



# ITAS



**E-Portal User Manual 2018  
Version 1.0**



# USER'S MANUAL

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## List of Abbreviations

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**Table 1: Definitions and Acronyms**

Abbreviation/Acronym	Description
IRD	Inland Revenue Department
URL	Universal Resource Locator
ITAS	Integrated Tax Administration System
REG	Taxpayer Registration
RET	Return Processing
TAC	Taxpayer Accounting
TIN	Taxpayer Identification Number
VAT	Value Added Tax
ITX	Income Tax

# 1. GENERAL INFORMATION

---

*General Information section explains in general terms the website and portal and the purpose for which it is intended.*

The Inland Revenue Department (IRD) has a new website with URL: <https://www.itas.mof.na>

**The website offers the following navigation menus:**

- ITAS Portal (E-Service) which covers functions such as e-Registration (new registrations, and binding Tax Identification Number (TIN)), e-requests (deregistration, suspension, transfer, etc.) and e>Returns (submitting and processing of tax returns), view transactions, modify contact details (such as telephone numbers, Postal Address & email), view notifications (track progress of requests made).
- About Us
- Tax Services
- News updates
- Legal & Policy Documents
- Downloads of return forms and other tax related documents
- Frequent Asked Questions (FAQs)
- Report a tax crime

## 1.1 ITAS Web Portal Overview

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ITAS web portal (e-service) is an application which allows for online self “tax” services with 24 hours accessibility.

**The ITAS web portal brings benefits and services such as:**

- Reduced physical contacts with tax office
- 24/7 availability of Tax services independent of location
- Speedy processing of requests
- Ready access to tax account statements
- Accurate data on tax position
- Up-to-date correspondence records
- Electronic communications (notifications and alerts)
- Fairness and equity
- Faster tax refunds
- Automated tax assessments

## 1.2 Organization of the Manual

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This manual provides information on a step-by-step guidance to the taxpayers on how to register as E-service users and how to use the functions of the ITAS web portal.

## 2. GETTING STARTED

*Getting Started section explains how to access the ITAS web portal and sign up.*

### 2.1 Web address and Sign up

The ITAS web portal can be accessed via the URL: <https://www.itas.mof.na>

**NB!** Recommended web browsers are **Google Chrome**, or **Mozilla Firefox**.

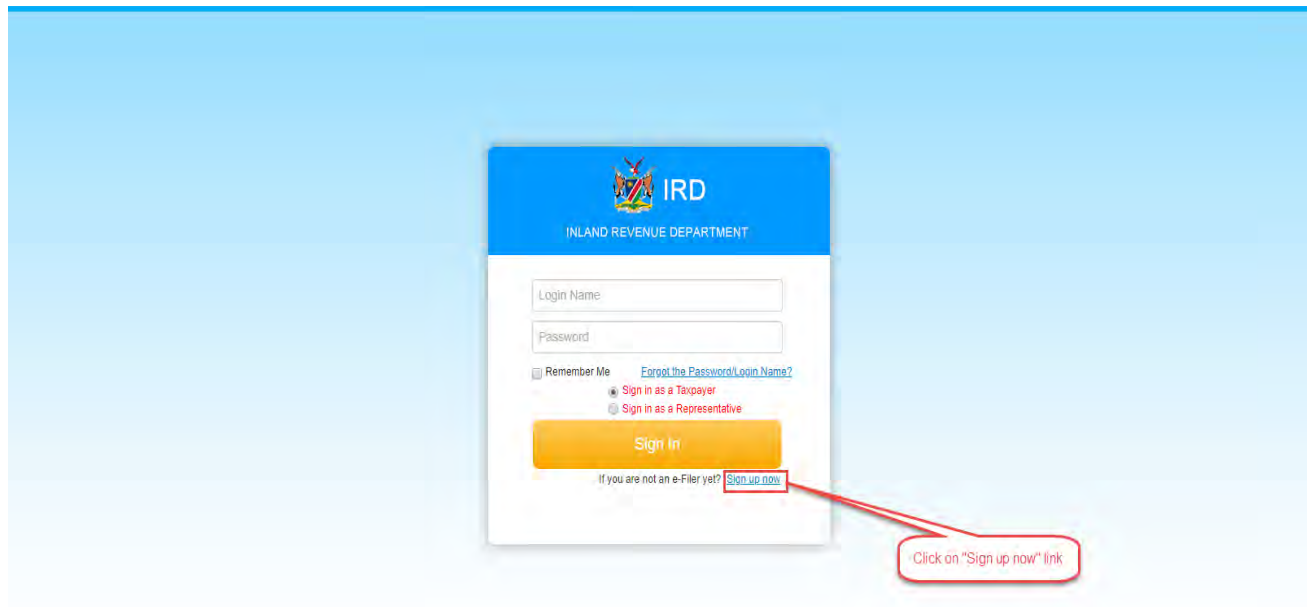
### How to sign up as an e-service user?

1. Click on the “E-Service” link on the top-right corner. A log-in page will open.



**Figure 3.1: ITAS Website Homepage**

- Click on the **“Sign up now”** link to open the registration page.



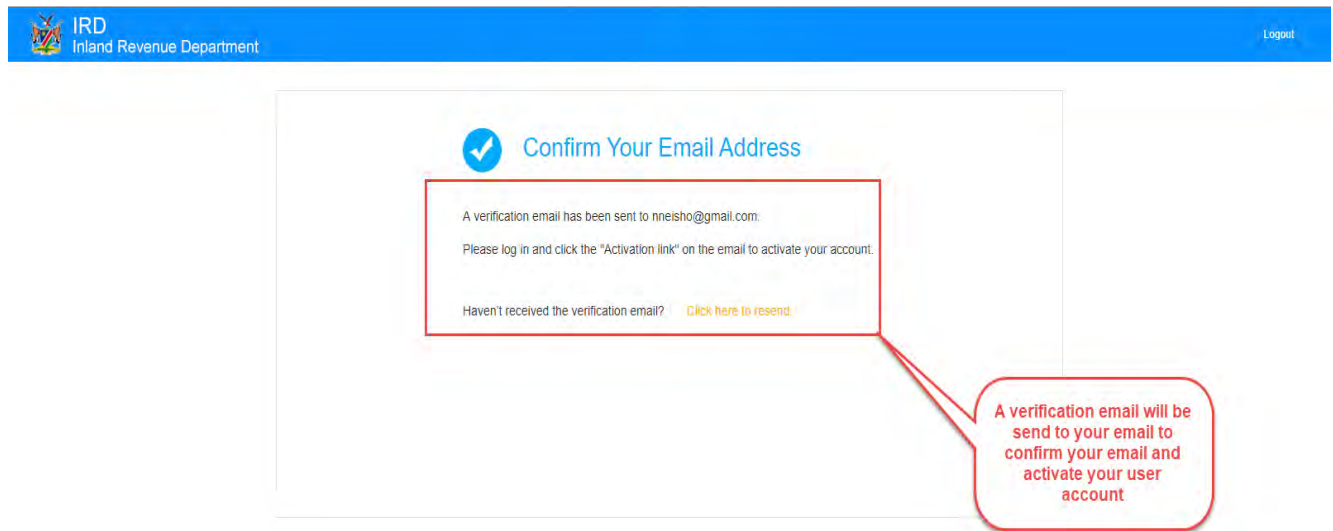
**Figure 3.2: Sign Up Now screen**

- Once the registration page opens, complete all the required fields with the **“\*”** asterisk and click on the **“submit button”**.

