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

April 30, 2014

REVENUE MEMORANDUM ORDER NO. 20-2014

SUBJECT : Amending Revenue Memorandum Order (RMO) No. 22-2000, as Amended by RMO No. 12-2001, and Further Amended by RMO No. 4-2002, on the Implementation of the Taxpayers' Account Management Program (TAMP) in Harmony with RMO No. 41-2011 (Consolidates and enhances the guidelines and procedures in identifying, handling, closing and monitoring of real/actual and invalid stop filer cases)

To : The Regional Directors, Revenue District Officers, Revenue Data Center (RDC) Heads and Others Concerned

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I. OBJECTIVES:

A. To update or amend the existing RMOs on TAMP.
B. To prescribe the criteria in the identification of taxpayers for inclusion in TAMP.
C. To cleanse the registered tax types of TAMP taxpayers.
D. To monitor tax compliance of taxpayers included in TAMP on the filing of required returns, including TAMP withholding agents and VAT taxpayers who are required to file the Monthly Alphalist of Payees (MAP)/Summary Alphalist of Withholding Agents of Income Payments Subjected to Withholding Tax (SAWT)/Annual Alphalists, and the Summary List of Sales/Purchases/Importation (SLP/I), respectively.
E. To address the issues raised by all the Officers of the Revenue District Offices (RDOs) during the monitoring done by the Task Force on the performance of all RDOs in compliance with the existing RMOs on TAMP.

II. DEFINITION OF TERMS

Section II (B) of RMO No. 4-2002 is hereby amended to be read as follows:

TAMP Taxpayers - These refer to taxpayers that have been identified by the RDO which account for at least 80% of the tax collection of the District and as such are the top taxpayers who are covered by TAMP. They shall be strictly monitored on their stop filer cases, drastic changes in revenue payments, submission of required information returns and lists, and compliance with revenue rules and regulations.

III. POLICIES

A. Taxpayers, whether individual or juridical entity, who/which are included as those that provided at least eighty-percent (80%) of the District's revenue collection shall be included in the program.

B. All taxpayers under the jurisdiction of the Large Taxpayers Service and RDO 19-SBMA, shall automatically be considered as TAMP taxpayers. On the other hand, the number of TAMP taxpayers for each District Office shall be based on the RDO classification, under existing revenue issuance, as follows:

RDO Classification	Minimum Number of TAMP taxpayers
a. Class A-B	1,500
b. Class C-D	1,000
c. Class E-F	500
d. Class G-H	300

C. Branch Offices shall also be included in the TAMP of the district office, in case TAMP criteria are met. On top of the number provided above, taxpayers who/which have annual sales/receipts of fifty million pesos (P50M) or more shall be included in TAMP even if their tax payments are not included in the 80% threshold.

However, a Revenue District Officer may request for an increase or decrease, in meritorious cases, of his assigned TAMP taxpayers subject to validation of the Deputy Commissioner, Information Systems Group and final approval of the Deputy Commissioner, Operations Group.

D. The number of TAMP taxpayers prescribed shall be increased by ten-percent (10%) in 2015; and in 2016 onwards, the number shall be equal to the actual number of taxpayers contributing the 80% of the District's revenue collection or the number of TAMP taxpayers in 2015, whichever is higher. In each case, the provision of "C" above on the annual sales/receipts and branch/es shall be considered.

E. The list of TAMP taxpayers shall be updated annually based on the revenue collections of all tax types, except one-time tax types and Registration Fees, for the immediately preceding year which shall be generated on or before May 15 (after income tax filing of April 15) by the Revenue Data Center (RDC), and shall be immediately transmitted to the concerned RDO. This is due to various factors such, as but not limited to, cessation or closure of business, transfer to another RDO, drastic change in the revenue collections, and merger or consolidation.

F. Validation of the initial TAMP list shall be done by the District while simultaneously assigning case officers which is required for data migration, and such validated list with case officers assignment shall be transmitted to the concerned RDC not later than June 15.

G. The final TAMP list with case officers assignment shall be uploaded by RDC based on the validated list as transmitted by the RDO. The final list shall then be distributed to the concerned District not later than June 30.

H. The distributed final list shall be the TAMP taxpayers for compliance monitoring from July 1 of the current year to June 30 of the following year. No further update during the said period shall be allowed.

