BCCI
BELIZE CHAMBER OF COMMERCE & INDUSTRY

BELIZE TAX SERVICE

# E-INVOICING

## Business Mixer Questions Shared

*August 19, 2026*

*Best Western Plus Belize Biltmore Plaza-River Hall Room*

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## Major Themes From The Mixer:

• Cybersecurity, Data Security & Confidentiality • Liability, Penalties & System Failures • Software, Integration & Technical Support • Invoice Validation, Approval & Notifications • Invoice Amendments & Special Transactions • Business Size, Thresholds & Implementation Timeline • Scope: B2B, B2C & B2G • Customers, Unregistered Businesses & GST/TIN • Practical Application & Business Operations • Tax Administration & BTS Access to Information • Implementation Experience

The following were questions shared anonymously during the event categorized by the themes:

# A. CYBERSECURITY, DATA SECURITY & CONFIDENTIALITY

### A.1. What is in place to prevent the system from being hacked?

*Belize Tax Service (BTS) has security controls in place to protect its systems and taxpayer information from unauthorized access, data loss, and cyber threats. These include access controls, security monitoring, and encryption technologies. Security measures are also implemented to protect information transmitted to and stored within BTS systems.*

*As with any system connected to the internet, no system can be guaranteed to be completely immune from cyberattacks; however, BTS is committed to maintaining appropriate security measures to protect taxpayer information.*

### A.2. What cybersecurity protections and compliance certifications does/will the EFDR have?

*EFDR security characteristics include all DOS and intrusion protections inherent in MS Azure. Additionally, all connections are only allowed with handshake protocols based on proprietary digital certificates issued by the system, and all communications are encrypted in TLS protocol.*

### A.3. I am concerned about the security and confidentiality of customer information that can be compiled, as our customer base and all transactions are open to the BTS.

*BTS will have access to information that is contained in the invoice and other tax documents such as:*

*(a) The name, address and TIN of the supplier and*

*recipient.*

*(b) Description of the goods or services.*

*(c) The price of the supply.*

*(d) The rate of tax applicable to the supply.*

*The information from these documents is what BTS should already have access to when books and records are requested. There is no access to any other information from your accounting systems.*

*The information will be used strictly for the purpose of Tax administration. The Tax Administration and Procedure Act states that any person who discloses any information or uses it for any other purpose other than tax administration is guilty of an offence. A person who commits such an offence is liable on summary conviction to a fine of not less than five thousand but not exceeding ten thousand dollars, imprisonment for a term not exceeding a year or to both a fine and term of imprisonment.*

### A.4. What assures us that the data is secured and is not vulnerable to cyberattack as happened to BCCAR?

*Cyberattacks are a natural and valid concern. However, no electronic system cannot provide an absolute guarantee that it may be subject to an attack. However, as was mentioned BTS has security controls in place to protect its systems and taxpayer information from unauthorized access, data loss, and cyber threats. These include access controls, security monitoring, and encryption technologies and regular penetration testing. Security measures are also implemented to protect information transmitted to and stored within BTS systems.*

### A.5. Will any third-party hosting, integration partners, or API providers have access to transaction data?

*BTS will only receive and access the transaction data submitted to VERTX-BZ through the documented APIs. It will not have access to any other information contained within a taxpayer's accounting or business system.*

*Third-party solution or integration providers may have access to transaction data if the taxpayer has authorized such access under a service agreement. The nature and extent of that access will depend on the provider's role, the system configuration, and the applicable contractual, confidentiality, and data-protection requirements. Hosting and technical-support providers may also have limited administrative access where necessary to operate or support the platform, subject to strict access controls and confidentiality obligations.*

*Connections to VERTX-BZ are authenticated using system-issued digital certificates and secured communication protocols. These controls help ensure that only authorized systems can connect and that access is restricted to the functions and data permitted through the documented APIs.*

### A.6. Will the provider have access to my invoice information?

*This depends on the services you have authorized the solution provider to perform. The provider will only have access to your invoice and other tax documents or transaction information if such access is granted under your contract or service agreement with them. You should therefore ensure that the agreement clearly defines what information the provider may access, how it may be used, and the measures in place to protect it.*

