



# NAPSA *i*CARE

## Employer Starter Pack

A Step-by-Step User Guide



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# Dear Valued Employer,

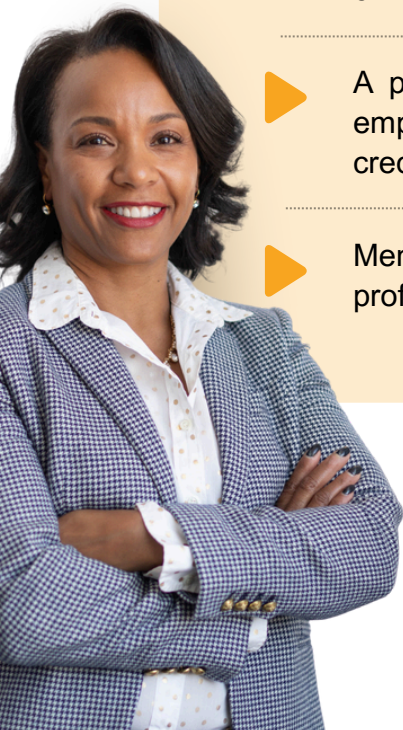
Congratulations on successfully completing your registration with the National Pension Scheme Authority (NAPSA). This is an important first step towards ensuring legal compliance and securing social protection for your employees. In addition to registering your organization, you are required to register your employees under the scheme, file monthly returns, remit contributions, and maintain accurate employment records.

To support you in meeting these obligations, we are pleased to share this Employer Guide. It provides clear, step-by-step instructions and highlights the resources available through our iCARE e-Services Portal, where you can conveniently access all NAPSA services.

**Welcome aboard, and we look forward to partnering with you on this journey.**

## Important Notice

- ▶ Anyone who wishes to transact with NAPSA must first create a Profile on iCARE. This includes employees, employers, agents, tenants, etc.
- ▶ A profile gives you access to manage your member account and/or employer account(s) on one platform without needing different login credentials.
- ▶ Members who onboarded via eNAPSA will not be required to create a profile from scratch; you will simply need to click on **"Forgot Password."**



# 1

## REGISTRATION OF A USER PROFILE (MEMBERS WHO ONBOARDED ON eNAPSA)

To begin, visit the link <https://icare.napsa.co.zm> then click **“Forgot Password?”**.

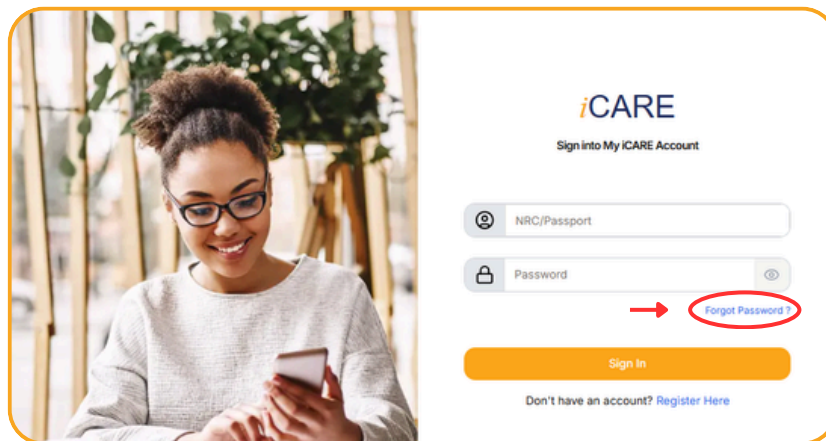


Figure 1: iCARE Login Page

On the next screen, enter the NRC or Passport number you used to access eNAPSA and click **"Reset My Password."**

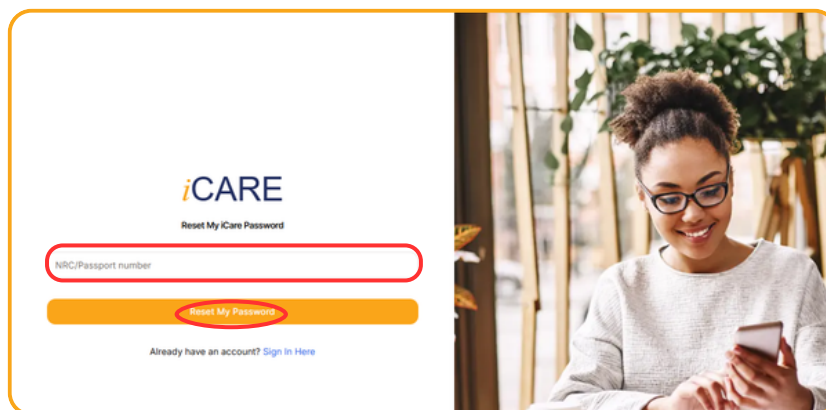


Figure 2: Enter your NRC or Passport Number

After entering your ID number and clicking **"Reset My Password"**, you will be prompted to enter the mobile number you used when accessing eNAPSA. If you still have access to this number, proceed to enter it and click **"Reset My Password."**

**Please Note:** If you do not have access to the number previously used on eNAPSA, please follow the alternative recovery option provided on the screen below.

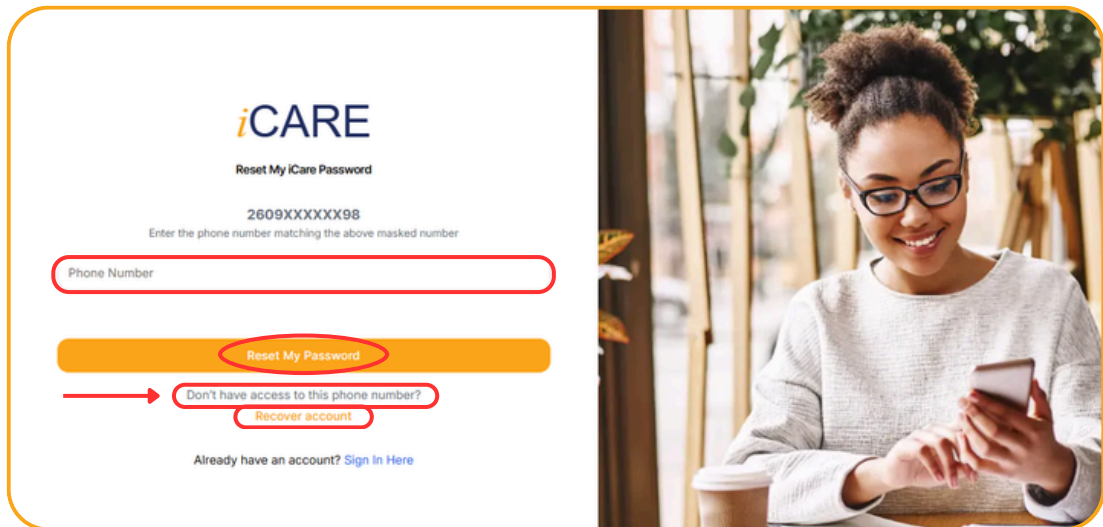


Figure 3: Enter your Phone Number

Provided you still have access to the registered mobile number, enter it and click "**Reset My Password**". An OTP will then be sent to your mobile phone, after which you will be prompted to create a new password. Once these details are provided, click "**Reset Password**" to complete the process.

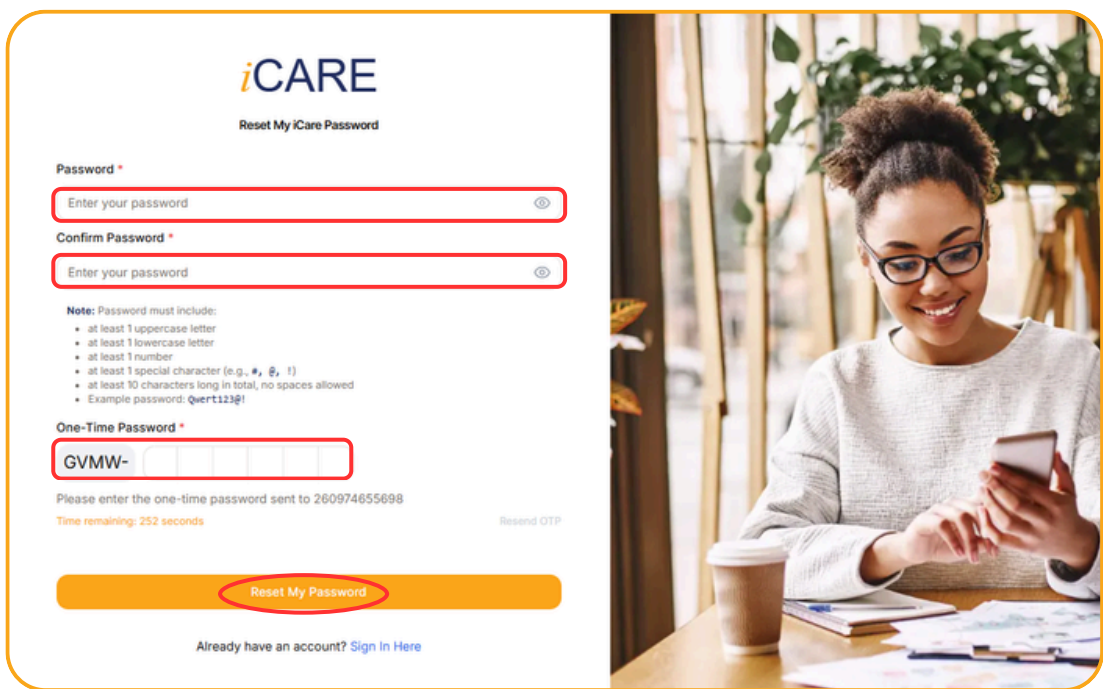


Figure 4: Enter OTP and Create Password

Once this process is successfully completed, you may log in to your iCARE profile to access NAPSA services.

# 2

## REGISTRATION OF A USER PROFILE (MEMBERS WHO NEVER ONBOARDED ON eNAPSA)

To begin, visit the link <https://icare.napsa.co.zm> then click “Register Here”.

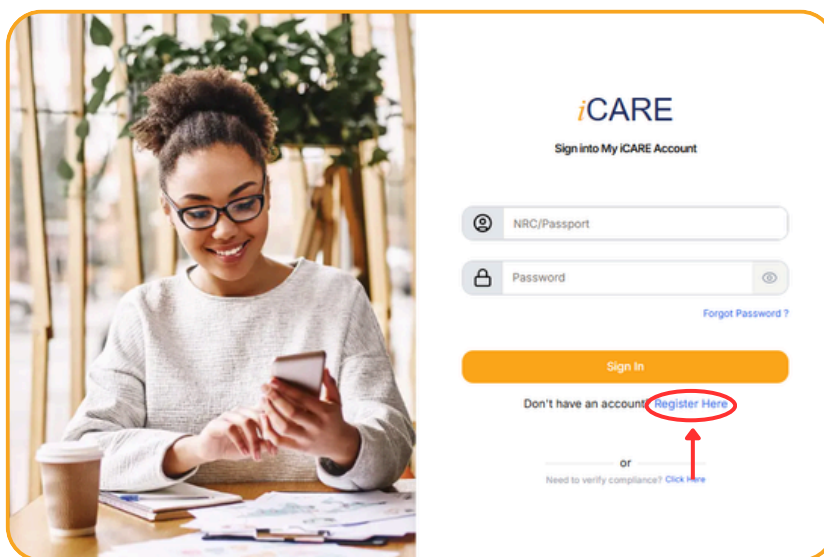


Figure 5: iCARE Login Page

On the pop-up window, read and agree to the Data Privacy Consent to proceed with registration.

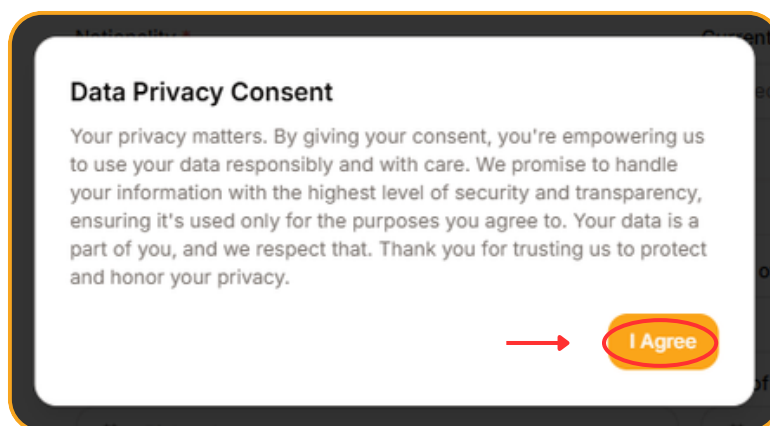


Figure 6: Data Privacy Consent Agreement

To successfully create a profile, you must ensure that the requirements in the figure below are in hand. Then click “Proceed”.

