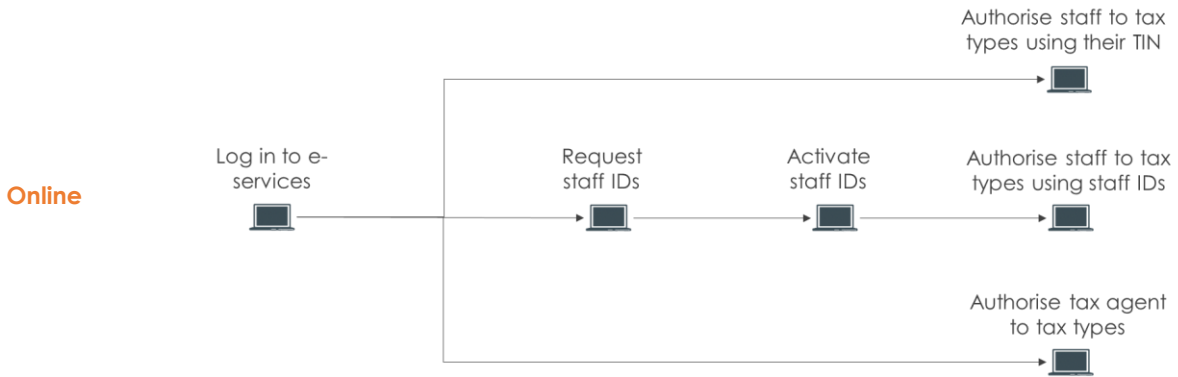




### How to authorize your staff and external tax agents to act on your behalf



Two types of users can transact on behalf of your company: staff in your company, or registered tax agents

To authorise your **staff** to transact on behalf of the company, refer to

**A. Authorize your staff**

**Page 1**

To authorise a **tax agent** to transact on behalf of the company, refer to

**B. Authorize a tax agent**

**Page 4**

To request for staff IDs (SSIDs) which can be used by your staff to transact on your behalf, refer to

**C. Request for staff IDs**

**Page 6**

To activate the staff IDs (SSIDs), refer to

**D. Activate staff IDs**

**Page 7**

If you need help, refer to

**E. Help options**

**Page 8**

### A. Authorize your staff

1 Access [www.ird.gov.lk/](http://www.ird.gov.lk/) and select **e-Services** → **Access to e-Services** from the top menu

2 Click **Authorisation of Staff/Tax Agent**



- 3 Enter your company's **Tax Reference Number**. This will be your company TIN number
- 4 Enter your **PIN**. If you do not have a PIN, refer to the quick guide "How to obtain a PIN to use IRD e-services"
- 5 Enter the text on the image shown on the left
- 6 Click **Login**

- 7 Select **Authorization** → **Create Staff Authorization** from the top menu

- 8 If your staff is a registered individual taxpayer, choose **TIN** and enter his/her TIN number

If your staff do not have a TIN, you may request for a staff ID (SSID) that he/she can use to transact on your behalf. Refer to **C. Request for staff IDs** to request for a SSID. If you have received the SSID, choose SSID and enter the SSID number here

- 9 Click **Search**



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- 10 For each tax type that you will like the staff to act on your behalf, tick on the corresponding checkbox
- 11 Select the start date (**Date effective from**)
- 12 Select the end date (**Date effective to**) when the staff will no longer be able to transact on behalf of the company for this tax type. Leave the end date blank if there is no intention to set a date when the staff can no longer transact on behalf of the company for this tax type
- 13 Select the **Role**
  - **Preparer**: the staff is able to prepare the tax submission and to save as draft. However, the staff is not authorized to submit to IRD. Another staff with the "Approver" role must login to submit to IRD
  - **Approver**: the staff is able to prepare the tax submission and to submit to IRD
- 14 Click **Save**

- 15 You will receive a summary of the activations and a confirmation of your authorization request. Take note of the **Acknowledgement number** in case you need to follow up with IRD on your request



### B. Authorize a tax agent

16

16 Select **Authorization** → **Create Tax Agent Authorization** from the top menu

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17 Enter the **Tax agent reference no.** (Tax agent's TIN number)

18 Click **Search**

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19 For each tax type that you will like the tax agent to act on your behalf, tick on the corresponding checkbox

20 Select the start date (**Date effective from**)

21 Select the end date (**Date effective to**) when the tax agent will no longer be able to transact on behalf of the company for this tax type. Leave the end date blank if there is no intention to set a date when the tax agent can no longer transact on behalf of the company for this tax type

22 For tax agents, they can only be assigned the **Preparer Role**. This means that the tax agent is able to prepare the tax submission and to save as draft. However, the tax agent is not authorized to submit to IRD on your behalf

23 Click **Save**



**Confirmation**

**Taxpayer reference no.** TIN 608178783  
**Name of taxpayer** ACME Pte Ltd

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**TRANSACTION DETAIL**

| Tax agent reference no. | Tax type   | Date effective from | Date effective to |            |
|-------------------------|------------|---------------------|-------------------|------------|
| 646871271               | Income tax | 2015-11-09          | 2015-11-28        |            |
|                         |            | Pay-as-you-earn     | 2015-11-09        | 2015-11-28 |
|                         |            | Value added tax     | 2015-11-09        | 2015-11-28 |

