

ONESOURCE Indirect Tax

US Content March Notice

Issue Date: 27 February 2026

Notice No: 1

IMPORTANT NOTICE

Hawaii

In the March Content Update #2, released to customers on 26 February 2026, updates were made to existing Applies to All Commodities rules and an error was identified in these changes.

To resolve this issue as quickly as possible, there will be a March Content Update #3 **released to customers today, 27 February 2026**.

The issue identified in the March Content Update #2, is the inadvertent addition of the WHOLESale Tax Code to existing Applies to All Commodities rules in the HI - STATE GENERAL EXCISE/USE TAX authority. The Tax Code was added to the HI - STATE GENERAL EXCISE/USE TAX authority Rule Orders 9980/9981 (cascading) and 9990/9991 (cascading). We apologize for the disruption it may have caused for customers with transactions in Hawaii. The March Content Update #3 will immediately resolve this issue by removing the unintended WHOLESale Tax Code from existing impacted rules and restore the prior behavior.

Consequently, we are investigating the root cause to understand how this occurred and to ensure controls are in place to prevent a recurrence. A Root Cause Analysis (RCA) document will be issued early next week. Please contact support to request the RCA.

For customers who need to implement these changes ahead of the official content update, we recommend that you create custom rules that align with your specific products or services.

Thank you for your patience as we work to deliver a solution today.