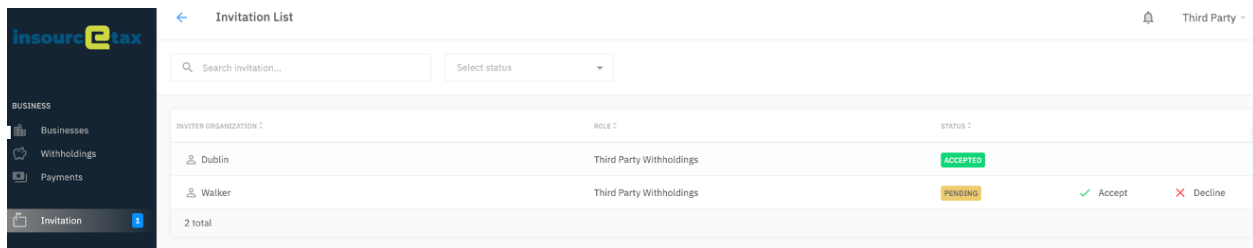


# Third Party User Instructions

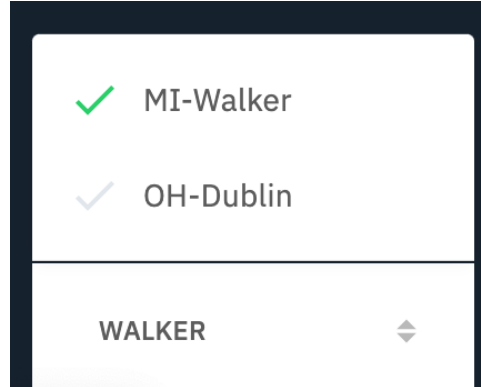
## Creating a Third Party Administrator

**Third Party Administrators must reach out to the City of Jackson Treasury's Office to obtain an invitation! 517-788-4043**

The Third Party needs to log into the admin console and accept the invitation

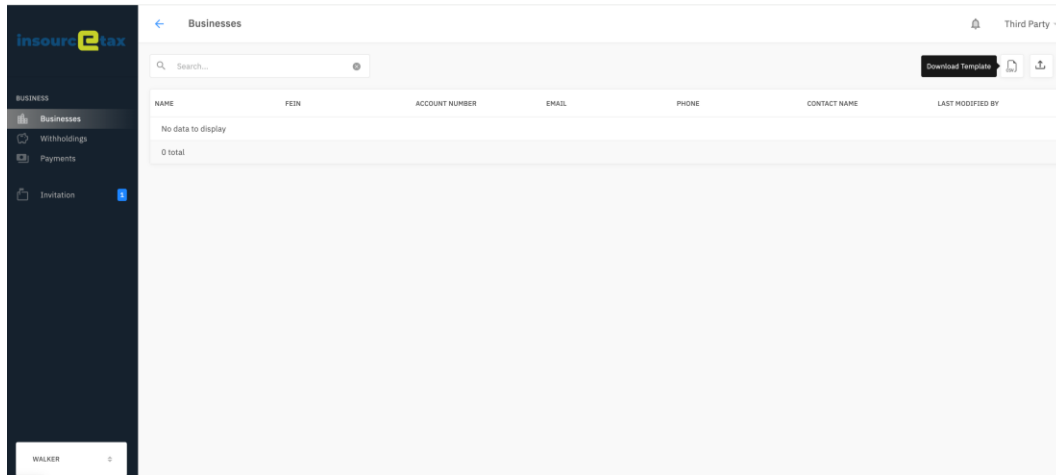


As the third party accepts invitations, they will appear in the city list. The active city will be highlighted with a green check mark



## Adding a Business

While the Third Party is logged into the admin console, click on the Businesses link from the side menu. Download the CSV template.

