

CONTRIBUTIONS SECTION MANUAL

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



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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	MATIONAL PENSION SCHEME AUTHORITY Surgenteed Security: OUSER LOGIN Employee Login	Employer Login							
Enter Login ID Enter Password	Social Security Number Social Security Number	Account Number Account Number							
	Password Password Remember Me	Login ID Password Password							
Click Sign In	Degin Ger Sign Up	Remember Me							
Note: a) DataUser created will have received login credentials by	Forgot Your Password?	Bign In G? Sign Up Forget Your Password?							
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. 									

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Step 3 NATIONAL PENSION SCHEME AUTHORITY **O NAPSA HOME** **** Check the registered mobile number for an SMS with OTP CON USER LOGIN Enter the verification **PIN/OTP** and click verify Verification PIN Enter OTP One Time PIN Verify Resend Cancel Step 4 NATIONAL PENSION SCHEME AUTHORITY Returns (E) Payment If First Time to Sign into eNAPSA, system will request for Password Change. Change password as prompted. Change Password Click Save Hello NEXT! Welcome to eNAPSA... Start by changing your password to something that you can easily remember If not first time to Sign In as Data User, move to Step 5 New Password New Password Confirm Password Save

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Step 5 Dashboard Menu is the Welcome screen. Dashboard displays statistics as summary of the listed activities.	Password has been updated Next Due Date	ecial Security I successfull Paym	γ đ ž Dasht Y Y! Hents	ioard # Returns	(2) Payments				Returns		
To submit a Return, move to Step 6	10 oc	Total P	Payments		1		Value (ZI	MW) 0.00	Pending Pa		
 Step 6 IMPORTANT: Sample of Return format In Excel, the Schedule should be in the first spreadsheet This is how the information should be presented in the Return The name of the first person should be in Column 8 	Account Name: Total Amount: Account Year Month SSNc Number Year	o NRC	C No Sur	name Firstnam	e Other Nam	e Date of I			nployer's i share	Employee / share Ir	uctivity dicatar
Step 7 Option 1: Upload Return from your computer	SCHEME A	L PENSIO AUTHORIT Social Securi History		iboard 🛿 🔗 Returns	(3) Payments	K					T
Click on Returns in the top Menu	Step 1: Upload Return	File									Do
Click Upload Return File	Choose File No file chosen Select your return file. Valid fo Submit File		dsx, xls, .csv, an	d .txt							
Click ' Choose File' . Select the Return Schedule from the folders on your computer. The file will be attached.	The required file structure in FLED NAME ACCOUNT NUMBER SAMPLE V1224567	S: Year 2016	Month(Period) D6	Social Security Number(SSN) 123456789	National ID(NRC) 123456/78/9	Sumame Banda	First Name Mary	Other Name Chungu	Date of Birth 23/03/1980	Gross Pay/Salary 2500.00	Employer Share
Click 'Submit file'							10.1				4

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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.	Image: Second Secon
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 '.	MIIDNALPENSION Vouveniered Social Security @ Dahlboard @ Petume CP peyments Image: Security of Social Security O History Step 2: Validation Summary Step 2: Validation Summary 7 0 7 Valid Records Image: Social Security Total Records Image: Cancel Next 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

thit -					
💾 Upload Return Fil	e O History				
Step 3: Upload	Summary				
Summary		Distributi	on per period	l.	
Employer Name	NATIONAL PENSION SCHEME AUTHORITY	Year	Month	Number of Employees	Total Amount
Employer Account	100005	2016	9	7	600.00
Total Returns	1				
Total Records	7				
Total Amount	600.00				
Back Cance	Return 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

	Guaranteed Social Sec							
(E) Nev	Payment Statement	© History	× 1			•		
Step	1: Select Pending Return							
Refre	sh List							
Pleas	e select ONE							
-	Timestamp	Return Ref. #	Period	Status	Transaction Amount	Return Amount	Penalty	Amount To P
Θ	07-Oct-2016 10:39:50	10000516092150	Sep-2016	Active	600.00	600.00	0.00	600.
Pay F	or Selected Items							
				-				1. 1.4

