

Call Centre

☎ 4111

✉ advice@zra.org.zm
www.zra.org.zm

1. Payment Re-allocation

- login to the ZRA portal
- Go to the payments module
- Select payment reallocations option.
- Enter the Payment Reference Number (PRN) for the payment you wish to reallocate. Once you put the PRN, it will show you how much is available for reallocation.
- Fill in the online form to indicate which period, tax type, amount you are reallocating to
- Indicate reason for the re-allocation
- Submit

2. Deregistration

- Submit returns from the date of registration upto the current
- Pay up all pending liabilities if any
- Select Registration
- Select Applications Module
- Select Tax Account Deregistration on the dropdown arrow
- Select the Tax type on the dropdown arrow
- Select the reason for Deregistration
- Submit

3. Demographic Amendment

- Click registrations
- Select amendments
- Amendment of business activities (answer the questions accordingly, more importantly answer yes to amend business activities)
- Then provide all information then submit
- Go back to amendment
- Then select amendment of Demographics (Provide the information)
- The system will then ask you to upload the certificate of registration obtained from PACRA

4. TPIN Registration

Go to www.zra.org.zm

1. Click on login
2. Click on register
3. Enter Captcha
4. Fill in taxpayer information
5. Give a reason for registration

You can also dial *858# on your mobile phone, or you can download TaxOnApp on google playstore or istore and register for a TPIN using your phone.

5. Demographic Details Update (Step by Step Guide)

Login into your account on the <https://portal.zra.org.zm/login> with your TPIN and Password, and follow the steps below.

Click on;

1. Registration
2. Amendment
3. Demographic Amendment
4. Enter your email and contact number
5. Save changes

If you are unable to login kindly write an email or visit any service centre with the following attachments.

1. Limited Companies
 - ✓ Written letter on headed paper signed by any Director
 - ✓ Attach Certificate of Incorporation
 - ✓ PACRA form 3.
2. Business name and partnerships
 - ✓ Written letter requesting for update of demographics
 - ✓ Certificate of Registration
 - ✓ Form 3
3. Individual TPINs
 - ✓ Written letter requesting for update of demographics
 - ✓ Copy of NRC

6. General Tax Clearance Certificate

Log on www.zra.org.zm

1. Click on login
2. Enter TPIN and password
3. Enter Captcha
4. Once logged in select **Compliance**
5. Then click on **Tax clearance certificate**
6. Click on **Apply**

7. Change of ownership (TPIN for both buyer and seller are required)

Log on to www.zra.org.zm

1. Enter TPIN and password of the buyer
2. Click on **Registration**
3. Then click on **Application**
4. Select **Change of ownership of motor vehicle**

Documents to attach

1. Copy of white book
2. Proof of source of income for buyer (bank statement or payslip)
3. Letter of sale of the motor vehicle
4. IDs for both buyer and seller

8. TaxOnphone Payment

Dial *858#

- Select option 1 **“To Login”**
- Enter TPIN and passcode
- Select option 11 **“Pay for Tax”**
- Select option 1 Domestic tax
- Select option 2 for Customs

For payment option enter either 1 for New PRN

- Enter TPIN
- Pick the Tax account you are paying for
- Select account name
- Select the Tax Liability
- Enter the period
- Enter the amount
- Then follow the instructions that come after.

Or 2 to enter the existing PRN

- Enter TPIN
- Enter PRN
- Then follow the instructions

Your account will be connected to your mobile money account to complete the transaction and the receipt sent to the registered email.