Adobe solutions for tax and revenue authorities

Make tax filing easier and more convenient, and achieve 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 the many benefits of using online forms and automating back-end processes for tax filing. These include 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.

Governments, however, haven't been able to fully realize these benefits, primarily because most online systems result in poor user experiences that frustrate taxpayers, leading them to abandon the process midstream. In response, agencies need to provide citizens and businesses with engaging experiences that also keep personal and corporate data secure—all while adhering to 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) guide users through a series of simple tax-filing questions and instructions. Intelligent PDF forms adhere to the look of paper forms, can be completed offline, and include additional capabilities to reduce errors, protect document security, and integrate form data with agency back-end systems. This flexibility in intake methods addresses the entire spectrum of tax filers—from novice to expert.

Increase constituent adoption of electronic tax filing

To better engage users throughout the electronic 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 signatures, and submit the data electronically. Individuals who need more guidance can access RIAs that will take them step-by-step through form completion. These individuals may also prefer to print out the documents, sign them, and mail them, rather than submit their personal information over the Internet. Filers can use familiar Adobe® Reader® and Flash® software to enter their information. Adobe Reader gives them the flexibility to work offline and to stop and start the process without losing their data.

Furthermore, Adobe solutions can integrate all of these options. For example, the citizen who uses an RIA to fill in data also receives 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 and integrated with more efficient electronic workflows.

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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.

Electronic tax filing solution

Core solution components:

- Adobe LiveCycle® Forms ES
- Adobe LiveCycle Reader Extensions ES
- Adobe LiveCycle Barcoded Forms ES

Optional solution components:

- Adobe LiveCycle Process Management ES
- Adobe LiveCycle Content Services ES
- Adobe LiveCycle Rights Management ES

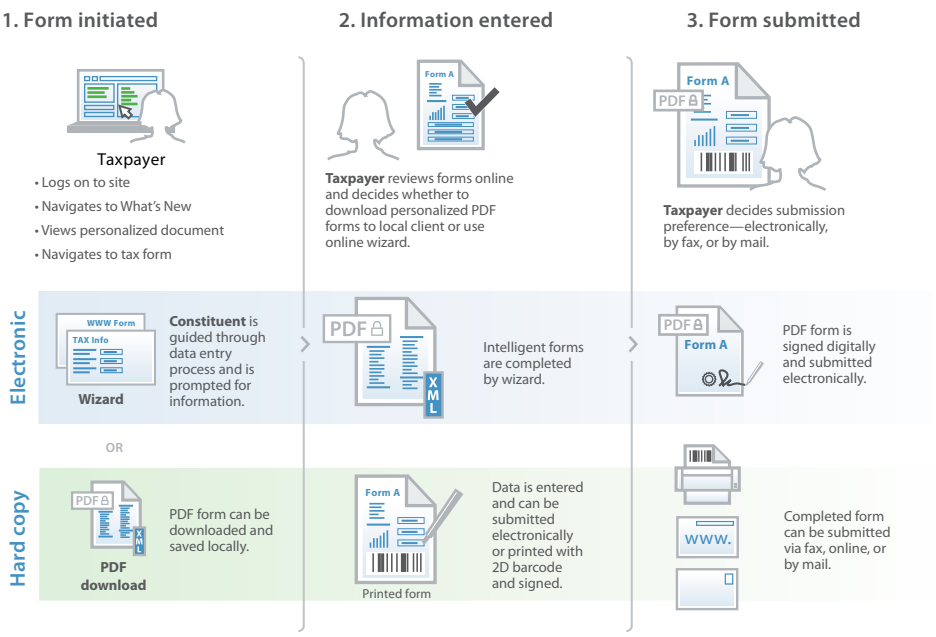
Rapid training solution

- Adobe Acrobat® Connect™ Pro
- Adobe Captivate®

For more information

For more details about Adobe solutions for tax and revenue authorities, visit *www.adobe.com/government*.

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 rule- and role-based approach to automate workflows that foster collaboration and interoperability within and among agencies, and with taxpayers. Adobe solutions allow tax and revenue agencies to realize significant savings by reducing the staff costs required to process returns and to 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 information at every step of the process, as well as supporting nonrepudiation of electronic transactions—including verifiable tax submissions. Adobe security controls enable agencies to revoke documents at any time and to monitor version control, so they can validate that there hasn't been any tampering by unauthorized users.

Enhance government compliance

Adobe solutions help tax and revenue authorities rapidly deploy online filing options that satisfy government mandates for security, accessibility, and records retention, while providing the agility to respond quickly when regulations change. Agencies can also develop on-demand training, so employees and professional tax preparers stay informed about 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, tax and revenue authorities have increased taxpayer adoption of electronic tax filing. And with the deployment of more efficient, secure, and compliant processes, they have achieved significant improvements in the form of increased efficiency, security of private information, compliance, and transparency.

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