ZIMRA E-SERVICES FACILITY

This facility will enable ZIMRA clients to do the following, among other things, on the portal:
- ✓ Online submission of Income Tax ITF12C, VAT, PAYE, CGT and Presumptive Tax returns
- ✓ Online application for tax clearance **(CLIENTS SHALL BE ABLE TO APPLY FOR THEIR ITF263 WITH EFFECT FROM 01.01.2016)**
- ✓ Online viewing of returns submitted and account statements
- ✓ Online sending of queries and requests
- ✓ Online amendment of taxpayer registration details
- ✓ Accessing updates on changes in procedures and legislation

ALL ZIMRA CLIENTS ARE NOW EXPECTED TO SUBMIT THEIR RETURNS ONLINE USING THIS PLATFORM.

Step 1:
- ✓ Type the address http://efiling.zimra.co.zw on your internet browser
- ✓ Click Register and complete the details of the company / organisation on the form provided
- ✓ Click on "**Submit**" and an email is immediately sent to your e-mail address.
- ✓ Open the message in your e-mail and click on the URL in order to complete the registration process.

Step 2:
Visit ZIMRA to obtain a PIN.

Step 3
- ✓ Type the address http://efiling.zimra.co.zw on the internet browser
- ✓ Click Login and enter your login details
- ✓ On the screen that comes up, do the following:
  - a) If you are **ALREADY** registered with **ZIMRA** and **ALREADY** have a **Business Partner Number**, select the heading **"I have a Business Partner Number":**
    - Type the **BP Number** beginning with a zero
    - Type the **PIN**
    - Click **Continue**
    - Repeat the login and you should land onto the portal, also known as the "My ZIMRA page".
  - b) If you are **NOT** registered with **ZIMRA** and **DO NOT** have a **Business Partner Number**, select the heading **"I do not have a Business Partner Number":**
    - Complete all the required information and submit the application

Submission of Returns
- ✓ Click on the heading "**MANAGE SERVICES**"
- ✓ Select the tax head that you want to submit a return for, to access the electronic return
- ✓ On **Tax Period**, drill down to select the tax period e.g. **1510** for October 2015, **1511** for November 2015, **1512** for December 2015 etc. (liaise with your ZIMRA Liaison Officer for the correct periods)
- ✓ Complete the figures on the return
- ✓ Click **Next** to go to the tab for attachments (for VAT returns, attach an input tax schedule in excel format)
- ✓ Click **Next** to complete the **Finish** Page and Click **Submit**

Application for Tax Clearance certificate
- ✓ Click on "**MANAGE SERVICES**" and select "**SUBMISSIONS**"
- ✓ Select "**General Tax Clearance**" and Click on "**Submit**"
- ✓ Go to "**My History**", select "**My Submissions**" and check status
- ✓ If status says "**Committed**," click on "**View Document**" and print the tax clearance.
- ✓ If the status says "**Failed**" then contact ZIMRA office for assistance.

PROCEDURE FOR TAX CERTIFICATE VERIFICATION
- ✓ Type http://efiling.zimra.co.zw on your Internet Browser
- ✓ Under eServices, click on Validate Tax Certificate
- ✓ On the page that comes up:
  - Enter the BP number on the tax certificate in the **Business Partner Number** field
  - Enter the **Authentication Code** as it appears on the tax certificate in the Code field
  - Type the code for the image as shown in the field available.
  - Click **Verify Certificate**
- ✓ Make sure the details that will appear on the internet page are the same as on the tax certificate being verified