



USER GUIDE FOR INVOICING VIA THE eTIMS ONLINE PORTAL

Step 1: Use (KRA PIN) as the 'User ID' and 'Password' created during sign-up to login

eTIMS
Taxpayer Portal

User ID: A [redacted]

Password: [redacted]

LOGIN

SignUP

[Forgot your password?](#)

[Are you new on this system? eTIMS How to Guide](#)

Step 2: On the 'eTIMS menu bar' under 'Item management' select 'search registered item'

eTIMS
Taxpayer Portal

eTIMS Menu

Item Management	Stock Management	Transaction Management	VAT Reports	User Support
- Search item classification - Search registered item - Customer Management	- Stock Inventory - Stock by item - Stock by Client/Supplier - Imported item list - Stock-in history - Stock-out history - Stock movement - Opening/Closing stock	- Sales by invoice - Sales by item - Sales by buyer - Purchase by invoice - Purchase by item - Purchase by supplier - Sales Receipt	- Sales report - Purchase report - VAT importation	- Notice - Manual - Warning



Step 3: Click the *register* button to add an item/service.

Item Management

Search registered item

Item code Item code ☐ KRA Changed

class code

There is no search result

Excel Download

Step 4:

- Click the drop down on '*Item Class Code*'
- Enter the item name in the item class code search bar and select the class code that falls under that category.
- Fill in the other fields in asterisk (*) including quantity unit to register the item and click the '*Save*' button.

Item registration

>Item

* Item class code 8411160300(Internal audits) * Tax type B-16.00%

* Item Name Internal Auditing

Item standard name Internal Audits

* Item type Service * Country of Origin KENYA

* Package unit Net Quantity Unit Number

Barcode

Safety quantity 0 * Status Active

* Whether it is available to apply insurance Unapplied

* Basic unit price (VAT incl) 10000 Additional information



Step 5:

- A confirmation message will pop up.
- Click the 'Yes' button to register the item.

The screenshot shows the 'Item registration' form with a modal dialog box in the center. The dialog box has a yellow warning icon and the text 'Item Do you want to register?'. It has two buttons: 'Yes' (blue) and 'Cancel' (red). A black arrow points to the 'Yes' button. The background form is partially visible, showing fields for 'Item class code', 'Item Name', 'Item type', 'Package unit', 'Barcode', 'Safety quantity', and 'Basic unit price (VAT incl)'.

- The registered item/items should appear as below

The screenshot shows the eTIMS Taxpayer Portal interface. The 'Search registered item' section is active, displaying a table with one item. A black arrow points to the item code '8411160300(Internal audits)'. The table has columns for 'Item class code', 'Item class name', 'Item code', 'Item Name', 'Quantity Unit', 'Package unit', 'Item type', 'Tax type', 'Country of Origin', 'Item standard name', 'Additional information', 'Registrant ID', and 'Registration date'. Below the table are buttons for 'Excel Download' and 'Register'.

Item class code	Item class name
8411160300(Internal audits)	Internal Auditing

END OF ITEM REGISTRATION



Step 6: Customer Registration.

Select 'Customer Management' to Register a new customer, then click "Register Customer"

The screenshot shows the eTIMS Taxpayer Portal interface. The top navigation bar includes 'Item Management', 'Transaction Management', 'VAT Reports', and 'User Support'. The main content area is titled 'Customer Management' and includes a sidebar with 'Item Management', 'Search item classification', 'Search registered item', and 'Customer Management'. The main area contains a search bar with 'Taxpayer Pin' and 'Taxpayer Pin' fields, a 'Search' button, and a 'Reset' button. Below the search bar is a table with columns: 'Customer PIN', 'Customer Name', 'Phone Number', 'E-mail', and 'Action'. The table is currently empty, and a message 'There is no search result' is displayed. A red arrow points to the 'Register Customer' button in the top right corner of the main area.

Step 7: Add Customer Details then Click 'Register'

The screenshot shows the 'Register Customer' form in the eTIMS Taxpayer Portal. The form includes fields for 'Customer PIN', 'Customer Name', 'Address', 'Phone Number', and 'E-mail'. The 'Customer PIN' field contains 'P000000000', the 'Customer Name' field contains 'ABCDE LTD', and the 'Phone Number' field contains '0700000000'. The 'Register Customer' button is highlighted with a red arrow. The background shows the same 'Customer Management' section as the previous screenshot, but the 'Register Customer' button is now highlighted with a red arrow.