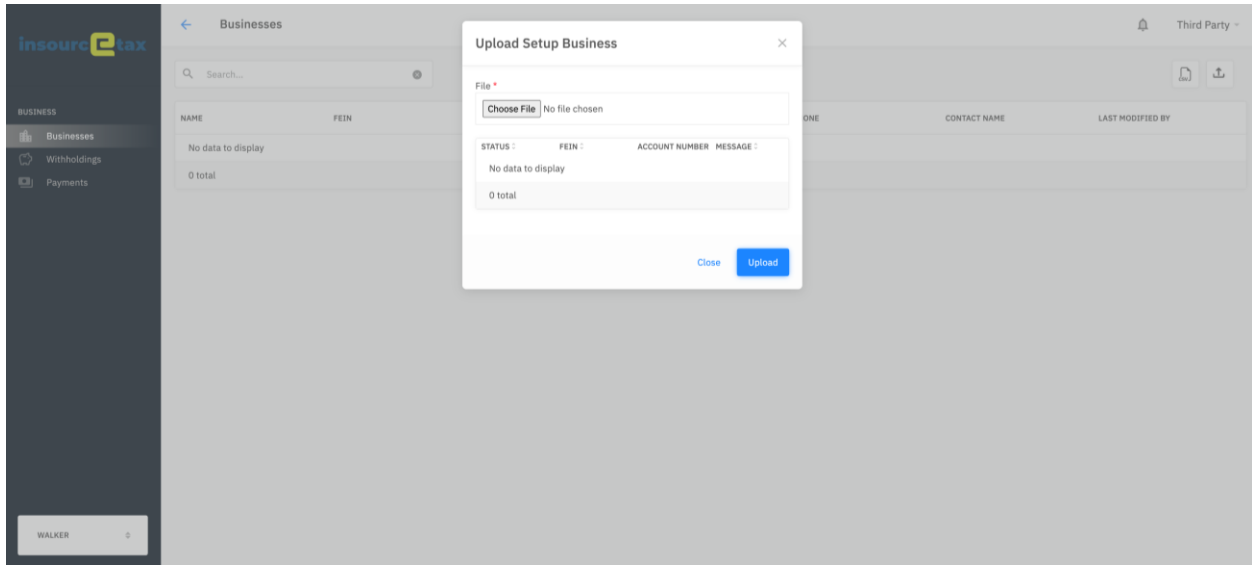


Add the FEIN and Account number for each business into the file.

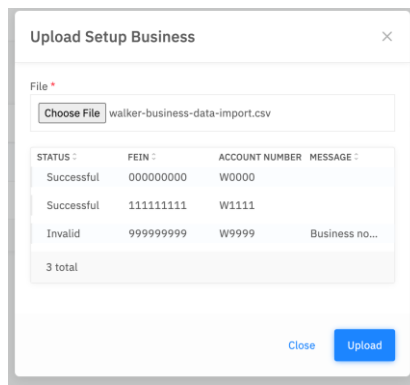
**NOTE: The account number for Jackson is the FEIN (NO DASH) with a capital W at the end. Ex: XXXXXXXXXXW**

|   | A    | B              |  |
|---|------|----------------|--|
| 1 | Fein | Account Number |  |
| 2 |      |                |  |
| 3 |      |                |  |
| 4 |      |                |  |
| 5 |      |                |  |
| 6 |      |                |  |
| 7 |      |                |  |
| 8 |      |                |  |
| 9 |      |                |  |

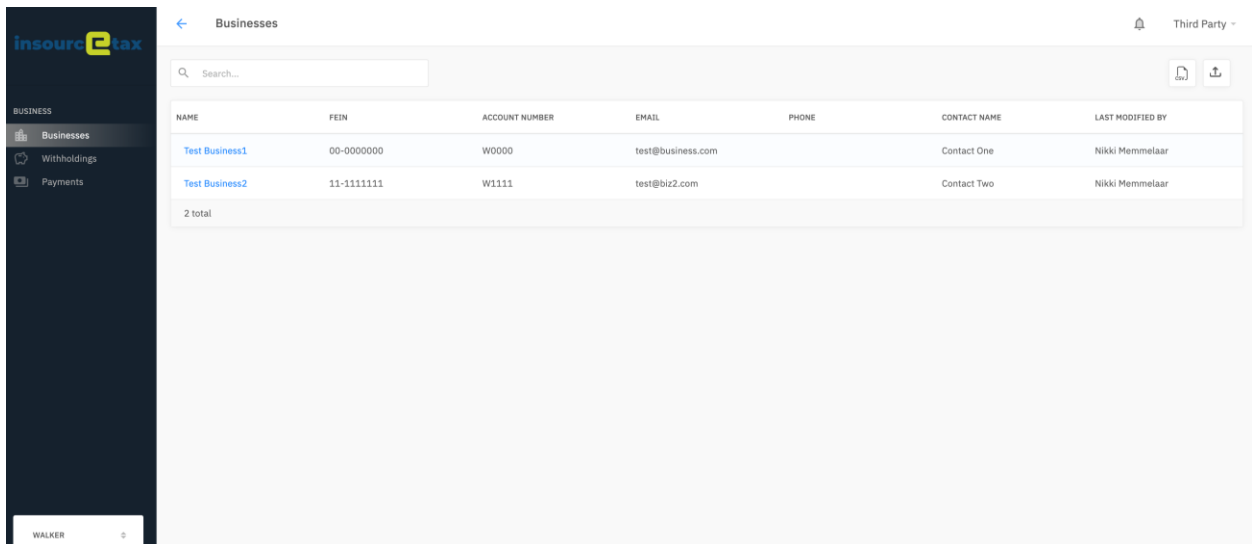
Click the upload button and a window will open. Select the file and click the Upload button.