**Figure 3.3: Portal User Registration screen**

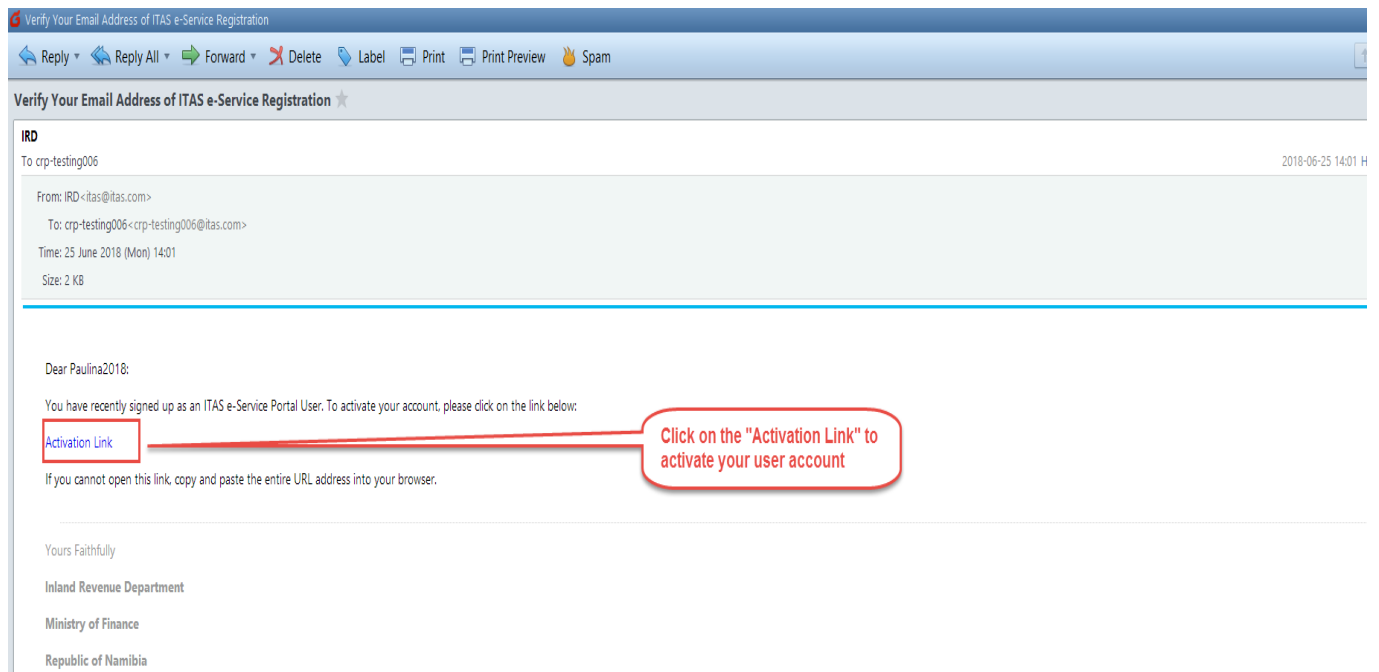


4. A verification screen opens signifying that a **verification link** is sent to your email.



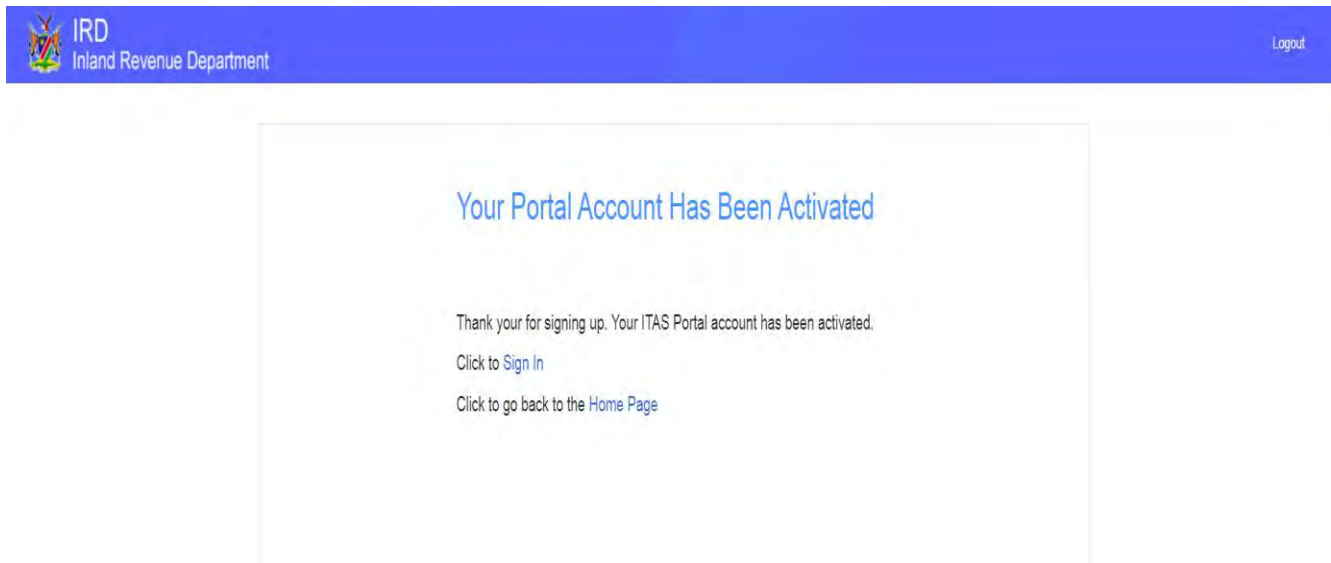
**Figure 3.4: Verification Email Screen**

5. Click on “**Activation Link**” to activate your account.



**Figure 3.5: Activation Link Email screen**

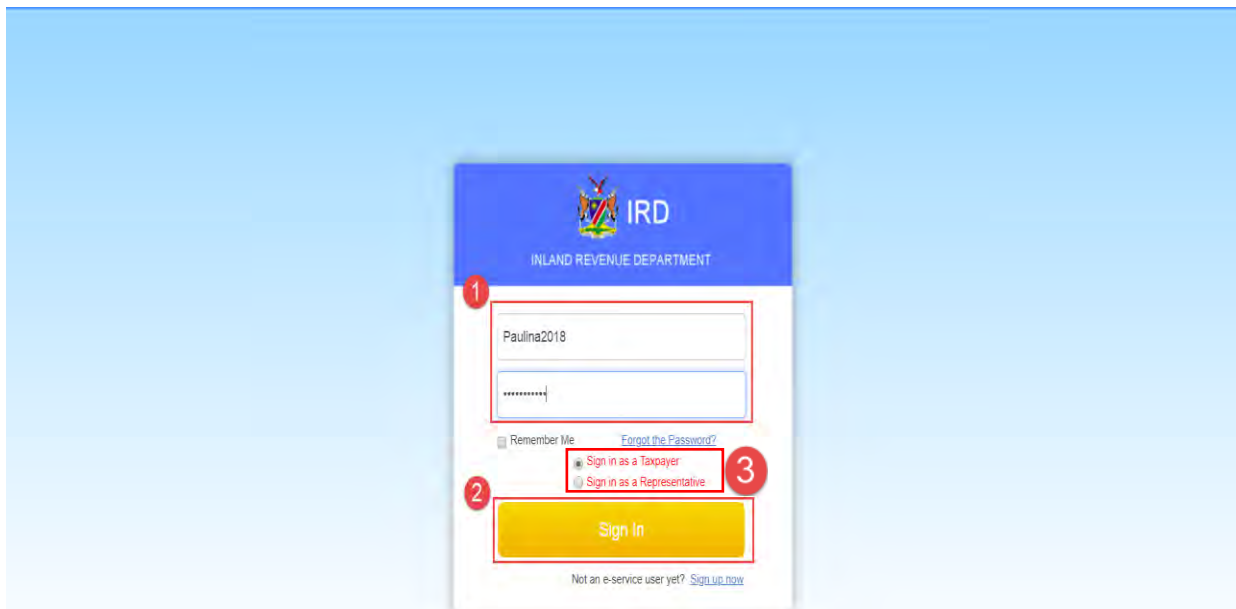
6. After you click on the activation link, your user account will be activated. Click on “**Sign In**” link to log in to the portal.



**Figure 3.6: User Account Activation Message screen**

7. Enter username and password (1), and click on “**Sign In**” button (2).

**NB!** On default, the user type, “**Sign in as a Taxpayer**” will be selected, if you are a representative, select “**Sign in as a Representative**”. **3**



**Figure 3.7: User Sign-in screen**

8. Once logged-in, the **Welcome page** opens up, which displays 5 steps to assist you with the **e-Service Portal Registration Process** and outlines the terms and conditions to be adhered to. Read the terms and conditions and tick the agree box to proceed.

**ITAS e-Service Portal Registration Process**

Welcome to the ITAS once-off e-registration process. Please note that the first time you register, your tax type and electronic forms will be issued within 48-hours.

In the event that your returns are due within the next 48-hours, please ensure to submit such return(s) at your nearest IRD office.

Our five easy steps below, will assist you with the registration process:

**Step 1:** Read the Terms and Conditions carefully and accept.

**Step 2:** Link your Tax Identification Number (TIN) or Register as a Taxpayer.

**Step 3:** Complete your personal information which will only be used for authentication purposes.

**Step 4:** Select the taxpayer type which is relevant to you and complete all required fields and submit.

**Step 5:** Welcome and enjoy the quick, easy and free benefits of the ITAS e-Service Portal.

**Terms and Conditions**

This site is used under the Terms and Conditions specified below.

**ITAS e-Service**

**Website Terms & Conditions**

THESE TERMS AND CONDITIONS ARE BINDING AND ENFORCEABLE AGAINST ALL PERSONS THAT ACCESS THE ITAS e-Service WEBSITE OR ANY PART THEREOF (THE ITAS e-Service WEBSITE). IF YOU DO NOT AGREE TO THESE TERMS AND CONDITIONS YOU MUST LEAVE THE ITAS e-Service WEBSITE NOW, AS FURTHER USE WILL AUTOMATICALLY BIND YOU TO THESE TERMS AND CONDITIONS.

**Figure 3.8: E-Service Portal Welcome screen**

## 2.2 Link your Taxpayer Account or Register as a New Taxpayer

After agreeing to the terms and conditions, “Link your Taxpayer Account or Register as a New Taxpayer” screen opens up.

