TaRMS FREQUENTLY ASKED QUESTIONS DURING 1ST RELEASE

I'm failing to register with my existing BP Number, with an Invalid BP Number error.

Enter a 10 digit BP Number and prefix with a 0 (0200XXXXXX)

Why is the link pointing to a UAT server?

Ensure you are using the following live environment link: https://mytaxselfservice.zimra.co.zw/auth/login?returnUrl=%2F

I'm not receiving verification code on SMS.

Kindly select ZWE from the drop down menu, and enter your mobile number in the format 07XXXXXXXX.

I am not receiving a verification code on e-mail.

Kindly ensure you check your mail box or junk mail for a verification code. If challenge persists, kindly contact us on platforms below;
• Email: Contactcentre@zimra.co.zw
• Toll Free: 585| For Landlines: 08688007614
• WhatsApp +263782729862
• Twitter: @Zimra_11

It is a challenge to open a bank account as banks require proof of residence.

You are able to use an affidavit or utility bill that is within 3 months as proof of residence.

It is not working on Firefox browser only on google chrome.

I'm failing to access SSP TaRMS using Firefox/Edge etc.
SSP TaRMS is accessible from all web browsers. Check your web browser settings.

I have received two/three TIN numbers, which one is the correct one?

On registration, enter your 10 digit BP Number and follow the steps. Upon completion, log out and log back into SSP TaRMS and view your TIN number from the drop down menu on the top right corner where your name appears.

Is the TaRMS system meant for individuals, or is this being used for companies? Does this system replace the e-taxes system to submit returns?

TaRMS is meant for all taxpayers including individuals and companies. You are able to submit and pay your tax obligations using TaRMS, as this system replaces E-Taxes and E-Services.

Are you going to integrate with all banks?

We gave the opportunity to all the banks and all those banks that are going to meet the requirements are going to be integrated with TaRMS

TaRMS is not validating existing BP numbers.

Kindly prefix the BP number with zero and try again.

This seem like a downgrade from E portal services, i can't see the function to submit returns or generate tax clearance.

TaRMS is here to simplify taxes management system, we apologize for the challenges you have faced.
Please note that the function to submit returns and generation of tax clearance is not yet available, Kindly refer to eservices and e-Taxes for further assistance.

When will TaRMS TINs and links be sent?

Please note that we have rolled out the TINs and links on 16 October 2023. If you have not received yours, may you proceed to register using the following url https://mytaxselfservice.zimra.co.zw

How do we log into TaRMS after the registration it's displaying an Invalid Username?

Kindly sign up using the url https://mytaxselfservice.zimra.co.zw

How do we register a Company on TaRMS because when we enter our company reg number during

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the registration, another different company details pop up in our registration window?

We sincerely apologize for the experience. Kindly contact us on platforms below;
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Why is it the verification link is not showing up in our emails/ phone numbers?

We sincerely apologise for the experience. Kindly contact us on platforms below;
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Why is the link for initial registration of TaRMS not working, for us who do not have BP numbers?

Kindly follow the link https://mytaxselfservice.zimra.co.zw and proceed to register.

Why is it information is not editable in our TaRMS , some information appears and seems to be in editable?

Please note that some information is auto populated and its greyed out. You are unable to edit that information.

Why are my details being rejected during TaRMS registration when I am sure I inserted the correct details?

Kindly enter your full name the same way it appears on your national ID.

Why is it there are no options for generating tax clearance certificate in TaRMS?

Please note that the function to generate tax clearance is not yet available on TaRMS kindly visit to eservices to access your tax clearance.

Where is the option to get tax clearance certificate after TaRMS registration for us new registrants?

Please note that the function to generate tax clearance is not yet available on TaRMS visit eservices to access your tax clearance. This applies to existing tax payers.

Why is it taking too long for us to get tax clearance certificate and how are we going to get it after TaRMS registration?

Please note that we have only rolled out registration only at TaRMS at the moment. We will

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advise then the function to get a tax clearance in TaRMS is available.

Can you guys issue out a statement that you are not issuing tax clearance certificates to new organisations until modules have been uploaded on the system. This will allow our clients to give us time to get them before deducting 30%.

Where is the option to submit returns in TaRMS

Please note the module is not yet available.

How will I know I have submitted the right documents for tax registration in TaRMS system?

No documents are needed because TaRMS is integrated with Civil Registry and Registrar of Companies Deeds and Intellectual Properties and banks.

How long does it take for my tax registration documents to be approved in TaRMS..

No documents are needed because TaRMS is integrated with Civil Registry and Registrar of Companies Deeds and Intellectual Properties and banks.

Why is it my username and password are failing to login into TaRMS?

Please note you have to first sign up in order to get a username and set a password.

Why is it we are getting more than two TINs and links to our registered email address for TaRMS?

If your email is registered with more than one company on SAP, you will receive more than one TIN. Each TIN for each company.

How will we know the specific tin for a single company?

Register with existing BP number to get your TIN.

Apart from registered email addresses, how can we get the TIN and links if we cannot access the registered email address?

Fill in and submit Rev2 form to contactcentre@zimra.co.zw

How do I change my email address in TaRMS?

Go to Tax Payer information –Tax Payer Profile-General information-Change Status

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