



Norad



Deutsche Gesellschaft  
für Internationale  
Zusammenarbeit (GIZ) GmbH



Digital  
Economy  
Compliance

Developed by CIAT / NORAD



# USER MANUAL TAXPAYER

## PROGRAM:

CIAT-NORAD Cooperation Program for the Strengthening of Tax Administrations in Latin American and Caribbean Countries

## PROJECT

Indirect Taxation in the Digital Economy

NOVEMBER 2021

## CONTENT

<b>INTRODUCTION</b>	<b>4</b>
• Notation	4
<b>ACCESS TO THE SYSTEM</b>	<b>5</b>
<b>LOGIN TO THE SYSTEM</b>	<b>5</b>
<b>TAXPAYER REGISTRATION</b>	<b>5</b>
• General Data	6
• Taxation	8
• Contacts	8
• Adding a contact	9
• Remove contact	9
• Edit contact	10
• Operations	11
• Fiscal Vector	11
• Reporting vector	12
• Documents	12
• Approval	13
<b>TAXPAYER REGISTRATION APPROVAL</b>	<b>15</b>
<b>PASSWORD CONFIGURATION AND FIRST LOGIN</b>	<b>16</b>
<b>PASSWORD RECOVERY</b>	<b>18</b>
<b>USER DATA</b>	<b>19</b>
• Language and general data	19
• Password change	19
• Comments	20
<b>MENU OPTIONS</b>	<b>21</b>
• Security	21
• Profile	21
• Mailbox	21
• Tax declarations	21
• Payments	21
<b>SECURITY-API KEYS</b>	<b>22</b>
<b>SECURITY- TWO-FACTOR AUTHENTICATION</b>	<b>23</b>
• Disable Two-Factor Authentication	24
<b>PROFILE- UPDATING REGISTRATION</b>	<b>26</b>
<b>PROFILE-UNSUBSCRIBE</b>	<b>28</b>

<b>PROFILE- PAYMENT QUERY</b>	<b>29</b>
<b>PROFILE-BALANCE INQUIRY</b>	<b>29</b>
<b>PROFILE- CURRENT ACCOUNT</b>	<b>30</b>
<b>MAILBOX - NOTIFICATIONS</b>	<b>30</b>
<b>DECLARATIONS- FILING TAX RETURNS</b>	<b>31</b>
• Sample Return Form	32
<b>DECLARATIONS – RECTIFYING A DECLARATION</b>	<b>33</b>
<b>DECLARATIONS- SUBMITTING AN ADDITIONAL REPORT</b>	<b>36</b>
<b>DECLARATION - CONSULTATION OF RETURNS</b>	<b>38</b>
<b>DECLARATIONS- CONSULTATION OF REPORTS</b>	<b>39</b>
<b>PAYMENTS- REGISTRATION OF PAYMENTS</b>	<b>40</b>

## INTRODUCTION

This document aims to describe all the functionalities of the Compliance System of Digital Economy, for the role of the Taxpayer.

The purpose of the system is that companies or people who sell products or provide services in the digital economy can register in the jurisdiction where they operate, and file tax returns according to the requirements of that jurisdiction.

With the features described in this manual, the taxpayer will be able to perform all the stages of the taxpayer's life cycle, highlighting the taxpayer's registration, the filing of tax returns and complementary reports, as well as the consultation and follow-up of their returns, their current account and payments made.

## NOTATION

Throughout this manual, special notations are used to highlight important aspects about some system functionalities or special behavior, which are described below.

### Advice:



**NOTE:** Using this notation, we describe small tips and advice about using the system.

### Information:



**NOTE:** Using this notation, certain system behaviours important to highlight are reported.

### Warning:



**NOTE:** This notation warns of requirements that must be fulfilled when using the application

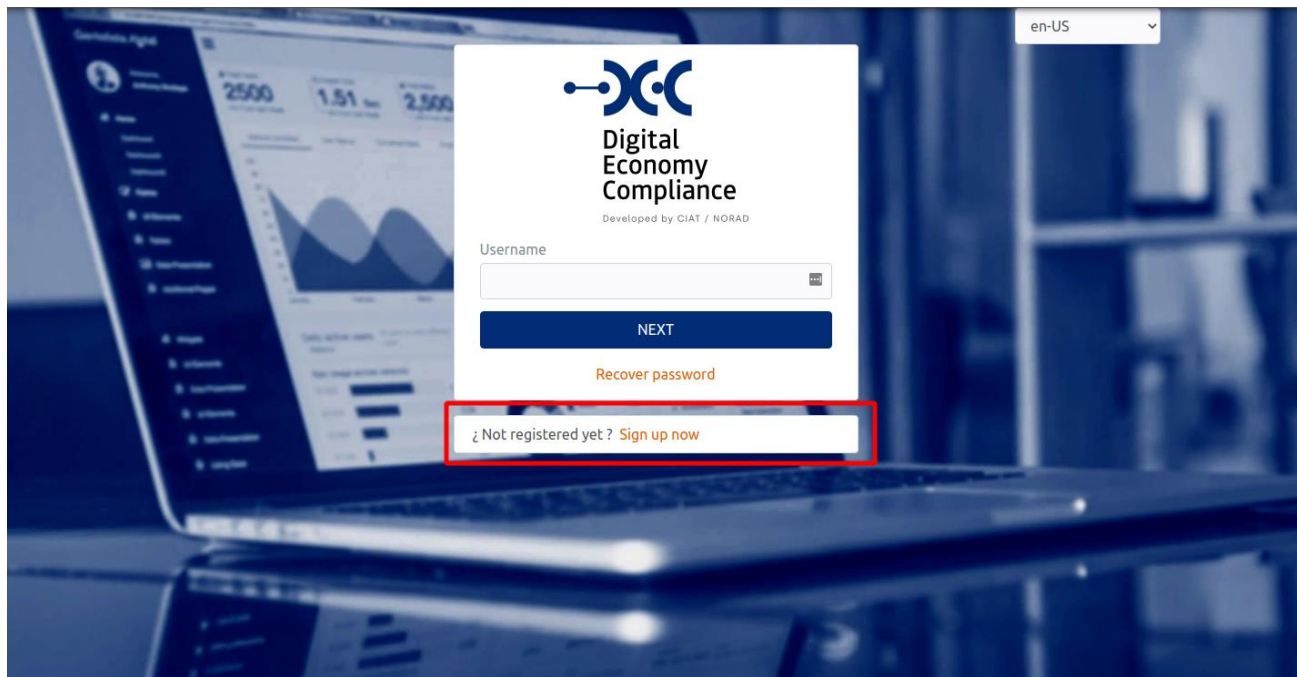
## ACCESS TO THE SYSTEM

The Digital Economy Compliance system is a web-based system and must be accessed through the URL provided by the Tax Administration where it is implemented.

## LOGIN TO THE SYSTEM

The entry to the Digital Economy Compliance System is made by entering a user and password, with the possibility of using two authentication factors, as we will see later in the user customization features.

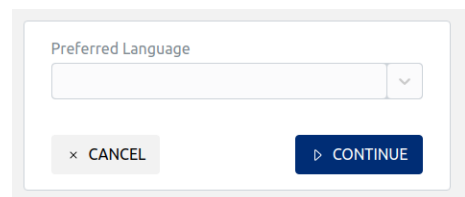
If this is the first time that we are going to access the system, first, we must register as a taxpayer in the system, functionality that we describe here.



## TAXPAYER REGISTRATION

At the bottom of the home page, there is a link (**Registry**) to be able to register as a taxpayer in the system.

After selecting the link to register, the system will request to select the preferred language for completing the taxpayer registration application.



The system will then display the Taxpayer Registration form, which is composed of 8 sections.

## GENERAL DATA

In this section, you must complete the general data of the taxpayer, first, we must identify the type of taxpayer that we are registering, whether it is an individual (INDIVIDUAL) or a company (LEGAL ENTITY).



**Type of Taxpayer:** Depending on the type of person selected (INDIVIDUAL, LEGAL), the system will then display its different associated capture fields.

In the case of a person, the Full Name field must be completed, composed of the Names and Surnames of the taxpayer.

Person type

INDIVIDUALS x v

Full name

Juan Perez i

In the case of a company, the name or business name with which the company is formally registered in its jurisdiction of origin must be completed, as well as the commercial name.

Person type

BUSINESS x v

Business name

Network company i

Tradename

The network company

The taxpayer's address data must then be completed, specifying the address, country, administrative division, city, zip code and website.

**TAX PAYER REGISTRY**

General Tax Contacts Operations Tax vector Report Documents

Acceptance

Person type

BUSINESS x v

Business name

Network company i

Tradename

The network company

Address

218 Newbury Street

Country

Panamá x v

Political division

BOCAS DEL TORO x v

City

Panama

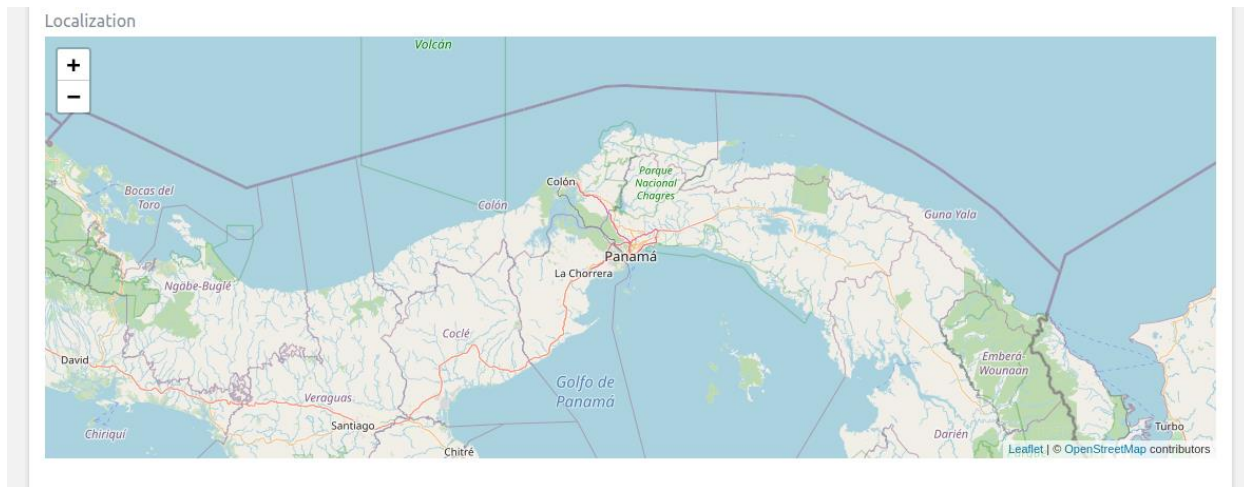
Zip Code

11266

Web Site

www.company.com

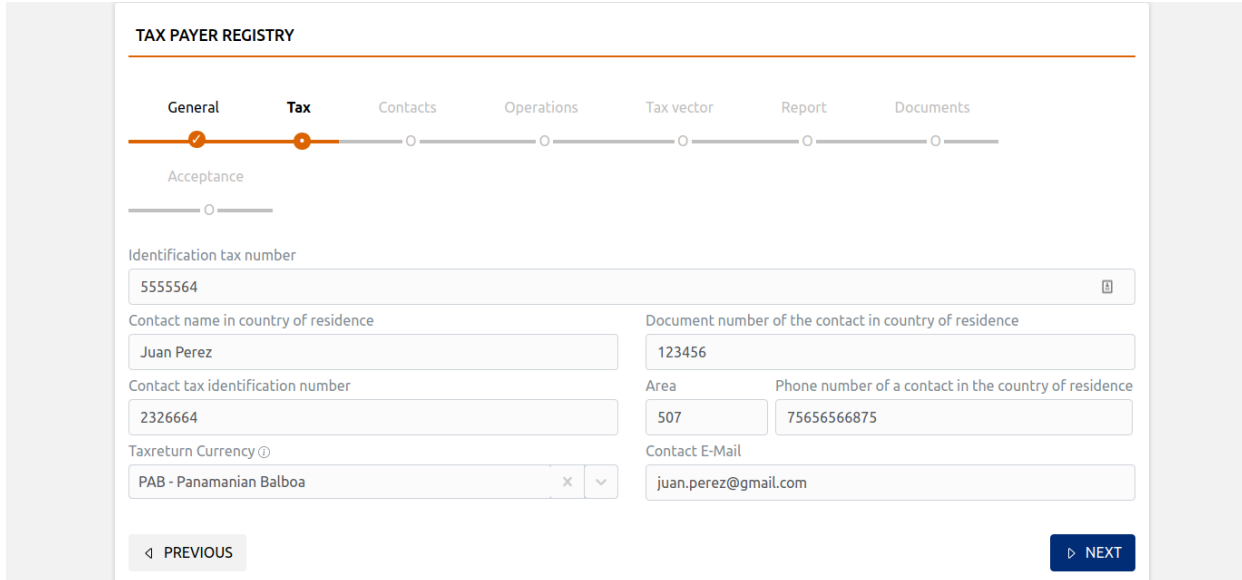
Finally, the main geographic location of the taxpayer must be selected.



