

APPLYING FOR AN e-SERVICES ACCOUNT

Tax Administration Jamaica continues to change the way it does business through its value added services that are convenient, secure, and fast. To this end, the Revenue Administration Information System (RAIS) is now in the second phase of its implementation. This means that taxpayers will be able to do much more with our web service offerings, which will greatly improve the way taxpayers interact with us.

It also means how you view and use the web services we now offer, will be different from what you have been accustomed to.

Taxpayers wishing to conduct business via e-Services, such as making a payment, filing a return or making an inquiry MUST be in registered for a TAJ e-Services account.

Note however, that Taxpayers must be in possession of a logon to the TAJ Web Portal before they can apply for an e-Services account.

To apply for an e-Services Account online, visit the TAJ Website www.jamaicatax.gov.jm and log in to the TAJ Web Portal, then select the “**Apply for an e-Services Account**” hyperlink from the e-Services home page. A default “Instructions” page giving basic information about the service, what will be needed, and what to expect at the end of the process is displayed, as shown below:

The screenshot shows the Tax Administration Jamaica website interface for the e-Services Registration process. At the top, there is a logo for Tax Administration Jamaica with the tagline "Working together to serve you EVEN better". To the right, it says "Our Offices" and "Government of Jamaica". Below the logo is a navigation menu with links for Home, About TAJ, Publications, Forms, Media Room, and eServices (which is highlighted). Underneath the menu, there is a breadcrumb trail: "eServices » E-Services Registration". A progress bar shows five steps: 1. eServices Registration (highlighted), 2. Account Details, 3. Security Questions, 4. Account Manager Details, and 5. Summary. The main content area is titled "eServices Registration" and is divided into three columns: "ABOUT THE SERVICE", "WHAT YOU NEED", and "AFTER YOU FINISH".

ABOUT THE SERVICE
The eServices Registration gives customers the ability to submit an e-services registration online.
Only the person designated as the account manager may submit this request for e-Services registration

WHAT YOU NEED
The information required to apply for an eServices Account includes the following:
Account Information:
1. The Individual's/Organisation's Name
2. The Individual's/Organisation's TRN/Branch
3. The Individual's/Organisation's Email Address
4. The Individual's/Organisation's Phone Number
5. Specific Information about the account (eg. Account Start Date)
Authorized Officer's Detail:
1. Authorized Officer's Name
2. Authorized Officer's TRN
3. Authorized Officer's Email Address
4. Authorized Officer's Position
If applicant is an organization, a stamped letter naming the Authorized Officer and proper identification MUST accompany the application.

AFTER YOU FINISH
Once your Registration has been submitted, TAJ will begin processing your request.
Once the information provided is verified, your request will be processed. You will receive an email outlining the next steps to complete the Online Registration.
You will receive an email if any additional information is required.

At the bottom of the page, there are three buttons: "Cancel", "Previous", and "Next".

Select the button “Next”. The **Account Details** page is displayed.

The screenshot shows the Tax Administration Jamaica eServices registration page. The header includes the logo and tagline "Working together to serve you EVEN better". The navigation menu has "eServices" highlighted. The breadcrumb trail is "eServices » E-Services Registration". A progress bar shows five steps: 1. eServices Registration, 2. Account Details (current), 3. Security Questions, 4. Account Manager Details, and 5. Summary. The main heading is "Account Details". Below it, the sub-heading is "ACCOUNT DETAILS FOR INDIVIDUAL/ORGANIZATION REGISTERING FOR E-SERVICE S". The question "Are you applying for an Individual or Organisation?" has two radio buttons: "Individual" (selected) and "Organization". Below this are four required fields: "Individual/Organization", "TRN", "Email", and "Phone". Each field has a yellow triangle in the top left corner and a yellow "Required" label. At the bottom, there are "Cancel", "Previous", and "Next" buttons.

Select the “**Individual**” or “**Organization**” radio button, and enter the required information.

Note: Mandatory fields are indicated by the word “Required” and a yellow triangle in the top left corner of the field.

Select “Next” to move to the **Security Questions** page.

The screenshot shows the Tax Administration Jamaica eServices registration page, now on the "Security Questions" step. The header and navigation menu are the same. The breadcrumb trail is "eServices » E-Services Registration". The progress bar shows five steps: 1. eServices Registration, 2. Account Details, 3. Security Questions (current), 4. Account Manager Details, and 5. Summary. The main heading is "Security Questions". Below it, the sub-heading is "SECURITY QUESTIONS". There are four required fields: "State Individual's NIS number", "Date of Birth", "Place of Birth", and "Mailing Address". Each field has a yellow triangle in the top left corner and a yellow "Required" label. The "Date of Birth" field also has a yellow "Format: A999999" label. At the bottom, there are "Cancel", "Previous", and "Next" buttons.

