

The background of the header section is a photograph of a modern building with a glass facade, reflecting the sky and surrounding environment. The text is overlaid on a dark blue circular graphic on the right side of the image.

Electronic Form and Approval System Ties up the Tax Authority's Operational Processes

❖ Manual Operation Takes Time and Effort

The Tax Authority had been used the traditional manual operation for internal approval process. Staffs are often confused by the complicated forms and complex and unknown processes. Not to mention the difficulties of query and audit operations for each forms and processes. The most disturbing problem was that all information can not be re-used among forms due to there was no connection between application systems, that means users are required to re-type information over and over again during an entire operation process. Such repeated jobs are time-consuming and costs intense manpower.

Not only that, the staffs were exhausted by lack of electronic statistical calculation. They had to obtain data from systems, organize data into MS Excel file or other formats, and then printed out reports as attachments for further approval and follow-up operations. All operation processes needed to be done manually.

❖ Electronic Form and Approval System Ties up Operational Processes

The Tax Authority had [AboveE Technology Inc.] to implement the “Electronic Form and Approval System” to automate the flow process and related forms by using AboveE’s Power Process BPM Suite. The convenient system automates operations while ties up related application systems, in order to reduce time and labor cost, as well as to increase effectiveness of track and control processes. In addition to synchronize the organization architecture with existing Document System and Payroll System, the “Electronic Form and Approval System” also synchronizes the agent functionality with the Attendance Record System. Moreover, the system also integrates with EIP (Enterprise Information Portal) and employees can directly access the “Electronic Form and Approval System” after log into the EIP. For the best result of paper-saving, electronic operation and to achieve continuous process improvement, the Tax Authority continued to review and simplify operational processes through non-stop communication and coordination internally.

❖ High Scalability Extends Wide Range of Applications

Power Process BPM Suite from [AboveE Technology Inc.] has cross-organization and cross-unit characteristics. With a powerful and strengthen flow engine, Power Process BPM Suite fully supports over 2,000 employees at Tax Authority headquarter and branches to use the system. Nevertheless, system advantages such as high flexibility, workflow automation, friendly and easy usage of the system are recognized. The system also provides high flexibility and high extensibility to accomplish the future extension. As a result, the Tax Authority very satisfied with the system performance after the first phase of the project launched with around 60 forms. Then the Tax Authority immediately started the second phase of the project, and there are around 43 forms will be launched. The total number of the forms running on the “Electronic Form and Approval System” will be more than 100 by the end of year 2010.

❖ In Compliance with User Behavior of Government Agencies

Different than private enterprises, the Tax Authority belongs to public sector. It is common for the staffs to use stamps to record approval contents, including job title, name, signed date, and approval result, have to be recorded and displayed clearly in the approval record fields. Thus, [AboveE Technology Inc.] particularly designed an "electronic stamp" function to show the signature and approval records, in order to match up with Tax Authority's user behavior.

The high flexibility approval process allows the approver or reviewer decides whether to escalate or to approve the case. If there are many reviewers, the case can be sent to the next reviewer or directly to the higher-level supervisor for approval. At the same time, the system also has high flexibility deputy functions, such as: deputy flow or deputy job position settings, different deputy person for different forms settings, or manually settings for deputy person or date/time period. These functions provide streamline process for the public sectors especially for those with huge organizational structure and complex workflows.

❖ Streamline Procedures Improve Efficiency

The system provides advanced query function that is controlled by authority levels. From the query result, the system can generate reports into MS Excel format. During the system implementation stage, the Tax Authority combines some statistic reports and application forms, and also integrates the related forms in operational process. For example, an "Abnormal Reaction Form" would automatically trigger an "Alteration Application Form." Because the system automation reduces the work loads of filling forms, the operational process can be shortened. The system seamlessly links up the process among forms, makes the system very easy to use, and greatly improves the work efficiency. Moreover, the process automation also saves time and labor cost of information collection and organization, not only effectively controls and easily audits the case, but also reduces the paper printing and shortens the approval process.