



MAKSU- JA TOLLIAMET

E-SERVICES

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Estonian Tax and Customs Board
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Service strategy

- develop the options for providing information
- offer services and information in simple way and easily understandable language

- develop new electronic services
- improve quality of existing services
- take into use innovative channels to communicate with clients

- find possibilities to replace routine hand labour with solutions for fast data collection and analysis.

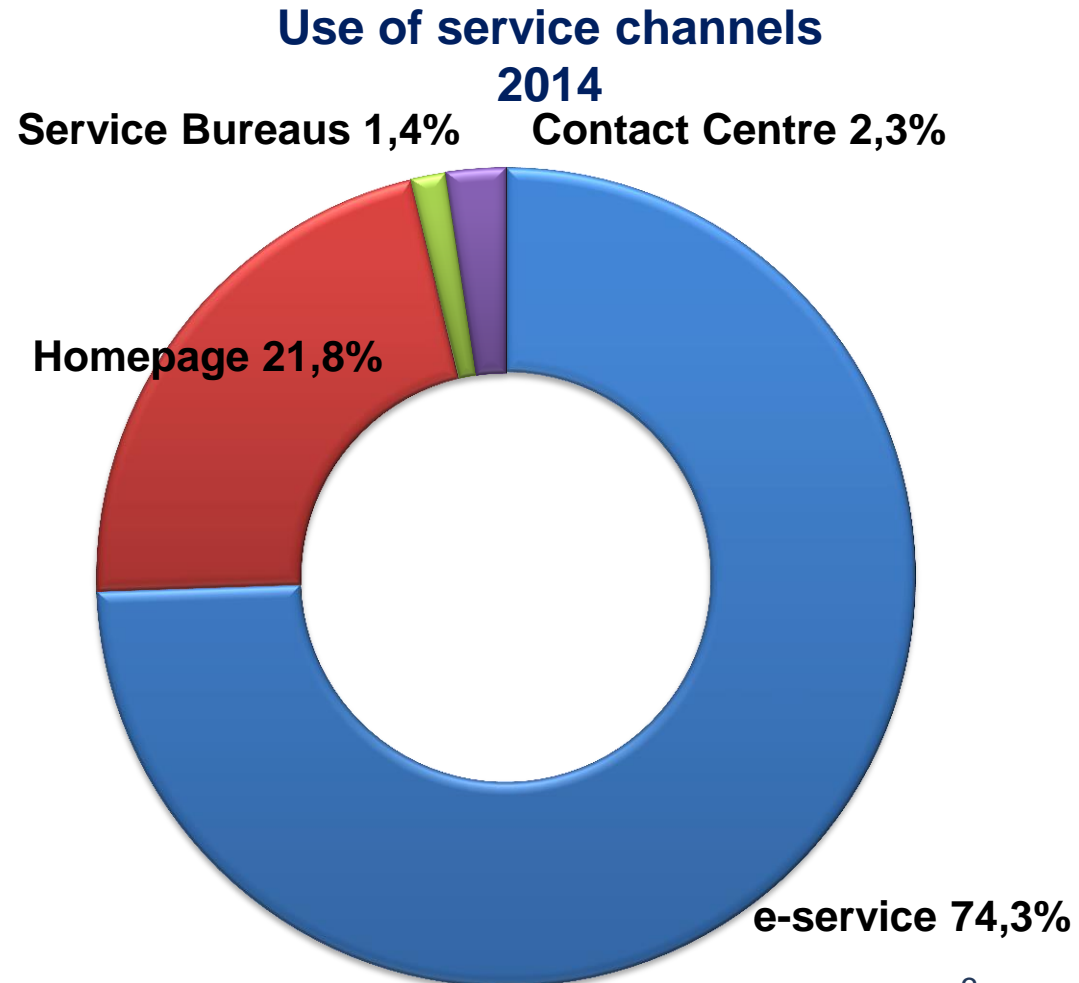
To inform the clients on time and proactively

To make the service processes faster and more effective

To make fulfilling tax liabilities simple and quick

Service channels

- » E-Tax/e-Customs
- » Homepage
- » Social media: Forum, Twitter, Facebook
- » Contact Centre:
 - » phone calls, Skype and e-mails
- » Campaigns
- » Schoolings, fairs, information days
- » Service Bureaus
- » X-Road



Using e-Tax/e-Customs via secure gates

» Portal (home page) of the Tax and Customs Board: www.emta.ee

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MAKSU- JA TOLLIAMET

Homepage

E-Tax Board/e-Customs

e-maksuamet | e-toll [Enlarge](#) [Diminish](#) [Print page](#)

Enter with ID card

KAART

Enter with mobile ID

MOBIIL

Enter via your Internet bank

Swedbank SEB Krediidipank Nordea
Danske Bank ibverso Handelsbanken

Enter with user ID

User ID:

Security

Please note that regular technical maintenance of e-Tax Board/e-Customs environment is performed Mon-Fri 7.00 - 8.00 and Thu 17.00 - 20.00.

