



**Revenue  
Services**  
Lesotho

# **GUIDE ON E-PAYMENTS**

“Re Tjena Ka Uena”

## How to make tax payments through mobile money using the Revenue Services Lesotho (RSL) e-Payments Platform and Commercial banking channels

Revenue Services Lesotho (RSL) provides an e-Payments platform designed to facilitate quick and seamless tax payments using mobile money and commercial banking channels.

The purpose of this guide is to assist Taxpayers on how to pay taxes through Revenue Services Lesotho's e-payment platform using mobile money as well as Commercial banking channels.

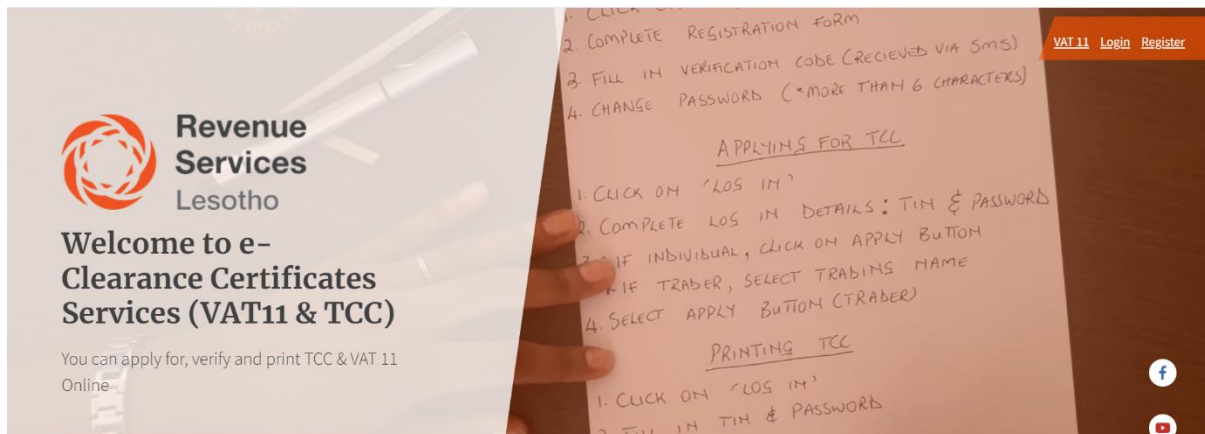
### Payments made with mobile money (EcoCash or M-Pesa)

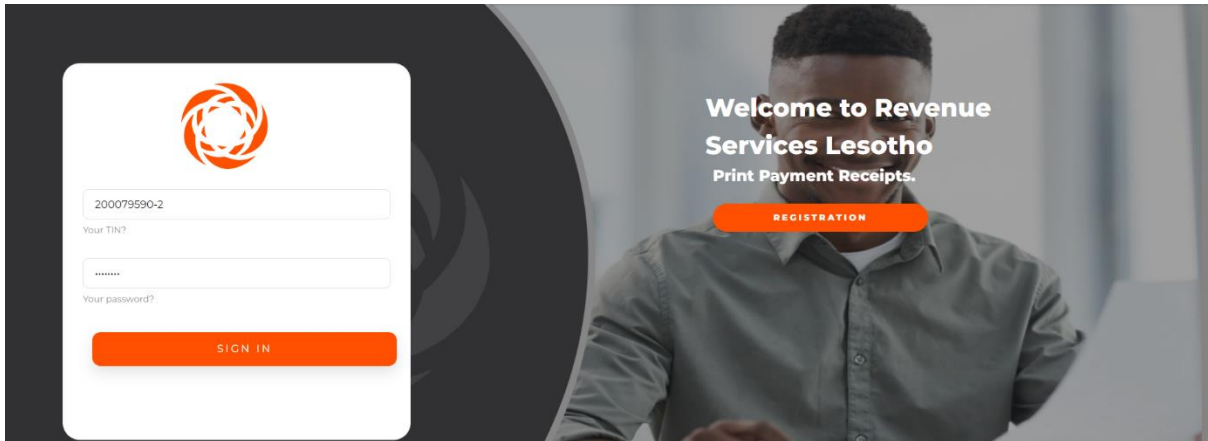
The steps below outline the process which Taxpayers should follow to pay Domestic (Inland) Taxes on the RSL e-Payments platform using EcoCash or M-Pesa.

