



**ZAMBIA
REVENUE
AUTHORITY** | *My Tax
Your Tax
Our Destiny*

USER GUIDELINE

**FOR PROCESSING PAYMENT
FOR ROAD TOLLS**

FOREWORD BY COMMISSIONER – CORPORATE SERVICES DIVISION

I am pleased to present the user guidelines for the Collection of the Toll Fees. This is a feature that provides for the creation and Payment of Road Tolls. This is expected to assist the client to initiate and process payments for the Tolls.

The feature is available through Customs Portal which is accessed through the Zambia Revenue Authority (ZRA) website www.zra.org.zm. The feature will be extended to other ZRA platforms such as TaxOnApp.

Our desire as Management is that the client will get the envisaged benefits that come along with this initiative such as:

- ✓ Convenience – the tax payment can access the web service anywhere and anytime.
- ✓ Processing of payment in advance
- ✓ Reduced queue time at the border.

Should you require any support, please engage us using the below e-mail address

advice@zra.org.zm

Timothy Milambo

Commissioner – Corporate Services Division

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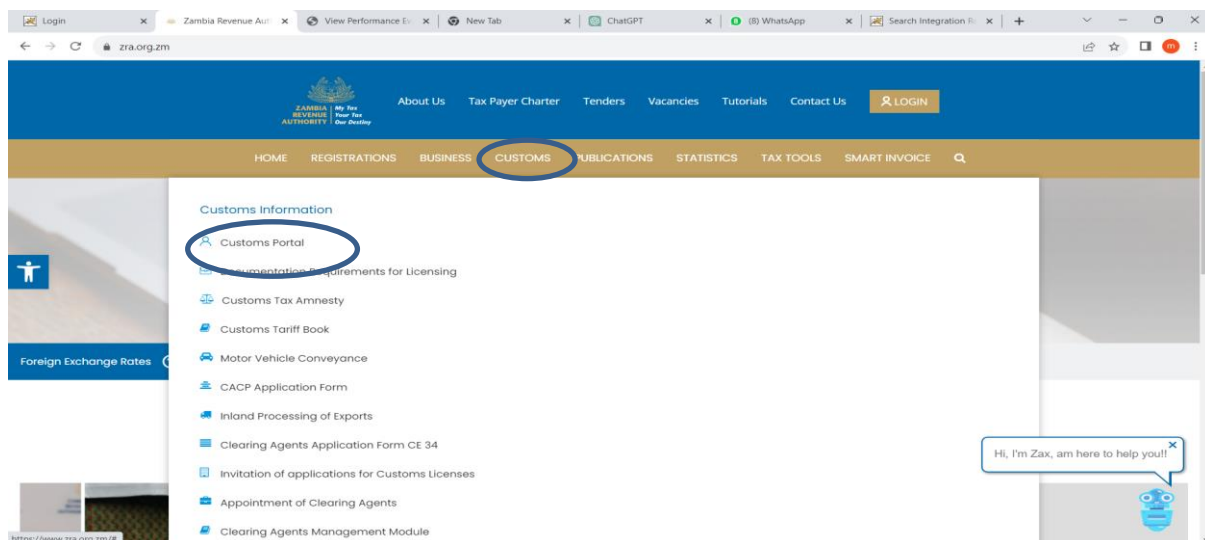
1.0 INTRODUCTION

The User Guide is intended for drivers of foreign and locally registered commercial and private vehicles as well as drivers of imported motor vehicles. The ultimate aim is to guide users on how to make Payments for the fees from the Customs portal, which is found on the ZRA website www.zra.org.zm.