I. Transferred TAMP taxpayer shall be automatically included as TAMP of the new District. The transferor-District shall add TAMP taxpayer/s equal or greater than the number of transferred-out TAMP taxpayer/s.

J. The RDO shall be held responsible for the updates and cleansing of registered tax types of TAMP taxpayers, for the strict monitoring of returns filing and payments, and for the monitoring of compliance on the submission of required Alphalists of Payees/Employees, Summary Lists of Sales/Purchases/Importation (SLS/P/I), Inventory Lists (if applicable), and other tax information requirements of the Bureau prescribed in various revenue issuances.

K. The Key Performance Indicators (KPIs) of the District and its Officers shall be strictly monitored. Applicable sanction to an Officer who is remiss of the required monitoring activities under this Order shall be strictly observed.

L. The required KPI is 100% compliance of TAMP taxpayers. The formula shall be:

$$\% \text{ of compliance } = \frac{\text{Total compliant TAMP taxpayers}}{\text{Total TAMP taxpayers}}$$

IV.   PROCEDURES:

A.   Revenue Data Center (RDC)

1. Generate on or before May 15 (after income tax filing of April 15) the list of top taxpayers based on collections of taxes due for the taxable calendar period January to December of the immediately preceding year of all tax types, except one-time tax types and Registration Fees, for transmittal to RDOs for their validation. For example, for collections due for taxable calendar period 2013, exclude annual income tax paid in 2013 (for this is for TY 2012) and include the annual income tax paid in 2014 (this pertains to TY 2013); exclude withholding taxes (WT) paid in January 2013 (this pertains to taxable month December 2012) but include the WT paid in January 2014 (since this pertains to taxable month of December 2013).

2. Transmit on May 15-16 the generated initial TAMP list to the respective RDOs for their validation.

3. Monitor compliance of RDOs in the verification, validation and submission of validated and corrected lists.
4. Receive the validated and corrected TAMP lists, with respective case officers assignment, on or before June 15 to implement appropriate correction in the registration details of concerned taxpayers in the Integrated Tax System (ITS) database.
5. Upload the final TAMP list for distribution to the respective RDOs not later than June 30.
6. Effect increase/decrease of TAMP taxpayers based on the approved request of RDO.
7. Act on the request for replacement of transferred out TAMP taxpayers.
8. Effect transfer of records of enlisted/delisted taxpayers from/to RDO/LTS.
9. Provide RDOs with a report on the status of successful file transfer of SLS/P/I a month after its quarterly submission, and Alphalist on WT compliance every end of March.
10. Increase automatically the network bandwidth to accommodate simultaneous system transactions and ensure smooth data transfer during peak filing/submission season.
11. Generate exception reports of TAMP taxpayers, including those who are eFPS filers and those enrolled in the interactive forms, who have not complied with the filing of required returns, and the submission of required lists and other information.
12. Generate reports required to monitor the KPI of the District and its Officers.

B.   Revenue District Office (RDO)

1. Receive from RDC on May 15-16 the initial list of top taxpayers based on TAMP criteria as previously stated, and perform verification, validation and necessary correction. Assign case officers who shall monitor the tax compliance of the validated TAMP taxpayers.
2. Submit the verified, corrected and approved lists, with the respective assigned case officers, to the concerned RDC on or before June 15.
3. Submit to the Deputy Commissioner, Operations Group any request for increase or decrease of TAMP taxpayers based on justifiable and valid reasons.
4. Receive from RDC the uploaded final list of TAMP taxpayers on or before June 30.
5. Conduct briefings to all TAMP and VAT taxpayers on their obligations.
6. Inform the TAMP and other VAT taxpayers that the e-Lounge of the District is available for uploading of data for the Alphalists and SLS/P/I to the RDC.
7. Monitor compliance of TAMP taxpayers in the filing of required returns and other information returns/lists; withholding agents in the submission of the MAP, SAWT and Annual Alphalists; and VAT taxpayers on SLS/P/I compliance.
8. Initiate the appropriate actions, like issuance of eLA or Mission Order signed by the Regional Director directing the Revenue Officers who perform assessment functions to conduct surveillance and/or inventory stock-taking activity, on erring TAMP withholding agents and VAT taxpayers for their non-compliance.
9. Include in the TAMP list the transferred TAMP taxpayer from other district/investigating office.
10. Recommend immediately the replacement of the deleted taxpayers to complete the list of TAMP taxpayers in case there are deletions to the existing list due to transfer of

business registration to another RDO/LTS Office, retirement from business or cessation of the taxpayer's business operations, business reorganization such as merger or consolidation, and other similar or analogous circumstances.