#### Step 1

1. Visit the RSL website: <http://www.rsl.org.ls>
2. Go to **E-Services**
3. Go to e-Payments

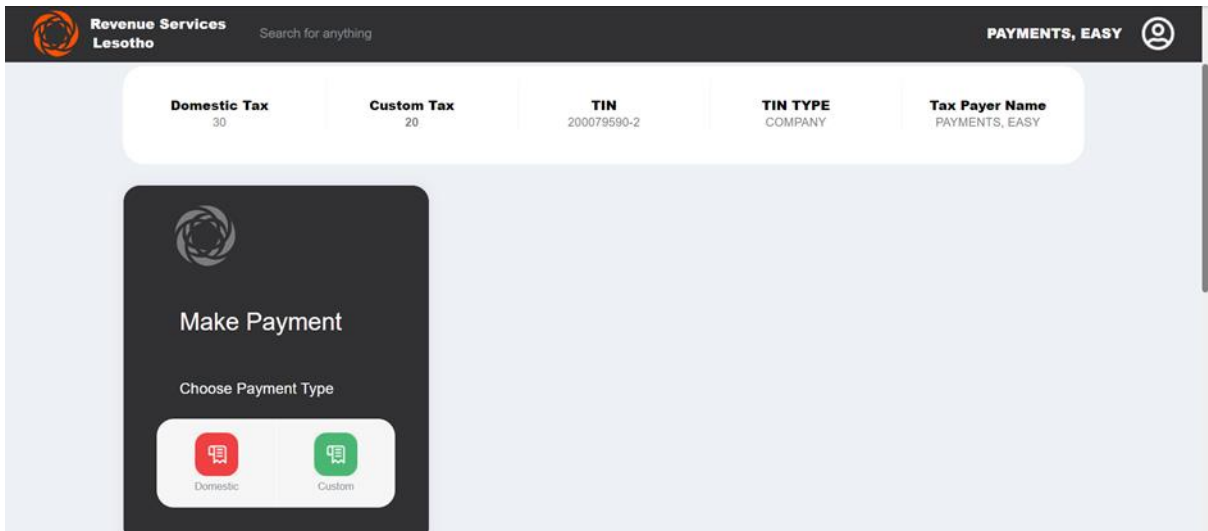
Register your profile to get e-TCC login credentials (TIN and password) which you will use to get access to e-Payments platform or use your existing e-TCC credentials if you are already registered.





