

## FREQUENTLY ASKED QUESTIONS (FAQS) ON SMART INVOICE COMMON ERRORS



### **1. How can I correctly identify the type of solution I have registered for Smart Invoice?**

- Log onto the smart invoice online portal
- Click My Profile
- Select Taxpayer Information
- Scroll down to Applicant to view solution type, i.e. Online Solution, Desktop Application (Smart Invoice Client), Mobile application and Virtual Sales Data Controller (Integration)

### **2. How do I avoid receiving errors when capturing a price on the Online Solution?**

Input the price (gross amount) as a continuous number without spaces and avoid using commas.

### **3. How do I resolve the error 'EBM2X IS NOT RESPONDING' when opening Smart Invoice on the desktop application?**

Ensure your software is up to date by re-downloading

and reinstalling the Smart Invoice application. Do not uninstall the current application. The following steps should be followed:

- Log onto the smart invoice online portal
- Click My Profile
- Select Device Management
- Click on the download button
- Extract the file and install the application as Administrator

### **4. How do I resolve the 'i/o exception' error while printing invoices using a thermal printer?**

Follow these steps:

- Launch the smart invoice application.
- Navigate to the management module.
- Open environment and select system settings
- Check that the printer settings are properly configured under Port or Printer name i.e. type USB for corded thermal printers or Bluetooth for wireless thermal printers.
- Close and restart your Smart Invoice system.

### **5. How can I resolve the error 'error occurred while sending request' during initialization?**

Use an alternative internet connection.

### **6. What do I do when faced with a 'device already installed' error when installing the desktop application?**

- Log onto the smart invoice online portal
- Click My Profile
- Select Device Management
- Copy and paste the TPIN, branch ID and serial number
- If the error persists, send an email to [smartinvoice@zra.org.zm](mailto:smartinvoice@zra.org.zm) for support.

### **7. What should I do if I receive an 'Invalid device' error during initialization?**

Verify that the TPIN, branch code and serial number are captured accurately by following the steps below:

- Log onto the smart invoice online portal
- Select My Profile
- Select Device Management
- View the correct details

### **8. How do I successfully upload invoices after receiving the 90 days error?**

- Ensure the device is connected to the internet
- Open the application and press Send until all

pending transactions are uploaded.

Detailed steps can be accessed on [www.zra.org.zm](http://www.zra.org.zm) under the Smart Invoice tab, user manuals and forms.

- c) How do I resolve the error “System not responding”?

Use an alternative internet connection.

## 9. How do I confirm that an invoice is a Smart Invoice when it does not have a QR code?

A Smart invoice has additional features these include:

Sales Data Controller (SDC) information:

- a) SDC ID
- b) Virtual Sales Data Controller (VSDC) date
- c) Internal data
- d) Fiscal signature

Additionally, invoices can be verified on the Smart Invoice taxpayer portal.

## 10. How do I resolve failure to select a ‘VAT category’ for goods and services?

- a) Register for VAT
- b) Make sure the device has internet connection.
- c) Re-run the Smart Invoice installation file.

## 11. Why doesn't the QR code populate invoice information when scanned?

- a) Ensure the device is connected to the internet
- b) Open the application and press Send until all pending transactions are uploaded.
- c) Re-scan the QR code

## 12. How do I resolve the message ‘account is locked’ when logging onto the Smart Invoice portal?

- a) Select ‘Forgot Your Password?’ at the bottom of the smart invoice portal login page.
- b) Capture your TPIN, email address, phone

number and click ‘Get Password’

- c) A password will be sent to your phone number
- d) Log in using the password provided.

For more information, please visit the ZRA website at [www.zra.org.zm](http://www.zra.org.zm) and navigate to the 'Smart Invoice' tab. You can also call 4111 or write to: [smartinvoice@zra.org.zm](mailto:smartinvoice@zra.org.zm) or [advice@zra.org.zm](mailto:advice@zra.org.zm) or visit any nearest ZRA office.



For more information

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