

## ～ Enhanced taxpayer services achieved by public relations activities, tax education, tax consultation, etc. ～

Japan adopts a self-assessment system for most of its national taxes. Under this system, taxpayers themselves calculate their income and tax amount, based on which they file and make a payment. In order for the self-assessment system to function properly, at the NTA, we do our best to ensure taxpayers have a high level of awareness regarding tax payment and proactively and properly fulfill the obligation of tax responsibilities as provided by the law (so called “tax compliance”<sup>1</sup>).

To this end, the NTA is working to enhance a variety of services for taxpayers while cooperating and coordinating with Certified Public Tax Accountants (CPTAs) and relevant private organizations. These include (1) public relations activities and tax education relating to the significance and function of taxes and knowledge about the tax law, (2) clarification of legal interpretation and of practices, procedures, etc., (3) centralization of taxpayer contact points, and (4) efforts to improve taxpayer convenience in tax consultation and filing returns.

## 1 Providing information, etc.

### ～ Various public relations activities ～

The NTA provides taxpayers with useful information on tax filing and payments, etc.

More specifically, focused on the NTA website (<https://www.nta.go.jp> [in Japanese]), the NTA provides a variety of information on the significance and roles of taxes and on the tax system. The information is also provided through the mass media, such as TV and newspapers, and public relations mediums such as pamphlets made available at the Tax Offices as well as municipal offices, and various explanatory meetings (accessed 318.27 million times in FY2020).

The NTA also answers to general inquiries and consultations related to taxes by telephone and other means, while providing information on the interpretation and handling of general tax law through the NTA website, etc. Furthermore, it responds to advance inquiries where there are questions on tax applications related to actual transactions.

### “Think About Tax” Week

The NTA has been regularly taking various efforts for the improvement in the awareness regarding tax payment to assist citizens to deeply understand the significance and functions of taxes and the current state of tax administration, and to proactively and properly fulfill the obligation of tax responsibilities.

The week from November 11 to 17 is annually set in particular as the “Think About Tax” Week. The NTA conducts various PR activities mainly during this period and also considers this period as an opportunity to receive opinions and requests for tax administration.

The NTA recognizes that understanding the relationship between daily life and taxes through this effort is essential to maintain and develop self-assessment system.

### (1) The NTA website

#### ～ Provide easy-to-understand information on the NTA website ～

To enable anyone to easily use the NTA website, we are making efforts to deliver information in an easy-to-understand format, such as simplified layout of the website with menu selection put into one place.

We are also striving to provide contents with text enlargement and voice reading functions so that all people including the elderly and handicapped can use information and functions provided on the NTA website without difficulties.

In addition, optimized display on a smartphone or tablet screen is delivered through a function which automatically adjusts the display in accordance with the size of the display (responsive web design).

<sup>1</sup> “Tax compliance” refers to the act of the executive officer to become personally involved in a proactive manner to ensure appropriate filing and to develop internal controls as necessary.

# Overview of NTA Website (top page)

\* The following diagram is as of June 2021.

The screenshot shows the NTA website top page with the following numbered annotations:

- 1** Search function within the website: Located at the top right, featuring a search bar with the text "ENHANCED BY Google".
- 2** Text enlargement / voice reading: Located below the search bar, with links for "文字拡大・読み上げ" (Text enlargement / voice reading).
- 3** Global navigation: Located below the search bar, with links for "ホーム" (Home), "税の情報・手続・用紙" (Tax information, procedures, forms), "刊行物等" (Publications, etc.), "法令等" (Laws, etc.), "お知らせ" (Notice), and "国税庁等について" (About the NTA, etc.).
- 4** Urgent notice: Located below the global navigation, with a link for "新型コロナウイルス感染症に関する対応について(詳しくはこちら)" (Response to COVID-19 infection (click here for details)).
- 5** New arrivals: Located below the urgent notice, with a link for "新着情報" (New arrivals).
- 6** Featured topics: Located below the new arrivals, with a link for "注目ワード" (Featured topics).
- 7** Menu by area of interest: Located below the featured topics, with a link for "分野別メニュー" (Menu by area of interest).
- 8** Search for tax office: Located below the menu by area of interest, with a link for "税務署を検索" (Search for tax office).
- 9** SNS, etc.: Located below the search for tax office, with a link for "Twitter" and "LINE".
- 10** Banner: Located below the SNS, etc., with a link for "国税に関するご相談" (Consultation regarding taxes).
- 11** Site map: Located at the bottom of the page, with a link for "国税庁" (NTA).

## Search function within the website

Function to search through information on the entire NTA website by referencing a keyword

## Text enlargement / voice reading

Support functions for the elderly and those who have visual disorders

## Global navigation

Information guide that serves as an entrance to various information sites

## Urgent notice

Displays highly urgent information, such as disaster-related messages

## New arrivals

Displays new arrival information in a table by content

## Featured topics

Displays terms related to information that deserves special attention on the NTA website

## Menu by area of interest

Displays page with the most access by area of interest

## Search for tax office

Enables the user to search for its jurisdictional tax office by postal code or address

## SNS, etc.

Collects and displays information from all tools used by the NTA to release information

## Banner

Gathers and displays the banners created by the NTA

## Site map

Displays the composition of the entire NTA website in a table

\* The NTA submits information including new information regarding the NTA and a press release through the official NTA Twitter account (@NTA\_Japan) other than the NTA website. The free video sharing site "YouTube" also delivers videos with information on the NTA activities (including the publicity activities of each Regional Taxation Bureau and Tax Office) and support for self-assessment procedures.

## (2) Tax education

### ～ Developing the environment for, and providing support for enhanced tax education ～

The NTA works on developing the environment for and providing support for a solid tax education in school education, so that the significance and roles of taxation that forms the country's foundations will be correctly understood.

Specifically, the Council for Promoting Tax Education among related ministries which was installed at the national level (consisting of the NTA, Ministry of Internal Affairs and Communications, Ministry of Education, Culture, Sports, Science and Technology, etc.) meets to discuss effective support measures. Furthermore, we dispatch our staff as teachers to tax education classes on the request of schools as well as organize tax essay contests, via cooperation from the Certified Public Tax Accountants' Associations and the relevant private organizations, mainly by councils for promoting tax education established in each prefecture (members: Regional Taxation Bureaus, Tax Offices, local authorities, educational leaders, etc.).

In terms of the essays on tax, we receive a significant number of applicants every year, for which recognition of excellence are awarded and open essay reading sessions are hosted.

Moreover, taking into account changes in the environment surrounding tax education, such as revision of the education guideline and increasing importance of citizenship education<sup>1</sup>, the NTA is making efforts to develop courses and teaching materials that deliver a profound learning experience by accurately ascertaining the needs of the educators and collaborating with related agencies, enabling children and students to make observations in a subjective and interactive manner. A "Tax learning section" is provided on the NTA website (<https://www.nta.go.jp/taxes/kids/> [in Japanese]) as a page for site visitors, like school children, students, etc. to study the significance and roles of taxation.

"Tax☆Space UENO," a facility for tax education in the Tokyo-Ueno Tax Office, holds "Tax Office Tour" and "Experiential Learning" events as well. For further information, please see the NTA website (<https://www.nta.go.jp/about/organization/tokyo/education/taiken/01.htm> [in Japanese]).



Tax☆Space UENO



An open essay reading session

#### ■ Number of lecturers dispatched to Tax Education Class, etc.

Fiscal year	2019	2020
Officials	8,770	5,359
Non-officials	35,297	17,482
Total	44,067	22,841

\* Includes the number of lecturers dispatched to universities and vocational schools.

#### ■ Number of essays entered for Tax Essay Contest

Fiscal year	2019	2020
Received from high school students	214,421	160,184
Received from junior high-school students	578,204	313,725

<sup>1</sup> "Citizenship education" refers to the program to instill the capacity to survive in society and autonomously resolve local issues as a member of society, while acting independently as a citizen and collaborating and cooperating with other individuals.

## Providing tax knowledge through the Tax Museum

The Tax Museum in the National Tax College has valuable collections of historical documents and materials regarding national taxes. The Museum displays its large number of collections throughout the year and is open to a wide variety of visitors such as primary school children and other people as well as specialists on tax history.

In addition, a "Special Exhibition" is held on a certain theme for each year.

This year's theme was titled "Changes of the System on Request for Review," and is being held from October 1, 2020 until September 29, 2021.

For further information, please visit the National Tax College section within the NTA website (<https://www.nta.go.jp/about/organization/ntc/english/>).



Tax Museum

### (3) Lectures

#### ~ Tax Enlightenment Activities to Improve Awareness Towards Tax Payment ~

The NTA holds lectures, supported by the Regional Taxation Bureaus and Tax Offices, for college students and adults with the objective to improve awareness towards tax payment, aiming towards development of understanding towards tax payment through accurate knowledge and proactive thoughts on the role of taxes, significance of the self-assessment system and the rights and obligations of taxpayers.

#### Frequency of lectures

Fiscal year	2019	2020
Frequency held	1,810 times	632 times

### (4) Briefings for taxpayers

#### ~ Organizing various educational sessions to provide information ~

To help taxpayers better understand the tax procedures and tax system revisions, the NTA holds a variety of briefings, including: (1) various briefings on tax returns, (2) briefings on revisions to the tax laws and (3) briefings for newly established corporations.

