

# TX Manager

## Solution overview

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### **Trusted Services**

G-Cloud 15 customer-facing document

# TX Manager at a glance

TX Manager is a digital traceability interface connecting public authorities and economic operators to simplify and secure tax declarations, related revenue collection, and market controls.

## Built for regulated supply chains

The supplied functional scope describes a cost-effective, comprehensive, customisable, and interoperable solution for national supply-chain control and local-market serialisation requirements. It references the FCTC AIT Protocol and Tobacco Products Directive 2014/40/EU context.

## Traceability at scale

The source material cites more than 16 billion products tracked annually, more than 3 billion product events per year, traceability services for five EU Member States and Ecuador, and anti-tampering device deployments across European and non-European factories.

# Digital tax management and traceability

## Secure tax-stamp management

TX Manager combines digital and physical controls to support public-authority requirements. It helps control production, importation, exportation, and the amount of products destined for a local market versus the amount exported, including destination-country breakdowns.

## Serialisation and product marking

All products manufactured in the country can be serialised, including products not intended for the local market. Exported products can be registered against their intended destination. A unique serialisation number may be printed directly on the product or on a stamp.

## Automated collection and verification

Full automation can reduce fraud and support tax-revenue collection. A simple scan can help identify counterfeit goods, while an embedded QR code can provide end consumers with product information, health awareness, rewards, or brand insights.

# Public value and market controls

## Tax collection and cost efficiency

Support correct, secure product and volume declarations, reduce administrative burden, and free resources through comprehensive controls and interoperability.

## Counterfeit, smuggling, and citizen safety

Identify counterfeit goods with a simple scan and monitor the flow of goods in the country with near-real-time visibility. This supports action against illicit trade, counterfeit products, and smuggling.

## Prevent forestalling

Tax activation can occur at any point in the supply chain. Mandatory scanning of pallets as they leave a factory can provide real-time flow monitoring, whether or not an excise warehouse is used.

# Authority control and track & trace

## Market oversight

Support approval and control of economic operators, facilities, installations, new and existing products, tax-stamp and unique-identifier production, and products sold on the market.

## Operational tools

Provide near-real-time reporting, real-time alerts, digital or physical tax-stamp controls, and on-field inspection reports to support detection of potential fraud.

## Track & trace module

Follow tax stamps from manufacturing through to resellers. The track-and-trace module can be used in whole or in part to fit authority and market requirements.

## Solution modules

TX Manager is a modular platform combining core components and optional capabilities to fit market requirements.

### Portal, API, and identity issuing

A user-friendly web portal supports customer experience. APIs provide access to platform functions for external integration. The identity-issuing module supports serialisation and unique-identifier issuing in the Tobacco Products Directive context.

### Repository, dashboards, and mobile applications

A central repository supports traceability records. Dashboards support reports, alerts, and notification management. Mobile applications enable enforcement personnel and citizens to interact with products.

### Control modules

Anti-tampering devices control the inline application of unique product codes. Core and optional modules include product ID and authentication management, traceability management, process control, citizen awareness, and data access and visualisation.

# Capabilities for each stakeholder

## Public authorities

Register and manage economic operators involved in excise-tax payment; manage authorisation, products, volumes, and tax levels; order tax stamps and unique identifiers; access alerts; and use tax-oriented reporting.

## Economic operators

Self-register; declare factories, production lines, and products; order stamps; view available and used stamps and identifiers for products; serialise products; and declare required information.

## Enforcement agents in the field

Determine whether a product corresponds to the product for which its unique identifier was delivered; verify whether tax was properly paid; identify potential counterfeits where an identifier is not recognised; and submit reports and observations.

## Experience in digital tax management

The source material describes multi-year experience designing, implementing, and operating blueprint systems for anti-counterfeit serialisation, digital tax verification, and track and trace.

### Switzerland

A digital tobacco excise-control system has been operated since 2013 for industry and the Federal Customs Administration. The stated objective was to reduce the administrative burden of tax reporting while supporting manufacturers' and government requirements.

### Ecuador

Authorities chose to replace a stamp-marking approach with a fully digital model for high-tax excise goods, including tobacco, beer, and alcohol. The source describes requirements to identify every product, provide a verification mobile app, and export nationalised volumes to the Ecuadorian tax system.

## Additional implementation experience

### Lithuania

A comprehensive authentication and track-and-trace system has been operated since 2013. The source presents this as an example of cost-effective serialisation and track-and-trace implementation to support manufacturers, government needs, illicit-trade reduction, profitability, and tax income.

### Hybrid digital and physical control

The Ecuadorian authority selected a hybrid approach requiring a security item on the product in addition to digital marking. The source describes issuing unique identifiers, collecting commissioning and nationalisation events, exporting nationalised volumes, and providing two mobile applications.

### Stakeholder collaboration

The source attributes delivery success to cooperation between tobacco-industry stakeholders, manufacturers, trade, and governmental authorities across digital administrative processes and compliance systems.

# European deployment at scale

## Tobacco Products Directive delivery

Since 2018, the source describes deployment at scale in Europe following implementation of the Tobacco Products Directive. It cites operation of related systems for six leading tobacco manufacturers in Europe and identity-issuing systems for Greece, Lithuania, the Netherlands, Denmark, and Cyprus.

## Technical capacity cited in the source

More than 16 billion package serialisations per year; more than 3 billion TPD-compliant storage events per year; and 25 terabytes of high-availability, queryable data per year.

## Anti-tampering devices

The source identifies anti-tampering devices as a key capability supporting verification systems and production-line application control.