

# **Guide on Existing Taxpayers' Onboarding to ZIMRA TaRMS System**

TaRMS (ZIMRA)

Date: 11 October 2023

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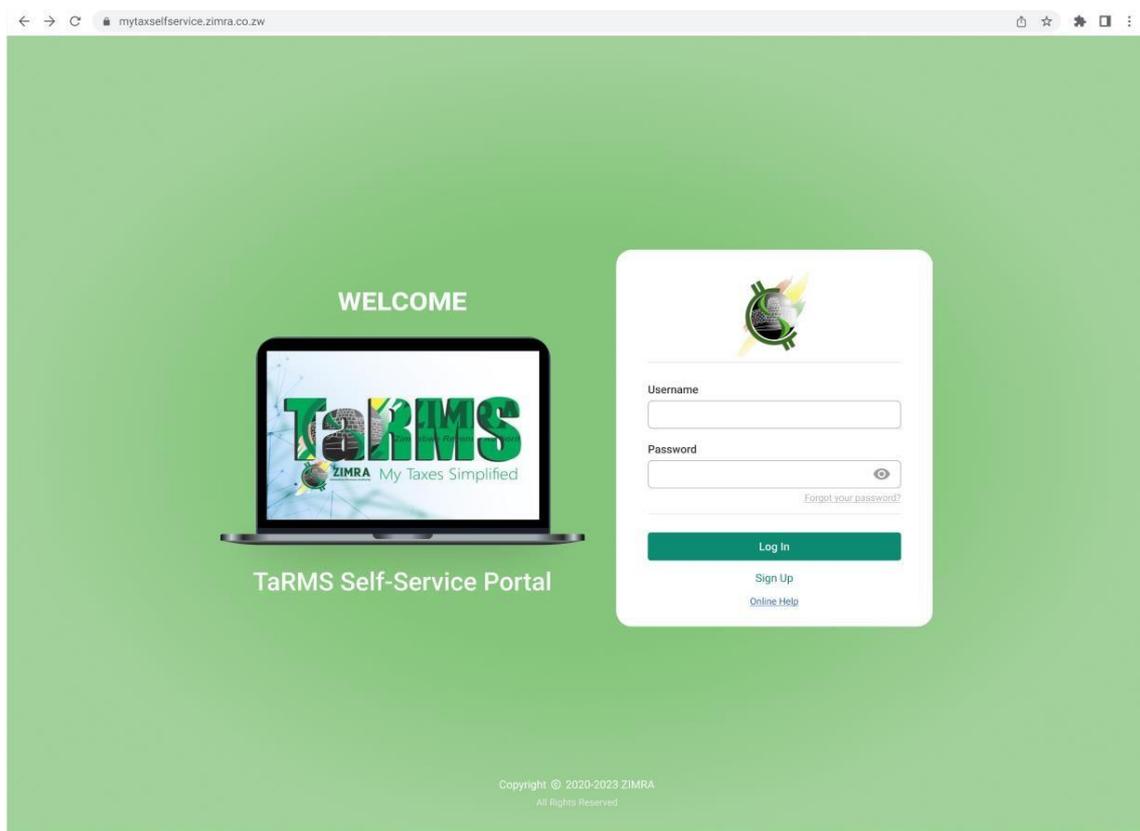
# 1 Introduction

The following document describes the onboarding processes for existing taxpayers into the TaRMS system of ZIMRA. The document is addressed to the existing taxpayers of Zimbabwe who are going to continue their taxation operations using the newly designed Self-Service Portal (hereafter SSP) of Tax and Revenue Management System of ZIMRA.

To be able to use the SSP, the taxpayers should set up an SSP user account first, then claim their taxpayer data.

Existing Taxpayers who did not receive their TIN can access it through the Self-Service Portal by using their current BP Number to register.

To set up your SSP user account, visit the URL address of the portal (<https://mytaxselfservice.zimra.co.zw>) and click the Sign Up link (see the screenshot of the web page below). **Taxpayers should not use the training platform (UAT) link to register, but use the above link.**



The registration form opens. Depending on your Zimbabwe residency status (Resident or Non-Resident), SSP user registration forms differ. Check the appropriate option.

The screenshot shows the 'Self-Service Portal' registration form for a Resident user. The form is titled 'Resident' and includes the following fields and options:

- Residency Status:** Radio buttons for 'Resident' (selected) and 'Non-Resident'.
- ID Number \*:** Text input field with a placeholder '00-000000XX00 or 00-00000000XX00'.
- Title \*:** Dropdown menu.
- First Name \*:** Text input field.
- Middle Name(s):** Text input field.
- Surname \*:** Text input field.
- Gender \*:** Dropdown menu.
- Date of Birth \*:** Text input field with a calendar icon.
- Nationality \*:** Dropdown menu.
- Username \*:** Text input field.
- Email Address \*:** Text input field containing 'info'. Below it is a 'send verification code' hyperlink. To the right is a 'Verification Code' input field and a 'Verify' button.
- Phone Number \*:** Text input field with a dropdown for 'ZIM (+263)' and a placeholder 'xx-xxx-xxxx'. Below it is a 'send verification code' hyperlink. To the right is a 'Verification Code' input field and a 'Verify' button.
- Attach File:** Button with a paperclip icon.
- Buttons:** 'Cancel' and 'Submit' buttons at the bottom.

