IRD's Online Tax System "E-Tax"
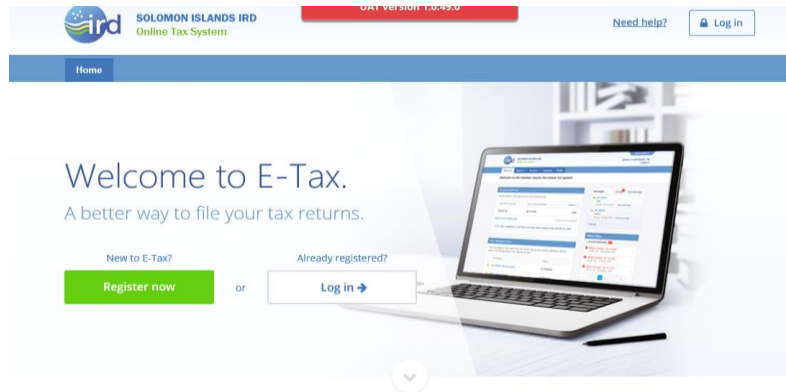
Frequently Asked Questions (FAQs)

(As at 12 September 2018)

The attached FAQs cover the basics of the E-Tax system. For further information, and ongoing Help Desk support during the rollout of the system, contact:

IRD Taxpayer Education Unit:

☎ 21493

✉ PO Box G9 Honiara

✉ info@mof.gov.sb

🔔 Enquiries, IRD Office, Government Buildings, Honiara

   8am to 12.00pm, 1.00pm to 4.30pm Monday to Friday

What is E-Tax?

E-Tax is a computer system which allows taxpayers to do things, such as lodging returns and making payments, using the Internet instead of paper forms.

Who can use E-Tax?

Any person, business, company or organization required to lodge returns and pay the tax assessed on those returns can use E-Tax.

You must have a Tax Identification Number (TIN) before you can register for E-Tax.

Tax agents can also use E-Tax on behalf of their clients, after the client has registered for E-Tax.

Why should I use E-Tax?

E-Tax is easier to use than paper forms. You can use E-Tax wherever you have an Internet connection, in the office or the home. This should save you time in lodging your monthly/annual returns. E-Tax makes an assessment based on the figures you input and calculates the tax payable.

Paying tax over the internet is secure and provides a reliable record of payments.

E-Tax can be used for many other functions, such as lodging correspondence, and viewing statements of your tax lodgements and payments. This will allow you to better manage your tax affairs for PAYE, Goods Tax and Sales Tax.

E-Tax is easy to use and understand. It has a step by step guide to help you through each lodgement and payment process.

You will know that your documents have been received and processed. You will get greater certainty of your tax position faster, and matters are finalised quicker.

Will my information be safe?

E-Tax includes a secure sign-on facility that is both encrypted and password protected. After you register for E-Tax, you'll be given a temporary password to access the system. Upon first using the system, we strongly recommend that you change the password to one of your own creation (8 characters) and set up your security questions.

When data is entered into E-Tax it is updated in real time on the IRD's main computer system, the Revenue Management System.

How do I register for E-Tax?

If you already have a TIN, you can register for E-Tax with this simple process:

- Go to our website www.ird.gov.sb to the "Online Tax System" and hit the "Register Now" button. Or go directly to the E-Tax site at https://etax.ird.gov.sb.
- Enter your details including your Tax Identification Number (TIN). You will receive the message: "Submission of registration successful".

- After 3 to 5 working days, IRD will contact you to give you your password to access the online system.
- You may also like to visit the IRD office, Honiara, where you'll be given a demonstration of the system. A hard copy guide to the system is also available.

After that you'll be ready to start using the system.

How long is my password?

The password must be 8 characters long, including 2 numbers. IRD recommends a mixture of upper and lower cases, and symbols.

What if I don't have a TIN?

If you don't have a TIN, go the IRD website and download the form for Tax Registration, or obtain the form from the IRD office.

Complete the form and lodge it at the IRD office, together with proof of your identity (birth certificate, certificate of company registration etc.).

