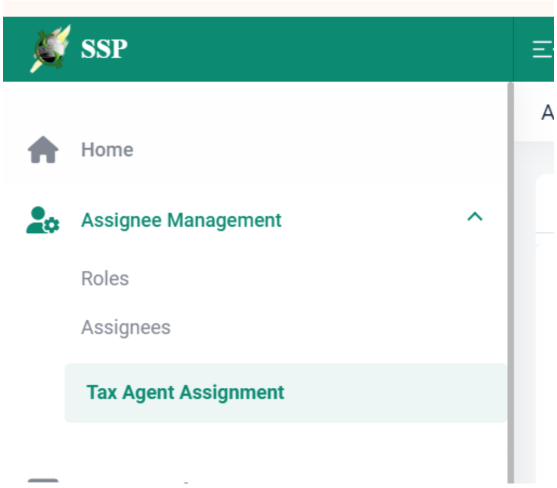
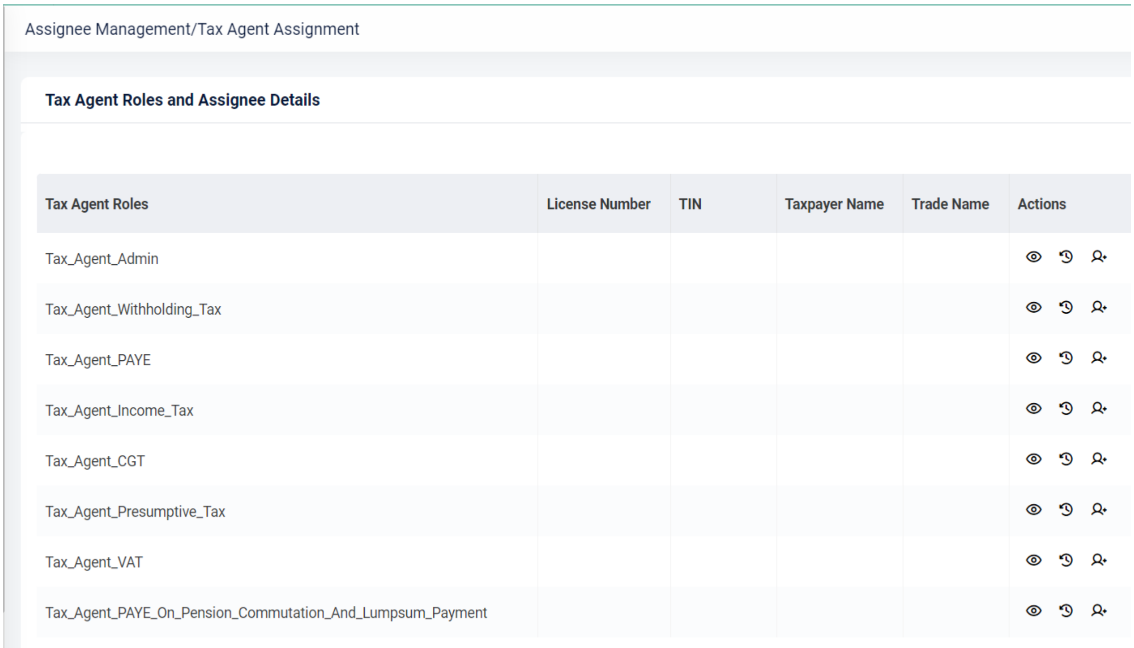
HOW TO APPOINT TAX AGENT IN SELF SERVICE PORTAL *V1*

A: Taxpayer appoints Tax Agent as following:

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



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.

