



Two Perspectives on Business Tax Filing: San Francisco and HMRC

Josh van Tonder | Solution Manager, Public Sector Services



Business Taxes in San Francisco



1. Background
2. Challenges
3. Solution
4. Benefits
5. Next Steps



Who is San Francisco Office of the Treasurer and Tax Collector?

Office of the Treasurer and Tax Collector

Home About Us Property Zone Business Zone Community Zone Online Services News and Releases Employment Contact Us

Enter keyword **GO**

IN THE NEWS

[>> Subscribe to the Newsletter](#)

- 2010-2011 Business Registration Renewal & 2009 Payroll Expense Tax Filing
- 2009-2010 Secured Property Tax Bill information
- Notice of Opportunity for Prepayment Reduction
- Condo Conversion - Tax Certificate Info
- The text of Proposition Q, Modifying the Payroll Expense Tax
- Notice to hotels regarding Tourism Improvement District

[>> More](#)

José Cisneros, Treasurer
In September 2004, Mayor Gavin Newsom appointed José Cisneros as Treasurer for the City and County of San Francisco. As Treasurer, he serves as the City's banker and chief investment officer, managing all tax and revenue collection for San Francisco. He was elected to a full term in November 2005.

[>> Read More](#)

Business Zone

- Business Registration
- Payroll Tax Statement
- Download Business Forms
- Business Name Search
- Hotel/Parking/Utility Tax
- Tax Collector Rulings

Property Zone

- Look up your tax bill online
- Property Tax FAQ's
- Your Annual Tax Bill
- How To Pay Property Tax
- Tax Info for New Owners

Community Zone

- Transit Passes
- Passport Services
- Golf Resident Card
- Obtaining a Dog License
- Alarm License Application (pdf)
- US Census
- Absent Heirs

