

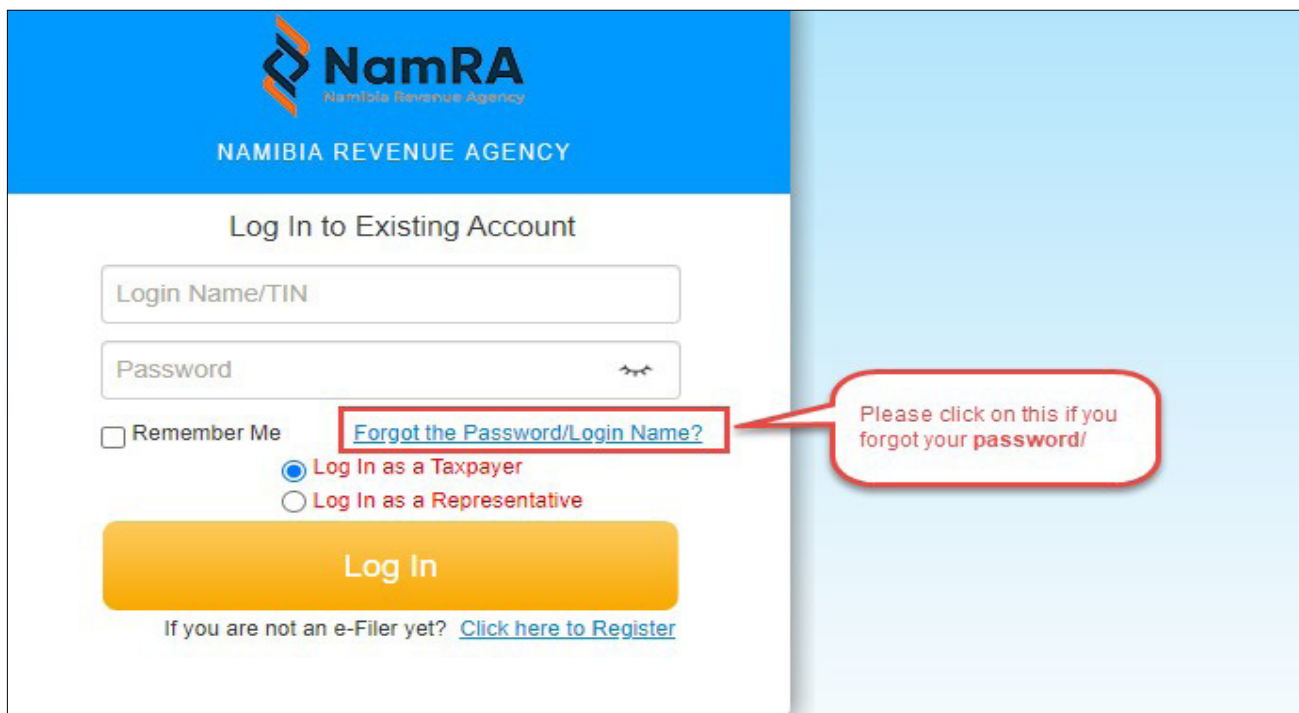


HOW TO PERFORM CERTAIN TASKS ON ITAS

Serving with passion...

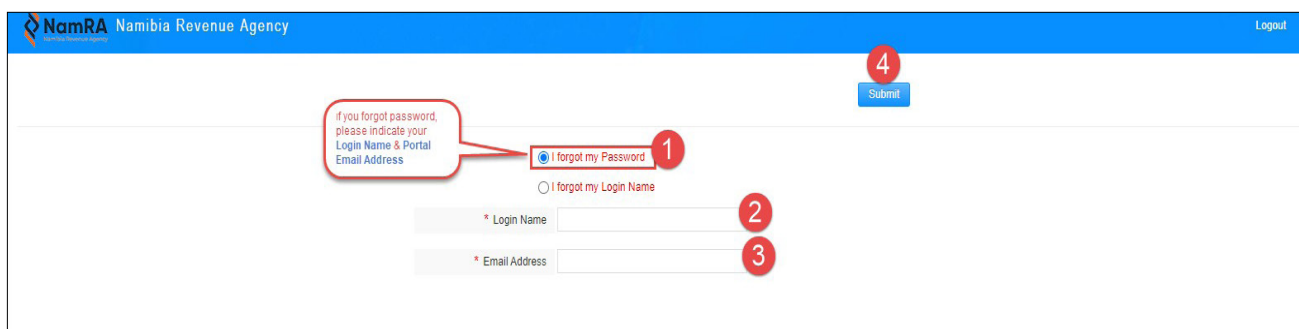
1. How to reset your ITAS portal password?