Pressing the next button validates the fields and advances to the next section of the Taxpayer Registration.

## TAXATION

In this section you must complete the tax data of the taxpayer in his home jurisdiction, as well as the contact details of the taxpayer for tax purposes and the currency in which he or she will file his tax returns of the digital economy.



**TAX PAYER REGISTRY**

General **Tax** Contacts Operations Tax vector Report Documents

Acceptance

Identification tax number  
5555564

Contact name in country of residence  
Juan Perez

Contact tax identification number  
2326664

Taxreturn Currency  
PAB - Panamanian Balboa

Document number of the contact in country of residence  
123456

Area  
507

Phone number of a contact in the country of residence  
75656566875

Contact E-Mail  
juan.perez@gmail.com

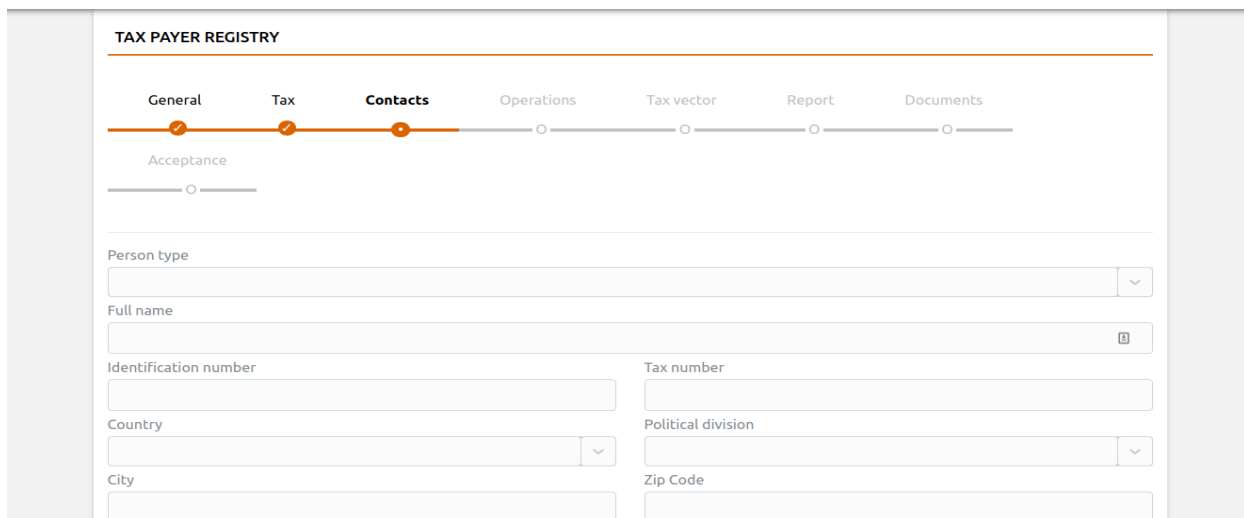
PREVIOUS NEXT

Pressing the next button validates the fields and advances to the next data section of the Taxpayer Registration.

## CONTACTS

In this section you enter the taxpayer's contact details, you can register the number of contacts that the taxpayer considers necessary, and your contacts can be individuals or companies (E.g.: Company of legal advisors, Accounting Financial Study, etc.).

As we can see in the following images, this section has two parts: the data of each of the taxpayer's contacts are registered or edited in the upper part.



**TAX PAYER REGISTRY**

General Tax **Contacts** Operations Tax vector Report Documents

Acceptance

Person type

Full name

Identification number

Country

City

Tax number

Political division

Zip Code




Address

Email

Area

Phone Number



Localization



× CANCEL

+ ADD

And the lower part displays a grid with the list of contacts registered by the taxpayer.

Actions	Name	Email	Phone Number
 	Maria Gomez	maria@company.com	504 2656564546

◀ PREVIOUS

▶ NEXT

## Adding a contact

To add a contact, we must fill in all the data at the top of the form, and then press the add button.

+ NEW

## Remove contact

To delete a contact that we have registered by mistake, you must use the delete button that is associated with the contact record displayed in the grid.



## Edit contact

To edit the data of a registered contact, you must use the edit button that is associated with the contact record displayed in the grid.



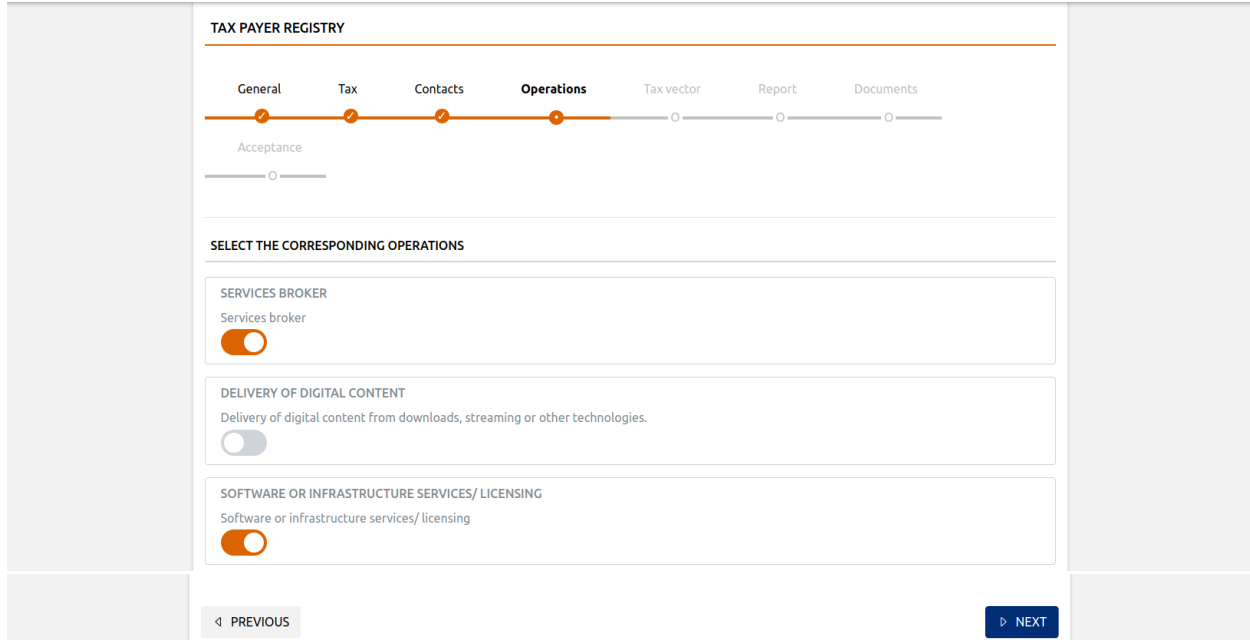
Once the edit button is selected, the system loads at the top of the screen all the data associated with that contact, where we can modify it, and record the changes by using the save button.



Pressing the next button validates the fields and advances to the next data section of the Taxpayer Registration.

## OPERATIONS

In this section the taxpayer must select the Operations or Economic Activities associated with the company, at least one Operation must be selected, and he or she may select several operations if appropriate.



**TAX PAYER REGISTRY**

General Tax Contacts **Operations** Tax vector Report Documents

Acceptance

**SELECT THE CORRESPONDING OPERATIONS**

SERVICES BROKER  
Services broker  
☒

DELIVERY OF DIGITAL CONTENT  
Delivery of digital content from downloads, streaming or other technologies.  
☐

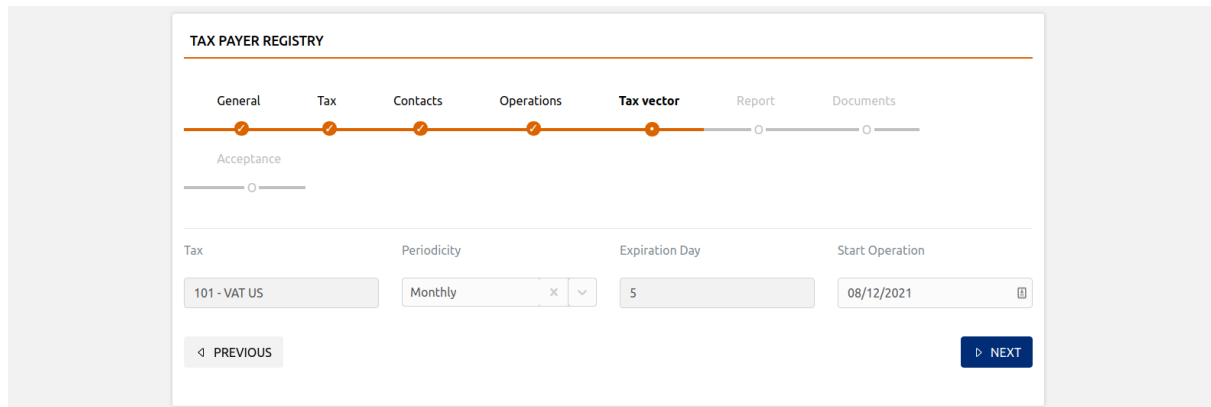
SOFTWARE OR INFRASTRUCTURE SERVICES/ LICENSING  
Software or infrastructure services/ licensing  
☒

[< PREVIOUS](#) [NEXT >](#)

Pressing the next button validates the fields and advances to the next data section of the Taxpayer Registration.

## FISCAL VECTOR

According to the Operations or Economic Activities that the taxpayer has registered in the previous section, the system will display the list of taxes or associated tax obligations. For each of them, the periodicity, and the date of starting operation must be specified.



**TAX PAYER REGISTRY**

General Tax Contacts Operations **Tax vector** Report Documents

Acceptance

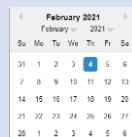
Tax Periodicity Expiration Day Start Operation

101 - VAT US Monthly 5 08/12/2021

[< PREVIOUS](#) [NEXT >](#)

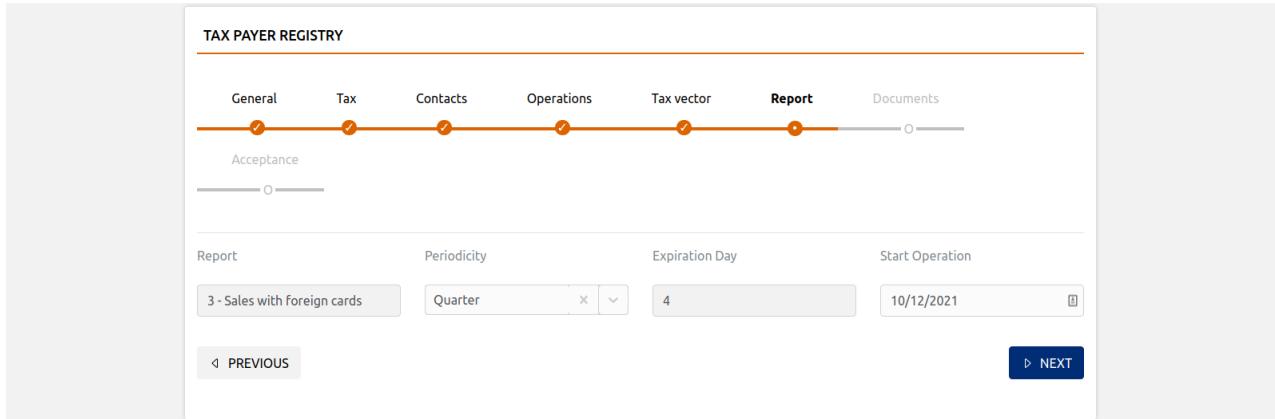


**Date:** When the system requires the capture of a date field, a calendar is displayed to help the user with the entry of this information.



