



TRAINING MANUAL

FOR END-USERS

**ZAMFARA STATE
INTELLIGENT BILLING
SYSTEM**

Prepared by
Primeguage Solutions Limited

FOR ZAMFARA STATE



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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.

4. 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 which takes them to the home page

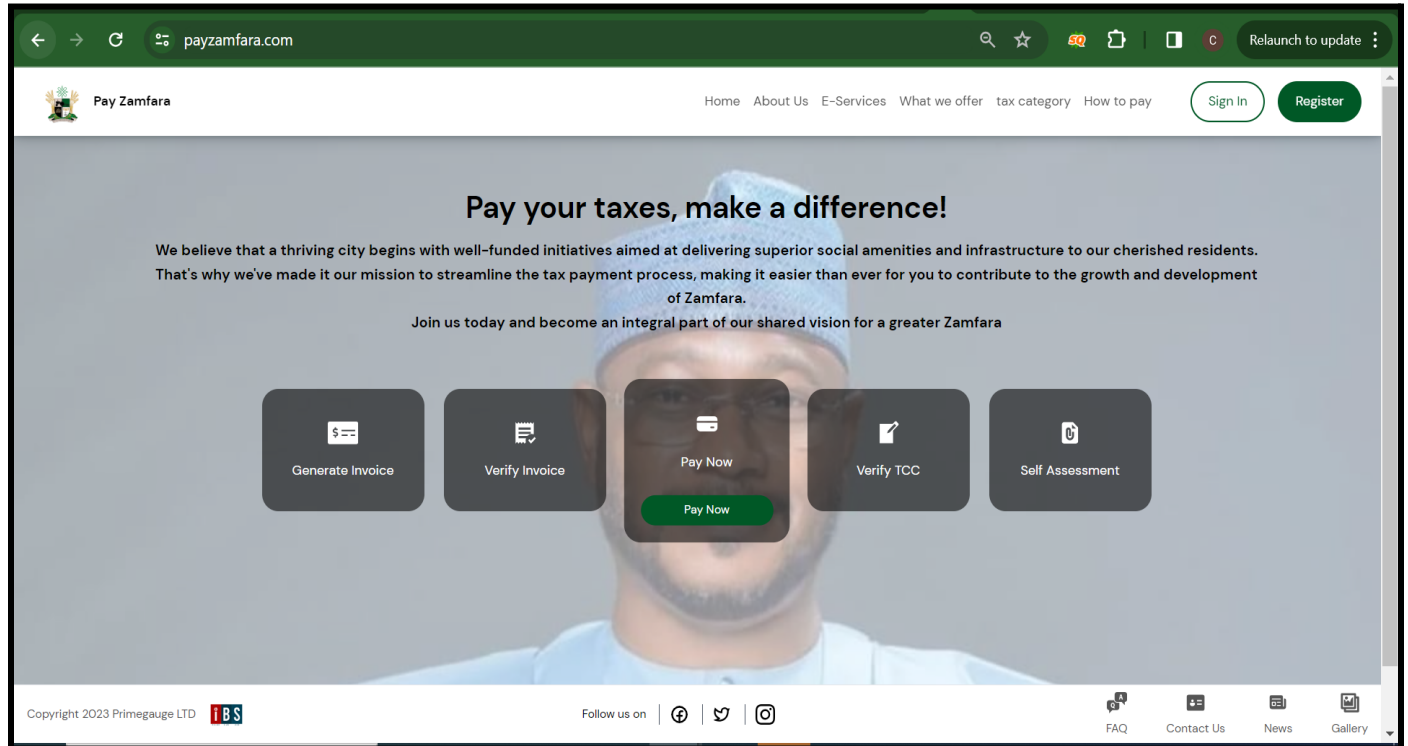


Fig 1: IBS home page

The home page is made up of 3 sections;

1. The header contains the following key;
 - a. Home
 - b. About Us
 - c. E-services
 - d. What we offer
 - e. How to pay
 - f. Sign In
 - g. Register
2. The Page Menu has the following keys;
 - a. Generate invoice
 - b. 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