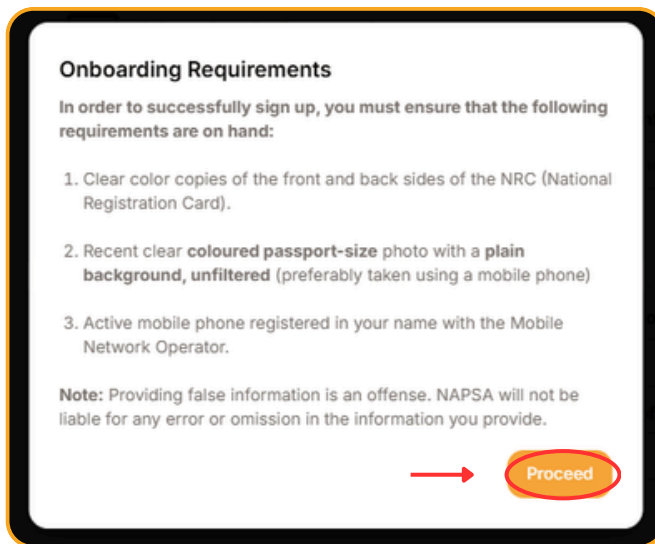


Figure 7: Onboarding Requirements Checklist

## 1. IDENTITY INFORMATION

### A. Identity Information (For Zambian citizens residing in Zambia)

Proceed to select your nationality, current country of residence, and enter your Zambian NRC number.

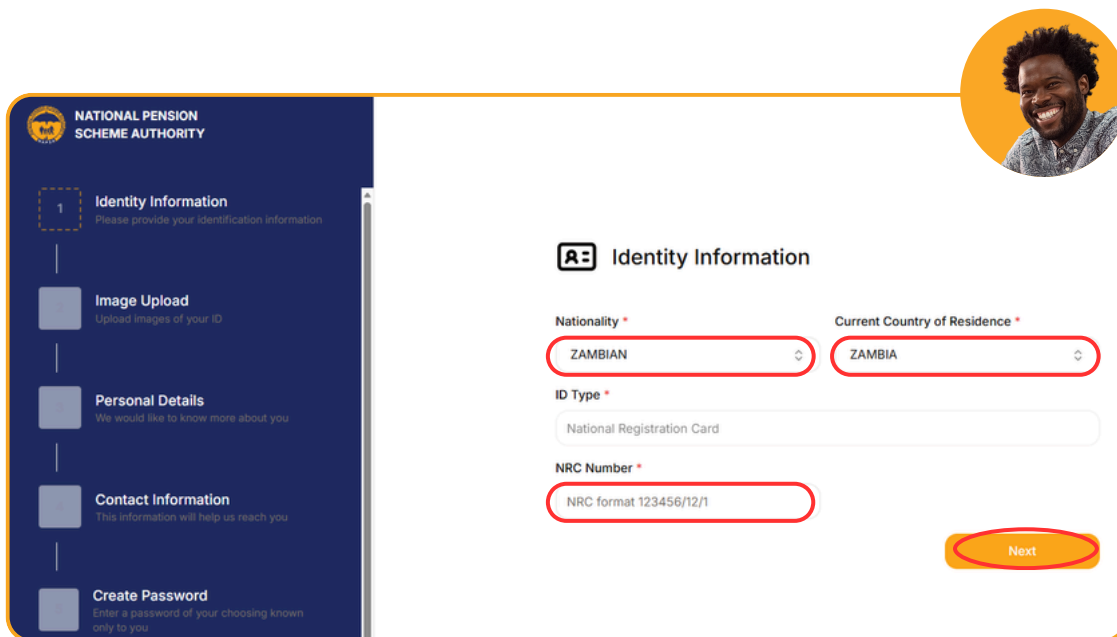


Figure 8: Profile Registration - Zambian Citizens Residing in Zambia

### B. Identity Information (For Zambian citizens residing outside Zambia)

Proceed to select your nationality, current country of residence, and enter your Zambian NRC number.

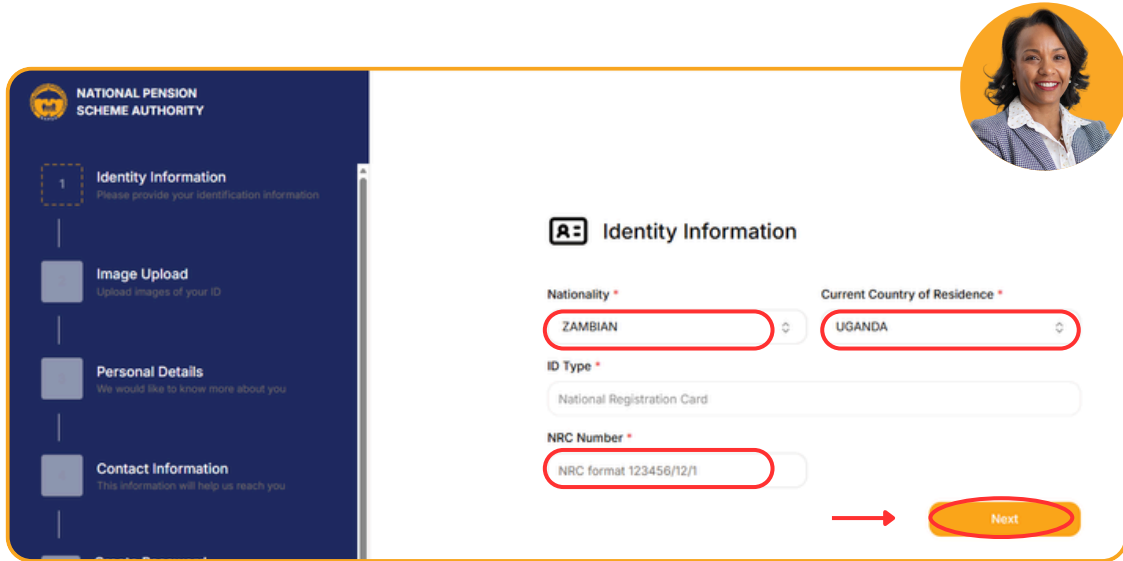


Figure 9: Profile Registration - Zambian Citizens Residing Outside Zambia

### C. Identity Information (For Foreign Nationals residing in Zambia)

Proceed to select your nationality, current country of residence, and enter your Zambian NRC number.

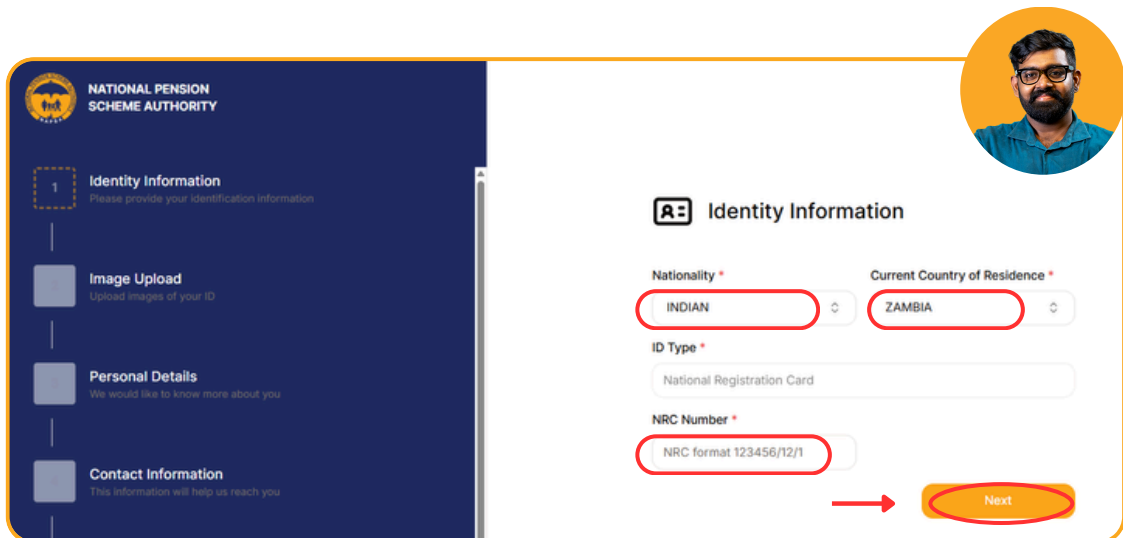


Figure 10: Profile Registration - Foreign Nationals Residing in Zambia

### D. Identity Information (For Foreign Nationals residing outside Zambia)

Proceed to select your nationality, current country of residence, and enter your Passport number.

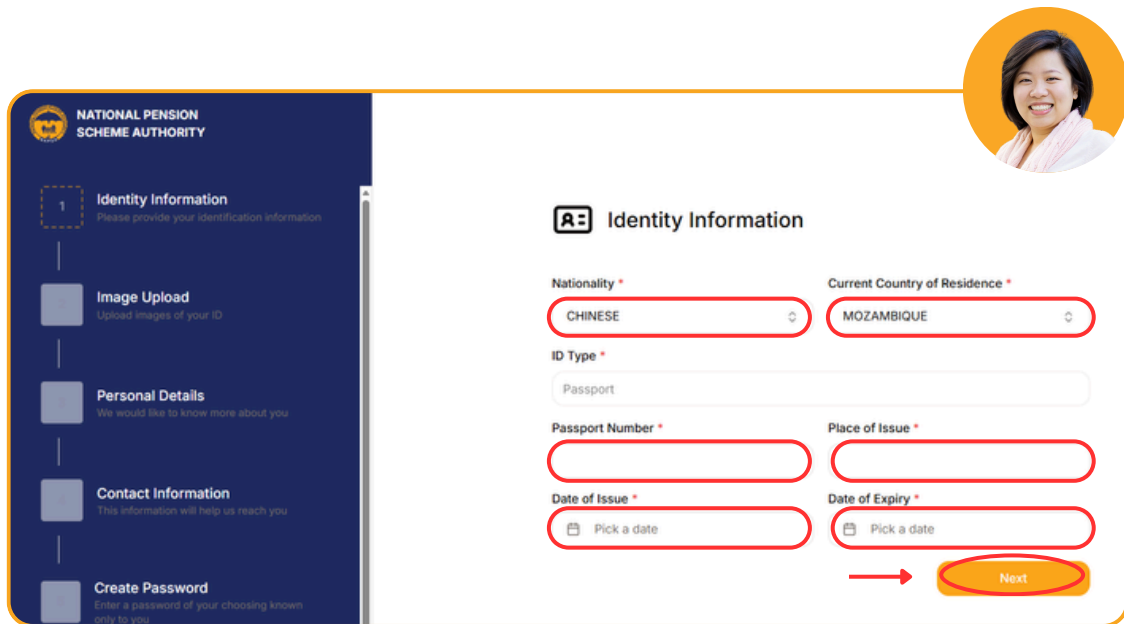


Figure 11: Profile Registration - Foreign Nationals Residing Outside Zambia

## 2. IDENTIFICATION DOCUMENT UPLOAD

For Zambian citizens and foreign nationals residing in Zambia, proceed to upload both the front and back of your National Registration Card. When done, click “**Next**”.

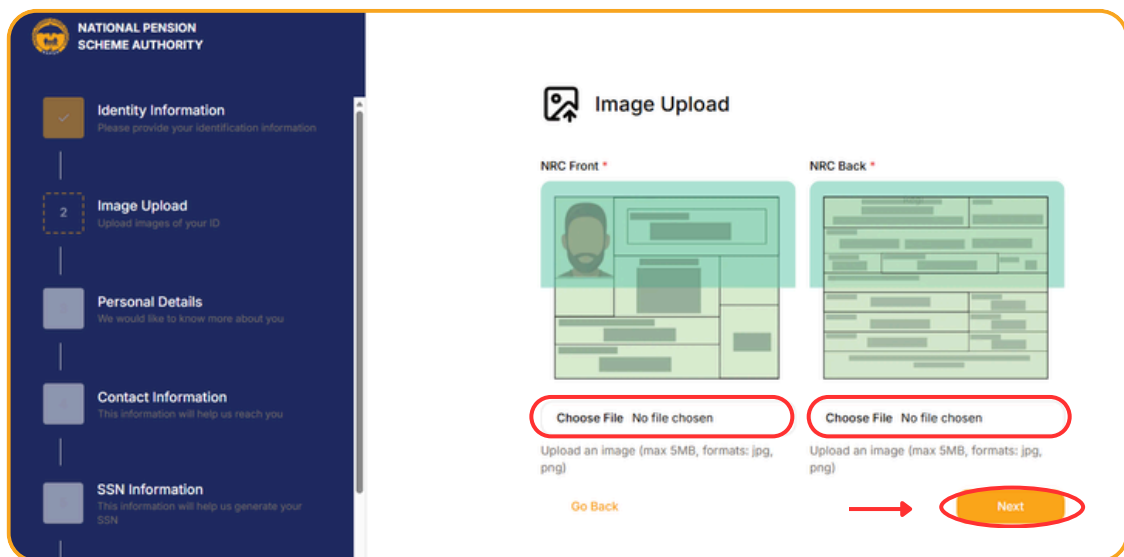


Figure 12: Upload NRC - Front and Back

For foreign nationals residing outside Zambia, proceed to upload your passport. When done, click “**Next**”.

