

SELF-SERVICE PORTAL

USER MANUAL

NATIONAL SOCIAL SECURITY AUTHORITY

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1. Introduction

This User Manual provides the information necessary for both Employers and Employees to effectively use the NSSA Self-Service Portal. This user manual can be used as a reference on how to navigate the Self -Service Portal and as a first line of support. It is also used as a guide in helping to troubleshoot common problems. This document provides screen prints and corresponding narrative to describe how to use the Self -Service Portal. This is the first version of the manual and it will be gradually updated as changes are made on the Self-Service application. **Note:** The term ‘user’ is used throughout this document to refer to a person who requires and/or has acquired access to the Self -Service Portal. The NSSA Self-Service Portal is a web-based application, and its main purpose is to allow members and employers to login and access information from the comfort and safety of their homes there by providing service delivery. Key features or major functions performed by this portal are summarized in the table below.

2. Getting Started

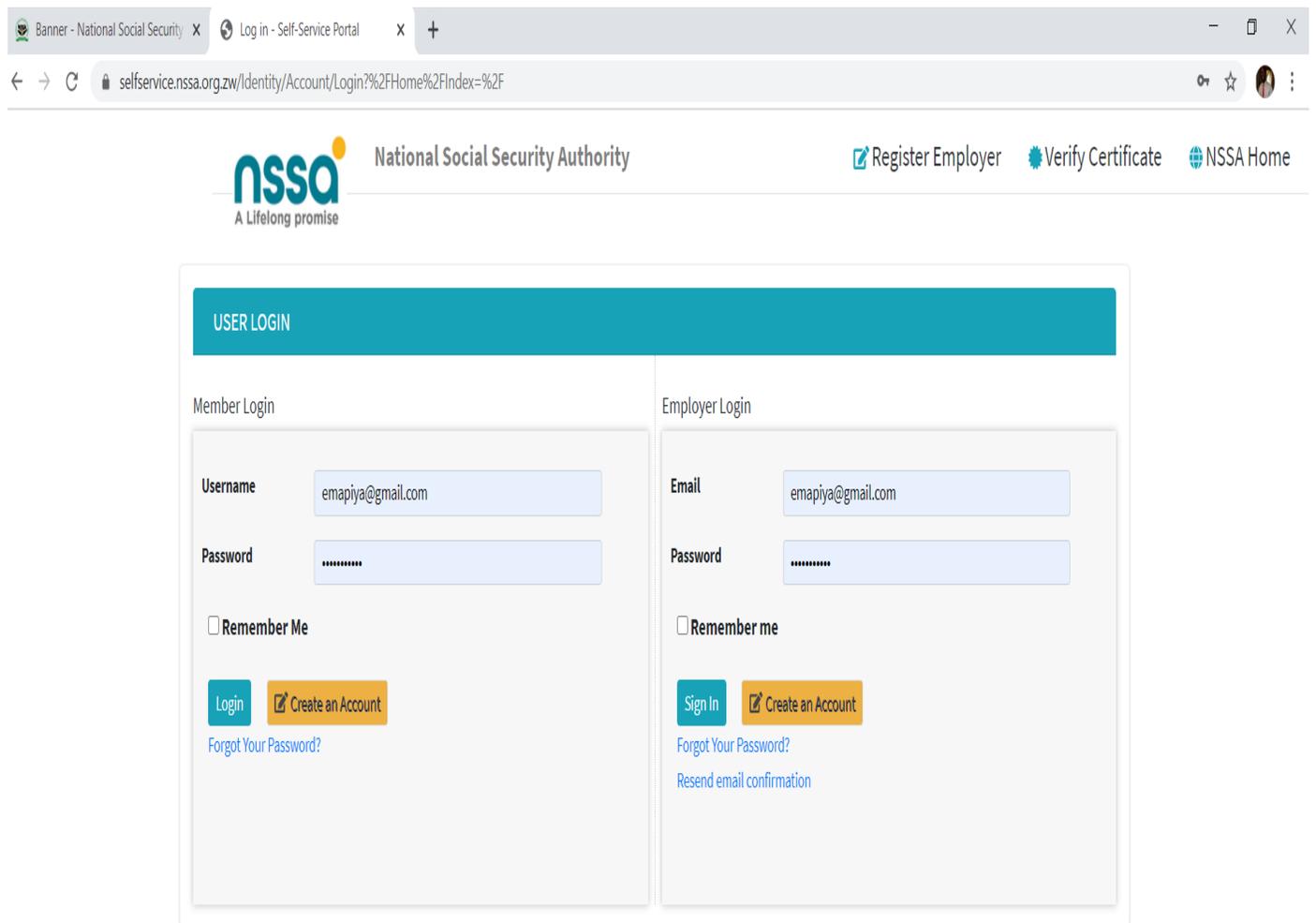
There are two options to access the N SSA Self-service portal

Option A

1. Open your browser and copy and paste the below link to your address bar and press enter.

<https://selfservice.nssa.org.zw>

- This will lead you to the below User login page.



The screenshot shows a web browser window with the URL selfservice.nssa.org.zw/Identity/Account/Login?%2FHome%2FIndex=%2F. The page header includes the N SSA logo and the text "National Social Security Authority". Navigation links for "Register Employer", "Verify Certificate", and "NSSA Home" are visible. The main content area is titled "USER LOGIN" and is divided into two sections: "Member Login" and "Employer Login".

Member Login

Username:

Password:

Remember Me

[Login](#) [Create an Account](#)

[Forgot Your Password?](#)

Employer Login

Email:

Password:

Remember me

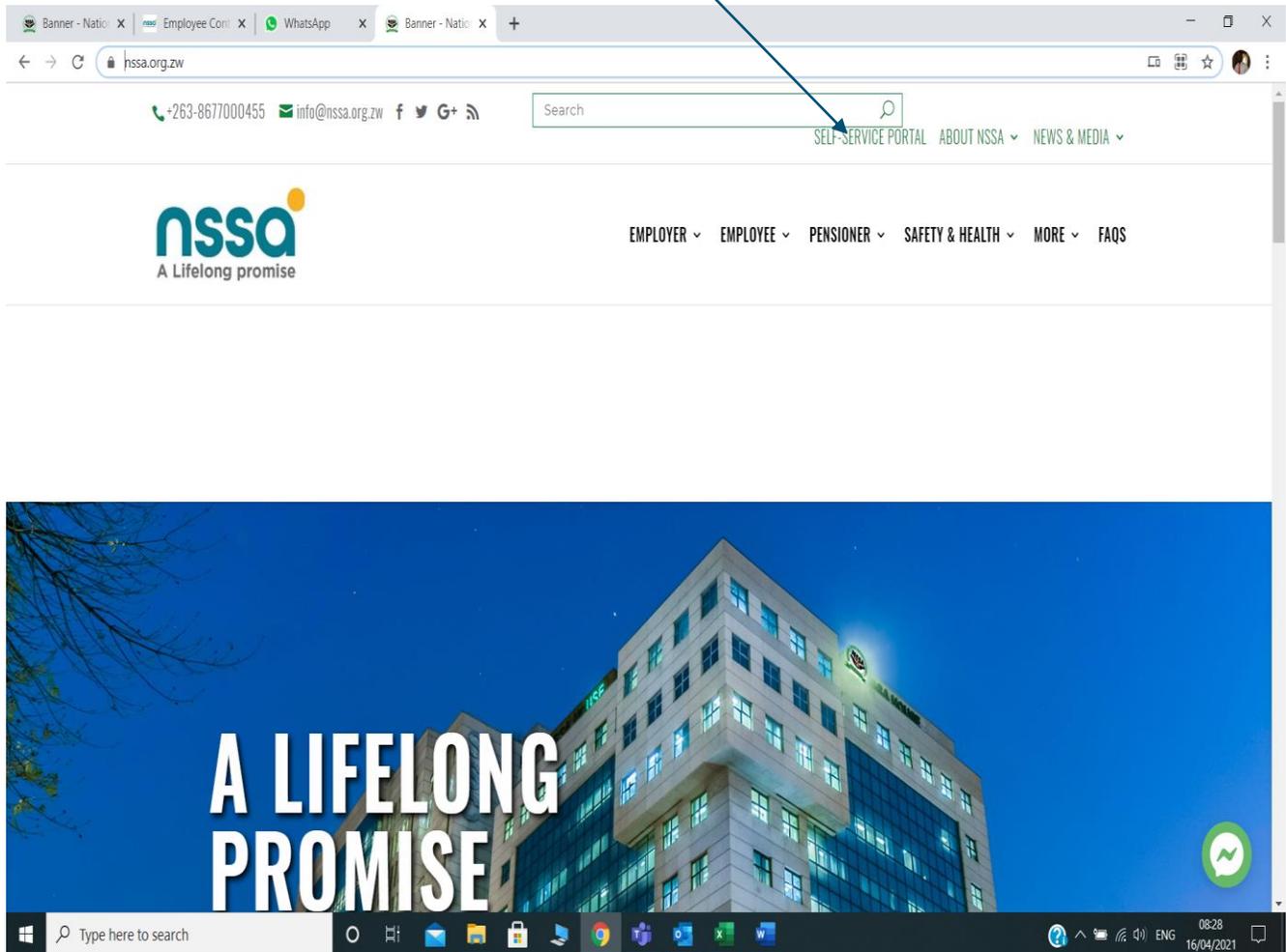
[Sign In](#) [Create an Account](#)

[Forgot Your Password?](#)

[Resend email confirmation](#)

Option B

1. Type <https://www.nssa.org.zw/> on the browser to access the N SSA website.
2. On the N SSA website click the Self-Service Portal Link



4.Help

For help on how to use the self-service portal

1. Make use of the instant messaging platform on the bottom right corner of the screen.

The screenshot shows the NSSA National Social Security Authority website. At the top, there is a navigation bar with the NSSA logo, the text "National Social Security Authority", and links for "Register Employer", "Verify Certificate", and "NSSA Home". Below this is a "USER LOGIN" section with two columns: "Member Login" and "Employer Login". Each column contains fields for "Username" or "Email" and "Password", a "Remember Me" checkbox, and buttons for "Login" or "Sign In" and "Create an Account". There are also links for "Forgot Your Password?" and "Resend email confirmation". In the bottom right corner, a circular chat icon is highlighted with a blue arrow pointing to it.

- Fill in your request details and click submit.

The screenshot shows a "Send message" form. At the top, it says "Send message" and "For all queries and assistance, fill the form below". Below this are three input fields: the first contains "Elijah", the second contains "emapiya@gmail.com", and the third is a text area containing "* Message" and "How do I register to NSSA". A "Submit" button is at the bottom of the form. Below the form, it says "We're ⚡ by tawk.to". A circular close button with an 'X' is in the bottom right corner.

2.Call our support team or Client Liaison officer at NSSA

Head Office or Regional offices nation-wide. on +263 784996651

3.Check on the Frequently Asked Question

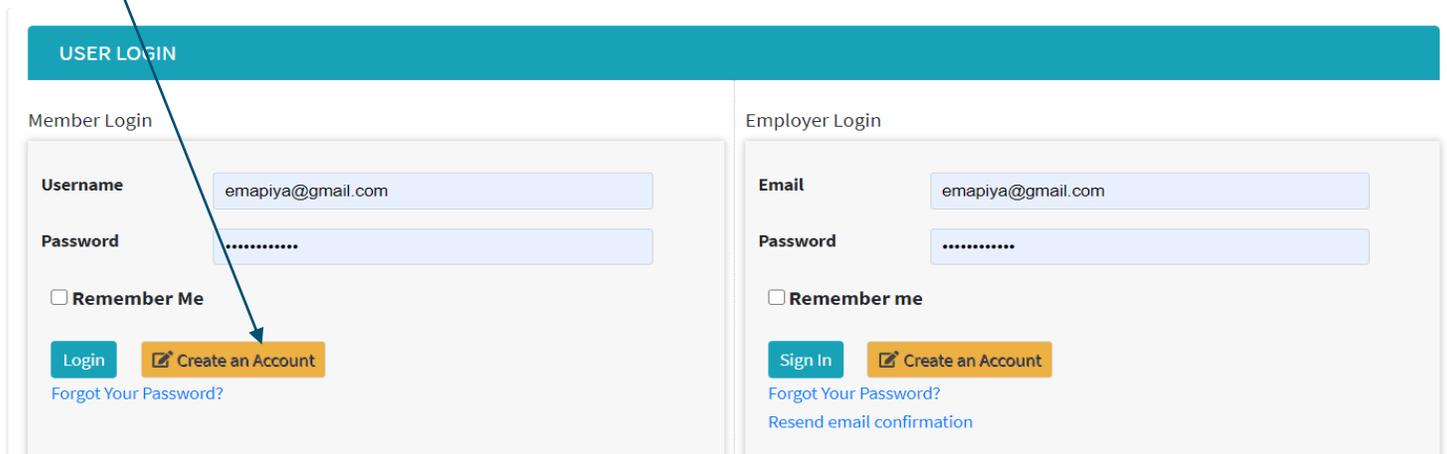
MEMBER PORTAL

5.Member Registration

To create an account as a member (employee, pensioner, contributor) of the Self-Service Portal one must be registered with NSSA.

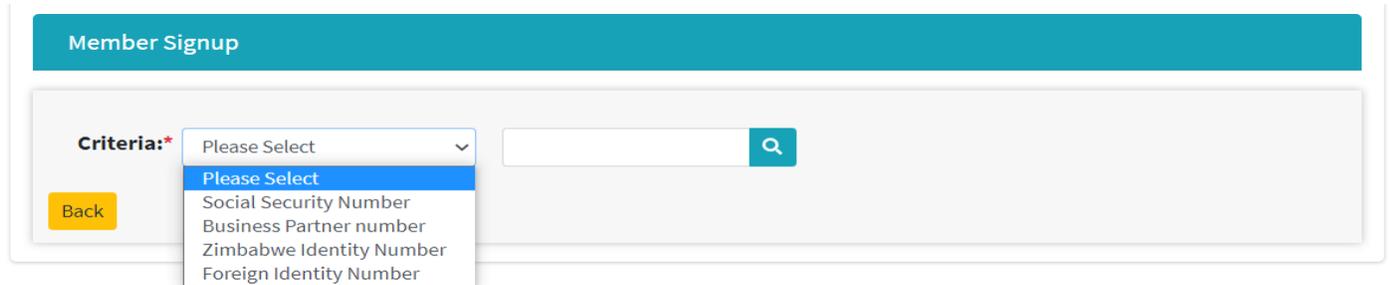
Steps

1. Click Create account on the on the User Login page



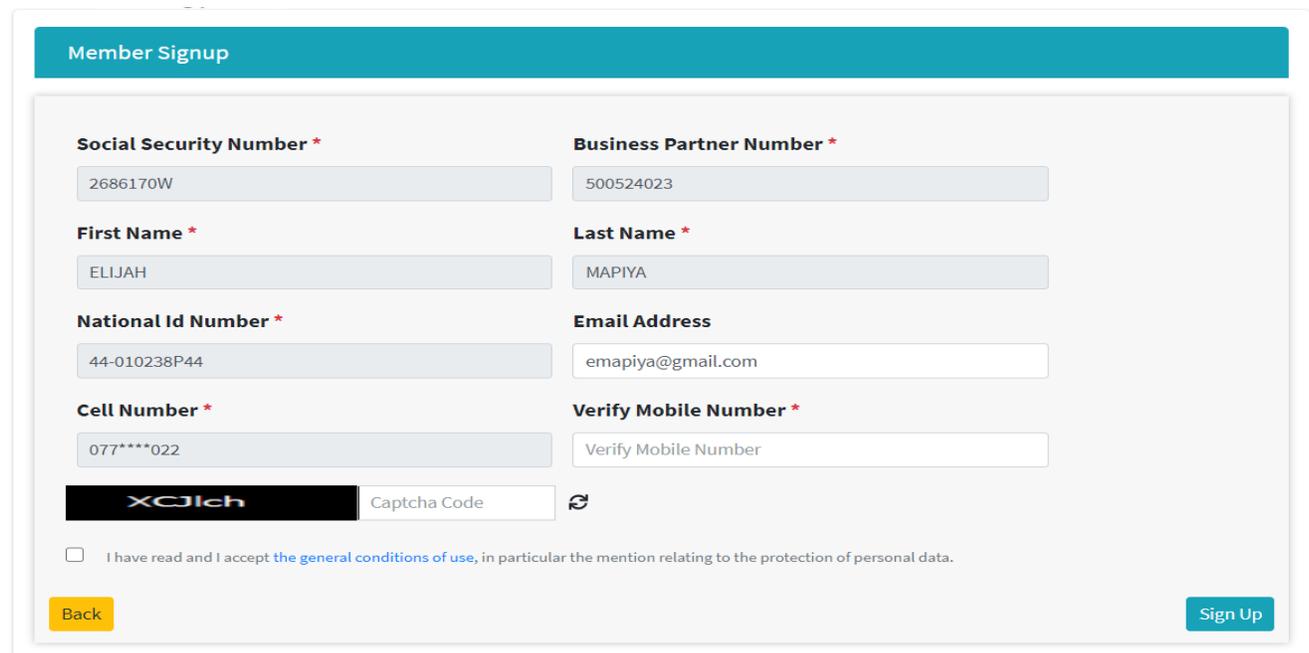
The screenshot displays the 'USER LOGIN' section of the portal, divided into two columns: 'Member Login' and 'Employer Login'. Both columns feature input fields for 'Username' (or 'Email') and 'Password', a 'Remember Me' checkbox, and buttons for 'Login' (or 'Sign In') and 'Create an Account'. A blue arrow points from the first step of the instructions to the 'Create an Account' button in the Member Login section. Below the 'Create an Account' button in the Member Login section, there is a link for 'Forgot Your Password?'. In the Employer Login section, there are links for 'Forgot Your Password?' and 'Resend email confirmation'.

2. Select the search criteria of your choice (Zimbabwe Identity Number, NSSA Number), then enter the search value



The screenshot shows the 'Member Signup' header. Below it, there is a search section with a dropdown menu labeled 'Criteria:*'. The dropdown is open, showing options: 'Please Select', 'Social Security Number', 'Business Partner number', 'Zimbabwe Identity Number', and 'Foreign Identity Number'. To the right of the dropdown is a search input field with a magnifying glass icon. A yellow 'Back' button is located to the left of the dropdown.

3. Complete the remaining fields on the screen as shown below, note that some of the fields will be auto populated after clicking search in step 2.
 - a) Email address - If you supply an email address the system registers that email as your username, if no email is supplied the system registers the Cell Number as your username.
 - b) Verify Mobile Number - if there is no phone number you will need to contact your employer or any nearest NSSA office for registration of your phone number.
 - c) Enter the Captcha code, if it is not clear you can click the refresh button to get another code.
 - d) Tick the "I have read" check box.
 - e) After Clicking signup, an SMS containing username and one time password (OTP) which the member will use to login will be received on the mobile number provided, The OTP expires after 10 minutes.



The screenshot shows the 'Member Signup' form with the following fields filled in:

- Social Security Number ***: 2686170W
- Business Partner Number ***: 500524023
- First Name ***: ELIJAH
- Last Name ***: MAPIYA
- National Id Number ***: 44-010238P44
- Email Address**: emapiya@gmail.com
- Cell Number ***: 077****022
- Verify Mobile Number ***: Verify Mobile Number
- Captcha Code**: XQ1ch

At the bottom, there is a checkbox for "I have read and I accept the general conditions of use, in particular the mention relating to the protection of personal data." and a yellow 'Back' button on the left and a blue 'Sign Up' button on the right.

- f) A signup confirmation message will be displayed on the screen and your username and One Time Password will be send to your phone.

NB the OTP will expire within 10 minutes.

Sign Up confirmation

 Sign up successful, please check your phone/email for your sign in credentials.

The one time password(OTP) expires in the next 2 minutes.

Back

- g) Go back to the User Login page and type the username and OTP received on your phone and click login.
- h) The below screen will appear which will allow you to change your password. The password must have at least one upper character, one special character and at least 8 characters long
- i) Click change password button.

Change Password

Current Password *

New Password *

Confirm New Password *

Change Password

- j) A change password confirmation will be displayed, see below screen shot.

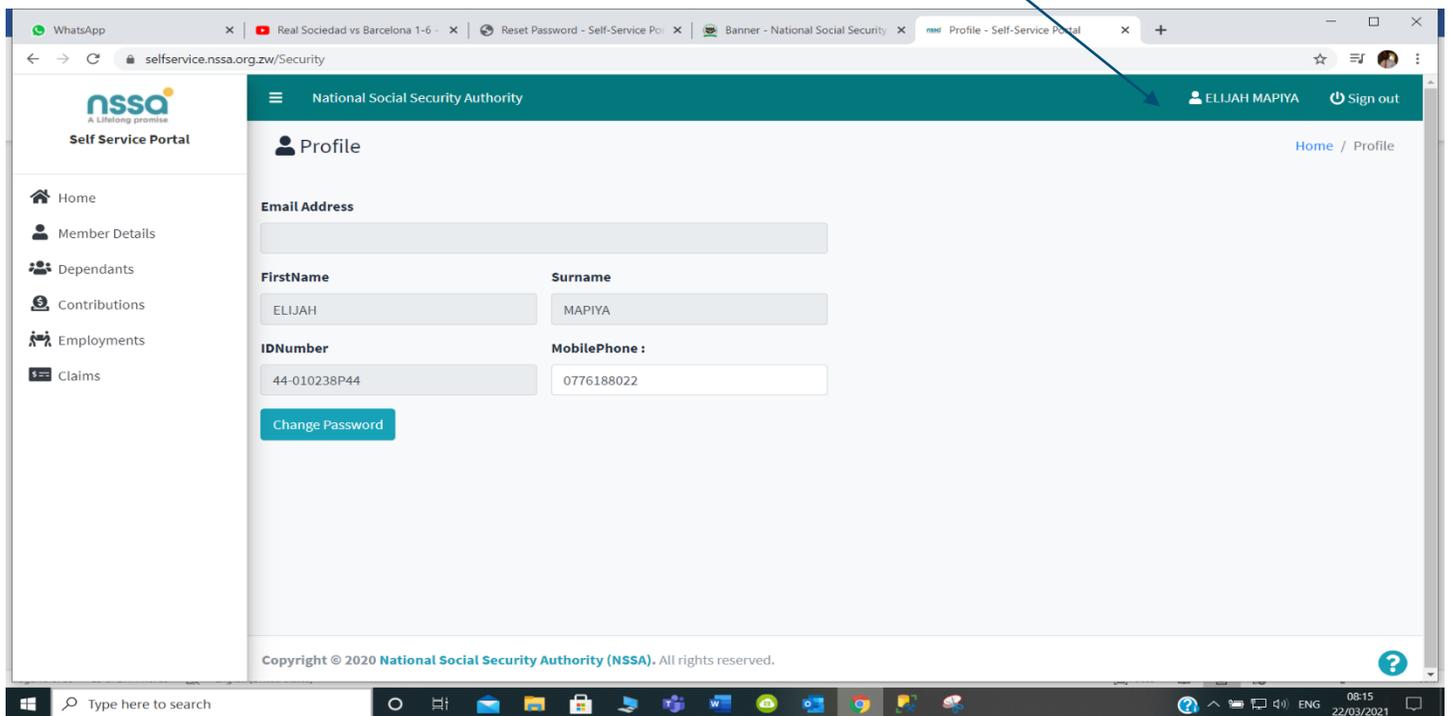
Change Password Confirmation



Your Password has been successfully changed.

6. Viewing Member Profile

- Click your profile name on the top right corner to view your profile.
- You can change your password from this profile window.



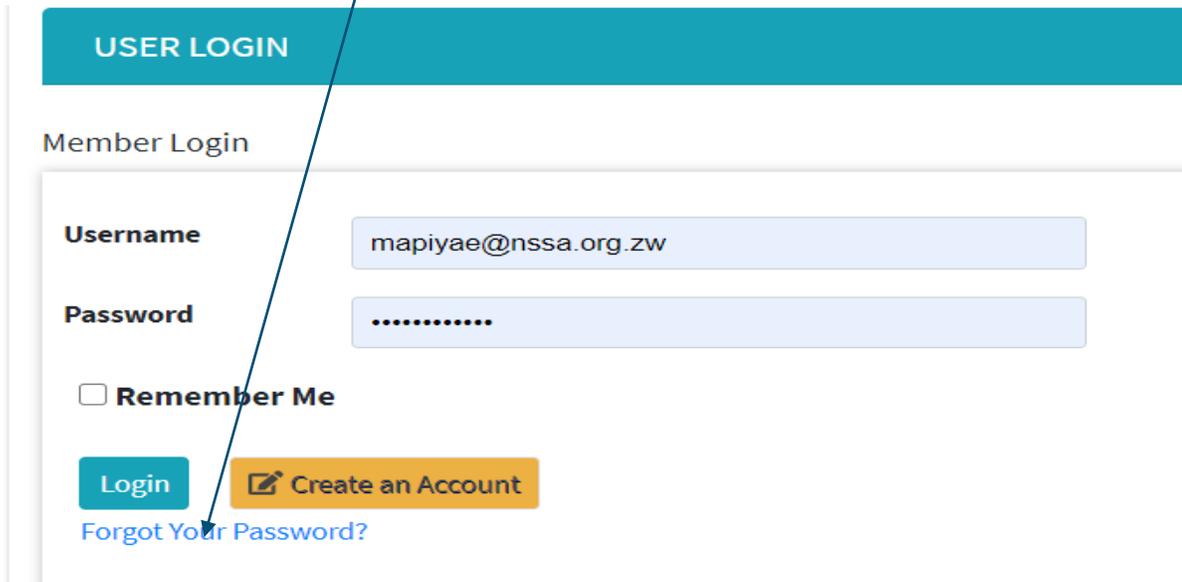
The screenshot shows the NSSA Self-Service Portal Member Profile page. The page is titled "National Social Security Authority" and "Profile". The user's name "ELIJAH MAPIYA" is displayed in the top right corner, along with a "Sign out" button. The profile information is displayed in a form with the following fields:

Field	Value
Email Address	
FirstName	ELIJAH
Surname	MAPIYA
IDNumber	44-010238P44
MobilePhone	0776188022

A "Change Password" button is located below the profile information. The page footer contains the copyright notice: "Copyright © 2020 National Social Security Authority (NSSA). All rights reserved."

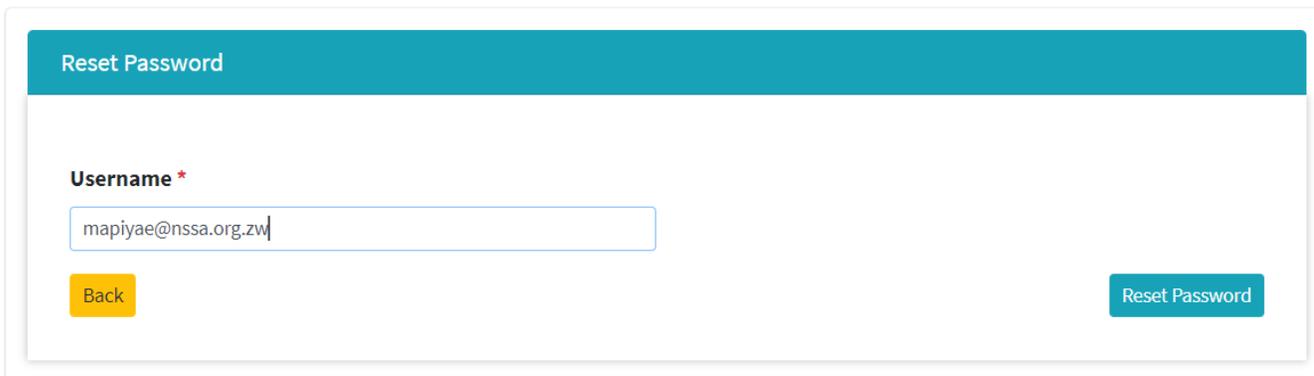
Resetting Password

a) Click forget password to reset your password in case you forget your password



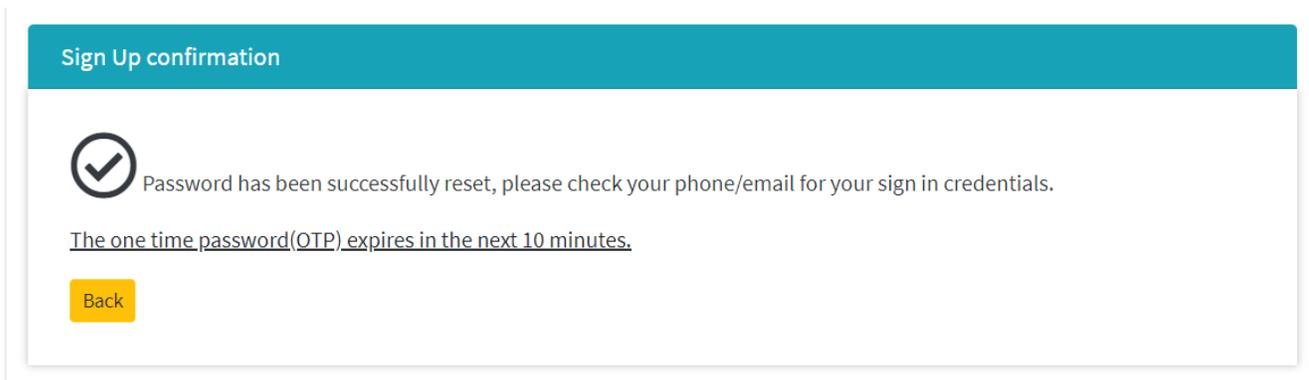
The screenshot shows the 'USER LOGIN' section of the application. It includes a 'Member Login' form with fields for 'Username' (containing 'mapiyae@nssa.org.zw') and 'Password' (masked with dots). There is a 'Remember Me' checkbox, a 'Login' button, and a 'Create an Account' button. A blue link labeled 'Forgot Your Password?' is located below the login buttons. A blue arrow points from the text above to this link.

b) Enter username and click reset password.



The screenshot shows the 'Reset Password' page. It features a 'Username *' field containing 'mapiyae@nssa.org.zw'. Below the field are two buttons: a yellow 'Back' button on the left and a teal 'Reset Password' button on the right.

c) A confirmation message will be displayed as shown below.



The screenshot shows the 'Sign Up confirmation' page. It features a teal header, a checkmark icon in a circle, and the text: 'Password has been successfully reset, please check your phone/email for your sign in credentials.' Below this is a link: 'The one time password(OTP) expires in the next 10 minutes.' A yellow 'Back' button is located at the bottom left.

