



**ZAMBIA  
REVENUE  
AUTHORITY** | *My Tax  
Your Tax  
Our Destiny*

# Smart Invoice Desktop/Tablet User Manual Version 3.3



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# 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](http://www.zra.org.zm) and click **Smart Invoice** then **Smart Invoice Portal**. The Login page below will be displayed:

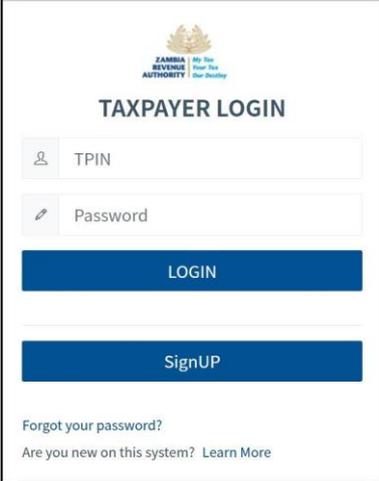


FIGURE 1 - LOGIN PAGE

**Step 2:** Click on Sign Up button

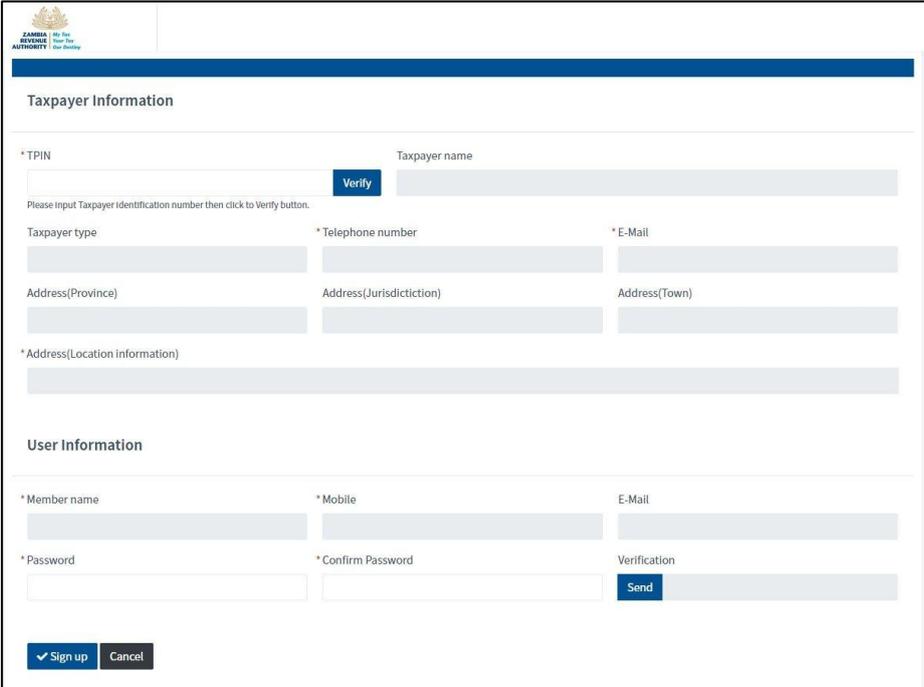


FIGURE 2 - SIGN UP FORM

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

The screenshot shows a web form titled "Taxpayer Information" under the ZAMBIA REVENUE AUTHORITY logo. The form is divided into two main sections: "Taxpayer Information" and "User Information". In the "Taxpayer Information" section, the "\* TPIN" input field and the "Verify" button are highlighted with a red rectangular box. Below the TPIN field is a small instruction: "Please input Taxpayer identification number then click to Verify button." Other fields in this section include "Taxpayer name", "Taxpayer type", "\* Telephone number", "\* E-Mail", "Address(Province)", "Address(Jurisdiction)", "Address(Town)", and "\* Address(Location information)". The "User Information" section contains fields for "\* Member name", "\* Mobile", "E-Mail", "\* Password", "\* Confirm Password", and "Verification" (with a "Send" button). At the bottom left, there are "Sign up" and "Cancel" buttons.

**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.

This screenshot shows the same "Taxpayer Information" form as Figure 3, but after the verification step. The "Taxpayer name", "Taxpayer type", "Telephone number", "E-Mail", "Address(Province)", "Address(Jurisdiction)", "Address(Town)", and "Address(Location information)" fields are now filled with greyed-out text, indicating they have been auto-populated. In the "User Information" section, the "Verification" input field and the "Send" button are highlighted with a red rectangular box. The "Sign up" and "Cancel" buttons remain at the bottom left.

**FIGURE 4 – OTP CONFIRMATION**

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

The screenshot displays a web form with the following sections and fields:

- Address(Province):** COPPERBELT PROVINCE
- Address(Jurisdiction):** ISMTO Kitwe
- Address(Town):** Kitwe
- \* Address(Location information):** Kitwe,05,POLLACK STREET,NKANA WEST
- User Information**
  - \* Taxpayer name:** IDEN ZULU
  - E-Mail:** zului@zra.org.zm
  - \* Password:** [Redacted]
- Verification**
  - Send:** 5b6bf
  - Buttons:** ✓ Sign up, Cancel

A modal dialog box is overlaid in the center, containing:

- Icon:** Warning icon (exclamation mark in a triangle)
- Title:** Sign up(TPIN)
- Message:** Sign up is completed
- Button:** Yes

**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.

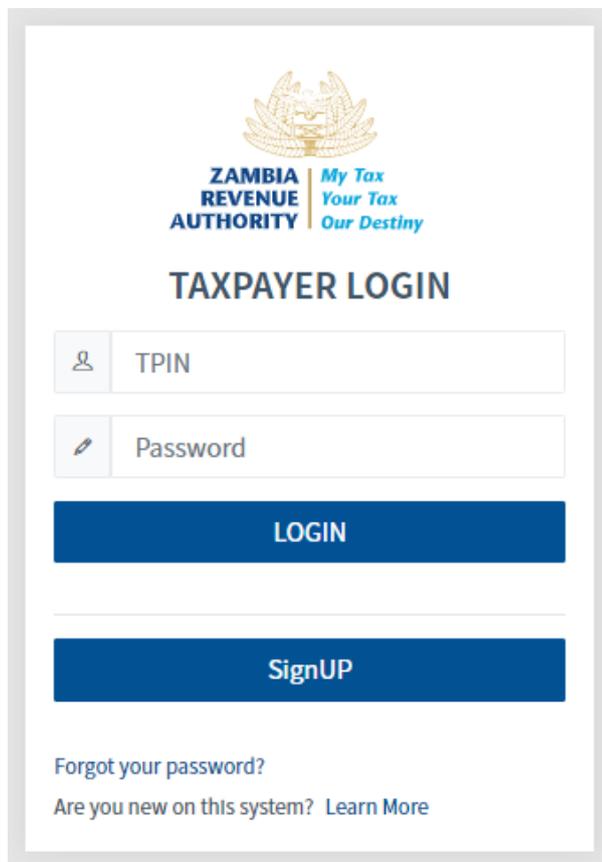


FIGURE 6 - LOGIN SCREEN

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

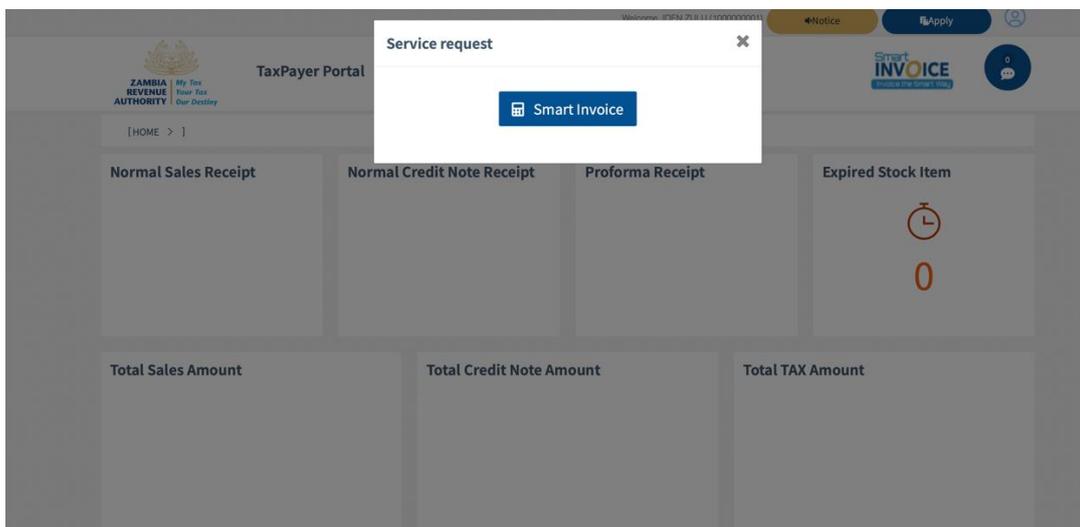
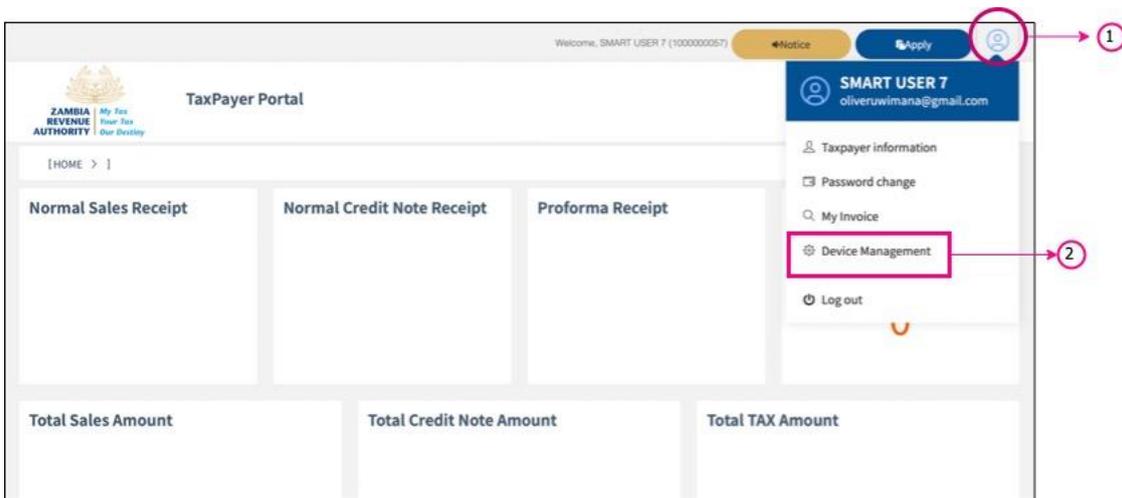


FIGURE 7 - SERVICE REQUEST

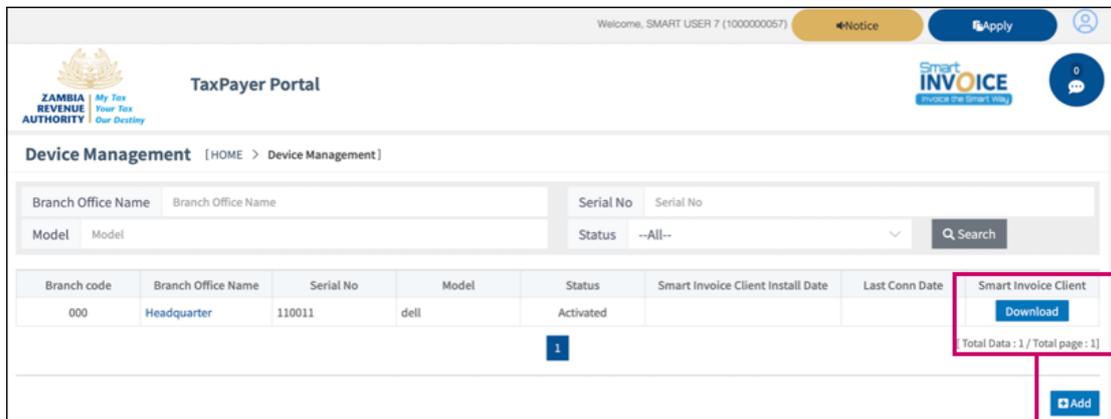
**Step 9:** Fill service information. If you are applying for Smart invoice software, on Smart Invoice Type, choose Smart Invoice client and attach the required document then click Send button. You will also have to confirm the submission.

