



ZAMBIA | *My Tax*
REVENUE | *Your Tax*
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CLEARING AGENTS MANAGEMENT MODULE – USER GUIDE

Vision

“A model of excellence in revenue administration and trade facilitation.”

Mission Statement

“To optimise and sustain revenue collection and administration for a prosperous Zambia.”

1.0 FOREWORD BY COMMISSIONER CUSTOMS SERVICES

I am pleased to present the user guidelines for the Clearing Agents Management Module (CAMM), which is found on the Customs Electronic Licensing System (CELS). The CAMM provides a platform where importers and exporters can appoint their preferred Clearing Agents and also disengage them once their business relationship ends.

Our desire as Customs Management is that all Taxpayers take the responsibility of safeguarding their Taxpayers Identification Number (TPIN) by appointing only duly licensed Customs Clearing Agents of their choice.

It is my desire that Taxpayers and Customs Clearing Agents will get the envisaged benefits such as;

- ✓ Curbing abuse of clients TPINs,
- ✓ Avoidance of unnecessary duplication of entries on importers' and Clearing Agents accounts and
- ✓ Curbing tax evasion.

Should you require any support, please engage us using the below e-mail addresses:

advice@zra.org.zm, cust-helpdesk@zra.org.zm, cust-controls@zra.org.zm



Ernest Sigande
COMMISSIONER – CUSTOMS SERVICES

Table of Contents

1.0 FOREWORD BY COMMISSIONER CUSTOMS SERVICES..... ii

2.0 INTRODUCTION..... 1

3.0 ACCESS TO THE CLEARING AGENTS MANAGEMENT MODULE..... 1

4.0 CLEARING AGENT APPROVAL/REJECTION PROCESS..... 5

5.0 CANCEL AN APPOINTMENT..... 7

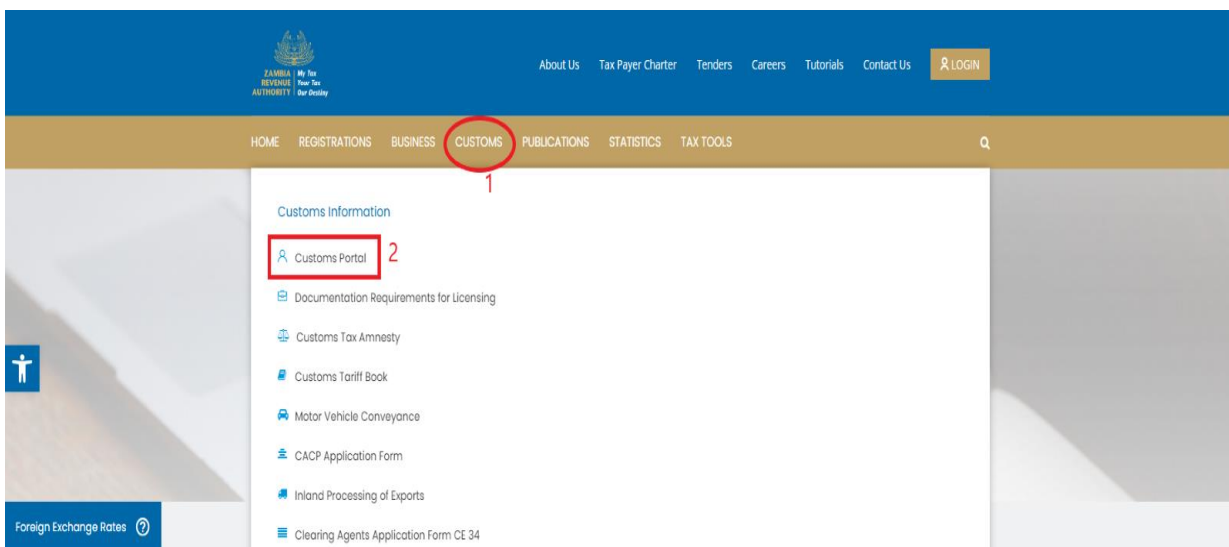
6.0 CONCLUSION 11

2.0 INTRODUCTION

The User Guide is intended for Taxpayers and Declarants (Customs Clearing Agents). The ultimate aim is to guide users on how to access CAMM, which is found on the ZRA website www.zra.org.zm, under Customs

