



CONTRIBUTIONS SECTION MANUAL

SECTION A: EMPLOYER REGISTRATION AND SIGN-UP GUIDE



Step 1:

Open the NAPSA home page and click on 'e-Services Login'.

URL TBA

Step 2:

On the login page there are two login options

1. **Employee Login**

2. **Employer Login.**

Use the **Employer Login** option and Click on '**Signup**'.
Sign Up means to apply for setting up to use eNAPSA system.

Step 3

There are two SignUp options:

Option 1: Company Registered with NAPSA – This is for companies/employers already registered at NAPSA and have an 'Employer Account Number' for submitting monthly contributions. They are just required to apply for setting up to use eNAPSA.

Option 2: Company Not Registered with NAPSA – This is for companies/employers that are not yet registered at NAPSA and do not yet submit monthly contributions. The first

requirement is to register and get an Employer Account Number and then to simultaneously also apply for setting up to use eNAPSA.

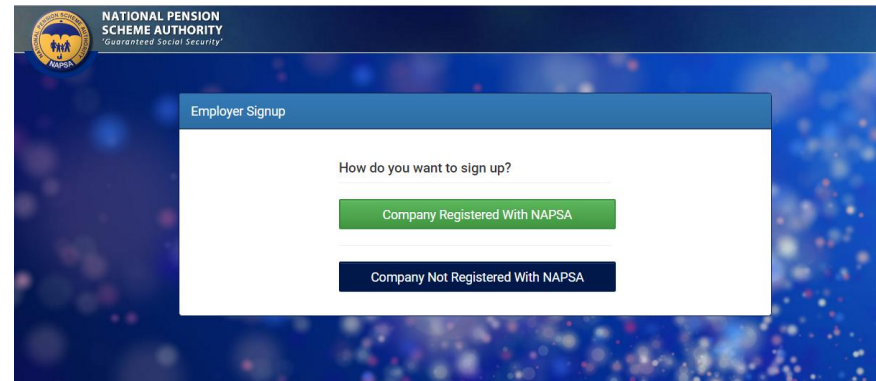
Option 1: For Companies Registered with NAPSA

Step 4:

Click on 'Company Registered with NAPSA'

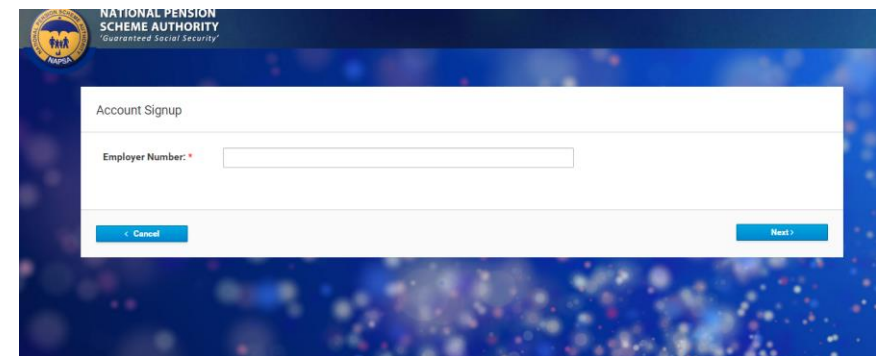
Note:

- (From this point, Employer is just applying for setting up to use eNAPSA)
- **If Company is not yet registered at NAPSA**, skip Step 4 to Step 13 and start from Step 14 to register first.