A status message will appear for each business in the uploaded file.



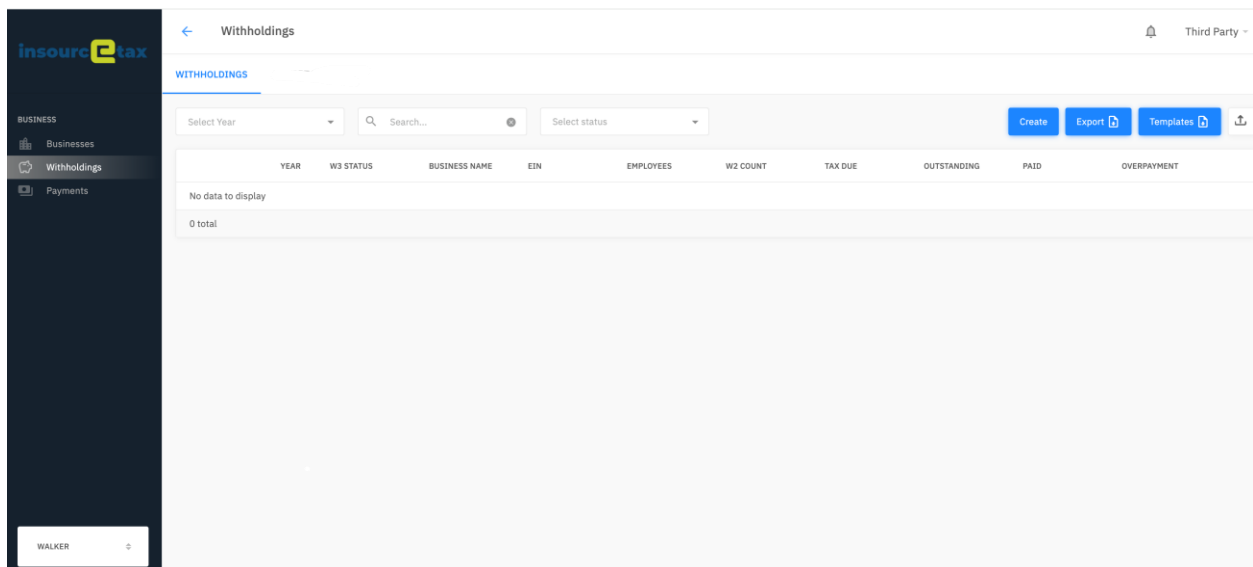
Each successful record will appear in the list of businesses. (Reach out if unsuccessful).



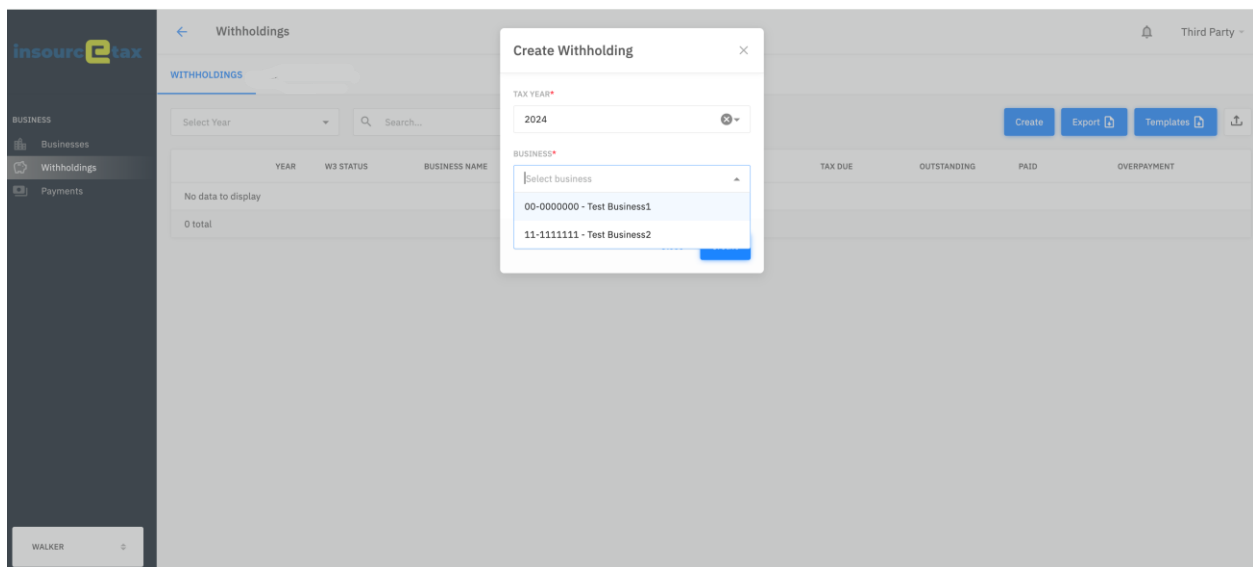
# Withholdings

## Withholdings – Create – Single Entry

To manually add a single withholding record, click on the Withholdings link in the side menu. And click on the Create button.



