

Zambia Revenue Authority



TaxOnline Project User Manual Web Portal - Sign Up September, 2013

Version 1.0

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1. Introduction

The Zambia Revenue Authority (ZRA) has launched a web portal with URL: <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>
2. Click the link **"New User"** in left menu of homepage as shown in **Figure 1**.

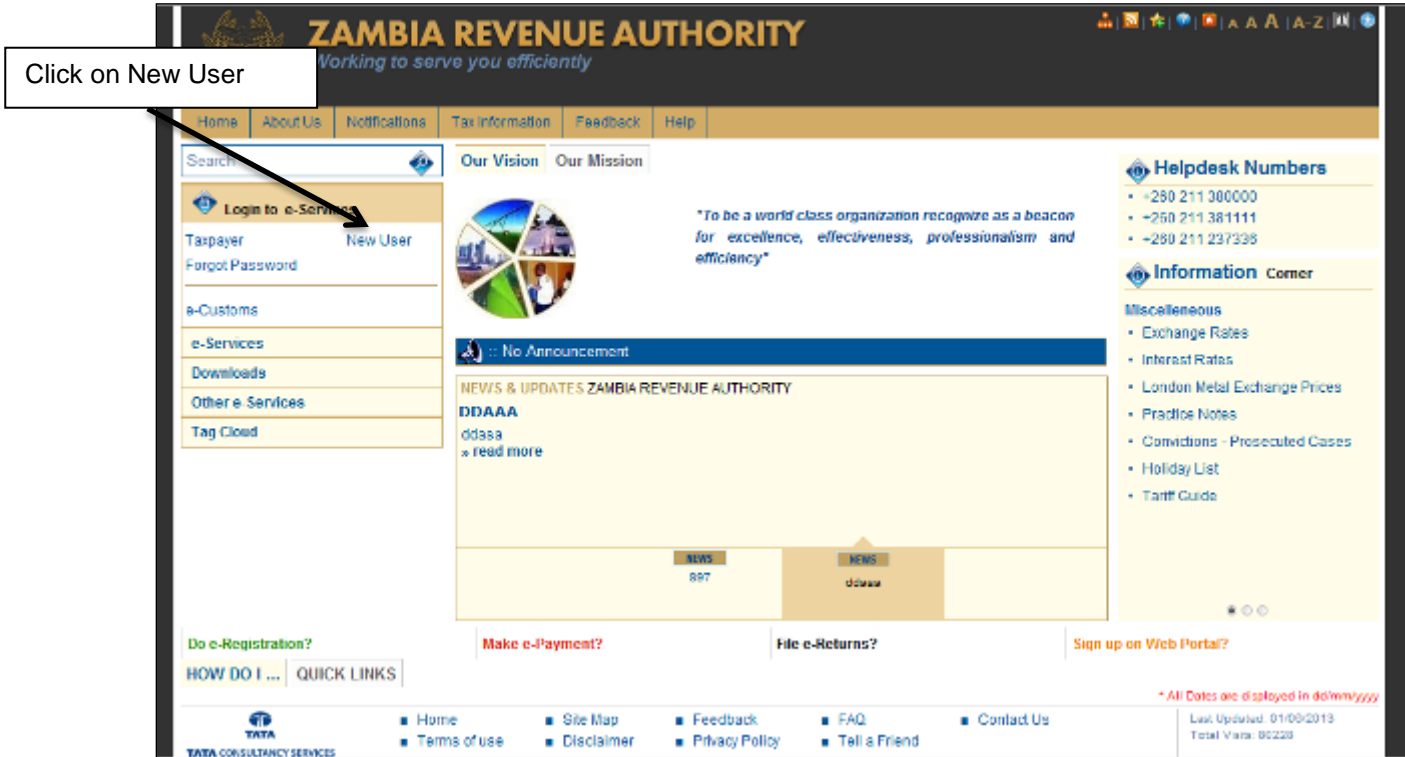


Figure 1: Home Page

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**.

