

ZAMBIA My Tax REVENUE Your Tax AUTHORITY Our Destiny

CLEARING AGENTS MANAGEMENT MODULE – USER GUIDE

Vision

"A model of excellence in revenue administration and trade facilitation."

Mission Statement

"To optimise and sustain revenue collection and administration for a prosperous Zambia."

1.0 FOREWORD BY COMMISSIONER CUSTOMS SERVICES

I am pleased to present the user guidelines for the Clearing Agents Management Module (CAMM), which is found on the Customs Electronic Licensing System (CELS). The CAMM provides a platform where importers and exporters can appoint their preferred Clearing Agents and also disengage them once their business relationship ends.

Our desire as Customs Management is that all Taxpayers take the responsibility of safeguarding their Taxpayers Identification Number (TPIN) by appointing only duly licensed Customs Clearing Agents of their choice.

It is my desire that Taxpayers and Customs Clearing Agents will get the envisaged benefits such as;

- ✓ Curbing abuse of clients TPINs,
- Avoidance of unnecessary duplication of entries on importers' and Clearing Agents accounts and
- \checkmark Curbing tax evasion.

Should you require any support, please engage us using the below e-mail addresses: advice@zra.org.zm, cust-helpdesk@zra.org.zm, cust-controls@zra.org.zm

Ernest Sigande COMMISSIONER – CUSTOMS SERVICES

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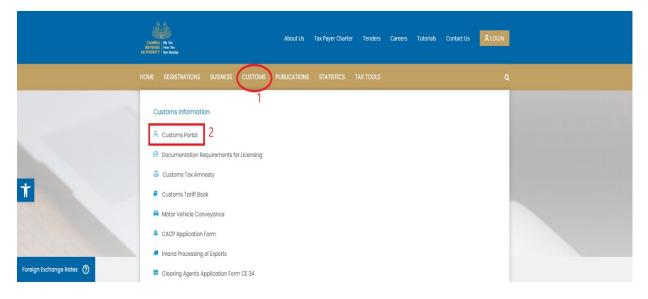
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2.0 INTRODUCTION

The User Guide is intended for Taxpayers and Declarants (Customs Clearing Agents). The ultimate aim is to guide users on how to access CAMM, which is found on the ZRA website www.zra.org.zm, under Customs

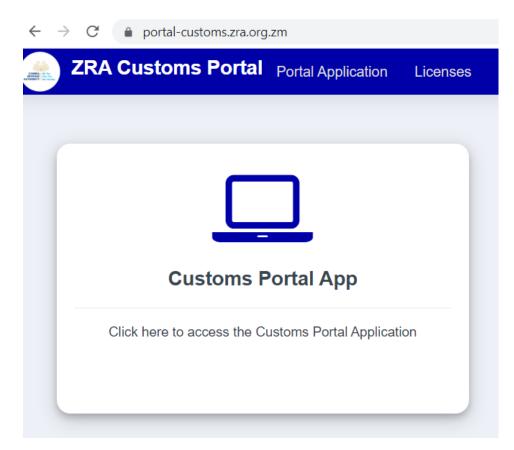
3.0 ACCESS TO THE CLEARING AGENTS MANAGEMENT MODULE

- 1. The User will navigate to the Zambia Revenue Authority website at www.zra.org.zm
- 2. The User will then select the Customs Portal tab amongst the options on the home screen



3. The system will open the page below where the User will click on the line "Click here to access the Customs Portal Application"

