



eGovernment portal FTA SuisseTax

Electronic requests for the refund of withholding tax (form 25)

User manual

Welcome to the eGovernment portal FTA SuisseTax.

This user manual will support you in your use of the withholding tax application on the FTA SuisseTax portal. The eGovernment Service Desk team will be glad to assist you should you have any questions or suggestions.



Version of February 17, 2016

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1. Introduction

Our aim is to make the submission of requests for the refund of withholding tax as easy as possible for our tax partners. The best way to achieve this is via our electronic FTA SuisseTax portal, which offers you the following functions:

- Electronic submission of refund requests (form 25)
- Case overview of the pending and completed requests submitted via the portal
- Electronic user administration

2. Two ways to request a withholding tax refund electronically (form 25)

In order to submit form 25 via FTA SuisseTax and carry out other transactions for a recipient entitled to a refund (company), authorisation is required for data protection reasons.

There are two ways to obtain authorisation depending on the following scenarios:

1. **The company concerned has never used the FTA SuisseTax withholding tax application but now wishes to submit form 25 electronically:**

- Sign in to the system (see [chapter 3.2](#)) or create a personal user account beforehand if you do not already have one (function "Register user" on the login page; see [chapter 3.1](#)).
- For the first-ever use of FTA SuisseTax, authorisation must be granted by the signatory/signatories concerned for each company (recipient entitled to a refund) for data protection reasons.
- If you are carrying out several mandates (e.g. as a fiduciary), you can request the corresponding authorisations from your (own) user profile.
- Once you have requested authorisation online in the "Activation" domain with just a few clicks (see [chapter 4.1](#)), the FTA will send a hard copy of the form directly to the headquarters of the recipient entitled to a refund (company).
- The signed authorisation must then be sent back to the Federal Tax Administration. We will quickly check and process the authorisation and send an e-mail notifying you of activation.

2. **The company concerned already uses the FTA SuisseTax withholding tax application and submits form 25 electronically:**

- In this scenario, the company already has a superuser for the FTA SuisseTax withholding tax application, who is able to "invite" new users for the company concerned fully electronically (see [chapter 4.2](#)).
- Please contact the superuser to be invited. This is by far the easiest and quickest way for you to manage withholding tax refund requests for the company electronically. As soon as the superuser has invited you, you will find this invitation under the menu heading "Pending invitations".
- If this is not possible (for instance because the superuser has left the company), an application for new superuser authorisation can be submitted on paper, which accordingly requires more time. For this, please proceed as described under point 1.

You can find further information on the above topic in [chapter 4](#).

3. Personal user profile in FTA SuisseTax

Every FTA SuisseTax user needs a personal user profile as the basis for all other processes. An e-mail address and a mobile phone or an SMS-enabled landline telephone are required for signing in.

3.1 Setting up a personal user profile

If you do not already have a personal user profile, please proceed as follows:

- Select the link: <https://www.gate.estv.admin.ch/suissetax/vst>
- Click on "**Register user**" and go through the registration process.
- **Tip:** The system will propose a user ID. If you would like to have a different user ID, you can change it. Please note that the user ID can only be changed during the registration process. Once this process has been completed, it is no longer possible to change the user ID.

Please note that you can create only one personal user profile per e-mail address.

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Eidgenössische Steuerverwaltung ESTV

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Willkommen bei der eIAM-Benutzerverwaltung EIAM

Bitte melden Sie sich mit Ihrer Benutzer-ID und Ihrem Passwort an.

Falls Sie sich noch nicht registriert haben, klicken Sie bitte auf die Schaltfläche "Benutzer registrieren".

Benutzer-ID

Passwort

Senden **Benutzer registrieren** Abbrechen

▶ [Passwort vergessen oder Konto gesperrt?](#)
▶ [Benutzer-ID vergessen?](#)

Figure 1: Register user

3.2 Signing in to the system

If you already have a personal user profile, you can sign in to the system at <https://www.gate.estv.admin.ch/suissetax/vst>.

You have a user account, but you cannot remember your user ID or password. You can quickly obtain this information again by using the functions "Password forgotten or account locked?" or "Forgot your user ID?".

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Falls Sie sich noch nicht registriert haben, klicken Sie bitte auf die Schaltfläche "Benutzer registrieren".

Benutzer-ID

Passwort

[► Passwort vergessen oder Konto gesperrt?](#)
[► Benutzer-ID vergessen?](#)

Figure 2: System sign-in

It can happen that you receive an error message after entering your user ID and password, i.e. FTA SuisseTax does not open.

Fehler

Fehler beim Zugriff auf die Webseite. Versuchen Sie, die Website erneut aufzurufen.
Wenden Sie sich an den Administrator, wenn das Problem weiterhin besteht. Stellen Sie die Verweisnummer zur Ermittlung des Problems bereit.
Verweisnummer: e09136a8-9de4-4842-a7db-b5a8609888bb

Figure 3: Possible error message following an attempt to sign in

In this case, you should proceed as follows:

1. Close all browser windows.
2. Launch the browser again.
3. Delete browsing history (cache).
4. Try to sign in to FTA SuisseTax again (<https://www.gate.estv.admin.ch/suissetax/vst>).

3.3 Editing your personal user profile

To edit your personal user profile, select the user profile function in the top right-hand corner of the screen.

You can change your personal details such as first name, last name, telephone number, e-mail address and password at any time.

You cannot change your user ID due to a system constraint ([see tip in chapter 3.1](#)).

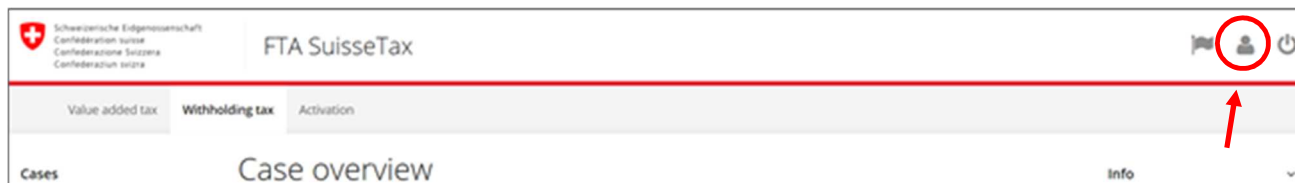


Figure 4: Changing the user profile

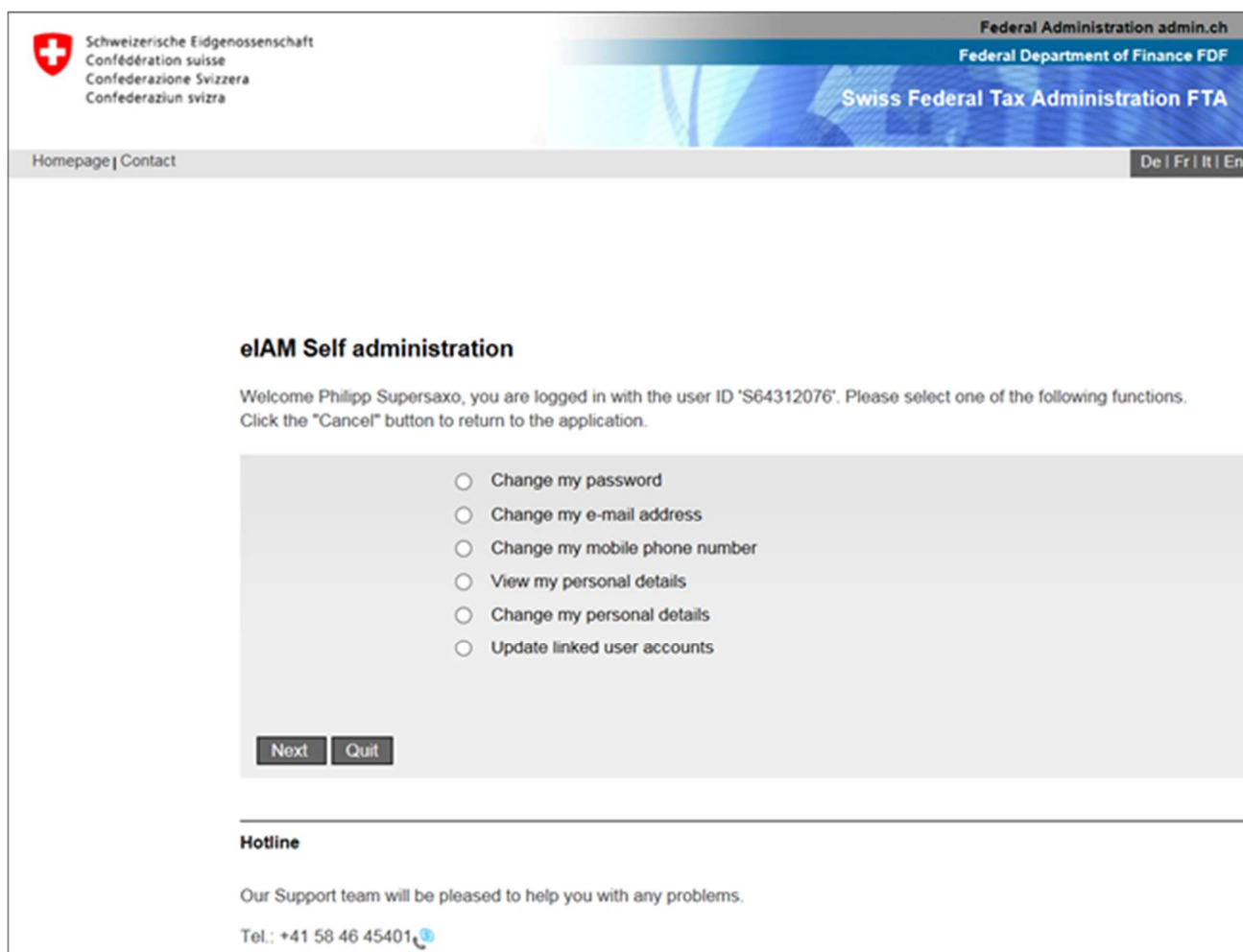


Figure 5: Self-administration of user profile

3.4 Changing the language

When signing in, the system sets the language based on the language set for the browser. To change the language for the current session, click on the language settings symbol in the top right-hand corner of the screen.