During these times the provision of service may be interrupted.

Payment link in the e-Tax Board/e-Customs

Clients of SEB, Swedbank, Danske Bank and Nordea Pank can pay taxes via the e-Tax Board/e-Customs by clicking on the link "Start a payment" (*Alusta makset*). During a

MOBIIL-

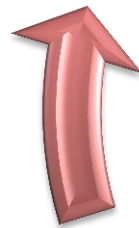
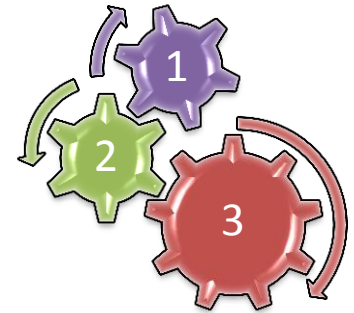


Natural Person Income Tax Return



Collect information

Pre-fill the return

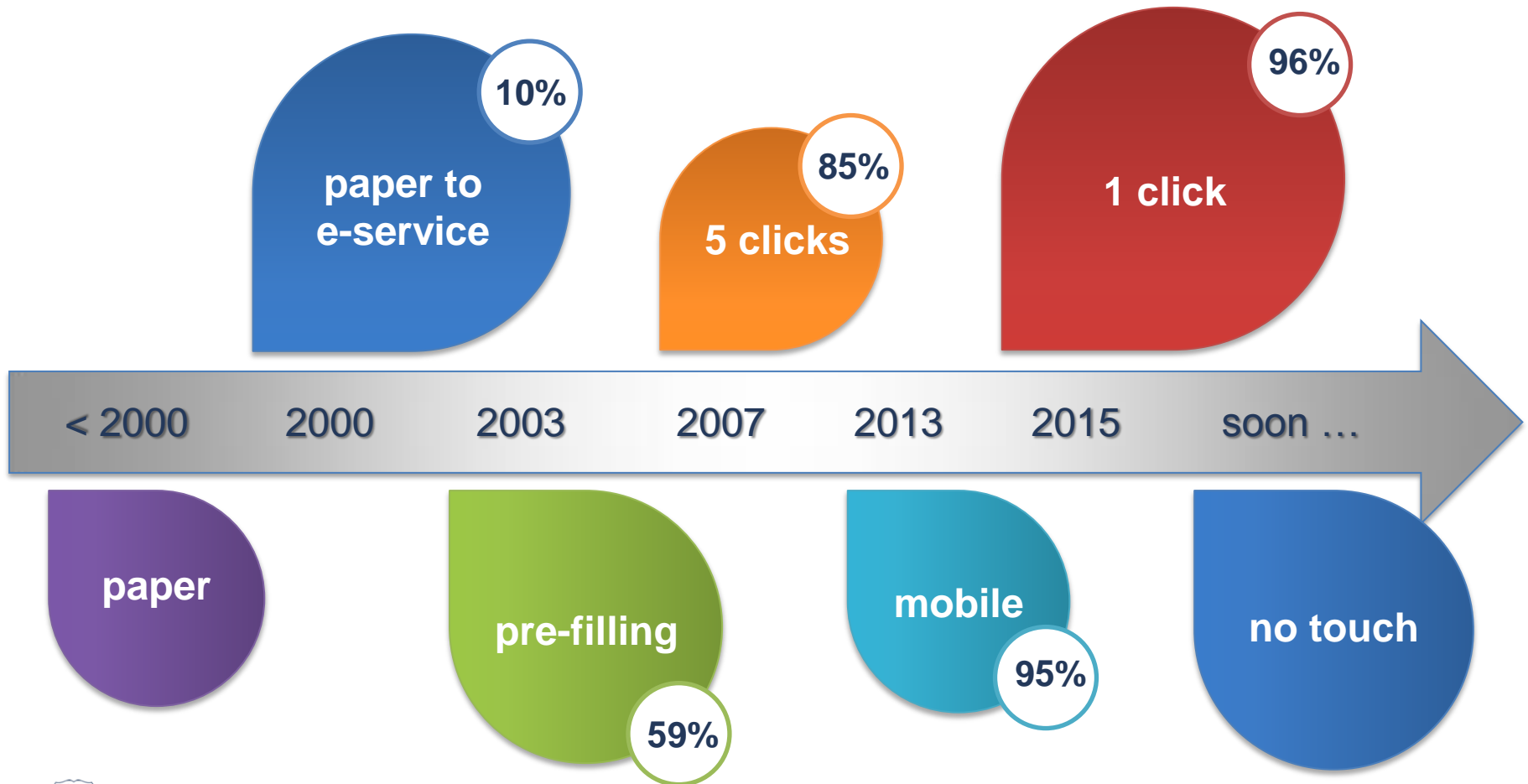


Refund or inform

Let the taxpayer confirm or correct



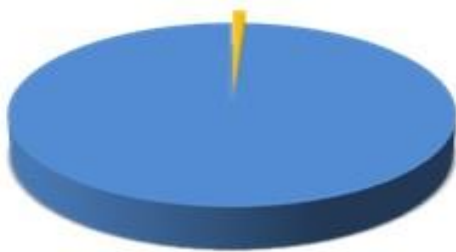
Evolution of Income Tax Return



E-tax returns

