



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

# **SELF AMENDMENT OF EMAIL ADDRESS FOR NOTIFICATIONS ON ASYCUDAWORLD - 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 DIVISION

*I am pleased to present the user guide on how to update your e-mail address details in order that you may receive email notifications for entries registered on ASYCUDAWorld.*

*ASYCUDAWorld provides for automated e-mail notifications to importers, exporters and declarants on the status of entries registered on the customs system. These notifications include, but are not limited to the following situations:*

- i. When an entry is registered on the customs system;*
- ii. When an entry is paid for;*
- iii. When an entry is queried;*
- iv. When an entry is released, among others.*

*With this feature, we aim to keep you informed on the stages of an entry registered on the Customs System and the expected actions from you. The feature compliments our other service available on TaxOnApp that provides for on-demand verification of the entry status.*

*With this feature where a taxpayer can update the desired e-mail address(es) for receiving e-mail notifications, we expect reduced incidences of taxpayers not being aware of the status of the entry or any required actions from them. Further, we expect this to provide an alert in instances where the entry registration has not been sanctioned by themselves.*

*It is my sincere hope that as taxpayers, we will visit the Customs Portal on the ZRA website to activate the feature and desired e-mail addresses for receiving these e-mail alerts/notifications.*

*Should you require any support on this matter, please engage us using the e-mail addresses: [advice@zra.org.zm](mailto:advice@zra.org.zm) or [cust-helpdesk@zra.org.zm](mailto:cust-helpdesk@zra.org.zm)*



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COMMISSIONER – CUSTOMS SERVICES DIVISION

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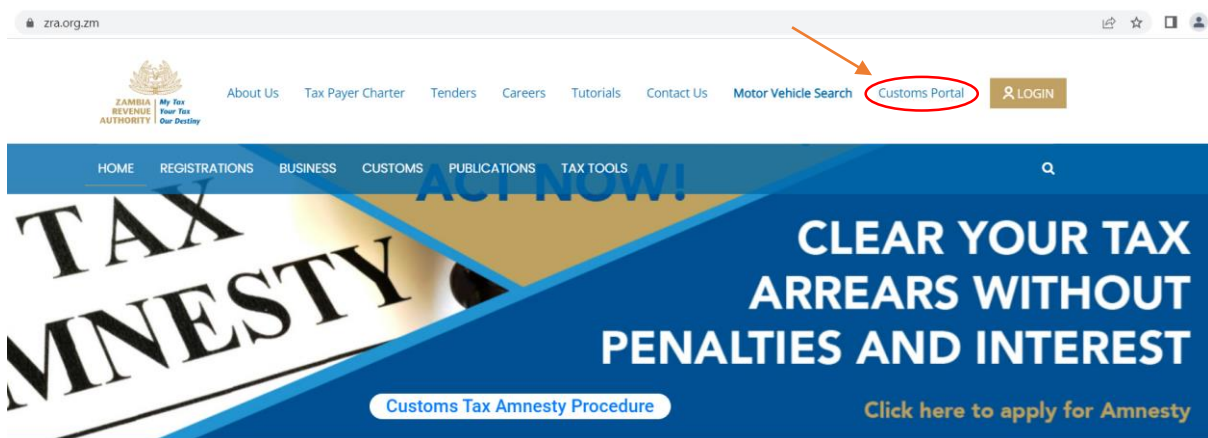
### 3.0 INTRODUCTION

This user guide is intended for importers, exporters and declarants (Clearing Agents). The ultimate aim of the guidelines is to ease the process of updating the e-mail address so that the holder of the Taxpayer Identification Number (TPIN) is alerted or kept updated on the entries/transactions that are registered on the Customs system under their TPIN or Declarant Code in the case of Clearing Agents.