**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**



Download your installer from here

**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

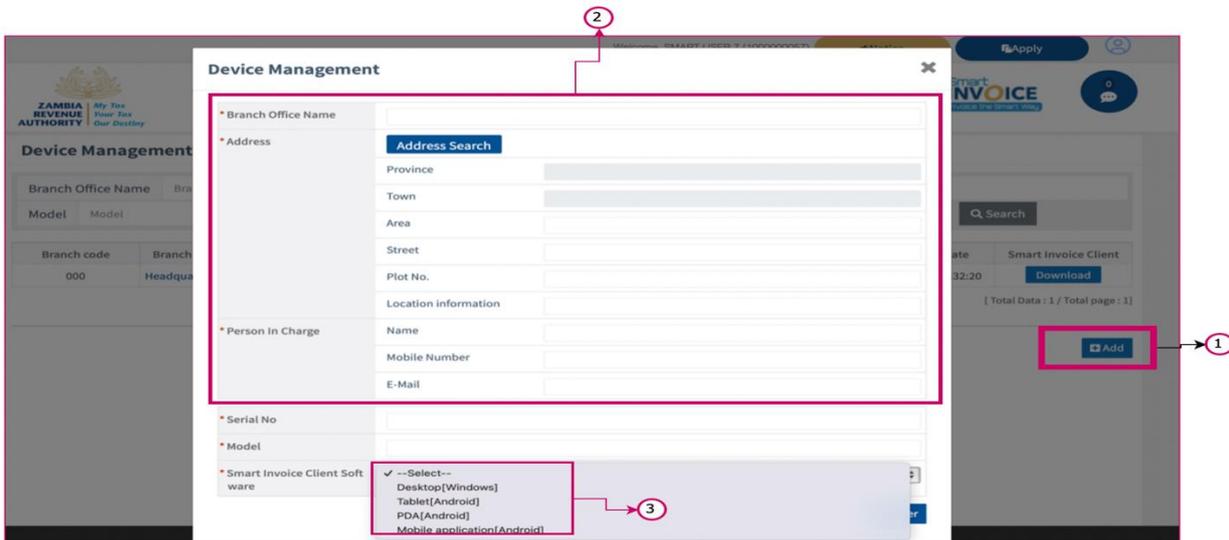


FIGURE 10 – ADDING A NEW BRANCH

**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

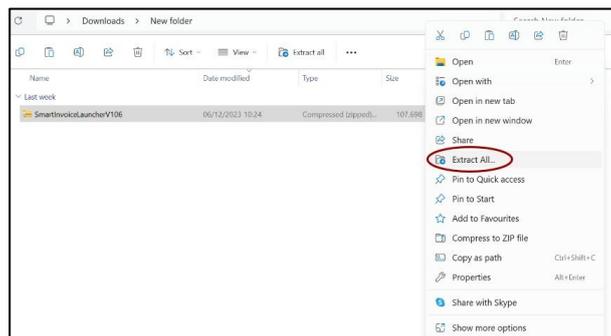
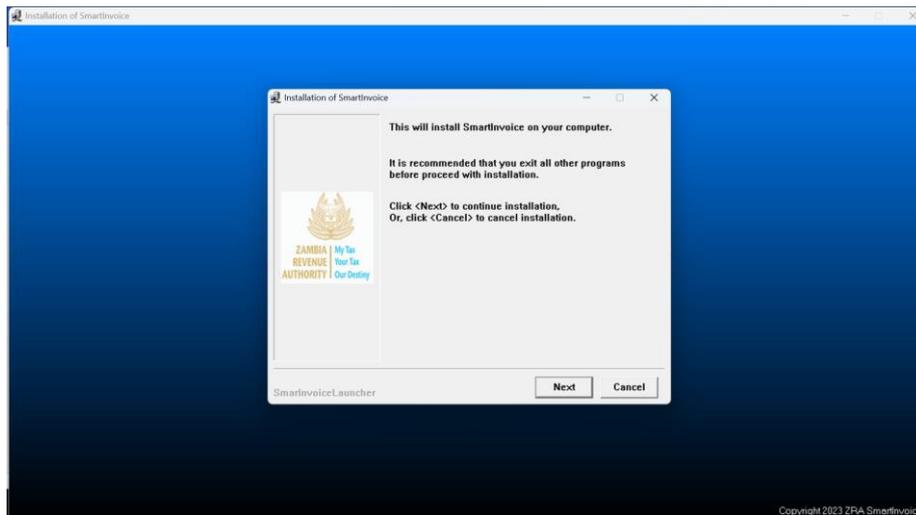


FIGURE 11 - FILE EXTRACTION

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.

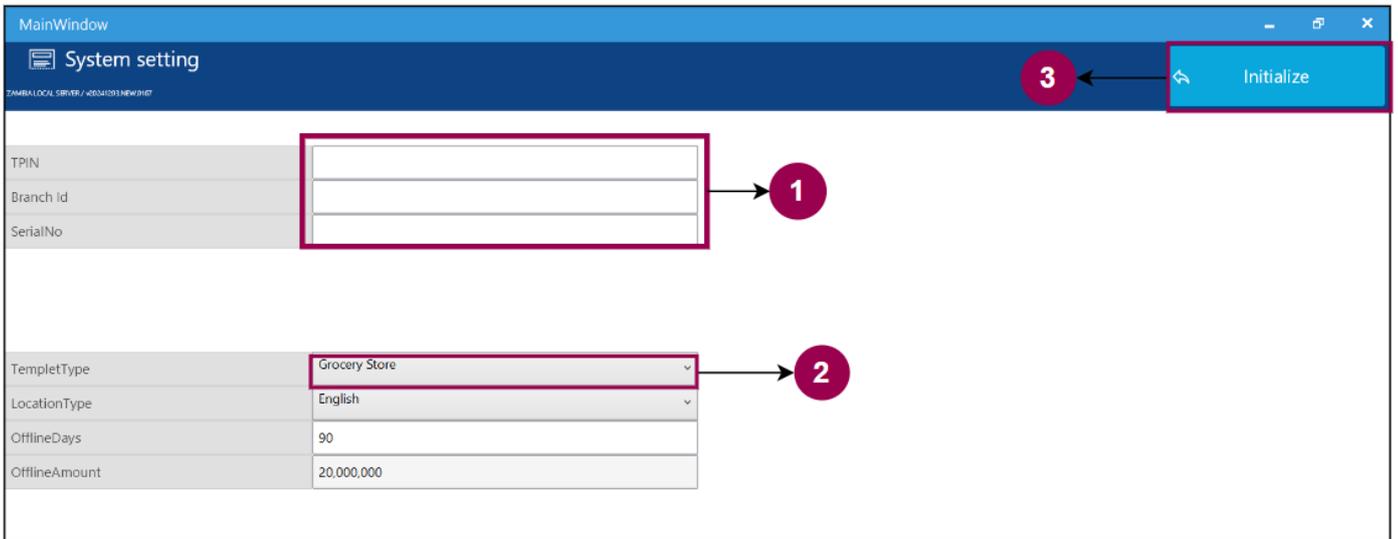
**Step 13:** Fill in TPIN, Branch ID and Device Serial Number and Click confirm



**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 in 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:

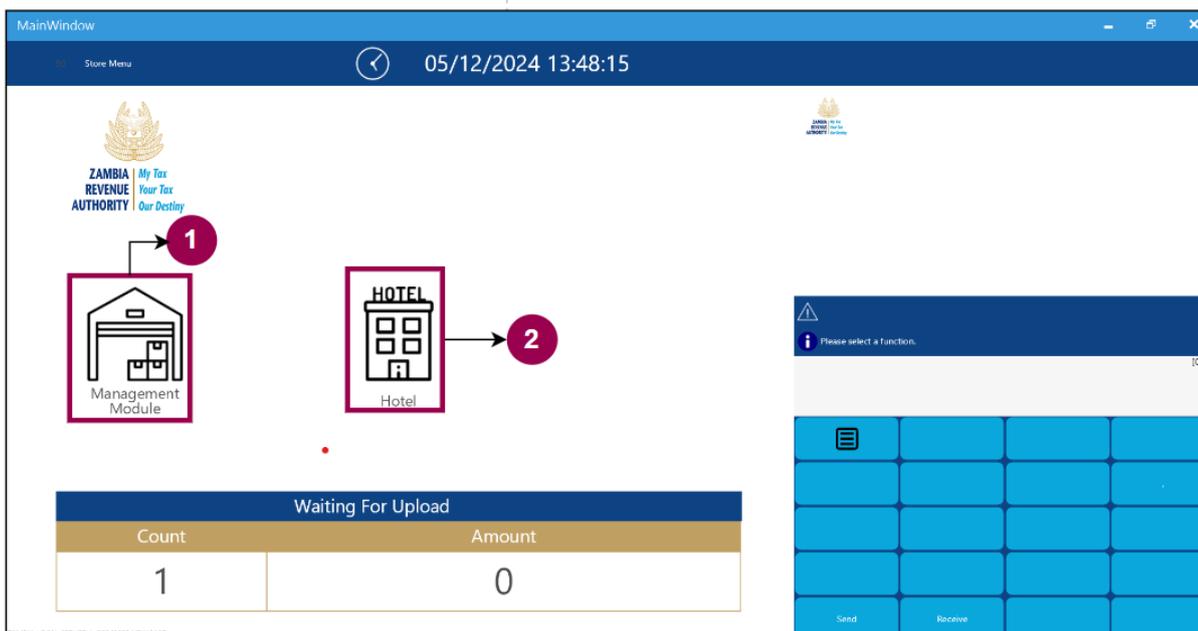
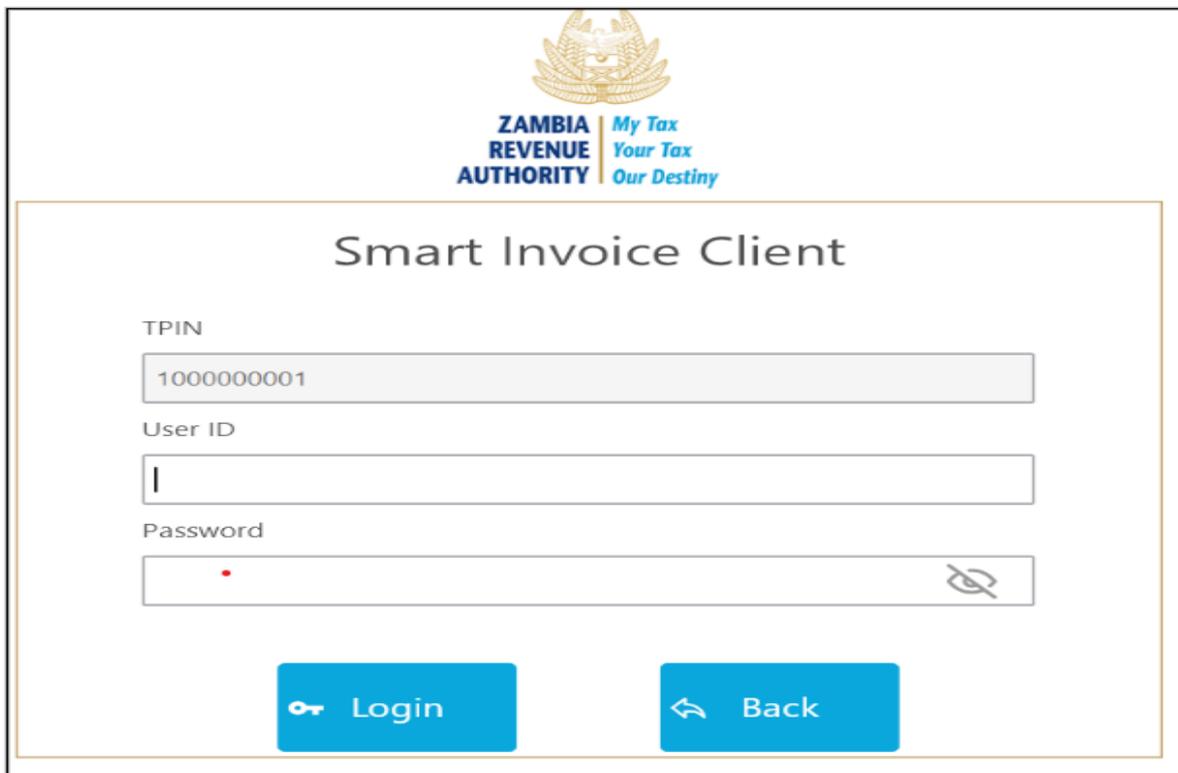


FIGURE 15 - USER INTERFACE

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:



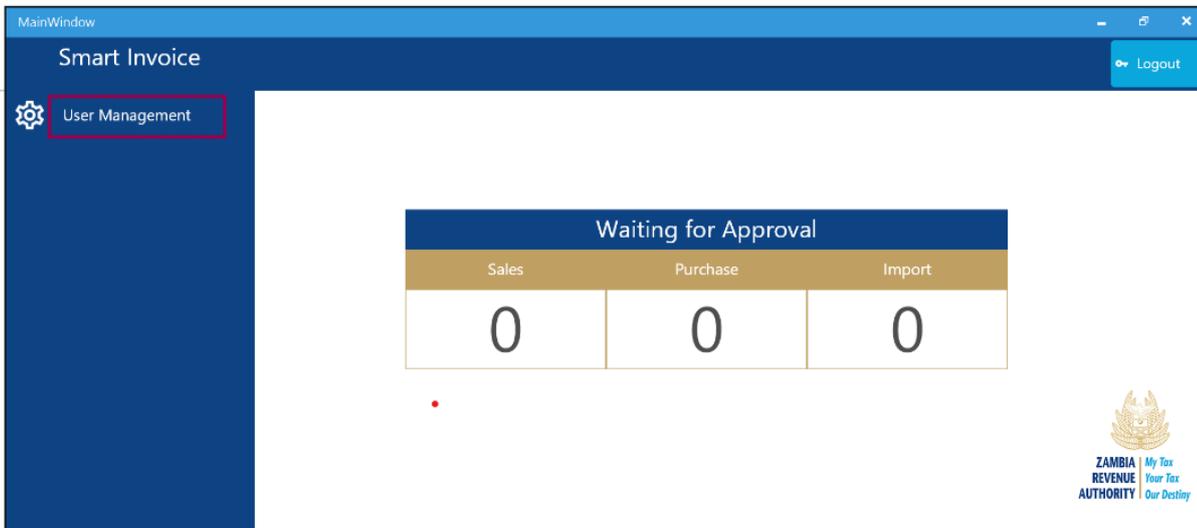
**FIGURE 16 - LOGIN SCREEN**

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

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## Smart Invoice Client

TPIN

1000000001

User ID

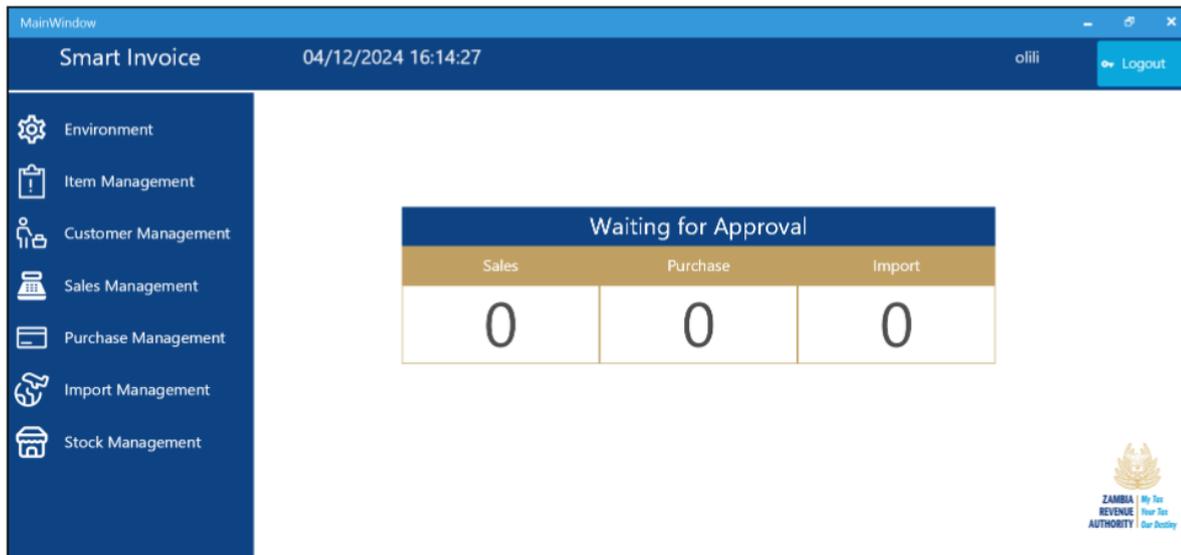
Password

Login Back

**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.

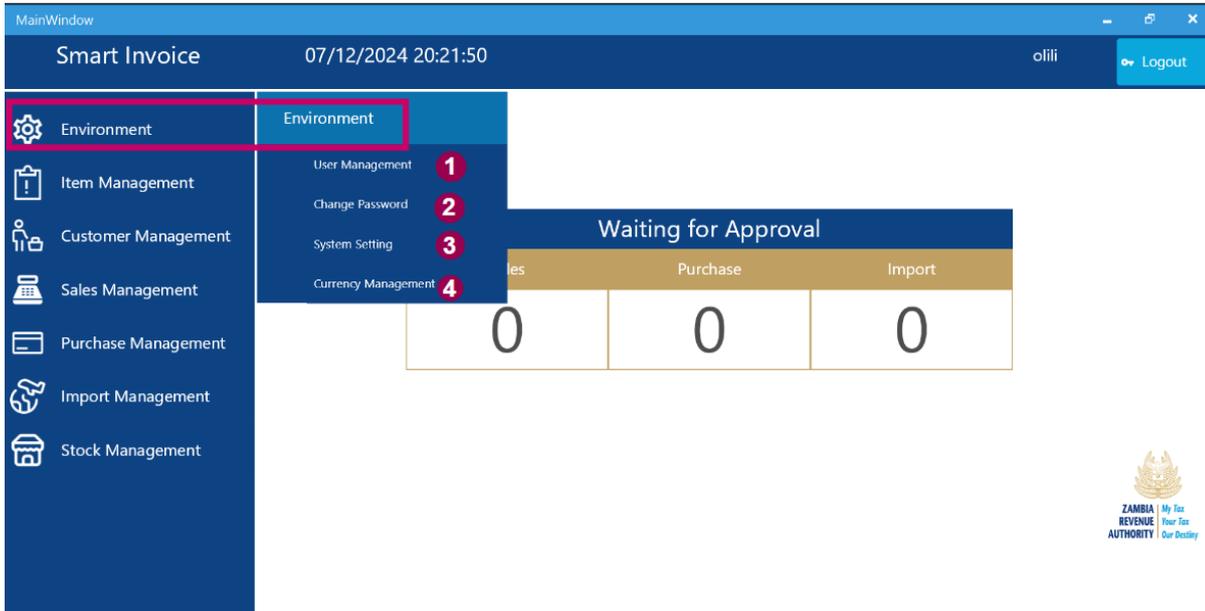


FIGURE 20 – ENVIRONMENT

#### 4.1 Add/Modify User

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

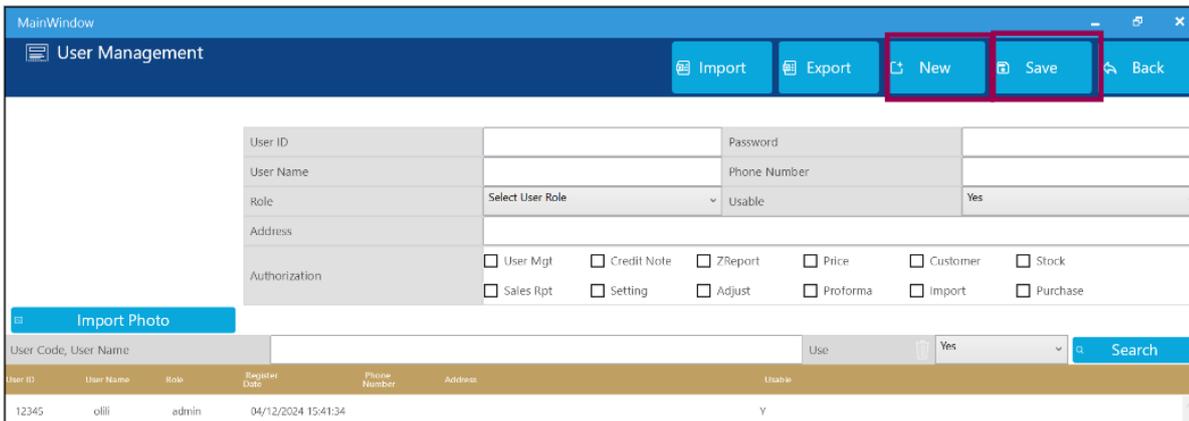


FIGURE 21 – NEW USER

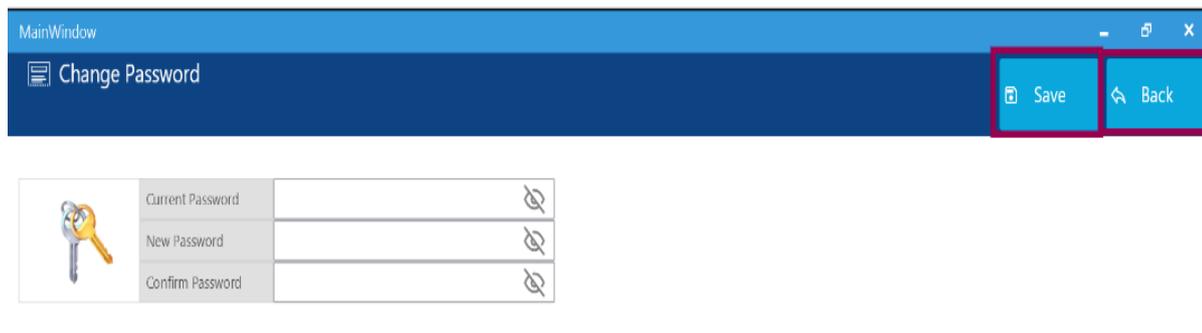
To add a new user:

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

#### 4.1 Change Password



MainWindow		Save	Back
Change Password			
	Current Password	<input type="password"/>	<input type="password"/>
	New Password	<input type="password"/>	<input type="password"/>
	Confirm Password	<input type="password"/>	<input type="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

The screenshot shows a 'System setting' window with the following data:

Company Name	IDEN ZULU	Branch Name	Branch 1
Business Activity		Manager Name	Copperbelt
Email Address	mail@gmail.com	Address	
Phone No	+260671292993	Adding logo to invoice?	No

Buttons: Save, Back, Browse Logo

Allowed size (2Mb) and formats(PNG,PNG, JPEG).

PORT or Printer name		More Information	
Baud Rate	19200	TPIN	100000001
Paper size	80mm	SDC ID	SDC0010000031
VAT Flag	VAT	Branch Code	001
SMTP Username		CIS No.	WIS00000387
SMTP password		Data Changed	04122024 03:40
SMTP port	0	SMTP host	
SMTP uses TLS	False		

Bank		Account No	
Branch		Swift Code	
Account Name			

Numbered callouts: 1 (Company Name), 2 (Browse Logo), 3 (VAT Flag), 4 (SMTP port), 5 (Save button).

FIGURE 23 – SYSTEM SETTINGS

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

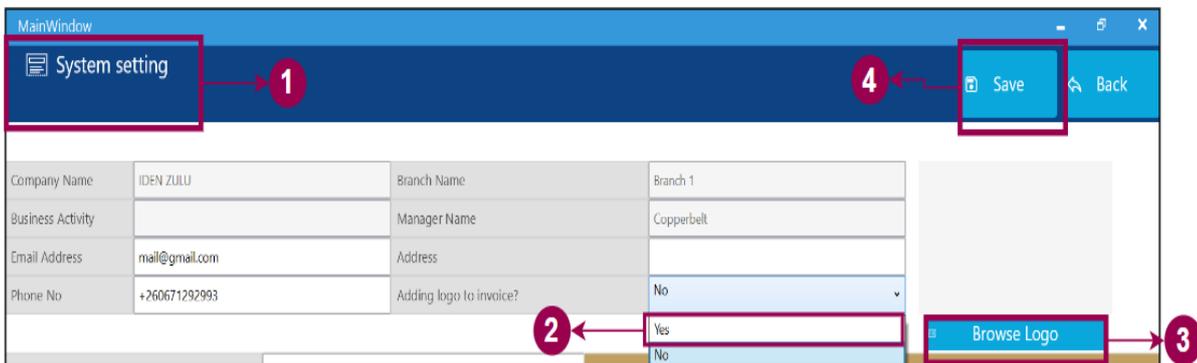
**1.Company information:** Administrative details such as company name, branch information, company leadership, address and other relevant data.

