Quick Method of Accounting for GST/HST

Includes Form GST74
This guide explains how to use the quick method of accounting. It does not apply to qualifying non-profit organizations, municipalities, hospital authorities, charities, and most universities, public colleges and school authorities. If your organization is one of these, see Guide RC4247, The Special Quick Method of Accounting for Public Service Bodies.

GST/HST and Quebec
In Quebec, Revenu Québec generally administers the GST/HST. If the physical location of your business is in Quebec, you have to file your returns with Revenu Québec using its forms, unless you are a selected listed financial institution (SLFI). For more information, see the Revenu Québec publication IN-203-V, General Information Concerning the QST and the GST/HST, available at www.revenuquebec.ca, or call 1-800-567-4692. If you are an SLFI and you have a permanent establishment in Quebec go to www.cra.gc.ca/slfi.

If you are blind or partially sighted, you can get our publications in braille, large print, etext, or MP3 by going to www.cra.gc.ca/alternate. You can also get our publications and your personalized correspondence in these formats by calling 1-800-959-5525.

This guide uses plain language to explain the most common tax situations. It is provided for information only and does not replace the law.

La version française de cette publication est intitulée La méthode rapide de comptabilité pour la TPS/TVH.
We list the major changes below. This guide contains information based on amendments to the *Excise Tax Act* and Regulations. At the time of publication, some of these amendments were proposed and not law. The publication of this guide should not be taken as a statement by the Canada Revenue Agency that these amendments will in fact become law in their current form. If they become law as proposed, they will be effective as of the dates indicated. For more information on these and other changes, see the areas outlined in colour in this guide.

**GST/HST quick method accounting threshold**

For reporting periods beginning in 2013, the quick method of accounting threshold for annual worldwide taxable supplies has increased to $400,000.

**Online services built for businesses**

We have added new online services to make it faster, simpler and more convenient for you to handle your business tax accounts. For more information, see “Online services built for businesses” on page 17.

**Harmonized sales tax for Prince Edward Island**

On April 1, 2013, Prince Edward Island harmonized its provincial sales tax with the GST to implement the harmonized sales tax at the rate of 14% (5% federal part and 9% provincial part). For information on the transitional rules, see GST/HST Notice 278, *Harmonized Sales Tax for Prince Edward Island – Questions and Answers on General Transitional Rules for Personal Property and Services*, and GST/HST Notice 279, *Harmonized Sales Tax for Prince Edward Island (P.E.I.) – Questions and Answers on Transitional Rules for Housing and Other Real Property Situated in P.E.I.*

**Elimination of the harmonized sales tax in British Columbia**

As of April 1, 2013, the HST at the rate of 12% (5% federal part and a 7% provincial part) no longer applies in British Columbia. The HST at the rate of 12% has been replaced by the GST at the rate of 5% and a provincial sales tax. For information on the elimination of the HST, see GST/HST Notice 270, *Elimination of the HST in British Columbia in 2013 – Questions and Answers*, and GST/HST Notice 276, *Elimination of the HST in British Columbia in 2013 – Transitional Rules for Real Property Including New Housing*. 
Table of contents

Definitions ................................................................. 5
The quick method of accounting ................................. 5
Who can make this election? ........................................ 5
Exceptions ............................................................... 6
New registrants .......................................................... 6
When can you make the election? .................. 6
How do you elect to use the quick method? .............. 6
How long does the election stay in effect? .................. 6
When and how can you revoke the election? .......... 7
Books and records ..................................................... 7
How does the quick method work? .................. 7
Supplies not eligible for the quick method calculation .. 8
Claiming input tax credits ........................................... 8
What are my quick method remittance rates? .......... 8
Remittance rates for businesses that purchase goods for resale .................. 9
Remittance rates for businesses that provide services.... 10
Do you make supplies in both participating and non-participating provinces? ................. 12
Remittance rates for businesses that give the point-of-sale rebate for the provincial part of the HST for publications .......................... 12
Credit of 1% on the first $30,000 of eligible supplies..... 12
Special situations ..................................................... 12
Self-assessment of the provincial part of the HST .... 12
Bad debts ............................................................... 13
Credit adjustments ................................................. 13
Trade-ins .............................................................. 13
Changes in the nature of your business ................. 13
Completing your GST/HST return using the quick method ........................................... 13
Examples of the quick method calculation ............... 14
When one remittance rate applies ....................... 14
When more than one remittance rate applies .......... 16
For more information .............................................. 17
Definitions

Associated – for GST/HST purposes, is generally used to describe a relationship between persons where one controls the other. An association may exist between:

■ two or more corporations;
■ an individual and a corporation;
■ a person and a partnership or trust; or
■ two persons, if they are associated with the same third person.

Capital property – generally means:

■ any depreciable property that is eligible or would be eligible for a capital cost allowance deduction for income tax purposes; and
■ any property, other than depreciable property, which, if you disposed of it, would result in a capital gain or capital loss for income tax purposes.

Eligible capital property – generally means property that does not physically exist but that gives you a lasting economic benefit such as goodwill, franchises, concessions, and licences for an unlimited period.

Participating province – means a province that has harmonized its provincial sales tax with the GST to implement the harmonized sales tax (HST). Participating provinces include New Brunswick, Newfoundland and Labrador, Nova Scotia, Ontario, and Prince Edward Island, but do not include the Nova Scotia offshore area or the Newfoundland offshore area except to the extent that offshore activities, as defined in subsection 123(1) of the Excise Tax Act, are carried on in that area.

Permanent establishment – of a person generally means:

■ the person’s fixed place of business through which the person supplies property or services; or
■ a fixed place of business of someone else (other than a broker or an agent) who is acting in Canada for the person and through whom the person supplies property or services in the ordinary course of business.

Place of business – means any premises, facility, or installation used to carry on business, whether or not it is used exclusively for that purpose. Premises, facilities, or installations may be considered to be a place of business whether they are owned or rented, or, in some cases, where they are simply available to the business.

Supply – means the provision of property or a service in any way, including sale, transfer, barter, exchange, licence, rental, lease, gift, or other disposition.

The quick method of accounting

The quick method is another accounting option available to help small businesses calculate their net tax for GST/HST purposes. This method reduces paperwork and makes it easier to calculate GST/HST remittances and file GST/HST returns because it eliminates the need to report the actual GST/HST paid or payable on most purchases.

