ZSSF EMPLOYER'S PORTAL USER MANUAL

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OVERVIEW

The Zanzibar Social Security Fund has developed a system that will enable employers to prepare and submit members' contributions as well as to create an invoice with a control number associated with the submitted contributions for payment at any of the integrated payment service providers.

The system is available through the internet. The employer will be required to register first before using this system, the employer must fill in the correct information in order to proceed and complete the registration of the operating account of the system. The registration will include features that can verify the validity of the registration information given by employer.

INTRODUCTION

This user manual provides necessary information for employers to effectively use the ZSSF's employer's self-service portal. This manual includes a description of the system functions and capabilities, contingencies and alternate mode of operation, and step by step procedures for system access and use. The use of this user manual is strictly for educational purpose only.

CONVENTIONS

This document provides screen print and corresponding narrative to describe how to use employer's self-service portal.

When an action is required on the part of the reader, it is indicated by a line beginning with the word "Action:" For example:

Action: Click on OK.

Fields or buttons to be acted upon are indicated in bold italics in the Action statement; links to be acted upon are indicated as links in underlined blue text in the Action statement.

Note: The term 'user' is used throughout this document to refer to a person who requires and/or has acquired access to the employer's self-service portal.

Getting Started

This user manual provides a general walkthrough of the system from initiation to exit by providing a general overview of the system's capabilities, functions, and operation including the specific high-level functions performed by the system.

The manual assumes that the reader has a good knowledge of a computer/laptop, computer applications and is familiar with web browsers.

Set-up Considerations

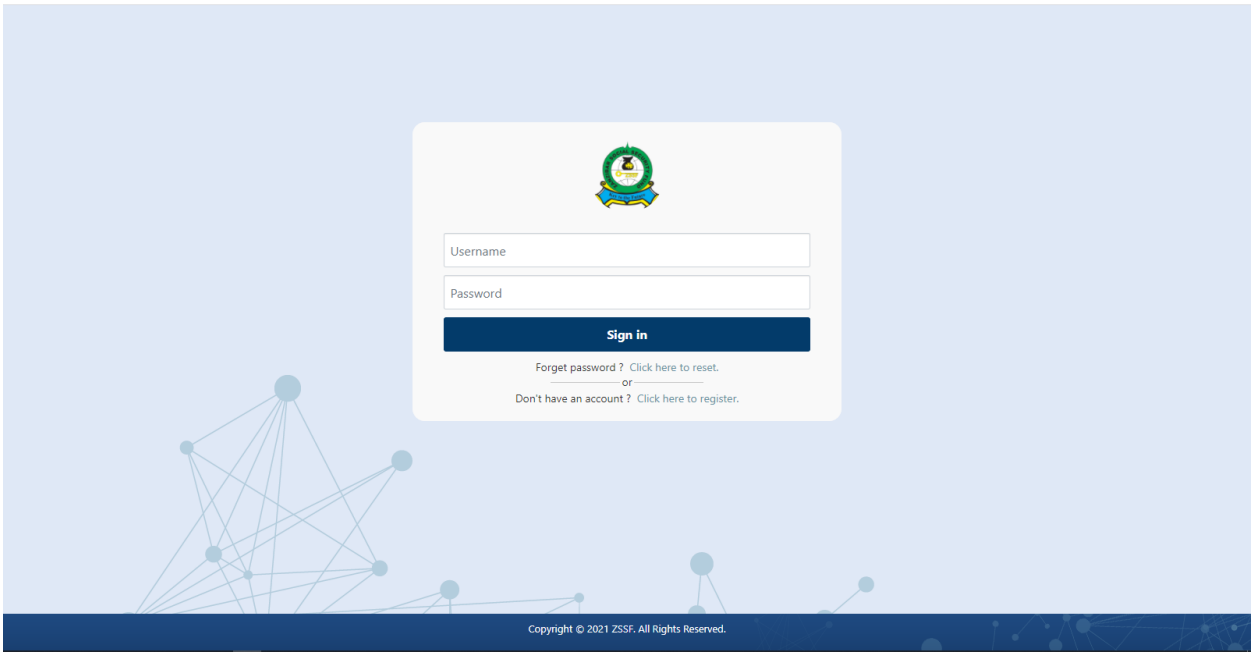
Employer's self-service portal is a web-based application which can be accessed over the internet. System screens are designed to be viewed best at a minimum screen resolution of 800 x 600. To optimize user access to the employer's self-service portal:

1. Use Mozilla Firefox or Google Chrome
2. Active Internet connection

User self-registration

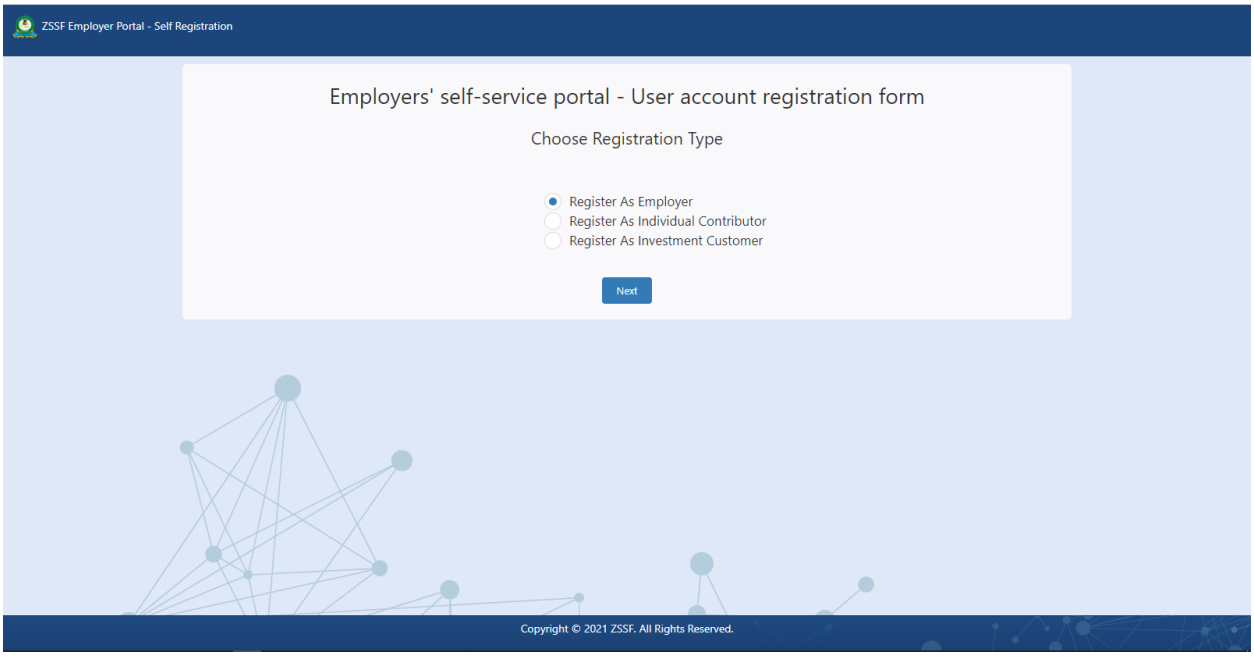
System is deigned to allow user self-registration capability, where by employers can register themselves with the use of their employer numbers from ZSSF. If user do not have an account, follow below instructions to conduct a self-registration.

