

~ 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.

To this end, the NTA is working to enhance a variety of services for taxpayers such as information provision and enhancement of tax education through various public relations activities, improvement of convenience in tax consultation and tax return filing, etc.

1 Providing information, etc.

~ Various public relations activities ~

The NTA provides various information that could help taxpayers perform tax return filing, tax payment, etc. mainly through the NTA website (<https://www.nta.go.jp/> [in Japanese]), as well as through mass media (TV and newspapers), various public relations mediums and explanatory meetings.

In addition, regarding general interpretation and treatment of tax laws, the NTA provides relevant information on the NTA website as well as through pamphlets available at Tax Offices and municipality offices, etc.; regarding general questions and consultation requests related to taxes, we answer them by telephone, etc., and; when there are questions on tax applications related to an actual transaction, we make it a rule to respond to an advance inquiry.

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 roles 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.

Overview of NTA Website (top page)

* The following diagram is as of June 2022.

The screenshot shows the NTA website homepage with the following features highlighted by numbered callouts:

- 1** Search function within the website: A search bar at the top right.
- 2** Text enlargement / voice reading: A button labeled '文字拡大・読み上げ' (Text enlargement / voice reading).
- 3** Global navigation: A horizontal menu with categories like 'ホーム', '税の情報・手続・用紙', '刊行物等', '法令等', 'お知らせ', and '国税庁等について'.
- 4** Urgent notice: A banner for '新型コロナウイルス感染症に関する対応について' (Response to COVID-19).
- 5** New arrivals: A section for '新着情報' (New arrivals) with a list of recent news items.
- 6** Featured topics: A '注目ワード' (Featured topics) section listing keywords like '消費税のインボイス制度' and 'e-Tax'.
- 7** Menu by area of interest: A '分野別メニュー' (Menu by area of interest) section with sub-sections for '税について調べる', '申告手続', '納税手続', and '関連サイト'.
- 8** Search for tax office: A '税務署を検索' (Search for tax office) form with fields for postal code and address.
- 9** SNS etc.: A section for social media links including Twitter, LINE, YouTube, and Web-TAX-TV.
- 10** Banner: A '国税に関するご相談' (Consultation regarding tax) banner.
- 11** Site map: A footer section with '国税に関するご相談' (Consultation regarding tax) and 'その他のページ一覧' (List of other pages).

- 1 Search function within the website**
Function to search through information on the entire NTA website by referencing a keyword
- 2 Text enlargement / voice reading**
Support functions for the elderly and those who have visual disorders
- 3 Global navigation**
Information guide that serves as an entrance to various information sites
- 4 Urgent notice**
Displays highly urgent information, such as disaster-related messages
- 5 New arrivals**
Displays new arrival information in a table by content
- 6 Featured topics**
Displays terms related to information that deserves special attention on the NTA website
- 7 Menu by area of interest**
Displays page with the most access by area of interest
- 8 Search for tax office**
Enables the user to search for its jurisdictional tax office by postal code or address
- 9 SNS etc.**
Collects and displays information from all tools used by the NTA to release information
- 10 Banner**
Gathers and displays the banners created by the NTA
- 11 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.

About the NTA
Efforts for Enhancement of Services for Taxpayers and Efficiency of Tax Administration
Proper and Fair Taxation and Collection
Remedy for Taxpayer Rights
Liquor Administration
Ensuring Proper Administration of Services by CP-TAs
Results Evaluation (Evaluation of Policies)
Statistics

(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, organize tax essay contests, conduct various tax-related events, etc., in cooperation with the Certified Public Tax Accountants' Associations and the relevant private organizations, centered on the councils for promoting tax education established in each prefecture (members: Regional Taxation Bureaus, Tax Offices, local governments, educational leaders, etc.).

Moreover, taking into account changes in the environment surrounding tax education, such as revision of the education guideline and the GIGA School Program, 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.

In addition, to enable the provision of tax education despite the influence of the Covid-19 pandemic, the NTA is actively promoting ICT-used tax education, such as online tax education classes.

Certain contents are uploaded to the "Tax learning corner" of the NTA website(<https://www.nta.go.jp/taxes/kids/> [in Japanese]), for enabling pupils and students to learn about taxes themselves. Also, by using the "Tax☆Space UENO" (facility for tax education, located in the Tokyo Ueno Tax Office), we make such programs as "Tax Office Tour" and "Experiential Learning" available.



Tax education class



Tax-related event (Calligraphy)

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

Fiscal year	2020	2021
Officials	5,359	7,193
Non-officials	17,482	25,534
Total	22,841	32,727

■ Number of essays entered for Tax Essay Contest

Fiscal year	2020	2021
Received from high school students	160,184	178,807
Received from junior high-school students	313,725	450,142

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

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 is titled “History of Tax Offices as Seen in Government Office Buildings” and it is being held from November 1, 2021 until October 31, 2022.

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 ～

If a taxpayer can correctly understand the roles of taxes, significance of the tax return filing system, and the rights and obligations of taxpayers as well as can think about them proactively, it could cultivate deep sense of acceptance towards tax payment. Thus, the NTA holds lectures, supported by the Regional Taxation Bureaus and Tax Offices, for college students and adults with the objective to improve awareness of tax payment.

