Bahamas Tax Information Exchange Help Documentation

The content and links below will assist users of the Tax Information Exchange Portal.

If you need further assistance, please send an email to helpdesk@taxreporting.finance.gov.bs with the following information and your request will be reviewed within 3 business days:

- Your name
- User ID
- GIIN
- Phone Number
- Nature of your issue / request (please provide as much detail as possible to assist the Help Desk's research and review of your issue).

Do not send passwords via email. The Competent Authority will contact you with additional information for your request via email or Phone.

Help Contents

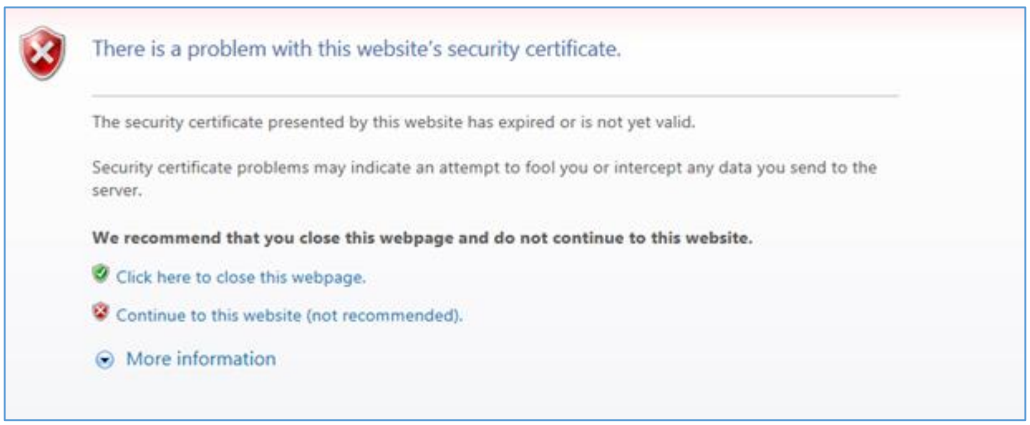
- System Requirements for using the Tax Information Exchange Portal
- Portal Issues
- System Documentation and Videos
- Frequently Asked Questions
- Registered Users Login - Forgot Password
- Registered Users Login - Forgot Username

System Requirements for using the Tax Information Exchange Portal

To access the Tax Information Exchange Portal, users must use one of the following supported internet browsers. Click the links under your browser to determine what version you are currently using:

- Chrome – version 42.0.2311.90 and higher
- FireFox – version 37.0.2 and higher
- Internet Explorer version 10 or higher

If a non-supported internet browser, user experience and display may not match the documentation images. Users may also receive error messages when trying to connect (similar to below). If this security certificate appears, users should confirm the version of the internet browser they are using meets the minimum requirements above. Users may need to upgrade their internet browser to the minimum before proceeding.



Portal Issues

If you are experience issues with the portal, first try clearing your internet cache temporary files using the links below based on your Internet Browser. This will many times resolve issues. If these steps do not resolve your issues or you are experiencing a specific error message you cannot resolve, send an email to the Help Desk with the required information listed at the beginning of this Help document.

Clearing Internet Files (click the link to go to instructions for your browser):

- Chrome
- Firefox
- Internet Explorer

System Documentation and Videos

File Schema Instructions and Examples

- Financial Institution File Creation Instructions
- File Templates: Excel and CSV
- Example of completed file

Tax Information Exchange Portal

- Complete documentation on all Portal functions (New User Registration, Responding to Registration Requests and Portal Processing.

Tax Information Exchange Portal Registration / New Users

- Registration Documentation
- Registration Video on how to register

Responding Registration Request (Financial Institution Key Officers/Responsible Officers Only)

- Responding to Registration Request Documentation
- Responding to Registration Request Video on how to Approve or Deny requests

Using the Portal

(Login, upload a file, check file status, review errors, submit file or Nil report, etc.).

- Portal Documentation
- Portal Video on using the Portal

Frequently Asked Questions (FAQs)

In addition to the [FATCA FAQs] currently available on the International Tax Information Exchange website, here are some Frequently Asked Questions about accessing and using the Tax Information Exchange Portal.

Tax Information Exchange Portal FAQs

Q) My Financial Institution has multiple GIINs. Do I need usernames for each GIIN or can I process all under one user ID?

A) Reportable Accounts or Nil Reports must be processed individually for each GIIN and you will need to have Usernames for each GIIN. Submit separate New User Registration requests for each GIIN. File processing is validated by each GIIN and if reportable accounts are uploaded for a different GIIN in the file than the one the user is logged into the portal as, the records will error out.

Q) I am registering as a new user. What are the differences between the two options ("I am reporting for my own organization" or "I am reporting on behalf of another organization (i.e. Third Party reporting)")?

A) The option to select "I am reporting for my organization" should be used if you are employed by the organization or subsidiary the GIIN is registered to. The option to select "I am reporting on behalf of another organization" should only be used by third party service providers fulfilling reporting obligations on behalf of a Bahamas Financial Institution.

Q) I have my log in information from last year, but it is not working. What should I do?

A) Registered Users from previous tax year will not be able to reuse their registration from a previous year. Please follow registration process as if you were a new user.

Q) My Financial Institution is sponsoring multiple FI's. Do I need usernames for each GIIN or can I process all under one user ID?

A) Reportable Accounts or Nil Reports must be processed individually for each sponsored GIIN and you will need to have Usernames for each sponsored FI. Submit separate New User Registration requests for each sponsored FI. File processing is validated by each GIIN and if reportable accounts are uploaded for a different GIIN in the file than the one the user is logged into the portal as, the records will error out.

Q) I am trying to register as a new user, but I receive an error message "Sorry, we do not recognize your financial institution and GIIN combination. Please try again." What should I do?

A) The Portal registration process requires that your FI information matches the information from the IRS. Refer to https://apps.irs.gov/app/fatcaFfiList/flu.jsf to ensure your information matches the information from the IRS. Please note: FI Branches will need to replace the hyphen in the official name with a space (i.e. EXAMPLE BANK – BRANCH should be entered as EXAMPLE BANK   BRANCH).