#### Frequency of briefings and number of participants

Operation year	2018	2019
Frequency held	46,750 times	31,706 times
Number of participants	1,772 thousand people	1,142 thousand people



## (5) Tax consultation

### ~ General tax consultations are handled at centralized Phone Consultation Centers ~

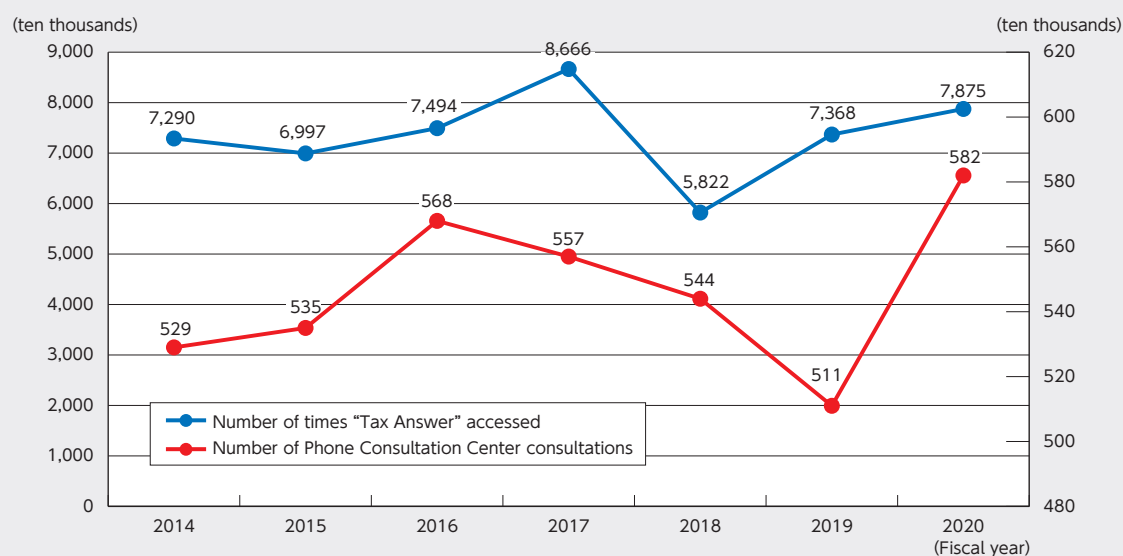
Tax officials of Phone Consultation Centers at Regional Taxation Bureaus provide centralized handling of general national tax questions and consultations from taxpayers. In Tokyo, Nagoya and Osaka they also provide tax consultation in English.

Also, information is provided via “Tax Answer” section on the NTA’s website (<https://www.nta.go.jp/taxes/shiraberu/taxanswer/index2.htm> [in Japanese]), in which general answers to frequently asked questions are posted.



Phone Consultation Center

### ■ Number of Phone Consultation Center consultations and number of times “Tax Answer” was accessed



### ~ Tax Offices will provide individual and specific tax consultation services on a prior appointment basis ~

When consultation over the telephone is difficult, for example if it is necessary to check specific documents or facts, interviews can be made at the Tax Office with jurisdiction.

In the interview consultation, since it is necessary to set aside ample time for the interview to provide guidance in a manner that every taxpayer can understand, we are requesting that an appointment for the interview is made in advance over the phone.

## Introduction of a chatbot for tax consultation

A “chatbot for tax consultation” that enables consultation 24 hours a day, 365 days a year, has been introduced on the NTA website since FY2020.

### 1. What is a chatbot?

A “chatbot” is a term developed through combination of “chat” and “robot,” and refers to a conversation program utilizing artificial intelligence (AI). Questions concerning taxes will be selected from a drop down menu or entered into a free entry box, against which an answer will be generated automatically through AI.

### 2. What the chatbot for tax consultation will deliver

Through the chatbot for tax consultations, users will be able to casually pose questions concerning taxes at any time of the day, and access information published on the NTA website more immediately.

### 3. Enhancing simplicity and convenience of a chatbot

Going forward, we will improve the chatbot based on the opinions and feedbacks from users as well as AI learnings so that it will be simpler and more convenient.

The chatbot will answer questions regarding individual income tax return and year-end adjustment.



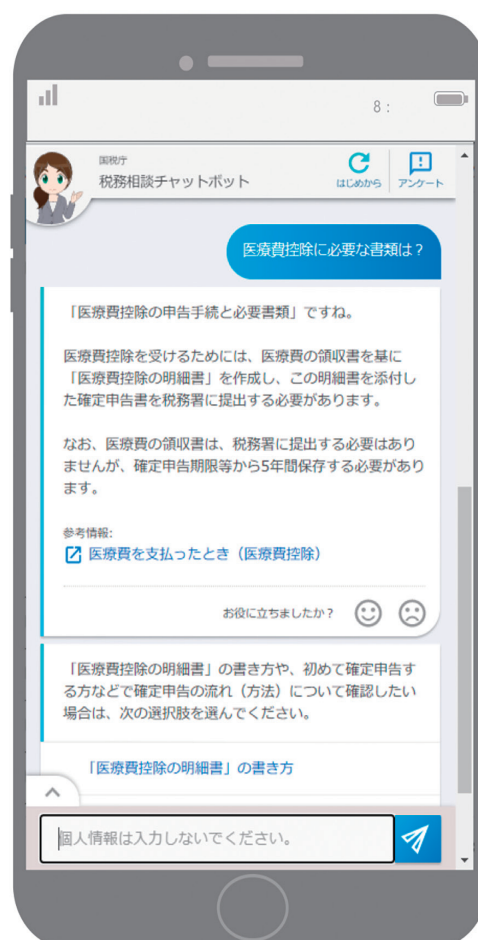
Tax staff FUTABA

### ■ Number of questions the chatbot received

(ten thousand cases)

	Tax return for 2019	Year-end adjustment for 2020	Tax return for 2020
Number of questions	37	25	420

### ■ Image of chatbot for tax consultation



## (6) Advance inquiries

### ～ Enhanced predictability for taxpayers ～

In case taxpayers have some doubts regarding the tax treatment of any transaction conducted or to be conducted, Tax Offices receive advance inquiries before transactions or tax filing deadlines and provide answers.

If requested, a written answer may be provided to the advance inquiries mentioned above under certain conditions and the disclosed as Q&As on the NTA website (<https://www.nta.go.jp/law/bunshokaito/01.htm> [in Japanese]).

Besides written answers, answers that can serve as reference for taxpayers among ones to advance inquiries, are also carried on the NTA website as examples in Q&As (<https://www.nta.go.jp/law/shitsugi/01.htm> [in Japanese]).

#### ■ Number of Advance inquiries received by written reply procedure

Fiscal year	2019	2020
Number of Advance Inquiries Received	115	115

#### ■ Number of Q&A examples posted on website

As of the end of fiscal year	2019	2020
Number of Q&A posted	1,968	1,985

## Measures for victims of natural disaster

The NTA took a measure to extend the national tax filing and payment deadlines for the regions which were affected by 2020 Kyushu floods.

In addition, due to the fact that the period of the state of emergency declaration based on the Act on Special Measures concerning Pandemic Influenza and New Infectious Diseases Preparedness and Response would fall into the filing period for income tax returns for 2020, we decided to extend deadlines for the filing and payment of self-assessed income tax returns at the same time from the perspective for ensuring to avoid crowds at filing sites by securing a sufficient filing period. Furthermore, the NTA has announced a tax payment deferral program for taxpayers who are experiencing difficulties in settling their taxes due to the impact of Covid-19 pandemic. For further details, please refer to Column 3 (page 18).

In response to taxpayers who have been impacted by natural disasters and such, the NTA continuously disseminates systems, answers inquiries from taxpayers, and so on as well as provides consultations while giving adequate consideration to their circumstances and emotions.

### Principal tax treatments applicable to those who suffered damage from these disasters

- The taxpayer may extend the deadlines for filing or payment, and postpone tax payment for a certain period.
- The taxpayer may benefit from reduced taxes or postponement of payment, even during the stages of an estimated income tax prepayment or income tax withholding.
- Should the taxpayer suffer damage to its home or belongings, the taxpayer may reduce its income tax through casualty loss deduction methods determined in the Income Tax Act or methods of tax reduction or release determined in the Act on Reduction or Release, Deferment of Collection and Other Measures Related to Tax Imposed on Disaster Victims.

### Publicity about taxation measures relating to disasters

The NTA has provided information and publicity about taxation measures with the people affected by disasters through pamphlets, website, Twitter and other methods, soon after the occurrence of disasters.

For details of the procedure and other tax measures concerning natural disasters not mentioned above, see the NTA website “The Disaster related information” (<https://www.nta.go.jp/taxes/shiraberu/saigai/index.htm> [in Japanese]).

## NTA's response to the Covid-19 pandemic (as of May 31, 2021)

Since the first infected person of Covid-19 in Japan was confirmed in January 2020, various infection control measures and economic measures have been undertaken by the government in accordance with the degree of expansion of the pandemic.

The NTA is striving to prevent the spread of infection by taking preventive measures such as handwashing, gargling and wearing face masks when the NTA officials have face to interactions with taxpayers for filing consultations, tax examinations, etc., as well as by ensuring to prohibit the officials from meeting taxpayers if they have symptoms such as coughs or fevers.

In addition to provision of information and publicity concerning the NTA's response and effort to address the Covid-19 pandemic through its website, the NTA is increasing publicity on a broad scale through relevant private organizations and local governments, while a swift distribution of information is attempted through use of various methods, such as media announcements, publication on newspapers, television and the Internet, Twitter and e-newsletters.

We ask citizens of Japan for continuous understanding and cooperation in preventing further spread of the pandemic.

### 1. Measures for final income tax return filing

Since a significant number of people visit the final income tax return sites at the tax offices, etc. for filing consultations on a daily basis, we encouraged e-Tax more than ever for FY2020 filing period for income tax returns so that taxpayers could file their tax returns through their smartphones without going out. At the same time, we started accepting filing consultations before February 16, 2021 for mainly those who received public pensions. In these ways, we managed to reduce and disperse the number of visitors during the filing period for income tax returns.

In addition, we reliably secured social distancing by substantially rearranging the layout of the sites, and implemented a numbered ticket with admission time specified (prior issuance of online tickets is also possible) on a nationwide basis to enter a site in order to ensure that crowds would not occur. Moreover, we asked visitors for their cooperation on the prevention of infection as such that we asked them to wear face masks as well as conducted temperature measurement and requested to come back sometime later if they had fevers. In these ways, we prepared an environment where people who needed filing consultations were able to visit the sites without any concern.

Due to the fact that the period of the state of emergency declaration based on the Act on Special Measures concerning Covid-19, etc. would fall into the filing period of individual income tax returns for 2020 (from February 16 to March 15, 2021), on February 2, 2021, we decided to extend deadlines for the filing and payment of self-assessed income tax, gift tax and consumption of sole proprietors for 2021 to April 15 in order to ensure to avoid crowds at the sites by securing a sufficient filing period. With this measure, the payment date of self-assessed income tax and consumption tax of sole proprietors who have signed up for the transfer tax payments has been postponed to May 31 2021 for self-assessed income taxes, and May 24, 2021 for consumption taxes of sole proprietors.

