

FREQUENTLY ASKED QUESTIONS

Q. Is it safe and secure to eFile?

- A. An eFiled Return is encrypted to prevent any access to data as it moves between your computer/electronic device and Tax Administration. Therefore, it is unlikely that your tax data could be lost/stolen when you eFile. This is more secure than mailing a Tax Return.

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?

- 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 you are unable to print the **'Return'** from the computer, the next option is to **save** the document to the computer by: selecting **'Download'** and **'Save'**.

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 can 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**.

Q. How long after I file or pay online are the transactions posted to my account?

- A. Usually by the following day as these transactions are processed overnight providing they are submitted by about 5:00 p.m. However, the effective date will reflect the date the transaction was done online.

For more information contact:

The Customer Care Centre
888-TAX-HELP or 888-829-4357
Email: taxhelp@taj.gov.jm
Website: www.jamaicatax.gov.jm
Facebook: www.facebook.com/jamaicatax
Instagram & Twitter: [@jamaicatax](https://www.instagram.com/jamaicatax)

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



PAYING & FILING ONLINE

Why wait in line
Pay & File online"

The Virtual Tax Office was introduced by Tax Administration Jamaica 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:

- Payroll Taxes
- Consumption Taxes (GCT, SCT, GART & TCT)
- Property Tax
- Traffic Tickets
- Betting Gaming & Lottery Taxes
- Stamp Duty & Transfer Taxes
- Hotel Licence Duty
- Income Tax
- Withholding Taxes
- Minimum Business Tax
- Trade Licence
- Driver’s Licence Renewal Fee
- Other Fees and Licenses

TO PAY ONLINE, YOU NEED:

- A valid Credit Card
- An email address
- User name (Log-in)
- Password

To register for e-Filing

Please contact **Customer Care Centre 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 authorization letter where applicable.



STEPS TO PAY TAXES ONLINE

If you are using the service for the first time, you will need to go to TAJ’s web-site www.jamaicatax.gov.jm and create a log-in name and a default password will be given.

The process to create a log-in is simple. Click **“Client log-in”** then **“Create Account”** and enter the required information.

After logging on you can then use one of the relevant links to make the desired payment.

The available payment related links are:

- ◆ “Make non log-on payment”
- ◆ “Pay Property Taxes”
- ◆ “Pay Motor Vehicle Fees”
- ◆ “Pay Traffic Ticket”
- ◆ “Driver’s Licence Renewal Fees”
- ◆ “Add Other Fees”
- ◆ “Pay Other Licenses”
- ◆ “File Returns, Pay Taxes or Access Accounts”

NOTE: If you have an eServices account you would be able to make payments directly from your online tax accounts and gain access to the payment options available.

THE RETURNS THAT CAN BE FILED ONLINE ARE :

- ◆ General Consumption Tax Returns (4A, 4D, 4E, 4F, 4G & 4H)
- ◆ Special Consumption Tax Return (4C)
- ◆ Environmental Protection Levy (EPL01)
- ◆ Income Tax Returns (SO4, IT02, IT03, IT04, IT05, IT12 & IT15)
- ◆ Estimated Income Tax (SO4a, IT07 & IT15A)
- ◆ Employer’s Monthly Payroll Deductions (SO1)
- ◆ Employers Annual Returns (SO2)
- ◆ Asset Tax (AT01 & AT02)
- ◆ Betting Gaming and Lottery Returns (BT01, BT02, BT03, BT04, BT05, BT06, GT01 & LT01)
- ◆ Guest Accommodation Room Tax Return (RT01)
- ◆ Withholding Taxes (IT08, IT10, IT13, IT14, CL01)
- ◆ Telephone Call Tax Return
- ◆ Trade and Business Licence Return (TB01)

TO FILE ONLINE YOU NEED:

- ◆ To have a login which is obtained through self registration online or by completing and submitting an Application for Electronic Filing Account Registration Form to the nearest Tax Office.
- ◆ Filing period and return details.
- ◆ Appropriate account access to file a Return.

STEPS TO FILE ONLINE:

1. Log on to the TAJ’s website: www.jamaicatax.gov.jm
2. Log on using your username and password.
3. Select **“File Returns”, “Pay Taxes”** or **“Access Accounts”** hyperlink.
4. Select the tax account related to the return. If a tax account is not listed on the eServices account homepage, then proceed to **“I want to”** then select **“Register for account”** hyperlink and follow instructions to register tax account.
5. Select the period you wish to file a return on and select **“File a return”** hyperlink.
6. Enter relevant data on Return. Complete appropriate schedules (if applicable) and upload attachments (if applicable).
7. Complete declaration and submit the Return.

NOTE: ALL SUPPORTING DOCUMENTS CAN BE UP-LOADED AFTER COMPLETING RETURNS AND BEFORE SUBMITTING TO TAJ.

*Uploaded data 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**.*