When you use the quick method, you still charge the GST at the rate of 5% or the HST at the applicable rate (see the chart on page 8) on your taxable supplies of goods and services. However, to calculate the amount of GST/HST to remit, you multiply the amount of your GST/HST-included supplies for the reporting period by the quick method remittance rate, or rates, that apply in your situation.

The remittance rates of the quick method are less than the applicable rates of GST/HST that you charge (see the chart on page 8). This means that you remit only a part of the tax that you collect, or that is collectible. Since you cannot claim input tax credits (ITCs) on most of your purchases when you use this method, the part of the tax that you keep accounts for the approximate value of the ITCs you would otherwise have claimed. For information on the different remittance rates, see “What are my quick method remittance rates?” on page 8.

Note
Whether the quick method will be more beneficial for you to use than the regular method depends on your specific situation.

Who can make this election?

You can use the quick method if you meet all of the following conditions:

■ you have been in business continuously throughout the year (365 days) ending immediately before your current reporting period (if you are a new registrant, see the next page);
■ you did not revoke an election for the quick method or the simplified method for claiming ITCs during that 365-day period;
■ you are not a person listed under “Exceptions” on the next page; and

■ your revenues from annual worldwide taxable supplies and those of your associates, including the GST/HST and zero-rated supplies, are not more than $400,000 for either the period consisting of the first four consecutive fiscal quarters out of your last five fiscal quarters, or the period consisting of the last four fiscal quarters out of your last five fiscal quarters. When you calculate your annual worldwide taxable supplies, exclude supplies of financial services and sales of real property, capital property, and eligible capital property (including goodwill).

Note
For reporting periods beginning before January 2013, the quick method threshold for annual worldwide taxable supplies (including GST/HST and zero-rated supplies) was $200,000.
Exceptions
The following persons cannot use the quick method:

- persons that provide legal, accounting or actuarial services in the course of the person’s professional practice;
- persons that provide book-keeping, financial consulting, tax consulting or tax return preparation services in the course of the person’s commercial activity;
- listed financial institutions;
- municipalities or local authorities designated as a municipality;
- public colleges, school authorities, or universities;
- hospital authorities;
- charities; or
- non-profit organizations with at least 40% government funding in the year (qualifying non-profit organizations).

Note
A special quick method is available to qualifying non-profit organizations, selected public service bodies, specified facility operators and designated charities. For more information, see Guide RC4247, The Special Quick Method of Accounting for Public Service Bodies.

Example
ABC Shoe Store is a GST/HST registrant located in Calgary, Alberta, where it has operated for the last five years and makes all of its supplies. It files quarterly GST/HST returns and has always used the regular method of calculating its net tax. ABC Shoe Store is not a type of business listed under “Exceptions” above. They would like to use the quick method beginning April 1, 2013.

ABC Shoe Store’s worldwide taxable sales (including the GST/HST) for the last five fiscal quarters are as follows:

<table>
<thead>
<tr>
<th>ABC Shoe Store Calgary, Alberta</th>
<th>Taxable sales (including the GST/HST) for the fiscal quarters ending:</th>
</tr>
</thead>
<tbody>
<tr>
<td>March 31, 2012</td>
<td>$ 78,000</td>
</tr>
<tr>
<td>June 30, 2012</td>
<td>$118,000</td>
</tr>
<tr>
<td>September 30, 2012</td>
<td>$128,000</td>
</tr>
<tr>
<td>December 31, 2012</td>
<td>$ 70,000</td>
</tr>
<tr>
<td>March 31, 2013</td>
<td>$ 86,000</td>
</tr>
<tr>
<td><strong>Total for four consecutive quarters</strong></td>
<td><strong>$ 394,000</strong></td>
</tr>
</tbody>
</table>

The total sales (including the GST/HST) for the first four fiscal quarters (ending December 31, 2012) was $394,000. The total sales (including the GST/HST) for the last four fiscal quarters (ending March 31, 2013) was $402,000.

Since at least one of the periods of four consecutive fiscal quarters out of the five most recent fiscal quarters has GST/HST-included sales that are not more than $400,000, ABC Shoe Store can elect to start using the quick method on April 1, 2013.

New registrants
If you have not been in business continuously for the past year but you are an eligible type of business, you may be eligible to use the quick method. You can elect to use the quick method if, in your first full year of business, you can reasonably expect your revenues from worldwide taxable supplies, and those of your associates, to be $400,000 or less.

For reporting periods beginning before January 2013, the quick method threshold for annual worldwide taxable supplies (including GST/HST and zero-rated supplies) was $200,000.

When can you make the election?
If you file annual GST/HST returns, you have to make the election by the first day of your second fiscal quarter.
If you file monthly or quarterly GST/HST returns, you have to make your election by the due date of the return in which you begin using the quick method.
You can start using the quick method on the effective date you indicate to us. However, this date has to be the first day of a GST/HST reporting period.
If you previously elected to use the quick method and had revoked that election, you have to wait at least one year from the date the revocation became effective before you can elect to use the quick method again.

How do you elect to use the quick method?
You can elect to use the quick method by using our online services at www.cra.gc.ca/mybusinessaccount or www.cra.gc.ca/representatives, or by completing and sending a Form GST74, Election and Revocation of an Election to Use the Quick Method of Accounting, to your tax services office (TSO).

How long does the election stay in effect?
Generally, the election stays in effect as long as the total annual revenue from your worldwide taxable supplies (including the GST/HST and zero-rated supplies), and those of your associates, does not exceed $400,000 (or $200,000 for reporting periods beginning before January 2013), or until you become a person that cannot use the quick method because of the type of business you carry on (see “Exceptions” on this page).

Do not include supplies of financial services and sales of real property, capital property, and eligible capital property (including goodwill).
If your election ceases to be in effect, you have to start accounting for the GST/HST using the regular method:

- at the beginning of your next fiscal year if:
  - you file annual returns; and
  - in your current fiscal year, you exceed the $400,000 threshold (or the $200,000 threshold for reporting periods beginning before January 2013) or become a person that cannot use the quick method because of the type of business you carry on.

- at the beginning of your second fiscal quarter of a fiscal year if:
  - you file monthly or quarterly returns;
  - your election to use the quick method was in effect at the beginning of that year; and
  - you exceeded the $400,000 threshold (or the $200,000 threshold for reporting periods beginning before January 2013) in your previous fiscal year.

- at the beginning of your next fiscal quarter if:
  - you file monthly or quarterly returns;
  - your election to use the quick method was not in effect at the beginning of the fiscal year; and
  - you exceeded the $400,000 threshold (or the $200,000 threshold for reporting periods beginning before January 2013) in both the first four and the last four consecutive quarters of the previous five fiscal quarters.