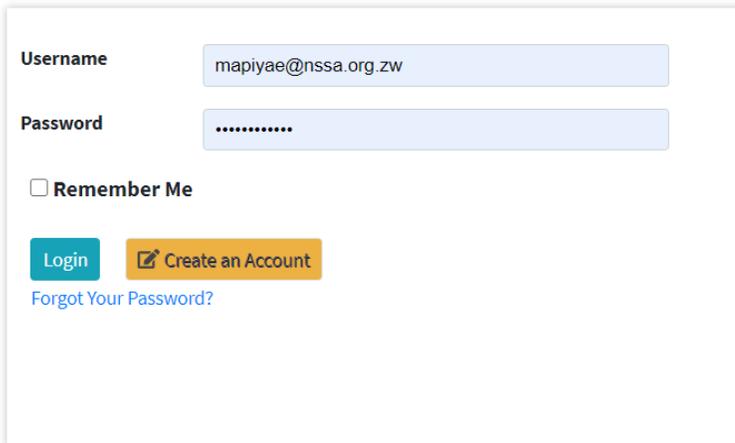
d) Follow instructions on the above screenshot until you complete the process.

7. Member Account Login

- Enter username and password and click login, this must lead you to the member portal home page

USER LOGIN

Member Login



The screenshot shows a login form with the following elements:

- Username:** A text input field containing the email address `mapiyae@nssa.org.zw`.
- Password:** A text input field with masked characters (dots).
- Remember Me:** A checkbox that is currently unchecked.
- Login:** A blue button.
- Create an Account:** An orange button with a plus icon.
- Forgot Your Password?:** A blue link below the Login button.

Viewing Member Details

Click member details from the top left pane, the below screenshot will be displayed.

On this window a member can view his /her personal details

Self Service Portal

Member Details [Home / Member Details](#)

Home

Member Details

Dependants

Contributions

Employments

Claims

Personal Details

Nationality* ID Number*

Title: * Gender: *

First Name* Other Name(s)

Surname* Marital Status*

D.O.B: * Citizenship*

Identity Details

Social Security #*

Business Partner #*

Passport #

Birth Entry #

Driver's Licence #

Physical Address

Address: *

Country: *

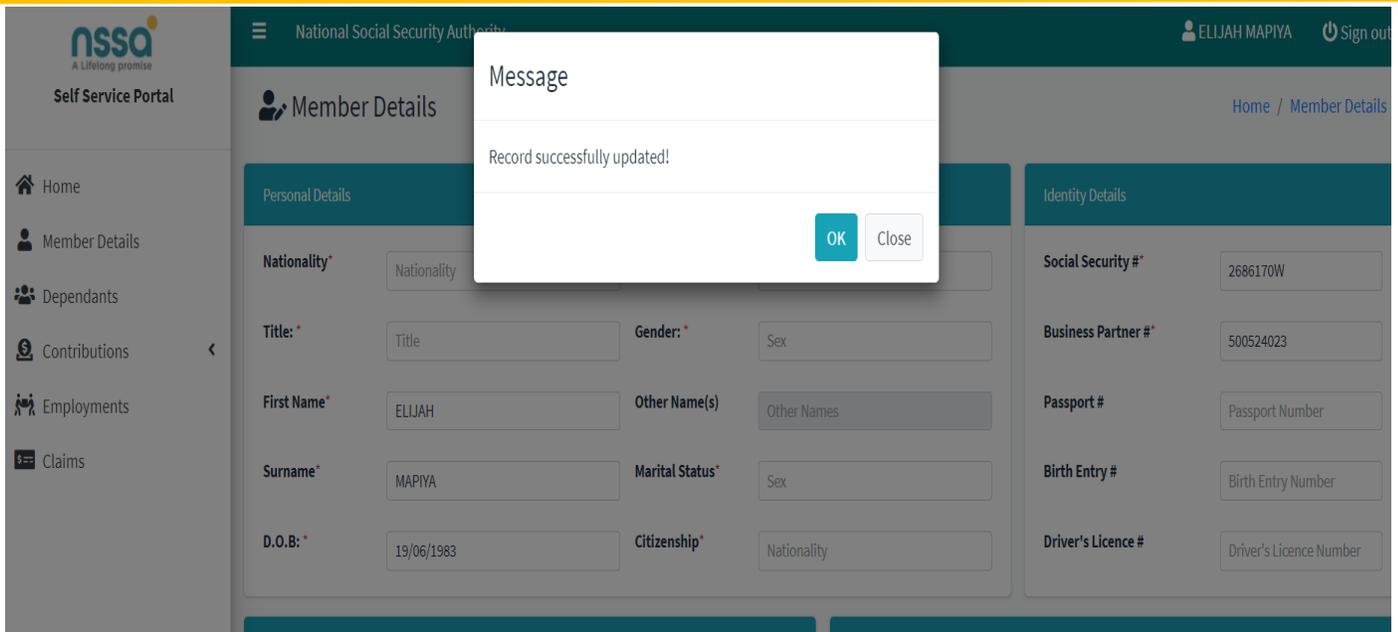
Postal Address Same as physical address

Address: *

Country: *

8.Updating Member Details

- A member can only update the following fields, Address details, Mobile number, Email address. The rest of the fields cannot be updated.
- Click member details from the top left pane, the above screenshot will be displayed.
- Click the textbox to be updated, edit, and click submit to update details.
- The below screenshot must be displayed after successfully updating the details.

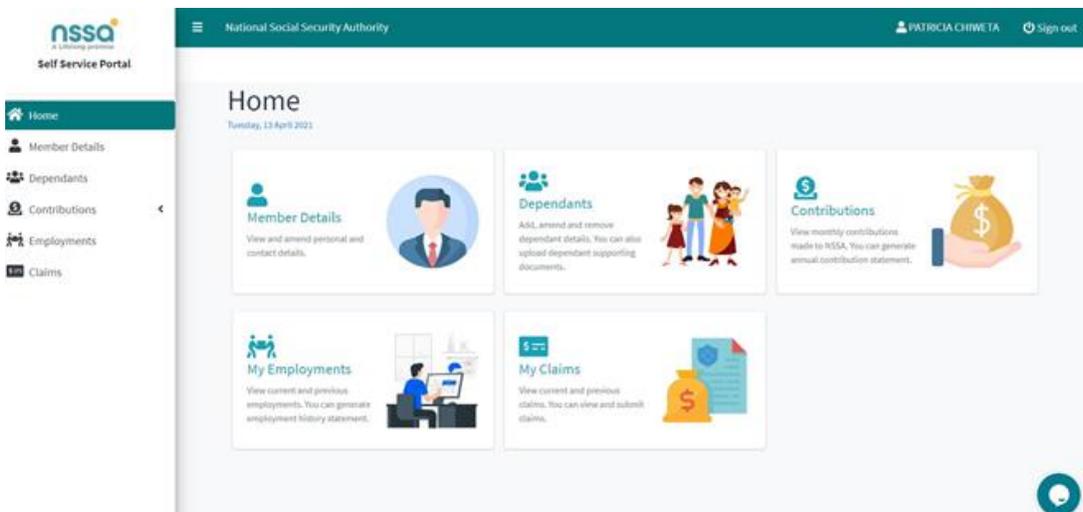


9. View Dependent Details

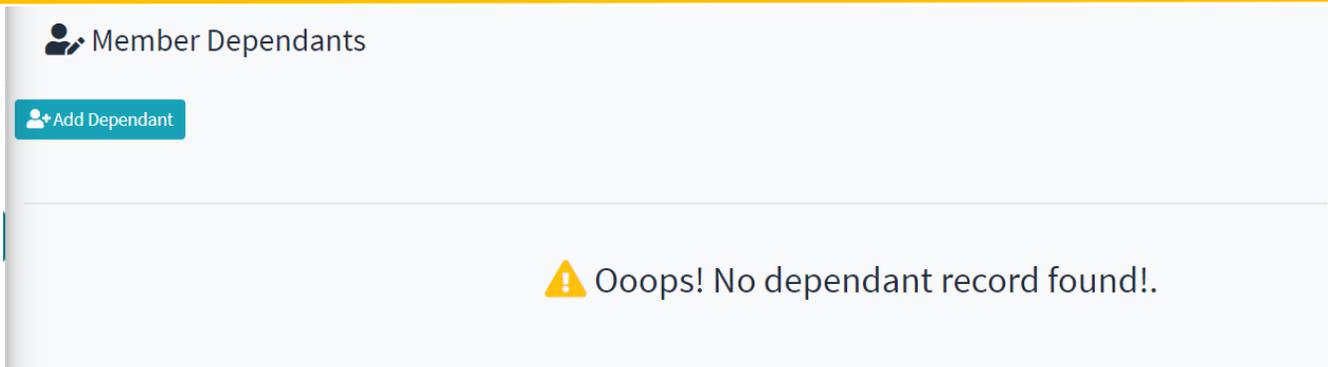
The functionality lists persons who rely on the member e.g., a child, a spouse, a parent

It is a listing of dependents. The System will display in a tabular format all active dependent linked to a member.

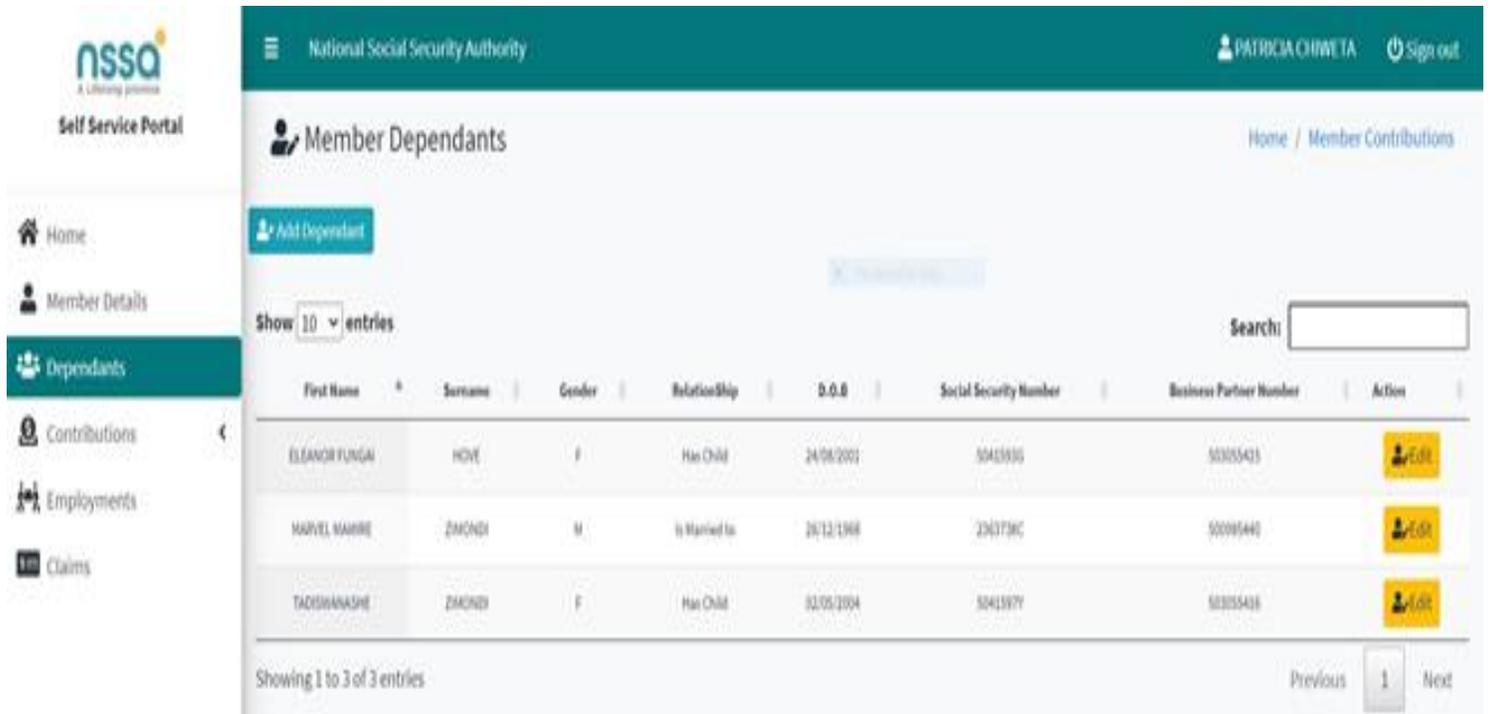
- The screen below will appear after a successful login.



- Select dependents to view the dependents.
- Note that if there are no dependents linked to a member the below screenshot will be displayed.



The list of the registered dependents will be displayed in a list as shown below:



National Social Security Authority

PATRICIA CHWETA Sign out

Home / Member Contributions

Member Dependents

[Add Dependant](#)

Show 10 entries

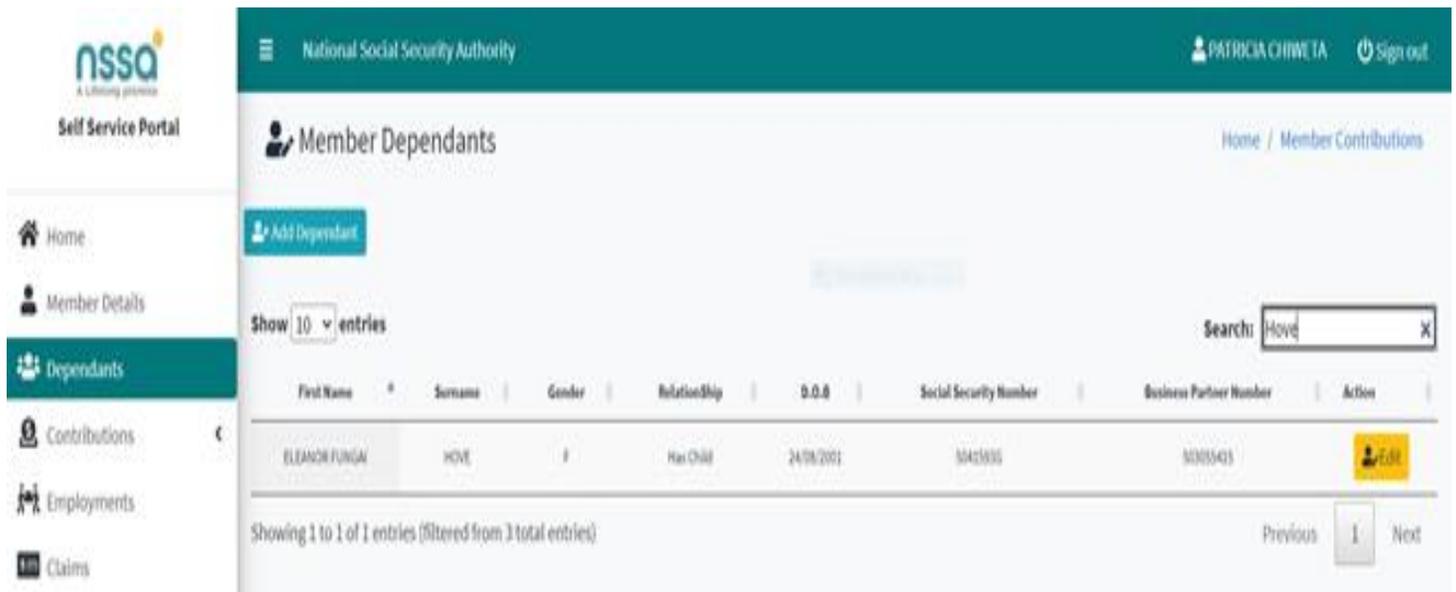
Search:

First Name	Surname	Gender	Relationship	D.O.B	Social Security Number	Business Partner Number	Action
ELEANOR FUNGA	HOYE	F	Has Child	24/08/2001	5043310	5035543	Edit
MARVEL MAHRE	ZIMONI	M	Is Married to	26/12/1988	2262730C	5039544	Edit
TADISHANASHE	ZIMONI	F	Has Child	02/05/2004	5041977	5035543	Edit

Showing 1 to 3 of 3 entries

Previous 1 Next

You can also use the search function to look for a particular dependent, when you do that, that record will appear as in the screenshot below:



National Social Security Authority

PATRICIA CHIWETA Sign out

Member Dependents

Home / Member Contributions

Add Dependant

Show 10 entries

Search: Hove X

First Name	Surname	Gender	Relationship	D.O.B	Social Security Number	Business Partner Number	Action
ELEANOR FUNGA	HOVE	F	Has Child	24/08/2001	3041593	3035543	Edit

Showing 1 to 1 of 1 entries (filtered from 3 total entries)

Previous 1 Next

10. Add Dependent

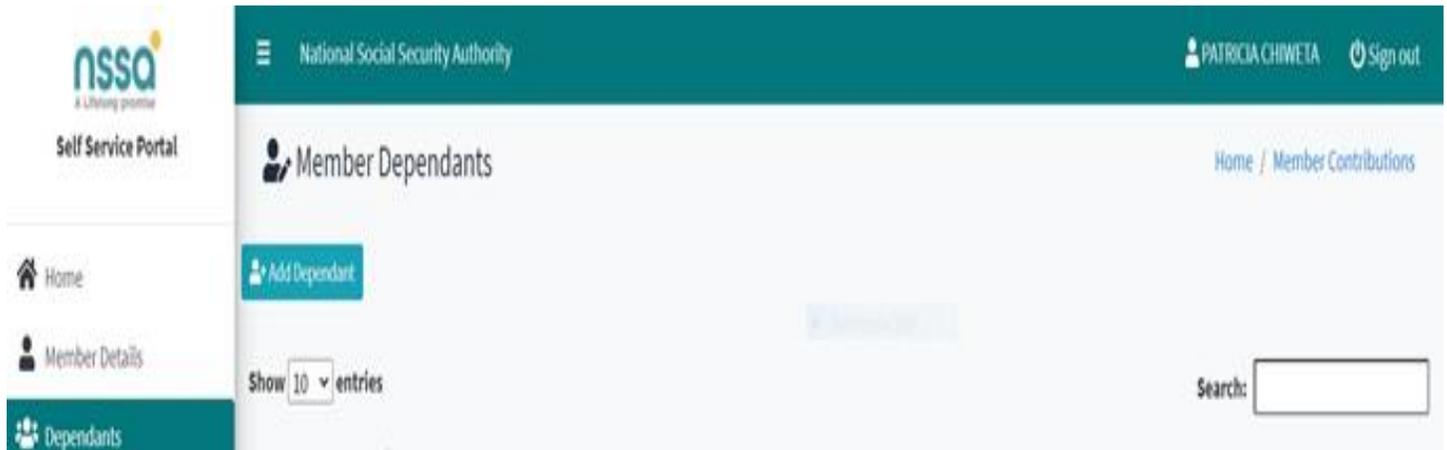
The functionality allows member to initiate adding of dependents before they approved by NSSA Official.

The system must

- Create a person of type dependent if dependent is not existing.
- Link a dependent if dependent Id Number is found
- Add relationship to the member using their BP Numbers.
- System to send a notification message informing the member that adding of a dependent has been initiated.
- Adding a dependent must be approved by NSSA officials.
- If approval is complete a notification message must be sent to the member

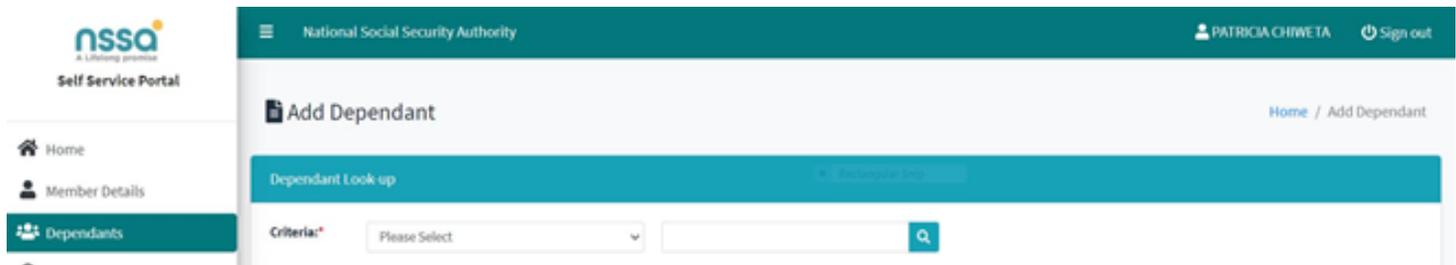
Step 1

Click the **Add Dependent** Icon as shown on the screen shot below.



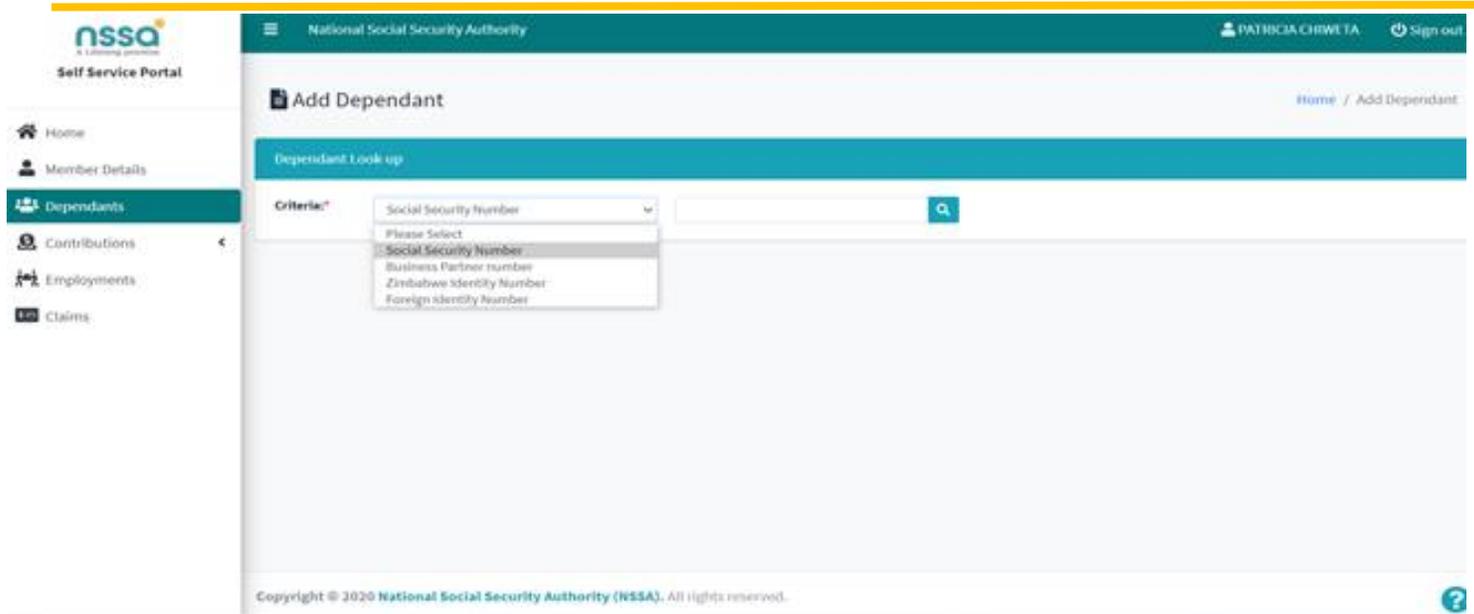
Step 2

The following screen shot will appear.



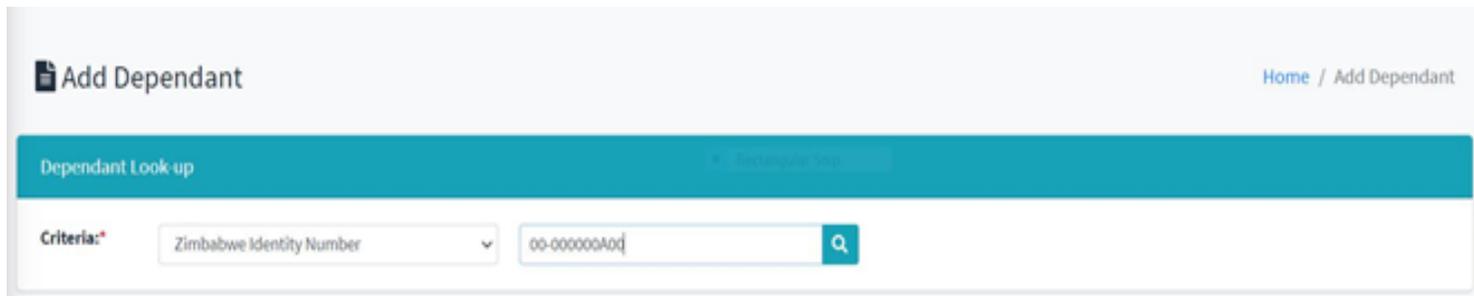
Step 3

The following screen shot below will be displayed. Since you want to add a new dependent, use the Zimbabwe Identity number as the search criteria.



Step 4

Select the Zimbabwe Identity Number on criteria then enter the Identity number as shown below.



Note: If you enter an existing ID Number, the details of that record will be retrieved from the system. If the record does not exist in the system, the form below will be displayed, and member can then capture the dependent details.

Step 5

Capturing of Personal and Relationship details

Add Dependant
Home / Dependants / Add Dependant

Personal Details

Nationality*	<input type="text" value="Please Select"/>	ID Number*	<input type="text" value="ID Number"/>
Title*	<input type="text" value="Please Select"/>	Gender*	<input type="text" value="Please Select"/>
First Name*	<input type="text" value="First Name"/>	Other Name(s)	<input type="text" value="Other Names"/>
Surname*	<input type="text" value="Surname"/>	Marital Status*	<input type="text" value="Please Select"/>
D.O.B.*	<input type="text" value="Birth Date"/>	Birth Entry #	<input type="text" value="Birth Entry No."/>
Citizenship*	<input type="text" value="Please Select"/>	Passport #	<input type="text" value="Passport No."/>
Driver Licence #	<input type="text" value="Driver's Licence No."/>		

Relationship Details

Relationship*	<input type="text" value="Please Select"/>
From*	<input type="text" value="Relationship Start Date"/>
To	<input type="text" value="Relationship End Date"/>
Is Student?*	<input type="text" value="Please Select"/>
Start Date*	<input type="text" value="Education Start Date"/>
End Date*	<input type="text" value="Education End Date"/>
Is Disabled*	<input type="text" value="Please Select"/>

NB

All fields marked with the asterisk (*) must be filled in since they are mandatory fields. Also take note of the notes in table below when filling out the personal details.

Field	Field Expectations
Nationality*	Select from drop down list.
Title*	Select from drop down list.
Firstname*	First Name: must be at least 2 and at max 100 characters long.
Surname*	Surname: must be at least 2 and at max 100 characters long.
D.OB*	DD/MM/YYYY
Citizenship*	Select from drop down list.
Driver's License#	Driver's License No: must be at least 4 and at max 25 characters long.
ID Number*	00-000000X00
Gender*	Select from drop down list.
Other Names(s)	Other Names (s): must be at least 2 and at max 100 characters long.
Marital Status*	Select from drop down list.
Birth Entry #	Should not contain special characters. Valid characters:(A-Z) (a-z) (0-9) ('.-)

Passport #	The Passport No: must be at least 4 and at max 25 characters long.
Relationship*	Select from drop down list.
From*	DD/MM/YYYY Relationship start date is required if dependent is child use birth date.
To	DD/MM/YYYY
Is Student*	Select from drop down list. Please specify if dependent is a student or not.
Start Date*	DD/MM/YYYY
End Date*	DD/MM/YYYY
Is disabled*	Select from drop down list. Disability Indicator is required.

This is a sample of a filled in personal and relationship details form.

 Add Dependant
[Home](#) / [Dependants](#) / [Add Dependant](#)

Personal Details

Nationality* **ID Number***

Title: * **Gender: ***

First Name* **Other Name(s)**

Surname* **Marital Status***

D.O.B: * **Birth Entry #**

Citizenship* **Passport #**

Driver Licence #

Relationship Details

Relationship*

From:*
Relationship start date is required if dependant is child use birth date.

To

Is Student?*

Start Date:*

End Date:*

Is Disabled*

Step 6

Capturing of Physical and Postal Address

Physical Address	Postal Address <small>Same as physical address</small>
Address: * <input type="text" value="Address Line 1"/> <input type="text" value="Address Line 2"/> <input type="text" value="Address Line 3"/> <input type="text" value="Address Line 4"/>	Address: * <input type="text" value="Address Line 1"/> <input type="text" value="Address Line 2"/> <input type="text" value="Address Line 3"/> <input type="text" value="Address Line 4"/>
Country: * <input type="text" value="Please Select"/>	Country: * <input type="text" value="Please Select"/>
City: * <input type="text" value="Please Select"/>	City: * <input type="text" value="Please Select"/>
Region: <input type="text" value="Please Select"/>	Region: <input type="text" value="Please Select"/>
Mobile #: * <input type="text" value="Mobile Number"/>	Email Address: <input type="text" value="Email Address"/>
Telephone #: <input type="text" value="Mobile Number"/>	

NB

All fields marked with the asterisk (*) must be filled in as there are mandatory fields. Also take note of the notes in table below when filling out the address details

Field	Field Expectations
Address*	Physical and Postal Address is required
Country*	Select from drop down list.
City*	Select from drop down list.
Region*	Select from drop down list.
Mobile #*	0771132123 A valid number is one that starts with 0 and not the country code format. Mobile Phone is required
Telephone #	
Email Address	Enter a valid email address.

Below is a sample of the filled in Physical and Postal Address details

Physical Address	Postal Address
<p>Address: *</p> <p>12</p> <p>McGee Avenue</p> <p>Rhodene</p> <p>Masvingo</p> <p>Country: *</p> <p>Zimbabwe</p> <p>City: *</p> <p>Masvingo</p> <p>Region:</p> <p>Please Select</p> <p>Mobile #: *</p> <p>0719789452</p> <p>Telephone #:</p> <p>Mobile Number</p>	<p>Same as physical address</p> <p>Address: *</p> <p>12</p> <p>McGee Avenue</p> <p>Rhodene</p> <p>Masvingo</p> <p>Country: *</p> <p>Zimbabwe</p> <p>City: *</p> <p>Masvingo</p> <p>Region:</p> <p>Please Select</p> <p>Email Address:</p> <p>Email Address</p>

11.Upload Dependent Documents

Attaching supporting documents to the dependent profile

The System must

- list the documents.
- allow member to view the documents.
- Member cannot remove documents for an approved dependent.

Documents concerning the dependent such as the birth certificate, national identity, passport, marriage certificate, driver's license etc. will be attached and uploaded into the system.

