BUREAU OF INTERNAL REVENUE

Electronic Tax Information System (eTIS-1)

TAXPAYER REGISTRATION SYSTEM

REFRESHER COURSE

HOUSE RULES

- Mobile Phones
  - Silent Mode

- Restrooms

- Q&A

AGENDA

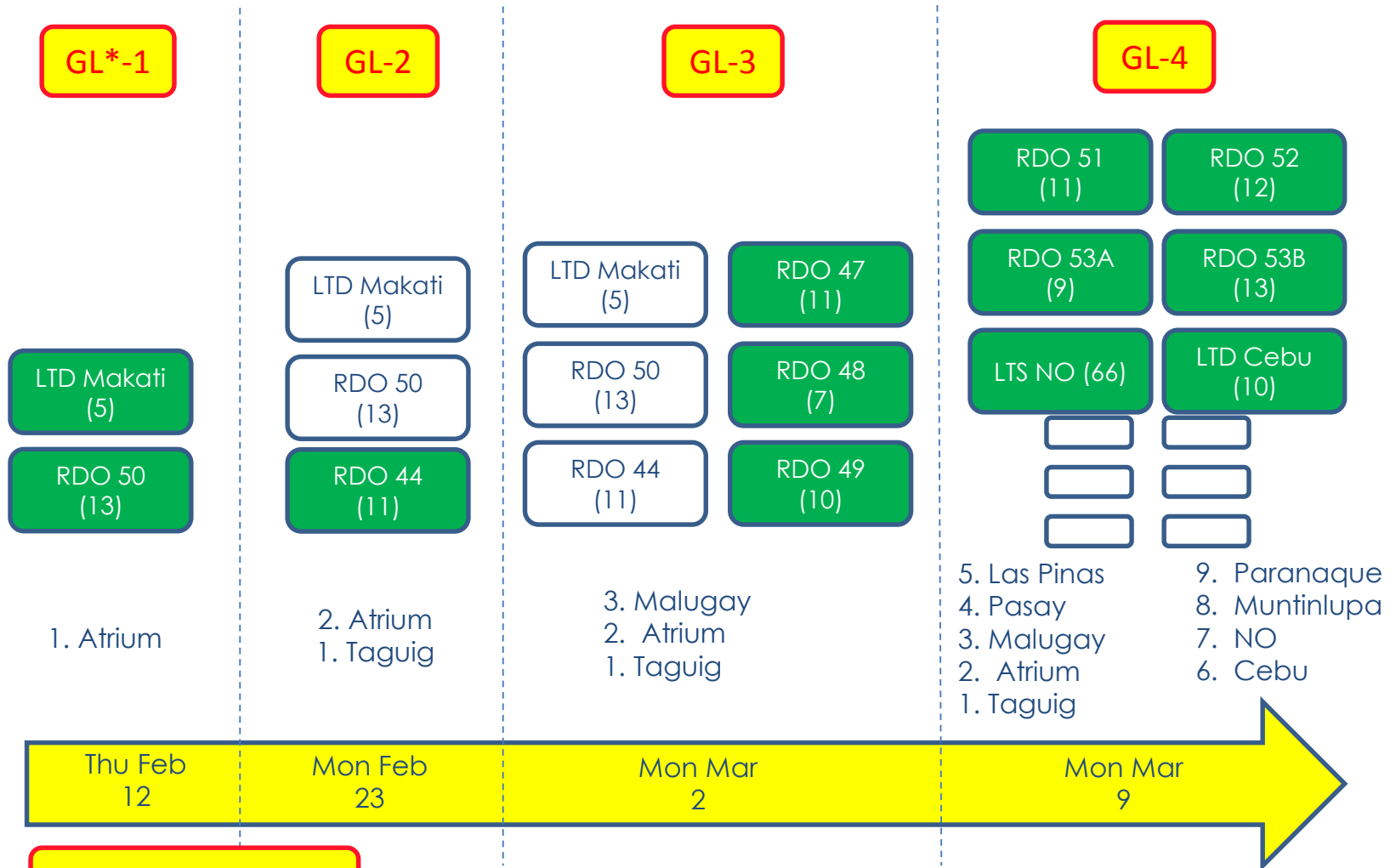|	Item	Lead
1	Opening Message	Assistant Commissioner Marietta Lorenzo
2	TRS Refresh Course and Job Aids	Alfredo Coson III (TRS Master Trainer) Cornelio De Roma (Asst. Project Manager) Daniel Cruz (Indra)
3	Support Model	Joseph Silva (AARC-WYG)
4	Go-Live Communications Pack and FAQs	Oibone Enobio (AARC-WYG)

AGENDA

	Item	Lead
1	Opening Message	Assistant Commissioner Marietta Lorenzo
2	Opening Remarks	RDO Maridur Rosario LTD Makati Chief Edralin Silario
3	TRS Refresh Course and Job Aids	Alfredo Coson III (TRS Master Trainer) Cornelio De Roma (Asst. Project Manager) Daniel Cruz (Indra)
4	Support Model	Joseph Silva (AARC-WYG)
5	Go-Live Communications Pack and FAQs	Oibone Enobio (AARC-WYG)

ETIS-1 TRS STAGED GO-LIVE APPROACH

GL*-1

LTD Makati
(5)

RDO 50
(13)

1. Atrium

Thu Feb 12

GL-2

LTD Makati
(5)