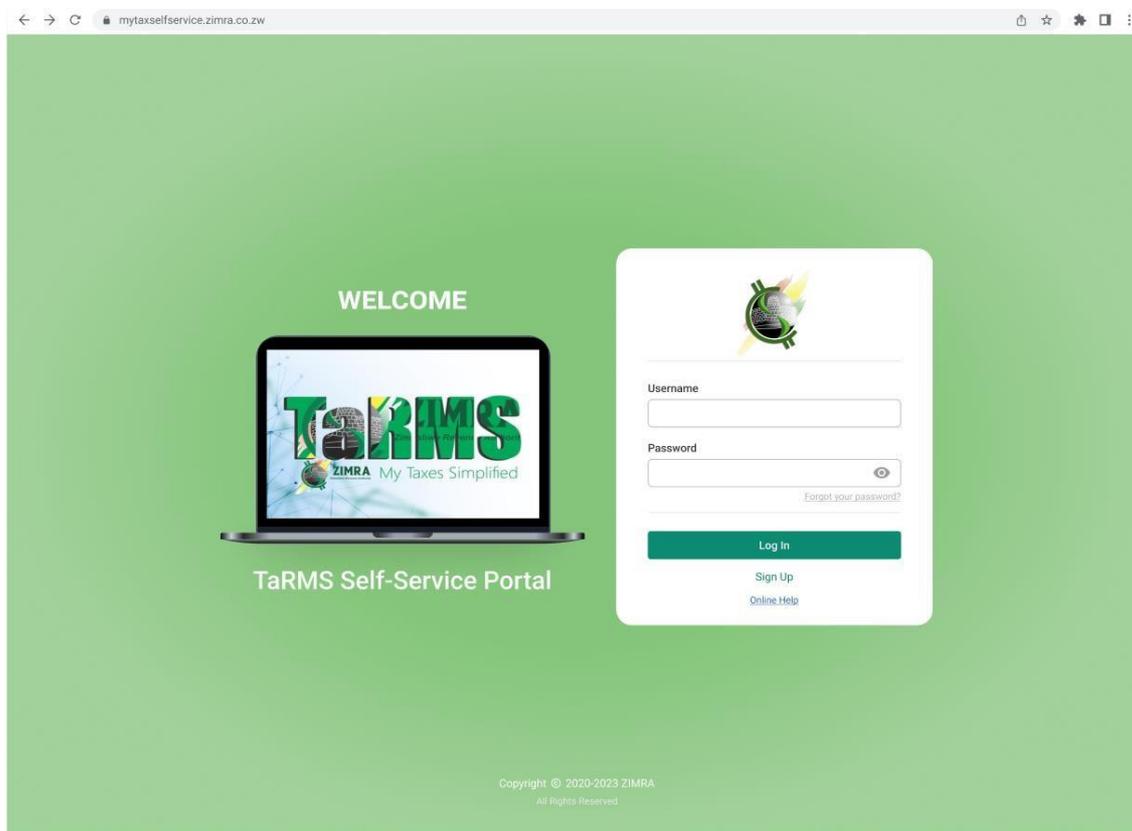
Fill out the registration form, validate your email address and local phone number by clicking on the "Send verification code" hyperlinks and inserting the sent verification codes accordingly. Each verification code should be verified by clicking on the "Verify" button next to it.

Once all the data is complete, click on the "Submit" button and let the system validate them. The system will first verify the entered information, and then set up the SSP user profile. Automatically, a password-creation link will be generated and sent to your email address.

