



TANZANIA REVENUE AUTHORITY

**User Guide**  
**Online Order Form for Electronic**  
**Transfer of Tax Revenue to Bank of Tanzania (BOT)**

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## **1. INTRODUCTION**

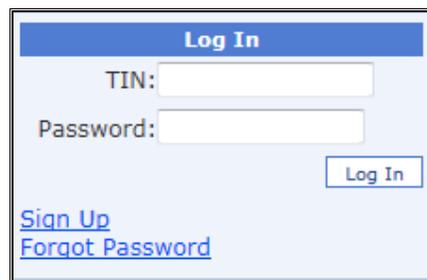
Tanzania Revenue Authority (TRA) has been striving to modernize its operations by automating its processes as it is in the Third Corporate Plan. Basing on this ground it has launched the online TISS order form. The online order form will create convenience to taxpayers not only to access, fill and print the form at their offices but also to ensure that all information filled by the taxpayer reach the TRA office for accurate record keeping. Furthermore the taxpayer will be able to get status online of their payments if they actually reached TRA offices.

The order form will be filled online, printed and signed by authorized signatories. The printed and duly signed order form will be used by the taxpayer to order the Commercial Banks to transfer funds to TRA Commissioner's Account at the Bank of Tanzania (BOT). The form "Register for Payment" will be available from the Tanzania Revenue Authority website ([www.tra.go.tz](http://www.tra.go.tz)) under the **Do It Online** services.

## **2. SIGNING UP**

On the initial stages taxpayer will be required to sign up to the system once and for all. The taxpayer will be required to fill in the following information:-

- Taxpayer Identification Number (TIN)
- Password of at least six characters alphanumeric
- Password Confirmation
- E-mail address of the taxpayer to be used for correspondence including getting acknowledgement, status of payment, getting password, etc. (for example [info@tra.go.tz](mailto:info@tra.go.tz))
- Reliable contact mobile telephone numbers, to be used for sending short messages (SMS)
- Hint security questions and answers to remind taxpayer about the password in case it is forgotten.



The image shows a web interface for logging in. At the top, there is a blue header with the text "Log In". Below the header, there are two input fields: "TIN:" followed by a text box, and "Password:" followed by a text box. To the right of the password field is a blue button with the text "Log In". Below the input fields, there are two blue links: "Sign Up" and "Forgot Password".

Figure 1

The taxpayer shall then click on Sign Up button to have the account created. At this stage the system will perform validation with regards to some information such as TIN, e-mail address etc. At the completion of the account creation the taxpayer will then be prompted to login into the system using TIN and password registered.

### 3. LOGIN

All registered taxpayers will be able to access the system by typing the TIN and password in the login window. The taxpayer will then click on the login button and the system shall authenticate the TIN and password before getting through.

In case the taxpayer has forgotten password the system can assist in remembering the password by clicking the Forgot Password button in Figure 1.

The system will then ask for answer to the security question that was supplied during signing up.

### 4. PAYMENT REGISTRATION

After login the taxpayer will be able to access the following menu on the Payment Registration 1.0:-

- Register menu
- Deregister menu
- View
- Report
- Tools



Figure 2

Under the Register Menu, the following will be accessed: Register a Payment for Domestic taxes, Motor Vehicle, Customs and Fuel Levy depending on the tax one wishes to pay.

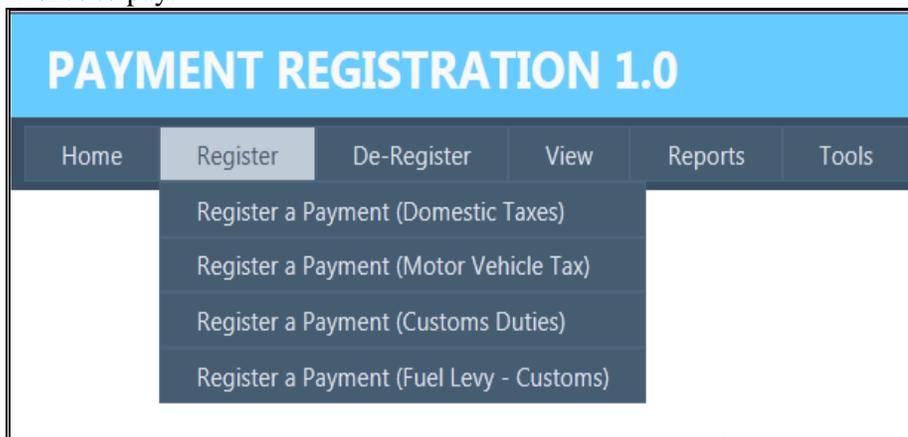


Figure 3

The menu selected will open for user to fill-in particulars required to register such payments.

