CRA Updates

Mark Mayer
Business Returns Directorate
Assessment, Benefit, and Service Branch
Canada Revenue Agency

Take a minute
to **connect** with
your neighbour.

CPD Process

In order to receive CPD credit

- Be sure to sign in or scan your badge for this session
- You must stay in the session for the duration of the training
- This session is eligible for **1 hour of CPD**
- CPD certificates are emailed directly to you within 4 weeks of the conference date to the same email address you used to register

About today's speaker

Mark Mayer
Manager

Mark Mayer is the manager of the Authorizations and Business Number Strategy Section, in the Assessment, Benefit, and Service Branch of the Canada Revenue Agency (CRA).

Mark has worked in the CRA for 29 years and has held a wide variety of positions over his career, including the marketing electronic services, appeals, systems development, media relations and public affairs.

He is a graduate of Concordia University in Montreal.

Agenda

Authorization Process Renewal

T1 Updates

Digital Services Updates

My Business Account Updates

Authorization Process Renewal

Overview

1. Background on authorizations
2. Third-party responsibilities
3. Authorization methods
4. Online authorization processes
5. New developments
6. Challenges and looking forward

Basic facts about CRA authorizations

Tax legislation allows the CRA to share taxpayer information with third-parties with written consent from the taxpayer.

The authorization processes are designed to:

- Facilitate receipt of taxpayer consent;
- Maintaining identification information on the third-party;
- Assist communication to the taxpayer on what they are authorizing the third-party to do/view

→ A taxpayer signature is legally required prior to sharing information; however, there is an exception in place for authorizations made using software – by approved EFILErs.

Basic facts about CRA authorizations

- Once the authorization is processed, the CRA can share the taxpayer information online, over the phone, in person, or through other written communications (letters, notices, etc.)
- Representatives for individuals and businesses can be given different levels of authorization, which are progressive:

1. **Level 1** – allows the representative to "view" or receive information
2. **Level 2** – also allows the representative to take certain actions
3. **Level 3** (business) or Legal Representative (individuals) – allows the representative signing authority, additional actions to be taken **(includes levels 1 and 2)**

We receive about **4M** new authorization requests from business and individual taxpayers, including trusts and non-residents.

Basic facts about CRA authorizations

No restrictions on who can be designated as a representative for someone else at this time.

Representatives can be given on/offline access to a client's tax information; however, clients have the option to restrict access to offline only.

- Offline access grants representatives authorization to receive information in person, over the phone or through fax, or through written correspondence.
- Representatives of trusts and non residents can be given offline access only.

Authorizations can be **cancelled** or be set to **expire** on a given date.

Authorizing third-party access

• Using Represent a Client (RaC)	• Using tax software
• Using My Account or My Business Account	• Using paper (T1013, letter, braille, etc)
• Verbally	

Representative responsibilities in this process

1. Get signed consent. Be in a position to prove it*.
2. Provide all required information as accurately as possible (i.e., SINs, BNs, RepIDs, etc.)
3. Inform the taxpayer of what they are consenting to, for any of the levels selected.
4. Inform the taxpayer of the option to cancel or expire the authorization.
5. Inform the taxpayer that the authorization is ongoing, even after they die, unless it is cancelled (i.e., by themselves via expiration dates, the rep, or an executor)

**Failure to do so can lead to privileges being suspended.*

Authorization requirements

All authorizations must contain the following information:

Representative information: RepID or GroupID or BN, name, and phone number.

Client information: BN for business or SIN for individual, name and phone number, Trust account number, non-resident account number.

Authorization information: level of authorization.

- For business clients → program account(s) for which you are to be authorized.
- Taxpayer signature.

Methods of authorization

E-authorization for the Represent a Client (RaC) portal

For businesses (April 2014) and individuals (coming February 2020):

1. Authorization web form is completed in the RaC portal by the representative.
2. A signature page with a **reference number** appears once the form is completed. The authorized individual prints and signs the page. The representative retains the page for 6 years for verification purposes.
3. The representative scans the signature page and submits it to the CRA via RaC along with the reference number.
4. The CRA will process the request, typically within 1 – 5 business days.

Methods of authorization

Authorizations e-submitted using software

1. Using T1 or T2 EFILE software, the representative completes the authorization and submits it to the CRA.

2. The CRA typically processes the request in real time.

3. **New as of 2020:** the representative must keep a signature page with all the information provided in the e-submitted authorization.

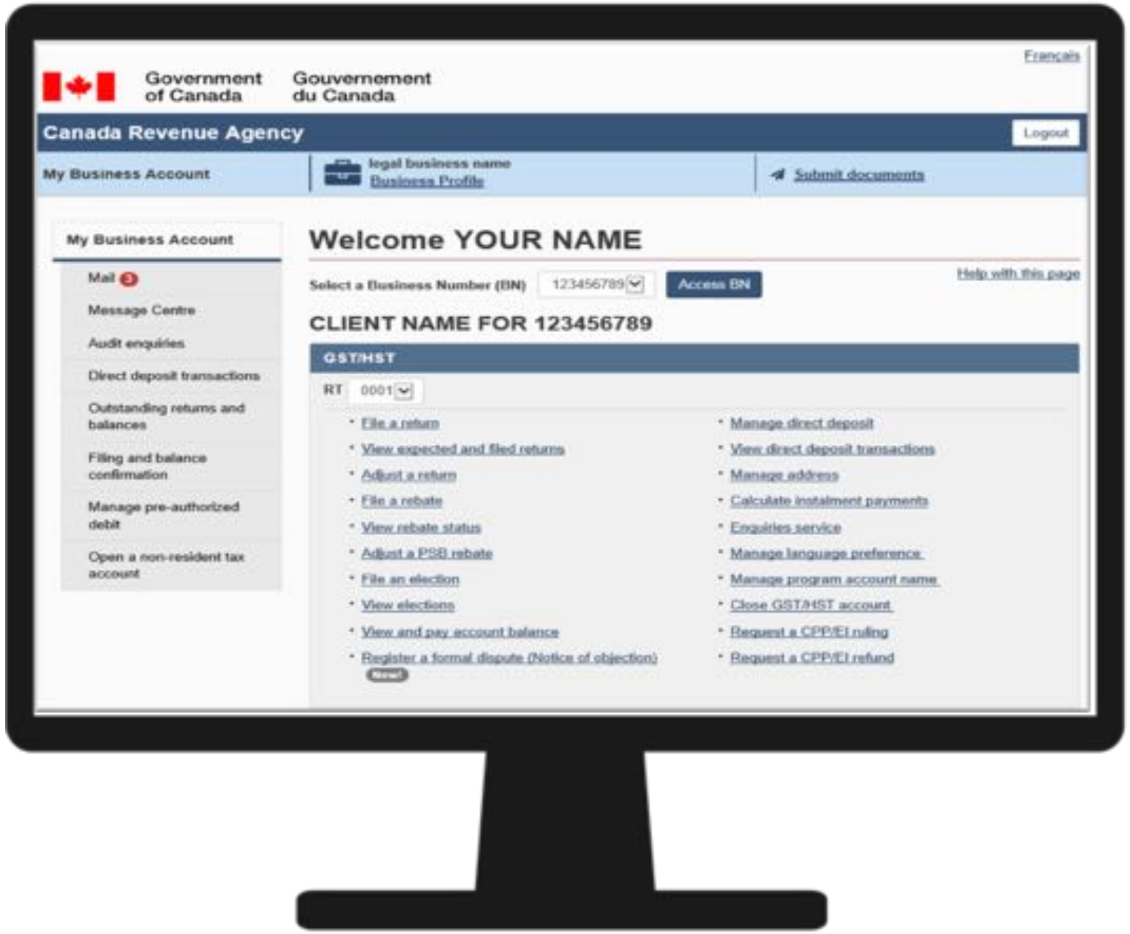
4. The signature page needs to be signed by the taxpayer and retained by the representative for 6 years.

