

Study on the feasibility and impact of a common EU standard VAT return - Economic impact assessment - As Is Questionnaire

Interview Guidelines - Please read this section prior to completing the questionnaire

Due to the lack of detailed European VAT rules regarding VAT returns, the EU Member States have a wide margin of discretion in developing national rules with respect to the particulars required in their national VAT returns, the submission of VAT returns, and correction of VAT return errors. Consequently, VAT returns, submission mechanisms, and deadlines differ among Member States. This reflects different attitudes to the level of information needed to audit taxable persons and the level of burden placed on them. For businesses identified for VAT purposes in more than one Member State, complying with up to 27 different VAT returns can be difficult and costly. The idea of introducing a common EU standard VAT return applicable in all Member States addresses this and is in line with the commitment to reduce the administrative burden on businesses and help SMEs via the "Think Small First" initiative.

The European Commission has commissioned PricewaterhouseCoopers (PwC) to assess the potential for administrative burden reduction for businesses of the common EU standard VAT return. Therefore, we will compare the administrative burden of the **current situation** (no common EU standard VAT return) with that of the **future situation** (common EU standard VAT return). We limit the scope of this study to the analysis of a carefully selected group of eight Member States. The selected Member States are Belgium, Germany, Finland, France, Hungary, Italy, Poland, and the UK.

With this questionnaire, we intend to assess the administrative burden on businesses of the current situation.

Upon completion of the questionnaire, we may schedule a short interview via telephone to discuss the results. We will contact you later to assess the potential for administrative burden reduction in the future situation.

The deadline for completion of the questionnaire is 30 March 2012 at the close of business. Please send the completed questionnaire back to caroline.cleppert@pwc.be and ellen.de.x.groote@pwc.be.

We would like to assure you that the data you provide will be treated confidentially by PwC. The results of the study will be provided to the European Commission and will be published, but data will only be disclosed on an aggregate level and total anonymity is guaranteed.

We understand that the completion of the questionnaire may take some time and effort. Should you have any questions when completing the questionnaire, we invite you to contact:

- Caroline Cleppert (caroline.cleppert@pwc.be or +32 2 7107464) or
- Ellen De Groote (ellen.de.x.groote@pwc.be or +32 2 7104389)

The questionnaire is divided in 4 parts:

Part I - Company identification

Basic information of the company.

Part II - Understanding of the company's situation

Information more specifically linked to the company's VAT compliance process.

Part III - Quantitative assessment: Cost estimation

Information related to the costs of submitting VAT returns in one or more EU Member States. These costs include set-up costs, submission costs, generic costs, and additional costs.

Part IV - Qualitative questions

Information related to difficulties the company may experience in the current situation.

Questionnaire**PART I - Company identification****1.1 General data**

Please provide us with general information of your company or the international group your company belongs to. In case you are a shared service centre, we ask you to provide this general information for the entire group. In case you are a standalone company or you are part of a larger international group, we ask you to provide the data only for the company for which you will complete the rest of the questionnaire.

Company or group name	
Country	
Respondent's name	
Respondent's function	
Respondent's contact details	
Company or group sector (to select from drop-down list)	
Short description of main activity(ies)	
Headcount	
Annual turnover (Mio €)	
Annual balance sheet (Mio €)	
Qualifying as a SME/Large enterprise ¹	

1.2 Are you a shared service centre? If yes, please go directly to question 1.6
If no, please go to question 1.3

1.3 Is your company part of a larger international group? If yes, please go to question 1.4
If no, please go directly to question 1.6

1.4 Do you submit periodical VAT returns for other companies within the international group? If yes, please go to question 1.5
If no, please go directly to question 1.6

1.5 For how many companies within the group do you submit periodical VAT returns?

1.6 Please complete the following table

Please specify in which EU Member States you are registered and in which EU Member States you submit periodical VAT returns and other documents to be filed next to your periodical VAT return (e.g. annexes to the periodical VAT return other than Intrastat, IC Sales Lists, IC Acquisition Lists, Annual Sales Lists). We also ask you in which of the EU Member States you submit annual VAT returns. We are interested in the total number of periodical VAT returns, additional documents, and annual VAT returns you submit as an established and non-established company.