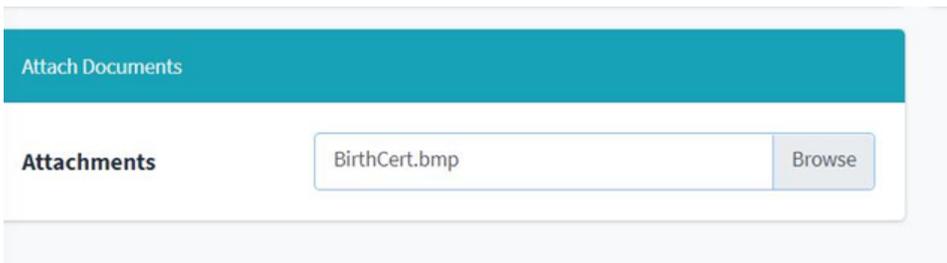
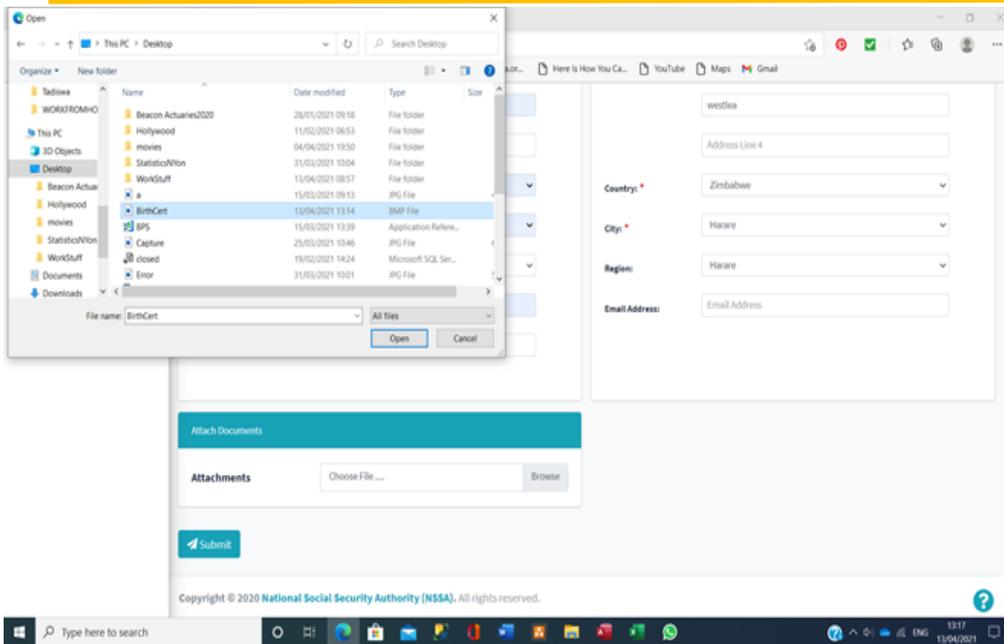
Step 1

To attach documents, the screenshot below will appear.

Attach Documents

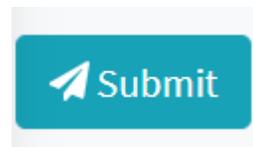
Attachments

Click on the Browse button to select the documents you wish to attach from the location on your device.



Step 2

Once the documents have been attached, click on the Submit button.



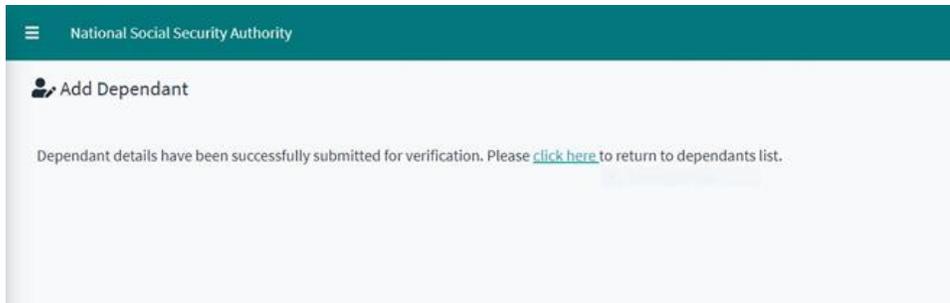
Step 3

The screen shot below will be displayed if all the capturing of dependents details has been successful. This is where the process ends. The documents are sent to NSSA for verification before the member can receive an email or SMS informing them of the details of their newly registered dependent(s).

Step 3

The screen shot below will be displayed if all the capturing of dependents details has been successful.

This is where the process ends. The documents are sent to NSSA for verification before the member can receive an email or SMS informing them of the details of their newly registered dependent(s).



12.Edit Dependent

The functionality allows the member to change details of their dependents.

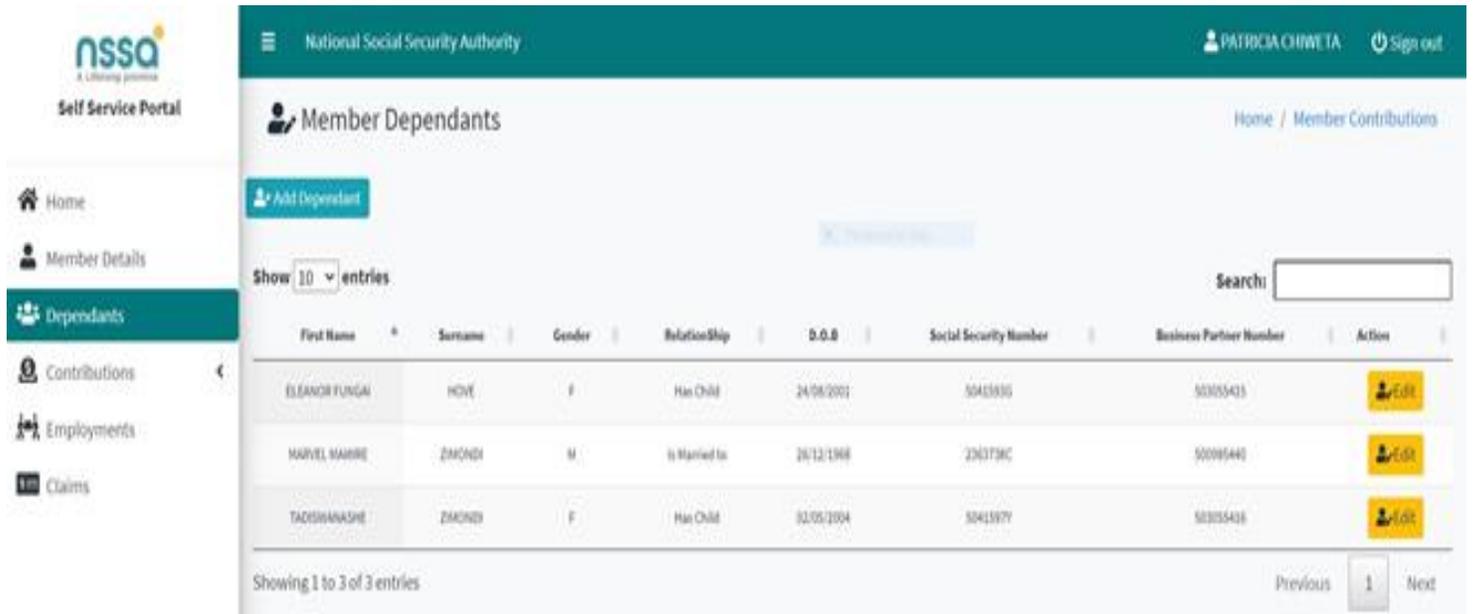
Member can change the following fields:

- Title
- Gender
- First name
- Surname
- Other-name- middle name
- DOB - Date of birth
- Marital status
- Nationality
- Citizenship

The change must be accompanied by supporting documents.

Step 1

The screen below will appear after a successful login.



The screenshot shows the 'Member Dependents' page in the NSSA Self Service Portal. The page header includes the NSSA logo, 'National Social Security Authority', and the user name 'PATRICIA CHWETA' with a 'Sign out' link. The main content area features a table of dependents with columns for First Name, Surname, Gender, Relationship, D.O.B, Social Security Number, Business Partner Number, and Action. There are three entries listed, each with an 'Edit' button. A search bar and a 'Show 10 entries' dropdown are also visible.

First Name	Surname	Gender	Relationship	D.O.B	Social Security Number	Business Partner Number	Action
ELEANOR FUNGA	HOVE	F	Has Child	24/08/2001	50415930	50055435	
MARVEL MAMBE	ZIMONI	M	Is Married to	26/12/1968	22037380	50085440	
TADISHANASHE	ZIMONI	F	Has Child	03/05/2004	50415977	50055435	

Step 2

The following screen will be displayed, and you will be able to edit or amend any of the details you wish to amend.

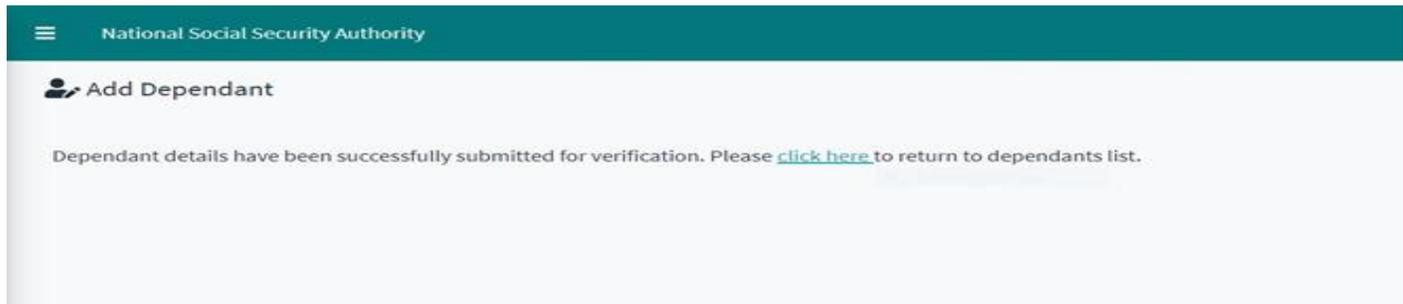
Personal Details		Relationship Details	
Nationality*	Zimbabwe	ID Number*	18-027788W18
Title*	MR	Gender*	Male
First Name*	MARVEL MAMIRE	Other Name(s)	Other Names
Surname*	ZIMONDI	Marital Status*	Married
D.O.B.*	26/12/1968	Birth Entry #	Birth Entry No
Citizenship*	Zimbabwean	Passport #	Passport No
Driver Licence #	Driver's Licence No		
		Relationship*	Is Married to
		From*	03/05/2012
		To	Relationship End Date
		Is Student?*	Please Select
		Start Date*	Education Start Date
		End Date*	Education End Date
		Is Disabled*	Please Select

Physical Address	Postal Address <small>Same as physical address</small>
Address: *	Address: *
6	6
Nhakayedu Close	Nhakayedu Close
Chitungwiza	Chitungwiza
Chitungwiza	Chitungwiza
Country: *	Country: *
Zimbabwe	Please Select
City: *	City: *
Harare	Harare
Region:	Region:
Harare	Harare
Mobile #: *	Email Address:
0772834186	Email Address
Telephone #:	
0772834186	

Attach Documents

Attachments

 **Submit**



When all the necessary fields have been amended and any other documents attached click the **submit** button. The record will then be sent to N SSA for approval and once approved, the next time you view your dependents, you should be able to view the changes you made.

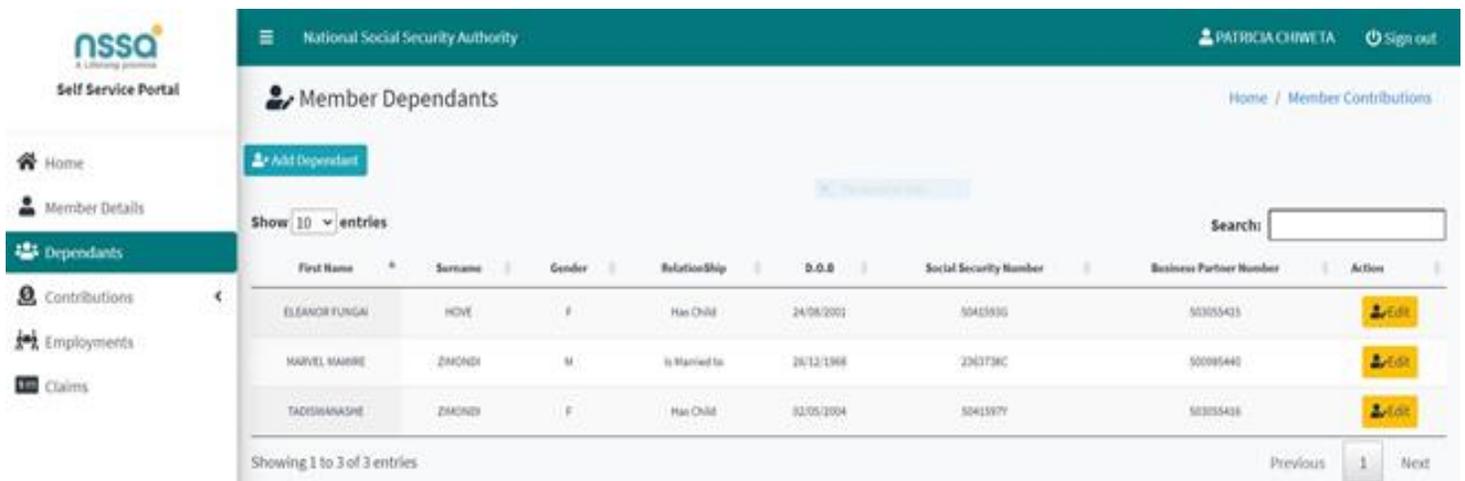
13. Unlink/Remove Dependent

The functionality de-attaches dependents from the member.

Member updates the relationship to date. If removed the dependent must not appear on dependents' listings for the member.

Step 1

The screen below will appear after a successful login.



First Name	Surname	Gender	Relationship	D.O.B	Social Security Number	Business Partner Number	Action
ELEANOR FUNGAI	HOVE	F	Has Child	24/08/2001	5040590	50305403	Edit
MARVEL MABIRE	ZIMONI	M	is Married to	26/12/1968	206379C	50095440	Edit
TADZIBANASHI	ZIMONI	F	Has Child	02/05/2004	504190Y	50305403	Edit

Step 2

To unlink yourself from a dependent, you just need to update the **to date**, by entering the date when the relationship ended.

Relationship Details

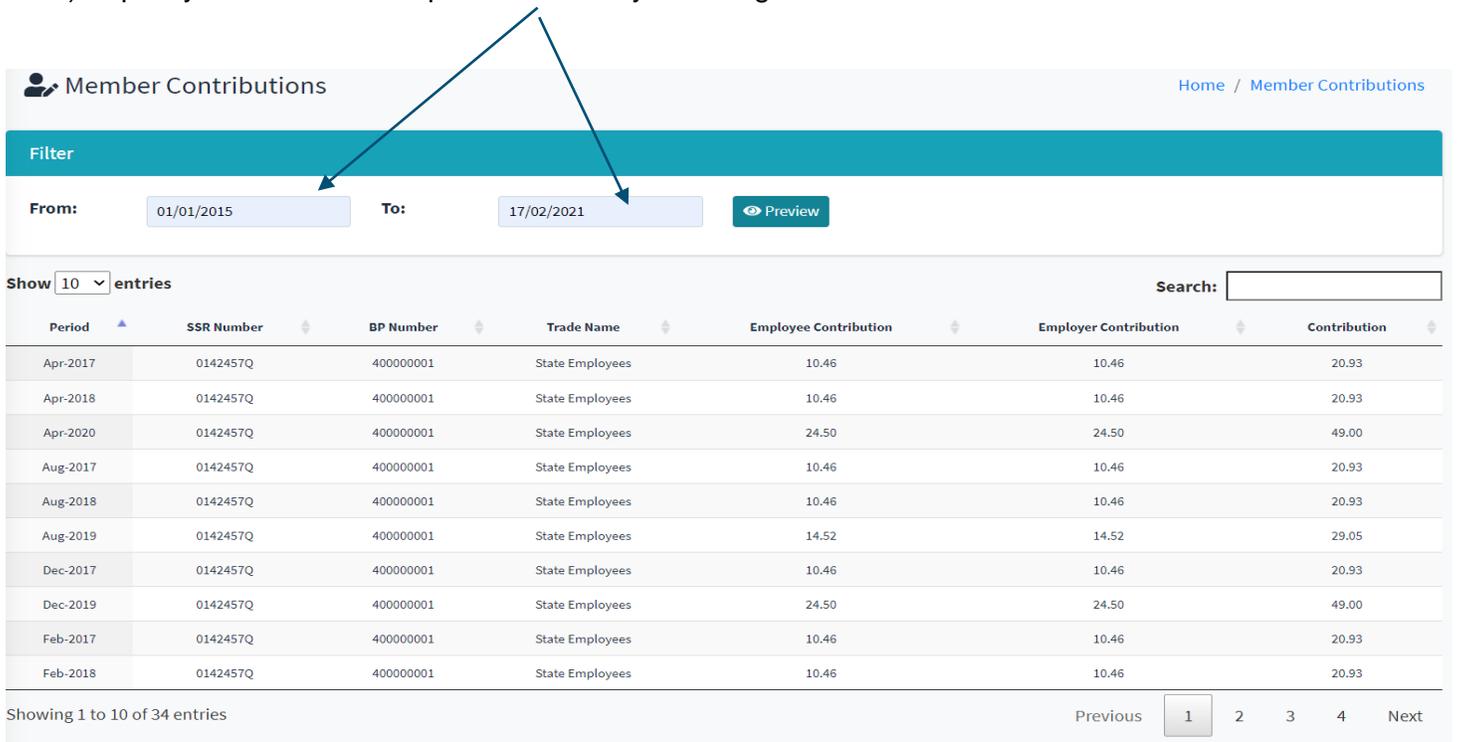
Relationship*	Is Married to <input type="text"/>
From:*	03/05/2012 <input type="text"/>
To	31/01/2020 <input type="text"/>
Is Student?*	No <input type="text"/>
Start Date:*	Education Start Date <input type="text"/>
End Date:*	Education End Date <input type="text"/>
Is Disabled*	No <input type="text"/>

Once this is done your record will be sent to NSSA, and they will remove or unlink the dependent from the list of your dependents. You will be notified once the change has been effected. So, the next time you view your dependents, you should not see that dependent.

14. Member Contributions

This functionality lists monthly contributions made to NSSA by the employer.

- On the home page, click the Contributions Menu.
- Choose monthly contributions.
- Specify the contributions period to view by selecting the “from date” and the “to date” and then click Preview.



Member Contributions Home / Member Contributions

Filter

From: 01/01/2015 **To:** 17/02/2021 Preview

Show 10 entries Search:

Period	SSR Number	BP Number	Trade Name	Employee Contribution	Employer Contribution	Contribution
Apr-2017	0142457Q	400000001	State Employees	10.46	10.46	20.93
Apr-2018	0142457Q	400000001	State Employees	10.46	10.46	20.93
Apr-2020	0142457Q	400000001	State Employees	24.50	24.50	49.00
Aug-2017	0142457Q	400000001	State Employees	10.46	10.46	20.93
Aug-2018	0142457Q	400000001	State Employees	10.46	10.46	20.93
Aug-2019	0142457Q	400000001	State Employees	14.52	14.52	29.05
Dec-2017	0142457Q	400000001	State Employees	10.46	10.46	20.93
Dec-2019	0142457Q	400000001	State Employees	24.50	24.50	49.00
Feb-2017	0142457Q	400000001	State Employees	10.46	10.46	20.93
Feb-2018	0142457Q	400000001	State Employees	10.46	10.46	20.93

Showing 1 to 10 of 34 entries Previous 1 2 3 4 Next

15. Member Contributions Statement

This functionality generates a member’s employment statement in pdf format.

Steps

- Click the Contributions Menu on the home page.
- Annual Statements

- Choose the year on which to view the Member Contributions Statement, click preview

 **Employee Contributions Statement**

Filter Criteria

Year:

 **Preview**

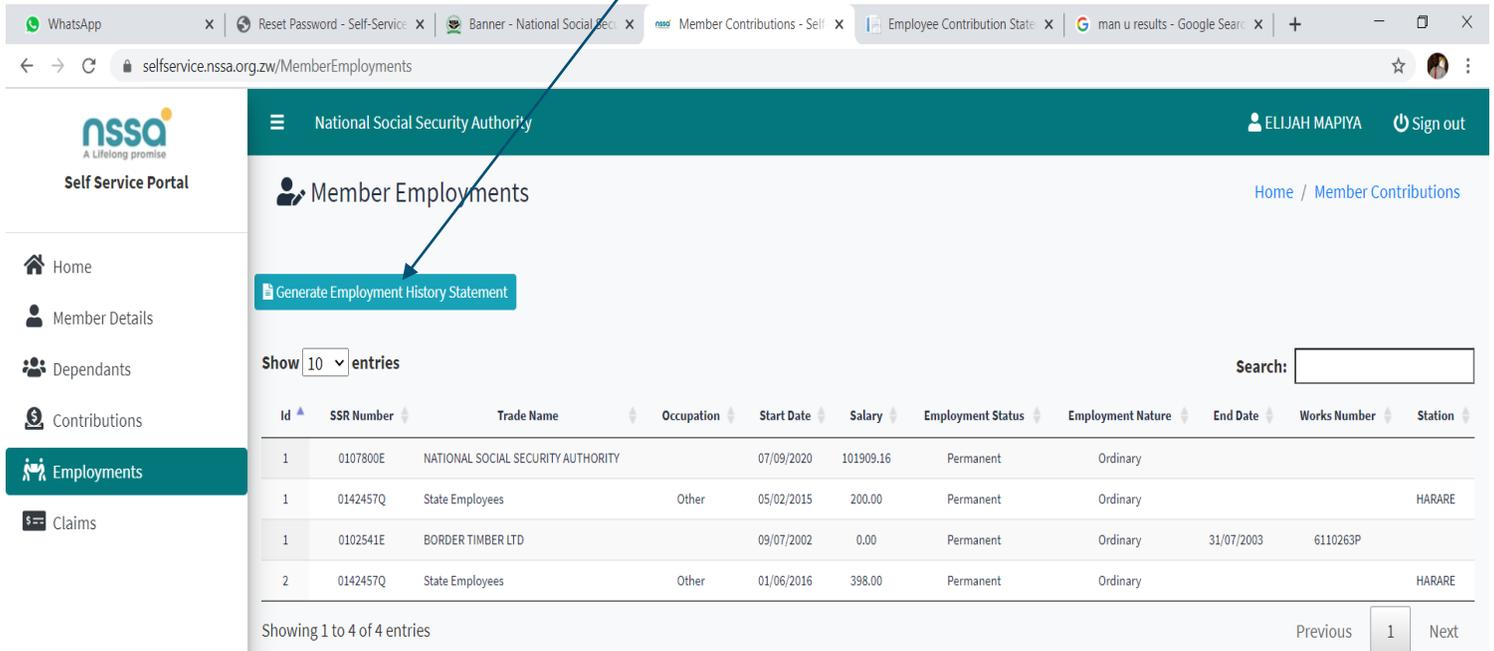
- If you get a “No records found, cannot generate statement.” error message, it means there are no contributions that has been made to NSSA.

16. Member Employments

This functionality lists the employment history of the contributor, i.e., the employers the member contributor worked for

Steps

- Click Employments to view your employments history.
- To generate Employment History click Generate Employment History Statement button



The screenshot shows the NSSA Self Service Portal interface. The user is logged in as ELLJAH MAPIYA. The page title is "Member Employments". A button labeled "Generate Employment History Statement" is highlighted with a blue arrow. Below the button is a table of employment records.

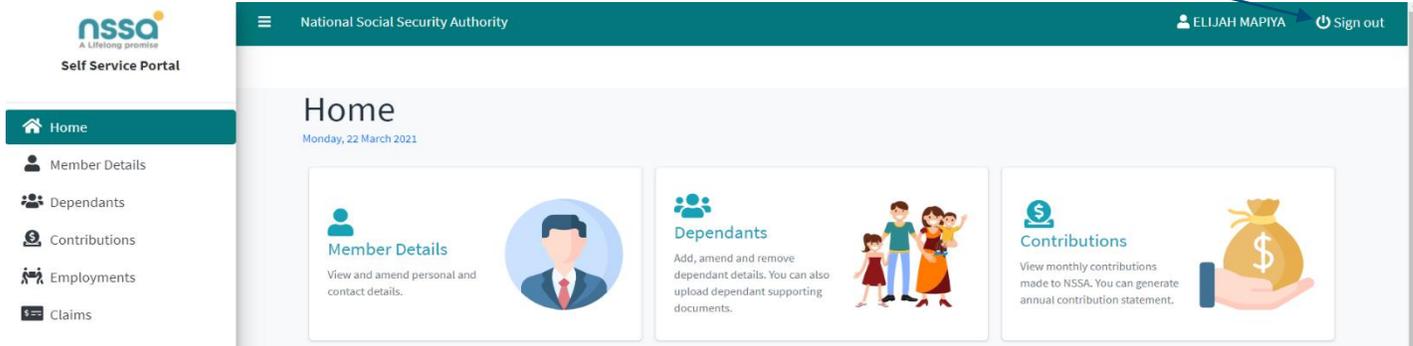
Id	SSR Number	Trade Name	Occupation	Start Date	Salary	Employment Status	Employment Nature	End Date	Works Number	Station
1	0107800E	NATIONAL SOCIAL SECURITY AUTHORITY		07/09/2020	101909.16	Permanent	Ordinary			
1	0142457Q	State Employees	Other	05/02/2015	200.00	Permanent	Ordinary			HARARE
1	0102541E	BORDER TIMBER LTD		09/07/2002	0.00	Permanent	Ordinary	31/07/2003	6110263P	
2	0142457Q	State Employees	Other	01/06/2016	398.00	Permanent	Ordinary			HARARE

Showing 1 to 4 of 4 entries

Previous 1 Next

17. Signing out from Member Account

Click sign out button on the left top of the home page to exit

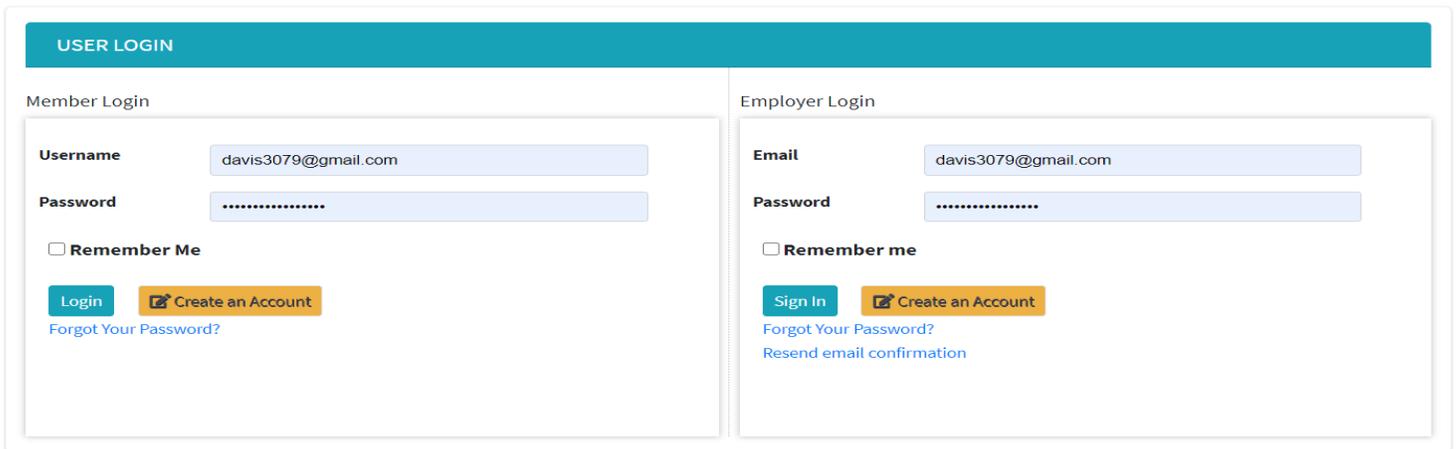


EMPLOYER FUNCTIONALITIES

18. Register a New Employer

This functionality allows new corporates or employers to register to NSSA.

1. Click Register Employer at the top right corner of this page.

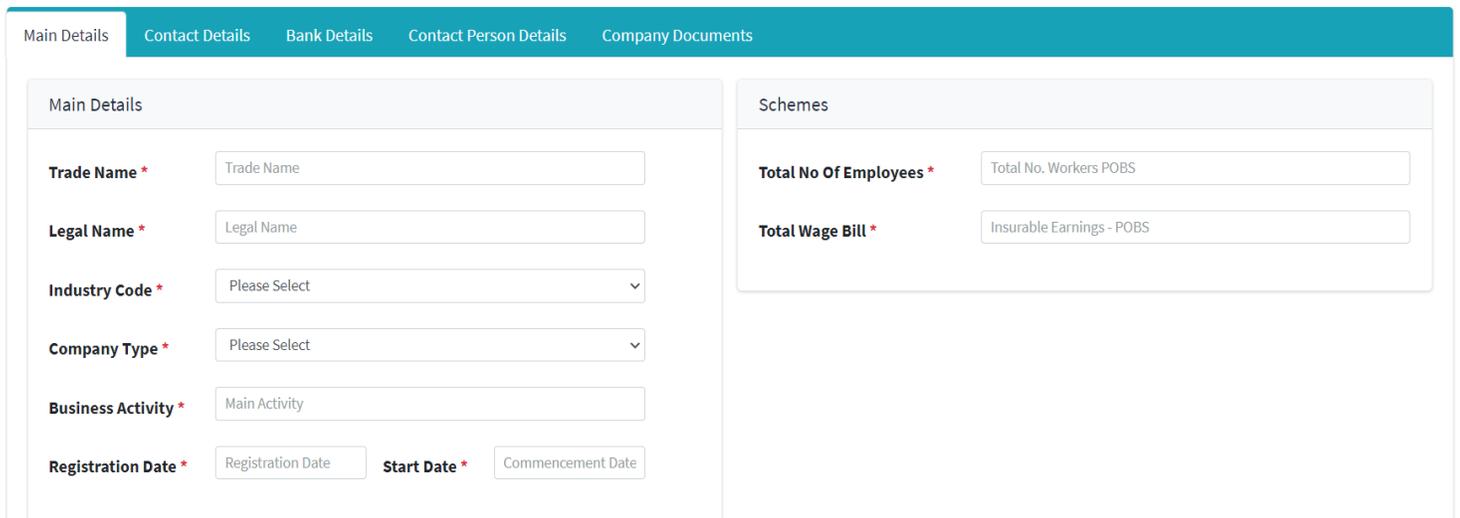



The screenshot shows the 'USER LOGIN' section. It is divided into two columns: 'Member Login' and 'Employer Login'.
Member Login: Includes fields for 'Username' (containing 'davis3079@gmail.com') and 'Password' (masked with dots). There is a 'Remember Me' checkbox, a 'Login' button, a 'Create an Account' button, and a 'Forgot Your Password?' link.
Employer Login: Includes fields for 'Email' (containing 'davis3079@gmail.com') and 'Password' (masked with dots). There is a 'Remember me' checkbox, a 'Sign In' button, a 'Create an Account' button, a 'Forgot Your Password?' link, and a 'Resend email confirmation' link.

