

Adobe solutions for revenue and tax services

Simplify online citizen self-service options, reduce costs, and increase the number of compliant filings



In the midst of a global economic slowdown and increasing deficits, revenue and tax authorities face a number of challenges. Decreased revenue collections. Aging and disparate IT systems. An evolving list of jurisdictional compliance requirements. And growing citizen demand for more accessible, responsive service and information. To overcome these challenges and meet urgent, ongoing pressure to “do more with less,” government agencies must step up efforts to streamline and automate tax collection services while simultaneously reducing operating costs.

Offer fast access to tax information and services

Around the world, tax authorities in the public sector rely on Adobe’s revenue and tax services solutions to reduce time and budget spent on tax collections, provide on-demand tax information to citizens, and close the gap between taxes owed and taxes paid. Adobe solutions help automate processes to achieve cost savings; support regulatory compliance efforts; and provide public servants with faster, more accurate access to comprehensive taxation information. Build citizen trust, loyalty, and lifetime value by making it easy to file personal or business taxes. Help ensure consistent, convenient access to more secure, self-service transactions. And deliver personalized, round-the-clock service to citizens on a range of digital and mobile devices. Easily integrated with existing IT infrastructure, Adobe solutions add value to current IT investments by connecting multiple back-end systems with rich front-end interfaces to support streamlined, end-to-end taxation processes—including online tax filings, reviews and audits, and compliance.

Save millions, serve millions

The Ministry of Finance of Poland (MoF) experienced extreme cost reductions through citizen self-service. Using Adobe solutions, the MoF developed a rich application that enables citizens to download and complete tax declaration forms on their desktop computers. Interactive forms automatically calculate taxes due and highlight any errors. In 2009, 89,000 citizens took advantage of this self-service application.

Increase citizen adoption of electronic tax filing

Tax form completion can be difficult, and this challenge is even greater when numerous forms are part of a complete filing. When a number of people are involved, which is common in many businesses, the process becomes even more complex. Make it simpler and more engaging for citizens, businesses, and tax preparers to participate in electronic tax filing processes. Use Adobe solutions to design and deploy rich applications that shift more tax-related interactions to lower cost, self-service channels. Streamline key processes through interactive online experiences that guide citizens through each step, helping to reduce complexities and increase the number of compliant filings.

Include applicant-centric questions that help people identify and select the right forms for their unique needs. Enable them to save digital forms, work offline, share with others, apply digital signatures, and more securely file taxes online.

The state of Wisconsin’s eFile solution offers citizens a free and secure way to file tax returns. Implemented in just three months, it has decreased the average processing time from three months to five days, saving \$3 per tax return. Three million tax returns are filed yearly, with 2.2 million filed electronically. Citizens are comfortable adopting the electronic tax documents because they have the same look and feel as the paper forms, thanks for the PDF format.

Improve operational efficiencies and reduce costs

Revenue and tax authorities use Adobe solutions to streamline business workflows, increase efficiencies, and provide consistently superior citizen service. By connecting disparate back-end systems with easy-to-navigate applications for employees, agencies can automate and integrate filing, review, and audit processes. This helps reduce staff costs required to process returns and increases the rate of compliant filings.

Reduce paper-based costs

The United States Internal Revenue Service distributes PDF-based tax files online for a cost of about US\$1 per 100,000 tax documents, compared to a cost of about US\$6 per single paper-based package sent through the mail.

Rule- and role-based approaches help automate workflows and foster collaboration within and among agencies. Electronic filing and barcode technology help minimize costly errors, manual data entry requirements, and redundancies, while automatic checks and calculations can be integrated into forms to remove human calculation errors. Automated routing capabilities promote accountability and transparency by sending electronic forms and data along a predefined path. And when additional information is required from individual taxpayers or businesses, public servants can use Adobe solutions to combine preapproved content blocks, interactive media elements, and fillable electronic forms into personalized, compelling communications that speak directly to individual taxpayers or businesses.

Ultimately, taxpayers' complete histories can be combined into self-contained virtual files that auditors can easily access for comprehensive reviews.

Increase control and consistency

Automate key processes to minimize risk; reduce operational costs; and satisfy government mandates for security, accessibility, and records retention. Use Adobe solutions help to streamline data collection and analysis, simplify internal reporting procedures, and quickly flag possible audit fraud as well as exceptions. Integrate, organize, and access all the data required by regulatory agencies. Automatically generate, update, and archive tax records at regularly scheduled intervals. And audit automated processes to quickly determine what was done when and by whom. These capabilities increase the accuracy and reliability of taxpayer records, reduce the costly errors and delays associated with labor-intensive administrative tasks, and provide agencies with the ability to respond quickly when regulations change. In addition to automated processes, Adobe solutions can be used to develop on-demand training that helps employees and professional tax preparers stay informed and up to date about tax code changes, which improves service by helping to ensure that citizens receive consistent, accurate advice when filing their returns.

Increase revenue collections and reduce costs

Adobe solutions for revenue and tax authorities help public sector agencies streamline and automate tax collection services while simultaneously reducing operating costs. By making the process of online tax filings easier and more convenient, agencies meet the citizen demand for more accessible service and information while gaining increased revenue collections, more transparent review and audit processes, improved jurisdictional compliance efforts, and additional value from existing IT systems. Use Adobe solutions to close the tax gap and open new doors for engaged citizen self-service.

For more information

Solution details:
[www.adobe.com/solutions/
customer-experience/
government](http://www.adobe.com/solutions/customer-experience/government)



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