In the window that opens, select a tax year and business.



Once the WH has been created, click on the three dots and select Add Withholding Detail.

| YEAR | W3 STATUS  | BUSINESS NAME   | EIN        | EMPLOYEES | W2 COUNT | W2 | TAX DUE | OUTSTANDING | PAID   | OVERPAYMENT | SITE                                   |
|------|------------|-----------------|------------|-----------|----------|----|---------|-------------|--------|-------------|--|
| 2024 | In Process | Test Busines... | 11-1111111 | 0         | 0        |    | \$0.00  | \$0.00      | \$0.00 | \$0.00      | <a href="#">Add Withholding Detail</a> |
| 2024 | In Process | Test Busines... | 00-0000000 | 0         | 0        |    | \$90.00 | \$90.00     | \$0.00 | \$0.00      | <a href="#">Add Withholding Detail</a> |

2 total

To be able to enter payment information, the business must have a default payment set up. Payment information can be entered in the Create Withholding Detail screen.

### Create Withholding Detail for Test Business1

Period \*

Period ▼

Final Return (Account will be deactivated)?

Amended

Paid By Check

Amount Withheld      Adjustment from Prior Period      Amount You are Paying

Payment Method      Payment Date

Select paymentMethod ▼       mm/dd/yyyy

Cancel Create

If the business does not have a default payment account set up, the Create Withholding Detail screen displays without the payment information fields.

### Create Withholding Detail for Test Business2

Period \*

Period ▼

Final Return (Account will be deactivated)?

Amended

Paid By Check

Amount Withheld      Adjustment from Prior Period      Amount You are Paying

Cancel Create

Enter in the information and click the Create button.

Withholdings

WITHHOLDINGS

Select Year Search... Select status Create Export Templates

| YEAR    | W3 STATUS  | BUSINESS NAME  | EIN        | EMPLOYEES | W2 COUNT | TAX DUE    | OUTSTANDING | PAID   | OVERPAYMENT |
|---------|------------|----------------|------------|-----------|----------|------------|-------------|--------|-------------|
| 2024    | In Process | Test Business2 | 11-1111111 | 0         | 0        | \$5,000.00 | \$5,000.00  | \$0.00 | \$0.00      |
| 2024    | In Process | Test Business1 | 00-0000000 | 0         | 0        | \$20.00    | \$20.00     | \$0.00 | \$0.00      |
| 2 total |            |                |            |           |          |            |             |        |             |

Expand the record to see the detailed information.

Withholdings

| YEAR   | W3 STATUS  | BUSINESS NAME    | EIN        | EMPLOYEES | W2 COUNT | W2      | TAX DUE | OUTSTANDING | PAID       | OVERPAYMENT | SITE |
|--|------------|------------------|------------|-----------|----------|---------|---------|-------------|------------|-------------|------|
| 2024   | In Process | Test Business... | 00-0000000 | 0         | 0        |         | \$20.00 | \$20.00     | \$0.00     | \$0.00      |      |
| PERIOD PAID BY CHECK AMOUNT WITHHELD AMENDED ADJUSTMENT AMOUNT TO PAY AMOUNT PAID ENTERED DATE PAYMENT DUE |            |                  |            |           |          |         |         |             |            |             |      |
| January  |            |                  | \$20.00    | \$0.00    | \$0.00   | \$20.00 | \$0.00  | 12/05/2024  | 02/29/2024 |             |      |

- To make updates to any of the information, click the pencil next to the record that you wish to change

## Withholdings – Create – Bulk Upload

## Filings

While on the Withholdings screen, click on the Templates button and select the Filing template to download it.

Withholdings

WITHHOLDINGS

Select Year Search... Select status Create Export Templates

| YEAR    | W3 STATUS  | BUSINESS NAME    | EIN        | EMPLOYEES | W2 COUNT | W2 | TAX DUE | OUTSTANDING | PAID   | OVERPAY |
|---------|------------|------------------|------------|-----------|----------|----|---------|-------------|--------|---------|
| 2024    | In Process | Test Business... | 11-1111111 | 0         | 0        |    | \$0.00  | \$0.00      | \$0.00 | \$0.00  |
| 2024    | In Process | Test Business... | 00-0000000 | 0         | 0        |    | \$90.00 | \$90.00     | \$0.00 | \$0.00  |
| 2 total |            |                  |            |           |          |    |         |             |        |         |

Withholding/W3 Filing

After you have filled in the template, save it to your computer and click the arrow button.



