

Electronic Service Providers/Suppliers Return Filing-Taxpayer's Portal

User Manual

Version 1.0

9/2/2023

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1. Introduction

Tanzania Revenue Authority (TRA) recognizes that, there is a need to make an effort in creating a suitable tax regime for Non-resident electronic service Providers/Suppliers conducting business in Tanzania without having a fixed place. Consequently, the Authority undertook measures aimed at enhancing its return filing and tax payment systems in order to accommodate Non-resident electronic service providers/suppliers.

Specifically, the enhancement aimed at providing a platform for return filing and tax payment for Non-resident electronic service providers/suppliers through a simplified online and payment framework. This platform will enable the Non-resident electronic service providers/suppliers to effectively and efficiently fulfill their tax obligations in terms of return filing and payment of tax liabilities.

This User Manual (UM) provides a detailed guidance for Non-Resident electronic service providers/suppliers on how to effectively use the portal to file returns and pay income tax and Value Added Taxes (VAT).

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2. Overview

Non-resident electronic service providers'/suppliers' Return filing portal shall enable Non-resident Electronic Service Providers/Suppliers to file and register their payment particulars through a simplified online platform. The illustration in this manual has used **LAST CHANCE and Test Final** as an individual business name and entity respectfully, to assist users to quickly familiarize with the entire process.

Key features or major functions performed by the system

- Return Filing (VAT and IT)
- Tax payment

User access

- Non-resident user will access the portal for filing and make payments using link provided through his /her corporate/business email address.
- Non-resident users will use login credentials sent to business/corporate email address provided for sign in.
- The portal will be online and can be accessed in different browsers such as Opera, Chrome, Mozilla etc.
- Applicant must have an access to his/her corporate/business email address
- The initial password provided by the system through the user's business/corporate email shall be a temporary, of which upon initial login the system requires the user to change such a password via a system provided change password screen.

This screen requires the user to enter current password and the new password created by the user, the system further requires the user to confirm the new password and finally update it.

The Current password refers to the user's initial password retrieved from the business/corporate email while the new password refers to the User's created email by following the system password strength interactive guidelines.

3. Getting Started

3.1 Return filing

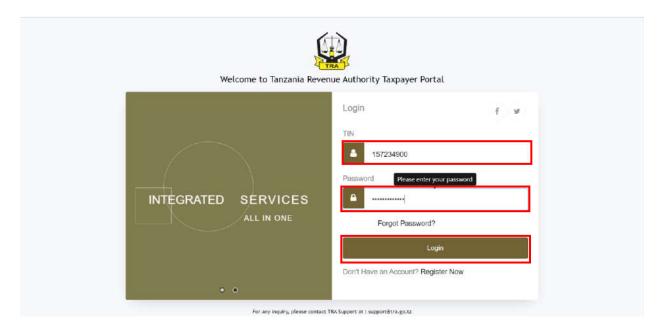
URL: https://taxpayerportal.tra.go.tz

Clink the link provided through your corporate/business email as depicted in the URL above, the system will direct you to the taxpayer's portal as depicted below:

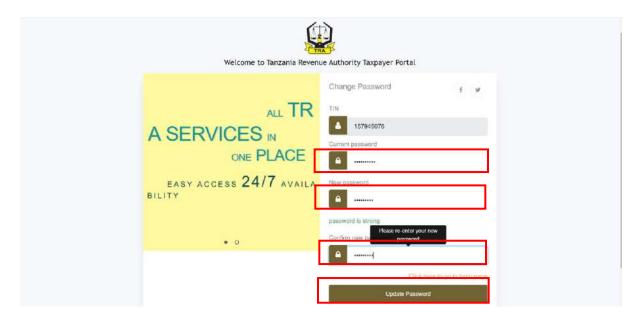


Click services, then click login

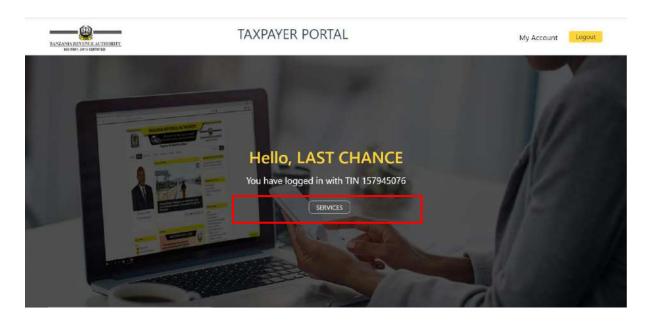
Capture TIN as username and password sent to the email during TIN registration, then click "Login"



