



Saudi Arabia ZATCA

24-25 APRIL 2025
BRITACOM COUNCIL MEETING



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About ZATCA



The **Zakat, Tax, and Customs Authority (ZATCA)** is responsible for administering the collection of taxes, Zakat, and customs duties within the Kingdom. The Authority promotes high levels of taxpayer compliance by streamlining processes and adopting international best practices, thereby ensuring a transparent and customer-centric system.



Scoring high rankings in:

Digital Maturity Index

UN's E-Government Development Index

High Performance Measurement

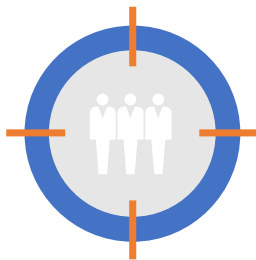
Digital Transformation Index



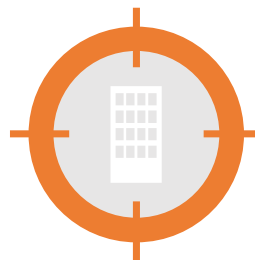
BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT

Taxpayer Segmentation

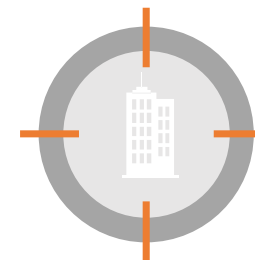
ZATCA takes pride in offering fully or mostly automated, customized journeys tailored to different taxpayers, from login and registration to tax certificate issuance. The Authority provides **proactive, automated services** by **linking client IDs to relevant entities** based on **taxpayer segment, persona**, and other factors, ensuring a seamless experience and enhancing convenience and efficiency for all taxpayers.



Individuals



SME's



Large Taxpayer



BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT

ZATCA Initiatives

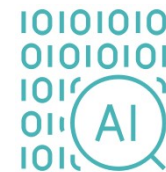
To support its diverse taxpayer segments, ZATCA launched various initiatives designed to enhance compliance and streamline processes, Here we highlight three of them:



Initiatives



E-Invoicing (Fatoora)



AI Enabled processes



BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT



Part 01

Initiatives

Initiatives

EXAMPLES ON ZATCA INITIATIVES

Proactive Services

Services that are automatically triggered

The screenshot displays a 'Proactive Services' interface. At the top, it says 'It's a service for Zakat register Number (TIN) to present the Workshop Request Form'. Below this, there are buttons for 'Value Added Tax' and 'Proactive Service'. A 'Service Publishing' section shows a date of 'April 16, 2019'. A 'Workshop Request Form' section includes fields for 'Workshop Title', 'Workshop Date', and 'Workshop Location'. A 'Service Publishing' table lists details: 'Date: April 16, 2019', 'Service Publishing: April 16, 2019', 'Service Languages: Arabic', 'Payment Methods: Free', and 'SMS Service: available'. A 'Service User Manual' button is also present.

Installment services

installments if customers are unable to pay the amounts due in full to support compliance

The screenshot shows a 'Request an Installment Plan' form. It includes a 'Publishing Date, April 16, 2019'. Below this, a table lists: 'Time of completion: 5 minutes', 'Service Fees: No fees applied', and 'Service language: Arabic'. A paragraph at the bottom states: 'This service allows individuals to request payment of zakat and income tax in installments if they are unable to pay the amounts due in full.'

Relationship Managers

Relationship Managers for Large Customers ensuring high customer satisfaction and engagement



Workshops

50+ workshops in 2024

600+ attendees



BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT



Part 02

E-Invoicing (Fatoora)

E-Invoicing (Fatoora)

Electronic invoicing is a procedure that aims to convert the issuing of paper invoices and notes into an electronic process that allows the exchange and processing of invoices, credit notes & debit notes in a structure electronic format between buyer and seller through an integrated electronic solution.