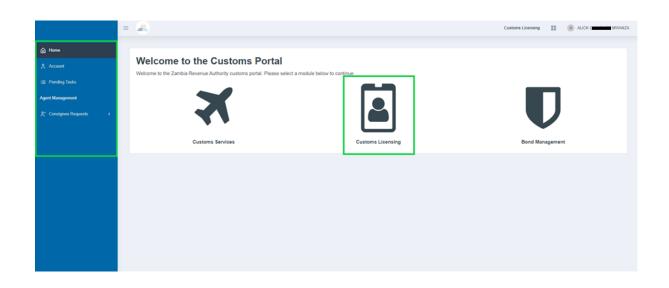
4. LOG IN PROCESS



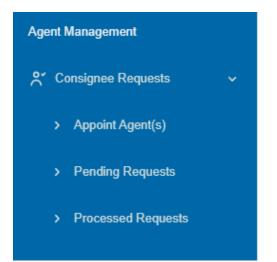
5. Clicking as in step 3 above will lead to the following log-in page where the user will enter their credentials as they are on the TaxOnline II platform to sign in

 ssozra.org.zm/auth/realms/zra-oauth/protocol/openid-connect/auth/or 		
	ZRA IDENTITY SERVICE	
	Possword 🔌	
	Sign In	
in the sale	© 2023 Zambia Revenue Authority.	•

6. Once logged in, the user should then select the Customs Licensing tab and the system will open up the menu in the middle with details as below:



- 7. On the left sidebar menu, the user selects "**Consignee Requests**" which reviews more menu options:
 - a. Appoint Agent
 - b. Pending Request and
 - c. Processed Requests



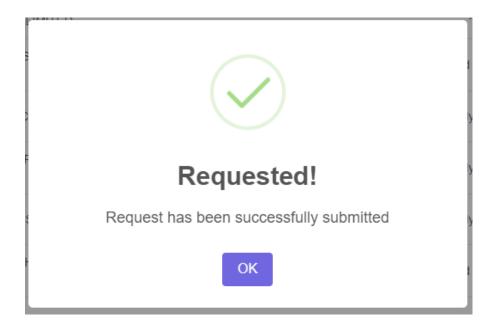
- 8. To Appoint an Agent, select "Appoint Agent(s)", this will show a list of Clearing Agents to choose from.
- 9. On this page, the user can search for their desired Clearing agent by TPIN in the search input. Once found, Click the **Appoint** button

	=					Customs Licensing 🔡 (A LICK C
G Home	APPOINT CLEA	RING AGENT(S)		Search agent by TPIN or Na	ame	٩
				-		
Payments	TPIN	Declarant Name	License Number	License Type	Expiry	Action
≡ Pending Tasks	_	LIMITED	C&C MANUAL UPLOAD	Final Clearance and RIT Only		Appoint
Agent Management	—	ENTERPRISES LIMITED	C&C MANUAL UPLOAD	Final Clearance Only		Appoint
్లో Consignee Requests 🗸 🗸	—	LIMITED	C&C MANUAL UPLOAD	Final Clearance and RIT Only		Appoint
Appoint Agent(s) Pending Requests	—	LOGISTICS LIMITED	C&C MANUAL UPLOAD	Final Clearance Only		Appoint
	—	LIMITED	C&C MANUAL UPLOAD	Final Clearance Only		Appoint
	_	K LOGISTICS LIMITED	C&C MANUAL UPLOAD	Final Clearance Only		Appoint
	—	. FREIGHT SERVICES	C&C MANUAL UPLOAD	Final Clearance and RIT Only		Appoint
	—	INVESTMENTS LIMITED	C&C MANUAL UPLOAD	Final Clearance Only		Appoint
	—	LOGISTICS ZAMBIA LIMITED	C&C MANUAL UPLOAD	Final Clearance and RIT Only		Appoint
	—	LIMITED	C&C MANUAL UPLOAD	Final Clearance and RIT Only		Appoint
	« 1 4	115 >>				10 ~

10. A popup message will appear, fill in the transaction type and date of expiry of the appointment and **Submit** the appointment for approval

Appoint -	COUNSULT LIMITED
NB: Select trans date for the appo	actions to be handled on your behalf and an end pintment.
Allowed Transac	tions
All Transactio	ns 🗢
Valid To	
Oct 31, 2023	
	Close Submit

11. A submission confirmation will be shown and a notification is sent to the Clearing agent to accept the appointment.



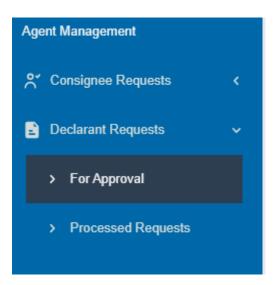
From this point, the Clearing agent will receive a notification to either Accept or Reject the Appointment.

