

# **Zambia Revenue Authority**



## **TaxOnline Project**

### **User Manual e-Registration Web Portal**

**September, 2013**

**Version 1.0**

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## List of Abbreviations

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Abbreviation	Expansion
FAQ	Frequently Asked Question
TPIN	Tax Payer Identification Number
UM	User Manual
URL	Uniform Resource Locator
VAT	Value Added Tax
WHT	Withholding Tax
ZRA	Zambia Revenue Authority

## 1.Introduction

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The Zambia Revenue Authority (ZRA) has launched a web portal with Uniform Resource Locator (URL): <http://www.zra.org.zm>. This web portal offers different kind of information on domestic taxes in Zambia.

The portal offers the following major functionalities:

1. e-Services namely e-Registration, e>Returns, e-Amendment, e-Communication, e-Payment and also other e-Services for Motor Vehicle Registration, Driving Permit, Stamp Duty and so on.
2. News, updates, circulars and notifications
3. 'Search' functionality
4. Tracking the status of various applications on-line
5. Virtual keyboard for entering password
6. FAQs, Query posting and replying
7. Subscribe/view the RSS feeds introduction

## 2.Introduction to e-Registration

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e-Registration is designed to enable the dealers to get them registered online. They need not go to the Excise and Taxation Department for registration.

This functionality's architecture can be described as following two units:

1. **e-Registration:** This module is designed to enable dealers to get them registered. An acknowledgement receipt is generated on successfully filing of all the required forms.
2. **Track Your Status:** This module is designed to enable dealers to view their request form and also track the status of registration request made by them through the portal. By entering the acknowledgement number. And the search code provided in the acknowledgement receipt, the dealer can re-print the acknowledgement receipt and registration form uploaded by them on portal.



## 3. Navigation of e-Registration

e-Registration shall allow the tax payer to apply online for registration in domestic taxes.

### 3.1 Getting Started

The web portal visitors provide with an e-Registration link under e-Services on the web portal. On selection of the link portal prompts the user to select a New Registration or To Continue with a Previous Registration.

The section of New Registration, allows the Tax Payer to file a New Registration Application while selection of Continue with Previous Registration allows the Tax Payer to continue ahead with a previously incomplete Registration Application.

#### 3.1.1 Starting with e-Registration

To start the application:

1. Click the Internet Explore icon. The Browser appears. Type the URL: <http://www.zra.org.zm> in the address bar. The website at this URL will be replaced with new website developed whose screen shots are attached from development/ staging servers.
2. Once the website is connected ZRA home page will appears as shown in Figure 1.
3. Click the **e-Registration** link which appears on the left hand corner of the home page.



Figure 1: Home Page

After clicking the **e-Registration** link, the following screen appears.

**Figure 2: Tax Payer Registration Form**

4. Select the form type from the Tax Payer Registration drop-down list.

**Figure 3: Taxpayer Registration Form**

After selecting the form type from the drop-down list, the new TAX PAYER REGISTRATION form appears (as shown in Figure 3). This screen display the details that dealer should be complete while applying for the new registration.

### 3.1.2 Downloading Necessary Template

To apply for registration dealer has to download the template from the website. It is advisable to always download the latest template for application. The user should have Microsoft Office Excel (version may be 97, 2000, 2003 or 2007) installed in the computer for this purpose.

To download the necessary templates:

1. Click the **Tax Payer Registration** on NEW TAX PAYER REGISTRATION form.
2. Download template for the respective tax payer registration.

The screenshot displays the ZRA e-Registration portal. The header includes the ZRA logo and navigation links for e-Registration, e>Returns, and e-Payment. A sidebar on the left lists various e-Services including e-Registration, e-Payment, e-Refunds, e-Objections, Payment Registration, Downloads, Other e-Services, Help Docs, Confirm Demographics, and Tag Cloud. The main content area is titled 'TAX PAYER REGISTRATION' and contains the following sections:

- Instructions:**
  - A) To register online as a Tax Payer, please select New Form from the box below.
  - B) To continue with uploading annexures at a later point in time to complete the registration, please select Continue with a Previous Registration.
- Download template for Tax Payer Registration:**
  - Tax Payer Registration (Last Updated Date: 02/09/2013 Size: 4.0 MB)
  - Value Added Tax (Last Updated Date: 02/09/2013 Size: 688 KB)
  - Additional Place Of Business (Last Updated Date: 02/09/2013 Size: 963 KB)
  - Mineral Royalty Tax (Last Updated Date: 02/09/2013 Size: 799 KB)
  - Presumptive Tax (Last Updated Date: 02/09/2013 Size: 4.4 MB)
  - PAYE (Last Updated Date: 02/09/2013 Size: 2.35 MB)
  - Excise (Last Updated Date: 02/09/2013 Size: 1.23 MB)
  - Withholding Tax (Last Updated Date: 09/09/2013 Size: 2.14 MB)
  - Base Tax (Last Updated Date: 02/09/2013 Size: 1.08 MB)
- Registration Details:**

Please provide below details for One Time Password(OTP) registration. A random number will be sent on specified email address and mobile number. The OTP has to be provided for verification and to proceed further for registration.

Applicant Name\* :

Applicant Email Address\* :

Applicant Mobile Number\* :  260

Please enter result for expression.\* : 07497

[Register for OTP](#)

**Figure 4: Downloading Tax Payer Registration Template**

- Click the **Save** button to save template in the system.

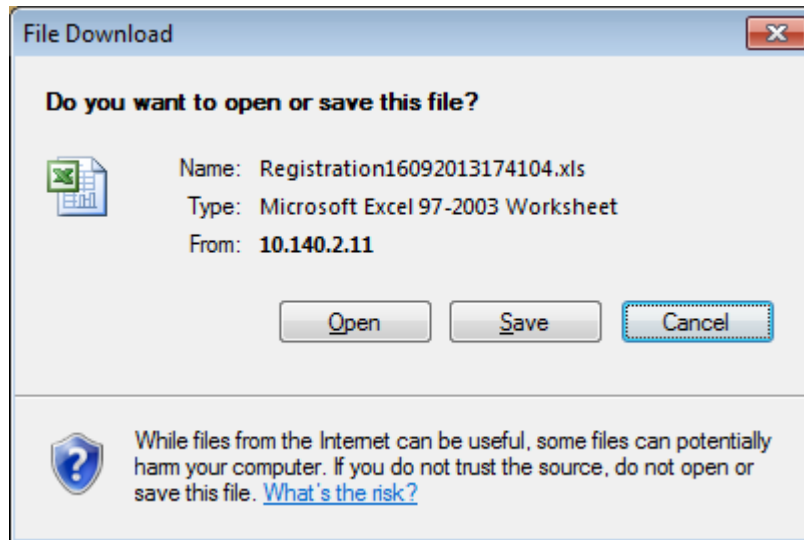


Figure 5: Save/Open Downloaded Tax Payer Registration Template

- Open the saved template for the tax payer registration.

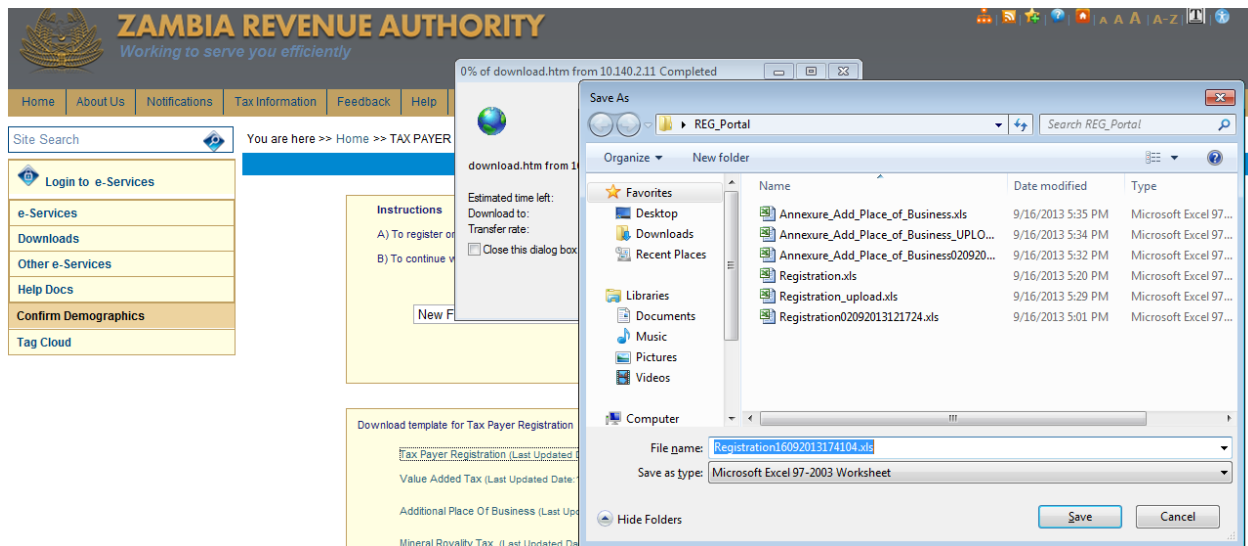


Figure 6: Saving Template for Registration

- Fill the respective tax payer registration details in the template for name, physical address, tax type, business details.