Figure 6: Language selection

In relation to language selection, please also note the following:

- E-mails: The language used in the e-mails generated by FTA SuisseTax is set based on the language settings in the user profile. These can be changed in the user profile, where necessary (see [chapter 3.3](#)).
- Refund request PDFs: The language used is the language assigned to the company in the FTA application.

3.5 Signing out of the system

You can sign out of the system by clicking on the sign-out symbol in the top right-hand corner of the screen.



Figure 7: Sign-out

3.6 Withdrawal from FTA SuisseTax

Should a recipient entitled to a refund no longer wish to use the FTA SuisseTax withholding tax application and want to return to submitting hard copies of refund requests, notification of termination must be sent by post to the following address:

Federal Tax Administration
eGovernment Service Desk
Schwarztorstrasse 50
3003 Bern

4. Authorisation

If you would like to submit form 25 and carry out other transactions for a recipient entitled to a refund (legal entity) via FTA SuisseTax, you need to obtain authorisation from the signatory/signatories concerned for data protection reasons.

How do you obtain authorisation?

There are two possible scenarios:

- If the recipient entitled to a refund has never used the FTA SuisseTax withholding tax application, they must request authorisation (see [chapter 4.1](#)).
- If the recipient entitled to a refund already uses the FTA SuisseTax withholding tax application, they must contact the superuser (see [chapter 4.2](#)).

4.1 Requesting new authorisation

You can fill in a request for authorisation online in the "Activation" area in three easy steps and send it electronically to the Federal Tax Administration.

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ESTV SuisseTax

Mehrwertsteuer Verrechnungssteuer **Freischaltung**

Freischaltung

Einleitung

Hier können Sie ESTV SuisseTax-Vollmachten für die Bereiche Mehrwertsteuer und Verrechnungssteuer beantragen.

Um Geschäfte einer steuerpflichtigen Person über ESTV SuisseTax bearbeiten zu können, müssen Sie für diese Person bzw. dieses Unternehmen bevollmächtigt sein. Dies gilt auch für Inhaber von Einzelfirmen. Eine Bevollmächtigung für mehrere unterschiedliche steuerpflichtige Personen ist ebenfalls möglich, diese müssen aber einzeln beantragt werden.

Sie werden nun durch die Datenerfassung für die Beantragung einer neuen Vollmacht geführt. Der Vollmachtsantrag wird anschliessend durch die ESTV der steuerpflichtigen Person zugestellt. Die Vollmacht erlangt Gültigkeit, nachdem diese durch die zeichnungsberechtigten Vertreter der steuerpflichtigen Person unterzeichnet und and die ESTV retourniert wurde.

Wichtig: Existiert für diesen Vollmachtgeber bereits eine für die gewünschte Dienstleistung bevollmächtigte Person (Superuser), so kann diese in der Benutzerverwaltung von ESTV SuisseTax einen neuen Benutzer erfassen. Der neue Benutzer erhält dann sofortigen Zugriff auf die Dienstleistungen, ohne dass eine neue Vollmacht beantragt werden muss.

Weiter >

Figure 8: Activation – introduction

In **step 1**, check that your personal details are correct and select the tax type.

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Mehrwertsteuer Verrechnungssteuer **Freischaltung**

Freischaltung

1 Vollmachtnnehmer 2 Vollmachgeber 3 Überprüfung

Schritt 1: Berechtigung der bevollmächtigten Person

Personendaten

Prüfen Sie bitte die Angaben zu Ihrer Person.

Vorname: |
Name: |
E-Mail: |
Telefonnummer: |

i Die Angaben wurden automatisch aus Ihrem Benutzerprofil übernommen. Wenn Sie die Angaben ändern möchten, nehmen Sie die Anpassungen bitte vor dem Ausfüllen des Vollmachtsantrags über Ihr Benutzerprofil vor.

Wahl der Steuerart

Bitte wählen Sie mindestens eine Steuerart, für welche die Vollmacht gelten soll.

Vollmacht für Steuerart:

Mehrwertsteuer
 Verrechnungssteuer-Rückerstattung

Abbrechen < Zurück Weiter >

Figure 9: Activation step 1 – personal details and selection of tax type

In **step 2**, search for the recipient entitled to a refund, for whom the authorisation should be valid, using their name or UID. Select the corresponding company from the search results.

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Freischaltung

1 Vollmachtnehmer 2 **Vollmachtgeber** 3 Überprüfung

Schritt 2: Wahl der steuerpflichtigen Person

Suchen Sie über den Namen oder die UID nach der steuerpflichtigen Person, für welche die Vollmacht gelten soll.

Suche nach Firmenname oder UID:

i **Wählen Sie Ihr Unternehmen aus.**
In der Auflistung erscheint eine beschränkte Anzahl Unternehmen. Falls das gesuchte Unternehmen fehlt, wiederholen Sie die Suche mit angepassten Suchkriterien.

Name	UID	PLZ	Ort
<input type="text"/>	CHE-	<input type="text"/>	<input type="text"/>

i Falls der gesuchte Steuerpflichtige in den dargestellten Suchergebnissen aus dem UID-Register nicht aufgelistet ist, passen Sie die Suchkriterien an oder nehmen Sie eine manuelle Erfassung vor. Eine manuelle Erfassung ist nur für die Verrechnungssteuer-Rückerstattung möglich und somit abhängig von der zuvor ausgewählten Steuerart(en). Steuerpflichtige der Mehrwertsteuer müssen bereits über eine aktive MWST-Unterstellung verfügen.

Figure 10: Activation step 2 – search for company

If the company does not appear in the search results, you can enter its details manually.

Schritt 2: Wahl der steuerpflichtigen Person

Unternehmensdaten
 Bitte erfassen Sie die Unternehmensdaten manuell, falls keine Suche über das UID-Register möglich ist oder kein Eintrag gefunden wird.

Name:

Strasse, Nummer:

PLZ, Ort:

Rechtsform:

VST-Dossiernummer:

Sprache:

Abbrechen [← Zurück](#) [Weiter →](#)

Figure 11: Activation step 2 – manual entry

In **step 3**, you can check the details entered and then submit the authorisation request electronically.

Schritt 3: Überprüfen der erfassten Daten

Bitte überprüfen Sie die erfassten Daten vor dem Einreichen auf Vollständigkeit und Korrektheit. Bei Bedarf können Sie auf vorherige Seiten zurückkehren und Anpassungen vornehmen.

Zu bevollmächtigende Person (Vollmachtnehmer)

Vorname:	Philipp
Name:	Supersaxo
E-Mail:	Philipp.Supersaxo@estv.admin.ch
Telefonnummer:	

Steuerpflichtige Person (Vollmachtgeber)

UID:	CHE-105.201.664
Name:	Supersaxo Software Services GmbH
Strasse, Nummer:	Querstrasse 10
PLZ, Ort:	8050 Zürich
Rechtsform:	Gesellschaft mit beschränkter Haftung GMBH / SARL
Sprache:	Deutsch

Vollmacht für Steuerart

Vollmacht für Steuerart:	Verrechnungssteuer-Rückerstattung
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Abbrechen [← Zurück](#) [Vollmachtsantrag einreichen](#)

Figure 12: Activation step 3 – checking the details entered

We will check your authorisation request and then send the form directly to the headquarters of the company concerned.

As soon as we receive the signed authorisation from the authorising company, and once we have checked and processed it, we will send an e-mail notifying you of the activation.

Even if a company already uses FTA SuisseTax, it may become necessary to submit a hard copy of a new authorisation request. This is required, for instance, in cases where the previous superuser has left the company and a new one must be activated.

4.2 Contacting the superuser

If a recipient entitled to a refund already uses the FTA SuisseTax withholding tax application and submits form 25 electronically, then they already have what is called a superuser for this application. The superuser can electronically "invite" new users for the relevant recipient entitled to a refund.

Please contact the superuser to be invited. This is by far the easiest and quickest way for you to electronically manage withholding tax refund requests for the recipient entitled to a refund. As soon as the superuser has invited you, you will find this invitation under the menu heading "Pending invitations".

If this is not possible, for instance because the superuser has left the company, a request for new superuser authorisation can be submitted on paper, as described in [chapter 4.1](#).

We have described in [chapter 5.1](#) how a superuser can invite another user.

5. Administration of user rights

5.1 Administration of rights by the superuser

In order to manage (create, edit, delete) the users for a recipient entitled to a refund, you must have the same rights as a superuser. To access the user administration, select the "manage users" heading in the vertical menu.

To cover the various needs of our tax partners, the FTA SuisseTax withholding tax application supports the following authorisation types:

- **Submitter:** The submitter can fill in withholding tax refund requests and submit them electronically.
→ *This role is always assigned electronically by the superuser in the user administration.*
- **Superuser:** The superuser has the same rights as the submitter, but is also in charge of the user administration (creating, amending and deleting user rights fully electronically).
→ *This role is either assigned electronically by an existing superuser in the user administration or through a signatory's granting of authorisation (For more on activation, see [chapter 4.1](#)).*

As a superuser, you can invite other users to act for a company (recipient entitled to a refund) in the FTA SuisseTax withholding tax application. **In this context, the e-mail address is the decisive criterion for the assignment of users.** Therefore, always make sure that you use the correct e-mail address.