Payment Type: <input type="text" value="--Select--"/>	
Currency: <input type="text" value="TZS"/>	
Amount: <input type="text"/>	
Value Date: <input type="text" value="{dd/mm/yyyy}"/>	
TRA's Banker Name: <input type="text" value="--Select--"/>	
TRA's Bank Account: <input type="text" value="--Select--"/>	
Payment Mode: <input type="text" value="--Select--"/>	
TIN: <input type="text"/>	Taxpayer Name: <input type="text"/>
Email Address: <input type="text"/>	Mobile Number: <input type="text"/>
Type of Tax: <input type="text" value="--Select--"/>	GFS Code: <input type="text" value="--Select--"/>
Amount: <input type="text"/>	Period Indicator: <input type="text" value="--Select--"/>
	Period: <input type="text" value="--Select--"/>
	Year: <input type="text" value="--Select--"/>

Figure 4

User will be required to capture the following:

- Payment type (Transfer from my account or direct deposit)
- Name of Account holder(s) – this is the title of the account from which the funds are transferred
- Bank Account number - this is the account number with the commercial bank from which the funds are transferred
- Name of the commercial bank – this is the full name of the commercial bank where the account is held.
- Total Amount – the actual amount to be transferred. This is equivalent to the tax liability to be settled. The system will automatically assign the amount in words on the printed order form.
- Currency – the currency should be Tanzania Shillings (TZS). In case taxpayer pays in United States Dollars (USD) commercial bank shall convert to equivalent TZS using the prevailing exchange rate.
- Value date – This is the transaction date in the format of DD/MM/YYYY. If the order is submitted well in advance of the due date, a date can be entered to indicate when the transfer should be executed.
- To – this is the respective TRA Commissioner’s account name maintained at the BOT to which the funds are transferred.
- The account number - this is the respective TRA Commissioner’s account number automatically displayed upon selection of the account name.
- Swift Code – this is automatically displayed upon selection of the account name.
- Tax office – this is the TRA office to which the tax liability is settled.
- TIN – This is the TIN to whom tax payment is applicable
- Taxpayer’s name – this is automatically displayed upon filling the TIN
- R number – this is only available when Customs tax offices are selected
- Immediately after the above information, there are four (4) lines allowing the taxpayer to pay up to a maximum of four tax types in one order form. The lines are depicting the following:-
  - Type of tax – this shows a list of taxes depending on tax office selected

- GFS code – this shows Government Finance Statistics codes depending on selected type of taxes
- Amount – the amount payable for the respective tax type
- Period indicator – this can be debit number, monthly, quarterly and yearly (not applicable to Custom duties)
- Period – this shows the payment period depending on the period indicator selected (not applicable to Custom duties)
- Year – this is the year of payment (not applicable to Custom duties)
- Debit Number – this the assessment reference number for assessed domestic taxes (not applicable to Custom duties)

The system will automatically assign a Control Number to that transaction. It is this Control Number that should be quoted by Commercial Banks when transferring tax to BOT

### 5. PRINTED ORDER FORM

The printed order form will be generated and will take the feature as in table 5 below and shall contain the following information:-

TANZANIA REVENUE AUTHORITY Commissioner Test Account 2		Control No: 32
<b>Order Form for Electronic Funds Transfer to Bank of Tanzania</b>		
Name of Account Holder(s):	SIMBA PLASTICS LTD	
Bank Account Number:	634857358	
Name of Commercial Bank:	DIAMOND TRUST BANK	
Please transfer from my/our account the amount of	TZS	1,500,000.00
Amount in Words:	ONE MILLION FIVE HUNDRED THOUSAND ONLY	
Value Date:	22/02/2013	(DD/MM/YYYY)
To:	Commissioner Test Account 2 Tanzania Revenue Authority Bank of Tanzania	
Account Number:	9921135401	
SWIFT Code:	TARATZ0	
Details of Payment (field 70 of MT103):	/ROC/32	
Sender to Receiver info (field 72 of MT103):	/REC/100100274	
<b>TAXPAYER INFORMATION FOR WHOM PAYMENT IS APPLICABLE (For TRA use only)</b>		
SIMBA PLASTICS CO. LTD. P10103A1000000M1Y2013 S30101A500000M1Y2013		
Signature .....	Date .....	Bank use only Reference number <input style="width: 100%;" type="text"/>
Signature .....	Date .....	
<b>Note to Commercial Bank:</b>		
1. Please capture the above information correctly.		
2. Field 70 of MT103 carries a payment control number, must be captured correctly.		
3. Field 72 of MT103 carries a TIN, must be captured correctly.		

Figure 5

### 6. DE-REGISTRATION OF INTENT

Taxpayer may cancel or de-register intention to pay due to one reason or another, this will be done through payment de-registration window as shown below in figure 6



Figure 6

## 7. SUBMITTED ORDER FORMS

To view submitted order forms, taxpayer will click on the View button. The system will display all submitted order forms for the respective taxpayer showing both submission and payment status. Moreover erroneously filled forms can be deregistered. However, deregistration of order form is not allowed when the printed form has been presented to the commercial bank for fund transfer.

Under a View menu a taxpayer will be able to view all submitted Order Forms –. Deregistration of the Order form can be made in the forms which are not yet presented to their respective commercial banks. The system shall disallow editing of reconciled order forms.

