

What is Orange Money?

Answer:

Orange Money is the mobile money service of Orange. Its users can deposit money into an account linked to their mobile phone number, and then access a range of services, send and receive money, buy air-time, buy bundles, pay bills and Pay salary.

- It is now possible to pay for Tax and non-tax services using Orange Money.

Which type of taxes can be paid using this platform?

Tax Payments

- Corporate Income Tax
- Withholding Tax
- Personal Income Tax
- Real Estate Tax
- Business Tax 2%
- Business Tax 4%
- GST
- Excise Tax

Service Fees (Non-Tax)

- Birth Certificate
- Marriage Certificate
- Travel Clearance (passport)
- Fire Inspection fees
- Business Registration Renewal Fees



What should the taxpayer do if a payment is made via Orange but did not receive a confirmation SMS?

Answer: If you made a payment and did not receive any SMS confirmation, kindly contact Orange Customer Care by dialing 111.

Can taxpayer pay taxes for someone else?

Answer: Yes, a taxpayer may pay taxes on behalf of another person.

In order to do that, the taxpayer needs the TIN for the taxpayer s/he wishes to make payment for. The person who made payment needs to show the SMS with key details necessary for validation to a tax collector. This needs to be further validated on web-portal by the collector.

Taxpayer said s/he made payment, but left his/her phone at home.

Answer: If the taxpayer knows and can provide the confirmation number, it should be provided to the staff. However, if the taxpayer does not have nor know the payment confirmation number, then the staff will ask the taxpayer to come back with the phone. The transaction reference number is needed for confirmation of payment.

What happens when taxpayer pays excess?

Answer: LRA will apply the excess against the taxpayer's outstanding tax liability, if any, for other taxes then due and payable; any remaining balance, at the written election of the taxpayer, will be applied against the taxpayer's liabilities with respect to future payments; or refunded to the taxpayer within 90 days of the taxpayer's filing.

Does customer need to have credit on his phone to make payment?

Answer: No, all customer needs is money on his OM wallet.

Can I make the payment at any time?

Answer: Yes, customer can make payment at anytime from anywhere. This is a 24/7 service.

Do I need a smartphone to make the payment?

Answer: No. You can make the payment with any cellphone capable of making calls.

Taxpayer said s/he made payment, but deleted the SMS accidentally.

Answer: Customer can call Orange Customer 111 and following the authentication of the Mobile Wallet Owner resend the SMS to the number taxpayer has on record.



Is there a maximum payment that can be made via Orange Money?

| Limits Or equivalent in Liberian Dollars | Levels | | | Over the Counter (OTC) |
|---|--|---|--|--------------------------------------|
| | 1 | 2 | 3 | |
| Max. Balance | 1,000 | 4,000 | 10,000 | Single Transaction Limit of \$100 |
| Aggregate Daily | 250 | 1,000 | 2,000 | |
| Aggregate Monthly | 2,000 | 8,000 | 20,000 | |
| Identification Means | Flexible, to be established by providers | Driver's License, Passport, or Voter ID | Level 2 ID + Utility Bill, Income Tax Certificate or Bank Statement. | |

Is there a service charge?

Answer: Yes, there is a fee. Please see below chart:

| USD (\$) | LRD (\$) | Rate Fee |
|-------------|---------------|----------|
| 0-50 | 0-6750 | 1.50% |
| 50.01-100 | 6751-13500 | 1.20% |
| 100.01-400 | 13501-54000 | 1.00% |
| 400.01-500 | 54001-67500 | 0.90% |
| 500.01-600 | 67501-81000 | 0.80% |
| 600.01-700 | 81001-94500 | 0.70% |
| 700.01-800 | 94501-108000 | 0.60% |
| 800.01-900 | 108001-121500 | 0.55% |
| 900.01-2000 | 121501-270000 | 0.50% |

What are the transaction STEPs?

- ✓ Visit any Orange Money agent, POS, or store to set up an Orange Money account with an ID. Deposit money on wallet in USD or LRD or both. Ensure the mobile wallet contains sufficient funds to make tax payments and pay service charges.
- ✓ Taxpayer prepares or file tax return in consultation with all relevant documentations to ascertain the tax liability.
- ✓ The taxpayer initiates the payment via Orange Money by selecting tax payment from the USSD menu. Customer will be asked to provide the following:
 - 1) Currency
 - 2) Tax Type
 - 3) Taxpayer Identification Number (TIN)
 - 4) Tax Period
 - 5) Tax year,
- ✓ Once the taxpayer enters his information, the TIN will be validated. If the TIN is not validated, the user will be informed that the TIN is not correct and he will be asked to: retry or contact LRA for clarification. If the TIN is validated, taxpayer must confirm payment amount and payment fee by entering his PIN code
- ✓ The taxpayer receives an SMS from Orange Money confirming the payment.
- ✓ The taxpayer receives an SMS from LRA (sender name will appear as: MM-LRA) confirming the payment.
- ✓ Taxpayer shows the confirmation SMS from LRA as proof of payment to the LRA agent. If the customer is in the rural it is mandatory for him/her to take the SMS to the LRA Tax Business Office and show it the agent. The TBO will register payment by validating SMS receipt.
- ✓ LRA agent accesses the web portal provided by Orange Money to confirm Tax payment using Orange



What is it used for?

1. Pay Taxes using Orange Money service allows tax payers to make tax payments using their mobile phone.
2. They need to have an Orange Money account, their TIN, sufficient funds to pay for the tax amount and for the service charge
3. To put money on his account the subscriber can go to any Orange Money agents, shop or POS'.
4. The payment is real-time and the subscriber receives a receipt on the spot via SMS and all he has to do is show it as proof of payment to the LRA agent.
5. Subscriber can select type of tax, tax period, tax year, and amount he wants to pay for
6. The service is available in both USD and LRD
7. The short code for Orange Money is ***144#** and the customer just has to follow the instructions.