



# TRAINING MANUAL

FOR END-USERS

**ZAMFARA STATE  
INTELLIGENT BILLING  
SYSTEM**

*Prepared by*  
**Primeguage Solutions Limited**

FOR ZAMFARA STATE



<b>Introduction</b>	<b>2</b>
1.1 Purpose of the User Guide/Manual	2
1.2 About IBS Taxing Billing and Collection Automation Tool	2
1.3 Target Audience	2
<b>Chapter 2 : Taxpayer Module</b>	<b>3</b>
2.1 Taxpayer Module Overview	3
2.2 Key Features and Functionalities	3
2.3 Access and Homepage	4
2.4 Getting Started and Registration	5
2.5 Generate an Invoice	10
2.6 Verify Invoice	14
2.7 Pay Now/Continue to Payment	17
2.8 The Dashboard	18
2.8.1 My Taxes	18
2.8.2 Invoices	19
2.8.3 Payment History	19
2.8.4 E-services	20
2.8.5 Profile Management	20
2.8.6 Help and Support	21
2.8.7 Raising the a support Ticket	22
2.8.8 Log Out	22

## **Introduction**

### **1.1 Purpose of the User Guide/Manual**

This guide is designed to provide you with a comprehensive overview of IBS and its functionalities, as well as step-by-step instructions on how to effectively utilize the tool for tax/revenue billing and collection purposes.

Whether you are an administrator responsible for system configuration, a billing officer handling tax bill generation, a collection officer managing payment records, or a taxpayer navigating the platform, this guide will assist you in understanding and maximizing the features of IBS.

### **1.2 About IBS Taxing Billing and Collection Automation Tool**

IBS is a powerful and efficient software solution designed to automate and streamline the tax billing and collection process. It offers a range of features to simplify and enhance tax-related activities, including the creation and modification of tax bills, management of payment records, generation of reports, and maintenance of taxpayer information.

With IBS, you can save time, reduce manual errors, improve data accuracy, and ensure compliance with tax regulations. The tool provides a user-friendly interface, making it accessible and intuitive for users across different roles and levels of expertise.

### **1.3 Target Audience**

This user guide/manual is intended for individuals who will be using the IBS Taxing Billing and Collection Automation Tool. The guide is divided into sections that cater to different user categories, including:

1. Administrators: Users responsible for system configuration and customization.
2. Billing Officers: Users involved in the creation, modification, and distribution of tax bills.
3. Collection Officers: Users responsible for managing payment records and tracking tax collections.
4. Taxpayers: Individuals or businesses who will be interacting with IBS to view and settle their tax bills.
5. Each section of this guide is specifically tailored to address the needs and responsibilities of these user categories, ensuring a seamless and efficient experience with IBS.

Now that you have an understanding of the purpose of this user guide/manual and a brief introduction to IBS, let's proceed to the next section to get started with the tool.

## **Chapter 2: Taxpayer Module**

### **2.1 Taxpayer Module Overview**

This section of the document provides a comprehensive overview of the features and functionalities available to taxpayers using the IBS Tax Billing and Collection Automation Tool. Whether you are an individual or a corporate entity responsible for paying taxes or remitting payables to the government for goods or services, this section will guide you through the steps necessary to use the platform efficiently.

The Taxpayer Module within IBS is specifically designed to simplify and streamline the tax payment process. It offers a user-friendly interface and intuitive tools to facilitate a smooth experience for taxpayers. By following the instructions outlined in this section, you will be able to navigate the platform effectively and carry out your tax-related activities with ease.

### **2.2 Key Features and Functionalities**

1. Profile management
2. Generate invoice
3. Verify invoice
4. Make payment
5. View and Manage Tax Bills:
  - a. Access your tax bills and payment records securely within the platform.
  - b. Review and verify tax bill details, including tax rates, due dates, and payment methods.
  - c. Navigate through different billing periods and view historical tax information.
6. Make Tax Payments:
  - a. Select preferred payment methods, such as online transfers, credit/debit cards, or direct bank deposits
  - b. Generate payment receipts for record-keeping purposes.
  - c. Receive notifications and reminders about upcoming payment deadlines.
7. Remit Payables for Goods or Services:
  - a. Submit payment for goods or services provided by the government.
  - b. Keep track of payment history and view transaction details.
8. Communicate with the Tax Office:
  - a. Submit inquiries, requests, or dispute resolutions directly through the platform.
  - b. Receive responses and updates from the tax office regarding your queries.

Using this User Guide/Manual As a TaxPayer

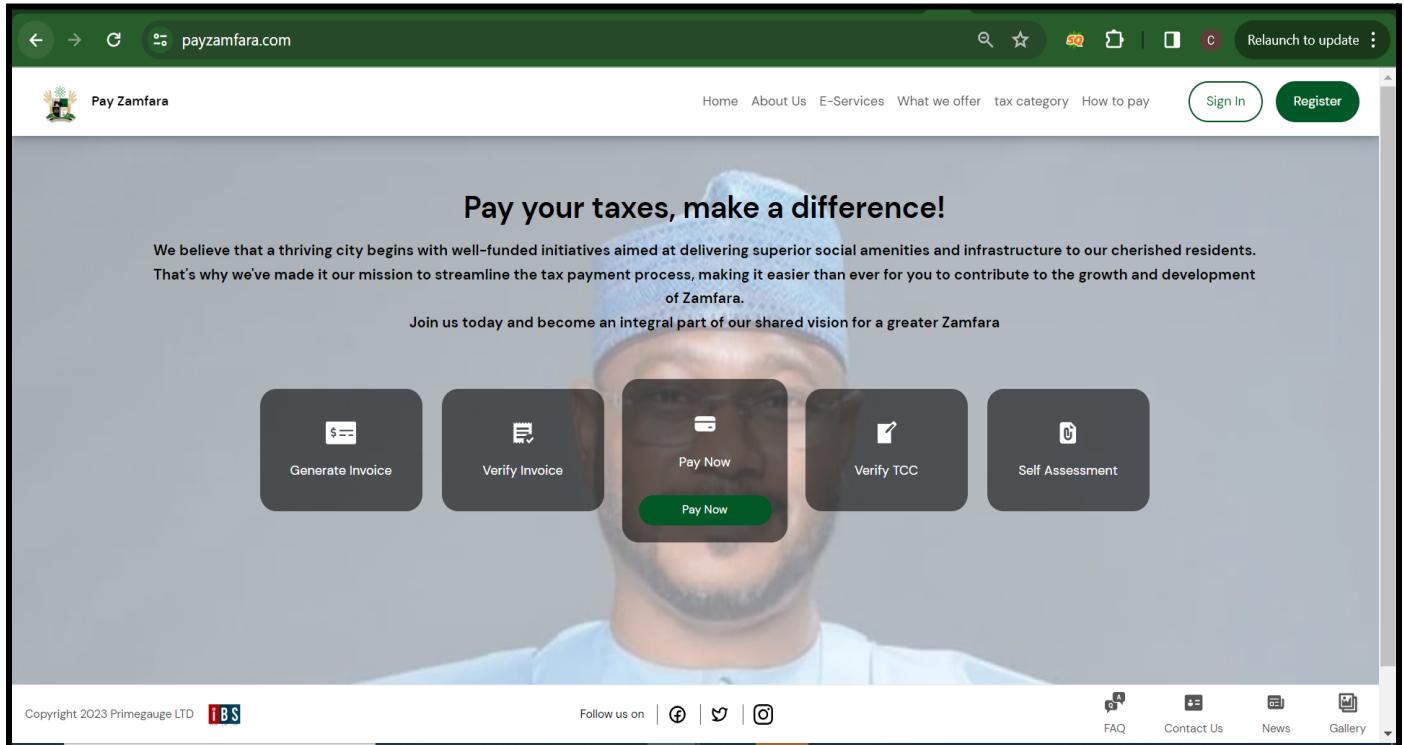
1. This User Guide/Manual is structured to provide step-by-step instructions and screenshots and examples to help you navigate the Taxpayer module efficiently.
2. Each section addresses specific tasks and procedures related to tax payments and payable remittances.
3. By following the instructions outlined in this guide, you will be able to effectively utilize the features of IBS, ensuring a seamless experience in managing your tax obligations.

- Should you encounter any issues or require further assistance, please refer to the Troubleshooting and FAQs section or reach out to our support team.

Now, let's dive into using the Taxpayer Module in IBS to streamline your tax payments and payable remittances.