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

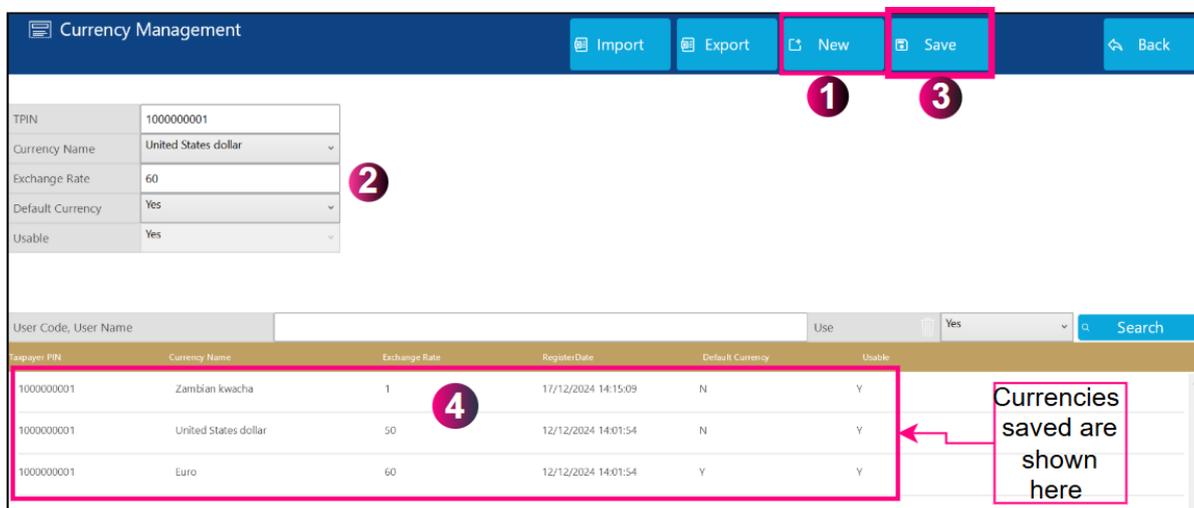


FIGURE 24 – CURRENCY MANAGEMENT

## 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.

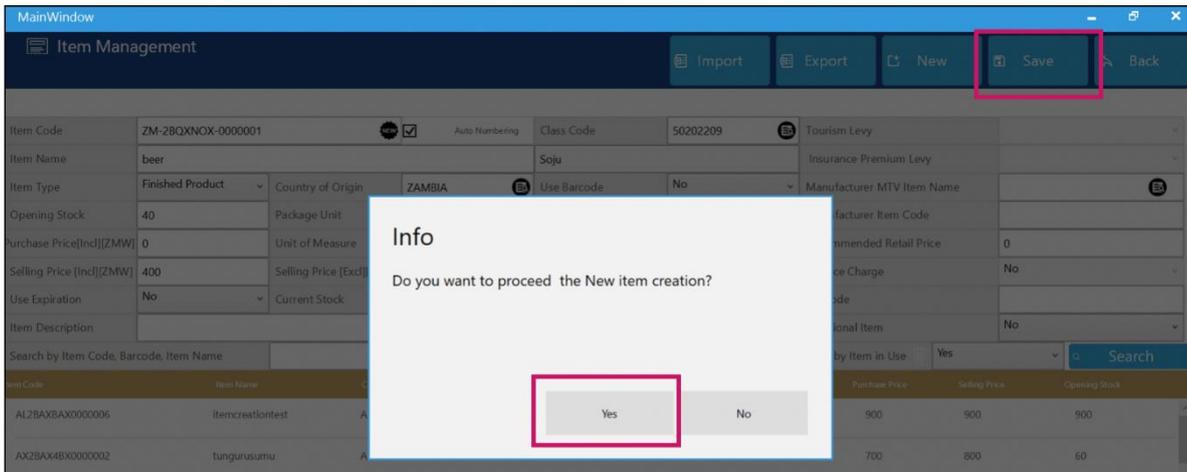
FIGURE 26 – ITEM CODE

- 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



## 5.2 Export and Importation of Items (Bulk Upload)

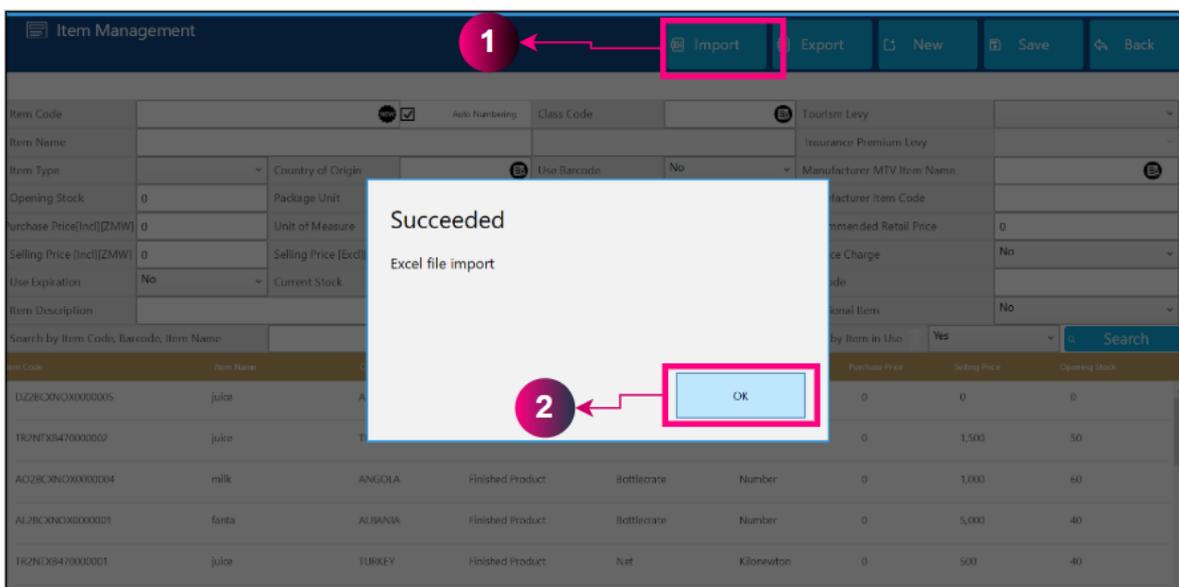
To export items into excel, carryout the following steps:

- 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

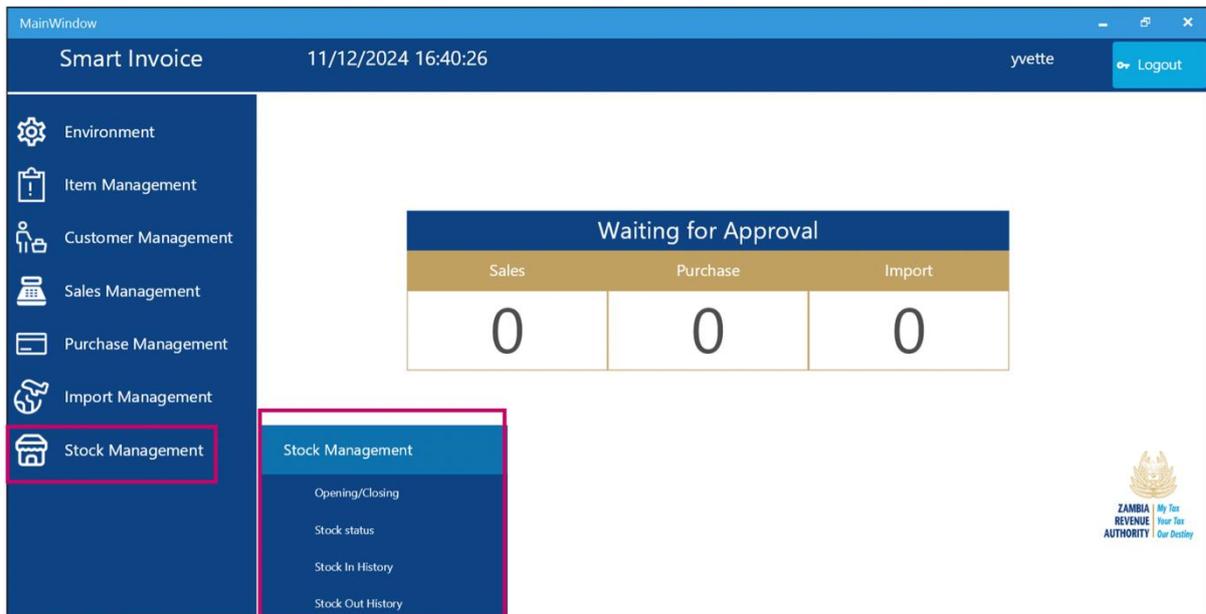


FIGURE 28 – ADDING A NEW ITEM

### 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.

Item Code	Item Name	Opening Stock	Closing Stock	Current Stock	Unit Price	Total Amount
AX2BCXBA0000004	avoka	58	58	58	800	46,400
AX2BCXBA0000005	umwembe	58	58	58	700	40,600
AX2BCXBA0000006	thirteen	68	68	68	800	54,400
AX2BCXBEX0000002	ten	48	48	48	700	33,600
AX2BEXAV0000001	one	58	58	58	800	46,400

**FIGURE 29 – OPENING/CLOSING STOCK**

### 6.2 Stock 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.

Item Code	Item Name	Finished Product	Expiration Date	Raw Material	Current Stock
AL2CAXNO0000001	beer	34		0	34
ZM2BEXNO0000001	juice	56		0	56

**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.

### 6.3 Stock-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.

TEM CODE	ITEM NAME	PURCHASE			IMPORTATION			ADJUSTMENT IN	PROCESSING IN	SHIPMENT IN
		QTY	PRICE	TOTAL AMOUNT	QTY	PRICE	TOTAL AMOUNT	QTY	QTY	QTY
AL2BAXBAX0000006	itemcreationtest	0	0	0	0	0	0	900	0	22
ZM2BCXNOX0000001	beer	0	0	0	0	0	0	60	0	0

**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.

tem Code	Item Name	SALES			SHIPMENT OUT	ADJUSTMENT OUT	DAMAGED/EXPIRED	PROCESSED OUT
		QTY	PRICE	TOTAL AMOUNT	QTY	QTY	QTY	QTY
AL2CAXNOX0000001	beer	0	0	0	0	5	0	0
AX2BAX4BX0000002	tungurusumu	5	800	4,000	0	0	0	0

This shows the history of how items have been moved out

**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.

Item Code	Item Name	Current Stock	Input Quantity	New Quantity	Item Code	Item Name	Current Stock	Output Quantity	New Quantity
		0	0				0	0	

FIGURE 34- REPACKAGING STOCK ITEM

### c. Raw Material Processing

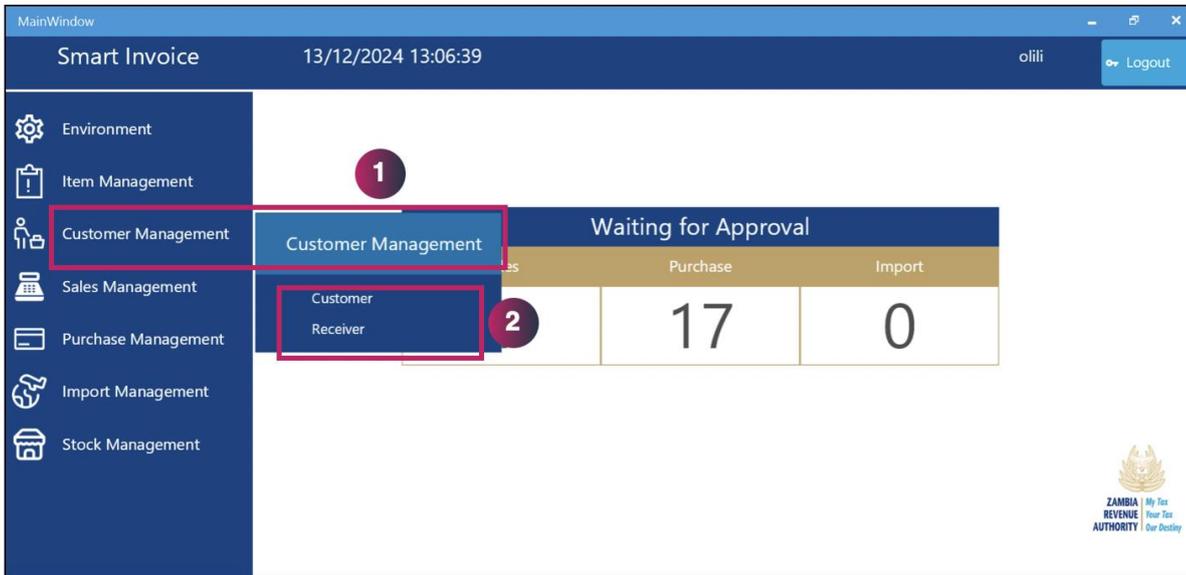
You can produce finished products by consuming raw materials. You can control each material's decrease, considering the finished product.

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

Item Code	Item Name	Current Stock	Input Quantity	New Quantity	Item Code	Item Name	Current Stock	Output Quantity	New Quantity
		0	0				0	0	

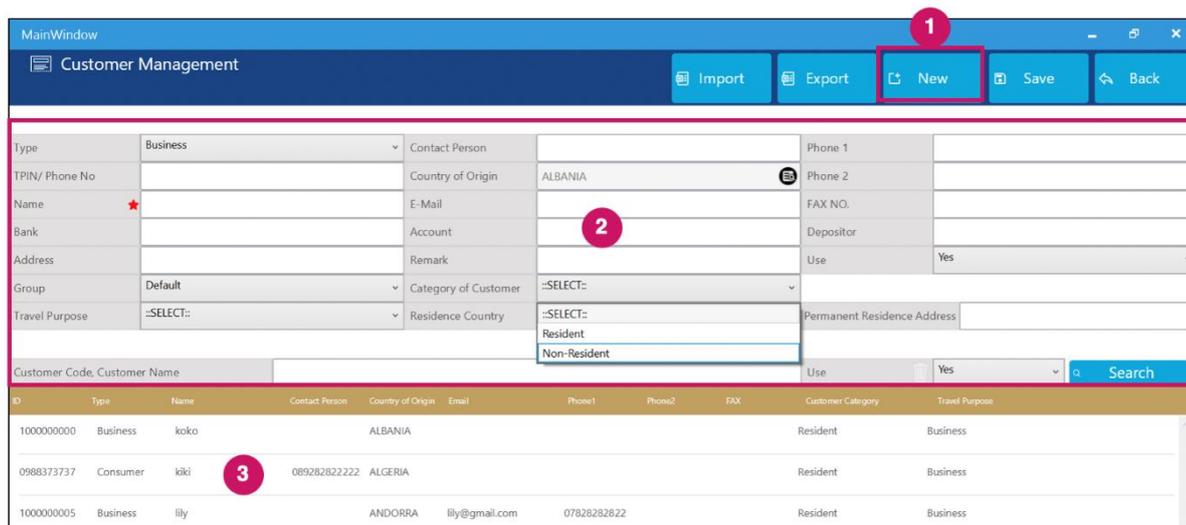
## 7.CUSTOMER MANAGEMENT

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**

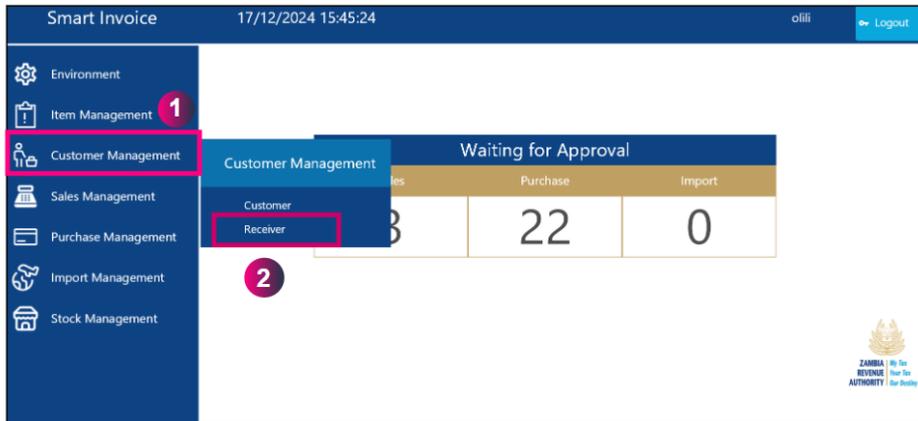
The screenshot shows the 'Customer Management' window. At the top, there are buttons for 'Import', 'Export', 'New', 'Save', and 'Back'. The 'Save' button is highlighted with a red box. Below the buttons is a form with various fields for customer information, including 'Type', 'Name', 'Contact Person', 'Country of Origin', 'Phone 1', 'Phone 2', 'FAX NO.', 'Depositor', 'Use', 'Group', 'Category of Customer', 'Residence Country', and 'Permanent Residence Address'. Below the form is a table with columns: ID, Type, Name, Contact Person, Country of Origin, Email, Phone1, Phone2, FAX, Customer Category, and Travel Purpose. The table contains three rows of customer data. A red box highlights the first row, and a red arrow points from a text box 'Choose a customer to edit' to this row.

