User Manual:

e-Services Portal -

Taxpayer Profile Update

for Companies

Integrated Tax Administration System Project (ITAS)

V1.0

Ghana Revenue Authority (GRA)

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Document Details

Name	Version Number	Description
e-Services Portal -Taxpayer Profile Update for Companies	1.0	This document provided step by step guidance to taxpayers (Companies) on the steps to update their profile on e-Services Portal.

Revision History

Version	Date	Description of Update	Total Page Numbers
1.0		First Version	<XX>

Change Register serial numbers covered:

The documents or revised pages are subject to document control.

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About This Document

Purpose

This User Manual is designed to guide the users in effectively using ITAS for the **e-Services Portal -Taxpayer Profile Update for Companies** functionality. It provides clear instructions and essential information to help users navigate and use the function. This User Manual aims to enhance user confidence and ensure a smooth experience with the solution.

Intended Audience

This document is intended to be used by the users of the ITAS solution of the Ghana Revenue Authority.

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Abbreviations and Document Requirements

Table 1: Abbreviations

Abbreviation	Description
CAPTCHA	Completely Automated Public Turing test to tell Computers and Human Apart
OTP	One Time Password
TIN	Taxpayer Identification Number

1 Profile Update for Companies

This feature enables Companies to update their profile immediately after logging into the e-Services Portal for the first time. The Taxpayer's Profile needs to be updated at the first login before full access to the e-Services Portal account is provided. The changes or updates submitted through the Profile Update will undergo the review and approval process and will be reflected in the company profile after they are approved by the concerned GRA Tax Officer in your assigned GRA Taxpayer Service Center (TSC). Please refer to table 2 for documents that will help in completing profile update. The steps that need to be followed to update the profile are provided below:

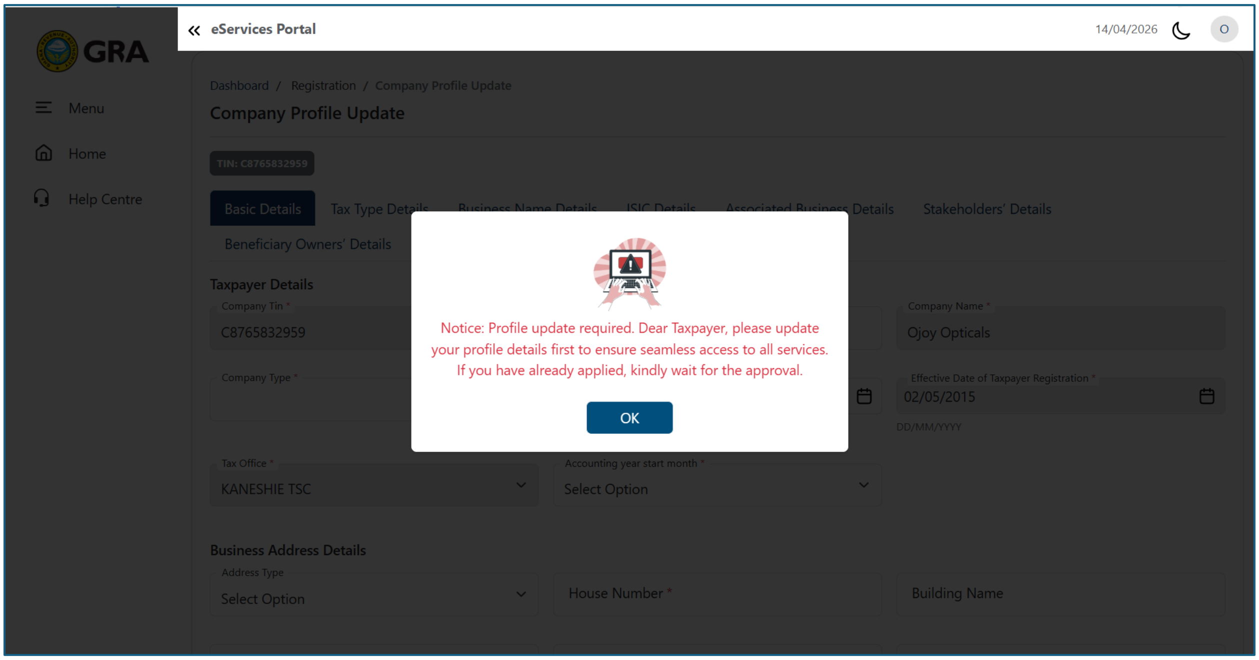
Table 2: Document Requirements

No.	Organization Type	Document
1	LTD / Limited (Private LTD Co.)	Incorporation certificate; Form 3; BO profile.
2	PURC /Private Unlimited company	Incorporation certificate; Form 3A; BO profile.
3	LBG / Priv. Limited by Guarantee	Incorporation certificate; Form 3B; BO profile.
4	PLC / Public Limited Company	Incorporation certificate; Form 3C; BO profile.
5	PUC / Public Unlimited Company	Incorporation certificate; Form 3D; BO profile.
6	PLBG / Public Limited by Guarantee	Incorporation certificate; Form 3E; BO profile.
7	External Company	Incorporation certificate; Form 20; BO profile.
8	Partnership	Partnership certificate; Form B; Partnership deed.
9	Subsidiary Business Name	SBN certificate; Form C.
10	Trust	Trust Deed.
11	Cooperative	Cooperative Certificate.

1.1 Step 1: Home Page with message for one time profile update

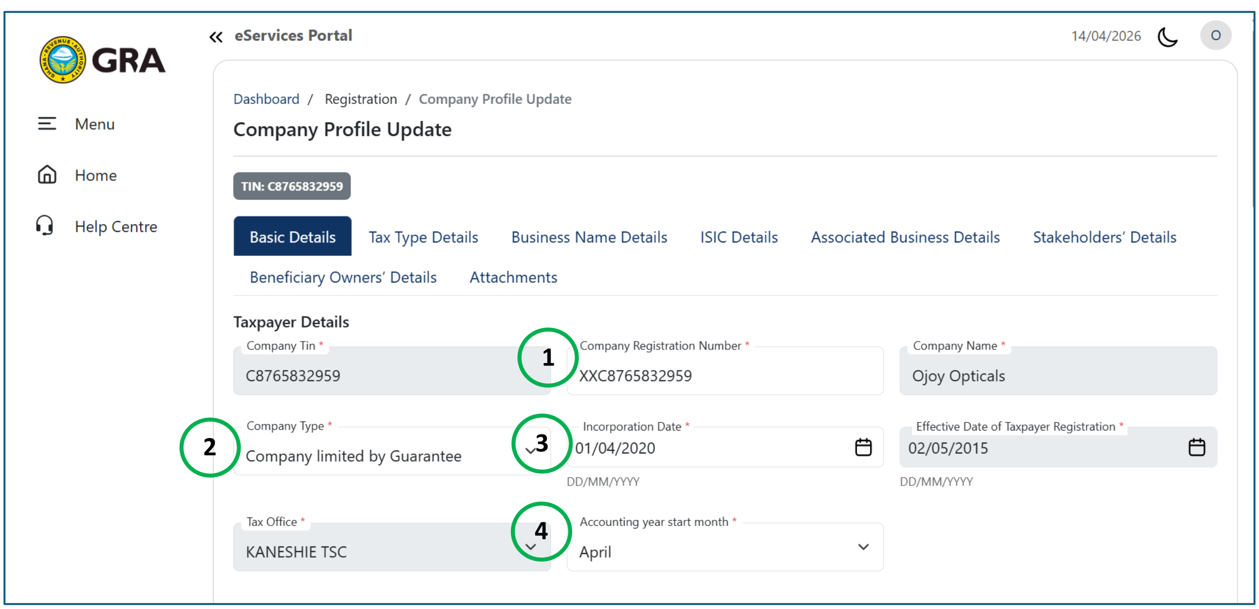
After account activation, when you log into the e-Services Portal for the first time, the system will show the message for one-time profile update.