Member States	In which of the EU Member States are you registered?				In which of the EU Member States do you submit <u>periodical</u> VAT returns? Please provide total number of VAT registrations per EU Member State		
	As established company			As non-established company	As established company		As non-established company
	Main place of business in this country (seat)	Fixed establishment (branch)	Part of a VAT group ?		Main place of business in this country (seat)	Fixed establishment (branch)	
Austria							
Belgium							
Bulgaria							
Cyprus							
Czech Republic							
Denmark							
Estonia							
Finland							
France							
Germany							
Greece							
Hungary							
Ireland							
Italy							
Latvia							
Lithuania							
Luxembourg							
Malta							
Netherlands							
Poland							
Portugal							
Romania							
Slovakia							
Slovenia							
Spain							
Sweden							
United Kingdom							

¹ 'The category of micro, small and medium-sized enterprises (SMEs) is made up of enterprises which employ fewer than 250 persons and which have an annual turnover not exceeding 50 million euro, and/or an annual balance sheet total not exceeding 43 million euro.' (Extract of Article 2 of the Annex of Recommendation 2003/361/EC) All other enterprises are categorized as large enterprises.

Questionnaire**PART I - Company identification**

Member States	In which of the EU Member States do you submit other documents/annexes			In which of the EU Member States do you submit an annual VAT return?		
	As established company		As non-established company	As established company		As non-established company
	Main place of business in this country (seat)	Fixed establishment		Main place of business in this country (seat)	Fixed establishment (branch)	
Austria						
Belgium						
Bulgaria						
Cyprus						
Czech Republic						
Denmark						
Estonia						
Finland						
France						
Germany						
Greece						
Hungary						
Ireland						
Italy						
Latvia						
Lithuania						
Luxembourg						
Malta						
Netherlands						
Poland						
Portugal						
Romania						
Slovakia						
Slovenia						
Spain						
Sweden						
United Kingdom						

Questionnaire**PART II - Understanding of the company's situation**

2.1 What is the set up of VAT compliance in your company (e.g. centralised/decentralised, in-house/outsourced, hybrid model (i.e. partially in-house, partially outsourced))?

2.2 Why is your company organised in this fashion?

2.3 What is the VAT period for the periodical VAT return (monthly, bi-monthly, quarterly, bi-annually, yearly)? Please select from drop-down list.

If you are a shared service centre or you are part of a larger international group and you serve other companies within the group, please complete the table for every entity you serve (Add columns if needed).

Member State	Entity 1	Entity 2	Entity 3	Entity 4	Entity 5	...
Belgium						
Germany						
Finland						
France						
Hungary						
Italy						
Poland						
UK						

2.4 What is on average the number of transactions recorded in your VAT return(s) for each of the EU Member States in scope where you submit a periodical VAT return?

If you are a shared service centre or you are part of a larger group and you serve other companies within the group, please complete the table for every entity you serve (Add columns if needed).

Member State	Entity 1	Entity 2	Entity 3	Entity 4	Entity 5	...
Belgium						
Germany						
Finland						
France						
Hungary						
Italy						
Poland						
UK						

Questionnaire**PART II - Understanding of the company's situation**

2.5 What software system(s) (ERP system or other software) is/are used for accounting purposes per registration and per EU Member State in scope (if relevant)?

If you are a shared service centre or you are part of a larger group and you serve other companies within the group, please complete the table for every entity you serve (Add columns if needed).

Member state	ERP system(s) or other software					
	Entity 1	Entity 2	Entity 3	Entity 4	Entity 5	...
Belgium						
Germany						
Finland						
France						
Hungary						
Italy						
Poland						
UK						

2.6 What specific software system(s) is/are used for the preparation of your VAT return(s), if any? If applicable, is this licensed software from an external party or is this an internal solution? Please select from drop-down list per registration and per EU Member State in scope.

If you are a shared service centre or you are part of a larger group and you serve other companies within the group, please complete the table for every entity you serve (Add columns if needed).

