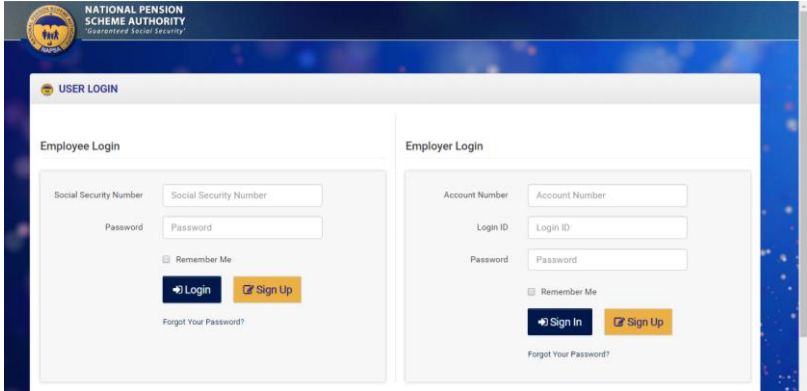**CONTRIBUTIONS SECTION MANUAL**

SECTION D: RETURNS AND PAYMENT – ONLINE SUBMISSION AND OVER THE COUNTER PAYMENT GUIDE

This function requires to be performed by a Data User (s) (About Data User, SEE Manual_User Creation)

There are two options to submit and pay for the Return depending on Mandate Setup (SEE Manual_User Creation)
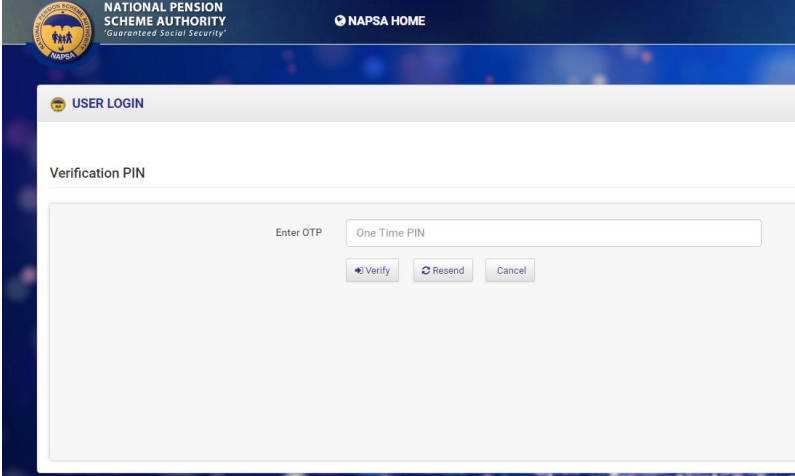- **Option 1 – 'no maker-checker process' - single Data User can do end to end process alone**
- **Option 2 – 'with maker-checker process' – two Data Users are required, one to initiate/upload the Return, the other to review and approve Return for submission**

• **Option 1 – 'no maker-checker process' - single Data User can do the end to end process alone**

Step 1: Open the NAPSA home page and click on 'e-services login'.	URL TBA
Step 2: Data User to Sign In Use the **Employer Login** tile Enter Employer Account Number Enter Login ID Enter Password Click **Sign In** Note: a) DataUser created will have received login credentials by SMS b) Each company has a different Company Account Number, so officers submitting multiple returns for multiple companies have to make a separate log in each time.	

