BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT

The Eighth Theme Day Event

6 November 2024

BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT

Taxpayer Portal

One of the latest online platforms of NTCA

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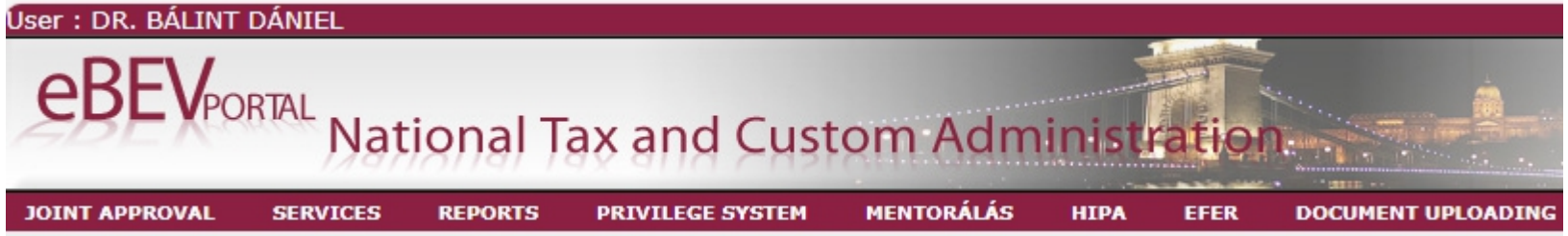
Part 01

History and introduction

NTCA Taxpayer Portal - History



- **Predecessor: eBEV Portal**
  - provided the query of data in the form of services launched from the menu system
  - renewal, transformation of the platform was timely
  - expansion with modern services was due
  - the change of the name of the platform was also needed

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NTCA Taxpayer Portal - Introduction

NTCA TAXPAYER PORTAL

ADMINISTRATION OF TAX MATTERS COMFORTABLY

- **Taxpayer Portal of the National Tax and Customs Administration (NTCA) was introduced in June 2022**
- **Its title refers to the electronic serving of the taxpayers and this reflects the best on the real content and purpose of the interface**
- **Motto:** *„Providing a more modern and efficient public service to the citizens"*
- Provides easier access to data, ensures a quicker administration
- Currently both eBEV and Taxpayer Portal are in operation, but only the latter is being developed

Part 02

Expectations, goals

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NTCA Taxpayer Portal – Expectations, goals

From an IT perspective

- Platform **optimized for mobile devices**
- Applicable on the most frequently used operating systems and browsers
- The **accessible use** of the platform is realized in order to meet the preferences of the disabled people

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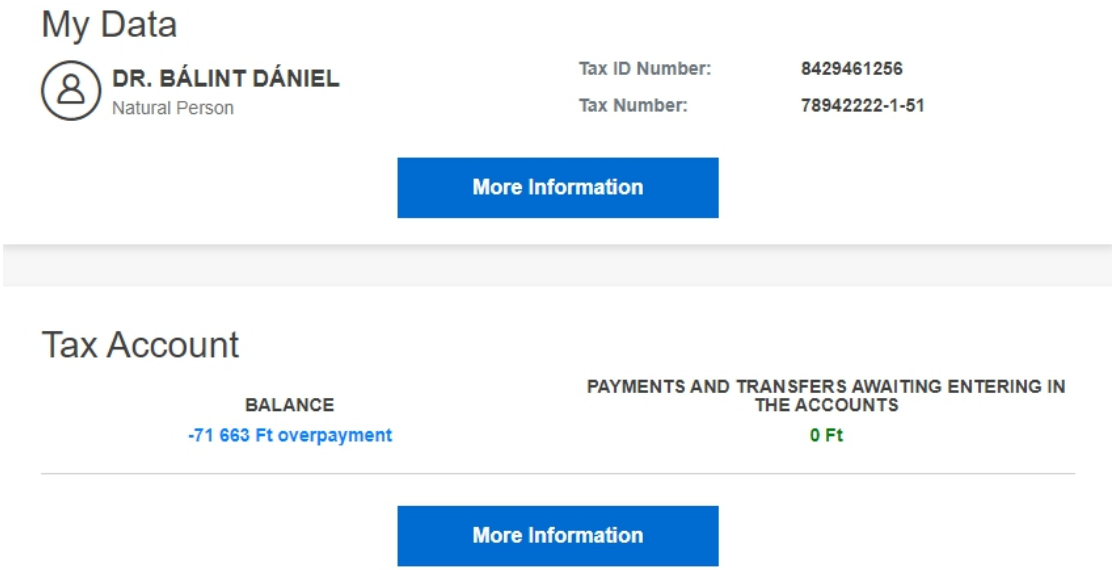
NTCA Taxpayer Portal – Expectations, goals