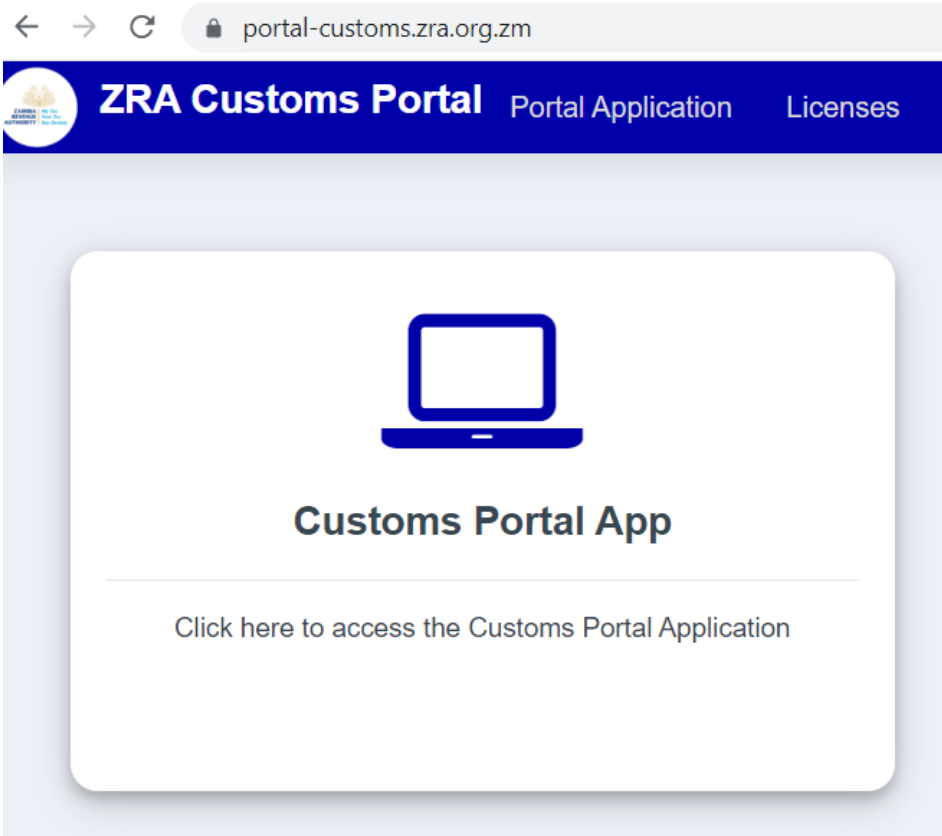
3.0 ACCESS TO THE CLEARING AGENTS MANAGEMENT MODULE

1. The User will navigate to the Zambia Revenue Authority website at www.zra.org.zm
2. The User will then select the Customs Portal tab amongst the options on the home screen

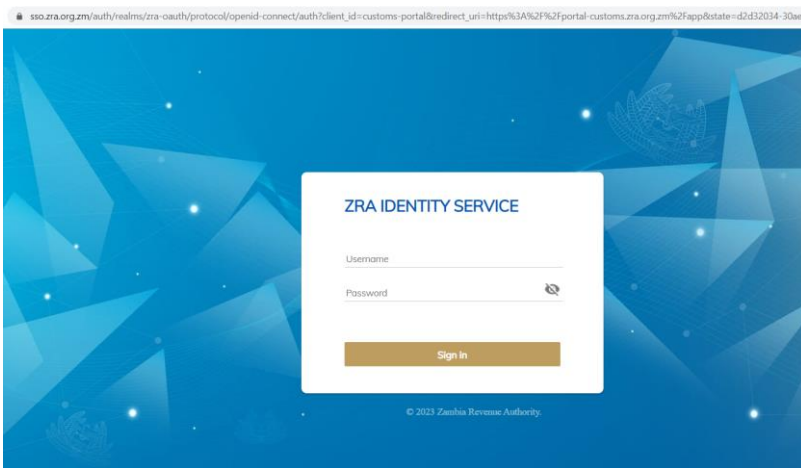


3. The system will open the page below where the User will click on the line “Click here to access the Customs Portal Application”

