Digital Transformation in Municipal Revenue Management

Capital Digital

01.

The project in the framework of the Digital Transformation Strategy

Madrid, Digital Capital

Origin of the Project and Objectives

Framed in **the Digital Transformation Strategy of the Madrid City Council.**

Strategic objective 1. **Digital services for people**

Strategic axis 1. **Better digital administration with public employees as protagonists**

Programme 1. **Personalised personal care services for people**

02.

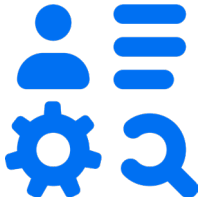
Digital Transformation in Municipal Revenue Management

Business Capabilities of SAP Tax and Revenue Management

Increase collections and maximize taxpayer compliance with unified contribution, revenue, and tax management

Taxpayer Digital Services

Simplify taxation by enabling digital interactions between taxpayers and tax agencies.



Taxpayer Registration and Partner Management

Streamline the registration of central taxpayer accounts and management of third parties.

Taxpayer Returns and Assessments

Improve accuracy and efficiency by managing the entire lifecycle of tax returns and assessments.

Receivables Management and Payment

Manage receivables, payments, and high-volume financial transaction reporting with SAP S/4HANA.

Credit and Collection management

Tailor credit decisions and collection management processes to customer profiles with SAP S/4HANA.

Risk and compliance

Improve risk and compliance with real-time collaboration across different business areas within a tax agency.

Evolution of SAP TRM: Tax Administration 3.0

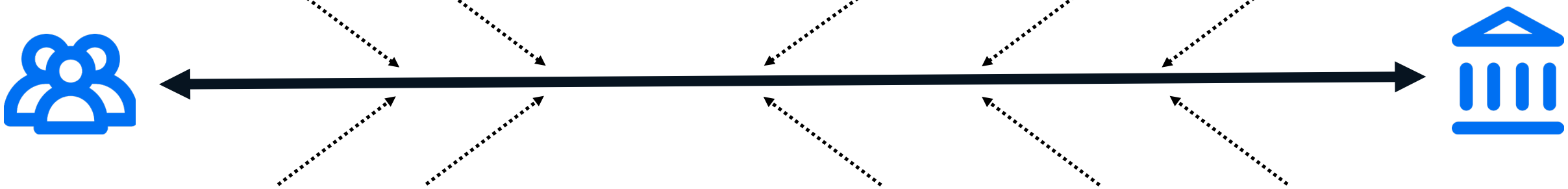
Digital economy
New business models
New framework

Customer behaviours
Machine learning analytics

Data-driven decisions
Real-time analysis/prediction
Data matching
Intuitive dashboards

Big Data
Across government
External data sources
Structured/Unstructured

Real-time economics
E-invoicing, OECD global minimum tax



Preparation
Ready-to-eat data
Tax planning
Consolidation on compliance reporting

Citizen experience
Fully digital
Transparent processes
Centralisation of citizens' data

HR Skills.
Intuitive user interface
Role-based approach

Compliance
AI automation and regulatory compliance by design
Sovereign and secure cloud

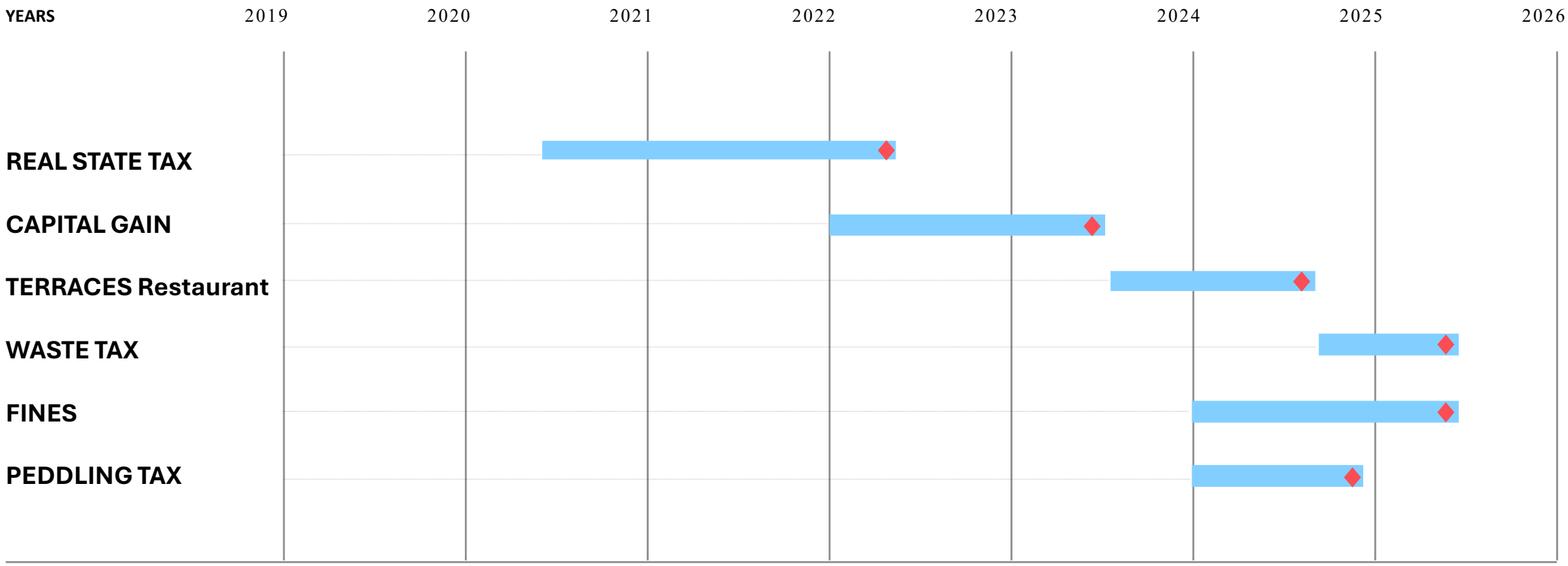
Sustainability
United Nations Sustainable Development Goals