RDO 50
(13)

RDO 44
(11)

2. Atrium
1. Taguig

Mon Feb 23

GL-3

LTD Makati (5)	RDO 47 (11)
RDO 50 (13)	RDO 48 (7)
RDO 44 (11)	RDO 49 (10)

3. Malugay
2. Atrium
1. Taguig

Mon Mar 2

GL-4

RDO 51 (11)	RDO 52 (12)
RDO 53A (9)	RDO 53B (13)
LTS NO (66)	LTD Cebu (10)

5. Las Pinas   9. Paranaque
4. Pasay   8. Muntinlupa
3. Malugay   7. NO
2. Atrium   6. Cebu
1. Taguig

Mon Mar 9

* GL = Go-Live

COURSE REQUIREMENTS

- Attended the Taxpayer Registration System training

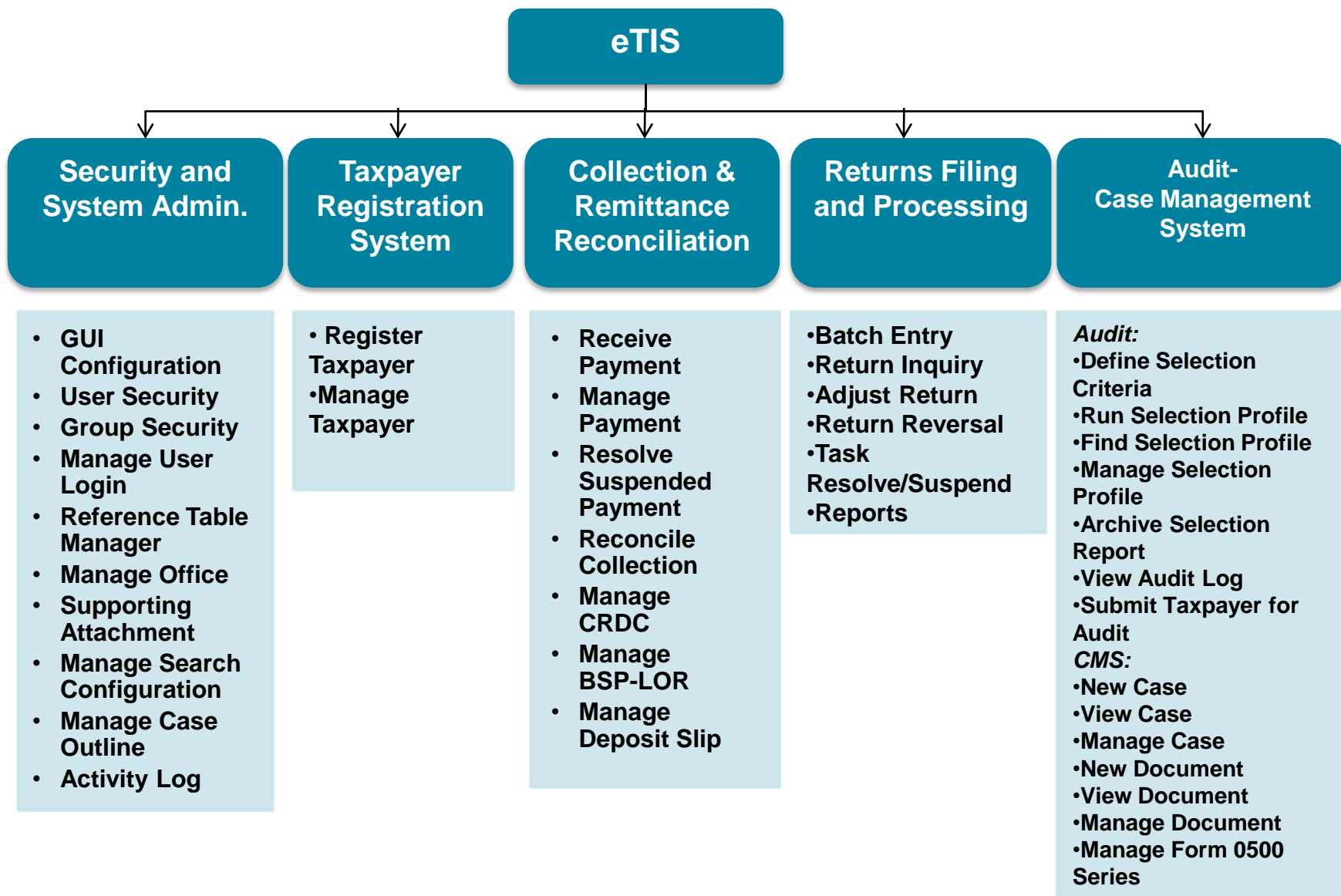## OBJECTIVES

At the end of session, you will be able to:

- Navigation of eTIS-1 system, Accessing eTIS-1 and working with several useful icons.

- Describe and differentiate the Taxpayer Registration System and its functions.

