

HOW TO APPOINT TAX AGENT IN SELF SERVICE PORTAL V1

A: Taxpayer appoints Tax Agent as following:

- 1. Taxpayer clicks on Assignee Management
- 2. Taxpayer then clicks on Tax Agent Assignment

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A	Home	
20	Assignee Management	-
	Roles	
	Assignees	
	Tax Agent Assignment	

- 3. The Tax Agent Roles and Assignee Details screen appears
- 4. The screen has a list of tax types on the left and action buttons on the right.

Assignee Management/Tax Agent Assignment					
Tax Agent Roles and Assignee Details					
Tax Agent Roles	License Number	TIN	Taxpayer Name	Trade Name	Actions
Tax_Agent_Admin					৩ ৫ ৫
Tax_Agent_Withholding_Tax					© [™] Ջ•
Tax_Agent_PAYE					୍ର ^{କ୍} ତ ହ
Tax_Agent_Income_Tax					© [™] A•
Tax_Agent_CGT					୍ ଓ ହ
Tax_Agent_Presumptive_Tax					୍ <u>ଡ</u> ଓ ଋ
Tax_Agent_VAT					୍ <u>ଡ</u> ୩ ନ
Tax_Agent_PAYE_On_Pension_Commutation_And_Lumpsum_Payment					୍ ୭ ହ



5. Taxpayer selects **Assign Tax Agent** icon and the **New Tax Agent Assignee** screen pops up, then enter tax agent's licence number.

Tax Agent R	oles and Assignee Details				
Tax Agent Ro	les	License Number	TIN	Taxpayer Name	Trade Nam
Tax_Agent_	New Tax Agent Assignee				
Tax_Agent_	License Number		2001672255	Tsano	Tsano
Tax_Agent_					
Tax_Agent_		ancel			
Tax_Agent_					
Tax_Agent_Pr	esumptive_Tax				
Tax_Agent_VA	λT				

- 6. Taxpayer inputs license number and clicks NEXT
- 7. A screen appears to confirm agent's details. Click on **Create**

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A Home		Assignee Manage	ement/Tax Agent Assignment						
Assignee Management	~	Tax Agent Role	es and Assignee Details						
Roles									
Assignees		Tax Agent R			TIN	Taxpayer Name	Trade Name	Actions	
Tax Agent Assignment		Tax_Agent_/	New Tax Agent Assignee					0 3	<u>م</u> و
Taxpayer Information	~	Tax_Agent_V	330002742	TIN 2001676110				• 9	Q.
Tax Return Management	~	Tax_Agent_F	Taxpayer Name Makusha Enterprises	Trade Name Makusha ECD				0 3) &
Taxpayers Certificates	~	Tax_Agent_I						• •	
Taxpayer Accounting	~	Tax Agent F		Back Create				0 5	
Debt Management	~	Tax_Agent_VAT						0 3	o Q.
Payments	×	Tax_Agent_PAYE	E_On_Pension_Commutation_And_	Lumpsum_Payment				0 5	о Q.
Refund Management	~								
Le Notifications									



8. Notification is sent to the Tax Agent for approval

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•	Assignee Management	^	Tax Agent Roles and Assignee Details		1					
	Roles									
	Assignees		Tax Agent Roles	License Number	TIN	Taxpayer Name	Trade Name	Action	s	
	Tax Agent Assignment		Tax_Agent_Admin					۲	Э	2
	Taxpayer Information	~	Tax_Agent_Withholding_Tax					0	9	Q
	Tax Return Management	~	Tax_Agent_PAYE					0	Э	Q
ie i	Taxpayers Certificates		Tax_Agent_Income_Tax					۲	9	2
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	Payments	×	Tax_Agent_PAYE_On_Pension_Commutation_And_Lumpsum_Payment					۲	9	Q
	Refund Management	~								
	Notifications									

B: Tax Agent approves the appointment as following:

1. Tax agent clicks on Taxpayer Information and then click Requests





2. A screen comes up where the Tax Agent finds the request from Taxpayer and click on **Review** under **Actions**

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	Taxpayers Certificates	~	No.	Document Reference Number	Request Type	Direction	Submission Date	Status	Status Change Date	Actions
	Taxpayer Accounting	~	1	Eh629022024002821	Tax Agent Assignment Request	Received	29/02/2024	Submitted	29/02/2024 16:59	<u></u>
	Debt Management	~	2	Eh629022024002791	Tax Agent Assignment Request	Received	29/02/2024	Approved	29/02/2024 11:08	Review
	Payments	~	3	Eh629022024002753	Tax Agent Assignment Request	Received	29/02/2024	Approved	29/02/2024 09:22	۲
	Refund Management	~	4	Eh629022024002752	Tax Agent Assignment Request	Sent	29/02/2024	Approved	29/02/2024 09:14	۲
	Notifications		Tota	Count: 4			Items per page	10 👻	Page 1 of 1 <	< > >