Methods of authorization

My Account or My Business Account

1. The individual, business owner or delegated authority may complete an authorization web form themselves.

2. These requests are processed by the CRA in real time.



Methods of authorization

Paper authorization

Until February 2020:

- RC59 for offline access
- T1013
- NR95

As of February 2020:

- AUT-01 for offline access only

Online authorizations

- Only includes offline.
- Online access grants representatives authorization to access most information in *My Account* or *My Business Account* through the *Represent a Client* doorway.
- The CRA began accepting the use of e-signatures for individual authorizations in October 2018, business authorizations in October 2017.

There are some exceptions:

- Third-parties cannot view address or direct deposit for T1 clients.
- There are fewer things that third-parties can do at level 2 for T1 clients
- Business clients have more available at level 2, but only level 3 third-parties can update DD.

Online identification

- For legal reasons, the CRA needs to be able to know who is accessing a taxpayer’s online information.

- Authorizations that grant online access, which are most commonly submitted through RaC or EFILE software, must be linked to two identifiers:

1. The taxpayer’s SIN and the representative’s SIN (RepID) **or**

2. The business’ BN and the representative’s SIN (RepID)

Online representative identification number

RepID

- You must register for a RepID with RaC before transacting online for clients.
- After you receive a RepID, you can submit authorization requests with your RepID in order to become a representative.

BN

- For businesses such as accounting firms who want to authorized as a business.
- These businesses can register their BN as a representative through RaC. They can submit a single authorization request with their BN in order to become a representative for their client.
- BN as a rep must have administrators.

GroupID

- Generally used by larger organizations that only want to give online access to a specific group of their employees, without busing their BN as an identifier.
- Needs to have group administrators who can add or delete employee RepIDs from the GroupID without the need to submit a new authorization request every time.

Verification of taxpayer consent

There are a number of ways through which the CRA verified if taxpayer consent has been given for an authorization:

Direct contact with taxpayers	Alerts
The Letter of Intent (LOI) discontinued between 2016-18. A process of contacting taxpayers was implemented in October 2016 to confirm that they had provided their consent to a third-party.	Taxpayers also have the option to receive an alert when a new representative has been authorized to access their information.

Recent enhancements

October 2018

E-signatures for individual authorizations.

May 2019

Extension of authorizations for deceased business clients (sole proprietors).

October 2019

Override existing authorizations when using Represent a Client.

February 2020

- Three authorization forms will be combined into one: the T1013, RC59, and NR95 will be combined into the new AUT-01 for offline access only.
- There will be a new e-authorization process for individuals in RaC, similar to the existing business authorization process.
- When submitting the authorization for individuals using software, a new signature page is to be signed by the client (similar to the business authorization process) as the T1013 for online access is being discontinued.
- E-submitting authorizations (using software) on behalf of individuals will no longer be restricted when there is a Returned Mail Flag or a ‘care of’ address on their account at the time of submission. Barcodes will also be discontinued.
- Authorizations for individuals will no longer be cancelled upon the date of death of the taxpayer.

Appendix A: Authorization request – Signature page

Authorization request – signature page

Reference number:	**KL2222Y2N**

1. Print this page and have it signed and dated by **the** authorized person of the business.
2. Retain a copy of the signed and dated authorization request in your files for six years from the date that this information is transmitted to the CRA. Do not send us the authorization request by mail or fax unless requested to do so.

RepID:	**1AV2C2D**
Representative name:	**John Smith**
Representative phone number:	**(613)123-4568**
Business number:	**987654321**
Business name:	**Demotax**
Business phone number:	**(643)123-4567**
Certified:	**Yes**
Level of authorization:	**Update and view**
Expiry date:	**2018-02-28**

List of authorization(s):

- **All program accounts**

Certification

By signing and dating this page, you authorize the Canada Revenue Agency to interact with the representative mentioned above

First name: **John** Last name: **Smith**

Signature: ____________________________ Date signed: ______________________________

Telephone number: ______________________________

Appendix B: Revised AUT-01 for February 2020

Canada Revenue Agency / Agence du revenu du Canada

First and final circulation 2019-06-28

Protected B when completed

Authorize a Representative for Access by Phone and Mail

Representatives
Get access to your client's business information **faster** online using "Represent a Client." Go to canada.ca/cra-login-services and log in.

Individuals and Business owners
If you are a Canadian individual or business, **you can view, add, or modify an authorized representative online** using our online services at **canada.ca/cra-login-services**.

Use this form to authorize a representative or delegated authority for access by phone, fax, and mail only.

Step 1 – Client information

Complete all lines that apply.

I am giving my representative access to my accounts filled in below.

SIN, TTN, or ITN | First name | Last name

Trust account number T | Trust name

Non-resident account number NR | Non-resident account name

Business number | Business name

☐ **Business option 1** – Give access to **all** my business number program accounts.

☐ **Business option 2** – Give access to **specific** business number program accounts.

For a **list of supported program identifiers**, see page 3.

Program identifier (two letters)	**All reference numbers**	or	**a specific reference number** (four digits)
	☐	or	
	☐	or	

Step 2 – Representative information

Fill in **one** of the following options:

☐ **Option 1** – I am authorizing an **individual**:

Individual's first name | Last name | Telephone number | Extension

☐ **Option 2** – I am authorizing a **firm**.

Firm name | Telephone number | Extension

First and final circulation 2019-06-28

Protected B when completed

Step 3 – Type of access

For more information on **types of access**, see page 3.

Check only **one** of the following options:

☐ **Option 1** – Allow **view only** access.

View access allows the CRA to disclose information on your account to your representative. Your representative can also make payment arrangements for you.

☐ **Option 2** – Allow **update** access.

Update access includes everything from option 1 and allows your representative to make changes to your account. For a list of things your representative will not be able to update, see page 3.

Step 4 – Authorization expiry date

If you want this authorization to expire, enter an expiry date.

Expiry date (YYYYMMDD):

Step 5 – Certification

This form **must** be signed and dated by an individual with **signing authority** for the individual, trust, or business. Forms that cannot be processed will be returned to the individual or business. We may contact you to confirm the information you have given.

For **individuals** and **trusts**:

I am the: ☐ taxpayer ☐ administrator ☐ executor/liquidator ☐ power of attorney ☐ trustee ☐ legal guardian or parent of a taxpayer under the age of 16

For **businesses**:

I am the: ☐ owner ☐ corporate director ☐ corporate officer ☐ individual with delegated authority ☐ officer of a non-profit organization ☐ partner of a partnership ☐ trustee of a trust

If the name of the individual signing this form does not **match** CRA's records, this form will not be processed.

First name | Last name | Telephone number

I certify that the information given on this form is correct and complete.

Signature: | Date (YYYYMMDD):

Mailing address of the individual who signed this form for individuals or trusts | City

Province, territory, or state | Country | Postal or ZIP code

Once completed, **send this form to your tax centre** within **six months** of the date it was signed or it will not be processed. For more information, go to canada.ca/tax-centres.