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Step 12	NATIONAL PENSION Superstress Social Sociality Superstress Social Sociality
Specify Payment Amount : Enter the Amount to be Pay in Zambian Kwacha for the selected Return. Click Proceed to Pay	OP New Payment P Statement O History Step 2: Specify Payment Amount
Note:	Return Ref. # Period Transaction Amount Return Amount Penalty Amount To Pay Minimum Payable Zambian Kwacha (ZMW) 10000516092150 Sep-2016 600.00
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	1000010052130 app2010 00000 00000 00000 00000 Back Proceed To Pay Advisory Note: The Minimum Payable Amount cannot be more than the Amount To Pa
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	NATIONAL PENSION Scheme Authority
Step 14	NATIONAL PENSION
The system will generate eNAPSA Payment Registration slip which bears an NPIN (NAPSA Payment Identification Number)	NATIONAL PENSION Guerrenteer Societ Security and Bashboard & Returns CD Payments NEXT EP
Download or print the eNAPSA Payment Registration slip and present at the nearest NAPSA Office to make payment.	eNAPSA Payment Registration
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	Employer:NATIONAL PERSION SCHEME AUTHORITY - 100005 Address: FARVIEW LEYY BUSNESS PARK CORNER CHURCH AND KABELENGA ROADS Date: 2016-10-07 10:42:17 Phone: 260 97 193009/ 097774823 Mobile: 20058666681 Fax: Email: NAPSA@ZAMNETZM/ LIMPOL@NAPSA.CO.ZM
Step 7	NDM Employer Number NDM Date NDM Explay Total Amount 1000005 56100787 000005 2015-10-07 2016-10-10 600.00

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 Option 2 – 'with maker-checker process' – two Data Users a check and approve submission of the Return 	ire required, one	to initiate/upload the R	eturn, the other to
Step 1		URL TBA	
Open the NAPSA home page and click on 'e-services login'.			
Step 2	NATIONAL PENSION SCHEDE AUTHORITY Buranteed Souid Jacomy	1	-
Data User designated as Initiator ('Can Initiate Return') is supposed to be the first person to Sign In.	Employee Login	Employer Login	
Use the Employer Login tile Enter Employer Account Number Enter Login ID Enter Password	Password Password Password Remo	al Security Number Account Number Login 10 Login 10 Internet Account Number Password ogin 27 Sign Up for Password?	Account Number Login To Password Password Password Forget Your 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. 			

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 Step 6 IMPORTANT: Sample of Return format In Excel, the Schedule should be in the first spreadsheet This is how the information should be presented in the Return The name of the first person should be in Column 8 	Account Name: Total Amount: Account Year Month SSNo NRC No Surname Firstname Other Name Date of Birth Gross Employee's Employee Activity Number Year Month SSNo NRC No Surname Firstname Other Name DD/MM/YYYY Wage share share Indicatar
Step 7 Option 1: Upload Return from your computer	NATIONAL PENSION SCHEME AUTHORITY Severatized Social Security Worksteed Social Security billpload Return File O History
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'	Mydiod Return File Of History Step 1: Upload Return File Do Choose File No file choose Select your return file Valid formats are .xlsx, xls, .esx, and .txt Submit File Select your return file. The required file structure file Select Select Your Return File Mumber 1 Number 1 Structure file Number 1 State 1 2010 State 1 2010
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

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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'.

THE SUCCESSION SECOND				
Mapsh				
Upload Return File O History				
Step 2: Validation Summary				
tep 2. Valaation caninary				
	0	7	7	
	Valid Records	Invalid Records	Total Records	
Back Cancel				
		A REAL PROPERTY AND		٩e.
NATIONAL PENSION				
	Y 🔹 Dashboard 🖉 Return	s (2) Payments		
SCHEME AUTHORIT	Y 🔹 Dashboard 🖉 Return	s (3) Payments		
SCHEME AUTHORIT	Y 🔹 Dashboard 🖉 Return	a (3) Paymenta		
SCHEME AUTHORIT	γ 🥵 Dashboard 🖉 Return	a CD Payments	e	
SCHEME AUTHORIT	γ 🥵 Dashboard 🖉 Return	s (3) Payments		
SCHEME AUTHORIT Guaranteed Social Security	γ 🥵 Dashboard 🖉 Return	e E3) Paymente	• •	ø
SCHEME AUTHORIT Guaranteed Social Security	γ 🥵 Dashboard 🖉 Return			
SCHEME AUTHORIT Guaranteed Social Security	y ▲ Daabboard ● Return	0	7	0
SCHEME AUTHORIT Guaranteed Social Security	γ 🥵 Dashboard 🖉 Return			
SCHEME AUTHORIT Guaranteed Social Security	y ▲ Daabboard ● Return	0	7	
CHEME AUTHORIT Courseteed Social Securit Courseteed Social Securit Upload Return File O History Step 2: Validation Summary	y ▲ Daabboard ● Return	0	7	

