



### **What is MTN Mobile Money?**

Answer:

**MTN Mobile Money is the mobile money service of Lonestar Cell MTN. 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 service fees using MTN Mobile 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 Lonestar Cell MTN, but did not receive a confirmation SMS?**

Answer: If you made a payment and did not receive any SMS confirmation, kindly contact Lonestar Cell MTN Customer Service 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 which contains the confirmation text. 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/taxpayer need to have credit on his/her phone to make payment?**

Answer: No, all that is needed is money on taxpayer's Mobile Money Account.

**Can I make the payment at any time?**

Answer: Yes, taxpayer can make payment at anytime from anywhere within Liberia. 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: Taxpayer can call Lonestar Cell MTN Customer Service at **111** and following the authentication of the Mobile Money Account Owner resend the SMS to the number taxpayer has on record.

### Is there a service charge?

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

Fees Table					
LRD			USD		
Min	Max	Fee	Min	Max	Fee
\$1	\$649	\$80	\$1	\$5	\$1
\$650	\$2,000	\$150	\$5	\$15	\$1
\$2,001	\$5,000	\$175	\$15	\$40	\$1
\$5,001	\$8,000	\$200	\$40	\$60	\$2
\$8,001	\$10,000	\$220	\$60	\$75	\$3
\$10,001	\$20,000	\$300	\$75	\$150	\$3
\$20,001	\$30,000	\$350	\$150	\$250	\$3
\$30,001	\$40,000	\$400	\$250	\$300	\$4
\$40,001	\$50,000	\$450	\$300	\$400	\$4
\$50,001	\$60,000	\$500	\$400	\$500	\$5
\$60,001	\$70,000	\$550	\$500	\$800	\$5
\$70,001	\$80,000	\$600	\$800	\$1,000	\$6
\$80,001	\$90,000	\$650	\$1,000	\$1,300	\$6
\$90,001	\$100,000	\$700	\$1,300	\$1,800	\$7
\$100,001	\$125,000	\$750	\$1,801	Above	\$10
\$125,001	\$265,000	\$800			
\$265,000	Above	\$1,300			

### How to Use Lonestar Cell MTN Mobile Money To Pay Taxes or Non Tax Fees?

Taxes	
1	Select 2 to Pay Bill
2	Select 4 to Pay Taxes and Fees
3	Select 1 for Tax Payment and enter TIN Number
4	Select Tax Type
5	Select Tax Period (Month, Quarter, Year)
6	Select the Currency for Payment (USD, LRD)
7	Enter the Amount
8	Confirm transaction by entering the PIN code
Confirmation message is received that payment is made	

None Tax Fees	
1	Select 2 to Pay Bill
2	Select 4 to Pay Taxes and Fees
3	Select 2 for Non-Tax Fees
4	Select Fee Type
5	Select Tax Period (Month, Quarter, Year)
6	Select the Currency for Payment (USD, LRD)
7	Enter the Amount
8	Confirm transaction by entering your PIN code
Confirmation message is received that payment is made	

## What are the transaction STEPs?

- ✓ Visit any MTN Mobile Money agent, POS, or store to set up an MTN Mobile 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 MTN Mobile Money by selecting tax payment from the USSD menu. Customer will be asked to provide the following:

1) Currency	3) Taxpayer Identification Number (TIN)	4) Tax Period
2) Tax Type		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 MTN Mobile 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 taxpayer is in the rural areas, 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 MTN Mobile Money to confirm Tax payment using Lonestar Cell MTN.



## What is it used for?

1. Pay Taxes using MTN Mobile Money service allows tax payers to make tax payments using their mobile phone.
2. They need to have an MTN Mobile 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 MTN Mobile 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 MTN Mobile Money is **\*156#** and the customer just has to follow the instructions.