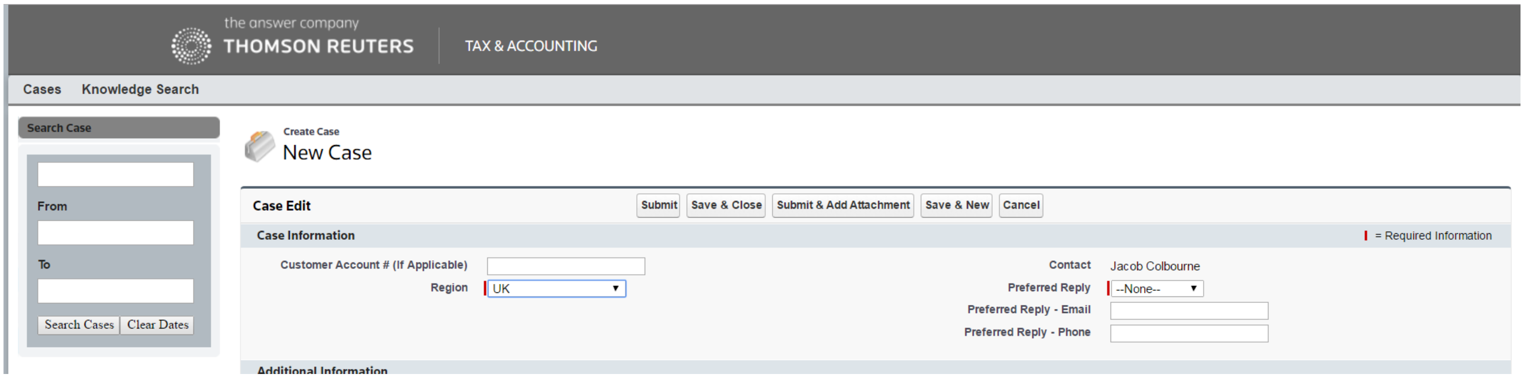
- Once you have selected your product area you will be brought to the product specific support page. Here you can access support content for frequently asked issues. You can also submit a case by selecting the highlighted 'View/create case' link.



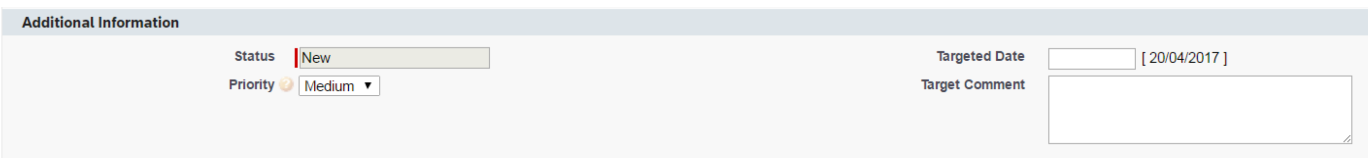
- To submit a case you will be brought into the screen below. You will need to click on the highlighted 'New Case' button.



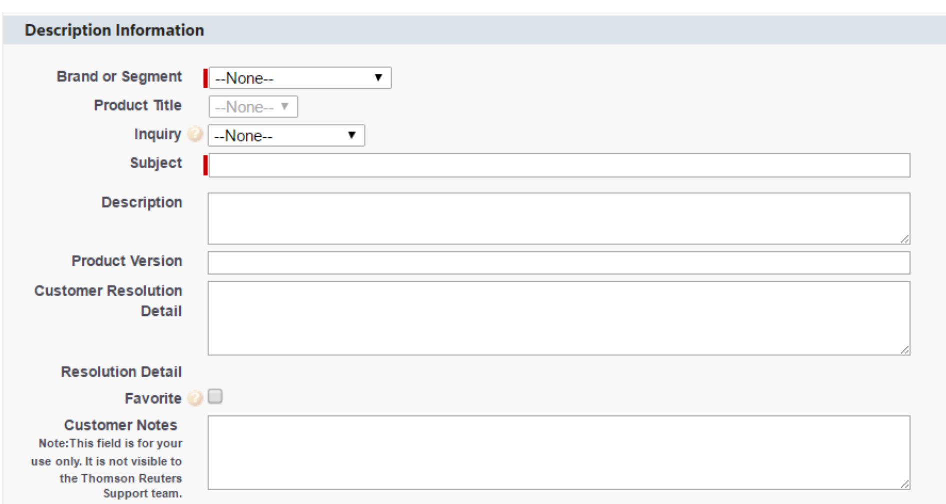
- Mandatory fields will be shown with a red mark beside it. Below shows the case information which includes your region and preferred method of reply. **The region will show as US as default but please ensure that you change this to UK as this will indicate your preferred time zone to receive a response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



- 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.



- 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.



- 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.