Step 2: Click on the “register” button at the top right corner of the page

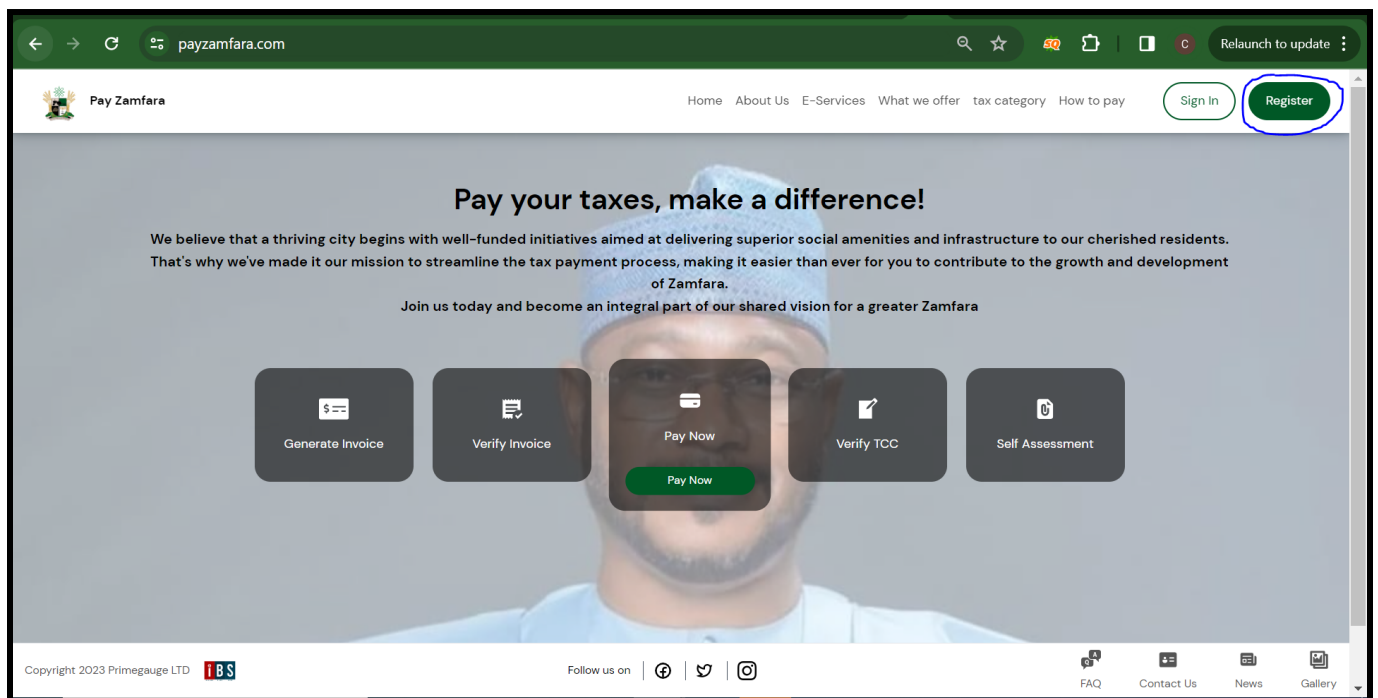


Fig 2: Click on register

Step 3: Select your category and click on proceed

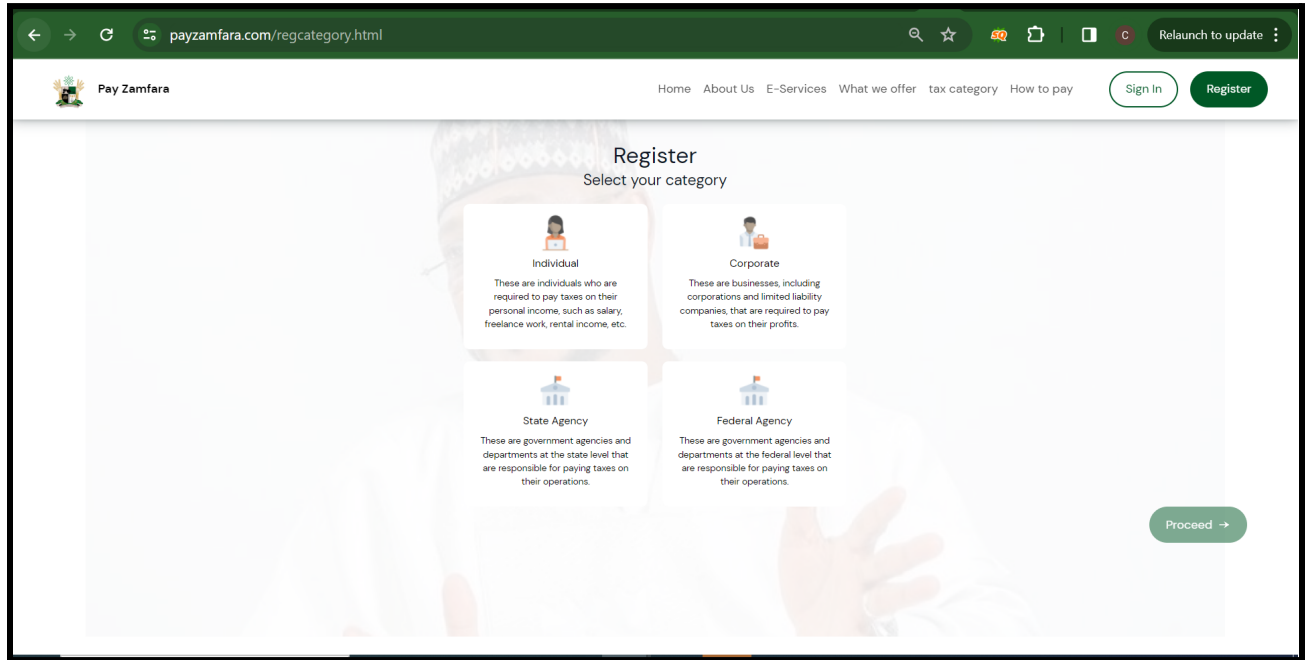


Fig 3: Taxpayer Registration Page

Step 4: Fill out the form and click on proceed

The screenshot shows a web browser window with the URL `payzamfara.com/register.html?category=individual`. The page header includes the Pay Zamfara logo and navigation links: Home, About Us, E-Services, What we offer, tax category, and How to pay. There are also buttons for Sign In and Register. The main content area is titled 'Register' and contains a 'Contact Information' section. On the left, a vertical sidebar shows three steps: 'Category' (completed), 'Basic Information' (current step), and 'Choose a password'. The 'Basic Information' section includes the following fields:

- First Name ***: Text input field with placeholder 'Enter your First name'.
- Surname ***: Text input field with placeholder 'Enter your Surname'.
- Email address ***: Text input field with placeholder 'Enter your Email'.
- Phone Number ***: Text input field with placeholder '11 digits phone number e.g 08032434354'.
- Tax Identification Number(TIN) (Optional)**: Text input field with placeholder 'Enter your 14 digits TIN E.g 1234567890-1111'.
- Employment status ***: Dropdown menu with '-Select--'.
- Are you a business owner?**: Radio buttons for 'Yes' (selected) and 'No'.
- Type of business**: Dropdown menu with '-Select the name of the business--'.
- State**: Dropdown menu with 'Akwa Ibom' selected.
- Local Govt**: Dropdown menu with '--Select LGA--'.
- Address**: Text input field with placeholder 'Enter your address'.

A green 'Proceed →' button is located at the bottom of the form.

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 left is the logo and name 'Pay Zamfara'. The top navigation bar includes links for 'Home', 'About Us', 'E-Services', 'What we offer', and 'How to pay', along with 'Sign In' and 'Register' buttons. On the left side, a vertical progress indicator shows three steps: 'Category' (completed), 'Basic Information' (completed), and 'Choose a password' (current step). The main content area is titled 'Register' and 'Choose a password'. It contains two input fields: 'Password*' with the placeholder 'Enter your password' and 'Confirm password*' with the placeholder 'Re-enter your password'. A green 'Register' button is positioned below the fields. The background features a faded image of a man in a blue shirt and cap standing next to a Nigerian flag.

Fig 5: Taxpayer Password

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

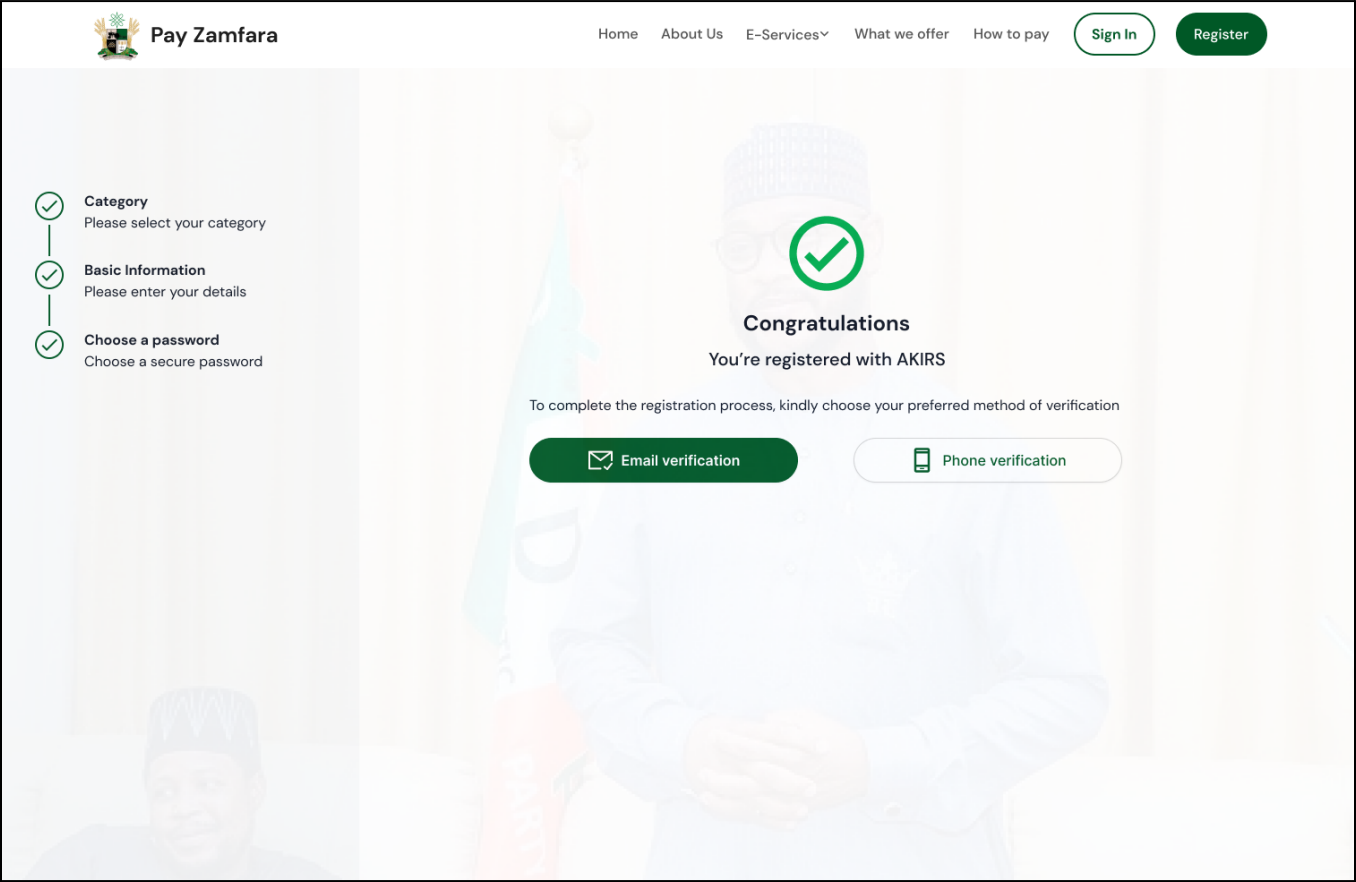


Fig 6: Taxpayer Verification Page

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.