- Become aware of the updated Release and Required Workarounds

- Understand the Support Model

ETIS-1 AT A GLANCE

```
                              ┌─────────────┐
                              │    eTIS     │
                              └─────────────┘
```

Security and System Admin.	Taxpayer Registration System	Collection & Remittance Reconciliation	Returns Filing and Processing	Audit-Case Management System
• GUI Configuration • User Security • Group Security • Manage User Login • Reference Table Manager • Manage Office • Supporting Attachment • Manage Search Configuration • Manage Case Outline • Activity Log	• Register Taxpayer • Manage Taxpayer	• Receive Payment • Manage Payment • Resolve Suspended Payment • Reconcile Collection • Manage CRDC • Manage BSP-LOR • Manage Deposit Slip	• Batch Entry • Return Inquiry • Adjust Return • Return Reversal • Task Resolve/Suspend • Reports	*Audit:* • Define Selection Criteria • Run Selection Profile • Find Selection Profile • Manage Selection Profile • Archive Selection Report • View Audit Log • Submit Taxpayer for Audit *CMS:* • New Case • View Case • Manage Case • New Document • View Document • Manage Document • Manage Form 0500 Series

SYSTEM REQUIREMENTS

✓ ## Browser

    ✓ Your browser (Internet Explorer) Internet Explorer 7 or higher

  ⊘ **Make sure you are connected to the BIR Intranet to access the system.**

✓ **eTIS-1 URL https://etis.bir.gov.ph/trips-gui/faces/login/Welcome.jspx**

    ▪ This will be provided once the system is launched in the BIR intranet.

  ⊘ **Make sure you have a username and password to access the system.**
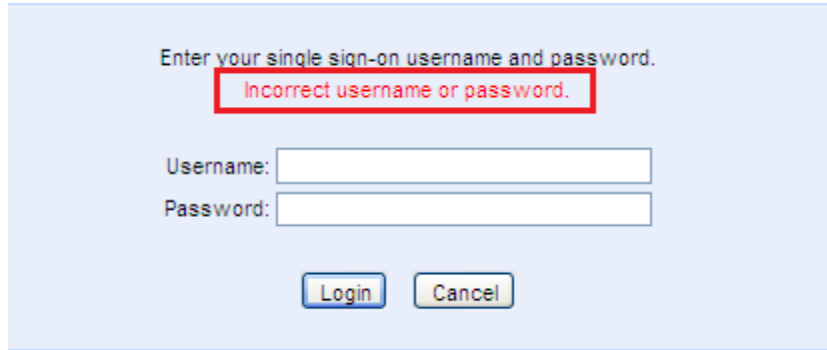
✓ **Software**

    ▪ Microsoft Excel 2003-2010

    ▪ Adobe Reader 10

Download link:

  ⊘ •**Adobe Reader download (free) -** http://get.adobe.com/reader/

LOGGING INTO THE SYSTEM

Enter your single sign-on username and password.

Incorrect username or password.

Username: _____

Password: _____

Login   Cancel

Please refer to the eTIS-1 Quick Start Guide

If the Username or Password is incorrect, this error message will appear on the screen.

Failed!

User account has been inactivated due to exceeding maximum allowed log-in attempts. Please submit an access request form to reactivate your user account.

Warning: Users are only allowed to commit two (2) invalid login attempts. After the third attempt with incorrect data, the account will automatically be inactivate and user will not be able to access the system. Request for assistance from the System Administrator is needed.