STEP 1: On your login portal click on **forgot Password** as indicated below.



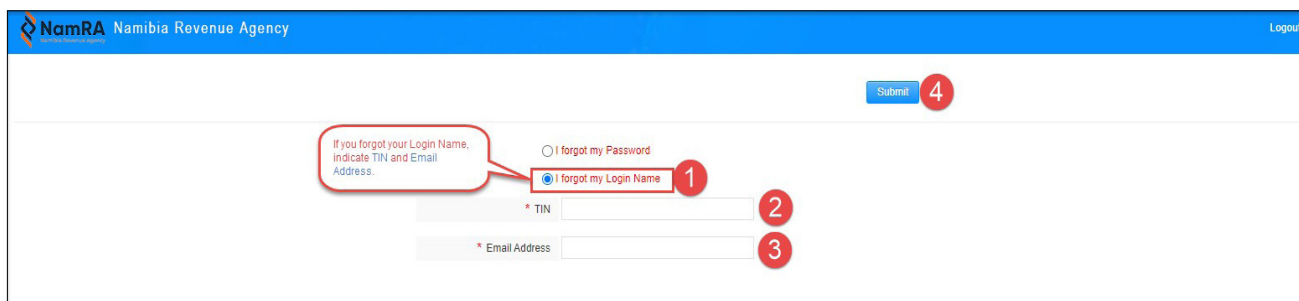
The screenshot shows the NamRA login page. At the top, the NamRA logo and 'NAMIBIA REVENUE AGENCY' are displayed. Below is the 'Log In to Existing Account' section. It includes a 'Login Name/TIN' field, a 'Password' field with an eye icon, a 'Remember Me' checkbox, and two radio buttons: 'Log In as a Taxpayer' (selected) and 'Log In as a Representative'. A yellow 'Log In' button is at the bottom. A link 'Forgot the Password/Login Name?' is highlighted with a red box. A red callout bubble points to this link with the text: 'Please click on this if you forgot your password/'. Below the login fields, there is a link: 'If you are not an e-Filer yet? [Click here to Register](#)'.

STEP 2: When you forgot your **Password**.



The screenshot shows the 'Forgot Password' form. At the top, the NamRA logo and 'Namibia Revenue Agency' are visible, along with a 'Logout' link. A 'Submit' button is in the top right. The form has two radio buttons: 'I forgot my Password' (selected and numbered 1) and 'I forgot my Login Name'. A callout bubble points to the first radio button with the text: 'If you forgot password, please indicate your Login Name & Portal Email Address'. Below the radio buttons are two input fields: '* Login Name' (numbered 2) and '* Email Address' (numbered 3). A 'Submit' button (numbered 4) is at the top right.

STEP 3: When you forgot your **Login Name**.



The screenshot shows the 'Forgot Login Name' form. At the top, the NamRA logo and 'Namibia Revenue Agency' are visible, along with a 'Logout' link. A 'Submit' button is in the top right. The form has two radio buttons: 'I forgot my Password' and 'I forgot my Login Name' (selected and numbered 1). A callout bubble points to the second radio button with the text: 'If you forgot your Login Name, indicate TIN and Email Address.'. Below the radio buttons are two input fields: '* TIN' (numbered 2) and '* Email Address' (numbered 3). A 'Submit' button (numbered 4) is at the top right.

STEP4:

- i) After submitting (number 4) in step3, a **“reset link”** highlighted in blue will be sent to the email address that you registered
- ii) Once you have clicked on the reset link, it will require you to insert your **New Password** on the **screen below**,

The screenshot shows the NamRA password reset form. At the top left is the NamRA logo and 'Namibia Revenue Agency'. The form has two input fields: '* New Password' and '* Confirm Password'. A red box highlights both fields, with a '1' next to the first field and a '2' next to the second. A callout bubble points to this box with the text 'Enter your new password here'. To the right of the fields is a 'Submit' button with a '3' next to it.