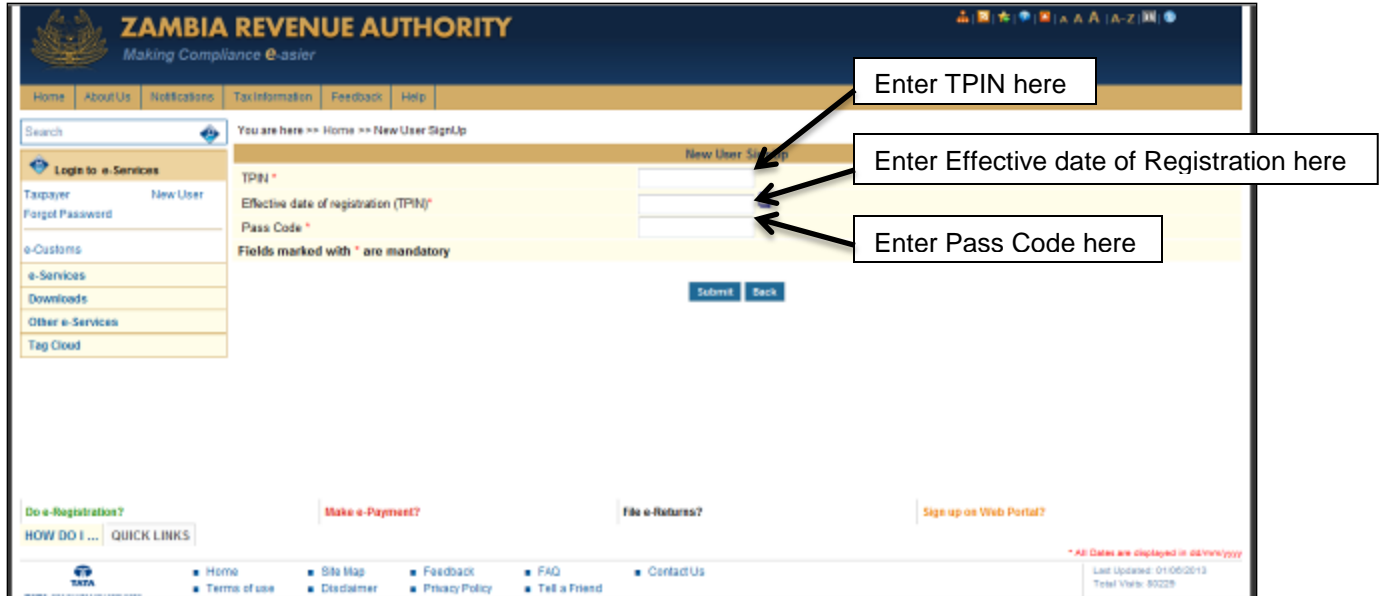


Figure 2: Signup Screen

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

Table 1: Description of Labels

Sr. No	Label Type	Data Type	Action to be performed
1.	TPIN	Numeric	Enter your TPIN
2.	Effective date of Registration	Date	Enter your Date of Registration
3.	Pass Code	Characters	Enter Pass Code written in your Ack Receipt

Table 2: Description of Buttons

Sr. No	Button	Description
1.	Submit	Submit the details.
2.	Back	Back from current page

3. Enter the details and click the **Submit** button after which below **Figure 4** is displayed.

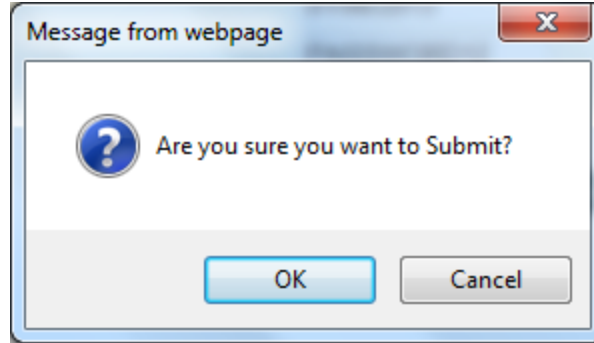


Figure 3: Confirmation Screen

- Click **OK** after which the below **Figure 4** is displayed containing all the details of the user has filled during registration.

Figure 4: User Detail Screen

- Enter email id and mobile number in the screen on which taxpayer wants to receive OTP.
- Click the button "**Register for OTP**" after which an alert message is displayed as shown in below **Figure 5**.