Online Services

- Business Online Services
- Payroll Tax Filing & Registration

About Us

- Investment Report
- Annual Report & Efficiency Plan

Contact Us

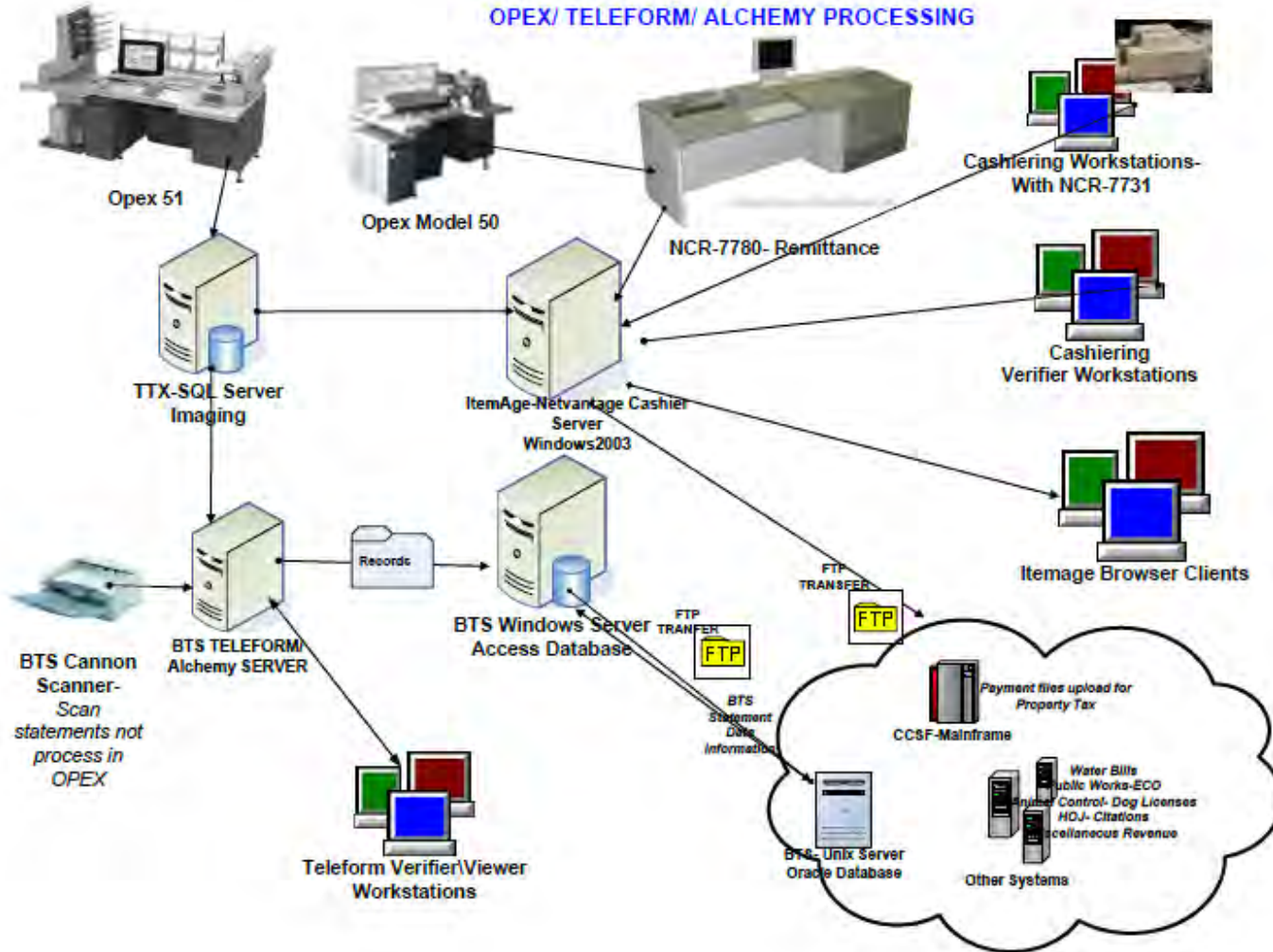
- Telephone Numbers
- Mailing Address

Challenges and Constraints



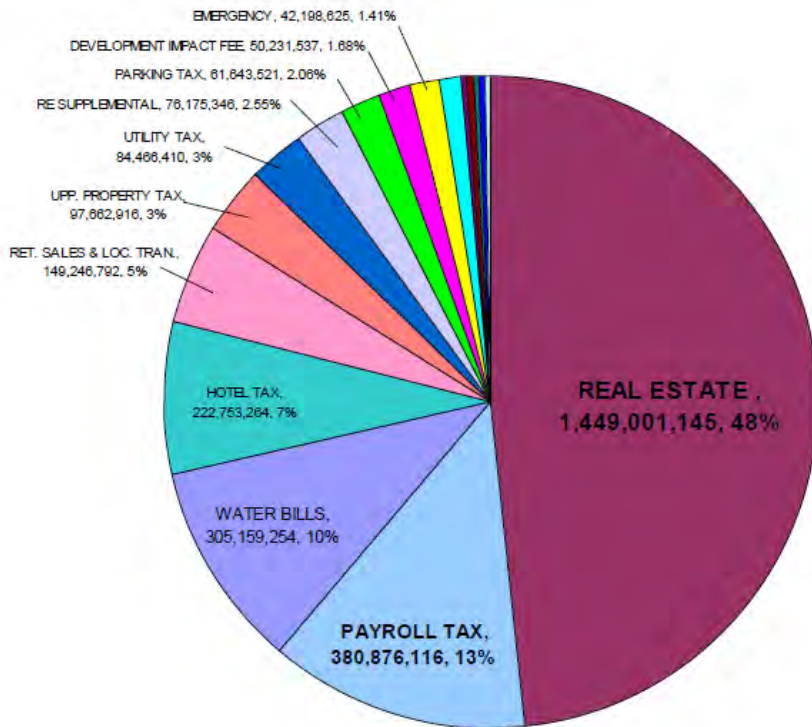
- Declining revenue
- Front-line staff interactions
 - Paper processing
 - Manual work flows
- Citizen Interactions
 - Time consuming forms
 - Accommodate diverse users

Rip and replace of legacy systems wasn't an option

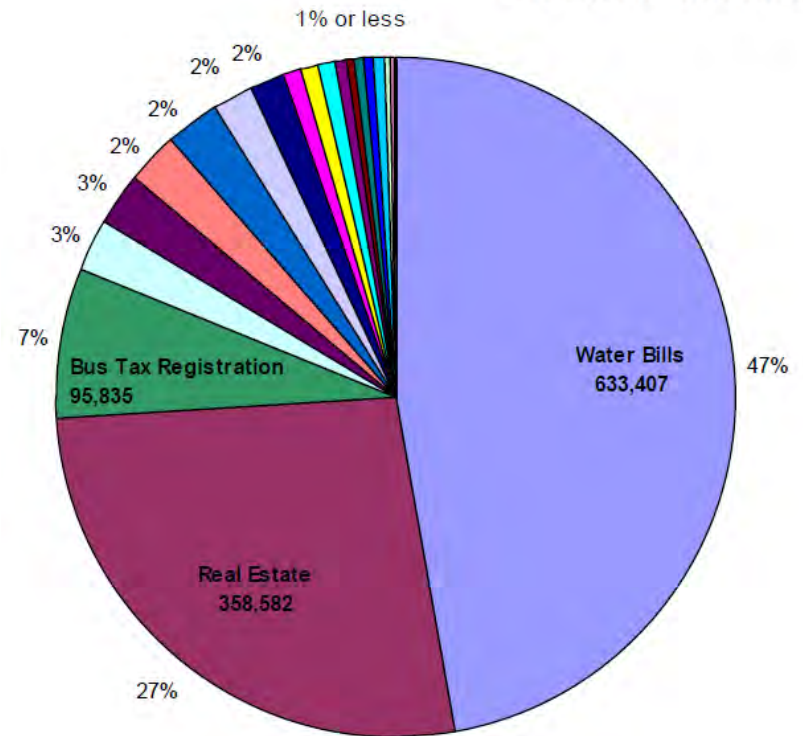


Business taxes as phase 1

TOTAL REVENUE
FY07-08
\$2,991,034,356



Volumes of Items
Processed for 2007-2008



Business taxes as phase 1

PAYROLL EXPENSE TAX STATEMENT

SAN FRANCISCO TAX COLLECTOR
 BUSINESS TAX SECTION
 P.O. BOX 7425
 SAN FRANCISCO, CA 94120-7425
 TAXPAYER ASSISTANCE: (415) 554-4400, www.sfgov.org/tax

