

TRAINING MANUAL

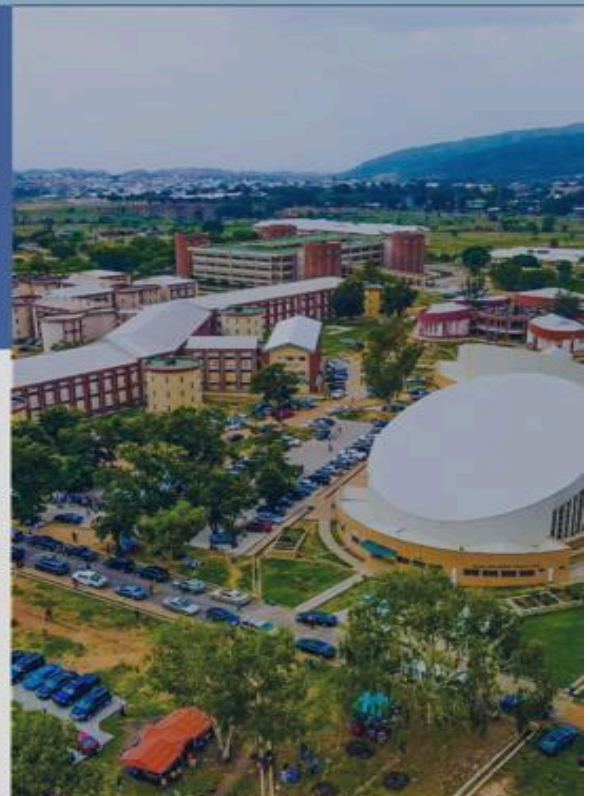
For End-Users

Prepared By
Primegauge Solutions Limited

PLATEAU STATE
INTELLIGENT BILLING
SYSTEM



V 1.0



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Introduction

1.1 Purpose of the User Guide/Manual

This guide is designed to provide you with a comprehensive overview of IBS and its functionalities, as well as step-by-step instructions on how to effectively utilize the tool for tax/ revenue billing and collection purposes.

Whether you are an administrator responsible for system configuration, a billing officer handling tax bill generation, a collection officer managing payment records, or a taxpayer navigating the platform, this guide will assist you in understanding and maximizing the features of IBS.

1.2 About IBS Taxing Billing and Collection Automation Tool

IBS is a powerful and efficient software solution designed to automate and streamline the tax billing and collection process. It offers a range of features to simplify and enhance tax-related activities, including the creation and modification of tax bills, management of payment records, generation of reports, and maintenance of taxpayer information.

With IBS, you can save time, reduce manual errors, improve data accuracy, and ensure compliance with tax regulations. The tool provides a user-friendly interface, making it accessible and intuitive for users across different roles and levels of expertise.

1.3 Target Audience

This user guide/manual is intended for individuals who will be using the IBS Taxing Billing and Collection Automation Tool. The guide is divided into sections that cater to different user categories, including:

1. Administrators: Users responsible for system configuration and customization.
2. Billing Officers: Users involved in the creation, modification, and distribution of tax bills.
3. Collection Officers: Users responsible for managing payment records and tracking tax collections.
4. Taxpayers: Individuals or businesses who will be interacting with IBS to view and settle their tax bills.
5. Each section of this guide is specifically tailored to address the needs and responsibilities of these user categories, ensuring a seamless and efficient experience with IBS.

Now that you have an understanding of the purpose of this user guide/manual and a brief introduction to IBS, let's proceed to the next section to get started with the tool.

Chapter 2: Taxpayer Module

2.1 Taxpayer Module Overview

This section of the document provides a comprehensive overview of the features and functionalities available to taxpayers using the IBS Tax Billing and Collection Automation Tool. Whether you are an individual or a corporate entity responsible for paying taxes or remitting payables to the government for goods or services, this section will guide you through the steps necessary to use the platform efficiently.

The Taxpayer Module within IBS is specifically designed to simplify and streamline the tax payment process. It offers a user-friendly interface and intuitive tools to facilitate a smooth experience for taxpayers. By following the instructions outlined in this section, you will be able to navigate the platform effectively and carry out your tax-related activities with ease.

2.2 Key Features and Functionalities

1. Profile management
2. Generate invoice
3. Verify invoice
4. Make payment
5. View and Manage Tax Bills:
 - a. Access your tax bills and payment records securely within the platform.
 - b. Review and verify tax bill details, including tax rates, due dates, and payment methods.
 - c. Navigate through different billing periods and view historical tax information.
6. Make Tax Payments:
 - a. Select preferred payment methods, such as online transfers, credit/debit cards, or direct bank deposits
 - b. Generate payment receipts for record-keeping purposes.
 - c. Receive notifications and reminders about upcoming payment deadlines.
7. Remit Payables for Goods or Services:
 - a. Submit payment for goods or services provided by the government.
 - b. Keep track of payment history and view transaction details.
8. Communicate with the Tax Office:
 - a. Submit inquiries, requests, or dispute resolutions directly through the platform.
 - b. Receive responses and updates from the tax office regarding your queries.

Using this User Guide/Manual As a TaxPayer

1. This User Guide/Manual is structured to provide step-by-step instructions and screenshots and examples to help you navigate the Taxpayer module efficiently.
2. Each section addresses specific tasks and procedures related to tax payments and payable remittances.
3. By following the instructions outlined in this guide, you will be able to effectively utilize the features of IBS, ensuring a seamless experience in managing your tax obligations.

4. Should you encounter any issues or require further assistance, please refer to the Troubleshooting and FAQs section or reach out to our support team.

Now, let's dive into using the Taxpayer Module in IBS to streamline your tax payments and payable remittances.