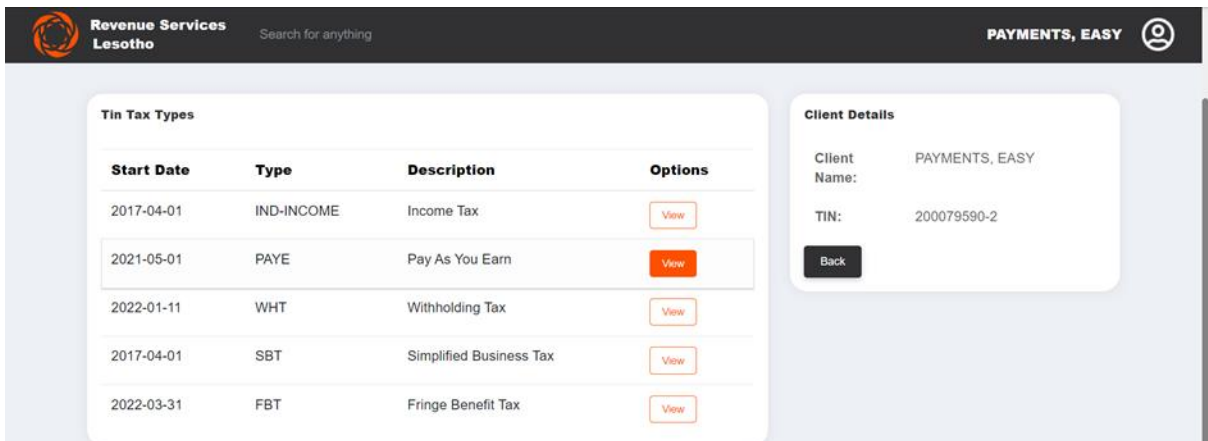
## Step 2

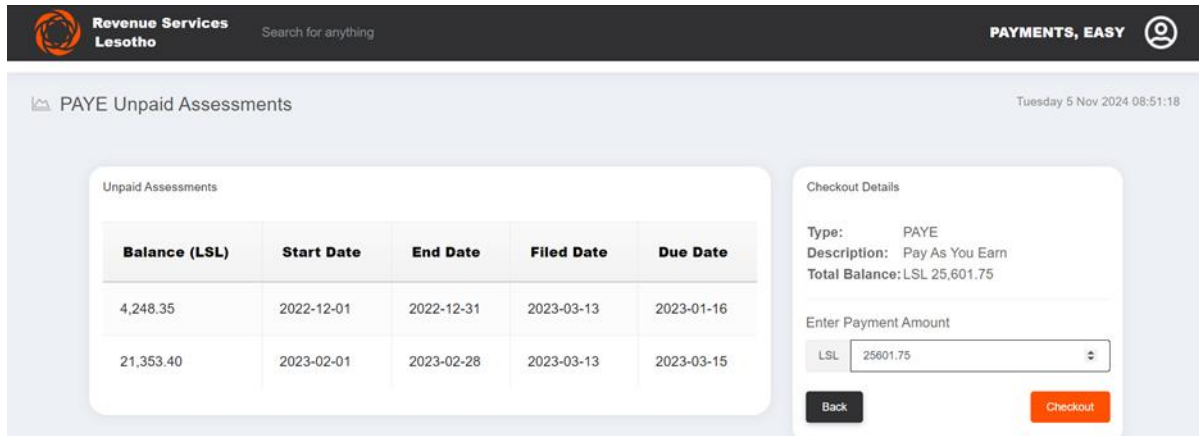
Choose the type of payment you are intending to effect - **Domestic (Inland) Taxes**



A list of all tax types which a Client has registered for will appear on a screen.

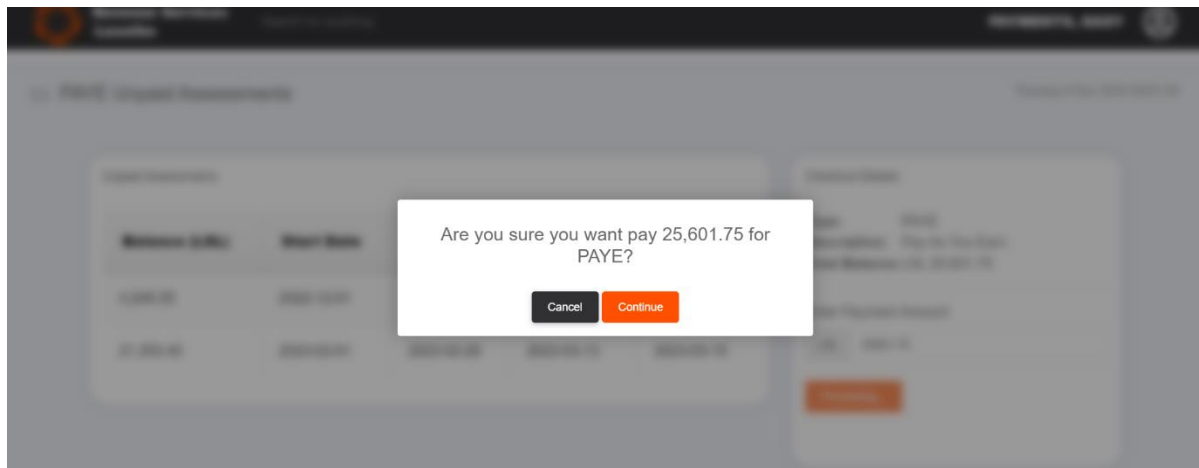
Click on “**view**” on the tax type for which you wish to see the details. A list of unpaid assessments for that tax type, with the period, will appear. Then enter any amount you wish to pay then click on “**check out**”.





