

Public Notice: FDMS Support Emails for use by Operators of Fiscal Devices in Respective Regions

The Zimbabwe Revenue Authority [ZIMRA] hereby advises all VAT registered taxpayers that it has introduced new email addresses for each region in order to facilitate prompt turnaround and response rate to taxpayer queries and enquiries under Fiscalisation Data Management System [FDMS].

The following dedicated emails are for use by VAT registered taxpayers whenever they need assistance on issues pertaining to the Fiscalisation Compliance of their organizations and entities:

1. SCO - SCOfdmssupport@zimra.co.zw
2. MCO - MCOfdmssupport@zimra.co.zw
3. LCO - LCOfdmssupport@zimra.co.zw
4. Region 2 - Region2fdmssupport@zimra.co.zw
5. Region 3 - Region3fdmssupport@zimra.co.zw

All VAT registered taxpayers are therefore encouraged to use the correct email address in respect of the region which they belong when making enquiries with ZIMRA on fiscalisation issues including the following:

- Handling requests for manual closure of fiscal day on fiscal devices, where taxpayers fail to automatically close.
- Approval for on-boarding or registration to FDMS of ZIMRA Virtual Fiscal Device [server to server integrations].
- Handling queries relating to fiscal tax invoices, debit and credit notes.
- Handling reported faults and incidents relating to the ZIMRA POS [Point of Sale] applications.
- Any other support required under FDMS and the ZIMRA POS applications.

ZIMRA also reminds taxpayers to utilise their FDMS taxpayer Self Service Portal [SSP] which is accessible through the TaRMS SSP - <https://mytaxselfservice.zimra.co.zw>. Once you have successfully logged onto the FDMS Taxpayer SSP, various functionalities are available for use including registration of branches, ordering of fiscal devices, reporting device faults / incidents, and viewing purchases done in a particular period among other modules and functionalities that are provided. ZIMRA requires all operators to install and use fiscal devices on every point of sale operated by the taxpayer and consistently record every sales transaction through the fiscal device.

My Taxes, My Duties: Building My Zimbabwe

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