Action: Click on Click here to register

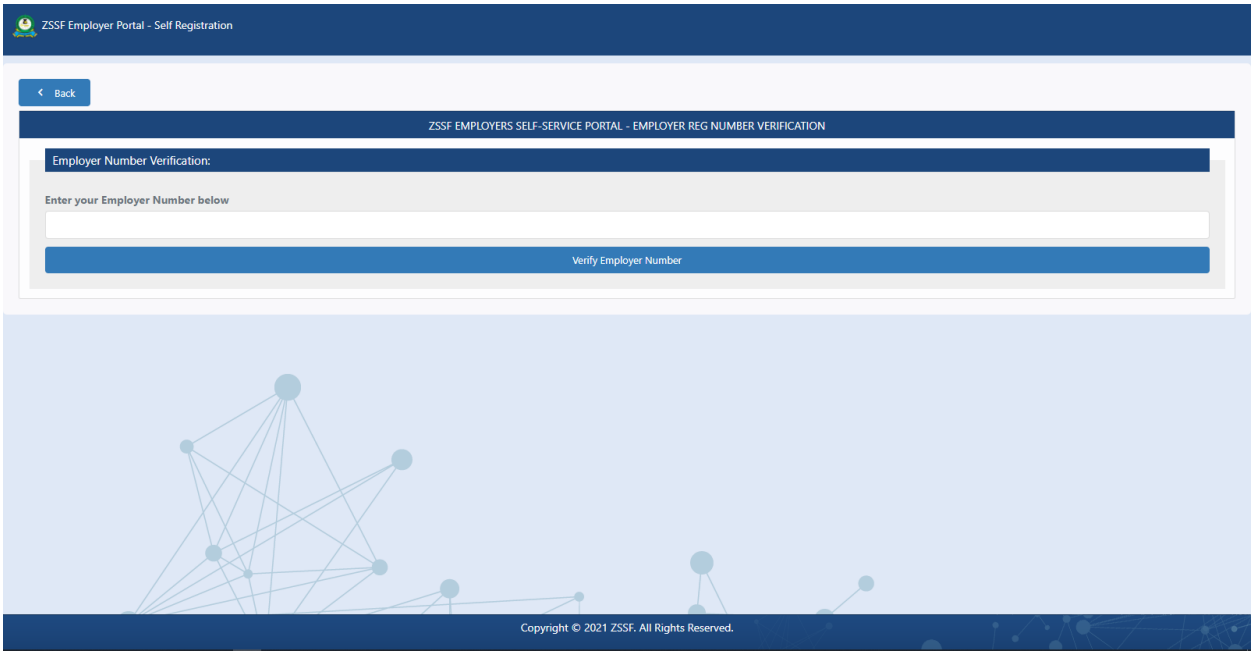


Step 1: Choose registration type
For employer choose ***Register As Employer***

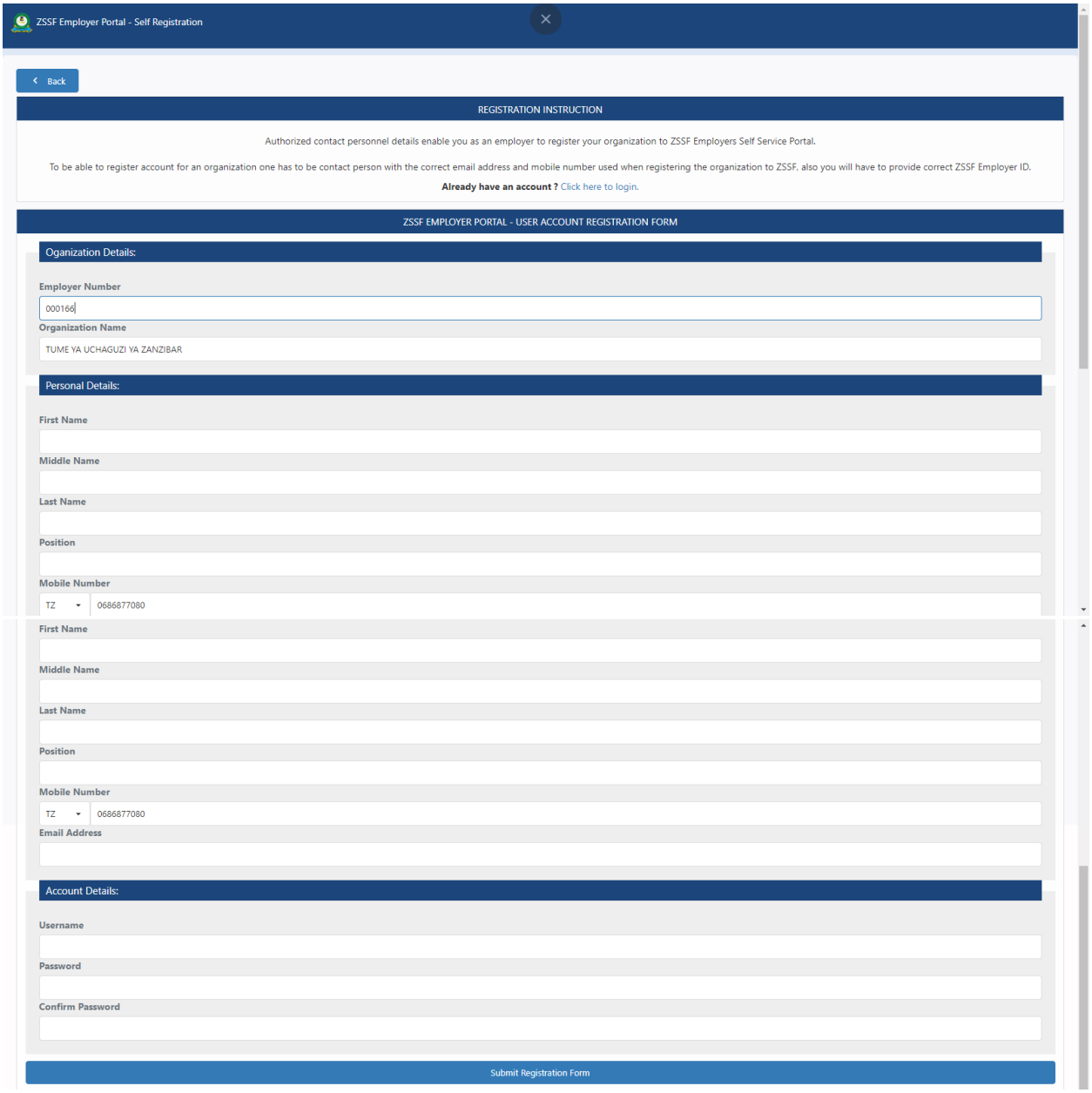
Action: Click on ***Next*** button to continue.