2. How to transfer a file on the portal

STEP 1: Login into your Itas/ e-service portal account

The screenshot shows the NamRA login page. At the top is the NamRA logo and 'Namibia Revenue Agency'. Below is the heading 'Log In to Existing Account'. There are two input fields: one for the login/username name and one for the password. A red box highlights both fields, with a '1' next to the first field and a '2' next to the second. A callout bubble points to the first field with the text 'Enter your login/username name here.' Another callout bubble points to the second field with the text 'Enter your Password here.' Below the fields are options for 'Remember Me', 'Forgot the Password/Login Name?', and radio buttons for 'Log In as a Taxpayer' (selected) and 'Log In as a Representative'. At the bottom is a yellow 'Log In' button with a '3' next to it.

STEP 2:

- i) Click on **“Taxpayer Modification”**
- ii) Click on **“Transfer Request”**

The screenshot shows the NamRA Taxpayer Modification page. At the top is the NamRA logo and 'Namibia Revenue Agency'. Below is a navigation bar with 'Taxpayer Modification' selected. The main content area has four sections: 'Contact Details', 'Deregistration Request', 'Transfer Request', and 'Modify Other Information'. A red box highlights the 'Transfer Request' section, with a callout bubble pointing to it with the text 'Click on Transfer Request here.' The 'My Notification' link in the navigation bar has a '1' next to it.

STEP 3:

- i) Fill in Taxpayer Information in all fields required.
- ii) Click on **"New"** button under attachment to upload the documents required
- iii) Submit by clicking on the **"Submit"** Button

The screenshot shows the 'Taxpayer Information' form in the NamRA portal. The form is titled 'Transfer Request' and includes the following fields:

- TIN: 10511594
- Taxpayer Name: Freedom Tameko Litwayi
- New Magisterial District: Windhoek
- * Transfer to Office: -Select-
- * Transfer Reason: -Select-
- * Note: Please input the note.
- * Postal Address: P.O. Box 7944, Katutura, Windhoek, 9000, Namibia
- * Residential/Business Address: Juuso Katangolo Street, Erf 7214 Shandumbala, Windhoek, Khomas, 9000, Namibia

At the bottom of the form, there is an 'Attachment' section with a table with columns: Document, Uploaded, Description, and Action. A 'New' button is located in the bottom right corner of the attachment section. A 'Submit' button is located in the top right corner of the form. Red callout boxes point to the 'Submit' and 'New' buttons with the text 'Click here to submit' and 'Click here to upload the attachment' respectively.

3. How to file returns for individual for Salaried person/ pensioners (for those who have retirement annuities and study policies)

STEP 1: Log in to your Portal.

The screenshot shows the login page for the Namibia Revenue Agency (NamRA). The page features the NamRA logo and the text 'NAMIBIA REVENUE AGENCY'. Below the logo is the heading 'Log In to Existing Account'. There are two input fields: 'Login/Username' and 'Password'. A 'Remember Me' checkbox is present, along with a link 'Forgot the Password/Login Name?'. There are two radio buttons: 'Log In as a Taxpayer' (selected) and 'Log In as a Representative'. A yellow 'Log In' button is at the bottom. A link 'If you are not an e-Filer yet? Click here to Register' is at the bottom. Red callout boxes with numbers 1, 2, and 3 point to the 'Login/Username' field, the 'Password' field, and the 'Log In' button respectively.

STEP 2:

My Notification

Reference No. Status Date From

Date To

Reference No.	Subject	Date	Status	Submitted by	Details of Notification
10511594	Tax Amnesty Programme.	30-05-2023	Approved		Q
23587748	Assessment Notice	07-02-2022	Assessed		Q
23587748	Assessment Notice	07-02-2022	Returned for Resubmission		Q
23587748	Assessment Notice	07-02-2022	Returned for Resubmission		Q
23587885	Assessment Notice	07-02-2022	Assessed		Q
23587885	Assessment Notice	07-02-2022	Submitted for Assessment	Freedom Litwayi	Q
23587748	Assessment Notice	07-02-2022	Submitted for Assessment	Freedom Litwayi	Q

Showing 1 of 1 pages with 7 records

STEP 3:

- i) Click on Return.
- ii) Click on my returns.
- iii) Click Search your Returns.
- iv) Select the Return you wish to submit.
- v) Then click on File your return.