### 1. Already a Registered Taxpayer

*How to link your existing tax account (Tax Identification Number (TIN))?*

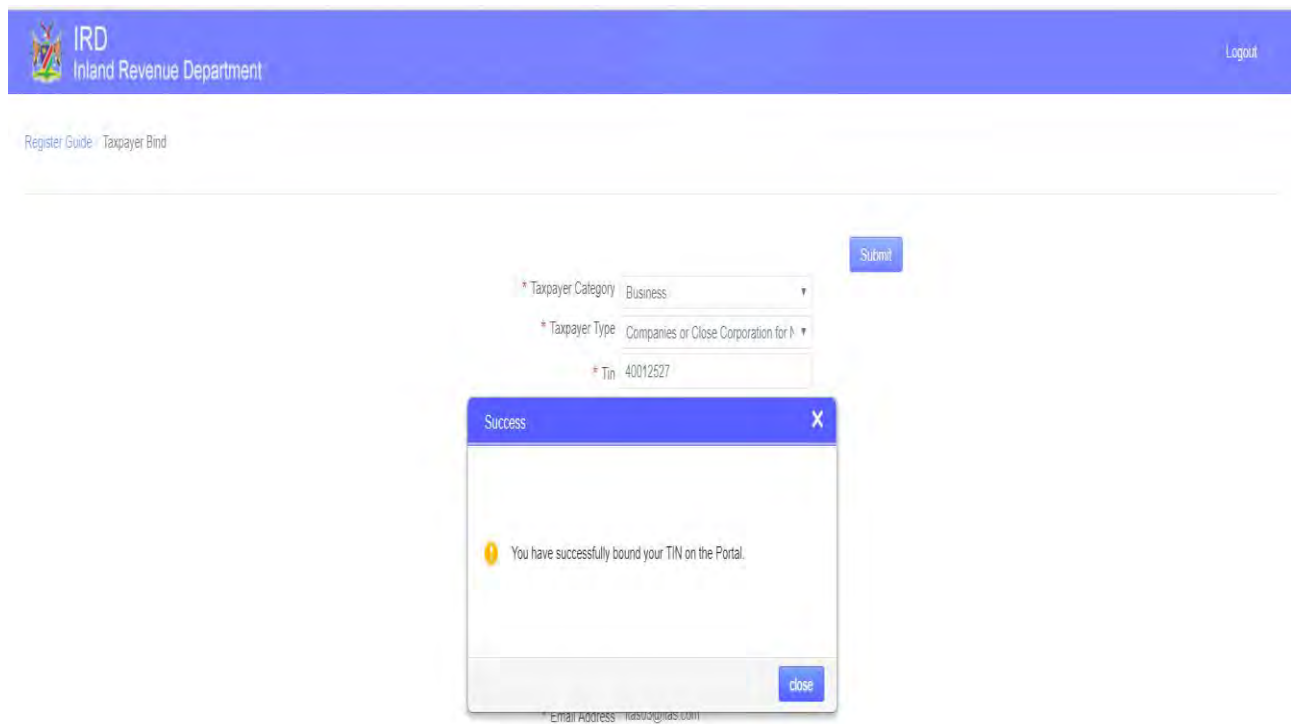
*Follow the steps from figure 3.9 until figure 3.11.*

**Figure 3.9: Link your Taxpayer Account or Register as a New Taxpayer Screen**

1. Click on “Link your Taxpayer Account Here” to link your TIN
2. Complete the information on the “Taxpayer Bind” page as per your registered taxpayer information and click submit.

**Figure 3.10: E-Filer Activation screen**

3. A **success message** will be displayed that you have successfully bind your TIN.



The screenshot displays the ITAS Portal interface. At the top, a blue header bar contains the IRD Inland Revenue Department logo on the left and a 'Logout' link on the right. Below the header, a navigation bar shows 'Register Guide' and 'Taxpayer Bind'. The main content area features a form with three fields: 'Taxpayer Category' (set to 'Business'), 'Taxpayer Type' (set to 'Companies or Close Corporation for'), and 'Tin' (set to '40012527'). A 'Submit' button is located to the right of the form. A modal dialog box titled 'Success' is open in the center, displaying a yellow lightbulb icon and the message: 'You have successfully bound your TIN on the Portal.' The dialog box has a 'close' button at the bottom right. At the bottom of the page, the email address 'info@ird.govt.nz' is visible.

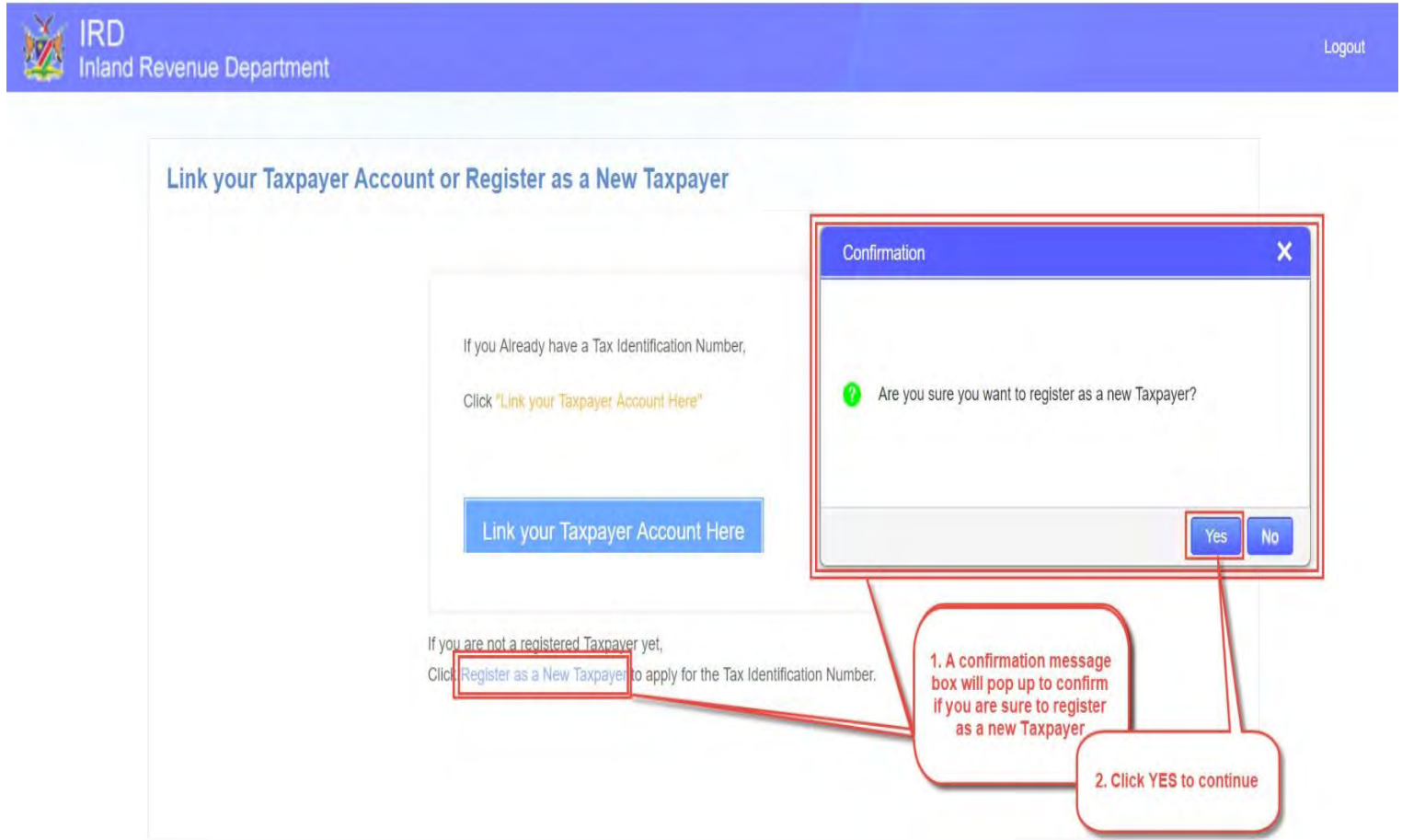
**Figure 3.11: Success message screen**

## 2. New Taxpayer (not yet registered as a Taxpayer at Inland Revenue)

### *How to register on portal as a new taxpayer?*

Follow the steps from figure 3.12 until figure 3.15.

1. Click on the link “**Register as a Taxpayer now**” if you are not a registered taxpayer yet.



**Figure 3.12: Register as a new Taxpayer screen**

- After clicking on the **“Register as a new Taxpayer”** link, a confirmation message box will pop up to confirm if you’re sure to register as a New Taxpayer. Click **yes** and a registration/application form will open. Complete all the required fields on the taxpayer registration page, and click **“Submit”**.

