

Ordering Your ZIMRA Fiscal Device

A step-by-step walkthrough for placing a device order on the ZIMRA FDMS Self-Service Portal — the first step before we can register, test and activate your fiscal device.

ZIMRA now requires every taxpayer to **place their own device order** through the FDMS Self-Service Portal (SSP). Once your order is submitted, it generates an **Order Number**, and ZIMRA issues a set of **test credentials** for the device — a **Test Device ID**, a **Serial Number** and an **Activation Key**.

Those items, together with a short **registration form**, are what our team needs to register and test your device with ZIMRA. Once the tests pass and ZIMRA approves the device, it issues the **live activation credentials** that put your device into operation.

Placing the order takes about **five minutes**. Just follow the steps below.

1 · Your TARMS login

The username & password for your organisation's ZIMRA TARMS profile.

2 · Email access

Access to the email address registered on TARMS — the credentials land there.

3 · Your branch

Know which branch the device is for and how many devices you need.

1

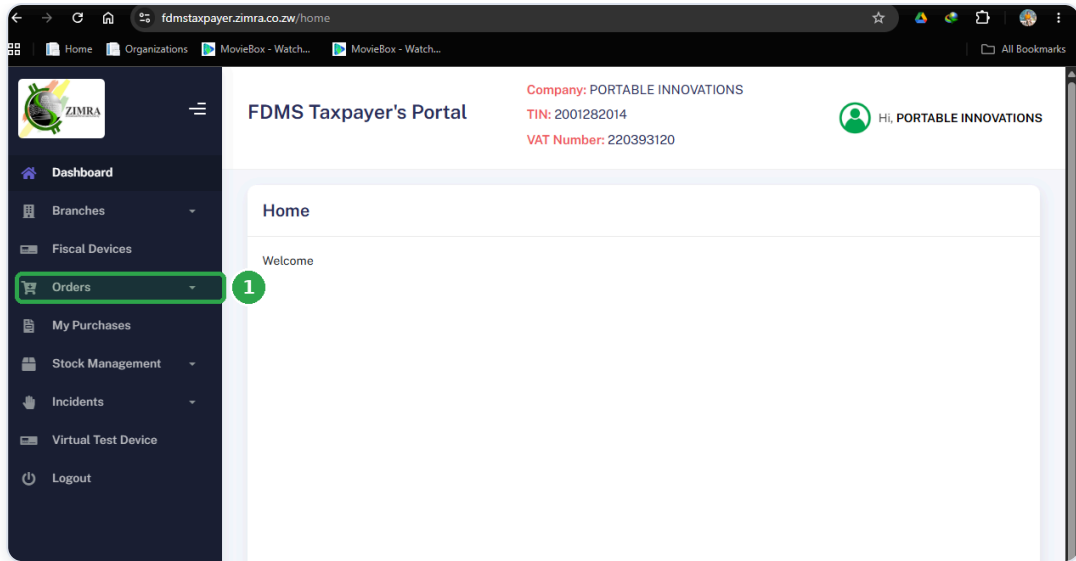
SIGN IN

Log in and open the Orders menu

Open your browser and go to the FDMS Taxpayer's Portal:

<https://fdmstaxpayer.zimra.co.zw/>

Sign in with your TARMS credentials. You'll land on the **Home** screen. In the menu on the left, click **Orders**.