### 2.3 Access and Homepage

**Step 1:** Visits [www.payzamfara.com](http://www.payzamfara.com) which takes them to the home page



**Fig 1: IBS home page**

The home page is made up of 3 sections;

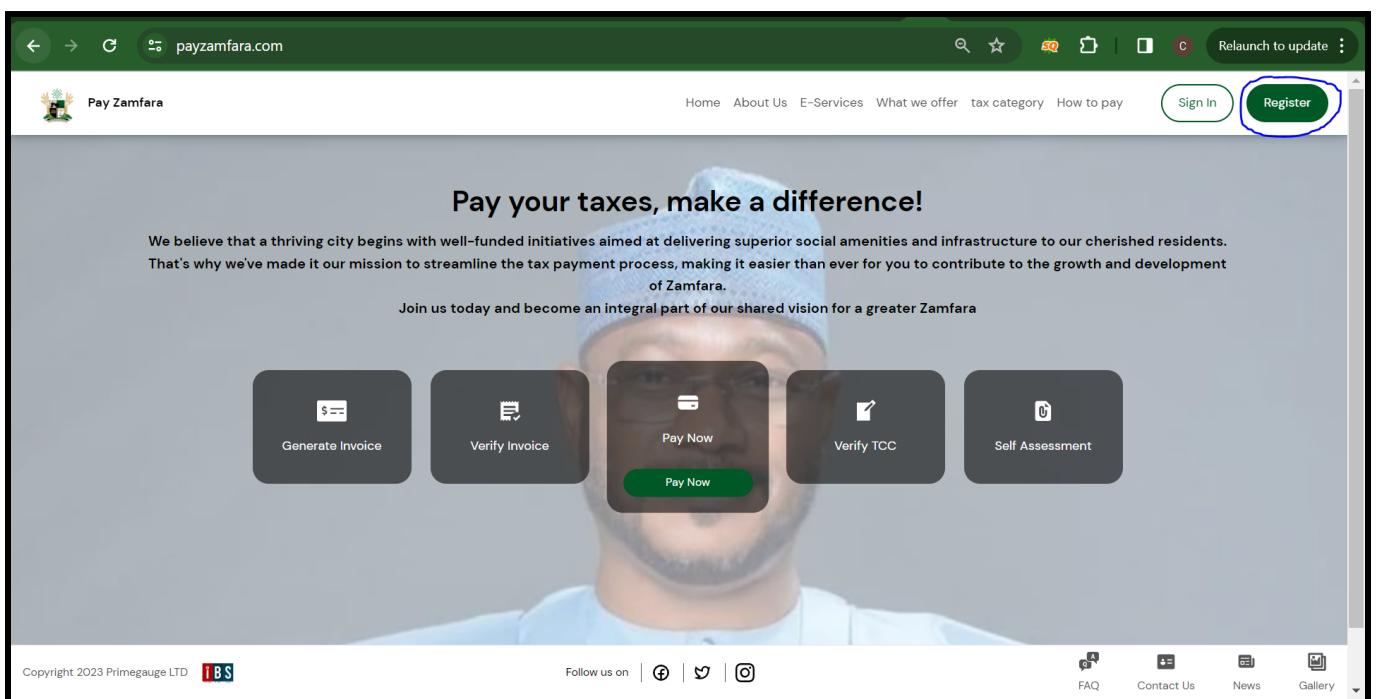
- The header contains the following key;
  - Home
  - About Us
  - E-services
  - What we offer
  - How to pay
  - Sign In
  - Register
- The Page Menu has the following keys;
  - Generate invoice
  - Verify invoice

- c. Pay Now
  - d. Continue Payment
  - e. Self Assessment
3. The page Footer contains the following;
- a. Social media handles
  - b. Contact us Page
  - c. FAQ
  - d. News
  - e. Gallery

## 2.4 Getting Started and Registration

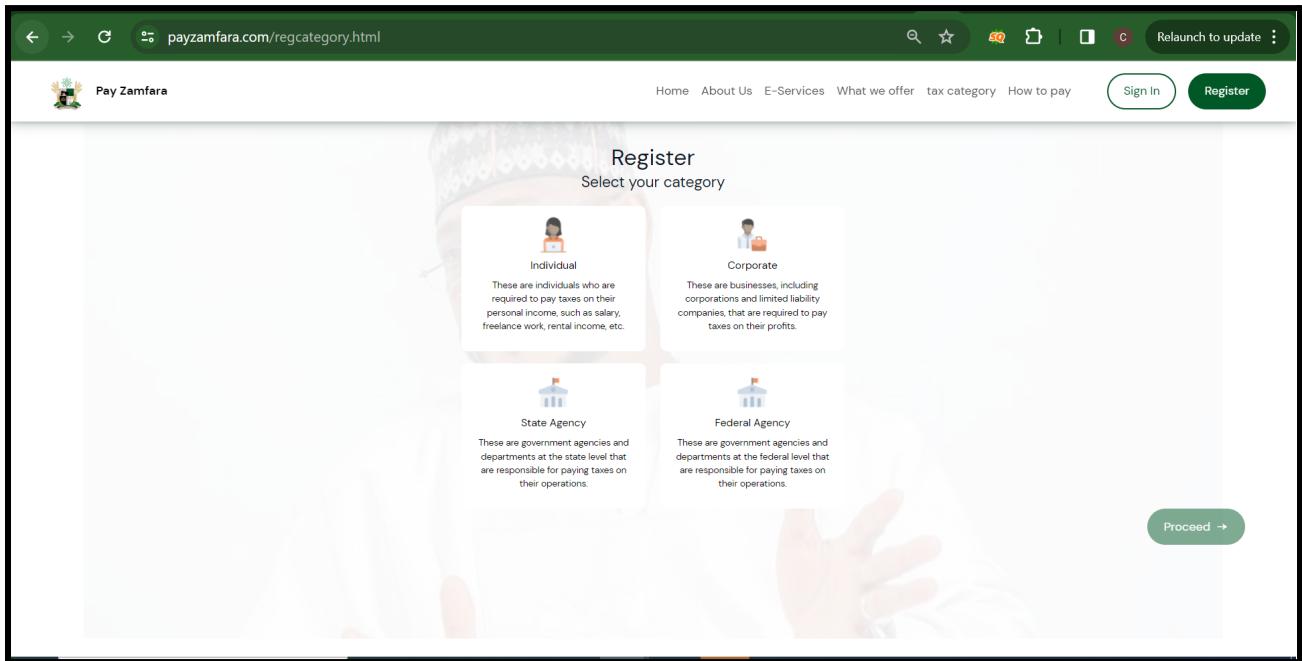
**Step 1:** Visit the homepage on [www.payzamfara.com](http://www.payzamfara.com)

**Step 2:** Click on the "register" button at the top right corner of the page



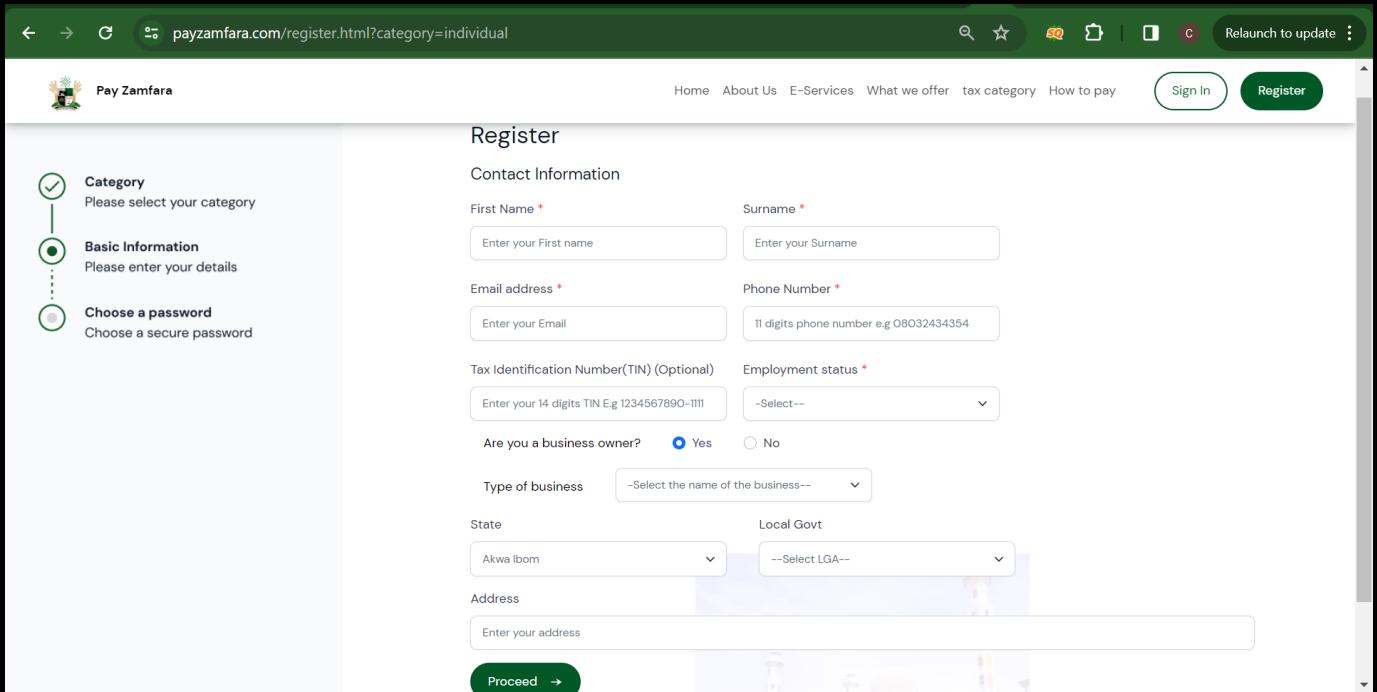
**Fig 2: Click on register**

**Step 3:** Select your category and click on proceed



**Fig 3: Taxpayer Registration Page**

**Step 4:** Fill out the form and click on proceed



The screenshot shows a web browser displaying the 'Pay Zamfara' registration page at [payzamfara.com/register.html?category=individual](http://payzamfara.com/register.html?category=individual). The page has a green header bar with the URL and some icons. Below the header, there's a navigation menu with links like Home, About Us, E-Services, What we offer, tax category, How to pay, Sign In, and Register.

