

Making tax easier

A Government consultation on changes to the way you deal with Inland Revenue

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Thank you for visiting the Making tax easier consultation. The consultation ran from 9 June to 23 July, and is now closed. The consultation website, and comments posted on it, can still be viewed, but no new comments can be added. The Government is evaluating the comments posted on the forum, and these comments will help to guide the Government in its approach to reforms to the tax administration system. We will put a link here to any announcements made about this project.

This Government consultation forum is about improving the administration of the tax system and making it more certain and speedy for you to interact with Inland Revenue. The forum sets out a number of options for change to improve the current tax system and invites you to post your thoughts and comments.

The Government's economic vision for New Zealand includes a tax system that supports and strengthens economic growth. A key step to achieving this vision was the Government's Budget 2010 which included a package of tax policy measures to re-balance the tax system.

The next step is improving the administration of the tax system so that interaction with it is more certain and speedy for taxpayers. This includes increasing the use of electronic services by taxpayers when they are interacting with Inland Revenue.

Some of the ideas set out in this consultation forum may take several years to implement. Implementation of the ideas will be based on the feedback we receive and the technology available. However, the ideas on this consultation forum all illustrate the broad direction that the Government is seeking for the administration of the tax system, so it supports the Government's vision for economic growth.

Hon Peter Dunne
Minister of Revenue

Hon Bill English
Minister of Finance



James, individual

I don't understand why I file a tax return and sometimes get a refund and sometimes end up paying tax (issue 4/8)

Proposal
PAYE will be treated as a final tax liability for some people.

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Tim, employer

I don't think it's fair that some people owe tax and don't pay it

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► Paper guides and booklets need to be available, but not...

[Would it be acceptable to make electronic filing mandatory for all taxpayers?](#)

► As a tax agent and despite being an avid advocate of online...

[Would it be acceptable to make electronic filing mandatory for all taxpayers?](#)

► As this is (I believe) the closing submission date for this...

[What do you think about being able to access, receive confirmations, and amend your Inland](#)



(issue 11/12)

Proposal

Inland Revenue will be able to disclose tax debts to credit reporters.

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[Revenue information on-line?](#)

- ▶ Doesn't this already exist through online services?
...

Molly, non-profit sector



Dealing with Inland Revenue can be slow and time-consuming, involving lots of paper and phone calls (issue 1/7)

Proposal

Current records for each taxpaying entity will be available online, and through their payroll and accounting software.

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Videos — issues for individuals

James, individual

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What do you think of having your payroll and accounting software manage your employees' deductions?



What businesses & employers are currently discussing

18 replies [Last post]

Tue, 03/01/2012 - 14:55

Forum admin

What do you think of having your payroll and accounting software manage your employees' deductions?

 Like  Sign Up to see what your friends like.

Sat, 12/06/2010 - 12:19

#1

Hughmama

Good luck getting the systems working properly. In my experience (and I worked for the IRD and interviewed employers about such things) there is little need for this. I have no idea where they got the notion that employers are concerned about knowing their employees tax obligation information - this never came up. Anyone have other experiences?

Results:
Agree: 5
Disagree: 10

Tue, 15/06/2010 - 12:06

#2

Hughmama

Missread this - thought it was suggesting distributed calculations between software and IRD in order to remove the burden of knowing employee tax obligation information. Apologies! (where did I get that from?)

Results:
Agree: 2
Disagree: 1

Mon, 14/06/2010 - 11:38

#3

Trish Greenwood

Its fantastic - I use an online payroll system now and this company now files all our EMS each month. Cost is minimal and so savings in time and not having to purchase payroll software is great!. I have authorised letter from IRD confirming that this Company is now responsible for our filing and paying. Huge time saving.

Results:
Agree: 14
Disagree: 3

Mon, 14/06/2010 - 14:01

#4

Mayfield Engine...

I use a Payroll System that manages our payroll and I think it is really great because

Results:
Agree: 13
Disagree: 3

they file all the reports to IRD that they require without me having to worry about it each month. We are only a small company but it is one job I don't have to worry about. The cost per month for this service is very minimal and I don't have to worry about holiday pay workings etc.

Wed, 16/06/2010 - 10:14

#5

Brian.

Results:
Agree: 11
Disagree: 4

I guess this is just a tweak to the current payroll systems used by businesses. However, I find the current IRD ir-File system clunky and hard to use compared with other secure online websites (such as SOME banks websites). I hope IRD check out the competition and strive to be in the top layer for ease-of-use.

Thu, 17/06/2010 - 21:12

#6

cantaloupe

As an employer of workers on a kiwifruit (KF) orchard I would have to say that the whole system of employee tax has become quite painful. Initially I could get in companies to do thinning etc and like any other company they would sort out their own tax. With some changes a few years ago WT (Withholding Tax) was brought in to this sphere of operation to cause companies to be taxed WT by the orchard owner. This now means I have a montly load of crap to sort out for the IRD and they seem to want this information back very quickly. The painful aspect I see with this whole WT system is that the requirements for when it should apply are bizarre to fathom out.

Take as an example the IRD web site...

Company A provides services under a contract which involves a high capital outlay (ie large use of machinery). As this contract is deemed to have a high capital outlay and low labour input, payments made to Company A in this circumstance will not have tax on schedular payments deducted. However, if the use of the machinery was incidental, with the supply of labour making up most of the contract, then payments made to Company A for this contract would have tax on schedular payments deducted.

If you then look the recommended list of WT type payments from the back of the IR330 which is supposed to summarize the WT payments under Schedule 4 of the Income Tax Act 2007. On this list there is nothing about horticultural activities where a large capital investment has been made. Indeed the closest match would be...

Agricultural contracts for maintenance, development, or other work on farming or agricultural land - rate 15c if IRD number supplied or 30c otherwise in the dollar.

For a bobcat operator performing contracted work on agricultural land is he exempt or not fro WT (schedular payments)?

Where this is heading is that the intpretation of rules generated by IRD are so loose at times that not even IRD can consistently respond with the same answer. This does not make the job of payroll, which I never wanted to be involved in in the first place, very easy. Rest assured that if you do get it wrong there will be at least 5 penalties waiting to be charged !

An excellent example of this is where WT needs to be taken out (now called schedular payments which is even more difficult to understand what it means). I have been in touch with IRD on several occassions for the answer where a person/company, falling under the category of needing schedular payments deducted, has a special tax deduction certificate. The IR330 indicates that the STC tax code should be used but elsewhere on the website the following is stated...

The tax code to use is "WT" even if they have a certificate of exemption or a special

tax rate.

Again while IRD cannot figure this one out themselves I'm sure another set of penalties apply when they figure out their own interpretation of their own legislation is.

Before getting into computer software some basics need to be addressed to make payments by an employer easier...

Geoffrey.

Results:
Agree: 17
Disagree: 0

Mon, 21/06/2010 - 12:28

#7

clare hewitt

we have a small business with 1 employee. I have a basic accounting cashflow programme and don't want to have to upgrade and spend lots of money changing my system to comply with IRDs wish to make all tax business done online. It has already cost us thousands to get a reliable broadband service because dial up was so slow I couldn't do any online form filling. Will IRD be subsidising those who don't have internet access because of the antiquated telecommunications system?

Results:
Agree: 16
Disagree: 2

Mon, 12/07/2010 - 19:15

#8

admini

These kind of issues face non-profits too. Every dollar matters whereas in the larger corporates, even with the recession, it's much more easy come, easy go.

Results:
Agree: 2
Disagree: 1

Mon, 21/06/2010 - 16:13

#9

johntal

We are a Trust with 1 to 3 employees. As long as your system is simple to use and would integrate with our computer cash book it would be great if it would do away with keeping a separate payroll. However we need to pay manually as two signatures are required for any payment.

Results:
Agree: 13
Disagree: 1

Mon, 12/07/2010 - 19:02

#10

admini

internet banking is available where two signatories are required at all times - I know for sure that Westpac & ANZ offer this as I do it every day with a colleague.

Results:
Agree: 2
Disagree: 0

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What do you think about Inland Revenue no longer providing guides and booklets in paper form?

6 replies [\[Last post\]](#)

Fri, 16/04/2010 - 15:49

Forum admin

What do you think about Inland Revenue no longer providing guides and booklets in paper form, and instead providing information targeted to each individual business, and more accesible general information, on the website?

 Like  Sign Up to see what your friends like.

Mon, 14/06/2010 - 11:44

#1

Trish Greenwood

Sound Like a great idea to me.

Results:
Agree: 2
Disagree: 9

Mon, 14/06/2010 - 14:00

#2

NRGIZE

If the IRD want me to collect their taxes accurately then they must provide the tools. I do not always have access to the internet when I am doing work for the IRD. When I do have access to the IRD site I find it hard to navigate and difficult to find useful information.

I much prefer to have an Information booklet that I can mark with a post-it and highlight so that I can refer back to it next time.

I think it is very short sighted of the IRD to not make PAYE tables available. I agree that it is OK to have to phone and request them instead of a mass mailout, but they must be available for users like me who do their payroll on Excel and do not have tables available to them in the software.

Results:
Agree: 13
Disagree: 2

Mon, 14/06/2010 - 14:04

#3

Joanna Dabrowski

Don't forget some people don't have access to computers at work, so contacting Inland Revenue becomes a huge task that wastes valuable time. There are lots of small businesses in this situation, perhaps you should do a survey first to see how many are affected by this.

Results:
Agree: 9
Disagree: 0

Tue, 15/06/2010 - 11:34

#4

Hughmama

Results:
Agree: 2
Disagree: 1

They have good survey information on how many businesses have access to computers for work purposes. The figures I have seen (while working for the IRD) suggest at least 90% if not more have access to and do use computers and the internet for businesses purposes.

Tue, 15/06/2010 - 10:21

#5

Literacy Waikato

Results:
Agree: 2
Disagree: 1

Our system still requires hard copy

Tue, 15/06/2010 - 10:50

#6

575479877@facebook

Results:
Agree: 1
Disagree: 0

So in the event that your internal processes need a paper copy, all of these systems will let you print a report anyway. job done!

Sat, 24/07/2010 - 08:37

#7

Jenny Lux

Results:
Agree: 0
Disagree: 0

Paper guides and booklets need to be available, but not sent out to everyone as a matter of course. A lot of that material is wasted that way.

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Would it be acceptable to make electronic filing mandatory for all taxpayers?


What businesses & employers are currently discussing

26 replies [[Last post](#)]

Thu, 01/03/2012 - 14:59

Forum admin

Would it be acceptable to make electronic filing mandatory for all taxpayers? If not, for who would it be unacceptable?

 Like Sign Up to see what your friends like.

Wed, 09/06/2010 - 18:46

#1

Taxpayer92

I enjoy the ability to make GST filings online. However, if it was a requirement that I use an accounting package to make these electronic filings I would be strongly opposed, unless there was a barebones package made available free from the IRD.

Results:
Agree: 29
Disagree: 4

Or should I just buy Xero stock now?

Wed, 09/06/2010 - 20:19

#2

575479877@facebook

Taxpayer92 - understand your concerns but there is an aspect of the Government needing to force change here, the concept being that the time savings that can be made through e-filing are significantly greater than the cost of any software.

Results:
Agree: 6
Disagree: 10

That said I would imagine that the IRD would provide some simple tools to meet the minimum reporting requirements and that these would be free (ish)

Wed, 09/06/2010 - 21:45

#3

yamama

I would still like to see alternative options to the online channel, at least until the whole country has decent broadband access and as mentioned above IRD can provide tools to meet all taxpayers needs?

Results:
Agree: 21
Disagree: 2

Thu, 10/06/2010 - 10:23

#4

matthewhaigh

Results:
Agree: 7
Disagree: 0

Why not give away a prototype - or reference - platform that would allow NZ businesses to do this. I like the idea of a web portal that would allow NZ businesses to manage their compliance. Systems integrators and vendors could then build around this for advanced users and introduce new functionality.

Thu, 10/06/2010 - 12:09

#5

575479877@facebook

Results:
Agree: 17
Disagree: 0

Matthew - absolutely. While many of the software vendors will see this as an opportunity to gain more custom, Government needs to look beyond those vested interests and ensure that all businesses have access to a basic set of tools that allows them to file electronically.

Otherwise this initiative is simply removing cost (in the form of time) and replacing it with another cost (in the form of quasi-compulsory software_...

Thu, 10/06/2010 - 14:18

#6

willy2212

Results:
Agree: 22
Disagree: 0

The answer in simple terms is yes.

The things that bug me now are:

- The online returns are not user friendly - you need to put too much information in. You know who I am, put that information in before I start and I can complete the return. A classic example of this is the GST return - the paper one you send me has all my details in it already.

- If I am in the online channel, keep me there - don't push me to paper or the phone line. Let me interact with you where I want to interact, not where you want me to

Thu, 10/06/2010 - 15:57

#7

Taniwha

Results:
Agree: 13
Disagree: 1

I decided today to try doing my return online. It was a very difficult process.

I am self-employed with one employee, and each month I fill out an IR345 plus the monthly schedule. I expected to find a page which displayed the same information and I could fill in the numbers - and avoid writing them twice as I currently do.

There appear to be separate requirements for PAYE, Kiwisaver deductions and Kiwisaver employer contributions.

The same is true for electronic payments. Having filled out the paper form again, I went to the bank to pay electronically. I have to make three separate payments as opposed to the one cheque I send you.

So you have substituted three separate pages, and three transactions, for one paper one. Doesn't look easier to me.

Tue, 20/07/2010 - 15:16

#8

NRGIZE

My experiences with filling in IRD forms on line are that they are much harder and more time consuming than completing paper forms or working in excel.

The IRD have no concept of how to write an easy-to-use application. Look at this website. They write applications in-house on mainframes and do not test on PCs running dial up connections.

Results:
Agree: 2
Disagree: 0

Collecting tax is the IRD's job so if I have to do your job then let me do it the easiest way - for me that is a paper form.

How is the IRD going to get feedback from all its customers who do not use online access ?

Fri, 11/06/2010 - 15:26

#9

nzjohn

Results:
Agree: 12
Disagree: 0

I have used the electronic filling ever since its started, its great. But if you make it mandatory how long will you give telecom to get broad band to everybody!! will you allow greater deprecation of computers and software?

Fri, 11/06/2010 - 17:40

#10

P Gardner

Results:
Agree: 12
Disagree: 0

I want to take the opportunity to comment on the filing of PAYE returns monthly. Although I was originally advised that our Non profit organisation would be coded as irregular payer it never happened. In fact I went overseas and reminders were sent about non furnishing of returns. There has been no opportunity to indicate this once a year payer status through the online service. We make one payment at the end of each year by way of honorarium and one PAYE payment but I must login 11 times to file NIL returns which is obviously a waste of my time. I also receive 12 IR345 forms and 12 Return addressed envelopes - waste of resources/postage.

There must be some discretion to allow "employers" the ability to pre set when they will be making PAYE liable payments and request an IR345 on demand.

If the ability to request an irregular status already exists then it is an indictment on the web site that I could not find it.

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What do you think about being able to access, receive confirmations, and amend your Inland Revenue information on-line?

What Individuals are currently discussing

13 replies [[Last post](#)]

Sat, 24/04/2010 - 15:59

Forum admin

What do you think about no longer receiving paper statements and notices and being able to access, receive confirmations and amend your Inland Revenue information on-line through your own personalised and secure area on the Inland Revenue website?

 Like  3 people like this. [Sign Up](#) to see what your friends like.

Wed, 09/06/2010 - 14:41

#1

Deitrich von Stade

This is how I do my banking and manage most of my bills. Provided I can do everything online that I can currently do over the phone or in writing then I think this is a good idea.

Results:
Agree: 39
Disagree: 5

Wed, 09/06/2010 - 16:31

#2

portia

Depends how the website works. Trying to do this year's Personal Tax Summary on line was useless. I still have to wait until July to get it. The Government must be saving thousands of dollars by Inland Revenue being so slow in issuing refunds. In the days of IR5s, I would have my refund in weeks not months.

Results:
Agree: 33
Disagree: 4

Wed, 09/06/2010 - 21:51

#3

Bea

Yes, I would like to be able to conduct all transactions with Inland Revenue online. It would mean I can do it after work hours.

Results:
Agree: 27
Disagree: 7

Thu, 10/06/2010 - 08:05

#4

D Miller

Great idea. Would it be possible to also include details of interest received & RWT

Results:
Agree: 31
Disagree: 1

deducted from banks on your summary of earnings? Employment income & PAYE details are included, but if the IRD could collect the info from banks about interest & RWT it would save time & hassle.

Thu, 10/06/2010 - 09:47

#5

kayebird

Yes, the convenience is undeniable, but...

I think there are two issues here:

Firstly, less paper and more dependence on digital could contribute to global warming, not help it (this is an area of current debate)...I would like to know how this increase in digital dependence will affect IRD's carbon footprint, especially in terms of the increased server traffic and need for new servers (not sure exactly how this works)

Second is a two-pronged issue:

1. Not everyone has fast internet or access to reliable computers. Yes, they could go to a library (unreliable too) or an internet cafe (extra cost) but what are the stats on the amount of people who this will be a disadvantage for? Are lower socio-economic groups going to struggle to fulfil the requirements? What is the current/proposed state of NZ broadband to allow this high traffic flow?

2. What percentage of the population are not digitally literate? Will there be paper options available for those people e.g. people who choose not to have an email address or who are worried about having their personal data online (don't use internet banking etc.) When you say secure, how exactly does that work?

In terms of the actual return itself, it is purely another format of the same thing we do now, so still requires all the other paperwork to be able to fill it out. So, no change of time there, except if we don't have to wait for a personal tax summary (maybe these could be online?)

Most of my time is wasted being on hold or waiting for a call back for up to an hour. Maybe if most people could just access their information at a click of a button, this wait time would be significantly reduced!

Results:
Agree: 14
Disagree: 17

Tue, 15/06/2010 - 01:18

#6

wsandle

I think it would be awesome if I could scan and upload my receipt from donations etc and file these online.

Results:
Agree: 22
Disagree: 2

Why cant IRD hurry up the tax returns? cant understand why it takes 10 Weeks???

Tue, 15/06/2010 - 10:19

#7

Literacy Waikato

As our accounting system requires two signatures, I'm not sure how that would work.

Results:
Agree: 5
Disagree: 2

Tue, 22/06/2010 - 19:37

#8

Litterarum

I filed my IR3 online this year and it took twice as long to get processed as my paper return did last year.

I can't see where the changes they're suggesting are that much different to the

Results:
Agree: 13
Disagree: 1

online services already available. I'd definitely like to see processing times improved, especially for electronic filing of returns.

Thu, 01/07/2010 - 02:07

#9

flea

I don't think allowing individuals to update their personal tax information through a secure space on the Inland Revenue website is really going to address the issue of "I don't like giving my employer details about my personal circumstances".

The proposal suggests that any update an individual makes to their personal tax information (via Inland Revenue website) will be automatically passed to their employers payroll software and the said software will be able to calculate the correct deductions without the employer being aware of what the deductions are for. Sure the software can adjust the calculation of deductions but this would be done by setting specific flags and/or values for the employee so it would not be hidden from the employer (or the payroll clerk) at all.

However, the fact the proposal does not directly address the issue defined does not mean it is not a good proposal. Allowing individuals full control of their tax information online is a great idea but it must contain the facility to send (with attachments) and receive secure communications. I do think that once a taxpayer has agreed to deal online with IR then ALL their communication should be in that space e.g. confirmation of changes, statements, reminders etc – assuming the IR site provides the ability for them to be able to download/print any of the communications i.e. they can print themselves a hard copy if they want to.

While there will always be a segment of taxpayers who for whatever reason will not use this technology perhaps there could be an incentive for switching to on-line technology e.g. quicker refunds, guaranteed turnaround times on queries, extended payment time for terminal tax.

Results:
Agree: 6
Disagree: 2

Thu, 08/07/2010 - 12:01

#10

Viferpilot

As a sole trader I presently use a spreadsheet as my cash book (downloaded a elegant template found on the Internet that seems to canvass everything I need).

But what if IRD provided an online cashbook type service instead. One that was just as easy to use i.e. one that was totally integrated with all tax/ACC obligations so that sorting out my bimonthly GST returns would be 'automated'. An assessment at year end would be much simpler / automated too perhaps? (this year I guess I'm going to have to tweak my spreadsheet when GST changes ... whereas an IRD service would do it once/right for everyone using such a service ... surely, nationally, this would save a lot of collective energy / effort). Surely the hassles of keeping records for 7 yrs etc would also get solved too? (assuming everything will be digital, and our digital identities will be secure and our records digitally archived correctly, etc)

Currently I have to copy/paste stuff from my spreadsheet into IRD's online forms. Similarly, at the end of the year to do my tax return online. Then of course IRD insist that I keep a paper copy (signed) of all my returns etc.

Lets get off the fence ... either we're going digital or we're not! ... lets move away from a halfway house. I imagine that the whole process could be seriously renovated ... at least for relatively straightforward folk like me who are happy to work online and happy to authorise IRD to pull together RWT, ACC, taxable Dividends, banking records (GST EFTPOS transactions etc), to help automate the tax reconciliation processes. Isn't this what networked computers are good for!

And I don't care where in the cloud the processing is done, as long as everything is totally secure, totally private and totally within the sovereignty of NZ. May I assume

Results:
Agree: 2
Disagree: 5

that iGovt security (or similar) and other online policies of the Crown would guarantee this? No compromises here please!

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Thank you for visiting the Making tax easier consultation. The consultation ran from 9 June to 23 July, and is now closed. The consultation website, and comments posted on it, can still be viewed, but no new comments can be added. The Government is evaluating the comments posted on the forum, and these comments will help to guide the Government in its approach to reforms to the tax administration system. We will put a link here to any announcements made about this project.

This Government consultation forum is about improving the administration of the tax system and making it more certain and speedy for you to interact with Inland Revenue. The forum sets out a number of options for change to improve the current tax system and invites you to post your thoughts and comments.

The Government's economic vision for New Zealand includes a tax system that supports and strengthens economic growth. A key step to achieving this vision was the Government's Budget 2010 which included a package of tax policy measures to re-balance the tax system.

The next step is improving the administration of the tax system so that interaction with it is more certain and speedy for taxpayers. This includes increasing the use of electronic services by taxpayers when they are interacting with Inland Revenue.

Some of the ideas set out in this consultation forum may take several years to implement. Implementation of the ideas will be based on the feedback we receive and the technology available. However, the ideas on this consultation forum all illustrate the broad direction that the Government is seeking for the administration of the tax system, so it supports the Government's vision for economic growth.

Hon Peter Dunne
Minister of Revenue

Hon Bill English
Minister of Finance



James, individual

I don't understand why I file a tax return and sometimes get a refund and sometimes end up paying tax (issue 4/8)

Proposal
PAYE will be treated as a final tax liability for some people.

[View all other issues that affect Individuals](#)

Tim, employer

I don't think it's fair that some people owe tax and don't pay it

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[Would it be acceptable to make electronic filing mandatory for all taxpayers?](#)

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[Would it be acceptable to make electronic filing mandatory for all taxpayers?](#)

► As this is (I believe) the closing submission date for this...

[What do you think about being able to access, receive confirmations, and amend your Inland](#)



(issue 11/12)

Proposal

Inland Revenue will be able to disclose tax debts to credit reporters.

[View all other issues that affect businesses & employers](#)

[Revenue information on-line?](#)

- ▶ Doesn't this already exist through online services?
...

Molly, non-profit sector



Dealing with Inland Revenue can be slow and time-consuming, involving lots of paper and phone calls (issue 1/7)

Proposal

Current records for each taxpaying entity will be available online, and through their payroll and accounting software.

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Overview

The proposed changes to the administration of the tax system affect nearly all taxpayers. This consultation forum focuses on changes that will affect individuals, businesses and employers, the not-for-profit sector, and software developers.

Key proposals for improving the tax administration are to:

- reduce the use of paper and increase the use of online services and technology;
- reform the PAYE and personal tax summary process, including the possible option of making PAYE a final tax for many taxpayers; and
- introduce a new framework for Inland Revenue to share information with other government agencies, including consideration of appropriate safeguards of privacy.

The details of the proposals for the identified groups are set out below.

Individuals

- Self-management by individuals of most of their tax and social policy affairs through their own secure area in Inland Revenue's website, much like internet banking. Individuals' customer service experience would be faster and more certain.
- Use of better technology by employers to reduce errors in the PAYE system. The technology would be supported by Inland Revenue.
- A possible new approach to the taxation of individuals under which, for some, PAYE would be treated as a final tax. This approach would not apply to groups of taxpayers when the PAYE rules may give inaccurate outcomes. Taxpayers who receive additional income for example, from rents, will still square-up their non-wage and salary income at year-end.
- Discussion around Inland Revenue being more open with tax information to improve the efficiency across government by reducing the need for individuals to provide the same information multiple times. Privacy concerns will be an important consideration for the Government.

Businesses, employers and the not for profit sector

- Software that takes care of routine processes. For example, PAYE compliance tasks such as the need to file an employer monthly schedule separately could be managed by software that automatically communicates with Inland Revenue. The software would have an option of providing information to Inland Revenue every pay-day.
- Inland Revenue would help employers get PAYE information right.

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[What do you think about Inland Revenue no longer providing guides and booklets in paper form?](#)

► Paper guides and booklets need to be available, but not...

[Would it be acceptable to make electronic filing mandatory for all taxpayers?](#)

► As a tax agent and despite being an avid advocate of online...

[Would it be acceptable to make electronic filing mandatory for all taxpayers?](#)

► As this is (I believe) the closing submission date for this...

[What do you think about being able to access, receive confirmations, and amend your Inland](#)

Inland Revenue would do this by providing information about employees' PAYE obligations directly to a business's payroll software, after appropriate validations.

- A move by businesses, employers and the not-for-profit sector to providing information electronically rather than by paper. The Government is raising for discussion whether mandating the use of electronic communication is acceptable and, if so, when.
- Businesses and not-for-profit organisations can expect better service from Inland Revenue as resources are freed up from checking errors and processing paper as a consequence of the proposals set out.
- Not for profit entities often have high staff turnover, so having software which manages more of the routine processes and supports better use of software will be of particular value.

Revenue information on-line?

- ▶ Doesn't this already exist through online services?
- ...

Software developers

- Inland Revenue would support software developers so they can develop and improve products for their clients. Inland Revenue is proposing strategic partnerships with these groups starting with payroll businesses.
- A key element to the proposals is that software developers would develop software that will be able to deal with routine tax compliance tasks, such as providing PAYE information directly into Inland Revenue systems without the need to access separate Inland Revenue systems.
- The Government is asking for views from software developers about how the strategic partnership to develop this software might work and what can be done to encourage employers to move from a paper to an electronic environment.

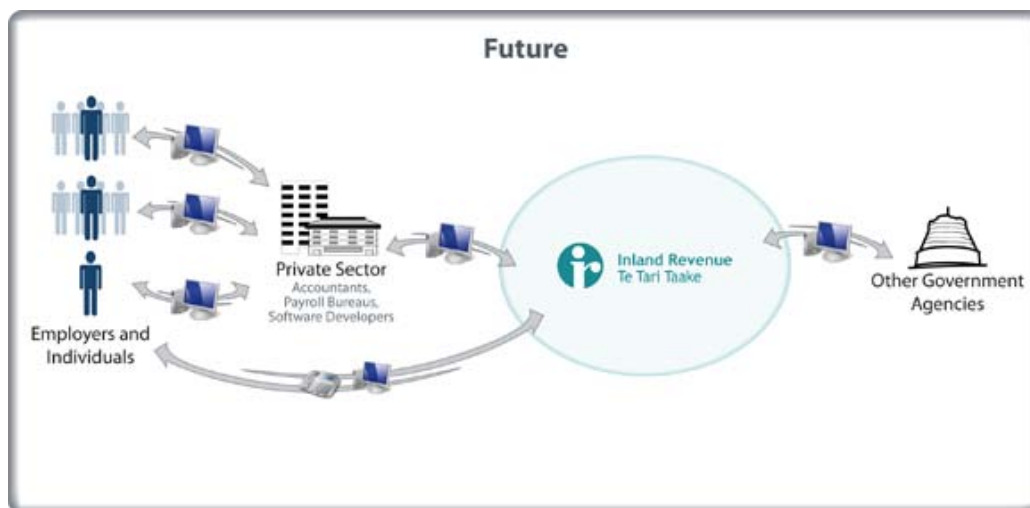
Diagrams

The diagrams below show the current and proposed state of the tax system. The diagrams show the key participants and the key information flows in the system.

Current state of the tax system



Potential future state of the tax system



More information

This consultation forum is a summary of the proposals to improve the administration of the tax system for individuals, businesses and employers, the not-for-profit sector, and software developers.

You can also download a discussion document which works through these issues in more detail [here](#).

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Individuals issues



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The key proposals for individuals are:

- Self-management by individuals of most of their tax and social policy affairs through their own secure area in Inland Revenue's website, much like internet banking. Individuals' customer service experience would be faster and more certain.
- Use of better technology by employers to reduce errors in the PAYE system. The technology would be supported by Inland Revenue.
- A possible new approach to the taxation of individuals under which, for some, PAYE would be treated as a final tax. This approach would not apply to groups of taxpayers when the PAYE rules may give inaccurate outcomes. Taxpayers who receive additional income, for example, from rents, will still square-up their non-wage and salary income at year-end.
- Discussion around Inland Revenue being more open with tax information to improve the efficiency across government by reducing the need for individuals to provide the same information multiple times. Privacy concerns will be an important consideration for the Government.