ZAMBIA REVENUE AUTHORITY	
APPLICATION FOR TAX REGISTRASTION	
(Complete this form in block letters)	
<b>PART A-TAX TYPE REGISTRATION</b>	
1 a) PURPOSE *	INITIAL REGISTRATION
1 b) WHAT ARE YOU REGISTERING FOR ? * (Please complete separate annexures for Registration details required under VAT,Excise, Mineral Royalty, PAYE,Withholding Tax, Presumptive Tax and Base Tax)	
TPIN *	
TOT	
WHT	
PAYE	
PTT	
PRESUMPTIVE TAX	
INCOME TAX	
MINERAL ROYALTY	
MEDICAL LEVY	
VAT	
EXCISE	
BASE TAX	
<b>PART B-TPIN REGISTRATION</b>	
2) TYPE OF TAXPAYER *	
If Other, Please Specify	
3) WHY DO YOU NEED A TPIN? *	
IMPORT/EXPORT	
MOTOR VEHICLE REGISTRATION/TRANSFER	
DIPLOMAT	
COMMERCIAL EXPORTER	
BUSINESS	
EMPLOYMENT	

Please select from drop-down list

Help PartAB SectionAB SectionC PartC Errors

Figure 7: Template for Tax Payer Registration Sheet

### 3.1.3 Filling the Detail for Template

After downloading the requisite template, data can be entered in the template.

To enter the data in the template:

1. Fill the template with appropriate data.
2. Enter the data as per the colour shown in the background and as per the mentioned comments.  
The colour scheme used for templates are as follows:
  - a. Salmon → Only Alphanumeric values are to be entered in the cell.
  - b. Blue → Only Numeric/Decimal values are to be entered in the cell.
  - c. Yellow → Only Alphabets are to be entered in the cell.
  - d. Gary → Select the data from the displayed drop-down list only.
  - e. Pale Yellow → Only Date is allowed to be entered in the cell.

Following figure depicts the sample template for tax payer registration.

ZAMBIA REVENUE AUTHORITY	
APPLICATION FOR TAX REGISTRASTION	
(Complete this form in block letters)	
<b>PART A-TAX TYPE REGISTRATION</b>	
1 a) PURPOSE *	INITIAL REGISTRATION
1 b) WHAT ARE YOU REGISTERING FOR ? * (Please complete separate annexures for Registration details required under VAT,Excise, Mineral Royalty, PAYE,Withholding Tax, Presumptive Tax and Base Tax)	
TPIN *	YES
TOT	
WHT	
PAYE	
PTT	
PRESUMPTIVE TAX	
INCOME TAX	YES
MINERAL ROYALTY	
MEDICAL LEVY	
VAT	
EXCISE	
BASE TAX	
<b>PART B-TPIN REGISTRATION</b>	
2) TYPE OF TAXPAYER *	Individual (Other)
If Other, Please Specify	
3) WHY DO YOU NEED A TPIN? *	
IMPORT/EXPORT	YES
MOTOR VEHICLE REGISTRATION/TRANSFER	
DIPLOMAT	
COMMERCIAL EXPORTER	
BUSINESS	
EMPLOYMENT	

Select YES/NO from list.

Help PartAB SectionAB SectionC PartC Errors

**Figure 8: Filling the Details for Tax Payer Registration**

- Click the **Validate** button to validate the data and to generate the validated sheet which you need to upload. After uploading the data template size will be increased to 20 kb. The **Registration** dialog box with the message 'Your sheet is validated successfully, Do you want to generate upload sheet'.

The screenshot shows a software interface for tax agent registration. The main window has a grid with columns A, B, and C. Row 1 is a header: 'PART C - TAX AGENT DETAILS (Attach Authorization Letter)'. Row 2 is a sub-header: '25) IF YOU HAVE A TAX AGENT TO CONDUCT YOUR TAX AFFAIRS, FILL IN THEIR DETAILS BELOW'. Row 3 is a data entry row: 'TPIN' in column A and '1000005607' in column B. Below the grid are two green buttons: 'PREVIOUS' and 'VALIDATE'. A modal dialog box titled 'Registration' is open, displaying a question mark icon and the text: 'Your sheet is validated successfully. Do you want to generate upload sheet?'. At the bottom of the dialog are 'Yes' and 'No' buttons. The bottom status bar of the application shows tabs for 'Help', 'PartAB', 'SectionAB', 'SectionC', 'PartC', and 'Errors'.

**Figure 9: Validate Tax Payer Registration**

4. After entering the form details will be validate by the system and if they are found correct, system will give no error message box will appear otherwise list of error messages will be displayed.
5. Click the **Yes** button. The **Save As** pop-up window appears.

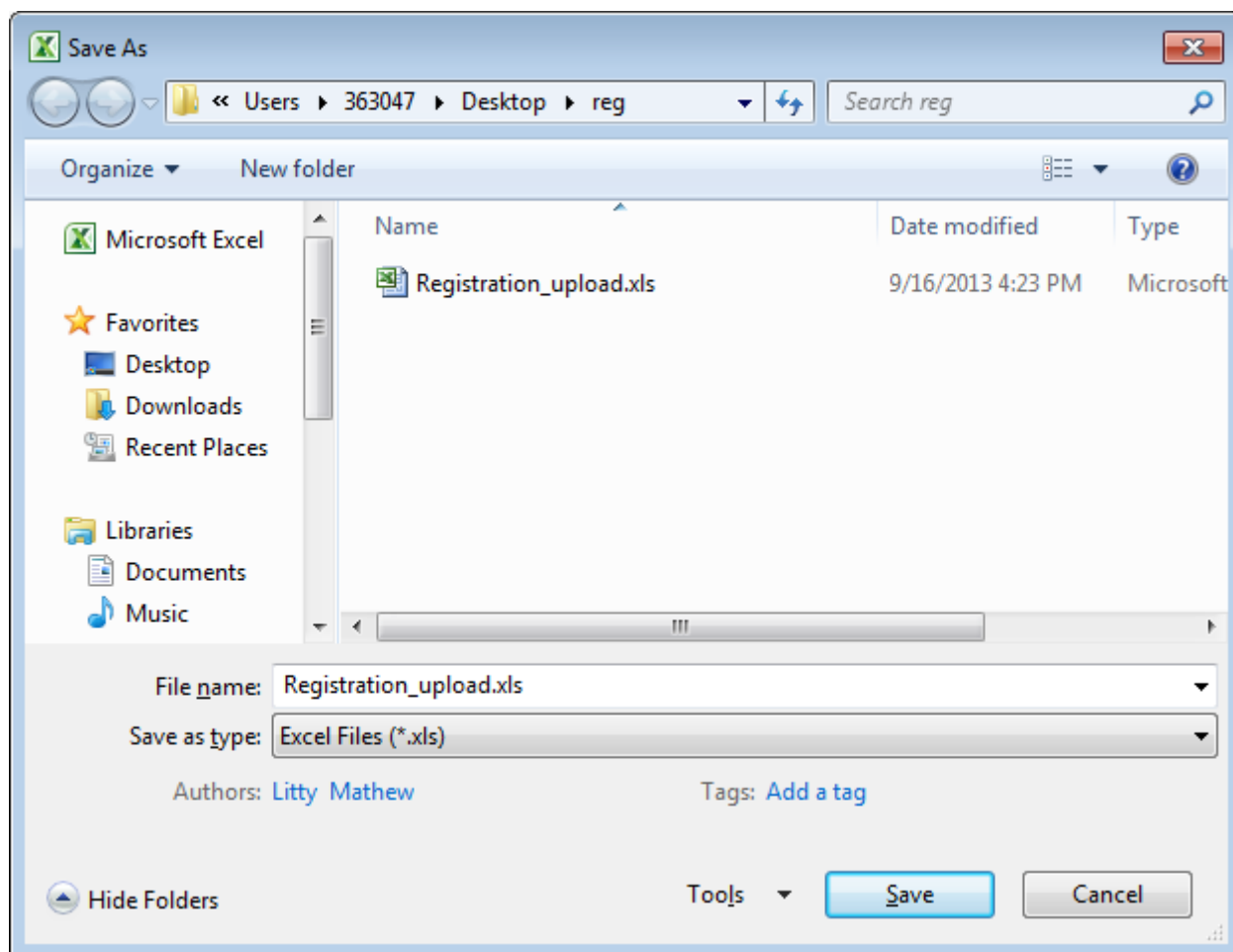


Figure 10: Upload File

Following tables explain the data to be filled in fields for uploading registration.

Table 1: Description of Buttons

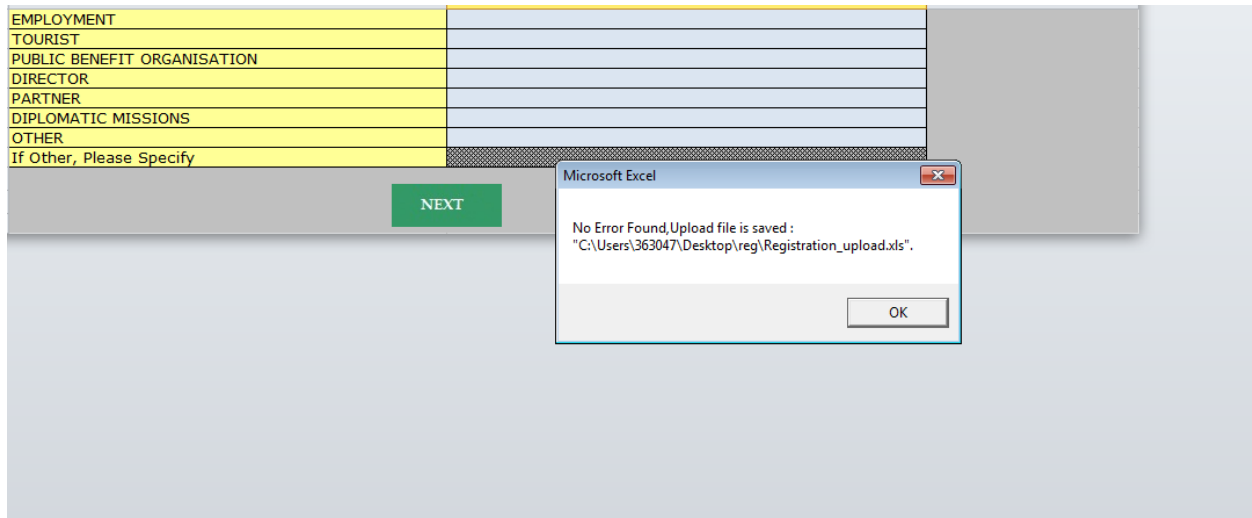
Sr. No.	Button	Description
1.	Save	Save the Template at the desired location.
2.	Cancel	Cancel the process.

