ORACLE ENTERPRISE TAXATION AND POLICY MANAGEMENT FOR LOCAL GOVERNMENTS

Oracle Enterprise Taxation and Policy Management is a secure commercial-off-the-shelf (COTS) software solution for local government organizations responsible for administering tax and revenue management operations in a municipal environment. Oracle Enterprise Taxation and Policy Management is a flexible, comprehensive, end-to-end tax and revenue management solution that provides a configurable alternative to custom-built systems designed to manage the multitude of tax types administered and collected at the municipal level (e.g. property tax, sales tax, user fees and licenses). The solution enables departments to optimize all aspects of the revenue collection process and quickly respond to tax law and regulatory changes.

Overview

Municipal tax and revenue authorities today are faced with unprecedented demands to increase efficiency, effectiveness and accuracy. An environment of deficits, tax cuts and shifting delivery of services from state/federal agencies to local levels adds to these challenges. Addressing these pressures will involve a myriad of complex legislative changes such as tax rate changes, new penalties, payment plans, delinquency rules and special assessments that must inevitably be implemented and collected by local governments.

The ability to quickly and accurately implement these changes will be paramount for municipalities to maintain transparency and engender constituent support in this challenging environment. Further, advanced processes and system capabilities will be required to allow municipalities to be pro-active in taking actions that reduce fraud and non-compliance and encourage taxpayer self-compliance. Oracle Enterprise Taxation and Policy Management provides this advanced, flexible foundation that empowers municipalities to competently navigate the future changes facing local government.

A critical element in its robust tax administration capabilities are Oracle Enterprise Taxation and Policy Management’s pre-configured tax business processes that reduce time to implementation by providing a set of out of the box processes and rules based on tax agency best practices. The availability of pre-configured tax and revenue business processes provides standard business process and business rule support for major tax administration functions.

These business processes perform most of the key functions of a local tax and revenue management organization, including:

• Return processing in support of return or form based taxes
• Complex policy modeling and automated evaluation
• Taxpayer accounting
• Powerful tax rate engine for tax calculation
• Billing

A COMPREHENSIVE APPROACH

KEY FEATURES

• Pre-configured tax business processes enhance productivity and make implementations easier.
• Taxpayer registration, tax forms processing, penalty and interest, and refund processing
• Oracle Policy Analysis provides an easy to use, plain English rules engine allowing fast evaluation and implementation of legislative changes
• Powerful rates and billing engine
• Workflow and business rules
• Single view of the taxpayer improves service and control
• 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
Automated penalty and interest calculation and application

Refund and offset management

Taxpayer service

Support for single taxpayer account models

Oracle Enterprise Taxation and Policy Management can be configured to utilize these standard business processes but also retains its basic adaptable and flexible solution architecture, allowing customers to re-use or easily adapt out-of-the-box business processes to their own processing rules and workflow procedures.

Oracle Enterprise Taxation and Policy Management offers local tax and revenue management 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.

A New Approach to Managing Business Rules

Oracle Enterprise Taxation and Policy Management provides a complete natural-language, rule-authoring environment fully integrated with Microsoft Office to transform policy documents, legislative texts and regulatory documents into executable rule models. It includes debugging, regression testing, and what-if analysis for policy changes. This reduces both the amount of training required and reliance on technical staff because no scripting or programming is needed, and rules are written and maintained using familiar business software.

Oracle Enterprise Taxation and Policy Management is designed to bridge the gap between the policy owner and the end user by providing out-of-the-box tools for designing, testing, and deploying policies. Customers can use the features of Oracle Enterprise Taxation and Policy Management to model and deploy business rules and policies tailored to their own policies and laws. By providing visibility into complex system logic that is natural and uses easy-to-understand language, the software empowers individual policy managers to make policy changes as required, which results in an increase in organizational agility and a reduction in overall IT project costs.

For end users, deployment of specific policies directly into the applications they interact with provides accuracy, consistency, and easy audit-tracking in the decision-making process.

Comprehensive testing and policy simulation capabilities within Oracle Policy Modeling allow you to pinpoint the impact of proposed legislation, regulations, and policy changes. By enabling what-if analysis of proposed amendments, you can analyze the impact of change. This can help support faster time to implementation while still providing the same adaptable, flexible and upgradeable framework of the product.

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

Integrated Taxpayer Data Views

Oracle Enterprise Taxation and Policy Management provides the integrated data views for taxpayer activities that local government organizations require. In addition, the solution introduces the concept of a “Tax Role”, which improves the integration of taxpayer accounts across multiple tax obligations and taxpayer relationships in a standard and flexible manner.
The tax role contains registration information about each tax type that a taxpayer needs to pay, such as how frequently they pay or file and the effective dates of the registration. Multiple tax roles may be assigned to a single account. Multiple persons or business entities can have responsibility for multiple tax accounts and the flexible data architecture provides the ability to track roles and relationships across taxpayers on an account basis.

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 taxes or, where permitted in a jurisdiction, offset refund payments against other outstanding debt. 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 taxpayer activities across multiple tax obligations, offering improved taxpayer service.

**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 local tax and revenue management organizations.

Oracle understands that local tax and revenue management 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 and Policy Management a leading industry solution.

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

**Oracle Enterprise Taxation and Policy Management: Productivity Now**

Oracle Enterprise Taxation and Policy Management provides a flexible business model that can be configured and adjusted as local tax requirements and environments change helping local governments 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 and Policy Management visit oracle.com/goto/tax or call +1.800.ORACLE1 to speak to an Oracle representative.