## REPORTING VECTOR

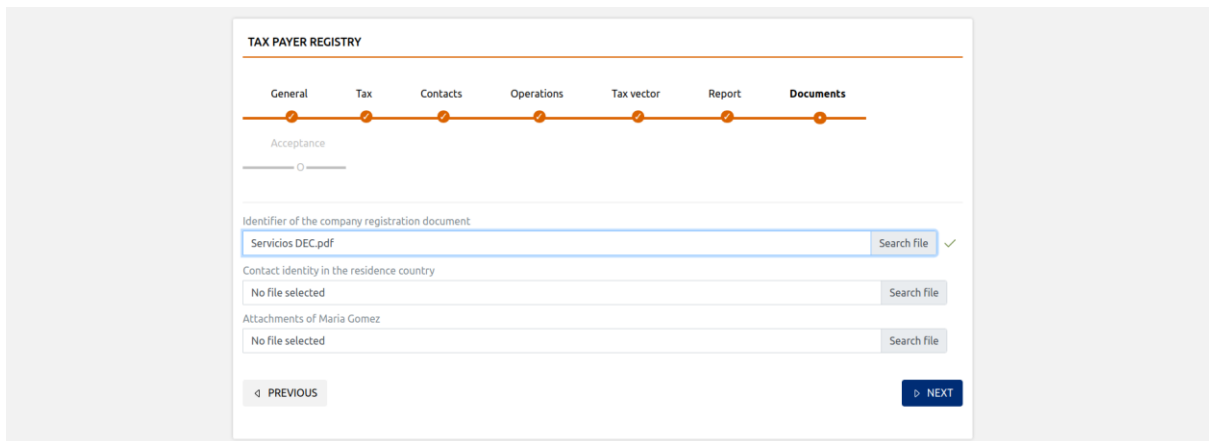
As with the fiscal vector, depending on the Operations or Economic Activities that the taxpayer has registered in the Operations section, the system will display the list of reports or statements associated with said operations, and the date of start of operation must be specified for each of them.



Pressing the next button validates the fields and advances to the next data section of the Taxpayer Registration.

## DOCUMENTS

In this section, the taxpayer must attach the documents supporting his/her registration. These required documents will depend on each tax administration, but usually the registration document of the company in the jurisdiction of origin and the contact person document will be requested.





**Attached Documents:** To upload the supporting documents to the taxpayer registry, the system will display the dialog “select files” by default of the device used. The system will validate that all attachments have been entered.

After selecting the file, the file will be uploaded and attached to the taxpayer registration request.

UPLOAD FILE

After attaching each of the files, the system displays a notification that the file was successfully attached.

The file was uploaded successfully 



**Valid documents:** It is important that the appropriate documents are attached, since these documents will be used by the tax administration to validate the data of the taxpayer's registry, and, consequently, approve, reject the taxpayer's registration request, or request correcting the information sent.

Pressing the next button validates the fields and advances to the next data section of the Taxpayer Registration.

## APPROVAL

Finally, we reach the last step of the taxpayer registration request, where the system displays the terms and conditions of use of the system, which must be accepted in order to finalize the taxpayer registration.

Accept the terms and conditions



TAX PAYER REGISTRY

General

Tax

Contacts

Operations

Tax vector


Report


Documents

Acceptance

By accepting this registration, the taxpayer registered here undertakes to comply with the laws, rules and regulations that this Tax Administration makes available in its means of communication, to make its tax declarations and payments provided for in this regulation. Accreditation is mandatory for all taxpayers, individuals or companies, who offer products and services by electronic or digital means in this region. without physical registration or representative in this country. Recognizes that the Electronic Home that this tool offers becomes the means of communication and repository of the information in this register up to all movements and declarations provided for in the legal regulations. E-mails and telephone contacts, among others informed by this taxpayer, become additional means of communication for these taxpayers. They confirm that will maintain the fiscal and tax secrets of this institution. Authentication can be done by a double factor, offering greater security to the taxpayer, we strongly suggest that it be enabled. By authenticating with the DEC you confirm that you accept the Term of Adhesion and use of the "Digital Economy Compliance" system.

Accept the terms and conditions




4 + 18 

Enter Captcha

PREVIOUS

SEND

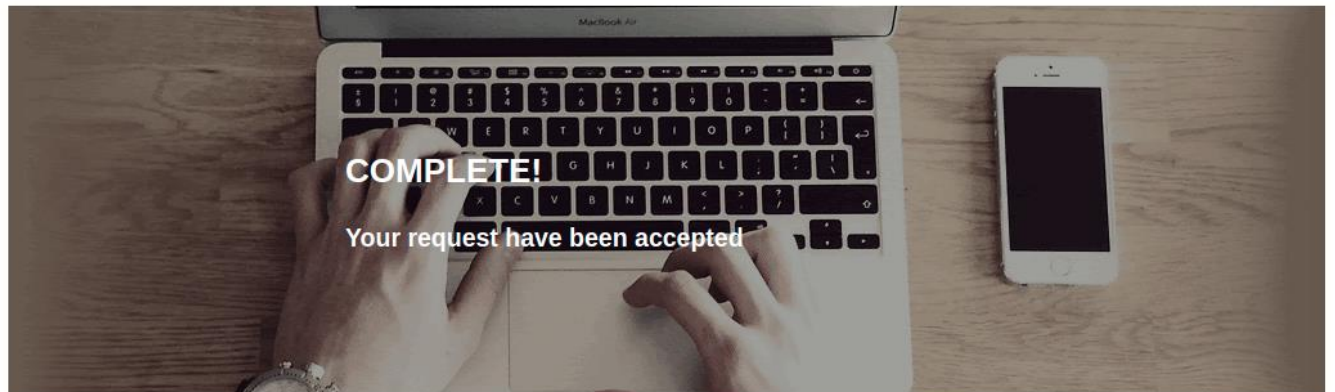
After completing the captcha information, and pressing the send button, the system displays a notification message that the request has been saved successfully, and we will receive an email with the confirmation of the taxpayer's registration request.

We have received your Taxpayer Enrollment request  Recibidos x



para mí ▾

16:54 (hace 1 minuto)



Hi Network company,

Your registration request has been received. If you have any issue, please [contact support](#)

Thanks!

Request Number:


1001639090460



**Verification:** The system assigns the entered application to an analyst of the tax administration who must analyse the information entered in the application and decide on whether to approve the taxpayer's registration, reject it, or request additional information.

## TAXPAYER REGISTRATION APPROVAL

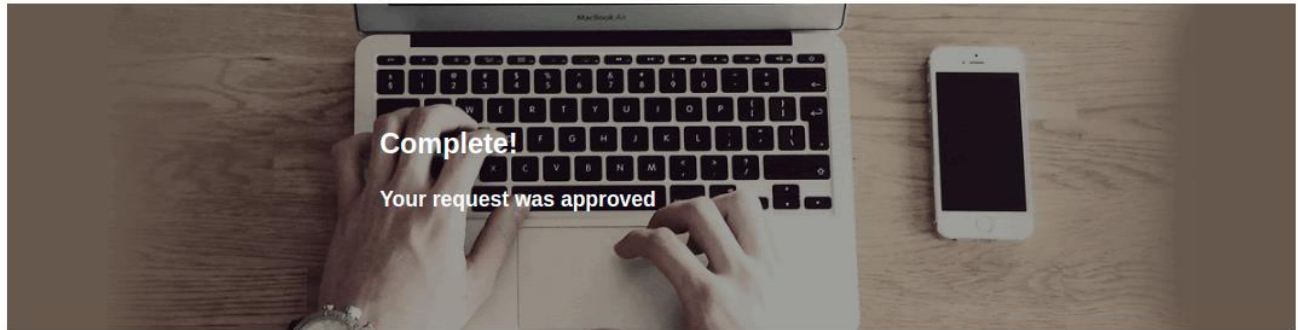
Once the tax administration approves our registration request, an email will be sent with the registration confirmation, the TIN<sup>1</sup> assigned by the administration, which will have a link at the end to be able to set the password.

We have approved your Taxpayer Enrollment request  Recibidos x



08:13 (hace 4 minutos) ☆ ↶ ⋮

para mí ▾



Dear Network company,

Your request number 1001639090460 has been approved. You have been assigned the following tax identification number (TIN)

TIN: RUC-211210-OWC7UH

You must use your TIN as a user when accessing the system, click the change password button

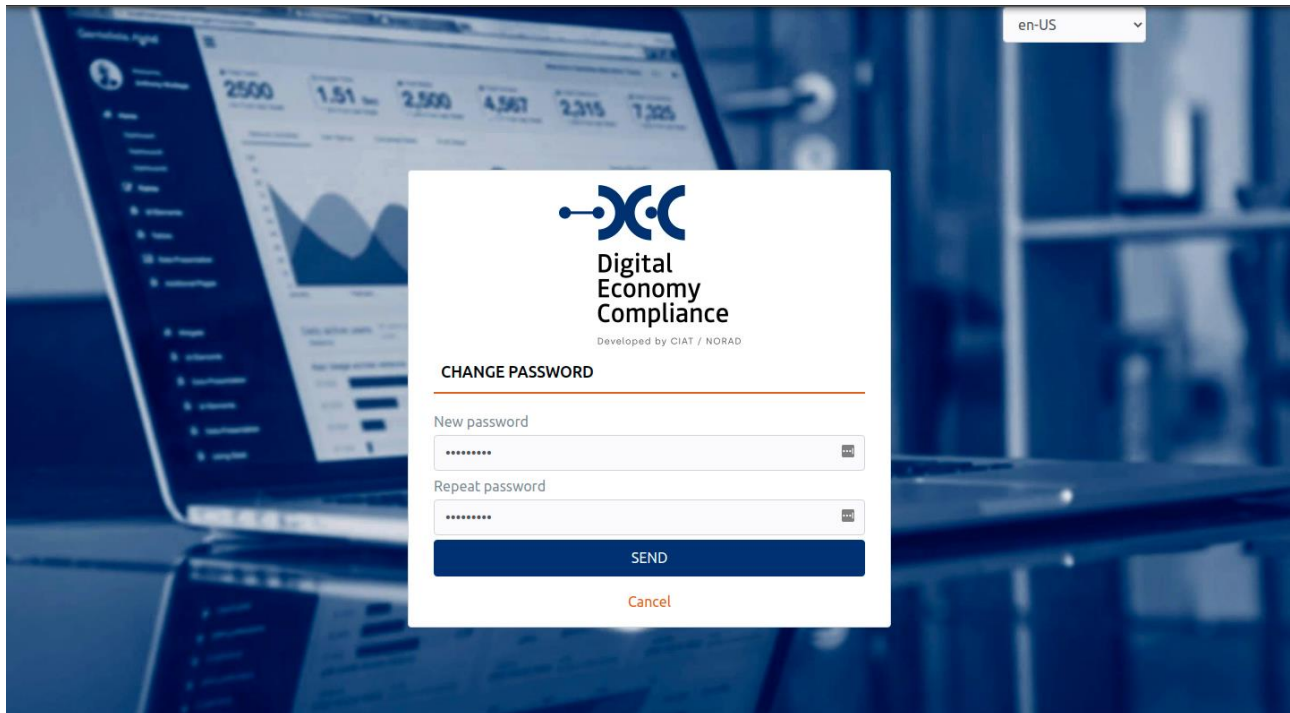
Thanks!

[Change password](#)

<sup>1</sup> TIN: Tax Identification Number.

