Online return/notification service registration instructions

The Taxes Office Online Services (TOOS) provides the ability for approved tax agents, company officers and responsible partners to submit corporate returns and partnership notifications electronically. Paper returns/notifications are not available for completion.

Registration

In order to submit a corporate return or a combined notification for partnerships, you will first need to register via our website: https://empret.jsytax.je/TOOS. Please register as either an 'Agent registration', 'Company registration' or 'Partnership registration'.

Agent registration
If you are registering to complete company tax returns or partnership notifications on behalf of one or many clients in the capacity of an agent or tax advisor, please use the 'Agent Registration'.

Once your registration has been approved, each client that has confirmed your authority to the Taxes Office will appear in your client list. You have the ability to add further users, but you have full responsibility to maintain the access of those users thereafter.

Agent registrations are not automatically approved by Revenue Jersey. We will need to speak further to you, to ensure your credentials are sufficient for agent registration.

Company registration
If you are registering to complete the tax return of a company in the capacity of an authorised Officer of that company, please use the 'Company registration'. Once your registration has been approved you will have the ability to register further companies that you may also be authorised to file tax returns for.

Partnership registration
If you are registering to complete the online combined notification for a partnership, please use the 'Partnership registration'.

Should you no longer be entitled to return on behalf of the company or partnership you must immediately remove the company or partnership from your online account under 'Remove Service'.

To register:

1. Go to the TOOS homepage: https://empret.jsytax.je/TOOS
2. Click on the 'Begin registration' button
3. Click on the either 'Agent', 'Company' or 'Partnership' registration as defined above
4. Click on the 'Next' button
5. You need to read the 'Terms and Conditions'. If you are happy to continue, confirm that you have read the conditions.
6. Click on the 'Next' button
7. Complete the information requested. The email address will be used to email the User ID to you.
8. Below the password there is an image containing some random letters. Please retype these characters into the box below.
9. Click on the 'Next' button.
10. You are now presented with your User ID and advised that your Activation PIN will be posted to you if your registration is successful. You can print these details.

Notes on Passwords

- When choosing your password make sure it contains between 8 and 12 elements. The password must contain characters from three of the following elements – uppercase letters (A-Z), lower case letters (a-z), a number (0-9), a symbol from ! # % & ( ) * + , - / ~ : ; < = > ? @ [\ ] ^ _ ` { | }.
- Make sure you can remember this password, particularly if you are making returns infrequently as you will need it every time you log in to the secure website.
- Logging in with an activated user ID and password authenticates you and the information you send to us through this system.
- Each time you log in you will see a message displaying the last time you logged in and a link to your account settings where there is a list of all account activity.

Activate your account

When you have received your activation PIN you can log in to use the Taxes Office Online Services.

Please note that you only need to enter this activation PIN at first log in. **Be aware that if you have multiple user ID's, activation PIN's will not be the same for each ID. Please ensure you are logging in with the correct user ID for the activation PIN.**

1. Go to the TOOS homepage: https://empret.jsytax.je/TOOS
2. Enter your user ID (advised on last page of registration and emailed to you) and password (set during the registration request process) then click 'Log in'
3. You are now presented with the activation page. Enter the activation pin you were sent in the post and click 'Activate'
4. You are now logged in to the website securely

Services available to you

If one user wishes to have a number of companies associated with their user account they can do this via the 'Add new company service' button. **There is no limit to the number of companies you can administer under one TOOS user ID.**

Accessing, removing and adding services

Most users will only have one service and the system will take you directly to that service after logging in. Where you have registered successfully for more than one service, for example if you are filing returns for more than one company you can see what services are available to you:

1. Follow instructions to 'Log in'
2. If you have multiple services, the first screen after logging in will be the 'Services available to you' selection screen. If you need to get to here from another page, click on 'Your Services' in the menu bar
3. From the Services screen you will see buttons next to each available service allowing you to 'Access Service' or 'Remove Service'
4. If the service is not active you will only have the option to return to the home page. This will apply to services where the activation pin has not yet been sent or where the application for the service has been rejected

5. At the bottom of the page there is a button to add further services. This will take you through the same company/partnership registration process. An activation pin will be sent for each service on approval of the application.

Manage my users

Registered agents and tax advisors have the ability to create other ‘users’ to log in with their own user ID and passwords. Users can be added, edited and deleted via the ‘Manage users’ page accessed from the drop-down menu.

Only an Administrator level user can see the Manage User options.

- By default, the first registered user is the administration user but this can be changed. There must always be at least one administration level user
- An administration level user can create, delete and change details of themselves and other users
- A standard user can only see and change their own user details
- Apart from managing users, standard users can access all other online return services

1. Follow instructions to ‘Log in’ ensuring you are an Administrator
2. Click on ‘Your Services’ in the menu bar
3. Click on ‘Manage users’ in the menu drop down

Change user account details

To change the name, an email address or password of your user account and to view a list of all recent activity:

1. Follow instructions to ‘Log in’
2. Click on your user account name in the menu bar and then click on ‘Your account’

Agent client list

The default setting for this page is to list all clients in pages of 10 at a time. This can be changed in the ‘Show …’ entries dropdown on the heading of the client grid.