Dealing with Inland Revenue can be slow and time-consuming, involving lots of paper and phone calls (issue 1/8) +

I don't like giving my employer details about my personal circumstances (issue 2/8) +

I'm frustrated because I have a real problem and Inland Revenue is too busy to sort it out (issue 3/8) +

I don't understand why I file a tax return and sometimes get a refund and sometimes end up paying tax (issue

What Individuals are currently discussing

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[What do you think about being able to access, receive confirmations, and amend your Inland Revenue information on-line?](#)

- ▶ Doesn't this already exist through online services?
- ...

[What do you think about being able to access, receive confirmations, and amend your Inland Revenue information on-line?](#)

- ▶ Providing a website users can log into and enter / update...






[How can Inland Revenue support individuals to move to an electronic environment?](#)

- ▶ To move to an electronic environment one needs a computer,...

[Any other comments?](#)

- ▶ The proposal to make PAYE deducted a final tax...

[What do you think about no longer receiving paper statements and](#)

- 4/8) 
- I am expected to provide the same details over and over to several different Government departments (issue 5/8) 
- I don't think it's fair that some people owe tax and don't pay it (issue 6/8) 
- I've read a story in the paper about someone ripping off the tax system. Is it true? (issue 7/8) 
- I have no or limited access to the internet, how will Inland Revenue help me? (issue 8/8) 

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Businesses & employers issues



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The key proposals for businesses and employers are:

- Software that takes care of routine processes. For example, PAYE compliance tasks such as the need to separately file an employer monthly schedule could be managed by software that automatically communicates with Inland Revenue. The software would have an option of providing information to Inland Revenue every pay-day.
- Inland Revenue would help employers get PAYE information right. Inland Revenue will do this by providing information about employees' PAYE obligations directly to a business's payroll software, after appropriate validations.
- A move by businesses and employers to providing information electronically rather than by paper. The Government is raising for discussion whether mandating the use of electronic communication is acceptable and, if so, when.
- Better service by Inland Revenue for businesses. This is because Inland Revenue's resources will be freed up from checking errors and processing paper as a consequence of the proposals to increase the use of online services and technology.

Dealing with Inland Revenue can be slow and time-consuming, involving lots of paper and phone calls (issue 1/12) +

The tax system makes too many demands on me and takes me away from running my business (issue 2/12) +

It's hard to know if I'm doing the right thing. (issue 3/12) +

I do all my Inland Revenue stuff online, but Inland Revenue still send me lots of paper (issue 4/12) +

What businesses & employers are currently discussing

Latest discussion posts for businesses & employers


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▶ As this is (I believe) the closing submission date for this...


[Would it be](#)

Inland Revenue takes too long to tell me how much I owe or the refund I'll get (issue 5/12) 


I'd like to know I can turn to Inland Revenue for help when I need it (issue 6/12) 


I can't contact Inland Revenue when I need to (issue 7/12) 

I'm not sure I can trust Inland Revenue's online services (issue 8/12) 

When my employees' circumstances change it means a lot of work for me (issue 9/12) 

I'm uncomfortable knowing about my employees' private lives (issue 10/12) 

I don't think it's fair that some people owe tax and don't pay it (issue 11/12) 

I've read a story in the paper about someone ripping off the tax system. Is it true? (issue 12/12) 

[acceptable to make electronic filing mandatory for all taxpayers?](#)

▶ Don't forget, those people commenting on these forums...

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Non-profit issues



Videos — issues for non-profits

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The key proposals for the non-profit sector are:

- Software that takes care of routine processes. For example, PAYE compliance tasks such as the need to separately file an employer monthly schedule could be managed by software that automatically communicates with Inland Revenue. The software would have an option of providing information to Inland Revenue every pay-day.
- Inland Revenue will help employers get PAYE information right. Inland Revenue will do this by providing information about employees' PAYE obligations directly to a business's payroll software, after appropriate validations.
- A move by the not-for-profit sector to providing information electronically rather than by paper. The Government is raising for discussion whether mandating the use of electronic communication is acceptable and, if so, when.
- Better service by Inland Revenue for the not-for-profit sector. This is because Inland Revenue's resources are freed up from checking errors and processing paper as a consequence of the proposals to increase the use of online services and technology.

What non-profits are currently discussing

Latest discussion posts for the non-profit sector


No recent comments, visit the [forums](#) get involved with the discussions


Dealing with Inland Revenue can be slow and time-consuming, involving lots of paper and phone calls (issue 1/7) +

It's hard to know whether we're doing the right thing (issue 2/7) +

We don't always get confirmation Inland Revenue has received our returns and payments (issue 3/7) +

We can't contact Inland Revenue when we need to (issue 4/7) +

It takes a lot of admin time to manage our PAYE obligations (issue 5/7) 

We'd like to know we can turn to Inland Revenue for help when we need it (issue 6/7) 

We're uncomfortable knowing about our employees' private lives (issue 7/7) 

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The key proposals for software developers are:

- Inland Revenue would support software developers so they can develop and improve products for their clients. Inland Revenue is proposing strategic partnerships with these groups, starting with payroll businesses.
- A key element to the proposals is that software developers would develop software that will be able to deal with routine tax compliance tasks, such as providing PAYE information directly into Inland Revenue systems without the need to access separate Inland Revenue systems.
- The Government is asking for views from software developers about how the strategic partnership to develop this software might work and ideas to encourage employers to move from a paper to an electronic environment.

The software I build can only have limited interaction with Inland Revenue's systems (issue 1/3)



Inland Revenue still designs in a paper environment rather than for the electronic environment (issue 2/3)



I don't feel valued given my importance to the tax system (issue 3/3)



What software developers are currently discussing

Latest discussion posts for software developers

[What would you need from Inland Revenue to help you build this software?](#)

- ▶ Communication, collaboration and communication. Well...

[How do you feel about building software which delivers increased tax functionality?](#)

- ▶ We have successfully been developing complex tax...

[How do you feel about building software which delivers increased tax functionality?](#)

- ▶ Here is an idea... Why can't our eftpos cards contain a...

[What do you think about the proposal for Inland Revenue to facilitate a payroll reference group?](#)

- ▶ I think this is a very good idea as long as the make up of...

[In your opinion, is there a market for software that delivers](#)

[tax compliance](#)

[functionality?](#)

▶ Considering that 30% of employers already file...

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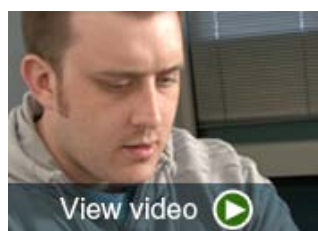
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Video for individuals



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Tim runs an expanding business and hires James to help out. Tim gets more late-night paperwork and James gets a nasty tax shock. Compare what happens now with how easy it could be in future.

- [View introduction #1](#) (47 secs - 1.8 MB - Flash)
- [View current world #1](#) (2.39 mins - 6.4 MB - Flash)
- [View future world #1](#) (58 secs - 2.3 MB - Flash)



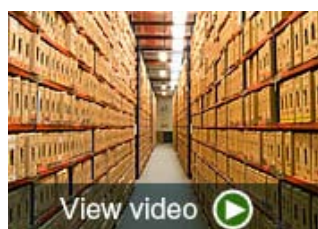
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[Getting it right \(Tim & James @ the gym\) — long version](#)

Tim runs an expanding business and hires James to help out. Tim gets more late-night paperwork and James gets a nasty tax shock. Compare what happens now with how easy it could be in future.

- [View introduction #2](#) (1.28 mins - 3.4 MB - Flash)
- [View current world #2](#) (7.26 mins - 16.2 MB - Flash)
- [View future world #2](#) (3.30 mins - 8.2 MB - Flash)



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[View transcript](#)

[Is there a better way?](#)

Millions of pieces of paper a year are generated by the way the tax system works. Are you seeing too much paper ... ?

- [View introduction #5](#) (2.28 mins - 5.4 MB - Flash)

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...

[What do you think about being able to access, receive confirmations, and amend your Inland Revenue information on-line?](#)

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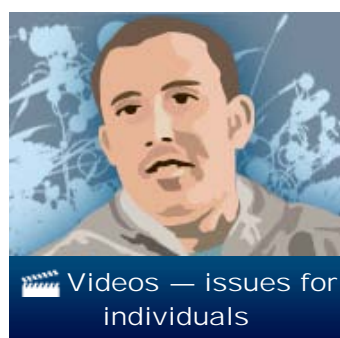
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I don't understand why I file a tax return and sometimes get a refund and sometimes end up paying tax (issue 4/8)



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[Dealing with Inland Revenue can be slow and time-consuming, involving lots of paper and phone calls \(issue 1/8\)](#)

[I don't like giving my employer details about my personal circumstances \(issue 2/8\)](#)

[I'm frustrated because I have a real problem and Inland Revenue is too busy to sort it out \(issue 3/8\)](#)

▶ [I don't understand why I file a tax return and sometimes get a refund and sometimes end up paying tax \(issue 4/8\)](#)

[I am expected to provide the same details over and over to several different Government departments \(issue 5/8\)](#)

[I don't think it's fair that some people owe tax and don't pay it \(issue 6/8\)](#)

[I've read a story in the paper about someone](#)

I don't understand why, when I file a tax return, I sometimes get a refund and sometimes end up paying tax.

- ➕ See current state
- ➕ View current example

What is being proposed
PAYE will be treated as a final tax liability for some people.

- ➕ See proposal
- ➕ View future example

Join the discussion on this issue

[Do you agree that compliance and administration costs should be reduced by ignoring small amounts?](#)

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What Individuals are currently discussing

Join the discussion on this issue

[Do you agree that compliance and administration costs should be reduced by ignoring small amounts?](#)

- ▶ Our financial adminsitator gets it wrong at times eg in...
- ▶ I got a bill last year because there was an extra payday,...

[ripping off the tax system. Is it true? \(issue 7/8\)](#)

[I have no or limited access to the internet. how will Inland Revenue help me? \(issue 8/8\)](#)

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I don't think it's fair that some people owe tax and don't pay it (issue 11/12)



Videos — issues for businesses & employers

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[Dealing with Inland Revenue can be slow and time-consuming, involving lots of paper and phone calls \(issue 1/12\)](#)

[The tax system makes too many demands on me and takes me away from running my business \(issue 2/12\)](#)

[It's hard to know if I'm doing the right thing. \(issue 3/12\)](#)

[I do all my Inland Revenue stuff online, but Inland Revenue still send me lots of paper \(issue 4/12\)](#)

[Inland Revenue takes too long to tell me how much I owe or the refund I'll get \(issue 5/12\)](#)

[I'd like to know I can turn to Inland Revenue for help when I need it \(issue 6/12\)](#)

[I can't contact Inland Revenue when I need to \(issue 7/12\)](#)

[I'm not sure I can trust](#)

I don't think it's fair that some people owe tax and don't pay it.

- ➕ See current state
- ➕ View current example

What is being proposed
Inland Revenue will be able to disclose tax debts to credit reporters.

- ➕ See proposal
- ➕ View future example

Join the discussion on this issue

[What do you think of Inland Revenue disclosing tax debts to credit reporters?](#)

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What businesses & employers are currently discussing

Join the discussion on this issue

[What do you think of Inland Revenue disclosing tax debts to credit reporters?](#)

- ▶ Similar thread to the other one. If the tax debt is...
- ▶ Sounds like an excellent idea to me. No limit on...

[Inland Revenue's online services \(issue 8/12\)](#)

[When my employees' circumstances change it means a lot of work for me \(issue 9/12\)](#)

[I'm uncomfortable knowing about my employees' private lives \(issue 10/12\)](#)

- ▶ [I don't think it's fair that some people owe tax and don't pay it \(issue 11/12\)](#)

[I've read a story in the paper about someone ripping off the tax system. Is it true? \(issue 12/12\)](#)

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About this site

This is a Government consultation forum on ideas about how the Government may achieve its economic vision, deliver better services for taxpayers and greater value from the public service.

It is a long-term project, and some of these ideas may take several years to implement.

The forum is being run on behalf of the Government by the Policy Advice Division of Inland Revenue.

Comments made, and votes recorded in this online consultation forum will be used to develop ideas about how to achieve the Government's economic vision for New Zealand, deliver better services to taxpayers and greater value from the public service.

If there is support for the proposals set out on this site, legislative change will be required to provide more flexibility around the PAYE rules, to allow Inland Revenue to share information more widely, to make PAYE a final tax for some, and to provide Inland Revenue the ability to mandate electronic filing by employers.

This consultation forum is open until 23 July 2010.

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Discussion document

A discussion document which works through these issues in detail is also available. It can be downloaded from the [Policy Advice Division website](#).

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General tax questions

General tax questions

If you have an enquiry about your personal tax affairs or general tax questions please visit the main Inland Revenue website - www.ird.govt.nz. It provides a range of information and services to assist you, including:

Information for:

- Individuals and families
- Businesses
- Not for profits
- Non-residents and visitors

Forms and guides

- Getting it done online - online services
- Contact information, including how to contact Inland Revenue by telephone, email and post.

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Conditions of Use

Conditions of Use

Overview

This website and the consultation forum (“forum”) are operated by the Policy Advice Division of Inland Revenue on behalf of the New Zealand Government.

This website and the forum are governed by these Conditions of Use (“conditions”). If you access this website or use the forum, you are considered to have consented to and accepted these conditions.

If you register on this website and create a user profile for the forum, or sign in using Facebook Connect, please note in particular clause 9 “Registered users of the forum” below. The key principle of this clause is that the purpose of the forum function of this website is to create an environment where all participants can contribute freely to constructive discussion and debate. Comments which do not contribute to this environment may be edited or deleted.

Inland Revenue reserves the right to modify these conditions from time to time, without notice. You are responsible for reviewing the conditions, and your continued use of the website and forum constitutes your agreement to these conditions.

The conditions cover:

1. Copyright
 - 1.1. Crown copyright
 - 1.2. Copyright of third parties
2. Linking policy
 - 2.1. Linking to our website or the consultation forum
 - 2.2. Following hypertext links
3. Security and damage
4. Disclaimers
5. Changes to the website or the forum
6. Suspension etc of access
7. Governing law
8. Access from outside New Zealand
9. Registered users of the forum
 - 9.1. Commenting standards
 - 9.2. Participating in the forum discussions
 - 9.3. Attribution of views

This website and the forum (including any personal information we collect) are also governed by a separate [privacy policy](#)

1. Copyright

1.1 Crown copyright

Unless otherwise indicated, and except for public contributions which appear on the forum, the material available on this website and forum is protected by Crown copyright. You can reproduce this Crown copyright material free of charge without further permission, as long as you:

- a) reproduce the material accurately;
- b) do not use the material in a derogatory manner or a misleading context; and
- c) acknowledge the source and copyright status of the material.

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This website or the forum may provide links to other websites, which may contain information that is the copyright of third parties and subject to restrictions on use or reproduction.

You must get permission from the copyright owner to use:

- a) copyrighted materials from other websites; or
- b) material on this website or the forum that is protected by the copyright of a third party.

Inland Revenue cannot give you this permission.

2. Linking policy

2.1 Linking to our website or the consultation forum

You may create hypertext links to this website or the forum. If you do this, you:

- a) acknowledge that you are responsible for all direct or indirect consequences of the hypertext link; and
- b) agree that Inland Revenue is not responsible for any loss, damage, liability, costs or expense you may incur for creating or maintaining the hypertext link.

2.2 Following hypertext links

If you follow a hypertext link from this website or the forum to another website, this is your own responsibility. When visiting other websites, you should refer to the conditions of use of each of those websites and not rely on these conditions.

3. Security and damage

You are responsible for any damage you cause to this website or to any of Inland Revenue's electronic facilities or data. You should be aware that it is unlawful to intentionally cause damage to this website, the forum or to any electronic facility or data of Inland Revenue through the knowing transmission of any program, information, code or command.

We provide security to protect our website. You are responsible for ensuring that your own computer is secure, including taking all reasonable steps to:

- a) prevent someone misusing or getting unauthorised access to your computer system; and
- b) ensure your computer system and data are free of computer viruses and all other forms of corruption.

4. Disclaimers

a) The information provided on this website and the forum are for general guidance only. It should not be used as a substitute for legal, business, accounting, tax or other professional advice.

b) This website and the forum are intended to provide general information to the public, and all reasonable measures have been taken to ensure its quality and accuracy.

However, Inland Revenue:

- i. makes no warranty, express or implied, nor assumes any legal liability or responsibility for the accuracy, correctness, completeness or use of any information that is available on or through this website or the forum, nor represents that its use would not infringe privately owned rights;
- ii. does not assume any legal liability or responsibility for any damage or loss that may directly or indirectly result from any information contained on this website or the forum or any actions taken as a result of the content of this

website or the forum;

iii. may change, delete, add to, or otherwise amend information contained on this website or the forum without notice;

iv. is not responsible for verifying the information you provide through this website or the forum;

v. is not responsible for the content of other websites linked to or referenced from this website or the forum. We do not endorse the information, content, presentation or accuracy of such other websites, and do not make any warranty, express or implied, regarding them; and

vi. does not endorse any website, organisation or person who creates off-site links to this website or the forum.

c) Inland Revenue makes no warranty, express or implied, nor assumes any legal liability or responsibility:

i. that the website, forum or the server are free of computer viruses or any other harmful components, defects or errors;

ii. that any defects in the website or the forum will be corrected;

iii. that your access to the website or the forum will be reliable, uninterrupted or error-free (including access to any linked websites);

iv. for any delays, inaccuracies, failures, errors, omissions, interruptions, deletions, defects, computer viruses or communication line failures; or

v. for any theft, destruction, damage or unauthorised access to your computer system or network.

d) Reference to any specific commercial product, process or service by trade name, trade mark, manufacturer or otherwise does not constitute an endorsement, recommendation or favouring by Inland Revenue.

e) Nothing contained on this website or the forum is, nor should be relied on as, a promise or representation about past or future events. In particular, you should note that this website and the forum describes policy proposals, which may or may not be implemented.

f) Users of this website or the forum assume all risks associated with any transfer of data or information to Inland Revenue, and with any other use of this website or the forum. Please note that:

i. while all reasonable efforts have been taken to ensure the security of the information while in transit to us, we do not guarantee this, and we are not liable for any damage arising from interception, loss, theft, other action or difficulty;

ii. all data or information transmitted to us through your use of this website or the forum becomes the property of Inland Revenue; and

iii. Inland Revenue will not be responsible in any manner for direct, indirect, special or consequential loss caused in any way as a result of the use of this website or the forum.

g) Each page on this website and the forum must be read in conjunction with these disclaimers and any other disclaimer that forms part of this website or the forum.

5. Changes to the website or the forum

Inland Revenue may without notice change, suspend or discontinue any aspect of this website or the forum at any time, including any service or content offered by this website or the forum.

6. Suspension etc of access

Inland Revenue may at its discretion and without notice, terminate, suspend or restrict your access to this website and / or the forum or any part of it for any reason, including a breach of these conditions.

7. Governing law

This website and the forum are governed by New Zealand law, and the Courts of New Zealand have exclusive jurisdiction.

8. Access from outside New Zealand

Inland Revenue makes no representation that this website or the forum comply with laws (including intellectual property laws) of any country outside New Zealand. If you access this website or the forum from outside New Zealand, you do so at your own responsibility and are responsible for ensuring compliance with all laws in the place where you are located.

9. Registered users of the forum

This clause 9 applies to users of this website who register and create a user profile for the forum, and those who sign on to the forum using Facebook Connect.

This website was created by Inland Revenue for open public consultation to help the New Zealand Government develop better policy. The [Policy Advice Division](#) of Inland Revenue monitors forum comments to support an environment where all participants can contribute freely to constructive discussion and debate. Comments which do not contribute to this environment may be edited or deleted.

Anything you post on this forum is subject to the [Official Information Act 1982](#)

9.1 Commenting standards

All contributions to the forum should be:

- a) thoughtful;
- b) respectful of others;
- c) free from offensive language; and
- d) lawful.

As well, your comments should:

- a) protect your privacy and that of others -- don't include names, email addresses, street addresses, phone numbers or any other identifying information in your user name or your comments. You may use your own real name (and if you represent an organisation, its name) if you wish, but remember that this is a public forum and others may misuse this information;
- b) relate to the relevant topic and issues being discussed; and
- c) represent your own, genuine, views.

Comments should not include:

- a) profane or offensive language including, but not limited to: hateful, abusive, discriminatory, obscene or sexually explicit comments, or anything else which is objectionable;
- b) threats, personal attacks, libel or defamatory comments or material;
- c) blatant misstatements of fact;
- d) confidential or commercially sensitive information;
- e) spam or any other form of solicitation, promotion or endorsement of business or commercial interests;
- f) misrepresentations of the contributor's identity; or
- g) anything that infringes on the rights of another individual or organisation, including, but not limited to, legal, privacy or intellectual property rights.

We reserve the right to edit or delete comments, before and / or after they appear on the website / forum, that in our view do not comply with these conditions of use.

We will inform you via email if we edit or delete your comment, and give you the opportunity to post again, except in the case of a serious or repeated breach of the conditions of use, or where we otherwise consider it appropriate not to do so.

Contributors who seriously or repeatedly breach the conditions of use may have their posting rights suspended and/or their accounts terminated without notice. If you think that anyone else has posted a comment which breaches the conditions of use, please let us know using the "report" function on the forum.

9.2 Participating in the forum discussions

Before you can participate in the forum discussions, you must register and create a username and password for signing in. You will need a valid email address to confirm your registration. Alternatively, you may use Facebook Connect to enable you to post comments. Please register only once - we may block one or more of your accounts if you appear to be using multiple usernames to distort the forum discussion.

Any personal information you choose to provide will be used for the purposes and administration of the forum and treated in accordance with the privacy policy. If you have used Facebook Connect to participate in the forum, then some information about your participation may be transmitted to other websites, and may appear on your Facebook page.

Once you have registered, you can post comments on any of the forum topic discussion boards.

You are responsible for all postings under your username and password. Please keep them confidential.

If you suspect someone has used your account without your consent, please notify us immediately by emailing forumadmin@ird.govt.nz

9.3 Attribution of views

Comments on the forum are the views of the contributors to the forum and do not represent the views of Inland Revenue or the New Zealand Government.

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Contact us

If you need further information, you can email us at: forumadmin@ird.govt.nz

You can submit your comments directly to us if you'd rather not post them online.

You can email them to us at: makingtaxeasier@ird.govt.nz

Or post them to us at:

Making tax easier
Policy Advice Division
Inland Revenue
PO Box 2198
Wellington
New Zealand

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Your privacy

Privacy policy

This privacy policy relates to this website and consultation forum, which is administered by the Policy Advice Division of Inland Revenue. Inland Revenue, as a government department, is subject to the Privacy Act 1993.

We are committed to ensuring that your privacy is protected. This privacy policy tells you:

- * that you can browse this website without providing personal information
- * what personal information we collect
- * your rights in relation to the personal information we hold
- * who can access your personal information
- * how long we will keep your personal information, and
- * how you can contact us if you have queries or concerns about our privacy policy.

You can browse this website without providing personal information

You can access and browse this site without disclosing your personal information, for example:

- * We do not automatically record personal information.
- * We do not link information that is recorded automatically with personal information about specific individuals.

We automatically record some non-personal information

We do not attempt to identify users or their browsing activities unless they choose to give us personal information. If you visit this website to read or download information, we automatically record some non-personal information in a log file, for example:

- * the type of browser you use
- * the type of operating system you use
- * the screen resolution of your PC
- * the date and time you access our site
- * the pages you have accessed and the documents downloaded
- * the internet address from which you accessed our site
- * the search terms you used to find content on our website, and
- * the last site you visited before you accessed any Inland Revenue website.

Use of cookies

Inland Revenue's websites currently use Google Analytics to help analyse how customers use our sites. This analytical tool uses 'cookies', which are text files placed on your computer, to collect standard internet log information and visitor behaviour information in an anonymous form. The information generated by the cookie about your use of the website (including your computer's internet address or IP address) is transmitted to and stored by

Google outside of New Zealand. The tracking data is stored in a database managed by Google. The tracking data is then used by Google to compile statistical reports on website activity for Inland Revenue to evaluate site use.

This allows us to

- * discover what information is most and least used
- * determine technical design specifications, and
- * help make our sites more useful to visitors.

We will not use the web analytics tool to track or to collect any personally identifiable information of visitors to our sites, such as user IDs and passwords.

We will not associate any data gathered from our sites with any personally identifying information from any source as part of our use of the Google Analytics tool. Inland Revenue will not link, or seek to link, an IP address with the identity of a computer user.

Some of our online services also use cookies to identify your login session during the time that you are using the service. These cookies expire as soon as you log out or within 15 minutes of inactivity and do not contain any personal information.

Disabling/Enabling cookies

You have the ability to accept or decline cookies by modifying the settings on your browser. Disabling cookies will not affect your ability to use Inland Revenue's websites. However if you disable cookies you will not be able to log into the consultation forum on this website and therefore unable to comment on the proposals.

If you would like to disable/enable the use of cookies in the Internet Explorer then follow the instructions below:

- * click on "Tools" menu bar at the top of the screen, then click on "Internet Options..." in the drop-down menu
- * click on the "Privacy" tab
- * click on the "Advanced" button in the "Settings" area to open the "Advanced Privacy Settings" window
- * select the "Override automatic cookie handling" check box

Now you have three choices for each type of cookies:

- * Accept - accept any cookies.
- * Block - block all cookies.
- * Prompt - asks you before storing a cookie.

First-party cookies are cookies set by the website you are visiting and third-party cookies refers to cookies that are set by a different site to the one you are visiting. Session cookies are cookies that will expire when you have finished your session on the website.

Your choice for the three options will depend on your requirements, select whichever settings you want and then click the OK button.

If you would like to disable/enable the use of cookies in the Mozilla Firefox version 1.5 then follow the instructions below:

- * click on "Tools" menu bar at the top of the screen, then click on "Options..." in the drop-down menu
- * click on the "Privacy" icon
- * click on the "Cookies" tab
- * disable cookies by leaving the "Allow sites to set Cookies" check box empty or enable cookies by ticking this check box.

If you are using other browsers than Internet Explorer or Mozilla Firefox version 1.5, then you should use the "Help" function within those browsers for information on how to disable/enable cookies.

What personal information do we collect?

We collect personal information when you register to participate in this forum.

Please note that we may collect additional information (including personal information) if we believe a user is attempting to compromise one of our websites.

Subscribing to a service or newsletter

If you subscribe to a service or newsletter through this website, we record your email address in a database. We use your email address to send you the service or newsletter. We will not disclose your email address to any third parties without your consent.

Corresponding with us

When you correspond with us, you provide us with personal information. This information may be used:

- * to update our database or our records
- * to share information with other government agencies - who are entitled to the information under legislation
- * for the purpose you supplied it to us.

What are your rights in relation to your personal information?

You can access the personal information we hold about you as part of your Inland Revenue records. Please call us on 0800 377 774 to request a copy of your personal information. We may require proof of your identity before we provide you with a copy of this information.

If you consider that some of the information we hold about you is incorrect, you can request us to change it. We will assess your request and will either change the relevant information, or explain why we think the information should not be changed. We will make a note of your change request on your records.

Who can access your personal information?

We do not disclose your personal information to other visitors to our website. We may be required by legislation to share information with other government agencies. We will not disclose your personal information to any non-Inland Revenue person or organisation, unless required by law.

How long will we keep your personal information?

We will keep your personal information for as long as necessary to achieve the purpose for which we collected it. If your personal information becomes part of your Inland Revenue records, we will retain the information in accordance with our record retention policy.

Privacy policy queries and concerns

If you have any queries or concerns about our privacy policy please contact:

The Privacy Officer
National Office
Inland Revenue
PO Box 2198
Wellington 6140

Email: privacy.officer@ird.govt.nz

If you are not satisfied with our response to your concern, you can contact the Privacy Commissioner:

Office of the Privacy Commissioner
PO Box 10094
The Terrace
Wellington 6143

Phone 0800 803 909

Fax 04 474 7590

www.privacy.org.nz

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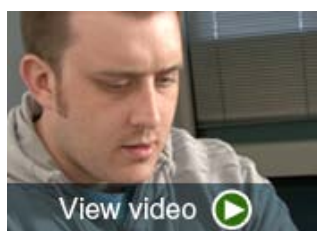
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Video for businesses & employers



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[Getting it right \(Tim & James @ the gym\)](#)

Tim runs an expanding business and hires James to help out. Tim gets more late-night paperwork and James gets a nasty tax shock. Compare what happens now with how easy it could be in future.

- [View introduction #1](#) (47 secs - 1.8 MB - Flash)
- [View current world #1](#) (2.39 mins - 6.4 MB - Flash)
- [View future world #1](#) (58 secs - 2.3 MB - Flash)



View video

View transcript

[Getting it right \(Tim & James @ the gym\) — long version](#)

Tim runs an expanding business and hires James to help out. Tim gets more late-night paperwork and James gets a nasty tax shock. Compare what happens now with how easy it could be in future.

