



Compliance Portals – The Next Step

Presented by: Jim Hale

2017 FTA Technology
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9:45 am – 10:45 am

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Agenda

Welcome & Introduction to CGI

History Brief: Portals and Tax Agencies

Foundation Principles

Examples of Compliance Specific Portals

Conclusion



Welcome & introduction to CGI

CGI is the 5th largest independent IT and business process services firm in the world

65,000

professionals

\$5B

increased collections

95%

on-time, within budget delivery

400

offices

9/10

client satisfaction score

176

mission-critical IP-based solutions

40

countries

\$10.3B

annual revenue

\$20.7B

backlog

Statistics verified as of November 11, 2015.

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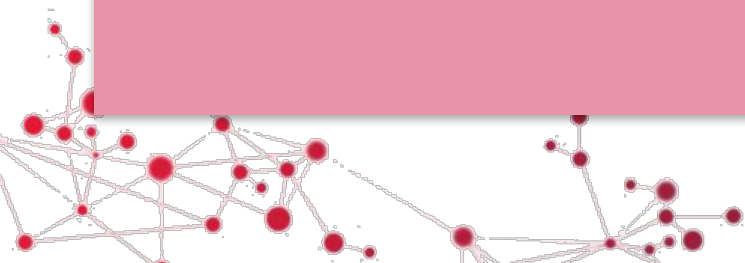
Welcome & Introduction to CGI

History Brief: Portals and Tax Agencies

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History Brief: Portals and Tax Agencies



In the beginning, tax agency portals focused on:

- Front end functions
 - Registering businesses
 - Filing returns
 - Providing reference documentation for FAQs
- High transactional volumes provide benefits to both the department and the taxpayer
- These types of portals have become status quo for tax departments
- Compliance limited to self service payment agreement

Increased volume due to automation in collections means that many collection interactions are hitting critical mass to become candidates for migration to a portal environment



History Brief: Portals and Tax Agencies

A new day is dawning

Tax departments are looking to expand self service portal channels due to:

- Staffing limitations
- Resource constraints
- Changing process demands

Non-traditional portal partners to leverage:

- Outside Collection Agencies
- Employers managing:
 - Levies
 - Garnishment
 - attachments
- Bankruptcy Trustees
- Referring Agencies (in a centralized environment)

Why this is ideal:

- Win-win for both parties
- Standardizes information
- Real time access for the most up to date information

Key Question to Ask:
“Are there people I deal with on a day to day or week to week basis that could be directed to a portal instead of one of my agents having to respond?”



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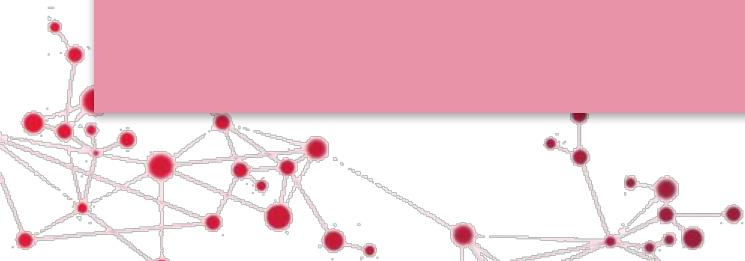
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Foundation Principles



Security

- Originally a shared secret was enough for payment plans
- With the expansion of users, a centralized registration process is highly desired
- External partners should have specific users defined instead of one generic user



Auditing

- Established users facilities auditing who is viewing what information and when



Pub1075/FTI

- Need to think through if these external partners can view FTI information
- Collection solution needs to support identifying and tagging FTI data



Technical Architecture

- Browser independence
- Support for mobile devices
- Several existing frameworks support and facilitate these goals
- Reporting

Initial Landing Page - Computer

Debtor Portal - Main Cas

localhost:9121/CACSGIIA/servlet/IIAServlet

Apps Debtor Portal Login

Debtor Portal

Pay Now **\$235,078.80**

Leslie Magnusdottir

Case Summary

Name: Leslie Magnusdottir Account Number: 111222333

My Account

Debt Type	Balance
Individual Income Tax	\$123,967.80
Individual Income Tax	\$111,111.00
Total Balance:	\$235,078.80

My Contact Information

Leslie Magnusdottir [Edit](#)