2.3 Access and Homepage

Step 1: Visits plateauigr.com which takes them to the home page

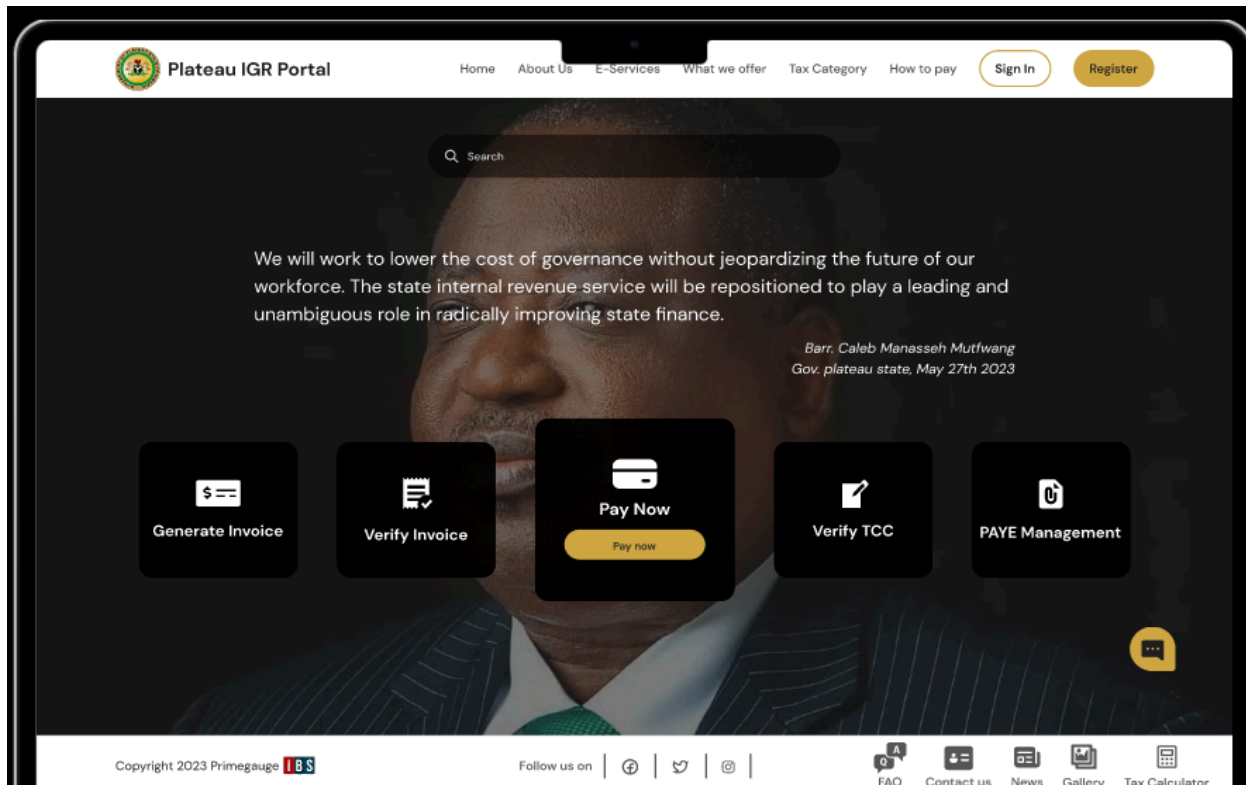


Fig 1: IBS home page

The home page is made up of 3 sections;

1. The header contains the following key;
 - a. Home
 - b. About Us
 - c. E-services
 - d. What we offer
 - e. How to pay
 - f. Sign In
 - g. Register
2. The Page Menu has the following keys;
 - a. Generate invoice

- b. Verify invoice
 - c. Pay Now
 - d. Continue Payment
 - e. Self Assessment
3. The page Footer contains the following;
- a. Social media handles
 - b. Contact us Page
 - c. FAQ
 - d. News
 - e. Gallery

2.4 Getting Started and Registration

Step 1: Visit the homepage on plateauigr.com

Step 2: Click on the “register” button at the top right corner of the page

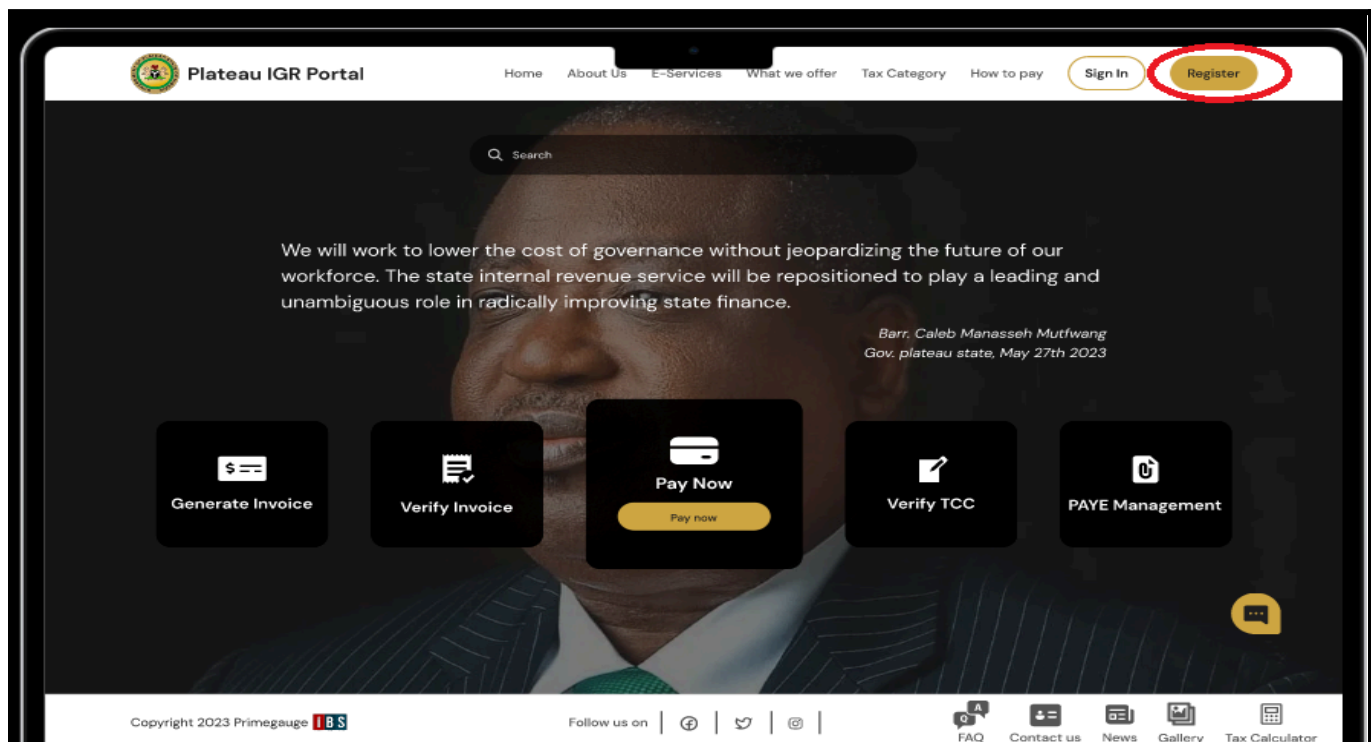





Fig 2: Click on register


Step 3: Select your category and click on proceed

**Plateau IGR Portal**

[Home](#) [About Us](#) [E-Services](#) [What we offer](#) [Tax Category](#) [How to pay](#) [Sign In](#) [Register](#)


**Category**
Please select your category

**Basic Information**
Please enter your details


**Choose a password**
Choose a secure password

Register


Select your category

**Individual**


These are individuals who are required to pay taxes on their personal income, such as salary, freelance work, rental income, etc.

