

## Government Regulation and Red Tape survey: August 2019

What specific red tape issues would you most like to see the federal government fix (e.g. rules that are overly costly, services that aren't available online, unhelpful service, unnecessary delays, forms that could be shorter or clearer, broken web links, etc.)?

"Some CRA reviews require additional documentation to be faxed or mailed to their review offices. Scanned and emailed documents are then not accepted. Who even has a fax machine anymore?"  
- *Enterprise management, Ontario*

"Communication by post and fax: No one is using fax machines anymore, except the government. Please communicate by email."  
- *Hospitality, Quebec*

"We were required to complete a complex application and include several support documents and fax in for enrollment. We wrote an incorrect number on one of the documents. We could not just fax in the corrected page, we had to refax the total 15 pages. After this happened a couple of times, we were advised we also needed to submit additional information that had not been previously requested and that we could not just submit the additional information. We now had to refax the 17 pages. As we do not have a fax machine in our store, we had to incur quite a substantial cost to fax 4 times from our local Postnet company. Where is the common sense in a government office?"  
- *Retail, British Columbia*

"More online services wherever possible."  
- *Hospitality, Newfoundland*

"Canada Revenue Agency audits: Send supporting documents by secure email instead of requesting documents by fax."  
- *Professional services, Quebec*

"When my 4000 orders/year to the USA have returns or exchanges, it costs me exorbitantly more in fees to have couriers process the B-whatever entry. I have to clear on my own, go in person to the Vancouver Airport to pick up documents and drive them over to the other side of the airport to CBSA to do the entry, and when it's done, they can't fax or e-release it. They require me to drive back to the airport hours later to pick up a processed form and drive to the other side of the airport where UPS is and drop it off after waiting in a long line, for them to deliver the package next day (or for me to pick it up)."  
- *Manufacturing, British Columbia*

"Convert fax returns (statements) to online returns. Notify us of changes and make information more accessible. You can never be sure that your information is going to the right place."  
- *Personal services, Quebec*

"Every service that the government has available should be available online. That goes from licence plate registry to the ability to chat online with a knowledgeable tax auditor if you are being audited. That is the future. Quick, easy help to facilitate self-service..."  
- *Construction, Nova Scotia*

“CRA: allow to download forms online for remitting payroll deductions, monthly taxes, etc. Stop charging processing fees when submitting payments online.

Service Canada: SAWP program allows for permits for more than one year. Allow applications to be submitted online - not faxed - and send a response stating the application has been received. The information is very repetitive every year - is this necessary for the same employer?”

– *Agriculture, Alberta*

“Rules that are overly costly, services that aren’t available online, unhelpful service, unnecessary delays, forms that could be shorter or clearer, broken web links.”

– *Manufacturing, Saskatchewan*

“I send invoices to WSIB for clients that I treat as a massage therapist. I don't own a fax machine so I have to go to Staples. It would be great if I could email the invoice to WSIB. Contact people at WSIB seldom answer their phone and generally return my calls when I am with another client. The phone tag is ridiculous and usually the issue goes unsolved.”

– *Social services, Ontario*

“First off, stop insisting on communication by fax!! Get used to the modern day world and embrace emails!”

– *Transportation, British Columbia*

“Services not available online and the backlog CRA seems to be in constantly. If they need more people to process forms then maybe we have too many forms, or not enough workers!”

– *Construction, Nova Scotia*

“Government web pages are like a bad dream. Often if you need to go back a page, you end up starting over. Then you can't use the same password and have to reset.”

– *Retail, British Columbia*

“Online services, while available, are not always easy to use.”

– *Personal services, New Brunswick*

“I specifically would like to see changes made with CRA and their call centres...There is often conflicting information given by individuals that ultimately results in nothing being completed by anyone. Training, education and experience would be excellent. Also, they want us to scan documentation to them. However, it is often not dealt with once received or they further request us to fax or mail the same documents. This is unacceptable as this is the age of technology.”

– *Professional services, Alberta*

“Mailing forms for CRA - is magnetic ink really necessary to process HST/ Employee Deductions/Corporate Tax? ROE should be an easier format - whether online or paper form. All the above should be downloadable. Faxing when dealing with CRA: Is this really necessary?”

– *Personal services, Ontario*

“Why do we receive monthly paper forms from Sask. government to fill out? I thought computers were supposed to save paper!”

– *Natural resources, Alberta*

“Revenue Canada! It is impossible to find a monthly employee deduction remittance form - unless you have been mailing in your remittance, then they mail a form to the employer monthly. If you happen to not electronically remit the day before it's due, and have to take your remittance to the bank for processing, good luck finding a blank copy of the remittance voucher on the CRA website.”

– *Transportation, New Brunswick*