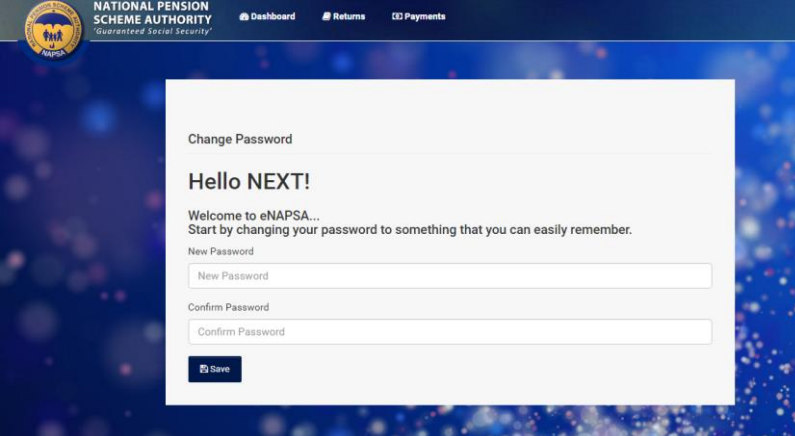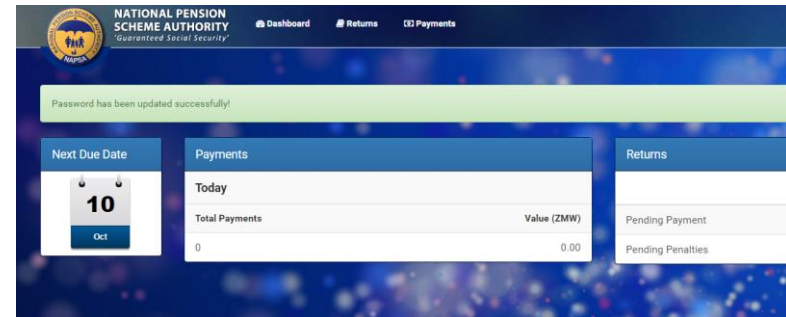| Step 3	
Check the registered mobile number for an SMS with OTP Enter the verification **PIN/OTP** and click **verify**	**NATIONAL PENSION SCHEME AUTHORITY** *'Guaranteed Social Security'* ⊙ NAPSA HOME 👤 USER LOGIN Verification PIN Enter OTP | One Time PIN →) Verify ↻ Resend Cancel
Step 4	
If **First Time** to Sign into eNAPSA, system will request for **Password Change.** Change password as prompted. Click **Save** If not first time to Sign In as Data User, move to Step 5	**NATIONAL PENSION SCHEME AUTHORITY** *'Guaranteed Social Security'* 🏠 Dashboard 📄 Returns 🖸 Payments Change Password **Hello NEXT!** Welcome to eNAPSA... Start by changing your password to something that you can easily remember. New Password | New Password Confirm Password | Confirm Password 🖫 Save

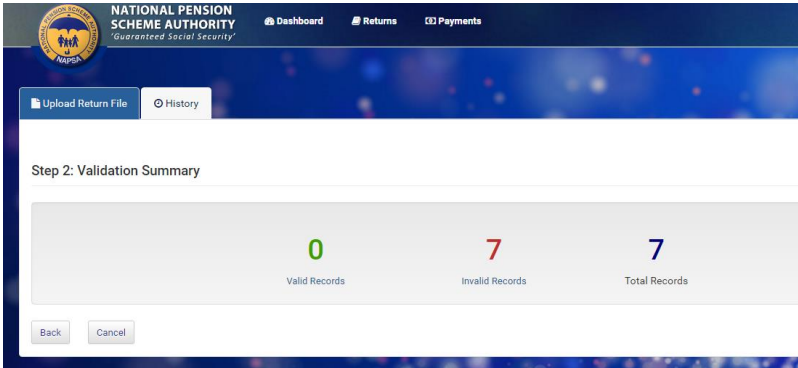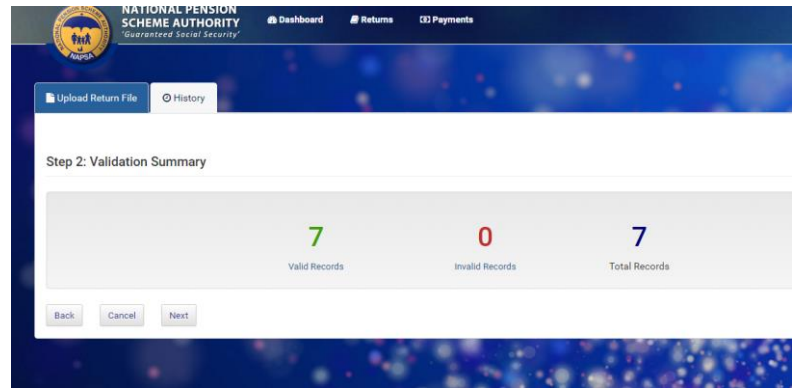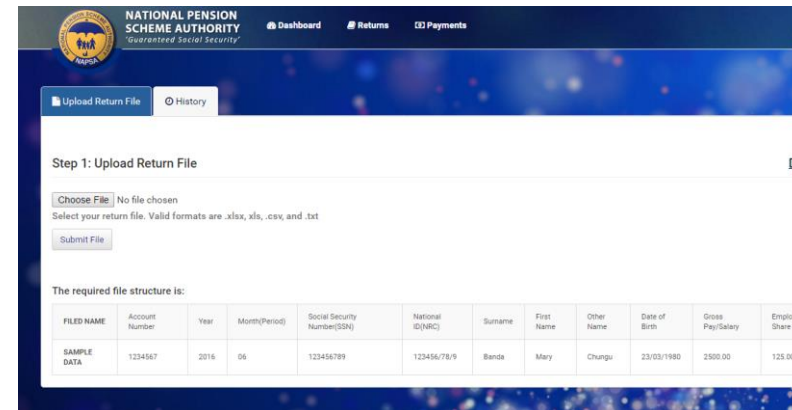|	
Step 5 **Dashboard** Menu is the Welcome screen. Dashboard displays statistics as summary of the listed activities. To submit a Return, move to Step 6	