Step 5:

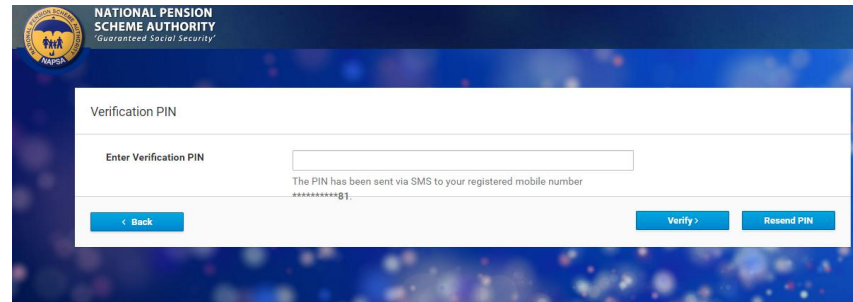
Enter the Employer Account Number (should be a six digit number) and click **next**



Step 6

The system will send an OTP by SMS to the contact mobile number that was provided to NAPSA at time of registration.

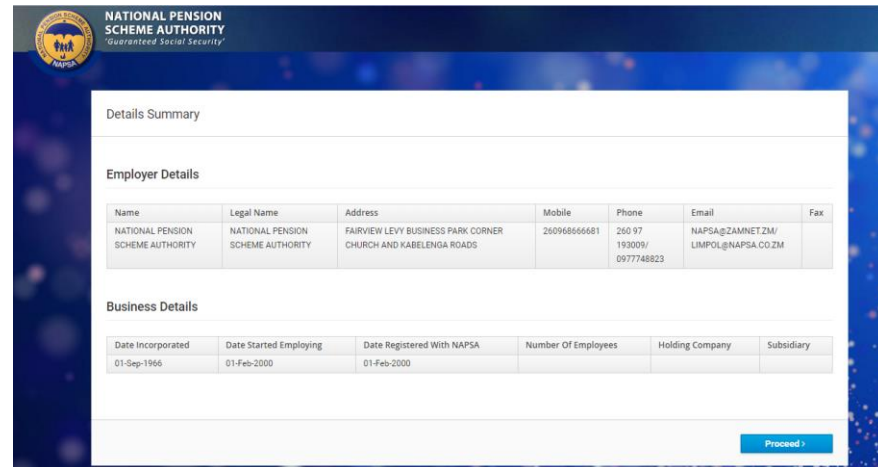
Enter OTP and click **verify**



Step 7

When OTP is verified, the system displays company summary details as currently captured at NAPSA.

Click **proceed**



Name	Legal Name	Address	Mobile	Phone	Email	Fax
NATIONAL PENSION SCHEME AUTHORITY	NATIONAL PENSION SCHEME AUTHORITY	FAIRVIEW LEVY BUSINESS PARK CORNER CHURCH AND KABELINGA ROADS	260968666681	260 97 1983091 0977748823	NAPSA@ZAMNET.ZM/ LIMPOL@NAPSA.CO.ZM	

Date Incorporated	Date Started Employing	Date Registered With NAPSA	Number Of Employees	Holding Company	Subsidiary
01-Sep-1966	01-Feb-2000	01-Feb-2000			

Step 8

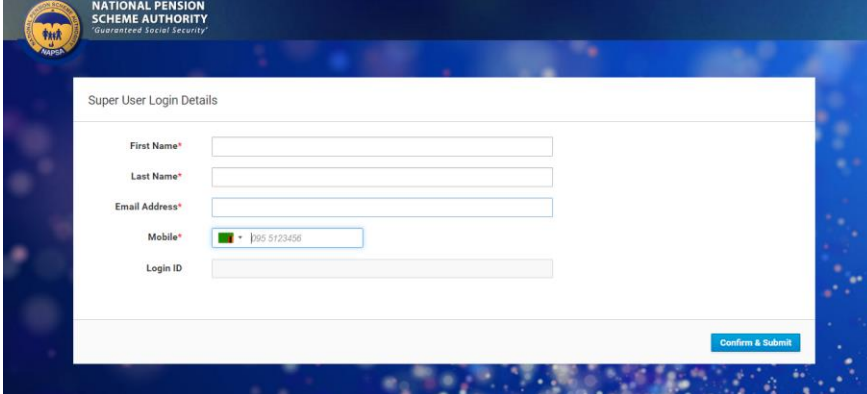
To get set up to use eNAPSA, the Employer/Company has to create one person as a Super User.