Q) I submitted a New User Registration but I haven't heard anything yet. What should I do?
A) All registration confirmations will provide the email address for the Financial Institution's Key Officer/Responsible Officer responsible for responding to New User Registration request. If you haven't received an approval or denial of your registration request you can follow-up directly with the email address provided. Registration requests are valid for 7 days and you may need to submit your registration request again if it is not responded to in that time frame.

Q) I received a New User Registration request. What do I need to do?
A) Registration requests must be responded to within 7 days. To respond to the request, go to the Tax Information Exchange Portal and after clicking the Enter Code button, enter the registration code and approve or deny the new user registration request. Click these links for documentation including screenshots or a video of the process.

Q) Please explain what Key Officer/Responsible Officer are as it relates to the Tax Information Exchange Portal.
A) The terms "Key Officer", "Responsible Officer" and "Reporting Officer" all refer to the individual within an organization who has been designated as having the responsibility for FATCA reporting and/or GIIN Registration. This individual must review and respond to all new user portal registrations before users can gain access to the portal to process files or Nil Reports.

Q) Our Key Officer/Responsible Officer is out of the office (or no longer with the organization) and not able to respond to registration requests. What are our options?
A) If the Key Officer/Responsible Officer will be out longer than 7 days (amount of time the registration code is active), the organization can submit a request to have the Key Officer/Responsible Officer updated in the system. Once it is updated and confirmed by the Competent Authority, users will need to submit a new registration request so the request is sent to the new Key Officer/Responsible Officer. Requests must be sent on company letterhead from the most senior officer in the organization. If the person listed as the new Key Officer/Responsible Officer is the most senior officer, then the letter must be sent from the next most senior officer of the organization. The request must include the GIIN, name of the current Key Officer/Responsible Officer, full name of new Key Officer/Responsible Officer, their email address, their phone number, requestor's name, title, email and contact phone number. Requests can be scanned and emailed to helpdesk@taxreporting.finance.gov.bs. If the individual is no longer with the organization, the IRS FATCA Registration should also be updated (FATCA Registration System Frequently Asked Questions).

Q) We want two users to access the portal, is this possible?
A) Yes, you can have more than one user in the Portal as long as their registration request is approved by the Financial Institution's Key Officer/Responsible Officer. User actions (file

upload, submission, etc.) are tracked by each user ID and portal email notifications are sent to all approved registered users for each GIIN.

Q) How is portal access removed for someone who no longer needs access?
A) The Key Officer/Responsible Officer or other senior official with the organization must submit a request to disable a TIE Portal user's access in writing on company letterhead. The request must include the GIIN, full name of the user and their portal username, requestor's name, title, email and contact phone number. Requests can be scanned and emailed to helpdesk@taxreporting.finance.gov.bs.

Q) I tried to log in but had issues with my password and it states I am temporarily locked out and try again later. How long must I wait?
A) In this situation, you must wait 30 minutes from your last log in attempt. You cannot submit a password request during this time as you must also wait the 30 minutes.

Q) I tried to reset my password online but I could not do so or I cannot remember my Security Question answers. What can I do?
A) You will need to submit a request on company letterhead to the Competent Authority. You can send your scanned letter to helpdesk@taxreporting.finance.gov with the following details: Your name, User ID, GIIN, Phone Number, Nature of your request (Password reset). The Competent Authority will review all requests confirming user access and authorization prior to resetting user passwords. Passwords cannot be emailed and you will be contacted by phone with your reset password.
Q) Does the system have a timeout feature?
A) Yes, users logged into the system will be logged out from portal processing after 30 minutes of inactivity. Users can still access Portal Help and About FATCA links but cannot do any file processing when logged out.

Q) What steps can I do to prevent errors in my file?
A) Review the File Creation Instructions for details on file creation guidelines, notes and details on the system validation your file will go through during processing. If using an Excel file, Make sure your file has no special formatting (i.e. filters, outlines, hidden columns, etc.) and all data is formatted as "text". Required fields are listed in the Field Schema starting on page 3 where Validation column lists "Not Null". These validations follow the IRS Requirements for FATCA data submission.

Q) In order to upload my file do I need to enter a Business License ID? What if I do not have one?
A) If your organization has a Business License ID, enter it on the "Enter information for your financial institution screen." If you do not have a Business License ID you do not need to enter anything in this field as it is not required.

Q) I uploaded my file, how long will it take to process it?

A) The system will process files in a first in first out order. Depending on the number of files uploaded, files should process within a short period of time (same day) however during high processing times (i.e. just prior to file submission deadline) files may take up to 24 hours to process.

Q) I uploaded a file but need to recall it. How do I do this in the portal?
A) Files cannot be recalled however, as long as you have not marked the file as Submitted, you can upload a replacement file using the "Upload a Replacement File" button. Prior uploaded data is replaced when a new file is uploaded.

Q) Can I add additional records after I have uploaded my file?
A) Additional records can be added to your original file data and uploaded using the "Upload a Replacement File" processing. The complete file of all reportable accounts must be uploaded (not just new records) as portal processing will remove any previously uploaded data before processing the new file.

Q) I uploaded my file but I have errors. What do I need to do?
A) To correct the errors, review the error listing to identify the rows of data in error and reason. Research the errors and update your file with corrected information. The complete file of all reportable accounts must be uploaded for processing again. Do not just correct the errors and upload those records – all file uploads must include all reportable accounts as each time a new file is uploaded, previously processed data is deleted from the system.

Q) Can I correct my errors in the portal?
A) No, Data cannot be viewed or edited within the portal. Data is uploaded from the portal but users cannot access their data in the portal. Only minimum information is provided about records in error status to help identify the records for correction in the original file. A complete file must be uploaded again once records in error are corrected.

Q) Can the Competent Authority correct my records in error?
A) No, the Competent Authority does not have the ability to edit, delete or add any records for Financial Institutions. The Financial Institutions are responsible for their data and must upload a file of their reportable accounts. If you have already uploaded a file, you can upload a new file using the "Upload a Replacement File" option in the portal. If you have already Submitted your file, you will need to request a Portal Override to upload a replacement file.