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	Name AUTHOR Employer Account Total Returns Total Records Total Amount	THORITY Diskboard	Returns CD Payments Distribution Year Month 2016 9	Number of Employees 7	Total Amount 600.00
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.	Vour return has successfully bet Next Due Date 10 ct	HORITY Cashboard	Returns (C) Payments	Value (ZMW) 0.00 Pending Per	
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	Password	N Y Social Security Number Password Password Placyin C Sign Up got Your Password?	Employer	Login Login ID Login ID Login ID Password Password Password Password Password Password Password Password Password Password Password Password Password Password	Up

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Step 16 Check the registered mobile number for an SMS with Approval Token Enter the Approval Token Click Approve	NATIONAL PENSION Supervised Social
 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	NATIONAL PENSION Scheme dawards Skeuting Dashbourd Returns ED Payments NEXT EP Next Due Date Payments Payments Returns Count 10 Today Count Panding Payment 2 0 0.00 Pending Payment 1

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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

	Pay For Selected Items		••			18 N		
Step 20		ONAL PENSIO ME AUTHOR		🛢 Returns (8) Paym	ients			NEXT EPISODE -
Specify Payment Amount : Enter the Amount to be Pay in Zambian Kwacha for the selected Return. Click Submit for Approval	53 New Payment 4 Step 2: Specify Pa Return Ref. #	Statement	© History nt	Determ Amount	Baselay	Amount To Pay	Minimum Pavable	Zambian Kwacha (ZMW)
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	Reduit HeL. #	Sep-2016	600.00	600.00	0.00	600.00 Note: The Minimu	600.00	Lamban Kwacha (Lowr)

NATIONAL PENSION SCHEME AUTHORITY

tert.

Step 1: Select Pending Return

Please select ONE

Timestamp

07-Oct-2016 10:39:50

07-Oct-2016 11:16:05

B Dashboard

Return Ref. #

1000051609215

10000516047496

Returns

Period

Sep-2016

Apr-2016

(0) Payment

Status

Active

Active

Transaction Amount

600.00

1,320.00

Return Amount

600.00

600.00

Penalty

0.00

720.00

NEXT EPISODE

Amount To Pay

600.00

1,320.00

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Step 21 Data User designated as Approver ('Can Approve Payment') can now Sign into eNAPSA using their Login ID and Password Employee Login Employer Login If First time Sign In: follow Step 4 to Change Password If not first time to Sign In: Go straight to Step 22 Sign In C Sign Up Step 22 Dashboard Menu is the Welcome screen. ext Due Date Payments Dashboard displays statistics as summary of the listed activities. Today 10 Total Payment Pending Paymen 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 Payments Approval Tra Return. et-2016 11:40:06 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

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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		AND ALLOWY MEANTHORTY area basis foreary Statement I lineary From: 10-10-2016 Status: -Select S Status: -Select S Status:		Pegmanda Tic: 10-10-2010	6		
Enter the Dates and Click Submit Click Actions to view the eNAPSA Payment Registration slip	Date Generated 10-Oct-2016	NPIN 10000516101060	Payment Status PENDING	Receipt Number	Receipt Date	Amount 600.00	Optons - View
Step 30 Print out or download the eNAPSA Payment Registration slip and present it to the nearest NAPSA Office to make payment.	Payment Registration (N	ONAL PENSION ME AUTHORITY MERCE VARIO SAVATORY NPINO - 100000516 101060 VY4F: NATIONAL PENSION SCC SS2: FARYUEW LEVY BUSINESS PARK LEVY BUSINESS PARK	REME AUTHORITY - 1000	C3 Payments	eNAF	PSA Pa Regis	
	Phone Mobile Fax: Email:	e: 260 97 193009/ 0977748	823			Date: 2016-1	0-10 11:52:58

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