

A close-up portrait of a woman with short dark hair and a slight smile, wearing a dark blue patterned shirt. In the background, a man in a suit is blurred.

TAX REPRESENTATIVE

COMPREHENSIVE
USER GUIDE

ONE TAX BAHAMAS



DEPARTMENT OF
INLAND REVENUE
Central Revenue Administration

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DEPARTMENT OF INLAND REVENUE ONE TAX BAHAMAS PORTAL VERSION 1.0

The One Tax Bahamas Portal allows taxpayers to manage their tax affairs electronically through a secure online platform. As part of its functionality, the portal provides taxpayers with the ability to appoint a Tax Representative to act on their behalf in relation to certain tax administration activities.

A Tax Representative may be an individual or organization authorized by a taxpayer to access and manage tax-related functions through the portal. This feature is intended to provide taxpayers with flexibility in obtaining professional assistance while ensuring that authorized representatives can efficiently support their compliance obligations.

This guide has been developed to assist taxpayers and Tax Representatives in understanding the appointment process, managing Tax Representative relationships, and accessing services available through the One Tax Bahamas Portal.

Within this guide, users will learn how to:

- Appoint a Tax Representative
- Accept or decline Tax Representative appointments
- Manage active Tax Representative relationships
- Access taxpayer accounts as a Tax Representative
- Perform authorized functions on behalf of a taxpayer
- Access DMTT and other available services
- Remove Tax Representative relationships when necessary

The information contained in this guide is intended to provide practical, step-by-step instructions for using the Tax Representative functionality within the One Tax Bahamas Portal. Users are encouraged to review this guide before initiating the appointment process and to retain it as a reference for future use.

This guide should be read in conjunction with any applicable legislation, regulations, policies, and official guidance issued by the Department of Inland Revenue.

Disclaimer

This guide is intended to provide general information regarding the Tax Representative functionality available through the One Tax Bahamas Portal. It does not replace any applicable legislation, regulations, or official guidance issued by the Department of Inland Revenue. In the event of any conflict between this guide and the relevant legislation or official guidance, the legislation and official guidance shall prevail.

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1. INTRODUCTION

The One Tax Bahamas Portal allows taxpayers to authorize individuals or businesses to act on their behalf through the appointment of a Tax Representative.

This guide explains:

- How to appoint a Tax Representative
- How Tax Representatives accept appointments
- How Tax Representatives access taxpayer accounts
- How Tax Representatives can assist with DMTT activities
- How to manage or remove Tax Representatives



Session Timer: 19:59

 Accessibility Options

Island Concrete Co. Ltd
#XXXXXX647
Business Profile



Dashboard

Taxpayer Service

Help & Support

[Home](#) > Dashboard

Profile Summary

Overview

BIN Profile Management

DMTT Management

Key Persons

Related Entities

Bank Account Information

Name of the company	Island Concrete Co. Ltd
Registered Address	Queens Highway Exuma Exuma The Bahamas
Operating Address	Queens Highway Exuma Exuma The Bahamas
Mailing Address	Queens Highway Exuma Exuma The Bahamas
Registered Email Address	mayursharma1@kpmg.com
Registered mobile number	+1 242-826-0799
Authorized Legal Representative / Tax Representative	-

2. UNDERSTANDING TAX REPRESENTATIVES

A Tax Representative is an individual or entity that has been authorized to act on behalf of a taxpayer within the One Tax Bahamas Portal.

Tax Representatives may include:

- Accountants
- Tax Consultants
- Corporate Service Providers
- Attorneys
- Other Authorized Professionals

Once approved, a Tax Representative can access taxpayer functions available through the portal.

Important:

The taxpayer remains responsible for the accuracy and completeness of all information submitted on their behalf.