Complete the **Super User Login details page**.

Click '**confirm and submit**'.

Note:

Only one individual is required to be designated as 'Super User'. This is the individual who will receive the login credentials of the company. The Super User will also be provided Administration rights to create other eNAPSA system Users for the company.



The screenshot shows the 'Super User Login Details' page on the National Pension Scheme Authority (NAPSA) portal. The page has a dark blue header with the NAPSA logo and the text 'NATIONAL PENSION SCHEME AUTHORITY' and 'Guaranteed Social Security'. Below the header is a white form with the following fields: 'First Name*', 'Last Name*', 'Email Address*', 'Mobile*' (with a dropdown menu showing '+905 5123456'), and 'Login ID'. A 'Confirm & Submit' button is located at the bottom right of the form.

Step 9

Superuser set up completion confirmation

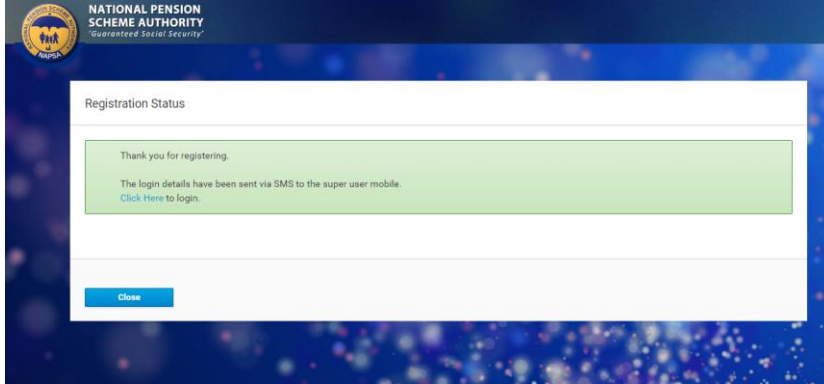
The login details will be sent via SMS to the Super User's registered mobile number.

SMS will provide:

- Login ID – default is email address of SuperUser
- Password – a random password will be generated

Click on **Close** to Exit the screen

Or use **Click Here** to login as Super User



The screenshot shows the 'Registration Status' page on the National Pension Scheme Authority (NAPSA) portal. The page has a dark blue header with the NAPSA logo and the text 'NATIONAL PENSION SCHEME AUTHORITY' and 'Guaranteed Social Security'. Below the header is a white box with a green background containing the following text: 'Thank you for registering. The login details have been sent via SMS to the super user mobile. Click Here to login.' A 'Close' button is located at the bottom left of the box.

Step 10

Using the credentials received by SMS, SuperUser can now login.