LOGGING OUT
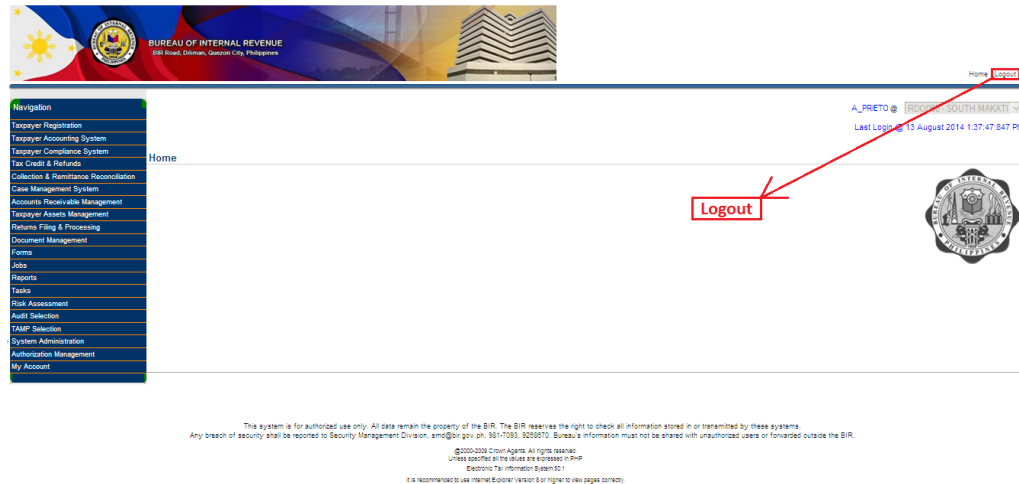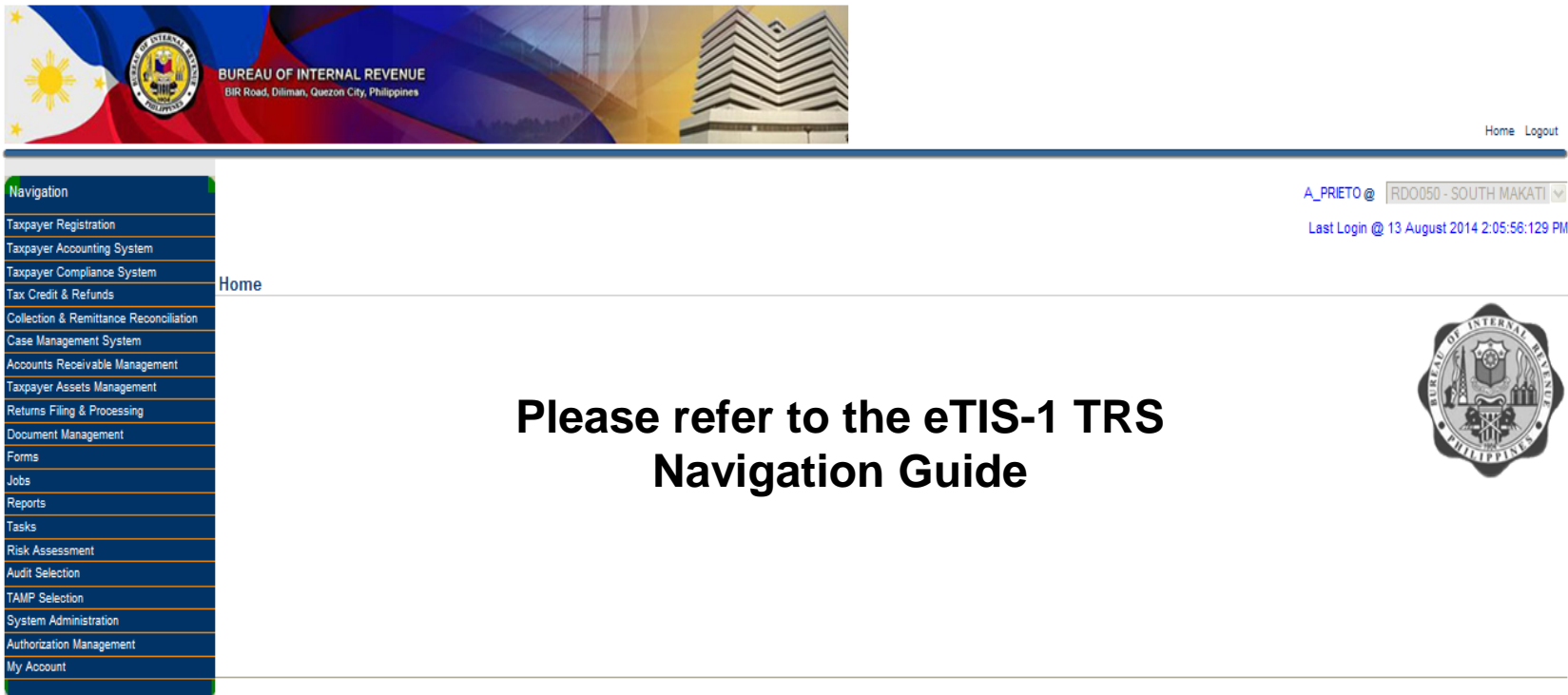
- •Upon, clicking the *Logout* button, a message will appear confirming if you want to log out of the system. Clicking the Logout button will direct the user back to the Login Screen.

- To continue logging out from the BIR Internal user will need to click on the *Yes* button. Otherwise, click on *NO* button and will divert back the user to the main screen.

LOGGING OUT

Issue	Resolution
Users who were not able to log-out properly cannot use the system when they log back in ***left the system idle for 45 minutes** ***accidentally closed the web browser** ***multiple users attempting to use 1 account**	User should call the support desk to have user session terminated

FAMILIARIZING WITH THE USER INTERFACE
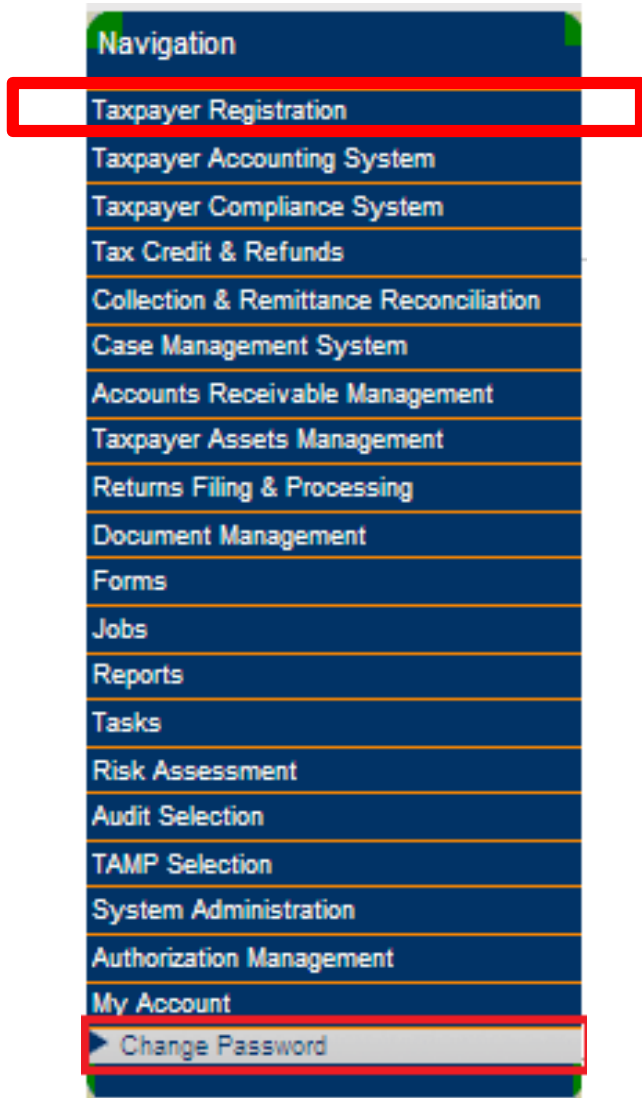

Please refer to the eTIS-1 TRS Navigation Guide

(!) **Access to eTIS-1 functionalities will depend on the user's role assignment.**

