

CASE STUDY

Meister Abrasives uses EXEMPTAX to become and stay audit compliant

AT A GLANCE

Challenges

- Missing tax documents
- Lack of resources and know-how
- Tangible audit risks

Benefits

- Reduction of exposure and risks
- Cost savings through reallocation of resources
- Increase in customer satisfaction
- Future proofing management of exemption documents
- EXEMPTAX was significantly cheaper compared to Avalara and Vertex.

CHALLENGES

Meister Abrasives, a multinational manufacturer headquartered in Switzerland, approached EXEMPTAX to provide support concerning their sales tax exemption certificates.

A deep-dive analysis conducted by EXEMPTAX concluded that there was a lack of resources and general know-how to successfully handle ongoing compliance issues, which resulted in shortcomings managing exemption documents from Meister Abrasives' clients.

SOLUTIONS

EXEMPTAX automated Meister Abrasives email campaign processes requesting updated tax exemption documents from clients with missing, expired, and expiring certificates.

Meister Abrasives utilized EXEMPTAX's exemption validation engine to successfully manage all incoming exemption documents via centralized rules.

EXEMPTAX' certificate storage and client reporting functions provided Meister Abrasives with ad-hoc progress visibility and audit response capabilities.

BENEFITS

- Significant reduction in tax exemption exposure, satisfying ongoing internal and external tax audits.
- Cost savings through reallocation of resources to other bottom-line activities.
- Substantial increase in customer satisfaction as part of a systematic certificate collection process.
- Automated handling of missing, expiring, and expired certificates mitigates future audit exposure.



We were looking specifically for a sales tax exemption tool without any fluff. Exemptax was exactly what we were looking for.”

Bruce Northrup
Meister Abrasives