The screenshot displays the 'Manage users' interface in the FTA SuisseTax application. At the top, there are tabs for 'Value added tax', 'Withholding tax', and 'Activation'. The left sidebar contains a 'Cases' section with 'Case overview' and 'Enter refund request', and an 'Administrative details' section with 'Change address', 'Manage bank accounts', 'Assign case', 'Manage users', and 'Pending invitations'. The main area is titled 'Manage users' and features a dropdown menu for 'Recipient entitled to a refund'. A blue button labeled 'Invite new user' is highlighted with a red arrow. Below this, there are two tables: 'Authorised users' and 'Open invitations'. The 'Authorised users' table has columns for 'Users', 'Authorisation submit', and 'Authorisation Manage users Display all cases Display all bank accounts'. It shows one user with green checkmarks in the 'submit' and 'Manage users' columns. The 'Open invitations' table has columns for 'Users', 'Authorisation submit', 'Authorisation Manage users Display all cases Display all bank accounts', 'Status', and 'Created on'. It is currently empty, with a message 'There are no invitations' at the bottom.

Figure 13: User administration (overview)

Invite new user ✕

i The new user will then receive an invitation via e-mail that has to be confirmed before processing cases. The invitation status can be seen in user administration.

Surname

First name

E-mail

Authorisation(s)

submit

Manage users, View all transactions and bank accounts, submit

[Cancel](#)

Figure 14: Superuser's invitation to a user

The superuser can see the status of the invitation under "Open invitations" in the user administration.

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FTA SuisseTax

Value added tax

Withholding tax

Activation

Cases

Case overview

Enter refund request

Administrative details

Change address

Manage bank accounts

Assign case

Manage users

Pending invitations

Manage users

👤 Recipient entitled to a refund

▼

[+ Invite new user](#)

Authorised users

Users	Authorisation submit	Authorisation Manage users Display all cases Display all bank accounts	
Redjep Arifi rexhep.arifi@estv.admin.ch	✓	✗	🗑️ ✎
Philipp Supersaxo Philipp.Supersaxo@estv.admin.ch	✓	✓	

⏪ 1 / 1 ⏩
Number per page 10 ▼

Open invitations

Users	Authorisation submit	Authorisation Manage users Display all cases Display all bank accounts	Status	Created on	
Remo Bossart remo.bossart@estv.admin.ch	✓	✗	Pending	05.10.2015	🗑️ ↺

⏪ 1 / 1 ⏩
Number per page 10 ▼

Figure 15: Status of open invitations

5.2 Accepting the invitation

If a superuser invites another person to act for a recipient entitled to a refund, the person invited receives an e-mail.

From: no-reply@estv.admin.ch [mailto: no-reply@estv.admin.ch]

Sent: Monday, 5 October 2015 16:48

To:

Subject: FTA SuisseTax: Invitation to submit requests for the refund of withholding tax online

Dear,

You were invited by to carry out activities in the FTA SuisseTax application for the online submission of requests for the refund of withholding tax:

Profile: **authorised activity of the intended profile: "Submitter":**

- Submit
- View the cases you have created
- Manage the bank accounts you have created

If you agree to the new profile, you can confirm this by following this link: [Pending invitations](#)

The recipient entitled to a refund:

Name:	xxx
Dossier no.:	xxx
UID:	xxx

This is an automatically generated e-mail. If you have queries or have received this e-mail in error, please contact the Service Desk of the Federal Tax Administration (FTA):

Withholding Tax Service Desk:

E-mail: servicedesk_voe@estv.admin.ch

Tel.: +41 (0)58 462 91 21

Withholding Tax Check:

E-mail: pruefung_vst@estv.admin.ch

Yours sincerely,

Your Service Desk Team

Figure 16: Invitation e-mail

5.2.1 Person invited is already registered in the FTA SuisseTax portal

If the person invited is already registered in the FTA SuisseTax portal, they can sign in to FTA SuisseTax and will be notified of the invitation under "Case overview".
The person invited must accept the invitation under "Pending invitations".

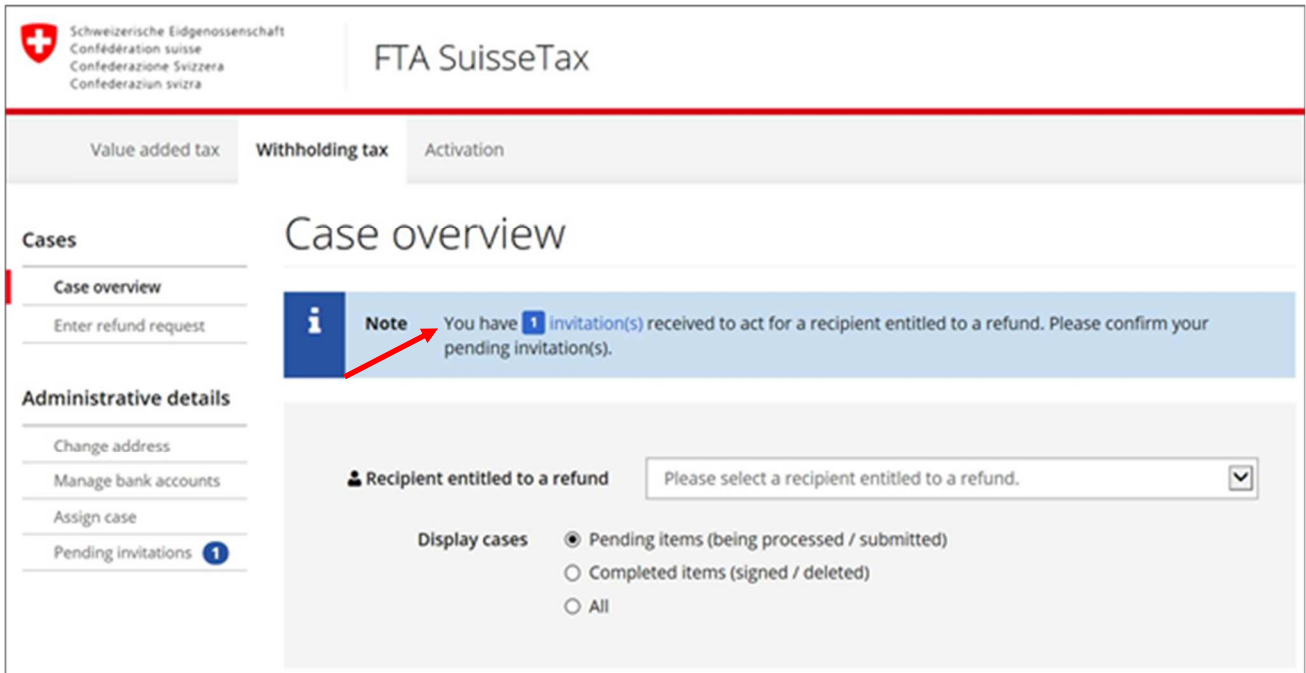


Figure 17: Invitation displayed in "Case overview"

The authorisation is not activated until the person invited accepts it.

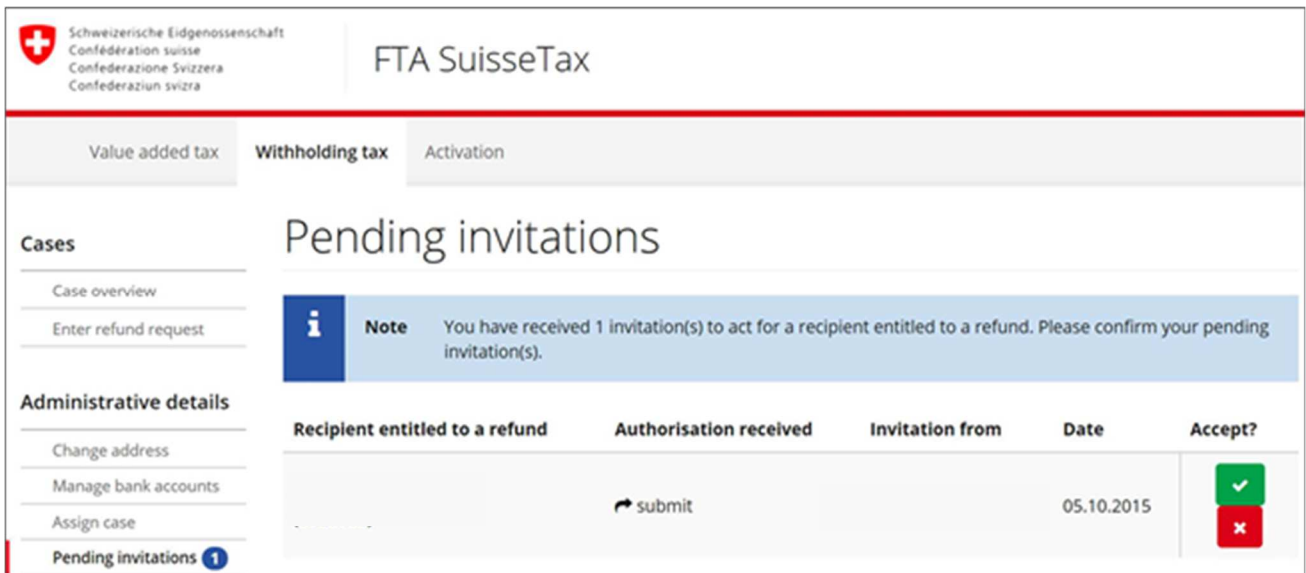


Figure 18: Option to accept or reject the invitation

5.2.2 Person invited has never used FTA SuisseTax

If the person invited has not been registered in the FTA SuisseTax portal, they can register in the portal, as described in [chapter 3.1](#), then sign in and accept the invitation (see [chapter 5.2.1](#)).