FAMILIARIZING WITH THE USER INTERFACE

Navigation

- Taxpayer Registration
- Taxpayer Accounting System
- Taxpayer Compliance System
- Tax Credit & Refunds
- Collection & Remittance Reconciliation
- Case Management System
- Accounts Receivable Management
- Taxpayer Assets Management
- Returns Filing & Processing
- Document Management
- Forms
- Jobs
- Reports
- Tasks
- Risk Assessment
- Audit Selection
- TAMP Selection
- System Administration
- Authorization Management
- My Account
- ▶ Change Password

Access to eTIS-1 functionalities will depend on the user's role assignment.

WHAT IS THE TAXPAYER REGISTRATION SYSTEM FUNCTION (TRS)?

WHAT TRANSACTIONS CAN I DO IN TRS?

Register an Individual Taxpayer

WHAT TRANSACTIONS CAN I DO IN TRS?

TIN Issuance for Individual – EO 98 or Foreign National

- Please refer to TRS Job Aid 1.1

WHAT TRANSACTIONS CAN I DO IN TRS?

One Time Transaction (ONETT)

- Please refer to TRS Job Aid 1.2

WHAT TRANSACTIONS CAN I DO IN TRS?

Local Employee

- Please refer to TRS Job Aid 1.3

WHAT TRANSACTIONS CAN I DO IN TRS?

Single Proprietor

- Please refer to TRS Job Aid 1.4

WHAT TRANSACTIONS CAN I DO IN TRS?

Professional

- Please refer to TRS Job Aid 1.5

WHAT TRANSACTIONS CAN I DO IN TRS?

Marginal Income Earner

- Please refer to TRS Job Aid 1.6

WHAT TRANSACTIONS CAN I DO IN TRS?

Non-Resident Alien Engaged in Trade or Business

- Please refer to TRS Job Aid 1.7

WHAT TRANSACTIONS CAN I DO IN TRS?

Register Non-Individual Taxpayer

WHAT TRANSACTIONS CAN I DO IN TRS?

Register Non-Individual

• Cooperatives	• National Government Agency
• Domestic Corporation	• Non-Resident Foreign Corporation
• General Professional Partnership	• Non-Resident Foreign Partnership
• Government Owned & Controlled Corporation	• Non-Stock, Non-Profit Organizations (Homeowner's Assoc., Political Parties, etc.)
• Joint Venture	• Regional Operating Headquarters
• Limited Partnership	• Resident Foreign Corporation
• Local Government Unit	• Unlimited Partnership

- Please refer to TRS Job Aid 2.0

WHAT TRANSACTIONS CAN I DO IN TRS?

Register a Branch

WHAT TRANSACTIONS CAN I DO IN TRS?

Register a Branch

- Please refer to TRS Job Aid 2.1

WHAT TRANSACTIONS CAN I DO IN TRS?

Register a Facility

WHAT TRANSACTIONS CAN I DO IN TRS?

Register a Facility

- Please refer to TRS Job Aid 2.2

WHAT TRANSACTIONS CAN I DO IN TRS?

RECAP

Steps in Registering an Individual Taxpayer

- Access Register Taxpayer > TIN Issuance for Individual
- See New Individual Summary Details screen. Encode details on all mandatory text fields
- Access the Additional Details Tab, encode mandatory information
- Access the Identification Tab; encode Taxpayer's proof of identity
- Access the Address Tab, Select Municipality Code and click ADD button
- Access Potential Duplicated Tab, click the refresh button
- Access the Contact Method Tab, click ADD button
- Access the Attachment Tab, click ADD button

WHAT TRANSACTIONS CAN I DO IN TRS?

RECAP

Steps in Registering Non-Individual Taxpayer

- Access the Register Taxpayer and click on Register Non-Individual
- Once the Register Non-Individual is clicked, the New Business Summary Details screen will appear. Input all the mandatory fields
- Access the Additional Details Tab and encode all the mandatory details
- Go to Business Summary Details Tab and encode trade or business name
- Access the Tax Tab and add the taxes applicable to the Taxpayer's Business
- Go to Address Tab and add address details
- Go to Potential Duplicates Tab and check if the Taxpayers have existing or similar information within RDO

WHAT TRANSACTIONS CAN I DO IN TRS?

RECAP

Steps in Registering Non-Individual Taxpayer (Continuation)
- Access the Contact Method Tab and encode mandatory fields
- Go to Relationships Tab and add Taxpayer's authorized party representatives for registration if any
- Access the Contact Tab and encode mandatory fields
- Go to Stockholders/Members/Partners Tab and encode all mandatory fields
- Go to Attachment Tab and add or attach softcopy of the document the taxpayer had given
- Go to Incentives Tab and encode all mandatory fields.
- Go to Book of Accounts Tab and encode all mandatory fields
- After the Taxpayer's Summary Details is saved the system will refresh the screen and a confirmation message will be seen informing user that the Taxpayer has been registered

WHAT TRANSACTIONS CAN I DO IN TRS?

