REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE
BUREAU OF INTERNAL REVENUE
Quezon City

Bringing in Revenues
for Nation-building

REVENUE MEMORANDUM ORDER NO. 039-2024

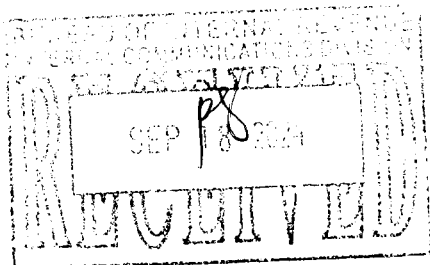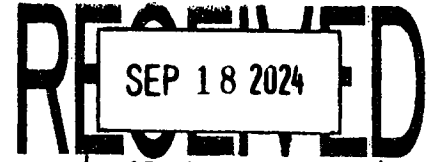|		
SUBJECT	:	Revised Policies and Guidelines in the Operation and Maintenance of the eLounge Facilities in Revenue District Offices
TO	:	Revenue District Officers (RDOs) Revenue Data Center (RDC) Heads Client Support Section (CSS) Chiefs Other Revenue Officials, Employees, and Others Concerned

I. BACKGROUND

In line with the BIR's thrust to deliver "excellent service" to taxpayers and its commitment to make the filing of tax returns and payment of taxes hassle-free and convenient for taxpayers, the Bureau's eLounge facilities have been established in the Revenue District Offices (RDOs) nationwide for utilization of the taxpaying public pursuant to Revenue Memorandum Order (RMO) No. 33–2021.

Through the eLounge facilities, taxpayers may download BIR Forms through the Electronic BIR Forms (eBIRForms) facility and electronically file their tax returns and/or pay their taxes due through the Electronic Filing and Payment System (eFPS), and various electronic Payment (ePay) Channels of Authorized Agent Banks, whichever is applicable. They can also submit the corresponding attachments to their tax returns thru the Electronic Submission (eSubmission) or Electronic Audited Financial Statement (eAFS) System.

Taxpayers may also access through the BIR eLounges, other electronic services (eServices) of the BIR such as, but not limited to, the following:

1. Online Registration and Update System (ORUS)
2. New Business Registration (NewBizReg) Portal
3. Taxpayer Registration–Related Applications (TRRA) Portal
4. Electronic One-Time Transaction (eONETT) System
5. Electronic Tax Clearance for Bidding Purposes and Tax Compliance Verification Certificate (eTCBP-TCVC)
6. Electronic Documentary Stamp Tax (eDST)
7. Electronic Complaint (eComplaint) System
8. Electronic Accreditation and Registration (eAccReg)
9. Electronic Sales Reporting (eSales)
10. Electronic Tax Software Provider Certification (eTSPCert) System
11. Electronic Tax Clearance System (eTCS)

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II. OBJECTIVES

Given the increasing number of BIR eServices, developed by the BIR to make tax compliance easier for taxpayers, the demand for the use of the BIR eLounges is also increasing that is why there is also a need to enhance the Bureau's eLounge facility and to revise the policies and guidelines in the operation and maintenance thereof in the Revenue District Offices. Specifically, this Order is issued to:

1. Revise the policies and guidelines in the operation and maintenance of the eLounge facility.
2. Enhance the eLounge facility in the Revenue District office (RDO) by providing the standard layout and facility (office equipment and furniture) based on the RDO classification; and assignment of dedicated revenue personnel to man the facility.
3. Eliminate the use of manual logbook and the manual preparation and submission of Quarterly eLounge Utilization Report by the Revenue District Offices (RDOs) through the automatic generation of the same using MS SharePoint.

III. POLICIES AND GUIDELINES

The following policies and guidelines shall be observed in the operation and maintenance of eLounge facilities in the Revenue District Offices (RDOs):

A. Enhancement of eLounge Facility

1. The Standard Requirements for the RDO eLounge Facility (Annex A) and the Minimum Number of Desktop Computers based on RDO Reclassification per RMO No. 21-2024 (Annex A-1) and the Standard Layout and Design of RDO eLounge Facility (Annexes B, B1, B2, B3 and B4) depending on the RDOs class, and current available office's space and layout shall be complied with by all RDOs. The funds for the procurement of the necessary furniture and equipment should be included in the Project Procurement Management Plan (PPMP) of the RDO.

