

SAP for Public Sector



TAX AND REVENUE MANAGEMENT

THE PRESSURE STOPS HERE

Today's tax and revenue agencies face a host of unprecedented, unrelenting pressures, including diverse taxpayers; millions of annual transactions; discrete, nonintegrated processing systems; and demands for responsive, personalized customer service. SAP® solutions for the public sector can help you alleviate these problems.

Legacy systems are unsuited for handling the challenges of the twenty-first century. To keep pace with the demands of an information-based society, you need solutions that empower and encourage your constituents to comply with tax and revenue regulations. You need new solutions that provide taxpayers with ready access to information; automatically process your billing, payment requests, and collection activities through linked tax systems; and deliver a 360° view of your relationships with each taxpayer.

And, you need solutions that modernize your services, increase your efficiency, and align your business processes and organizations around the needs of citizens and companies, with technology that accommodates regulatory requirements and helps constituents embrace e-government initiatives. In short, you need solutions that combine tax and revenue management with superior customer service.

Offerings from the SAP for Public Sector set of solutions provide the software that you need. SAP provides fully integrated, powerful software that helps you improve your business processes while enhancing service delivery. SAP® solutions for the public sector handle such functions as taxpayer registration, payment processing, tax returns filing, correspondence management, consolidated billing, compliance management, and collections management – bringing you greater control, visibility, and new levels of service as you embrace e-government.

With nearly three decades of experience serving government agencies, SAP understands how to modernize your tax and revenue agency, and has combined that know-how with the boundless potential of the Internet. SAP brings you the power of streamlined, integrated solutions – relieving the pressure and improving your bottom line.

POWERFUL SOLUTIONS TO MEET TODAY'S COMPLEX TAX ADMINISTRATION CHALLENGES

With SAP for Public Sector solutions, you get the first off-the-shelf software for government tax and revenue agencies that serves all of your tax administration needs while addressing the customer-service requirements of taxpayers. And, you get an integrated set of applications that brings you proven best practices.

By providing integrated tax management software and a holistic view of taxpayers, SAP software helps you provide personalized customer service, improve voluntary compliance, and operate more effectively – all within the scope of a powerful, sophisticated system for managing, monitoring, and collecting taxes and revenues.

These are some of the key features that SAP solutions for the public sector offer for tax and revenue management:

- **Registration** – Taxpayers can register through multiple channels, including the Internet, paper application, or in person. Each taxpayer gets a single, unique account that you can make accessible via the Internet. You can guide the taxpayer through Internet self-services, providing suggested tax-type information. Centralized address management makes it easy for you and your taxpayers to keep personal data in sync.
 - **Return filing** – You can use paper, fax, telefile, and Internet-based tax-return filing: all methods access the same business rules framework, which supports the validation of tax returns, exception handling, and the calculation of the tax liability.
- Alternatively, SAP software can work with non-SAP applications to calculate taxes and reconcile returns. In addition, you can monitor and process outstanding filing obligations (tax returns).
- **Billing** – Billing activities are supported through the management, tracking, accounting, and reporting of information related to all tax payments, and to all accounts receivable, billing, and refund activities. You can perform both paper-based and electronic billing.
 - **Accounts receivable** – Payments triggered by a government agency can be processed automatically using the payment program and executed by various payment methods, such as electronic funds transfer, debit memos, checks, and so on. Incoming payments, such as transfers from citizens, are interpreted by the system according to unique criteria and are assigned through a highly flexible and customizable clearing control. Payment receipts that cannot be assigned are forwarded to manual post-processing in the clarification worklist, a generic tool especially designed for supporting the special needs of mass data handling.
 - **Collection management** – Payment request and collection management activities are processed automatically, using your agency's business rules and taxpayer histories. The appropriate collection activities – such as notices, outbound calling, collection cases, or collection agencies – are selected based on the risk profiles of taxpayers. The software tracks all collection activities and can display taxpayer histories for all tax types.
 - **Correspondence and contact management** – All correspondence with taxpayers, including tax returns and remittance documents is supported. The software automatically monitors incoming correspondence and creates outgoing correspondence between you and taxpayers.
 - **Case management** – The software has a central repository for managing information triggered by various events that originate both in the system and from other sources and channels. It supports management of different case types, such as bankruptcy and audit, and enables the linking of objects

from SAP and non-SAP applications that can be internal or external to your organization. It offers enhanced visibility of case information resulting in improved processing efficiency.

- **Auditing and compliance** – Business intelligence supports careful decision making, audit triggering and planning, and knowledge management. You can spotlight common mistakes and educate taxpayers about potential errors to increase voluntary compliance. Your auditors can obtain complete and current taxpayer histories and update the information.
- **Taxpayer services** – Internet-based service enables taxpayers to file and pay taxes, receive payment confirmations, and register complaints around the clock.
- **Enterprise operations** – You can measure and evaluate your performance and achievement of strategic goals with software for customer relationship management, enterprise portals, activity-based costing, and a balanced scorecard.

PROVEN BENEFITS: COMPREHENSIVE, EASY TO USE, AND AFFORDABLE TO MAINTAIN

For nearly three decades, SAP has delivered best-practice solutions to government agencies, helping them run more cost-effectively, quickly, and efficiently. SAP for Public Sector solutions deliver a wide range of proven benefits that address your needs for power, performance, and budget management. With them, you get integrated software that is:

- **Comprehensive** – The software supports all your core tax administration processes including registration, return filing and payment processing, collections, audits, customer assistance, and financial management – the full range of processes for e-government.
- **Fully integrated** – All applications and data are fully integrated, providing every authorized employee with access to comprehensive taxpayer data and supporting applications. The integrated data architecture stores master data once, then makes it available to all components – saving memory, keeping data consistent, and reducing ongoing maintenance. Shared business rules and application components are used where applicable.

- **Proven** – Based on a proven set of best practices, SAP for Public Sector solutions reflect SAP's wide expertise in commercial and public sectors. SAP consistently upgrades best practices and makes them available to you.
- **Easy to maintain** – SAP continually upgrades software to meet the changing needs of government agencies. SAP develops software that is easy to maintain, so you can easily apply upgrades while protecting the unique features of your installation.
- **Simple to configure** – SAP for Public Sector solutions are highly flexible and configurable. You can configure each application component to address your specific needs.
- **Powerful** – Proven to handle large volumes of data, the software executes high-volume data processing tasks in the background and can even process transactions in distributed systems.

THE PATH STARTS HERE. TAKE THE NEXT STEP.

SAP for Public Sector is the only complete and integrated set of solutions that can help transform your tax and revenue agency into a customer-focused service organization. These include the mySAP™ Customer Relationship Management (mySAP CRM) solution, the SAP Biller Direct and SAP Public Sector Collection and Disbursement applications, and SAP Business Intelligence, a component of the SAP NetWeaver™ platform. Contact SAP to find out more about how SAP gives you the tax and revenue software you need to reduce the pressure. For more information, visit our Web site at www.sap.com/publicsector

POWERED BY SAP NetWeaver

SAP for Public Sector is powered by the SAP NetWeaver platform, the open integration and application platform that enables change. SAP NetWeaver helps companies align IT with their business. It allows companies to obtain more business value from existing IT investments and to deploy a services-oriented architecture. SAP NetWeaver reduces total cost of ownership (TCO) and complexity across the entire IT landscape.

SAP NetWeaver powers mySAP Business Suite, SAP xApps™ packaged composite applications, and partner solutions. It provides the best way to integrate all systems running SAP or non-SAP software. SAP NetWeaver unifies integration technologies into a single platform and is preintegrated with business applications, reducing the need for custom integration.