2009 LONG FORM SCHEDULE C

CERTIFICATE NUMBER		TAX YEAR 2009
--------------------	--	-------------------------

PAYROLL EXPENSE TAX CALCULATIONS

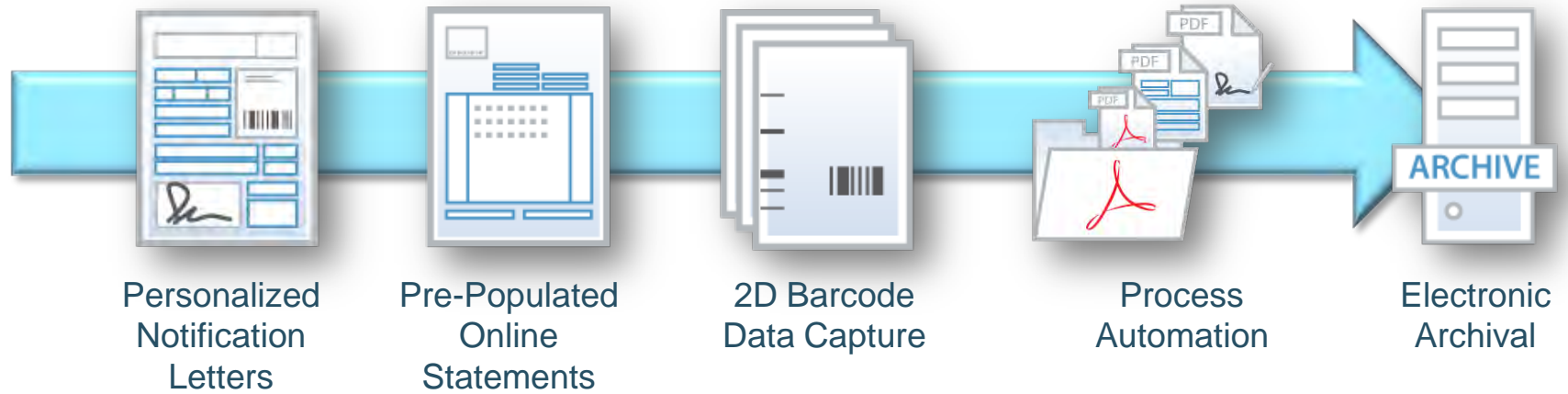
Column A

Column B

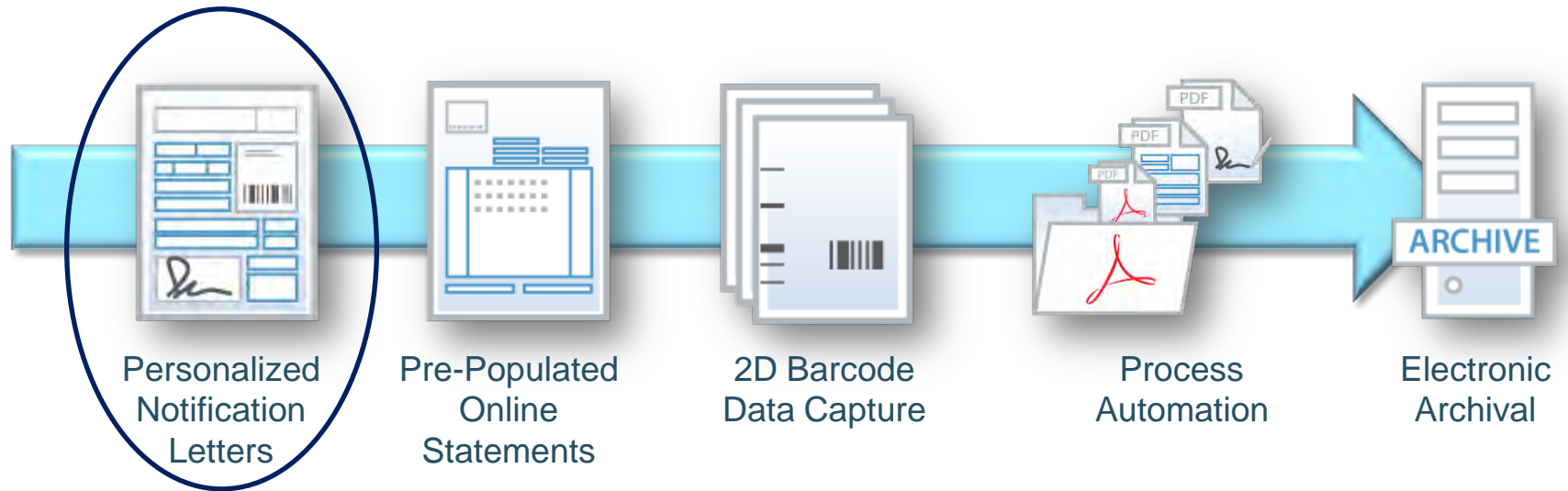
Column C

Locations (non-SF = 999)	NAICS Code	No. of taxable SF employees for 2009	Gross Payroll Expense	Exempt Payroll Expense	Taxable Payroll Expense
1 DBA <input type="text"/> LOC <input type="text"/>	<input type="text"/>	<input type="text"/>	DBA Name and Location Address <input type="text"/>	<input type="text"/>	
2 DBA <input type="text"/> LOC <input type="text"/>	<input type="text"/>	<input type="text"/>	DBA Name and Location Address <input type="text"/>	<input type="text"/>	
3 DBA <input type="text"/> LOC <input type="text"/>	<input type="text"/>	<input type="text"/>	DBA Name and Location Address <input type="text"/>	<input type="text"/>	
4 DBA <input type="text"/> LOC <input type="text"/>	<input type="text"/>	<input type="text"/>	DBA Name and Location Address <input type="text"/>	<input type="text"/>	

Improved Electronic Process

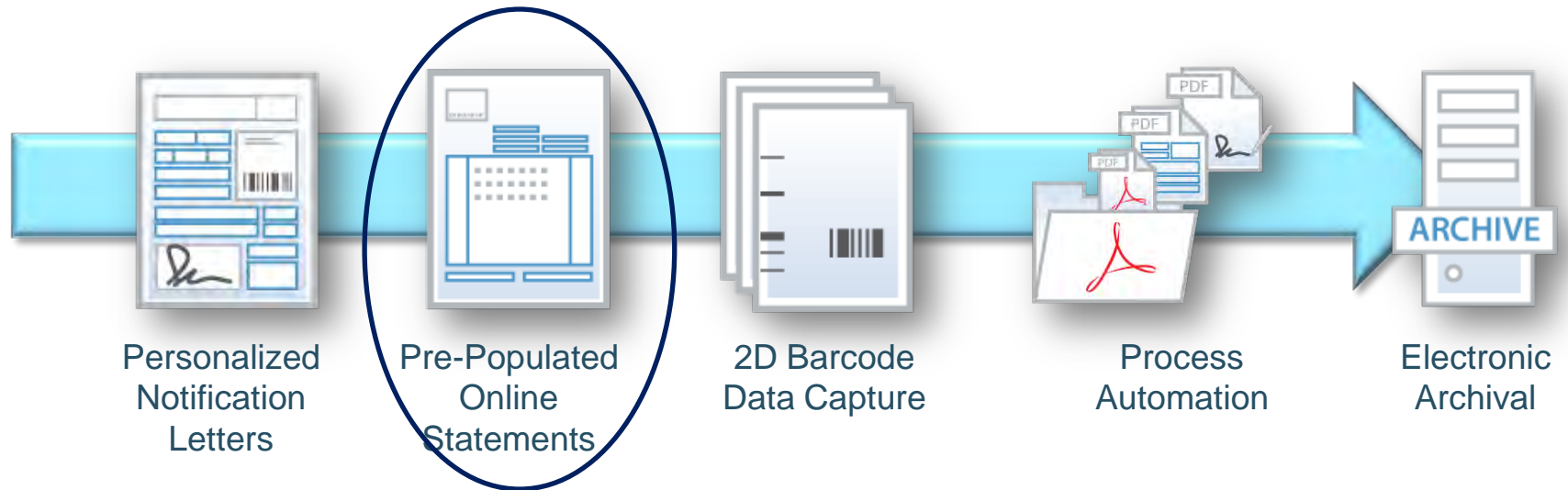


Personalized Notification Letters




- ❑ Automated generation of personalized paper letters
- ❑ Contain business's unique Tax ID and Certificate ID