**Corporate**

These are businesses, including corporations and limited liability companies, that are required to pay taxes on their profits.

**State Agency**

These are government agencies and departments at the state level that are responsible for paying taxes on their operations.

**Federal Agency**


These are government agencies and departments at the federal level that are responsible for paying taxes on their operations.

[Proceed →](#)

Taxpayer Registration Page

Fig 3:

Step 4: Fill out the form and click on proceed

**Plateau IGR Portal**

✓

Category

Please select your category

●

Basic Information

Please enter taxpayer details

●

Business Information

Please enter Business information

●

Preview

Preview and print information

●

Verification

Choose a verification method

← Go back

Register

Basic Information

Tax Category*

Presumptive Tax

First name *

Enter first name here

Surname *

Enter surname here

Email *

Enter email address

Phone number *

Enter phone number here

TIN (Optional)

Enter your TIN

ID Type*

Select---

ID Number *

Input ID number

Employment status *

Select---

Are you a business owner?

☒ Yes ☐ No

State *

Akwa Ibom

LGA *

Select---

Area *

Select---

Address *

Enter address here

Continue

Fig 4: Taxpayer Registration Form

Step 5: setup your business information and click on “continue”

Plateau IGR Portal

← Go back

Register

Business Information

Name of Business

Type of Business *

No of Employees*

Annual Revenue return In naira*

Value of business/assets In naira*

Continue

Category
Please select your category

Basic Information
Please enter taxpayer details

Business Information
Please enter Business information

Preview
Preview and print information

Verification
Choose a verification method

Fig 5: Taxpayer Business information

Step 6: Select a verification method that you have immediate access to

Plateau IGR Portal

Category
Please select your category

Basic Information
Please enter taxpayer details

Business Information
Please enter Business information

Preview
Preview and print information

Verification
Choose a verification method

Congratulations

To complete the user registration process, kindly choose your preferred method of verification

Email verification

Phone verification

Fig 6: Taxpayer Verification Page

Step 8: If you select SMS verification, the system will provide 6 blank boxes where you will enter you and enter the 6-digit OTP sent to your email.

The screenshot displays the Plateau IGR Portal interface. On the left, a sidebar contains a vertical list of steps: 'Category' (Please select your category), 'Basic Information' (Please enter taxpayer details), 'Business Information' (Please enter Business information), 'Preview' (Preview and print information), and 'Verification' (Choose a verification method). The 'Verification' step is currently active, indicated by a yellow circle. The main content area is titled 'OTP Verification' and contains the text 'We Have Sent A One Time Password To You'. Below this text is a text input field labeled 'Enter OTP'. A yellow 'Verify' button is positioned below the input field. At the bottom of the main area, there is a link 'Didn't get OTP? Resend' and another link 'Choose a new verification method'.

Fig 8: Taxpayer SMS Verification Page

Step 7: If you select the email notification, a verification link will be sent to your email, click the link and it will bring you to the login page.

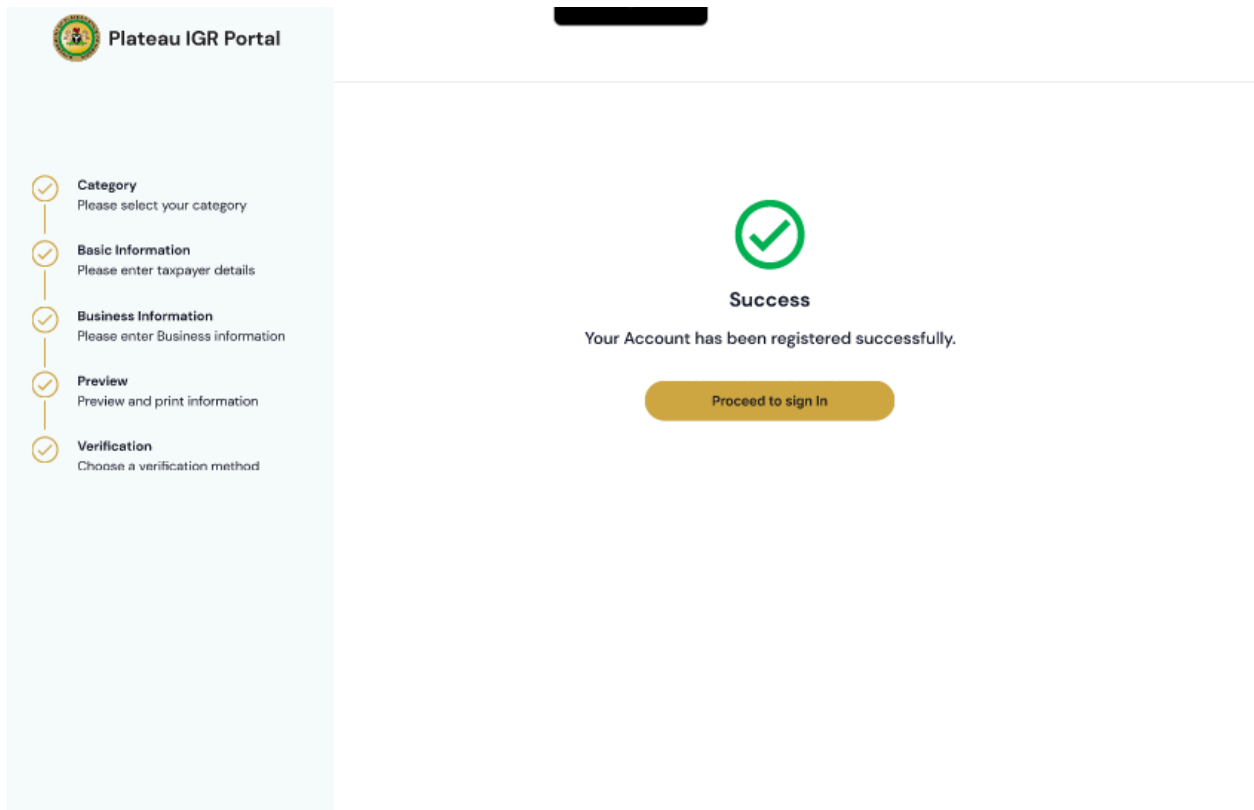


Fig 7: Taxpayer Verification Page

2.5 Generate an Invoice

N.B Guest users can use the IBS for leveraging the 5 menu buttons on the Home page