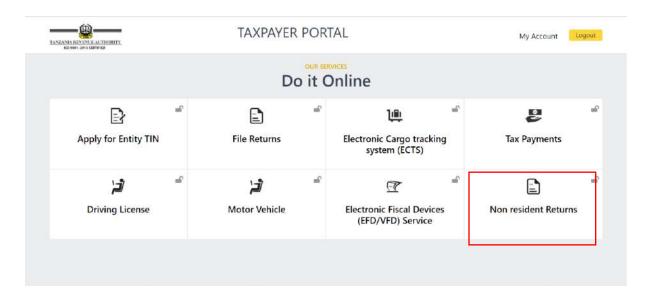
Re-enter passwords, current password and new password, then click "Update password"



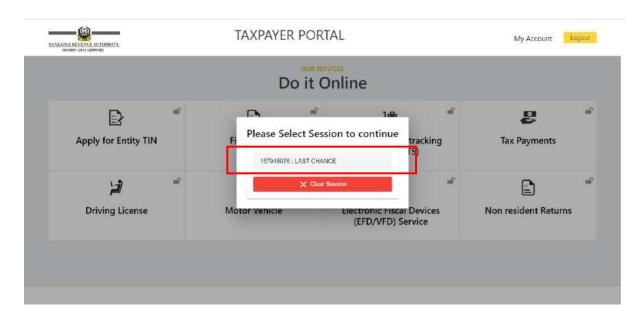
Select "Services"



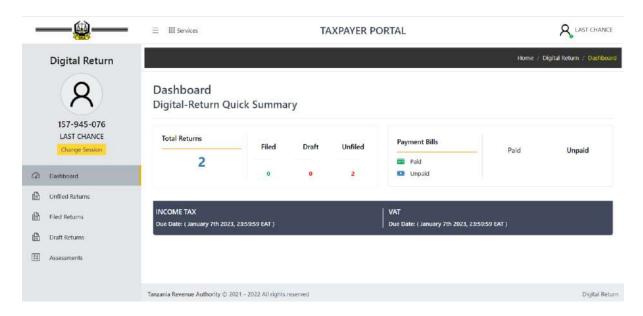
Click "Non-Resident Returns"



Select a session to use

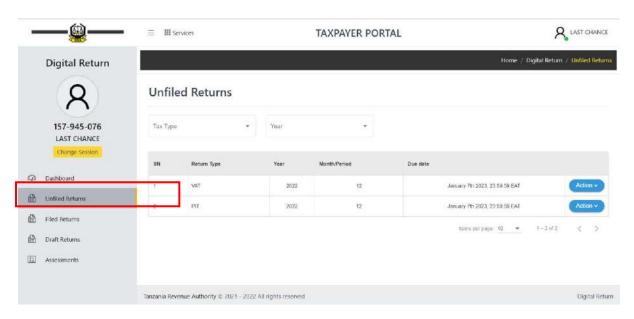


Dashboard will display with details, including number of filed and unfiled return

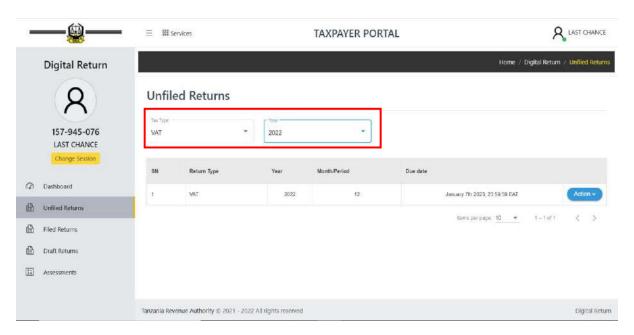


3.1.1 Filing VAT Return

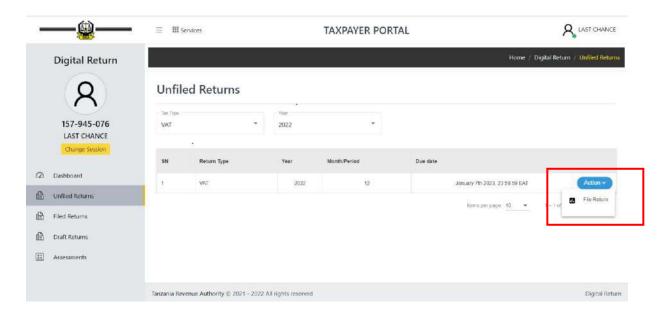
To start filing return, select "Unfiled return"



