

# **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 <b>Employer Login</b> tile Enter Employer Account Number	MATIONAL PENSION SCHEME AUTHORITY Surgenteed Security:      OUSER LOGIN Employee Login	Employer Login					
Enter Login ID	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							
<ul> <li>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.</li> </ul>							

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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 <b>Dashboard</b> Menu is the Welcome screen. Dashboard displays statistics as summary of the listed activities. To submit a Return, move to Step 6	Password has been u Next Due Date	DNAL PENSION ME AUTHONIT ME AUTHONIT ME AUTHONIT Post Paym Toda Total 1 0	y y Payments	icon & Returns	(1) Payments		Value (ZMW 0.0	V) Pen	rns ing Payment ing Penalties	
<ul> <li>Step 6</li> <li>IMPORTANT: Sample of Return format <ol> <li>In Excel, the Schedule should be in the first spreadsheet</li> <li>This is how the information should be presented in the Return</li> <li>The name of the first person should be in Column 8</li> </ol> </li> </ul>	Account Name: Total Amount: Account Number Year Month	SSNo NR	C No Surt	name Firstname	Other Nam	Date of E	Birth Gron	ss Employ ge share	r's Employe share	e Activity Indicatar
Step 7 <b>Option 1: Upload Return from your computer</b> Click on <b>Returns</b> in the top Menu Click <b>Upload Return File</b> Click <b>'Choose File'</b> . Select the Return Schedule from the folders on your computer. The file will be attached.	Kernel     Kernel	IONAL PENSIC EME AUTHOR Native Savid Second Weistory turn File thosen Valid formats are - cture Is: ture Is:	N TY a Daah	board Returns d.d.tat Social Security Runner(SI3) 12345/797	CD Payments	Surname Banda	First Name Mary	Other Dar Name Dar Chungu 23.	of Ores PaySa 13/1980 2500.0	Tay Engloyer Stary Stars
Click 'Submit file'							- 18 A			

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Step 8 <b>Option 2: Create Return on eNAPSA</b> 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, <b>Validation Summary</b> will display the number of invalid records. Click on <b>Invalid Records</b> to discover the Error Message Fix the errors by correcting the file on your computer. Re-attach file as in Step 7.	NATIONAL PENSION Currented Social
If validation finds no errors, <b>Validation Summary</b> will display the number of valid records. Click on <b>Valid Records</b> (If you wish to confirm the Return) Click on ' <b>next</b> '.	MINIONAL PENSION Duratitiesed Search Security       It Dealhoard       Returns       03 Peyments         Image: Duratitiesed Search Security       Image: Dealboard       0 History         Step 2: Validation Summary       Image: Dealboard       7       0       7         Valid Records       Image: Dealboard       Image: Dealboard       Total Records         Back       Cancel       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

Naps.					
💾 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

- 81.	Guaranteed Social Se	curity'						
AD AD	APRA A							
(E) New	Payment Statement	@ History	<ul> <li>1</li> </ul>			•		
Char	1. C. I D							
Step	1: Select Pending Return	1						
Refre	sh List							
Pleas	e select ONE							
1	Timestamp	Return Ref. #	Period	Status	Transaction Amount	Return Amount	Penalty	Amount To P
0	07-Oct-2016 10:39:50	10000516092150	Sep-2016	Active	600.00	600.00	0.00	600.
Pay F	or Selected Items							
					10 C 10	- alternation		

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Step 12	NATIONAL PENSION SCHEME AUTHORITY Vournettered Social Security A Bakhowed & Referres (ED Payments) NEXT EPISOD
Enter the Amount to be Pay in <b>Zambian Kwacha</b> for the selected Return. Click <b>Proceed to Pay</b>	It2 New Payment C 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         600.000         600.000         0.00         600.000
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	Eack Proceed To Pay The Maximum Payable Amount cannot be less than the Return Amount The Maximum Payable Amount cannot be more than the Amount To Pa
Step 13	NATIONAL PENSION CLEAR A COmpany A Dashboard Returns (2) Payments
Select Payment Method: In this eNAPSA version, the Mode of Payment is by default set to Over The Counter	CD New Payment Contract Stream Contractors
Click Pay From NAPSA Office	E3 Over The Counter 💼 NET Banking
	Pay Fem NAPSA Office
Step 14	NATIONAL PENSION
The system will generate <b>eNAPSA Payment Registration</b> slip which bears an NPIN (NAPSA Payment Identification Number)	Scheme AUTHORITY     Dashboard     Returns     DD Payments     NEXT EP       Payment Registration (NP/N) - 10000516100787
Download or print the <b>eNAPSA Payment Registration</b> slip and	eNAPSA Payment Registration
Note	Employer:NATIONAL PENSION SCHEME AUTHORITY - 100005 Address: FAIRVIEW LEVY BUSINESS PARK CORNER CHURCH AND KABELENGA ROADS Date: 2016-10-07 10:42:17
NPIN will have an expiry date as predetermined by the system according to Return due dates. Once NPIN is used, it cannot be	FINDER 20095656801 Fax: Email: NAPSA@ZAMNETZM/LIMPOL@NAPSA.CO.ZM
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	NPM         Employer Number         NPM Data         NPM Explay         Total Amount           10000516110/787         100005         2016-10-07         2016-10-0         600.00