3. BENEFITS OF APPOINTING A TAX REPRESENTATIVE

Organizations may appoint a Tax Representative to:

- ✓ Manage tax administration activities
- ✓ Complete registrations such as DMTT or Business Licence (BL)
- ✓ Monitor tax obligations
- ✓ Assist with filings and submissions
- ✓ Maintain compliance records
- ✓ Serve as an authorized point of contact

Benefits include:

- Improved administrative efficiency
- Professional support
- Reduced processing delays
- Centralized management of tax matters

4. BEFORE YOU BEGIN

Before appointing a Tax Representative, confirm:

- ✓ Taxpayer has an active BIN
- ✓ Tax Representative has an active BIN
- ✓ Tax Representative has registered with Tax Representative responsibilities
- ✓ Tax Representative's BIN is available
- ✓ Both parties have access to the One Tax Bahamas Portal

Recommended Information:

- Tax Representative Name
- Tax Representative BIN
- Email Address
- Telephone Number

The screenshot shows the One Tax Bahamas portal interface. At the top, there is a dark blue header with the One Tax Bahamas logo, a search bar, session timer (19:59), accessibility options, and user information for Island Concrete Co. Ltd. Below the header is a navigation bar with 'Dashboard', 'Taxpayer Service', and 'Help & Support'. The main content area shows a breadcrumb trail: Home > Taxpayer Services > Manage Tax Agents. A sidebar on the left has a 'Manage Tax Agents' link. The main section is titled 'Manage Tax Agent' and includes a sub-header 'Tax Agents that are available to representatives on behalf of a business.' Below this is a 'Tax Agents' section with a search bar and an 'Appoint a Tax Agent' button. A table with columns 'BIN', 'Name', 'Location', and 'Email' is shown, but it contains no data, displaying a magnifying glass icon and the text 'No data available'.

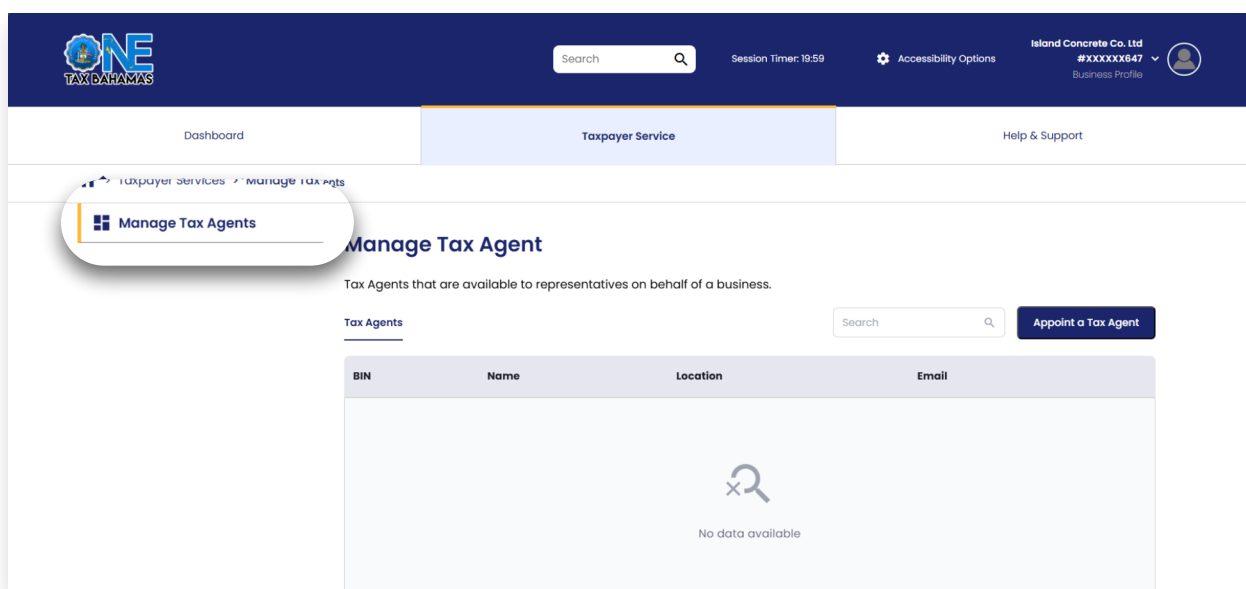
5. APPOINTING A TAX REPRESENTATIVE

STEP 1

Log into the One Tax Bahamas Portal.