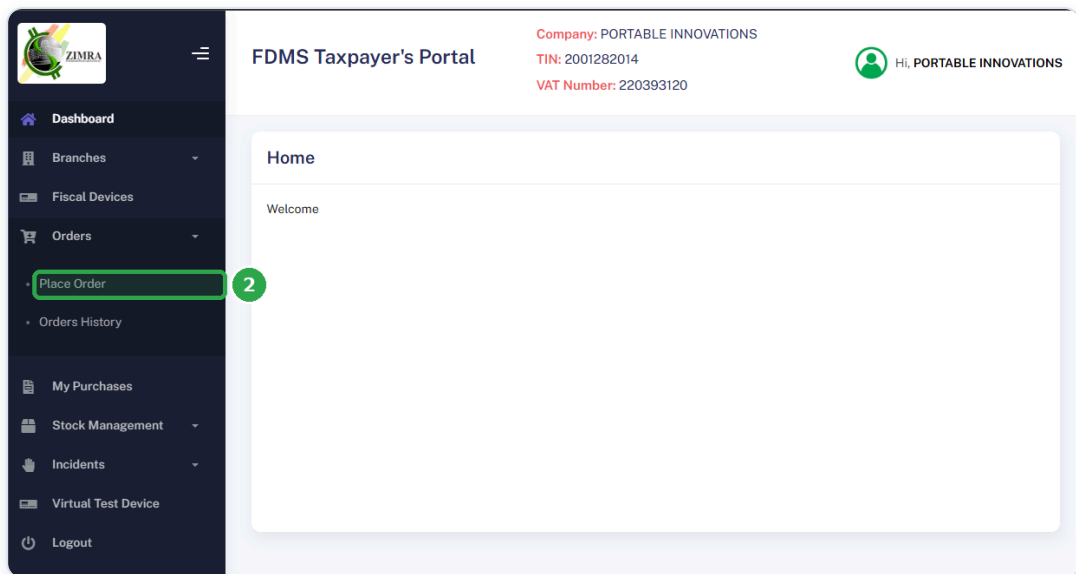
The portal home screen — click **Orders** in the left-hand menu.

2

NAVIGATE

Click "Place Order"

The Orders menu expands into two options. Click **Place Order** to open the order form. (You'll come back to **Orders History** later to collect your Order Number.)

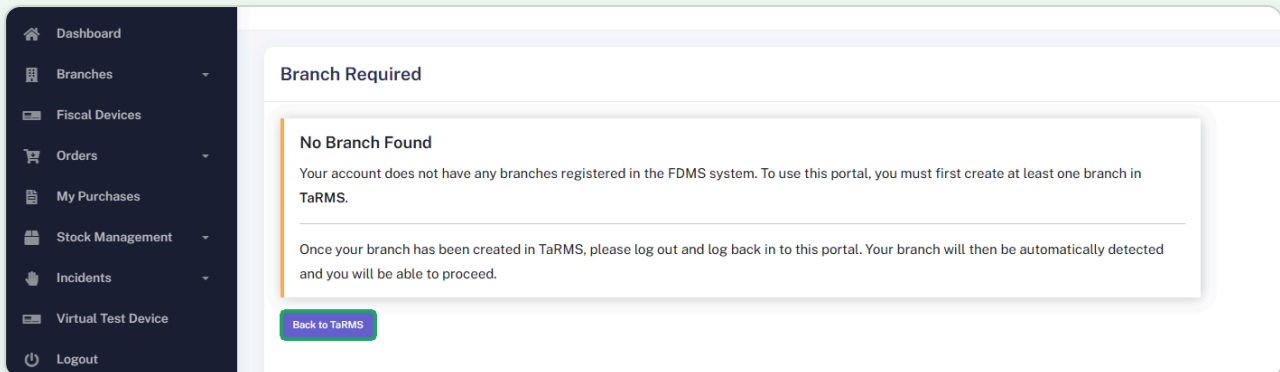


Under **Orders**, choose **Place Order**.

IF NO BRANCHES APPEAR

No branch yet? Add one under your Taxpayer Profile first

On a first-time device, the SSP shows a **"Branch Required"** message like the one below — your account has no branch registered in the FDMS system yet. The order can't proceed until you add one.

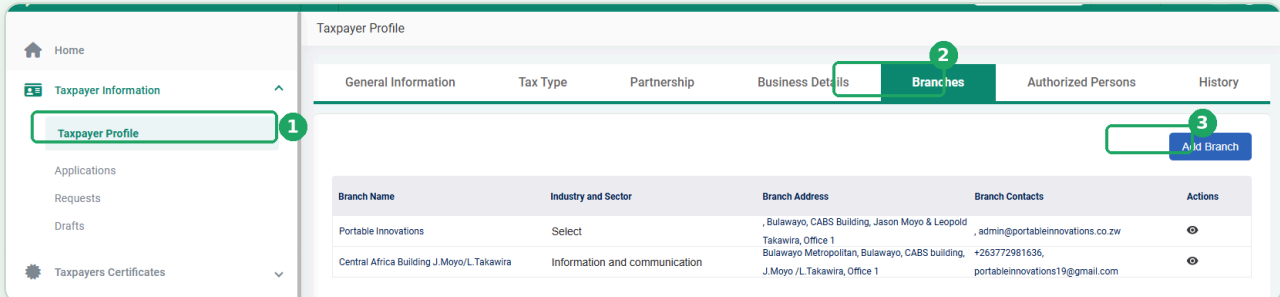


The "No Branch Found" prompt shown on a first-time device. Use **Back to TaRMS** (or open the link below) to add a branch.

