



PUBLIC NOTICE: Tax and Revenue Management System (TaRMS) Release 3 GO-LIVE

The Zimbabwe Revenue Authority (ZIMRA) wishes to advise its valued stakeholders that the Tax and Revenue Management System (TaRMS) successfully launched the final phase of the project (Release 3) on the 1st of October 2024. The following four (4) Modules have been rolled out:

- a. Revenue Forecasting: internal use by ZIMRA Officials
- b. Case Management: for use by Taxpayers and ZIMRA officials
- c. Debt Management (additional functionalities): for use by ZIMRA officials
- d. Audits and Investigations: for use by Taxpayers and ZIMRA Officials

Please take note that the 5th module (Risk and Compliance) would be launched by end of October 2024.

Of particular note is the Case Management Module which offers the following range of services to Taxpayers through the Self Service Portal mytaxselfservice.zimra.co.zw

- a. **Requests** - Taxpayers can submit inquiries through the Self Service Portal (SSP).
- b. **Objections** - Taxpayers can submit objections through the Self Service Portal (SSP)
- c. **Scheme of Reconstruction/Mergers** - Taxpayers can apply for ZIMRA approval for their company schemes of reconstruction or mergers.

SSP Case Management Menu Path

1. Log on to TaRMS SSP
 2. Go to Case Management Module
 3. Click on Documents
 4. Click on New Document and a pop-up screen will appear.
 5. Drill down on the document type to select 'Request.'
 6. Click on 'Create'
 7. The 'Request' form appears
 8. Complete the Request Form ensuring all fields with an (*) asterisk are completed.
- NB: To select the type of request, Drill down on 'Subject'
9. Attach any document if required in the format acceptable (pdf, word, excel)
 10. Click 'Submit'
 11. A pop-up message will appear with DRN if successfully submitted
 12. If not check the form for any error message(s)

The public is notified that the implementation of Release 3 Modules marks the full implementation of TaRMS.

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