Improved Electronic Process



Pre-Populated Online Statements



REGISTRATION RENEWAL AND PAYROLL EXPENSE TAX FILING
 SAN FRANCISCO TAX COLLECTOR
 BUSINESS TAX SECTION
 P.O. BOX 7432
 SAN FRANCISCO CA 94120-7432
 TAXPAYER ASSISTANCE: (415) 254-4400 www.sftaxcollector.org

BUSINESS REGISTRATION
 RENEWAL FOR
07/01/10 - 06/30/11

CERTIFICATE NUMBER: Last four digits of tax ID: XXXXXXXXXX **Registration Fee Page**

NAME OF PERSON COMPLETING FORM	
PHONE ()	
TITLE	
EMAIL	

INSTRUCTIONS: Complete, print, sign and date the form and submit with your payment on or before 2/28/2010.
 Note: If the due date falls on a weekend or legal holiday, the deadline to file and/or pay without incurring penalties, interest, and an administrative fee is the close of business on the next business day. Please see Registration Renewal Help for additional information. www.sftaxcollector.org/registration-renewal

REGISTRATION RENEWAL

Renewing Your Registration: Your current Business Registration Certificate will expire after 06/30/2010. To renew the certificate for fiscal year 07/01/2010 thru 06/30/2011, complete the form below and pay amount due.

Registration Fee Renewal - Pay amount on this line on or before 02/28/2010. \$ 0.00

OR

Not Renewing Your Registration: Please check the appropriate box and provide the requested information. BP closure date: _____

Business has ceased in SF, changed ownership type, or been sold.

Business will cease in SF, change ownership type, or be sold on or before 06/30/2010. (If your SF closure business date is on or after 01/01/2010, you are required to file a 2010 Payroll Expense Tax Filing statement. See Registration Renewal Help.)


If sold, name, address, and phone number of new owner: _____

Answer the following questions to identify sections you are required to complete.

YES NO 2009 taxable San Francisco gross payroll expense was greater than \$66,666.33.

YES NO I would like to add attachments.

REV (2/12/2010)

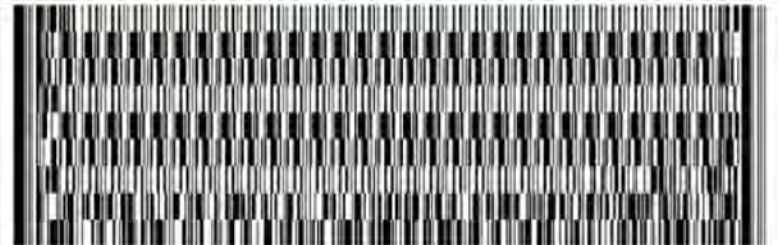


REGISTRATION RENEWAL AND PAYROLL EXPENSE TAX FILING
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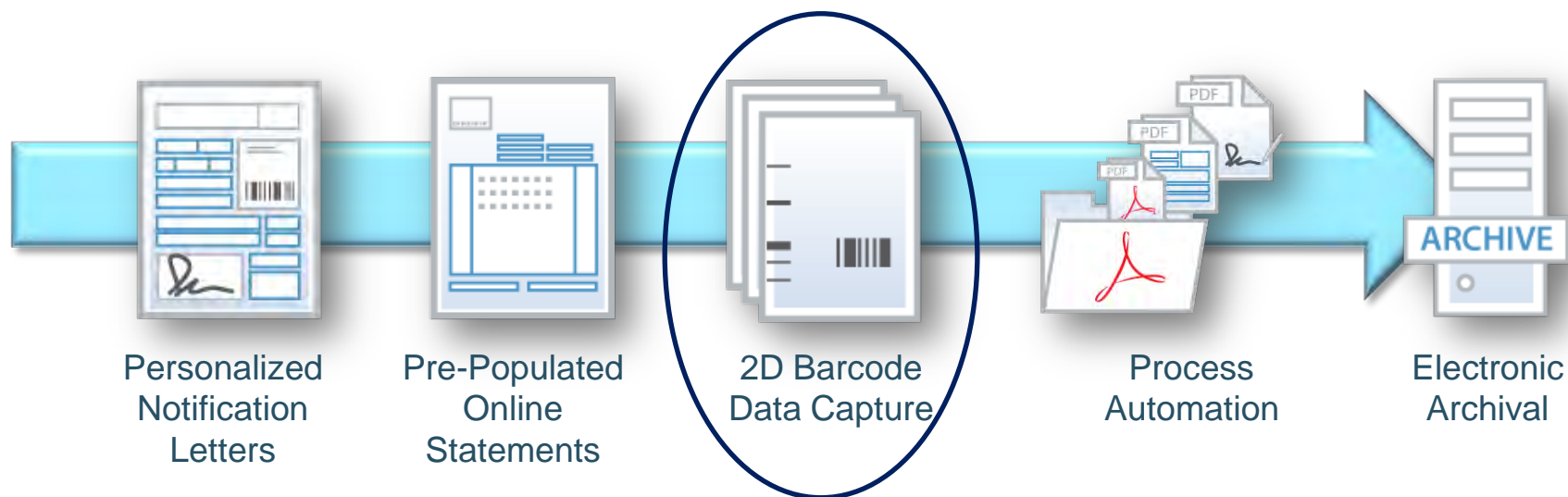
DELINQUENT AFTER **2009**
 02/28/2010