In terms of content

- **All the previously introduced services at eBEV Portal shall be available at Taxpayer Portal**
- **Online visualization of high-priority data without making queries, right after identification**
- **New services** were introduced, such as
  - query of forms and documents,
  - data regarding health services contributions,
  - making appointments to the personal customer services

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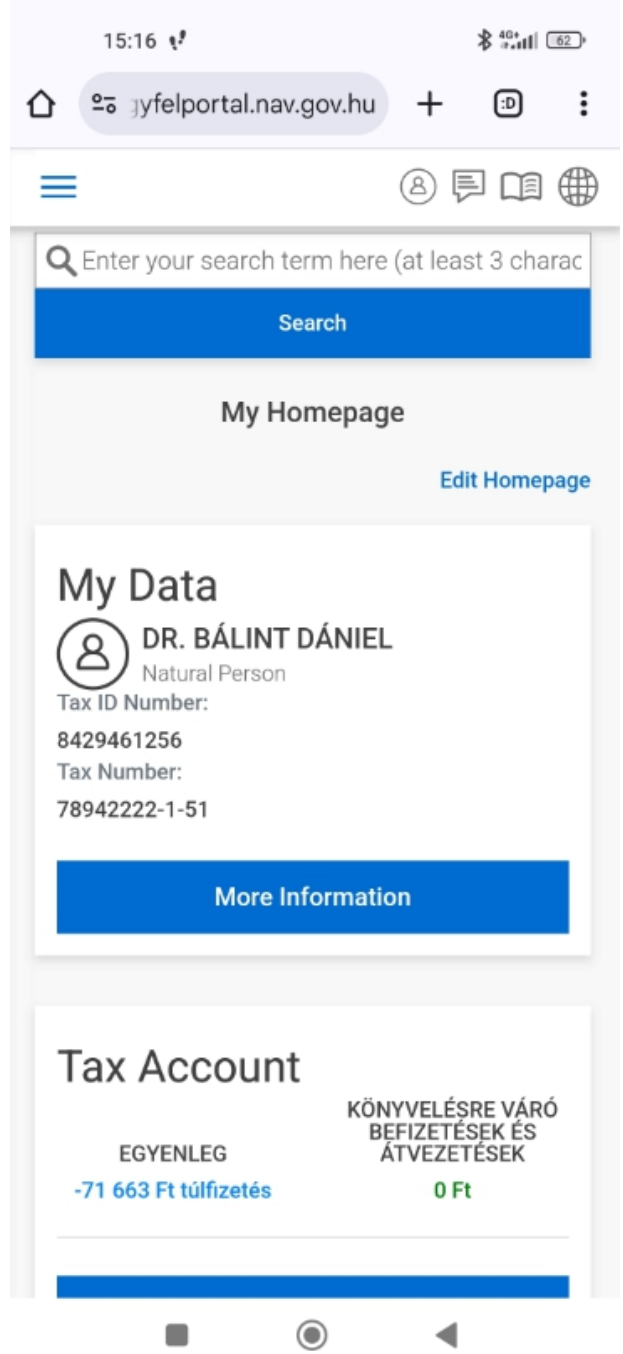
NTCA Taxpayer Portal - Advantages