- at the beginning of a fiscal quarter if:
  - you file monthly or quarterly returns; and
  - you become a person that cannot use the quick method because of the type of business you began to carry on in the fiscal quarter.

Note
At the end of each fiscal year, make sure that your business is still eligible to use the quick method for the following year. Also make sure that the same category of rates applies to your business. Base your calculations on supplies made in the fiscal year that just ended.

Example

<table>
<thead>
<tr>
<th>XYZ Clothing Store Winnipeg, Manitoba</th>
</tr>
</thead>
<tbody>
<tr>
<td>Taxable sales (including the GST/HST) for the quarters ending:</td>
</tr>
<tr>
<td>March 31, 2011</td>
</tr>
<tr>
<td>June 30, 2011</td>
</tr>
<tr>
<td>September 30, 2011</td>
</tr>
<tr>
<td>December 31, 2011</td>
</tr>
<tr>
<td>Total sales for fiscal year ended December 31, 2011</td>
</tr>
</tbody>
</table>

XYZ Clothing Store is a quarterly filer and used the quick method throughout 2011. To see how long its election would stay in effect, the store had to review its taxable sales (including the GST/HST) for the previous fiscal year. Since its worldwide taxable sales for 2011 were more than $200,000 (which was the threshold at that time), it had to stop using the quick method at the end of the first fiscal quarter of 2012. This means it had to start calculating its GST/HST remittance using the regular method on April 1, 2012.

When and how can you revoke the election?

You can revoke the election only after your quick method election has been in effect for at least one year.

You can revoke the election by using our online services at www.cra.gc.ca/mybusinessaccount or www.cra.gc.ca/representatives, or by sending a Form GST74, Election and Revocation of an Election to Use the Quick Method of Accounting, to your TSO.

You have to revoke the election by the due date of the GST/HST return for the last reporting period in which you wish to use the quick method.

If you revoke the election, you have to wait at least one year before you can elect to use the quick method again.

In addition, if you stop using the quick method, you cannot claim ITCs for any tax paid or payable on purchases you made while using it, other than the ITCs you would have been entitled to claim, but did not claim, while you were using the quick method.

Books and records

When you complete your GST/HST return using the quick method, you do not have to indicate the actual GST/HST that you charged on most of your taxable supplies or the GST/HST paid or payable on most of your business purchases. However, you still have to keep detailed records of this information. Keep all books and records related to your business purchases and your supplies for six years after the year they relate to. These have to be made available to our auditors on request.

How does the quick method work?

When you use the quick method, you still charge the GST at 5% or the HST at the applicable rate on your supplies of taxable goods and services (other than zero-rated supplies), but you remit only a portion of that tax to us.

The HST rate can vary from one participating province to another. The chart on the next page shows the applicable GST/HST rates beginning July 1, 2010. For rates before July 2010, go to www.cra.gc.ca/gsthst.
GST/HST Rates

<table>
<thead>
<tr>
<th></th>
<th>July 1, 2010 to March 31, 2013</th>
<th>On or after April 1, 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>British Columbia</td>
<td>HST at 12%</td>
<td>GST at 5%</td>
</tr>
<tr>
<td>New Brunswick</td>
<td>HST at 13%</td>
<td>HST at 13%</td>
</tr>
<tr>
<td>Newfoundland and Labrador</td>
<td>HST at 13%</td>
<td>HST at 13%</td>
</tr>
<tr>
<td>Nova Scotia</td>
<td>HST at 15%</td>
<td>HST at 15%</td>
</tr>
<tr>
<td>Ontario</td>
<td>HST at 13%</td>
<td>HST at 13%</td>
</tr>
<tr>
<td>Prince Edward Island</td>
<td>GST at 5%</td>
<td>HST at 14%</td>
</tr>
<tr>
<td>Territories and other provinces in Canada</td>
<td>GST at 5%</td>
<td>GST at 5%</td>
</tr>
</tbody>
</table>

The tax you have to remit is calculated using the applicable quick method remittance rates. Usually only one of these rates will apply to your business. For more information, see “What are my quick method remittance rates?” later on this page.

You cannot claim ITCs for most of your purchases when you use the quick method. This is because the part of the tax that you keep accounts for the approximate value of the ITCs you would otherwise have claimed. For more information, see “Claiming input tax credits” later on this page.

Supplies not eligible for the quick method calculation

The quick method calculation applies to most of your supplies of goods and services. However, certain supplies you make are not eligible for this calculation. If you make a supply that is not eligible, you do not use a remittance rate to calculate how much tax you have to remit. Instead, you have to account for such a supply the same way you would if the election were not in effect. For example, if you make a supply of a good or a service that is not eligible and you charge 5% GST, you have to report the full amount of tax charged instead of using a quick method remittance rate.

The following supplies are not eligible for the quick method calculation:

- sales of real property;
- sales of capital property or eligible capital property;
- zero-rated supplies;
- supplies made outside Canada;
- supplies for which the recipient is not required to pay tax, such as certain supplies to Indians and supplies to provincial governments (unless the province has agreed to pay the GST/HST);
- supplies you made as an agent or auctioneer for which you are required to account for the tax;
- supplies of property (other than capital property) or services for which you had to self-assess tax because you appropriated property or services for the personal benefit of yourself, a shareholder, a beneficiary, a partner, a member of your organization or related persons;
- supplies of property or services for which you had to self-assess tax because you received a reimbursement under a warranty for property or services you acquired, and you were entitled to claim an ITC or rebate; and
- supplies of property or services you made to an employee or shareholder on which you have to account for tax on the value of the supplies and that is to be included in the individual’s income as a taxable benefit for income tax purposes.

Claiming input tax credits

You do not claim input tax credits (ITCs) on most of your purchases and expenses since, under the quick method, you keep a part of the tax you charge. However, you can claim any ITCs to which you are entitled for the following only:

- purchases of real property and improvements to real property;
- purchases of capital property (other than real property), such as computers and vehicles, and improvements to capital property;
- purchases of eligible capital property and improvements to eligible capital property;
- purchases on which GST/HST became payable before your quick method election took effect, if the time limit to claim the amounts has not expired;
- goods sold by an auctioneer or an agent on your behalf where the auctioneer or agent has to account for the tax; and
- goods you are deemed (considered) to have bought to use only in your commercial activities because:
  - a non-resident, who is not registered for the GST/HST, transferred them to you, after paying tax on them; and
  - you provided a commercial service on the goods and then sold them, acting as an agent for the non-resident and collecting the GST/HST.

