

Fullfill your Tax obligations with Crossriverpay.



www.crossriverpay.com

FAQ (TIN & WHT) ON CROSSRIVERPAY.COM

www.crossriverpay.com



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1. Steps to Follow To Retrieve Your TIN

- A. Please Visit www.crossriverpay.com
- B. Click on “Retrieve Your TIN”
- C. Under “Lost Your Tin”, Enter “Name, Phone or Email”
- D. Click Search TIN.

2. Steps to Follow to Create TIN

- A. Please Visit www.crossriverpay.com
- B. Click on “Request TIN”
- C. Proceed as “Individual” OR proceed as “Corporate”
- D. For Individual
 - i. Enter Phone Number and Click on “Proceed”
 - ii. Enter all the fields correctly.
 - iii. Capture your profile image.
 - iv. Check the Confirmation box and click on “Proceed.”
- E. For Corporate
 - i. Enter all the fields correctly.
 - ii. Capture your profile image.
 - iii. Check the Confirmation box and click on “Proceed.”

3. Steps to Follow To Sign Up on Cross River Pay

- A. Please visit www.crossriverpay.com
- B. Click on “Login”. it will take you to link below <https://app.crossriverpay.com/>
- C. Click on “Set Up Now”, It will take you to https://app.crossriverpay.com/sign_up
- D. Enter any of the following:
 - I. Name
 - II. Phone number
 - III. TIN
 - IV. Email address
 - V. Please Note that: Email will be used to set up password.
- E. A welcome to Cross River Pay page will be displayed.
 - i. Confirm the details displayed are correct and click on “Register”.
 - ii. If your Email is incorrect, please change it. And Please Reach out to CRIRS to effect a permanent Change.
 - iii. The following message will be displayed.
“A verification link has been sent to your email, click the link to verify email and create account password.”
 - iv. Open your mailbox and look for the mail from “Cross River Pay”.
 - v. Click on the link.
 - vi. If you don’t see the mail, check your junk or spam mails
 - vii. It will take you to a welcome page where you can enter your password word twice for confirmation.
 - viii. Click on Create Password

ix. That opens up to a sign in page, Sign in with your TIN and password.

4. How to Login to your Cross River Pay Profile (Individual/Corporate)

- A. You must have completed Step 3 Above
- B. Please Visit www.crossriverpay.com
- C. Click on “Login”
- D. Enter your TIN and password.
- E. Click on “Sign in”

(HOW TO FILE AND PAY FOR WHT AS AN AGENT.

* Every Company that Withholds tax on behalf of government is hereby referred to as An Agent

STEPS TO FOLLOW TO FILE WHT

- 1. Login to crossriverpay.com as a company.
- 2. Click on the 3 dashes found top left of your dashboard to display the menus
- 3. Click on Withholding Tax
- 4. Click on Pay Withholding Tax
- 5. In the search field that shows up, enter the TIN of your suppliers of which you withheld their taxes for government
- 6. Please note: If they don’t have a TIN, then provide them with steps 1 to 4 of above
- 7. Or send the link below to them to create their TIN https://crossriverpay.com/request_tin

- 8. Returning back to step 5 above, Enter the TIN of your supplier
- 9. A confirmation page appears as seen here.
- 10. Click on the “+” sign to add the supplier
- 11. You will see as displayed, the TIN and name on TIN, the percentage, and the amount
- 12. Enter the percentage used to get the amount withheld
- 13. Enter the Amount Withheld (The Amount you are to pay to government)
- 14. Very Important: Enter the Contract Description.
- 15. If your entered entry was entered in error please click on the remove button to remove the wrong entry.
- 16. If entry is ok, then Click on “Pay Withholding Tax”
- 17. A confirmation display will ask you “Do you wish to proceed?”
If you are okay, click on “Yes proceed”
An invoice with an invoice number will be created successfully.

- 18. If you want to pay immediately, please transfer the exact amount to the virtual account displayed in the bullet point 1, of the invoice or click on the pay online now button
- 19. Or walk into any receiving bank with the printed invoice and the bank teller will complete the payment process
- 20. If you have a lot of suppliers to upload, instead of doing the addition one by one, please follow the next step for bulk upload
- 21. Under the withholding tax menu, click on Bulk withholding tax
- 22. Click on “Click to Download Sample “. A sample will be downloaded to your device.
- 23. Prepare your schedule in the format downloaded and “click to select a file for bulk upload” to upload.
- 24. After uploading, Please follow step 16. Above to make payment. Once payment is made, the supplier can see that he has a credit note when he logs in to his crossriverpay profile.

Confirm Taxpayer Information ✕

Please verify the Tax Identification Number (TIN) to proceed

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