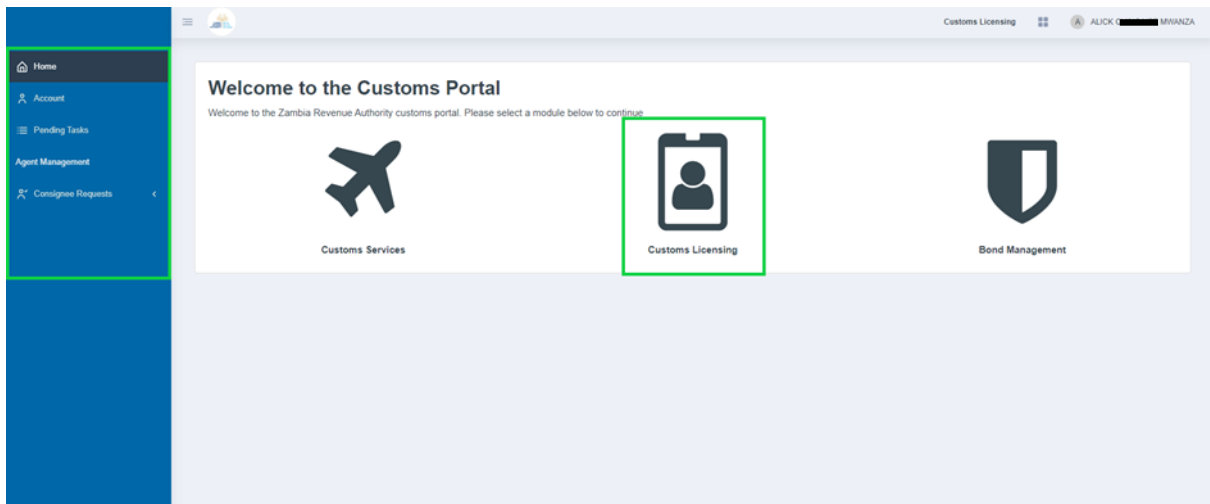
4. LOG IN PROCESS



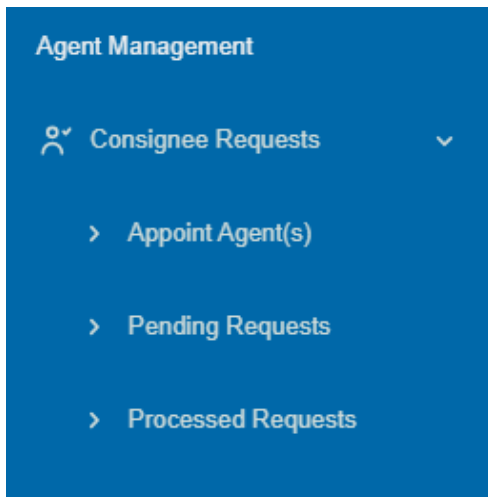
5. Clicking as in step 3 above will lead to the following log-in page where the user will enter their credentials as they are on the TaxOnline II platform to sign in



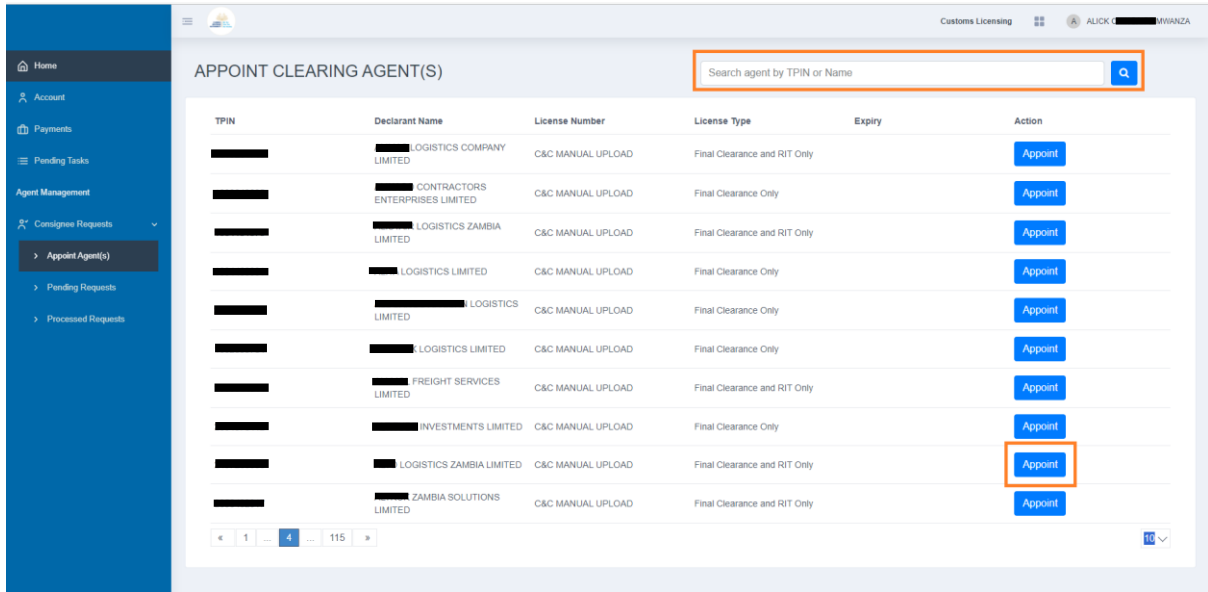
6. Once logged in, the user should then select the Customs Licensing tab and the system will open up the menu in the middle with details as below:



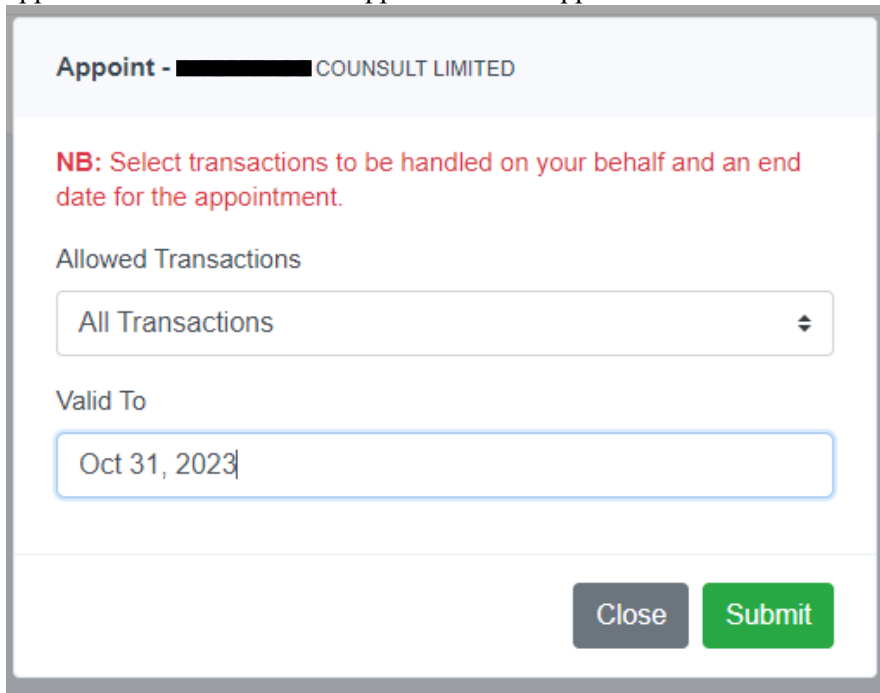
7. On the left sidebar menu, the user selects “**Consignee Requests**” – which reviews more menu options:
 - a. Appoint Agent
 - b. Pending Request and
 - c. Processed Requests



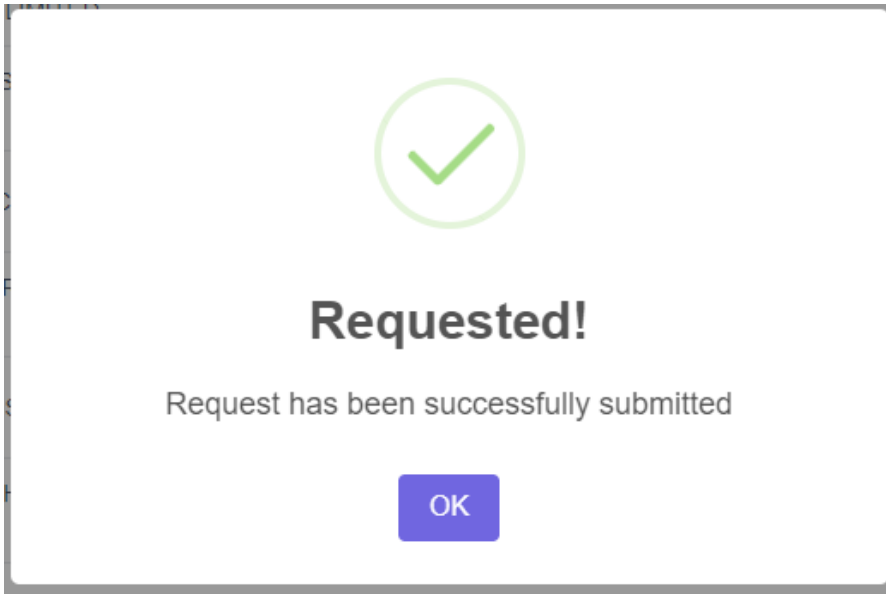
8. To Appoint an Agent, select “**Appoint Agent(s)**”, this will show a list of Clearing Agents to choose from.
9. On this page, the user can search for their desired Clearing agent by TPIN in the search input. Once found, Click the **Appoint** button



10. A popup message will appear, fill in the transaction type and date of expiry of the appointment and **Submit** the appointment for approval