Personal information (including the SIN) is collected for the purposes of the administration or enforcement of the Income Tax Act and related programs and activities including administering tax, benefits, audit, compliance, and collection. The information collected may be used or disclosed for purposes of other federal acts that provide for the imposition and collection of a tax or duty. It may also be disclosed to other federal, provincial, territorial or foreign government institutions to the extent authorized by law. Failure to provide this information may result in interest payable, penalties or other actions. Under the Privacy Act, individuals have the right to access their personal information, request correction, or file a complaint to the Privacy Commissioner of Canada regarding the handling of the individual's personal information. Refer to Personal Information Bank CRA PPU 005, CRA PPU 015, CRA PPU 047, CRA PPU 083, CRA PPU 094, CRA PPU 140, CRA PPU 178 and CRA PPU 218, CRA PPU 047 on Info Source at canada.ca/cra-info-source.

T1 Updates

T1 Updates

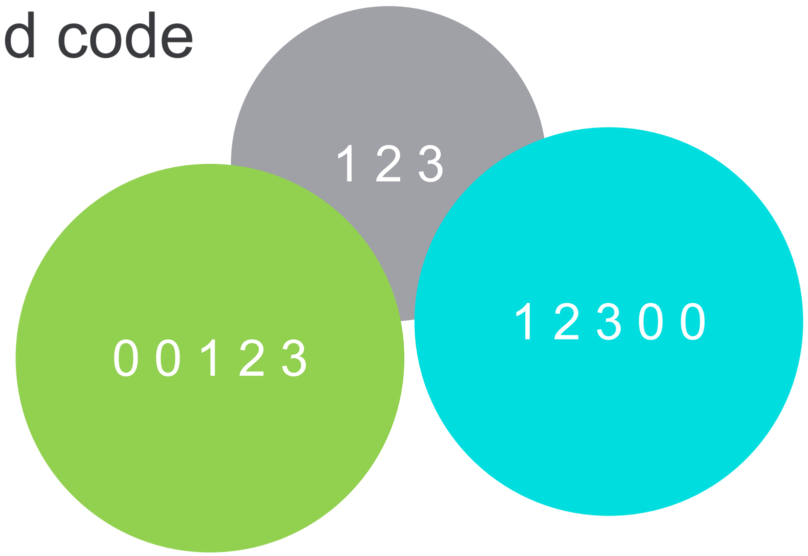
5-Digit Field Codes

2019 tax year:

Field codes to be updated from 3 digits to 5 digits

00 to be added at the beginning or end of existing field code

Improves flow and data capture



T1 Updates

Tuition Information

2019 tax year:

Educational institutions required to file T2202 for their students

T2202 will replace the former T2202A and TL11B

- Now includes SIN, type of educational institution and BN, and additional details applicable

To be included in Auto-fill

T1 Updates

Filing Season Start

2020 tax year:

Auto-fill to open on February 10

EFILE and NETFILE to open February 24

T1 Updates

Electronic Signatures

Currently examining regulatory changes under Personal Information Protection and Electronic Documents Act

We plan on consulting the EFILER community in the future about these proposed changes

Digital Services Updates

Secure portals re-engineering

- The **Secure Portals Re-engineering** (SPR) Project is a long-term project that will improve the functionality, design and infrastructure of some common services within the CRA secure portals (My Account, My Business Account, Represent a Client) to achieve a better online experience for CRA clients.

