



TaRMS FREQUENTLY ASKED QUESTIONS

How are you going to accommodate Taxpayers in rural areas as most of them do not have access to internet?

ZIMRA to have functional Kiosks

How will the public, who lack the know-how, understand the entire system?

Continuous trainings, Online help on the SSP and tutorial videos will be made available on different internet platforms.

How can I get information from a consultant who has refused to give me the information on my account?

With TaRMS, the Taxpayer/Public Officer of the company registers as a User and Assign roles to the Tax Agent.

How are you going to treat dormant companies?

They are supposed to submit nil returns

Does the system have backup and is it secure?

The information will be stored in ZIMRA local servers and not remote cloud servers.

Is the system usable on all browsers?

Yes for example Firefox, Microsoft edge, Chrome.

Are we not going to have problems like in e-Services?

Just like a suite, TaRMS is an all in one system

Does the system have a chat system/function whereby taxpayers will be able to do live chats with Tax Officials.

Chat bot will be implemented in the future. Taxpayers can get in touch with ZIMRA on the below contact centre details:



Whose responsibility is it for the employee to have TINs? Is it the employee or the employer?

The employer is responsible for creating TIN on behalf of their employees.

How is VAT Registration going to be done, online or manually?

The VAT registration is going to be partially automated.

How are we going to open bank accounts without Bank Advice Note?

Bank advice notes are no longer a requirement because there is Integration between TaRMS and the Banks. Submit TIN to your bank of choice.

What happens when a client is not filing returns because they are not trading?

Inactive taxpayers are supposed to submit nil returns.

After registration, will the client be issued an automatic VAT certificate?

Yes the system will be issuing automatic VAT certificates.

Are there any instances where my VAT application may be rejected?

Yes VAT application can be rejected if a Taxpayer does not meet the requirements for example the minimum threshold and does not have a fixed place of abode.

If I register a new TIN after 12 October 2023, will I get a tax clearance showing the new TIN?

Yes the system is going to issue Tax Clearances with new TINs.

Are the TINs going to be different per each entity type?

Yes each entity type has a unique TIN number e.g. Individuals 1000000000 , Organisations 2000000000

If I make a return in USD do I have to submit a Nil ZWL return?

You submit one return which accommodates both USD and ZWL

On Withholding Tax On Tenders, are we able to capture someone who is not registered.

Yes you can input their name and ID Number

Are provisional tax returns going to post in the ledger.

Yes Provisional Tax Returns will automatically post to the ledger.

Can I still amend the return if I have already submitted it and the due date has passed?

Yes the system will allow you to amend the return as long as the ZIMRA official has not made any changes to the return.

What is the grace period before system raises estimates.

On the 9th day after due date.

Why do you need information on the property owner?

Property owners should also account for tax on rental income

If we are always in a refund position, will the system allow us to use the refunds to offset other obligations?

Yes a refund can offset other obligations.

If there is a refund in ZWL and a payable in USD what will happen?

It's not possible for a ZWL refund to offset a USD obligation or vice versa.

What happens if I have a payment that does not fulfil the obligation in full?

The system will take the amount that would be available and take the balance when the funds are available.

Is a Taxpayer supposed to have a single account in both USD and ZWL?

Yes the Taxpayer chooses one bank which has ZIMRA Single Account.

How are tax clearances going to be created in TaRMS, are clients able to produce tax clearances on their own as they did on e-filing?

The system will generate tax clearances automatically when the Taxpayer's account is up to date.

What do we do if we trade in other currencies like ZAR on payment of tax?

You go to the bank and convert the ZAR to USD or ZWL because TaRMS only accept USD and ZWL.

Did you consider the existing payment plans?

Existing payment plans are not moving to TaRMS. Taxpayers are supposed to re-apply for new payment plans.

Are you going to garnish our accounts because of the integration?

Yes but the integration would be in Release 3

Get in touch with us on our Contact Centre
Toll free number 585
WhatsApp 0782 729 862
Email contactcentre@zimra.co.zw

www.zimra.co.zw

we are here to serve

Get in touch with us on our Contact Centre
Toll free number 585
WhatsApp 0782 729 862
Email contactcentre@zimra.co.zw

www.zimra.co.zw

we are here to serve