### 2. Measures for deadlines for filing and payment of corporate tax, inheritance tax, liquor tax and others

Tax such as corporate tax, consumption tax of corporations, withholding income tax, inheritance tax and liquor tax were not subject to the extension of deadlines described in 1 above. However, should there be an inevitable reason for inability to file and pay taxes before the deadlines due to impact of the Covid-19 pandemic, the extension of deadlines would be admitted on an individual case.

### 3. Measures for those experiencing difficulties in paying their taxes

We have swiftly and flexibly applied grace system including the "Special Grace of Tax Payments (Special Grace)," which was established by the "Act on Temporary Special Provisions of Acts Concerning National Tax Laws for Responding to the Impact of Infections including Covid-19" concluded and enacted on April 30, 2020, with consideration to the situation and sentiment of taxpayers who found it difficult to pay their taxes due to difficult financial situations brought on by the Covid-19 pandemic.

The deadline for Special Grace applications ended on February 1, 2021, however, so that conventional grace systems can be used even after the application deadline, we are striving to ensure that those taxpayers that require the application of the measures be protected quickly by contacting taxpayers through various



channels, such as counters at Tax Offices, explanatory sessions on policies at final tax filing sites, the NTA website, Certified Public Tax Accountants' Associations, public announcements made through relevant private organizations and industrial associations, and public relations activities initiated through newspaper and television advertisements.

In addition, in order to prevent congestion at the counters of Tax Offices, the NTA has established "Regional Taxation Bureau Grace Support Center" within each Regional Taxation Bureau, and while responding to questions and consultations regarding the grace system over the phone, it is promoting an application for the grace through digital application via e-Tax and the postal service.

We are offering YouTube videos, etc. that explain further details of grace systems and applications on the NTA website.

For further details, please refer to the NTA website ([https://www.nta.go.jp/taxes/nozei/nofu\\_konnan.htm](https://www.nta.go.jp/taxes/nozei/nofu_konnan.htm) [in Japanese], [https://www.nta.go.jp/english/tax\\_payment/01.htm](https://www.nta.go.jp/english/tax_payment/01.htm)).

The NTA has announced information mentioned 1 to 3 above is publicized in the form of FAQ on the NTA website (<https://www.nta.go.jp/taxes/shiraberu/kansensho/index.htm> [in Japanese]).

## 4. Measures for liquor business

As the competent authority in the liquor business, the NTA carried out the following measures for operators of liquor business.

- (1) The NTA issued licenses whose application deadline was June 30, 2020, through a quick and simple procedure for restaurant owners who were impacted by the Covid-19 pandemic. The valid period of the licenses was originally limited to six months after issuance but extended to March 31, 2021 at the longest.
- (2) In order to alleviate the shortage of ethanol required for hand sanitation, based on instructions from the Ministry of Health, Labour and Welfare stating that "high-concentrate ethanol products" could be used as an alternative for hand sanitation, in April 2020, the NTA designed to simplify and expedite the procedure required to obtain licenses to manufacture high-concentrate ethanol products. Specifically speaking, while the production of high-concentrate ethanol products through water injection to material alcohol would be comprehensively approved, the manufacturing license for the production of high-concentrate ethanol products, such as spirits, would be immediately issued.

In addition, the Offices of Analysis and Brewing Technology located within each Regional Taxation Bureau offer technological support for production and analysis to manufacturers who seek to manufacture and sell high-concentrate ethanol products (April 21, 2020).

- (3) Among the liquor products applicable to "high-concentrate ethanol products" shipped on and after May 1, 2020, the NTA has determined that those that satisfy certain requirements will not be imposed any liquor tax.

Furthermore, to support the liquor industry where liquor consumption has been stagnant due to the spread of the Covid-19 pandemic, the NTA has been undertaking promotions (regional events aimed towards consumers) for the recovery and expansion of domestic consumption of liquor, supported by both the government and private sectors. At the same time, to "realize the transformation of economic structure and virtuous cycle towards post Covid-19," the NTA is determined to support the management reforms of liquor business operators and the structural transformation of the liquor industry.

The NTA strives to provide important information concerning such measures undertaken by the government to support business operators. For further details, please refer to information available on the NTA website (<https://www.nta.go.jp/taxes/sake/kansensho/index.htm> [in Japanese]).

### ■ Application status of the Special Grace of Tax Payment

	From April 2020 to February 2021 <sup>(※1, ※2)</sup>	(Reference) Other Existing deferral measures Operation year 2018 <sup>(※3)</sup>
Number of cases applied	322,801	41,871
Tax amount	1,517,647 million yen	69,487 million yen

※1 Subject to national taxes payment deadlines arrived before February 1, 2021. Consists of the cases where applications were applied by payment deadlines (including applications submitted after payment deadlines of national taxes due to inevitable reasons admitted by District Directors of Tax Offices) and approved by March 31, 2021.

※2 Not including numbers of cases and tax amount of conventional grace systems.

※3 Excluding the grace of asset conversion by the district director of the district tax office.

## 2 e-Tax (online national tax return filing and tax payment system)

~ Strongly promote various measures in order to encourage the use of e-Tax and submitting all documents including attachment electrically ~

e-Tax enables users to perform procedures for filing income tax, corporation tax, consumption tax, inheritance tax, gift tax, stamp tax, liquor tax, gasoline tax and liquefied petroleum gas tax, as well as submitting statutory statements and applying for blue return filing, etc. via the Internet without visiting the Tax Office. Tax payment can be made via direct payment, the Internet or Pay-easy<sup>1</sup> compatible ATMs.

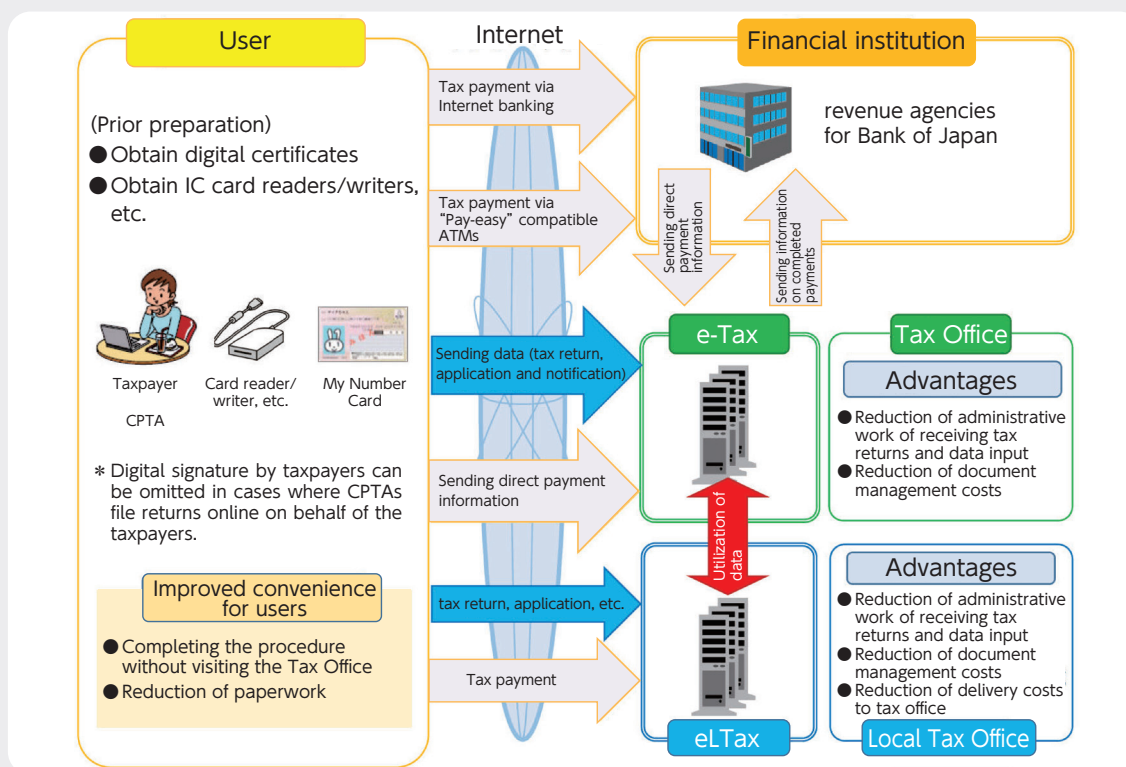
Further, while smartphones have been widely used in recent years, we have prepared an environment such as creating a dedicated site for smartphones so that e-Tax is easily used.

Use of tax and accounting software compatible with e-Tax enables taxpayers and CPTAs to digitally carry out the set of work from accounts processing and data preparation for tax return to filing, which will reduce paperwork.

We think e-Tax also reduces administration work, such as receiving tax returns at the counter or by postal mail and data input, as well as reduces document management costs for tax authorities, thereby promoting the efficiency of tax administration. In addition, income tax return data (including financial statements and detailed descriptions) submitted through e-Tax are sent to local tax authorities, and not only does it benefit the NTA, but the local tax authorities as well by increasing its efficiency.

