ZAMBIA REVENUE AUTHORITY
My Tax Your Tax Our Destiny

Smart Invoice Desktop/Tablet User Manual Version 3.3

Table of Contents

1 INTRODUCTION

1.1 Overview

Thank you for choosing Smart Invoice. This comprehensive guide has been designed to provide you with all the information you need to make the most of the Smart Invoice system.

Whether you are a seasoned professional or a first-time user, this document will provide guidance and information on the features, functionalities, and best practices on using the Desktop and Tablet applications.

The application can be installed on a windows-based desktop computer, laptop or Tablet with Microsoft windows 10 or higher.

1.2 Goal of the User Manual

The primary goal of this user manual is to empower the user with the knowledge and skills required to effectively utilize the Smart Invoice system. By the end of this document, you should be able to:

- Efficiently Navigate through the Smart Invoice Interface
- Manage Client Information
- Manage Sales and Purchases
- Track Invoice Status and Payments
- Manage Importations

1.3 Management Module

The management module consists of the following menus:

i) **Environments:** refers to the menu used to make user specific settings in Management Module. The settings that may be adjusted include: - system settings, user management, password changes and many more.

ii) **Item Management:** Users can manage the items to be stocked in here. Information relating to item classification codes, initial stock at the commencement of using the Smart Invoice, item descriptions, unit price and tax category are captured here.

iii) **Customer Management:** Users can register and manage customers and their contact information under this feature. This information can then be used in sales or for purchased items.

iv) **Sales Management:** Users can manage their sales, issue Proforma Invoices, Sales Invoices and Credit notes using this feature.

v) **Purchase Management:** Users can manage their purchase information in this sub-module.

vi) **Import Management:** Users can check imported items, assign item code and confirm stock to be used for furtherance of business under this feature.

vii) **Stock Management:** Users can manage stock, check movement associated to transactions made in the business and adjust stock generally using this module

2.HOW TO ACCESS THE SMART INVOICE SOFTWARE

2.1Sign Up

Step 1: Navigate to Taxpayer portal in your browser by visiting *www.zra.org.zm and click* **Smart Invoice** then **Smart Invoice Portal**. The Login page below will be displayed:

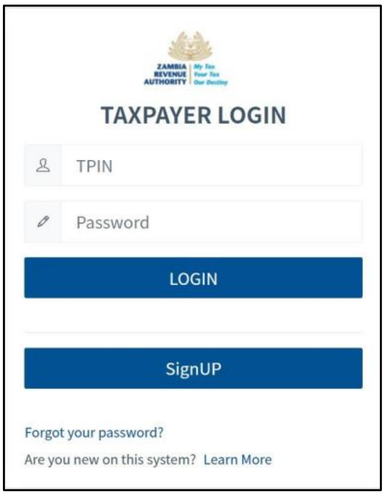


FIGURE 1 - LOGIN PAGE

Step 2: Click on Sign Up button

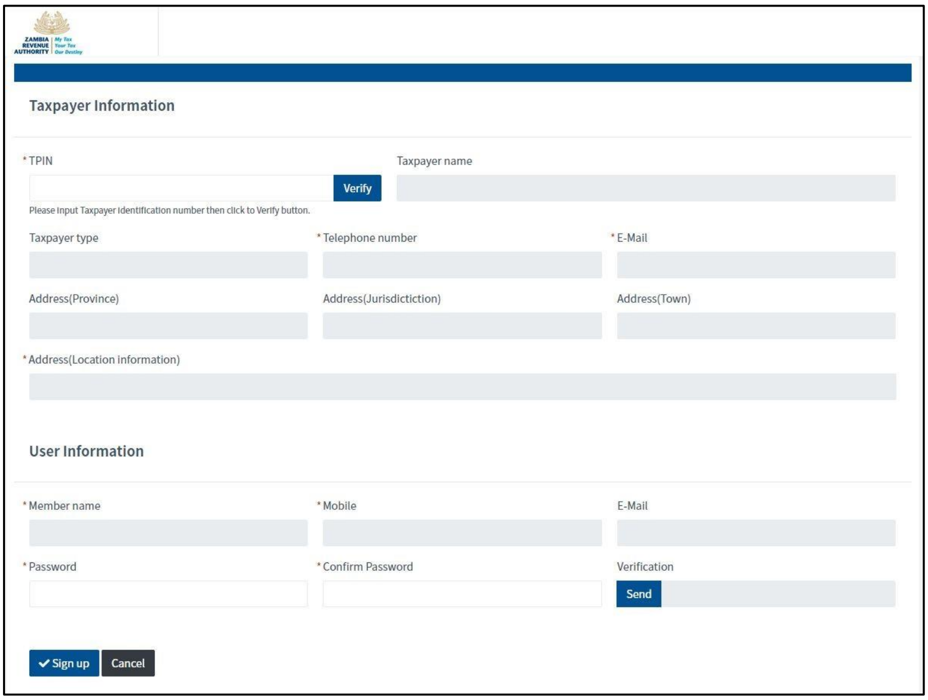


FIGURE 2 - SIGN UP FORM

Step 3: Type in your TPIN and then click verify Button

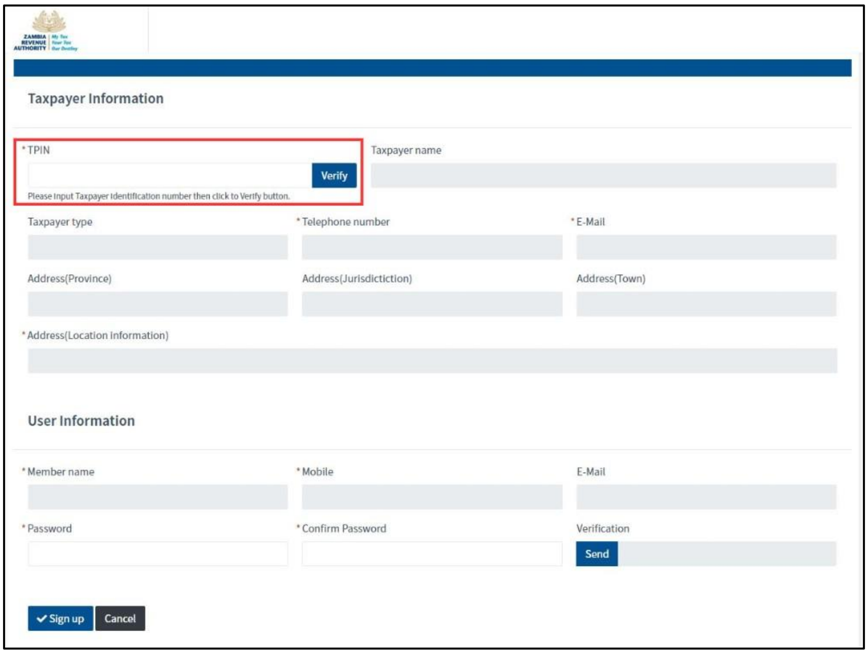


FIGURE 3 - INFORMATION VERIFICATION

After clicking the Verify button, Taxpayer information will be auto-populated into the input fields.

Step 4: Set up your password. Ensure to adhere to the password policy

Step 5: Click the **Send** Button to receive a verification code from ZRA by SMS on the Mobile phone number that you have registered on TaxOnline. Type in the verification code. For example: SMS reads “Verification code is: 579086”. You will type in 579086 in the space provided.

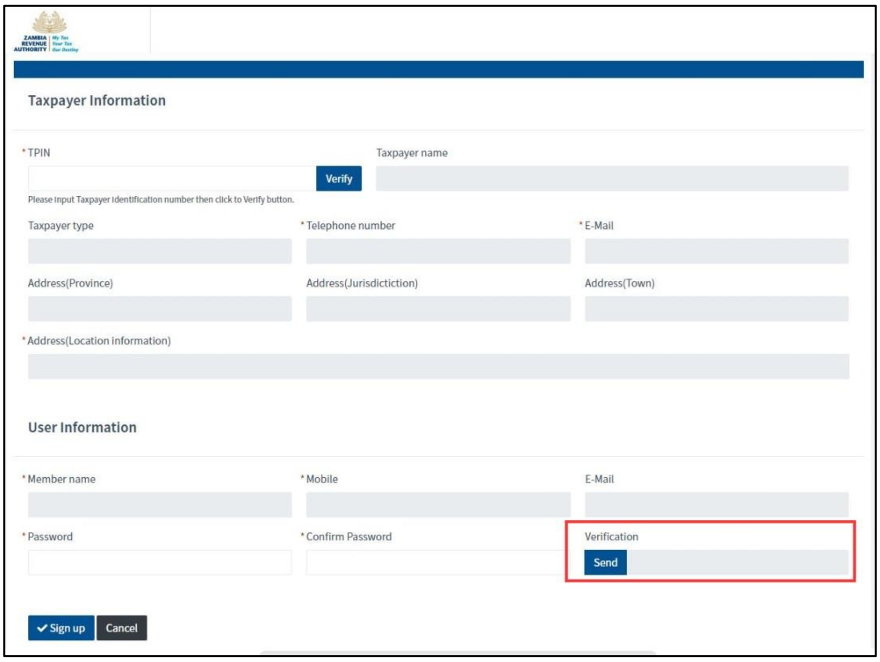


FIGURE 4 – OTP CONFIRMATION

Step 6: Click the Sign-Up button to Submit.

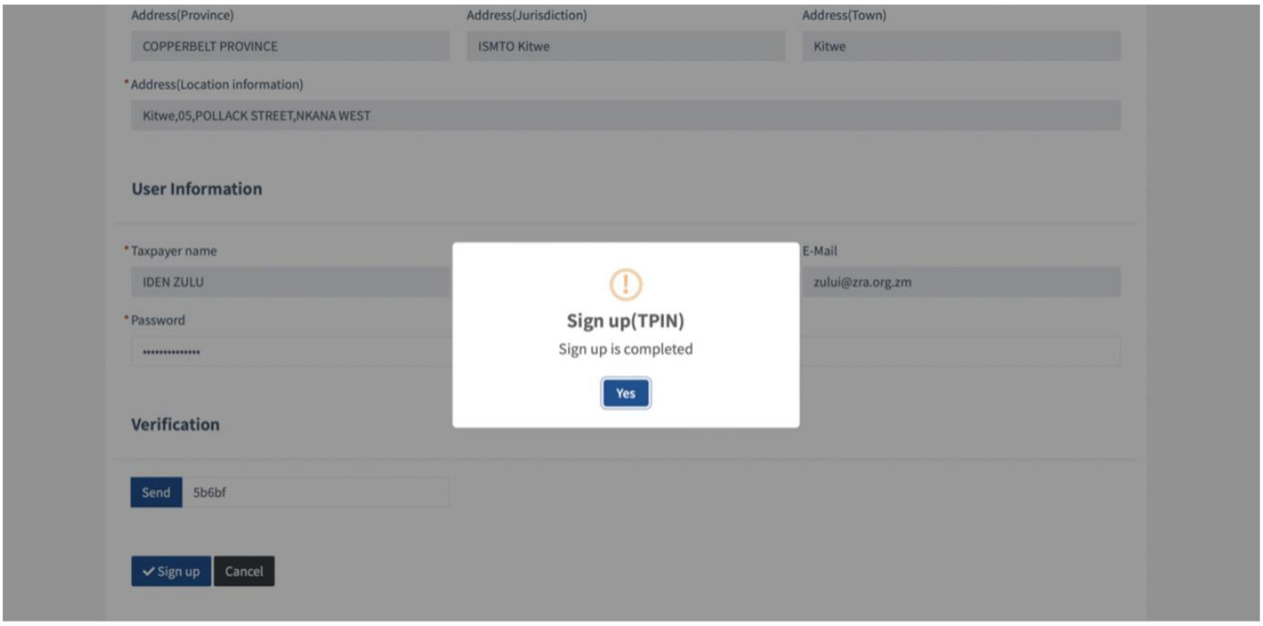


FIGURE 5 - INFORMATION SUBMISSION

b. Service Request

Step 7: Browse the Taxpayer portal in your browser. Use **TPIN** and **Password** you provided in step 4. Then click **Login** button.

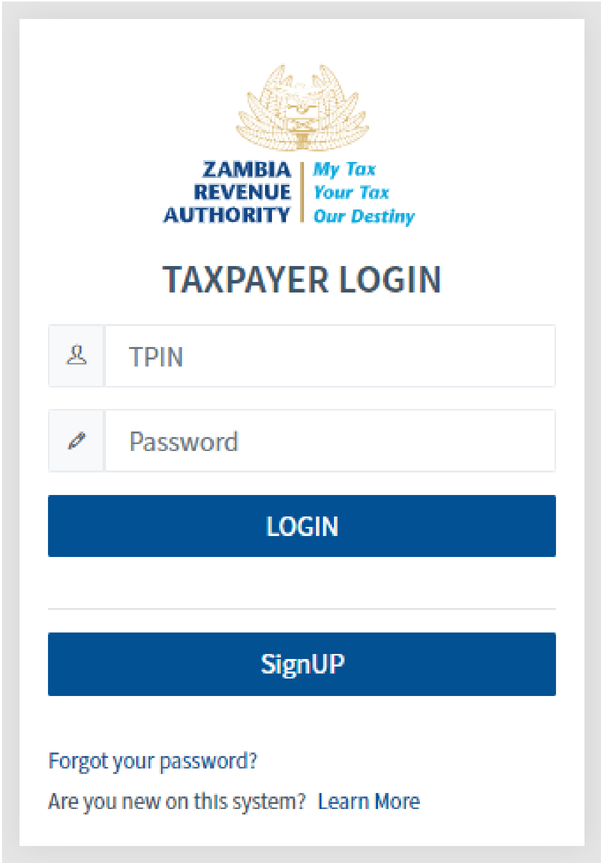


FIGURE 6 - LOGIN SCREEN

Step 8: Click **Service Request** button on the top right corner, then click **Smart Invoice** button.

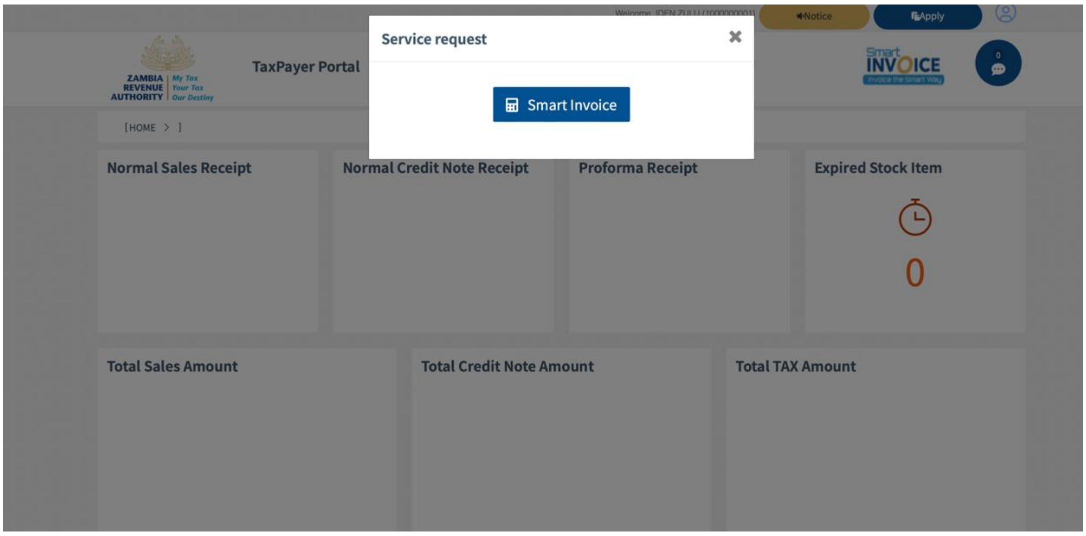


FIGURE 7 - SERVICE REQUEST

Step 9: Fill service information. If you are applying for Smart invoice software, on Smart Invoice Type, choose Smart Invoice client and attach the required document then click Send button. You will also have to confirm the submission.

Step 10: ZRA Processes the service request and device approval. If approved, an installer will be provided to the taxpayer. You will get an installer as follows:

1. Click on profile
2. Click< Device management>button
3. Click <download >button

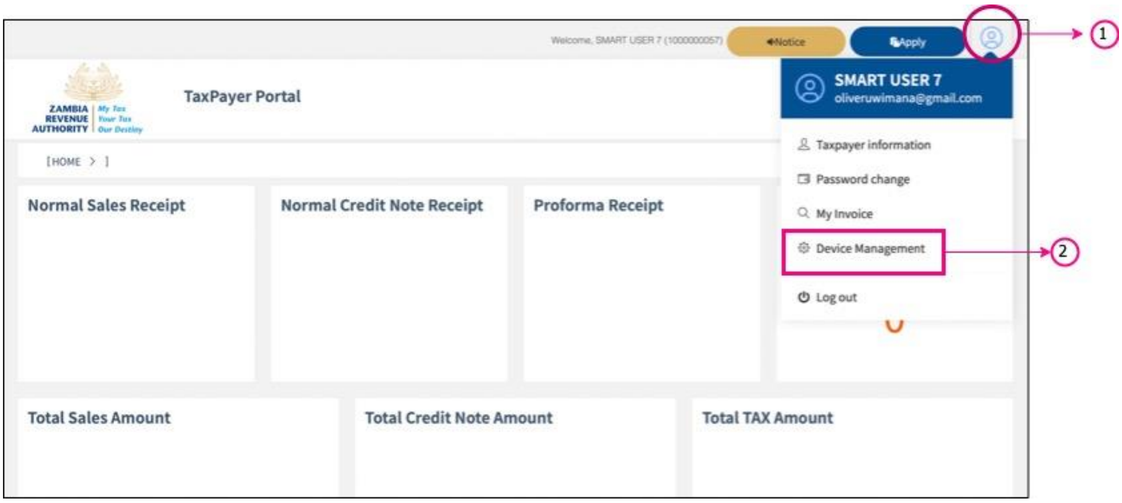


FIGURE 8 – DEVICE MANAGEMENT

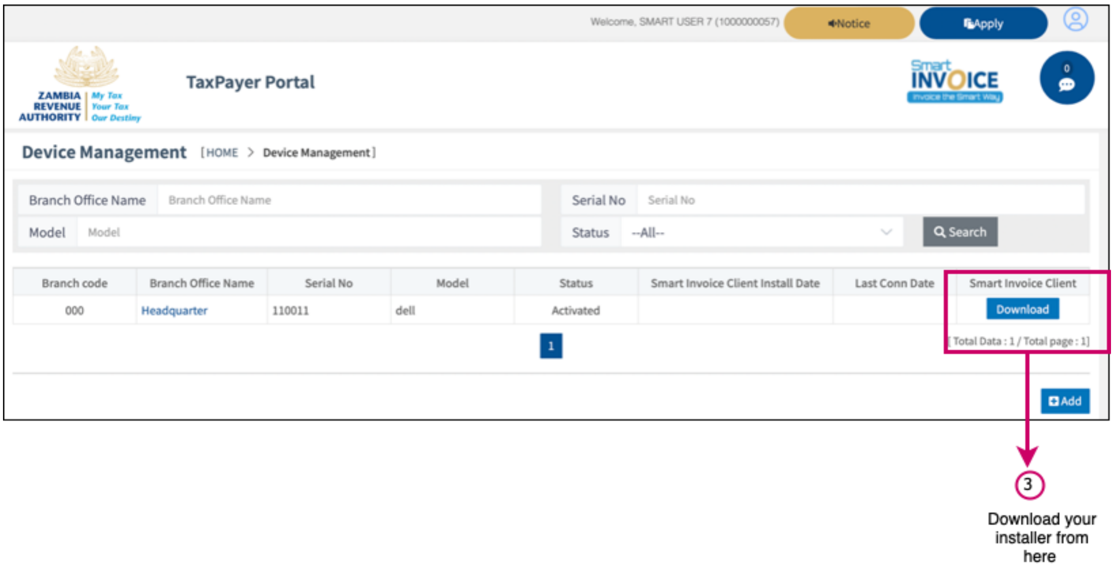


FIGURE 9 – SOFTWARE DOWNLOAD

Step 11. Adding a new branch

If a taxpayer has got another branch, he/she can add it depending on a solution he wants. see steps below

1. Click <Add> button
2. Fill all the information below
3. Choose PDA solution

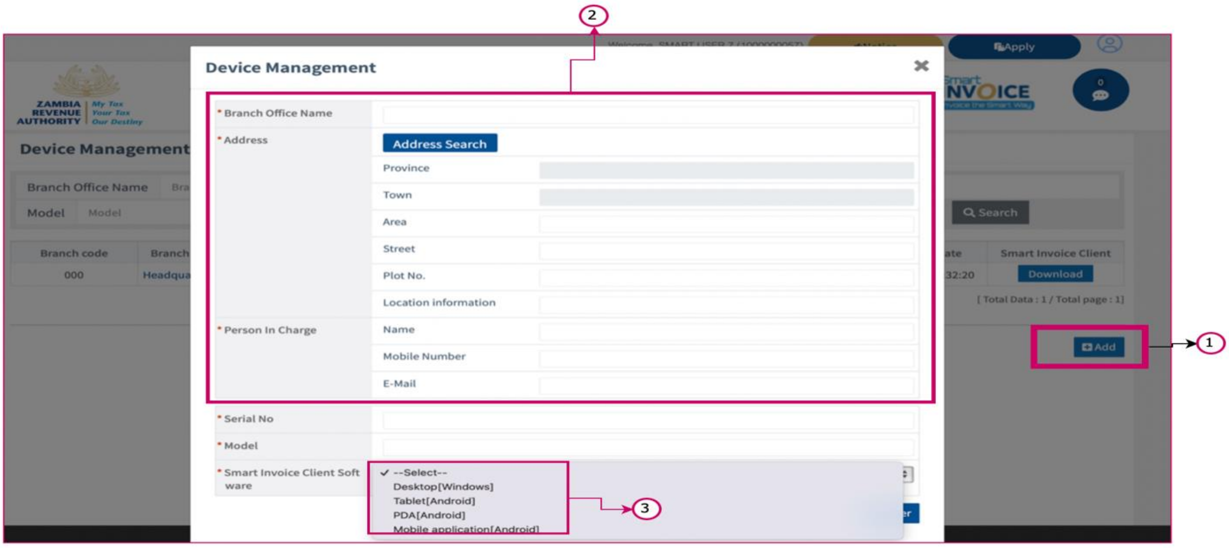


FIGURE 10 – ADDING A NEW BRANCH

Step 11: Once the software is downloaded, you just need to unzip the file as shown in the snippet below.

1. Right click on the file and then click Extract All
2. After that click Extract

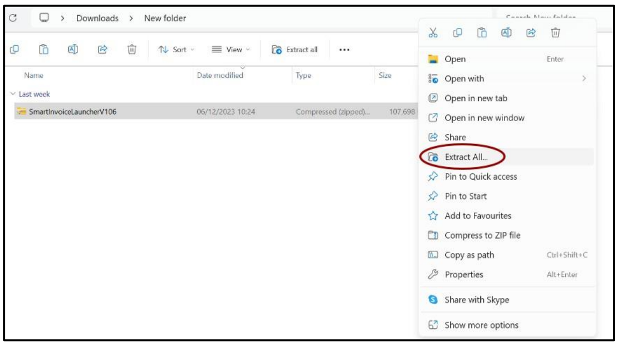


FIGURE 11 - FILE EXTRACTION

After extracting the folder, open it and you can start the installation on your machine by double clicking the Smart Invoice installation file.

Step 12: Install the smart invoice desktop version. Double click the installer file. The following screen is displayed:

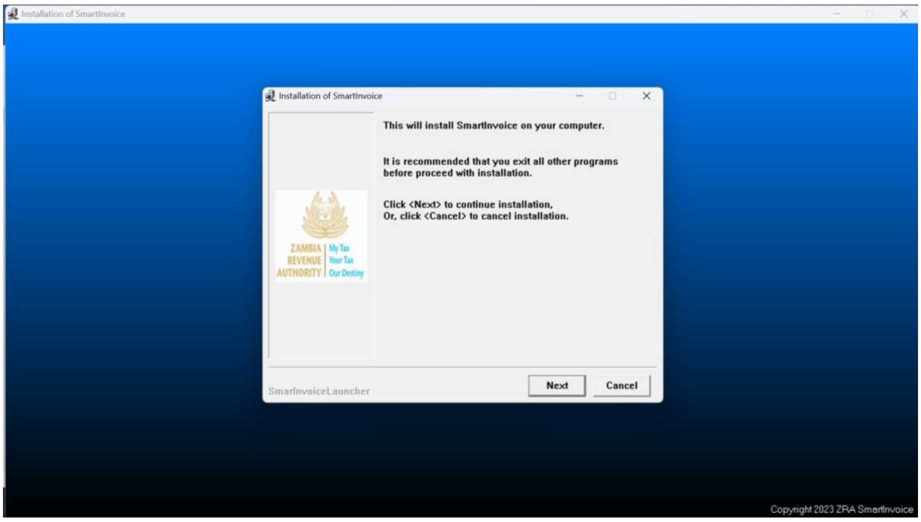


FIGURE 12 - FILE DOWNLOAD

Click **'Next'** Button.

