

RETAIL

Industry Insider



See how our partner Vertex tackles indirect tax challenges in the retail industry. From big-picture problems to the specific needs of a tax director, Vertex has it covered.

Vertex tax compliance solutions improve the accuracy of sales, use, and value-added tax calculations across Revenue Cloud, Sales Cloud, and Commerce Cloud.



Here's how Vertex helps retailers transact, comply, and grow with confidence.



Improve Scalability

Leverage Vertex's flexible deployment options and scalability to support enterprise growth across your organization and in retail markets around the world.



Increase Efficiency

Automate repetitive, error-prone, and complex tax processes to drive efficiency, improve the customer experience, and accelerate global commerce.



Reduce Risk

Rest assured that your taxes comply with federal, state, and local tax laws and regulations. Be audit-ready with supporting documentation.



Keep reading to see how Vertex can help a tax director manage global tax calculations across their business ecosystem.

The Solution

Vertex supports complex retailer scenarios with omni-channel tax calculation, tax system uptime, exemption certificates, and compliant invoicing.

Grow to meet increased demand.

The Challenge: Legacy systems are often unable to manage tax complexities across multiple channels and jurisdictions. This holds retailers back from growing and expanding.

The Solution: Vertex's modern cloud platform allows retailers to nimbly adapt to new and changing tax requirements both online and in-store. This modern technology landscape helps companies scale to meet demand, adapt to change, and expand to new markets.



Free up resources to support strategic projects.

The Challenge: Tax professionals are often weighed down trying to decipher the implications of tax changes. Without visibility and modern tools, this is time-consuming and error-prone.

The Solution: Vertex gives tax directors the information they need to effectively define and execute tax activities across jurisdictions. This improves tax efficiency, allowing them to contribute more strategically with a focus on the bigger picture.

Proactively mitigate indirect tax risks.

The Challenge: As new tax regulations shift and change, so do the methods required for calculation, collection, and payment. Manual processes can drain resources and increase the risk of audits and penalties.

The Solution: Vertex's global sales tax compliance platform automates indirect tax determination, reducing the burden on tax, finance, IT, and ecommerce departments. Vertex helps retailers of all sizes recognize and mitigate tax risks early. This can help prevent costly mistakes.

Get up and running quickly.

The Challenge: Long-term technology rollouts and employee onboarding delay time to value. Retailers need an immediate solution to support their complex tax needs.

The Solution: Vertex seamlessly integrates with Salesforce, so organizations can quickly take control of global tax decisions. Users work with familiar Salesforce applications and data. Changes can be made with minimal IT support.



The Scenario

In this example, let's imagine how a tax director can implement Vertex solutions for successful tax transformation.

Bob Billingsley

Tax Director

Bob is responsible for developing and implementing tax strategies to minimize liability and maximize savings.

His daily activities include preparing and filing tax documents and returns, representing the company in audits and negotiations, and addressing tax-related errors.

Bob wants to transition his company to a modernized platform so he can focus on strategic initiatives rather than routine tasks.



His Goals:

- Ensure compliance
- Minimize tax liabilities while maximizing cash flow
- Efficiently and effectively support tax positions
- Accurately calculate, estimate, and pay taxes

His Challenges:

- Slow, error-prone manual processes
- Outdated systems that don't communicate
- Changing requirements, rates, and rules
- Reporting and filing errors

Vertex solves Bob's challenges by helping him to:

Automate tax calculation.

Vertex automates tax determination for more than 20,000 jurisdictions around the world. Tax calculations are supported by over 1 billion rates, rules, and exceptions. These are continually updated to maintain compliance with the latest legislation.

Improve the customer experience.

By providing accurate tax determinations both online and in-store, Vertex reduces friction in the transaction process. This supports a fluid customer journey, enhancing satisfaction and loyalty.

Manage complex tax requirements.

Vertex makes managing complex sales, consumer use, and value-added tax transactions easy. Scalable solutions support multiple jurisdictions, states, and countries.

[Learn more about Vertex](#)