11. Ensure that the records of enlisted/delisted taxpayers from/to RDO/LTS are transferred by concerned RDC.

12. Receive from RDC the report on the status of successful file transfer of SLS/P/I a month after its quarterly submission, and Alphalist compliance every end of March.

13. Receive exception reports of TAMP taxpayers, including eFPS filers and those enrolled in the interactive forms, that have not complied with the filing of required returns, and the submission of required lists and other information, for appropriate action.

14. Receive reports required to monitor the KPI of the District and its Officers for validation, and explanation in case KPI is less than the required performance.

15. Observe strictly the provisions of RMO No. 53-2010 (Promulgates and Implements the Revised Code of Conduct for BIR officials and employees) and other existing rules and regulations for those who are remiss on their work performance.

C.   Large Taxpayer District Office (LTDO)/LT Investigating Offices

1. Inform taxpayers that the e-Lounge of the Large Taxpayer District is available for uploading of data for the Alphalists and SLS/P/I.

2. Monitor compliance of taxpayers in the filing of required returns and other information returns/lists; withholding agents in the submission of the MAP, SAWT and Annual Alphalists; and VAT taxpayers on SLS/P/I compliance.

3. Ensure that the records of enlisted/delisted taxpayers from/to RDO/LTS are transferred.

4. Initiate the appropriate actions, like issuance of eLA or Mission Order to conduct surveillance and/or inventory stock-taking activity, on erring withholding agents and VAT taxpayers for their non-compliance.

5. Receive exception reports of taxpayers that have not complied with the filing of required returns, and the submission of required lists and other information, for appropriate action.

6. Receive reports required to monitor the KPI of the Investigating Office and its Officers for validation, and explanation in case KPI is less than the required performance.

7. Observe strictly the provisions of RMO No. 53-2010 (Promulgates and Implements the Revised Code of Conduct for BIR officials and employees) and other existing rules and regulations for those who are remiss on their work performance.

D.   Large Taxpayer Service (LTS)

1. Inform OG on the taxpayers enlisted/delisted to/from LTS, and the effective date of such enlisting/delisting.

2. Copy furnish the concerned RDO, of the taxpayers transferred from RDO to LTS.

3. Ensure that all unsubmitted tax returns and information returns/lists prior to enlisting of taxpayer to LTS are diligently monitored.

E.   Operations Group (OG)

1.   Receive and evaluate any request by RDO for increase/decrease of TAMP taxpayers.
2.   Transmit to ISG, for validation, the RDO's request for increase/decrease of TAMP taxpayers.
3.   Receive from ISG the validated RDO's request for increase/decrease of TAMP taxpayers.
4.   Approve request based on justifiable reasons, otherwise, inform the concerned RDO on any adverse decision on the request, copy furnish ISG.
5.   Monitor the KPIs of RDOs on TAMP compliance, withholding agents, and SLSP submission of VAT taxpayers.
6.   Receive information from LTS of the enlisted/delisted taxpayers from/to concerned RDO anytime during the taxable year.
7.   Inform concerned RDO of the LTS enlisting/delisting; coordinate with ISG on the transfer of the taxpayer's records.
8.   Receive request for replacement of TAMP taxpayer that transfer out to other RDOs for verification and validation, and thence transmit the same to ISG.

F.   Information Systems Group (ISG)

1.   Receive from OG the request of RDO for increase/decrease of TAMP taxpayers.
2.   Validate the records of the taxpayer/s being requested by RDO to be included/excluded as TAMP taxpayers.
3.   Transmit to OG, for final approval, the validated list of taxpayer/s for inclusion/exclusion as TAMP taxpayers.
4.   Receive from OG the request for replacement of transferred out TAMP taxpayers, for transmittal to concerned RDC.

V.   PENALTIES/SANCTIONS

The concerned revenue personnel found remiss in complying with the responsibilities herein provided shall be subject to sanctions/penalties in accordance with existing rules and regulations.

VI.   EFFECTIVITY

This Order takes effect immediately.

(Original Signed)
KIM S. JACINTO-HENARES
Commissioner of Internal Revenue