Step 1: Visit the ibs page plateauigr.com

Step 2: Click on "Generate Invoice"

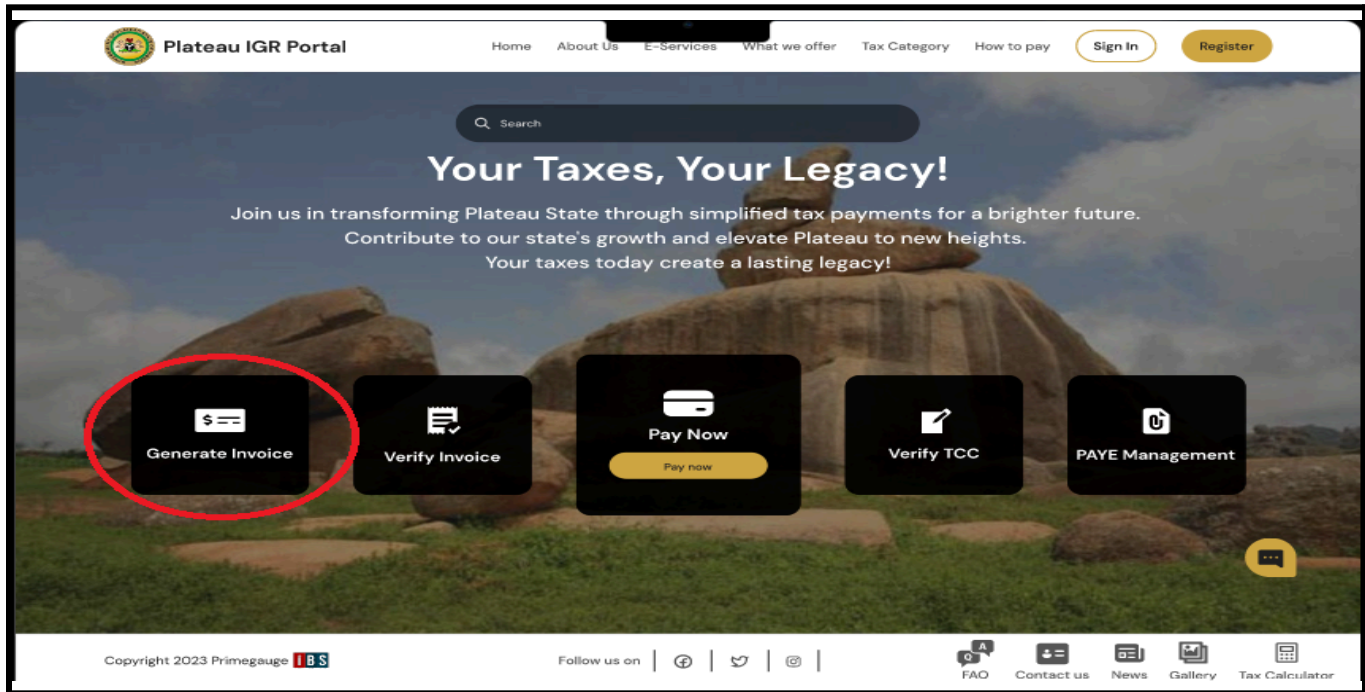


Fig 9: Generate Invoice Page

Step 3: Select your category

Step 4: Select the revenue head by "What do you want to pay for?"

Step 5: Select the "continue" button

The screenshot shows the 'Plateau IGR Portal' website. The navigation bar includes links for Home, About Us, E-Services, What we offer, Tax Category, How to pay, Sign In, and Register. On the left, a sidebar lists four steps: Billing Information, Personal Details, Generate Invoice (which is highlighted), and Make Payment. The main content area is titled 'Generate Invoice' and contains a 'Basic Information' section. This section includes a dropdown for 'Select your category*', a dropdown for 'Which MDA are you paying to?' (with a plus icon to the right), a dropdown for 'What do you want to pay for?', and a text input for 'Amount' showing '0.00'. A yellow 'Continue' button is at the bottom of the form. The background of the form area features a faded image of a traditional market stall.

Plateau IGR Portal

Home About Us E-Services What we offer Tax Category How to pay Sign In Register

Generate Invoice

Basic Information

Select your category*
Select----

MDA
Which MDA are you paying to? +

What do you want to pay for?
What do you want to pay for?

Amount
0.00

Continue

Fig 10: Invoice generation Form

Step 6: You will be required to provide your personal information which includes;

- First name
- Surname
- Email
- Phone Number
- TIN(optional)
- State
- LGA
- Address



[← Go back](#)

Generate Invoice

Personal Details

First name *

Surname *

Email *

Phone number *

TIN (Optional)

State *

Plateau

LGA *

Select---

Address *

Continue



Billing Information

Please enter your details



Personal Details

Please provide your personal details



Generate Invoice

Download your invoice or make payment



Make Payment

Choose a payment method and pay

Fig 11: Invoice generation Form

Step 7: Select “continue” to continue

Plateau IGR Portal

Home About Us E-Services What we offer Tax Category How to pay Sign In Register

INVOICE N° INV/2023/009

FROM: Ministry of Agriculture
Joseph Gornwalk
Complex PMB 2050,
Jos, Plateau

TO: Muhammad Bashir Hassan
1, Mount Zion Road,
Ikot Ekpene,
Akwa Ibom, Nigeria,
Ikot Ekpene LGA

Payer ID: NIL
Invoice Date: 27/03/2020
Due Date: 04/04/2020
Expiry Date: 04/04/2020

ITEM DESCRIPTION	QTY	RATE	AMOUNT(N)
Hiring of other Library Halls	01	2,348	2,348
Tender Fees	01	2,000	2,000
Franchise to payeants	01	1,000	1,000
Sub Total			5,348
Discount			N0.00
Grand Total			5,348

Paying Edit N5,348.00

AMOUNT IN WORDS
Five Thousand, Three Hundred and Forty-eight Naira Only.