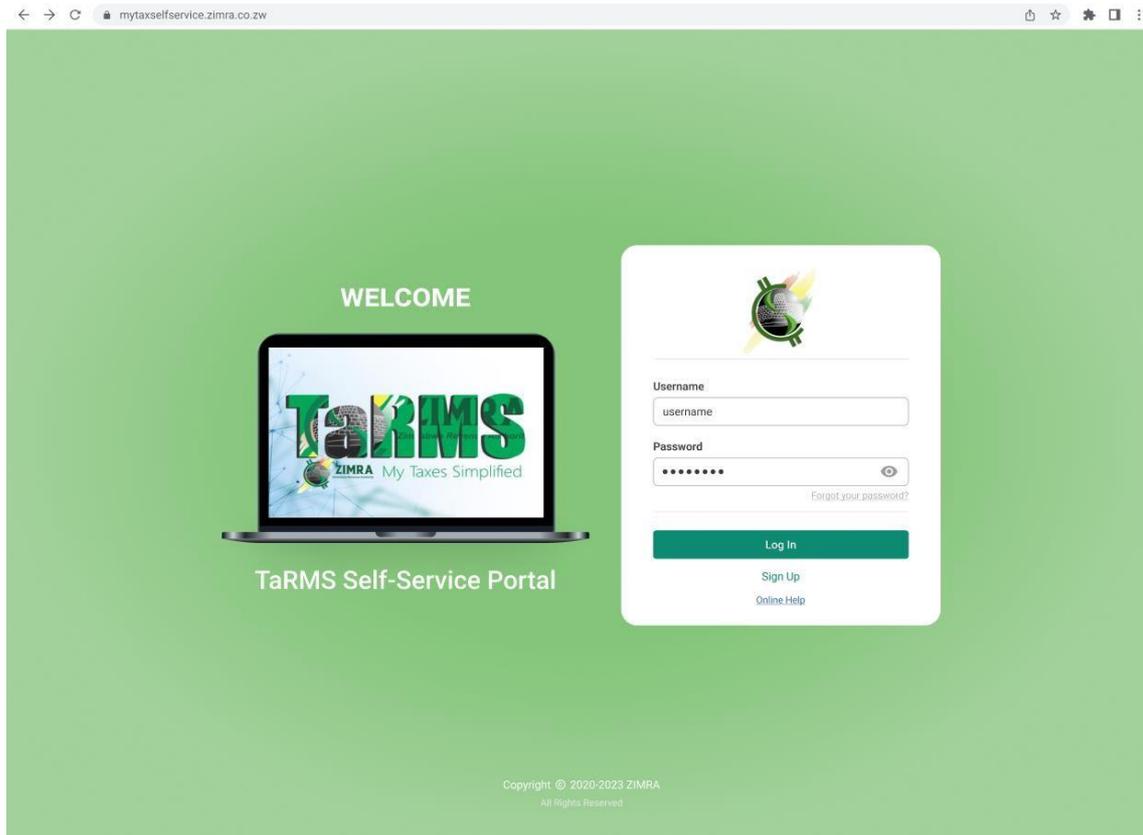
Later on, please check your mailbox for the received instructions and follow the password creation link.

## 1.1 Login to the Portal

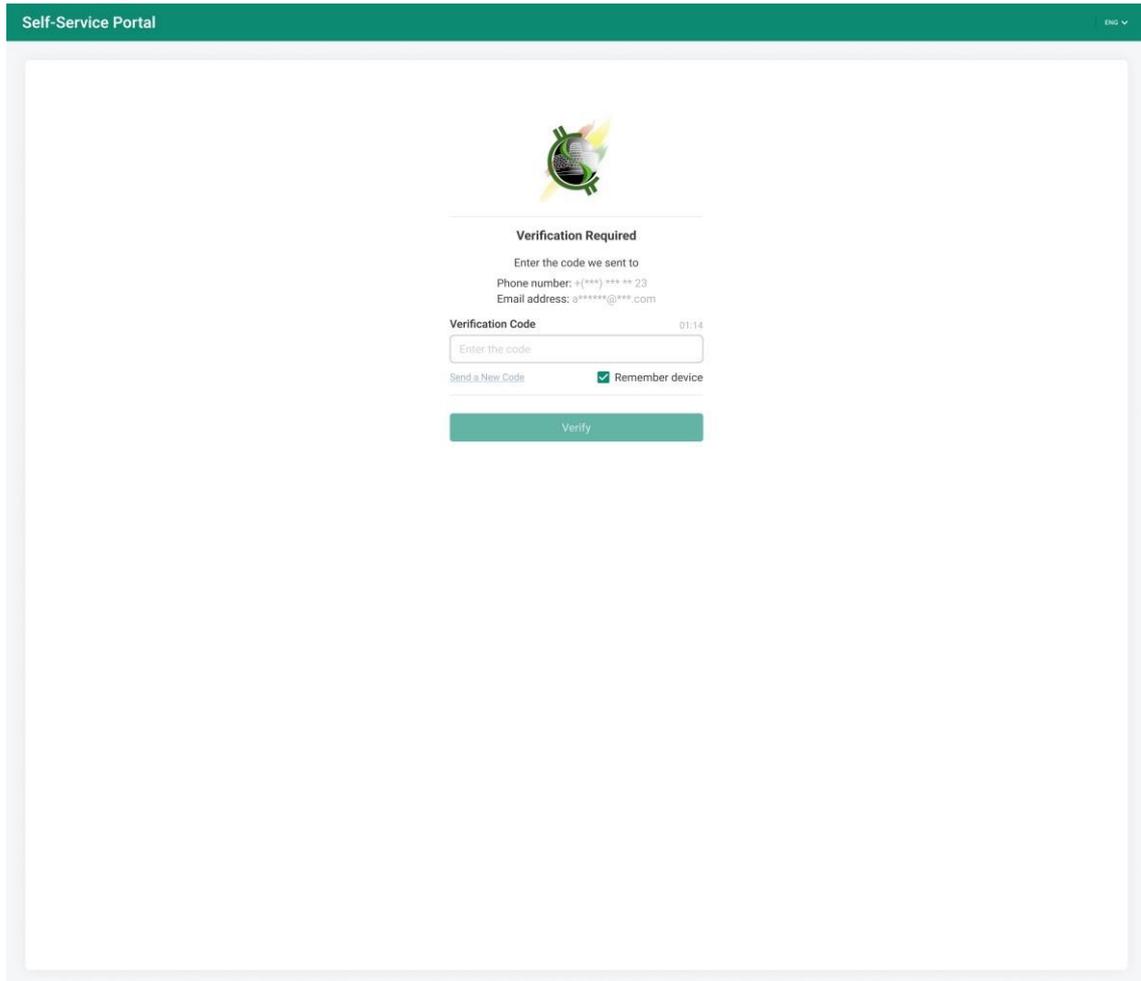
The URL address of the Self-Service Portal is: <https://mytaxselfservice.zimra.co.zw> (see the screenshot of the web page below).



