Business Support Systems for Revenue Cycle Management in GOVERNMENT

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April 19th 2021

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WHO WE ARE & WHAT WE DO

- **Crown Interactive Limited** is an indigenous Software Company with a focus on delivering global best practice and innovative business models for Business Process Automation & Revenue Assurance.

- Setup Nigeria Operations in 2012, with an experienced team of 75+ predominantly technology, products and business analysis staff.

- Cross Industry experience with Large and Medium sized clientele in Utility, Government, Oil & Gas and Manufacturing.

- Crown Interactive provides best of breed Revenue Assurance Business Support Systems (CICOD Enterprise) processing billions of Naira monthly for Eko Electricity Distribution Plc using all CBN Approved Payment Partners.

- Crown Interactive was responsible for the Direct Assessment Revenue Billing Platform for the Edo State Inland Revenue Service.

REVENUE CYCLE MANAGEMENT

Revenue Cycle Management is the ability to follow the flow of money in your business from order to cash.
….”Wumi Oghoetuoma”

DIFFERENT PRODUCT BUT SIMILAR CHALLENGE

ELECTRICITY

1. Residential – Low Demand Customers
2. Residential – High Demand Customers
3. Commercial Low Demand
4. Commercial High – Demand
5. Industrial Customers

TAXES, LEVIES & PENALTIES

1. Self Employed
2. High Net-worth Individuals
3. Small Enterprise
4. Medium Size Enterprise
5. Large Enterprise

Problem Statement:
- Perception of not receiving service so do not want to pay
- Want to consume electricity with paying.
- Paying customers want to pay for less than they have consumed.
- Not all payments make it to the coffers.

Problem Statement:
- Perception of not receiving service so do not want to pay
- Want to earn money with paying.
- Paying citizens want to pay for less than they have earned.
- Not all payments make it to the coffers.

BUSINESS TRANSFORMATION IN POWER SECTOR

1. **Enumerations**: Reconfirm the customer base. What data should be removed and where are the consumers we are losing money from.

2. **Assessment**: Discover and agree on the category the customer should be billed on.

3. **Billing**: Bill efficiently, accurately and timely.

4. **Collections**: Collect efficiently, timely and completely.

5. **Receipting**: Receipt on all collections. Invalidate all receipts not traced to collections.

6. **Reconciliation**: Ensure all collections are traceable to the bank.

7. **SLA Reporting**: Ensure all communications internally and externally are responded to timely.

8. **Enforcement**: Enforce transparently and monitor the result.