## PASSWORD CONFIGURATION AND FIRST LOGIN

By using the password change link that we receive in the email, we are directed to a page to set the user's password.



en-US

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**CHANGE PASSWORD**

New password

Repeat password

SEND

Cancel

After setting the password, the system directs us to the home page, so that we can do our first system start-up. We must use the TIN received with the email of the taxpayer registration approval.



en-US

**Digital Economy Compliance**  
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Username

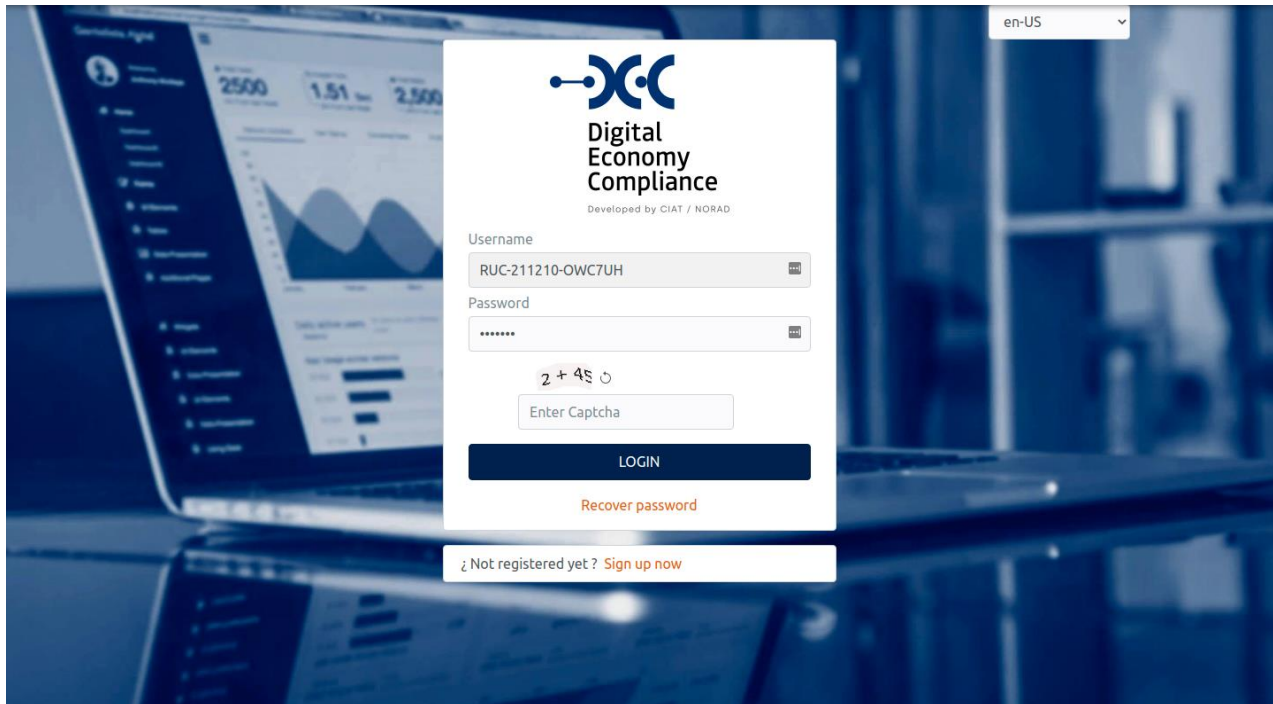
RUC-211210-OWC7UH

NEXT

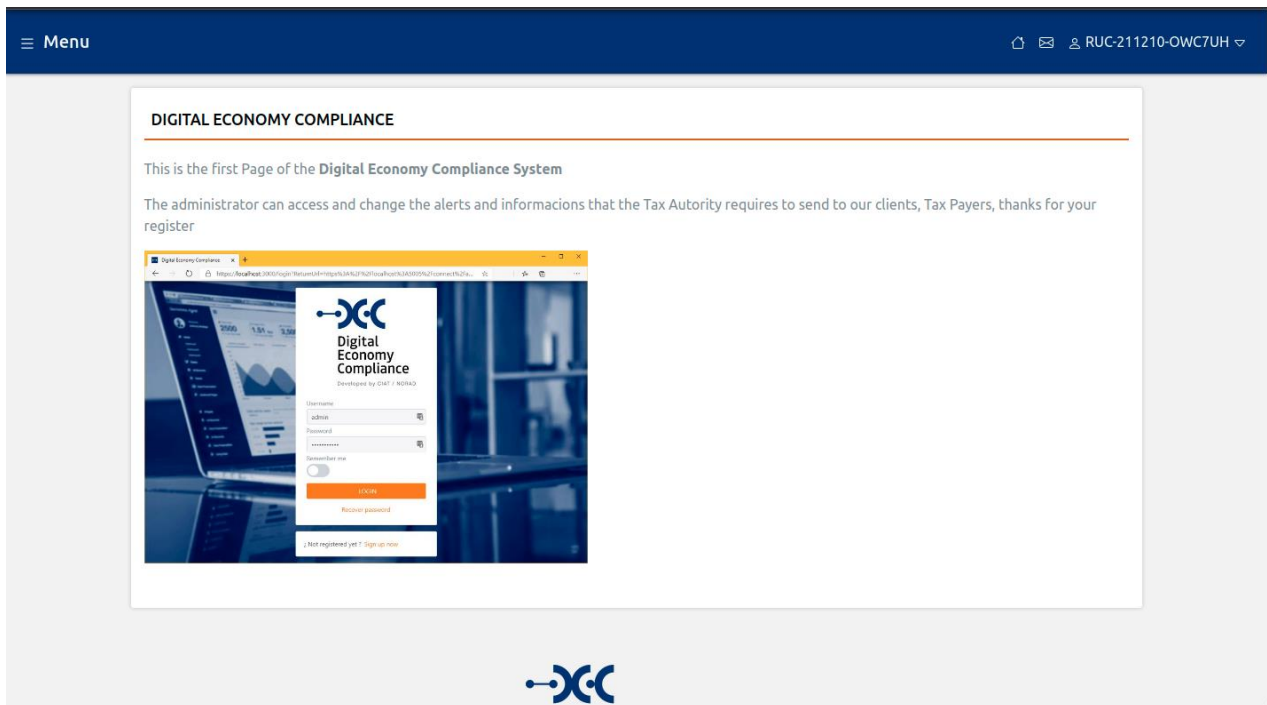
Recover password

¿ Not registered yet ? Sign up now





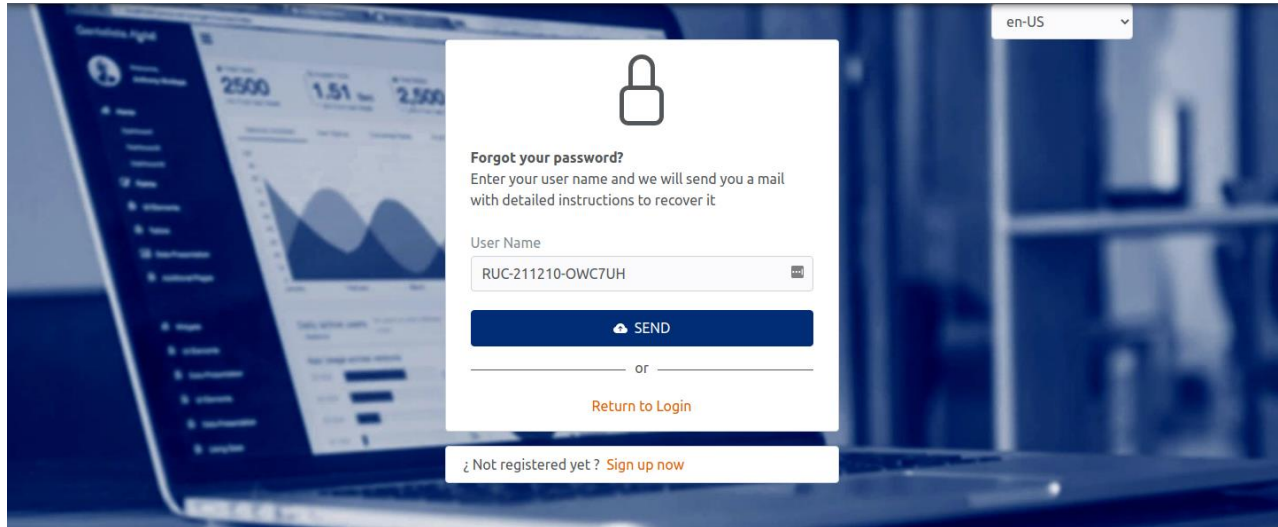
Next, we must enter the password that we established in the previous step (the captcha will be requested only if we have some failed login attempts).



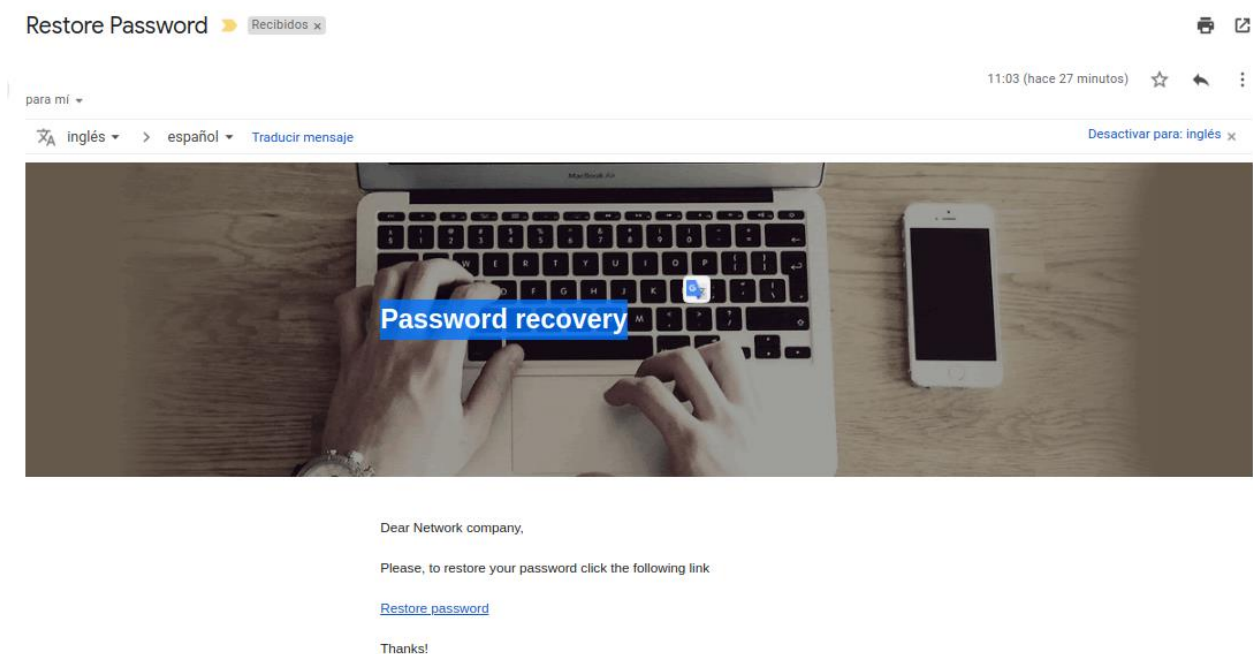
After validating the login, the system loads the home screen of the system, which in the upper left gives us access to the options menu, and the mailbox, and user identification, where we can change the default language and password.

## PASSWORD RECOVERY

On the home screen to the system, where it asks us for the user access credentials and password, we have at the bottom a link for the Password Recovery, which when needed directs us to a screen where we must enter the TIN and press the send button.



Once the TIN is entered and the send button is pressed, the system sends us an email with a link to set a new password.

