



MiniPOS Pro

ZIMRA Fiscalisation Guide

Step-by-step instructions for store owners

From requesting test details to going live

What this guide covers

- Getting your test device from ZIMRA
- Registering it in MiniPOS and making test sales
- Credit notes, debit notes, X and Z reports
- HS codes, certificate renewal and going live

Need help at any step?

Email Nyakudyaratawandatitus@gmail.com and we will guide you.

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Your journey at a glance

1 Request test details from ZIMRA	2 Complete the datasheet	3 Register the test device	4 Add products & make test sales
5 Credit and debit notes	6 Close the day (Z report)	7 Tell ZIMRA and get approved	8 Swap in the live device

You do the first part in **Test** mode. Nothing you do in Test affects real tax records. After ZIMRA approves you, you switch to the **Live** device.

1. What is fiscalisation?

Every sale you make is sent to ZIMRA instantly over the internet. ZIMRA sends back a **verification code**, and MiniPOS prints it on the receipt together with a **QR code**. Your customer can scan the QR code to confirm the receipt is genuine.

Good to know

Prices in MiniPOS include VAT. You need internet when selling. If ZIMRA cannot be reached, the sale is blocked and nothing is saved. Only the **owner** can change fiscal settings.

2. Get your TEST details from ZIMRA

Your store connects to ZIMRA directly, so you register as an **in-house, server-to-server** user. There is no supplier involved.

Step 1: Email ZIMRA to request a test device

To: RNtuli@zimra.co.zw, AMapuranga@zimra.co.zw, mchigwanda@zimra.co.zw, omagazine@zimra.co.zw

Subject: Request for FDMS test device (in-house server-to-server): [Business name], TIN [your TIN]

Good day,

We would like to fiscalise our sales using our own in-house **server-to-server** solution. Please issue us a **test device** and send us the **new device registration datasheet** to complete.

Business name: ... TIN: ... VAT number (if registered): ...

Contact person and phone: ...

Regards,

[Your name]

Step 2: Complete the datasheet

ZIMRA replies with an Excel file called the **New device registration datasheet**. Fill in one row for your device:

Section	Column	What to enter
Taxpayer details	Taxpayer TIN	Your 10-digit TIN
	Taxpayer name	Your registered business name
	VAT number	Your 9-digit VAT number (if registered)
	Email	Your business email
Trade location	Trade name	The name the shop trades under
	Contact phone No / E-mail	Your shop's contact details
	Province, Street, House No, City	Where the shop is
	Region	Pick from the drop-down list (your ZIMRA region or office)
Fiscal device information	Station	The ZIMRA station your business falls under
	Serial No	Leave blank. ZIMRA assigns it.
	Model name	Server
	Supplier	Self (Server to Server)

Step 3: Send the completed datasheet back to ZIMRA

Step 4: ZIMRA replies with your “Test details”

The reply is a short table with your TIN, taxpayer name, VAT number, trade name and phone, plus **Device Model Name = Server**, **Device Model Version = v1** and **Platform = Test**. It also holds the three things you need for the app:

ZIMRA's column	Where it goes in MiniPOS
Serial No. (for example <i>yourshop-1</i>)	Serial number
Device ID (a number)	Device ID
Activation Key	Activation key

Model name and version

The model name and version are already built into MiniPOS, so you never type them. **Keep the Device ID and activation key private.**

3. Find the ZIMRA settings in the app

Open MiniPOS and log in as the owner. Then go to:

Settings › Tax (ZIMRA) › Fiscalisation

This screen is where you register your device, turn fiscalisation on, open and close the fiscal day, print X and Z reports, renew your certificate and set your receipt options.

4. Register the test device

1. In **Fiscalisation**, tap **Register ZIMRA device**.
2. Enter the **Device ID**, the **Serial number** and the **Activation key exactly as they appear in ZIMRA's reply**. Keep any leading zeros in the activation key, and copy the serial number character for character. Set **Environment = Test**.
3. Tap **Register device**.
4. The device card now shows your business name, TIN, VAT number and the certificate expiry date.
5. Turn on **Fiscalise sales**.

About the activation key

The activation key is used once to register the device. MiniPOS does **not** store it.

