

FREQUENTLY ASKED QUESTIONS

Q. Is it safe and secure to eFile ?

A. Chances are slim-to-none that your tax data could be lost/stolen when you eFile, which is more secure than mailing a tax return. An eFiled return is [encrypted](#) to prevent any access to data as it moves between your tax software and Tax Administration.

Q. Is there a fee to eFile and ePay?

A. No, there is no charge.

Q. Can I use two credit cards to pay online for my Statutory?

A. Yes, two credit cards can be used to make payments online. However, the cards being used must either be **Visa, Master Card** or **NCB Key Card**.

Q. I am unable to print the Return from my computer, what am I to do?

A. If the user is unable to print the 'Return' from his/her computer, the next option is to **save** the document to the computer by: selecting 'Download' and 'Save' (IN **MY DOCUMENTS OR THE DESKTOP**).

Q. How do I make a change to the payment amount?

The customer can change the payment amount on the Tax Portal by editing the 'Payment Amount' field then clicking 'confirm' in the top right corner.

Q. How do I know if my eFiled return has been received?

A. Once a return is successfully submitted. You will receive a confirmation message with a confirmation number. You will be allowed to print an electronic copy of your filed return.

Q. If I have an Agent and I want to have access to my returns and payments on the Jamaica Tax Portal, can I register?

A. Yes, you configure your account to check the status of payments and returns that your Tax Agent or representative is filing on your behalf.

Q. What are the benefits of eFiling and ePayment?

A. Electronically submitting your tax return to Tax Administration is faster, more convenient, and more secure than paper filing. eFiling means that Tax Administration does not have to re-type your tax return, which means less chance that Tax Administration will make a mistake when processing your return.

Q. How do I save/print my Statement of Payment?

A. When a **Statement of Payment** is being generated, the customer can access the **document** via the **Requests** tab on his eService account. It can be saved to his/her computer by selecting 'Print' then 'Download' and save..



Tax Administration Jamaica
Working together to serve you **EVEN** better



For more information contact:

The Customer Care Centre
1-888-TAX-HELP or 1-888-829-4357
Email: taxhelp@taj.gov.jm
Website: www.jamaicatax.gov.jm
Facebook: www.facebook.com/jamaicatax
Twitter: @jamaicatax

PAYING & FILING ONLINE

*"Why wait in line
pay & file online"*

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The Virtual Tax Office was introduced by Jamaica's Tax Administration to offer taxpayers the ease and convenience of paying and filing their taxes online from anywhere at any time.

THE TAXES AND FEES THAT CAN BE PAID ONLINE ARE:

- **Business Related Taxes**
- **Payroll Taxes**
- **Consumption Taxes (GCT, SCT, GART & TCT)**
- **Property Tax**
- **Traffic Tickets**
- **Betting Tax**
- **Stamp Duty & Transfer Tax**
- **Hotel Tax**
- **Other Fees and Licenses**
- **Estimated Income Tax**

To pay Online you need :

- A valid Credit Card
- An email address
- A Taxpayer Registration Number (TRN)



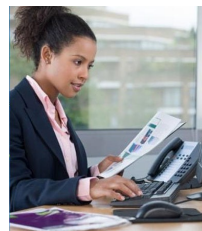
STEPS TO PAY TAXES ONLINE

If you are using the service for the first time, you will need to log on to the website: www.jamaicatax.gov.jm and create a user name and password.

The process is simple just follow the **six (6) steps** below to pay your taxes:

- 1 Log on to website.
- 2 Select "Login" then "Create Account" to create a User Name and Password.
- 3 Select 'Make a Payment', read the instructions then enter the payment information and contact information.
- 4 Select 'Enter Payment Now' to add the credit card details.
- 5 View and print/write reference number for your records
- 6 Log off website.

NOTE: If you have an eService account you would be able to make payments directly from your online tax accounts and gain access to the 'Direct Debit' payment option.



THE RETURNS THAT CAN BE FILED ONLINE ARE :

- ▶ General Consumption Tax Returns (4A, 4D, 4E, 4F, 4G, GT01, TCT01)
- ▶ Asset Tax (AT01 & AT02)
- ▶ Special Consumption Tax Return (4C)
- ▶ Income Tax Returns (SO4, IT02, IT03, IT04 & IT05)
- ▶ Estimated Income Tax (SO4a & IT07)
- ▶ Employer's Monthly Payroll Deductions (SO1)
- ▶ Employers Annual Returns (SO2)

To file online you need:

- ▶ To have a login which is obtained through self registration online or via the completion and submit of an application for Electronic Account Registration Form ▶ Filing period and return details
- ▶ Appropriate account access to file a return

To register for eFiling

Please contact Customer Care Centre 1-888-TAX-HELP or download the *Application for Electronic Filing Account Registration form* from the www.jamaicatax.gov.jm website and submit to the nearest Tax Office with authorized officer's ID and authorized letter where applicable.

STEPS TO FILE ONLINE :

- 1 Log onto the website www.jamaicatax.gov.jm
- 2 Select down to 'Manage My eService Account'
- 3 Access the preferred account type by clicking the hyperlink
- 4 Click the 'All Periods' tab.
- 5 Click 'File Now' on the appropriate period
- 6 Enter relevant data on return and complete appropriate schedules/upload attachments
- 7 Complete declaration and submit the return

NB: Record reference number for future reference.

NOTE THAT SUPPORTING DOCUMENTS CAN EITHER BE UPLOADED BEFORE OR AFTER COMPLETING RETURNS EXCEPT SO2 (EMPLOYERS' ANNUAL RETURN) WHICH MUST BE DONE FIRST

All attachments relating to Payroll contributions should be saved in ASCII/ Pipe Delimited format. All attachments for Business Related Taxes (SO4, IT03, etc) should be saved in PDF format.