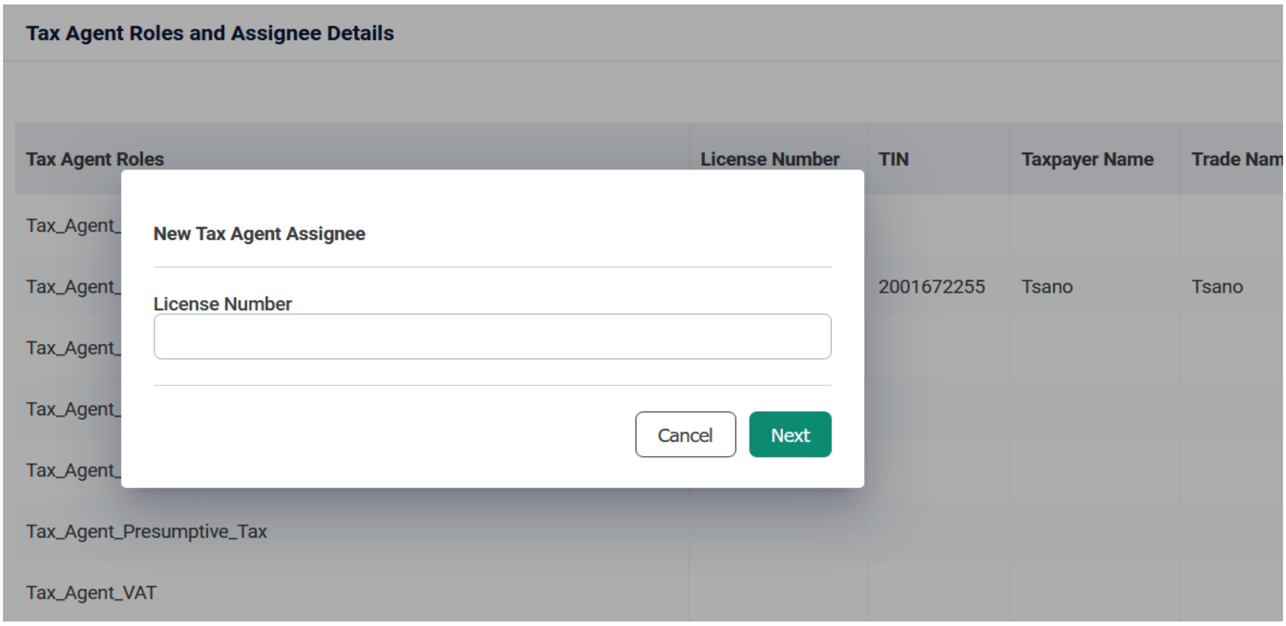


Assignee Management/Tax Agent Assignment

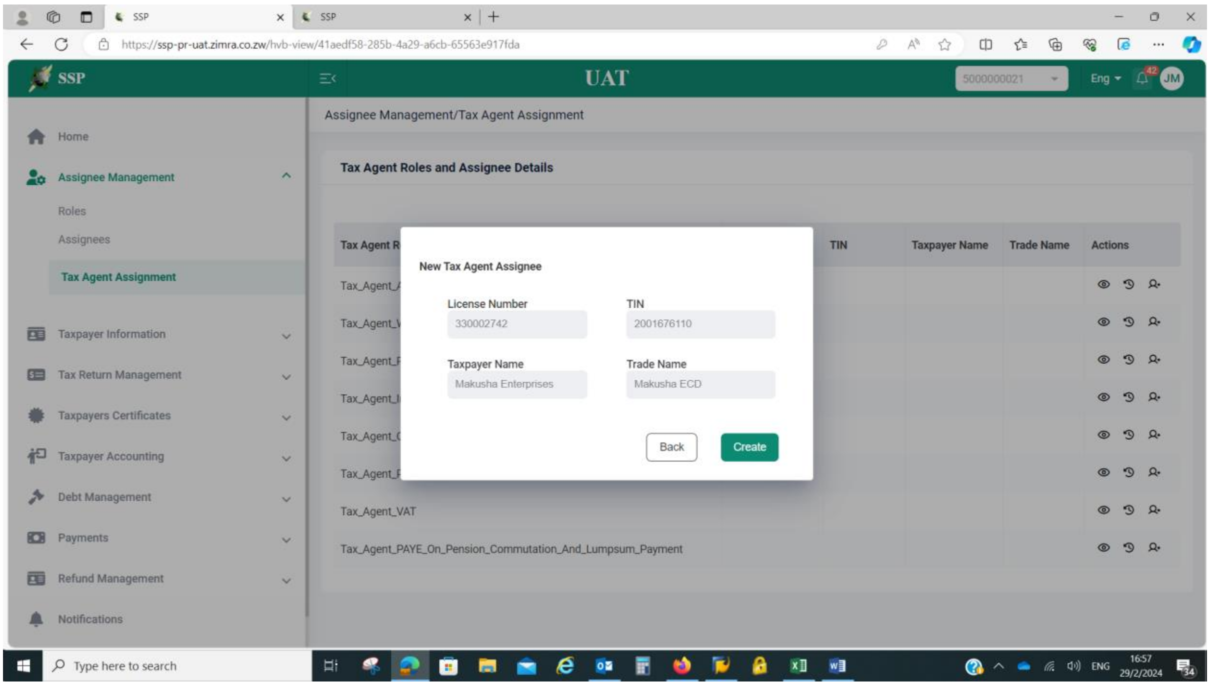
Tax Agent Roles and Assignee Details

Tax Agent Roles	License Number	TIN	Taxpayer Name	Trade Name	Actions
Tax_Agent_Admin					
Tax_Agent_Withholding_Tax					
Tax_Agent_PAYE					
Tax_Agent_Income_Tax					
Tax_Agent_CGT					
Tax_Agent_Presumptive_Tax					
Tax_Agent_VAT					
Tax_Agent_PAYE_On_Pension_Commutation_And_Lumpsum_Payment					