1. Enter the company main details.

NB Registration date is the date your organization was registered and start date is the date when the organization started operations. All the fields with a red star at the end of field label are mandatory.

Employer Registration



The screenshot shows the 'Employer Registration' form with a teal header containing tabs: 'Main Details', 'Contact Details', 'Bank Details', 'Contact Person Details', and 'Company Documents'.
Main Details Section: Contains several fields with red asterisks indicating they are mandatory:
 - Trade Name *
 - Legal Name *
 - Industry Code * (dropdown menu)
 - Company Type * (dropdown menu)
 - Business Activity *
 - Registration Date * (text field) and Start Date * (text field, labeled 'Commencement Date')
Schemes Section: Contains two fields with red asterisks:
 - Total No Of Employees * (text field, labeled 'Total No. Workers POBS')
 - Total Wage Bill * (text field, labeled 'Insurable Earnings - POBS')

- Click the next tab Contact details and fill in all the required fields. If the postal address is the same as residential address, click on **Same as residential address** and the details will be copied across.

 Employer Registration

Main Details | Contact Details | Bank Details | Contact Person Details | Company Documents

Residential Address

Physical Address *

Country *

Town/City *

Postal Address

[Same as residential address](#)

Postal Address *

Country *

Town/City *

Contact Details

Mobile Number * **Email ***

Telephone Number :

- Select the bank details tab and fill in the Bank name, Branch and Account number. Once you select the bank, their branches are automatically by the branch name drop down menu.

 Employer Registration

Main Details | Contact Details | Bank Details | Contact Person Details | Company Documents

Bank Details

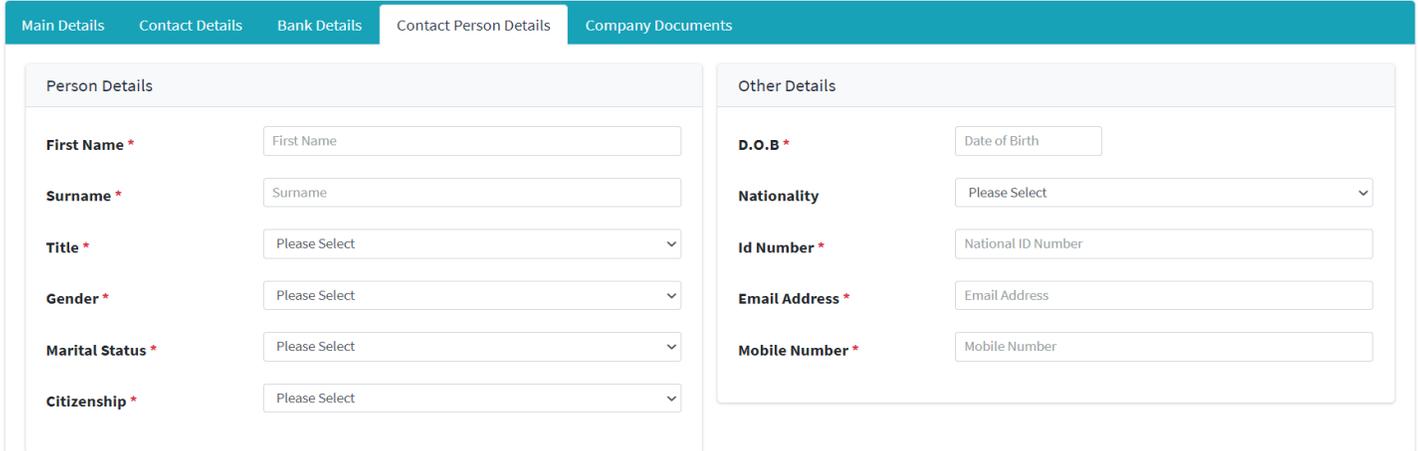
Bank Name *

Branch Name *

Account Number *

4. Select the contact person details tab and fill in all the mandatory fields which are depicted by a red star at the end of each label.

 Employer Registration



Person Details	Other Details
First Name * <input type="text" value="First Name"/>	D.O.B * <input type="text" value="Date of Birth"/>
Surname * <input type="text" value="Surname"/>	Nationality <input type="text" value="Please Select"/>
Title * <input type="text" value="Please Select"/>	Id Number * <input type="text" value="National ID Number"/>
Gender * <input type="text" value="Please Select"/>	Email Address * <input type="text" value="Email Address"/>
Marital Status * <input type="text" value="Please Select"/>	Mobile Number * <input type="text" value="Mobile Number"/>
Citizenship * <input type="text" value="Please Select"/>	

5. Click the Company Documents tab and click browse to select required documents to be uploaded.
6. Click Submit after filling all the required fields.
7. A confirmation message will be displayed as shown below.

Employer Registration

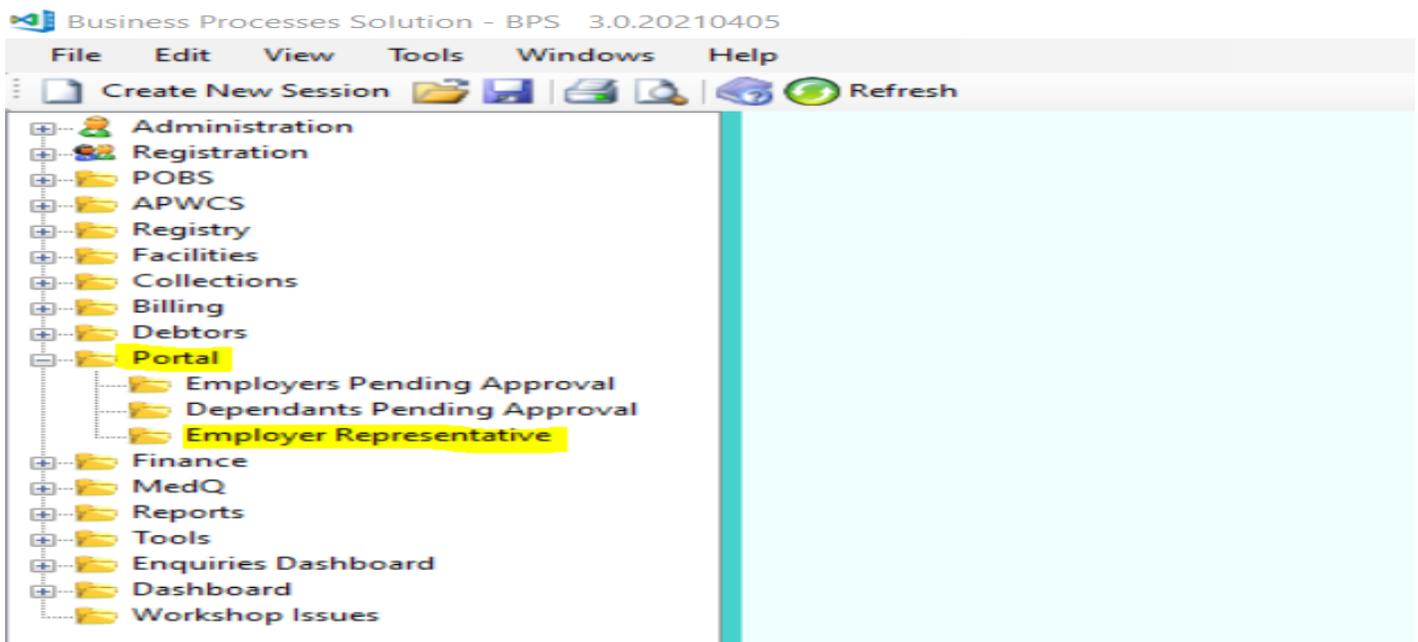
Registration has been sent for verification, we will notify you once the verification process is complete.. For follow-up use the following details, Reference Number: 200106708. Please [click here](#) to return to log in page. X

19. Register Employer Representative

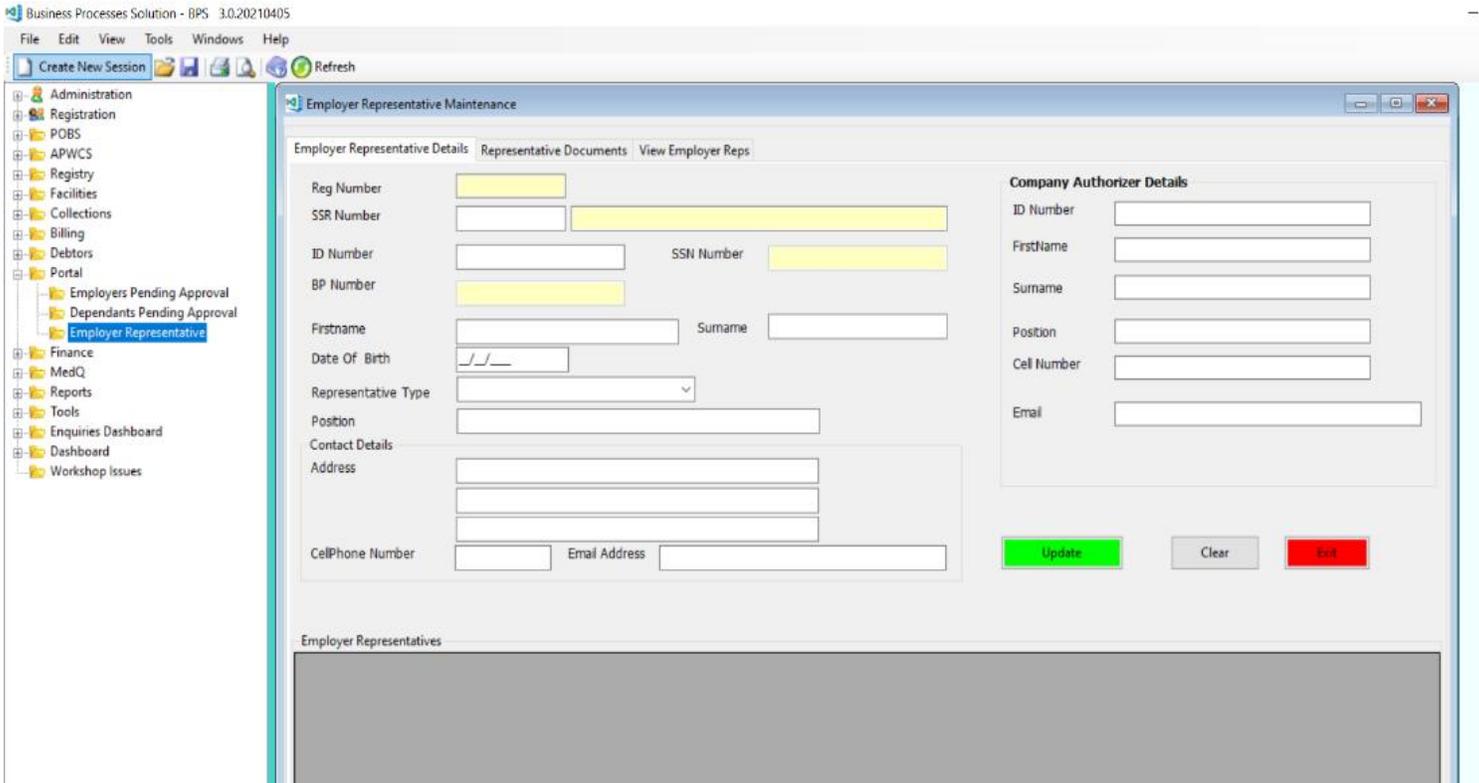
This functionality is used to register employees who will be responsible for performing employer related activities on the portal. All employees who have not been registered as employee representatives will not be able to sign up or create an account the portal.

Steps

- Login into BPS and select Portal.



- Double click on employer representative



Enter the details of the employer representative.

- Enter the SSR number of the company you are registering for and press tab key on the keyboard.
- Enter your National ID and press tab key-
- Enter all the fields i.e., first name, surname, date of birth, representative type, position, address, cellphone number and email address.
- NB Representative type can either be an employee or consultant if the person does not work for that organization.

Enter the company authorizer (Director details) and click update.

Click on the tab **View employer reps** to view the registered employer representatives.

After this process, an employer can now be able to create an account or sign up on the self-service portal.

20. Create an account for Existing Employers

This functionality is used by an employer to register himself/herself on the self-service portal. The contributor must have a phone number in the NSSA system.

Company directors must submit their details or of their representatives to NSSA before they create an account on the portal.

1. Click Create an Account

The screenshot displays the 'USER LOGIN' interface, which is split into two columns: 'Member Login' and 'Employer Login'. Both sections have identical input fields for 'Username' (containing 'davis3079@gmail.com') and 'Password' (masked with dots). Below the password fields is a 'Remember Me' checkbox. At the bottom of each section are two buttons: 'Login' and 'Create an Account'. In the 'Employer Login' section, the 'Create an Account' button is highlighted with a red border. Below the buttons are links for 'Forgot Your Password?' and 'Resend email confirmation'.

2. The following screen will appear, and the registered employer representative will fill in their details and click sign up once completed.

Note that the details to be entered here must be the same as those which have been registered in BPS (submitted to NSSA)

Employer Sign Up

First Name * Davison	Last Name * Chihambakwe
Nationality * Zimbabwe	ID Number * 77016900W27
Email Address * davis3079@gmail.com	Organisation * Barry Nell Chemist
Social Security Registration Number * 0100776\	
Password *	Confirm Password *

[Back](#) [Sign Up](#)

3. After clicking sign up, an email will be sent to the email address you provided, see below screen shot.

EMAIL CONFIRMATION ▸ Inbox ×

NSSA Self-Service Portal <nssapayments@nssa.org.zw>
to me ▾

Hello Davison,

This email is a security measure to confirm your NSSA **Self-service** Portal account registration,
and that this email address belongs to Davison Chihambakwe. If it is, please tap/click the Confirm button below.

[Confirm](#)

Your account will not be created until your email address is confirmed.

4. Click Confirm

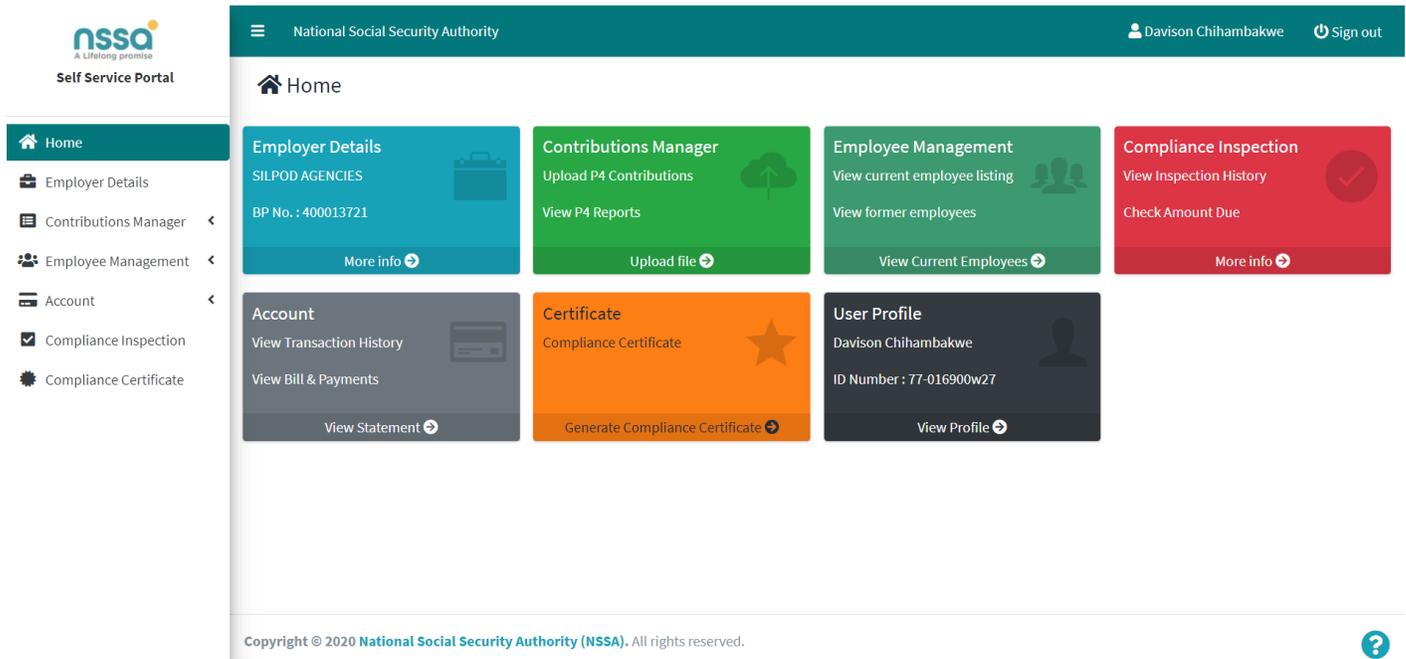
21. Sign In

This functionality is used to authenticate the user/contributor to the self-service by verifying that the provided username and password exist in the NSSA system. Once the account has been confirmed, the user can **sign in** and have access to the self-service Employer Account.

USER LOGIN

<p>Member Login</p> <p>Username <input type="text" value="davis3079@gmail.com"/></p> <p>Password <input type="password" value="....."/></p> <p><input type="checkbox"/> Remember Me</p> <p>Login Create an Account</p> <p>Forgot Your Password?</p>	<p>Employer Login</p> <p>Email <input type="text" value="davis3079@gmail.com"/></p> <p>Password <input type="password" value="....."/></p> <p><input type="checkbox"/> Remember me</p> <p>Sign In Create an Account</p> <p>Forgot Your Password? Resend email confirmation</p>
---	--

The following screen will appear after successfully logging in



The screenshot shows the NSSA Self Service Portal dashboard. At the top, the user is logged in as Davison Chihambakwe. The dashboard features a sidebar menu with options like Home, Employer Details, Contributions Manager, Employee Management, Account, Compliance Inspection, and Compliance Certificate. The main content area displays several functional tiles: Employer Details (SILPOD AGENCIES, BP No.: 400013721), Contributions Manager (Upload P4 Contributions, View P4 Reports), Employee Management (View current employee listing, View former employees), Compliance Inspection (View Inspection History, Check Amount Due), Account (View Transaction History, View Bill & Payments), Certificate (Compliance Certificate, Generate Compliance Certificate), and User Profile (Davison Chihambakwe, ID Number: 77-016900w27).

22. Resend Email Confirmation

If the email is not received, go to the home page, and click on Resend email confirmation.

USER LOGIN

Member Login

Username

Password

Remember Me

[Login](#) [Create an Account](#)

[Forgot Your Password?](#)

Employer Login

Email

Password

Remember me

[Sign In](#) [Create an Account](#)

[Forgot Your Password?](#)

[Resend email confirmation](#)

- The following page will appear, enter the email you want the confirmation to be sent to and click **Send confirmation token**.



National Social Security Authority

Resend email confirmation

- Verification email sent. Please check your email.

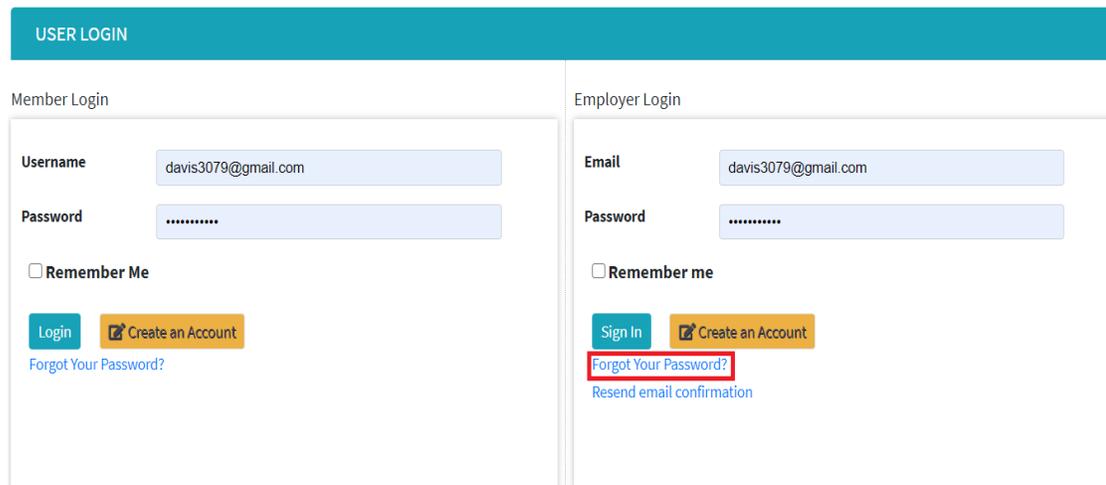
Email Address *

[Back](#) [Send Confirmation Token](#)

23. Forgot password

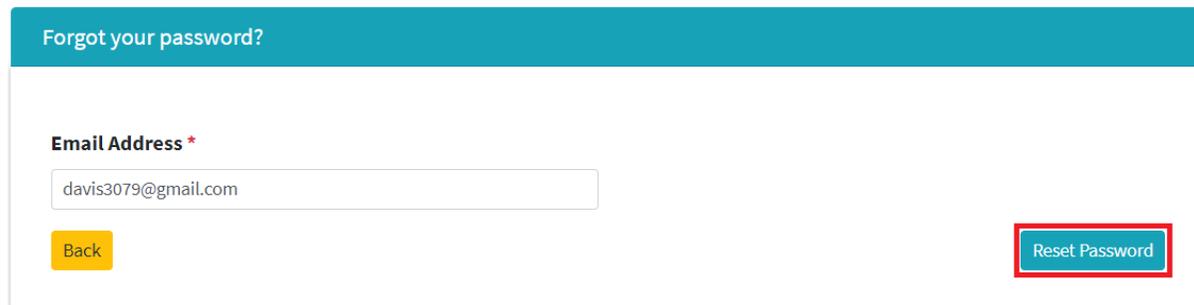
This functionality allows the user to reset password when he/she no longer remembers it.

This can be done by clicking **Forgot your password?** option on the user login page for the employer.



The screenshot shows the 'USER LOGIN' section with two columns: 'Member Login' and 'Employer Login'. Both columns have input fields for 'Username' (Member) or 'Email' (Employer) and 'Password'. Below the fields are 'Remember Me' checkboxes, 'Login'/'Sign In' buttons, and 'Create an Account' buttons. In the Employer Login section, the 'Forgot Your Password?' link is highlighted with a red box, and 'Resend email confirmation' is also visible.

After clicking forgot your password, the following page will be displayed, enter your email address and click reset password.



The screenshot shows the 'Forgot your password?' page. It features a teal header with the text 'Forgot your password?'. Below the header is a form with a label 'Email Address *' and an input field containing 'davis3079@gmail.com'. At the bottom of the form, there is a yellow 'Back' button and a blue 'Reset Password' button, which is highlighted with a red box.

The page below will be displayed and a forgot password confirmation will be send to your email.

Forgot password confirmation



Please check your email to reset your password.

Back

The email will have the following message, click on set new password.

FORGOT PASSWORD > Inbox x

NSSA Self-Service Portal

to me ▾

Hi Davison Chihambakwe,

Forgot your password? No worries, we've got you covered.

Click the button below to reset your password.

Set New Password

Enter the new password and confirm and click reset.

Reset password

Reset your password.

Email

Password

Confirm password

Confirmation that the password has been reset is displayed on the screen, proceed to login, and use the new password and username to login.

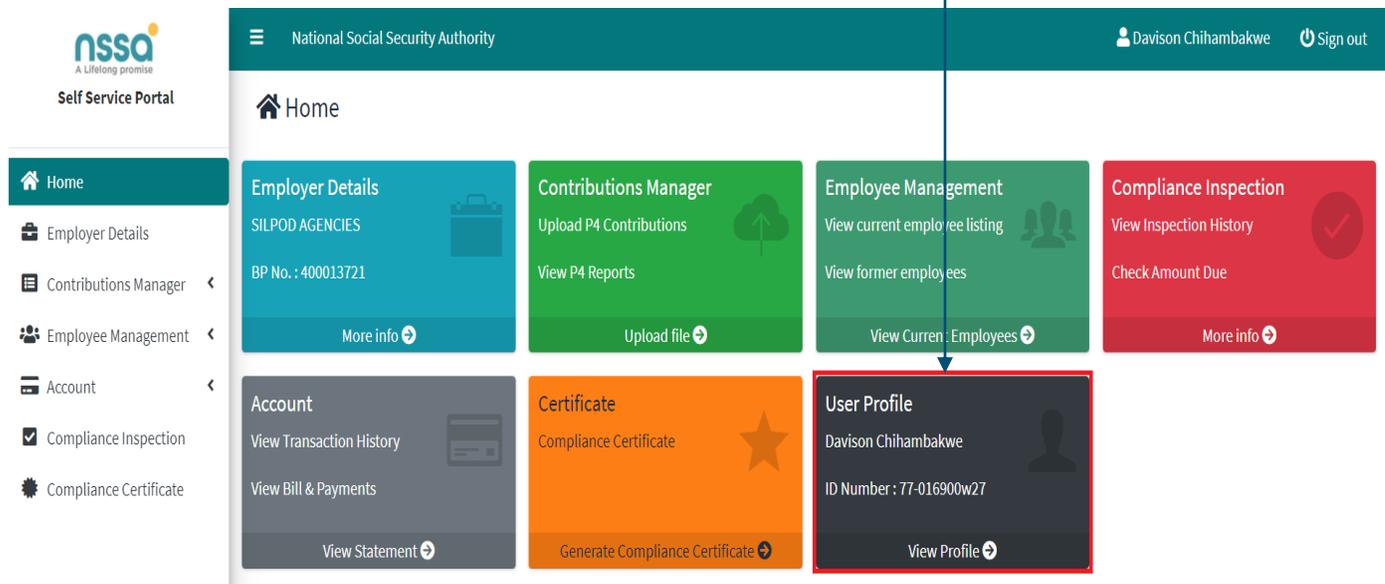
Reset password confirmation

Your password has been reset. Please [click here to log in](#).

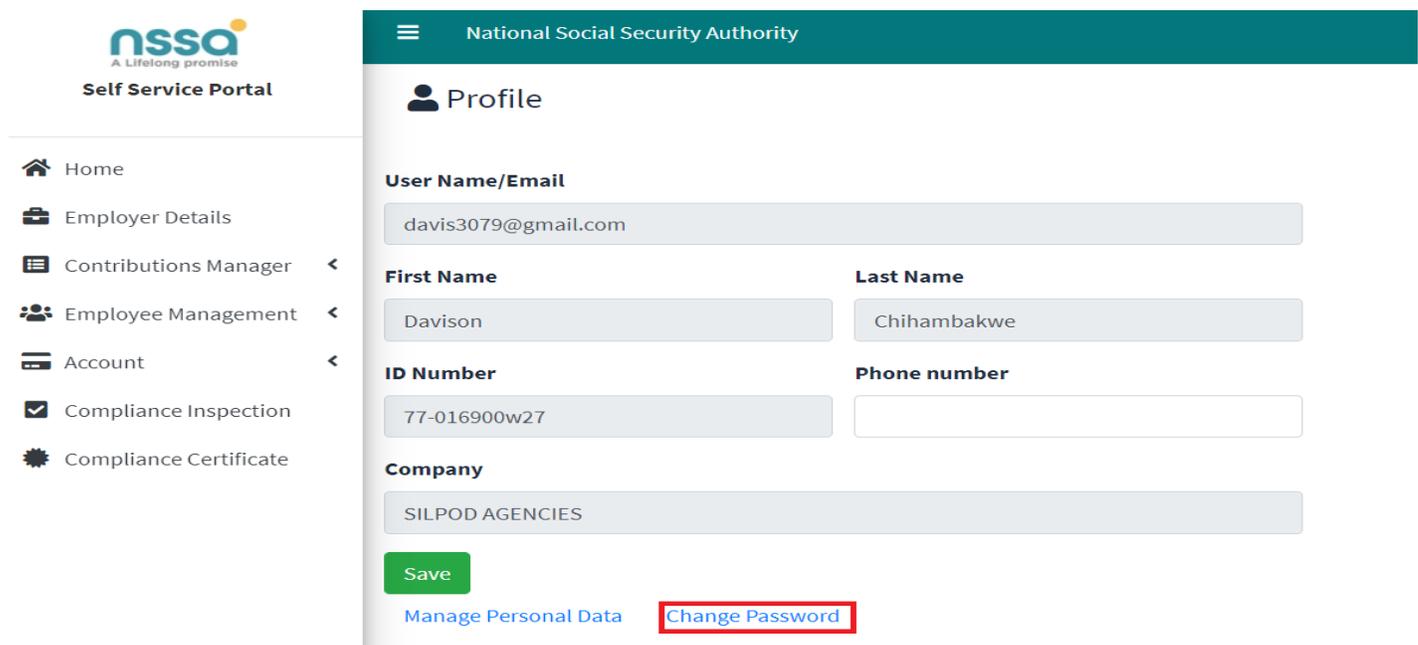
24. Change Password

This functionality can be used to change the password at any time when the user feels it has been compromised or for the regular password changes necessary to improve security.