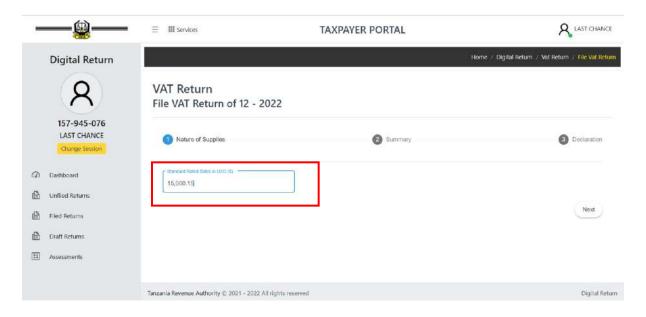
Search return to file by "Return type" and "Year"



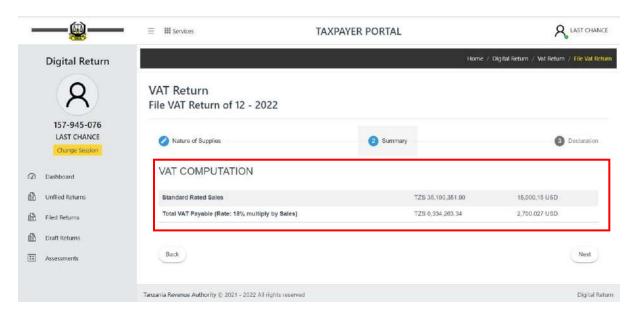
Click "Action" then select "File Return"



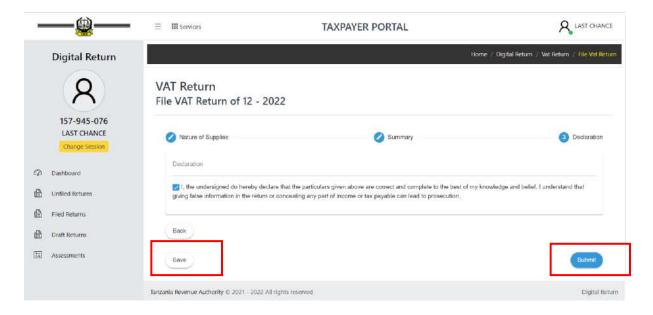
Capture Sales (In USD), then click "Next"



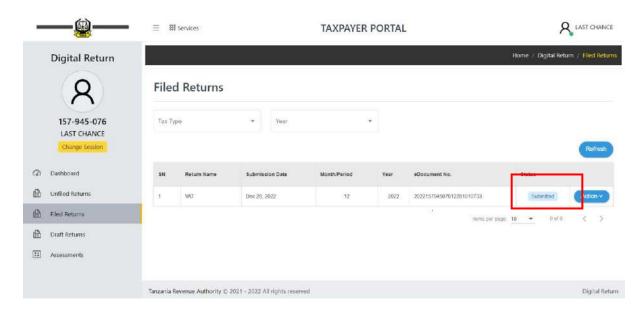
View Tax Computation summary (Standard rated sales and Total VAT payable), and click "Next" if you are satisfied with completeness of information otherwise "Click" Back for rectification and reperform the procedures then Click "Next"



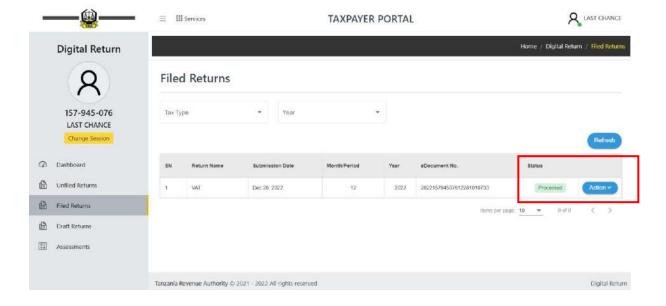
Tick the check box to declare, then click "submit". If you do not wish to submit at this material time, click "save" for later editing and submission, this information will be retrievable in the Draft returns)



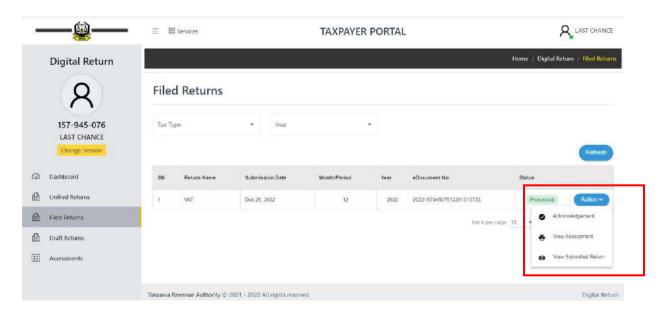
To view status of return after succesfull submission, select filed return then view status .If the status reads "Submitted" it means the return is not yet processed.



