



NATIONAL SOCIAL SECURITY AUTHORITY

EMPLOYER SELF-SERVICE PORTAL

USER MANUAL

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Contents

Contents	2
1. Introduction	4
2. Getting Started.....	5
4. Help	7
4. Sign In	16
5. Resend Email Confirmation.....	17
6. Forgot password	18
7. Change Password.....	21
8. Employer Details Viewing.....	23
9. Update Employer Details	26
10. P4 Template.....	27
11. Contributions Declarations & Upload.....	29
12. Contributions Report	37
13. Contributions Calculator	40
14. Employee Management	43
Register New Employee	43
Current Employees Listing.....	45
Former Employees	47
Employee statement.....	47
Update Employment/Employee Cessation.....	49
Create New Employment/ Add employment.....	51
Generate Employment History Statement	52
15. Accounts.....	54
16. Employer Bill estimate report	56
17. Compliance Inspection.....	58
18. Generate Compliance Certificate	60

19. Clearance Certificate Verification	63
20. Generate Employment History Statement	67

1.Introduction

This User Manual provides the information necessary for the Employers 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.

2. Getting Started

There are two options to access the NSSA Self-service portal

Option A

1. Open your browser, copy and paste the below link to the web address bar and press enter. <https://selfservice.nssa.org.zw>

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

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National Social Security Authority

[Register Employer](#) [My SSN](#) [Verify Certificate](#) [NSSA Home](#)

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](#)

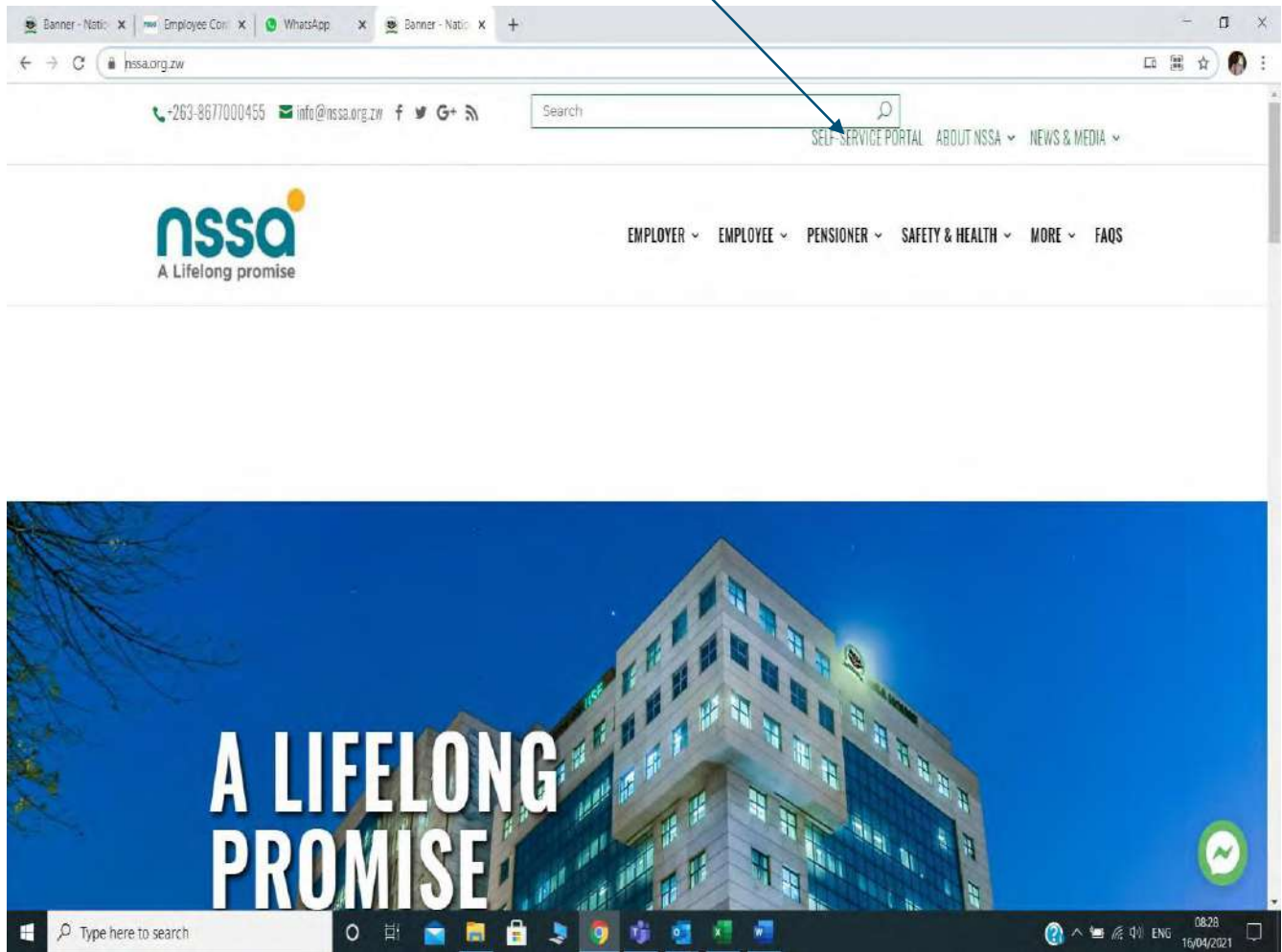
[Forgot Your Password?](#)

[Resend email confirmation](#)

[NSSA Self Service Portal Input Form.pdf](#)

Option B

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



4.Help

For help on how to use the self-service portal, select the icon on the bottom right corner

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](#)

[NSSA Self Service Portal Input Form.pdf](#)



- Fill in your request details and click submit.

Send message

For all queries and assistance, fill the form below


Name:

Email:

* Message:

[Submit](#)

We're by tawk.to



1. 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 NSSA National Social Security Authority website. At the top right, there is a navigation bar with links: [Register Employer](#), [My SSN](#), [Verify Certificate](#), and [NSSA Ho](#). Below the navigation bar, there is a "USER LOGIN" section. This section is divided into two columns: "Member Login" and "Employer Login". The "Member Login" column has fields for "Username" and "Password", a "Remember Me" checkbox, and buttons for "Login" and "Create an Account". Below these are links for "Forgot Your Password?", "Resend email confirmation", and "NSSA Self Service Portal Input Form.pdf". The "Employer Login" column has fields for "Email" and "Password", a "Remember me" checkbox, and buttons for "Sign In" and "Create an Account". Below these are links for "Forgot Your Password?", "Resend email confirmation", and "NSSA Self Service Portal Input Form.pdf". An arrow points from the text "Click Register Employer at the top right corner of this page." to the "Register Employer" link in the navigation bar.

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

1. Main Details

2. Contact Details

3. Banking Details

4. Directors & Contact Person

5. Supporting Documents

Main Details

Trade Name *

Trade Name

Legal Name *

Legal Name

Industry Code *

Please Select

Company Type *

Please Select

Business Activity *

Main Activity

Start Date *

Commencement Date

Total No Of Employees *

Total No. Workers

Total Wage Bill *

Wage Bill

- 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

1. Main Details ✓

2. Contact Details

3. Banking Details

4. Directors & Contact Person

5. Supporting Documents

Residential Address

Physical Address *

Address Line 1

Address Line 2

Address Line 3

Address Line 4

Country *

Please Select

Town/City *

Please Select

Postal Address

[Same as residential address](#)

Postal Address *

Address Line 1

Address Line 2

Address Line 3

Address Line 4

Country *

Please Select

Town/City *

Please Select

Contact Details

Mobile Number *

Mobile Number

Telephone Number :

Telephone Number

Email *

Email Address

Cancel

Previous

Next

- 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

1. Main Details ✓

2. Contact Details ✓

3. Banking Details

4. Directors & Contact Person

5. Supporting Documents

Bank Details

Bank Name *

Please Select

Branch Name *

Please Select

Account Number *

Account Number

Cancel


Previous

Next

4. Select next to fill in contact person/or director details tab and fill in all the mandatory fields which are depicted by a red star at the end of each label. Click this icon to add details


Employer Registration

1. Main Details ✓
2. Contact Details ✓
3. Banking Details ✓
4. Directors & Contact Person
5. Supporting Documents



Firstname	Lastname	Id Number	Gender

Cancel
Previous
Next

 Add Director/ Contact Person

Is Contact Person ? *
Please Select

Is Director ? *
Please Select

Director Type *
Please Select

First Name: *
First Name

Surname: *
Surname

Title *
Please Select

Gender *
Please Select

Marital Status *
Please Select

Citizenship *
Please Select

Nationality *
Please Select

Id Number *
eg 63-00000001Z63

Birth Date *
dd/MM/yyyy

Start Date *
dd/MM/yyyy

Social Security Number
Social Security Number

Email Address: *
Email Address


Phone Number: *
Phone Number

Close
Submit

5. Click the Company Documents tab and click browse to select required documents to be uploaded.

Upload Documents

Certificate of Incorporation *	<input type="text" value="Choose File"/>	Browse
Articles of Association *	<input type="text" value="Choose File"/>	Browse
Memorandum of Association *	<input type="text" value="Choose File"/>	Browse
List of Directors(CR6) *	<input type="text" value="Choose File"/>	Browse
Company Address(CR5) *	<input type="text" value="Choose File"/>	Browse
Attach Employee Details in Excel *	<input type="text" value="Choose File"/>	Browse


[Download Employee Details Template](#)

Cancel
◀ Previous
Submit ▶

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: 200107600. Please [click here](#) to return to log in page.

2. Register Employer Representative

This functionality is used to register employees who will be responsible for performing employer related activities on the portal. This functionality is only exposed to NSSA personnel.

All employees who have not been registered as employee representatives will not be able to sign up or create an account the portal.

3. 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 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. It is divided into two main sections: 'Member Login' and 'Employer Login'. Both sections have input fields for 'Username' (or 'Email') and 'Password', a 'Remember Me' checkbox, and buttons for 'Login' and 'Create an Account'. The 'Create an Account' button in the Employer Login section is highlighted with a red border. Below the buttons, there are links for 'Forgot Your Password?' and 'Resend email confirmation'.

Section	Field	Value
Member Login	Username	davis3079@gmail.com
	Password
Employer Login	Email	davis3079@gmail.com
	Password

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

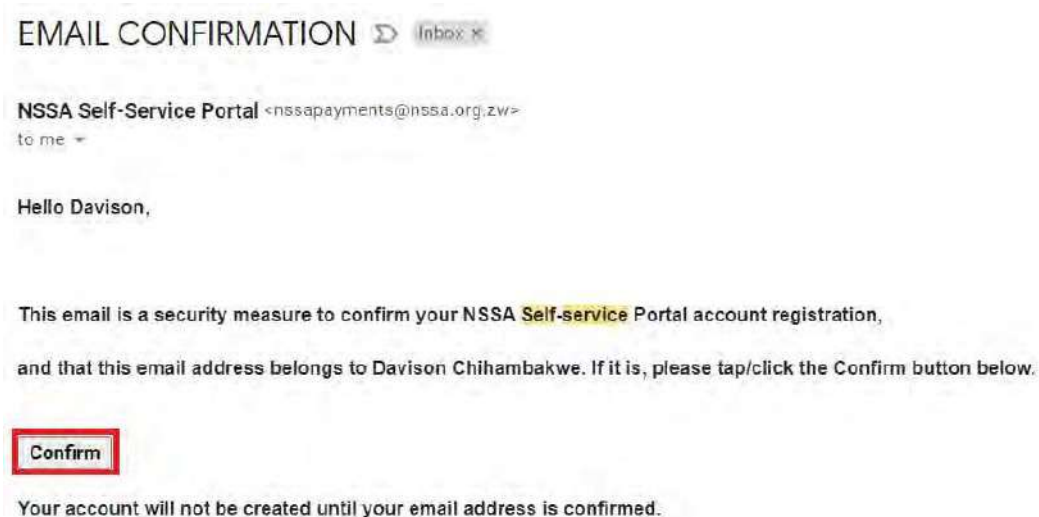
Note that the details to be entered here must be the same as those which have been registered in BPS (submitted to NSSA)

Employer Sign Up

First Name * <input type="text" value="Davison"/>	Last Name * <input type="text" value="Chihambakwe"/>
Nationality * <input type="text" value="Zimbabwe"/>	ID Number * <input type="text" value="77016900W27"/>
Email Address * <input type="text" value="davis3079@gmail.com"/>	Organisation * <input type="text" value="Barry Nell Chemist"/>
Social Security Registration Number * <input type="text" value="0100776V"/>	
Password * <input type="password" value="*****"/>	Confirm Password * <input type="password" value="*****"/>

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

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



- Click Confirm

4. 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

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 screen will appear after successfully logging in



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

National Social Security Authority
Elijah Mapiya Sign out

Employer Details

VICTORIA FALLS WILDLIFE TRUST

BP No.: 400016482 SSR No: 0185923M

[More info](#) [Change](#)

Contributions Manager

Upload P4 Contributions

[View P4 Reports](#)

[Upload file](#)

Employee Management

[View current employee listing](#)

[View former employees](#)

[View Current Employees](#)

Employer Inspection

[View Declarations and Payments](#)

[More info](#)

Account

[View Transaction History](#)

[View Bill & Payments](#)

[View Statement](#)

Certificate

Compliance Certificate

[Generate Compliance Certificate](#)

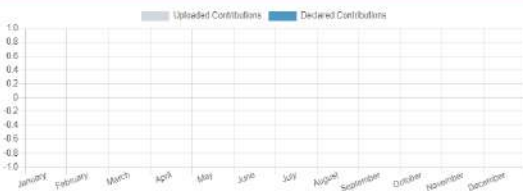
User Profile

Elijah Mapiya

ID Number : 44-016238p44

[View Profile](#)