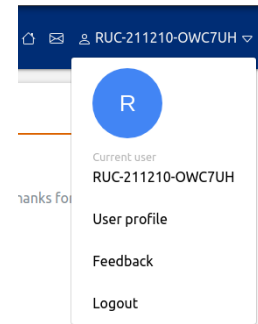
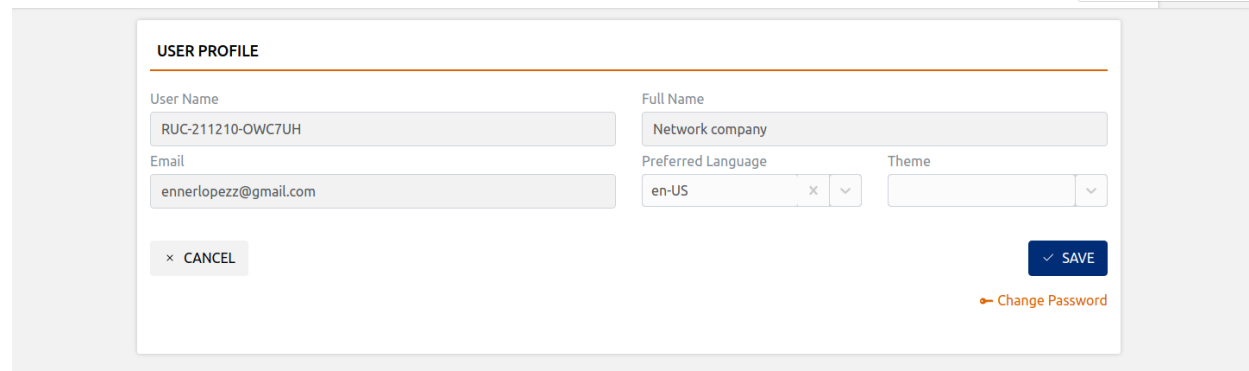


Using the reset password link, you are directed to the page where a new password is set (see **Password Configuration and First Login**).

## USER DATA

### LANGUAGE AND GENERAL DATA

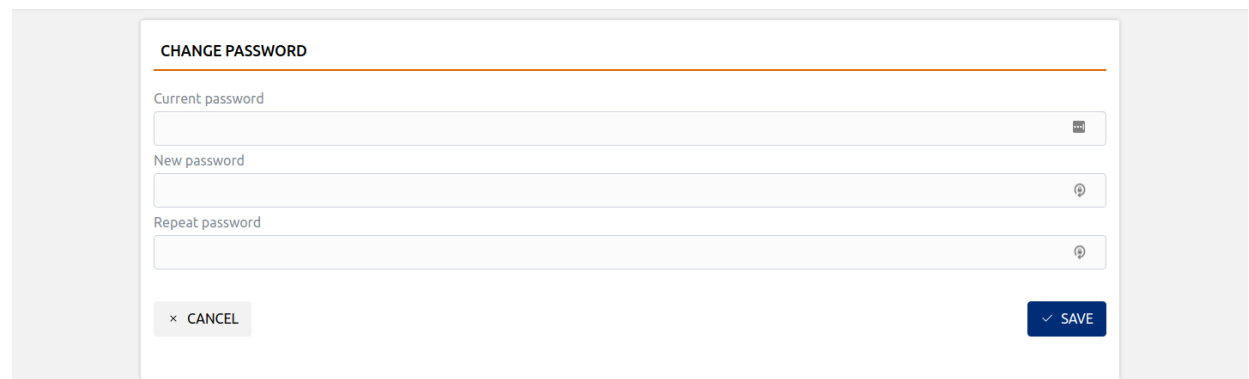
In the upper right part of the screen, by clicking on the username, we can access the User Profile screen, where the taxpayer's name, his identifier, the associated email, and the preferred language will be displayed. The latter can be changed by selecting any of the languages available in the list. In addition, there is also a Comments option where taxpayers can send comments and suggestions related to the use of the system.

Once the new language has been selected and the save button pressed, the system records the change of language assigned to the user and displays a notification indicating that the change has been made, but for it to be effective, the user must exit the system and log in again.

### PASSWORD CHANGE

Finally, in this screen you can also change the password with the button available for this purpose.



## COMMENTS

This function allows the taxpayer to send comments and suggestions on the use of the system, once the comment is registered, it is kept in a comment box that can be reviewed by tax administration officials with access to the feedback comment review functionality.


### Feedback



Your comments will be sent to the Administration to know your experience with the system and to be able to provide you with a better service.

### Feedback

× CANCEL

 SEND

## MENU OPTIONS

The system options menu is composed of four main sections: Security, Profile, Mailbox and Declarations.

### SECURITY

In the security section group the functions of:

- API KEYS
- Two-Factor Authentication

### PROFILE

The taxpayer profile section groups the features of:

- Update Registration
- Unsubscribe
- Payment inquiry
- Balance inquiry
- Current Account

### MAILBOX

In the mailbox section you can consult all communications and notifications sent by the system and the tax administration.

### TAX DECLARATIONS

The declarations section groups the functions of:

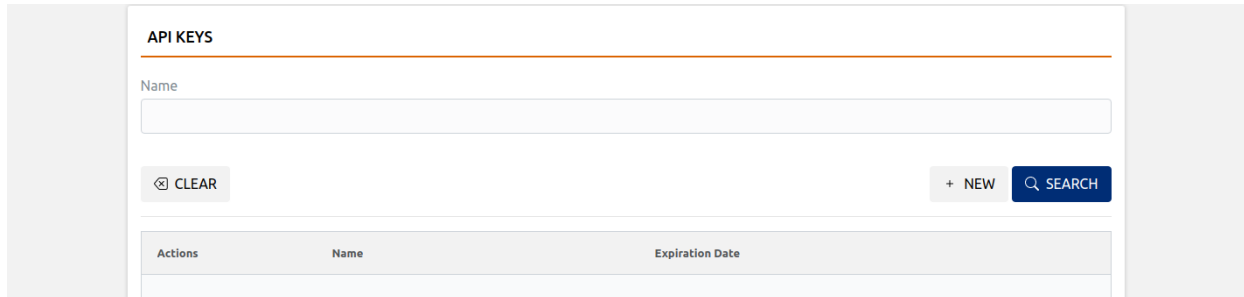
- Filing a Tax Return
- Submit a Supplementary Report
- Correct a declaration
- Consultation of tax returns
- Consultation of reports

### PAYMENTS

In the payments section you will find the Payment Registration functionality.

## SECURITY-API KEYS

In case the user wants to use web services to perform integrations with the Digital Economy Compliance system, for example, to file their tax returns or reports through self-development, rather than use the interactive functionality of the system created for such purposes, then he/she will need to create the API KEYS required for the authentication of the services using this functionality.

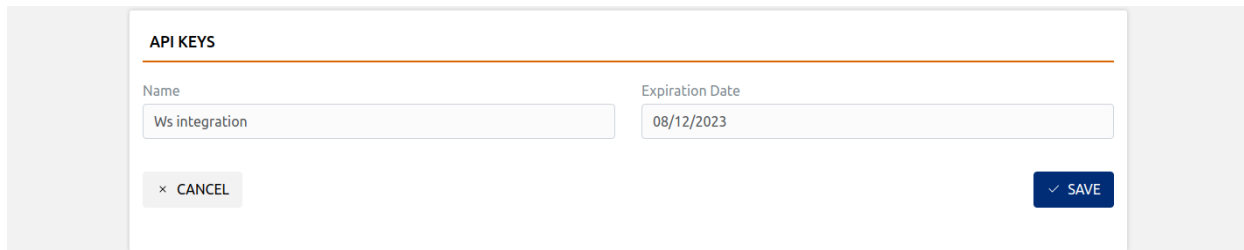


**API KEYS**

Name

Actions	Name	Expiration Date

On this screen, the user will be able to view and consult the API KEYS created, or he will be able to create new ones. To do this, he should press the button again, then set a name and an expiration date for the new API KEY.



**API KEYS**

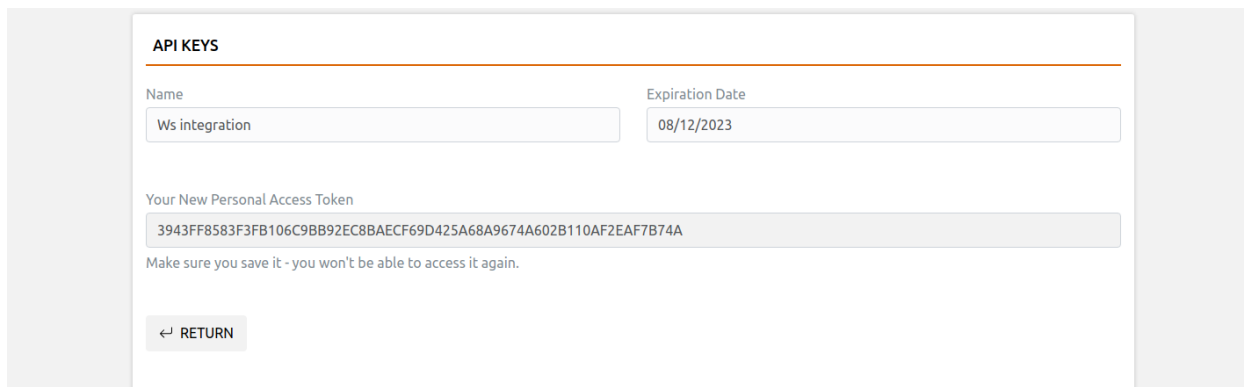
Name

Expiration Date

After pressing the save button the system will generate the access token.



**Save Token:** It is important for the user to save the authentication token, as it will not be re-accessible on the system.



**API KEYS**

Name

Expiration Date

Your New Personal Access Token

Make sure you save it - you won't be able to access it again.

The new API KEY will be displayed in the list of API KEYS and can be deleted at any time using the delete button.




### API KEYS

Name

CLEAR

+ NEW

SEARCH

Actions	Name	Expiration Date
	Ws integration	08/12/2023


## SECURITY- TWO-FACTOR AUTHENTICATION

By using this functionality, you can enable the option of double authentication, for this you must scan the QR code generated by the system with your mobile device, using the app **Microsoft Authenticator**, and get the generated verification code.

### CONFIGURE AUTHENTICATOR APP

Download a two-factor authenticator app like Microsoft Authenticator for

1. **Windows Phone, Android** and Google Authenticator for **Android** and **iOS**.
2. Scan the QR Code or enter this key `thbx 2bfa 54aw n4uv 1cpk s5b3 nxxr fl7r` into your two factor authenticator app. Spaces and casing do not matter.

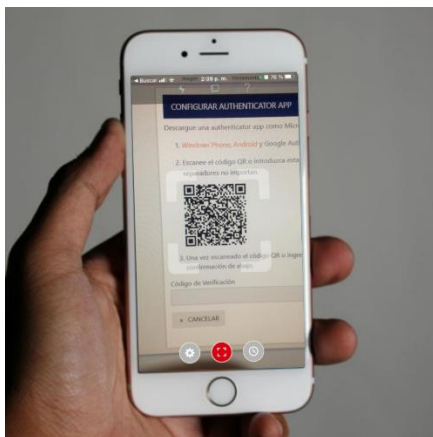


3. Once you have scanned the QR code or input the key above, your two factor authentication app will provide you with a unique code. Enter the code in the confirmation box below.

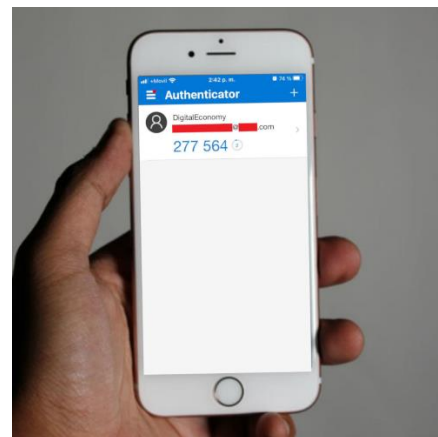
Verification Code

× CANCEL

✓ VERIFY



QR scan



Verification Code generation

To finish, we must enter the verification code generated, in the verification code field, and press the verify button. The system will display a confirmation screen, with the recovery codes.

### RECOVERY CODES

Put these codes in a safe place.


If you lose your device and don't have the recovery codes you will lose access to your account.

```

13ea287d fa832f71
f86c75db cfc1f154
9317c39a 08f03d0a
4c1b9a69 0cbc9c22
11ceae3b bb5f7ec6
        
```

BACK

From this moment, every time we are going to enter the system, in addition to the user and password the system will ask us for a verification code, which we must obtain from the mobile device with which we scan in QR at the time of enabling this functionality.