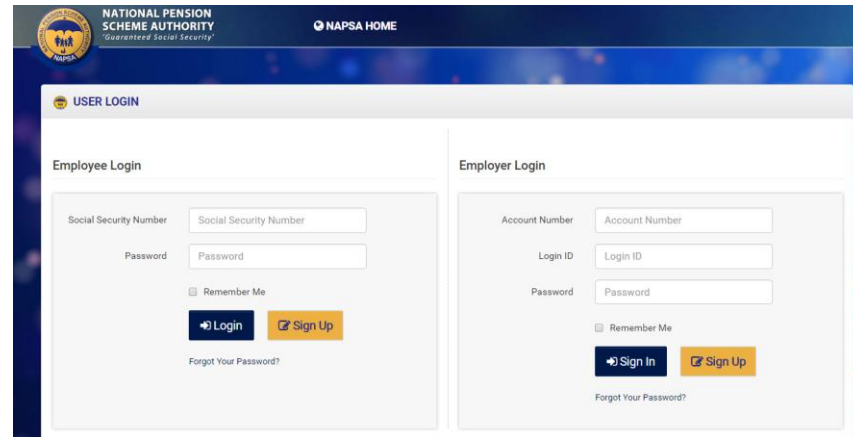
Go to **Employer Login**

Enter Employer **Account Number**

Enter **Login ID** from SMS

Enter **Password** from SMS

Click on **Sign In**



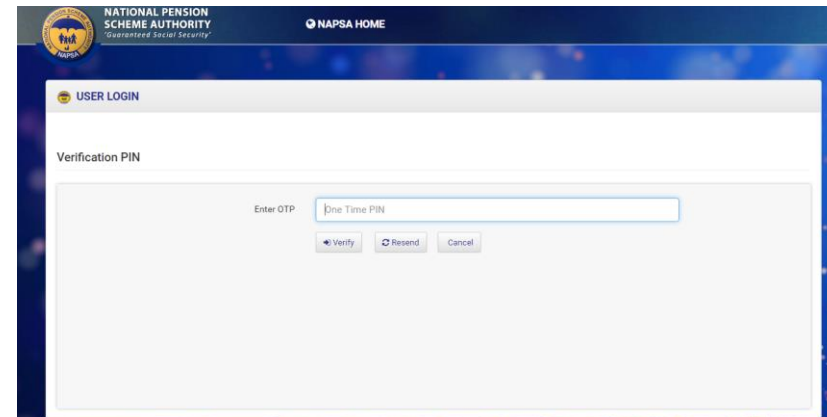
The screenshot shows the 'USER LOGIN' page of the National Pension Scheme Authority (NPSA). The page has a dark blue header with the NPSA logo and the text 'NATIONAL PENSION SCHEME AUTHORITY' and 'Guaranteed Social Security'. Below the header, there are two main login sections: 'Employee Login' and 'Employer Login'. The 'Employee Login' section includes fields for 'Social Security Number' and 'Password', a 'Remember Me' checkbox, and buttons for 'Login' and 'Sign Up'. The 'Employer Login' section includes fields for 'Account Number', 'Login ID', and 'Password', a 'Remember Me' checkbox, and buttons for 'Sign In' and 'Sign Up'. Both sections have a 'Forgot Your Password?' link below the buttons.

Step 11:

Enter the verification PIN/OTP received on SMS

Click **verify**

If OTP has not been received after many minutes, Click Resend for new OTP to be send by SMS



The screenshot shows the 'Verification PIN' page of the National Pension Scheme Authority (NPSA). The page has a dark blue header with the NPSA logo and the text 'NATIONAL PENSION SCHEME AUTHORITY' and 'Guaranteed Social Security'. Below the header, there is a 'Verification PIN' section with a text input field labeled 'Enter OTP' and 'One Time PIN'. Below the input field are three buttons: 'Verify', 'Resend', and 'Cancel'.

Step 12

Because this is the **First Time** to Login into eNAPSA, system will request for **Password Change**.
Change password as prompted.

Click **Save**

Change Password

Hello TEST !

Welcome to eNAPSA...
Start by changing your password to something that you can easily remember.

New Password

Confirm Password

Save

Step 13

When Password change is Successful, a new page opens up showing the **Dashboard**. Dashboard displays statistics as summary of the listed activities.

The SuperUser can use the Menu functions -

- **Account Management:**
- **Employees Management:** Register new employees as Members to NAPSA
- **User Management:** Create new Users as system users on eNAPSA

