Zambia Revenue Authority

TaxOnline Project

User Manual - e-Returns
September, 2013

Version 1.0
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# List of Abbreviations

Table 1: Abbreviations

<table>
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<tr>
<th>Abbreviation/Acronym</th>
<th>Description</th>
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<tr>
<td>DTD</td>
<td>Domestic Tax Department</td>
</tr>
<tr>
<td>FAQ</td>
<td>Frequently Asked Question</td>
</tr>
<tr>
<td>GPBT</td>
<td>Gaming and Pool Betting Tax</td>
</tr>
<tr>
<td>TIN</td>
<td>Taxpayer Identification Number</td>
</tr>
<tr>
<td>UM</td>
<td>User Manual</td>
</tr>
<tr>
<td>URL</td>
<td>Uniform Resource Locator</td>
</tr>
<tr>
<td>VAT</td>
<td>Value Added Tax</td>
</tr>
<tr>
<td>ZRA</td>
<td>Zambia Revenue Authority</td>
</tr>
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1 Introduction to web portal

The Zambia Revenue Authority has launched a web portal with URL: http://www.zra.org.zm. The web portal offers different kind of information on Domestic Taxes in Zambia.

The portal offers major functionalities like:

- e-Services like e-Registration, e-Returns, e-Amendment, e-Communication, e-Payment and also other e-Services for Motor Vehicle Registration, Driving Permit, Stamp Duty.
- News, updates, circulars and notifications
- ‘Search’ functionality
- Tracking the status of various applications on-line
- Logging in using digital certificate
- Using virtual keyboard for entering password
- FAQs, Query posting and replying
- Subscribe/view RSS feeds
2 Introduction to e-Return Processing

Since e-returns is a new concept, this booklet has been prepared with a view to provide step-by-step guidance to the taxpayers in filing e-return. This booklet contains details and screen shots for filing the e-return in form.

A registered taxpayer can file returns online using this functionality.

Filling of e-return will save time for the taxpayer and the Department will be in a better position to quickly verify, analyse and assess register.

The process for the registration of taxpayer involves the following:

1. Login into the portal
2. Download e-return form/s
3. Filling the details in the form/s
4. Validate the form/s
5. Uploading the form/s
6. Obtaining Acknowledgement Receipt
7. Task goes to application side for Validation and Approval.
3 e-Return Functionality

A registered taxpayer can file returns online using this functionality.
Filling of e-return will save time for the taxpayer and the Department will be in a better position to quickly verify, analyse and assess register. Management functions are

- Type of return
- Period of Return
- Excel template for Upload
4 Navigation of e-Return Processing

Process to file e-returns is very simple. A computer with internet connectivity is required for the purpose. There are four easy steps to file e-returns. These steps are:

- Type of return
- Period of return
- Excel template upload

4.1 Login into the Portal

To Login the web portal, connect to Internet and write URL in the address bar as under: http://www.zra.org.zm.

Once the web portal is connected, the Home page will appear as shown below.

![Home Page](image)

Figure 1: Home Page

To Login on web portal, click on Login in Left Menu as displayed in above screen.

After clicking on Login, below page will be opened. Enter the Login Id and Password as below.
Making login in web portal, the home page will be opened as below. Click on e-Return from e-services in left menu.

New screen will be open as shown in below figure.
4.2 Download e-Returns form (.xls)

To apply for return, you have to download the template from the Portal. It is advisable to download the template once and store for future use. You will have to download all the templates required for Returns. For example, Final Individual Form having business income, Withholding Form, Employment Paye form, Monthly VAT returns, Diplomatic VAT Return, Local Excise Duty etc.

After making the Login, below screen will be displayed. For downloading the e-Returns forms click on the link VAT Return Form as shown below.

On clicking this link, portal will display the page for downloading templates of e-returns. Click on appropriate link to download return form of appropriate return type.
Filling the template/form for the Return

Before starting the Return process you will have to fill all the applicable details for which you want to file returns.

You should have Microsoft Excel (version may be 97, 2000 or 2003) installed in your computer for this purpose.

After downloading requisite template, data can be entered in this template.

The template for PAYE Monthly return form looks like this:
Download the template from the link. Screen below shows the downloading of the template.

After downloading the template, Enable Macros. If you do not know how to do that, go to the help screen for the steps of using the excel template and filling the same.

Please click on "VALIDATE" button to check errors in excel sheet. If there is no error in excel sheet then upload file gets generated.
Below are the screens of the form download and to be filled offline in local system.

![Payroll Form](image1)

**Figure 9: Excel Template**

### Part I: Employee Information

1. Chargeable Emoluments (including salaries, wages, fees, commissions, bonuses, overtime, gratuity, etc.) (Sum of Column F of Part II) | 7,400.00
2. Tax deducted (total tax deducted from the emoluments) Sum of Column H of Part II | 9,000.00
3. Tax adjusted (total tax adjusted from the emoluments) Sum of Column I of Part II | 2,300.00
4. Tax Payable / (Repayable) (2 - 3) | 6,700.00

**Other Information**

5. Number of employees at the beginning of the month | 989
6. Number of new employees employed in the month | 425
7. Number of employees that have separated in the month | 123
8. Number of employees at the end of the month | 966

**Zambia Development Agency Approved Investments (only applicable to those with approved ZDA Incentives):**

9. License Number | 752148963
10. Total number of employees pledged to be employed in the year | 500
11. Number of employees employed prior to this month | 200
12. Number of new employees employed in the month | 300
13. Number of employees that have separated in the month | 155
14. Number of employees at the end of the month | 666

![Excel Template Values](image2)

**Figure 10: Values of Return Filled in Excel Template**

### 4.3 Validate the form

After filling the form, you have to click the **Validate** button which is at the bottom of the last sheet displayed in below screen.
Figure 11: Validate Excel Template Screen

After correcting all the errors, again click on **Validate** button. If all the errors are corrected then the message will come for Generating Upload file as below.