2.0 ACCESS TO THE FEES

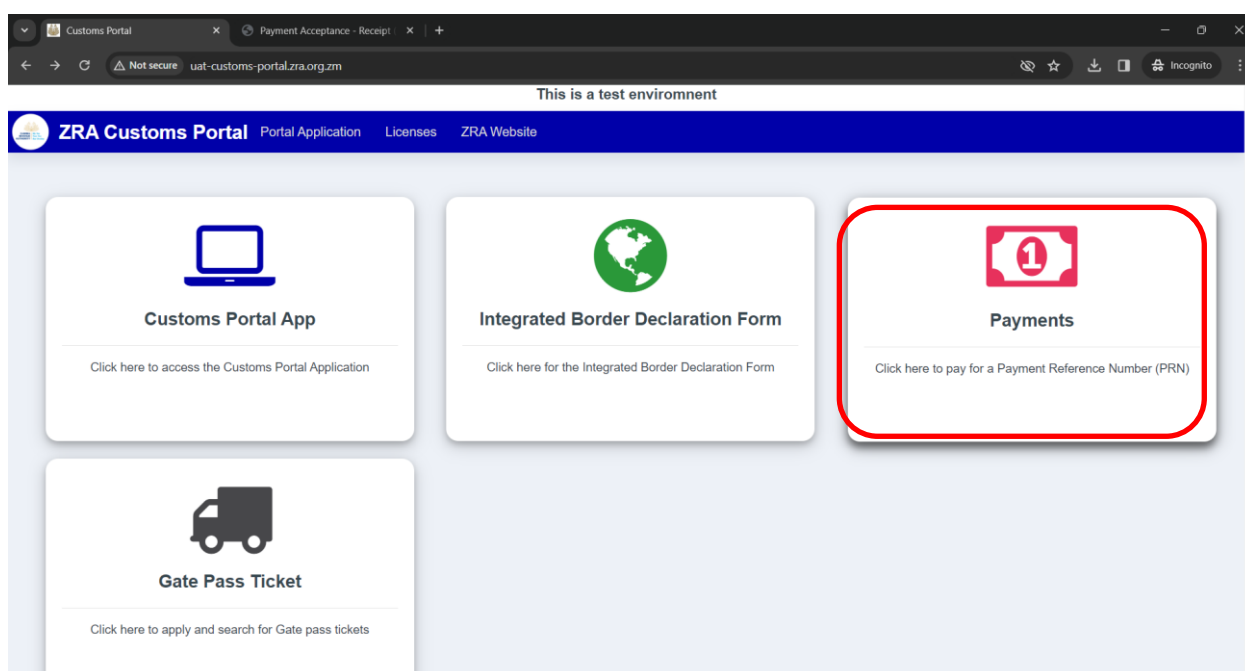
2.1 The User will navigate to the Zambia Revenue Authority website at www.zra.org.zm

2.2 The User will then select the CUSTOMS option on the home page; then click on ‘**Customs Portal**’

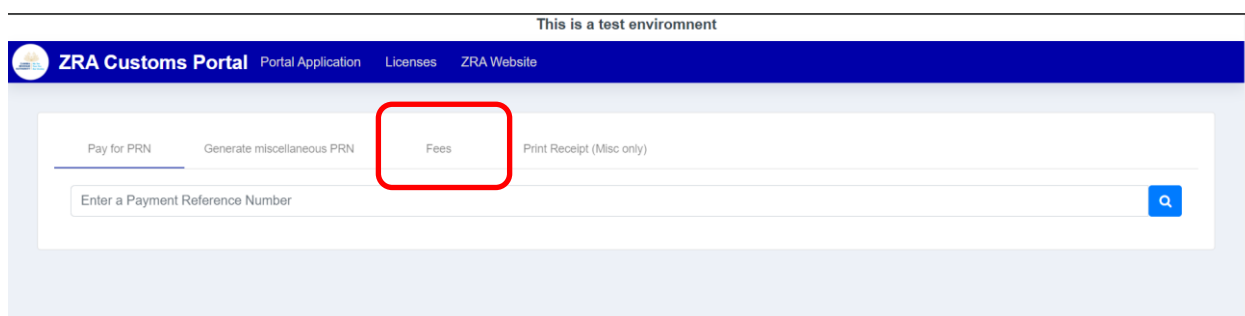


3.0 PAYMENTS

The Customs Portal page will open where the User will then select the ' Payments tab, as shown below.