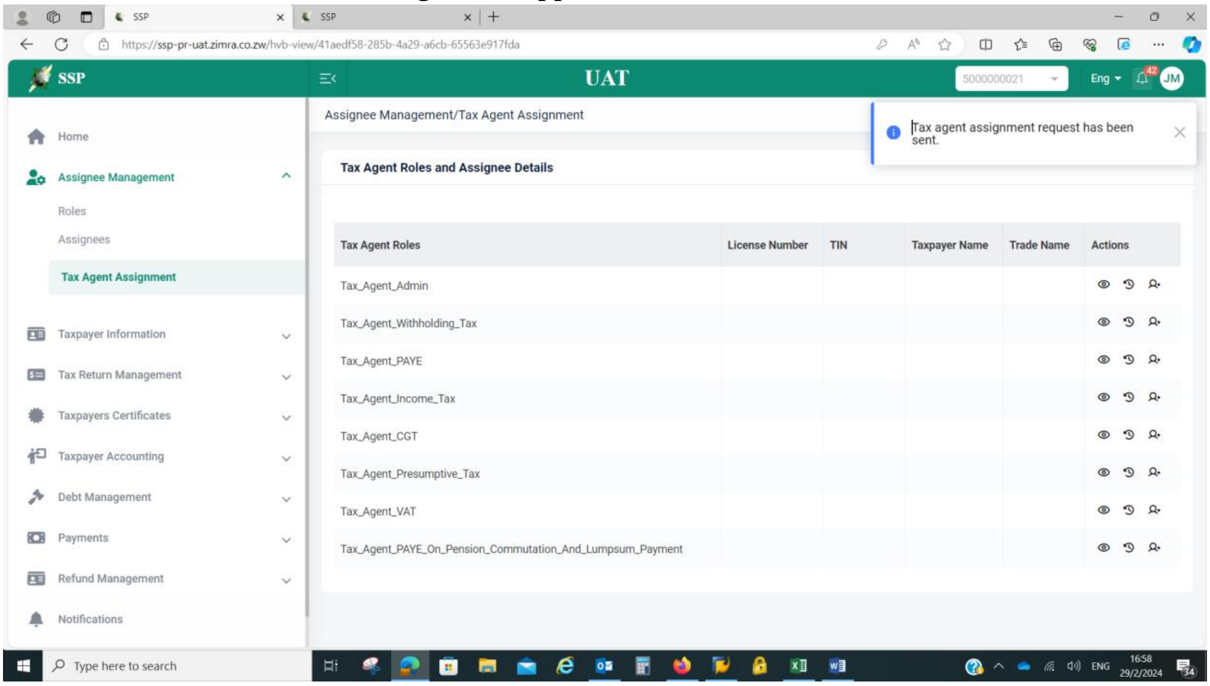
5. Taxpayer selects **Assign Tax Agent** icon and the **New Tax Agent Assignee** screen pops up, then enter tax agent's licence number.



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

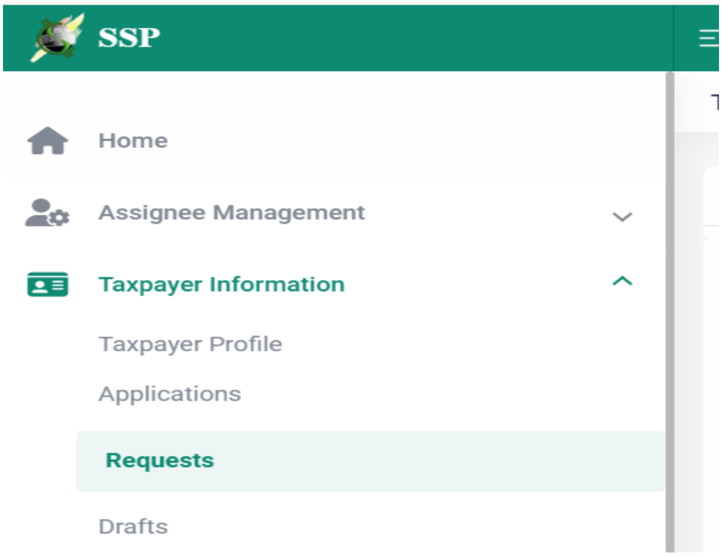


8. Notification is sent to the Tax Agent for approval

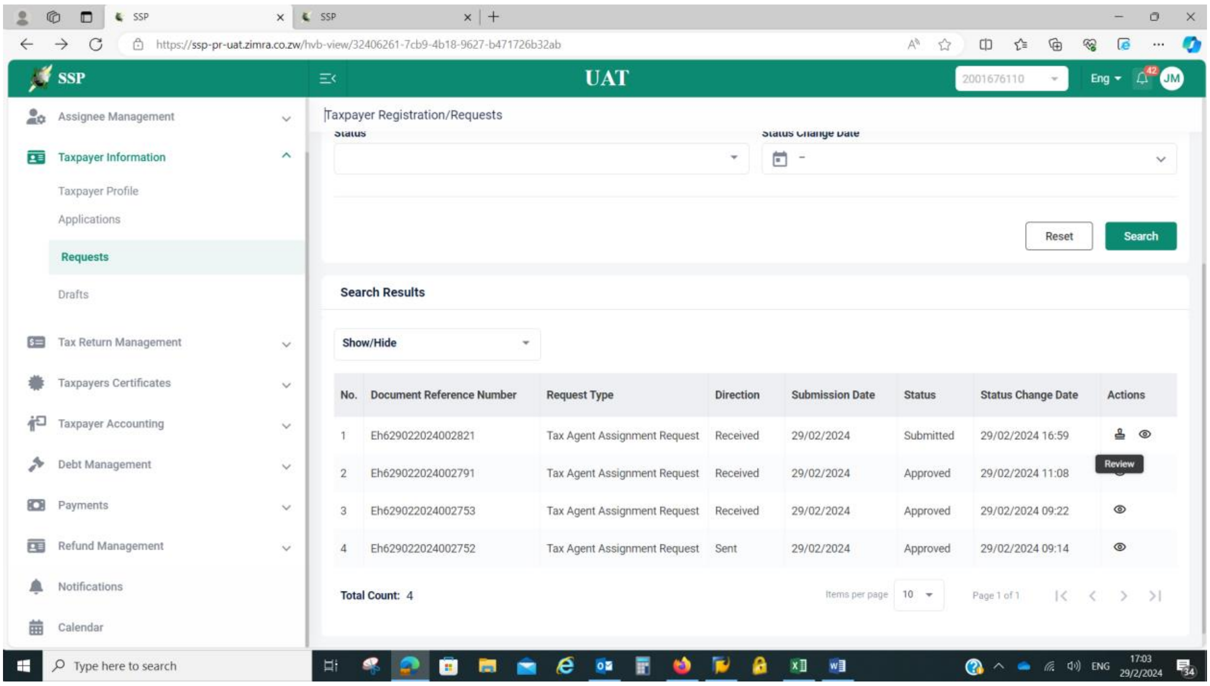


B: Tax Agent approves the appointment as following:

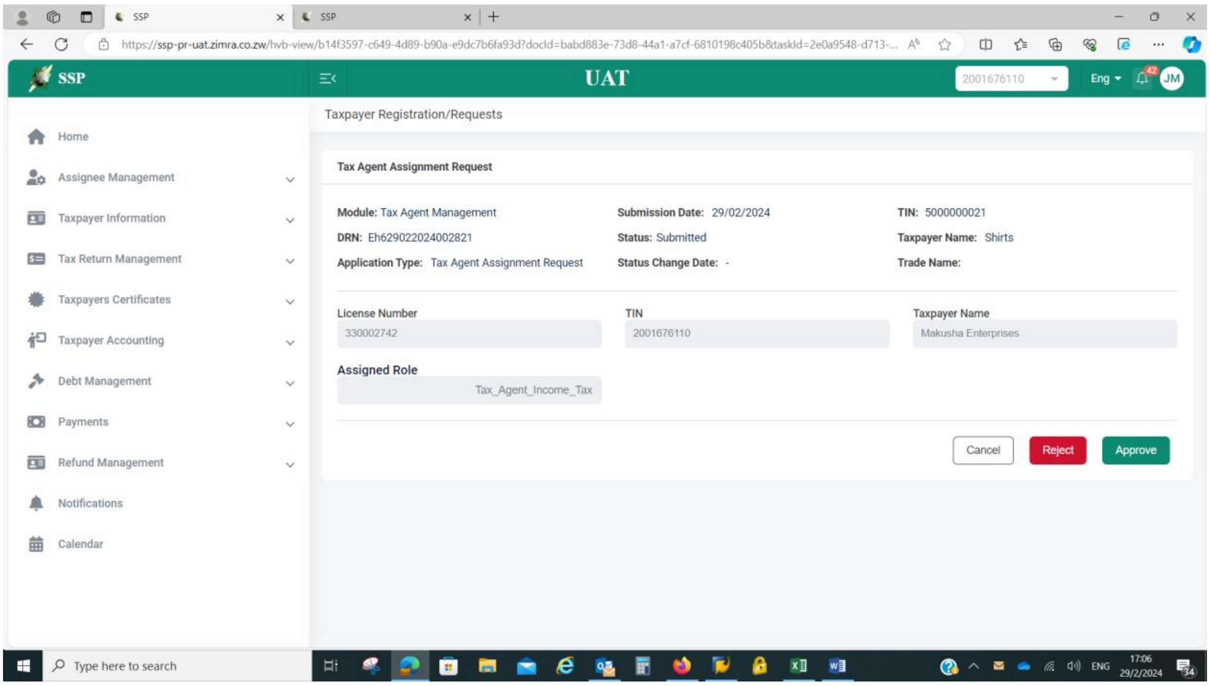
1. Tax agent clicks on **Taxpayer Information** and then click **Requests**



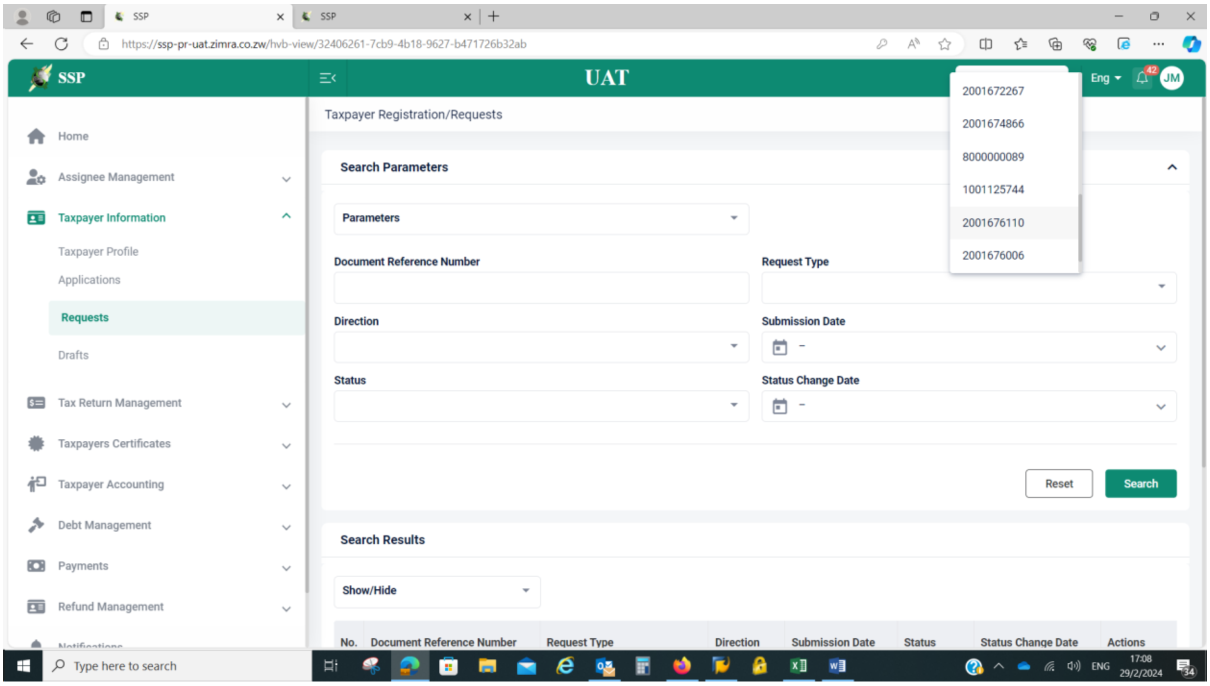
2. A screen comes up where the Tax Agent finds the request from Taxpayer and click on **Review** under **Actions**