Choose a file and click the Upload button.

### Upload Withholding ×

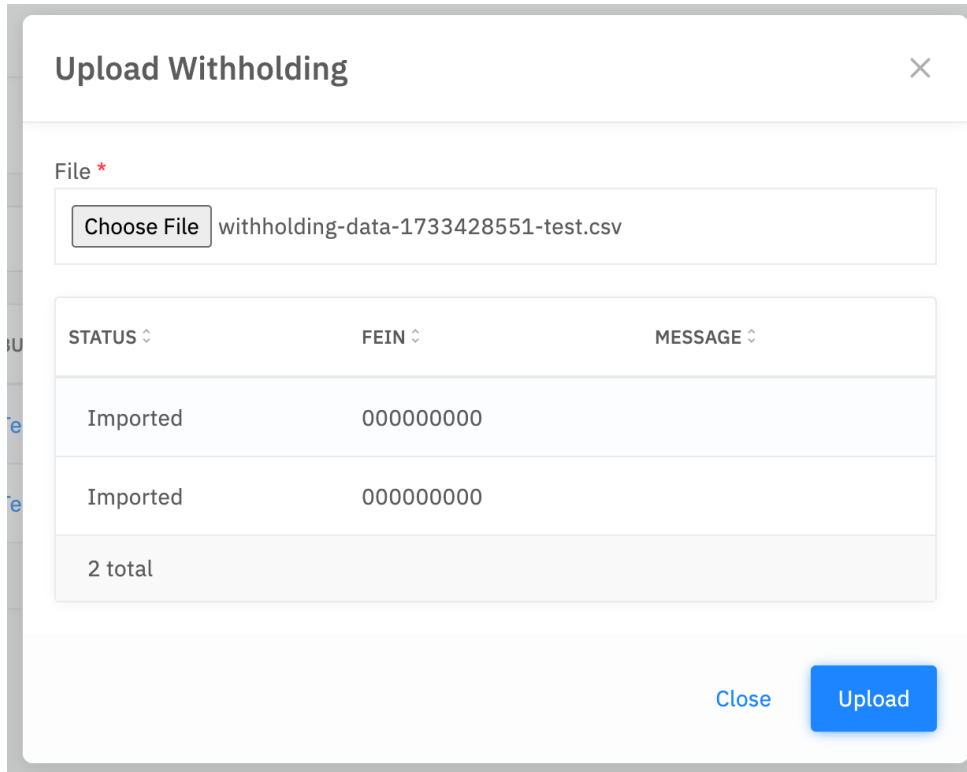
File \*

No file chosen

| STATUS <span>↕</span> | FEIN <span>↕</span> | MESSAGE <span>↕</span> |
|-----------------------|---------------------|------------------------|
| No data to display    |                     |                        |
| 0 total               |                     |                        |

[Close](#)

Once the file has been processed, the status of each record appears in the window.



Expanding the detail section will display the withholding information that was uploaded.

WITHHOLDINGS

Select Year  Select status Create Export Templates Download

| YEAR    | W3 STATUS  | BUSINESS NAME   | EIN           | EMPLOYEES       | W2 COUNT | W2         | TAX DUE       | OUTSTANDING | PAID         | OVERPAYMENT | SITE |
|---------|------------|-----------------|---------------|-----------------|----------|------------|---------------|-------------|--------------|-------------|------|
| 2024    | In Process | Test Busines... | 11-1111111    | 0               | 0        |            | \$0.00        | \$0.00      | \$0.00       | \$0.00      |      |
| 2024    | In Process | Test Busines... | 00-0000000    | 0               | 0        |            | \$90.00       | \$90.00     | \$0.00       | \$0.00      |      |
|         |            | PERIOD          | PAID BY CHECK | AMOUNT WITHHELD | AMENDED  | ADJUSTMENT | AMOUNT TO PAY | AMOUNT PAID | ENTERED DATE | PAYMENT DUE |      |
|         |            | January         |               | \$20.00         | \$0.00   | \$0.00     | \$20.00       | \$20.00     | 12/05/2024   | 02/29/2024  |      |
|         |            | February        |               | \$30.00         | \$0.00   | \$0.00     | \$30.00       | \$0.00      | 12/05/2024   | 03/31/2024  |      |
|         |            | March           |               | \$40.00         | \$0.00   | \$0.00     | \$40.00       | \$0.00      | 12/05/2024   | 04/30/2024  |      |
| 2 total |            |                 |               |                 |          |            |               |             |              |             |      |