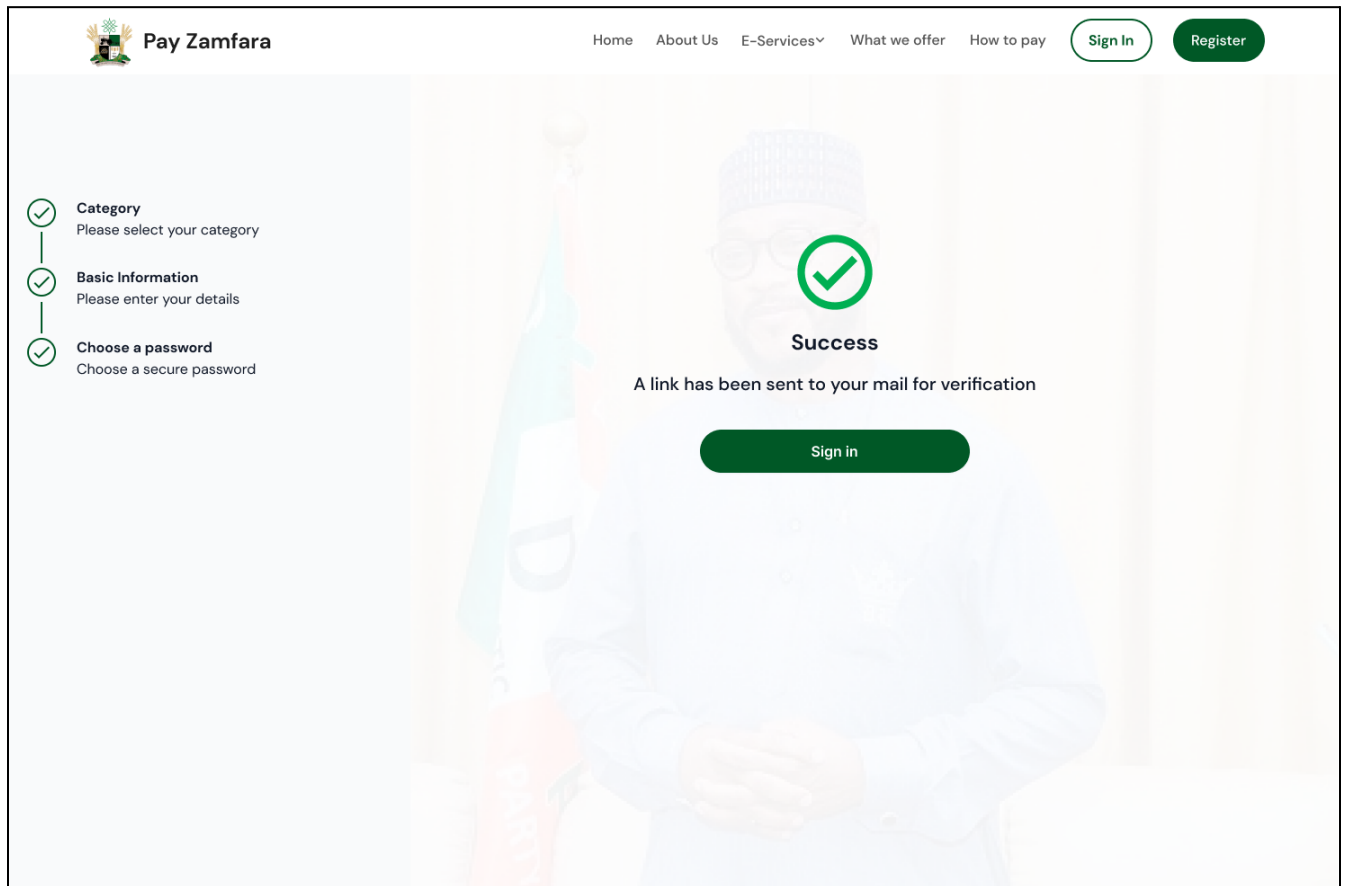


Fig 7: Taxpayer Verification Page

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.

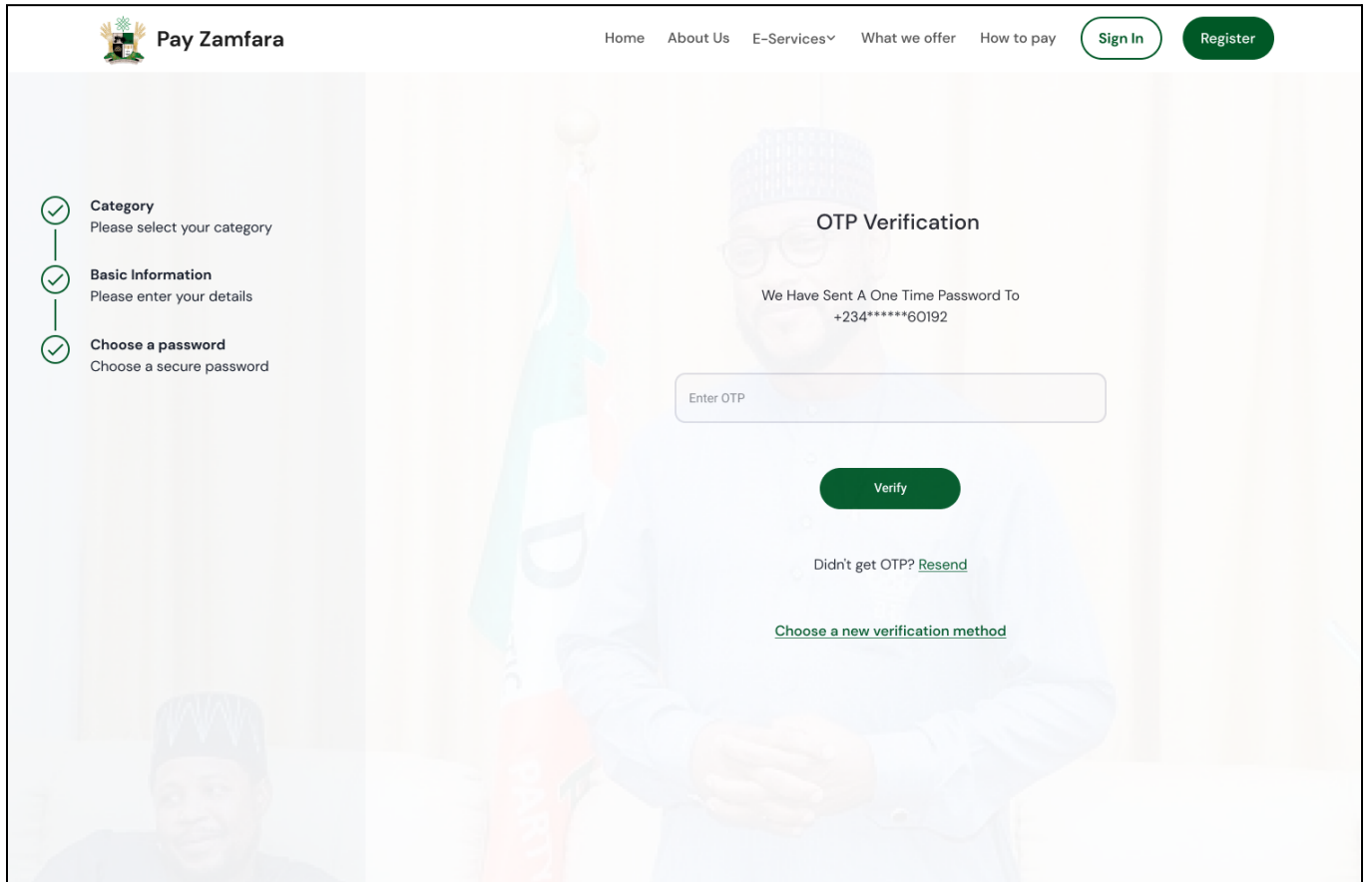


Fig 8: Taxpayer SMS Verification Page

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

Step 2: Click on “Generate Invoice”