My Returns

Your Returns

Return ID Tax Type Return Type Tax Year

Tax Period Status Data Source Return Period

EFT Reference No

Search Your Return File Your Return

Return ID	Version	Tax Type	Return Type	Return Period	Tax Year	Tax Period	Period From	Period To	Due Date	Status	Data Source	EFT Reference No
		Income Tax	Income Tax Return for Salaried Person/Pensioner/Other Individuals	2023	2023	-	01-03-2022	28-02-2023	30-06-2023	Pending for Submission	ITAS	1021051159411202300
		Income Tax	Income Tax Return for Salaried Person/Pensioner/Other Individuals	2022	2022	-	01-03-2021	28-02-2022	30-06-2022	Pending for Submission	ITAS	1021051159411202200
87885	1	Income Tax	Income Tax Return for Salaried Person/Pensioner/Other Individuals	2020	2020	-	07-10-2019	29-02-2020	31-03-2021	Assessed	ITAS	1021051159411202000
87748	1	Income Tax	Income Tax Return for Salaried Person/Pensioner/Other Individuals	2021	2021	-	01-03-2020	28-02-2021	30-06-2021	Assessed	ITAS	1021051159411202100

Showing 1 of 1 pages with 4 records

STEP 4: Select Normal form

Confirmation

Please select the form type

Normal-Form C-Form

NB: Select C-Form if you only worked for one employer for the whole tax year and only claiming allowable deduction (Pension/ Provident, Retirement annuity and study policy contributions).

Click

Confirm Cancel

Return ID	Version	Tax Type	Return Type	Return Period	Tax Year	Tax Period	Period From	Period To	Due Date	Status	Data Source	EFT Reference No
		Income Tax	Income Tax Return for Salaried Person/Pensioner/Other Individuals	2023	2023	-	01-03-2022	28-02-2023	30-06-2023	Pending for Submission	ITAS	1021051159411202300
		Income Tax	Income Tax Return for Salaried Person/Pensioner/Other Individuals	2022	2022	-	01-03-2021	28-02-2022	30-06-2022	Pending for Submission	ITAS	1021051159411202200
87885	1	Income Tax	Income Tax Return for Salaried Person/Pensioner/Other Individuals	2020	2020	-	07-10-2019	29-02-2020	31-03-2021	Assessed	ITAS	1021051159411202000
87748	1	Income Tax	Income Tax Return for Salaried Person/Pensioner/Other Individuals	2021	2021	-	01-03-2020	28-02-2021	30-06-2021	Assessed	ITAS	1021051159411202100

Showing 1 of 1 pages with 4 records

STEP 5: Schedule 2 (compulsory for those with study policy)

Insert **Names** and **birth dates** of children or beneficiaries in the study policy.

STEP 6:

- i) Click on **“Schedule 3” (Employment)** to open.
- ii) Scroll down until you find contribution to approved **“retirement Annuity Fund”** insert **(Name of retirement fund, Registration number of fund & Contribution amount)** as indicated on number 1 below.
- iii) Scroll down further until you find **“Study policy assurance company name”** insert **(Name of Fund, Registration No. of Fund, Contribution Amount)** as indicated on number 2 below.

Taxpayer Modification	Tax Type Modification	Return	Transaction	Other Services	My Notification	Registration Information	Print Taxpayer Certificate
My Returns							
Registration No. of Fund						NS	
Contributions to an approved Retirement Annuity Fund							
Name of Fund: Sanlam		<div style="border: 1px solid red; border-radius: 10px; padding: 2px; display: inline-block;"> Insert fund name, registration number & amount 1 </div>					
Registration No. of Fund: 0241						NS 5,400.00	
Contribution Amount							
Name of Fund:						NS	
Registration No. of Fund:						NS	
Contribution Amount							
Name of Fund:						NS	
Registration No. of Fund:						NS	
Contribution Amount							
Net contribution to approved pension, provident & retirement annuity funds						NS 5,400.00	
Study policy assurance company name: old mutual		<div style="border: 1px solid red; border-radius: 10px; padding: 2px; display: inline-block;"> Insert company name, policy number & amount 2 </div>					
Study policy number: 00234							
Premiums paid in respect of study policies							
						NS 3,500.00	

STEP 7:

Click on **Schedule 17** and verify if the **Total Tax Deducted** corresponds with that on the **PAYE5(s)**.