E-Tax/e-Customs is the most frequently used service channel of the Estonian Tax and Customs Board – **95% of the clients have used it**

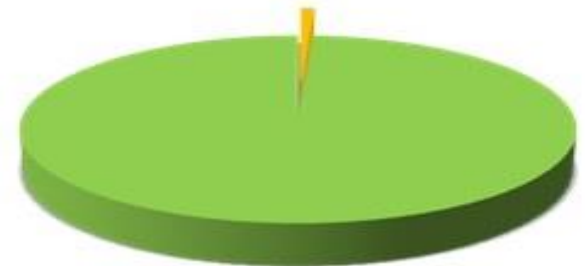
Corporate Income
Tax and Employer
Tax Returns; 99%



Natural Person
Income Tax
Returns; 94,0%



VAT Return;
99,1%



Pro-active approach: Notification system IRIS

non-monetary obligations

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Pre-administrative act with warning

Automated process SMS, e-mail: Pre-notific.

Submission date

Semi-aut. p. (dig. signature) E-administrative act

Penalty payment

30 d

2 d

2 d

10 d

Monetary obligations

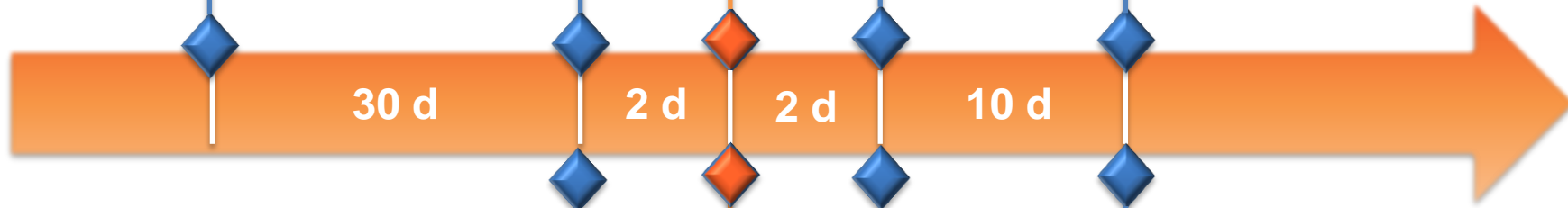


Automated process SMS, e-mail: Pre-notific.

