



"We take your taxes personally!!"

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PTC Canada Update Bulletin

*****For General Information and Distribution*****

"E-Services" or Bust

Hello Friends and Clients!

Happy Autumnal Equinox! In English, Fall's here and the tumbling leaves (with early snow in some regions) confirm summer's officially over. Most Canadian taxpayers have signed up for a [CRA on-line account](#) and [Direct deposit](#) as CRA had planned to eliminate checks in 2016 however the program is still not 100% successful due unbankable taxpayers, late filers catching up and some folks not on-line (how do they live?!?). Since 2006, CRA has invested millions into a variety of ["E-Services"](#) which I highly recommend you take advantage of for free. Many clients have been frustrated with long waits to the call center and while the issue was supposed to be fixed by this year, much can now be done on-line instantly.

If you've been in business, you may already know that you "MUST" have a [My Business Account](#) in order to authorize your representative as of last year since the [previous method](#) no longer works and this will be the general direction for all CRA interaction. While this is not across the board yet for personal taxes and can cause immediate frustration etc., with over 90% of taxpayers on-line, it's just a matter of time before the whole system goes this way. Tax pros like me are working with CRA to see if new users can have immediate access to features like authorizing a representative to reduce restrictions, so more on this in 2025 and on.

Whether you're following up on tax refunds, GST Credits, all types of Benefits, T-slips, RRSP limits and more, it is now on-line up to 10 years back for most taxpayers. Same applies with businesses for corporate, GST, payroll, sub-contractors, dividends, and more types of enquiries. While there are some of the features for [mobile devices](#), it's not as enhanced as the desktop. Ideally CRA does not want to write any more cheques, eliminate all mail, and move many of the call center functions on-line. I realized a very small minority of taxpayers still want to do it the old fashion, hard copy way but be prepared for that to be eliminated by next decade. I have been doing everything on-line now for you since 2020 and there's no reason why you

shouldn't be. For further information contact CRA general enquiries at 1-800-959-8281 or business line at 1-800-959-5525, <https://www.canada.ca/en/revenue-agency.html>!

Always at your tax service,

Neel



Neel Roberts

President & Founder—PTC Canada

P.S: *Have you got write offs on the job? Check out our [“Employment & Commission Expense Tax Booklet”](#)!*

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