Contributions Upload Statistics

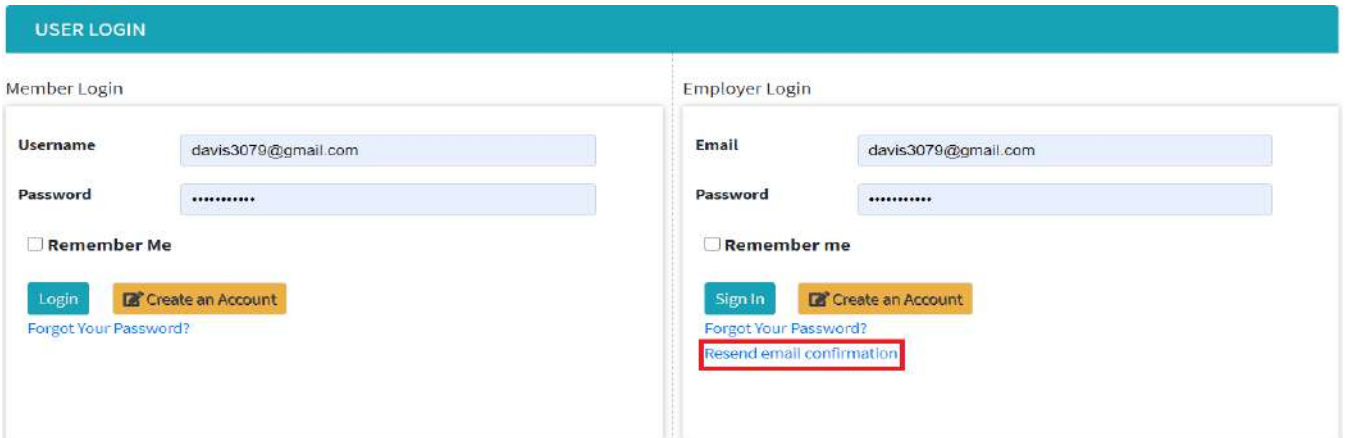


Schedule of Insurable Earning and Contribution Rates

From	To	Ceiling	Rate
01 Oct 1994	31 Jul 2008	USD 150.00	8.80%
01 Aug 2008	31 Mar 2009	USD 1,000,000.00	8.80%
01 Apr 2009	30 Apr 2010	USD 1,000,000.00	8.80%
01 May 2010	30 May 2013	USD 200.00	8.80%
01 Jun 2013	31 May 2020	USD 700.00	7.00%
01 Jun 2020	31 May 2021	ZWL 5,000.00	8.80%
01 Jun 2021	30 Jun 2021	ZWL 21,641.25	8.80%
01 Jul 2021		ZWL 22,495.00	8.80%

5. 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: davis3079@gmail.com

Password:

☐ Remember Me

Login Create an Account

Forgot Your Password?

Employer Login

Email: davis3079@gmail.com

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**.



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Resend email confirmation

• Verification email sent. Please check your email.

Email Address *

tamuda.aliyah@gmail.com

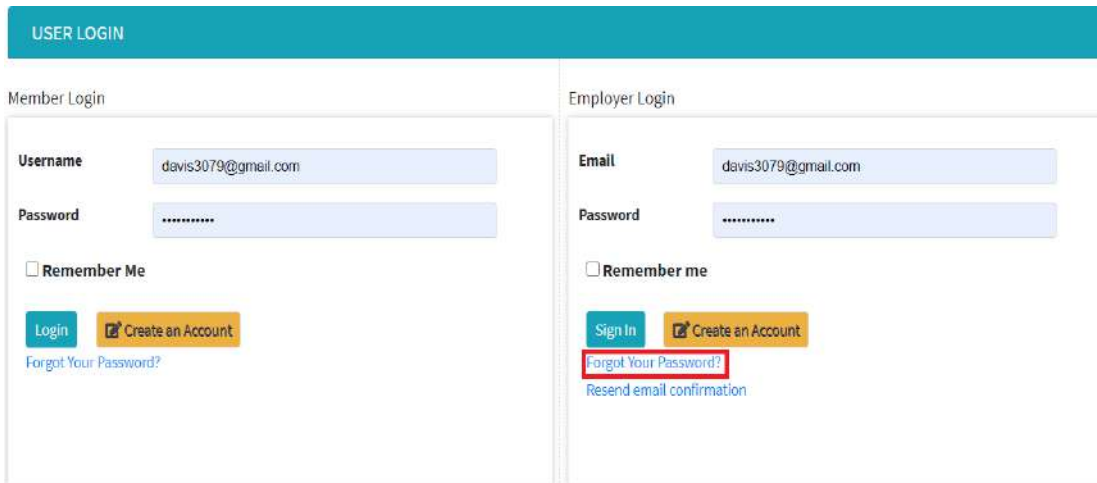
Back

Send Confirmation Token

6. 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' page with two main sections: 'Member Login' and 'Employer Login'. Both sections have input fields for 'Username' or 'Email' and 'Password', a 'Remember Me' checkbox, and buttons for 'Login' or 'Sign In' and 'Create an Account'. In the 'Employer Login' section, the 'Forgot Your Password?' link is highlighted with a red box.

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 has a teal header with the text 'Forgot your password?'. Below the header is a form with an 'Email Address' label and a red asterisk. The input field contains 'davis3079@gmail.com'. At the bottom left is a yellow 'Back' button, and at the bottom right is a blue 'Reset Password' button with a red border.

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



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



Enter the new password and confirm and click reset.

Reset password

Reset your password.

Email

davis3079@gmail.com

Password

Confirm password

Reset

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

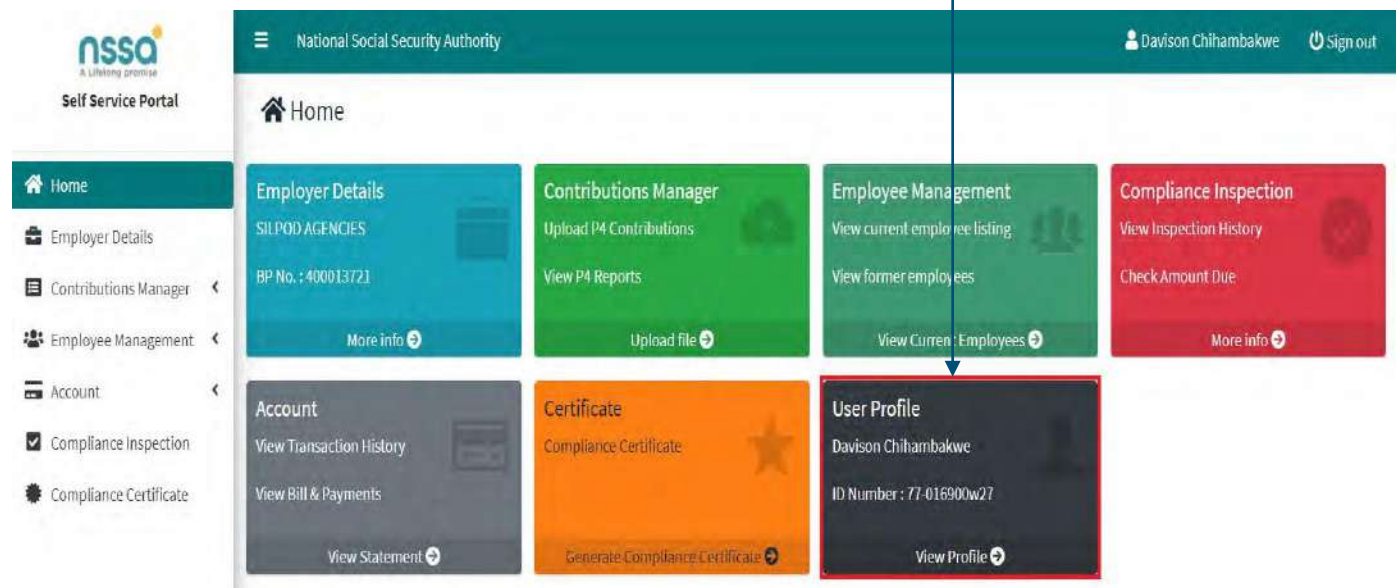
Reset password confirmation

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

7. 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**.



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Self Service Portal

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

National Social Security Authority

Change password

Current password

.....

New password

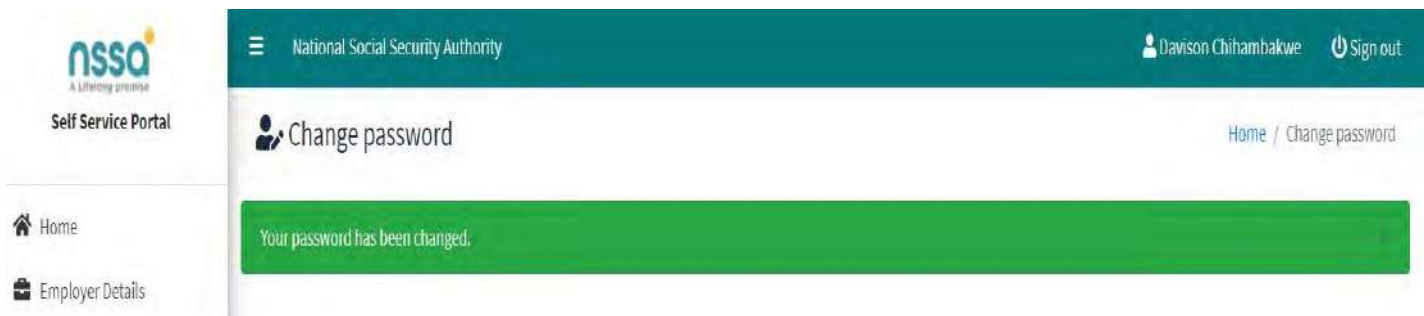
.....

Confirm new password

.....

Update password

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



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Self Service Portal

- Home
- Employer Details

National Social Security Authority

Davidson Chihambakwe Sign out

Change password

Home / Change password

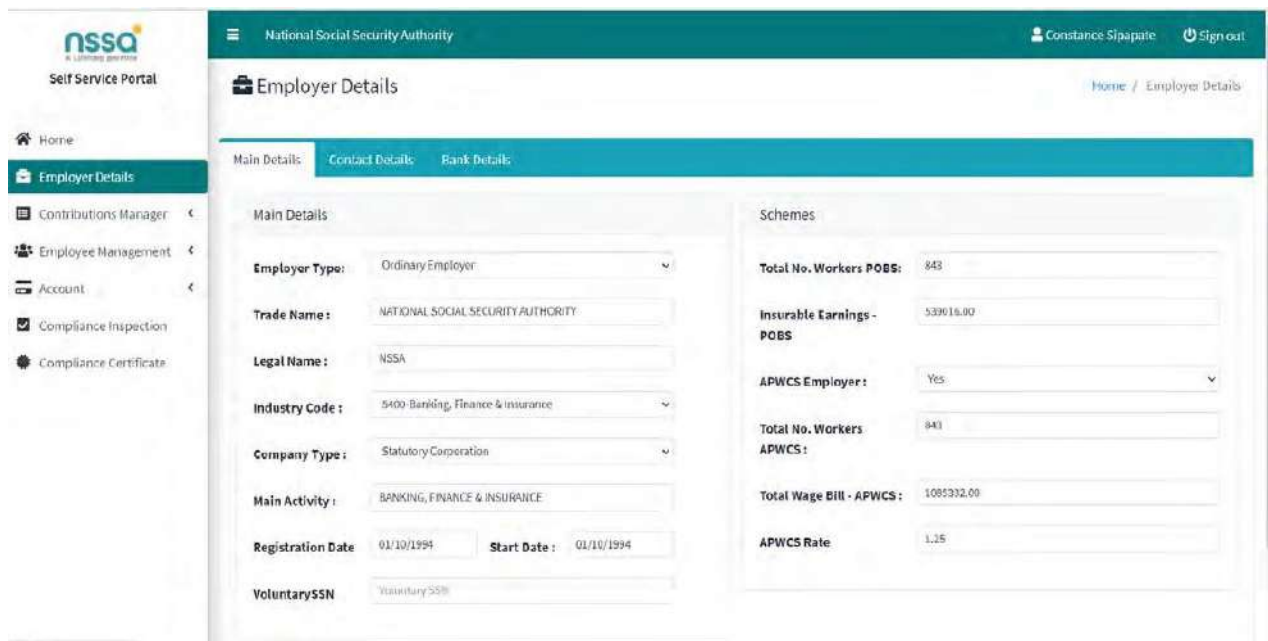
Your password has been changed.

