

Tax Administration Jamaica

RAIS eServices

Upgraded (Revised September 2017)

A New Look, a New Feel

“Change is inevitable – Except from a vending machine” - Robert C. Gallagher



When you log on to RAIS you may notice that things may have changed a bit. Be assured that there is no need to panic. Everything that was there is still there and anything that you could previously do can still be done, only a little easier and more efficiently.

Welcome to the new look of RAIS!

What's New?

“What is coming is better than what is gone.” — *An Arabic proverb*

Firstly, your “My Accounts” page is now your “Home” page. In addition the following changes have been made:

1. **Appearance** - We now have a cleaner look and feel of your home page.
 - a. Updated name display panel
 - b. Updated Alerts panel
 - c. Modified “I Want To” section
 - d. Overhauled Summary Information
2. **Updated Account window**
3. **Updated Payment window**

We have also added a few new features:

4. **Account Settings window**
5. **Period window**
6. **Manage Payments and Returns function.**

Appearance – Less is more

“Life is really simple, but we insist in making it complicated.” — Confucius.

The most obvious change to the system is in the appearance of your My Account/Home page.

The diagrams below give a top-bottom comparison of the previous layout and the new layout that utilizes more icons for ease of navigation. The first thing that should be noticeable is how uncluttered the new design is. What may not be so obvious; however, is the change in how information is displayed as well as how you navigate from page to page.

Previous look

The screenshot shows the 'My Accounts' page. At the top, there's a header with 'My Accounts' and a 'Back To TAJ Tax Portal' link. Below this, a user profile section displays '111-222-333', 'JOHN DOE', and address '2 FIVERT ROAD, KINGSTON 8, ST. ANDREW, JAMAICA'. To the right, a box titled 'I WANT TO...' contains links: 'View Profile', 'Make Multiple Payments', 'Make Payments For Other Taxpayers', 'Register Branch', and 'Register for New Account'. Below the profile, a navigation bar lists: ACCOUNTS, REQUESTS, MESSAGES, LETTERS, NAMES & ADDRESSES, REFUNDS, FILE SUBMISSION, OTHER SERVICES, and CERTIFICATES. The main content area shows three account cards: NHT (111222333-0000) with a balance of 0.00, Education Tax (111222333-0000) with a balance of 0.00, and General Consumption Tax (111222333-0001) with a balance of 108,278.00. A yellow banner at the bottom right says 'needs attention'.

New look (Revised September 2017)

The screenshot shows the 'Home' page. At the top, there's a header with 'Home' and a 'Back To TAJ Tax Portal' link. Below this, a user profile section displays 'Logon' with 'Settings' and 'Alerts' links. The profile shows 'johndoe123', 'JOHN DOE', 'johndoe@gmail.com', '+1 876 977-7777', and 'Last logged on'. To the right, a box titled 'I Want To' contains links: 'Register for Account', 'Make Payments For Other Taxpayers', 'Register Branch', 'Send us a message', 'Make Multiple Payments', and 'Manage payments and returns'. Below the profile, a navigation bar lists: Accounts, Submissions, Correspondence, Names and Addresses, and Certificates. The main content area shows a table of accounts:

Branch Id	Account Type	Name	Balance
111222333-0001	GCT	JD SHOPS	\$108,278.00
111222333-0000	Education Tax	JOHN DOE	\$0.00

“Nothing is particularly hard if you divide it into small jobs”

To appreciate the changes it is best to see each section that has been affected... So let's take it bit-by-bit.

The little things make a big difference

Your home page (and most other pages) in general can be divided into four basic sections:

- ① - The first panel (top left section of page) displays your logon information;
- ② - The second panel (top center of page) displays your account alerts
- ③ - The third panel (top right of page) primarily links to common activities
- ④ - The fourth panel (bottom of page) displays the details of your selected tab item

A quick look back to the previous page design will show that these four areas of the page maintain their basic functions. So what has changed?

The screenshot shows the RAiS Home page layout with four numbered sections:

- Section 1 (Logon):** Displays user information for John Doe, including username (john123), email (johndoe@gmail), phone (+1 876 977-7777), and last login time. A "Settings" button is located at the top right of this panel.
- Section 2 (Alerts):** Shows account alerts, including a warning about an outstanding balance of \$108,278.00 and notifications for 2 unread messages and 2 unread letters.
- Section 3 (I Want To):** Provides links to common activities such as "Register for Account", "Make Payments For Other Taxpayers", "Register Branch", "Send us a message", "Make Multiple Payments", and "Manage payments and returns".
- Section 4 (Accounts):** Displays a table of accounts with columns for Branch Id, Account Type, Name, and Balance. The table lists two accounts: one for JD SHOPS with a balance of \$108,278.00 and another for JOHN DOE with a balance of \$0.00.

