

*Oinsa halo Pedidu ba Certidão de Dívidas (CD)*  
*How to make Request for Certidão de Dívidas (CD)*

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BY: Unidade Sistema Informasaun (USI)



# Usa Módulo E-Request

## *Use E-request Module*

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BY: Unidade Sistema Informasaun

# Oinsa asesu ba E-Request (CD)

## *How to access to E-Request (CD)*

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1. Login ba E-service/ *Login to E-Service*
2. Halo Requesta/ *Make a request*
3. Tipu E-request/ *Type of E-request*



Note Importante  
*Important Note*

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1. Tenki iha E-Service Account ho Password Rasik (e-mail/Password)

*Have an E-service Account Created (email/Password)*

2. Visita/ Kontaktu portal Autoridade Tributária iha [ATTL.GOV.TL](http://ATTL.GOV.TL)

*Visit/Contact Tax Authority Website on [ATTL.GOV.TL](http://ATTL.GOV.TL)*

Iha E-Service Account ?  
Have E-service Account ?

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- *Kontinua Etapa sira tuirmai*
- *Continue with following steps*



Visita/ Kontaktu portál Autoridade Tributária iha [ATTL.GOV.TL](https://attl.gov.tl)

*Visit/Contact Tax Authority Website on [ATTL.GOV.TL](https://attl.gov.tl)*

The screenshot displays the ATTL.GOV.TL website interface. At the top, there is a navigation menu with links for HOME, ABOUT US, DOCUMENTS, FORMS & TUTORIAL, TAX LAWS, and NEWS & EVENTS. A search bar is also present. The main content area features a large red banner with the text "AVISO IMPORTANTE" (Important Notice) and "TREINAMENTU E-SERVICE BA DARUAK" (E-SERVICE TRAINING FOR TAXPAYERS). Below the banner, a text box provides information about a training session on March 01 to 05, 2021, regarding the submission of tax returns and the Certidão de Dívidas. A button labeled "View Invitation/Hare'e Convite" is visible. To the right, there is a section titled "KONVITE" (Invitation) with a document preview. At the bottom, a dark blue footer contains the text "E-Services, A Platform that will allow taxpayers submitting their tax returns online". A customer support chat window is open in the bottom right corner, displaying a welcome message and the text "Customer Support just now".

# Step 1 : Click iha Login now

*Step 1 : Click on login now*

The screenshot displays the website for the Autoridade Tributária Timor-Leste (A.T.T.L.). The header includes social media icons, the organization's name and logo, and a navigation menu with links for HOME, ABOUT US, DOCUMENTS, FORMS & TUTORIAL, TAX LAWS, and NEWS & EVENTS. A search bar is also present. The main content area features a large image of a meeting with a teal overlay that reads "PREPARASAUN BA LANSAMENTU E-REQUEST". Below this image, a dark green banner contains the text "E-Services : a platform that will allow taxpayers submitting their tax return online." and a white button labeled "Login now" with a red arrow pointing to it. A callout box on the right side of the image says "Click Login Now". The footer includes a circular logo with a bar chart, the text "TAXPAYERS USING E-SERVICES PORTAL", and a "We Are Here" logo with a red notification bubble.

Click Login  
Now

TAXPAYERS USING E-SERVICES PORTAL





Step 2 : Insera E-service Account (Email no Pasword )

*Step 2 : Login to E-service Account ( Email and Password )*

The image shows a screenshot of a web portal for E-Services. At the top left, it says "E-SERVICES" and at the top right, there is a "Select Language" dropdown menu set to "English". The main content area features a banner for "E-REQUEST FEATURE" with the text "Apply CD anywhere" and "TAXPAYERS CAN APPLY CD ANYWHERE AS LON". Below this, there is a "Web Responsive" section with images of a tablet and a computer. On the right side, there is a login form with fields for "Email" and "Password", a "Remember me" checkbox, and a "Login" button. A green oval highlights the "Email" and "Password" fields. A red arrow points from the "Email" field to a text box in the foreground. Another red arrow points from the "Password" field to the same text box. The text box contains the following information:

Email:  
[sampleddy@gmail.com](mailto:sampleddy@gmail.com)  
Password: Password ne'ebé  
Ita Kria

At the bottom of the page, there are three sections: "VIDEOS TUTORIAL" with links for "Video Tutorial Monthly Tax Return in Tetum" and "Video Tutorial Monthly Tax Return in English"; "QUICK LINKS" with links for "How to Change Password", "E-Services", and "How to register online"; and a "Contact Us" section with links for "Tax Authority Official Portal" and "Ministry of Finance Website".