STEP 2

Navigate to: Taxpayer Services → Select: Manage Tax Agents



STEP 3

Select: Appoint a Tax Agent

The screenshot displays the ONE Tax Bahamas web application. The top navigation bar is dark blue and contains the ONE Tax Bahamas logo, a search bar, a session timer (19:59), a link to Accessibility Options, and a user profile for Island Concrete Co. Ltd. with ID #XXXXXX647. Below this is a secondary navigation bar with links to Dashboard, Taxpayer Service (highlighted), and Help & Support. The main content area features a breadcrumb trail: Home > Taxpayer Services > Manage Tax Agents. On the left, a sidebar contains a link to Manage Tax Agents. The main heading is 'Manage Tax Agent', followed by the text 'Tax Agents that are available to representatives on behalf of a business.' Below this is a section titled 'Tax Agents' which includes a search bar and a table. The table has columns for BIN, Name, Location, and Email. The table is currently empty, displaying a magnifying glass icon and the text 'No data available'. A callout bubble highlights the 'Appoint a Tax Agent' button.

Manage Tax Agent

Tax Agents that are available to representatives on behalf of a business.

Tax Agents

BIN	Name	Location	Email
No data available			

Appoint a Tax Agent

STEP 4

Enter the BIN of the Tax Representative.

The system will verify whether the BIN belongs to an approved Tax Representative.

Possible Results:

Valid Tax Representative

The representative's information will display and may be selected.

Invalid Tax Representative

The system will display "No Data Available"

The screenshot shows a web application interface for appointing a tax agent. At the top, there is a navigation bar with three tabs: 'Dashboard', 'Taxpayer Service' (which is highlighted), and 'Help & Support'. Below the navigation bar, a breadcrumb trail reads: 'Home > Taxpayer Services > Manage Tax Agents > Appoint a Tax Agent'. On the left side, there is a sidebar with a 'Manage Tax Agents' link. The main content area is titled 'Appoint a Tax Agent' and includes a sub-header: 'Tax Agents that are available to representatives on behalf of a business.' Below this, there is a search input field containing the text '1510686004'. To the right of the input field is a small 'x' icon for clearing the text. A dark blue 'Search' button is positioned to the right of the input field.

STEP 5

Select: Appoint Agent

The invitation will be sent to the Tax Representative.

The screenshot shows a web application interface for 'ONE TAX BARBADOS'. The top navigation bar includes a search bar, session timer (20:00), accessibility options, and user profile for 'Island Concrete Co. Ltd' with ID '#XXXXXX647'. The main menu has 'Dashboard', 'Taxpayer Service' (selected), and 'Help & Support'. The breadcrumb trail is 'Home > Taxpayer Services > Manage Tax Agents > Appoint a Tax Agent'. A sidebar on the left shows 'Manage Tax Agents' with a grid icon. The main content area is titled 'Appoint a Tax Agent' and includes the text 'Tax Agents that are available to representatives on behalf of a business.' Below this is a search box with the input '1510686004' and a 'Search' button. A green banner indicates 'BIN Found!'. A table lists the search results:

BIN	Name	Location	Email
1510686004	Tax Malta	Nassau	mayursharmal@kpmg.com

At the bottom right of the table, there are two buttons: 'Cancel' and 'Appoint Agent'.

6. ACCEPTING A TAX REPRESENTATIVE APPOINTMENT

After an invitation is sent, the Tax Representative receives:

- Email Notification
- Portal Notification
- Pending Approval Request

To accept:

STEP 1

Log into One Tax Bahamas.

STEP 2

Review the request.