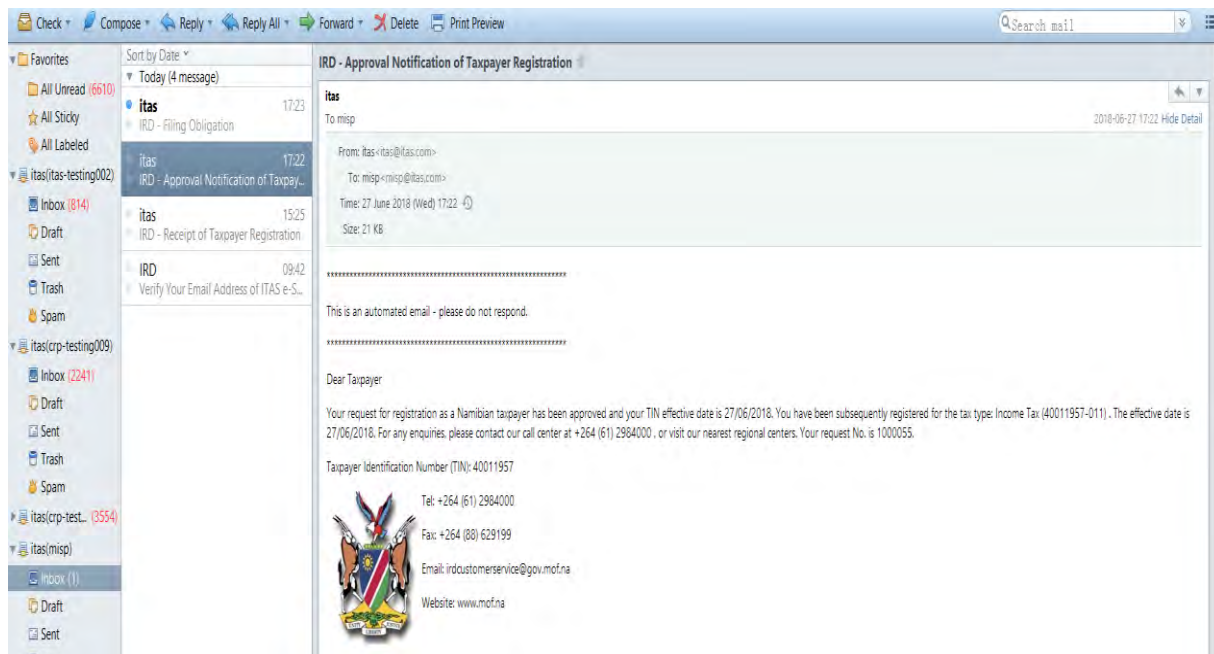
**Figure 3.13: Taxpayer Registration Capturing screen**

- Upon clicking **“Submit button”**, an acknowledgement receipt of taxpayer registration will be sent to your email.

**Figure 3.14: Acknowledgement Receipt of Taxpayer Registration Request**



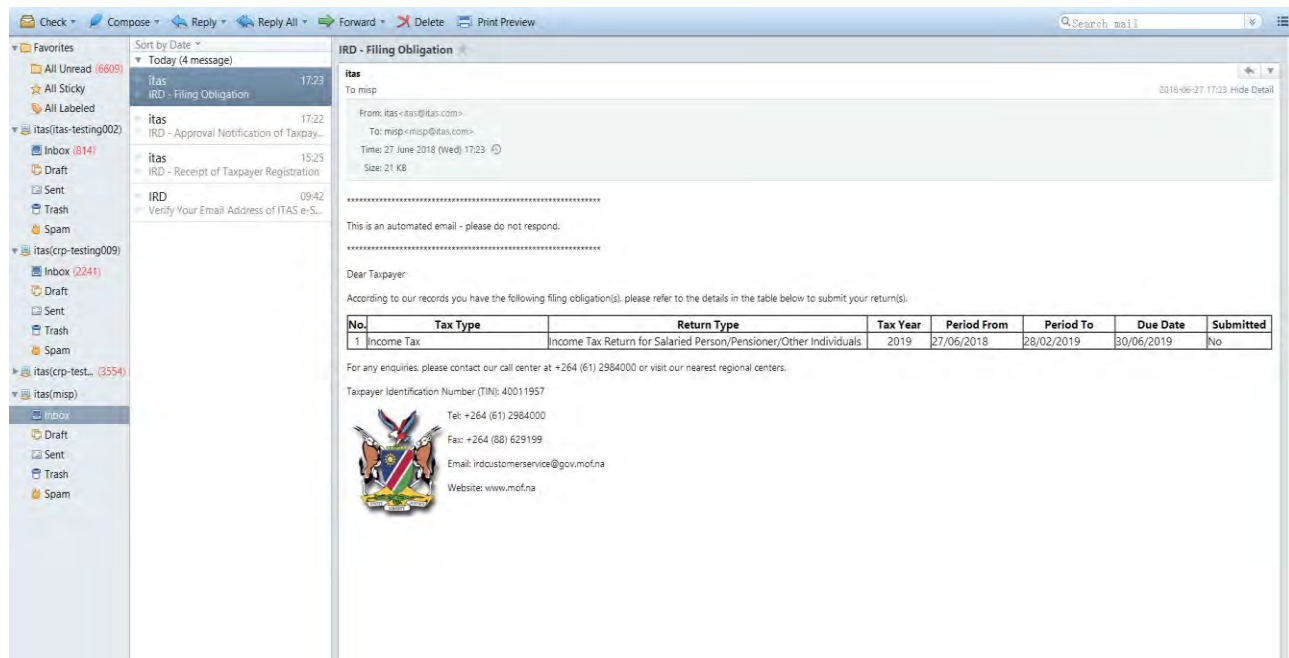
4. Once the registration process is completed, you will receive an **approval notification** via your email.



**Figure 3.15: Approval Notification of Taxpayer Registration**

5. At the same time, your **filing obligation** is also generated on the system, and a **notification** with the details is sent to your email.

**NB: Filing obligation: Notification of returns to submit (due)!**



**Figure 3.16: Filing Obligation Notification via email**

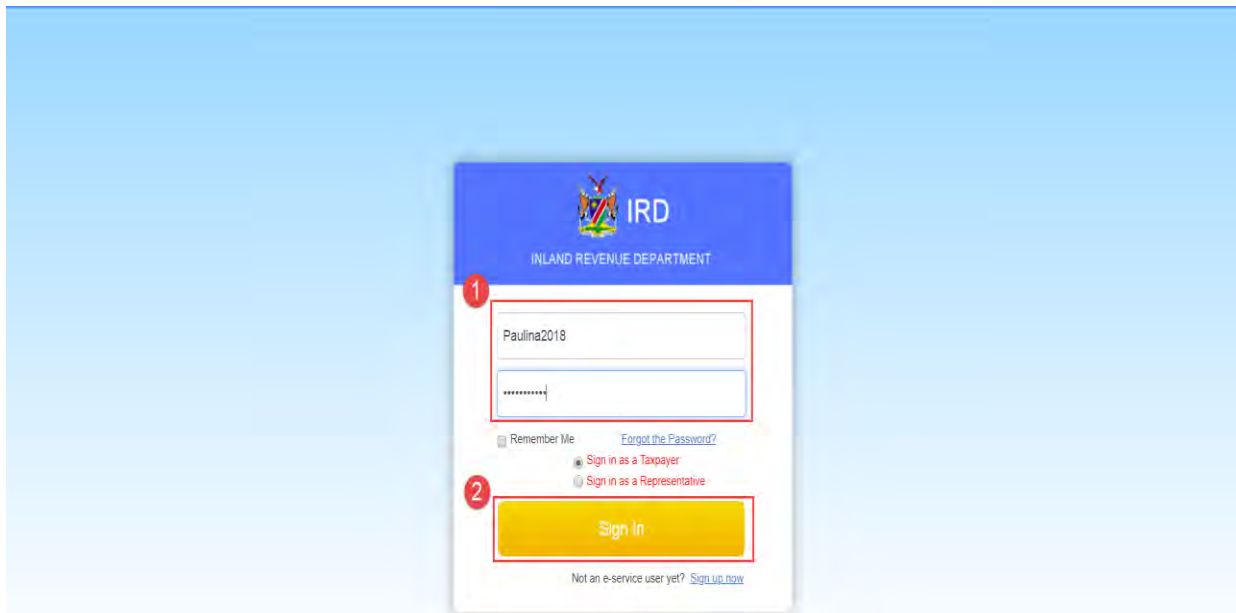


## 2.3 Sign in

### 2.3.1 Sign in as a Taxpayer or Representative

**“To submit returns, update information or any other service provided”.**

1. Log-into the ITAS web portal with your credentials (Enter username and password (1), and click on **“Sign In”** button (2)) as per your user type by selecting one or the other options **“Sign in as a Taxpayer”** or **“Sign in as a Representative”**.