Member state	Entity 1		Entity 2		...	
	Software system(s)	Internal or external? (Please select from drop-down list)	Software system(s)	Internal or external? (Please select from drop-down list)	Software system(s)	Internal or external? (Please select from drop-down list)
Belgium						
Germany						
Finland						
France						
Hungary						
Italy						
Poland						
UK						

2.7 What are the main reasons for having specific software for VAT compliance purposes, if applicable?

Questionnaire**PART II - Understanding of the company's situation****2.8 How is the process for VAT compliance organised?**

A. How is the process for gathering information that is needed to prepare the periodical VAT return organised (e.g. automated from ERP, automated upload of data of ERP in VAT compliance software, manual upload of data of ERP in VAT compliance software, manual manipulation of VAT ledgers, other)? Please specify if "other".

	Process for gathering information (select from drop-down list)	Please specify if "other"
Belgium		
Germany		
Finland		
France		
Hungary		
Italy		
Poland		
UK		

B. How is the process for preparation and approval of the periodical VAT return organised (e.g. preparation, review and sign-off are done by one person or different separate persons, preparation is done by external company, sign-off is done internally, other)?

C. How is the process to sign the periodical VAT return organised (e.g. only one person is authorised, back-up is foreseen, draft VAT return is signed on paper before electronic submission, CFO or head of service centre is proxy holder within the company, other)?

D. How is the process for electronic submission of the periodical VAT return organised (e.g. in-house submission, external proxy holder submits, ID-card of CFO is used, 4 eyes review is done before submission, other)?

E. How is the process for storage of the submitted periodical VAT returns organised (process and format)?

Questionnaire**PART II - Understanding of the company's situation**

2.9 How are the periodical VAT return, additional documents, and annual VAT return (if applicable) submitted: manual¹, semi-automated without XML², semi-automated with XML³, fully automated⁴, other method⁵. Please select from drop-down list per registration and per EU Member State in scope.

¹Submission on paper.

²Submission via completing a webform.

³Submission via uploading a file (e.g. Excel file, XML file).

⁴The company generates a file (e.g. XML file), which is automatically sent to the tax authorities (no need for uploading to a website).

⁵Other method, please specify

If you are a shared service centre or you are part of a larger group and you serve other companies within the group, please complete the table for every entity you serve (Copy and paste the table if needed).

Entity 1

Member State	Periodical VAT return submission	Please specify if other	Submission of additional documents/ annexes	Please specify if other	Annual VAT return submission	Please specify if other
Belgium						
Germany						
Finland						
France						
Hungary						
Italy						
Poland						
UK						

Entity 2

Member State	Periodical VAT return submission	Please specify if other	Submission of additional documents/ annexes	Please specify if other	Annual VAT return submission	Please specify if other
Belgium						
Germany						
Finland						
France						
Hungary						
Italy						
Poland						
UK						

Entity 3

Member State	Periodical VAT return submission	Please specify if other	Submission of additional documents/ annexes	Please specify if other	Annual VAT return submission	Please specify if other
Belgium						
Germany						
Finland						
France						
Hungary						
Italy						
Poland						
UK						

...

Please specify the reason for choosing this/these method(s) (only to be completed in case options are available in the EU Member States in scope).

Questionnaire

PART III – Quantitative assessment: Cost estimation

In order to estimate the costs incurred in the current situation, we would like to assess all costs related to the submission of periodical and annual VAT returns, as well as additional documents (e.g. annexes to the periodical VAT returns other than Intrastat, IC Sales Lists, IC Acquisition Lists, Annual Sales Lists). We will consider aspects related to people, process, and technology.

More specifically, we distinguish between four cost categories:

1. Set-up costs

Costs related to the set-up of the VAT compliance system (software costs and costs of initial training).

2. Costs of VAT preparation and submission

Recurring costs related to the preparation and submission of the periodical VAT return, annual VAT return, and additional documents.

3. Generic costs

Recurring costs related to audit, software maintenance, and periodic trainings.

4. Additional costs

Residual costs.

These cost categories will be assessed in the following four work sheets of the questionnaire.

Important remark: All costs should be estimated in euro.