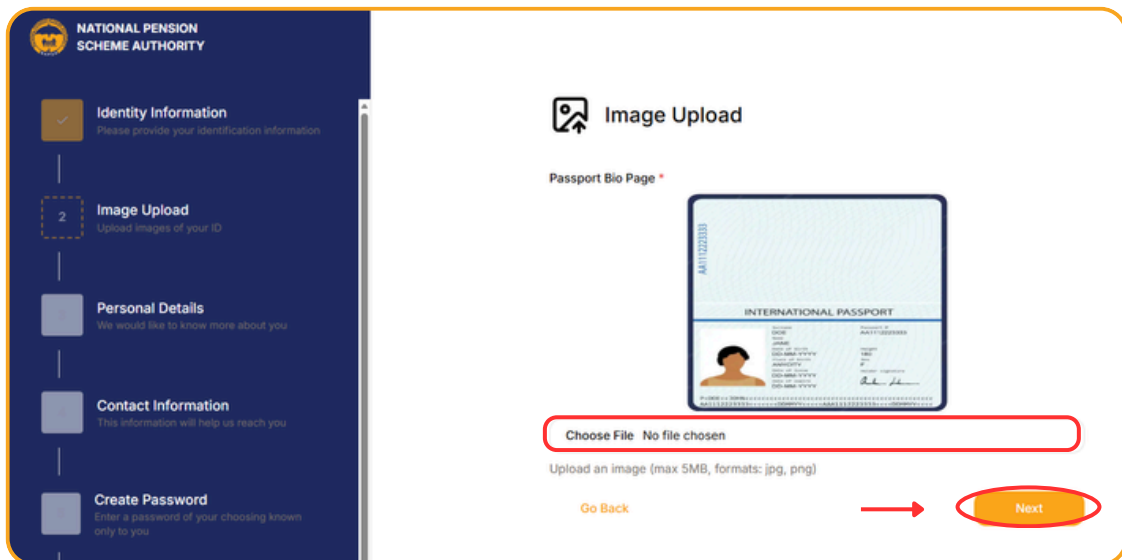


Figure 13: Upload Passport

### 3. PERSONAL DETAILS

Proceed to enter your details as reflected on your NRC or Passport in the fields highlighted in the figure below and upload your portrait photo. When done, press “Next”.

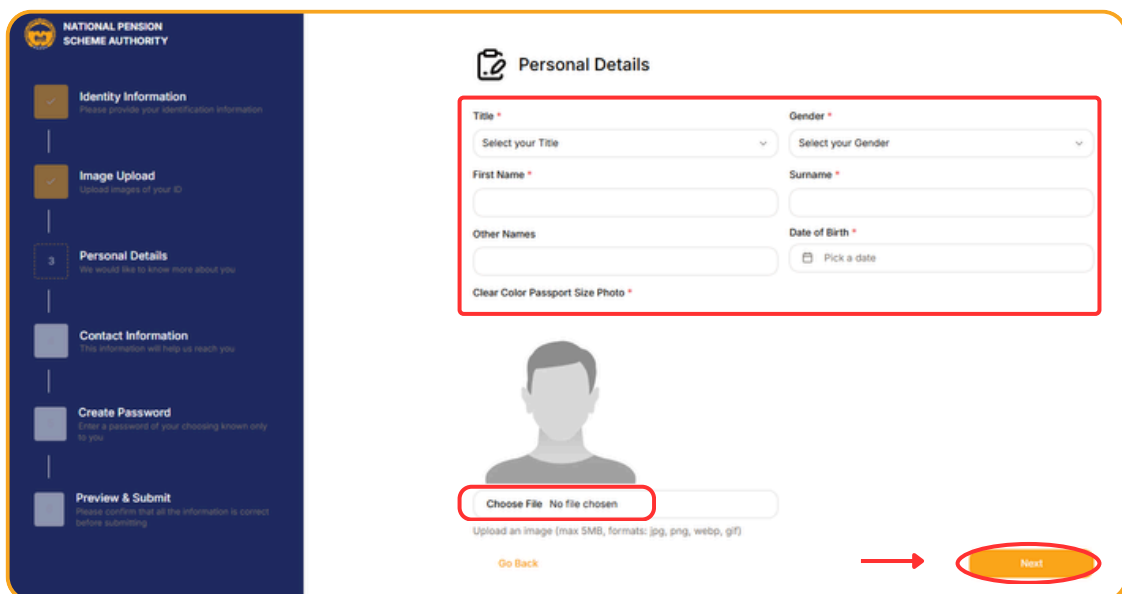


Figure 14: Enter Personal Details and Upload Photo

### 4. CONTACT INFORMATION

Proceed to enter and verify your primary (main) phone number, secondary (alternate) phone number (optional), and email address (optional).

**Note:** The phone numbers entered must be registered in your name. The system will send a one-time PIN (OTP) to each of the contact details provided for verification.

Figure 15: Verify Contact Details

On the pop-up screen, enter the OTP(s) received then click “Next”.

Figure 16: Enter OTP for Verification

## 5. CREATE PASSWORD

The password must be at least 10 characters long and include an uppercase letter, a lowercase letter, a number, and a special character. e.g. **Napsa@12345**. When done, click “Next”.

Figure 17: Create Password

## 6. PREVIEW AND SUBMIT

Review and finalize your information then proceed to Submit your application.

**Preview & Submit**

**Identity Information**

ID Type: National Registration Card      ID Number: 123456789  
 Nationality: ZAMBIAN      Country of Residence: ZAMBIA

**Image Uploads**

ID Image Front      ID Image Back

**Personal Details**

Title: Mr  
 First Name: Godwin  
 Surname: Puka  
 Gender: Male  
 Date of Birth: 27/02/1996

**Contact Information**

Primary Phone Number: 252098176837

**Create Password**

Password:       Confirm Password:

Figure 18: Preview and Submit Application

On the pop-up window, read and accept the “**Terms and Conditions**” to proceed. After submission, a reference number will be sent to your registered phone number and email for ease of reference.

**Terms and Conditions**

Please read these terms and conditions carefully before using the iCARE platform.

**Conditions of Use**  
 By using this website, you certify that you have read and reviewed this agreement and that you agree to comply with its terms. If you do not want to be bound by the terms of this agreement, you are advised to stop using the website accordingly. NAPSA only grants use and access of this website, its products, and its services to those who have accepted its terms.

**Privacy Policy**  
 Before you continue using our website, we advise you to read our privacy policy regarding our user data collection. It will help you better understand our practices.

Accept Terms and Conditions

Figure 19: Accept Terms and Conditions

**Note:** Once your application is approved, you will receive a confirmation SMS and email. If you onboarded using your NRC, your SSN will be automatically generated upon approval.

3

## DOMESTIC EMPLOYER REGISTRATION

If you have an active iCARE account, you can register for a Domestic Employer Account to make contributions for your maids, gardeners, or any other individuals engaged under contractual or piece-work arrangements.

To begin, log in to your account and select **"New Registration"** under the Employer Accounts Summary section.

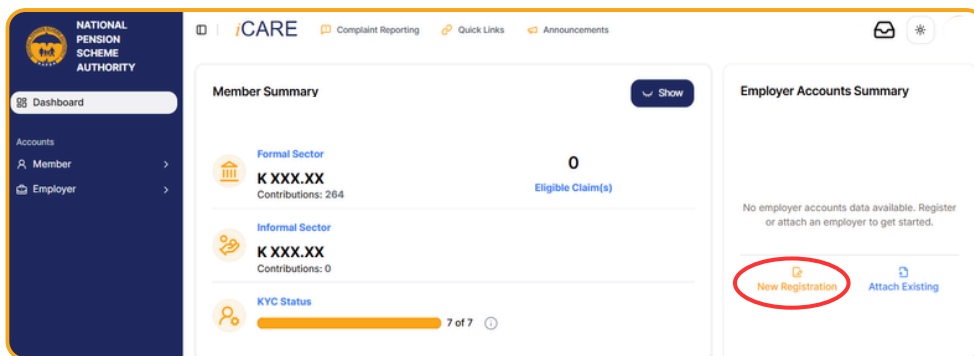


Figure 20: Click New Registration

### 1. PROFILE INFORMATION

After selecting **"New Registration"**, proceed to select **"Domestic Employer"** under Employer Type and provide all the required details.

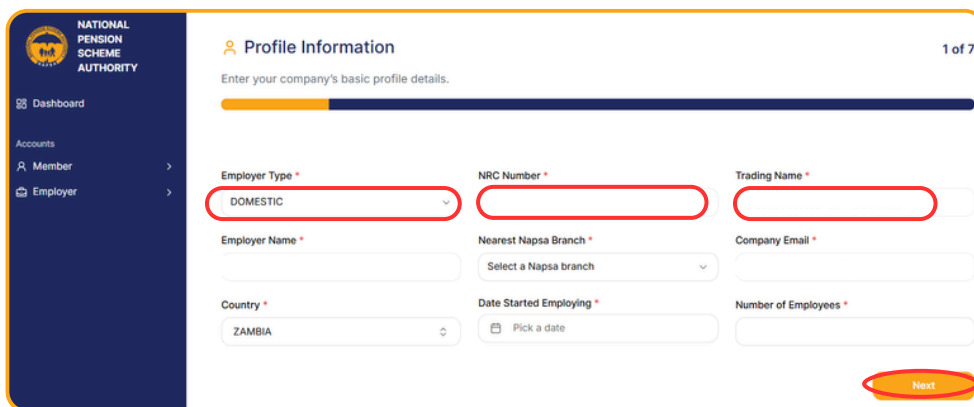


Figure 21: Select "Domestic" on Employer Type

## 2. ADDRESS INFORMATION

This section captures address information. Enter all the required fields and click **"Next"**.

Figure 21: Enter Address Information

## 3. CONTACT INFORMATION

This section captures contact details. Enter all the required fields and click **"Next"**.

Figure 22: Enter Contact Information

## 4. PROPRIETOR INFORMATION

This section captures proprietor's details. Enter all the required fields and click **"Next"**.

Figure 23: Enter Proprietor Information

## 5. SUPER USER DETAILS

This section captures details of the primary system user. Enter all the required fields and click **"Next"**.

The screenshot shows the 'Super User Details' page. At the top, there's a progress bar and a sub-header 'Super User Details' with '6 of 7' steps. Below this, a message states 'Super User is the same as the logged in user.' followed by a search box labeled 'Search By NRC/SSN'. The main form contains five input fields: 'First Name', 'Surname', 'Mobile Number', 'Email', and 'Login ID'. At the bottom, there are 'Previous' and 'Next' buttons, with the 'Next' button highlighted in red.

Figure 24: Enter Super User Details

## 6. PREVIEW AND TERMS AND CONDITIONS

Review all the information you have entered to ensure it is correct. After that, read and accept the Terms and Conditions, then click **"Submit"** to complete the registration.

The screenshot shows the 'Preview' page. It features a progress bar and a sub-header 'Preview' with '7 of 7' steps. The main content is under the heading 'Employer Profile Details' and includes the following fields: 'NRC:', 'Trading Name:', 'Legal Name:', and 'Date Incorporated:'.

Figure 25: Preview Your Information

The screenshot shows the 'Terms and Conditions' page. It includes a sub-header 'Terms and Conditions' and a scrollable area with the following text: 'Please read these terms and conditions carefully before using the iCare platform.', 'Conditions of Use', 'Privacy Policy', 'Age Restriction', and 'Intellectual Property'. Below the text, there is a checked checkbox labeled 'I agree to the Terms & Conditions'. At the bottom, there are 'Previous' and 'Submit' buttons, with the 'Submit' button highlighted in red.