ID	Type	Name	Contact Person	Country of Origin	Email	Phone1	Phone2	FAX	Customer Category	Travel Purpose
1000000000	Business	koko		ALBANIA					Resident	Business
0988373737	Consumer	kiki	089282822222	ALGERIA					Resident	Business
1000000005	Business	lily		ANDORRA	lily@gmail.com	07828282822			Resident	Business

### 7.2 Receiver

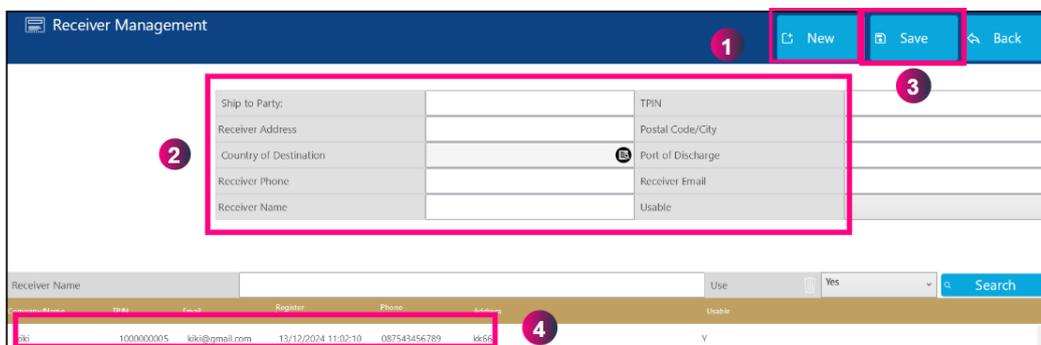
Receiver details works for a commercial invoice. A commercial invoice is a document used in international trade. It serves as a customs declaration provided by the person or corporation that is exporting an item across international borders.

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

Sales Management

Total Tax (ZMW) 446,8085 Total (ZMW) 3,255,3191

Date 25/02/2025 To 04/03/2025 Invoice Status

Search Z Report Sales Rpt

Status	Invoice ID	Transaction Nbr	Customer	Proforma Date	Transaction Date	Tax Amount	Total Taxable Amount	Total Amount	Currency	Rate
Pending Approval	125	0	kiki	04/03/2025		8,9362	51,0638	65,1064	USD	50,0000

1

Detail list

Value Credit Note Partial Credit Note Debit Note

Status Invoice ID Customer

Tax Amount Total Amount

New Detail Delete

Item Code	Item Name	Quantity	Unit Price	Amount	Sales Amount	Tax Amount
-----------	-----------	----------	------------	--------	--------------	------------

2

Smart Invoice 04/03/2025 09:04:50 olli Logout

Environment

Item Management

Customer Management

Sales Management

Purchase Management

Import Management

Stock Management

Waiting for Approval

Sales	Purchase	Import
1	97	0

Sales Management

Sales Invoicing

Commercial Invoicing

Provisional and Final Invoice

ZAMBIA REVENUE AUTHORITY My Tax Your Tax Our Priority

## 1. Sales invoicing

MainWindow Sales Management

Total Tax (ZMW) 54,868,9331 Total (ZMW) 398,299,5660

Date 06/12/2024 To 13/12/2024 Invoice Status

Search Z Report Sales Rpt

Status	Invoice ID	Customer	Proforma Date	Transaction Date	Tax Amount	Total Taxable Amount	Total Amount	Currency	Rate
Credit note	21	kiki	13/12/2024	13/12/2024 14:17:48	0	8,33	8,33	EUR	60,0000
Approved	20	kiki	13/12/2024	13/12/2024 14:17:48	45,977	287,3562	333,3332	EUR	60,0000
Pending Approval	19	kiki	13/12/2024		574,7124	3,591,9526	4,166,665	EUR	60,0000
Approved	18	koko	13/12/2024	13/12/2024 12:14:55	229,885	1,436,781	1,666,666	EUR	60,0000
Pending Approval	17	illy	13/12/2024		2,2985	14,3678	16,6666	EUR	60,0000

1

Detail list

Value Credit Note Partial Credit Note Debit Note

Status Invoice ID Customer

Tax Amount Total Amount

New Detail Delete

Item Code	Item Name	Quantity	Unit Price	Amount	Sales Amount	Tax Amount
-----------	-----------	----------	------------	--------	--------------	------------

2

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.

### 8.1 Register New Sales Invoice

After opening sales management then:

1. Choose sale category and fill other details
2. Click < confirm > button
3. Click < save >

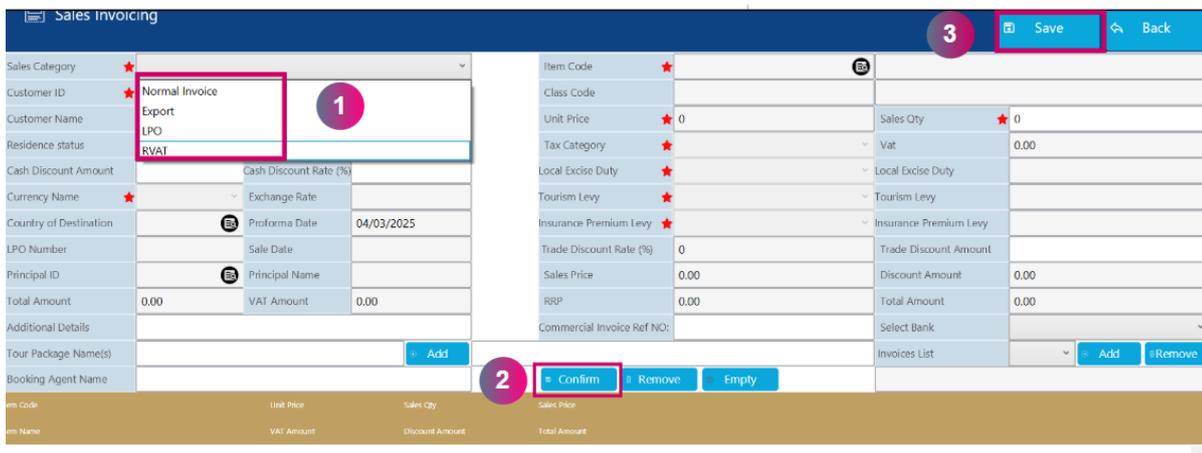
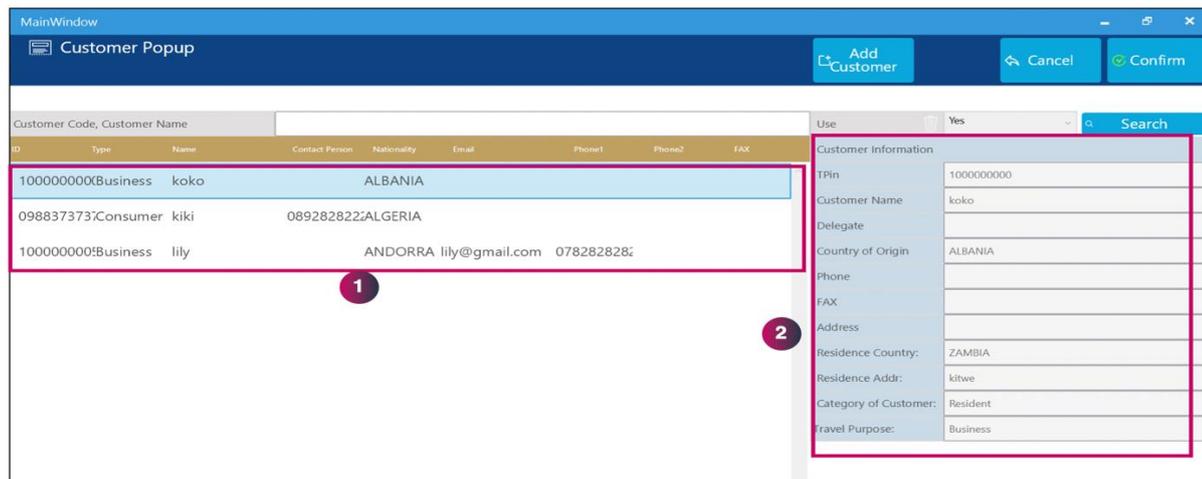


FIGURE 40- NEW SALES INFORMATION

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 page 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”.

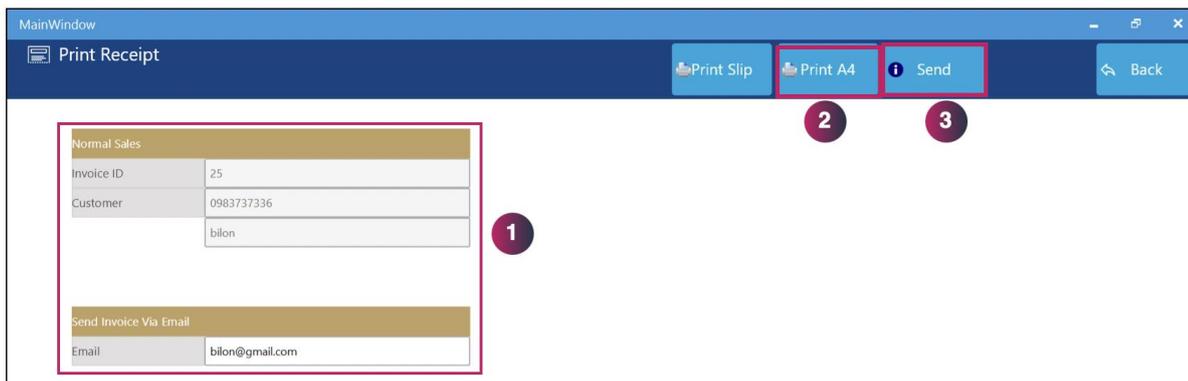
5. To delete a proforma invoice carryout the following steps:

- 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:

1. Choose <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.

Status	Invoice ID	Customer	Proforma Date	Transaction Date	Tax Amount	Total Taxable Amount	Total Amount	Currency	Rate
Credit note	27	bilon	14/12/2024	14/12/2024 09:01:19	-413.7931	-2,586.2069	-3,000	EUR	60.0000
Approved	26	bilon	14/12/2024	14/12/2024 09:01:19	689.6552	4,310.3448	5,000	EUR	60.0000
Approved	25	bilon	14/12/2024	14/12/2024 08:40:36	51.7239	323.2746	374.9985	EUR	60.0000
Debit Note	24	kiki	13/12/2024	13/12/2024 21:28:13	2.2988	14.3678	16.6666	EUR	60.0000
Approved	23	kiki	13/12/2024	13/12/2024 21:28:13	11.4942	71.8388	83.333	EUR	60.0000

Detail list

Status	Invoice ID	0	Customer						
Tax Amount	0.00	Total Amount	0.00	Total Amount	0.00				

Buttons: Value Credit Note, Partial Credit Note, Debit Note, New, Detail, Delete

Sales Invoicing

Buttons: Save, Back

Sales Category: Normal Invoice

Customer ID: 0983737336 Invoice ID: 32

Customer Name: bilon

Residence status: Residence Residence Country: ZAMBIA

Cash Discount Amount: Cash Discount Rate (%):

Currency Name: Euro Exchange Rate: 60

Country of Destination: Proforma Date: 14/12/2024

LPO Number: Sale Date:

Principal ID: Principal Name:

Total Amount: 45,000.00 VAT Amount: 6,206.90

Additional Details

Tour Package Name(s): Add

Booking Agent Name: Confirm Remove Empty

Item Code: ZA2BQXNOX0000002 Item Name: melon juice

Class Code: 50203000 Fresh melon juice or concentrates

Unit Price: 1,000 Sales Qty: 2

Tax Category: Standard Rated Vat: 275.86

Local Excise Duty: Local Excise Duty: 0.00

Tourism Levy: Tourism Levy: 0.00

Insurance Premium Levy: Insurance Premium Levy: 0.00

Trade Discount Rate (%): 0 Trade Discount Amount:

Sales Price: 2,000.00 Discount Amount: 0.00

RRP: 0.00 Total Amount: 2,000.00

Commercial Invoice Ref No: Select Bank: ABSA

Invoices List: Add

1. Choose < credit reason >

**Credit Notes Reason Popup** 2

Credit Note reason information

Credit Note Code	03
Credit Note Name	Damaged Goods

Credit Note Code	Credit Note Reason
01	Wrong product (s)
02	Wrong price
03	Damaged Goods
04	Wrong Customer invoiced
05	Duplicated invoice
06	Excess supplies
07	Other (Provide other reason in brief)

1

2. Click < confirm > button to confirm credit note

3. Do payment and choose payment method

**Check Information**

The customer phone or TPIN

Payment mode

<input type="button" value="Cash"/>	<input checked="" type="button" value="Credit"/>	<input type="button" value="Cash/Credit"/>	<input type="button" value="Other"/>
<input type="button" value="Bank Check"/>	<input type="button" value="Debit/Credit Card"/>	<input type="button" value="Mobile Money"/>	<input type="button" value="Bank Slip"/>

4. Click < Print > button to print the invoice

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

MainWindow Print Receipt

Normal Sales	
Invoice ID	25
Customer	0983737336
	bilon
Send Invoice Via Email	
Email	bilon@gmail.com

1 2 3

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

Status	Invoice ID	Customer	Proforma Date	Transaction Date	Tax Amount	Total Taxable Amount	Total Amount	Currency	Rate
Credit note	27	bilon	14/12/2024	14/12/2024 09:01:19	-413.7931	-2,586.2069	-3,000	EUR	60.0000
Approved	26	bilon	14/12/2024	14/12/2024 09:01:19	689.6552	4,310.3448	5,000	EUR	60.0000
Approved	25	bilon	14/12/2024	14/12/2024 08:40:36	51.7239	323.2746	374.9985	EUR	60.0000
Debit Note	24	kiki	13/12/2024	13/12/2024 21:28:13	2.2988	14.3678	16.6666	EUR	60.0000
Approved	23	kiki	13/12/2024	13/12/2024 21:28:13	11.4942	71.8388	83.333	EUR	60.0000

### 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

Status	Invoice ID	Customer	Proforma Date	Transaction Date	Tax Amount	Total Taxable Amount	Total Amount	Currency	Rate
Cancel Requested	33	bilon	14/12/2024	14/12/2024 10:39:30	5,517.2414	34,482.7586	40,000	EUR	60.0000
Credit note	32	bilon	14/12/2024	14/12/2024 10:00:44	-275.8621	-1,724.1379	-2,000	EUR	60.0000
Credit note	31	bilon	14/12/2024	14/12/2024 10:00:44	-413.7931	-2,586.2069	-3,000	EUR	60.0000
Approved	30	bilon	14/12/2024	14/12/2024 10:00:44	6,206.8966	38,793.1034	45,000	EUR	60.0000
Credit note	29	bilon	14/12/2024	14/12/2024 09:01:19	-137.931	-862.069	-1,000	EUR	60.0000

Detail Information Of Sale										Export	Print Invoice	Back	
Current Status	Cancel Requested												
	Rollback	Cancel	Full Credit Note	Cancel Request	Item Code								
Invoice ID	33	Sale Date	14/12/2024	Class Code				Current Stock					
Customer ID	0983737336	Customer Name	bilon	Validation Date	14/12/2024 10:39:30	Unit Price	0.00	Sales Qty	0				
Total Amount	40,000.00	Cancel Request Date	14/12/2024 10:43:40	Tax Category				Tax Amount	0.00				
Tax Amount	5,517.24	Credit Note Date		Discount Rate (%)	0			Discount Amount	0.00				
Discount Amount	0.00	Sales Price	0.00	Total Amount	0.00								
Supply Amount	40,000.00												
Remark													
Item Code	Current Stock	Unit Price	Sales Qty	Sales Price									
Item Name	Tax Amount	Discount Amount	Total Amount										
ZA2BQXNOX0000002	0	1,000	40	40,000									
melon juice	5,517.2414	0	40,000										

### 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 >

Sales Management										Export VAT	Export	Back
Total Tax (ZMW)	749,131.8600			Total (ZMW)	5,424,805.8870							
Date	11/12/2024	To	18/12/2024	Invoice			Status					
	Search	Z Report	Sales Rpt									
Invoice ID	Customer	Proforma Date	Transaction Date	Tax Amount	Total Taxable Amount	Total Amount	Currency	Rate				
Approved	56	17/12/2024	17/12/2024 14:00:01	2,4823	14,1844	0	EUR	60,0000				
Credit note	55	17/12/2024	17/12/2024 13:47:56	-4,5977	-28,7356	0	EUR	60,0000				
Credit note	54	17/12/2024	17/12/2024 13:47:35	-1,1494	-7,1839	0	EUR	60,0000				
Approved	53	17/12/2024	17/12/2024 13:46:36	5,7471	35,9196	0	EUR	60,0000				
Credit note	52	17/12/2024	17/12/2024 13:35:11	-4,5977	-28,7356	0	EUR	60,0000				
Detail list										Value Credit Note	Partial Credit Note	Debit Note
Status	Approved	Invoice ID	56	Customer								
Tax Amount	2,48	Total Amount	14,18	Total Amount	0,00			New	Detail	Modify	Delete	
Item Code	Item Name	Quantity	Unit Price	Amount	Sales Amount	Tax Amount						
ZM2BQXNOX00000003	beer	2	8,3333	16,6667	0	2,2695						

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

The screenshot shows the 'Sales Invoicing' interface. The top navigation bar includes a 'Save' button (highlighted with a red box and labeled '5') and a 'Back' button. The form is divided into two main sections: customer and invoice details on the left, and item and tax details on the right. A 'Save' button is highlighted in the top right corner. Numbered callouts (1-5) point to specific fields: 1 points to the 'Item Code' field, 2 points to the 'Rebate Amount' field, 3 points to the 'Sales Qty' field, 4 points to the 'Confirm' button, and 5 points to the 'Save' button.

Item Code	Unit Price	Sales Qty	Sales Price
Item Name	VAT Amount	Discount Amount	Amount
AS4NTXNOX0000003		1	
liquor			
Class Code			
50202206			
Spirits or liquors			
Rebate Amount			
500			
Sales Qty			
1			
Tax Category			
Standard Rated			
Vat			
0.00			
Local Excise Duty			
0.00			
Tourism Levy			
0.00			
Insurance Premium Levy			
0.00			
Trade Discount Rate (%)			
0			
Trade Discount Amount			
0.00			
Sales Price			
500.00			
Discount Amount			
0.00			
RRP			
0.00			
Amount			
500.00			
Commercial Invoice Ref No			
Select Bank			
ABSA			
Invoices List			
Confirm	Remove	Empty	

## 8.4 Debit 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

Sales Management

Export VAT | Export | Back

Total Tax (ZMW) 727,765,4664 | Total (ZMW) 5,276,799,4320

Date 07/12/2024 To 14/12/2024 Invoice Status Search Z Report Sales Rpt

Status	Invoice ID	Customer	Proforma Date	Transaction Date	Tax Amount	Total Taxable Amount	Total Amount	Currency	Rate
Cancel Requested	33	bilon	14/12/2024	14/12/2024 10:39:30	5,517,2414	34,482,7586	40,000	EUR	60.0000
Credit note	32	bilon	14/12/2024	14/12/2024 10:00:44	-275,8621	-1,724,1379	-2,000	EUR	60.0000
Credit note	31	bilon	14/12/2024	14/12/2024 10:00:44	-413,7931	-2,586,2069	-3,000	EUR	60.0000
Approved	30	bilon	14/12/2024	14/12/2024 10:00:44	6,206,8966	38,793,1034	45,000	EUR	60.0000
Credit note	29	bilon	14/12/2024	14/12/2024 09:01:19	-137,931	-862,069	-1,000	EUR	60.0000

Detail list

Value Credit Note | Partial Credit Note | Debit Note

Status Invoice ID 0 Customer Tax Amount 0.00 Total Amount 0.00

New | Detail | Modify | Delete

Item Code	Item Name	Quantity	Unit Price	Amount	Sales Amount	Tax Amount

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

Sales Management

Export VAT | Export | Back

Total Tax (ZMW) 736,041,3285 | Total (ZMW) 5,336,799,4320

Date 07/12/2024 To 14/12/2024 Invoice Status Search Z Report Sales Rpt

Status	Invoice ID	Customer	Proforma Date	Transaction Date	Tax Amount	Total Taxable Amount	Total Amount	Currency	Rate
Debit Note	34	bilon	14/12/2024	14/12/2024 11:10:43	137,931	862,069	1,000	EUR	60.0000
Cancel Requested	33	bilon	14/12/2024	14/12/2024 10:39:30	5,517,2414	34,482,7586	40,000	EUR	60.0000
Credit note	32	bilon	14/12/2024	14/12/2024 10:00:44	-275,8621	-1,724,1379	-2,000	EUR	60.0000
Credit note	31	bilon	14/12/2024	14/12/2024 10:00:44	-413,7931	-2,586,2069	-3,000	EUR	60.0000
Approved	30	bilon	14/12/2024	14/12/2024 10:00:44	6,206,8966	38,793,1034	45,000	EUR	60.0000

Detail list

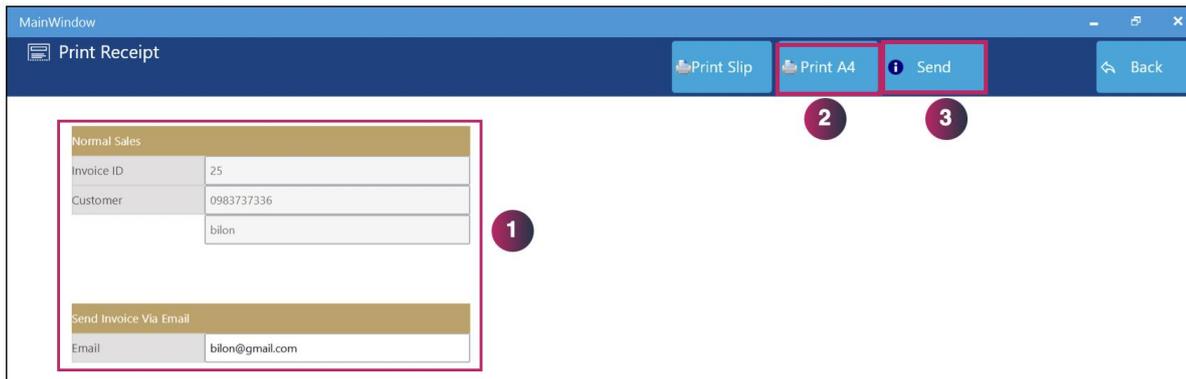
Value Credit Note | Partial Credit Note | Debit Note

Status Invoice ID 0 Customer Tax Amount 0.00 Total Amount 0.00

New | Detail | Modify | Delete

Item Code	Item Name	Quantity	Unit Price	Amount	Sales Amount	Tax Amount

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

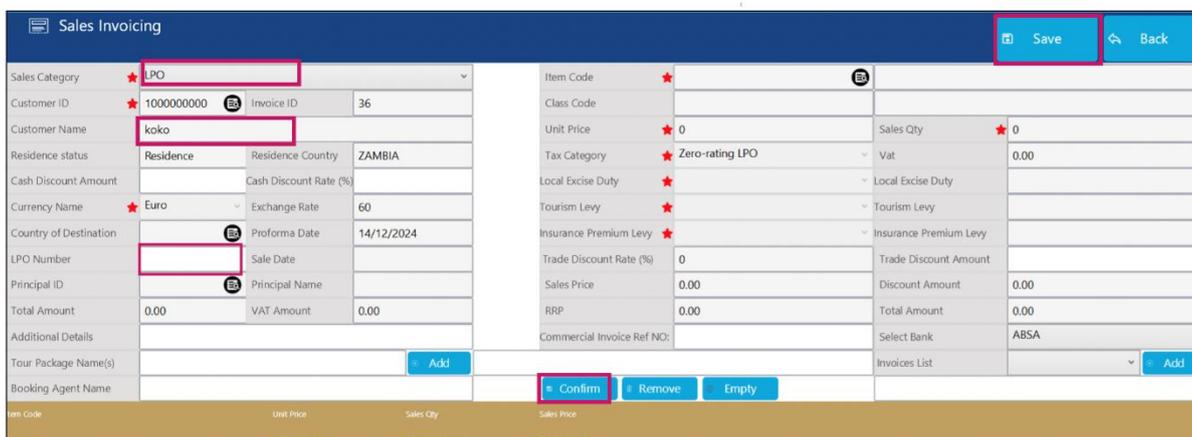
### 8.4 Local purchase order (LPO) and validation

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 suppliers 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

