



User Manual: e-Services Portal – Tax Bill Generation & Payment History

Integrated Tax Administration System Project (ITAS)

V1.0

Ghana Revenue Authority (GRA)

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About This Document

Purpose

This User Manual is designed to guide the users in effectively using ITAS for the **e-Services Portal – Tax Bill Generation & Payment History** functionality. It provides clear instructions and essential information to help users navigate and use the function. This User Manual aims to enhance user confidence and ensure a smooth experience with the solution.

Intended Audience

This document is intended to be used by the users of the ITAS solution of the Ghana Revenue Authority.

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Abbreviations

Table 1: Abbreviations

Abbreviation	Description
TBN	Tax Bill Number
TIN	Taxpayer Identification Number

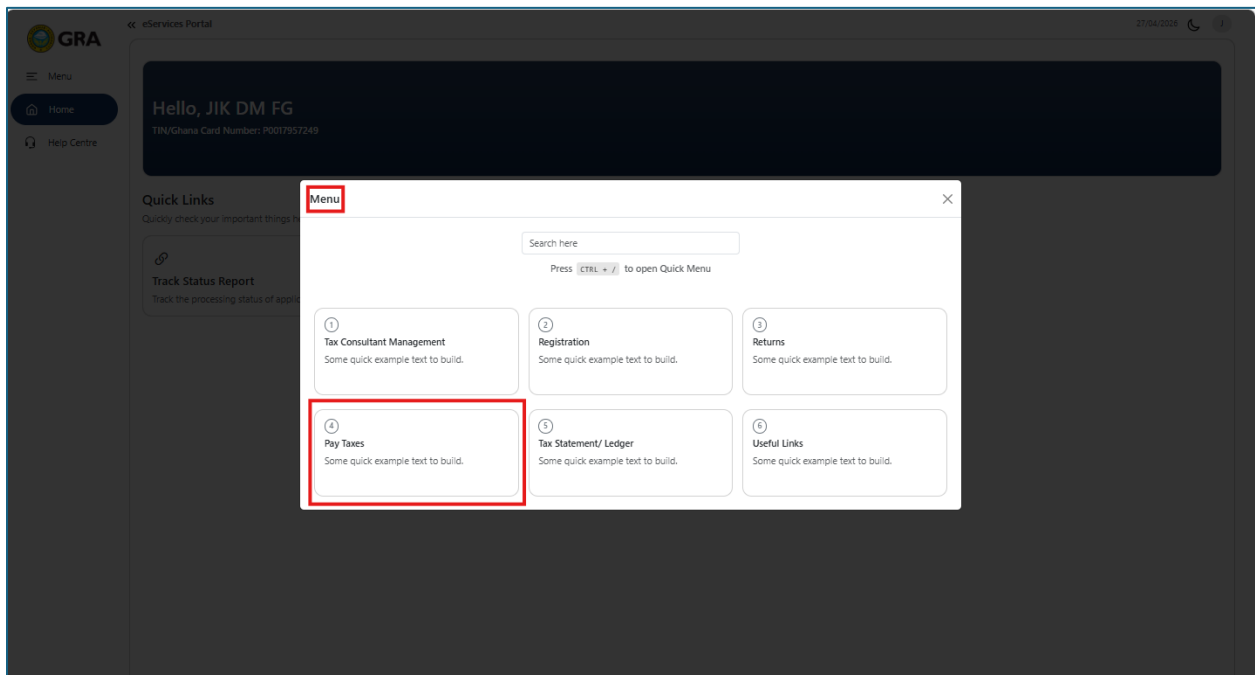
1 Tax Bill Generation

The steps that need to be followed by taxpayers to generate Tax Bill on the eServices Portal are provided below:

1.1 Step 1: eServices Portal Menu – Pay Taxes Menu

After login to eServices Portal, click on Menu to access the Pay Taxes menu.

