

# ORACLE ENTERPRISE TAXATION MANAGEMENT FOR UNEMPLOYMENT INSURANCE (UI)

## A COMPREHENSIVE APPROACH

### KEY BENEFITS

- Pre-configured business objects enhance productivity and make implementations easier.
- Employer registration, forms processing to support wage and contribution reports, penalty and interest, benefit payment processing and refund processing
- Workflow and business rules
- Pre-built integration to Siebel Public Sector Customer Relationship Management
- Pre-built integration with Oracle's industry leading GL systems, including general ledger accounting and accounts payable
- Configuration management tools allow for disciplined control over the development and deployment of rules and workflow procedures
- Fully upgradeable from previous versions
- Improves efficiency through management insight and analysis of taxpayer activities

*Oracle Enterprise Taxation Management is a secure commercial-off-the-shelf (COTS) software solution for government organizations responsible for administering labor and employment operations. Oracle Enterprise Taxation Management is a flexible, comprehensive, end-to-end solution that provides a configurable alternative to custom-built systems designed to manage unemployment insurance (UI) and enables labor and employment authorities to optimize all aspects of the revenue collection process and quickly respond to tax law and regulatory changes.*

### Overview

Labor and employment authorities today are faced with unprecedented demands to increase efficiency and effectiveness at the same time the economic downturn is stretching the unemployment insurance system to its limits. These agencies require capabilities that enable them to provide professional taxpayer service, respond to legislatively mandated changes in a timely fashion, achieve high accuracy in collections, and apply pro-active actions that reduce fraud and non-compliance. Labor and employment agencies must also be able to adapt to changing policies in today's variable economic environment. Oracle Enterprise Taxation Management enables labor and employment entities to better manage employer and claimant accounting, the two key components of the unemployment insurance system.

Oracle Enterprise Taxation Management incorporates robust tax administration capabilities, while also helping to support improved time to implementation. Oracle Enterprise Taxation Management is built around the concept of "business objects". A business object in Oracle Enterprise Taxation Management is an application component that provides standard business process and business rule support for major labor and employment administration functions.

These business objects perform most of the key functions of a labor and employment management organization, including:

- Employer registration
- Forms processing to support contribution and wage reports
- Employer accounting and automated penalty and interest capabilities
- Collection processes for employer contributions
- Employer contribution refund management

- Taxpayer service
- Benefit determination and claim processing
- Benefit payment processing
- Collection process for benefit overpayments

Oracle Enterprise Taxation Management can be configured to encapsulate standard business processes for each of these major labor and employment functions with a number of pre-configured related business objects so that labor and employment organizations can implement their own solutions based on a solid frame of reference.

At the same time, Oracle Enterprise Taxation Management retains its basic adaptable and flexible solution architecture, allowing customers to re-use or easily adapt out-of-the-box business objects to their own processing rules and workflow procedures.

In brief, Oracle Enterprise Taxation Management offers labor and employment organizations a software solution that provides out-of-the-box administration functionality, an industry-standard Java and Service Oriented Architecture (SOA), and the flexible, but upgradeable designs that will continue to provide value to customers over many years.

### **Oracle Enterprise Taxation Management Business Objects**

Business objects in Oracle Enterprise Taxation Management encapsulate the data, workflow and business rules associated with an organization's business processes.

By providing a set of business objects out-of-the-box, Oracle Enterprise Taxation Management provides a jump start for implementation and process improvement teams in labor and employment organizations. Organizations can implement the business objects as-is, or copy and modify the objects to meet their jurisdiction or tax specific procedures and rules.

For example, business objects can be used to control the processing and business rule encapsulation for wage and contribution forms. Rules such as employer contribution calculations can be addressed through configuration of these flexible business objects. Likewise, employee benefit processing, including benefit determination and benefit payment processing, can be addressed through the same flexible business object functionality.

Business object inheritance features can be used to develop new forms on the basis of previously defined form objects. And Oracle Enterprise Taxation Management business objects provide built-in security and logging features.

Oracle Enterprise Taxation Management business objects for managing penalty and interest calculations and application are another major innovation providing a great starting point for customers looking to implement their own penalty and interest business rules and structures.

This can help support faster time to implementation while still providing the same adaptable, flexible and upgradeable framework of the product.

Organizations can focus on process improvements in specific administration areas, while relying on pre-configured processes in other areas to suit their needs. For example, organizations can focus on experimenting and measuring different workflow procedures and treatment streams for enhancing employer collections functions – by making adjustments to the pre-built collections business objects.

### **Integrated Employer Account and Data Management**

Oracle Enterprise Taxation Management continues to provide the integrated data views for employer account activities that labor and employment organizations require.

The Oracle Enterprise Taxation Management solution serves as a springboard from which to develop and evaluate more effective collection strategies, configure complex payment application rules, vary strategies by employer segment, and test scenarios before they are put into production.

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 in a jurisdiction, offset refund payments against outstanding obligations. Alternative workflows based on factors such as the employer risk or other criteria can be configured to be automatically triggered.

This data integration feature promotes better analysis of employer activities across multiple tax obligations, offers potential improvements to taxpayer service and discovering and dealing with tax and revenue at risk.

### **Built for Integration**

Built on a strong Java Enterprise and Service Oriented Architecture (SOA) foundation, Oracle Enterprise Taxation Management provides the most open and industry-standards based software solution for labor and employment organizations.

Oracle understands that labor and employment organizations have requirements that span more than one piece of software and IT infrastructure. Oracle's commitment to standards-based integration makes Oracle Enterprise Taxation Management a leading industry solution.

Oracle Enterprise Taxation Management offers a set of pre-built and supported integration packs between Oracle Enterprise Taxation Management and Siebel Public Sector Customer Relationship Management for taxpayer service and case management. Pre-built integrations are also available for Oracle E-Business Suite and Oracle PeopleSoft Enterprise Financial Suite Applications for the purposes of complete end-to-end process support for revenue accounting and accounts payable processing.

### **Oracle Enterprise Taxation Management: Productivity Now**

Oracle Enterprise Taxation Management provides a flexible business model that can be configured and adjusted as local labor and employment jurisdiction requirements and environments change.

## RELATED PRODUCTS AND SERVICES

- Siebel Public Sector Customer Relationship Management (CRM)
- Oracle Real-Time Decisions
- Oracle Policy Automation
- Oracle E-Business Suite
- Oracle PeopleSoft Enterprise
- Oracle Business Intelligence Enterprise Edition (OBIEE)

Oracle Enterprise Taxation Management helps labor and employment 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.
- **Configuration Management Control.** Disciplined change management control is leveraged through built-in software configuration management tools and features, which allow your organization to maintain strict controls over the development and deployment of rules and workflow procedures.
- **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 about Oracle Enterprise Taxation Management, please visit [oracle.com](http://oracle.com) or call +1.800.ORACLE1 to speak to an Oracle representative.



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