Under **Receipt settings** you can set the **Fiscal currency** (Automatic, USD or ZWG) and a **Default HS code** (see section 9).

5. Add products for testing

Go to **Products** and tap **Add product**. With fiscalisation on, each product has two extra fields:

- **ZIMRA tax class:** Standard rated (VAT), Zero rated, or Exempt. Choose the class that applies under current VAT law. If you are unsure, ask ZIMRA or your accountant.
- **HS code:** the product classification number (see section 9).

Create at least **one product of each tax class** so you can test all three.

Check before you sell

Once ZIMRA marks a receipt **RED** (invalid), a credit note does not clear it. On **Test**, you close the day manually from ZIMRA's test dashboard. On **Live**, you must contact ZIMRA. Always check each product's tax class and HS code **before** selling.

6. Make test sales

Run the scenarios ZIMRA asks for. Typical ones are:

1. A **standard-rated** sale.
2. A **zero-rated** sale.
3. An **exempt** sale.
4. A sale to a **customer with a TIN**. Add the customer first (TIN = 10 digits, VAT number = 9 digits), then select them at checkout.
5. Sales paid by **cash, card, EcoCash and transfer**.

After each sale, check that the receipt shows the **QR code** and the **verification code**. The first sale of the day opens the fiscal day automatically.

If you see an INVALID warning

MiniPOS shows a long on-screen warning when ZIMRA marks a receipt invalid. Do not keep selling. Check the product's tax class and HS code, then see section 14.

7. Credit note (cancel a sale)

1. Go to **Reports** and tap the sale.
2. Tap **Void** and enter a reason.
3. A **credit note** is sent to ZIMRA automatically and stock is restored. You can reprint it from the sale.

Remember

A sale that already has a debit note cannot be voided. A sale can only be voided once.

8. Debit note (increase a sale)

Use a debit note when a customer must pay more on an invoice already issued, for example a delivery fee or a price correction.

1. Go to **Reports** and tap the sale.
2. Tap **Issue debit note**.
3. Enter what is being added, the amount (including tax), the tax class, how it was paid, and a reason. The reason prints on the note.
4. Confirm. The debit note is sent to ZIMRA and prints with a QR code.

One per invoice

Only one debit note is allowed per invoice, so make the amount complete. Only the owner can issue it, and it cannot be deleted.

9. HS codes

An **HS code** is the international number that classifies a product. ZIMRA expects one on each item, especially for VAT-registered businesses.

- Use **8 digits** where you can. 4 digits are accepted.
- The **Default HS code** (Fiscalisation, Receipt settings) is used for any product that has no code of its own. The pre-filled **99001000** is a services code. Do not rely on it for goods. Set a real code on every goods product.

Product type	HS heading	Product type	HS heading
Bread, biscuits, cakes	1905	Cigarettes	2402
Maize meal / flour	1102	Soap / Detergent	3401 / 3402
Rice	1006	Toothpaste / Cosmetics	3306 / 3304
Sugar	1701	Toilet paper	4818
Cooking oil (sunflower)	1512	Medicines	3004
Salt	2501	Clothing (T-shirts / Trousers)	6109 / 6203
Tea / Coffee	0902 / 0901	Shoes	6403
Milk / Eggs	0401 / 0407	Cellphones / Chargers / Batteries	8517 / 8504 / 8506
Chicken / Beef	0207 / 0201	Notebooks / Pens	4820 / 9608
Tomatoes / Onions / Potatoes	0702 / 0703 / 0701	Cement / Paint	2523 / 3208
Soft drinks / Bottled water	2202 / 2201	Petrol	2710
Beer / Wine / Spirits	2203 / 2204 / 2208	Services	99001000

These are starting points

They are the 4-digit international headings. Confirm the exact 8-digit code in ZIMRA's tariff or with your clearing agent. The tax class (standard, zero-rated or exempt) depends on the law, not on the HS code, so confirm it with ZIMRA or your accountant.

10. X reports and Z reports

Find them in **Fiscalisation**, on your device card.

	X report	Z report
What it is	A snapshot of the day so far	The official end-of-day report
Does it close anything?	No. Read-only.	Yes. It closes the fiscal day.
When to use it	Any time, for example at shift change	Once at the end of every trading day
Where	Device card › X report (cashiers have an X report button at the top of the cashier app)	Device card › Close day (Z report)
After it	Selling carries on as normal	Counters start fresh. The next sale opens a new fiscal day automatically.