What are my quick method remittance rates?

Most businesses use only one remittance rate. The rate that applies depends on whether you make taxable supplies of goods or services in a participating or non-participating province, and whether you make the supplies through a permanent establishment that is located in a participating or non-participating province. The type of business you are involved in is also a factor. For example, a business that provides mostly services generally has to use a different remittance rate than a business that is involved mostly in purchasing goods for resale.
In some cases, a business may have to use more than one remittance rate. For example, if a business makes supplies in both participating and non-participating provinces, more than one rate may apply. For more information, see “Do you make supplies in both participating and non-participating provinces?” on page 12.

**Note**
The information in this section does not apply to the supplies listed in “Supplies not eligible for the quick method calculation” on the previous page.

### Remittance rates for businesses that purchase goods for resale

Generally, retailers and wholesalers who purchase goods for resale use the first group of remittance rates. To be eligible to use these rates, the cost (including the GST/HST) of goods you purchased in your previous fiscal year for resale, or to use in goods you produce or manufacture for resale, must be at least 40% of your total revenue from annual taxable supplies (including the GST/HST) for that fiscal year. Do not include the annual taxable supplies of your associates in this calculation.

| Remittance rates on or after April 1, 2013, for businesses that purchase goods for resale |
|-----------------------------------------------|-----------------------------------------------|-----------------------------------------------|-----------------------------------------------|-----------------------------------------------|
| **Non-participating province**               | **Nova Scotia**                              | **Prince Edward Island**                      | **Other participating province**              |
| Supplies made in a non-participating province | 1.8%                                         | 0% (and 4.0% credit)                          | 0% (and 3.4% credit)                          | 0% (and 2.8% credit)                          |
| Supplies made in the participating province of Nova Scotia | 10.4%                                       | 5.0%                                         | 5.6%                                         | 6.1%                                         |
| Supplies made in the participating province of Prince Edward Island | 9.6%                                         | 4.2%                                         | 4.7%                                         | 5.3%                                         |
| Supplies made in any other participating province | 8.8%                                         | 3.3%                                         | 3.9%                                         | 4.4%                                         |

**Note**
For reporting periods that begin before April 1, 2013, the old rates apply to the purchase price that became due, or is paid without being due, before April 1, 2013. The new rates apply to the remaining amount.

Registrants with a permanent establishment in a participating province that use the 0% remittance rate for eligible sales in a non-participating province on or after April 1, 2013, are entitled to a credit on those sales (see credit amounts in the chart above) as they generally pay HST on their inputs, but collect 5% GST on those sales.
Remittance rates on or after July 1, 2010, but before April 1, 2013, for businesses that purchase goods for resale

<table>
<thead>
<tr>
<th>Permanent establishment in:</th>
<th>Non-participating province</th>
<th>British Columbia</th>
<th>Nova Scotia</th>
<th>Other participating province</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supplies made in a non-participating province</td>
<td>1.8%</td>
<td>0% (and 2.3% credit)</td>
<td>0% (and 4.0% credit)</td>
<td>0% (and 2.8% credit)</td>
</tr>
<tr>
<td>Supplies made in the participating province of British Columbia</td>
<td>8.0%</td>
<td>4.1%</td>
<td>2.5%</td>
<td>3.6%</td>
</tr>
<tr>
<td>Supplies made in the participating province of Nova Scotia</td>
<td>10.4%</td>
<td>6.6%</td>
<td>5.0%</td>
<td>6.1%</td>
</tr>
<tr>
<td>Supplies made in any other participating province</td>
<td>8.8%</td>
<td>5.0%</td>
<td>3.3%</td>
<td>4.4%</td>
</tr>
</tbody>
</table>

**Note**
For reporting periods that begin before July 1, 2010, the old rates apply to the purchase price that became due, or is paid without being due, before July 1, 2010. The new rates apply to the remaining amount.

Registrants with a permanent establishment in a participating province that use the 0% remittance rate for eligible sales in a non–participating province on or after July 1, 2010, are entitled to a credit on those sales (see credit amounts in the chart above) as they generally pay HST on their inputs, but collect 5% GST on those sales.

**Remittance rates on or after January 1, 2008, but before July 1, 2010, for businesses that purchase goods for resale**

<table>
<thead>
<tr>
<th>Permanent establishment in:</th>
<th>Non-participating province</th>
<th>Participating province</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supplies made in a non-participating province</td>
<td>1.8%</td>
<td>0% (and 2.8% credit)</td>
</tr>
<tr>
<td>Supplies made in a participating province</td>
<td>8.8%</td>
<td>4.4%</td>
</tr>
</tbody>
</table>

**Note**
Registrants with a permanent establishment in a participating province that use the 0% remittance rate for eligible sales in a non–participating province on or after January 1, 2008, but before July 1, 2010, are entitled to a 2.8% credit on those sales as they generally pay 13% HST on their inputs, but collect 5% GST on those sales.

**Remittance rates for businesses that provide services**
The next group of remittance rates is for businesses that do not qualify to use the first group of remittance rates, mentioned in the previous section. Generally, these rates are for use by small businesses that provide services.

The following are examples of businesses that may use this group of remittance rates:
- delivery services;
- dry cleaners;
- auto repair shops;
- quick-service food outlets;
- house-cleaning services;
- campgrounds;
- caterers;
- delicatessens;
- painting contractors;
- photographers; and
- taxi drivers.
### Remittance rates on or after April 1, 2013, for businesses that provide services

<table>
<thead>
<tr>
<th>Supplies made in a non-participating province</th>
<th>Nova Scotia</th>
<th>Prince Edward Island</th>
<th>Other participating province</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.6%</td>
<td>1.4%</td>
<td>1.6%</td>
<td>1.8%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Supplies made in the participating province of Nova Scotia</th>
<th>Nova Scotia</th>
<th>Prince Edward Island</th>
<th>Other participating province</th>
</tr>
</thead>
<tbody>
<tr>
<td>12.0%</td>
<td>10.0%</td>
<td>10.2%</td>
<td>10.4%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Supplies made in the participating province of Prince Edward Island</th>
<th>Nova Scotia</th>
<th>Prince Edward Island</th>
<th>Other participating province</th>
</tr>
</thead>
<tbody>
<tr>
<td>11.3%</td>
<td>9.2%</td>
<td>9.4%</td>
<td>9.6%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Supplies made in any other participating province</th>
<th>Nova Scotia</th>
<th>Prince Edward Island</th>
<th>Other participating province</th>
</tr>
</thead>
<tbody>
<tr>
<td>10.5%</td>
<td>8.4%</td>
<td>8.6%</td>
<td>8.8%</td>
</tr>
</tbody>
</table>

**Note**
For reporting periods that begin before April 1, 2013, the old rates apply to the purchase price that became due, or is paid without being due, before April 1, 2013. The new rates apply to the remaining amount.