■ Frequency of lectures provided to adults

Fiscal year	2020	2021
Frequency held	632 times	758 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

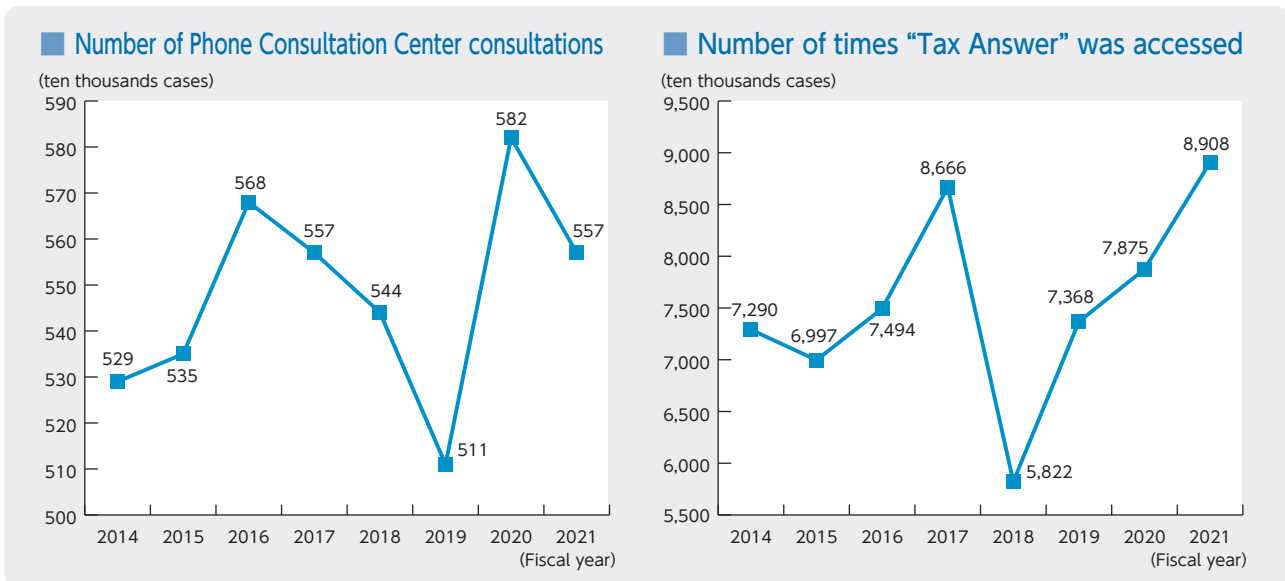
Operation year	2019	2020
Frequency held	31,706 times	7,990 times
Number of participants	1,142 thousand people	224 thousand people

(5) Tax consultation

～ Tax consultations are handled at Phone Consultation Centers ～

Tax officials of Phone Consultation Centers at Regional Taxation Bureaus receive questions and consultation requests from taxpayers regarding the interpretation and application of the national tax-related institutional matters and relevant laws and regulations.

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



～ Tax consultations covered by a chatbot ～

“Chatbot for tax consultation” (<https://www.nta.go.jp/taxes/shiraberu/chatbot/index.htm> [in Japanese]), that enables consultation 24 hours a day, 365 days a year, is available on the NTA website.

Through the introduction of the chatbot, users can ask questions on taxes easier and reach the related information posted on the NTA website quicker.

We will ensure enhancing the consultation contents and improving the user convenience.

Number of questions received by the chatbot

(ten thousand cases)

	2020	2021	2022
Final tax return	40	434	595
Year-end adjustment	25	49	—

※1 For each year, it represents the number of consultations covered between January 4 and December 28. Note that for 2022, the figure is the number up to May 31, 2022.

※2 Regarding year-end adjustment for 2022, the period receiving requests for consultation will start in early October (planned).

Consultation request is received by the chatbot anytime 24 hours a day.



Tax staff FUTABA

～ Tax Offices will provide individual and specific tax consultation services on a prior appointment basis, regarding the matters hard to be covered over the phone ～

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 case of an interview consultation, since it is necessary to set aside ample time for the interview and we need to notify the documents to be brought with, we request that an appointment for the interview is made in advance over the phone.

(6) Advance inquiries

~ Enhanced predictability for taxpayers ~

In case a taxpayer has questions 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/bunsho kaito/01.htm> [in Japanese]). (Response examples in writing)

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

■ Number of Advance inquiries received by written reply procedure

Fiscal year	2020	2021
Number of Advance Inquiries Received	115	117

■ Number of Q&A examples posted on website

As of the end of fiscal year	2020	2021
Number of Q&A posted	1,985	1,991

Column 2

NTA's response to the Covid-19 pandemic (as of 31 May, 2022)

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 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 a tax examination, we ensure that our response match the situation of the taxpayer, etc. and that we pursue it based on the taxpayer's understanding and cooperation.

Concerning the NTA's response and efforts addressing the Covid-19 pandemic, we have managed to do wide and fast information provision using not only our own website (<https://www.nta.go.jp/taxes/shiraberu/kansensho/index.htm> [in Japanese]) but also various media such as press and Twitter as well as the channels of related private organizations and local governments. Also, regarding tax treatment, we have managed to provide easy-to-understand information: for instance, posting of FAQ on our websites; and information provision in the form of video.

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 2021 filing period for income tax returns so that taxpayers could file their tax returns from home, etc. At the same time, we started accepting filing consultations before the tax return filing period. In these ways, we managed to reduce and disperse the number of visitors during the filing period for income tax returns.

In addition, to ensure prevention of the spread of the Covid-19 infections in the sites, on the extension of the arrangement for 2020 returns, we adopted the sorting ticket system (prior issuance online is also possible) for admitting entry on the nationwide basis. In addition to that, we requested taxpayers for cooperation to wear a face mask when entering the site and to accept temperature measurement. Through such setting, we were able to prepare an environment where taxpayer can spend time inside for preparing and submitting tax returns.