Step 13: Fill in TPIN, Branch ID and Device Serial Number and Click confirm

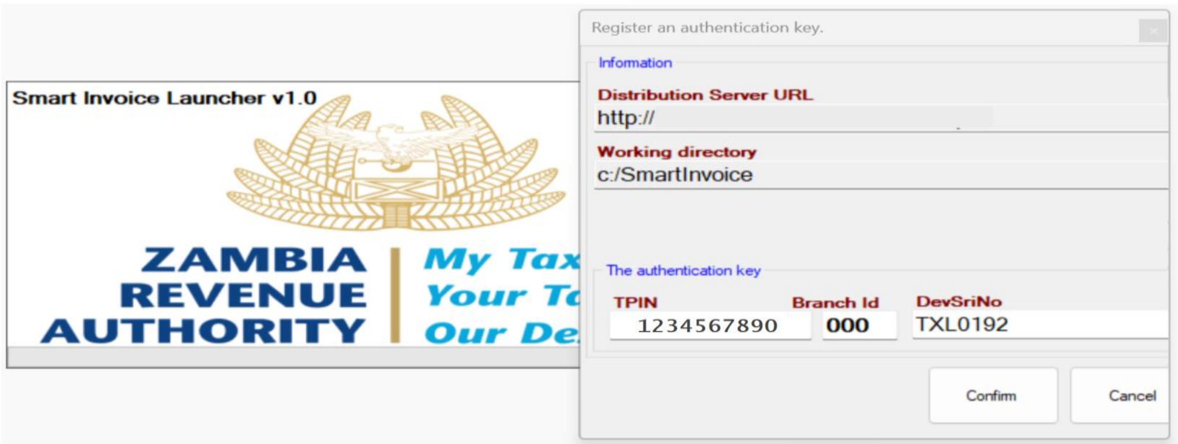


FIGURE 13 - TPIN, BRANCH ID & DEVICE SERIAL NUMBER

Once the installation is completed, you will immediately see this form where you are asked to provide:

1. TPIN, Branch ID and Device Serial Number
2. Choose a Template Type according your business
3. Lastly, click the **initialize** Button

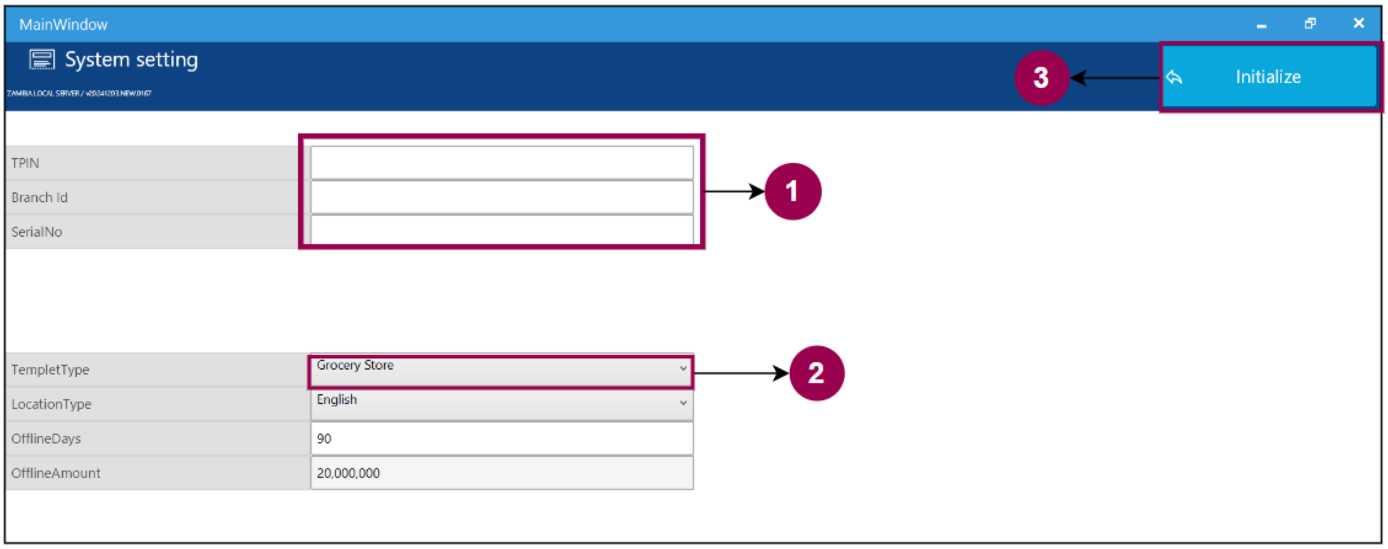


FIGURE 14 - INITIALIZATION

Congratulations. You are now ready to use the software.

3. HOW TO USE SMART INVOICE SOFTWARE

3.1 Program Start

After the program has been installed in the computing device, the program icon will be on either the desktop or n the device menu. The program can be started by double-clicking the program icon.

3.2 Login

When the program starts, you will see the following user interface:

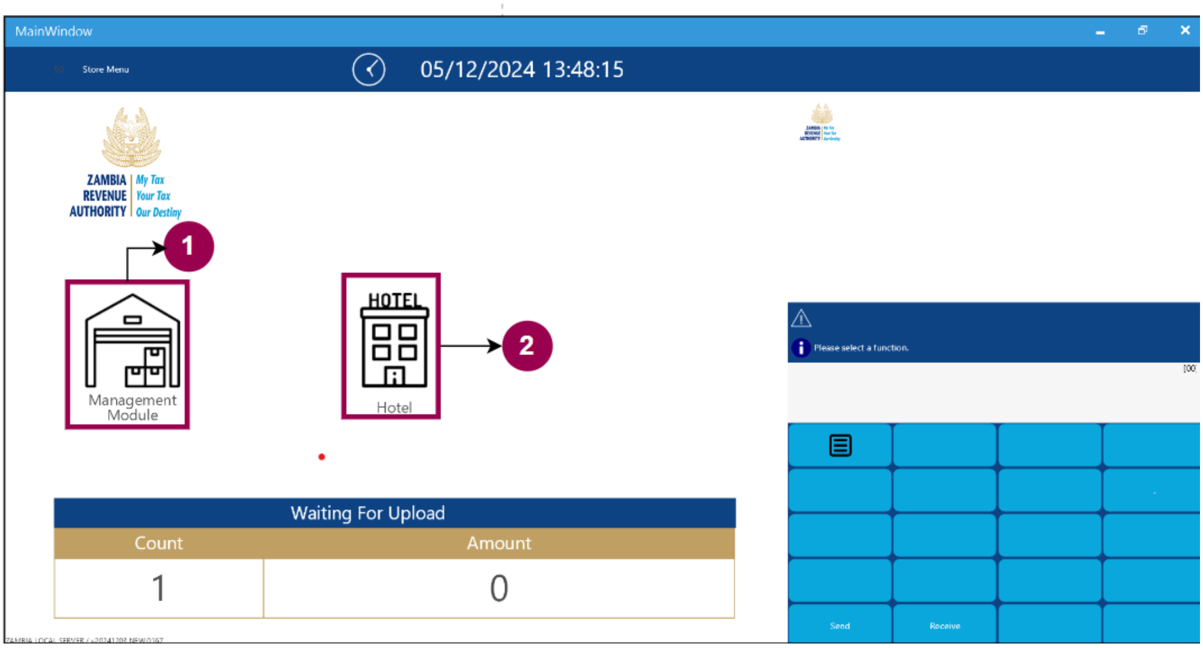


FIGURE 15 - USER INTERFACE

1. Click <Management module to assess the main modules
2. Click< Hotel> when you want to hotel template or change to any other template.

Once Click< management >. The login screen should appear as indicated below:

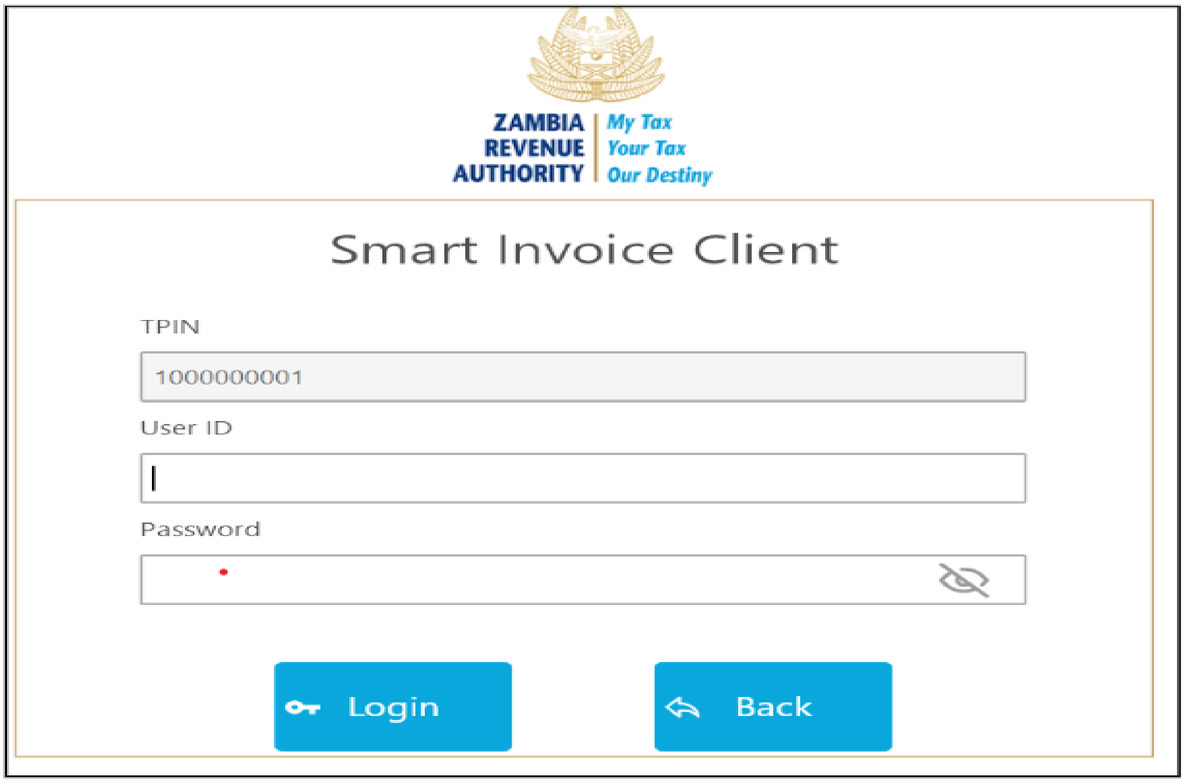


FIGURE 16 - LOGIN SCREEN

The screenshot above shows a login page of the client on the Management Module. Follow the steps below:

1. Check whether the correct TPIN is displayed
2. Type user ID (Enter same TPIN)
3. Type default password **zra123** and click **login** button
4. If the user wants to go to the back screen click on the Back button

3.3 Program Menu

After successfully logging in, the main program menu screen is displayed as below:

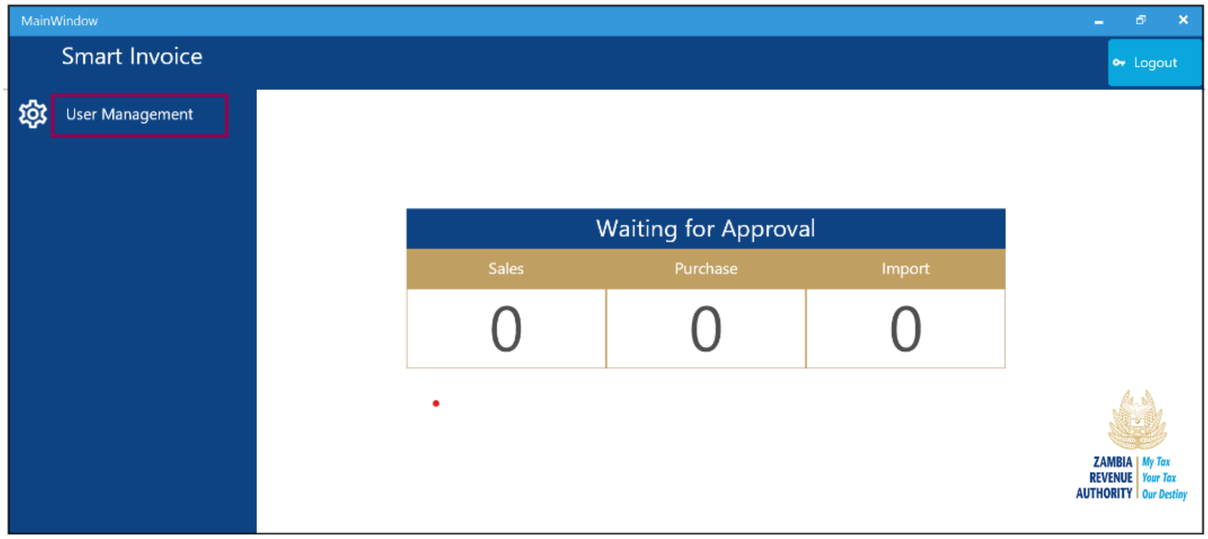


FIGURE 17 - FIRST TIME LOG IN

First time log in

To Add a new user:

1. Click User Management
2. Click the 'New' button
3. Fill in all mandatory information. These include: (User ID, Password, Role, Authorizations)
4. Click the 'SAVE' Button
5. The saved user details are displayed at the bottom of the screen
6. Log out and go back to log in page

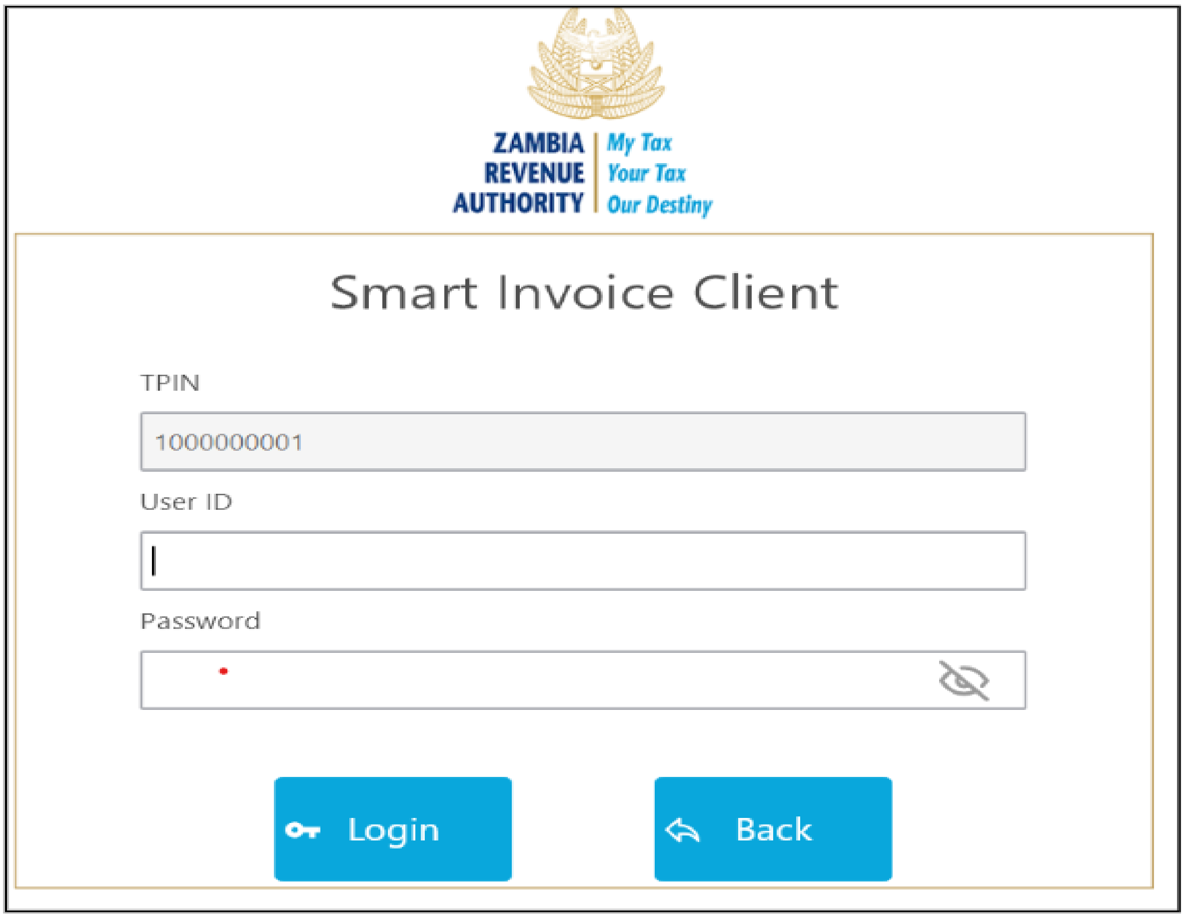


FIGURE 18 - LOG IN SCREEN

The screenshot above shows a login page of the client. Follow the following process to login

1. Check whether the correct TPIN is displayed
2. Type New user ID that was saved
3. Type password and click **login** button
4. If the user wants to go to the back screen click on the Back button

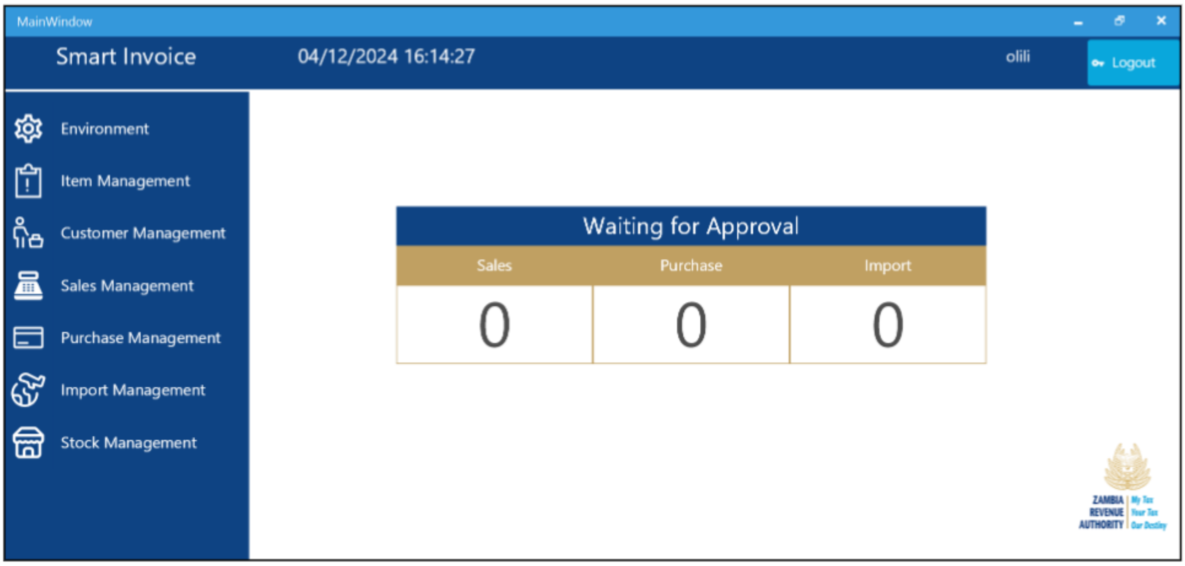


FIGURE 19 – MAIN MENU

4.ENVIRONMENT

The environment sub-menu provides the following functionalities to the user:

1.User management: Manage user who can use this program (explained more in 3.4.1)

2.Change password: Users can change their passwords. (more explanation in part 3.4.2)

3.System settings: Establish the default settings as instructed in 3.4.3 system setting.

4.Currency management: User can set a default currency to use in sales.

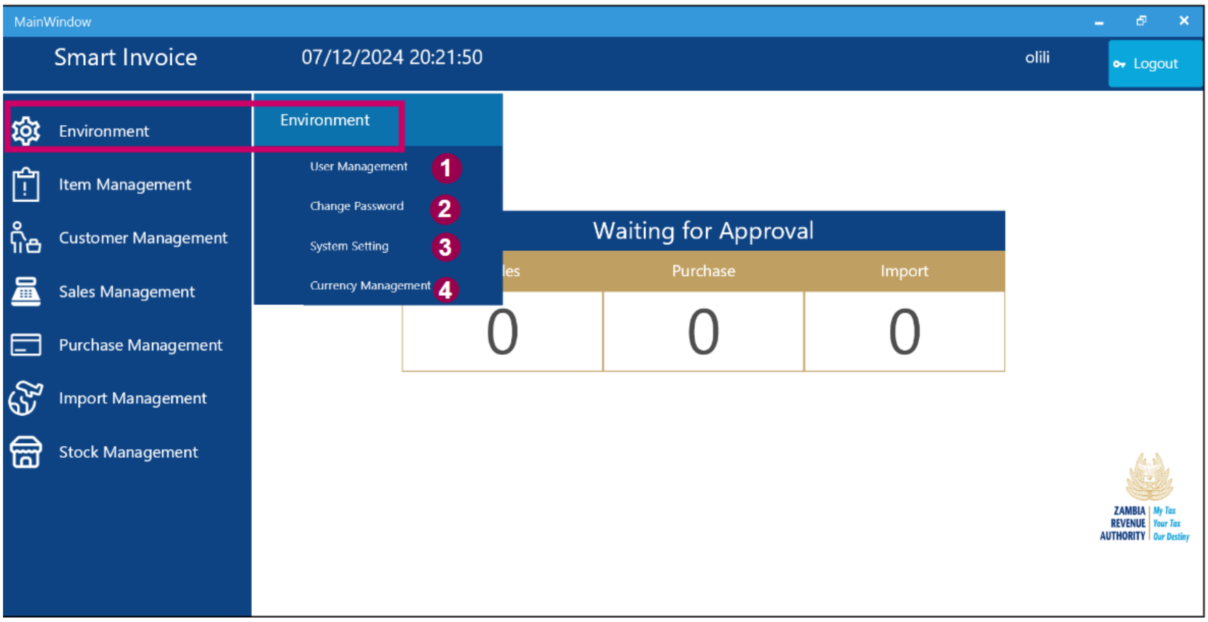


FIGURE 20 – ENVIRONMENT

4.1 Add/Modify User

After clicking on the **User management** sub-menu in the **Environment Menu**, the following user management screen appears:

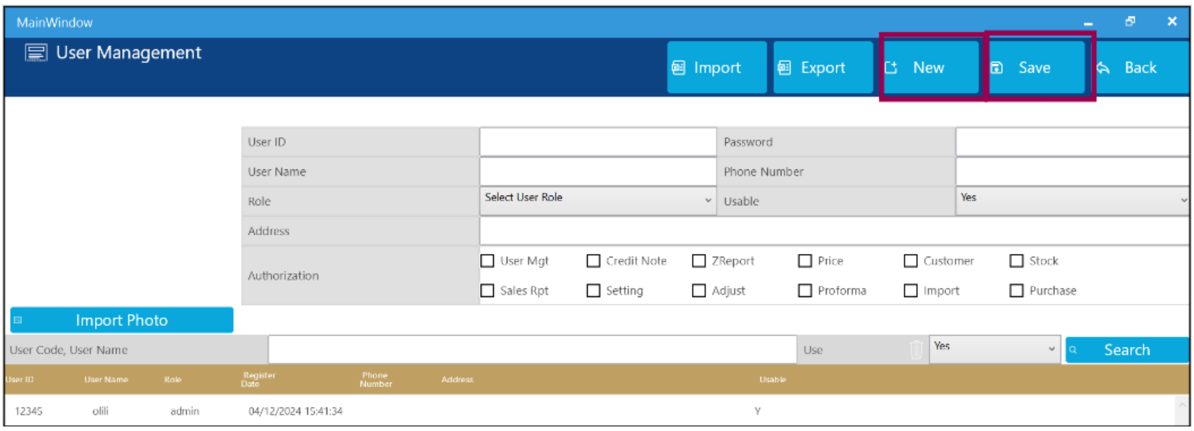


FIGURE 21 – NEW USER

To add a new user:

1. Click the ‘New’ button
2. Fill in all mandatory information. These include: (User ID, Password, Role, Authorizations). Once admin role is selected all authorizations will be ticked
3. Click the ‘SAVE’ Button

To Modify details of a pre-registered user:

1. Search and/or select the user (rom the lower section of the screen).
2. Modify user details (and/or authorizations)
3. Click the ‘SAVE’ Button

4.1Change Password

FIGURE 22 – CHANGE PASSWORD

To mitigate the risk of unauthorized access due to compromised credentials, software users have to change their password periodically. Below are the steps for changing the password:

1. Type current password
2. Type new password to change the current password
3. Retype new password
4. Click the ’SAVE’ Button
5. Click <back> button to go back to
6. The new password is successfully set!

