



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: A0

Password:

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
<ul style="list-style-type: none">Search item classificationSearch registered itemCustomer Management	<ul style="list-style-type: none">Stock InventoryStock by itemStock by Client/SupplierImported item listStock-in historyStock-out historyStock movementOpening/Closing stock	<ul style="list-style-type: none">Sales by invoiceSales by itemSales by buyerPurchase by invoicePurchase by itemPurchase by supplierSales Receipt	<ul style="list-style-type: none">Sales reportPurchase reportVAT importation	<ul style="list-style-type: none">NoticeManualWarning



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

Item Management | Transaction Management | VAT Reports | User Support

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

Item Management

- Search item classification
- Search registered item
- Customer Management

Search registered item

Item code [dropdown] Item code [input] KRA Changed [checkbox] Search [button] Reset [button]

class code [input] There is no search result

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	Registration date

Excel Download Register

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 [close]

>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 [input]

Safety quantity [0] * Status [Active]

* Whether it is available to apply insurance [Unapplied]

* Basic unit price (VAT incl) [10000] Additional information [input]

Save



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 confirmation dialog box. The dialog box has a title 'Item' and the text 'Do you want to register?'. Below the text are two buttons: 'Yes' (blue) and 'Cancel' (red). A black arrow points to the 'Yes' button. The background form shows fields for 'Item class code', 'Item Name', 'Item type', 'Package unit', 'Barcode', 'Safety quantity', and 'Basic unit price (VA T incl)'. A 'Save' button is visible at the bottom right of the form.

- The registered item/items should appear as below

The screenshot shows the eTIMS Taxpayer Portal interface. The main content area is titled 'Search registered item' and displays a table of results. A black arrow points to the first row of the table. 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'. The first row contains the following data: Item class code: 8411160300(Internal audits), Item class name: Internal Auditing, Item code: 8411160300, Item Name: Internal Auditing, Quantity Unit: Net, Package unit: Net, Item type: Service, Tax type: B-16.00%, Country of Origin: Kenya, Item standard name: Internal Auditing, Additional information: Internal Auditing, Registrant ID: 10000, Registration date: 2023-01-10. Below the table are buttons for 'Excel Download' and 'Register'.

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 contains a search bar for 'Taxpayer Pin' with 'Search' and 'Reset' buttons. A table with columns for 'Customer PIN', 'Customer Name', 'Phone Number', 'E-mail', and 'Action' is displayed, showing 'There is no search result'. A red 'Register Customer' button is located in the top right corner, indicated by a black arrow.

Step 7: Add Customer Details then Click 'Register'

The screenshot shows the 'Register Customer' form in the eTIMS Taxpayer Portal. The form fields are filled with example data: Customer PIN (P000000000), Customer Name (ABCDE LTD), Address (empty), Phone Number (0700000000), and E-mail (empty). A red 'Register Customer' button is located at the bottom right of the form, indicated by a black arrow.

View of the Registered Customers

The screenshot shows the eTIMS Taxpayer Portal interface displaying a list of registered customers. The table has columns for 'Customer PIN', 'Customer Name', 'Phone Number', 'E-mail', and 'Action'. One customer record is visible: Customer PIN P000000000, Customer Name ABCDE LTD, Phone Number 0700000000, and an 'Edit Customer' button in the Action column. A black arrow points to the 'Edit Customer' button.