Q) I submitted my file / Submitted a Nil Report and now have more reportable accounts to include. How do I submit a Portal Override request?
A) To upload a new file after submitting a Nil Report or Submitting your file, you need to send an email to helpdesk@taxreporting.finance.gov.bs to request a Portal Override to upload and submit a new file. You must include the following data: Your name, User ID, GIIN,

Phone Number, Nature of your request (Portal Override due to…). Portal Overrides are subject to approval by the Competent Authority based on filing deadlines.

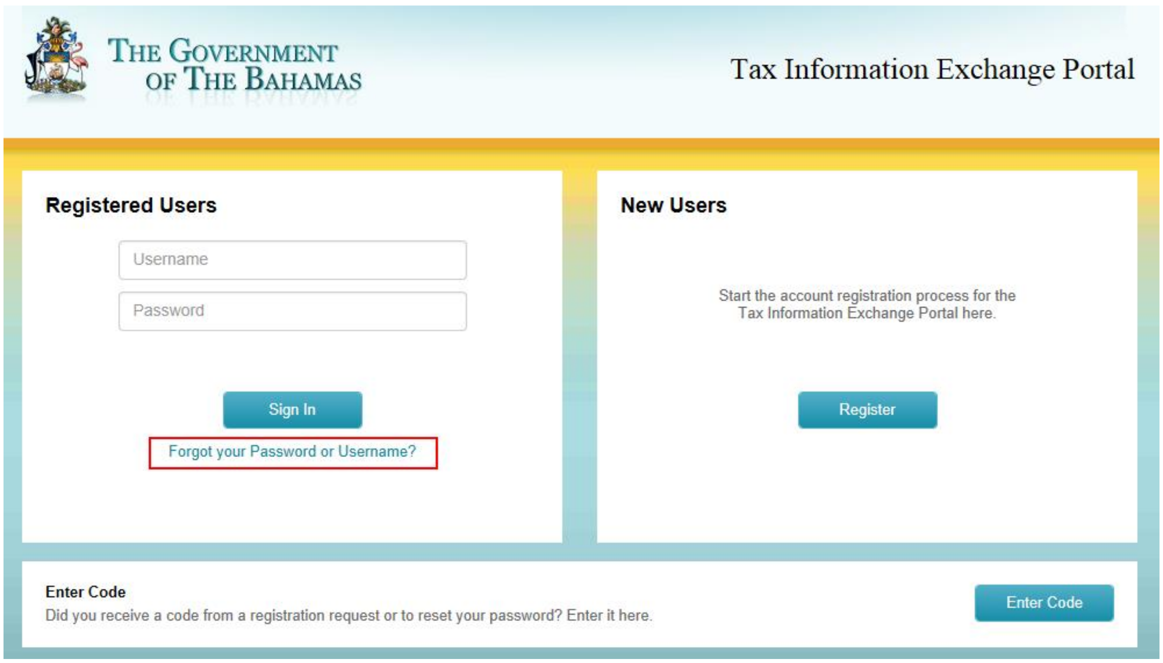
Q) How can I confirm the data uploaded to the Tax Information Exchange Portal?
A) The Account Management section of the Portal will list the file name and number of rows of data processed and number of rows in error. Once a file has been submitted, the confirmation email and onscreen message will list the file name and number of rows submitted. This can also be viewed in the Account Management section under Account History. It is recommended to retain the file and confirmation emails per your Financial Institution's retention processes and auditor requirements.

Q) What do the Confirmation emails tell us?
A) Each email sent during portal processing will include the GIIN and Legal Name for the Financial Institution in addition to the confirmation of the action taken. Email subject lines will include the email purpose and GIIN. Submission confirmations will also include the user name who completed the Submission.

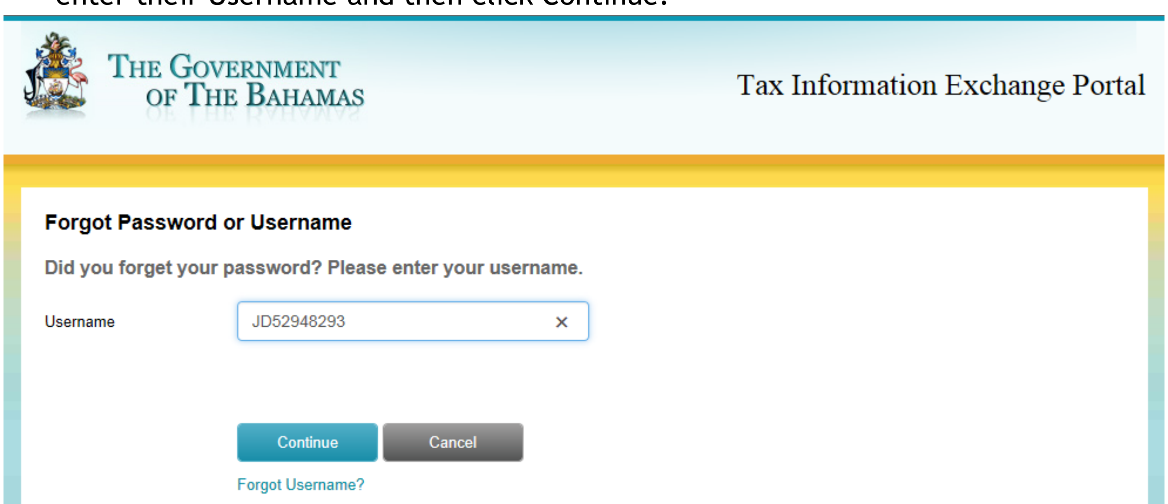
Q) Does the Competent Authority review the data prior to providing it to the IRS?
A) It is the responsibility of each Financial Institution to confirm their data is complete and accurate prior to marking the data files as Submitted. The Competent Authority will create the IRS Transmittal File but not review the uploaded data for accuracy. You may be contacted in the event the IRS rejects the Transmittal File due to issues with your reportable accounts.

