

## Procedure for Submitting Zero Rating Requests Online

Effective February 9<sup>th</sup> 2015, entities that are entitled to receive Zero Rating on Goods and Services will have access to making these requests online using TAJ's new eService facility.

To access this service, the Customer will be required to complete two main steps:

1. Visit TAJ's Enterprise Portal ([www.jamaicatax.gov.jm](http://www.jamaicatax.gov.jm)) and create a new user name and password. This can be achieved by clicking the "Client Login" link followed by clicking the "Create Account" link.

"Click" on the "Client Login" link on TAJ's Enterprise Portal



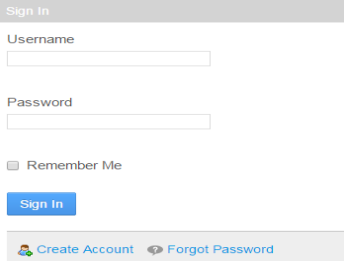
"Click" on the "Create Account" link on Sign In page



2. Register for TAJ eServices (includes online Zero Rating Requests) by downloading and completing the Application for eServices Account Form. This can be retrieved from the TAJ's Enterprise Portal under the "Forms" Tab. Upon completion, submit the form with the required supporting documents to your nearest Tax Office or contact TAJ's Customer Care Centre at 1-888-829-4357 for online registration assistance.

## Once registered, you can proceed to make your Zero Rating Requests as follows:

1. Log into the Enterprise portal →



2. Select "Manage my Consumption Tax Account"

**Manage My Account**

Make payments, file returns, view account balances, update tax account profile and gain access to additional e-Services for GCT, SCT, TCT, GART.

[Manage my Consumption Tax Account](#)

3. Select "Submit Zero Rating Documents"

I WANT TO... Profile

- Submit Zero Rating Documents
- Make Multiple Payments
- Request a Payment Agreement
- Apply for a Refund

**NB. For this option to be accessed the customer must be identified in TAJIS's Revenue Administration Information System (RAIS) as a Zero Rated Entity or a Registered Charitable Organization.**

4. Read Instructions then select "Next".

Previous Instructions Next Save and Finish Later Cancel

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**ABOUT THE SERVICE**  
This request is submitted in order to gain Zero Rating approval. After processing this request, a notification will be sent to notify you of the acceptance or rejection of Zero Rating approval. Zero Rating Approval can apply for the entire batch of Purchase Orders/Import Entries or only a portion of the batch

**WHAT YOU NEED**  
1. The TRN and Branch Number for a GCT registered supplier(formatted as XXXXXXXX-XXXX)  
2. The Purchase Order Forms and other relevant documents uploaded as attachments.

**AFTER YOU FINISH**  
Once the request is being processed by a Tax Administration officer, the online status of this request will show Submitted .

5. Select "Add Record" to add information in relation a Purchase Order or Import Entry that requires Zero Rating Approval.

Previous P.O. Submission Next Save and Finish Later Cancel

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**Zero Rate Purchase Order Submission**

Submit Documents for Zero Rating by adding the details for each Purchase Order or Import Entry record below, and adding an attachment image of each record. Once all document records are added, click the Next button above to enter in contact details before submitting this request. Upon submission, this request will be processed in a timely matter and the contact will be notified with any questions for, acceptance of, or rejection of this request.

Records Entered  Attachments Added

**Purchase Orders** + Add a Record

TYPE	PO NUMBER	PO DATE	PROJECT	SUPPLIER TRN	SUP. NAME
<span>+ Add a Record</span>					

**ATTACHMENTS** Add

Type	Filename	Size	Description
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6. Select either "Purchase Order" or "Import Entry" and enter the applicable information in relation to the item.

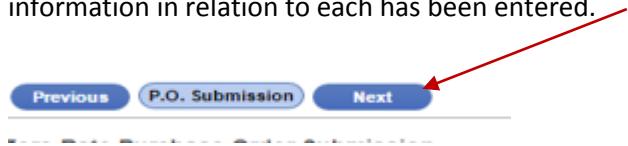
**NB.** Zero Rating for Import Entries are only applicable to Registered Charitable Organisations.

7. Select "Add" to upload Purchase Order/Import Entry.

- Select "Type" of record (Purchase Order or Import Entry).
- Enter Description, eg. "Purchase Order – ABCD Company Limited"
- Select File to be uploaded
- Select "Save" to complete upload of file

**NB.** Multiple attachments can be added if Zero Rating is being requested in relation to more than one Purchase Orders/Import Entries.

8. Select "Next" when all copies of relevant Purchase Orders/Import Entries have been uploaded and the required information in relation to each has been entered.