① 1

| Additional Details | Identification | Addresses | Potential Duplicates | Contact Method | Attachment |

Add   **View**   **Update**

Select	Identification Type	Identification Number	Country of Issue	Expiry Date	Status
	No items were found				

② 2

| Additional Details | Business Summary Details | Taxes | Addresses | Potential Duplicates | Contact Method | Relationships | Contact | Stockholders/Members/Partners | Attachment | Incentives | Book of Accounts |

Business Summary Details

* Date of Incorporation [   ] 📅   * Taxpayer Type [▼]   VIP ☐

 * Regulatory Body [▼]   Accounting Type [CALENDAR ▼]   TAMP ☐

* Registration Number [   ]   Account Year End DD [31]

          Account Year End MM [DECEMBER ▼]

Registration Details

* Date of Submission [02/10/2015] 📅   BIR Initiated Registration (TCVD) ☐

          RDO   RDO050 - SOUTH MAKATI

WHAT TRANSACTIONS CAN I DO IN TRS?

RECAP

We can Register the following Taxpayers:

- Individual
- Non-Individual
- Branch
- Facility

WHAT TRANSACTIONS CAN I DO IN TRS?

Manage Taxpayer Registration

WHAT TRANSACTIONS CAN I DO IN TRS?

Please refer to Job Aid 3.0	
UPDATE TAXPAYER	registration information of a taxpayer may be updated or modified.
FIND TAXPAYER	authorized users can find/ inquire/search a taxpayer.
SUSPEND TAX	authorized users can suspend a tax type or form type
RE-ACTIVATE TAX	authorized users can re-activate a suspended tax type or form type

WHAT TRANSACTIONS CAN I DO IN TRS?

Please refer to Job Aid 3.0	
DE-REGISTER TAX	authorized users can de-register a tax type, form type or taxpayer.
RE-REGISTER TAX	authorized users can re-register a tax type or form type.
TRANSFER TAXPAYER	enables BIR Internal Users to handle transfer taxpayer registration to another Revenue District Office (RDO).
MANAGE FINANCIAL DETAIL	The Manage Financial Detail enables change in accounting type (calendar or fiscal year)
TAG/UN-TAG INACTIVE TAXPAYER	Allows the user to tag or untag an inactive taxpayer in the system

What are the functions outside TRS that support its main functions?

- **Task Manager**
- **Authorization Management (ATP)**
- **Reports**

- Please refer to TRS Job Aid 4.0 and 5.0

WHAT TRANSACTIONS CAN I DO IN TRS?

TASK MANAGEMENT

WHAT TRANSACTIONS CAN I DO IN TRS?

Task Management will allow authorized users to view suspended task/s is/are obtained, and approved or reject pending tasks.

- **Acquire**
- **Approve or Reject Task**
- **Release**
- **Reassign**

- Please refer to TRS Job Aid 4.0

WHAT TRANSACTIONS CAN I DO IN TRS?

REPORTS

WHAT TRANSACTIONS CAN I DO IN TRS?

Reports will allow BIR Internal user to print correspondence

- **User Reports (Correspondences)**
  - **Certificate of Registration**
  - **Certificate of Registration of Facility**
  - **TIN Card – Batch Print**
  - **TCL 1**
  - **ATP**

- Please refer to TRS Job Aid 5.0

WHAT TRANSACTIONS CAN I DO IN TRS?

TRS JOB AIDS

Topic / Process	TRS Job Aid
Register an Individual Taxpayer	
TIN Issuance for Individual	1.1
EO 98 or Foreign National	1.2
One Time Transaction (ONETT)	1.3
Local Employee	1.4
Single Proprietor	1.5
Professional	1.6
Non-Resident Alien	1.7
Register Non- Individual Taxpayer	2.0
Register Branch	2.1
Register a Facility	2.2
Manage Taxpayer Registration	3.0
Update Taxpayer	
Find Taxpayer	
Suspend Taxpayer	
Re-Activate Taxpayer	
De-Register Tax	
Re-Register Tax	
Transfer Taxpayer	
Manage Financial Detail	
Tag/Un-Tag Taxpayer	
Task Management	4.0
Reports	5.0

WHAT TRANSACTIONS CAN I DO IN TRS?

TRS PROCESS WORK-AROUND

TRS WORK AROUND

Issue	Resolution
Multiple Log-in	User should use the correct URL. If issue still persists, log-in again until successfully accessing eTIS. This may sometimes require users to log-in 5 times but this will usually be successful on the 2nd or 3rd attempt.
Users who were not able to log-out cannot use the system even though they log-in again	INDRA BA assigned on-site will be responsible to terminate sessions that were not properly logged-out. He/She shall be provided with special access during hand-holding period.
Reports (now generated in batch)	Reports should be generated by batch (scheduled) and will be run/supplied by RDC. Regular scheduled reports are disseminated by RDC to the user as they become available

Issue	Resolution
Unable to register a branch for a migrated taxpayer	Use of ITS (1 user per office which is assigned to Section Chief of CSS) wherein users can simply register a branch.
View Application Search Parameters (must Include TIN and OCN)	Users should write in Form 1906 the generated APP and use it as basis for generating the correspondence in eTIS-Reports and then in the ATP generated and printed, write the Application Reference No. (APP). Offices should keep a logbook containing the generated ATPs with the TIN, OCN, APP (While on-going fix) For ATPs migrated from ITS, users should refer to an extract of APP generated for OCN. Users should open the "ITS Migrated ATPs.xls" and search (ctrl+F) to locate the OCN. Use the corresponding APP to retrieve the ATP application from the system. For ATPs generated from go-live (eTIS) date of pilot office onwards, the report "List of Issued Authority to Print Receipts/Invoices" for verification of authenticity of ATP presented by taxpayer. The said report will be generated by batch daily by the RDCs If user cannot find it in the said file, use ITS to check for the OCN/ATP details.