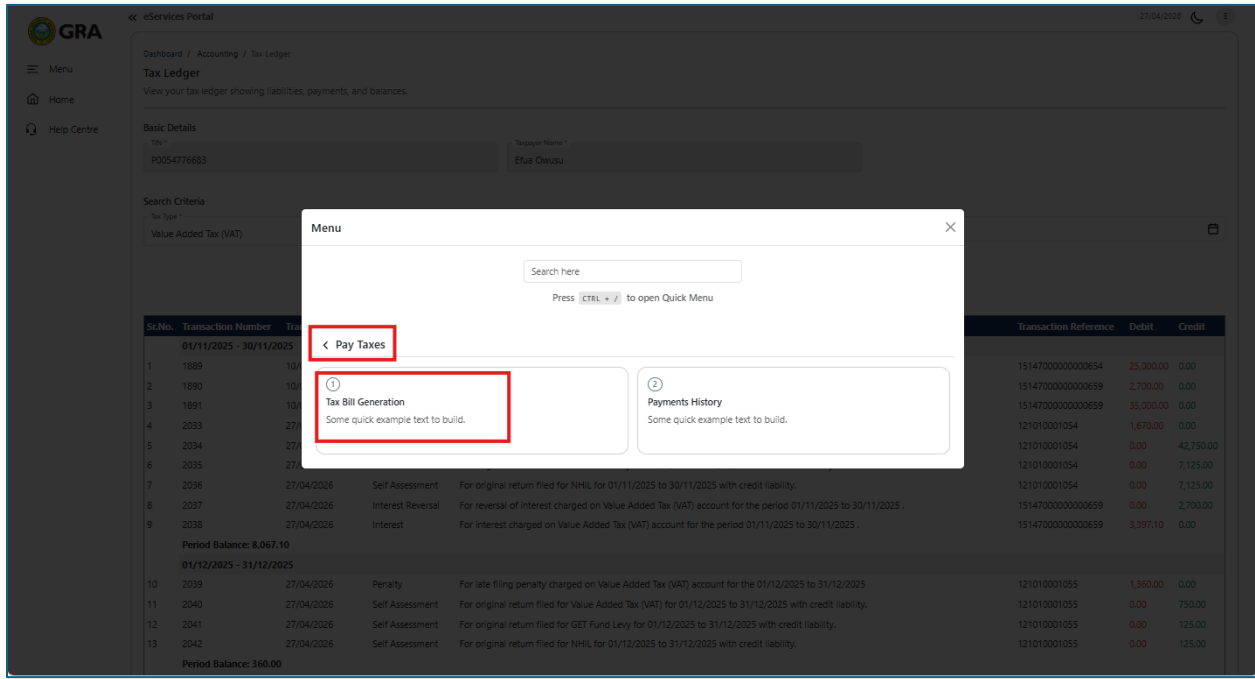
Figure 1: Pay Taxes Menu



1.2 Step 2: Pay Taxes – Tax Bill Generation Menu

In this step, you will need to click on Tax Bill Generation to navigate to Tax Bill Generation page.

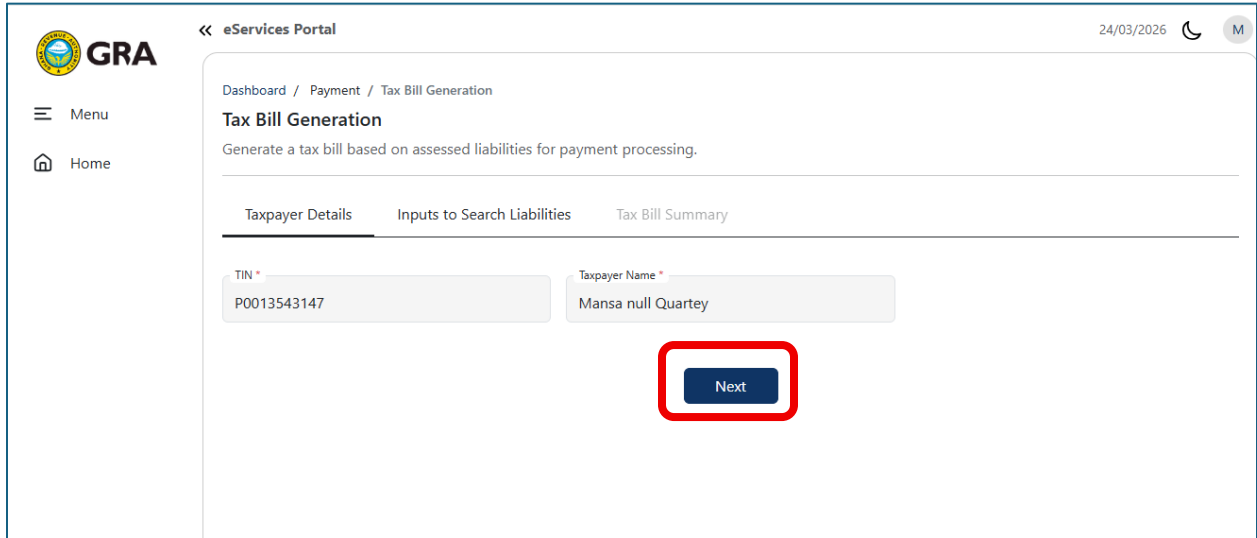
Figure 2: Tax Bill Generation Menu



1.3 Step 3: Taxpayer Details Tab

In the step, system will show your details. Click on the next button to navigate to the next tab.

