Oracle Documaker: Document Automation for Public Sector Revenue Authorities

Oracle Documaker complements Oracle Enterprise Taxation and Policy Management by simplifying letter creation. Enhancing communications with taxpayers allows tax authorities to improve voluntary compliance, reduce costs by streamlining the document creation process, providing electronic delivery and documents that require fewer calls to customer service representatives for clarification.

A Growing Need to Communicate with Taxpayers

Tax Authorities are faced with increasing document complexity. Creating accurate and flexible documents tailored to the taxpayers’ needs is required to deliver the best outcome. In addition, taxpayers expect their requests for information to be accurate and timely. To be effective and efficient, tax authority employees need to see documents the same way as the taxpayer sees them. While tax authorities strive to improve the overall taxpayer experience, decreased revenue collection and budgetary pressures require more innovation and efficiencies in the document creation process.

A Powerful, Market Leading Publishing Platform

Oracle Documaker is a powerful, dynamic publishing platform used by tax authorities worldwide to acquire, create, manage, and present structured (batch), on-demand, and interactive taxpayer communications. It is designed to put power in the hands of business users, giving them the flexibility to create interactive, dynamic tax bills, letters, statements and payment receipts.

This industry-leading platform offers cost-effective design, production, and multi-channel distribution of a broad array of taxpayer-facing documents such as correspondence and bills. With robust functionality and cutting-edge technical capabilities, it maximizes efficiencies, ensures compliance and enhances taxpayer service.

Oracle Documaker is based on open standards and integrates easily into today’s service-oriented architecture environments. Oracle Documaker enables the agility and flexibility that tax authorities require to roll out new tax bills and taxpayer communications quickly.

Deliver Easy-to-Use Functionality

Oracle Documaker’s intuitive, easy-to-use design tool empowers business users in compliance and collections, taxpayer service and other departments to create powerful, persuasive communications, minimizing their dependence on overwhelmed IT staff and reducing costs related to communication development.
Oracle Documaker provides:

- Business rules-driven exception processing, consolidation and one-to-one messaging.
- Interactive, dynamic publishing for real-time, on-demand documents such as statements of account, clearance certificates, information requests and correspondence.
- Integration with Oracle Enterprise Taxation and Policy Management to ensure improved communications and the ability to quickly enable notice presentation.
- Support for the widest variety of formats, platforms, databases, integration methods, and print streams.
- Industry-leading support for high-volume output and enterprise-wide document output management.
Oracle Documaker is a powerful, dynamic, and flexible publishing platform used to acquire, create, manage, and present batch, real-time and interactive taxpayer communications on demand.

**RELATED PRODUCTS AND SERVICES**
- Oracle Enterprise Taxation and Policy Management
- Siebel CRM
- Oracle Policy Automation
- Oracle WebCenter

- Advanced charting and graphics wizard, enabling you to provide enhanced, taxpayer-friendly and visually-pleasing communications.
- 2-D Data Matrix bar code support to improve payment processing.
- Four State barcode to support USPS requirements.
- Enhanced reporting, including library and deployment validation reports, trigger rule usage reports, and variable field analysis reports.
- Integration with Oracle Universal Content Management for archiving document content, providing CSRs with immediate access to tax bills online and on-demand presentment to taxpayers via your taxpayer portal.
- Multi-lingual support allowing you to service your diverse customer base.

**Increase Operational Efficiencies and Reduce Costs**

Oracle Documaker also helps you:
- Eliminate printing and mailing costs with online viewing.
- Eliminate the costs of preprinted forms.
- Shorten future document preparation by reusing electronically captured and stored data.
- Reduce delays and processing time by automating routing and workflow.
- Speed service and make tax authority staff life easier.
- Produce personalized communications to improve the taxpayer experience.
- Create forms to include static content and variable fields while controlling font selection and object placement.

**CONTACT US**

For more information about Oracle Documaker, visit oracle.com/goto/documaker or call +1.800.735.6620 to speak to an Oracle representative.