Registered Users Login - Forgot Password

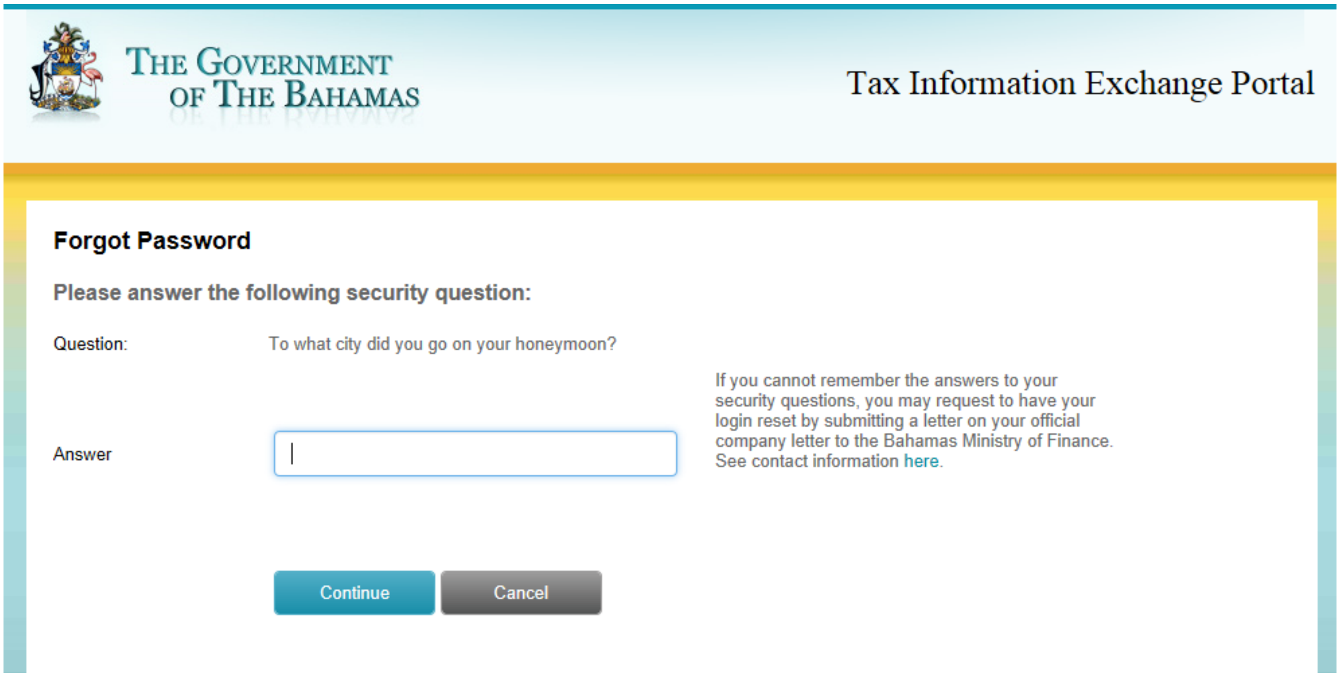
If a user has forgotten their password or temporarily disabled their ID, they can request a password reset. By clicking the Forgot your Password or Username link on the portal. If after attempting to reset your user password you are still unable to access the system, send an email to the Help Desk with the required information listed at the beginning of this Help document.



1. After clicking the Forgot Your Password or Username link, users will be prompted to enter their Username and then click Continue.

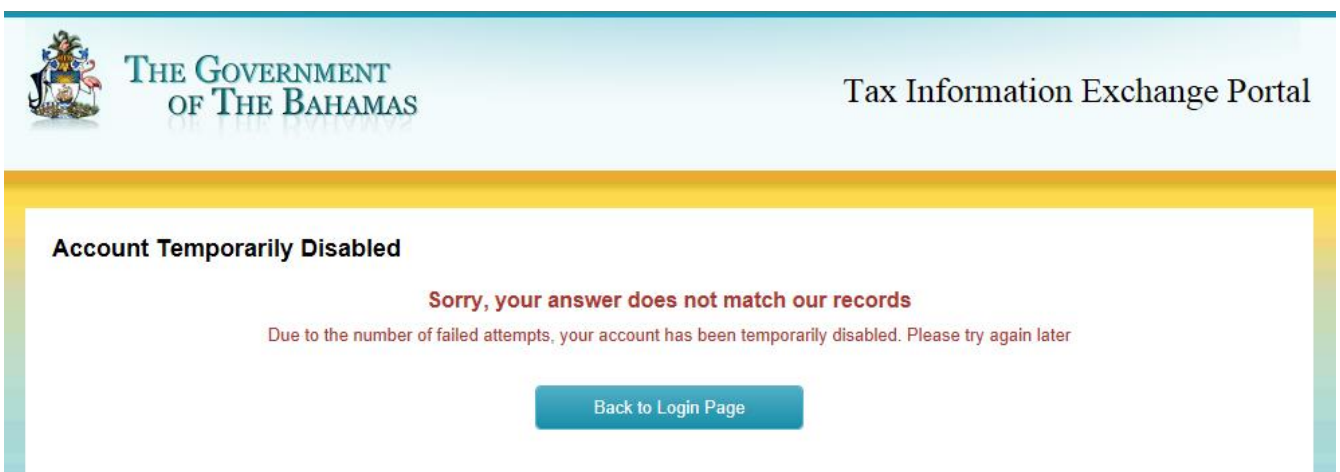


2. On the next screen, users will be presented one of their three Security Questions from initial Registration to confirm their identity.