SAP Tax and Revenue Management - Customer base

~60 Central and state government

~200 Local government

PROJECT PLAN



OUR PLATFORM IN NUMBERS

The main taxes have been incorporated into this platform: taxpayers and collection

Waste Rate
1,7M taxpayers
296M €

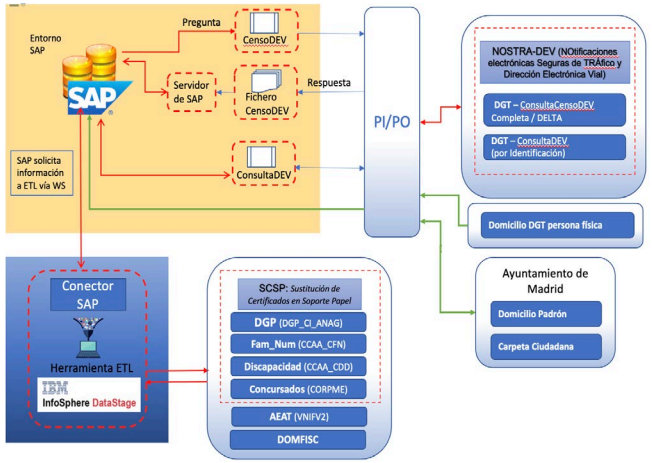
Restaurant Terrace Rate
5.389 taxpayers
12M €

Capital Gain Tax
146.000 tradings
400M €

IBI (Real State Tax)
2,2M taxpayers
1514M €

DATA QUALITY

One área of this Project, includes data quality, which translates into improving the identification of taxpayers. A series of mechanisms have been defined in the registration and continuous operational management of the system that allow obtaining a Golden Record. Golden Record are those records correctly identified and verified against a validating source.



Architecture

5.000.000 Golden Records, verified against different sources like Police, Notaries or AEAT (Spanish Tax Agency)

Results

All registrations that are currently given as part of operational management, whether manual or through integration with third parties (cadastre, police, notaries, etc.) have the same identification mechanisms.

Continuous Quality

Results

Single view of the taxpayer and data quality

- 360º vision of a taxpayer at Madrid City Council to offer proactive and quality services
- Data quality and governance as an essential element of the system for better tax collection.

Simplification

- Multiple automated actions that allow a faster and 24/7 relationship with the citizen.
- Simplification of processes to reduce burdens on citizens through ex officio procedures and proactive action by the administration.

Digital

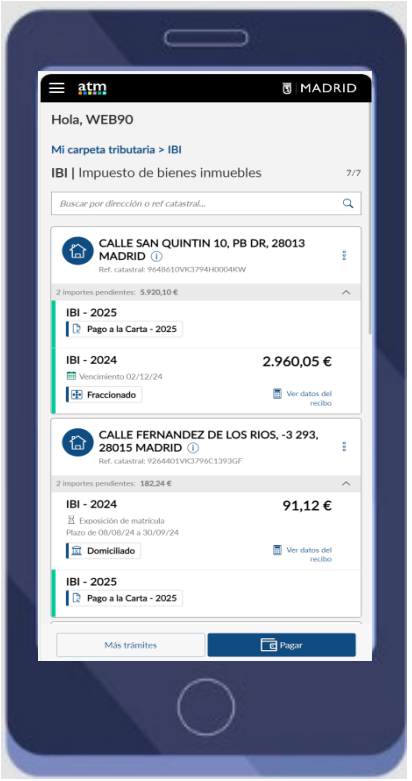
- 100% digital filing and processing, with electronic communication and notification.
- New multi-device digital services for 24/7 digital channel interaction with the taxpayer