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

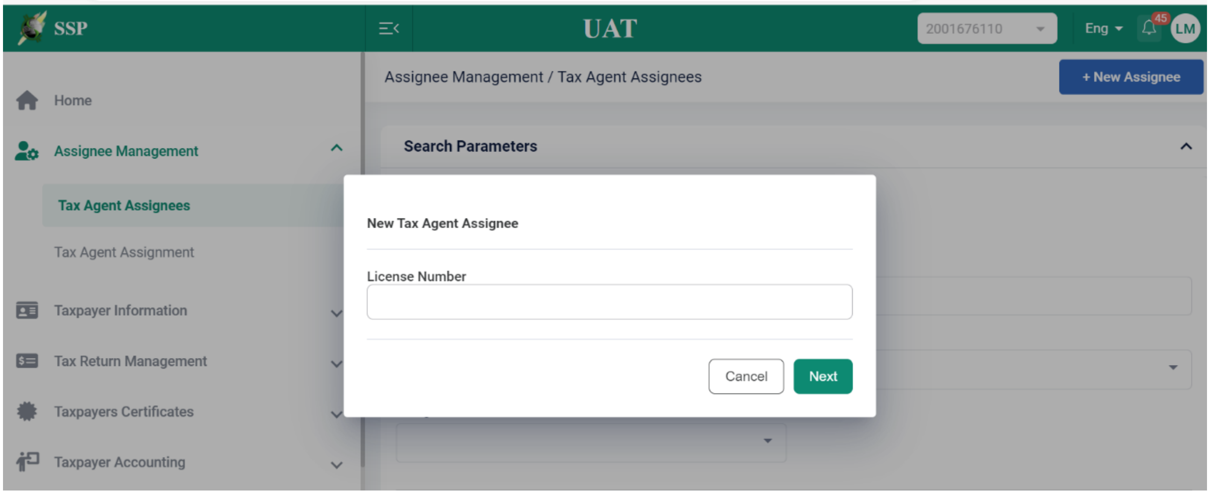


4. After approval of the request, the Tax Agent logs out of SSP, and logs back, then select the taxpayer TIN on the drop-down at the top right corner.



5. 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.

6. 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.**

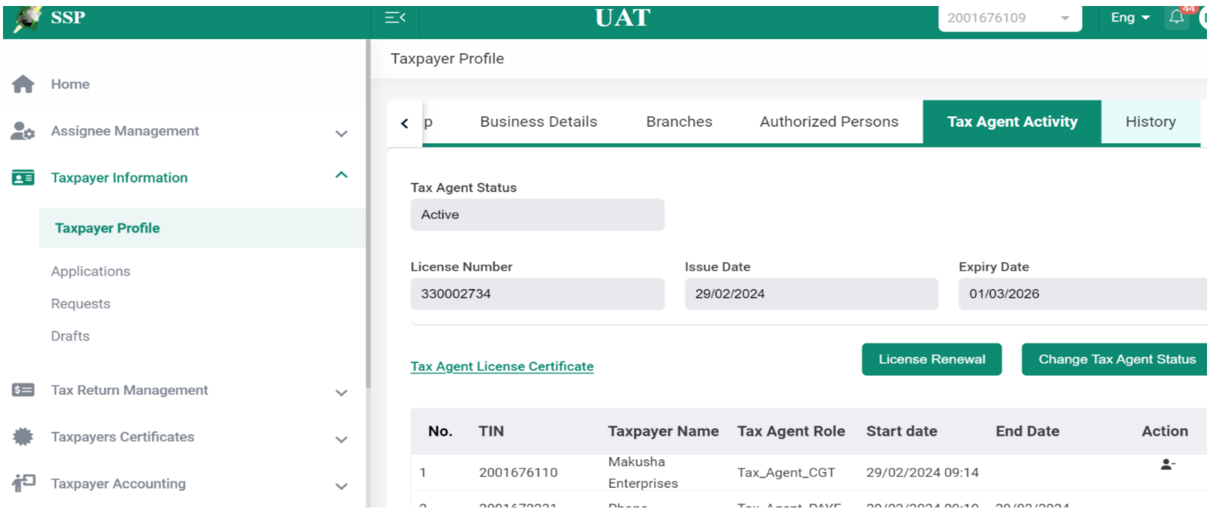


NOTE: the Tax Agent only has access to the tax types that have been assigned to them by the taxpayer.