### A.7. Connection will be done via an API. What controls are there to prevent hacking to my system?

*EFDR API connections do not expose any additional risks you do not already have in your system. EFDR security characteristics include all DOS and intrusion protections inherent in MS Azure. Additionally, all connections are only allowed with handshake protocols based on proprietary digital certificates issued by the system, and all communications are encrypted in TLS protocol.*

### A.8. Is BTS prepared to compensate me for my potential losses?

*If there is proven commercial damage and the breach is also proven to be BTS fault, then BTS would have to bear the liability.*

### A.9. Where will the EFDR data physically reside (within Belize or abroad)?

*The EFDR data will initially be hosted on cloud infrastructure for a period of approximately three months. After this period, the data will be transferred to an in-country facility in Belize for long-term archival and retention.*

*Therefore, while the data will temporarily reside in the cloud to support the operational requirements of the EFDR platform, the long-term archived data will be stored within Belize.*

### A.10. What data protection standards and retention policies apply?

*We adhere to data protection standards aligned with the OECD Guidelines on the Protection of Privacy and Transborder Flows of Personal Data, including the Security Safeguards Principle, which informed our information security and access control policies following our data confidentiality and safeguarding assessment. We retain data in accordance with the Tax Administration and Procedure Act (TAPA), Chapter 51 of the Laws of Belize. Under Section 20, records must be retained for six years from the date of the relevant transaction, or until the expiration of the applicable assessment period, whichever is longer. Per Section 36, this assessment period extends to twelve years in cases involving fraud or wilful neglect.*

# B. LIABILITY, PENALTIES & SYSTEM FAILURES

### B.1. In the event of a breach of BTS systems or the EFDR, who bears liability for the commercial damage?

*If there is proven commercial damage and the breach is also proven to be BTS fault, then BTS would have to bear the liability.*

### B.2. What evidence will protect taxpayers from penalties during BTS system failures or internet outages?

*Proof that the proper procedure documented in the Orientation Manual for Issuers of Electronic Tax Documents provided by BTS, on the BTS website, was followed.*

### B.3. What will happen if the internet or the VERTX-BZ system is down?

*You can operate in the contingency mode (as outlined in the Orientation Manual for Issuers of Electronic Tax Documents, posted on the BTS website), generating your documents normally, and transmit them when VERTX-BZ system is up again. Alternatively, you can choose not to issue documents whilst the system is down, if your operation is such that this is a legal possibility.*

### B.4. Will there be penalties when a business cannot submit an invoice because of a government system outage?

*If VERTX-BZ or the communication channel is temporarily unavailable, the business may use the approved contingency mode to continue generating invoices and other tax documents. The tax documents must then be transmitted to VERTX-BZ as soon as the connection or service is restored, in accordance with the prescribed contingency procedures and timeframes.*

*A business that follows these procedures should not be penalized solely because of a verified VERTX-BZ outage. However, the business remains responsible for maintaining its own invoicing system, keeping the required records and submitting the outstanding invoices and other tax documents promptly once normal service resumes.*

### B.5. If BTS system or link to it goes down, what happens with our transaction that needs to proceed?

*If VERTX-BZ or the communication link is temporarily unavailable, the business may operate in the approved contingency mode and continue generating electronic tax documents.*

*These tax documents should be retained securely and transmitted to VERTX-BZ as soon as the system or connection is restored, in accordance with the prescribed contingency procedures and timeframes.*

*This allows business transactions to continue during a temporary interruption without waiting for the VERTX-BZ service to become available.*

# C. SOFTWARE, INTEGRATION & TECHNICAL SUPPORT

## C.1. Will businesses need to purchase or use BTS-approved software?

*No. Businesses are not required to purchase or use a specific software product approved by the Belize Tax Service. Businesses have flexibility in choosing how they wish to integrate their existing systems with the VERTX-BZ receiving system.*

*There are several options available, depending on the business's resources and needs. Businesses may:*

- *Develop the integration in-house, if they have the necessary technical resources and expertise.*
- *Work with a local software or technology provider that can integrate their existing accounting or ERP system with VERTX-BZ and provide the necessary e-invoicing functionality.*
- *Use an existing third-party e-invoicing or integration solution that can connect their accounting or ERP system to VERTX-BZ.*

*The important requirement is that the solution used by the business must be capable of meeting the technical requirements established by BTS and successfully transmitting the required electronic tax documents to VERTX-BZ.*