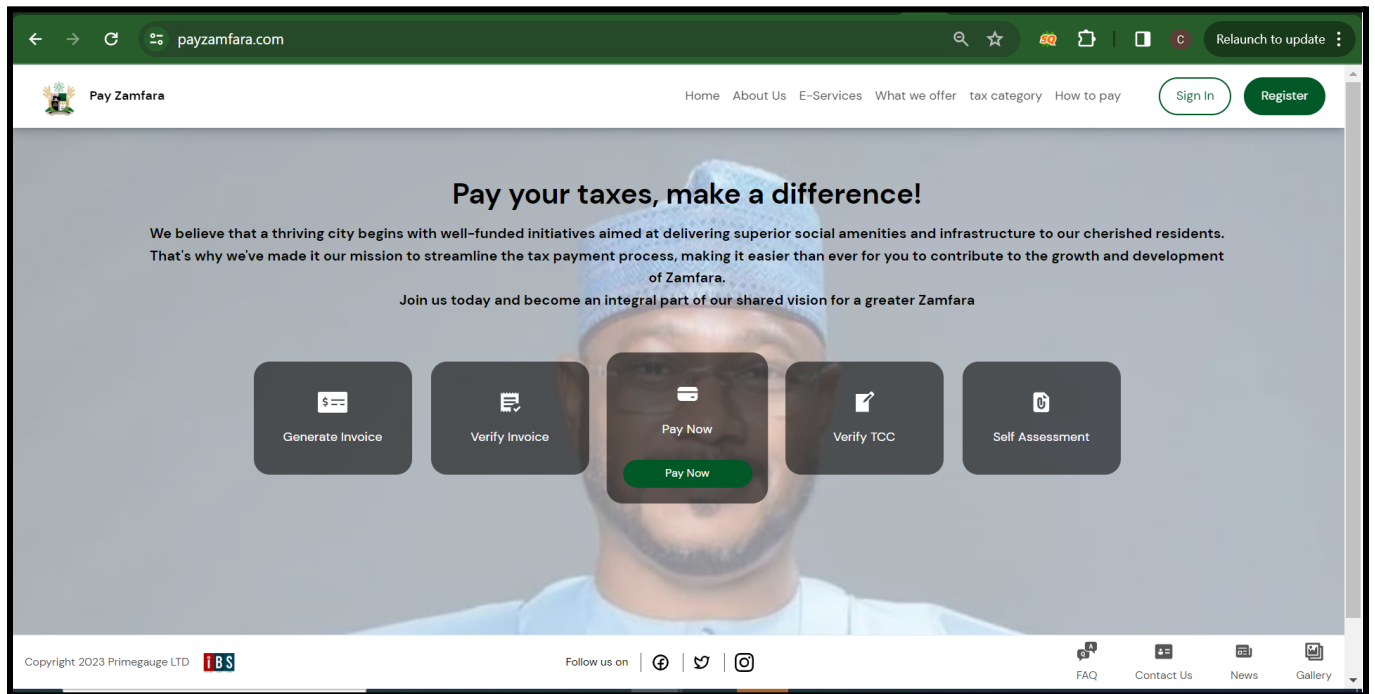


Fig 9: Generate Invoice Page

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

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

Generate Invoice

Basic Information

Select your category*

Select---

What do you want to pay for?*

Tractor Hiring Services

[Continue](#)

Billing Information
Please enter your details

Personal Details
Please provide your personal details

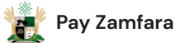
Generate Invoice
Download your invoice or make payment

Make Payment
Choose a payment method and pay

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

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

[← Go back](#)

Generate Invoice

Personal Details

First name * Surname *

Email * Phone number *

TIN (Optional) State *

LGA * Address *

[Generate Invoice](#)

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

Fig 11: Invoice generation Form

Step 7: Select “continue” to continue

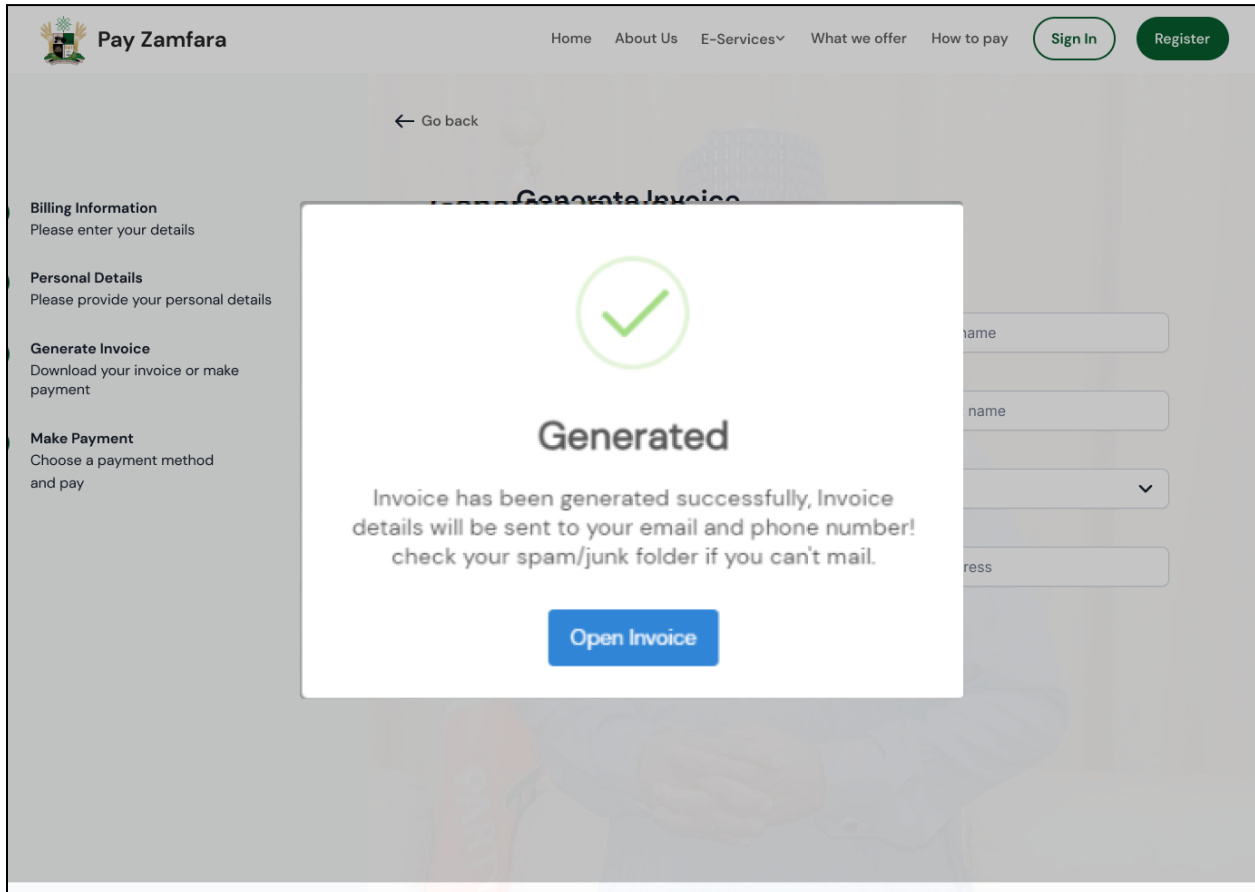


Fig 12: Generated Invoice Page

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° INV/2023/009

FROM: **Ministry of Agriculture**
2WF4-CH7, Abak Rd,
52002, 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.00
Grand Total (NGN)			N2632
Paying Edit			N2632.00