MOVING FROM CASH TO LESS CASH TO CASHLESS
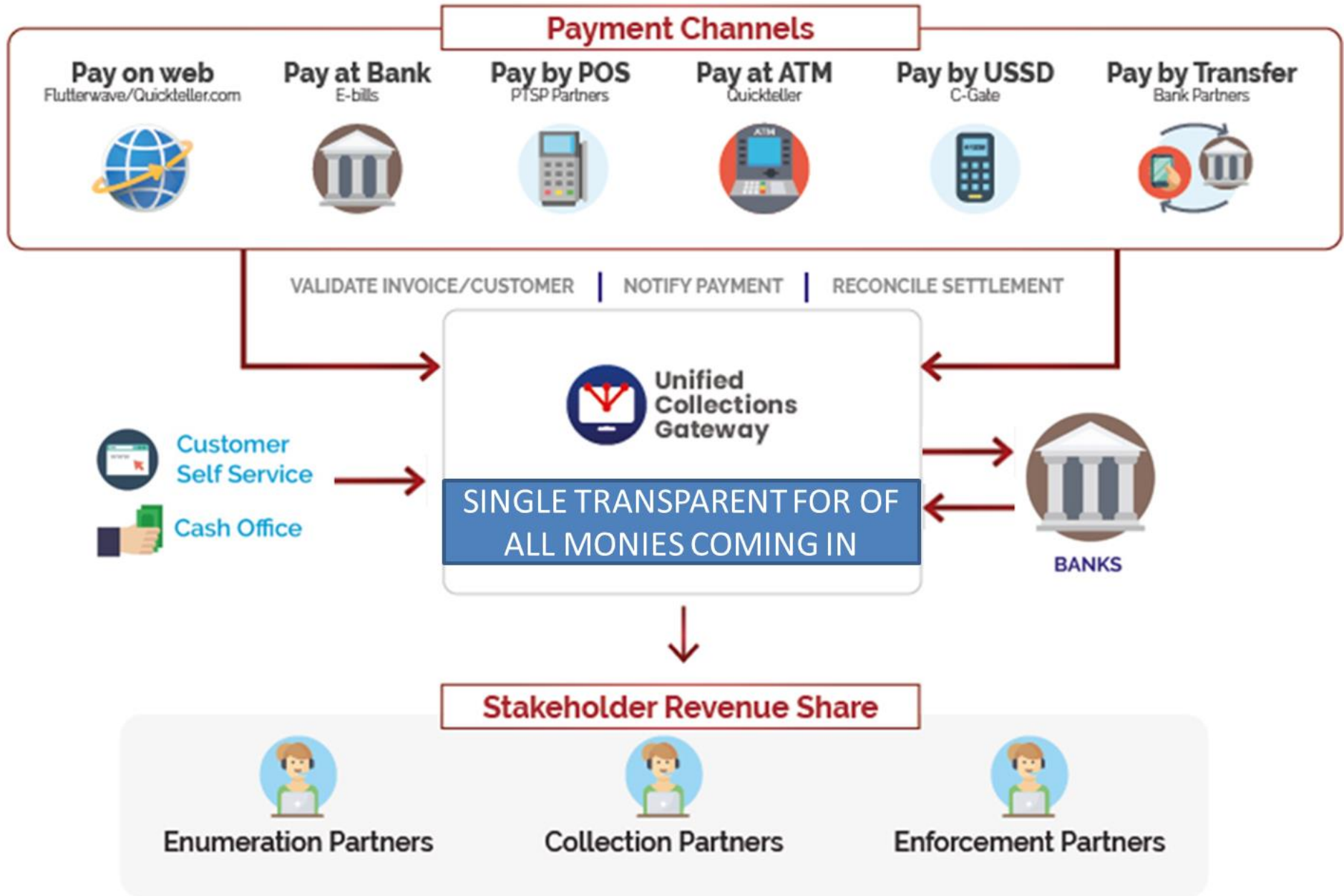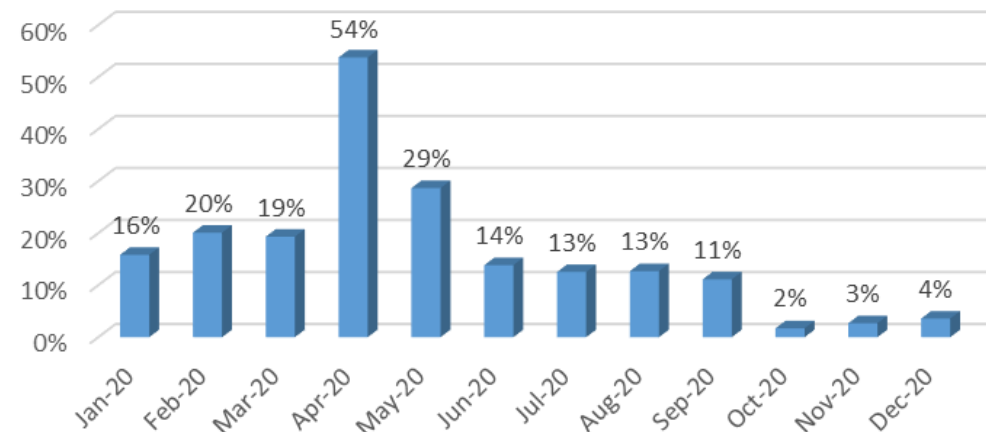
PROTECTING THE REVENUE
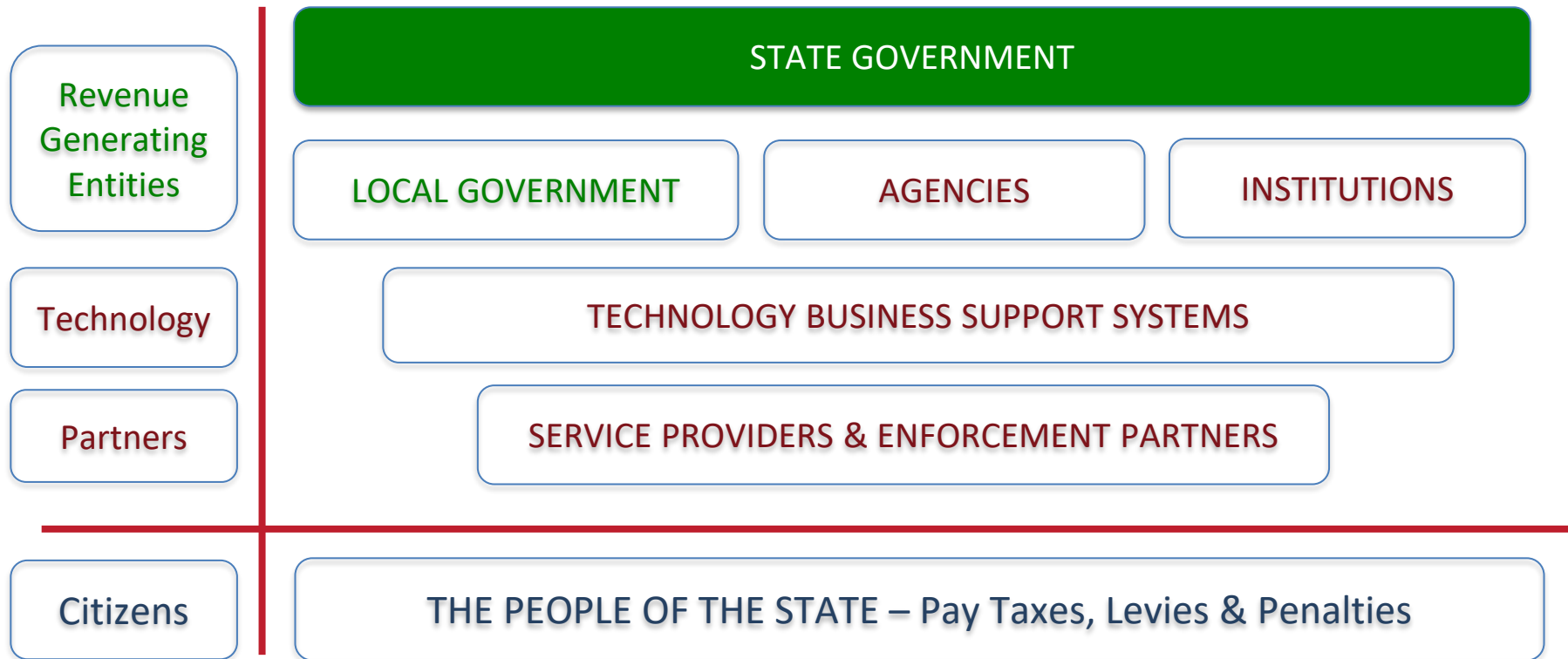
Channel Partner vs Cash vs POS for 2020