Provided that you are already an SSP registered user, enter your username and the password.



Click Log In. If it is your first login to the portal with that device, you will be requested to enter the verification code having been sent to both your email address and your phone number.



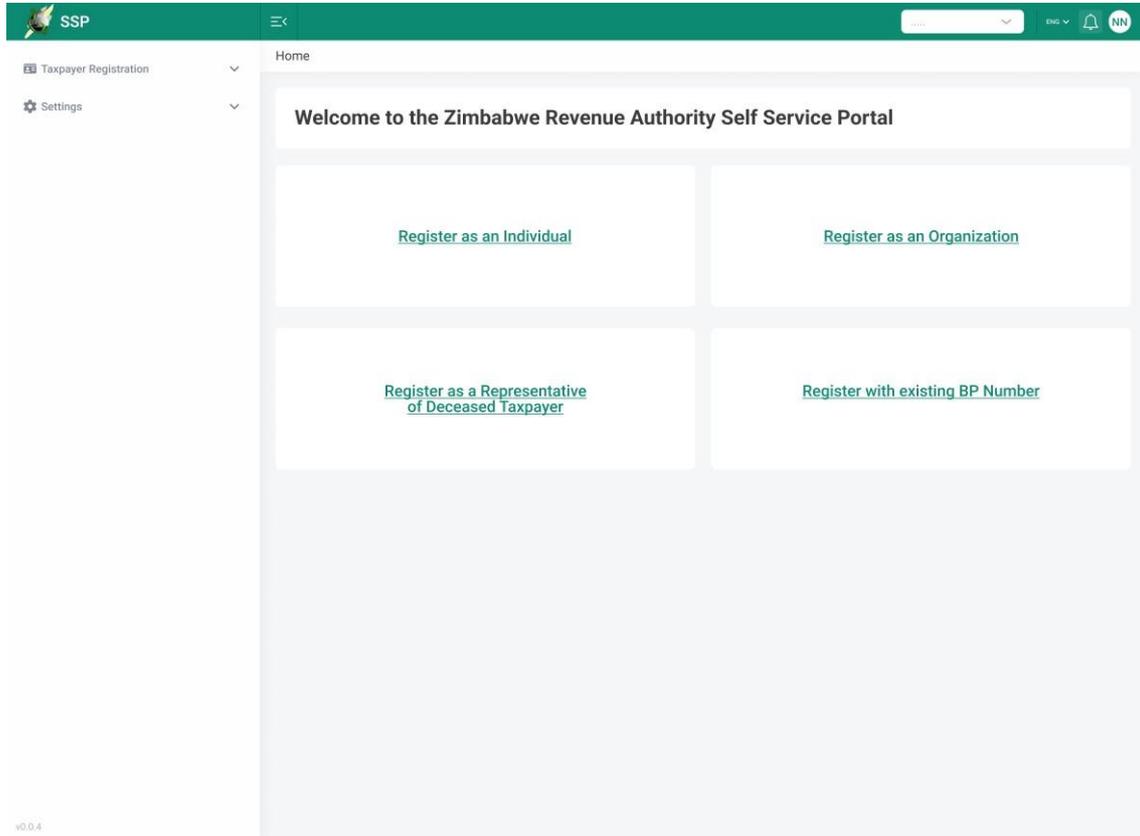
The screenshot shows a web interface for a 'Self-Service Portal'. At the top left, the text 'Self-Service Portal' is displayed in white on a green background. At the top right, there is a small 'ENQ' icon with a downward arrow. The main content area is white and contains a central verification form. At the top of the form is a circular logo with a globe and colorful arrows. Below the logo, the heading 'Verification Required' is centered. Underneath, it says 'Enter the code we sent to' followed by 'Phone number: +(\*\*\*).\*\*\* \*\* 23' and 'Email address: a\*\*\*\*\*@\*\*\*.com'. A 'Verification Code' label is positioned above a text input field on the left, and a '01:14' timer is on the right. Below the input field, there is a link 'Send a New Code' and a checked checkbox labeled 'Remember device'. At the bottom of the form is a green button with the text 'Verify'.

