

Adobe® solutions for tax and revenue authorities

Make tax filing easier and more convenient and see a higher rate of compliant filings



Adobe solutions in action

Over 1.5 billion PDF files have been downloaded from the United States Internal Revenue Service (IRS) website (www.irs.gov) since the IRS began posting them in 1998. Distributing PDF files online costs about a penny for 1,000 tax documents and forms, compared with about US\$6 for each individual taxpayer order sent via mail. Today, the IRS leverages a new generation of free Adobe Reader that supports automatic generation of 2D barcodes and allows constituents to fill in and save electronic forms while working offline. This improves the constituent experience and reduces the requirement for manual rekeying of tax forms.

Over the last decade, tax and revenue authorities have discovered that using online forms and automating back-end processes for tax filing can provide enormous benefits, including an increase in compliant filings due to fewer calculation and data-entry errors and a measurable reduction in the costs that accompany paper-based, manual processes.

Unfortunately, governments haven't been able to fully realize these benefits primarily because most current online systems result in poor user experiences that frustrate taxpayers to the point that they abandon the process midstream. Agencies need to engage citizens with better, more convenient experiences that also keep personal and corporate data secure—all while adhering to frequently changing regulatory mandates.

Adobe solutions for tax and revenue authorities help reduce the complexity surrounding tax and financial reporting, resulting in a higher rate of compliant filings. Rich Internet applications (RIAs) provide users with screens to guide them through the filing process, and intelligent PDF forms that look like familiar paper versions include additional capabilities to reduce errors, protect document security, and integrate data with agency back-end systems. With Adobe solutions, agencies can increase user adoption, streamline internal processing, strengthen information assurance, and achieve compliance.

Increase constituent adoption of electronic processes

To better engage users throughout the online filing process, Adobe solutions offer multiple filing options that do not require significant duplication of effort. For example, professional tax preparers and individuals who are comfortable with electronic tax filing can fill out a standard PDF form, apply their digital signature, and submit the data electronically. Individuals who need more guidance can access RIAs that will take them step-by-step through completing the form. These individuals may prefer to print out the documents, sign them, and mail them in, rather than submit their personal information over the Internet. Because filers use familiar Adobe® Reader® and Adobe Flash® software to enter their information, they can also work offline, where they can interrupt the process and return at a later time with none of their efforts lost.

And with Adobe solutions, these options can all be integrated with each other. For example, the citizen who uses an RIA to fill in data will also receive an automatically generated PDF form that can be printed for submission. The form can include a 2D barcode containing all the captured data so that, when the form reaches the agency, the data can be scanned in and instantly reintegrated with the more efficient electronic workflows.

A revealing industry statistic

In 2004, the Ohio Department of Taxation (ODT) saved almost US\$4.5 million because 2.4 million people filed electronically. Nearly US\$250,000 of the savings was from reduced staff costs alone, since ODT required 16,000 fewer hours to process returns.

The right solution for any enterprise architecture

The Adobe technology platform is standards based and can extend the value of existing IT investments by integrating with legacy CRM, ERP, document management, and form management systems. A rapid development environment makes it easy to create intelligent PDF forms and rich Internet applications to offer constituents greater choices for filing their taxes. Because Adobe solutions are flexible, they can be implemented in manageable phases to address the most pressing needs first, achieving a rapid return on investment. And integration with a rules engine provides the agility to make updates quickly in response to changing business requirements and government mandates.

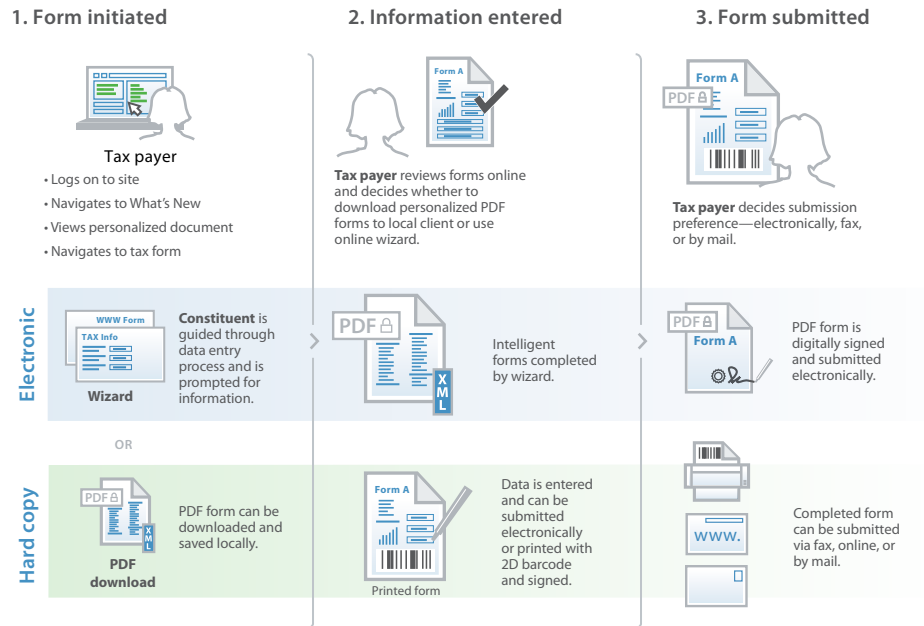
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Tax submissions using Adobe technologies



Adobe solutions benefit both agencies and taxpayers through faster, more secure processing of returns, refunds, and deposits.

Improve operational efficiencies and reduce costs

With the Adobe technology platform, agencies can apply a rules- and roles-based approach to automate internal workflows that foster collaboration and interoperability within and among agencies, and with the taxpayer. Adobe solutions can allow tax and revenue agencies to realize significant savings by reducing the staff costs required to process returns and improve the rate of compliant filings through more accurate data entry.

Strengthen information assurance

With Adobe solutions, agencies can create an environment of trusted communications and mitigate the risks of doing business online.

For example, intelligent documents can be encrypted, authenticated, and digitally signed, helping to protect the privacy and security of the information at every step of the process, as well as supporting nonrepudiation of electronic transactions—including verifiable tax submissions. And Adobe security controls enable agencies to revoke documents at any time and monitor version control, to validate that there hasn't been any tampering by unauthorized users.

Enhance e-government compliance

Adobe solutions help tax and revenue authorities rapidly deploy online filing options that satisfy e-government mandates for security, accessibility, and records retention, while providing the agility to respond quickly when regulations change. Agencies can also use the solutions to develop on-demand training, so employees and professional tax preparers stay informed of changes to the tax code, helping to ensure that citizens receive consistent, accurate advice when filing their returns.

Engage constituents with Adobe solutions for tax and revenue authorities

By making the process easier and more convenient, taxpayers will increase their willingness to file their tax returns online. Once that happens, tax and revenue authorities will finally be able to realize the enormous benefits that can be achieved with more efficient, secure, and compliant processes.

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