Tentative date: 2022/2023

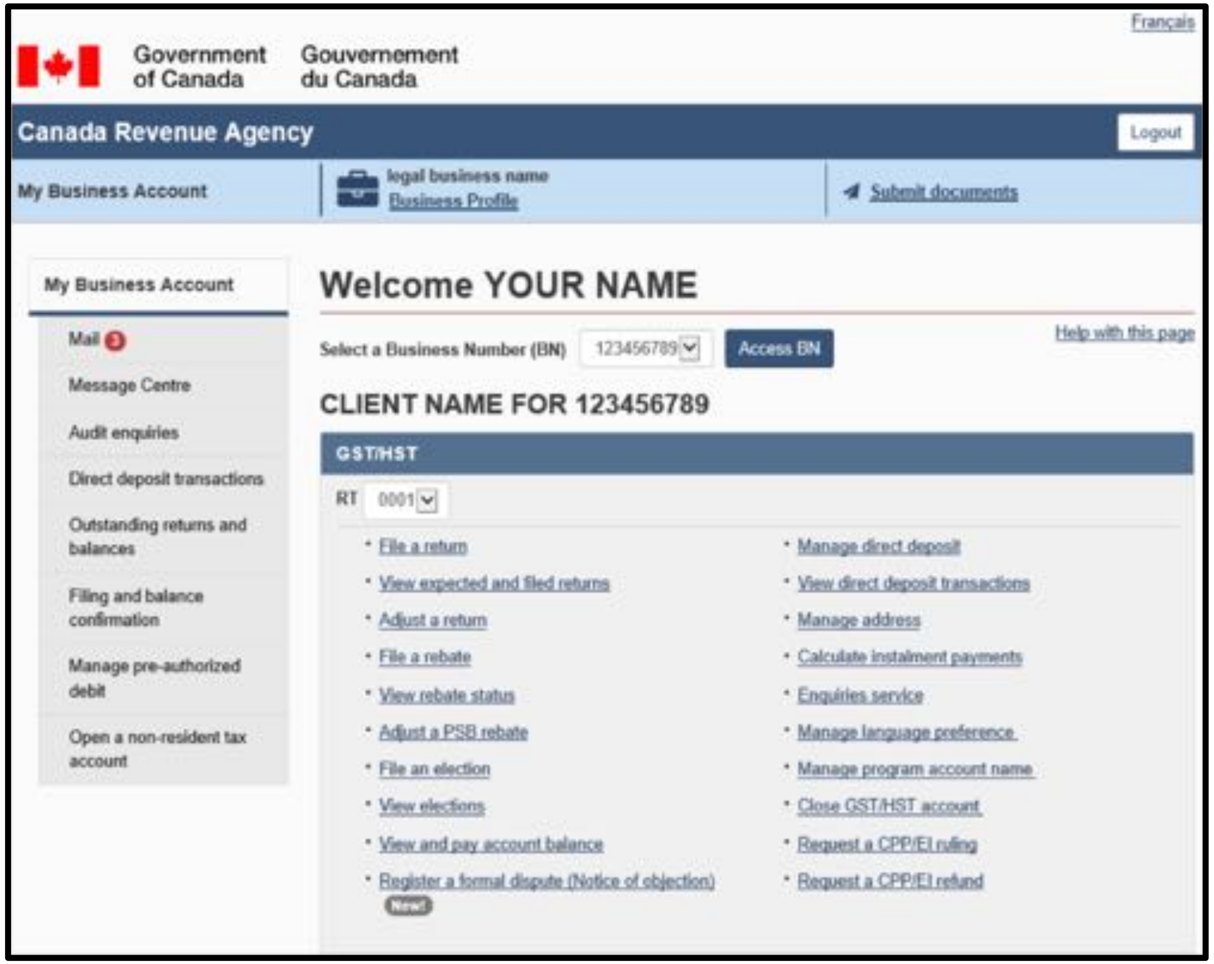
My business account updates

Convenient

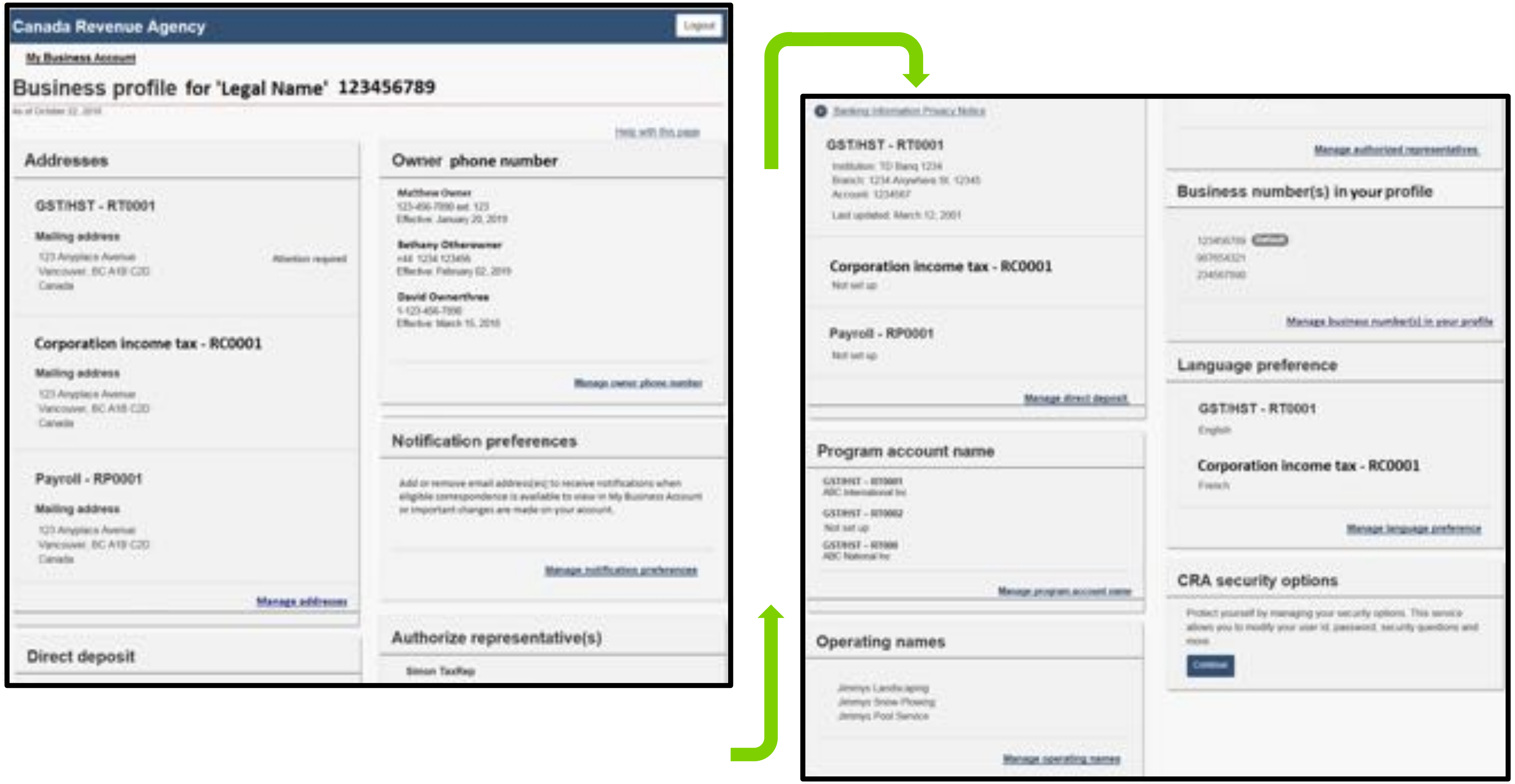
Easy

Fast

Secure

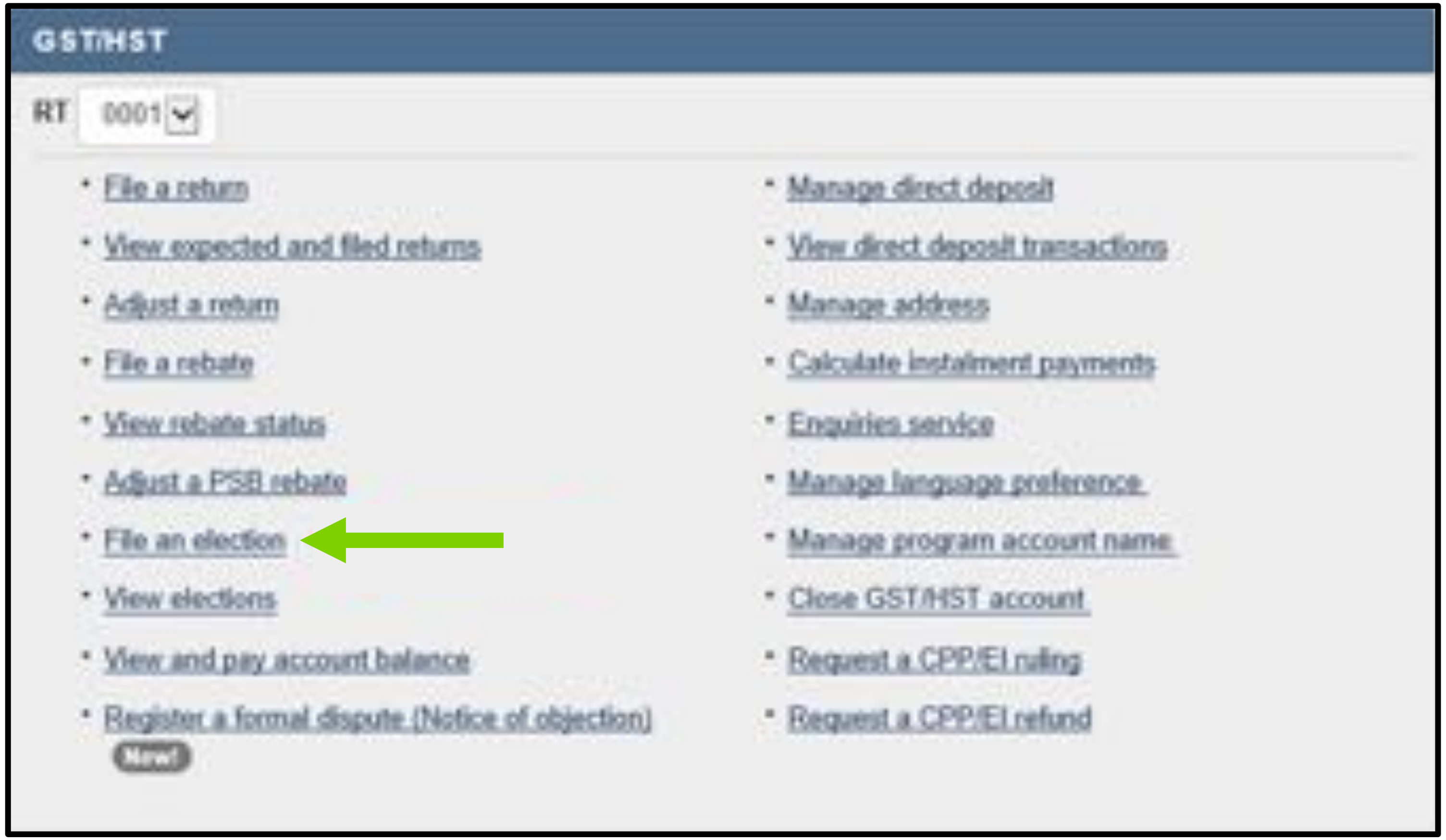


