

# Services to Taxpayers

**Ricardo Escobar Calderón**  
Director  
Internal Revenue Service - Chile

**Buenos Aires, Argentina**  
**October 2007**



Banco Interamericano  
de Desarrollo

# Services to Taxpayers

## Context Background

Taxpayers:  
2,2 million

Income: 2,1 million

VAT : 0,9 million

90% of the Income Tax is paid by 1,8% of taxpayers

98,8% are MSME taxpayers  
1,2% are Large taxpayers

# Services to Taxpayers

## Strategy

Given the previous context, the following guidelines are defined:

A large quantity of taxpayers with low impact on collection, to be processed through **Massive Technological Solutions**

An **efficient cost-benefit solution** for both the taxpayer and the tax administration is sought

It builds on connecting smaller taxpayers to technology in order to **increase competitiveness**

Next, innovative solutions are presented for the MSME sector

# Services to Taxpayers

- **Taxpayer Portal** for Micro, Small and Medium-size Enterprises.
- **MSME Electronic Invoicing System**
- **MSME Simplified Taxation system.**
- **Tax Education Web page**

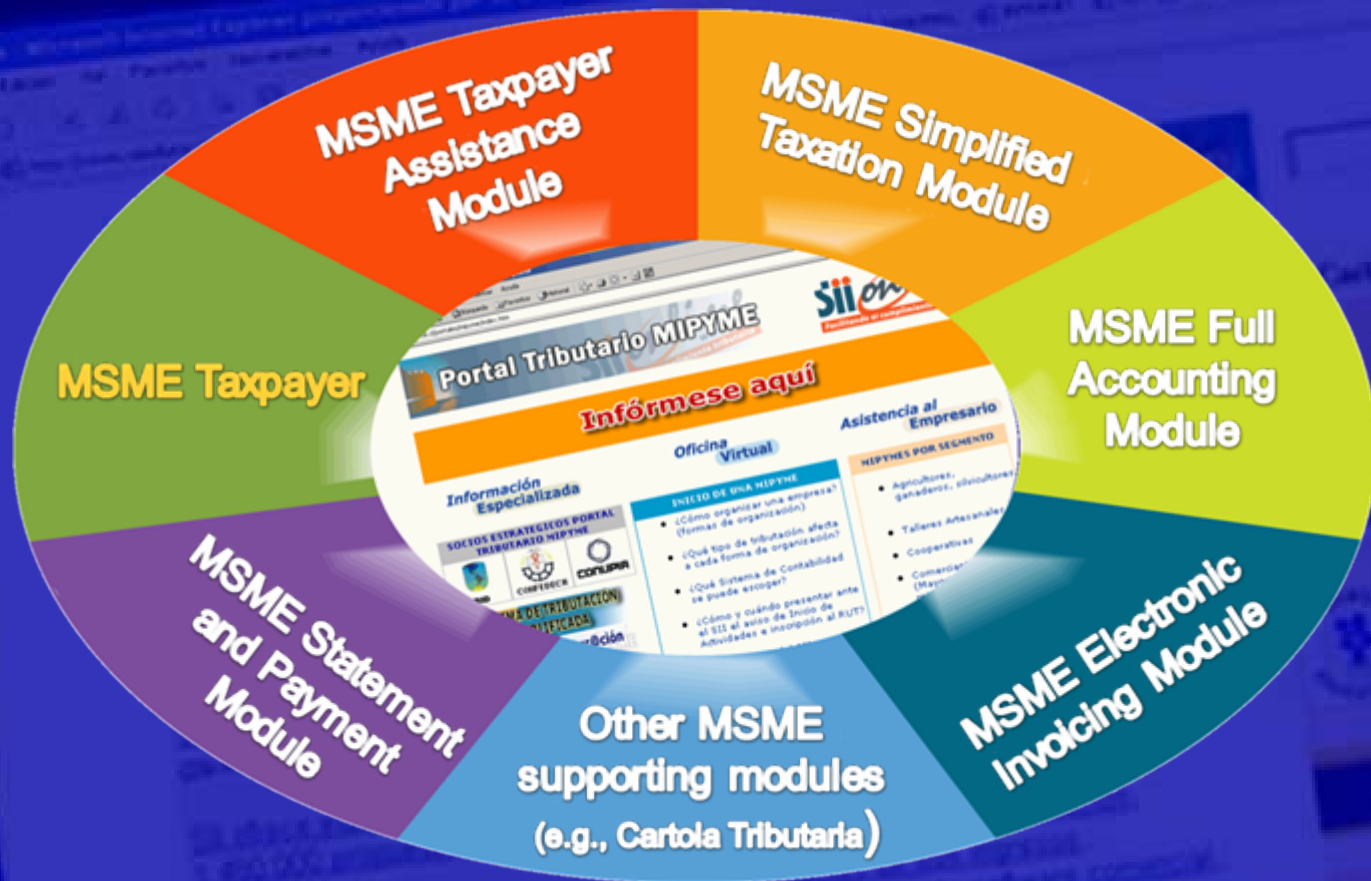
# Internet Portal for Micro, Small and Medium- size Enterprises