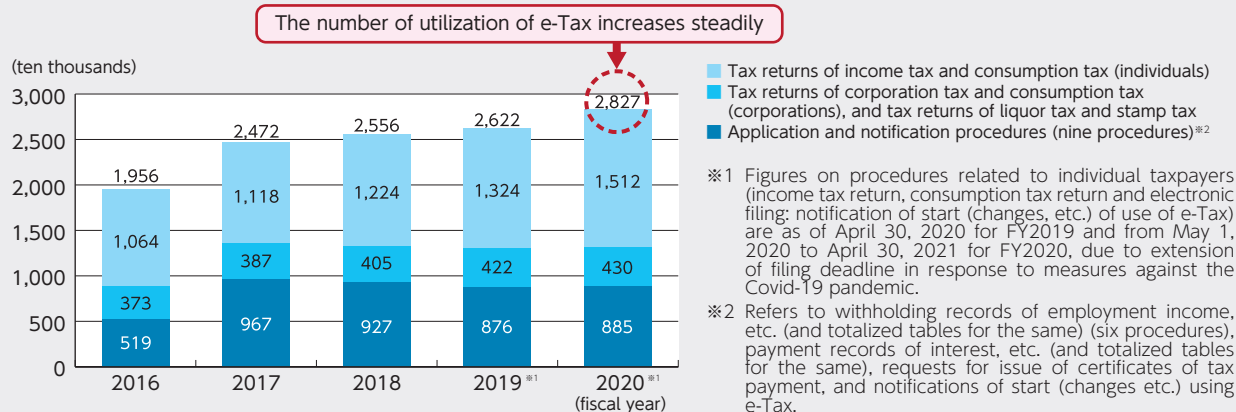
To this end, the NTA will enhance the convenience so as to enable taxpayers to perform procedures easily and accurately, amid the digitalization of the economic society further progressing. At the same time, from the perspective of promoting cost reduction in the whole society and productivity improvement in corporations, the NTA will place emphasis on further promotion of e-Tax and electrically submitting all documents including attachments.

### ■ Outline of e-Tax



<sup>1</sup> "Pay-easy" is a service where taxpayers can pay taxes, public utility charges and other charges through PCs, smartphones/cellular phones or ATMs without queuing at the counters of financial institutions or convenience stores.

## ■ The number of utilizations of e-Tax

Column  
4

## Measures for the convenience of e-Tax

At the NTA, the following policies are introduced in order to further increase the convenience of e-Tax.

## 1. More convenient e-Tax use for corporation tax

In tandem with the mandatory requirement for large enterprises to file tax return online (refer to Column 5), the NTA designed an environment that for corporate taxpayers enables smooth online submission of filing data pertaining to corporation tax filing.

## (1) Acceptance of various data formats [implemented in April 2020]

Financial statements, one of the attachments in filing corporation tax returns, became eligible for submission in the CSV<sup>1</sup> form.

## (2) Centralized destination for submission ("once only policy") [implemented in April 2020]

When financial statements are submitted through e-Tax in filing a corporation tax return, the submission of financial statements in filing a corporation enterprise tax return became no longer necessary due to coordination in information between national and local tax offices.

※There are additional measures that increase convenience of filing a corporation tax return through e-Tax. For details of each item, see the e-Tax website (<https://www.e-tax.nta.go.jp/hojin/gimuka/sesaku.htm> [in Japanese]).

## 2. Preparation of an e-Tax use environment [implemented in January 2021]

Taxpayers can now use the filing assistance on the NTA website from Google Chrome and Microsoft Edge browsers.

## 3. Introduction of two-dimensional bar code certification, etc. [implemented in March 2021]

Although an IC card reader/writer was needed for certification with My Number Card that is required for sending e-Tax or checking the message box in the e-Tax software, certification is now possible by loading a two-dimensional bar code displayed on PC with a smartphone.\*

※It requires "Mynportal" installed in a smartphone.

※Two-dimensional bar code certification with tablet devices has been available for the filing assistance on the NTA website since January 2021.

※For details, see the e-Tax website ([https://www.e-tax.nta.go.jp/systemriyo/qrcode\\_login.htm](https://www.e-tax.nta.go.jp/systemriyo/qrcode_login.htm) [in Japanese]).

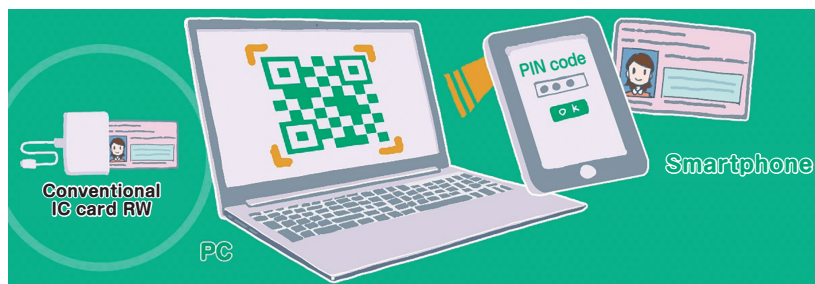


Image of using two-dimensional bar code certification

<sup>1</sup> CSV (Comma Separated Value) may be generated using a spreadsheet software, such as MS Excel, and refers to a text format file with high level of compatibility.

## Large enterprises are required to file returns via e-Tax

As the use of ICT within economic society and the diversity of work styles have been increasing, it would be important to reduce costs for overall society and improve productivity of enterprises through promotions of seamless use of data, while preparing a convenient tax environment in which all taxpayers are able to file tax returns easily and accurately by furthering the use of ICT in tax related procedures.

From this perspective, tax returns by large enterprises (for domestic enterprises only) were required to submit online, including attachments such as account heading breakdown statements, which applies to the business year beginning on or after April 1, 2020.

Together with the introduction of this system, the NTA took measures to improve convenience and prepared an environment so that all corporations including large enterprises will use e-Tax and can smoothly submit tax return data online.

### ■ Overview of the system

#### 1. Subject tax category and procedure

Submission of final tax return of corporate tax and local corporate tax as well as consumption tax and local consumption tax

#### 2. Large enterprises

- Corporate entities whose capital or contribution exceeds 100 million yen at the beginning of the business year or,
- Mutual companies, investment corporations, special purpose companies and national and local governments

※ For concrete details, see the e-Tax website (<https://www.e-tax.nta.go.jp/hojin/gimuka/index.htm> [in Japanese]).

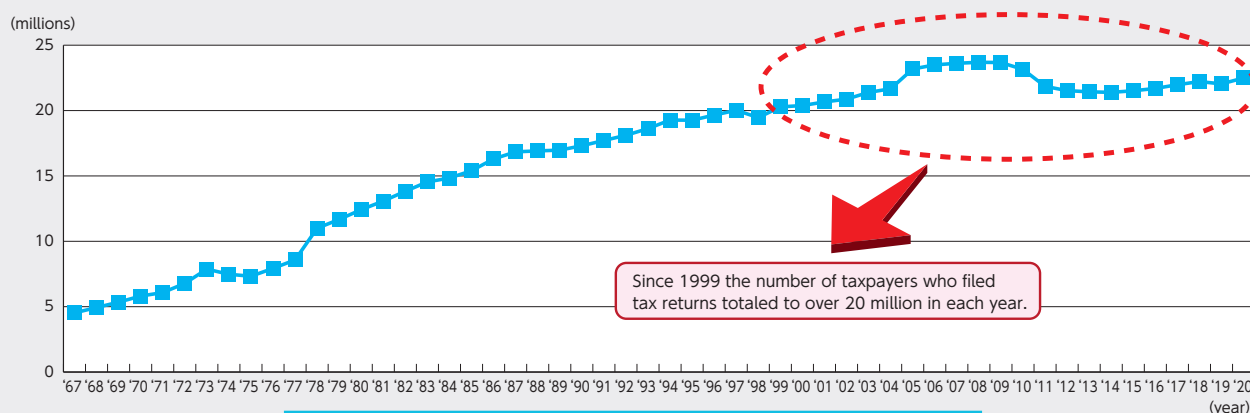


### 3 Filing for tax return

~ The number of taxpayers who filed income tax returns totaled 22.49 million.  
More than half filed for tax refunds ~

Tax filing is a procedure, in which the taxpayer calculates income and tax amount for a one-year period, and files and pays taxes. Not only persons obligated to file, but also those who obtain tax refunds file tax returns, for example, because they paid a certain amount of medical expenses. 22.49 million people filed their income tax and special income tax for reconstruction for 2020; thus, one out of six residents filed tax returns. Of these, over 13.01 million people filed for refunds, comprising over half of the people filing tax returns.

■ Trend of the number of income tax return filers



- Responding to diversified needs of the taxpayers
- Provision of various services to enable effortless filing

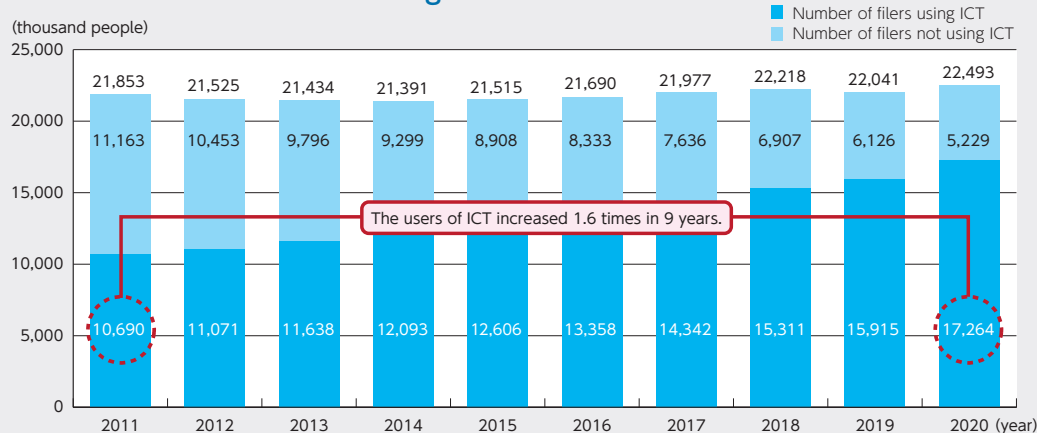
#### (1) Promotion of filing using ICT

~ Filing assistance on the website and e-Tax ~

The NTA promotes filings using ICT such as filing assistance on the NTA website and e-Tax.

※ Taxpayers visiting consultation sites of Tax Offices can use the PCs for filing assistance on the NTA website to prepare tax returns and to transmit them using e-Tax, experiencing the convenience of filing using ICT.

■ Filers for an income tax return using ICT



## ~ “The filing assistance on the NTA website” is now accessible from smartphones ~

With the filing assistance on the NTA website, if a taxpayer enters the amounts and other necessary information according to the guidance on the screen, income amounts and tax amounts are automatically calculated, and it allows taxpayers to complete their tax returns accurately for income tax and special income tax for reconstruction, consumption tax and local consumption tax for sole proprietors, and gift tax, as well as financial statements for blue returns.

