



Levy for

E f f i c i e n c y



Revenue Management System for Governmental Departments & Entities

Tax and government revenue entities are just now recognizing the need to automate and integrate their revenue collection and management processes. As a result of emerging technology trends, platforms and infrastructures, Estarta Solutions has developed TAGDEER® to address all of the revenue collection and management needs of the Public Sector.

TAGDEER® is a Revenue Management System that provides the most elite and inclusive set of taxation operations, including a coherent, single-point of reference to taxpayer operations and administrators for all tax-related transactions; efficient tax-filing processes that minimize interaction needs and friction among constituents and agents; effective tools for tracking collection deficiencies and payment defaults and improving revenue ratios; and proficient tracking and resolution to audit procedures and payment objections.

Estarta Solutions has worked closely with leading consulting firms that have extensive experience in addressing tax and revenue issues. With support and technologies from Microsoft Corporation, Estarta Solutions has adapted this extensive knowledge to create a tax application that propels governmental departments and entities to new levels in services and operational efficiency.

Application

The taxation platform addresses the following and more:

- ▲ Individual income tax
- ▲ Sales Tax
- ▲ Corporate income tax
- ▲ Value Added Tax (VAT) (Trader Registration, Returns Entry and Processing, and Collections)
- ▲ Withholding (Annual, Monthly)
- ▲ Payment and Cashiering Interface
- ▲ E-mail and SMS Notification System
- ▲ Appointment and Scheduling System
- ▲ Research: allowing researchers to generate ad-hoc queries and reports based on historical data
- ▲ Penalties: Ability to calculate applicable penalties and interest, using various rates as defined by Business Rules.
- ▲ Risk management, that determine the chances of actually collecting tax from specific tax payers and groups of tax payers. The system allows the user to determine and input various profiles based on the tax policies and laws of Country which will be use to analyse and forecast tax collection.

Solution

Features

- ▲ Open architecture to allow seamless integration with other external systems, such as Government Resource Planning (GRP) systems and ASYCUDA Software
- ▲ Form generator module to allow for developing declaration forms per taxpayer type and tax year with embedded calculation rules and formulas
- ▲ Workflow Engine technology to sort, prioritize and route work to the appropriate user, and automate the tax administration processes and procedures
- ▲ Business Rule engine to store, control, and manage the business processes of any fiscal entity
- ▲ Report and Query Services
- ▲ Ability to interface with other software such as MS-SQL, Oracle database, Banks, etc...
- ▲ Taxpayer history for recording the user who initiated transaction requests along with view a summary of the transactions posted for a given taxpayer

Solution

Benefits'

- ▲ Key efficient in the collection levels and processing speed in the government tax agencies, by entering assessment information and immediately print "jeopardy" assessment notices and forced collection documents
- ▲ Efficiencies in the adaption of business operation to changing rules and regulation in tax law from year to year
- ▲ Capabilities of conducting cross-check auditing and taxpayer across different taxation venues and on the different taxpayers over the same tax commodity
- ▲ Rule Engine technology that handle all types of tax transactions and ability to track rules by tax period and tax type
- ▲ Supports multiple languages
- ▲ Audit trail for every user transaction entered that includes the user performing the transaction and the date and time the transaction was performed