The main content area is titled 'Register'. On the left, there's a vertical sidebar with three steps: 'Category' (marked with a checkmark), 'Basic Information' (marked with a circle), and 'Choose a password'. Each step has a sub-instruction: 'Please select your category', 'Please enter your details', and 'Choose a secure password' respectively.

The 'Basic Information' section contains several input fields:

- Contact Information:
  - First Name \* (text input: Enter your First name)
  - Surname \* (text input: Enter your Surname)
- Email address \* (text input: Enter your Email)
- Phone Number \* (text input: 11 digits phone number e.g 08032434354)
- Tax Identification Number(TIN) (Optional) (text input: Enter your 14 digits TIN E.g 1234567890-1111)
- Employment status \* (dropdown: -Select--)
- Are you a business owner?
  - Yes
  - No
- Type of business (dropdown: -Select the name of the business--)
- State (dropdown: Akwa Ibom)
- Local Govt (dropdown: --Select LGA--)
- Address (text input: Enter your address)

At the bottom of the form is a green 'Proceed →' button.

**Fig 4: Taxpayer Registration Form**

**Step 5:** Create your password and click on “Register”

The screenshot shows the 'Pay Zamfara' website's registration process. At the top, there is a navigation bar with links to Home, About Us, E-Services, What we offer, and How to pay. There are also 'Sign In' and 'Register' buttons. On the left side, there is a vertical sidebar with three items: 'Category' (marked with a green checkmark), 'Basic Information' (marked with a green checkmark), and 'Choose a password' (marked with a green circle). The main content area is titled 'Register' and contains fields for 'Choose a password' (Password\* and Confirm password\*) and a large 'Register' button.

**Category**  
Please select your category

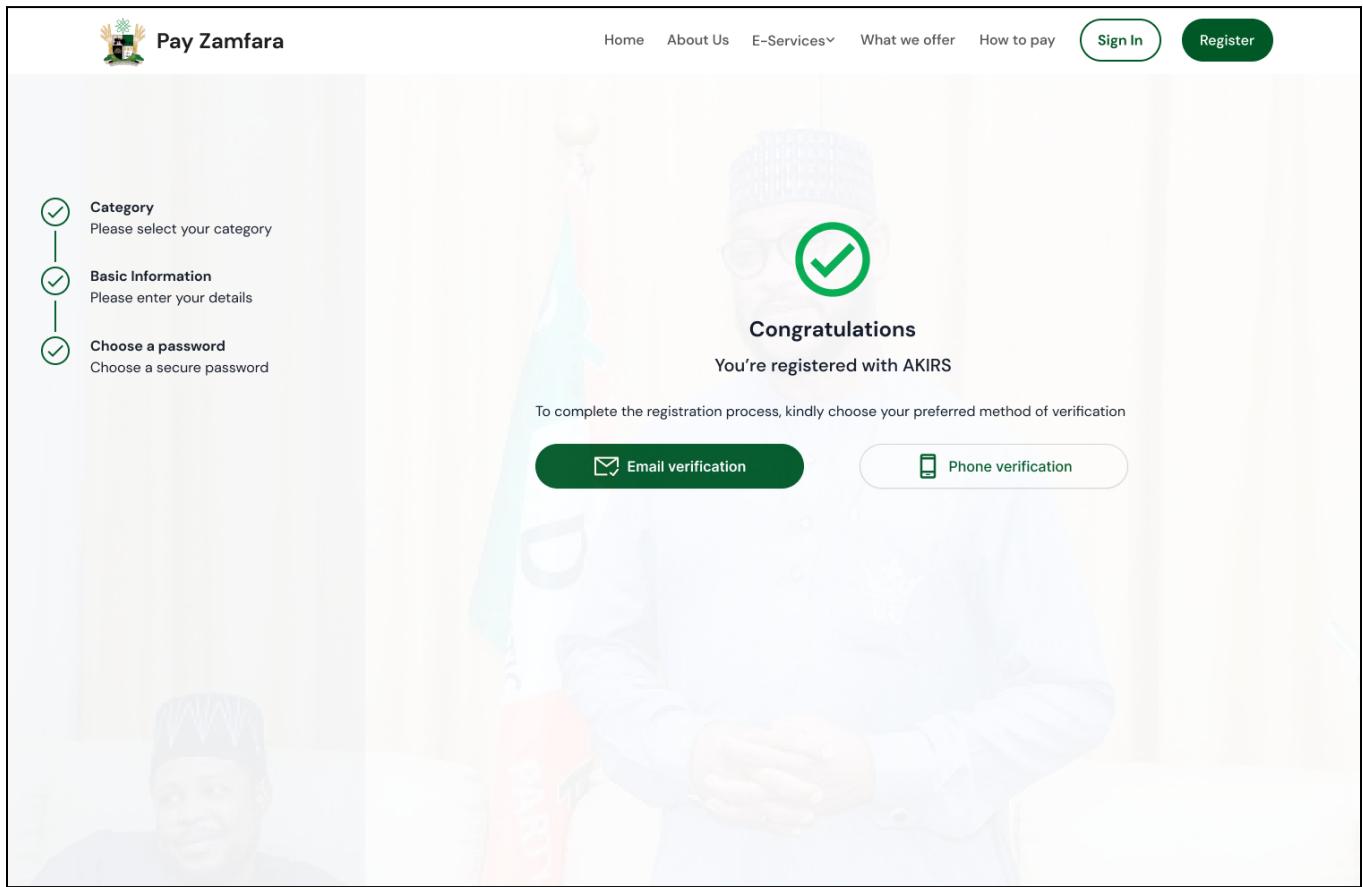
**Basic Information**  
Please enter your details

**Choose a password**  
Choose a secure password

**Register**

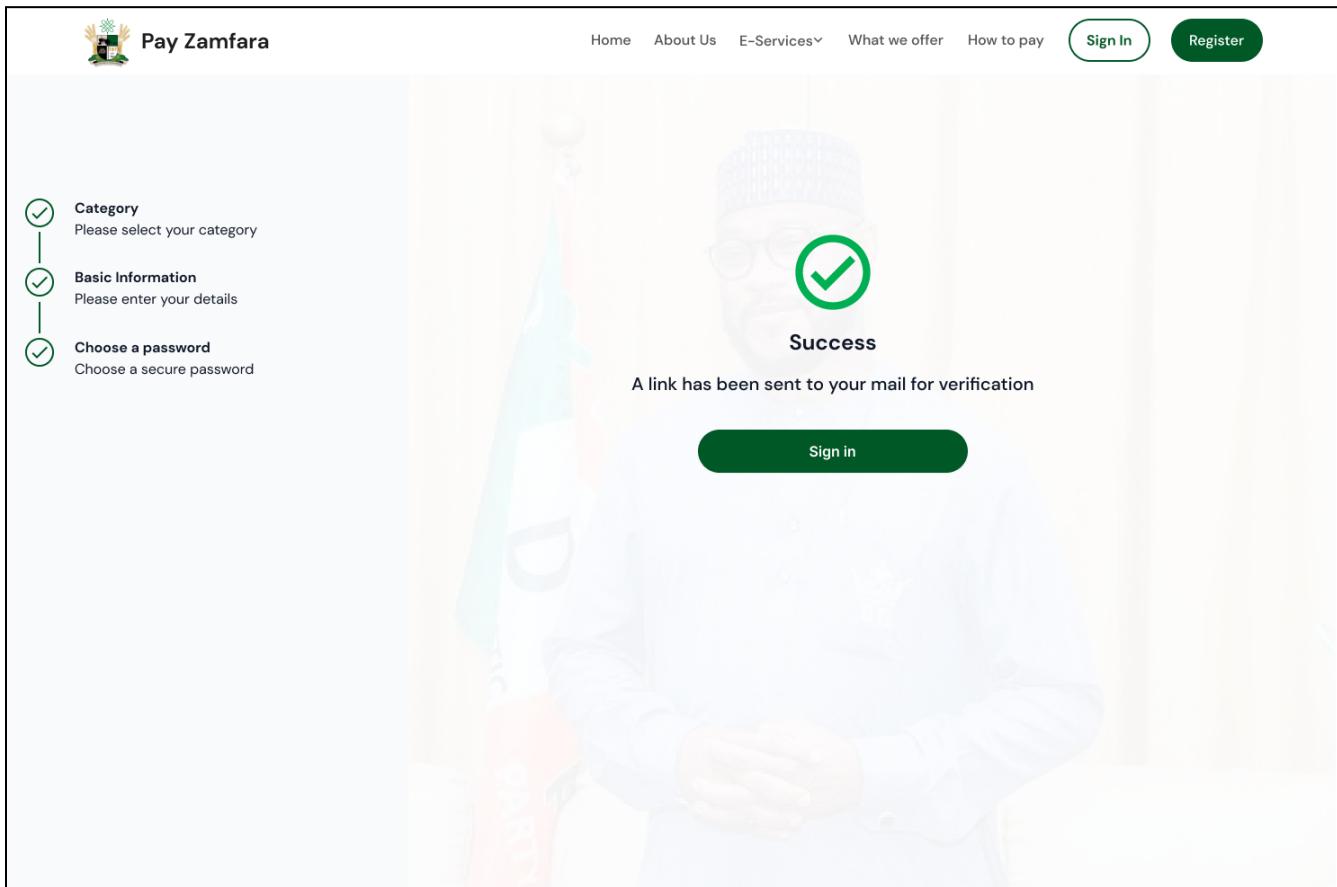
**Fig 5: Taxpayer Password**

**Step 6:** Select a verification method that you have immediate access to



**Fig 6: Taxpayer Verification Page**

**Step 7:** If you select the email notification, a verification link will be sent to your email, click the link and it will bring you to the login page.