2. RDOs should ensure that the required number of office equipment (desktop computers, modems, routers, printers, scanners, cameras, etc.) and furniture (i.e., chairs and tables) are installed and are working/functioning at all time and that sufficient office supplies are available at the eLounge.
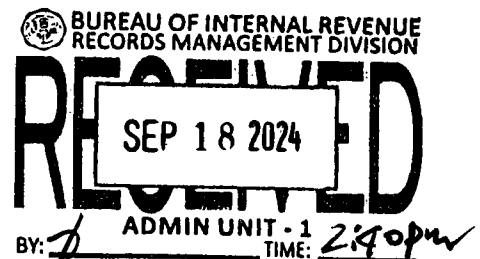
B. Use of eLounge

1. The eLounge facility in the RDO are established for FREE utilization by taxpayers who want to use the BIR eServices (i.e. ORUS, eONETT*, etc.) in the filing of application for registration, update of registration, filing of tax returns, submission of required reports/attachments, and other tax-related transactions.
NOTE: For filing of ONETT Applications via the eONETT System, a P 150.00 convenience fee shall be charged per transaction.

2. Taxpayers who shall use the eLounge must register first at the eLogbook using Microsoft (MS) Forms which is accessible/available in each desktop computer at the eLounge Area.

3. The use of eLounge shall be part of the RDO's queueing system for BIR transactions and shall be on a first-come, first-serve basis.

4. Bookkeepers/accountants/tax practitioners/tax agents and taxpayers are allowed to use the eLounge for a maximum of three (3) transactions only per day and not exceeding one (1) hour, whichever is shorter.

5. Taxpayers who will use the eFPS facility shall be allowed to only print the Filing Reference Number (FRN) of efiled Tax Return at the eLounge or the Tax Return Receipt Confirmation (TRRA) for eBIRForms Filed Tax Returns and Transaction Reference Number (TRN) for attachments submitted through eAFS. Printing of the filed tax return shall not be allowed at the eLounge.

6. Extraction/copying of personal tax-related files from the computer shall only be allowed upon checking/approval of the eLounge personnel.

7. The eLounge personnel shall ensure that all personal information of the eLounge users are properly deleted in the computer before allowing the next user to use it.

C. Operation of eLounge

1. The eLounge shall be open from 8:00 A.M to 5:00 P.M. However, it may be used beyond office hours depending on the taxpayers' needs and upon the approval of the respective Revenue District Officer, taking into consideration the provisions of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

2. The Client Support Section (CSS) of the RDO shall be responsible in maintaining their respective eLounge.

3. The RDO shall identify minimum of three (3) personnel who are trained and knowledgeable on the use of all BIR eServices who will be assigned on rotation basis at the eLounge to assist taxpayers in accessing and using the BIR eServices.

4. The eLounge Officer-of-the-Day shall ONLY PRINT the Filing Reference Number (FRN) Page (for eFPS Filed Tax Returns) or Tax Return Receipt Confirmation (for eBIRForms Filed Tax Returns) and Transaction Reference Number (TRN) for attachments submitted through eAFS.

5. Shortcuts/desktop icons shall be placed in eLounge computers in order for taxpayers to easily access the following:
   a. BIR eServices
   b. BIR Citizen's Charter
   c. BIR Website
   d. BIR Online Customer Satisfaction Survey
   e. eFOI Portal
   f. BIR eComplaint System
   g. eLogbook (MS Forms for Taxpayer Assistance)

6. No BIR personnel shall install programs or configure the default settings of the eLounge computers, unless approved by the Revenue District Officer.

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7. A stand-alone electronic logbook (eLogbook) shall be accessed by taxpayer/user through Microsoft (MS) Forms in the eLounge computers that shall be used to register the users of the eLounge and to monitor the number of clients using the facility.