*Businesses are therefore encouraged to assess the options available and select the solution that best fits their existing systems, technical capabilities, budget, and business needs. They should also confirm with their chosen provider that the solution can meet BTS's e-invoicing requirements before proceeding.*

## C.2. Will businesses have to incur the expenses for the integration?

*Businesses may incur costs associated with integrating their existing accounting or business systems with the BTS e-invoicing system, depending on the approach they choose.*

*For example, a business that has the technical resources may choose to develop the integration in-house. Other businesses may choose to engage a local software provider or third-party solution provider to complete the integration. The cost will therefore depend on the solution selected and the level of integration and support required.*

*Businesses are encouraged to consider the options available and select an approach that is appropriate for their size, existing systems, technical capabilities, and budget.*

### C.4. Who will provide technical support when an integration fails—BTS or the software provider?

*The software provider will generally be responsible for providing technical support for the integration between the business's system and the BTS e-invoicing system. If a business is using a third-party software or integration provider, the business should first contact that provider when experiencing issues with its software, configuration, connectivity, or the transmission of electronic tax documents.*

*BTS will provide support for issues related to the BTS e-invoicing/receiving system (VERTX-BZ), including issues affecting the BTS platform or the processing of submissions. Where necessary, BTS and the software provider may work together to identify and resolve issues affecting the transmission of electronic tax documents. Businesses should therefore establish with their chosen software or integration provider what level of technical support and service will be available to them.*

*Additionally, if a business is developing a solution in-house, they can reach out to BTS directly through the etdinfo@bts.gov email address and work with the BTS team to resolve their technical issues.*

### C.5. Will we still use our system or their new systems?

*Businesses will generally continue to use their existing accounting, ERP, or invoicing system. They are not required to replace their existing system with a new system.*

*The e-invoicing process is designed to allow businesses to integrate their existing system with the BTS e-invoicing platform, VERTX-BZ. Once integrated, the business can continue creating electronic tax documents through its existing system, while the required electronic tax document information is transmitted to VERTX-BZ for validation and authorization. Businesses may choose to use a new or third-party e-invoicing solution if they prefer, but this is an option rather than a requirement.*

*In short, e-invoicing does not mean that businesses have to abandon the systems they currently use. The objective is to connect their existing systems to VERTX-BZ so that the required information can be transmitted electronically to BTS.*

### C.6. Who created VERTXBZ? If our business already has QuickBooks Desktop or Online, is a third-party solution still necessary?

*VERTX-BZ was developed through a collaboration between the BTS and the Inter-American Center of Tax Administrations (CIAT), drawing on CIAT's experience in electronic invoicing. CIAT engaged a software developer to build the Electronic Fiscal Document Reception System which is referred to as VERTX-BZ platform.*

*Businesses already using QuickBooks Desktop or QuickBooks Online do not necessarily need to replace their accounting system. However, QuickBooks must be integrated with VERTX-BZ so that tax documents can be converted into the required electronic format and securely submitted for validation.*

*A business may develop this integration internally if it has the necessary technical expertise. Otherwise, it will need a software or solution provider that can connect its existing QuickBooks system to VERTX-BZ. Therefore, a third-party solution is not mandatory in every case, but some form of technical integration is required.*

### C.7. Will BTS establish a certification or accreditation process for IT/software providers?

*BTS will provide the technical requirements and specifications necessary for IT and software providers to integrate their solutions with VERTX-BZ. Providers will be required to demonstrate that their solutions meet the applicable technical, security, testing and integration requirements before connecting to the production environment.*

*BTS will also work with solution providers and businesses that choose to develop an integration using their internal IT teams to ensure that the required onboarding, testing and approval procedures are completed. Further details regarding the provider registration, testing and approval process will be communicated by BTS.*

### C.8. How long will businesses have to test accounting-system integration before e-invoicing becomes mandatory?

*E-invoicing is expected to become mandatory for large taxpayers beginning in March 2027. Businesses are encouraged to participate in the voluntary phase, which began in September 2026, to complete their integration, conduct testing and make any necessary adjustments before the mandatory deadline.*

*Once a business has successfully completed the required testing and its system is ready to submit tax documents to VERTX-BZ, it may begin issuing electronic tax documents during the voluntary phase. There is no need to wait until e-invoicing becomes mandatory. Early participation will give businesses more time to address technical or operational issues and ensure readiness before March 2027.*

### C.9. What's the most popular accounting setup (program, etc.) you would recommend to most businesses to better comply with e-invoicing?

