



USER GUIDE FOR eTIMS ONLINE PORTAL

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

The screenshot shows the eTIMS Taxpayer Portal login interface. At the top is the eTIMS logo with the text 'Taxpayer Portal' below it. There are two input fields: 'UserID' with a person icon and 'Password' with a key icon. Below these fields is an orange 'LOGIN' button. A horizontal line separates the login section from the sign-up section, which features a grey 'SignUP' button. At the bottom, there are two links: 'Forgot your password?' and 'Are you new on this system? Learn More'.



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Step 2: Click PIN button

The screenshot shows the Kenya Revenue Authority Taxpayer Portal login interface. A modal window titled "Sign up Type" is open, displaying a black arrow pointing to a red button labeled "PIN" with a user icon. The background login form includes fields for "UserID" and "Password", a brown "LOGIN" button, and a dark grey "SignUP" button. Below the buttons are links for "Forgot your password?" and "Are you new on this system? Learn More".

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Step 3: Enter your PIN and click verify button



Sign up(PIN)

Taxpayer Information

* PIN

Tax payer name

A010127581P

Verify

Please Input Taxpayer Identification number then click to Verify button.

Tax payer type

* Telephone number

* E-Mail

Address(County)

Address(Sub County)

Address(Tax Area Locality)

* Address(Location information)

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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.



Sign up(PIN)

Taxpayer Information

* PIN

A0050010410

Verify

Tax payer name

IPKEM02 TEST INETH02

Please Input Taxpayer Identification number then click to Verify button.

Tax payer type

Individual

* Telephone number

0704445435

* E-Mail

aa.aa@aa.aa

Address(County)

BARINGO

Address(Sub County)

Gatundu District

Address(Tax Area Locality)

* Address(Location information)

Meru

User Information

* National ID

12345852

* Member name

IPKEM02 TEST INETH02

* Mobile

0704445435

E-Mail

aa.aa@aa.aa

* User ID

A0050010410

* Password

.....

* Password Ok

.....

Please Input user ID then click to Verify button.

Verification

Send ff05f

✓ Sign up

Cancel



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Step 5: A sign up confirmation message whether you want to sign up populates

User Information

* National ID

12345852

* Mobile

0704445435

* User ID

A0050010410

Please Input user ID then click to Verify button.

Verification

Send

ff05f

✓ Sign up

Cancel

!

Sign up(PIN)

Do you want to sign up?

Yes

Cancel

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Step 6: Click yes button to complete the sign up

User Information

* National ID

12345852

* Mobile

0704445435

* User ID

A0050010410

Please Input user ID then click to Verify button.

Verification

Send

ff05f

✓ Sign up

Cancel

! Sign up(PIN)

Sign up is completed

→ Yes

* Member name

Password Ok

.....

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Step 7: Taxpayer logs in again using the log in credentials

eTIMS
Taxpayer Portal

LOGIN

SignUP

[Forgot your password?](#)

Are you new on this system? [Learn More](#)

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Step 8: eTIMS menu populates on the taxpayer's profile. Click service request button on the top right corner.

The screenshot shows the eTIMS Taxpayer Portal interface. At the top, there is a header bar with the text "Welcome, IPKEM [redacted] (NETH02 (A [redacted] 110))". To the right of the header bar are buttons for "Notice" and "Service request" (highlighted with a red arrow), and a "MyMenu" dropdown. Below the header bar, the "eTIMS Menu" is displayed, with a red arrow pointing to it. The main content area is divided into several sections: "Normal Sales Receipt", "Normal Credit Notes", "Proforma Receipt", and "Expired Stock Item" (which shows a clock icon and the number "0"). Below these are three sections for "Total Sales Amount", "Total Credit Notes Amount", and "Total VAT Amount", each with a line graph. At the bottom left, there is a "TODAY" date display showing "19/01/2023 (Thu)". At the bottom right, there are two sections: "Notice" and "Warning", both showing "There is no search result".



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Step 9: Click the button ETIMS 2.1

The screenshot displays the eTIMS Taxpayer Portal interface. A modal window titled "Service request" is open, featuring a large black arrow pointing down to a button labeled "ETIMS 2.1". The background interface includes the eTIMS logo, a navigation menu, and several data visualization charts for "Normal Sales Receipt", "Normal Credit Notes", and "Proforma Receipt". The "Expired Stock Item" section shows a clock icon and the number "0".

