



HOW TO APPOINT, DISENGAGE, AND CANCEL AN APPOINTMENT ON THE CLEARING AGENTS' MANAGEMENT MODULE

Appointment of Clearing Agents	Disengagement of Clearing Agents
<ol style="list-style-type: none"> 1. Visit www.zra.org.zm and Click Customs and an information menu will open. Click on the Customs Portal 2. The system will open a page where the User will click on the Customs Portal App. 3. On the ZRA Identity Service tab, Log-in using the TOII credentials 4. Once logged in, select the Customs Licensing tab. 5. Click Consignee request on the left side bar. 6. Select Appoint agent(s). <i>(Choose from the list shown)</i>. 7. Search for desired agent using their TPIN and click Appoint. 8. Fill in the transaction type and date of expiry of the appointment and Submit the appointment for approval. 9. Clearing agent will receive a notification to either Accept or Reject the appointment. 	<ol style="list-style-type: none"> 1. Taxpayer logs into the Customs Portal using their TaxOnline II credentials. 2. Once logged in, select the Customs Licensing module on the dashboard. 3. Select the Consignee Requests menu item then Processed Request. 4. In the corresponding view, there are two (2) tabs – one that shows the APPOINTED AGENTS and the other showing CANCELLED APPOINTMENTS. 5. User can search using the filter option to find the appointment. 6. To cancel an appointment, click the UNAPPOINT button and confirm un-appointment by adding a reason in the prompt and click YES to submit. 7. 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.
3. 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 your chosen appointment, Click the **UNAPPOINT** button on the appointment card and provide a reason for the un-appointment and click **YES** to submit. *** (The un-appointment will send a notification to the taxpayer).*

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