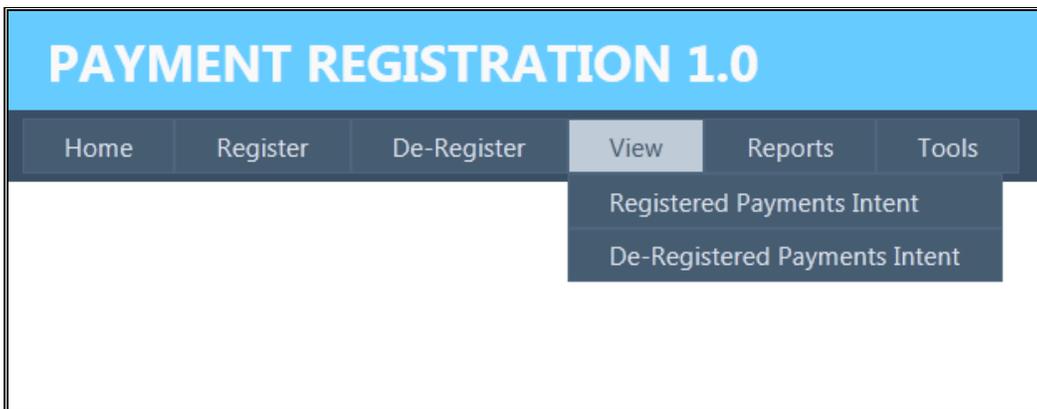


Figure 7

## 8. FEEDBACK

Payment feedback will be submitted back to taxpayer through a registered email or SMS upon receipt of funds in the respective Tax Administration system.

## 9. REPORT

Various reports will be accessed to view all registered payments, deregistered and acknowledged receipts

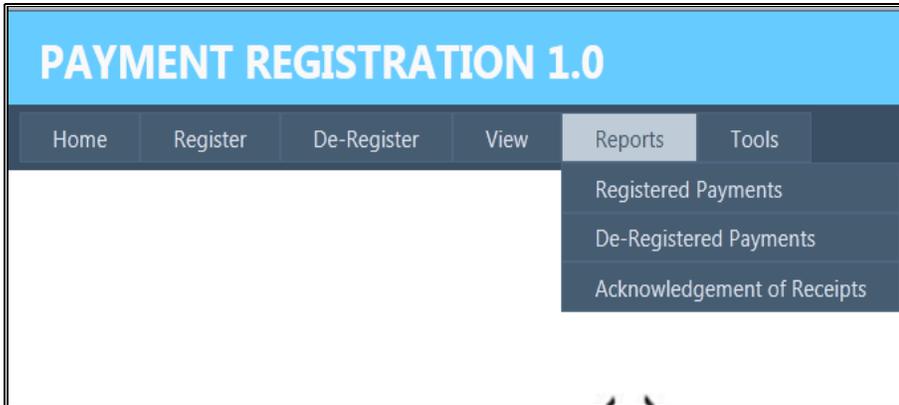


Figure 8

### 10. CHANGING PASSWORD

This command allows the taxpayer to change the password. It is advised to change the password on regular basis. During changing of password, user will be required to supply the old password that he want to change. Such changes will be effected under the following menu.

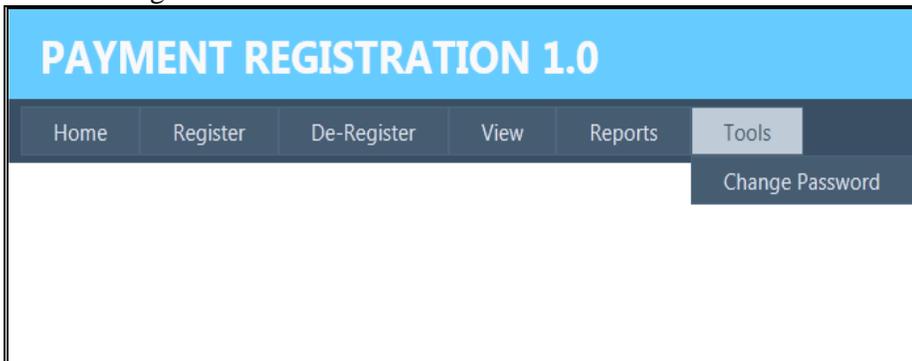


Figure 9

### 11. LOG OFF

This command allows the taxpayer to exit the system. User will hit the right top of the screen to Log out.

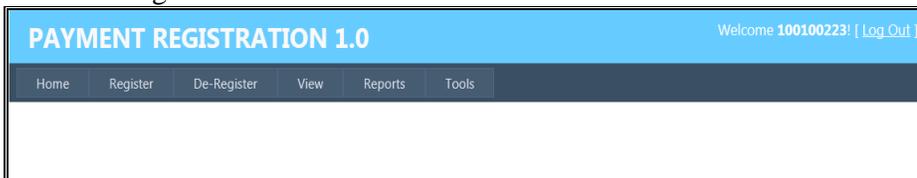


Figure 10

**“Together We Build Our Nation”**

**TAXPAYER SERVICES AND EDUCATION DEPARTMENT**

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