Table 2: Description of Labels Boxes

Sr. No.	Labels	Description
1.	File Name	Enter the Name of the file.
2.	Save as type	Select Excel files from the Dropdown (default).



6. Type relevant name in file name and click to **save** button. You will get following dialog box (as shown in Figure 11).



**Figure 11: Upload File Confirmation**

7. On upload file is generate which has to be uploaded for the registration process.

Following table explains the data to be filled in fields for upload confirmation.

**Table 3: Description of Button**

Sr. No.	Button	Description
1.	Ok	Confirm with the process.

### 3.1.4 Upload and Submit the Form

1. After downloading the templates please fill the templates as per the comments mentioned. For uploading the filled template Tax Payer Registration page again.
2. Click the **Register for OTP**, an alert will pop up for confirmation message as shown in Figure 12.

**ZAMBIA REVENUE AUTHORITY**  
Making Compliance e-asier

Home About Us Notifications Tax Information Feedback Help

Site Search You are here >> Home >> TAX PAYER REGISTRATION

**TAX PAYER REGISTRATION**

**Instructions**  
A) To register online as a Tax Payer, please select New Form from the box below.  
B) To continue with uploading annexures at a later point in time to complete the registration, please select Continue with a Previous Registration.

New Form

**Message from webpage**  
Do you want to Register for OTP?  
OK Cancel

**Download template for Tax Payer Registration**  
Tax Payer Registration (Last Updated Date: 02/09/2013 Size: 2.35 MB)  
Value Added Tax (Last Updated Date: 02/09/2013 Size: 1.23 MB)  
Additional Place Of Business (Last Updated Date: 09/09/2013 Size: 2.14 MB)  
Mineral Royalty Tax (Last Updated Date: 02/09/2013 Size: 1.06 MB)  
Presumptive Tax (Last Updated Date: 02/09/2013 Size: 4.4 MB)

**PAYE (Last Updated Date: 02/09/2013 Size: 2.35 MB)**  
**Excise (Last Updated Date: 02/09/2013 Size: 1.23 MB)**  
**Withholding Tax (Last Updated Date: 09/09/2013 Size: 2.14 MB)**  
**Base Tax (Last Updated Date: 02/09/2013 Size: 1.06 MB)**

Please provide below details for One Time Password(OTP) registration. A random number will be sent on specified email address and mobile number. The OTP has to be provided for verification and to proceed further for registration.

Applicant Name\* : Banupriya  
Applicant Email Address\* : banu@zra.com  
Applicant Mobile Number\* : 260 -9876543210  
Please enter result for expression:\* : 94-5? 89  
Register for OTP

**Figure 12: Confirmation for Register of OTP**

- Click on **OK** from confirmation message, an alert will pop up with OTP details as shown in Figure 13.

**Message from webpage**

Email OTP : 927SIX  
Mobile OTP : G012T0  
OK

**Figure 13: OTP Details**

Following table explains the data to be filled in fields for OTP registration.

**Table 4: Description of Label Boxes**

Sr. No.	Label Type	Data Type	Action to be performed
1.	Applicant Name	Characters	Name of the Applicant.
2.	Email Id	Characters	Enter a valid email Id.
3.	Mobile Number	Numeric	Enter Mobile number.

**Table 5: Description of Buttons**

Sr. No.	Button	Description
1.	Ok	Confirm with the process.
2.	Cancel	Cancel the process.
3.	Register for OTP	Register with the process.
4.	Re-Generate OTP	Re-Generate OTP details.
5.	Verify OTP	Verify OTP details.

Fill the OTP details for following screen.

**ZAMBIA REVENUE AUTHORITY**  
Making Compliance e-easier

Home | About Us | Notifications | Tax Information | Feedback | Help

Site Search

You are here >> Home >> TAX PAYER REGISTRATION

**TAX PAYER REGISTRATION**

Download template for Tax Payer Registration

Tax Payer Registration (Last Updated Date: 02/09/2013 Size: 4.0 MB)	PAYE (Last Updated Date: 02/09/2013 Size: 2.35 MB)
Value Added Tax (Last Updated Date: 02/09/2013 Size: 888 KB)	Excise (Last Updated Date: 02/09/2013 Size: 1.23 MB)
Additional Place Of Business (Last Updated Date: 02/09/2013 Size: 953 KB)	Withholding Tax (Last Updated Date: 09/09/2013 Size: 2.14 MB)
Mineral Royalty Tax (Last Updated Date: 02/09/2013 Size: 799 KB)	Base Tax (Last Updated Date: 02/09/2013 Size: 1.08 MB)
Presumptive Tax (Last Updated Date: 02/09/2013 Size: 4.4 MB)	

Please provide below details for One Time Password(OTP) registration. A random number will be sent on specified email address and mobile number. The OTP has to be provided for verification and to proceed further for registration.

Applicant Name\* : Banupriya

Applicant Email Address\* : banu@zra.com

Applicant Mobile Number\* : +260 - 9876543210

**Register for OTP**

Provide OTP received on Email\* : 92750X

Provide OTP received on Mobile\* : G012T0

**Verify OTP** **Re-Generate OTP**

**Figure 14: Filling the OTP Details**

- On clicking **Verify OTP** Button, will pop up confirmation message for whether asking "Want to Continue" or not. Click **ok**, the uploading page will be open as shown in Figure 16.

Figure 15: Confirmation of OTP Submission

Figure 16: Uploading Registration Page

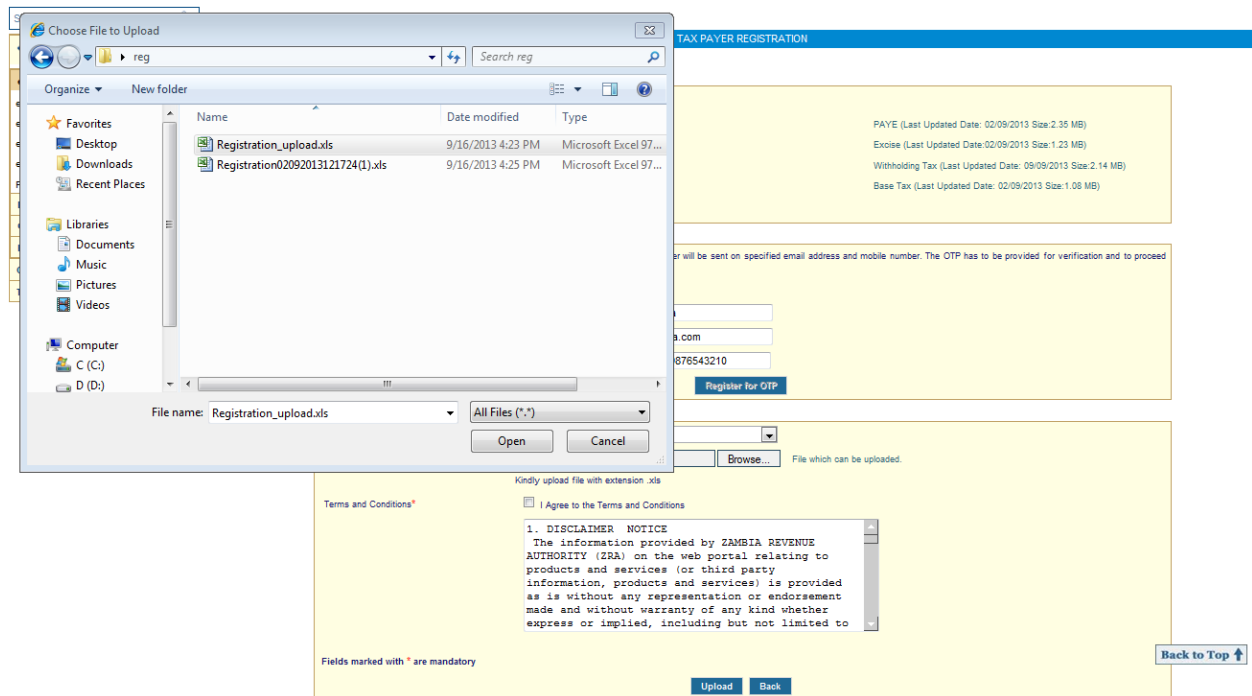
- Check all the detail and tick on **"I Agree to terms and conditions"**. On clicking **Upload**, an alert will pop up for confirmation message as shown in Figure 18.

Following table explains the data to be filled in fields for upload document.

**Table 6: Description of Label Boxes**

Sr. No.	Label Type	Data Type	Action to be performed
1.	Upload	File	Select the downloaded filled template for Tax Payer Registration form. The dealer can upload filled template in .xls format or upload file generated by validating the filled template.
2.	Back	Button	Back from current page.

- After filling up the details as mentioned above click on the **Browse** button to select the generated upload file. Clicking the **Submit** button will upload the file. After uploading the form details will be verified by the system and if they are found correct, system will give no error message otherwise list of error messages will be displayed. Dealer needs to correct the data and upload the template again.
- On uploading the template, it will show you status of the process running on the portal.



**Figure 17: Uploading File for Registration**

- Following are the screen layouts showing that the template is getting uploaded status. If there are no errors in the uploaded template you will find a submit button on the summary page.

**Figure 18: Confirmation of Uploading File**

9. After uploading, an alert will pop up for **Transaction Id** as shown in Figure 19.
10. This transaction id has been displayed randomly. This code will be used continues with previous registration. Click **ok** button, directly it's going to next process.
11. On click the **Submit** button to Save the **Tax Payer Registration** data.

**Figure 19: Transaction ID Generating**

**Note:** The system will not allow submission/upload of registration sheet till the errors are corrected.

### 3.1.5 Continue with the Process Registration

The section of New Registration, allows the Tax Payer to file a New Registration Application while selection of Continue with Previous Registration allows the Tax Payer to continue ahead with a previously incomplete Registration Application.