4.3 System Settings

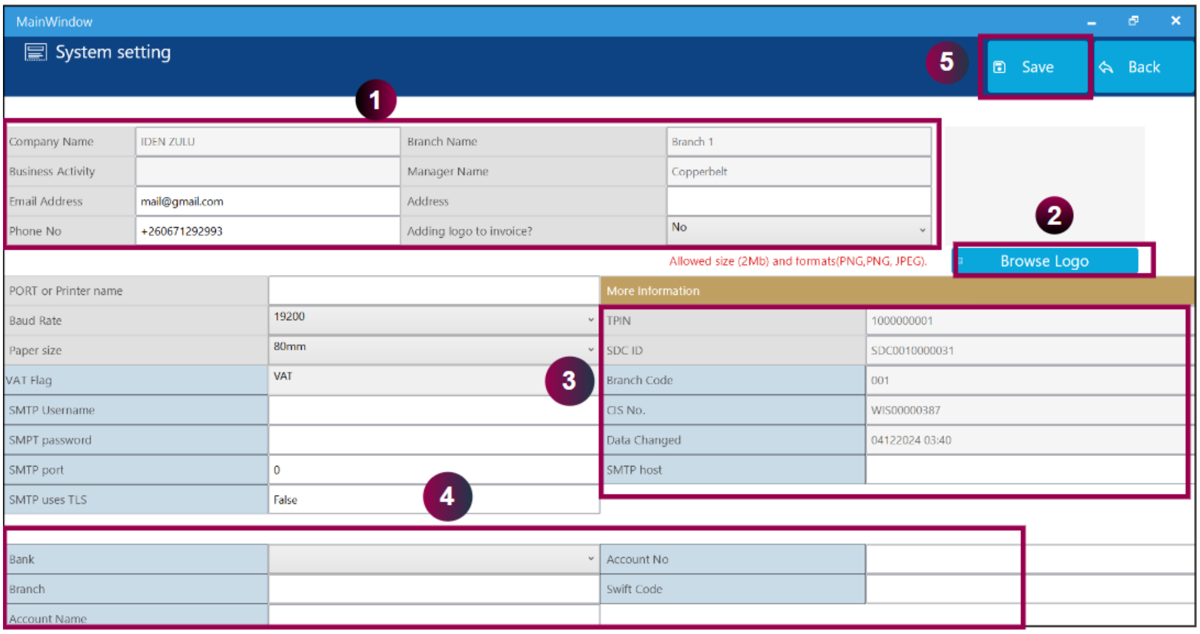


FIGURE 23 – SYSTEM SETTINGS

Use system setting to review registered details on company information, system status and other configurations.

1.Company information: Administrative details such as company name, branch information, company leadership, address and other relevant data.

Registered company name and address will be printed on receipt

2.Adding a logo in the system

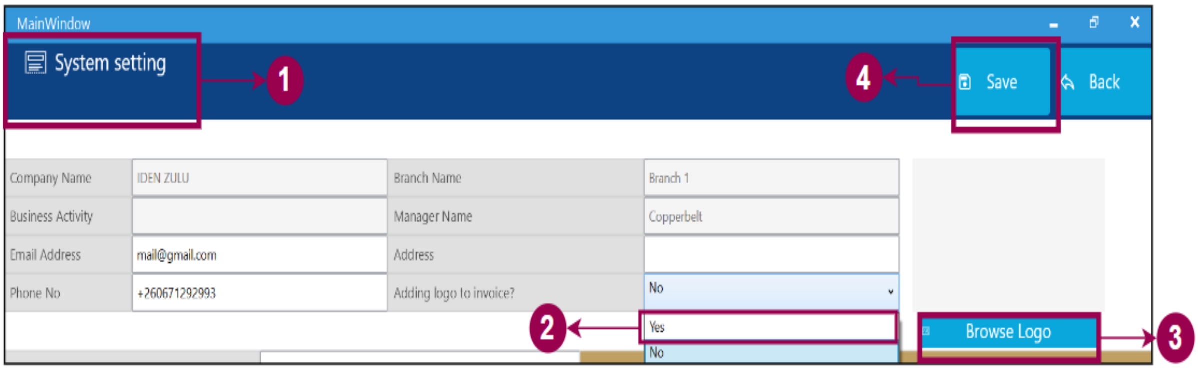
A taxpayer may wish to have his/her logo to be printed on the invoice, and below are steps of adding it in the system so that it can appear on invoice:

1.Go to system settings

2.Choose < yes> to add a logo

3.Browse the logo

4. Click<save> button to save the logo



After doing the above process once you make a sale the logo will appear on the printed invoice.

Note: put recommended size and format for it to be saved if it's a wrong format or size you will be given an error.

3.More information: The components detailed in the expanded information prevail to system setting values, which users are unable to change. This information serves the

purpose of diagnosing program errors

4.Fill the bank information that will be used in transaction processes

4.5 Currency management

A taxpayer can create currencies and choose which one to be default by following the steps below:

1.Click<new >button to register a new currency

2. Fill details for the new currency

3. Click <save> button

4. Created currencies will appear down

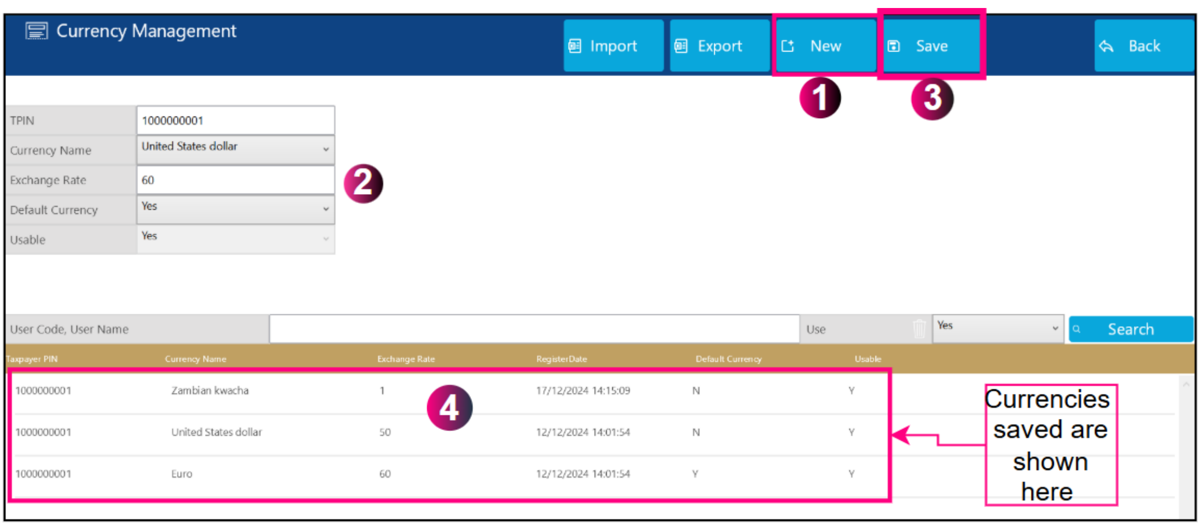


FIGURE 24 – CURRENCY MANAGEMENT

5.ITEM MANAGEMENT

The Item Module provides functionalities on Registering and Viewing Items details. The first section (1) is used to add a new item or to view existing item details. Second is where you fill all needed information to register and item, third lower section (3) is a list of all registered items.

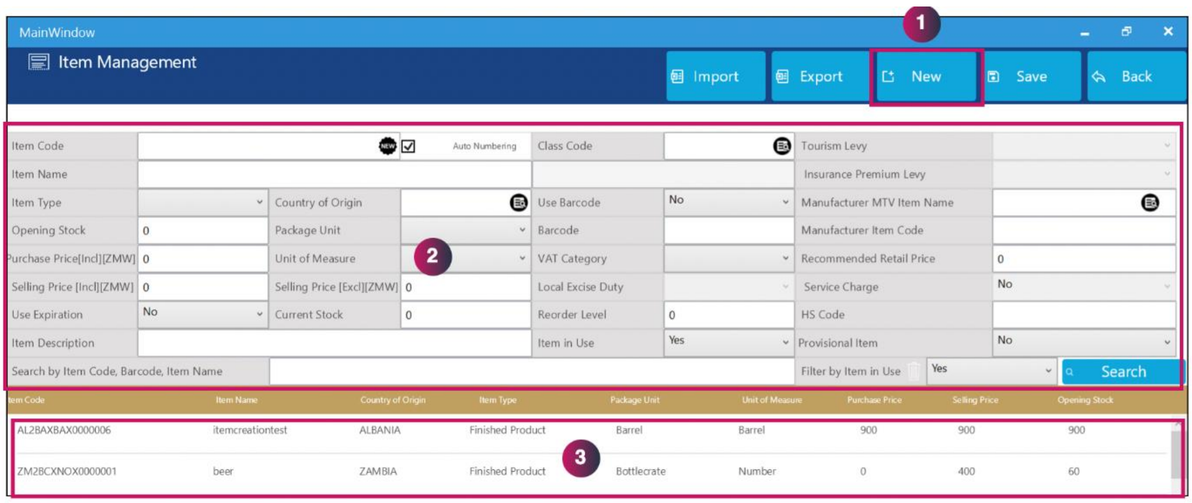


FIGURE 25 – ITEM MANAGEMENT

5.1Add a New Item

1. Click on Item
2. Click on 'New' to start a new item registration.
3. Fill the form (NB: Item Code is generated at last step before saving). some of fields include:

   a) **Item Code**: Generated by clicking "NEW" button after filling **all required** form fields.

FIGURE 26 – ITEM CODE

   b) **Auto numbering**: Once checked, it facilitates sorting registered items based on their respective item codes

   c) **Class Code**: Each item is to be assign a UNSPS class code. Once clicked, it opens a different window where the user can search and select a UNSPS class code according to the desired level. Upon selection, the user clicks on **confirm**.

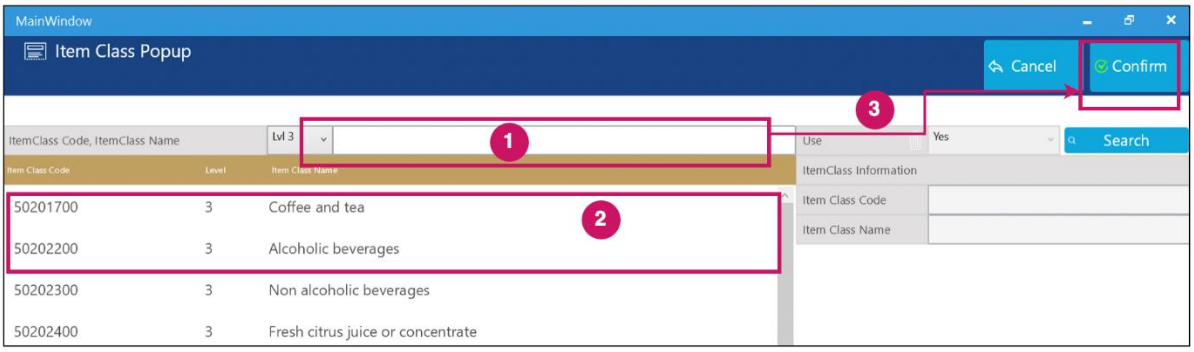


FIGURE 27 – ADDING A NEW ITEM

d) **Item name**: Provide item name with utmost precision. For instance, if it is coffee, specify the type such as "coffee and tea" as an example.

e) **Bar Code**: if users prefer to use barcode number as the code, click "use" and scan the item barcode directly; if not, click "no use" and leave the field empty.

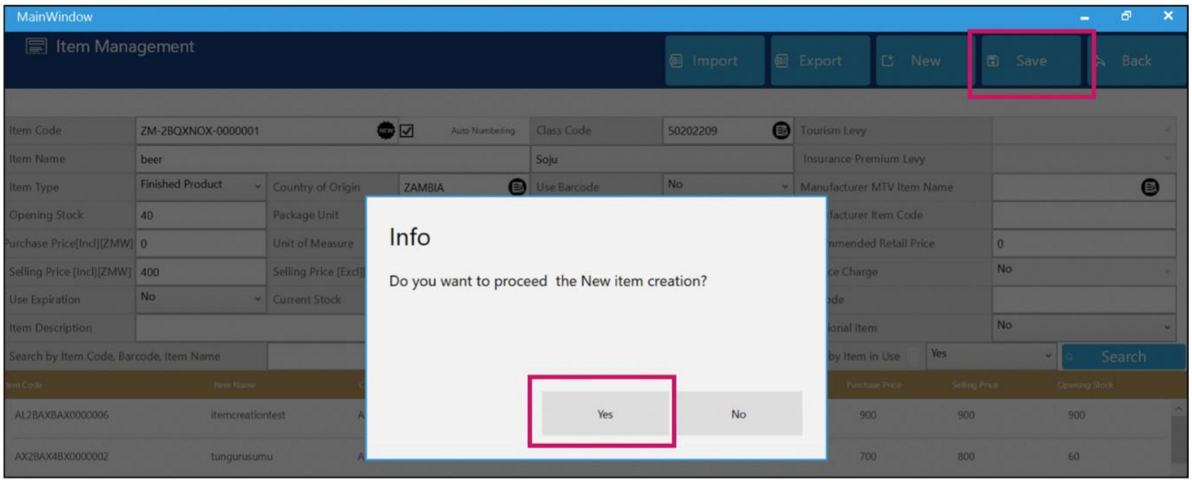
f) **Tax Category**: This depends on which tax category a taxpayer is registered on. For example, this one is registered on tourism levy (TL)

g) **Country of Origin**: select the item origin. Upon tapping the designated button, the user will encounter a display presenting various options for choosing the origin, as illustrated below.

h) **Use Expiration**: if users prefer to include expiry date on the item being added, they should select **Yes**; and if the user prefer not to include the expiry date on the item being added, they select **no**.

i) **Item in Use:** In an event that the user wants to add an item but keep it hidden from the active list, they select **no**; and if the user wants to add an item and keep it active for use, they select **yes.**

j) **Fill in all the details then** save and <yes> to confirm



5.2Export and Importation of Items (Bulk Upload)

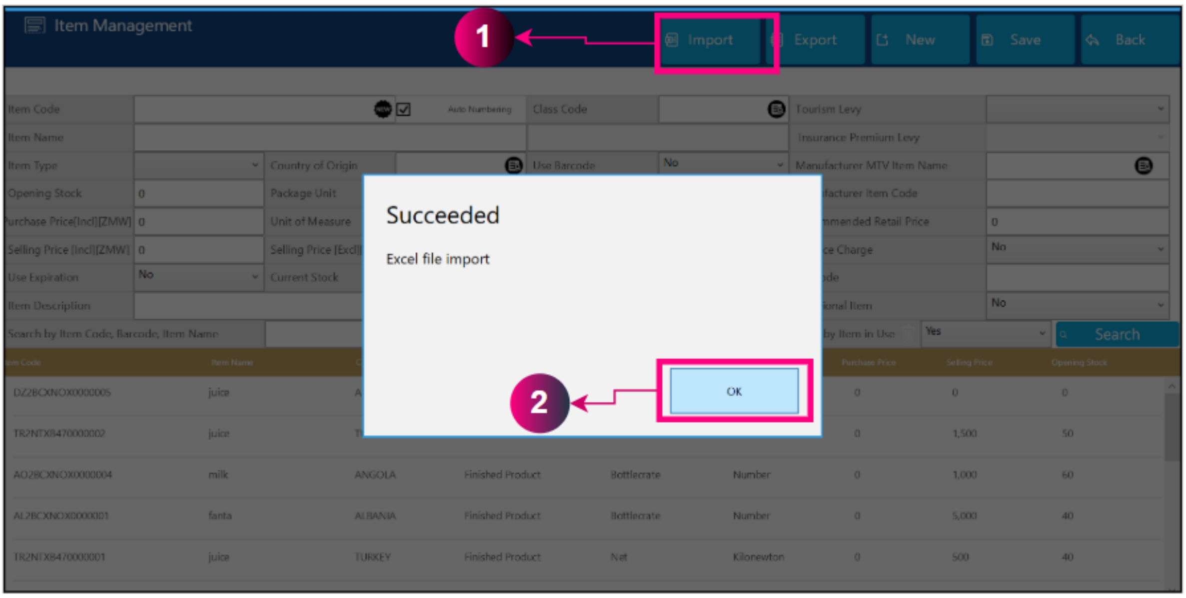
To export items into excel, carryout the following steps:

a) Click on Item Management under main menu
b) Click on “Export” and an excel document is saved in a folder called “Temp”

To import items into excel, carry out the following steps (ensure that the excel is saved in the right format):

This is used in uploading multiple items using an excel sheet and it is done through item management by uploading an excel sheet with items

Once the upload of bulk items is done you can create items for sale from the uploaded ones that are appearing down and choose any item you want.



a) Click on Item Management under main menu
b) Click on “Import”
c) Navigate and select the excel document to be imported
d) lick < ok> to save items

6.STOCK MANAGEMENT

The Stock Management Module has mainly 4 sub-menus:

1. Opening/Closing stock: Manage stock items (add, modify, etc)
2. Stock status: View the current stock status (i.e. Stock levels)
3. Stock in history: View a list of stock entries
4. Stock Out history: View a list of stock-out operations

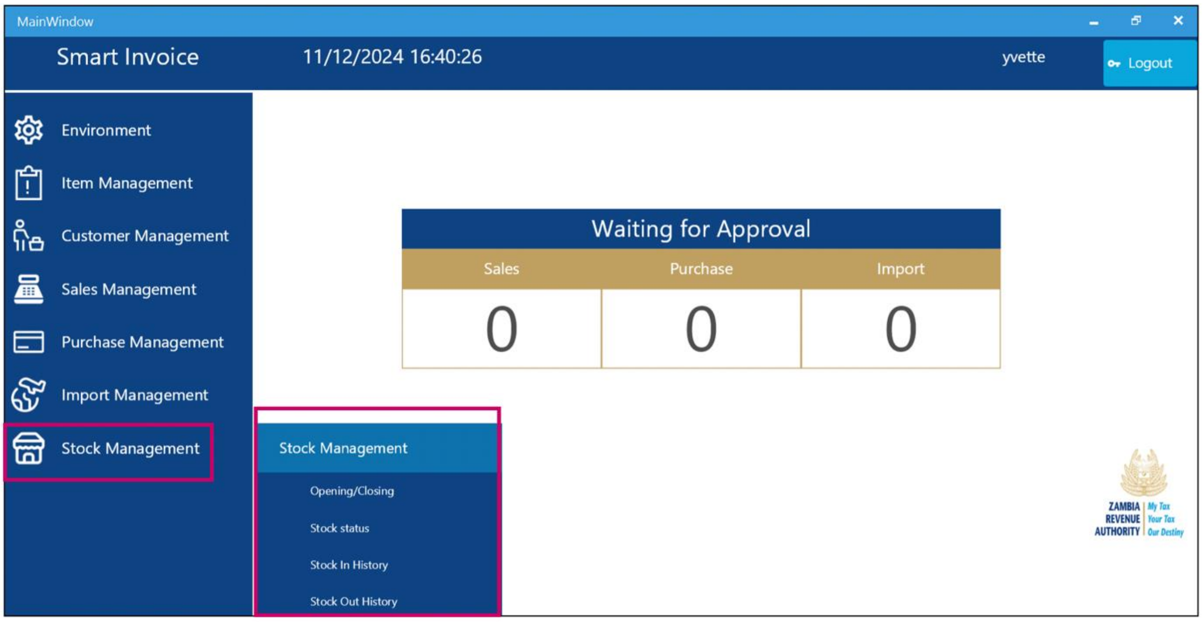


FIGURE 28 – ADDING A NEW ITEM

6.1. Opening/Closing Stock

1. Once you click Opening/ Closing Stock type item code/name to get items displayed item code, item name, opening stock, closing stock, current stock, unit price, total amount.
2. Items displayed can be filtered using the search parameters such as date range OR item code or name
3. A system user can also perform other operations like Adjusting an item in the stock.

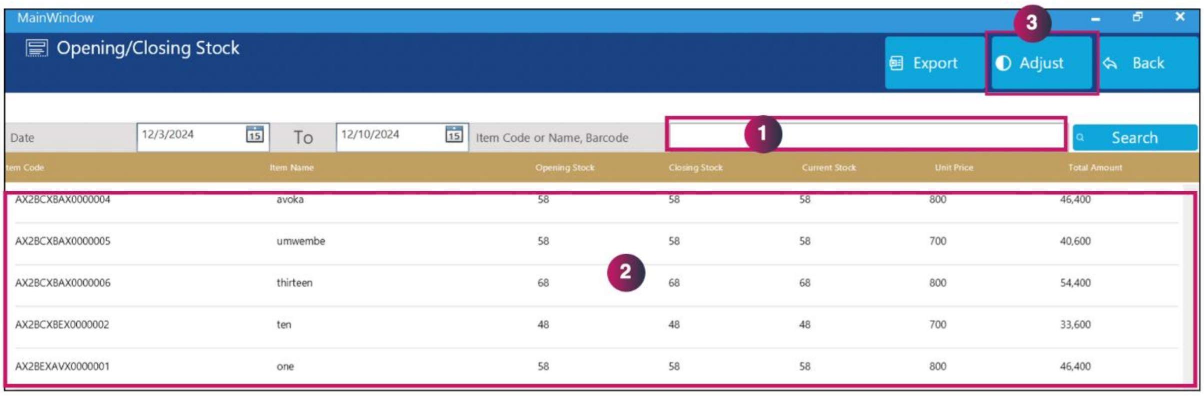


FIGURE 29 – OPENING/CLOSING STOCK

6.2Stock Status

The stock status screen shows a list of all items in the stock, separating the count for both finished product and raw materials. Additionally, the total current stock count for each item is displayed.

FIGURE 30 –STOCK STATUS

1. The above image displays the list of items in the stock. The attributes displayed for each item are: item code, item name, finished product, Expiration date, Raw material, current stock
2. Items displayed under stock status can be filtered using the search parameters such as date range OR item code or name.
3. A system user can also perform other operations like adjusting an item in the stock by clicking on that particular item he wants to adjust and <clicks> adjust button.

6.3Stock-In History

The module is designed to track and provide a comprehensive record of all stock-in movement or additions to the inventory over time. It shows the history of how items were added in stock.

FIGURE 31 –STOCK IN HISTORY

6.4 Stock-Out History

The module is designed to track and provide a comprehensive record of all stock-out movement or reductions from the inventory over time. This feature is essential for businesses to maintain accurate and transparent records of their stock transactions, monitor stock levels, and analyze patterns of stock depletion.

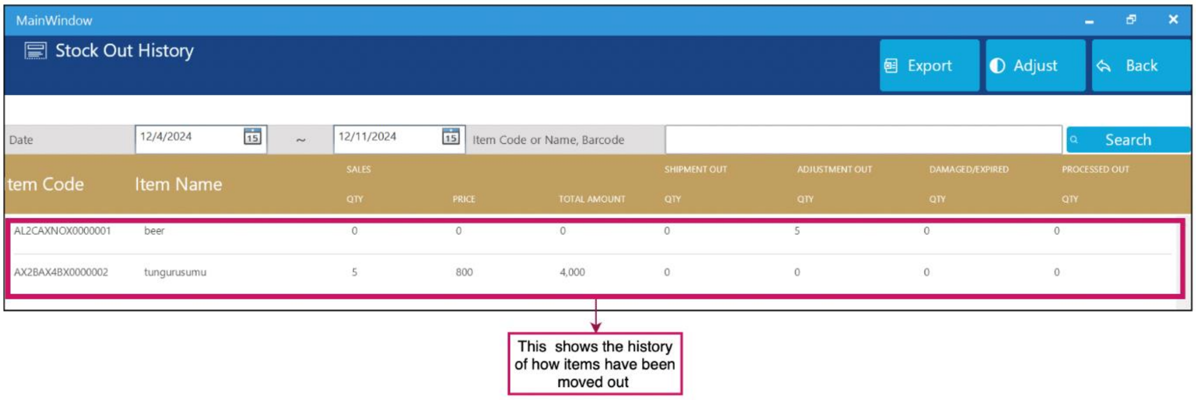


FIGURE 32- STOCK OUT HISTORY

6.5. Stock Adjustment

Stock adjustment may be required in cases of products damage, theft, product movement or processing. The system offers the following adjustment types below in the picture after choosing an item to adjust.