Figure 12: Validation confirmation Screen

Click Yes as per above screen, then the system will ask for path for saving the Upload file as below.
Figure 13: Save Validated Excel Sheet

Provide the path for saving the Upload file in the above screen.

4.4 Upload and submit the form

If the taxpayer is registered to file the return for that given period, then below screen will be displayed.
Select return Period for which return to be filed and click ‘Check’ to check whether you are authorised to file return for the given period or not. The form can also be downloaded from this page.

If click **Upload**, will pop up confirmation Message as shown as below.

**Figure 15: Confirmation Screen**

This page displays the details required to be filled by you for registering on the web portal. Please enter the details on the page as per the instructions given in the table below.

Following table explains fields present in page shown above.

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Label Type</th>
<th>Data Type</th>
<th>Action to be performed</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Upload File</td>
<td>Form File</td>
<td>Upload the excel file/Upload for Monthly VAT return</td>
</tr>
<tr>
<td>2.</td>
<td>Result for Expression</td>
<td>Numeric</td>
<td>Enter the Expression details.</td>
</tr>
</tbody>
</table>

*Table 2: Entry fields for filing Monthly VAT Return Form*
After filling up the details as above, please click on ‘Upload’. Details will be verified by the system and if they are found correct, system will give no error message otherwise list of error messages are displayed.

On uploading the template, it will show you various statuses.

1. Uploading the file
2. Validating the data

Following are the pages showing the different status.

![Upload Confirmation Screen](image)

*Figure 16: Upload Confirmation Screen*

Here the status is showing that the data is being validated.

After validation if there is some error in data entry, then it will show the error list showing the error message with the row number and sheet details. You need to correct the data and upload the templates again.

The system will not allow submission/upload of returns sheet till the errors are corrected and a back button is provided to go back.

If there are no errors in the uploaded template, you will find a submit button on the summary page.

Click on the ‘Submit’ button to save returns data.

**View Upload:**

If you click view submitted form, system will open new screen for ‘View Upload Forms’ Submission details for return period and return type.
Figure 17: View Submitted Form

Figure 18: Submitted Form Screen
Click on the Form Name to view full Return or Delete to delete the form and upload again or close to proceed further and click on Continue. OTP for mobile and email details will be sent to mobile and email registered respectively.

Enter the details received on Mobile and Email. After filling the details of OTP, click on verify OTP will displayed Acknowledgment form.
4.5 Acknowledgment Receipt Generation

On click of ‘Verify OTP it shows: ‘Acknowledgement Receipt’ as shown in following page is displayed. Take a print out of this receipt for future use.

![Acknowledgement Screen](image.png)

Figure 21: Acknowledgement Screen

You can make use of this search code given at the below to track your application status.

The acknowledgement Receipt will also be sent to you through email.

You can track your Return Application Status by using ‘Track Your Status’ functionality after login to web portal. You can enter the Search Code and know whether your application is Received, Processed or Approved.

**Important Points to be kept in mind:**

1. You can file returns for only for tax types that you have registered for given period.
2. You cannot file amended return before original returns.
3. You cannot file return for same tax type and period more than once.
4.6 Validating the Application

During validation, all the data entered during Detail Data entry should be displayed correctly. To complete the validation, the following steps need to be performed:

1. The Processing authority updates the remarks in the Processing Authority Remarks field and clicks Approve.

A new screen with successful approval is displayed as shown in Figure 22.
4.7 Generating Incomplete Return Notice

Incomplete Return Notice can be generated during acknowledgement when some data is not entered. To generate an incomplete return notice, perform the following steps:

1. Fill all the details except the liability field and click **Incomplete Return Notice**.

2. Update the reasons for incompleteness and click **Incomplete Return Notice**.
3. Click **OK**.
4. Click **Notice** number link to display the notice.

**Figure 25: Generate Rejection Notice of Incomplete Return**

**Figure 26: Incomplete Return Notice Access Page**

The Incomplete Return Notice is displayed.
4.8 Generating Duplicate Return Notice

If return is already filed for the entered return period, the user can generate Duplicate Return Notice. To generate the duplicate return notice perform the following steps:

1. If return is already filed for the return period, the following alert is displayed.
Figure 28: Alert Displaying Return is Already Filed

2. Click **Generate Duplicate Return Notice**.

Figure 29: Duplicate Return Notice Confirmation

3. Click **OK**.
4. Click the **Notice** link to display the notice
The notice page is displayed as shown in Figure 31.
Figure 31: Duplicate Return Notice