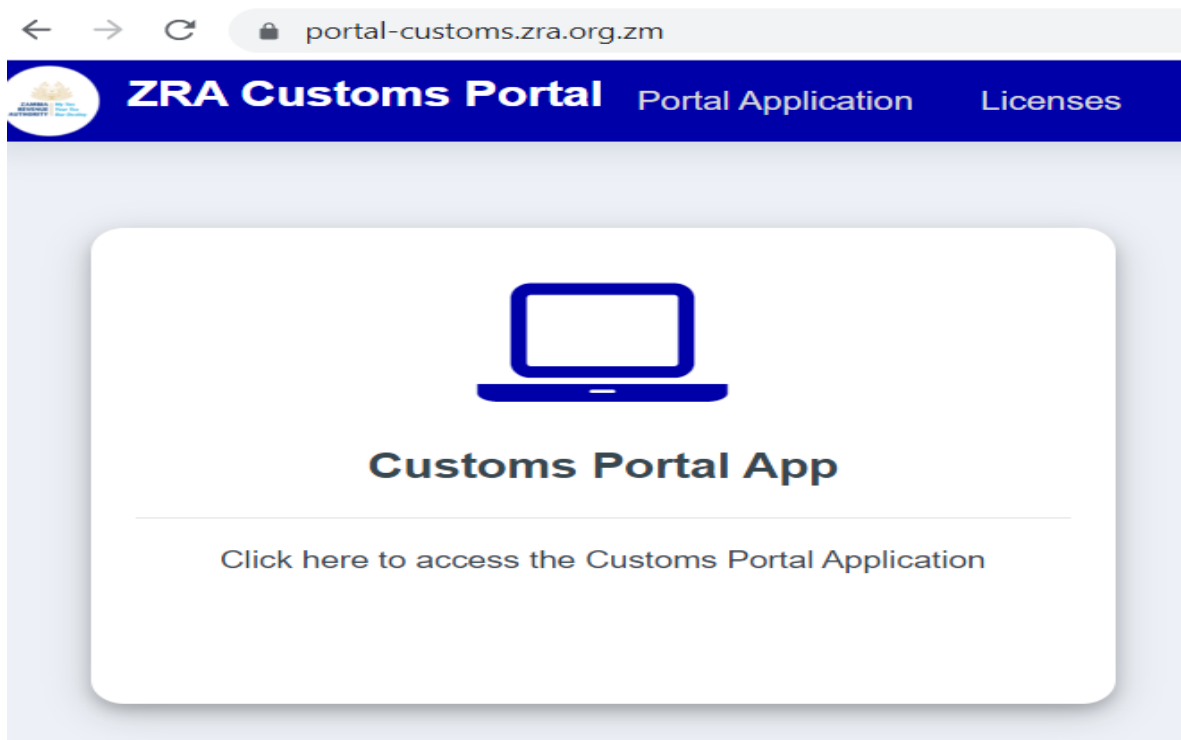
With this development, we aim to keep the Taxpayer informed about all ASYCUDAWorld transactions that occur on their TPIN.

### 4.0 STEPS IN UPDATING THE DETAILS

1. The User will navigate to the Zambia Revenue (ZRA) Authority website at [www.zra.org.zm](http://www.zra.org.zm)
2. The User will then select the Customs Portal tab amongst the options on the home screen