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

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

Step 2: Select "Verify Invoice" from the home page

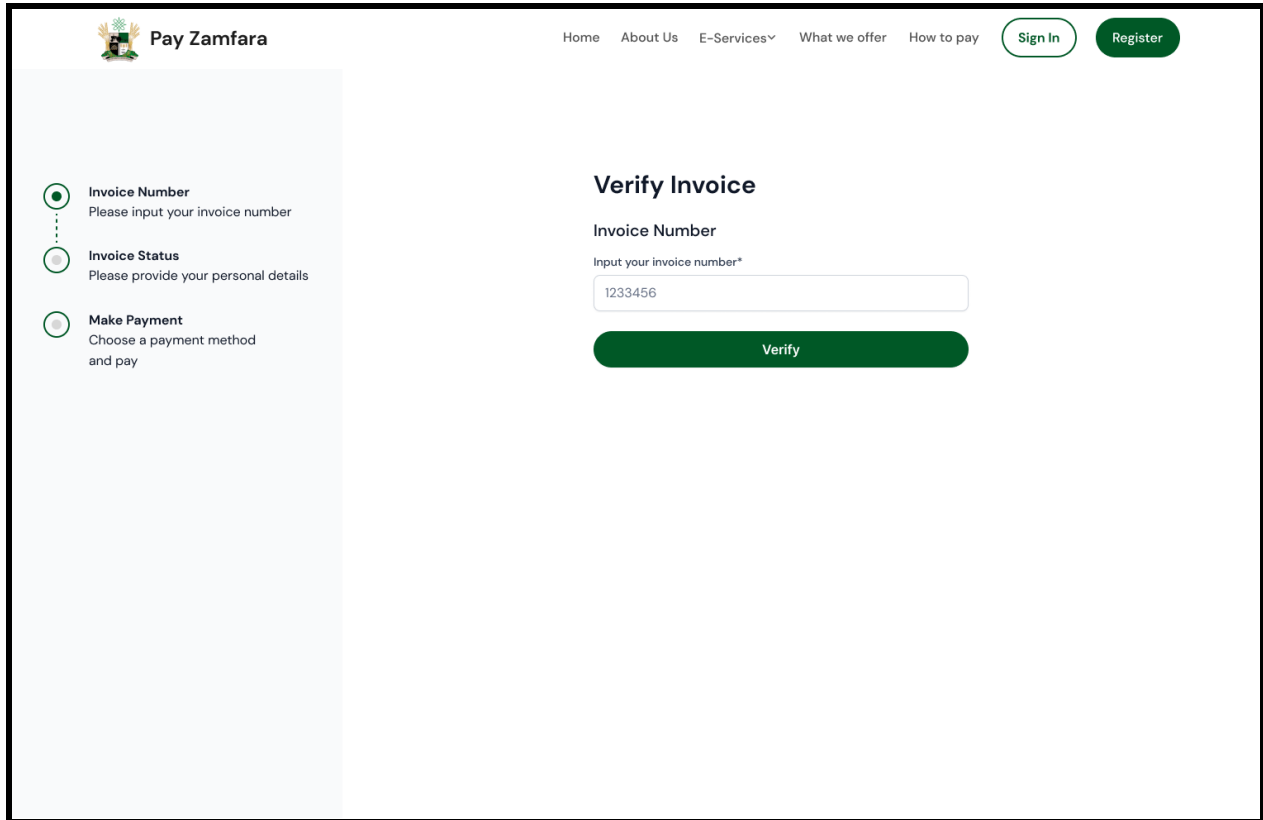


Fig 14: Verify Invoice Page

Step 3: Inputs the invoice number generated

Step 4: Click on "verify"