Figure 26: Agree to the Terms and Conditions

# 4

## NEW EMPLOYER REGISTRATION

To register a new employer account, log in to your iCARE account using your national ID and the password you created during profile creation.

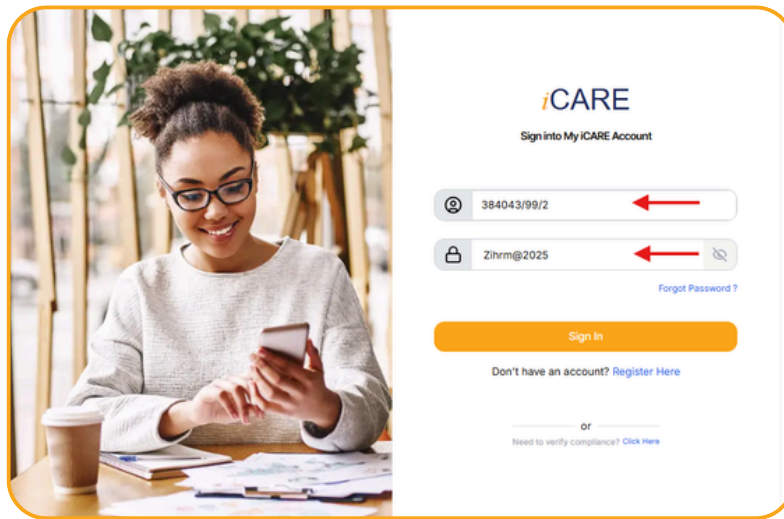


Figure 27: iCARE Login Page

Once you log in, on the dashboard, click on **“Register an Employer Account.”**

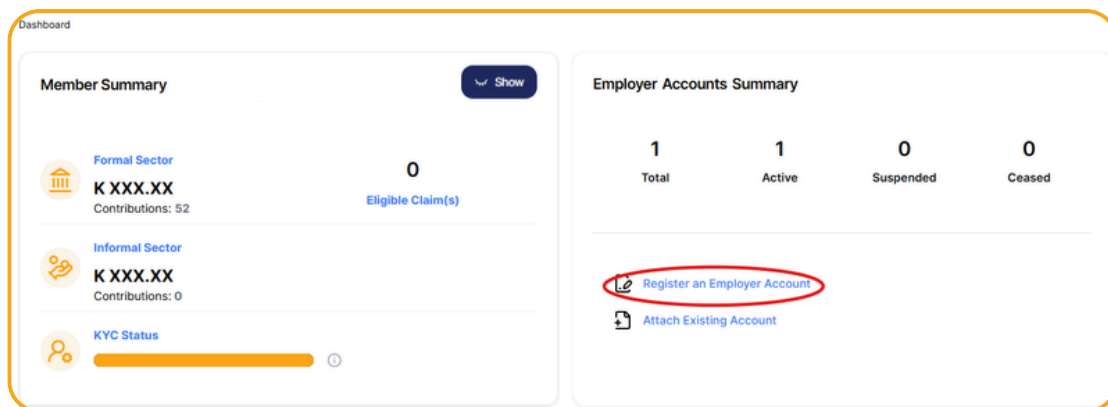


Figure 28: Register an Employer Account

### 1. PROFILE INFORMATION

Under profile information, select the employer type and enter your company's basic profile details. When done, click **"Next"**.

**Profile Information** 1 of 7

Enter your company's basic profile details.

---

Employer Type \*  PACRA/Registrar of Societies ID \*  TPIN \*

Trading Name \*  Legal Name \*  Business Type \*

Nearest Napsa Branch \*  Company Email \*  Country \*

Nature of Business \*  Business Website  Incorporated Date \*

Date Started Employing \*  Name of Holding Company  Name of Subsidiary

Number of Employees \*

**Next**

Figure 29: Enter Profile Information

## 2. ADDRESS INFORMATION

Proceed to enter your Company's physical and postal address. When done, click **"Next"**.

**Address Information** 2 of 7

Provide your company's physical address.

---

Plot Number \*  Street Name \*  Province \*

Town \*  Landmark \*  Postal Code

Postal Box Address

**Previous** ← **Next**

Figure 30: Enter Address Information

## 3. CONTACT INFORMATION

Enter your company's contact information. When done, click **"Next"**.

Figure 31: Enter Contact Information

## 4. PROPRIETOR INFORMATION

Fill in the details of the company proprietor. When done, click “Next”.

Figure 32: Enter Proprietor Information

## 5. SUPPORTING DOCUMENTS

Upload the necessary documents for verification. When done, click "Next".

**Supporting Documents** 5 of 7

Upload necessary documents for verification.

Please attach the following business documents

Certificate of Incorporation / Company Registration: \*  No file selected

TPIN: \*  No file selected

NOTE: The size of the document should not exceed 5MB.  
Valid file formats are PDF, PNG, JPEG and JPG.

Figure 33: Upload Supporting Documents

## 6. SUPER USER DETAILS

Set up Super User account details. When done, click **“Next”**.

**Super User Details** 6 of 7

Set up super user account details.

Super User is the same as the logged in user.

Search By NRC/SSN

First Name \*

Surname \*

Mobile Number \*

Email \*

Login ID \*

Figure 34: Set Up Super User Details

## 7. PREVIEW AND SUBMIT

Review and finalise your information.

Figure 35: Employer Registration Preview Page

## 8. TERMS AND CONDITIONS

To proceed, read and agree to the Terms and Conditions, then click **"Submit"**. A reference number is sent to your registered phone number.

Figure 36: Accept Terms and Conditions



## ATTACH EXISTING EMPLOYER (BY ACCOUNT NUMBER)

(Please note that this applies only to employers that did NOT SIGN UP for NAPSA online services through the eNAPSA portal.)

On the dashboard, click on **“Attach Existing Account.”**

## 1. ATTACH EXISTING ACCOUNT

Once you log in to your user profile, on the dashboard, click on **“Attach Existing Account.”**

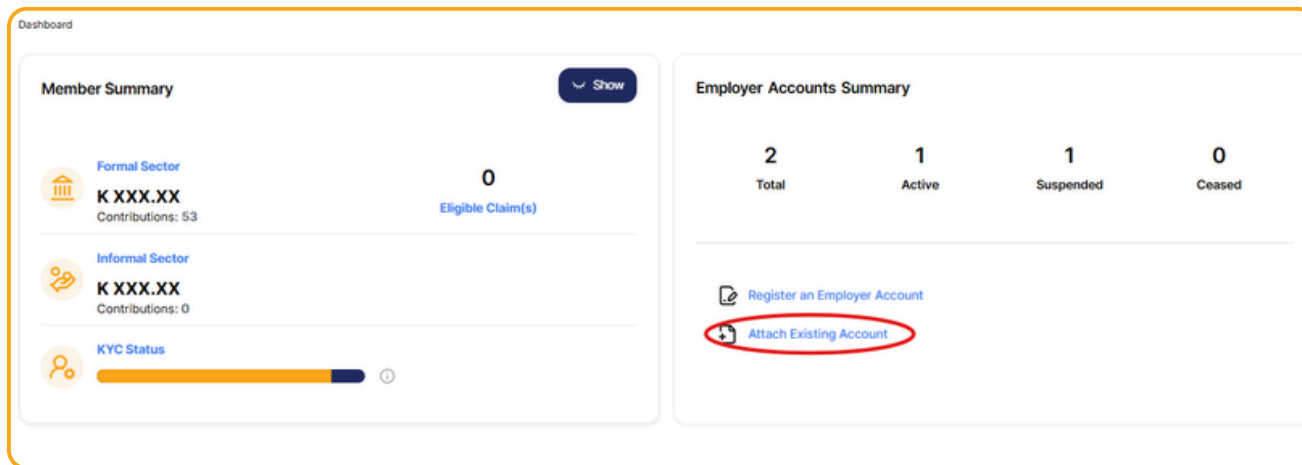


Figure 37: Click Attach Existing Account

On the pop-up screen, click **“No”**

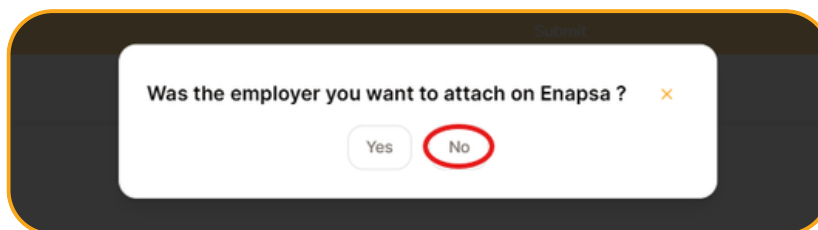


Figure 38: Confirm eNAPSA Registration Status

## 2. ENTER EMPLOYER NUMBER

Proceed to enter the Employer Number, then click **“Submit”**. An OTP will be sent to the registered company phone number.

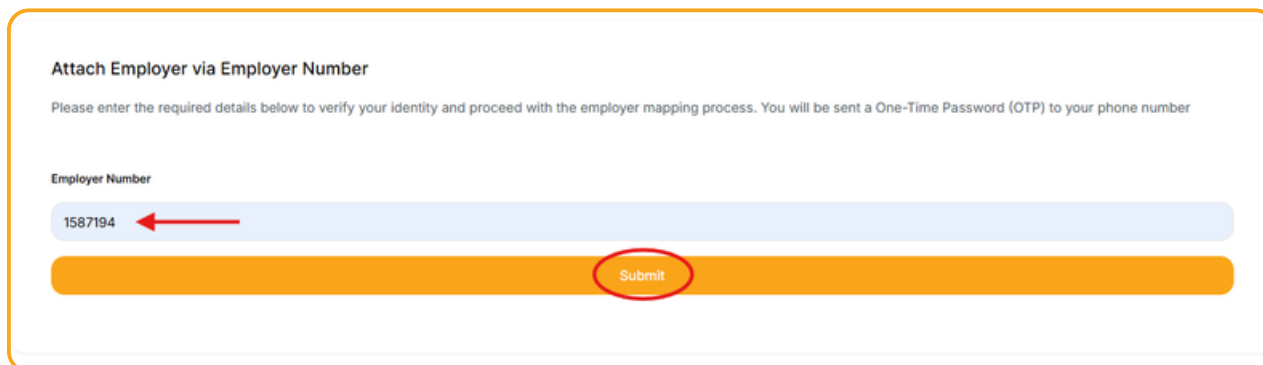
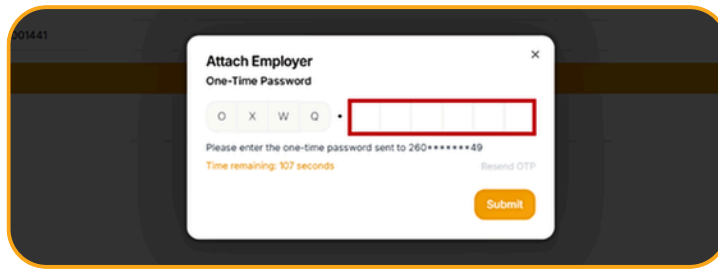


Figure 39: Enter Employer Number

On the pop-up screen, enter the OTP you received, then click **“Submit”**.



**Figure 40:** Verify Employer OTP

### 3. PROFILE INFORMATION

Proceed to enter your company's basic profile details. When done, click **“Next”**.

**Figure 41:** Enter Profile Information

### 4. ADDRESS INFORMATION

Provide your company's physical address, then click **“Next”**.

Figure 42: Enter Address Information

## 5. CONTACT INFORMATION

Enter your company's contact information. When done, click **"Next"**.

Figure 43: Enter Contact Information

## 6. PROPRIETOR INFORMATION

Fill in the details of the company proprietor. When done, click **"Next"**.

Figure 44: Enter Proprietor Information

## 7. SUPPORTING DOCUMENTS

Upload the necessary documents for verification. When done, click **"Next"**.

**Supporting Documents** 5 of 7

Upload necessary documents for verification.

Please attach the following business documents

Certificate of Incorporation / Company Registration: \* Choose File No file selected

TPIN: \* Choose File No file selected

NOTE: The size of the document should not exceed 5MB.  
Valid file formats are PDF, PNG, JPEG and JPG.

Previous Next

Figure 45: Upload Supporting Documents

## 8. SUPER USER DETAILS

Set up super user account details. When done, click **"Next"**

**Super User Details** 6 of 7

Set up super user account details.

Super User is the same as the logged in user.