Jtm Pam Wayas
Jtm Pam Wayas
Executive Chairman PSRS

Plateau State Internal Revenue Service
www.payplateau.com info@payplateau.com 0800 101 5555 IBS

Note: You can make part payment by editing amount you are to pay

Print Invoice Proceed →

Fig 13: View Invoice Page

2.6 Verify Invoice

Step 1: Visit the homepage via plateauigr.com

Step 2: Select “Verify Invoice” from the home page

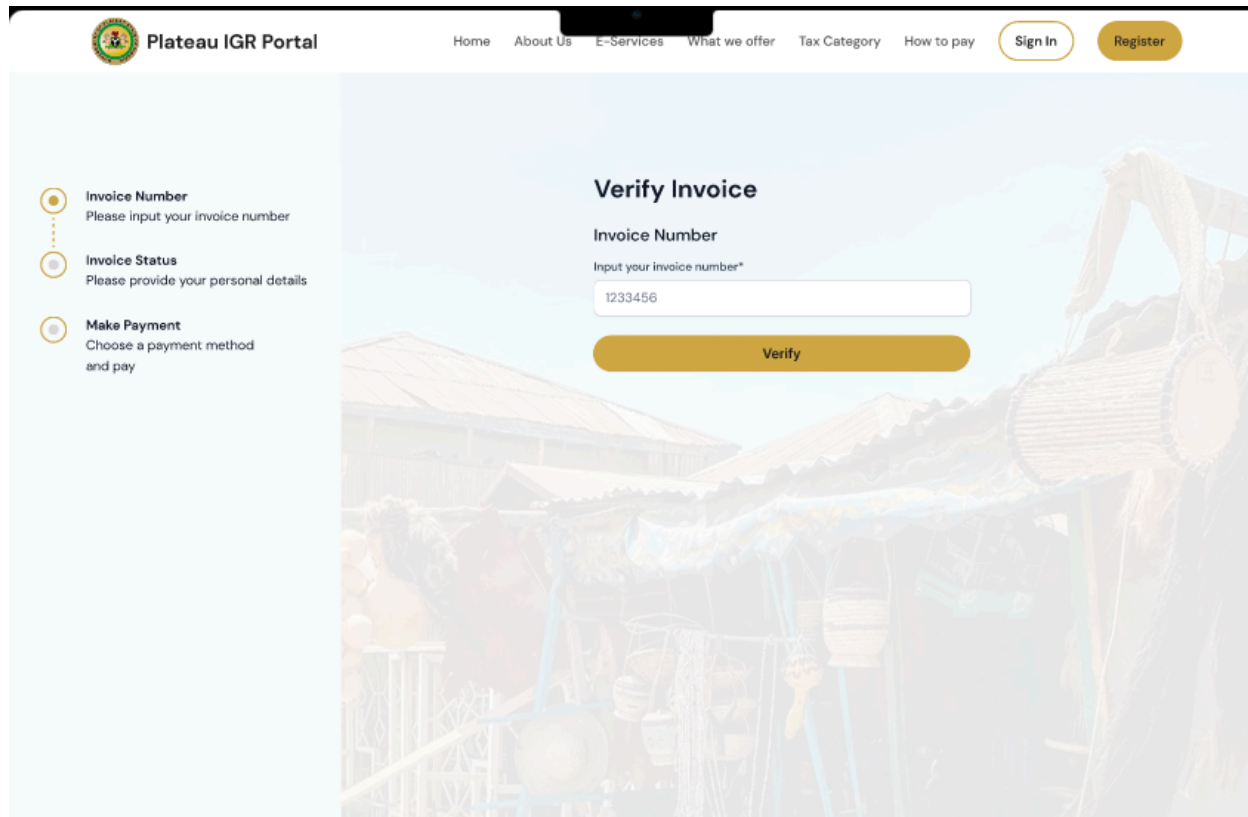


Fig 14: Verify Invoice Page

Step 3: Inputs the invoice number generated

Step 4: Click on “verify”