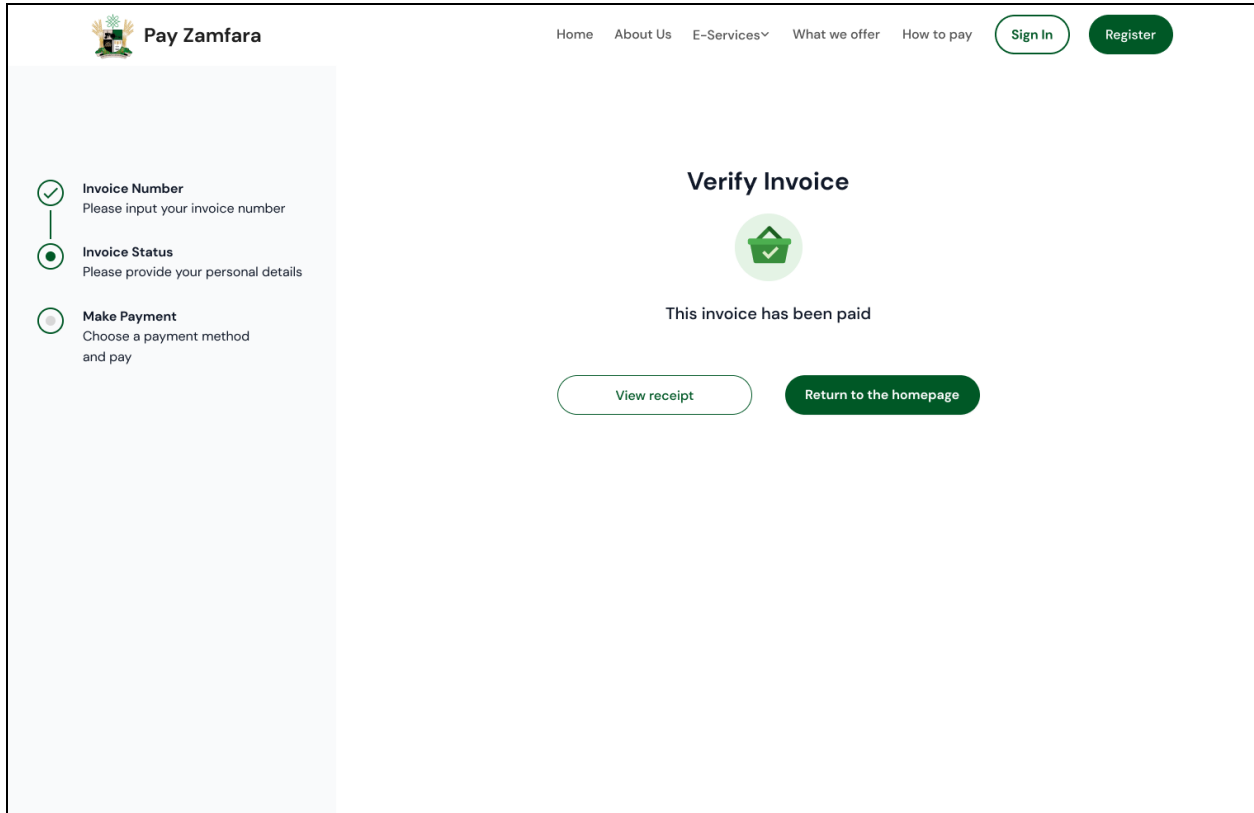


Fig 15: Verify Invoice feedback for a paid invoice

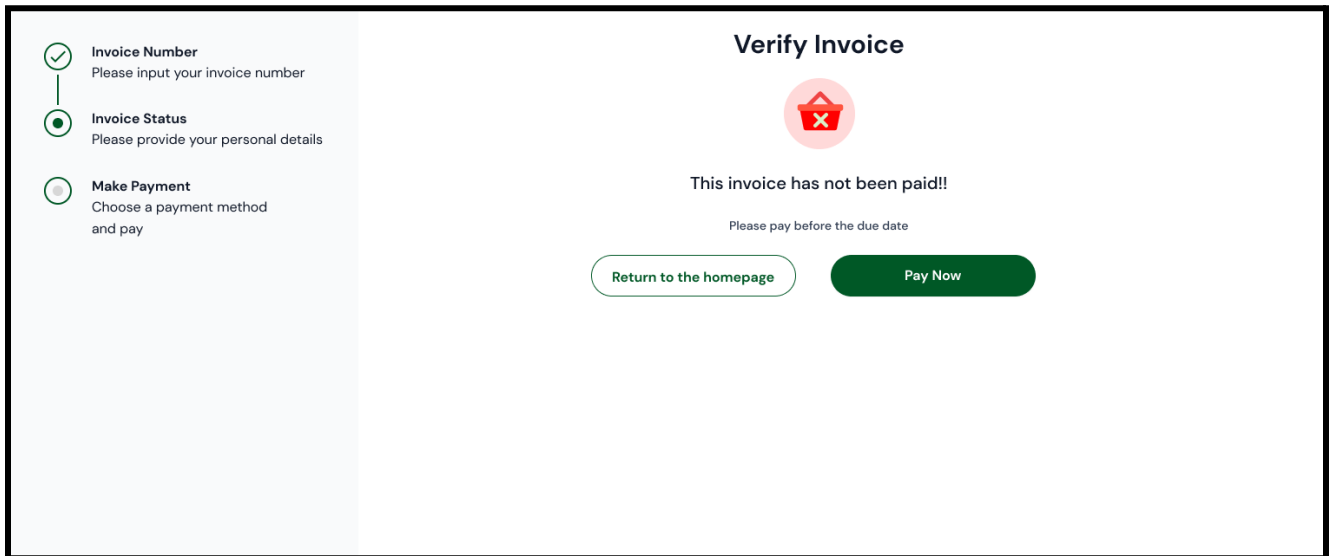


Fig 16: Verify Invoice feedback for an unpaid invoice

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

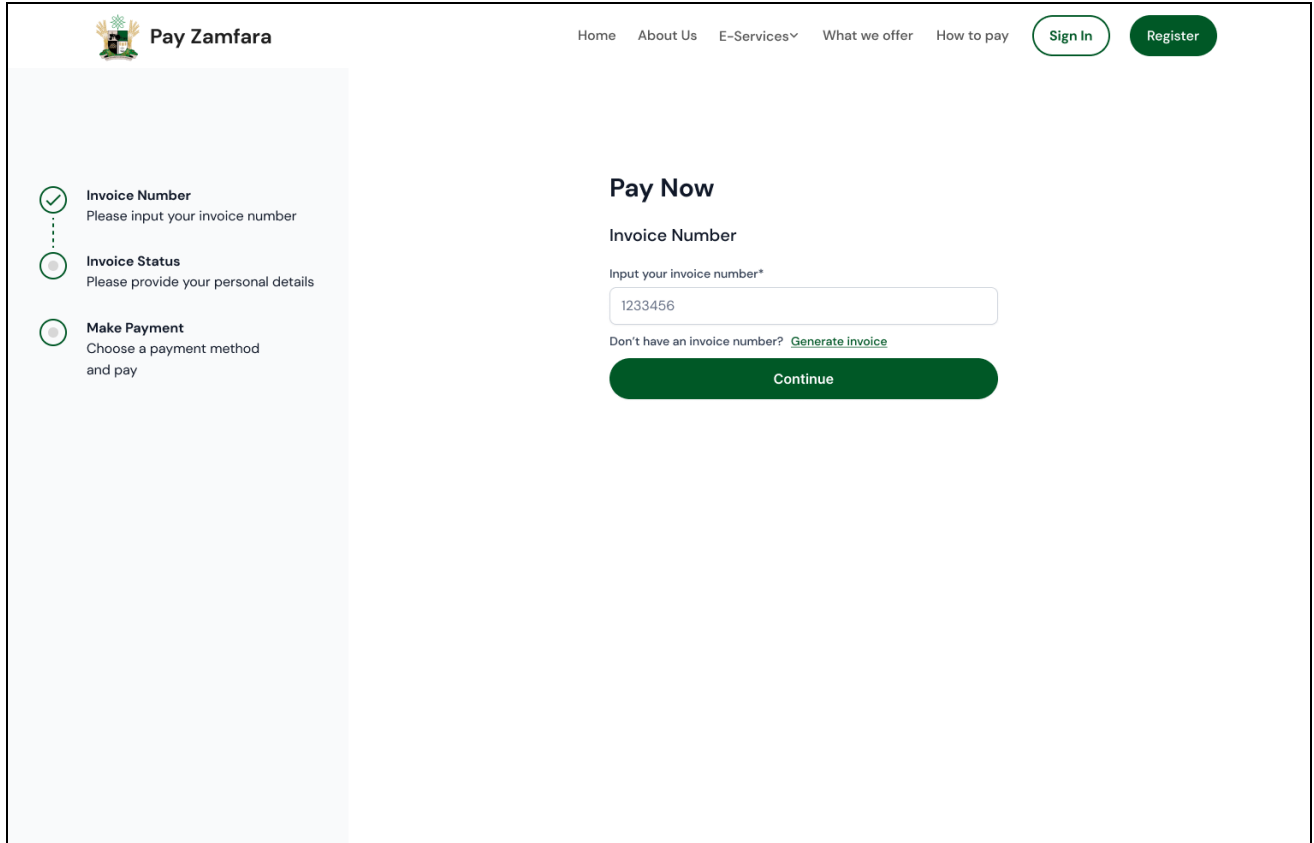


Fig 17: Verify Invoice feedback for an incorrect invoice number

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"