View of the Registered Customers

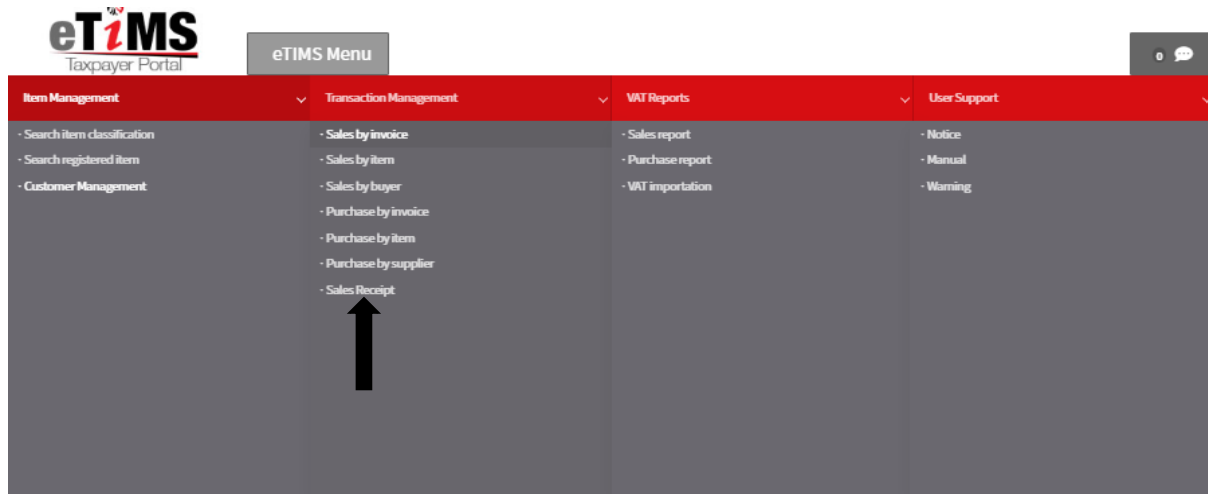
The screenshot shows the 'View of the Registered Customers' table in the eTIMS Taxpayer Portal. The table has columns: 'Customer PIN', 'Customer Name', 'Phone Number', 'E-mail', and 'Action'. The table contains one row with the following data: 'P000000000', 'ABCDE LTD', '0700000000', and an empty 'E-mail' field. The 'Action' column contains a red 'Edit Customer' button. A red arrow points to the 'Edit Customer' button. The background shows the same 'Customer Management' section as the previous screenshots.

Tulipe Ushuru, Tujitegemee!



Step 8: How to Generate a Sales Receipt

- Click on 'Transaction Management'
- Select 'Sales Receipt' option



Step 9: Click the 'add' button to proceed.

Sales Receipt [HOME > eTIMS Menu > Transaction Management > Sales Receipt]

Transaction Management

- > Sales by invoice
- > Sales by item
- > Sales by buyer
- > Purchase by invoice
- > Purchase by item
- > Purchase by supplier
- > Sales Receipt

Sales Receipt

Sale dateDay30/11/202307/12/2023Invoice numberInvoice number

Receipt type--All--Q Search

Invoice number	Receipt number	Buyer Name	Sale date	Receipt type	Total Item Count	Total Taxable Amount	VAT	Summary Amount
There is no search result								

➡ Add

Step 10: Click the ‘Search button’ to select your Customer from the Registered Customers for business to business transactions-B2B, then Select the Payment type.

Search registered Customer

Customer Pin

Q Search

↺ Reset

Customer PIN	Customer Name	Phone Number
P000000000	ABCDE LTD	0700000000
P000000010	ABCDE LTD	0700000000

› Sales by invoice

› Sales by item

› Sales by buyer

› Purchase by invoice

› Purchase by item

› Purchase by supplier

› Sales Receipt

Buyer PIN

Buyer Mobile No*

Payment Type*

--Select--

Q

↺

Buyer Name

Buyer Foreigner No

For B2C (Business to Customer) capture the name and Mobile Number of the Customer
then Select the Payment type



eTIMS

Taxpayer Portal

eTIMS Menu

Transaction Management

VAT Reports

User Support

Sales Receipt

[HOME > eTIMS Menu > Transaction Management > Sales Receipt]

Transaction Management

Sales by invoice

Sales by item

Sales by buyer

Purchase by invoice

Purchase by item

Purchase by supplier

Sales Receipt

Sale information

Buyer PIN

Buyer Name

XYZ

Buyer Mobile No*

0700000000

Buyer Foreigner No

Payment Type*

CASH

Total Supply Price



Step 11:

- Input the 'Sales Item List' details
- Use the search button under 'Item name' to select the item registered in Step 5.