- [View introduction #2](#) (1.28 mins - 3.4 MB - Flash)
- [View current world #2](#) (7.26 mins - 16.2 MB - Flash)
- [View future world #2](#) (3.30 mins - 8.2 MB - Flash)



View video

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[Molly breaks through](#)

Molly is an emerging fashion designer who gets a chance to show in Australia. She needs to know her tax breaks fast. See what it takes to get information now, and how easily Molly might do it in future.

- [View introduction #3](#) (44 secs - 1.7 MB - Flash)
- [View current world #3](#) (1.19 mins - 3.1 MB - Flash)
- [View future world #3](#) (14 secs - 1.9 MB - Flash)



View video

[Molly breaks through — long version](#)

Molly is an emerging fashion designer who gets a chance to show in Australia. She needs to know her tax breaks fast. See what it takes to get information now, and how easily Molly might do it in future.

What businesses & employers are currently discussing

Latest discussion posts for businesses & employers

[What do you think of having your payroll and accounting software manage your employees' deductions?](#)

► I am a treasurer for a non-profit early childhood education...

[What do you think about Inland Revenue no longer providing guides and booklets in paper form?](#)

► Paper guides and booklets need to be available, but not...

[Would it be acceptable to make electronic filing mandatory for all taxpayers?](#)

► As a tax agent and despite being an avid advocate of online...

[Would it be acceptable to make electronic filing mandatory for all taxpayers?](#)


► As this is (I believe) the closing submission date for this...

[Would it be](#)

 [View transcript](#)




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-  [View introduction #4](#) (1.17 mins - 3.0 MB - Flash)
- [View current world #4](#) (3.38 mins - 8.6 MB - Flash)
- [View future world #4](#) (1.50 mins - 4.8 MB - Flash)

[Is there a better way?](#)

Millions of pieces of paper a year are generated by the way the tax system works. Are you seeing too much paper ... ?

-  [View introduction #5](#) (2.28 mins - 5.4 MB - Flash)

[acceptable to make electronic filing mandatory for all taxpayers?](#)

- ▶ Don't forget, those people commenting on these forums...

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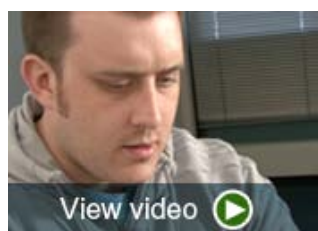
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Tim runs an expanding business and hires James to help out. Tim gets more late-night paperwork and James gets a nasty tax shock. Compare what happens now with how easy it could be in future.

[View introduction #2](#) (1.28 mins - 3.4 MB - Flash)
[View current world #2](#) (7.26 mins - 16.2 MB - Flash)
[View future world #2](#) (3.30 mins - 8.2 MB - Flash)



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[Molly breaks through](#)

Molly is an emerging fashion designer who gets a chance to show in Australia. She needs to know her tax breaks fast. See what it takes to get information now, and how easily Molly might do it in future.

[View introduction #3](#) (44 secs - 1.7 MB - Flash)
[View current world #3](#) (1.19 mins - 3.1 MB - Flash)
[View future world #3](#) (14 secs - 1.9 MB - Flash)



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Molly is an emerging fashion designer who gets a chance to show in Australia. She needs to know her tax breaks fast. See what it takes to get information now, and how easily Molly might do it in future.

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No recent comments, visit the [forums](#) get involved with the discussions

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Millions of pieces of paper a year are generated by the way the tax system works. Are you seeing too much paper ... ?

-  [View introduction #5](#) (2.28 mins - 5.4 MB - Flash)

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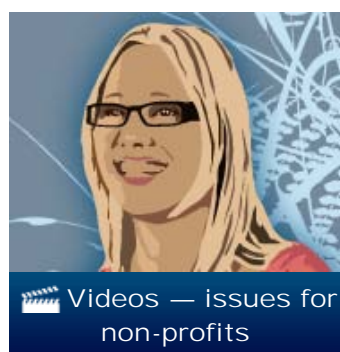
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Dealing with Inland Revenue can be slow and time-consuming, involving lots of paper and phone calls (issue 1/7)



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- ▶ Dealing with Inland Revenue can be slow and time-consuming, involving lots of paper and phone calls (issue 1/7)

[It's hard to know whether we're doing the right thing \(issue 2/7\)](#)

[We don't always get confirmation Inland Revenue has received our returns and payments \(issue 3/7\)](#)

[We can't contact Inland Revenue when we need to \(issue 4/7\)](#)

[It takes a lot of admin time to manage our PAYE obligations \(issue 5/7\)](#)

[We'd like to know we can turn to Inland Revenue for help when we need it \(issue 6/7\)](#)

[We're uncomfortable knowing about our employees' private lives \(issue 7/7\)](#)

Dealing with Inland Revenue can be slow and time-consuming, involving lots of paper and phone calls.

- + See current state
- + View current example

What is being proposed

Current records for each taxpaying entity will be available online, and through their payroll and accounting software.

- + See proposal
- + View future example

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- ▶ The tax agents now have the ability to do some transfers...

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Businesses & employers

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 Should Inland Revenue be able to correct media statements?	0	304	n/a
 Would it be acceptable to make electronic filing mandatory for all taxpayers? [Page 1, 2, 3]	26	1726	by Litterarum 23/07/2010 - 15:18
 Does online access do away with paper and the need to phone Inland Revenue? [Page 1, 2, 3]	24	1050	by Litterarum 23/07/2010 - 15:09
 What do you think of having your payroll and accounting software manage your employees' deductions? [Page 1, 2]	18	1186	by carol@racewell.co.nz 22/07/2010 - 15:18
 How can Inland Revenue support employers moving from a paper-based environment to an electronic environment?	5	352	by NRGIZE 20/07/2010 - 15:38
 What do you think about being able to access, receive confirmations, and amend your Inland Revenue information on-line?	6	475	by NRGIZE 20/07/2010 - 15:04
 What do you think about your accounting software taking care of routine tax filing for you?	8	634	by Trish Greenwood 20/07/2010 - 09:26
 What do you think about Inland Revenue providing better quality information online, rather than paper guides and booklets?	9	488	by 746598114@facebook 13/07/2010 - 11:13
 What do you think of Inland Revenue disclosing tax debts to credit reporters?	2	328	by Andrew Elphick 23/06/2010 - 08:44
 Any other comments?	3	333	by Daren Day 19/06/2010 - 08:17
 What do you think about Inland Revenue no longer providing guides and booklets in paper form?	6	330	by Hughmama 15/06/2010 - 11:34
What do you think no longer having to send paper forms to	1	183	by Trish Greenwood



Inland Revenue?

14/06/2010 - 11:46



No New Posts



Hot Thread (No New)



New Posts



Hot Thread (New)



Sticky Thread



Locked Thread

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What do you think of having your payroll and accounting software manage your employees' deductions?

What businesses & employers are currently discussing

18 replies [[Last post](#)]

Wed, 23/06/2010 - 10:06

#11

Wayne Dobson

Our payroll software already has the ability to manage employee deductions. Once loaded this saves a lot of time and hassle.

It would be useful to expand this, perhaps by adding the ability to connect to I.R.D (securely from within the software) when loading a pay run to receive corrections or feedback (regarding this and the previous pay run) or to add the ability to confirm the correct use of tax codes such as WT and STC.

This could save a lot of time, stress and penalty fees, knowing that I.R.D has confirmed the correct application before the run has been posted.

This kind of connectivity would also be useful to send our ir-File directly from payroll.

Results:
Agree: 5
Disagree: 0

Wed, 30/06/2010 - 13:04

#12

cheetah100

The following is the text of a patent application I made but never followed up after initial rejection. You are free to use this idea as you see fit:

Background of the Invention

New Zealand Income Tax laws present a substantial obligation and risk to small business employers. The obligation of preparing PAYE returns every month, the obligation of correctly calculating the amount of tax to deduct from employee wages, the risk of penalties should those tasks not be performed correctly, and the risks that insufficient funds are set aside to cover tax payments resulting in penalties and possibly criminal sanctions.

For large companies these obligations and risks have dedicated staff to handle them. The staff are expert in the preparation of PAYE information and will have automated computer systems to help with the preparation of the information. Small business owners however often lack the expertise and experience and so can get into difficulties, running the very real risk of large penalties and possibly even criminal sanctions if the proper returns are not filed and the right amounts of income tax are not paid. This is a discouragement to small businesses employing new staff.

The Government now has a system where employees need not file income tax returns every year if they earn no other income except as an employee. This has greatly simplified collection of revenue for the Government from employees, and reduced the burden of preparing tax returns for hundreds of thousands of employees.

This invention seeks to address the automation of the collection of income tax employers deduct from employee pay (known as PAYE in New Zealand).

Summary of the Invention

The invention is a system in which a company uses a bank operated automated service to handle income tax reporting and payment. The benefits of the invention will be the automation of monthly returns to the Government and the automatic handling of payments going to employees. This eliminates the possibility of tax not being properly paid. This in turn will eliminate the need for financial or criminal penalties and thus reduce the risks to a small business. The invention will typically be implemented by the bank used by the company concerned.

According to the first aspect of the invention a bank will allow a company to set up special automatic payments for its employees. In addition to the normal information collected for an automatic payment such as bank account number, amount to pay and pay period, the bank will also collect the IRD number of the employee, the tax code, student loan information, and other information related to the employee tax obligations.

The second aspect of the invention is that the bank will deduct the gross pay from the employers account in the same way that it would for a normal automatic payment. The bank will then transfer the net pay into the employee account and deposit the tax deductions with the IRD in the name of the employer, as if the employer had paid the amount themselves.

The third aspect of the invention is that the bank will prepare reports for the employer detailing payments to each employee in order for the company to maintain their own record of pay and to provide deduction information to employees. The bank may also provide information to the employees directly in the form of a [electronic] payslip.

Results:
Agree: 2
Disagree: 3

For a copy of the full text of the patent, including details of an example implementation and XML schemas please contact: cheetah100@gmail.com

Mon, 05/07/2010 - 06:30

#13

Nawton

We are a church with an average of 3 to 4 people on the payroll. All our payments require two signatures on a cheque which is the reason why we process our P.A.Y.E etc. manually and pay by cheque.

Results:
Agree: 2
Disagree: 2

Has anyone or the I.R.D an answer to overcome this problem?.

Mon, 12/07/2010 - 19:04

#14

admini

i have seen this same query repeated several times on this site. Internet banking IS available where TWO signatories are mandatory. I use it every day with a work colleague at the non-profit organisation I work for as financial administrator. Both Westpac & ANZ offer it - ask around.

Results:
Agree: 0
Disagree: 0

Wed, 07/07/2010 - 20:17

#15

boomerang

I have a small business with 3 employees and have written my own payroll software using the IRD's published formulas. If I have to use a certified software developer's payroll software to comply with a new on-line filing system it is going to be yet another compliance cost.

I don't see why the IRD cannot have it's own on-line payroll software that takes care of all the calculations and makes the deductions. After all we are only doing it for the

Results:
Agree: 8
Disagree: 2

IRD's benefit and it would be one way that compliance costs could actually be reduced. Why should we have to pay a third party to do the IRD's work when the IRD have the computer systems to do it themselves? There would then be no need to have to interface with anyone else's computers, the data would be entered and processed in the IRD's own database.

Mon, 12/07/2010 - 19:09

#16

admini

Results:
Agree: 5
Disagree: 1

Please dont do anything that will ensure increased compliance costs for non-profits eg make purchase of payroll software compulsory. Have a heart for the many small non-profits that pay one or two employees manually. They are always trying to make every \$1 count in their efforts to serve the community and its disheartening to face compulsory increased costs.; Sometimes in very small organisations, a manual system works just fine.

Tue, 20/07/2010 - 14:45

#17

NRGIZE

Results:
Agree: 3
Disagree: 0

I use Excel to calculate my payroll and fill in a paper form. I only have 6 employees so that is all I need in a system. I do not want to have to access a big IRD online database to do my wages, nor change my software to the IRD's software.

What about all the people who do their wages in a book - they do not want to start using an IRD application.

Thu, 22/07/2010 - 15:18

#18

carol@racewell.co.nz

Results:
Agree: 0
Disagree: 0

Anything that makes it easier and less stressful - but it has to work and if it doesnt it is not necessarily the employers fault. IRD systems and service are not good in my experience. Even something as simple as getting PAYE forms redirected has taken over 2 years and is still not correct

Sat, 24/07/2010 - 08:42

#19

Jenny Lux

Results:
Agree: 0
Disagree: 0

I am a treasurer for a non-profit early childhood education service. We have one employee, and our own rather unsophisticated software, but it does the job. Whatever new software requirements are introduced to be able to make PAYE and other tax payments more automatic (i.e. in sync with IRD website) need to take into consideration the needs of small NGOs. These entities work on volunteer labour and don't have huge budgets for buying software.

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Would it be acceptable to make electronic filing mandatory for all taxpayers?

What businesses & employers are currently discussing

26 replies [[Last post](#)]

Fri, 16/07/2010 - 10:32

#21

projman

Like taxpayer 92 I prefer to file electronically where possible. However only where IRD provides the facility to do so. As the administrator of a small not for profit the expense of accounting software is not warranted - indeed it takes money away from where it is most needed which is in the community not in the hands of government. For us EXCEL worksheets work fine. If the software required were to be provided FREE to non-profits (say charities registered with the Charities Commission) I'd happily use it. Otherwise NO electronic filing should NOT be compulsory for all taxpayers.

Results:
Agree: 3
Disagree: 0

Sun, 18/07/2010 - 16:45

#22

rita.rotorua

about time that IRD introduces this - compulsory tax returns done electronically. this will get rid of the dodge Personal Tax Intermediaries who are out there to make an easy buck. i mean, these intermediaries dont do a thing! they get pple to sign up blindly at shopping malls or on the internet. they call ird 0800 number (taxpayer paid); and get IRD to work out the refund for them. so shame on IRD for allowing these private businesses to rip off hardworking kiwis. if everyone files themselves, or if IRD automatically sends out Personal Tax Summaries online directly to customers; these [word deleted] will be closed down.

Results:
Agree: 0
Disagree: 1

secondly, when everyone files online it saves time for taxpayers who cant call IRD and IRD can save resources on the phones and spend more time on people abusing the system.

Mon, 19/07/2010 - 10:21

#23

Howick Children...

We have a very small staff and operating under the current manual system is not time consuming or problematic for us. Because we operate our finances on a separate computer without internet access (this to ensure the safety of our financial information), we have concerns about it being mandatory to do all the GST and PAYE on line . Operating a separate package which has to have access to internet would not be possible at the moment and we would be reluctant to do this. We do not even have access to online banking as we are a charitable organisation and this

Results:
Agree: 2
Disagree: 1

is not possible when you have to have two or more cheque signatories per transaction. We have used our current system for at least 15yrs and feel sure it would not be compatible with any new software. Further more we are a non profit organisation and do not have any money to spend on upgrading a system or purchasing software we do not have a need. We find the current system perfectly satisfactory and do not see the need for change.

Fri, 23/07/2010 - 14:51

#24

ronpen

I believe that the main problem with on line input would be ensuring accuracy of the data. Having read through many of the posted comments in this forum, I detect a large proportion of poor typing (spelling, flow of idea, etc). I even note that the dates at the head of each group of subjects (presumably embedded there by the organisers of this forum), are all for the year 2012. If presumed intelligent computer operators cannot get the facts right, what hope is there for the less competent of us? During my working years, the comment was often made about computer operations, that 'garbage in, garbage out'. This is still true today, and I wonder how long it will take for a compulsory computer system of taxation to grind to a dead stop, caused by a gridlock of faulty data input from thousands of untrained operators.

For most of us we need to have confidence that the end result will be correct, and will be achieved with a minimum of effort and cost to each of us. We certainly do not wish to have more confusion as the end product. I am not certain at this time that IRD have a positive vote of confidence from taxpayers concerning this matter.

Results:
Agree: 0
Disagree: 0

Fri, 23/07/2010 - 15:14

#25

Litterarum

While electronic filing is more convenient I would have serious concerns about making it mandatory for all taxpayers. There is still a reasonably large portion of the population who do not have the computer access or skills necessary to make this suitable for them. There are always going to be taxpayers who find it easier and quicker to use a paper form.

Results:
Agree: 0
Disagree: 0

Fri, 23/07/2010 - 15:18

#26

Litterarum

Don't forget, those people commenting on these forums are those with internet access and the know-how to use it. How is the rest of the population going to be consulted? The feed back you're getting from this "consultation process" is going to be biased towards computer users.

Results:
Agree: 0
Disagree: 0

Fri, 23/07/2010 - 19:07

#27

Kim Mayne

As this is (I believe) the closing submission date for this discussion and viewing the number of responses online I think the question of whether mandatory online filing would be acceptable to the general population speaks for itself. There are insufficient people confident with using internet transactions and in particular interfacing with Inland Revenue, which for many, raises many fears, most groundless, but instilled nonetheless.

Results:
Agree: 0
Disagree: 0

Fri, 23/07/2010 - 19:17

#28

Kim Mayne

As a tax agent and despite being an avid advocate of online filing on IRD's website for PAYE and GST I am constantly disappointed with the lack of interest shown by my clients. Whilst a great deal of people are comfortable and confident using internet based systems we have to remember that the vast majority still struggle with it or prefer not to do so.

IRD's current PAYE and GST filing are currently extremely easy to use and it is a pity more people are not able to take the plunge.

I too do share some concerns with other comments read tonight that who holds the baby if IRD are missing a return? Recently I filed online and fortunately clearly had the receipt but it did not stop one of the usual mandatory bad boy letters arriving. Fortunately the evidence squashed it very quickly, but people do not always print receipts or remember to keep them!!

Results:
Agree: 0
Disagree: 0

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Would it be acceptable to make electronic filing mandatory for all taxpayers?

What businesses & employers are currently discussing

26 replies [[Last post](#)]

Sat, 12/06/2010 - 12:35

[#11](#)

Hughmama

Well how about the timing? I am currently launching a free online payroll service for businesses. In theory I object to the idea of mandatory electronic filing but am presently at no risk of speaking out against it.

The IRD have just had a conference with software developers and it is quite likely (I had to pull out so can't say for sure) there were organisations there lobbying for mandatory electronic filing. Chances are they will go ahead with it. The good news is that you will have no problems achieving this without ongoing costs even if you don't want to use a 3rd party service - you can always use the IRD's online tools which I'm sure they will eventually redesign and make more intuitive (website = great - online tools = terrible)

Results:
Agree: 8
Disagree: 1

Mon, 21/06/2010 - 18:04

[#12](#)

clare hewitt

the question is about electronic filing for ALL tax payers. As a budget advisor I meet people who are such poor taxpayers they can't afford a landline let alone internet access and a computer. this would put another burden on the poor who already have to go and use a pay phone to call IRD because there are no local offices anymore.

Results:
Agree: 19
Disagree: 5

Sat, 03/07/2010 - 22:10

[#13](#)

og1858

Inland revenue assumes that all taxpayers have access to computers and access to decent broad band.

There are a significant number of people who don't.

To expect them to do their returns at an internet cafe with the dubious security involved and your information being laid out in the public domain for all to see is not good.

Results:
Agree: 13
Disagree: 1

Mon, 21/06/2010 - 18:37

[#14](#)

Andrew Elphick

All this is fine provided literacy and numeracy amongst adults in NZ is addressed first,

Results:
Agree: 6
Disagree: 7

prior to compulsory computer skills usage provided free anywhere in NZ to ensure Boomers and X generation to ensure that they are computer literate. Broadband free for all would be good too! Me thinks that this cost is greater than the savings from e-filing.

Tue, 29/06/2010 - 15:29

#15

dusty67

Kia Ora, On the surface this seems like a good idea but my recent experiences both through business & as an individual I am seriously concerned about the poor systems IRD has in place & the fact that when wrong they refuse to admit it.

serious issues have arisen in regards to my ability to use IRD online services in regards to PAYE & information keeps disappearing.

There would have to be a massive change in IRD's attitude & competency in use of electronic mediums before I would be comfortable in giving too much information to them on line.

IRD also have to learn to give answers in plain English as when even accountants are struggling to understand what has been given as a reply it is very frustrating & time wasting. Especially for small businesses & it can be very stressful.

Results:
Agree: 10
Disagree: 1

Wed, 30/06/2010 - 14:11

#16

ascroft

Why is it that overpaid tax from prior years just sits there with no communication from the IRD that it is there? Until I filed my 2010 personal return on line this year, and just decided to look at previous years that I found it. Under an electronic world, I think they could dispatch an email at least saying 'hey buddy do you know you have a credit sitting in old year'? Obviously they could do this by letter too right now - they have my address - no sure why they don't take this proactive action??

Results:
Agree: 6
Disagree: 0

Thu, 01/07/2010 - 02:00

#17

flea

In principle I agree that all businesses should have to use electronic filing. However I don't think business should be forced to purchase software to get the ability to file electronically. My company only has 2 employees, both of which are on salary so the monthly pay is really simple and I don't need to have software to work out any of it or track holidays etc. I just keep it a spreadsheet however I do file the paye and gst return electronically using the IR's online forms.

I don't want to have to use payroll software. I am quite capable of working out the deductions correctly and unless the software gave me the benefit of being able to do the employee's banking transactions for me (as quickly and cheaply as I can already do them via internet banking) or being able to set up the banking transaction to pay IR then I see absolutely no benefit in using a software package.

As I do all the company's banking electronically, I would love my internet banking system to track some of this information. For example, let me setup my employee's details e.g. their salary & deductions, and their bank account number. Then each month when I pay them, I call up the employee, check (and if necessary edit their pay details), press GO and have the bank's software create the payment to the employee, file the necessary information with IR and set up a future dated payment to IR for the paye - all done! I'd even be prepared to pay the bank a reasonable fee for this service.

Alternatively, if the banks were prepared to play ball with IR, then IR could set up online a really simple pay sheet system. Login to IR, call up your employees, make any changes required, press GO, it calculates the deductions & net pay, connects to

your bank and sets up the employee payments & the future dated paye payment (all in a pending state). I could then login to the bank and activate the payments. If there are privacy concerns then perhaps you don't give the IR the actual bank account details, instead all you tell them is which bank your company uses and a unique identifier from the bank. The bank then knows from this identifier who you are and has a record of your employee bank account details for crediting.

Results:
Agree: 5
Disagree: 0

Thu, 08/07/2010 - 16:27

#18

christine.kidwell

No, Signing forms must be a priority. Can not do this electronically.

Results:
Agree: 0
Disagree: 5

Thu, 08/07/2010 - 18:07

#19

575479877@facebook Yes you can. There are a number of online services that provide authenticated document "signing" services. This and your iGovt login make it a breeze

Results:
Agree: 2
Disagree: 3

Thu, 08/07/2010 - 20:36

#20

peter

This whole consultation process is a crock. To even know about it you have to be on line. There are a lot of people who do not even have a computer.

I can and have filed income tax and GST returns online but do not do so any more - I find that it is much quicker for me to use a pen and a printed form and I resent the extra time it takes me to file returns online so that the IRD can save time at their end.

Give me the option between online filing and paper based filing I say.

Results:
Agree: 6
Disagree: 3

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 What do you think of Inland Revenue disclosing tax debts to credit reporters?	6	625	by michael 21/07/2010 - 11:00
 Any other comments? [Page 1, 2]	19	1012	by exeman 16/07/2010 - 10:37
 Do you think that sharing some of your PAYE information with other Government agencies would be a good idea?	4	511	by Pascal 13/07/2010 - 15:18
 What do you think about Inland Revenue no longer providing paper guides and booklets?	5	577	by admini 12/07/2010 - 18:18
 Do you agree that compliance and administration costs should be reduced by ignoring small amounts? [Page 1, 2]	11	870	by NoName 11/07/2010 - 09:04
 How can Inland Revenue support individuals to move to an electronic environment? [Page 1, 2]	11	930	by NoName 11/07/2010 - 08:59
 What do you think about no longer receiving paper statements and notices from Inland Revenue?	7	575	by Andrew Elphick 30/06/2010 - 12:28
 Do you think that anyone needs to be added to the list of people who can still file for PAYE income? [Page 1, 2]	13	990	by Litterarum 22/06/2010 - 19:48
 Should Inland Revenue be able to correct media statements?	3	460	by Andrew Elphick 21/06/2010 - 18:32

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Should Inland Revenue be able to correct media statements?

What businesses & employers are currently discussing



No replies

Tue, 12/06/2012 - 16:18

Forum admin

Should Inland Revenue be able to make public statements in certain circumstances to correct information in the media that is untrue?

If so, in what circumstances?

 Like  Sign Up to see what your friends like.

Wed, 23/06/2010 - 20:01

#1

mpritchard

yes definately. Even government departments should have the right to correct untrue / unfair statements.

If the person / organisation has blabbed about their private tax details in a public forum, then IRD should be able to assume they are comfortable with IRD discussing it also in public.,

however, maybe the office of the privacy commissioner should review cases first.

what do other people think?

Results:
Agree: 8
Disagree: 2

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Home » Forums

Software developers

These are all the forum topics related to software developers

Topic	Replies	Views	Last reply ▼
 How do you feel about building software which delivers increased tax functionality?	3	481	by Concrete Sam 07/07/2010 - 22:35
 What would you need from Inland Revenue to help you build this software?	4	539	by matthewhaigh 10/06/2010 - 10:20
 In your opinion, is there a market for software that delivers tax compliance functionality?	2	491	by jethrocarr 09/06/2010 - 16:32
 What do you think about the proposal for a voluntary quality management system?	3	531	by Moderator 09/06/2010 - 15:33
 Any other comments?	0	91	n/a
 Do you think an on-line forum will be useful to support the work of the payroll reference group?	0	127	n/a
 What do you think about the proposal for Inland Revenue to facilitate a payroll reference group?	0	208	n/a

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How do you feel about building software which delivers increased tax functionality?

What software developers are currently discussing

3 replies [[Last post](#)]

Thu, 22/04/2010 - 12:28

Forum admin

 Like  Sign Up to see what your friends like.

Mon, 21/06/2010 - 11:10

#1

Stuart Bale

I work with Acclipse, who provide Income Tax preparation and management software to NZ Tax Agents.

Part of Acclipse Tax retrieves 'statement' data for tax entities from the IRD Portal that Tax Agents regularly use. Those tax agents using Acclipse Tax find this a big time saver and convenience, as the information they need is at their finger tips, and we are able to integrate the data directly into their workflow.

There would be some distinct benefits if this data was accessible in a more efficient method than we are using today, such as a web service.

Stuart

Results:
Agree: 6
Disagree: 0

Sun, 27/06/2010 - 14:20

#2

flea

My company would have no issue with developing software that provides increased tax functionality and being able to communicate directly with IRD. However we do have concerns regarding where the liability would lie if incorrect tax information ends up being filed with IRD. There is always a fine line between providing software that meets legislative requirements while providing enough flexibility for the employer to be able to manage their own employees - currently the employer accepts they are ultimately liable for the information provided to IRD.

If by providing more tax functionality in the software, the employer becomes unable to control or override the information, they will surely then expect the liability to lie with the software developer but as a developer we would not be comfortable with taking on the liability of any employer that uses our software.

Results:
Agree: 5
Disagree: 0

Wed, 07/07/2010 - 22:35

#3

Concrete Sam

Here is an idea... Why can't our eftpos cards contain a memory chip that stores transaction data ie the receipts. The data could be uploaded and sorted by your computer. You could know how much tax you need to put away in real time, no more faded receipts from sitting in the car on a hot day, no more paying \$60 an hour to have the accountants secretary sort through things - The benefits are on going and I believe a system like it is inevitable. NZ is probably the best positioned country in the world to come up with something like this, and if we got it going first I would say it could turn into a massive international earner for us.....

Results:
Agree: 2
Disagree: 1

Fri, 23/07/2010 - 12:17

#4

100000596760411...

We have successfully been developing complex tax functionality into our software for many years. As mentioned earlier there are risks, however these are manageable. As Stuart has said the missing link is the ability to allow these applications to interact with the information on the IR data stores.

Results:
Agree: 1
Disagree: 0

Some kind of quality control over tax logic is required so providing developers with test data sets and certification is a good idea.

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Non-profit

Topic	Replies	Views	Last reply ▼
 What do you think about Inland Revenue providing better quality information on-line, rather than paper guides and booklets?	0	144	n/a
 Would it be acceptable to make electronic filing mandatory for all taxpayers?	0	79	n/a
 How can Inland Revenue support employers moving from a paper-based environment to an electronic environment?	0	51	n/a
 What do you think of having your payroll and accounting software manage your employees' deductions?	0	44	n/a
 Does online access do away with paper and the need to phone Inland Revenue?	0	67	n/a

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What do you think about Inland Revenue providing better quality information on-line, rather than paper guides and booklets?



What non-profits are currently discussing

No replies

Sat, 22/05/2010 - 11:03

Forum admin

This issue also arises for businesses. [Join the discussion](#)

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What do you think about being able to access, receive confirmations, and amend your Inland Revenue information on-line?

What Individuals are currently discussing

13 replies [[Last post](#)]

Thu, 15/07/2010 - 10:48

#11

Peter RS

The online service allowing people to update PTS details needs to be extended to Tax Agents.