Step 2a : Click iha “I am not robot” (Saya Bukan Robot iha Lingua English)

*Step 2a : click in “I am not robot” and than*

The screenshot displays the 'E-REQUEST FEATURE' section of a website. At the top, there is a navigation bar with 'E-SERVICES' on the left and 'Select Language English' on the right. A pink message box states 'You need to sign in or sign up before continuing.' Below this, the 'E-REQUEST FEATURE' banner includes the text 'Email Confirmations' and 'TAXPAYERS RECEIVE EMAIL CONFIRMATIONS WHEN APPLYING CD ONLINE'. A reCAPTCHA widget is present, featuring the text 'I'm not a robot' and the reCAPTCHA logo. A red arrow points from the text 'I'm not a robot' in the banner to the checkbox in the reCAPTCHA widget. A yellow circle highlights the reCAPTCHA widget area. To the right of the reCAPTCHA widget is a login form with fields for 'Email' and 'Password', a 'Remember me' checkbox, and a 'Login' button. Below the login form are links for 'Sign up', 'Forgot your password?', 'Didn't receive confirmation instructions?', and 'Didn't receive unlock instructions?'. The footer contains three columns: 'VIDEOS TUTORIAL' with links for Tetum and English tax return tutorials and E-Services registration; 'OTHERS' with links for 'Contact Us', 'Tax Authority Official Portal', and 'Ministry of Finance Website'; and 'QUICK LINKS' with links for 'How to Change Password', 'E-Services', and 'How to register online'. The footer also includes the copyright notice: '© 2021 Copyright Reserved Autoridade Tributária Timor-Leste'.

# Nota importante

## Important note

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- Imagen ne'ebe mosu sei la konsistente, click basea ba Letra/liafuan ne'ebe iha leten
- **The picture/image is not consistent, click based on the word that appear at the top of the image.**
  - Note seluk/Other note
- Dalaruma nia imajen la mosu, Automatically fo bisku wainhira click
- **Sometimes, the image does not appear, its automatically ticked once we clicki**