1.Choose adjustment type

2.Put adjustment quantity

3. Click <save> after making the changes

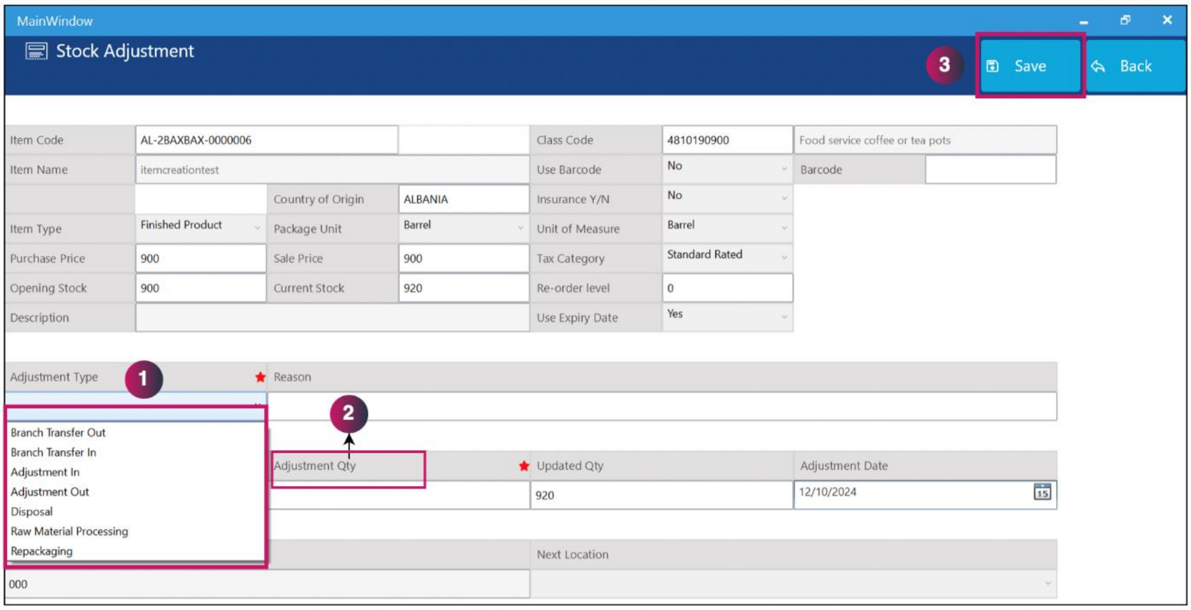


FIGURE 33- STOCK ADJUSTMENT

a. Stock Increase & Decrease

(**Stock Increase**) Click one of the following [**Adjustment In, Branch Transfer In**]

1. Select Stock item to 'Adjust'
2. Click the Adjust Button
3. Select Adjust Type
4. Add **[Adjust QTY]** which is the number of items you will increase
5. Click the **[SAVE]** button

(**Stock Decrease**) Click one of the following [**Adjustment Out, Branch Transfer Out, Disposals**]

1. Select Stock item to 'Adjust'
2. Click the Adjust Button
3. Select Adjust Type
4. Add **[Adjust QTY]** which is the number of items you will decrease
5. Click the **[SAVE]** button

b. Re-packaging

An item in stock can be repackaged. For example, a box of 24 mineral water bottles can be re-packaged into 24 individuals water bottles:

1. Select Stock item to 'Adjust'
2. Click the Adjust Button
3. On 'Stock adjustment' screen, Select Adjust Type as '**re-packaging**'
4. On the repackaging screen (FIGURE 28):
    a. Record the initial package item info and click '**Confirm**'
    b. Record the Repackaged Product item info and click '**Confirm**'
5. Click the **[SAVE]** button

Stock should be adjusted accordingly.

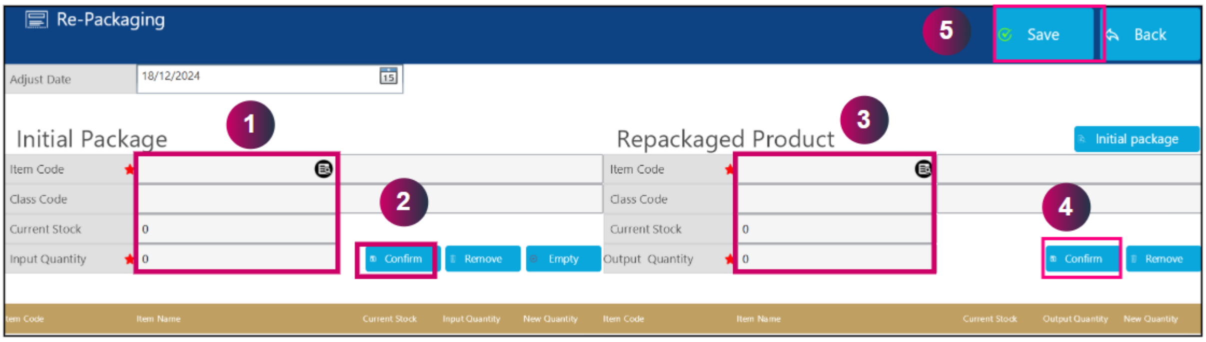
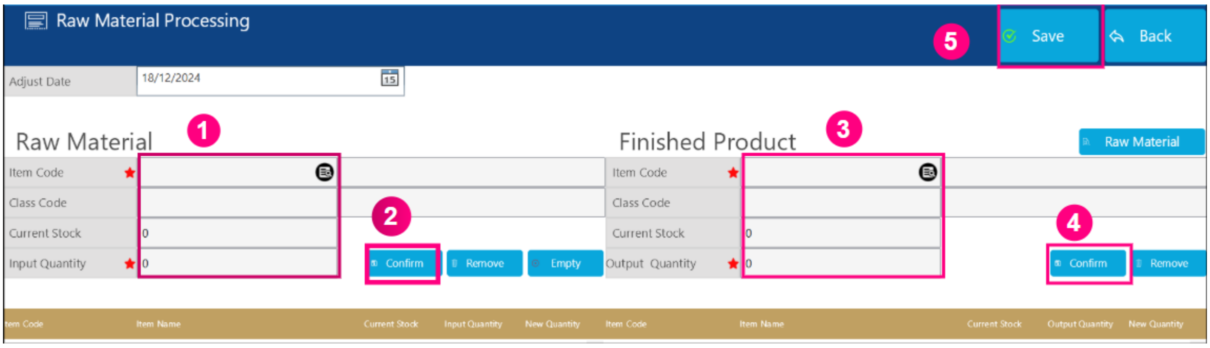


FIGURE 34- REPACKAGING STOCK ITEM

c. Raw Material Processing

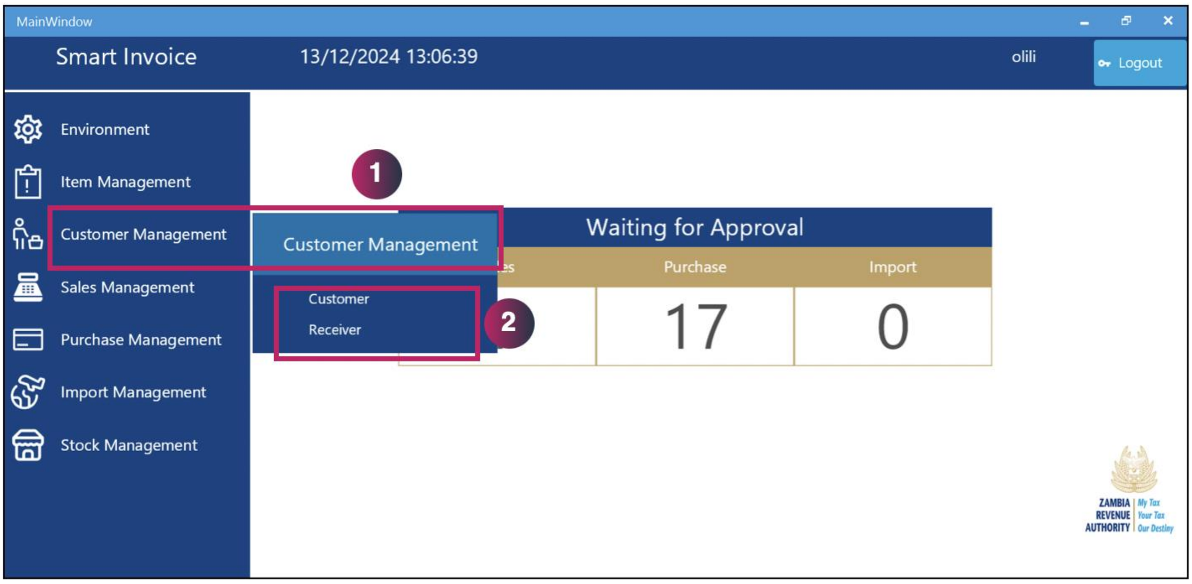
You can produce finished products by consuming raw materials. You can control each material's decrease, considering the finished product.

1. In Stock, Select Stock item to 'Adjust'
2. Click the Adjust Button
3. On 'Stock adjustment' screen, Select Adjust Type as '**Raw Material Processing**'
4. On the Processing screen
   a. Record the Raw material(s) item info and click '**Confirm**'
   b. Record the Finished Product(s) item info and click '**Confirm**'
5. Click the **[SAVE]** button



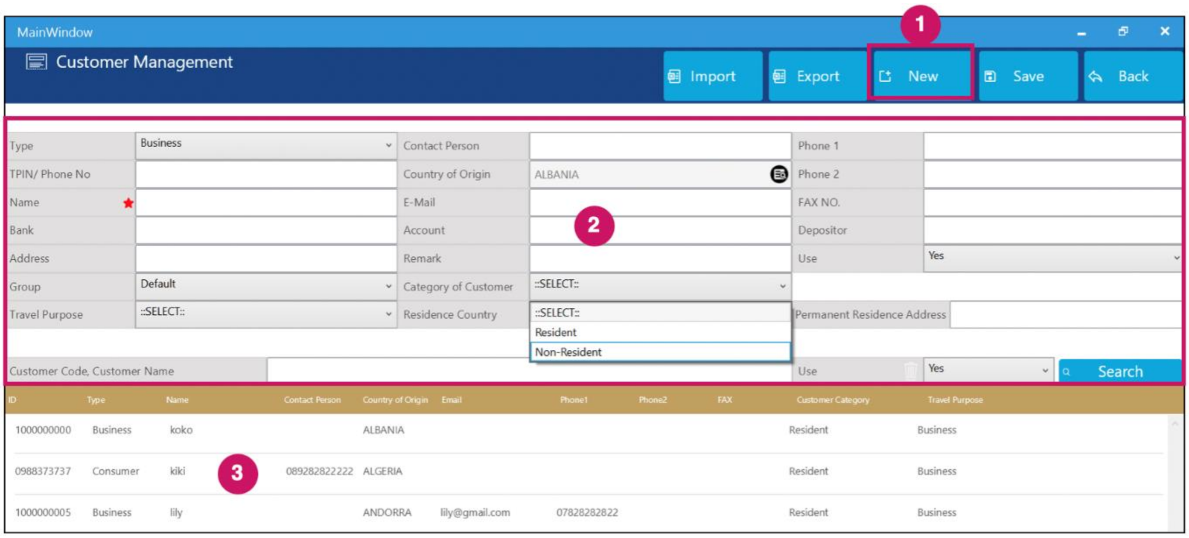
7.CUSTOMER MANAGEMENT

Go to customer management module below the choose customer for a normal customer or choose *receiver * for commercial invoice when a receiver is needed so we will have to him/her through here.



7.1. Customer

The following display is about Customer Management. Registered lists are at lower part of display and selected customer specific information is at upper part of display.



1.Click new on <new>

2.Fill all details of the customer

3.Choose any customer and update his information

The followings are customer categories that you need to choose from

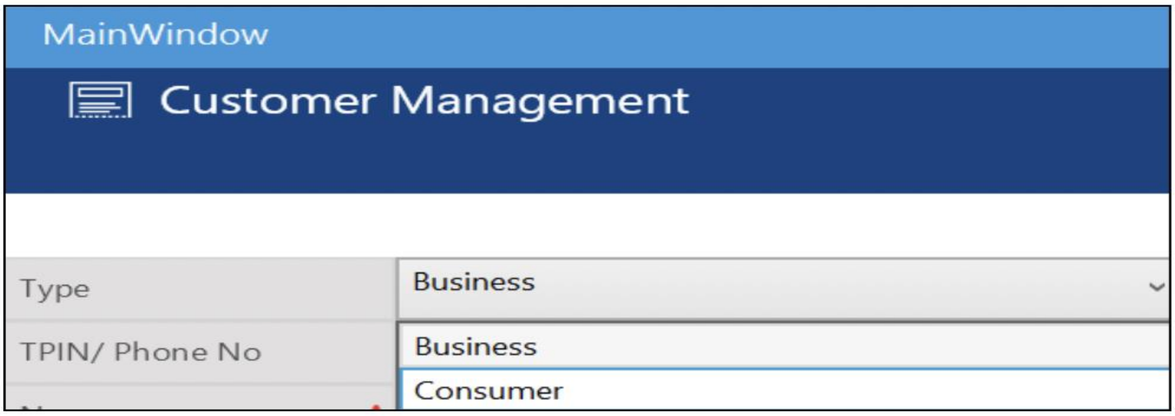


FIGURE 35- CUSTOMER CATEGORIES

1. **Type:** Identifies whether a customer is a Business or a Consumer.
    - **Business:** Must be registered with a valid TPIN
    - **Consumer:** a default TPIN can be used for customers without a TPIN

7.1.1 Registration of a Business

1. Record TPIN by clicking the lookup button

FIGURE 37- REGISTRATION OF A BUSINESS

2. On new display, fill in TPIN (Example: 100005050) OR Name and click on **Search** button.
3. Select Customer from list
4. Click 'Confirm'
5. Fill in other details

NOTE:

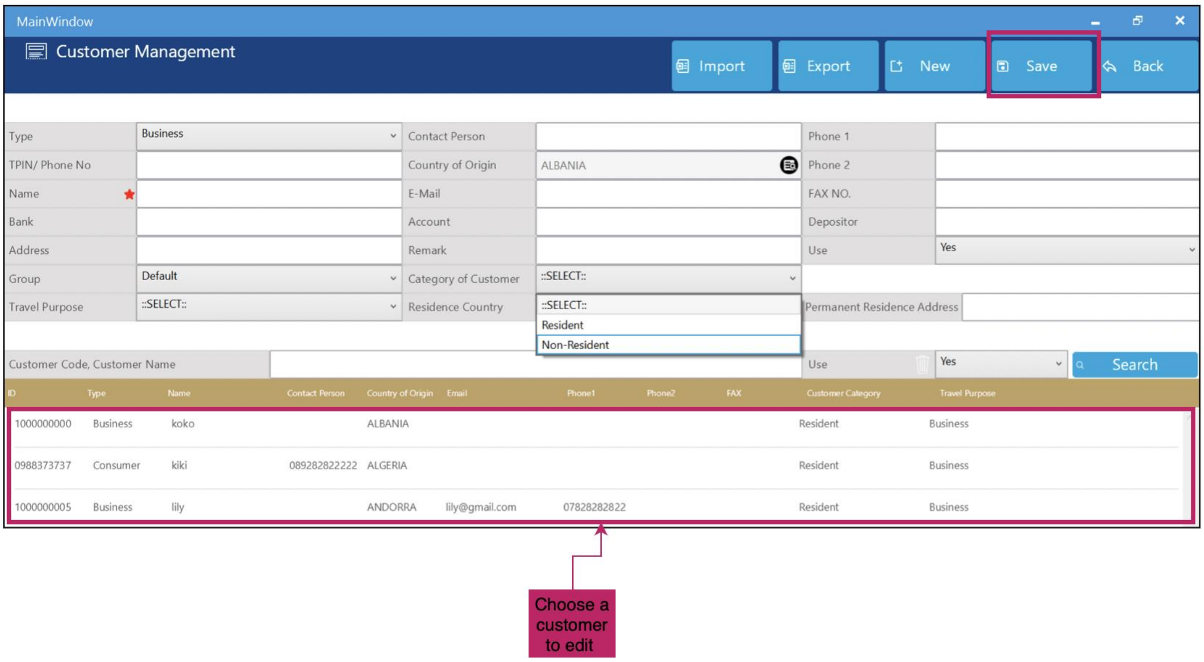
1.**Use**: Click either customer “use” or “no use”. (If you click No use, you cannot choose a customer in sale management.)

2.To register them Use their **Telephone** in place of TPIN, remove starting 0, example for 0788185500 use 788185500. Put their personal name in place of **Name**, others are the same as corporate customers.

3.For taxpayer who do not have neither TPIN nor telephone, use **999999999** in place of **TPIN**, others are the same like Individual.

7.1.2 Modify Pre-Registered Customer Information

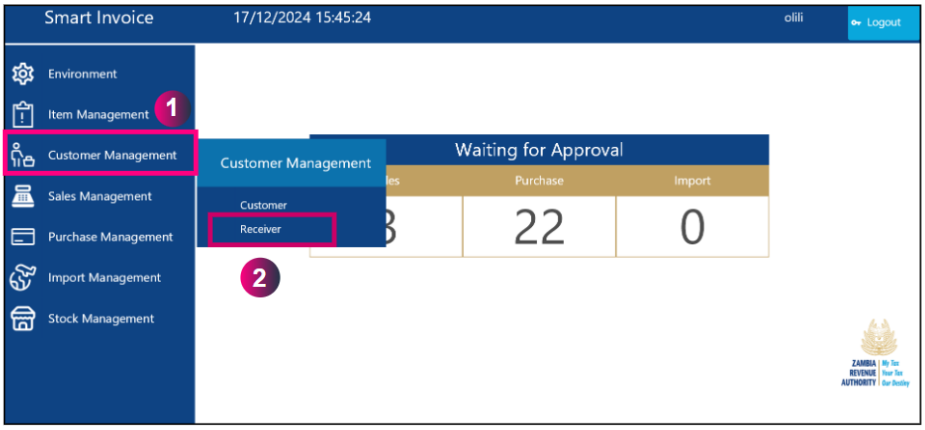
Choose a customer you want to change at the bottom of screen make necessary modification and click **Save**



7.2 Receiver

Receiver details works for a commercial invoice. A commercial invoice is a document used in international trade. It serves as a customs declaration provided by the person or corporation that is exporting an item across international borders.

Open customer management module and go to receiver:



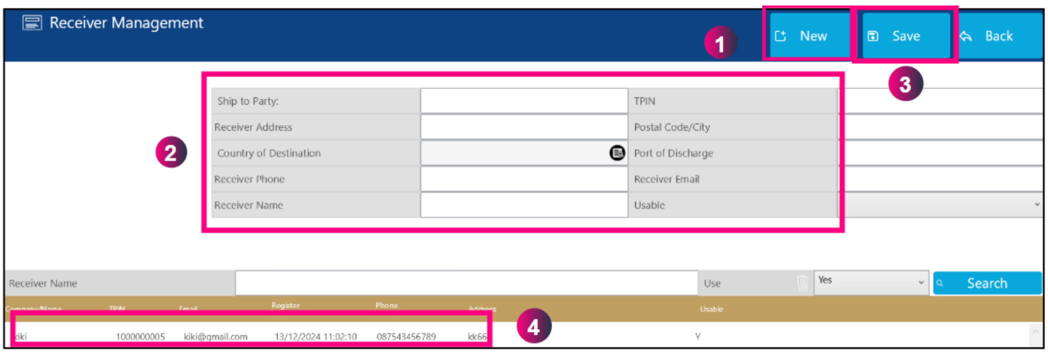
Do steps below to create a receiver

1.Click on < New>

2. Fill in the information in the fields

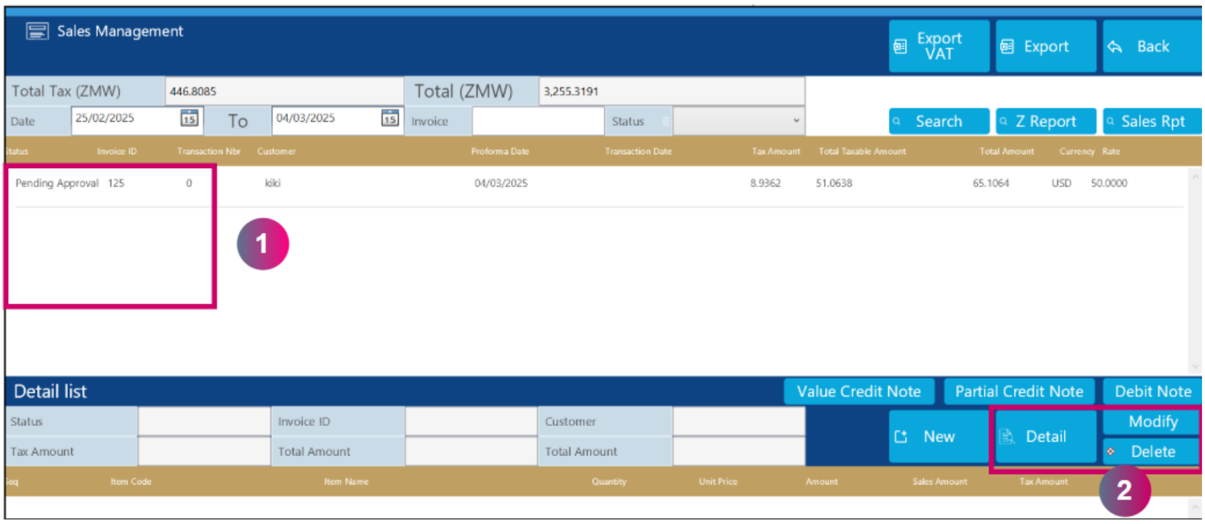
3. Click on < Save > Button

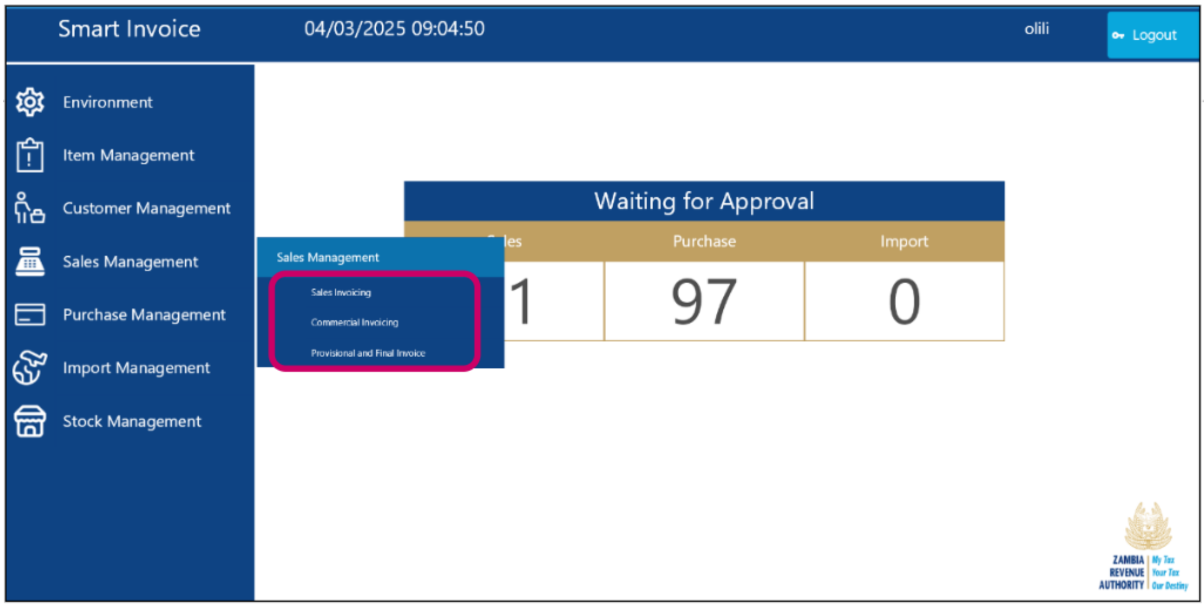
4. Saved receiver details will be displayed.