*BTS does not recommend or endorse any particular accounting or invoicing system. Businesses should select a solution that meets their operational needs and can be integrated with VERTX-BZ in accordance with the required technical specifications.*

*Businesses that already use an accounting or ERP system should first determine whether it can be integrated with VERTX-BZ before considering a replacement. Several local and third-party solution providers are also incorporating e-invoicing capabilities into their products, with some offering accounting software and VERTX-BZ integration as a complete package.*

## D. INVOICE VALIDATION, APPROVAL & NOTIFICATIONS

### D.1. Will e-invoices require real-time approval from BTS before they become legally valid, or will businesses be permitted to submit invoices in batches?

*Electronic tax documents, including e-invoices, must generally be transmitted to VERTX-BZ for validation and authorization before they are issued to the customer and recognized as valid electronic tax documents. The system is therefore designed for near-real-time transmission and authorization as part of the normal invoicing process.*

*Businesses will continue creating tax documents through their existing accounting or ERP systems. However, each electronic tax document including an invoice must be transmitted to VERTX-BZ as an individual electronic tax document; the platform does not process multiple invoices as a single batch submission.*

*If a business normally generates its invoices at the end of the day, it may transmit them at that time, provided each invoice is submitted and authorized individually before being issued as a valid electronic tax document. Separate contingency procedures will apply when VERTX-BZ or the communication link is temporarily unavailable.*

### D.2. Are there restrictions with what invoices are automatically approved by the e-invoicing receiving system, such as business/customer names and invoice amounts?

*Yes. Before an electronic tax document (including an electronic invoice) is authorized, VERTX-BZ automatically checks that the required information is included and follows the applicable invoicing and tax rules. For example, the system may check:*

- *The seller's and customer's name and TIN, where required*

- *The invoice type and required fields*
- *The tax information and calculations*
- *Whether the invoice totals are accurate and consistent*
- *Whether the seller is authorized to issue electronic tax documents*

*VERTX-BZ is not approving the business transaction itself, setting prices or deciding whether the amount charged is reasonable. It is checking that the invoice is correctly prepared and meets the requirements for authorization.*

*If an invoice contains missing, incorrect or inconsistent information, it may be rejected. The business will receive a message identifying the problem so that it can be corrected and submitted again.*

*More information is available in the Orientation Manual for Issuers of Electronic Tax Documents on the BTS website at bts.gov.bz.*

### D.3. Please explain the timeframe from receipt of our electronic invoice to authorize us to proceed to print.

*The electronic tax document, including an electronic invoice, is transmitted to VERTX-BZ for automated validation and authorization as part of the invoicing process. Once the document passes the required validations, an authorization response is returned to the business, allowing the electronic tax document to be issued to the customer in a manner of their choosing (electronic or printed).*

*The process is designed to occur within seconds under normal operating conditions, although the actual response time may vary depending on system or connectivity conditions.*

### D.4. How long does it take to validate the invoice? Or what is the timeframe for validation?

*Invoice and electronic tax document validation is designed to occur in near real time. Once VERTX-BZ receives an electronic tax document, it automatically performs the required checks and sends a response to the business.*

*Under normal operating conditions, this process should take only a few seconds. Once the invoice is successfully validated and authorized, the business can issue it to the customer. The actual response time may vary depending on factors such as internet connectivity, system availability and the business's accounting or invoicing solution.*

D.5. Will taxpayers receive alerts when an invoice is rejected, cancelled, duplicated, or changed by a supplier?

*Taxpayers will receive a response when an electronic tax document is submitted and rejected by VERTX-BZ, including the reason for the rejection where applicable. Other actions, such as cancellations, duplicates, or changes to an invoice, will be recorded and handled according to the applicable e-invoicing rules and system processes.*

*Businesses should also ensure that their accounting or invoicing system is configured to capture and display the responses received from VERTX-BZ so they can take the necessary action.*

D.6. Will we be immediately notified if there is any variance in our return submissions, such as a pop-up warning message, to avoid any issues later?