- **Manageable and easy to handle**
- **Uniformized appearance, integrated look** (blue and white colors dominate, as it is required in the online platforms of the public administration)
- **Full range of services from one interface**
- The **starting page may be personalized** by the user
- **New data query formats** besides pdf, results in certified pdf format



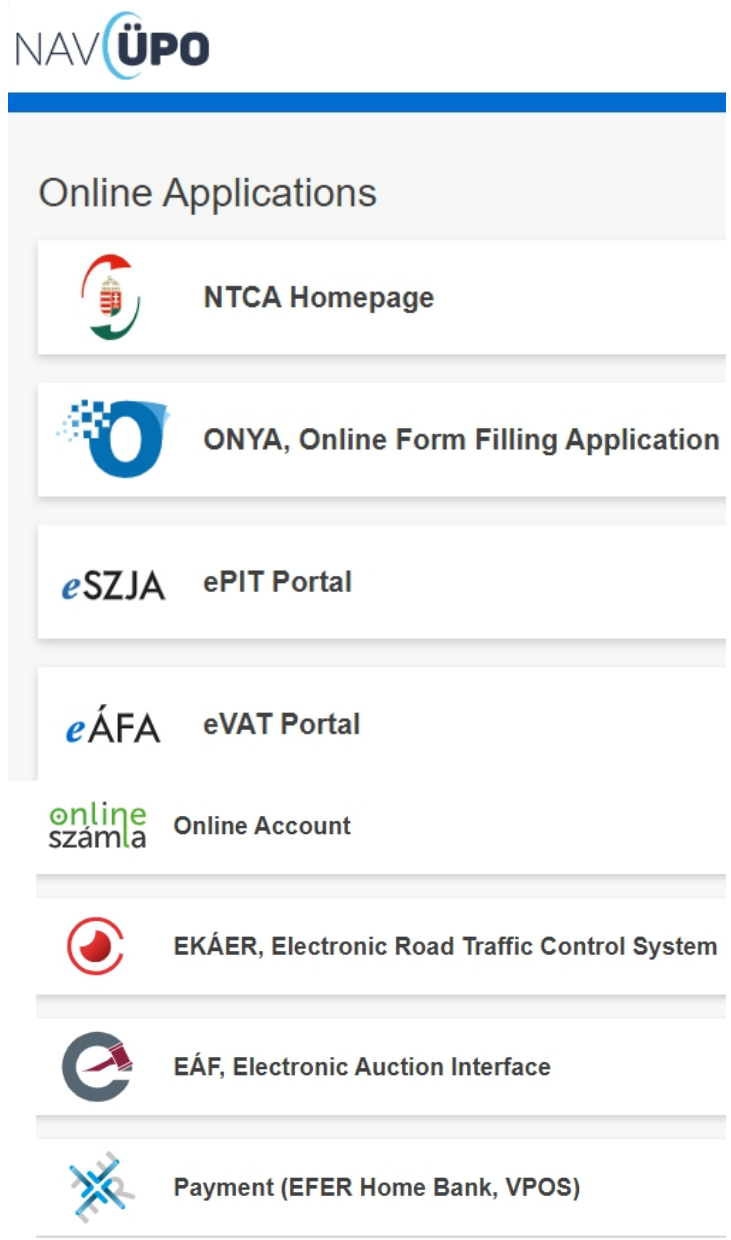
Part 03

Links to other online platforms

NTCA Taxpayer Portal

Links to other online platforms

- The platform contains a link on the starting page and in several menu items to the other relevant online platforms of NTCA, such as:
  - eSZJA Portal (ePIT Portal),
  - ONYA (Online Form Completion Application),
  - eÁFA Portal (eVAT Portal)
  - NTCA Homepage