Step 2: Enter valid employer number registered with ZSSF.
Action: Click on ***Verify Employer Number*** button to verify entered employer number.



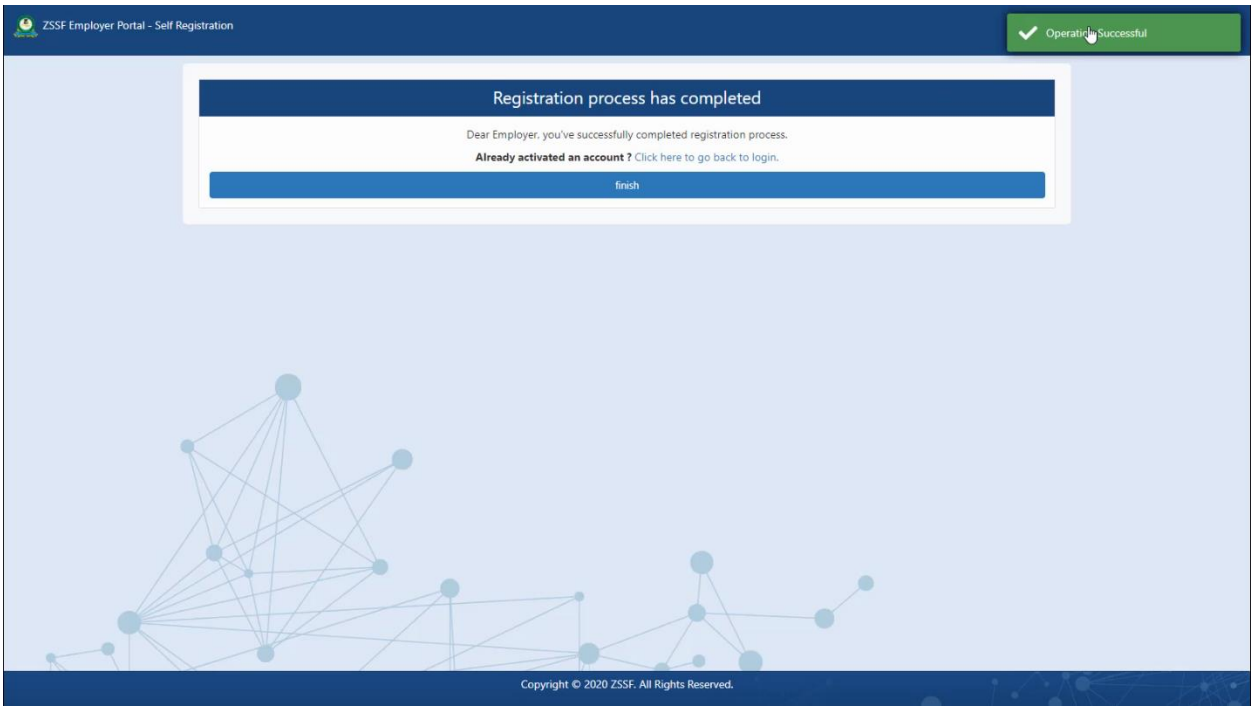
Step 3: Fill in required details correctly including organization details as well as account's operator details.



Action: Click on ***Submit Registration Form*** to continue with registration process, your filled information will be processed and varied by internal ZSSF systems.

Step 4: Complete Registration process.

If every detail provided is valid, your registration process will come to an end with a registration process completed successfully message as shown below.