Step 6
 	
IMPORTANT: Sample of Return format
  1) In Excel, the Schedule should be in the **first spreadsheet**
  2) This is how the information should be presented in the Return
  3) The name of the first person should be in Column 8	

Step 7 **Option 1: Upload Return from your computer** Click on **Returns** in the top Menu Click **Upload Return File** Click '**Choose File'**. Select the Return Schedule from the folders on your computer. The file will be attached. Click '**Submit file'**	

Step 8 **Option 2: Create Return on eNAPSA** If there is no payroll file available, click on Create Return to create Return from the Template already provided in the recommended standard format.	**COMING SOON**
Step 9 eNAPSA automatically performs validation on many parameters in the file. If validation finds any errors, **Validation Summary** will display the number of invalid records. Click on **Invalid Records** to discover the Error Message Fix the errors by correcting the file on your computer. Re-attach file as in Step 7. If validation finds no errors, **Validation Summary** will display the number of valid records. Click on **Valid Records** (If you wish to confirm the Return) Click on '**next**'.	

Step 10 Review the **Upload Summary** displayed If not satisfied, Click **Cancel Return** and re-start Return Submission from Step 7 If satisfied with Upload Summary, Click **Confirm and submit**	
Step 11 Click on **Payments** in the top Menu This is to initiate payment on eNAPSA for already uploaded Returns. All Returns that have not been paid are displayed. Select ONE Return you intend to pay for Click **Pay for Selected Item** Note: a) One return at a time	

Step 12 **Specify Payment Amount**: Enter the Amount to be Pay in **Zambian Kwacha** for the selected Return. Click **Proceed to Pay** Note: The Amount to Pay is how much should be paid. Minimum Amount cannot be less than the Return Amount Maximum Amount cannot be more than the Amount to Pay	
Step 13 **Select Payment Method:** In this eNAPSA version, the Mode of Payment is by default set to **Over The Counter** Click **Pay From NAPSA Office**	
Step 14 The system will generate **eNAPSA Payment Registration** slip which bears an NPIN (NAPSA Payment Identification Number) Download or print the **eNAPSA Payment Registration** slip and present at the nearest NAPSA Office to make payment. Note NPIN will have an expiry date as predetermined by the system according to Return due dates. Once NPIN is used, it cannot be used again. If the NPIN expires, it cannot be paid for or used again. To generate a new NPIN, re-start Return submission as in Step 7	