The PTS's issued this year don't show whether a bank account is loaded, so the only options for checking this are to access the details online (only available to the individual), or ring one of the IRD lines. I rang today to check/update 3 clients' bank account numbers and it took 45 minutes of my time - hardly efficient.

Results:
Agree: 2
Disagree: 0

Fri, 23/07/2010 - 12:16

#12

100000596760411...

Providing a website users can log into and enter / update information will allow people to do what they do now via another medium. It will be more efficient for both parties and I am a strong supporter of it.

However what could revolutionise the way individuals deal with the IR is to move these communications behind the scenes. There is a small (but growing) segment of the community that currently use software to manage their personal finances. Providing a web-services layer with the portal that allows their current personal finance software can communicate with will lessen the burden of tax compliance considerably.

Results:
Agree: 1
Disagree: 1

Fri, 23/07/2010 - 15:22

#13

Litterarum

Doesn't this already exist through online services?

The only area I find frustrating about the existing online services, is that I can't update our family assistance details, because the Family Assistance is in my spouse's name - even though it's our joint income that needs to be updated. We have given IRD authority for the other spouse to speak to them on our behalf, but I still need to ring up when my income changes to update the family assistance calculation.

Results:
Agree: 1
Disagree: 0

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How can Inland Revenue support individuals to move to an electronic environment?



What Individuals are currently discussing

11 replies [[Last post](#)]

Fri, 21/05/2010 - 16:21

Forum admin

Some individuals will have no or limited access to the internet. Do you have any ideas of how Inland Revenue support this group?

 Like  One person likes this. [Sign Up](#) to see what your friends like.

Wed, 09/06/2010 - 15:02

#1

Deitrich von Stade

The numbers won't add up. Inland Revenue saves money by getting all us schmoes to deal with them over the Internet. Can you seriously believe in the current economic climate that IRD would be allowed to hang on to even a fraction of the budget it used to have, and that's going to magically give them enough money to help all us cranky taxpayers cos our PAYE is now fixed and final? Someone's in fairy land.

Moving everyone is going to be hard. For people of my generation, and for current teens and younger this is probably not a problem. If I had to suggest my Mum starts dealing with Inland Revenue over the Internet all chaos shall break loose. She can barely send an email and is scared of the self checkout at the supermarket. Its one of those "computer-thingys".

To take a different approach to this issue "Icanhazfreebroadbandnow?" Doubt it.

Results:
Agree: 12
Disagree: 5

Wed, 09/06/2010 - 16:20

#2

portia

Improve its current website.

Results:
Agree: 10
Disagree: 3

Wed, 09/06/2010 - 22:49

#3

Deitrich von Stade

I actually think for the most part the information website is fine. The designs a bit boring but hey its tax. The inforamtion is there. Whats missing are the back end transactional services that would enable me to everything I needed to in one

Results:
Agree: 13
Disagree: 3

place, or better still for IRD to give me a list of things I needed to do whenever I logged in.

Wed, 09/06/2010 - 23:02

#4

Bea

For those who will never use the internet, I would like to see them assigned a local IRD employee who is a single point of contact that they have a direct phone number for and can make an appointment with.

Results:
Agree: 11
Disagree: 10

Alternatively, the IRD could contract out personal service for non-internet users to chartered accountants - in the same way that they contract out Child Support Administrative Reviews to lawyers.

Thu, 10/06/2010 - 10:27

#5

kayebird

Perhaps there could be IRD terminals set up at an IRD office or location, where people can be helped through the process by an accountant?

What about an option of an annotated help system that people could turn on, offering explanations for different steps?

Even with a paper system, there are individuals such as people with disabilities, who require assistance to do their returns. I think the same group of people who have accounts do their tax work would probably continue to do so, maybe there could be a separate log-on which would be for an authorised accountant to access? Perhaps there would be groups of people who would qualify for an accountant to deal with online accounts in the same way they would deal with the paper accounts? I know that using an accountant is somehow factored in to tax.

Like any website, speed can be an issue without broadband, but waiting weeks for a piece of paper, versus waiting 10 minutes for a page to load, I know which one I would prefer.

Making online tutorials simpler and more user friendly to navigate would help for those who just need a bit of extra guidance.

Results:
Agree: 6
Disagree: 3

Sun, 11/07/2010 - 08:59

#6

NoName

I think the IRD already have people who can come out to your house & show you how to do it all on the internet, like GST as well. And it's free too cos we already pay them!! Yeah I reckon if I can do it on the internet I would rather do that than waiting on a phone. Only if I can find out what I need to do easily or else I'd ring.

Results:
Agree: 2
Disagree: 0

Wed, 16/06/2010 - 14:35

#7

dudzjosh33

I have a full time job and I do a little bit of freelance work here and there, sometimes I might not even do any freelance work for a whole year.

I've found ever since IRD has gone paperless I've found it increasingly more difficult to post my tax payment returns on time.

When I use to get an Income tax return form or a GST return form in the mail I would just fill them in straight away and return them.

Recently I have only received letters from the IRD when I owe money or in the last

case I received a letter about getting a late penalty fee on my account for a late GST return which had completely slipped my mind since I hadn't done any freelance work for so long.

My suggestion is if there are no longer going to be tax forms mailed out anymore or any kind of reminders before a tax period is up is that an email reminder system be setup to send email reminders to people with what kind of return needs to be processed and by when and maybe a link to the appropriate tax form on the IRD site for them to fill in.

Results:
Agree: 13
Disagree: 2

I think if this is done it will help significantly with a lot of people filing their tax returns on time and make it a lot easier, it would definitely help me.

Sat, 19/06/2010 - 14:12

#8

Neville Dodd

Results:
Agree: 5
Disagree: 1

kayebird your suggestion is good and is already in the process of being implemented by IRD. We chartered accountants have separate online access and can carry out limited transactions on behalf of clients who have authorised us accordingly.

Tue, 29/06/2010 - 15:40

#9

dusty67

by getting your current systems sorted. At the moment not many people trust you.

My recent experience stands as an example.

I was told not once but twice that IRD owed me money by IRD staff. that was duly put in my account. Two weeks later I received a letter stating that amount was overdue pay now or face legal action. a complaint was laid & investigation carried out.

IRD said they were right, but would waive it. Everybody just laughs(including accountants) when I relate this as everyone sees it as IRD were wrong but just wouldn't say so. Especially when I have accounts from an accountant at the time that showed yes IRD would owe me about that amount at the time.

Worse was when mentioned it, nearly 50% of the people I spoke too had had the same issue either through some business tax or in the main PAYE.

ONline is great but the systems have to be transparent & able to do the task they are set. at present IRD are not up to it. Poor systems & the people using it refuse to acknowledge that there might be problems IRD's end.

Results:
Agree: 5
Disagree: 1

Wed, 30/06/2010 - 14:06

#10

ascroft

Here are my thoughts:

1. Ensure all tax forms can be completed on line.
2. Ensure a single login can see all entities that you have responsibility for ie individuals, trusts, companies
3. Send emails with reminders whenever returns are due - 21 days or whatever
4. Ensure all completed returns email a pdf copy to you upon submission
5. Send a master email out once a month listing all returns that have been requested over the month and whether they have been submitted or not

Results:
Agree: 8
Disagree: 1

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Any other comments?


What Individuals are currently discussing

19 replies [[Last post](#)]

Mon, 10/05/2010 - 18:44

Forum admin

Please use this heading to tell us about any other issues that occur to you when looking at the proposals for individuals set out on this website.

 Like Sign Up to see what your friends like.

Wed, 09/06/2010 - 16:23

#1

portia

Inland Revenue should be obliged to notify a person if it looks as though his or her tax has been overpaid.

Results:
Agree: 20
Disagree: 4

Thu, 10/06/2010 - 08:11

#2

Bruce

I am retired, and have a small income from term deposits and NZ shares. My IRD number is associated with all my bank accounts, and shares. I would very much like it if my summary of earnings from IRD included all the income from these sources, and indeed computed my likely refund or tax to pay, given that my summary of earnings represents my total earnings. Then all I would need to do is confirm that, and filling in my tax form would be trivial. Admittedly such a system would not cope with people with overseas shares, but perhaps eventually it would be possible to include shares from the most obvious country, namely Australia. Keeping track of all the bits of paper for dividends, etc, is a big hassle for elderly people, who know nothing about business.

Results:
Agree: 13
Disagree: 1

Fri, 11/06/2010 - 13:40

#3

coline

Tax advice for newly arrived immigrants to NZ is extremely poor. Clear information on choosing tax bands and how previously work history abroad needs to be made available. The language used on the IR site is not helpful - and not everyone uses English as a first language.

Results:
Agree: 6
Disagree: 8

Sat, 12/06/2010 - 19:48

#4

coline

Would like to see much clearer information around claiming tax refunds.

Results:
Agree: 16
Disagree: 0

Tue, 15/06/2010 - 13:46

#5

portia

How are people going to get a refund if other income has too much tax deducted - such as joint bank accounts where tax is deducted at the higher rate and dividend imputation credits?

Results:
Agree: 10
Disagree: 2

Wed, 14/07/2010 - 22:01

#6

Midge

If you have a joint bank account or a personal bank account and do not supply your IRD number to your bank then they will tax you at the highest rate.

If you supply your IRD number then you can choose which rate you expect to be taxed at for the year on your Interest.

But this is still irrelevant because once you do your tax return at the end of the year.. all your interest income and tax already paid on that interest is included so if you pay too much you will get it back in the refund anyway.

If you have a joint bank account then the interest and tax credits are split between the both of you 50/50 and again this will be balanced off in your tax return.

Your question - How are people going to get a refund if too much tax is deducted? That is the main reason people get a refund.... because they have had too much tax deducted throughout the year. (unless they are eligible for a tax rebate of course)

Results:
Agree: 3
Disagree: 1

Same thing goes with Dividends and Imputation credits.

Fri, 18/06/2010 - 08:59

#7

Patricia Lacey

I think that I should be able to make payments to my student loan on line. To make a payment while the loan is at Studylink, I have to write a cheque but I don't have a personal chequebook. I am now likely to wait until the loan has been transferred to Inland Revenue before I make a payment when I could have paid it off by then if it was easier to do so.

Results:
Agree: 9
Disagree: 0

Trish

Mon, 21/06/2010 - 10:36

#8

commonsense

Use the Australian tax system, already a working template and system to follow and fairer.

Stop assessing child support on gross instead of nett for wage/salary earners, we only receive nett, and monthly extrapolations of income disadvantage immediately. September 2010 has 3 pays, that doesnt mean my salary has increased by 33%!

Tax fat laden food by fat content, and unhealthy consumer products

Reduce tax on healthy food and products, social costs would reduce.

Results:
Agree: 4
Disagree: 6

Mon, 21/06/2010 - 16:19

#9

johntal

I filled in my IR3 and IR 10 online and found it easy to use and better than filling in a form. However the rebates (refunds) for charity deductions needs to be integrated somehow although we would still need to send in the receipts. I had two statements back from IRD and both were incorrect although the correct amount was lodged to my bank account. The prinout I retained used up too much paper - needs closer spacing.

Results:
Agree: 7
Disagree: 0

Mon, 21/06/2010 - 17:48

#10

clare hewitt

last year I filled out my tax returns online at the beginning of may and it still took IRD 14 weeks to process them and send my refund. this year when I attempted to file our partnership return online the system would not recognise the numbers and I had to file a paper copy . There needs to be better backup when the website fails to operate.

Results:
Agree: 7
Disagree: 0

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What do you think about no longer receiving paper statements and notices from Inland Revenue?



What Individuals are currently discussing

7 replies [[Last post](#)]

Thu, 20/05/2010 - 22:21

Forum admin

What do you think about no longer receiving paper statements and notices from Inland Revenue, and accessing all of your tax information on-line?

 Like  Sign Up to see what your friends like.

Wed, 09/06/2010 - 16:21

#1

portia

Not everyone has on-line access.

Results:
Agree: 24
Disagree: 4

Wed, 09/06/2010 - 23:03

#2

Deitrich von Stade

Make it something I can choose rather than be forced into doing and I might consider it. Id also want to option to turn the paper back on if the electronic versions weren't up to scratch. Id probably insist on a paper notice of assessment just so Ive got the physical proof of my status. Electronic records "can" be changed. A piece of paper with a receipt number gives me reassurance everything is OK

As for anything else I get sent, just email it to me. If I miss a payment, email me. If I forget a return, email me. After Ive filed and squared everything up let me choose to get a piece of paper.

Results:
Agree: 28
Disagree: 2

Thu, 10/06/2010 - 07:19

#3

mlsinchristchurch

New Zealand (Government, IRD and taxpayers) need only look at how the Singapore system works , and emulate it, to make this move. See www.iras.gov.sg.

Results:
Agree: 2
Disagree: 3

Sat, 12/06/2010 - 02:23

#4

hbblue

I am paying Child Support for 2. In April I received a letter informing me of my monthly payment for this year.

ALL my banking and bill payment is over the internet, they know this, they have my e-mail. Yet every month they send me a paper bill, statement, payment slip and return envelope.

This is all wasted expense, to be honest I don't even open them any more. I know what I have to pay and when, and it's done over the internet.

3 pieces of official IRD stationery and 2 envelopes every month are wasted, at what cost?

Results:
Agree: 11
Disagree: 0

Sat, 12/06/2010 - 13:08

#5

Hughmama

@mlsinchristchurch

They have looked at the Singapore system - I was a service designer for IRD in 07'08. Give them/us some credit.

Results:
Agree: 0
Disagree: 2

Tue, 22/06/2010 - 19:38

#6

Litterarum

I am concerned about those taxpayers who are not as confident using online systems. I know a lot of people who do struggle with their computer literacy. I think paper forms and guides should still be available for those who prefer to work that way.

Results:
Agree: 9
Disagree: 0

Wed, 30/06/2010 - 12:28

#7

Andrew Elphick

I got the following email this morning;

Here is the notification we have received from the IRD – giving us 3 days notice. Our approved software provider (Deleted) has advised as follows:

“When you do an e-file session, if any of the reports (mentioned above) are available, they will download and print the same way as the current Confirmation Reports.” This essentially means the IRD have transferred their printing costs us.... At our expense.

While a lot of the population has no access or lacks the skills to utilise their computers properly compliance costs associated with going paperless are going to increase...whom will pay...the business or other entity.

Results:
Agree: 5
Disagree: 0

Wed, 21/07/2010 - 12:02

#8

Jordan

I strongly support the proposal to allow electronic statements and notices from Inland Revenue. This should be on an opt-in basis. Users should have the opportunity to choose to receive statements and notices electronically, in paper form, or both.

Personally, I would find electronic updates much more user-friendly. They would be easier to file, easier to search, and easier to integrate with electronic time management systems (for example, the "tasks" function in Microsoft Outlook allows users to "tag" an email and set reminders and deadlines for response).

Ideally, users would be able to also be able to view past electronic statements and notices online, through a secure portal. This would show all correspondence in one

Results:
Agree: 1
Disagree: 0

place, with the ability for users to request a particular statement or notice to be resent (for example, if an email was accidentally deleted).

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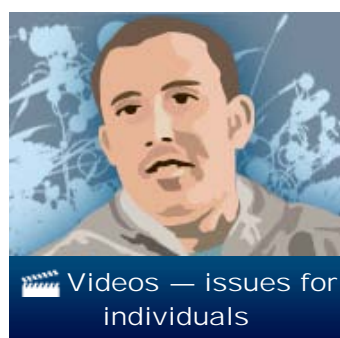
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Dealing with Inland Revenue can be slow and time-consuming, involving lots of paper and phone calls (issue 1/8)



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▶ Dealing with Inland Revenue can be slow and time-consuming, involving lots of paper and phone calls (issue 1/8)

[I don't like giving my employer details about my personal circumstances \(issue 2/8\)](#)

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[I don't understand why I file a tax return and sometimes get a refund and sometimes end up paying tax \(issue 4/8\)](#)

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[I don't think it's fair that some people owe tax and don't pay it \(issue 6/8\)](#)

[I've read a story in the paper about someone](#)

Dealing with Inland Revenue can be slow and time-consuming, involving lots of paper and telephone calls.

- ➕ See current state
- ➕ View current example

What is being proposed
Personalised tax information will be available on the Inland Revenue website.

- ➕ See proposal
- ➕ View future example

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[What do you think about being able to access, receive confirmations, and amend your Inland Revenue information on-line?](#)

[What do you think about Inland Revenue no longer providing paper guides and booklets?](#)

[What do you think about no longer receiving paper statements and notices from Inland Revenue?](#)

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What Individuals are currently discussing

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[What do you think about being able to access, receive confirmations, and amend your Inland Revenue information on-line?](#)

- ▶ Doesn't this already exist through online services? ...
- ▶ Providing a website users can log into and enter / update...

[What do you think about Inland Revenue no longer providing paper guides and booklets?](#)

- ▶ Your website is too useless to do this. I use the internet...
- ▶ Terrible idea. Sometimes trying to find important...

[What do you think about no longer receiving paper statements and notices from Inland Revenue?](#)

- ▶ I strongly support the proposal to allow electronic...
- ▶ I got the following email this morning; Here is the...

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[I have no or limited access to the internet. how will Inland Revenue help me? \(issue 8/8\)](#)

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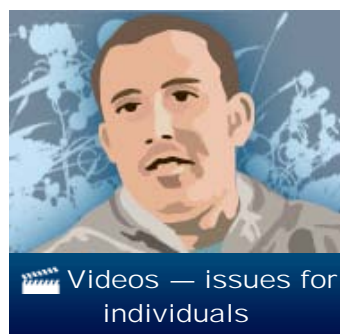
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I don't like giving my employer details about my personal circumstances (issue 2/8)



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[I'm frustrated because I have a real problem and Inland Revenue is too busy to sort it out \(issue 3/8\)](#)

[I don't understand why I file a tax return and sometimes get a refund and sometimes end up paying tax \(issue 4/8\)](#)

[I am expected to provide the same details over and over to several different Government departments \(issue 5/8\)](#)

[I don't think it's fair that some people owe tax and don't pay it \(issue 6/8\)](#)

[I've read a story in the paper about someone ripping off the tax](#)

I don't like giving my employer details about my personal circumstances.

- ➕ See current state
- ➕ View current example

What is being proposed

Individuals will be able to update their personal tax information with Inland Revenue through their secure space on the Inland Revenue website.

- ➕ See proposal
- ➕ View future example

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[What do you think about being able to access, receive confirmations, and amend your Inland Revenue information on-line?](#)

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- ▶ Providing a website users can log into and enter / update...

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[I don't think it's fair that some people owe tax and don't pay it \(issue 6/8\)](#)

[I've read a story in the paper about someone ripping off the tax](#)

I'm frustrated because I have a real problem and Inland Revenue is too busy to sort it out

- ➕ See current state
- ➕ View current example

What is being proposed

PAYE deductions, in certain circumstances, will be a final tax for some people.

- ➕ See proposal
- ➕ View future example

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[Do you think that anyone needs to be added to the list of people who can still file for PAYE income?](#)

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What Individuals are currently discussing

Join the discussion on this issue

[Do you think that anyone needs to be added to the list of people who can still file for PAYE income?](#)

- ▶ Paying PAYE is compulsory but reliant on the payroll...
- ▶ I think anyone who has income variations during the year...

[system. Is it true? \(issue 7/8\)](#)

[I have no or limited access to the internet, how will Inland Revenue help me? \(issue 8/8\)](#)

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[I don't think it's fair that some people owe tax and don't pay it \(issue 6/8\)](#)

[I've read a story in the paper about someone](#)

I am expected to provide details over and over to several different Government departments.

- + See current state
- + View current example

What is being proposed

Some PAYE information will be shared with other Government agencies.

- + See proposal
- + View future example

Join the discussion on this issue

[Do you think that sharing some of your PAYE information with other Government agencies would be a good idea?](#)

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What Individuals are currently discussing

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[Do you think that sharing some of your PAYE information with other Government agencies would be a good idea?](#)

- ▶ It is not a good idea. One of the basic principles of the...
- ▶ Ok i think this has the potential to go horribly wrong....

[ripping off the tax system. Is it true? \(issue 7/8\)](#)

[I have no or limited access to the internet. how will Inland Revenue help me? \(issue 8/8\)](#)

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- ▶ [I don't think it's fair that some people owe tax and don't pay it \(issue 6/8\)](#)

[I've read a story in the paper about someone ripping off the tax](#)

I don't think it's fair that some people owe tax and don't pay it.

- + See current state
- + View current example

What is being proposed
Inland Revenue will be able to disclose tax debts to credit reporters.

- + See proposal
- + View future example

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[What do you think of Inland Revenue disclosing tax debts to credit reporters?](#)

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What Individuals are currently discussing

Join the discussion on this issue

[What do you think of Inland Revenue disclosing tax debts to credit reporters?](#)

- ▶ This is a dreadful idea. Last year the select committee was...
- ▶ I think if that person hasn't done anything to sort out...

[system. Is it true? \(issue 7/8\)](#)

[I have no or limited access to the internet, how will Inland Revenue help me? \(issue 8/8\)](#)

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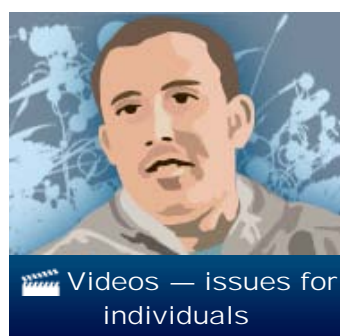
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I've read a story in the paper about someone ripping off the tax

I've read a story in the paper about someone ripping off the tax system. Is it true?

- ➕ See current state
- ➕ View current example

What is being proposed

Inland Revenue will be able to provide media statements to protect public perceptions of the tax system.

- ➕ See proposal
- ➕ View future example

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[Should Inland Revenue be able to correct media statements?](#)

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What Individuals are currently discussing

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[Should Inland Revenue be able to correct media statements?](#)

- ▶ I believe the IRD should be able to correct information...
- ▶ IRD sometimes doesn't get the summary of facts right...

▶
system. Is it true? (issue 7/8)

[I have no or limited access to the internet, how will Inland Revenue help me? \(issue 8/8\)](#)

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[I don't think it's fair that some people owe tax and don't pay it \(issue 6/8\)](#)

[I've read a story in the paper about someone ripping off the tax](#)

I have no or limited access to the internet, how will Inland Revenue support me to move to an electronic environment?

- + See current state
- + View current example

What is being proposed

By moving the majority of taxpayers to an electronic environment, Inland Revenue will have more resources available to help taxpayers who can't/won't use the internet.

- + See proposal
- + View future example

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[How can Inland Revenue support individuals to move to an electronic environment?](#)

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What Individuals are currently discussing

Join the discussion on this issue

[How can Inland Revenue support individuals to move to an electronic environment?](#)

- ▶ To move to an electronic environment one needs a computer,...
- ▶ I think the IRD already have people who can come out to...

[system. Is it true? \(issue 7/8\)](#)

- ▶ I have no or limited access to the internet, how will Inland Revenue help me? (issue 8/8)

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Dealing with Inland Revenue can be slow and time-consuming, involving lots of paper and phone calls (issue 1/12)



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- ▶ Dealing with Inland Revenue can be slow and time-consuming, involving lots of paper and phone calls (issue 1/12)

[The tax system makes too many demands on me and takes me away from running my business \(issue 2/12\)](#)

[It's hard to know if I'm doing the right thing. \(issue 3/12\)](#)

[I do all my Inland Revenue stuff online, but Inland Revenue still send me lots of paper \(issue 4/12\)](#)

[Inland Revenue takes too long to tell me how much I owe or the refund I'll get \(issue 5/12\)](#)

[I'd like to know I can turn to Inland Revenue for help when I need it \(issue 6/12\)](#)

[I can't contact Inland Revenue when I need to \(issue 7/12\)](#)

Dealing with Inland Revenue can be slow and time-consuming, involving lots of paper and telephone calls.

- + See current state
- + View current example

What is being proposed

Current records for each business will be available online and through their payroll and accounting software.

- + See proposal
- + View future example

Join the discussion on this issue

[Does online access do away with paper and the need to phone Inland Revenue?](#)

[What do you think about being able to access, receive confirmations, and amend your Inland Revenue information on-line?](#)

[What do you think of having your payroll and accounting software manage your employees' deductions?](#)

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What businesses & employers are currently discussing

Join the discussion on this issue

[Does online access do away with paper and the need to phone Inland Revenue?](#)

- ▶ The tax agents now have the ability to do some transfers...

- ▶ I agree that the use of online banking for two signatories...

[What do you think about being able to access, receive confirmations, and amend your Inland Revenue information on-line?](#)

- ▶ My experience with the IRD's websites are that they are...
- ▶ Totally agree with fannington - regarding the overuse of...

[What do you think of having your payroll and accounting software manage your employees' deductions?](#)

- ▶ I am a treasurer for a non-profit early childhood education...
- ▶ Anything that makes it easier and less stressful - but it...

[I'm not sure I can trust Inland Revenue's online services \(issue 8/12\)](#)

[When my employees' circumstances change it means a lot of work for me \(issue 9/12\)](#)

[I'm uncomfortable knowing about my employees' private lives \(issue 10/12\)](#)

[I don't think it's fair that some people owe tax and don't pay it \(issue 11/12\)](#)

[I've read a story in the paper about someone ripping off the tax system. Is it true? \(issue 12/12\)](#)

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The tax system makes too many demands on me and takes me away from running my business (issue 2/12)

What businesses & employers are currently discussing



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[I'd like to know I can turn to Inland Revenue for help when I need it \(issue 6/12\)](#)

[I can't contact Inland Revenue when I need to \(issue 7/12\)](#)

The tax system makes too many demands on me.

- See current state
- View current example

What is being proposed

Improved and integrated online services and software will reduce interactions with Inland Revenue

- See proposal
- View future example

Join the discussion on this issue

[What do you think of having your payroll and accounting software manage your employees' deductions?](#)

- I am a treasurer for a non-profit early childhood education...
- Anything that makes it easier and less stressful - but it...

[What do you think about your accounting software taking care of routine tax filing for you?](#)

- We are a private business and have been using Smartpayroll...
- there are certain manual checks I run before just going...

[What do you think about being able to access, receive confirmations, and amend your Inland Revenue information on-line?](#)

- My experience with the IRD's websites are that they are...
- Totally agree with fannington - regarding the overuse of...

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[What do you think about your accounting software taking care of routine tax filing for you?](#)

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It's hard to know if I'm doing the right thing. (issue 3/12)



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[I can't contact Inland Revenue when I need to \(issue 7/12\)](#)

[I'm not sure I can trust](#)

It's hard to know if I'm doing the right thing.

- + See current state
- + View current example

What is being proposed

Faster confirmation of transactions will be available online and through payroll and accounting software.

- + See proposal
- + View future example

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[What do you think about being able to access, receive confirmations, and amend your Inland Revenue information on-line?](#)

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[I'm not sure I can trust](#)

I do all my Inland Revenue stuff online, but Inland Revenue still send me lots of paper.

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What is being proposed

Current tax records for each business will be available through the business's accounting software.

- See proposal
- View future example

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Inland Revenue takes too long to tell me how much I owe or the refund I'll get (issue 5/12)



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Inland Revenue takes too long to tell me how much I owe or about the refund I'll get.

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What is being proposed

Business accounting software will provide access to current tax records and prompt confirmation of all transactions.

- ➕ See proposal
- ➕ View future example

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What do you think about your accounting software taking care of routine tax filing for you?

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I'd like to know I can turn to Inland Revenue for help when I need it.

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What is being proposed

Information on Inland Revenue's website will be improved, providing more tailored information for businesses.

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- I would suggest that a large proportion of not-for-...
- Hi Glenys, we require two signatures for all payments, so...

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I can't contact Inland Revenue when I need to.


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What is being proposed



Current tax and tailored information will be available online, reducing the need to contact Inland Revenue.

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I'm not sure I can trust Inland Revenue's online services (issue 8/12)



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I'm not sure I can trust

I'm not sure I can trust Inland Revenue's online services.

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What is being proposed
Employers will receive confirmation of their transactions online and through their integrated payroll and accounting software.

- ➕ See proposal
- ➕ View future example

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When my employees' circumstances change, it means a lot of work for me.

- See current state
- View current example

What is being proposed

Employers' integrated payroll and accounting software systems will manage changes in employee circumstances.

- See proposal
- View future example

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[How can Inland Revenue support employers moving from a paper-based environment to an electronic environment?](#)

[Would it be acceptable to make electronic filing mandatory for all taxpayers?](#)

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- ▶ I am a treasurer for a non-profit early childhood education...
- ▶ Anything that makes it easier and less stressful - but it...

[How can Inland Revenue support employers moving from a paper-based environment to an electronic environment?](#)

- ▶ The IRD will have to improve their systems so that they...
- ▶ It would be helpful when entering EMS data online if there...

[Would it be acceptable to make electronic filing mandatory for all taxpayers?](#)

- ▶ As a tax agent and despite being an avid advocate of online...
- ▶ As this is (I believe) the closing submission date for this...

[Inland Revenue's online services \(issue 8/12\)](#)

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I'm uncomfortable knowing about my employees' private lives.

- + See current state
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What is being proposed

Employers will not have to manage or know about their employees' personal tax liabilities.