8. 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



National Social Security Authority		Constance Sipapate	Sign out
Employer Details			
Home / Employer Details			
Main Details Contact Details Bank Details			
Main Details		Schemes	
Employer Type:	Ordinary Employer	Total No. Workers POBS:	843
Trade Name:	NATIONAL SOCIAL SECURITY AUTHORITY	Insurable Earnings - POBS:	539016.00
Legal Name:	NSSA	APWCS Employer:	Yes
Industry Code:	5400-Banking, Finance & Insurance	Total No. Workers APWCS:	843
Company Type:	Statutory Corporation	Total Wage Bill - APWCS:	1085302.00
Main Activity:	BANKING, FINANCE & INSURANCE	APWCS Rate:	1.25
Registration Date:	01/10/1994		
Start Date:	01/10/1994		
Voluntary SSN:	Voluntary SSN		

View Contact Details



Self Service Portal

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

National Social Security Authority

Constance Sipapate Sign out

Employer Details

Home / Employer Details

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 : 723822/4

Email Address: * kanyembat@nssa.org.zw

Telephone Number: * 723822/4


Website : Website

[Submit](#)

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View Bank Details



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Self Service Portal

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

National Social Security Authority

Constance Sipapate [Sign out](#)

Employer Details

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

Main Details Contact Details **Bank Details**

Bank Details

Scheme: * Accident Prevention & Workers Compensation Scheme

Bank: * FBC BANK

Branch: * FBC BANK LTD,

Account Number: * 3170003710321

[Submit](#)

9. 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

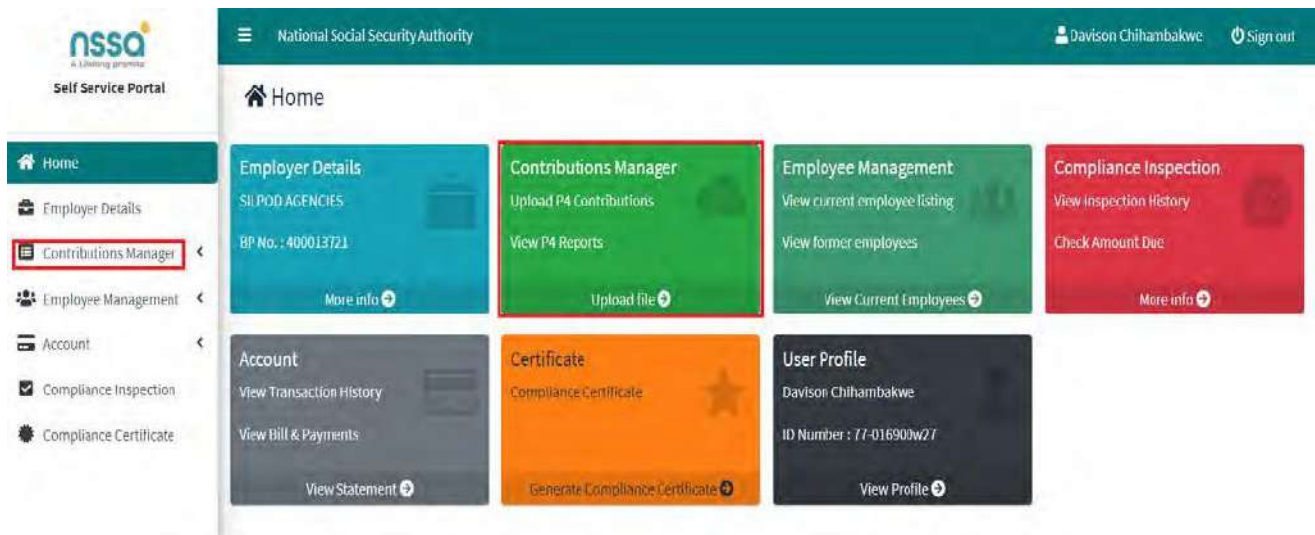
Submit

10. P4 Template

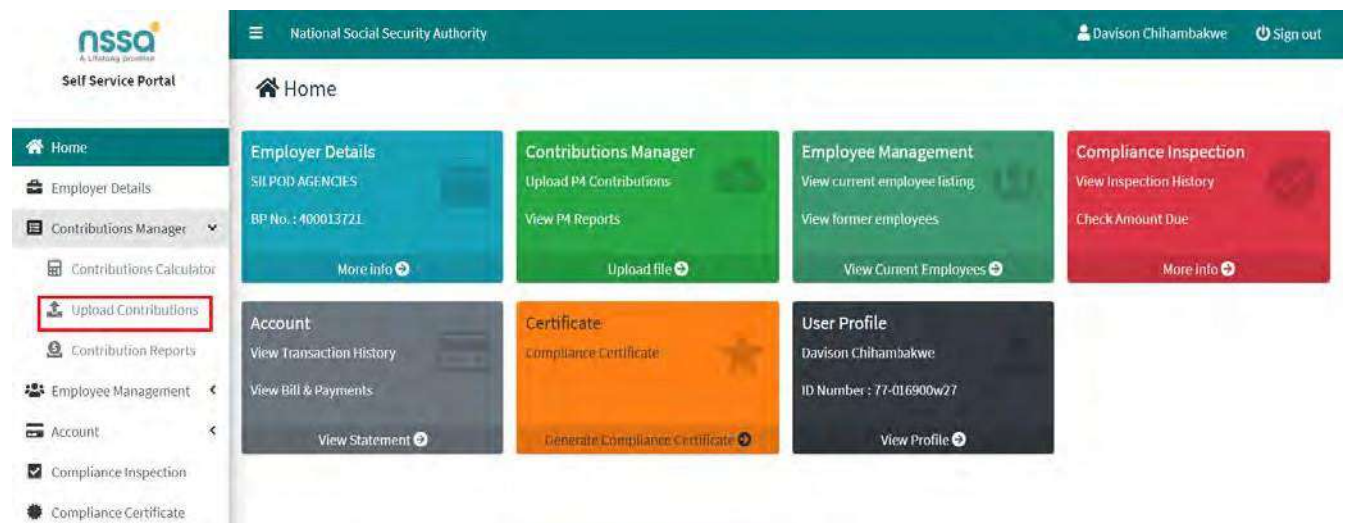
A sample monthly contribution report that guides employers on the format in which they must submit their monthly contribution.

Steps

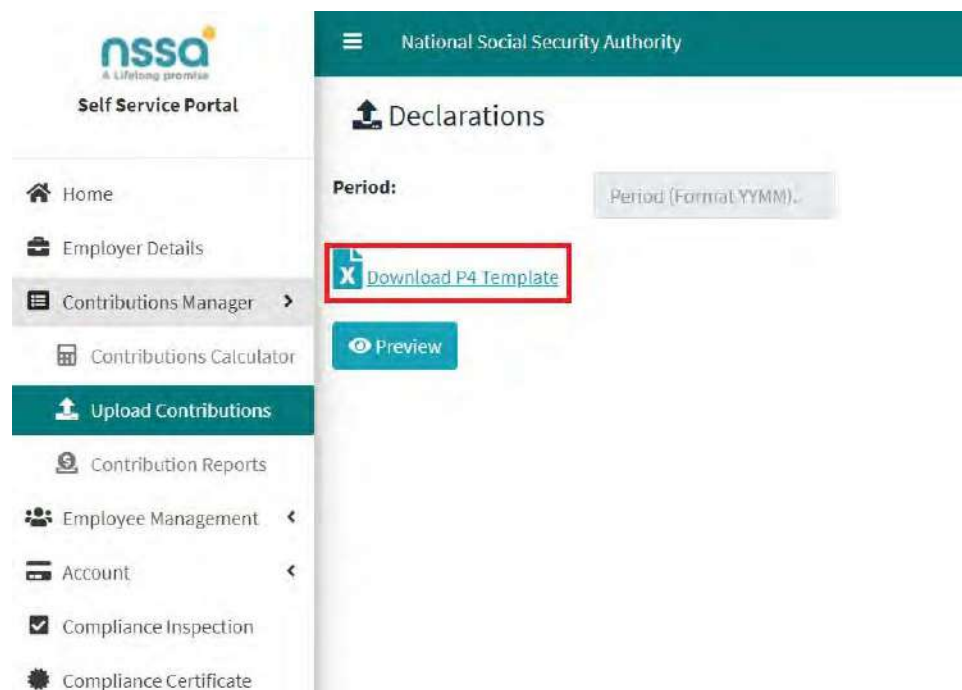
To access the P4 template, select contributions manager option on the left pane.



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

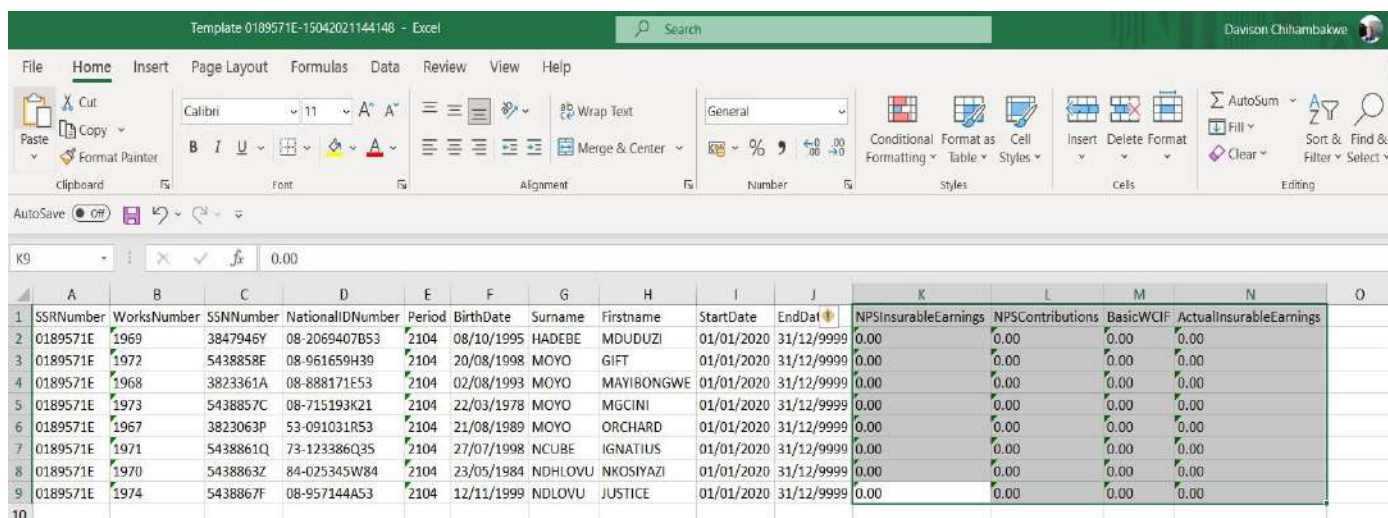


After clicking the Upload contributions, the following page is displayed and then click on the link to download the P4 template.



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.

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	08-2069407B53	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	NDHLOVU	JUSTICE	01/01/2020	31/12/9999	0.00	0.00	0.00	0.00	

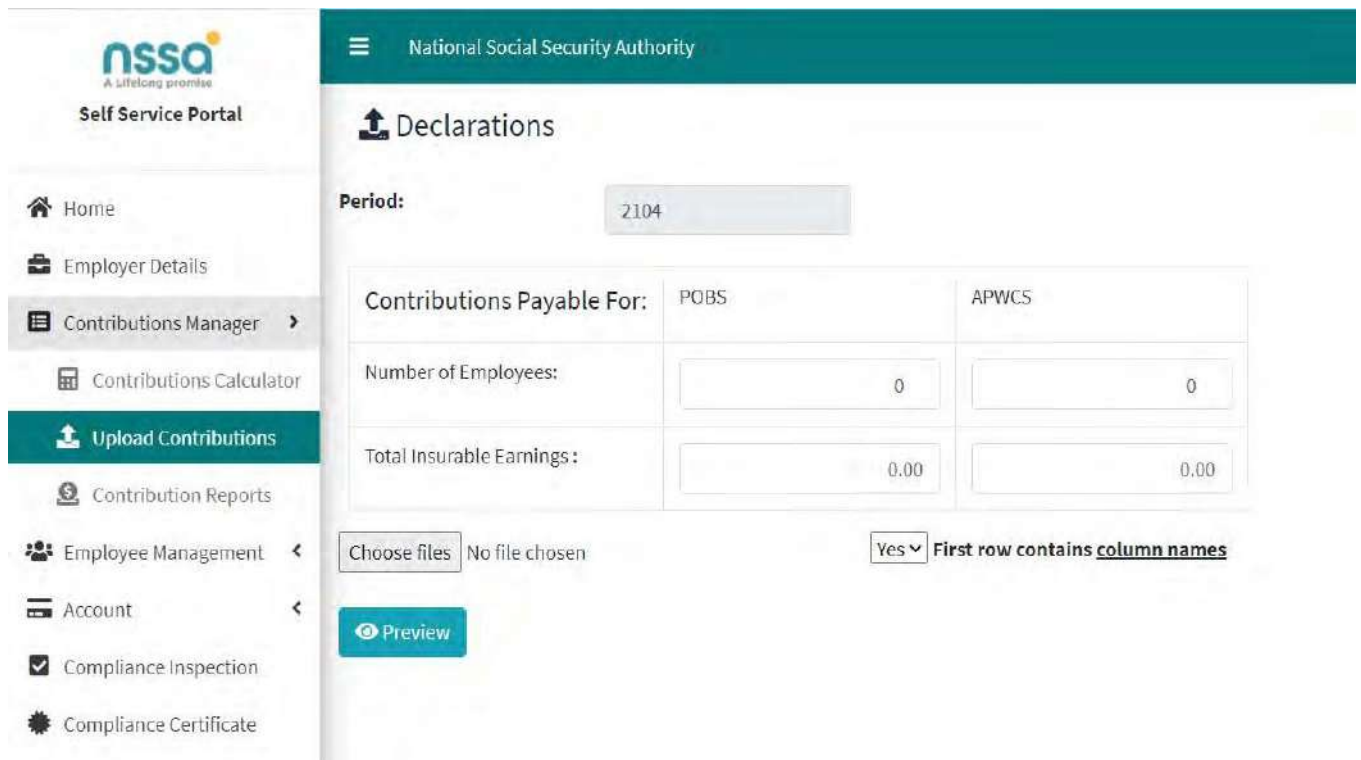
11. Contributions Declarations & Upload

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.



