NATIONAL PENSION SCHEME AUTHORITY

ACCESS TO MEMBER RECORDS VIA NAPSA MOBILE APP & eNAPSA

HOW TO SIGN UP FOR NAPSA USSD CODE (*677#)

- Dial *677# on your phone & then press ok/yes
- Activate your account by following the on-screen instructions (Enter NRC & DOB).

STEPS TO SIGN UP FOR eNAPSA

- Go to https://enapsa.napsa.co.zm
- Under Employee Login Click on *'Sign up'* and select *'I'm Registered with NAPSA'* option.
- Enter your Permanent Social Security Number and click next.
- Enter the OTP (One Time Password) that will be sent to your phone and click on *'Verify'*
- Create your unique password.
- Navigate back to the login page and sign in.
- Once signed in, you can view and print your contributions statement, view beneficiaries and your personal details.

HOW TO ACCESS NAPSA RECORDS ON THE NAPSA APP

- Search for NAPSA on the Google Play store/ App store and install app.
- Follow the on-screen instructions to signup.

Guaranteed Social Security

FREQUENTLY ASKED QUESTIONS (FAQ)

1. How to register a company online

To register a company online, visit NAPSA Website:www.napsa.co.zm

Step 1: Open the NAPSA home page and click on 'e-Services login'.

Step 2: Under ' *Employer Login*' click *'Sign Up'*

Step 3: Select *'Company Not Registered With NAPSA'*

Step 4: Attach your company Registration Certificate from Patents and Companies Registration Agency (PACRA) OR copy of the Employer's National Registration Card (NRC) for the registration of Domestic workers. After the required information is provided, your application will be approved online and a message will be sent to your registered mobile number.

2. 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, fill in all requirements 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'*

3. Uploading Returns Online

Log in as Data/Super user and click *'Returns'.*

After you have entered all the necessary information, click *'Upload'*. If all your records are valid and there are no errors, click *'Submit'*. Confirm the amount you are paying, click *'Next'* and then proceed to *'Pay over the Counter'.* The eNAPSA Payment Registration form will pop up. Save the document then proceed to print. Kindly carry the eNAPSA Payment Registration form with you as you go to make your payment.

4. 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.

5. Printing eNAPSA Payment Registration (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.

6. 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

7. 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.

8. 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.

9. 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