Figure 1 Message to update the profile



Access to the e-Services on the e-Services Portal will only be provided on approval of the profile update request. In this step, you need to provide updates on the company's basic details as detailed below:

Figure 2: Basic Details Tab – Company Details

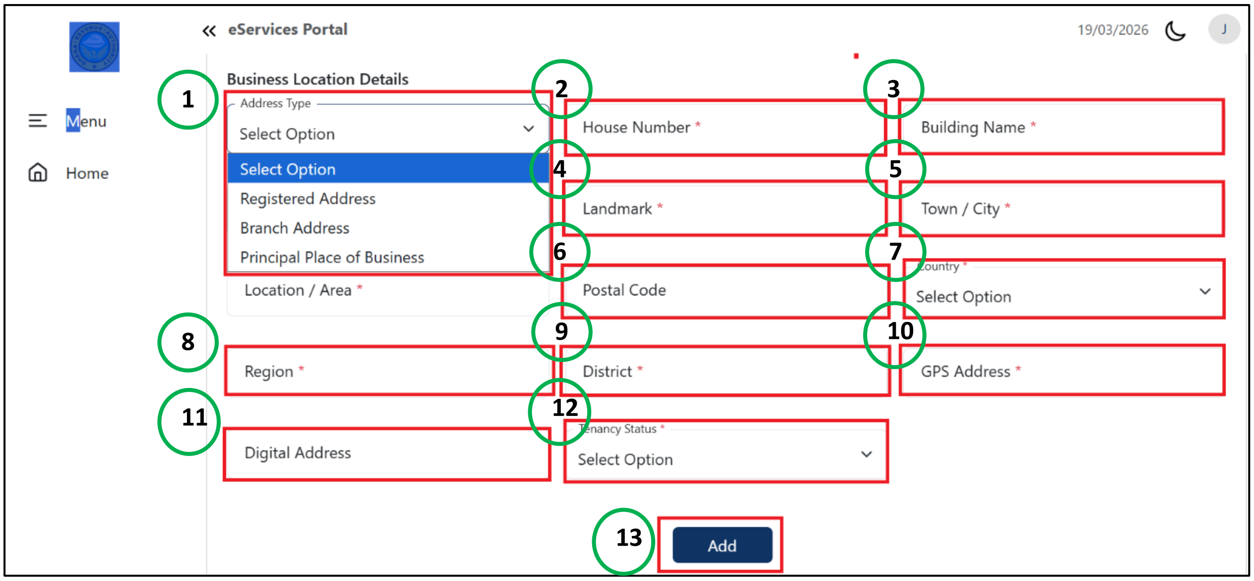


1. ***Company Registration Number***: Check and update the Company Registration Number if required.
2. ***Company Type:*** Check and update the applicable Company Type from the list.
3. ***Incorporation Date:*** Check and update the Incorporation Date if incorrect.
4. ***Accounting Year Start Month:*** Select the month which is the starting month of your accounting year for tax reporting purposes.

1.2 Step 2: Basic Details Tab – Business Address Details

In this step, you need to provide or update the Business Address Details of your company - registered address and principal place of business

Figure 3: Basic Details Tab – Business Address Details



1. Choose the type of Business Address
2. Enter the House Number for the selected type of business address if available.
3. Enter the Building Name for the selected type of business address if available.
4. Enter the Landmark for the selected type of business address if available.
5. Enter the Town / City for the selected type of business address if available.
6. Enter the Postal Code for the selected type of business address if available.
7. Select the Country for the selected type of business address if available.
8. Select the Region for the selected type of business address if available. If the Country is Ghana, then the system will show the list of Regions in Ghana, else you will have to enter the region of your companies' address in the selected country.
9. Select the District for the selected type of business address if available. If the Country is Ghana, then the system will show the list of Districts in the selected Region of Ghana, else you will have to enter the district of your companies' address in the selected country.
10. Enter the GPS Address of the business address.
11. Enter the Digital Address of the business address.
12. Select if the property indicated in the address is Owned or Rented in the Tenancy Status.
13. Click on the Add button to add the business address. You can add multiple business addresses for the company. There can only be one registered address and one business address for the principal place of business. However, there can be multiple entries for a company's branches.

Figure 4: List of Business Addresses

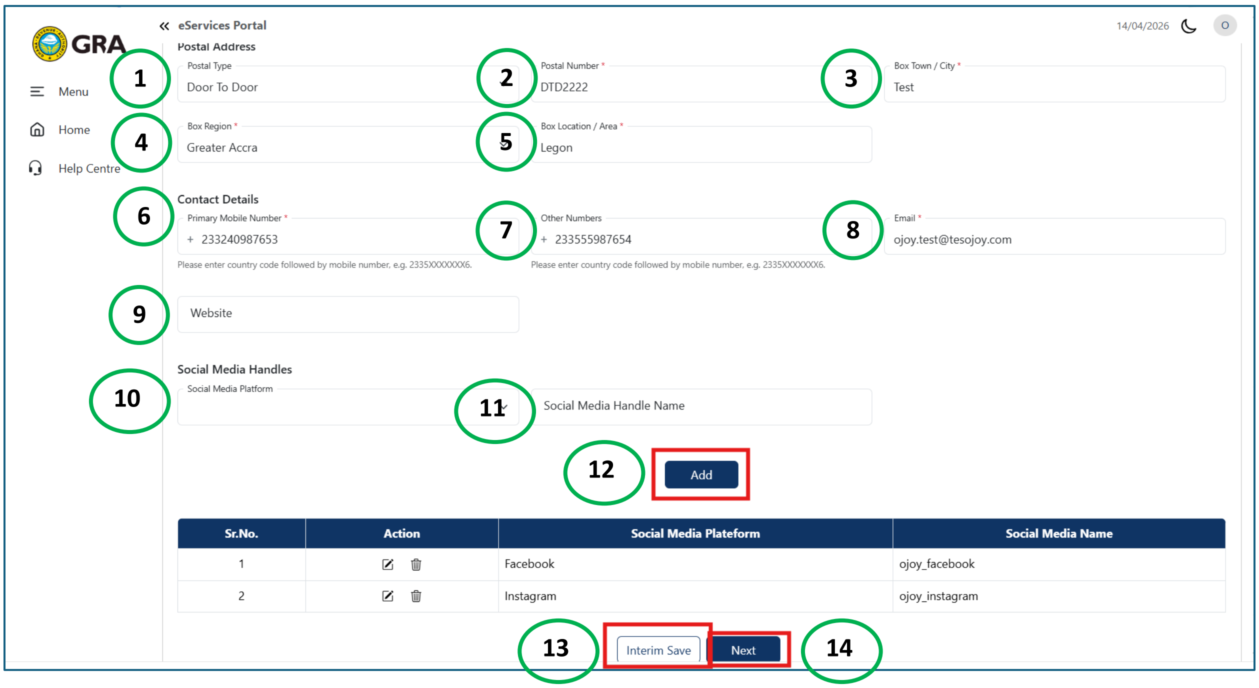
Sr.No.	Action	Office Type	House Number	Building Name	Street Name	Landmark	Town / City	Location / Area	Postal Code	Country	Region	District	GPS Address	Digital Address	Tenancy Status	Landlord TIN
1		Registered Address	79	Tower one	Independence Avenue	Near Jubeelee House	Adjiringanor	Legon		GHANA	Greater Accra	ACCRA METROPOLITAN	GD-234-3456		Rented	GHA-836591915-9
2		Principal Place of Business	80	Tower two	Independence Lane	Near St. Joseph Charch	Adjiringanor	Legon		GHANA	Greater Accra	ACCRA METROPOLITAN	GD-098-7654		Owned	

1. Icon for editing the business address entry. Click on this icon if you wish to update the business address already added to the list. Once clicked, the system will populate the details in the corresponding fields of the Business Address form fields above to allow updates. Please note that the request needs to be submitted for any updates to be reflected.
2. Icon for deleting the business address entry. Click on this icon if you wish to delete the business address already added to the list. Once clicked, the system will remove the business address entry from the list.