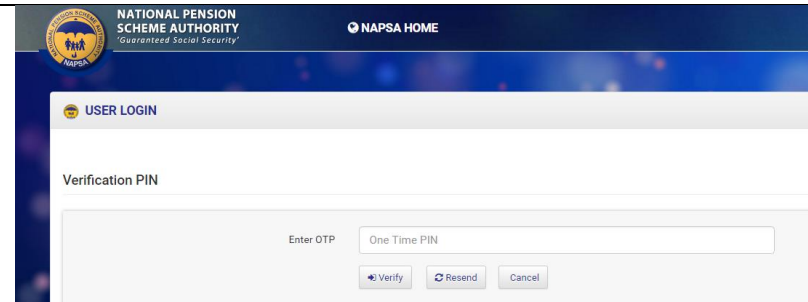|	
• **Option 2 – 'with maker-checker process' – two Data Users are required, one to initiate/upload the Return, the other to check and approve submission of the Return**	
Step 1 Open the NAPSA home page and click on 'e-services login'.	URL TBA
Step 2 **Data User designated as Initiator ('Can Initiate Return') is supposed to be the first person to Sign In.** Use the **Employer Login** tile Enter **Employer Account Number** Enter **Login ID** Enter **Password** Click **Sign In** Note: a) DataUser created will have received login credentials by SMS b) Each company has a different Company Account Number, so officers submitting multiple returns for multiple companies have to make a separate log in each time.	
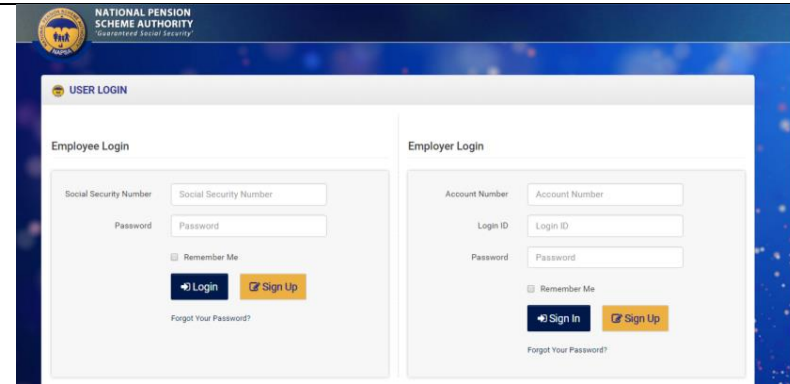
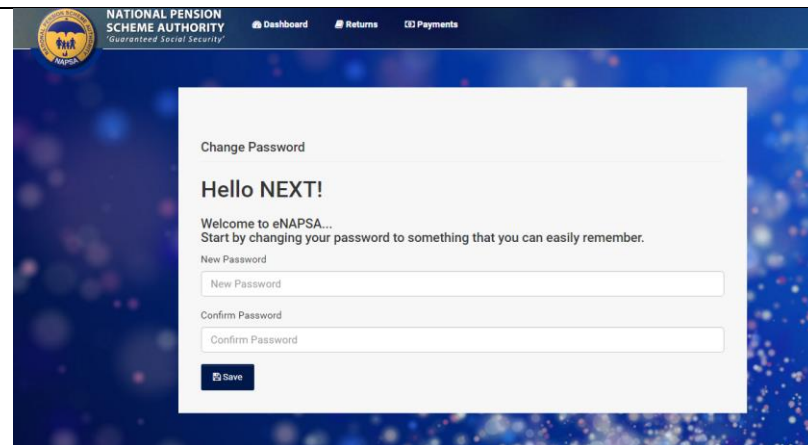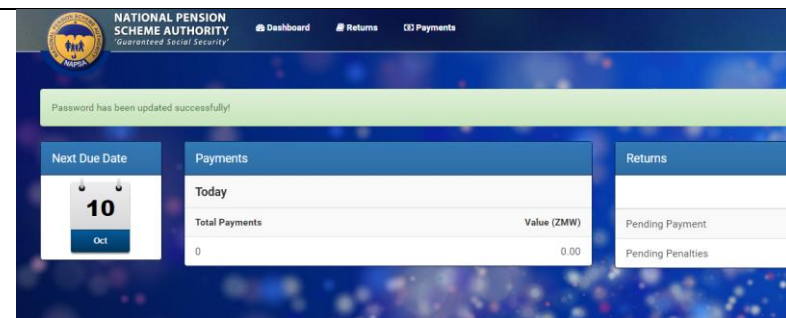|	
Step 3 Check the registered mobile number for an SMS with OTP Enter the verification **PIN/OTP** and click **verify**	
Step 4 If **First Time** to Sign into eNAPSA, system will request for **Password Change.** Change password as prompted. Click **Save** If not first time to Sign In as Data User, move to Step 5	
Step 5 **Dashboard** Menu is the Welcome screen. Dashboard displays statistics as summary of the listed activities. To submit a Return, move to Step 6	

Step 6
 	
IMPORTANT: Sample of Return format
   1) In Excel, the Schedule should be in the first spreadsheet
   2) This is how the information should be presented in the Return
   3) The name of the first person should be in Column 8	

Step 7 **Option 1: Upload Return from your computer** Click on **Returns** in the top Menu Click **Upload Return File** Click '**Choose File'**. Select the Return Schedule from the folders on your computer. The file will be attached. Click '**Submit file'**	
Step 8 **Option 2: Create Return on eNAPSA** If there is no payroll file available, click on Create Return to create Return from the Template already provided in the recommended standard format.	**COMING SOON**