**Fig 7: Taxpayer Verification Page**

**Step 8:** If you select SMS verification, the system will provide 6 blank boxes where you will enter you and enter the 6-digit OTP sent to your email.

The screenshot shows the "Pay Zamfara" website with a navigation bar at the top. The main content area is titled "OTP Verification". It displays a message: "We Have Sent A One Time Password To +234\*\*\*\*\*60192". Below this is a text input field labeled "Enter OTP" and a green "Verify" button. To the left, there is a vertical list of steps with checkmarks: "Category" (Please select your category), "Basic Information" (Please enter your details), and "Choose a password" (Choose a secure password). At the bottom right, there is a link "Choose a new verification method".

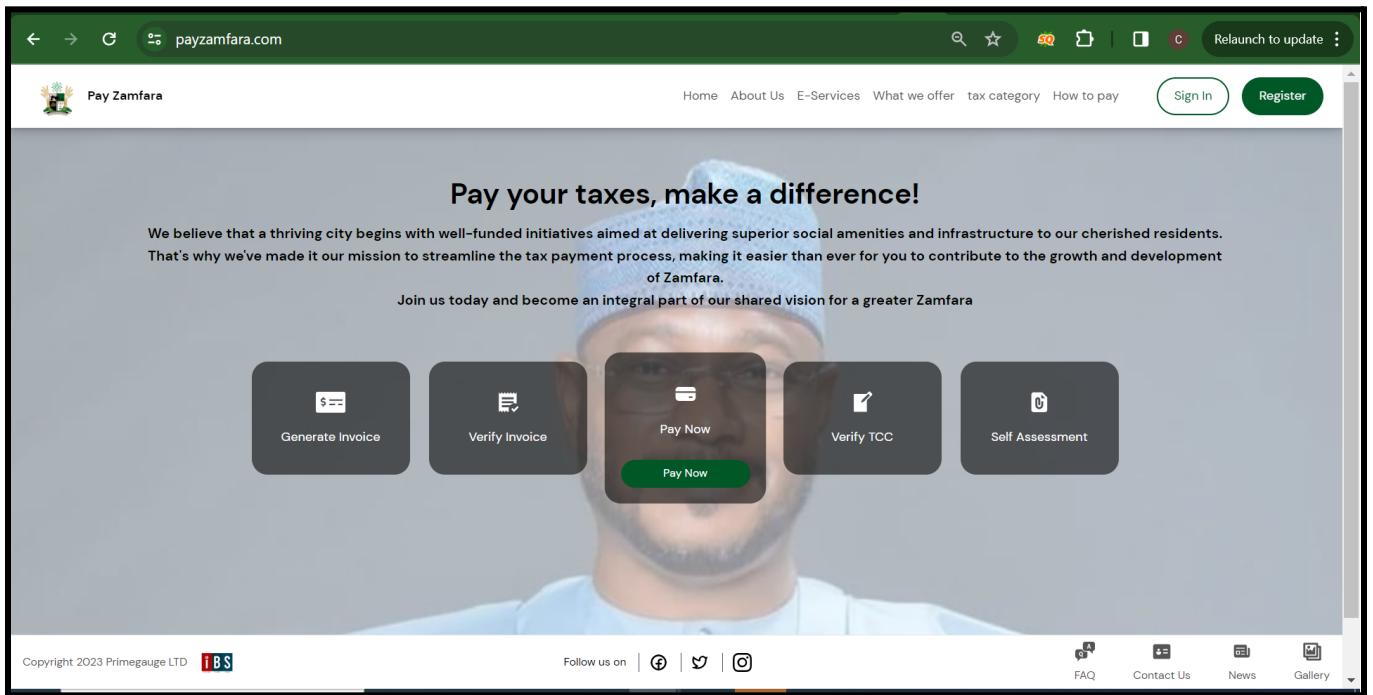
**Fig 8: Taxpayer SMS Verification Page**

## 2.5 Generate an Invoice

N.B Guest users can use the IBS for leveraging the 5 menu buttons on the Home page

**Step 1:** Visit the ibs page [www.payzamfara.com](http://www.payzamfara.com)

**Step 2:** Click on “Generate Invoice”



**Fig 9: Generate Invoice Page**

**Step 3:** Select your category

**Step 4:** Select the revenue head by “What do you want to pay for?”

**Step 5:** Select the “continue” button

The screenshot shows the 'Pay Zamfara' website interface. At the top, there is a navigation bar with links for Home, About Us, E-Services, What we offer, How to pay, Sign In, and Register. Below the navigation bar, there is a sidebar on the left with four circular icons, each representing a step: 'Billing Information' (selected), 'Personal Details', 'Generate Invoice', and 'Make Payment'. The main content area is titled 'Generate Invoice' and contains a 'Basic Information' section. It includes a dropdown menu labeled 'Select---' under 'Select your category\*' and another dropdown menu labeled 'Tractor Hiring Services' under 'What do you want to pay for?'. A green 'Continue' button is located at the bottom of this section.

**Fig 10: Invoice generation Form**

**Step 6:** You will be required to provide your personal information which includes;

- First name
- Surname
- Email
- Phone Number
- TIN(optional)
- State
- LGA
- Address



**Pay Zamfara**

Home About Us E-Services What we offer How to pay [Sign In](#) [Register](#)

