



PUBLIC NOTICE

ZIMRA ONLINE SERVICES - AVOID THE RISK OF COVID-19 VIRUS

The Zimbabwe Revenue Authority (ZIMRA) hereby wishes to advise its valued clients to stay safe and cautious by reducing visits to ZIMRA Offices this season of the COVID-19 virus outbreak. As a mitigating measure against the spread of the COVID-19 virus, clients are encouraged to access and utilise the available ZIMRA **e-service** facilities on (www.efiling.zimra.co.zw) and reduce the risks associated with travelling or handling manual tax submissions. With the ZIMRA e-service platform you can do the following:

1. Online registration in order to obtain a ZIMRA Business Partner Number (BP)
2. Online Submission of Tax Returns (currently Income Tax, PAYE, Value Added Tax, and Capital Gains Tax)
3. Online application for Tax Clearances (ITF263)
4. Online verification and validation of existing Tax Clearances (ITF263)
5. Viewing of Taxpayers' Accounts Status and Balances.
6. Online updating of information (submission of REV2 Form)

In exceptional cases where:

- a) Submission of Tax Returns **has failed** to go through ZIMRA e-services platform
- b) Submission relating to **ITF12B (QPDs), ITF16, or Withholding Taxes [REV5 Forms]**

Clients are advised to scan and email completed copies of the failed tax return/form, ITF12B (QPDs), ITF16, or Withholding Taxes [REV5 Forms] using the applicable/relevant email address selected from the list below:

1. vatlcoreturn@zimra.co.zw
2. payelcoreturn@zimra.co.zw
3. whtlcoreturn@zimra.co.zw
4. incometaxlcoreturn@zimra.co.zw
5. vatmcoreturn@zimra.co.zw
6. payemcoreturn@zimra.co.zw
7. whtmcoreturn@zimra.co.zw
8. incometaxmcoreturn@zimra.co.zw
9. vatscoreturn@zimra.co.zw
10. payescoreturn@zimra.co.zw
11. whtscoreturn@zimra.co.zw
12. incometaxscoreturn@zimra.co.zw

13. bulawayoreturn@zimra.co.zw
14. vicfallsreturn@zimra.co.zw
15. hwangereturn@zimra.co.zw
16. gwandareturn@zimra.co.zw
17. beitbridgereturn@zimra.co.zw
18. masvingoreturn@zimra.co.zw
19. mutarereturn@zimra.co.zw
20. gwerureturn@zimra.co.zw
21. chiredzireturn@zimra.co.zw
22. zvishavanereturn@zimra.co.zw
23. chipingereturn@zimra.co.zw
24. rusapereturn@zimra.co.zw
25. kwekwereturn@zimra.co.zw
26. kadomareturn@zimra.co.zw
29. chinhoyireturn@zimra.co.zw
30. karibareturn@zimra.co.zw
31. maronderareturn@zimra.co.zw
32. bindurareturn@zimra.co.zw

Clients are reminded to use the above email platforms to submit their **accurate scanned tax returns**. Be reminded to remit **all payments** through ZIMRA respective banks. For ZIMRA bank details, please visit the ZIMRA website www.zimra.co.zw. **Please note that all emails must be less than 10M. Clients with emails larger than 10MB should send the emails in batches.**

In the event that you need to physically access any ZIMRA Office, further guidance will be provided. For any **queries or correspondences**, do not hesitate to contact the below listed managers in your respective stations **OR** regions as follows:

REGION	NAME OF MANAGER	TELEPHONE	E-MAIL
Harare Medium Clients Office (MCOs):	J. Sibanda C. Tapfuma T. Muwani J. Muzhandu E. Mawere	0772172518 0772277663 0712406411 0772277358 0772185896	Region1MCOManagers@zimra.co.zw
Harare Large Clients Office (LCO):	R. Tarinda K. Furayi M. Muzawazi M. Mwenje	0712624292 0712617643 0772277672 0772413777	RTarinda@zimra.co.zw kfurayi@zimra.co.zw MMuzawazi@zimra.co.zw MMwenje@zimra.co.zw

