ITAS

E-Portal User Manual 2018
Version 1.0

USER'S MANUAL

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List of Abbreviations

Table 1: Definitions and Acronyms

Abbreviation/Acronym	Description
IRD	Inland Revenue Department
URL	Universal Resource Locator
ITAS	Integrated Tax Administration System
REG	Taxpayer Registration
RET	Return Processing
TAC	Taxpayer Accounting
TIN	Taxpayer Identification Number
VAT	Value Added Tax
ITX	Income Tax

1. GENERAL INFORMATION

General Information section explains in general terms the website and portal and the purpose for which it is intended.

The Inland Revenue Department (IRD) has a new website with URL: https://www.itas.mof.na

The website offers the following navigation menus:

- ITAS Portal (E-Service) which covers functions such as e-Registration (new registrations, and binding Tax Identification Number (TIN)), e-requests (deregistration, suspension, transfer, etc.) and e-Returns (submitting and processing of tax returns), view transactions, modify contact details (such as telephone numbers, Postal Address & email), view notifications (track progress of requests made).
- About Us
- Tax Services
- News updates
- Legal & Policy Documents
- Downloads of return forms and other tax related documents
- Frequent Asked Questions (FAQs)
- Report a tax crime

1.1 ITAS Web Portal Overview

ITAS web portal (e-service) is an application which allows for online self "tax" services with 24 hours accessibility.

The ITAS web portal brings benefits and services such as:

- Reduced physical contacts with tax office
- 24/7 availability of Tax services independent of location
- Speedy processing of requests
- Ready access to tax account statements
- Accurate data on tax position
- Up-to-date correspondence records
- Electronic communications (notifications and alerts)
- Fairness and equity
- Faster tax refunds
- Automated tax assessments

1.2 Organization of the Manual

This manual provides information on a step-by-step guidance to the taxpayers on how to register as E-service users and how to use the functions of the ITAS web portal.

2. GETTING STARTED

Getting Started section explains how to access the ITAS web portal and sign up.

2.1 Web address and Sign up

The ITAS web portal can be accessed via the URL: https://www.itas.mof.na
NB! Recommended web browsers are **Google Chrome**, or **Mozilla Firefox**.

How to sign up as an e-service user?

1. Click on the **"E-Service"** link on the top-right corner. A log-in page will open.

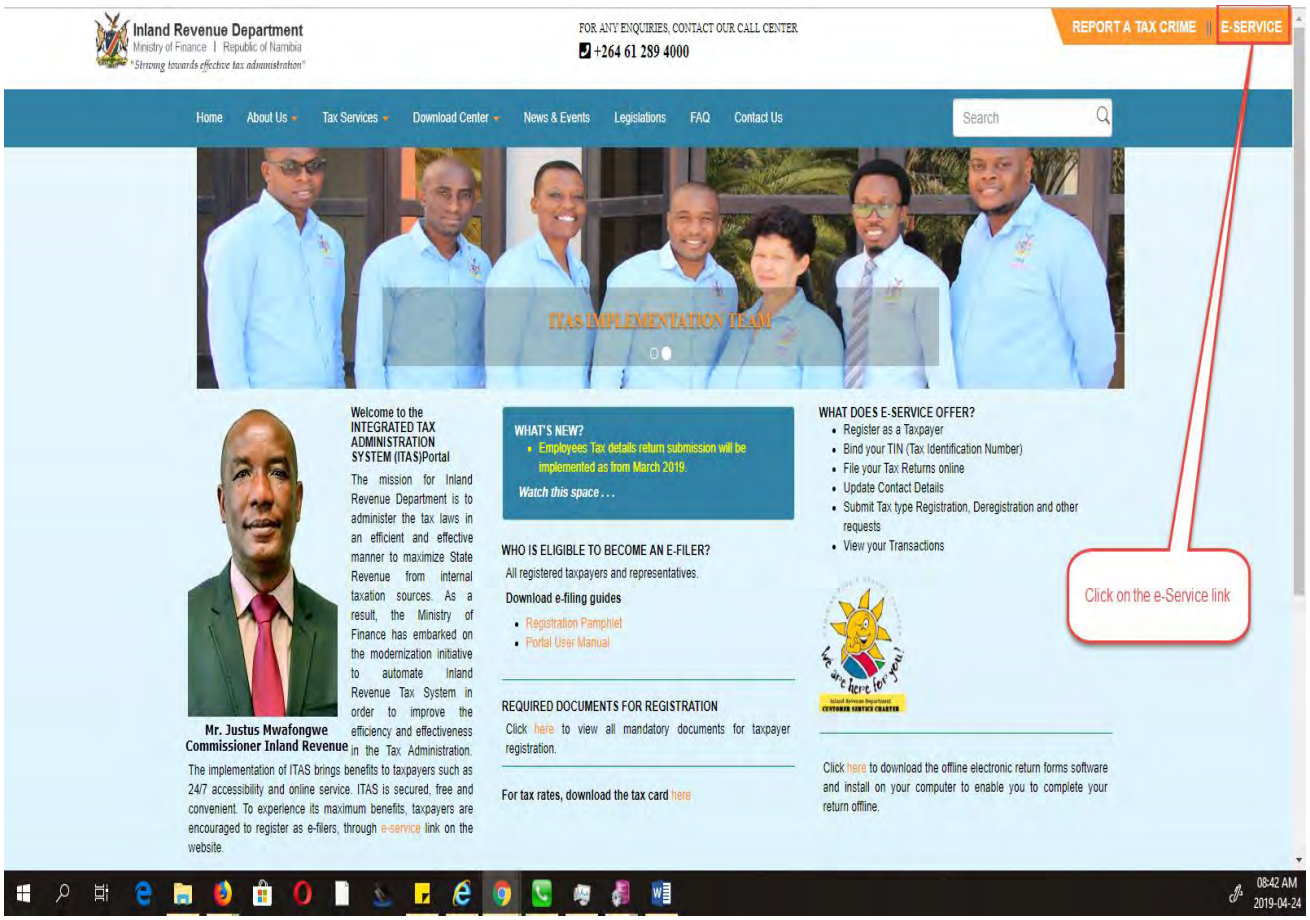


Figure 3.1: ITAS Website Homepage

2. Click on the **"Sign up now"** link to open the registration page.

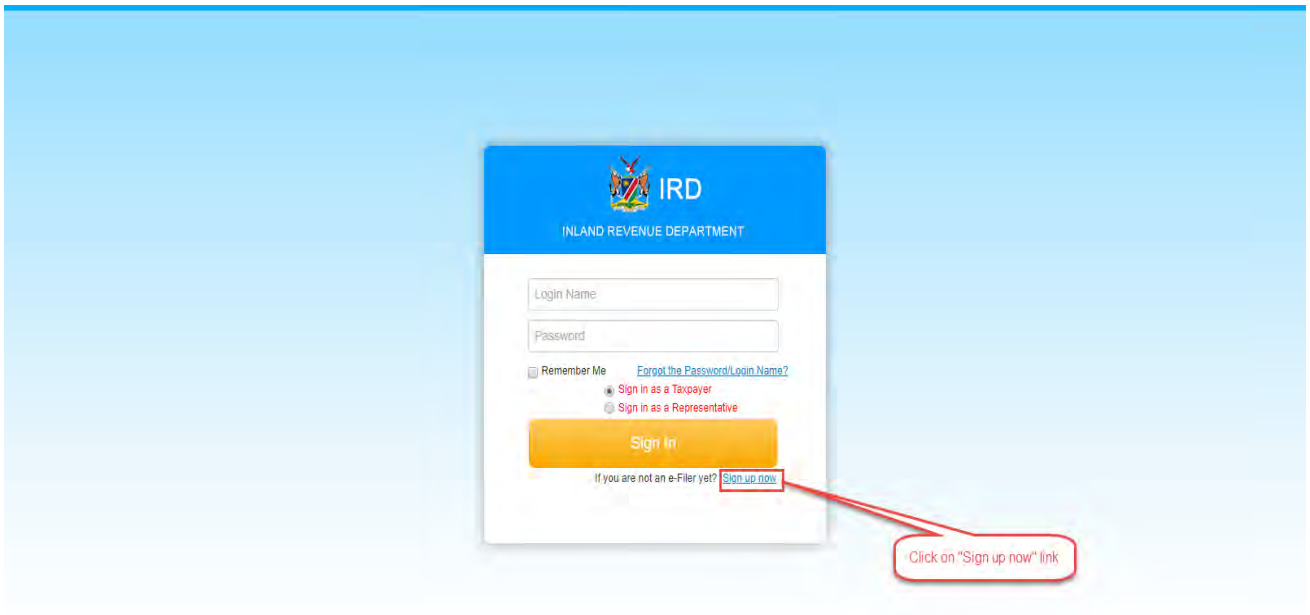


Figure 3.2: Sign Up Now screen

3. Once the registration page opens, complete all the required fields with the "*" asterisk and click on the "**submit button**".

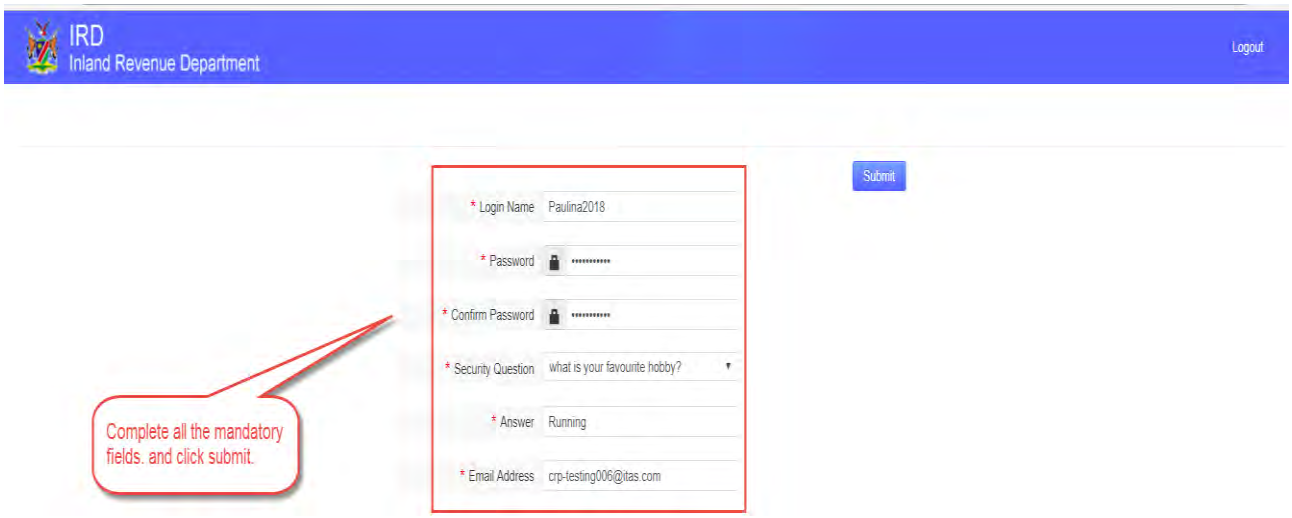


Figure 3.3: Portal User Registration screen

4. A verification screen opens signifying that a **verification link** is sent to your email.

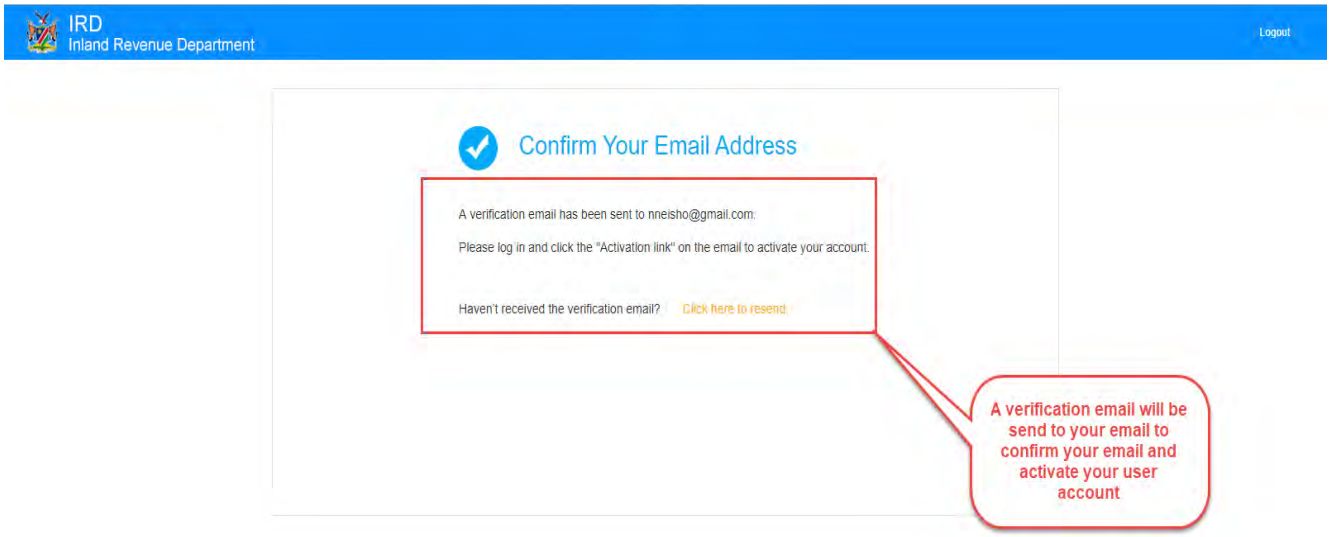


Figure 3.4: Verification Email Screen

5. Click on **"Activation Link"** to activate your account.

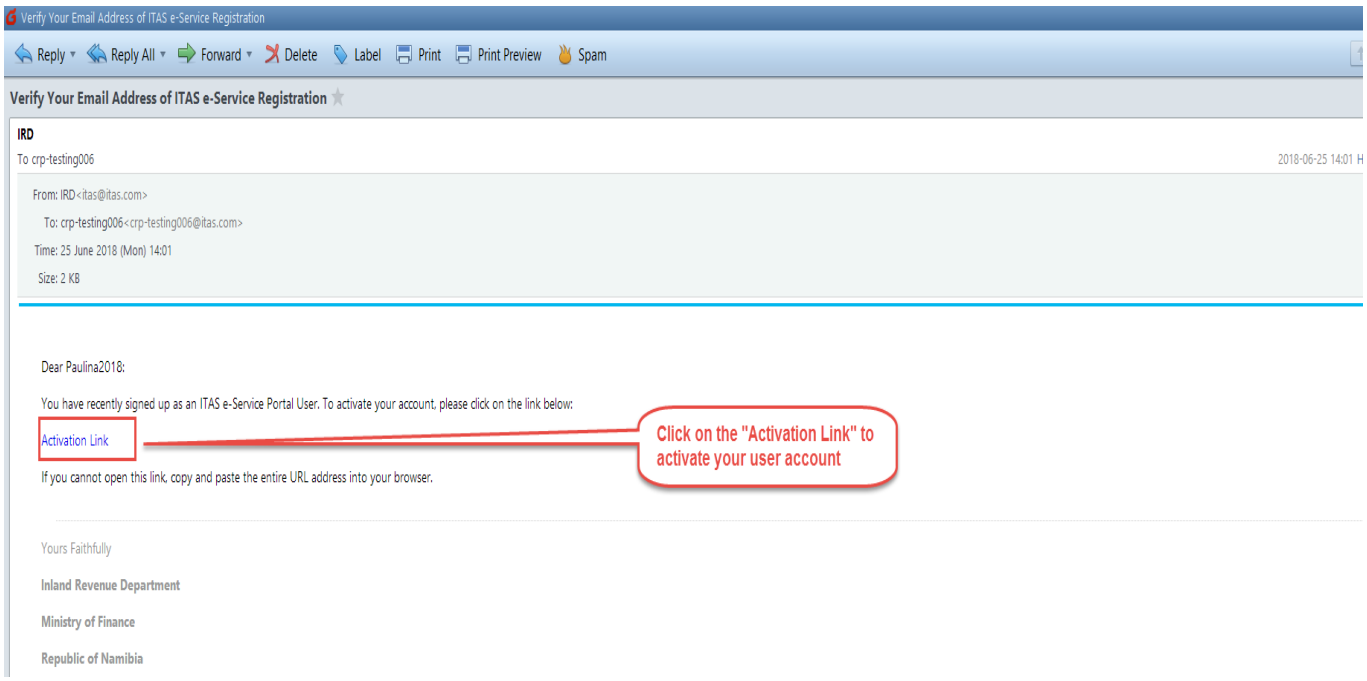


Figure 3.5: Activation Link Email screen

6. After you click on the activation link, your user account will be activated. Click on "**Sign In**" link to log in to the portal.