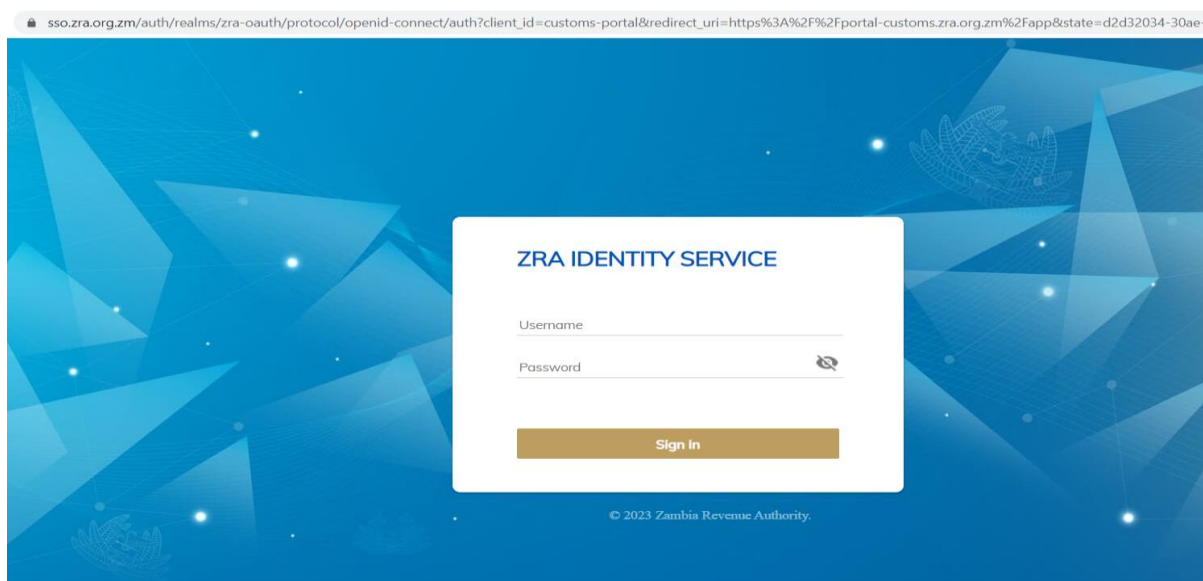
3. The system will open to the below page where the User will click on the line “Click here to access the Customs Portal Application”



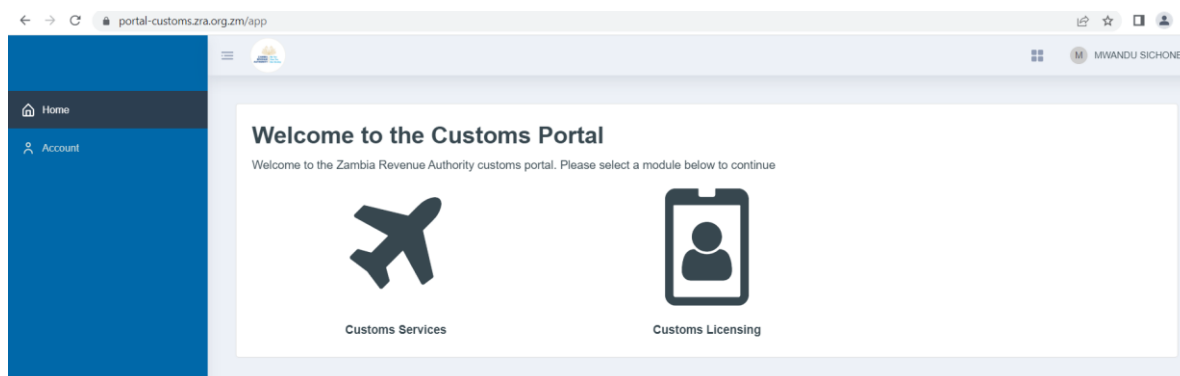
4. Once you click, the following log in page will appear for the user to enter their credentials based on the user name and password registered under the TaxOnline II platform.

For users that do not have existing log in credentials under Taxonline II should follow the process of registration or sign up under Taxonline II and once done, return to this page.