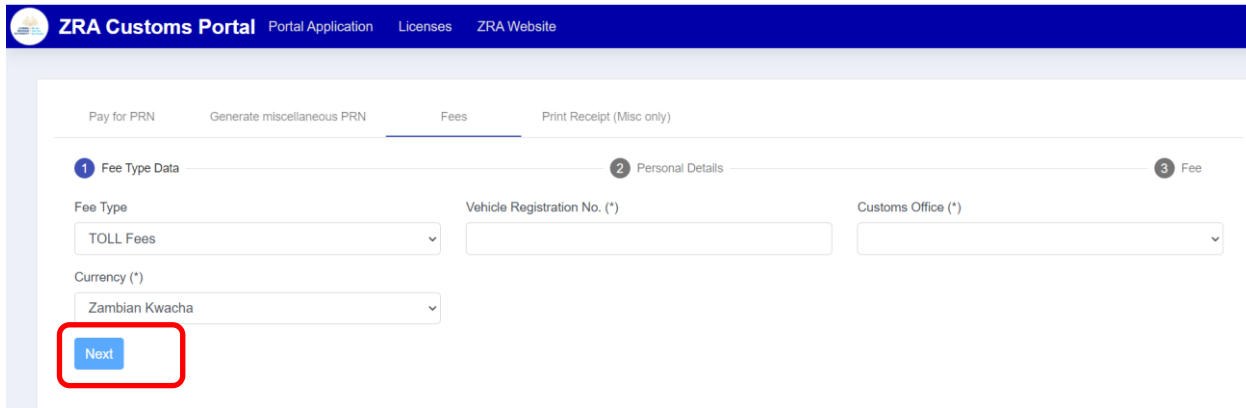


The user will select the tab, Fees at which point the system will load the page where the user can capture the necessary details.