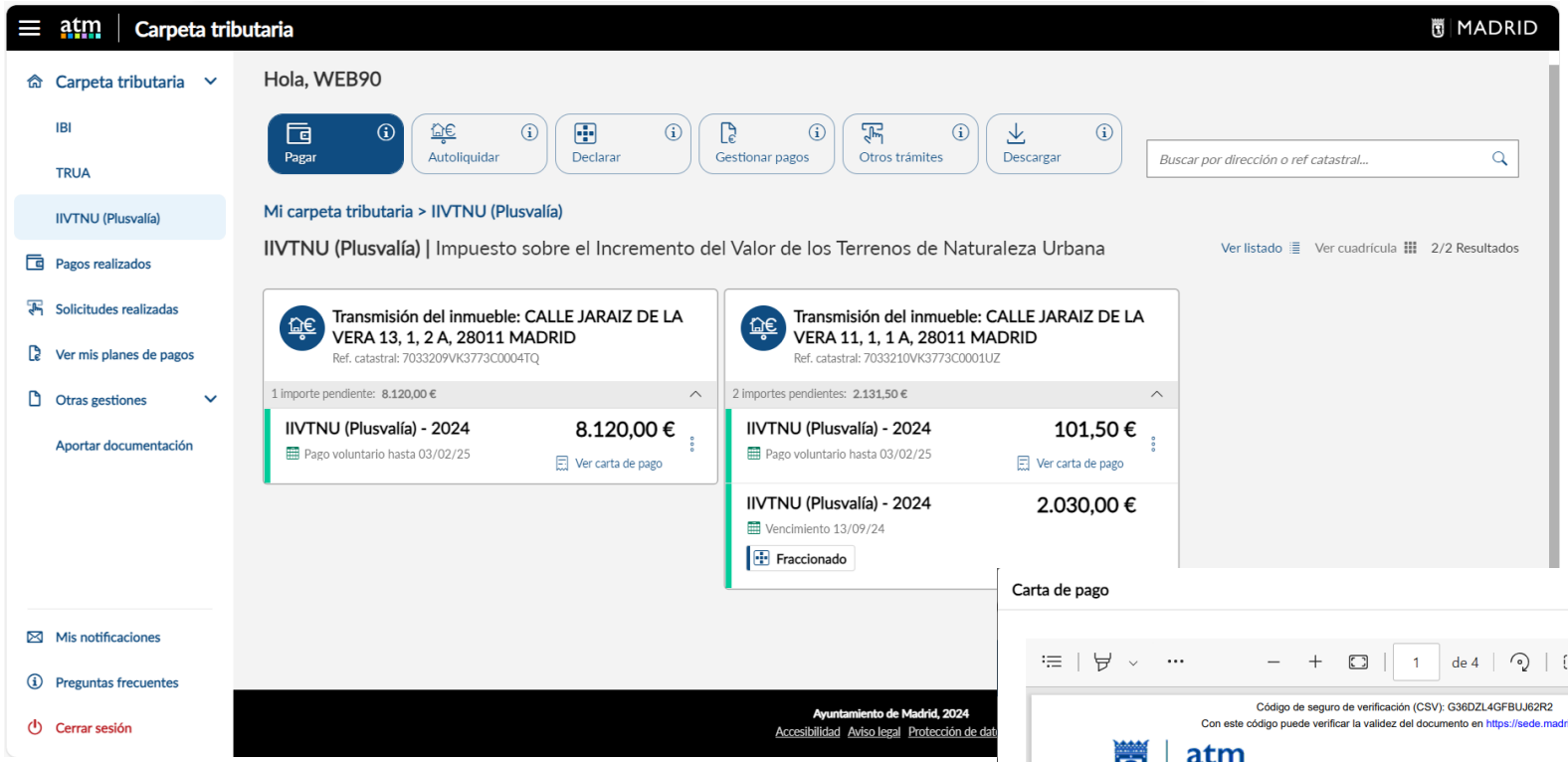
Efficiency in management

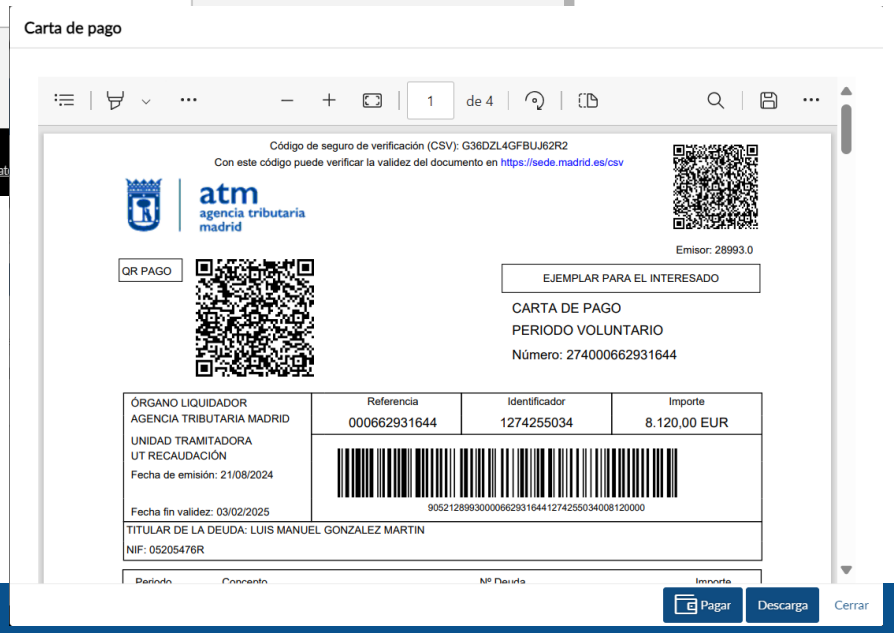
- Process orientation of the system and users, homogenising the way all departments work.
- Proactive processing aids for greater efficiency.

ATM Strategic Plan - Line 2: Implementation of the Digital Transformation Model

The transformation of the tax system involves reducing the obsolescence of current systems in order to have modern and efficient tools that allow for the improvement of tax collection and the redefinition and simplification of relations with citizens through digital channels.


atm
MADRID
Hola, WEB90
Mi carpeta tributaria > IBI
IBI | Impuesto de bienes inmuebles
7/7
Buscar por dirección o ref catastral...
CALLE SAN QUINTIN 10, PB DR, 28013 MADRID
2 importes pendientes: 5.920,10 €
IBI - 2025
Pago a la Carta - 2025
IBI - 2024
2.960,05 €
Vencimiento 02/12/24
Fraccionado
Ver datos del recibo
CALLE FERNANDEZ DE LOS RIOS, -3 293, 28015 MADRID
2 importes pendientes: 182,24 €
IBI - 2024
91,12 €
Exposición de matrícula
Plazo de 08/08/24 a 30/09/24
Domiciliado
IBI - 2025
Pago a la Carta - 2025
Más trámites
Pagar


atm
Carpeta tributaria
MADRID
Carpeta tributaria
IBI
TRUA
IIVTNU (Plusvalía)
Pagos realizados
Solicitudes realizadas
Ver mis planes de pagos
Otras gestiones
Aportar documentación
Mis notificaciones
Preguntas frecuentes
Cerrar sesión
Hola, WEB90
Pagar
Autoliquidar
Declarar
Gestionar pagos