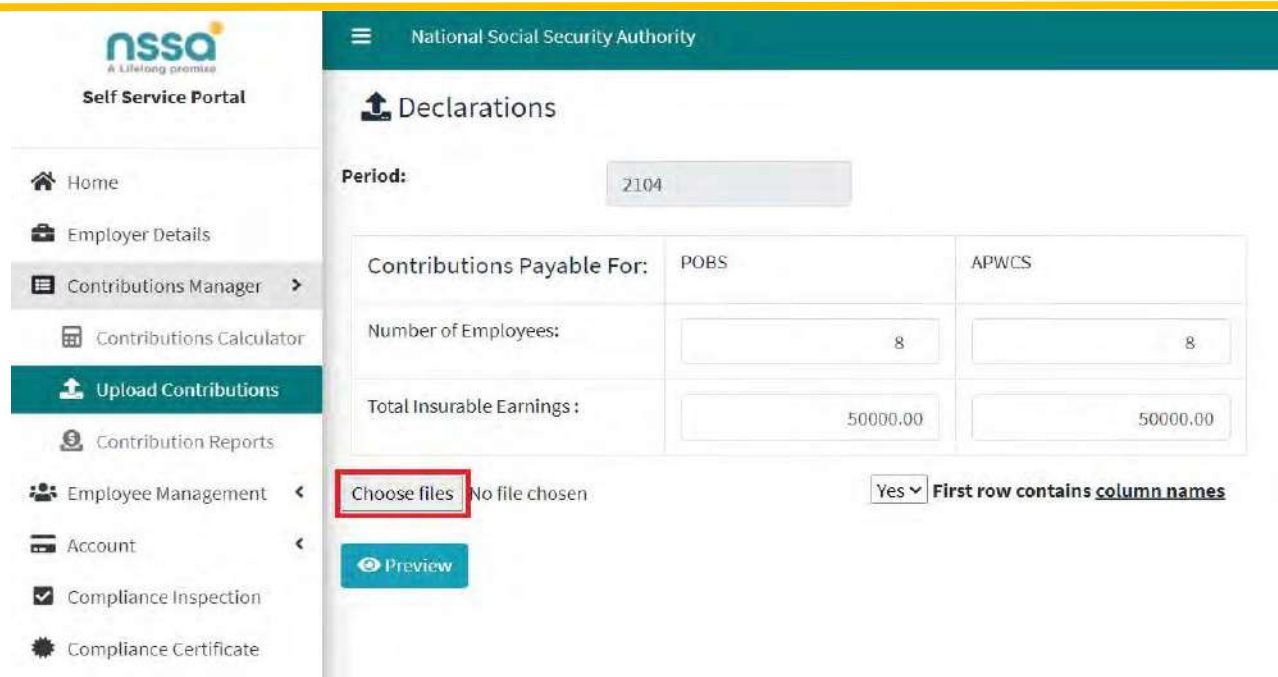
The screenshot shows the NSSA Self Service Portal interface. On the left is a sidebar menu with options: Home, Employer Details, Contributions Manager (selected), Contributions Calculator, Upload Contributions, Contribution Reports, Employee Management, Account, Compliance Inspection, and Compliance Certificate. The main content area is titled 'Declarations' and shows a 'Period:' dropdown set to '2104'. 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:'. Both rows show '0' for POBS and '0.00' for APWCS. At the bottom, there is a 'Choose files' button, a 'No file chosen' status, a 'Yes' dropdown, and a checkbox labeled 'First row contains column names'. A 'Preview' button is also visible.

Contributions Payable For:	POBS	APWCS
Number of Employees:	0	0
Total Insurable Earnings:	0.00	0.00

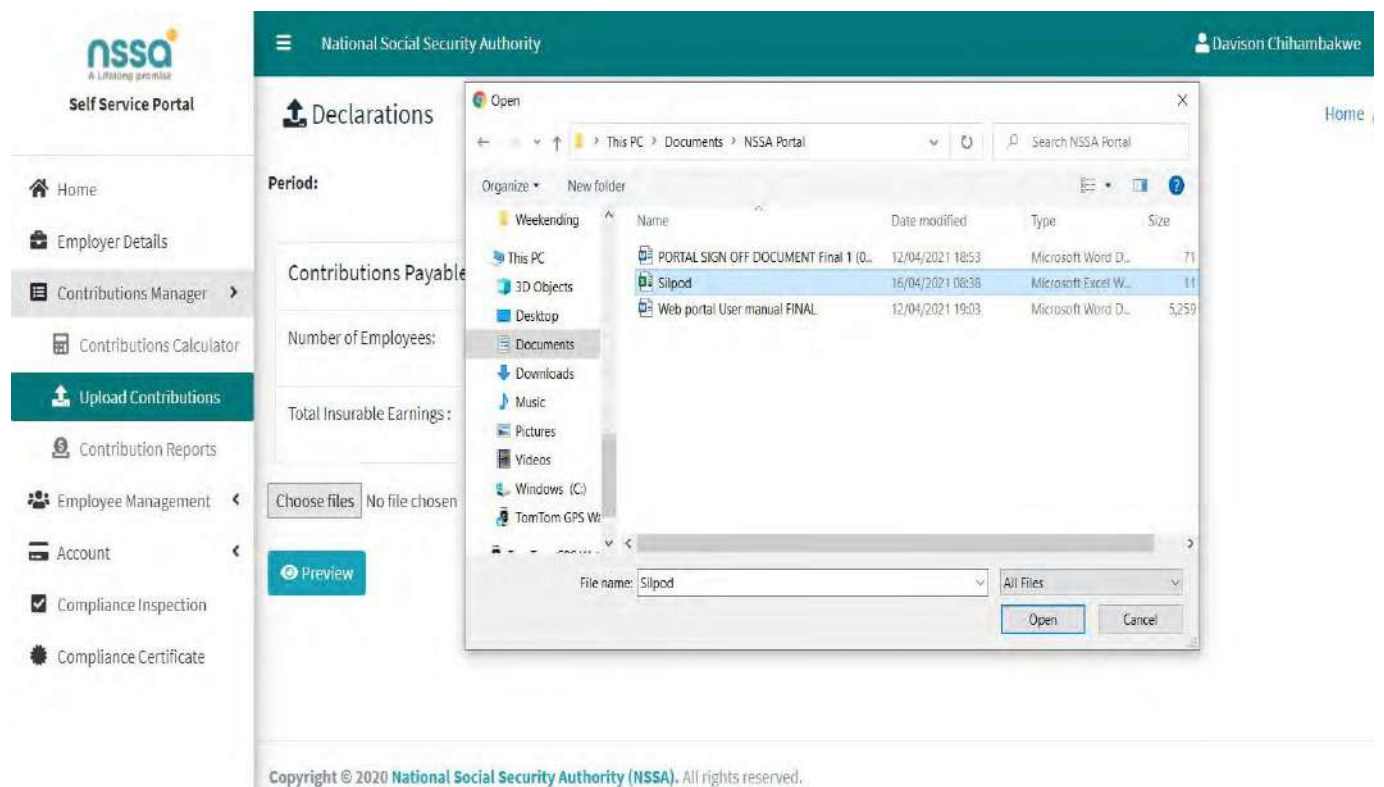
Choose files No file chosen Yes First row contains column names

Preview

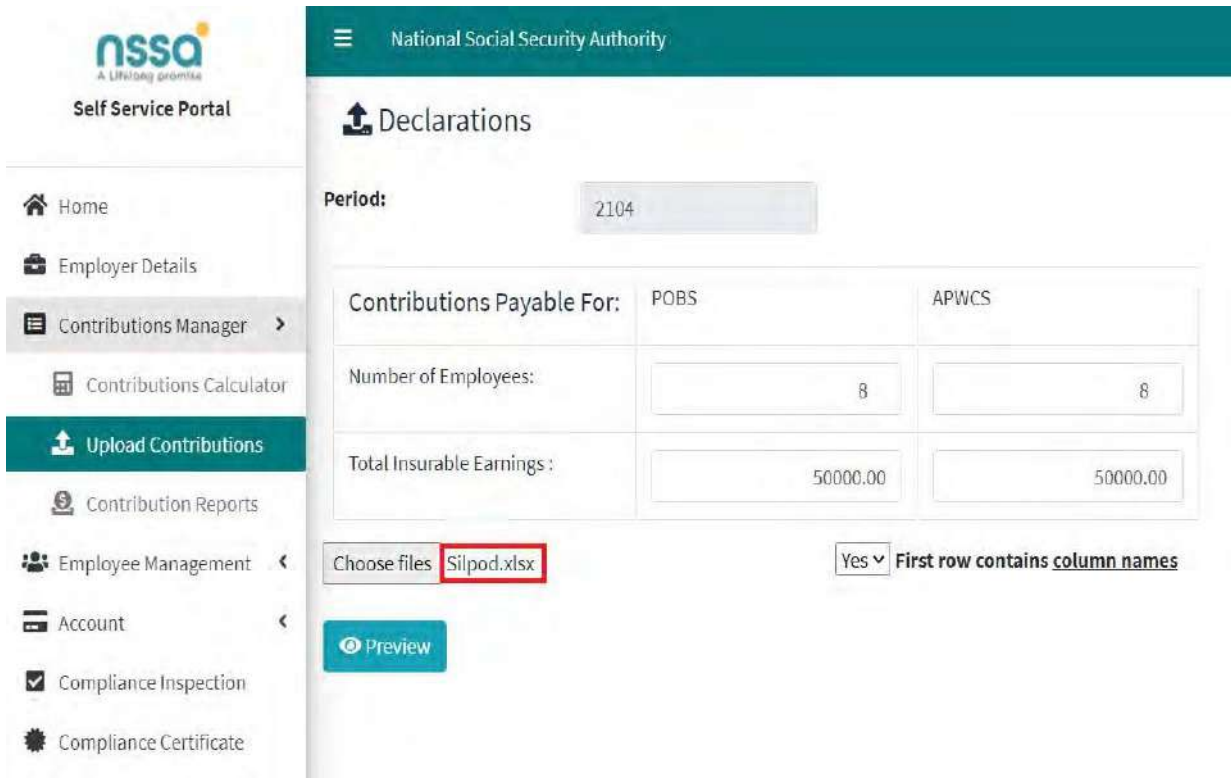
After making declarations, click on choose files & Select a file to be uploaded.



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



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



NSSA
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Self Service Portal

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

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.

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

- 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.

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

Davidson Chihambakwe Sign out

Contribution Validation

Batch Number: 0189571E-16042021090108

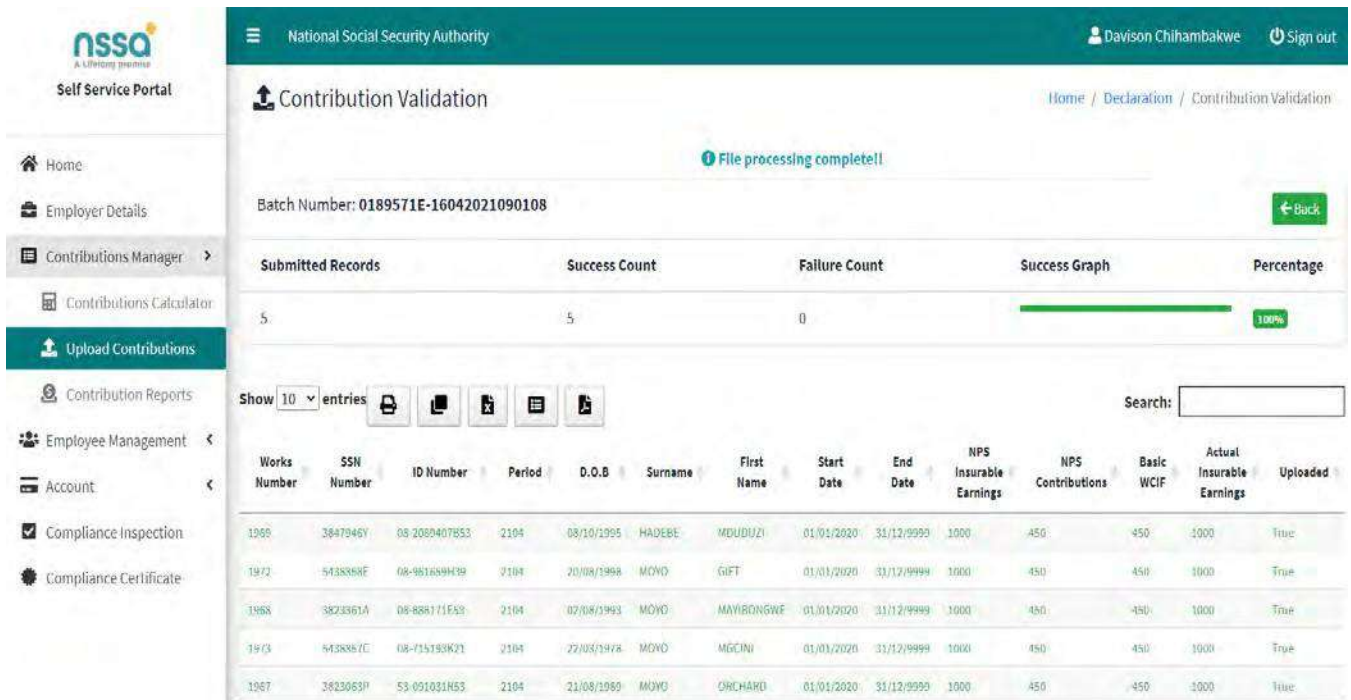
Upload

Submitted Records	Success Count	Failure Count	Success Graph	Percentage
5	5	0	<div></div>	100%