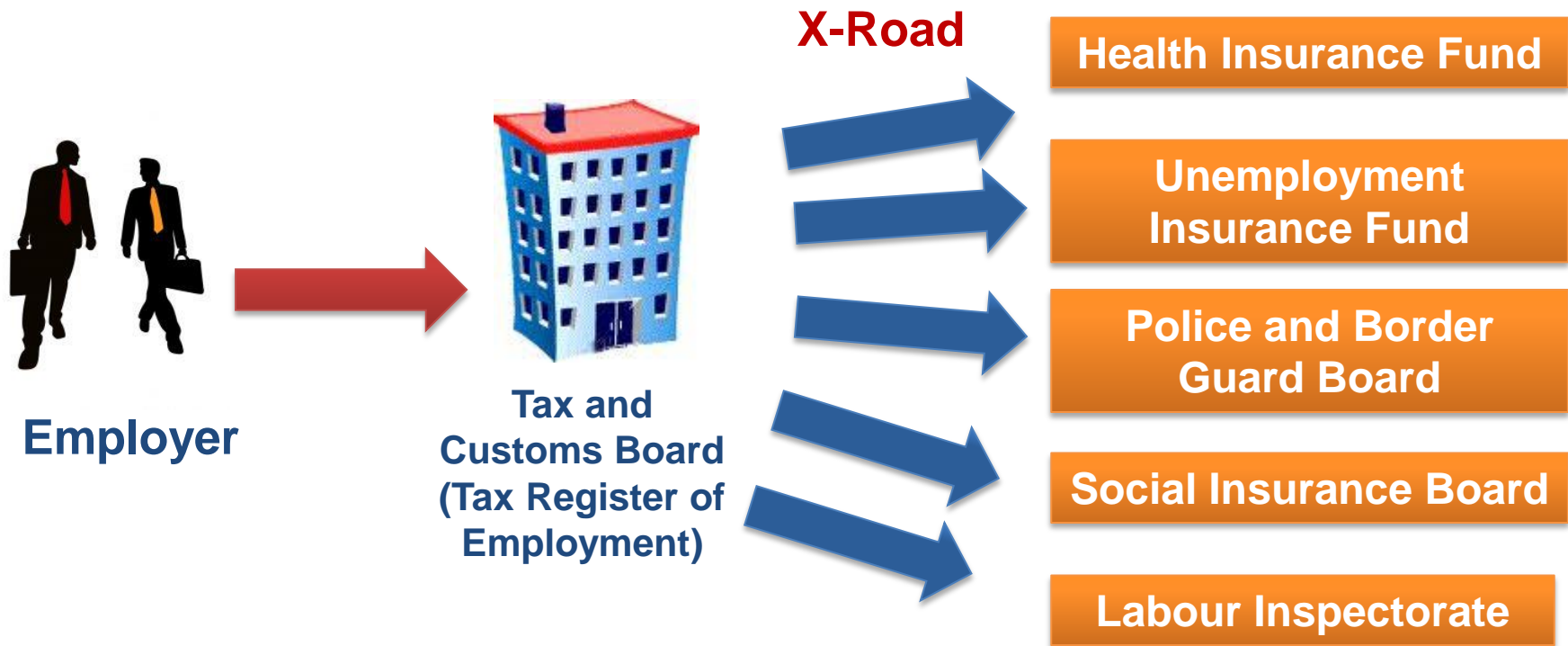
Date of payment

Semi-aut. p. (dig. signature) E-administrative act

Bank account seizure



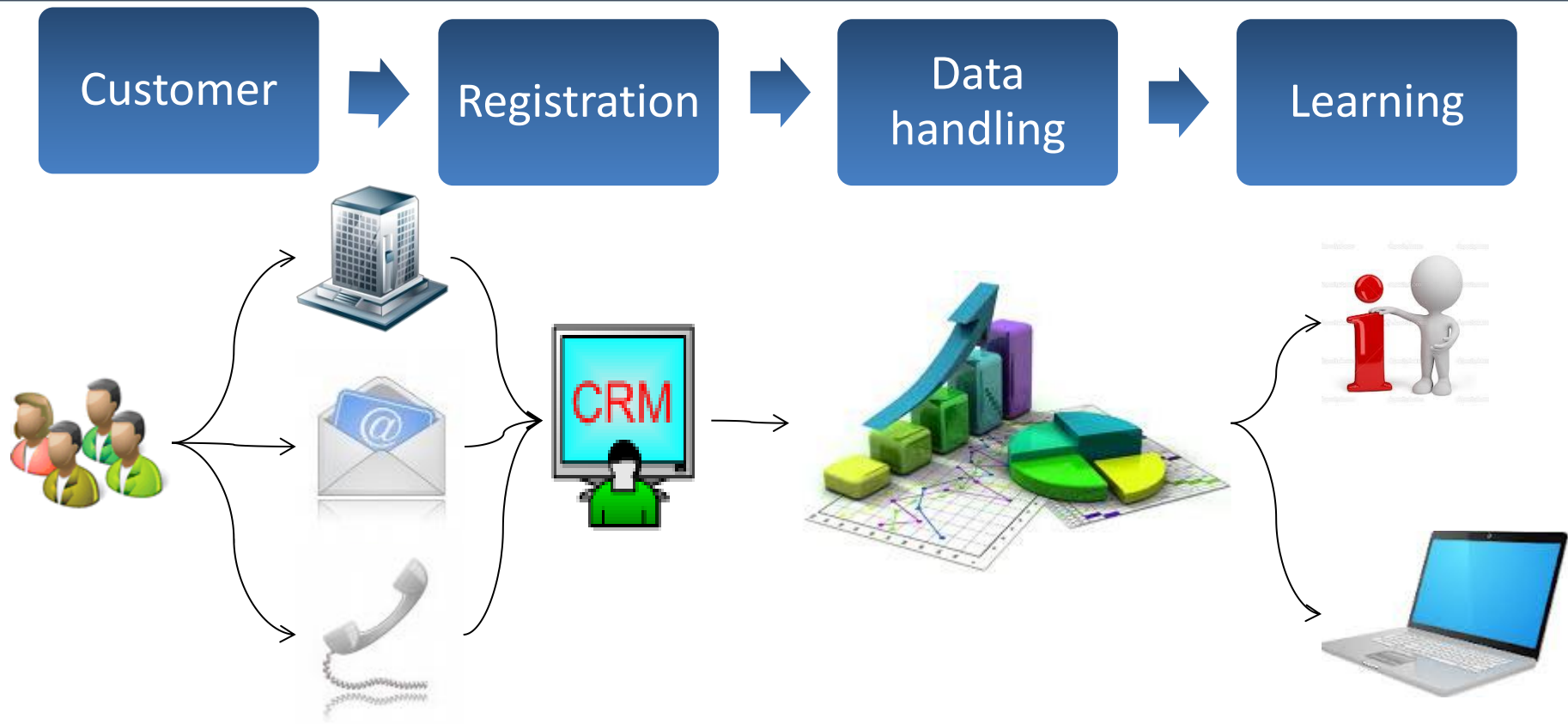
Using X-Road in the project of Employment Register