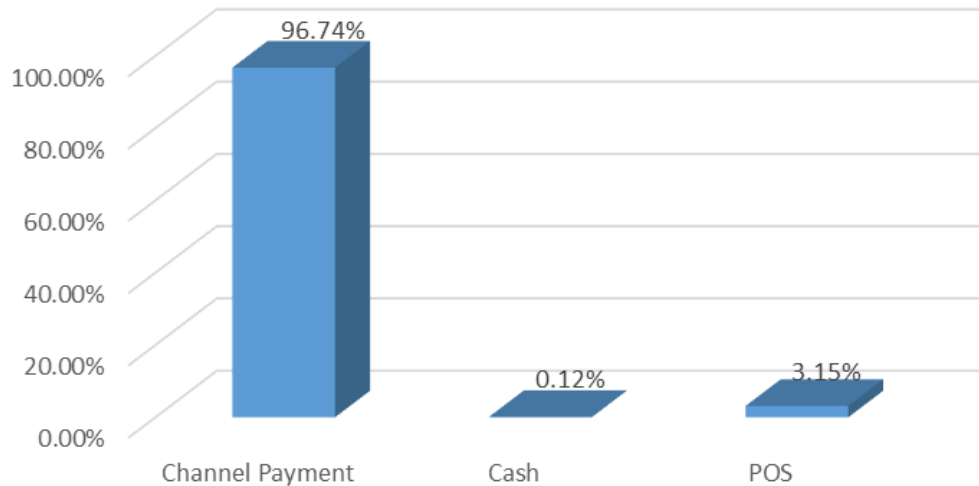
- Over a 2 year period, we gradually moved to cashless collections via collection partners and as at December 2020 had achieved 97% of the revenue coming in through the cashless channels.