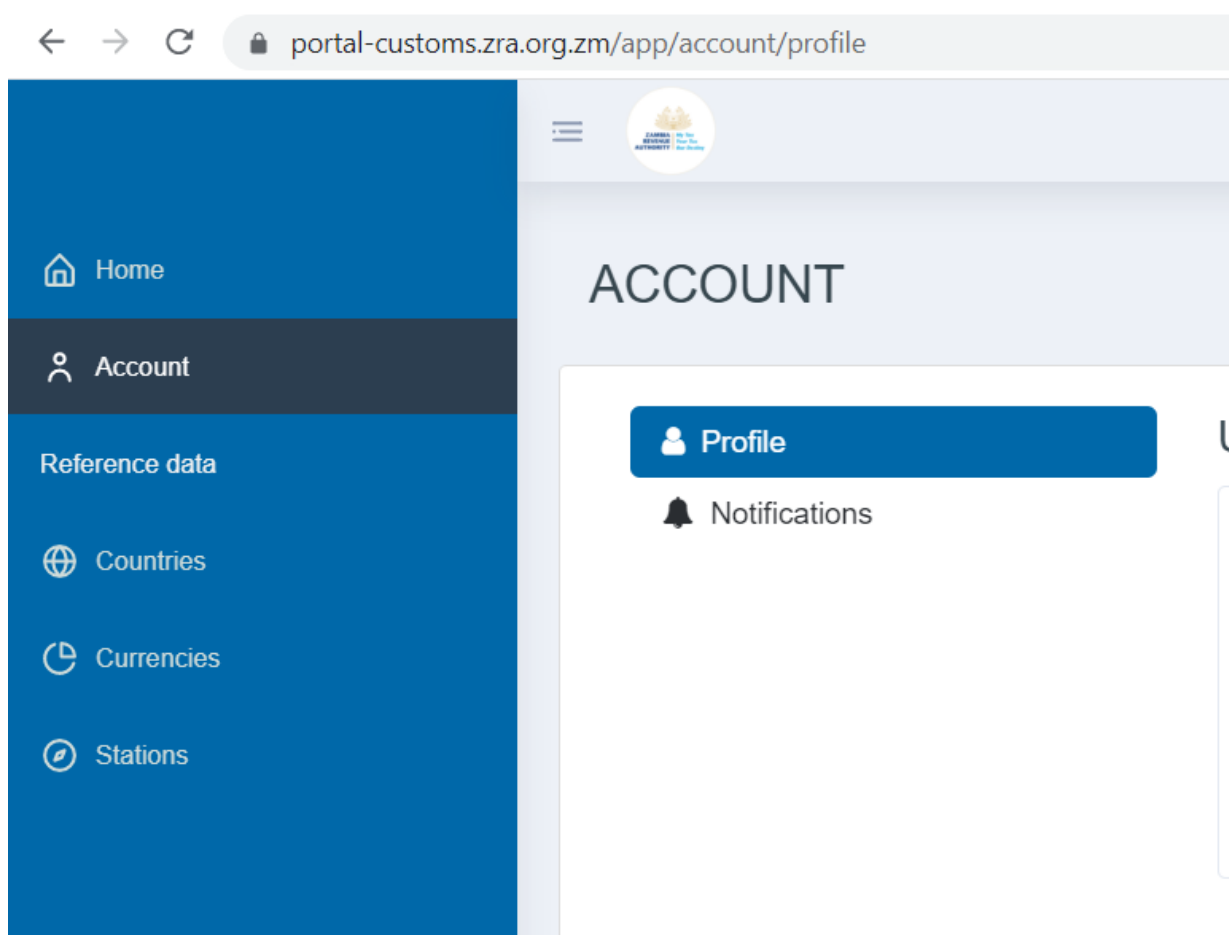
Proceed to enter the TPIN under Username and then enter the correct password. You can verify the captured password by clicking on [👁️].



5. Once the log in credentials have been correctly entered and submitted, the user will be logged onto the Customs Portal and will be taken to the home screen as below:



6. The user should then select the Account tab just below the Home tab and the system will open up the User's profile with details as below:



7. The User will then select the notifications tab and the following screen will appear.

ACCOUNT

Profile

Notifications

EDIT

**Editing**

These are the email addresses that will receive notifications from ASYCUDA World and the Customs Portal.