- + See proposal
- + View future example

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What is being proposed

Inland Revenue will be able to provide media statements to protect public perceptions of the tax system.

- + See proposal
- + View future example

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▶ yes definitely. Even government departments should have the...

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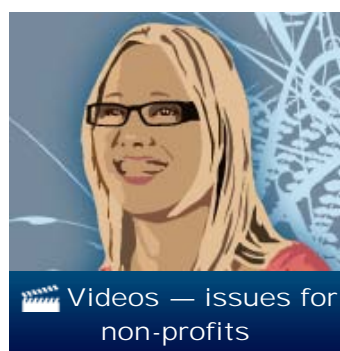
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It's hard to know whether we're doing the right thing (issue 2/7)

What non-profits are currently discussing



It's hard to know whether we're doing the right thing.

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[We don't always get confirmation Inland Revenue has received our returns and payments \(issue 3/7\)](#)

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[It takes a lot of admin time to manage our PAYE obligations \(issue 5/7\)](#)

[We'd like to know we can turn to Inland Revenue for help when we need it \(issue 6/7\)](#)

[We're uncomfortable knowing about our employees' private lives \(issue 7/7\)](#)

What is being proposed

Information on Inland Revenue's website will be improved, providing more tailored information for taxable entities.

- + See proposal
- + View future example

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We don't always get confirmation Inland Revenue has received our returns and payments (issue 3/7)

What non-profits are currently discussing



We don't always get confirmation that Inland Revenue has received our returns and payments.

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What is being proposed
Faster confirmation of transactions will be available online and through payroll and accounting software.

- + See proposal
- + View future example

- ▶ The tax agents now have the ability to do some transfers...
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We can't contact Inland Revenue when we need to (issue 4/7)



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[We're uncomfortable knowing about our employees' private lives \(issue 7/7\)](#)

We can't contact Inland Revenue when we need to.

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What is being proposed

Current tax and tailored information will be available online, reducing the need to contact Inland Revenue.

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It takes a lot of admin time to manage our PAYE obligations (issue 5/7)



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It takes a lot of admin time to manage our PAYE obligations.

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What is being proposed

Charities will be able to use payroll software which will manage virtually all PAYE compliance automatically.

- + See proposal
- + View future example

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- ▶ I am a treasurer for a non-profit early childhood education...
- ▶ Anything that makes it easier and less stressful - but it...

[How can Inland Revenue support employers moving from a paper-based environment to an electronic environment?](#)

- ▶ The IRD will have to improve their systems so that they...
- ▶ It would be helpful when entering EMS data online if there...

[Would it be acceptable to make electronic filing mandatory for all taxpayers?](#)

- ▶ As a tax agent and despite being an avid advocate of online...
- ▶ As this is (I believe) the closing submission date for this...

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We'd like to know we can turn to Inland Revenue for help when we need it (issue 6/7)



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[Dealing with Inland Revenue can be slow and time-consuming, involving lots of paper and phone calls \(issue 1/7\)](#)

[It's hard to know whether we're doing the right thing \(issue 2/7\)](#)

[We don't always get confirmation Inland Revenue has received our returns and payments \(issue 3/7\)](#)

[We can't contact Inland Revenue when we need to \(issue 4/7\)](#)

[It takes a lot of admin time to manage our PAYE obligations \(issue 5/7\)](#)

- ▶ We'd like to know we can turn to Inland Revenue for help when we need it (issue 6/7)

[We're uncomfortable knowing about our employees' private lives \(issue 7/7\)](#)

We'd like to know we can turn to Inland Revenue for help when we need it.

- + See current state
- + View current example

What is being proposed

Information on Inland Revenue's website will be improved, providing more tailored information for each type of taxable entity.

- + See proposal
- + View future example

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[What do you think about Inland Revenue providing better quality information online, rather than paper guides and booklets?](#)

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- ▶ I would suggest that a large proportion of not-for-...
- ▶ Hi Glenys, we require two signatures for all payments, so...

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We're uncomfortable knowing about our employees' private lives (issue 7/7)

What non-profits are currently discussing



We're uncomfortable knowing about our employees' private lives.

- + See current state
- + View current example

Join the discussion on this issue

What is being proposed

Employers will not have to manage or know about their employees' personal tax liabilities.

- + See proposal
- + View future example

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- ▶ I am a treasurer for a non-profit early childhood education...
- ▶ Anything that makes it easier and less stressful - but it...

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[We don't always get confirmation Inland Revenue has received our returns and payments \(issue 3/7\)](#)

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What would you need from Inland Revenue to help you build this software?



What software developers are currently discussing

4 replies [[Last post](#)]

Thu, 22/04/2010 - 12:45

Forum admin

What would you need from Inland Revenue to help you build software which delivers increased functionality?

 Like  Sign Up to see what your friends like.

Wed, 09/06/2010 - 14:47

#1

jethrocarr

As the manager of a young software development company I would very much like to see a documented API based off an open standard (eg SOAP, REST, XML) which is available to any company to use for communicating with IRD.

New Zealand has companies ranging from large corporates developing accounting packages down to small one or two people development houses working on ecommerce systems and lightweight accounts applications.

It is important to be fair to both types of companies, making the API available to any company along with public documentation is the best way to do this.

From what I can tell so far reading this website, it seems that this is the way that IRD is planning to proceed, if so, then it sounds fantastic and I look forwards to seeing how this progresses.

-- Jethro Carr (jethro.carr@amberdms.com)

Results:
Agree: 13
Disagree: 0

Wed, 09/06/2010 - 15:26

#2

barnaclebarnes

I agree with Jethro. We need access to the systems via easy to use (RESTful web services please) interfaces. IRD should not partner with large software providers exclusively as a first step as their needs will vary from some of the smaller players.

The services should:

RESTful Web Services

The services should support REST based interfaces. REST has won the web API wars and is the easiest for people to pick up.

Authentication

Results:
Agree: 6
Disagree: 3

Authentication should be via open standards such as OAuth unless there is a very good reason to choose another standard. By choosing an open standard developers can get up and running quickly with very little effort using a number of existing libraries. Even if you require something more for 'write' access to peoples records you should have a simple interface for read only data.

cont...

Wed, 09/06/2010 - 15:27

#3

barnaclebarnes

Sandbox

There should be a sand boxed environment for testing that is open for developers to use.

The 3am Test

The API/service (at least the sandbox) should be available to start using at any time with no authorisation. In this way developers can get started on their own, develop their software and do all of the testing without having to talk to anyone. The more barriers you put up the less innovative services will appear.

Documentation

Good documentation with code examples in a number of languages (C#, Ruby, PHP, Python) is a must. Providing libraries that can be downloaded, are open source and hosted in shared environment such as Github will really help drive the developer ecosystem forward.

And if you want decent comments allow more than 1000 characters ;-)

Results:
Agree: 12
Disagree: 2

Thu, 10/06/2010 - 10:20

#4

matthewhaigh

I agree with the sentiment here - good observations guys - lets have an API - hopefully RESTful with authentication using OAuth or something similar. I would like to understand how the igovt identification service could be used with this service.

I note some disagreement from the existing comments - if you disagree with this - would really like to hear your opinion - what are we missing from this discussion?

Noting the moves of the Australian Government about Standard Business Reporting (SBR) - of which NZ has signed up too - I assume that the XBRL mechanism will be implemented - to allow filing of returns and other information to a 'government gateway'. If this was the case - I would like to see some information on the data representation - not just the DTD - but how the IRD and government agencies will like to see this information represented and interpreted.

Results:
Agree: 4
Disagree: 0

Fri, 23/07/2010 - 12:22

#5

10000596760411...

Communication, collaboration and communication.

Well documented API, although standards based services would be ideal anything is better than nothing.

The most successful web 2.0 platforms provide a powerful API that allows developers to intergrate third party applications and extend the base platforms in ways the creators never imagined.

The IR has the opportunity to leverage the power of the accounting software developer community to create applications for the public / business community.

There are two key factors in making this a success:

1) Working closely with the software development community so they can provide great applications that make people want to move online. This means communication, communication and collaboration. The developer community has been excited about possibilities integrating with the IR systems holds for decades. Let's make these dreams possible!

2) Change management for your customers . Much of the population will embrace this change, ensure the ones that don't are given enough attention. Listen to their concerns and talk to the development community about how we can tackle them together.

The SDLU conferences are great, lets make it more of a two way dialog. We know your clients (especially accountants) and how they work and file. Let us share that knowledge with you and revolutionise how the IR communicates with clients!

Results:
Agree: 1
Disagree: 0

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What do you think about the proposal for Inland Revenue to facilitate a payroll reference group?

What software developers are currently discussing

No replies

Thu, 22/04/2010 - 12:45

Forum admin

What do you think about the proposal for Inland Revenue to facilitate a payroll reference group?

Like Sign Up to see what your friends like.

Sun, 27/06/2010 - 15:59

#1

flea

I think this is a very good idea as long as the make up of the group is balanced between technical, usability and market expertise. I also think it is important that this group does not act unilaterally but provides a co-ordination point for wider discussions.

Results:
Agree: 5
Disagree: 0

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In your opinion, is there a market for software that delivers tax compliance functionality?



What software developers are currently discussing

2 replies [[Last post](#)]

Thu, 22/04/2010 - 12:44

Forum admin

What do you feel the market would be for software which automates routine tax compliance by communicating directly with Inland Revenue's systems?

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Wed, 09/06/2010 - 15:13

#1

barnaclebarnes

There is some need for a system that allows access to the IRD's system. We want to access several government systems and pull data in via API's. Ideally we would use standards such as OAuth to let users authenticate and give access to various data. As a start we would like:

- GST and other filing dates for the company
- Filing History
- Payment history

Results:
Agree: 6
Disagree: 0

Is this the kind of information you were thinking of?

Wed, 09/06/2010 - 16:32

#2

jethrocarr

There's also the opportunity to simplify PAYE a lot more by moving some of the processing and calculating to IRD's systems so that an application can submit information for an employee's salary and have IRD return back information on how much tax is owed.

Results:
Agree: 5
Disagree: 3

-- Jethro Carr (jethro.carr@amberdms.com)

Sun, 27/06/2010 - 15:38

#3

flea

Considering that 30% of employers already file electronically, covering 80% of employees, that implies to me that the vast majority of those employers are already using software (which already provides tax compliance functionality). The remaining 70% of employers only account for 20% of employees and that implies to me each

employer only has few employees and currently has no requirement for payroll software.

The tax compliance side of payroll is relatively easy compared to the Holiday Act requirements and therefore unless a small employer requires software to assist them with the holiday side of things why would they bother paying for payroll software when they can manage a couple of employees very easily manually (using printed tax tables or IRD calculators) and still file their EMS electronically.

So while I am sure employers who already use payroll software would appreciate their software having enhanced tax compliance functionality (i.e. direct access to IRD) I doubt very much that that this type of enhanced functionality would create any significant new market for developers. There is possibly a small potential market for a developer to provide very simplistic "tax only" type software (i.e. not doing any holiday tracking etc) but unless the cost of this was tiny why would any small employer bother.

In regard to general accounting software and tax compliance there are a few possible enhancements around GST, FBT, Prov Tax filing etc but again this would be popular with existing software users but would probably not really entice a new market.

Results:
Agree: 0
Disagree: 2

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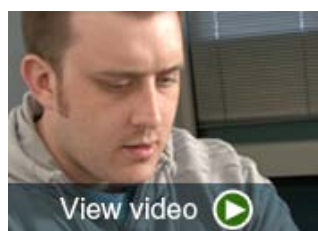
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Tim runs an expanding business and hires James to help out. Tim gets more late-night paperwork and James gets a nasty tax shock. Compare what happens now with how easy it could be in future.

- [View introduction #1](#) (47 secs - 1.8 MB - Flash)
- [View current world #1](#) (2.39 mins - 6.4 MB - Flash)
- [View future world #1](#) (58 secs - 2.3 MB - Flash)



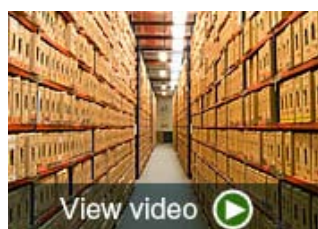
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[Getting it right \(Tim & James @ the gym\) — long version](#)

Tim runs an expanding business and hires James to help out. Tim gets more late-night paperwork and James gets a nasty tax shock. Compare what happens now with how easy it could be in future.

- [View introduction #2](#) (1.28 mins - 3.4 MB - Flash)
- [View current world #2](#) (7.26 mins - 16.2 MB - Flash)
- [View future world #2](#) (3.30 mins - 8.2 MB - Flash)



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[Is there a better way?](#)

Millions of pieces of paper a year are generated by the way the tax system works. Are you seeing too much paper ... ?

- [View introduction #5](#) (2.28 mins - 5.4 MB - Flash)

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The software I build can only have limited interaction with Inland Revenue's systems (issue 1/3)



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- ▶ The software I build can only have limited interaction with Inland Revenue's systems (issue 1/3)

[Inland Revenue still designs in a paper environment rather than for the electronic environment \(issue 2/3\)](#)

[I don't feel valued given my importance to the tax system \(issue 3/3\)](#)

The software I build can only have limited interaction with Inland Revenue's systems.

- + See current state
- + View current example

What is being proposed

Software that meets certain standards will be able to connect directly to Inland Revenue.

- + See proposal
- + View future example

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[What do you think about the proposal for a voluntary quality management system?](#)

- ▶ Any form of quality management of this nature always...
- ▶ Thanks for the point on the character limit. We'...

[In your opinion, is there a market for software that delivers tax compliance functionality?](#)

- ▶ Considering that 30% of employers already file...
- ▶ There's also the opportunity to simplify PAYE a lot...

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Inland Revenue still designs in a paper environment rather than for the electronic environment (issue 2/3)



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[The software I build can only have limited interaction with Inland Revenue's systems \(issue 1/3\)](#)

► Inland Revenue still designs in a paper environment rather than for the electronic environment (issue 2/3)

[I don't feel valued given my importance to the tax system \(issue 3/3\)](#)

Inland Revenue still requires information to be delivered in a format designed around paper forms, rather than the electronic environment.

- + See current state
- + View current example

What is being proposed

Specifications will be provided to software developers allowing information to be provided in a generic form.

- + See proposal
- + View future example

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I don't feel valued given my importance to the tax system (issue 3/3)



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[Inland Revenue still designs in a paper environment rather than for the electronic environment \(issue 2/3\)](#)

▶ I don't feel valued given my importance to the tax system (issue 3/3)

I feel under-recognised, given how important the software I build is to the tax system.

- + See current state
- + View current example

What is being proposed

Inland Revenue will work more closely with software developers to develop a more interactive tax system.

- + See proposal
- + View future example

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Getting it right (Tim & James @ the gym) transcript

Introduction

Screen shows a Tim standing behind his desk, talking on the telephone saying:

Tim - "Hello, Welcome to Tim's gym. Tim speaking."

Tim shuffles papers around on his desk while talking.

Tim "Ahh, yes, yes I think we have a booking there at 3.30 - yep - tai bo class".

A female customer waves her hands for Tim's attention and then walks away.

Next scene shows Tim in his office, sitting at his desk talking on the telephone

Tim - "oh here you are" (looking at some papers). Nods and reads the information. "ah, how does Wednesday sound for an interview?" Great. OK See you then." He puts down the phone.

Next scene shows boy sitting on a couch - James is reading a book. His cell phone buzzes. He picks up his cellphone to answer it.

James - "Hello". Hi Tim. Oh it was great meeting you the other day as well. Really, wow, thanks.

Curent world

World flashes onto screen.

Scene shows Tim at a desk, and James is coming into the room.

Tim - "How are ya".

James - "good"

They shake hands.

Tim - "Take a seat. Do you have your signed employment agreements?"

James hands them to Tim.

Tim - "fantastic. I also have here your tax code form to fill out and your kiwisaver registration form". He gives James these forms.

James starts to fill in the forms, following the tax diagram to come to the correct tax code he needs to use. He puts "M" as a tax code.

"Two months later" flashes onto the screen.

Next scene Tim is sitting at his desk in his office looking at a the tax deduction form He fills in the form, writes a cheque, folds them both up and puts them into an envelope.

"Five months later" flashes onto the screen.

Next scene shows James sitting at a table in his home with his partner.

Partner - "what's that"

James - "It's from the IRD. There's some problem with my tax code. I haven't been making my student loan repayments. What the, they are going to ring Tim. I had better ring them so Tim doesn't get into trouble."

Partner - "yeah" and walks away.

James gets on the telephone to call the IRD using the number from his letter.

"Six minutes later" flashes on the screen.

Call centre operator - "Welcome to Inland Revenue Julie speaking, how may I help".

James - "Hi, I have this letter telling me I'm on the wrong tax code with my student loan. What do I do?"

Call Centre Operator: "Well okay, if you are happy to hold, I will get a few details and look into that for you."

Next scene shows James holding the phone, waiting, sighing, getting frustrated.

Call centre Operator - "Thanks for holding James, I can see that you were sent a letter because you are currently on the M tax code and you should be on the MSL. If you earn over \$19,084 in a financial year you must pay 10c in every dollar you earn over that amount to your student loan. You do this by having a MSL tax code. Your employer is going to update

this for you."

James - " Oh OK, so there is nothing else I need to do."

Call centre Operator - "No not at the moment" but at the end of the financial year we will look at how much student loan deductions you have made and how much you should have. In your case, because you have been on the wrong tax code, you will most likely have a bill to pay. You will receive a personal tax summary that will show all of this".

James - "Ok, when does that happen"

Call centre Operator - " Not until May next year". [Note that in 2010, the increasing volume of paper processing faced by Inland Revenue meant that Personal Tax Summaries were not sent out until June or July].

James - "ok, yeah thanks" bye.

James hangs up the telephone and turns to his partner

James: "Um, yeah everything is sorted"

Future world

Tomorrow's World shows on the screen

Next scene shows a business card from ACME Payroll Software Providers (for all your payroll software needs) left on a keyboard.

Next scene shows Tim behind his desk in his office talking on the telephone, looking at his computer screen.

Tim "Really. It connects straight through to IRD? Really. Through my business IRD number and my bank account. Oh brilliant. It's so easy. Can I order one please?"

Scene goes to Jim sitting at his desk in his office looking at his computer screen. The ACME accounting business card is showing on the screen.

Next scene shows James sitting at a table in his home with his laptop open in front of him. James starts typing and the screen flashes a message "you've got mail" which James opens. A message from Inland Revenue opens up on the screen saying "Hi James, You are soon to start employment. Your new job has been recorded in the Inland Revenue system, and deductions will be automatically made from your pay for PAYE and Student loans. If you want to check the details you can log onto your workspace here.

Next scene shows James smiling typing into his laptop at his home. He then closes his laptop and walks away.

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Getting it right (Tim & James @ the gym) - long version transcript

Introduction

Screen pans from a "help wanted" flyer on the wall to Tim standing behind his desk, talking on the telephone saying:

Tim - "Hello, Welcome to Tim's gym. Tim speaking."

Tim shuffles papers around on his desk while talking.

Tim "Ahh, yes, yes I think we have a booking there at 3.30 - yep - tai bo class. Yep, no problem, yep. Two female customers enter standing at the desk while Tim is talking.

Tim - "yep okay, I will book you into then

At the same time he is looking at his customers holding up his hand as if to indicate please wait.

Tim "Yep, yep, 9.30,
One customer looks at her watch while she is waiting and the other female looks on.

Tim - Okay, cheers Mike.

Tim puts down the phone. He then looks up at the females

Tim - "hi how can I help?"

New Scene shows a picture of Tim's advertisement for his position at his gym, stuck on a concrete pillar outside. Two people, the female stretches her legs.

Partner - "Hey James, you should think about applying for this job. You are more than qualified". Man nods his head.

Next scene shows Tim in his office, sitting at his desk talking on the telephone

"James Stevenson, ahh"

Tim looks through some papers on his desk

Tim - "oh here you are (looking at some papers). Nods and reads the information. "ah, how does Wednesday sound for an interview?" Great. OK See you then." He puts down the phone.

Next scene shows James and partner sitting on a couch - man is reading a book. His cell phone buzzes. He picks up his cellphone to answer it.

James - "Hello". Hi Tim. Oh it was great meeting you the other day as well. Really, wow, thanks, yeah see you then." He hangs up.

Partner - you got the job?

James - what sort of question was that - of course I did'

James pumps hand to show his excitement, laughing.

Current world

Call Centre Operator - "welcome to Inland Revenue, you are speaking to Julie, how may I help."

Tim - "Yes, hi, I am looking to employ someone to help out with my business - what shall I do?"

Call Centre Operator - "Okay, we have a couple of options. I just need to get a few details to access your account. Great, thanks for that Tim. Now in your situation you need to register with us as an employer. You can register on our website and at the same time you can access information about our PAYE obligations."

Tim - "ah OK great, thanks for that, bub bye." He puts down the telephone. Tim scratches his head (has a beanie on).

"Later that month" flashes onto the screen.

Scene shows Tim at a desk, and James is coming into the room.

Tim - "Ah James, come on in. How are ya."

James - "good"

They shake hands.

Tim - "Take a seat. Do you have your signed employment agreements with you."

James hands them to Tim.

Tim - "Fantastic" Tim quickly looks over the documents.

Tim - "I also have here your tax code form to fill out". He gives James his tax code form.

Tim - "Your Kiwisaver registration form". He gives James this document

Tim - "I also need your bank account details for your pay".

Next scene shows James filling in the tax form putting in tax code "m" and hands it to Tim.

Tim - "All done. Great okay so we will see you on Monday 1st."

James - "sounds good see you then."

Next scene shows Tim looking over the form and copies James name into a book with "5th" beside it.

"One month later" flashes onto the screen.

Next scene Tim is at the gym behind the reception desk. James walks up to the reception desk with a female client.

James - "I will see you next time thanks very much"

Female client ' thank you' and walks away.

Tim - "another happy client. Great work"

James - "thanks."

Another client walks up to James

James - "Miss legman - this way please, thank you"

They both walk away.

Tim goes out a door behind the reception desk.

Next scene James is punching numbers into a calculator and paperwork around.

"Late one Night" words are on this picture.

Next scene has Tim behind reception counter and James walks up to him.

"Hey is it okay if I shoot off now, I have rugby practice?"

Tim - "yeah sure, hey don't forget this".

Tim hands James his payslip. James unfolds it and looks it over. James punches his hand to show his excitement and walks away.

"Two months later" flashes onto the screen.

Next scene Tim is sitting at his desk and pulls a piece of paper out of his tray and looks at it. It is a Kiwi saver employer details form and he fills it in. He also fills in a form names Employer monthly schedule. Tim then writes a cheque, folds them together with the forms, and puts in an envelope.

"20 minutes later" flashes up on the screen

Call Centre Operator - "welcome to inland revenue, you are speaking with Michael , how may I help."

Tim " Yeah, hi, look I am a bit worried that you guys haven't received the PAYE returns that I send in every month. I haven't received anything to say you have got them but can you check for me."

Call Centre Operator - "sure I can help you with that. I just need to get some details so I can access your account" "wow, it sounds like you've done that before. Thanks Tim. I have your account in front of me now".

Scene flicks back to Tim behind his desk, on the telephone.

Tim, "Okay, um, I am so glad you have received them but what about the one for July. I sent it a couple of days ago."

Call centre Operator - "Okay, it's not showing on the system as yet but if you only sent it a couple of days ago, it will be on its way to us."

Tim - 'Okay, I think I will ring back in a few weeks to make sure you got it".

"Five months later" flashes onto the screen

Next scene shows James sitting at a table in his home with his partner.

Partner - "what's that"

James - "It's from the IRD. There's something wrong with my tax code. I haven't been making my student loan repayments. They are going to ring Tim. I had better ring them so Tim doesn't get into trouble".

Partner - "yeah" and walks away

James gets on the telephone to call the IRD

Call centre operator - "welcome to Inland Revenue Julie speaking, how may I help you".

James - "Hi, I have this letter telling me I am on the wrong tax code with my student loan. What do I do?"

Call Centre Operator: "OK, Well if you are happy to hold, I will get a few details and look into that for you."

Next scene shows James holding the phone, waiting, sighing, getting frustrated.

Call centre Operator - "thanks for holding James, I can see that you were sent a letter

because you are currently on the M tax code and you should be on the MSL. If you earn over \$19084 in a financial year you must pay 10c for every dollar you earn over that amount towards your student loan. You do this by having a MSL tax code. Your employer is going to update this for you."

James - "OK, so there is nothing I need to do."

Call centre Operator - "No not at the moment" but at the end of the financial year we will look at how much student loan deductions you have made and how much you should have. In your case, because you have been on the wrong tax code, you will most likely have a bill to pay. You will receive a personal tax summary that will show all of this".

James - "Ok, when does that happen"

Call centre Operator - "not until May next year". [Note that in 2010, the increasing volume of paper processing faced by Inland Revenue meant that Personal Tax Summaries were not sent out until June or July].

James - "ok, yeah thanks" bye".

James hangs up the telephone and turns to his partner

James: "Um, yeah everything is sorted"

Next scene shows Jim behind his desk in his office picking up a piece of an envelope which he opens. He reads this frowning then picks up the telephone and calls a number.

"Ten minutes later.." flashes onto the screen.

Next scene shows call Centre Operator answering the telephone.

Call Centre Operator - "Hello and welcome to Inland Revenue"

Jim - "Hi, look, I have just received a letter saying that one of my employees is on the wrong tax code. What's going on here and am I in trouble?"

Call Centre Operator - "well if you give me the details I can take a look into that for you"

Next scene shows Jim at his desk in his office, holding the telephone

Call Centre Operator comes on " Well Mr Ropati - thanks for holding. Your employee has been using the wrong tax code. He should have been using the MSL code not the M code so that he is repaying his student loan. What you just need to do is change this for your employee from the next pay day so that he is repaying his student loan".

Scene shows Jim writing down these details in his office.

Jim - "okay, thanks for that". Jim puts down the telephone and put his hand on his face, shaking his head looking bemused.

"One year later" flashes onto the screen

Next scene shows James and Partner in their home. Partner gives James a letter

Partner - "got another letter from the IRD". She hands it to James.

James opens the envelope

James - " oh, no."

Partner - "what"

James - "It says here I owe \$420 dollars"

Partner - "when by?"

James - "7th February next year"

Partner - "That's okay, you knew you had to pay them because of that call last year"

James - "yeah, that's right"

Partner - "you can just put a bit aside each week and pay it at the end of the year. You will hardly notice it"

James - "I suppose, but we should have had it right in the first place" It's IRD's fault for not making it clear enough"

Partner - "right well how about I cook dinner tonight instead of takeaways and start saving your pennies". James - "Yeah"

Future world

Next scene shows a business card from ACME Payroll Software Providers (for all your payroll software needs) left on a keyboard.

Next scene shows Tim behind his desk in his office talking on the telephone, looking at his computer screen.

Tim "It connects straight through to IRD? Really. Through my business IRD and my bank account. Oh brilliant. It's so easy. Can I order one please?"

Tim puts down the telephone and turns as James walks into his office.

Tim - "James, come in. How are ya, take a seat".

James sits.

Tim "Have you got your signed employment agreement?"

James "yes" and hands over the documents.

Tim - "Fantastic - Oh I also need your bank account details for your pay and your IRD number".

James hands over the items requested to Jim. "Bank account, IRD"

Tim "great". Oh hey, If you go online you can also see where your tax is at. It is really useful. I was on there the other day".

James - "wicked, yeah I signed up with that when I got my student loan so I am really looking forward to see how much I have paid off"

Scene goes to Jim sitting at his desk in his office looking at his computer screen. The ACME accounting business card is showing on the screen. Jim clicks through to New Employee details, types in James's name, IRD number and bank account number into the boxes as required and clicks to go to another screen when finished. A message pops onto the screen

to say "the tax code and kiwi saver information for James Stevenson is now in the system".

Next scene shows Jim sitting behind his desk in his office smiling looking at his screen.

Next scene shows James sitting at a table in his home with his laptop open in front of him. James starts typing and the screen flashes a message "you've got mail" which James opens. A message from Inland Revenue opens up on the screen saying "Hi James, You are soon to start employment. Your new job has been recorded in the Inland Revenue system, and deductions will be automatically made from your pay for PAYE and Student loans. If you want to check the details you can log onto your workspace here".

Next scene shows James smiling typing into his laptop at his home. He then closes his laptop.

Next scene is James in the gym talking to a female client who is working out with dumbbells, and then the scene changes to another client who is doing sit ups. James is counting down to her.

James - "doing good 19, 20, let's push it to 30".

Next scene shows James coming out to the reception desk; Tim is standing behind reception desk.

James, as the client walks past him says "thanks, see you again next time" and waves.

Client - "thank you"

Tim - "another happy client - great work". They both laugh.

James - "thanks"

Next scene shows Tim behind his desk in his office typing on his word processor. The ACME accounting business card shows on his screen taking him into a menu programme. Enter Employees then Enter earnings. Tim clicks on James Stevenson's name on the screen, inputs an amount. Next screen shot shows "link to wage? Would you like to set up a wage transfer? (Yes button or No button)". James presses YES and comes to the transfer menu - inputs the month, date. Next screen shot shows "Link to wage? The PAYE payment for James Stevenson has been set up for June 20th. A reminder has been added to your calendar".

