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REVENUE  
AUTHORITY** | *My Tax  
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## CLEARING AGENTS' MANAGEMENT MODULE



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### INTRODUCTION

The Zambia Revenue Authority (ZRA), embarked on automation of the licensing process of Customs clearing agents through the Customs Electronic Licensing System (CELS).

Individuals or companies involved in the importation or exportation of goods can appoint a clearing agent or agents to process customs declarations on their behalf. The appointment of such agents is done online using the Customs Electronic Licensing System (CELS). The CELS currently has two (2) modules, namely:

- a. Clearing Agents' Licensing Module
- b. Clearing Agents' Management Module (CAMM)

In order to appoint an agent, the importer or exporter has to use the Clearing Agents' Management Module (CAMM). The CAMM can be accessed on the internet and enables importers and exporters to electronically appoint and dis-engage customs clearing agents of their choice.

The module is aimed at curbing the abuse of Taxpayers Identification Numbers (TPINs) particularly where a TPIN is used to register and clear goods without the consent of the TPIN owner.

### HOW TO ACCESS THE CLEARING AGENTS' MANAGEMENT MODULE

Access to the CAMM requires the importers/exporter or customs clearing agent to register an account on the CELS in case they do not have one.

Registration can be done as follows:

1. visit [www.zra.org.zm](http://www.zra.org.zm)
2. Select Customs
3. Follow the drop-down menu and click Appointment of clearing agent (how to do videos available for registration and appointment instructions)
4. At the bottom of the page, select Customs Electronic Licensing:
  - log in
  - Once successfully signed into the account, the importer/exporter will be able to select an agent of their choice from the drop-down menu
  - The clearing agents will be able to accept or reject request(s) from importer(s) or exporter(s).
  - Both the agent and importer(s) or exporter(s) will have the option to cancel an already approved application if need arises.

## BENEFITS OF CAMM

- Mitigating TPIN abuse
- Reducing Customs Fraud
- Reducing the Debt Stock for ZRA
- Reducing revenue leakages
- Reduce cost of doing business
- Guaranteed business
- Promote good working relationship among all players in the customs clearance process

Question	Answer
<b>When did it start?</b>	<p>A successful pilot of the project was carried out and the module was launched on 17th February 2021.</p> <p>Importers/exporters can appoint up to five (5) clearing agents of their choice.</p> <p>Those who wish to appoint more, up to ten (10) clearing agents, can write to the Assistant Commissioner – Credibility and Controls for consideration.</p>
<b>Who is affected?</b>	<p>All Taxpayers involved in importing and exporting, clearing agents, Customs officials and the public who intend to import or export goods.</p>
<b>What has Changed?</b>	<p>The importer/exporter electronically appoints a clearing agent of their choice from the list of licensed clearing agents on the ZRA website <a href="http://www.zra.org.zm">www.zra.org.zm</a></p> <ul style="list-style-type: none"><li>• After requesting, the CAMM will send an email message, on behalf of importer/exporter, to the clearing agent requesting them to represent them to Customs to clear goods on ASYCUDAWorld.</li><li>• Once the request has been received, the clearing agent has an option to accept or decline the request.</li><li>• If the clearing agent accepts the request, their (agent) Taxpayers Identification Number (TPIN) is linked to that of the importer/exporter.</li><li>• Where a clearing agent declines the request, the importer/exporter has options to appoint</li></ul>

other clearing agents. Once again the importer or exporter can appoint up to five agents. Any addition to this number is by request through the office of Assistant Commissioner – Credibility and Controls.

- Note: The importer/exporter can remove the clearing agent/s linked to their TPIN at any time.

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**For more information contact:**

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