First Panel – The Logon Information

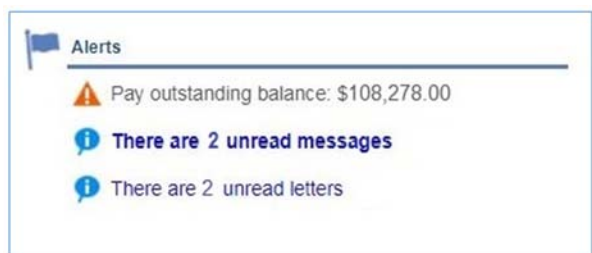
Previously, your basic tax registration information would be displayed here. Now this area displays your basic logon information: username, name, email address and the date you were last logged on. However, at the top right-hand corner of the panel a “Settings” button has been added that allows access to the “Logon Settings” page.

This close-up view of the Logon panel shows the user information and the "Settings" button, which is highlighted with a red rectangular box to draw attention to it.

Second Panel – The Alerts Information

“The only thing preventing me from smashing my alarm clock this morning is the fact that it’s my cellphone” - Unknown

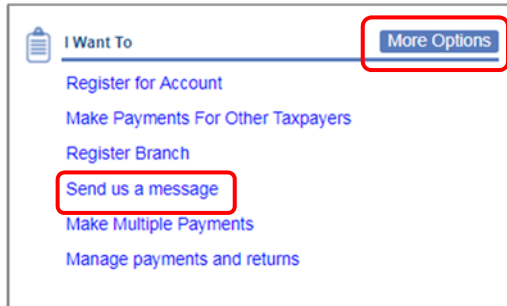
Alerts on your home page are maintained in the same familiar layout, keeping you up-to-date with a summary of what is happening generally with your tax accounts!



“Account Alerts” (alerts listed on the Accounts Page), unlike the previous alerts display that would list all the account alerts, this panel will now list a maximum of five alerts. If there are any additional alerts, this will be indicated in the last alert message.



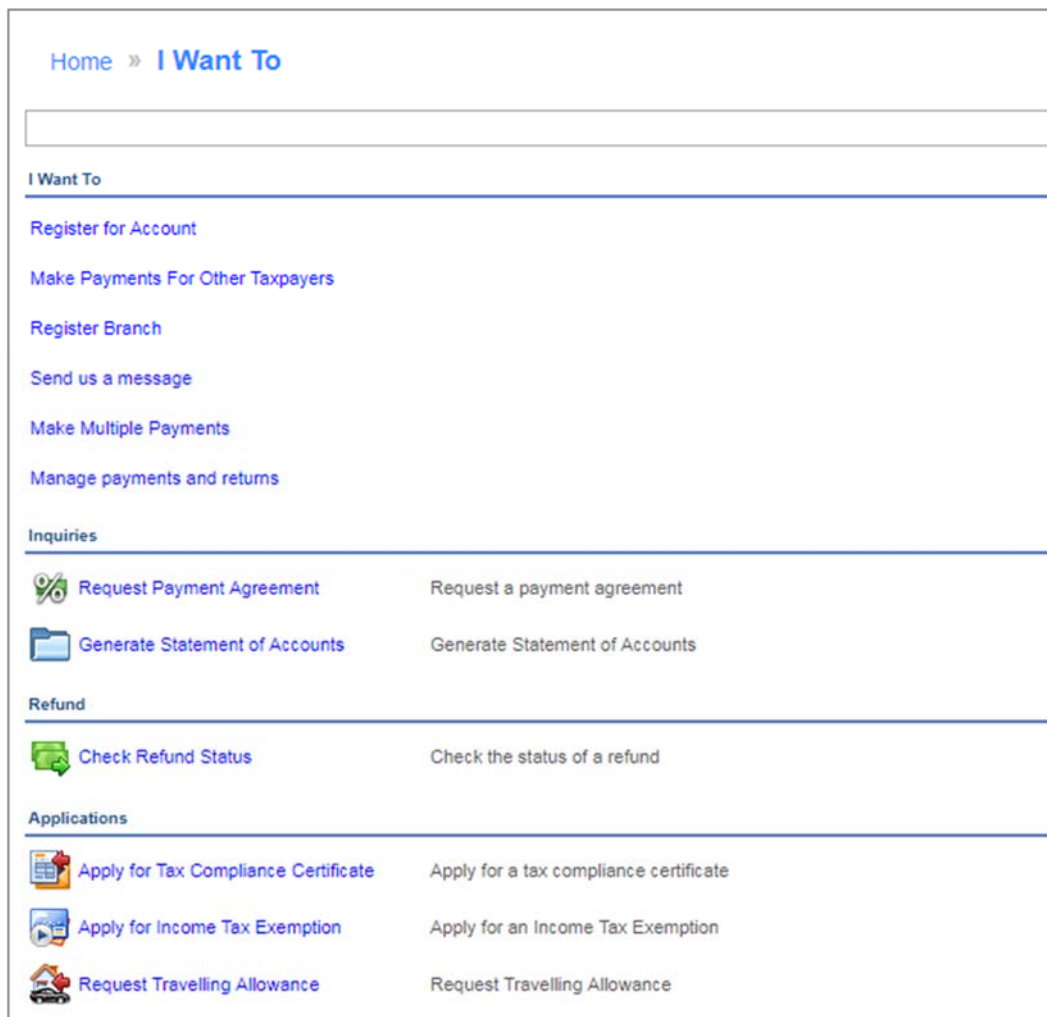
Third Panel – Yes, You want to!