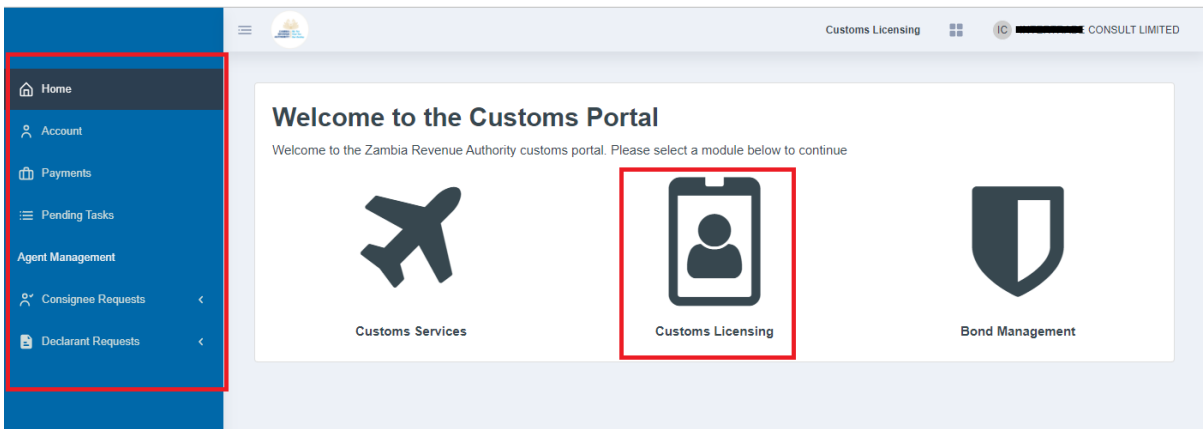
11. A submission confirmation will be shown and a notification is sent to the Clearing agent to accept the appointment.



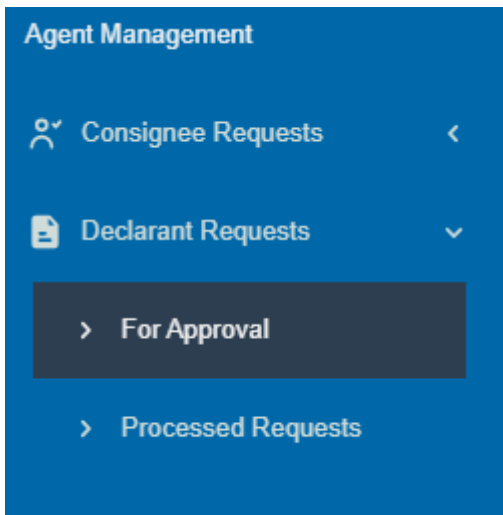
From this point, the Clearing agent will receive a notification to either Accept or Reject the Appointment.

4.0 CLEARING AGENT APPROVAL/REJECTION PROCESS

1. The clearing agent logs into the Customs Portal with their TaxOnline II log in credentials
2. Once logged in, the clearing agent will select the “**Customs Licensing**” module on the dashboard. This will update the left sidebar menu

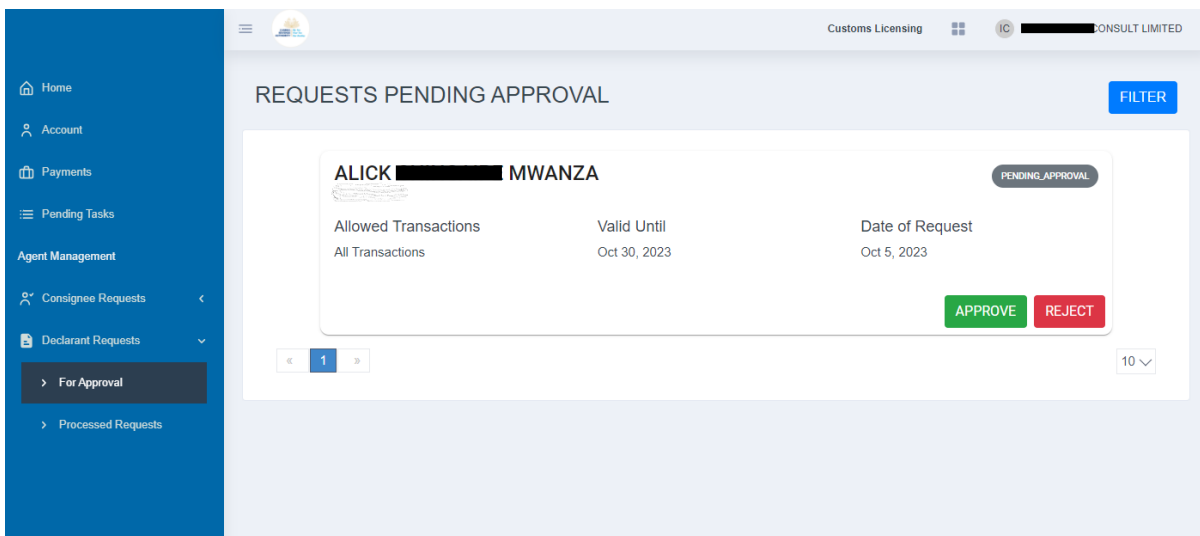


3. To view Requests that are pending approval, the user will click on the “**Declarant Requests**” then click “**For Approval**” on menu item. This will expand the menu to show additional items;
 - a. For Approval
 - b. Processed Requests