In light on the rapid spread of Omicron infections, regarding the tax return filing for 2021, we decided to give a special allowance to those who were had to do the filing during the legal period due to the impact of the pandemic, in that they could ask for extension of the filing period and payment period by a simple method by April 15, 2022.

*Regarding the procedures becoming legally due for filing on April 1 or after in 2022 in relation to corporation tax, consumption tax of corporations, withholding income tax, inheritance tax, liquor tax, etc., we gave a special allowance to those who were hard to do the filing during the legal period due to the impact of the pandemic, in that they could ask for extension of the filing period and payment period by a simple method by April 15, 2022.

2. Measures for those experiencing difficulties in paying their taxes

Regarding those who were difficult to pay taxes due to deteriorated cash flow resulting from the impact of the Covid-19 pandemic, we have endeavored to apply grace system for national tax payment to them promptly and flexibly considering the situation and mental conditions of such taxpayers.

Regarding the grace system, we have made efforts to make it applicable to those who need it early, by approaching the taxpayers through various channels as follows: system briefing provided at the designated corner or the tax return filing site of Tax offices; and provision of information and publicity through the NTA website, CPTAs, related private organizations and industrial associations.

In addition, Tax Offices accept questions and inquiries about the grace system, and for each application for extension, it is recommended to use digital application via e-Tax or postal mail.

3. Measures for liquor business operators

To support the liquor industry which has faced deteriorated consumption due to the Covid-19 pandemic, we have deployed public-private promotional events to recover and expand the domestic demand for liquor products (events for consumers in the relevant regions). Also, it is our current mission to help the liquor business operators pursue managerial reforms and help the industry promote the structural transformation, to realize the conversion of economic structure as well as the virtuous cycle in the post-pandemic.

Regarding such initiatives and the specific support measures of the government for the operators, we are striving to provide necessary information.

For further details, please refer to information available on the NTA website (<https://www.nta.go.jp/taxes/sake/kansensho/index.htm> [in Japanese]).

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

~ Strongly promote various measures in order to expand the uses of e-Tax ~

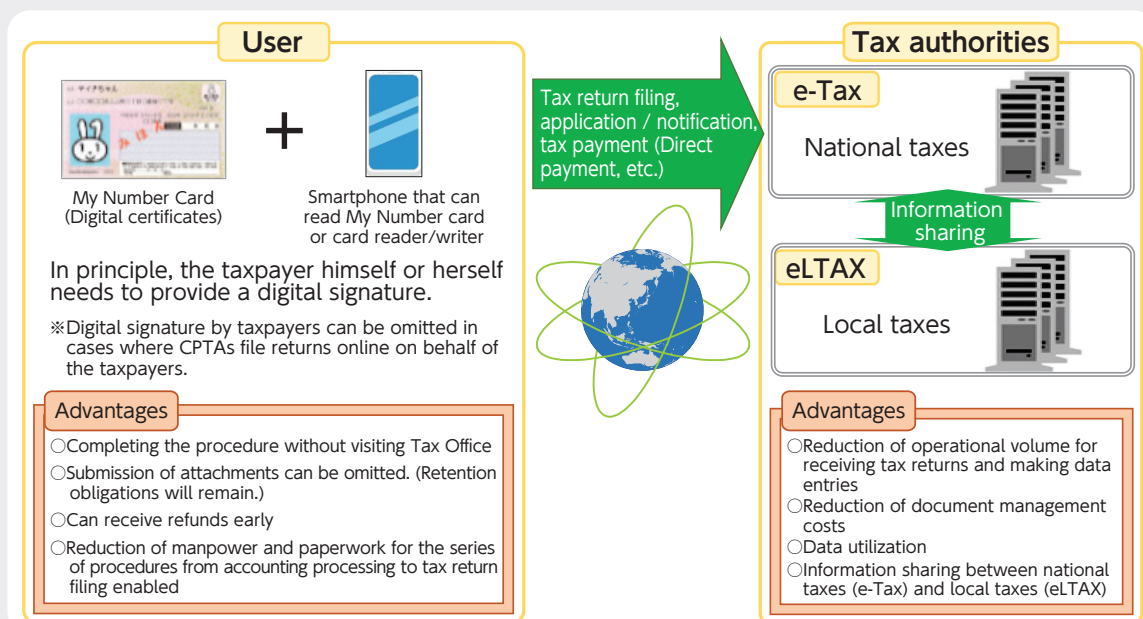
e-Tax enables users to perform procedures for tax return filing, application / notification, and tax payment regarding national taxes over the Internet.

We are strongly promoting various measures to improve the convenience of e-Tax for expanding the uses of e-Tax (see Column 3), so the online use rate has been steadily increasing.

Despite such favorable trend, there occurred connection troubles intermittently for e-Tax on March 14 (Monday), 2022 and on the following day. We apologize for any inconvenience you faced.

