

Success Story

IRS of Puerto Rico

- ◆ 110 Offices
- ◆ 500 Workstations
- ◆ Improved Customer Service
- ◆ Automated Payment Processing
- ◆ Simple, Easy-to-use Application
- ◆ Security
- ◆ Cash Control
- ◆ OCR, magnetic stripe and barcode scanning



SalePoint's most recent success story is illustrated by the automation of the IRS of Puerto Rico's cash collection and lottery systems.

The IRS of Puerto Rico's 110 offices and 500 workstations take in payments for the following:

- Personal Income Tax
- Corporate Income Tax
- Various types of DMV Payments from license renewals to vehicle registration
- Excise Tax Payments for all kinds of different products
- Corporate withholdings for payroll taxes
- Lottery ticket purchases

Before SalePoint arrived, all the tellers had a separate screen where they had to process each payment type and then handwrite all the receipts and prepare manual reports that had to be faxed to the main office for data entry and processing. During tax season, they were so overloaded with payments that they had a room full of unprocessed tax returns with the checks still attached to the return. These funds should have been deposited, but were still waiting to be processed.

Our mission was to automate payment processing and lottery transactions with a simple and easy to use application that interfaced real time over an island wide area network to complex applications at the Puerto Rico IRS and Department of Transportation.

After the IRS contacted SalePoint to do their cash collections conversion, we integrated all the various host application screens needed to be accessed and automated all aspects of the operation. This included the automation of reports and feeds to the general ledger. We eliminated the paperwork of handwriting receipts, hand transcribing reports each day, and they no longer had to fax over reports to the main office for data entry. The previously faxed reports that were being data entered to the general ledger are now files that are automatically sent to the mainframe and uploaded to the general ledger with no user action required.

Lines have been reduced in all their offices and customers get accurate receipts for their payments. Our customer now has a secure feeling knowing they are in control of their cash collections. All funds are being posted to the ledger in the correct accounts, while their customers are receiving the highest level of service.