Harare Small Clients & Office (SCO): (Kariba, Bindura, Chinhoyi Marondera)	T. Matsangura S. Cheza J. Chiwara E. Maningi	0772172501 0712410430 0712422181 0719527258	customsandexciseregion2@zimra.co.zw
Region 2:	T. Mathibela G. Chisi N. Gumbo I. Tawonezvi C. Kanjoma M. Nkulumo D. Tshuma A. Rusere	0712617660 0772287142 0772601197 0772297621 0712424750 0712424723 0772277654 0712618601	customsandexciseregion3@zimra.co.zw
Region 3:	I. Musekwa G. Ziwumburu V. Chahwanda R. Ntuli F. Mangachena	0772126944 0772413775 0772413793 0772413769 0772172504	regionthreedomestictaxesmanagers@zimra.co.zw
Greater Harare:	J. Munongi- Chikwanda	0712 457 214	customsandexciseregion1@zimra.co.zw
Region 1:	H. Nyamuromba	0712 618 600	customsandexciseregion1@zimra.co.zw
Region 2:	K. Munyikwa	0712 431 485	customsandexciseregion2@zimra.co.zw
Region 3:	T. Muchuchuti	0712 624 297	customsandexciseregion3@zimra.co.zw
Beitbridge:	T. Chaparadza	0772 140 733	customsandexcisebeitbridge@zimra.co.zw
Forbes:	C. Marekera	0712 424 745	customsandexciseforbes@zimra.co.zw

Custom and Excise Measures to ensure business continuity in light of the Corona Virus Pandemic

In light of the current Corona Virus pandemic and the State of the Nation address by His Excellence, Comrade E. D. Mnangagwa, on the Corona Virus national status and measures to contain its spread, the Zimbabwe Revenue Authority is putting in place the following measures to ensure the safety of its staff and valued clients.

- a. All stations to maintain skeleton staff, with only critical areas to be manned to limit human interface.
- b. Data Processing Centers (DPC's) -

- i. All DPC staff will not interact with any member of the public, all interaction to be limited to electronic means
- ii. Queries and Amendment Staff to only interact with clients or agents via electronic means
- iii. Only the listed documents to be stamped after processing of a bill of entry:
 - F21 – Bill of entry
 - Invoices
 - Manifest
 - Origin Certificates
 - Release orders
 - Consignments notes (exports only)
 - CD1 (exports only)
- c. All applications for Immigrants Rebate shall be suspended until further notice, in line with the Presidential Proclamation
- d. All communication on rebate applications, appeals or letters to be submitted through email to the relevant Office as listed below:
 1. Office of the Commissioner Customs & Excise - commissionercustomsandexcise@zimra.co.zw
 2. Office of the Customs and Excise Regional Managers
 - Region 1: customsandexciseregion1@zimra.co.zw
 - Region 2: customsandexciseregion2@zimra.co.zw
 - Region 3: customsandexciseregion3@zimra.co.zw
 - Forbes Region: customsandexciseforbes@zimra.co.zw
 - Beitbridge Region: customsandexcisebeitbridge@zimra.co.zw
- e. The use of electronic payments to be encouraged for payment of duty and other charges or fees.
- f. Temporary Importation Permits (TIP's) for foreign registered vehicles, the use of the eTIP platform is mandatory. The e-TIP facility is a web-based application where visitors can apply for the Temporary Import Permit for foreign registered motor vehicles prior to arrival at the border post. The App is accessible through Google Play Store and the ZIMRA website (www.zimra.co.zw). No applications will be accepted over the counter and no manual TIP's will be issued.
- g. All face-to-face meetings with clients are suspended, and the use of electronic means of communication is encouraged.

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My Taxes – My Duties – Building My Zimbabwe