**Figure 3.17: User Sign-in screen**

## 2.4 ITAS Portal menu (function tabs)

**My Notification**

Reference No.  Subject  Status  Date From  Date To

No.	Reference No.	Subject	Date	Status	Submitted by	Details of Notification
1.	1000055	Approval Notification of Taxpayer Registration	27-06-2018	Approved	misp2018	Q
2.	1000055	Taxpayer Registration	27-06-2018	Submitted	misp2018	Q

Showing 1 of 1 pages with 2 records

**Figure 3.18: E-service Navigation Menu screen**

### 2.4.1 Taxpayer Modification function tab

- Enables you to modify basic information such as email address, telephone number, fax number, postal address and also to; submit deregistration and transfers requests.

### 2.4.2 Tax Type Modification function tab

- Enables you to submit tax type(s) registration requests; tax type deregistration requests; suspension requests of existing tax type; and submit reactivation of suspended tax types.

### 2.4.3 Return function tab

- Enables you to file all your tax returns (including Transfer duties and Stamp Duties returns); save returns (saved under 'Draft'); view details of all submitted returns; submit return extension request and revise your return.

### 2.4.4 Transaction function tab

- Enables you to view all your tax account transactions.

### 2.4.5 My Notification function tab

- Allows you to view all email notification sent and track progress on your requests.

### 2.4.6 Registration information function tab

- Enables you to view your registration information.

## 3. USING THE WEB PORTAL

Filing of returns and key information.

*How to file your returns?*

### 3.1 Income Tax Return

1. Click on **Returns function tab**, and click “**search your returns**” button or input relevant searching criteria and click on the “**search your returns**” button.

“**My returns screen**” will list all your Returns or specific searched return.

#### **Key information**

**Return status:**

**Pending for submission:** return is outstanding

My Returns

Your Returns

Return ID  Tax Type  Return Type  Tax Year

Tax Period  Status

**Search Your Return**

Return ID	Tax Type	Return Type	Tax Year	Tax Period	Period From	Period To	Due Date	Status
	Income Tax	Income Tax Return for Salaried Person/Pensioner/Other Individuals	2018	-	01-03-2017	28-02-2018	30-06-2018	Pending for Submission
	Income Tax	Income Tax Return for Salaried Person/Pensioner/Other Individuals	2017	-	01-03-2016	28-02-2017	30-06-2017	Pending for Submission
	Income Tax	Income Tax Return for Salaried Person/Pensioner/Other Individuals	2016	-	01-03-2015	29-02-2016	30-06-2016	Pending for Submission

Showing 1 of 1 pages with 3 records

**Figure 3.19: Returns Pending for Submission Status**

2. Select the appropriate outstanding return (with the status: Pending for submission) you would like to submit and click **“File Your Return”**.

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Taxpayer Modification Tax Type Modification Return Payment Transaction My Notification Registration Information

**My Returns**

Your Returns

Return ID Tax Type Return Type Tax Year Tax Period Status

Search Your Return File Your Return Duties&Non-regular Tax Extend Filing Due Date Renewal/No Return Details of Your Return

Return ID	Tax Type	Return Type	Tax Year	Tax Period	Period From	Period To	Due Date	Status
	Income Tax	Income Tax Return for Salaried Person/Pensioner/Other Individuals	2018	-	01-03-2017	28-02-2018	30-06-2018	Pending for Submission
	Income Tax	Income Tax Return for Salaried Person/Pensioner/Other Individuals	2017	-	01-03-2016	28-02-2017	30-06-2017	Pending for Submission
	Income Tax	Income Tax Return for Salaried Person/Pensioner/Other Individuals	2016	-	01-03-2015	29-02-2016	30-06-2016	Pending for Submission

Showing 1 of 1 pages with 3 records

**Figure 3.20: File Your Return Function**

3. The next screen will pop-up and prompt you to upload the mandatory or required documents such as the PAYE5 certificate or Certificate i.r.o study policy. Click on the **“upload”** icon to upload necessary documents.

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Taxpayer Modification Tax Type Modification Return Payment Transaction My Notification Registration Information

**My Returns**

Document	Uploaded	Description	Action
Certificate i.r.o interest received for minor children			⓪ 🔍 🗑
Certificate i.r.o building society dividends received			⓪ 🔍 🗑
PAYE5 Certificates			⓪ 🔍 🗑
Certificate i.r.o interest from Foreign Sources			⓪ 🔍 🗑
Certificate i.r.o interest from Other Namibia Sources			⓪ 🔍 🗑
Certificate i.r.o donation issued by educational institution or welfare organisation			⓪ 🔍 🗑
Certificate i.r.o retirement fund			⓪ 🔍 🗑
Certificate i.r.o study policies			⓪ 🔍 🗑
Certificate i.r.o annuities received			⓪ 🔍 🗑
Financial statement for partnership			⓪ 🔍 🗑
Notice of assessment from foreign country			⓪ 🔍 🗑
Proof of tax withheld			⓪ 🔍 🗑
Vehicle's proof of purchase		hint: VIN	⓪ 🔍 🗑
Vehicle's proof of sale		hint: VIN	⓪ 🔍 🗑
Declaration letter for partial employment periods			⓪ 🔍 🗑

Note: filesize < 3MB, supported format : jpeg, pdf, doc, docx, bmp, jpg, xls, xlsx

**Figure 3.21: Upload Documents screen**



5. After completing the required schedules, to declare that the information captured in your return is true and correct tick in the box ☒ “I Declare that the information furnished in the return is true and correct”

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Taxpayer Modification Tax Type Modification Return Payment Transaction My Notification Registration Information

**My Returns**

**Schedule 24 : EMPLOYERS HOUSING AND VEHICLES**

Are you the owner of the house you are residing in? If no, please state: ☐ Yes ☐ No

Name of owner

Address of owner

Do you rent the house you are residing in? ☐ Yes ☐ No

TIN of house owner

ID/Registration Number

Amount of rental paid to the owner NS

Whether the owner of the property is also your employer ☐ Yes ☐ No

Are you in possession of a company vehicle? If yes, please submit the following information: ☐ Yes ☐ No

Employer TIN

Make of vehicle

Model of vehicle

Vehicle identification number (VIN)

Purchase price NS

Conditions of use (e.g. limitation regarding costs paid by employer or limitation regarding kilometers travelled for private purpose)

☒ I Declare That the Information Furnished in This Returns is True & Correct

**Figure 3.23: Schedule 24: Employers Housing and Vehicles Screen**

6. In case you want to save captured information and continue later, you can save your information by clicking on the save button. Your return will be saved, under “Draft”, on the “Return” function menu.

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Taxpayer Modification Tax Type Modification Return Payment Transaction My Notification Registration Information

**My Returns**

Back File Your Return

Return Information

TIN 40011957 Tax Type Income Tax Return Type Income Tax Return for Salaried Person/F

Tax Year 2018 Period From 01-03-2017 Period To 28-02-2018

Due Date 30-06-2018

Attachment Container

Document	Uploaded	Description	Action
Certificate i.r.o interest received for minor children	<input type="checkbox"/>		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Certificate i.r.o building society dividends received	<input type="checkbox"/>		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
PAYES Certificates	<input checked="" type="checkbox"/>		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Certificate i.r.o interest from Foreign Sources	<input type="checkbox"/>		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Certificate i.r.o interest from Other Namibia Sources	<input type="checkbox"/>		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Certificate i.r.o donation issued by educational institution or welfare organisation	<input type="checkbox"/>		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Certificate i.r.o retirement fund	<input type="checkbox"/>		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Click on the "save" button to save your information.

**Figure 3.24: Return Save Button screen**



7. After you have completed your return, click on the **“submit”** button to submit your return. If the return information submitted is correct, your return will be assessed immediately by the ITAS system.

**My Returns**

Return Information

TIN: 40011957 Tax Type: Income Tax Return Type: Income Tax Return for Salaried Person/F Tax Year: 2018 Period From: 01-03-2017 Period To: 28-02-2018 Due Date: 30-06-2018

Attachment Container

Document	Uploaded	Description	Action
Certificate i r o interest received for minor children			⓪ 🔍 🗑
Certificate i r o building society dividends received			⓪ 🔍 🗑
PAYE5 Certificates			⓪ 🔍 🗑
Certificate i r o interest from Foreign Sources			⓪ 🔍 🗑
Certificate i r o interest from Other Namibia Sources			⓪ 🔍 🗑
Certificate i r o donation issued by educational institution or welfare organisation			⓪ 🔍 🗑

**Figure 3.25: Submit Button screen**

8. After submitting your return, the system updates **“My notification”**, where you can view the status of your return. The system will generate a reference number for enquiry purposes. Or you can view the status of your return under the sub menu **“My Returns”** on the **“Return”** Function tab.