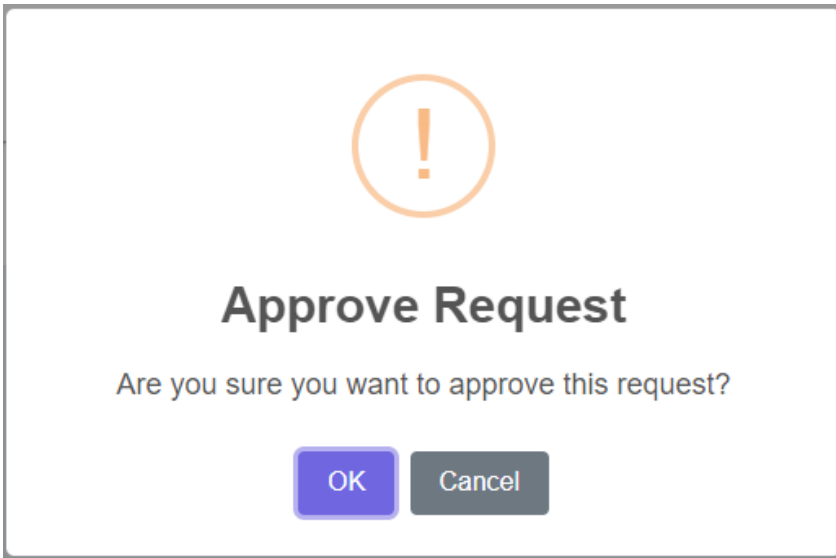


1. Clicking on the “**For Approval**” menu item, will open the list of all appointment requests that are pending.

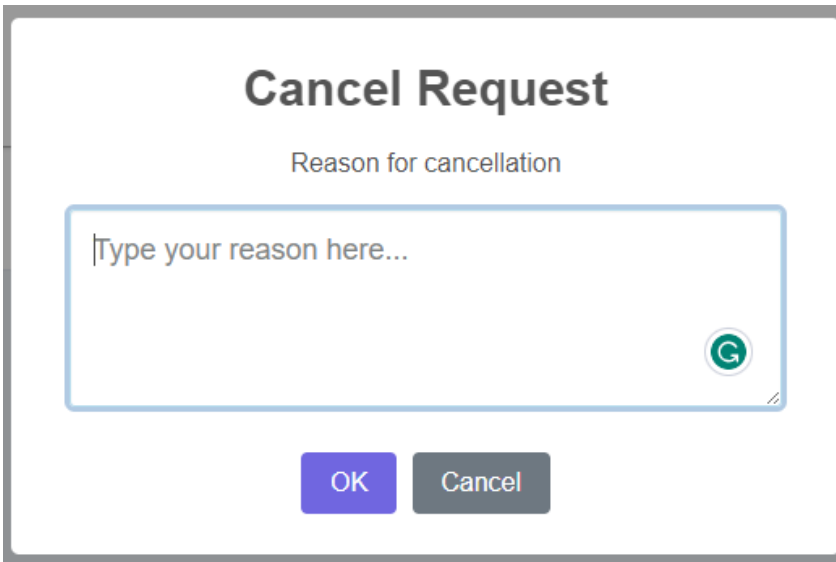
The clearing agent, can then select **Approve** to accept the appointment or **Reject** to decline the appointment.



To Accept the appointment, the clearing agent Clicks **APPROVE** which will ask them to confirm their decision. Once approved a confirmation message will be shown.



To decline the appointment, the clearing agent clicks **REJECT** – this will request the Agent to provide a reason for their rejection.