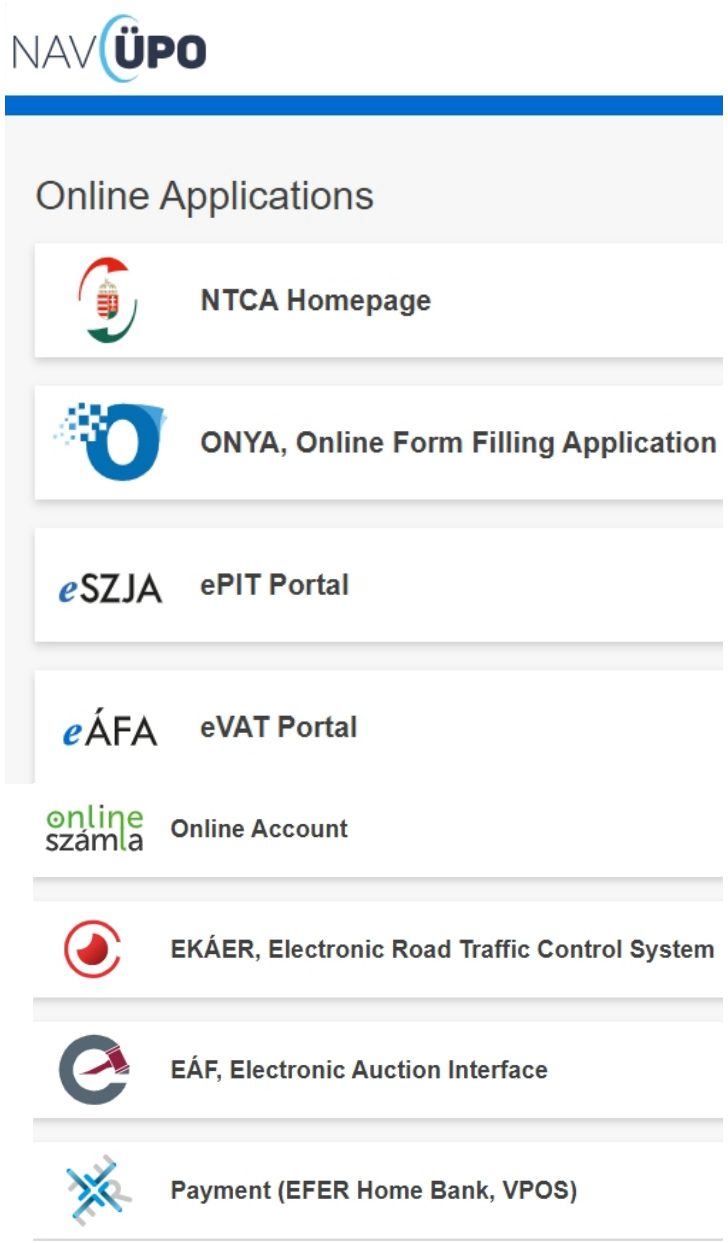


NTCA Taxpayer Portal

Links to other online platforms

- After navigation there is **no need for a new identification**, as the data of the user's profile is restored by the program

- ONYA main functions:
  - Submission of tax returns, declarations
  - Allocation of overpayment