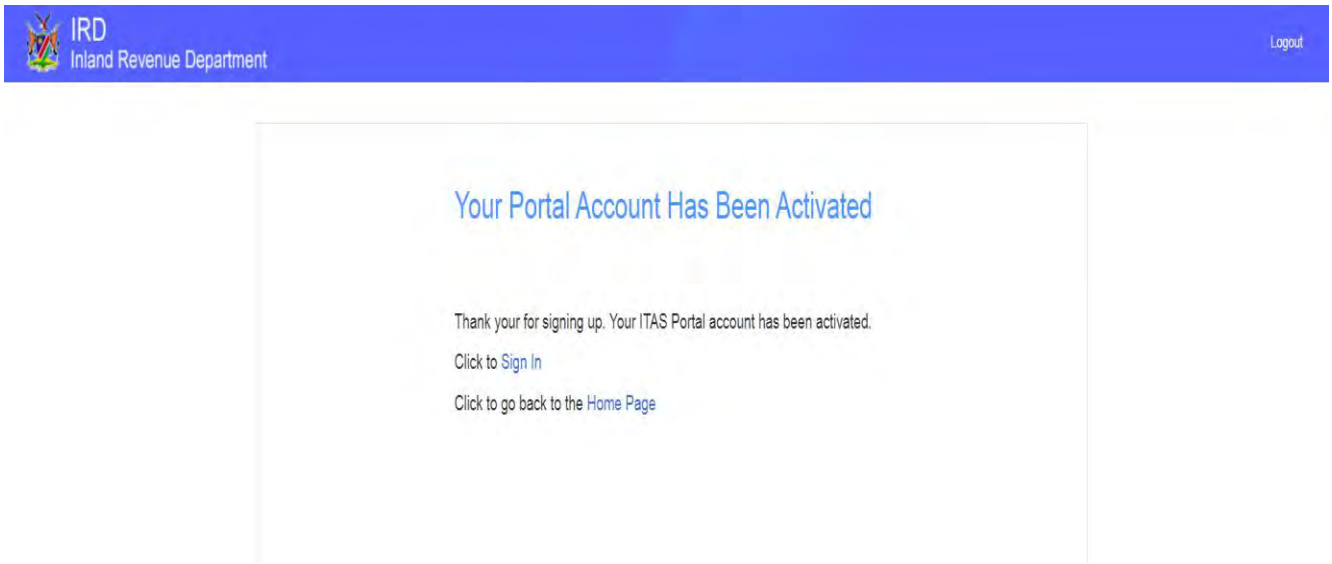


Figure 3.6: User Account Activation Message screen

7. Enter username and password (1), and click on "**Sign In**" button (2).

NB! On default, the user type, **"Sign in as a Taxpayer"** will be selected, if you are a representative, select **"Sign in as a Representative"**. 3

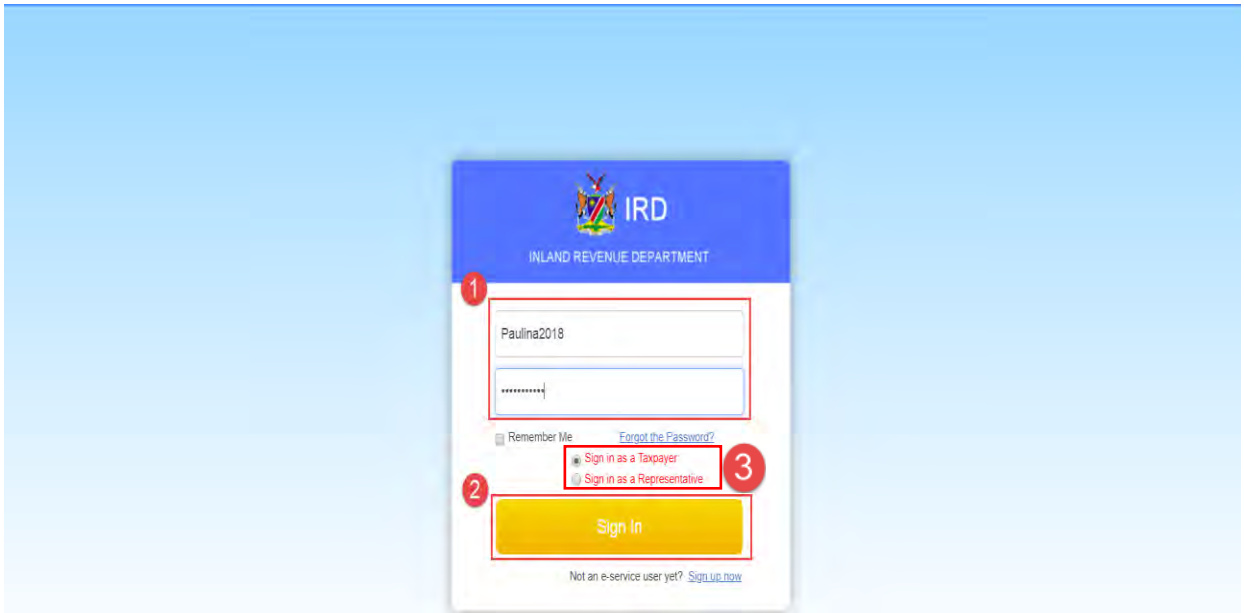


Figure 3.7: User Sign-in screen

8. Once logged-in, the **Welcome page** opens up, which displays 5 steps to assist you with the **e-Service Portal Registration Process** and outlines the terms and conditions to be adhered to. Read the terms and conditions and tick the agree box to proceed.

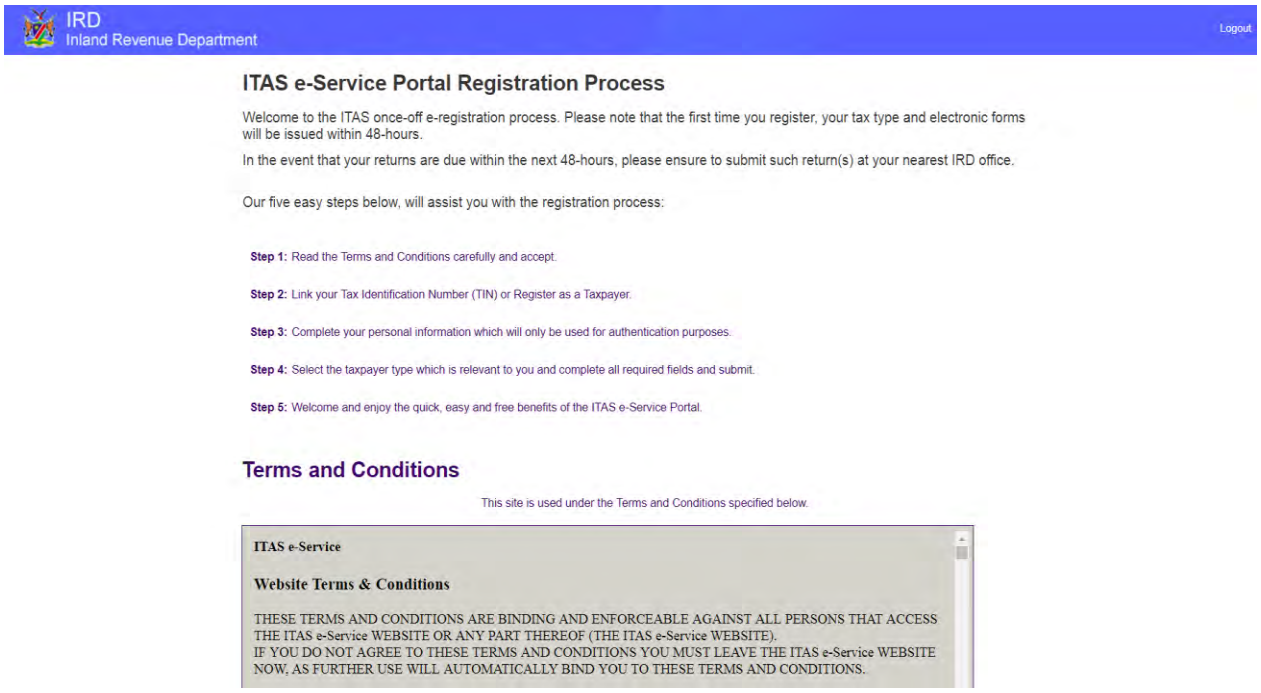


Figure 3.8: E-Service Portal Welcome screen

2.2 Link your Taxpayer Account or Register as a New Taxpayer

After agreeing to the terms and conditions, **"Link your Taxpayer Account or Register as a New Taxpayer"** screen opens up.

1. Already a Registered Taxpayer

How to link your existing tax account (Tax Identification Number (TIN))?

Follow the steps from figure 3.9 until figure 3.11.

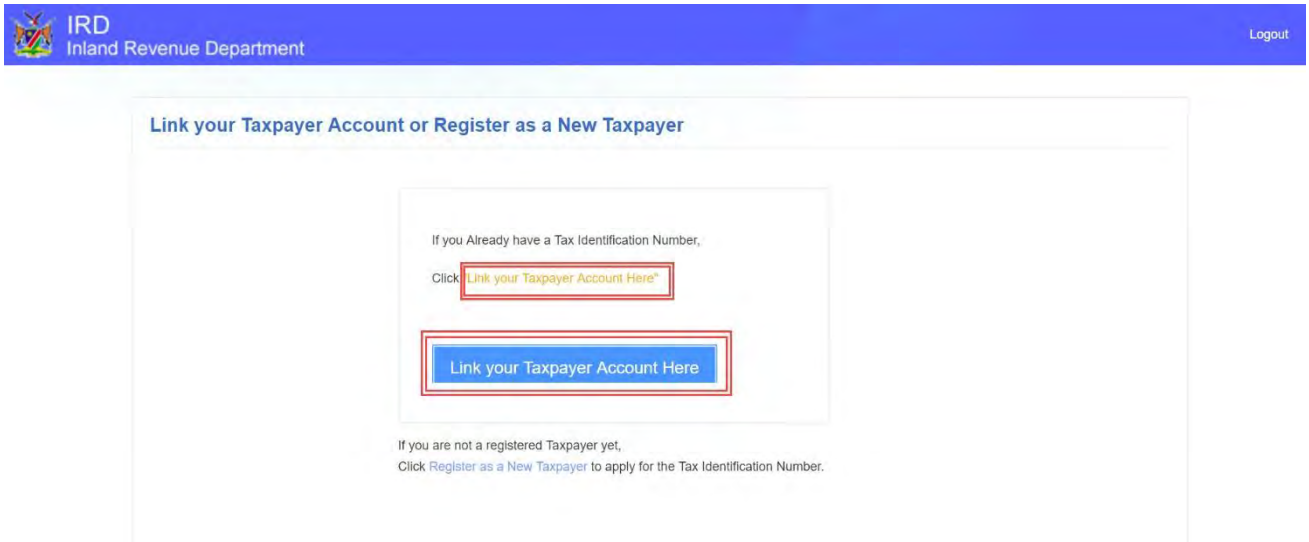


Figure 3.9: Link your Taxpayer Account or Register as a New Taxpayer Screen

1. Click on **"Link your Taxpayer Account Here"** to link your TIN

2. Complete the information on the **"Taxpayer Bind"** page as per your registered taxpayer information and click submit.

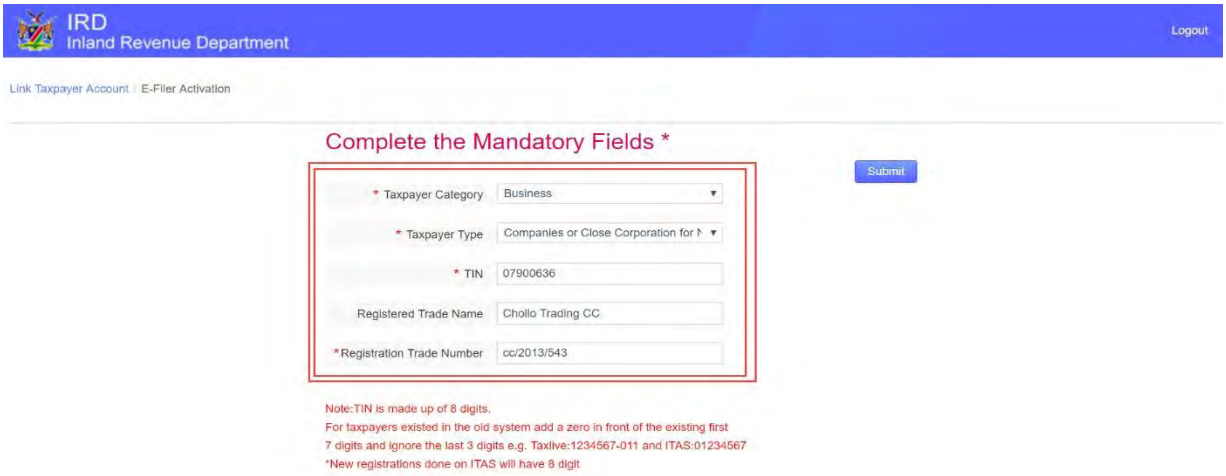


Figure 3.10: E-Filer Activation screen

3. A **success message** will be displayed that you have successfully bind your TIN.

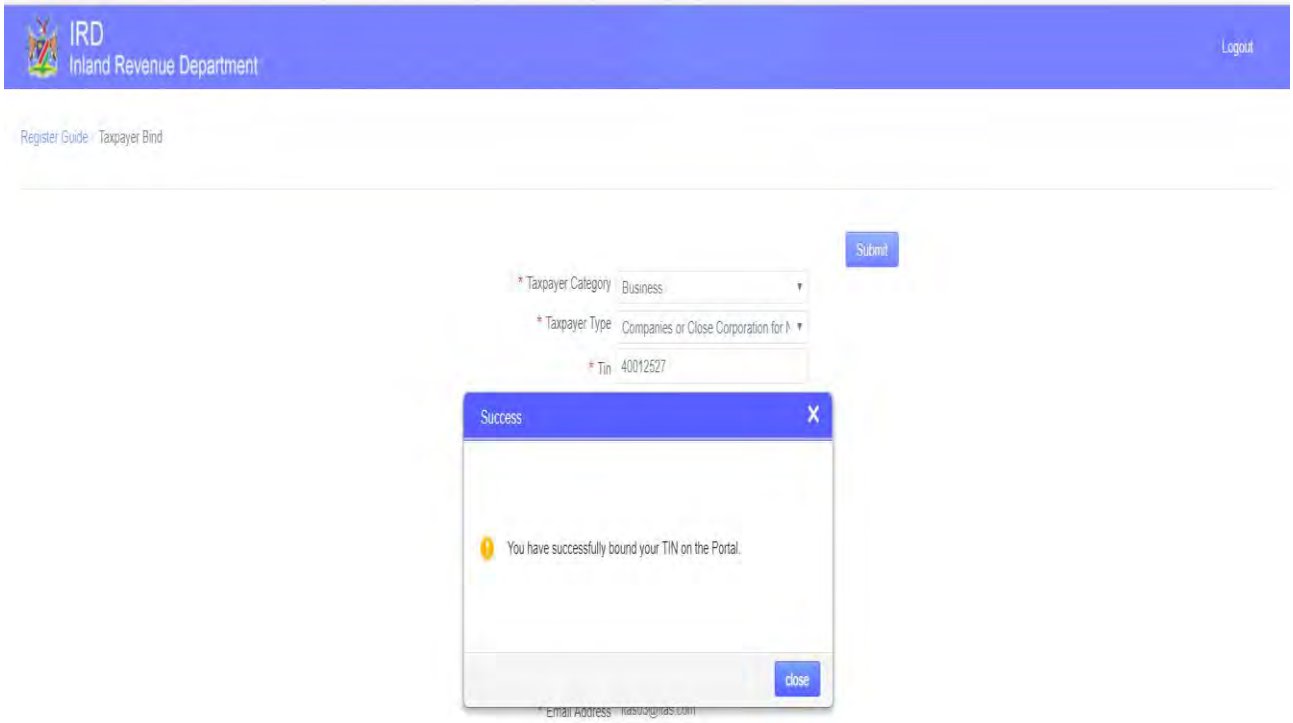


Figure 3.11: Success message screen

2. New Taxpayer (not yet registered as a Taxpayer at Inland Revenue)

How to register on portal as a new taxpayer?