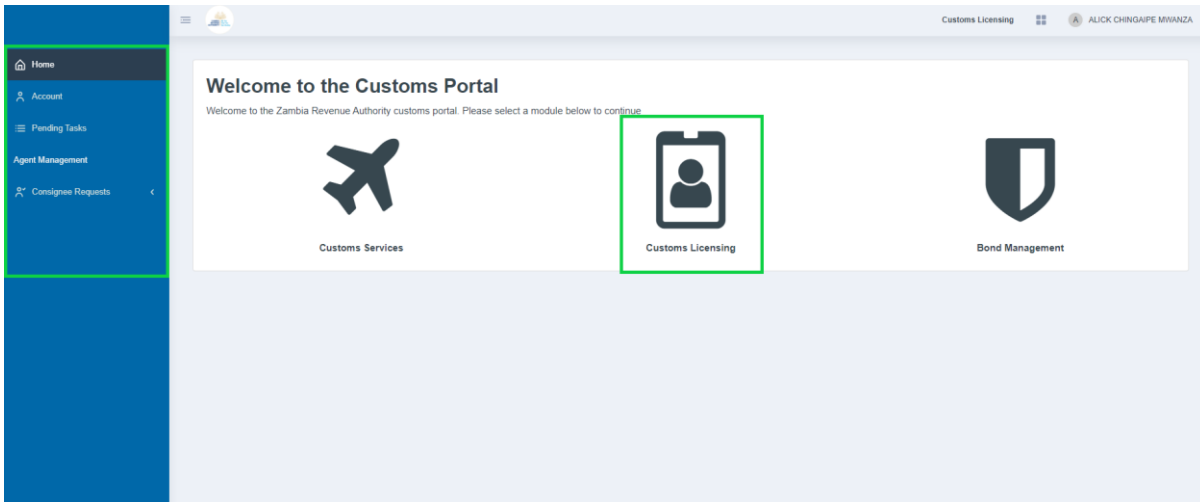


5.0 CANCEL AN APPOINTMENT

Appointments can be cancelled by either the Taxpayer or the Clearing agent.

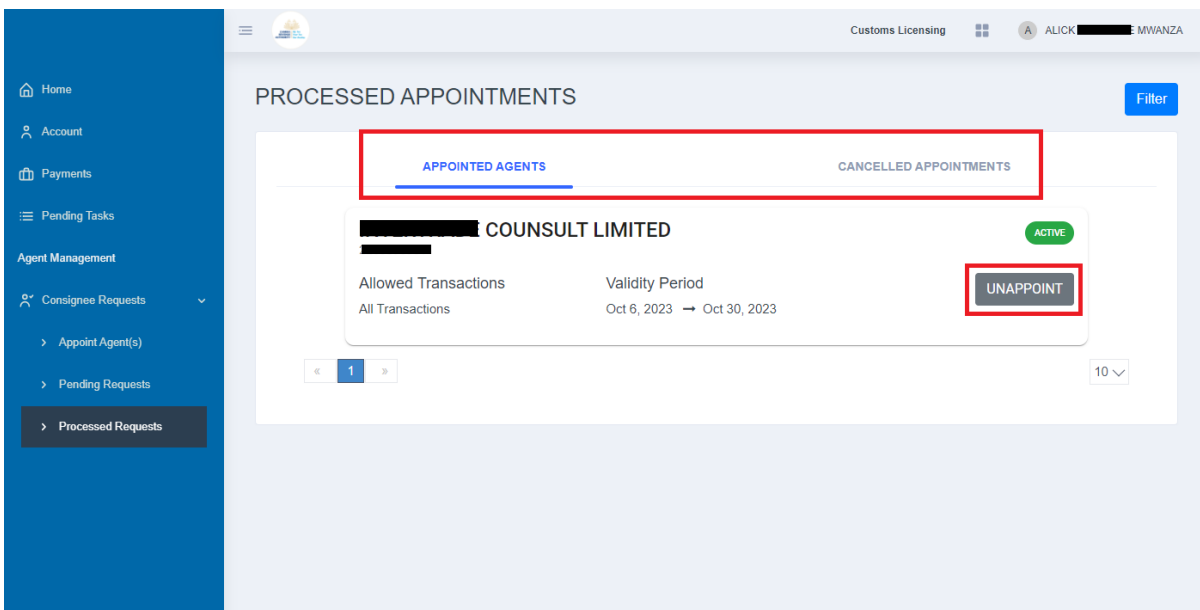
Cancellation by Taxpayer

1. The taxpayer logs into the Customs Portal using their TaxOnline II credentials
2. Once logged in, the user will select the “**Customs Licensing**” module on the dashboard. This will update the left sidebar menu



On the left sidebar menu, select the “**Consignee Requests**” menu item then “**Processed Request**”

In the corresponding view, there are two (2) tabs – one that shows the **APPOINTED AGENTS** and the other showing **CANCELLED APPOINTMENTS**



To cancel an appointment, find the appointment by scrolling to find the appointment or filtering using the filter option

Search for Appointment

Declarant TPIN

Declarant Name

Allowed Transaction

Status

**Enter a search period*

Start Date End Date

3. To cancel an appointment, click the **UNAPPOINT** button and confirm un-appointment by adding a reason in the prompt and click **YES** to submit.

Unappoint Agent?

If you proceed, this agent will no longer be able to transact on your behalf.