Part 04

Provided services

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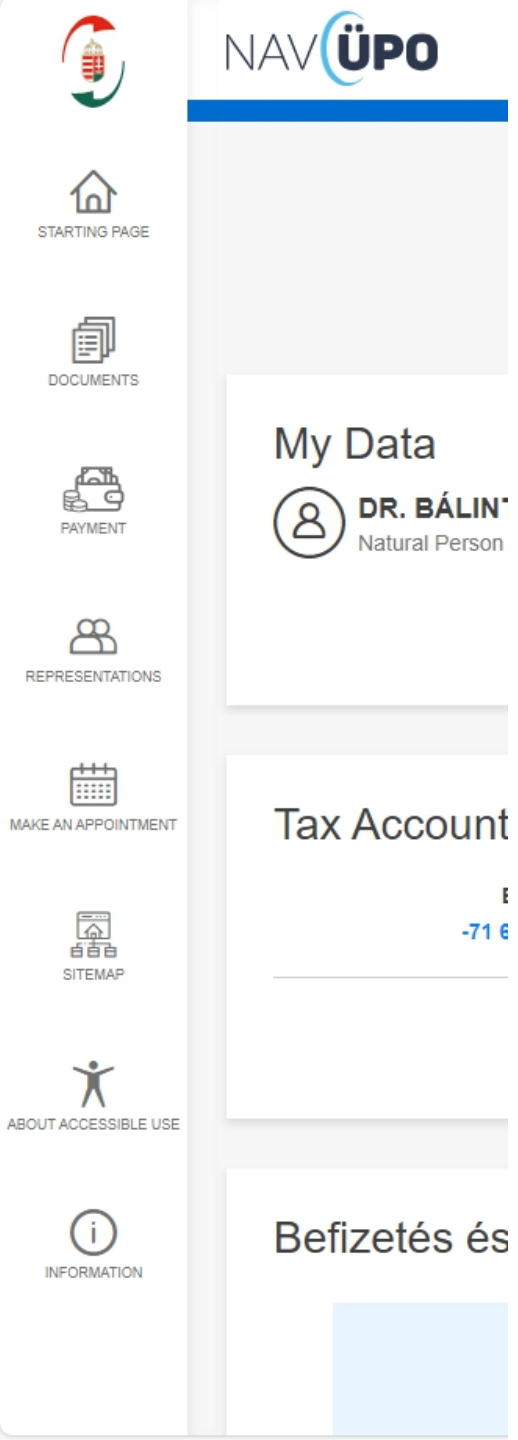
NTCA Taxpayer Portal

Services

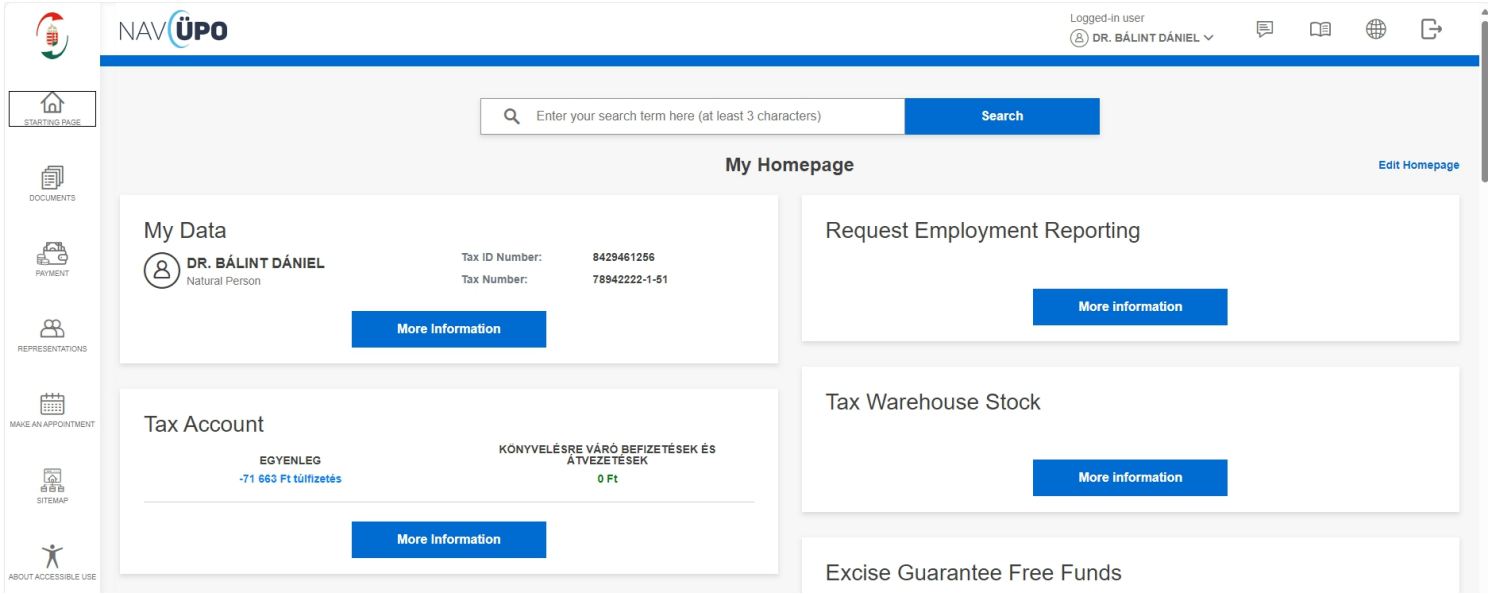
- **Documents -** it is possible to initiate queries about the forms submitted by the taxpayer, and the documents delivered by NTCA to the taxpayer
- **Payment - Electronic Payment and Settlement System (EFER)** is directly within reach in case of debts, or if the taxpayer just intends to realize an inpayment
- **Representations -** The taxpayers represented by the user can be listed on the platform, and the user can choose the needed profile, and users can also manage the proxies representing them
- **Making an appointment –** If users wish to attend a personal customer service, they can make an appointment and check the availability
- **Sitemap function -** it shows the available functions of the platform for the identified taxpayer