### Remittance rates on or after July 1, 2010, but before April 1, 2013, for businesses that provide services

<table>
<thead>
<tr>
<th>Supplies made in a non-participating province</th>
<th>British Columbia</th>
<th>Nova Scotia</th>
<th>Other participating province</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.6%</td>
<td>2.1%</td>
<td>1.4%</td>
<td>1.8%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Supplies made in the participating province of British Columbia</th>
<th>Nova Scotia</th>
<th>Prince Edward Island</th>
<th>Other participating province</th>
</tr>
</thead>
<tbody>
<tr>
<td>9.7%</td>
<td>8.2%</td>
<td>7.6%</td>
<td>8.0%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Supplies made in the participating province of Nova Scotia</th>
<th>Nova Scotia</th>
<th>Prince Edward Island</th>
<th>Other participating province</th>
</tr>
</thead>
<tbody>
<tr>
<td>12.0%</td>
<td>10.6%</td>
<td>10.0%</td>
<td>10.4%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Supplies made in any other participating province</th>
<th>Nova Scotia</th>
<th>Prince Edward Island</th>
<th>Other participating province</th>
</tr>
</thead>
<tbody>
<tr>
<td>10.5%</td>
<td>9.0%</td>
<td>8.4%</td>
<td>8.8%</td>
</tr>
</tbody>
</table>

**Note**
For reporting periods that begin before July 1, 2010, the old rates apply to the purchase price that became due, or is paid without being due, before July 1, 2010. The new rates apply to the remaining amount.

### Remittance rates on or after January 1, 2008, but before July 1, 2010, for businesses that provide services

<table>
<thead>
<tr>
<th>Supplies made in a non-participating province</th>
<th>Participating province</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.6%</td>
<td>1.8%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Supplies made in a participating province</th>
<th>Participating province</th>
</tr>
</thead>
<tbody>
<tr>
<td>10.5%</td>
<td>8.8%</td>
</tr>
</tbody>
</table>

For more information, see “Examples of the quick method calculation” on page 14.
Do you make supplies in both participating and non-participating provinces?

If you make supplies in both participating and non-participating provinces, you normally have to use more than one remittance rate. However, special rules apply when 90% or more of the eligible supplies you made in a reporting period were in either a participating province or a non-participating province. These rules are as follows:

- If 90% or more of the eligible supplies you made through a permanent establishment in a reporting period were made in a participating province, only use the rate that you would have to use if all eligible supplies were made in the participating province.
- If 90% or more of the eligible supplies you made through a permanent establishment in a reporting period were made in non-participating provinces, only use the rate that you would have to use if all eligible supplies were made in a non-participating province.

If neither of these situations applies to you, you may have to use more than one remittance rate unless 90% or more of the eligible supplies you made through a permanent establishment in a reporting period were made in participating provinces having the same HST rate.

For an example of the quick method calculation when multiple remittance rates apply, see “When more than one remittance rate applies” on page 16.

Remittance rates for businesses that give the point-of-sale rebate for the provincial part of the HST for publications

If your business gives a point-of-sale rebate for sales of qualifying publications in the participating provinces, you can use one of the following remittance rates for those sales:

- 1.8% if your cost of goods for resale is at least 40% of your total annual taxable sales (including the GST/HST but not including sales made by your associates). For more information, see “Remittance rates for businesses that purchase goods for resale” on page 9; or
- 3.6% if you generally provide services.

These remittance rates take into account the rebate you pay or credit to your customers for the provincial part of the HST, and they apply whether or not you actually have a permanent establishment that is located in a participating province.

Qualifying publications include the following:

- a printed book or an update of such a book;
- an audio recording, all or substantially all (90% or more) of which is a spoken reading of a printed book; and
- a bound or unbound printed version of scripture of any religion.

Credit of 1% on the first $30,000 of eligible supplies

In calculating your net tax using the quick method, you are entitled to a 1% credit on the first $30,000 of your eligible supplies (including the GST/HST) on which you must collect the GST at 5% or the HST at the applicable rate (see the chart on page 8) in each fiscal year.

To qualify for the 1% credit, your quick method election must be in effect at the beginning of a fiscal year or, if you are a new registrant, on the day you became a registrant.

If you file monthly or quarterly GST/HST returns, the 1% credit applies to the first and the following reporting periods of a fiscal year until you reach the $30,000 threshold, or the fiscal year ends. If you file annual GST/HST returns, use the 1% credit on your first $30,000 of eligible supplies in that fiscal year.

If the 0% remittance rate applies to your eligible sales, you are entitled to the 1% credit in addition to the credit given to businesses that purchase goods for resale (for more information, see the remittance rates chart on page 9).

Note

If you do not make $30,000 in eligible supplies in a fiscal year, you cannot carry forward any unused portion of the credit to a later fiscal year.

Special situations

Self-assessment of the provincial part of the HST

In some cases, you may have to self-assess the provincial part of the HST, but you cannot use the quick method calculation to do so. Self-assessment may be required in the following situations:

- you bring goods into a participating province from a non-participating province;
- you have goods delivered or made available to you in a participating province by a non-resident who is not registered for GST/HST purposes;
- you are a resident of a participating province and you acquire, in a non-participating province, intangible personal property or a service for consumption, use or supply primarily in participating provinces; or
- you import commercial goods, services, or intangible personal property that is not acquired for consumption, use, or supply exclusively in the course of your commercial activities in the participating provinces.

If you have to self-assess the provincial part of the HST, report the amount on line 405 of your GST/HST return. For more information, see Guide RC4022, General Information for GST/HST Registrants, and Technical Information Bulletins B-079, Self-Assessment of the HST on Supplies Brought into a Participating Province, and B-081, Application of the HST to Imports.
Bad debts

When you use the quick method to calculate your net tax, you cannot make adjustments to your net tax for bad debts, except for supplies that are not eligible for the quick method calculation.