CERTIFICATE NUMBER: _____ **Location Page**

PAYROLL EXPENSE TAX CALCULATIONS PERIOD COVERED: 01/01/2009 - 12/31/2009

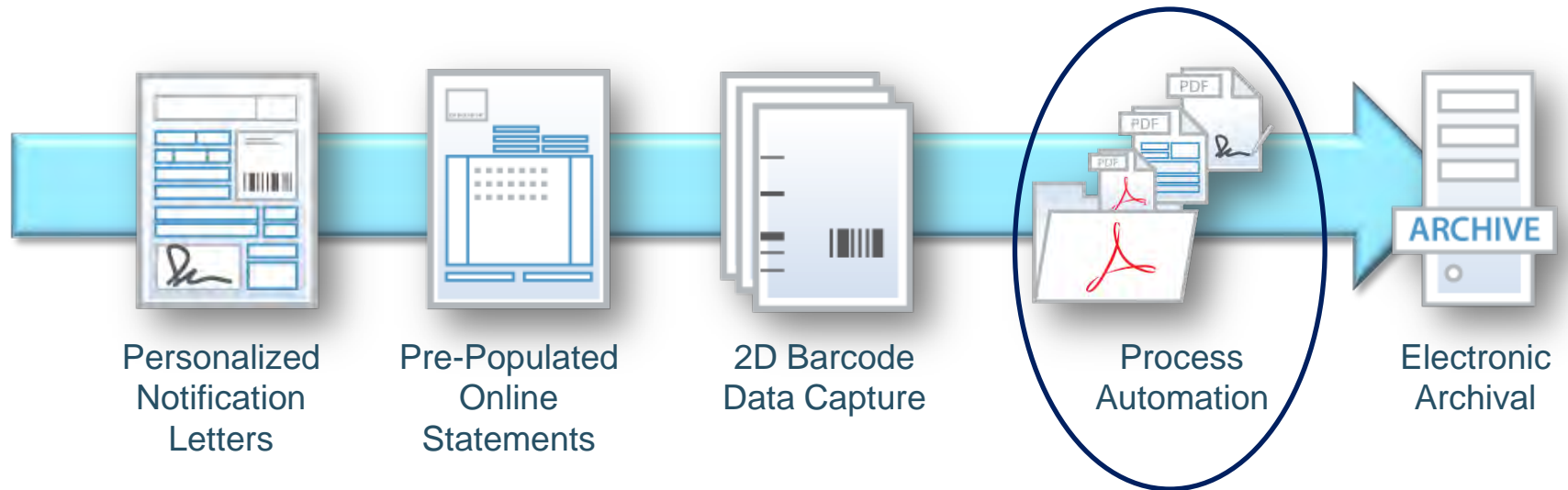
LOCATIONS (non-SF = 999)	NAICS Code (NOT required)	Is it eligible for programs for SF?	Gross Payroll Expense	Non SF Exempt Payroll Expense	Taxable Payroll Expense
1 DBA: [] LOC: []	[]	[]	\$	\$	\$ 0.00
<input type="checkbox"/> Check here if you are claiming a Biotechnology or Clean Energy exclusion or Enterprise Zone tax credit for this location. <input type="checkbox"/> Inactive Location					
2 DBA: [] LOC: []	[]	[]	\$	\$	\$ 0.00
<input type="checkbox"/> Check here if you are claiming a Biotechnology or Clean Energy exclusion or Enterprise Zone tax credit for this location. <input type="checkbox"/> Inactive Location					
Start Date for new location: _____					
					
3 Totals			\$ 0.00	\$ 0.00	\$ 0.00

2D Barcode Data Capture



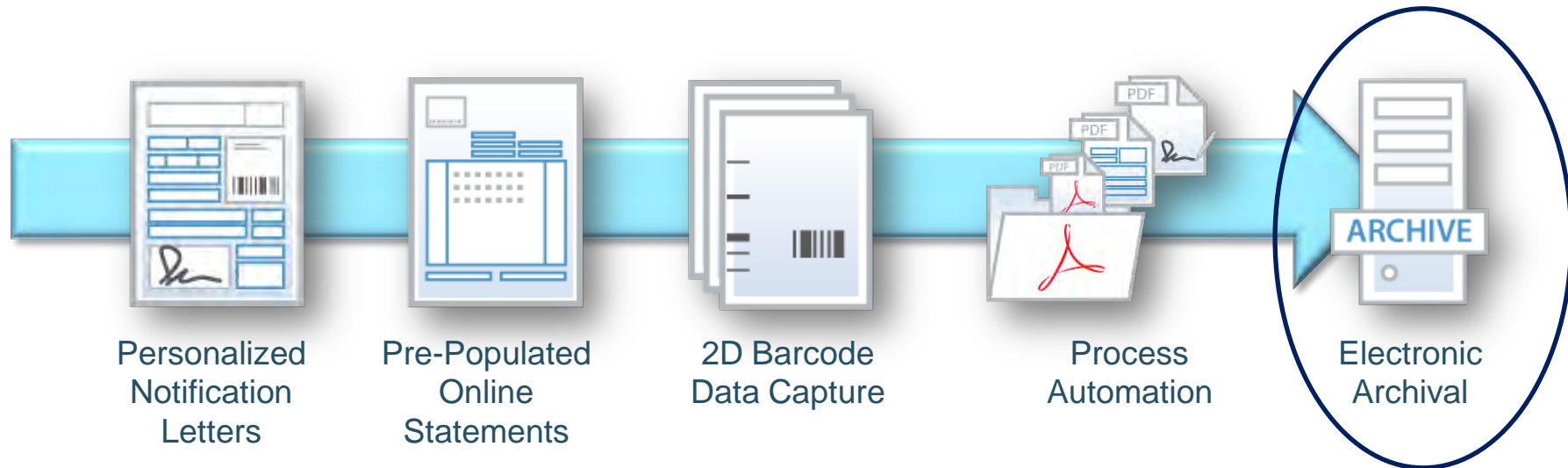
- User prints out form with 2D barcodes
- Mail in with wet signature
- Reconstitute PDF at SF