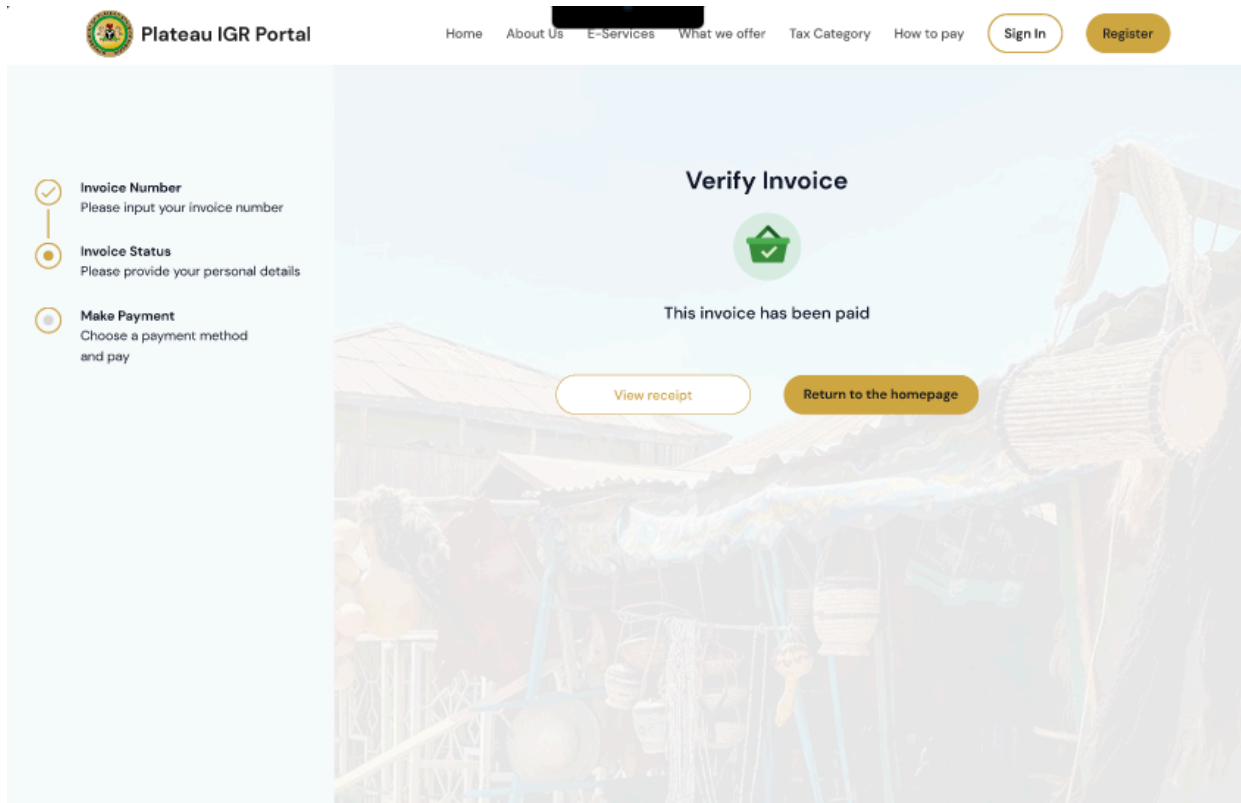


Fig 15: Verify Invoice feedback for a paid invoice

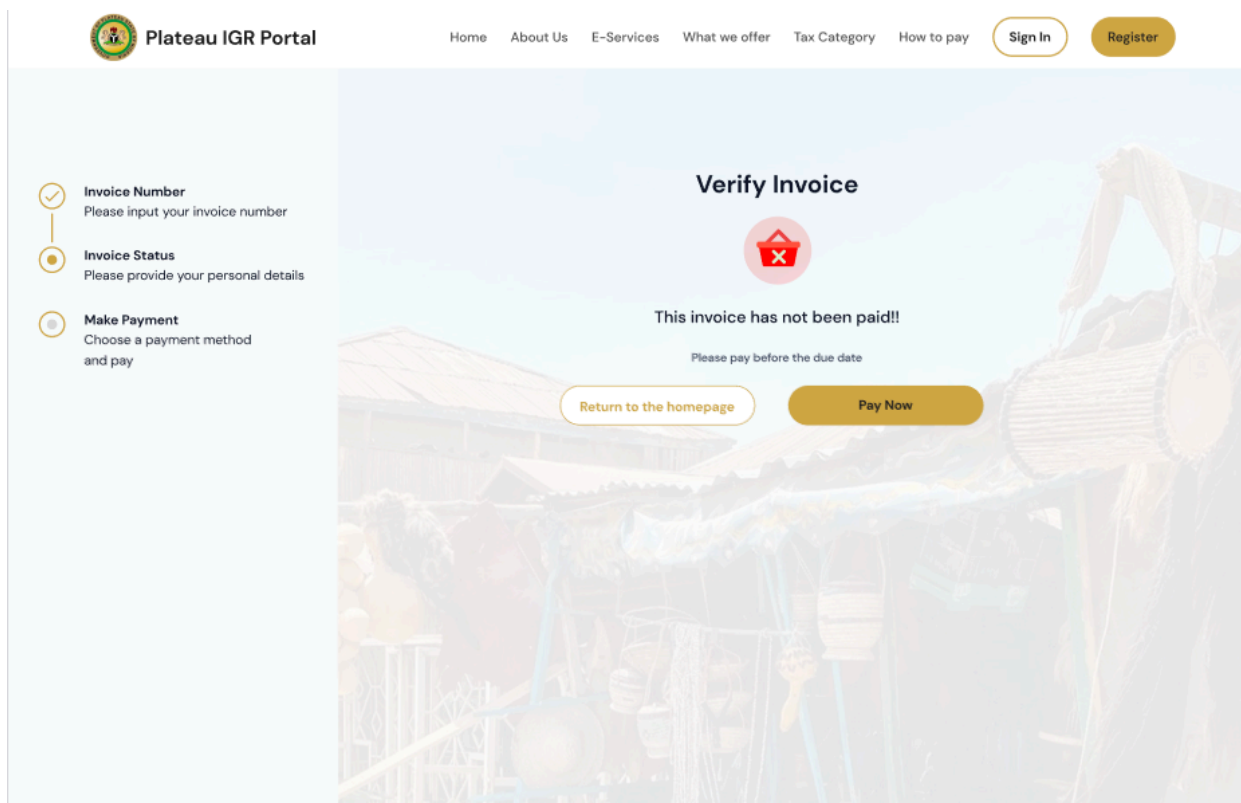


Fig 16: Verify Invoice feedback for an unpaid invoice

2.7 Pay Now/Continue to payment

Step 1: Enter the invoice number to be paid for

Step 2: Select “pay now”

The screenshot shows the 'Plateau IGR Portal' website. The header includes a logo, the portal name, and navigation links: Home, About Us, E-Services, What we offer, Tax Category, How to pay, Sign In, and Register. A sidebar on the left displays a progress indicator with three steps: 'Invoice Number' (checked), 'Invoice Status' (checked), and 'Make Payment' (active). The main content area is titled 'Make Payment' with the instruction 'Select your preferred method'. It features seven payment method buttons: Online Payment, Bank Transfer, Bank Branch, POS, USSD, e-Naira, and ATM. Below these buttons, a section titled 'Follow the steps below to make online payments' provides instructions on using ATM cards (MasterCard, Visa, and Verve) and includes a prominent 'Pay Now' button.

Fig 18: Multiple Payment Methods

Step 3: Select the payment method from the list and follows the prompt on the web page with the steps for the method selected

Step 4: The system generates a receipt for payment and sends a copy to your email

2.8 The Dashboard

Upon successful Login, the system brings you to your dashboard. Which allows you see an overview of all your activities on the portal.