# 1 Public - Private Alliance



# 2 Simplified Scheme

## MSME Portal



# 3 INFOCENTERS contemplated to support MSMEs



## Informatic Centers :

- ✓ Computers, laser printers and Internet.
- ✓ Installed in Labor Unions headquarters.
- ✓ Managed by Labor Unions.

# MSME Electronic Invoicing System

# Characteristics of MSME

## Electronic Invoicing

### Users may:

- Become authorized emitters or receptors of Electronic Tax Documents (ETD)

Automatically manage and generate the Purchase-Sell Book

- Endorse Electronic Invoices to third parties

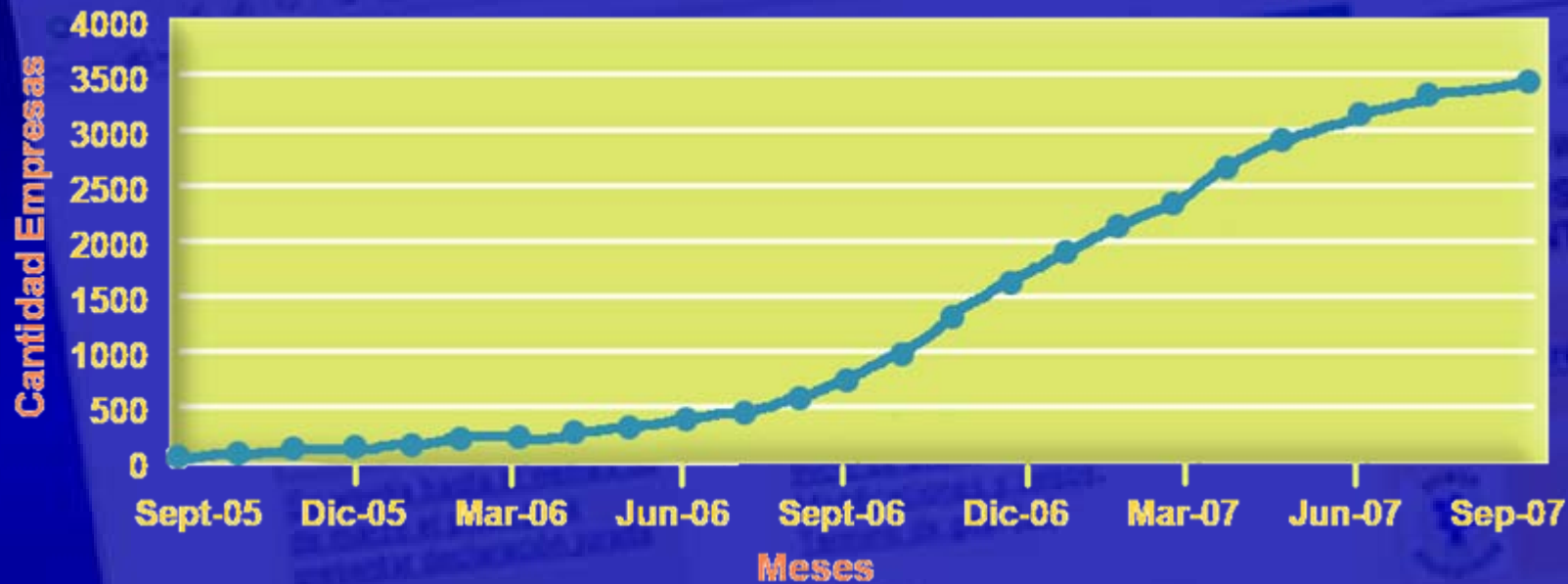
# Functionality of the Electronic MSME Invoice

The Electronic Invoice is a business productivity and efficiency catalyst

- ✓ **Avoids tax documentation authorization paperwork (stamp) at IRS offices**
- ✓ Associated **costs reduced**.
- ✓ **It is free and improves efficiency.**
- ✓ **Improves** customer/supplier **relationship**.
- ✓ **Allows to differ** VAT Statement presentation and payment from day 12 to day 20th of each month.



