PUBLIC NOTICE:

MEASURES IN PLACE FOR THE SMOOTH CLEARANCE OF PASSENGERS TRAFFIC AT PORTS OF ENTRY

The Zimbabwe Revenue Authority would like to advise the travelling public and all other stakeholders that being fully aware of the possible increase in traffic flows across our borders, arrangements have been put in place to ensure the smooth clearance of passengers and traffic during the pending festive period.

The Authority has made port specific arrangements for our largest and busiest point, Beitbridge Border Post and for Plumtree which also receives significant festive season traffic.

The following are the key measures that will be in place:

1. BEITBRIDGE BORDER POST

Staffing
To increase the staff complement;
- All Beitbridge Customs employees and management due to go on leave will postpone their leave and remain on duty during the festive period.
- Additional employees and management have been drawn from across ZIMRA and will be deployed to Beitbridge with effect from **15 December 2023.**

Material resources
- Additional equipment including laptops and printers have been secured to ensure all service points are adequately covered.
- Additional service points have also been created to boost and complement the current points.
- Appropriate signage and management interventions will ensure travellers are directed to the service points accordingly.

Business Continuity Planning
- ZIMRA will have in place an ICT manned **Service Kiosk** available for use by travellers. This kiosk will be equipped with computer equipment open to use by qualifying visitors using foreign registered vehicles to enable them to register their electronic Temporary Import Permits (TIP).
- Visitors intending to use private foreign registered vehicles are encouraged to use the e-Services portal accessible through the link https://ecustoms.zimra.co.zw/etip/ to register the Temporary Import Permit prior to arrival and from the comfort of their homes before they travel. This will reduce their waiting time at the border.

Accessibility to the ZIMRA Internet Platform and Management
- To provide access to the ZIMRA e-Services portal, ZIMRA ICT Staff in the kiosk will be issuing free **Wi-Fi** tokens to those requiring some so as to comply with border clearance processes.
- Please note that these tokens will be availed only to enable access to the e-Services portal for registration of temporary import permits for visitors' foreign registered vehicles and other clearance services.
- Travellers may also use the following email address for enquiries regarding processes at Beitbridge: Beitbridgeprivateimports@zimra.co.zw and Beitbridgeregionaloffice@zimra.co.zw

ZIMRA Officer Visibility and Assistance to Travellers
- ZIMRA personnel will be clearly visible in marked reflector vests and or uniform with ZIMRA identity cards on lanyards, to direct and assist travellers locate the correct required service point. This will be over and above the passenger clearance and compliance checks.

- A service desk will also be set up by the entrance to the Pedestrian/Private Motorist Terminal and travellers are urged to avoid seeking assistance from unidentified or unauthorised personnel to prevent them from falling victim to persons with criminal intent.
- Beitbridge Border Post has specific clearly signposted traffic separating channels and all travellers are urged to enter the correct channel on arrival.

2. PLUMTREE BORDER POST

Staffing
Additional employees and management have been drawn from across ZIMRA and will be deployed to Plumtree with effect from **15 December 2023**.

Material resources
- Additional printers have been secured to ensure all service points are adequately covered.
- Available additional service points will be utilized should the need arise depending on the volume at each point in time.

Business Continuity Planning
Visitors intending to use private foreign registered vehicles are encouraged to use the e-Services portal accessible through the link https://ecustoms.zimra.co.zw/etip/ to register the Temporary Import Permit prior to arrival and from the comfort of their homes before they travel. This will reduce their waiting time at the border.

Accessibility to the ZIMRA Internet Platform and Management
- `Visitors with foreign registered vehicles are urged to access the e-Services Portal as indicated above, preferably before arrival.
- ZIMRA Management will be available for interventions and if travellers need such intervention, they can request from any of the officers closest to them within the controlled area.

ZIMRA Officer Visibility and Assistance to Travellers
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3. ALL OTHER POINTS OF ENTRY INCLUDING AIRPORTS

Clearance will be managed by the staff on hand with measures in place to adjust to needs well in time.

All travellers are to observe all legislated requirements and avoid shortcuts that may lead to unnecessary enforcement including punitive action that may be taken to correct issues. The Zimbabwe Revenue Authority wishes all travellers safe transitions to their holiday destinations, a Merry Christmas and a Prosperous New Year.

Travellers can also check the website www.zimra.co.zw for more information.

My Taxes, My Duties: Building My Zimbabwe!!

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