Search By NRC/SSN Search

First Name \* Surname \* Mobile Number \*

Email \* Login ID \*

Previous Next

Figure 46: Set Up Super User Details

## 9. PREVIEW AND SUBMIT

Review and finalize your information.

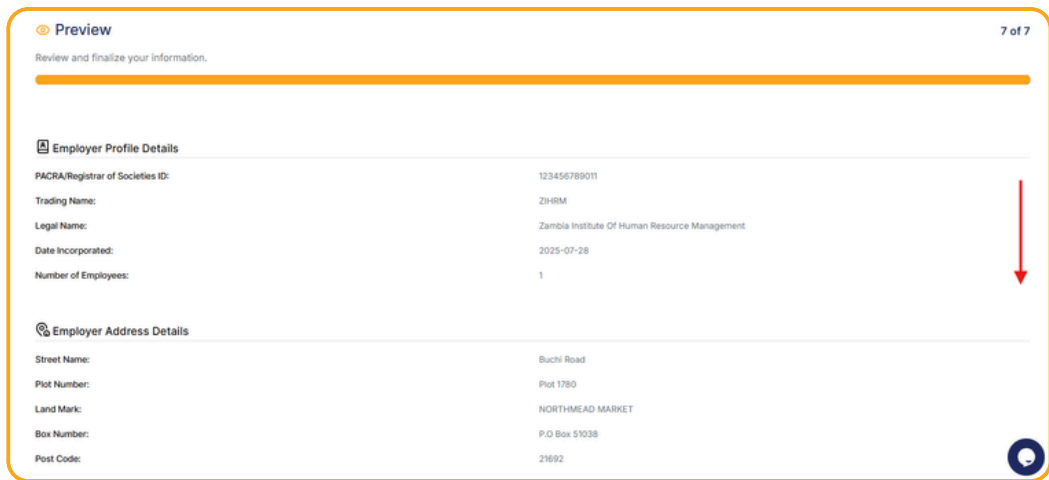


Figure 47: Preview Registration

## 10. TERMS AND CONDITIONS

To proceed, read and agree to the Terms and Conditions, then click **"Submit"**. A reference number will be sent to your registered phone number.

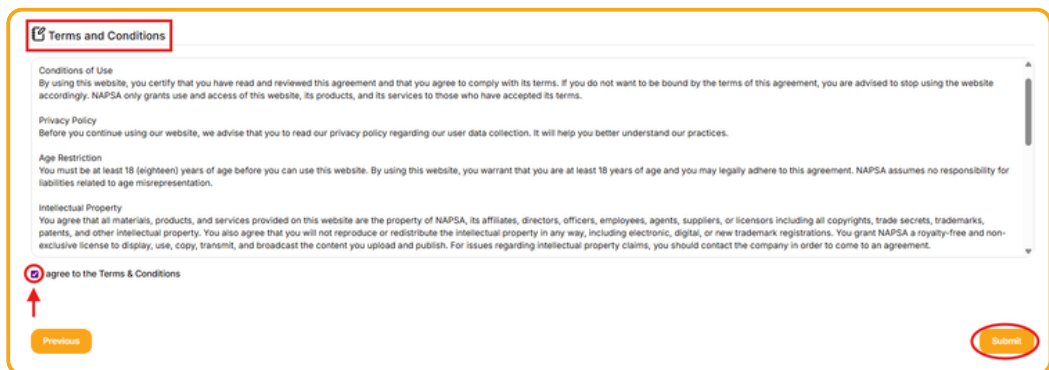


Figure 48: Preview Employer Registration

## 11. FINALIZE PROCESS

On the pop-up screen, click on **"OK"**. A reference number will be sent to your registered phone number.

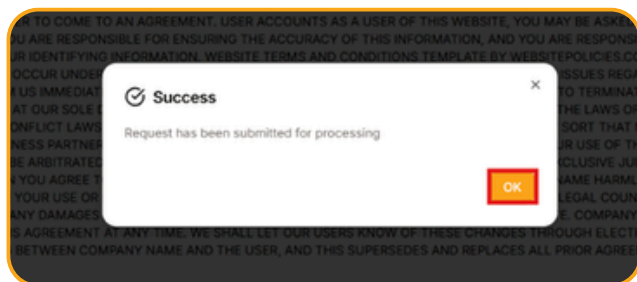


Figure 49: Submission Successful Confirmation

# 6

## ATTACH EXISTING EMPLOYER (BY EMAIL ADDRESS)

### 1. ATTACH EXISTING ACCOUNT

(Please note that this applies only to employers that SIGNED UP for NAPSA online services through the eNAPSA portal.)

On the dashboard, click on **“Attach Existing Account.”**

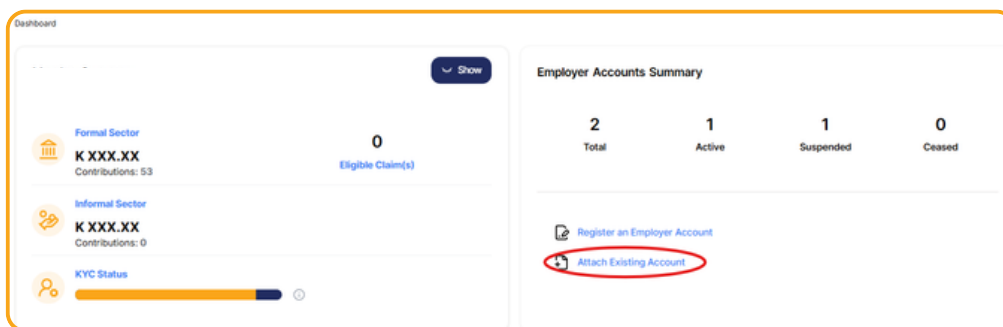


Figure 50: Click Attach Existing Account

On the pop-up screen, click **“Yes”**

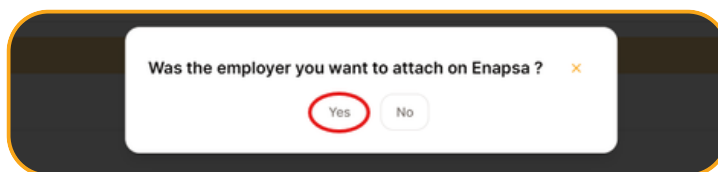


Figure 51: Confirm eNAPSA Registration Status

### 2. ENTER EMAIL ADDRESS

Proceed to enter your Email Address, then click **“Submit”**. An OTP will be sent to your email address.

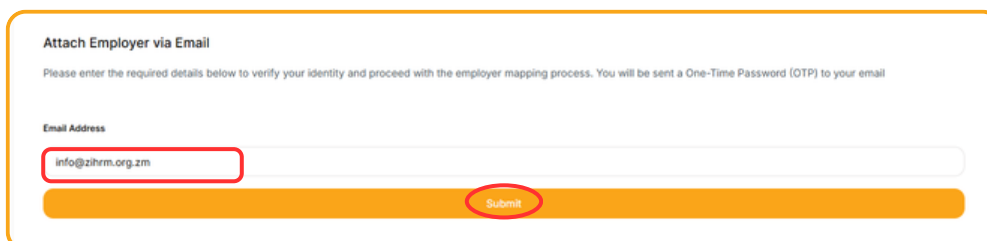


Figure 52: Enter Email Address

### 3. ENTER OTP

On the pop-up screen, enter the OTP you received, then click **"Submit"**.

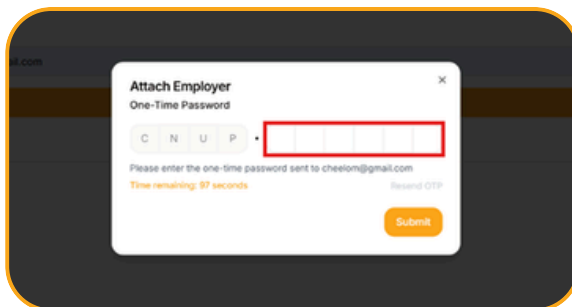


Figure 53: Verify Email OTP

The Employer will be attached to your profile, and a confirmation SMS and Email will be sent to you.

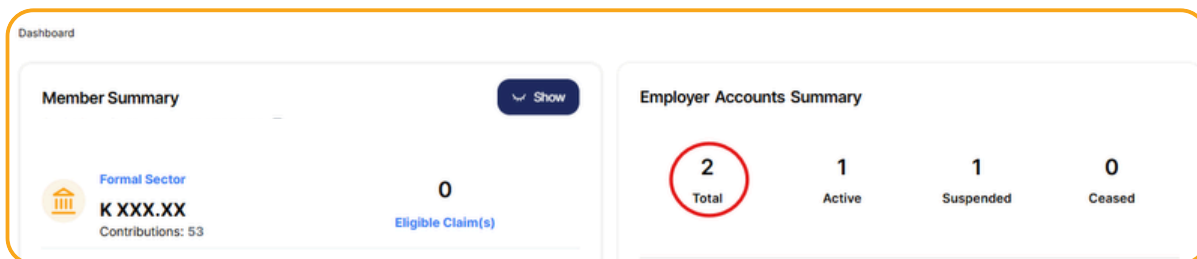


Figure 54: Dashboard with Attached Employer

# 7

## RETURNS MANAGEMENT

This guide explains how to upload different types of returns, create returns from scratch, submit contributions without returns, top-up returns, submit nil returns, and track submission statuses. This will help you upload your NAPSA returns efficiently and ensure accurate reporting.

Before submission, prepare a properly formatted CSV (Comma-Separated Values) file containing contribution details for all employees for the selected month and year. Using a spreadsheet application, create the required columns and enter the exact column headings in the first row, as shown in the example below.

Account Number	Year	Month	SSN	NRC	Surname	First Name	Other Names	Date of Birth	Gross Pay	Employer Share	Employee Share
NAPSA employer account number	Contribution year	Contribution month (01-12)	Employee social security number	Employee NRC number	Employee last name	Employee first name	Additional names (if any)	DD/MM/YYYY	Total gross earnings	5% of Gross Pay	5% of Gross Pay

Figure 55: Return Sample

## 1. SELECTING YOUR EMPLOYER CARD

Before uploading any return, please make sure the correct employer card is selected. This ensures that contributions are posted to the correct account and minimizes errors.

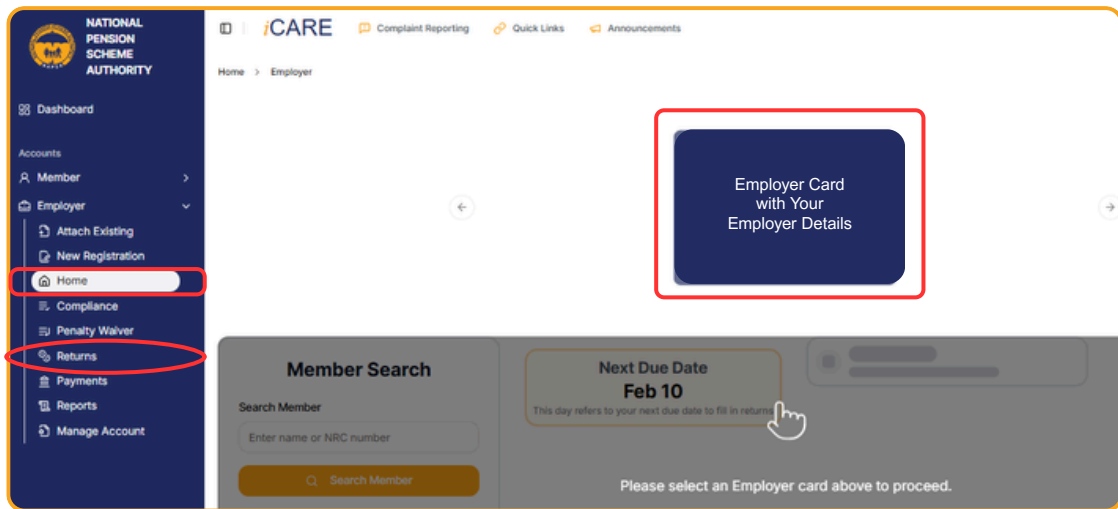


Figure 56: Select Employer Card

## 2. UPLOAD A NEW RETURN – CSV UPLOAD

The Upload Return function allows you to upload monthly returns for your employees. The steps below will guide you through uploading returns on iCARE. From the side menu, click **"Returns"**, then click on the **"Upload from file"** button.