Credit adjustments

If you give a customer a credit, refund, or rebate because you reduced the price of a good or a service that is eligible for the quick method calculation (see page 8 for a list of supplies that are not eligible), deduct the amount of the credit, refund, or rebate from the amount of your total eligible supplies before calculating your net tax using the remittance rate. This adjustment should be made for the reporting period during which you credited or paid the amount to your customers.

Trade-ins

If you use the quick method, you have to include in your sales calculations any amount credited to a purchaser for a trade-in. For example, you sell a pair of skates for $100 and accept a used pair of skates. You give a credit of $35 for the new skates. You have to include $100 in the total eligible sales for your net tax calculation.

Changes in the nature of your business

If your business adds a new service, purchases the operations of another firm, or significantly changes its product lines or sales patterns, you have to determine your eligibility to continue using the quick method and the remittance rates that apply to your eligible supplies.

If the nature of your business changes, see “Who can make this election?” on page 5 to determine if you are still a person who can use the quick method. If you are no longer eligible, see “How long does the election stay in effect?” on page 6 to determine when you have to start calculating your GST/HST remittance using the regular method.

Completing your GST/HST return using the quick method

If you only have to use one remittance rate, follow these steps. Only complete the lines of the return that apply to you.

If you have to use more than one remittance rate, follow these instructions for each rate.

Line 101 – Sales and other revenue

For each reporting period, add your revenues from taxable supplies (include the GST/HST at the rate that applied at that time) and enter the total on line 101, rounded off to the nearest dollar.

Do not include the following on line 101:

■ revenue from supplies that are not eligible for the quick method calculation (see page 8);
■ supplies on which no GST/HST was charged (such as zero-rated supplies, exempt supplies, supplies made outside Canada, or goods and services sold to Indians or provincial or territorial governments that are relieved of paying the GST/HST); and
■ provincial sales tax, if you had to charge the GST.

Line 103 – GST/HST collected or collectible

Step 1: Multiply the total you entered on line 101 by the remittance rate that applies for that reporting period. To determine the applicable rate, see “What are my quick method remittance rates?” on page 8.

Step 2: Calculate the GST/HST you had to charge on taxable supplies that are not eligible. For a list of these supplies, see page 8.

Step 3: Add the amounts from Step 1 and Step 2 and enter the result on line 103 or include it in your line 105 calculation if you are filing electronically.

Line 104 – Adjustments

Enter the total of any adjustments to be added to the net tax for the reporting period (for example, the GST/HST you obtained on the recovery of a bad debt from supplies that are not eligible for the quick method calculation) on line 104 or include it in your line 105 calculation if you are filing electronically.

Line 105 – Total GST/HST and adjustments for period

Add the amounts on lines 103 and 104, and enter the result on line 105.

Line 106 – Input tax credits (ITCs)

Add any amounts that you are eligible to claim as an ITC and enter the total on line 106. See page 8 for a list of the purchases and expenses for which you are still eligible to claim ITCs. The quick method remittance rates already take into account the ITCs for operating expenses and inventory purchases. Do not include any GST/HST paid or payable on these types of costs.

If the 0% remittance rate applies to your eligible supplies, add the applicable credit (see the charts on pages 9 and 10) of those supplies (including the GST) and enter the total on line 106 or include it in your line 108 calculation if you are filing electronically.

Line 107 – Adjustments

If you are entitled to the 1% credit on the first $30,000 of your eligible supplies, enter the amount of the credit on line 107 or include it in your line 108 calculation if you are filing electronically. For more information, see the previous page.
Also enter the total of any adjustments to be deducted when determining the net tax for the reporting period (for example, the GST/HST included in a bad debt from supplies that are not eligible for the quick method calculation).

**Line 108 – Total ITCs and adjustments**
Add the amounts on lines 106 and 107, and enter the result on line 108.

**Line 109 – Net tax**
Subtract the amount on line 108 from the amount on line 105 and enter the result on line 109. If the result is negative, enter a minus sign in the box next to the line number.

**Line 110 – Instalment and other annual filer payments**
Enter any instalment and other annual filer payments you made for the reporting period on line 110.

**Line 111 – Rebates**
Enter the total amount of GST/HST rebates, only if the rebate form indicates that you can claim the amount on line 111. If you have entered an amount on line 111, attach the rebate application to the GST/HST return.

**Line 112 – Total other credits**
Add the amounts on lines 110 and 111, and enter the result on line 112.

**Line 113 A – Balance**
Subtract the amount on line 112 from the amount on line 109 and enter the result on line 113 A. If the result is negative, enter a minus sign in the box next to the line number.

**Line 205 – GST/HST due on acquisition of taxable real property**
If you acquired taxable real property and have to remit the GST/HST on your acquisition, enter the amount of that GST/HST on line 205.

**Line 405 – Other GST/HST to be self-assessed**
Enter the applicable rate of the provincial part of the HST you have to self-assess when you bring property or a service into a participating province, or when you import commercial goods, services, or intangible property into Canada. For more information, see page 12.

**Line 113 B – Total other debits**
Add the amounts on lines 205 and 405, and enter the result on line 113 B.

**Line 113 C – Balance**
Add the amounts on lines 113 A and 113 B and enter the result on line 113 C. If the result is negative, enter a minus sign in the box next to the line number.

**Line 114 – Refund claimed**
If the amount entered on line 113 C is negative, enter this amount on line 114 to claim your refund.

**Note**
We will not show a refund or debit balance of $2 or less on the notice of (re)assessment.

**Line 115 – Payment enclosed**
If the amount on line 113 C is positive, enter this amount on line 115. If you file a paper return, enter this amount on the return portion (Part 2) that you will send to us. Enclose a cheque for this amount.

You can make your remittance online using My Payment. For more information, go to www.cra.gc.ca/mypayment. You can also pay electronically using your financial institution’s Internet or telephone banking service.

If you choose not to pay electronically, use Form RC158, GST/HST NETFILE/TELEFILE Remittance Voucher to make your payment.

**Examples of the quick method calculation**
The following examples illustrate how the quick method works. In each case, assume that the business files quarterly GST/HST returns. To determine the remittance rates that apply to supplies of property and services, see “What are my quick method remittance rates?” on page 8.

**When one remittance rate applies**

**Example 1: Sales of goods in a non-participating province through a permanent establishment in a non-participating province.**
QZ Greeting Cards Ltd.’s permanent establishment is in Alberta and all of its sales are made there. QZ elected to use the quick method throughout 2012. Now it has to determine if it can use the quick method in 2013. The nature of the business has not changed.