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<ul> <li>Option 2 – 'with maker-checker process' – two Data Users a check and approve submission of the Return</li> </ul>	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 Wareneed Souid Recently		-
Data User designated as Initiator ('Can Initiate Return') is supposed to be the first person to Sign In.	Employee Login	Employer Login	
Use the <b>Employer Login</b> tile Enter <b>Employer Account Number</b> Enter <b>Login ID</b> Enter <b>Password</b>	Social Security Number Password Password Rem 40 LC Forget Ve	al Security Number Account Number on Upy 10 Login 10 Login 10 Login 10 Login 10 Password .cgin Cr Sign Up Your Password?	Account Number Login 10 Password Remember Me Sign In Forget Your Password?
Click Sign In			
<ul> <li>Note:</li> <li>a) DataUser created will have received login credentials by SMS</li> <li>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.</li> </ul>			

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<ul> <li>Step 6</li> <li>IMPORTANT: Sample of Return format <ol> <li>In Excel, the Schedule should be in the first spreadsheet</li> <li>This is how the information should be presented in the Return</li> <li>The name of the first person should be in Column 8</li> </ol> </li> </ul>	Account Name: Total Amount: Account Year Month SSNo NRC No Surname Firstname Other Name Date of Birth Gross Employer'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 Generated Social Socia
Click on <b>Returns</b> in the top Menu Click <b>Upload Return File</b> Click <b>'Choose File'</b> . Select the Return Schedule from the folders on your computer. The file will be attached. Click <b>'Submit file'</b>	Implementation       Implementation       Implementation       Implementation         Step 1: Upload Return File       Implementation       Impl
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'.

TAHA S	curity'			
MAPSA				
Upload Return File O History				
Step 2: Validation Summary				
,				
	0	7	7	
	Valid Records	Invalid Records	Total Records	
Back Cancel				
				1000
	ISION ORITY & Dashboard @ Ret	turns (3) Payments		
- WATIONAL PEN SCHEME AUTH Guaranteed Social	ISION ORITY & Dashboard # Ret Security'	turns (12) Payments		
NATIONAL PEN SCHEME AUTH Guaranteed Social 2	ISION ORITY & Dashboard # Ret Security'	turns (3) Payments	· ·	
NATIONAL PER	ISION & Dashboard # Ret ORITY Gecanity'	lums (3) Payments	÷.	
NATIONAL PEN SCHEME AUTH Gurranterd Social	ISION @Dashboard @Ret	tums 03 Payments	· · ·	
ALTIONAL PER SCHEME AUTH Surgestered Jacob Dipload Return File OHistory Step 2: Validation Summary	ISION & Dashboard # Ret Cecurity'	turna 03 Peymenta	. ° .	
NATIONAL PER SCHEME AUTH Surgenteed Factor Upload Return File O History Step 2: Validation Summary	ISION @Dashboard # Ret	turna CD Pryments	· ` .	
NATIONAL PER SCHEME AUTH Scienced Sociel Upload Return File O History Step 2: Validation Summary	ISION ORITY @Dashboard # Ret	turna CD Pryments	7	
NATIONAL PER SCHEME AUTH Sciences and Sciences Upload Return File O History Step 2: Validation Summary	ISION ORITY Security T Valid Records	tura 03 Payments D Invalid Records	7 Total Records	
NATIONAL PER SCHEME AUTH Guaranteed Social Upload Return File O History Step 2: Validation Summary	SION ORTY Securaty Particular Valid Records	tura 03 Payments D Invalid Records	<b>7</b> Total Records	
NATIONAL PER SCHEME AUTH Guarated Social Upload Return File O History Step 2: Validation Summary Back Cancel Next	SION ORTY Secury	tura 03 Payments D Invalid Records	<b>7</b> Total Records	
NATIONAL PER SCHEME AUTH Guarated Social Upload Return File O History Step 2: Validation Summary Back Cancel Next	SION ORTY Secury	tura 03 Payments University of the second seco	<b>7</b> Total Records	