Show 10 entries

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	384764RY	08-200440/RK3	2104	08/10/1945	HADJRE	MADJIDZI	01/01/2020	31/12/9999	1000	450	10000	1000	True
1972	543856E	08-991659109	2104	10/06/1998	MOYO	GIFT	01/01/2020	31/12/9999	1000	450	10000	1000	True
1968	3822361A	08-888171E03	2104	02/08/1993	MOYO	MAYBONGWE	01/01/2020	31/12/9999	1000	450	10000	1000	True
1973	5438857C	08-715153K21	2104	22/03/1978	MOYO	MGCINI	01/01/2020	31/12/9999	1000	450	10000	1000	True
1967	0823863P	08-091031R53	2104	21/08/1989	MOYO	DECHARD	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

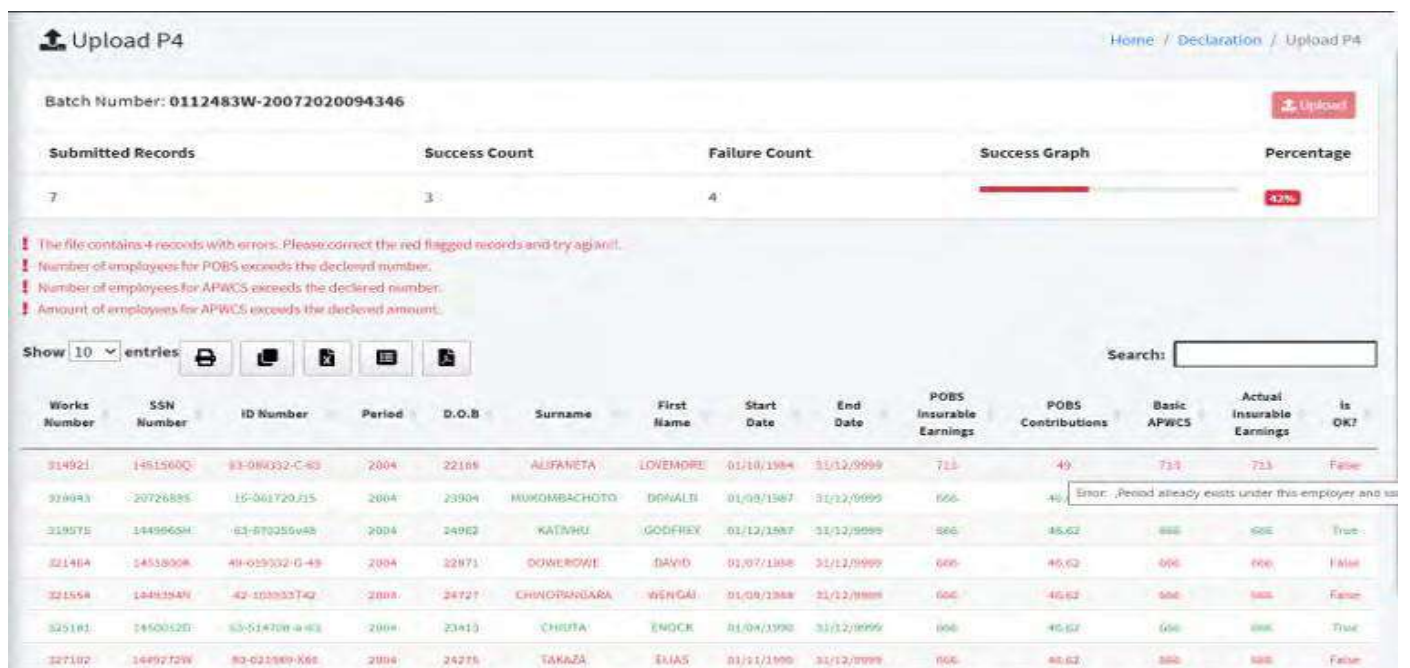
File processing complete!!

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

Show 10 entries

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
1968	3847946Y	08-2080407853	2104	08/10/1995	HADEBE	MDUDUZI	01/01/2020	31/12/9999	1000	450	450	1000	True
1972	5438888E	08-981659H39	2104	20/08/1998	MOYO	GIFT	01/01/2020	31/12/9999	1000	450	450	1000	True
1968	3823361A	08-888711E53	2104	07/08/1993	MOYO	MAYIBONGWE	01/01/2020	31/12/9999	1000	450	450	1000	True
1973	5438887C	08-735193K21	2104	27/05/1978	MOYO	MGCINI	01/01/2020	31/12/9999	1000	450	450	1000	True
1967	3823063P	53-091031H63	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 failed

Submitted Records	Success Count	Failure Count	Success Graph	Percentage
7	3	4	<div style="width: 43%;"></div>	43%

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

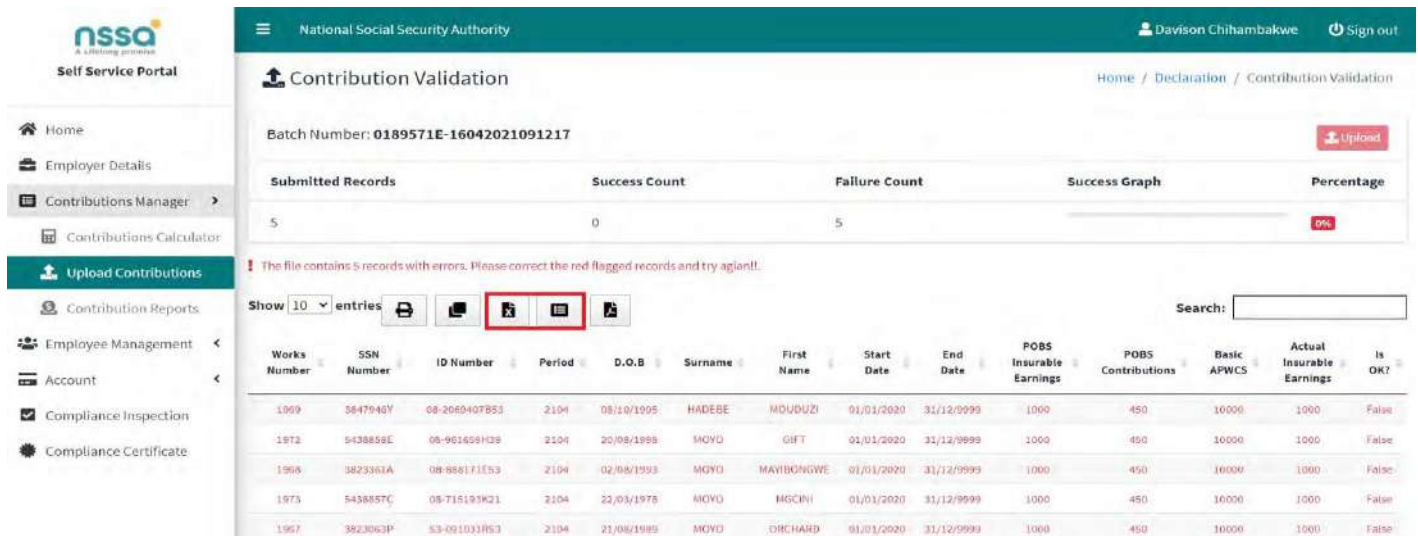
- Number of employees for POBS exceeds the declared number.
- Number of employees for APWCS exceeds the declared number.
- Amount of employees for APWCS exceeds the declared amount.

Show 10 entries

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	1481560Q	83-080332-C-83	2004	22189	ALIFANETA	LOVEMORE	01/10/1984	31/12/9999	723	49	723	723	False
379993	2072688S	15-061720-J15	2004	23904	MUKOMBACHOTO	DGNALTI	01/08/1987	31/12/9999	666	49	666	666	False
319575	1449965H	63-570255v48	2004	24962	KATAPRU	GODFREY	01/12/1987	31/12/9999	866	46.62	866	866	True
321484	1453800R	48-029332-G-48	2004	22873	DOWEROWE	DAVID	01/07/1988	31/12/9999	666	46.62	666	666	False
321558	1448354N	42-103033742	2004	24727	CHINOPARBARA	WENGA	01/08/1988	31/12/9999	666	46.62	666	666	False
325181	1450032D	63-514708-4-63	2004	23413	CHRUTA	ENOCK	01/04/1990	31/12/9999	666	46.62	666	666	True
327192	1449772W	83-023589-K68	2004	24275	TAKAZA	ELIAS	01/11/1990	31/12/9999	666	46.62	666	666	False

Error: Period already exists under this employer and so

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



Contribution Validation

Batch Number: 0189571E-16042021091217

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

The file contains 5 records with errors. Please correct the red flagged records and try again!!

Show 10 entries

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?
1009	3647940Y	08-2060407853	2104	08/10/1995	HADEBE	MOUDUZI	01/01/2020	31/12/9999	1000	450	10000	1000	False
1972	5438858E	08-961658H38	2104	20/08/1988	MOYO	GIFT	01/01/2020	31/12/9999	1000	450	10000	1000	False
1965	3623361A	08-888171E53	2104	02/08/1993	MOYO	MAYIBONGWE	01/01/2020	31/12/9999	1000	450	10000	1000	False
1973	5438857C	08-715191K21	2104	22/03/1975	MOYO	HAGCINI	01/01/2020	31/12/9999	1000	450	10000	1000	False
1967	3823063P	53-091031R63	2104	21/08/1989	MOYO	ORCHARD	01/01/2020	31/12/9999	1000	450	10000	1000	False

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.

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			Error: ,Period already exists under this employer a

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.

AutoSave ☐ Off

P4 Upload - Self-Service Portal							
	L	M	N	O	P	Q	R
1	P4 Upload - Self-Service Portal						
2	POBS Contributions	Basic APWCS	Actual Insurable Earnings	Is OK?	Errors	Batch Number	Source Document
3	450	10000	1000	False	*Period already exists under this employer and SSN.	0189571E-16042021091217	16042021091217-Silpod.xlsx
4	450	10000	1000	False	*Period already exists under this employer and SSN.	0189571E-16042021091217	16042021091217-Silpod.xlsx
5	450	10000	1000	False	*Period already exists under this employer and SSN.	0189571E-16042021091217	16042021091217-Silpod.xlsx
6	450	10000	1000	False	*Period already exists under this employer and SSN.	0189571E-16042021091217	16042021091217-Silpod.xlsx
7	450	10000	1000	False	*Period already exists under this employer and SSN.	0189571E-16042021091217	16042021091217-Silpod.xlsx
8							

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.

P4 Pre-Submission Report



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	08-764305583	2012	04/12/1979	Ruvayi	Greeter	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	BALUYI	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

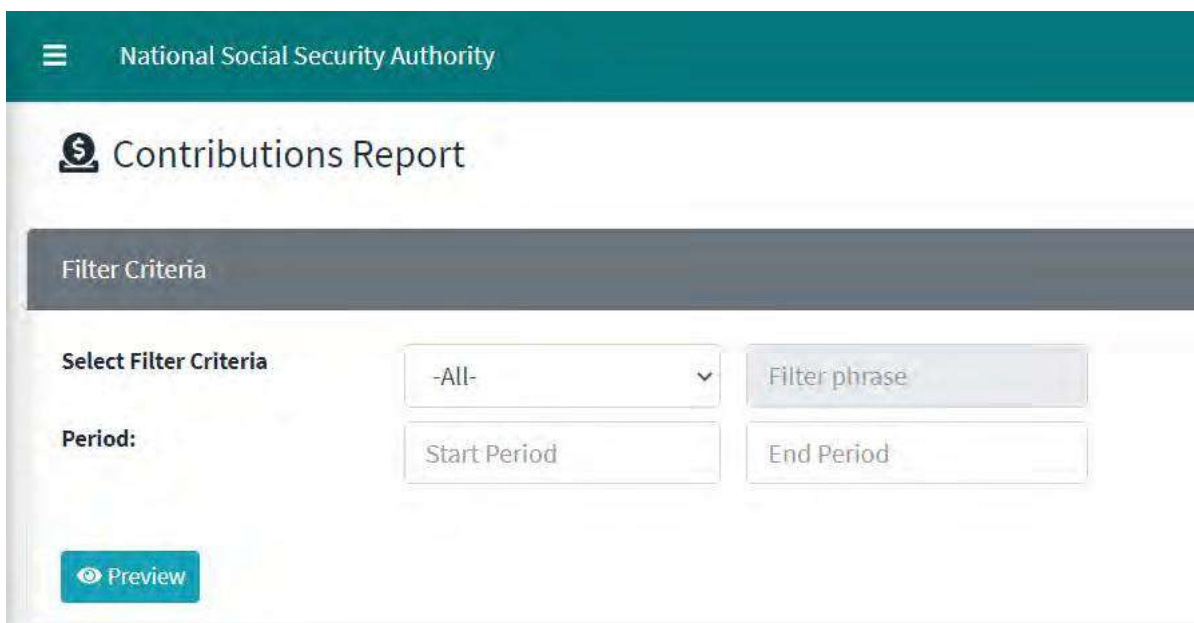
12. Contributions Report

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.



To filter the records, select a filter criterion.

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



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	MOUDUZI	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

SSN Number

3847946Y

Period:

2104

2104

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 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
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 1 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 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
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 1 Next

13. 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 screenshot shows the NSSA Self Service Portal. On the left is a navigation menu with the following items: Home, Employer Details, Contributions Manager (with a right arrow), Contributions Calculator (highlighted in teal), Upload Contributions, and Contribution Reports. The main content area has a teal header with the NSSA logo and the text 'National Social Security Authority'. Below the header is the title 'Contribution Calculator'. Under the title, there is a 'Period:' label and a text input field containing the placeholder text 'Period (Format YYMM)'.