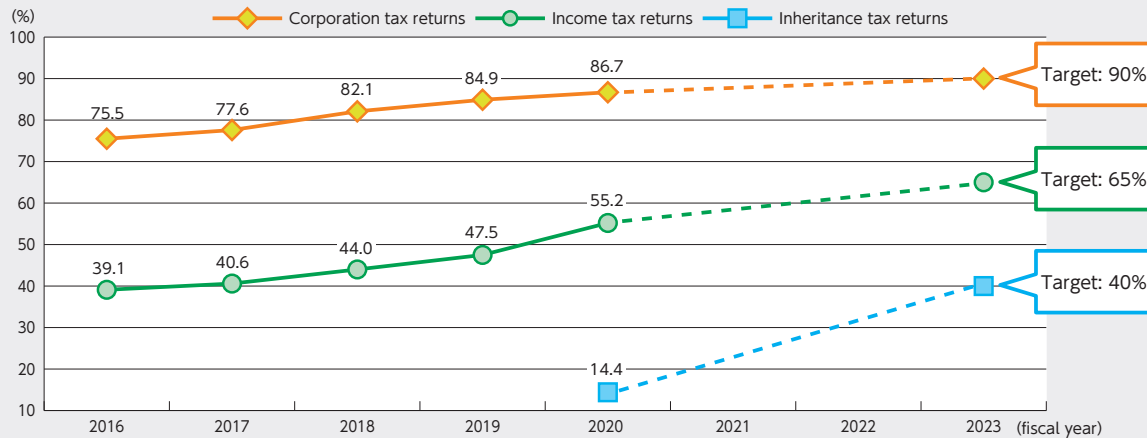
The NTA will make all efforts to ensure stable operations so that any user can rely on e-Tax securely.

Outline of e-Tax



Rates of online filing

We will aim to further raise the rates of online filing through setting the target as of the end of FY2023.



※ For income tax, the data include tax returns prepared at the consultation sites and submitted via e-Tax.

※ The graph shows rates for major tax procedures. Please refer to the e-Tax website (<https://www.e-tax.nta.go.jp/hojin/gimuka/sesaku.htm> [in Japanese]) for other procedures.

Column



Measures for improving the convenience of e-Tax

1. It can be used without IC card reader/writer [available since January 2022]

When using the “tax return preparation corner” or confirming the message box by PC, IC card reader/writer became unnecessary for login by My Number card.

※ It requires “Mynportal application” installed in a smartphone.

※ It became unnecessary since January 2020, when using the “tax return preparation corner” by smartphone.

※ For details, see the e-Tax website

https://www.e-tax.nta.go.jp/systemriyo/qrcode_login.htm [in Japanese]



e-Tax website

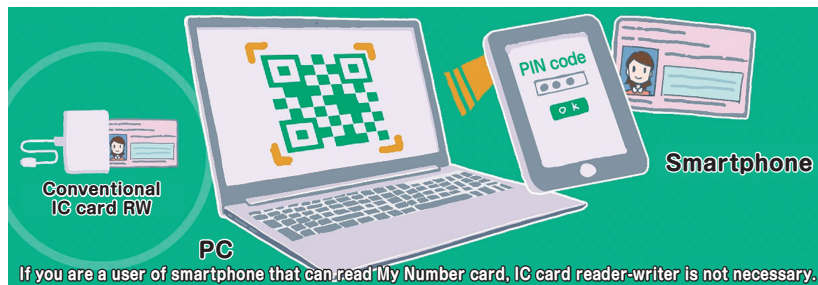


Image of QR code authentication

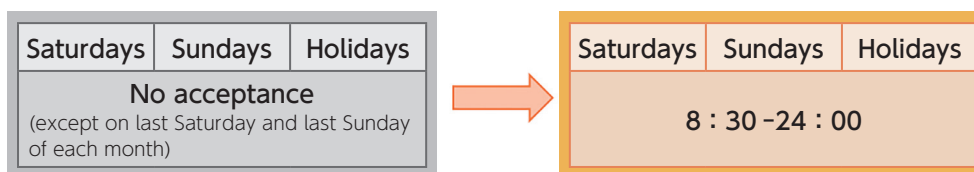
2. Issuance of digital tax payment certificates (PDF file) [available since July 2021]

Issuance of digital tax payment certificates (PDF file) can be requested from home etc. It covers from preparation to transmission of an application and from requesting to receiving in a non-face-to-face manner. Such digital tax payment certificate (PDF file) can be downloaded and printed at home etc.

※ For details, please refer to the “Issuance request procedures for tax payment certificates” (<https://www.nta.go.jp/taxes/nozei/nozei-shomei/01.htm> [in Japanese]) on the NTA website.

3. Additional dates for acceptance [available since April 2022]

e-Tax became available even on Saturdays, Sundays and holidays other than the tax return filing period as well.



※ For details, please refer to the “available time for e-Tax” (https://www.e-tax.nta.go.jp/info_center/index.htm [in Japanese]) on the NTA website.

(Note) “QR code” is a registered trademark of DENSO WAVE Incorporated.

3 Filing for tax return

~ The number of taxpayers who filed income tax returns totaled 22.85 million.
More than half filed for tax refunds ~

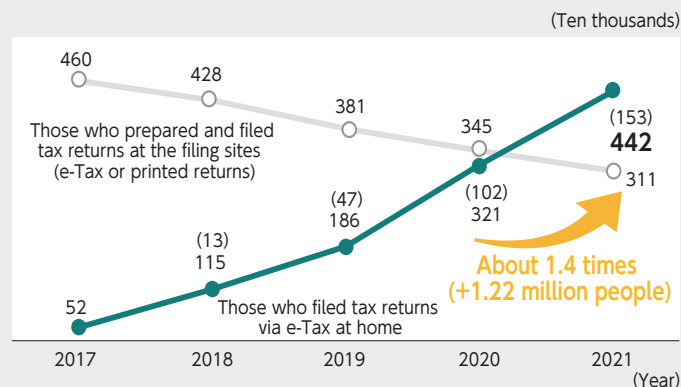
Tax filing is a procedure, in which the taxpayer calculates income and tax amount for a one-year period, files and pays taxes. Not only persons obligated to file, but also those who obtain tax refunds file tax returns, for example, because they paid a certain amount of medical expenses. 22.85 million people filed their income tax and special income tax for reconstruction for 2021; thus, one out of five residents filed tax returns. Of these, over 13.29 million people filed for refunds, comprising over half of the people filing tax returns.