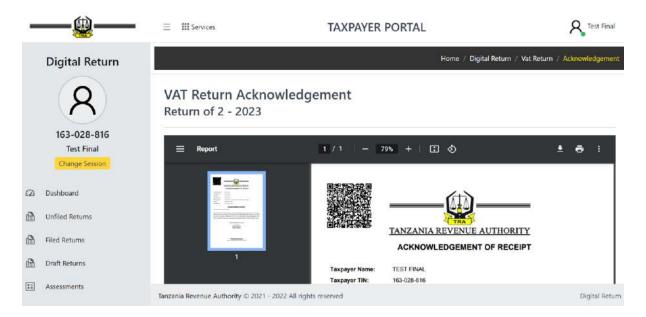
And if status reads "Processed" it means the return has already been processed/filed and you can Click action option to view appropriate actions



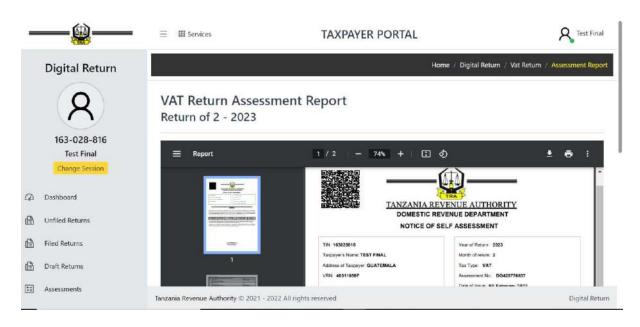
Click "Action", to view Acknowledgement, Assessment or Submitted return



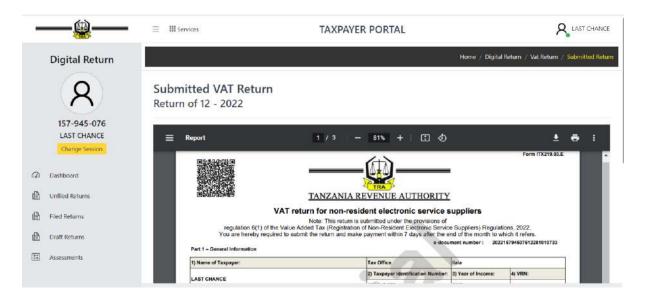
View VAT Return Acknowledgement.



View Assessment



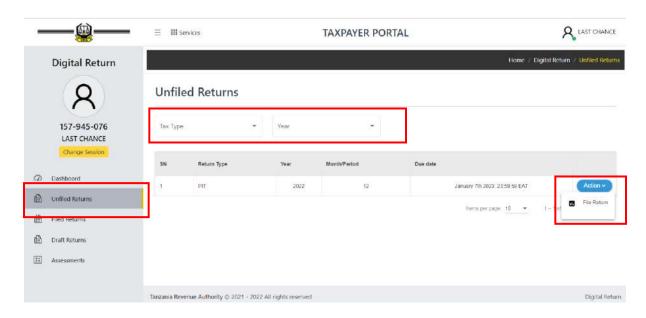
Submitted VAT return view



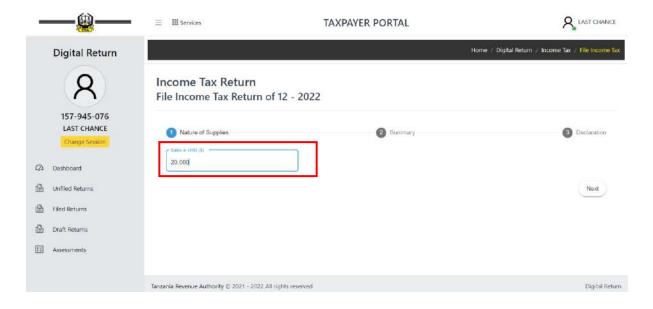
3.1.2 Filing Income Tax Return

To start filing return, select "Unfiled return". Then search by Return type and year.