The illustration below shows the calculation for the current period in format YYMM 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.



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

Contribution Calculator

Period:

EMPLOYER POBS CONTRIBUTIONS CALCULATOR

Insurable earnings (Rate: 7.00%/ Maximum \$700.00 All Employees)*

Contributions

Employee	70.00
Employer	70.00
Total	140.00

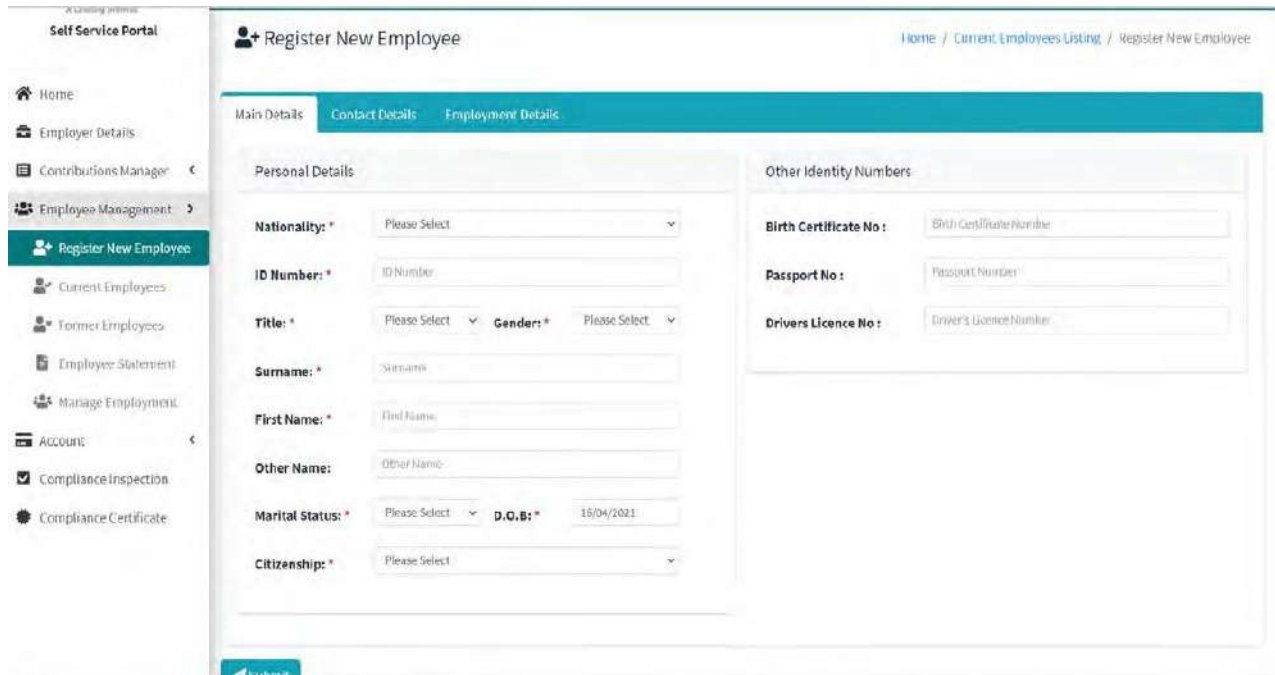
14. Employee Management

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.



The screenshot shows the 'Register New Employee' interface. On the left is a sidebar menu with options like Home, Employer Details, Contributions Manager, Employee Management (selected), Register New Employee (highlighted), Current Employees, Former Employees, Employee Statement, Manage Employment, ACCOUNT, Compliance Inspection, and Compliance Certificate. The main area has three tabs: 'Main Details', 'Contact Details', and 'Employment Details'. The 'Main Details' tab contains the following fields:

- Nationality:** * Please Select (dropdown)
- ID Number:** * ID Number (text box)
- Title:** * Please Select (dropdown) **Gender:** * Please Select (dropdown)
- Surname:** * Surname (text box)
- First Name:** * First Name (text box)
- Other Name:** Other Name (text box)
- Marital Status:** * Please Select (dropdown) **D.O.B.:** * 18/04/2021 (text box)
- Citizenship:** * Please Select (dropdown)

To the right, under 'Other Identity Numbers':

- Birth Certificate No.:** Birth Certificate Number (text box)
- Passport No.:** Passport Number (text box)
- Drivers Licence No.:** Driver's Licence Number (text box)

A 'Submit' button is located at the bottom left of the form area.

- 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.

OK

Close

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

Show10entries

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	<div><div></div>Edit</div>
3695420F	AMON	EDIMOT	07-199829A07	M	05/11/1992	01/06/2012	<div><div></div>Edit</div>
3833977W	BADZA	TAFADZWA	04-123556A04	M	16/08/1985	18/08/2015	<div><div></div>Edit</div>
3128853Z	BALENI	MALVIN	22-198571F26	M	25/07/1981	01/05/2005	<div><div></div>Edit</div>
3279928V	BALOYI	GREATER	08-784305S63	F	04/12/1979	01/12/2008	<div><div></div>Edit</div>
2099332B	BALOYI	SHEPHERD	63-956661J83	M	13/09/1974	01/06/2013	<div><div></div>Edit</div>
1336949E	BANDA	LOVENESS	08-557803J08	F	27/05/1971	01/05/1995	<div><div></div>Edit</div>
2318197M	BANDA	STANLEY	63-255543Z63	M	05/06/1963	01/12/2009	<div><div></div>Edit</div>
2776124Q	BANDA	XOLISWA N	08-779270J08	F	27/06/1983	01/06/2008	<div><div></div>Edit</div>
3533441G	BANDAMA	SINIKIWE CHIPO	28-096898F13	F	29/06/1985	01/06/2010	<div><div></div>Edit</div>

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**

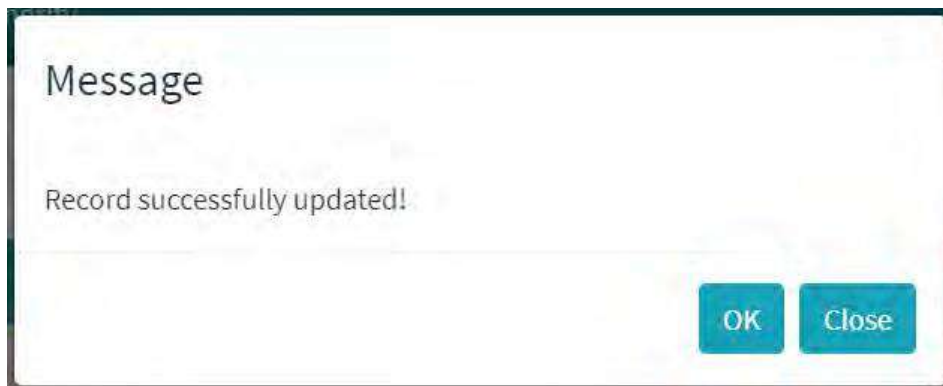
Personal Details

Nationality: *	<input type="text" value="Zimbabwe"/>
ID Number: *	<input type="text" value="63-935202J00"/>
Type of Person: *	<input type="text" value="Employee"/>
Title: *	<input type="text" value="MR"/>
Gender: *	<input type="text" value="Male"/>
Surname: *	<input type="text" value="ALBERTS"/>
First Name: *	<input type="text" value="GREIG MARTIN"/>
Other Names:	<input type="text" value="Other Name"/>
Marital Status: *	<input type="text" value="Married"/>
DOB: *	<input type="text" value="07/09/1976"/>
Citizenship: *	<input type="text" value="Zimbabwean"/>

Other Identity Numbers

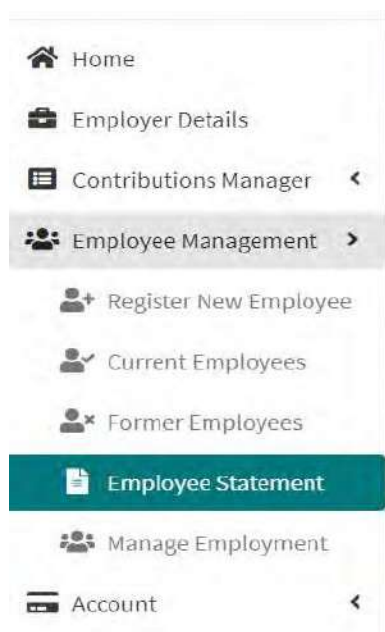
Birth Certificate No :	<input type="text" value="Birth Certificate Number"/>
Passport No :	<input type="text" value="Passport Number"/>
Drivers Licence No :	<input type="text" value="Driver's Licence Number"/>
BP Number: *	<input type="text" value="500875309"/>
SSN Number: *	<input type="text" value="1916016G"/>

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





Select year and click generate Statement.



Person Search

Criteria: Zimbabwe Identity Number

Business Partner Number :	Social Security Number:	National Identity Number:
<input type="text" value="500524023"/>	<input type="text" value="2686170W"/>	<input type="text" value="44-010238P44"/>

Full Name :

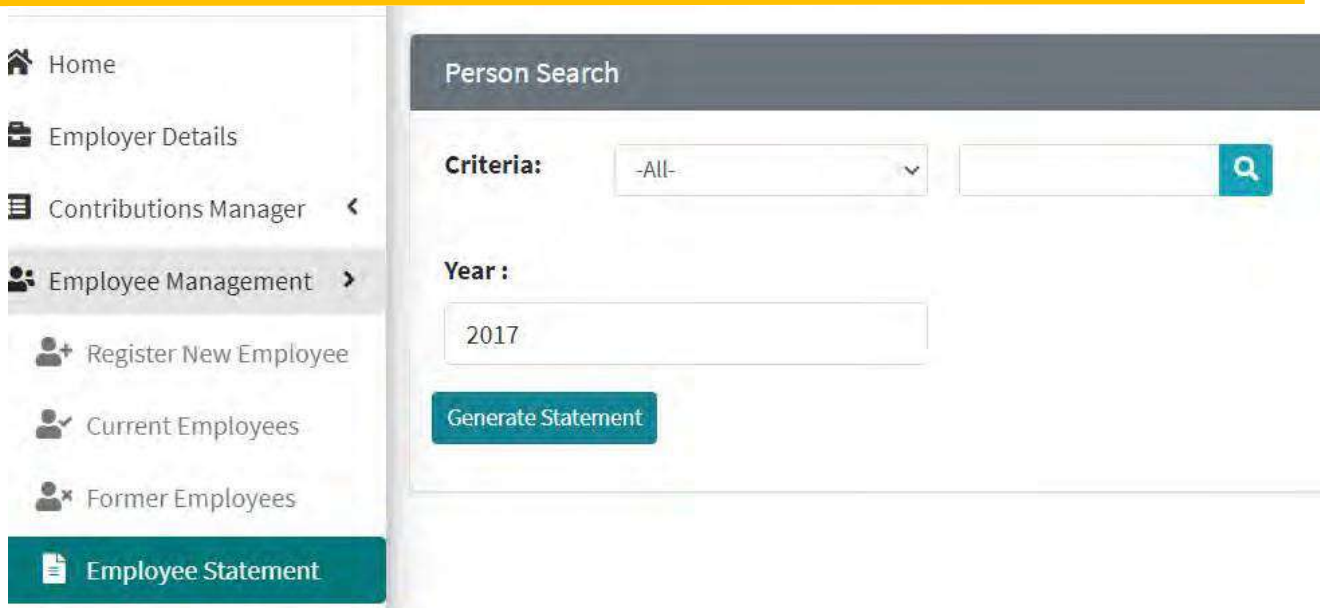
Gender :

Year :

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.



The screenshot shows the NSSA Self Service Portal interface. On the left is a navigation menu with options: Home, Employer Details, Contributions Manager, Employee Management (selected), Register New Employee, Current Employees, Former Employees, and Employee Statement. The main content area is titled 'Person Search'. It contains a 'Criteria:' dropdown menu currently set to '-All-', a search input field, and a search button. Below this is a 'Year:' dropdown menu set to '2017' and a 'Generate Statement' button.

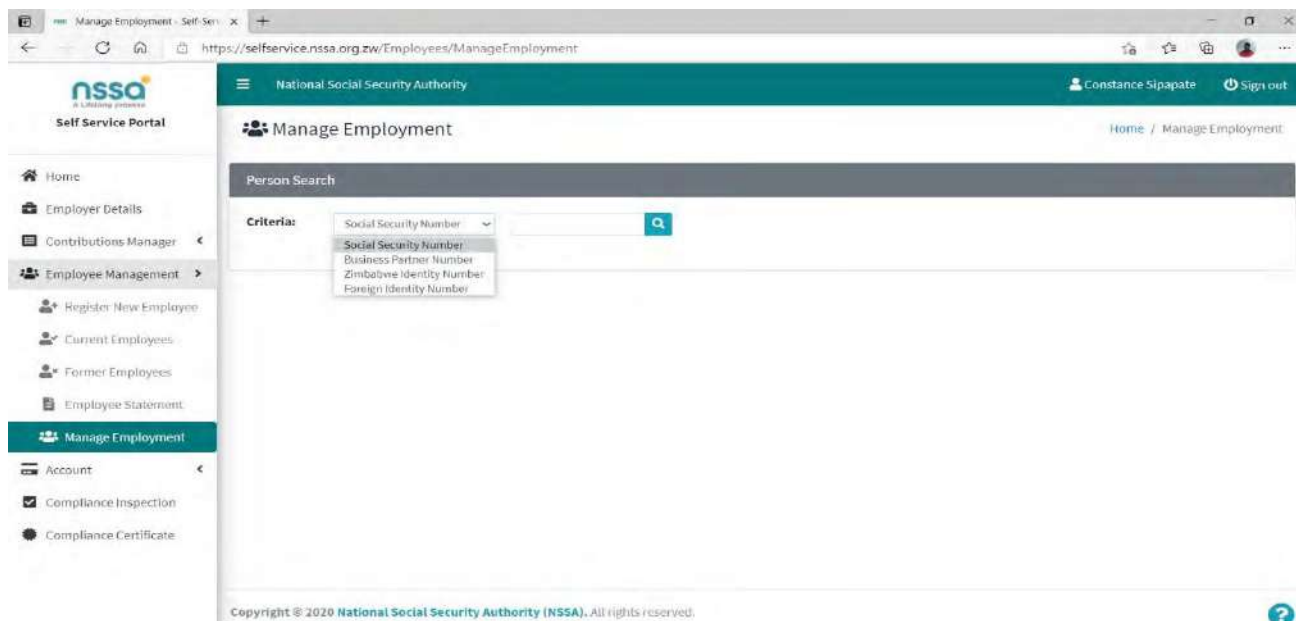
Update Employment/Employee Cessation

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.