(1) Promotion of filing by e-Tax at home

The NTA promotes that taxpayers themselves file at home by e-Tax (including the filing assistance on the NTA website), so that they can file returns without visiting the filing sites while preventing infectious diseases.

It is noteworthy that, in 2022 filing period, more taxpayers themselves used e-Tax at home to file 2021 tax returns than those who visited the filing sites, and it was the first time ever that such phenomenon happened.

■ Trend in the number of taxpayers who filed tax returns via e-Tax at home



The number of people who filed 2021 tax returns	ten thousands
2,285	
Via e-Tax at home	923
Transmissions by taxpayers themselves	442
Via smartphone, etc.	153
Proxy transmissions by CPTAs	481
At the filing sites	311
Via e-Tax at the designated sites by local governments	140

※ Figures in parentheses represent the number of taxpayers who used smartphones, etc. for filing. (Using a smartphone, etc. became allowable for the first time for 2018 tax return.)

~ The filing assistance is available on the NTA website ~

With the filing assistance on the NTA website (<https://www.keisan.nta.go.jp/kyoutu/ky/sm/top#bsctrl> [in Japanese]), 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, consumption tax for sole proprietors, gift tax, etc. as well as financial statements for blue returns; and the filing data thus produced can be transmitted as is via e-Tax.

Note that, by linking with Mynportal, information on deduction certificates such as for life insurance premiums and tax reduction through contributions to local governments can be collectively obtained, and amounts, etc. thereof are automatically entered in corresponding fields.

Regarding the filing assistance on the NTA website, we make efforts for better design to enable easy use so that much more taxpayers are going to file at home; for instance, we have provided dedicated pages for smartphone users.

Filing an income tax return using a smartphone



Image of the smartphone-dedicated site

The smartphone-friendly dedicated site

Taxpayers falling under the following scope may prepare income tax returns using the site designed and optimized for smartphone and tablet touchscreens (the dedicated site for smartphones).

In addition, starting with 2021 income tax returns, the new function was introduced to the filing assistance on the NTA website that enables automatic entry for the "tax withholding slip for salary income" captured by smartphone camera.

Mynportal linkage is also supported, so by using the information on the deduction certificates, etc. obtained from the Mynportal, amount data can be entered automatically.

Target scope covered by smartphone-dedicated screen

(NEW means that the target scope has been available from 2021 tax return.)

- | | |
|---|--|
| <p>[Target types of income]</p> <ul style="list-style-type: none"> ➤ Employment income ➤ Miscellaneous income ➤ Occasional income ➤ Annual transaction statement for specified accounts (NEW) ➤ Amount of losses on transfer of listed shares, etc. carried forward from the previous year (NEW) | <p>[Various deductions, etc.]</p> <ul style="list-style-type: none"> ➤ Income deduction of all types ➤ Special credit for contributions to political parties, etc. ➤ Reduction or exemption of income tax due to disasters ➤ Foreign tax credit (NEW) ➤ Amount of estimated income tax prepayment that has been already paid ➤ Losses carried forward to be deducted this year |
|---|--|



[Reference] 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 2021, the number of people who filed tax returns for income tax prepared with filing assistance on the NTA website reached 11.71 million cases including those prepared via PCs set up at consultation sites. This accounted for about 51% of all people who filed returns, and the user number increased about 17 times as compared with the filings for 2004 when the filing assistance on the website was started; which proves the number of users has been increasing steadily. In addition, of the 11.71 million cases which were prepared using the filing assistance on the NTA website, about 2.56 million cases were prepared through smartphones.

(2) Response to diverse taxpayer needs

~ Easing congestion at the filing sites by using numbered tickets ~

In order to ease congestion at the filing sites, the numbered tickets, denoting when to enter the sites, were distributed to the taxpayers wishing to visit the sites.

The tickets were distributed at each site on the day, or online by the day before.

~ Opening Tax Office on Sundays during the filing period ~

We heard voices from taxpayers that they want filing consultations on the days other than weekdays as well. In response to that, we receive tax returns and provides filing consultations on two Sundays during the tax return filing period at some Tax Offices.

For the 2021 tax return filing period, the offices were open on February 20 (Sunday) and February 27 (Sunday), 2022, during which about 150,000 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 with local governments: for instance, mutual provision of data on tax returns of income tax.

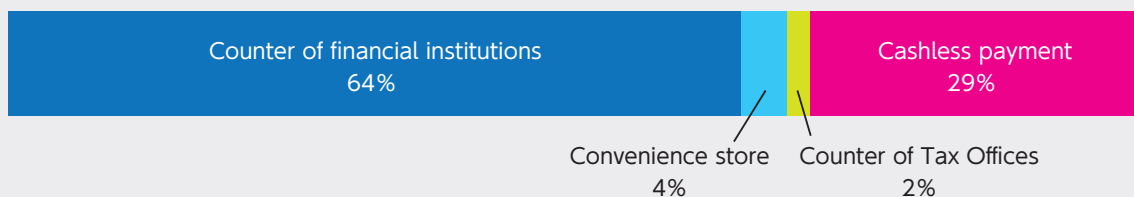
4 Promotion of cashless payment

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

At present, about 70 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 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: FY2020 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.

In addition, as a new payment method, we are planning to introduce a smartphone-used payment service (payment by smartphone application) in December 2022.

Transfer tax payment

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

Transfer tax payment is a tax payment procedure by debiting tax amounts from a deposit account or a savings account designated by each taxpayer by using a request form for payment by transfer 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, based on an application for use submitted in advance, by simple operation (by way of transfer from a deposit account or a savings account) after filing tax returns digitally by e-Tax. Individual taxpayer can submit the said application for use via e-Tax as well.