Next scene shows Tim sitting at his desk in his office smiling and nodding looking at his computer screen look satisfied. He gets up out of his chair and walks away.

Next scene shows James at home sitting down with a plate of food in front of him. He opens his laptop and clicks into IRD log in to Online Services, logs on and goes through to his account menu and it brings up his account summary for his student loan to date. James smiles and sighs. He closes his laptop gets up and takes his plate away.

Next screen shot "James can now spend his spare time how he chooses and Tim can get on with improving his business".

Next scene shows James and partner walking along the waterfront outside, enjoying the sunshine together.

Next scene shows Jim at his gym putting up another flyer advertising for more help for his rapidly expanding gym.

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Video - Oily man

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Is there a better way? transcript

"Inland Revenue sent out about 30.6 million envelopes last year" flashes onto the screen

Next scene shows a machine (background noise of machinery) creating IRD sealed envelopes and these go onto a table which stack up the envelopes which move along on a table with rollers.

Next screen flashes "containing about 76 million sides of paper"

Next scene shows a machine printing out letters.

Next scene shows a worker flicking through a stack of printed papers and putting a required amount into envelopes, which are stacked beside the worker. The worker carries on with this task three times.

While the background noise of the worker flicking through the papers continues the

Next screen flashes "including 1.1 million tax packs"

Next screen flashes "2.3 million Employer Monthly Statements"

Next screen flashes "2.7 million GST returns"

Next screen flashes "and 8.6 million statements and notices"

While the background noise of workers talking continues the

Next screen flashes "Last year Inland Revenue received about 4.4 million telephone calls"

Next screen flashes "with a peak of over 25,000 calls per day"

Next scene pans across a call centre office showing the workers talking at their individual work stations

Next screen flashes "Inland Revenue recieved 7.3 million items of inward mail"

Next scene shows a work pulling a trolley loaded with 8 NZ post boxes filled with letters ready to be mailed.

Screen flashes "Including 5.3 million tax returns"

Background noise of machine sorting envelopes.

Next scene shows envelopes addressed to the Inland Revenue Department being sorted and two workers picking up the contents from rollers and putting them into another machine.

Next screen flashes "and received about 3.4 million payments by cheque or cash"

Next scene shows a machine pulling through cheques which are being sorted into different compartment and picked up by a worker.

Next screen flashes "Inward mail is kept for at least 7 years".

Next screen shows a huge warehouse full of stacked boxes.

Next screen flashes "is there a better way?"

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Do you agree that compliance and administration costs should be reduced by ignoring small amounts?



What Individuals are currently discussing

11 replies [\[Last post\]](#)

Mon, 03/05/2010 - 10:28

Forum admin

Do you agree with the underlying approach of reducing compliance costs (the costs individuals incur dealing with tax) and administration costs (the costs Inland Revenue incurs running the tax system) by Inland Revenue no longer collecting small tax debts, and issuing small tax refunds?

 Like  Sign Up to see what your friends like.

Wed, 09/06/2010 - 16:28

#1

portia

What is meant by small? Apart from very small refunds - perhaps \$10 - if a person can be bothered going through the hoops that it takes to get a refund, Inland Revenue should be obliged to make it, especially if it is all going to be done on-line in the future.

Results:
Agree: 33
Disagree: 2

Wed, 09/06/2010 - 18:38

#2

Taxpayer92

If a taxpayer is going to provide a bank account number, then the IRD should make a payment.

Yes, make cheques by mail subject to a minimum amount.

Results:
Agree: 21
Disagree: 1

Wed, 09/06/2010 - 22:22

#3

Bea

They should not collect debts that are less than the cost of collecting them. They should, however, issue refunds when requested. That money is owed to the taxpayer and is not the government's to keep.

Cheques by mail should not be subject to a minimum amount. A taxpayer should not be required to give the IRD their bank account number in order to extract a refund out of them - they should be entitled to keep their bank account number private from the Inland Revenue. IRD has powers to dip into people's bank accounts for various reasons under tax legislation - taxpayers should not be forced to allow IRD to build up a database of their private bank account numbers that IRD can then use in the future.

Results:
Agree: 9

Disagree: 9

Wed, 09/06/2010 - 22:55

#4

Deitrich von Stade

Its my money - if Im entitled to a refund of \$5 its my choice if I want to do the necessary paperwork to get it. I personally wouldnt ask for a cheque but until they are no longer supported by the banking system, then IRD should still issue a cheque if requested - but maybe that takes a little longer as a disincentive.

IRD should look at different turn around times for different types of customer

If I file online, on time, supply all the required information and provide a bank account then I want my money in 2-3 days

If I file on paper, maybe its 2-3 weeks. If I ask for a cheque maybe I need to wait another 2-3 weeks. I think most people would opt for the bank account direct deposit option if they could be given faster turn around times. This is how its done in Australia.

Results:
Agree: 14
Disagree: 2

Thu, 10/06/2010 - 12:01

#5

Kim

No. Firstly you need to define what 'small' is. You maybe talking about anything up to \$200+. Also you say that the improved system will ensure that there is no error between PAYE and business software - this is difficult to believe. There are myriads of ways to qualify for a tax refund and everyone so have the right to be able to check they have paid the correct amount of tax and claim a refund if needed. This is simply IRD trying to cut down their workload of which I imagine a far bit consists of people filing for Personal Tax Summaries at the end of the financial year. Move it to online to increase efficiencies but don't take away our right to check we've paid the correct amount of tax.

Results:
Agree: 18
Disagree: 1

Sat, 12/06/2010 - 01:59

#6

hbblue

I am proof that business software dose not always calculate PAYE correctly, last year I had a bill from IRD for \$911.50, this year I am preparing for another \$700-\$750.

We can not controll how much tax our employer takes each week, but if that is short at the end of the year IRD expect us to pay the short fall.

Maybe if the empolyer was responceable for the short fall they would keep better track of,

- 1 What an employee had earnt
- 2 How much tax had been paid
- 3 How much tax should have been paid

Results:
Agree: 4
Disagree: 5

Sat, 12/06/2010 - 13:16

#7

Hughmama

Actually the way tax works is it is a yearly square-up. Software can only approximate how much tax should be deducted each week/pay in order to get to as close as possible to the amount as calculated over a year. Unless you are being paid an unchanging amount every pay over the year they will invariably estimate incorrectly, as will the IRD online tools when used for weekly tax estimations. But it is quite odd that the system should be

Results:
Agree: 7
Disagree: 1

underestimating the tax amount. In most cases it will overestimate. Time to change software perhaps?

Tue, 15/06/2010 - 12:49

#8

780620954@facebook

Surely these software systems can do they square up on your behalf in the last pay for the year on the basis of the job being your only expected income.

Wait a minute but you might have some tax on interest received from a bank (if your lucky).... oh boy this is already getting complicated.

Simplification of the tax structure should go hand in hand with these changes. For example why not just charge a standard 15% on any interest received from a bank if your expected income was less than \$50,000 pa and 25% if your income is expected to be higher. This was there is surety to the amounts and no reconciliations required at the end of the year.

Results:
Agree: 1
Disagree: 1

Sun, 11/07/2010 - 09:04

#9

NoName

I got a bill last year because there was an extra payday, so the annual amount of tax I have to pay didn't match up with the fortnightly amount my employer was deducting. Not happy.

Results:
Agree: 3
Disagree: 0

Sat, 12/06/2010 - 01:43

#10

hbblue

Over the past 3-4 years I have had to deal with 2 IRD departments, 1 for tax and 1 for child support.

As the pay-roll system my employer uses seems to be failing for my income, which is affected by varying hours as I work on a call-out situation, for the past 2 years I have been landed with tax short falls of approx. \$1,000 year. Money I now have to try to pay. How can I, or IRD, ensure that this dose not happen in the future.

After all I can not controll how much my employer taxes my income each week, and if this is short at the end of the year I now have to find it.

As for having to deal with Child Support as well, it is very stressful as they are not interested that I am trying to pay \$1,000 back for tax as well as \$900 a month to them. I feel that there needs to be some consideration when the average worker is landed with such large bills to 1 Govt. department while trying to pay another.

IRD has the job of gathering money from the workers of N.Z. to sustain our Welfare State, but should this be done by adding stress to the workers who are the main sorce of that income.

Results:
Agree: 3
Disagree: 1

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What do you think of Inland Revenue disclosing tax debts to credit reporters?

What businesses & employers are currently discussing

2 replies [[Last post](#)]

Sun, 01/07/2012 - 12:47

Forum admin

Inland Revenue's proposed secrecy rules would allow it to disclose information for tax administration purposes. This would include disclosing the fact that a taxpayer has a tax debt to credit reporters. Do you agree with this proposal? Do you think that there should be any restrictions on the debts to be disclosed, such as a minimum dollar amount?

Like Sign Up to see what your friends like.

Mon, 14/06/2010 - 11:27

#1

Trish Greenwood

Sounds like an excellent idea to me. No limit on amount.

Results:
Agree: 9
Disagree: 4

Wed, 23/06/2010 - 08:44

#2

Andrew Elphick

Similar thread to the other one. If the tax debt is crystalised yes, what I mean is prov tax , default assessments are not taken into account as well as tax in dispute. In addition is it right to disclose the child supoort debt?

Results:
Agree: 5
Disagree: 3

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Video - Molly short

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Molly breaks through transcript

Introduction

First Scene- Mum is cooking in the kitchen when she hears a scream. Molly comes running into the kitchen

Mum ` what, what is it?

Molly - "a buyer from Australia just called. Their supplier pulled out at the last minute, they need someone to fill the gap. They saw the designs that I did at the Trade Show. This is it mum. My chance to expand overseas."

Mum - "well congratulations hon - that is fantastic news. When do you need to fill the order by?"

Molly - "well I don't have the order yet, but if I could get them some costings and Some proposed designs then I have a very good chance."

Mum - "Excellent, well get to it then because the faster you get back to them the more professional you will look."

Molly - "well they need it by the end of the day tomorrow anyway so if I could get the costings done then I am going to sketch some new designs to show them. I am so excited."

Mum - "well then maybe you can hire someone to help you out. Off you go".

Molly helps herself to a sandwich mum has just made and runs off.

Molly - "thanks mum".

Current world

TODAYS WORLD shows up on screen

Scene shows Molly in a room, at desk looking at her laptop. The IRD website comes up on the screen. Molly types onto the links on the web page "GST and Exporting". Results are shown. The screen shows the site page going through the different areas of the website. Molly clicks on 'Goods and Services tax (GST)' then "ABOUT GST" which brings up the new screen with lots of information on it.

The camera goes back to the Molly sitting at her desk shaking her head looking confused. Molly then picks up the telephone, dials the number on the website.

"7 minutes later" flashes onto the screen then a female call centre operator answers her call.

Call Centre Operator "Good afternoon, welcome to Inland Revenue you are speaking to Megan, how may I help"

Molly -"Oh, Hi, I own a business and I want to know about GST and exporting. Can you help?"

Call Centre Operator - "Certainly. Are you going to be exporting goods?"

Molly - "Yes to Australia"

Call Centre Operator - "Okay. When a supplier exports goods from New Zealand the supplier can be zero-rated this is if the supplier exports them without the purchaser taking possession of the goods in New Zealand. Zero-rating means that GST is charged at zero-percent."

Molly - "Ok. I see, Okay. Thanks for that. Bye"

Molly hangs up telephone.

Screen then shows Molly looking confused.

Future world

TOMORROWS WORLD shows up on screen.

Scene then shows Molly sitting at her desk typing on her laptop. She laughs. She looks at the laptop, then writes on her pad beside her, nods, smiles and closes the laptop and gets up and leaves.

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Molly breaks through - long version transcript

Introduction

Girl sitting at desk sewing fabric.

Girl - "Oh, him mum"

Mum enters the scene and walks over to the table and feels the fabric.

Mum - "wow this is gorgeous fabric. What are you going to do with it?"

Girl - "well the wrap dress has been a very popular design and I have had so many orders for it I can barely keep up so I'm going to make a run of them in different fabrics".

Mum - "and is this your latest collection? Can I take a look?"

Mum walks over to another table and looks at a book on another table.

Girl - "Yeah sure, they are just sketches"

Mum - "and when are you going to be able to hire someone. You seem to be run off your feet".

Girl - "when I get enough money. I need orders to pick up more before I can".

Mum - "well I will leave you to it then, these are great. Well done! See you hon".

(mum walks away out of scene)

Next scene - Mum is cooking in the kitchen when she hears a scream. Girl comes running into the kitchen

Mum "what, what is it?"

Girl - "Someone from Australia just called. Their suppliers pulled out at the last minute, they need someone to fill the gap. They saw the designs I that I did at that Trade Show. This is it mum. My chance to expand overseas".

Mum - "Oh congratulations hon - that is fantastic news. When do you need to fill the order by?"

Girl - "well I don't have the order yet, but if I could get them the costings and some proposed designs then I have a really good chance."

Mum - "Excellent, well get to it then. Because the faster you get back to them the more professional you'll look".

Girl - "Oh they need it by the end of the day tomorrow anyway so if I can get the costings done then I am going to sketch some new designs to show them. I'm so excited".

Mum - "well then maybe you can hire someone to help you out. Off you go".

Girl helps herself to a sandwich mum has just made and runs off.

Girl - "thanks mum".

Current world

TODAYS WORLD

Camera scans over the papers with designs, costings etc on the girls desk. Scene shows girl in a room, at desk with looking over her documents. She moves to her left where her laptop is placed and starts typing. The IRD website comes up on the screen. The girls click onto the links on the web page. GST and Exporting. Results are shown. The screen shows the site page going through the different areas of the website. The Girls clicks on 'REGISTERING FOR GST' then 'ABOUT GST' which brings up the new screen with lots of information on it.

The camera goes back to the girl sitting at her desk shaking her head looking confused. The girl then picks up the telephone, dials the number on the website.

"7 minutes later" flashes onto the screen then a female call centre operator answers her call.

Call Centre Operator "Good afternoon, welcome to Inland Revenue you are speaking to Megan, how can I help"

Girl - "Oh, Hi, I own a business and I want to know about GST and exporting. Can you help?"

Call Centre Operator - "Certainly. Are you going to be expecting goods?"

Girl - "Yes to Australia"

Call Centre Operator - "Okay. When a supplier exports goods from New Zealand the supplier can be zero-rated if the supplier exports the goods without the user taking possession of the goods in New Zealand. Zero-rating means that GST is charged at zero-percent."

Girl - "Ok. I'm under the registration threshold at the moment, will those suppliers count and mean that I may need to register."

Call Centre Operator - "Those suppliers are still considered as turnover regardless of being zero rated. If your turnover is over \$60,000 dollars in a 12 month period then you must register, however you may wish to consider voluntary registration if your turnover is below \$60,000 dollars".

Girl - "I think Australia has different GST rules to us - can you tell me about Australian GST".

Call Centre Operator - You can find information on Australian GST by going to www.gststartup.gov.au. You may also find the customs website helpful at www.customs.govt.nz

Girl - "Oh ok, I see, thanks for that". Girl hangs up the phone looking confused.

"Later that day" flicks onto the screen

Screen then shows girl reading through a printed document and looking confused. She then calls a number on the telephone. A message is received: "I'm sorry you have called outside the operating hours". Girl puts it down quickly looking annoyed. She goes back to computer and clicks into the IRD website again. Girl looks confused, sighs, puts head in hand. TOMORROWS WORLD flashes onto the screen

Introduction Scene starts showing the girls pencil sketches in a folder followed by a page of the Molly's costings, shipping costs, suppliers, marketing, legal stuff and tax on another page which she has written.

Scene then shows Molly sitting at her desk looking through these documents. She then moves left to her laptop on the table and starts typing. She is on the IRD "GST" web page, types in search of "I want to sell products in Australia"

4 links appear and Molly clicks on "Information about GST for goods exported to Australia"

The text box appears with two options asking you need to register or, if you would like to find out more information on GST.

Scene then shows Molly writing on her pad looking pleased.

Molly clicks on "Register for GST"

The Gst registration is updating and processing online, Molly smiles as it flicks back to the computer to show she has been registered.

Scene shows Molly smiley and happy that it is so easy.

The next scene she is sitting at her desk in front of her open laptop, writing notes, nods with happy smiley face typing at her laptop.

"A few days later" flashes onto the screen.

Molly is sitting at laptop at desk in a different dress, typing and moving the mouse. Suddenly she screams and jumps out of her chair. She calls a number on the telephone beside her.

Person at other end (Mum) answers "Hello Wendy speaking"

Back to scene of Molly at desk on telephone saying "Guess who just scored their first international contract"

Mum - "Molly, that's fantastic love"

Molly - "they said they loved my designs, they said I was really professional and thorough and they appreciated how quickly I got back to them."

Mum - "I knew you could do it. I guess this means you need to hire someone in to help fill the order in a hurry".

Molly - "that's the next thing I need to get onto I suppose. Hiring someone. The deadline is really tight, I had better start getting an advert together. Talk to you later. Okay".

Mum - "Okay love, see you later".

Molly puts down the telephone. Sits back and smiles

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Does online access do away with paper and the need to phone Inland Revenue?



What businesses & employers are currently discussing

24 replies [[Last post](#)]

Tue, 21/02/2012 - 09:28

Forum admin

If you were able to access all your tax information online, would you still need to receive information in paper form, and contact Inland Revenue by phone?

 Like  One person likes this. [Sign Up](#) to see what your friends like.

Mon, 14/06/2010 - 11:34

#1

Trish Greenwood

Results:
Agree: 29
Disagree: 1

Definitely not as much however you will should still be able to speak to someone in need - you can't just not allow phone access. Personally i probably won't need phone access but I am sure others will/may.

Tue, 20/07/2010 - 09:06

#2

Mozee1

Results:
Agree: 8
Disagree: 1

I think online services are a good idea. I have a preference for online forms and submissions. I do not want to see IRD cutting off telephone services though. There is always the odd-ball issue that will come up and therefore will need further clarification. Plus, it can be quite frustrating going through the website looking for 'specific' information...especially when the website is not user-friendly and full of bling bling (flashy icons) in your face.

Wed, 16/06/2010 - 10:25

#3

Brian.

Results:
Agree: 33
Disagree: 1

Phone contact with IRD is essential for us to get 'immediate' response to problems or queries. Online information currently is often the trigger for us to need to follow up by phone. Paper reports from IRD are an audit trail for us.

Tue, 22/06/2010 - 20:58

#4

Andrew Elphick

Despite improved services I still need to contact IRD three or four times a day.

Results:
Agree: 9
Disagree: 4

Account lookup is probably accessed 20 times a day. If the client wants to know where their refund is I can tell it in account review then give them the standard 6 to 8 weeks response, or that as they are applying for social assistance that they will be held to a specific date. As the call centre people a lot of the time are reading from scripts, perhaps some of the load of the call centres could be split to robots that ask questions and get responses by way of keyboard input and screen. The call centres will still be required when the scripts don't quite meet the questions being asked.

Fri, 09/07/2010 - 11:13

#5

GWY_Trusts

Results:
Agree: 11
Disagree: 3

Many non-profit organisations require two signatories for 'all' transactions. The Charities Commission recognises this in requiring specific acknowledgement that on-line annual returns are being made with prior approval. The 'two signatories' rule makes operation of on-line bank accounts impossible. Further, electronic records are subject to corruption and machine failure making hard copies necessary for both audit and long-term storage purposes.

Mon, 12/07/2010 - 18:53

#6

admini

Results:
Agree: 3
Disagree: 0

The two signatories rule does NOT make operation of on-line bank account impossible. I am Treasurer for TWO non-profits where any TWO of several signatories are required to authorise ALL payments and both Westpac & ANZ both offer services to cater for this. BTW Westpac was by far the most simple to set up and user friendly to operate. ANZ took weeks to arrange.

Tue, 20/07/2010 - 08:57

#7

Mozeel

Results:
Agree: 1
Disagree: 2

For good accounting practices, governance and transparency, it is critical that two signatories are required. It comes down to how the organisation sets up their authority rules and how accessible the authorisers/creators are in processing payments etc.

Fri, 23/07/2010 - 13:47

#8

ronpen

Results:
Agree: 1
Disagree: 0

While it may be possible to set up the service to have two signatories operate the on-line system, the fact remains that for many not-for-profit organisations, the signatories often do not live in the same town or city. Getting any two of them together to operate the on-line system is therefore probably more difficult than using the present manual system.

Fri, 23/07/2010 - 15:03

#9

Litterarum

Results:
Agree: 0
Disagree: 0

I agree that the use of online banking for two signatories is possible for businesses, but not always viable for not-for-profits. I am a treasurer of a very small not-for-profit, and the fees that would be charged by our bank for changing across to a business account (which they require to do two signatures online), and additional fees for operating an online banking verification system are simply not worth while for our size of organisation.

admini

how about a "chat" function where instead of ringing up, i can go online and ask my questions/gain clarity in real time

Results:
Agree: 8
Disagree: 1

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 Any other comments?	3	333	by Daren Day 19/06/2010 - 08:17
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 Should Inland Revenue be able to correct media statements?	0	305	n/a
 What do you think about being able to access, receive confirmations, and amend your Inland Revenue information on-line?	6	475	by NRGIZE 20/07/2010 - 15:04
 What do you think about Inland Revenue no longer providing guides and booklets in paper form?	6	330	by Hughmama 15/06/2010 - 11:34
 What do you think about Inland Revenue providing better quality information online, rather than paper guides and booklets?	9	488	by 746598114@facebook 13/07/2010 - 11:13
 What do you think about your accounting software taking care of routine tax filing for you?	8	634	by Trish Greenwood 20/07/2010 - 09:26
 What do you think no longer having to send paper forms to Inland Revenue?	1	183	by Trish Greenwood 14/06/2010 - 11:46
 What do you think of having your payroll and accounting software manage your employees' deductions? [Page 1, 2]	18	1187	by carol@racewell.co.nz 22/07/2010 - 15:18
 What do you think of Inland Revenue disclosing tax debts to credit reporters?	2	329	by Andrew Elphick 23/06/2010 - 08:44
 Would it be acceptable to make electronic filing mandatory for all taxpayers?	26	1729	by Litterarum 23/07/2010 - 15:18

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



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1729

23/07/2010 - 15:18



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




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What businesses & employers are currently discussing

24 replies [[Last post](#)]

Tue, 20/07/2010 - 09:03

[#11](#)

Mozee1

Results:
Agree: 2
Disagree: 1

I think that's a good idea. If it beats talking to a computer and cutting down the wait time on the phone then I'm all for it.

Fri, 23/07/2010 - 14:00

[#12](#)

ronpen

Results:
Agree: 0
Disagree: 0

I do not think that this would be a good idea, as it would probably be a chat line between taxpayers, as I do not expect that IRD will have operators waiting at monitors to join in at all times. It is also likely that the chances of having another taxpayer on line who could comment on any particular problem at a given time would be extremely very small. In other words it would be just as frustrating as the present telephone system.

Mon, 12/07/2010 - 19:35

[#13](#)

admini

Results:
Agree: 8
Disagree: 0

Some people need to hear things in order to understand; others need it written down. you can't just not allow phone access when it is compulsory that we deal with you and we may need help to try and get something right! Sometimes quite a lot is at stake. Ultimately, IRD Is there to serve ALL the people of NZ.

Thu, 15/07/2010 - 13:25

[#14](#)

fannington

Results:
Agree: 0
Disagree: 2

I have only had to contact IRD by phone twice in the last year, and both times it only took about 2-3 minutes to get through. I don't see what's the big problem.

Tue, 20/07/2010 - 09:01

[#15](#)

Mozee1

Great! You're very lucky. What time of the day did you call and what time of year

did you call? I would like to know so that I can get the same speedy response.

Results:
Agree: 2
Disagree: 0

I got off the phone from IRD 1 minute ago. I phoned around 8:20am, went through the automated service and responded in the same 'robotic' voice, then listened to some great kiwi music until I was attended to by a human at 8:40-isham. Today's date is July 20, 2010.

Tue, 20/07/2010 - 14:27

[#16](#)

Ghostrider939

Results:
Agree: 1
Disagree: 0

Not doubting your comment fannington old chap, BUT you were very very lucky and must have called at exactly the most opportune moment.

Thu, 15/07/2010 - 13:34

[#17](#)

fannington

Results:
Agree: 3
Disagree: 1

So let me get this straight. IRD is going to work with software developers so that we have to access our files via our accounting program. What that means, of course, is that everyone will have to buy a new version of their accounting program just to comply with government edicts. Good scam for the software people. I only wish this would mean MYOB would work better and be more intuitive. My experience with MYOB is that they certainly won't get it right (or make it easy) in the first several versions. But then again, they're all about selling users "essential" up-dates, aren't they.

Thu, 15/07/2010 - 18:10

[#18](#)

Michelle

Results:
Agree: 3
Disagree: 0

I only ring IRD to get clients tax loss to carry forward, I would welcome more information on line

Tue, 20/07/2010 - 10:36

[#19](#)

Marg

Results:
Agree: 3
Disagree: 0

As much as the on-line services are great and generally speed up the processing of client returns etc it is essential to have the ability to talk with someone over specific issues - the suggestion of an on-line chat session would also be of benefit. I find the usual send/receive mail option frustrating slow and therefore depend a lot on feedback from account manager

Tue, 20/07/2010 - 12:53

[#20](#)

DianaWP

Results:
Agree: 1
Disagree: 0

Personally I don't and if I did need copies I would save an electronic copy. The same applies from a small business perspective - saving e-copies to send to the accountant at year end. I am all in favour of online services - I am an experienced internet banker and also use a web based payroll system as well as a web based accounting system - makes life so much easier than paper based or even PC based system. In the past I have used the ir-login on the IRD site for PAYE returns and found that excellent and every two months I file GST returns for my husband's businesses.

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Does online access do away with paper and the need to phone Inland Revenue?

What businesses & employers are currently discussing

24 replies [[Last post](#)]

Tue, 20/07/2010 - 13:00

#21

DianaWP

Results:
Agree: 1
Disagree: 0

Hi Marg Good point about on-line chat. I just used this facility when contacting TelstraClear to upgrade my broadband plan (chidlren chewing through my 5GB a month!) No waiting, quick service and very easy to use.

Tue, 20/07/2010 - 14:24

#22

Ghostrider939

Results:
Agree: 2
Disagree: 0

I believe that the "majority" of tax payers could be served adequately by an on-line service

BUT a fail-safe system MUST be available as well. Power outages/data corruption/misunderstanding could cause

considerable distress if there is no such fail-safe/back-up system in place.

Tue, 20/07/2010 - 14:38

#23

NRGIZE

Results:
Agree: 2
Disagree: 0

I do not want more online forms. My broadband is very slow (in central Auckland) and it is quicker for me to complete the forms on paper.

I want to be able to phone the IRD when I have a problem.

This is an online forum so only people interested in online filing will register. There are many people who are not computer savy who complete IRD forms and would not be able to do it on line, who you are not consulting.

Fri, 23/07/2010 - 15:09

#24

Litterarum

Results:
Agree: 0
Disagree: 0

The tax agents now have the ability to do some transfers online between tax years for credit balances, but this service is very limited, and I often find myself phoning to tidy up client's tax accounts, where the IRD have not credited the payment to the correct year or tax type, and leave it up to the agent to sort out that there is one in credit and one in arrears for the same amount because payments have gone to the wrong place.

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How can Inland Revenue support employers moving from a paper-based environment to an electronic environment?



What businesses & employers are currently discussing

5 replies [[Last post](#)]

Tue, 01/11/2011 - 14:58

Forum admin

How can Inland Revenue support employers moving from a paper-based environment to an electronic environment?

 Like  Sign Up to see what your friends like.

Sat, 12/06/2010 - 12:58

#1

Hughmama

Well I was one of the design team working on this issue (more specifically EMS) in 2007/2008 for IRD. It was clear then that people are comfortable with their current systems, be they informal paper based or fragmented electronic. Change requires a good deal of attention and self control. Moving from something that you need pay virtually no attention to while doing it - kind of muscle memory - to something that you have to apply great scrutiny to in order to ensure compliance within your context - until it also becomes "safe" is not something people will just wake up and decide to do.

If it's the IRD that wants to provide the incentive for this change they are going to have to pay generously, whether that be financially or otherwise. In all honesty the IRD have little chance at figuring this one out themselves. Fortunately I think others will find reason and means to do it for them.

Results:
Agree: 2
Disagree: 0

Mon, 14/06/2010 - 10:46

#2

100001082712603...

I really like this idea of employee self management. However, I don't like the idea of having to purchase "integrated software". If the bulk of employee information is due to be stored in the IRD system, then the IRD should provide the few remaining tools to calculate the pay run...

e.g.

1 - Employer enters gross pays.

2 - IRD calculates deductions and kiwisaver contributions and produces a direct credit schedule to the employer.

3 - Employer pays as per the direct credit schedule

Thus

Employers gain a few extra minutes in the day, saves space in the filing cabinet, and decreases the costs of paying an accountant to calculate the pay runs...

Even better if

- if the IRD could collect details regarding sick days, holidays, stats, etc, and provide a clear report to employees and employers on their current status, allowance and legal obligations. Thus being a fair and impartial record.

Results:
Agree: 6
Disagree: 0

Mon, 14/06/2010 - 10:53

#3

100001082712603...

