Contents

1. INTRODUCTION .................................................................................................................................................. 5
2. TAXPAYER SIGNUP – OVERVIEW ......................................................................................................................... 6
3. NAVIGATION OF SIGNUP ...................................................................................................................................... 7
List of Figures

Figure 1: Home Page .................................................................................................................. 7
Figure 2: Signup Screen ........................................................................................................... 8
Figure 3: Confirmation Screen .................................................................................................. 9
Figure 4: User Detail Screen ..................................................................................................... 9
Figure 5: Confirmation Screen .................................................................................................. 9
Figure 6: OTP Filling Screen ..................................................................................................... 10
Figure 7: Confirmation Screen .................................................................................................. 10
Figure 8: Terms and Conditions Screen .................................................................................. 11
Figure 9: Confirmation Screen .................................................................................................. 12
Figure 10: Final Submit Screen and Confirmation .................................................................. 13
List of Tables

Table 1: Description of Labels ............................................................................................................. 8
Table 2: Description of Buttons ............................................................................................................. 8
1. Introduction

The Zambia Revenue Authority (ZRA) has launched a web portal with URL: [http://www.zra.org.zm](http://www.zra.org.zm). This web portal offers different kind of information on all Taxes in Zambia.

The portal offers major functionalities such as:

- e-Services like e-Registration, e-Returns, e-Amendment, e-Communication, e-Payment and also other e-Services for Motor Vehicle Registration, Driving Permit, and Stamp Duty.
- News, updates, circulars and notifications
- ‘Search’ functionality
- Tracking the status of various applications online
- Using virtual keyboard for entering password
- FAQs, Query posting and replying
- Subscribe/view RSS feeds
2. Taxpayer Signup – Overview

On successful registration of taxpayer with the department, a randomly generated passcode is sent to the taxpayer in registration notice and/or email. This passcode is required for account creation on web portal. Steps for account creation:

- Taxpayer selects the create account / signup link for taxpayers on web portal.
- To proceed with creation of account on web portal taxpayer is required to enter the following:
  - Taxpayer identification number.
  - Passcode
  - Registration effective date

Also taxpayer has to accept the terms and conditions before proceeding. Taxpayer has to print these terms and conditions and produce the signed copy of these terms and conditions to the department within 10 days of applying online for account creation.

- After the taxpayer has provided above details correctly taxpayer’s demographic details are displayed on screen in view only mode along with the following mandatory fields in editable mode:
  - First Name
  - Last Name
  - Email Id
  - Mobile number

- On successful submission of the above inputs on web portal taxpayers account creation request is forwarded to the web portal admin for approval. Admin may approve / reject the request based on the details provided by taxpayer and signed terms and conditions copy.

- Taxpayer is notified of the approval / rejection via email. In case of approval email also contains login id and a randomly generated password for the taxpayer to login on web portal.

- At the first login, taxpayer is prompted to change the password and set a security question. Web portal prompts for the following inputs;
  - Old password
  - New password
  - Confirm New Password
  - Security Question
  - Security Answer
  - Confirm Security Answer

The password entered by the taxpayer is evaluated by the web portal as weak, medium or strong. Web portal’s password policy link is also provided alongside.

- After successful submission of above details web portal displays a success message to the taxpayer and prompts the taxpayer to login again with the changed password.
3. Navigation of Signup

To Sign-Up as registered user to use e-Services on Web Portal:

1. Go to the ZRA Website i.e. [http://www.zra.org.zm](http://www.zra.org.zm)
2. Click the link “New User” in left menu of homepage as shown in Figure 1.

![Zambia Revenue Authority Website](image)

**Figure 1: Home Page**

New screen displaying the details required to be filled by the taxpayer for registering on the web portal is displayed as shown in Figure 2.
Figure 2: Signup Screen

Following table explains the data to be filled in fields for new user signup:

### Table 1: Description of Labels

<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>TPIN</td>
<td>Numeric</td>
<td>Enter your TPIN</td>
</tr>
<tr>
<td>2.</td>
<td>Effective date of Registration</td>
<td>Date</td>
<td>Enter your Date of Registration</td>
</tr>
<tr>
<td>3.</td>
<td>Pass Code</td>
<td>Characters</td>
<td>Enter Pass Code written in your Ack Receipt</td>
</tr>
</tbody>
</table>

### Table 2: Description of Buttons

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Submit</td>
<td>Submit the details.</td>
</tr>
<tr>
<td>2.</td>
<td>Back</td>
<td>Back from current page</td>
</tr>
</tbody>
</table>

3. Enter the details and click the **Submit** button after which below **Figure 4** is displayed.
4. Click **OK** after which the below **Figure 4** is displayed containing all the details of the user has filled during registration.

5. Enter email id and mobile number in the screen on which taxpayer wants to receive OTP.

6. Click the button **“Register for OTP”** after which an alert message is displayed as shown in below **Figure 5**.

7. Click **OK** to proceed further or **Cancel** to return on previous screen.
8. After submitting, system opens a screen asking for OTP received on email and on mobile as shown in Figure 6.

9. Provide OTP received on email and OTP received on mobile.

10. Click the “Verify OTP” button and an alert will be generated by the system for confirmation.

11. Click OK to continue or Cancel to return on previous screen as shown in Figure 7.

New screen as shown in Figure 8 is displayed showing terms and conditions. Taxpayer must agree to the terms and conditions in order to Sign up on the Web Portal.

12. Select the check box in front of “I Agree to the terms and Conditions” and click the “Submit” button as shown in Figure 8.
Figure 8: Terms and Conditions Screen

System generates an alert for confirmation of whether you want to comply all terms and conditions.
13. Click the “OK” button to agree and submit else “Cancel” button to stay on previous screen. (Figure 9)

When you click the “OK” button, your details are submitted and Figure 10 is displayed. The taxpayer details goes to ADMIN for approval and as soon as ADMIN approves the taxpayer will receive an email with login credentials.
Important Points to be kept in mind:

- The fields having * are mandatory.
- Before Signing Up on the website you need to have TPIN first.
- You need to accept Terms and Conditions by checking the form to submit your details to Signup.