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 every month.

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, by submitting application to start using e-Tax in advance.

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.”

When paying taxes this way, settlement charges dependent on the tax amount need to be paid separately. (Such settlement charges are not the funds to be counted as part of the revenues for the government.)

Please note that 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.

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, taxpayers can pay taxes by having the QR Code scanned by a kiosk terminal installed at convenience stores (such as “Loppi” and “FamiPort”).

Taxpayers may also complete the payment at convenience stores using the barcoded 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 as well as utilizing My Numbers (Individual Numbers) and Corporate Numbers.

For the overview of My Number system,
please refer to the Digital Agency website
(<https://www.digital.go.jp/> [in Japanese]).



The Digital Agency website

Myna chan



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 the entity utilizing My Numbers and Corporate Numbers

~ Utilization and publicity in the national tax field ~

An individual or a corporation needs to fill in the Number (My Number or Corporate Number) on the tax return or the legal payment record every a submission to the Tax Office. When My Number is provided, strict identity verification of the individual is required to prevent identity theft. Regarding the Know Your Customer process in the national tax field, specific procedures are prescribed in the relevant notice from the NTA.

For popularizing the My Number system, we created a special corner for the My Number system on the NTA website (<https://www.nta.go.jp/taxes/tetsuzuki/mynumberinfo/index.htm> [in Japanese]) which contains FAQ, etc. Additionally, the NTA is actively promoting various publicity and public relations activities.



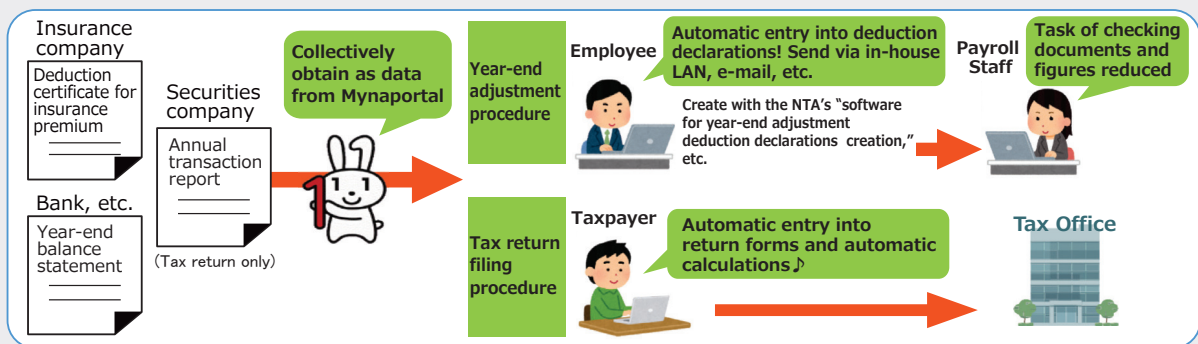
The special corner for the My Number system on the NTA website

~ Improving convenience for taxpayers ~

Taking the opportunity of the introduction of the My Number system, attaching a copy of a certificate of residence became unnecessary in a filing procedure such as for housing loan tax credit. In addition, when having transmitted a tax return of income tax, consumption tax, gift tax or inheritance tax via e-Tax, such a taxpayer can access information on income tax return, processing status of filing for refund, etc., saved in the e-Tax's message box via the "Notice" function of Mynaportal.¹

In addition, to further simplify the procedures for year-end adjustment and tax return filing starting with the applications for calendar year 2020, the NTA realized a new function (linkage with Mynaportal) whereby the data on deduction certificates for life insurance premiums, etc. can be obtained as a batch from the Mynaportal for automated entries to various application forms. We plan to increase document types such as deduction certificates available in Mynaportal going forward.

■ Image of linkage with Mynaportal



¹ 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.

■ Data obtainable through Mynportal for each year of tax return filing

Year	Data obtainable through Mynportal			
2020	Deduction certificate issued by a life insurance company	Special credit certificate for housing loan, etc.	Certificate of year-end balance of the borrowing for home purchase	Annual transaction statement for specified accounts
2021	Deduction certificate for earthquake insurance premiums	Receipt certificate for donation, etc. (Tax deduction through donation to local municipalities)	Notice on medical expenses (from September to December for 2021)**	

**For 2022 onward, it is planned to be enabled to obtain a notice on medical expenses for a full year (only for the expenses covered by insurance, in principle).

(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, for example 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 the 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 above or associations without juridical personality, etc., those submitted a “Notification of Establishment of a Salary-Paying Office,” etc. The NTA designates a Corporate Number 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 office or principal place of business, and (iii) Corporate Number) of the corporation which is designated a Corporate Number on the NTA Corporate Number Publication Site.