### Step 3

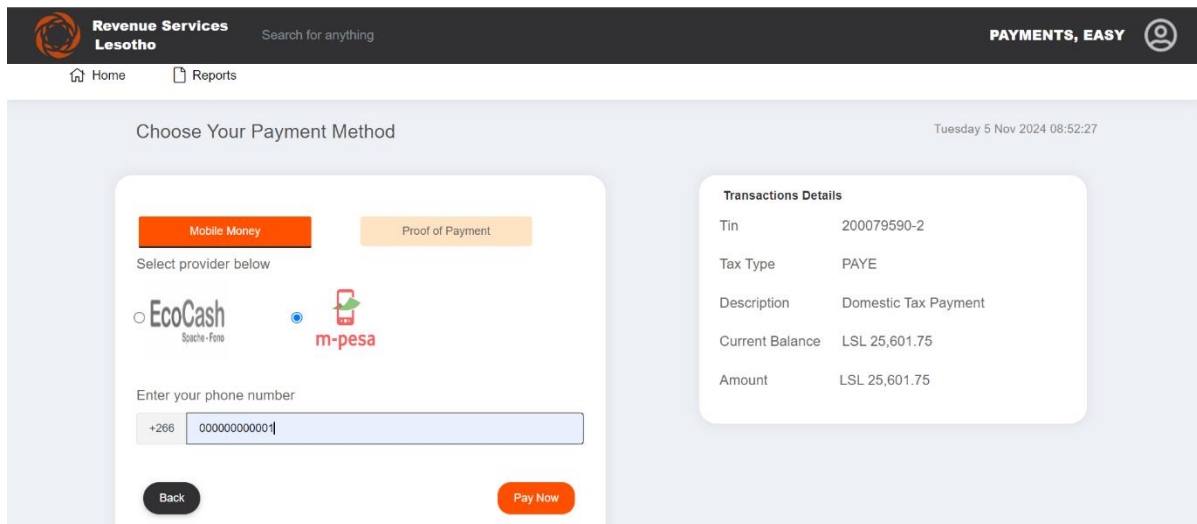
A pop-up message confirming the amount and the tax type being paid will appear. If the details are correct click '**Continue**' to proceed. If not click on "**cancel**" and restart from step 2.



### Step 4

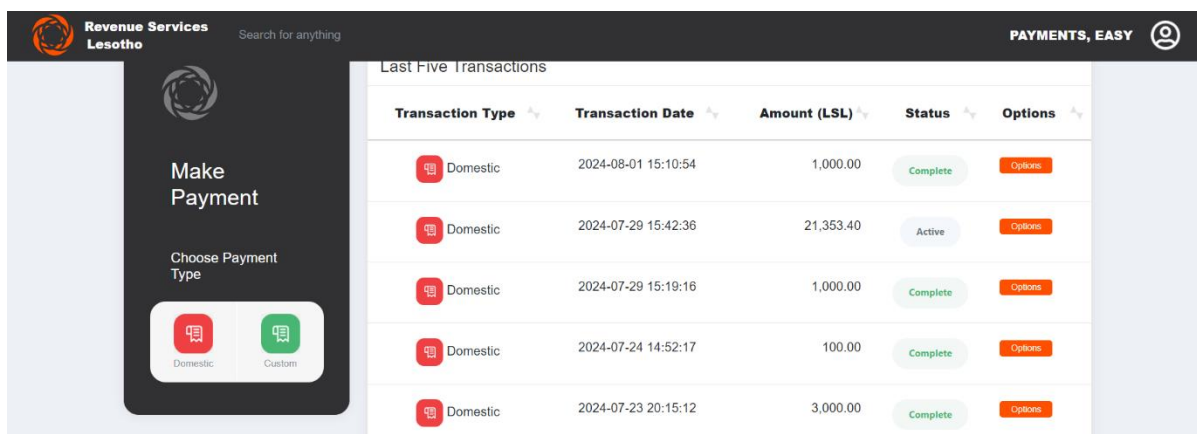
Payment Gateway screen opens, and you select the method of payment.

Click the Mobile Money and choose EcoCash or M-Pesa. Then enter the number to transact from/your cell number and click on "**Pay now**"



### Step 5

A screen showing payment report will be shown and a list of all the previous transactions made, starting with the latest payment made. You can click on “**Options**” to view/print the receipt.



**The steps below outline the process which Taxpayers should follow to pay Customs Duties on the RSL e-Payments platform using EcoCash or M-Pesa.**