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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

Address(Location information)

Nairobi

Service Information

Service Type

eTIMS

*eTims Type

--Select--
--Select--
eTIMS Client
Online
VSCU
OSCU

Signed Application Letter(PDF/JPG)

Business Registration Certificate(PDF/JPG)

KRA PIN Certificate(PDF/JPG)

ID of the Owner of the Company(PDF/JPG)

Signed Commitment letter(PDF/JPG)

Browse

ebm_acquisition_user_guide_ok.pdf

Browse

ebm_acquisition_user_guide_ok.pdf

Browse

ebm_acquisition_user_guide_ok.pdf

Browse

ebm_acquisition_user_guide_ok.pdf

✓ Send

Cancel



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.

Address(Location Information)

Nairobi

Service Information

Service Type: eTIMS *eTims Type: Online

Service Request

Would you like to apply?

➔

Signed Application Letter(PDF/JPG)	
Business Registration Certificate(PDF/JPG)	
KRA PIN Certificate(PDF/JPG)	
ID of the Owner of the Company(PDF/JPG)	
Signed Commitment letter(PDF/JPG)	

Send Cancel

NB: This marks the end of **ETIMS online portal** application, upon successful application, an authorized KRA officer will verify and approve the application.



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Step 12: Taxpayer logs into their online portal

The screenshot shows the eTIMS Taxpayer Portal login interface. At the top is the eTIMS logo with the text 'Taxpayer Portal' below it. There are two input fields: the first for a taxpayer ID (containing 'A00' followed by a masked number and '410') and the second for a password (represented by dots). Below these fields are two buttons: an orange 'LOGIN' button and a grey 'SignUP' button. At the bottom, there are two links: 'Forgot your password?' and 'Are you new on this system? Learn More'.

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Step 13: Click Search registered item under Item management.

Welcome, IPI [REDACTED] EST INETH02 (A0 [REDACTED] IO) [Notice](#) [Service request](#) [MyMenu](#)

eTIMS
Taxpayer Portal

eTIMS Menu

Item Management	Stock Management	Transaction Management	VAT Annexure	User Support
- Search item classification - Search registered item	- 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

0.5 0.5 0.5



Step 14: Click register button to add an item for sale

Taxpayer Portal

eTIMS Menu

Item Management

Stock Management

Transaction Management

VAT Annexure

User Support

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

Search

Reset

Classification code

There is no search result

Item classific ation code	Item classific ation name
Item code	Item Name
Quantity Unit	Package unit
Item type	Tax type
Country of Or igin	Item standar d name
Additional inf ormation	
Registrant ID	Registration d ate

Excel Download

Register



Step 15: Fill in the Item registration form and click the Save button

The screenshot displays the eTIMS Taxpayer Portal interface. On the left, a sidebar contains the 'eTIMS Taxpayer Portal' logo and navigation links: 'Item Management', 'Search registered item', 'Item Management', 'Search item classification', and 'Search registered item'. The main content area is titled 'Item registration' and contains a form with the following fields:

>Item			
* Item class code	7611160501(Cleaning Service)	* Tax type	B-16.00%
* Item Name	carpet cleaning 7*8		
* Item standard name	carpet cleaning 7*8		
* Item type	Finished Product	* Country of Origin	KENYA
* Package unit	Net	* Quantity Unit	Number
Barcode		* Status	Active
* Safety quantity	10	* Whether it is available to apply insurance	Unapplied
* Basic unit price	3000	Additional information	

A black arrow points to the 'Save' button at the bottom right of the form. Below the form, there are two buttons: 'Excel Download' and 'Register'. On the right side of the portal, there is a 'Support' dropdown menu and a list of fields: 'Item class name', 'Item Name', 'Package unit', 'Tax type', 'Item standard name', 'Registrant ID', and 'Registration date'.



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.

Item registration

>Item

* Item class code	7611160501(Cleaning Service)	* Tax type	B-16.00%
* Item Name	carpet cleaning 7*8		
* Item standard name	carpet cleaning 7*8		
* Item type	Finishe		
* Package unit	Net		
Barcode			
* Safety quantity	10		
* Basic unit price	3000		

Do you want to register?