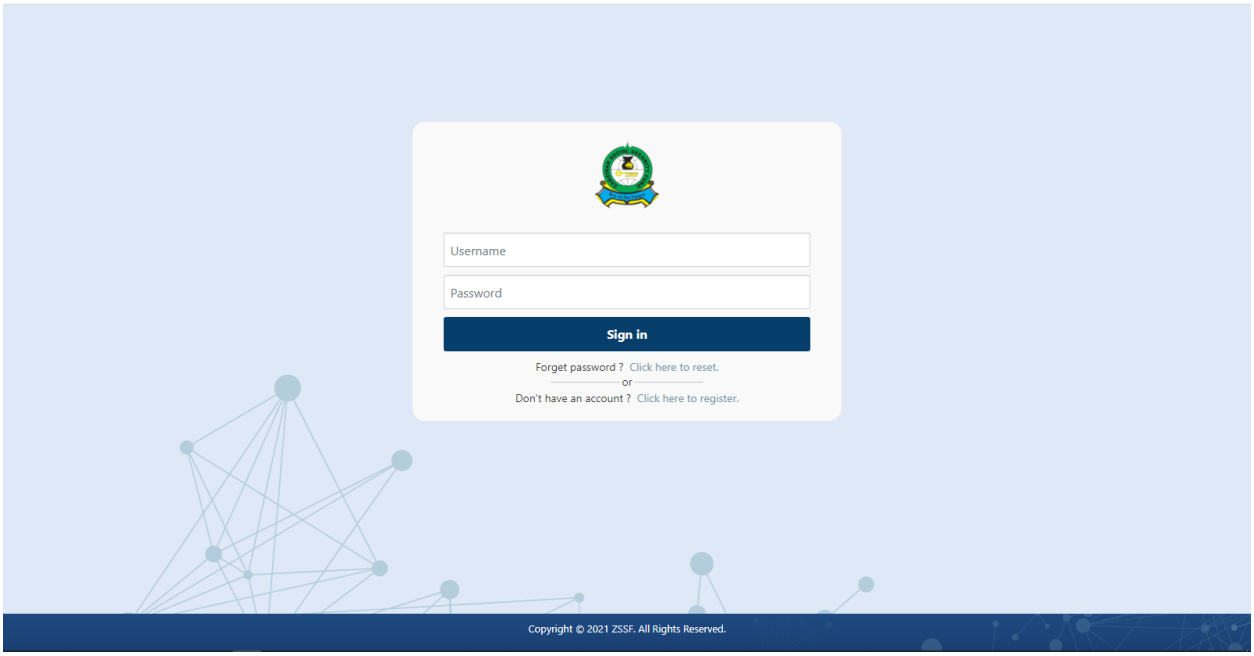
Action: Click on ***Finish*** to go back to login screen.

Submitting members contribution

The core functionality of employer's self-service portal relies on the easiness of preparing, processing members' contributions and generate an invoice with control number for payment at any of the payment service provider integrated with ZSSF. To submit members contribution, kindly follow the below steps.

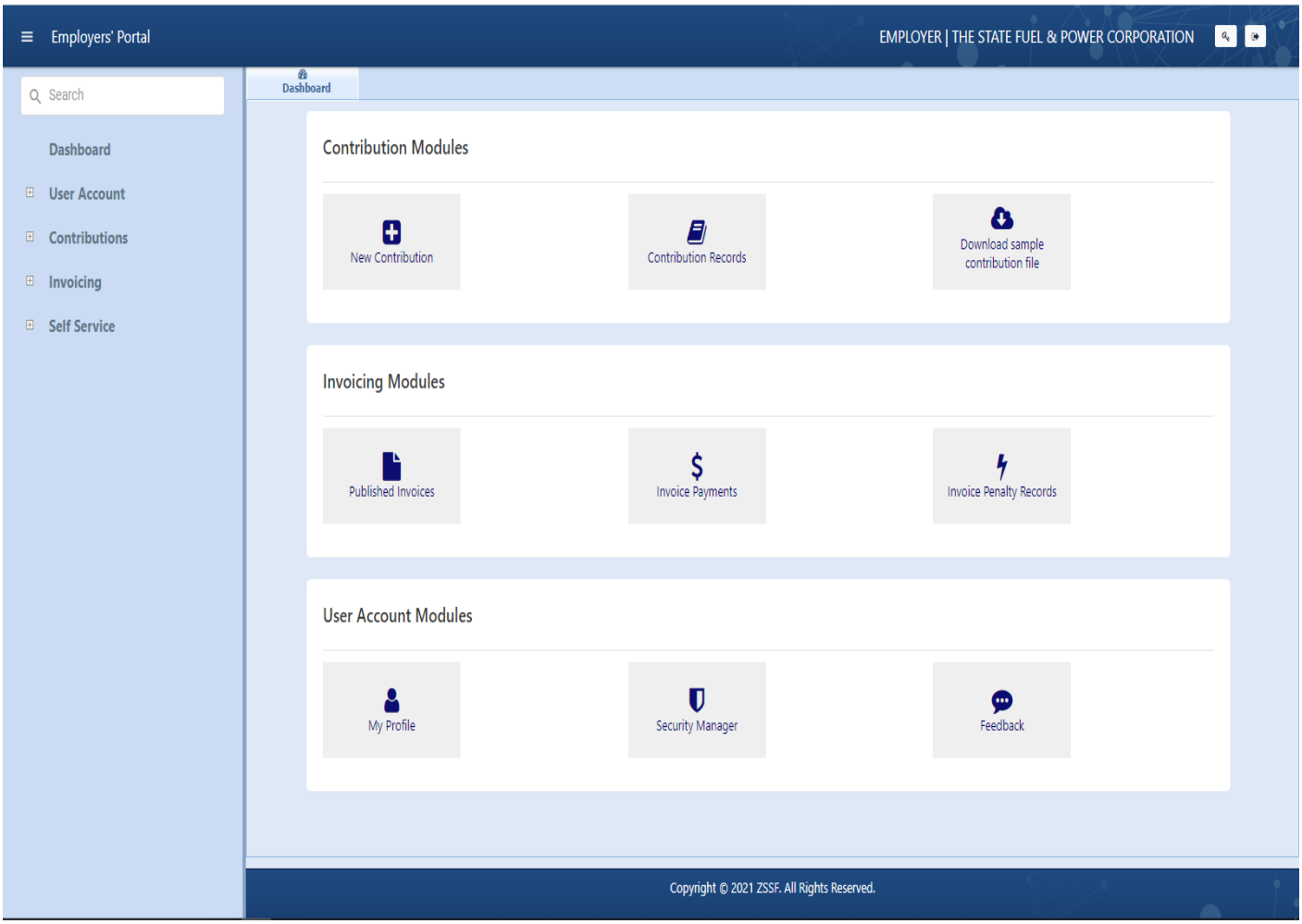
Step 1: Login to the system.

