

Tax Administration Jamaica

RAIS eServices

Upgraded

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 – Activity Center
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

My Accounts Back To TAJ Tax Portal

111-222-333
JOHN DOE
2 FIVERT ROAD
KINGSTON 8
ST. ANDREW, JAMAICA

Customer debt balance: \$ 108,278.00
There are 2 unread messages
There are 2 unread letters

I WANT TO...
View Profile
Make Multiple Payments
Make Payments For Other Taxpayers
Register Branch
Register for New Account

ACCOUNTS⁹ REQUESTS MESSAGES² LETTERS² NAMES & ADDRESSES REFUNDS FILE SUBMISSION OTHER SERVICES CERTIFICATES

<p>NHT 111222333-0000</p> <p>0.00</p> <p>2 FIVERT ROAD, KINGSTON 8, ST. ANDREW, JAMAICA</p>	<p>Education Tax 111222333-0000</p> <p>0.00</p> <p>2 FIVERT ROAD, KINGSTON 8, ST. ANDREW, JAMAICA</p>	<p>General Consumption Tax 111222333-0001</p> <p>108,278.00</p> <p>2 FIVERT ROAD, KINGSTON 8, ST. ANDREW, JAMAICA</p> <p>needs attention</p>
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New look

Ligon Settings Alerts I Want To More...

john123
JOHN DOE
jdoe@email.com
Last logged on 06-Aug-2017

Pay outstanding balance: \$108,278.00
There are 2 unread messages
There are 2 unread letters

I Want To
Make Payments For Other Taxpayers
Register Branch
Register for Account
Send us a message
Manage payments and returns

Accounts Activity Center Names and Addresses Certificates⁰

Education Tax	111222333-0000	JOHN DOE	\$0.00
GCT	111222333-0001	JD SHOPS	\$108,278.00

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

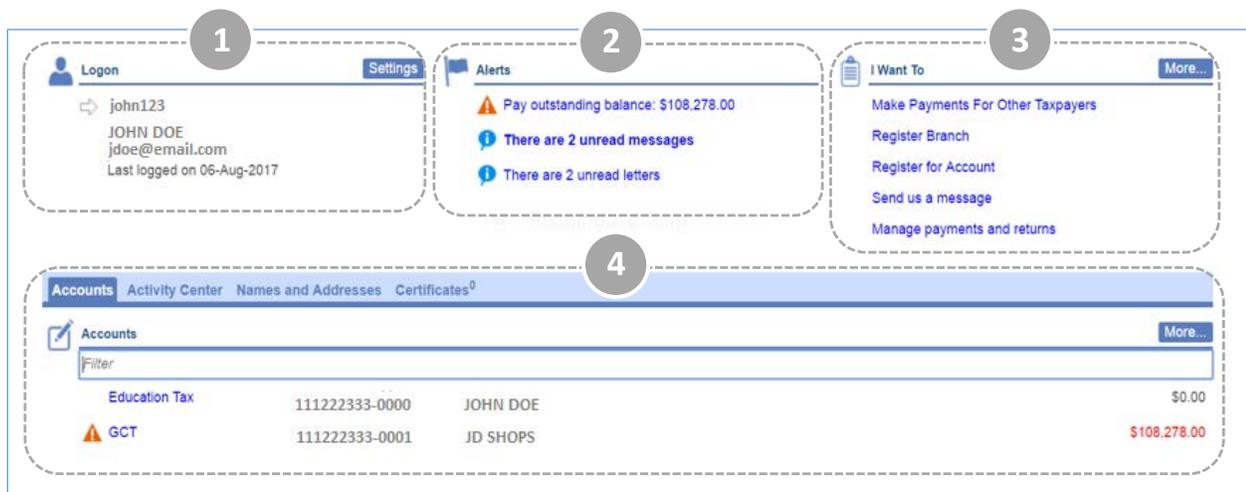
To appreciate the changes it is best to see each section that has been affected... So let's take it bit-by-bit.

The little things make a big difference

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

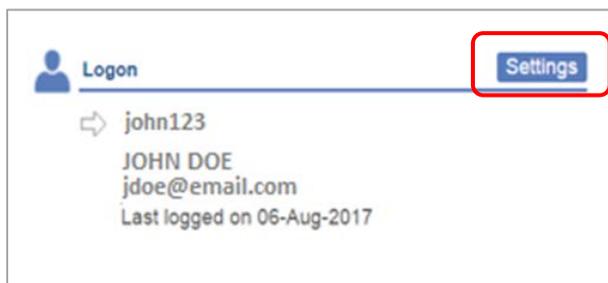
- ① - The first panel (top left section of page) displays your logon information;
- ② - The second panel (top center of page) displays your account alerts
- ③ - The third panel (top right of page) primarily links to common activities
- ④ - The fourth panel (bottom of page) displays the details of your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



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.



