

AGENTS MANAGEMENT

1. WHAT IS AGENTS MANAGEMENT?

Agents management is a module in Msonkho Online that is developed specifically for use by taxpayer representatives, return preparers, tax consultants, accountants or tax practitioners who do tax transactions on behalf of one or more taxpayers.

2. HOW CAN A TAXPAYER REPRESENTATIVE START USING THE MODULE?

First, a taxpayer representative must register on Msonkho Online as a tax agent and have a Taxpayer Identification Number (TIN). The representative must also have a portal account.

3. HOW DOES A TAXPAYER ASSIGN TASKS TO A REPRESENTATIVE?

The taxpayer representative sends a request to a taxpayer requesting for permission to manage the taxpayer's specific tax types. The representative is approved or accepted by the taxpayer and is given rights or engagements on what they will be able to be doing on behalf of the taxpayer. Basing on the tax type given, the taxpayer will be the one to determine what the representative will be allowed to do.

4. CAN A TAXPAYER ASSIGN ONE TASK TO MORE THAN ONE REPRESENTATIVE?

No. A taxpayer can only assign one representative per task, however, one representative can perform several tasks for one taxpayer.

5. WHAT WILL HAPPEN IF THE REPRESENTATIVE IS NOT REGISTERED ON MSONKHO ONLINE?

Where the taxpayer representative is not registered, the system will demand that they register through Msonkho Online and obtain a TIN.



6. WHAT WILL TAXPAYER REPRESENTATIVES BE ABLE TO DO?

Taxpayer representatives will be able to, among others;

- File tax returns
- Make payment
- Request for account statement
- Make an objection or appeal
- Submit an appeal
- Check refund status
- Suspend or dormant tax type
- Request certificate i.e. Tax Clearance Certificate, Divided Tax Certificate, Non-Resident Tax Certificate and Withholding Tax Exemption Certificate

NB: The taxpayer representative will be allowed to perform tasks that have been approved by the taxpayer only.



7. CAN A REPRESENTATIVE ASSIGN TASKS TO OTHERS?

Yes. Once a taxpayer approves or accepts a representative, the representative can assign others who are referred to as associates. The associates will be acting on behalf of the representative

8. HOW MANY ASSOCIATES CAN A REPRESENTATIVE ASSIGN TASKS TO?

The representative can assign as many associates as possible

9. ARE THERE SPECIFIC TASKS THAT ASSOCIATES ARE ALLOWED TO PERFORM?

Associates are allowed to perform tasks that have been assigned to them by the representative

10. CAN A REPRESENTATIVE PERFORM TASKS THAT HAVE BEEN ASSIGN TO AN ASSOCIATE?

Yes. A representative has the right to perform tasks that have been assigned to the associate

11. WHAT IS EXPECTED OF TAXPAYERS AND TAXPAYER REPRESENTATIVES?

Agents Management module is designed to bring sanity in the working relationship between taxpayers and their representatives. Therefore, the Authority expects that both taxpayers and their representatives must know how to navigate through the Msonkho Online system