Process Automation



- Workflow automation
- Exception handling

Process Automation



- Archival compliance using PDF/A
- Electronic search and retrieval

Office of the Treasurer & Tax Collector
City and County of San Francisco



José Cisneros, Treasurer

*****Press Release*****

Treasurer José Cisneros urges businesses to take advantage of new online tax system

Business Registration Renewal and Payroll Expense Tax statements easier to file using new online system in advance of the February 28 deadline

Contact: David Augustine, Treasurer's Office, 554-7601 (office)

Date: February 24, 2010

SAN FRANCISCO — Treasurer José Cisneros urged businesses in San Francisco to complete their business registration and payroll expense tax filings by February 28, 2010, by using a new streamlined electronic process to fill out and print their tax documents.

The new online system combines the Registration Renewal Form and Payroll Expense Tax Statement into one convenient filing process. It also provides a clear and more user-friendly way for businesses to fill out their forms by providing guided entries, automated calculations, and fewer questions to answer. This new "smart form" also utilizes modern technologies that enable it to be processed more quickly, securely, and efficiently by the Treasurer's Office.

"We are constantly seeking ways to make the registration and filing process simpler and easier to use," commented Treasurer José Cisneros. "This year marks one big step forward, and in coming years we will be moving toward online filings and payments in other areas as well."

All San Francisco businesses that had over \$66,666 in taxable payroll expense last year should have received a notification letter containing their certificate number and the last 4 digits of their Business Tax Identification Number. This information is required to use the online system.

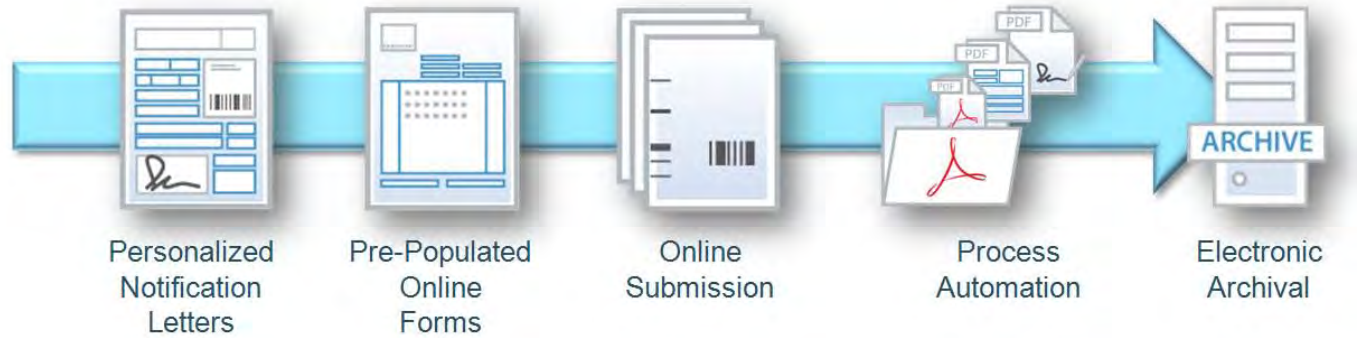
Based on the Adobe LiveCycle Enterprise Suite (ES), the new system enables businesses to more easily and quickly complete forms. In addition, the Treasurer's Office can now capture, process and store tax form data with high accuracy in a streamlined workflow that will deliver significant productivity improvements.

City Hall - Room 140 • 1 Dr. Carlton B. Goodlett Place • San Francisco, CA 94102-4638
415-554-4400 telephone • 415-554-5507 fax

more user-friendly way for businesses to fill out their forms by providing guided entries, automated calculations, and fewer questions to answer

- Rapid deployment
- Lowered administrative costs
- Improved customer service
- Improved data accuracy
- Adopted by 25% of businesses
- Reduced manual data entry errors

