

## Welcome to the Agency

*A new full Guide on three-way kit for tax assistance provided to taxpayers by Italy's Revenue Agency*

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**IOTA**

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Digital technologies are bringing improvements not only to tax collection but also on providing fiscal services ever more tailored on taxpayers' needs. Indeed, while digitalization poses a number of challenges to revenue agencies, it offers also significant opportunities, especially during the present pandemic emergency, on how to manage daily activities in a secure and healthy environment. That's why many tax administrations are increasing their efficiency and effectiveness by moving towards an advanced e-administration model and using new technology tools both to enhance compliance and to reduce burden for taxpayers by improving services. The new digital options and the availability of off-the-shelf software and dedicated Apps can offer significant opportunities to make swift improvements. That's why, with this Guide, the Italian Revenue Agency intends to offer not only a complete view of the services that can be accessible remotely and online, or through dedicated Apps, but also explain how, in order to respond quickly to the pandemic challenge, it has been crucial to adopt a new model of integrated e-Agency, basically smart and increasingly capable of intercepting, reshaping and put on the innovations accessible thanks to the current world digital transformation.

### Increasingly digital services, less risk to encounter the Coronavirus

This guide provides useful information on how to receive Agency services, how to book an appointment and what citizens have to bring with them to the office. In addition it provides detailed information for some services that can be requested through different options, mostly online directly from the Revenue official website, by e-mail or certified e-mail PEC, using the Agency's dedicated mobile App or even in-person at the office. However, to assure social distancing, so as limiting the spread of COVID-19, digital tools and channels are largely accessible and preferred for the provision of a vast range of fiscal services, so as to avoid unnecessary waiting, queues and gatherings. Yet, in case it is not possible to use the e-channels and/or receive assistance remotely, taxpayers can ask for dedicated appointments at the office, then in-person, using the telephone, the website [www.agenziaentrate.gov.it](http://www.agenziaentrate.gov.it) or mobile App. All these tools allow booking an appointment choosing the Agency office on the desired day and at the preferred time.



## The full kit of accessible e-services in detail

On the Agency's website, it is possible to use many services directly, without the need for any registration. For other services, instead, it is necessary to have SPID credentials, the Public Digital Identity System, or a National Service Card (CNS). Particularly, taxpayers may submit the request for a service by e-mail or PEC remotely, attaching the necessary documents and indicating all references (e.g., telephone number) for any subsequent contacts. As regards the services provided, they range from the access to “your tax account” (through which is possible to view the income tax returns submitted, the payments made, eventual registered leases and deeds, communications and refunds received, own unique certifications and the employment payments sent yearly to the Agency by tax substitutes) to entering your personal “reserved area”, that enable citizens to take a full vision of the pre-filled tax return, including payment of taxes, fees and national workers contributions (F24 web), registration of a rental agreement (RLI), CIVIS assistance with communications of eventual irregularities, telematics notices and payment folders, communications for the promotion of spontaneous tax compliance, leases, service for the correction of F24 form tax payments and the sending of documents for formal tax controls, submission of inheritance tax return, automatic cadastral transfer and transcription of the property (SuccessioniOnLine), and even presentation of updating of buildings and land prepared by qualified technical professionals (architects, engineers, agronomists, surveyors, building experts).

## Requesting the tax code/health card and the duplicate

Every year millions of taxpayers and/or individuals need a new and/or a duplicate of their own tax code or health card. To obtain them, it's possible to submit the request online connecting to the following page:

<https://telematici.agenziaentrate.gov.it/RichiestaDuplicatoWeb/ScegliModalita.jsp>

and follow the instructions. Alternatively, citizens can opt for submission through e-mail or certified e-mail PEC, which implies submitting an ad hoc request form (form AA4/8), filled in and signed, and attaching the necessary documentation. The form can also be signed using a digital signature.



## The mobile App "AgenziaEntrate" as an easy and immediate multifaced e-services tool

This innovative application can be downloaded from IOS, Google and Microsoft stores. After having installed it, taxpayers can access a range of e-services on their smartphone or tablet just choosing to click on different web-pages showed.