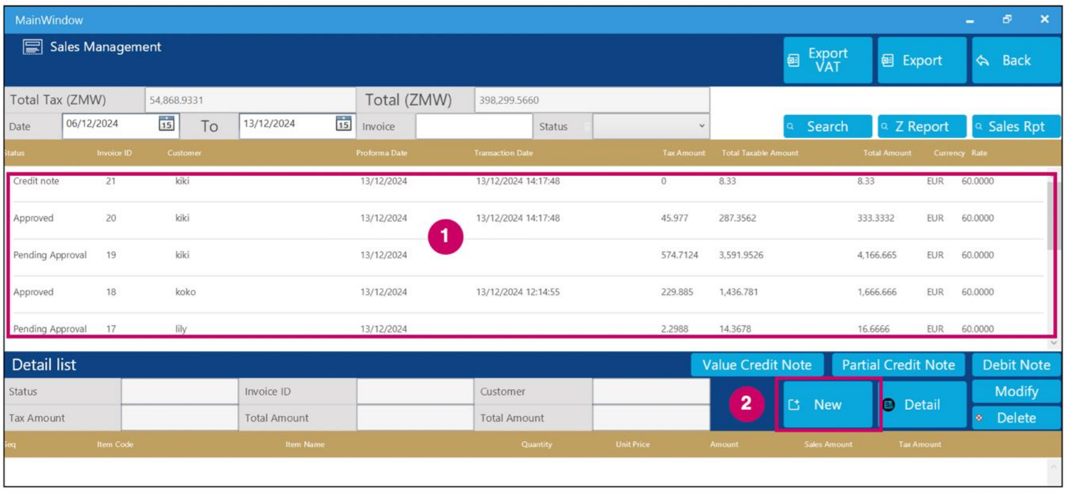
8.SALES MANAGEMENT

1.Once you open sales management you land on the page below and you will be able to see different sale types like, sales invoicing, commercial invoice and provisional invoice





1. Sales invoicing



2. You will be able to create a new sale by clicking< New > button.

Sales management menu is made of two screens. At the top of screen, there is sales information. Detailed information (list) is at the bottom of screen. As indicated below

1. Displays sale information (Total sale amount, Total Tax, date, etc).
2. A list of all sales transactions. Default shows weekly input information.
3. A display of different currencies that were used are displayed.

8.1Register New Sales Invoice

After opening sales management then:

1.Choose sale category and fill other details

2.Click < confirm > button

3.Click< save >

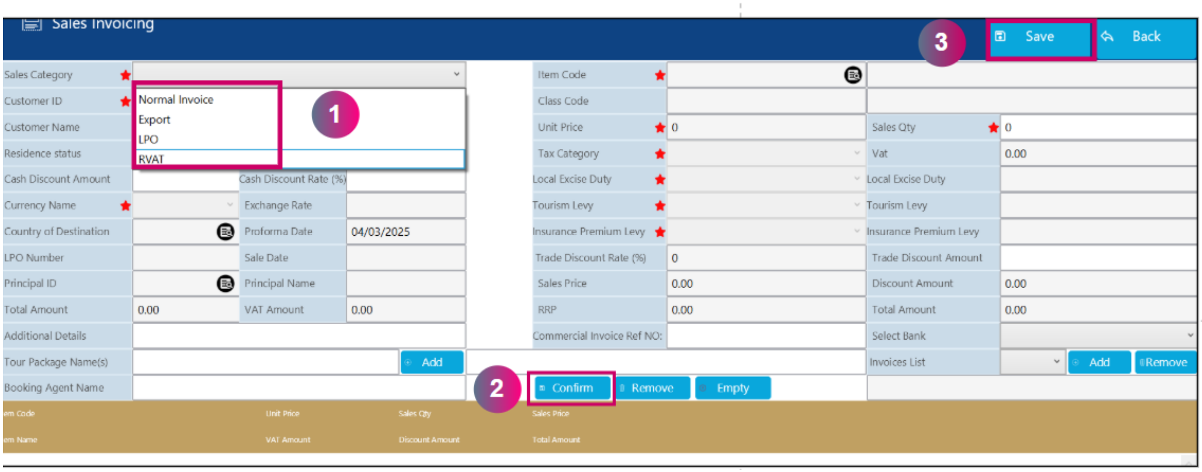
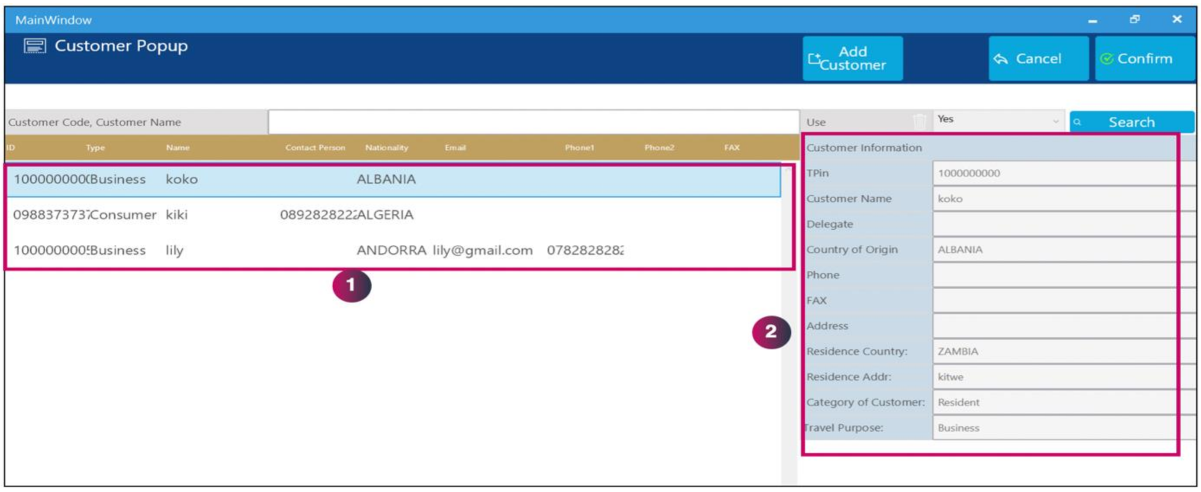


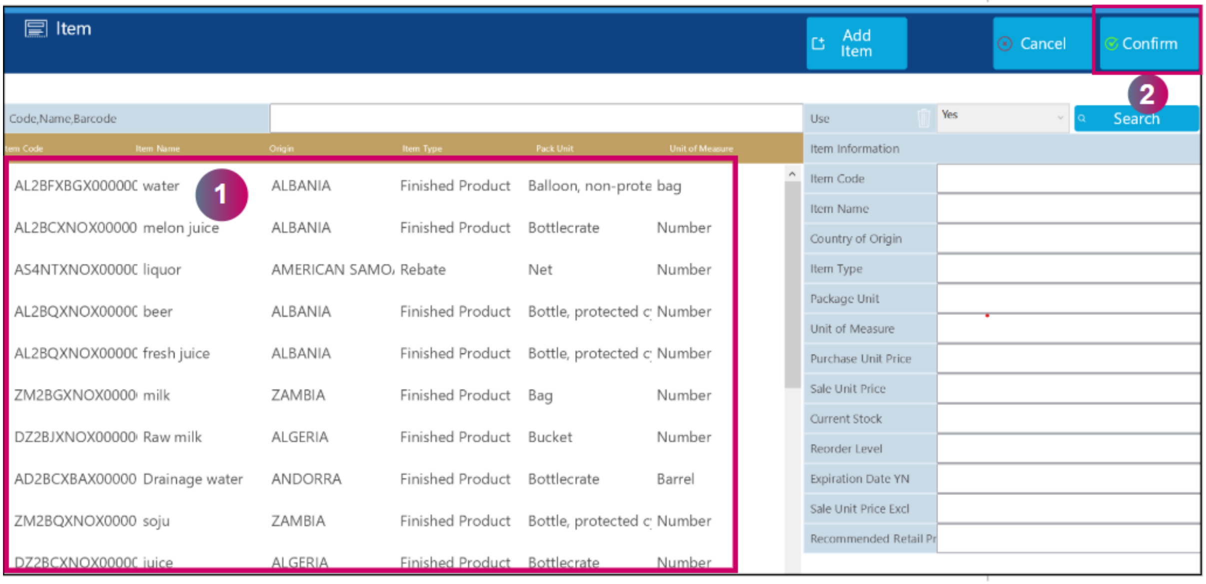
FIGURE 40- NEW SALES INFORMATION

Once you click on customer ID while making a sale you land on the page below with



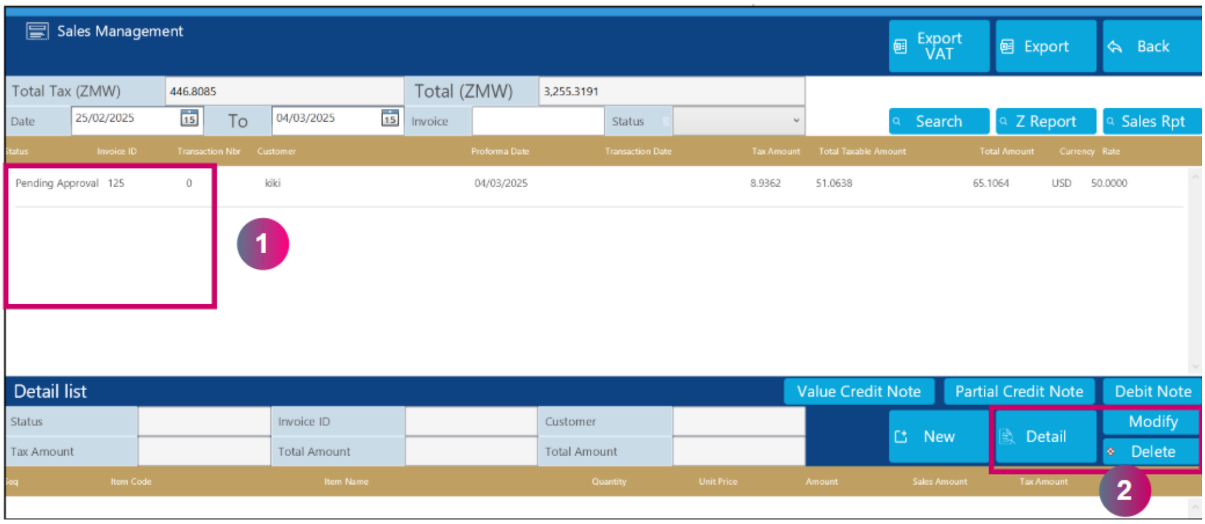
1. Record all Items by using the lookup functionality and Click **Confirm** to add to list of items on the sale.

2. After adding all items for sale, Click **Save** and when you click on item code while making a sale you land on the gape below and you choose and item.



3. When you set default currency it will appear on the <**currency name** > section above.

At this point the sales transaction acquires a “Pending Approval” status where it can either be approved or deleted. In this state the invoice is in a form of a proforma invoice.



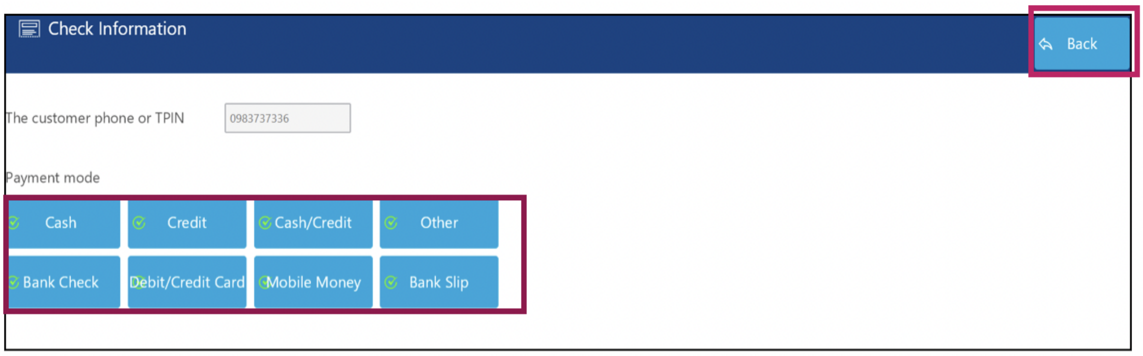
4. To Print a proforma invoice carryout the following steps:
   a) Select the item pending approval;
   b) Click on “Details”
   c) Click on “Print”.

5. To delete a proforma invoice carryout the following steps:
   a) Select the item pending approval
   b) Click on “Delete”

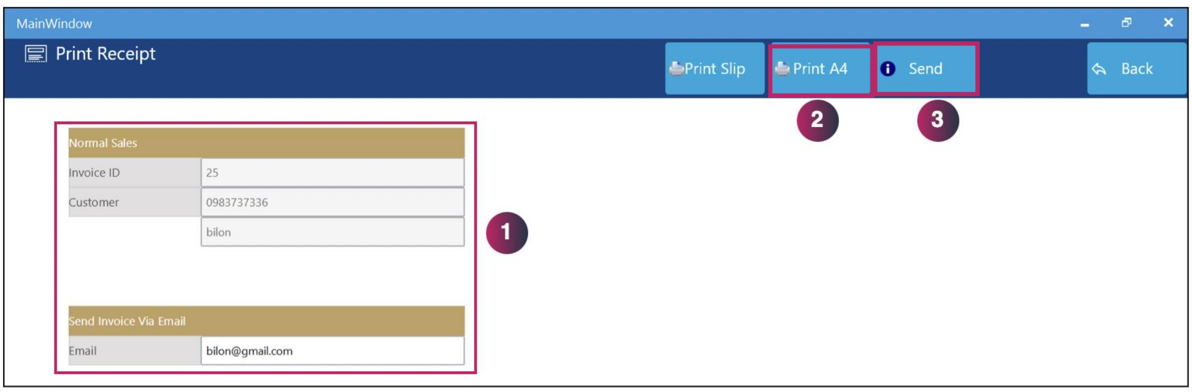
c) Click on “Yes”.

6. To modify a proforma invoice carryout the following steps:
   d) Select the item pending approval;
   e) Click on “Modify”;
   f) Modify the desired item by clearing, removing or adding new items to the list;
   g) Click “Save” and the invoice is modified accordingly.

7. To approve a proforma invoice carryout the following steps:
   a) Select the item pending approval;
   b) Click on “Details”
   a) Click on “Approve”
   b) Select the payment method;



c) Print the invoice below or send the via email by clicking <Send>



8.2 Credit Note

8.2.1 Partial credit Note

You can make multiple credit notes for a customer depending on different reasons, you go through the above process of creating a credit note then:

1Choose <Invoice >

2.Click < partial Credit Note >

3. Choose item Add <quantity> for partial reversal

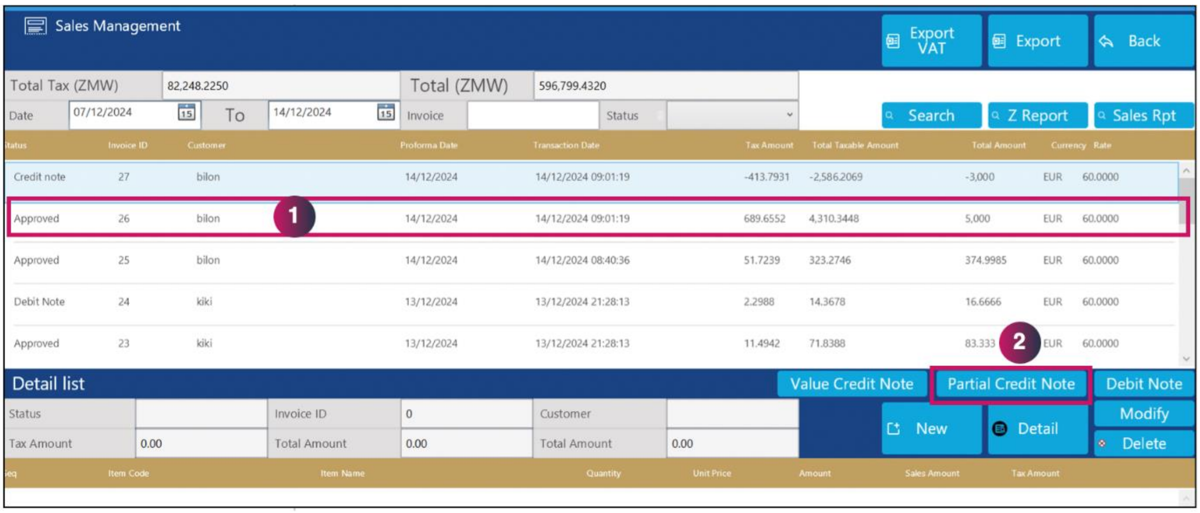
4. Click < save>

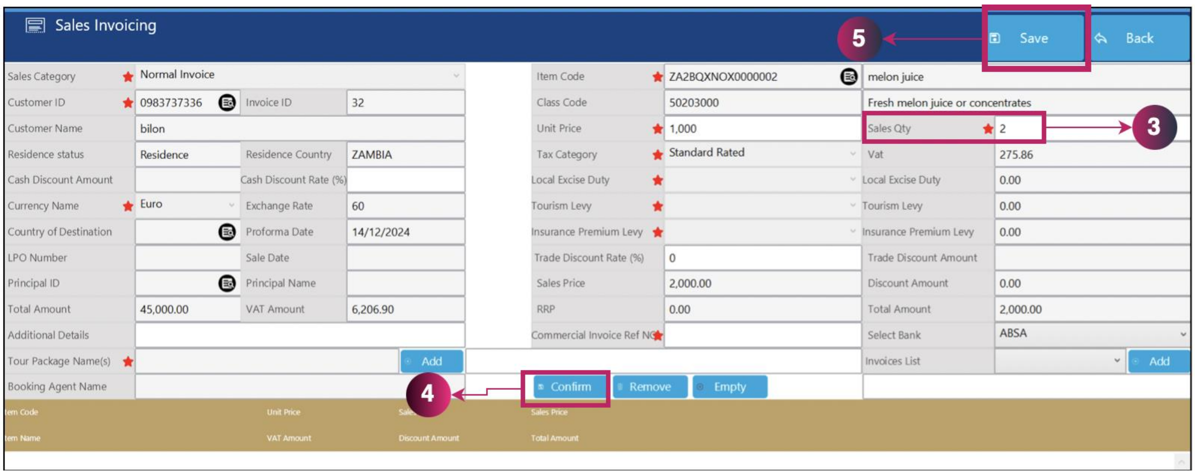
5.Click< Details > then cancel request

6.Click < confirm > button

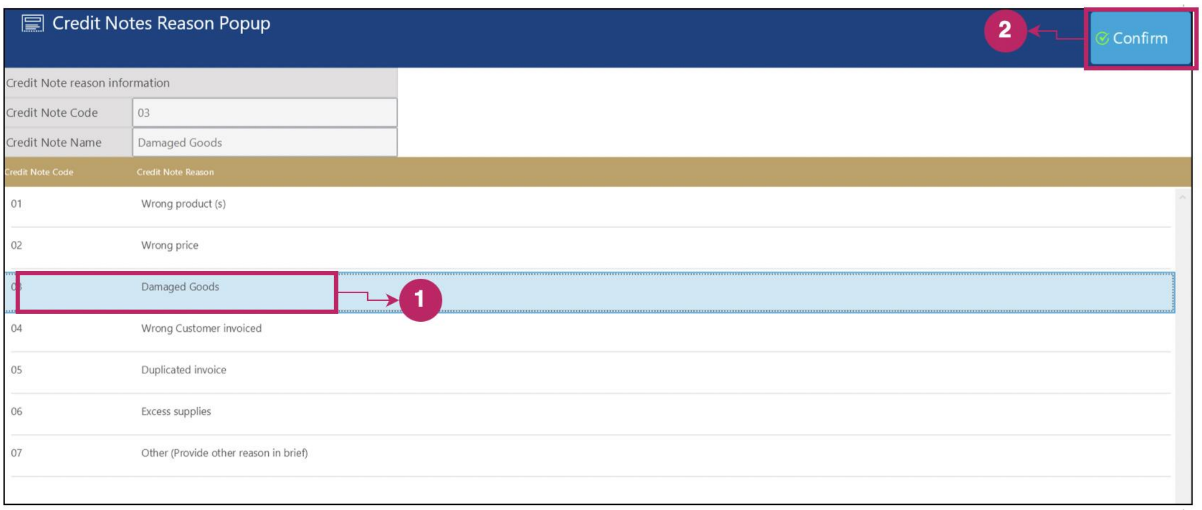
7.Click < save> button

Following the above steps, you can make multiple credit note till you make credit note of all items in a particular sale.



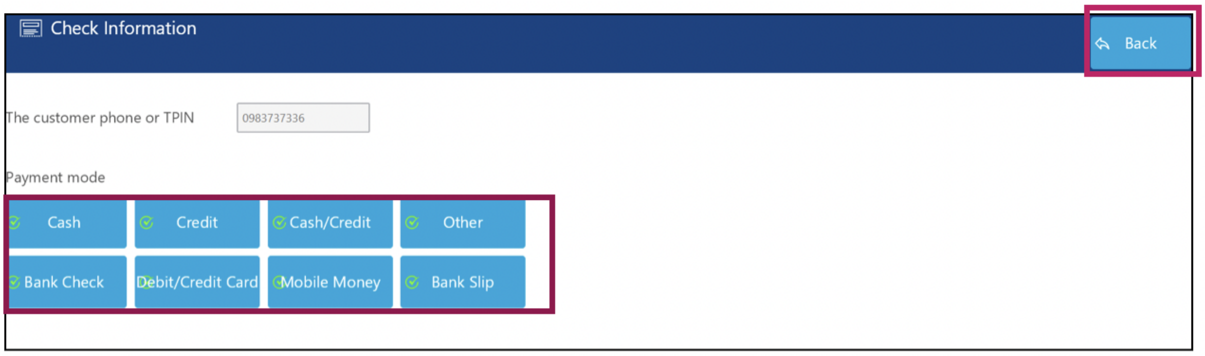


1.Choose < credit reason >



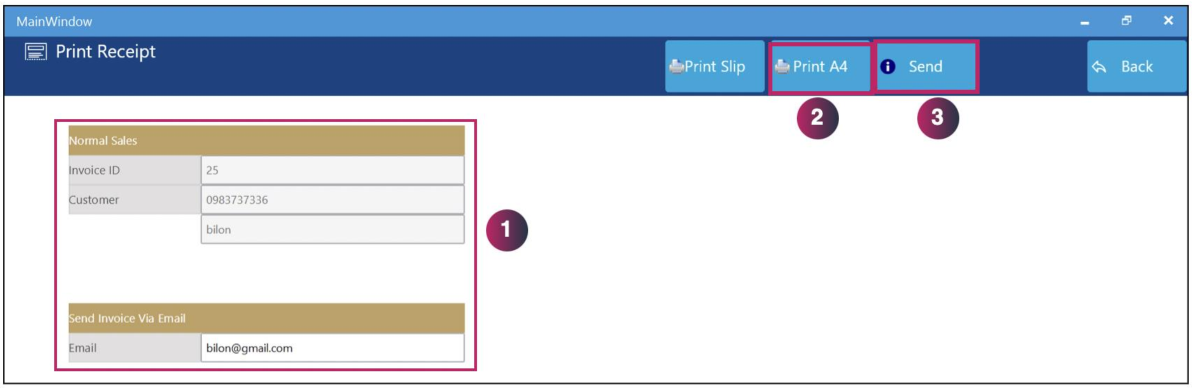
2.Click < confirm> button to confirm credit note

3. Do payment and choose payment method

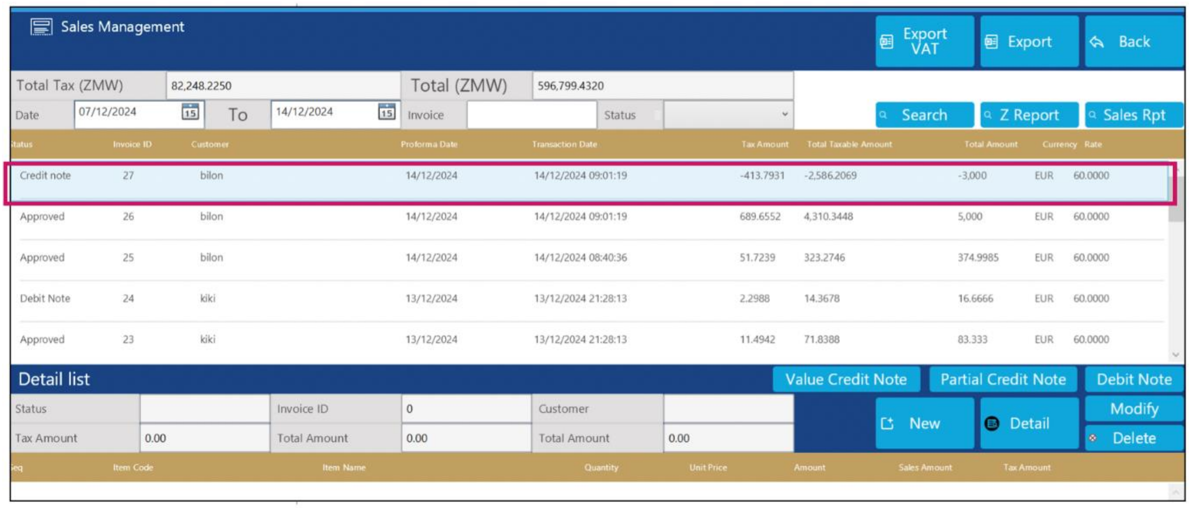


4.Click < Print> button to print the invoice

Once you click on < print A4> the invoice will be saved in my documents



After payment your credit note will appear with a negative sign like below



8.2.2. Full credit note

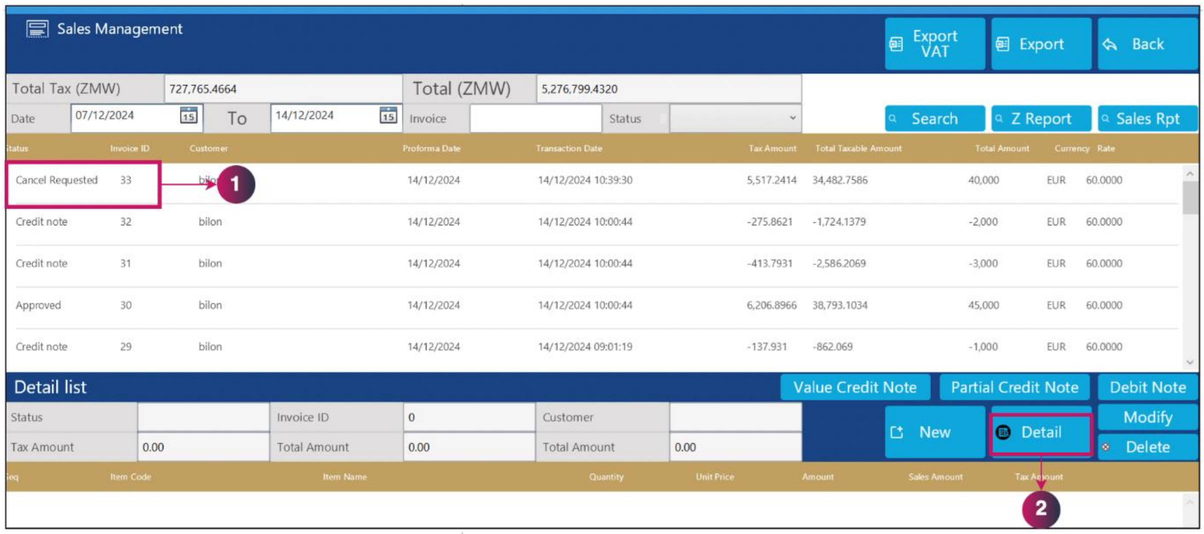
You can make full credit note after making partial and you credit all the remaining items below is the process of doing it.