<table>
<thead>
<tr>
<th>QZ Greeting Cards Ltd. Edmonton, Alberta</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Calculation of total annual taxable sales for the fiscal year ending December 31, 2012</strong></td>
</tr>
<tr>
<td>Total purchases of goods for resale (including the GST)</td>
</tr>
<tr>
<td>Total annual taxable sales (including the GST)</td>
</tr>
<tr>
<td>Percentage of purchases to sales</td>
</tr>
</tbody>
</table>
QZ’s annual worldwide taxable sales (including the GST) were less than $200,000 (which was the threshold at that time) in 2012. This means that QZ can continue to use the quick method in 2013. Since QZ’s purchases (including the GST) of goods for resale are more than 40% of its total annual taxable sales (including the GST), it uses a remittance rate of 1.8% for 2013.

<table>
<thead>
<tr>
<th>Calculation of GST remittance for QZ Greeting Cards Ltd.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total eligible sales for the first quarter, including</strong></td>
</tr>
<tr>
<td><strong>the GST (QZ would enter this amount on line 101</strong></td>
</tr>
<tr>
<td><strong>of its GST/HST return)</strong></td>
</tr>
<tr>
<td><strong>Multiply the total eligible sales ($44,000) by the</strong></td>
</tr>
<tr>
<td><strong>1.8% remittance rate (QZ would enter this</strong></td>
</tr>
<tr>
<td><strong>amount on line 103 of its GST/HST return)</strong></td>
</tr>
<tr>
<td><strong>Deduct 1% for the first $30,000 of eligible sales</strong></td>
</tr>
<tr>
<td><strong>(QZ would enter this amount on line 107 of its</strong></td>
</tr>
<tr>
<td><strong>GST/HST return)</strong></td>
</tr>
<tr>
<td><strong>First quarter remittance (QZ would enter this</strong></td>
</tr>
<tr>
<td><strong>amount on line 115 of its GST/HST return)</strong></td>
</tr>
</tbody>
</table>

Example 2: Services provided in a non–participating province through a permanent establishment in a non–participating province.

Qwik Dry Cleaners’ service are all performed in Calgary, Alberta, where its permanent establishment is located. It used the quick method throughout 2012. Qwik Dry’s annual worldwide taxable sales (including the GST) were not more than $200,000 (which was the threshold at that time) in 2012. This means that Qwik Dry can continue to use the quick method in 2013. Since its purchases related to the services provided (including the GST) are more than 40% of its total annual taxable sales (including the GST), it uses a remittance rate of 3.6% for 2013.

<table>
<thead>
<tr>
<th>Calculation of GST remittance for Qwik Dry Cleaners</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total eligible sales for the first quarter, including</strong></td>
</tr>
<tr>
<td><strong>the GST (Qwik Dry Cleaners would enter this</strong></td>
</tr>
<tr>
<td><strong>amount on line 101 of its GST/HST return)</strong></td>
</tr>
<tr>
<td><strong>Multiply the total eligible sales ($22,000) by the</strong></td>
</tr>
<tr>
<td><strong>3.6% remittance rate (Qwik Dry Cleaners would</strong></td>
</tr>
<tr>
<td><strong>enter this amount on line 103 of its GST/HST</strong></td>
</tr>
<tr>
<td><strong>return)</strong></td>
</tr>
<tr>
<td><strong>Deduct 1% for the first $30,000 of eligible sales</strong></td>
</tr>
<tr>
<td><strong>(Qwik Dry Cleaners would enter this amount on</strong></td>
</tr>
<tr>
<td><strong>line 107 of its GST/HST return)</strong></td>
</tr>
<tr>
<td><strong>First quarter remittance (Qwik Dry Cleaners</strong></td>
</tr>
<tr>
<td><strong>would enter this amount on line 115 of its</strong></td>
</tr>
<tr>
<td><strong>GST/HST return)</strong></td>
</tr>
</tbody>
</table>

Example 3: Sales of goods in a participating province through a permanent establishment in a participating province with some sales in a non–participating province.

Qwik Dry Cleaners’ services are all performed in Calgary, Alberta, where its permanent establishment is located. It used the quick method throughout 2012. Qwik Dry’s annual worldwide taxable sales (including the GST) were not more than $200,000 (which was the threshold at that time) in 2012. This means that Qwik Dry can continue to use the quick method in 2013. Since its purchases related to the services provided (including the GST) are more than 40% of its total annual taxable sales (including the GST), it uses a remittance rate of 3.6% for 2013.

<table>
<thead>
<tr>
<th>Calculation of total annual taxable sales for the fiscal year ending December 31, 2012</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total purchases of goods for resale, including</strong></td>
</tr>
<tr>
<td><strong>the GST/HST)</strong></td>
</tr>
<tr>
<td><strong>Total annual taxable sales, including the</strong></td>
</tr>
<tr>
<td><strong>GST/HST)</strong></td>
</tr>
<tr>
<td><strong>Percentage of purchases to sales</strong></td>
</tr>
</tbody>
</table>

Of this company’s eligible sales, 90% are made in Hamilton, Ontario, through its permanent establishment in Hamilton. The remaining 10% are made in Winnipeg, Manitoba. The company used the quick method throughout 2012.

In 2012, the company’s annual worldwide taxable sales (including the GST/HST) were not more than $200,000 (which was the threshold at that time). Therefore, the company can continue to use the quick method in 2013.
Since the company’s 2012 purchases (including the GST/HST) of goods to resell were more than 40% of the total annual taxable sales (including the GST/HST) and 90% of the company’s eligible sales are made in a participating province through a permanent establishment in a participating province, it will use the 4.4% remittance rate to calculate its net tax for all of its eligible sales in the first two quarters of 2013.