Here's what taxpayers can do with the help of this mobile App:

- book an appointment at the Agency office and view the reservations already made and, using the check-in button, go directly to the dedicated desk without having to "authenticate" at the reception;
- to take the web ticket to go to office on the same day, avoiding unnecessary waiting, and check when it is your turn, by checking on your device the display in the office room where you took the ticket from the queuing totem;
- contact the Agency call center by phone via the dedicated mobile number;
- check the tax codes and VAT numbers;
- check the calendar of tax deadlines and the terms within which to provide for future obligations;
- view the list of notices relating to Telematic Services; consult Revenue Agency fiscal guides on useful topics;
- access the "Pre-filled Declaration" support site and the "Invoices and fees" web service;
- directly access the cadastral cartographic Geoportal;
- send an e-mail to the Agency to receive information on certain topics;
- access the so called fiscal drawer, to consult the tax returns and payments made;
- view the receipts of electronic mailings made;



- view taxpayer's profile such as the expiration of the password, the presence of the IBAN for requesting tax refunds and the sms-email contacts registered on the website of the Telematic Services of the Revenue Agency, the managers in charge, etc ...;
- view personal notifications such as the impending password expiration or the presence of receipts to read;
- consult the processing status and the results of requests for assistance on electronic communications and notices, payment folders and F24 proxies;
- view notification messages, such as password expiration or receipts to read change or reset the password to access the services.

The App is free to download.

## Online services without authentication

Indeed, many of the services that the Agency provides can be used directly on the website, without any registration. The following services can be reached directly from this same page by clicking on "GO TO SERVICE":

- "contact center", online cadastral data correction;
- car vignette calculation;
- search for rental lease payment identification code;
- calculation of amounts for the taxation of judicial acts; querying telematics markings; calculation of instalments, automated and formal control of tax returns;
- verification received declaration of intent;
- verification of the tax code;
- verification of the VAT number;
- booking appointments;
- callback booking and search for professionals qualified for visa compliance.



In search of the best scheme to provide fiscal e-services to millions of citizens thanks to booming digital tools (some due reflections)

The digital transformation has accelerated all over the country during the pandemic, offering new opportunities to improve secure and fast fiscal services to millions of taxpayers in the short and medium terms. In other words, the accelerating dynamics that drive the digitalization are progressively improving the resilience of countries in a vast range of sectors, including also the tax administration's traditional working fields. What is clear and easy to observe is how digital technologies allow for delivery of services while fulfilling the social distancing requirements and limiting the spread of COVID-19, and permit some workers to remain productive and to perform their jobs online, reducing the economic costs of containment. This convenient combination is the main driver pushing recently tax administrations to adopt the full set of opportunities arising from the digital transformation.



Indeed, digitalization is changing not only the conceptual vision of tax bases, but even how taxes are collected and, above all, the way a long list of fiscal services are administered, managed and reshaped so as to put citizens ever more at the core of the tax administration's mission. In brief, the ongoing digitalization process offers several opportunities in tax administration, where new digital instruments and channels can potentially improve both compliance and enforcement as well as reduce burdens on the taxpayers' shoulders helping to maximize the tax compliance level. Furthermore, digitalization can also increase transparency and accountability of the tax system, which can help build trust in the system and hence again add more to compliance. At the same time, there are a number of challenges to cope with, firstly due to the radical transition from the traditional in-person and at office operations to a new model of smart working, where the relation between officers and taxpayers is managed throughout a virtual and distanced space.

## Italy's Revenue Agency and the new e-working and e-services integrated model

However, it's correct to point out that for our Administration has appeared quite immediate and easy to adopt a new Agency-model also thanks to the significant advances made by years in digitalizing our tax procedures, services, administration functions and activities. In fact, since 2001, online tax returns filing has become the norm. Therefore, it's no longer a surprise reading that annual data show online e-filing rates of 100% either for corporate and VAT tax returns or for personal income tax. More broadly, it means that the Revenue Agency has been quick in answering to the pandemic risks and building rapidly a new mostly digital Agency-model, able to assurance a secure and efficient working framework for taxpayers and officers, also because the massive use of digital tools to support tax compliance was already largely accomplished and experienced in every area of activity.

*The following links provide further and useful information:*

On the Italian Revenue Agency website is available the full text of the new Guide [“Welcome to the Agency! The tools for getting a jump start of your tax”](#);

How to book an appointment on the Agency website. Click on the following page, in the section [“Contacts and assistance” > “Tax assistance” > “Delete online queues \(web ticket\)”](#);

All the services accessible through the mobile App “AgenziaEntrate”  
<https://www.agenziaentrate.gov.it/portale/web/guest/l-app-dell-agenzia>;

Requesting the tax code/health card and the duplicate by clicking on the following web-page  
<https://telematici.agenziaentrate.gov.it/RichiestaDuplicatoWeb/ScegliModalita.jsp>;

On this web page on the Revenue Agency website you can find the full range and options of online services and digital assistance tools provided to taxpayers  
<https://www.agenziaentrate.gov.it/portale/servizi>;

Video tutorial available on YouTube [https://www.youtube.com/watch?v=V09Z\\_vgLfio](https://www.youtube.com/watch?v=V09Z_vgLfio).