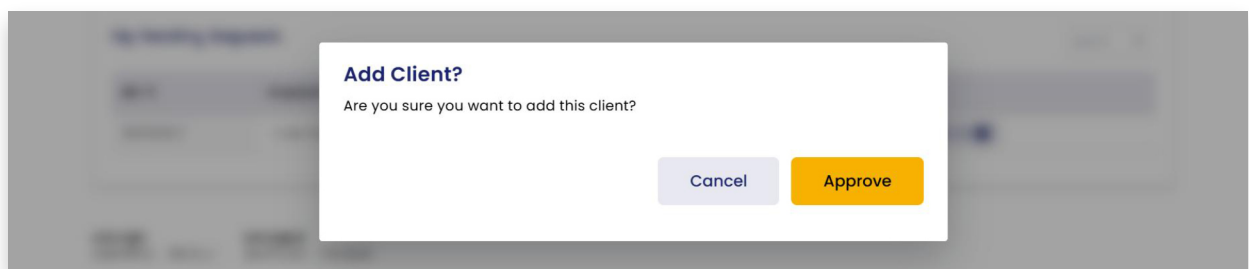
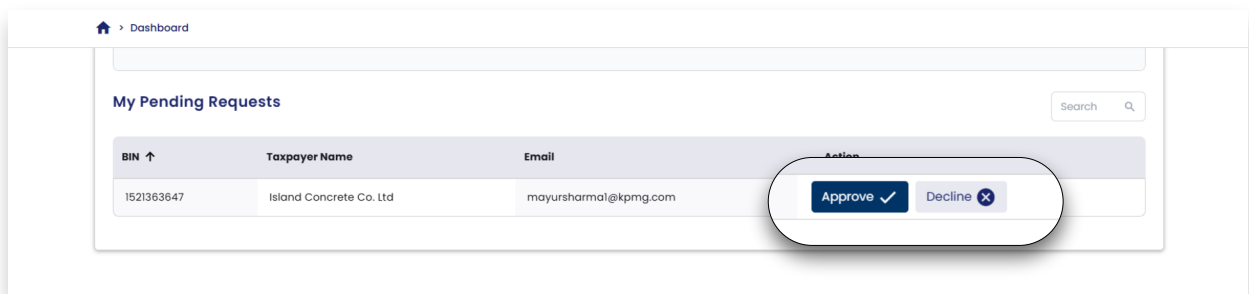
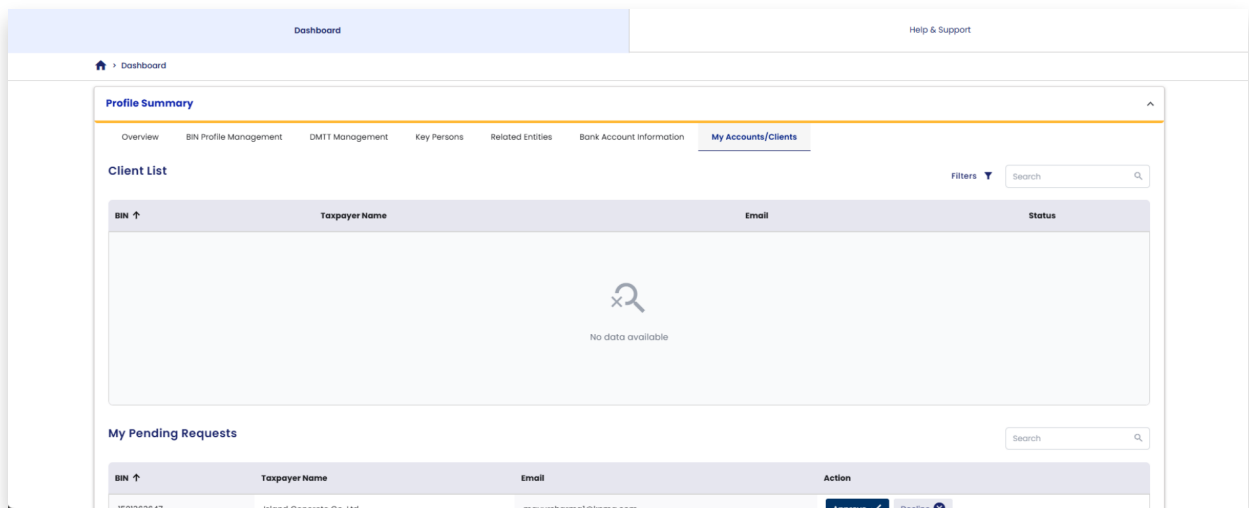
STEP 3

To approve, Select: Approve

To decline, Select: Decline

The screenshot displays the One Tax Bahamas dashboard. The top navigation bar includes the logo, a search bar, session timer (19:58), accessibility options, and a user profile dropdown for 'Tax Consultants #XXXXXX004'. The main content area shows the 'Dashboard' with a 'Profile Summary' section. The 'Profile Summary' has tabs for Overview, BIN Profile Management, DMTT Management, Key Persons, Related Entities, Bank Account Information, and My Accounts/Clients. The 'Overview' tab is active, showing a table with the following data:

Name of the company	Tax Consultants
Registered Address	West Bay Nassau New Providence The Bahamas
Operating Address	West Bay Nassau New Providence The Bahamas
Mailing Address	West Bay Nassau New Providence The Bahamas
Registered Email Address	[REDACTED]
Registered mobile number	+91 98261 79009
Authorized Legal Representative / Tax Representative	-



7. MANAGING TAX REPRESENTATIVES

Taxpayers may manage Tax Representatives through:
Taxpayer Services → Manage Tax Agents

Available Actions:

- View Tax Representatives
- Add New Representatives
- Remove Representatives

Dashboard Taxpayer Service Help & Support

Home > Taxpayer Services > Manage Tax Representatives

Manage Tax Representatives

Manage Tax Representatives

Search for and appoint a tax representative to assist you with your tax services.

Tax Representative

1487970423 X Search

✓ BIN Found!

BIN	Name	Location	Email
1487970423	Ryan Hopper	Nassau	mayursharma1@kpmg.com

Cancel Appoint Tax Representative

BIN	Name	Location	Email
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The list will display:

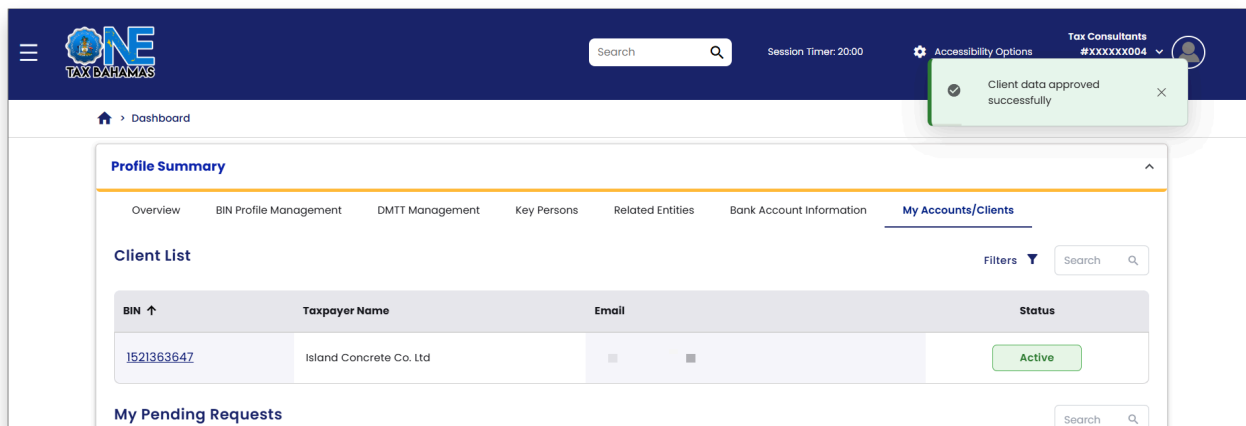
- Name
- BIN
- Status
- Appointment Date

Best Practice:

Review your Tax Representative list regularly and remove any relationships that are no longer required.

8. ACCESSING TAXPAYER ACCOUNTS

After approval, the taxpayer appears within the Tax Representative's Client List.



To access a client:

STEP 1

Select the taxpayer BIN.

STEP 2

Open the taxpayer profile.

STEP 3

Access available services.

The Tax Representative now operates within the taxpayer account.

Important:

All actions performed by the Tax Representative are associated with the taxpayer profile being accessed.

9. DMTT ACTIVITIES PERFORMED BY TAX REPRESENTATIVES

A Tax Representative may perform activities on behalf of the taxpayer. This is for various tax types for example DMTT.