Issue	Resolution
Application Reference Number (APP) should be in the ATP Correspondence	n/a
Migrated ATPs that does not have OCNs	Users may use ITS to check for the OCN/ATP details and reprinting may be done in ITS. For audit purposes, users may use ITS to verify OCNs generated from ITS. Front line officers who will view transactions prior to 2011 will coursed thru the CSS Chief/ARDO.
Out-of-Jurisdiction Generation/ Creation of Application for ATP	Policy reiteration should be made stating that it is not allowed for a user to generate a correspondence for a taxpayer not in the user's RDO jurisdiction. Administrative sanctions shall be enforced to violators. Utilize audit/activity logs to monitor violations of the said policy to be made.

Issue	Resolution
Unable to change taxpayer type (from Employee to Business and vice-versa) and unable to add forms 1700 (for formerly business taxpayers) and 1701 (for formerly employee taxpayers)	Issue a temporary manual COR for the transactions involving change in taxpayer type (business to non-business and vice versa) and then encode/commit the said transaction in ITS. Once the PUDS becomes active, BIR should issue the system generated COR (eTIS). *Validity of COR should be stated in the said temporary manual COR - 1 month from date of issuance. Workaround procedure identified is through the use of ITS (1 user per office) wherein users can simply change the taxpayer type and end-date or add needed tax types and/or form types.
Change in Accounting Period (fiscal to fiscal) suspends RFP users' filing	n/a

Issue	Resolution
Transfer of non-business taxpayers should be initiated by the new RDO to follow Revenue Regulations (RR) 7-2012	Follow current procedures on transferring taxpayer (process done with ITS) whereas the old RDO will have to transfer the taxpayer to its new RDO.
For all taxpayer registration updates, users will be required to fill-in all mandatory fields	Require an update of the migrated (combined) address of the taxpayer upon having a transaction in eTIS. This is for the purpose of address cleansing.
Statistical reports that reflects the 26 million taxpayers have not yet been tested	Reports will be generated by batch (scheduled) and will be run/supplied by RDC. Regular scheduled reports are disseminated by RDC to the user as they become available.

Issue	Resolution
Caching incidents are being encountered which halts the current transaction	Log-out of the system and try the previous transaction where the caching incident was encountered.
Periodic Update and Data Synchronization (PUDS) is not yet developed	REGISTRATION OF INDIVIDUAL AND NON-INDIVIDUAL TAXPAYER TPs will be registered to eTIS and a corresponding bank bulletin will be issued to require banks to accept payments of newly registered TPs in eTIS. Banks will be advised of new series of TIN and how to encode the branch code using the last 3 digits. 11.2. REGISTRATION OF BRANCH If the head office is registered in eTIS and not present in ITS, register all branches (regardless of the branch address) in eTIS. During registration in eTIS user should encode the address of the head office instead of the actual address of the branch. Issue a manual temporary COR that will contain the actual address of the branch being registered.

Issue	Resolution
Periodic Update and Data Synchronization (PUDS) is not yet developed (con't)	**11.3. REGISTRATION OF FACILITY** Register facilities only in eTIS **11.4. FIND TAXPAYER** Search for the taxpayer in both systems **11.5. UPDATE/END-DATE/START-DATE/** Users will use eTIS to update records **11.6. MANAGE FINANCIAL DETAIL** Update accounting type in eTIS **11.7. TAG/UNTAG INACTIVE TAXPAYER SUSPEND/ REACTIVATE TAX** No equivalent in ITS - no workaround procedure in ITS **11.8. APPLICATION FOR ATP** Encode the ATP application in eTIS

Issue	Resolution
Periodic Update and Data Synchronization (PUDS) is not yet developed (con't)	11.9. CORRESPONDENCE GENERATION/ PRINTING Generate and print all correspondences in eTIS 11.10. TRANSFER Suspend all transfer transactions upon go-live while PUDS is not yet active
Issue on the Registration Date of the Trade Name inherited from Head Office (Scenario: Branch Registration)	Users can easily update or delete the inherited trade name from the head office if it is not applicable (date fields are updatable).
Intermittent behavior of the application as result of network issues	Refer to next row

Issue	Resolution
System is down/unreachable	If there is a notice that eTIS will be down, user should receive documents and forms, issue pre-generated TIN, and issue a manual temporary correspondence. Encode the taxpayer information when eTIS is up and running. Inform the taxpayer to come back upon advise (eTIS is up and running) If there is no notice that eTIS will be down, to inform the taxpayer of the current situation and ask the taxpayer if he/she is willing to wait for eTIS to be up and running. User should keep on trying until eTIS is accessible or the notice is received from ISG (eTIS is down)

| Issue	Resolution
After deregistration of tax type and reregistration of the same tax type, form type (under the said tax type) cannot be reregistered	Workaround procedure identified is through the use of ITS (1 user per office CSS Chief) wherein users can simply add the appropriate form/ tax types

HOW WILL I BE SUPPORTED?