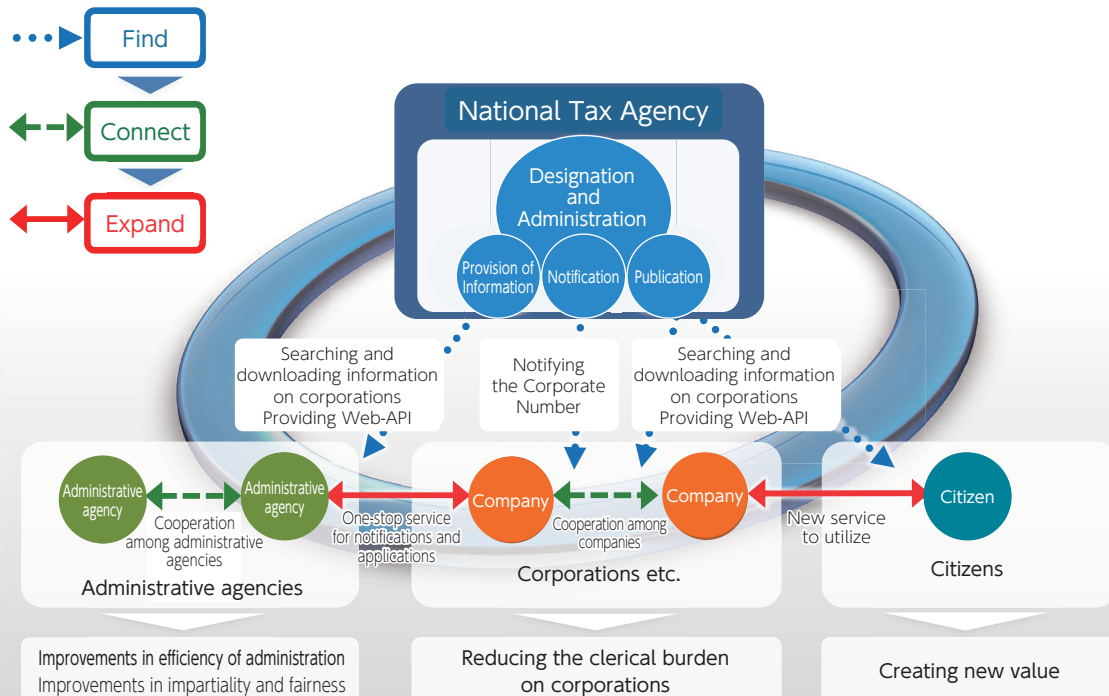
The three types of basic corporate information may be searched for on the NTA Corporate Number Publication Site. Also, the site offers Data Download and Web-API¹ function in order to enable users’ ease-of-use of information such as the Corporate Number.

* 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.

¹ 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.

Outline of the Corporate Number System

Find, Connect, and Expand with the Corporate Number



~ 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 part of the social infrastructure, the NTA undertakes initiatives towards improving the convenience of the NTA Corporate Number Publication Site to further promote its uses.

As an example, considering that there are increasingly more occasions to use corporation's names and its addresses in English, which are publicized upon their requests on the NTA Corporate Number Publication Site and its English site.

6 Promoting digitalization of administrative services

~ Towards the realization of a Digital Government¹ ~

In accordance with the "Priority Policy Program for Realizing Digital Society" (approved in a Cabinet meeting in December 2021; revised in June 2022), the NTA as well is endeavoring to digitalize the national tax-related procedures. More specifically, the following measures are being promoted: improvement of UI/UX from the viewpoints of taxpayers; social insurance and tax procedures to be made available at one stop and once only²; registration and uses of the accounts to receive public funds, etc.

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 Regarding the "social insurance and tax procedures to be made available at one stop and once only," previously, each employer was required to pursue social insurance and tax procedures at each of the relevant administrative agencies, at the time of each life event (being hired, retirement, etc.) of employees; however, a new service was enabled via Mynportal, whereby all referenced procedures can be completed at one time, starting in November 2021. In addition, effective in January 2022, it became possible for any entity obligated to submit statutory statements to submit such statements via any certified cloud service, etc., used in the ordinary operations.

Furthermore, drastic reviews of the requirements in administrative procedures (paper documents; use of seals; restriction of face-to-face interaction, etc.) were required in the “Regulatory Reform Implementation Plan” approved by the Cabinet in July 2020, etc. Pursuant to that, seal impression became no longer required for most tax documents¹ since April 2021, and online submission via e-Tax became possible for all national tax-related procedural documents in January 2022 onward.

Ensuring stable and reliable ICT system and information security

Since the national tax-related operations are closely connected to public rights and obligations and responsible for managing taxpayer information of a large volume, 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.

We take great care for the prevention of improper use and leakage of information. For instance, we allow our officials to use only the necessary information for their works, and we also conduct security audits regularly.

For the core systems (e-Tax system and KSK system that keep the key data), the NTA obtained the certifications based on the ISMS² compliance evaluation system (certifications based on ISO/IEC27001 and JISQ27001³) which are in conformity with international standards, in 2007. They have been regularly updated since then.

Furthermore, in 2020, the system that designates the Corporate Number also acquired the same certification.

Kokuzei Sogo Kanri (KSK) System (Comprehensive management system for national taxes)

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.

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 are promoting the development of next-generation system towards its full-scale introduction in FY2026.

We are promoting 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).

1 Excluding the documents requiring an impression of the registered seal and a certificate for the registered seal, from among the depositing of security-related documents and in-kind payment procedure-related documents, as well as excluding the documents concerning asset division, from among the attached documents in the special cases of inheritance tax and gift tax

2 ISMS (an abbreviated code for Information Security Management System) 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.

3 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.

Strict Management of Information

The NTA retains various information, such as income data of individuals, and strict management of 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.