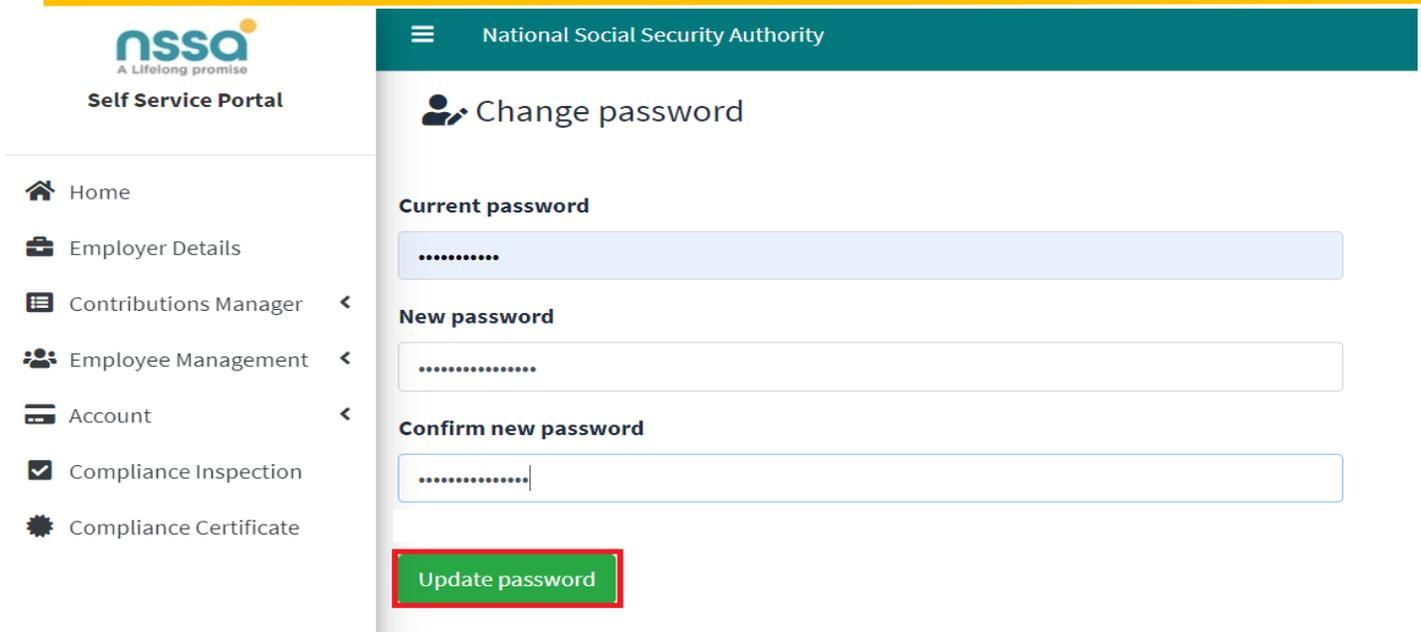
1. User must be logged on the portal, on the home page select User profile.



When you click **view profile**, the following page appears. The user then clicks on **Change password**.



Enter the new password and confirm it and then click **update password**.



The confirmation that the password was updated will be displayed on your screen.



25. Employer Details Viewing

This functionality enables employers to view their details. The portal will display details as registered in the NSSA database.

Click on Employer details on the Left Pane or alternatively click on the Employer Details tile on the home screen and the system will display the member details that the representative is currently logged under. Below shows the illustration of the Employer Details Window

[View Main Details](#)



Self Service Portal

National Social Security Authority

Constance Sipapate Sign out

Employer Details Home / Employer Details

- Home
- Employer Details
- Contributions Manager <
- Employee Management <
- Account <
- Compliance Inspection
- Compliance Certificate

Main Details

Contact Details

Bank Details

Main Details

Employer Type: Ordinary Employer

Trade Name: NATIONAL SOCIAL SECURITY AUTHORITY

Legal Name: NSSA

Industry Code: 5400-Banking, Finance & Insurance

Company Type: Statutory Corporation

Main Activity: BANKING, FINANCE & INSURANCE

Registration Date: 01/10/1994 **Start Date:** 01/10/1994

VoluntarySSN: Voluntary SSN

Schemes

Total No. Workers POBS: 843

Insurable Earnings - POBS: 539016.00

APWCS Employer: Yes

Total No. Workers APWCS: 843

Total Wage Bill - APWCS: 1085332.00

APWCS Rate: 1.25

View Contact Details



Self Service Portal

National Social Security Authority

Constance Sipapate Sign out

Employer Details Home / Employer Details

- Home
- Employer Details
- Contributions Manager <
- Employee Management <
- Account <
- Compliance Inspection
- Compliance Certificate

Main Details

Contact Details

Bank Details

Physical Address

Address: * 1
SELOUS AVENUE/SAM NUJOMA

Country: * Zimbabwe

City/Town: * Harare

Region: Harare

Zone Code: Zone 13 (Harare)

Postal Address

[Same as physical address](#)

Address: * 1
SELOUS AVENUE/SAM NUJOMA

Country: * Zimbabwe

City/Town: * Harare

Region: Harare

Zone Name: SAMORA MACHEL_R TANGWENA_H CHITEPO (ODD)_ENTERI

Contact Details

Mobile phone :	<input type="text" value="723822/4"/>	Email Address: *	<input type="text" value="kanyembat@nssa.org.zw"/>
Telephone Number: *	<input type="text" value="723822/4"/>	Website :	<input type="text" value="Website"/>

Submit

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View Bank Details

nssa
A Lifelong promise
Self Service Portal

Home

Employer Details

Contributions Manager <

Employee Management <

Account <

Compliance Inspection

Compliance Certificate

National Social Security Authority

Constance Sipate Sign out

Employer Details [Home](#) / [Employer Details](#)

Main Details Contact Details Bank Details

Bank Details

Scheme: *	<input type="text" value="Accident Prevention & Workers Compensation Scheme"/>
Bank: *	<input type="text" value="FBC BANK"/>
Branch: *	<input type="text" value="FBC BANK LTD,"/>
Account Number: *	<input type="text" value="3170003710321"/>

Submit

26. Update Employer Details

This functionality allows the employer to update selected fields such as contact details and bank details. Select the fields to be updated, type the new field, and click submit.

Main Details | Contact Details | Bank Details

Bank Details

Scheme: * Pensions and Other Benefits Scheme ▾

Bank: * POSB BANK ▾

Branch: * POSB, ▾

Account Number: * 616251532303

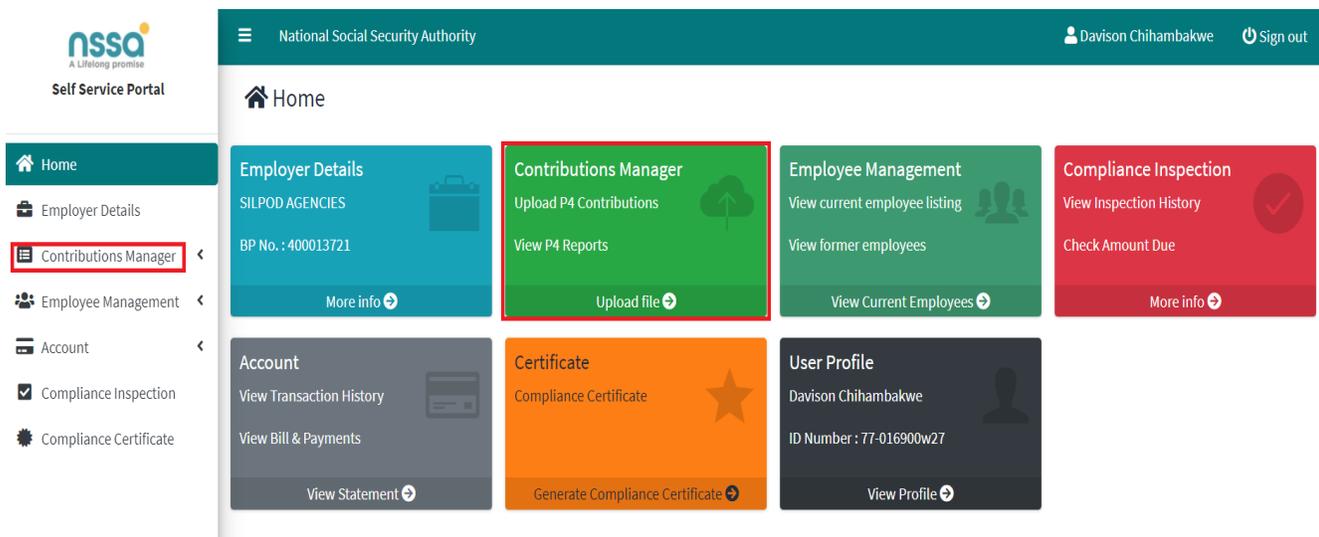
Submit

27. P4 Template

A sample monthly contribution report that guides employers on the format in which they must submit their monthly contribution.

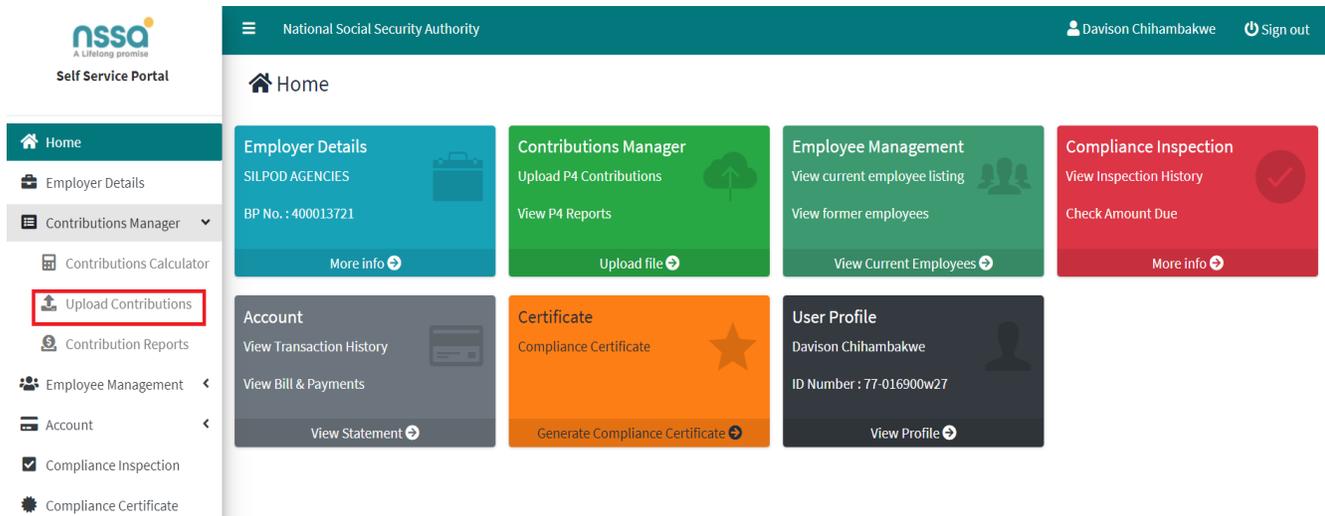
Steps

To access the P4 template, select contributions manager option on the left pane.

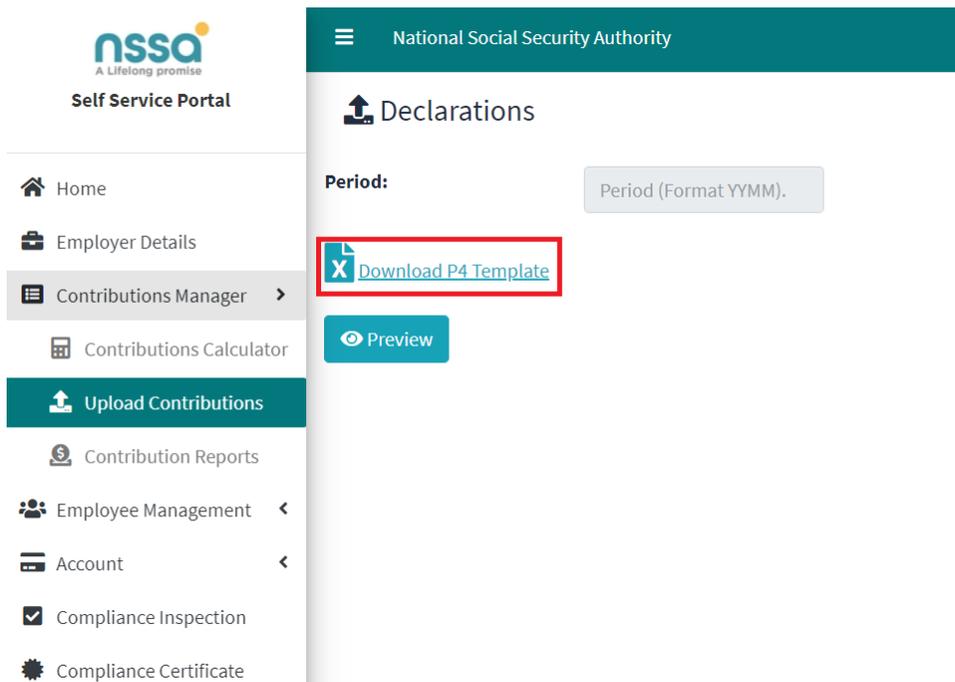


The screenshot shows the NSSA Self Service Portal interface. The top navigation bar includes the NSSA logo, the text "National Social Security Authority", and the user name "Davison Chihambakwe" with a "Sign out" link. The main content area is titled "Home" and contains several tiles: "Employer Details" (SILPOD AGENCIES, BP No.: 400013721), "Contributions Manager" (Upload P4 Contributions, View P4 Reports), "Employee Management" (View current employee listing, View former employees), "Compliance Inspection" (View Inspection History, Check Amount Due), "Account" (View Transaction History, View Bill & Payments), "Certificate" (Compliance Certificate), and "User Profile" (Davison Chihambakwe, ID Number: 77-016900w27). The "Contributions Manager" tile is highlighted with a red border. The left navigation pane shows the "Contributions Manager" option selected and highlighted with a red border.

After clicking contributions manager, the following page will be displayed and select the Upload contributions option and click it.



After clicking the Upload contributions, the following page is displayed and then click on the link to download the P4 template.



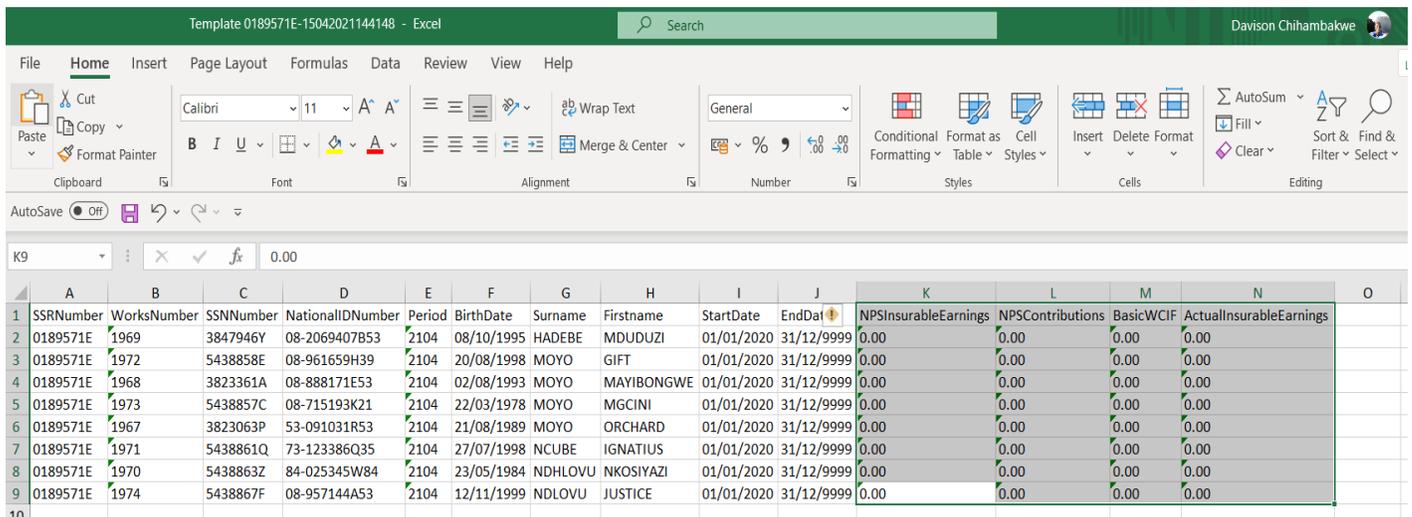
The template will be downloaded with the current employees of the employer and their details. What will be missing are the earnings and contributions which the employer will provide and save the file for upload.

P4 template should contain the following details. In this given order:

1. SSR

2. Works Number
3. Social Security Number
4. National ID number
5. Period
6. Birth Date
7. Surname
8. First Name
9. StartDate
10. EndDate
11. POBS/NPSInsurableEarnings
12. POBS/NPSContributions
13. Basic WCIF/ Basic APWCS
14. Actual Insurable Earnings

The file should be saved as .xls, .xlsx or .csv. The file should have contributions for a single period and the **Period** should be in the format Year and Month (YYMM e.g., 2007 resembling July 2020). Dates should be in the format Day/Month/Year (dd/MM/yyyy e.g., 31/01/2020)



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
	SSRNumber	WorksNumber	SSNNumber	NationalIDNumber	Period	BirthDate	Surname	Firstname	StartDate	EndDat	NPSInsurableEarnings	NPSContributions	BasicWCIF	ActualInsurableEarnings	
1	0189571E	1969	3847946Y	08-2069407853	2104	08/10/1995	HADEBE	MDUDUZI	01/01/2020	31/12/9999	0.00	0.00	0.00	0.00	
2	0189571E	1972	5438858E	08-961659H39	2104	20/08/1998	MOYO	GIFT	01/01/2020	31/12/9999	0.00	0.00	0.00	0.00	
3	0189571E	1968	3823361A	08-888171E53	2104	02/08/1993	MOYO	MAYIBONGWE	01/01/2020	31/12/9999	0.00	0.00	0.00	0.00	
4	0189571E	1973	5438857C	08-715193K21	2104	22/03/1978	MOYO	MGCINI	01/01/2020	31/12/9999	0.00	0.00	0.00	0.00	
5	0189571E	1967	3823063P	53-091031R53	2104	21/08/1989	MOYO	ORCHARD	01/01/2020	31/12/9999	0.00	0.00	0.00	0.00	
6	0189571E	1971	5438861Q	73-123386Q35	2104	27/07/1998	NCUBE	IGNATIUS	01/01/2020	31/12/9999	0.00	0.00	0.00	0.00	
7	0189571E	1970	5438863Z	84-025345W84	2104	23/05/1984	NDHLOVU	NKOSIYAZI	01/01/2020	31/12/9999	0.00	0.00	0.00	0.00	
8	0189571E	1974	5438867F	08-957144A53	2104	12/11/1999	NDLOVU	JUSTICE	01/01/2020	31/12/9999	0.00	0.00	0.00	0.00	

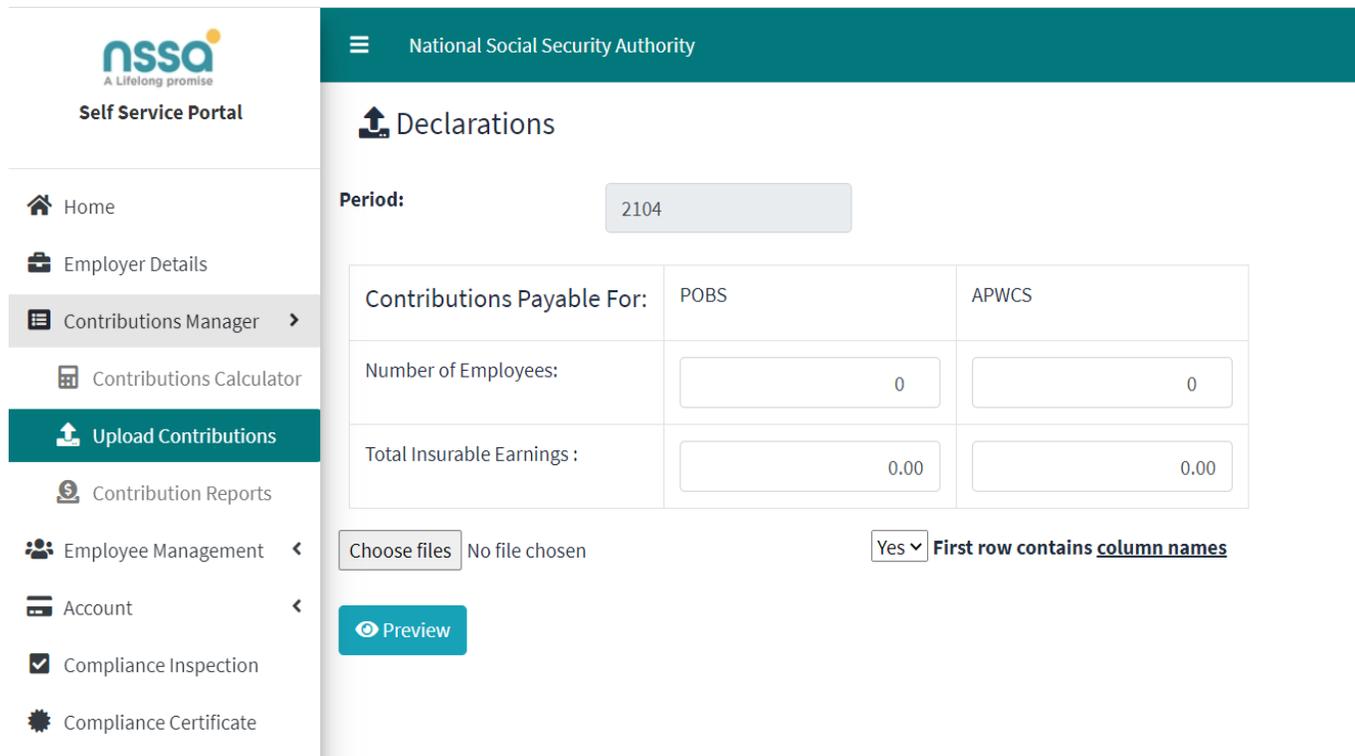
27. Contributions Declarations & Upload

This functionality allows the employer to declare the total number of employees and total wage bill for the specified month.

Steps

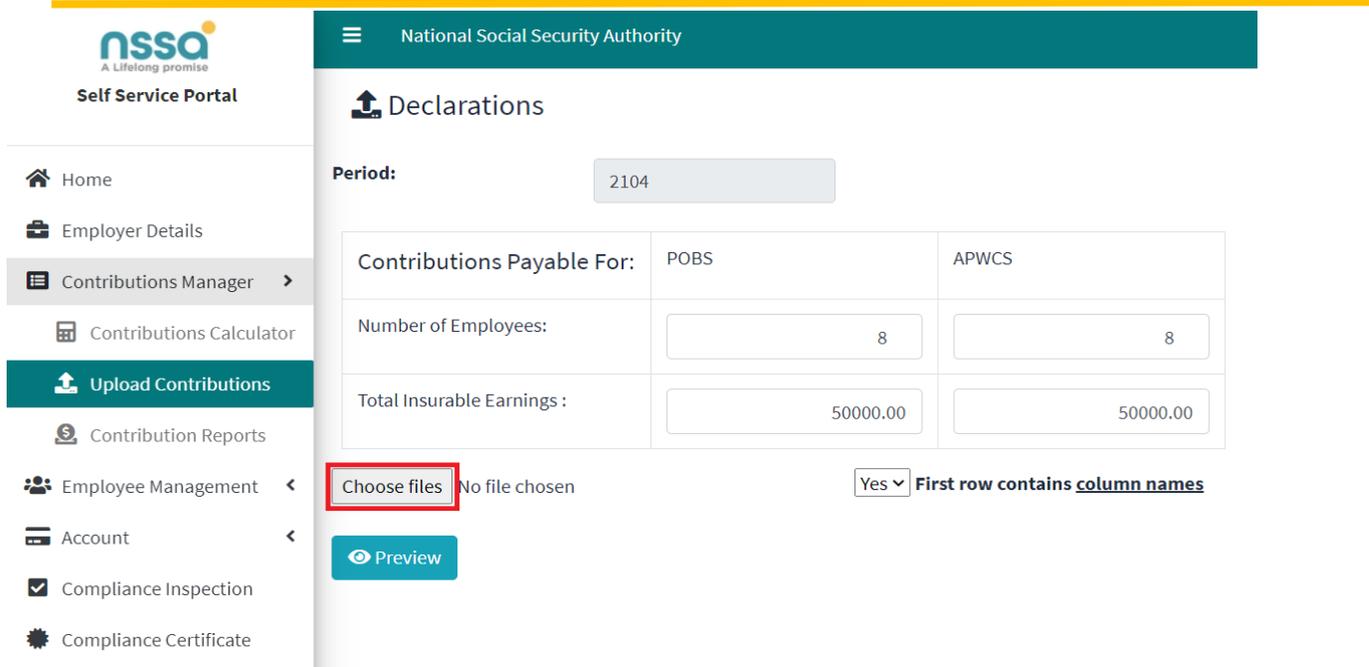
- Select Contributions manager
- Click Upload contributions button.
- Select the period, (in the format YYMM e.g.,2104 for April 2021)
- Enter the total number of employees in which you want to update contributions for both schemes.
- Enter the Total Insurable earnings amount for POBS and APWCS.

NB Once you select the period the declarations page is displayed as follows.



The screenshot shows the 'Declarations' page in the NSSA Self Service Portal. The page is titled 'National Social Security Authority' and 'Declarations'. It features a sidebar with navigation options: Home, Employer Details, Contributions Manager (selected), Contributions Calculator, Upload Contributions (highlighted), Contribution Reports, Employee Management, Account, Compliance Inspection, and Compliance Certificate. The main content area includes a 'Period:' field with '2104' entered. Below this is a table for 'Contributions Payable For:' with columns for 'POBS' and 'APWCS'. The table has two rows: 'Number of Employees:' and 'Total Insurable Earnings:'. The 'Number of Employees' row has input fields for '0' in both columns. The 'Total Insurable Earnings:' row has input fields for '0.00' in both columns. Below the table is a 'Choose files' button, a 'No file chosen' message, a 'Yes' dropdown menu, and a 'Preview' button.

After making declarations, click on choose files & Select a file to be uploaded.



Declarations

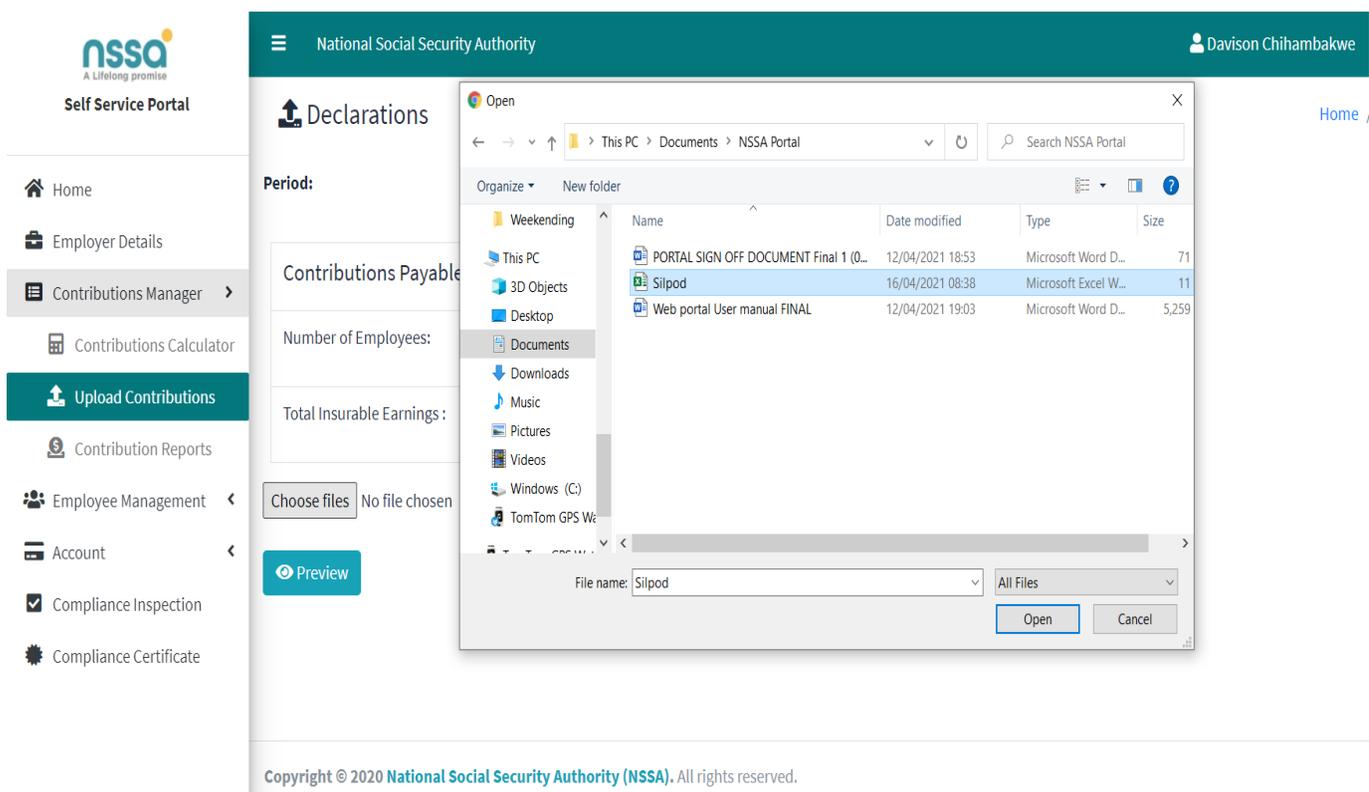
Period: 2104

Contributions Payable For:	POBS	APWCS
Number of Employees:	8	8
Total Insurable Earnings :	50000.00	50000.00

Choose files No file chosen Yes First row contains column names

Preview

Click on Browse to navigate to the location of your saved P4 file and select your file as illustrated below and click open.



