ZIMRA E-SERVICES FACILITY – APPLICATION FOR E-SERVICES ACCOUNT.

STEP 1:

- ✓ Type the address http://efiling.zimra.co.zw on your internet browser
- ✓ Press **Enter**
- ✓ Click **Register.**
- ✓ Complete the details of the company / organisation on the form provided

Note the following guidelines on some of the fields:
- All the fields with a **star (i.e. *)** are mandatory.

On **Title,** drop down to select the appropriate title.
- If you are an **Individual in business,** select the option **"Sole Trader"** instead of **Person**

On **Type of Organisation**, drop down to select the one applicable.
- For an organisation, select the option **"Commercial Register Number"**

On **Identification Number**, type the **Company Registration Number**, or **ID Number** (if you are an individual).
- **NB:** Type the number continuously without any space, slash or dash

On Business Partner being Registered, select the appropriate.
- **NB:** Select the option Organisation if you are an Individual in Business.

On **Password**, type a password that has at least 2 **non-alphanumeric characters**. These are the special characters that include @, #, %, $, &, and *.
- An example of a password is **john****

On **Security Question**, drop down and select your preferred question.

On **Answer**, type the answer to the **Security Question**.
- You should remember this **Answer** as you shall be required to type it in when you forget your password, or when you wish to reset your password.

- ✓ Click "**Submit**" and an email is immediately sent to your e-mail address.

- ✓ Open the message in your e-mail and click on the URL. This completes the registration process.

STEP 2:

- ✓ Visit your nearest ZIMRA office to obtain a PIN. Bring your ID and a letter authorising you to collect the PIN on behalf of the company.

STEP 3:

USE OF PIN TO VALIDATE THE BP NUMBER

- ✓ Type http://efiling.zimra.co.zw on your Internet Browser, press **Enter**
- ✓ Click **Log In**
- ✓ Type the **Username** and **Password**
- ✓ Click **Sign In**
- ✓ Under the heading "**I have a Business Partner Number**": type the BP Number starting with a zero; type the PIN obtained from ZIMRA
- ✓ Click **Continue**
- ✓ A confirmation message comes up and a request to login again
- ✓ Log in again and land on to the portal, also known as the **My ZIMRA page**

For any queries, contact the e-services helpdesk on eservices@zimra.co.zw, zimrahelp@zimra.co.zw, or phone 04795710 / 795716 / 795720-40 ext. 3308, 3700, 3310

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