

## Guide for Submitting Tax Compliance Certificate Application Online.

Effective December 7<sup>th</sup> 2015 individuals and organisations that are registered for eServices with Tax Administration Jamaica will have access to making these requests online using the new eService facility of Tax Administration Jamaica (TAJ).

To access this service, the Customer will be required to complete two main steps:

1. Visit TAJ's Enterprise Portal ([www.jamaicatax.gov.jm](http://www.jamaicatax.gov.jm)) and create a new username and password. This can be done by clicking the "Client Login" banner or "Login" link followed by clicking the "Create Account" link.



2. Register for eServices by downloading and completing the Application for eServices Account Form or applying for an e-Services Account online.

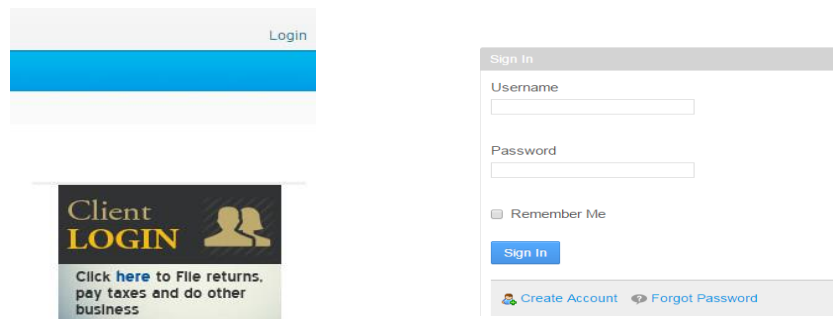
**NB.** To apply for an e-Services Account online, visit the TAJ Website [www.jamaicatax.gov.jm](http://www.jamaicatax.gov.jm) and log in the TAJ Web Portal, select the "Do Business" tab on the TAJ homepage, then select the "Manage My Account" hyperlink.

Select the hyperlink "Apply for an e-Services Account" from the e-Services home page. A default "Instructions" page giving basic information about the service, what will be needed, and what to expect at the end of the process is displayed.

**NB.** We recommend that you use Google Chrome or Mozilla Firefox web browsers.

## Once registered, you can proceed to apply for Tax Compliance Certificate as follows:

1. Log in to the Enterprise portal →



2. Select "Manage My e-Services Account"

[Manage My e-Services Account](#)

3. Select "Other Services"

089-560-117

TRAVEL DOT  
23 POLY STREET  
KINGSTON 7  
ST. ANDREW, JAMAICA

[There is 1 unread message](#)

[There are 27 unread letters](#)

**I WANT TO...**

- [View Profile](#)
- [Make Multiple Payments](#)
- [Make Payments For Other Taxpayers](#)
- [Register Branch](#)

**REQUESTS** | **MESSAGES<sup>1</sup>** | **LETTERS<sup>27</sup>** | **NAME & ADDRESS** | **REFUNDS** | **FILE SUBMISSION** | **OTHER SERVICES**

Last 3 Years | All

**LAST 3 YEARS** **Filter**

Confirmation #	Submitted	Processed	Account Id	Account Type	Period	Title	Status
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4. Select "Apply for Tax Compliance Certificate".

**REQUESTS** | **MESSAGES<sup>1</sup>** | **LETTERS<sup>27</sup>** | **NAME & ADDRESS** | **REFUNDS** | **FILE SUBMISSION** | **OTHER SERVICES**

**APPLICATIONS**

[Apply for Tax Compliance Certificate](#)      Apply for a tax compliance certificate

5. Select "Next" after reading instructions/information.

1. Instructions 2. Application Information 3. Certificate 4. Supporting Documents 5. Contact Information

### Instructions

ABOUT THE SERVICE	WHAT YOU NEED	AFTER YOU FINISH
This request is submitted in order to gain a Tax Compliance Certificate (TCC). This request will undergo a detailed examination, and a notification will be sent to notify you of the approval or rejection of the TCC application.	1. The type of application and purpose for which a certificate is requested. If the TCC is for Customs Clearance, then Customs Clearance details will be required. 2. Required Supporting Documents.	Once the request is being processed by a Taxpayer Services officer, the online status of this request will show Submitted.

Cancel Save and Finish Later Save and Continue Previous Next

6. Select the appropriate item to indicate whether or not the TCC is for a First Time Applicant or Repeat Applicant. Also select the category in which the applicant falls then select next.

**NB.** All first time applicants are required to visit TAJ for an interview.

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### Application Information

APPLICATION TYPE

First Time Applicant  Repeat Applicant

CATEGORY

Category

Cancel Save and Finish Later Save and Continue Previous Next

7. Select the appropriate reason from the "Certificate is required for" list. Add additional information that you think may be pertinent to this application in the field for "Additional Information".