Follow the steps from figure 3.12 until figure 3.15.

1. Click on the link "**Register as a Taxpayer now**" if you are not a registered taxpayer yet.

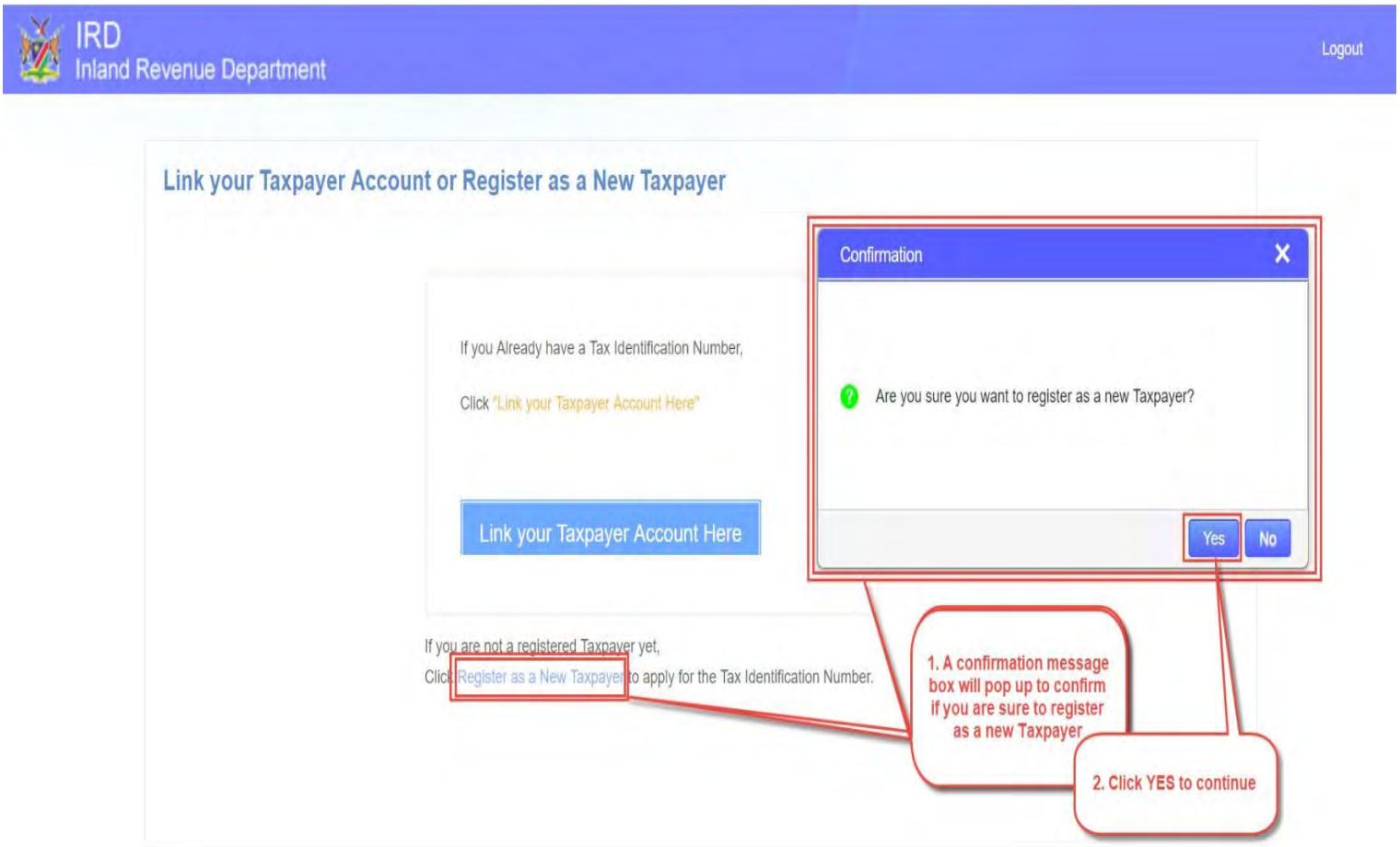


Figure 3.12: Register as a new Taxpayer screen

2. After clicking on the "**Register as a new Taxpayer**" link, a confirmation message box will pop up to confirm if you're sure to register as a New Taxpayer. Click **yes** and a registration/application form will open. Complete all the required fields on the taxpayer registration page, and click **"Submit"**.

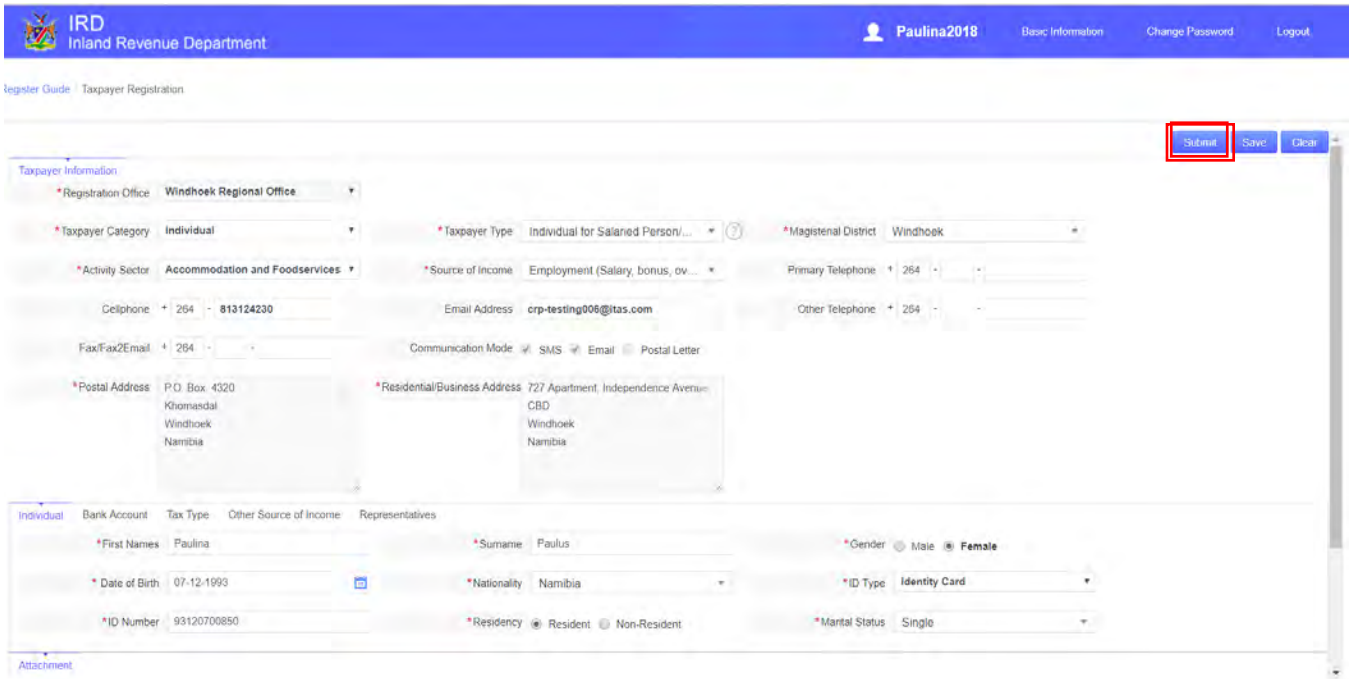


Figure 3.13: Taxpayer Registration Capturing screen

3. Upon clicking **"Submit button"**, an acknowledgement **receipt of taxpayer registration** will be sent to your email.

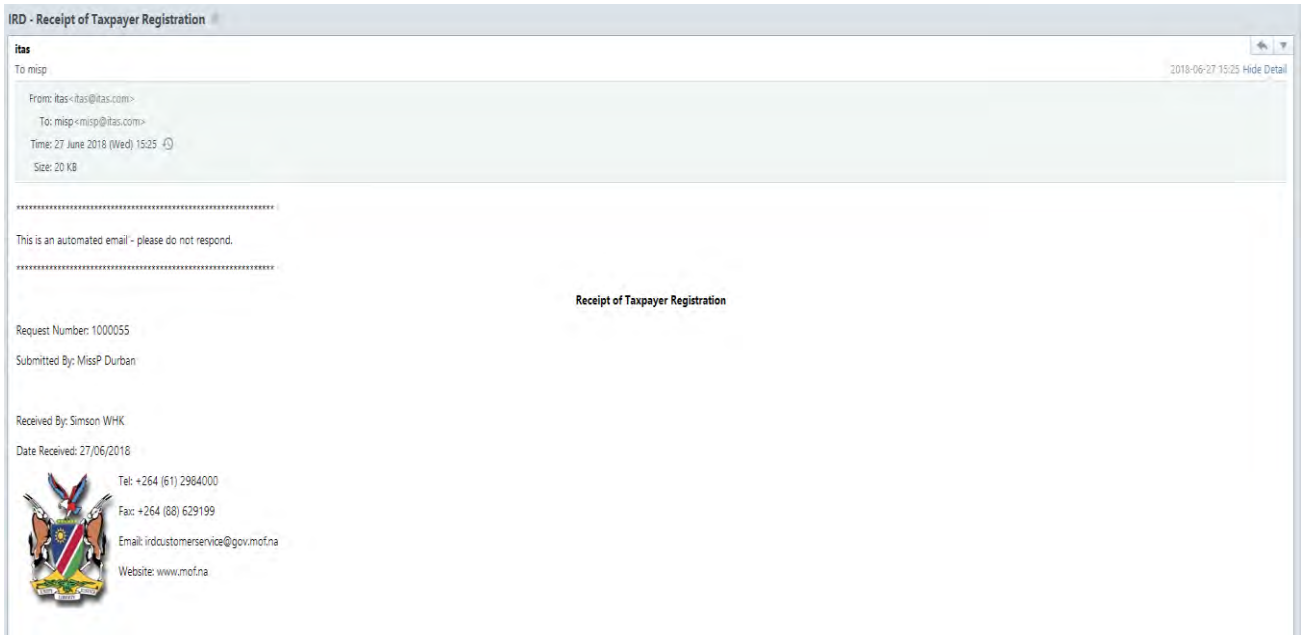


Figure 3.14: Acknowledgement Receipt of Taxpayer Registration Request

4. Once the registration process is completed, you will receive an **approval notification** via your email.

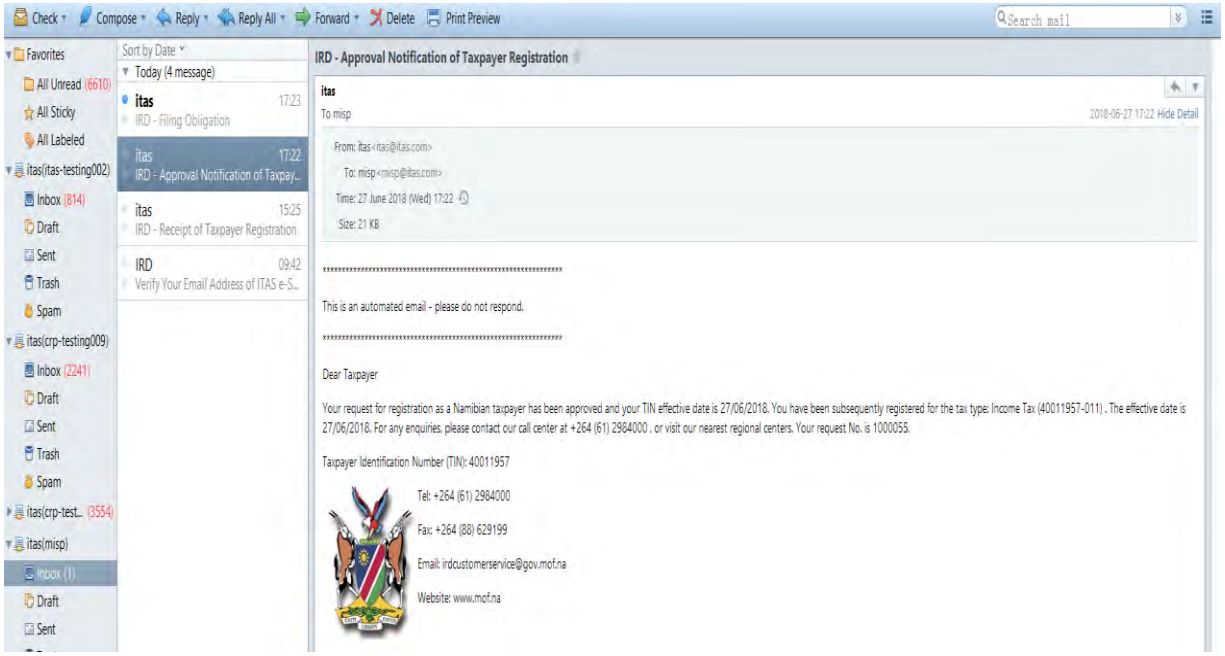


Figure 3.15: Approval Notification of Taxpayer Registration

5. At the same time, your **filing obligation** is also generated on the system, and a **notification** with the details is sent to your email.

NB: Filing obligation: Notification of returns to submit (due)!