The IRD could automatically email employees their pay slips (or a monthly summary), and correctly adjust tax rates for employees with multiple jobs, so that it is clear what an employees total tax is on a total income from multiple jobs.

With the IRD maintaining the relationship between the employer and employee, there would be greater participation by all individuals, and complete transparency of the way the system works.

The IRD should also take care of garnishing employees wages for court fines also, and all communications regarding that, again so that an employees circumstances remain private, and the employers admin time is reduced.

Thank you for the opportunity to have a say.

Results:
Agree: 6
Disagree: 0

Thu, 15/07/2010 - 09:46

#4

cansoc

It would be helpful when entering EMS data online if there was an option to select employees alphabetically instead of only by IRD number, as this is the way our payroll software (MYOB EXO Employer Services) prints out the report.

Yes, it would be good to have the report downloaded directly into IRD's website so we don't have to double handle it.

Results:
Agree: 0
Disagree: 0

Tue, 20/07/2010 - 15:38

#5

NRGIZE

The IRD will have to improve their systems so that they work as well as Excel does in tracking payroll, deductions and vacation and sick days. Have a look at Westpac's banking site to see how easy it is to make a payment to the IRD and then compare it to how complicated it is to fill out the IRD PAYE form online. IRD is slow and complicated. Westpac has all the information on one page and proof on payment prints on one page.

The IRD should compare their website to any commercial website that entices customers to buy. This will show the IRD how far they are from normal commercial reality.

Security needs to be friendlier so that once you log on you do not have to enter your password again, just like a bank website.

Results:
Agree: 0
Disagree: 0

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What do you think about being able to access, receive confirmations, and amend your Inland Revenue information on-line?

What businesses & employers are currently discussing

6 replies [[Last post](#)]

Fri, 01/02/2013 - 13:20

Forum admin

What do you think about being able to access, receive confirmations, and amend your Inland Revenue information on-line, rather than receiving and waiting for paper statements?

Like Sign Up to see what your friends like.

Thu, 10/06/2010 - 08:01

#1

D Miller

Results:
Agree: 15
Disagree: 4

Great idea, this would save time & cost at both ends. One thing that would be good is if you were able to file RWT returns online - unlike GST, FBT & PAYE, this cannot currently be done.

Mon, 21/06/2010 - 11:00

#2

Andrew Elphick

Results:
Agree: 6
Disagree: 4

As eluded to by my software developer last year and my agent account manager, IRD is moving to an electronic enviourment. After spending significant funds on software to go electronic I now find my self printing more documents for client approval as the majority of my clients are not online or need further skills to be internet sucessful (boomers and X). Those costs are significant and while some overhead has been absorbed by me, the client is paying for the digital divide. This is producing compliance cost increases. My practice relied on IRD statements to confirm to the client that IRD has there information, now these will be produced by me. I am not perfect (neither I must add is the revenue) and I can't help thinking that quality may suffer as well as cost! What does the vaux poli think?

Mon, 12/07/2010 - 13:35

#3

Higgi

In a large organisation different staff are responsible for different tax Obligations ie: the Payroll Manager for the IRFile etc the Accountant for the FBT and GST. The Company would need to be able to have separate logins to restrict access to information so that the accountant would not be able to view or change employee paye, student loan info etc and the payroll manager would not have access to the

Results:
Agree: 4
Disagree: 0

GST and income tax returns for the company. There may be many levels of security required in order to reduce the phone contact required. Also a tax agent may be used for the Income/company tax but the company employee's would be responsible for the day to day tax obligations like IR File and GST.

Thu, 15/07/2010 - 13:29

#4

fannington

Results:
Agree: 5
Disagree: 0

No problem, and I don't really see the need any more for paper alternatives. That said, however, I find the PAYE site very clunky (non-intuitive) to use, and having just started using this site, I have to say the same. The comment section seems to work ok, but once you put through a comment it doesn't provide a link back to the questions page. I also find having to answer a maths question every time I send through a comment a bit of overkill. Same goes for the secret squirrel password system. All you're doing is asking for comments, for flip sake.

Tue, 20/07/2010 - 09:33

#5

Trish Greenwood

Results:
Agree: 4
Disagree: 0

Totally agree with fannington - regarding the overuse of security for a comments page. FGS it is major overkill and would put many off participating.

Tue, 20/07/2010 - 15:04

#6

NRGIZE

Results:
Agree: 2
Disagree: 0

My experience with the IRD's websites are that they are clunky and slow. I prefer a paper based statement saying what is outstanding, so that when the IRD eventually disclose an error I can go back and reconcile the transactions.

Collecting PAYE is the IRD's job not mine. I am a small businss owner. Tthe IRD should improve their current processes to normal business practice and send a statement within 5 days at the end of a month.

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What do you think about your accounting software taking care of routine tax filing for you?

What businesses & employers are currently discussing

8 replies [[Last post](#)]

Mon, 21/01/2013 - 06:16

Forum admin

What do you think about no longer having to send paper forms to Inland Revenue and having your accounting software take care of it for you instead?

Like Sign Up to see what your friends like.

Thu, 10/06/2010 - 09:41

#1

chris peace

I run a small business (two employees total) and would welcome being able to do a monthly reconciliation with software on my own computer and then file a tax return with IRD that covered PAYE, Kiwisaver and GST. They would therefore have a common date for PAYE and GST as opposed to different dates currently. Such a facility would ease cash flow for SMEs like us and, probably to a small extent, the Government.

Company tax would be a little more problematic due to fluctuations in income and expenses: I would prefer this to be an annual return based on the results for the whole year.

The reduction in forms would be of marginal benefit and I would still like the option of printing a return as a more permanent record.

Results:
Agree: 16
Disagree: 2

Mon, 14/06/2010 - 13:49

#2

NRGIZE

I run a small business with 8 employees. So far the IRD have made my job harder by expecting me to do their dataentry for them on a website which is complicated and slow to use. I returned to the paper forms as it was quicker and easier as I do not always have access to the internet when I am completing the returns.

I use excel to manage my payroll, so I do not think that I will be able to file the information electronically with the IRD or more quickly than if I filled in a paper form.

Results:
Agree: 10
Disagree: 3

Tue, 15/06/2010 - 11:14

#3

Judith Card

I would recommend purchasing payroll software such as ACE Payroll to manage

Results:
Agree: 10
Disagree: 10

your business payroll. Yes there is time involved in setting up the system to start with but you may be able to get help with this. I think that you would be amazed at how easy your payroll and tax compliance process would become. Tax compliance, Kiwsaver, Holidays Act compliance, student loans, child support, allowances, and the list goes on, are a minefield to navigate in this day and age. I have spent many years manually processing payroll and many years using various payroll software so have a good comparison. Even if I had only 2 staff I would still use purpose software!

Wed, 16/06/2010 - 23:05

#4

Carol D

Results:
Agree: 8
Disagree: 2

Our business is even smaller.....1 employee. My singular attempt to file online and pay by internet banking resulted in our employee's student loan payments not being paid and he was showing as being in arrears. I have gone back to paper filing and paying by cheque for ALL IRD payments

Tue, 15/06/2010 - 11:02

#5

Judith Card

Results:
Agree: 10
Disagree: 8

We prefer to be in control of processes that we are ultimately responsible for ie filing of tax returns such as PAYE and GST. For this reason we prefer not to use online software such as Smartpayroll, to manage or complete this process for our business. I also have to complete all of our accounting reconciliations at year end for audit so I like to know what's actually happened and not find errors or whatever 6 months down the track. Our business uses IMS payroll software to manage the payroll process, which takes care of all the tax deduction calculations, kiwisaver, all types of leave calculations etc, as long as everything is set up correctly to start with. This system creates electronic files for simply uploading online at the IRD website. There is still the option to manually edit these files if necessary. We use Moneyworks Gold (yes we love Macs!) accounting software. Again, GST compliance is simple and we now use the online GST form to submit to IRD rather than the paper form. These processes for us are quick and easy, whilst still maintaining a level of control over the process. I think IRD have done a great job at getting their online services up and running and coming up with improvements.

Tue, 15/06/2010 - 16:39

#6

GR1952

Results:
Agree: 9
Disagree: 3

As a tax agent we use SmartPayroll. Once set up, it is a breeze. It is web based. They deduct 100% of the payroll each pay period, pass on the payment to the IRD when due & take care of all the forms. The cost each month is minimal. We take about an average of 10 mins per week to administer each payroll we oversee. SmartPayroll do have direct customers. Their phone number is 0800 10 10 38 or website www.smartpayroll.co.nz. The only paper produced are payslip, even they could be emailed to the employee.

Mon, 12/07/2010 - 19:49

#7

admini

Results:
Agree: 2
Disagree: 0

there are certain manual checks I run before just going with the GST figure that MYOB tells me to pay to the IRD. Often errors are discovered, particularly as we are a non-profit and income is sometimes GST exempt (eg one-off donations). Our administrator is human, does make mistakes; hence this second layer checking. Would not want any auto system where this was eliminated.

Tue, 20/07/2010 - 09:26

#8

Trish Greenwood

We are a private business and have been using Smartpayroll since April 2010. We have 30 staff and two companies. All our PAYE returns are done on our behalf. Our payslips are emailed to employees. It's very cost effective compared to purchasing, updating and maintaining your own software.

Results:
Agree: 1
Disagree: 0

The process takes about half an hour as compared to a whole morning/afternoon as previously. I can recommend it.

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What do you think about Inland Revenue providing better quality information online, rather than paper guides and booklets?



What businesses & employers are currently discussing

9 replies [[Last post](#)]

Sat, 01/01/2011 - 15:02

Forum admin

What do you think about Inland Revenue providing better quality information online, rather than paper guides and booklets?

 Like  One person likes this. [Sign Up](#) to see what your friends like.

Wed, 16/06/2010 - 10:30

#1

Brian.

Quality, searchable online information is a great goal for IRD to strive for.

Results:
Agree: 31
Disagree: 3

However hard copy guides and booklets are also essential for users to refer back to, highlight, bookmark, etc.

Fri, 09/07/2010 - 22:10

#2

sally34

Prefer hard copy guides and forms to fill in

Results:
Agree: 5
Disagree: 9

Mon, 21/06/2010 - 17:55

#3

clare hewitt

The existing website can be very confusing and hard to find the information on. I sometimes do a search and then still have to ring up and ask how to get the information I need. if you are going to have all the information on line you need to make it easier to find.

Results:
Agree: 21
Disagree: 3

Thu, 08/07/2010 - 16:24

#4

christine.kidwell

I agree that change is inevitable, but How do you arrange forms that have not been signed.

Results:

Agree: 6
Disagree: 0

Fri, 09/07/2010 - 22:14

#5

sally34

Everything we do requires 2 signatures so we cannot pay online. Having everything online is complicated, prefer filling in forms and receiving hardcopies.

Results:
Agree: 7
Disagree: 4

Mon, 12/07/2010 - 19:52

#6

admini

yes you can pay via internet banking even when 2 signatories are mandatory. Eg Check out Westpac or ANZ internet facilities

Results:
Agree: 6
Disagree: 0

Mon, 12/07/2010 - 13:02

#7

Glenys1

Everything we do requires 2 signatures so we cannot pay online. However, if we can fill our forms in online using approved signatures, and send cheques by post, that seems a good step forward in saving paper and time. I appreciate using the online tax tables rather than consigning large booklets of tax tables to the bin each year. As long as the back up by phone to IRD is improved, I think this system would be a step forward for us.

Results:
Agree: 3
Disagree: 3

Tue, 13/07/2010 - 11:13

#8

746598114@facebook

Hi Glenys, we require two signatures for all payments, so we told the bank that we require online banking that requires two levels of authorisation. If you bank provides accounts for businesses, they will have this capability as nearly every business requires two signatories for cheques. We now use ASB's Fastnet Business.

I am on a board of a couple of other not-for-profits and when the branch from different bank said they couldn't do online banking for two signatories, I suggested we move to a bank that could provide the service. Very quickly the problem of resolved and we were offered an account suitable for our requirements. Depending on which bank you are with, you may need to pay a small monthly fee but it is covered in the savings made in not using cheques.

Results:
Agree: 7
Disagree: 0

Tue, 13/07/2010 - 11:07

#9

746598114@facebook

We use online systems for Payroll and Accounting. PAYE is easy but GST is a manual process as although we can file on line, we can't integrate it with Xero. So it would be good to have the same upload capability for our GST.

Also, why can't the IRD deal electronically with other Government departments to supply information, particularly the Department of Statistics when relating to payroll. There is no need for them to post us paper based forms to fill in about wages and hours worked when this information can be supplied electronically through the payroll system.

Generally I find the IRD one of the best government departments to deal with in

Results:
Agree: 6
Disagree: 0

terms of online capability. Some departments (e.g. Dept Conservation) can't even give us a bank account number to receive electronic payment.

Jane Hindle

Thu, 22/07/2010 - 09:41

[#10](#)

ageman

Results:
Agree: 1
Disagree: 0

I would suggest that a large proportion of not-for-profit organisations will struggle to meet on-line requirements as

they do not have the money to purchase the latest computer equipment and/or software.

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Any other comments?



What businesses & employers are currently discussing

3 replies [[Last post](#)]

Sat, 21/05/2005 - 16:07

Forum admin

Please use this heading to tell us about any other issues that occur to you when looking at the proposals for employers and businesses as set out on this website.

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Thu, 17/06/2010 - 21:31

#1

mxc33

I really think that IRD use of money interest on provisional tax is a trap for first time small business players. I was very disappointed in how unfairly IRD handled my query. Given that I was on the standard option for provisional tax and tried to follow all the rules in the documents I had, I was still penalized by \$3500 interest and having to pay \$30000 before the official due date to stop paying ridiculous interest rates.

I am now working in a project environment where a lot of my colleagues are also independent contractors. When I discussed it in the group how badly I was treated by IRD, I found out that I am not the only one that has stepped into the trap. I suggest that IRD review the approach to the Second year of operation for provisional tax calculation methods and communications to small business and the self employed. It is an untold trap I will not easily forgive the IRD for.

Results:
Agree: 9
Disagree: 2

Mon, 05/07/2010 - 14:33

#2

Ctasnz

I agree. One year, the Provisional Reminder never arrived due to an IRD error, but because I admitted that I had the summary statement from the beginning of the tax year, they insisted that I was at fault, and so had to pay penalty tax.

Results:
Agree: 1
Disagree: 0

Sat, 19/06/2010 - 07:57

#3

Daren Day

The IRD internet site is very hard to navigate which means I dont use it other than to file my GST returns, which has a fast link on the home page. Filing on line is so much easier for me and means I am usually early or on time. The amount of paperwok is

enough for small buisnesses so it would be good if IRD could provide the same easy internet form for Employer monthly schedule forms for those of us who are too small to have payroll software or only employ casual contract labour. The current schedules sent out are usually a mess with some previously employed casuals but not the most recent ones and often errors. A list of previously employees with a tick box (and a delete box to remove employees who have left permanently) and an add new employee box then it sets up the schedule to fill in, pretty basic application though probably a reasonable amount of extra processing power and memory.

Results:
Agree: 6
Disagree: 2

Sat, 19/06/2010 - 08:17

#4

Daren Day

The IRD is often one of the last ones to be paid by small business and I have heard usually tax debt either gst or paye (or penalty / interest) is the final straw that makes business go into liquidation. The provisional tax system is a dog, which is probably being a bit harsh on our for legged fiends, obviously designed by some malevolent accountant it is time it was made simpler and more business friendly. eg give business an option of making regular monthly or bimonthly payments based on previous years income and a balance amount when the tax return is completed, An option of revisiting with the IRD the scheduled payment if annual income has significantly changed. Would it hurt for IRD to send an auto email reminder if payment has been missed with a 48hr grace period to pay, most of us are able to pay tax online so a red hot reminder that penalty interest will kick in would see a high percentage of payment and a significant reduction in angry taxpayer phone feedback.

Results:
Agree: 7
Disagree: 2

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What do you think no longer having to send paper forms to Inland Revenue?



What businesses & employers are currently discussing

1 reply [[Last post](#)]

Fri, 05/02/2010 - 14:57

Forum admin

What do you think no longer having to send paper forms to Inland Revenue?

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Mon, 14/06/2010 - 11:46

#1

Trish Greenwood

Excellent - if I file it online DO NOT ask me to then send in a paper return - that is ridiculous!

Results:
Agree: 3
Disagree: 2

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Individuals

These are all the forum topics related to individuals

Topic ▲	Replies	Views	Last reply
 Any other comments? [Page 1, 2]	19	1013	by exeman 16/07/2010 - 10:37
 Do you agree that compliance and administration costs should be reduced by ignoring small amounts? [Page 1, 2]	11	871	by NoName 11/07/2010 - 09:04
 Do you think that anyone needs to be added to the list of people who can still file for PAYE income? [Page 1, 2]	13	990	by Litterarum 22/06/2010 - 19:48
 Do you think that sharing some of your PAYE information with other Government agencies would be a good idea?	4	511	by Pascal 13/07/2010 - 15:18
 How can Inland Revenue support individuals to move to an electronic environment? [Page 1, 2]	11	931	by NoName 11/07/2010 - 08:59
 Should Inland Revenue be able to correct media statements?	3	460	by Andrew Elphick 21/06/2010 - 18:32
 What do you think about being able to access, receive confirmations, and amend your Inland Revenue information on-line? [Page 1, 2]	13	1363	by Litterarum 23/07/2010 - 15:22
 What do you think about Inland Revenue no longer providing paper guides and booklets?	5	577	by admini 12/07/2010 - 18:18
 What do you think about no longer receiving paper statements and notices from Inland Revenue?	7	576	by Andrew Elphick 30/06/2010 - 12:28
 What do you think of Inland Revenue disclosing tax debts to credit reporters?	6	626	by michael 21/07/2010 - 11:00

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

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What do you think of Inland Revenue disclosing tax debts to credit reporters?



What Individuals are currently discussing

6 replies [\[Last post\]](#)

Sun, 16/05/2010 - 15:36

Forum admin

Inland Revenue's proposed secrecy rules would allow it to disclose information for tax administration purposes. This would include disclosing the fact that a taxpayer has a tax debt to credit reporters. Do you agree with this proposal? Do you think that there should be any restrictions on the debts to be disclosed, such as a minimum dollar amount?

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Wed, 09/06/2010 - 22:45

#1

Deitrich von Stade

Is it the amount thats important or is it that the customer is defaulting and not making any attempt to sort their debt out. In terms of being able to report to credit reports maybe it needs to be for amounts that are significant, or several years overdue? Id hate to think theyd report me if I was 2 weeks late on a small income tax bill.

Results:
Agree: 10
Disagree: 3

Shouldnt IRD also be looking for other ways to recover outstanding debts? Putting a debt recovery charge on top of PAYE deductions would be a way to achieve this. Dont know if this is actually done/common practice now?

Wed, 09/06/2010 - 22:46

#2

Bea

I strongly disagree with this proposal. IRD already has a penalties regime to discourage late payment. There is also the frequent circumstance where in a family business, there is a credit in one taxpayer and a debt in another, or a credit in one period and a debt in another or a credit in one tax type and a debt in another and they have yet to be offset against each other. IRD would be disclosing the debts to credit reporters when no net debt exists.

Results:
Agree: 14
Disagree: 5

If lenders who use credit reporters wish for assurance that there is no tax debt, they are perfectly able to seek proof from the borrower such as a letter from a chartered accountant or a printout of tax balances.

Thu, 10/06/2010 - 10:15

#3

kayebird

I need more information to agree to this. Privacy is such a delicate issue and there are a myriad of situations such as those mentioned above, which are hard to quantify. If it is up to the individual to disclose IRD debts when applying for credit, some people would choose to withhold this information, so making it available would protect lenders from these potential liabilities.

With the increase in online data being shared, privacy is an ongoing issue that should be open for serious public debates, especially in these cases.

I do think that IRD debts should affect individual's credit ratings, the same as for any seriously overdue amount that gets sent to Veda Advantage for example. That way, creditors get a full picture and are then able to make an informed decision.

I think it would depend on the total debt, length of debt etc. the same as for debts that currently get sent to collection agencies. There is no reason why IRD debts should be excluded from this. They should definitely be included somehow.

What else are they talking about sharing? This is only one example. I would like to know please in plain bullet points what exactly they propose to share and to whom, thanks. It seems a bit vague to me right now. At the moment it sounds like the opposite of a secrecy rule!

Back to the point at hand, I think the same lengths of time and amounts as what are dealt with by Veda for other debts should apply to IRD, maybe there is a standard? They must have some sort of scale, or is it purely done by timeframe?

Creditors should be entitled to a full picture of applicants liabilities, regardless of dollar amount. If other debts have to be verified, why shouldn't IRD debts? Many individuals in this country spend outside their means. The subprime mortgage crisis in the US was a reminder that there needs to be safeguards in place. This particular disclosure would save a lot of people a lot of heartache, but what other information and to whom are you proposing is shared?....thank-you. I can't agree to something unless I know what it is.

Results:
Agree: 6
Disagree: 2

Tue, 22/06/2010 - 20:22

[#4](#)

Andrew Elphick

There are a lot of reasons why someone does not furnish a return on time just as there are valid reasons to issue default assessments to encourage filing of the returns. I wonder what percentage of IRD debt is default assessments. Would be fair that given all the circumstances are not available that IRD be given the opportunity to destroy credit ratings on a default assessment? In addition a crystallised debt may have hardship will the credit report destroy a person's rating after the write off by hardship? Will CSA debt which is at an all time high be added and hence reduce any chance at all of lending money to repay the debt? Are you advocating that if you don't pay your tax your credit rating will be destroyed and hence it is better to go no assets procedure or bankrupt, after all there is nothing more to lose! Hasn't IRD social responsibilities?mmm

Results:
Agree: 5
Disagree: 2

Sun, 11/07/2010 - 09:09

[#5](#)

NoName

I think if that person hasn't done anything to sort out a debt they've got with ANYONE - let alone IRD - then IRD should be able to do anything/everything they can. I pay my taxes why shouldn't everyone else. But this should only be allowed when a significant length of time has gone past, and if the income tax return or GST return or whatever has actually been done. And only by an actual person at IRD - some things must be done automatically and get stuffed up when that happens.

But then IRD can already go to someone's boss and take the money out of their wages - your credit card can't, so giving you a bad credit rating is the only thing they can do.

Results:
Agree: 1
Disagree: 1

Wed, 21/07/2010 - 11:00

#6

michael

This is a dreadful idea.

Last year the select committee was taking submissions for changes to Transport (Vehicle and Driver Registration Act) 1986, for varied reasons including that Veda Advantage was data mining the motor vehicle register to sell the information to companies for direct marketing purposes.

The first I was aware of this was when I received an offer from Cigna for a life insurance and they used my first name. This raised warning bells as I always go by my middle name which is Michael. I contacted them and found out they had obtained my details from Land Transport Motor Vehicle Registry via Veda. I also received an offer for a pre approved charge card from American Express in a similar fashion.

A few years ago I also discovered how easy it is to screw up someones credit rating, again it was Veda Advantage involved (Known as Baycorp then). All the perpetrator has to do was make up a phony invoice with my company's name on it, and send it to Veda with the correct phone number but fake address, and presto - screwed credit rating I had engage a lawyer to threaten them with legal action. Ironically Veda were also pursuing the perpetrator's business for \$100k.

I recived a phone call from Veda, I strongly denied the debt, and that was the last I heard so I thought the matter was finished. Unfortunately I hadn't replied to their letter (I didn't recieve it) and they did what they did, no proof whatsoever required for the phony 'debt'.

In short while credit rating agencies may serve a useful purpose to commerce but they are also a law on to themselves and they are not to be trusted.

My Mother's last law job in law was working in the legal side of debt collection. She also told me about Baycorp and co's cowboy antics.

It will be a big mistake for the IRD to give them or any of their ilk any implied credibility.

Results:
Agree: 2
Disagree: 0

(Please delete my above post and replace it with this one)

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Any other comments?

What Individuals are currently discussing

19 replies [[Last post](#)]

Fri, 09/07/2010 - 09:40

#11

Kim Robinson

Who is ripping off who?

First of all, I must congratulate IRD for taking the initiative of creating this site and exploring new ways to making tax issues easier! *Big round of applause to you all*

I'm a campaigner of Disability issues. I found this site through Facebook. When I visited the video section I was stunned to see lingual-segregation in practice. What is lingual-segregation? It is the action of seperating forms of language (visual, spoken, written).

The use of video's is fantastic - how it's been done is not. I noticed there was a transcript below the video. If there is a transcript - then what purpose does the video serve? I highly recommend that the video has open captions inserted.

There are 239,000 New Zealanders over the age of 15 with a form of hearing loss who require assistance to fully participate in normal activities. Assistance such as /subtitles captions and NZ Sign Language (NZSL is an official language of NZ).

NZ has also adopted the NZ Disability Stragety. To date, no where on this site recognises either of the official languages, disability stragety or recognises NZ's signatory of the Convention on the Rights of Persons with Disabilities. 1 in 5 New Zealanders have a Disability. If you do the maths, almost under 1 million citizens of NZ are being barriered. Yet, they pay tax...

I would like to request the site admins to look into this to make information and discussions more accessible to these 1 in 5.To resolve the site accessibility, I recommend that the admins contact Jan Scown from Office for Disability Issues. ODI has done alot of work over the years to making government departments accessible.

My concerns are valid as the disability community pays alot of tax, yet full access to tax matters in not provided. For years I've had lots of problems understanding IRD forms etc as I'm limited in communication face to face due to being Deaf.

Please make IRD accessible to all.

Thank you

Results:
Agree: 9
Disagree: 0

Tue, 13/07/2010 - 16:30

#12

Forum admin

Kim, thanks for your feedback. This is the first time we have built a website with videos, and we were concerned that the needs of those with disabilities were met.

This is why we provided a transcript for each video. The main purpose of the transcripts was to provide access to the video content for visually impaired people who rely on screen readers, although the transcripts also provide an alternative for those with hearing loss.

However, your point about lingual separation and providing captions on the videos themselves is a good one, and we will aim to implement that when we next launch a site which uses videos.

Results:
Agree: 2
Disagree: 0

Moderator

Sun, 11/07/2010 - 08:58

[#13](#)

Rodger M

Results:
Agree: 8
Disagree: 0

When new On-line action is set up--Get 5 lay people off the street to test drive it. Far too many experts set up these systems that only they can follow. Remember when we doing them at home there is no one to help.

Mon, 12/07/2010 - 19:20

[#14](#)

admini

Results:
Agree: 5
Disagree: 0

Please, if you make changes, keep getting feedback from a wide range of real people who have to deal and interact with your new systems (not just the corporates and techies either)

Tue, 13/07/2010 - 20:39

[#15](#)

Dude

Results:
Agree: 6
Disagree: 2

I'd like to see a much fairer tax system for single income families and salary and wage earners.

Salary and wage earners should be able to claim expenses for getting to work, paying for food at work, clothing for work, vehicle for getting to work or running costs, just like self employed and company owners can.

Single income families should be able to split the income across the couple. This is only fair, if the partner that isnt earning isnt able to claim any kind of benefit because they are treated as a couple. My family would be much better off if we were divorced.

Far too many are slipping through the cracks of the tax system and are paying much less tax than their fair share and as a result claiming more benefits than their fair share,

I dont feel I am taxed fairly and I am sure I am not alone with this opinion.

Tue, 13/07/2010 - 21:28

[#16](#)

Dude

Results:
Agree: 2
Disagree: 6

Why cant the IRD supply a prepaid self addressed envelope. Taking our money and then not even supplying a stamp like any other organisation does is just an insult these days

Wed, 14/07/2010 - 15:52

[#17](#)

joolst

I agree. Businesses used to receive a prepaid envelope with their PAYe forms

Results:
Agree: 3
Disagree: 2

etc. The IRD should send these out to individuals as well - not just businesses, particularly where they are requesting information from the individual.

Fri, 16/07/2010 - 09:43

#18

exeman

In the past the deaf customers has experienced in unnesscaary requirement of proof ID of each deaf individual was not popular really due too much paperwork and other relevant documents as well booking NZSL interpreter procedure never informed deaf community was a result time consuming and unnecessary paperwork as the process of booking an interpreter for IRD interview never made public within deaf community as in most case felt uncertainly and unprepared.

The problem deaf community was not fully aware of the booking and ID confirmation when contacting IRD via standard procedures.

Major problem was constant procedural changes never informed deaf community was very distressing / shock for deaf customers here as a result too many struggling and unprepared.

Electronic ID would best to speed up rather than paperwork.

It should be consultation within deaf community when procedural changes before reach agreement first before implementations.

Technological changes within IRD can very barrier to deaf customers really no joke at all.

Results:
Agree: 2
Disagree: 0

Fri, 16/07/2010 - 10:37

#19

exeman

In the past personal tax number card for all workers and beneficiaries as cardboard style card no good as I noticed as least one worker has plastic card with tax number detail and name of the individual on it as there was no information on website and brochure how do I get one thing like that that was really surprised me earlier this century.

It should be available for all.

Results:
Agree: 1
Disagree: 0

Thu, 22/07/2010 - 14:29

#20

Norman West

The proposal to make PAYE deducted a final tax with no provision for refund of overpayment is flawed.