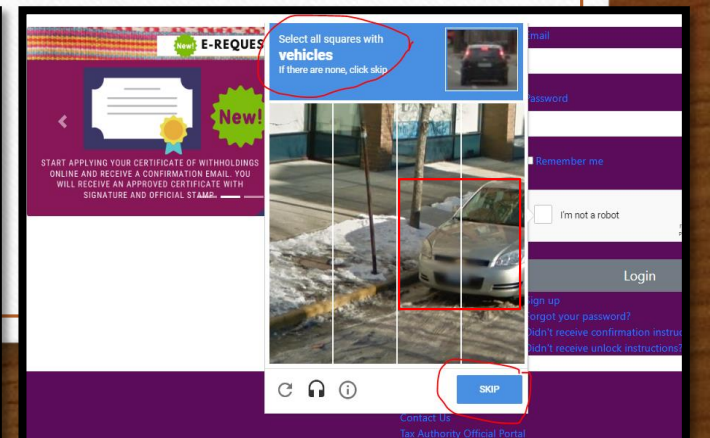
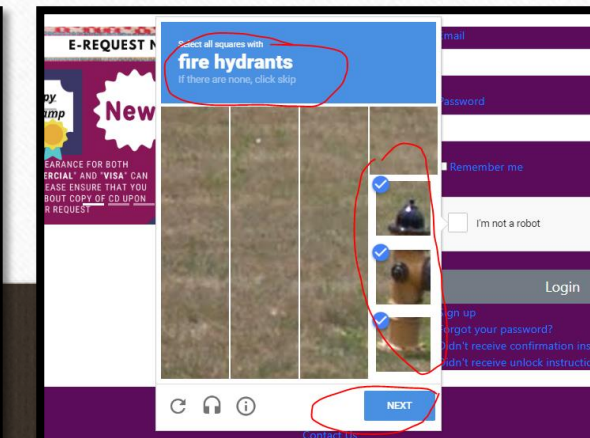
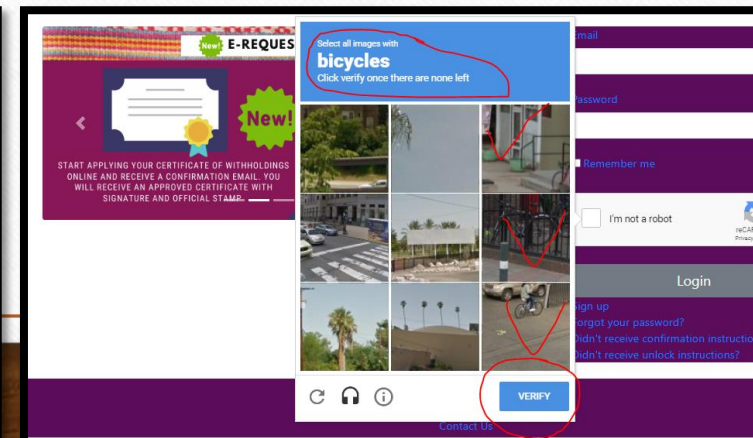
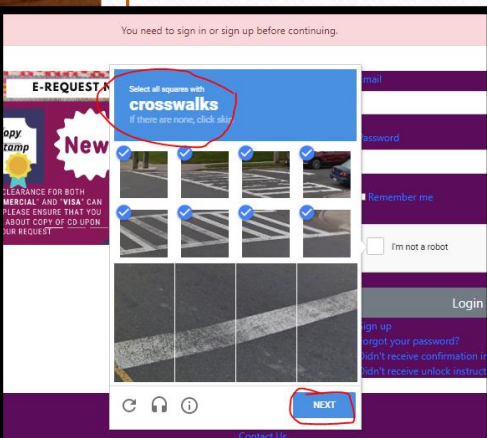
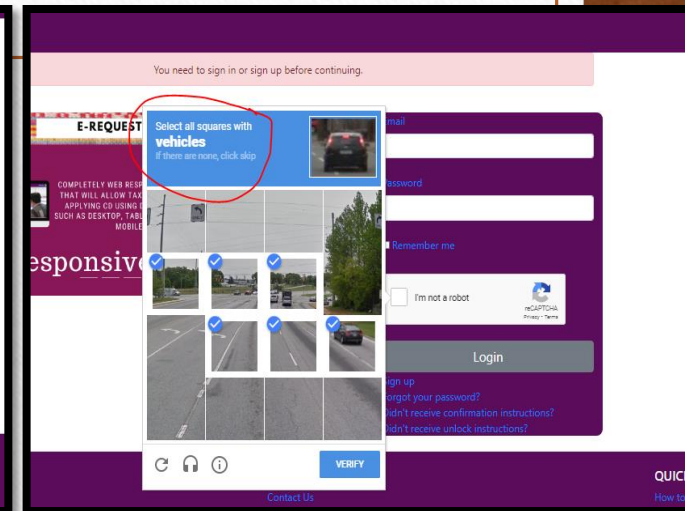
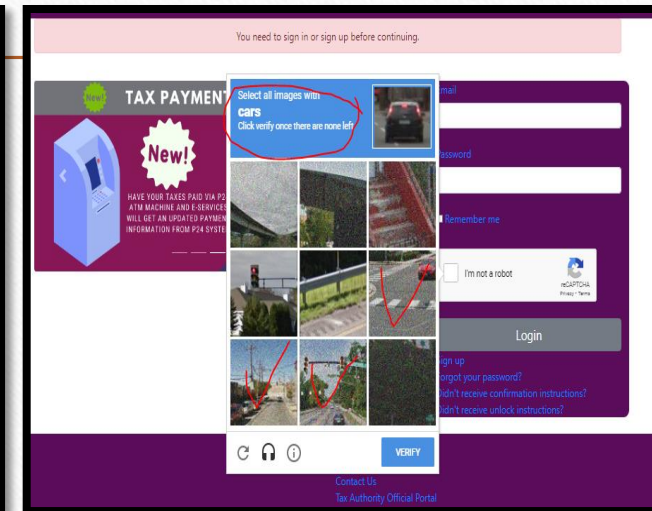
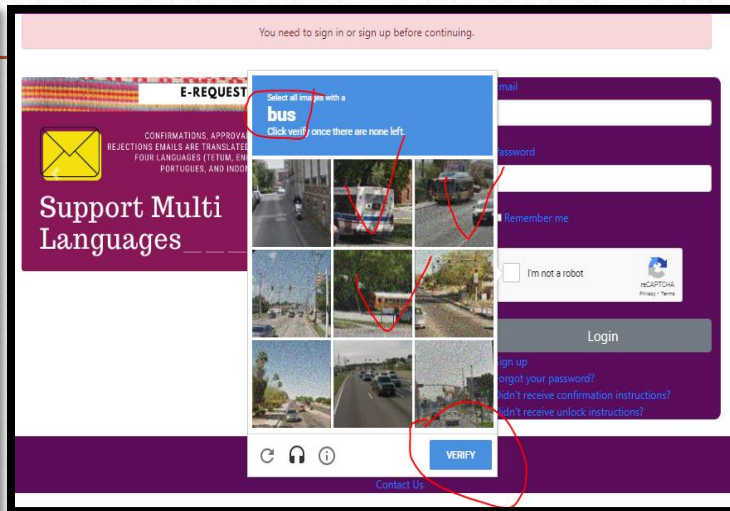
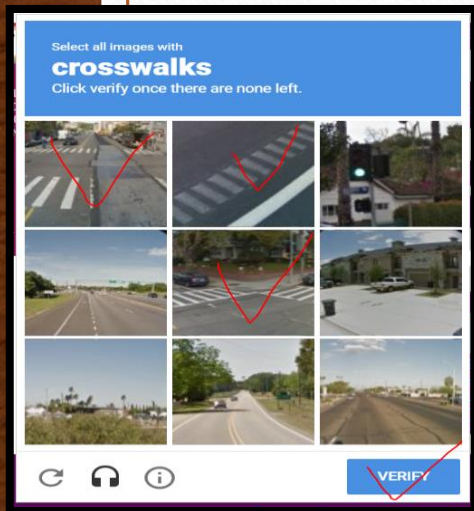