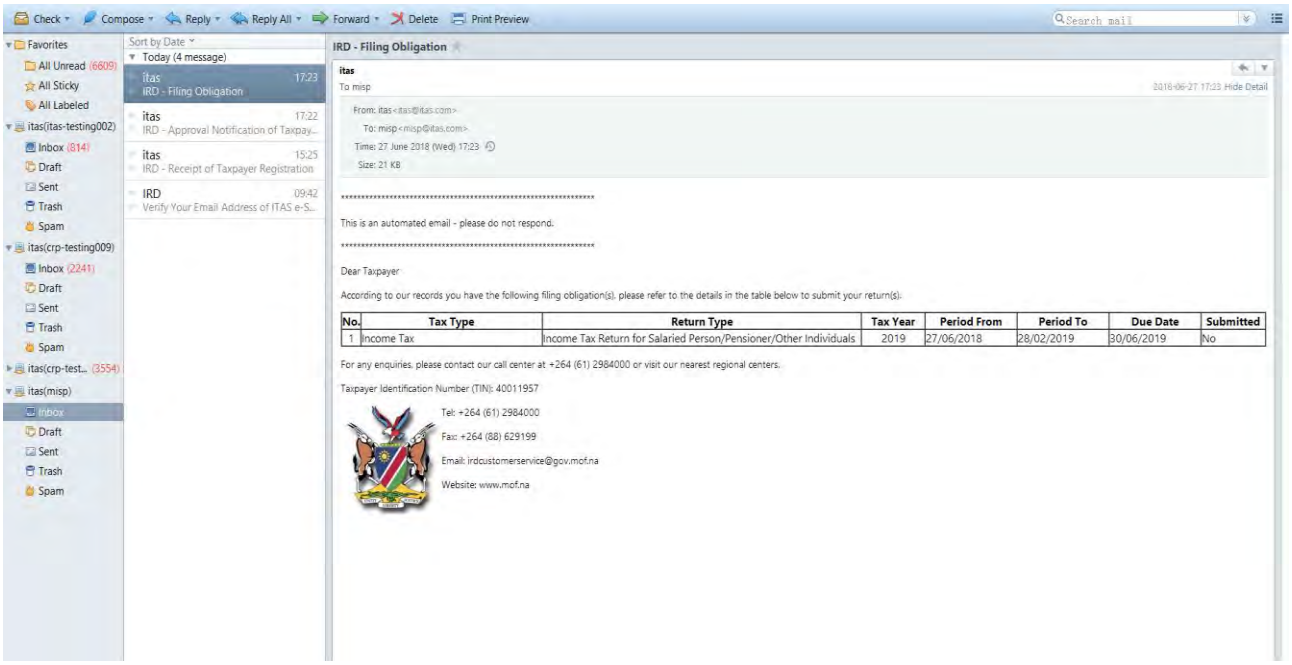


Figure 3.16: Filing Obligation Notification via email

2.3 Sign in

2.3.1 Sign in as a Taxpayer or Representative
"To submit returns, update information or any other service provided".

1. Log-into the ITAS web portal with your credentials (Enter username and password (1), and click on "**Sign In**" button (2)) as per your user type by selecting one or the other options "**Sign in as a Taxpayer**" or "**Sign in as a Representative**".

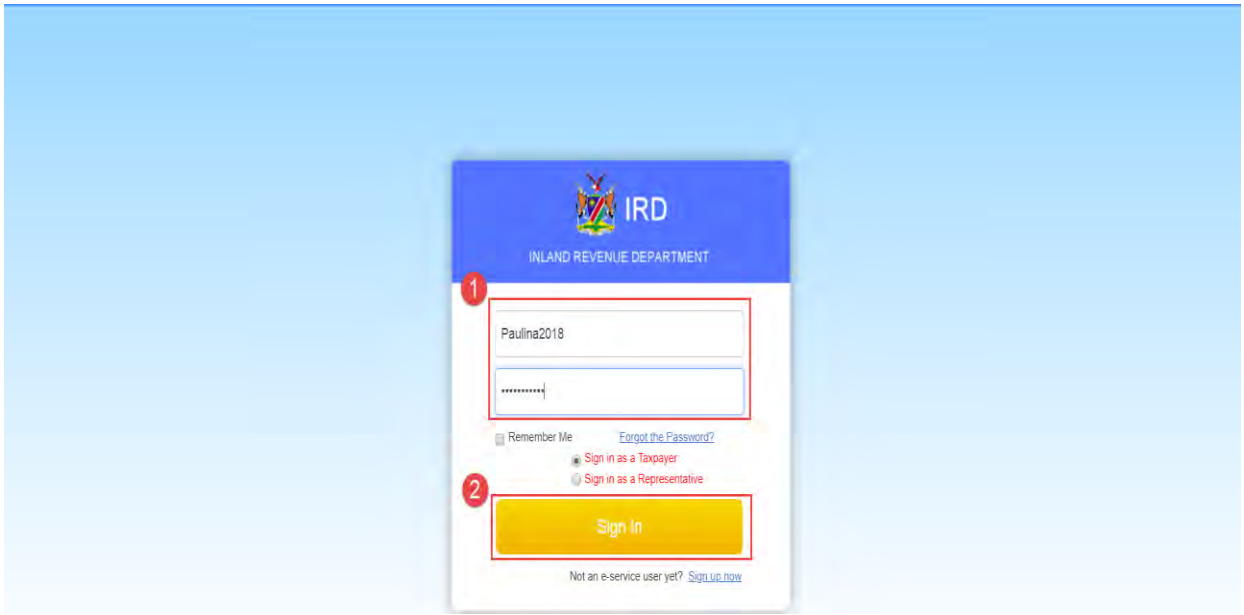


Figure 3.17: User Sign-in screen

2.4 ITAS Portal menu (function tabs)

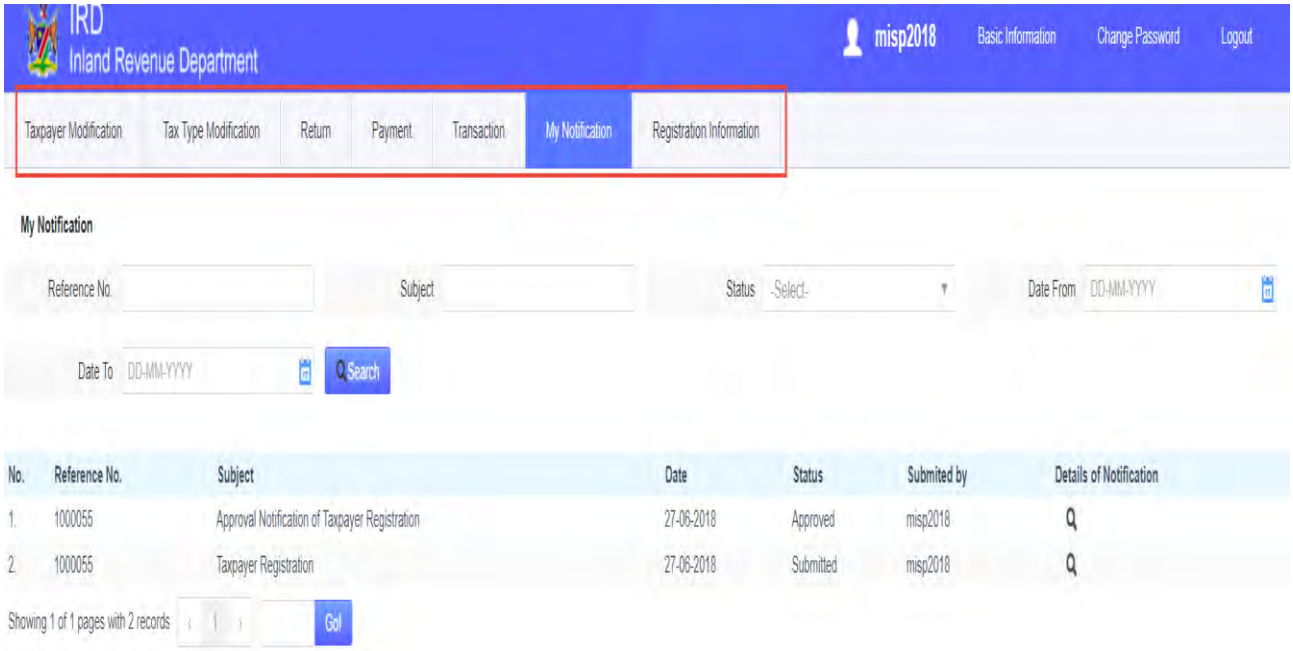


Figure 3.18: E-service Navigation Menu screen

2.4.1 Taxpayer Modification function tab

- Enables you to modify basic information such as email address, telephone number, fax number, postal address and also to; submit deregistration and transfers requests.

2.4.2 Tax Type Modification function tab

- Enables you to submit tax type(s) registration requests; tax type deregistration requests; suspension requests of existing tax type; and submit reactivation of suspended tax types.

2.4.3 Return function tab

- Enables you to file all your tax returns (including Transfer duties and Stamp Duties returns); save returns (saved under 'Draft'); view details of all submitted returns; submit return extension request and revise your return.

2.4.4 Transaction function tab

- Enables you to view all your tax account transactions.

2.4.5 My Notification function tab

- Allows you to view all email notification sent and track progress on your requests.

2.4.6 Registration information function tab

- Enables you to view your registration information.

3. USING THE WEB PORTAL

Filing of returns and key information.

How to file your returns?

3.1 Income Tax Return

1. Click on **Returns function tab**, and click **"search your returns"** button or input relevant searching criteria and click on the **"search your returns"** button.

   "My returns screen" will list all your Returns or specific searched return.

Key information

Return status:

Pending for submission: return is outstanding

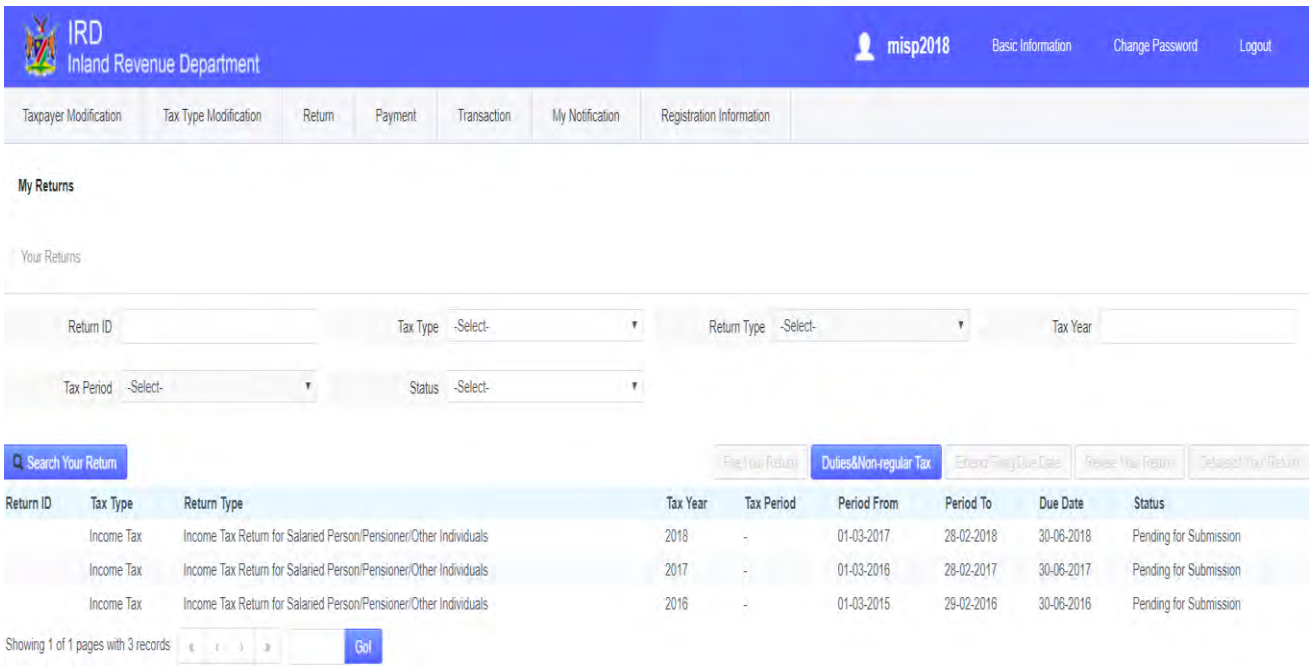


Figure 3.19: Returns Pending for Submission Status

2. Select the appropriate outstanding return (with the status: Pending for submission) you would like to submit and click **"File Your Return".**

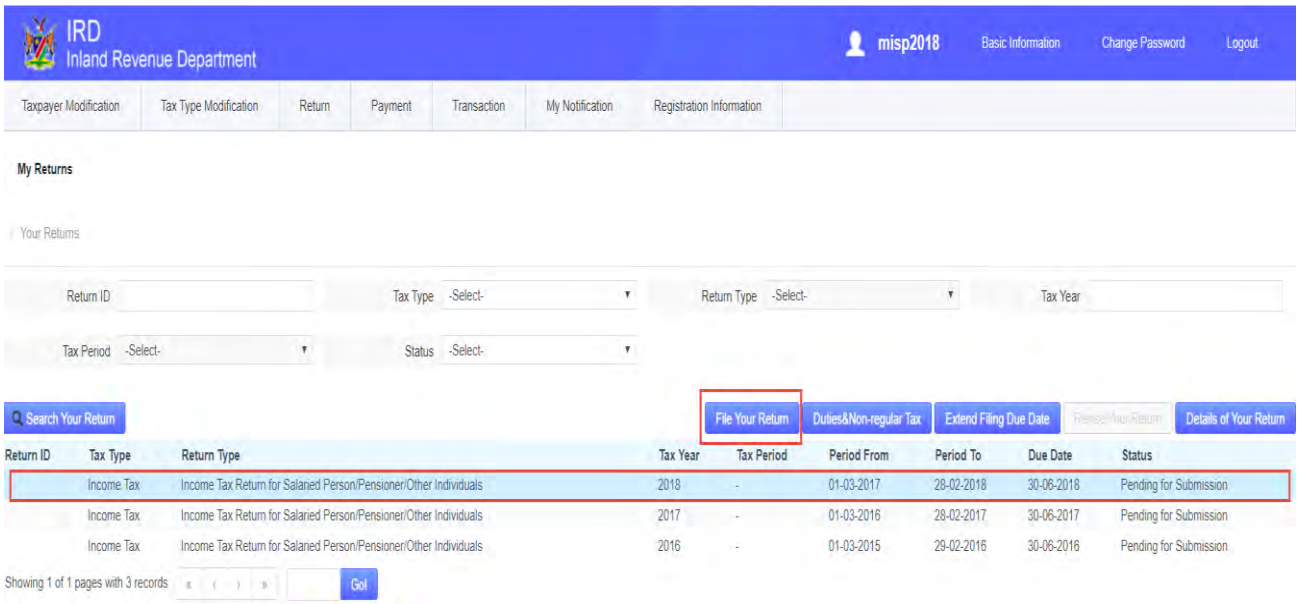


Figure 3.20: File Your Return Function

3. The next screen will pop-up and prompt you to upload the mandatory or required documents such as the PAYE5 certificate or Certificate i.r.o study policy. Click on the **"upload"** icon to upload necessary documents.