My business account updates



Manage return mail indicator

File and view GST/HST elections



Fall 2019

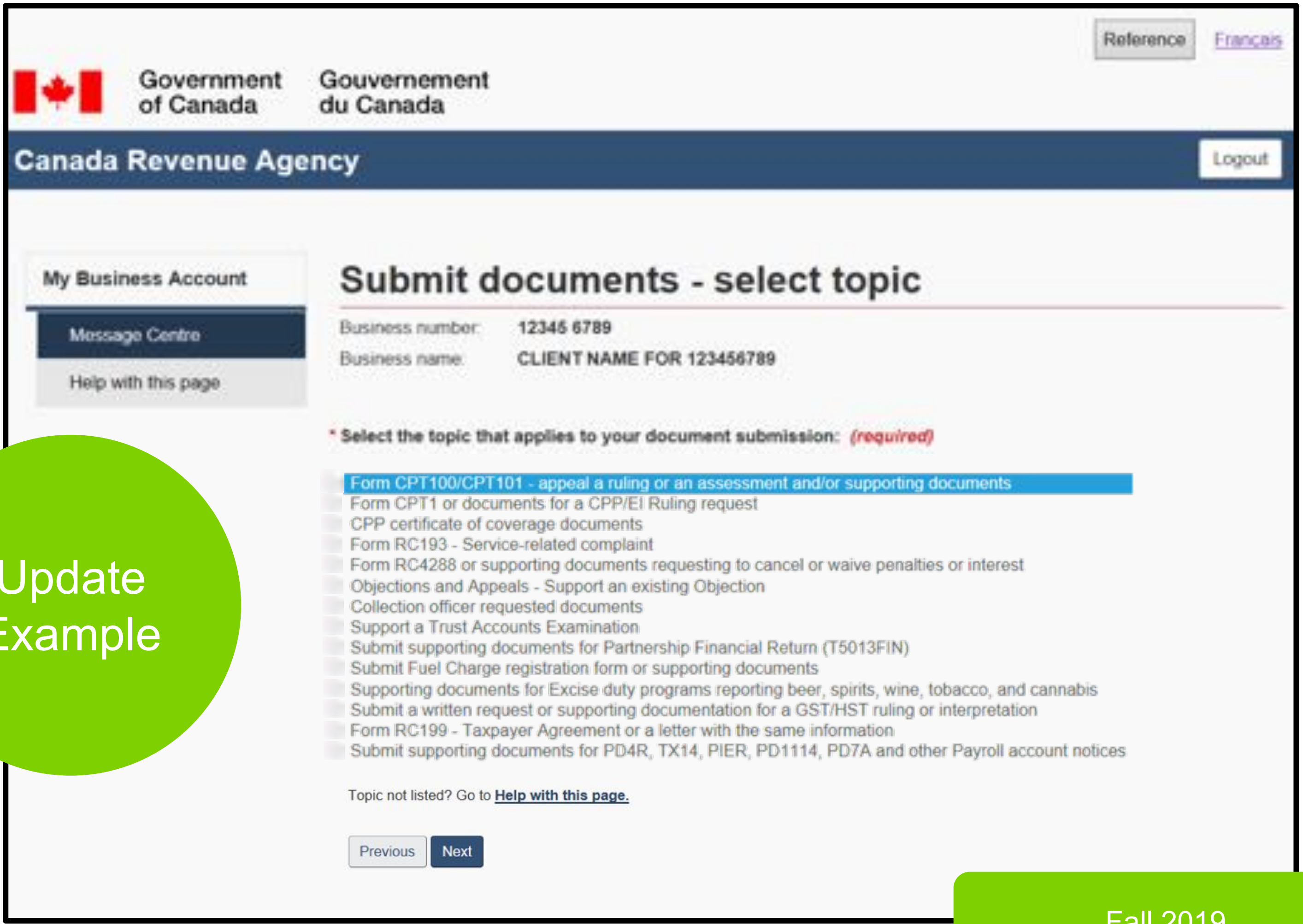
GST/HST – Register a formal dispute in MyBA