4.0 CLEARING AGENT APPROVAL/REJECTION PROCESS

- 1. The clearing agent logs into the Customs Portal with their TaxOnline II log in credentials
- 2. Once logged in, the clearing agent will select the "**Customs Licensing**" module on the dashboard. This will update the left sidebar menu

	= 🏔		Customs Licensing			E CONSULT LIMITED
Home	Welcome to the Customs Po	rtal				
ற் Payments	Welcome to the Zambia Revenue Authority customs portal. F	Please select a module below to	continue			
i⊞ Pending Tasks Agent Management	X				U	
 Consignee Requests < Declarant Requests < 	Customs Services	Customs Licensing		Во	and Managemer	nt
B Declarant requests (

- 3. To view Requests that are pending approval, the user will click on the "**Declarant Requests**" then click "**For Approval**" on menu item. This will expand the menu to show additional items;
 - a. For Approval
 - b. Processed Requests

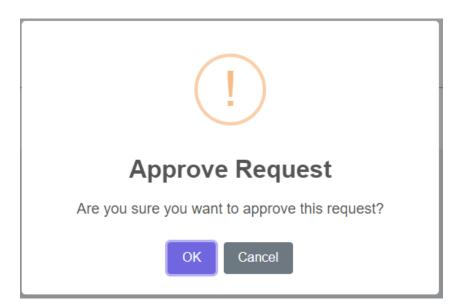


1. Clicking on the "**For Approval**" menu item, will open the list of all appointment requests that are pending.

The clearing agent, can then select **Approve** to accept the appointment or **Reject** to decline the appointment.

	= 🏔		Customs Licensing	IC	CONSULT LIMITED
A Home	REQUESTS PENDING APF	PROVAL			FILTER
Account					
D Payments		WANZA		PENDING_APPRO	VAL
:≡ Pending Tasks	Allowed Transactions	Valid Until	Date of Requ	est	
Agent Management	All Transactions	Oct 30, 2023	Oct 5, 2023		
Consignee Requests				APPROVE REJ	ECT
🖹 Declarant Requests 🗸 🗸	« 1 »				10 🗸
> For Approval					10 V
> Processed Requests					
	1				

To Accept the appointment, the clearing agent Clicks **APPROVE** which will ask them to confirm their decision. Once approved a confirmation message will be shown.



To decline the appointment, the clearing agent clicks **REJECT** – this will request the Agent to provide a reason for their rejection.

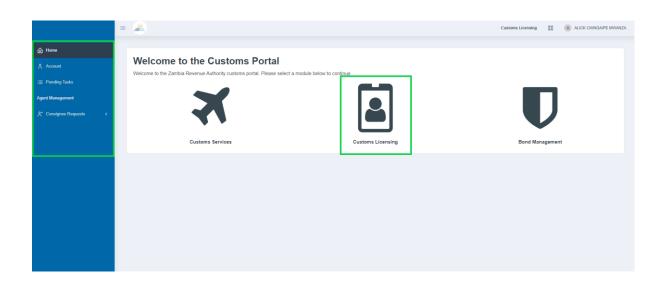
Cancel Request Reason for cancellation
Type your reason here
OK Cancel

5.0 CANCEL AN APPOINTMENT

Appointments can be cancelled by either the Taxpayer or the Clearing agent.