We have added an additional item to the “I Want To” menu called “Send us a message”. Furthermore a “More Options” button has been included which allows you to access even more “I Want To” options. Removed from the “I Want To” menu is the “View Profile” hyperlink. Not to worry as this functionality can be accessed from the “Setting” button on your logon panel

Clicking the “More Options” button carries you to an “I Want To” page that has additional menu items. These additional menu items were formerly accessed through the Refunds, File Submissions and

Other Services tabs on the Account page.



Fourth Panel – The Devil is in the Details



As mentioned before, a few things are not located where they used to be. The first thing that maybe apparent to you is that the fourth panel has less tabs. Formerly this panel had nine tabs, now simplified to five:

1. Accounts
2. Submissions (new)*
3. Correspondence (new)*
4. Name and Addresses
5. Certificates

The “Requests” items are now found under “Submissions”, “Messages” and “Letters” items are now found under the “Correspondence” tab. The other tabs; “Refunds”, “File Submissions” and “Other Services” are no longer available on this panel but have incorporated in the “I want to” menu items (as mentioned in the third panel above).

***Note: These tabs have replaced the former “Activity Center” tab (Change made September 2017).**



THE ACCOUNTS TAB

Another major change can be found under the “Accounts” tab. One of the biggest changes here is how the information relating to your “Accounts” is displayed. Previously, under the “Accounts” tab, each tax type was displayed in a separate box with the basic account information: balance, TRN, trade name, address. Where urgent action was required on a tax account, a message would have been highlighted in the box. Now this information is displayed in a table format and uses a warning icon as an indication that a tax type needs attention (See diagram below).

Accounts Submissions Correspondence Names and Addresses Logons Certificates				
Accounts Filter				
111222333-0000	Business Tax	JOHN DOE		\$0.00
111222333-0000	Education Tax	JOHN DOE		\$0.00
111222333-0001	 GCT	JD SHOPS		\$108,278.00
111222333-0000	NHT	JOHN DOE		\$0.00
111222333-0000	NIS	JOHN DOE		\$0.00

THE SUBMISSIONS TAB

As mentioned before, this is where you will now find your requests. When you click on the “Submissions” tab it will display three sections; a) (Requests) Not Submitted; b) (Requests) Submitted and c) (Requests) Processed. Each panel provides a summary/listing of items within the category. The items listed under any of the categories are hyperlinks that can be clicked on to view further details of that specific item.

The screenshot shows the RAiS Home page with the 'Submissions' tab selected. The page layout includes a top navigation bar with 'Home', 'Back To TAJ Tax Portal', and user information. Below this is a 'Submissions' section with three panels: 'Not Submitted' (0 not submitted), 'Submitted' (Generate Statement of Account), and 'Processed' (Zero Rating Certification Request, New Account Registration). The 'Processed' panel has a 'View Submissions' button highlighted in red.