8. The eLounge Utilization Report shall be accessed and generated from the Microsoft (MS) Forms both by the RDO and Public Information and Education Division (PIED). The same Report generated by the RDO and PIED shall be reviewed for submission to the Regional Director (RD) and Client Support Service (CSS), respectively, for their recommendations and/or appropriate actions.
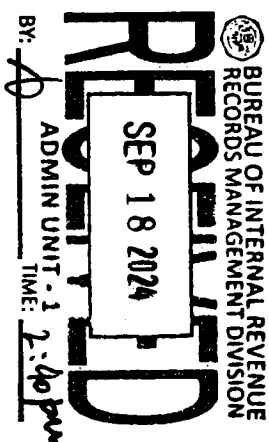
D. Maintenance of eLounge

1. For the sustainability of eLounge operations, the RDO shall allocate and include in the RDO's Project Procurement Management Plan (PPMP) sufficient funds for Broadband Internet Subscription from a third-party Internet Service Provider (ISP), office supplies, and other materials that may be needed.

2. The technical specifications required for the eLounge's Broadband Internet Subscription is **Unlimited Broadband Internet Connection or Access with at least 20 Mbps DSL Internet Service**. In areas where there are no ISP that can meet the said specifications, the RDO has the option to find any available Internet Software Provider (ISP) that can provide them better internet connection.

3. "Systems Restore" of the eLounge desktop computers should be done every week by Revenue Data Center Technical Personnel to sustain their maximum performance.

   The "Systems Restore" is a Windows functionality which optimizes the performance of computers by restoring it to its best settings. This can be done by accessing the Control Panel > Recovery > Open System Restore in the eLounge computers.

IV. DUTIES AND RESPONSIBILITIES

A. Revenue District Offices

1. Promote the use of the eLounge in the filing of tax returns, payment of taxes and submission of attachments to tax returns, as well as in registration-related transactions.

2. Ensure that the eLounge facility is fully operational and manned all the time by an eLounge personnel who is knowledgeable on BIR Services. For this purpose, at least three (3) personnel shall be assigned on rotation basis at the eLounge.

3. Ensure that the eLounge is being used for Official Tax Transactions Only. All eLounge users, including BIR personnel, are not allowed to access social, gaming or entertainment web sites, except sites related to their BIR concerns. Appropriate sanctions (e.g., Revenue Memorandum Order Number
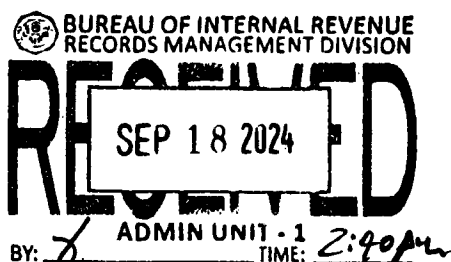
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53-2010 - Promulgation and Implementation of the Revised Code of Conduct for BIR officials and employees) shall be imposed on any revenue official or employee who violates the rules and regulations governing the use of the eLounge facility and its amenities.

4. Endorse to the respective Revenue Data Center (RDC) Head any technical issues and concerns relative to the operation of eLounge, including technical upgrade and other IT-related requirements.

5. Monitor and review the eLounge Utilization thru the Report generated from MS Forms eLogbook developed/provided by the Public Information and Education Division and submit to the RD for their recommendations and/or appropriate actions.

6. Perform other functions as may be required in relation to the operation and maintenance of the RDO's eLounge facility.

B. Assigned eLounge Personnel

1. Ensure the proper use of the eLounge facilities.

2. Monitor the operation of the eLounge facility from 8:00 A.M to 5:00 P.M ensuring that the eLounge facility will be fully functional at the start of the office working hours until the end of working hours.

