ORACLE ENTERPRISE TAXATION AND POLICY MANAGEMENT

The Oracle Enterprise Taxation and Policy Management solution offers a complete set of features and functions to address the needs of government authorities responsible for the administration of tax law and policy. The solution provides an easier and simpler method for capturing and implementing the ever-changing complex policy-related rules in the core tax administrative system. These capabilities are contained within a configurable software application that is maintainable and upgradeable. The solution is specifically designed and built to help government authorities achieve objectives such as maximizing compliance, improving taxpayer service, enhancing collection capabilities, and providing flexibility to respond quickly to legislative change.

Overview

Oracle Enterprise Taxation and Policy Management provides out-of-the-box processing and business rules across key business process areas, including Registration, Forms, Accounting, Payments, Billing, and Case Management. This is provided in modern N-Tier Java application with a browser based user interface, and a Service Oriented Architecture (SOA) framework. The solution is flexible, configurable, and upgradeable to provide long term value to customers over the long life of a mission critical revenue management system.

Oracle Enterprise Taxation and Policy Management is offered through a series of license options. This enables customers to select the features and functions that match their business needs. Each license option within Oracle Enterprise Taxation and Policy Management provides standard business process and business rule support for major tax administration functions. Customers are able to license only what they need for their implementation.

The license options include:

- Foundation
- Registration
- Forms
- Accounting
- Payments
- Billing
- Case Management

Oracle Enterprise Taxation and Policy Management encapsulates standard business processes for each of these major tax and revenue administration functions so that tax organizations can implement their own solutions based on a solid frame of reference. At the same time, Oracle Enterprise Taxation and Policy Management retains its basic adaptable and flexible solution architecture, allowing customers to easily configure functionality to meet their own processing rules and workflow procedures.
360 Degree Search and View
Oracle Enterprise Taxation and Policy Management offers robust, flexible, and extendable taxpayer search with an integrated Fuzzy Search capability. This includes a complete overview of the taxpayer, relationships, accounts, tax roles, and financial information. Oracle Enterprise and Policy Management provides revenue authorities a single authoritative source of integrated taxpayer information, making it easier to respond to taxpayer inquiries, resolve issues, and complete business processes.

Forms Definition and Processing
Oracle Enterprise Taxation and Policy Management provides a sophisticated form definition tool that allows authorities to quickly and easily configure self assessment tax forms and registration forms, including form sections, lines and rules. Form rules are configured to control how a form is processed from beginning to end. A library of form rules is included and additional rules can be added and shared by all forms. After new forms are configured, Oracle Enterprise and Policy Management generates a user interface for each form type that supports side-by-side display of current and as-reported values, form line change reasons, exception handling, amendments and adjustments, and form transfers.

Automated Penalty and Interest
Oracle Enterprise Taxation and Policy Management supports complex penalty and interest calculation and assessment. The solution provides for configurable penalty and interest rules and controls for different tax types and obligation types, allowing the tax authorities complete flexibility in applying specific penalty and interest policies. The penalty and interest configuration breaks down penalty and interest rate structures into step-by-step calculations, and includes configuration options for fixed, minimum, maximum charges, or quantity-based charges. In addition, each component can have its own general ledger (GL) distribution rules as well as criteria that define the situations in which the component is not applicable and will not be calculated. The Detailed Penalty and Interest view shows how existing charges and calculation values assess penalty and interest amounts for distinct periods of time. This view helps users understand how the system calculated penalty and interest charges, which will allow them to answer taxpayer questions more effectively. Penalty and interest can also be forecast to a future date allowing the user to view the P&I balance for a specific date. The solution includes features to waive and suppress automated P&I assessment as needed.

Accounting
The backbone of the Oracle Enterprise Taxation and Policy Management solution is our industrial strength Accounting module. This includes the configuration of adjustments, penalties, interest, fees, and other tax related assessments. The solution is built using Generally Accepted Accounting Principles (GAAP) and supporting double entry accounting, the Oracle Enterprise Taxation and Policy Management solution provides a user configurable chart of accounts, reconciliation capabilities, fund accounting, and support for both accrual based and modified-accural (“cash”) accounting basis.