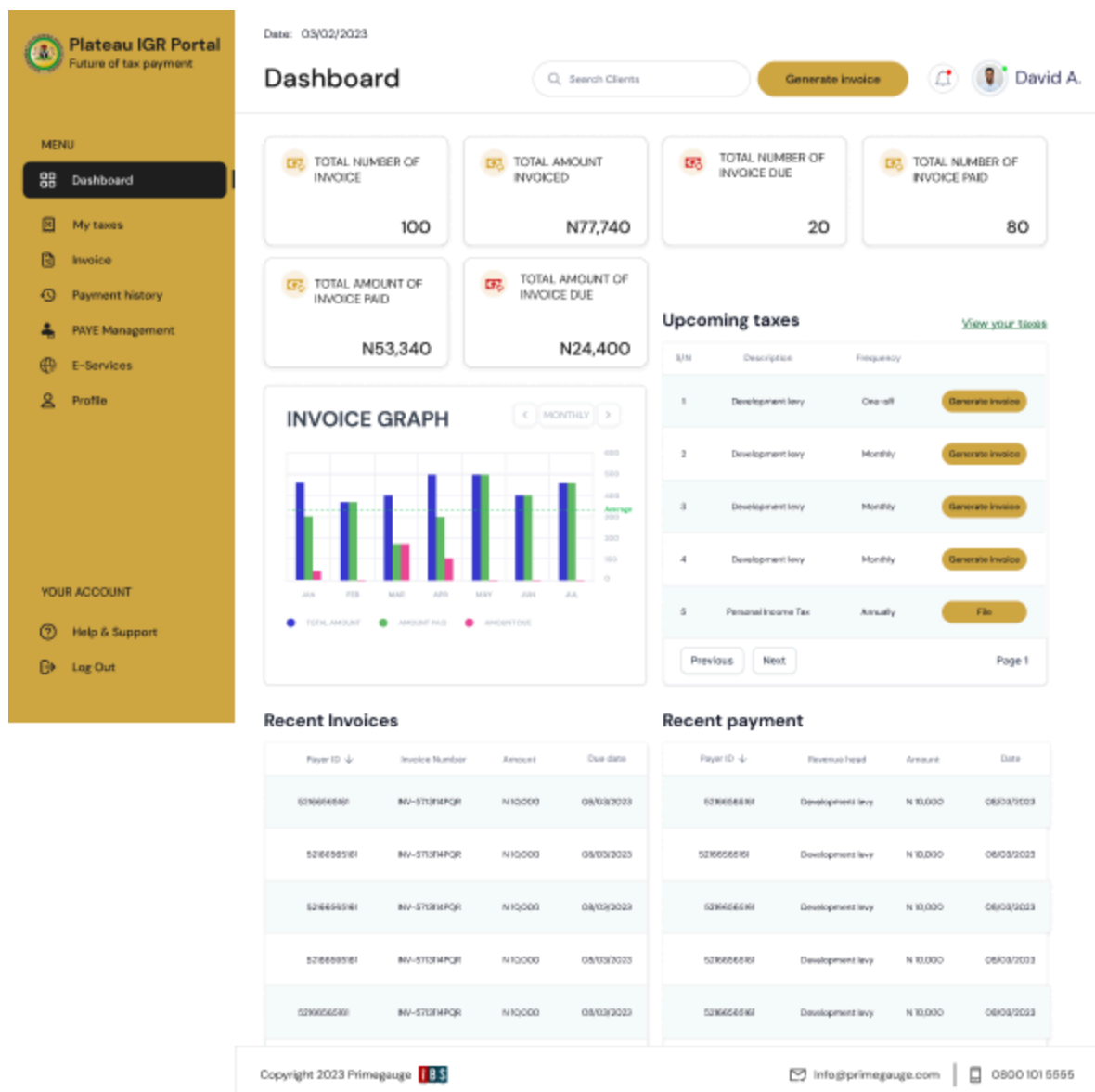



Fig 19: Taxpayers Dashboard

2.8.1 My Taxes

This provides details of all your applicable taxes and levies.

**Plateau IGR Portal**
Future of tax payment

MENU

- Dashboard
- My taxes**
- Invoice
- Payment history
- PAYE Management
- E-Services
- Profile

YOUR ACCOUNT



- Help & Support
- Log Out

Date: 03/02/2023

My Taxes

Search Clients


Generate invoice

David A.

My applicable taxPresumptive TaxAll Taxes

S/N	Description	Frequency	
1	Value Added Tax (VAT)	Monthly	File
2	Withholding Tax (WHT)	Monthly	File
3	Company Income Tax (CIT)	Annually	File
4	Education Tax	Annually	File
5	Development levy	One-off	Generate invoice

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Fig 20: Taxpayers “My Taxes” page

2.8.2 Invoices

This shows details of all invoices in various categories open, paid and partly paid invoices. And allows for generation , payments and download of invoices.



Plateau IGR Portal
 Future of tax payment

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 YOUR ACCOUNT
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Date: 03/02/2023


Invoice


 David A.

All Invoice
Open Invoice
Paid Invoice

Payer ID ↓	Invoice Number	Description	Total Amount	Amount paid	Balance yet to be paid	Invoice date	Due date	Status		
5286565161	INV-5713114PQR	Development levy	N 10,000	N 10,000	N 10,000	08/03/2023	08/03/2023	Paid	<input type="button" value="Query"/>	<input type="button" value="Pay"/>
5286565161	INV-5713114PQR	Development levy	N 10,000	N 10,000	N 10,000	08/03/2023	08/03/2023	Paid	<input type="button" value="Query"/>	<input type="button" value="Pay"/>
5286565161	INV-5713114PQR	Development levy	N 10,000	N 5,000	N 5,000	08/03/2023	08/03/2023	Due	<input type="button" value="Query"/>	<input type="button" value="Pay"/>
5286565161	INV-5713114PQR	Development levy	N 10,000	N 10,000	N 10,000	08/03/2023	08/03/2023	Paid	<input type="button" value="Query"/>	<input type="button" value="Pay"/>
5286565161	INV-5713114PQR	Development levy	N 10,000	N 0.00	N 10,000	08/03/2023	08/03/2023	Due	<input type="button" value="Query"/>	<input type="button" value="Pay"/>

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Fig 21: Taxpayers “My Invoices” page

2.8.3 Payment History

This module allows you to manage your payment history as well as payment receipts.




Plateau IGR Portal
 Future of tax payment

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YOUR ACCOUNT
 Help & Support
 Log Out

Date: 03/02/2023


Payment history



 David A.

Payment receipt

<input type="checkbox"/>	Payer ID ↓	Payment reference no.	Payment for	Category	Amount	Payment method	Date of payment	Status	Download
<input type="checkbox"/>	52166565161	INV-573114PQR	Pay as you earn (PAYE)	Individual	N 10,000	Paystack	08/03/2023	Paid	
<input type="checkbox"/>	52166565161	INV-573114PQR	Pay as you earn (PAYE)	Individual	N 10,000	InterSwitch	08/03/2023	Paid	
<input type="checkbox"/>	52166565161	INV-573114PQR	Pay as you earn (PAYE)	Individual	N 10,000	Remita	08/03/2023	Paid	
<input type="checkbox"/>	52166565161	INV-573114PQR	Pay as you earn (PAYE)	Individual	N 10,000	Bank transfer	08/03/2023	Paid	
<input type="checkbox"/>	52166565161	INV-573114PQR	Pay as you earn (PAYE)	Individual	N 10,000	Remita	08/03/2023	Paid	

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Fig 22: Taxpayers “Payment History” page

2.8.4 E-services

This module allows your access to e-services including Tax-Filing, TIN request and TCC.



Plateau IGR Portal
 Future of tax payment

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YOUR ACCOUNT



- Help & Support
- Log Out

Date: 03/02/2023

E-Services

Search Clients

Tax Filing



 David A.