### Filings file example

| Fein       | Business Name  | Tax Year | Period  | Taxes Due | Amount Withheld | Amount Paid | Adjustment Amount | Check Number | Payment Due Date | Amended Amount |
|------------|----------------|----------|---------|-----------|-----------------|-------------|-------------------|--------------|------------------|----------------|
| 00-0000000 | Test Business1 | 2024     | January | 20        | 20              | 20          |                   |              | 2/29/24          |                |
| 00-0000000 | Test Business1 | 2024     | March   | 3,000     | 1,500           | 1,500       | 0                 |              | 4/30/24          | 0              |
| 00-0000000 | Test Business1 | 2024     | April   | 2,000     | 500             | 0           | 200               |              | 5/31/24          | 0              |
| 11-1111111 | Test Business2 | 2023     | January | 777       | 600             | 0           | 0                 |              | 2/28/23          | 0              |

Whenever the Third Party makes an update in the admin console, the business will be able to go in and see the updates. For example, a Third Party performs the below actions:

← Withholdings 🔔 Third Party ▾

**WITHHOLDINGS**

Select Year  Search...  Select status  Create Export Templates

| YEAR | W3 STATUS  | BUSINESS NAME  | EIN           | EMPLOYEES       | W2 COUNT | TAX DUE    | OUTSTANDING   | PAID        | OVERPAYMENT  |             |
|------|------------|----------------|---------------|-----------------|----------|------------|---------------|-------------|--------------|-------------|
| 2024 | In Process | Test Business1 | 00-0000000    | 0               | 0        | \$20.00    | \$20.00       | \$0.00      | \$0.00       |             |
|      |            | PERIOD         | PAID BY CHECK | AMOUNT WITHHELD | AMENDED  | ADJUSTMENT | AMOUNT TO PAY | AMOUNT PAID | ENTERED DATE | PAYMENT DUE |
|      |            | January        |               | \$20.00         | \$0.00   |            | \$20.00       | \$20.00     | 12/09/2024   | 02/29/2024  |
|      |            | CONFIRMATION # | AMOUNT        | PAYMENT DATE    |          | NOTES      | CREATED DATE  |             |              |             |
|      |            | 35             | \$20.00       | 12/10/2024      |          |            | 12/09/2024    |             |              |             |

The business can log in and see this activity:

**Walker Income Tax**  
Withholding and Corporate Tax Payments 🔔 Test Business1 ▾ English | Español

**Withholding Summary - In Process** W-3

|   |   |  |  |
|---|---|--|--|
| <b>Q1</b> <span style="float: right;"><b>\$20.00</b></span><br>January \$20.00<br>February \$0.00<br>March \$0.00 | <b>Q2</b> <span style="float: right;"><b>\$0.00</b></span><br>April \$0.00<br>May \$0.00<br>June \$0.00 | <b>Q3</b> <span style="float: right;"><b>\$0.00</b></span><br>July \$0.00<br>August \$0.00<br>September \$0.00 | <b>Q4</b> <span style="float: right;"><b>\$0.00</b></span><br>October \$0.00<br>November \$0.00<br>December \$0.00 |
|---|---|--|--|

Amount Withheld: \$20.00 Credits: \$0.00 W2: 0 Upload W2s

**Total Tax: \$20.00**      **Adjustments: \$0.00**      **Total Paid: \$20.00**      **Total Due: \$0.00**

**Withholding Detail List** New Withholding

Details Payments

| PERIOD  | BY CHECK | AMOUNT WITHHELD | AMENDED | ADJUSTMENT   | AMOUNT TO PAY | AMOUNT PAID | ENTERED DATE | PAYMENT DUE |
|---------|----------|-----------------|---------|--------------|---------------|-------------|--------------|-------------|
| January |          | \$20.00         |         |              | \$20.00       | \$20.00     | 12/09/2024   | 02/29/2024  |
|         |          | CONFIRMATION #  | AMOUNT  | PAYMENT DATE |               | MESSAGE     | CREATED DATE |             |
|         |          | 35              | \$20.00 | 12/10/2024   |               |             | 12/09/2024   |             |

1 total

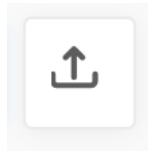
## Withholdings – Create – Bulk W3 upload

### W3

On the Withholdings screen, click Templates and download the template called W3.

| YEAR | W3 STATUS  | BUSINESS NAME  | EIN         | EMPLOYEES | W2 COUNT | TAX DUE | OUTSTANDING | PAID   |
|------|------------|----------------|-------------|-----------|----------|---------|-------------|--------|
| 2024 | In Process | Test Business2 | 11-11111111 | 0         | 0        | \$0.00  | \$0.00      | \$0.00 |
| 2024 | In Process | Test Business1 | 00-00000000 | 0         | 0        | \$90.00 | \$90.00     | \$0.00 |

After you have filled in the template, save it to your computer and click the arrow button.