Yes **Cancel**

Save

Excel Download Register



Step 17: Items successfully added to the system. Click on the + button under class code for the registered items to populate.



eTIMS Menu

0

Item Management

Stock 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

Search registered item

Item code

Item code

☐ KRA Changed

Search

Reset

class code

7611160501(Cleaning Service)

Item code	Item Name	Tax type	Country of Origin code	Unit Code	Package code	KRA Changed
KE2NTXNOX00001	carpet cleaning 7*8	B-16.00%	KE	NO	NT	N
KE2NTXNOX00002	sofa cleaning 5 seats	B-16.00%	KE	NO	NT	N

1

[Total Data : 1 / Total page : 1]

Excel Download

Register

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	



Step 18: Under Transaction management click Sales Receipt to make a sale

The screenshot shows the eTIMS Taxpayer Portal interface. At the top, there is a header with the eTIMS logo and 'Taxpayer Portal' text. Below this is a navigation bar with a 'eTIMS Menu' button. The main menu is divided into five categories: Item Management, Stock Management, Transaction Management, VAT Annexure, and User Support. Each category has a dropdown arrow. The 'Transaction Management' dropdown is open, showing options: Sales by invoice, Sales by item, Sales by buyer, Purchase by invoice, Purchase by item, Purchase by supplier, Sales Receipt, and Opening/Closing stock. A black arrow points from the 'Transaction Management' menu item to the 'Sales Receipt' option. At the bottom of the page, there are two buttons: 'Excel Download' and 'Register'. On the right side, there is a table with registration details.

Registrant ID	Registration date
A0050010410	19/01/2023



Step 19: Click add button to proceed with the sale

eTIMS Menu

0

Item Management ▾ Stock Management ▾ Transaction Management ▾ VAT Annexure ▾ 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 ▾ 12/01/2023 19/01/2023

Invoice number Invoice number

Receipt type --All-- ▾

Q Search

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

➔ Add



Step 21: Enter the Quantity for the Supply price, Taxable Supply Price and VAT to populate then click save button.

Total Taxable Amount	6,000	Total Tax Amount	828	Total Amount	6,000
----------------------	-------	------------------	-----	--------------	-------

Tax-B Taxable Amount	6,000	Tax-B Tax Amount	828	Tax-B Rate	16 %
----------------------	-------	------------------	-----	------------	------

Sale item list

#1						+
Item name*	Package	Quantity*	Unit price*	Supply Price		
carpet cleaning 7*8	NT	2	3,000	6,000		
Taxable Supply Price	Tax type	VAT	Total Price			
6,000	B-16.00%	828	6,000			

→ Save



Step 22: A confirmation message populates to confirm whether the taxpayer wants to register(make sale) the sale. Click yes button

Total Taxable Amount 6,000

Total Tax Amount 828

Total Amount 6,000

Tax-B Taxable Amount 6,000

Tax-B Tax Amount 828

Tax-B Rate 16 %

Sale item list

#1

Item name*

carpet cleaning 7*8

Unit price*

NO

3,000

Supply Price

6,000

Taxable Supply Price

6,000

Tax type

B-16.00%

VAT

828

Total Price

6,000

Save



Sales Receipt

Do you want to register?



Yes

Cancel



Step 23: For the receipt/invoice to appear, click on the number(1) under Receipt number column on the receipt



eTIMS Menu

0

Item Management

Stock 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 20/01/2023 27/01/2023

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		27/01/2023	Invoice	1	6,000	828	6,000

1

[Total Data : 1 / Total page : 1]

Add



Step 24: Receipt/invoice of the sale made pops up. Click receipt button to print the receipt or download it.

eTIMS
Taxpayer Portal

Item Management

Sales Receipt [HOME]

Transaction Management

> Sales by invoice

> Sales by item

> Sales by buyer

> Purchase by invoice

> Purchase by item

> Purchase by supplier

> Sales Receipt

Receipt Information

PIN : A008726126A

client ID :

Item sequence	Item class code	Item code	Item name	Unit price	Quantity	Supply Price	Discount rate	Taxable Supply Price	Tax type	VAT
1	7611160501	KE2NTXNOX0001	carpet cleaning 7*8	3000	2	6000	0	6000	B	828
TOTAL										6000
TOTAL B-16										6000
TOTAL TAX B										828
TOTAL TAX										828