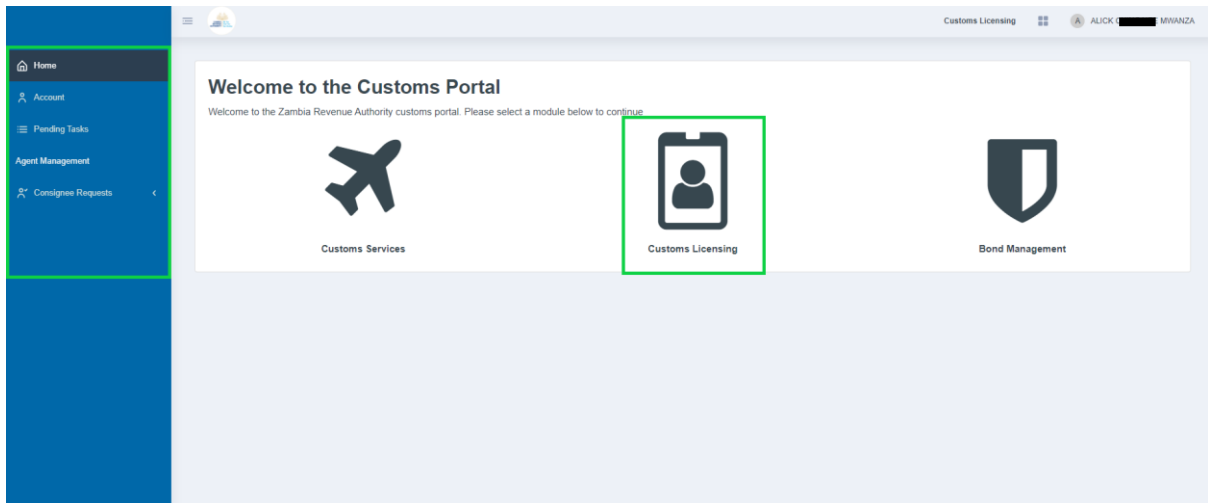
Reason for unappointment

|Type your reason here...

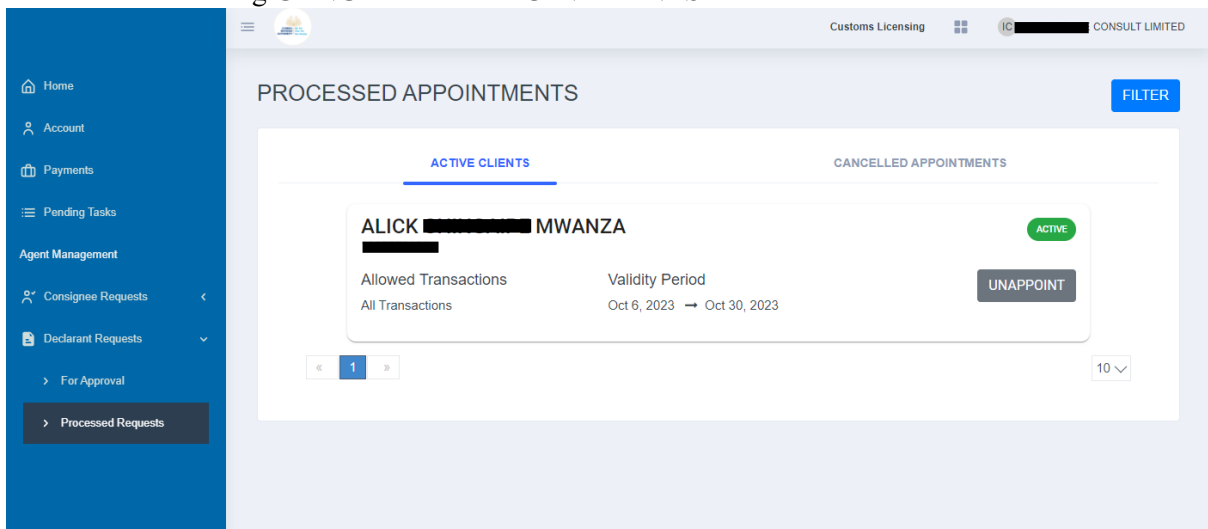
The un-appointment will notify the Clearing Agent via email.

Cancellation by Clearing Agent

1. The clearing agent logs into the Customs portal using their TaxOnline II credentials
2. Once logged in, the user will select the **“Customs Licensing”** module on the dashboard. This will update the left sidebar menu



3. On the left sidebar menu, select the **“Declarant Requests”** menu item then click **“Processed Requests”**
4. In the corresponding view, there are two (2) tabs – one that shows the **ACTIVE CLIENTS** and the other showing **CANCELLED APPOINTMENTS**.




5. To cancel an appointment, find the appointment by scrolling through the list or using the filter option
6. To cancel your chosen appointment, Click the **UNAPPOINT** button on the appointment card and provide a reason for the un-appointment and click **YES** to submit

Unappoint Taxpayer?

By clicking "YES", you will no longer be able to transact on behalf of this taxpayer.

Reason for unappointment

Type your reason here...



YES Cancel

The un-appointment will send a notification to the taxpayer.

6.0 CONCLUSION

With this user guide, ZRA expects that Importers, Exporters and Customs Clearing Agents will find it easy to navigate through the module and will be encouraged to use it.