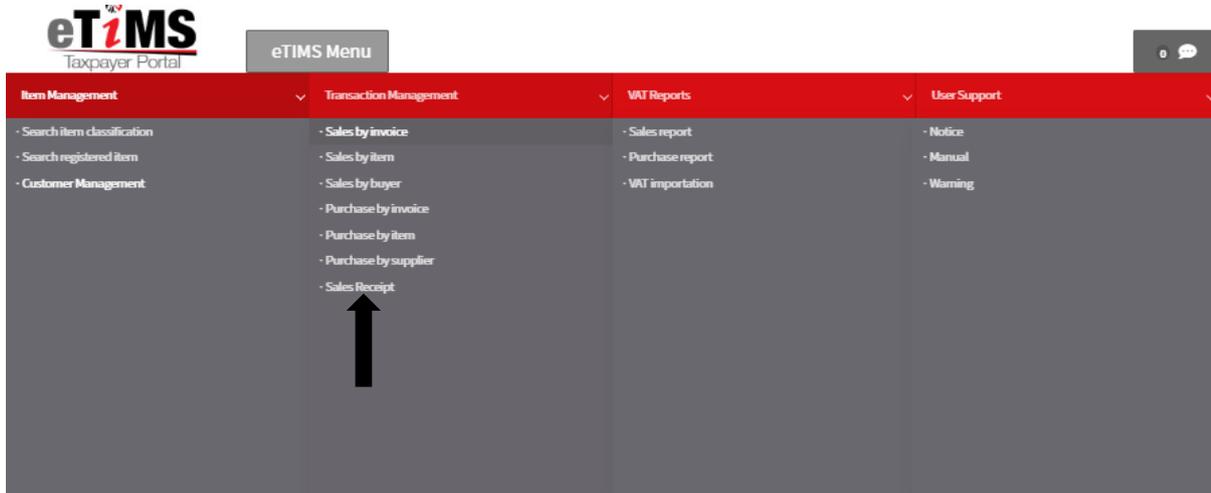
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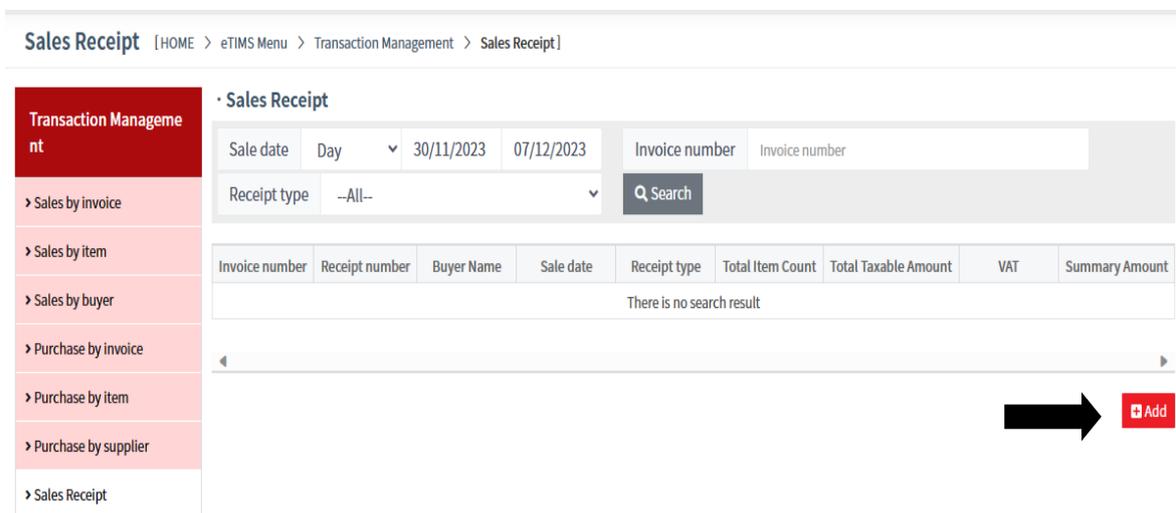


Step 8: How to Generate a Sales Receipt

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



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





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

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

Buyer PIN Buyer Name

Buyer Mobile No* Buyer Foreigner No

Payment Type* --Select--

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 Transaction Management VAT Reports User Support

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

Transaction Management

Sale information

Buyer PIN Buyer Name

Buyer Mobile No* Buyer Foreigner No

Payment Type*

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 <input style="border: 1px solid red;" type="text" value="Internal Auc"/>	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 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
		<input type="checkbox"/>

class code

+ 8411160300(internal audits)

[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	Country of Origin code	Unit Code	Package code	KRA Changed
KE3NTXNOX0000 1	Internal Auditing	B-16.00%	KE	NO	NT	N

[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 <input type="text" value="Internal Auc"/>	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

Save



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 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 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[]1

Internal Data U2FB-N5OV-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

Transaction Management > Sales Receipt

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

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

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 (V AT incl)	Discount Am ount	Taxable Sup ply Price	Tax type	VAT	Total Item Pr ice
Internal Auditing	NT	1	10000	0	10000	0	0	10000
Totals					10000		0	10000



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

The screenshot shows the 'Credit Note reason' dropdown menu open, displaying a list of reasons. The background shows the 'Invoice Information' and 'Credit Note reason' panels. The 'Credit Note reason' panel has a dropdown menu with the following options:

- 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

Step 19: Save and Click Yes to generate Credit Note

The screenshot shows the 'Credit Note' dialog box open, displaying a confirmation message. The background shows the 'Invoice Information' and 'Credit Note reason' panels. The 'Credit Note reason' panel has a dropdown menu with the following options:

- Missing Waiting

The 'Credit Note' dialog box contains the following text:

Credit Note
Do you want to issue a credit note?
Yes Cancel



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

Transaction Management | VAT Reports | User Support

Sales Receipt

Transaction Management

Sale date: 02/03/2026 | Invoice number: []

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 : A[]

client ID : P000000000

Receipt Number : 1

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: KRACUD[]2

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

Receipt Signature: K44J-HUWW-ABYX-FEAK

Receipt

THE END