

FREQUENTLY ASKED QUESTIONS ON E-FILING

1. Why the Director's TIN signature captured through AFIS System is pulled into the e-filers' return and not the Company's TIN, despite that a Company is a separate legal entity?

The law requires that, every return must be signed by a person (natural) representing a Company. In this case it is the director's signature which mandated the registration of a Company; therefore it is this signature which will be pulled and used to authenticate the return during submission.

2. What will happen if an e-filer has more than one TIN registered in his/her name, what should be done?

In case an e-filer has more than one TIN, then must inform the Commissioner who in turn will withdraw/strike all other TINs by deactivating, leaving one TIN which ultimately will be linked with TRA Systems particularly AFIS.

3. What is AFIS, and why be used in e-filing of VAT return?

AFIS is acronym of "Automatic Fingerprint Identification System" The system capture biometric information of the taxpayer including; fingerprint, signature and photo of individual. Signature captured under this system is used to authenticate VAT returns.

4. What will be the effect, if the Director retires and new Director comes in within a short-period of time?

During such occasion, the entity has to inform the Commissioner for such changes and immediately the new Director has to be linked with the entity if has undergone AFIS biometric data capture process or else register for a TIN so that the updated signature is pulled to evidence a return.

5. How does an e-filler make corrections on errors made on VAT return which has been submitted electronically?

Errors made to the return already submitted will not be corrected in the same period. Correction of such errors will be made on the VAT account for the next month VAT return.

6. How will e-fillers make VAT payments?

VAT payments will continue being made as per the current modality.

7. Will e-fillers be required to submit additional input VAT schedules (purchases)?

Yes, purchases made will form part of the return and must be submitted together with, as supplementary documents.

8. What happens when there is interruption or no internet connection?

Where there is no connection, the e-filers should make sure that they submit when network becomes available. Traders (e-filers) are argued to file as early as possible to avoid such incidences during dead hours (at the end of the month).

9. What will e-filer be required to have as proof of filing?

The taxpayer will receive a message through his/her e-mail address acknowledging receipt as a proof of filing a return.

10. What happens when the system is not functioning or jam occurs especially on deadlines?

The Commissioner will communicate to the public on such occasion and advise accordingly.

11. Will there be any alternatives for filing the return such as using the old system of e-filing?

Old version of e-filing will no longer be supported in any way after the introduction of web based application system.

12. How the e-filer will know that, the return submitted has been received in the TRA system?

The system will send acknowledgement message back to the sender through a registered email.

13. Does a system allow a representative to file a return on behalf of the client i.e. taking into consideration that some Companies have branches or subsidiary offices in Tanzania?

Yes, provided that such representative has been mandated to do that and has the active TIN linked with the TRA biometric system (AFIS).

14. Where a return is filed by a representative, can the biometric details of a representative be used instead?

Yes. Provided a representative has been mandated to do that.

15. What are the timeline / time period for using the old e-filing version / system?

Old system of filing VAT returns will cease forthwith after the introduction of the web based application system that is, from 1st October, 2012.

16. Is new registration required for those who were electronically filing their returns before the shift to this web-based e-filing System or can they proceed with their old version?

Yes, new registration will be required and during such registration, e-FIN and password will be issued to e-filer.

17. What controls has TRA put in place to ensure that the system is not susceptible to hacking or manipulation?

TRA has full control of such incidents, so no hacker or manipulation possible.

18. What an e-filer should do in case has forgotten his/her password?

An e-filer will be required to respond to security questions supplied during registration.

19. Why e-filers are asked for security questions?

Security questions are used as authenticator by TRA for an extra security strategy.

20. What are the characteristics of good security questions?

Good security questions have the following characteristics;

- a) Easy to remember even after five or ten years period.**
- b) At least thousand of possible answers.**
- c) Simple, one or two word answers.**
- d) Never change.**

21. Where e-filers have forgotten both, their passwords and security answers, what should be done?

E-filer should visit or write an official letter to the Commissioner requesting for such services. The Commissioner shall scrutinize on the reason submitted and give directive as the case may be.

22. What an e-filer should do in case the password is locked after five trials?

In this case the system will ask for e-FIN, this will prompt for security questions. When answers are responded correctly, the system will unlock and send information through the registered e-mail address.

23. In case an e-filer gets a feedback with the wording “Generic error” while processing returns or during registration, what should be done?

Generic error occurs when there is network problem between the e-filer’s workstation and TRA. Cause of such failure may be linked to various factors including network providers. E-filer is advised to refresh by logging again in the system after few seconds.

24. While uploading the file (excel or XML) into the system, an e-filer gets a problem on the date format. What date format should be used?

Date format allowed is dd/mm/yyyy. This must be set on the excel sheet or XML or on the control panel of the computer in use.