- Revenue had also grown due to many factors including the fact that we had gone cashless.

- Going Cashless birth a new challenge to ensure that all customer payments were reflected properly on customers accounts and also in the bank account of the DISCO.

- This necessitated the need for automation of the help desk for customers to report their concerns on improper receipting, monies not reflecting on bills as well as whistleblowing on extortion.

Customer complaint on Channel Partners Transactions

PROMOTING A COLLABORATION FRAMEWORK IN IRS

Revenue Generating Entities	**STATE GOVERNMENT**
	LOCAL GOVERNMENT / AGENCIES / INSTITUTIONS
Technology	TECHNOLOGY BUSINESS SUPPORT SYSTEMS
Partners	SERVICE PROVIDERS & ENFORCEMENT PARTNERS
Citizens	THE PEOPLE OF THE STATE – Pay Taxes, Levies & Penalties

EIRS – AUTOMATION OF DIRECT ASSESSMENT

REVENUE SERVICE PROVIDER PLATFORM

EDO STATE REVENUE ADMINISTRATION SYSTEM
BY OTHER SERVICE PROVIDERS

6b Sends Assessment Bill with REF number

7 Sends Assessment Bill

10 Notifies Payment & send settlemt REF number

EIRS Central Billing System

EIRS Reference Data Management System (RDM)

9 Notifies Payment

TAXPAYER

8 Makes Payment

PAYMENT CHANNELS
- TAX OFFICE
- ONLINE
- BANK DEPOSIT

11 Sends Payment notification/Report

6a Sends Assessment Bill with REF number

2 Pull data to categorize & group taxpayer details

Direct Assessment Tax Billing Engine

CICOD 1.0

ONLINE OR WALK IN

1 Input Taxpayer earning records

3 Reconcile Taxpayer assessment records

4 Compute total income, relief and taxable income

5 Generate and send assessment for the taxpayer

CICOD 1.0

Direct Assessment Tax Billing Engine

FEATURES

Data Synchronization
Assessement Generation
Assessment Management
Dashboard
Settlement reports
Rules check

EDO STATE INLAND REVENUE have implemented a world class service-oriented architecture for their tax management systems using multiple Revenue Service Provides and a collaboration approach.
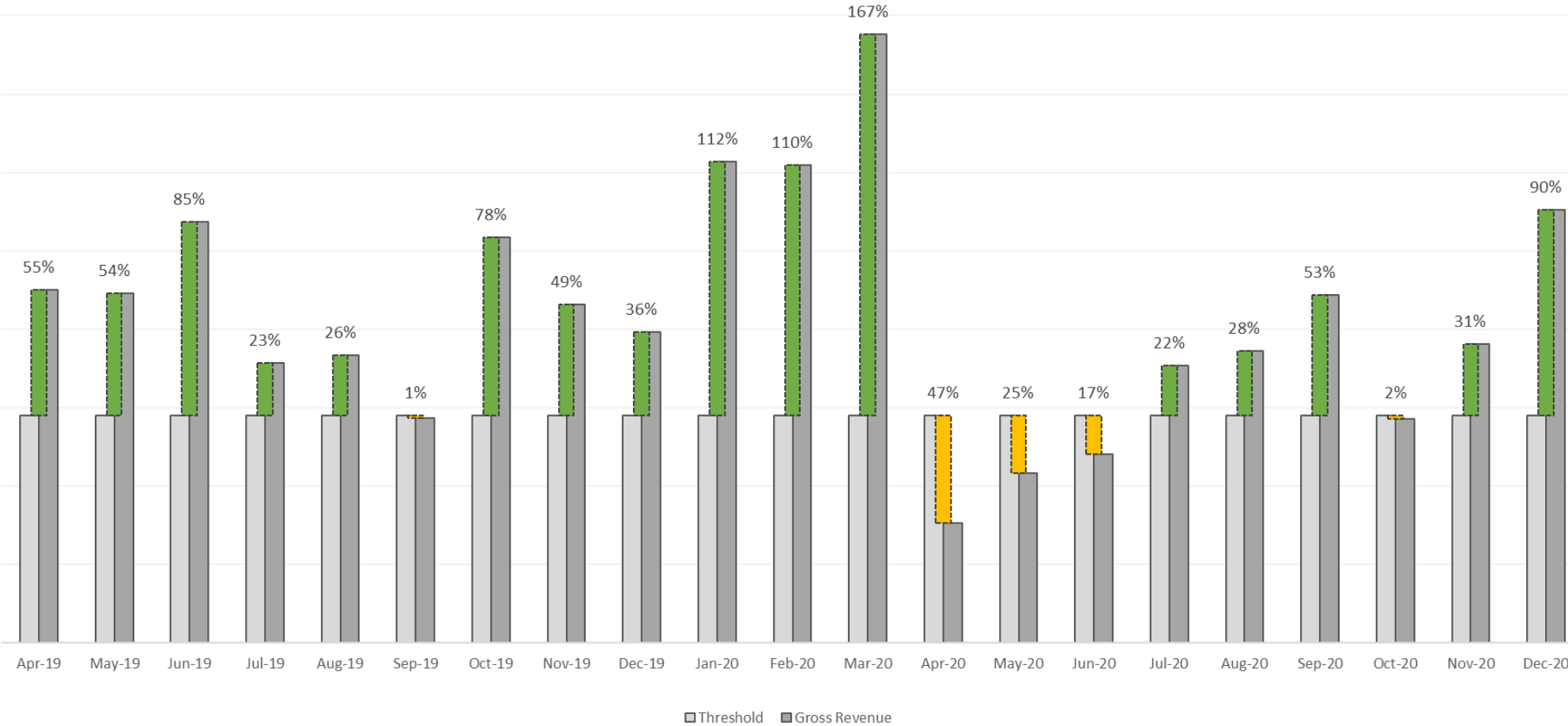
CROWN INTERACTIVE

