

# **DAVČNO POSLOVANJE FIZIČNIH OSEB S FINANČNO UPRAVO – BOLJŠA UPORABNIŠKA IZKUŠNJA ZA MNOŽIČNEJŠO UPORABO ELEKTRONSKEGA POSLOVANJA**

Ana Peternelj, Anej Rakuša<sup>1</sup>

<sup>1</sup> Finančna uprava RS, Šmartinska c. 55, 1000 Ljubljana

ana.peternelj@gov.si, anej.rakusa@gov.si

Učinkovita informacijska podpora vedno znova in vsako leto še bolj pomembno prispeva k uresničevanju nalog Finančne uprave RS. Sodobne elektronske storitve je mogoče zagotavljati le na podlagi učinkovitih informacijskih sistemov, od katerih je odvisna hitrost in pravilnost izvajanja procesov ter učinkovitost in motiviranost kadrovskih virov Finančne uprave RS.

Eden izmed ključnih strateških ciljev Finančne uprave RS je uvajanje e-poslovanja in zagotavljanje kvalitetnih storitev za zavezance.

E-poslovanje; za zavezance pomeni uporabo prijaznih, enostavnih in dostopnih storitev, ne glede na to, ali gre za storitev ob obisku katerega od finančnih uradov ali za uporabo e-storitev prek spleta.

Sistem eDavki, ki vključuje portal in mobilno aplikacijo, omogoča celovito elektronsko poslovanje zavezancev s Finančno upravo RS, vključno z oddajo in prejemom dokumentov, dostopom do uradnih evidenc ter informatizirano izmenjavo podatkov.

V okviru stalnega razvoja in optimizacije digitalnih rešitev smo izvedli prenovo ključnih funkcionalnosti z namenom izboljšanja uporabniške izkušnje in poenostavitve postopkov.

Med pomembnejšimi nadgradnjami izpostavljamo:

- Prenovo mobilne aplikacije; eDavki za bolj intuitivno in učinkovito uporabo,
- Optimizacijo postopka plačevanja; davka na motorna vozila,
- Izboljšave sistema e-vročanja,
- naročanja potrdil, ki uporabniku omogoča enostavno naročanje in prejem potrdila,
- Zagotovitev dostopa do lastnih podatkov, kar povečuje transparentnost in nadzor zavezancev nad njihovimi davčnimi obveznostmi,
- Dostop do arhiva izhodnih dokumentov, ki uporabnikom omogoča dostop do vročenih dokumentov.

- Poenostavljeno vlaganje zahtevkov za izravnavo in vračilo uporabnikom omogoča, da že ob vpogledu stanja na eKarticiO, z oddajo vloge, bistveno olajša in pohitri povrnitev sredstev iz naslova preplačil.
- Oddajo vloge za plačilo dohodnine v treh obrokih, ki uporabnikom omogoča, da obročno plačilo obveznosti do FURS (zaenkrat le dohodnina)
- Plačevanje z e-računom uporabnikom omogoča, da z enim plačilom izvedejo plačilo različnih obveznih
- Plačevanje z e-plačilom uporabnikom omogoča, da z enim plačilom izvedejo plačilo različnih obveznih, z uporabo debitne ali kreditne plačilne kartice in z uporabo metode FLIK. Plačilo se izvede v tekočem dnevu tudi, če je plačilo izvedeno po koncu izvajanja plačilnega prometa v bankah.

S temi izboljšavami Finančna uprava RS; sledi cilju povečanja učinkovitosti, avtomatizacije procesov ter zagotavljanja enostavne in varne digitalne interakcije med zavezanci in davčno upravo.

**Ključne besede:** davčno poslovanje; eDavki in mobilna aplikacija; plačevanje obveznih dajatev; lastni podatki

## **TAX TRANSACTIONS OF INDIVIDUALS WITH THE FINANCIAL ADMINISTRATION – A BETTER USER EXPERIENCE FOR A WIDER USE OF ELECTRONIC TRANSACTIONS**

One of the main goals of the Slovenian Revenue services is the development and implementation of IT services that is gaining in momentum from year to year in the hopes of granting its users new experiences with the use of its solutions to fulfill its commitments in the collection of state revenues. It is only with the aid of dependent and highly effective solutions that it can offer fast services to its clients and strengthen motivation through its employment core.

The key area of focus is the implementation of high quality e-services; these are dedicated to user friendly simple to use services, regardless if it deals with on site or online services.

It is precisely this focus that bears fruit in the further development of the e-Tax; platform which incorporates a mobile and web portal based service platform which

acts as the go to solution for its client base, be it for document exchange or access to public records and record exchanges.

The list below highlights the recent improvements to the platform:

- Revamp of the mobile platform;, that enables a more seamless approach to user interaction
- Optimization of the payment; process for the motorized vehicle taxes
- Improvement to the e-services;
- E-Services dedicated to the procurement of certificates, which improves the process of obtaining certificates from the revenue services
- Access to user informaton has been expanded, increasing transparency and granting greater oversight of client financial commitments to the state revenue
- Access to the archive of received documents, with which our clients can access documents they have received from the revenue services
- Overhaul of the precedent and reimbursment functionality, which enables our clients to access the functionality over the e-ledger functionality, which substantially hastens the process over which our clients can gain reimbursment of the their overpaid dues
- The implemenation of the installment plan option for income tax, the new service enables clients to easily pay their income tax in way of a installment plan
- E-Receipt functionality, that enables our clients to pay their due taxes over multiple tax sources
- Payment by e-payment allows users to make a single payment for various mandatory payments, using a debit or credit card and using the FLIK method. Payment is made within the current day even if the payment is made after the end of payment transactions in banks.

The above mentioned solutions have greatly impacted the goals of the revenue services in terms of offering efficient, automated services between the revenue services and its clients in a safe and user friendly way.

**Keywords:** Tax operations; eTaxes and mobile application; payment of mandatory levies; personal data