Note that, by linking with Mynaportal, information such as deduction certificates is collectively obtained, and amounts, etc. are automatically entered in corresponding fields.

In addition, taxpayers with employment income, miscellaneous income, or occasional income may prepare final income tax returns using a smartphone-friendly dedicated site, and the data of the prepared tax returns may be transmitted via e-Tax either by the My Number Card method or by the ID and password method.

### Filing an income tax return using a smartphone



Image of the smartphone dedicated site

#### The smartphone-friendly dedicated site

Taxpayers with employment income as well as those with pension income, miscellaneous income from a sideline, etc. may prepare income tax returns using the site designed and optimized for smartphone and tablet touchscreens (the dedicated site for smartphones).

#### ○Taxpayers eligible for use of the dedicated site for smartphones

Item	2020 tax return
Income	Employment income (one source with completed year-end adjustment, one source with uncompleted year-end adjustment or incomes from two or more sources are also eligible.) Other miscellaneous income including pension income or occasional income are eligible.
Income deduction	All income deductions can be processed.
Tax credit	Special credit for contributions, etc. to political parties, etc., reduction or exemption of income tax due to disasters

[Reference] The linkage with Mynaportal is also available.

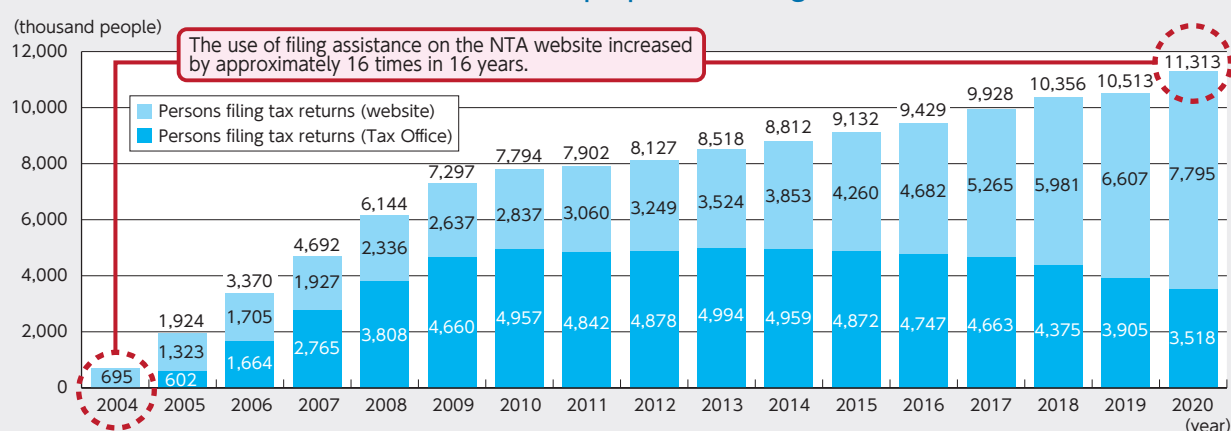
In the case of income other than the above, income deductions or tax credit, taxpayers can prepare tax returns on the same screen as PC's.

## ~ The number of users of “filing assistance on the website” is increasing each year ~

In the filing period for 2020, the number of people who submitted tax returns for income tax and special income tax for reconstruction prepared with filing assistance on the NTA website reached 11.31 million cases including those prepared via PCs set up at consultation sites. This comprised about 50% of all people who submitted returns. In addition, of the 11.31 million cases which were prepared using the filing assistance on the NTA website, approximately 1.69 million cases were prepared through smartphones.

We will continue our efforts to improve the system to make the filing assistance easier to use based on opinions and feedback from users, so that it can be used by as many taxpayers as possible.

### ■ Trend in income tax return submissions prepared in filing assistance on the NTA website



※ Figures before 2018 represent those submitted by the end of March of the following year and figures for 2019 and 2020 represent those submitted by the end of April of the following year.  
 The use of filing assistance on the NTA website at PCs installed in the Tax Office started from tax returns for 2004. However, the number of taxpayers who submitted returns using this method remains unaccounted for.  
 The number of taxpayers who submitted tax returns for years 2003 or before remains unaccounted for.  
 The number of taxpayers who submitted tax returns for years since 2007 includes cases using e-Tax.

## (2) Response to diverse taxpayer needs

### ~ Opening tax office on Sundays during the filing period ~

We received a comment from taxpayers which is “it’s a problem that filing consultations can only be handled on weekdays; I would like to receive the service even on closed days of the Tax Offices.” In response, the NTA receives tax returns and provides filing consultations on two Sundays during the tax return filing period at some Tax Offices, and at joint meeting sites outside the Tax Offices.

For the 2020 tax return filing period, the offices were open on February 21 and February 28, 2021, during which about 130,000 returns of income tax and special income tax for reconstruction were filed.

## Cooperation with local governments

In an effort to simplify taxpayer filing procedures and improve administrative efficiency, the NTA is working on achieving close cooperation between the NTA and local governments. On the system aspects, for example, in the case of income tax filings, there is no need to file for individual business tax and individual inhabitant tax which are local taxes, since the same information will be forwarded from the Tax Office to local governments.

Also, on the implementation aspects, data of income tax filing and others are mutually provided between the national government and local governments. Such actively increased use of ICT is an effort to boost efficiency and reduce the costs of administrative operations of the national government and local governments.

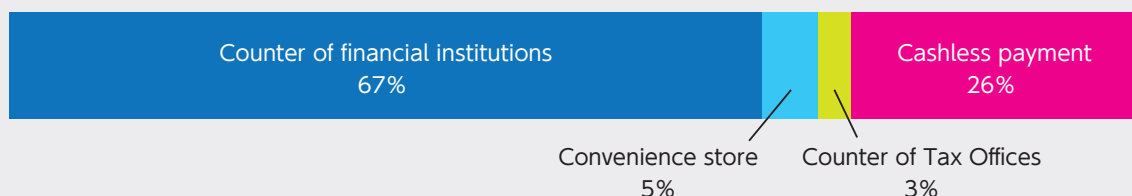
## 4 Promotion of cashless payment

### ~ Promote non-face-to-face cashless payment to reduce costs of the entire society ~

At present, 75 percent of total national tax payments are made at financial institutions, convenience stores or counters of Tax Offices.

We promote non-face-to-face cashless payments from the perspectives of improving taxpayer convenience, reducing costs of the entire society including financial institutions and preventing Covid-19 infection. Setting a goal of raising the cashless payment ratio to around 40 percent by FY2025, we are striving to recommend using them.

#### ■ Proportions of national tax payments by payment method: FY2019 results (based on the number of cases)



### ~ Enhanced taxpayer services by offering various payment methods ~

To enhance taxpayer convenience, diverse payment methods have been introduced, such as, Cashless payment including online payment using Transfer tax payment, Direct payment and Internet banking, Credit card payment and payment at convenience stores using a QR code, instead of paying at the counter of financial institutions and Tax Offices in cash with tax payment slips.

Since January 2021, individual taxpayers can digitally submit transfer request forms and notifications of direct payment via e-Tax.

#### Transfer tax payment

**\*Available for self-assessed income tax and consumption tax of sole proprietors only**

Transfer tax payment is a tax payment procedure by debiting tax amounts from deposit accounts designated by taxpayers in advance.

By submitting a transfer request to a Tax Office or financial institution, or via e-Tax, transfer tax payment will automatically be carried out from the next time onwards.

#### Direct payment (direct type online payment of national tax)

**\*Available for all tax categories**

Direct payment is a procedure that enables taxpayers to pay tax immediately or on a designated payment date by simple operation after filing tax returns digitally by e-Tax, by submitting an application indicating bank account information in advance.

This procedure does not require attachment of digital certificate or IC card reader/writer and is particularly convenient for those who pay withholding income tax.



## Online tax payment using Internet banking, etc.

**\*Available for all tax categories**

National taxes can be paid online through Internet banking and ATMs of financial institutions that accept payment with Pay-easy.

To pay taxes online such as using Internet banking taxpayers are required to submit an application of start using e-Tax beforehand.

## Payment with credit card \*Available for all tax categories

Credit card payment is a payment procedure by inputting necessary information on the "National Tax Credit Card Payment Site."

The tax amount that can be paid with a credit card is less than 10 million yen and within the payment limit of the credit card to be used.

Taxpayers must pay for handling charges for credit card payment in accordance with the tax payment amount (handling charges are not national revenue).

## Payment at convenience stores

**\*Available for all tax categories except the voluntary payment portion of withholding income tax**

By creating a QR Code on a smartphone or PC at home that embodies information required to complete payment of taxes, taxpayers are able to pay taxes at the cash register of convenience stores after scanning the QR Code at kiosk terminals (i.e., "Loppi" and "FamiPort") located within the stores.

Taxpayers may also complete the payment at convenience stores using the bar coded payment slips issued by the jurisdictional Regional Taxation Bureau or Tax Office which are used to inform the taxpayer of scheduled income tax payments and finalized tax payment amounts prior to the payment deadline such as estimated tax prepayment.

The maximum amount of taxes payable at convenience stores is 300,000 yen.

(Note) "QR Code" is a registered trademark of DENSO WAVE INCORPORATED.

## 5 Efforts towards My Number System

### (1) Outline of My Number System

My Number System is the social infrastructure to improve administrative efficiency, enhance public convenience, and realize a fairer and more just society.

Upon the introduction of My Number System, the NTA acts as an entity assigning Corporate Numbers and also as an entity utilizing My Numbers (Individual Numbers) and Corporate Numbers.



(Source: Cabinet Office, Government of Japan website (<https://www.cao.go.jp/bangouseido/>) [in Japanese])

#### a. My Number (Individual Number)

My Number is a 12-digit number which has been designated to anyone holding residential registration.

The use of My Number is limited to the procedures prescribed by law or municipal regulations in the fields of social security, taxation, and disaster response.

#### b. Corporate Number

The Corporate Number is a 13-digit number to each corporation, such as stock companies. The Corporate Number is available to anyone, unlike My Number.