Exemplu Imajen/liafuan Komun balun ne'ebe mosu wainhira click iha

“I’m not Robot”

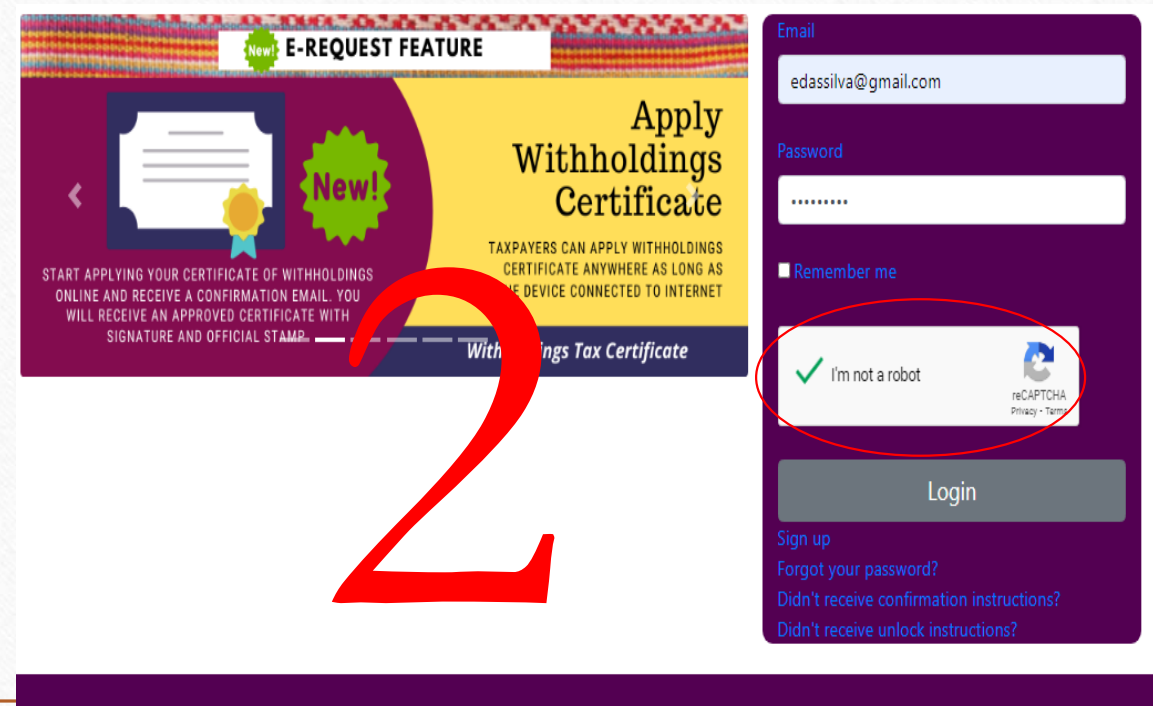
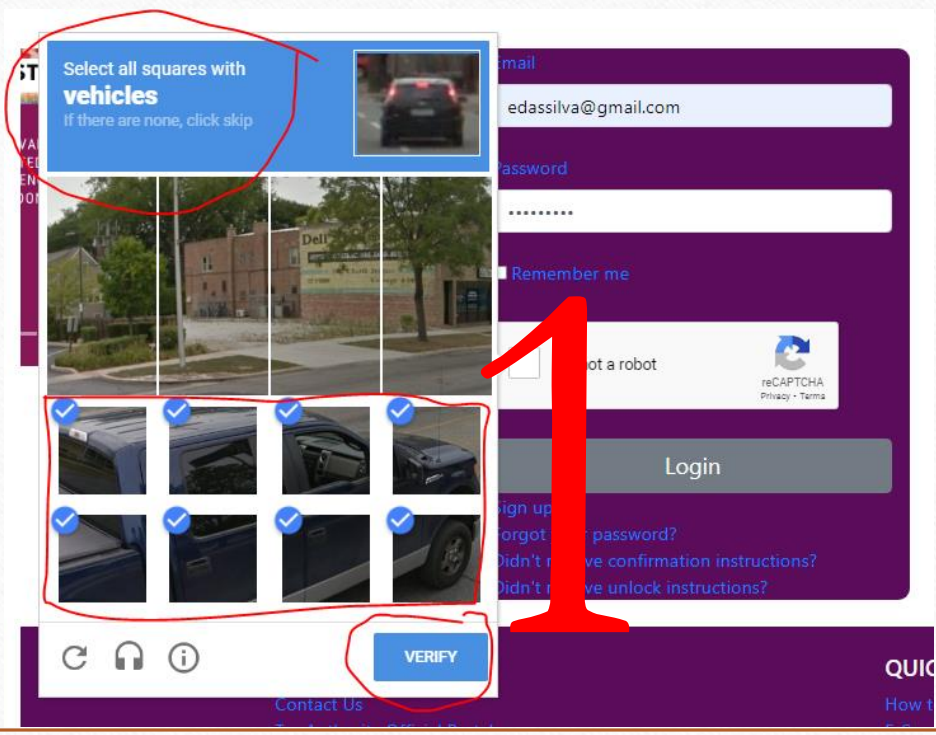
Some of the common images/words that appear when click on

“I’m not Robot”





Tenki iha “BISTU” hanesan exemplu iha kraik antes Click Login  
**Must have “TICKED” as following before click on login**





## Step 3 : Click Login

### *Step 3 : Click Login*



**New! E-REQUEST FEATURE**

**Apply Withholdings Certificate**

TAXPAYERS CAN APPLY WITHHOLDINGS CERTIFICATE ANYWHERE AS LONG AS THE DEVICE CONNECTED TO INTERNET


START APPLYING YOUR CERTIFICATE OF WITHHOLDINGS ONLINE AND RECEIVE A CONFIRMATION EMAIL. YOU WILL RECEIVE AN APPROVED CERTIFICATE WITH SIGNATURE AND OFFICIAL STAMP.

*Withholdings Tax Certificate*

Email  
edasilva@gmail.com

Password  
.....

Remember me

I'm not a robot  reCAPTCHA  
Privacy - Terms

**Login**

[Sign up](#)  
[Forgot your password?](#)  
[Didn't receive confirmation instructions?](#)  
[Didn't receive unlock instructions?](#)

Click Login

# Certidão de Dívidas (CD)

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BY: Unidade Sistema Informasaun



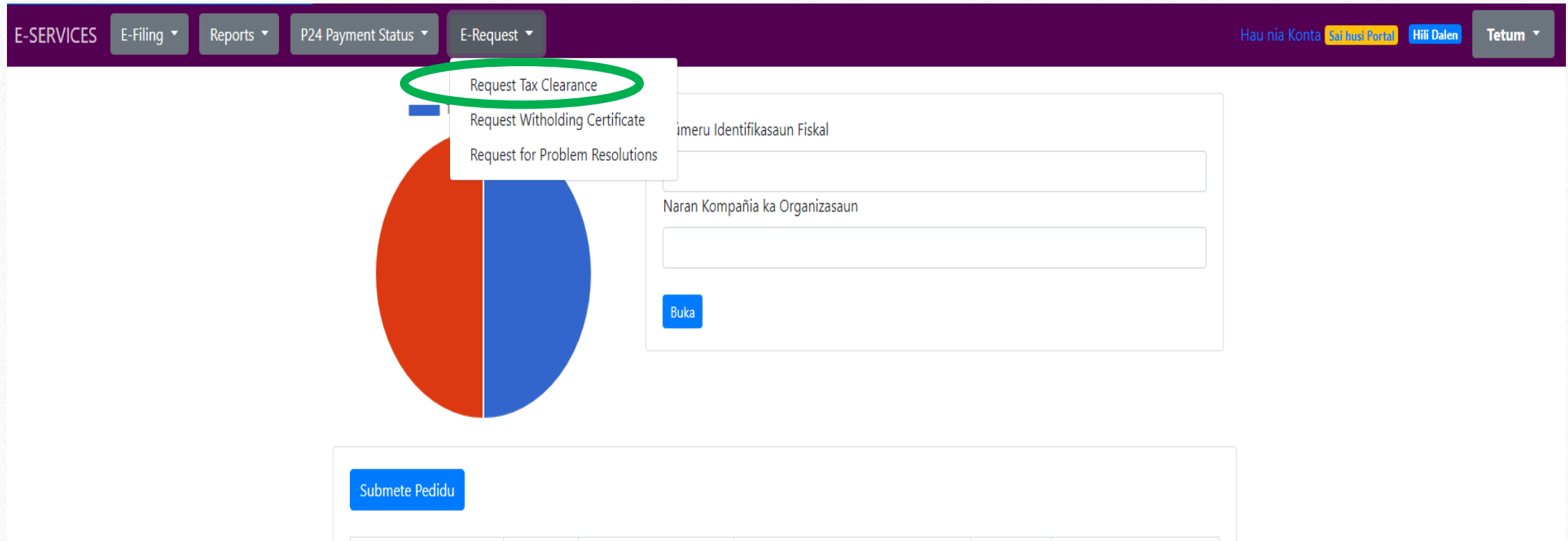
# Step 4 : Click E-Request

## *Step 4 : Click E-Request*

### Total Monthly Tax returns by all Months

Total Service Tax Paid	Total wage Income Tax Paid	Total Annual Instal Tax Paid	Total Withholding Tax Paid
Accumulated Paid Tax	Accumulated Paid Tax	Accumulated Paid Tax	Accumulated Paid Tax
\$0.00	\$0.00	\$0.00	\$0.00
<a href="#">view details</a>	<a href="#">view details</a>	<a href="#">view details</a>	<a href="#">view details</a>

Step 4a : Click E-Request Pois Hili “Request Tax Clearance”  
*Step 4a : Click E-Request then Choose “Request Tax Clearance”*



The screenshot displays a web interface with a dark purple header. On the left, there are navigation buttons for 'E-SERVICES', 'E-Filing', 'Reports', 'P24 Payment Status', and 'E-Request'. On the right, there are links for 'Hau nia Konta', 'Sal husi Portal', 'Hili Dalen', and 'Tetum'. A dropdown menu is open under 'E-Request', with 'Request Tax Clearance' circled in green. Below the menu is a form with a red and blue pie chart on the left. The form contains input fields for 'Número Identifikasaun Fiskal' and 'Naran Kompañia ka Organizasaun', and a 'Buka' button. At the bottom, there is a 'Submete Pedidu' button.



# Step 5 : Click iha Submete pedidu

## *Step 5 : Click Submit Request*

The screenshot displays a web interface with a purple header. On the left, there are navigation tabs: 'E-SERVICES', 'E-Filing', 'Reports', 'P24 Payment Status', and 'E-Request'. On the right, there are links for 'Hau nia Konta', 'Sal husi Portal', 'Hili Dalen', and 'Tetum'. The main content area features a pie chart on the left with a legend for 'TOAS Clear' (blue) and 'null' (red). To the right of the chart is a form with two input fields: 'Númeru Identifikasaun Fiskal' and 'Naran Kompañia ka Organizaçãun', followed by a 'Buka' button. At the bottom of the form area, a blue button labeled 'Submete Pedidu' is circled in green. A black arrow points from the text 'Step 5 : Click Submit Request' to this button.

E-SERVICES E-Filing Reports P24 Payment Status E-Request

Hau nia Konta Sal husi Portal Hili Dalen Tetum

TOAS Clear null

Númeru Identifikasaun Fiskal

Naran Kompañia ka Organizaçãun

Buka

Submete Pedidu

Note: Antes Click YES ka No, Le'e uluk lai esplikasaun iha pagina tuirmai  
*Note: Before click YES or NO, First read the explanation in the following page*

Are you a Tax Agency applying Certidão de Dívidas on behalf of other company? \*

- Yes
- No

Do you have Tax Payment Agreement with Tax Authority? \*

- Yes
- No
- Other Problem

Company Details

Name of Company or Organization \*

Tax Identification Number \*

Complete Name of Company Director \*

Note: Antes Click YES ka No, Le'e uluk lai esplikasaun iha pagina tuirmai

*Note: Before click YES or NO, First read the explanation in the following page*



Note Importante (Perguntas Primeiru)

## *Important Note (First Question)*

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- Step 6a : Click iha “Yes” se-kuando ita-boot sira submete nu’udar agencia, no Klik “No” sekarik ita-boot hanesan nain ba kompañã.
- *Step 6a : click Yes if you are a Tax Agency applying Certidão de Dívidas on be half of other company or click “No” if you are owner of the company*

Step 6b: Click iha “Yes” se-kuando ita-boot sira submete nu’udar agencia no Click choose File atu Inere Kontratu/Deklarasaun hanesan ajénsia prestador servisu ba Kompañia.  
*Step 6b: click Yes if you are a Tax Agency applying Certidão de Dívidas on be half of other company and click choose File to Upload Contract or declaration of tax agency as service provider with the company*

E-SERVICES E-Filing Reports P24 Payment Status E-Request My Profile Logout Select Language English

Are you a Tax Agency applying Certidão de Dívidas on be half of other company? \*

Yes

No

Do you have Tax Payment Agreement with Tax Authority? \*

Yes

No

Other Problem

Company Details

Name of Company or Organization \*

Tax Identification Number \*

Complete Name of Company Director \*



Note Importante (Perguntas Segundu )

## *Important Note (Second Question)*

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- Ita-bot iha akordu Pagamentu ba Imposto ho Autoridade Tributária? (Ex: Compania iha iha problema devidas ho Impostu).
- Sistema sei automatically Produz fulan wainhira ita bo'ot click "YES".
- *Do you have Tax Payment Agreement with Tax Authority? (Ex: the company has tax problem with Tax Authority... ect)*
- *Warning: System will automatically produce CD for month when you click "YES".*

Click Iha “YES” kari Ita-bot iha akordu Pagamentu ba Imposto ho Autoridade Tributária? (Ex: Penalties, outstanding, Prosesu Audit, Kasu Tribunal).

*Click on YES if you do have Tax Payment Agreement with Tax Authority? (Ex: Penalties, outstanding, Audit Proses , Court Cases)*

E-SERVICES E-Filing Reports P24 Payment Status E-Request My Profile Logout Select Language English

Are you a Tax Agency applying Certidão de Dívidas on be half of other company? \*

Yes

No

Do you have Tax Payment Agreement with Tax Authority? \*

Yes

No

Other Problem

## Warning/Atensaun

Atensaun: Sistema sei automatically Produz fulan wainhira ita bo'ot click “YES”.

***Warning: system will automatically produce CD for month when you click “YES”.***



# Step 6c : Insera Dadus ho kuidadu

Step 6c : Fill the form carefully

## Company Details

Naran Kompañia ka Organizasaun .\*

Test CD VISA Sample

Númeru Identifikasaun Fiskal .\*

1234567

Naran Kompletu Diretor .\*

Sample name

Hela Fatin atual ba Kompania

District .\*

Aileu

Subdistrict .\*

Laulara

Village .\*

Bandudato

Avenida/Rua .\*

Dom Martinho Lopes

REPUBLICA DEMOCRÁTICA DE TIMOR-LESTE

CERTIDÃO DE VÍCIO DE PAGAMENTO DE IMPOSTOS

MINISTÉRIO DAS FINANÇAS

DÍVIDAS  
Número do Documento: 4322334

O Comissário da Autoridade Tributária  
The Commissioner of the Tax Authority of  
Komisariu Diresaun Geral da Autoridade  
Komisaris Direktorat Jenderal Otoritas Pajak

empregado pela empresa mencionada a  
employed by the company mentioned below  
ne'ebe servisu ba empreza ho naran iha b...  
yang di kerjakan oleh perusahaan yang disebutkan di bawah ini tidak memiliki utang pajak kepada Negara Republik Demokratik Timor-Leste

Nome do Contribuinte: TEST CD VISA SAMPLE  
Taxpayer Name / Kontribuinte nia Naran / Nama Wajib Pajak:

NIF: 1234567  
TIN:

Director: SAMPLE NAME  
Director / Diretor / Direktur:

Sede: DOM MARTINHO LOPES, BANDUDATO, LAULARA, AILEU  
Address / Enderesu / Alamat:

Data de Emissao: 07/01/2021  
Issued Date / Loron Hasui / Tanggal:

Válido Até: 07/04/2021  
Valid Until / To'o Loron / Sampai Dengan:

Este Certificado é destinado a uma extensão de Visto  
This certificate is intended for a Visa Extension  
Sertifikadu ne'e destinadu ba estensaun Visa  
Sertifikat ini di tujukan untuk perpanjangan Visa

Em Nome do Comissário Fiscal,  
On Behalf of the Tax Commissioner,  
Iha Komisariu Fiskal-nia Naran,  
Atas Nama Komisaris Pajak,

Ministério das Finanças, Aitarak-Laran, Dili, Timor-Leste  
Website: www.atf.gov.tl

## Step 6c : Insera Dadus ho kuidadu

*Step 6c : Fill the form carefully*

Do You need a copy of Certidão de Dívidas? \*

Yes

No

A copy of legalised CD will be included if the answer is Yes

Country Code ..

+670

Phone number \*

77745456

Email (This must be a working email) ..

edysample@gmail.com

**EXEMPLU  
/SAMPLE**

### Nota Importante/ Important Note

Dadus sira-ne'e basea ba CRC/ Business License ne'ebe ita hetan hosi SERVE



Click iha “For VISA extension”

Click on “For VISA extension”

Type of tax clearance Request :

For all comercial activities

For VISA extension

Individual Details who apply Visa

Individual Complete Name

Sample Individual

Individual TIN

3241422

VISA Status

For New VISA Application

For VISA Renewal

Original Expired Certidão de Dívidas

Choose File No file chosen

Submit a Form Cancel

1. Click For VISA extension

2. Insera Naran no Tin individual

3. Click “For renewal”

4. Aneksa Documentus(CD Orginial ne’ebe kaduka)

REPUBLICA DEMOCRÁTICA DE TIMOR-LESTE  
MINISTÉRIO DAS FINANÇAS  
AUTORIDADE TRIBUTÁRIA

CERTIDÃO DE DIVIDAS

Comissário da Autoridade Tributária  
The Commissioner of the Tax Authority  
Comissariu Diresaun Geral da Autoridade Tributária - Timor-Leste  
Comisaris Direktorat Jenderal Otoritas Pajak Timor-Leste dengan ini menyatakan bahwa wajib pajak di bawah ini

SAMPLE INDIVIDUAL NAME, TIN: 3241422

Empregado pela empresa mencionada abaixo não tem dívida fiscal para o Estado da República Democrática de Timor-Leste:  
employed by the company mentioned below has no tax debt owing to the State of the Democratic Republic of Timor-Leste:  
ne’ebe servisu ba empresa ho naran iha okes ne’e la iha divida impostu ne’ebe deve hela ba Estadu Republika Demokrátika Timor-Leste:  
yang dipekerjakan oleh perusahaan yang disebutkan di bawah ini tidak memiliki utang pajak kepada Negara Republik Demokrátik Timor-Leste

Nome do Contribuinte: TEST CD VISA SAMPLE

Taxpayer Name / Kontribuinte nia Naran / Nama Wajib Pajak:

NIF: 1234567

TIN:

Director: SAMPLE NAME

Director / Diretor / Direktur:

Sede: DOM MARTINHO LOPES, BANDUDATO, LAULARA, AILEU

Address / Enderesu:

Data de Emissão: 07/04/2021

Issued Date / Yeu:

Sertifikadu ne’e destinadu ba estensaun Visa  
Sertifikat ini di tsjukan untuk perpanjangan Visa

Em Nome do Comissário Fiscal,  
On Behalf of the Tax Commissioner,  
Iha Komissariu Eiskalania Naran

MINISTÉRIO DAS FINANÇAS  
AUTORIDADE TRIBUTÁRIA

# Click Submit Request

Click Submit Request

Original Expired Certidão de Dívidas

Choose File No file chosen

Submit Request

OTHERS

QUICK LINKS



# Step 7 : Nota Important

## *Step 7 : Note*

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- Ita-boot Completa ona request ba Certidão de Dívidas no Ita Boot sei hetan mensagen notifikasaun ida husi Autoridade Tributária liu husi ita-boot nia telemovel ou Email bainhira Certidão de Dívidas Aprovado Ou Rejeita (Parabens)
- *You have completed your request for Certidão de Dívidas, You will receive a notification message from Tax Authority on your mobile phone or Email when the Certidão de Dívidas is Approved or Rejected (Congratulation)*

# Parabens, Ita-bo'ot Kompleta ona Request Certidão de Dívidas

## Congratulation, you have completed your Request for Certidão de Dívidas

Request Details

### Submission Details

Naran Kompañia ka Organizaasaun:	Sample
Númeru Identifikasaun Fiskal:	1012739
Naran Kompletu Diretor:	Sample
Email (Email nebe utiliza hela no Ativu):	edassilv
Númeru Telefone:	+67077
Tipu pedidu ba Certidão de Dívidas:	<a href="#">Ba ativid</a>
Tipu Pedidu Certidão de Dívidas ba atividade Komersial:	<a href="#">Ba renov</a>
Ita bot hanesan ajénsia nebe representa Kompañia seluk aplika Certidão de Dívidas?:	<a href="#">Laa</a>
Ita-bot iha akordu Pagamentu ba Imposto ho Autoridade Tributária?:	<a href="#">Laa</a>
Ita bot persiza Sertidaun Dividas Legalizadu?:	<a href="#">Yes</a>

### Company's Actual Address

District:	LAUTEM
Subdistrict:	AILEU VILA
Village:	AISSIRIMOU
Avenida/Rua:	avenidu

### Document Details for tax clearance renewal

Certidão de Dívidas orijinal kaduka ona:	<a href="#">Original Expired CD</a>
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### Approval/Rejection Details

Status	<a href="#">In Progress</a>
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Imagem ne'e hatudu katak ita-bo'ot nian Pedidu susesu ona

This Image shows that your request has been successfully submitted



# Oinsa Hare'e Progressu E- request?

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*Hare'e Etapa Tuirmai*

*Follow the steps below*

# Step 8 : Nota

## *Step 8 : Note*

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- Favor login fila fali ba ita-boot sira-nia E-Services account atu hatene prosesu tuir mai:
  - \*Print Certidão de Dívidas (Aprovado)
  - \*Hare problema(Rejeita)
- **Please login to Your E-Services account to See the Process:**
  - \*Print the *Certidão de Dívidas* (Approved)
  - \*See the problem(Rejected)



## Step 8 : Nota

### *Step 8 : Note*

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- Favor login fila fali ba ita-boot sira-nia E-Services account atu hatene prosesu tuir mai:
  - \*Print Certidão de Dívidas (Aprovado)
  - \*Hare problema(Rejeita)
- **Please login to Your E-Services account to See the Process:**
  - \*Print the *Certidão de Dívidas* (Approved)
  - \*See the problem(Rejected)

# Iha duvidas seluk? Others enquires?

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Karik iha dúvidas ruma kona-bá Madatalan ida-ne'e, bele kontaktu direktamente mai Autoridade-Tributária liuhusi chat-box iha Portal [www.atl.gov.tl](http://www.atl.gov.tl) ou bele liga número hirak tuirmai: (+670) 78499862, (+670)74002293, (+670)74002291 , (+670)74002071, (+670) 7400207.

**Should you have any queries or doubts on this Guideline, please do not hesitate to directly contact us through the Chat-box on our portal at [www.atl.gov.tl](http://www.atl.gov.tl) and/or dial into the following office numbers: (+670) 78499862, (+670)74002293, (+670)74002291 , (+670)74002071, (+670) 7400207.**



Parabens, Ita-bo'ot Kompleta ona Request  
Certidão de Dívidas

**Congratulation, you have completed  
your Request for Certidão de Dívidas**

Obrigadu  
Thank You