Once all entered data are correct, you log in to the portal and you proceed with taxpayer onboarding activities.

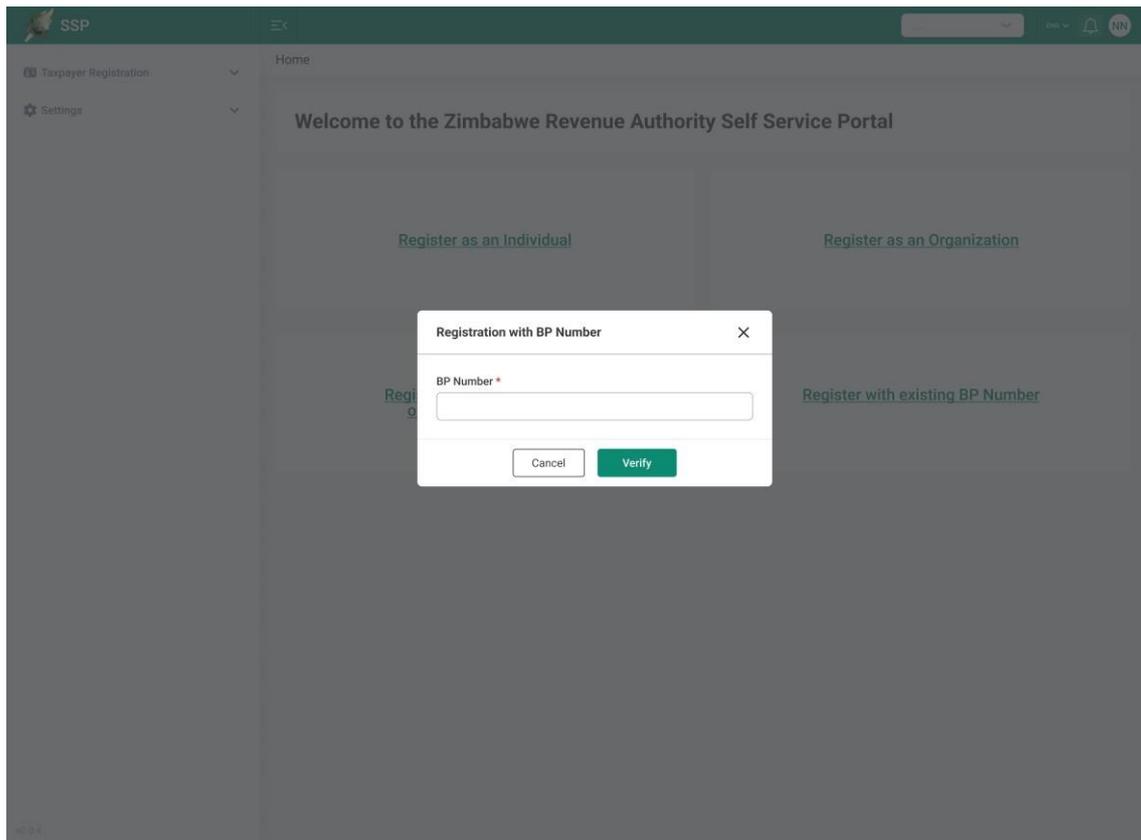
## 1.2 Onboarding steps

All Existing Taxpayers should not register as New Registrants but use their BPs to proceed with registration. Please note that those who have registered as new taxpayers but have existing BP Numbers should approach ZIMRA offices for rectification of the errors.

Whenever you are logged into the system, on the Home page of the SSP user account, the following options will be displayed:



Click on the "Register with an existing BP Number" hyperlink. The system will open a pop-up window, where you need to insert the BP Number (ZWL BP number) of your taxpayer account. The BP number should be prefixed with a "0".

