Integrated Tax Management System
### System Users

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>State Revenue Committee</td>
<td>3,000</td>
</tr>
<tr>
<td>Armenian Taxpayers</td>
<td>50,000</td>
</tr>
<tr>
<td>3rd party Users</td>
<td></td>
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<td></td>
<td>Government bodies</td>
</tr>
</tbody>
</table>
Main characteristics

- Centralized
- Web based
- Integrated
- Open source
- Extendable architecture (software and hardware)
- Services provision to other parties
- Enhanced security
- User friendly interface
Old System vs. New System

Old System

- Multiple points administration
- High bandwidth for central database
- Difficulties with analyzing statistical data
- Difficulties with extension
- Absence of on-line services support
- Difficulties with 3-rd party information integration/management

New System

- Single point administration
- Low bandwidth for central database
- New features for statistical data analysis
- Extendable system
- Online services support
- New features for management of 3-rd party information integration/management
Integrated Tax Management System

System Design
How the system is designed?

**Base** – gathering of tax returns, payments, etc…

**Production** – Payments automation, notifications system, liabilities calculation, VAT refund, etc..

**Analysis** – cross checking of invoices, risk assessment, analytical reports, etc..
Central Database— A central database for storing data gathered from taxpayers, users etc…

Documents processing – Entry and processing of SRC documents (tax returns, taxpayer statements and audits)

Payments processing – Entry, import and processing of taxpayer payments

Individual Taxpayer accounts– Calculation of liabilities by taxes and representation of figures in different ways (tax cards/balance/, reports, etc…)

Registration– Registration of taxpayers, CRMs, objects, etc…
Production

- **Notification system** – A process of generating, sending, printing and management of notifications

- **Legal Acts** – Legal department document flow, court decisions

- **Cameral Checks** – Electronic check of tax returns

- **3-rd party information** – Information received from other gov. bodies

- **Online Services - Online Submission of Tax Returns** - Online services to taxpayers

- **El. Invoices** – Electronic invoicing system

- **GPRS enabled CRMs** – CRM’s fiscal values received via GPRS networks
Analysis

Risks Assessment system – A system to assess tax returns based on available information

Cross Checking system – A system to check received invoices against each other

Reports – various reports for analysis purposes
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Information Flow
Inputs

- Regional offices documents
- Gov. and non Gov. 3-rd parties
- On-line tax returns
- El. Invoices system
- Paper based information
- GPRS enabled CRM's system
Outputs

ITMS

- Reports
- Gov. and non Gov. 3-rd parties
- Analytical warehouse
- Business Intelligence
- On-line services
System users

Internet, LAN, WAN

ITMS

Intranet (WAN)

Regional Users

Terminals

Local network (LAN)

E-Gov. Systems

Internet

Headquarter users

Markets, users, taxpayers, gov. users
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Main Modules
Registration Data
Registration Data

- Centralized registration and management of Taxpayers,
- TIN assignment
- Registration of taxpayers on State Registry body
- Registration and management of taxpayer related objects (Business addresses, CRMs, books, etc…)
- Linking Object and CRM, Object and Taxpayers’ books,
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Main Modules
Tax Returns online submission
Online Forms Submission

- Online users management
- User signatures management
- Draft tax returns
- Submitted tax returns review and receipt
- Tax returns filling and submission
- Taxpayer Notifications
- News and Events
- Electronic services for taxpayers
Online Forms Submission

- Online users management – A tool to register a taxpayer as an online user, necessary information gathering included
- Users signatures management – A tool that keeps track of users electronic signatures and CA’s
- Draft tax returns – Ability to store tax returns for further editing and submission
- Tax returns filling and submission – A process by which a user signs and submits filled declarations
- Submitted tax returns review and receipt – Ability to present to users tax returns received electronically and in paper. For electronic tax returns system generates receipts as a proof of successful submission.
- Taxpayer Notifications – Ability to show to users notifications form SRC.
- News and Events – Ability to show upcoming news and events (textual information filled by SRC users).
- EL. Services - SRC registration data and received payments review and track.
- Online Feedback form – Ability to receive taxpayers feedback through the system
Online Forms Submission Process

1. Fill in tax return
2. Download the tax return as PDF file
3. Electronically Sign PDF file
4. Submit PDF file
5. Receive receipt
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Main Modules
Personal Accounts
Personal Accounts

- Transactions based
- Automatically and continually calculates (re-calculates) liabilities
- Each transaction is linked with source document
- Dynamic re-calculation on tax returns and payments adjustments
- Flexible solution through manual additions or deductions
- Centralized tax returns, payment deadlines and holidays dictionaries
- “Targeted” payments support
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Main Modules
Payments Processing
Payments Processing

Receive payments
- Receive payments from Treasury
- Import the information into the system
- Manual entry by Regional offices

Register data
- Register data into Personal Accounts
- Re-calculate taxpayer liabilities
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Main Modules
Cross-Checking, EI-Invoices
Cross -Checking, El-Invoices

- Availability to review and search through submitted el-invoices for system users
- Cross checking of El-invoices for a date period by predefined rules
- Ability to look-up in found discrepancies
- Report inconsistencies to a taxpayer via notifications either in paper or electronically
- Generation of numbered (identifiable) paper based invoices
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Main Modules
Taxpayer Risks Assessment System
Taxpayer Risks Assessment System

- Assessing taxpayers on the basis of filled tax returns, assigning “risky” points to each tax return
- Listing taxpayers in accordance with their riskiness
- Flexible extracts from taxpayers list
- User friendly risk criteria creation mechanism
- Extendable system for adding new risk rules and risk criteria
Taxpayer Risks Assessment System

- Assessment for selected taxpayers and periods
- Ability to create risk rules for a group of taxpayers or an individual taxpayer
- Centralized management of risk rules and risk criteria, including criteria editing, adding, disabling, etc...
- Report on assessment result for each taxpayer or tax return
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Main Modules
GPRS Enabled CRMs
GPRS Enabled CRMs

Internet

Outside users

Mobile network (GPRS)

Central system & Web site

SRC Users

CRM

CRM

CRM
System Interface

Interactive web pages that require IE7, FF3

Reports generated in MS Excel and Adobe PDF formats
Thank You!
Questions?