My Business Account

Fall 2019

Electronic GST/HST
Notice of objection example

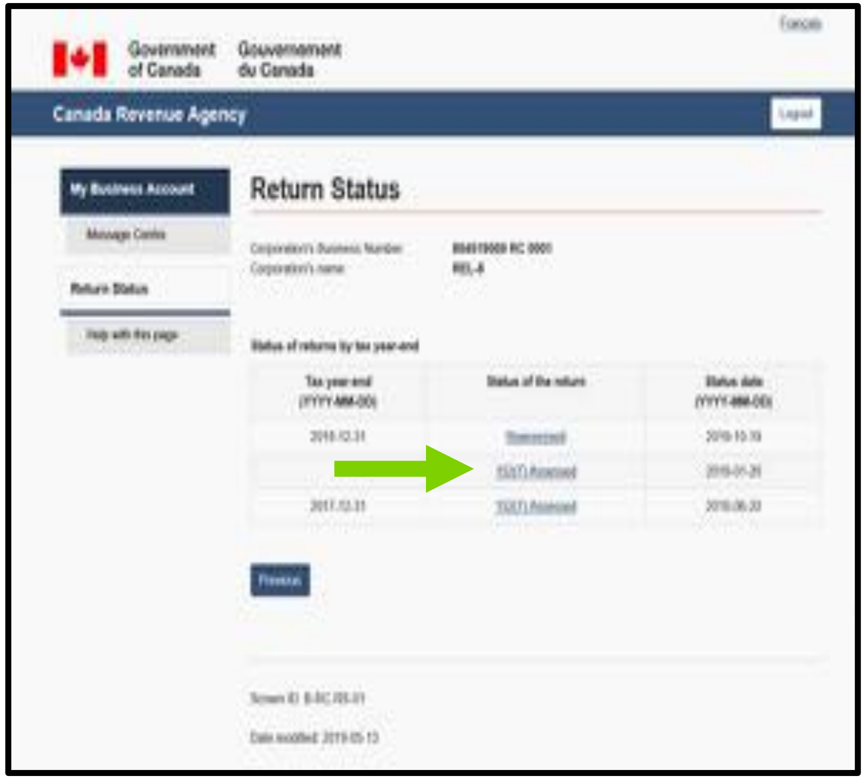
Submit documents - MyBA

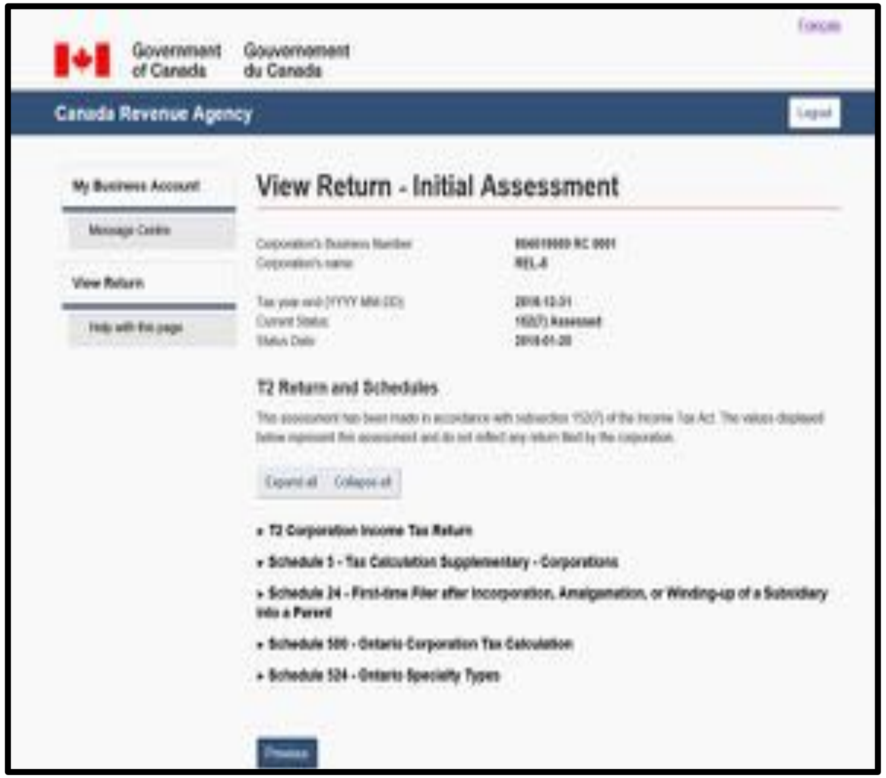


Update Example

Fall 2019

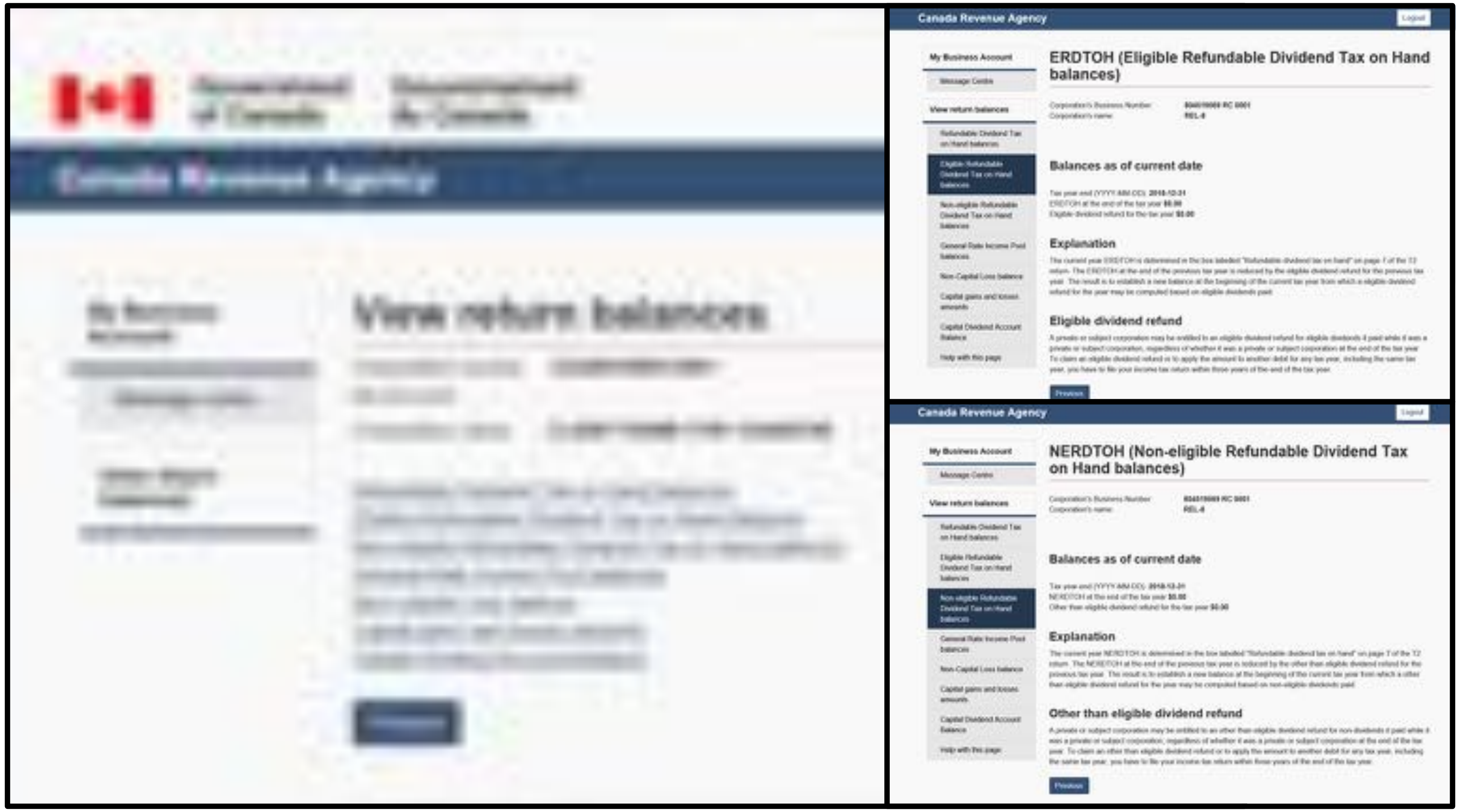
T2 Return status – 152(7) Assessment indicator