### (2) Actions as an entity utilizing My Numbers and Corporate Numbers

#### ~ Utilization and publicity in the national tax field ~

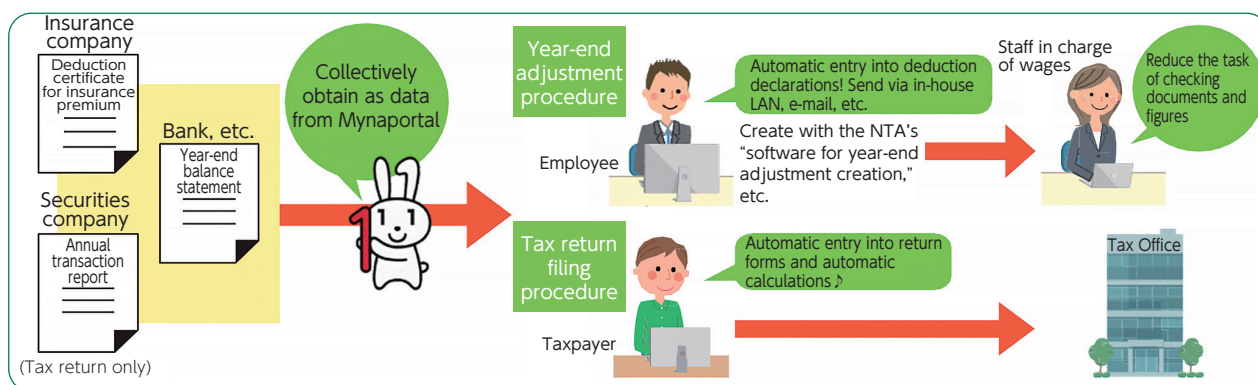
An individual or corporation has to fill in the Number (My Number or Corporate Number) on the filing form and statutory statements each time they submit to the tax authority. When My Number is provided, it is necessary to confirm the identity of individuals based on Act on the Use of Numbers to Identify a Specific Individual in the Administrative Procedure to prevent identity fraud. Therefore, the NTA enacts a notice that establishes specific procedures to confirm the identity of individuals in the national tax field.

In addition to creating a special website on the NTA website (<https://www.nta.go.jp/taxes/tetsuzuki/mynumberinfo/index.htm>) [in Japanese]) which contains FAQ concerning My Number System with the aim to encourage its use, the NTA is actively promoting public relations through various media, such as through advertisements published on newspapers and the Internet.

## ～ Improving convenience for taxpayers ～

Taking the opportunity of the introduction of My Number System, attaching a copy of a certificate of residence can be omitted in a filing procedure. In addition, starting January 2019, taxpayers who have transmitted a tax return of income tax, consumption tax, gift tax or inheritance tax via e-Tax can check the data saved in e-Tax's message box and processing status through the "Notice" function of Mynaportal.<sup>1</sup>

Further, the NTA is moving forward with preparations for a scheme that enables even simpler completion of year-end adjustments and final tax return filings for 2020 and onwards by automatically transferring data, such as deduction certificates issued by insurance companies, which are to be collectively obtained through Mynaportal and automatically completing the form (linkage with Mynaportal). We plan to increase document types such as deduction certificates available in Mynaportal going forward.



## ～ Recognizing income more properly and efficiently ～

In the field of national taxes, as numbers will be required on documents such as tax return form and statutory statements, the NTA expects that aggregation of data of statutory statements for individuals and matching of those data with the tax return form will become more accurate and efficient, and, in turn, income will be recognized more accurately. Therefore, we believe that the number will lead to more proper and fair taxation.

### (3) Promotion of popularization of My Number Card

Based on "Policy Concerning Popularization of My Number Card and Promoting the Use of My Number" (decision by the Digital Government Cabinet meeting held on June 4, 2019) which is the policy of the government as a whole, the NTA is proactively engaging in activities to promote My Number Card, such as by installing a "My Number Card Application Corner" through cooperation with local governments, not only at final tax return filing sites, but also through various occasions, such as the "Think About Tax" week.

### (4) Actions as an entity assigning Corporate Numbers

#### ～ Assigning Corporate Numbers ～

The Corporate Number is designated to ① corporations registered for incorporation, such as stock companies, ② national government organizations, ③ local public entities, or ④ corporations other than those listed in ① through ③ or associations without juridical personality, etc., those submitted a "Notification of Establishment of a Salary-Paying Office," etc. The NTA designates a Corporate Number based on the registration information provided by the Ministry of Justice or notification submitted to the Tax Office, and also sends the Notification of Corporate Number.

The NTA publishes the three types of basic information ((i) trade name or name, (ii) address of head

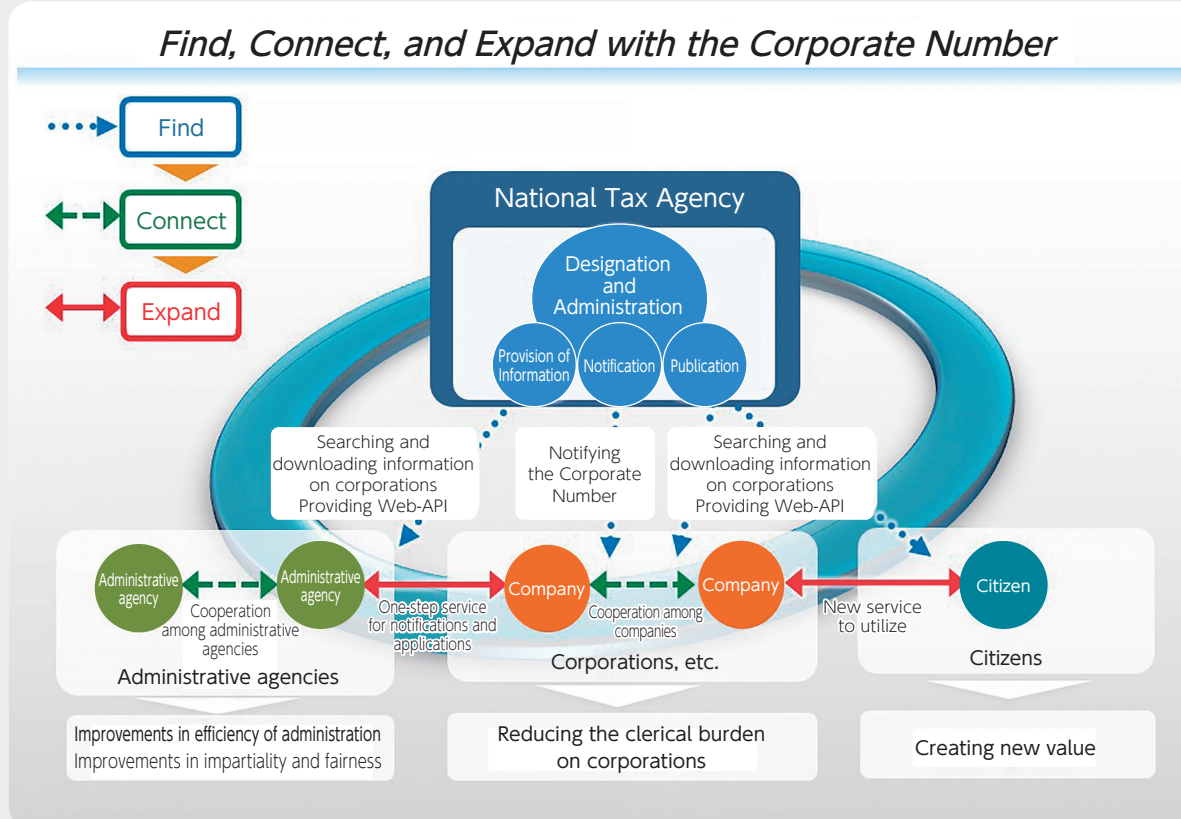
<sup>1</sup> Mynaportal refers to an online site operated by the government which enables users to complete various administrative procedures in one stop and check notifications from government organizations.

office or principal place of business, and (iii) Corporate Number) of the corporation which is designated a Corporate Number on the Internet (the NTA Corporate Number Publication Site at <https://www.houjin-bangou.nta.go.jp> [in Japanese]).

The three types of basic corporate information may be searched for on the NTA Corporate Number Publication Site. Also, the site offers Data Download and Web-API<sup>1</sup> function in order to enable users' ease-of-use of information such as the Corporate Number.

※ Corporations and associations without juridical personality other than those listed in ① through ④ above may still be designated a Corporate Number by notifying the NTA Commissioner if they meet certain requirements.

## ■ Outline of the Corporate Number System



## ～ Initiatives for convenience of the NTA Corporate Number Publication Site ～

While the Corporate Number is expected to be used in a wide range of fields in both public and private sectors as a part of the social infrastructure, the NTA undertakes initiatives towards improving the convenience of the NTA Corporate Number Publication Site to promote its use.

As a new initiative, we changed the publication of the three types of basic information from once a day to twice a day from February 2021 and publish the three types of basic information more promptly.

In addition, from March 2021, Data Download function was changed so that the data of all cases throughout the country could collectively be downloaded.

<sup>1</sup> Web-API (Application Programming Interface) refers to an interface that connects different systems in order to exchange information that meets specified criteria by sending simple requests through the Internet from a system constructed by the user.



## ～ Initiatives for the boost of international utilization of Corporate Numbers ～

The NTA has obtained “issuing agency codes” from the United Nations (UN) and the International Organization for Standardization (ISO), and issuing agency codes can be used in international transactions by combining with a Corporate Number.

While economic transactions have been internationalized, as there are increasing opportunities to use corporation names and addresses in English, the English version of the NTA Corporate Number Publication Site (<https://www.houjin-bangou.nta.go.jp/en/>) was established and corporations’ trade names or names and the addresses of head offices or principal places of business in English are published upon requests from corporations, etc.