Expanding and leveraging the platform investment



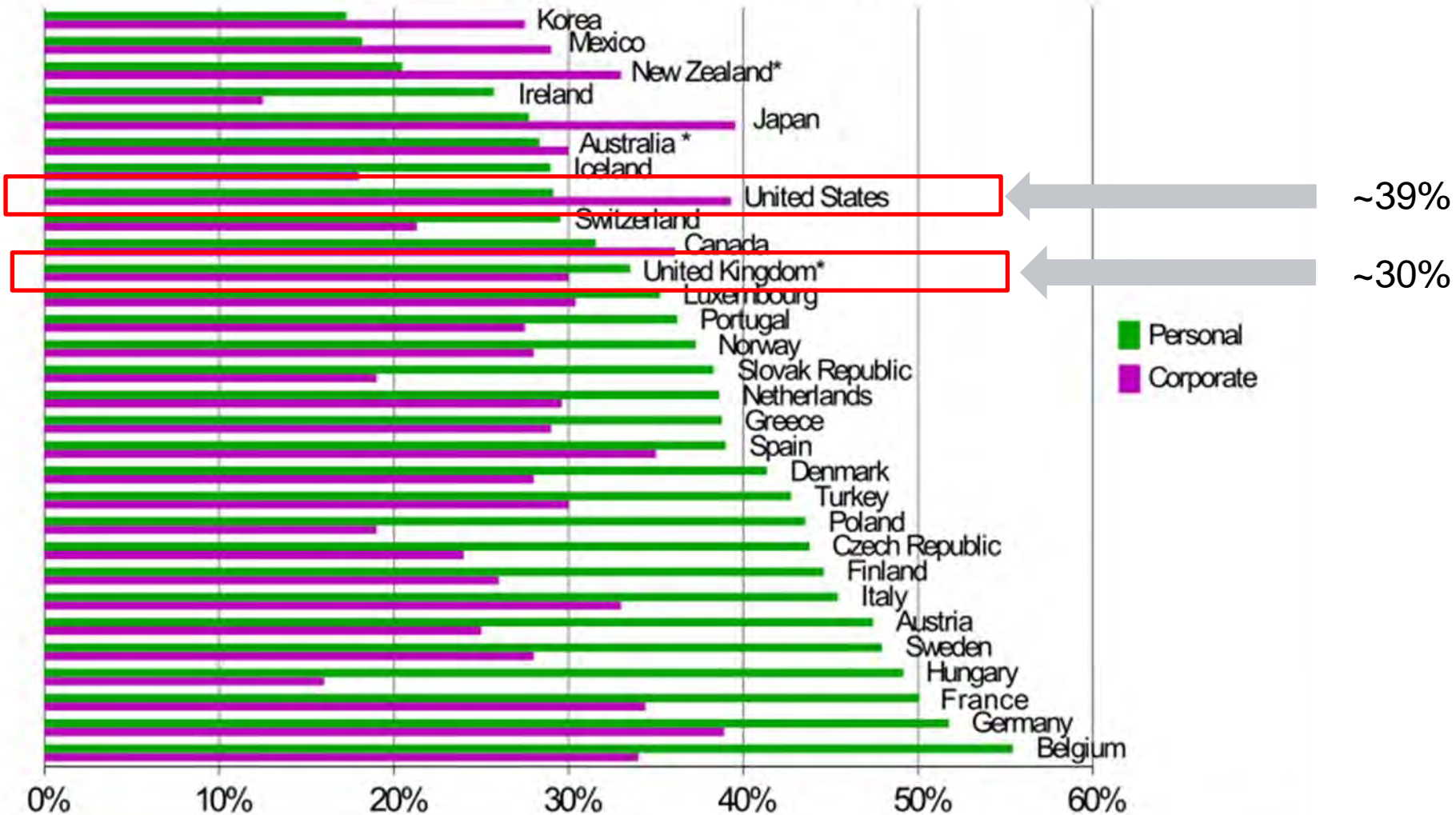
Hotel Tax		✓	✓	✓	✓
Property Tax	✓				✓
License Notifications	✓				✓

Another perspective on electronic corporate tax filing




Putting the UK in context

Mean Income Tax Rates in the Year 2005
as a Percentage of Income by Country



Source: http://en.wikipedia.org/wiki/Tax_rates_around_the_world

Who is HMRC?



HM Revenue & Customs

[About us](#) [Contact us](#) [Online services](#) [Site map](#) [Help](#)

 [» Tax agents and advisers](#)

Good Afternoon

Welcome to HM Revenue & Customs

Our purpose is to make sure that the money is available to fund the UK's public services. We also help families and individuals with targeted financial support. Our [About Us](#) section includes 'Your Charter' explaining your rights and obligations, plus details of how to obtain [Freedom of Information](#) data.



→ individuals & employees

- Tax credits
- Child Benefit
- Income Tax
- National Insurance
- Self Assessment
- Coming to the UK
- Pensioners
- Self-employed
- [More topics »](#)

→ employers

- PAYE - all tasks
- Getting started
- New employees
- File P45/P46
- Expenses/benefits
- Statutory pay
- PAYE/NICs rates
- CIS
- [More topics »](#)

→ businesses & corporations

- VAT
- Corporation Tax
- Starting a business
- Import & export
- Pension schemes
- Stamp Taxes
- Partnerships
- Trusts
- [More topics »](#)

Challenges: Policy drivers

Review of HMRC Online Services

Lord Carter of Coles
March 2006

Further copies of this document can be obtained from:
HMRC Online Services
Bush House
3rd Floor, SW Wing
The Strand
London
WC2 4RD
Telephone 020 7084 5553

March 2006
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Electronic delivery of business tax returns by 2012

XBRL for corporate returns by 2011

Joint Filing with Companies House by 2013

Challenges: website crash for 2006-07 tax deadline

guardian.co.uk

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News Sport Comment Culture Business Money Life & style Travel Environment TV Video Community Blogs Jobs

Money Income tax

Tax return deadline extended after website crashes

Hilary Osborne

guardian.co.uk, Thursday 31 January 2008 16:57 GMT

[Article history](#)

Taxpayers have been given an extra 24 hours to file their self-assessment forms after problems with the [HM Revenue & Customs website](#) caused chaos ahead of the original midnight deadline.

The deadline to file returns for the 2006-07 tax year was midnight tonight, but technical difficulties have prevented some taxpayers from being able to access their records online.

A spokeswoman for HMRC said more than 104,000 people had managed to file online today, but those who had encountered problems have until midnight on Friday to get their returns in without facing a fine.

"HMRC takes any disruption of service very seriously and to reflect this no one who files electronically or by paper by midnight Friday, February 1

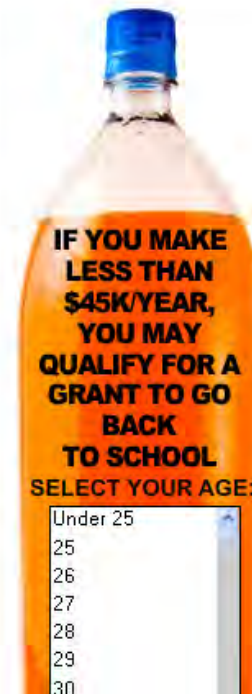


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A larger | smaller

Money
Income tax · Tax



Challenges: How to support Mom & Pop businesses?



