

## ADVISORY REQUEST VISIT

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.

Taxpayers can now submit an online request for a representative of Tax Administration Jamaica to conduct a site visit to discuss topics such as GCT registration, tax laws, return preparation, revenue measures, among other things, via the “**Advisory Visit Request**” option. In order to make such a request, the taxpayer can visit the TAJ Website [www.jamaicatax.gov.jm](http://www.jamaicatax.gov.jm) and log in to the TAJ Web Portal, select the “**Advisory Visit Request**” hyperlink to display the following screen:

The screenshot shows the 'Advisory Visit Request' form on the Tax Administration Jamaica website. The page header includes the TAJ logo and the slogan 'Working together to serve you EVEN better'. The navigation menu is at the top, with 'eServices' highlighted. The breadcrumb trail shows 'eServices > Advisory Visit Request'. There are 'Submit' and 'Cancel' buttons in the top right corner. The form is titled 'ADVISORY VISIT REQUEST' and is divided into several sections: 'Identification & Contact Information' with fields for TRN, Name, Phone, Email, and Type; 'Address' with a hyperlink; 'Advisory Visit Request' with fields for Nature Of Request, Suggested Date of Visit, and Suggested Time of Visit; and 'Issues for Discussion' with a large text area. A 'Suggested Location of Visit' field is also present at the bottom left. All required fields are marked with a yellow triangle and the word 'Required'.

Enter valid information in the fields provided.

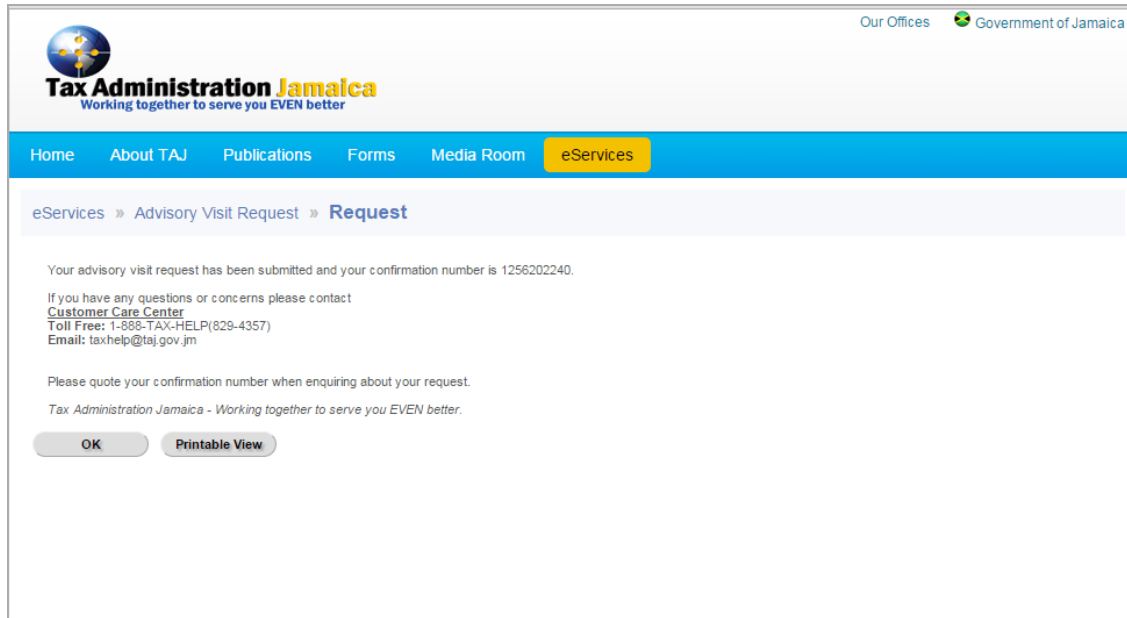
Select the “**Address**” hyperlink to enter your address. The entry of this information is not mandatory.

Select the “**Suggested Location of Visit**” to enter the desired location of the visit.

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

Once all required fields have been filled, select the “**Submit**” button to proceed to the confirmation screen as shown below.

The “Cancel” button is used to abort the process.



The screenshot displays the Tax Administration Jamaica website interface. At the top right, there are links for "Our Offices" and "Government of Jamaica". The main header features the Tax Administration Jamaica logo with the tagline "Working together to serve you EVEN better". A navigation menu includes "Home", "About TAJ", "Publications", "Forms", "Media Room", and "eServices". The breadcrumb trail shows "eServices » Advisory Visit Request » Request". The main content area contains a confirmation message: "Your advisory visit request has been submitted and your confirmation number is 1256202240." It also provides contact information for the Customer Care Center: "Toll Free: 1-888-TAX-HELP(829-4357)" and "Email: taxhelp@taj.gov.jm". A note states: "Please quote your confirmation number when enquiring about your request." Below this is the tagline "Tax Administration Jamaica - Working together to serve you EVEN better." At the bottom of the message 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*