Sale item list

#1 +

Item name*	Package	Quantity*	Unit price (VAT incl)*	Discount rate*	Discount Amount
Internal Auc	NT	1 NO	10,000	0	0
Total Item Price	Taxable Supply Price	Tax type	VAT		
10,000	10,000	D-Non VAT	0		

Non-Fiscal Data

Save

Step 12: How to select the item

- Click on the '+' button adjacent to the item code.

Search registered item [HOME > eTIMS Menu > Item Management > Search registered item]

Item Management

- > Search item classification
- > Search registered item

Search registered item

Item code	Item code	☐ KRA Changed
class code		
+ 8411160300(internal audits)		

1 [Total Data : 1 / Total page : 1]



- The item details will display as below.
- Click inside the item code to select the specific item.

Search registered item [HOME > eTIMS Menu > Item Management > Search registered item]

Item Management

- > Search item classification
- > Search registered item

Search registered item

Item code

☐ KRA Changed

class code

- 8411160300(Internal audits)

Item code	Item Name	Tax type	Count ry of O rigin c ode	Unit C ode	Package code	KRA C hange d
KE3NTXNOX0000 1	Internal Auditing	B-16.00%	KE	NO	NT	N

1 [Total Data : 1 / Total page : 1]

Step 13:

- The selected item will appear on the 'sale item list' as shown below.
- Provide the quantity, the unit price (VAT inclusive and any discount where applicable).
- Click 'Save'.

Sale Item list

#1

Item name*	Package	Quantity*	Unit price (VAT incl)*	Discount rate*	Discount Amount
Internal Auc Q	NT	1	NO	10,000	0

Total Item Price	Taxable Supply Price	Tax type	VAT
10,000	10,000	D-Non VAT	0

Non-Fiscal Data



Step 14:

- The receipt/invoice will appear on the 'Sales Receipt' as below
- To download the invoice/receipt, click the value under *Receipt number*.

eTIMS Taxpayer Portal

eTIMS Menu

Item Management Transaction Management VAT Reports User Support

Sales Receipt | HOME > eTIMS Menu > Transaction Management > Sales Receipt |

Transaction Management

- > Sales by invoice
- > Sales by item
- > Sales by buyer
- > Purchase by invoice
- > Purchase by item
- > Purchase by supplier
- > Sales Receipt

Sales Receipt

Sale date: 02/03/2026 Day: 02/03/2026 Invoice number: Invoice number

Receipt type: --All-- Search

Invoice number	Receipt number	Buyer Name	Sale date	Receipt type	Total Item Count	Total Taxable Amount	VAT	Summary Amount
1	1	ABCDE LTD	02/03/2026	Invoice	1	10,000	0	10,000

[Total Data : 1 / Total page : 1]

Add

Step 15:

- The 'receipt information' is displayed
- To download the invoice, click on 'Receipt'.

Receipt Information

PIN : A

client ID : P000000000

Item sequence	Item class code	Item code	Item name	Unit price (VAT incl)	Quantity	Supply Price	Discount Amount	Taxable Supply Price	Tax type	VAT
1	8411160300	KE3NTXNOX00001	Internal Auditing	10000	1	10000	0	10000	D	0
TOTAL										10000
TOTAL TAXABLE D-0										10000
TOTAL TAX D										0
TOTAL TAX										0

SCU INFORMATION

Date: 02/03/2026

Invoice Number: KRACU

Internal Data: U2FB-NSOV-3MRS-UFQ2-K4DT-45WY-VU

Receipt Signature: CLWK-OWTA-NLB2-JVGF

Receipt

END OF INVOICE/RECEIPT GENERATION



Step 16: How to issue a Credit note

- Click the value under 'Invoice number' to generate a credit note.

eTIMS Taxpayer Portal

eTIMS Menu

Item Management Transaction Management VAT Reports User Support

Sales Receipt [HOME > eTIMS Menu > Transaction Management > Sales Receipt]

Transaction Management

- Sales by invoice
- Sales by item
- Sales by buyer
- Purchase by invoice
- Purchase by item
- Purchase by supplier
- Sales Receipt

Sales Receipt

Sale date Day 02/03/2026 02/03/2026 Invoice number Invoice number

Receipt type --All-- Search

Invoice number	Receipt number	Buyer Name	Sale date	Receipt type	Total Item Count	Total Taxable Amount	VAT	Summary Amount
1	1	ABCDE LTD	02/03/2026	Invoice	1	10,000	0	10,000