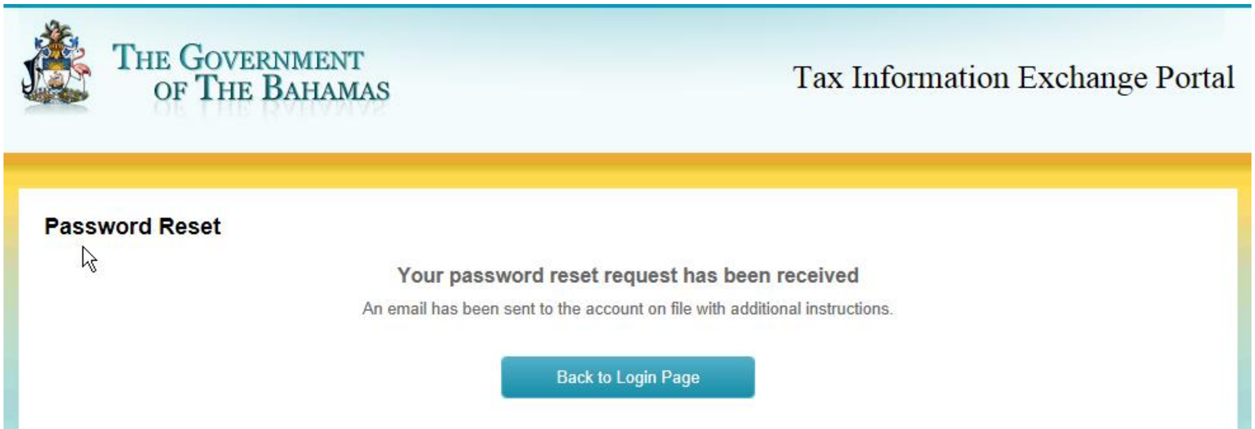


NOTE: If the Security Question is not answered correctly, the user will be provided a different Security Question to answer.

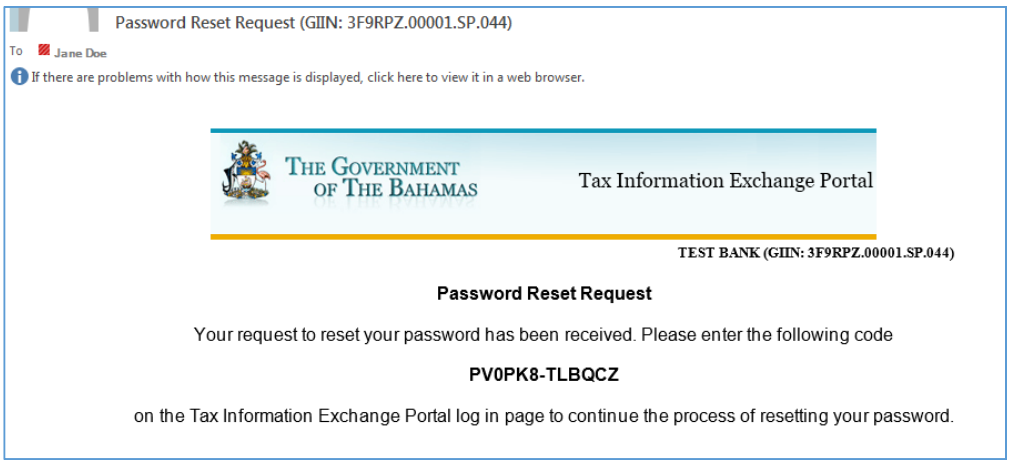
- If multiple attempts are unsuccessful, the user will be locked out of the system for approximately 30 minutes from their last attempt with the error message below. This message will also display if the user has locked their username.



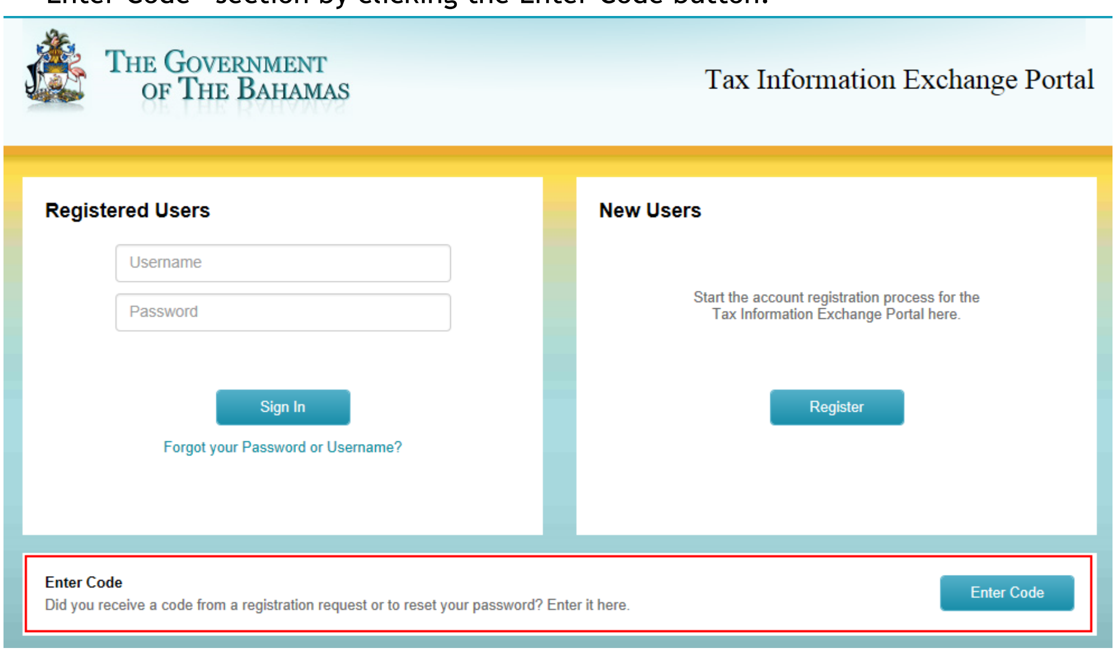
3. Upon successfully answering the security question, the user will be shown the Password Reset confirmation screen and an email with further instructions will be sent to the user's email.