Entering the Transactional Id and click **Submit** button, will pop up confirmation message asking whether “want to continue” or not. Click **ok**, directly going to summary of upload page.

Figure 20: Continue With the Process Registration Screen

Figure 21: Confirmation of Continue Process

## 3.2 Additional Place of Business Annexure Form Submission

1. To apply for registration dealer has to download the template from the website. It is advisable to always download the latest template for application. The user should have Microsoft Office Excel (version may be 97, 2000, 2003 or 2007) installed in the computer for this purpose.

2. Click on the download link next to the form name to download the template for the respective **Additional Place of Business Annexure**.
3. Have to fill respective details in application for Additional Place of Business Annexure.
4. Once you have completed filling of the sheet, press **Validate** button to validate the data and to generate validated sheets which you need to upload.

**ZAMBIA REVENUE AUTHORITY**  
APPLICATION FOR ADDITIONAL PLACE OF BUSINESS  
(Complete this form in block letters)

**PART A-TPIN INFORMATION**  
1) STAGE OF APPLICATION \* INITIAL REGISTRAION

**PART B- INFORMATION ABOUT ADDITIONAL PLACE OF BUSINESS**  
4) DETAILS OF ADDITIONAL PLACE OF BUSINESS

VAT-VALUE ADDED TAX, PAYE-PAY AS YOU EARN, WHT-WITHHOLDING TAX

TYPE OF ADDITIONAL PLACE OF BUSINESS

BRANCH

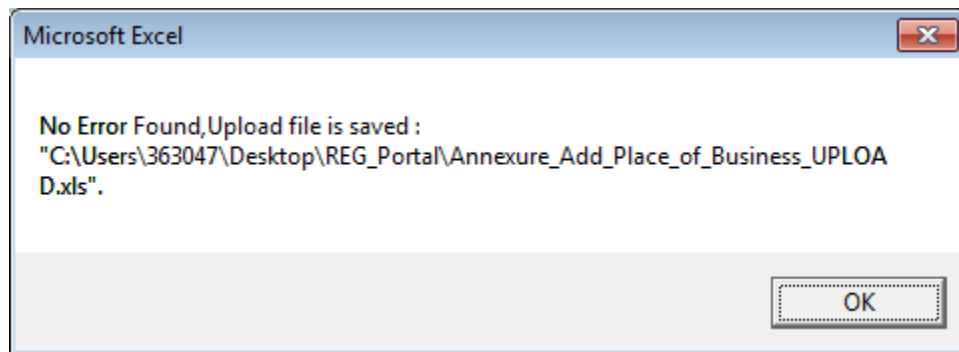
Additional place of business

SE NO STREET AREA P.O.BOX NO. COUNTRY

Berea Road Athens 123456 ZAMBIA

ADD(S) DELETE(S) VALIDATE

**Figure 22: Upload Sheet Validated Confirmation for Additional Place of Business**



**Figure 23: Validation Confirmation for Save File**

5. After filling up the details as mentioned above click on the **Browse** button to select the generated upload file. Clicking the **submit** button will upload the file. After uploading the form details will be verified by the system and if they are found correct, system will give no error message otherwise list of error messages will be displayed.
6. After validation if there is any error in data, then the error list showing the error message with the row number and sheet details will be displayed. Dealer needs to correct the data and upload the template again.



The screenshot shows the Zambia Revenue Authority TaxOnline interface. The header includes the ZRA logo and navigation links: Home, About Us, Notifications, Tax Information, Feedback, and Help. A sidebar on the left contains links for Site Search, Login to e-Services, e-Services, Downloads, Other e-Services, Help Docs, Confirm Demographics, and Tag Cloud. The main content area displays the breadcrumb 'You are here >> Home >> Business/Branch e-Registration' and a blue bar with the text 'Please Submit Annexure-IV'. Below this, there is a yellow box with a 'Download Template' link for 'Additional Place Of Business (Last Updated Date:02/09/2013 Size:963 KB)'. The 'Upload File\*' section shows a file path 'C:\Users\363047\Desktop' and a 'Browse...' button. A note states 'Fields marked with \* are mandatory'. At the bottom of the upload section are 'Upload' and 'Back' buttons.

**Figure 24: Uploading File for Additional Place of Business**

- Click on **Submit** button, will pop up confirmation message asking whether "Want to Continue" or not. Click **Ok**, will displaying submission confirmation for summary of upload.

This screenshot shows the same interface as Figure 24, but with a confirmation dialog box overlaid. The dialog box is titled 'Message from webpage' and contains the text 'Are you sure you want to continue?'. It has 'OK' and 'Cancel' buttons. The background interface remains the same, showing the 'Please Submit Annexure-IV' bar and the file upload section.

**Figure 25: Confirmation for Uploading File**

- On clicking **Submit** button, will displaying acknowledgement receipt for e-Registration.

The screenshot shows the 'Summary of Upload' page. The header and sidebar are consistent with previous figures. The main content area has a blue bar with the text 'Summary of Upload'. Below it, a yellow box contains the message 'No errors found in the uploaded form'. At the bottom of this section are 'Submit' and 'Cancel' buttons.

**Figure 26: Summary of Uploading File**

### 3.3 PAYE Annexure Form Submission

1. To apply for registration dealer has to download the template from the website. It is advisable to always download the latest template for application. The user should have Microsoft Office Excel (version may be 97, 2000, 2003 or 2007) installed in the computer for this purpose.
2. Click on the download link next to the form name to download the template for the respective **PAYE** type.
3. Click Have to fill the respective details in application for **Pay as Your Earn (PAYE)**.
4. Once you have completed filling of the sheet, press **Validate** button to validate the data and to generate validated sheets which you need to upload.

The screenshot displays the Zambia Revenue Authority (ZRA) website. The header features the ZRA logo and the tagline "Working to serve you efficiently". A navigation bar includes links for Home, About Us, Notifications, Tax Information, Feedback, and Help. A search bar is located on the left. The main content area is titled "Please Submit PAYE Annexure" and contains a "Download Template" section for PAYE (Last Updated Date: 16/09/2013 Size: 2.35 MB). Below this is an "Upload File" section with a "Browse..." button and "Upload" and "Back" buttons. A note indicates that fields marked with an asterisk (\*) are mandatory. The left sidebar contains various links including "Login to e-Services", "e-Services", "Downloads", "Other e-Services", "Help Docs", "Confirm Demographics", "Tag Cloud", "Tax Calendar ZRA Events", "FAQ Motor", "Vehicle Tax Calculator PAYE", "Publications", "Tenders Vacancies", "Make My Homepage", and "e-Registration Speeches".

Figure 27: Downloading PAYE Annexure

Following are the steps to save a XLS file:

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A	B	C
9) IS THIS APPLICATION FOR A DIRECT PAYMENT CASE? *	NO	
IF YES, PROVIDE DETAILS OF EMPLOYER		
TPIN *		
TITLE *		
OTHERS(SPECIFY)		
FORENAME *		
MIDDLENAME		
LASTNAME *		
PLOT/HOUSE NO.		
STREET		
AREA *		
P.O.BOX NO.		
COUNTRY *		
PROVINCE *		
OTHER(If ZAMBIA is not selected in COUNTRY)		
TOWN *		
OTHER(If ZAMBIA is not selected in COUNTRY)		
LANDLINE NUMBER		
MOBILE NUMBER *	+	
E-MAIL		

**VALIDATE**

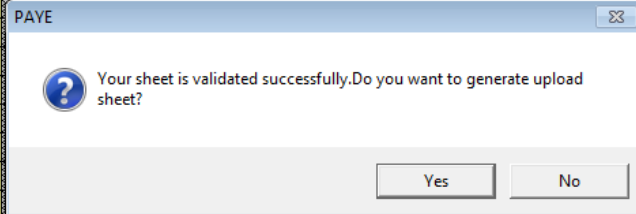


Figure 29: Validation for PAYE

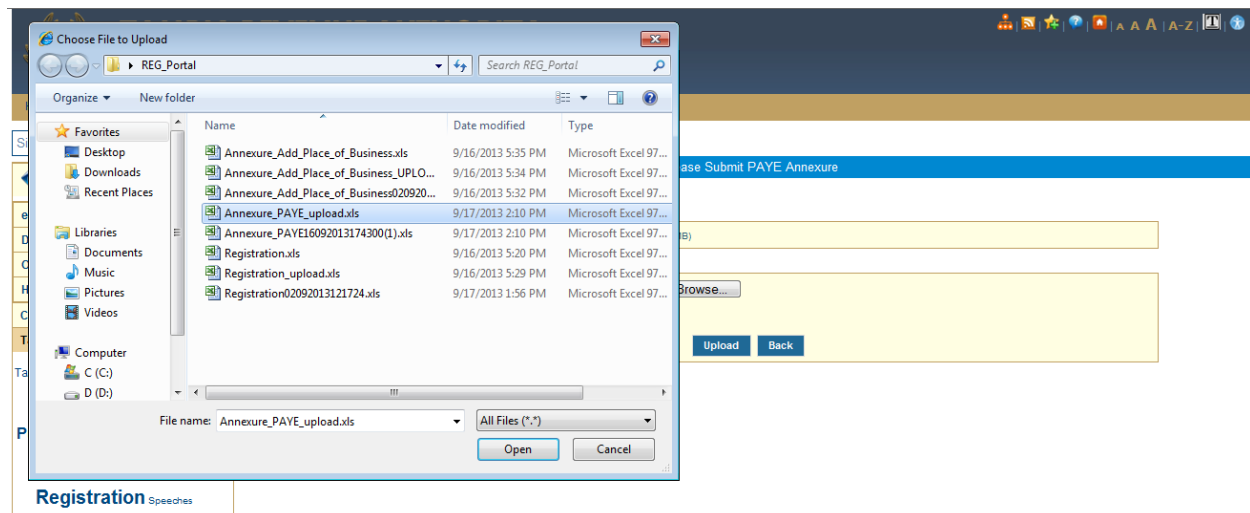


Figure 30: Upload PAYE File

- After filling up the details as mentioned above click on the **Browse** button to select the generated upload file. Clicking the **submit** button will upload the file. After uploading the form details will be verified by the system and if they are found correct, system will give no error message otherwise list of error messages will be displayed.
- After validation if there is any error in data, then the error list showing the error message with the row number and sheet details will be displayed. Dealer needs to correct the data and upload the template again.
- Click on **Submit** button, directly going to next process.