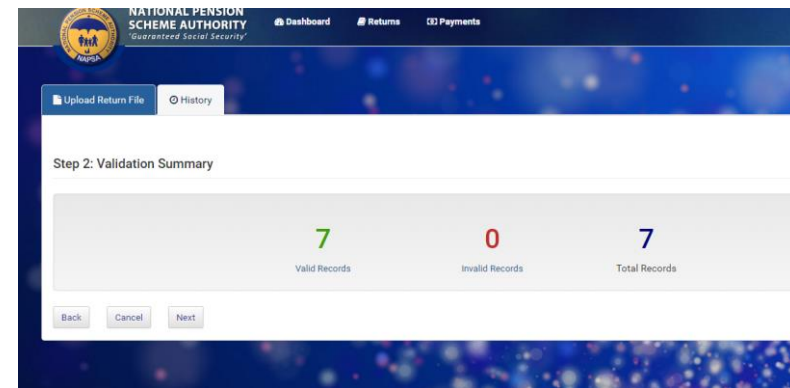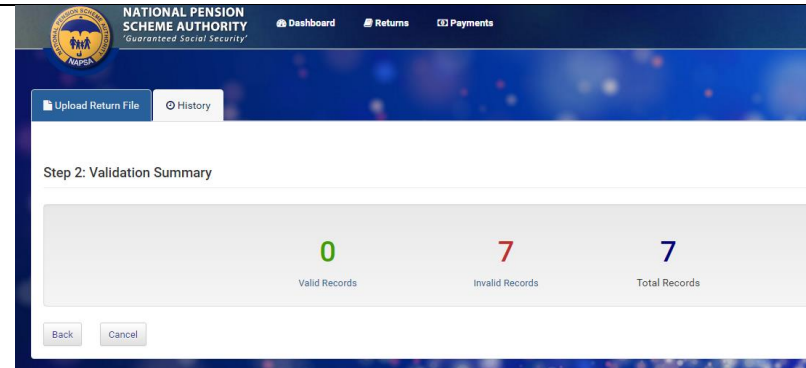| Step 9	
eNAPSA automatically performs validation on many parameters in the file.	
If validation finds any errors, **Validation Summary** will display the number of invalid records. Click on **Invalid Records** to discover the Error Message Fix the errors by correcting the file on your computer. Re-attach file as in Step 7.	
If validation finds no errors, **Validation Summary** will display the number of valid records. Click on **Valid Records** (If you wish to confirm the Return)	
Click on '**next**'.	

|	
Step 10 Review the **Upload Summary** displayed If not satisfied, Click **Cancel Return** and re-start Return Submission from Step 7 If satisfied with Upload Summary, Click **Confirm and Submit**	
Step 11 A message is displayed showing that Return has been successfully sent for approval. Data User designated at Initiator ('Can Initiate Return') can now Exit or Log Off from eNAPSA.	
Step 12 Data User designated as Approver ('Can Approve Returns') can now Sign into eNAPSA using their Login ID and Password If First time Sign In: follow Step 4 to Change Password If not first time to Sign In: Go straight to Step 13	

Step 13	
Dashboard Menu is the Welcome screen. Dashboard displays statistics as summary of the listed activities. Click **Returns** on top Menu	
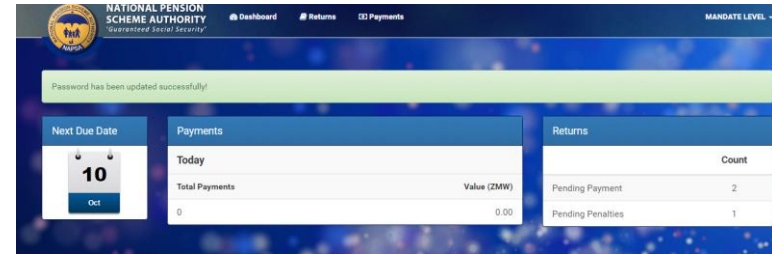
Step 14	
Click on **Approval Tray** Returns that have been submitted and pending approval are listed found here. There is a summary about the Return.	
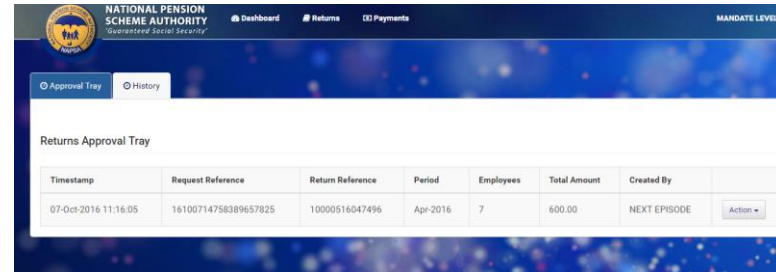
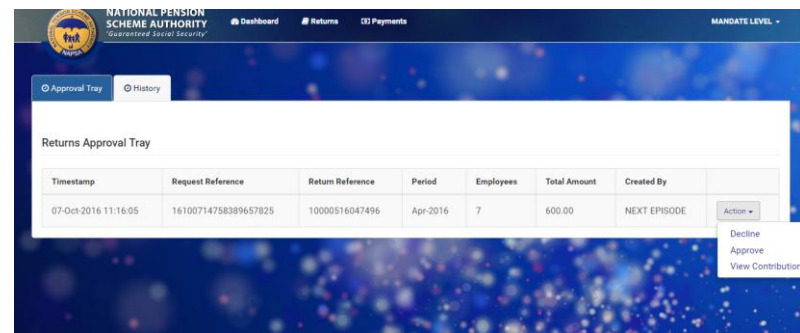| Step 15	
Click **Action**. There is a dropdown menu with options • Decline • Approve • View Contributions: to review contents of the Return. If Return is OK choose **Approve** If Return is not OK choose Decline	