	Line No.	Debit/Credit
taxable amount (excluding taxable income in Schedule 4)	A	NE 243 553.65
Tax Payable (excluding tax on income in Schedule 4)	B	NE 44 690.96
Taxable Income in Sched 4	C	NE
Tax Payable-Taxable income in Schedule 4	D	NE 0.00
TOTAL TAX PAYABLE		NE 44 690.96
Tax paid:		
Provisional payment		NE
Provisions if payment		NE
Further Provisional payments:		NE
Foreign taxes paid on revenue deemed to be from a Namibian source		NE
TOTAL TAX PAID		NE 0.00
Employee tax deducted:		
Employer's TIN: 12075459		
Tax Deducted		NE 48 474.97
SUM OF EMPLOYEE TAX DEDUCTED		NE 48 474.97
NET TAX PAYABLE (2011-12 YEAR)		NE (3 585.91)

STEP 8:

- i) Click and open **Schedule 24**, indicate if you are the owner of the House you are residing in, if so click **“YES”** and If **“NO”** (provide the owners Names, tax number/ ID number & total rental amount for 12 month) in **Number 1**
- ii) Indicate if you are in possession of the company vehicle in **Number 2**
- iii) Declare once you are done in **Number 3**

Schedule 24 : EMPLOYERS HOUSING AND VEHICLES	
Are you the owner of the house you are residing in? If no, please state:	1 <input checked="" type="radio"/> Yes <input type="radio"/> No
Name of owner	<input type="text"/>
Address of owner	<input type="text"/>
Do you rent the house you are residing in?	<input type="radio"/> Yes <input type="radio"/> No + Add x Delete
TIN of house owner	<input type="text"/>
D/Registration Number	<input type="text"/>
Amount of rental paid to the owner	NS <input type="text"/>
Whether the owner of the property is also your employer	<input type="radio"/> Yes <input type="radio"/> No
Are you in possession of a company vehicle? If yes, please submit the following information:	2 <input type="radio"/> Yes <input checked="" type="radio"/> No
Employer TIN	<input type="text"/>
Make of vehicle	<input type="text"/>
Model of vehicle	<input type="text"/>
Vehicle identification number (VIN)	<input type="text"/>
Purchase price	NS <input type="text"/>
Conditions of use (e.g. limitation regarding costs paid by employer or limitation regarding kilometers travelled for private purpose)	<input type="text"/>
3 + Add x Delete	

STEP 9: Upload all the mandatory documents:

- i) **PAYE5(S)**
- ii) **Retirement Annuity certificate(s)**
- iii) **Study Policy certificate(s)**

Taxpayer Modification	Tax Type Modification	Return	Transaction	Other Services	My Notification	Registration Information	Print Taxpayer Certificate
My Returns							
Attachment Container + New							
Document	Uploaded	Description	Action				
certificate i.r.o interest received for minor children	<input type="checkbox"/>	<input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
certificate i.r.o building society dividends received	<input type="checkbox"/>	<input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PAYE5 Certificates	<input type="checkbox"/>	<input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
certificate i.r.o interest from Foreign Sources	<input type="checkbox"/>	<input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
certificate i.r.o interest from Other Namibia Sources	<input type="checkbox"/>	<input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
certificate i.r.o donation issued by educational institution or welfare organisation	<input type="checkbox"/>	<input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
certificate i.r.o retirement fund	<input type="checkbox"/>	<input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
certificate i.r.o study policies	<input type="checkbox"/>	<input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
certificate i.r.o annuities received	<input type="checkbox"/>	<input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
financial statement for partnership	<input type="checkbox"/>	<input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
notice of assessment from foreign country	<input type="checkbox"/>	<input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
proof of tax withheld	<input type="checkbox"/>	<input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
vehicle's proof of purchase	<input type="checkbox"/>	hint: VIN <input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
vehicle's proof of sale	<input type="checkbox"/>	hint: VIN <input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
declaration letter for partial employment periods	<input type="checkbox"/>	<input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Outapi	(+264) 65 251 513
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Mariental	(+264) 63 240 487
Oranjemund	(+264) 63 230 041
Luderitz	(+264) 63 203 522
Swakopmund	(+264) 64 405 185
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