1. Instructions 2. Application Information 3. Certificate 4. Supporting Documents 5. Contact Information

### Certificate

REASON

Certificate is required for:  Required

Additional Information:

Cancel Save and Finish Later Save and Continue Previous Next

8. Add copies of the applicable Supporting Documents and Clearance Letters if applicable. Select add

1. Instructions 2. Application Information 3. Certificate 4. Supporting Documents 5. Contact Information

### Supporting Documents

**CLEARANCE LETTERS** **SUPPORTING DOCUMENTS**

- NIS
- HEART Trust
- NHT

Submit the supporting documents listed above by adding an attachment below. Once all document records are added, click the Next button above to enter in contact details before submitting this request. Upon submission, this request will be processed in a timely manner and the contact will be notified with any questions for, acceptance of, or rejection of this request.

Supporting Documents will be provided through another means, either mail or brought to the tax office in person.

**ATTACHMENTS**

Type	Filename	Size	Description
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Cancel Save and Finish Later Save and Continue Previous Next

9. Select type of document -> add description -> select file for upload from your computer -> Select "Save" to complete upload of file

Select a file to attach

Type [dropdown]

Description [text input] Required

Choose File No file chosen

Save Cancel

10. Enter contact telephone and email address then select submit.

1. Instructions 2. Application Information 3. Certificate 4. Supporting Documents 5. Contact Information

### Contact Information

**PHONE NUMBERS**

TYPE	COUNTRY CODE	AREA CODE	PHONE NUMBER	EXTENSION
[dropdown]	JAMAICA Required	1	[text input]	[text input]

**EMAIL ADDRESS**

Email [text input] Required

Cancel Save and Finish Later Save and Continue Previous Submit

11. Read information displayed, then select “OK” to complete submission.

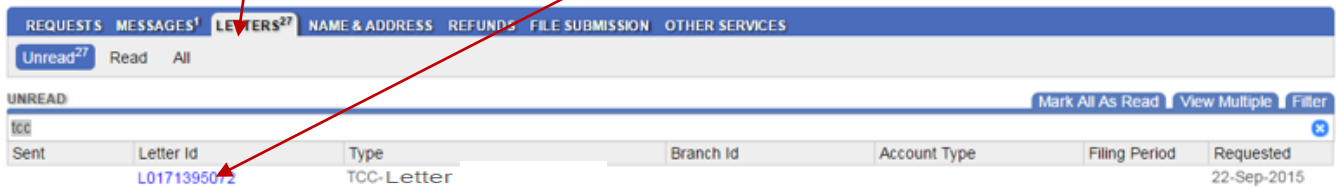


The Tax Compliance request will then be processed by TAJ. An email will be sent to email address associated to the e-service login that submitted the request as soon as processing is complete. The applicant may be required to visit their nearest Tax Office with original supporting documents or for an interview before the TCC process can be completed. However, they will be contacted if this is required.

A “Tax Compliance Letter” or “Tax Compliance Rejection Letter” will be sent to the customer’s “TAJ eServices Account”.

### To view a Tax Compliance Letter.

1. Select the “Letters” tab and select the “Letter Id” hyperlink to view the letter.



## Sample Tax Compliance Letter



**Tax  
Administration  
Jamaica**

Reply To: Commissioner General  
St. Andrew RSC  
191 Constant Spring Road  
Kingston 8  
St. Andrew  
Jamaica, W.I.  
Tel: 969-0000-9 / Digi 619 1111  
Fax: 931-9194

Reference No: L1128450048

Date: 23-Nov-2015

### Tax Compliance Letter

TRAVEL DOT  
23 POLY STREET  
KINGSTON 7  
ST. ANDREW, JAMAICA

TRN

TRN: 099-560-117

TCC Number

Tax Compliance Number: 15000043

Dear Customer,

Your application for Tax Compliance Certificate has been approved for the TRN mentioned above and all its branches, where applicable.

To access and validate the TCC details, please visit our website at [www.jamaicatax.gov.jm](http://www.jamaicatax.gov.jm) and use our e-services search and validation facility.

Yours truly,

Michael Johnson III  
for Commissioner General

For general queries and information you may contact TAJ at (876) 902-9463 or toll-free at 1-888-TAX-HELP (1-888-829-4357) / 1-888-GO-JATAX (1-888-465-2829) (USA).

Fax: (876) 902-9494 Email: [taxhelp@taj.gov.jm](mailto:taxhelp@taj.gov.jm) Website: [www.jamaicatax.gov.jm](http://www.jamaicatax.gov.jm)  [jamaicatax](https://www.facebook.com/jamaicatax)  [@jamaicatax](https://twitter.com/jamaicatax)