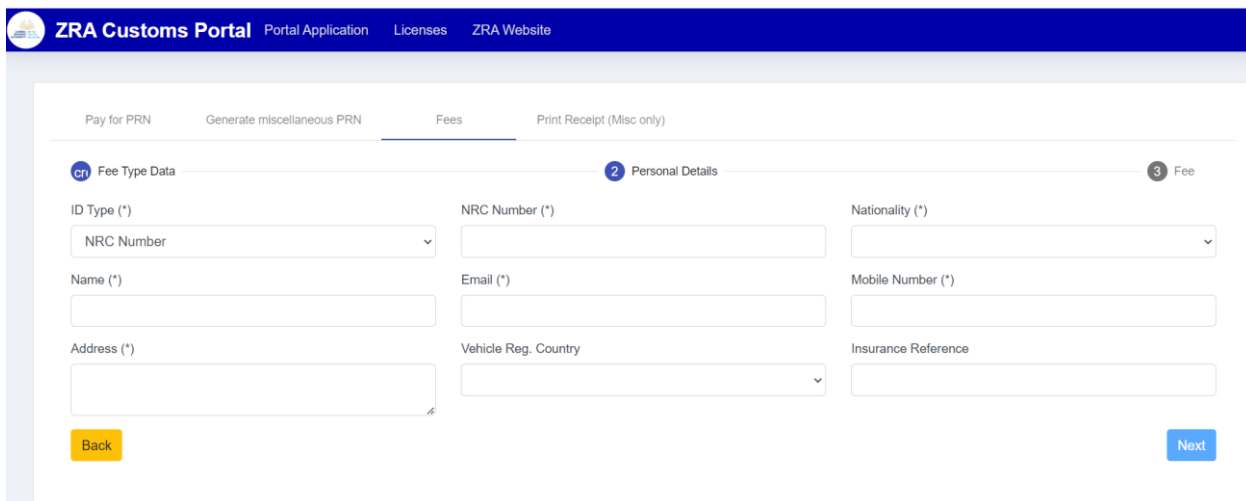


3.1 INPUT REQUIREMENTS

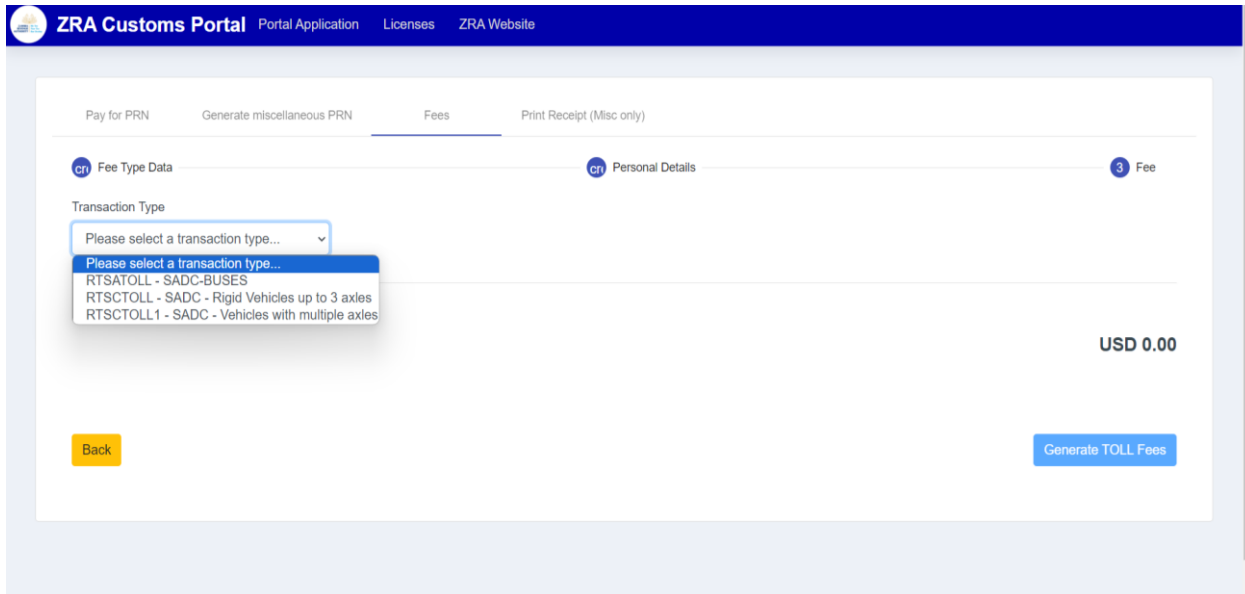
- a. **Fee Type Data:** The first input relates to the *Fee type data*. The applicant will select the fee type from the drop-down menu 'Toll Fee' and input the vehicle registration number, Customs office and select the Currency from the down menu. Then, the applicant will click on the button labeled as 'next' to proceed.



b. **Personal Details:** This is the part where the applicant captures their details, the vehicle Reg Country and the insurance reference. It is important to indicate the correct mobile number and email address to facilitate any automated alerts. The applicant will click on the button labeled as ‘Next’ to proceed or back to return to the previous page.



c. **Fee Type Details:** The applicant will click on the drop-down menu to select the transaction type as shown below. Once the applicant selects the transaction type they will click on the icon ‘Add Item’.



ZRA Customs Portal Portal Application Licenses ZRA Website

Pay for PRN Generate miscellaneous PRN **Fees** Print Receipt (Misc only)