Questionnaire

PART III – Quantitative assessment: Set-up Costs

A. Software costs

Since businesses typically make use of VAT customised or VAT specific accounting software, only part of the overall accounting/ERP software cost can be allocated to VAT compliance. We are interested only in the software costs that are VAT related (VAT bookkeeping, submission of a periodical VAT return, issuance of an invoice, submission of IC Sales Lists).

3.1 What was the total purchase price/development cost of the software system you use for VAT compliance?

3.2 What is the cost to adjust the software system to specific VAT needs?

3.3 What is the cost to...

a) map the VAT compliance requirements in an additional EU Member State (relevant for your business in that EU Member State, e.g. periodicity of the VAT return, due date, filing mechanism, etc.)

b) understand the local VAT return of an additional EU Member State (relevant for your business in that EU Member State, e.g. which boxes to complete)

c) adjust the software to be able to complete the local VAT return in an additional EU Member State

d) adjust the software to be able to report one additional type of purchase or sale in the local VAT return in an EU Member State

B. Initial training costs

Training of staff is typically required in order to comply with the various requirements contained in national VAT laws. This training may be VAT compliance specific or related to the software for VAT compliance. We are interested only in the costs that are related to the initial VAT training and software training.

3.4 Please estimate the total cost of initial VAT compliance training and software training. This cost may include the time spent on training, external costs such as consultancy fees for the delivery of training, costs of materials (e.g. manuals), etc.

VAT compliance specific training:

Software training:

Questionnaire

PART III – Quantitative assessment: Cost of preparation and submission

We distinguish between two types of recurring costs for the preparation and submission of VAT returns:

Internal Costs

The internal cost per activity can be calculated by multiplying the time spent on each activity by the hourly rate, which depends on the type of employee in charge of the activity.

Therefore, please specify:

- Type of employee in charge of the activity (junior staff, senior staff, manager, ...)
- Hourly rate in euro (to be selected from the drop-down list)
- Time spent (in minutes) for the preparation and submission of one VAT return.

External Costs

The external cost consists of consultancy fees and equipment costs. These external costs may be related to specific activities. Therefore, please specify:

- Consultancy cost in euro for the preparation and submission of one VAT return.
- Equipment and supplies cost in euro for the preparation and submission of one VAT return.
- Description of equipment cost

If you cannot assign consultancy fees to the different activities, please specify the total amount under 'other recurring costs identified'.

These costs should be assessed first for the submission of a periodical VAT return and the additional documents that have to be filed next to it, and then for the annual VAT return, if applicable, and the additional documents that have to be filed next to it.

Important remarks:

We look for figures that are as accurate as possible. We understand that these figures may be based on estimates.

If you are a shared service centre or a company that submits VAT returns for other companies of your group, it can be the case that you submit VAT returns in a specific Member State for more than one entity. The time spent on the activities may be different depending on the characteristics of these entities. Therefore, we would like you to copy and paste the table for each entity you serve in each of the Member States in scope.

Please pay attention that the time spent on certain activities that can be reused for several Member States is not double counted.

Questionnaire

PART III – Quantitative assessment: Cost of preparation and submission

3.5 Please estimate the cost for the preparation and submission of one periodical VAT return and the additional documents that have to be filed next to it.

Belgium							
Type	Activities	Internal cost/VAT return			External cost/VAT return		
		Type of resource (company specific)	Hourly wage rate ¹ (select from drop-down list)	Time spent in minutes (per VAT return submission)	Consultancy cost (per VAT return submission)	Equipment and supplies cost (per VAT return submission) ²	Description of equipment cost
R	Gather information						
R	Prepare the VAT return						
R	Reconcile data from accounting, listing, intrastat,...						
R	Review the VAT return						
R	Sign the VAT return						
R	Submit the VAT return						
R	Store a copy of the VAT return						
R	Answer any specific questions from the Tax authorities						
R	Other recurring costs identified. ³						

¹ Gross salary + social security charges

² E.g. Printing costs, stamp cost, ...