1.3 Step 3: Basic Details Tab – Postal Address, Contact Details and Social Media Handles

In this step, you need to provide or update the Postal Address, Contact Details, and Social Media Handles of your company.

Figure 5: Basic Details Tab - Postal Address and Contact Details

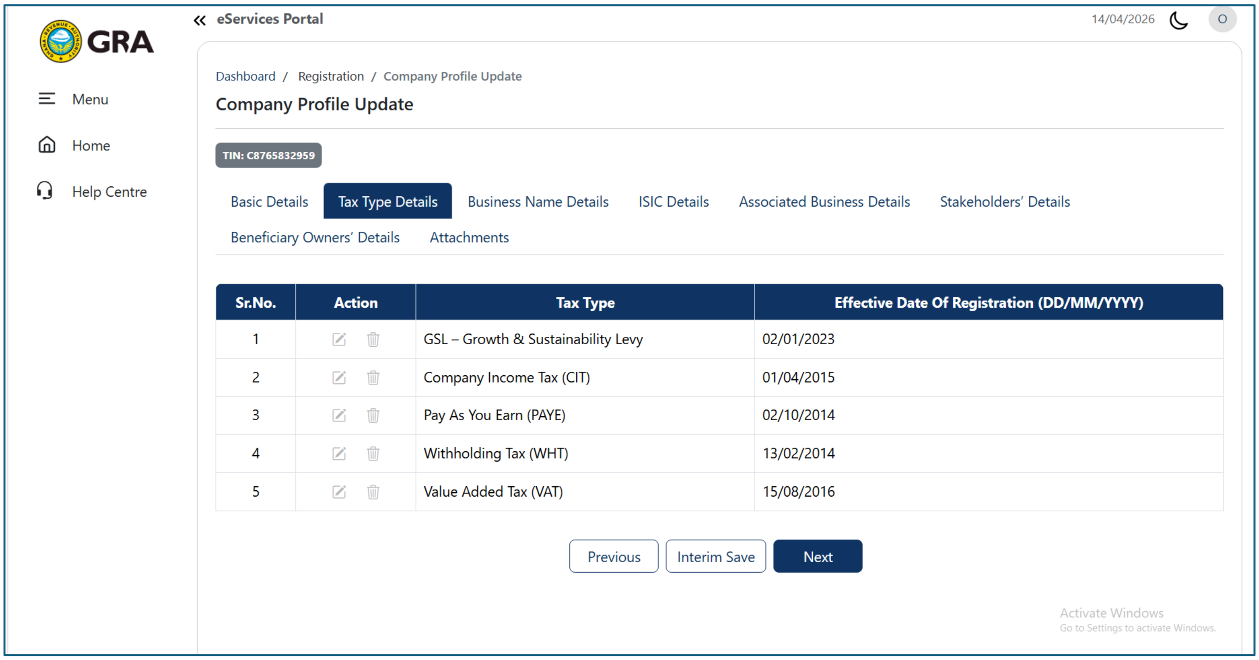


1. Choose Postal Type
2. Enter the Postal Number
3. Enter the Town / City of the Postal Address
4. Select the Region of the Postal Address
5. Enter the Location / Area of the Postal Address
6. Enter the Phone Number
7. Enter the primary Mobile Number. System will send the OTP and other SMS notifications on this mobile number
8. Select the Email Address. System will send the OTP and other email notifications to this email address
9. Enter the URL of the company's website
10. Select the Social Media Platform
11. Enter the name of the Social Media Handle
12. Click on Add button to add the Social Media Handle details
13. Click on Interim Save button to save the details entered on the screen.
14. Click on the Next button to navigate to the next step.

1.4 Step 4: Tax Type Details

In this step, you can view the list of registered Tax Types / Levies in your profile.

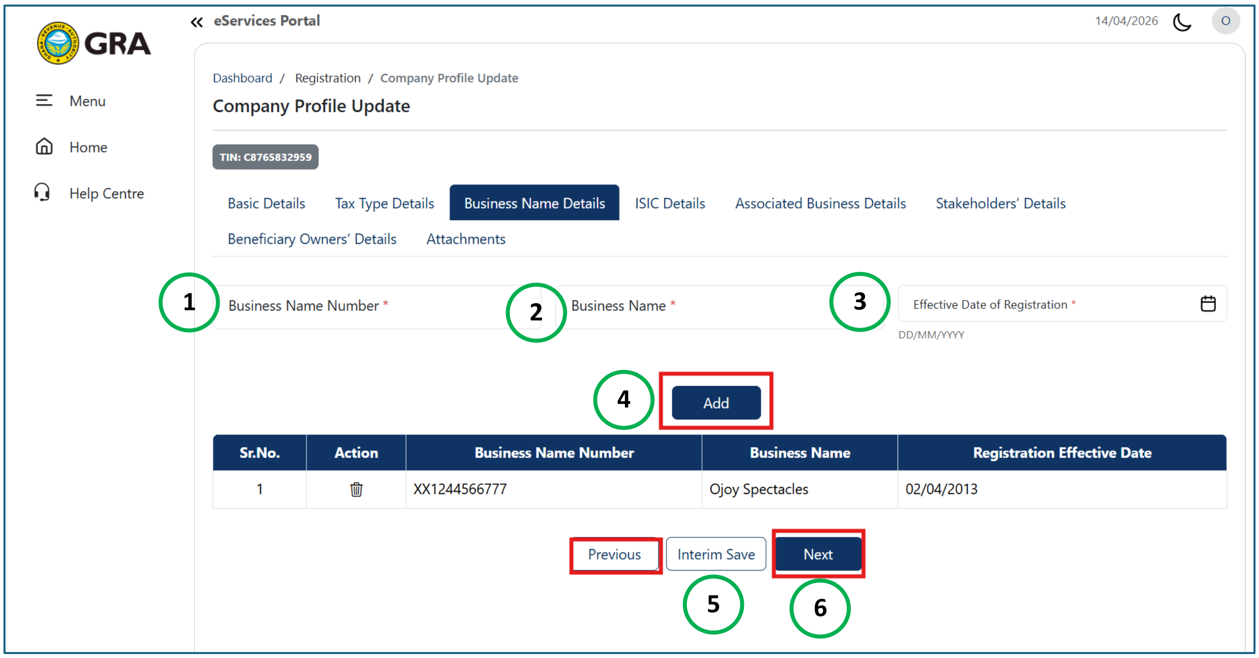
Figure 6: Tax Type Details Tab



1.5 Step 5: Corporate Business Details Tab

In this step, you need to provide the Corporate Business Names (Also known as Subsidiary Business Names) registered by your company at ORC.