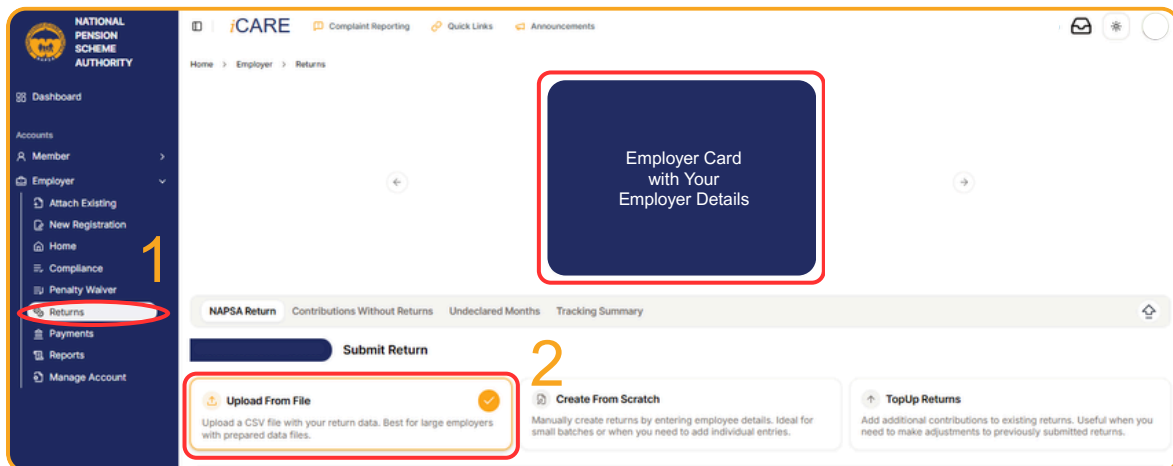


Figure 57: Upload Return from File

Upon submission, if all records are correctly entered, a Tracking Number will be generated to enable you to monitor the status of your return. If errors exist, they will be highlighted for correction before you can submit.

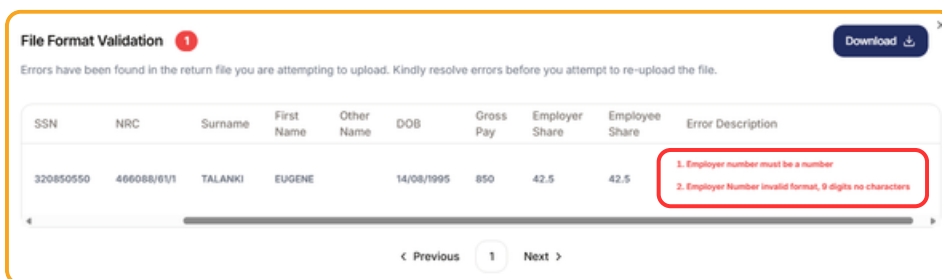


Figure 58: Return Submission Error Validation

### 3. CREATE RETURNS FROM SCRATCH

This option allows you to manually enter return details for each member directly on the iCARE platform. From the Dashboard, go to Returns, select the correct Employer Card, click **"Create from Scratch,"** enter the member's SSN or NRC, Gross Wage, and the Year and Month Being Paid For, then click **"Add to Returns."** On the pop-up, confirm the employee details and repeat the same process for all the employees you intend to contribute for.

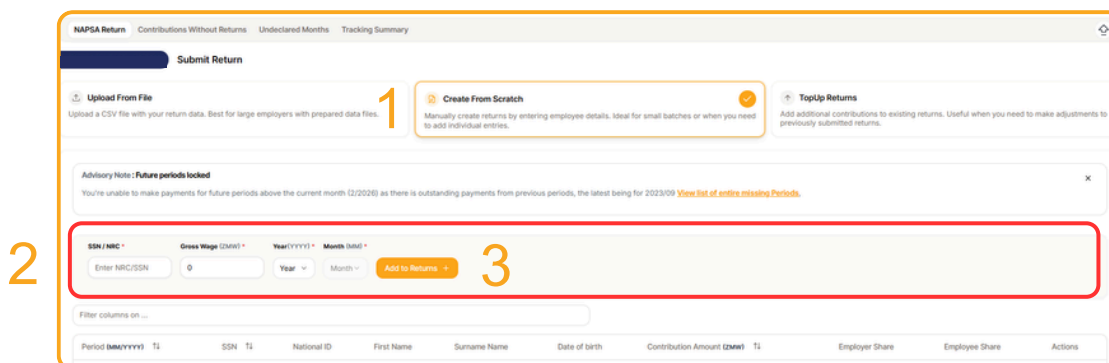


Figure 59: Create Return from Scratch

Once all members have been entered, review their details and click Confirm to complete.

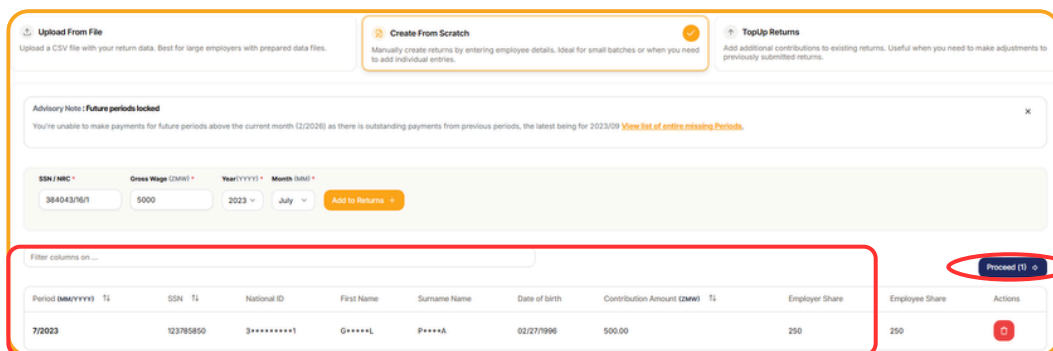


Figure 60: Confirm and Submit Return

## 4. TRACKING SUMMARY

This feature enables you to monitor the status of submitted returns, view updates, and identify any actions required. Access it by navigating to the Returns section on the Dashboard and clicking "Tracking Summary".

You can search for specific returns using a Tracking Number, refresh the page for updates, and review key details such as submission date, return period, principal amount, total members, and the status. Statuses may include **Pending Submission, Pending Payment, Pending Approval, Failed Verification, Completed, Cancelled, or Pending NAPSA Resolve.**

Based on the status shown, you can take the necessary follow-up actions, such as reviewing validation errors or confirming completed submissions.

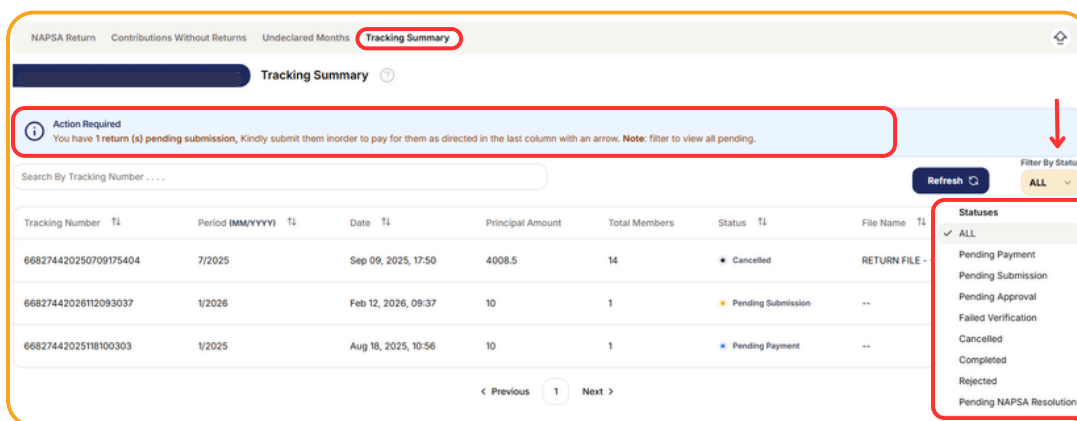


Figure 61: Return Tracking Summary

“Pending Submission” means the return has been successfully verified but not yet submitted. Please proceed to submit the return for payment or cancel it if necessary.

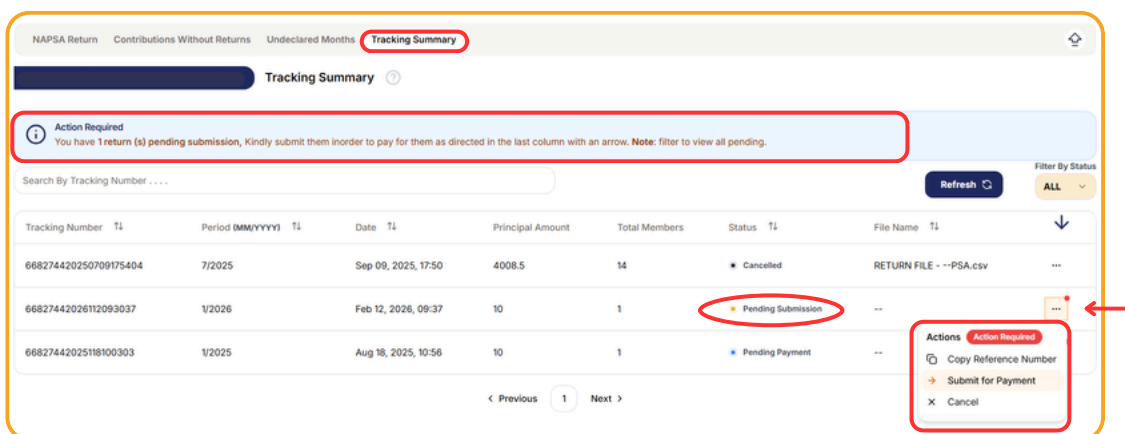


Figure 62: Submit Pending Return for Payment

“Cancelled status” mean the return is cancelled and cannot be submitted.

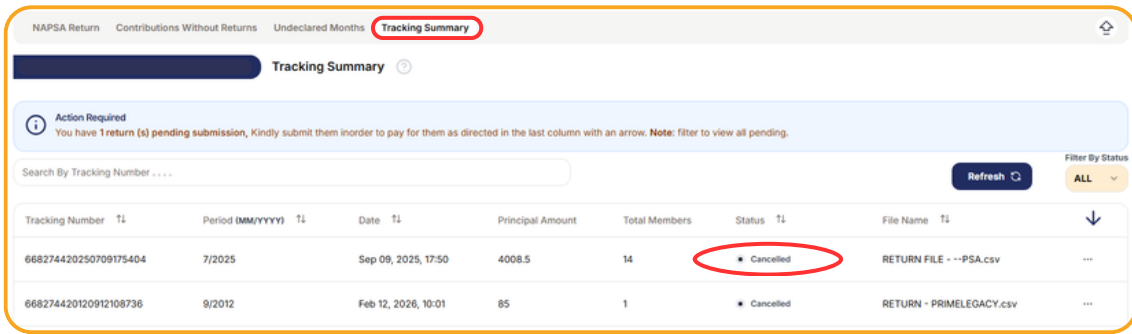


Figure 63: Cancelled Return Status

“Pending Payment” on returns means the returns have been uploaded and are under the Payments tab, awaiting payment.

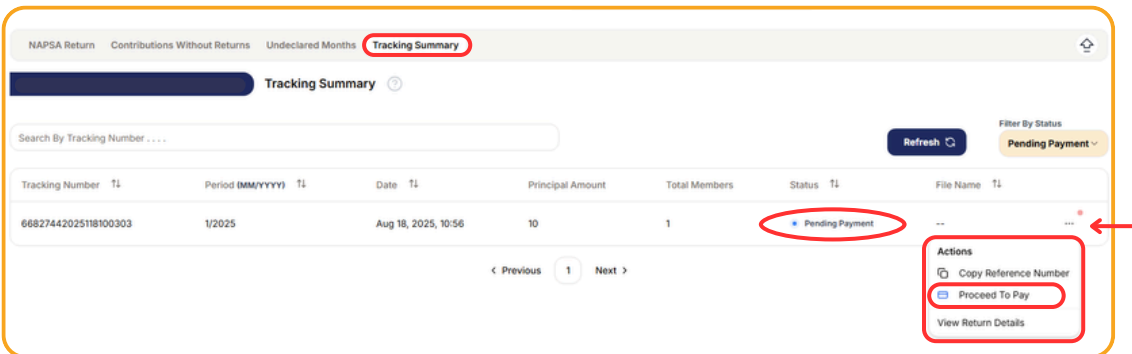


Figure 64: Pending Payment Returns

“Completed” means returns uploaded and payments successfully made.

