USER GUIDE FOR eTIMS ONLINE PORTAL

Step 1: To access the online portal [https://etims.kra.go.ke/basic/login/index](https://etims.kra.go.ke/basic/login/index)
Login in your browser and click sign up button

![eTIMS Online Portal Login Page]

*Forgot your password?*
*Are you new on this system? Learn More*
Step 2: Click PIN button
**Step 3:** Enter your PIN and click verify button

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**Sign up (PIN)**

**Taxpayer Information**

- **PIN**
- **Taxpayer name**
- **Telephone number**
- **E-Mail**
- **Address (County)**
- **Address (Sub County)**
- **Address (Tax Area Locality)**

*Address (Location Information)*
Step 4: Taxpayer’s information populates. Click send button for system to send security code to the taxpayer phone number and email address. Taxpayer will then enter the security code and enter password and confirm it. Then Click Sign Up button.
**Step 5:** A sign up confirmation message whether you want to sign up populates
Step 6: Click yes button to complete the sign up
Step 7: Taxpayer logs in again using the log in credentials

Tulipe Ushuru, Tujitegemee!
Step 8: eTIMS menu populates on the taxpayer’s profile. Click service request button on the top right corner.
**Step 9:** Click the button ETIMS 2.1
Step 10: If you are applying for ETIMS 2.1 software, on eTIMS Type, click the drop down and select on a suitable software solution to register (online). Fill in the mandatory spaces and attach the required documentation and click send button.
**Step 11:** A confirmation notification will pop up to verify whether you want to apply for the software solution. Click yes button to confirm the application. A message is sent to the taxpayer through their mobile number informing him/her of the successful software application.

**NB:** This marks the end of **ETIMS online portal** application, upon successful application, an authorized KRA officer will verify and approve the application.
Step 12: Taxpayer logs into their online portal
Step 13: Click Search registered item under Item management.
Step 14: Click register button to add an item for sale
Step 15: Fill in the Item registration form and click the Save button
Step 16: A confirmation message populates, click yes button to register an item. In case a taxpayer wants to register more than one item, they will click the register button to add other items.
Step 17: Items successfully added to the system. Click on the + button under class code for the registered items to populate.
Step 18: Under Transaction management click Sales Receipt to make a sale
Step 19: Click add button to proceed with the sale
Step 20: Click the drop down on Payment Type to select payment mode. Then search added item using the search button and enter the mandatory fields.
**Step 21:** Enter the Quantity for the Supply price, Taxable Supply Price and VAT to populate then click save button.
**Step 22:** A confirmation message populates to confirm whether the taxpayer wants to register (make sale) the sale. Click yes button.
**Step 23:** For the receipt/invoice to appear, click on the number(1) under Receipt number column on the receipt.
**Step 24:** Receipt/invoice of the sale made pops up. Click receipt button to print the receipt or download it.

**Receipt Information**

- **PIN:** AC08726126A

<table>
<thead>
<tr>
<th>Item sequence</th>
<th>Item class code</th>
<th>Item code</th>
<th>Item name</th>
<th>Unit price</th>
<th>Quantity</th>
<th>Supply Price</th>
<th>Discount rate</th>
<th>Taxable Supply Price</th>
<th>Tax type</th>
<th>VAT</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>7G1116G0501</td>
<td>KE2NTXNOX0001</td>
<td>carpet cleaning 'T'8</td>
<td>3000</td>
<td>2</td>
<td>6000</td>
<td>0</td>
<td>6000</td>
<td>B</td>
<td>828</td>
</tr>
</tbody>
</table>

**SDC Information**

- **Date:** 27/03/2023
- **Receipt Number:** 1
- **Internal Data:** Q2TV4L27R-SHD7-4S0X-KS1T-CX63-34
- **Receipt Signature:** V8KZ-022Y-6T54-SOJR

The end of a sale.
Step 25: To cancel/ refund the sale made, click on the number(1) under Invoice number column on the receipt.
**Step 26:** Click the Credit Note button

**Invoice Information**

<table>
<thead>
<tr>
<th>Sale type</th>
<th>Normal</th>
<th>Sale date</th>
<th>01/03/2023</th>
<th>Status</th>
<th>Approved</th>
</tr>
</thead>
<tbody>
<tr>
<td>Receipt type</td>
<td>Invoice</td>
<td>Receipt number</td>
<td>1</td>
<td>Receipt issue date</td>
<td>01/03/2023 13:28:02</td>
</tr>
<tr>
<td>Branch name</td>
<td>Headquarter</td>
<td>Invoice number</td>
<td>1</td>
<td>Payment Type</td>
<td>CASH</td>
</tr>
<tr>
<td>Buyer PIN</td>
<td>Buyer Name</td>
<td>Buyer Mobile No</td>
<td>N/A</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Remarks</th>
<th></th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Total Taxable Amount</th>
<th>6,000</th>
<th>Total Tax Amount</th>
<th>828</th>
<th>Total Amount</th>
<th>6,000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tax-R Taxable Amount</td>
<td>6,000</td>
<td>Tax-R Tax Amount</td>
<td>828</td>
<td>Tax-R Rate</td>
<td>16%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Item Name</th>
<th>Package</th>
<th>Quantity</th>
<th>Unit price</th>
<th>Supply Price</th>
<th>Taxable Supply Price</th>
<th>Tax type</th>
<th>VAT</th>
<th>Total Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>carpet cleaning 7’x8</td>
<td>2 NO</td>
<td>3,000</td>
<td>6,000</td>
<td>6,000</td>
<td>B-16.00%</td>
<td>828</td>
<td>6,000</td>
<td></td>
</tr>
</tbody>
</table>

**Step 27:** Click the drop down arrow to select a reason for refund
Step 28: Select credit note reason for the sale then click the save button to approve.
Step 27: A Credit Note confirmation notification will appear, click yes to approve.
**Step 28:** The invoice has been cancelled successfully. The cancelled receipt/invoice appears in the negative (-)

**THE END**