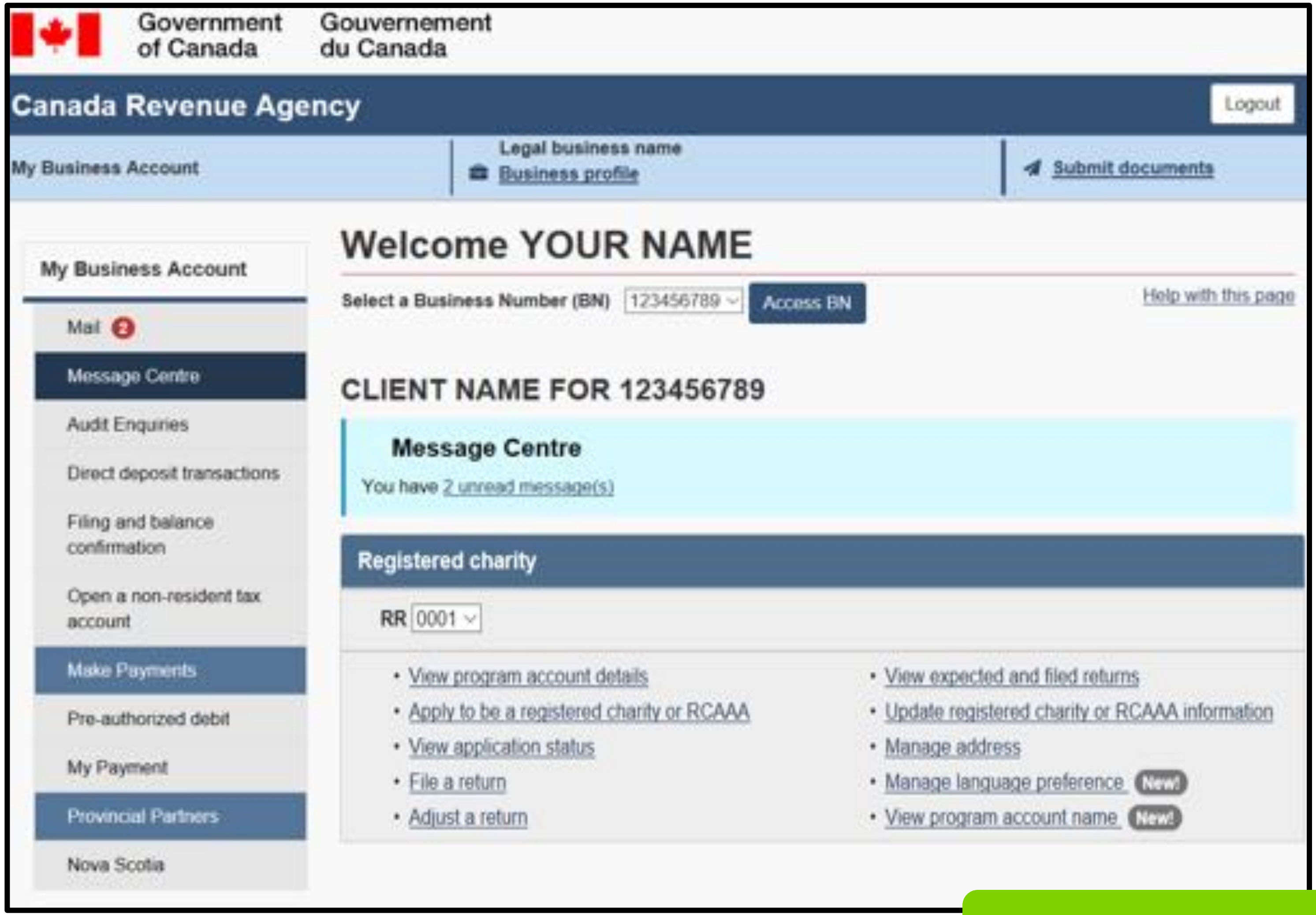
Fall 2019

T2 Return balance viewable in MyBA



Fall 2019

Registered charities on MyBA



Fall 2019

Email notifications – EFILE number

> You have new mail from the Canada Revenue Agency for EFILE number(s): ^^EFILE Number^^
>
> To view this mail, log in to Represent a Client and select "Access Mail."
>
> This is an automated email message. Please do not reply.

> You have unread mail from the Canada Revenue Agency, dated ^^Date of letter^^ for EFILE number(s): ^^EFILE Number^^
>
> To View this mail, log in to Represent a Client and select "Access Mail."
>
> This is an automated email message. Please do not reply.

Fall 2019

Email notifications – Security info

Email notifications sent when updates are made to security information

Subject: Canada Revenue Agency – CRA password changed

Subject: Canada Revenue Agency – CRA user ID changed

Subject: Canada Revenue Agency – CRA security questions and/or answers changed

Dear Legal Name:

Your CRA security questions and/or answers with the Canada Revenue Agency Login services was recently changed.

If you made this change please disregard this email.

If you did not make this change please call 1-800-959-8281.

If you're calling from outside Canada and the United Stated, call us collect at 613-940-8495.

The TTY (teletypewriter) number is 1-800-665-0354.

This is an automated email message. Please do not reply.

Fall 2019

Other coming changes

Future 2020

- Email notification:
  - Uncashed cheques initiative
  - Authorized Representatives
  - Submit Docs Acknowledgement MyBA
- File GST524 in My Account and MyBA
- Capital Loss Balances viewable in MyBA

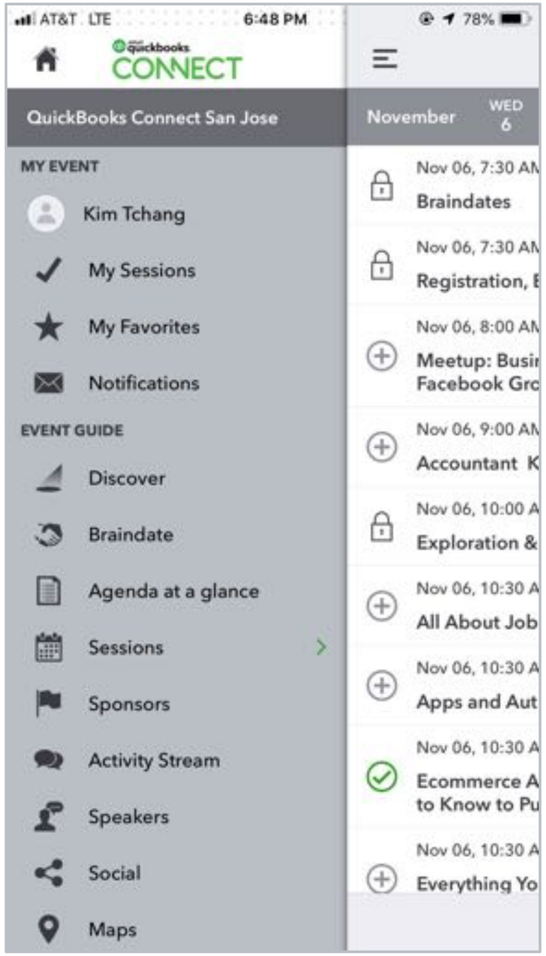
Future 2020

Questions?

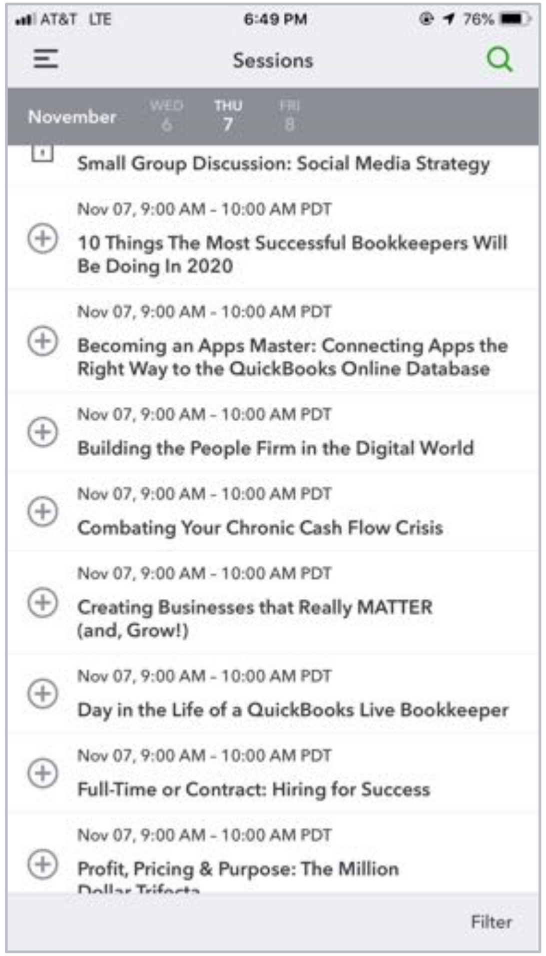
Rate this Session on the QuickBooks Connect Mobile App