Action: Click on ***Sign In*** to sign in to your account.



Step 2: Go to Contribution Modules section.

Action: Click on ***New Contribution***



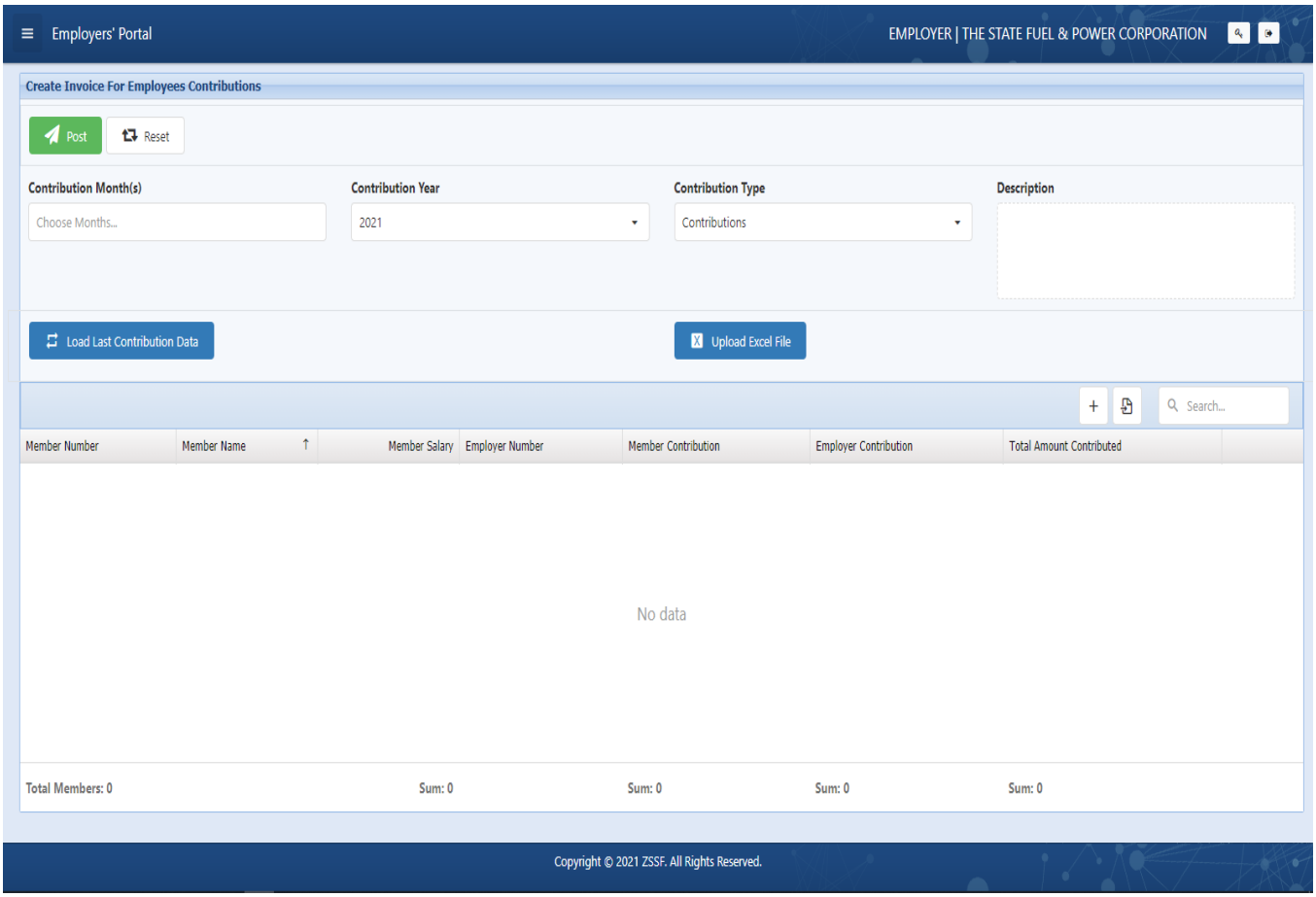
Step 3: Choose contribution month, year and type.

