

BIRUpdates

BIR provides eAppointment for taxpayers

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Taxpayers of selected BIR offices can now request, schedule and book for an online/virtual meeting with revenue officials and personnel through the BIR's eAppointment facility.

Registered taxpayers who want to schedule and book a virtual meeting with BIR officials and employees can access the eAppointment facility through the BIR Website (www.bir.gov.ph).

The use of eAppointment has been initially rolled out on October 19, 2020 in the following offices of the Bureau's Large Taxpayers Service: Regular Large Taxpayers Audit Divisions I, II and III; Excise Large Taxpayers Audit Divisions I and II; and Excise LT Field Operations Division.

On October 26, the eAppointment facility was also made available for taxpayers under the Large Taxpayers Division of Cebu and taxpayers under the Revenue District Offices (RDOs) of Revenue Region (RR) Nos. 7A-Quezon City, 8B-South NCR and 13-Cebu City.

eAppointment will also be made available in November for taxpayers under the Large Taxpayers Division of

Davao as well as taxpayers of RDOs (with internet connection) under RR Nos. 4-Pampanga, 5-Caloocan City, 6-City of Manila, 7B-East NCR, 8A-Makati City and 19-Davao City.

To book a virtual meeting with a BIR official or employee, taxpayers will have to fill out the required details for the appointment in the eAppointment page, such as the type of service they need, date and time of appointment, among others.

Once a taxpayer has successfully booked an appointment through the eAppointment page, the concerned BIR office will send an e-mail to the taxpayer containing the Microsoft Teams invitation link that will be used for the virtual meeting.

Given the restrictions of the current COVID-19 pandemic, the scheduling of virtual meetings with taxpayers through eAppointment is considered an alternative solution that can be used while the pandemic still hinders face-to-face interaction between taxpayers and revenuers.