Choose a file and click the Upload button. Once the file has been processed, the status of each record appears in the window.

The status of the record changes to “Filed” once the W3 has been processed.

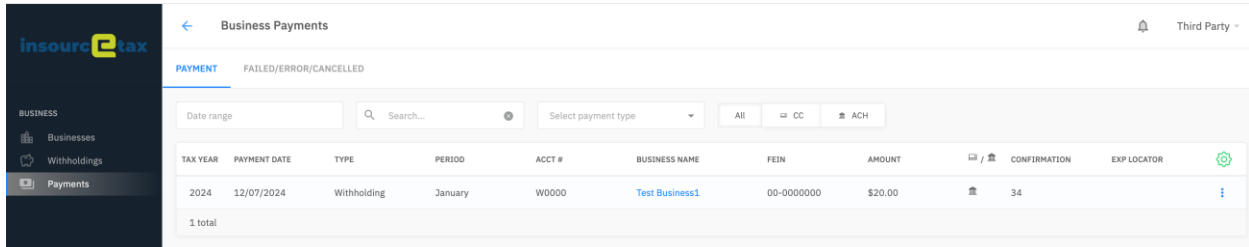
| YEAR | W3 STATUS  | BUSINESS NAME    | EIN         | EMPLOYEES | W2 COUNT | W2 | TAX DUE    | OUTSTANDING | PAID       | OVERPAYMENT | SITE |
|------|------------|------------------|-------------|-----------|----------|----|------------|-------------|------------|-------------|------|
| 2024 | In Process | Test Business... | 00-00000000 | 0         | 0        |    | \$2,020.00 | \$700.00    | \$1,520.00 | \$0.00      |      |
| 2023 | Filed      | Test Business... | 11-11111111 | 10        | 10       |    | \$600.00   | \$600.00    | \$0.00     | \$0.00      |      |
| 2023 | In Process | Test Business... | 00-00000000 | 2         | 2        |    | \$1,000.00 | \$0.00      | \$1,000.00 | \$0.00      |      |
| 2024 | In Process | Test Business... | 11-11111111 | 0         | 0        |    | \$0.00     | \$0.00      | \$0.00     | \$0.00      |      |

### W3 file example

| A           | B        | C          | D         | E        | F                  | G                | H                     | I             | J           | K                | L            |
|-------------|----------|------------|-----------|----------|--------------------|------------------|-----------------------|---------------|-------------|------------------|--------------|
| Fein        | Tax Year | Filed Flag | Employees | W2 Count | W2 Amount Withheld | Overpayment Type | Reconciliation Amount | Amount To Pay | Explanation | Generate Payment | Payment Date |
| 11-11111111 | 2023     | TRUE       | 10        | 10       | 2000               |                  |                       |               |             |                  |              |

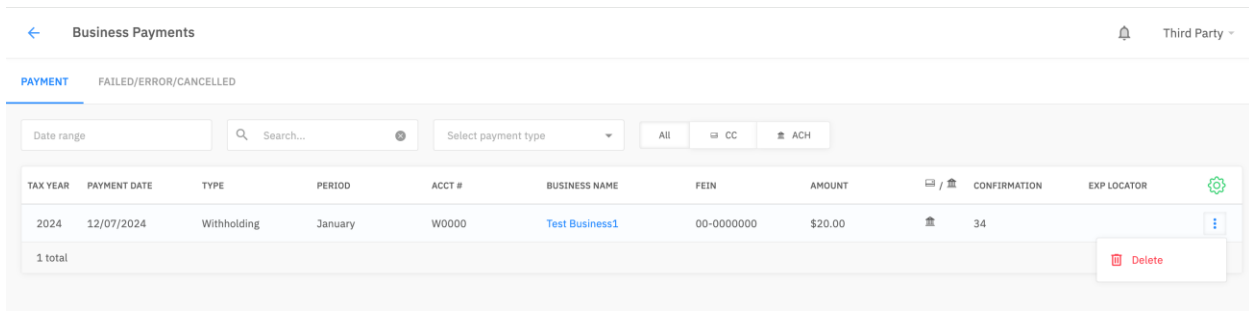
# Payments

To view the payments, click on the Payments link on the side menu. This will display the payments that have been made for each business.



The screenshot shows the 'Business Payments' page. On the left is a dark sidebar with the 'insource2tax' logo and a menu with 'Businesses', 'Withholdings', and 'Payments' (selected). The main content area has a header with a back arrow, 'Business Payments', and a 'Third Party' dropdown. Below the header are tabs for 'PAYMENT' (active) and 'FAILED/ERROR/CANCELLED'. A search bar with 'Date range', 'Search...', and 'Select payment type' is present, along with filters for 'All', 'CC', and 'ACH'. A table displays payment records with columns: TAX YEAR, PAYMENT DATE, TYPE, PERIOD, ACCT #, BUSINESS NAME, FEIN, AMOUNT, CONFIRMATION, and EXP LOCATOR. A single record is shown for 2024, 12/07/2024, Withholding, January, W0000, Test Business1, 00-0000000, \$20.00, 34. A '1 total' summary is at the bottom. A three-dot menu icon is visible on the right of the table row.

