



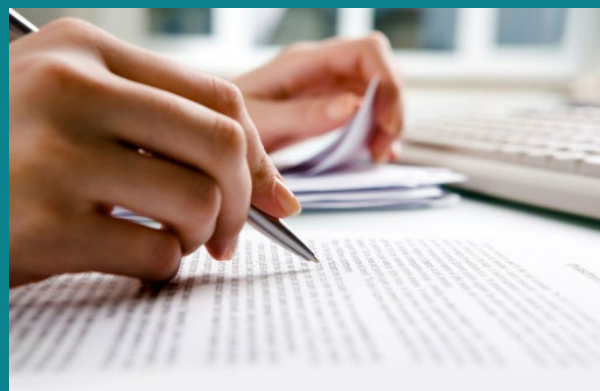
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Email IRTransformation@ird.govt.nz for further information.

BUSINESS TRANSFORMATION

November 2020

Latest news about Inland Revenue's
transformation



Final phase of our Business Transformation

Inland Revenue is now in its final phase of Business Transformation – Stage 4.

Stage 4 includes moving all remaining tax and social policy products into our new system and upgrading myIR. The changes are being made across two releases.

The first release will go live on 1 March 2021. This release includes:

- Paid Parental Leave
- New Zealand Foreign Trusts
- Unclaimed Money
- Duties (Lotteries Duty, Casino Duty, Totalisator Duty)

The second release, which includes child support and an upgrade to myIR, is planned for October 2021.

If you are impacted by the Stage 4 changes, we'll connect with you to ensure you understand how they may impact you.



Upcoming webinars

We're kicking off a new series of webinars which will provide more detail on the changes you can expect to see in our 2021 releases. We are now hosting our presentations on YouTube. The first webinar will be available at www.ird.govt.nz/webinars on 25 November 2020. It will provide an overview of some of the key changes coming next year. It is aimed at tax intermediaries.

Stage 4 web content live

New content is available on the Business Transformation section of our website.

This content includes an overview of the changes coming in 2021 as well as some general information on the changes for New Zealand Foreign Trusts (NZFT) and unclaimed money (UCM).



Visit www.ird.govt.nz/about-us/business-transformation/2021-changes for more information.

Resolution of recent myIR and Gateway Services interruption

In the past week, we've advised you about issues logging in to myIR and using Gateway services which occurred following scheduled maintenance. We're pleased to confirm we have identified the root cause.

The problem related to an unexpected performance issue with one of our database servers being overloaded. Once identified, the issue was swiftly resolved.

We can now confirm that myIR and Gateway services are fully functional and the standard auto-log out process after 2 hours is now reinstated for myIR. As always, please remember to save regularly when using myIR.

Planned service test - 14 and 21 November 2020

Our next planned service testing will be undertaken in November. We have scheduled these over the weekend to minimise disruption. During the service testing, there will be two periods during which affected Inland Revenue online services will be unavailable.



Planned service interruptions are as follows:

1. Online services including myIR and Gateway Services will be unavailable from 3:30pm on Saturday 14 November until Sunday 9am on 15 November.
2. Online services including myIR and Gateway Services will be unavailable from 3pm on Saturday 21 November until Sunday 9am on 22 November.