EIRS GROWTH ON TRANSFORMATION IN DIRECT ASSESSMENT

Threshold vs. Actual Performance

Exact numbers undisclosed but the month-on-month growth above the threshold set is clear

LESSONS LEARNED

- The project was implemented as a shared risk shared reward where the Revenue Service Providers where paid purely on increased revenue. We group the lessons learnt into 3 high-level categories.

1. **COLLABORATE**

    Feedback from EIRS to the Revenue Service Providers (RSPs) was that they definitely thought both the Inland Revenue and the RSPs could do much better across the revenue streams based on the amount of work that had been done if there is:

    - Increased in collaboration between the RSPs and the IRS.
    - Increased collaboration between government agencies and the IRS.
    - Increased collaboration between large utilities and the IRS

2. **INCREASE TRANSPARENCY**

    There was the general wrong perception of inadequate transparency as what was truly happening in the response of citizens to some of the initiatives.
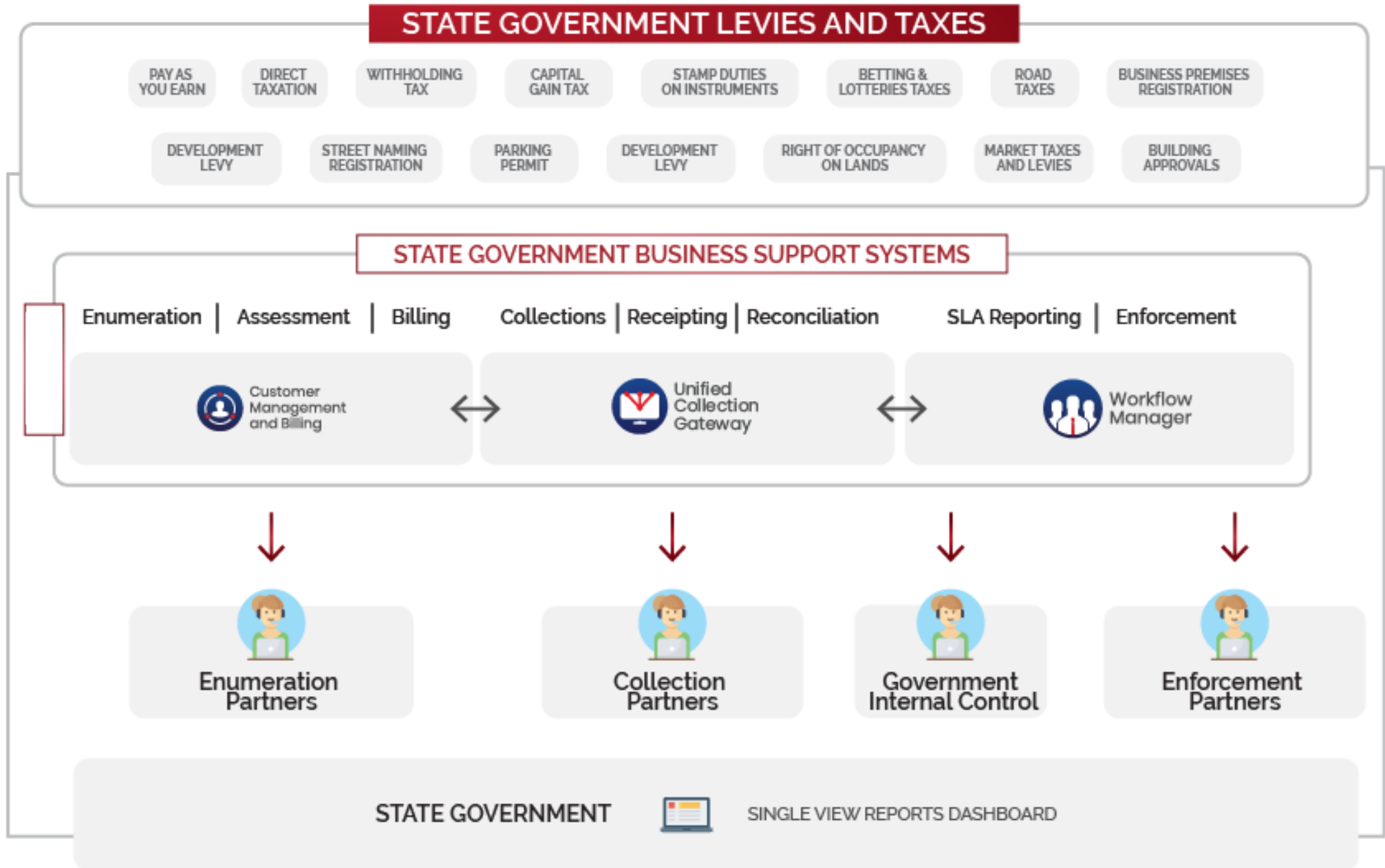
    EIRS resolved to have better and more frequent engagements with the RSP in order to build trust and resolve any issues of concern at any time.