### Quick method calculation for TTT Plumbing Supplies

<table>
<thead>
<tr>
<th>Calculation of GST/HST remittance in first quarter of 2013 (4.4% remittance rate)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total eligible sales for the first quarter, including the GST/HST (TTT Plumbing would enter this amount on line 101 of its GST/HST return)</td>
<td>$ 19,000</td>
</tr>
<tr>
<td>Multiply the total eligible sales ($19,000) by the 4.4% remittance rate (TTT Plumbing would enter this amount on line 103 of its GST/HST return)</td>
<td>$ 836</td>
</tr>
<tr>
<td>Deduct 1% for the first $30,000 of eligible sales (TTT Plumbing would enter this amount on line 107 of its GST/HST return)</td>
<td>$(190)</td>
</tr>
<tr>
<td><strong>First quarter remittance</strong> (TTT Plumbing would enter this amount on line 115 of its GST/HST return)</td>
<td>$ 646</td>
</tr>
</tbody>
</table>

### When more than one remittance rate applies

Example: Sales of goods in both a participating and a non-participating province through a permanent establishment in a participating province.

| Al and Bob’s Lumber Yard  
Goose Bay, Newfoundland and Labrador |  |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>First quarter sales</strong></td>
<td></td>
</tr>
<tr>
<td>Total purchases related to services provided (including the GST)</td>
<td>$ 63,000</td>
</tr>
<tr>
<td>Total eligible sales, including the GST, made in Winnipeg, Manitoba, through the permanent establishment in Goose Bay (20% of lumber sales)</td>
<td>$ 9,000</td>
</tr>
<tr>
<td>Total eligible sales, including the HST, made in Goose Bay through the permanent establishment in Goose Bay (80% of lumber sales)</td>
<td>$ 36,000</td>
</tr>
<tr>
<td><strong>Total eligible sales</strong> (Al and Bob’s Lumber Yard would enter this amount on line 101 of its GST/HST return)</td>
<td>$ 45,000</td>
</tr>
<tr>
<td>Total annual taxable sales (including the GST)</td>
<td>$140,000</td>
</tr>
<tr>
<td>Percentage of purchases to sales</td>
<td>45%</td>
</tr>
</tbody>
</table>

This company’s permanent establishment is in Newfoundland and Labrador. It used the quick method throughout 2012.

In 2012, the company’s annual worldwide taxable sales (including the GST/HST) were not more than $200,000 (which was the threshold at that time). This means that the company can continue to use the quick method in 2013.

The company’s 2012 purchases (including the GST/HST) of goods for resale were more than 40% of the total annual taxable sales (including the GST/HST).

For the first quarter of 2013, the company has to use two different remittance rates because it has sales in Newfoundland and Labrador (a participating province), and in Manitoba (a non-participating province) and it does not make at least 90% of its total taxable sales in one of these provinces.

The remittance rate for the eligible sales made in Manitoba is 0%. The remittance rate for the eligible sales made in Newfoundland and Labrador is 4.4%. This company can deduct a credit of 2.8% for the eligible sales made in Manitoba.

### Quick method calculation for Al and Bob’s Lumber Yard

<table>
<thead>
<tr>
<th>Calculation of GST/HST remittance in first quarter of 2013</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total eligible sales for the quarter, including the GST/HST</td>
<td></td>
</tr>
<tr>
<td>Multiply the eligible sales made in Manitoba ($9,000), including the GST, by the 0% remittance rate</td>
<td>$ 0</td>
</tr>
<tr>
<td>Multiply the eligible sales made in Newfoundland and Labrador ($36,000), including the HST, by the 4.4% remittance rate</td>
<td>$ 1,584</td>
</tr>
<tr>
<td>(Al and Bob’s Lumber Yard would enter the total of these two amounts on line 103 of its GST/HST return)</td>
<td></td>
</tr>
<tr>
<td>Deduct 2.8% for the $9,000 eligible sales made in Manitoba (Al and Bob’s Lumber Yard would enter this amount on line 106 of its GST/HST return)</td>
<td>$(252)</td>
</tr>
<tr>
<td>Deduct 1% for the first $30,000 of eligible sales (Al and Bob’s Lumber Yard would enter this amount on line 107 of its GST/HST return)</td>
<td>$(300)</td>
</tr>
<tr>
<td><strong>First quarter remittance</strong> (Al and Bob’s Lumber Yard would enter this amount on line 115 of its GST/HST return)</td>
<td>$ 1,032</td>
</tr>
</tbody>
</table>
What if you need help?
If you need more information after reading this guide, go to www.cra.gc.ca/gsthst or call 1-800-959-5525.

Forms and publications
To get our forms or publications, go to www.cra.gc.ca/gsthstpub or call 1-800-959-5525.

Teletypewriter (TTY) users
TTY users can call 1-800-665-0354 for bilingual assistance during regular business hours.

Direct deposit
Direct deposit is a safe, convenient, dependable, and time-saving method of receiving your GST/HST refunds and rebates. If you are expecting refunds or rebates when you file your GST/HST returns or rebate applications, you can send us a completed Form RC366, Direct Deposit Request – GST/HST, Payroll and/or Corporation Income Tax. To get Form RC366, go to www.cra.gc.ca/dd-bus or call 1-800-959-5525.

GST/HST rulings and interpretations
You may request a ruling or interpretation on how the GST/HST applies to a specific transaction for your operations. This service is provided free of charge. For more information, see GST/HST Memorandum 1.4, Excise and GST/HST Rulings and Interpretations Service, available at www.cra.gc.ca/gsthstrulings or call 1-800-959-8287.

Online services built for businesses
With the CRA’s online services for businesses, you can do many things, including:
- authorize a representative for online access to your business accounts;
- change the mailing and physical addresses, as well as the books and records address;
- file or adjust a GST/HST return without a Web access code;
- file an election;
- view the line-by-line details of processed returns, and a list of the expected returns with their due dates;
- view your up-to-date account balances and transactions;
- transfer payments and right away view updated balances; and
- submit enquiries and get the responses online within 10 business days.

To access our online services, go to:
- www.cra.gc.ca/representatives, if you are an authorized representative (including employees); or
- www.cra.gc.ca/mybusinessaccount, if you are a business owner.

Electronic payments
Make your payment online using the CRA’s My Payment service at www.cra.gc.ca/mypayment or using your financial institution’s telephone or Internet banking services. For more information, go to www.cra.gc.ca/electronicpayments or contact your financial institution.

Our service complaint process
If you are not satisfied with the service that you have received, contact the CRA employee you have been dealing with or call the telephone number that you have been given. If you are not pleased with the way your concerns are addressed, you can ask to discuss the matter with the employee’s supervisor.

If the matter is not settled, you can then file a service complaint by completing Form RC193, Service-Related Complaint. If you are still not satisfied, you can file a complaint with the Office of the Taxpayers’ Ombudsman.

For more information, go to www.cra.gc.ca/complaints or see Booklet RC4420, Information on CRA – Service Complaints.

Your opinion counts
If you have comments or suggestions that could help us improve our publications, send them to:

Taxpayer Services Directorate
Canada Revenue Agency
395 Terminal Avenue
Ottawa ON K1A 0L5

www.cra.gc.ca