Figure 7: Corporate Business Details Tab

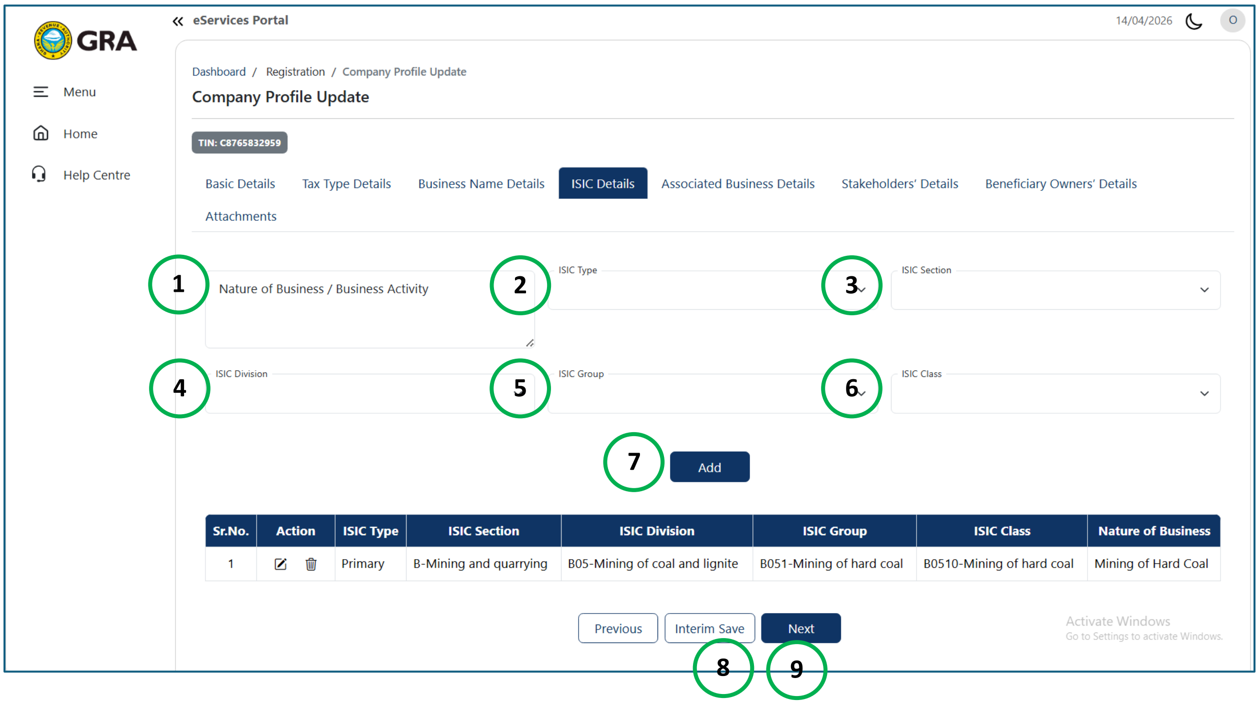


1. Enter the Business Name Registration Number issued by ORC for the registration of the Business Name.
2. Enter the Business Name registered with ORC
3. Enter the Effective Date of Registration of the Business Name
4. Click on the Add button to add the Business Name to the list.
5. Click on Interim Save button to save the details entered in the profile
6. Click on Next button to navigate to the next step.

1.6 Step 6: ISIC Details Tab

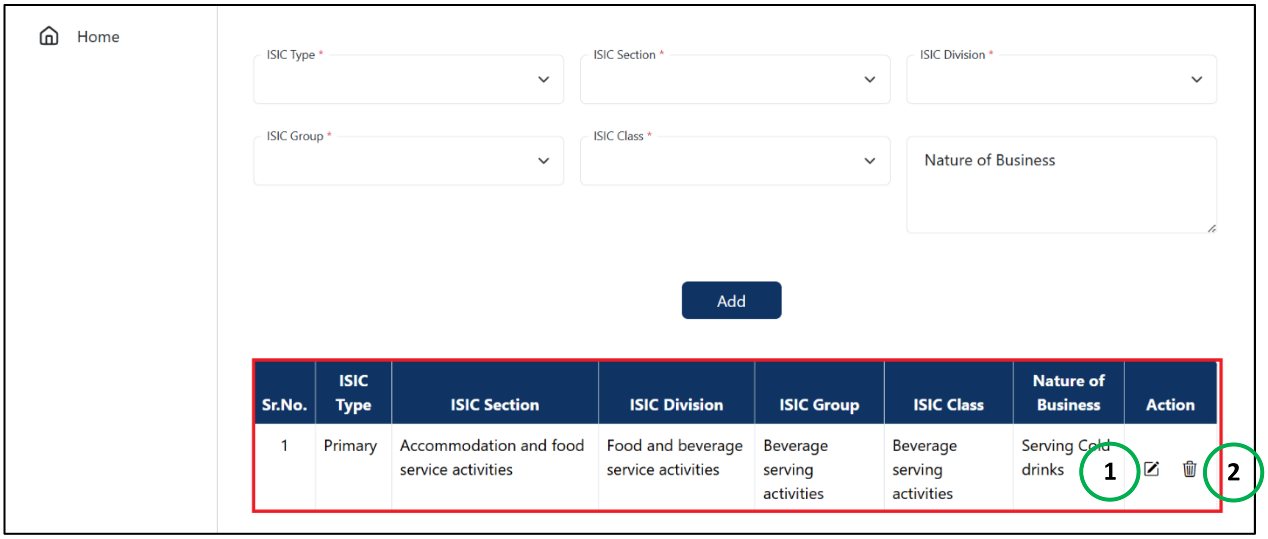
In this step, you need to provide the details of your primary and secondary business activities. You need to select the corresponding ISIC Section, ISIC Division, ISIC Group, and ISIC Class for the business activity.

Figure 8: ISIC Details



1. Enter the description of the business activity in this field. This description will be used by the GRA Tax Officer to review the ISIC that is selected for the business activity.
2. Select the ISIC Type. If you are adding multiple business activities (ISIC) for your company, there can only be one primary business activity (ISIC). Others business activities (ISIC) should be secondary.
3. Select the ISIC Section for the business activity
4. The system will show the ISIC Divisions corresponding to the selected ISIC Section. Select the applicable ISIC Division for business activity.
5. System will show the ISIC Groups corresponding to the selected ISIC Section and ISIC Division. Select the applicable ISIC Group for business activity.
6. The system will show the ISIC Class corresponding to the selected ISIC Section, ISIC Division, and ISIC Group. Select the applicable ISIC Class for business activity.
7. Click on the Add button to add the ISIC to the list.
8. Click on Interim Save button to save the details entered in the profile
9. Click on Next button to navigate to the next step.

Figure 9 ISIC Activity List

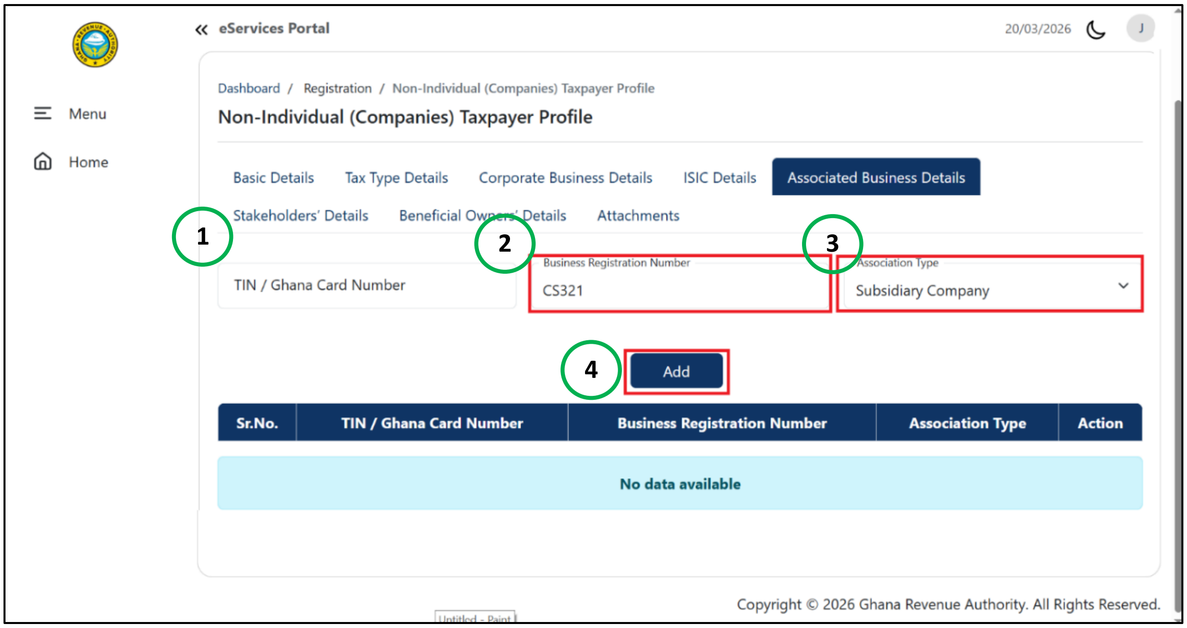


1. Click on the Edit button to update the business activity (ISIC) entry. On your click, the system will auto populate the details in the ISIC form fields above.
2. Click on the Delete button to remove the business activity (ISIC) entry from the list.