← Go back

**Billing Information**  
Please enter your details

**Personal Details**  
Please provide your personal details

**Generate Invoice**  
Download your invoice or make payment

**Make Payment**  
Choose a payment method and pay

**Generate Invoice**

**Personal Details**

First name \*  Enter your first name

Surname \*  Enter your surname

Email \*  Enter your first name

Phone number \*  Enter your first name

TIN (Optional)  Enter your TIN

State \*

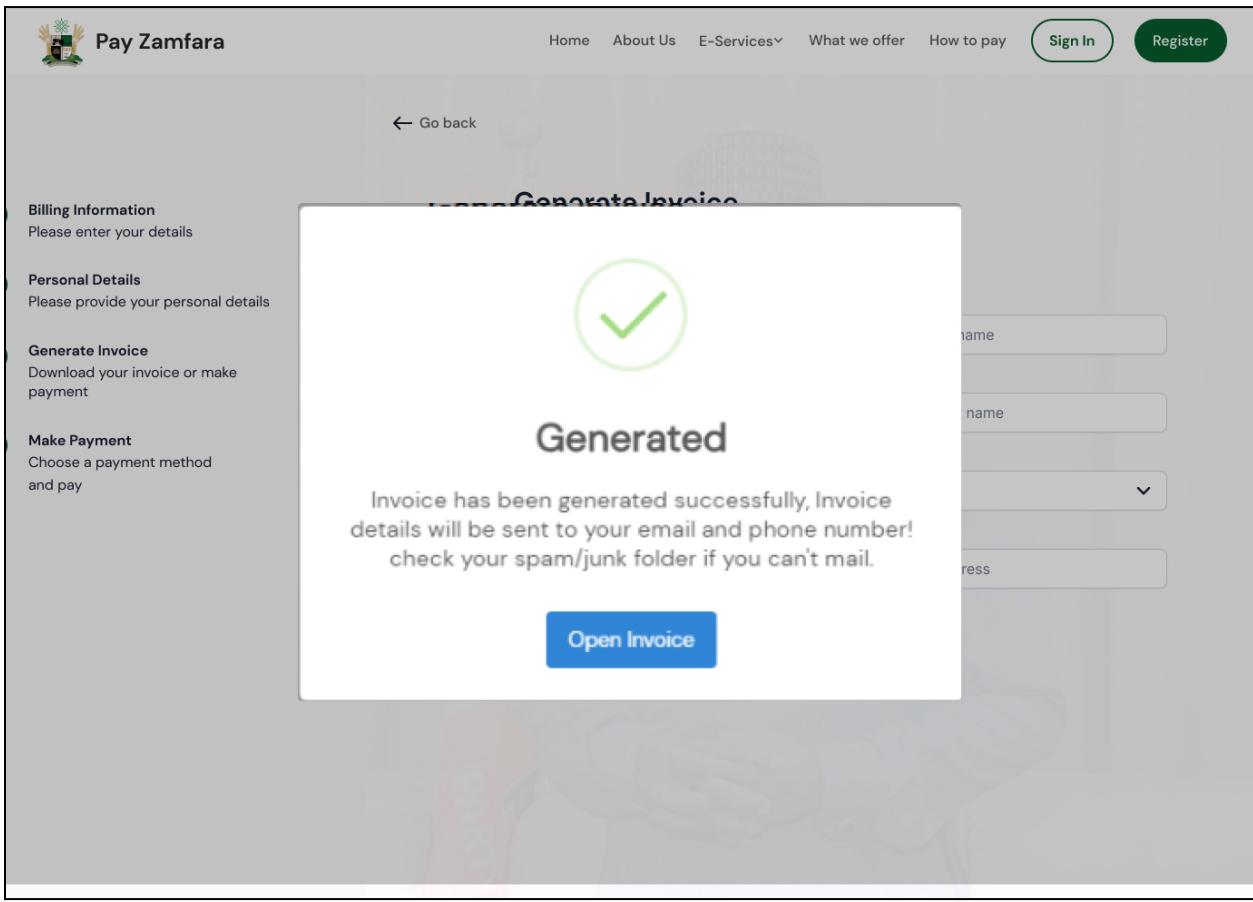
LGA \*

Address \*  Enter your address

**Generate Invoice**

**Fig 11: Invoice generation Form**

**Step 7:** Select “continue” to continue



**Fig 12: Generated Invoice Page**

**Step 8:** Click on “open invoice” to **view**, **download**, or **Print** the Invoice

**Pay Zamfara**

Home About Us E-Services What we offer How to pay Sign In Register

← Go back

**Invoice** N<sup>o</sup> INV/2023/009

**Billing Information**  
Please enter your details

**Personal Details**  
Please provide your personal details

**Generate Invoice**  
Download your invoice or make payment

**Make Payment**  
Choose a payment method and pay

FROM:  
**Ministry of Agriculture**  
2WF4+CH7, Abak Rd,  
520102, Uyo,  
Akwa Ibom

TO:  
**Muhammad Bashir Hassan**  
1, Mount Zion Road,  
Ikot Ekpene,  
Akwa Ibom, Nigeria,  
Ikot Ekpene L.G.A

INFO:  
**Payer ID: 495000** Due Date: 04/04/2020  
Invoice Date: 27/03/2020 Expiry Date: 04/04/2020

ITEM DESCRIPTION	QTY	RATE	AMOUNT
Tractor hiring service	01	2632	N2632
Sub Total			N2632
Discount			NO.OO
<b>Grand Total (NGN)</b>			<b>N2632</b>
<b>Paying</b>		<b>Edit</b>	<b>N2632.00</b>