1) Fee Type Data 2) Personal Details 3) Fee

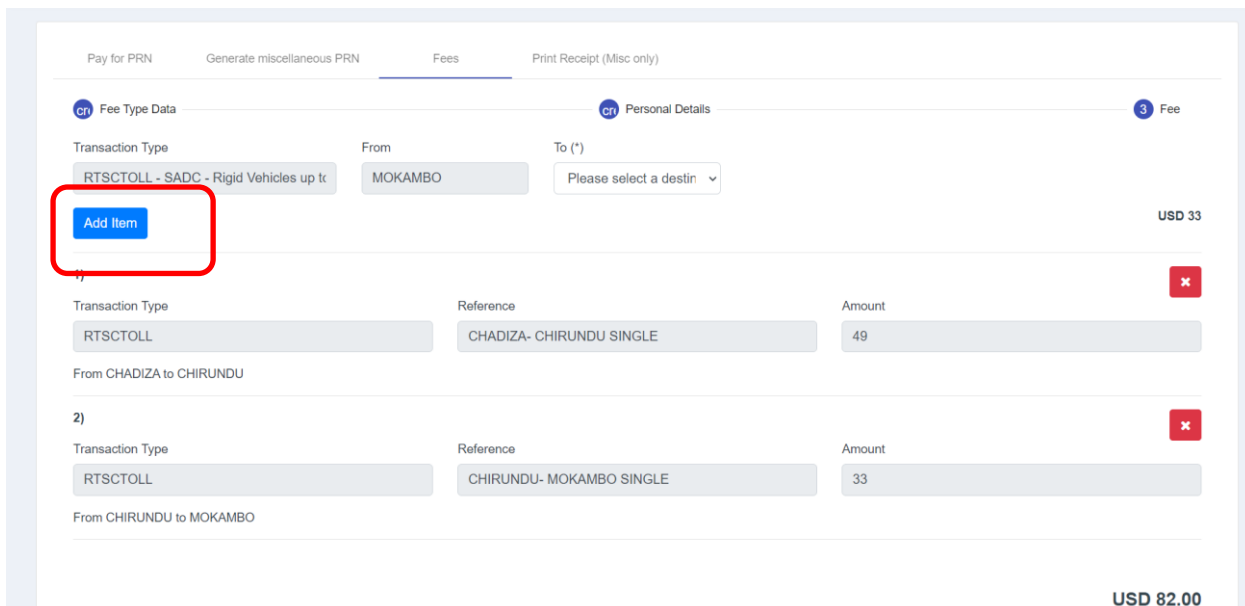
Transaction Type

Please select a transaction type...
Please select a transaction type...
RTSATOLL - SADC-BUSES
RTSCTOLL - SADC - Rigid Vehicles up to 3 axles
RTSCTOLL1 - SADC - Vehicles with multiple axles

USD 0.00

Back Generate TOLL Fees

The applicant with multiple distances will proceed to capture the other information for the other routes which will be covered.



Pay for PRN Generate miscellaneous PRN **Fees** Print Receipt (Misc only)

1) Fee Type Data 2) Personal Details 3) Fee

Transaction Type From To (*)

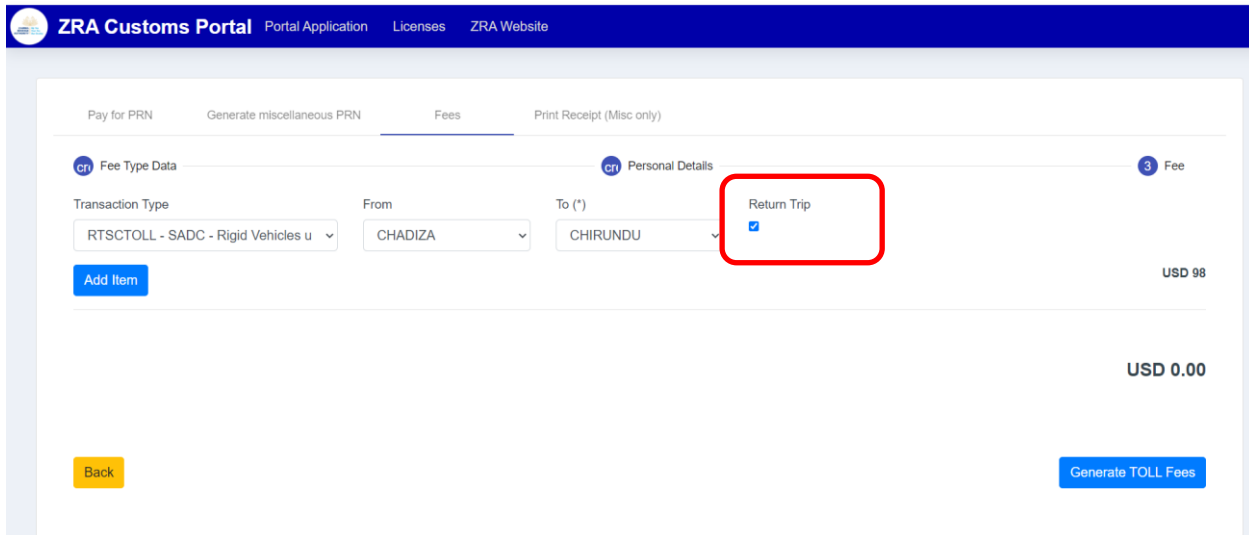
RTSCTOLL - SADC - Rigid Vehicles up to 3 axles MOKAMBO Please select a destination