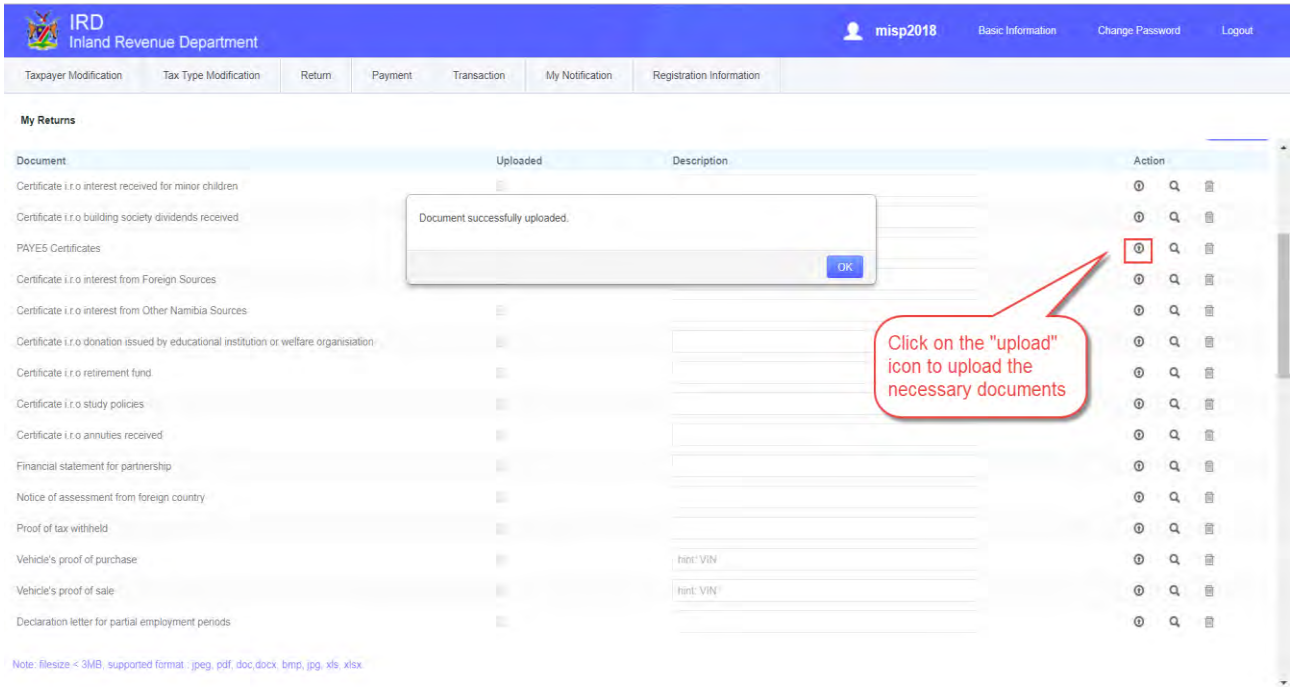


Figure 3.21: Upload Documents screen

4. Complete the required schedules that are applicable to your return type.

Key information

NB: Please make sure to complete the compulsory schedules such as:

1. **Schedule 3 and 24** for Income tax Return for Salaried Person/Pensioners and Income tax Return for Farmers and/or Business
2. **Schedule 28 and 29** for Income tax Return for Company and Close Corporation

Figure 3.22: Schedule 3_Individual Return Form Screen

5. After completing the required schedules, to declare that the information captured in your return is true and correct tick in the box ☑ **" I Declare that the information furnished in the return is true and correct"**

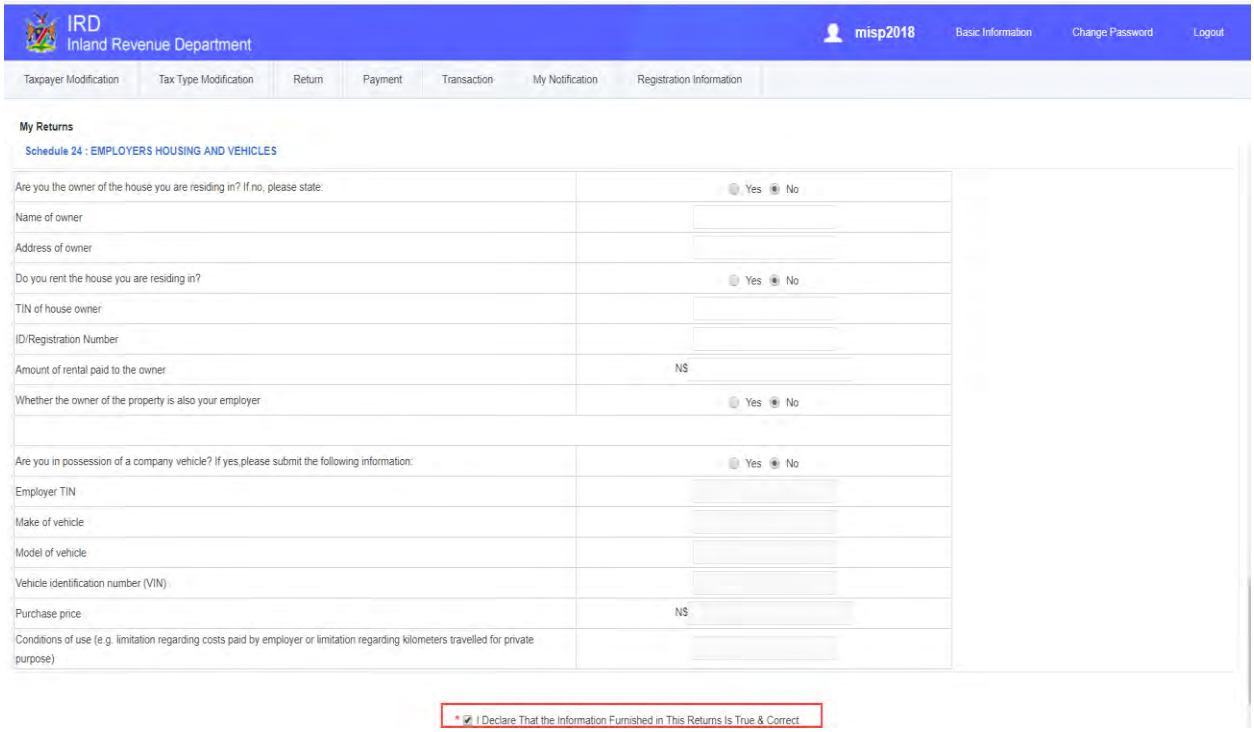


Figure 3.23: Schedule 24: Employers Housing and Vehicles Screen

6. In case you want to save captured information and continue later, you can save your information by clicking on the save button. Your return will be saved, under **"Draft"**, on the **"Return"** function menu.

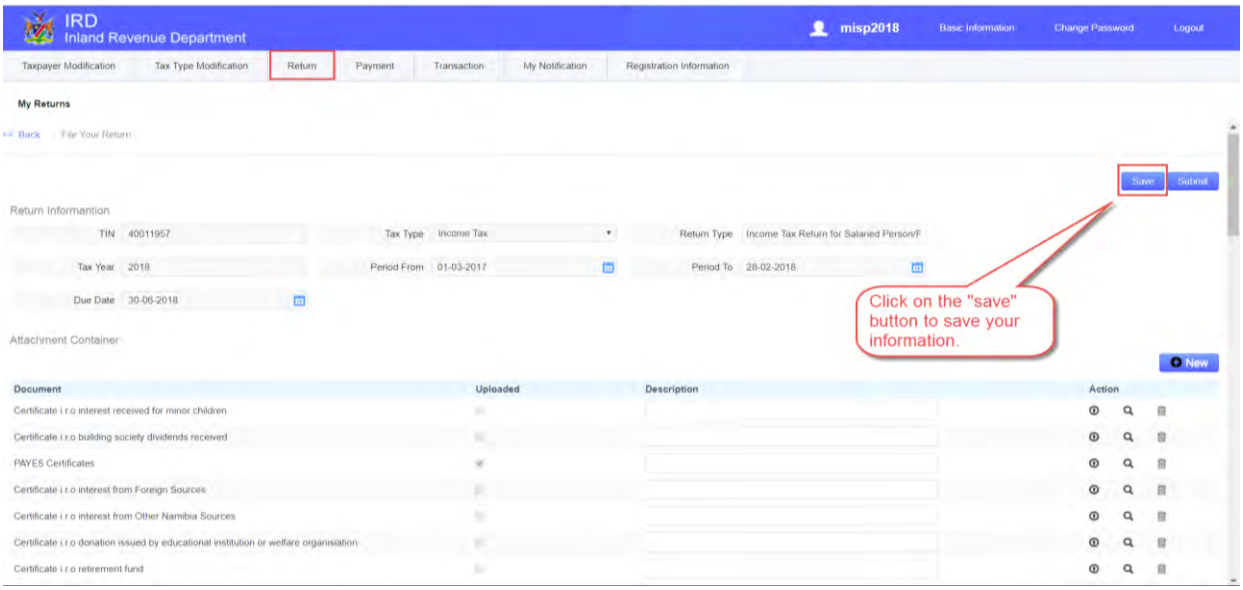


Figure 3.24: Return Save Button screen

7. After you have completed your return, click on the **"submit"** button to submit your return. If the return information submitted is correct, your return will be assessed immediately by the ITAS system.

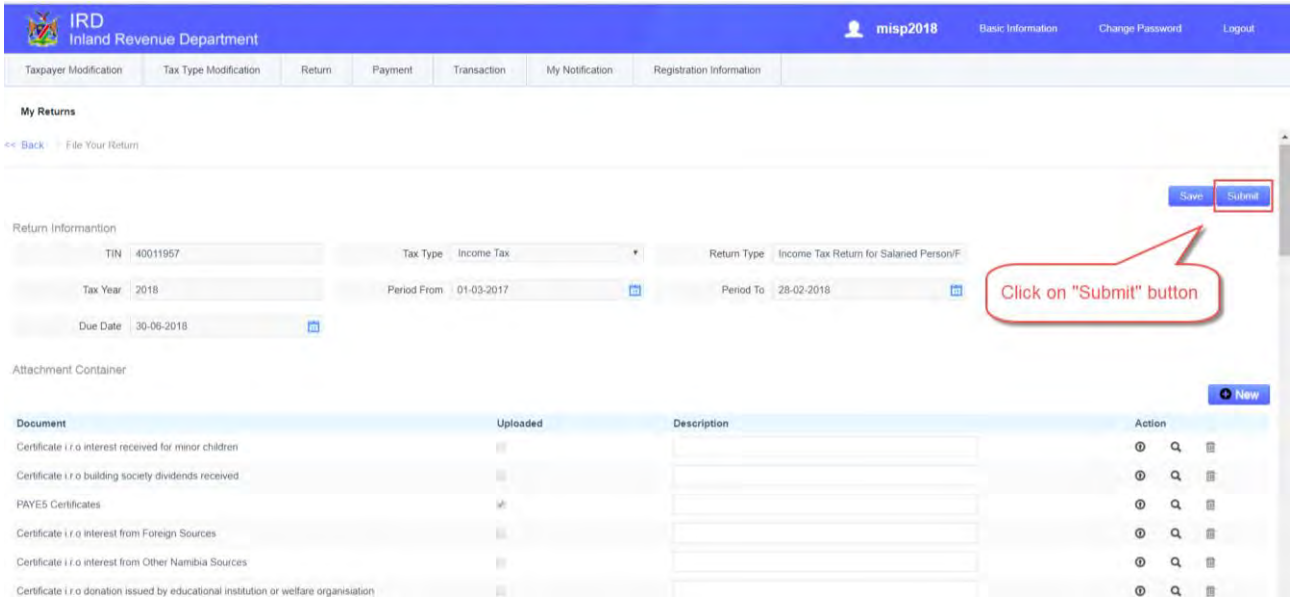


Figure 3.25: Submit Button screen

8. After submitting your return, the system updates **"My notification"**, where you can view the status of your return. The system will generate a reference number for enquiry purposes. Or you can view the status of your return under the sub menu **"My Returns"** on the **"Return"** Function tab.

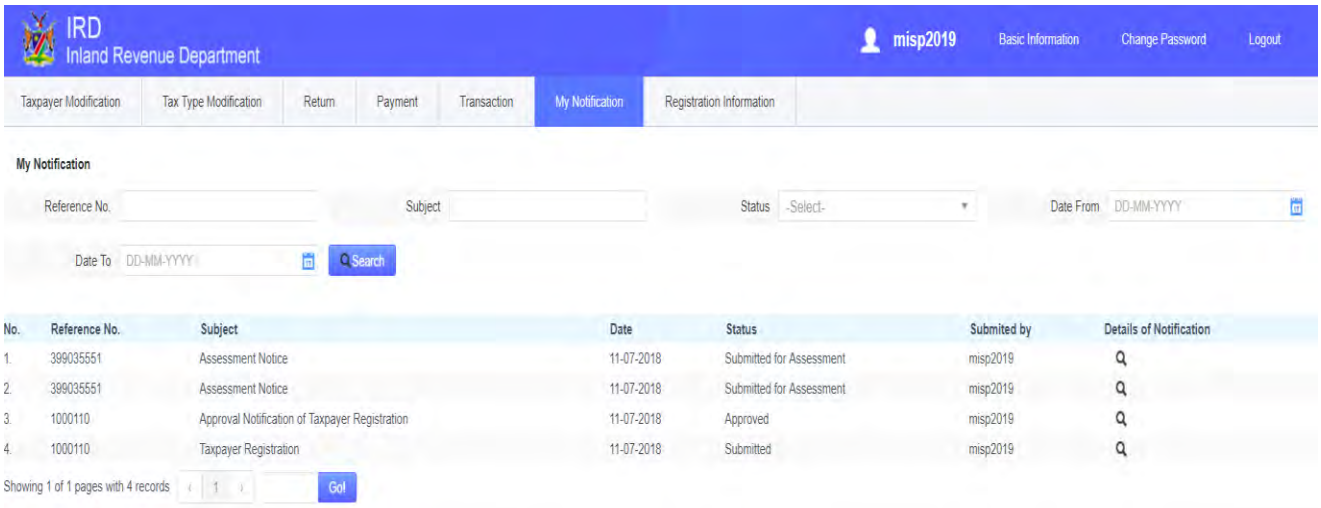


Figure 3.26: Return Assessment Notice in "My notification"

What if the return information you have submitted is not correct? E.g. *Employment period does not cover full tax year in Income tax return.*

1. Click on "**My Returns**" sub-menu under the **"Return"** function tab, view your return status. If the submitted return shows "**Assessment Pending Confirmation**", the information submitted is incorrect/incomplete.