Amount in words  
Two thousand six hundred and thirty-two naira only

Note  
**Thanks for the business.**

Payment Details ONLINE PAYMENT  
Remita

**Pay Zamfara**  
www.payzamfara.com Info@payzamfara.com 0800 101 5555 IBS

Note: You can make part payment by editing amount you are to pay

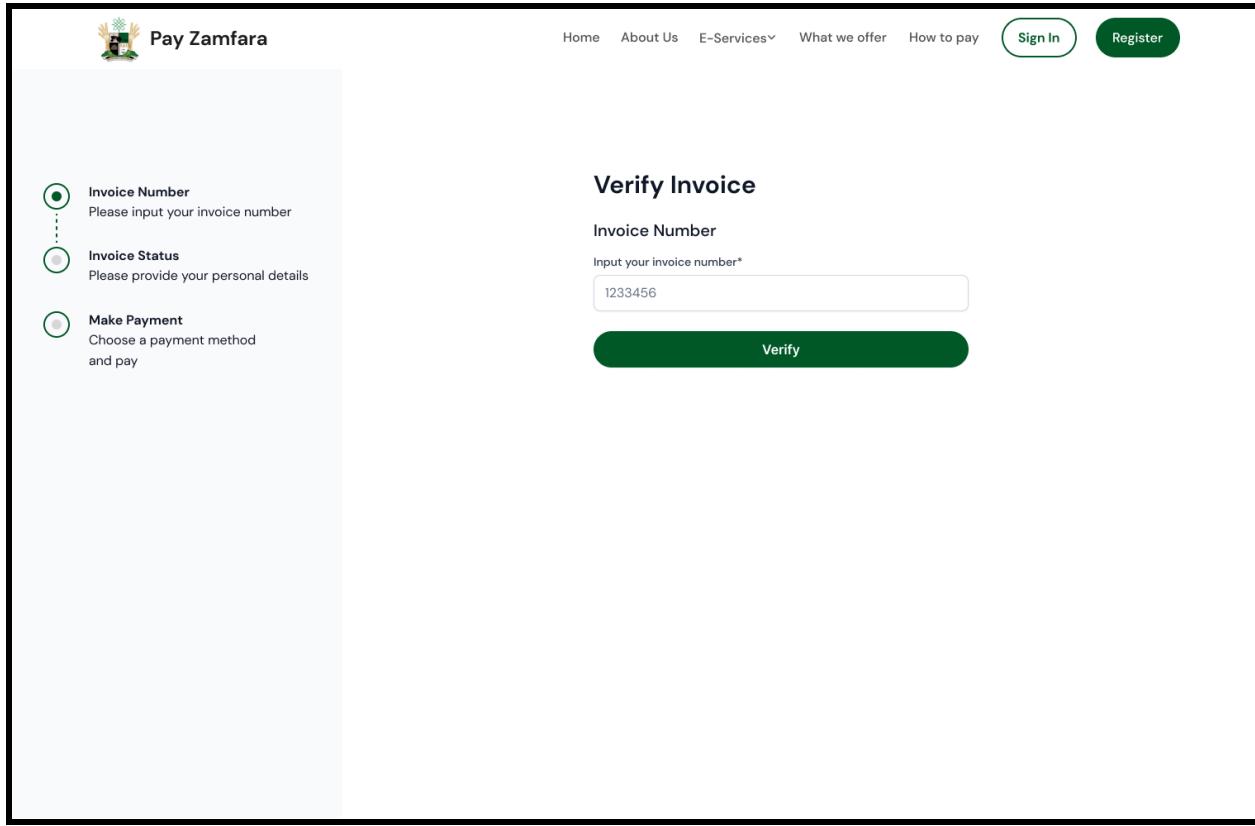
**Print Invoice** **Proceed →**

**Fig 13: View Invoice Page**

## 2.6 Verify Invoice

**Step 1:** Visit the homepage via [www.payzamfara.com](http://www.payzamfara.com)

**Step 2:** Select “Verify Invoice” from the home page



**Fig 14: Verify Invoice Page**

**Step 3:** Inputs the invoice number generated

**Step 4:** Click on “verify”

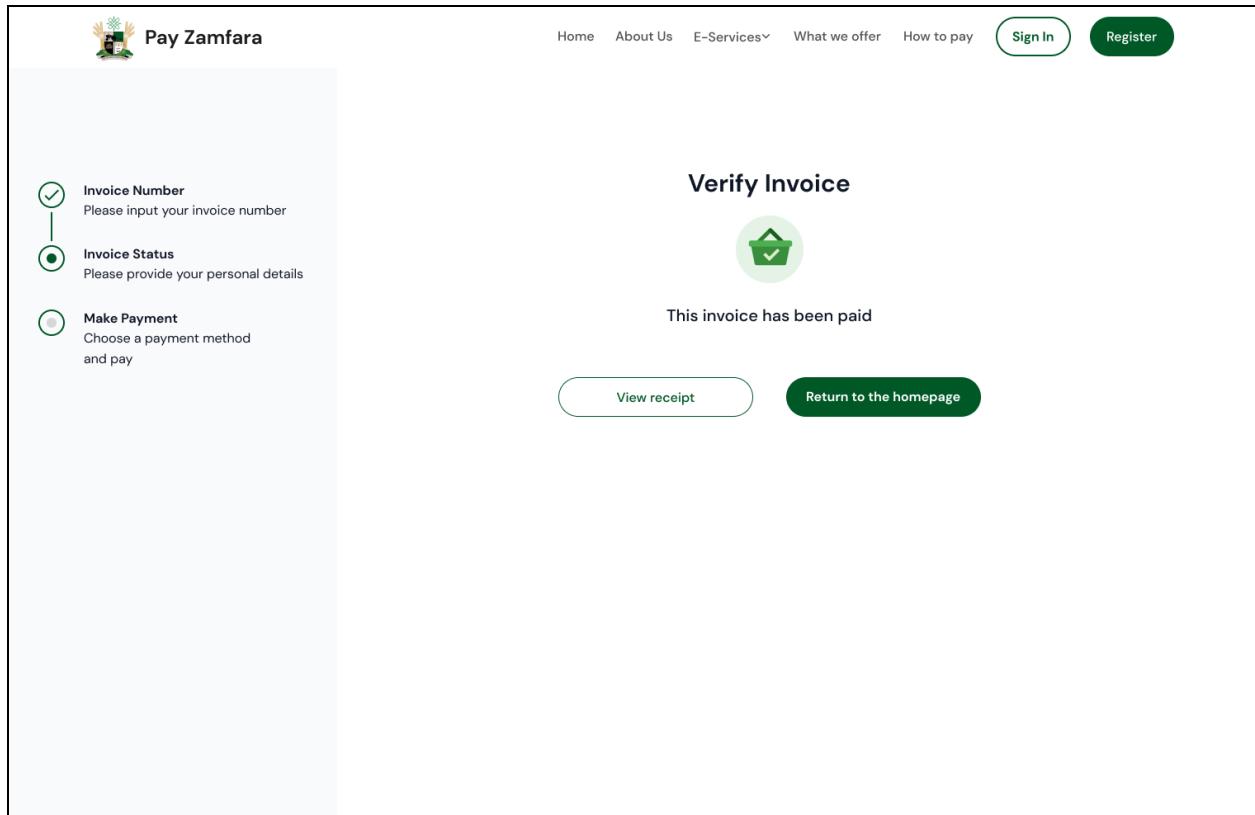


Fig 15: Verify Invoice feedback for a paid invoice

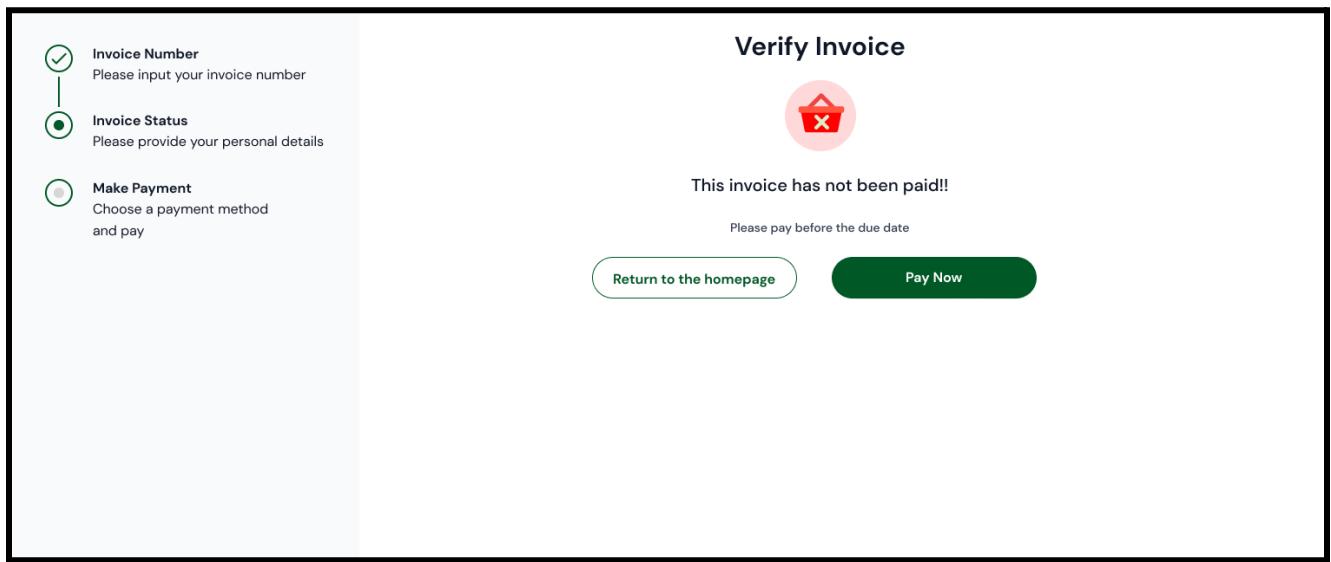


Fig 16: Verify Invoice feedback for an unpaid invoice

**Step 5:** The system responds with the payment status of the Invoice number

The screenshot shows the Pay Zamfara website interface. At the top, there is a navigation bar with links for Home, About Us, E-Services, What we offer, and How to pay. There are also 'Sign In' and 'Register' buttons. Below the navigation, there is a sidebar on the left with three steps: 'Invoice Number' (marked with a checkmark), 'Invoice Status', and 'Make Payment'. The main content area is titled 'Pay Now' and contains a form for entering an invoice number. The 'Invoice Number' field is populated with '1233456'. Below the field is a link 'Don't have an invoice number? [Generate invoice](#)'. A large green 'Continue' button is at the bottom of the form.

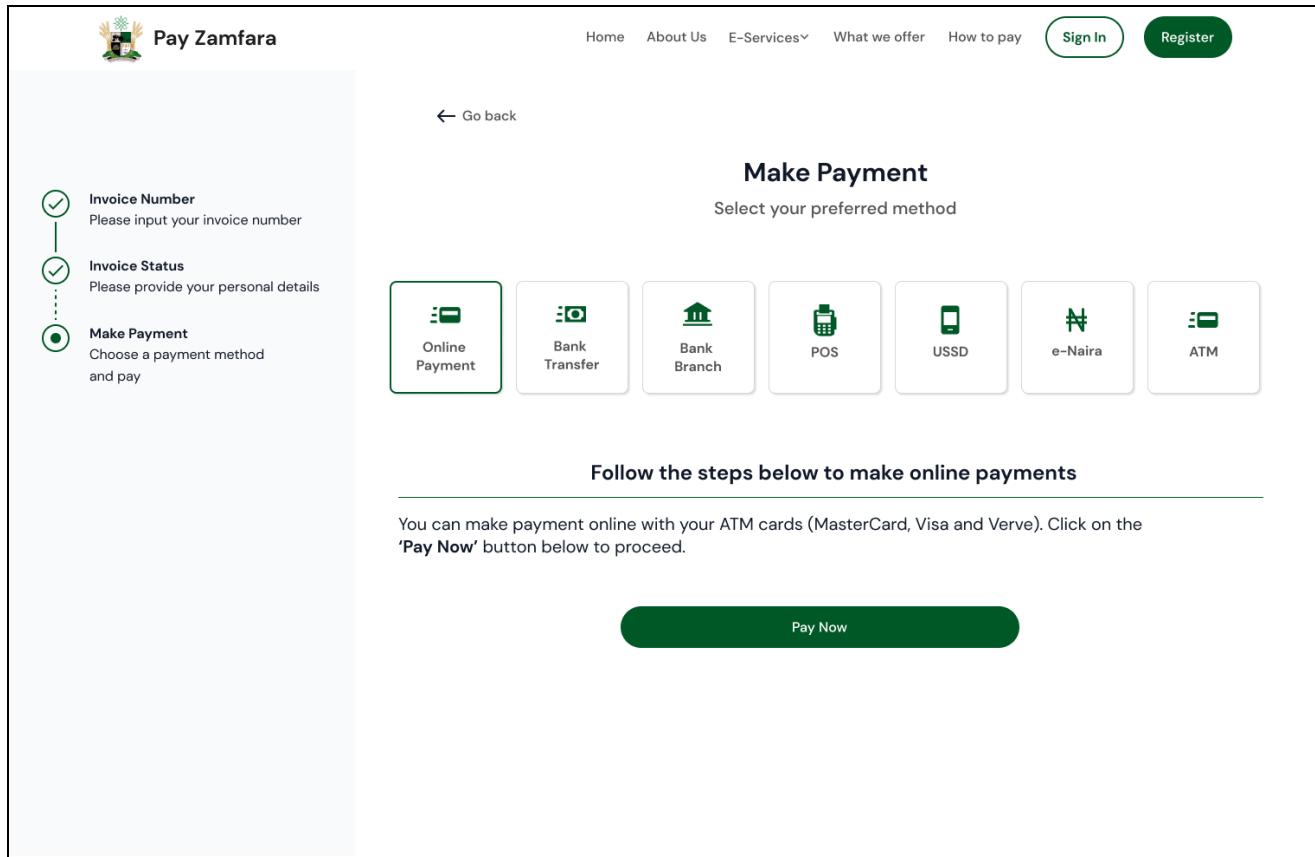
**Fig 17: Verify Invoice feedback for an incorrect invoice number**

**Step 6:** You will get a message saying “Invoice number was not found” If the invoice number is incorrect

## 2.7 Pay Now/Continue to payment

**Step 1:** Enter the invoice number to be paid for

**Step 2:** Select “pay now”



**Fig 18: Multiple Payment Methods**

**Step 3:** Select the payment method from the list and follows the prompt on the web page with the steps for the method selected

**Step 4:** The system generates a receipt for payment and sends a copy to your email

## 2.8 The Dashboard

Upon successful Login, the system brings you to your dashboard. Which allows you see an overview of all your activities on the portal.