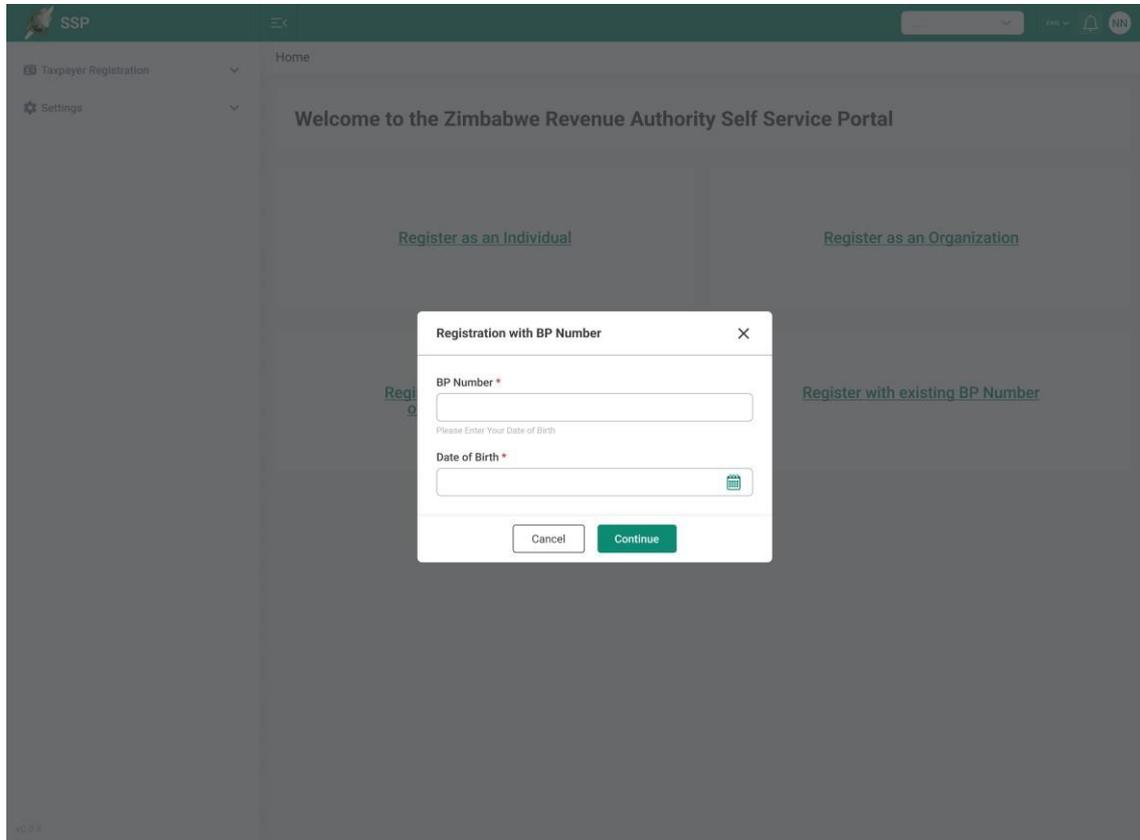


After filling in the data, click on the "Verify" button, the system will check the data and proceed with necessary actions.

From this step, the flow differs for organizations and individual taxpayers. Please proceed with the process following the steps relevant to your taxpayer type.

### 1.3 Onboarding of Individual Taxpayers

If you are an individual taxpayer, after clicking on the "Verify" button, the system will open the "Date of Birth" field to be filled in.



The screenshot displays the Zimbabwe Revenue Authority Self Service Portal. The main heading is "Welcome to the Zimbabwe Revenue Authority Self Service Portal". Below this, there are two options: "Register as an Individual" and "Register as an Organization". A modal window titled "Registration with BP Number" is open, featuring a "BP Number \*" field, a "Date of Birth \*" field with a calendar icon, and "Cancel" and "Continue" buttons. The background is dimmed, and the left sidebar shows "Taxpayer Registration" and "Settings" options.

Once all the data is inserted, click on the "Continue" button and let the system validate them. When the checks are done, the system will open the "Individual Registration Application" form for you to fill in with your taxpayer information.

The screenshot displays the 'Individual Registration Application' form within the SSP (South African Revenue Service) interface. The form is organized into several sections:

- Personal Details:** Includes fields for ID/Passport Number, Surname, First Name, Middle Name(s), Title, Gender, Nationality, Date of Birth, and Profession. All these fields are marked as mandatory with a red asterisk (\*).
- Address Details:** Includes fields for Province, City/Town/Growth Point Farming/Mining Area, Street/Stand Number/Village/Farm, Building Number, and a radio button for 'Same for Postal Address?'. Below this is a 'Postal Address Details' section with fields for Province, City/Town/Growth Point Farming/Mining Area, Street/Stand Number/Village/Farm, Building Number, Post Office Box/Post Bag Number, and Postal Name.
- Contact Details:** Includes 'Preferred Contacts' with a 'Phone Number' field and an 'Email Address' field, both marked as mandatory. There are also '+' and '-' buttons for adding and removing contacts.
- Select Individual Type:** A radio button selection for 'Employment', 'Trade', 'Other for CGT' (which is selected), and 'Foreign Individual with Diplomatic Privileges'.
- Attachments:** Shows three attached files: 'title.pdf', 'title.xls', and 'title.jpeg'. There is an 'Attach File' button below.