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

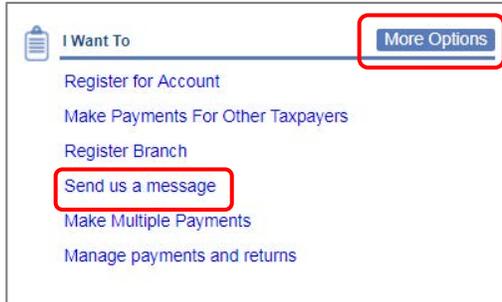
Alerts on your home page are displayed in a similar manner, however, alerts relating to account balances are hyperlinks (See first item in diagram below)



Additionally, “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.



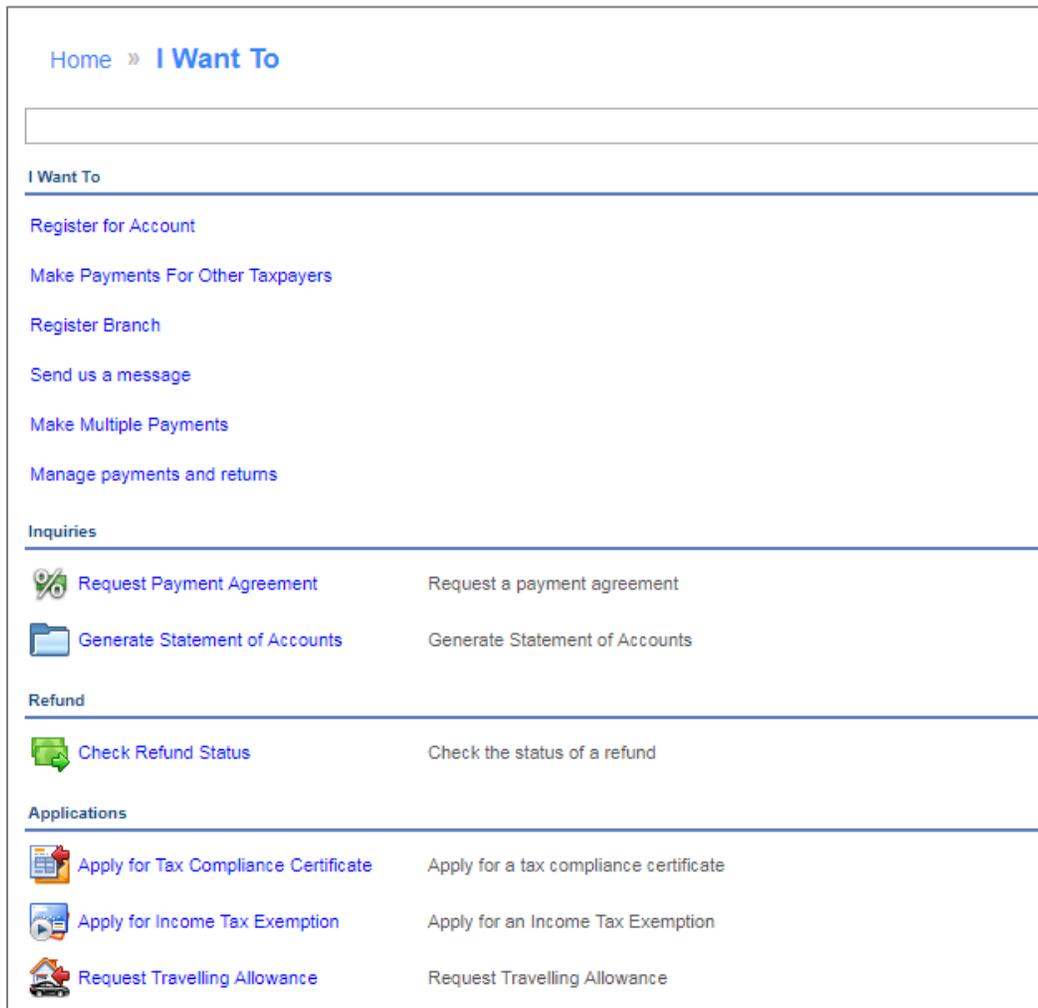
Third Panel – Yes, You want to!