Email 1: test@gmail.com

Email 2: test@zra.org.zm

Email 3: test@ymail.com

Enable Notifications: ☒ Yes ☐ No

Submit

8. Select the edit button and proceed to capture or update the email addresses as desired.
9. In order to receive the notifications or alerts, select YES under *Enable Notifications* so that the option to receive the notifications is activated.
10. Verify the e-mails captured for completeness and correctness.
11. Once satisfied that the information captured is correct and complete, proceed to click on submit and the screen below will appear.

ACCOUNT

Profile

Notifications

EDIT

from ASYCUDA World and the Customs Portal.


Submit

**Submit**

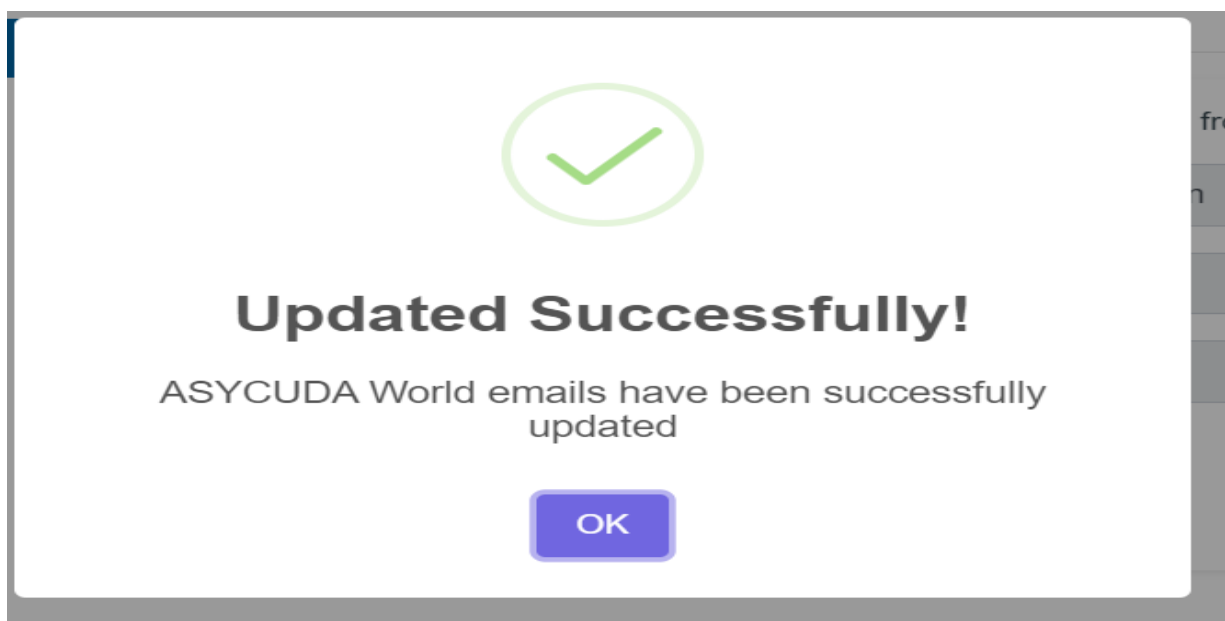
Are you sure you want to submit these emails?

OK Cancel

To complete the submission, select *OK* and the information will be submitted or the update will be complete or done. If you choose *Cancel*, the submission will not complete.

12. Where one selects [  ] the system will display a confirmation message as per below screen and the email address will be updated successfully.





## 5.0 CONCLUSION

With this user guide, the Authority expects that importers, exporters and Clearing Agents will activate the option for receiving e-mail notifications and will ensure the correct e-mail addresses are captured. Consequently, this should provide timely alerts on activities on their accounts as well as expedite responses to customs queries and requirements. The real-time update on transactions occurring on their TPIN on ASYCUDAWorld will keep the client up to date on any developments regarding Customs transaction on their TPIN and will improve communication between the Zambia Revenue Authority – Customs Services Division and the Taxpayer.