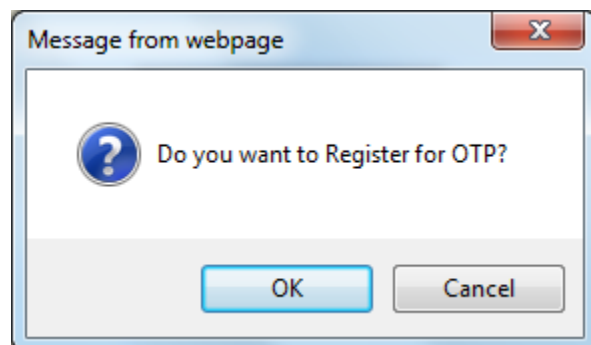


Figure 5: Confirmation Screen

- 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.

Figure 6: OTP Filling Screen

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**.

Figure 7: Confirmation Screen

New screen as shown in **Figure 8** is displayed showing terms and conditions. Taxpayer must agree to the terms and conditions in order to Signup 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**.

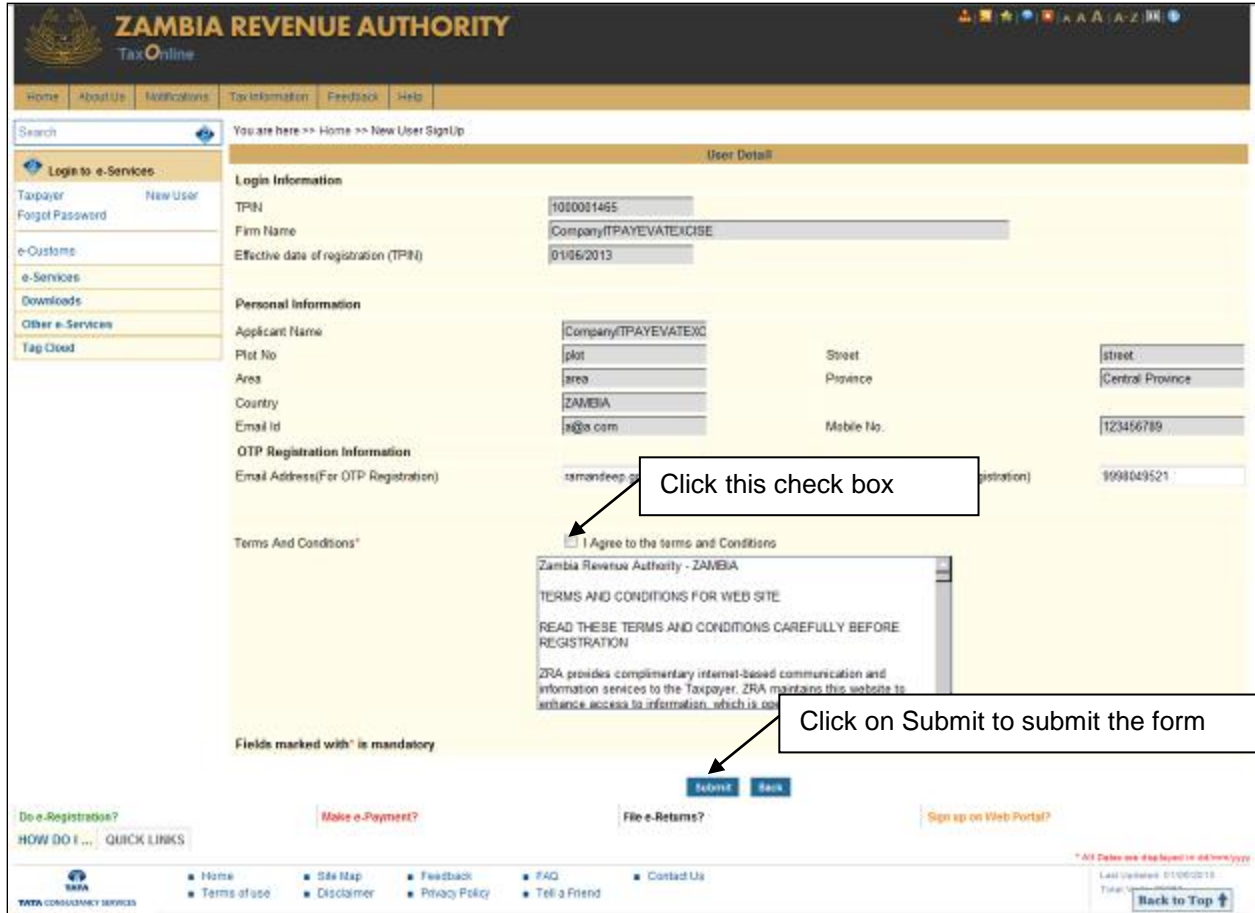


Figure 8: Terms and Conditions Screen

System generates an alert for confirmation of whether you want to comply all terms and conditions.