- **Z reports** (a button on the device card) lists past days so you can reprint any Z report.
- Both reports show sales and tax totals, credit and debit notes, payments by method, and the receipt range.
- Close the day **every day**. ZIMRA does not allow a fiscal day to stay open longer than 24 hours. MiniPOS will try to close an old day on your next sale, but do not rely on it.

11. Finish testing and tell ZIMRA

Each sale is already sent to ZIMRA, so there is nothing to upload. The only form you send back is the datasheet. Close the day (Z report), then email ZIMRA to say testing is complete and to ask for approval to go live. Include:

- your **Device ID**
- the **dates** you tested
- your invoice, credit note and debit note numbers
- photos of the receipts and the Z report
- a request for **approval to go live**

ZIMRA may ask for different or extra evidence. Follow what they ask for.

12. Go live: replace the test device

After ZIMRA approves you, they send **live** details. For live, ZIMRA may ask you to complete the datasheet again for the live device. Use the same entries: Model name **Server**, Supplier **Self (Server to Server)**.

1. Make sure the test fiscal day is **closed**. If it is stuck, close it from ZIMRA's test dashboard, then tap **Check ZIMRA** in the app.
2. In Fiscalisation, tap **Remove** on the test device. Read the warning and **type the device ID** to confirm. Your sales history stays.
3. Sales are now blocked until you register the live device. This is deliberate, so you never sell without fiscalising.
4. Tap **Register ZIMRA device** again, but set **Environment = Live**. Enter the Device ID, Serial number and Activation key from ZIMRA's **live** reply. Copy all three fresh, because the live serial number may be different.
5. Make one small live sale and check the receipt.

Live devices are protected

A **live** device that has already issued receipts **cannot be removed** from the app. If a live device must be replaced, contact ZIMRA first.

13. Certificate renewal

Your device has a ZIMRA certificate that expires. The device card shows the expiry date and the days left. When it is close, tap **Renew certificate**. MiniPOS also warns you 30 days before.

Renew before it expires

An **expired certificate cannot be renewed**. You would need a new activation key from ZIMRA and would have to register the device again. Sales pause for a few seconds while the certificate is replaced.

14. Common messages and what to do

Message	What it means and what to do
No ZIMRA device is registered	Fiscalisation is on but no device is set up. Register one (section 4).
Device ID not found or not active	Re-check the Device ID. If it is correct, confirm with ZIMRA that the device is active.
Activation key is incorrect (or already used)	Copy the key again, keeping leading zeros. A key works once, so if it was already used ask ZIMRA for a new one.
Device model/version is not registered	ZIMRA has not registered your device correctly. Email ZIMRA: Model name Server , Supplier Self (Server to Server) .
Could not confirm the receipt with ZIMRA (network/timeout)	The sale was not recorded. Check your internet and try again. If it keeps happening, tap Check ZIMRA first.

Message	What it means and what to do
ZIMRA marked this receipt INVALID	ZIMRA accepted the receipt but found an error, often a wrong tax class or HS code on a product. The fiscal day cannot close until this is resolved. Test: close the day from ZIMRA's test dashboard, then tap Check ZIMRA . Live: contact ZIMRA. Fix the product before selling again.
ZIMRA did not accept the day close	Read the reason shown. Tap Check ZIMRA and try again. If it continues, email us with the message.
TIN must be exactly 10 digits / VAT number must be exactly 9 digits	Correct the customer's numbers. Spaces and dashes are ignored. A VAT number also needs a TIN.
The ZIMRA device certificate has expired	The certificate can no longer be renewed. Ask ZIMRA for a new activation key and register the device again.
This invoice already has a debit note	Only one debit note is allowed per invoice. A sale with a debit note also cannot be voided.

15. Need help? Email us

We will guide you through **every step**: getting test details, registering the device, test sales, credit and debit notes, reports and going live.

Nyakudyaratawandatitus@gmail.com

To help us answer quickly, please include:

- your **store name**
- the **step** you are on (for example "section 4, registering the device")
- a **screenshot** of any error message