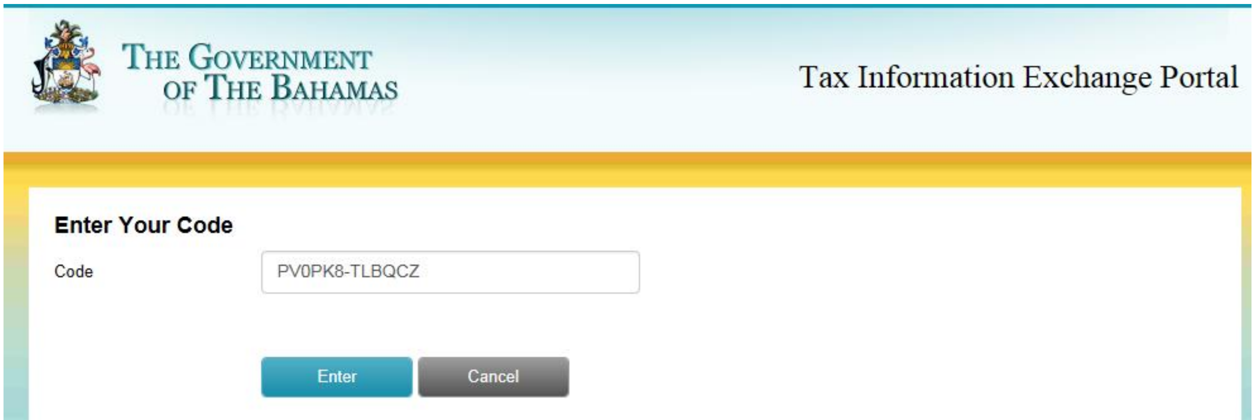
Email sample showing Password reset code:



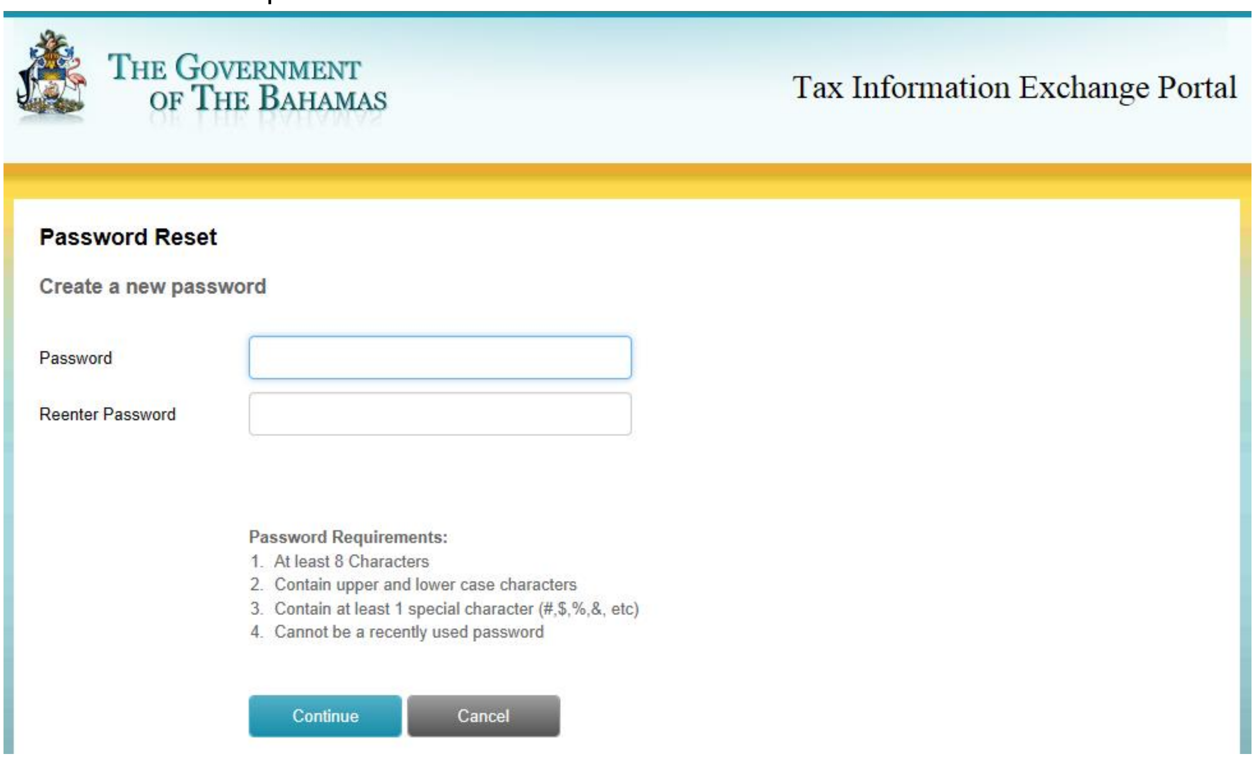
4. User must then enter the code from the Tax Information Exchange Portal screen "Enter Code" section by clicking the Enter Code button.



5. On the Enter Your Code screen, manually enter the code from the email or highlight the code, copy (Ctrl + C) and then paste (Ctrl + V) the code and click Enter.