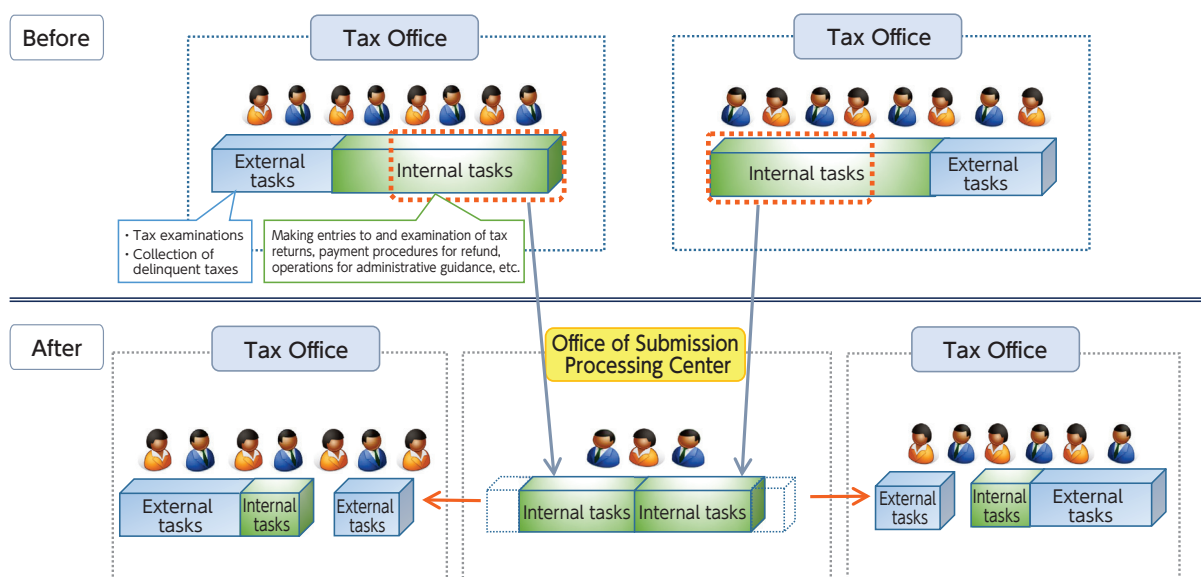
Column 4

“Center-based system for internal administrative tasks”

Internal operations at a Tax Office, such as making entries to and examination of tax returns, payment procedures for refund, operations relating to administrative guidance, etc., are called “internal administrative tasks.” If such internal administrative tasks can be carried out more efficiently and certain manpower can be created, that could lead to enhancement of taxpayer services as well as to enhancement and sophistication of external administrative tasks (tax examinations, clearance of delinquent taxes, etc.).

The NTA established Office of Submission Processing Center as an organization in Regional Taxation Bureaus in July 2021 and is pursuing the processes to realize a “center-based system for internal administrative tasks” for concentrating such tasks of multiple Tax Offices.

Further, we plan for target all Tax Offices by 2026, through expanding the scope of target Tax Offices.



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 pursues publicity activities about the withholding tax system through creating a page for withholding agents on the NTA website and posting thereon various guidebooks, pamphlets, explanatory videos, etc.

8 Actions for the amended Consumption Tax Act

(1) Storing eligible invoices is required for consumption tax (Invoice System)

Starting in October 2023, the requirement of storing eligible invoices will take effect (Invoice System). Under the Invoice System, tax credit on purchases requires the storage of accounting books and invoices such as the eligible invoices issued by taxable business operators who applied and have been registered as "eligible invoice issuers" by the director of each Tax Office.

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 Invoice System.

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

Consumption tax is a tax which is supposed to be eventually incurred by consumers through pass-through onto the price of a product. Therefore, it is important that business operators are able to pass the consumption taxes onto the product prices in a smooth and appropriate manner.

The NTA is ensuring response to the inquiries, etc. on the pass-through of consumption tax at a corner of each Tax Office (consultation corner about the revised regulations on consumption tax) in collaboration with related ministries and agencies.

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, through various explanatory meetings etc., cooperating with relevant private organizations.

Relevant private organizations are instrumental in promoting measures for the wider uses of e-Tax, popularizing the My Number system, and holding various joint events in the “Think About Tax Week”. As such, they play significant roles for realizing an adequate self-assessment system, spreading the tax knowledge, etc. through the strengthened collaboration and cooperation between the organizations.

Blue Return Taxpayers’ Associations

Blue Return Taxpayers’ Associations are organized for the purpose of “contributing to establishment of self-assessment system and promoting of small enterprises,” mainly by sole proprietors who use the blue return system. They perform a wide range of activities: for instance, guidance on bookkeeping for sole proprietors; consultation on account settlement and tax return filing; holding various briefing sessions; provision of management support; and encouraging filing of blue return.



The website of the National General Federation of Blue Return Taxpayers’ Associations

Corporations Associations

Corporations Associations are organized for the purpose of “contributing to spreading the tax knowledge, maintaining and developing a proper and fair self-assessment system, as well as achieving smooth tax administration.” They pursue various activities such as tax education, tax awareness campaign, conducting seminars on tax and corporate management. With the NTA’s support, they promote “enhancement of corporations tax compliance with a self-check list” and hold “contests for the best picture postcards related to taxes.”



The website of the National General Federation of Corporations Associations

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.” They pursue various activities such as spreading the tax knowledge on consumption tax, promotion of the program to ensure complete payment of consumption taxes, recruitment of “tax slogans” (supported by the NTA), and making recommendations for improving the tax system and execution.



The website of the National Federation of Indirect Tax Associations

Savings-for-Tax Associations

Savings-for-Tax Associations are organized for the purpose of “ensuring smooth payment of various taxes by means of saving funds for tax payment.” They pursue various activities such as promotion of the program to ensure complete payment by due date, recruitment of “essays on tax” from junior high school students (supported by the NTA), etc.



The website of the National Federation of Savings-for-Tax Associations

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 the tax knowledge, promoting proper filing of returns, uplifting tax payment morality, and thereby contributing to the development of enterprises and regional societies.” They pursue various highly public activities such as provision of various briefing sessions, promotion of PR activities, and provision of educational opportunities on tax.



The website of the Federation of Tax Payment Associations