Efficiency Less paperwork, faster processes



Compliance Easy tax reporting & real-time validation



Transparency Clear and traceable transactions



Security Standardized and secure invoicing

Public | عام

Digital Transformation Aligned with Vision 2030



Anti-Fraud Prevents tax evasion



Better Experience Easy for both businesses & customers



E-Invoicing (Fatoora)



Phase ONE

Generation Phase



Phase TWO

Integration Phase

1

One of the World's fastest E-invoicing implementation

2

+800 National & International Solution Providers listed on ZATCA's website

3

+ 300,000 Taxpayers Implemented e-invoicing phase one requirements successfully

4

+7 Billion Invoices Have been shared with Fatoora portal

5

+99% Success rate of invoice sharing and +140,000 E-invoicing Solutions integrated with FATOURA



BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT

Key Benefit

01

Speed up transaction through the secure exchange of verified E-invoice with customers and suppliers

02

Cost saving through automation of your accounting operations

03

Reduce time, and risk of error in fulfilling your VAT filing obligation

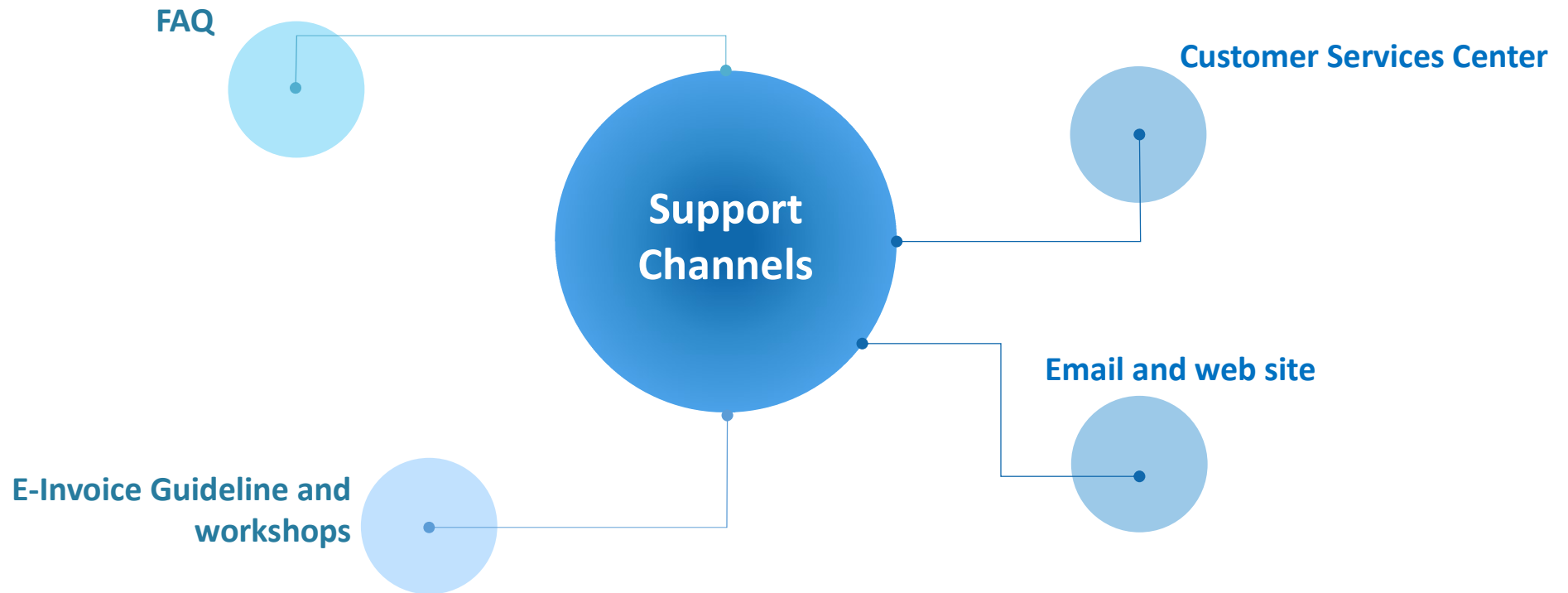


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BUILDING A GROWTH-FRIENDLY TAX ENVIRONMENT

ZATCA offers support to its beneficiaries through multiple channels





Part 03

AI Enabled processes

Key Challenges

Clarity

Ambiguity in distinguishing between customer interactions under ZATCA's control and ones impacted by external factors and stakeholders