Check application status

Input your reference number to check your application status


Search

Check Status


E-Services



Tax Filing



TIN Request




Electronic Tax Clearance Certificate

Tax Filing/Tin Request

Date sent	Next due date	Reference number	Service	Status	
08/03/2023	08/04/2023	52166955981	Tax Filing	Answered	View Certificate
08/03/2023	08/04/2023	52166955981	ETCC	Answered	View Invoice
08/03/2023	08/04/2023	52166955981	ETCC	Pending	View Invoice
08/03/2023	08/04/2023	52166955981	Tin Request	Answered	View Invoice
08/03/2023	08/04/2023	52166955981	Tin Request	Pending	View Invoice

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Fig 23: Taxpayers “E-Services” page

2.8.5 Profile Management

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Future of tax payment

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- Profile**

YOUR ACCOUNT



- Help & Support
- Log Out


Date: 03/02/2023

Profile

Search Clients

Generate invoice

David A.




David Adebola
Payer ID: 1654648584

Basic Information Contact Information Change Password

Your photo

This will be displayed on your profile

UpdateDelete

Update details here.

Edit

Tax Identification Number

1651654648584

Not verified

Category

Individual

Employment status

Self-employed

Industry


Information Tech

Are you a business owner? *

☒ Yes ☐ No

Type of business

Poultry farming

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Fig 24: Taxpayers Profile management Page- Basic Information


**Plateau IGR Portal**
Future of tax payment


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YOUR ACCOUNT



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 Log Out

Date: 03/02/2023

Profile

Generate invoice

 David A.



David Adebola
Payer ID: 1654648584

Basic Information

Contact Information

Change Password

Update details here.

Edit

Email

davidadebola@gmail.com

Phone number

0845 555 5699

State


Oyo


Local Government Area

Ibadan North

Address

10, Allen avenue, Bodija, Ibadan.

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 0800 101 5555


Fig 25: Taxpayers Profile management Page- Contact Information


**Plateau IGR Portal**
Future of tax payment


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Date: 03/02/2023

Profile

Generate invoice

 David A.

David Adebola
Payer ID: 1654648584

Basic Information

Contact Information


Change Password


Update details here.

Edit

Password

Confirm Password

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 0800 101 5555

Fig 26: Taxpayers Profile management Page- Change Password

2.8.6 Help and Support

This allows you to communicate with the Tax Office: Submit inquiries, requests, or dispute resolutions directly through the platform and also receive responses and updates from the tax office regarding your queries.

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Future of tax payment

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YOUR ACCOUNT



- Help & Support
- Log Out

Date: 03/02/2023

Help & Support

Search Clients

Register a complaint

 David A.

What can we help you with?

Kindly fill the form below

Name of organization*

TIN *

Email*

Invoice/Receipt


Select invoice or receipt

Subject *

Select---

Supporting document

Upload

 Upload file or drag and drop

Title

Message *

Submit


Fig 27: Taxpayers Support

2.8.7 Raising the a support Ticket

Step 1: Log in to the portal

Step 2: Click on “Register a complaint”

Step 3: Fill out the form, add supporting document and click on “submit”


Plateau IGR Portal
 Future of tax payment

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YOUR ACCOUNT

- Help & Support
- Log Out

Date: 03/02/2023

Help & Support


[Register a complaint](#)


 David A.

Support

TIN ↓	Invoice/Receipt	Subject	Date sent	Supporting document	Status
<input type="checkbox"/> 52166565161	Receipt	Receipt error	08/03/2023	View	Answered
<input type="checkbox"/> 52166565161	Invoice	Payment error	08/03/2023	View	Answered
<input type="checkbox"/> 52166565161	Receipt	Payment error	08/03/2023	View	Pending
<input type="checkbox"/> 52166565161	Invoice	Receipt error	08/03/2023	View	Answered
<input type="checkbox"/> 52166565161	Receipt	Download error	08/03/2023	View	Pending

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Fig 28: Taxpayers Support Form

2.8.8 Log Out

Step 1: Click on the Log Out Key

Step 2: Click on yes and you will be successfully Logged Out

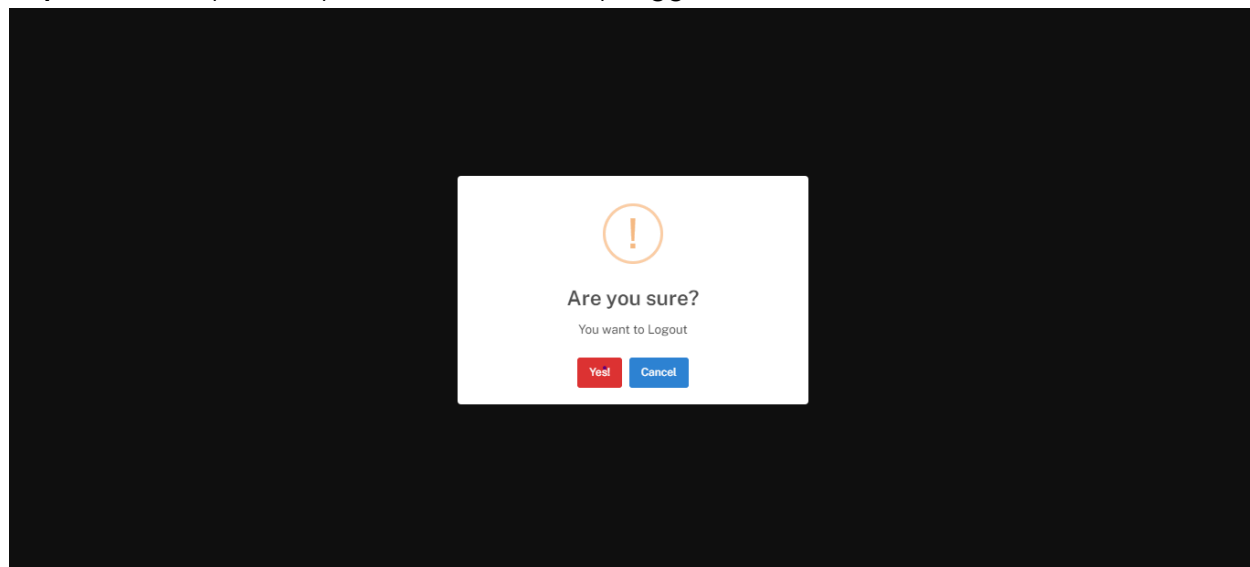


Fig 29: Taxpayers Logout Page