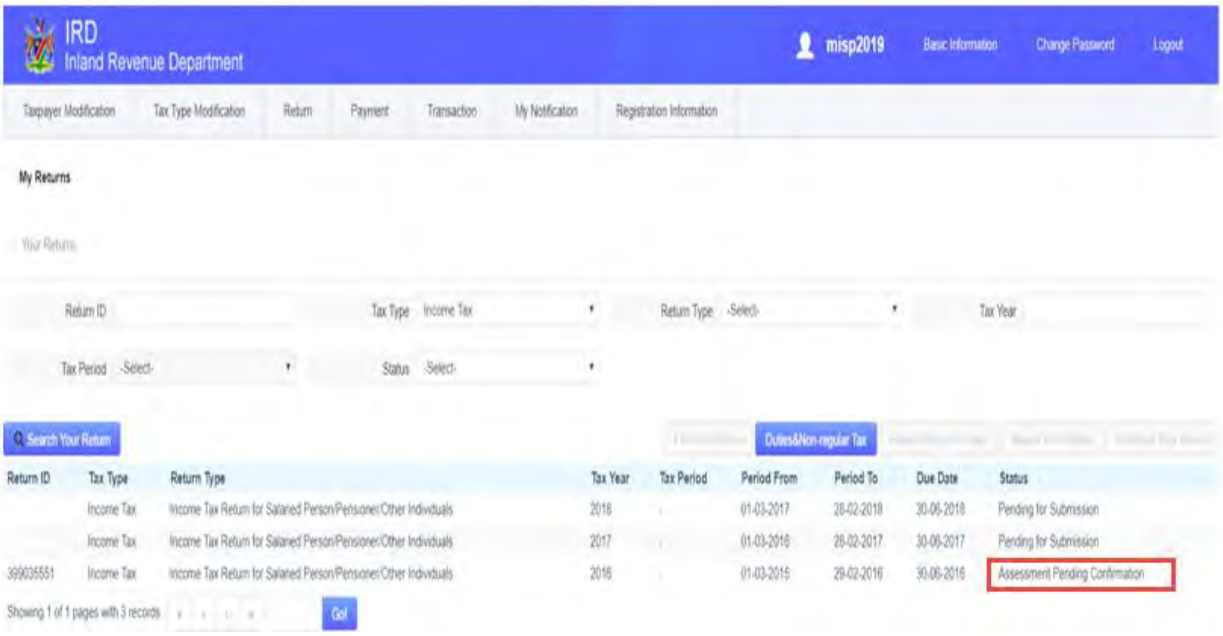


Figure 3.27: View my Returns Status screen

2. After the return is reviewed by the relevant department, you will receive the notification of assessment or the return will be send back to you for re-submission. The status of the return can be viewed on **"My notification" or "My Returns"** sub-menu. See figure 3.27 and figure 3.28 respectively.

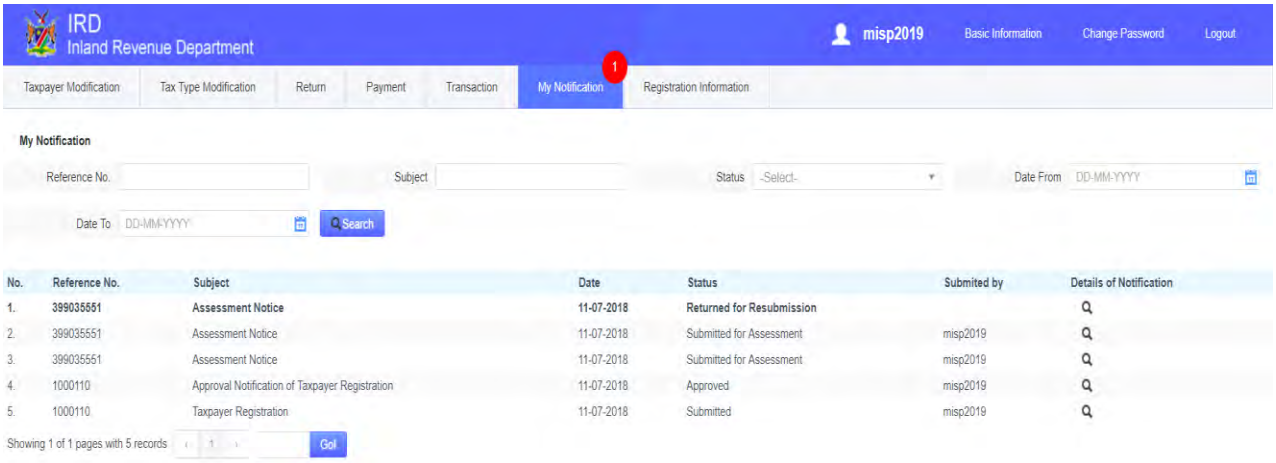


Figure 3.28: "My notification" screen

3. On **My Returns** sub-menu, you can view the status of your return as "**Returned for Resubmission**" if the return has been returned to you to amend.

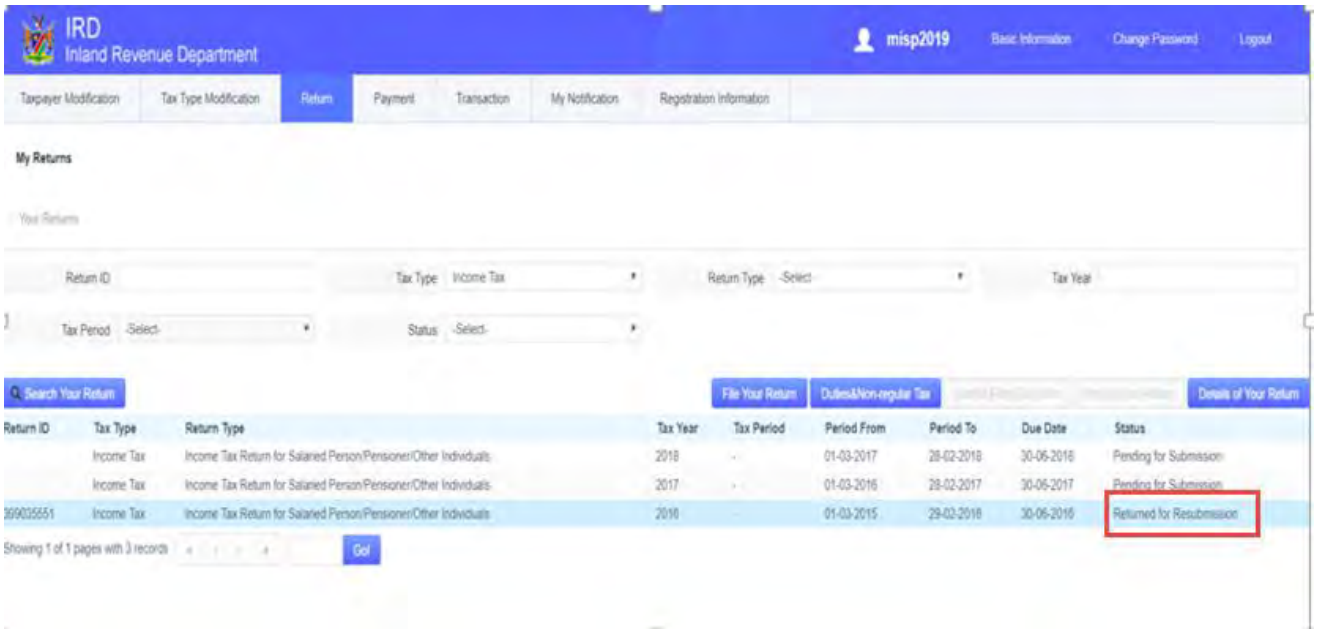


Figure 3.29: View My Return Status screen

4. Adjust the return as per the reason provided which can be viewed in **"My Returns"** and **"My Notifications"**, and submit again.

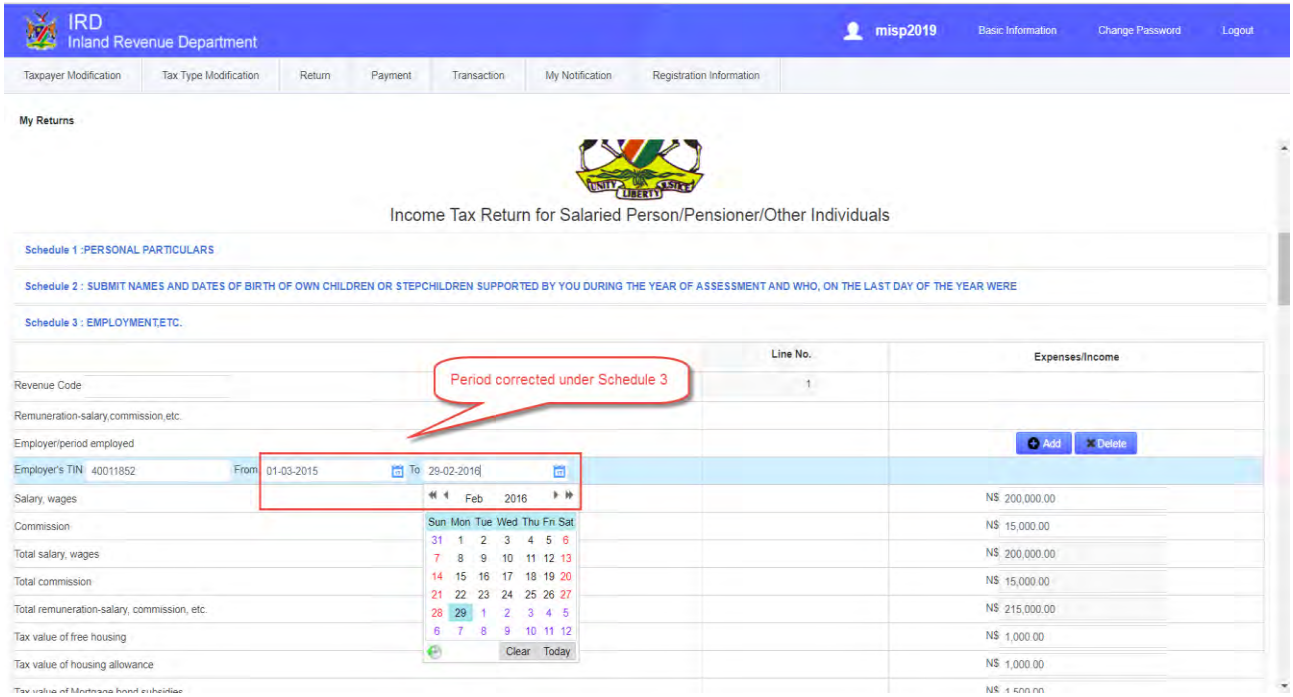


Figure 3.30: Schedule 3- Return Corrected screen

5. After you have resubmitted your return with correct information, your return will be assessed and the status will change to **"Assessed"**. You can view your return status under **"My Returns"** and **"My Notification"** as **"Assessed".**

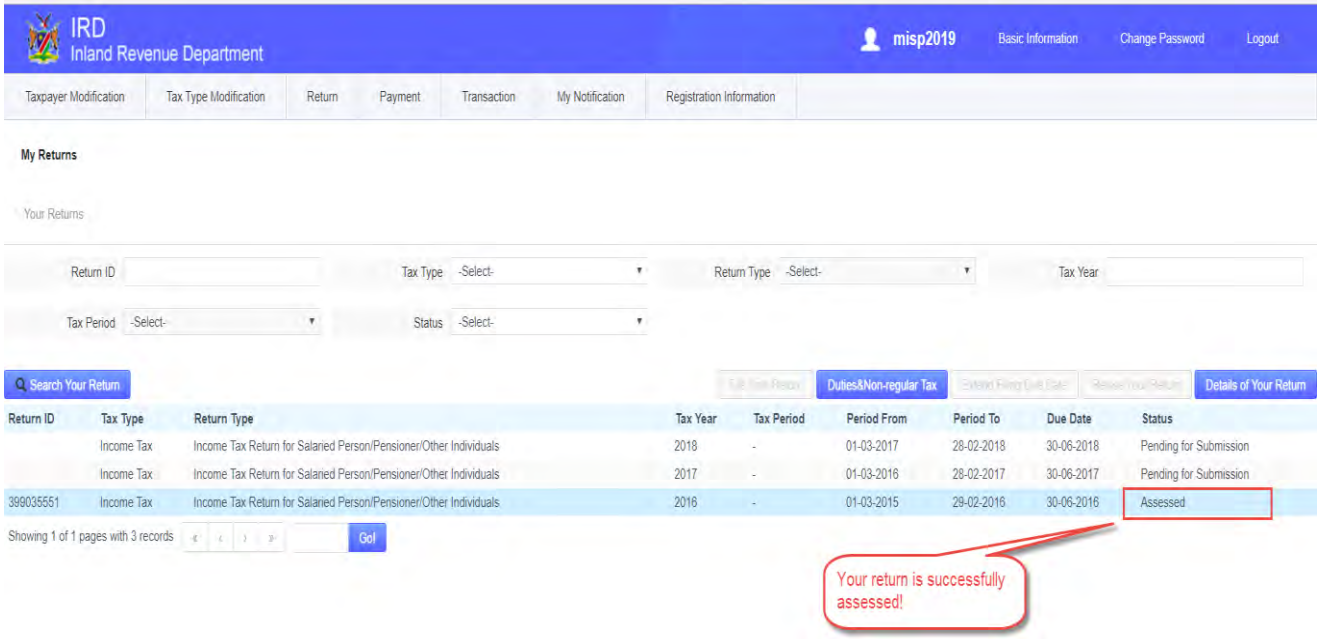


Figure 3.31: Return Assessment Status screen

3.2 Value Added Tax (VAT) Return

1. On the search criteria, select **"Value Added Tax"** under Tax Type and click **"Search your return"** button. All the VAT returns will be displayed. Select the relevant outstanding VAT Return with status **"Pending for Submission"** and click on **"File Your Return"**.