³ E.g. If your process for VAT compliance is not fully automated, there may be additional activities for processing of invoices (purchases/sales), corrections

Germany							
Type	Activities	Internal cost/VAT return			External cost/VAT return		
		Type of resource (company specific)	Hourly wage rate ¹ (select from drop-down list)	Time spent in minutes (per VAT return submission)	Consultancy cost (per VAT return submission)	Equipment and supplies cost (per VAT return submission) ²	Description of equipment cost
R	Gather information						
R	Prepare the VAT return						
R	Reconcile data from accounting, listing, intrastat,...						
R	Review the VAT return						
R	Sign the VAT return						
R	Submit the VAT return						
R	Store a copy of the VAT return						
R	Answer any specific questions from the Tax authorities						
R	Other recurring costs identified. ³						

¹ Gross salary + social security charges

² E.g. Printing costs, stamp cost, ...

³ E.g. If your process for VAT compliance is not fully automated, there may be additional activities for processing of invoices (purchases/sales), corrections

Questionnaire**PART III – Quantitative assessment: Cost of preparation and submission**

Finland							
Type	Activities	Internal cost/VAT return			External cost/VAT return		
		Type of resource (company specific)	Hourly wage rate ¹ (select from drop-down list)	Time spent in minutes (per VAT return submission)	Consultancy cost (per VAT return submission)	Equipment and supplies cost (per VAT return submission) ²	Description of equipment cost
R	Gather information						
R	Prepare the VAT return						
R	Reconcile data from accounting, listing, intrastat,...						
R	Review the VAT return						
R	Sign the VAT return						
R	Submit the VAT return						
R	Store a copy of the VAT return						
R	Answer any specific questions from the Tax authorities						
R	<i>Other recurring costs identified.</i> ³						

¹ Gross salary + social security charges² E.g. Printing costs, stamp cost, ...³ E.g. If your process for VAT compliance is not fully automated, there may be additional activities for processing of invoices (purchases/sales), corrections

France							
Type	Activities	Internal cost/VAT return			External cost/VAT return		
		Type of resource (company specific)	Hourly wage rate ¹ (select from drop-down list)	Time spent in minutes (per VAT return submission)	Consultancy cost (per VAT return submission)	Equipment and supplies cost (per VAT return submission) ²	Description of equipment cost
R	Gather information						
R	Prepare the VAT return						
R	Reconcile data from accounting, listing, intrastat,...						
R	Review the VAT return						
R	Sign the VAT return						
R	Submit the VAT return						
R	Store a copy of the VAT return						
R	Answer any specific questions from the Tax authorities						
R	<i>Other recurring costs identified.</i> ³						

¹ Gross salary + social security charges² E.g. Printing costs, stamp cost, ...³ E.g. If your process for VAT compliance is not fully automated, there may be additional activities for processing of invoices (purchases/sales), corrections

Questionnaire

PART III – Quantitative assessment: Cost of preparation and submission

Hungary							
Type	Activities	Internal cost/VAT return			External cost/VAT return		
		Type of resource (company specific)	Hourly wage rate ¹ (select from drop-down list)	Time spent in minutes (per VAT return submission)	Consultancy cost (per VAT return submission)	Equipment and supplies cost (per VAT return submission) ²	Description of equipment cost
R	Gather information						
R	Prepare the VAT return						
R	Reconcile data from accounting, listing, intrastat,...						
R	Review the VAT return						
R	Sign the VAT return						
R	Submit the VAT return						
R	Store a copy of the VAT return						
R	Answer any specific questions from the Tax authorities						
R	Other recurring costs identified. ³						

¹ Gross salary + social security charges

² E.g. Printing costs, stamp cost, ...

³ E.g. If your process for VAT compliance is not fully automated, there may be additional activities for processing of invoices (purchases/sales), corrections

Italy							
Type	Activities	Internal cost/VAT return			External cost/VAT return		
		Type of resource (company specific)	Hourly wage rate ¹ (select from drop-down list)	Time spent in minutes (per VAT return submission)	Consultancy cost (per VAT return submission)	Equipment and supplies cost (per VAT return submission) ²	Description of equipment cost
R	Gather information						
R	Prepare the VAT return						
R	Reconcile data from accounting, listing, intrastat,...						
R	Review the VAT return						
R	Sign the VAT return						
R	Submit the VAT return						
R	Store a copy of the VAT return						
R	Answer any specific questions from the Tax authorities						
R	Other recurring costs identified. ³						

¹ Gross salary + social security charges

² E.g. Printing costs, stamp cost, ...