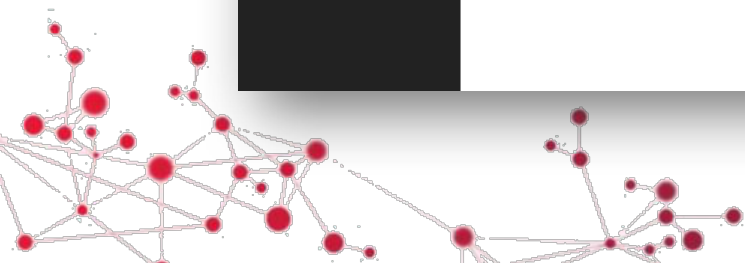
1442 West Hollywood
Chicago, IL 12345

County: Clearwater

Main: (703) 555-1212

Fax: (612) 555-1100

Warning: If the Account Name does not match you account please exit out of the application immediately and report the issue by calling the phone number on your billing notice.



Initial Landing Page - Mobile

iPhone 6 375 x 667 100%

Debtor Portal [Menu]

Pay Now \$235,078.80

Leslie Magnúsdóttir

Case Summary

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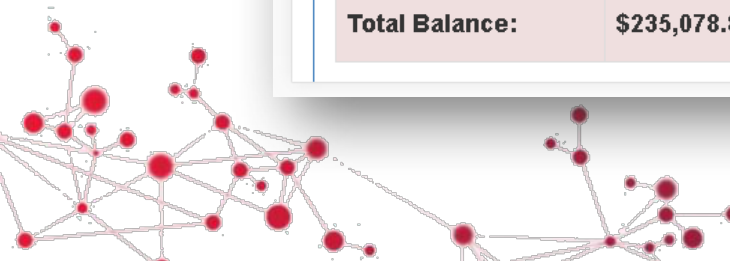
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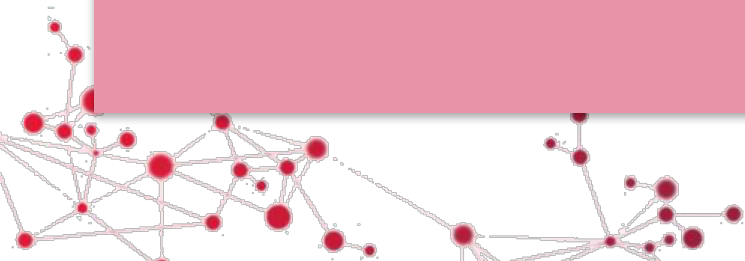
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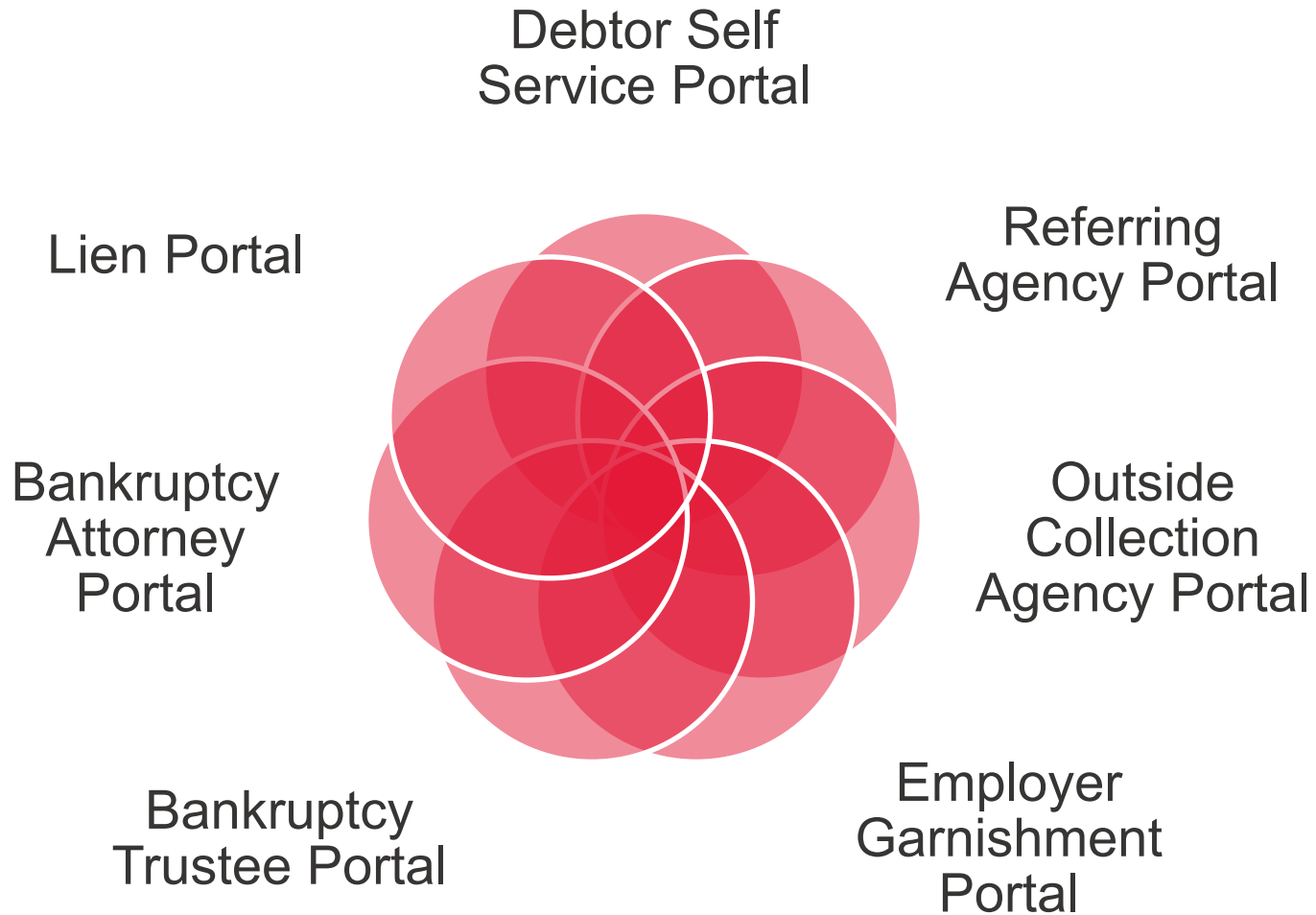
Foundation Principles