## 6 Promoting digitization of administrative services

### ～ Towards a Digital Government<sup>1</sup> ～

As an undertaking of the entire government, with the aim to realize a society in which its citizens are able to live with a sense of security and reassurance and experience prosperity, the “Declaration to be the World’s Most Advanced IT Nation: Basic Plan for the Advancement of Public and Private Sector Data Utilization” was adopted by the Cabinet in July 2020, which compiled policies with priority towards an inclusive “Digital Society,” in which every single individual is able to benefit from digital technology. Furthermore, the Cabinet adopted the “Digital Government Action Plan,” which clearly outlines initiatives to promote administration utilizing digital technology, in December 2020.

The environment surrounding tax administration is evolving in a significant manner, with increasingly complex and sophisticated processes coupled with economic transactions increasing in complexity and reach accelerated by the increasing use of ICT and globalization of the economic society.

Keeping in mind these numerous plans and changes in the environment, the NTA is determined to move forward with its BPR (Business Process Reengineering)<sup>2</sup> efforts to reduce the burden on users and enhance efficiency and grade of administrative operations from the perspective of citizens and businesses.

In particular, the NTA is promoting online processing and omission of attachments, and at the same time, is striving to promote one-stop completion<sup>3</sup> of “Social Insurance and Tax Related Process” and “Process to Establish Corporations” in line with the process guideline of the overall government as a member of related government agencies. We digitally send a Notification of Corporate Number to corporations that registered incorporation using one-stop completion of “Process to Establish Corporation.”

Further, with the “Regulatory Reform Implementation Plan” approved by the Cabinet in July 2020, it was decided that drastic reviews would be undertaken on paper documents, use of seals and the restriction of face-to-face interaction in administrative procedures at all ministries. In line with it, the NTA also expanded the types of national-tax-related returns and applications that can be submitted online by e-Tax, and conducted reviews as such that use of seals, which had been required before, is basically unneeded.

1 “Digital Government” refers to the initiative of the entire government to review the state of the administration on the premise of digitization, while placing priority on enhancing convenience for citizens and businesses.

2 “Business Process Reengineering (BPR)” means a fundamental reform of existing organizations and business rules, and a redesign of duties, work flow, administrative mechanisms, and information systems from a process viewpoint.

3 The one-stop completion of “Social Insurance and Tax Related Process” refers to the initiative to bring social insurance and tax related procedures carried out by employers that accompany life determining events, such as hiring and retirement of employees that used to require submission of documents to each administrative organization, in a one-stop manner through Mynportal. The utilization of a cloud service is also planned in the future.

The one-stop completion of “Process to Establish Corporations” refers to the initiative to realize a service which enables to complete various procedures through Mynportal in a one-stop manner, which would otherwise require submission of documents to each administrative organization when setting up a corporation. These services began on January 20, 2020 and have become available for all procedures associated with establishing corporations since February 26, 2021.

## Ensuring stable and reliable ICT system and information security

Since the national tax-related operations are closely connected to public rights and obligations, failure in its ICT system is likely to have a large impact on citizens and impair the credibility of tax administration. Therefore, the NTA is working to maintain stable operation of ICT systems by regularly updating ICT equipment.

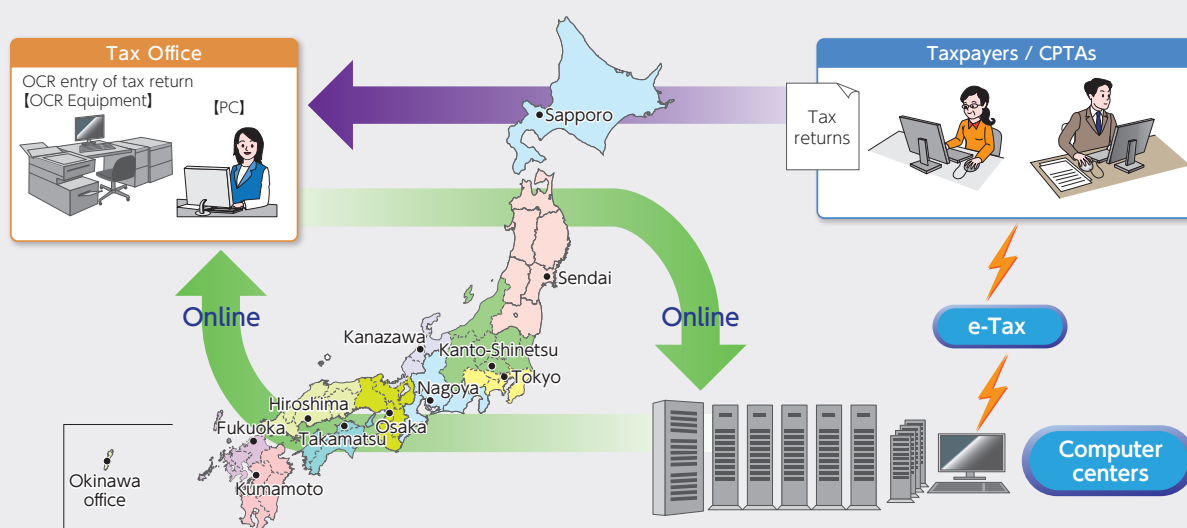
Also, since the NTA holds and accumulates large amounts of taxpayer information, we take great care for the prevention of its improper use and leakage. For instance, we allow our officials to use only the necessary information for their work, and disconnect information systems that access taxpayer information from the Internet. We also conduct security audits regularly.

At the computer center which stores data for e-Tax and the KSK System, the NTA built an information security management system (ISMS)<sup>1</sup> which complies with international standards, and in 2007, obtained certification based on the ISMS compliance evaluation system (certification based on ISO/IEC27001: 2005 and JISQ27001: 2006<sup>2</sup>), and regularly renews the certification afterward.

Furthermore, in 2020, the computer center which stores data for the system that designates the Corporate Number also acquired the same certification.

## Kokuzei Sogo Kanri (KSK) System

The KSK System, which links all Regional Taxation Bureaus and Tax Offices, is a computer system to facilitate sophisticated and efficient administration by centrally managing information across the area and the type of tax.



1 An Information Security Management System (ISMS) is an organizational initiative to implement the planning, operation, review and improvement which are required in order to maintain a situation of appropriate management for confidentiality, completeness and usability of information assets which should be protected.

2 ISO/IEC27001: 2005 is one of the standards created by the International Organization for Standardization. This became a global standard for information security management systems in October 2005. JISQ 27001:2006 is a Japanese domestic standard published in May 2006, corresponding to ISO/IEC27001.

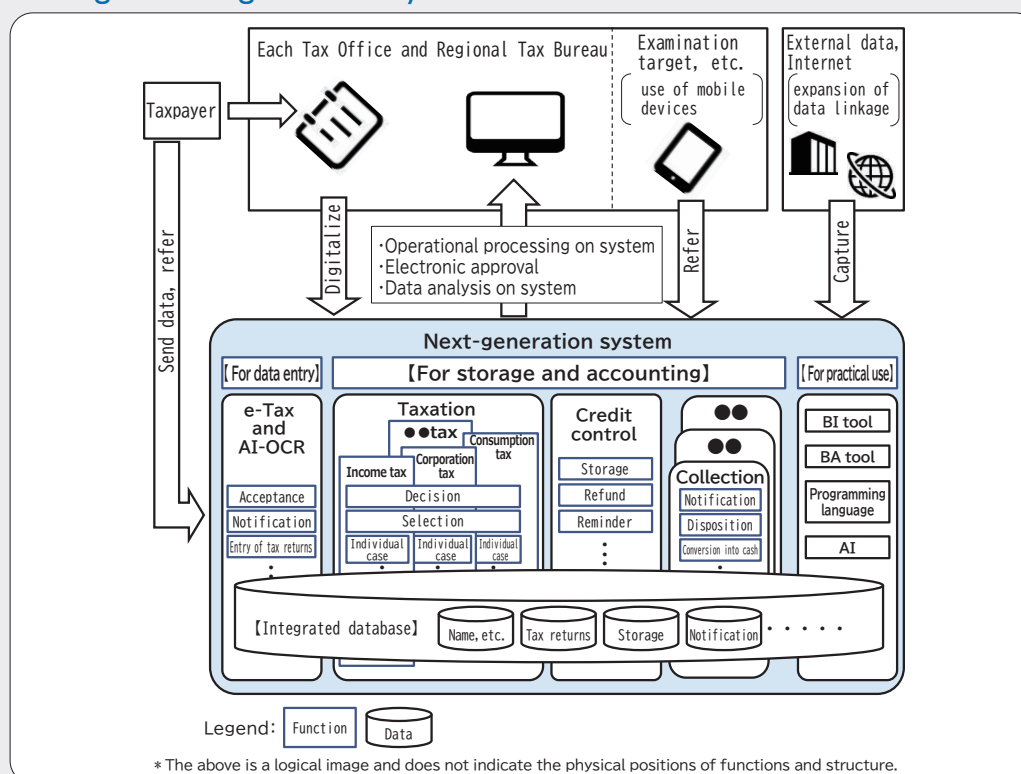
## Systems upgrade (development of new system)

The NTA has decided to aim for “improvement of taxpayer convenience” and “more efficient and sophisticated taxation and collection” through utilization of ICT, and as the infrastructure to realize them, we launched the development of next-generation system towards its full-scale introduction in FY2026.

We are advancing the development of next-generation system with the following concepts:

1. A system to realize operational processing mainly with data (from paper to data),
2. Integration of database applications, which are currently divided by tax category (elimination of vertical division systems),
3. Renewal from so-called large “main frame” computers using the original OS to so-called an “open system” using store-bought general-purpose OS (departure from main frame).

### ■ Image of next-generation system



## Strict Management of Information

The NTA retains various information, such as income data of individuals, and strict management of information of personal information and taxpayer information is required, since should these information leak out, cooperation from taxpayers cannot be expected, disrupting smooth execution of examinations and collection of taxes, etc.

For this reason, should a tax official leak confidential information obtained through a tax examination, etc., criminal punishment based on tax laws (up to two years in prison or a fine of up to 1 million yen) that is more serious than penalty defined by the National Public Servant Law (up to a year in prison or a fine of up to 500,000 yen) will be sentenced.

In terms of tax officials, in addition to the regularly scheduled training on information security which they are required to attend, they are also informed that certain locations, such as storefronts and entrances, be avoided for questionings during an examination in consideration of the taxpayer's privacy.