Next Due Date

10
Oct

Payments

Today	
Total Payments	Value (ZMW)
0	0.00

Returns

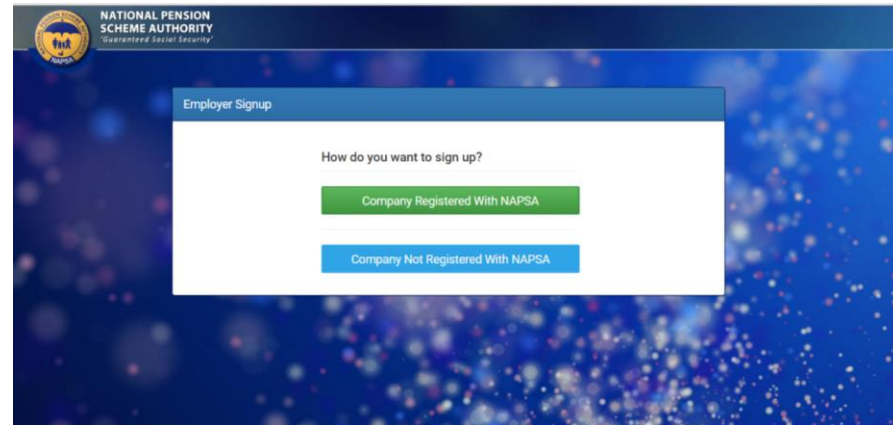
	Count
Pending Payment	0
Pending Penalties	0

Option 2: For Companies Not Registered with NAPSA

Step 14

Click on **Company Not Registered with NAPSA**

(From this point, the Employer is applying for registration at NAPSA to get allocated an Employer Account Number)



NATIONAL PENSION
SCHEME AUTHORITY
"Guaranteed Social Security"

Employer Signup

How do you want to sign up?

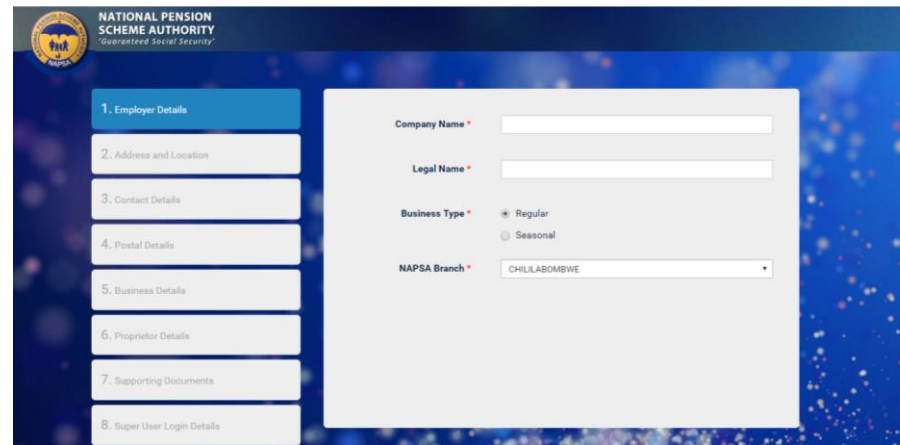
Company Registered With NAPSA

Company Not Registered With NAPSA

Step 15

Employer Details - complete the employer details page.
All fields marked with asterisk (*) are mandatory.

Click **'next'**.



NATIONAL PENSION
SCHEME AUTHORITY
"Guaranteed Social Security"

1. Employer Details

2. Address and Location

3. Contact Details

4. Postal Details

5. Business Details

6. Proprietor Details

7. Supporting Documents

8. Super User Login Details

Company Name *

Legal Name *

Business Type *
 Regular
 Seasonal

NAPSA Branch *
CHILILABOMBWE

Step 16

Address and Location - complete the address and location details page. All fields marked with asterisk (*) are mandatory.

Click 'next'.

The screenshot shows the 'Address and Location' step of the registration process. On the left, a vertical menu lists steps 1 through 8, with '2. Address and Location' highlighted in blue. The main form area contains the following fields:

- Plot Number *
- Street Name *
- Location *
- Town *
- Location * (dropdown menu with 'HEAVY INDUSTRIAL AREA' selected)
- Area * (dropdown menu with 'CHIRUNDU AND ITS CATCHMENT AREAS' selected)
- Town * (dropdown menu with 'CHADIZA' selected)
- District * (dropdown menu with 'CHADIZA' selected)
- Province * (dropdown menu with 'CENTRAL' selected)

Step 17

Contact Details - complete the contact details of the designated person who will act on behalf of the company. All fields marked with asterisk (*) are mandatory.