1.7 Step 8: Associated Business Details Tab

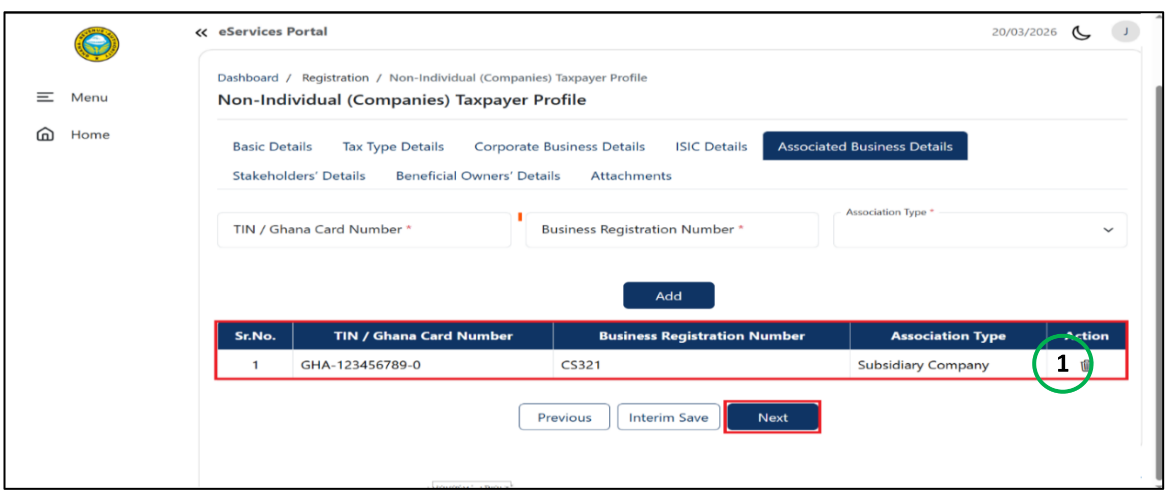
In this step, you need to provide the details of the Associated Businesses (e.g. Subsidiaries) of your company.

Figure 10 Associated Business Details



1. Enter the TIN / Ghana Card Number of the Associated Business
2. Enter the Business Registration Number of the Associated Business
3. Select the Association Type.
4. Click on the Add button to add the details of the Associated Business in the list.

Figure 11 Associated Business Details List

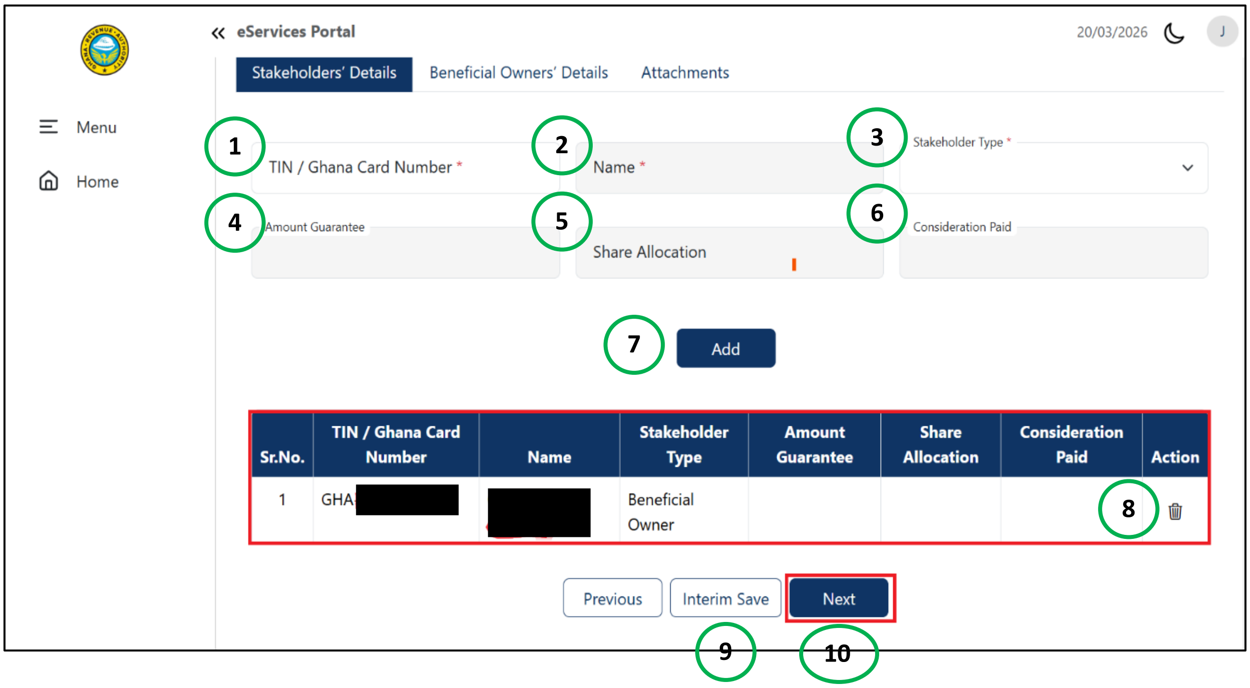


1. Click on the Delete icon to remove the Associated Business entry from the list.

1.8 Step 9: Stakeholder Details Tab

In this step, you need to add details of the stakeholders of your company (e.g. shareholders, directors, partners, etc.)