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**e-Services**

- e-Registration
- e-Payment
- e-Refunds
- e-Objections
- Payment Registration

Downloads

Other e-Services

Help Docs

Confirm Demographics

**Summary of Upload**

No errors found in the uploaded form

Submit Cancel

Figure 31: Summary of Upload

**Note:** The system will not allow submission/upload of registration sheet till the errors are corrected.

### 3.3.1 Acknowledgement Receipt

After completing all individual/Non Individual applications, you will have screen which shows list of registration made in group registration. User requires to generate acknowledgment receipt by clicking on submit for each application.

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**e-Services**

- e-Registration
- e-Payment
- e-Refunds
- e-Objections
- Payment Registration

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Other e-Services

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Confirm Demographics

Tag Cloud

**ZAMBIA REVENUE AUTHORITY** Working To Serve You Efficiently

**Acknowledgement Receipt of e-Registration**

John Christin  
S/22, Athens Road, Athens Road, Eastern Province, Zambia  
Email: BRIJU@ZRA.COM  
Contact No: 260 123456789 , 260 122344

Registration Date: 16/09/2013  
Reference Number: 0000130245322  
Search Code: 7780975865555

Applied for: TPIN, Income Tax

**Note:**

1. This acknowledgement has been generated through web portal. Status of this application can be tracked through web portal using the Reference Number and Search Code mentioned above.

Domestic Taxes Division, ZRA Tax Office, Royal street, Lusaka-32201, P.O. Box: ZRA Tax Office, Tel: 1800-231-845  
Call Center: +260 211 380000, +260 211 381111, Web: [www.zra.org.zm](http://www.zra.org.zm)

Print Back Continue to Online Document Upload

Figure 32: Acknowledgment Receipt for Tax Payer Registration

### 3.3.2 Upload Document

1. Click **Continue to Online Document Upload**, Upload Document screen will displaying with

acknowledgement number with search code. Click **Search**, new screen will open as shown as Figure 34.

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Working to serve you efficiently

Home About Us Notifications Tax Information Feedback Help

Site Search You are here >> Home >> Upload Document

**Upload Document**

Acknowledgment Number*	0000130245322
Search Code*	7780975865555

**Search**

**Figure 33: Upload Document Screen**

**ZAMBIA REVENUE AUTHORITY**  
Working to serve you efficiently

Home About Us Notifications Tax Information Feedback Help

Site Search You are here >> Home >> Upload Document

**Upload Document**

Acknowledgment Number*	0000130245322
Search Code*	7780975865555
Document Type*	Articles of Association

**Upload**

**Figure 34: Uploading the Documents for Attachments**

2. Select document for mandatory attachments for Tax Payer Document Type from drop down list and **Browse** the respective documents. Click **Upload** button, document details have added by row (as shown as Figure 36).

**ZAMBIA REVENUE AUTHORITY**  
TaxOnline

Home About Us Notifications Tax Information Feedback Help


Site Search You are here >> Home >> Upload Document

**Upload Document**

Acknowledgment Number*	0000130245322
Search Code*	7780975865555
Document Type*	Sketch Map of Physical Address

**Upload**

**Figure 35: Browsing the Attachment Document Screen**



**ZAMBIA REVENUE AUTHORITY**  
TaxOnline

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Site Search You are here >> Home >> Upload Document

Login to e-Services

**e-Services**

- e-Registration
- e-Payment
- e-Refunds
- e-Objections
- Payment Registration
- Downloads
- Other e-Services
- Help Docs
- Confirm Demographics
- Tag Cloud

**Upload Document**

Acknowledgment Number\* 0000130245322

Search Code\* 778097586555

Document Type\* Sketch Map of Physical Address

Document\*  Browse...

Kindly upload file with extension rtf / pdf / jpg / jpeg / bmp / gif / tif / tiff.

Upload Back


Total Records : 1 Current Page : 1 / 1

Sr. No.	Document Type	Document Name	Action
1	Sketch Map of Physical Address	-	Delete

Submit

Figure 36: Document Uploaded Screen

- On clicking **Submit** button, will pop up confirmation message asking whether “Final Submission of Documents” or not.



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Site Search You are here >> Home >> Upload Document

Login to e-Services

**e-Services**

- e-Registration
- e-Payment
- e-Refunds
- e-Objections
- Payment Registration
- Downloads
- Other e-Services
- Help Docs
- Confirm Demographics
- Tag Cloud

**Upload Document**

Acknowledgment Number\* 0000130245322

Search Code\* 778097586555

Document Type\* Sketch Map of Physical Address

Document\*  Browse...

Kindly upload file with extension rtf / pdf / jpg / jpeg / bmp / gif / tif / tiff.

Total Records : 1 Current Page : 1 / 1

Sr. No.	Document Name	Action
1	-	Delete

Message from webpage

ⓘ This is final submit of documents and you will not be allowed to make any further modifications in the documents uploaded. Are you sure you want to proceed?

OK Cancel

Figure 37: Confirmation of Uploading Documents

9. Click **Ok**, will pop up confirmation message for “Successfully Submitted”.

**ZAMBIA REVENUE AUTHORITY**

Home About Us Notifications Tax Information Feedback Help

Site Search You are here >> Home >> Upload Document

Login to e-Services

e-Services

Downloads

Other e-Services

Help Docs

Confirm Demographics

Tag Cloud

Upload Document

Acknowledgment Number\* 0000130245322

Search Code\* 55

Message from webpage

Submitted Successfully.

OK

Total Records : 2 Current Page : 1 / 1

Sr. No.	Document Name	Action
1	-	-
2	Sketch Map of Physical Address	-

Submit

Figure 38: Submission Confirmation of Upload Documents

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Site Search You are here >> Home >> Upload Document

Login to e-Services

e-Services

e-Registration

e-Payment

e-Refunds

e-Objections

Payment Registration

Downloads

Other e-Services

Help Docs

Confirm Demographics

Tag Cloud

Upload Document

Acknowledgment Number\* 0000130245322

Search Code\* 7780975865555

Document Type\* Passport

Document\*

Browse...

Kindly upload file with extension rtf / pdf / jpg / jpeg / bmp / gif / tif / tiff.

Upload Back

Total Records : 2 Current Page : 1 / 1

Sr. No.	Document Type	Document Name	Action
1	Passport	-	-
2	Sketch Map of Physical Address	-	-

Submit

Figure 39: After Submitting Documents Uploaded Screen

## 3.4 Approval of e-Registration

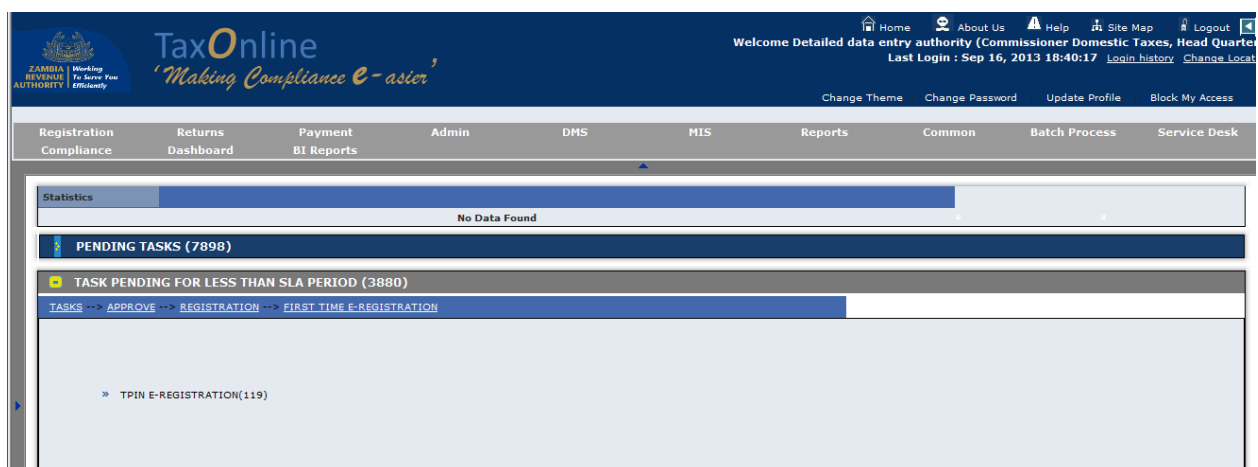
This section describes the process for approval, which includes the following:

- Opening of task of Approval
- Initiation of Interview/Inspection
- Approval of Application

### 3.4.1 Opening Task of Approval

You can do so by traversing through **Tasks → Approve → Registration → First Time e-Registration → TPIN e-Registration** on the home page. A list of acknowledgement numbers will be displayed.





**Figure 40: Path to Open Approval e-Registration**

On clicking **TPIN e-Registration** link, a page with the list of task pending for approval will be displayed as shown in Figure 41. On clicking the Reference number, the form will open for approval.

TPIN E-REGISTRATION (Total Allowed SLA Days - 15)						
Acknowledgment No	Business Name	Acknowledgment Date	Task Created Date	Duplicate Check	Days Left	
> 0000130245302	john christin	16/09/2013	16/09/2013	Failed	15	
> 0000130245302	test test	16/09/2013	16/09/2013	Failed	15	
> 0000130245301	test test	16/09/2013	16/09/2013	Failed	15	

**Figure 41: List of Approval Task for e-Registration**

During approval process if any details are found in correct authority can modify the data.