User can submit your members contribution list by uploading an excel(csv) file, or load previous contributions data

Action 1: Click on ***Load Last Contribution Data*** to load previous contributions.

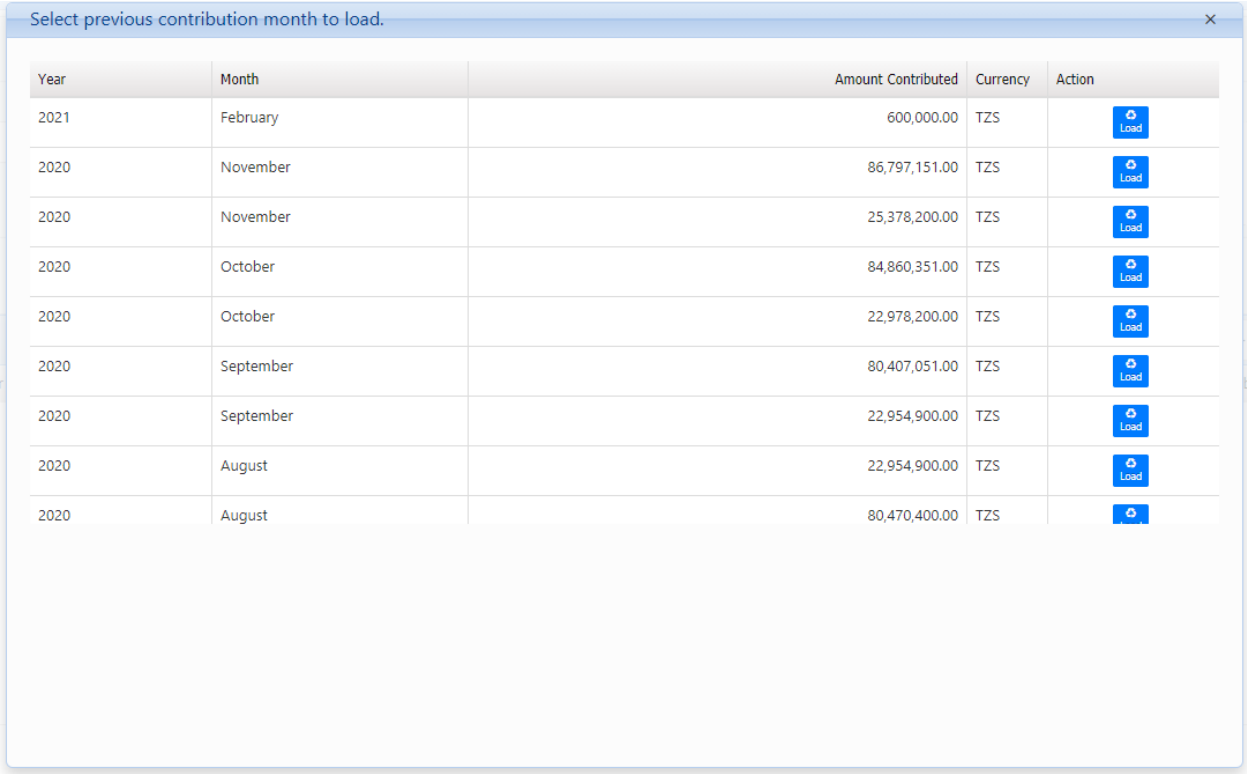
Action 2: Click on ***Upload Excel File*** to load data from excel file.

Action 3: Click on the Plus sign (+) to add single row at a time.