Add Item USD 33

Transaction Type	Reference	Amount
RTSCTOLL	CHADIZA- CHIRUNDU SINGLE	49
From CHADIZA to CHIRUNDU		
RTSCTOLL	CHIRUNDU- MOKAMBO SINGLE	33
From CHIRUNDU to MOKAMBO		


USD 82.00

For the applicants making a return trip, they will proceed to tick on the option 'Return Trip'



The screenshot shows the 'Fees' section of the ZRA Customs Portal. It features a navigation bar with 'ZRA Customs Portal', 'Portal Application', 'Licenses', and 'ZRA Website'. Below the navigation bar are four tabs: 'Pay for PRN', 'Generate miscellaneous PRN', 'Fees', and 'Print Receipt (Misc only)'. The 'Fees' tab is active. The form is divided into three sections: 'Fee Type Data', 'Personal Details', and 'Fee'. Under 'Fee Type Data', there are three dropdown menus: 'Transaction Type' (RTSCTOLL - SADC - Rigid Vehicles u), 'From' (CHADIZA), and 'To (*)' (CHIRUNDU). An 'Add Item' button is below these dropdowns. Under 'Personal Details', there is a 'Return Trip' checkbox which is checked and highlighted with a red box. Under 'Fee', the amount 'USD 98' is displayed. At the bottom right, there is a blue button labeled 'Generate TOLL Fees'. A yellow 'Back' button is at the bottom left. The total amount 'USD 0.00' is also displayed at the bottom right.

Once the fields on the form are captured the applicant will proceed to click on the blue button

“Generate TOLL Fees”  to generate the fees.

The Toll Fees are generated and a Payment Reference Number (PRN) number is issued.



Generate TOLL Fees

Are you sure you want to proceed?