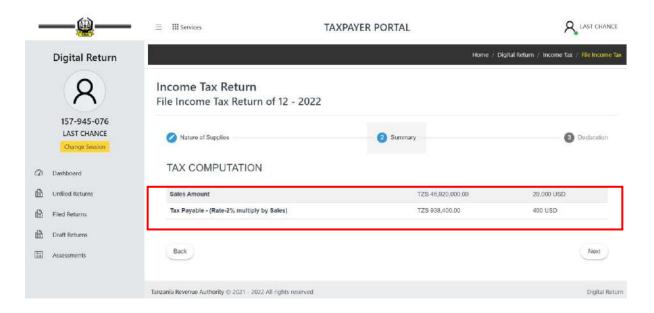
Go to action then select "File Return".



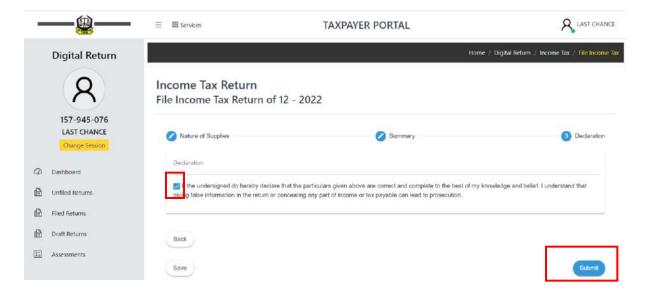
Capture sales (In USD), then click "Next"



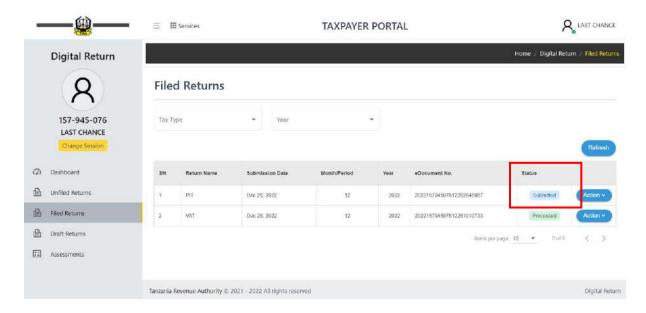
View Tax Computation, then click "Next", otherwise if not satisfied with completeness of the information click "Back" for rectification and reperform the procedures then Click "Next".



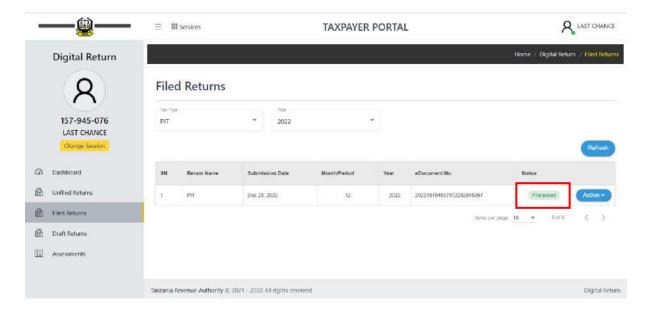
Tick the check box to declare, then click "submit" (If you do not wish to submit at this material time click "Save" for later editing and submission, this information will be retrievable in the draft returns)



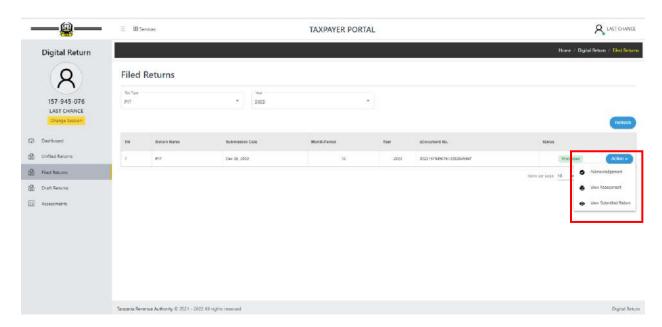
To view status of return after successfuly submission, select filed return then view status .If status reads "Submitted" it means the return is not yet processed.



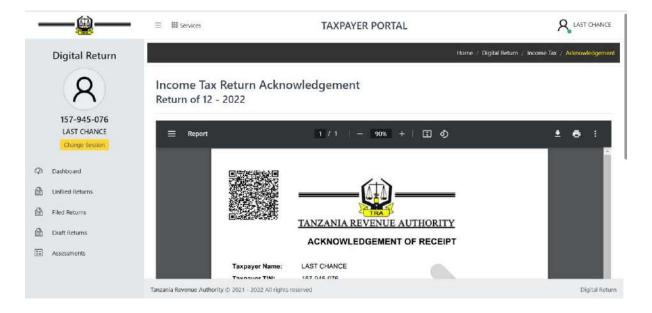
And if status reads "Processed" it means the return has already been processed and you can go to the action option to select the appropriate actions.