Figure 3: Taxpayer Details Tab



1.4 Step 4: Search Liabilities

In this step, you need to select the tax type and tax period to search for the liabilities from your Tax Type Ledger. You can select and add the liabilities to the Tax Bill against which you intend to make the payment.

Figure 4: Search Liabilities tab – Page 1

The screenshot displays the 'eServices Portal' interface for searching liabilities. The 'Inputs to Search Liabilities' tab is active. The form includes the following fields and buttons:

- 1** Payment Type: Tax Payment
- 2** Tax Type: Withholding Tax (WHT)
- 3** Tax Period From Date: 01/12/2025
- 4** Tax Period To Date: 31/12/2025
- 5** Search Liabilities button
- 6** Tax Liability Details section, containing a table of liability information:

Tax Type *	Tax Period From Date *	Tax Period To Date *
Withholding Tax (WHT)	01/12/2025	31/12/2025
Self-Assessed Principal *	Penalty *	Interest *
1,000.00	1,340.00	64.28
Total Outstanding Amount *	Amount to Pay *	
2,404.28	0.00	

- 7** Amount to Pay: 0.00
- 8** Add to Tax Bill button

Additional buttons at the bottom include 'Remove Liability', 'Previous', and 'Next'.

1. Select the Payment Type.
2. Select the Tax Types
3. Select the start date of the Tax Period in which the liabilities need to be searched
4. Select the end date of the Tax Period in which the liabilities need to be searched
5. Click on Search Liabilities to search liabilities based on the input parameters
6. The liability details will be displayed in the Tax Liability Details section.
7. Enter the amount that you want to pay against the liability.
8. Click on Add to Tax Bill button to add the details of payment that you wish to make against the liability.

1.5 Step 5: Select Liabilities

In this step, you need to select the liabilities against which you wish to make the payment.

Figure 5: Select Liabilities

The screenshot displays the 'eServices Portal' interface for selecting liabilities. At the top, there are fields for 'Tax Type', 'Tax Period From Date', and 'Tax Period To Date'. Below these are fields for 'Self-Assessed Principal', 'Penalty', and 'Interest', all showing '0.00'. A 'Total Outstanding Amount' field also shows '0.00'. An 'Amount to Pay' field shows '0.00'. An 'Add to Tax Bill' button is located below the form.

The main section is titled 'Liabilities Selected for Payment' and contains a table with the following data:

Select	Sr.No.	Action	Payment Type	Tax Type	Tax Period From Date	Tax Period To Date	Self-Assessed Principal	Penalty	Interest	Total Outstanding Amount	Amount to Pay
<input type="checkbox"/>	1		Tax Payment	Withholding Tax (WHT)	01/12/2025	31/12/2025	1000.00	1340.00	64.28	2404.28	2404.28
Total Payment											

Below the table, there is a pagination control showing 'Showing 1 - 1 of 1 items.' and 'Current page: 1'. At the bottom, there are buttons for 'Remove Liability', 'Previous', and 'Next'.

1. Select the liabilities in case you wish to remove them from the Tax Bill
2. Click on the Edit button to update the details of the Tax Bill line item.
3. Click on the Delete button to delete the Tax Bill line item.
4. Click on Remove Liability to remove the selected Tax Bill line item
5. Click on Next button to navigate to the next tab.

1.6 Step 6: Tax Bill Summary

In this step, you can view the summary of the Tax Bill and generate the Tax Bill if the summary is okay.

Figure 6: Tax Bill Summary

The screenshot displays the 'Tax Bill Summary' page in the eServices Portal. The page title is 'Tax Bill Generation' and the subtitle is 'Generate a tax bill based on assessed liabilities for payment processing.' The page is divided into three tabs: 'Taxpayer Details', 'Inputs to Search Liabilities', and 'Tax Bill Summary'. The 'Tax Bill Summary' tab is active, showing a table with the following data:

Sl.No.	Particulars	Amount
1	Total Amount To Pay	GHS 2,404.28
2	Total Amount To Pay (In Words)	Two Thousand Four Hundred Four Ghana Cedis And Twenty Eight Pesewas Only

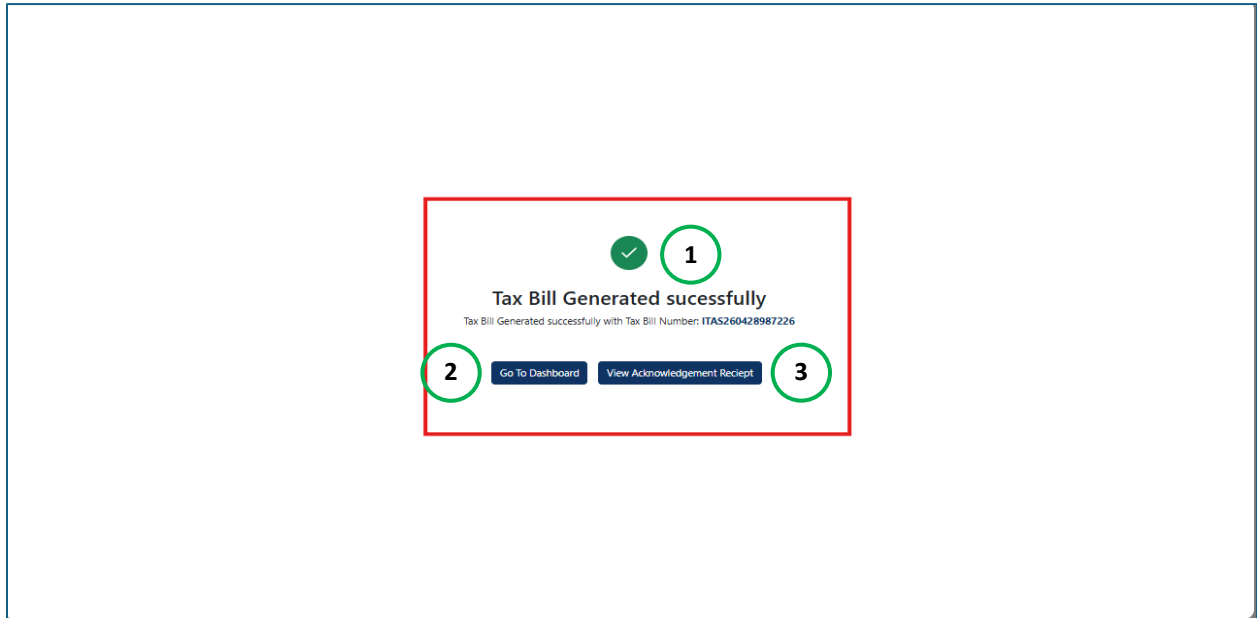
Below the table, there are three buttons: 'Reset', 'Generate Tax Bill', and 'Previous'. The 'Generate Tax Bill' button is highlighted with a red box, and a green circle with the number '2' is placed below it. A green circle with the number '1' is placed to the left of the table header.

1. System will display the Tax Bill Amount in digits and in words
2. If you are okay with the Tax Bill Summary, click on the Generate Tax Bill button to generate the Tax Bill.

1.7 Step 7: Success Message

In this step, system will display the success message with the Tax Bill Number. There will be a button for viewing the Tax Bill.

Figure 7: Success Message




1. System will show the message with the status of the transaction for generating the Tax Bill. Message will also provide the Tax Bill Number
2. Click on Go To Dashboard button, to navigate to the Dashboard.
3. Click on View Acknowledgement Receipt button to view the Tax Bill.

1.8 Step 8: Tax Bill

In this step, system will display the Tax Bill. You can print the Tax Bill for your records and proceed to making the payment against the Tax Bill.

Figure 8: Tax Bill

Dashboard / Payment / Tax Bill



GRA

Ghana Revenue Authority
Off Starlets' 91 Road
 Near Accra Sports Stadium Accra
 Greater Accra GA-144-3422

Tax Bill

TIN/Ghana Card Number: P0053084608

Taxpayer Name: Kofi Asare

Taxpayer Address:

Tax Bill Number: ITAS260428987226

Tax Bill Date: 28/04/2026

Tax Bill Currency: GHS

TAX Return Period Details				
Sr.No	Tax Type Name	Tax Period From Date	Tax Period To Date	Amount Payable
1	Value Added Tax (VAT)	01/11/2025	30/11/2025	28,955.10
Total				GHS 28,955.10
Total Amount Payable in Words		Twenty Eight Thousand Nine Hundred Fifty Five Ghana Cedis And Ten Pesewas Only		

After payment to the [Ghana.gov](#) Platform, you may track the status of your payment either at any nearest tax office or our e-Services Portal at [Link Here](#) using the Tax Bill Number **ITAS260428987226** (TBN) above. This Tax Bill Receipt shall remain valid until **May 12, 2026**. After its expiry, you will not be able to use it to affect your payment at the Ghana.gov platform. You will be required to generate another Tax Bill Receipt. If this Tax Bill Receipt is lost or deflected, you may obtain a copy from your email inbox or a reprint from our e-Services Portal using the Tax Bill Number.

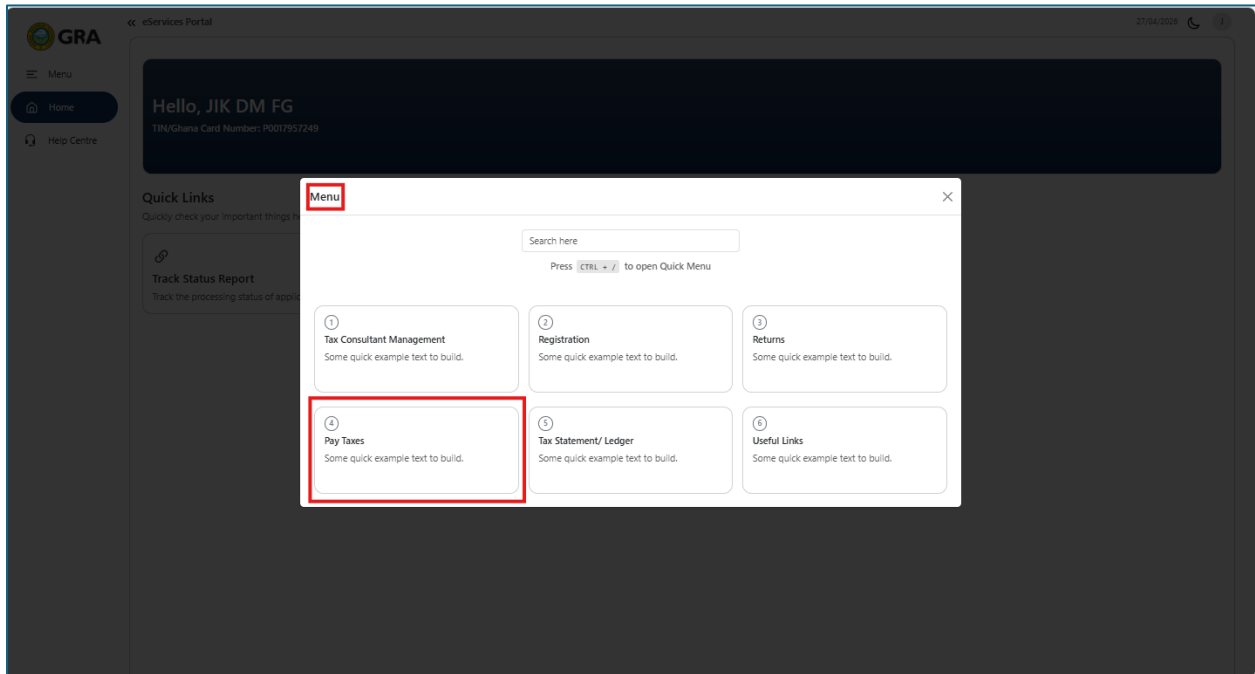
2 Payment History

The steps that you need to follow to view Payment History on eServices Portal are provided below:

2.1 Step 1: Pay Taxes Menu

In this step, you need to click on the Pay Taxes Menu link

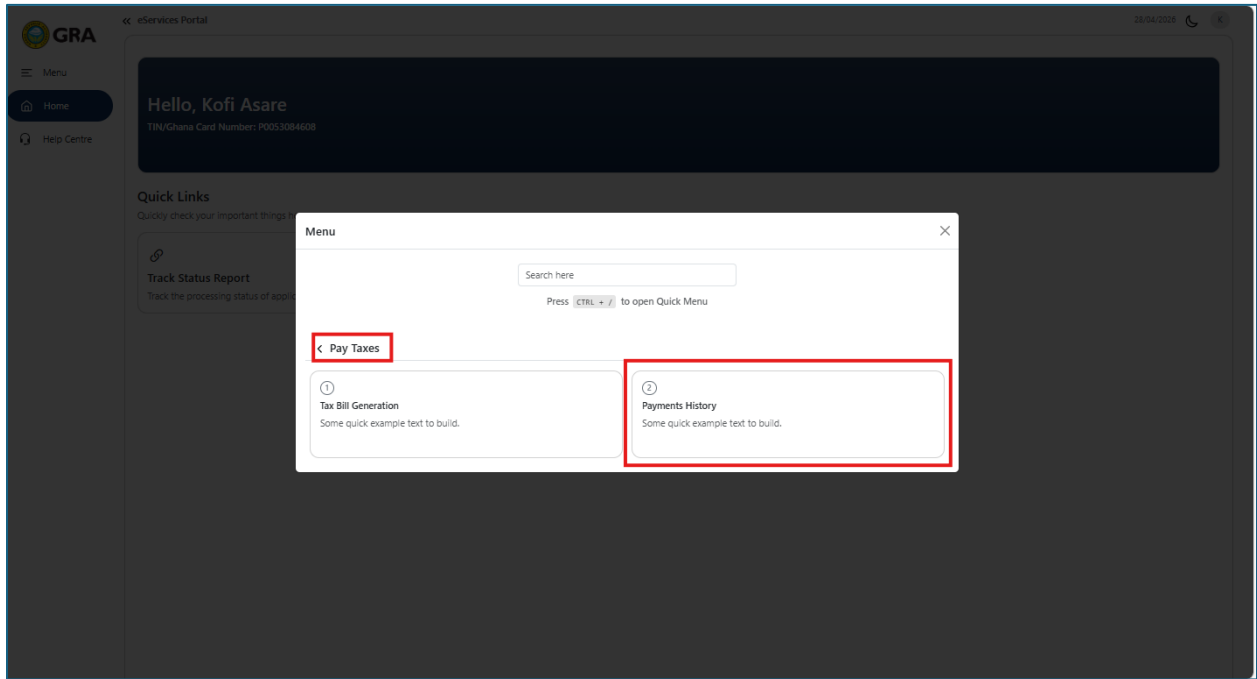
Figure 9: Pay Taxes Menu



2.2 Step 2: Payment History Menu

In this step, click on the Payment History Menu to access the Payment History feature.

Figure 10: Payment History Menu





2.3 Step 3: Payment History details

In this step, you will be able to search for the payment transactions completed on the system.

Figure 11: Payment Details

The screenshot displays the 'Payment History' section of the GRA eServices Portal. The page includes a search form with fields for TIN/Ghana Card Number, Taxpayer Name, Tax Bill Number, Tax Type, and Date Range. Below the search form is a table of payment records. The table has columns for Sr.No., Action, TIN/Ghana Card Number, TBN, Total Amount, Payment Status, Taxpayer Name, Payment Mode, Taxpayer Office, and Payment Ref Number. A single payment record is shown with a total amount of 70,193.93 and a status of 'Paid'. The page also features a 'Reset' button and a 'View' button.

Sr.No.	Action	TIN/Ghana Card Number	TBN	Total Amount	Payment Status	Taxpayer Name	Payment Mode	Taxpayer Office	Payment Ref Number
1	 	P0057280370	ITAS260409396157	70,193.93	Paid	Kwame Mensah	Online Payment	LAPAZ TSC	ITAS260409396157

1. **Taxpayer Details** – Shows the taxpayer’s TIN/Ghana Card Number and name.
2. **Search Criteria** – Enter details like Tax Bill Number, Tax Type, and Date Range to filter payment records.
3. **Payment History Table** – Displays all matching payment records based on the search.
4. **Sr. No.** – Shows the sequence number of each payment record.
5. **Action** – Provides options to view or download the Payment Receipt.
6. **TIN/Ghana Card Number** – Shows your Taxpayer’s Identification Number or Ghana Card Number.
7. **TBN** – Displays the Tax Bill Number linked to the payment.
8. **Total Amount** – Shows the total amount paid.
9. **Payment Status** – Indicates whether the payment status of the tax bill is paid, pending, or failed.
10. **Taxpayer Name** – Shows your name or the name of your company.
11. **Payment Mode** – Shows the mode for making payment (e.g., Online Payment, Bank).
12. **Taxpayer Office** – Displays the tax office where the taxpayer is registered.
13. **Payment Ref Number** – Shows the Transaction Reference Number received from the payment platform.
14. **Reset** – Clears the search filters.
15. **View** – Retrieves and displays payment details based on the entered criteria.