Provide feedback to help us design content for future events

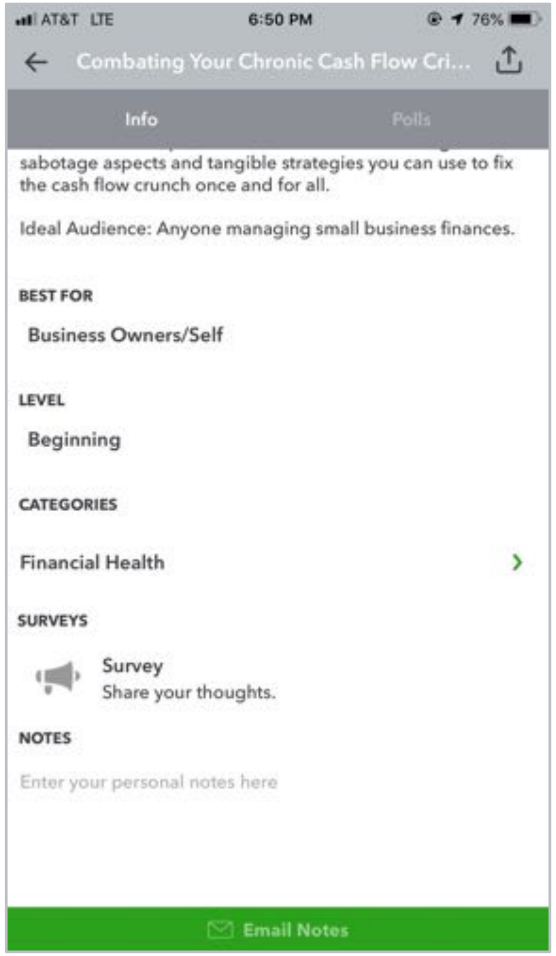
1. Select **Sessions**



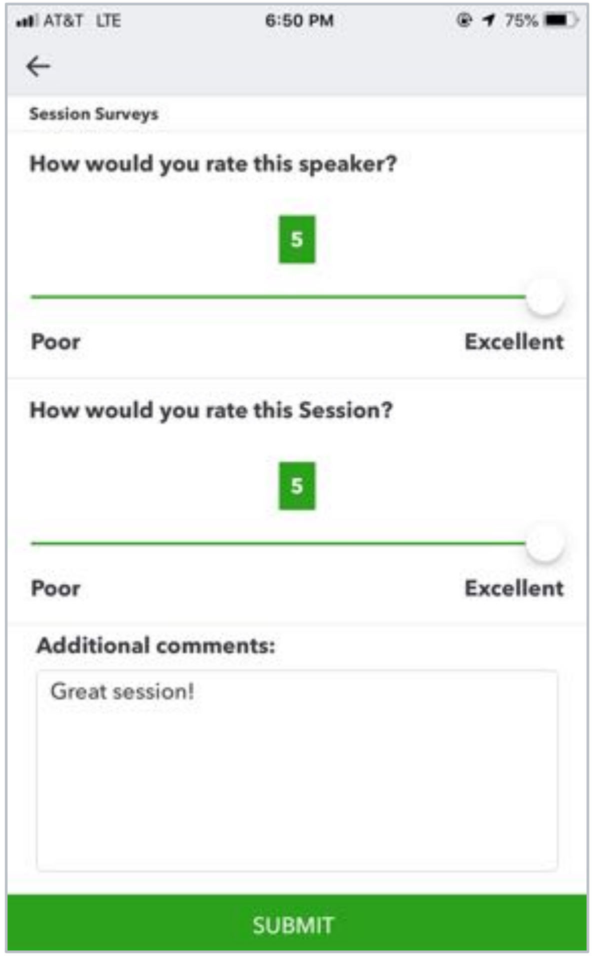
2. Select **Session Title**



3. Select **Survey**



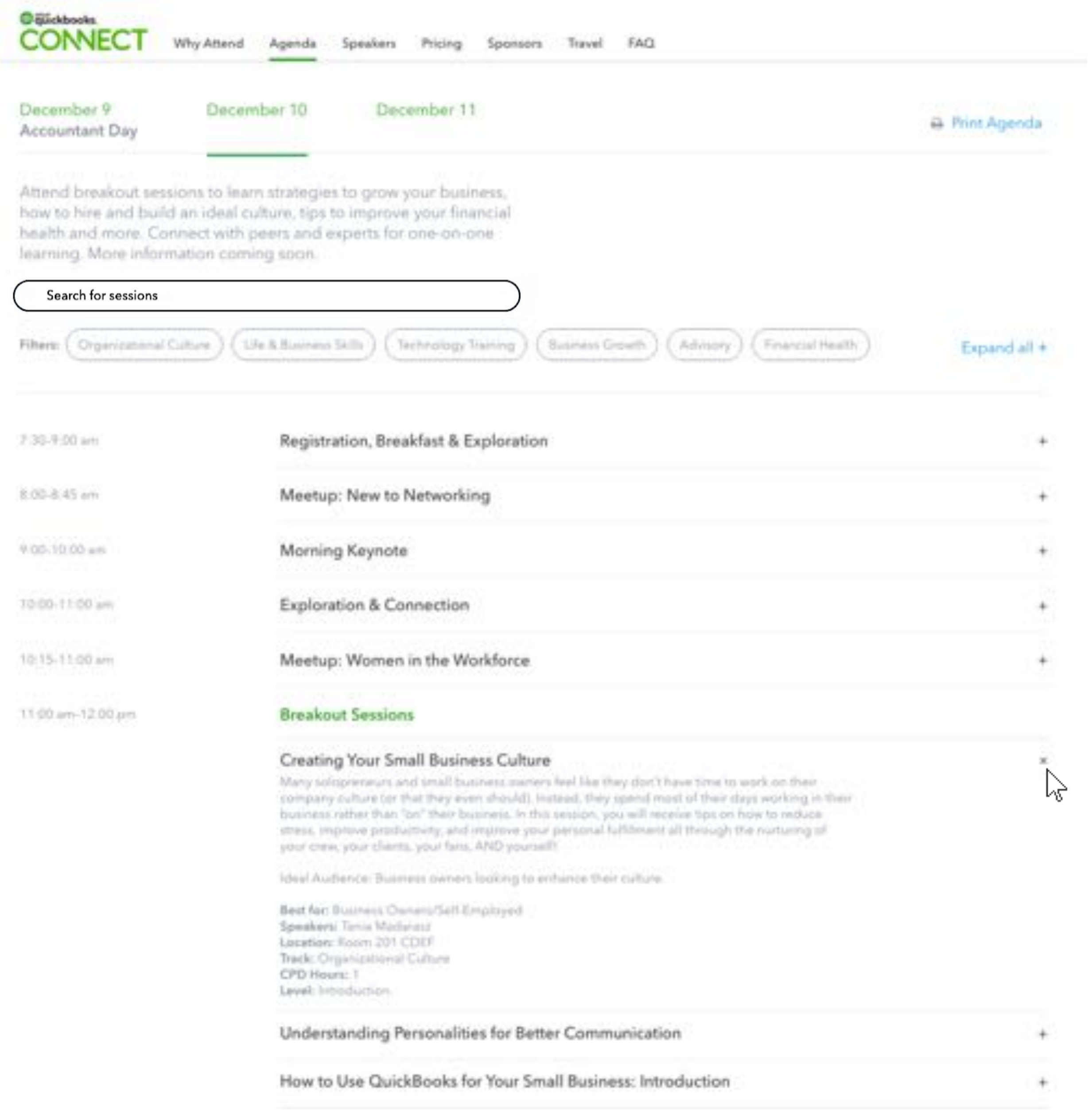
3. Add **Ratings**



Material Download

1. Find the session on the agenda
2. Select + for more information
3. Download PDF of slides and/or supplemental material

https://can.quickbooksconnect.com/agenda/



intuit quickbooks

CONNECT

OWN THE FUTURE