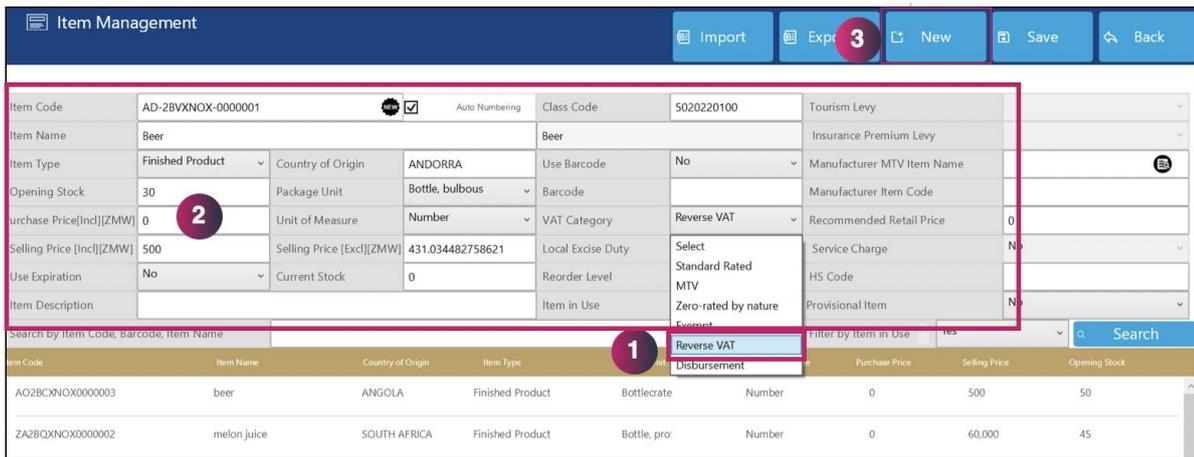
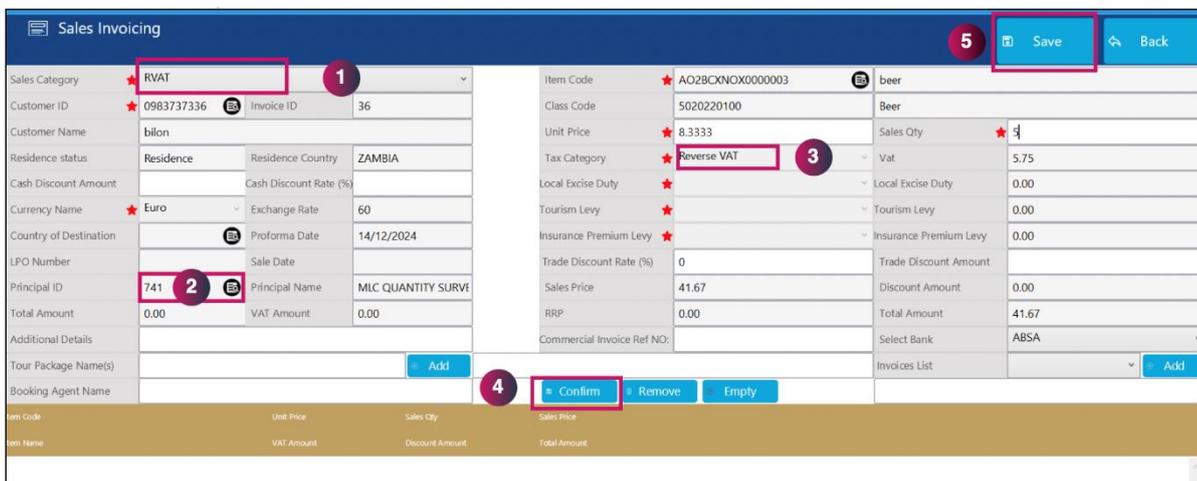


FIGURE 51- CREATING RVAT ITEM

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

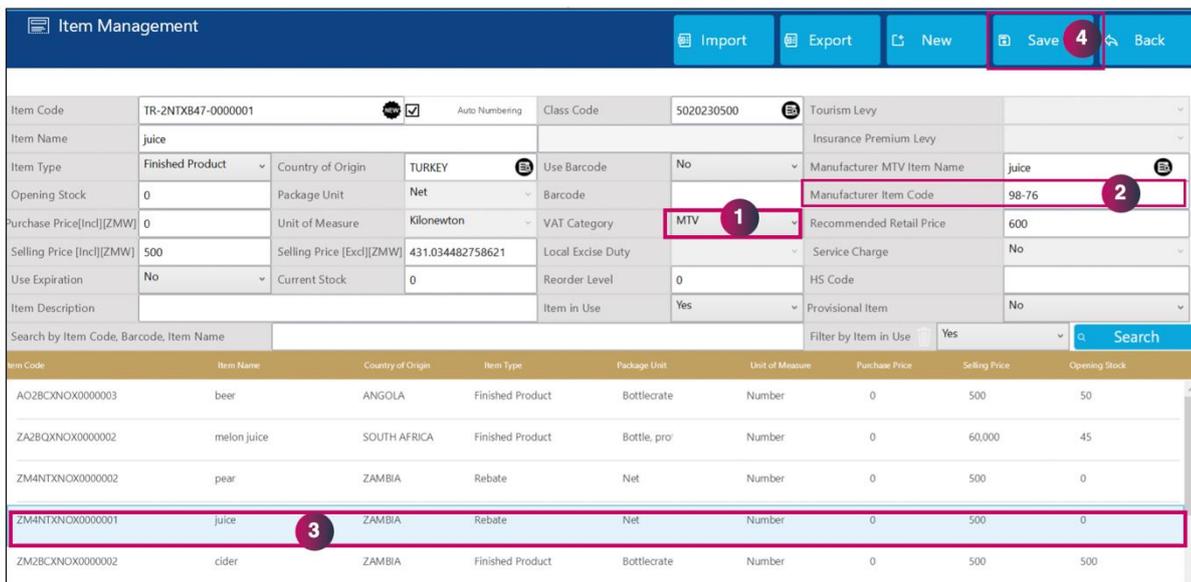


FIGURE 49- CREATING MTV ITEM

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

**Sales Invoicing**

1. Sales Category: Normal Invoice

2. Item Code: TR2NTXB470000001

3. Tax Category: MTV

4. Confirm button

5. Save button

Customer ID: 100000005, Invoice ID: 36, Customer Name: Lily, Residence Country: ZAMBIA, Currency: Euro, Exchange Rate: 60, Country of Destination: Proforma Date: 14/12/2024, Sales Qty: 4, Unit Price: 8.3333, Total Amount: 33.33

### 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

**Item Management**

1. Service Charge: No

2. Save button

Item Code: TR-2NTXB47-0000001, Item Name: juice, Class Code: 5020230500, VAT Category: MTV, Recommended Retail Price: 600

Item Code	Item Name	Country of Origin	Item Type	Package Unit	Unit of Measure	Purchase Price	Selling Price	Opening Stock
AO2BCXNX00000003	beer	ANGOLA	Finished Product	Bottlecrate	Number	0	500	50
ZA2BCXNX00000002	melon juice	SOUTH AFRICA	Finished Product	Bottle, pro	Number	0	60,000	45
ZM4NTXNX00000002	pear	ZAMBIA	Rebate	Net	Number	0	500	0
ZM4NTXNX00000001	juice	ZAMBIA	Rebate	Net	Number	0	500	0
ZM2BCXNX00000002	cider	ZAMBIA	Finished Product	Bottlecrate	Number	0	500	500

**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

**Commercial Invoice Management** Back

Date: 25/02/2025 To: 04/03/2025 Invoice Status:  Search

Status	Invoice ID	Customer	Performa Date	Sale Date	Credit Note Date	Total Amount	Currency	Rate

Status:  Invoice ID:  Customer: 
Add Provisional
New
Modify

Deduction Amount:  Subtotal Amount:  Total Amount: 
Add Final Invoice
Detail
Delete

Item Code	Item Name	Quantity	Unit Price	Subtotal Amount	Total Amount

- 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

**Commercial Invoicing** Save Back

Invoice Date: 04/03/2025	Invoice ID: 33	Delivery Details		Transporter Details	
Shipping Date: 04/03/2025	Shipment No: <input type="text"/>	Company Name: <input type="text"/>	Address: <input type="text"/>		TPIN: <input type="text"/>
Currency Name: United States do	Exchange Rate: 50	Postal Code/City: <input type="text"/>		Address: <input type="text"/>	
Reason of Export: <input type="text"/>	Location: <input type="text"/>	Country of Origin: <input type="text"/>		Invoice No: <input type="text"/>	
Sender Details		Receiver Details		Delivery Contact	
Company Name: IDEN ZULU	Ship to Party: <input type="checkbox"/>	Telephone: <input type="text"/>	Email: <input type="text"/>	Vessel No: <input type="text"/>	
Sender Address: <input type="text"/>	Receiver Address: <input type="text"/>	Port of Loading: <input type="text"/>	Incoterm: <input type="text"/>	UCR No: <input type="text"/>	Vehicle No: <input type="text"/>
Postal Code/City: <input type="text"/>	Postal Code/City: <input type="text"/>	Freight Forwarder: <input type="text"/>	Buyer's Ref No: <input type="text"/>	Item Code: <input type="text"/>	Unit Price: 0
Country of Export: ZAMBIA	Country of Destination: <input type="text"/>	Item Name: <input type="text"/>	Freight Costs: 0	No of Package: 0	Sales Qty: 0
Sender Name: IDEN ZULU	Receiver Name: <input type="text"/>	Storage Costs: 0	Insurance Costs: 0	Handling Costs: 0	Subtotal: 0.00
Sender Phone: 260671292993	Receiver Phone: <input type="text"/>	Other Costs Text: <input type="text"/>	Other Costs: 0	Tariff Code: <input type="text"/>	Total Amount: 0.00
Sender Email: mail@gmail.com	Receiver Email: <input type="text"/>	Discount Rate: 0	Discount: <input type="text"/>		
Customs Code: <input type="text"/>	Port of Discharge: <input type="text"/>	Incoterm: <input type="text"/>		<span>Clear</span> <span style="border: 2px solid red; padding: 2px;">Confirm</span> <span>Remove</span> <span>Empty</span>	

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

**Print Commercial** Print A4 Send Back

Commercial Invoice	
Invoice ID	33
Transaction Number	21
Customer	1000000000
	koko

Send Invoice Via Email	
Email	gigi@gmail.com

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

Date	To	Invoice	Status	Search				
Status	Invoice ID	Customer	Proforma Date	Sale Date	Credit Note Date	Total Amount	Currency	Rate
Pending acquittal	33	koko	04/03/2025	04/03/2025	11:05:1	50	USD	50.0000

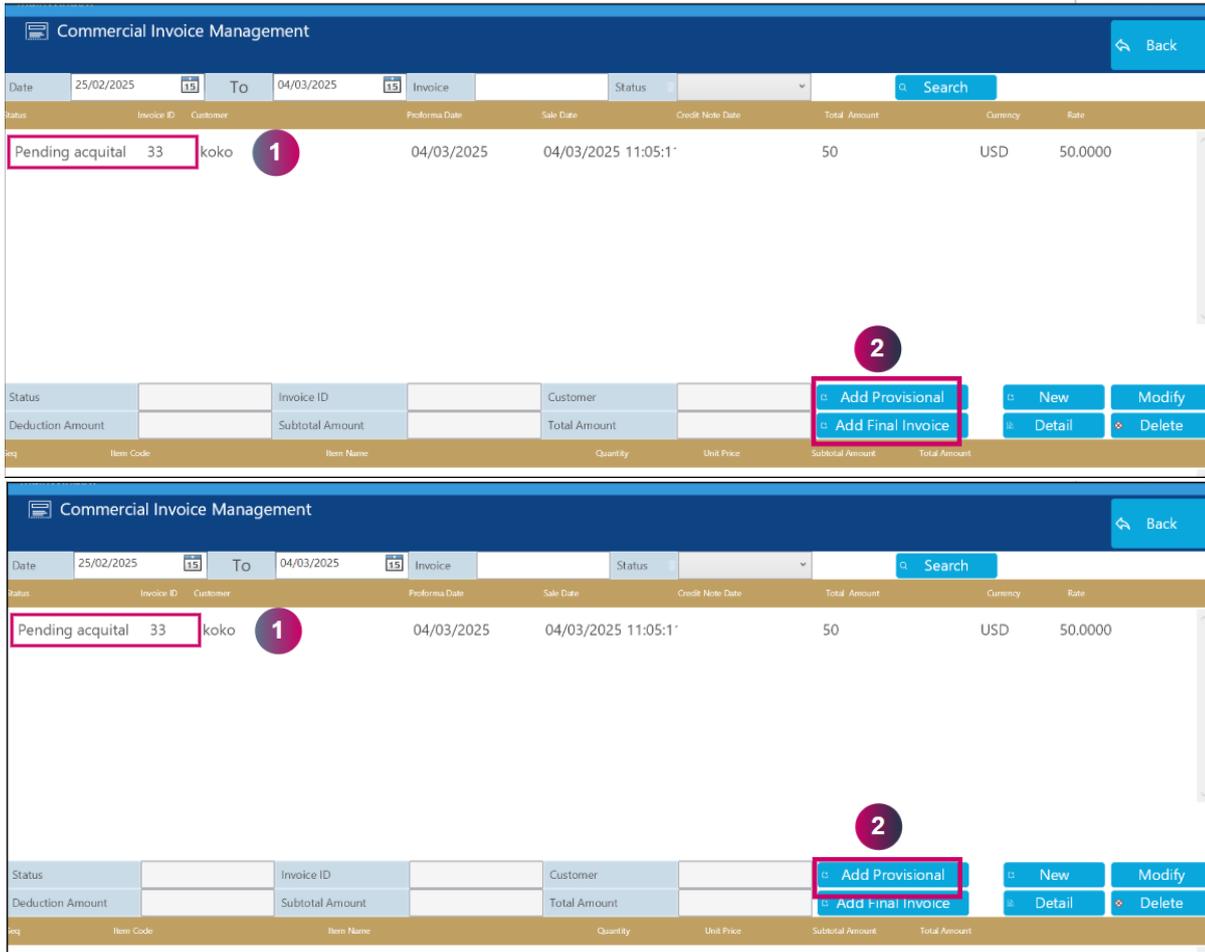
Status	Invoice ID	Customer	Add Provisional	New	Modify
Deduction Amount	Subtotal Amount	Total Amount	Add Final Invoice	Detail	Delete

