SPINNAKER
SUPPORT

GTRC Process
DESIGNED FOR ENTERPRISES THAT RUN SAP, ORACLE EBS AND JDE

OUR APPROACH

Spinnaker Support's Global Tax and Regulatory Compliance (GTRC) team applies a multi-step approach to address the breadth of tax and regulatory compliance needs and issues. Our proprietary process provides a framework used by the Spinnaker Support GTRC team to monitor and deliver the necessary updates required by our global client base. We provide a tailored set of updates for each customer.

MONITOR

Spinnaker Support's GTRC team monitors legislative changes within the jurisdictions where our customers operate on a real-time or ad-hoc basis, depending on each customer's unique requirements.

- Continual monitoring for jurisdictional updates including:
  - GST and VAT changes
  - Payroll and social tax rate adjustments and tables (including administrative reporting)
  - Electronic invoicing requirements
  - Electronic reporting of financial information to tax authorities
  - New taxes, expirations of taxes, credits, or charges
- Focused independent research on hot topics, emerging issues, and industry-specific regulations

ASSESS

In addition to tax and regulatory experts, Spinnaker Support's GTRC team also includes senior support engineers, who review the technical impact of tax, legal, and regulatory updates and determine what updates may be required on all our affected customers' operating environments. The result is a collaborative approach that focuses on identifying only relevant updates to minimize risk and improve delivery speed.

- Scoping – substantive discussions are held during the customer onboarding process regarding jurisdictions, business flows, transactions, and reporting.
- Collaboration – regular GTRC narratives are provided which allow both support engineers and customers to help highlight relevant changes.
- Communication – periodic but brief discussions between customers, support engineers, and GTRC experts.

PLAN

The GTRC team develops a detailed plan to implement the solution and communicates the plan to the impacted customer(s) as well as Spinnaker Support's internal support teams. Support engineers begin by completing a high-level design review and working with the customer to plan development.
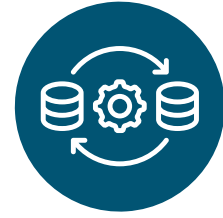
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Design

- Draft functional and technical specifications
- Review, edit and finalize specs
- Prepare team for development
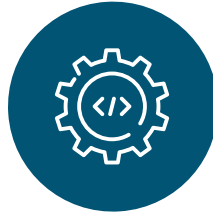
Development/Test

- Schedule development with customer
- Apply changes directly in customer's development/test environment
- Unit test performed by Spinnaker Support development and QA
- Regression test performed by Spinnaker Support QA
- Customer documents prepared
- Customer documents sent to customer
- Changes ready for customer to test

Migration

- Customer test plan/user acceptance executed
- Issues reported to Spinnaker Support via the ticket
- Customer test completed
- Customer moves changes to production

OPTIMIZATION

After migration of the final solution, Spinnaker Support will continue to monitor for additional jurisdictional changes, while support engineers use the optimization phase to improve the overall process of making similar changes in the future.

CONCLUSION

This disciplined approach to delivering tax and regulatory support to our customers globally and on a regular cadence ensures that our customers remain up to date on the constantly changing regulations, standards, financial accounting, reporting, and compliance requirements in the countries in which they choose to conduct business.

Spinnaker Support alleviates risk by helping our customers prepare for not only recurring updates but also ad-hoc regulation or policy changes by constantly monitoring compliance change requirements on behalf of our customers. Our reputation is founded on our ability to personalize global compliance processes for each customer to deliver timely and accurate updates. This attention to detail and personalized approach has built an unprecedented atmosphere of integrity, trust, and respect among our customers.

For more information on Spinnaker Global Tax and Regulatory Compliance, please contact us at **spinnakersupport.com**

ABOUT US

Today's leaders are navigating an increasingly uncertain and ever-changing world. They can't be held back by restrictive, ineffective, or complicated software systems as they move their organizations forward. Spinnaker optimizes software ecosystems through services designed for sustainable transformation, maximizing software investments and freeing up the capital and resources leaders need to navigate the future with certainty.