ZAMBIA REVENUE AUTHORITY
Tax Online

Home About Us Notifications Tax Information Feedback Help

You are here >> Home >> New User SignUp

User Detail

Login Information

TPN: 000001465
 Firm Name: Company(TPAYEVATEXCISE)
 Effective date of registration (TPN): 01/06/2013

Personal Information

Applicant Name: Company(TPAYEVATEXC)
 Plot No: plot Street: street
 Area: area Province: Central Province
 Country: ZAMBIA
 Email Id: @za.com Mobile No: 123456789

OTP Registration Information

Email Address(For OTP Registration): tamandeep.goyal@tca.co Mobile Number(For OTP Registration): 9916041521

Terms And Conditions* I Agree to the terms and Conditions

Message from webpage: Do you comply with all the terms and conditions? [OK] [Cancel]

Fields marked with * is mandatory

Submit Back

Do e-Registration? Make e-Payment? File e>Returns? Sign up on Web Portal?

HOW DO I ... QUICK LINKS

Home Site Map Feedback FAQ Contact Us
 Terms of use Disclaimer Privacy Policy Tell a Friend

All Dates are displayed in dd/mm/yyyy
 Last Updated: 01/05/2013
 Total Users: 000000
 Back to Top

Figure 9: Confirmation Screen

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.

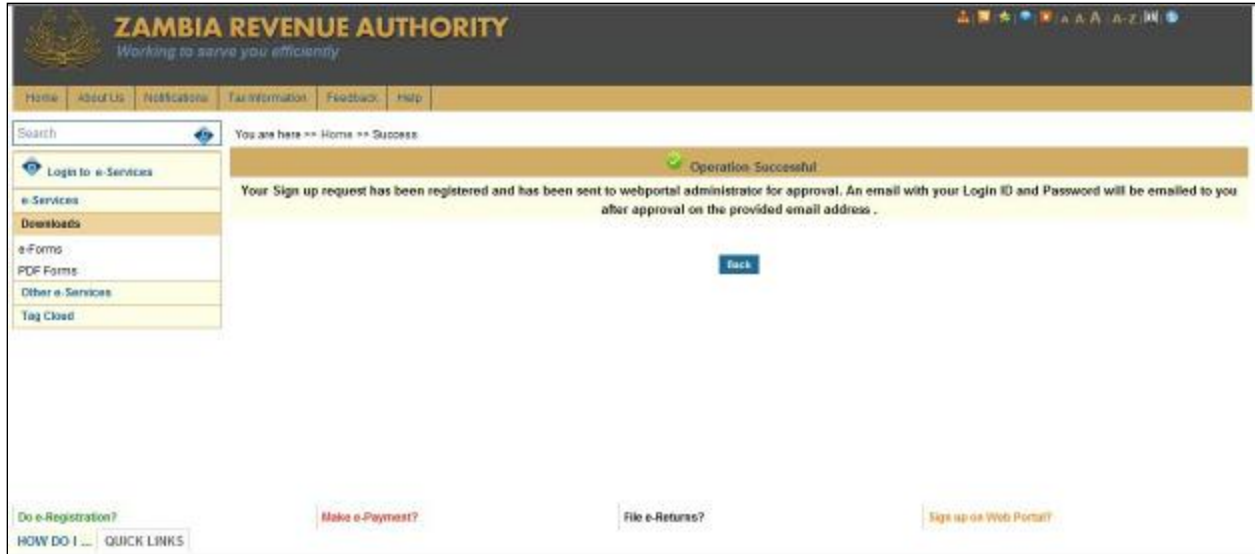


Figure 10: Final Submit Screen and Confirmation

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.