Step 10 Review the <b>Upload Summary</b> displayed	Ngload Return Fil	ATIONAL PENSION HEME AUTHORITY CHEME Sound Security O History Summary	E Returns (1)	Pagmenta	
If not satisfied, Click Cancel Return and re-start Return	Summary		Distribution pe	r period	
Submission from Step 7	Employer Name	NATIONAL PENSION SCHEME AUTHORITY	Year M	onth Number of Employees	Total Amount
If satisfied with Upload Summary. Click <b>Confirm and Submit</b>	Employer Account	100005	2016 9	7	600.00
	Total Returns	1			
	Total Records	7			
	Total Amount	600.00			
	Back Cance	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.	Vour return har su Next Due Date 10 cc	Construct Pennsion     Total Payments     Total Payments     O     Value Pennsion	Returns GDPay	Value (ZMV) 0.00 Pendin	NEXT EPIS IS Count g Payment 2 g Penalties 1
Step 12	SCHEM     Schem     Schem     Superior     Superior     Superior     Superior	E AUTHORITY eed Social Security			
Data User designated as Approver ('Can Approve Returns') 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	Social Security Nu	amber Social Security Number eword Password		Account Number Account Number Login ID Login ID	
If not first time to Sign In: Go straight to Step 13		Proget Your Password?		Passed     Passed     Passed     Passed     Passed     Passed     Passed     Passed	Sign Up

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Step 16 Check the registered mobile number for an SMS with Approval Token Enter the <b>Approval Token</b> Click <b>Approve</b>	NATIONAL PENSION Screentered Status learning
<ul> <li>Step 17</li> <li>Once the Return is Approved, it is submitted and made available for payment. Return will be available on eNAPSA awaiting request to make payment.</li> <li>To Initiate Payment, the Data User designated as Initiator ('Can initiate Payment') has to Sign In</li> <li>If the Data User is both ('Can initiate Returns') and ('Can initiate Payment'), this User can Sign In again</li> <li>To Sign In: follow Step 1 to Step 4</li> </ul>	
Step 18 <b>Dashboard</b> Menu is the Welcome screen. Dashboard displays statistics as summary of the listed activities. Click <b>Returns</b> on top Menu	NATIONAL PENSION Schematic Automatication (and add add add add)         Dashboard         Returns         NEXT Dre Ending add add add add add add add add add ad

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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 Rems		••			18 T		
Step 20		ONAL PENSIO ME AUTHOR	DN ITY @ Dashboard	🛢 Returns (8) Paym	ients			NEXT EPISODE -
<b>Specify Payment Amount</b> : Enter the Amount to be Pay in <b>Zambian Kwacha</b> for the selected Return. Click <b>Submit for Approval</b>	50 New Payment	Statement	© History	Determ Amount	Danaka	Amount To Day	Minimum Davida	Techie Kurde (780)
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	Redum Hell. #	Sep-2016	600.00	600.00	Advisory N	600.00 Note: The Minimu The Maximu	600.00 m Payable Amount cann am Payable Amount cann	2 amount reveals (2009)

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	Sch	IONAL PENSION EME AUTHORITY & Dashb	oard 🖉 Returns (2) P	'ayments			NEXT EPISODE -
Alternatively, DataUser designated as Initiator can Sign In	E3 New Payment  2 Stationent Otherapy						
Select Payments from top Menu	Payments History						
Select <b>History</b> and run query to display all approved Returns which have been paid for	From: 10-10-2016 Te: 10-10-2016 Status: Select Status: • submt						
Enter the <b>Dates</b> and Click <b>Submit</b>	Date Generated	NPIN	Payment Status	Receipt Number	Receipt Date	Amount	
Click Actions to view the eNAPSA Payment Registration slip	10-Oct-2016	10000516101060	PENDING	-		600.00	Options - View
Step 30	Sch Sch Guer	IONAL PENSION EME AUTHORITY enteed Social Security'	hboard 🔎 Returns	CD Payments			NEXT EPISODE
Print out or download the <b>eNAPSA Payment Registration</b> slip and present it to the nearest NAPSA Office to make payment.	Payment Registration	(NPIN) - 10000516101060			eNA	PSA Pa Regis	ayment stration
	Empi Addr Phon Hobi Fax: Emai	oyer:NATIONAL PENSION SCH ess: FAIRVIEW LEVY BUSINESS PARK CORNER CHURCH AND e: 260 97 193009/ 0977748 ie: 260968666681 i: NAP SA@ZAMNETZM/ LII	IEME AUTHORITY - 10000 KABELENGA ROADS 823 IIPOL@NAPSA.CO.ZM	15		Date: 2016-	10-10 11:02:88
	Раул	ment Registration - NPIN					
		NPN 10000516101060	Employer Number 100005	NPIN Date 2016-10-10	NPIN Expiry 2018-10-31		Total Amount 600.00

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