**Pay Zamfara**  
Future of tax payment

Date: 03/02/2023

## Dashboard

TOTAL NUMBER OF INVOICE  
**100**

TOTAL AMOUNT INVOICED  
**N77,740**

TOTAL NUMBER OF INVOICE DUE  
**20**

TOTAL NUMBER OF INVOICE PAID  
**80**

TOTAL AMOUNT OF INVOICE PAID  
**N53,340**

TOTAL AMOUNT OF INVOICE DUE  
**N24,400**

Upcoming taxes
[View your taxes](#)

S/N	Description	Frequency	
1	Development levy	One-off	<button style="border: 1px solid green; border-radius: 10px; padding: 5px 10px; color: white; background-color: green;">Generate invoice</button>
2	Development levy	Monthly	<button style="border: 1px solid green; border-radius: 10px; padding: 5px 10px; color: white; background-color: green;">Generate invoice</button>
3	Development levy	Monthly	<button style="border: 1px solid green; border-radius: 10px; padding: 5px 10px; color: white; background-color: green;">Generate invoice</button>
4	Development levy	Monthly	<button style="border: 1px solid green; border-radius: 10px; padding: 5px 10px; color: white; background-color: green;">Generate invoice</button>
5	Personal Income Tax	Annually	<button style="border: 1px solid green; border-radius: 10px; padding: 5px 10px; color: white; background-color: green;">File</button>

Previous
Next

Page 1

**Fig 19: Taxpayers Dashboard**

### 2.8.1 My Taxes

This provides details of all your applicable taxes and levies.

The screenshot shows the 'My Taxes' page of the Pay Zamfara system. At the top, there's a header with the logo 'Pay Zamfara Future of tax payment', the date '03/02/2023', a search bar 'Search Clients', a 'Generate invoice' button, and a user profile for 'David A.'.

The main content area has two tabs: 'My applicable tax' (which is selected) and 'All taxes'. Below these tabs is a table with the following data:

S/N	Description	Frequency	Action
1	Value Added Tax (VAT)	Monthly	File
2	Withholding Tax (WHT)	Monthly	File
3	Company Income Tax (CIT)	Annually	File
4	Education Tax	Annually	File
5	Development levy	One-off	Generate invoice

At the bottom of the table, there are 'Previous' and 'Next' buttons, and the text 'Page 1'.

The left sidebar contains a 'MENU' section with 'Dashboard', 'My taxes' (which is highlighted), 'Invoice', 'Payment history', 'E-Services', and 'Profile'. Below that is a 'YOUR ACCOUNT' section with 'Help & Support' and 'Log Out'.

At the bottom of the page, there's a copyright notice 'Copyright 2023 Primegauge IBS' and contact information 'Info@primegauge.com | 0800 101 5555'.

**Fig 20: Taxpayers “My Taxes” page**

## 2.8.2 Invoices

This shows details of all invoices in various categories open, paid and partly paid invoices. And allows for generation , payments and download of invoices.

**Pay Zamfara**  
Future of tax payment

Date: 03/02/2023

## Invoice

Search Clients  Generate invoice David A.

**All Invoice** **Open Invoice** **Paid Invoice**

Payer ID	Invoice Number	Description	Total Amount	Amount paid	Balance yet to be paid	Invoice date	Due date	Status	Query	Pay
52166565161	INV-5713114PQR	Development levy	N 10,000	N 10,000	N 0,000	08/03/2023	08/03/2023	Paid	<button>Query</button>	<button>Pay</button>
52166565161	INV-5713114PQR	Development levy	N 10,000	N 10,000	N 10,000	08/03/2023	08/03/2023	Paid	<button>Query</button>	<button>Pay</button>
52166565161	INV-5713114PQR	Development levy	N 10,000	N 5,000	N 5,000	08/03/2023	08/03/2023	Due	<button>Query</button>	<button>Pay</button>
52166565161	INV-5713114PQR	Development levy	N 10,000	N 10,000	N 10,000	08/03/2023	08/03/2023	Paid	<button>Query</button>	<button>Pay</button>
52166565161	INV-5713114PQR	Development levy	N 10,000	N 0,00	N 10,000	08/03/2023	08/03/2023	Due	<button>Query</button>	<button>Pay</button>

Previous Next Page 1

**YOUR ACCOUNT**

Help & Support Log Out

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Info@primegauge.com | 0800 101 5555

**Fig 21: Taxpayers “My Invoices” page**

### 2.8.3 Payment History

This module allows you to manage your payment history as well as payment receipts.

Date: 03/02/2023

## Payment history

Search Clients

Generate invoice

David A.

### Payment receipt

Payer ID	Payment reference no.	Payment for	Category	Amount	Payment method	Date of payment	Status	Download
52166565161	INV-5713114PQR	Pay as you earn (PAYE)	Individual	N 10,000	Paystack	08/03/2023	Paid	<a href="#">Download</a>
52166565161	INV-5713114PQR	Pay as you earn (PAYE)	Individual	N 10,000	Interswitch	08/03/2023	Paid	<a href="#">Download</a>
52166565161	INV-5713114PQR	Pay as you earn (PAYE)	Individual	N 10,000	Remita	08/03/2023	Paid	<a href="#">Download</a>
52166565161	INV-5713114PQR	Pay as you earn (PAYE)	Individual	N 10,000	Bank transfer	08/03/2023	Paid	<a href="#">Download</a>
52166565161	INV-5713114PQR	Pay as you earn (PAYE)	Individual	N 10,000	Remita	08/03/2023	Paid	<a href="#">Download</a>

Previous Next Page 1

YOUR ACCOUNT

Help & Support Log Out

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**Fig 22: Taxpayers “Payment History” page**

### 2.8.4 E-services

This module allows your access to e-services including Tax-Filing, TIN request and TCC.

The screenshot shows the Pay Zamfara E-Services page. At the top left is the logo "Pay Zamfara Future of tax payment". The top right shows the date "03/02/2023", a search bar "Search Clients", a "Tax Filing" button, and a user profile "David A." with a notification icon.

**Check application status**

Input your reference number to check your application status

Check Status

**E-Services**

**Tax Filing** **TIN Request** **Tax Clearance Certificate**

**E-Services**

Date sent	Next due date	Refence number	Tax filed	Status	Action
08/03/2023	08/04/2023	52166565161	PAYE	Answered	<button>View invoice</button>
08/03/2023	08/04/2023	52166565161	PAYE	Answered	<button>View invoice</button>
08/03/2023	08/04/2023	52166565161	PAYE	Pending	<button>View invoice</button>

**MENU**

- Dashboard
- My taxes
- Invoice
- Payment history
- E-Services**
- Profile

**YOUR ACCOUNT**

- Help & Support
- Log Out

**Fig 23: Taxpayers “E-Services” page**

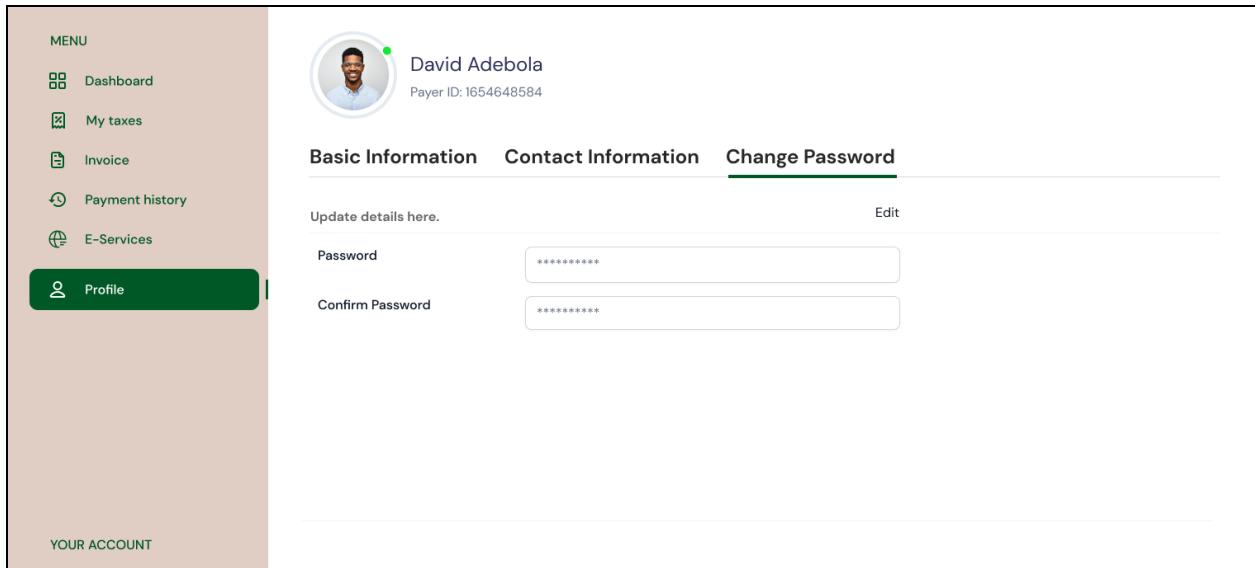
## 2.8.5 Profile Management

The screenshot shows the 'Profile' section of the Pay Zamfara platform. On the left, there's a sidebar with a logo 'Pay Zamfara Future of tax payment' and a 'MENU' section containing links: Dashboard, My taxes, Invoice, Payment history, E-Services, and Profile (which is highlighted with a green background). Below that is a 'YOUR ACCOUNT' section with Help & Support and Log Out options. The main content area has a header 'Profile' with a search bar, a 'Generate invoice' button, and a user profile for David Adebola (Payer ID: 1654648584). Below the header are tabs for Basic Information, Contact Information, and Change Password, with 'Basic Information' being the active tab. Under 'Basic Information', there's a section for 'Your photo' with a placeholder image and buttons for 'Update' and 'Delete'. The 'Edit' button is located at the top right of the form. The form fields include: Tax Identification Number (1651654648584), Category (Individual), Employment status (Self-employed), Industry (Information Tech), a question 'Are you a business owner?' with 'Yes' selected, and a dropdown for 'Type of business' (Poultry farming). At the bottom of the page, there are copyright notices: Copyright © 2022 Pay Zamfara | Privacy Policy | Terms of Use | Data Protection Policy.