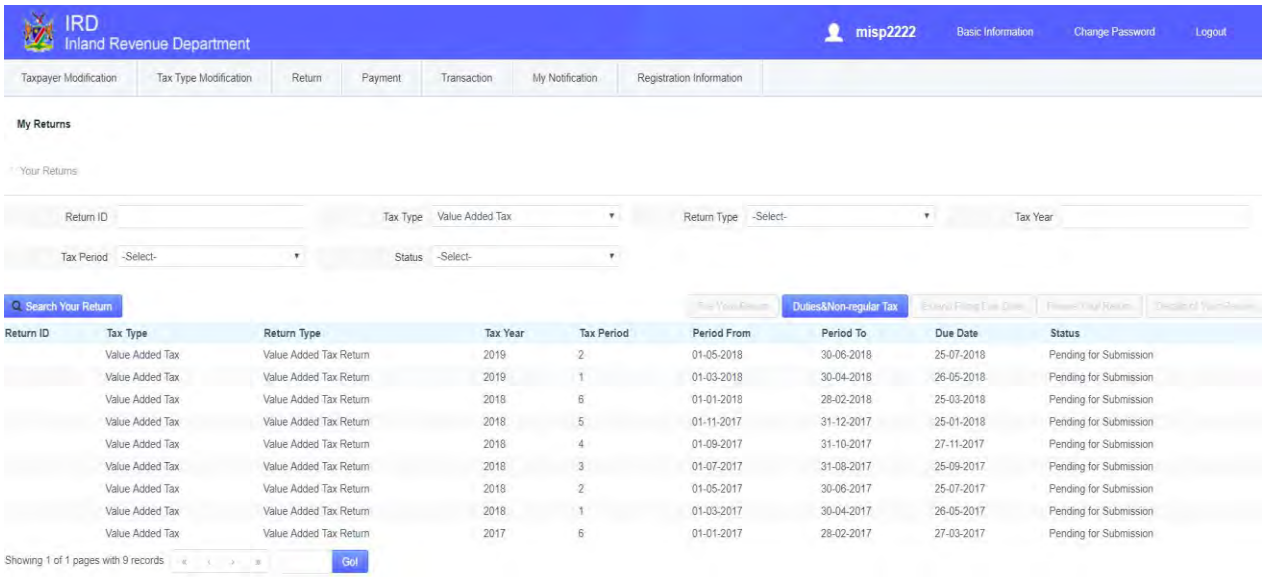


Figure 3.32: VAT Returns "Pending for Submission" Status screen

2. Complete your VAT Return appropriately, and click **submit**.

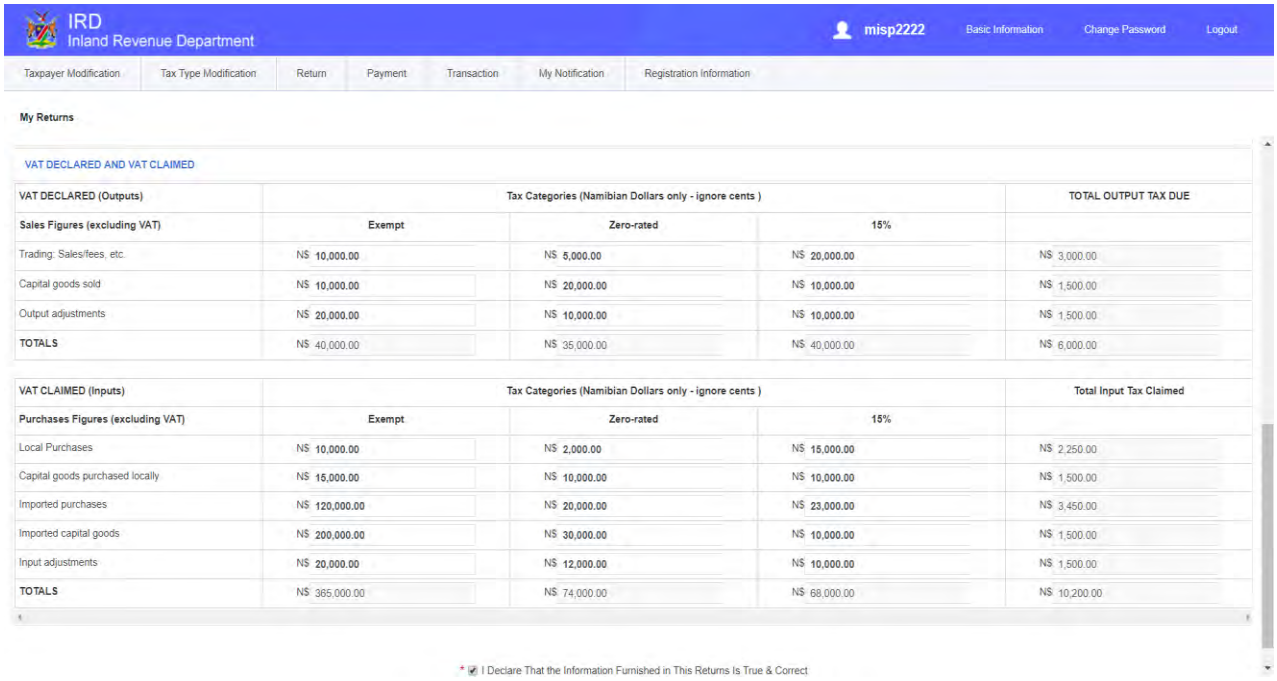


Figure 3.33: VAT Return Capture screen

3. After you have submitted your return, the system updates **"My notification"**, where you can view the status of your return. The system will generate a reference number for enquiry purposes. Or you can view the status of your return under the sub menu **"My Returns"** on the **"Return"** Function tab. Click on **"Search Your Return"** and search for your VAT return, to view the return status.

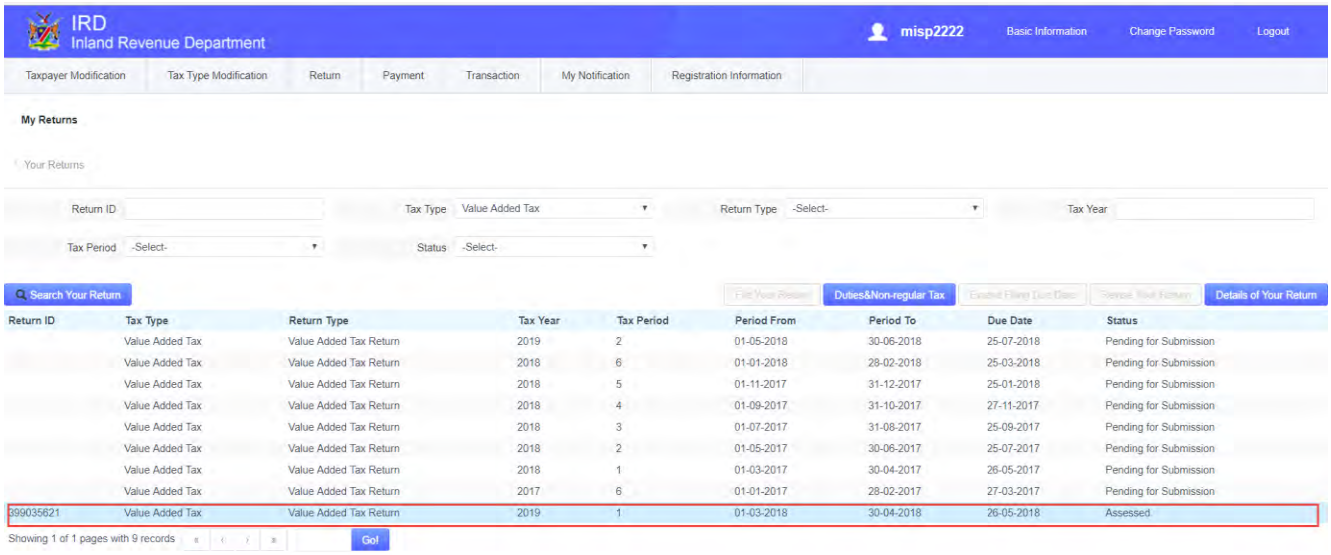


Figure 3.34: VAT Return Status screen

3.3 Employee Tax (ETX) Return

1. On the **"My returns"** screen, filter search criteria by selecting **"Employee Tax"** under Tax Type drop down menu and click "**Search Your Return"** button. All the Employee tax returns will be displayed. Select the relevant outstanding ETX return that you would like to submit with the status **"Pending for Submission"** and click on **"File Your Return"** button.

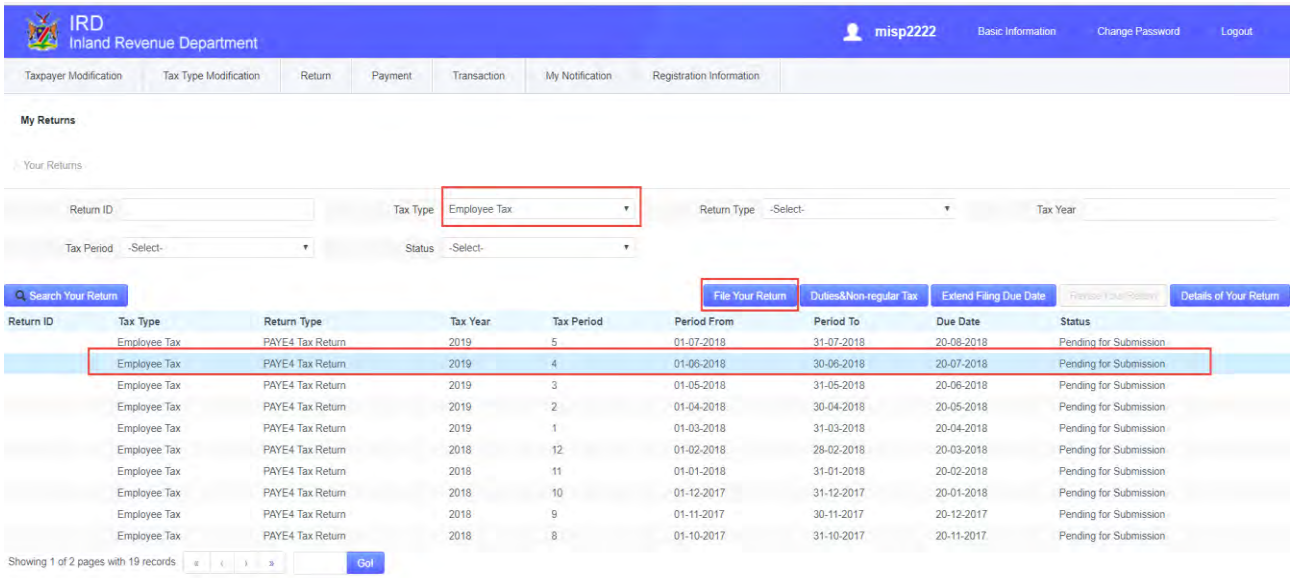


Figure 3. 35: Employee Tax Returns "Pending for Submission" Status screen

Key information

2. **There are two ways to submit your Employees Tax return:**

   2.1 Capture employee's details individually(one by one) or

   2.2 Complete and upload the excel sheet template (with all your employee's details)

   See figure 3.36 and 3.37

a. Capture Employee Details individually (one by one)

1. Under **Employee Tax Details** section click on "**Add**" button. The **"Capture Employee Information"** window will pop up. Capture the employee(s) information, and click on **submit** to save the information.

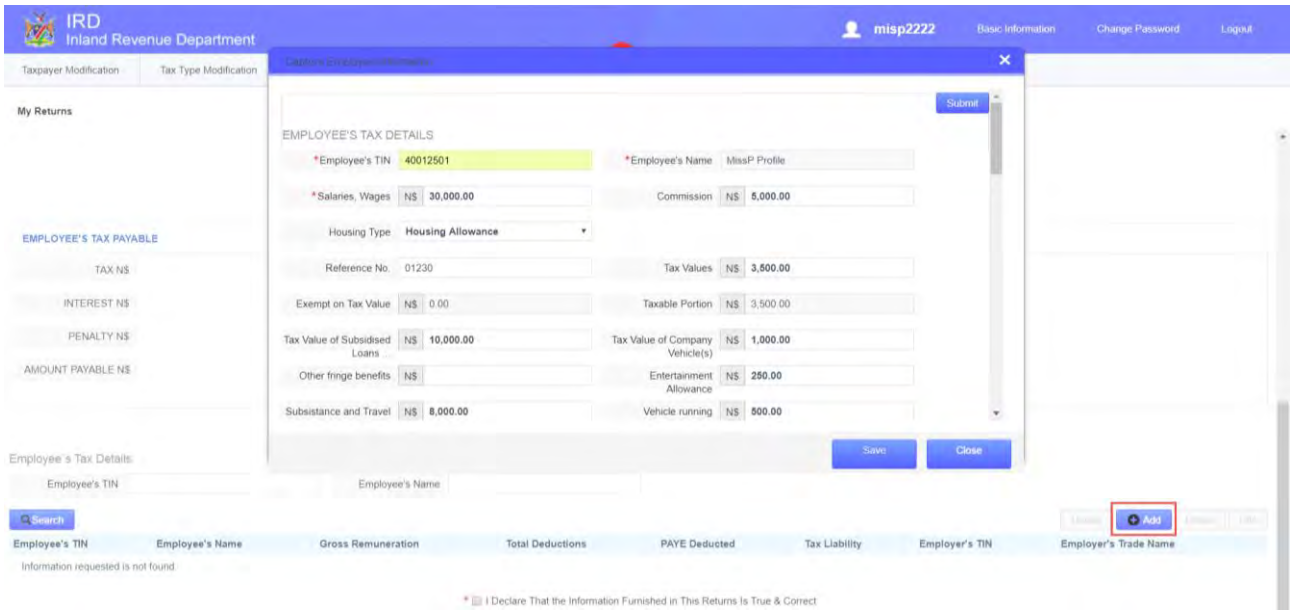


Figure 3.36: Employee Information Capture screen

2. Employees' information will be saved, and employee tax payable will be displayed. To capture another employee's details, click on "**Add**" button again, and click on "**submit**" to save it.