*No. IRIS will remain the platform for filing returns and making payment. IRIS has its own built-in analysis features which is isolated from VERTX-BZ. These are two different systems with two different jobs. IRIS is for filing and payment, while VERTX-BZ is for the transmission of electronic tax documents (Invoice, credit/debit note) However, in the future, we hope to include pre-filled returns using information sent to VERTX-BZ and may include warning messages that flags variances.*

# E. INVOICE AMENDMENTS & SPECIAL TRANSACTIONS

E.1. How will invoice amendments be controlled after the purchaser has already claimed the related input GST?

*The purchaser, after claiming GST inputs can use the GST amounts on DEBIT/CREDIT Notes issued by Supplier to place on Adjustments Line 150 or 260 on the GST Return to offset Output (GST paid)/Input Tax (GST received).*

*The supplier will also use these Adjustments Line on the GST return to report all DEBIT and CREDIT notes issued. These adjustments are done on your return when filing on IRIS Belize and not VERTX-BZ.*

### E.2. How will foreign-currency invoices, exchange-rate differences, and subsequent currency adjustments be reported?

*Invoices issued in foreign currency must show the conversion to BZE currency. Sales adjustments to invoice can be done via the credit/debit notes on your return when you file on IRIS platform.*

*Currency exchange adjustments is an internal adjustment.*

### E.3. How will GST be treated on construction retentions that are not payable until months after project completion?

*GST and BTAX is due on the full value of the invoice. The retained amount is not to be deducted from the invoice total for tax purposes.*

## F. BUSINESS SIZE, THRESHOLDS & IMPLEMENTATION TIMELINE

### F.1. Please define what you mean by Large, Medium and Small business.

*The thresholds for Large, Medium and Small and Micro taxpayers are as follows:*

| *Type of Segment* | *Annual Sales (BZD)* |
|---|---|
| *Micro* | *< $75,000* |
| *Small* | *$75,000 to $999,999* |
| *Medium* | *$1m to $5m* |
| *Large* | *> $5m, including financial, insurance, and utilities sectors.*<br>• *Annual tax contribution of $500,000 or more.* |

### F.2. What is the proposed timeline for smaller businesses? What is the definition for large and medium taxpayers?

*There is no set proposed timeline for small and micro businesses yet. However, we will publicize the date when it becomes available. Do note that we will provide ample time through a voluntary*

*phase just as is being done with large and medium businesses.*

*The thresholds for medium and large taxpayers are as follows:*

| *Type of Segment* | *Annual Sales (BZD)* |
|---|---|
| *Medium* | *$1m to $5m* |
| *Large* | *> $5m, including financial, insurance, and utilities sectors.*<br>• *Annual tax contribution of $500,000 or more.* |

### F.3. Your literature and website information only refers to Large businesses going online. Your presentation includes medium-sized businesses also. Clarify please.

*The voluntary phase is open to large, medium and small businesses that are ready to participate. Medium-sized businesses were specifically encouraged during the BCCI Mixer to join early so they could complete their integration, ask questions and resolve any issues before e-invoicing becomes mandatory for them. The mandatory phase will be introduced gradually. Large taxpayers will be the first group required to implement e-invoicing, beginning in March 2027. The implementation dates for other taxpayer groups, including medium-sized businesses, will be communicated separately.*

### F.4. Will small and micro businesses be able to participate in the voluntary phase?

*Yes. Small and micro businesses may participate voluntarily if they are within the current scope of the e-invoicing initiative, which presently focuses on business-to-business (B2B) and business-to-government (B2G) transactions. Business-to-consumer (B2C) transactions are not yet included in this stage of implementation.*

*Many micro businesses primarily sell to final consumers and report annual sales below the GST-registration threshold of $75,000. They would therefore generally fall outside the current implementation scope. However, small or micro businesses that are GST-registered and conduct B2B or B2G transactions may apply to join the voluntary phase.*

*BTS also plans to provide a free invoicing solution to support eligible small and micro businesses and encourage their participation.*

### F.5. Will all medium taxpayers be allowed to participate in the voluntary phase?

*A medium business conducting B2B or B2G sales transactions can opt to participate in the voluntary*

*phase in preparation of the mandatory phase.*

### F.6. Will utilities be required to participate in the implementation March 2027, despite not being required to place GST-registered businesses' TIN on invoices?