³ E.g. If your process for VAT compliance is not fully automated, there may be additional activities for processing of invoices (purchases/sales), corrections

Questionnaire**PART III – Quantitative assessment: Cost of preparation and submission**

Poland							
Type	Activities	Internal cost/VAT return			External cost/VAT return		
		Type of resource (company specific)	Hourly wage rate ¹ (select from drop-down list)	Time spent in minutes (per VAT return submission)	Consultancy cost (per VAT return submission)	Equipment and supplies cost (per VAT return submission) ²	Description of equipment cost
R	Gather information						
R	Prepare the VAT return						
R	Reconcile data from accounting, listing, intrastat,...						
R	Review the VAT return						
R	Sign the VAT return						
R	Submit the VAT return						
R	Store a copy of the VAT return						
R	Answer any specific questions from the Tax authorities						
R	Other recurring costs identified. ³						

¹ Gross salary + social security charges² E.g. Printing costs, stamp cost, ...³ E.g. If your process for VAT compliance is not fully automated, there may be additional activities for processing of invoices (purchases/sales), corrections

UK							
Type	Activities	Internal cost/VAT return			External cost/VAT return		
		Type of resource (company specific)	Hourly wage rate ¹ (select from drop-down list)	Time spent in minutes (per VAT return submission)	Consultancy cost (per VAT return submission)	Equipment and supplies cost (per VAT return submission) ²	Description of equipment cost
R	Gather information						
R	Prepare the VAT return						
R	Reconcile data from accounting, listing, intrastat,...						
R	Review the VAT return						
R	Sign the VAT return						
R	Submit the VAT return						
R	Store a copy of the VAT return						
R	Answer any specific questions from the Tax authorities						
R	Other recurring costs identified. ³						

¹ Gross salary + social security charges² E.g. Printing costs, stamp cost, ...³ E.g. If your process for VAT compliance is not fully automated, there may be additional activities for processing of invoices (purchases/sales), corrections

Questionnaire

PART III – Quantitative assessment: Cost of preparation and submission

3.6 Please estimate the cost for the preparation and submission of one annual VAT return and the additional documents that have to be filed next to it, if applicable.

Germany							
Type	Activities	Internal cost/VAT return			External cost/VAT return		
		Type of resource (company specific)	Hourly wage rate ¹ (select from drop-down list)	Time spent in minutes (per VAT return submission)	Consultancy cost (per VAT return submission)	Equipment and supplies cost (per VAT return submission) ²	Description of equipment cost
R	Gather information						
R	Prepare the VAT return						
R	Reconcile data from accounting, listing, intrastat,...						
R	Review the VAT return						
R	Sign the VAT return						
R	Submit the VAT return						
R	Store a copy of the VAT return						
R	Answer any specific questions from the Tax authorities						
R	Other recurring costs identified. ³						

¹ Gross salary + social security charges

² E.g. Printing costs, stamp cost, ...

³ E.g. If your process for VAT compliance is not fully automated, there may be additional activities for processing of invoices (purchases/sales), corrections

Italy							
Type	Activities	Internal cost/VAT return			External cost/VAT return		
		Type of resource (company specific)	Hourly wage rate ¹ (select from drop-down list)	Time spent in minutes (per VAT return submission)	Consultancy cost (per VAT return submission)	Equipment and supplies cost (per VAT return submission) ²	Description of equipment cost
R	Gather information						
R	Prepare the VAT return						
R	Reconcile data from accounting, listing, intrastat,...						
R	Review the VAT return						
R	Sign the VAT return						
R	Submit the VAT return						
R	Store a copy of the VAT return						
R	Answer any specific questions from the Tax authorities						
R	Other recurring costs identified. ³						

¹ Gross salary + social security charges

² E.g. Printing costs, stamp cost, ...