Support Model

IT SERVICE SUPPORT MODEL FOR ETIS-1
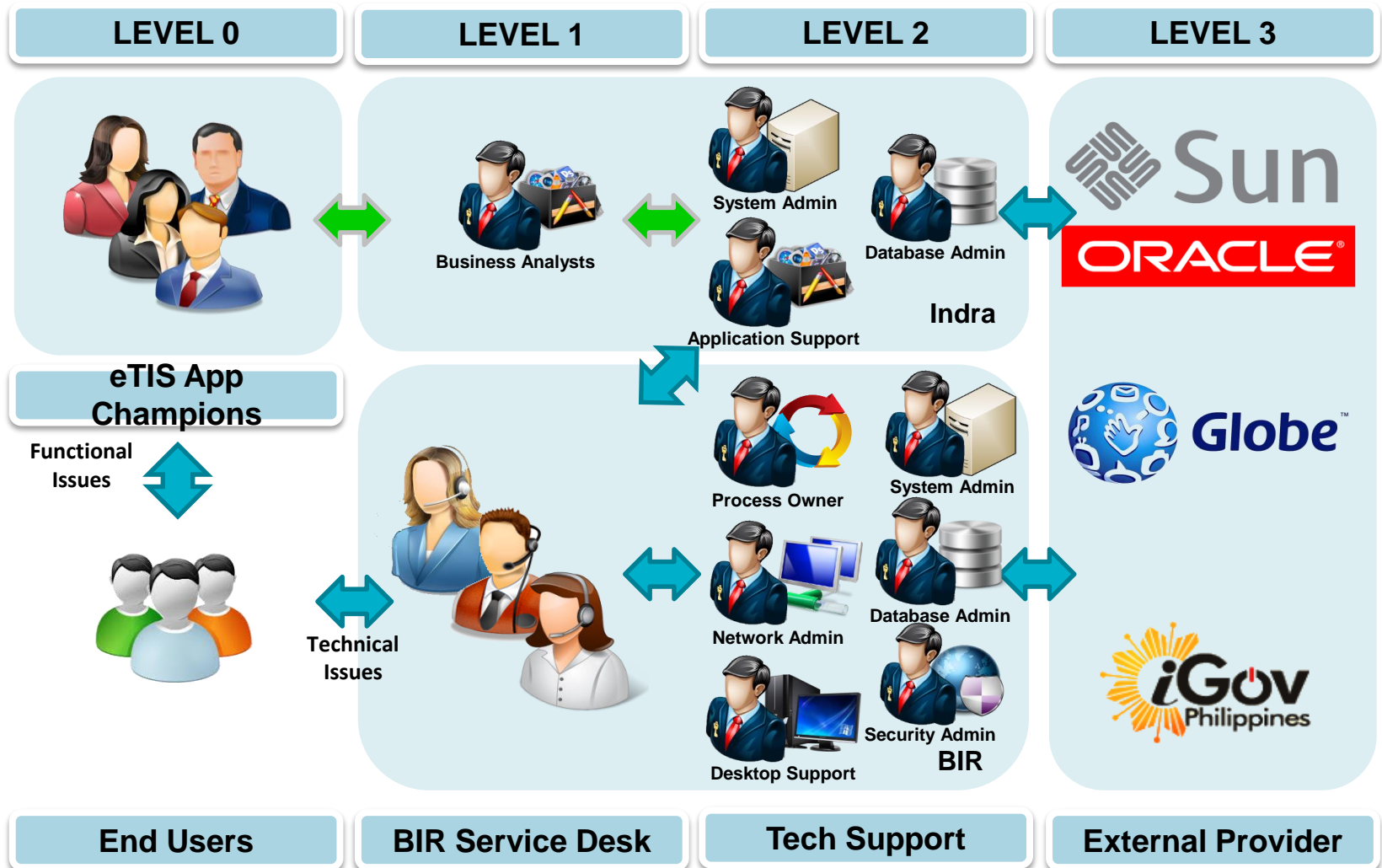
INDRA ON-SITE SUPPORT

Item	Site	eTIS-1 On-site Support			
		TRS	RFP	CRR	AUD
Revenue Region 8 , LTDO - Makati City					
1	RR8 Revenue Regional Office, RDO 47, RDO 48, RDO 49	Raphael Carlos			
2	RR8 Makati DPD, RDO 50, LTDO Makati	Daniel Cruz, Lyca Soria, Daniel Factolerin			
3	RDO 44 Taguig-Pateros	Elaine Talosig			
4	RDO 51 Pasay	Syd Aspacio			
5	RDO 52 Paranague	Enrico Perez			
6	RDO 53A Las Pinas	Daniel Factolerin			
7	RDO 53B Muntinlupa	Matthew Salvacion			

NODC STAFF WILL BE ON-SITE TO PROVIDE SUPPORT

- Gilbert Valencia – Tech support
- Gary Villareal – Tech support
- Ma. Erna Carteciano – Facilities Management Division
- Cynthia de Leon   -   Computer Operations, Network and Engineering Division

GO-LIVE COMMUNICATIONS PACK AND FAQS

- Reference material for all end-users
- To be distributed today
- To be updated upon the next TRS release

THANK YOU