3. Require all taxpayers who shall use the eLounge facility to register using the eLogbook via Microsoft (MS) Forms.

4. Assist clients on their use of the BIR eServices and answer their queries.

5. Ask eLounge Users to accomplish the Customer Satisfaction Survey thru Microsoft (MS) Forms to determine their level of satisfaction on the delivery of the Bureau's services using the BIR eServices and eLounge facility.

6. Ensure that no flash drive/Universal Serial Bus (USB) will be used in the eLounge facility.

7. Escalate the users' issues/concerns to concerned offices following the procedures below:
    i.) For technical issues/concerns
    • Log the issue/s to Centerpoint for resolution by the concerned Revenue Data Center or Helpdesk.
    ii.) For non-technical issues/concerns
    • Report non-technical issues/concerns to the CSS Chief, for resolution.
    • For issues/concerns that may need further escalation, the CSS Chief shall forward them to the Revenue District Officer, for resolution.

8. Monitor on a daily basis the number of clients who used the RDO's eLounge facility thru the eLounge Utilization Report (Annex C) generated from the MS Forms eLogbook.

9. Perform other related functions as may be required in relation to the operation of the RDOs eLounge facility.
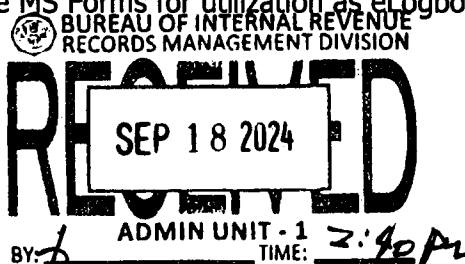
C. Regional Director/Revenue Region

1. Receive and review the eLounge Utilization Report submitted by RDOs and perform necessary action.

D. Revenue Data Center

1. Resolve the technical issues/concerns encountered in the RDO's eLounge. Technical issue/s encountered by CSS personnel shall be logged in the Centerpoint by the RDC Helpdesk Analyst for proper dispatch of Technical Engineer/s who will resolve the said issue/s. If the technical issue/s involve/s a third-party intervention, it will be escalated and assigned to the proper authority. Any issue that cannot be resolved shall be logged in the Help Desk facility for escalation to the concerned Problem Resolution Group (PRG) pursuant to RMO No. 4-2018. The PRG shall inform the CSS Chief on the resolution made on the issue/concern reported. Note: Regional Technical Support may also provide the said assistance.

2. Maintain the following requirements for eLounge operation:

   - Two (2) user accounts, Admin and Guest/Client for each computer. Admin should have a password that only RDC Technical Support/Regional Technical Support can access.
   - Shared folder in each PC (label each folder from PC 1 to PC 3), which will be directly accessible by the PC of eLounge Personnel-In-Charge.
   - Printer connected directly to the PC of the eLounge Personnel-In-Charge and share printer.
   - PDF Writer Application (Freeware - like Cute PDF)
   - Web Browsers with plug-ins (to be able to accommodate BIR eServices)
   - Updated Anti-virus software (to be installed by the concerned RDC technical personnel)
   - Disabled pop-up blocker

3. Disable the usage of USB port to avoid viruses that can harm the desktop.

4. Perform other related technical functions as may be required.

E. Public Information and Education Division

1. Submit the eLounge Utilization Report (Annex C) generated from the Microsoft (MS) Forms to the Assistant Commissioner, Client Support Service (CSS) every tenth (10th) day following the end of each month.

2. Conduct spot-checking of eLounges to ensure its availability for taxpayers' use.

3. Provide and inform each Revenue District Office, through the assigned CSS personnel, the link to the MS Forms for utilization as eLogbook.

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4. Perform other related functions as may be required.

F. Client Support Service

1. Review the Monthly Consolidated eLounge Utilization Report submitted by the Public Information and Education Division and perform necessary action.

2. Provide direction on the policies and guidelines on the operation of the eLounge in the RDOs.

V. REPEALING CLAUSE

The provisions of other revenue issuances inconsistent with this Order are hereby modified or repealed accordingly.

VI. EFFECTIVITY

This Order takes effect immediately.

ROMEO D. LUMAGUI, JR.
Commissioner of Internal Revenue

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