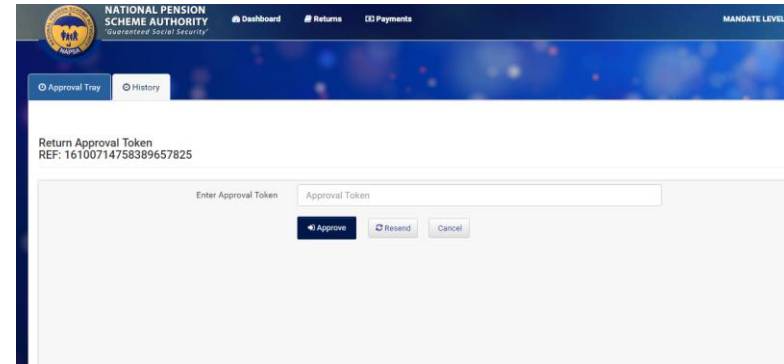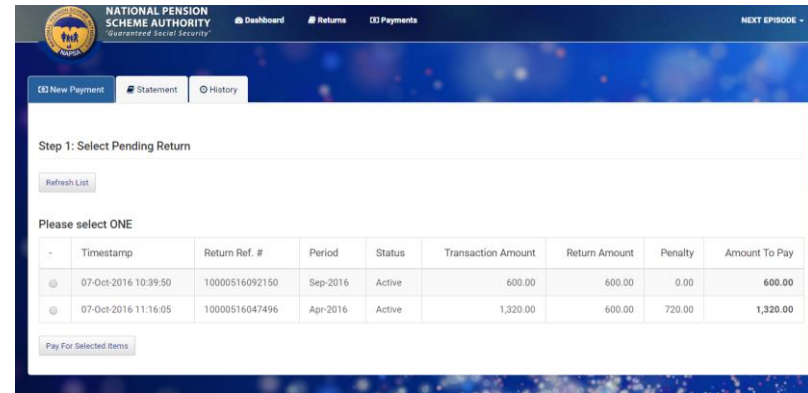|	
Step 16 Check the registered mobile number for an SMS with Approval Token Enter the **Approval Token** Click **Approve**	
Step 17 Once the Return is Approved, it is submitted and made available for payment. Return will be available on eNAPSA awaiting request to make payment. To Initiate Payment, the **Data User** designated as Initiator **('Can initiate Payment')** has to Sign In If the Data User is both ('Can initiate Returns') and ('Can initiate Payment'), this User can Sign In again To Sign In: follow Step 1 to Step 4	
Step 18 **Dashboard** Menu is the Welcome screen. Dashboard displays statistics as summary of the listed activities. Click **Returns** on top Menu	
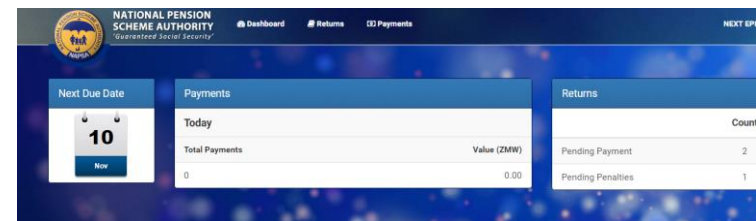
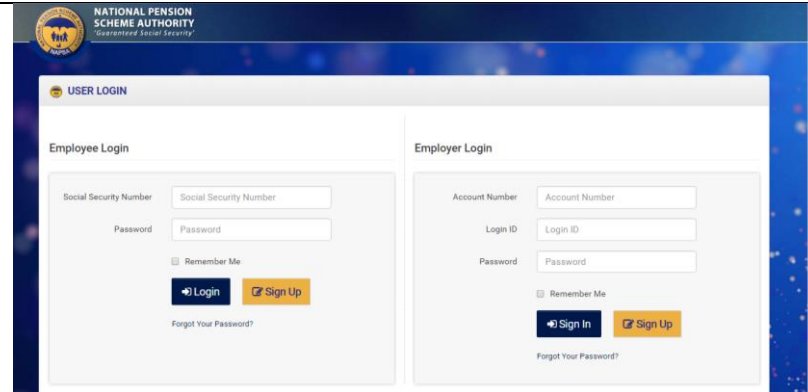|	
Step 19 All Returns that have been awaiting payments are displayed. Select ONE Return you intend to pay for Click **Pay for Selected Item** Note: a) One return at a time	
Step 20 **Specify Payment Amount**: Enter the Amount to be Pay in **Zambian Kwacha** for the selected Return. Click **Submit for Approval** Note: The Amount to Pay is how much should be paid. Minimum Amount cannot be less than the Return Amount Maximum Amount cannot be more than the Amount to Pay	
