

Accounting



Canada Revenue
Agency

The Canada Revenue Agency used RPA to automate an operational accounting process to determine correct allocation of taxpayer remitted payments.

Challenge

CRA payment allocation logic is designed to respect the intention of taxpayers when remitting payments to the CRA.

Payments are applied on a tax-year basis and to varied components of the taxpayer account.

If the taxpayer's intent is unclear, manual intervention is required to determine where the taxpayer had intended the payment to be applied.

Solution

CRA partnered with Greenlight to develop a scalable automation to review the taxpayer account by analyzing data from internal systems and applying rules to determine the intended allocation.

Benefits

This automation significantly improved productivity efficiencies and allowed the employees to focus on more complex work files.

About Greenlight Consulting

Greenlight Consulting is a Robotic Process Automation and IT Staffing company based in Toronto, with a national footprint. Being a boutique IT Consulting and Staffing firm for over 13 years and working with some of North America's largest organizations, we have a proven track record for helping clients solve their Human and Digital resourcing needs.