Click 'next'.

Note: The contact person will receive email from NAPSA to confirm registration of the company.

The screenshot shows the 'Contact Details' step of the registration process. On the left, a vertical menu lists steps 1 through 9, with '3. Contact Details' highlighted in blue. The main form area contains the following fields:

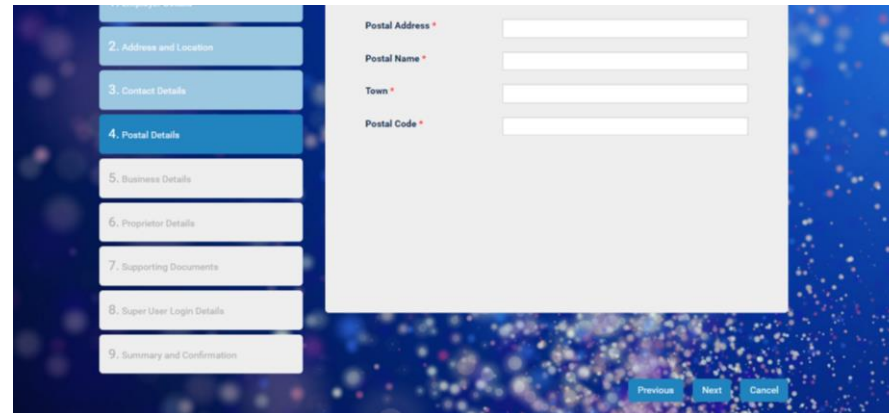
- Contact Person *
- Telephone Number *
- Mobile Number *
- Fax
- Email *

At the bottom right of the form, there are three buttons: 'Previous', 'Next', and 'Cancel'.

Step 18

Postal Details - complete the company postal details.
All fields marked with asterisk (*) are mandatory.

Click 'next'.



Step 19

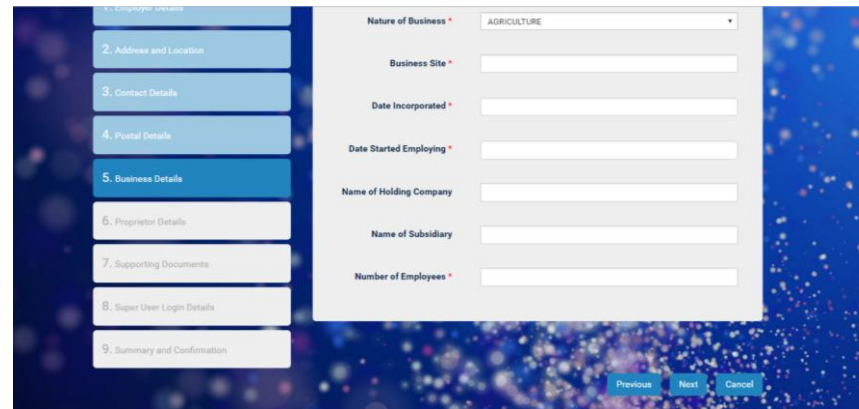
Business Details - complete the business details page.
All fields marked with asterisk (*) are mandatory.

Click 'next'.

Note

Date Started Employing should be later than Date Incorporated.

Date Started Employing can be the same as Date Incorporated.