Page 1	Page 2	Page 3	Page 4	Additional Places of Business	Approve Details
<b>TPIN REGISTRATION FORM</b>					
<b>PART A - TAX TYPE REGISTRATION *</b>					
1 b) WHAT ARE YOU REGISTERING FOR ? *					
<input checked="" type="checkbox"/> TPIN		<input type="checkbox"/> PAYE		<input type="checkbox"/> INCOME TAX	
<input type="checkbox"/> VALUE ADDED TAX		<input type="checkbox"/> TURNOVER TAX		<input type="checkbox"/> PROPERTY TRANSFER TAX	
<input type="checkbox"/> MINERAL ROYALTY		<input type="checkbox"/> EXCISE		<input type="checkbox"/> WITHHOLDING TAX	
<input type="checkbox"/> PRESUMPTIVE TAX		<input type="checkbox"/> MEDICAL LEVY		<input type="checkbox"/> BASE TAX	
<b>PART B - TPIN REGISTRATION *</b>					
2 TYPE OF TAXPAYER *					
Individual (Other) <input type="text"/>					
If Other, Please Specify*					
3 WHY DO YOU NEED A TPIN ? *					
<input checked="" type="checkbox"/> IMPORT/EXPORT		<input type="checkbox"/> MOTORVEHICLE REGISTRATION/TRANSFER		<input type="checkbox"/> DIPLOMAT	
<input type="checkbox"/> COMMERCIAL EXPORTER		<input type="checkbox"/> BUSINESS		<input type="checkbox"/> EMPLOYMENT	
<input type="checkbox"/> TOURIST		<input type="checkbox"/> PUBLIC BENEFIT ORGANISATION		<input type="checkbox"/> DIRECTOR	
<input type="checkbox"/> PARTNER		<input type="checkbox"/> DIPLOMATIC MISSIONS		<input type="checkbox"/> OTHER	
If Other, Please Specify <input type="text"/>					
<b>SECTION A-PERSONAL DETAILS (This section applies to all individual applicants )</b>					
<b>PERSONAL DETAILS *</b>					
4 TITLE*		Mr. <input type="text"/>		FORENAME*	
MIDDLE NAME		david <input type="text"/>		SURNAME*	
5 a) GENDER*		MALE <input type="text"/>		5 b) Marital Status of applicant*	
6 CITIZENSHIP*		<input checked="" type="checkbox"/> ZAMBIAN <input type="checkbox"/> NON-ZAMBIAN		Married <input type="text"/>	
7 Date of Birth(dd/mm/yyyy)*		01/05/1984 <input type="text"/>		8 COUNTRY OF ORIGIN(IF NON-ZAMBIAN)	
				--Select-- <input type="text"/>	
<b>9 ATTACHMENTS</b>					
<input type="checkbox"/> DIPLOMATIC FOREIGN AFFAIRS ID (For Diplomat)		<input type="text"/>			
<input type="checkbox"/> NRC (For individual Citizens & Residents)		234567890 <input type="text"/>			
<input type="checkbox"/> PASSPORT No. (For non-Citizens& Residents)		<input type="text"/>			
<input type="checkbox"/> WORK PERMIT NO. (For non-Citizens & Residents, Refugees)		<input type="text"/>			
<b>Next</b>					
Interim Save		Submit		View Uploaded Document	
Go To Task List		Initiate Interview		Initiate Inspection	

Figure 42: e-Registration Approval Page 1

Page 1	Page 2	Page 3	Page 4	Additional Places of Business	Approve Details
<b>SECTION B-BUSINESS DETAILS (If you are in business, fill this section)</b>					
<b>BUSINESS DETAILS*</b>					
10 BUSINESS NAME*			Business Name		
11 TRADING NAME*			ZAMBIA		
12 a) BUSINESS REGISTRATION NUMBER*			reg3478563489		
			b) DATE OF COMMENCEMENT OF BUSINESS*		
			01/01/2009		
<b>13 a) DETAILS OF BUSINESS ACTIVITIES *</b>					
CATEGORY OF BUSINESS ACTIVITY		NATURE OF BUSINESS ACTIVITY		TYPE OF BUSINESS ACTIVITY	
-- Select --		-- Select --		-- Select --	
TYPE OF BUSINESS ACTIVITY		DESCRIPTION OF BUSINESS ACTIVITY			
-- Select --					
		Add		Clear	
Sl/No	Delete	Modify	CATEGORY OF BUSINESS ACTIVITY	NATURE OF BUSINESS ACTIVITY	DESCRIPTION OF BUSINESS ACTIVITY
1	Delete	Modify	PRINCIPAL	Agriculture, forestry and fishing	Growing of beverage crops
2	Delete	Modify	ANCILLIARY	Activities of extraterritorial organizations and bodies	pharm organizations body
<b>13 b) SOURCES OF INCOME *</b>					
<input type="checkbox"/> EMPLOYMENT		a) PRINCIPAL EMPLOYER'S TPIN		b) PRINCIPAL EMPLOYER'S NAME	
<input checked="" type="checkbox"/> RENTAL INCOME					
<input type="checkbox"/> OTHER INCOME (ROYALTY, INTEREST, DIVIDEND, ANNUITY ETC.)					
<input type="checkbox"/> BUSINESS/PROFESSION INCOME					
14 ESTIMATED TURNOVER PER ANNUM (K)*			80,000,000.00		
<b>SECTION C-GENERAL DETAILS (All applicants, Individual and Business to complete this section)</b>					
<b>15 ADDRESS DETAILS</b>					
<b>PHYSICAL ADDRESS (Attach a sketch map of Physical Address)*</b>					
(If you are a foreign incorporated company, please quote the address of your permanent establishment here)					
PLOT/HOUSE NO.		STREET		ATHENS ROAD	
AREA*		P.O. BOX		237867	
COUNTRY*		PROVINCE*		Eastern Province	
TOWN*		LANDLINE NUMBER		260 122344	
MOBILE NUMBER*		EMAIL ID		BRIDU@ZRA.COM	
<b>MAILING ADDRESS*</b>					
IS YOUR MAILING ADDRESS SAME AS YOUR PHYSICAL ADDRESS ABOVE? * <input type="radio"/> NO <input checked="" type="radio"/> YES					
IF NO, PROVIDE YOUR MAILING ADDRESS DETAILS					
PLOT/HOUSE NO.*		STREET*		ATHENS ROAD	
S/22					
<b>MAILING ADDRESS*</b>					
IS YOUR MAILING ADDRESS SAME AS YOUR PHYSICAL ADDRESS ABOVE? * <input type="radio"/> NO <input checked="" type="radio"/> YES					
IF NO, PROVIDE YOUR MAILING ADDRESS DETAILS					
PLOT/HOUSE NO.*		STREET*		ATHENS ROAD	
S/22					
AREA*		P.O. BOX*		237867	
ATHENS ROAD					
COUNTRY*		PROVINCE*		Eastern Province	
ZAMBIA					
TOWN*		LANDLINE NUMBER		260 122344	
Lundazi					
MOBILE NUMBER*		EMAIL ID		BRIDU@ZRA.COM	
260 123456789					
Previous Next					
Interim Save		Submit		View Uploaded Document	
Go To Task List		Initiate Interview		Initiate Inspection	

Figure 43: e-Registration Approval Page 2

All fields marked with \* are mandatory

Page 1	Page 2	Page 3	Page 4	Additional Places of Business	Approve Details
--------	--------	--------	--------	-------------------------------	-----------------

**16 a) DETAILS OF YOUR PRINCIPAL CONTACT PERSON\***

TITLE*	Miss.	FORENAME*	JESSY
MIDDLE NAME		SURNAME*	CHRISTIAN
POSITION*	PARTNER		
PLOT/HOUSE NO.	5/43	STREET	STREET NAME
AREA*	AREA NAME	P.O. BOX	987650
COUNTRY*	ZAMBIA	PROVINCE*	Muchinga Province
TOWN*	Mfuwe	LANDLINE NUMBER	260 12345
MOBILE NUMBER*	260 234567890	EMAIL ID	BRIDU@ZRA.COM

**16 b) ALTERNATE CONTACT DETAILS**

TPIN*	1000005607	FORENAME*	JESSY
TITLE*	Miss.	SURNAME*	JOSE
MIDDLE NAME	M		
RELATIONSHIP WITH APPLICANT*	cousin	STREET	5435
PLOT/HOUSE NO.	2354	P.O. BOX	412563
AREA*	club house	PROVINCE*	Central Province
COUNTRY*	ZAMBIA	LANDLINE NUMBER	
TOWN*	Chisamba	EMAIL ID	birju@zra.com
MOBILE NUMBER*	4762 565735673575		

**16 c) GUARDIANSHIP DETAILS**  
(APPLICABLE ONLY IN CASE YOU ARE HAVING GUARDIANSHIP FOR ANY INCAPACITATED PERSON i.e. MINOR, PERSON OF UNSOUND MIND, LUNATIC, IDIOT OR INSANE PERSON)

IDENTITY TYPE*	--Select--	IDENTITY NUMBER*	
TITLE*	--Select--	FORENAME*	
MIDDLE NAME		SURNAME*	
SOURCES OF INCOME		RELATIONSHIP*	

**17 DO YOU HAVE ANY ADDITIONAL PLACE OF BUSINESS?\*** ☐ NO ☒ YES  
(If yes please complete separate annexure for additional place of business)

**17 DO YOU HAVE ANY ADDITIONAL PLACE OF BUSINESS?\*** ☐ NO ☒ YES  
(If yes please complete separate annexure for additional place of business)