Click "Action", to view Acknowledgement, Assessment or Submitted return.



Click "Acknowledgement" to View Income Tax Return.



Click "Assessment" to view the Income Tax Return Assessment Report.

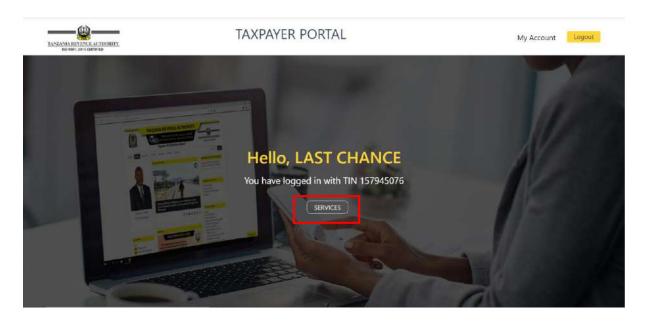


Click "View Submitted return" to view the submitted Income Tax Return.

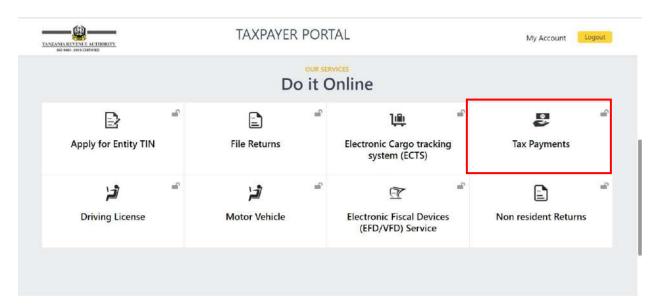


3.2 Tax Payment

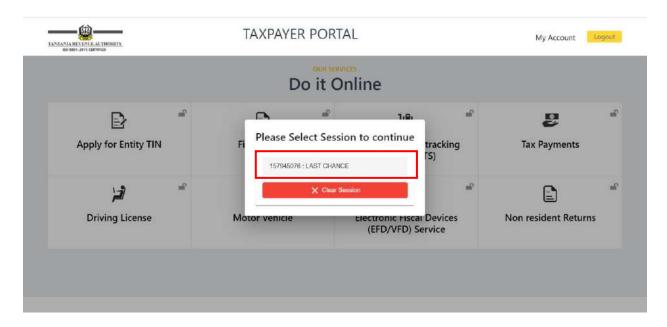
Payment process (after successfully filing returns,), login into taxpayer portal and then Select "Services"



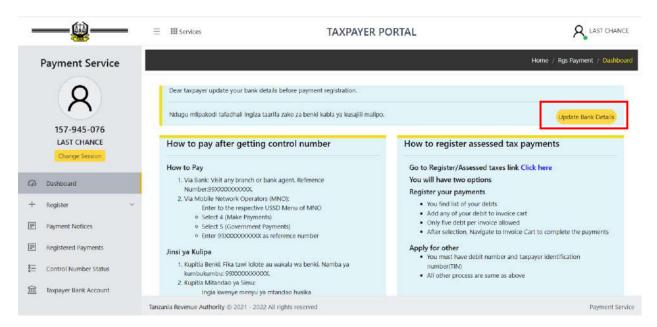
Select "Tax payments"



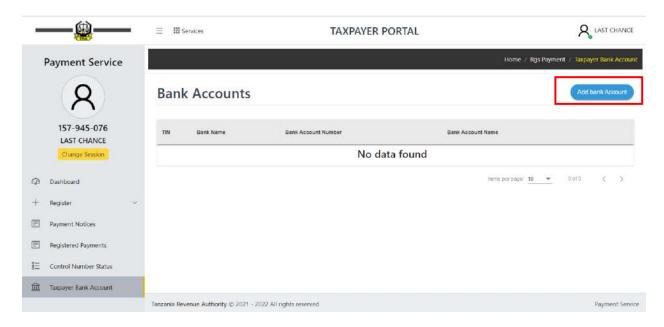
Click "the business/entity/individual name" to continue with the session.