    The involvement of the Executive Governor of the State Mr Godwin Obaseki boosted the confidence of the RSPs.
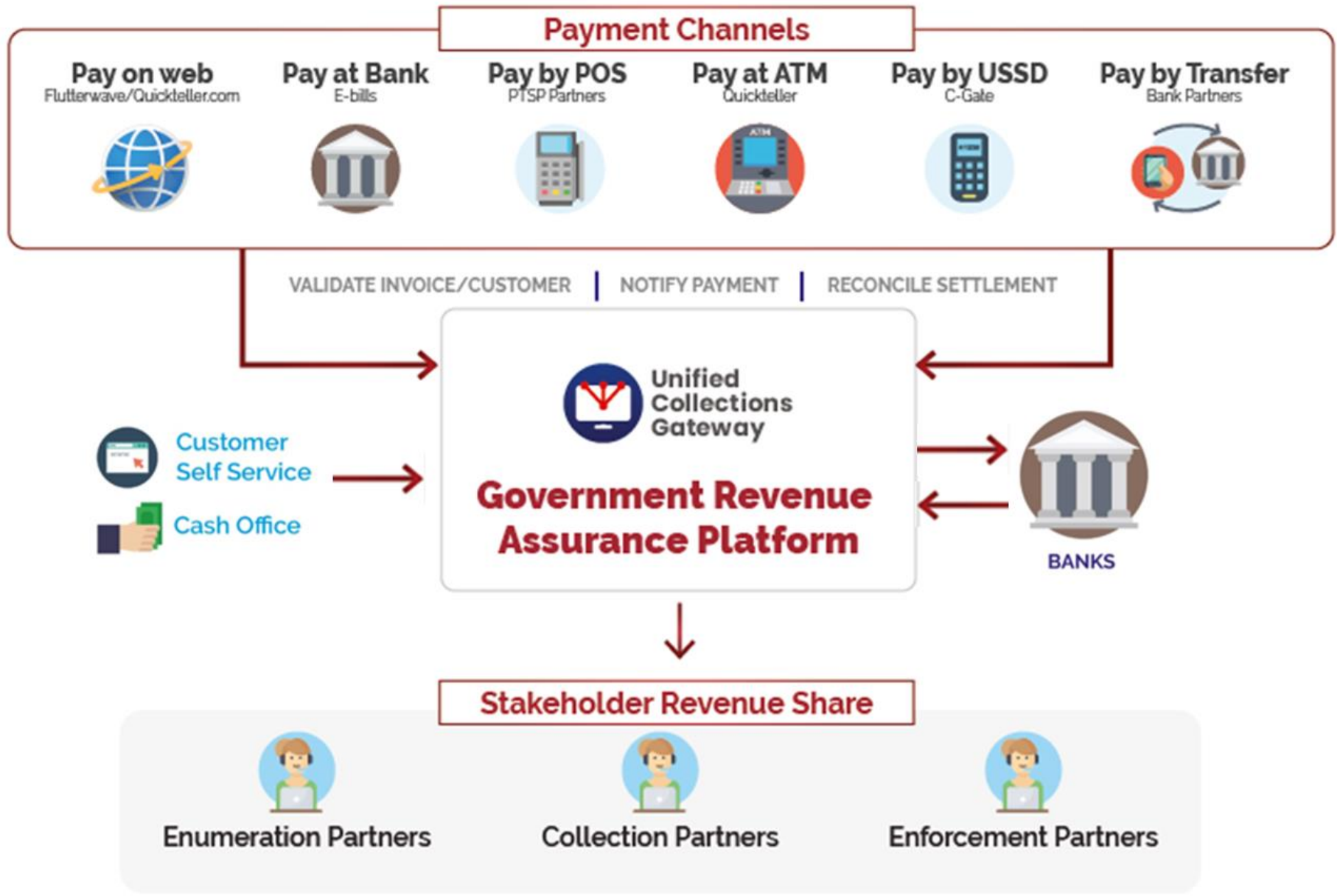
3. **REWARD**