6. Managing cases

6.1 Case overview

The requests of the selected recipient entitled to a refund which are pending and completed in FTA SuisseTax can be viewed in the case overview.

There are different options or actions to choose from depending on the status of the case in question.

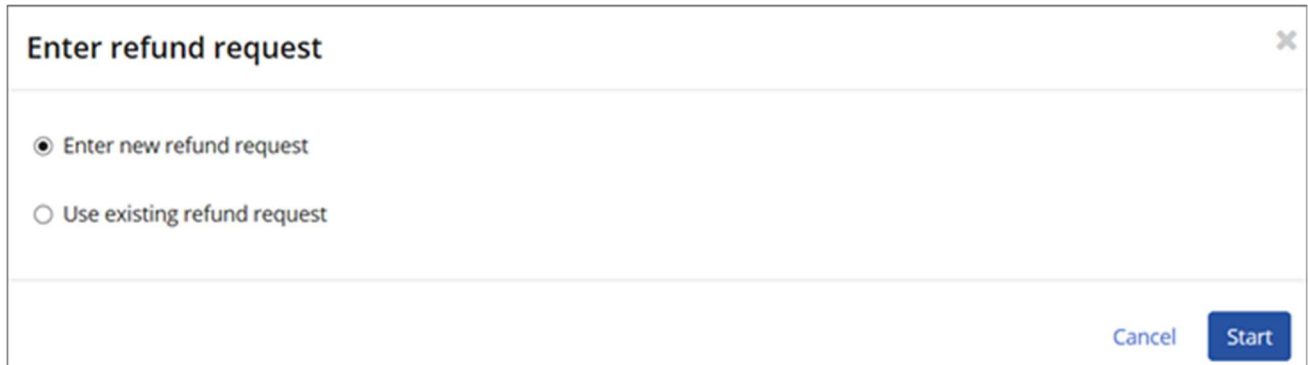
The screenshot displays the 'Case overview' interface. At the top, there are navigation tabs for 'Value added tax', 'Withholding tax', and 'Activation'. The left sidebar contains a 'Cases' section with 'Case overview' selected, and an 'Administrative details' section with options like 'Change address', 'Manage bank accounts', 'Assign case', 'Manage users', and 'Pending invitations'. The main content area features a search filter for 'Recipient entitled to a refund', a 'Display cases' section with radio buttons for 'Pending items (being processed / submitted)', 'Completed items (signed / deleted)', and 'All', and a table with one case: 'Application form 25' with a transfer amount of '2'340.00' and status 'Being processed'. A note at the bottom states: 'If you do not have the role of superuser, you will get only a limited view of the cases. In this case, the list is restricted to the requests you submitted. If you need to view a case not displayed, ask your superuser for the corresponding case code and select "Assign case" in the menu.'

Figure 19: Case overview

6.2 Entering a request for the refund of withholding tax

You can enter and electronically submit a withholding tax refund request (form 25) in five steps.

You have to decide beforehand whether you would like to enter a new request or use an existing refund request (e.g. from the previous year).



The screenshot shows a dialog box titled "Enter refund request" with a close button (X) in the top right corner. Inside the dialog, there are two radio button options: "Enter new refund request" (which is selected) and "Use existing refund request". At the bottom right of the dialog, there are two buttons: "Cancel" and "Start".

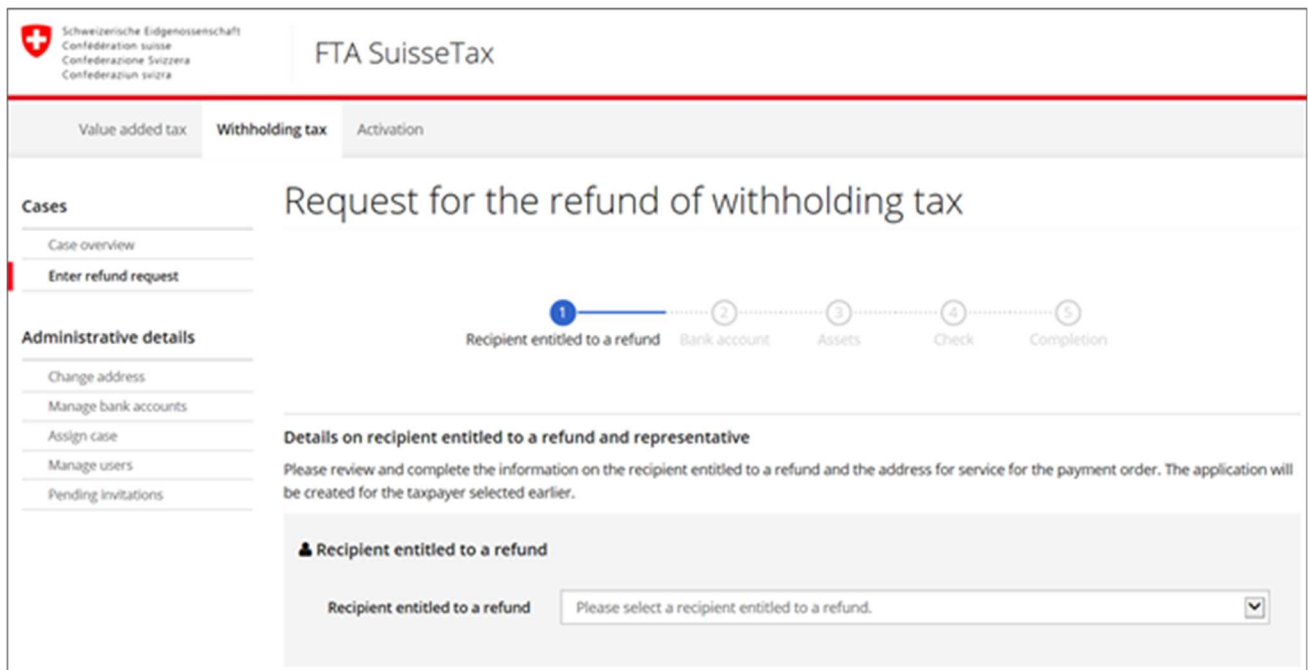
Figure 20: Options for entering a refund request

Step 1: Recipient entitled to a refund

You may only enter and submit withholding tax refund requests electronically for authorised companies. To do this, firstly select "Enter refund request" and the recipient entitled to a refund.

Only the recipients entitled to a refund for whom you have received authorisation will appear in the drop-down menu.

If you cannot select a recipient entitled to a refund or if it is not displayed, then you do not have authorisation to submit a refund request for this legal entity. Chapters 2 and 4 describe how to request this authorisation.



The screenshot shows the FTA SuisseTax web interface. The top navigation bar includes the Swiss flag and the text "Schweizerische Eidgenossenschaft", "Confédération suisse", "Confederazione Svizzera", and "Confederaziun svizra". The main header is "FTA SuisseTax". Below the header, there are three tabs: "Value added tax", "Withholding tax" (selected), and "Activation". The main content area is titled "Request for the refund of withholding tax". On the left, there is a sidebar with "Cases" (Case overview, Enter refund request) and "Administrative details" (Change address, Manage bank accounts, Assign case, Manage users, Pending invitations). The main content area features a progress bar with five steps: 1. Recipient entitled to a refund (active), 2. Bank account, 3. Assets, 4. Check, and 5. Completion. Below the progress bar, there is a section titled "Details on recipient entitled to a refund and representative" with the text: "Please review and complete the information on the recipient entitled to a refund and the address for service for the payment order. The application will be created for the taxpayer selected earlier." Below this text, there is a section titled "Recipient entitled to a refund" with a dropdown menu for selecting the recipient, currently showing "Please select a recipient entitled to a refund."

Figure 21: Select recipient entitled to a refund

Once you have selected the recipient entitled to a refund, the recipient's details (name, address) will be displayed. You have to fill in the fields "Address for service for payment order" and "Queries to" and possibly change the date of business year-end.

FTA SuisseTax

Value added tax | **Withholding tax** | Activation

Cases

- Case overview
- Enter refund request**

Administrative details

- Change address
- Manage bank accounts
- Assign case
- Manage users
- Pending invitations

Request for the refund of withholding tax

1 Recipient entitled to a refund | 2 Bank account | 3 Assets | 4 Check | 5 Completion

Details on recipient entitled to a refund and representative

Please review and complete the information on the recipient entitled to a refund and the address for service for the payment order. The application will be created for the taxpayer selected earlier.

Recipient entitled to a refund

Recipient entitled to a refund

Surname FTA dossier number

Address UID

Additional line

Postcode, City/town

Address for service for payment order

Surname

Address

Additional line

Postcode, City/town

Queries to

Surname

E-mail

Telephone no.

Refund period

At the earliest, a request can be made after the end of the calendar or business year in which the taxable item became due (Art. 29 para. 2 of the WTA). Taxable item claims can be asserted retroactively for a maximum of three years from the end of the calendar or business year.

Date of business year-end 31.12. Other date

Figure 22: Enter additional details

Step 2: Bank accounts

Here you can either select an existing bank account of the recipient entitled to a refund or enter a new bank account.

We guide you through the steps for entering a new bank account below.