Fig 24: Taxpayers Profile management Page- Basic Information

This screenshot shows the 'Contact Information' tab of the profile management page. The layout is identical to Fig 24, with the same sidebar and header. The 'Contact Information' tab is active. The contact details section includes fields for Email (davidadebola@gmail.com), Phone number (0845 555 5699), State (Oyo), Local Government Area (Ibadan North), and Address (10, Allen avenue, Bodija, Ibadan.). The 'Edit' button is located at the top right of the contact information form.

Fig 25: Taxpayers Profile management Page- Contact Information



**Fig 26: Taxpayers Profile management Page- Change Password**

#### 2.8.6 Help and Support

This allows you to communicate with the Tax Office: Submit inquiries, requests, or dispute resolutions directly through the platform and also receive responses and updates from the tax office regarding your queries.

**Pay Zamfara**  
Future of tax payment

Date: 03/02/2023

## Help & Support

Search Clients

Register a complaint

David A.

### Support

TIN	Invoice/Receipt	Subject	Date sent	Supporting document	Status
52166565161	Receipt	Receipt error	08/03/2023	<a href="#">View</a>	Answered
52166565161	Invoice	Payment error	08/03/2023	<a href="#">View</a>	Answered
52166565161	Receipt	Payment error	08/03/2023	<a href="#">View</a>	Pending
52166565161	Invoice	Receipt error	08/03/2023	<a href="#">View</a>	Answered
52166565161	Receipt	Download error	08/03/2023	<a href="#">View</a>	Pending

Previous Next Page 1

YOUR ACCOUNT

Help & Support

Log Out

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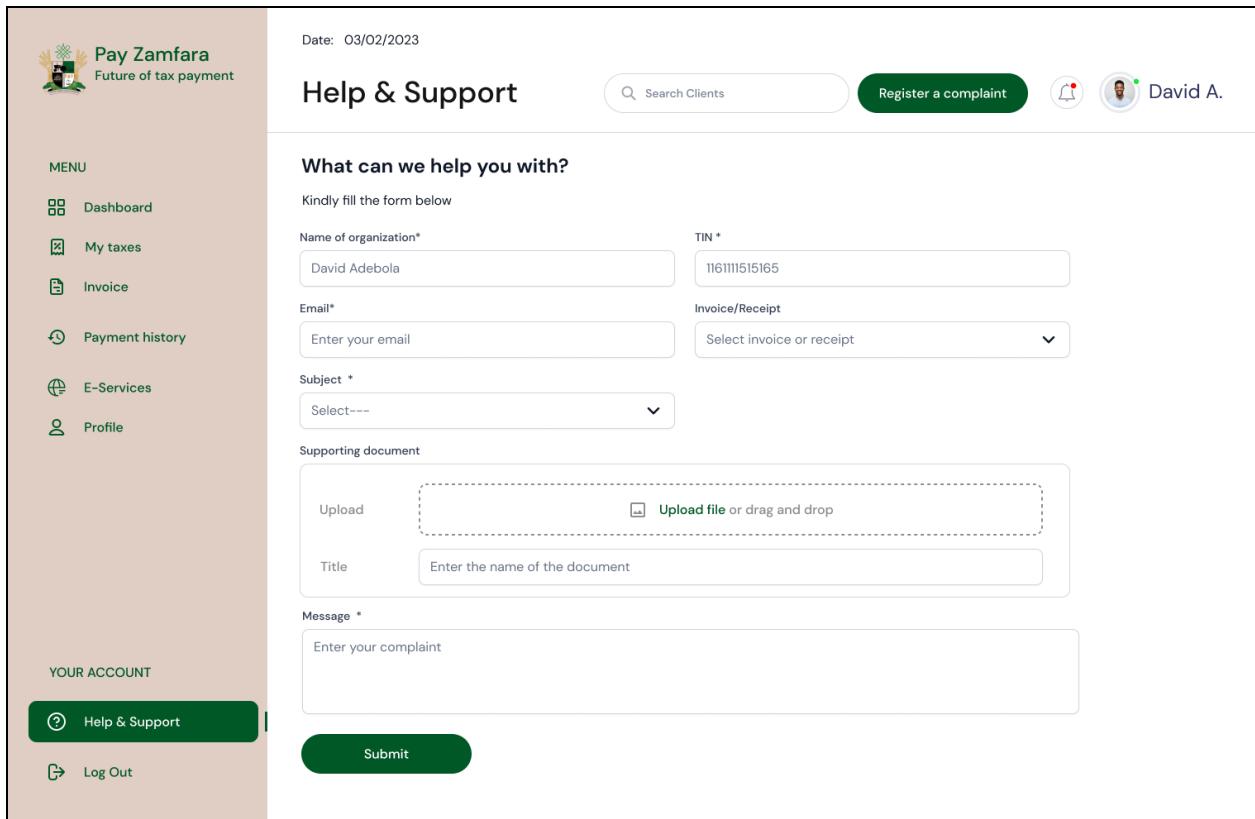
**Fig 27: Taxpayers Support**

### 2.8.7 Raising the a support Ticket

**Step 1:** Log in to the portal

**Step 2:** Click on “Register a complaint”

**Step 3:** Fill out the form, add supporting document and click on “submit”



The screenshot shows the 'Help & Support' section of the Pay Zamfara website. At the top right, there is a search bar labeled 'Search Clients', a 'Register a complaint' button, and a user profile icon for 'David A.' with a notification bell. The date '03/02/2023' is also displayed.

**MENU**

- Dashboard
- My taxes
- Invoice
- Payment history
- E-Services
- Profile

**YOUR ACCOUNT**

- Help & Support (highlighted in green)
- Log Out

**Help & Support**

**What can we help you with?**

Kindly fill the form below

Name of organization\*

TIN \*

Email\*

Invoice/Receipt

Subject \*

Supporting document

Upload

Title

Message \*

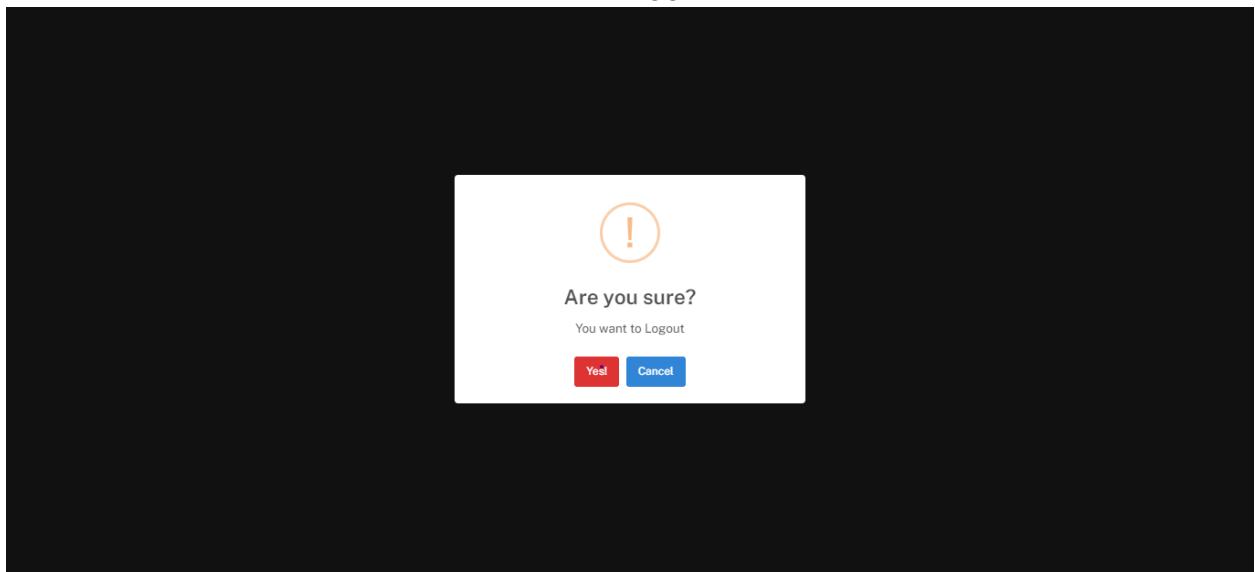
**Submit**

**Fig 28: Taxpayers Support Form**

## 2.8.8 Log Out

**Step 1:** Click on the Log Out Key

**Step 2:** Click on yes and you will be successfully Logged Out



**Fig 29: Taxpayers Logout Page**