**My Notification**

Reference No. Subject Status Date From Date To

Search

No.	Reference No.	Subject	Date	Status	Submitted by	Details of Notification
1.	399035551	Assessment Notice	11-07-2018	Submitted for Assessment	misp2019	🔍
2.	399035551	Assessment Notice	11-07-2018	Submitted for Assessment	misp2019	🔍
3.	1000110	Approval Notification of Taxpayer Registration	11-07-2018	Approved	misp2019	🔍
4.	1000110	Taxpayer Registration	11-07-2018	Submitted	misp2019	🔍

Showing 1 of 1 pages with 4 records

**Figure 3.26: Return Assessment Notice in “My notification”**

*What if the return information you have submitted is not correct? E.g. Employment period does not cover full tax year in Income tax return.*

1. Click on “**My Returns**” sub-menu under the “**Return**” function tab, view your return status.

If the submitted return shows “**Assessment Pending Confirmation**”, the information submitted is incorrect/incomplete.

Return ID	Tax Type	Return Type	Tax Year	Tax Period	Period From	Period To	Due Date	Status
	Income Tax	Income Tax Return for Salaried Person/Pensioner/Other Individuals	2018		01-03-2017	28-02-2018	30-06-2018	Pending for Submission
	Income Tax	Income Tax Return for Salaried Person/Pensioner/Other Individuals	2017		01-03-2016	28-02-2017	30-06-2017	Pending for Submission
399035551	Income Tax	Income Tax Return for Salaried Person/Pensioner/Other Individuals	2016		01-03-2015	28-02-2016	30-06-2016	Assessment Pending Confirmation

**Figure 3.27: View my Returns Status screen**

2. After the return is reviewed by the relevant department, you will receive the notification of assessment or the return will be send back to you for re-submission. The status of the return can be viewed on “**My notification**” or “**My Returns**” sub-menu. See figure 3.27 and figure 3.28 respectively.

No.	Reference No.	Subject	Date	Status	Submitted by	Details of Notification
1.	399035551	Assessment Notice	11-07-2018	Returned for Resubmission		Q
2.	399035551	Assessment Notice	11-07-2018	Submitted for Assessment	misp2019	Q
3.	399035551	Assessment Notice	11-07-2018	Submitted for Assessment	misp2019	Q
4.	1000110	Approval Notification of Taxpayer Registration	11-07-2018	Approved	misp2019	Q
5.	1000110	Taxpayer Registration	11-07-2018	Submitted	misp2019	Q

**Figure 3.28: “My notification” screen**



3. On **My Returns** sub-menu, you can view the status of your return as **“Returned for Resubmission”** if the return has been returned to you to amend.

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Taxpayer Modification Tax Type Modification **Return** Payment Transaction My Notification Registration Information

My Returns

Your Returns

Return ID Tax Type Income Tax Return Type -Select- Tax Year

Tax Period -Select- Status -Select-

Search Your Returns File Your Return Duties/Non-regular Tax Details of Your Return

Return ID	Tax Type	Return Type	Tax Year	Tax Period	Period From	Period To	Due Date	Status
	Income Tax	Income Tax Return for Salaried Person/Pensioner/Other Individuals	2018		01-03-2017	28-02-2018	30-06-2018	Pending for Submission
	Income Tax	Income Tax Return for Salaried Person/Pensioner/Other Individuals	2017		01-03-2016	28-02-2017	30-06-2017	Pending for Submission
399035551	Income Tax	Income Tax Return for Salaried Person/Pensioner/Other Individuals	2016		01-03-2015	29-02-2016	30-06-2016	Returned for Resubmission

Showing 1 of 1 pages with 3 records

**Figure 3.29: View My Return Status screen**

4. Adjust the return as per the reason provided which can be viewed in **“My Returns”** and **“My Notifications”**, and submit again.

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Taxpayer Modification Tax Type Modification **Return** Payment Transaction My Notification Registration Information

My Returns

Income Tax Return for Salaried Person/Pensioner/Other Individuals

Schedule 1: PERSONAL PARTICULARS

Schedule 2: SUBMIT NAMES AND DATES OF BIRTH OF OWN CHILDREN OR STEPCHILDREN SUPPORTED BY YOU DURING THE YEAR OF ASSESSMENT AND WHO, ON THE LAST DAY OF THE YEAR WERE

Schedule 3: EMPLOYMENT, ETC.

Revenue Code

Remuneration-salary, commission, etc.

Employer/period employed

Employer's TIN 40011852 From 01-03-2015 To 29-02-2016

Salary, wages

Commission

Total salary, wages

Total commission

Total remuneration-salary, commission, etc.

Tax value of free housing

Tax value of housing allowance

Tax value of Motor Vehicle expenses

Line No.	Expenses/Income
1	
	NS 200,000.00
	NS 15,000.00
	NS 200,000.00
	NS 15,000.00
	NS 215,000.00
	NS 1,000.00
	NS 1,000.00
	NS 4,000.00

**Figure 3.30: Schedule 3- Return Corrected screen**

- After you have resubmitted your return with correct information, your return will be assessed and the status will change to **“Assessed”**. You can view your return status under **“My Returns”** and **“My Notification”** as **“Assessed”**.

IRD Inland Revenue Department

misp2019 Basic Information Change Password Logout

Taxpayer Modification Tax Type Modification Return Payment Transaction My Notification Registration Information

My Returns

Your Returns

Return ID Tax Type -Select- Return Type -Select- Tax Year

Tax Period -Select- Status -Select-

Search Your Return

Return ID	Tax Type	Return Type	Tax Year	Tax Period	Period From	Period To	Due Date	Status
	Income Tax	Income Tax Return for Salaried Person/Pensioner/Other Individuals	2018	-	01-03-2017	28-02-2018	30-06-2018	Pending for Submission
	Income Tax	Income Tax Return for Salaried Person/Pensioner/Other Individuals	2017	-	01-03-2016	28-02-2017	30-06-2017	Pending for Submission
399035551	Income Tax	Income Tax Return for Salaried Person/Pensioner/Other Individuals	2016	-	01-03-2015	28-02-2016	30-06-2016	Assessed

Showing 1 of 1 pages with 3 records

Your return is successfully assessed!

**Figure 3.31: Return Assessment Status screen**

## 3.2 Value Added Tax (VAT) Return

- On the search criteria, select **“Value Added Tax”** under Tax Type and click **“Search your return”** button. All the VAT returns will be displayed. Select the relevant outstanding VAT Return with status **“Pending for Submission”** and click on **“File Your Return”**.

IRD Inland Revenue Department

misp2222 Basic Information Change Password Logout

Taxpayer Modification Tax Type Modification Return Payment Transaction My Notification Registration Information

My Returns

Your Returns

Return ID Tax Type Value Added Tax Return Type -Select- Tax Year

Tax Period -Select- Status -Select-

Search Your Return

Return ID	Tax Type	Return Type	Tax Year	Tax Period	Period From	Period To	Due Date	Status
	Value Added Tax	Value Added Tax Return	2019	2	01-05-2018	30-06-2018	25-07-2018	Pending for Submission
	Value Added Tax	Value Added Tax Return	2019	1	01-03-2018	30-04-2018	26-05-2018	Pending for Submission
	Value Added Tax	Value Added Tax Return	2018	6	01-01-2018	28-02-2018	25-03-2018	Pending for Submission
	Value Added Tax	Value Added Tax Return	2018	5	01-11-2017	31-12-2017	25-01-2018	Pending for Submission
	Value Added Tax	Value Added Tax Return	2018	4	01-09-2017	31-10-2017	27-11-2017	Pending for Submission
	Value Added Tax	Value Added Tax Return	2018	3	01-07-2017	31-08-2017	25-09-2017	Pending for Submission
	Value Added Tax	Value Added Tax Return	2018	2	01-05-2017	30-06-2017	25-07-2017	Pending for Submission
	Value Added Tax	Value Added Tax Return	2018	1	01-03-2017	30-04-2017	26-05-2017	Pending for Submission
	Value Added Tax	Value Added Tax Return	2017	6	01-01-2017	28-02-2017	27-03-2017	Pending for Submission

Showing 1 of 1 pages with 9 records

**Figure 3.32: VAT Returns “Pending for Submission” Status screen**

## 2. Complete your VAT Return appropriately, and click **submit**.

**My Returns**

**VAT DECLARED AND VAT CLAIMED**

VAT DECLARED (Outputs)		Tax Categories (Namibian Dollars only - ignore cents)			TOTAL OUTPUT TAX DUE
Sales Figures (excluding VAT)	Exempt	Zero-rated	15%		
Trading, Sales/fees, etc.	N\$ 10,000.00	N\$ 5,000.00	N\$ 20,000.00	N\$ 3,000.00	
Capital goods sold	N\$ 10,000.00	N\$ 20,000.00	N\$ 10,000.00	N\$ 1,500.00	
Output adjustments	N\$ 20,000.00	N\$ 10,000.00	N\$ 10,000.00	N\$ 1,500.00	
<b>TOTALS</b>	N\$ 40,000.00	N\$ 35,000.00	N\$ 40,000.00	N\$ 6,000.00	