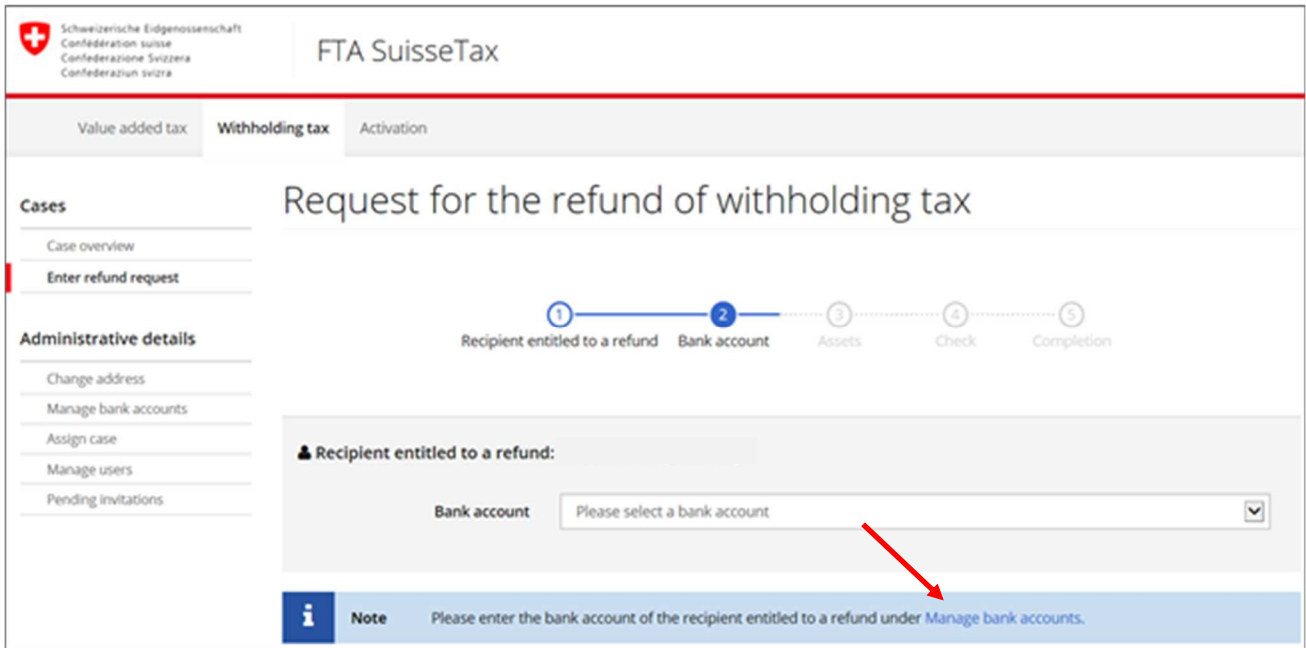


Figure 23: Enter a new bank account

Go to the page "Manage bank accounts". Here you can enter a new bank account.

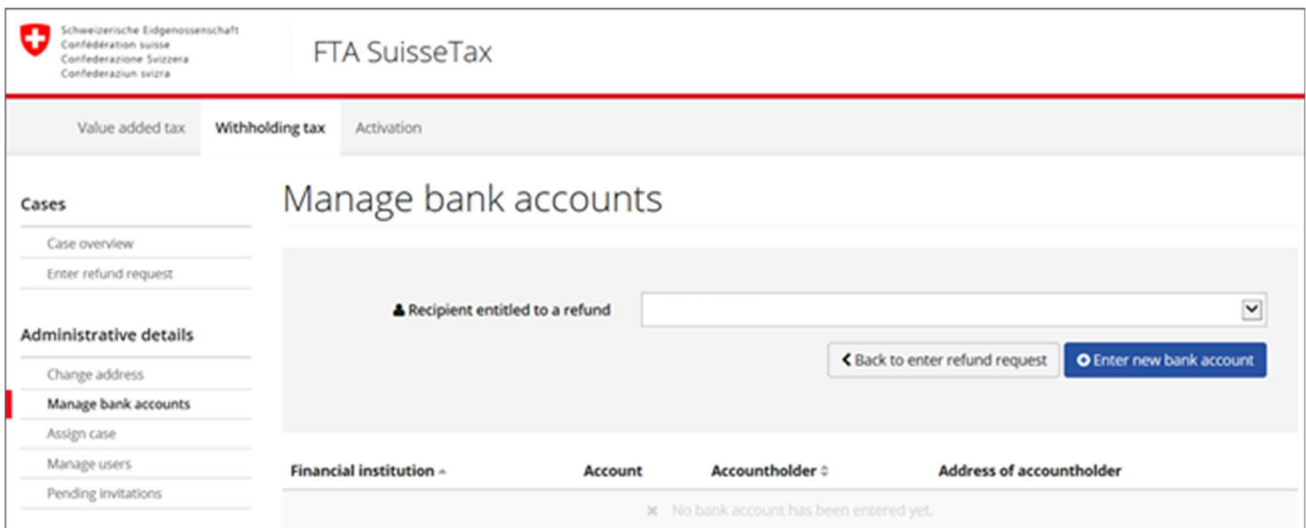


Figure 24: Manage bank accounts

You can enter the required information on the financial institution and account holder in the newly opened window. You can accept the new bank account or enter another bank account for the same recipient entitled to a refund.

Enter new bank account ✕

🏠 Financial institution details

Designation of the financial institution

Postcode City/town Country

👤 Accountholder details

Name of accountholder IBAN

Street, no.

Postcode City/town Country

[Cancel](#) [Accept](#)

Figure 25: Enter a new bank account

Once you have accepted the data entered, the bank account will be displayed under "Manage bank accounts".

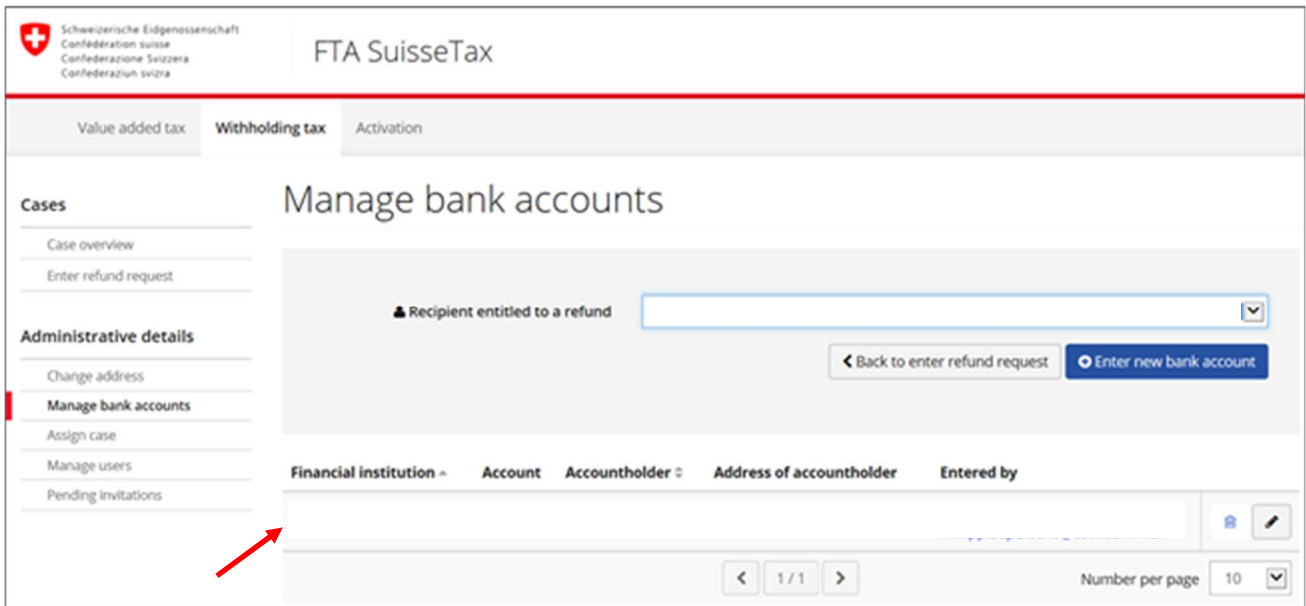


Figure 26: List of bank accounts entered

To continue entering the refund request, select "Back to enter refund request".

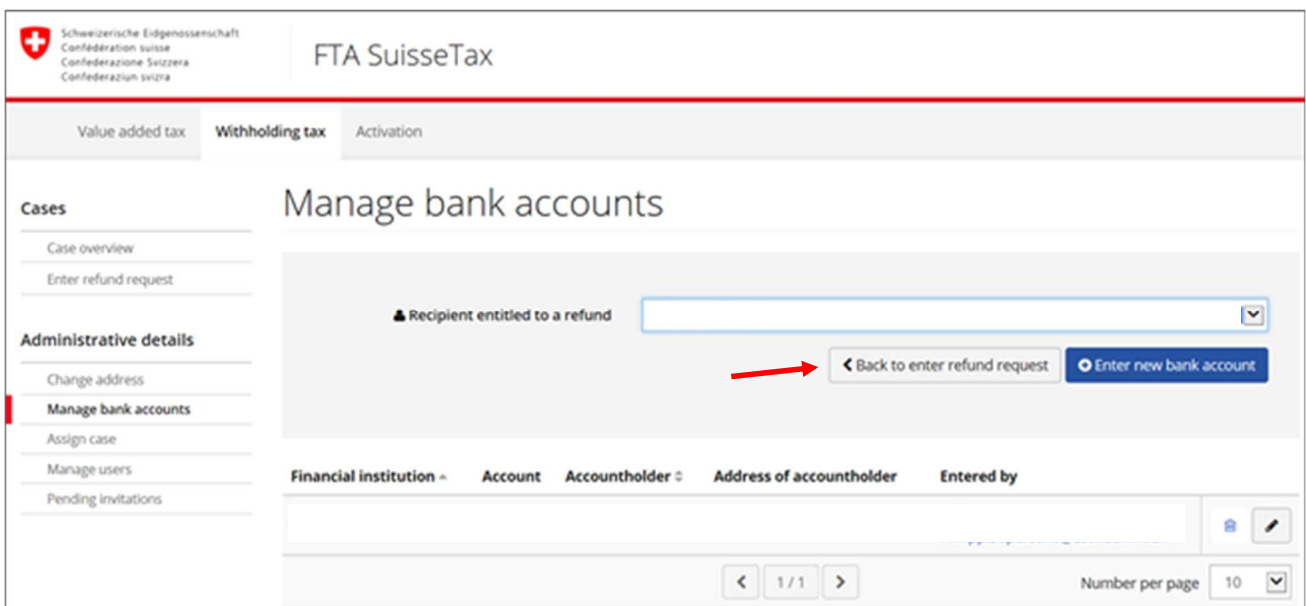


Figure 27: Back to enter refund request

After you have selected the bank account, all of the details on the financial institution and the account holder will be displayed.