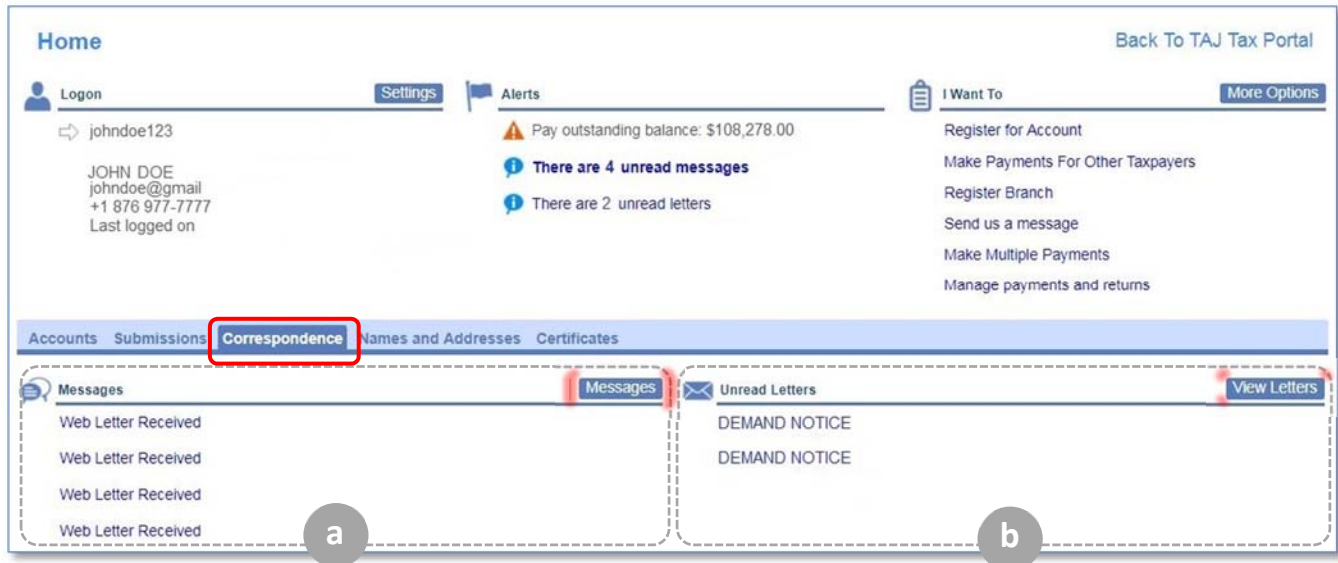
In the upper right hand corner of the “Processed” panel is a “View Submissions” button that will take you to a more detailed listing of all of the processed requests. From here you are also able to view the details of requests “Not Submitted”; “Submitted”; “Deleted” and “Denied” by selecting the respective tab” (See diagram below).

The screenshot shows the RAiS Submissions page with the 'Processed' tab selected. The page displays a table of processed requests with columns: Confirmation #, Processed, For, and Id. The table shows two rows of data.

Confirmation #	Processed	For	Id
0-022-553-088	14-Sep-2017	GCT	111-222-33
0-182-436-352	14-Sep-2017	NHT	111222333-

THE CORRESPONDENCE TAB

Under the correspondence tab you will find two sections, “Messages” and “Unread Letters”. Each section lists the respective items that can be clicked on to view further details of that specific item.



Clicking on the “Messages” button (located in the upper right of that section) displays all of your messages sorted under tabs as either “Unread”, “Inbox” or “Outbox” (first image below). Likewise, clicking on the “View Letters” button (located in the upper right of the Unread Letters section) allows you to view either all of your letters or just those that have not been read (second image below). Note: The “Read” tab under “Letters” is no longer available

Home » **Messages**

Unread¹⁴ Inbox Outbox

Unread

Filter

Posted	Subject	For
12-Sep-2017	Web Letter Received	TRN
08-Jul-2017	Web Letter Received	TRN

Home » **Letters**

Unread⁹ All

Unread

Sent	Letter Id	Branch Id
17-Jul-2017	L1918888192	105305405-4
09-Jun-2017	L1445218560	

An updated Account Window

The Account window has also been updated with a few new features as well as given a fresh coat of paint. The window has been updated in line with the look and feel of the home page.

As before, you have access to all the information that relates to a specific account through this window.