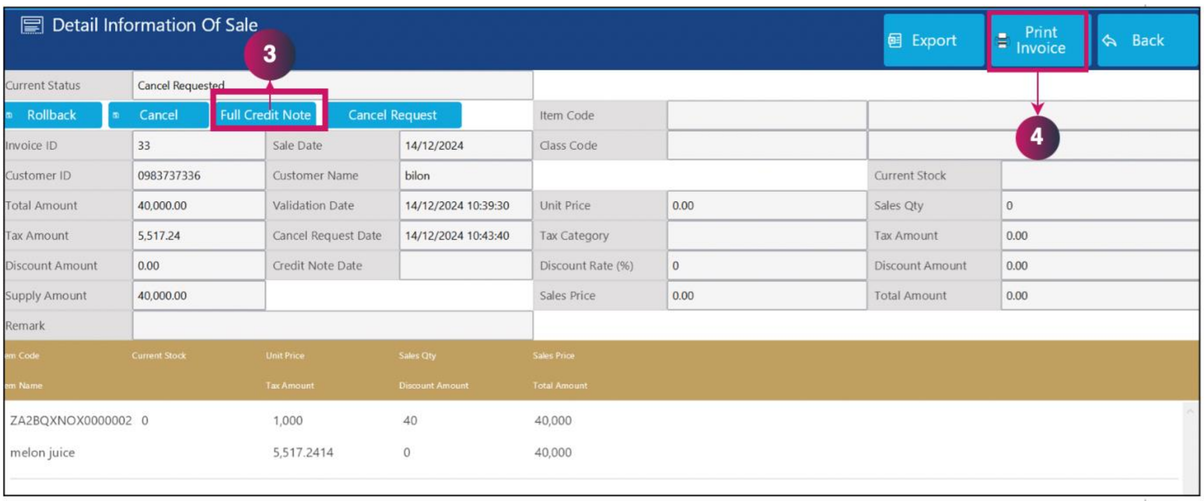
1. Click< Details > then cancel request

2.Click< Full credit note > to make credit not of all remaining items

3. Click < print invoice > button to get the credit note invoice

4.Choose credit note reason then print invoice





8.3 Value discount credit note

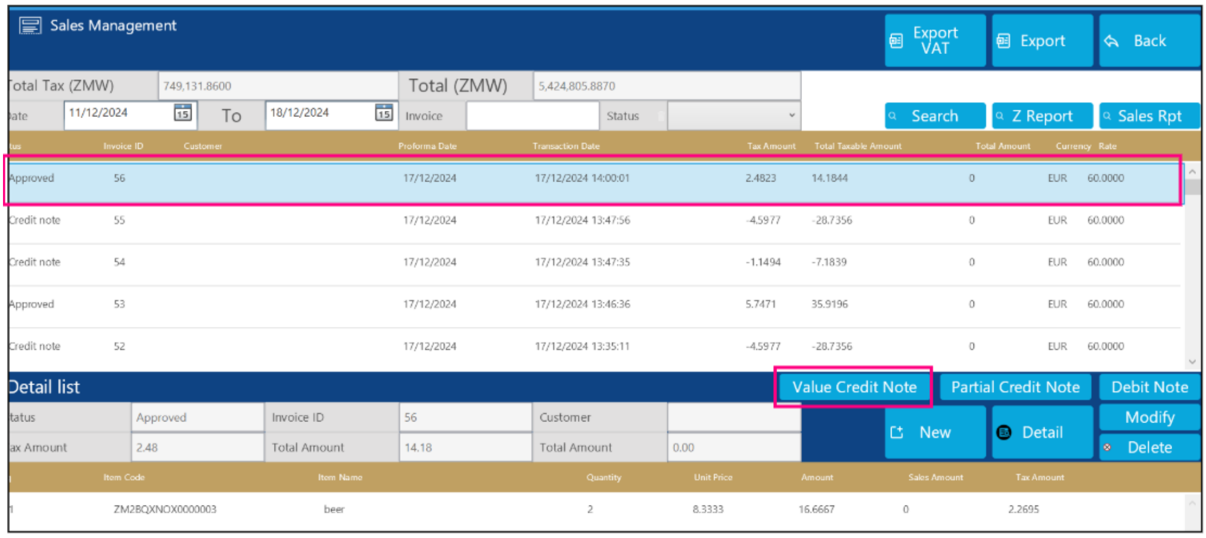
A Value Credit Note is a financial document that adjusts the total monetary value of a

transaction, reducing the amount payable by the buyer or modifying the seller's revenue. It is typically issued to correct errors, apply post-sale discounts or rebates, or adjust for returns or discrepancies in the original invoicing.

8.3.1 Discount

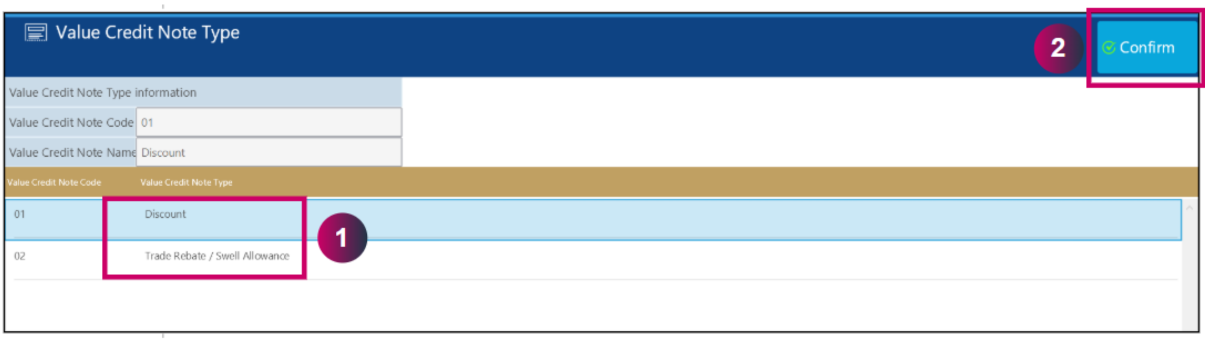
This is a discount given to a customer on an item level on invoice level with many items.

1. **Choose an item from sales**
2. **Click< value credit note>**



After clicking on <value credit note> you will land on the page below to choose the type of value credit note.

1. Choose the type of value credit note
2. Confirm credit note

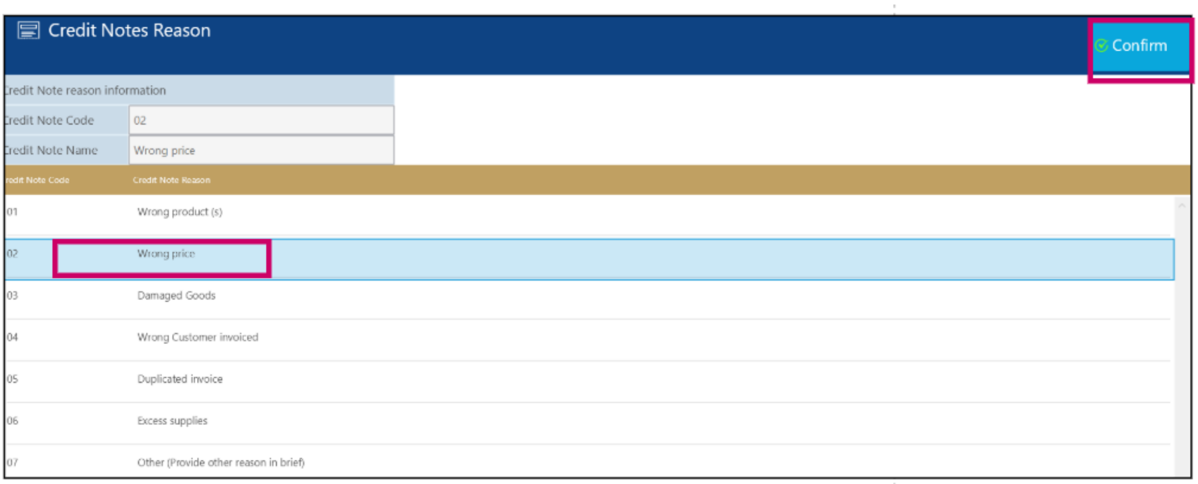


After choosing a value credit note type the page below displays and

1. Choose an item from original invoice
2. Put amount for value credit note
3. Confirm the amount for credit note
4. Click <Save > to save the process

After saving you will go to the payment and choose the mode of payment

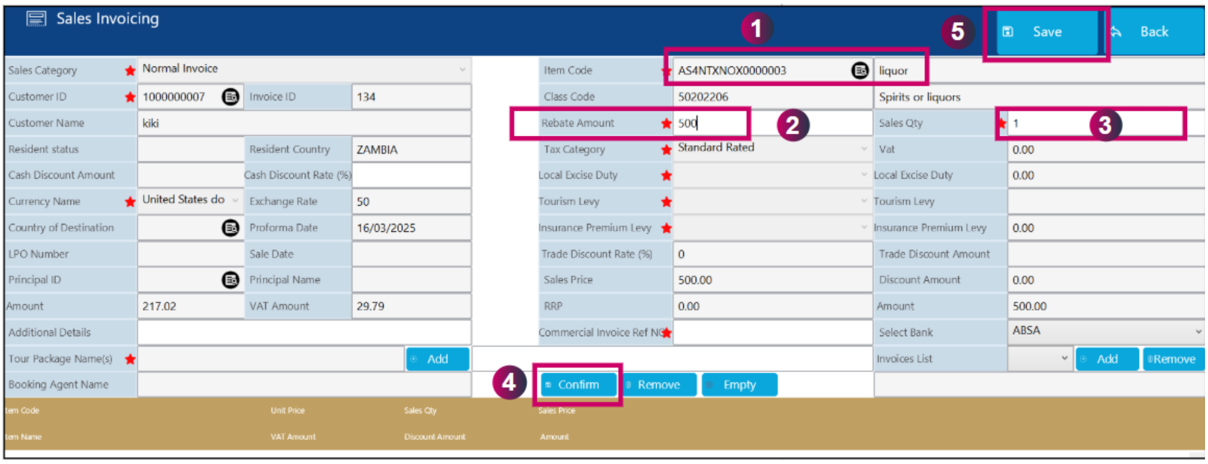
then choose reason for credit note below and click **<confirm>**



8.3.2 Trade rebate/Swell allowance

Once you want to issue rebate /swell allowance, you pick an invoice from the list then **click < value credit note**> then choose **<trade rebate>. You will be directed to the page below and do the following:**

1. Pick an item from the invoice that has <rebate> as item type
2. Put rebate amount
3. Sales quantity is always <1 >
4. Click <save> and follow the normal payment process



8.4Debit note

To issue a debit note carryout the following steps:

1) Select the invoice with a status of "Approved"

2)Click on <Debit Note>

3. Choose <item>

4. Click <confirm >

5. Put sales quantity

6.Click <confirm >

3) Click on "Details"

4)Select the payment method;

5) Print the debit note

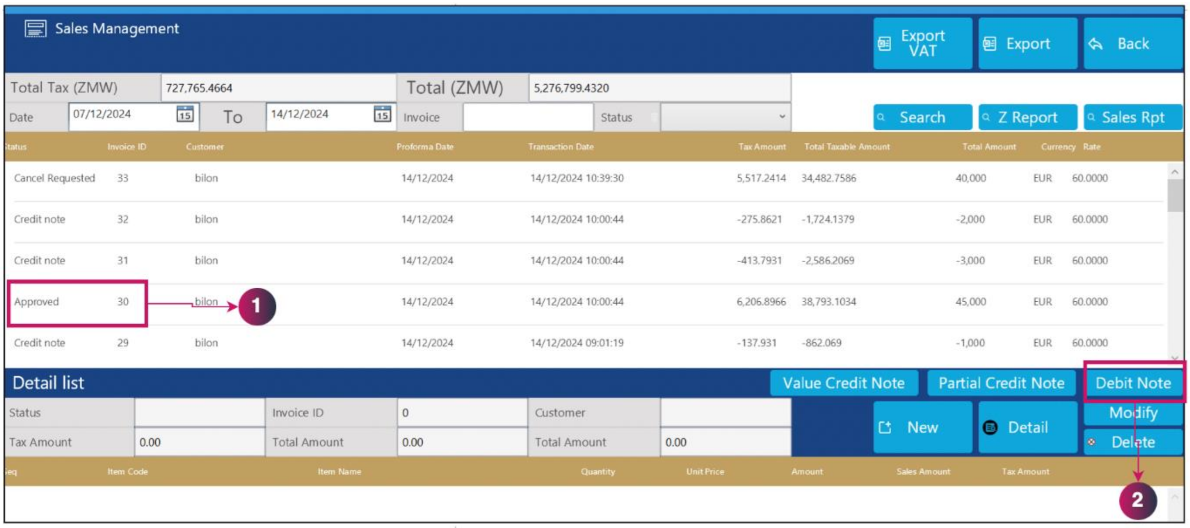


FIGURE 47- CREATING A DEBIT NOTE

All other processes are same as for credit note then after finishing payment your debit note will appear like below in the sales status

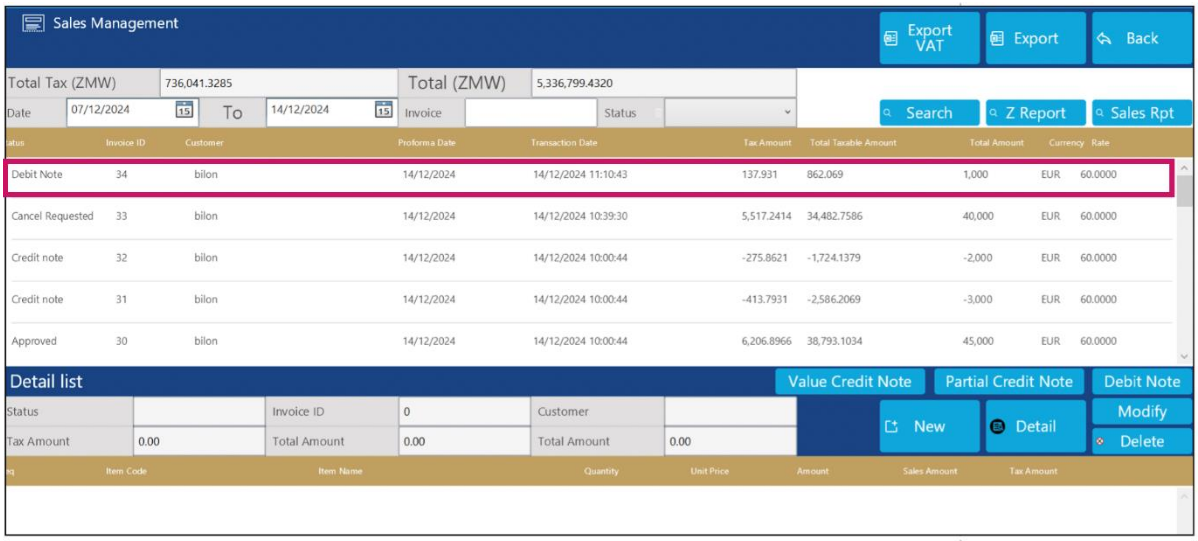


FIGURE 48- CREATING A DEBIT NOTE

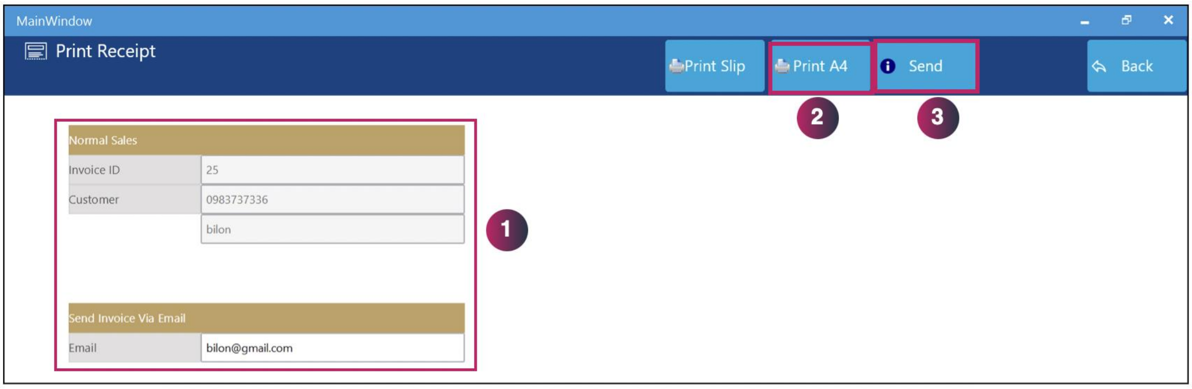


FIGURE 49- PRINTING AN INVOICE

Once you click on < print A4> the invoice will be saved in my documents

8.4 Local purchase order (LPO) and validation

This sales approach is employed by diplomats or tax-exempt individuals who, upon obtaining LPO numbers, are exempted from tax responsibilities. LPO is like any other sale but the most important elements are LPO number

Steps to make PLO sale:

1) Choose LPO as a sale category
2)Write customer name registered to the seller
3) Put PLO number and other details below
4)Click < confirm > button
5)Click < save >buttons
6) Click< details>Approve the sale

7) Select payment method

8) Print invoice

LPO transaction is like normal sale only that you have to choose <LPO> as a sales category

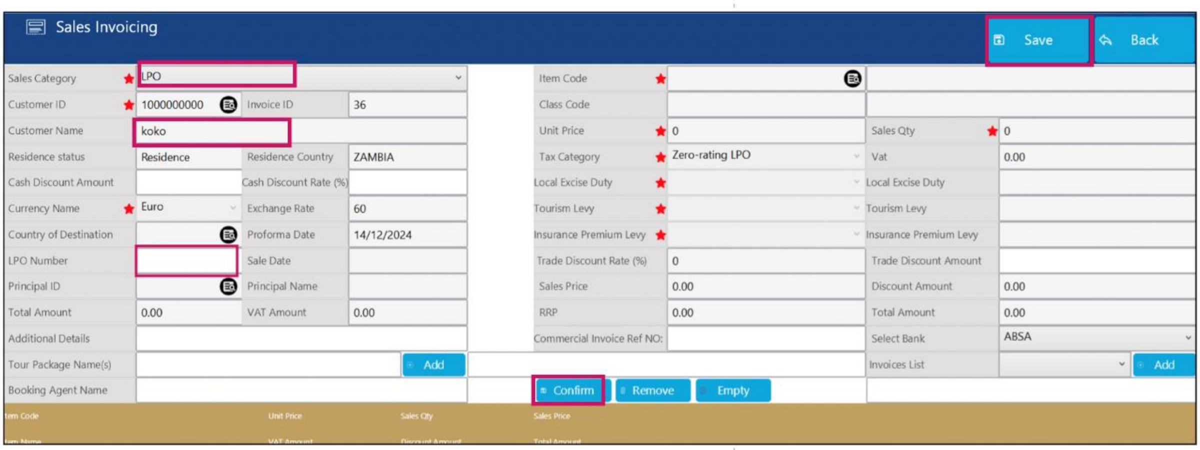


FIGURE 50- LPO SALE

Note: When processing an LPO sale, ensure that you sell to a registered customer with a valid LPO number. The system will verify the validity of the LPO number against the seller's records. If the customer is not registered or the LPO number is not valid for that seller, the sale will be rejected.

8.5 Export

Exports entail the transfer of domestically produced goods or services from one country to another, where they are sold to customers or businesses. This process involves crossing international borders and is usually conducted for commercial reasons.

How to make an export sale:

1) Choose exports as a sale category
2) Choose item code
3) Tax category auto populates for an export item
4) Put country of destination and other details
5)Click < confirm > and save buttons
6) Approve the sale

7) Select payment method;

8 Print invoices

The picture below shows sale category, currency used and also the tax type

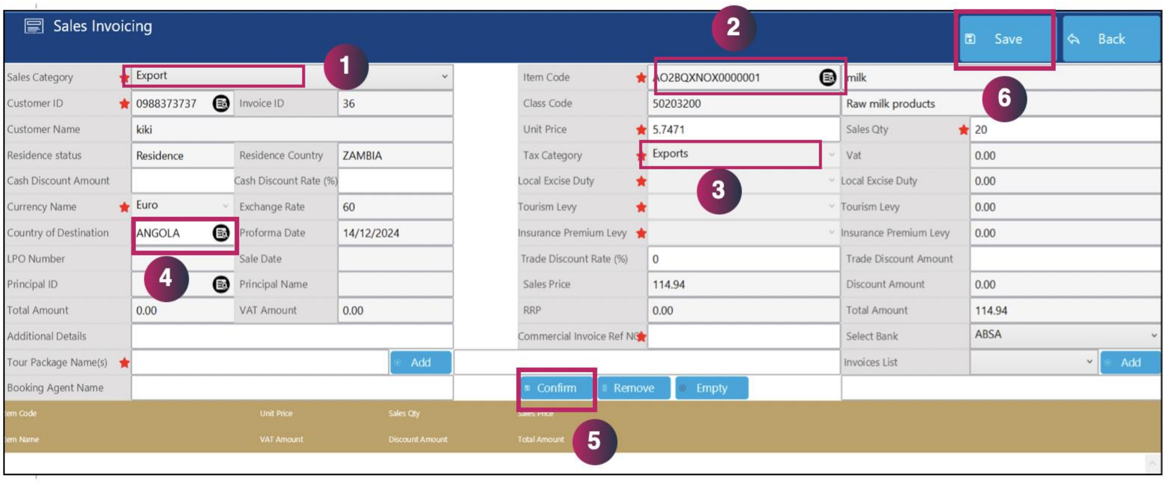


FIGURE 51- EXPORT SALE

8.6 Reverse VAT

RVAT applies to transactions involving imported services (for both appointed Tax agents and self-invoicing). RVAT is charged on supply of services, including consultancy, research, advertising, etc. rendered by non-resident supplies where the non-resident supplier doesn't appoint a tax agent.