To delete a payment, click on the three dots and select Delete.



This screenshot is identical to the previous one, but a red 'Delete' button is overlaid on the three-dot menu icon of the payment record, indicating the action to be taken.

The information entered by the Third Party can be viewed and modified by the Business when they log into the system. If there are any payments that didn't process, they will display on the Failed/Error/Canceled screen.

# Templates

## Withholding/W3

This template has the following fields:

|                       |   |
|-----------------------|---|
| FEIN                  | Required<br>May be entered with or without a dash   |
| Tax Year              | Required  |
| Filed Flag            | TRUE/FALSE<br>If this field is blank, it will create a new WH if one doesn't already exist                          |
| Employees             | Numeric   |
| W2 Count              | Numeric   |
| W2 Amount Withheld    | Numeric   |
| Overpayment Type      | Refund, Credit  |
| Reconciliation Amount | Numeric   |
| Amount To Pay         | Numeric   |
| Explanation           | Alpha numeric   |
| Generate Payment      | TRUE/FALSE – If there is an underpayment and if a reconciliation needs to be created                                |
| Payment Date          | Date format (MM/DD/YYYY)<br>If this field is left blank, the date will be calculated according to each City's logic |

| Fein      | Tax Year | Filed Flag | Employees | W2 Count | W2 Amount Withheld | Overpayment Type | Reconciliation Amount | Amount To Pay | Explanation | Generate Payment | Payment Date |
|-----------|----------|------------|-----------|----------|--------------------|------------------|-----------------------|---------------|-------------|------------------|--------------|
| 000000000 | 2023     |            | 2         | 2        | 4000               |                  |                       | 3000          |             | TRUE             | 12/15/24     |

## Filing

This template has the following fields:

|                       |   |
|-----------------------|---|
| FEIN                  | Required<br>May be entered with or without a dash   |
| Tax Year              | Required  |
| Period                | Required<br>Values depend on how the business has been set up to file. See table below for acceptable values.       |
| Taxes Due             | Numeric   |
| Amount Withheld       | Numeric   |
| Amount to Pay         | Numeric   |
| Check Number          | If a check number is entered, the “amount to pay” field is what was paid  |
| Generate Payment      | TRUE/FALSE  |
| Payment Date          | Date format (MM/DD/YYYY)<br>If this field is left blank, the date will be calculated according to each City’s logic |
| Adjustment Amount     | Numeric   |
| Amended Amount        | Numeric   |
| Amended Comments      | Alpha numeric   |
| Final Return Flag     | TRUE/FALSE  |
| Final Return Comments | Alpha numeric   |

| Fein      | Tax Year | Period   | Taxes Due | Amount Withheld | Amount To Pay | Check Number | Generate Payment | Payment Date | Adjustment Amount | Amended Amount | Amended Comments | Final Return Flag | Final Return Comments |
|-----------|----------|----------|-----------|-----------------|---------------|--------------|------------------|--------------|-------------------|----------------|------------------|-------------------|-----------------------|
| 000000000 | 2024     | February | 1500      | 500             | 100           |              |                  |              |                   |                |                  |                   |                       |
| 000000000 | 2024     | March    | 1000      | 900             | 100           | 1234         |                  |              |                   |                |                  |                   |                       |
| 000000000 | 2024     | April    | 2000      | 500             | 1500          |              |                  |              | 200               | 200            | Test Amendment   |                   |                       |
| 000000000 | 2024     | March    | 3000      | 1500            | 1500          |              | TRUE             | 12/10/24     |                   |                |                  |                   |                       |

Acceptable values for the Period field:

|               |               |
|---------------|---------------|
| January       | 1st March     |
| February      | 2nd March     |
| March         | 1st April     |
| April         | 2nd April     |
| May           | 1st May       |
| June          | 2nd May       |
| July          | 1st June      |
| August        | 2nd June      |
| September     | 1st July      |
| October       | 2nd July      |
| November      | 1st August    |
| December      | 2nd August    |
| First Quarter | 1st September |

|                |               |
|----------------|---------------|
| Second Quarter | 2nd September |
| Third Quarter  | 1st October   |
| Fourth Quarter | 2nd October   |
| 1st January    | 1st November  |
| 2nd January    | 2nd November  |
| 1st February   | 1st December  |
| 2nd February   | 2nd December  |