3. Upon clicking **Review**, a Taxpayer Registration/Requests screen comes up where the Tax Agent can **Cancel**, **Reject** or **Approve** the request

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A	Home		Taxpayer Registration	n/Requests												
20	Assignee Management	~	Tax Agent Assignmer	nt Request												
	Taxpayer Information	Ý	Module: Tax Agent M DRN: Eh6290220240	anagement 02821		Submission Status: Sul	Date: 29/02	2/2024		TIN: S	50000000 ver Name	21 : Shirts				
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٠	Taxpayers Certificates	Ý	License Number			TIN				Tax	kpayer Na	me				
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*	Debt Management	~	Assigned Role	Tax_Agent_I	Income_Tax											
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4. After approval of the request, the Tax Agent logs out of SSP, and logs back, then select the taxpayer TIN on the drop-down at the top right corner.

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While in the selected taxpayer's TIN, the Tax Agent can go to Assignee
 Management, Tax Agent Assignment to check the tax types that the Tax Agent has

been assigned by the taxpayer.

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	Home	Assignee Managem	ent/Tax Agent Assig	nment			
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	Tax Agent Assignees						
	Tax Agent Assignment	Tax Agent Roles	License Number	TIN	Taxpayer Name	Trade Name	Actions
	Taxpayer Information 🗸	Tax_Agent_CGT	330002734	2001676109	Vhirozho Enterprises		0 9



 While in the selected taxpayer TIN, the Tax Agent can assign their employees tasks by clicking on Tax Agent Assignees, then New Assignee under the Assignee Management Module. A box will pop up requesting License number of the employee. No approval of task assignment is required from ZIMRA.

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	Home	Assignee Management / Tax Agent Assignees	+ New Assignee
20	Assignee Management	Search Parameters	^
	Tax Agent Assignees	New Tax Agent Assignee	
	Tax Agent Assignment	License Number	
	Taxpayer Information		
\$=	Tax Return Management 🗸 🗸	Cancel Next	•
*	Taxpayers Certificates		
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NOTE: the Tax Agent only has access to the tax types that have been assigned to them by the taxpayer.

C. Termination of Tax Agent Roles by the Tax Agent

1. The Tax Agent logs into SSP and select TaxnAgent TIN

2. Click on **Taxpayer Information**, then **Taxpayer Profile**, and click on **Tax Agent Activity** tab

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A	Home						_		
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	Taxpayer Information	^	Tax Agen	t Status					
	Taxpayer Profile		Active						
	Applications		License N	lumber	lss	sue Date	Exp	iry Date	
	Requests		330002	734	2	29/02/2024	01	/03/2026	
	Drafts						License Renewa	Change	Tax Agent Status
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*	Taxpayers Certificates	~	No.	TIN	Taxpayer Na	me Tax Agent Role	Start date	End Date	Action
4 9	Taxpayer Accounting	~	1	2001676110	Makusha Enterprises	Tax_Agent_CGT	29/02/2024 09:14		± -
			0	0001670001	Dhana	Tau Asaat DAVE	00/00/0004 00:10	00/00/0004	



No.	TIN	Taxpayer Name	Tax Agent Role	Start date	End Date	Action
1	2001676110	Makusha Enterprises	Tax_Agent_CGT	29/02/2024 09:14		L- Terminate
2	2001672231	Phone	Tax_Agent_PAYE	29/02/2024 09:10	29/02/2024	

3. Click the **Remove icon** under **Action** to terminate the Tax Agency

4. A dialogue box will come up requesting termination reason. After inputting the termination reason, the Tax Agent clicks on **Submit**

		Cancel	Submit

After clicking **Submit**, the following notification with DRN will appear:

11	Termination Request For:
Return	The Request for Termination of Authority to Represent the Taxpayer of Makusha Enterprises with application reference number Eh729022024002823 is successfully Submitted
bayers	
bayer .	Ok
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5. This request will either be approved, or rejected by the Taxpayer being represented by the Tax Agent as following:

a. The Taxpayer click on **Taxpayer Information**, Click on **Requests**, select the appropriate request type, and then click on **Review icon** under **Actions**