    Nothing motivates partners to help achieve more than when they are rewarded timely for their efforts.
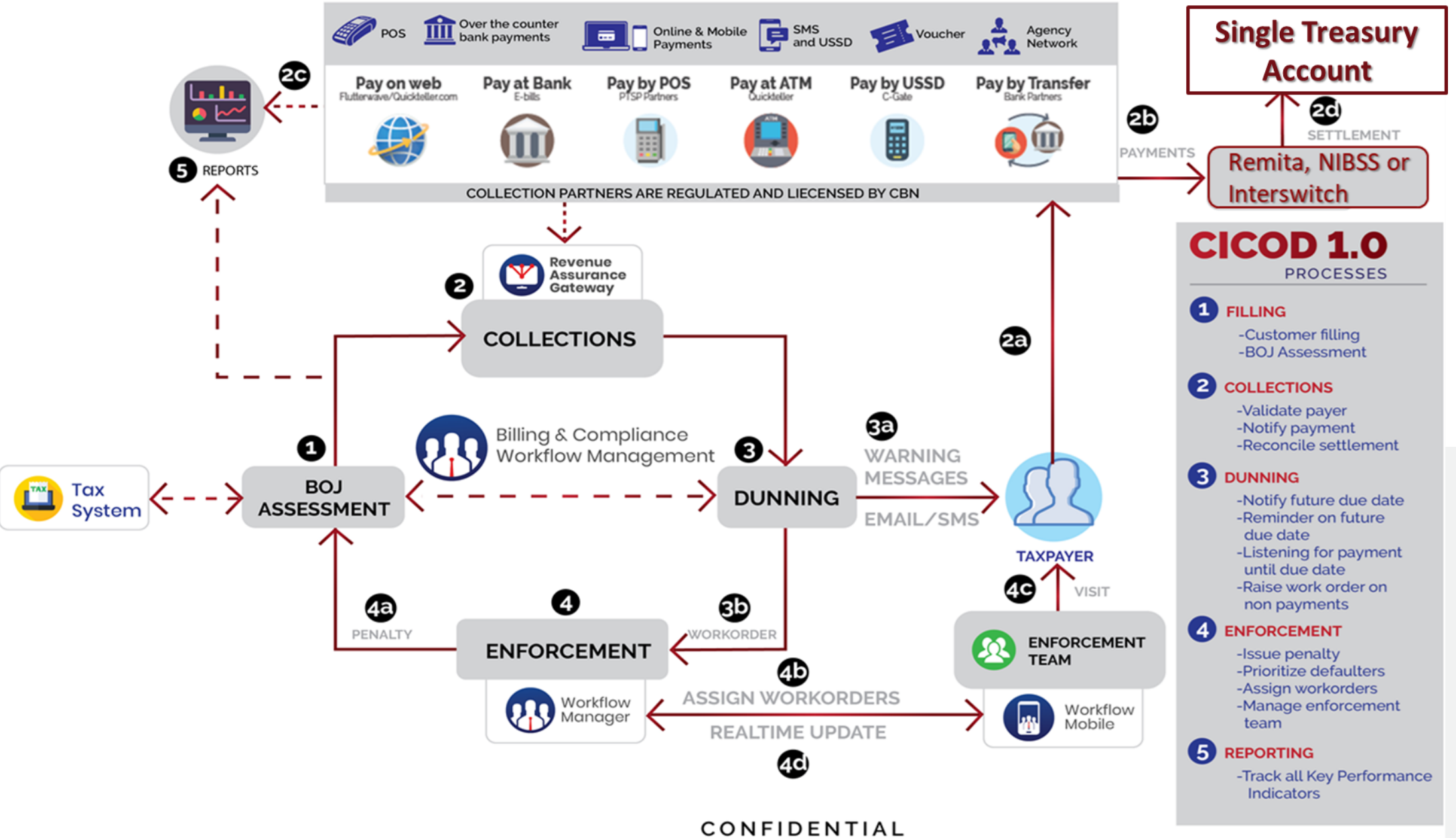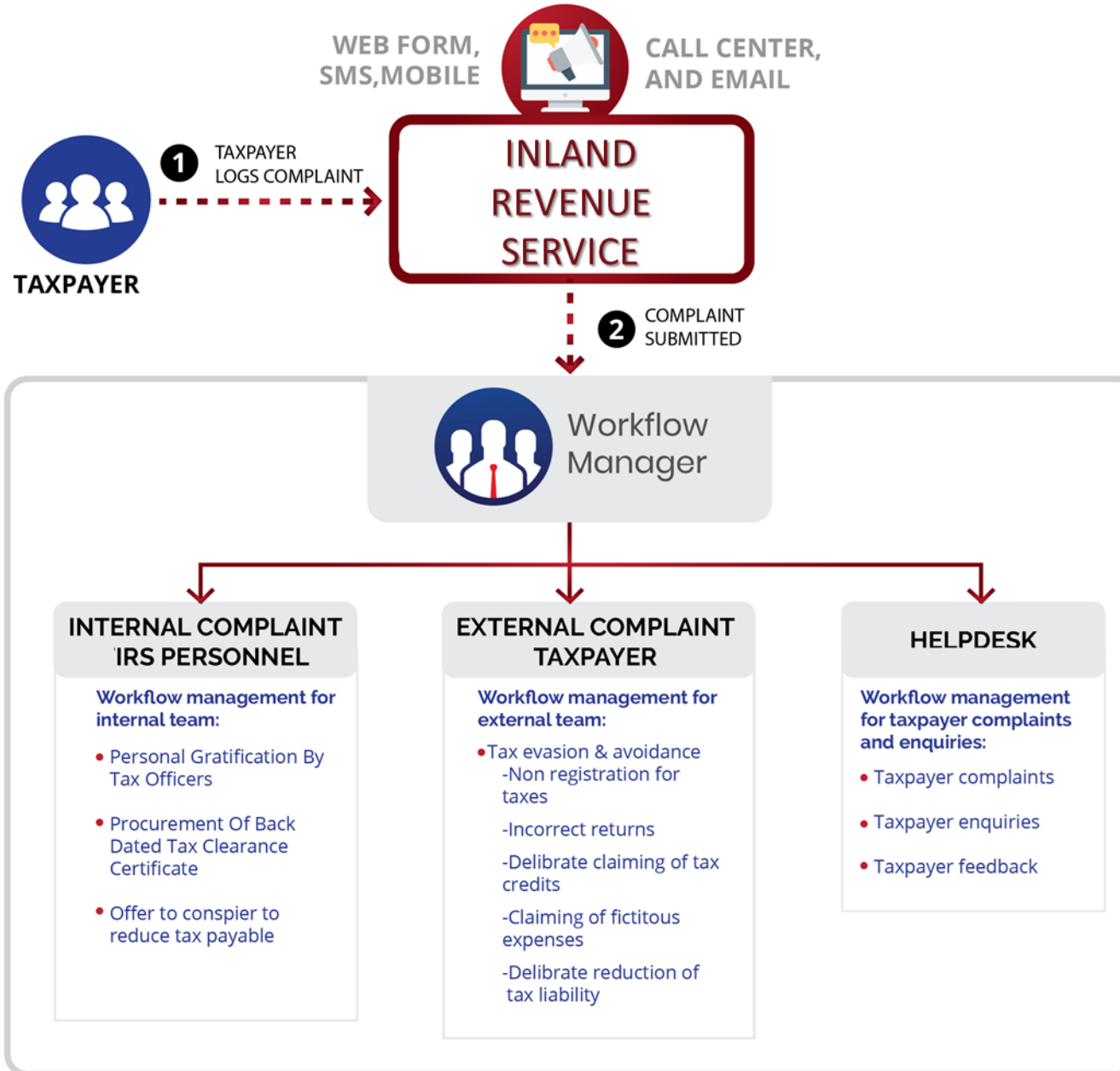
EXPANDING THE TAX NET

STATE GOVERNMENT LEVIES AND TAXES

PAY AS YOU EARN	DIRECT TAXATION	WITHHOLDING TAX	CAPITAL GAIN TAX	STAMP DUTIES ON INSTRUMENTS	BETTING & LOTTERIES TAXES	ROAD TAXES	BUSINESS PREMISES REGISTRATION
DEVELOPMENT LEVY	STREET NAMING REGISTRATION	PARKING PERMIT	DEVELOPMENT LEVY	RIGHT OF OCCUPANCY ON LANDS	MARKET TAXES AND LEVIES	BUILDING APPROVALS	

STATE GOVERNMENT BUSINESS SUPPORT SYSTEMS

Enumeration | Assessment | Billing   Collections | Receipting | Reconciliation   SLA Reporting | Enforcement

Customer Management and Billing ↔ Unified Collection Gateway ↔ Workflow Manager

Enumeration Partners

Collection Partners

Government Internal Control

Enforcement Partners

STATE GOVERNMENT   SINGLE VIEW REPORTS DASHBOARD

ENABLING REVENUE ASSURANCE IN COLLECTIONS

ENFORCING

AUTOMATE YOUR WORKFLOW FOR MONITORING

QUESTIONS ?

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