Cancellation by Taxpayer

- 1. The taxpayer logs into the Customs Portal using their TaxOnline II credentials
- 2. Once logged in, the user will select the "Customs Licensing" module on the dashboard. This will update the left sidebar menu



On the left sidebar menu, select the "Consignee Requests" menu item then "Processed Request"

In the corresponding view, there are two (2) tabs – one that shows the **APPOINTED AGENTS** and the other showing **CANCELLED APPOINTMENTS**

	=			Customs Licensing	ALIC	K MWANZA
Home	PROCES	SSED APPOINTMEN	TS			Filter
Account						
n Payments			_	CANCELLED APPOIN	ITMENTS	
∺≣ Pending Tasks		COUNS	ULT LIMITED		ACTIVE	
Agent Management		Allowed Transactions	Validity Period			
°, Consignee Requests ∽		All Transactions	Oct 6, 2023 → Oct 30, 2023		UNAPPOINT	<u> </u>
> Appoint Agent(s)						
> Pending Requests	<u>«</u>	1 >>				10 🗸
> Processed Requests						

To cancel an appointment, find the appointment by scrolling to find the appointment or filtering using the filter option

Search for Appointment	
Declarant TPIN	
Declarant Name	
Allowed Transaction	
Status	v
*Enter a search period	~
Start Date	End Date
Search start date	Search end date
	Close Search

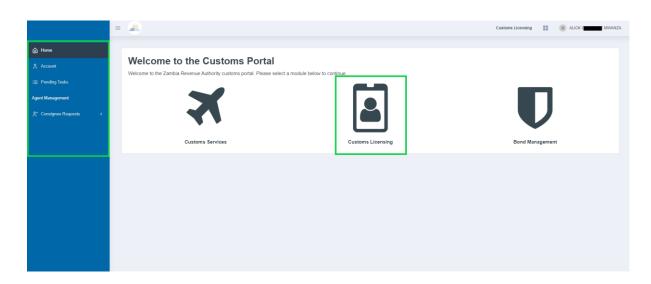
3. To cancel an appointment, click the **UNAPPOINT** button and confirm un-appointment by adding a reason in the prompt and click **YES** to submit.

Unappoint Agent?	
If you proceed, this agent will no longer be able to transact on your behalf.	
Reason for unappointment	
Type your reason here	٦
6	1.
YES Cancel	

The un-appointment will notify the Clearing Agent via email.

Cancellation by Clearing Agent

- 1. The clearing agent logs into the Customs portal using their TaxOnline II credentials
- 2. Once logged in, the user will select the "Customs Licensing" module on the dashboard. This will update the left sidebar menu



- 3. On the left sidebar menu, select the "Declarant Requests" menu item then click "Processed Requests"
- 4. In the corresponding view, there are two (2) tabs one that shows the ACTIVE CLIENTS and the other showing CANCELLED APPOINTMENTS.

	=			Customs Licensing		CONSULT LIMITED
A Home	PROCE	SSED APPOINTMEN	TS			FILTER
Account						
n Payments		ACTIVE CLIENTS		CANCELLED APP	OINTMENTS	
∷		ALICK	WANZA		ACTIVE	
Agent Management		Allowed Transactions	Validity Period			
Consignee Requests <		All Transactions	Oct 6, 2023 → Oct 30, 2023		UNAPPOINT	
🖹 Declarant Requests 🗸 🗸						
> For Approval	×	1 >>				10 🗸
> Processed Requests						

- 5. To cancel an appointment, find the appointment by scrolling through the list or using the filter option
- 6. To cancel your chosen appointment, Click the **UNAPPOINT** button on the appointment card and provide a reason for the un-appointment and click **YES** to submit

Unappoint Taxpayer?
By clicking "YES", you will no longer be able to transact on behalf of this taxpayer.
Reason for unappointment
Type your reason here
© "
YES Cancel

The un-appointment will send a notification to the taxpayer.

6.0 CONCLUSION

With this user guide, ZRA expects that Importers, Exporters and Customs Clearing Agents will find it easy to navigate through the module and will be encouraged to use it.