# MSME Taxpayer growing rate



# Simplified MSME Tributary System

**Sii online**

**ACTUALIDAD TRIBUTARIA**

**Noticias**

Se aprueba hasta el mes de mayo el pago de los impuestos de renta y plusvalía por el periodo de declaración 2020.  
09 mayo

Se eleva el monto máximo de declaración de los contribuyentes de renta.  
09 mayo

Se aprueba la práctica de la declaración jurada y simplificada en los



**Registro de Contribuyentes**

Consultas de datos fiscales.  
Excepciones de datos fiscales.  
Inicio de actividades.  
Modificaciones y cancelaciones.  
Límites de pró-lab.

**Renta**

Declara y declara anticipada.  
Declara sus tenedores en garantía.  
Consulta estado de declaración.  
Información de sus ingresos.  
Declara el acuerdo sobre el comprobante.  
Ejercita sus derechos.

**Declaraciones Juradas y Simplificadas**

**Sii online**  
www.sii.cl  
Facilitando el cumplimiento tributario

# Simplified Tax Payment Regime

## New Article 14 ter of the Income Tax Law (LIR)

### Characteristics of new regime

- **Regulatory Load reduced:** Liberalization of compliance with complete accounting
- **Reduction of payments to Income account**
- **Immediately deducted** as investment expenditures
- **Net Disposable Income** is easily determined (income minus expenditures)



PPM  
0,25%

# Simplified Tributary System in MSME Portal

Functionality:

- The system allows taxpayers to conduct **tax payment through a computer**.
- The system will provide a proposal for **VAT Monthly Statement** and a proposal for **Annual Income Tax Statement**.
- The system will facilitate development of **Sworn Wages and Fees Statements**
- Will allow the generation of a **Simplified Financial Report** to apply for funding.



# 4 Benefits of the MSME Portal



- **Reduced** costs across the whole tax process (eg. Free Electronic Invoicing and Accounting)
- **Strengthen** union association through active participation of MSME in the page
- **Facilitate** association of MSMEs through several productive items
- **Possibility** to access formal funding instances
- **Contribute** to business formalization

# Concluding:

- The Portal is converted into a “**computer**” for MSME business management
- MSME compliance as contributors will be available for consultation at the **MSME PORTAL**
- As a consequence of the above, enhanced harmony is achieved through Taxation Compliance and Business Development



# Future challenges

- **Massive incorporation** of taxpayers to the MSME Portal
- **Complete Accounting System development** for MSME, and new valuable applications
- To consolidate and grow through **development of specialized MSME Infocenters**
- To study **entrance barriers** to technology solutions



# Tributary Education Portal

[www.siieduc.cl](http://www.siieduc.cl)



# Purpose

- Encourage citizens values and Tributary Education at schools and through Internet



# Strategy



- **Support teachers:**

Through planned lessons approved by the Ministry of Education

- **Encourage the use of Internet:**

- To approach new technologies
- Supplement school lessons

- **Deliver adequate messages to children:**

Learn through play

# 1st. Stage: November 2006

- A web site specially dedicated to children 6 to 9 years of age ([www.planetasii.cl](http://www.planetasii.cl)).
- **Playful contents** to learn through play (pets, games, videos, contests, songs)
- **Messages according to age**, to be a good citizen, to request the bill, to learn about the social role of taxes



# The following stages of the Project under development

10 a 13 años  
(5° a 8° año de Ed. Básica)

14 a 17 años  
(1° a 4° año de Ed. Media)

Educación  
Técnico Profesional



# Dissemination Actions

## Massive dissemination

- **Launching event** with the Ministry of Education
- **Event in front of the Government Palace**
- **Contest in the Portal**, giving a stuffed theme pet (IVO) as price
- **Press releases** to national media.
- **National Web sites related to education** will promote the educational portal.



# Dissemination Actions

## Public objective:

### ▪ High School visits with the play:

- 37 shows planned for 2007.
- Estimated audience: over 20.000 children.

### ▪ Portal use training as an educational tool:

- High school representatives
- Education technical officers.
- Teachers.

## Collaboration of personnel:

- Visits to your children's school, delivering talks and distributing promotional materials.



# Useful Web Sites

- Internal Revenue Service:

[www.sii.cl](http://www.sii.cl)

- MSME Portal:

<http://www.sii.cl/portales/mipyme/index.htm>

- Siieduca Portal :

[www.siieduca.cl](http://www.siieduca.cl)