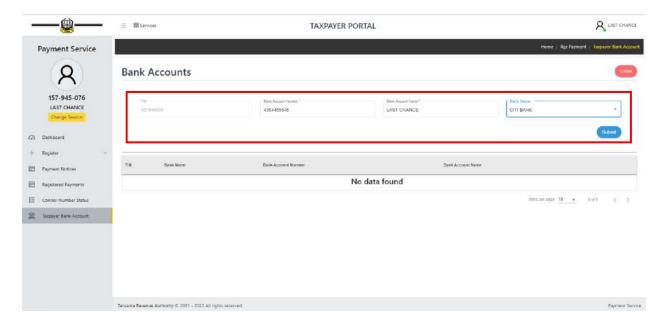
Click "Update Bank Details",



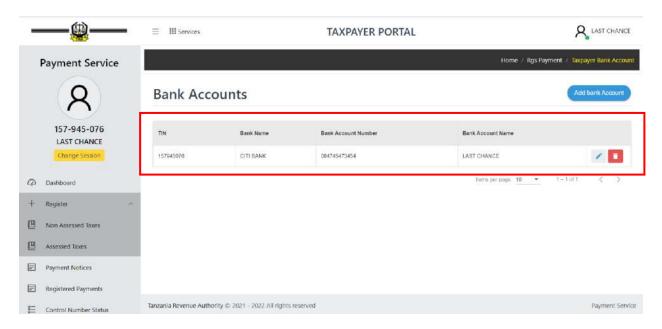
Click Taxpayer Bank account and Select "Add back Account"



Capture bank details, then click "Submit"

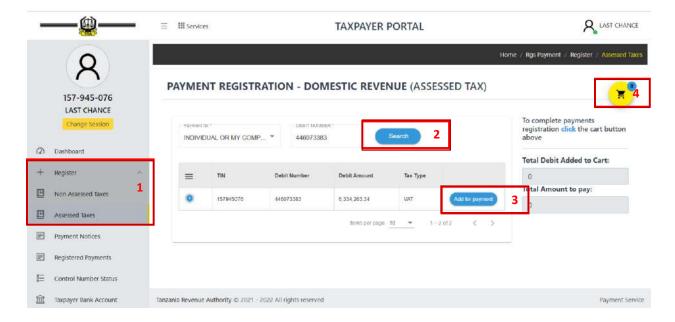


Bank Account will be added successfully and details displayed

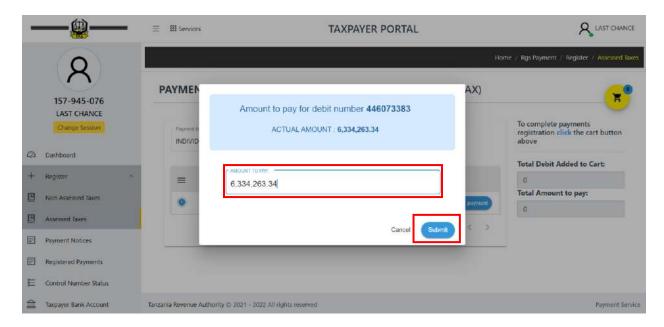


Click ^{1.} Register" For payment registration, then "Click" ^{1.} Assessed Taxes appearing below the register menu as its sub menu after clicking.

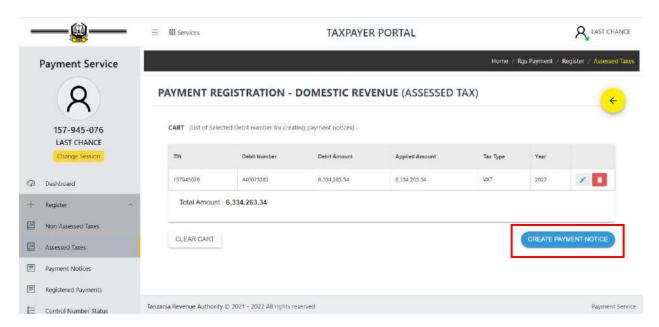
² Search for the relevant assessed tax debit number, Click ³ "Add for payment", Click the ⁴ "Cart" button to complete payment registration.



Capture the displayed amount to pay and then click "Submit"

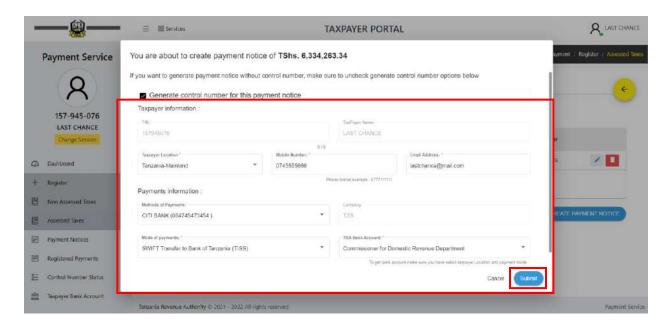


Click "Create payment notice" to a create payment notice.