Source: <http://www.flickr.com/photos/bhlubarber/2213066100/>

Main menu

- ▶ Your HMRC services
- ▶ Your account
- ▶ Direct Debit payment
- ▶ Tools & Calculators

Your HMRC services

Services you can use

- | | |
|---|------------------|
| Corporation Tax (CT)
UTR: 7424404621 | ▶ Access service |
| Site content tools
Allows you to monitor content relating to matters dealt with by the former HM Customs & Excise and get notifications when content changes. | ▶ Access service |
| VAT Registration
For businesses or their agents to apply for VAT registration. | ▶ Access service |

Services you can add

- | | |
|---|---------------------|
| Alcohol & Tobacco Warehousing Declaration (ATWD)
Provides a free to use service, which allows excise warehousekeepers to submit their Excise warehousing Form (W1) online. | ▶ Enrol for service |
| Construction Industry Scheme (CIS)
For contractors to submit CIS verifications and monthly returns on behalf of their clients. | ▶ Enrol for service |
| Duty Deferment Electronic Statements (DDES)
For traders with deferment approval, to view and download statements transactions. | ▶ Enrol for service |
| electronic Binding Tariff Information (eBTI)
For importers, exporters and/or their representatives, who require a legally binding ruling on the Tariff Classification of their goods. | ▶ Enrol for service |
| Excise Movement and Control System (EMCS)
For excise businesses to capture, process and report on movements of their excise goods under duty suspension. | ▶ Enrol for service |
| ... | ▶ Enrol for service |

Improving Computation Reporting

Menu

① Introduction

② Accounts

③ Computations

④ CT600

⑤ Final review

⑥ Declaration

Computations

* Indicates required information

In this service you can enter information about your profit and loss and trading account. This will assist you in calculating your profit or loss adjusted for tax purposes and automatically complete most of the form CT600 Company - Short Tax Return for you.

If you don't use this service you will be required to attach your computations in inline XBRL or PDF format before you submit your Company Tax Return. This service will not be able to cross check any of the figures in your form CT600 Company - Short Tax Return if you provide separate computations.

To see if this service is suitable for you, please follow the link.

[Who can use the Computations service?](#) ▶

If you don't use this service you will need to attach your computations in inline XBRL or PDF format when submitting your Company Tax Return. You may wish to use commercial software to do this.

In order to attach files you will need to use Adobe Acrobat Reader version 9.2 or above. You will have to set the Trust settings in Adobe Acrobat Reader, so that the attachments are secure within the form. To find out more about attaching files and the formats permitted follow the link below.

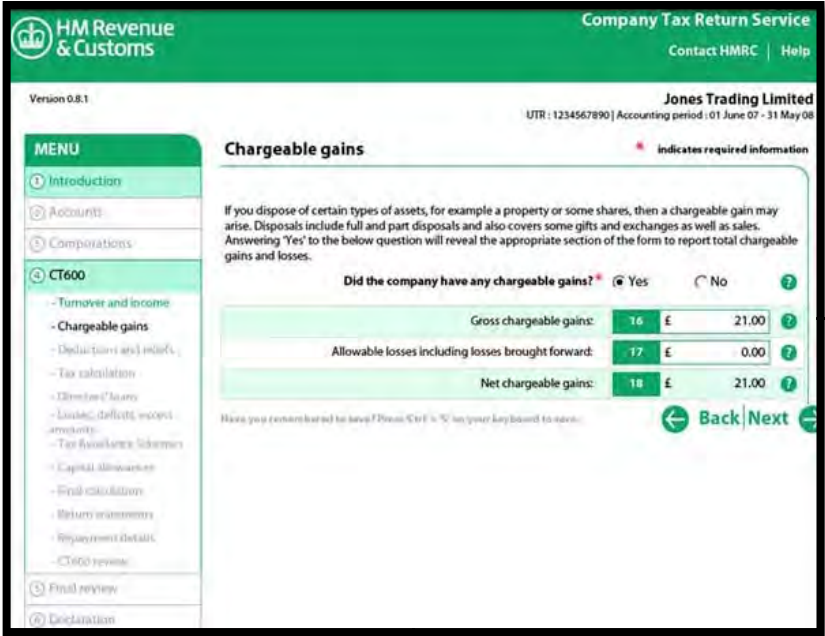
[Find out more about inline XBRL and PDF](#) ▶

Do you want to use the computations service? * Yes No

Have you remembered to save? Press 'Ctrl' + 'S' on your keyboard to save.

[←](#) Back | Next [→](#)

Architectural integration



Authentication

Digital
Certificates

Rules Engine

Portal

Documentum

Measurable Benefits

- 2,000,000+ users by 2011
- FTE savings through reduced re-keying
- Cost saving of reduced paper storage and postage
- Improved data accuracy by removing re-key errors
- Increased amounts of data captured into accounts and computations
- Improved risk analysis and better targeting from improved data
- Increased compliance yield as result of better targeting
- Reduced hardware infrastructure cost -v- online solution

What does the future hold?

- Joint Filing with Companies House to be delivered by April 2011
- An additional 7 taxation areas within HMRC have been identified for further deployment



Phased Implementation for Tax Filing & Auditing

1



Paper Form

Print & Fill

- Print & Read

2



Basic eForm

Fill & Print

- Text Fields
- Validations

3



Interactive eForm

Fill, Sign, Submit

- Typed Fields
- Validations
- 2D bar codes
- Digital Signatures

4

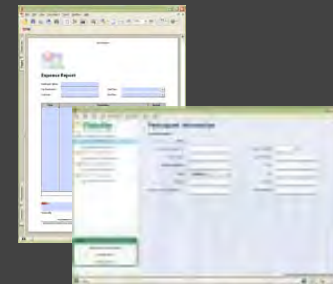


Dynamic eForm

Store, Process

- Pre-populate
- Document Routing
- Rights management
- XML
- Form Fragments

5

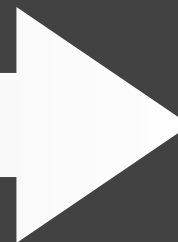


Form Guide

Case Management

- Data Capture
- Case Management

**Intelligence
ROI**



Common themes to improving the citizen experience....



- Hide the complexity
- Bridge the online - offline world
- Reduce software barriers
- Accommodate user base

...that can help meet agency goals

Questions?

- San Francisco TTX

<http://www.sftreasurer.org/etaxstatement>

- HMRC

<http://www.hmrc.gov.uk/demo/organisation/corporation-tax/>

- Adobe Government Solutions <http://www.adobe.com/government/>

- Email Contacts

- Josh van Tonder, Solution Manager, WW Government Solutions,
jvantonder@adobe.com
- Email: govmarketing@adobe.com



Adobe