9. Enter contact name, email address and contact number information then select "Submit".

The screenshot shows a "Request Information" form. At the top, there are buttons: "Previous", "Request Information", "Next", "Submit", "Save and Finish Later", and "Cancel". Below the buttons is a section titled "ZERO RATING REQUEST SUMMARY" with two rows: "Number of Purchase Orders" with a value of "1" and "GCT Amount Requested" with a value of "4,554.00". Below this is a section titled "CONTACT INFORMATION FOR THIS SUBMISSION" with two input fields: "Contact Name" and "Email Address". Both fields have a yellow "Required" label next to them. Below this is a section titled "PHONE NUMBERS" with a table. The table has five columns: "TYPE", "COUNTRY CODE", "AREA CODE", "PHONE NUMBER", and "EXTENSION". The "COUNTRY CODE" column has a dropdown menu with "JAMAICA" selected. The "AREA CODE" column has a value of "1".

10. Select "OK" to complete submission.

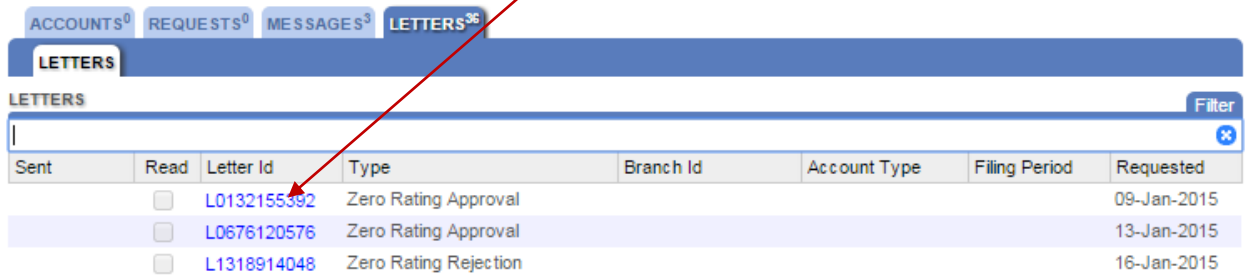
A confirmation message with the following text: "Thank you for submitting this request for zero rating of purchase orders. Your confirmation number is 1180106752. Your request will be processed and you will be notified when this request is approved or denied. Once the request is being by a Tax Administration officer, the online status of this request will show Submitted .". Below the text are two buttons: "OK" and "Printable View". A red arrow points from the text above to the "OK" button.

**The Zero Rating request will then be processed by TAJ. An email will be sent to email address entered in relation to request as soon as processing is complete.**

A "Zero Rating Approval Letter" or "Zero Rating Rejection Letter" will be sent to the "TAJ eServices Account" of the customer.

## To view a Zero Rating Approval/Rejection Letter.

1. Select the “Letters” tab and select the “Letter Id” hyperlink for the letter you require.



Sent	Read	Letter Id	Type	Branch Id	Account Type	Filing Period	Requested
	<input type="checkbox"/>	<a href="#">L0132155392</a>	Zero Rating Approval				09-Jan-2015
	<input type="checkbox"/>	<a href="#">L0676120576</a>	Zero Rating Approval				13-Jan-2015
	<input type="checkbox"/>	<a href="#">L1318914048</a>	Zero Rating Rejection				16-Jan-2015

2. The letter containing information in relation to the “Zero Rating Approval/Rejection” will be displayed. This letter can be printed and sent to supplier or saved and emailed to the relevant supplier. Each letter has a unique reference number (Letter ID).

## Sample of Zero Rating Approval letter



**Tax  
Administration  
Jamaica**

Reply To: Commissioner General  
Montego Bay RSC  
18b Howard Cooke Boulevard  
Montego Bay P.O.  
St. James  
Jamaica, W.I.  
Tel: 952-0000 / Digi 619 1114  
Fax: 952-2766

DEKALB SCHOOL OF THE ARTS  
231 PEACHTREE INDUSTRIAL BLVD  
BULL SAVANNAH P.A.  
ST ELIZABETH, JAMAICA

Reference No: L1925941248  
TRN: 234-324-643  
Date: 13-May-2015

### Zero Rating Approval

Supplier TRN: 568-879-879  
Supplier Name: DRINKWATER LTD.  
Supplier Address: 45 BLACK HILL ROAD,  
HAMPDEN P.O., TRELAWNY,  
JAMAICA

Reference Number (Letter Id)

The request for Zero Rating of the following Good(s)/Service(s) to DEKALB SCHOOL OF THE ARTS of 231 PEACHTREE INDUSTRIAL BLVD, BULL SAVANNAH P.A., ST ELIZABETH, JAMAICA has been approved:



#### List of Purchase Orders

Number	Date	Total Cost exclusive of GCT	Total GCT Amount Zero-Rated
4544	04-May-2015	\$85,000.00	\$14,025.00

Yours truly,

Michael Johnson III  
for Commissioner General

For general queries and information you may contact TAJ at (876) 902-9463 or toll-free at 1-888-TAX-HELP (1-888-829-4357) / 1-888-GO-JATAX (1-888-465-2829) (USA).

Fax: (876) 902-9494 Email: taxhelp@taj.gov.jm Website: www.jamaicatax.gov.jm  /jamaicatax  @jamaicatax