Inland Revenue Division,
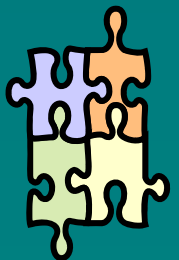## Ministry of Finance
Trinidad & Tobago

Integrated Tax Processing System

What is an Integrated Tax Processing System?

- A merger of key information about taxpayers into one master database

- A tool to facilitate research or analysis on taxpayers

- A history of any changes made on Taxpayers record and by whom

Past Processing Environment

Income Tax Records

Vat Reg 601020 **Acmet Ltd.** Output: Tax $10,000
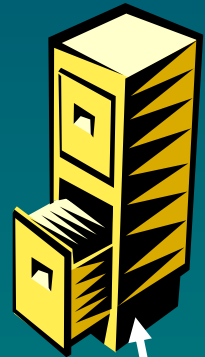
Hotel Tax Records

VAT Records

BIR 7654321 **Acmet Ltd.** Corp Tax: $70,000

PAYE Records

PAYE C1236789 **Acmet Ltd.** Payment: $8,000

BIR 7654321 **Acmet Ltd.** Hotel Tax: $8,000

Past System Weaknesses

- Comprised a mix of tax databases & manual storage systems

- Difficulty in acquiring Income Tax, PAYE, VAT & other tax-related info on a particular taxpayer

- Non-user friendly information screens & reports

- Difficulty in fulfilling the needs of stakeholders

- Lengthy wait for account updates and returns processing

Concept of the New Environment

All info on a taxpayer linked to a single unique identifier

BIR No.: 0087654321

Taxpayer: Acmet Ltd.

VAT Output Tax: $10,000

Corp Tax : $70,000

PAYE : $8,000

Hotel $8,000

0087654321
Acmet Ltd.
VAT Output
Tax
$90,000
Chargeabl
$300,000
$10,000

System Objectives

- Faster processing of returns and updating of accounts

- Improved access to all information on a taxpayer to assist Compliance and Audit functions

- Better tracking of returns

- Improved service to all stakeholders

- Ability to easily produce management reports containing all tax data

Implementation of ITPS

- Phased Implementation ended December 2008

- The ITPS implementation consists of:
  - A tax administration software, GenTax
  - An Imaging system
  - Expanded network
  - Changed processes
  - Newly trained staff

Integrated Tax Processing System

Features & Benefits

Faster transaction processing

- Payments updated nightly
- Real-time Registration done for all tax types at all Regional Offices
- Real-time name or address changes
- Capability for e-filing and other electronic transactions

Greater availability of information

- Queries can be answered at any Regional Office
- Imaged Returns and other documents are easily available for viewing
- Ability to access info on the different types of taxes for a taxpayer
- Staff can view & attach notes to a taxpayer's account
- Information is accessible only by authorised staff

Case Management

Improved tracking and monitoring of :

- Objections

- Audits

- Appeals

Improved management tools

Availability of features to facilitate improved management capabilities

- Details on all tax types on a single system

- Improved analysis and reporting capabilities

- Management reports for monitoring organisation's efficiency and staff's performance

- Tools for Billing, Collection, and Enforcement enabling IRD to easily advise taxpayers of Tax arrears

- Tax data Integration allows for consistency of operations across all business functions and tax types.

Improved efficiency & productivity

Availability of features to facilitate improved efficiency & productivity

- Benchmarking and performance reporting

- More efficient processes and procedures

- Increased customer satisfaction with new functionalities available

Improved data security

- Greater flexibility in managing data privacy (who sees what)

- All User activities are logged

- Greater controls

Overcoming Challenges

- ■ Continued adjustments to processes to achieve optimal efficiency

- ■ Overcoming resistance to process and procedural changes made within a short timeframe

- ■ Further verifying of accuracy of converted data

- ■ Entering backlogged information on paper documents

The successful implementation of our ITPS …

The dawn of a new era in tax administration.