*As a utility company and you are providing service to another business it is required to place the TIN of the other business on your tax invoice.*

## G. SCOPE: B2B, B2C & B2G

### G.1. Are the invoices to be submitted just business-to-business or any receipt issued to any other customer?

*The current scope includes business-to-business transactions (B2B) and Business to Government (B2G),*

- *GST-registered business to another business: A Tax Invoice is to be issued. If you are selling to a regular person that is a consumer, and not a business, you will issue a tax receipt as per normal.*

*Business-to-consumer (B2C) transactions are not included in the current phase.*

### G.2. If the business does transactions with business-to-consumer, business-to-business, and business-to-government, would it be considered to engage with e-invoicing?

*Yes. A business may have B2C, B2B and B2G transactions, but not all of these transactions are currently subject to e-invoicing.*

*The first phase of mandatory implementation will focus on large taxpayers that conduct B2B transactions. For these businesses, the applicable B2B transactions will be required to be processed through VERTX-BZ.*

*B2C transactions are not included in the first phase of mandatory implementation. The scope will expand in subsequent phases as the e-invoicing programme is rolled out more broadly.*

*Therefore, a business that has a combination of B2B, B2C and B2G transactions may be participating in e-invoicing for its B2B and B2G transactions that fall within the applicable implementation phase, while its other transactions will be addressed according to the requirements applicable to those phases.*

### G.3. Although B2C does not fall in the scope, do those bypass validation through VERTX?

*B2C transaction will not form part of the initial stage, therefore, will not be sent to VERTX-BZ for validation.*

G.4. I cannot understand why the Business to Consumer will not start first. Why not start with them first? That is where the cracks are.

*The decision to begin with B2B transactions involving large taxpayers allows BTS to introduce e-invoicing in a controlled and manageable manner. These transactions generally involve established businesses with existing accounting or ERP systems, making them a practical starting point for testing the processes, technology and support arrangements at scale.*

*The lessons learned from the initial phase will help BTS strengthen the system and processes before expanding e-invoicing to additional taxpayer groups and transaction types, including B2C.*

*The objective is therefore not to overlook B2C transactions, but to implement e-invoicing in phases so that each stage can inform and strengthen the next.*

G.5. How would the ledgers work for B2B transactions, and how would submission work for B2C transactions? Would the e-invoicing records need to be submitted earlier?

*E-invoicing will only validate the invoice before issuing at the start of the initiative. The reporting of revenues for BTAX/GST remains the same which is to be completed in IRIS online platform.*

## H. CUSTOMERS, UNREGISTERED BUSINESSES & GST/TIN

H.1. Will e-invoicing apply only to GST-registered businesses, or also to unregistered suppliers and exempt entities?

*E-Invoicing only applies to GST registered business that conducts business transactions with other businesses and government.*

H.2. How must we classify a customer who buys ready-mix under an individual name but uses it for a rental property, contracting activity, or other business purpose?

*The person can be registered as a business using their name but Trading as a Business. When this occurs and the person is also registered for GST, the person is treated as a business. An invoice must be issued in the event the person chooses to claim GST inputs on the invoice, since the transaction may relate to his business activity.*

*If the person (under his name) is not registered for business tax then, the person is considered*

*a consumer, and we are not in the B2C phase as yet.*

### H.3. How will e-invoices issued to customers without a TIN or GST number be processed?

*If the customer is a business (B2B), an e-invoice should be issued. Businesses conducting business activities in Belize are expected to be registered with the Belize Tax Service (BTS) and therefore should have a Tax Identification Number (TIN), regardless of whether they are registered for GST.*

*If the customer is a final consumer (B2C), the transaction falls outside the scope of the current phase of e-invoicing. B2C transactions will be considered in a future phase, at which point the applicable requirements for issuing tax receipts or other electronic documents will be established.*

### H.4. Do we submit invoices to BTS that are billed to unregistered tax clients?

*Only B2B and B2G transaction should be sent to VERTX-BZ for validation and authorization. B2B includes transactions from a GST Registered Business to another Business (issue Tax Invoice).*

### H.5. Do we submit invoices to BTS for GOB sales?

*Yes, B2G transaction are sales transactions from a GST-registered business to GOB. These invoices must be sent to VERTX-BZ for validation and authorization.*