Overpayment Processing – Refunds, Carryforwards, and Offsets
Oracle Enterprise Taxation and Policy Management handles refunds, carry forwards, and
offsets for tax obligations that are overpaid. Accounts are monitored and evaluated to determine if an overpayment exists, and the solution should manage the treatment for each overpayment. Overpayment Processes can initiate the creation and issuance of paper or electronic refunds, carry a credit forward to the next obligation, offset the credit against unpaid obligations, or split the overpayment against each. For example, should the taxpayer requesting a refund have outstanding debts, they can automatically offset the overpayment to these liabilities and issue a check for the remaining balance, if one exists. The offset process is also configurable and includes identifying offsetable and non-offsetable refund interest.

Business rules are used to determine if the overpayment needs to be reviewed, or if an Approval process is needed. Approvals support Separation of Duties to reduce tax refund fraud, requiring different users to create and approve adjustments, refunds, and credits.

Flexibility for Changing Policy and Legislation

Oracle Enterprise and Revenue Management provides tax and revenue authorities with a simple tool for capturing and implementing complex policy-related rules in the core tax administrative system. This provides a mechanism for capturing the policy knowledge of agency experts, detailed audit trails to show how decisions are made, and impact analysis for proposed policy changes. The solution accomplishes this with a unique natural-language authoring capability that allows revenue authority subject matter experts to develop rules directly from legislative text and policies using Microsoft Word and Microsoft Excel. Rules are written and maintained using familiar business tools. Technical staff can integrate these business rules into any Oracle Enterprise and Policy Management process. This reduces reliance on technical staff when making rule and policy changes.

Automatically generated decision reports allow revenue authorities to view, document, and justify each step of tax decisions. This results in greater transparency between government and its taxpayers, significantly reducing complaints and appeals. Comprehensive testing and policy simulation capabilities allow revenue authorities to assess the impact of proposed legislation, regulations, and policy changes. In short, the solution provides revenue authorities full natural language rule authoring and ongoing management with detailed decisions reports, as well as a cost effective mechanism to model changes in tax policy.

Case Management

Oracle Enterprise Taxation and Policy Management provides out of the box features dedicated to helping tax authorities enforce compliance. The overdue processing function supports collection processes and a variety of treatment streams. The Collections Case functionality enables users to pursue different collection activities such as establishing payment plans, forwarding to an external agency and adding a lien. Audit functionality enables users to create different types of audit cases, capture audit details and track activities related to the audit. Oracle Enterprise Taxation and Policy Management Appeals functionality enables tax authorities to track different types of appeals and any associated activities. Bankruptcy functionality will enable the tax authority to track a bankruptcy case through its different stages, create proof of claim documents and suppress collection activities. Suppression can be associated to a Bankruptcy, Appeal or Audit to stop certain automated actions from taking place, such as the assessment of penalty and interest, progression of collection activities or processing of refunds.

Built for Integration

Built on a strong Java Enterprise and Service Oriented Architecture (SOA) foundation, Oracle Enterprise Taxation and Policy Management provides the most open and industry-standards
based software solution for tax and revenue management organizations. Oracle understands that 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-packaged and supported integration packs between Oracle Enterprise Taxation and Policy Management and Oracle e-Business Suite and Oracle PeopleSoft for the purposes of complete end-to-end process support for revenue accounting and accounts payable processing where required.

**Oracle Enterprise Taxation Management: Productivity Now**

Oracle Enterprise Taxation and Policy Management provides a flexible solution that can be configured for local jurisdiction requirements and business process needs.

Oracle Enterprise Taxation and Policy Management helps tax authorities 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.

- **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, property taxes, vehicle taxes, royalties, and more, with fewer resources.

For more information about Oracle Enterprise Taxation and Policy Management, visit [www.oracle.com/goto/tax](http://www.oracle.com/goto/tax) or call +1.800.ORACLE1 to speak to an Oracle representative.

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**Hardware and Software, Engineered to Work Together**