### 8.9 Provisional invoice

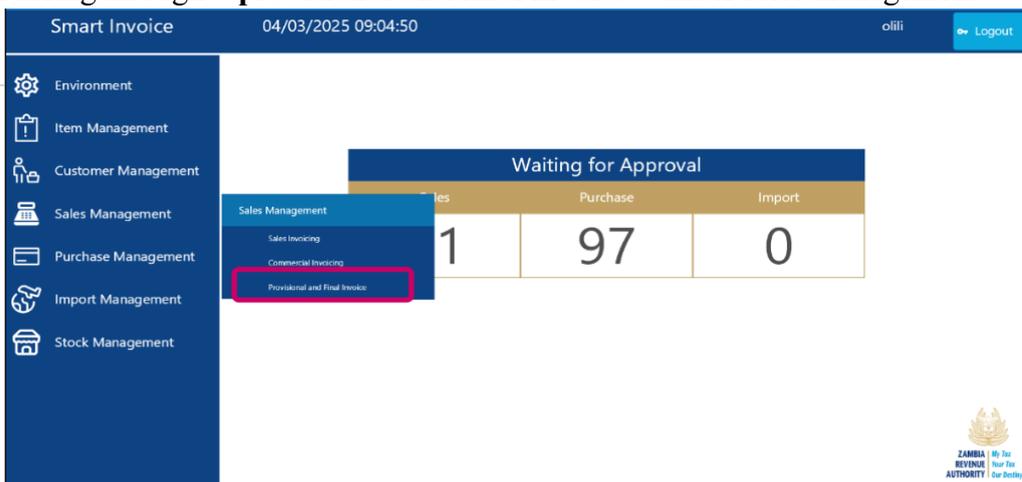
A provisional invoice is a preliminary bill of sale sent to a buyer before the final details of a transaction are confirmed. It outlines the expected costs and terms of the sale, allowing both parties to review and make any necessary adjustments before issuing the final invoice

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

**Sales Invoicing**

Save Back

1

2

3

4

Export

Invoice ID: 126

United States do

Exchange Rate: 50

Sale Date: 04/03/2025

Bank: ABSA

Unit Price: 0, Sales Qty: 0, Sales Price: NaN

Tax Category: Vat, Tax Amount: NaN

Discount Rate (%): 0, Discount Amount: 0.00

Total Amount: NaN

Treatment Charges: 0, Processing Charge: 0, Tolling Charges: 0, Freight Charge: 0

Moisture Deduction: 0, Insoluble Deduction: 0, Other Cost: 0, Total Deduction: 0

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

**Detail Information Of Provisional**

Export Print Invoice Back

1

2

Approve

Cancel Full Credit Note Cancel Request

Invoice ID: 126, Transaction Nbr: -

Customer ID: 1002003928, Sale Date: 04/03/2025

Total Amount: 15.10, Customer Name: yvette

Tax Amount: 12.77, Validation Date: 04/03/2025 12:57:55

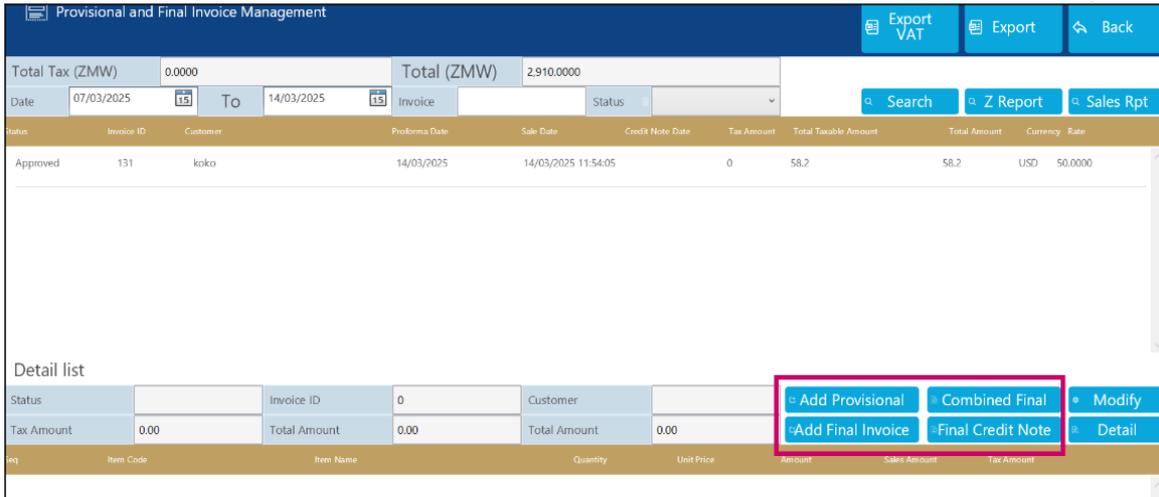
Discount Amount: 0.00, Cancel Request Date:

Supply Amount: 15.10, Credit Note Date:

Item Code	Current Stock	Unit Price	Sales Qty	Sales Price
ZM2BQXNOX0000004 0		8.62	3	25.86
soju		0	0	11.86
ZM2BQXNOX0000003 0		8.62	2	17.24
beer		0	0	3.24

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

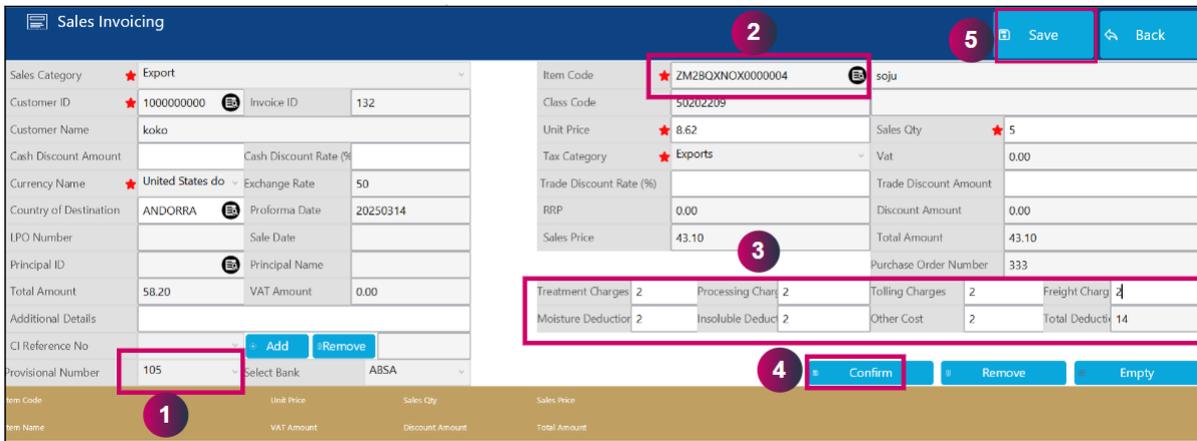
1. Final invoice by clicking on < Add Final invoice> button
2. Combined Final by clicking on < combined Final > button
3. Final credit notes by clicking on <Final Credit Note > button



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

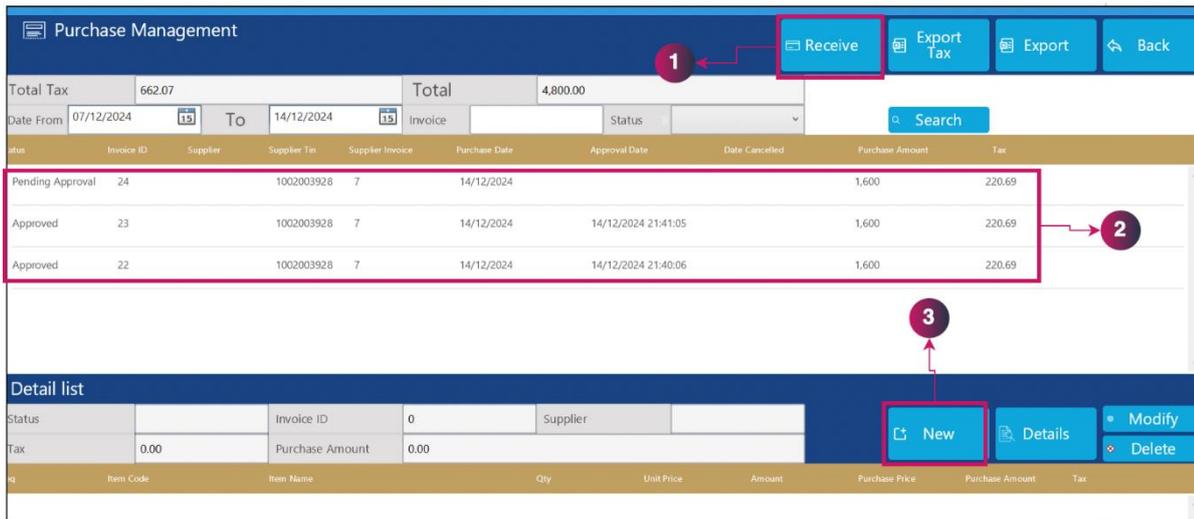
After the processes above, you continue with payment and printing of the invoice through normal process.



## 9. Purchase Management

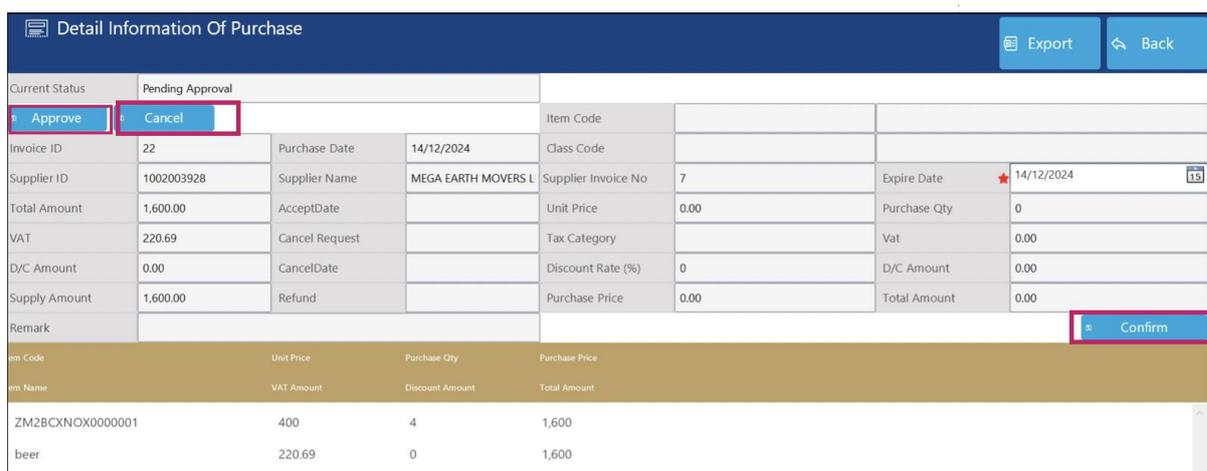
The purchase management module enables a taxpayer to see all the purchases made. It allows a user to approve the purchases and add them into stock or cancel the purchases. From the main program menu, if you click **Purchase management** in the program menu, the following screen is displayed:

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**

## 9.1 Manual 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.

The screenshot shows the 'Purchase Registration' form with the following fields and values:

Type	Purchase			Item Code	AL28CXNX0000001	fanta	
Invoice ID	25			Class Code	50202306	Soft drinks	
Supplier TPIN	1000000000			Unit Price [Incl]	0	Expiry Date	14/12/2024
Supplier Name	koko			Tax Category	Standard Rated	Purchase Qty	3
Purchase Date	14/12/2024	Item Category		Discount Rate %	0	Tax Amount	0.00
Supplier Invoice No.		Supplier SDC Id		Purchase Price	0.00	Discount Amount	0.00
Total Amount	0.00					Total Amount	0.00
Tax Amount	0.00						
Comment							

Numbered callouts in the image:

- 1: Supplier TPIN field
- 2: Purchase Qty field
- 3: Confirm button
- 4: Save button

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](mailto:SIPROJECT@zra.org.zm) and [Advice@zra.org.zm](mailto:Advice@zra.org.zm)

Toll free number 4111 (Call Centre)