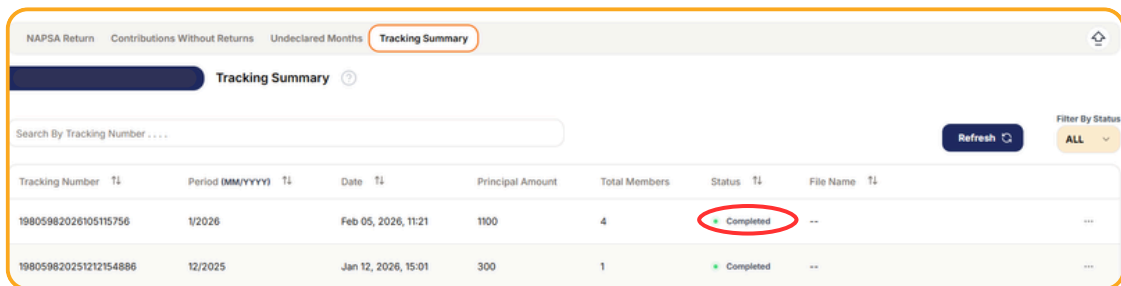


Figure 65: Completed Return Status

## 5. CONTRIBUTIONS WITHOUT RETURNS

This function allows you to upload returns for paid periods that do not have existing returns. Prepare the return, save it as a CSV file, then from the Dashboard go to Returns, select the correct Employer Card, and click "Contributions Without Returns."

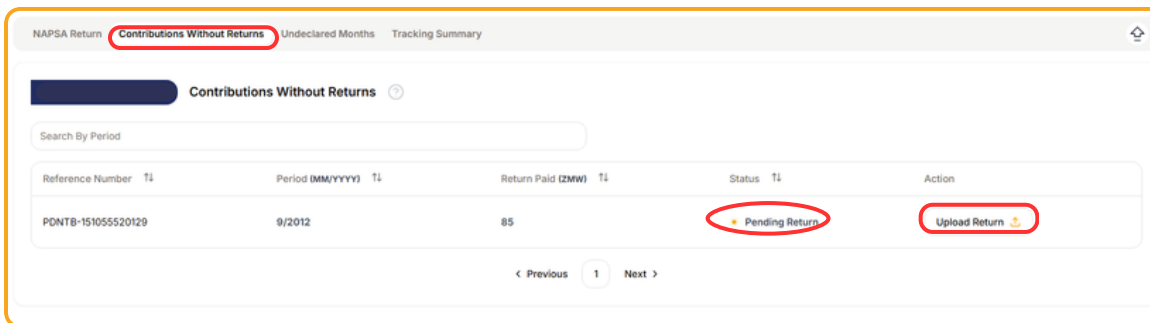


Figure 66: Select Contributions Without Returns

Select the relevant period from the list of overpayments or under-posted returns and click Upload Return. Choose your saved CSV file; the system will automatically validate the file for format and accuracy.

Review the validation summary (valid/invalid records and reasons for correction). Once validation is successful and amounts match, click **"Submit Return"** to complete.

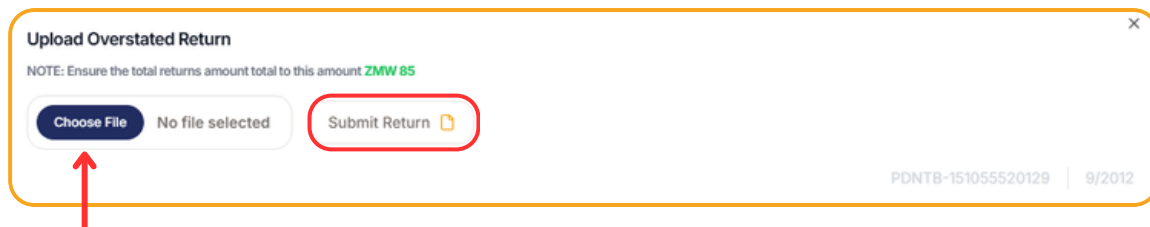


Figure 67: Upload Overstated Return

Upon submission, a reference number will be provided to you for tracking purposes.

## 6. TOP UP RETURN

The Top-Up Return module allows you to submit additional contributions for previously filed periods to correct underpayments. Prepare the CSV file with the employee's NAPSA number, period (month/year), and top-up amount. From the Dashboard, go to Returns > Top-Up Returns, click **"Choose File"**, select the CSV file, then click **"Upload File"**.

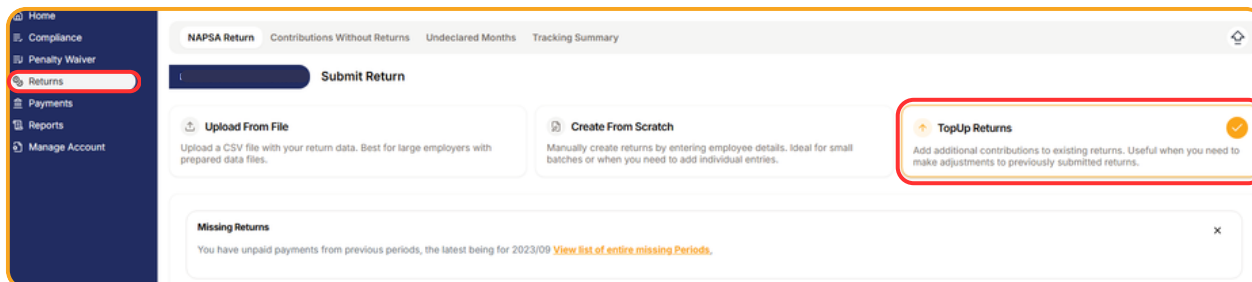


Figure 68: Upload Top-Up Return

Upon submission, a Tracking Number will be generated for monitoring the status of your top-up return.

## 7. NIL RETURN

The Nil Returns function allows you to report periods with no contributions due to having no eligible employees or business inactivity. To submit, go to Returns and click **"Undeclared Months."**

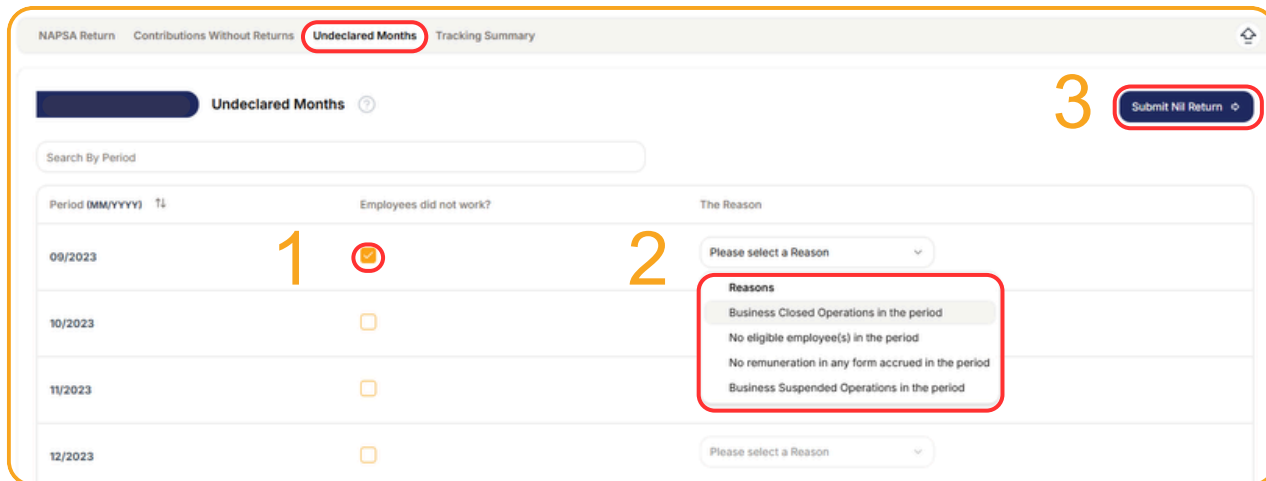


Figure 69: Submit Nil Return

Select the period you are addressing, then choose the reason that best describes why no contributions are being submitted for that period. Available options include: Business Closed Operations in the Period, Business Suspended Operations in the Period, No Eligible Employees, and No Remuneration in Any Form. Once you have made all your selections, click **"Submit Nil Return"** to complete the process.

**Caution:** Only submit NIL returns if and only if the reasons above qualify. An employer can and will be penalized if they falsely provide NIL returns.



## PAYMENTS

The NAPSA iCARE system provides you with a simple way to manage and pay returns, including new payments, underpayments, penalties, and NPINs, and to view your payment history, ensuring compliance and timely contributions.

## 1 . NEW PAYMENTS

Log in to iCARE, go to Payments > New Payments, view your outstanding returns, select the period(s) you wish to pay, and click **"Initiate Payment"**. Each entry shows the submission date, reference number, period, status, number of members, return amount, penalty (if any), and total due.

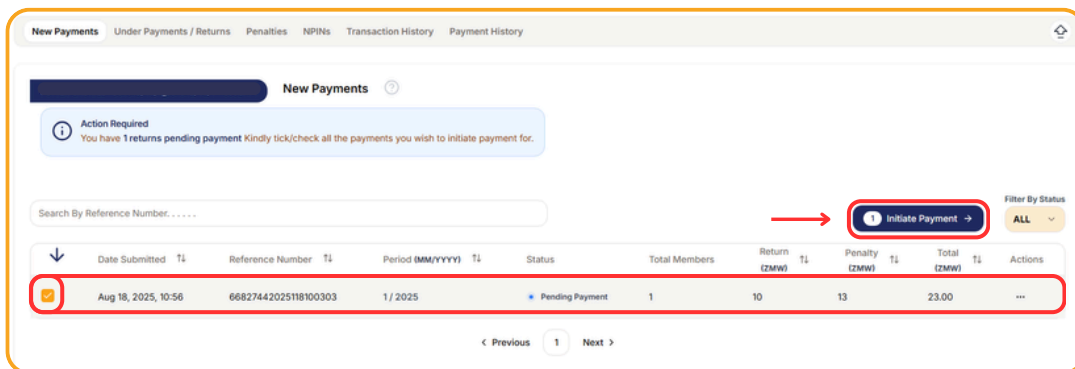


Figure 70: View Outstanding Payments

Once initiated, the page displays the selected payment periods with details such as Reference Number, Return Amount, Penalty, Total Amount, and a field labelled **"Amount to Pay"** where you enter the payment for each period.

Each row represents a specific period, showing the Return Amount (original amount owed) and Penalty (late payment fee). These combine to give the Total Amount. You must manually enter an amount in the "Amount To Pay" field, which must fall within the allowed range.

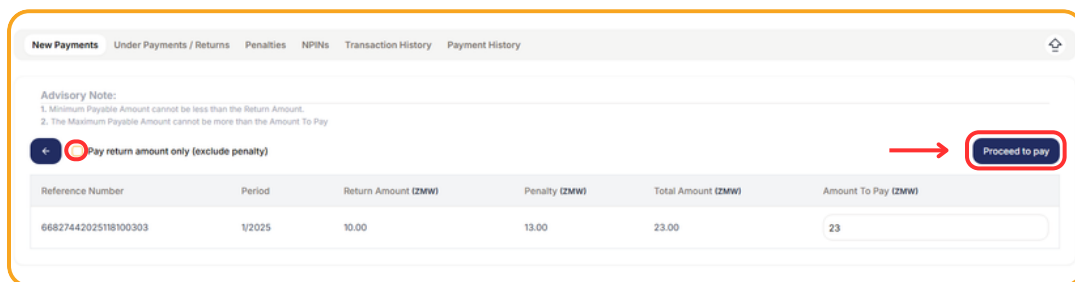


Figure 71: Enter Amount to Pay

There are two rules when entering the Amount to Pay: it must not be less than the Return Amount and must not exceed the Total Amount (Return Amount + Penalty).

For example, if the Return Amount is ZMW 10 and the Penalty is ZMW 13, the Total Amount is ZMW 23. You may enter any amount between ZMW 10 and ZMW 23. Ensure a valid amount is entered for each row, then click "Proceed to Pay" to choose your payment method.