Business

Modules

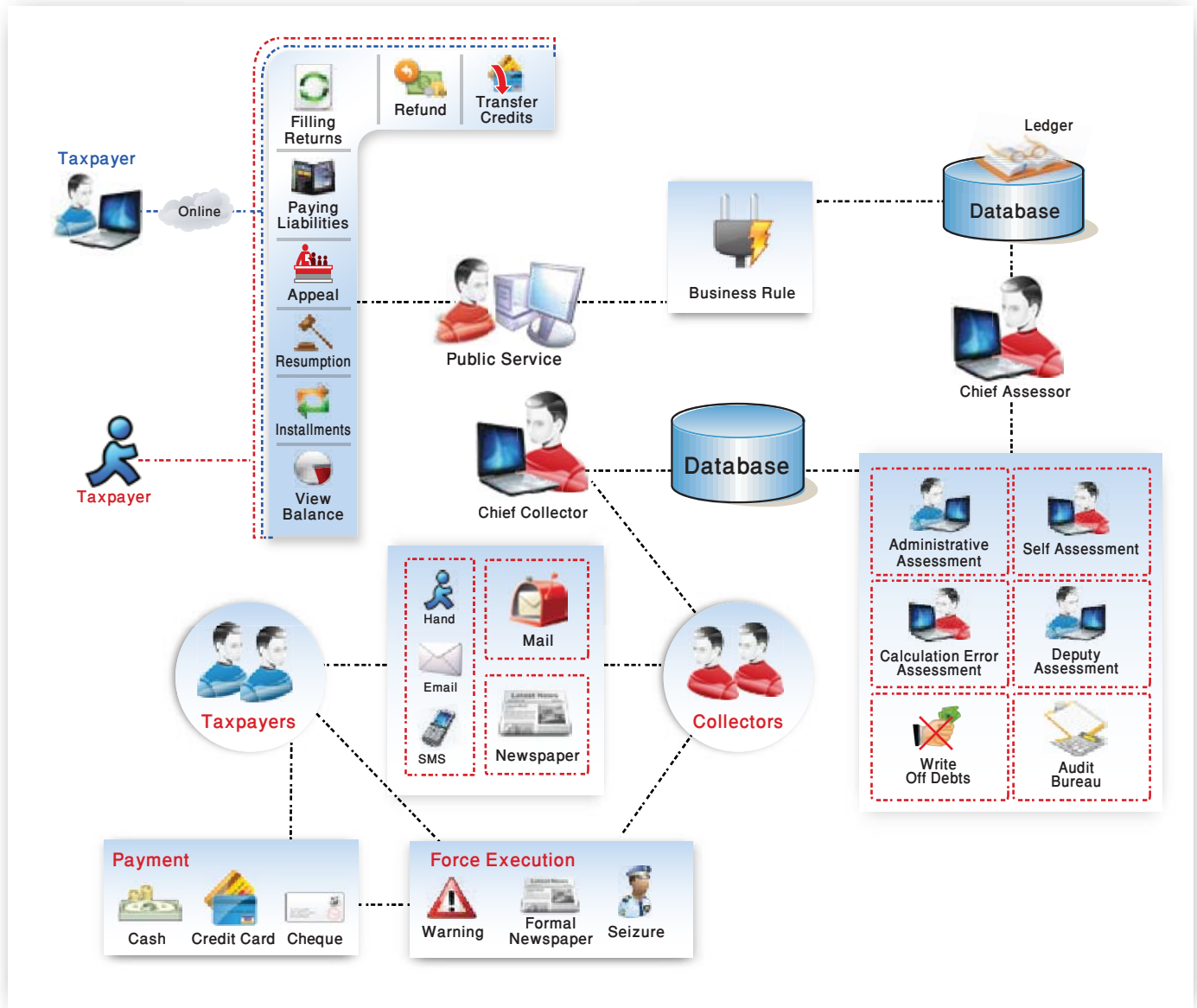
- ▲ Tax roll/ taxpayer registration:
 - Ability to enter new profile information about taxpayers into the system through the use of a TIN and to also support photo scan and photo taking for individual tax payers
 - Provides a listing of potential duplicate taxpayer accounts before creating new taxpayer profiles
 - Ability to search for existing taxpayers by performing a phonetic name match
 - Ability to register a taxpayer for multiple taxes
 - Ability to link taxpayers related in a parent and subsidiary relationship
- ▲ TIN Management:
 - Sophisticated citizen name search algorithms employed to find various combinations
 - Provides a means to denote on the taxpayer's profile that the taxpayer has a history of filing fraudulent returns
 - Provides a means to denote on the taxpayer's profile that the taxpayer is out of business or in bankruptcy
- ▲ Filing (Batching, Public Services, and Online Filing)
 - Ability to notify the appropriate user that a taxpayer has been consistently filing late returns
 - Ability to denote on the taxpayer's profile that the taxpayer has a history of filing fraudulent returns
 - Ability perform data validation, using predefined Business Rules against data captured from tax returns. Work items will be created of returns that fail validation or exceed tolerance levels set for certain data elements. Returns that fail validation will not post to the taxpayer's account until a resolution is reached. Returns that pass validation but fail tolerance level checks can be posted to the taxpayer's account
 - Ability to identify delinquent taxpayers that have not filed specific reports or returns
- ▲ Tax Audit:
 - Automated analysis of inter-taxpayer data to determine those requiring auditing
 - Ability to denote which taxes and which tax periods have been or are under audit in order to create a work item should amended returns be filed for those periods
 - Ability to identify and select taxpayers for audit based on tax type, tax payment levels, sales levels, etc...
- ▲ Assessments:
 - Ability to file an amended return by taxpayers (online), or through tax officers.
 - Ability to amend assessments when changes to the original liability by performing the following assessment types:
 - 1- Public Services Assessment
 - 2- Self Assessment
 - 3- Deputy Assessment
 - 4- Calculation Error Assessment
 - 5- Administrative Assessment
- ▲ Appeal
- ▲ Write off debts
- ▲ Taxpayer Accounts
 - Provides the capability to properly account for the movement of money from the General Fund to Escrow accounts when a taxpayer makes payments and post all appropriate accounting transactions to the taxpayer's account
- ▲ Revenue Management (including tax payment and ledger module and property module)
- ▲ Installments
- ▲ Collection and enforcement
- ▲ Refund
 - Ability to use refunds to offset liabilities across tax types based on the status of the taxpayer's account
 - Ability to direct all or a portion of a refund as pre-payment of tax for the next period

Transfer credit

- Transfer monies received to other periods within the same tax type for the same taxpayer

Payment

- Apply money paid with a single payment to liabilities owed across multiple taxes and multiple periods
- Allocate money received to tax, penalties and interest according to the Business Rules
- Ability to reverse all transactions generated by a payment when the payment is returned by the bank, or by human mistake



Microsoft SQL Server 2008

Microsoft Windows Server 2008

Estarta Solutions is a global IT solutions provider and innovator, focusing on delivering solutions to the public, telecommunications and financial services sectors. Its offerings range from IT consulting to product development and solutions design and implementation. Powered by over two decades of global experience, the company's client base extends the US to Europe and the Middle East. The company is composed of highly talented and skilled teams of business and technical professionals. Estarta Solutions has strategic partnerships with, and is partially owned by, Microsoft Corporation and Cisco Systems.

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