OK

Cancel



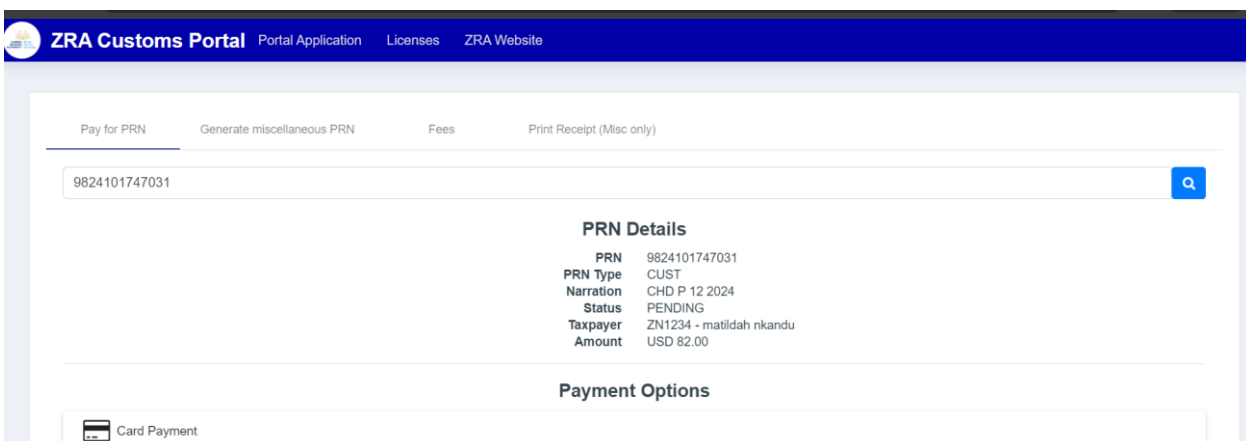
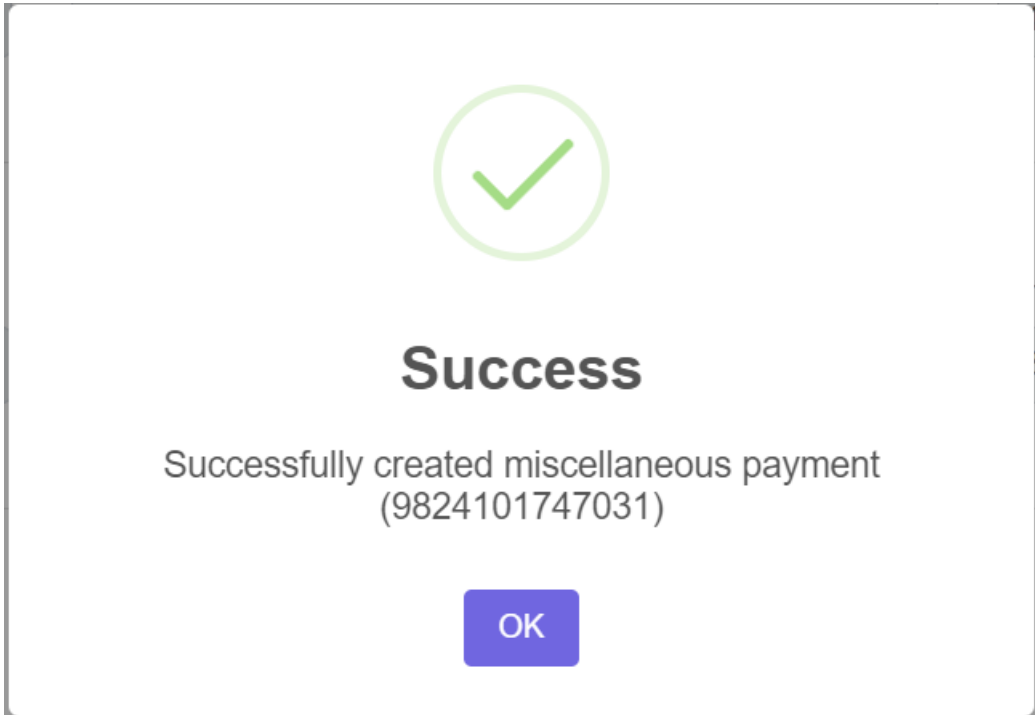
Success

Successfully created miscellaneous payment
(9824101747031)

OK

Click [**OK**] to complete the transaction.

If you click [**Cancel**], the Toll Fees will not be generated / created.



4.0 PAYMENT FOR TOLLS

The applicant will click on the option 'OK' to proceed to pay for a PRN. The applicant can also use any other available payment option for Kwacha Fees they can use Taxonapp, Taxophone and epayment while for USD fees they can pay using options such as Cash and Card Payment.



Success

Successfully created miscellaneous payment
(9824122078187)



5.0 CONCLUSION

With this user guide, ZRA expects that truckers, transporters and visitors will find it easy to navigate through the module and will be encouraged to use it.