## I. PRACTICAL APPLICATION & BUSINESS OPERATIONS

### I.1. How will this force businesses who deliver goods in a handwritten waybill to comply?

*A waybill is a delivery or dispatch document it confirms that goods were transported and received, but it is not a tax invoice and does not satisfy the requirements of the General Sales Tax Act. Under the Act, a registered person may only claim an input tax credit on a taxable supply where they hold a valid tax invoice issued by the supplier. Practices such as delivering goods against a handwritten waybill, tallying sales informally, and settling accounts periodically without issuing a proper tax invoice do not meet this requirement and a client relying solely on a waybill will not be able to substantiate an input tax credit claim if audited.*

*Clients are therefore advised to insist on a proper GST tax invoice for every taxable supply received, regardless of how the supplier chooses to track deliveries internally. A waybill may support your own delivery records, but it cannot substitute for the invoice needed to claim input tax.*

*Where a supplier and client are both aware that no tax invoice is being issued and continue the arrangement regardless effectively avoiding the recording of taxable supplies this raises concerns of collusion to underreport GST liability. We encourage anyone who becomes aware of such practices to report them to the Belize Tax Service Department, as both the supplier and the client may be exposed to liability, penalties, or investigation under the Tax Administration and Procedure Act and the GST Act.*

### I.2. For a business that sells food, GST registered and hitting the $75,000 annually revenue threshold, must there be an e-invoice for each food sold to every customer?

*At this phase, only GST registered business conducting B2B and B2G transactions are encouraged to participate in the voluntary phase. A GST registered business selling food to a customer (B2C transaction) is not obligated to use E-invoicing since it is not in this scope at this time.*

### I.3. How can this work for businesses like restaurants that do not have invoices?

*If the restaurant is not conducting transactions with another business or with government, then the restaurant is not required to issue electronic invoices until the B2C phase is implemented.*

### I.4. As e-invoicing becomes mandatory, how would that affect businesses that primarily conduct sales through cash only?

*The mode of payment will not be affected. Only the mode used to generate invoices. Tax invoices will no longer be issued in isolation to BTSD. The invoices must be validated and authorized before issuance to the taxpayer. If you are doing B2C (Business to Consumer) Transactions only you will not fall in this scope.*

### I.5 How will tax receipts work for a small business in terms of POS used, which may be different from the accounting package?

*If the POS is being used to transact and record sales to final consumers (not registered for BTAX or GST) then E-invoicing will not be used until the B2C phase. However, if the POS is being utilized to record sales to Businesses, then an e-invoicing solution is needed to send the invoice or tax receipt in real-time to the VERTX-BZ for authorization.*

### I.6 Not all businesses that we buy from issue electronic invoices. This will affect our tax return if the goal is to have full electronic filing.

*To claim input tax credits on your GST return, your supplier must provide an invoice showing their Taxpayer Identification Number (TIN). If they fail to do so, this can be reported to the BTS.*

# J. TAX ADMINISTRATION & BTS ACCESS TO INFORMATION

### J.1. When invoices are submitted, does BTS have access to all items on the invoice, whether goods provided or services rendered?

*Yes, all line items, whether goods or services provided, that has been entered on an invoice can be viewed by BTS in real-time after being sent for verification and authorization.*

### J.2. Will BTS automatically match suppliers' output GST against purchasers' input GST before accepting a return?

*The IRIS online platform is used to file returns and make payment while the VERTX-BZ is used to validate invoices sent by taxpayers for issuance to customers. Therefore, returns will still be filed on IRIS as per normal procedures. The IRIS has its own analysis features which does not affect VERTX-BZ which is an invoice validation system.*

# K. IMPLEMENTATION EXPERIENCE

### K.1. I would like to hear from a business that has been in the trial phase. What have you seen as the biggest challenge so far?

*As part of BTS's ongoing e-invoicing communication campaign, we will be sharing experiences and testimonials from businesses that participated in the pilot phase. These will provide an opportunity for businesses to hear directly from other taxpayers about their experience with implementation.*

*Based on what we observed during the pilot phase, some of the main challenges were integrating e-invoicing with existing accounting or ERP systems, understanding the technical requirements, and making adjustments to existing business processes. For some businesses, the initial setup and testing required coordination between their finance, IT and software providers.*

*The pilot phase was specifically intended to identify these challenges early, allowing BTS and participating businesses to address them and improve the implementation approach before wider adoption.*