

## **New GRT and WST Registrants Proactive Contact Pilot Process Flow**

**Receive New Registration Data from MISSA Information Exchange**



If taxpayers present themselves in person at the RTD Office:

### **Confirm Registration Details**

- check of taxpayer information including tax types and business type
- Verification of taxpayer contact and business type details
- Update Cash Receipts Report Registration Tab

### **Targeted Education Program**

- New registration tax type information sheets to be discussed.
- First return advisories undertaken and return(s) issued to taxpayer



**Within 10 days** if the taxpayer has not presented themselves to the office, proactively call or visit to:

### **Confirm Registration Details**

- check of taxpayer information including tax types and business type
- Verification of taxpayer contact details and business type details
- Update Cash Receipts Report Registration Tab

### **Targeted Education Program**

- New registration tax type information sheets to be discussed.
- First return advisories undertaken and returns issued to taxpayer



### **Diary for pre-emptive first returns follow up. (2 Wages and Salary Tax; 1 GRT)**

If the new registrant has not filed their return **2 days prior** to the due date, contact the taxpayer to establish the return filing position and provide education and assistance as required