This includes:

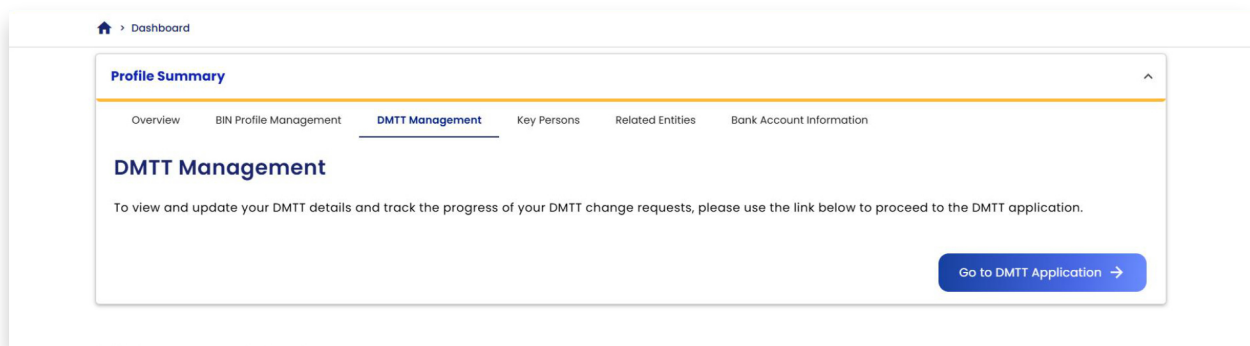
- ✓ Starting DMTT Registrations
- ✓ Completing Registration Forms
- ✓ Viewing Existing Registrations
- ✓ Monitoring Registration Status
- ✓ Downloading DMTT Certificates
- ✓ Managing DMTT Activities

The screenshot displays the ONE Tax Bahamas dashboard. The top navigation bar includes the ONE Tax Bahamas logo, a search bar, session timer (19:59), accessibility options, and user profile information for Tax Consultants #XXXXXX004. The main content area shows the 'Dashboard' with a 'Profile Summary' section. This section has tabs for Overview, BIN Profile Management, DMTT Management, Key Persons, Related Entities, and Bank Account Information. The 'Overview' tab is active, showing a table with the following details:

Name of the Taxpayer	Island Concrete Co. Ltd
Registered Address	Queens Highway Exuma Exuma The Bahamas
Operating Address	Queens Highway Exuma Exuma The Bahamas
Mailing Address	Queens Highway Exuma Exuma The Bahamas
Registered Email Address	[REDACTED]
Registered mobile number	[REDACTED]
Authorized Tax Representative	-

The process followed by the Tax Representative is identical to the process followed by the taxpayer.

The Tax Representative accesses DMTT through:
Taxpayer Profile → DMTT Management



10. FREQUENTLY ASKED QUESTIONS

Can I appoint more than one Tax Representative?

Yes. Multiple Tax Representatives may be appointed if required.

Can a Tax Representative decline my request?

Yes. The Tax Representative must approve the invitation before access is granted.

Can I remove a Tax Representative?

Yes. Taxpayers may remove Tax Representatives at any time.

Can Tax Representatives remove themselves?

Yes. Tax Representatives may remove clients if they no longer act on their behalf.

Can Tax Representatives complete DMTT registrations?

Yes. Tax Representatives may complete DMTT registrations on behalf of taxpayers.

Does appointing a Tax Representative transfer legal responsibility?

No. The taxpayer remains responsible for all information submitted through the portal.

11.TROUBLESHOOTING

Issue:

Unable to locate Tax Representative.

Possible Cause:

BIN is incorrect or the individual has not registered as a Tax Representative.

Solution:

Verify the BIN and confirm Tax Representative registration.

Issue:

Tax Representative cannot see invitation.

Possible Cause:

Invitation not yet received or incorrect account.

Solution:

Verify BIN and refresh notifications.

Issue:

Taxpayer not appearing in Client List.

Possible Cause:

Invitation not approved.

Solution:

Confirm the Tax Representative accepted the request.

Issue:

Unable to access DMTT.

Possible Cause:

Client account not selected.

Solution:

Access the taxpayer account before navigating to DMTT Management.

12. SUPPORT AND ASSISTANCE

If you require help or support concerning Tax Representatives, please reach out to the Department of Inland Revenue through the following contact channels:

Email Support: Send your inquiries to otbsupport@bahamas.gov.bs

Phone Support: Call the helpline at +1 (242)-225-7280 (General)

Official Website: Access resources online at inlandrevenue.finance.gov.bs

One Tax Bahamas Portal: Visit the electronic platform at onetaxbahamas.gov.bs