Create an item with RVAT tax category

1.Click < new > button in item management

2.Fill all details in item management

3.Choose < reverse VAT> tax category

4. Click< save> button

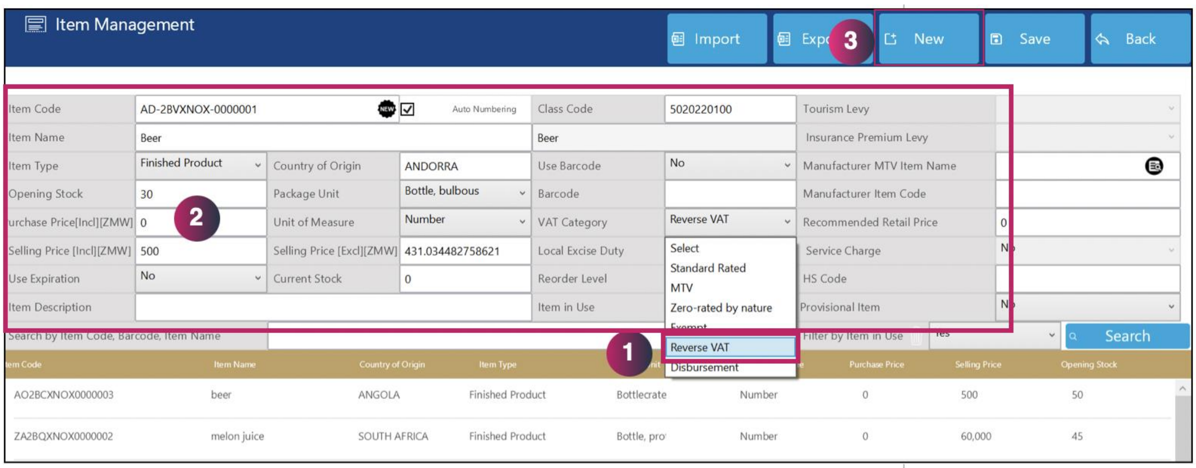


FIGURE 51- CREATING RVAT ITEM

After creating an RVAT item you can now make a sale for RVAT item following below steps.

By going to sales management and fill all the information

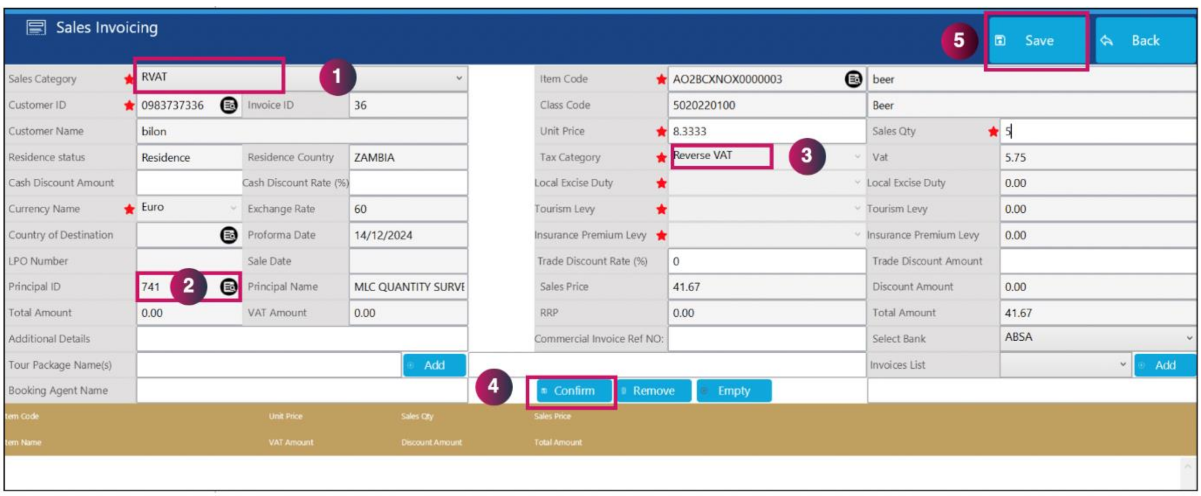
1. select < RVAT> sale category

2.Choose < principal ID>to choose a principal

3. Get tax category by choosing item code

4. Click < confirm> button

5. Click < save> button to save the sale



8.7 Minimum Taxable Value (MTV-RRP)

Minimum Taxable Value (MTV) transactions refer to standard sales of products listed in the third schedule of the VAT Act, where VAT is applied based on the Recommended Retail Price (RRP). MTV products include a variety of items such as carbonated and non-carbonated soft drinks, and similar beverages, beers, cigarettes, airtime, mineral water, sugar, and cement.

To make a sale for an item with MTV tax category you need to create an item first :

1.Choose MTV <VAT category>

2.Search for an MTV item that was uploaded by the manufacturer

3. The Item will appear below in the list of items

4. Click<Save> button to save the created MTV item

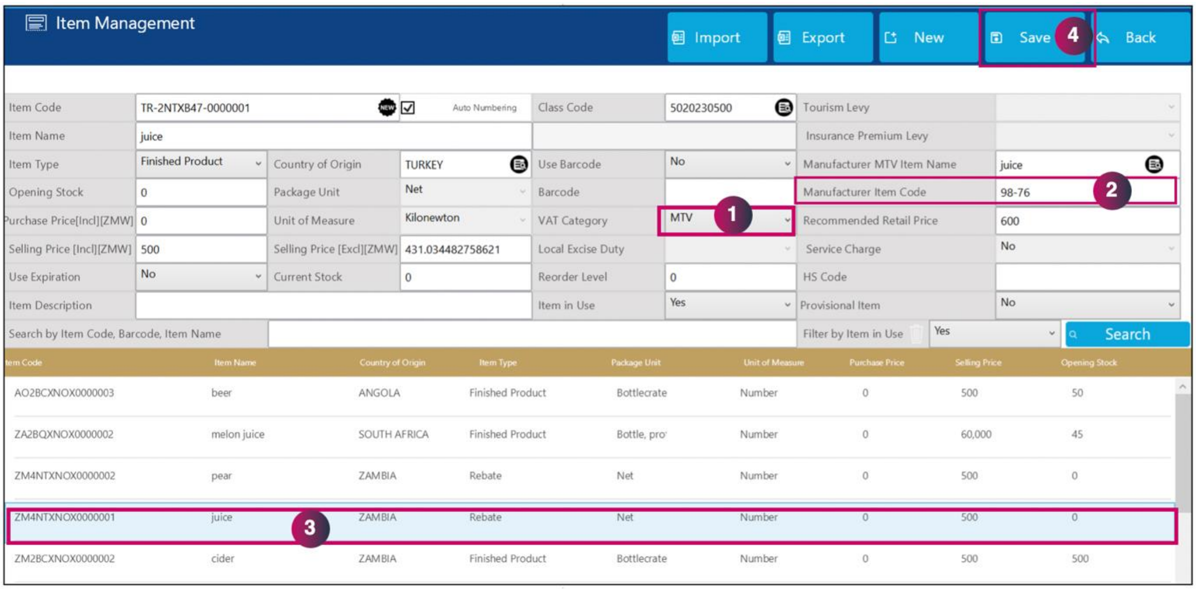


FIGURE 49- CREATING MTV ITEM

After creating an MTV item, you can now make a sale following the steps below.

1.Choose Normal sales in sales invoicing

2.Choose an MTV item

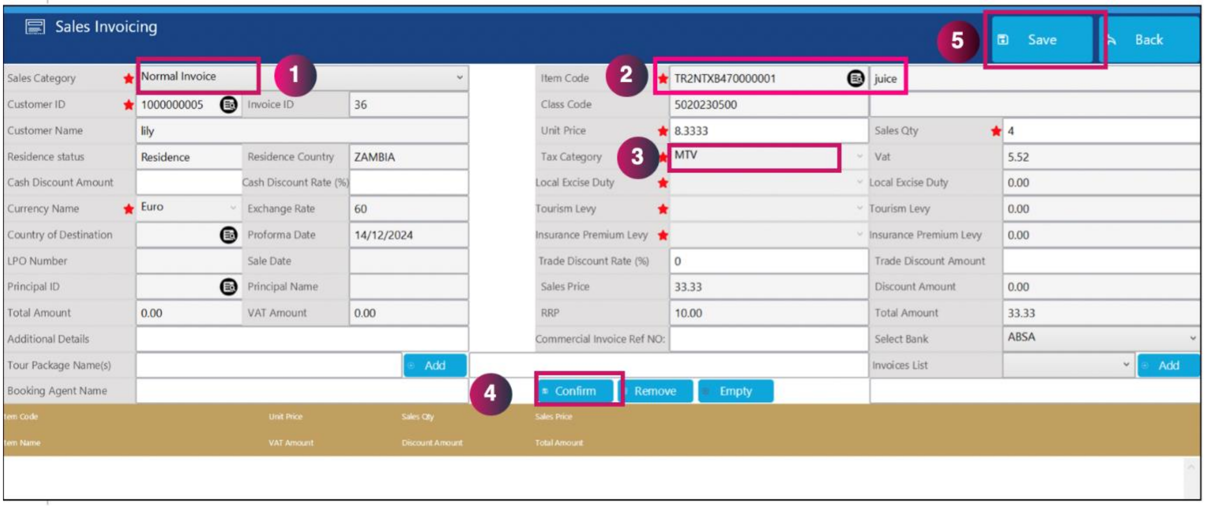
3.MTV category will auto populate

4. Click <Confirm> button and <save> button to save the sale

5. Click< details>Approve the sale

6.Select payment method

8. Print invoice



8.7 Service Charge

A service charge is a fee that businesses add to the cost of a service or product to cover various operational expenses or to compensate for the service provided. It can be applied in various contexts, including: Restaurants and hotels. Service charge will be charged at item level.

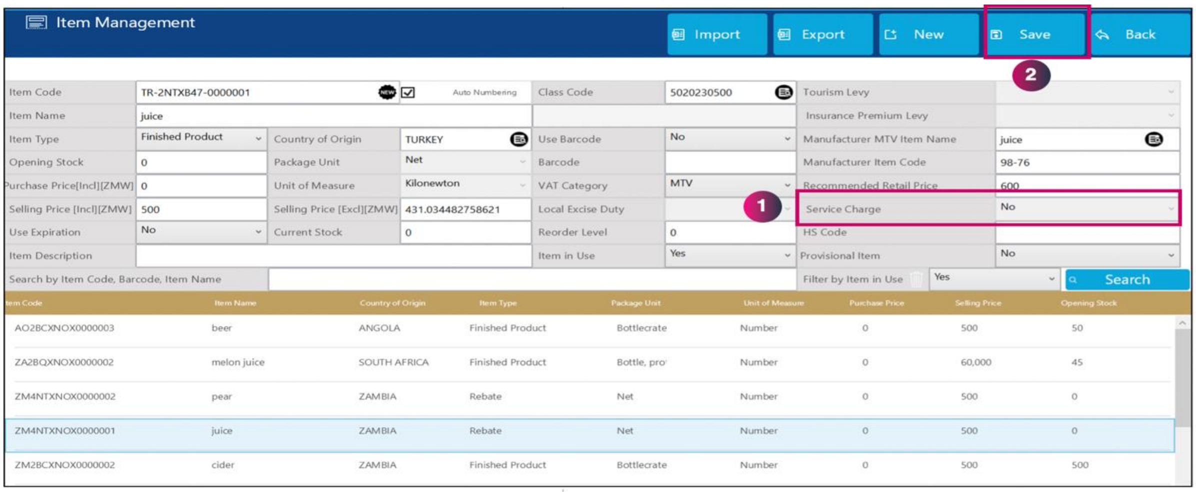
I. Create an item as below:

1.Go to item management and click < new>

2.Fill in other information

3.Choose service charge as < yes> or No if you don't want to apply service charge

4.Click < save> button



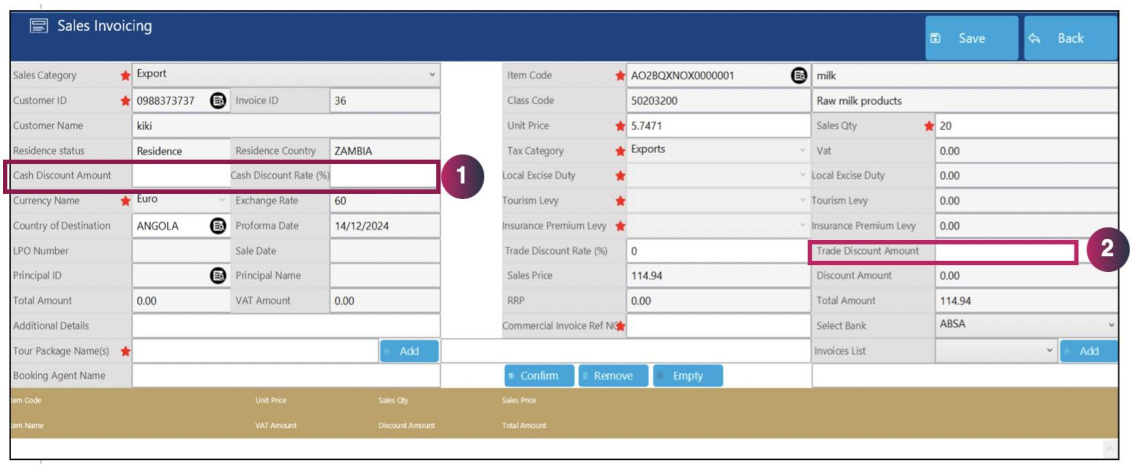
Note: After creating an item, you can now sale it through normal sale and the service charge of 10% will appear on invoice

8.8 Value discount

A value discount is a reduction applied to the price of a product or service to enhance its perceived value or attractiveness to customers. The term generally refers to a discount that aims to offer customers a better deal or a greater perceived benefit.

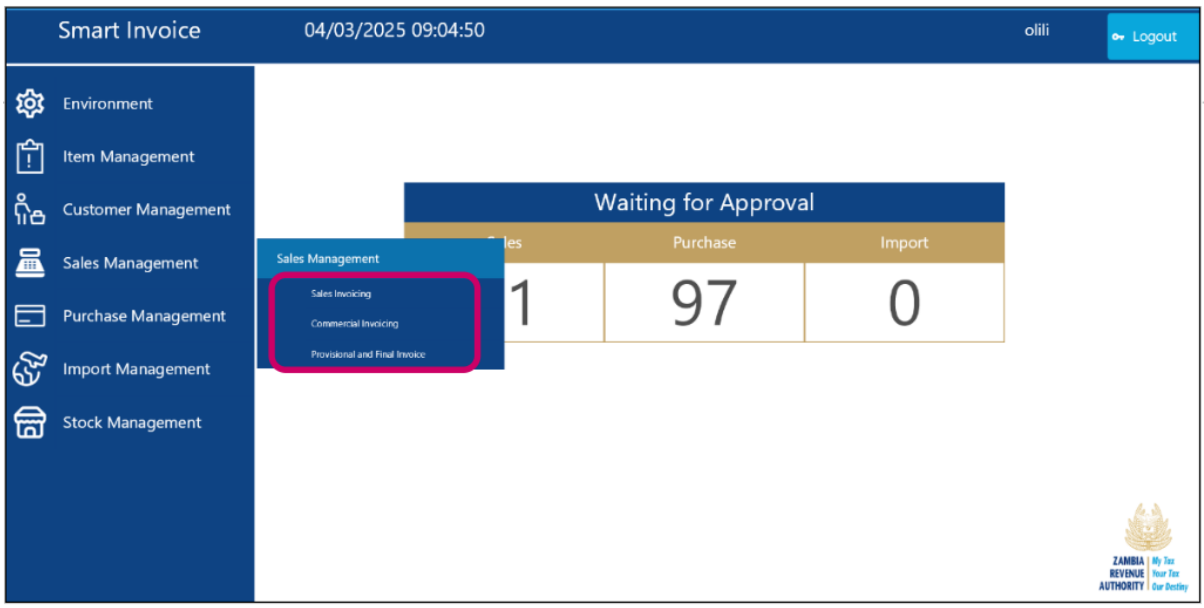
1.A **Cash discount** is a discount that sellers offer to incentivize customers to pay bills prior to due dates. When making a sale you can put the value of cash discount you want that will be applied on the invoice.

2.Trade discounts are reductions in price that a supplier applies to a product's cost when selling to a customer. This is applied on a certain product while doing a sale

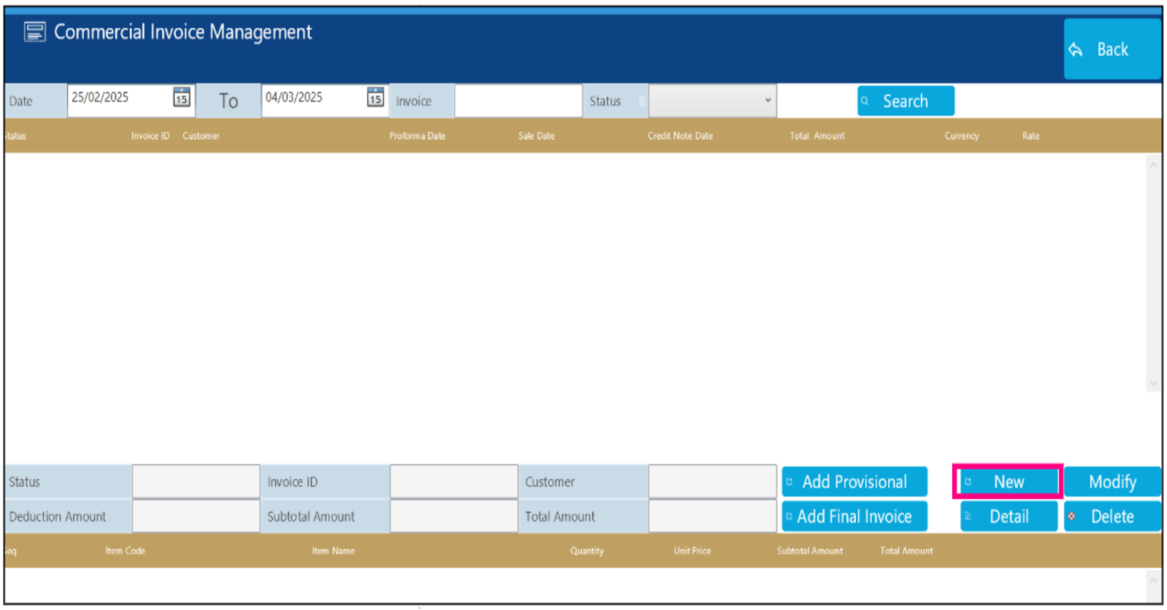


8.8 Commercial invoice

A commercial invoice is a document used in international trade and serves as a customs declaration provided by the person or corporation that is exporting an item across international borders. It's the customs procedure code for capturing imports and exports.

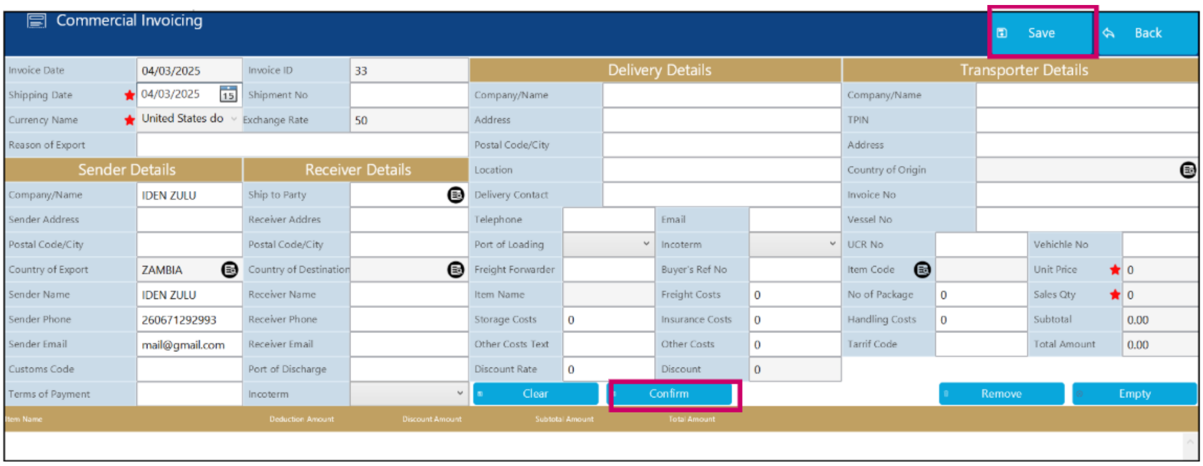


i. Click on <commercial invoicing >you will land on the page below to make a new sale

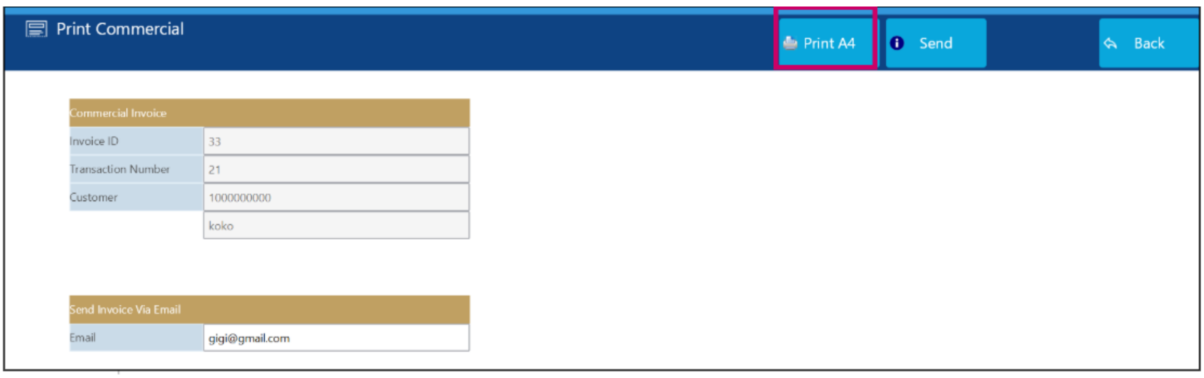


ii. Clicking on new you will be directed to the page below to fill the details

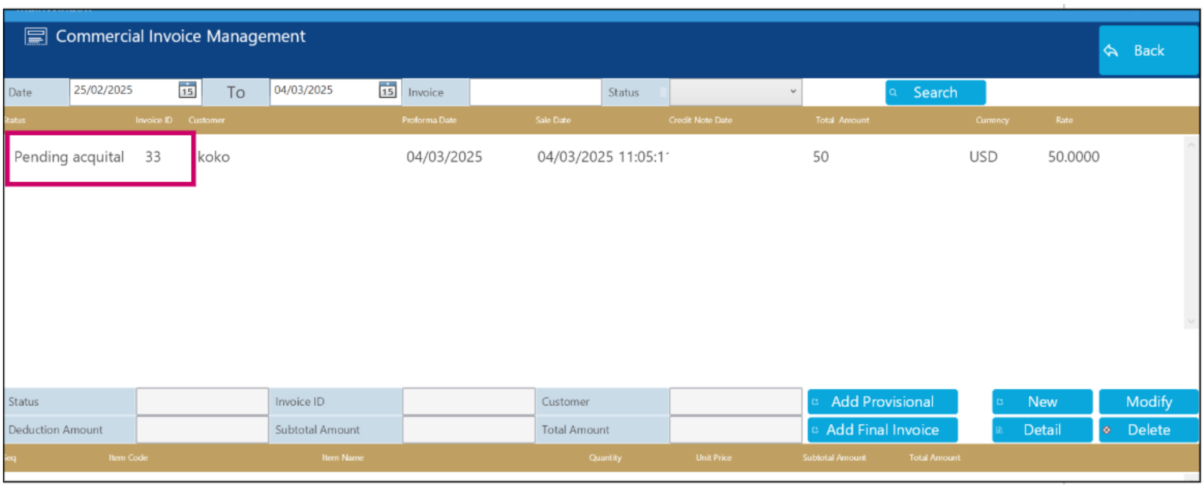
iii. Fill all the details below, click confirm and save