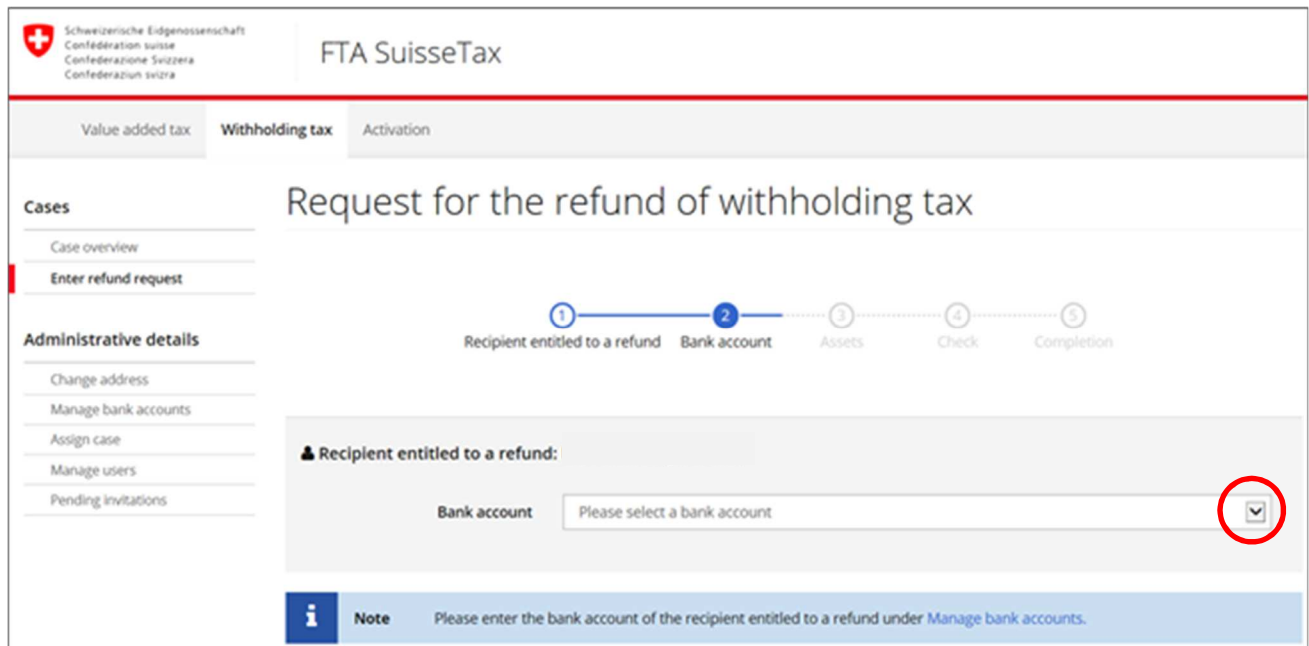


Figure 28: Select a bank account

You can also enter a message for the beneficiary and can then continue to the next step of the refund request by clicking on "Next".

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FTA SuisseTax

Value added tax | **Withholding tax** | Activation

Cases

- Case overview
- Enter refund request**

Administrative details

- Change address
- Manage bank accounts
- Assign case
- Manage users
- Pending invitations

Request for the refund of withholding tax

1 Recipient entitled to a refund | 2 **Bank account** | 3 Assets | 4 Check | 5 Completion

Recipient entitled to a refund:

Bank account

Note Check whether the bank account details shown below are correct and up to date. Changes can be made under [Manage bank accounts](#).

Financial institution details

Designation of the financial institution
Postcode, City/town
Country

Accountholder details

IBAN or account no.
Name of accountholder
Street, no.
Postcode, City/town
Country

Message for the beneficiary

[Back](#) [Reset form](#) [Save](#) [Next](#)

Figure 29: Message for bank account beneficiary

Step 3: Assets

You may choose between the following two input types for entering assets:

- Enter assets individually
- Use own asset list (e.g. tax statement from your bank)

We explain below how to enter assets individually.

Select the type of asset that you would like to enter (account, share, bond, investment fund, etc.).

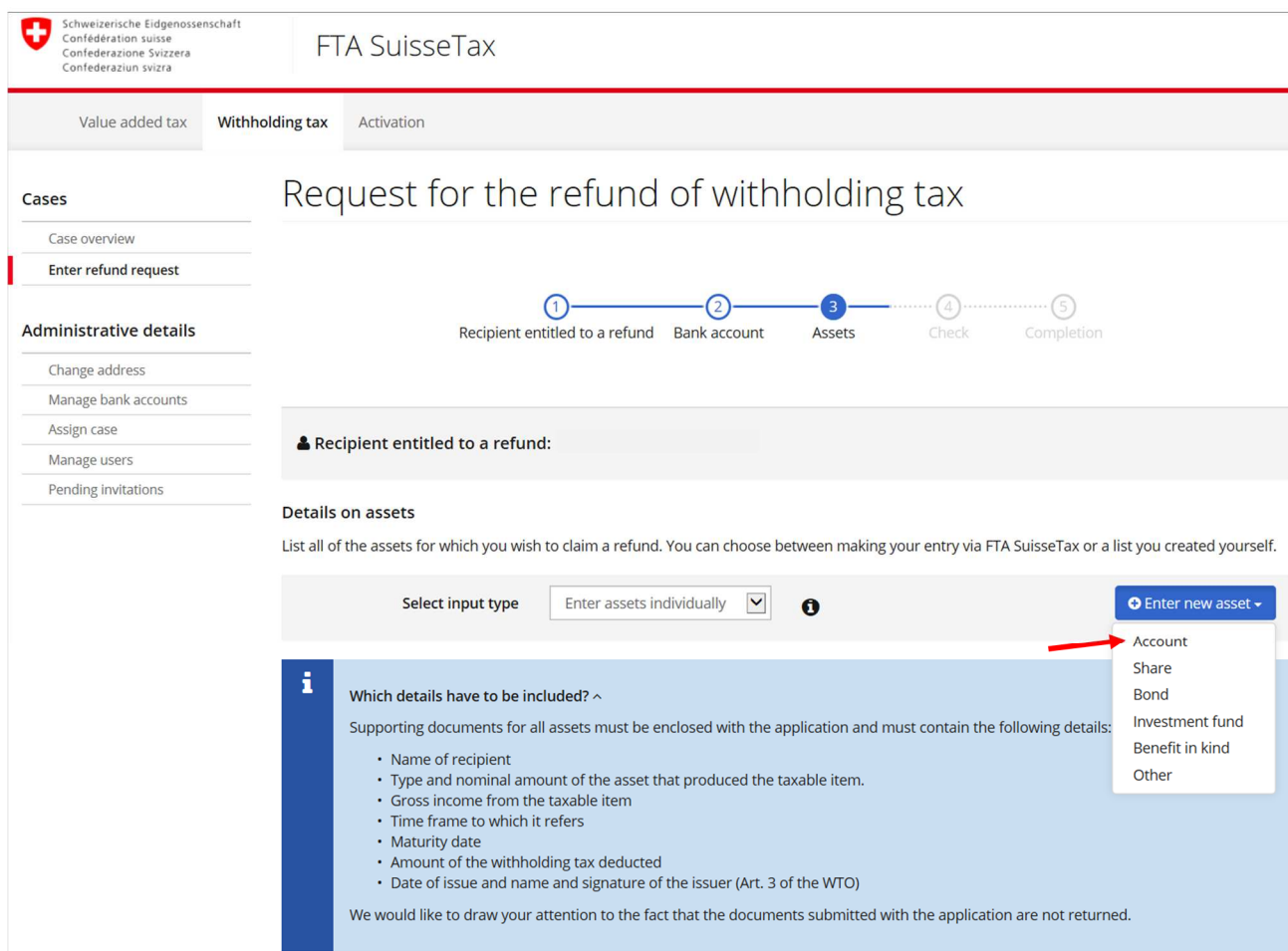


Figure 30: Select the input type and the type of asset

Enter the required details and upload the account document as a PDF file.

Click on "Accept and enter more" if you want to enter another account.

Account ✕

Enter new asset

Please enter the details concerning the asset. Please note also that supporting documents for all assets entered are to be enclosed with the application.

i **Beware** Asset supporting document must be a PDF file

Name of the bank <input type="text"/>	Account no. <input type="text"/>	Asset supporting document <input type="button" value="Upload account document"/>
Maturity <input type="text" value="dd.mm.yyyy"/> <input type="button" value="📅"/>	Gross interest income in CHF <input type="text"/>	

Figure 31: Enter a new asset – account

You can enter more assets or complete the entry by clicking on "Next".