### Step 1

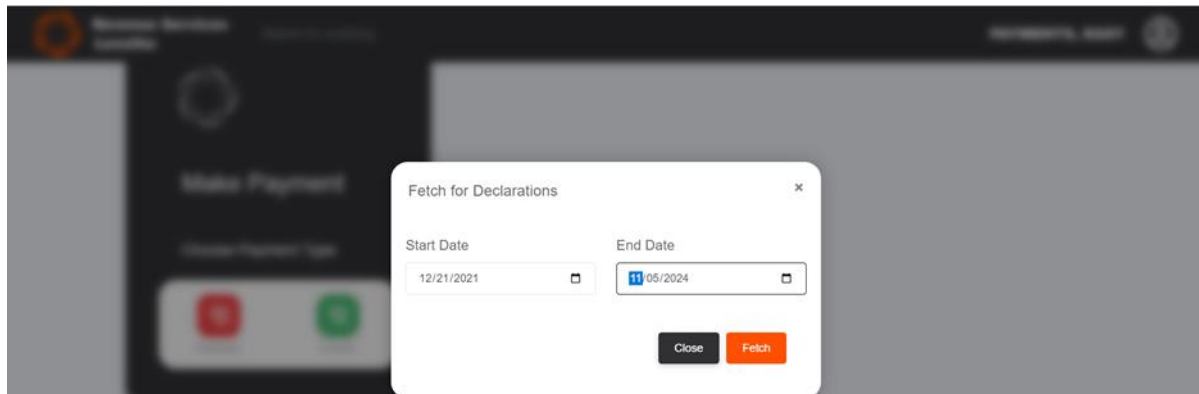
1. Visit the RSL website: <http://www.rsl.org.ls>
2. Go to **E-Services**
3. Go to e-Payments

Register your profile to get e-TCC login credentials (TIN and password) which you will use to get access to e-Payments platform or use your existing e-TCC credentials if you are already registered.

### Step 2

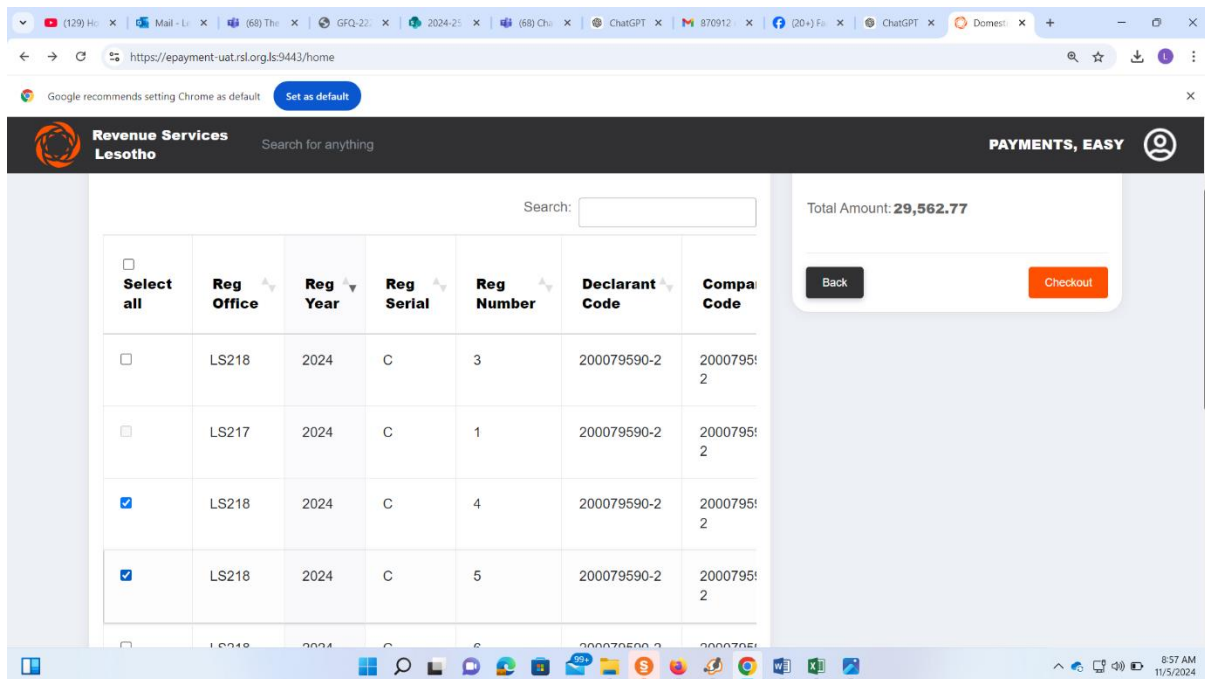
Choose the type of payment you are intending to effect - **Customs Duties**

You can search for declaration by first selecting the date range for the declaration you want. From the list of declarations showing, you can select the specific declaration or enter the reference number on the search field.



**NB** you may select multiple declarations to be paid for simultaneously.

Click **“checkout”** and continue to pay for the chosen declaration(s).