NTCA Taxpayer Portal

Starting page widgets

- My data
- Tax Account
- Payments
- Missing tax returns
- Tax Calendar
- Request Contribution Data
- Link to other online applications
- Query of other enforceable public debts
- Timeline
- Request Employment Reporting



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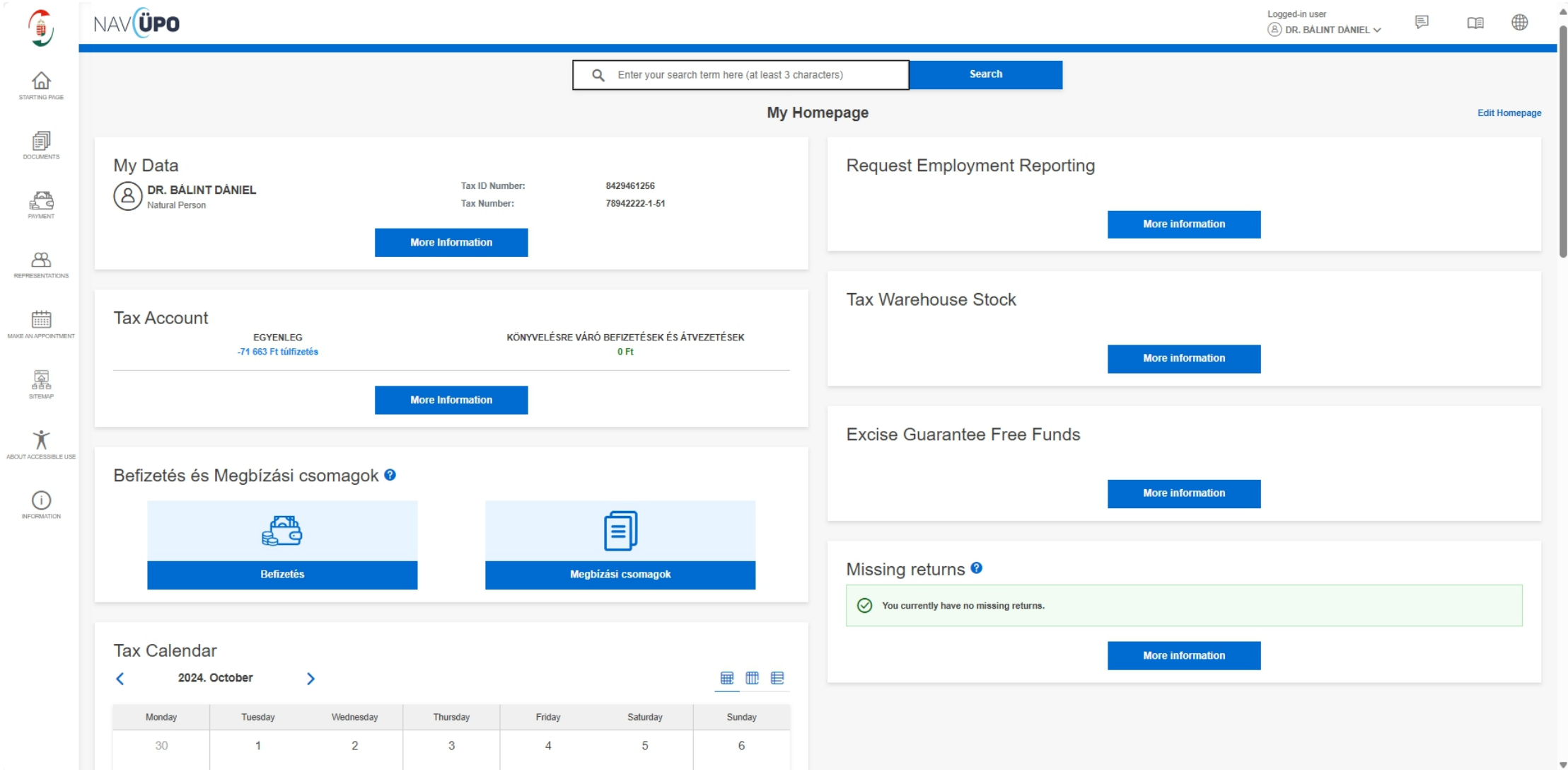