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Value added tax | **Withholding tax** | Activation

Request for the refund of withholding tax

1 Recipient entitled to a refund | 2 Bank account | **3 Assets** | 4 Check | 5 Completion

Recipient entitled to a refund:

Details on assets
List all of the assets for which you wish to claim a refund. You can choose between making your entry via FTA SuisseTax or a list you created yourself.

Select input type: Enter assets individually

Which details have to be included? ▾

List of assets entered previously

Entries via individual assets

No. ▲	Designation Account no. / Security number ◊	Maturity ◊	Documents	Number of securities / Holding / Nominal value	Interest rate / Dividends per security	Gross dividends CHF ◊	Gross interest CHF ◊
1		31.12.2014				500.00	
Subtotal of individual assets in CHF						0.00	500.00

Entries via own asset list

No. ▲	Designation ◊	Time period ◊	Documents	Gross dividends CHF ◊	Gross interest CHF ◊
✖ No lists have been entered yet					
Subtotal of own asset list in CHF				0.00	0.00

	Gross dividends CHF	Gross interest CHF
Subtotal of individual assets in CHF	0.00	500.00
Subtotal of own asset list in CHF	0.00	0.00
Total dividends and interest income in CHF	0.00	500.00

List of instalment payments and calculation of transfer amount in CHF

Total gross income in CHF	500.00
35% withholding tax in CHF	175.00
Total instalment payments in CHF	- 0.00
Total transfer amount in CHF	175.00

Figure 32: Assets entered

Step 4: Check

You can check in this overview whether the information entered for the recipient entitled to a refund, for the address for service, bank account, contact details and assets entered is correct.

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Confederaziun svizra

FTA SuisseTax

Value added tax
Withholding tax
Activation

Cases

- Case overview
- Enter refund request**

Administrative details

- Change address
- Manage bank accounts
- Assign case
- Manage users
- Pending invitations

Request for the refund of withholding tax

Checking of details on recipient entitled to a refund

Recipient entitled to a refund

Surname: **LA PINDA SA**
 UID: **CHE-116.271.657**
 FTA dossier number: **0720103**
 Address: **RUE DE JARGONNANT 2**
 Additional line: **PA N.A.T. SERVICES SA**
 Postcode, City/town: **1207, GENEVE**

Address for service for payment order

Surname: **LA PINDA SA**
 Address: **RUE DE JARGONNANT 2**
 Additional line: **PA N.A.T. SERVICES SA**
 City/town, Postcode: **1207, GENEVE**

Bank account

IBAN or account no.: **fsdfs4534 / fasdfsdf**
 Name of accountholder: **Pinja**
 Street, no.: **Musterstrasse**
 Postcode, City/town: **80000, Frankfurt**
 Country: **Switzerland**

Queries to

First name: **Philipp**
 Surname: **Supersaxo**
 E-mail: **Philipp.Supersaxo@estv.admin.ch**
 Telephone no.: **1**

Checking of refund details

Input from the years 2014, Business year-end: **31. 12. (2014)**

Entries via individual assets

No. ▲	Designation Account no. / Security number ◊	Maturity ◊	Documents	Number of securities / Holding / Nominal value	Interest rate / Dividends per security	Gross dividends CHF ◊	Gross interest CHF ◊
1	Test Bank 111	31.12.2014					500.00
Subtotal of individual assets in CHF						0.00	500.00

Entries via own asset list

No. ▲	Designation ◊	Time period ◊	Documents	Gross dividends CHF ◊	Gross interest CHF ◊
✖ No lists have been entered yet					
Subtotal of own asset list in CHF				0.00	0.00

	Gross dividends CHF	Gross interest CHF
Subtotal of individual assets in CHF	0.00	500.00
Subtotal of own asset list in CHF	0.00	0.00
Total dividends and interest income in CHF	0.00	500.00

Total and transfer amount

Total gross income in CHF	500.00
35% withholding tax in CHF	175.00
Total instalment payments in CHF	-0.00
Total transfer amount in CHF	175.00

< Back
Next >

Figure 33: Check

Step 5: Completion

The electronic entry of data is now completed and you must print the form 25 signature sheet, sign it and submit it to the Federal Tax Administration together with the supporting documents that were not uploaded.

Please note that the form 25 sent electronically is only considered as having been submitted if the corresponding signature sheet is duly signed and delivered to the FTA **within 10 days**.

The screenshot displays the FTA SuisseTax portal interface. At the top left, the Swiss Confederation logo and name are visible. The main header shows 'FTA SuisseTax' and navigation tabs for 'Value added tax', 'Withholding tax', and 'Activation'. The left sidebar contains a 'Cases' menu with 'Enter refund request' selected, and an 'Administrative details' section with options like 'Change address' and 'Manage bank accounts'. The main content area is titled 'Request for the refund of withholding tax' and features a progress bar with five steps: 1. Recipient entitled to a refund, 2. Bank account, 3. Assets, 4. Check, and 5. Completion (highlighted in blue). A green success message states: 'The electronic data entry was completed successfully.' Below this, a blue box titled 'Please do the following now' lists three steps: 1. Print signature sheet for form 25 (with a note about Adobe Reader and a print icon), 2. Sign signature sheet for form 25, and 3. Send signature sheet for form 25 (with the address: Federal Tax Administration FTA, Eigerstrasse 65, 3003 Bern). A light blue note box states: 'The supporting documents sent with the signature sheet for form 25 will not be sent back any more.' Below that, a grey box titled 'For your records' includes a print icon and the text: 'Print-out will all details for the recipient entitled to a refund'. At the bottom, another 'For your records' section notes: 'The FTA will notify the applicant about the payment after the request has been processed. If you have any questions, please contact us using the [contact form](#).' A 'Back to overview' button is located in the bottom right corner.

Figure 34: Completion

7. Administrative details

7.1 Changing an address

To change the address of a recipient entitled to a refund, click on "change address" under "Administrative details" and select the recipient concerned.

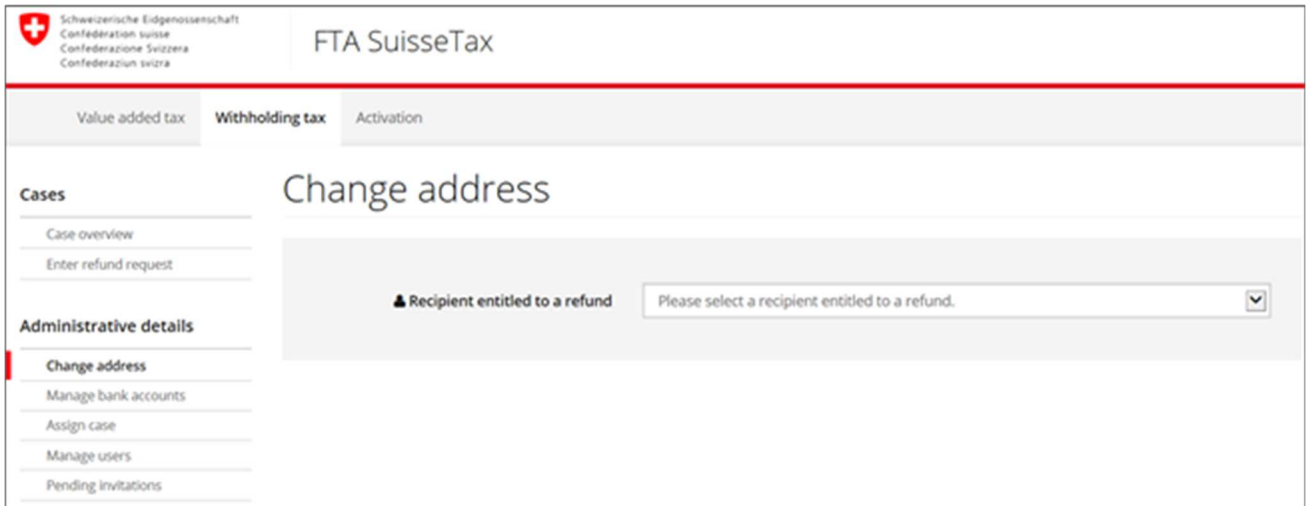


Figure 35: Change address (1)

You can change the address, set a date of validity and save the changes.

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FTA SuisseTax

Value added tax | **Withholding tax** | Activation

Cases

- Case overview
- Enter refund request

Administrative details

- Change address**
- Manage bank accounts
- Assign case
- Manage users
- Pending invitations

Change address

Recipient entitled to a refund

Surname	FTA dossier number
Address	UID
Additional line	
Postcode, City/town	

Enter the new address for the recipient entitled to a refund here.

Surname

Address

Additional line 1

Additional line 2

Postcode, City/town

Country

Validity of the new address effective immediately from date

Reset form

Figure 36: Change address (2)

7.2 Managing bank accounts

You can change or delete previously entered bank accounts and enter new bank accounts.