At the bottom of the form, there is a declaration checkbox: 'I hereby declare that the information given herein is correct and hereby apply for registration.' Below this are three buttons: 'Cancel', 'Save as Draft', and 'Submit'.

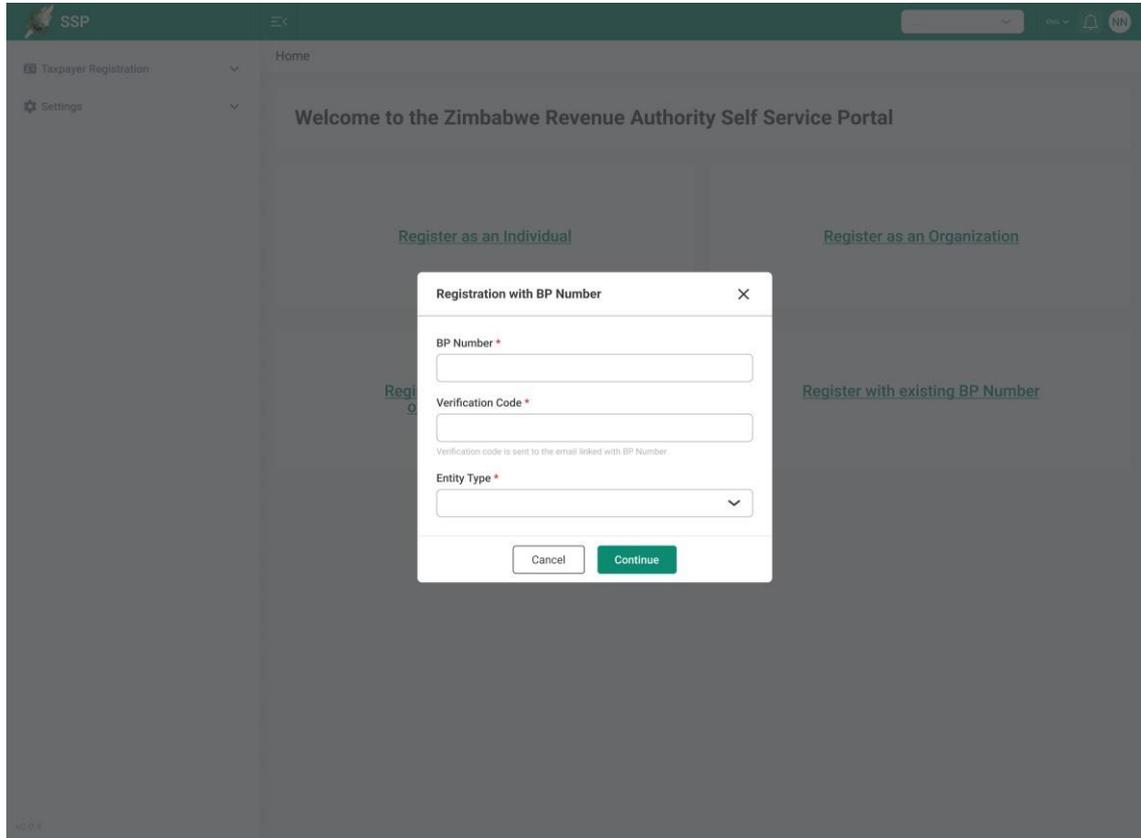
Fill out the application form as appropriate. Note, that text fields marked with a red asterisk ( \* ) are mandatory.

Provided that the document is complete, and it needs no more reviewing, click the "Submit" button. After the submission, simply log out and log into the system again to access to your taxpayer account by choosing your Taxpayer Identification Number (TIN) from the drop-down on the upper-right corner of the interface.

The screenshot shows the 'Home' page of the ZIMRA TaRMS system. The user is logged in as 'Name Surname' with a TIN of 1000000000. The interface includes a navigation menu on the left with options for 'Taxpayer Registration' and 'Settings'. The main content area is currently empty, and the user profile dropdown is visible in the top right corner.

## 1.4 Onboarding of Organizations

If you want to access to your organization account, after clicking on the "Verify" button the system will send a verification code to the email address linked to your BP Number. Check your mailbox, get the code from there and insert it in the relevant field on the pop-up window. Then, choose your "Entity Type" from the drop-down.



The screenshot displays the ZIMRA Self Service Portal interface. The main page is titled "Welcome to the Zimbabwe Revenue Authority Self Service Portal" and features two primary registration options: "Register as an Individual" and "Register as an Organization". A pop-up window titled "Registration with BP Number" is overlaid on the page. This window contains the following fields and controls:

- BP Number \***: A text input field.
- Verification Code \***: A text input field.
- Entity Type \***: A dropdown menu.
- Cancel**: A button to close the window.
- Continue**: A green button to proceed with the registration.