³ E.g. If your process for VAT compliance is not fully automated, there may be additional activities for processing of invoices (purchases/sales), corrections

Questionnaire

PART III – Quantitative assessment: Generic costs

A. Costs related to audits

Costs are incurred by businesses when the competent authorities decide to verify whether taxable persons are complying with existing VAT obligations. We would like to assess the time spent on and costs related to these audits.

3.7 How often do tax authorities perform in-depth VAT audits and what is the level of detail requested? If possible, please provide this data for every EU Member State in scope?

Member States	Frequency of VAT audits	Level of detail requested
Belgium		
Germany		
Finland		
France		
Hungary		
Italy		
Poland		
UK		

3.8 Please estimate the costs of one VAT audit from tax authorities for every EU Member State in scope.

Member States	Internal cost/VAT return			External cost/VAT return		
	Type of resource (company specific)	Hourly wage rate ¹ (select from drop-down list)	Time spent in days (per audit)	Consultancy cost (per audit)	Equipment and supplies cost (per audit) ²	Description of equipment cost
Belgium						
Germany						
Finland						
France						
Hungary						
Italy						
Poland						
UK						

¹ Gross salary + social security charges

² E.g. Printing costs, stamp cost, ...

Questionnaire

PART III – Quantitative assessment: Generic costs

B. Costs related to software

Once software is bought or developed, it has to be maintained and adapted to changing needs. We are interested in the cost related to software maintenance and adaptation.

3.9 Please estimate the yearly cost of the software system for VAT compliance (e.g. maintenance fees, license rights).

C. Costs related to recurring training and information

Staff require continuous training to stay abreast of, among others, legal changes, changing economic activities, changes in software, and staff fluctuations. We are interested in the costs that are related to these training activities, as well as those costs that companies assume to stay informed of changes in the legal environment.

3.10 Please estimate the yearly cost of training for VAT compliance.

3.11 What costs does your company incur to stay abreast of legal changes (e.g. subscription to tax newsletters, pwc.globalvatonline)?

Questionnaire**PART III – Quantitative assessment: Additional costs**

3.12 What kind of electronic signatures or other security measures are required in each of the Member States in scope? What is the cost of the required electronic signatures/security measures (e.g. cost of software, cost of obtaining the signature, travel cost to get the signature, time lost and costs involved for the person required to travel, cost of integrating the software with the back end system, cost of consultant/translator)?

Member State	Security requirements	Cost
Belgium		
Germany		
Finland		
France		
Hungary		
Italy		
Poland		
UK		

3.13 What additional costs does your company incur in regards translations of correspondence with authorities, filing, etc.?

3.14 Are there any additional costs related to the VAT return that have not been addressed?

Questionnaire

PART IV – Qualitative questions

4.1 What is your appreciation of the procedures (e.g. upfront registration, requesting a certificate) that have to be followed in order to submit VAT returns electronically in the EU Member States in scope (Belgium, Germany, Finland, France, Hungary, Italy, Poland, and the UK)? Do you also have experiences in other EU Member States?

4.2 In case electronic signatures are required, what are in your opinion the advantages/disadvantages?

4.3 If you submit VAT returns in more than one Member State, what do you consider to be the main difficulties? Do you have any specific comments on the filing of VAT returns as a non-established business in the EU Member States in scope (Belgium, Germany, Finland, France, Hungary, Italy, Poland, and the UK) or in other EU Member States?

Questionnaire**PART IV – Qualitative questions**

4.4 Please share any other remarks or comments pertaining to the current situation of submitting VAT returns, both for the EU Member States in scope and others.

Member States	Comments
Austria	
Belgium	
Bulgaria	
Cyprus	
Czech Republic	
Denmark	
Estonia	
Finland	
France	
Germany	
Greece	
Hungary	
Ireland	
Italy	
Latvia	
Lithuania	
Luxembourg	
Malta	
Netherlands	
Poland	
Portugal	
Romania	
Slovakia	
Slovenia	
Spain	
Sweden	
United Kingdom	

Thank you for participating!

How did you perceive this questionnaire?

Expectations were met	
Too general	
Irrelevant in content	
Too difficult to understand	
Too short	
Too technical	
Too long	