Examples of Compliance Specific Portals

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Examples of Compliance Specific Portals



Examples of Compliance Specific Portals

Debtor Self Service Portal

Audience:

- Taxpayers



Functions:



- Traditional:
 - Establishing payment plans
 - Creating automated payment channels
- Expanded:
 - Viewing case summary information
 - Viewing basic financial transactions
 - Updating demographics
 - Viewing select pieces of correspondence
 - Acquiring or entering form information, such as an Offer in Comprise

Why it is good for the tax agency:

- Improved taxpayer satisfaction



Examples of Compliance Specific Portals

Outside Collection Agency Portal

Audience:

- Outside Collection Agency Staff



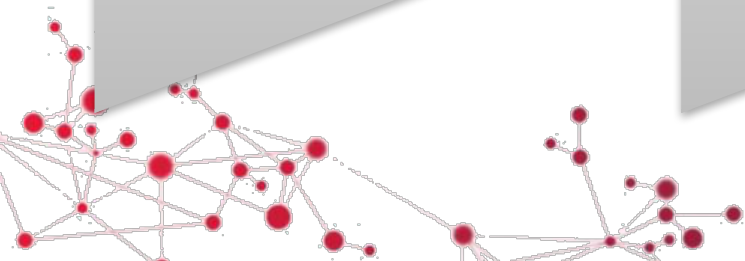
Functions:

- Viewing the most recent financial transactions
- Updating demographics
- Requesting the creation of a specific legal action
- Initiating the return of a case in specific instances, like bankruptcy filings



Why it is good for the tax agency:

- Lessens the person to person contact between the agency and the OCA for commonly asked questions
- Streamlines the information passage between parties



Examples of Compliance Specific Portals

Referring Agency Portal

Audience:

- In a centralized agency environment, the various agencies that are referring debts



Functions:

- Entering new cases, especially critical for smaller volume clients
- Viewing the most recent financial transactions
- Entering financial transactions
- Requesting recalls
- Viewing performance reports



Why it is good for the tax agency:

- Lessens the person to person contact between the agency and the referring agency for commonly asked questions
- Streamlines the information passage between parties
- More transparency into portfolio performance for agency management



Examples of Compliance Specific Portals

Employer Garnishment/Levy Portal

Audience:

- Employers who have employees who are under a wage garnishment



Functions:



- Reviewing employees who have outstanding garnishments/levies
- Entering payments for the individual employees
- Updating employment status
- Entering a single payment of multiple employees
- Facilitates automation of payment posting
- Can be linked with Electronic Funds Transfers (EFT) for payments

Why it is good for the tax agency:

- As agencies increase the number of employer garnishment the automation of payment posting for garnishments decrease agency staff time and increases the accuracy of the posting process as well as provides a mechanism to update employee status.