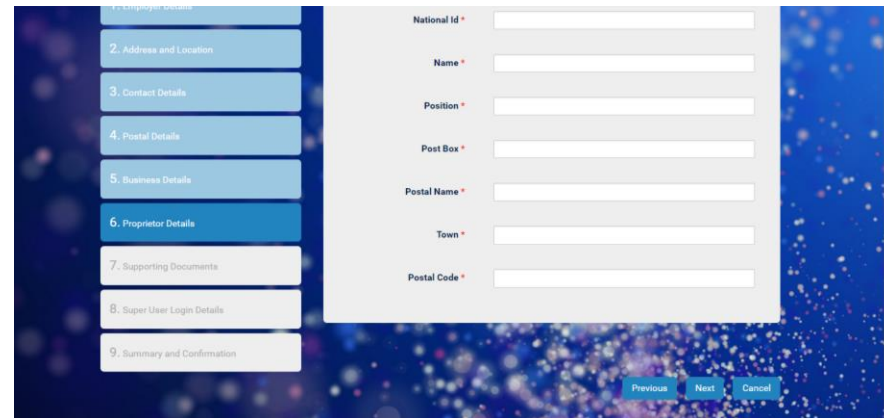
Step 20

Proprietor Details - complete the proprietor details page.
All fields marked with asterisk (*) are mandatory

Click 'next'.

Note:

National ID format for NRC is six digits then forward slash(/)
then two digits then forward slash(/) then one digit
Eg 123456/78/9



The screenshot shows a multi-step registration process. On the left, a vertical list of steps is displayed: 1. Employer Details, 2. Address and Location, 3. Contact Details, 4. Postal Details, 5. Business Details, 6. Proprietor Details (highlighted in blue), 7. Supporting Documents, 8. Super User Login Details, and 9. Summary and Confirmation. The main area displays the 'Proprietor Details' form with the following fields, all marked with an asterisk (*): National Id, Name, Position, Post Box, Postal Name, Town, and Postal Code. At the bottom right, there are three buttons: 'Previous', 'Next', and 'Cancel'.

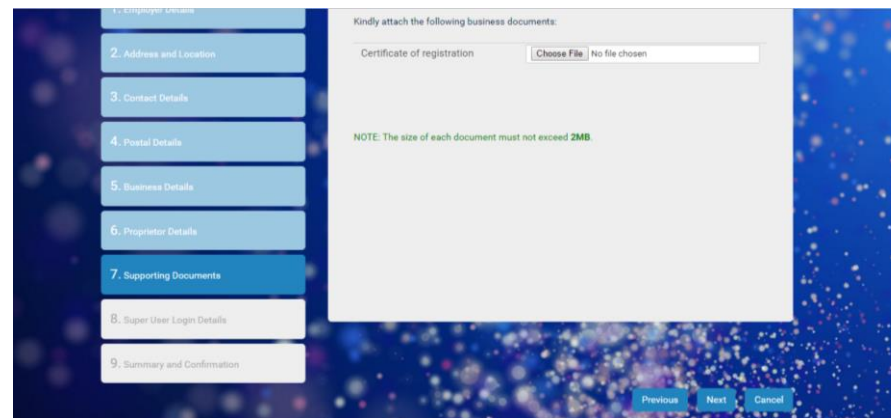
Step 21

Supporting documents – attach the necessary documents
for company registrations
Eg. Certificate of Registration from PACR or Registrar of
Societies or designated Regulatory Authority

For Individuals who are Employers that do not require
Registration with a regulatory authority, the National
Registration Card is required to be attached.

Individuals who are Employers such as employers of
domestic worker, gardeners

Uploads should NOT be larger than 2MB



The screenshot shows the 'Supporting Documents' step of the registration process. On the left, the same vertical list of steps is shown, with '7. Supporting Documents' highlighted in blue. The main area displays a file upload interface with the heading 'Kindly attach the following business documents:'. Below this, there is a section for 'Certificate of registration' with a 'Choose File' button and the text 'No file chosen'. A green note below states: 'NOTE: The size of each document must not exceed 2MB'. At the bottom right, there are three buttons: 'Previous', 'Next', and 'Cancel'.

Step 22

Super User Login Details - complete the Super User details page. All fields marked with asterisk (*) are mandatory

Click **'next'**.