[Total Data : 1 / Total page : 1]

Add

Step 17:

- For a full credit note, select 'Credit Note'

Invoice Information

Sale type	Normal	Sale date	02/03/2026	Status	Approved			
Receipt type	Invoice	Receipt number	1	Receipt issue date	02/03/2026 14:52:34			
Branch name	Headquarter	Invoice number	1	Payment Type	CASH			
Buyer PIN	P0000000000	Buyer Name	ABCDE LTD	Buyer Mobile No	0700000000			
Non-Fiscal Data								
Total Taxable Amount	10,000	Total Tax Amount	0	Total Amount	10000			
Tax-D Taxable Amount	10,000	Tax-D Tax Amount	0	Tax-D Rate	0%			
Item Name	Package	Quantity	Unit price (VAT incl)	Discount Amount	Taxable Supply Price	Tax type	VAT	Total Item Price
Internal Auditing	NT	1	10000	0	10000	0	0	10000
Totals					10000		0	10000

Partial Credit Note Credit Note



Step 18: Provide the reason for raising the credit note.

Invoice Information

Sale type	Normal	Sale date	
Receipt type	Invoice	Receipt date	
Branch name	Headquarter	Invoice number	
Buyer PIN	P0000000000	Buyer Name	
Non-Fiscal Data			
Total Taxable Amount	10,000	Total Tax Amount	0
Tax-D Taxable Amount	10,000	Tax-D Tax Amount	0
Totals			

Credit Note reason

- Select--
- Select--
- Missing Quantity
- Missing Waiting
- Damaged
- Wasted
- Raw Material Shortage
- Refund
- Wrong Customer PIN
- Wrong Customer name
- Wrong Amount/price
- Wrong Quantity
- Wrong Item(s)
- Wrong tax type
- Other reason

Credit Note

Status	Approved
Receipt issue date	02/03/2026 14:52:34
Payment Type	CASH
Buyer Mobile No	0700000000
Total Amount	10000
Tax-D Rate	0%
VAT	0
Total Item Price	10000

Partial Credit Note **Credit Note**

Step 19: Save and Click Yes to generate Credit Note

Invoice Information

Sale type	Normal	Sale date	
Receipt type	Invoice	Receipt date	
Branch name	Headquarter	Invoice number	
Buyer PIN	P0000000000	Buyer Name	ABCDE LTD
Non-Fiscal Data			
Total Taxable Amount	10,000	Total Tax Amount	0
Tax-D Taxable Amount	10,000	Tax-D Tax Amount	0
Totals			

Credit Note reason

Missing Waiting

Save

Credit Note

Do you want to issue a credit note?

Yes **Cancel**

Partial Credit Note **Credit Note**



Step 20:

- The credit note will appear on the 'Sales Receipt' as below
- To view the Credit note details, click the digit under *Receipt number*

eTIMS Taxpayer Portal

Sales Receipt [HOME > eTIMS Menu > Transaction Management > Sales Receipt]

Transaction Management

- > Sales by invoice
- > Sales by item
- > Sales by buyer
- > Purchase by invoice
- > Purchase by item
- > Purchase by supplier
- > Sales Receipt

Sales Receipt

Sale date: 02/03/2026 | Day: 02/03/2026 | Invoice number: | Receipt type: --All--

Search

Invoice number	Receipt number	Buyer Name	Sale date	Receipt type	Total Item Count	Total Taxable Amount	VAT	Summary Amount
2	2	ABCDE LTD	02/03/2026	Credit Note	-1	-10,000	0	-10,000
1	1	ABCDE LTD	02/03/2026	Invoice	1	10,000	0	10,000

[Total Data : 2 / Total page : 1]

Add

Step 21:

- The credit note information is displayed as shown below
- To download the credit note, click on 'Receipt'

Receipt Information

PIN : A0

client ID : P0000000000

Receipt Number : 1

CREDIT NOTE

Item sequence	Item class code	Item code	Item name	Unit price (VAT incl)	Quantity	Supply Price	Discount Amount	Taxable Supply Price	Tax type	VAT
1	8411160300	KE3NTXNOX00001	Internal Auditing	10000	1	10000	0	10000	D	0
TOTAL										-10000
TOTAL TAXABLE D-0										-10000
TOTAL TAX D										-0
TOTAL TAX										-0

SCU INFORMATION

Date: 02/03/2026

Invoice Number: KRACU

Internal Data: U2FB-NSOV-3MRS-UFQ2-K4DT-45WY-VU

Receipt Signature: K44J-HUWW-ABYX-FEAK

Receipt

THE END