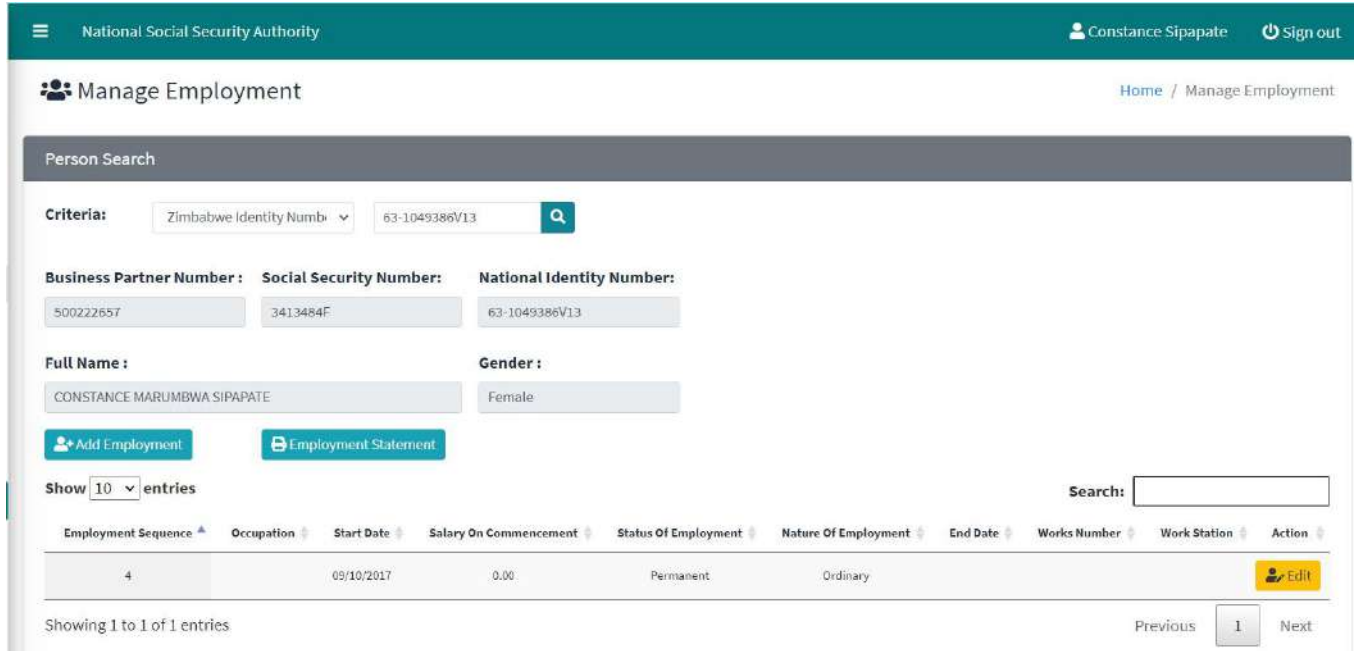
Click on Criteria to select the key field to search for the employee you wish to edit and enter



The screenshot shows the NSSA Self Service Portal interface with the 'Manage Employment' section selected in the left navigation menu. The main content area is titled 'Manage Employment' and contains a 'Person Search' form. The 'Criteria:' dropdown menu is open, showing a list of search criteria: Social Security Number, Business Partner Number, Zimbabwe Identity Number, and Foreign Identity Number. The search input field and search button are also visible. The footer of the page includes the copyright notice: 'Copyright © 2020 National Social Security Authority (NSSA). All rights reserved.'

appropriate details.

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



Manage Employment

Home / Manage Employment

Person Search

Criteria: Zimbabwe Identity Numb 63-1049386V13

Business Partner Number: 500222657 **Social Security Number:** 3413484F **National Identity Number:** 63-1049386V13

Full Name: CONSTANCE MARUMBWA SIPAPATE **Gender:** Female

[Add Employment](#) [Employment Statement](#)

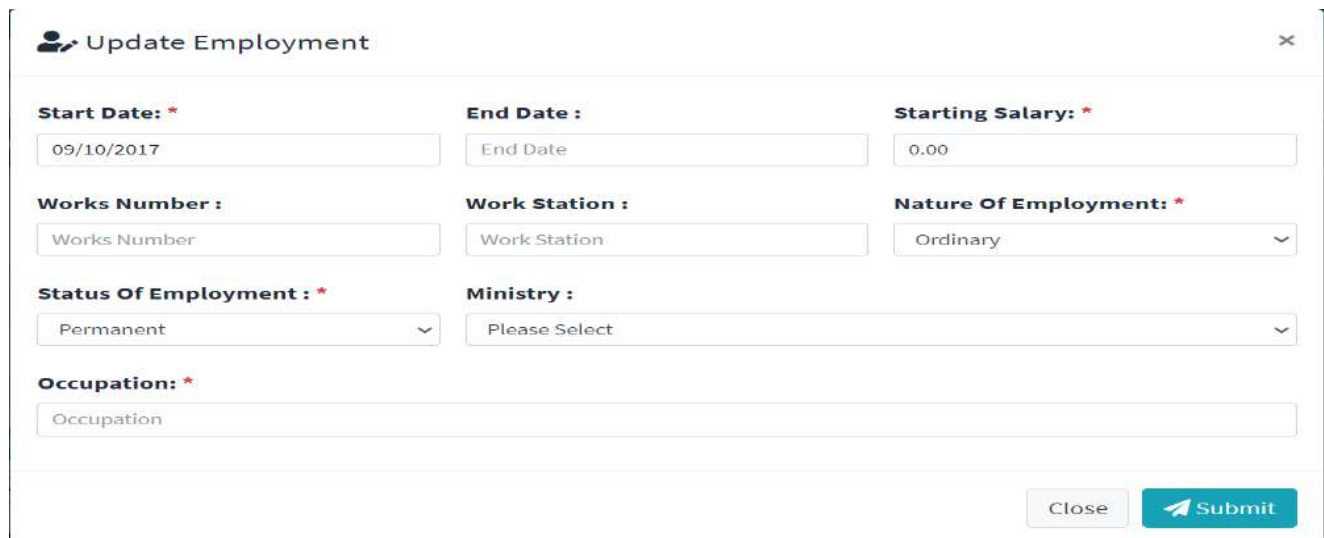
Show 10 entries

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				Edit

Showing 1 to 1 of 1 entries

Previous 1 Next

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



Update Employment

Start Date: 09/10/2017 **End Date:** End Date **Starting Salary:** 0.00

Works Number: Works Number **Work Station:** Work Station **Nature Of Employment:** Ordinary

Status Of Employment: Permanent **Ministry:** Please Select

Occupation: Occupation

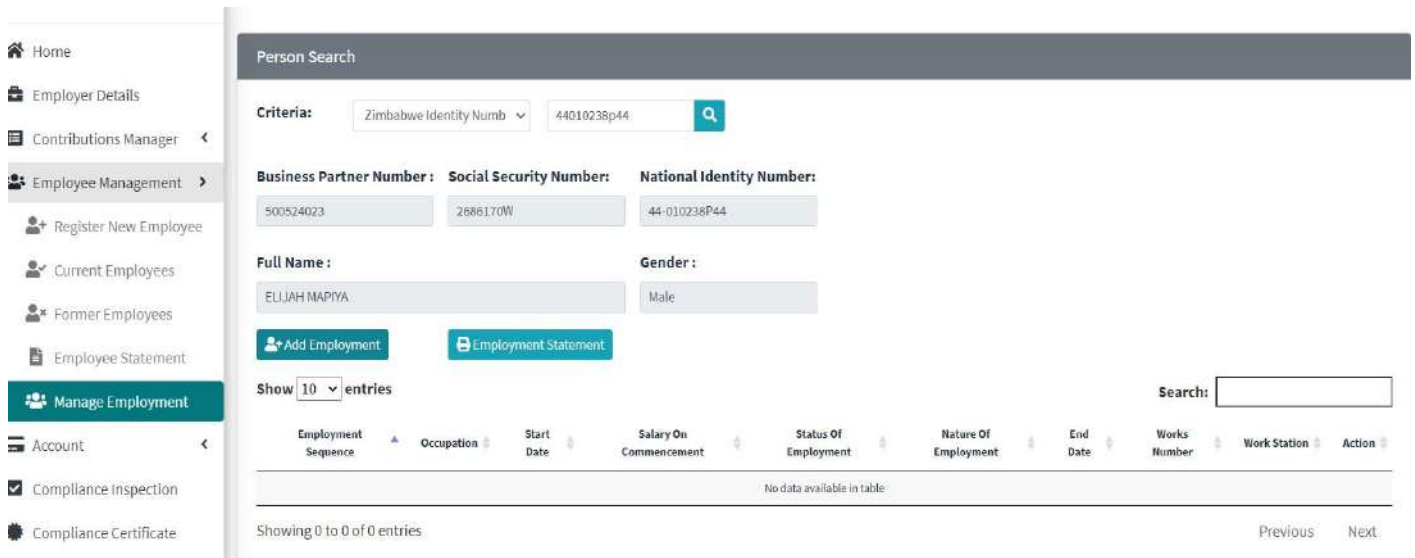
[Close](#) [Submit](#)

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

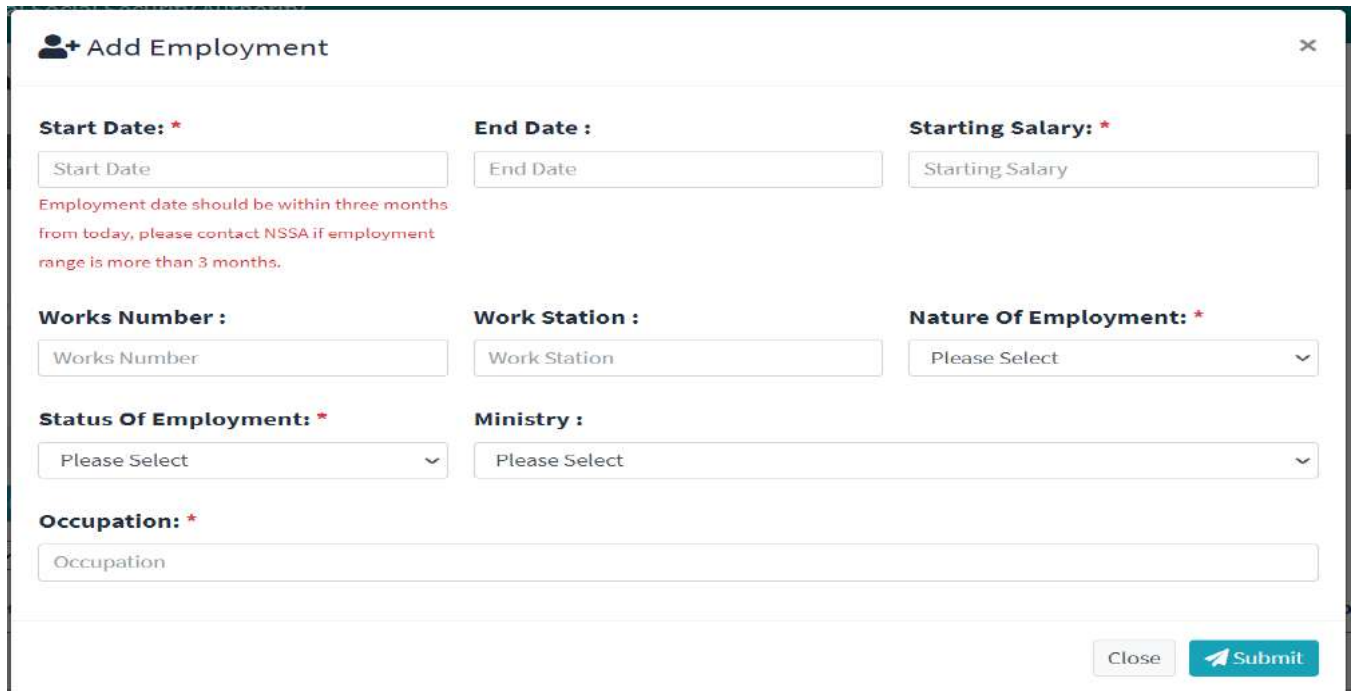
If you no longer wish to save the changes, click on close.