Since the NTA handles Specific Personal Information (personal information which contains My Number), with respect to the aim of related laws and regulations, such as the My Number Law, we strive to exercise control of taxpayer information held by the NTA in a strict manner, such as through regular inspection of the condition in which administrative documents are archived and managed.

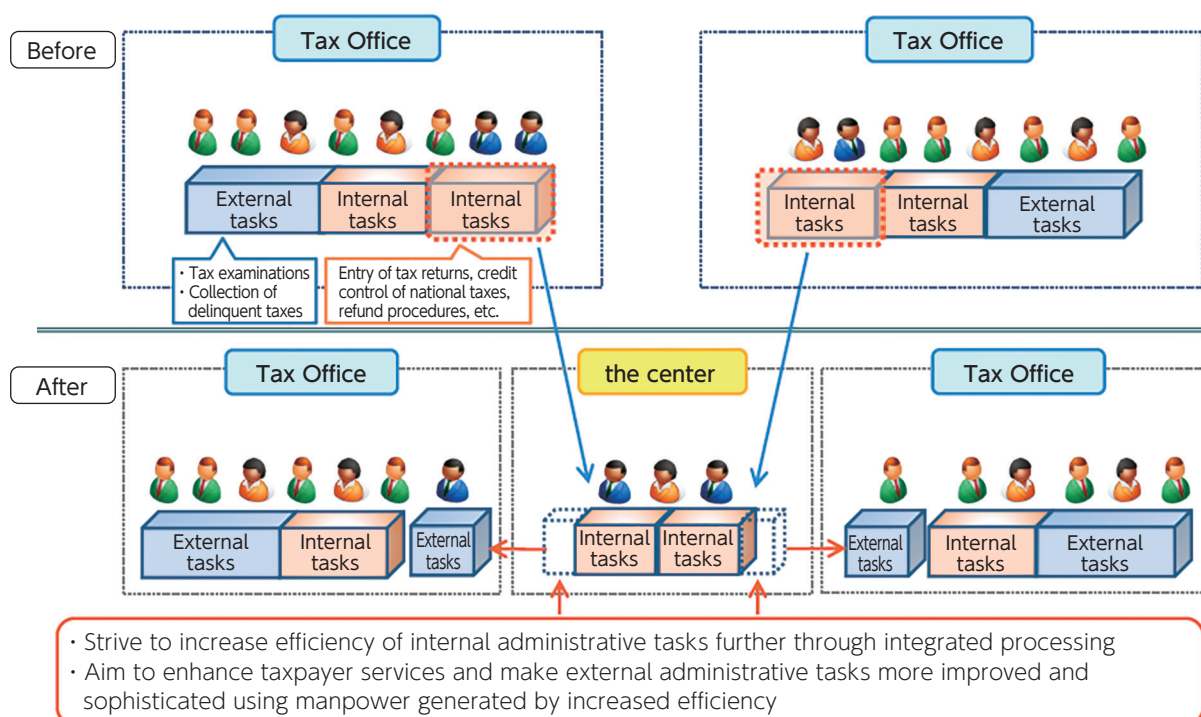
## “Center-based system for internal administrative tasks”

The NTA established an operation center as an organization in Regional Taxation Bureaus in July 2021 and will implement a “center-based system for internal administrative tasks” handled by several Tax Offices will be integrated in a “center-based system,” targeting some Tax Offices.

Internal administrative tasks subject to the integration include the entry and review of tax returns and notifications as well as the procedure of tax refunds.

Further, we plan to implement the center-based system for all Tax Offices by 2026.

We will strive to increase efficiency of internal administrative tasks further through the center-based system, aim to enhance taxpayer services and make external administrative tasks such as tax examination improved and sophisticated, using manpower generated from increased efficiency.



## 7 Proper withholding tax system operation

### ～ Providing information and publicity to withholding agents ～

In the withholding tax system, withholding agents finalize the taxation process by doing year-end adjustments, which eliminate the procedures for tax returns for a large portion of the over 50 million wage earners. The withholding tax system is as important in tax administration as the self-assessment system.

To have withholding agents properly process withholding tax procedures and pay taxes, the NTA provides information and publicity about the withholding tax system by distributing guidebooks and pamphlets, etc. and publishing movies on the NTA website, etc.



## 8 Actions for the amended Consumption Tax Act

### (1) The reduced tax rate system and the method of storing eligible invoices

The NTA is working to provide information and consultation, while maintaining close communication and cooperation with relevant ministries and private organizations, so that business operators are able to fully understand the reduced tax rate system for consumption tax and the method for storing eligible invoices (so-called invoice system).

#### a. Outline of the reduced tax rate system

At the same time as consumption tax was increased to 10% in October 2019, the “reduced tax rate system” for consumption tax which set the tax rate for food and beverage (excluding alcoholic drinks and dining out) at 8% was implemented with the aim to reduce its impact on daily living costs.

##### ■ Tax rates and items subject to the reduced tax rate

Consumption tax rates	The standard tax rate is 10% (consumption tax rate of 7.8% and local consumption tax rate of 2.2%) The reduced tax rate is 8% (consumption tax rate of 6.24% and local consumption tax rate of 1.76%)
Items subject to the reduced tax rate	① Supply of food and drink excluding alcoholic drink and dining out ② Supply of newspapers issued twice a week or more (those based on subscriptions)

#### b. Outline of the method of storing eligible invoices

Starting October 2023, the method of storing eligible invoices (so-called invoice system) will be introduced. Under the invoice system, purchase tax credits require the storage of accounting books and bills such as eligible invoices (so-called “invoices”) issued by a taxable business operator who applied and has been registered as an “eligible invoice issuer” by the District Director of a Tax Office.

##### ■ Schedule of changing the method of purchase tax credit

October 1, 2023

The method of storing invoices with classified descriptions

The method of storing eligible invoices (so-called invoice system)

### (2) Measures for smooth and appropriate shifting of consumption taxes

#### ～ Providing consultation on price shifting and guidance to liquor business operators ～

Consumption tax is a tax which is supposed to be eventually incurred by consumers through shifting onto the price of the product.

Therefore, it is important that business operators are able to shift consumption taxes onto the product price in a smooth and appropriate manner, and the NTA is undertaking the following actions to ensure its fulfillment.

- Consultation and collection of information concerning the shifting of consumption taxes at the “revised consumption tax systems’ consultation desk” at Tax Offices and an existing telephone counseling center
- Providing necessary guidance against refusals to shift consumption taxes as the competent authority of the liquor industry, in addition to providing consultation and receiving information concerning liquor businesses

## 9 Cooperation with private organizations

### ~ Provide necessary tax information to taxpayers in cooperation with relevant private organizations ~

The NTA is making public announcement and public relation actively to convey information on taxes accurately, through various explanatory meetings etc., cooperating with relevant private organizations.

We are working to strengthen coordination and cooperation between these relevant private organizations, for example by promoting measures for the wider use and establishment of e-Tax, by dissemination and publicity work to smoothly establish and implement My Number System, and by holding various joint events in the "Think About Tax" week.

These relevant private organizations are playing a large role in achieving a proper self-assessment system and in spreading knowledge about taxes.

### Blue return taxpayers' associations

Blue return taxpayers' associations are organized for the purpose of "contributing to establishing the self-assessment system and promoting small enterprises," mainly by sole proprietors who use the blue return system. They are formed mainly by sole business proprietors who use the system. There are about 1,700 associations nationwide, and the total number of members is about 560,000 (as of March 2021). Each blue return taxpayers' association performs a wide range of activities including the guidance on bookkeeping, holding seminars, and encouraging filing of blue returns. For further details, please visit the website of the National General Federation of Blue Return Taxpayers' Associations at <https://www.zenaoirobr.jp> (in Japanese), or contact the nearest blue return taxpayers' association.

### Corporations associations

Corporations associations are organized for the purpose of "contributing to spreading knowledge of tax, maintaining and developing a proper and fair self-assessment system, as well as achieving smooth tax administration." There are 481 corporations associations as incorporated associations, and membership stands at about 740,000 corporations (as of December 2020). Corporations associations organize tax education, tax awareness campaign, seminars on tax and management, etc. With the NTA's support, corporations associations hold "contests for the best picture postcards related to taxes" and promote "enhancement of corporations' tax compliance with a self-check list." For further details, please visit the website of the National General Federation of Corporations Associations at <http://www.zenkokuhojinkai.or.jp> (in Japanese).

### Indirect tax associations

Indirect tax associations are organized for the purpose of "cooperating in achieving smooth tax administration through acquiring knowledge about indirect taxes and establishing a voluntary self-assessment system." There are 487 associations nationwide with about 90,000 members (as of April 2020). Indirect tax associations make suggestions to the government on ways to enhance the tax system and to improve tax implementation. They also perform activities to spread knowledge about consumption tax and to prevent tax delinquency. In addition, they are also coordinating "tax slogan" (supported by the NTA). For further details, please visit the website of the National Federation of Indirect Tax Associations at <https://www.kanzeikai.jp> (in Japanese).

### Savings-for-tax associations

Savings-for-tax associations are organized for the purpose of "smooth payment of various taxes by means of saving funds for tax payment." The associations are established pursuant to the Tax Fund Saving Partnership Act, and there are about 18,000 associations nationwide (as of March 2019). Savings-for-tax associations conduct activities to promote payment of tax by the due date and coordinating tax essay contests for junior high school students (co-hosted by the NTA). For further details, please visit the website of the National Federation of Savings-for-Tax Associations at <http://www.zennoren.jp> (in Japanese).

### Tax Payment Associations

Tax Payment Associations are organized under the jurisdiction of the Tax Offices of the Osaka Regional Taxation Bureau, for the purpose of "spreading knowledge about taxes, promoting proper filing of returns, uplifting tax payment morality, and thereby contributing to the development of enterprises and regional societies." There are 83 Tax Payment Associations, and about 130,000 members belong to these associations (as of March 2021). The associations carry out activities which have large public benefits, such as holding various briefings, conducting publicity activities, working on tax education, etc. For further details, please visit the website of the Federation of Tax Payment Associations at <https://www.nouzeikyokai.or.jp> (in Japanese).