Digital Economy Compliance  
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### TWO-FACTOR AUTHENTICATION

Authenticator code

Remember this browser

☐

LOGIN

Don't have access to your authenticator device? You can

LOGIN WITH A RECOVERY CODE

## DISABLE TWO-FACTOR AUTHENTICATION

To disable this functionality, we must go to the double authentication menu option and select the option **Disable 2FA**.

### TWO FACTOR AUTHENTICATION

Two-factor authentication (2FA)

[Disable 2FA](#) [Reset recovery codes](#)


Authenticator app

[Reset authenticator app](#)

The system will load a confirmation screen, to disable the two-factor authentication. Once confirmed, it will be disabled, and the entry will be only with the username and password.



#### DISABLE TWO-FACTOR AUTHENTICATION (2FA)

 This action only disables 2FA.

Disabling 2FA does not change the keys used in authenticator apps.

If you wish to change the key used in an authenticator app you should: [reset your authenticator keys](#).

DISABLE 2FA

## PROFILE- UPDATING REGISTRATION

This menu option is used when the taxpayer needs to update their data in the system, of any of the associated information sections. By accessing this functionality, the system will display the taxpayer registration form, with the current data uploaded, and we can update the data of any of the sections of the form.

UPDATE REGISTRATION

General

Tax

Contacts

Operations

Tax vector

Report

Documents

Person type

BUSINESS

Business name

Network company

Tradename

The network company

Address

218 Newbury Street

Country

Panamá

Political division

BOCAS DEL TORO

City

Panama

Zip Code

11266

UPDATE REGISTRATION

General

Tax

Contacts

Operations

Tax vector

Report

Documents

Identifier of the company registration document

Servicios DEC.pdf

Search file

✓

Contact identity in the residence country

prueba.pdf

Search file

✓

Attachments of Maria Gomez

prueba.pdf

Search file

✓

PREVIOUS

SEND

Finally, we will have to press the send button, and the data update request will be saved in the system.

INBOX

Notifications (0)  
Messages: 1

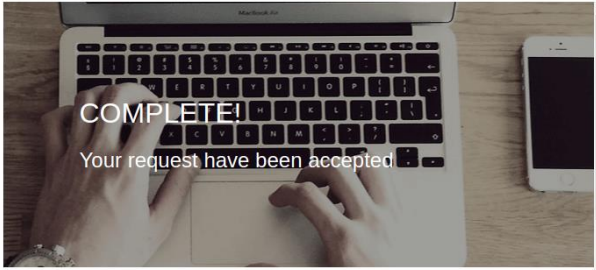
Alerts (0)  
Messages: 0

Notices (0)  
Messages: 0

Communications (0)  
Messages: 0

NOTIFICATIONS

10/12/2021



Dear Network company,

Your information update request has been sent. If you have any issue

×

CANCEL

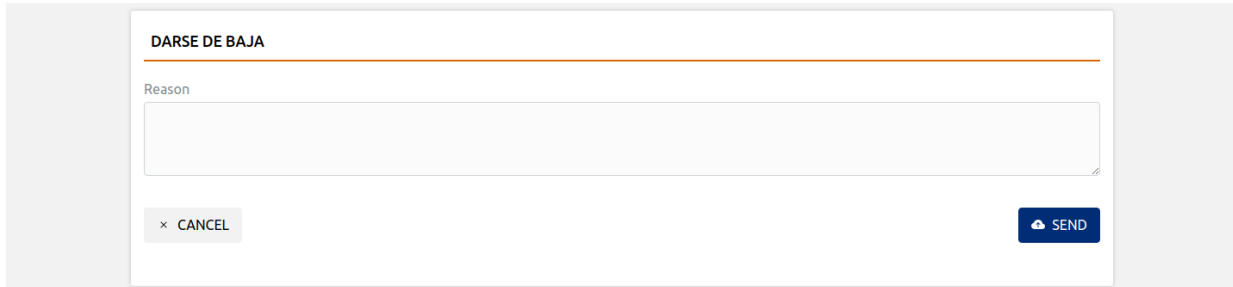
**Application review:** An official of the tax administration will review the application and make the approval or rejection of the application. This result will be notified to the taxpayer both in his email and in the mailbox of the system.

Taxpayer User Manual  
Digital Economy Compliance

27 of 42

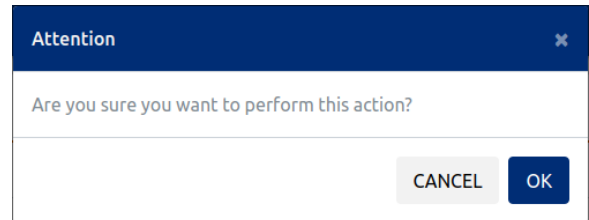
## PROFILE-UNSUBSCRIBE

This functionality allows the taxpayer the possibility to enter a request to unsubscribe as a user within the DEC system.



The screenshot shows a form titled "DARSE DE BAJA". Below the title is a label "Reason" followed by a large text input field. At the bottom left of the form is a button labeled "× CANCEL", and at the bottom right is a button labeled "SEND" with a paper plane icon.

After completing the field of cause or reason for which the cancellation of the system is requested, by pressing the send button, the system will ask for confirming the cancellation request.



The screenshot shows a confirmation dialog box titled "Attention" with a close button (×) in the top right corner. The main text inside the dialog asks, "Are you sure you want to perform this action?". At the bottom right, there are two buttons: "CANCEL" and "OK".



**NOTE:** This request for cancellation will be reviewed by an official, and in case the taxpayer meets the criteria that have been established by the tax administration, the cancellation of the system will be confirmed, and the user will be disabled.

## PROFILE- PAYMENT QUERY

In this menu option the taxpayer can consult the payments made to the tax administration.

### PAYMENT INQUIRY

Tax

Income tax

X

▼

Date from

03/12/2020

📅

Date to

10/12/2021

✕ CLEAR

🔍 SEARCH

Date payment	Tax	Amount
05/02/2021	102	500.00
05/02/2021	102	501.00
05/02/2021	102	502.00
05/02/2021	102	503.00
05/02/2021	102	504.00

## PROFILE-BALANCE INQUIRY

This functionality allows the user to check the taxpayer's accounts balance. The taxpayer may have several types of account, one account for each tax and type of account (Declaration Account and Correction Account).

It can be filtered by tax and type of account, and the system will display the balances of each of the accounts, with a button (magnifying glass) that allows viewing the details of transactions for each account.

### BALANCE INQUIRY

Tax

▼

Account type

▼

✕ CLEAR

🔍 SEARCH

Actions	Tax	Account type	Balance
🔍	Value Added Tax	Taxreturn Amended Credit	-300,000.00



**Filter:** Can be filtered by Tax and Account type.

The tax returns account is fed with debit-type transactions for each tax return that is filed and generates a tax on payments by the taxpayer, and with credit-type transactions for each payment that is made by the taxpayer and reconciled in the system.

TRANSACTIONS DETAIL			
<div> <span>×</span> CANCEL         </div>			
Date	Transaction type	Value	Document
08/03/2021	Amendment credit use	-300,000.00	<a href="#">101-202101-E9BHJG</a>

In the transaction detail query, each debit and credit transaction are displayed with the information of the document associated to it, which has a link that allows you to view it completely.

## PROFILE- CURRENT ACCOUNT

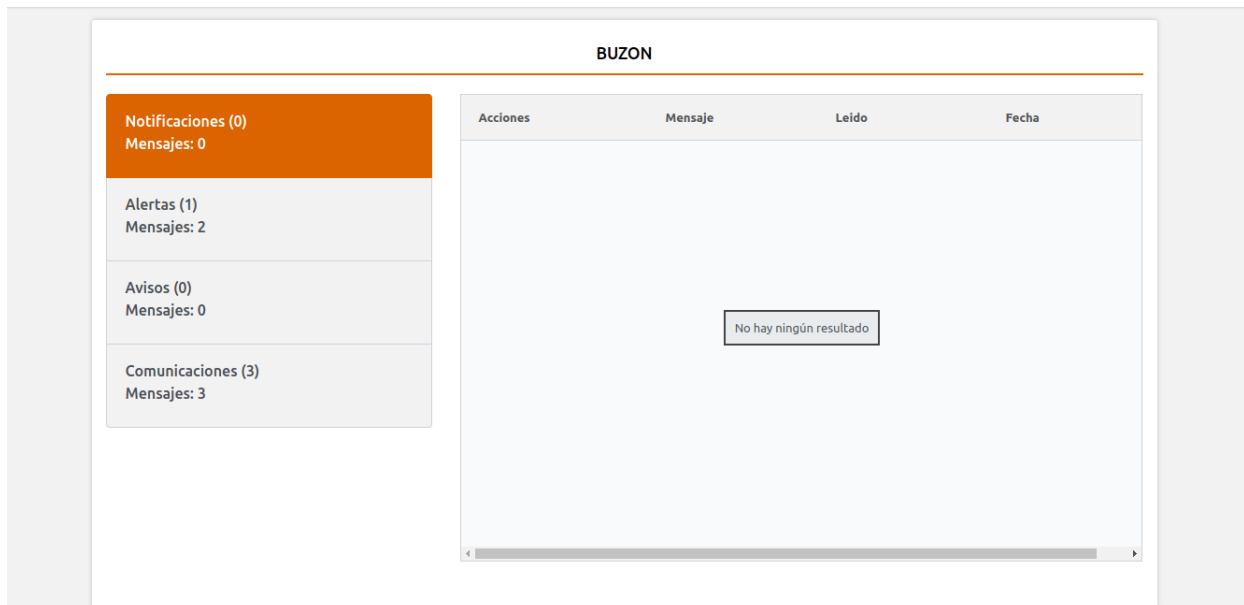
This functionality allows consulting the current account of the taxpayer, and view the detail of the tax by period, with all its accessories (Interest, fines, arrears). Allows filtering by tax and period.

CURRENT ACCOUNT							
Tax Value Added Tax				Period <input type="text"/>			
<div> <span>✕</span> CLEAR         </div>				<div> <span>↓</span> DOWNLOAD         </div>		<div> <span>🔍</span> SEARCH         </div>	
Nit	Tax Code	Period	Tax Amount	Penalty	Interest	Tax Arrears	total
RUC-210308-IKRJHQ	101		4,995.00	4,995.00	4,995.00	4,995.00	4,995.00
RUC-210308-IKRJHQ	101		4,996.00	4,996.00	4,996.00	4,996.00	4,996.00
RUC-210308-IKRJHQ	101		4,997.00	4,997.00	4,997.00	4,997.00	4,997.00
RUC-210308-IKRJHQ	101		4,998.00	4,998.00	4,998.00	4,998.00	4,998.00
RUC-210308-IKRJHQ	101		4,999.00	4,999.00	4,999.00	4,999.00	4,999.00

## MAILBOX - NOTIFICATIONS

This functionality is very useful for the taxpayer, since through this way the tax administration and the system will keep him informed of the news, all the actions that the taxpayer performs in the system, such as a request for data update, the presentation of a tax return or a

complementary report, generate a confirmation message which is sent to the mailbox trays and the email associated with the taxpayer's user.

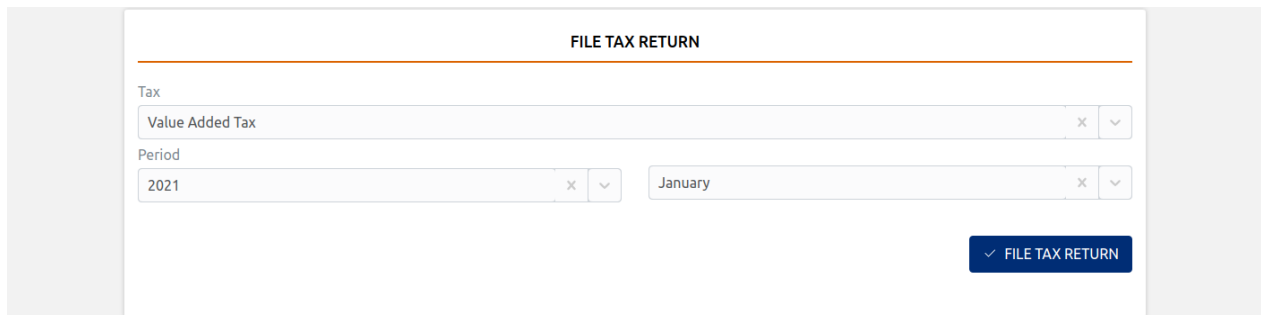



**Direct mailbox access:** Using the icon at the top left of the screen, next to the user's name, you can directly access the mailbox.