Figure 12 Stakeholder Details

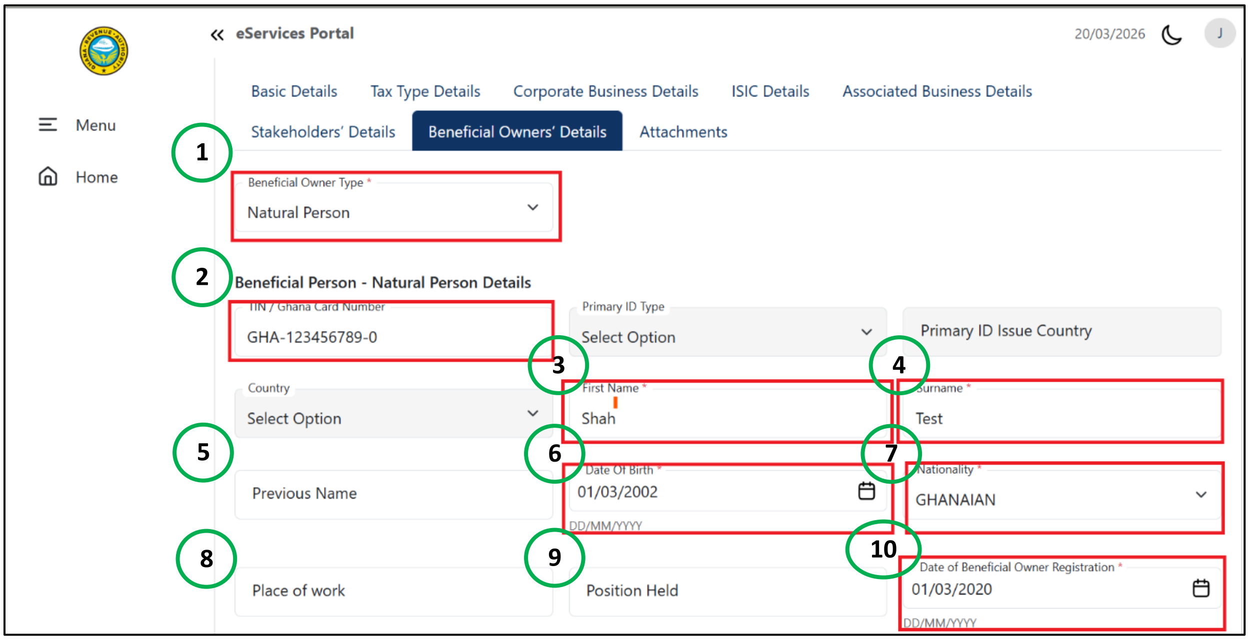


1. Enter the TIN / Ghana Card Number of the stakeholder
2. The name of stakeholder will auto populate if the TIN / Ghana Card Number of the stakeholder is available in the system else you need to enter the name of stakeholder.
3. Select the applicable Stakeholder Type.
4. Enter the Guarantee Amount. This is applicable when the Stakeholder Type is "Subscriber"
5. Enter the Share Allocation. This is applicable when the Stakeholder Type is "Shareholder"
6. Enter the Consideration Paid. This is applicable when the Stakeholder Type is "Shareholder"
7. Click on the Add button to add the stakeholder details to the list.
8. Click on the Delete button if you want to remove the stakeholder details from the list.
9. Click on Interim Save button to save the details entered in the profile
10. Click on Next button to navigate to the next step.

1.9 Step 11: Beneficiary Owner Details

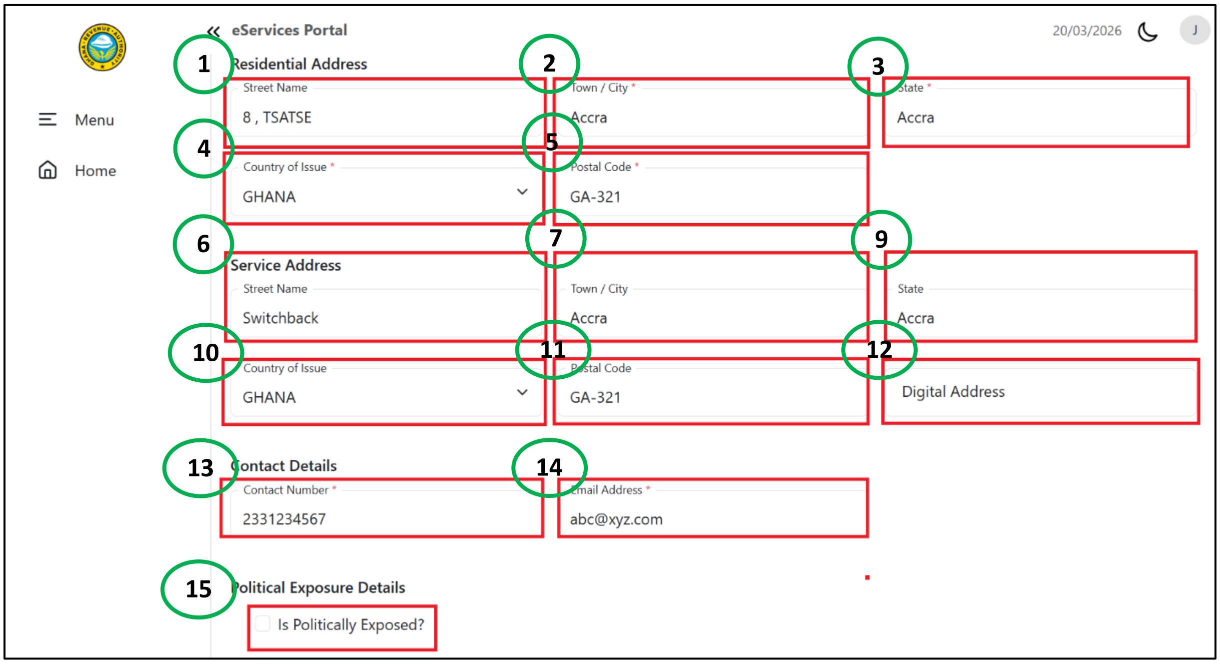
In this step, you need to provide the details of Beneficiary Owners if any.

Figure 13: Beneficiary Owners Tab



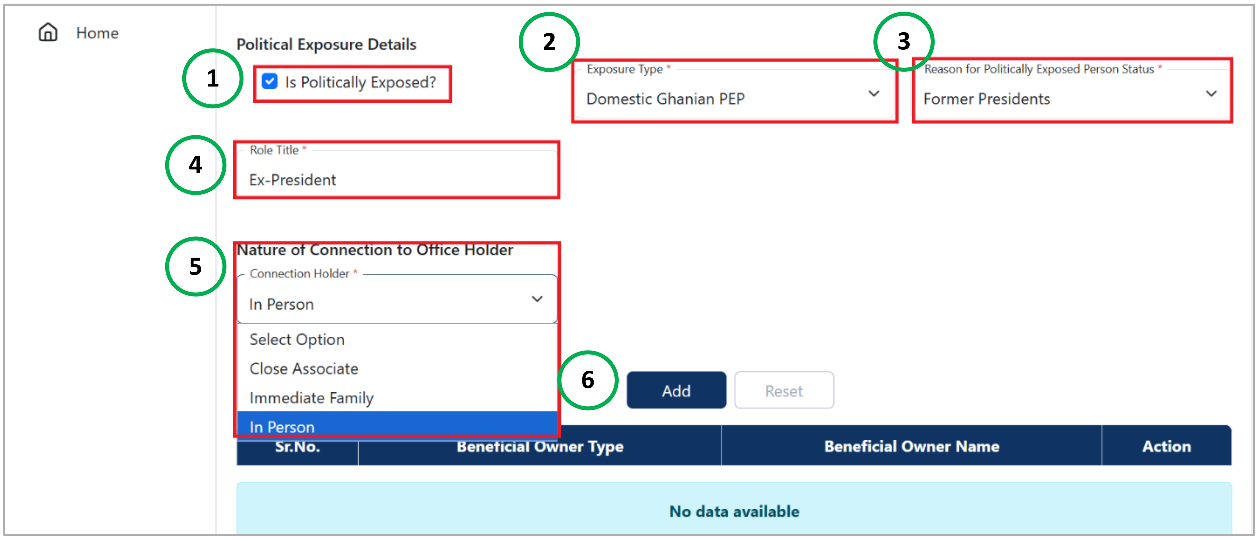
1. Select the type of Beneficiary Owner. The Beneficiary Owner could be a Natural Person or Government Owned Enterprise or Public Limited Company.
2. Depending on the Beneficiary Owner Type, the corresponding details need to be provided. For Natural Person, enter the TIN / Ghana Card Number / Passport Number or any other ID number that can uniquely identify the Beneficiary Owner. The fields “Primary ID Type”, “Primary ID Issue Country” and “Country” are required only if the ID number entered in “TIN / Ghana Card Number” is not available in the system.
3. Review and update the First Name auto populated by the system. If the first name is not auto populated, enter the first name.
4. Review and update the Surname auto populated by the system. If the surname is not auto populated, enter the surname.
5. Enter the Previous Name if any.
6. Review and update the Date of Birth. Select the Date of Birth if not auto populated.
7. Review and update the Nationality. Select the Nationality if not auto populated.
8. Enter the Place of Work.
9. Enter the Position Held.
10. Select the Date of Beneficiary Owner Registration.