Declarations

Period: 2104

Contributions Payable For:	POBS	APWCS
Number of Employees:	8	8
Total Insurable Earnings :	50000.00	50000.00

Choose files No file chosen Yes First row contains column names

Preview

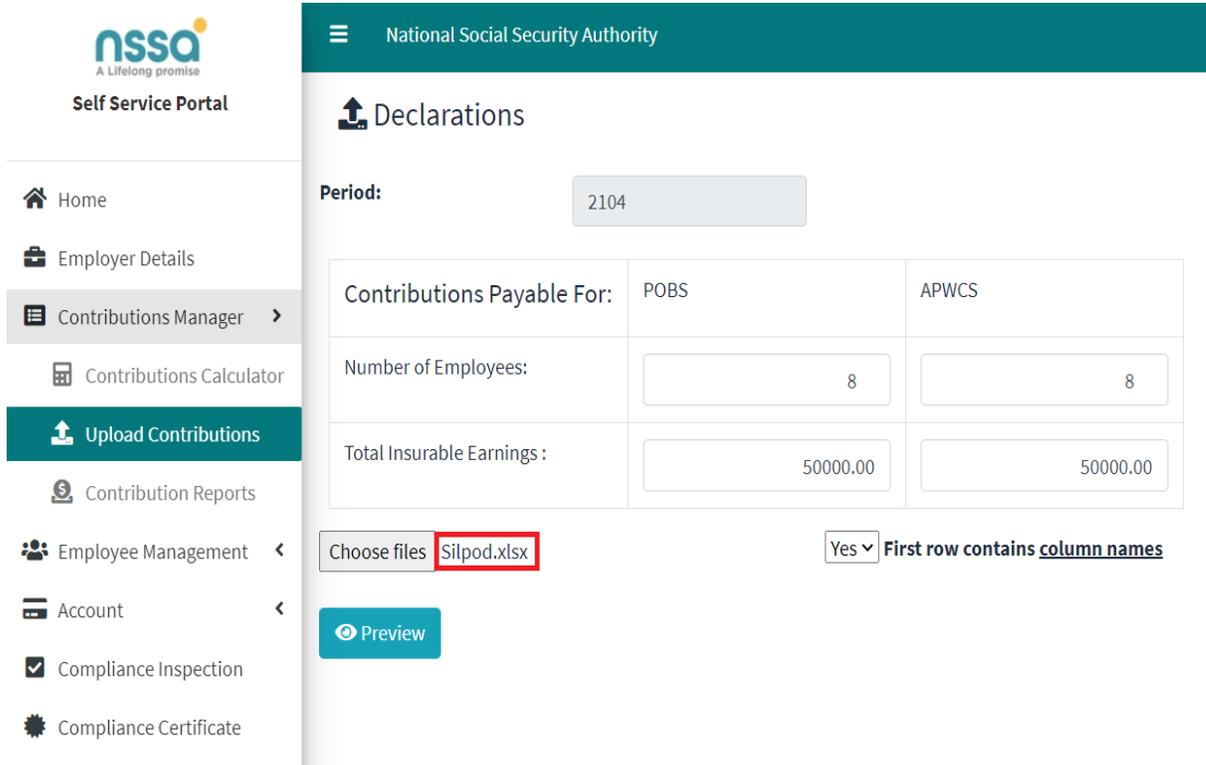
Open

File name: Silpod All Files

Open Cancel

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The name of your selected file will now appear after the browse button as illustrated below



Self Service Portal

Home
Employer Details
Contributions Manager
Contributions Calculator
Upload Contributions
Contribution Reports
Employee Management
Account
Compliance Inspection
Compliance Certificate

National Social Security Authority

Declarations

Period: 2104

Contributions Payable For:	POBS	APWCS
Number of Employees:	8	8
Total Insurable Earnings :	50000.00	50000.00

Choose files Silpod.xlsx Yes First row contains column names

Preview

Click the **Preview** button.

nssa
A Lifelong promise
Self Service Portal

- Home
- Employer Details
- Contributions Manager >
- Contributions Calculator
- Upload Contributions**
- Contribution Reports
- Employee Management <
- Account <
- Compliance Inspection
- Compliance Certificate

National Social Security Authority

Declarations

Period:

Contributions Payable For:	POBS	APWCS
Number of Employees:	<input type="text" value="8"/>	<input type="text" value="8"/>
Total Insurable Earnings :	<input type="text" value="50000.00"/>	<input type="text" value="50000.00"/>

Choose files First row contains column names

- After clicking preview the system will validate all the records contained in your selected file a report will be generated that will show the summary of records that have passed and those that contain errors.
- Records with errors will be highlighted in red text and those without errors are highlighted in green text.
- See illustrations below.

NB All the records passed validation without errors. Click the upload button and the contributions will be uploaded.

nssa
A Lifelong promise
Self Service Portal

- Home
- Employer Details
- Contributions Manager >
- Contributions Calculator
- Upload Contributions**
- Contribution Reports
- Employee Management <
- Account <
- Compliance Inspection
- Compliance Certificate

National Social Security Authority Davison Chihambakwe Sign out

Contribution Validation

Batch Number: **0189571E-16042021090108**

Submitted Records	Success Count	Failure Count	Success Graph	Percentage
5	5	0	<div style="width: 100%;"></div>	100%

Show entries Search:

Works Number	SSN Number	ID Number	Period	D.O.B	Surname	First Name	Start Date	End Date	POBS Insurable Earnings	POBS Contributions	Basic APWCS	Actual Insurable Earnings	Is OK?
1969	3847946Y	08-2069407B53	2104	08/10/1995	HADEBE	MDUDUZI	01/01/2020	31/12/9999	1000	450	10000	1000	True
1972	5438858E	08-961659H39	2104	20/08/1998	MOYO	GIFT	01/01/2020	31/12/9999	1000	450	10000	1000	True
1968	3823361A	08-888171E53	2104	02/08/1993	MOYO	MAYIBONGWE	01/01/2020	31/12/9999	1000	450	10000	1000	True
1973	5438857C	08-715193K21	2104	22/03/1978	MOYO	MGCINI	01/01/2020	31/12/9999	1000	450	10000	1000	True
1967	3823063P	53-091031R53	2104	21/08/1989	MOYO	ORCHARD	01/01/2020	31/12/9999	1000	450	10000	1000	True

The window below shows the successful upload of the contributions.

Contribution Validation

Batch Number: 0189571E-16042021090108

File processing complete!!

Submitted Records	Success Count	Failure Count	Success Graph	Percentage
5	5	0		100%

Works Number	SSN Number	ID Number	Period	D.O.B	Surname	First Name	Start Date	End Date	NPS Insurable Earnings	NPS Contributions	Basic WCIF	Actual Insurable Earnings	Uploaded
1969	3847946Y	08-2069407B53	2104	08/10/1995	HADEBE	MDUDUZI	01/01/2020	31/12/9999	1000	450	450	1000	True
1972	5438858E	08-961659H39	2104	20/08/1998	MOYO	GIFT	01/01/2020	31/12/9999	1000	450	450	1000	True
1968	3823361A	08-888171E53	2104	02/08/1993	MOYO	MAYBONGWE	01/01/2020	31/12/9999	1000	450	450	1000	True
1973	5438857C	08-715193K21	2104	22/03/1978	MOYO	MGCINI	01/01/2020	31/12/9999	1000	450	450	1000	True
1967	3823063P	53-091031R53	2104	21/08/1989	MOYO	ORCHARD	01/01/2020	31/12/9999	1000	450	450	1000	True

The illustration below shows the file with some records with errors. You can then export this file as excel or csv and correct the records with errors.

Upload P4

Batch Number: 0112483W-20072020094346

Upload

Submitted Records	Success Count	Failure Count	Success Graph	Percentage
7	3	4		42%

The file contains 4 records with errors. Please correct the red flagged records and try again!!

- Number of employees for POBS exceeds the declared number.
- Number of employees for APWCS exceeds the declared number.
- Amount of employees for APWCS exceeds the declared amount.

Works Number	SSN Number	ID Number	Period	D.O.B	Surname	First Name	Start Date	End Date	POBS Insurable Earnings	POBS Contributions	Basic APWCS	Actual Insurable Earnings	Is OK?
314921	1451560Q	63-080332-C-63	2004	22168	ALIFANETA	LOVEMORE	01/10/1984	31/12/9999	713	49	713	713	False
319043	2072689S	15-061720J15	2004	23904	MUKOMBACHOTO	DONALD	01/09/1987	31/12/9999	666	46.62	666	666	False
319575	1449965H	63-670255v48	2004	24962	KATIHU	GODFREY	01/12/1987	31/12/9999	666	46.62	666	666	True
321464	1451800K	49-019332-G-49	2004	22871	DOWEROWE	DAVID	01/07/1988	31/12/9999	666	46.62	666	666	False
321554	1449394N	42-103933T42	2004	24727	CHINOPANGARA	WENGAI	01/08/1988	31/12/9999	666	46.62	666	666	False
325181	1450012D	63-514708-a-63	2004	23413	CHIUTA	ENOCK	01/04/1990	31/12/9999	666	46.62	666	666	True
327102	1449272W	80-021989-X80	2004	24275	TAKAZA	ELIAS	01/11/1990	31/12/9999	666	46.62	666	666	False

Error: Period already exists under this employer and ss

To export click of either of the buttons in a red rectangle

To see the error description, just hover the mouse over the “false” word under “Is OK” column and an error message will be displayed as shown below.

The exported file will be the same as the file you have prepared for upload with extra columns showing that they failed validation, the reason why they failed, batch number and the source document. You can make corrections to the file and then remove the other columns that are not needed for upload.

Another way to view the complete listing of the errors is to click the generate PDF and the system will generate a report that will show all records with their corresponding statuses and error description as shown below.



A life long promise!

SSR Number	SSN Number	ID Number	Period	D.O.B	Surname	First Name	Start Date	End Date	POBS Insurable Earnings	POBS Contributions	Basic APWCS	Actual Insurable Earnings	Is OK?	Errors
0107800E	3279928V	08-764305S83	2012	04/12/1979	Ruvayi	Greater	01/12/2008	31/12/9999	700	49	8057.45		False	Object reference not set to an instance of an object.
0107800E	2099332B	63-956661J83	2012	13/09/1974	BALOVI	SHERPARD	01/06/2013	31/12/9999	700	49	6520.8		False	Object reference not set to an instance of an object.
0107800E	1820947W	29-163122V29	2012	11/06/1974	Bangure	Simbarashe Edmore	01/06/1995	31/12/9999	700	49	8058.01		False	Object reference not set to an

Generated on: 7/12/2020 and Time:8:33:48

page 1 of 95

28. Contributions Report

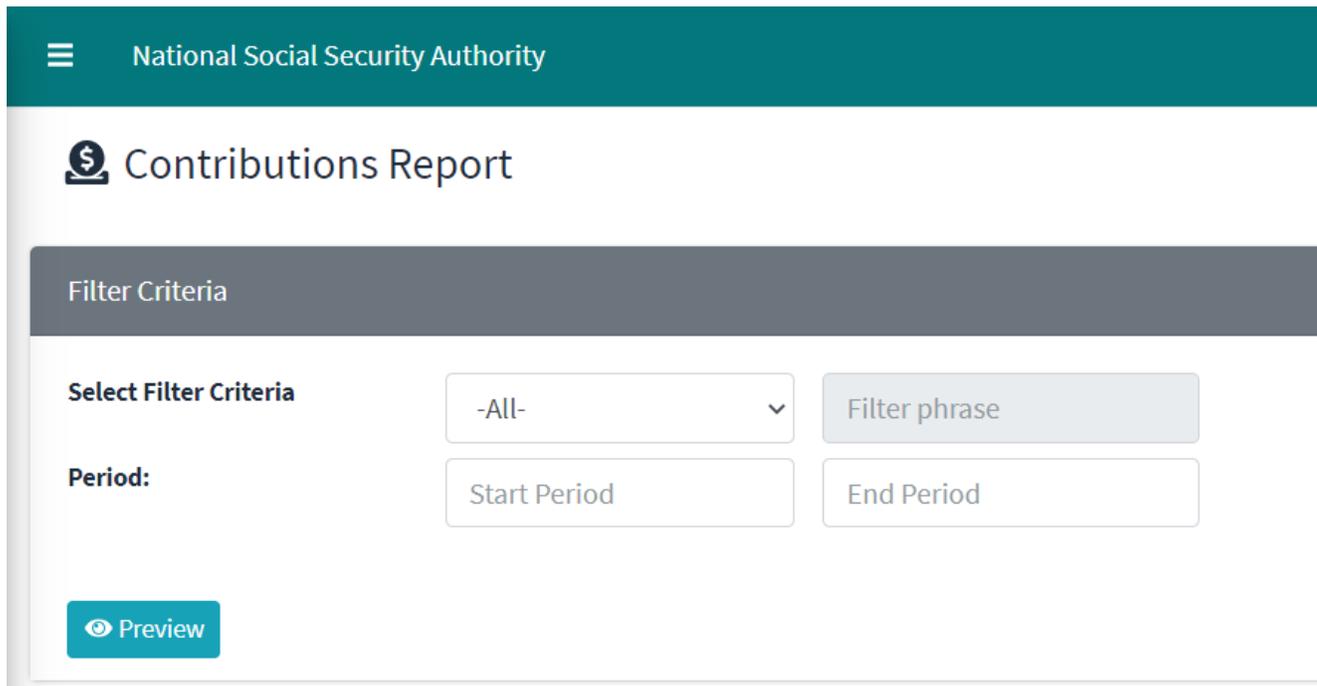
Contribution report will generate a list of contributions for a specific period for the employer made to NSSA. Click on the option Contribution reports and the window below is displayed.



The screenshot shows the NSSA Self Service Portal. On the left is a navigation menu with options: Home, Employer Details, Contributions Manager (highlighted with a red bar), Contributions Calculator, Upload Contributions, Contribution Reports (highlighted with a red bar), Employee Management, Account, Compliance Inspection, and Compliance Certificate. The main content area is titled 'National Social Security Authority Contributions Report'. Under the heading 'Filter Criteria', there are three input fields: 'Select Filter Criteria' with a dropdown menu showing '-All-', 'Filter phrase', and 'Period:' with 'Start Period' and 'End Period' sub-fields. A 'Preview' button is located at the bottom left of the filter section.

To filter the records, select a filter criterion.

- Option -All- gives you contributions for all employees for a specific period.



This is a close-up of the 'Filter Criteria' section from the previous screenshot. It shows the 'Select Filter Criteria' dropdown menu with '-All-' selected, the 'Filter phrase' text input field, and the 'Period:' section with 'Start Period' and 'End Period' text input fields. A 'Preview' button is visible at the bottom left.

Specify the period you want the report to cover.

 National Social Security Authority

Contributions Report

Filter Criteria

Select Filter Criteria
-All-
Filter phrase

Period:
2004
2104

Preview

Click on the **Preview** button and the **Contributions** report is displayed.

 National Social Security Authority

 Davison Chihambakwe

 Sign out

Contributions Report [Home](#) / [Contributions Report](#)

Show 10 entries







 Search:

BP Number	SSN Number	ID Number	Period	Surname	First Name	Start Date	End Date	POBS Insurable Earnings	POBS Contributions	Actual Insurable Earnings	Actual Contribution	POBS Contribution Variance	Insurable Earning Variance
500720792	3823063P	53-091031R53	2104	MOYO	ORCHARD	01/01/2020	31/12/9999	1000.00	450.00	1000.00	90.00	-360.00	0.00
501667049	3823361A	08-888171E53	2104	MOYO	MAYIBONGWE	01/01/2020	31/12/9999	1000.00	450.00	1000.00	90.00	-360.00	0.00
500716892	3847946Y	08-2069407B53	2104	HADEBE	MDUDUZI	01/01/2020	31/12/9999	1000.00	450.00	1000.00	90.00	-360.00	0.00
503470933	5438857C	08-715193K21	2104	MOYO	MGCINI	01/01/2020	31/12/9999	1000.00	450.00	1000.00	90.00	-360.00	0.00
503470934	5438858E	08-961659H39	2104	MOYO	GIFT	01/01/2020	31/12/9999	1000.00	450.00	1000.00	90.00	-360.00	0.00

The other options display contribution for a specific employee for specific period based on the either SSN number or employee BP number.

☰ National Social Security Authority

Contributions Report

Filter Criteria

Select Filter Criteria:

Period:

[Preview](#)

Click preview to display contribution. The following page will appear.

☰ National Social Security Authority Davison Chihambakwe Sign out

Contributions Report Home / Contributions Report

Show entries Search:

BP Number	SSN Number	ID Number	Period	Surname	First Name	Start Date	End Date	POBS Insurable Earnings	POBS Contributions	Actual Insurable Earnings	Actual Contribution	POBS Contribution Variance	Insurable Earning Variance
500716892	3847946Y	08-2069407B53	2104	HADEBE	MDUDUZI	01/01/2020	31/12/9999	1000.00	450.00	1000.00	90.00	-360.00	0.00

Showing 1 to 1 of 1 entries Previous Next

You can print, copy, or export the report to excel, csv and pdf formats.

☰ National Social Security Authority Davison Chihambakwe Sign out

Contributions Report Home / Contributions Report

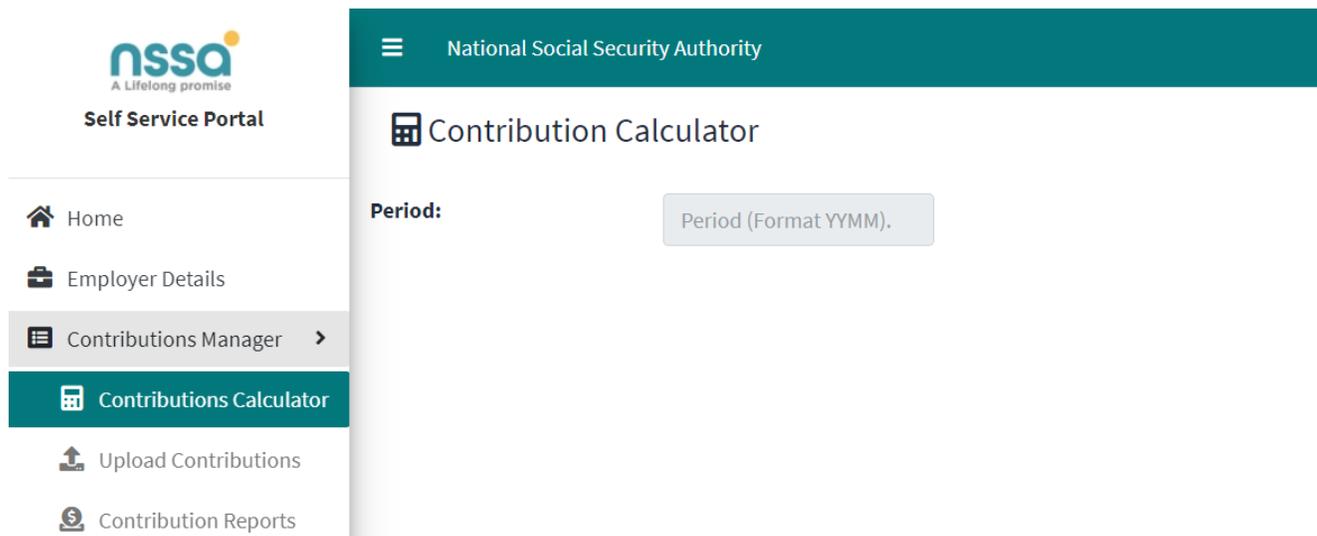
Show entries Search:

BP Number	SSN Number	ID Number	Period	Surname	First Name	Start Date	End Date	POBS Insurable Earnings	POBS Contributions	Actual Insurable Earnings	Actual Contribution	POBS Contribution Variance	Insurable Earning Variance
500716892	3847946Y	08-2069407B53	2104	HADEBE	MDUDUZI	01/01/2020	31/12/9999	1000.00	450.00	1000.00	90.00	-360.00	0.00

Showing 1 to 1 of 1 entries Previous Next

29. Contributions Calculator

This functionality allows the employer to calculate both employee and employer contributions based on the entered Insurable earnings and the selected period.



The illustration below shows the calculation for the current period in format YYYYMM 2104 (ie 2021 APRIL)

- Select period.
- Enter total insurable earnings.



Self Service Portal

-  Home
-  Employer Details
-  Contributions Manager >
-  **Contributions Calculator**
-  Upload Contributions
-  Contribution Reports
-  Employee Management <
-  Account <
-  Compliance Inspection
-  Compliance Certificate

National Social Security Authority

Contributions Calculator

Period:

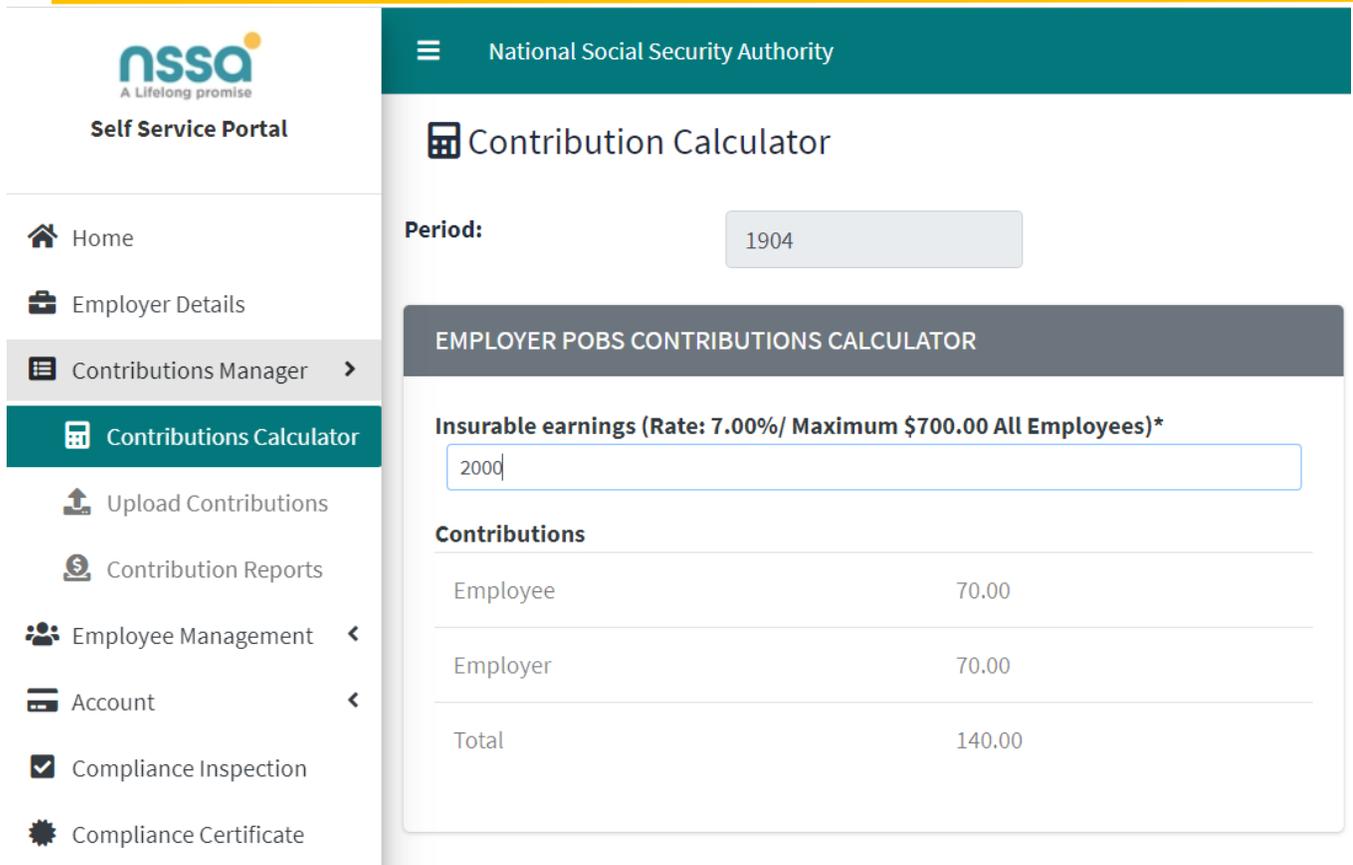
EMPLOYER POBS CONTRIBUTIONS CALCULATOR

Insurable earnings (Rate: 9.00%/ Maximum \$5000.00 All Employees)*

Contributions

Employee	2250.00
Employer	2250.00
Total	4500.00

You can also calculate for previous periods, and it will show you how much you were paying then, the rate and ceiling.



The screenshot shows the NSSA Self Service Portal interface. On the left is a navigation menu with options: Home, Employer Details, Contributions Manager, Contributions Calculator (highlighted), Upload Contributions, Contribution Reports, Employee Management, Account, Compliance Inspection, and Compliance Certificate. The main content area is titled 'National Social Security Authority' and 'Contribution Calculator'. It features a 'Period:' dropdown set to '1904'. Below this is a section titled 'EMPLOYER POBS CONTRIBUTIONS CALCULATOR' with a sub-header 'Insurable earnings (Rate: 7.00%/ Maximum \$700.00 All Employees)*'. A text input field contains '2000'. Underneath is a table showing contributions for Employee (70.00), Employer (70.00), and a Total of 140.00.

EMPLOYER POBS CONTRIBUTIONS CALCULATOR	
Insurable earnings (Rate: 7.00%/ Maximum \$700.00 All Employees)*	
<input type="text" value="2000"/>	
Contributions	
Employee	70.00
Employer	70.00
Total	140.00

30. Employee Management

Register New Employee

This functionality enables an employer to register new employees with NSSA. The system will create a NSSA Number (SSN) for that employee. A registration notification email or SMS will be sent to the employee’s email or telephone.

Steps

- Upon successfully logging onto the portal, Click on Employee Management on the left pane menu.
- Select Register New Employee. The screen below will appear.

Self Service Portal

Register New Employee

Home / Current Employees Listing / Register New Employee

Main Details | Contact Details | Employment Details

Personal Details

Nationality: *

ID Number: *

Title: * Gender: *

Surname: *

First Name: *

Other Name:

Marital Status: * D.O.B: *

Citizenship: *

Other Identity Numbers

Birth Certificate No:

Passport No:

Drivers Licence No:

- Enter employee details in the text boxes, you should ensure fields marked * are populated, as these are mandatory fields.
- Select the contact tab and Employment tab and fill all the required fields.
- Scroll to the bottom of the page and click submit.
- When the new employee details have been successfully added the successful record message will pop up as illustrated below

Message

Record successfully saved.

Current Employees Listing

This functionality lists all the employees that are currently working for the employer.

National Social Security Authority
Constance Sipapate [Sign out](#)

Current Employees Listing [Home](#) / [Current Employees Listing](#)

[Register New Employee](#)

Show entries Search:

SSN	Surname	First Name	Id Number	Sex	DOB	Start Date	Action
3965987Y	ALFONSO	ALBERT	75-447813R-75	M	29/09/1989	01/06/2019	Edit
3695420F	AMON	EDIMOT	07-199829A07	M	05/11/1992	01/06/2012	Edit
3833977W	BADZA	TAFADZWA	04-123556A04	M	16/08/1985	18/08/2015	Edit
3128853Z	BALENI	MALVIN	22-198571F26	M	25/07/1981	01/05/2005	Edit
3279928V	BALOYI	GREATER	08-764305S63	F	04/12/1979	01/12/2008	Edit
2099332B	BALOYI	SHEPHERD	63-956661J83	M	13/09/1974	01/06/2013	Edit
1336949E	BANDA	LOVENESS	08-557803J08	F	27/05/1971	01/05/1995	Edit
2318197M	BANDA	STANLEY	63-255543Z63	M	05/06/1963	01/12/2009	Edit
2776124Q	BANDA	XOLISWAN	08-779270J08	F	27/06/1983	01/06/2008	Edit
3533441G	BANDAMA	SINIWIWE CHIPO	28-096898F13	F	29/06/1985	01/06/2010	Edit

Update Employee Details

To edit or update information on an existing employee, go to current employee listing and select the employee you wish to edit and click the Edit button under Action Header.

The Update Employee window will appear as illustrated below.

Main Details Contact Details

Personal Details

Nationality: * Zimbabwe

ID Number: * 63-935202J00

Type of Person: * Employee

Title: * MR **Gender: *** Male

Surname: * ALBERTS

First Name: * GREIG MARTIN

Other Names: Other Name

Marital Status: * Married **DOB: *** 07/09/1976

Citizenship: * Zimbabwean

Other Identity Numbers

Birth Certificate No : Birth Certificate Number

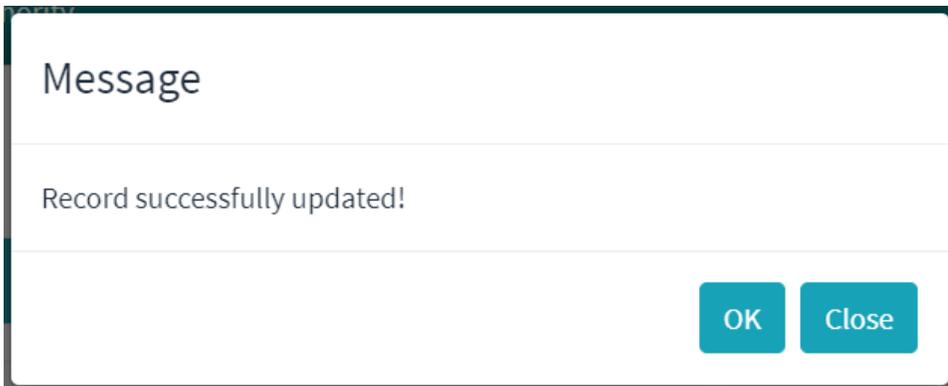
Passport No : Passport Number

Drivers Licence No : Driver's Licence Number

BP Number: * 500875309

SSN Number: * 1916016G

Enter your new details in the field boxes, you should ensure boxes marked * are populated, as these are required fields. Once you have entered the main details and Contact details scroll to the bottom of the page and click submit. When the new employee details have been successfully updated the successful update message will pop up as illustrated below.



Former Employees

Shows a list of employees that were previously employed by the organization. The Former Employees Listing provides a record for future reference when the employee needs to claim his or benefits from NSSA. See illustration below.