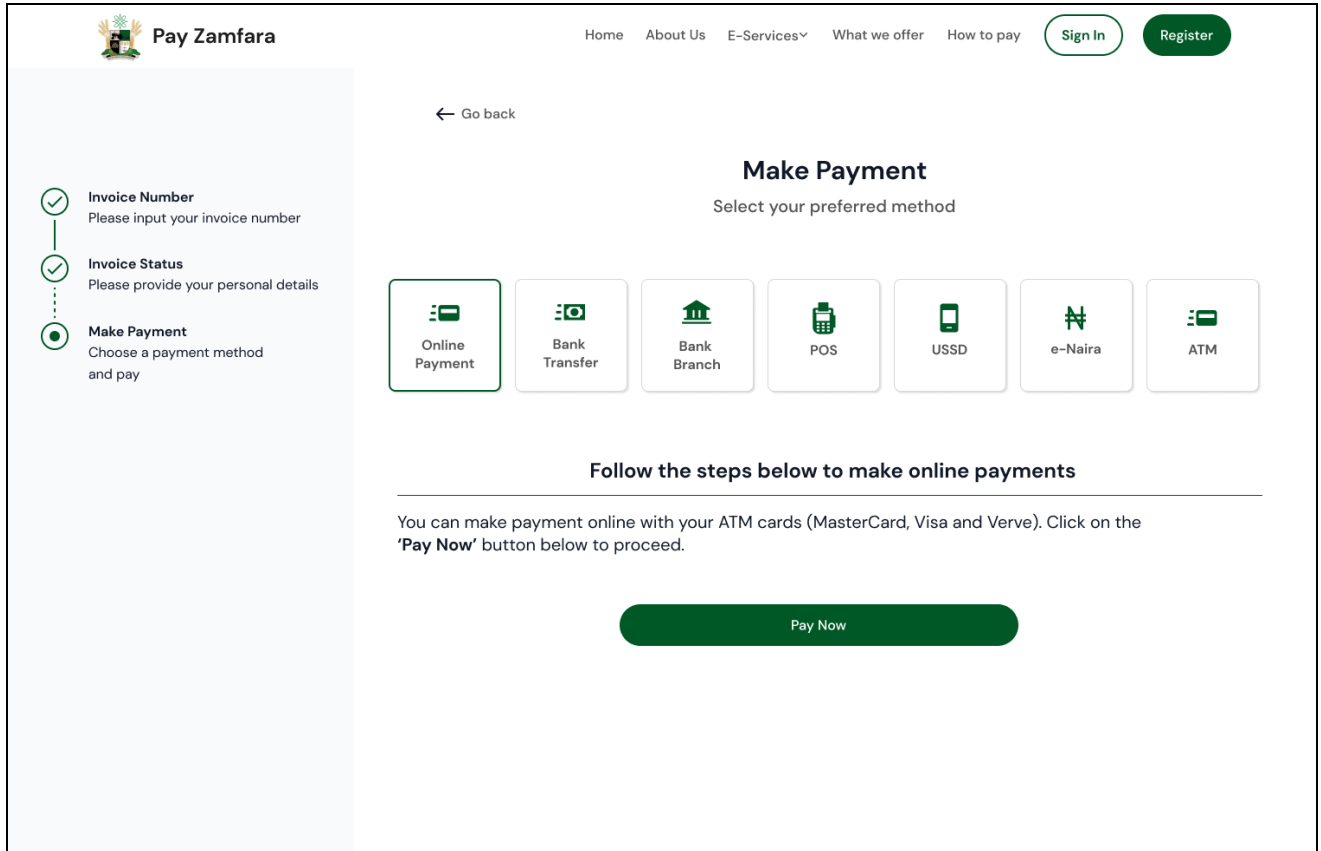


Fig 18: Multiple Payment Methods

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.

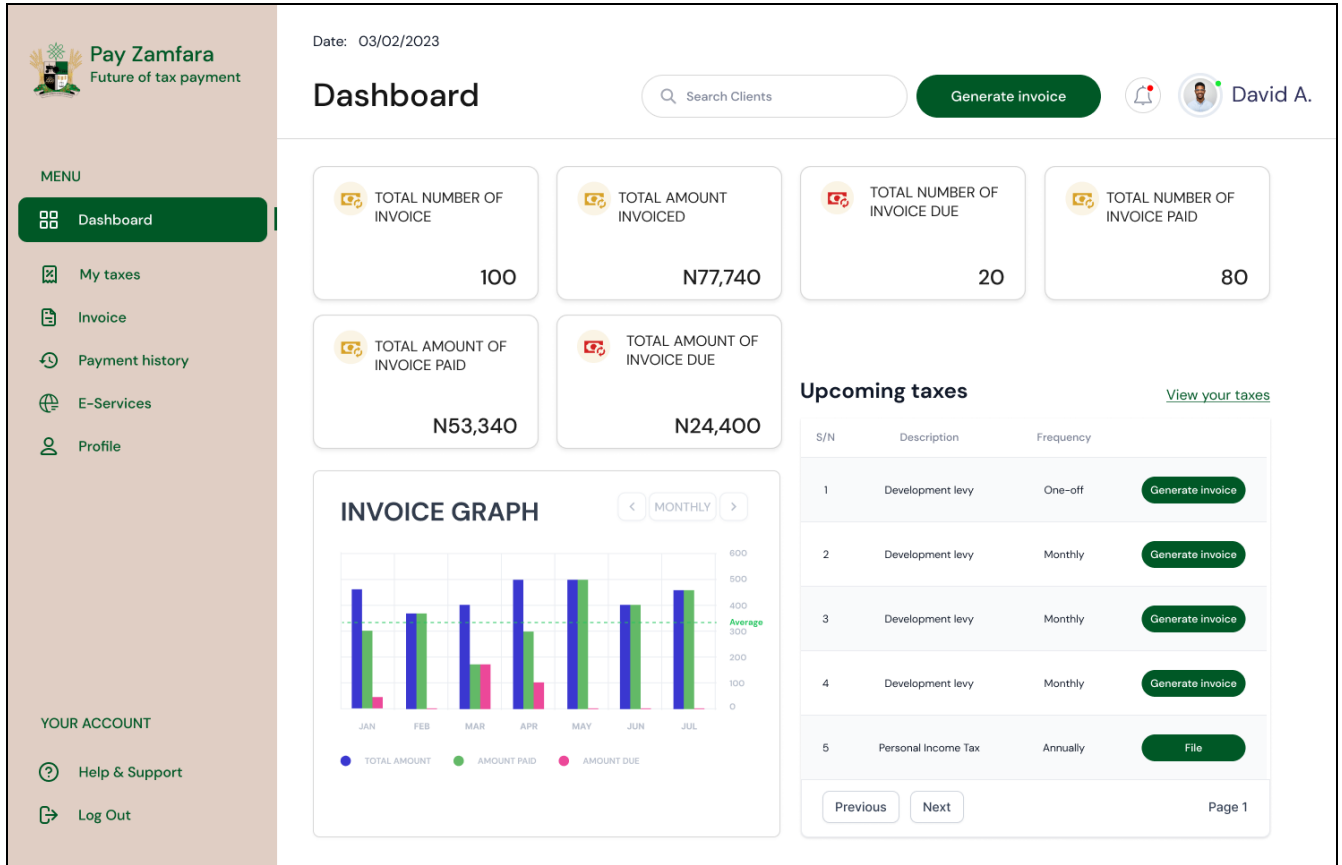



Fig 19: Taxpayers Dashboard

2.8.1 My Taxes

This provides details of all your applicable taxes and levies.





Pay Zamfara
Future of tax payment

Date: 03/02/2023

My Taxes

Generate invoice



David A.

My applicable tax All taxes


S/N	Description	Frequency	
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

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- [Log Out](#)


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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

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		
52166565161	INV-5713114PQR	Development levy	N 10,000	N 10,000	N 10,000	08/03/2023	08/03/2023	Paid	Query	Pay
52166565161	INV-5713114PQR	Development levy	N 10,000	N 10,000	N 0,000	08/03/2023	08/03/2023	Paid	Query	Pay
52166565161	INV-5713114PQR	Development levy	N 10,000	N 5,000	N 5,000	08/03/2023	08/03/2023	Due	Query	Pay
52166565161	INV-5713114PQR	Development levy	N 10,000	N 10,000	N 10,000	08/03/2023	08/03/2023	Paid	Query	Pay
52166565161	INV-5713114PQR	Development levy	N 10,000	N 0,00	N 10,000	08/03/2023	08/03/2023	Due	Query	Pay

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- 🚪 [Log Out](#)


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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.





Pay Zamfara
Future of tax payment

Date: 03/02/2023

Payment history

Q Search Clients

+ Generate invoice



David A.

Payment receipt


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

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 [0800 101 5555](tel:08001015555)

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.





Pay Zamfara
Future of tax payment

Date: 03/02/2023

E-Services

Tax Filing



David A.

MENU

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

YOUR ACCOUNT

-  Help & Support
-  Log Out

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	Reference number	Tax filed	Status	
08/03/2023	08/04/2023	52166565161	PAYE	Answered	View Invoice
08/03/2023	08/04/2023	52166565161	PAYE	Answered	View Invoice
08/03/2023	08/04/2023	52166565161	PAYE	Pending	View Invoice

Fig 23: Taxpayers “E-Services” page

2.8.5 Profile Management

The screenshot shows the 'Basic Information' tab of the profile management page. The left sidebar contains a menu with 'Profile' highlighted. The main content area displays the user's name 'David Adebola' and Payer ID '1654648584'. Below this, there are three tabs: 'Basic Information' (selected), 'Contact Information', and 'Change Password'. The 'Basic Information' section includes a photo upload area, a 'This will be displayed on your profile' section with a small profile picture and 'Update'/'Delete' buttons, and an 'Update details here.' section with an 'Edit' button. The form fields are: Tax Identification Number (1651654648584, marked 'Not verified'), Category (Individual), Employment status (Self-employed), Industry (Information Tech), Are you a business owner? (Yes selected), and Type of business (Poultry farming).