**18 LIST BELOW BUSINESSES OFFICIALS (DIRECTORS/PARTNERS)(Compulsory for Companies and Partnerships)**

IDENTITY TYPE*	-- Select --	IDENTITY NUMBER*	
TITLE*	--Select--	FORENAME*	
MIDDLE NAME		SURNAME*	
PLOT/HOUSE NO.		STREET	
AREA*		P.O. BOX*	
COUNTRY*	-- Select --	OTHER PROVINCE	
ZAMBIA PROVINCE	-- Select --	OTHER TOWN	
ZAMBIA TOWN	-- Select --	LANDLINE NUMBER	
MOBILE NUMBER*		EMAIL ID	
BUSINESS POSITION*	-- Select --	PROFIT/LOSS SHARING RATIO (FOR PARTNERS)	

**19 LIST BELOW ANY OTHER BUSINESSES ASSOCIATED WITH THIS APPLICATION**

ASSOCIATION TYPE	-- Select --	TPIN	
BUSINESS NAME			

Sl.No	Delete	Modify	ASSOCIATION TYPE	BUSINESS NAME	TPIN
1	Delete	Modify	PARTNERSHIP	COMPANY BUSINESS	1000005742

Previous Next

Interim Save Submit View Uploaded Document Go To Task List Initiate Interview Initiate Inspection

Figure 44: e-Registration Approval Page 3

All fields marked with \* are mandatory

Page 1 Page 2 Page 3 **Page 4** Additional Places of Business Approve Details

**20 LIST VALUE OF ASSETS OF THE BUSINESS (ESTIMATES) (K)**  
(Compulsory for Income Tax & Turnover Tax Registration)\*

MOTOR VEHICLES	100.00
PLANT AND MACHINERY	150.00
FURNITURE AND FITTINGS	200.00
OFFICE EQUIPMENT	300.00
LAND AND BUILDINGS	150.00
STOCK OF FINISHED GOODS	200.00
SHARES IN COMPANIES	235.00
TREASURY BILL AND GOVT. BONDS	150.00
CASH AT BANK	155.00
CASH IN HAND	400.00
STOCK OF MATERIALS FOR MANUFACTURE OF GOODS FOR RESALE	300.00
OTHER (PLEASE SPECIFY)	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>

**21 DETAILS OF SOURCE OF CAPITAL AND AMOUNT OF CAPITAL**

SOURCE OF CAPITAL

AMOUNT OF CAPITAL (K)

**Add Clear**

Id No	Delete	Modify	SOURCE OF CAPITAL	AMOUNT OF CAPITAL (K)
1	Delete	Modify	Zambia	5,600,000.00

**22 BUSINESS PROPERTY (Tick appropriate box)**

OWNED ☐ RENTED ☒

**23 (a) AMOUNT OF RENT PAID (K)**  **b) WITHHOLDING TAX DEDUCTIBLE?** YES ☒ NO ☐

**24 DETAILS OF THE LANDLORD AND ADDRESS OF RENTED PROPERTY, IF RENTED**

TPIN*	<input type="text"/>	FORENAME*	<input type="text"/>
TITLE*	<input type="text"/>	SURNAME*	<input type="text"/>
MIDDLE NAME	<input type="text"/>	STREET	<input type="text"/>
PLOT/HOUSE NO.	<input type="text"/>	TOWN*	<input type="text"/>
AREA*	<input type="text"/>	COUNTRY*	<input type="text"/>
PROVINCE*	<input type="text"/>	LANDLINE NUMBER	<input type="text"/>
P.O. BOX	<input type="text"/>		
EMAIL ID	<input type="text"/>		
MOBILE NUMBER*	<input type="text"/>		

**Add Clear**

Id No	Delete	Modify	TPIN
1	Delete	Modify	1000005742

**PART C - TAX AGENT DETAILS (Attach Authorization Letter)**

**25 IF YOU HAVE A TAX AGENT TO CONDUCT YOUR TAX AFFAIRS, FILL IN THEIR DETAILS BELOW.**

TPIN*	<input type="text" value="1000005742"/>	INCOME TAX ACCOUNT NAME*	<input type="text" value="COMPANY BUSINESS-INCOME TAX"/>
TITLE*	<input type="text"/>	FORENAME*	<input type="text"/>
MIDDLE NAME	<input type="text"/>	SURNAME*	<input type="text"/>
PLOT/HOUSE NO.	<input type="text" value="223"/>	STREET	<input type="text" value="Main"/>
AREA*	<input type="text" value="New"/>	TOWN*	<input type="text" value="Chisamba"/>
PROVINCE*	<input type="text" value="Central Province"/>	COUNTRY*	<input type="text" value="ZAMBIA"/>
P.O. BOX	<input type="text" value="155255"/>	LANDLINE NUMBER	<input type="text" value="4645"/> <input type="text" value="446456456"/>
EMAIL ID	<input type="text" value="birju@zra.com"/>		
MOBILE NUMBER*	<input type="text" value="5465"/> <input type="text" value="5665656456"/>		

**Previous Next**

**Interim Save Submit View Uploaded Document Go To Task List Initiate Interview Initiate Inspection**

Figure 45: e-Registration Approval Page 4

1	Page 2	Page 3	Page 4	Additional Places of Business	Approve Details
<b>APPLICATION FOR ADDITION/UPDATE/DELETION OF ADDITIONAL PLACE OF BUSINESS</b>					
<b>PART A - TPIN INFORMATION</b>					
1 STAGE OF APPLICATION INITIAL REGISTRATION					
<b>PART B - INFORMATION ABOUT ADDITIONAL PLACE OF BUSINESS*</b>					
2 DETAILS OF ADDITIONAL PLACE OF BUSINESS					
(Tick on Tax Types only when you intend to add a separate tax type account of that additional place of business .Do not tick on tax types when you intend to add the branch details to TPIN only)					
(Tick on Tax Types only when you intend to update the details of that tax type account of that additional place of business)					
(Select deletion option only when you intend to remove the details of an additional place of business which is not having a separate tax type account but is associated with TPIN)					
(If you intend to de-activate the tax type account of an additional place of business, please use the annexure for suspension/De-Registration/re-activation of registration)					
VAT-VALUE ADDED TAX, PAYE-PAS AS YOU EARN, WHT-WITHHOLDING TAX, ML-MEDICAL LEVY*					
TYPE OF ADDITIONAL PLACE OF BUSINESS		-- Select --		OTHER TYPE OF ADDITIONAL PLACE OF BUSINESS	
NAME				PLOT/HOUSE NO.	
STREET				AREA	
COUNTRY		-- Select --		ZAMBIA PROVINCE	
ZAMBIA TOWN		-- Select --		P.O.Box	
TYPE OF BUSINESS ACTIVITY (APPLICABLE ONLY IF PAYE IS OPTED FOR)		-- Select --		-- Select --	
EFFECTIVE DATE OF ADDITION/ UPDATE FOR ADDITIONAL PLACE OF BUSINESS				...	
VAT --Select--		PAYE --Select--		WHT --Select--	
				ML --Select--	
				Add Clear	
BRNO	DELETE	MODIFY	TYPE OF ADDITIONAL PLACE OF BUSINESS	NAME OF ADDITIONAL PLACE OF BUSINESS	PLOT/HOUSE NO.
1	Delete	Modify	BRANCH	John	bbbbb.....()
					ACINTADDR
					ddddd.....45789123ddddd.....()
					ML
					Kabwe
					Central Province
Previous Next					
Interim Save Submit View Uploaded Document Go To Task List Initiate Interview Initiate Inspection					

Figure 46: Additional Place of Business Page

### 3.4.2 Approval of the Application

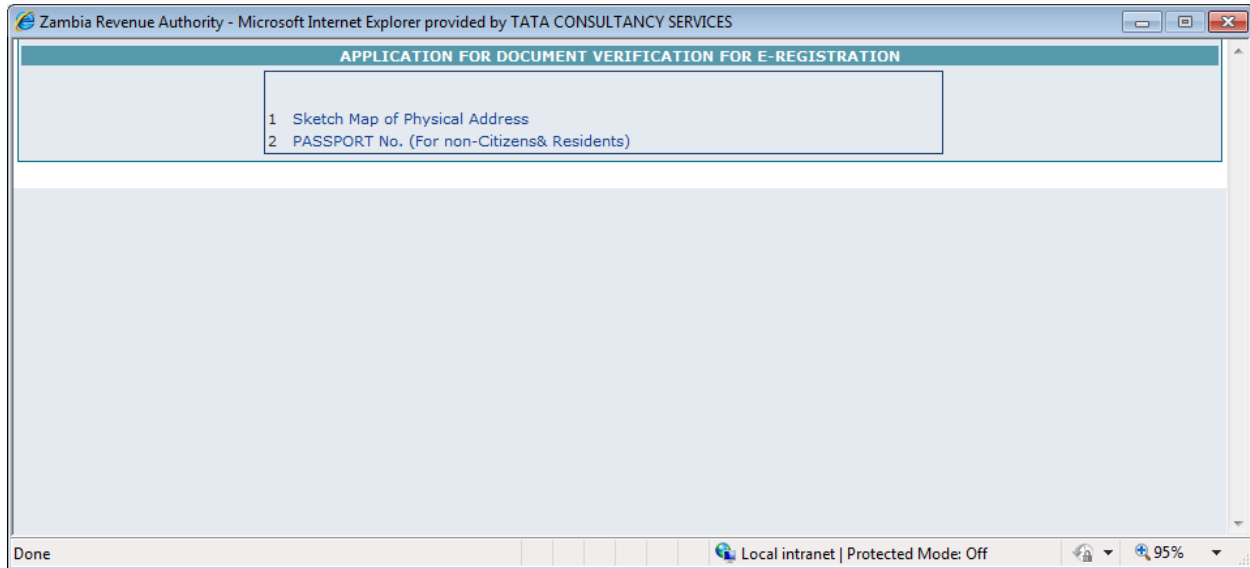
Once the Acknowledgement completed, system will consider this application for Approval process. During Approval/Rejection process if any details are found in correct authority can modify the data.

