

INFO-EXCHANGE

FREQUENTLY ASKED QUESTIONS

Q & A

Is Info-Exchange a software solution or is it web-based?

Info-Exchange is a web-based system.

Is Info-Exchange a secure site?

Info-Exchange is hosted and managed within redundant data centers managed by a world-leading provider. These data center operations have been accredited under:

- ISO 27001
- SOC 1 and SOC 2/SSAE 16/ISAE 3402 (Previously SAS 70 Type II)
- PCI DSS Level 1
- FISMA Moderate

Is there any charge for Info-Exchange training?

There is never an additional charge for training once you become a customer with Info-Pro. We work with you to offer tailored training during the onboarding process as well as over the course of our relationship. In addition to these tailored trainings, we offer quarterly refresher training sessions on various topics. Annually we also offer some form of in-person or virtual customer conference where we discuss any pressing training items.

How often is the information on Info-Exchange updated?

Info-Exchange is updated on a daily basis as new information comes in from the tax agencies.