Pay Zamfara
Future of tax payment

Profile [Generate invoice](#) David A.

MENU

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

YOUR ACCOUNT

- Help & Support
- Log Out

Profile **David Adebola**
Payer ID: 1654648584

Basic Information **Contact Information** **Change Password**

Your photo

This will be displayed on your profile [Update](#) [Delete](#)

Update details here. [Edit](#)

Tax Identification Number Not verified

Category

Employment status

Industry

Are you a business owner? * Yes No

Type of business

Fig 24: Taxpayers Profile management Page- Basic Information

The screenshot shows the 'Contact Information' tab of the profile management page. The left sidebar is the same as in Fig 24, with 'Profile' highlighted. The main content area displays the user's name 'David Adebola' and Payer ID '1654648584'. Below this, there are three tabs: 'Basic Information', 'Contact Information' (selected), and 'Change Password'. The 'Contact Information' section includes an 'Update details here.' section with an 'Edit' button. The form fields are: Email (davidadebola@gmail.com), Phone number (0845 555 5699), State (Oyo), Local Government Area (Ibadan North), and Address (10, Allen avenue, Bodija, Ibadan).

Pay Zamfara
Future of tax payment

Profile [Generate invoice](#) David A.

MENU

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

YOUR ACCOUNT

- Help & Support
- Log Out

Profile **David Adebola**
Payer ID: 1654648584

Basic Information **Contact Information** **Change Password**

Update details here. [Edit](#)

Email

Phone number

State

Local Government Area

Address

Fig 25: Taxpayers Profile management Page- Contact Information

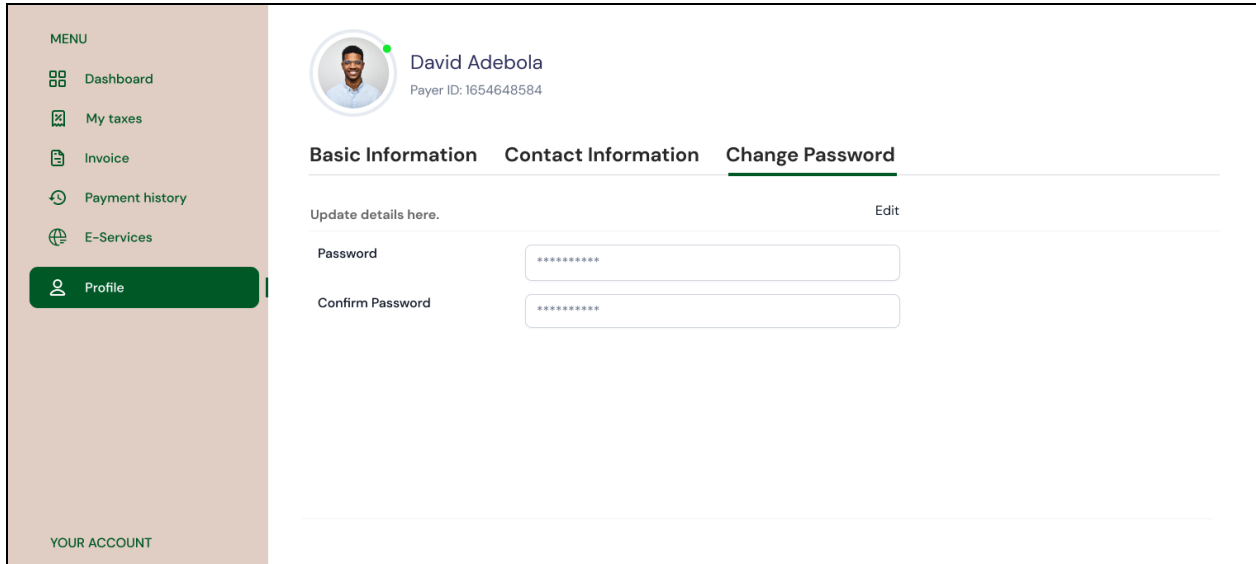


Fig 26: Taxpayers Profile management Page- Change Password

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.

Date: 03/02/2023

Help & Support

Search Clients

Register a complaint

David A.

Support

TIN ↓	Invoice/Receipt	Subject	Date sent	Supporting document	Status
<input type="checkbox"/> 52166565161	Receipt	Receipt error	08/03/2023	View	Answered
<input type="checkbox"/> 52166565161	Invoice	Payment error	08/03/2023	View	Answered
<input type="checkbox"/> 52166565161	Receipt	Payment error	08/03/2023	View	Pending
<input type="checkbox"/> 52166565161	Invoice	Receipt error	08/03/2023	View	Answered
<input type="checkbox"/> 52166565161	Receipt	Download error	08/03/2023	View	Pending

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[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"

Date: 03/02/2023

Help & Support

Search Clients Register a complaint David A.

What can we help you with?

Kindly fill the form below

Name of organization* TIN *

David Adebola 116111515165

Email* Invoice/Receipt

Enter your email Select invoice or receipt

Subject *

Select---

Supporting document

Upload Upload file or drag and drop

Title Enter the name of the document

Message *

Enter your complaint

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

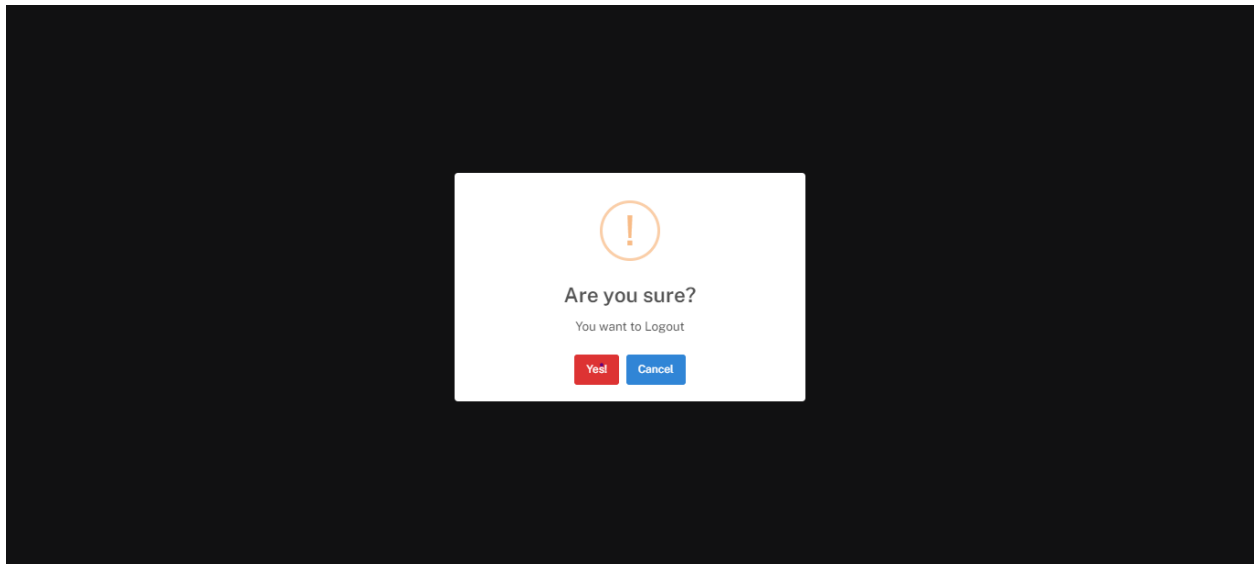


Fig 29: Taxpayers Logout Page