## DECLARATIONS- FILING TAX RETURNS

This functionality is used for filing the tax returns. The user must select the tax to declare, the system will only list the taxes that are associated with his/her tax vector.



After selecting the tax, you must select the period to declare.



**Periodicity:** The period to be specified will depend on the periodicity that the tax has configured in the system. In the taxes on a monthly basis, specify the year and month, in the quarterly, specify the year and the quarter and on an annual basis we shall specify only the year of the declaration.

Finally, press the Submit Tax Return button and the system will display the form associated with the tax for the taxpayer to complete and submit the return.



**Period validation:** The system will validate that there is no tax return of the taxpayer for the same tax and period.

Taxreturn already exists for this period

## SAMPLE RETURN FORM

HEADER DATA	
101 - Form code ⓘ 100	102 - Tax name ⓘ Value Added Tax
103 - NIT code ⓘ RUC-211210-OWC7UH	104 - Period ⓘ 202101
106 - Type of tax declaration ⓘ original	107 - Tax return currency ⓘ PAB - Panamanian Balboa

GENERAL DATA	
201 - Name ⓘ Network company	202 - Country ⓘ Panamá
203 - Fiscal address ⓘ 218 Newbury Street	204 - Website ⓘ www.company.com
205 - Email ⓘ ennerlopezz@gmail.com	

PURCHASE DATA	
501 - Tax base of input tax on purchases ⓘ 0.00	502 - Tax that is obtained by applying the rate on the tax base ⓘ 0.00

DETERMINATION OF TAX AND TOTAL TO PAY	
601 - Determined tax ⓘ 0.00	602 - Previous credit ⓘ 0.00
603 - Fines ⓘ 0.00	604 - Tax interest ⓘ 0.00
605 - Total to pay ⓘ 0.00	606 - Amendment credit applied ⓘ 0.00
607 - Credit due amendment ⓘ 0.00	608 - Type of change ⓘ 1.00
609 - Total local tax to pay ⓘ 0.00	610 - Next credit ⓘ 0.00

× CANCEL
✓ SAVE



**ATTENTION:** The tax filing forms can be parameterized, and the details will depend on each tax administration, the images of the above form are for illustrative purposes only.



After completing and verifying all the fields of the declaration, when you press the save button, the system will ask you to confirm that the declaration has been sent.

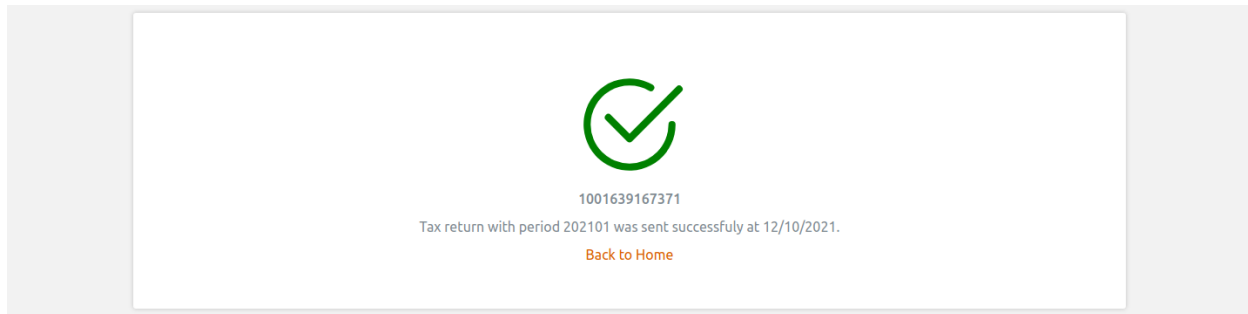
Send Tax Return

Are you sure you want to perform this action?

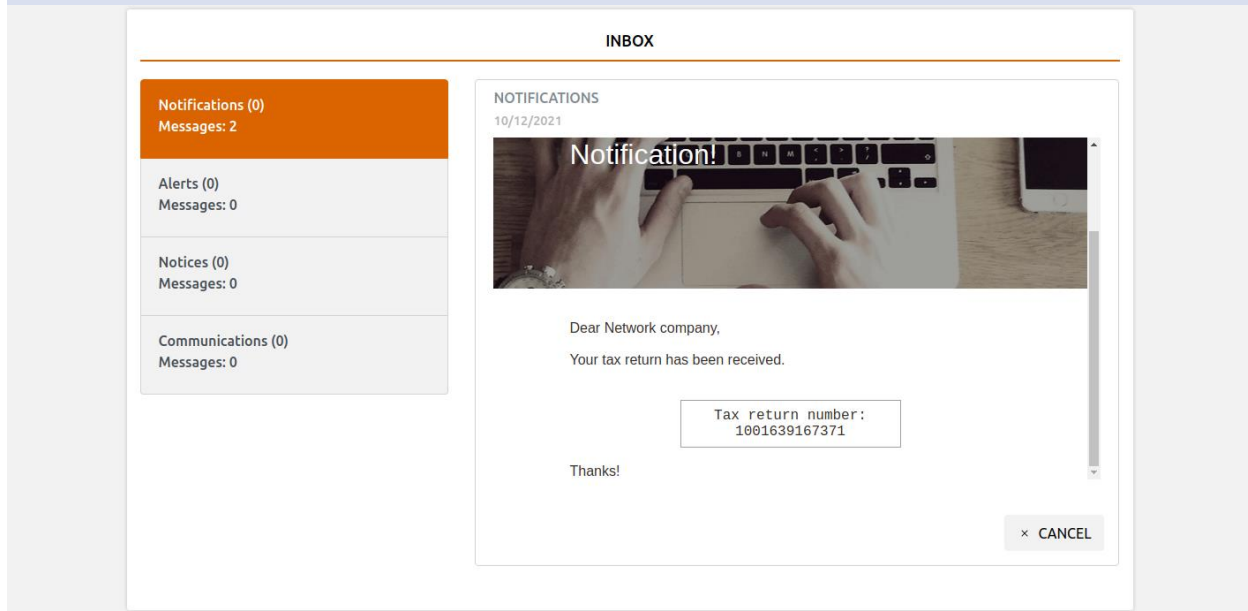
CANCEL

OK

After confirming that the declaration has been sent, it is stored in the system, and we receive a receipt confirmation message with the declaration's unique identifier.



**Confirmation of receipt:** In addition to the confirmation message of receipt of the income declaration that we receive on screen, the system sends a confirmation message to the mailbox and email associated with the taxpayer.



## DECLARATIONS – RECTIFYING A DECLARATION

A common requirement of taxpayers in tax systems is the need to make a correction to a previously filed tax return. As we already saw in the tax return filing functionality, the system does not allow filing a return for a period that has already been filed previously, so this functionality of rectifying the return is offered.

FILE TAXRETURN AMENDMENT

Form Name

Period

Taxreturn Number


Operation Type

Period From

Period To

CLEAR

SEARCH

Actions	Taxreturn Number	Create Date	Operation Type	Status	Form	Active	Period	Amount
	1001639167371	10/12/2021	Original	Accepted	100	Yes	202101	200.00

The system displays a screen where you can see the list of all the taxpayer's tax returns; at the top of the screen there is a filter section that can be applied to filter the list of declarations that appears at the bottom and can be rectified.

By pressing the magnifying glass button, select the tax return that we wish to rectify.



For which the system displays the capture form associated with the declaration, where we must complete all the fields in the same way as we do when we capture an original tax return.

After completing and verifying all the fields of the rectifying declaration, by pressing the save button, the system will ask us for confirmation about the sending of the rectifying declaration.

Send Tax Return

×

Are you sure you want to perform this action?

CANCEL

OK



**Rectification increasing the tax:** If the corrective statement increases the tax caused compared to the declaration being corrected, it is automatically accepted and remains active in the system, leaving the previous declaration as inactive.



**Rectification reducing the tax:** If the corrective statement decreases the tax caused compared to the declaration being corrected, then the new amending declaration remains pending, and is assigned to an official of the tax administration to analyse and make the determination of approval or rejection of the amending declaration.



**Rectifying credit:** If the corrective statement that decreases the tax caused is approved, then the system generates a current account of corrections with an available balance, which will be used automatically by the system in subsequent declarations that the caused tax generate.



1001639168040

Tax return with period 202102 was sent successfully at 12/10/2021.

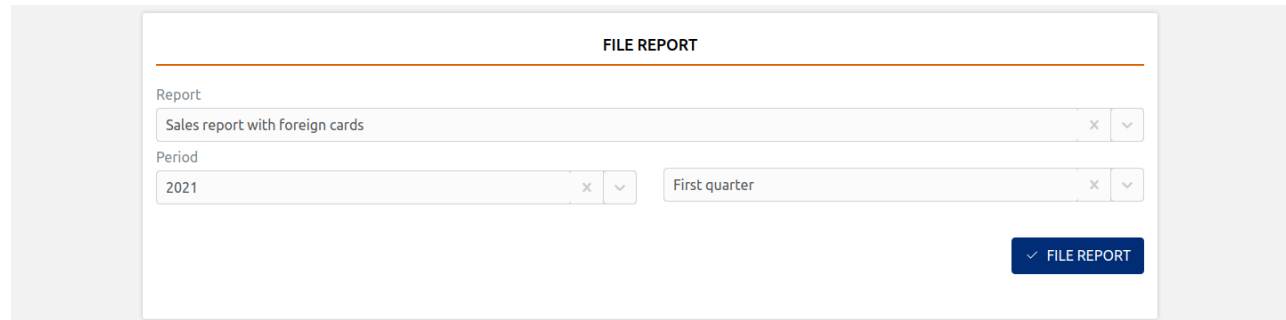
Since the amending declaration has reduced the tax, it will be submitted to a review process for approval or rejection by the tax administration.

[Back to Home](#)

## DECLARATIONS- SUBMITTING AN ADDITIONAL REPORT

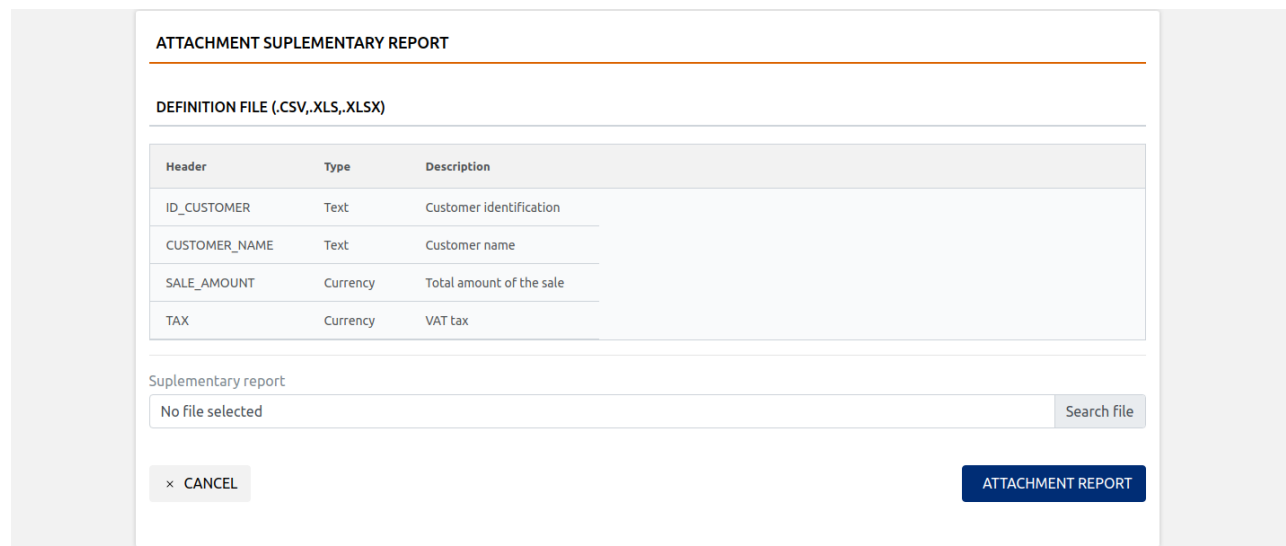
In addition to tax declarations, tax administrations usually define a set of complementary reports that they request from taxpayers depending on the operations to be conducted or the economic activity to which they belong. Therefore, in addition to configuring the taxpayer's fiscal vector, the taxpayer's reporting vector is also configured with the taxpayer's registration.

