



# NATIONAL PENSION SCHEME AUTHORITY

## eNAPSA EMPLOYER ONLINE SERVICES

### INTRODUCTION

The eNAPSA is an integrated web-based e-service portal through which employers and employees are able to transact with the National Pension Scheme Authority online via the Authority website ([www.napsa.co.zm](http://www.napsa.co.zm)). The system can be accessed from any web-enabled gadget and is accessible by differently abled people who are able to use a web-enabled gadget such as laptop, computer, tablet or smartphone.

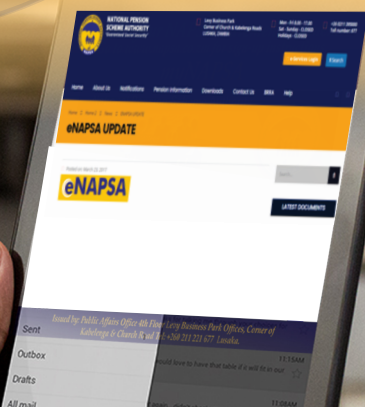
Through this system, employers can register their employees, file monthly returns and make payment for statutory NAPSA contributions. Employees on the other hand can use eNAPSA to check member and beneficiary details as well as keep track of their contributions and benefits information.

### ONLINE SUBMISSION OF RETURNS AND PAYMENT OF CONTRIBUTIONS

- Go to [www.napsa.co.zm](http://www.napsa.co.zm) and click on e-Services.
- Login as Data User and click on the **Returns** tab.
- Upload your return (saved in CSV format) by clicking on **Choose File** and then on **Submit File** button to validate it.
- Validation Summary** will display the number of valid and invalid records. If no invalid records are found, Click on NEXT to confirm the uploaded return and then click on **'Confirm and Submit'** if satisfied with Uploaded Summary.
- Select the transaction(s) you wish to pay for and click on **'Pay for Selected Item'** to proceed.
- Specify the payment amount(s) on each transaction that you selected on e) and click on **'Proceed to Pay'**.
- If your bank is configured on eNAPSA, click on **'Net Banking'** or **Pay from other Payment Provider'**. Otherwise, click on **'Pay from NAPSA office'** and print the eNAPSA payment registration form to accompany your payment.



*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](http://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. How to check statements online

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

**Step 2:** Employee/Member to login using the Employee Login tile. Click '*Sign Up*'

**Step 3:** Select '*I am Registered With NAPSA*'

**Step 4:** Check the registered mobile number for an SMS with One Time PIN (OTP). Enter the verification PIN/OTP and click verify.

### 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](http://www.napsa.co.zm). Fill in the form and send it, with your copy of NRC to [info@napsa.co.zm](mailto: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](mailto:info@napsa.co.zm) or

Call Centre on 0211 395677

or toll free on 677