

ICAB – Etax FAQ Responses after meeting with CIR on 5th August 2010 at IRD

A47:009 xml upload

1. I have 50 reportees, can I split the xml file in two and upload 25 and then later upload the other 25 reportees?
R. Yes. One can append different Xmls and upload. Information may be obtained from website which has Instruction Manual or from the Compliance Section per Lloyd Cummins (430-3176) and Dennis Brereton (430-3157) or by email christainname.surname@ird.gov.bb.
2. How do I know which branch number to use?
R. Numbers are issued by IRD, e.g. PAYE begins with "1". Access Registry to amend information through Main Menu and Managed PAYE relationship. Company may request additional branches which will be issued accordingly.
3. Will the branch number for reportees be the same as the branch number for the company?
R. No. Distinguished by beginning number, "0"; "1" etc. Employees/Reportees use NRN – "0". Company uses TIN – "1" or whichever branch is relevant.
4. Should the TIN carry a "-" hyphen?
R. No. Enter TIN without hyphens or spaces. Previously children born in 2000 onward triggered an error online and at 2009 filings. To avoid this error the first non-zero digit had to be used. This has now been corrected.
5. After uploading I notice errors, can I upload the file again to overwrite the information?
R. As long as the PAYE slips have not been generated changes can be made. If slips have been issued then any changes must be made through the Compliance Section as above.
6. After uploading can I edit the information, and how?
R. As above
7. What is the format for the commencement date and finish date?
R. yyyy-mm-dd as indicated by calendar
8. Do the fields have to be in a specific order in the xml file?
R. Yes
9. Can I upload reportees if they have not registered online?
*R. Yes. There are two ways of uploading:
Xml – will upload without NRN or even if not a valid TIN
Webform – will require NRN for valid person*
10. Days after uploading I noticed errors but reportees have already filed using the information. What should I do?

- R. *For Employer, access Maim Menu – PAYE Adjustment – await approval.*
For Employee;
If Notice of Assessment (NOA) has not been issued, complete replacement return,
If NOA has been issued, file objection.
11. What if an employee's tax code changes throughout the year - do I enter the end of year tax code?
- R. *Use end of year tax code.*
12. What is the difference between the webform and xml upload?
- R. *Xml uploads large amounts of data. It accepts even incorrect TINs.*
Webform carries information which must be physically keyed and submitted to IRD, e.g. information on individuals. Must have valid NRN from electoral office.
13. Can I print the forms (A47:009 and others) before submission to the IRD?
- R. *No. For security reasons drafts not permitted. This may be to ensure that what is printed is what was submitted.*

Corporation tax returns

1. Can the processing functions for PAYE and GOODS and SERVICES be assigned to 2 separate individuals?
- R. *Currently No.*
2. What is the difference between "accountant", "tax agent", "director"?
- R. *Director has full access and full powers – he is a superuser – has power to delegate.*
Accountant/Tax Agent has limited access – subordinate to Director.
3. Why can't I get into the registry?
- R. *Must have permission.*
4. My company is an international business company and I do not have a Barbados national registration number. Can I use the eTax application? What is the process?
- R. *Request TIN from Compliance Section.*
5. Why can't I get into the "PAYE monthly assessment" form document?
- R. *Not yet activated.*
6. How do I decide which relationship to assign to my external accountant?
- R. *Internal matter.*
7. Can I file my return using the pdf copy from the IRD website? Will Inland Revenue accept a faxed copy of a corporation tax return?

R. *Yes, can print pdf form and use it for filing.*

Faxed copies are not acceptable.

8. How do I object to an assessment using the on-line objection feature - is this feature operational? Can I instead file a written letter of objection?

R. *Objections may be completed online (preferred) or in writing.*

9. Who do I contact if I have a problem registering or filing?

R. *Contact Customer Service – Neville Clarke.*

10. Page 8 of the online form - There are not enough rows where a company has made losses for each of 9 years.

R. *To be inserted.*

11. Notification of NOA

R. *Request made to IRD for the Department to issue by email notification of the NOA.*

Individual returns

1. How do I register for access to eTax? Do I still need my 2007 notice of assessment? What if I don't have it?

R. *The 2007 NOA is not required. Use the DLN on the most recent NOA. Delinquent or first time taxpayers must contact Customer Service at the IRD, or visit IRD with their ID card.*

2. Can my accountant or friend prepare and file my return for me using eTax? How do I decide which relationship to assign to them?

R. *Yes. This decision must be made internally, however it should be noted that this person will have access to your information. The password selected should be unique and known only to the taxpayer.*

The relationships are similar to those for a company. To create a relationship the NRN of the other party is required.

3. When will my return be assessed and how will I know?

R. *Must check with the IRD electronically from time to time.*

4. When will I receive my refund?

R. *Must check with the IRD website to find out when it is available. The IRD is currently working on notifications.*

5. Do I have to file electronically? What happens if I file manually?

R. *Electronic filing is preferred. Manual filing takes longer to process.*

6. I am a non-national and I do not have a Barbados national registration number but I have to file a Barbados tax return. How do I register for eTax?

R. Your passport information- number, picture page and date of birth must be provided to the IRD.

7. It is after February 28 and I don't see my mutual fund contributions online. What should I do?

R. You should contact the third party service provider.

8. Will my credit union contributions and mortgage interest be automatically entered on my individual tax return?

R. Yes.

9. Can I change any of the information which has been automatically entered on my individual return?

R. No, not if it has been entered automatically. You should contact the third party service provider.

10. What if I can see my mutual funds and credit union contributions but the information is incorrect. What should I do?

R. You should contact the third party service provider.

11. Is it okay to file my return before paying the tax due?

R. Yes, however tax must be paid by the due date.

12. How and when will I know if I have to pay penalties and interest?

R. NOA provides confirmation of penalties and interest.

13. I filed my 2008 return manually but I don't see it online.

R. It may not yet have been uploaded or keyed by the IRD or there may be issues with the information. You are encouraged to file online.

14. I have not yet filed my 2007 (or 2005, 2006) return and I see the blank form online – can I use this form to file the return?

R. The blank forms for years prior to 2008 can be printed and submitted manually; they cannot be filed online.

15. I submitted my 2009 return online but there was an error. Can I submit a corrected return?

R. Yes, provided that it has not yet been assessed, you can submit a replacement.

16. Can I change my address and telephone number?

R. Yes, however only the taxpayer or director who set up the company can do this.

17. Can I file my return using the pdf copy from the IRD website? Will Inland Revenue accept a faxed copy of an individual tax return?

R. Same as (7) for companies. Yes, can print pdf form and use it for filing. Faxed copies are not acceptable.

18. How do I object to an assessment using the on-line objection feature - is this feature operational? Can I instead file a written letter of objection?

R. Same as (8) for companies. Objections may be completed online (preferred) or in writing.

19. Who do I contact if I have a problem registering or filing?

R. Same as (9) for companies. Contact Customer Service – Neville Clarke.

20. I have tried to register, but I get the following error – “Information does not match electoral office information”. What do I do?

R. Contact the electoral office to confirm your number.

21. System suggests that child must have NRN in order for claim to be made. This is not supported by ITA. What happens for expatriates? Suggest use of passport number or program to relax this control where taxpayer does not have NRN.

R. Contact IRD customer service with supporting documentation- your passport number, picture page of passport and date of birth must be provided.