The “Logons” tab allows you to manage the logons that have access to the specified account

Home » **Income Tax**

Account

john123
JOHN DOE
111222333
Income Tax
111222333-0000
Balance: \$23,131.30

Settings

Account Alerts

- File return for 31-Dec-2017
- File return for 31-Dec-2016
- There is 1 unread message
- There is 1 unread letter

I Want To

- Object to a Tax Assessment
- Make a payment
- Manage payments and returns

Periods Submissions Correspondence Names and Addresses Logons

Period	Balance	Due Date	Return Status	Message
31-Dec-2017	\$0.00	Due: 27-Mar-2017	Ontime-Processed	File Return
31-Dec-2016	\$0.00	Due: 27-Mar-2017	Ontime-Processed	File Return
31-Dec-2015	\$23,131.30	Multiple	Multiple Returns	Make Payment
31-Dec-2014	\$0.00	Due: 25-Mar-2015	Ontime-Processed	
31-Dec-2013	\$0.00		Ontime-Processed	File Return
31-Dec-2012	\$0.00		Ontime-Processed	

Now you are able to drill down into a specific period by clicking on the *period hyperlink* (highlighted above). This takes you to a new window from which you are able to make a payment specific to that period.

Note: The “Due Date” column displays the due dates of the most recent three (3) or four (4) return periods where applicable.

An updated payment window –

The payment window has been updated from the electronic cheque leaf to a more modern three panel layout. The new layout has three panels:

1. The first panel displays the period the payment is directed towards
2. The second panel allows you select the specific bank account from which the payment is to be made
3. The third panel allows you to enter the actual payment amount.

The screenshot displays the 'Period Payment' window in the RAiS system, organized into three distinct panels:

- Panel 1 (Left):** Displays the selected period 'Period 31-Dec-2016' and the taxpayer's details: JOHN DOE, 111222333-0000, 2 FIVERT ROAD, KINGSTON 8, ST ANDREW, JAMAICA.
- Panel 2 (Middle):** Titled 'Payment Channel', it contains fields for:
 - Type: Direct Debit - JA Bank
 - Bank Account Type: Savings
 - Routing Number: 387450027
 - Bank Name: Bank of Nova Scotia Jamaica Limited
 - Account Number: 8888
 - Confirm Account Number: 8888
 At the bottom, there is a checkbox 'Save this payment channel for future use' with 'No' and 'Yes' buttons. This section is highlighted with a red rectangle in the diagram.
- Panel 3 (Right):** Titled 'Payment', it contains:
 - Payment Type: Payment for Return
 - Payment Date: 06-Aug-2017
 - Amount: 134,000.00
 - Confirm Amount: 134,000.00

Navigation links at the top include 'Home', 'Manage Payments an...', 'Payment', 'Payment', and 'Period Payment'. A 'Back To TAJ Tax Portal' link is also present.

Another feature of this payment window is that it allows you the option to save the specified bank account for future use (highlighted in diagram above).

New Features –

“Never be afraid to try something new, remember, amateurs built the ark, professionals built the titanic.” Unknown

Period window

You are now able to drill down into periods on an account.

The period window will display information specific to the period.

Home » Income Tax » **31-Dec-2014** Back To TAJ Tax Portal

Period jack23 JACK BAUER 129-020-435 Income Tax 129020435-0000 31-Dec-2014 Balance: \$0.00	Period Alerts File return for 31-Dec-2014	I Want To File or amend a return Make a payment
Summary There has been no financial activity	Period Activity There has been no activity	

Account Settings window

Allows the user to set the default payment channel as well as cancel third party access to the account

Home » Accounts » GCT » **Account Settings** Back To TAJ Tax Portal

Account jack23 MINISTRY OF HEALTH 002-174-880 GCT 002174880-0000	Account Settings Access Level : View Cancel my access to this account	Default Payment Channel Change No Default
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Manage Payments and Returns window

The “Manage Payments and Returns” window which is accessed through the “I Want To” menu, allows you to filter the type of information you want to see. From here, you have the option to make a payment or file a return, thereby giving you more freedom to decide how you want to interact with your account information.

Home » **Manage Payments and Returns**

Accounts

All

Business Tax

Education Tax

GCT

HEART

Income Tax

NHT

NIS

PAYE

Show

Returns

Balances

Payments

Returns

Not Filed

For Periods

All

All

Current Period

Previous Period

Account Type	Account Id	Name
Income Tax		
T	111222333-0000	JOHN DOE
E	111222333-0000	JOHN DOE
T	111222333-0000	JOHN DOE
PAYE	111222333-0000	JOHN DOE

File Return 31-Jul-2017 PAYE 111222333-0000 JOHN DOE