Examples of Compliance Specific Portals

Bankruptcy Attorney Portal

Audience:

- Bankruptcy Attorneys



Functions:



- Allows the bankruptcy attorneys to inquiry on bankruptcy for individual debtors
- Allows the bankruptcy attorneys to update certain bankruptcy fields
- Updates can trigger movement of the case to a work list in the collection's case management solution

Why it is good for the tax agency:

- Less agency user involvement in answering questions and performing standard updates



Examples of Compliance Specific Portals

Bankruptcy Trustee Portal

Audience:

- Bankruptcy Trustees



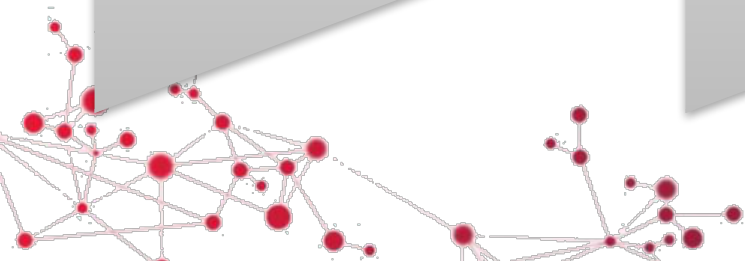
Functions:



- Allows the bankruptcy attorneys to inquiry on bankruptcy for individual debtors
- Allows the bankruptcy attorneys to update certain bankruptcy fields
- Updates can trigger movement of the case to a work list in the collection's case management solution
- Allows the bankruptcy trustee to enter in payment information to automate payment posting

Why it is good for the tax agency:

- Less agency user involvement in answering questions and performing standard updates



Examples of Compliance Specific Portals

Lien Portal

Audience

- General Public



Functions:



- Ability to query the agency regarding publicly available information associated with the lien
- Allows the taxpayer to determine if their lien is still considered to be open
- Ability to create and displays “the List of Shame” of taxpayers

Why it is good for the tax agency:

- Reduces inbound questions from the taxpayer population and other interested parties



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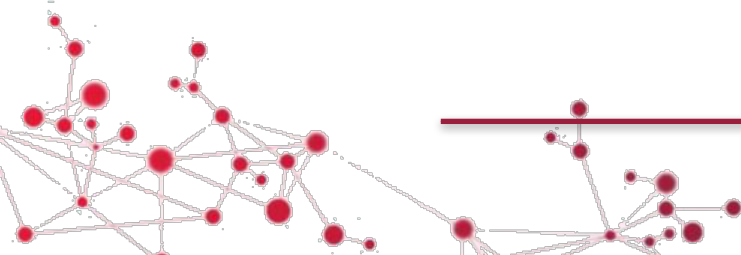


Conclusion

Automation and a new collection process focus has meant critical mass has been achieved to start expanding portal usage for collections

Strongly advise to taking a holistic view of portal rather than a piecemeal approach

Portals can be staged according to the value add provided to the agency



Benefits

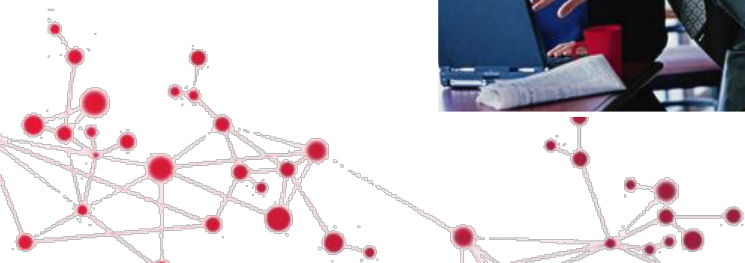


Increase transparency between the department and external partners

Improves customer services by providing real time interactions



Reduces demands on department resources by providing the mechanisms for partners to self service



Questions?



Contact Information

About the Presenter: CACS-G Product Manager

28 Years of Collections Implementation Experience

23 Years Focused on Public Sector Collections

Experience in tax, student loan, fee, and centralized collections operations

Solution Architect for Many CGI Collections Experience



Jim Hale

Director

State and Local Government

CGI Advantage Obligation

Recovery

Mobile: 703.403.1622

james.hale@cgi.com

www.cgi.com/tax

