



# Overview of the BRITACOM Taxpayer Service Product Portfolio (TSPP)

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# Product 01: The Cornerstone of Building a Harmonious Tax Environment: Taxpayer Service Philosophy and Safeguards

## 01 Background of Taxpayer Service Development

- Concept and characteristics of taxpayer service
- Origin of the taxpayer service concept development
- Theoretical basis of new public management
- Theoretical basis of tax compliance

## 02 Building a Taxpayer Service System

- Comprehensive measures for the entire process
- Core dimensions
- Operational procedures and implementation standards

## 03 Future development prospects

- Provide practical solutions
- Lay a solid foundation
- Tax governance framework



# Product 6: Institutional Guarantees for Taxpayers' Rights and Interests

## 01 Overview of Taxpayers' Rights and Interests Protection

- Defines the institutional safeguards
- Explain the importance

## 02 Guidelines for Institutional Safeguards of Taxpayers' Rights and Interests

- Conceptual definition
- Establish a mechanism

## 03 Future development prospects

- Enhance tax governance capabilities
- Encourage voluntary compliance



# Product 7: Strategies and Practices for Resolving Tax Disputes in Advance

## 01 Overview of Tax Disputes

- Main types and causes of tax-related disputes
- Significance of resolving disputes through non-legal means

## 02 Guidelines for diversified dispute resolution

- Establish a comprehensive dispute resolution system
- International tax cooperation and coordination strategies
- Practical solutions for tax-related disputes

## 03 Future development prospects

- Further applied in the international tax field
- More disputes to be resolved efficiently and cost-effectively



# Product 9: Accompanying Entrepreneurs: Nurturing Growth with Premium Services

## 01 Overview of Taxpayer Service for Small and Medium-Sized Enterprises

- Concept and value of SMEs
- Necessity of personalized taxpayer service

## 02 Guidelines for Taxpayer Service for SMEs

- Implementation framework for SME taxpayer service
- Specific operational approaches and implementation details

## 03 Future development prospects

- Focus on the needs of SMEs
- Enhance tax experience and compliance
- Support SMEs in achieving steady progress



# Product 10: Precision Guidance for Cross-Border Enterprise Compliance

## 01 Overview of Cross-Border Services

- Background
- Core challenges
- Common tax-related dispute

## 02 Guidelines for Cross-Border Enterprises Taxpayer Service Operations

- For "going global" enterprises
- For "bringing in" enterprises

## 03 International Tax Cooperation and Future Development Prospects

- Leverage digital tools
- Involve relevant parties
- Foster co-governance and mutual benefits
- Create a more favorable tax environment



# Product 12: Guide Tax-Related Intermediaries to Practice in Compliance

## 01 Overview of tax-related intermediaries

- Define tax-related intermediaries
- Development history and industry characteristics
- Explain the significance

## 02 Interim guidelines for tax services provided by tax-related intermediaries

- Institutional measures
- Tax authorities oversee and support professional service providers
- Advancing intelligent early warning systems in line with digital trends

## 03 Future development prospects

- Evolve into a comprehensive, compliance-focused tax-related professional services system





**Thanks**