Figure 14 Beneficiary Owner Address and Contact Details



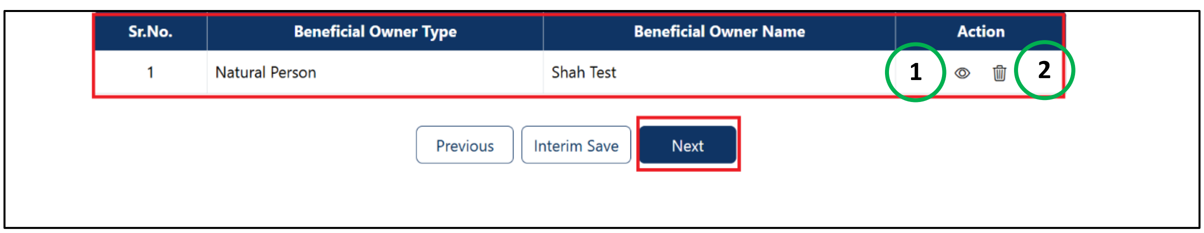
1. Enter the Street Name of the Residential Address.
2. Enter the Town / City of the Residential Address.
3. Enter the State of the Residential Address
4. Select the Country of the Residential Address
5. Enter the Postal Code of the Residential Address
6. Enter the Street Name of the Service Address.
7. Enter the Town / City of the Service Address.
8. Enter the State of the Service Address
9. Select the Country of the Service Address
10. Enter the Postal Code of the Service Address
11. Enter the Digital Address of the Service Address
12. Enter the Contact Number of the Contact Details. System expects the country code to be prefixed to the contact number.
13. Enter the Email Address of the Contact Details.
14. Select if the Beneficiary Owner is politically exposed.

Figure 15: Political Exposure Details



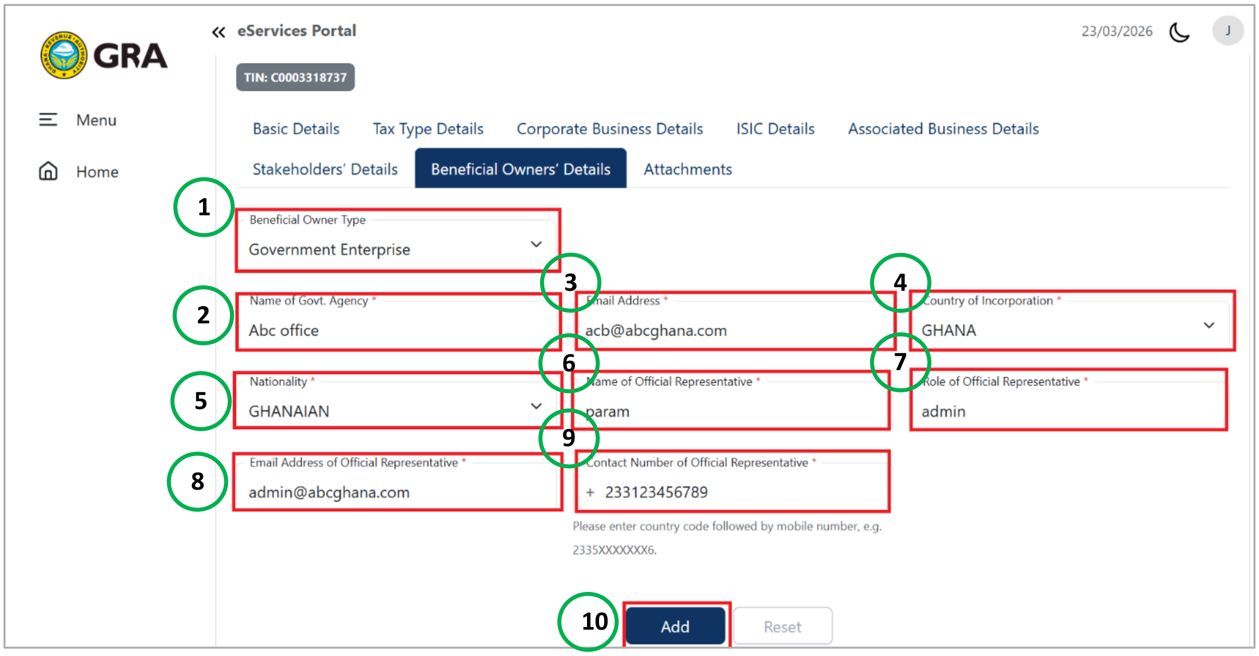
1. Confirm if the Beneficiary Owner is politically exposed
2. Select the type of political exposure
3. Select the reason for politically exposed person status
4. Select the Role Title
5. Select the Nature of Connection to Office Holder
6. Click on the Add button to add the details of Beneficial Owner to the list.

Figure 16 Beneficiary Owner List



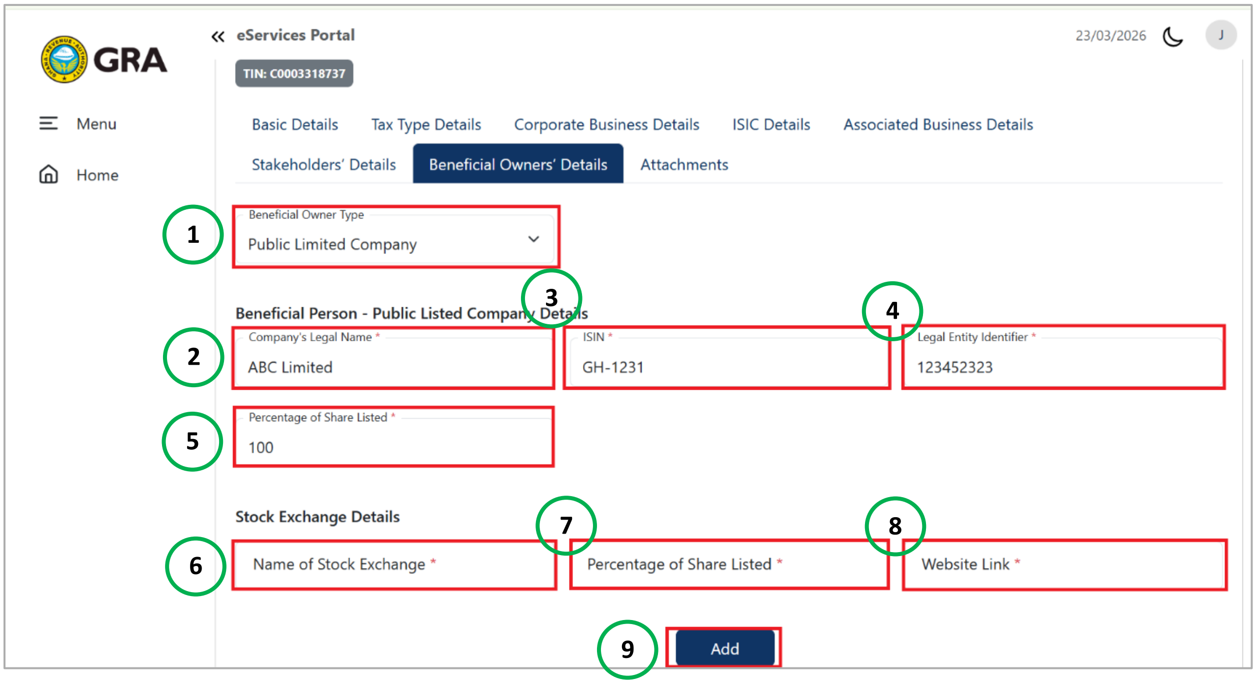
1. Click on this icon to edit the Beneficiary Owner details.
2. Click on this icon to remove the Beneficiary Owner details from the list.