All fields marked with \* are mandatory

Page 1	Page 2	Page 3	Page 4	Additional Places of Business	Approve Details
<p>Click <a href="#">here</a> to view the reasons for failure of duplicity and logical checks.</p> <p>No cases of rejection found against the application</p> <p>Jurisdiction Location: Head Quarters</p> <p>Taxpayer Office Type: Government funded Projects under</p> <p>Approval or Rejection : * <input checked="" type="radio"/> Approval <input type="radio"/> Rejection</p> <p>Date of Approval or Rejection : 16/09/2013</p> <p>Effective Date Of TPIN Registration : 16/09/2013</p> <p>Processing Authority Remarks : Application has been Approved</p> <p>Approving Authority Remarks : *</p> <p>BUSNAME-INCOME TAX: * <input checked="" type="radio"/> Approval <input type="radio"/> Rejection</p> <p>Registration Date : * 01/02/2012</p> <p>Remarks : * Application has been Approved</p>					
Previous					
Interim Save Submit View Uploaded Document Go To Task List Initiate Interview Initiate Inspection					

Figure 47: Filling the Approval Details

User can view the uploaded documents details. Click **View Upload Document** button, new screen will pop up with documents details.



**Figure 48: View Uploading Attachments**

After filling the Approval remarks, click on **Approval** button. Will pop up confirmation message asking weather “Process the Application” or not. Click **Ok**, submission confirmation page will be open.

All fields marked with \* are mandatory

Page 1 Page 2 Page 3 Page 4 **Additional Places of Business** Approve Details

**APPLICATION FOR ADDITION/UPDATION/DELETION OF ADDITIONAL PLACE OF BUSINESS**

**PART A - TPIN INFORMATION**

1 STAGE OF APPLICATION INITIAL REGISTRATION

**PART B - INFORMATION ABOUT ADDITIONAL PLACE OF BUSINESS\***

2 DETAILS OF ADDITIONAL PLACE OF BUSINESS

(Tick on Tax Types only when you intend to add a separate tax type account of that additional place of business .Do not tick on tax types when you intend to add the branch details to TPIN only)

(Tick on Tax Types only when you are intend to update the details of that tax type account of that additional place of business)

(Select deletion option only when you are intend to remove the details of an additional place of business which is not having a separate tax type account but is associated with TPIN)

(If you intend to de-activate the tax type account of an additional place of business, please use the annexure for suspension/De-Registration/re-activation of registration)

VAT-VALUE ADDED TAX, PAYE-PAS AS YOU EARN, WHT-WITHHOLDING

TYPE OF ADDITIONAL PLACE OF BUSINESS

NAME

STREET

COUNTRY

ZAMBIA TOWN

TYPE OF BUSINESS ACTIVITY (APPLICABLE ONLY IF PAYE IS OPTED FOR)

EFFECTIVE DATE OF ADDITION/ UPDATE FOR ADDITIONAL PLACE OF BUSINESS

VAT --Select-- PAYE --Select--

OTHER TYPE OF ADDITIONAL PLACE OF BUSINESS

PLOT/HOUSE NO.

AREA

ZAMBIA PROVINCE

P.O.Box

-- Select --

WHT --Select--

Add Clear

BR.NO.	DELETE	MODIFY	TYPE OF ADDITIONAL PLACE OF BUSINESS	NAME OF ADDITIONAL PLACE OF BUSINESS	PLOT/HOUSE NO.	STREET	AREA

**Figure 49: Confirmation of Submission**

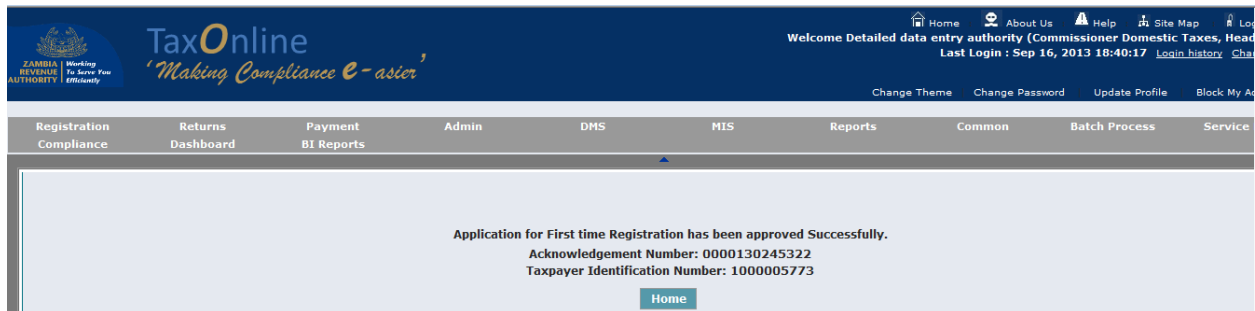


Figure 50: TPIN Generating Page

## 3.5 Notice/Certificate Printing

After the completion of approval/rejection process, printing of notice takes place. To open the task for Notice Printing.

### 3.5.1 Approval Notice

You can do so by traversing through by **Task** → **Notice/Certificate Printing** → **Registration** → **Registration** → **Notice for Approval**.

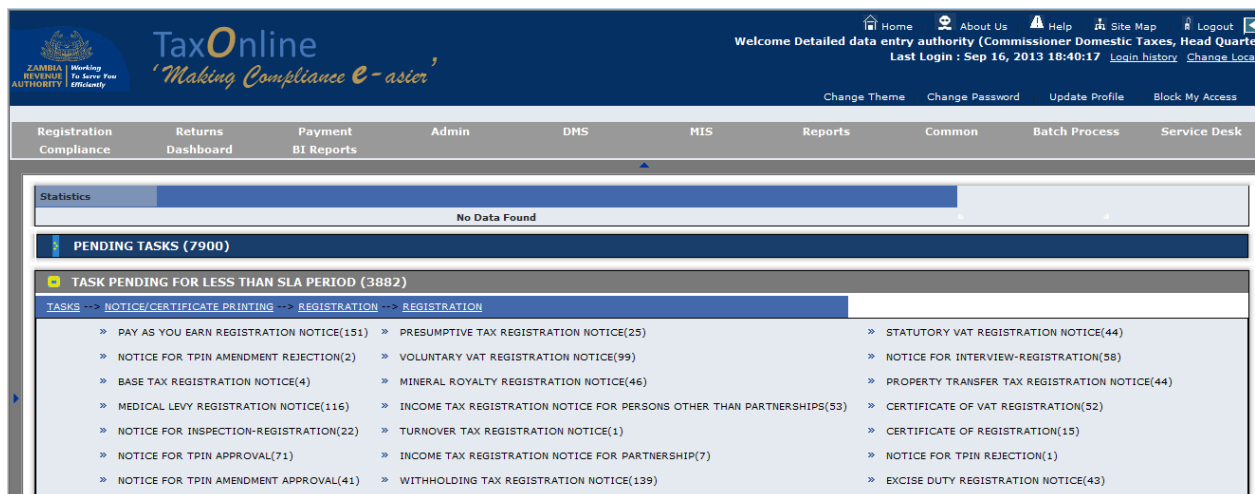


Figure 51: Path to Open Notice for Approval

After click the **Notice for TPIN Approval**, you can click on respective acknowledgment number to open the Notice of Approval.

Reference No	<input type="text"/>	Firm Name	<input type="text"/>		
Notice Date from	<input type="text"/>	Notice Date to	<input type="text"/>		
Receiver Detail	<input type="text"/>				
<input type="button" value="Search"/> <input type="button" value="Reset"/>					
Total No. of Records : 71		Records from: 1 to 15	Page No.: 1 of 5		
		» Next »	Last		
Go To Page : <input type="text" value="1"/> <input type="button" value="GO"/>					
NOTICE FOR TPIN APPROVAL (Total Allowed SLA Days - 15)					
<input type="checkbox"/> Select All					
Reference No	Firm Name	Notice Date	Days Left	Receiver Detail	Close Task
» 146674_1	john christin	16/09/2013	15	» Receiver Details	<input type="checkbox"/>
» 146662_1	test test	16/09/2013	15	» Receiver Details	<input type="checkbox"/>

Figure 52: Approval Notice Pending Task List



On clicking Reference number, will displaying Approval Notice.



**ZAMBIA  
REVENUE  
AUTHORITY** | *Working  
To Serve You  
Efficiently*

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**Approval Notice of TPIN Registration**

**TPIN:** 1000005773

**BUSNAME**

S/22, ATHENS ROAD, ATHENS ROAD,  
Lundazi, Eastern Province, ZAMBIA.

**Email:** BRIJU@ZRA.COM

**Contact No:** 260 - 123456789,  
260- 122344



**Date:** 16/09/2013

**Reference Number:** 146674

Dear Sir / Madam,

**Re: Approval Notice of TPIN Registration**

Following your application for a Taxpayer Identification Number (TPIN), this serves to inform you that you have been allocated a Taxpayer Identification Number as shown above. The effective date of your registration is 16/09/2013.

Please use your TPIN in all future transactions and correspondence with the Zambia Revenue Authority. Any changes of your business details (e.g. Change of address, telephone number, addition of new partners, ceasing of business etc.) should be communicated to the Zambia Revenue Authority in writing within two (2) weeks of the change.

Please contact the undersigned, should you require further information.

Yours Faithfully,  
Regards,



Detailed data entry authority  
Commissioner Domestic Taxes  
260-211323888

**NOTE:** This notice has been issued for and on behalf of the Commissioner General.

Domestic Taxes Division, Head Quarters, Marshall Avenue, Lusaka 80909 Tel: +260 216 381900

Call Center: +260 211 381111, +260 971 281111, 00 260 5972 Web: [www.zra.org.zm](http://www.zra.org.zm)

**Figure 53: Approval Notice for TPIN**