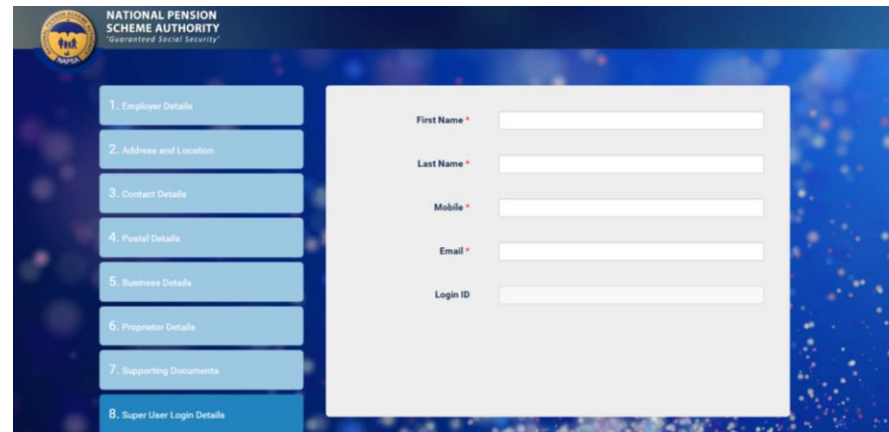
Note:

- (From this point, Employer is just applying for setting up to use eNAPSA)

To get set up to use eNAPSA, the Employer/Company has to create one person as a Super User.

Note:

Only one individual is required to be designated as 'Super User'. This is the individual who will receive the login credentials of the company. The Super User will also be provided Administration rights to create other eNAPSA system Users for the company.



The screenshot shows the 'Super User Login Details' page of the National Pension Scheme Authority (NPSA) registration process. The page features a dark blue header with the NPSA logo and the text 'NATIONAL PENSION SCHEME AUTHORITY' and 'Guaranteed Social Security'. On the left, a vertical list of steps is shown, with '8. Super User Login Details' highlighted in blue. The main content area contains a form with five input fields, each with a red asterisk indicating it is mandatory: 'First Name', 'Last Name', 'Mobile', 'Email', and 'Login ID'. The background of the form area is a dark blue gradient with a pattern of small white dots.

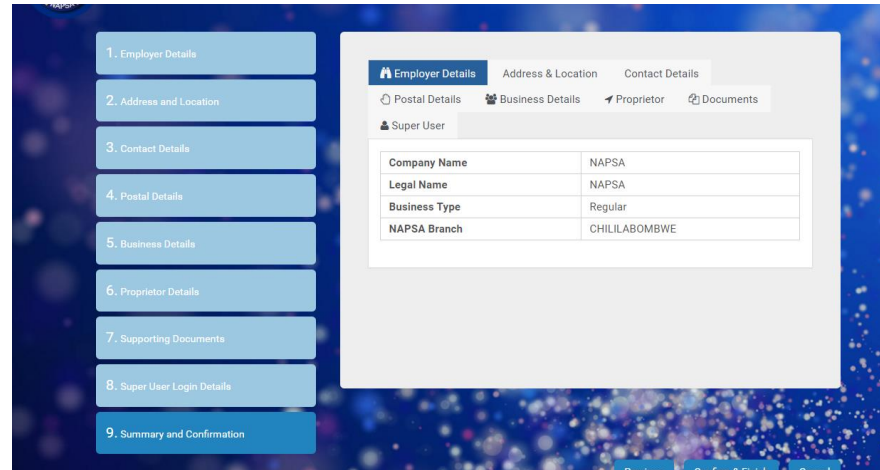
Step 23

Summary and Confirmation – after completing Super User details, a full summary of details from step 15 to 22 will be displayed.

Click on a grey tile to see summary.
To make any changes, click on the blue tile on the left hand column

If no changes, click on 'confirm and finish'.

System will generate a reference number which can be used for tracking progress



Step 24

Confirmation of Registration will be communicated to

- The contact person (Step 17) will receive email and SMS to confirm company registration, including company account number

Confirmation of set-up on eNAPSA will be communicated to

- The Super User (Step 22) will receive SMS providing the personal login credentials for the system

Step 25

First Time login to eNAPSA Refer to Steps 9- 12.