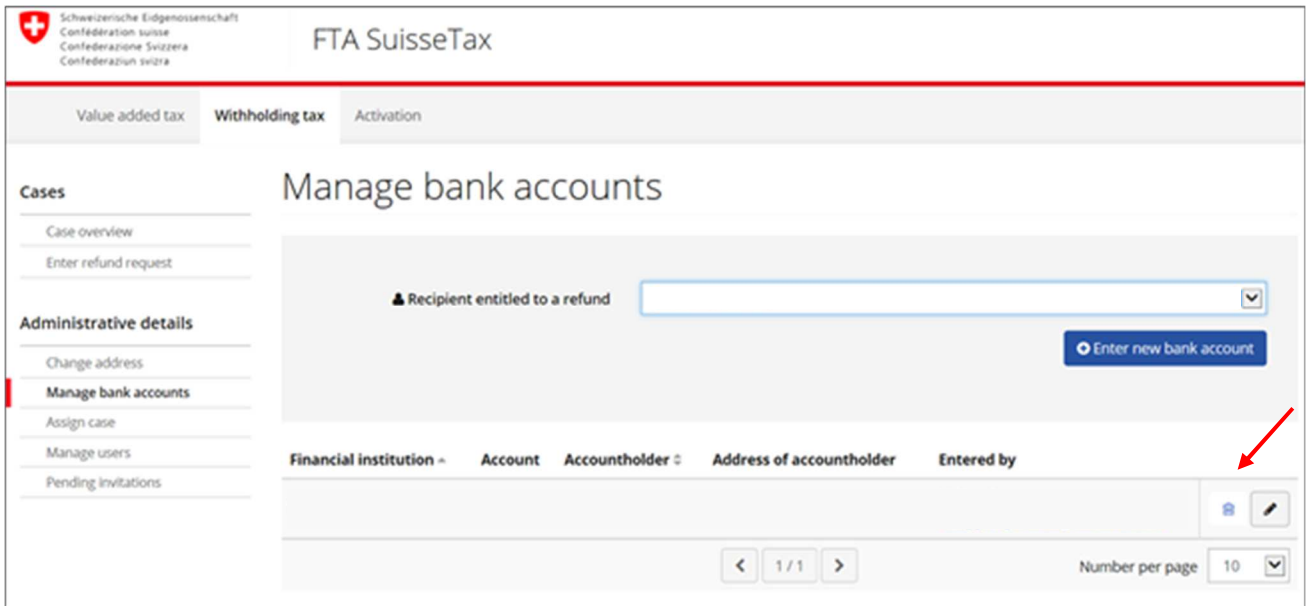


Figure 37: Manage bank accounts

7.3 Assigning cases

If you do not have a superuser profile for a recipient entitled to a refund, you will only see the requests that you submitted in the case overview.

The assignment of another case allows you to view it at any time. Ask your superuser (or the refund request submitter) for the necessary case code (shown in the case overview) and assign the case to yourself. Assignment requires existing authorisation to act for the recipient entitled to a refund.

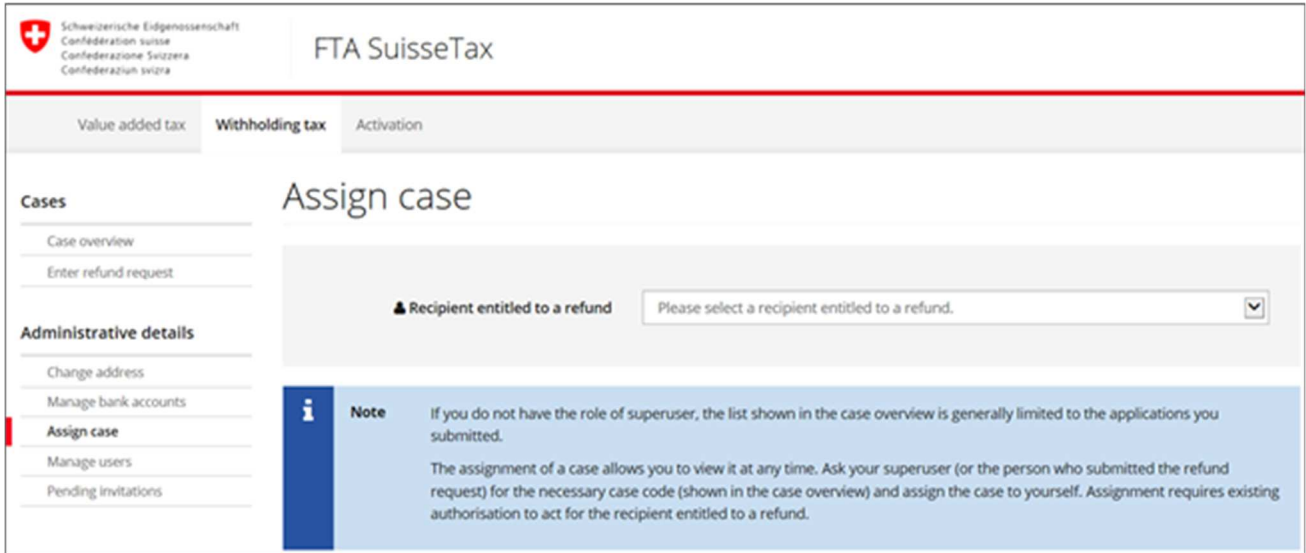


Figure 38: Assign case – selecting a recipient entitled to a refund

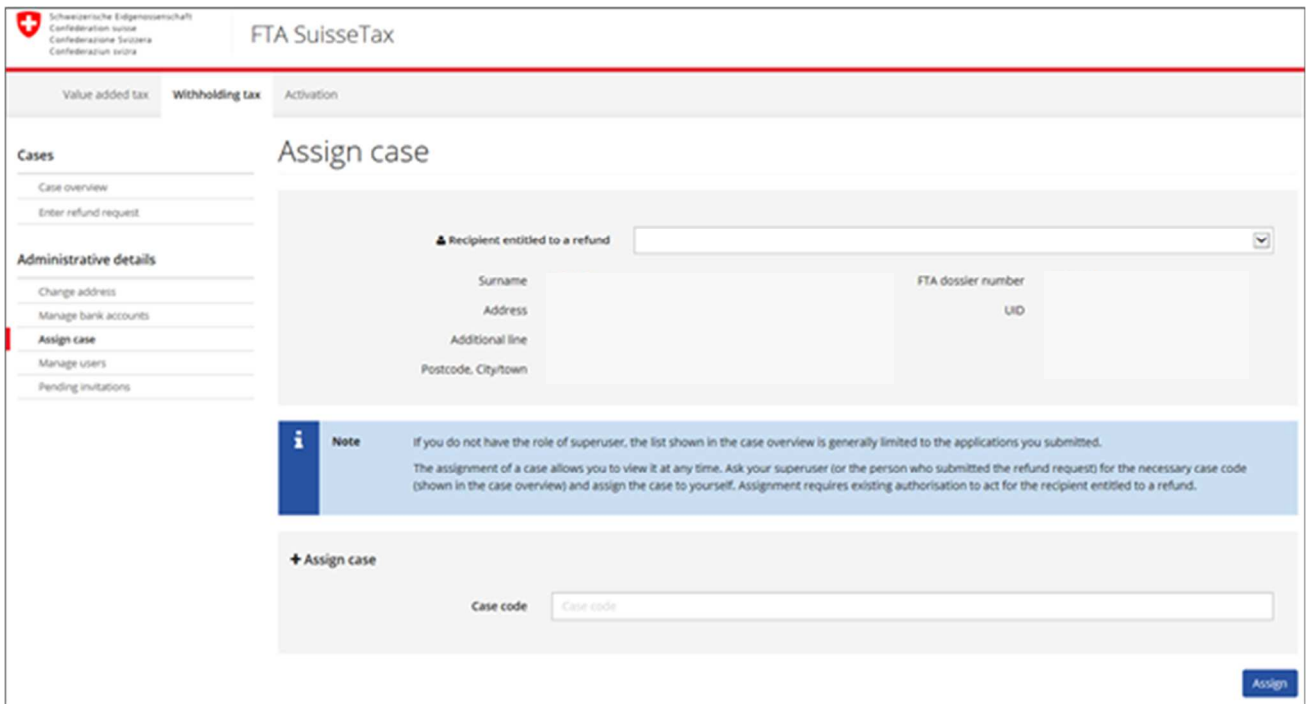


Figure 39: Assign case using the case code

7.4 Managing users

Only a superuser can manage the user rights for a recipient entitled to a refund.

The superuser can invite other users to act for a recipient entitled to a refund or modify or delete the user rights of existing users ([see chapter 5.1](#)).

The screenshot displays the 'Manage users' interface for a recipient entitled to a refund. The page is divided into a sidebar and a main content area. The sidebar contains navigation options: 'Cases' (with sub-items 'Case overview' and 'Enter refund request'), 'Administrative details' (with sub-items 'Change address', 'Manage bank accounts', 'Assign case', 'Manage users', and 'Pending invitations'), and 'Manage users' (highlighted). The main content area is titled 'Manage users' and features a dropdown menu for 'Recipient entitled to a refund' (currently showing 'II DE SA (0720102)') and an 'Invite new user' button. Below this is a table of 'Authorised users' with columns for 'Users', 'Authorisation submit', and 'Authorisation Manage users Display all cases Display all bank accounts'. Two users are listed: Redjep Arifi (rexhep.arifi@estv.admin.ch) and Philipp Supersaxo (Philipp.Supersaxo@estv.admin.ch). At the bottom, there is a table for 'Open invitations' with columns for 'Users', 'Authorisation submit', 'Authorisation Manage users Display all cases Display all bank accounts', 'Status', and 'Created on'. One invitation is shown for Remo Bossart (remo.bossart@estv.admin.ch) with a status of 'Pending' and a creation date of '05.10.2015'.

Figure 40: Manage users

7.5 Pending invitations

When a superuser invites another existing or new user to act for a recipient entitled to a refund, the authorisation will not be activated until it has been accepted by the user invited ([see chapter 5.2](#)).

Recipient entitled to a refund	Authorisation received	Invitation from	Date	Accept?
	submit		05.10.2015	<input checked="" type="checkbox"/>

Figure 41: Pending invitations