SDC INFORMATION

Date	27/01/2023
Receipt Number	1
Internal Data	Q2TV-L27R-SHO7-45OX-KSIT-CX63-34
Receipt Singnature	V6KZ-D22Y-6T54-SOJR

Receipt

Support

VAT

Summary Amount

828

6,000

[Total Data : 1 / Total page : 1]

Add

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

eTIMS Menu

0

Item Management ▾ Stock 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 ▾ 20/01/2023 27/01/2023

Invoice number Invoice 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
1	1		27/01/2023	Invoice	1	6,000	828	6,000

[Total Data : 1 / Total page : 1]

Add



Step 26: Click the Credit Note button

Invoice Information ✕

Sale type	Normal	Sale date	01/03/2023	Status	Approved
Receipt type	Invoice	Receipt number	1	Receipt issue date	01/03/2023 13:28:02
Branch name	Headquarter	Invoice number	1	Payment Type	CASH
Buyer PIN		Buyer Name		Buyer Mobile No	N/A
Remarks					

Total Taxable Amount	6,000	Total Tax Amount	828	Total Amount	6,000
Tax-B Taxable Amount	6,000	Tax-B Tax Amount	828	Tax-B Rate	16%

Item Name	Package	Quantity	Unit price	Supply Price	Taxable Supply Price	Tax type	VAT	Total Price
carpet cleaning 7*8		2 NO	3,000	6,000	6,000	B-16.00%	828	6,000

[Credit Note](#)

Step 27: Click the drop down arrow to select a reason for refund

eTIMS
Taxpayer Portal

Item Management

Sales Receipt [HOME]

Transaction Management

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

Invoice Information

Sale type	Normal
Receipt type	Invoice
Branch name	Headquarter
Buyer PIN	
Remarks	

Total Taxable Amount	6,000
Tax-B Taxable Amount	6,000

Item Name	Package	Quantity	Unit price	Supply Price	Taxable Supply Price	Tax type	VAT	Total Price
carpet cleaning 7*8		2 NO	3,000	6,000	6,000	B-16.00%	828	6,000

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



Status	Approved
Receipt issue date	01/03/2023 13:28:02
Payment Type	CASH
Buyer Mobile No	N/A

Total Amount	6,000
Tax-B Rate	16%

[Credit Note](#)



Step 28: Select credit note reason for the sale then click the save button to approve

Invoice Information		Credit Note reason						
Sale type	Normal	Wasted		Approved				
Receipt type	Invoice	Save		Receipt issue date	01/03/2023 13:28:02			
Branch name	Headquarter	Invoice number	1	Payment Type	CASH			
Buyer PIN		Buyer Name		Buyer Mobile No	N/A			
Remarks								
Total Taxable Amount	6,000	Total Tax Amount	828	Total Amount	6,000			
Tax-B Taxable Amount	6,000	Tax-B Tax Amount	828	Tax-B Rate	16%			
Item Name	Package	Quantity	Unit price	Supply Price	Taxable Supply Price	Tax type	VAT	Total Price
carpet cleaning 7*8		2 NO	3,000	6,000	6,000	B-16.00%	828	6,000
Credit Note								



Step 27: A Credit Note confirmation notification will appear, click yes to approve.

Invoice Information		Credit Note reason						
Sale type	Normal	Wasted		Status	Approved			
Receipt type	Invoice	Save		Receipt issue date	01/03/2023 13:28:02			
Branch name	Headquarter	Invoice number	1	Payment Type	CASH			
Buyer PIN				Receipt No	N/A			
Remarks								
Total Taxable Amount				Total	6,000			
Tax-B Taxable Amount					16%			
Item Name	Package	Quantity	Unit price	ce	pply Price	tax type	VAT	Total Price
carpet cleaning 7*8		2 NO	3,000		6,000	B-16.00%	828	6,000

!

Credit Note

Do you want to issue a credit note?

→ Yes Cancel

Credit Note



Step 28: The invoice has been cancelled successfully. The cancelled receipt/
invoice appears in the negative (-)



eTIMS Menu

0

Item Management

Stock 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 20/01/2023 27/01/2023

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
2	2		27/01/2023	Credit Note	-1	-6,000	-828	-6,000
1	1		27/01/2023	Invoice	1	6,000	828	6,000

1

[Total Data : 2 / Total page : 1]

Add

THE END

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