



**NEW TAX COMPLIANCE  
CERTIFICATE (TCC)  
AWARENESS  
SERVICE PROVIDERS  
-ROYAL VILLAS  
29 NOVEMBER 2022**

**VISION**

100% Voluntary compliance for a better Kingdom of Eswatini.

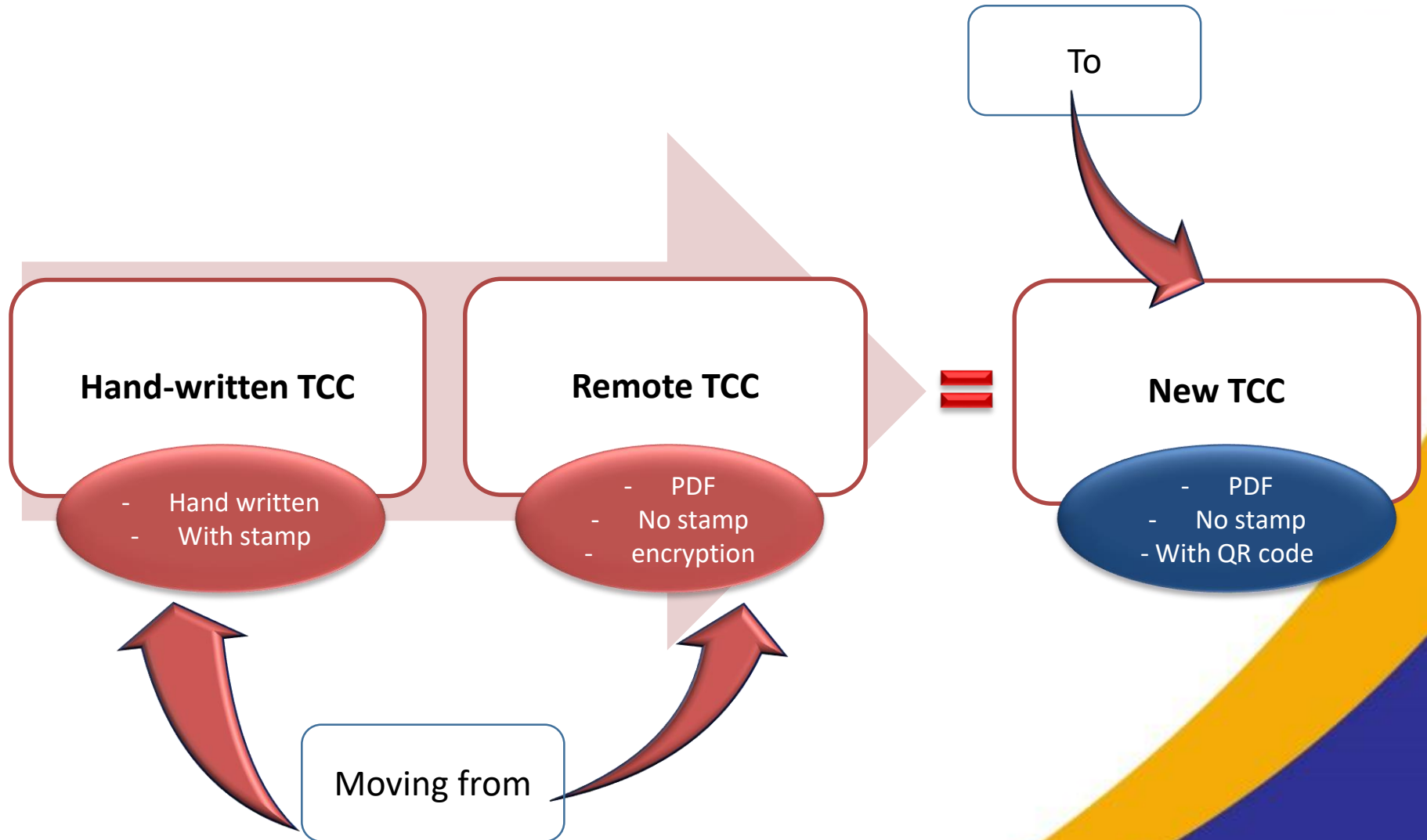
**MISSION**

To provide an effective and efficient revenue and customs administration, driven by a high performance culture that promotes compliance through fair, transparent and equitable application of law.

**'Raising the Standard'**

- To improve the security and authenticity of the Tax Compliance Certificate issued by the ERS through the use of digital security features instead of the current physical features which can easily be forged.

# WHAT IS CHANGING



# WHAT TAXPAYERS NEED TO KNOW ABOUT THE NEW TCC



- No need to come to ERS Offices, taxpayers can apply for TCC at the comfort of their home or office by submitting their TCC applications and attachments (where applicable) via email to [TCC\\_Managers@ers.org.sz](mailto:TCC_Managers@ers.org.sz)
  - ID for PO or applicant
  - Additional supporting documents (where applicable)
- If compliant, the TCC will be emailed to same email address for printing by the taxpayer (black & white is acceptable)
- If not compliant, a notification with reason of non-issuance will be emailed to same email address
- TCC can be printed as many times as taxpayer would want as long as it is still valid.

# WHAT SERVICE PROVIDERS NEED TO KNOW ABOUT THE NEW TCC



- The hand written TCC is being phased out
- The new TCC will have a QR code replacing ink stamps
- The new TCC may be printed in black & white or in colour – distinctive feature is the QR code
- The information on the QR code should match the information on the TCC (QR Code details - see next slide)
- Contact ERS TCC verification helpdesk at [TCC@ers.org.sz](mailto:TCC@ers.org.sz) to confirm authenticity of the TCC
- Effective 1<sup>st</sup> December 2022,
- Ultimately, we are hoping to get to a point where there will be **NO** TCC hardcopy once the organization has implemented electronic TCC

# WHAT TAXPAYERS NEED TO KNOW ABOUT THE NEW TCC



- Turnaround time –0 to 8hrs (restricted to working days)
- Effective 1<sup>st</sup> December 2022, **NO handwritten TCC**
- For walk-ins, effective 1st December, TCCs will be issued through email – NO PRINTING of TCCs at service centres.

## Procedure;

- Application form & documents will be received over the counter,
- receiving officer will scan to TCC\_Managers to queue up for approval & issuance.
- TCCs will be emailed to client's email address once issued for printing by client.



## Tax Compliance Certificate Details

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**Graded Tax Number**

2419078

**Taxpayer Tin Number**

100383692

**Is Tax Compliant**

**No Tax obligations outstanding**

True ▾

**Made satisfactory arrangements to pay outstanding  
fees**

False ▾

**Restriction**

Tender

**Taxpayer Name**

eswatini revenue service

**Document Number**

ERS\_01\_MW\_2023

**Certificate Date Issued**

2022/11/23 09:44:52

**Certificate Valid Until**

2022/12/23 09:44:00

**Certificate Issuing Officer**

Mlungisi Mhlongo

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# THANK YOU

ready.  
set.  
go!

# 1<sup>ST</sup> DECEMBER 2022