### Step 3

A pop-up message confirming the amount and the declaration being paid will appear. If you are sure that it is the declaration you wish to pay for and the amount, then click **“continue”**. Otherwise click **“cancel”** and restart from step 2.

### Step 4

Payment Gateway screen opens, and you select the method of payment.

Click the Mobile Money and choose EcoCash or M-Pesa. Then enter the mobile number to transact from/your cell number and click on **“Pay now”**

### Step 5

A screen showing payment report will be shown and you can click on “**Options**” to view/print the receipt. Once a payment has been completed the declaration(s) assessment will no longer appear in the system.

### **Payments Made Through Commercial Banks**

Taxpayers can make payments either physically or through various electronic channels offered by commercial banks:

- Standard Lesotho Bank
- Nedbank Lesotho
- First National Bank
- Lesotho Postbank (VAT only)
- RSL banking hall (available only in Maseru)

To make payments through Standard Lesotho Bank’s mobile banking (USSD):

- Dial \*128# >> 4-Payments & Transfers >> 7-Pay RSL Taxes
- Select TIN or Taxpayer Declaration Number
- Select account type( Current or Savings ) then Enter TIN/Declaration Number
- For Inland taxes., choose Tax type >>Tax to be paid>>Amount to be paid
- Confirm payment>>Successful payment.

To process your payments through Standard Lesotho Bank Internet banking (EFT): - Log in to Standard Bank Internet Banking,

- Select **Pay & Transfer**, choose **Revenue Services Lesotho**,
- Enter your TIN or Customs Declaration Number, provide the amount and follow the prompts to complete your payment.

To make a payment using the Smart App:

- Open the app, and follow the same steps outlined for Internet banking until the payment is successfully completed.

Payments to Nedbank Lesotho can be made at any branch over the counter.

Note that Payments made through the above mentioned platforms reflect instantly in the RSL system, therefore there is no need to upload proof of payment.

However, those using other banking channels must upload their Proof of Payment on the RSL e-Payments platform available on the RSL website.

### **Proof of Payment (POP) Requirements**

Proof of payment (POP) is a document or confirmation which verifies that a transaction has been successfully processed. This can include a bank-stamped deposit slip, a transaction receipt and EFT confirmation.

Taxpayers who make payments using other banking channels other than the above mentioned are expected to upload their POPs on RSL’s e-Payments platform available on RSL website.

To upload POP, follow these steps:

Follow Step 1 under payments processed through mobile money on the e-Payments platform

#### Step 2

Choose the type of payment (Domestic or Customs).

- If you have paid for domestic tax, enter the exact tax amount as shown on your proof of payment in the payment amount field.
- For Customs Duties, the amount owed will automatically appear, matching the amount you have already paid as indicated on your proof of payment.

#### Step 3

Click on "Continue" to verify and confirm the amount shown in the payment section.

#### Step 4

Choose Proof of Payment

- Choose the payment provider, which is the bank where the payment was made into.
- Enter the correct payment date (the date on which the payment was made).
- Provide the POP narrative, TIN & Tax type as it appears on deposit slips or under EFT
- Enter the POP amount as shown on the proof of payment.
- Finally, upload or attach the proof of payment.
- Select POP by uploading or attaching proof of payment
- Click on "**Preview POP**" button, confirm by clicking "**Submit**" button and you will receive a confirmation SMS. Approval will be processed within 24 hours, and a notification will be sent through SMS. If the amount entered differs from the one on your proof of payment, a rejection SMS will be sent.

### **Accessing Your RSL Receipt**

Once the POP is approved:

- Go to the landing page of the e-Payments platform (step 1)
- The payment report screen will appear, showing a list of all previous transactions (starting with the most recent).
- Click on "**Options**" to view, download, or print your receipt.

**Note:** POP submissions should no longer be sent to receipts@rsl.org.ls, as this email address is no longer active.

## **Disclaimer**

This Guide is for general information only, and has no binding legal authority. For any queries, you may contact RSL toll free number on 80022009/WhatsApp line: 6221 0090 or email us: [info@rsl.org.ls](mailto:info@rsl.org.ls) or visit the nearest RSL digital service centre for further assistance and guidance. Please take note that it is your obligation to verify independently any matters dealt with in this Guide from primary sources of information and by taking specific professional advice, should it be necessary. The RSL excludes any liability for any costs, losses, claims, damages, expenses or proceedings (including special, incidental or consequential loss or damage, loss of profits and wasted management time) incurred or suffered by you arising directly or indirectly in connection with this Guide