After saving the commercial invoice you will be directed to print the invoice and it will have pending acquittal status



The invoice will have pending acquittal status until a provisional invoice is issued

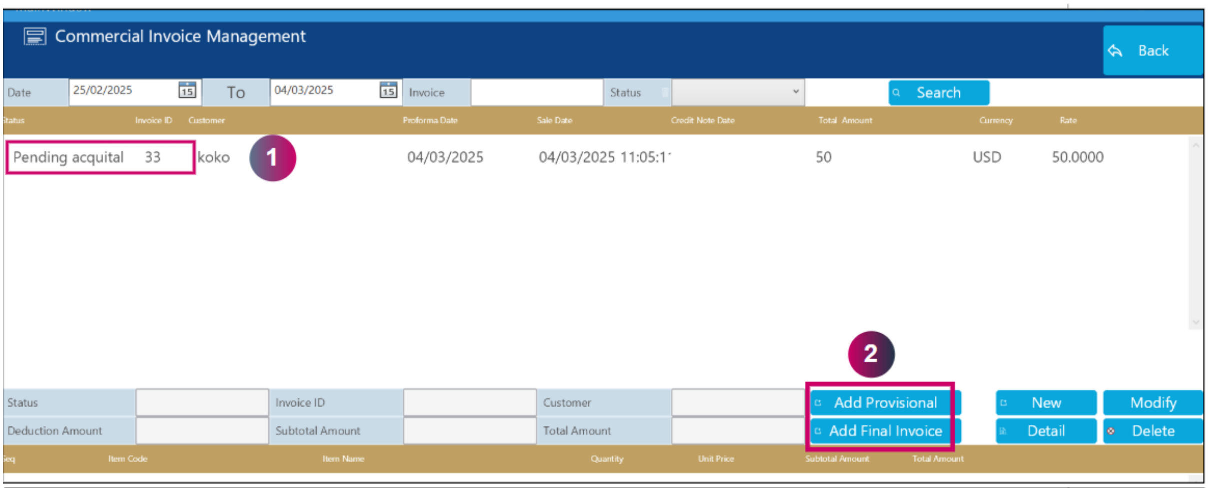


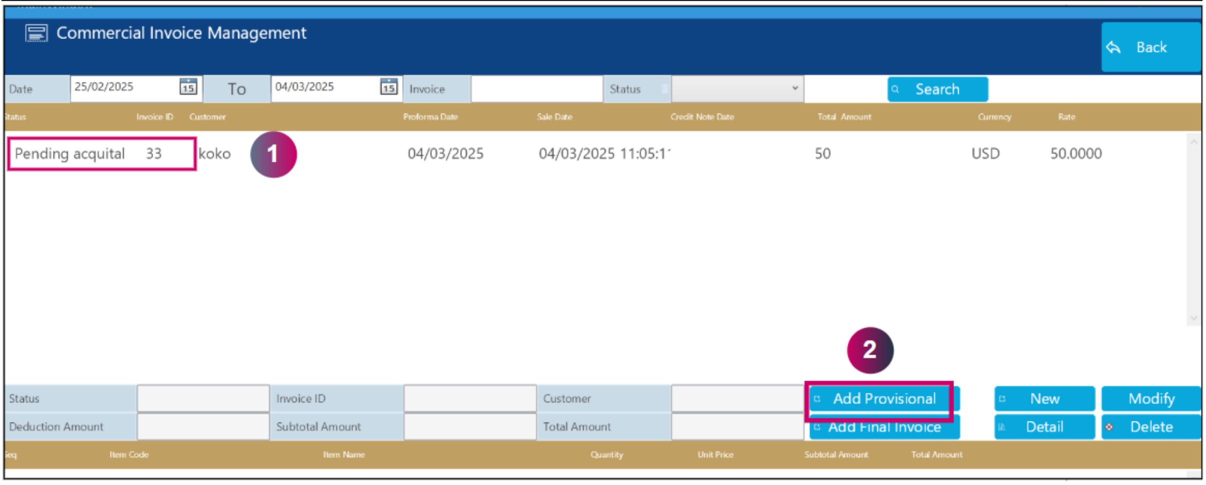
8.9 Provisional invoice

A provisional invoice is a preliminary bill of sale sent to a buyer before the final details of a transaction are confirmed. It outlines the expected costs and terms of the sale, allowing both parties to review and make any necessary adjustments before issuing the final invoice

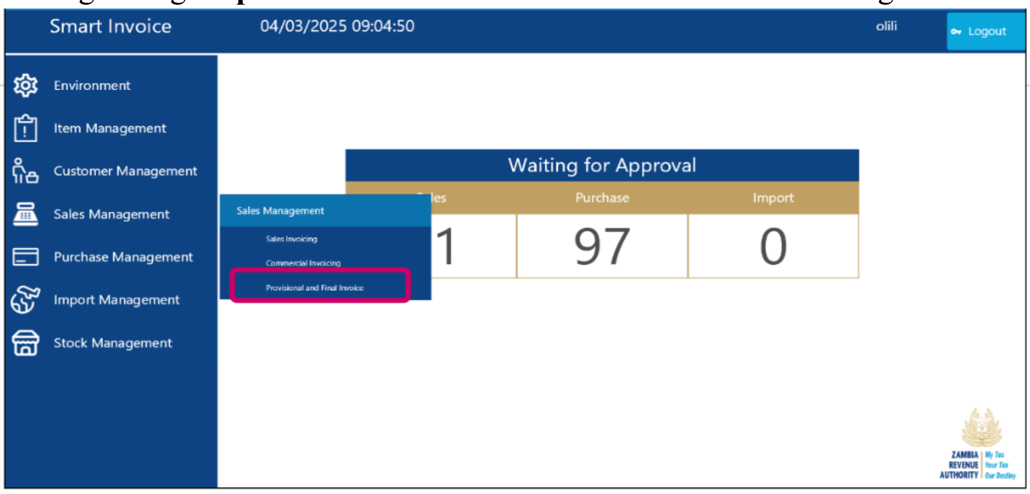
Procedures to make a provisional invoice are in two ways:

1. Passing through commercial then click on < Add provisional> to issue a provisional invoice
2. All click <Add Final invoice > to finalize commercial invoice without making a provisional invoice



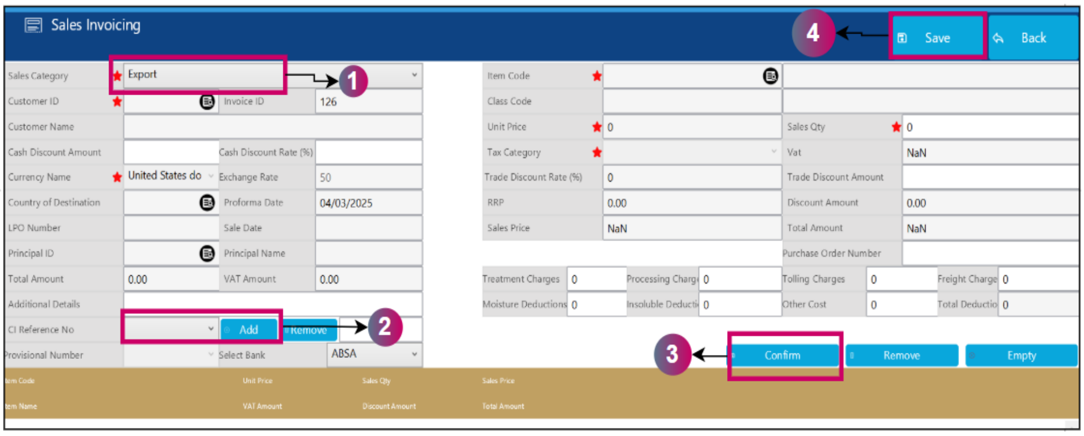


3. Passing through < **provisional and final invoice** > under sales management

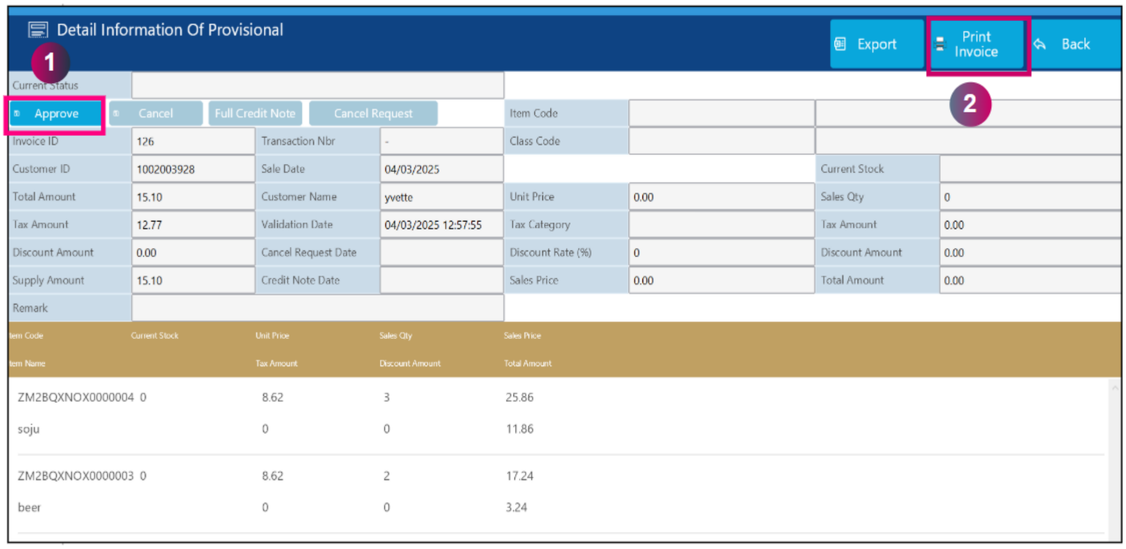


After choosing provisional invoice you land on the page below then:

i. Choose sale type as export
ii. Put commercial invoice reference number then click <add>
iii. Click < confirm> then < save to save the invoice

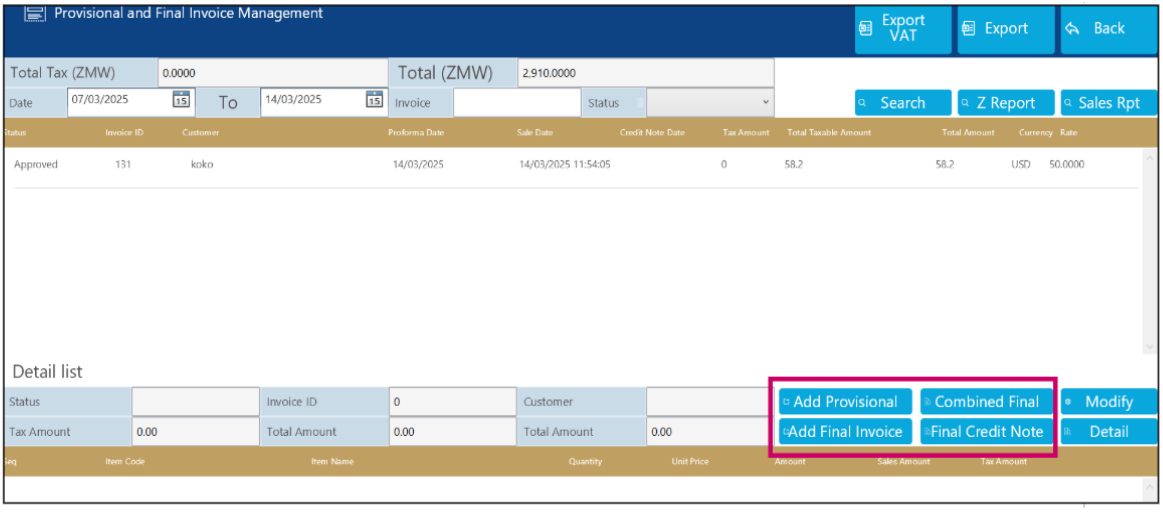


After saving a provisional invoice you can approve and then print the invoice as the screenshot below shows



After approving provisional invoice, you can issue any of the invoice below:

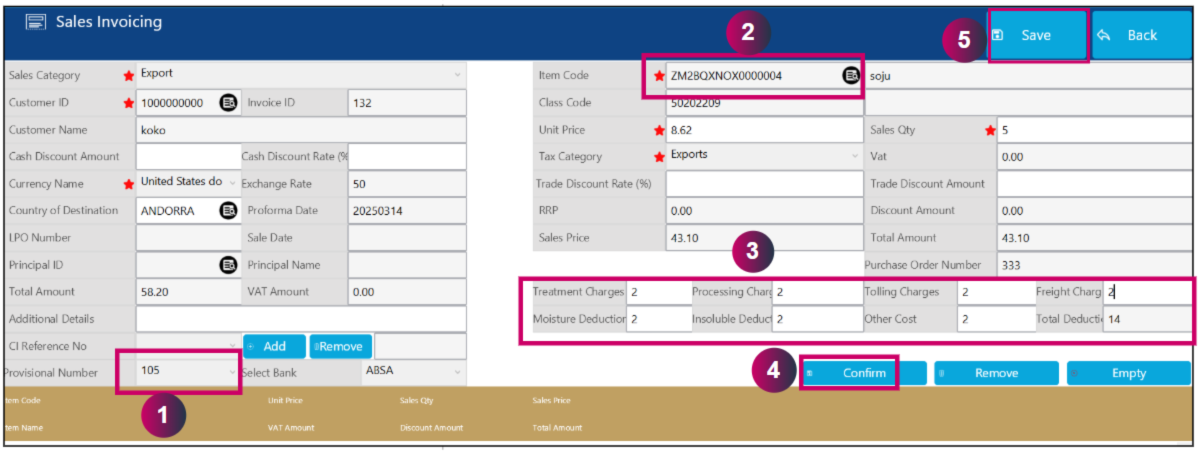
1. Final invoice by clicking on < Add Final invoice> button
2. Combined Final by clicking on < combined Final > button
3. Final credit notes by clicking on <Final Credit Note > button



Basing on the invoice you chose to issue you will land on the below page:

1. Put provisional reference number when issuing final invoices above
2. Choose an item on the original invoice
3. Add charges
4. Click <Confirm> button to confirm the process
5. Click <Save> button to save the invoice then print

After the processes above, you continue with payment and printing of the invoice through normal process.



9. Purchase Management

The purchase management module enables a taxpayer to see all the purchases made. It allows a user to approve the purchases and add them into stock or cancel the purchases. From the main program menu, if you click **Purchase management** in the program menu, the following screen is displayed:

From this Purchase management screen, the following functionalities are available:

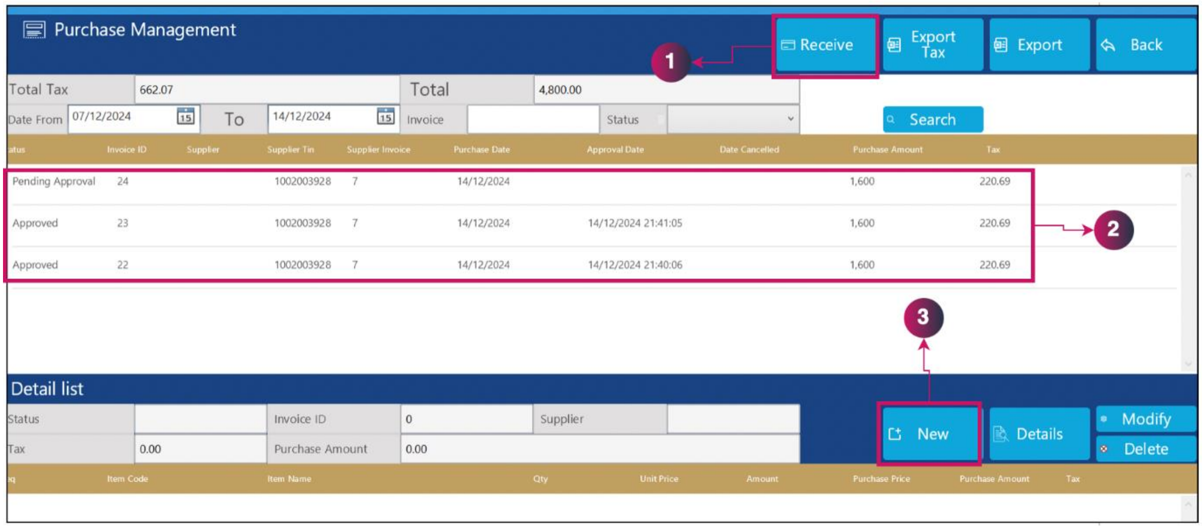


FIGURE 52- PURCHASE MANAGEMENT

1. Click < receive > to receive purchases

2.The sub-section (2) is where you see a full list of all purchase transactions recorded on your TPIN from other sellers and their status.

3.For each purchase transaction, a status is available. The purchase can be **(Approved,** waiting for Approval or Canceled), you can click on **< New>** to record a new purchase

4.**Details:** Click on **Details** button to view the details of a specific purchase. From the purchase details window, you may **approve** or **cancel** the purchase then **confirm**

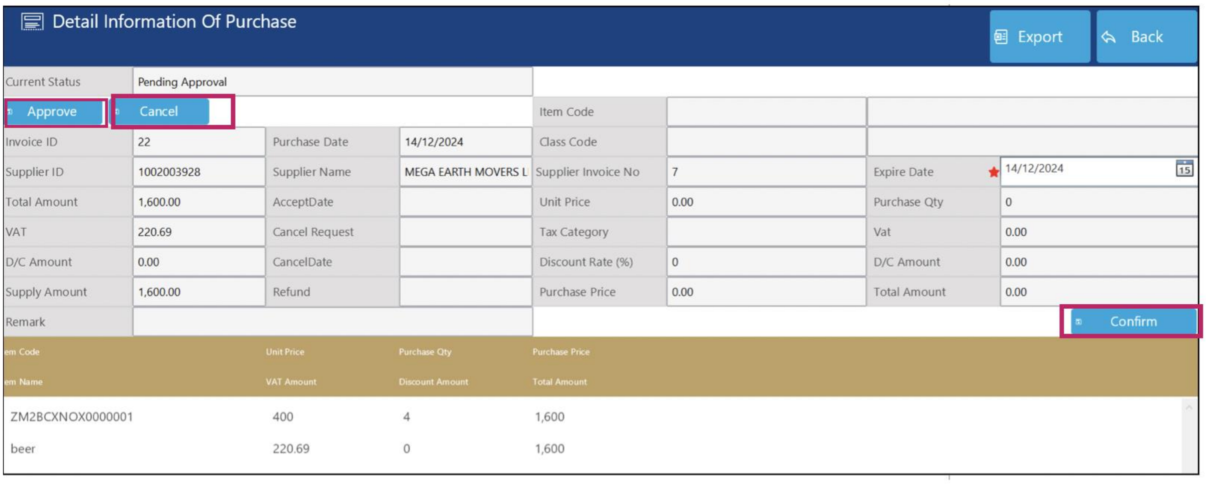


FIGURE 53- DETAIL INFORMATION OF PURCHASE

9.1Manual Purchase Registration

Normally, Business to Business (B2B) purchases are auto-recorded in the buyer's list of purchases. In cases where the seller is not using the smart invoice system, a taxpayer can register a new purchase manually.

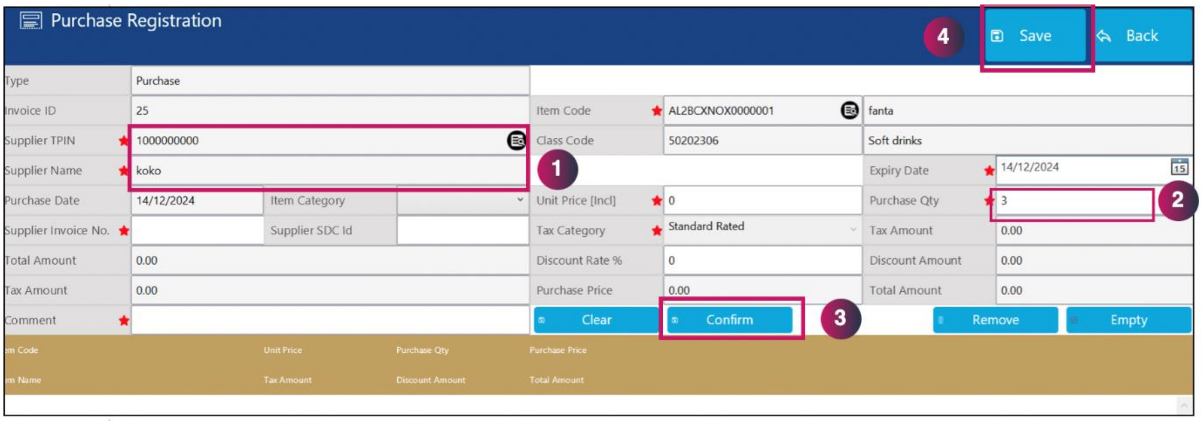


FIGURE 54- REGISTER NEW PURCHASE MANUALLY

To record a new purchase transaction, on the purchase registration screen, provide the following:

1. The **Supplier TPIN** by clicking the search button and selecting the supplier
2. Choose the item purchased in the 'Item code' input field. If item is not available in the list, click **'Add item'** button to register a new item
3. Fill in the purchased quantity
4. Choose tax type
5. Click **'Confirm'** button
6. Then once all items have been added, click **'Save'** button

9.2 Import Management

The list of imported items will be displayed after clicking "Import Management". You can manage lists depending on the duration, provider, approval status.

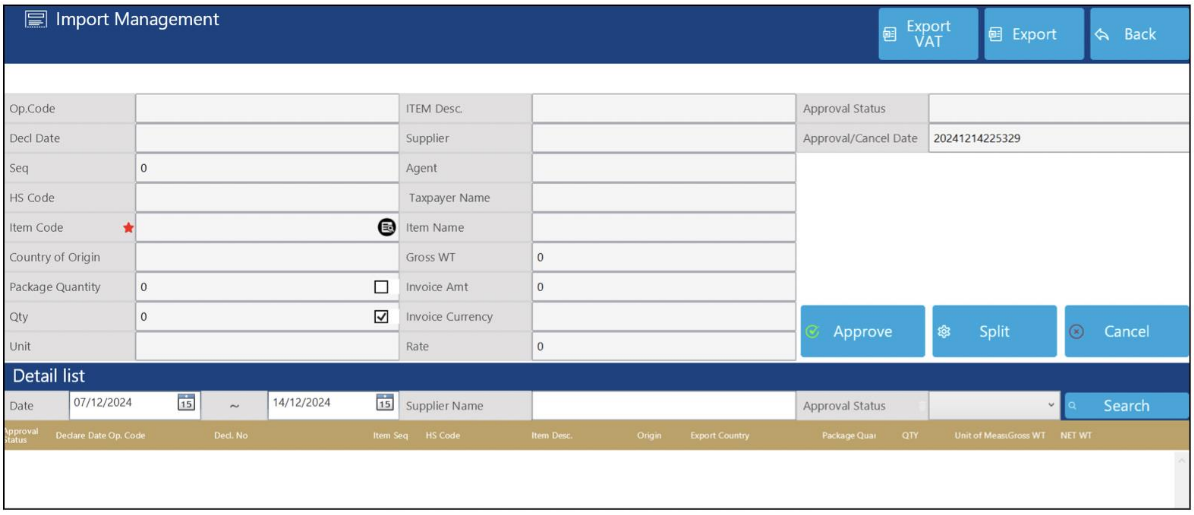


FIGURE 55- IMPORT MANAGEMENT

Basically, when you search imported item list and do nothing, the approval status it remains "Waiting". If the list is correct, you select Approve and Split it, if it is not correct, you select cancel.

The following explains how to process the imported item list.

a) Approve (Single item import)

1. To approve, select an import transaction in the imports list at the lower section of the screen
2. View item details in upper section of the screen
3. Add the ITEM CODE by clicking the search button and select it and click confirm
4. Click the **Approve** button

Verify that status has been changed to **APPROVED**

b) Approve (Multiple item import)

1. To approve multiple items, select an import transaction in the imports list at the lower section of the screen
2. View item details in upper section of the screen
3. Click **SPLIT** button
4. At Item information category, type and register imported item name and its quantity in this category. (you can register numerous items you will import by repeating above process.)
5. Click the **SAVE** button to reflect registered item stock.

c) Cancellation

1. To cancel imported items, select an import transaction in the imports list at the lower section of the screen
2. View item details in upper section of the screen
3. Click **CANCEL** button

d) Approval Status turns into "Cancelled"

If you need any assistance, please contact us:

Email: SIPROJECT@zra.org.zm and Advice@zra.org.zm

Toll free number 4111 (Call Centre)