



THE POWER OF BEING UNDERSTOOD

SALES AND USE TAX AUTOMATION

Get relief for your compliance headaches

Do changing sales and use tax rates put your business at risk for non-compliance?

Have your customers complained of inaccurate sales tax assessments?

Are you currently considering a tax automation platform?

Have you invested in tax automation software, but not realized the ROI you expected?

Businesses with sales and use tax obligations in multiple states have a simple objective: pay the right tax to the right authority at the right time. Yet with more than 66,000 distinct sales and use tax rates imposed across states and local jurisdictions nationwide, and an average of 635 rates changing every year, navigating through these requirements is not simple at all.

In reality, companies spend untold hours managing sales and use compliance and still may not have confidence in the full accuracy of their filings. Implementing an automated software solution can help manage the obvious and subtle costs of sales and use tax compliance, such as:

- Unproductive, repetitive rate and regulatory research
- Incorrect or out-of-date rates of calculation methods, resulting in under- or overpayments of tax
- Expensive in-house ERP application maintenance
- Audit defense and mitigation costs
- Clerical errors, lost forms, missed deadlines and other administrative costs associated with preparing returns
- Time-consuming, error-prone manual recordkeeping

How do you identify the best compliance software solution for your business? And how do you know that the right technology infrastructure is present, with internal processes that are well-defined and configured to achieve optimal results? RSM can help you answer these questions.

Use software that is tailored to fit your needs

When it comes to tax technology, one size does not fit all. Each system has benefits and drawbacks that can impact different businesses in different ways. Understanding these subtle differences and how they impact your company's individual business processes are the first steps to ensuring a successful implementation of third-party compliance software. Choosing the right system promotes consistent application of tax laws and compliance with state and local tax concerns today, while helping to manage sales and use tax audit activity in the future. Selecting the right compliance application for your company is the one decision where there should be no second-guessing. A thorough, unbiased evaluation of available solutions will help identify the option that addresses your business objectives, while providing cost-benefit parity that fits your company's budget.

RSM's state and local tax practice has a team of professionals who specialize in the selection, implementation and optimization of third-party sales and use tax compliance software. We understand the strengths and weaknesses of available software applications and will take the time to understand your business so that we can help you make a selection that puts your business in a position for success.

Implementation matters

Deciding on the right software application gets a company halfway to optimal tax compliance. Sales and use tax is extremely specific, and the nuances of industry and locality mean that the selection of a third-party tax automation system is actually far from automated; it must be custom-configured to the distinct needs of your business.

Why is this distinction so important? Beyond the hard costs associated with compliance audits, proper sales and use tax assessments are an integral part of strong customer service. Customers have the right to expect to be taxed correctly – and companies have the responsibility for providing efficient, accurate order processing and billing. Third-party sales and use tax automation systems help meet those expectations cost-effectively—freeing necessary resources and time to focus on the core business and key profit opportunities.

RSM offers implementation services to help you achieve a tax automation solution that will help you be confident that taxability decisions are made in an accurate and consistent manner and that your sales and use tax returns are filed in a timely manner—the right tax, to the right authority, at the right time.

Through a team approach, we will collaborate with your tax, accounting and infrastructure technology team to:

- Identify the states and jurisdictions in which there is an obligation to collect sales and use tax
- Understand the internal processes and procedures that impact the application of sales and use tax
- Design a technology implementation plan that integrates the tax automation solution into your existing financial systems
- Manage the implementation process
- Configure the software to apply the proper rates and calculations
- Test the completed system
- Provide customized system training for your staff, including any new internal processes required

The RSM difference

Most businesses evaluate technology purchases once every few years, and only fully understand the system they select. Our state and local tax professionals evaluate tax technology every day, and work with all systems on a regular basis, so we understand exactly how they work. We also work with thousands of clients across the nation, and understand how the different needs of businesses integrate well, or not, with different automation solutions.

We take this deep experience, combine it with proven evaluation and implementation methods, and apply it to your business objectives. Let RSM help you identify and implement a tax automation solution that will minimize the compliance burden and achieve:

- Simplified and standardized procedures that free resources to perform work better aligned to your strategic goals.
- Increased confidence to meet taxing liabilities and limit audit exposure
- Improved bottom-line results through reduced overall cost of compliance
- Increased customer service and satisfaction resulting from accurate billing and tax application

That's the power of RSM. *The power of being understood.*[®]

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