Employee



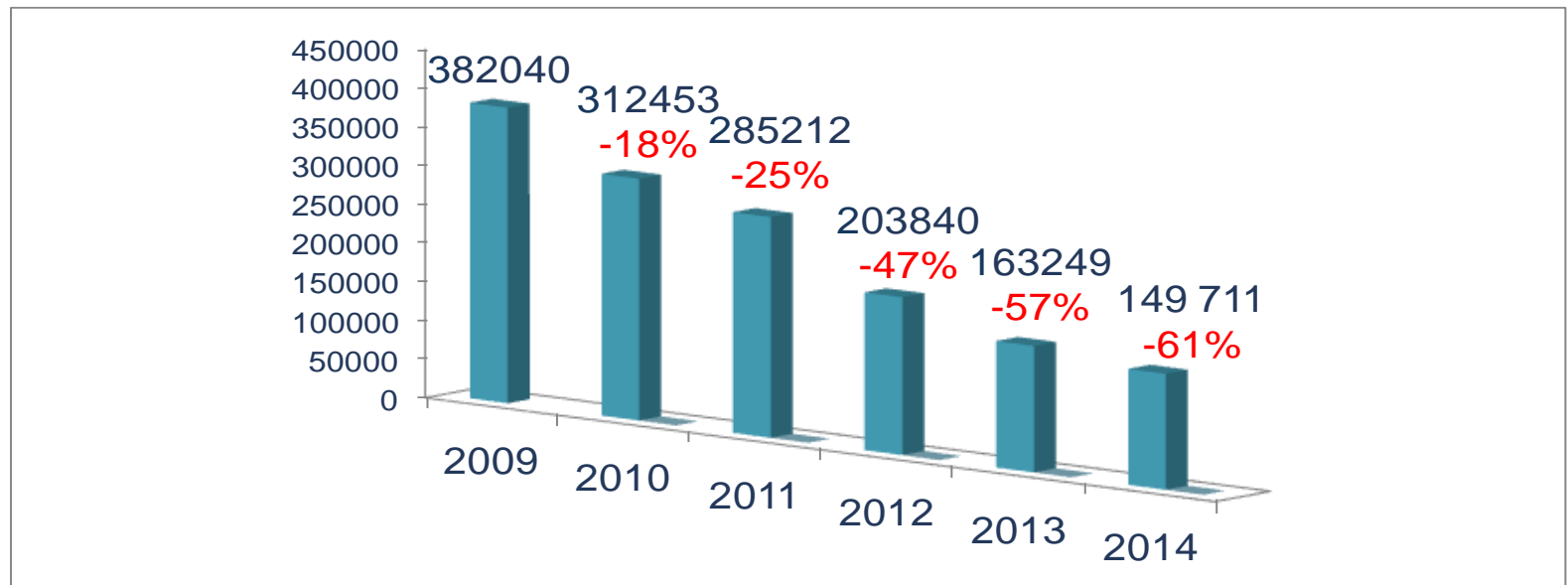
Collecting information about customers behaviour :CRM



Benefits

- » Stop customers running
- » Reducing paperwork

- » Saving resources:
 - » 1 193 603 clients hours
 - » 331 556 tax officials hours



Contacts in service bureaus

Thank you!



KOGUME KOKKU
RIIGI MAKSUTULUD!



VÖITLEME
VARIMAJANDUSEGA!



HOIAME JA ARENDAME
OMA MEESKONDA!