National Social Security Authority
Constance Sipapate [Sign out](#)

Former Employees Listing [Home](#) / [Former Employees Listing](#)

Show entries





Search:

SSN	Surname	First Name	Id Number	Sex	DOB	Start Date	End Date
2034267B	ABSOLOM	ISAJAH	71-023185N71	M	28/08/1967	01/04/2009	31/03/2017
1916016G	ALBERTS	GREIG MARTIN	63-935202J00	M	07/09/1976	09/03/2000	31/07/2000
1499728A	ALFONSO	ALBERT		M	29/09/1989	12/08/2015	28/02/2019
1916721E	ALI	SADIKI	08-564056F08	M	08/08/1973	01/10/2005	05/02/2008
3975395S	BAKO	PAUL TAKUNDA	63-2271054V18	M	22/01/1992	12/08/2015	12/02/2016
1503380B	BALOYI	CEPHAS	08-156510W04	M	03/06/1958	01/10/1994	30/06/2014
1500568E	BALOYI	MUKAI M	14-020077N83	F	02/05/1953	01/10/1994	31/05/2013
1501500V	BALOYI	TIMOTHY	22-012861X83	M	22/11/1953	01/10/1994	30/11/2013
2764374A	BANDA	FRED	67-073330S67	M	02/07/1968	01/10/2003	06/01/2004
1511790Q	BANDA	MACLAUY MUWAMBA	63-733434W63	F	05/07/1970	01/10/1998	24/09/1999

Showing 1 to 10 of 1,240 entries
[First](#)
[Previous](#)

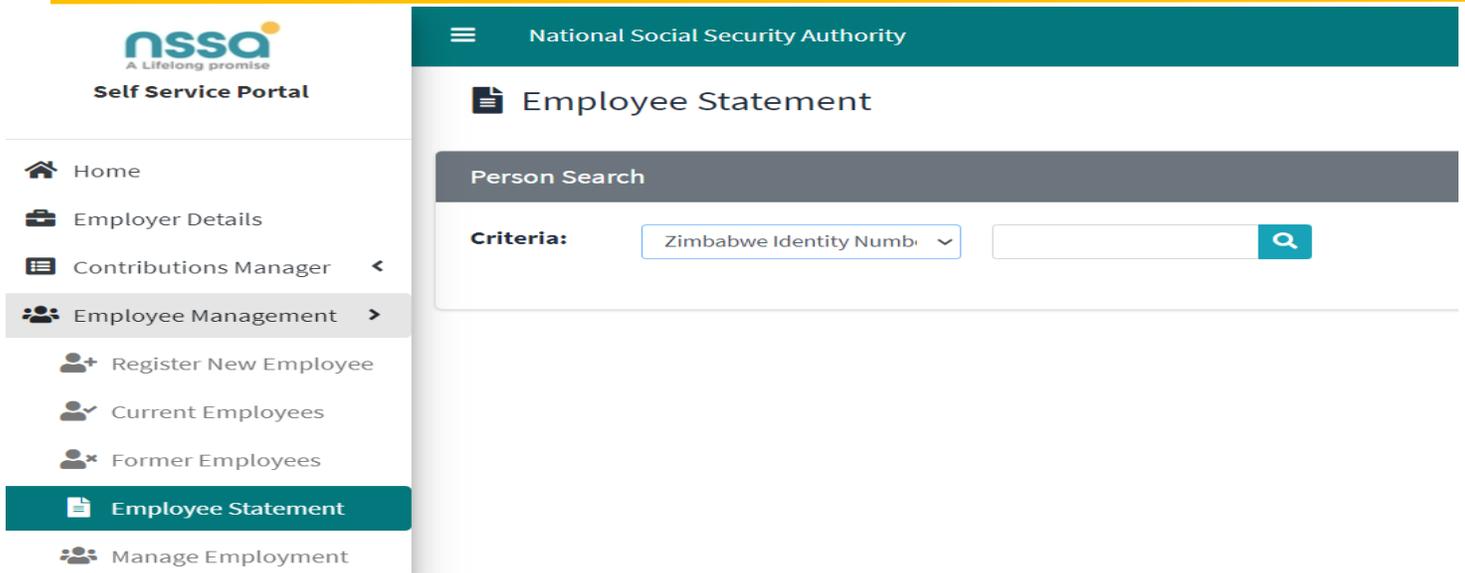
[2](#)
[3](#)
[4](#)
[5](#)
[...](#)
[124](#)
[Next](#)
[Last](#)

Employee statement

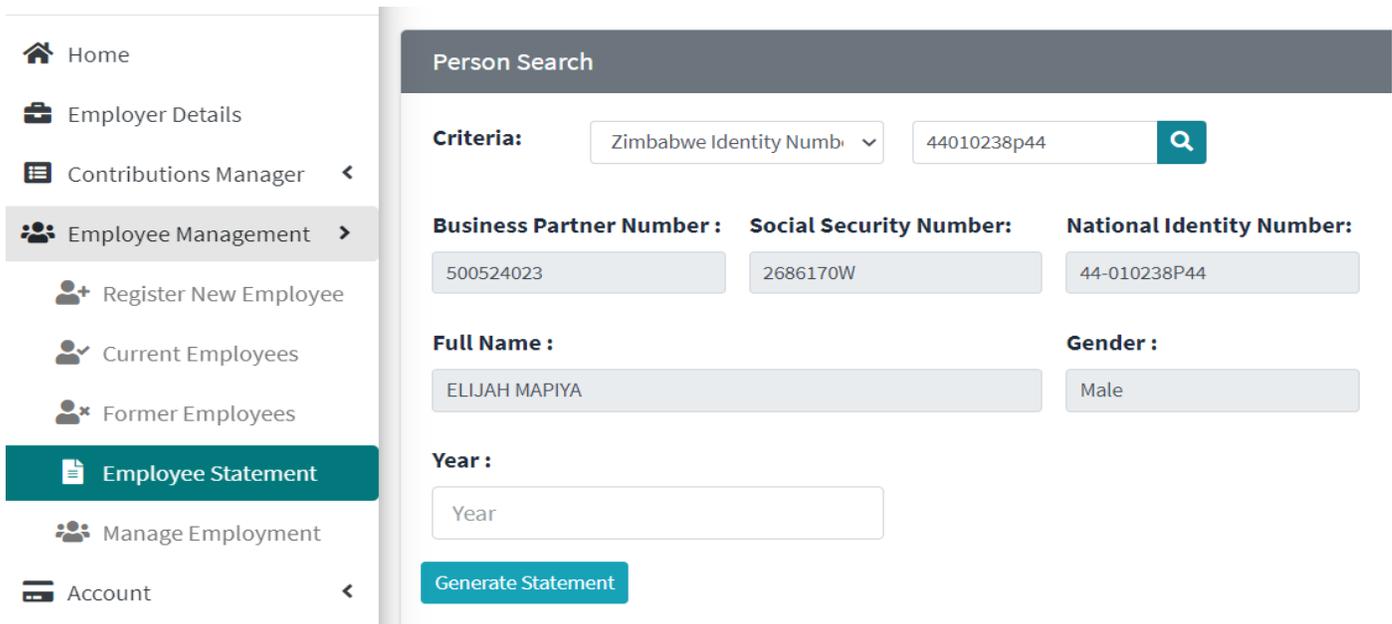
This functionality generates a contributor's employment statement in pdf format.

Steps

- Select Employment statement under Employment Management.
- Select the criteria e.g., Zimbabwe Identity Number and Click the search button



Select year and click generate Statement.



The statement will be generated in pdf format.

Generating statements for all employees

- On search criteria select all
- Select year.
- Click generate statement.
- A folder consisting of all employee statements will be downloaded.

-  Home
-  Employer Details
-  Contributions Manager <
-  Employee Management >
-  Register New Employee
-  Current Employees
-  Former Employees
-  Employee Statement

Person Search

Criteria:

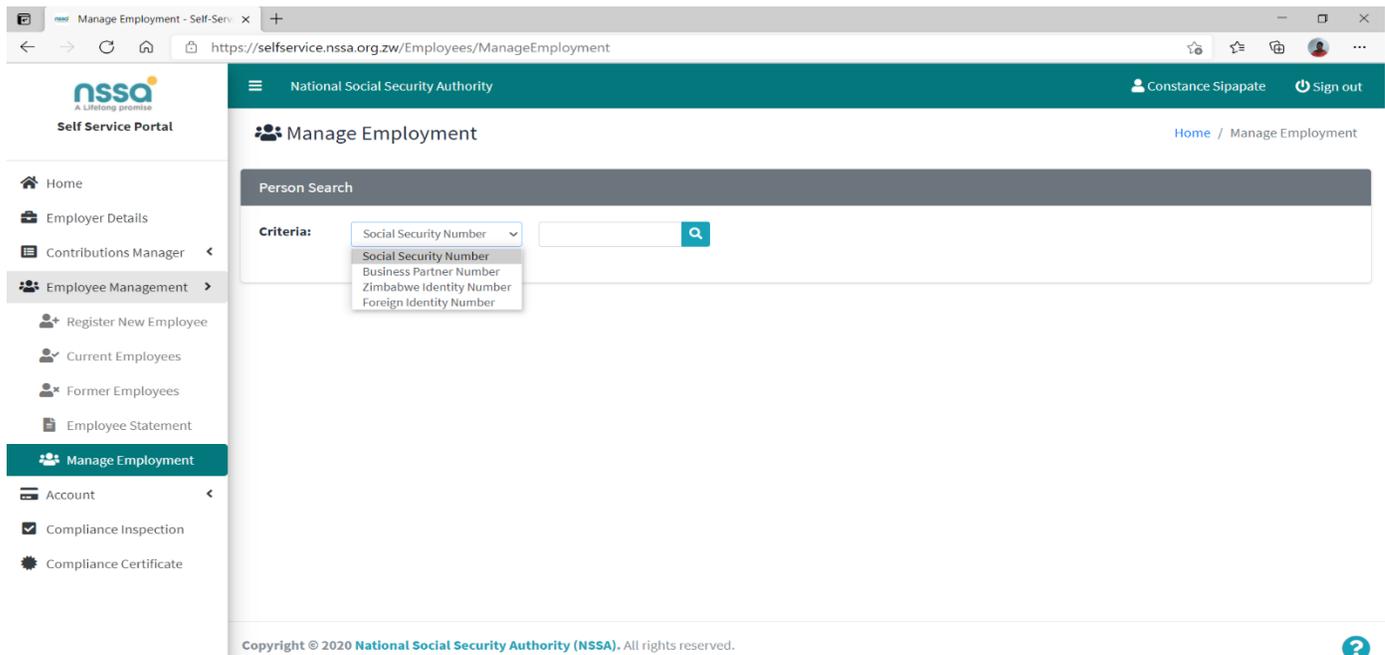
Year :

Update Employment

This functionality enables employers to edit or change employment details for current and former employees.

Steps

- Click Manage Employment on the left pane and the below screen should pop up.



Click on Criteria to select the key field to search for the employee you wish to edit and enter appropriate details.

The following screen will appear after clicking search, the existing employments will be listed at the bottom of the screen.

National Social Security Authority
Constance Sipapate [Sign out](#)

Manage Employment Home / Manage Employment

Person Search

Criteria: Zimbabwe Identity Numb:

Business Partner Number:
Social Security Number:
National Identity Number:

Full Name:
Gender:

Show entries
 Search:

Employment Sequence	Occupation	Start Date	Salary On Commencement	Status Of Employment	Nature Of Employment	End Date	Works Number	Work Station	Action
4		09/10/2017	0.00	Permanent	Ordinary				<input type="button" value="Edit"/>

Showing 1 to 1 of 1 entries Previous Next

To update the existing employment, Click Edit on the listed employment. The following screen will pop up.

Update Employment
✕

Start Date: *
End Date :
Starting Salary: *

Works Number :
Work Station :
Nature Of Employment: *

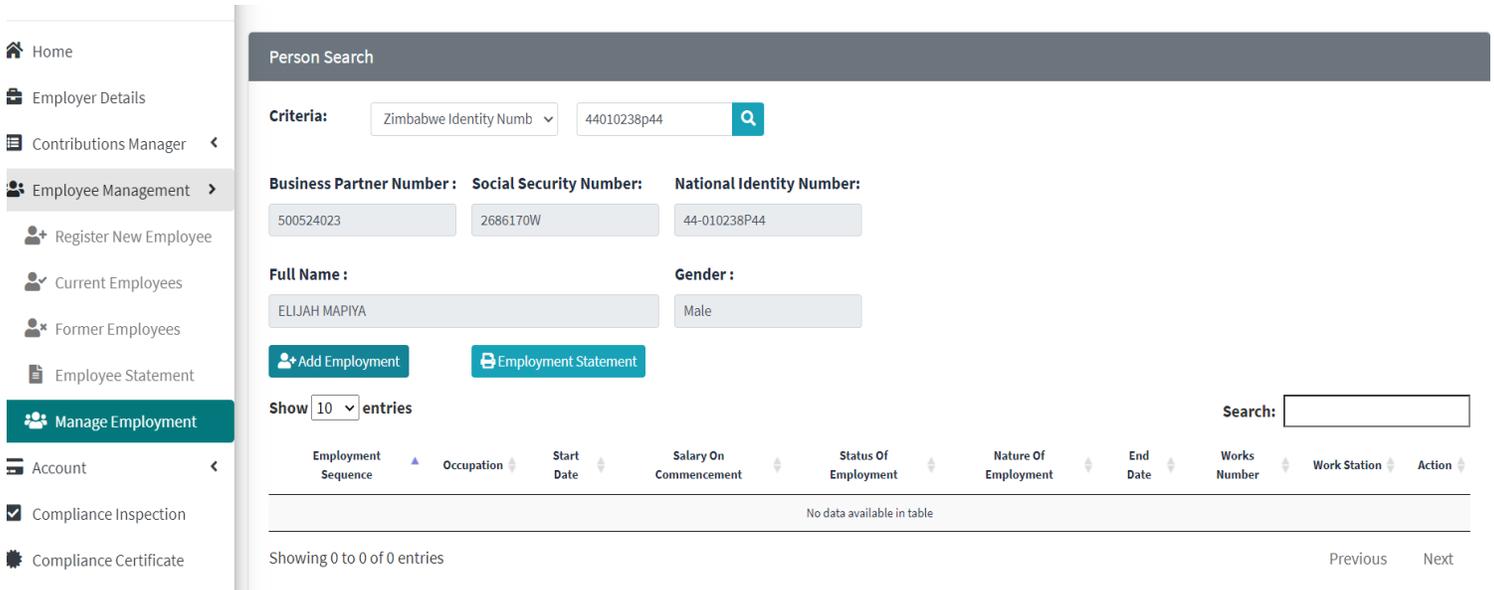
Status Of Employment : *
Ministry :

Occupation: *

Enter your new details in the field boxes, you should ensure boxes marked * are populated, as these are required fields. Once you have changed your details scroll to the bottom of the page and click submit
If you no longer wish to save the changes, click on close.

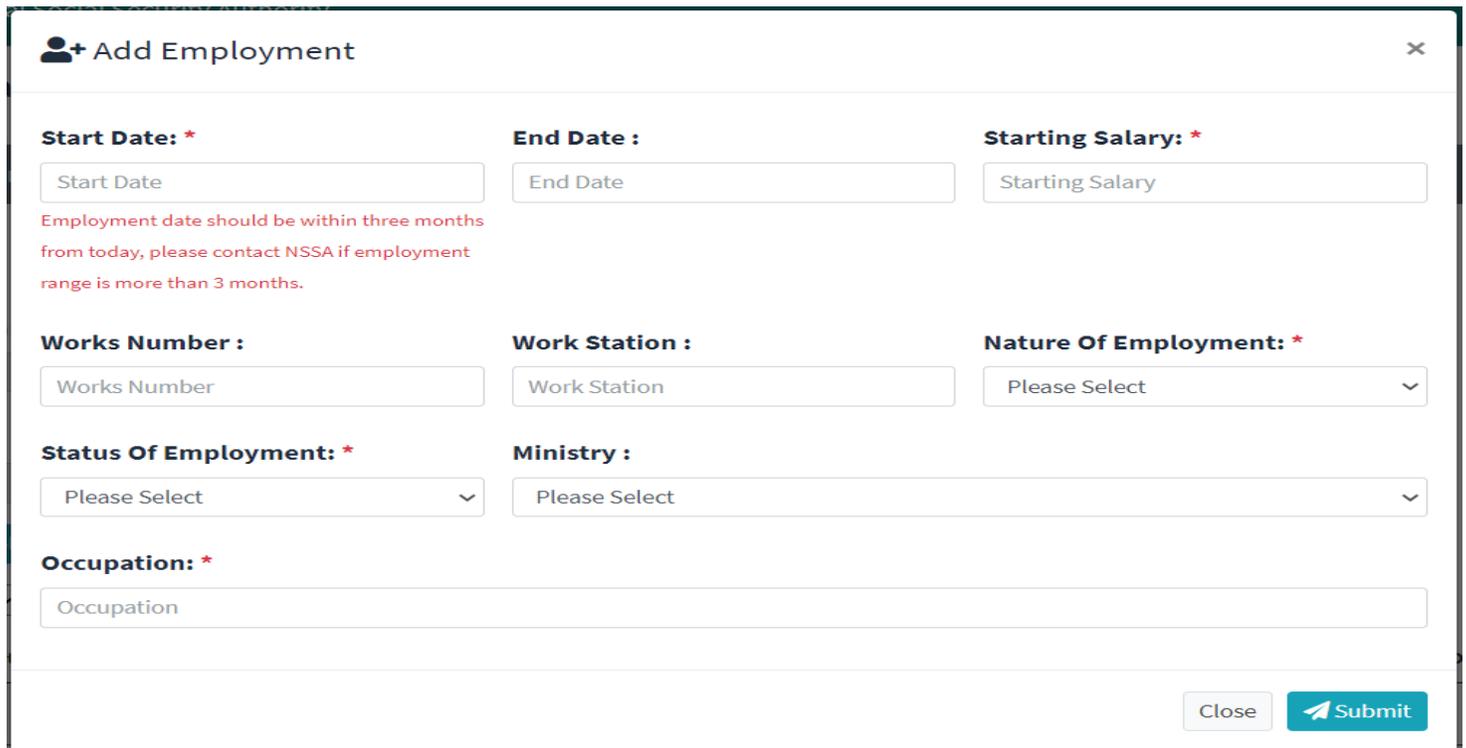
Create New Employment/ Add employment

On the Manage Employment pane click on Add Employment, the below screen will pop up.



The screenshot shows the 'Employee Management' sidebar on the left with 'Manage Employment' selected. The main content area is titled 'Person Search' and contains the following fields:

- Criteria:** Zimbabwe Identity Numb (dropdown), 44010238p44 (text), and a search icon.
- Business Partner Number:** 500524023
- Social Security Number:** 2686170W
- National Identity Number:** 44-010238P44
- Full Name:** ELIJAH MAPIYA
- Gender:** Male
- Buttons:** Add Employment (with person icon), Employment Statement (with document icon)
- Table:** A table with columns: Employment Sequence, Occupation, Start Date, Salary On Commencement, Status Of Employment, Nature Of Employment, End Date, Works Number, Work Station, and Action. The table is currently empty with the message 'No data available in table'.
- Footer:** Showing 0 to 0 of 0 entries, Search: [input], Previous, Next.

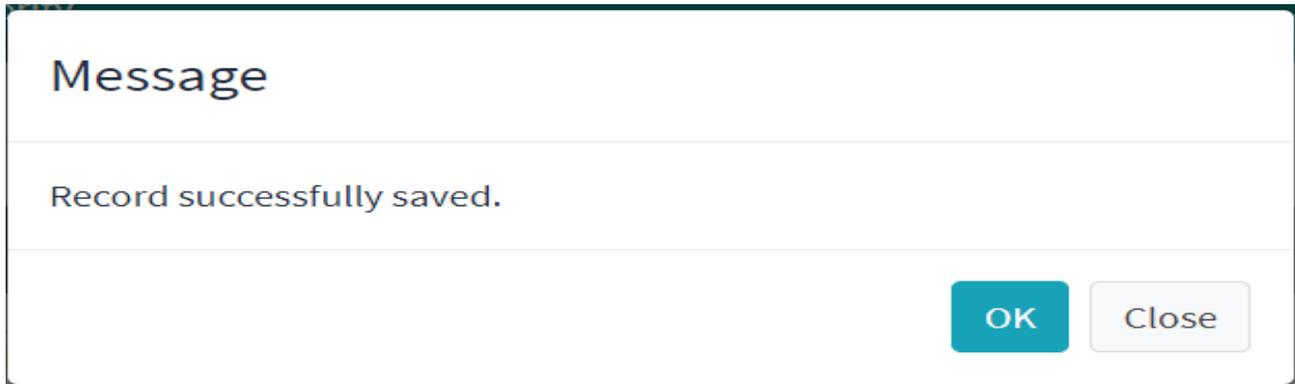


The 'Add Employment' modal form contains the following fields:

- Start Date: *** (text input)
- End Date :** (text input)
- Starting Salary: *** (text input)
- Works Number :** (text input)
- Work Station :** (text input)
- Nature Of Employment: *** (dropdown menu, currently showing 'Please Select')
- Status Of Employment: *** (dropdown menu, currently showing 'Please Select')
- Ministry :** (dropdown menu, currently showing 'Please Select')
- Occupation: *** (text input)
- Footer:** Close button and Submit button (with arrow icon).

Employment date should be within three months from today, please contact NSSA if employment range is more than 3 months.

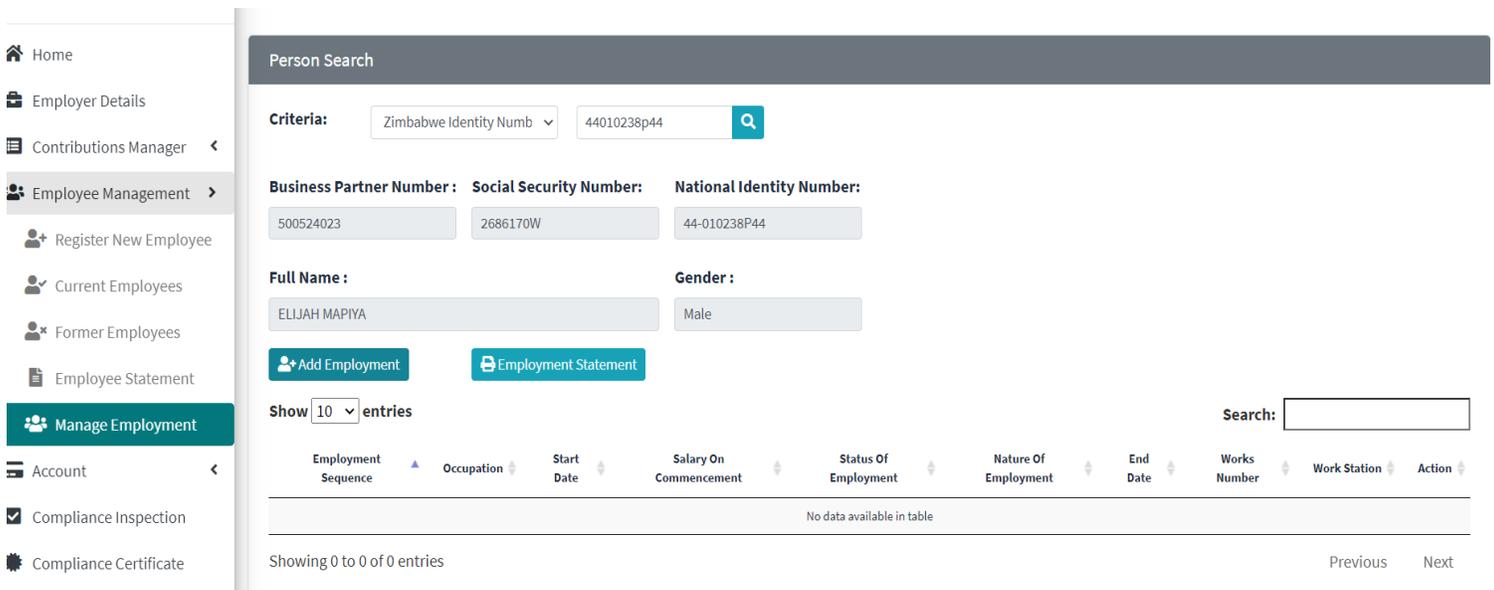
- After all the mandatory fields have been filled scroll down and click submit and the new employment will be added.
NB Start date should be within 3 months from today.
- The message below will pop up to show that the new employment has been successfully added.



Click OK to exit.

Generate Employment History Statement

- Click on Manage Employment on the left pane of the home screen.
- Select criteria and enter the search criteria details.
- Click Employment Statement



The screenshot shows the 'Person Search' interface. On the left is a navigation menu with 'Manage Employment' selected. The main area contains search criteria: 'Criteria' set to 'Zimbabwe Identity Numb' with value '44010238p44'. Other fields include 'Business Partner Number' (500524023), 'Social Security Number' (2686170W), 'National Identity Number' (44-010238P44), 'Full Name' (ELJAH MAPIYA), and 'Gender' (Male). There are buttons for 'Add Employment' and 'Employment Statement'. Below is a table with columns: Employment Sequence, Occupation, Start Date, Salary On Commencement, Status Of Employment, Nature Of Employment, End Date, Works Number, Work Station, and Action. The table is currently empty, displaying 'No data available in table' and 'Showing 0 to 0 of 0 entries'.

Click on Employment Statement, a pdf statement will appear as illustrated below.

Page 1 of 1

NSSA House
Sam Nujoma Street
Selous Avenue, Harare
Fax: (0242) 796320/799042

**Employment History
Statement**



nssa
A Lifelong promise

Member Name
SIPAPATE CONSTANCE MARUMBWA
22, 10TH RD, , Harare, Zimbabwe

Member Details

Date of Birth :	29/06/1979	Member NSSA Number:	3413484F
Member BP No :	500222657	ID Number:	63-1049386V13

Employment History Summary

Trade Name	SSR Number	Start Date	End Date	Employment Status
NATIONAL SOCIAL SECURITY AUTHORITY	0107800E	09/10/2017		Permanent
AGRIFOODS P L	0109933K	01/03/2013	08/10/2017	Permanent
LION MATCH LTD	0108649X	01/09/2008	30/04/2012	Permanent
Iway Africa Zimbabwe P L	0138442E	11/03/2004	30/09/2004	Permanent
FARM & CITY CENTRE	0108970L	01/03/2004	30/08/2008	Permanent

A Life Long Promise.

User can choose to save the file to disk by clicking the icon  or can print the document by clicking 

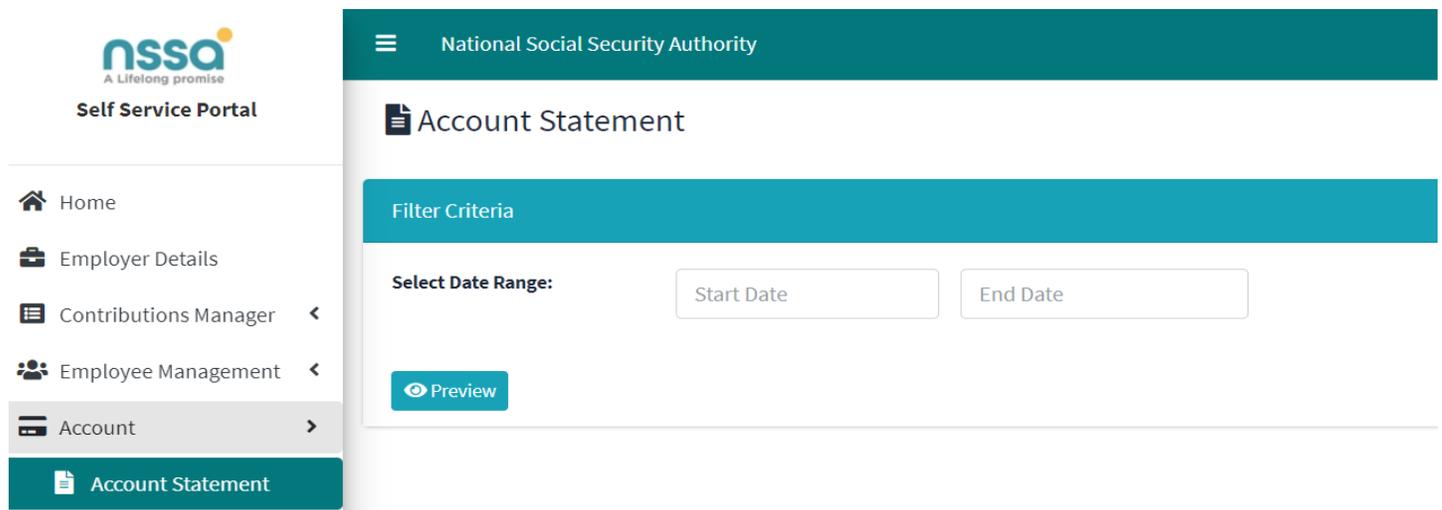
Exit by clicking the back button 

31. Accounts

The functionality is used to generate account statement for the organization being represented by the logged in user.

Step 1

- Select Account on the left pane.
- Click account statement.
- Select the Start date and End Date and click Preview as shown below.
- Click preview.



The screenshot displays the NSSA Self Service Portal interface. On the left is a navigation menu with the following items: Home, Employer Details, Contributions Manager, Employee Management, Account, and Account Statement (highlighted in teal). The main content area is titled 'National Social Security Authority' and 'Account Statement'. Below this is a 'Filter Criteria' section with a 'Select Date Range:' label and two input fields for 'Start Date' and 'End Date'. A teal 'Preview' button is located below the date range fields.

The system will generate PDF statement which show list of Bills, Payments and Balances as illustrated below.



**STATEMENT FOR PERIOD
01/11/2019 TO 06/12/2020**

BP Number : **400006045**

NATIONAL SOCIAL SECURITY AUTHORITY

1

1

SSR Number : **0107800E**

Industry Code: 5400

APWCS Rate: 1.25

Transaction Date	Transaction Type	Reference Number	Scheme	Amount	Running Total
01/11/2019	Balance b/d	9000001	POBS	137,277.64	137,277.64
01/11/2019	Balance b/d	9000002	APWCS	94,444.83	231,722.47
01/11/2019	Inspection Sheet Adjustment	127643	POBS	20,743.17	252,465.64
01/11/2019	Inspection Sheet Adjustment	127643	APWCS	(4,642.43)	247,823.21
01/11/2019	Main Bill Run	94654	POBS	33,481.91	281,305.12
01/11/2019	Main Bill Run	94654	APWCS	14,325.48	295,630.60
06/11/2019	Payment	9339832	POBS	(1,133.83)	294,496.77
06/11/2019	Payment	9339832	APWCS	(485.92)	294,010.85
08/11/2019	Payment	9342639	POBS	(87,528.39)	206,482.46
08/11/2019	Payment	9342639	APWCS	(37,512.17)	168,970.29

Employer Bill estimate report

This generates the estimate bill for the current month or previous periods as stated by the requester.

Steps

- Select Account
- Employer Bill statement
- Enter period.
- Click Preview



The screenshot displays the NSSA Self Service Portal interface. On the left is a navigation menu with the following items: Home, Employer Details, Contributions Manager, Employee Management, Account (highlighted), and Account Statement. The main content area shows the 'Employer Bill Estimate Report' page. At the top of this page is a teal header with the NSSA logo and the text 'National Social Security Authority'. Below the header is a teal bar with the title 'Employer Bill Estimate Report'. Underneath is a 'Filter Criteria' section with a 'Period:' label and a text input field containing 'Start Period'. A teal 'Preview' button is located below the input field.

Employer Estimate Bill will be displayed, see sample below.

NSSA House
Sam Nujoma Street
Selous Avenue, Harare
Fax: (0242) 796320/799042

**Employer Estimate
Bill**



Employer Name : NATIONAL SOCIAL SECURITY AUTHORITY

Employer Details

SSR Number : 0107800E **BP Number :** 400006045
Industry Code : 5400-Banking, Finance & Insurance **WCIF Rate :** 1.25

Contribution and Premium Estimate Bill Summary **Period:Dec-2020**

Details	POBS	APWCS	Total(ZWL\$)
Opening Balance	5184361.25	4827023.84	10011385.09
Current Bill	0	0	0
Less Payments	161.00	160.00	321.00
Amount Due	5184200.25	4826863.84	10011064.09

32. Compliance Inspection

To view the compliance inspection sheet of a given period

Step 1

- Click on Compliance Inspection in the navigation menu then select View inspections from the drop-down menu that appears as illustrated below.
- Enter start period and End Period then click on Preview.