VAT CLAIMED (Inputs)		Tax Categories (Namibian Dollars only - ignore cents)			Total Input Tax Claimed
Purchases Figures (excluding VAT)	Exempt	Zero-rated	15%		
Local Purchases	N\$ 10,000.00	N\$ 2,000.00	N\$ 15,000.00	N\$ 2,250.00	
Capital goods purchased locally	N\$ 15,000.00	N\$ 10,000.00	N\$ 10,000.00	N\$ 1,500.00	
Imported purchases	N\$ 120,000.00	N\$ 20,000.00	N\$ 23,000.00	N\$ 3,450.00	
Imported capital goods	N\$ 200,000.00	N\$ 30,000.00	N\$ 10,000.00	N\$ 1,500.00	
Input adjustments	N\$ 20,000.00	N\$ 12,000.00	N\$ 10,000.00	N\$ 1,500.00	
<b>TOTALS</b>	N\$ 365,000.00	N\$ 74,000.00	N\$ 68,000.00	N\$ 10,200.00	

☒ I Declare That the Information Furnished in This Returns is True & Correct

**Figure 3.33: VAT Return Capture screen**

3. After you have submitted your return, the system updates “**My notification**”, where you can view the status of your return. The system will generate a reference number for enquiry purposes. Or you can view the status of your return under the sub menu “**My Returns**” on the “**Return**” Function tab. Click on “**Search Your Return**” and search for your VAT return, to view the return status.

**My Returns**

**Search Your Return**

Return ID:  Tax Type: Value Added Tax Return Type: --Select-- Tax Year:

Tax Period: --Select-- Status: --Select--

Return ID	Tax Type	Return Type	Tax Year	Tax Period	Period From	Period To	Due Date	Status
	Value Added Tax	Value Added Tax Return	2019	2	01-05-2018	30-06-2018	25-07-2018	Pending for Submission
	Value Added Tax	Value Added Tax Return	2018	6	01-01-2018	28-02-2018	25-03-2018	Pending for Submission
	Value Added Tax	Value Added Tax Return	2018	5	01-11-2017	31-12-2017	25-01-2018	Pending for Submission
	Value Added Tax	Value Added Tax Return	2018	4	01-09-2017	31-10-2017	27-11-2017	Pending for Submission
	Value Added Tax	Value Added Tax Return	2018	3	01-07-2017	31-08-2017	25-09-2017	Pending for Submission
	Value Added Tax	Value Added Tax Return	2018	2	01-05-2017	30-06-2017	25-07-2017	Pending for Submission
	Value Added Tax	Value Added Tax Return	2018	1	01-03-2017	30-04-2017	26-05-2017	Pending for Submission
	Value Added Tax	Value Added Tax Return	2017	6	01-01-2017	28-02-2017	27-03-2017	Pending for Submission
590035621	Value Added Tax	Value Added Tax Return	2019	1	01-03-2018	30-04-2018	26-05-2018	Assessed

Showing 1 of 1 pages with 9 records

**Figure 3.34: VAT Return Status screen**

### 3.3 Employee Tax (ETX) Return

1. On the “**My returns**” screen, filter search criteria by selecting “**Employee Tax**” under Tax Type drop down menu and click “**Search Your Return**” button. All the Employee tax returns will be displayed. Select the relevant outstanding ETX return that you would like to submit with the status “**Pending for Submission**” and click on “**File Your Return**” button.

My Returns

Your Returns

Return ID:  Tax Type: **Employee Tax** Return Type: **--Select--** Tax Year:

Tax Period: **--Select--** Status: **--Select--**

**Search Your Return** **File Your Return** **Duties&Non-regular Tax** **Extend Filing Due Date** **Review Your Return** **Details of Your Return**

Return ID	Tax Type	Return Type	Tax Year	Tax Period	Period From	Period To	Due Date	Status
	Employee Tax	PAYE4 Tax Return	2019	5	01-07-2018	31-07-2018	20-08-2018	Pending for Submission
	Employee Tax	PAYE4 Tax Return	2019	4	01-06-2018	30-06-2018	20-07-2018	Pending for Submission
	Employee Tax	PAYE4 Tax Return	2019	3	01-05-2018	31-05-2018	20-06-2018	Pending for Submission
	Employee Tax	PAYE4 Tax Return	2019	2	01-04-2018	30-04-2018	20-05-2018	Pending for Submission
	Employee Tax	PAYE4 Tax Return	2019	1	01-03-2018	31-03-2018	20-04-2018	Pending for Submission
	Employee Tax	PAYE4 Tax Return	2018	12	01-02-2018	28-02-2018	20-03-2018	Pending for Submission
	Employee Tax	PAYE4 Tax Return	2018	11	01-01-2018	31-01-2018	20-02-2018	Pending for Submission
	Employee Tax	PAYE4 Tax Return	2018	10	01-12-2017	31-12-2017	20-01-2018	Pending for Submission
	Employee Tax	PAYE4 Tax Return	2018	9	01-11-2017	30-11-2017	20-12-2017	Pending for Submission
	Employee Tax	PAYE4 Tax Return	2018	8	01-10-2017	31-10-2017	20-11-2017	Pending for Submission

Showing 1 of 2 pages with 19 records  **Go!**

**Figure 3. 35: Employee Tax Returns “Pending for Submission” Status screen**

#### Key information

#### 2. There are two ways to submit your Employees Tax return:

2.1 Capture employee’s details individually(one by one) or

2.2 Complete and upload the excel sheet template (with all your employee’s details)

**See figure 3.36 and 3.37**



### a. Capture Employee Details individually (one by one)

1. Under **Employee Tax Details** section click on “Add” button. The “Capture Employee Information” window will pop up. Capture the employee(s) information, and click on **submit** to save the information.

The screenshot shows the 'Capture Employee Information' window in the IRD Inland Revenue Department system. The window is titled 'EMPLOYEE'S TAX DETAILS' and contains various input fields for employee information. A red box highlights the 'Add' button in the bottom right corner.

**EMPLOYEE'S TAX DETAILS**

\*Employee's TIN: 40012501      \*Employee's Name: MissP Profile

\*Salaries, Wages: N\$ 30,000.00      Commission: N\$ 5,000.00

Housing Type: Housing Allowance

Reference No: 01230      Tax Values: N\$ 3,500.00

Exempt on Tax Value: N\$ 0.00      Taxable Portion: N\$ 3,500.00

Tax Value of Subsidised Loans: N\$ 10,000.00      Tax Value of Company Vehicle(s): N\$ 1,000.00

Other fringe benefits: N\$      Entertainment Allowance: N\$ 250.00

Subsistence and Travel: N\$ 8,000.00      Vehicle running: N\$ 500.00

Buttons: Save, Close, Submit

Employee's Tax Details:

Employee's TIN:      Employee's Name:      Search

Employee's TIN      Employee's Name      Gross Remuneration      Total Deductions      PAYE Deducted      Tax Liability      Employer's TIN      Employer's Trade Name

Information requested is not found.

\* I Declare That the Information Furnished in This Returns Is True & Correct

**Figure 3.36: Employee Information Capture screen**

2. Employees' information will be saved, and employee tax payable will be displayed. To capture another employee's details, click on “Add” button again, and click on “submit” to save it.

The screenshot shows the 'PAYE4 Tax Return' screen in the IRD Inland Revenue Department system. The screen displays the 'EMPLOYEE'S TAX PAYABLE' section with various input fields for tax payable. A red box highlights the 'Add' button in the bottom right corner.

**EMPLOYEE'S TAX PAYABLE**

TAX N\$      N\$ 15,000.00

INTEREST N\$      N\$

PENALTY N\$      N\$

AMOUNT PAYABLE N\$      N\$ 15,000.00

Employee's Tax Details:

Employee's TIN:      Employee's Name:      Search

Employee's TIN      Employee's Name      Gross Remuneration      Total Deductions      PAYE Deducted      Tax Liability      Employer's TIN      Employer's Trade Name

40012501      MissP Profile      N\$58,250.00      N\$750.00      N\$15,000.00      N\$14,333.33      40012527

Showing 1 of 1 pages with 1 records      Go!

\* I Declare That the Information Furnished in This Returns Is True & Correct

**Figure 3.37: Employee Information Saved screen**

- Once you have captured all employees' details, click on the **“submit”** button and your return will be assessed.

## 2.2 Capture employee details using excel sheet template

- Click the **“ETX Employee Import Template”** under **“Attachment container”** to download the excel sheet template.

The screenshot shows the IRD Inland Revenue Department portal. The user is logged in as 'misp2222'. The 'Attachment Container' section is active, displaying a table with columns: Document, Uploaded, Description, and Action. A red box highlights the 'ETX Employee Import Template' link with an 'Upload' button next to it. The 'Return Information' section shows details for a PAYE4 Tax Return for the year 2019, with a tax period of 3 and a due date of 20-06-2018.