When the taxpayer accesses this functionality, the system will display the list of existing reports that can be presented according to the associated vector of reports.



The screenshot shows the 'FILE REPORT' interface. It has a title bar 'FILE REPORT'. Below it, there are two main sections: 'Report' and 'Period'. The 'Report' section has a dropdown menu with 'Sales report with foreign cards' selected. The 'Period' section has two dropdown menus: the first is set to '2021' and the second is set to 'First quarter'. At the bottom right, there is a blue button labeled 'FILE REPORT'.

After selecting the report to be presented and the period for which the information will be provided, the system presents the report upload screen.



The screenshot shows the 'ATTACHMENT SUPPLEMENTARY REPORT' interface. It has a title bar 'ATTACHMENT SUPPLEMENTARY REPORT'. Below it, there is a section 'DEFINITION FILE (.CSV,.XLS,.XLSX)' containing a table with the following data:

Header	Type	Description
ID_CUSTOMER	Text	Customer identification
CUSTOMER_NAME	Text	Customer name
SALE_AMOUNT	Currency	Total amount of the sale
TAX	Currency	VAT tax

Below the table, there is a section 'Supplementary report' with a text input field containing 'No file selected' and a 'Search file' button. At the bottom left, there is a 'CANCEL' button, and at the bottom right, there is an 'ATTACHMENT REPORT' button.

In the report presentation screen, the information of the information fields that the report file should contain is displayed in the center, describing the field names, data types and descriptions to properly guide the user.



**Submit Report:** To submit the report you must use the Browse for File button, which will open the dialog to select files by default from the device used. The file of the report may be in any of the formats indicated (.CSV,.XLS, .XLSX).

After selecting the report file, by clicking on the attach report button, the system will ask for confirmation on sending the report.

Send report

Are you sure you want to perform this action?

CANCEL

OK

After confirming it sent the report, it is stored in the system, and we receive a confirmation message of receipt with the unique identifier of the report.

INBOX

Notifications (3)  
Messages: 6


Alerts (1)  
Messages: 1

Notices (0)  
Messages: 0

Communications (0)  
Messages: 0

NOTIFICATIONS

10/12/2021



Dear Network company,

Your report has been received and is being processed. once this step is finished you will receive a notification.

Report number:  
0031639168373

Thanks!

CANCEL



**Report receipt:** The report is received by the system, after sending the receipt confirmation to the taxpayer's mailbox, the system processes the information of the report, validating that the structure corresponds to the selected report and also will apply the validation rules that have been defined (fields with formulas). After this process, a message with the result is sent to the email and mailbox of the taxpayer.

INBOX

Notifications (3)  
Messages: 6

Alerts (0)  
Messages: 1

Notices (0)  
Messages: 0

Communications (0)  
Messages: 0

ALERTS

10/12/2021

Dear Network company,

Inconsistent data has been found in your statement number  
0031639168373

1	ID_CUSTOMER: Can't be null or is not in the correct format,SALE_AMOUNT: Can't be null or is not in the correct format,TAX: Can't be null or is not in the correct format
2	ID_CUSTOMER: Can't be null or is not in the correct format,SALE_AMOUNT: Can't be null or is not in the correct format,TAX: Can't be null or is not in the correct format
3	ID_CUSTOMER: Can't be null or is not in the correct format,SALE_AMOUNT: Can't be null or is not in the correct format,TAX: Can't be null or is not in the correct format

CANCEL



**Report correction:** When we need to correct a report, unlike declarations, where we must enter the option of correction of declaration, for complementary reports we only have to enter again this functionality, and after selecting the report and the period, attach the new report, the system will replace the existing report with the latest version that we send.

#### Report already exists

A report has already been submitted for the selected period, do you want to replace the existing report with a new version?

CANCEL

OK

## DECLARATION - CONSULTATION OF RETURNS

This functionality allows the consultation of all the tax declarations of the taxpayer; at the top of the screen is the filter section, which can be applied to filter the list of declarations that are displayed at the bottom.



**Filters:** You can filter by form, period, tax return number, type of declaration {Original, amending}, date from, date to, active {Yes, no} and Status of the declaration {Pending, Accepted, Rejected}.

TAXRETURN REPORTS

Form Name

Period

Taxreturn Number

Operation Type

Period From

Period To

Active

Status

CLEAR

SEARCH

Actions	Taxreturn Number	Create Date	Operation Type	Status	Form	Active	Period	Amount
	1001639167986	10/12/2021	Original	Accepted	100	Yes	202102	699.30
	1001639168040	10/12/2021	Amending	Pending	100	No	202102	630.00
	1001639167371	10/12/2021	Original	Accepted	100	No	202101	0.00
	1001639167709	10/12/2021	Amending	Accepted	100	Yes	202101	140.00

## DECLARATIONS- CONSULTATION OF REPORTS

This functionality allows consulting all the complementary reports of the taxpayer; at the top of the screen is the filters section, which can be applied to filter the list of reports that are displayed at the bottom.



**Filters:** You can filter by report type, period, operation, report number, date from and date to.

### REPORT DETAILS

Report type

Operation type

Period From




Period

Report number

Period To

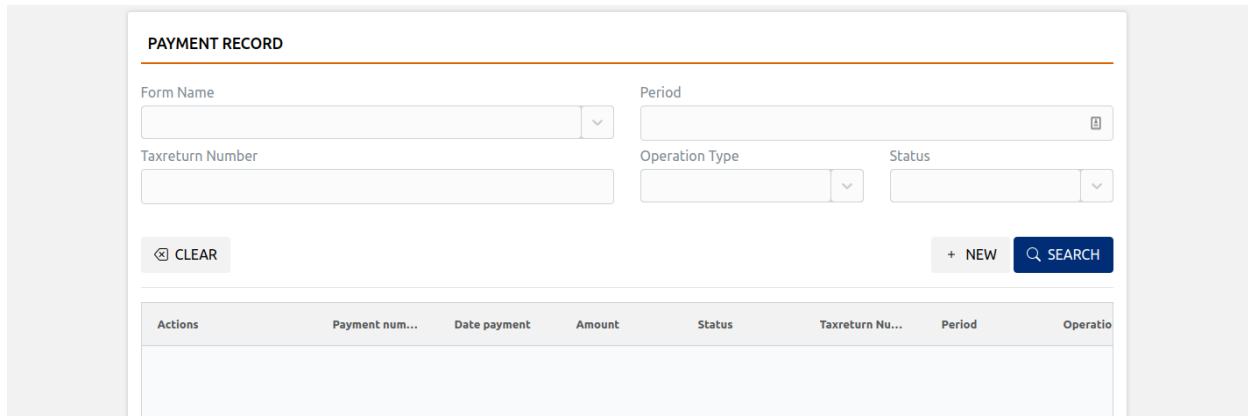
CLEAR

SEARCH

Actions	Report number	Registration Date	Period	Type	State	Active	Report type
	0031639168373	10/12/2021	202101	original	Error	No	Sales report with foreign
	0031639169086	10/12/2021	202101	original	Error	No	Sales report with foreign
	0031639169177	10/12/2021	202101	original	Accepted	Yes	Sales report with foreign

## PAYMENTS- REGISTRATION OF PAYMENTS

This functionality allows recording the payments of the obligations that were generated after the presentation of an income tax return.



**PAYMENT RECORD**

Form Name  Period

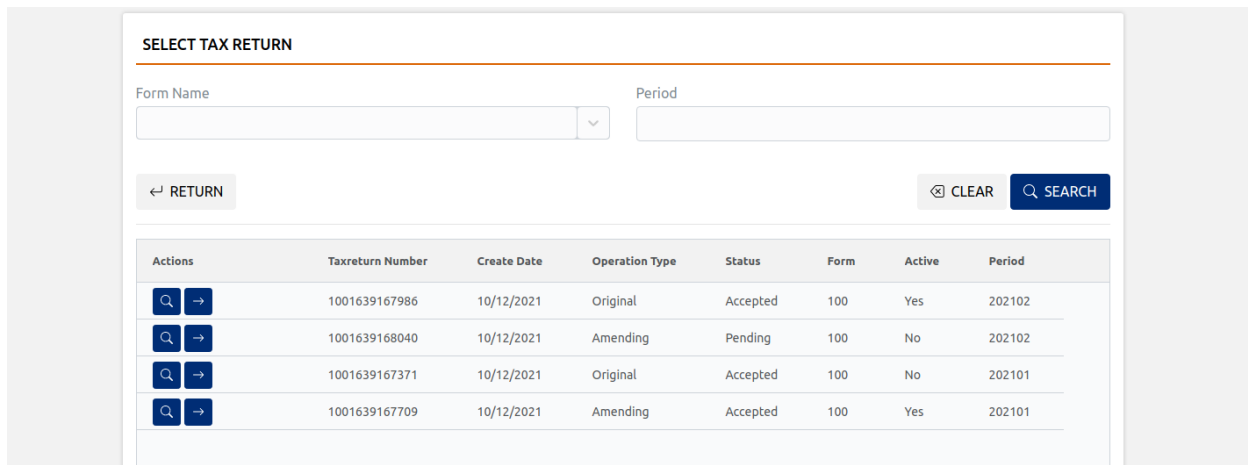
Taxreturn Number  Operation Type  Status

Actions	Payment num...	Date payment	Amount	Status	Taxreturn Nu...	Period	Operatio

Pressing the new button will display the taxpayer's declarations that generated the obligation that the taxpayer would have to pay.



**Filters:** You can filter by tax and type of account.



**SELECT TAX RETURN**

Form Name  Period

Actions	Taxreturn Number	Create Date	Operation Type	Status	Form	Active	Period
<input type="button" value="SEARCH"/> <input type="button" value="→"/>	1001639167986	10/12/2021	Original	Accepted	100	Yes	202102
<input type="button" value="SEARCH"/> <input type="button" value="→"/>	1001639168040	10/12/2021	Amending	Pending	100	No	202102
<input type="button" value="SEARCH"/> <input type="button" value="→"/>	1001639167371	10/12/2021	Original	Accepted	100	No	202101
<input type="button" value="SEARCH"/> <input type="button" value="→"/>	1001639167709	10/12/2021	Amending	Accepted	100	Yes	202101

To record the payment of the obligation, the corresponding declaration must first be selected by pressing the button with the arrow icon on the right.





PAYMENT RECORD

Form Name

Value Added Tax

Period

202102

Taxreturn Number

1001639167986

Q

Declaration amount

PAB 699.30

Payment method

Date payment

Currency

Amount

Exchange rate.

Amount in local currency

Support document

No file selected

Search file

Payment reference

× CANCEL

✓ SAVE

After completing and verifying all the payment fields, by pressing the save button, the system will ask us to confirm the payment registration.

Attention


×

Are you sure you want to perform this action?

CANCEL

OK

After confirming the registration of the payment, it is stored in the system with a pending status, and we receive a confirmation message of receipt with the unique identifier of the payment.



100-211210-YKQQJS

Payment successfully registered on 12/10/2021.

Back to Home



**Confirmation of receipt:** In addition to the receipt confirmation message of the payment that we receive on screen, the system sends a notification message to email, and mailbox associated with the taxpayer.



INBOX

Notifications (3)

Messages: 10

Alerts (0)

Messages: 2

Notices (0)


Messages: 0

Communications (0)

Messages: 0

NOTIFICATIONS

10/12/2021



Notification!

Dear Network company,

Your payment has been registered, once approved you will receive a notification.


Amount

323.00 BOB


Thanks!

×

CANCEL



**Payment review:** An official of the tax administration will review the payment and approve or reject it. This result will be notified to the taxpayer both in his email and in the mailbox of the system.



Taxpayer User Manual  
Digital Economy Compliance

42 of 42