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	Requests		No.	Document Reference Number	Request Type	Direction	Submission Date	Status	Status Change Date	Actions
	Drafts		1	Eh729022024002823	Request for Termination of Authority to Represent the Taxpayer	Received	29/02/2024	Submitted	29/02/2024 17:33	≗ ⊚
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٠	Taxpayers Certificates	~	3	Eh629022024002791	Tax Agent Assignment Request	Received	29/02/2024	Approved	29/02/2024 11:08	۲
ŕ٦	Taxpayer Accounting	~	4	Eh629022024002753	Tax Agent Assignment Request	Received	29/02/2024	Approved	29/02/2024 09:22	۲
*	Debt Management	~	5	Eh629022024002752	Tax Agent Assignment Request	Sent	29/02/2024	Approved	29/02/2024 09:14	۲
	Payments	~	Tota	Count: 5			Items per page 10	▼ Page	e1of1 <	
	Refund Management	~								
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b. The approval or rejection is done here:

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Assignee Management	~	License Number	TIN	Taxpayer Name	
Taxpayer Information	~	330002734	2001676109	Vhirozho Enterprises	
S Tax Return Management	~	Termination Request For:			
Taxpayers Certificates	~				
Taxpayer Accounting	~	TIN	Taxpayer Name	Assigned Role	
st Debt Management	~	2001676110	Makusha Enterprises	Tax_Agent_CGT	
Payments	~	Termination Reason *			
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Note: Notification will be sent to the Tax Agent upon approval or rejection.



D. Removal of Tax Agent by the Taxpayer without Request for Removal by the Tax Agent

1. Click on Assignee Management, then click on **Tax Agent Assignment**; and a screen with Tax Agent Roles and Assignee details appears.

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Home		Assignee Management/Tax Agent Assignment						
Assignee Management	^	Tax Agent Roles and Assignee Details						
Roles								
Assignees		Tax Agent Roles	License Number	TIN	Taxpayer Name	Trade Name	Actions	
Tax Agent Assignment		Tax_Agent_Admin					© :	9 Q.
Taxpayer Information	~	Tax_Agent_Withholding_Tax					0	D Q.
Tax Return Management	~	Tax_Agent_PAYE					© :	9 Q.
Taxpayers Certificates	~	Tax_Agent_Income_Tax					0	9 Q.
Taxpayer Accounting	~	Tax_Agent_CGT	330002734	2001676109	Vhirozho Enterprises		•	9 Q-
 Debt Management 	~	Tax_Agent_Presumptive_Tax					@ :	n a
Payments	~	Tax_Agent_PAYE_On_Pension_Commutation_And_Lumpsum_Payment						9 Q.
Refund Management	~							
Notifications								

2. Select the appropriate Tax Agent to be removed, then click on the **Remove Icon** under **Actions**

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55F					2001876	110	Eng •	4
Home		Assignee Management/Tax Agent Assignment						
Assignee Management	~	Tax Agent Roles and Assignee Details						
Roles								
Assignees		Tax Agent Roles	License Number	TIN	Taxpayer Name	Trade Name	Action	5
Tax Agent Assignment		Tax_Agent_Admin					۲	<u>م</u> و
Taxpayer Information	~	Tax_Agent_Withholding_Tax					۲	<u></u>
Tax Return Management	~	Tax_Agent_PAYE					۲	<u>א</u> פ
Taxpayers Certificates	v	Tax_Agent_Income_Tax					۲	<u>א</u> פ
Taxpayer Accounting	~	Tax_Agent_CGT	330002734	2001676109	Vhirozho Enterprises		© Remov	ې رو Tax Aq
Debt Management	~	Tax_Agent_Presumptive_Tax					0	<u>م</u> و
Payments	~	Tax_Agent_PAYE_On_Pension_Commutation_And_Lumpsum_Payment					۲	2 C
Refund Management	~							
Notifications								



3. A box will pop-up, then click **Yes**.

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Home		Assignee Management/Tax Age	ent Assignment						
Assignee Management	~	Tax Agent Roles and Assigne	ee Details						
Roles									
Assignees		Tax Agent Roles		License Number	TIN	Taxpayer Name	Trade Name	Actions	
Tax Agent Assignment		Tax_Agent_Admin		_				0 3) Q.
Taxpayer Information	~	Tax_Agent_Withhc 🕂 Are	you sure you want to remove the tax agen	t assignee?				0 3) Q
Tax Return Management	~	Tax_Agent_PAYE		- 1				0 3) Q
Taxpayers Certificates	~	Tax_Agent_Incom	Yes No	220002724	2001676100	Whitesthe Entermines		0 5) Q.
Taxpayer Accounting	~	Tax_Agent_Presumptive_Tax		330002754	2001070109	viniozno Enterprises		0 5	2
Debt Management	~	Tax_Agent_VAT						© ?) Q
Payments	×	Tax_Agent_PAYE_On_Pension_Co	ommutation_And_Lumpsum_Payment					•	2
Refund Management	~								
Notifications									

Note: The taxpayer, without need for approval by the Tax Agent, removes the Tax Agent from the assigned roles.