Otros trámites
Descargar
Buscar por dirección o ref catastral...
Mi carpeta tributaria > IIVTNU (Plusvalía)
IIVTNU (Plusvalía) | Impuesto sobre el Incremento del Valor de los Terrenos de Naturaleza Urbana
Ver listado
Ver cuadrícula
2/2 Resultados
Transmisión del inmueble: CALLE JARAIZ DE LA VERA 13, 1, 2 A, 28011 MADRID
Ref. catastral: 7033209VK3773C0004TQ
1 importe pendiente: 8.120,00 €
IIVTNU (Plusvalía) - 2024
8.120,00 €
Pago voluntario hasta 03/02/25
Ver carta de pago
Transmisión del inmueble: CALLE JARAIZ DE LA VERA 11, 1, 1 A, 28011 MADRID
Ref. catastral: 7033210VK3773C0001UZ
2 importes pendientes: 2.131,50 €
IIVTNU (Plusvalía) - 2024
101,50 €
Pago voluntario hasta 03/02/25
Ver carta de pago
IIVTNU (Plusvalía) - 2024
2.030,00 €
Vencimiento 13/09/24
Fraccionado
Ayuntamiento de Madrid, 2024
Accesibilidad
Aviso legal
Protección de dat


Carta de pago
1
de 4
Código de seguro de verificación (CSV): G36DZL4GFBUJ62R2
Con este código puede verificar la validez del documento en https://sede.madrid.es/csv
atm
agencia tributaria
madrid
Emisor: 28993.0
QR PAGO
EJEMPLAR PARA EL INTERESADO
CARTA DE PAGO
PERIODO VOLUNTARIO
Número: 274000662931644
ÓRGANO LIQUIDADOR
AGENCIA TRIBUTARIA MADRID
Referencia
000662931644
Identificador
1274255034
Importe
8.120,00 EUR
UNIDAD TRAMITADORA
UT RECAUDACIÓN
Fecha de emisión: 21/08/2024
Fecha fin validez: 03/02/2025
TITULAR DE LA DEUDA: LUIS MANUEL GONZALEZ MARTIN
NIF: 05205476R
Pagar
Descarga
Cerrar