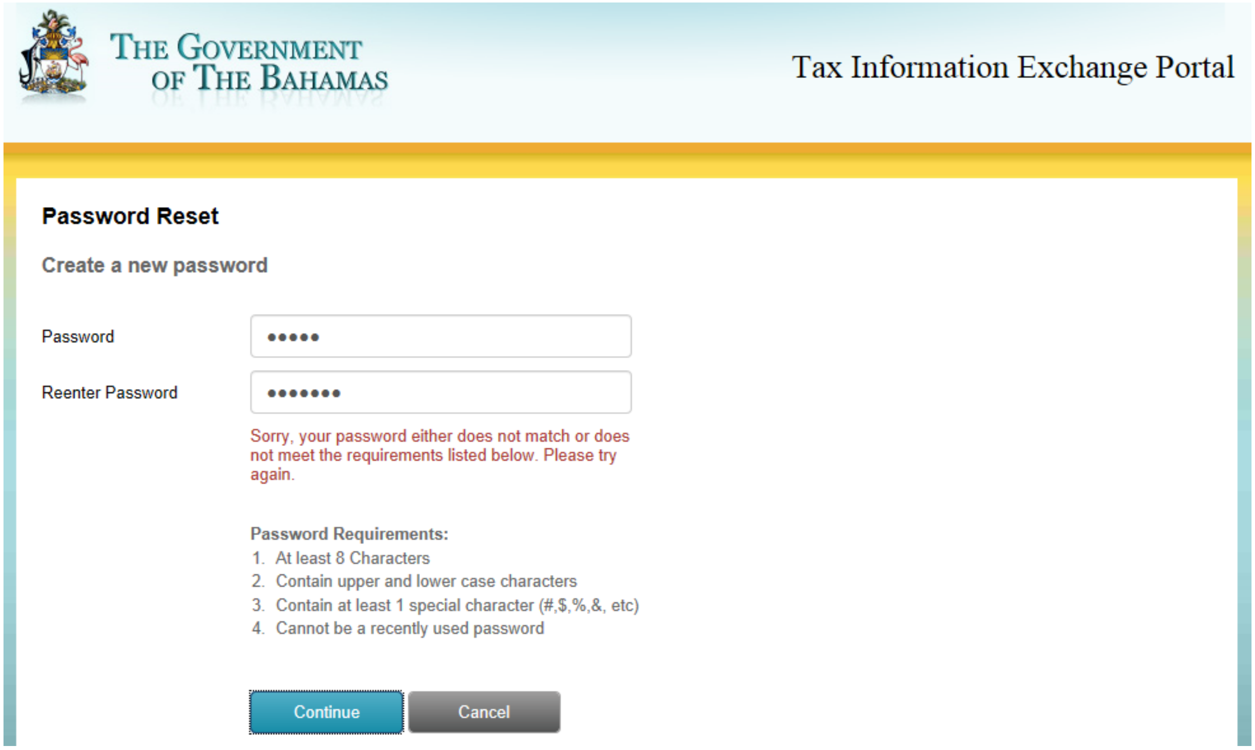


6. Enter the new Password in the Password and Reeneter Password boxes using the Password requirements listed on screen.



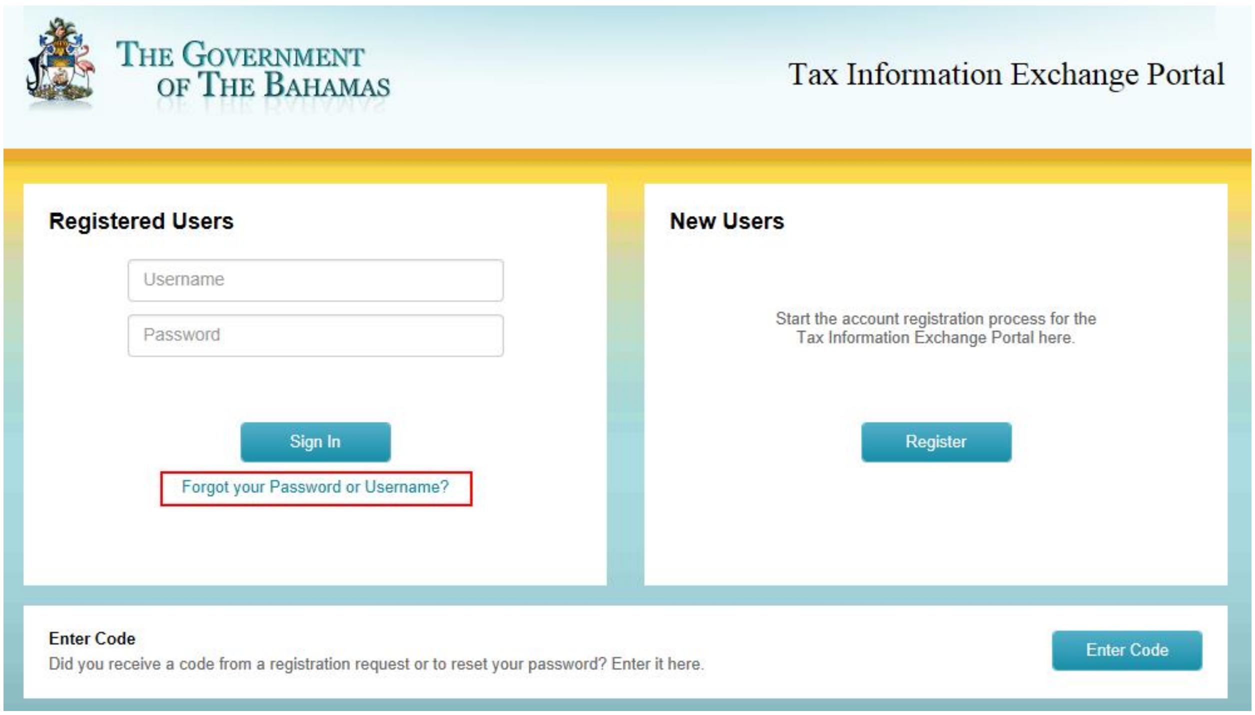
7. A confirmation screen will display confirming the password reset was successful.

NOTE: If the passwords in both do not match or meet the password requirements an error will display prompting the user to confirm the entries.

