Abbreviations and acronyms

ATO – Australian Tax Office

CIT – Corporate Income Tax

CRA – Canada Revenue Agency

E&I – Engaging and Involving (or related forms, depending on context)

FTA – Forum on Tax Administration

FTE – Full Time Equivalent (measure of staff commitment)

GST – Gross Sales Tax

HMRC – Her Majesty's Revenue and Customs (United Kingdom)

HR – Human Resources

HRM – Human Resource Management

ICT – Information and Communication Technology

IR – Inland Revenue

IRAS – Inland Revenue Authority of Singapore

OECD – Organisation for Economic Co-operation and Development

PAYE – Pay As You Earn (system for withholding tax)

POS – Point of Sale

RFTS – Right From The Start (approach to compliance management)

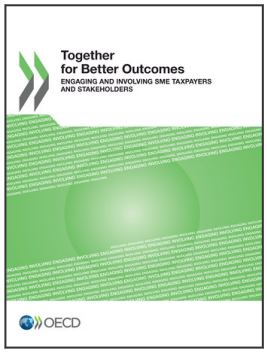
SME – Small and Medium-sized Enterprise

SMS – Short Message Service

SMT – Social Media Technology

UK – United Kingdom

VAT – Value Added Tax



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