**Acknowledgement no.** 279

**Transaction** Authorise Tax Agent  
**Date/Time** 2015-11-05 02:45:55 PM

Your updates to authorisation record(s) has been processed successfully

[Main Menu](#)

24

24 You will receive a summary of the activations and a confirmation of your authorization request. Take note of the **Acknowledgement number** in case you need to follow up with IRD on your request



### C. Request for staff IDs

Companies may request up to a maximum of 20 staff IDs (SSIDs)

The screenshot shows a navigation menu with the following tabs: Objection, Payment, Refund, Taxpayer Registration, **Authorisation**, Correspondence, and Tax Agent Registration. Under the 'Authorisation' tab, the following options are listed: Create Staff Authorisation, **Request SSID**, Change Staff Password, Create Tax Agent Authorisation, Authorize Staff for Client, and View Authorisation. A red box highlights the 'Request SSID' option.

25 Select **Authorisation** → **Request SSID** from the top menu

The screenshot shows the 'Request for Staff Authorisation ID(SSID)' form. It contains a text box with the instruction: 'Please select the number of SSID required (max 20)'. A dropdown menu is open, showing the number '20' selected. At the bottom right, there are three buttons: 'Main Menu', 'Submit', and 'Cancel'. A red box highlights the 'Submit' button.

26 Enter the number of staff IDs (SSIDs) that you need (maximum 20)

27 Click **Submit**

The screenshot shows the 'Confirmation' screen. It displays the following information: Name of taxpayer: TIN608178783. Under 'TRANSACTION DETAIL', it shows: Acknowledgement no. 277, Transaction: Request for SSID, and Date/Time: 2015-11-05 09:56:09 AM. A red box highlights the 'Acknowledgement no. 277'. At the bottom, there is a 'Main Menu' button.

28 You will receive a confirmation of your request. Take note of the **acknowledgement number** in case you need to follow-up with IRD on your request

29 Within 7 to 14 working days, you will receive a letter notice from IRD containing the staff IDs.

Take note that these staff IDs can only be used after you activate them. Refer to

**D. Activate staff IDs**



### D. Activate staff IDs

The screenshot shows a navigation menu with the following items: Objection, Payment, Refund, Taxpayer Registration, **Authorisation**, Correspondence, and Tax Agent Registration. Under the 'Authorisation' tab, the following options are listed: Create Staff Authorisation, Request SSID, **Change Staff Password** (highlighted), Create Tax Agent Authorisation, Authorize Staff for Client, and View Authorisation. A note below the menu states: "Please note that the authority will issue up to 20 SSIDs to each organisation once it has processed all outstanding requests which you had made earlier."

30

30 Select **Authorisation** → **Change Staff Password** from the top menu

The screenshot shows the 'Change of SSID password' form. It contains the following fields and buttons:
 

- Header: Change of SSID password
- Text: Please utilise this service to change the password for the SSID
- Field 31: \* Please enter SSID (Dropdown menu with 'SSID' selected)
- Field 32: \* NIC of Employee who has been assigned SSID (Text input field)
- Buttons: Main Menu, **Issue** (highlighted), Cancel

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31 Enter the **SSID** number

32 Enter the **NIC** of the employee who will be assigned the SSID number

33 Click **Issue**

The screenshot shows the 'Confirmation' screen with the following details:
 

- Header: Confirmation
- Taxpayer reference No.: TIN 480591100
- Name of taxpayer: MENDIS W M L
- TRANSACTION DETAIL
- Acknowledgement No.: 5496
- Transaction: SSID password administration
- Date/Time: 2016-06-12 11:46:55 AM
- Text: New password below has been issued. Please log in with new password before the password expires in 45 days time.
- SSID: 103948
- New password: 55312644382546 (highlighted)
- Buttons: **Print** (highlighted), Go to Main Menu

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34 The password for the SSID will be displayed and the SSID activated

35 Click **Print** to print a copy for your reference. To activate other SSIDs, repeat steps 31 - 34

36 After activation, you will need to authorize this staff ID to act on behalf of your company. Refer to

**A. Authorize your staff**

If you forgot the password for a SSID, you can repeat steps 30 to 34 to reissue a new password



# Sri Lanka Inland Revenue

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### E. Help options



**Online help prompts:** The blue icons next to some fields show additional information when the mouse is placed on them

#### Qualifying conditions for filling VAT Return

1. Is output tax schedule applicable ⓘ
2. Is input tax applicable ⓘ
3. Are imports applicable ⓘ
4. Are credit/ debit notes applicable ⓘ
5. Is unabsorbed input tax as at 31.12.2010 available ⓘ



**Walk in to the Taxpayer Services Unit-** Monday to Friday 8:30 am to 4:00 pm (except public holidays)

The TPS unit can help you with:

- Registration as a Taxpayer and issuing of Taxpayer Identification Number (TIN)
- Registration for tax types
- Updating of Taxpayer profile
- Issuing of Personal Identification Number (PIN) to use e-Services
- Issuing of Clearance certificate
- Advice on tax responsibilities and obligations
- Collection of returns and supporting documents



**Taxpayer Services Unit**  
INLAND REVENUE DEPARTMENT  
SIR CHITTAMPALAM A GARDINER  
MAWATHA,  
COLOMBO 02



**Call Center-** Monday to Friday 9:00 am to 7:00 pm, Saturday 9:00 am to 1:00 pm



Call Center  
1944