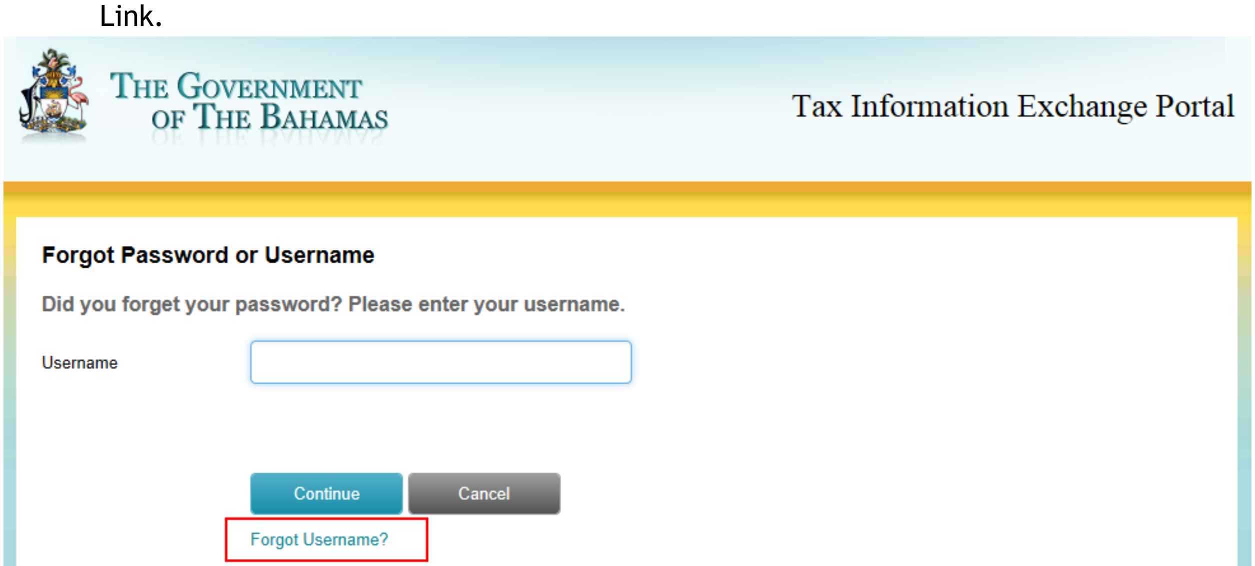

THE GOVERNMENT OF THE BAHAMAS
Tax Information Exchange Portal
Password Reset
Create a new password
Password
Reenter Password
Sorry, your password either does not match or does not meet the requirements listed below. Please try again.
Password Requirements:
1. At least 8 Characters
2. Contain upper and lower case characters
3. Contain at least 1 special character (#,$,%,&, etc)
4. Cannot be a recently used password
Continue
Cancel

Registered Users Login - Forgot Username

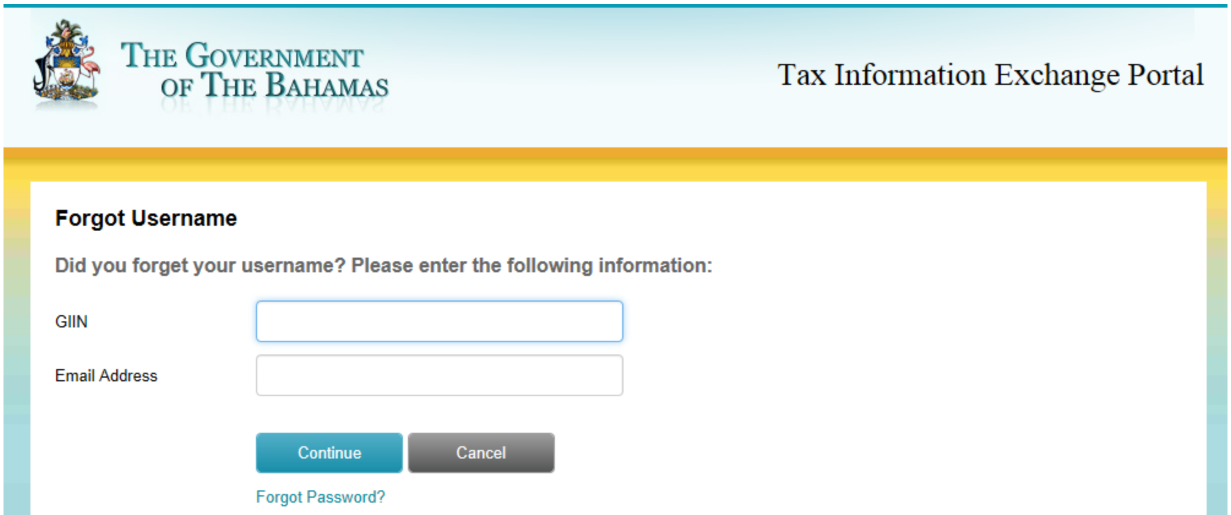
If the user did not keep the Registration Approved email with their username and they cannot remember their provided username, they can request their username be provided again through the Forgot Password or Username link on the portal. If users still need assistance after attempting to recover your user name following the steps below, send an email to the Help Desk with the required information listed at the beginning of this Help document.



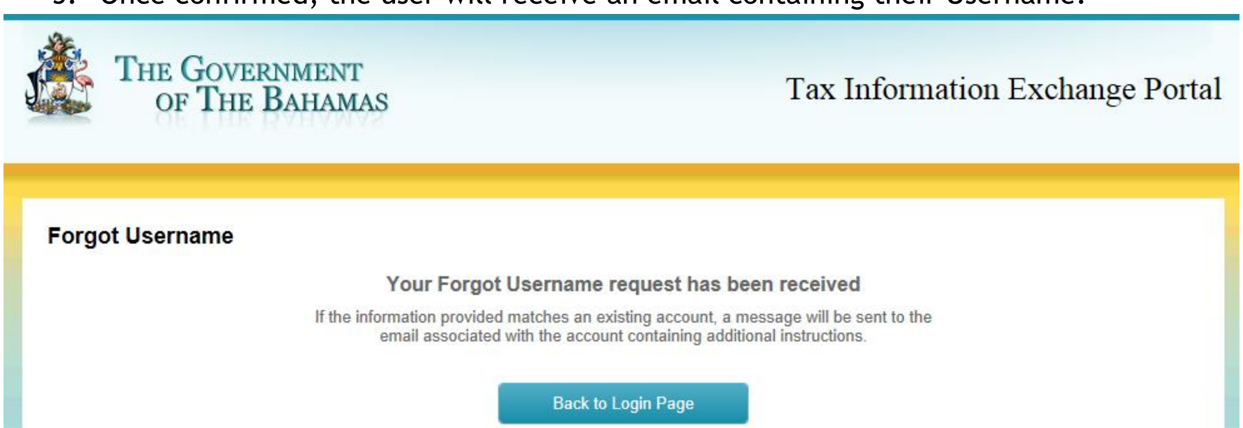
1. On the Forgot Password or Username screen that opens, click the Forgot Username? Link.



2. Enter the GIIN and user's email address used during registration for an email with the Username to be sent to the user. Click Continue.



3. The Forgot Username confirmation screen will display.
4. The system will confirm the combination of GIIN is valid for an approved registered user's email address.
5. Once confirmed, the user will receive an email containing their Username.



Sample email with Username: