NATIONAL PENSION SCHEME AUTHORITY
eNAPSA ONLINE SERVICES (EMPLOYER REGISTRATION)

INTRODUCTION

The eNAPSA is an integrated web-based e-service portal through which employers and employees are able to transact with the National Pension Scheme Authority online via the Authority website (www.napsa.co.zm. The system can be accessed from any web-enabled gadget and is accessible by differently abled people who are able to use a web-enabled gadget such as laptop, computer, tablet or smartphone.

Through this system, employers can register their employees, file monthly returns and make payment for statutory NAPSA contributions. Employees on the other hand can use eNAPSA to check personal and beneficiary details as well as keep track of their contributions and benefits information.

FIRST TIME EMPLOYER REGISTRATION

a)   Go to the NAPSA website www.napsa.co.zm

b)   Under Employer Login, Click on **Signup** and select "Company NOT registered with NAPSA" option.

c)   Complete the online registration form and submit application

d)   When application is approved by NAPSA, the system will send an SMS with SUPER USER login credentials [Account number, login ID & Password] to mobile number supplied in step C above.

e)   After receipt of login credentials, navigate back to eNAPSA portal on https://enapsa.napsa.co.zm/ and enter details on the Employer Login screen fields as received in the SMS

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FREQUENTLY ASKED QUESTIONS (FAQ)

1. How to register employees online
Step 1: Login as Super User and click on the *'Account Management'*, then select *'Employees Management'* Option.
Step 2: Select *'Create New Employee'* Option, populate the fields and attach a copy of their NRC or passport.
Step 3: Select the Date of birth from the calendar with a drop down key.
Once you have successfully submitted the member registration, NAPSA will approve your submission. Social security numbers will be created, thereafter, you will be able to view status of your Employee Creation. This function is under *'Employee Management'* in the tab *'registration status'*

2. How to check statements online
Step 1: Open the NAPSA home page and click on 'e-Services login'.
Step 2: Employee/Member to login using the Employee Login tile. Click *'Sign Up'*
Step 3: Select *'I am Registered With NAPSA'*
Step 4: Check the registered mobile number for an SMS with One Time PIN (OTP). Enter the verification PIN/OTP and click verify.

3. How to Amend employee information
To make amendments to employee information, download the *'Member registration/amendment'* form from NAPSA Website:www.napsa.co.zm. Fill in the form and send it, with your copy of NRC to info@napsa.co.zm. Please state your request clearly in your email.

4. Printing eNAPSA Payment Registration form (NPIN)
Follow the next steps if you previously uploaded a return and would like to continue.
Log in as a data/super user, click *'Payments'* and select the payment you wish to make. Enter amount to pay, click *'Proceed to pay'*

and click on *'Pay over the Counter'*. The eNAPSA Payment Registration Form will appear on your screen. Proceed to save the file on your computer then print. Kindly carry the eNAPSA Payment Registration form with you as you go to make your payment.

5. How to check online employer/company statements
Step 1: Open the NAPSA home page and click on 'e-Services login'.
Step 2: Employer/Company to login using the Employer Login tile. Use the Data user log in details (Login ID and password) and click *'Sign In'*
Step 3: Click the *'Payment'* tab and select *'Statement'* option
Step 4: Select the payment period

6. Checking Statement on the Mobile Phone
Dial *677# and create your PIN. Select from the menu and follow the prompts for further information. Please note that the phone number must be registered with NAPSA.

7. Moving Employees From One Company to Another
Send the full name and NRC number of the employee, and the Company name and account number you want them moved to.

8. Selecting Return Amount to Pay
Kindly note that it is mandatory to first submit and upload a return before you prepare a cheque. You are required to write the amount that is reflecting on the eNAPSA payment registration (NPIN) on your cheque, not the other way around. Cheques that have amounts that are different from the amount reflected on the eNAPSA payment registration (NPIN) will be rejected.

FOR FURTHER DETAILS CONTACT:
info@napsa.co.zm or
Call Centre on 0211 395677
or toll free on 677

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HOW TO REGISTER WORKERS

a)   Go to www.napsa.co.zm and click on e-Services.

b)   Login as Super User and click on the '***Account Management***' tab then select ***Employees Management*** option.

c)   Click on '***Create a New Employee***', *fill* in all applicable fields and submit application.

d)   Once NAPSA approves the application, the system will send an SMS with allocated social security number to the employee. As an employer, you may track the status of your worker registration application by clicking on ***'Account Management'*** and then select ***'Employee Management'*** option. Thereafter click on ***'Employee Listing'*** tab or ***'Registration'*** tab.

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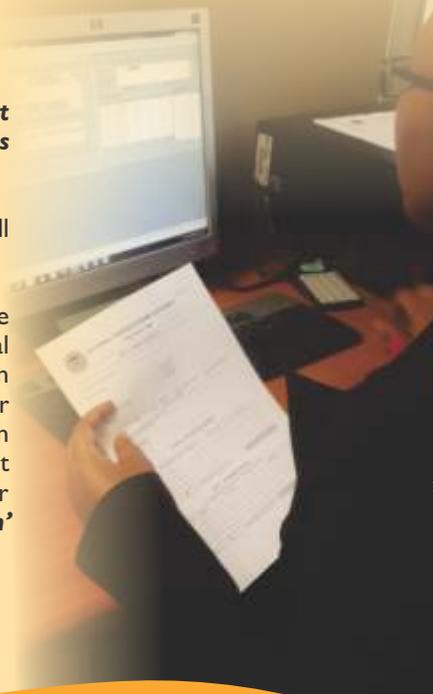
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