Part 05

Education

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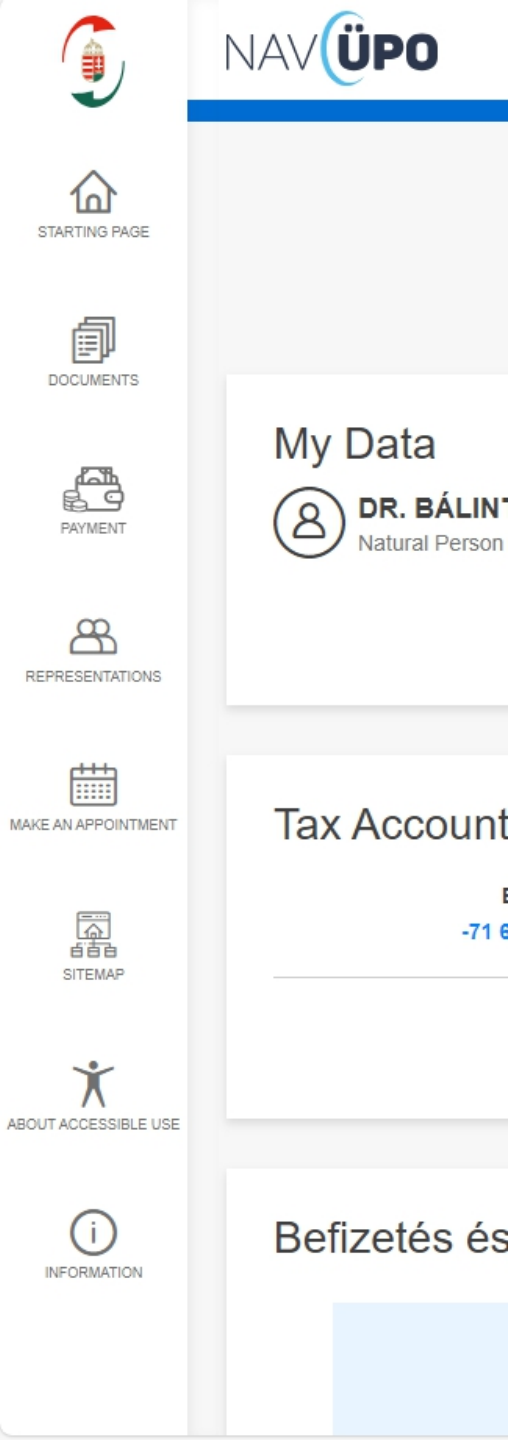
NTCA Taxpayer Portal

Education

A short video about the use of Taxpayer Portal:

- Taxpayer portal short video (youtube.com)



THANK YOU FOR YOUR ATTENTION!