Answer all security questions and click “Next” to move to the **Account Manager Details** page.

Note: The security questions for Individuals are different from those of Organizations, and are randomly generated.

The screenshot shows the 'E-Services Registration' process on the Tax Administration Jamaica website. The page is titled 'Account Manager Details' and is part of a five-step process: 1. eServices Registration, 2. Account Details, 3. Security Questions, 4. Account Manager Details (current step), and 5. Summary. The 'ACCOUNT MANAGER DETAILS' section contains several input fields: 'Account Manager's Name' (with a 'Required' label), 'Account Manager's TRN' (with a 'Required' label), 'Account Manager's Position' (with a 'Required' label), 'Account Manager's Email' (with a 'Required' label), and 'Web Logon' (with the value 'donald12'). Below these fields, there is a note: 'If applicant is an organization, a stamped letter naming the Account Manager and proper identification MUST accompany this application. Please attach required information ((i) Authorization Letter (ii) ID of Account Manager) in the box below.' This is followed by an 'Attachment Required' section with an 'Add' button. Below this is an 'ATTACHMENTS' table with columns for Type, Filename, Size, and Description. At the bottom, there is a section 'OTHER USERS FOR ACCOUNT' with the question 'Do you want to add other users to the account?' and two radio buttons for 'Yes' and 'No'. Navigation buttons 'Cancel', 'Previous', and 'Next' are located at the bottom of the page.

Complete details relating to the Account Manager and upload the required attachments by selecting the “Add” button. The size of attachments here are limited to 5MB per file.

You will be required to state whether or not other users are to be added to the Account by selecting the appropriate radio button.

If “Yes” is selected, add the required details for the other person by selecting the “Add a Record” hyperlink. Records are added individually, therefore you will need to select “Add a Record” for each record you would like to add.

Select “Next”. Review the information on the **Summary** page displayed below



eServices » **E-Services Registration**

- 1. eServices Registration
- 2. Account Details
- 3. Security Questions
- 4. Account Manager Details
- 5. Summary

Summary

ACCOUNT DETAILS FOR INDIVIDUAL/ORGANIZATION REGISTERING FOR E-SERVICES

Are you applying for an Individual or Organisation?

- Individual
- Organization

Individual Name

TRN

Email

Phone

ACCOUNT MANAGER DETAILS

Account Manager's Name

Account Manager's TRN

Account Manager's Position

Account Manager's Email

Web Logon

If applicant is an organization, a stamped letter naming the Account Manager and proper identification **MUST** accompany this application. Please attach required information ((i) Authorization Letter (ii) ID of Account Manager) in the box below.

ATTACHMENTS

Type	Filename	Size	Description	Add
Web Registration Documents		571	test	Remove

Cancel

Previous

Submit

Click the **“Submit”** button. A confirmation page will be displayed, as shown below

*Note: The button **“Previous”** is used to return to a previous page. Select button as often as needed to return to the desired page.*

The screenshot shows the Tax Administration Jamaica website. At the top right, it says "Our Offices" and "Government of Jamaica". The logo on the left reads "Tax Administration Jamaica" with the tagline "Working together to serve you EVEN better". A blue navigation bar contains links for "Home", "About TAJ", "Publications", "Forms", "Media Room", and "eServices". Below the navigation bar, the breadcrumb trail is "eServices » E-Services Registration » Request". The main content area contains the following text: "Your eServices Registration Request has been submitted successfully. Your confirmation code is 424878080. You will be notified within fourteen (14) working days, whether this eServices registration request has been accepted. If there are any queries, please quote the above reference number. Tax Administration Jamaica - Working together to serve you EVEN better". At the bottom of the content area, there are two buttons: "OK" and "Printable View".

Select “**OK**” to return to the e-Services page, or “**Printable View**” to print the Confirmation message.

*Note: Ensure that the confirmation number is recorded before selecting the “**OK**” button*

General Information

*Note: The button “**Previous**” is used to return to a previous page. Select button as often as needed to return to the desired page.*

To leave the current page or abort the current process, select the button “**Cancel**”. The following prompt will be displayed once this option is selected.