What tax returns and summaries can I lodge on E-Tax?

In the first release of E-Tax (from 12 September 2018) you can lodge the following on E-Tax:
- Monthly PAYE summary
- Annual PAYE reconciliation
- Monthly good tax return
- Monthly sales tax return

What tax returns and summaries can't I lodge on E-Tax?

You cannot lodge the following on E-Tax in the first release:
- Annual income tax returns
- Withholding tax returns.

These must still be lodged in paper form (Forms and instructions can be downloaded from the IRD website).

These taxes will be be available to file online in the second release of E-Tax (late 2018).

What tax periods can I lodge returns for?

You can lodge a return for the current period when it becomes due.

If you have outstanding returns and summaries for previous periods, these can be lodged on E-Tax, as far back as the January 2017 period.

If you have outstanding returns and summaries before the January 2017 period, these must be lodged in paper form. (Forms and instructions can be downloaded from the IRD website). Please contact us if you need any help with this.

How do I sign my online tax return?

When you have finished preparing your tax return, you will be asked to make a declaration on the screen that "The information supplied in this return is to the best of my knowledge true and correct."

Under the law, making the online declaration is the same as signing a paper return, so you must be sure that the details you have entered are correct. According to the law, making this declaration is just as binding as your physical signature on a return.

How do I lodge my return online?

E-Tax will provide you a screen for each tax type, with all the fields of a paper tax return to fill in, where you input the details that you would normally write on a paper return.

You can upload documents in several formats (Word, Excel, PDF, Image, Text File and Compressed File, up to 2.00MB in size each) to support the figures entered in the online return.

How do I get my tax assessment?

The system will then produce an assessment, with an amount payable. This will include any penalties, interest and late fees, if applicable.

How do I pay my tax online?

To pay your tax online, the system will produce a Payment ID Number for each assessment.

The ID numbers includes information that let's IRD know your TIN, the tax type you are paying, and the tax period the payment is for. It is very important you include the Payment ID Number and that it is correct as this is how we know where the payment should be applied to. Not doing this will slow down your tax payment.

If you are a customer of ANZ, POB or BSP the system will provide a link for you to the bank's online banking website. You can then use the Payment ID Number to pay the tax. IRD is a payee of some of the banks so you can select the "SIG-Inland Revenue Division" as a payee for your payment. If you don't see IRD as a payee you will need to have our bank account details available. These are shown below.

If you prefer to pay manually, you can print out the payment ID number and take it into your bank with the IRD account number for over-the-counter payment or pay it at an IRD office.

Our bank account details are as follows:
Bank: BSP
Account Name: SIG-Inland Revenue Division
Account Number:

What else can I use E-tax for?

You can use E-Tax to:

- Check your account balance for each tax type and account statement information
- Check on the status of a return or a refund
- Make and track enquiries with the IRD
- Lodge an enquiry with IRD – about any subject
- Update your contact information

Can I amend a return that I have already lodged?

Yes. After lodging a PAYE return or summary, if you realise that some of the figures are incorrect, you can lodge an amended return using E-Tax to provide the correct figures. If the notice of assessment for that return has already issued, you will receive a notice of amended assessment.

What if I am entitled to a refund?

If you are entitled to a refund this will be processed through IRD's Revenue Management System and paid or offset in the usual way. You can track the progress of your refund through E-Tax's tracking function.

Can I authorise some else to use my E-Tax access?

Yes, there are a few different ways this can occur:
- You can authorise your accountant to access the system on your behalf
- You can authorise employees to access all or part of the system. This might occur if you have different employees responsible for lodging returns and making payments.

How can I be sure that payments I have made in the past will be shown on E-Tax?

E-Tax interfaces with the IRD system in a real time basis. Any payments you have made in the past at IRD cashiers will be shown on E-Tax, as well as payments made online under the new system. Payments made through online banking or manually at a bank may take 2-3 working days to be credited to your account.

I have a question that is not covered above

Contact the IRD Taxpayer Education Unit on telephone 21493 or email info@mof.gov.sb