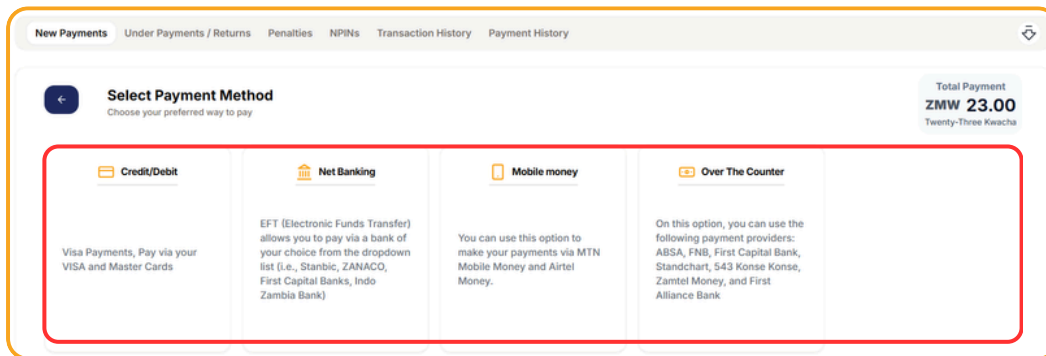


Figure 72: Select Payment Method

This page lets you select your preferred payment method. The system displays the Total Payment both numerically and in words. Choose Credit/Debit Card to pay using VISA or MasterCard, then enter your card details to complete the payment securely.

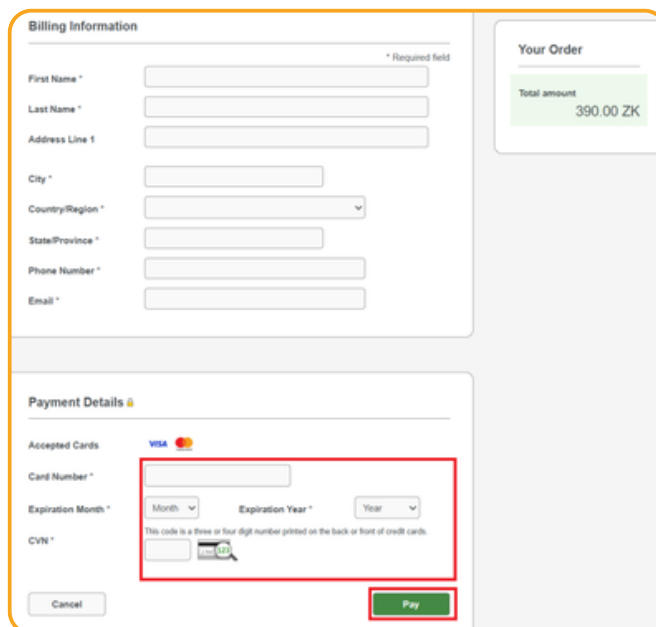


Figure 73: Enter Credit/Debit Card Information

If you prefer using a mobile wallet, select Mobile Money. This method supports payments through mobile network operators such as MTN, Airtel, and Zamtel. You will need to provide a valid mobile number.

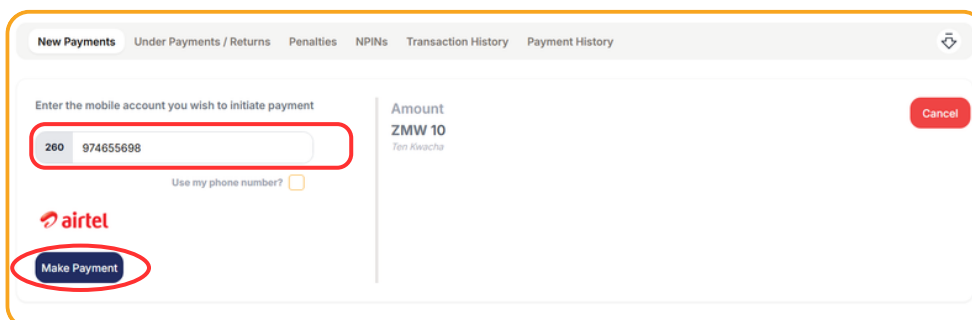


Figure 74: Enter Mobile Money Details

For those who want to pay directly from their bank accounts, the Net Banking or EFT (Electronic Funds Transfer) option is available. This method supports several banks, including FNB, ZANACO, and others. The system will guide you through a secure bank transfer process.

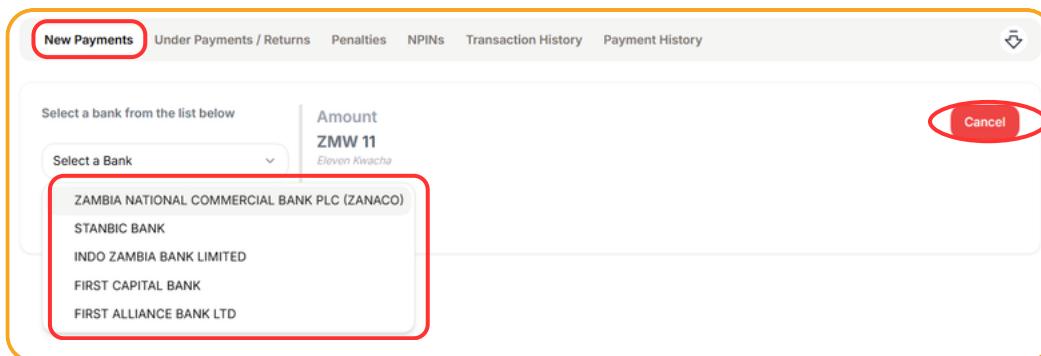


Figure 75: Select Bank for EFT

Alternatively, if you wish to pay in person, choose the Over-The-Counter method. This includes bank branches and authorized service agents such as Kazang and Konse Konse, where you can complete your payment physically. The system will generate an NPIN, which you will present at the counter.

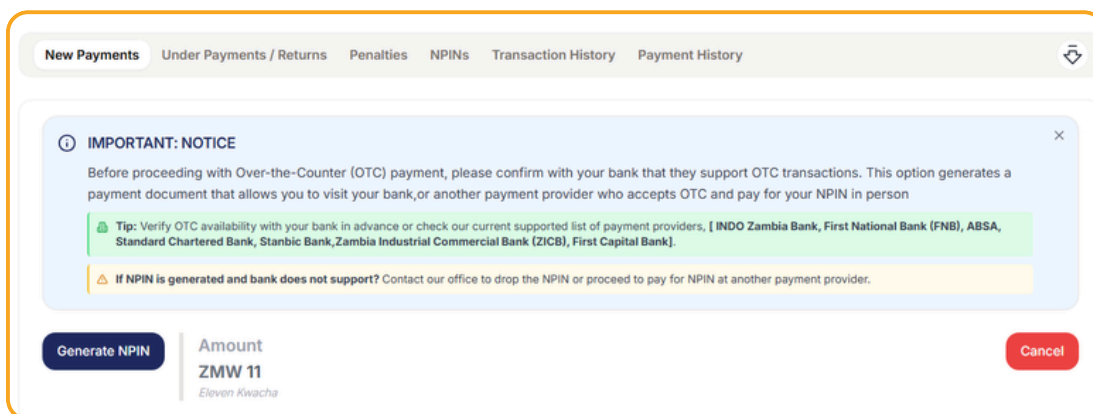


Figure 76: Select Over-The-Counter Method

**iCare Payment Registration**

**Employer Account No:** 66827 **Date Printed:** 12/02/2026, 2:31:45 pm

**Employer Name:**  
**Address:** N/A  
**Phone Number:** N/A  
**Email Address:** N/A

Payment Registration NPIN:

NPIN	iCARE Reference	employer Number	Date	Total
668274426212720	668274426021214717	6682744	12/02/2026, 2:31:45 pm	11

Payment Breakdown :

Period	Reference Number	Principal Amount	Penalty Amount	Total Amount
1/2026	66827442026112093037	10	1	11

**Amount Due :** ZMW 11

Figure 77: View Generated NPIN

Once you have selected a payment method, follow the on-screen instructions carefully to complete the transaction. Always double-check the details before finalising, and make sure to save the payment confirmation for your records.

**Note: The process for paying Underpayments / Returns and Penalties is the same as described above.**

## 2 . NPINs

NPIN tab shows all the NPINs on your account.

Navigation: New Payments | Under Payments / Returns | Penalties | **NPINs** | Transaction History | Payment History

**PENDING NPINs**

Search By NPIN . . .

Filter By Status: **PENDING**

NPIN	Amount (ZMW)	Receipt Number	Last Provider	Channel	Status	NPIN TYPE	Created At	Actions
668274426212720	11	N/A	N/A	OTC	Pending	RETURN	Feb 12, 2026, 14:31	...
668274426212731	10	N/A	NAPSA E-Commerce Account	EFT_SELF	Failed	RETURN	Feb 12, 2026, 12:53	...

< Previous 1 Next >

Figure 78: View All NPINs

To view your payment history, click the options button (three dots) next to the NPIN and click **"View Receipt"**.

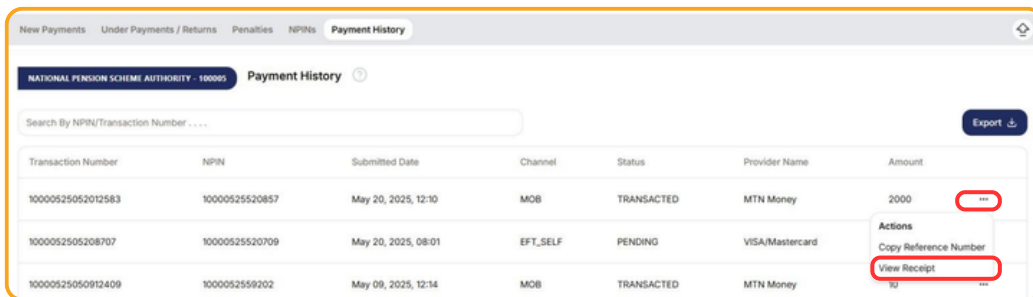


Figure 79: View Payment History

Click **"Download PDF"** to download the receipt

## 2.1. REINITIATE A TRANSACTION ON A FAILED NPIN

To reinitiate the transaction, click the options button against the failed NPIN – click **"Pay for NPIN"** to select a payment option. NPINs are now non-expiring.

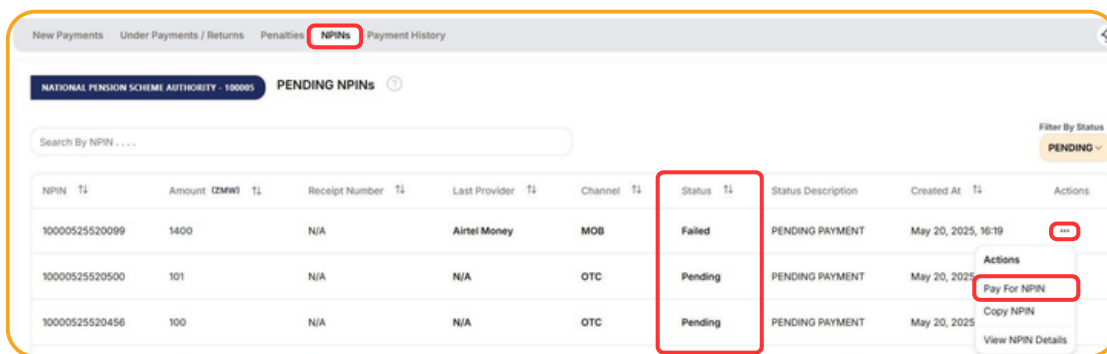


Figure 80: Reinitiation on NPINs

**"Select a payment option"**

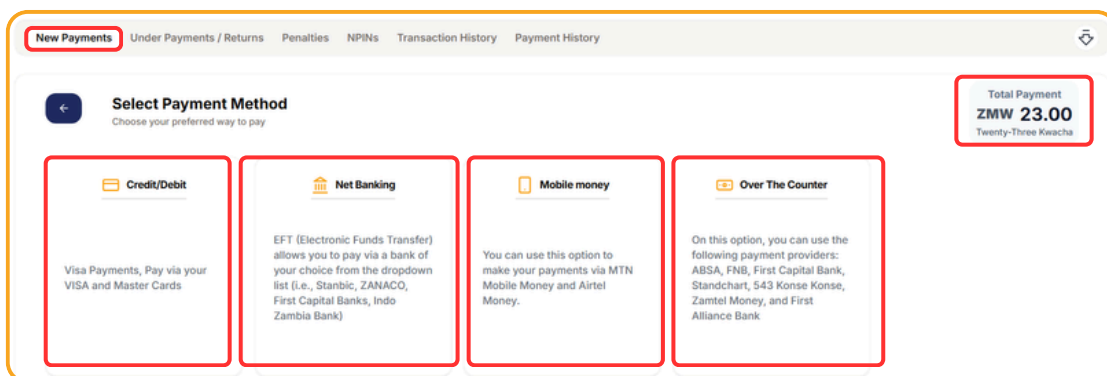


Figure 81: Select New Payment Method for NPIN



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