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.



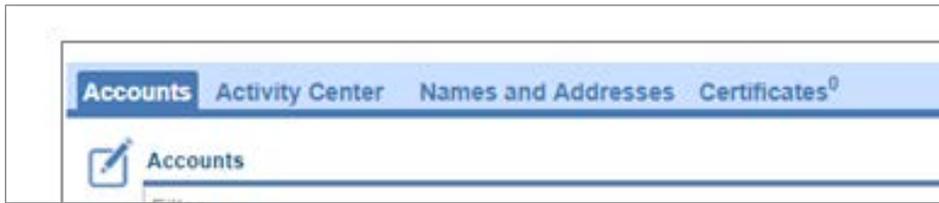
Fourth Panel – The Devil is in the Details



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 four:

1. Accounts
2. Activity Center (new)
3. Name and Addresses
4. Certificates

The “Requests”, “Messages” and “Letters” tabs are now sub-tabs under one tab, “Activity Center”. 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).



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).

Account ID	Tax Type	Trade Name	Balance
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 ACTIVITY CENTER TAB

As mentioned before, this is where you will now find your requests, messages and letters. When you click on the “Activity Center” tab it will display three panels (a, b and c as shown below) that provide a summary of each. In the upper left hand corner of each panel is a “View ...” button that will take you to a more detailed view of each item.



When you click the “View Requests” button the detailed view of your requests has three views/tabs. These requests are shown as: “Not Submitted”, “Submitted” or “Processed” (See diagram below).



Another change that has been made is the removal of the “Read” tab under “Letters”



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 third party access to the specified account

Home » **Income Tax**

Account Settings Account Alerts I Want To

john123
JOHN DOE
111222333
Income Tax
111222333-0000
Balance: \$0.00

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

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

Periods Activity Center Names and Addresses Logons

Periods More...

Period	Amount	Status	Action
31-Dec-2017	\$0.00	Overdue	File Return
31-Dec-2016	\$0.00	Multiple Returns	File Return
31-Dec-2015	\$0.00	Multiple Returns	
31-Dec-2014	\$0.00	Multiple Returns	
31-Dec-2013	\$0.00	Multiple Returns	

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.

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 shows a web interface for making a payment. It is divided into three main sections, each enclosed in a dashed box and numbered 1, 2, and 3.

- Panel 1 (Left):** Titled "Period 31-Dec-2016". It displays the name "JOHN DOE", ID "111222333-0000", and address "2 FIVERT ROAD, KINGSTON 8, ST ANDREW, JAMAICA".
- Panel 2 (Middle):** Titled "Payment Channel". It contains several fields:
 - Type: Direct Debit - JA Bank (dropdown)
 - Bank Account Type: Savings (dropdown)
 - Routing Number: 387450027
 - Bank Name: Bank of Nova Scotia Jamaica Limited
 - Account Number: 8888
 - Confirm Account Number: 8888
 At the bottom of this panel, there is a red-bordered box containing the text "Save this payment channel for future use" and two buttons: "No" and "Yes".
- Panel 3 (Right):** Titled "Payment". It contains:
 - Payment Type: Payment for Return (dropdown)
 - Payment Date: 06-Aug-2017
 - Amount: 134,000.00
 - Confirm Amount: 134,000.00

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.

The screenshot shows the 'Period' window for account 'jack23' (JACK BAUER, 129-020-435) for the period '31-Dec-2014'. The balance is \$0.00. The window is divided into four sections: 'Period' (account details), 'Period Alerts' (warning: File return for 31-Dec-2014), 'I Want To' (links: File or amend a return, Make a payment), and 'Summary' (no financial activity). A 'Back To TAJ Tax Portal' link is in the top right.

Account Settings window

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

The screenshot shows the 'Account Settings' window for account 'jack23' (MINISTRY OF HEALTH, 002-174-880). The window is divided into three sections: 'Account' (account details), 'Account Settings' (Access Level: View, Cancel my access to this account), and 'Default Payment Channel' (No Default, Change button). A 'Back To TAJ Tax Portal' link is in the top right.

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: Show: For Periods:

Account Type	Account Id	Name
Income Tax	111222333-0000	JOHN DOE
Income Tax	111222333-0000	JOHN DOE
Income Tax	111222333-0000	JOHN DOE

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