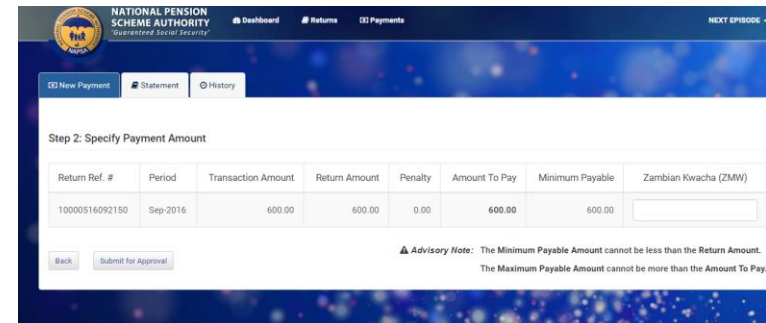
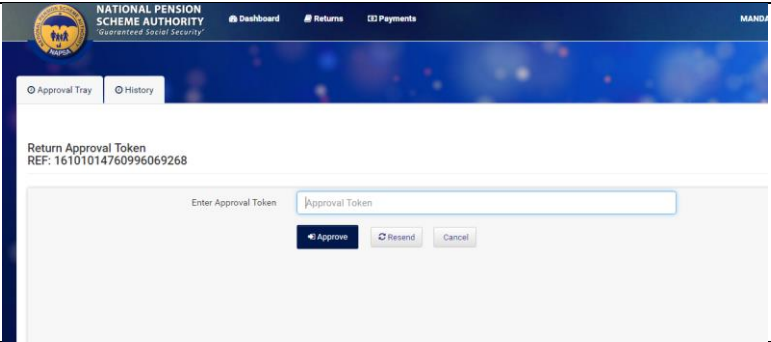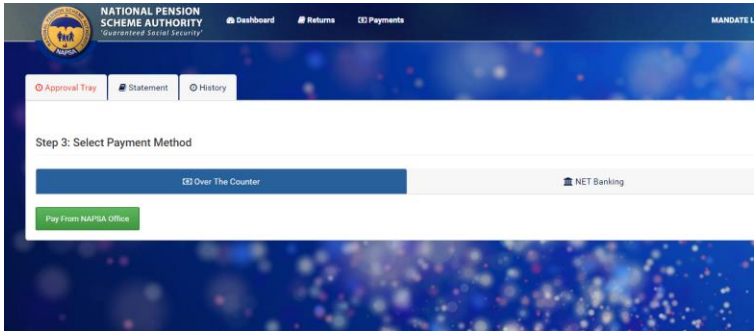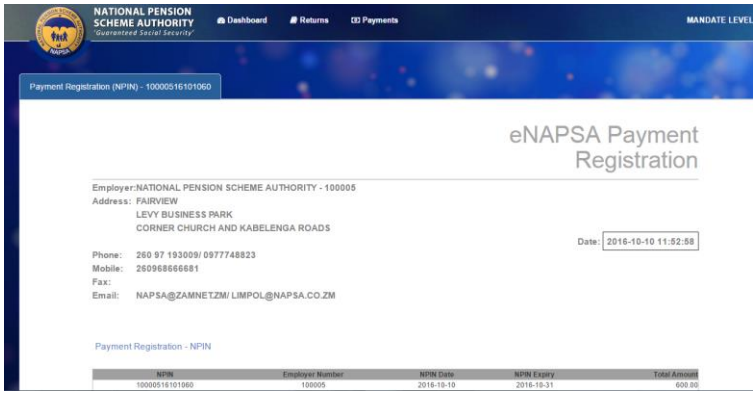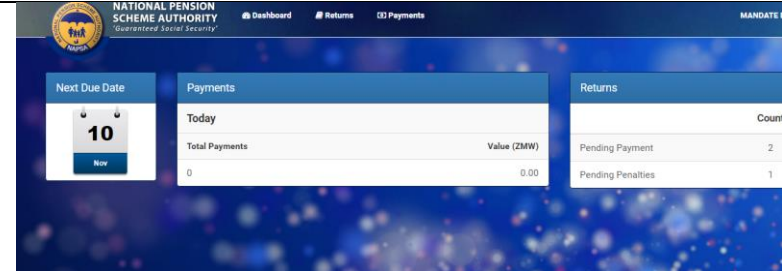|	
Step 21 Data User designated as Approver **('Can Approve Payment')** can now Sign into eNAPSA using their Login ID and Password If First time Sign In: follow Step 4 to Change Password If not first time to Sign In: Go straight to Step 22	
Step 22 **Dashboard** Menu is the Welcome screen. Dashboard displays statistics as summary of the listed activities. Click **Returns** on top Menu	
Step 23 Click on **Approval Tray** Returns Payments that have been submitted and pending approval are listed found here. There is a summary about the Return. Click **Action**. There is a dropdown menu with options • Decline • Approve • View Contributions: to review contents of the Return. If Return is OK choose **Approve** If Return is not OK choose Decline	
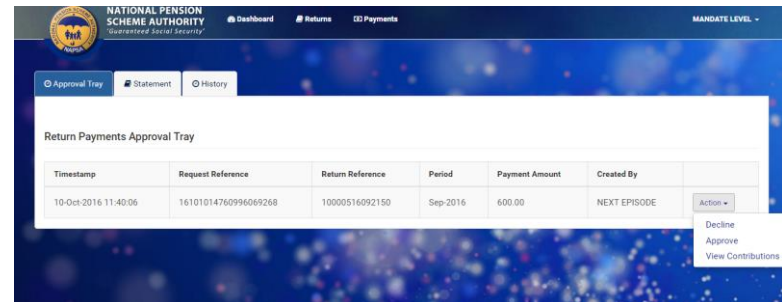
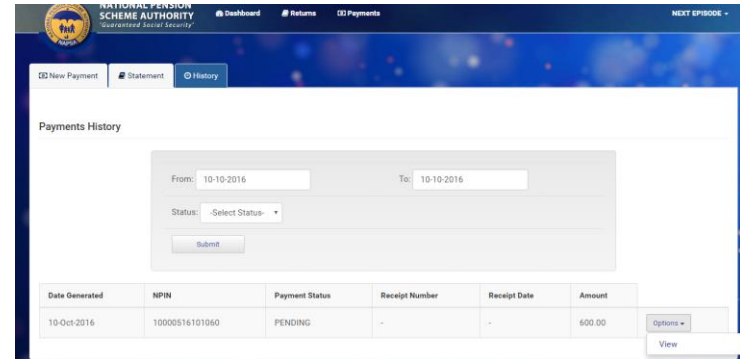|	
Step 24 Check the registered mobile number for an SMS with Approval Token Enter the **Approval Token** Click **Approve**	
Step 25 **Select Payment Method:** In this eNAPSA version, the Mode of Payment is by default set to **Over The Counter** Click **Pay From NAPSA Office**	
Step 26 The system will generate **eNAPSA Payment Registration** slip which bears an NPIN (NAPSA Payment Identification Number) Download or print the **eNAPSA Payment Registration** slip and present at the nearest NAPSA Office to make payment. Note NPIN will have an expiry date as predetermined by the system according to Return due dates. Once NPIN is used, it cannot be used again. If the NPIN expires, it cannot be paid for or used again. To generate a new NPIN, re-start Return submission as in Step 2 Data User (Initiator)	

Step 29 Alternatively, DataUser designated as Initiator can Sign In Select **Payments** from top Menu Select **History** and run query to display all approved Returns which have been paid for Enter the **Dates** and Click **Submit** Click **Actions** to view the **eNAPSA Payment Registration** slip	
Step 30 Print out or download the **eNAPSA Payment Registration** slip and present it to the nearest NAPSA Office to make payment.	