The screenshot displays the NSSA Self Service Portal interface. On the left is a navigation menu with the following items: Home, Employer Details, Contributions Manager, Employee Management, Account, Compliance Inspection (highlighted with a red box), and Compliance Certificate. The main content area shows the 'National Social Security Authority' header, a checked 'Compliance Inspection' menu item, and a 'Filter Criteria' section. Under 'Filter Criteria', there is a 'Period:' label followed by two input fields containing the dates '01/11/2019' and '06/12/2020'. Below these fields is a green 'Preview' button.

The compliance sheet for the selected period will appear as shown below.

COMPLIANCE INSPECTION SHEET

1. THIS INSPECTION SHEET SERVES AS BOTH AN **ACKNOWLEDGEMENT OF DEBT AND FINAL DEMAND** FOR UNPAID CONTRIBUTIONS & PREMIUMS.
2. FAILURE TO PAY BY DUE DATE WILL RESULT IN **LEGAL ACTION** INCLUDING **GARNISHEE** BEING EFFECTED WITHOUT FURTHER COMMUNICATION.
3. **ALL RECORDED INFORMATION HEREUNDER IS STRICTLY CONFIDENTIAL.**

NAME OF EMPLOYER: NATIONAL SOCIAL SECURITY AUTHORITY
ADDRESS : 1
ADDRESS : 1
INSPECTION PERIOD FROM: 01/11/2019 TO 06/12/2020

SSR NO: 0107800E
EMAIL: kanyembat@nssa.org.zw
BANK: FBC BANK

IC CODE: 5400-Banking, Finance & Insurance
TEL .NO: 723822/4
ACCOUNT NO.: 31700037130210

APWCS RATE: 1.25
BRANCH: FBC BANK LTD,

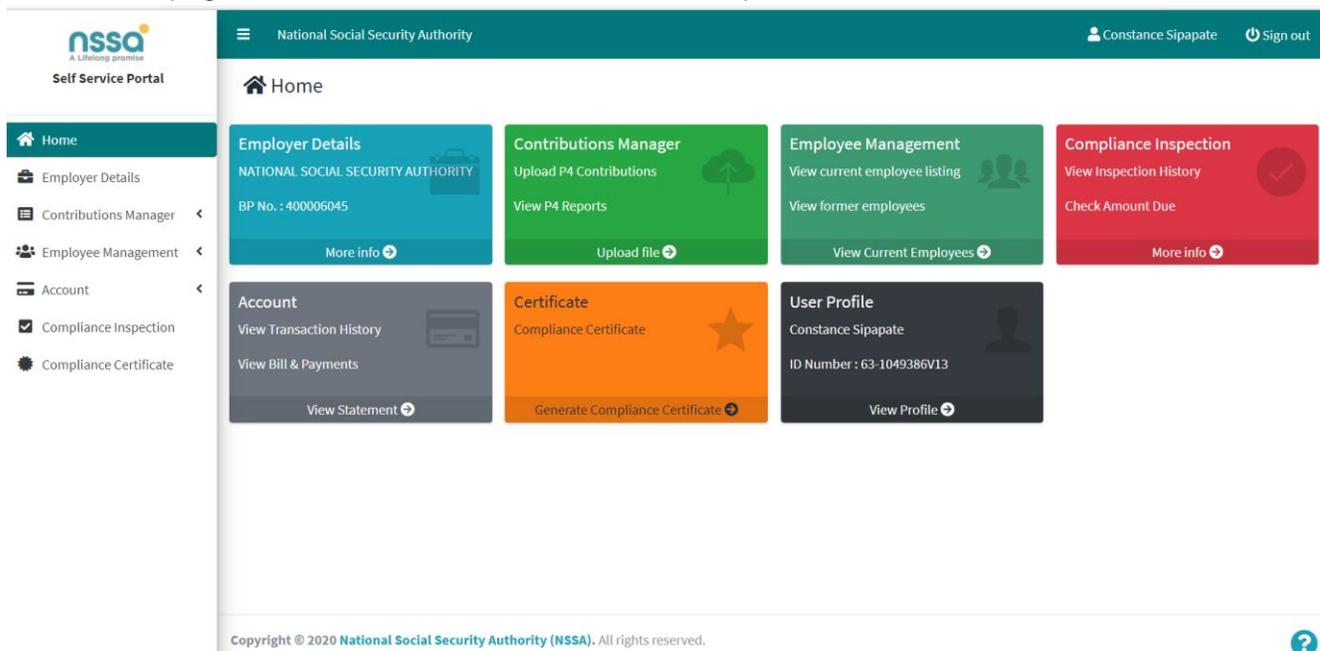
PERIOD	NO. OF EMP. POBS	NO. OF EMP. APWCS	INSURABLE EARNINGS (POBS)	POBS Contribution	POBS Surcharge	INSURABLE EARNINGS (APWCS)	APWCS Premiums	APWCS Penalty	TOTAL FOR THE MONTH	POBS AMOUNT PAID	AWPCS AMOUNT PAID	TOTAL PAYMENT	POBS VARIANCE	APWCS VARIANCE
				(856454.04)			(167,109.03)		(1,023,563.07)				(856,454.04)	(167,109.03)
Jan-20	32	32	4,742.40	0	0.00	4,742.40	0.00	0.00	0.00	0.00	0.00	0.00	0.00	4,742.40
Feb-20	770	770	5,000.00	0	0.00	5,000.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	5,000.00
May-20	10	10	1,000.00	0	0.00	1,000.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1,000.00
Jun-20	13	14	687.00	450.00	0.00	101,734.90	9,000.00	0.00	9,450.00	0.00	0.00	0.00	450.00	110,734.90
Jul-20	14	14	687.00	294.00	0.00	101,734.90	40,294.94	0.00	40,588.94	0.00	0.00	0.00	294.00	142,029.84
Aug-20	770	770	770.00	0	0.00	770.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	770.00
Sep-20	32	32	4,742.40	0	0.00	4,742.40	0.00	0.00	0.00	0.00	0.00	0.00	0.00	4,742.40
Oct-20	4263	4263	50,180.63	0	0.00	50,180.63	0.00	0.00	0.00	0.00	0.00	0.00	0.00	50,180.63
Nov-20	659	659	460,600.00	0	0.00	460,600.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	460,600.00
Dec-20	781	781	460,600.00	0	0.00	460,600.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	460,600.00
Totals				(855,710.04)	0.00		(117,814.09)	0.00	(973,524.13)	0.00	0.00	0.00	(855,710.04)	1,073,291.14

33. Generate Compliance Certificate

This functionality allows employers to generate a compliance certificate.

Step 1

In the home page as in the screenshot below select Compliance certificate



The screenshot shows the NSSA Self Service Portal home page. The header includes the NSSA logo and the text "National Social Security Authority" along with the user name "Constance Sipate" and a "Sign out" button. The main content area is divided into several sections:

- Home**: A central navigation menu with options: Home, Employer Details, Contributions Manager, Employee Management, Account, Compliance Inspection, and Compliance Certificate.
- Employer Details**: A blue tile showing "NATIONAL SOCIAL SECURITY AUTHORITY" and "BP No. : 40006045" with a "More info" button.
- Contributions Manager**: A green tile with "Upload P4 Contributions" and "View P4 Reports" and an "Upload file" button.
- Employee Management**: A green tile with "View current employee listing" and "View former employees" and a "View Current Employees" button.
- Compliance Inspection**: A red tile with "View Inspection History" and "Check Amount Due" and a "More info" button.
- Account**: A grey tile with "View Transaction History" and "View Bill & Payments" and a "View Statement" button.
- Certificate**: An orange tile with "Compliance Certificate" and a "Generate Compliance Certificate" button.
- User Profile**: A dark grey tile showing the user name "Constance Sipate" and "ID Number : 63-1049386V13" and a "View Profile" button.

The footer contains the text: "Copyright © 2020 National Social Security Authority (NSSA). All rights reserved." and a help icon.

Click Compliance Certificate and you will be redirected to another page and the compliance certificate will be displayed as shown below.



National Social Security Authority
Compliance Certificate

This is to certify that

NSSA

Trading as: **NATIONAL SOCIAL SECURITY AUTHORITY**

Social Security Registration Number: **0107800E**

is in full compliance with Statutory Instruments 393 of 1993 (Pension & Other Benefits Scheme) and 68 of 1990 (Accident Prevention & Workers' Compensation Scheme) as read with National Social Security Authority Act Chapter 17:04.

Number of Insured Employees: 2

Validity Period: **01 April 2021 To 30 June 2021**

Verification code: **CA5MXUNR**

The authenticity and validity of this certificate must be verified on NSSA page.

Scan QR code or visit

<https://selfservice.nssa.org.zw/certificates/verifycertificate>



NB If the Employer has not submitted contributions in the last three months a compliance certificate will not be issued. Instead, the user will receive the error as shown below:

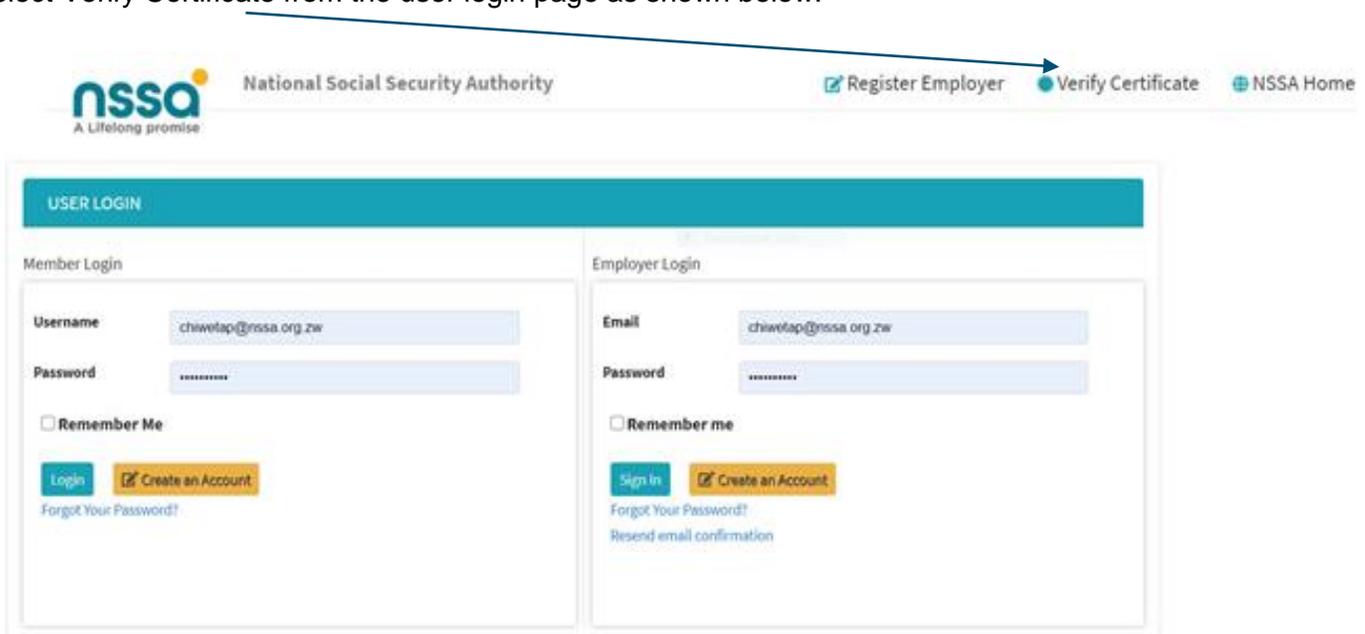


34. Clearance Certificate Verification

This functionality allows the user to verify the authenticity of their organization's Compliance certificate.

Step 1

Select Verify Certificate from the user login page as shown below.



After clicking Verify Certificate the below screenshot will be displayed.

Certificate Verification

Certificate Details

SSR Number :	<input type="text" value="SSR Number"/>
Certificate Number :	<input type="text" value="Certificate Number"/>
Verification Code :	<input type="text" value="Verification Code"/>

Step 2

Enter the following details (SSR Number, Certificate Number, Verification Code) which are available on the generated Compliance Certificate.

Certificate Verification

Certificate Details

SSR Number :

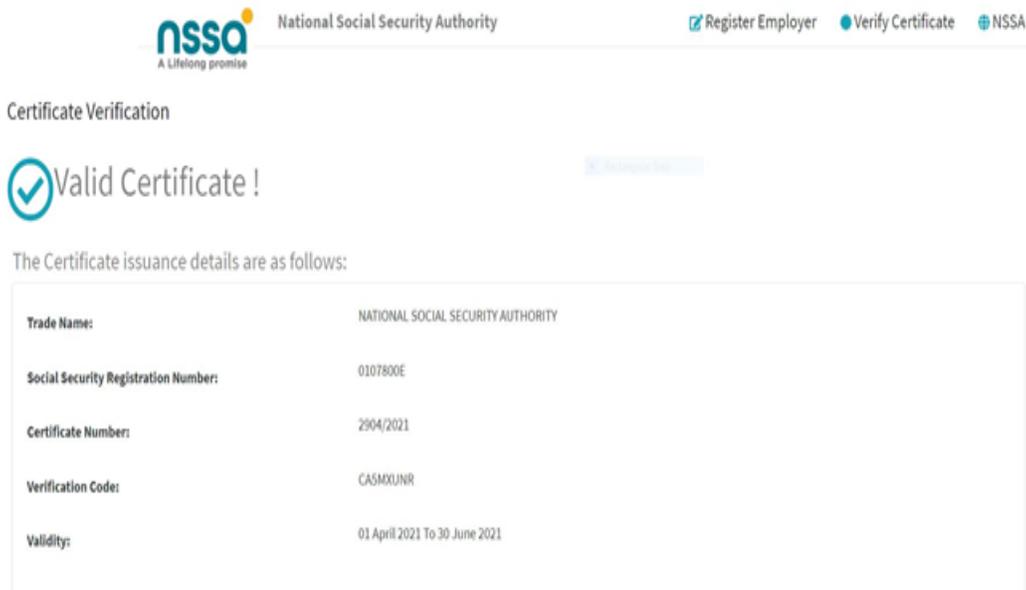
Certificate Number :

Verification Code :

[Verify Certificate](#)

Step 3

If the certificate is genuine and authentic, it will display as in the screenshot below:



The screenshot shows the NSSA website header with the logo and navigation links: Register Employer, Verify Certificate, and NSSA. Below the header, the page title is 'Certificate Verification'. A large green checkmark icon is followed by the text 'Valid Certificate!'. Below this, it states 'The Certificate issuance details are as follows:' and a table displays the following information:

Trade Name:	NATIONAL SOCIAL SECURITY AUTHORITY
Social Security Registration Number:	0107800E
Certificate Number:	2904/2021
Verification Code:	CASMXUNR
Validity:	01 April 2021 To 30 June 2021

If the certificate is not authentic, a screenshot as the one below will be displayed.

Certificate Verification

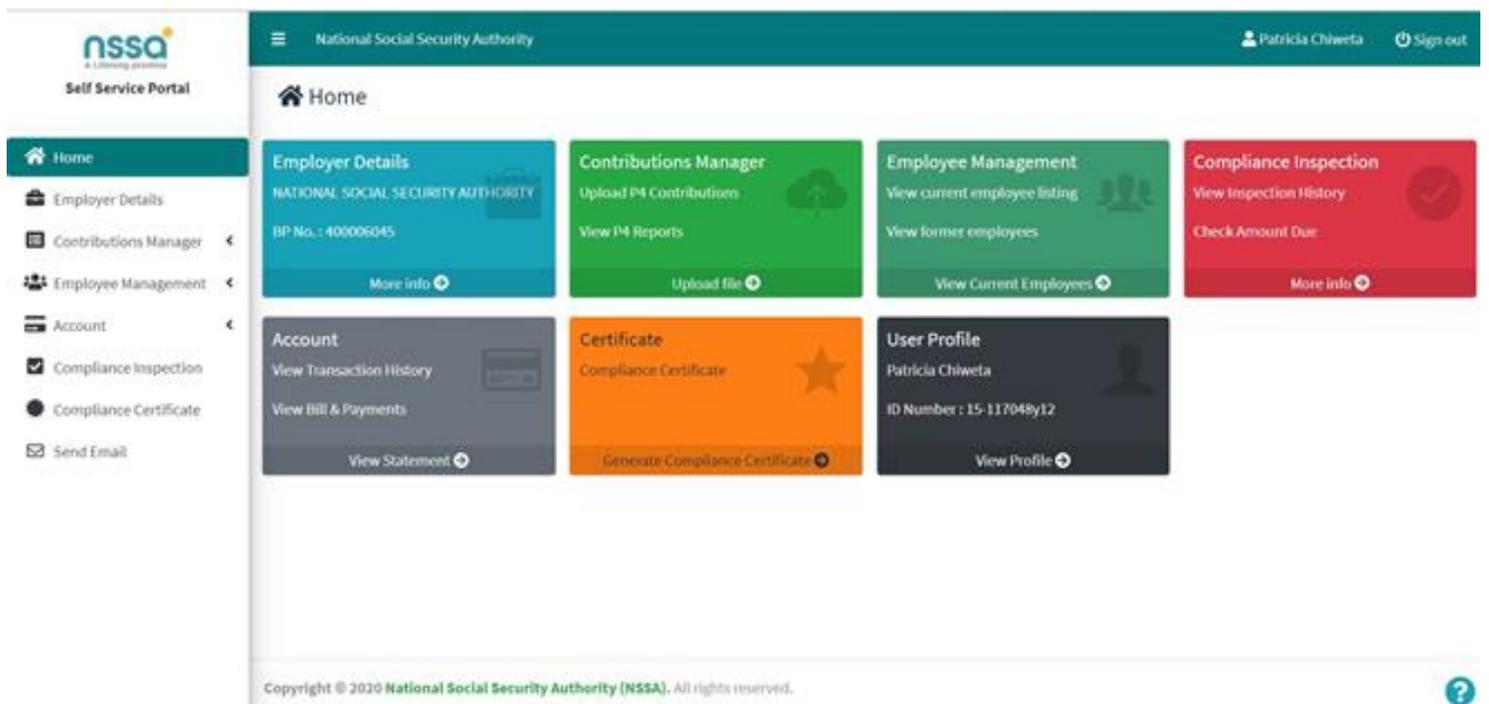
 Certificate Not Valid !

Details provided are not for a valid Certificate.

35. Generate Employment History Statement

This functionality allows the user to generate an employment history statement for all employers previously worked for and/or currently working for. The user should be registered by NSSA under the organization they are trying to generate the employment statement for.

Step 1



The screenshot displays the NSSA Self Service Portal interface. At the top, the NSSA logo and tagline 'A Lifelong promise' are visible. The main header includes the text 'National Social Security Authority' and the user's name 'Patricia Chiweta' with a 'Sign out' button. The left sidebar contains a navigation menu with options: Home, Employer Details, Contributions Manager, Employee Management, Account, Compliance Inspection, Compliance Certificate, and Send Email. The main content area is titled 'Home' and features several service tiles: 'Employer Details' (with BP No.: 400006045), 'Contributions Manager' (with 'Upload file' button), 'Employee Management' (with 'View Current Employees' button), 'Compliance Inspection' (with 'Check Amount Due' button), 'Account' (with 'View Statement' button), 'Certificate' (with 'Generate Compliance Certificate' button), and 'User Profile' (with 'View Profile' button). The footer contains the copyright notice 'Copyright © 2020 National Social Security Authority (NSSA). All rights reserved.' and a help icon.

Step 2

Click on the Account Tab

The screenshot shows the NSSA Self Service Portal Home page. The top navigation bar includes the NSSA logo, the text "National Social Security Authority", the user name "Patricia Chweta", and a "Sign out" button. The main content area is titled "Home" and features a grid of eight colored tiles: "Employer Details" (blue), "Contributions Manager" (green), "Employee Management" (teal), "Compliance Inspection" (red), "Account" (grey), "Certificate" (orange), and "User Profile" (dark grey). Each tile contains specific actions and information. A left-hand sidebar menu lists the main categories: Home, Employer Details, Contributions Manager, Employee Management, Account, Compliance Inspection, and Compliance Certificate.

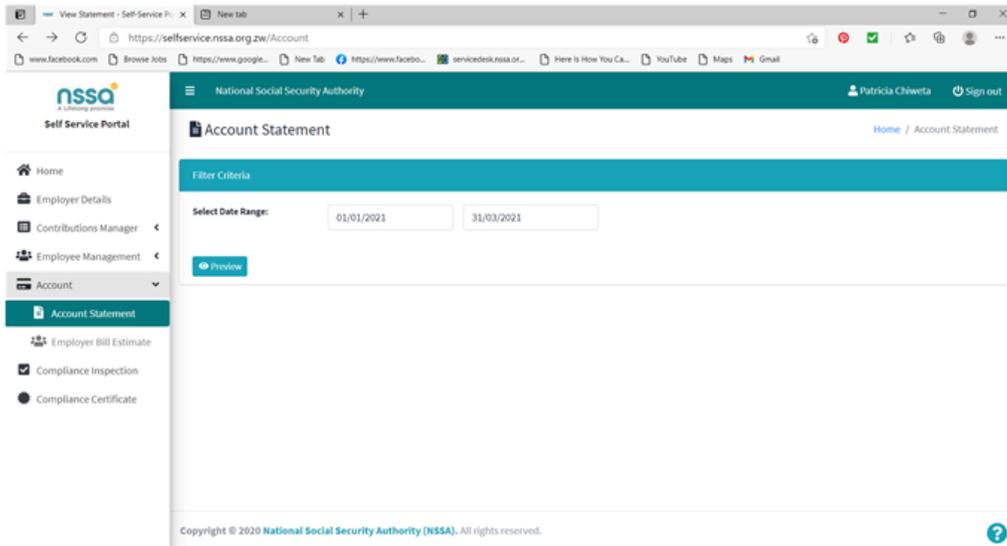
Step 3

Click on the Account Statement Tab and the following screen appears.

The screenshot shows the "Account Statement" page. The page title is "Account Statement" with a breadcrumb trail "Home / Account Statement". Below the title is a "Filter Criteria" section with a "Select Date Range:" label and two input fields for "Start Date" and "End Date". A "Preview" button is located at the bottom left of the filter section.

Step 4

Enter the dates for which you wish to view the employer statement.



Step 5

Click on the Preview button

User will be directed to a new web page and the statement will be displayed as in the screenshot below:



Rectangular-Ship

STATEMENT FOR PERIOD
01/01/2021 TO 31/01/2021

BP Number : **40006045**

NATIONAL SOCIAL SECURITY AUTHORITY
1
SELOUS AVENUE/SAM NUJOMA

SSR Number : **0107800E**
Industry Code: 5400
APWCS Rate: 1.25%

Transaction Date	Transaction Type	Reference Number	Scheme	Amount	Running Total
01/01/2021	Balance b/d	9000001	POBS	0.00	0.00
01/01/2021	Balance b/d	9000002	APWCS	1,031,113.35	1,031,113.35
01/01/2021	Main Bill Run	212373	POBS	358,650.00	1,389,763.35
01/01/2021	Main Bill Run	212373	APWCS	612,542.35	2,002,305.70
11/01/2021	Payment	9516592	POBS	(15,294.93)	1,987,010.77
11/01/2021	Payment	9516592	APWCS	(3,398.87)	1,983,611.90
18/01/2021	Payment	9519207	POBS	(779,303.12)	1,204,308.78
18/01/2021	Payment	9519207	APWCS	(173,178.47)	1,031,130.31
31/01/2021	Balance c/d				1,031,130.31

The user should take note of the following and note that the information on the statement is accurate.

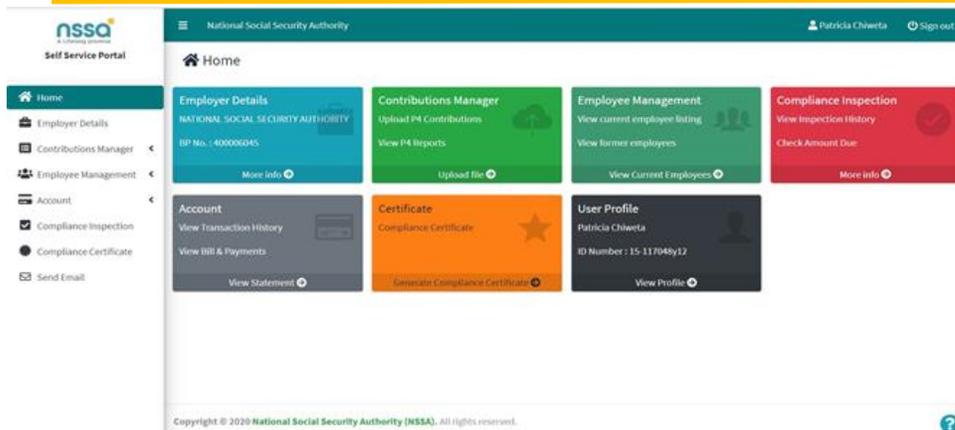
1. Statement Period
2. BP Number
3. Social Security Registration Number (SSR)
4. Industry Code
5. APWCS Rate
6. Employee Address

36. Generate Compliance Inspection Sheet

This functionality allows the user to generate an employment history statement for all employers previously worked for and/or currently working for. The user should be registered by NSSA under the organization they are trying to generate the employment statement for.

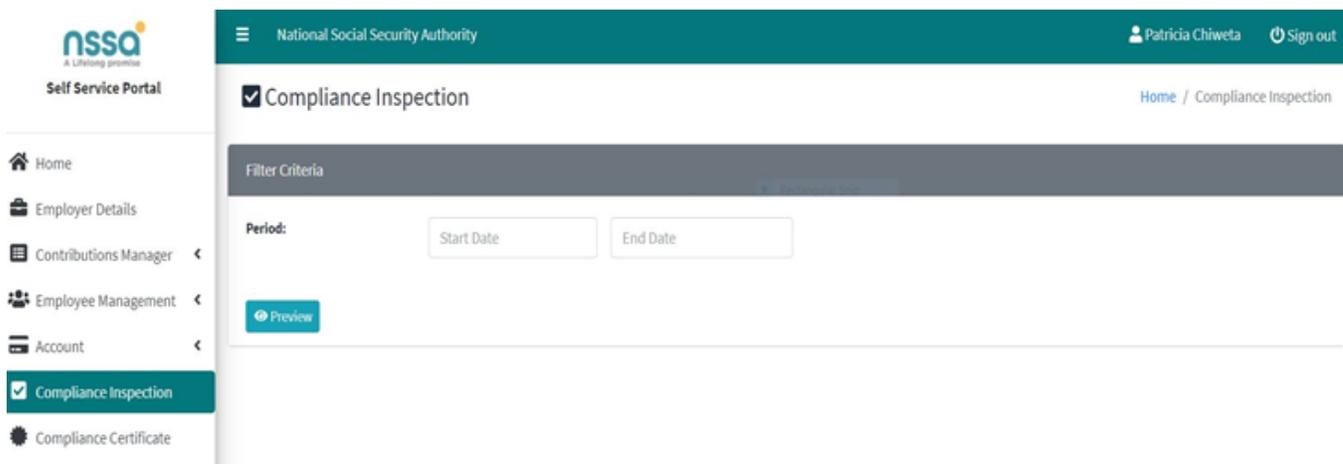
Step 1

Go to home screen.



Step 2

Go to Compliance Inspection



Step 3

Enter the dates for which you wish to view the employer statement.

Filter Criteria

Period:

01/01/2021

31/01/2021

[Preview](#)

Step 4

Click on the Preview button. User will be directed to a new web page and the statement will be displayed as in the screenshot below:

Page 1 of 1



COMPLIANCE INSPECTION SHEET

NSSA (HEAD OFFICE)
P O Box CY 1387
CAUSEWAY
HARARE
Tel: 04 706523-5/799030

1. THIS INSPECTION SHEET SERVES AS BOTH AN **ACKNOWLEDGEMENT OF DEBT AND FINAL DEMAND** FOR UNPAID CONTRIBUTIONS & PREMIUMS.
 2. FAILURE TO PAY BY DUE DATE WILL RESULT IN **LEGAL ACTION** INCLUDING **GARNISHEE** BEING EFFECTED WITHOUT FURTHER COMMUNICATION.
 3. **ALL RECORDED INFORMATION HEREUNDER IS STRICTLY CONFIDENTIAL.**

NAME OF EMPLOYER: NATIONAL SOCIAL SECURITY AUTHORITY SSR NO: 0107800E IC CODE: 5400-Banking, Finance & Insurance APWCS RATE: 1.25
 ADDRESS : 1 EMAIL: kanyembat@nssa.org.zw & Insurance TEL .NO: 723822/4 BRANCH: FBC BANK LTD,
 ADDRESS : SELOUS AVENUE/SAM NUJOMA BANK: FBC BANK ACCOUNT NO.: 3170003710321
 INSPECTION PERIOD FROM: 01/01/2021 TO 31/01/2021

PERIOD	NO. OF EMP. POBS	NO. OF EMP. APWCS	INSURABLE EARNINGS (POBS)	POBS Contribution	POBS Surcharge	INSURABLE EARNINGS (APWCS)	APWCS Premiums	APWCS Penalty	TOTAL FOR THE MONTH	POBS AMOUNT PAID	AWPCS AMOUNT PAID	TOTAL PAYMENT	POBS VARIANCE	APWCS VARIANCE
				(5787561.06)			(1,322,365.52)		(7,109,926.58)				(5,787,561.06)	(1,322,365.52)
Totals				(5,787,561.06)	0.00		(1,322,365.52)	0.00	(7,109,926.58)	0.00	0.00	0.00	(5,787,561.06)	(1,322,365.52)
												Total Due:	(7,109,926.58)	

BALANCE PAYABLE BY

COMPLIANCE INSPECTOR'S NAME : _____ SIGNATURE : _____ DATE: _____

EMPLOYER REPRESENTATIVE : Patricia Chiweta SIGNATURE : _____ DATE: _____

COMMENTS _____

The user should take note of the following and note that the information on the statement is accurate.

1. Employer Name
2. Social Security Registration Number (SSR)
3. Industry Code
4. APWCS Rate
5. Employer Address
6. Inspection period
7. Email
8. Banking Details