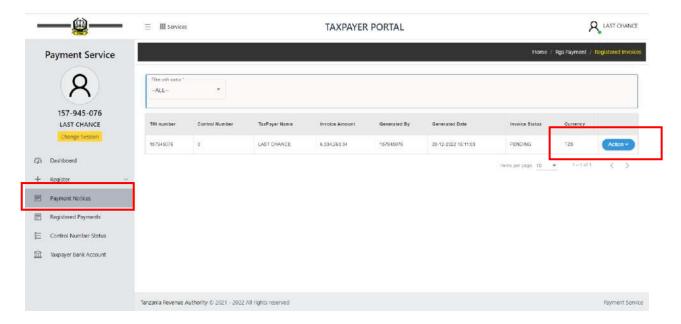


Select taxpayer location as Tanzania-Mainland, Enter Mobile Number, Enter your email Address, Select methods of payments as your registered bank, Select Mode of Payments as SWIFT Transfer to Bank of Tanzania (TISS) and TRA Bank Account as Commissioner for Domestic Revenue Department.

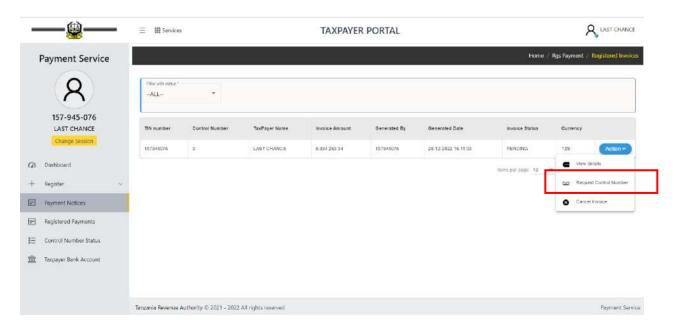
Click "submit"



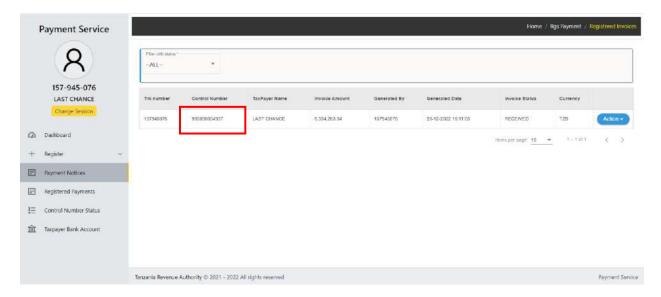
Select payment notice, then click "Action"; three levels of actions are prompted i.e., view details, Request control number decision and Cancel invoice actions are displayed.



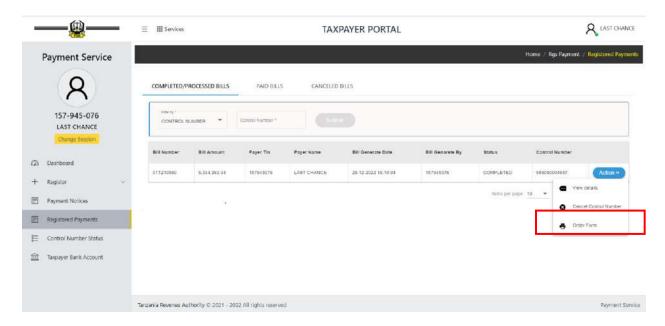
Click "Request control number" to autogenerate a control number.



Control number genereted successfully



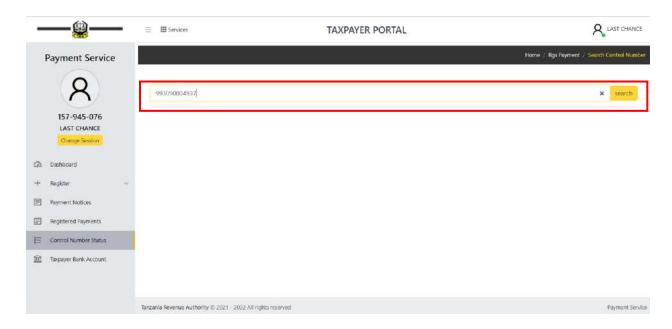




In the Order form view, click print button or save to download order form for payment process



After making payment, click Control Number Status then capture control number and click "Search"



Support

In case of any enquiries, do not hesitate to contact Tanzania Revenue Authority through the following means;

Phone number: 0800 750075 Email Address: service@tra.go.tz

0800 780078

Social Media pages: Facebook: tratanzania

Twitter: @tratanzania

Instagram: @tratanzania