Accuracy

No standardized method for identifying key pain points, impacting efficiency, data accuracy, and overall reporting accuracy

Challenges in tracking pain points evolution and difficulty to measure the impact of implemented initiatives over time

Opacity

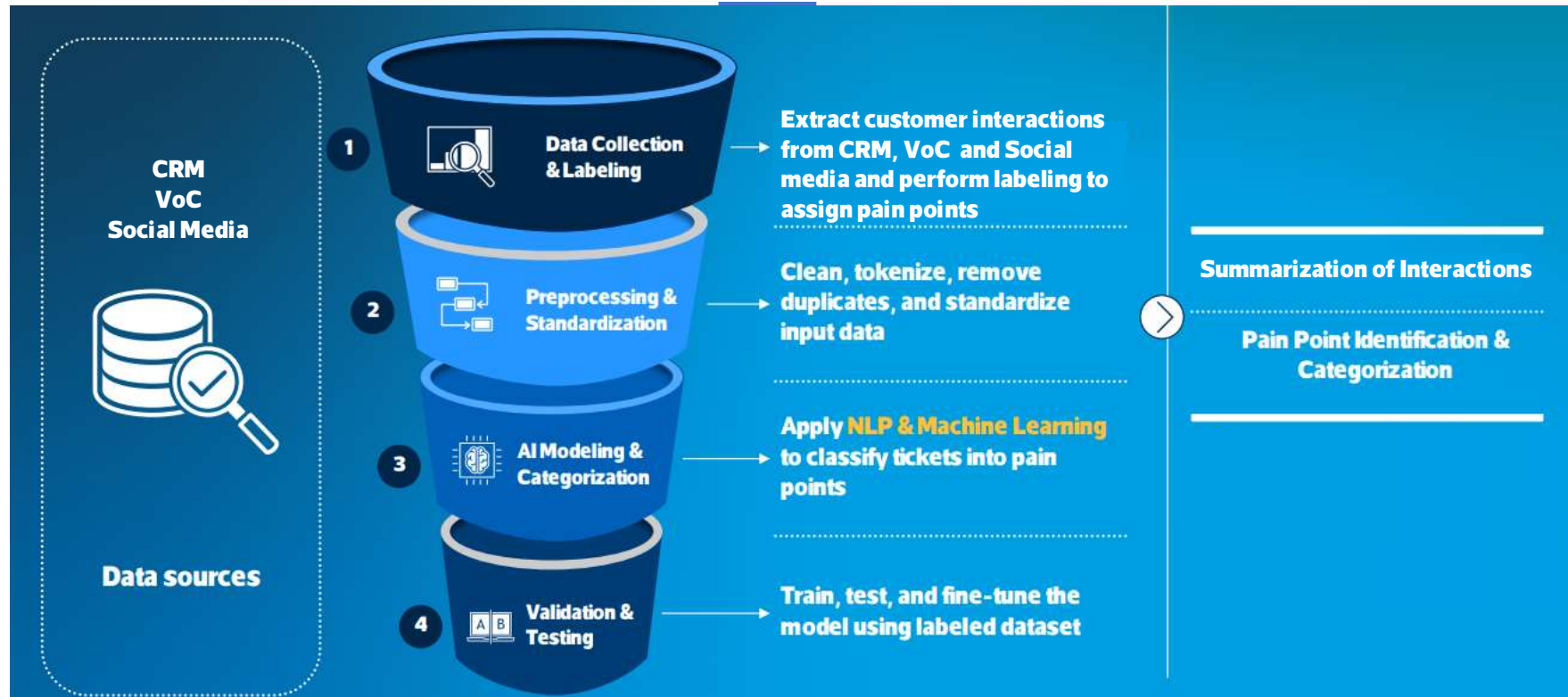
Customer interactions analysis relies on manual efforts, reducing internal productivity and increasing the risk of inaccuracies

Efficiency



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AI/ML implementation



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Thanks