Figure 17: Beneficiary Owner-Government Enterprise Details



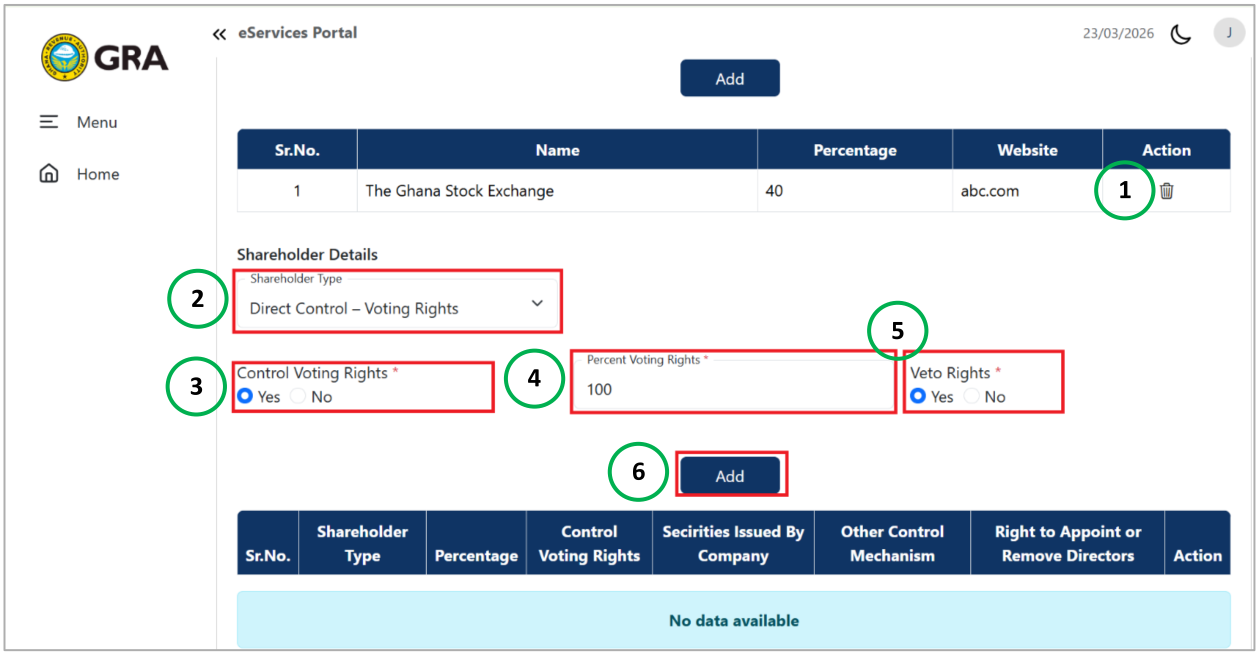
1. When Government Enterprise is selected as the Beneficiary Owner Type the set of data fields required for capturing the details of Beneficiary Owner are covered in below points
2. Enter the name of the Government Agency.
3. Enter the email address of the Government Agency / Enterprise
4. Enter the country of incorporation of the Government Agency / Enterprise
5. Enter the nationality of the Government Agency / Enterprise
6. Enter the name of the official representative of the Government Agency / Enterprise
7. Enter the role of the official representative of the Government Agency / Enterprise
8. Enter the email address of the official representative of the Government Agency / Enterprise
9. Enter the contact number of the official representative of the Government Agency / Enterprise
10. Click on the Add button to add the Beneficiary Owner details to the list.

Figure 18 Beneficiary Owner Details - Public Limited Company



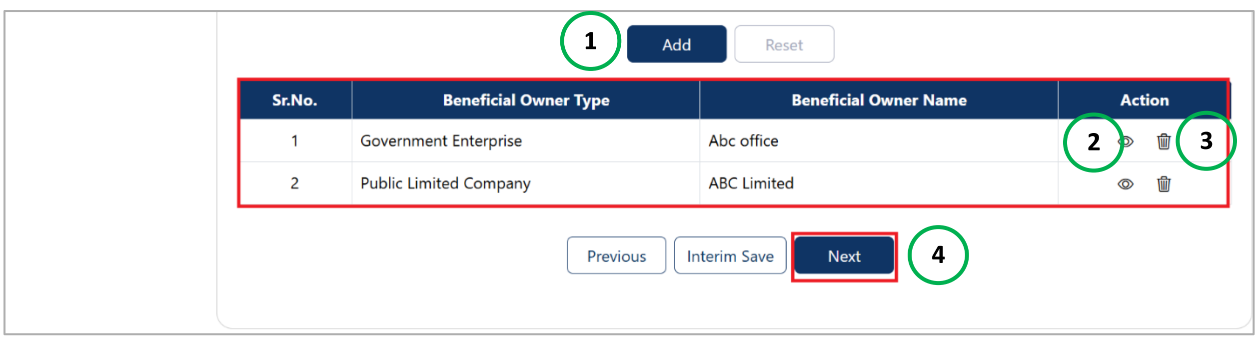
1. When the taxpayer selects Public Limited Company as the Beneficiary Owner Type the set of data fields which need to be updated through Profile Update are covered below.
2. Enter the Company's Legal Name
3. Enter the ISIN of the company
4. Enter the Legal Entity Identifier of the company
5. Enter the percentage share listed in the Stock Exchange
6. Enter the name of the Stock Exchange where the shares are listed
7. Enter the percentage of shares listed in the Stock Exchange
8. Enter the website link of the company
9. Click on the Add button to add the Stock Exchange Details to the list

Figure 19 Beneficiary Owner Details - Public Limited Company



1. Click on this icon to delete the entry of the Stock Exchange details
2. Select the Shareholder Type
3. Confirm if the shareholder has controlling voting rights
4. Enter the percentage of voting rights with the shareholder
5. Confirm if the shareholder has the veto rights
6. Click on the Add button to add the shareholder details to the list

Figure 20: Beneficiary Owner List

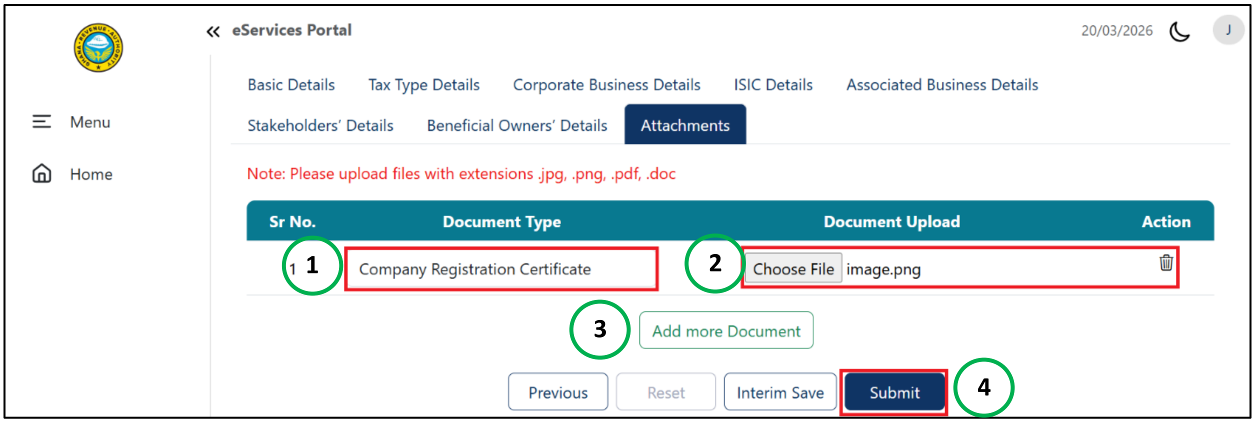


1. Click on the Add button to add the details of Beneficiary Owner
2. Click on this icon to update the details of Beneficiary Owner
3. Click on this icon to remove the entry of Beneficiary Owner
4. Click on the Next button to navigate to the next tab.

1.10 Step 12: Attachments

In this step, you need to upload all mandatory supporting documents required for verification. Please refer to table 1.

Figure 21 Attachments Tab



1. Enter the name of the document being uploaded, e.g. Company Registration Certificate, Memorandum of Association, Partnership Deed, etc.
2. Select and upload the document file. The allowable file types are jpg, png, pdf, and doc.
3. Click on the Add More Document button to add the document to the document list.
4. Click on the Submit button to submit the profile update request.

1.11 Step 13: Success Message

The system will display Success Message along with the Acknowledgement Number if all data validations are successful and there are no errors. Acknowledgement Number can be saved and used for tracking the status of the request and follow up with the GRA Tax Officer. The updates will be reflected in the company profile after its approval by the GRA Tax Officer of your assigned GRA Tax Office.

Figure 22: Success Message