Create New Employment/ Add employment

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



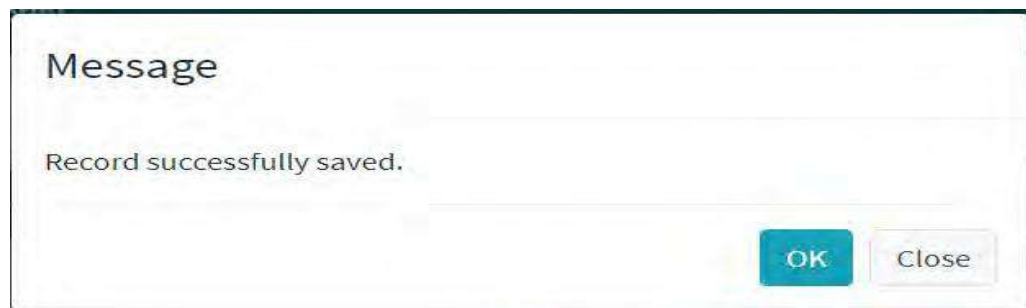
The screenshot shows the NSSA Employee Management interface. On the left is a sidebar with navigation links: Home, Employer Details, Contributions Manager, Employee Management (selected), Register New Employee, Current Employees, Former Employees, Employee Statement, Manage Employment, Account, Compliance Inspection, and Compliance Certificate. The main area is titled 'Person Search' and contains a search criteria section with fields for Zimbabwe Identity Number (44010238p44), Business Partner Number (500524023), Social Security Number (2686170W), and National Identity Number (44-010238P44). Below these are fields for Full Name (ELIJAH MAPIYA) and Gender (Male). There are buttons for 'Add Employment' and 'Employment Statement'. A table below shows employment records 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, showing 'No data available in table'. At the bottom, it says 'Showing 0 to 0 of 0 entries' and has 'Previous' and 'Next' links.



The screenshot shows the 'Add Employment' form. It has a title bar with a plus icon and the text 'Add Employment'. The form contains several fields: 'Start Date' (with a red asterisk), 'End Date', 'Starting Salary' (with a red asterisk), 'Works Number', 'Work Station', 'Nature Of Employment' (with a red asterisk), 'Status Of Employment' (with a red asterisk), 'Ministry', and 'Occupation' (with a red asterisk). There are also buttons for 'Close' and 'Submit'.

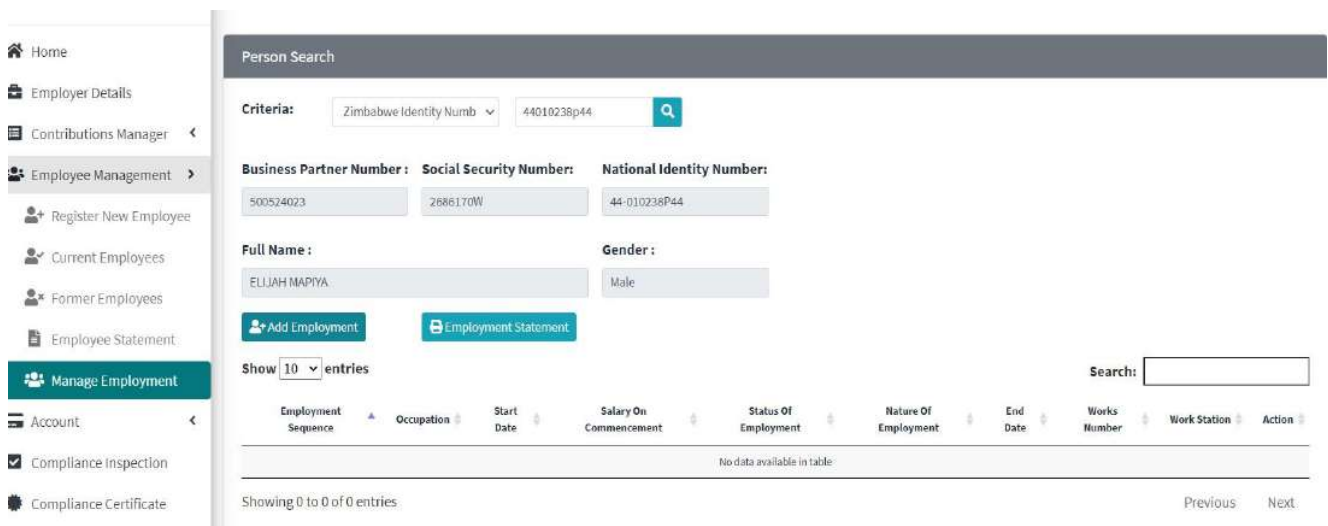
- After all the mandatory fields have been filled scroll down and click submit and the new employment will be added.
NB Start date should be within 3 months from today.
- The message below will pop up to show that the new employment has been successfully added.

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 Nssa Employee Management interface. On the left is a sidebar with navigation links: Home, Employer Details, Contributions Manager, Employee Management (selected), Register New Employee, Current Employees, Former Employees, Employee Statement, Manage Employment, Account, Compliance Inspection, and Compliance Certificate. The main area is titled 'Person Search'. It contains search criteria fields: 'Criteria:' with a dropdown set to 'Zimbabwe Identity Numb' and a text field with '44010238P44'. Below this are fields for 'Business Partner Number' (500524023), 'Social Security Number' (2886170W), and 'National Identity Number' (44-010238P44). There are also fields for 'Full Name' (ELIJAH MAPIYA) and 'Gender' (Male). Two buttons are visible: 'Add Employment' and 'Employment Statement'. Below the buttons 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, showing 'No data available in table'. At the bottom, it says 'Showing 0 to 0 of 0 entries' and has 'Previous' and 'Next' links.

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 BP No : 500222657

Member NSSA Number: 3413484F
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	06/10/2017	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  or by clicking the back button

15. 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, a navigation menu includes options like Home, Employer Details, Contributions Manager, Employee Management, and Account. The 'Account' option is selected, leading to the 'Account Statement' page. The main content area features a 'Filter Criteria' section with a 'Select Date Range:' label, two input fields for 'Start Date' and 'End Date', and a 'Preview' button.

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**

SSR Number : **0107800E**

Industry Code: 5400

APWCS Rate: 1.25

NATIONAL SOCIAL SECURITY AUTHORITY

1

1

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

16. 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 with a dropdown arrow), and Account Statement. The main content area is titled 'National Social Security Authority' and 'Employer Bill Estimate Report'. Below the title is a 'Filter Criteria' section with a 'Period:' label and a text input field containing 'Start Period'. A '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

17. 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 National Social Security Authority Self Service Portal. On the left, a navigation menu lists several options: Home, Employer Details, Contributions Manager, Employee Management, Account, Compliance Inspection (highlighted with a red box), and Compliance Certificate. The main content area on the right is titled 'National Social Security Authority' and features a 'Compliance Inspection' section with a checked checkbox. Below this, a 'Filter Criteria' section contains a 'Period:' label and two input fields with dates '01/11/2019' and '06/12/2020'. A green 'Preview' button is located below the input fields.

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



Page 1 of 2
NSSA (HEAD OFFICE)
P O Box CY 1387
CAUSEWAY
HARARE
Tel: 04 706523-5/799030

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,

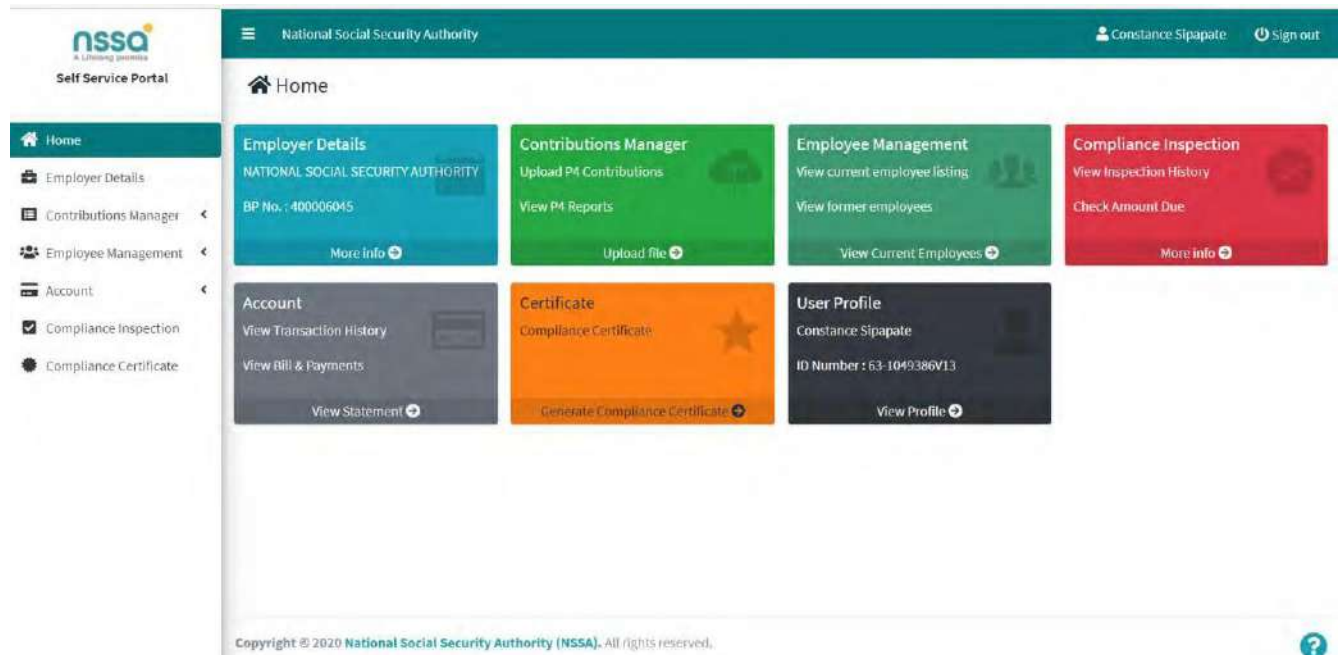
PERIOD	NO. OF EMP. POBS	NO. OF EMP. APWCS	INSURABLE EARNINGS (POBS)	POBS Contribution	POBS Surcharge	INSURABLE EARNINGS (APWCS)	APWCS Premiums	APWCS Penalty	TOTAL FOR THE MONTH	POBS AMOUNT PAID	APWCS AMOUNT PAID	TOTAL PAYMENT	POBS VARIANCE	APWCS VARIANCE
				(856454.04)			(167,109.03)		(1,023,563.07)				(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

18. 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



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**

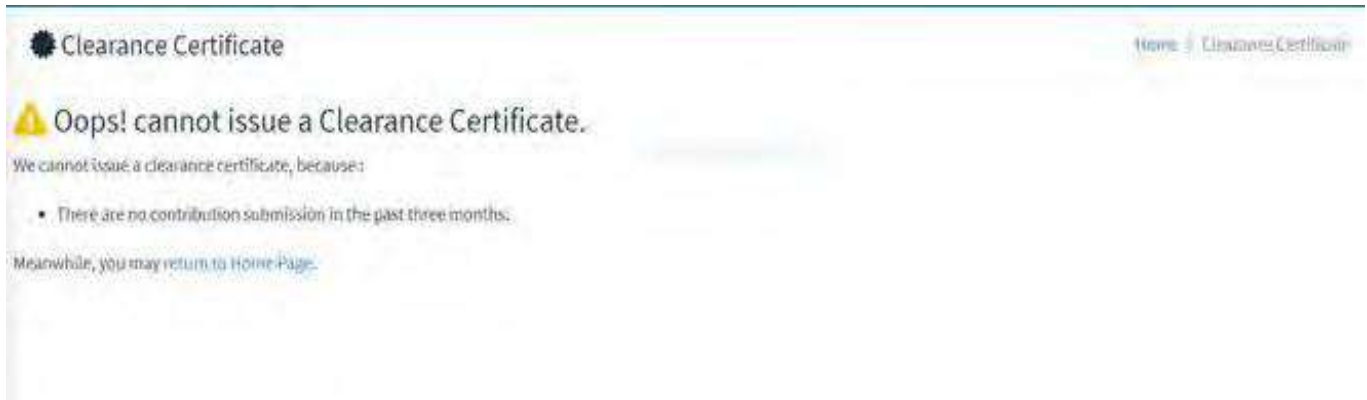
Verification code: **CA5MXUNR**

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:



19. 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.



USER LOGIN

Member Login

Username

Username

Password

Password

☐ Remember Me

Login

Create an Account

Forgot Your Password?

Employer Login

Email

Email

Password

Password

☐ Remember me

Sign In

Create an Account

Forgot Your Password?

Resend email confirmation

[NSSA Self Service Portal Input Form.pdf](#)

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Page 63 | 96

After clicking Verify Certificate the below screenshot will be displayed.

Certificate Verification

Certificate Details

SSR Number :

SSR Number

Certificate Number :

Certificate Number

Verification Code :

Verification Code

Verify Certificate

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 :

0107800e

Certificate Number :

2904/2021

Verification Code :

CA5MXUNR

Verify Certificate

Step 3

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



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.

20. 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

Click on the Account Tab from the Home page



Step 2

Click on the Account Statement Tab and the following screen appears. Enter the dates for which you wish to view the employer statement and select 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, Account Statement (highlighted in teal), and Employer Bill Estimate. The main content area has a teal header bar with the NSSA logo and the text 'National Social Security Authority'. Below this, the page title 'Account Statement' is shown. A teal bar labeled 'Filter Criteria' contains a 'Select Date Range:' section with two input fields for 'Start Date' and 'End Date'. A teal 'Preview' button is located below these fields.

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

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

BP Number : 400006045

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

End