You can change the selection criteria options and select ‘refresh’ to make the list more specific. Use the ‘search’ box to type any characters that you wish to filter the displayed client list to. The rows shown will automatically filter to those where the entered search text appears in any part of any of the columns, so the text entered could be part of the tax reference, client name, your agent’s reference, the date the return/notification was completed or a lodgement reference.

The header of the client grid allows the list to be sorted in any order. Click in a column heading to sort by that column in ascending order. Click again to reverse the order. The arrow denotes which column is currently being sorted and how (up or down).

The footer of the client grid shows the total number of clients, the number currently filtered and which page you are on with navigation buttons to move between pages.

Client Grid

<u>Action Button</u>

- View enabled for submitted returns/notifications (completed or received)
- Submit enabled for 'Not started' or 'In progress' returns/notifications

Tax Ref
The unique identifier assigned to the entity by Revenue Jersey.

Agent's Code
A reference that you may have assigned to the client. Note: This is maintained by us at our discretion based on information supplied to us by you and we are under no obligation to do so.

Name
The Entity name as they are known to Revenue Jersey.

Type
Is the Return or Notification Type.

Status
- 'Not started' returns/notifications have not been started
- 'In progress' returns/notifications have been opened but are either only partially completed or not yet submitted
- 'Completed' returns/notifications have been submitted to us but not yet processed by our systems. Completed returns/notifications cannot be changed
- 'Received' returns/notifications have been submitted and received

Date complete
Shows the date and time the return/notification was submitted

Lodgement reference
A lodgement reference should be used in any correspondence with Revenue Jersey regarding the online submission. If there is no lodgement reference, there is no record of the return submission on TOOS.

Create a tax return or combined partnership notification

To create and submit a tax return/notification online you need to:

- Complete – complete all the return/notification pages with your company, clients' or partnership information
- Submit – review the return/notification to make sure it is correct, read and complete the declaration and then submit the return/notification to our online servers

To start a return or combined partnership notification

1. Login and access the required service
2. From your agent client list, navigate to find the required entity on the list then select the 'submit' action button
3. You are now on the build your return/notification page. You need to answer as applicable to each question for the entity, then click on 'save and continue'
4. You will now be presented with the first page of the tax return/notification in accordance with your answers to the build questions, along with any mandatory sections.

Most sections of the return/notification have icons that contain help information. Alternatively, a link to a copy of the full guidance notes can be found on www.gov.je under the ‘Company tax information’ or ‘Partnership income and tax’ pages.

Submit a tax return or combined partnership notification

When you have successfully completed and saved all required return/notification pages you can submit the return/notification. It is very important that the tax return or combined partnership notification is correct, therefore you are advised to review the return/notification and read the declaration carefully.

Please note, an online submitted return/notification is considered to be electronically signed in compliance with the Electronic Communications (Jersey) Law 2000 and that you are signing either as an authorised signatory of the company, the responsible partner of the partnership or as an agent with the full knowledge and consent of the entity. You may wish to print the completed return/notification for a physical signature before or after submission to satisfy your own record management processes.

1. Follow the ‘Complete a tax return’ or ‘Complete a combined notification for partnership’ instructions above to complete the tax return/notification
2. Click the ‘view return details’ ‘view notification details’ button to see a printable report of the completed return/notification
3. A printable ‘report’ containing the tax return/notification details will now open. Check this report to make sure the information is correct. If you need to change anything you can still go back and amend your tax return/notification. We recommend that you save and/or print a copy of this return/notification for your own records
4. When you have checked the report and happy that the return/notification is ready for submission click on ‘Back to Return Submit Page’ or ‘Back to Notification Submit Page’
5. Make sure you have read, understood and can comply with the declaration. Tick the box to confirm this
6. Click on ‘Submit Return’ or ‘Submit Notification’
7. You will now be given a lodgement reference number. This lodgement reference is confirmation of return/notification submission and is also emailed to the email address of the user account you are logged in with
8. The ‘Agent Return: Taxpayer Selection’ page will now show this lodgement reference, and the return status for this entity will be ‘Completed’.

Change a tax return/notification

Tax agents have the option to amend a corporate return under the ‘Correction’ facility. For company registrations, please email us via bustax@gov.je to request we add the ‘correction’ facility to your online account.

If you require amendments to be made to a Combined Partnership Notification, please email bustax@gov.je with the changes.

Contact details

For queries:

Telephone: (01534) 440300 (Option 3)
Email: bustax@gov.je