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**ONESOURCE™**

**CASE STUDY**

**Henry Company Achieves Real-Time Billing and  
Consistent, Accurate Tax Determination With  
ONESOURCE and DMA**



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## **Learn how Henry Company transformed their tax determination process and streamlined exemption management with Thomson Reuters ONESOURCE™ Determination and DuCharme, McMillen & Associates, Inc. (DMA).**

### **Background**

Henry Company engaged with DMA to assist with the integration of their JD Edwards environment to the ONESOURCE Indirect Tax Determination tax engine. Henry Company is a leading developer of Building Envelope Systems which integrate air/vapor barrier, roofing, and waterproofing systems. They also offer a variety of products including roof coatings, cements, and driveway maintenance systems. Another major aspect of their business is selling building materials to resellers in the majority of the United States and Canada.

***“Working with DMA and Thomson Reuters has taken our sales tax processing and compliance out of a relative stone age.”***

### **Understanding the challenges**

Historically, the sales tax determination process was dependent on rates that were updated in a reactive and manual effort, as opposed to proactive manner. Some of the challenges Henry Company faced with its original processes were:

- Lack of exemption certificate process (although ~90% of customers are exempt), leading to compliance issues for limited use exemptions and expiring certificates
- Issues with the monthly manual compliance process resulted in tax resources spending a significant amount of time compiling transaction information on a regular basis
- Identifying and updating jurisdictional rates within the standard JD Edwards tables
- Transaction detail report generation to support audits

***“The integration team was very knowledgeable, fast acting, and amiable. The integration itself was a learning experience for us all, and when any issues arose with testing and production, the support team was fast to get involved and analyze the data.”***

## Choosing DMA and ONESOURCE

The engagement consisted of DMA implementing their JD Edwards EnterpriseOne Tax Connector for ONESOURCE Indirect Tax, verified by Thomson Reuters.

## Achieving results

Based on extensive requirement and design discussions, as well as the inherent understanding of taxation and technical functionality, DMA and Henry Company built a robust solution including the following key areas:

- Real time billing and consistent correct tax determination
- Exemption management being taken out of JDE and maintained within ONESOURCE
- Job-based exemptions functionality
- New system of record and report functionality to streamline and support the audit process
- Automate jurisdictional rate and content updates applications

***“We are very pleased with the ending result and abilities the software now gives us, and we look forward to further develop the software as we go to maximize use of its features.”***

## Conclusion

After the solution design was complete, the Henry Company team identified additional data field requirements to facilitate detailed reporting and troubleshooting. DMA's flexibility allowed these enhancements and updated code set to be deployed within a week of go live.

This nimble approach ensured that the Henry Company team received the functionality from the solution desired and could consider the overall project a success. This change, in addition to the overall design and deployment, has provided the Henry Company with enhanced functionality, streamlined processes, and additional time savings for value-added activities.

**About DuCharme, McMillen & Associates, Inc.**

DMA, a proudly employee-owned company, has been partnering with many of North America's largest companies since 1972 to solve their corporate tax challenges. Focusing on six key areas of corporate taxation – property tax, sales/use and commodity tax, state income and franchise tax, tax technology, crown royalties, and unclaimed property – DMA professionals assist companies with minimizing their taxes, enhancing the efficiency of their tax administration through industry-leading technology solutions, and managing their tax compliance obligations.

**To learn more about DMA, visit [DMAinc.com](http://DMAinc.com).**

**About Thomson Reuters**

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**For more information, visit [tr.com](http://tr.com).**

**About Thomson Reuters ONESOURCE™**

Thomson Reuters ONESOURCE is the industry's first leading corporate technology platform, facilitating global tax compliance and accounting decision-making. Supporting over 190 countries, ONESOURCE helps companies stay in compliance, avoid penalties and audits, save time, and increase efficiency through every step of the tax lifecycle, including corporate income tax, indirect tax, property tax, tax information, reporting, transfer pricing, data management, and internal processes.

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