

ORACLE ENTERPRISE TAXATION MANAGEMENT FOR PROPERTY TAX COLLECTION

A COMPREHENSIVE APPROACH

KEY BENEFITS

- Provides a consolidated view of the taxpayer obligations
- Capabilities may be configured to match your collection processes, smoothing implementation
- Powerful collection distribution capabilities and integration with standard GL systems
- Improves productivity through control and management of Refunds, Audit and Appeals processes
- Improves efficiency through enhanced management insight and analysis of taxpayer activities
- Workflow-enabled to allow for easy monitoring of taxpayer accounts
- Provides Web Portal capability to be utilized for taxpayer inquiry and payment options

Oracle Enterprise Taxation Management is a flexible, comprehensive, end-to-end tax and revenue management solution that provides a configurable alternative to custom-built systems designed to bill and collect real and personal property taxes. It is a secure commercial off-the-shelf (COTS) software solution that enables local tax collection authorities to optimize all aspects of the revenue collection process and quickly respond to tax law and regulatory changes.

Overview

Local Tax and Revenue Authorities today are faced with unprecedented demands to increase efficiency and effectiveness while also generating a fair and equitable means of collecting real and personal property taxes requiring accurate processing of assessment tax roll information. These collections may involve a myriad of complex rate variations including but not limited to, payment plans, delinquencies, special assessments, etc. The importance of these real and personal property taxes is paramount since, for most jurisdictions, the majority of revenue dollars come from these tax collections. Tax and Revenue Authorities require capabilities that allow them to provide professional taxpayer service, respond to legislatively mandated changes in a timely fashion, achieve high accuracy in collections, and apply proactive actions that reduce fraud and non-compliance. They must also be able to adapt to changing policies and statutory changes on a continual basis.

Oracle Enterprise Taxation Management provides a set of core tax administration capabilities that can be easily configured to match your business processes. The system helps you meet the demands of your current environment, while maintaining a solution upgradeability to allow you to take advantage of the rapid improvement and continuous changes in the technological and fiscal landscape. You can choose options that tailor the system to your needs. Configuration tables facilitate the implementation of changes in days instead of weeks or months and eliminate expensive and time-consuming code changes. With Oracle Enterprise Taxation Management, it's easy to add new business rules and new revenue sources.

Real and Personal Property Tax Bill Generation and Maintenance

Providing the ability to precisely generate custom bills based upon the appraisal and assessment data sent to a tax collection agency is key to any property tax collection system. Since jurisdictions typically include exemption rules and varying tax rates depending on premise characteristics, Oracle Enterprise Taxation Management allows for the easy inclusion of rules to govern the calculation of the tax bill. Also, the system allows for these bills to be based upon a single installment or based upon

first half and second half installments, mandated payment plans and of course, any applicable penalties and fees.

Oracle Enterprise Taxation Management also provides you with the capability of taking tax roll information and printing bills en mass or on an ad hoc basis. With Oracle Enterprise Taxation Management you can also create an interface file that can be used by third-party print vendors to generate bills.

Cashiering

Once the bills are generated and delivered to the taxpayer, Oracle Enterprise Taxation Management provides the flexibility of cashiering these bills in a variety of ways either by cash, credit card, check, money order, etc. Also, for bulk payments, Oracle Enterprise Taxation Management allows for the processing of payments from mortgage companies or a centralized data processing company. In addition, Oracle Enterprise Taxation Management allows for integration with a remittance processor in order to provide for the seamless input of payments received using such a method. All penalties, interest and fees associated with each obligation are calculated and included on the bill. Tight control of claims for refunds and refund payments is essential. The single view of the taxpayer can be used to prevent refund payments where a taxpayer has delinquent obligations or, where permitted, offset refund payments against outstanding obligations. Alternative workflows based on factors such as the taxpayer risk score, can be automatically triggered.

Overdue Processing and Tax Sale Administration

The Oracle Enterprise Taxation Management solution will provide for the complex and varied types/methods for calculating overdue or delinquent tax bills encountered by local jurisdictions. For those parcels where property tax is beyond delinquent, there is frequently a complicated process, usually called Tax Sale, where the property can be sold at public auction to anyone willing to pay the property taxes and any associated tax sale fees. One feature of Oracle Enterprise Taxation Management during Tax Sale Administration includes the calculation of updated penalty, interest rules, and any other associated fees. The Oracle Enterprise Taxation Management system also allows the original owner to reclaim the property as long as the property follows the specific local business rules allowing for the reclamation during a specified period of time.

A Flexible Business Model

Oracle Enterprise Taxation Management provides a flexible business model that can be easily configured and dynamically adjusted as local property tax collection environments changes.

Oracle Enterprise Taxation Management helps local tax collection agencies unlock the true value of COTS applications:

- **Process-Improvement.** Enhances workflow capabilities to increase the accuracy and completeness of information captured. In addition, as volumes and requirements change, the application can be scaled and expanded to accommodate the increased demands.

RELATED PRODUCTS AND SERVICES

- Siebel Customer Relationship Management (CRM)
- Oracle Real-Time Decisions
- Oracle E-Business Suite
- Oracle Business Intelligence Applications

- **Upgrade and Enhance.** Oracle's approach and architecture preserves the investment made during original implementation. Enhancements and upgrades focus on strengthening the application's capabilities. Furthermore, it can be integrated with existing or other relevant systems using standards-based methods.
- **Reduced Maintenance and Support Requirements.** The solution maximizes your ability to address multiple agency needs by handling a variety of revenue sources that include sales taxes, income taxes, vehicle taxes, royalties, and more, with fewer resources.

Contact Us

For more information on Oracle Enterprise Taxation Management, call +1.800.ORACLE1 to speak to an Oracle representative, or visit oracle.com.

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