Create the branch in the **TARMS portal** — this is a different portal from the FDMS order screen. Open:

<https://mytaxselfservice.zimra.co.zw/>

- 1 Sign in with your TARMS credentials, then open **Taxpayer Information** → **Taxpayer Profile**.
- 2 Click the **Branches** tab.
- 3 Click **Add Branch**, fill in the branch details, and save.



Taxpayer Information → **Taxpayer Profile** → **Branches** tab → **Add Branch**.

Check the SSP. After adding the branch on TARMS, log back in to the SSP to see whether it appears. If it's not showing yet, wait about **30–45 minutes**, then log out and back in — the branch can take that long to sync. Once it appears, continue placing your order below.

3 FILL IN THE FORM

Complete the "Place Order for Device(s)" form

Fill in each field as described below. The numbers on the screenshot match the table.

The Place Order form — the numbered fields match the table below (example values shown).

#	FIELD	WHAT TO ENTER
1	Select Supplier	Choose ZIMRA .
2	Select Device Model	Choose the model that fits your situation — see " Which device model? " below.
3	Select Branch	Pick the branch the device is for. This must be selected — leaving it blank shows a "Please select the branch" error and blocks the order. (If no branches appear, create one under your Taxpayer Profile first — see the note above.)
4	Quantity	Enter the number of devices you need (for a single device, leave it as 1).
5	Order Comment(s)	Enter the comment that matches your situation — see " Which device model? " below.

Which device model & comment should I choose?

FIRST DEVICE

You don't have a server yet

Device Model: Virtual Test

Order Comment: New Fiscal Device

ADDITIONAL DEVICE

You already have an existing server

Device Model: Virtual Server

Order Comment: Additional Device

Adding an additional device?

Additional devices don't go through the testing phase again. Once ZIMRA approves the order, it issues the **live credentials** directly (no test round). We still need these to onboard the device — so as soon as ZIMRA emails them, send us the **live Device ID, Serial Number and Activation Key**.

4 SUBMIT

Press the green "Place Order" button

Double-check that everything is correct, then click the green **Place Order** button at the bottom of the form. This sends your order **directly to ZIMRA**.

Before you click

Once submitted, the order goes straight to ZIMRA. Make sure the supplier is **ZIMRA**, the device model and comment match your situation (see above), and the branch is selected — so you don't have to re-order.

5

COLLECT YOUR REFERENCE

Get your Order Number from Orders History

After the order is placed, go back to **Orders** → **Orders History** in the left-hand menu. Find the order you just created and note the **Order Number** generated for it — we'll need this to register your device.

6

CHECK YOUR INBOX

Wait for ZIMRA's test credentials

ZIMRA will generate the **test credentials** for your device. They appear on the SSP and are also emailed to the address registered on your **TARMS profile**. The credentials are:

Test Device ID

The device's test identifier.

Serial Number

The device serial issued by ZIMRA.

Activation Key

The test activation key.

Can't find the email?

If it hasn't arrived after a short while, check your **Spam** or **Junk** folder, and confirm the email address on your TARMS profile is correct. You can also view the credentials on the SSP.

STEP 7 Send the details to us

As soon as you have your Order Number and ZIMRA's test credentials, send us the following so we can register and test your device. *Please also let us know once you've sent them.*

SEND US THIS

Completed Registration Form

AND THIS

TARMS Order Number

AND THESE TEST CREDENTIALS

Test Device ID · Serial Number · Activation Key

What happens next

Once we have your **completed Excel registration form**, Order Number and test credentials, we register the device, configure it and submit the required tests to ZIMRA. When the tests pass and ZIMRA gives final approval, ZIMRA issues the **live activation credentials** to the email on your TARMS profile. Forward those live credentials to us and we'll complete the activation and place your device into live operation. We'll keep in touch throughout and let you know if we need anything else.