**Figure 3.38: ETX Employee Import Template link**

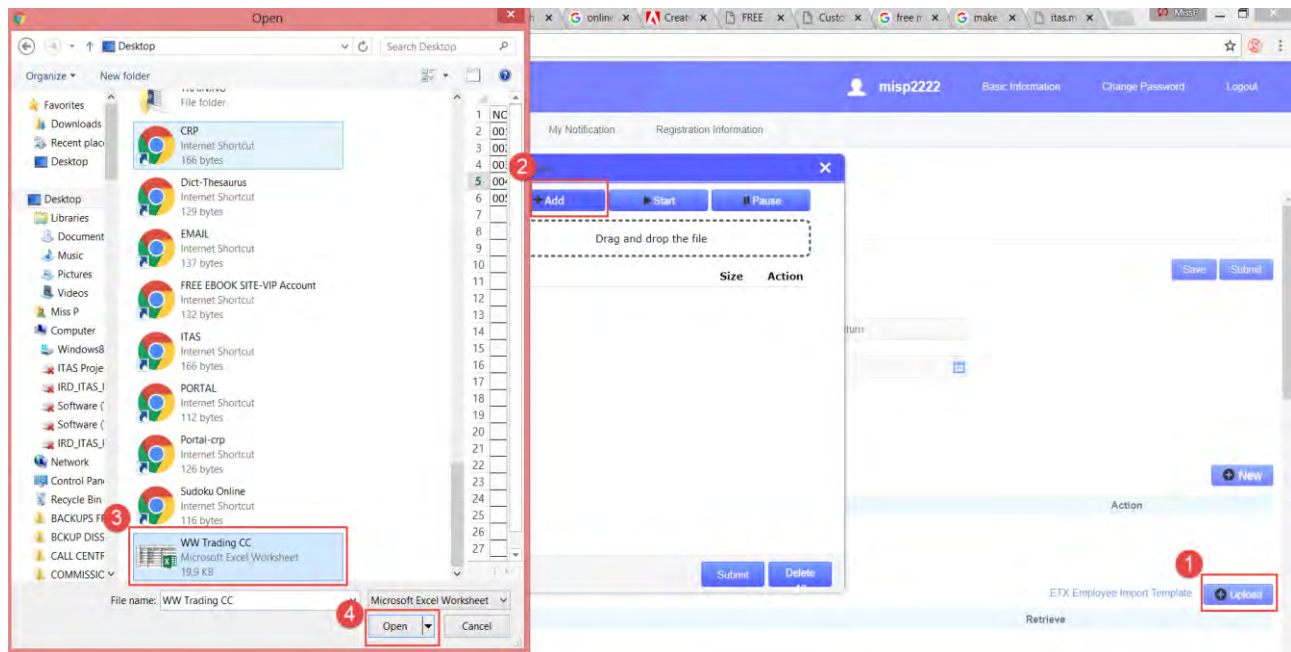
- Complete the downloaded excel sheet template on your computer.

The screenshot shows the completed Excel sheet template for Employee Tax Details. The template is titled 'EMPLOYEE TAX DETAILS TEMPLATE' and is provided by the Inland Revenue Department of the Republic of Namibia. It contains a table with the following columns: NO., Employee's TIN, Employee's Name, Salaries, Wages, Pension, Commission, Housing Type, Reference No., Tax Values, Exempt on Tax Value, Taxable portion, and Tax Value of Subsidised Loans (Specify). The table is populated with five rows of sample data, each representing an employee with a unique TIN and name, and their respective tax details.

NO.	Employee's TIN	Employee's Name	Salaries, Wages, Pension	Commission	Housing Type	Reference No.	Tax Values	Exempt on Tax Value	Taxable portion	Tax Value of Subsidised Loans (Specify)
001	600415	ww	NAD 10 000,00	NAD 10 000,00	Free Housing		NAD 1 000,00		NAD 1 000,00	NAD 1 200,00
002	600415	wwy	NAD 10 000,00	NAD 10 000,00	Free Housing		NAD 1 000,00		NAD 1 000,00	NAD 1 200,00
003	600415	wwz	NAD 12 000,00	NAD 10 000,00	Free Housing		NAD 1 000,00		NAD 1 000,00	NAD 1 200,00
004	600415	www	NAD 10 000,00	NAD 10 000,00	Free Housing		NAD 1 000,00		NAD 1 000,00	NAD 1 200,00
005	600415	wwx	NAD 15 000,00	NAD 10 000,00	Free Housing		NAD 1 000,00		NAD 1 000,00	NAD 1 200,00

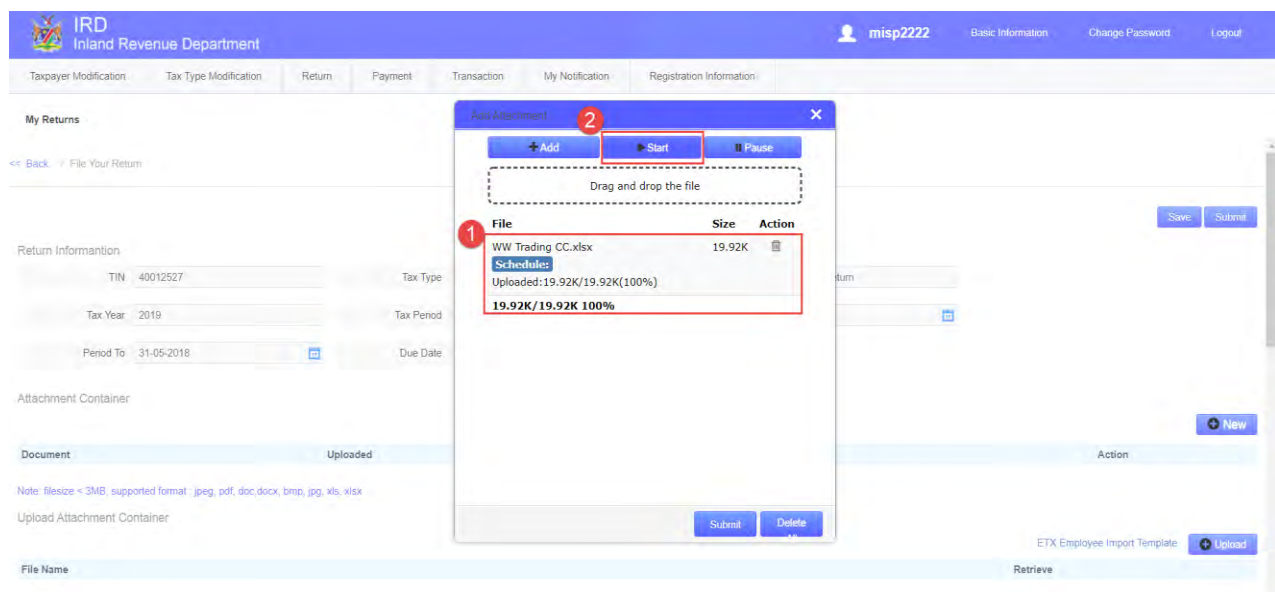
**Figure 3.39: Completed Excel Sheet Template**

3. After completing the excel sheet template, click on the “**Upload**” button <sup>1</sup> and, then click on the “**Add**” button <sup>2</sup> on the pop-up window. Browse for the completed excel sheet template <sup>3</sup> on your computer and click “**open**” <sup>4</sup> to upload the template.



**Figure 3.40: How to Upload the Excel Sheet Template**

4. Once the template <sup>1</sup> is attached, click on start button <sup>2</sup> to start the upload process, and click on “**Submit**” button to complete the upload process.



**Figure 3.41: Attached Template to be uploaded**

5. After the template is uploaded, it will show under the attachment container <sup>1</sup>. Click on <sup>2</sup> “**Submit**” button and your return will be assessed.

My Returns

Return Information

TIN: 40012527 Tax Type: Employee Tax Return Type: PAYE4 Tax Return

Tax Year: 2019 Tax Period: 3 Period From: 01-05-2018

Period To: 31-05-2018 Due Date: 20-06-2018

Attachment Container

Document	Uploaded	Description	Action
WW Trading CC.xlsx			Retrieve

ETX Employee Import Template

**Figure 3.42: Uploaded ETX Template**

6. To view the status of your submitted Employee Tax return, click on “**My Returns**” sub-menu. On the search criteria select Employee Tax under “**Tax Type**”, to view the status of the return.

My Returns

Your Returns

Return ID: Tax Type: Employee Tax Return Type: -Select- Tax Year: Tax Period: -Select- Status: Assessed

Search Your Return

Return ID	Tax Type	Return Type	Tax Year	Tax Period	Period From	Period To	Due Date	Status
999035901	Employee Tax	PAYE4 Tax Return	2019	3	01-05-2018	31-05-2018	20-06-2018	Assessed
999035781	Employee Tax	PAYE4 Tax Return	2019	4	01-06-2018	30-06-2018	20-07-2018	Assessed

Showing 1 of 1 pages with 2 records

**Figure 3.43: Assessed Employee Tax Returns Screen**

**-END OF MANUAL-**