Recent experience when dealing with CODES calculated by IRD based on monthly employer returns and notified to the employer for mandatory application resulting in significant overpayment suggests that IRD systems take no account of changed circumstances and the stage in the Tax Year in which they occur . The case in point related to a young entrant to full time employment in January 2010. Income to that point was minimal (under \$9,000). After the first month of Full Time employment and the employers return to IRD this seemingly was interpreted by what appears to be a computerised function to represent Annual Income of \$30,000. The mandatory change advised to the employer resulted in an over deduction of a significant three figure sum which has now been refunded, but the proposal to make deductions final would have precluded that.

IRD procedures for dealing with approaches to report changed circumstances are also flawed. Their letter to the employer based upon a false assumption must be acted upon by the employer. The onus to correct falls upon the employee who must present another declaration. IRD do not send another advice to the employer to

Results:

Agree: 1
Disagree: 1

correct the matter.

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Do you think that sharing some of your PAYE information with other Government agencies would be a good idea?



What Individuals are currently discussing

4 replies [[Last post](#)]

Thu, 06/05/2010 - 16:23

Forum admin

If your personal privacy was safeguarded, do you think that sharing some of your PAYE information with other Government agencies would be a good idea?

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Wed, 09/06/2010 - 16:24

#1

portia

Which Government agencies and why do they need it?

Results:
Agree: 11
Disagree: 3

Wed, 09/06/2010 - 22:31

#2

Bea

The proposal says "PAYE information will only be shared if there is a clear benefit to the individual while maintaining Inland Revenue's current privacy and tax secrecy obligations".

Results:
Agree: 14
Disagree: 11

I would not wish government departments to be the judges of what is a clear benefit to me - it's very Orwellian. I feel that's my decision to make.

Thu, 10/06/2010 - 22:30

#3

Lerb

The only situation where I think that this information sharing could be available is between IRD and WINZ, and IRD and Studylink.

These are the only situations that I can think of where the information that would be transferred automatically (i.e. income levels) would need to be given to the organisation anyway (to adjust Allowances, Benefits, etc.), and there is a close and direct relationship between the two.

Results:
Agree: 14

My preference would be the optional ability to link WINZ and IRD for those who receive benefits/allowances, to simplify it for those who wish to, and to allow the

Disagree: 2

choice not to do so if they so wish.

Tue, 13/07/2010 - 15:18

#4

Pascal

Ok i think this has the potential to go horribly wrong. There is already enough information readily available to any government department thanks to the policy that was released over xmas last year that states something along the lines of any department can have ANY facebook information and any email sent by any person at any time. The ISP's are required to keep this information and hand it over if asked.

Results:
Agree: 1
Disagree: 4

All this along with all the other information the IRD holds is really really dangerous. I don't want this kind of power in any government bozos hands just so i can skip a few forms!

Wed, 14/07/2010 - 15:47

#5

joolst

It is not a good idea. One of the basic principles of the privacy act is that no information is held under a common unique identifier. This would be necessary to enable this kind of sharing. If other government agencies need to see my data they can put in an official request and then the IRD would have to follow the principles of the Privacy Act to supply that information. The more automated sharing of data is allowed, the more margin for error exists. Also the more information that is held in one place about someone, the greater the exposure to possible identity theft by anyone who obtained unlawful access to that information.

Results:
Agree: 0
Disagree: 3

The majority of people are law abiding and will provide information when requested. I do not wish to sacrifice my rights to Privacy for the sake of the criminal minority.

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What do you think about Inland Revenue no longer providing paper guides and booklets?



What Individuals are currently discussing

5 replies [[Last post](#)]

Wed, 28/04/2010 - 13:49

Forum admin

What do you think about Inland Revenue no longer providing guides and booklets in paper form, and instead providing information targeted to each individual's circumstances, and more accessible general information, on the Inland Revenue website?

 Like  Sign Up to see what your friends like.

Thu, 10/06/2010 - 10:32

#1

kayebird

I definitely think they should be available as POD (print on demand). There are systems out there which are now available for cheap print on demand. I think people should have the choice and the option. Trying to read and navigate heavy information such as IRD info is not always easy on a screen. Internet relies on electricity too remember and computers are liable to break down.

I agree though that providing information targeted to each individual's circumstances, and more accessible general information, on the Inland Revenue website is a good thing. But more people will be ringing up about the details if they don't have easy access in an easy to read format.

Results:
Agree: 26
Disagree: 0

Thu, 10/06/2010 - 16:42

#2

760357388@facebook

I don't think that this is a good idea. There will always be a need for some form of information in paper form, particularly when it comes to something important as tax: the consequences of incorrect tax payments are high, consequently this drives people's behaviour. People will want to be sure and certain, and information in paper form holds those qualities, whereas online 'forms' do not.

I have, for the past few years, since the opportunity first arose, filed my taxes online. The process is simpler and quicker. However, I find that the process needs to be supported with paper forms - counter intuitively. Filling out a paper based form gives me certainty and I can double check that I have put all the figures in the right place. Mistakes made on a paper form are easily rectified - I rub figures out and write in the correct figures. Mistakes made online are not easy to correct - you have to phone up and get someone to change it for you.

One thing baffles me though - the flow of boxes for the required information

(incomes, taxes paid etc) is different between the IR10 and the online form. I find that I need to work on a paper IR10 first and complete the return using this format, then spend about 15-20 minutes transferring it to the online form.

I am surprised that given the amount of resourcing IRD has put into this area that they would make the online 'form' radically different to the paper form.

Results:
Agree: 14
Disagree: 1

The principle is that as far as practicable, form design should be identical no matter what the format is - paper or online.

Fri, 11/06/2010 - 15:20

#3

nzjohn

I think you need to keep the booklets, I do not always have access to the internet, and use the booklets a lot.

Results:
Agree: 8
Disagree: 2

Tue, 22/06/2010 - 19:38

#4

Litterarum

I am concerned about those taxpayers who are not as confident using online systems. I know a lot of people who do struggle with their computer literacy. I think paper forms and guides should still be available for those who prefer to work that way.

Results:
Agree: 7
Disagree: 0

Mon, 12/07/2010 - 18:18

#5

admini

Terrible idea. Sometimes trying to find important info online is just a real mission and so frustrating, particularly when you are not quite sure what you are looking for. It would be like the dreaded Microsoft Help function - it just makes you wanna give up! Hard copy is so much easier to navigate and also I learn more because i come across things as I skim read searching for what I need to know.

Results:
Agree: 5
Disagree: 0

Tue, 13/07/2010 - 20:23

#6

Dude

Your website is too useless to do this. I use the internet for everything, I was going to do my tax online but I couldnt even get logged in

I couldnt simply use my ird number for a login, you wouldnt accept a password I use on other sites

First I had to call to activate my account, well it was after you hours so I couldnt do this.

So I got sent your temporary password.

couldnt remember my login since i couldnt use something easily remembered

Tried calling but its after hours..... Do I have all day to mess around calling the IRD?

So I just did the paper version, a lot easier

Also, I cant find a thing on your website.

Results:
Agree: 4
Disagree: 0

Its good to have online version available, but you need to get your website sorted and people using it first.

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Home » Forums » Individuals

Do you agree that compliance and administration costs should be reduced by ignoring small amounts?

What Individuals are currently discussing

11 replies [[Last post](#)]

Sat, 10/07/2010 - 15:19

#11

OCI_Si

Being both a tax agent and a taxpayer I know that even being on a salary the tax deducted by an employer on behalf of an employee is very seldom right. There are a number of factors in these including software errors, human errors, and the worst of all GOVERNMENT changes in legislation and tax rates.

Software: Having worked for a software company trying to produce a payroll software product I also understand the complexities of trying to get the software to follow the sometimes vague and sometimes over complicated rules around PAYE.

Human: People are able to make mistakes and omissions (both deliberate and accidental) that affect the PAYE calculations.

Government: Four times in the last few years the way tax works has been modified to suit the particular section of the community the ruling party needs to pander to. Every change makes getting it right more complicated

In summary - DO NOT remove the Rights of the individuals to ensure the amount they are taxed is a true and fair representation of the Income they have earned.

Results:
Agree: 4
Disagree: 0

Mon, 12/07/2010 - 18:15

#12

admini

Our financial administrator gets it wrong at times eg in one off situations such as paying an annual bonus. She has deducted too much PAYE. Not fair to take away our right to get that back at the end of year square up.

Results:
Agree: 3
Disagree: 0

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How can Inland Revenue support individuals to move to an electronic environment?

What Individuals are currently discussing

11 replies [[Last post](#)]

Thu, 01/07/2010 - 01:49

#11

flea

I think there needs to be a deadline as to when it will be mandatory for everyone to be in the electronic environment e.g. 3 years. Without deadlines nothing happens and while it might initially cause negative feedback it will become accepted – a bit like analogue TV being turned off and lots of people having to go out and buy new TVs.

During the transition period the IR should work with private sector to come up with a "kiosk type" business module which will provide terminals for taxpayers to use and also have relevant expertise available to help people (could be just a direct phone line back to IRD?). A small fee could be charged for this service (so the provider can cover their costs) and the taxpayer should get a tax rebate for making use of the service (so the tax payer is not out of pocket, maybe even give them a bonus rebate for be brave enough to try it!). The kiosks could be anywhere in the community e.g. a local store, an accountants office, bank, library etc - basically anywhere that a business is prepared to offer the service from. The kiosk would obviously have to be secure and only allow access to IR (unlike internet cafes or libraries where they can connect to anywhere and get infected with key loggers etc). It could perhaps even be franchise type business?

There would obviously need to be a huge effort put into public awareness and maybe even some sort of travelling road show to show people how the kiosks works and what the benefits are etc. The kiosk would be great even for those with their own internet access that are temporarily away from home/office?

Results:
Agree: 3
Disagree: 5

Fri, 23/07/2010 - 12:14

#12

100000596760411...

To move to an electronic environment one needs a computer, access to internet and ability to use the computer. The biggest challenge will be ensuring those without these (elderly, poor, etc...) are able to file.

The tax credit regime currently provides for rebates for childcare etc. Why not extend this to accountants. Allow people access to file manually if they wish, however instead of sending the IR3 equivalent to the IR they send it to a Chartered Accountant who then keys the information into their electronic system.

Results:
Agree: 1
Disagree: 0

« first < previous 1 2

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Do you think that anyone needs to be added to the list of people who can still file for PAYE income?


What Individuals are currently discussing

13 replies [\[Last post\]](#)

Fri, 30/04/2010 - 16:45

Forum admin

It is proposed that those who worked 11 or 12 months of the year would have their PAYE deductions treated as the final tax on PAYE income. An exception would be made for those with employment-related deductions, who are responsible for their own PAYE deductions, and those subject to withholding tax such as casual agricultural workers and independent contractors. Is there anyone else that should be added to the list of people who can file a tax return for their PAYE income?

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Wed, 09/06/2010 - 14:52

#1

Deitrich von Stade

I think this is ridiculous! I have a rental property, I don't earn enough from rent to cover the mortgage payments and to cover the cost of repairs and maintenance. I get a refund most years which actually helps pay for house and provide my tenants an affordable place to live.

If I'm understanding this correctly, any loss I make wouldn't be claimable against my salary which would mean I would have to sell the house as I could no longer afford it. My tennant has lived there for ten years. They can't afford to buy a home of their own as their income is even lower than mine.

Having one rental property is part of my retirement fund. Im not a professional property developer, nor am I a slum lord with dozens and dozens of houses and apartments.

This would be reason enough to move to Australia where I can still make this kind of lifestyle and financial choice.

Results:
Agree: 5
Disagree: 9

Wed, 09/06/2010 - 14:58

#2

Forum admin

The proposals wouldn't affect your ability to offset rental losses against wage and salary income.

Results:
Agree: 9
Disagree: 2

Wed, 09/06/2010 - 15:12

#3

Deitrich von Stade

That's good news :) I'd suggest then that the "future state" or whatever its being referred to is updated to reassure folk.

Results:
Agree: 1
Disagree: 3

Wed, 09/06/2010 - 16:09

#4

portia

The ability to claim back a refund should not be based on the time worked, but the amount of the refund. Many people, especially beneficiaries work intermittently and this proposal could deny these people - those who need every dollar they can get - their refund.

Results:
Agree: 10
Disagree: 2

Wed, 09/06/2010 - 17:07

#5

Jim

I strongly disagree that PAYE should be a final tax.

Working less during the year while taxing at a full year rate will punish anyone over the month threshold discussed.

Sure, IRD wants to reduce its compliance costs and to hold onto small refunds that have high marginal costs for refunding.

In my opinion, that's tough. We work to earn a living, and that is money we earned. Keeping more than the absolute calculated correct amount is both lazy and immoral.

It is up to IRD to design systems that make their job easier at their own end, without penalising the hard working public. If you want to collect as much tax as possible, fine.

But it is not a one way street. We have burdens to bear to comply with your tax law, you have a burden to make sure we can get back as much benefit as we can.

If we have refunds available, we should be able to claim them, end of story.

So to answer the question, everyone should be able to file an income tax return. If you have small amounts due from us, and the cost benefit of you collecting them is not worth your trouble, then that is your call, not ours.

\$50 might not mean anything to such a huge organisation, but it will buy shoes for the kids, food, or at least some benefit in our lives.

Such a move would only provide benefit to IRD, not the public who, believe it or not, you are here to serve.

Results:
Agree: 28
Disagree: 6

Sat, 19/06/2010 - 11:24

#6

760357388@facebook, It's not 'their' tax law. It's our tax law.

Results:
Agree: 5
Disagree: 4

Wed, 09/06/2010 - 19:01

#7

Taxpayer92

In Japan where I lived for many years, there was an interesting methodology for who was required to file a tax return.

If you earned less than \$200,000, and only had one employer in the year, you could choose not to file a tax return.

If you had any other form of income, or earned more than \$200,000 in one year, you were required to file.

There are some more details which I can't recall, but rather than taking away the ability to file, why not take away the requirement? That way you will not be making people give up on a potential refund, remove paperwork for a lot of people, and free up some precious time for IRD employees to help those with real problems.

Results:
Agree: 9
Disagree: 1

Probably you'll get a lot of people with part time work or irregular employment leaving money in the system also. Added bonus for the govt coffers!

Wed, 09/06/2010 - 22:10

[#8](#)

Bea

I agree with the above two that everyone should be able to file a return if they want to, but that under certain circumstances they should not be required to file a return. There are already circumstances under which people are not required to file a return, so I think the current rules are close to adequate. IRD's online system needs to be improved to make it easier for individuals to calculate whether they have overpaid tax or not, so they can easily make the choice.

Changes that would be beneficial are: raising the threshold of overseas interest/dividends earned before you are required to file a return (currently only \$200), and not being required to file a return to bring forward a loss from the previous year or excess imputation credits from the previous year (they should be brought forward automatically without the taxpayer being required to do anything).

Results:
Agree: 17
Disagree: 1

Sat, 12/06/2010 - 15:50

[#9](#)

portia

The more I think about this, the more I think it will be unfair unless Inland Revenue is able to demonstrate that the changes it is going to make to PAYE deductions reduce the current inaccuracies.

The figures given in paragraph 7.11 of the discussion document show that just 20% of taxpayers had close to the correct deductions made. Of the other 80%, 31% were overdeducted and 49% underdeduction - with the averages being \$188 and \$108 respectively. I don't know anyone who would not claim a refund of \$188, and this is just the average - some refunds must be much greater than this.

Results:
Agree: 14
Disagree: 1

Therefore, taxpayers must continue to be able to claim their refunds until such time as PAYE is significantly more accurate.

Tue, 15/06/2010 - 14:32

[#10](#)

portia

The comment by the Forum Administrator to Deitrich von Stade that the proposals wouldn't affect her ability to offset rental losses against wage and salary income is not quite correct. In the discussion document, at paragraph 7.15, "Bill" is to receive a credit based on the amount of PAYE that should have been deducted from his employment income. In other words, any under or overdeduction is to be ignored and tax paid on the rental income at "Bill's" marginal tax rate. Presumably losses will also be cashed up at the taxpayer's marginal tax rate. While this will preserve equity

Results:
Agree: 6
Disagree: 0

between taxpayers whose income is solely from salary and wages and those who have other income (or losses), it perpetuates the inequity of taxpayers not receiving a refund for any overdeduction. The winners under this proposals are those who have not paid enough tax, Inland Revenue and the Government - as the overdeductions far exceed the underdeductions.

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Do you think that anyone needs to be added to the list of people who can still file for PAYE income?

What Individuals are currently discussing

13 replies [[Last post](#)]

Mon, 21/06/2010 - 20:07

#11

Andrew Elphick

I agree that a fair percentage of salary and wage earners have under or over deductions. Mid rate changes in tax rates creating compoiste rates of tax, new rebates such an independent earner rebates as well as the seasonal nature of NZ's economy toeghter with the movement to part time employment in the service sector are producing alot more chance of under or overpayment. Getting it right for the taxpayer is getting exceeding harder unless each will get a special tax code vey other month as an option!

Results:
Agree: 4
Disagree: 2

Tue, 15/06/2010 - 15:30

#12

claire1974

Anyone who takes parental leave for part of a tax year should be able to file for PAYE income -- the amount of over deduction can be significant

Results:
Agree: 5
Disagree: 1

Tue, 22/06/2010 - 19:48

#13

Litterarum

I think anyone who has income variations during the year should be able to chose to file a tax return to square up their PAYE. For example, if someone works different hours each week, or has a change in pay rate. There would be no way the PAYE system would be able to correctly calculate the annual income tax if the weekly income is varying up and down.

My understanding of the proposal is that those who have other income or losses eg rental income, dividends, self employed or overseas income in addition to their salary and wages, would still file an IR3 exactly the same as they do now. These people have the opportunity to square up their salary and wages income as part of that process. The same option needs to be available to anyone who ONLY has salary and wages income, even if its only optional.

Results:
Agree: 9
Disagree: 0

Mon, 12/07/2010 - 18:25

#14

admini

Paying PAYE is compulsory but reliant on the payroll officer getting it right. In some small businesses, where that person is responsible for multiple admin functions, that

Results:
Agree: 3
Disagree: 0

person is not 100% competent in payroll and makes mistakes such as deducting too much PAYE when paying an annual bonus. Been there! Dont take away my right to get it squared up at the end of year. That seems unbelievably unfair.

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Should Inland Revenue be able to correct media statements?

What Individuals are currently discussing



3 replies [[Last post](#)]

Tue, 18/05/2010 - 15:38

Forum admin

Should Inland Revenue be able to make public statements in certain circumstances to correct information in the media that is untrue?

If so, in what circumstances?

 Like  Sign Up to see what your friends like.

Wed, 09/06/2010 - 22:39

#1

Deitrich von Stade

Of course IRD should be able to issue any media statement that it thinks is in the best interest of NZ tax payers. If that means issuing a press notice to say that a newspaper or a TV got some facts wrong then go for it. The NZ public has the right to know, and we should hold IRD accountable.

They should be able to use any form of communication that will help them meet those accountabilities - that includes the use of social media, which to my surprise IRD seems to completely avoid at present.

Results:
Agree: 12
Disagree: 2

Wed, 09/06/2010 - 22:55

#2

Bea

The taxpayer's right to confidentiality should be paramount and should not be breached under any circumstances by IRD. If someone is seriously ripping off the tax system as in the example, then it becomes public through due process of the Courts. IRD should not pre-empt this. If IRD had the right to release a taxpayer's personal information in this way, it would be able to use that right to lean on the taxpayer. Nobody would wish to publically debate the actions of the IRD for fear of the IRD leaning on them in this way.

Results:
Agree: 12
Disagree: 5

Mon, 21/06/2010 - 18:32

#3

Andrew Elphick

IRD sometimes doesn't get the summary of facts right and when the media gets ahold of it they print the summary of facts vebatium. When you ask IRD to get it right, IRD does not control the media to correct it. So allowing IRD to release information

Results:
Agree: 7
Disagree: 0

that may not be correct or incomplete would not be fair to either the revenue or the taxpayer, when the media controls what is printed.

Mon, 05/07/2010 - 19:49

#4

Ghostrider939

Results:
Agree: 5
Disagree: 0

I believe the IRD should be able to correct information where some one is using current laws anomalies

to muzzle the IRD and denigrate the many staff who really try to do their job well.

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 Do you think an on-line forum will be useful to support the work of the payroll reference group?	0	127	n/a
 How do you feel about building software which delivers increased tax functionality?	3	482	by Concrete Sam 07/07/2010 - 22:35
 In your opinion, is there a market for software that delivers tax compliance functionality?	2	492	by jethrocarr 09/06/2010 - 16:32
 What do you think about the proposal for a voluntary quality management system?	3	531	by Moderator 09/06/2010 - 15:33
 What do you think about the proposal for Inland Revenue to facilitate a payroll reference group?	0	209	n/a
 What would you need from Inland Revenue to help you build this software?	4	540	by matthewhaigh 10/06/2010 - 10:20

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What do you think about the proposal for a voluntary quality management system?



What software developers are currently discussing

3 replies [[Last post](#)]

Thu, 22/04/2010 - 12:44

Forum admin

What do you think about the proposal for a voluntary quality management system?

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Wed, 09/06/2010 - 14:59

#1

jethrocarr

VERSION SPECIFIC?

Will certification be against specific software versions? There are a lot of open source and web-based applications that have very fast paced development and don't conform to the traditional boxed release cycle.

Only certifying against a specific version wouldn't work very well with these sorts of applications since the certification would always lag behind the current release.

LEVEL OF COMPLIANCE?

An application like an ecommerce website may only need to implement a few features in comparison to an application like an accounting package which may need to implement almost all of them.

Results:
Agree: 1
Disagree: 0

It would be good to have different levels of compliance, or certification for compliance with specific f

Wed, 09/06/2010 - 15:02

#2

jethrocarr

hmmm forum cut off the rest of my message. Should have been:

Results:
Agree: 0
Disagree: 0

It would be good to have different levels of compliance, or certification for compliance with specific features (eg: one for GST, one for PAYE, one for income tax, etc).

Wed, 09/06/2010 - 15:33

#3

Forum admin

Results:
Agree: 2
Disagree: 0

Thanks for the point on the character limit. We've upped it from 1,000 to 5,000.

Sun, 27/06/2010 - 14:57

#4

flea

Any form of quality management of this nature always creates additional workload for the developer as it needs to be built into their software development lifecycle process and I question the need for this type of control. Does being a "registered developer" or having "IRD approved" attached to your product really add value to the customer? Sure it might increase customer confidence for buying products sold off the shelf via retail outlets or online, but as for the developers that don't use those channels for their sales is it really of any benefit? As a developer of many years we are confident in our own ability to develop software that meets legislative requirements without the need to be certified/endorsed – fundamentally if our software was not meeting the requirements we would not have any customers.

If it is deemed necessary to have a quality management system then I think the Australian Tax Office system works fairly well. It breaks down the various areas of compliance (as Jethrocarr has suggested) and as a developer you can register your product, after testing your product using the test scenarios provided by the ATO, for whichever areas are relevant to your product.

Under the ATO model you don't normally register a specific version of your product and as a developer it is your responsibility to ensure that once you have registered your product any subsequent versions/updates remain compliant (always using the latest published test scenario). It is also the developer's responsibility to ensure any new/updated test scenarios published by the ATO are tested against their product.

Results:
Agree: 1
Disagree: 0

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Any other comments?



What software developers are currently discussing

No replies

Mon, 10/05/2010 - 18:48

Forum admin

Please use this heading to tell us about any other issues that occur to you when looking at the proposals for software developers set out on this website.

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Do you think an on-line forum will be useful to support the work of the payroll reference group?



What software developers are currently discussing

No replies

Thu, 22/04/2010 - 12:46

Forum admin

Do you think an on-line forum will be useful to extend the work of the payroll reference group to those developers who aren't members?

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Topic ▲	Replies	Views	Last reply
 Does online access do away with paper and the need to phone Inland Revenue?	0	67	n/a
 How can Inland Revenue support employers moving from a paper-based environment to an electronic environment?	0	51	n/a
 What do you think about Inland Revenue providing better quality information on-line, rather than paper guides and booklets?	0	145	n/a
 What do you think of having your payroll and accounting software manage your employees' deductions?	0	44	n/a
 Would it be acceptable to make electronic filing mandatory for all taxpayers?	0	79	n/a

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 What do you think of having your payroll and accounting software manage your employees' deductions?	0	44	n/a
 Does online access do away with paper and the need to phone Inland Revenue?	0	67	n/a

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Would it be acceptable to make electronic filing mandatory for all taxpayers?



What non-profits are currently discussing

No replies

Sat, 22/05/2010 - 10:54

Forum admin

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How can Inland Revenue support employers moving from a paper-based environment to an electronic environment?



What non-profits are currently discussing

No replies

Sat, 22/05/2010 - 10:41

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What do you think of having your payroll and accounting software manage your employees' deductions?



What non-profits are currently discussing

No replies

Sat, 22/05/2010 - 10:29

Forum admin

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Does online access do away with paper and the need to phone Inland Revenue?



What non-profits are currently discussing

No replies

Sat, 22/05/2010 - 10:13

Forum admin

This issue also arises in the business sector. [Join the discussion.](#)

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Topic ▼	Replies	Views	Last reply
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 What do you think of Inland Revenue disclosing tax debts to credit reporters?	2	329	by Andrew Elphick 23/06/2010 - 08:44
 What do you think of having your payroll and accounting software manage your employees' deductions? [Page 1, 2]	18	1187	by carol@racewell.co.nz 22/07/2010 - 15:18
 What do you think no longer having to send paper forms to Inland Revenue?	1	184	by Trish Greenwood 14/06/2010 - 11:46
 What do you think about your accounting software taking care of routine tax filing for you?	8	635	by Trish Greenwood 20/07/2010 - 09:26
 What do you think about Inland Revenue providing better quality information online, rather than paper guides and booklets?	9	489	by 746598114@facebook 13/07/2010 - 11:13
 What do you think about Inland Revenue no longer providing guides and booklets in paper form?	6	330	by Hughmama 15/06/2010 - 11:34
 What do you think about being able to access, receive confirmations, and amend your Inland Revenue information on-line?	6	476	by NRGIZE 20/07/2010 - 15:04
 Should Inland Revenue be able to correct media statements?	0	305	n/a
 How can Inland Revenue support employers moving from a paper-based environment to an electronic environment?	5	353	by NRGIZE 20/07/2010 - 15:38
 Does online access do away with paper and the need to phone Inland Revenue? [Page 1, 2, 3]	24	1053	by Litterarum 23/07/2010 - 15:09
Any other comments?	3	334	by Daren Day



19/06/2010 - 08:17



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



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0

305

n/a



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Individuals

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Topic ▼	Replies	Views	Last reply
 What do you think of Inland Revenue disclosing tax debts to credit reporters?	6	626	by michael 21/07/2010 - 11:00
 What do you think about no longer receiving paper statements and notices from Inland Revenue?	7	576	by Andrew Elphick 30/06/2010 - 12:28
 What do you think about Inland Revenue no longer providing paper guides and booklets?	5	578	by admini 12/07/2010 - 18:18
 What do you think about being able to access, receive confirmations, and amend your Inland Revenue information on-line? [Page 1, 2]	13	1363	by Litterarum 23/07/2010 - 15:22
 Should Inland Revenue be able to correct media statements?	3	461	by Andrew Elphick 21/06/2010 - 18:32
 How can Inland Revenue support individuals to move to an electronic environment? [Page 1, 2]	11	932	by NoName 11/07/2010 - 08:59
 Do you think that sharing some of your PAYE information with other Government agencies would be a good idea?	4	512	by Pascal 13/07/2010 - 15:18
 Do you think that anyone needs to be added to the list of people who can still file for PAYE income? [Page 1, 2]	13	992	by Litterarum 22/06/2010 - 19:48
 Do you agree that compliance and administration costs should be reduced by ignoring small amounts? [Page 1, 2]	11	872	by NoName 11/07/2010 - 09:04
 Any other comments? [Page 1, 2]	19	1014	by exeman 16/07/2010 - 10:37



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 What would you need from Inland Revenue to help you build this software?	4	540	by matthewhaigh 10/06/2010 - 10:20
 What do you think about the proposal for Inland Revenue to facilitate a payroll reference group?	0	209	n/a
 What do you think about the proposal for a voluntary quality management system?	3	532	by Moderator 09/06/2010 - 15:33
 In your opinion, is there a market for software that delivers tax compliance functionality?	2	492	by jethrocarr 09/06/2010 - 16:32
 How do you feel about building software which delivers increased tax functionality?	3	482	by Concrete Sam 07/07/2010 - 22:35
 Do you think an on-line forum will be useful to support the work of the payroll reference group?	0	128	n/a
 Any other comments?	0	92	n/a

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Topic ▼	Replies	Views	Last reply
 Would it be acceptable to make electronic filing mandatory for all taxpayers?	0	80	n/a
 What do you think of having your payroll and accounting software manage your employees' deductions?	0	45	n/a
 What do you think about Inland Revenue providing better quality information on-line, rather than paper guides and booklets?	0	145	n/a
 How can Inland Revenue support employers moving from a paper-based environment to an electronic environment?	0	52	n/a
 Does online access do away with paper and the need to phone Inland Revenue?	0	68	n/a

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