Below the "Verification Code" field, a small note states: "Verification code is sent to the email linked with BP Number". The background page also includes a sidebar with "Taxpayer Registration" and "Settings" options, and a top navigation bar with "SSP" and "Home" labels.

Once all the data is filled in, click on the "Continue" button and let the system validate them. When all the checks are done, the system will open the relevant registration application form for you to fill in with your taxpayer information.

SSP
Taxpayer Registration / Applications

Applications  
Profile  
Settings

Taxpayer Registration / Applications

### Organization Registration

#### General Details

Registration Number	Registered Name *	Trade Name
<input type="text"/>	<input type="text"/>	<input type="text"/>
Date of Incorporation *	Date of Commencement of Trade *	
<input type="text"/>	<input type="text"/>	
Primary Activity Industry and Sector *	Activity *	
<input type="text"/>	<input type="text"/>	
Other Activity(s) Industry and Sector	Activity	
<input type="text"/>	<input type="text"/>	
Industry and Sector	Activity	
<input type="text"/>	<input type="text"/>	
<input type="button" value="+"/>		
Special Category	Specify	
<input type="text"/>	<input type="text"/>	

#### Address Details

Province *	City/Town/Growth Point Farming/Mining Area *	Street/Stand Number/Village/Farm *
<input type="text"/>	<input type="text"/>	<input type="text"/>
Building Number		
<input type="text"/>		
Same for Postal Address ?		
<input checked="" type="radio"/> Yes <input type="radio"/> No		
Postal Address Details		
Province *	City/Town/Growth Point Farming/Mining Area *	Street/Stand Number/Village/Farm *
<input type="text"/>	<input type="text"/>	<input type="text"/>
Building Number	Post Office Box/ Post Bag Number	Postal Name
<input type="text"/>	<input type="text"/>	<input type="text"/>

#### Contact Details

Phone Number *	Email Address *	Website
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="button" value="+"/>	<input type="button" value="+"/>	<input type="button" value="+"/>

#### Director/Trustee/Secretariat Details

ID/Passport Number *		
<input type="text"/>		
Surname *	First Name *	Middle Name(s)
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="button" value="Verify"/>		
Address Details		
Province *	City/Town/Growth Point Farming/Mining Area *	Street/Stand Number/Village/Farm *
<input type="text"/>	<input type="text"/>	<input type="text"/>
Building Number		
<input type="text"/>		
Same for Postal Address ?		
<input type="radio"/> Yes <input checked="" type="radio"/> No		
Postal Address Details		
Province *	City/Town/Growth Point Farming/Mining Area *	Street/Stand Number/Village/Farm *
<input type="text"/>	<input type="text"/>	<input type="text"/>
Building Number	Post Office Box/ Post Bag Number *	Postal Name *
<input type="text"/>	<input type="text"/>	<input type="text"/>
Contact Details		
Phone Number *	Email Address *	
<input type="text"/>	<input type="text"/>	
<input type="button" value="+"/>	<input type="button" value="+"/>	
<input type="button" value="+ Add"/>		

#### Public Officer Details

ID/Passport Number *		
<input type="text"/>		
Surname *	First Name *	Middle Name(s)
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="button" value="Verify"/>		
Address Details		
Province *	City/Town/Growth Point Farming/Mining Area *	Street/Stand Number/Village/Farm *
<input type="text"/>	<input type="text"/>	<input type="text"/>
Building Number		
<input type="text"/>		
Same for Postal Address ?		
<input type="radio"/> Yes <input checked="" type="radio"/> No		
Postal Address Details		
Province *	City/Town/Growth Point Farming/Mining Area *	Street/Stand Number/Village/Farm *
<input type="text"/>	<input type="text"/>	<input type="text"/>
Building Number	Post Office Box/ Post Bag Number *	Postal Name *
<input type="text"/>	<input type="text"/>	<input type="text"/>
Contact Details		
Phone Number *	Email Address *	
<input type="text"/>	<input type="text"/>	
<input type="button" value="+"/>	<input type="button" value="+"/>	

#### Entry Subtype \*

Entry Subtype

#### Business Details X

Branches:

Branch 1 X Branch 2 X Branch 3 X

#### Attachments:

x 
  x 
  x

I hereby declare that the information given herein is correct and hereby apply for registration.

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Fill out the application form as appropriate. Note that text fields marked with a red asterisk ( \* ) are mandatory.

Provided that the document is complete, and it needs no more reviewing, click the "Submit" button. After the submission, simply log out and log into the system again to access to your taxpayer account by choosing your Taxpayer Identification Number (TIN) from the drop-down on the right upper part of the interface.