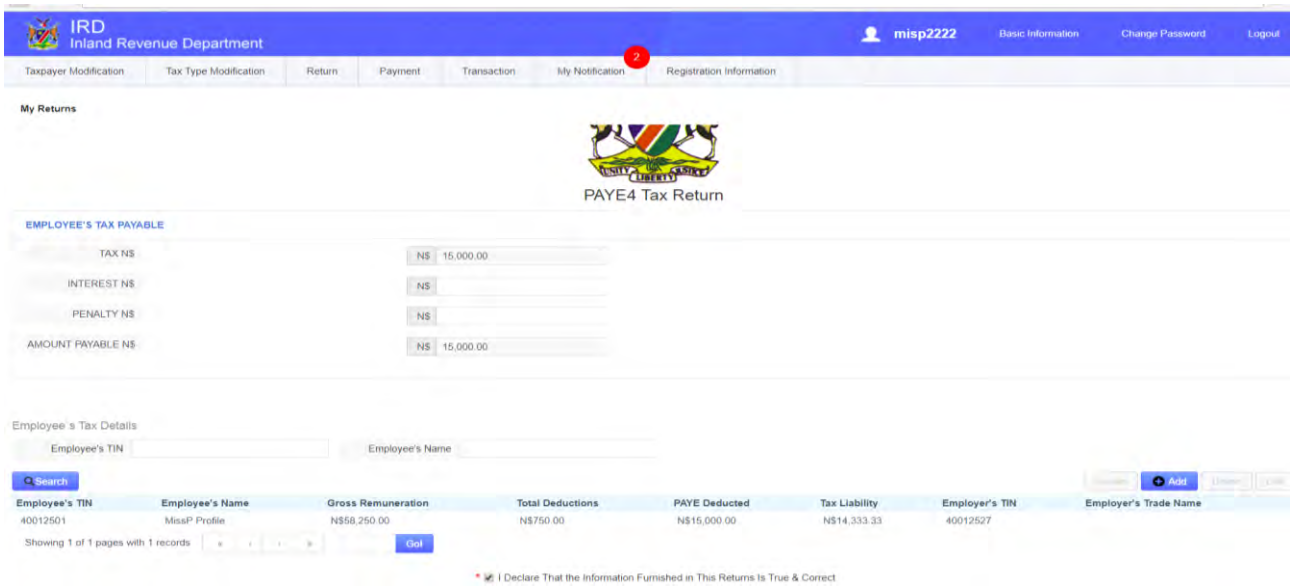


Figure 3.37: Employee Information Saved screen

3. Once you have captured all employees' details, click on the "**submit**" button and your return will be assessed.

2.2 Capture employee details using excel sheet template

1. Click the **"ETX Employee Import Template**" under **"Attachment container"** to download the excel sheet template.

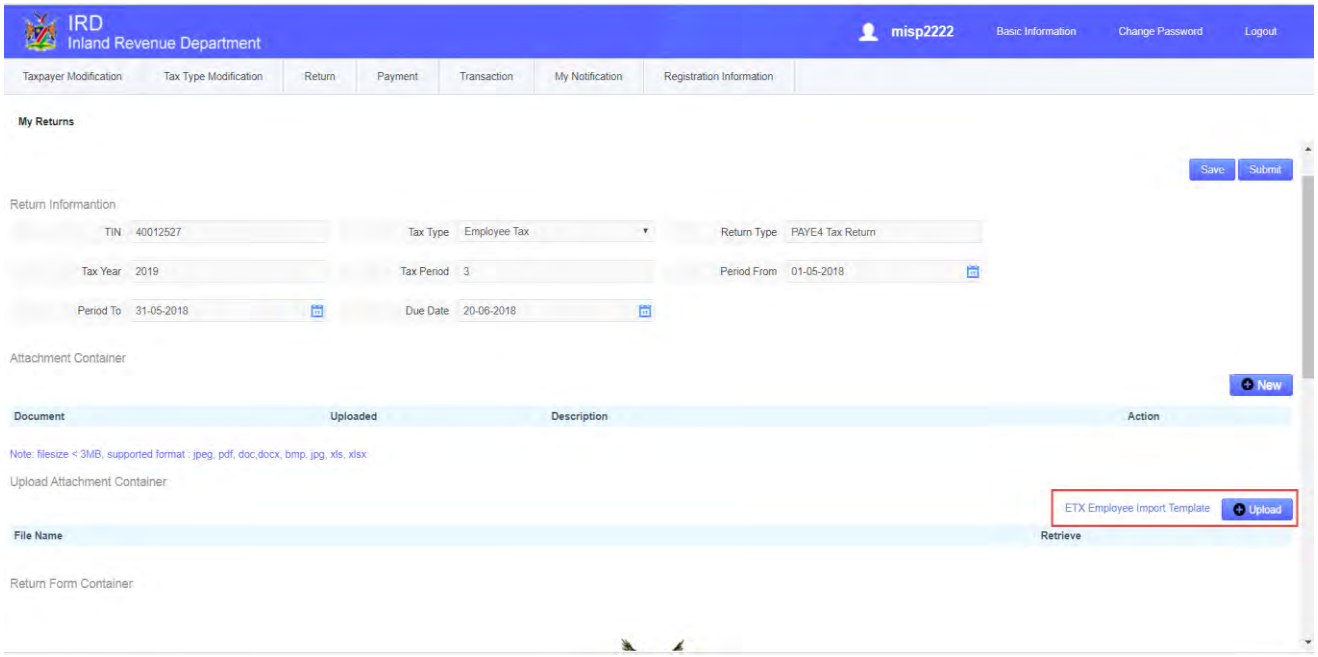
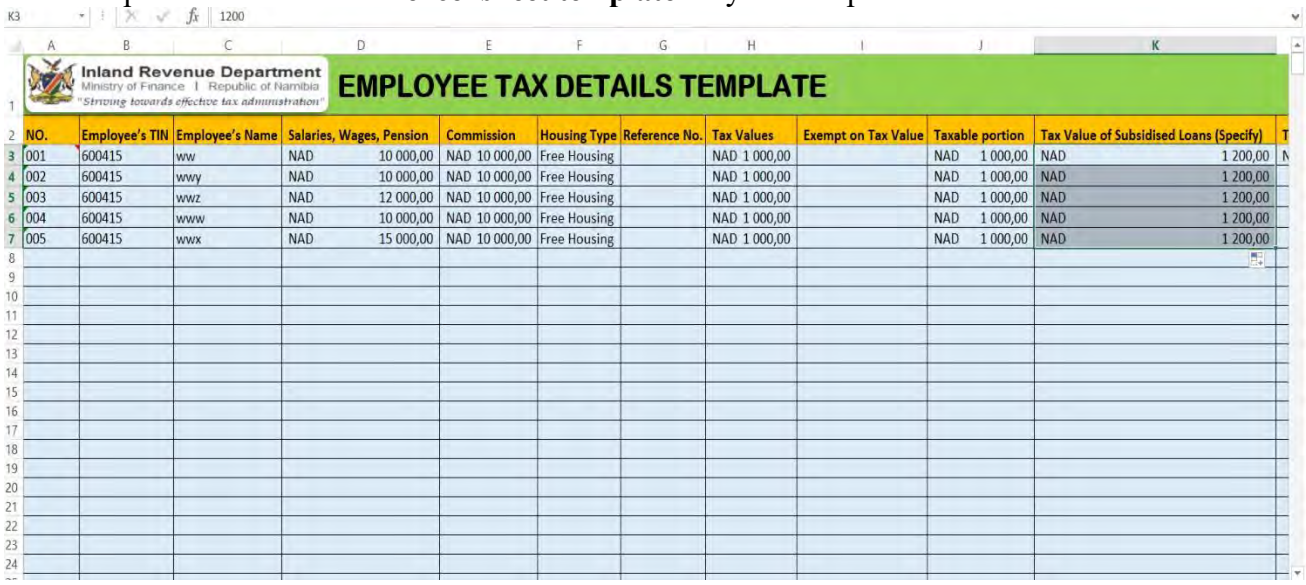


Figure 3.38: ETX Employee Import Template link

2. Complete the downloaded **excel sheet template** on your computer.



NO.	Employee's TIN	Employee's Name	Salaries, Wages, Pension	Commission	Housing Type	Reference No.	Tax Values	Exempt on Tax Value	Taxable portion	Tax Value of Subsidised Loans (Specify)
001	600415	ww	NAD 10 000,00	NAD 10 000,00	Free Housing		NAD 1 000,00		NAD 1 000,00	NAD 1 200,00
002	600415	wwy	NAD 10 000,00	NAD 10 000,00	Free Housing		NAD 1 000,00		NAD 1 000,00	NAD 1 200,00
003	600415	wwz	NAD 12 000,00	NAD 10 000,00	Free Housing		NAD 1 000,00		NAD 1 000,00	NAD 1 200,00
004	600415	www	NAD 10 000,00	NAD 10 000,00	Free Housing		NAD 1 000,00		NAD 1 000,00	NAD 1 200,00
005	600415	wwx	NAD 15 000,00	NAD 10 000,00	Free Housing		NAD 1 000,00		NAD 1 000,00	NAD 1 200,00

Figure 3.39: Completed Excel Sheet Template

3. After completing the excel sheet template, click on the **"Upload"** button 1 and, then click on the "**Add**" button 2 on the pop-up window. Browse for the completed excel sheet template 3 on your computer and click **"open"** 4 to upload the template.

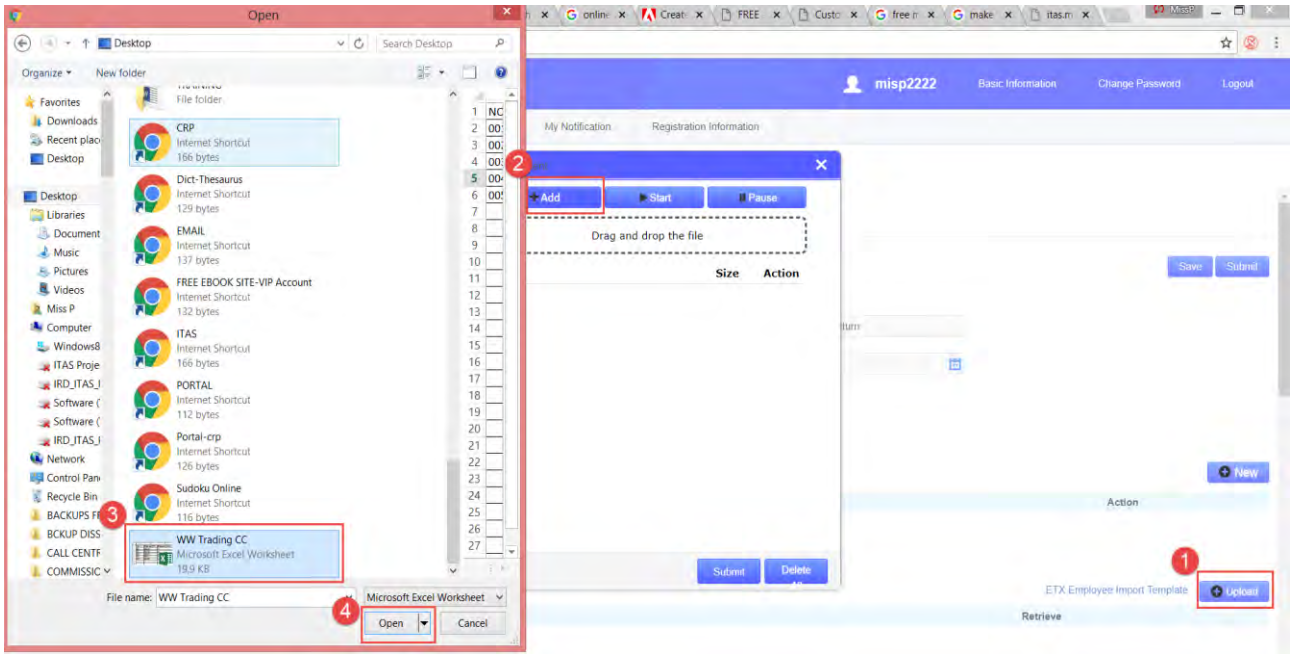


Figure 3.40: How to Upload the Excel Sheet Template

4. Once the template 1 is attached, click on start button 2 to start the upload process, and click on "**Submit**" button to complete the upload process.

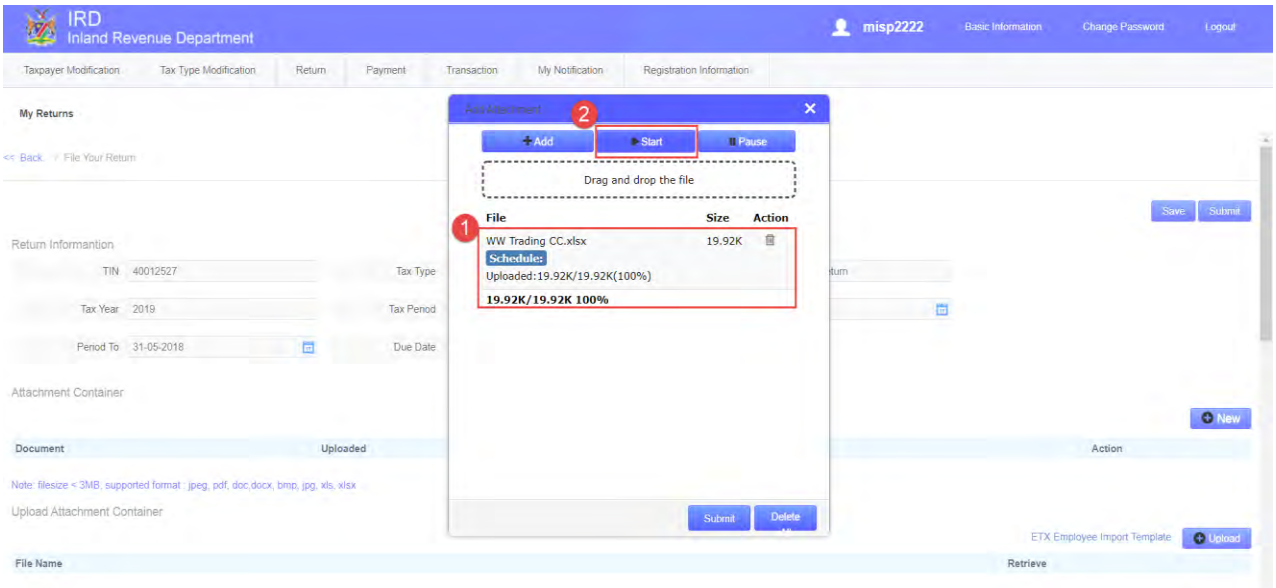


Figure 3.41: Attached Template to be uploaded

5. After the template is uploaded, it will show under the attachment container 1. Click on 2 "**Submit**" button and your return will be assessed.

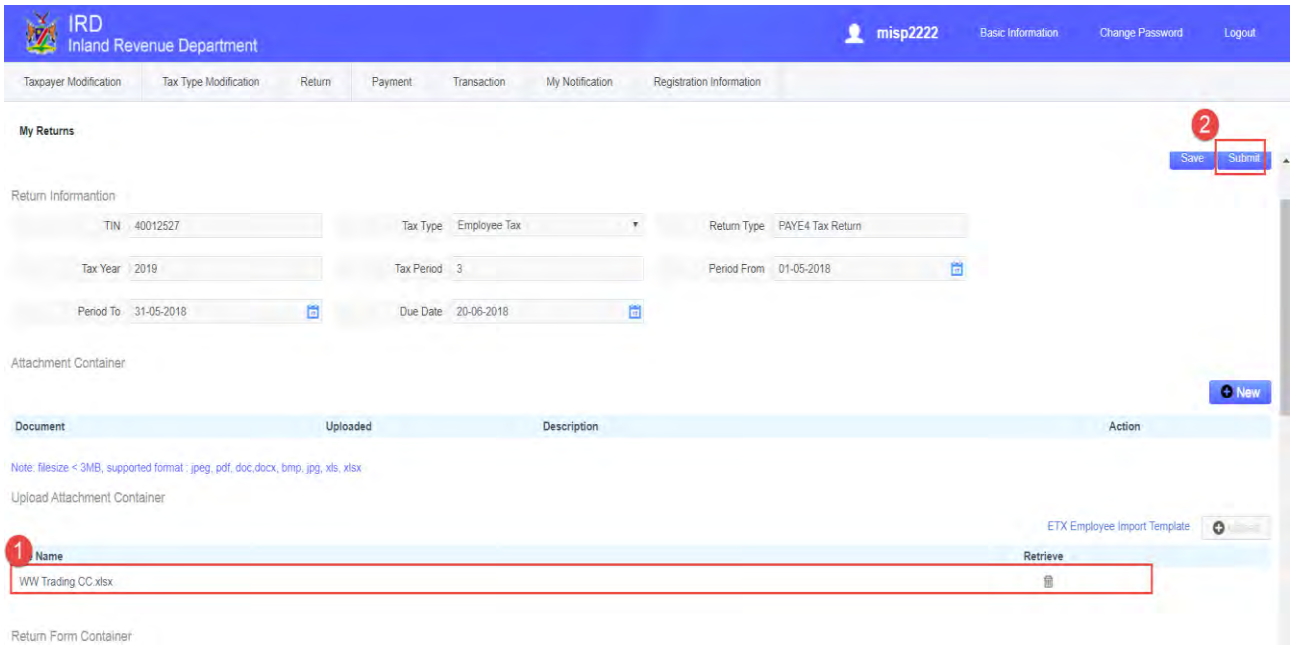


Figure 3.42: Uploaded ETX Template

6. To view the status of your submitted Employee Tax return, click on "**My Returns**" sub-menu. On the search criteria select Employee Tax under "**Tax Type**", to view the status of the return.

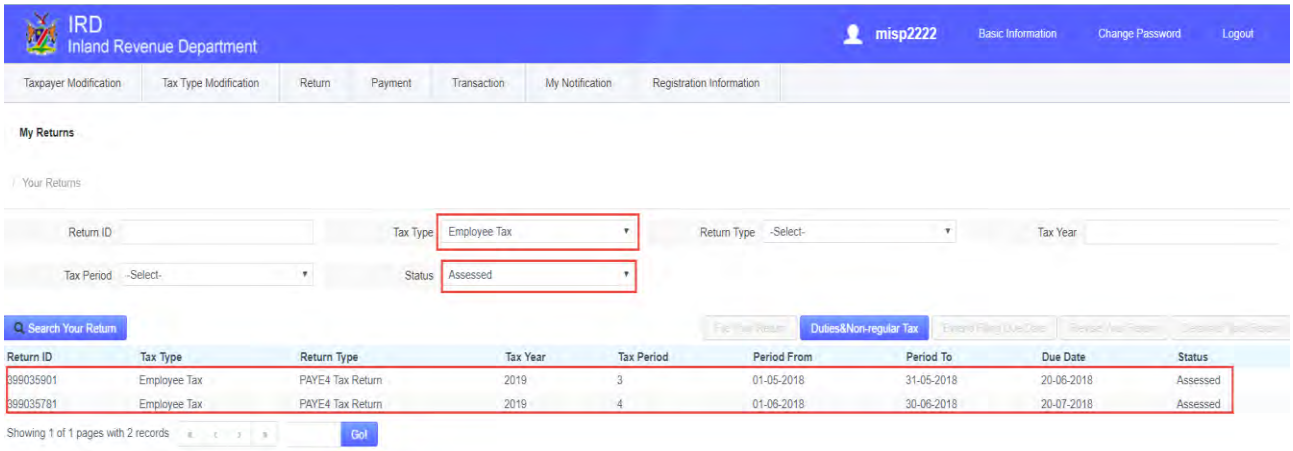


Figure 3.43: Assessed Employee Tax Returns Screen

-END OF MANUAL-