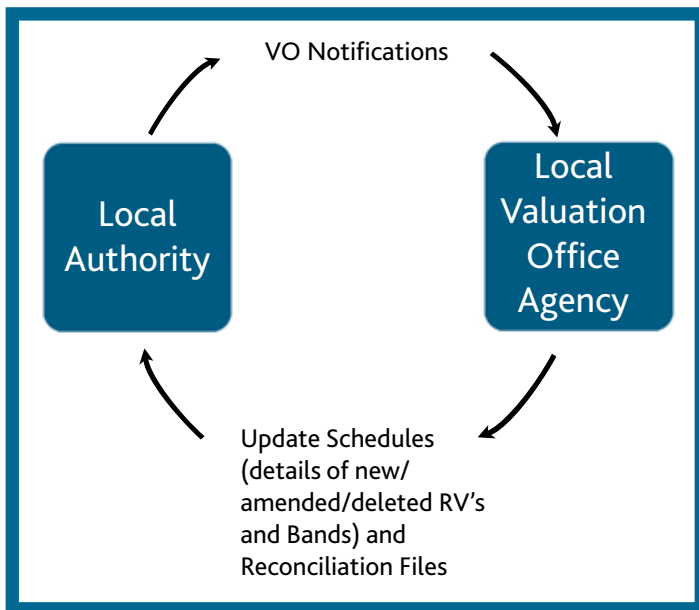




Valuation Office Agency Integration

VOA Integration enables Capita Revenues to be automatically updated with data from VOA Update Schedules, reducing costs by eliminating the manual keying of data.

The module enables Capita Revenues to consume both Updates Schedules and Reconciliation files from the VOA for both Council Tax and Business Rates. The module also enables Capita Revenues to produce a notification file that can be sent to the valuation office detailing properties that require valuation/revaluation.



"Capita Revenues integration with the VOA has proved invaluable in managing the NDR update schedules. The average time taken to process the schedules has halved, the management of the outstanding workload had improved, clerical errors have been eliminated and full reconciliations to the rating list achieved within ten working days, as opposed to 20 previously"
Mark Amson, Business Rate Manager,
Leeds City Council.

Update Schedules

Capita Revenues provides highly flexible functionality with which to process Update Schedules. Once files have been uploaded users have the option of applying updates manually to individual properties or processing schedules automatically for maximum time saving. It is recognised that the optimum approach is likely to be a combination of manual processing and automation; therefore the module is flexible providing total control over what is automated and what types of update you process manually.

Either way, significant amounts of time are saved and accuracy improved as data does not need to be manually keyed into the system.

Updates left for manual processing are still 'semi-automated' in terms of workflow driving the user through the appropriate steps to complete the update, with data from the schedule being pre-populated wherever possible.

For Business Rates the system consumes industry standard XML files defined as part of the ValueBill project. For Council Tax the VOA's standard CSV file is consumed.

Reconciliation files

Capita Revenues is able to consume an XML file from the VOA containing a full valuation list of all properties in the area. The system can then perform a reconciliation exercise to ensure that properties are being billed according to the correct rateable value or band and highlight wherever discrepancies are found.

VO Notifications

The module is able to assist the Valuation Office with their processing by producing an XML file containing properties that require valuation/revaluation. This file can be consumed by the Valuation Office Systems electronically without the time delay and inaccuracies associated with manually data entry. This improves the speed with which the VOA is able to turn around valuations and visits and hence speeds up billing/re-billing and ultimately revenue collection.

Benefits

- **Reduction in resource time required** - with much of the update schedules being processed automatically staff time is freed up to focus on other key activities
- **Reduced costs** - fewer hours are spent on administration. Communication is more effective and data does not need to be manually entered into or extracted from Capita Revenues, reducing the cost of the process
- **Accurate information** - reconciliation ensures that properties are billed correctly, leading to fewer appeals and enquiries which cause a significant overhead
- **Prompt issuing of bills** - the issuing of bills is faster and fewer backdated bills that customers may have difficulty paying are issued
- **Fairer collection of taxes** - reconciliation and update schedules ensure that the correct valuations are applied to all properties
- **Improved customer service** - a faster valuation service is provided to customers resulting in improved customer satisfaction
- **Improved visibility of schedule status** – the online view of a schedule can easily give an overview of which items have been processed and which are pending. This is much quicker and easier to analyse than printed reports with items crossed out or ticked off.