C. Termination of Tax Agent Roles by the Tax Agent

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

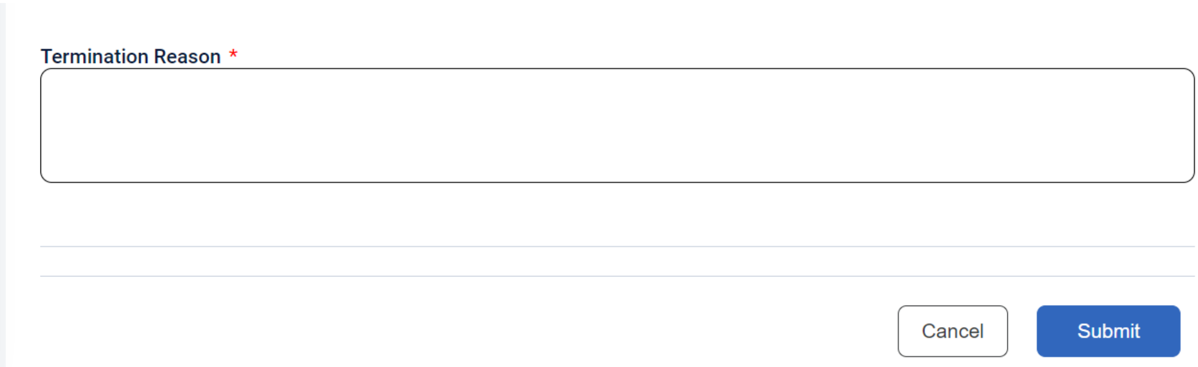
2. Click on **Taxpayer Information**, then **Taxpayer Profile**, and click on **Tax Agent Activity** tab



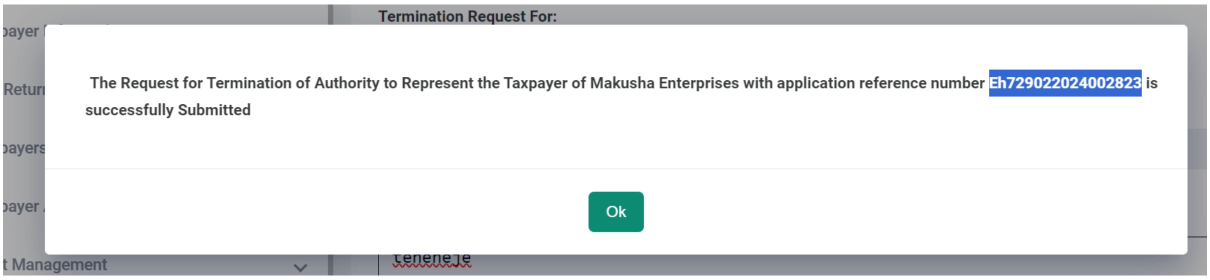
3. Click the **Remove icon** under **Action** to terminate the Tax Agency

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

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

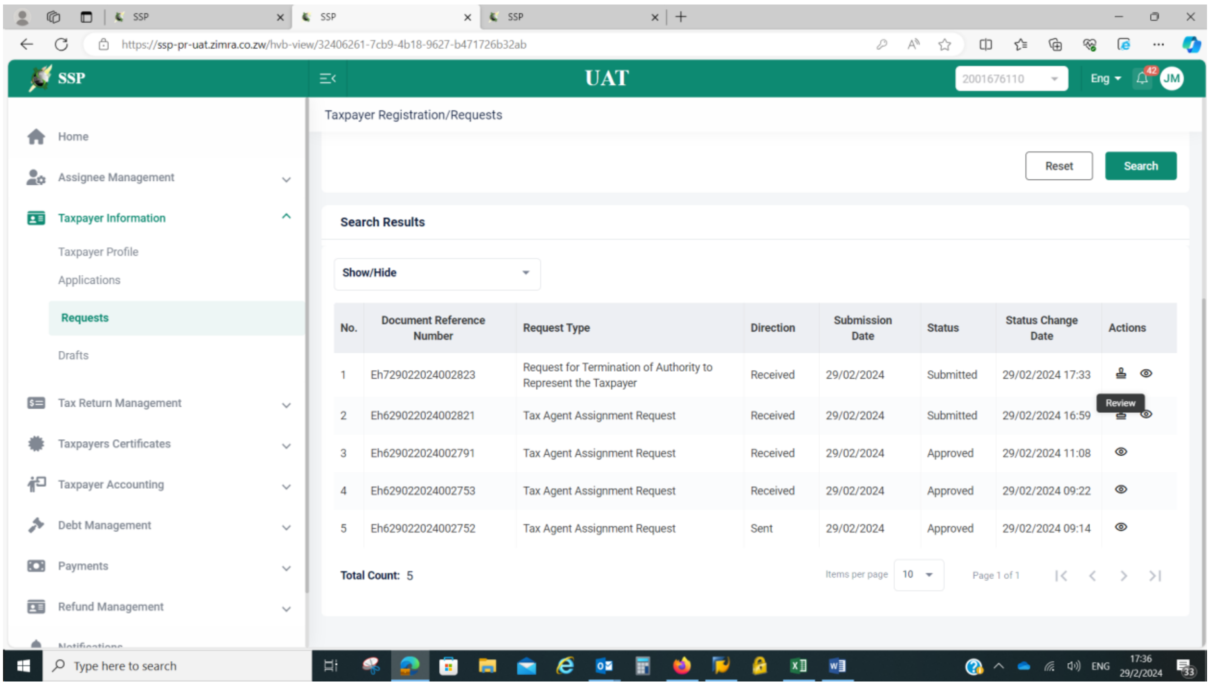


After clicking **Submit**, the following notification with DRN will appear:

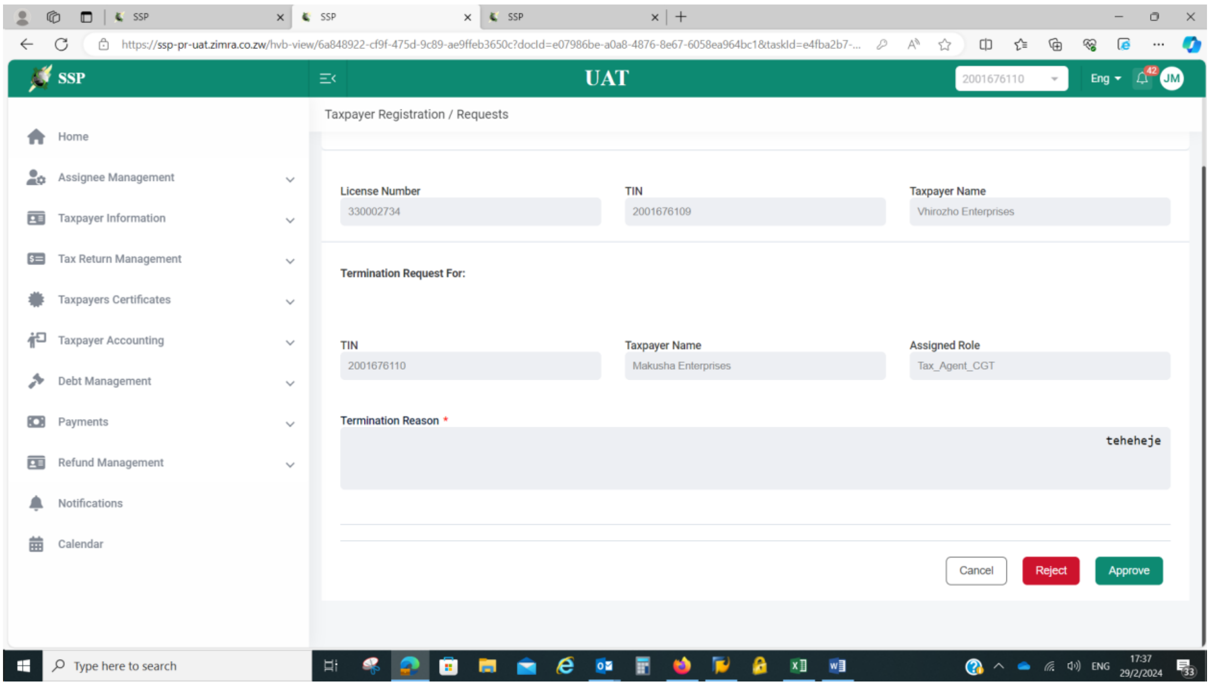


5. This request will either be approved, or rejected by the Taxpayer being represented by the Tax Agent as following:

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



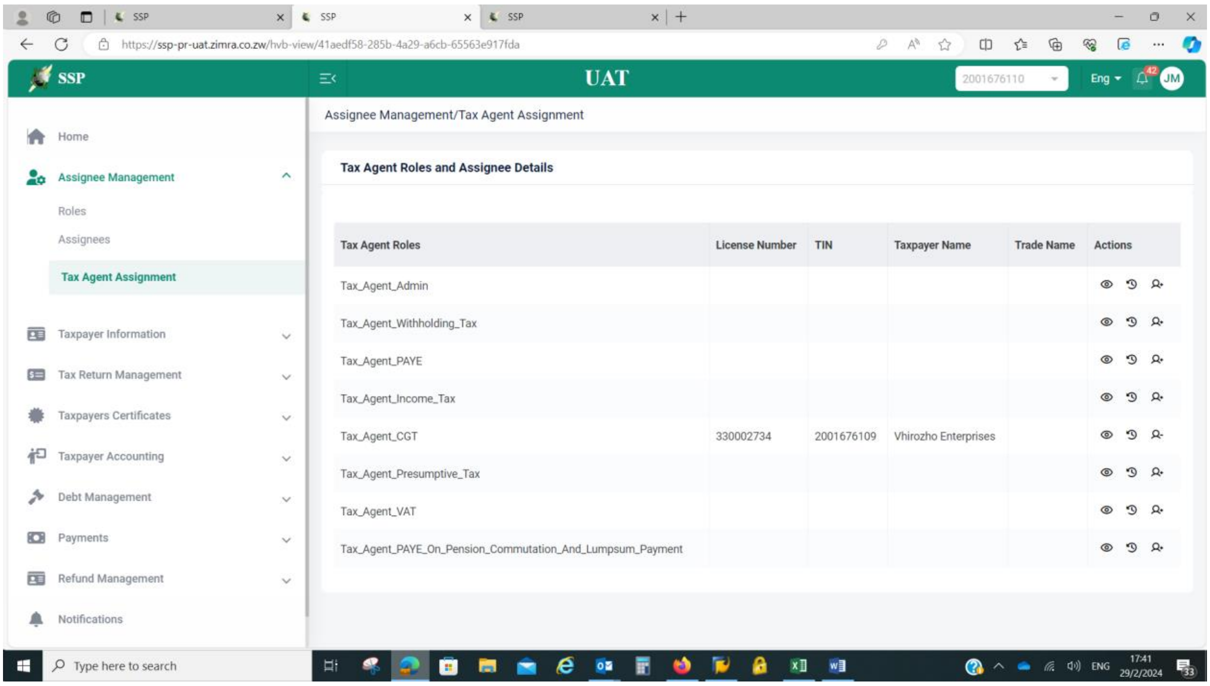
b. The approval or rejection is done here:



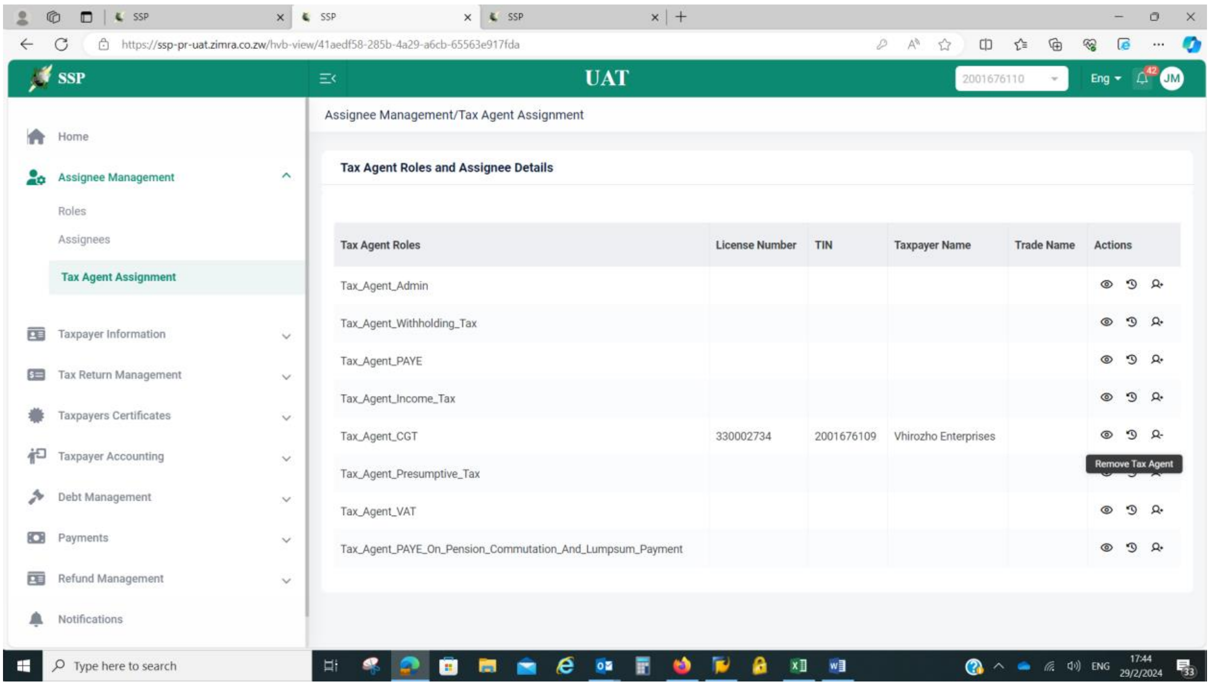
Note: **Notification will be sent to the Tax Agent upon approval or rejection.**

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

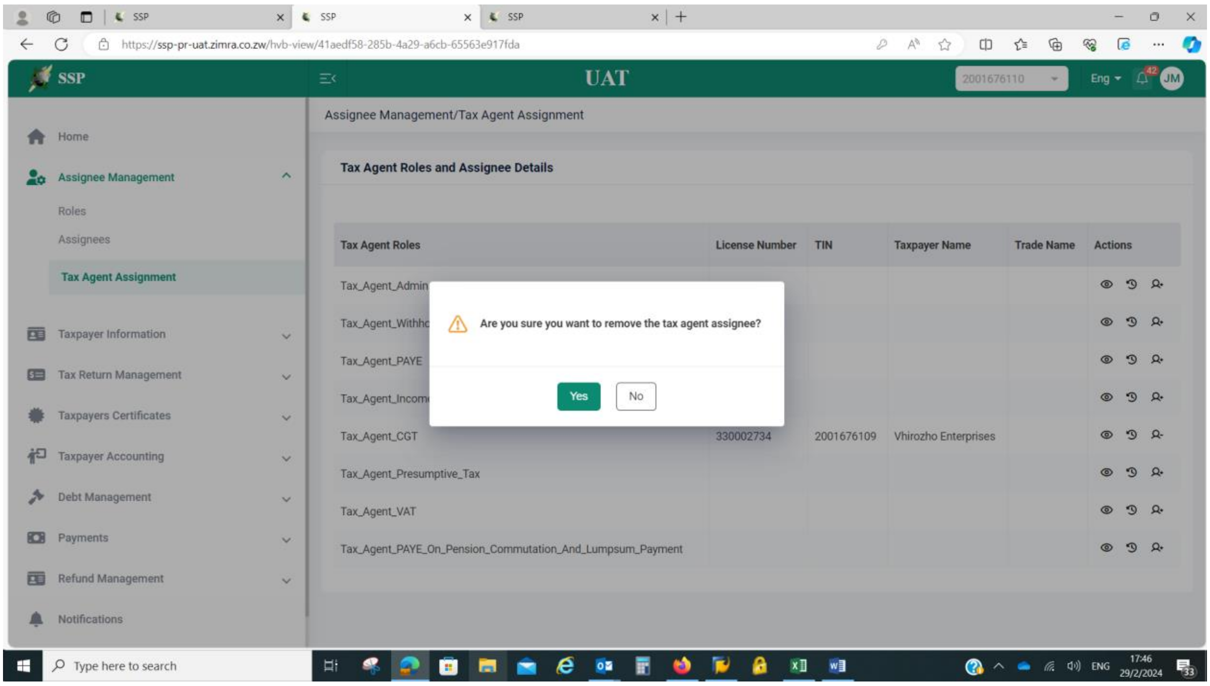
1. Click on Assignee Management, then click on **Tax Agent Assignment**; and a screen with Tax Agent Roles and Assignee details appears.



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



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



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