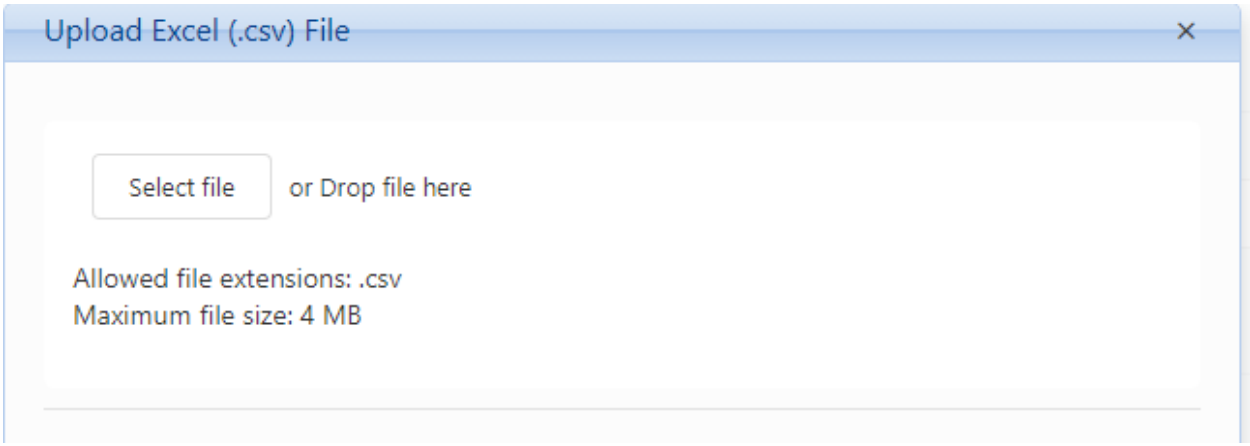
If you choose action 1 from above, a list of previously available contributions data will appear.

Action: Click ***Load*** button on Action column to load contribution data into the table.



If you choose action 2 from above, a pop-up dialog will appear which will lead user to file system of a respective operating system, choose an excel file to load, the portal will load the file contents into the table.

Action: Click on ***Select file*** button to open a file explorer of a respective file system.



If you choose action 3 from above, you're require to fill a single row at a time from the table, you're ought to fill only three columns (Member number, Member Name and Member Salary) per row, the rest shall be filed by a system.

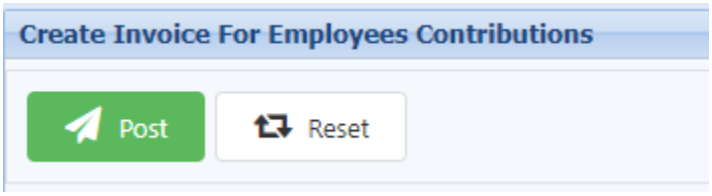
Note: Member salary is subject to minimal threshold amount set by ZSSF.



Step 4: Submit contribution data.

After you've filed all the required details with the appropriate data, from there you can submit members' contribution list for processing.

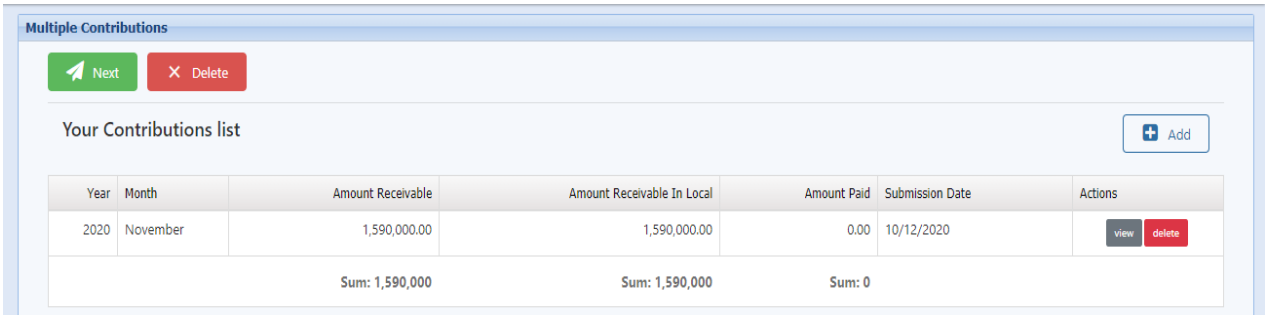
Action: Click Post button to submit members' contribution list.



Step 5: Contribution Summary

On this step, the system displays the contribution summary including total amount contributed, contribution month and contribution year, if user made a mistake, they can edit the records, by click the ***edit*** button on the table row on Action column.

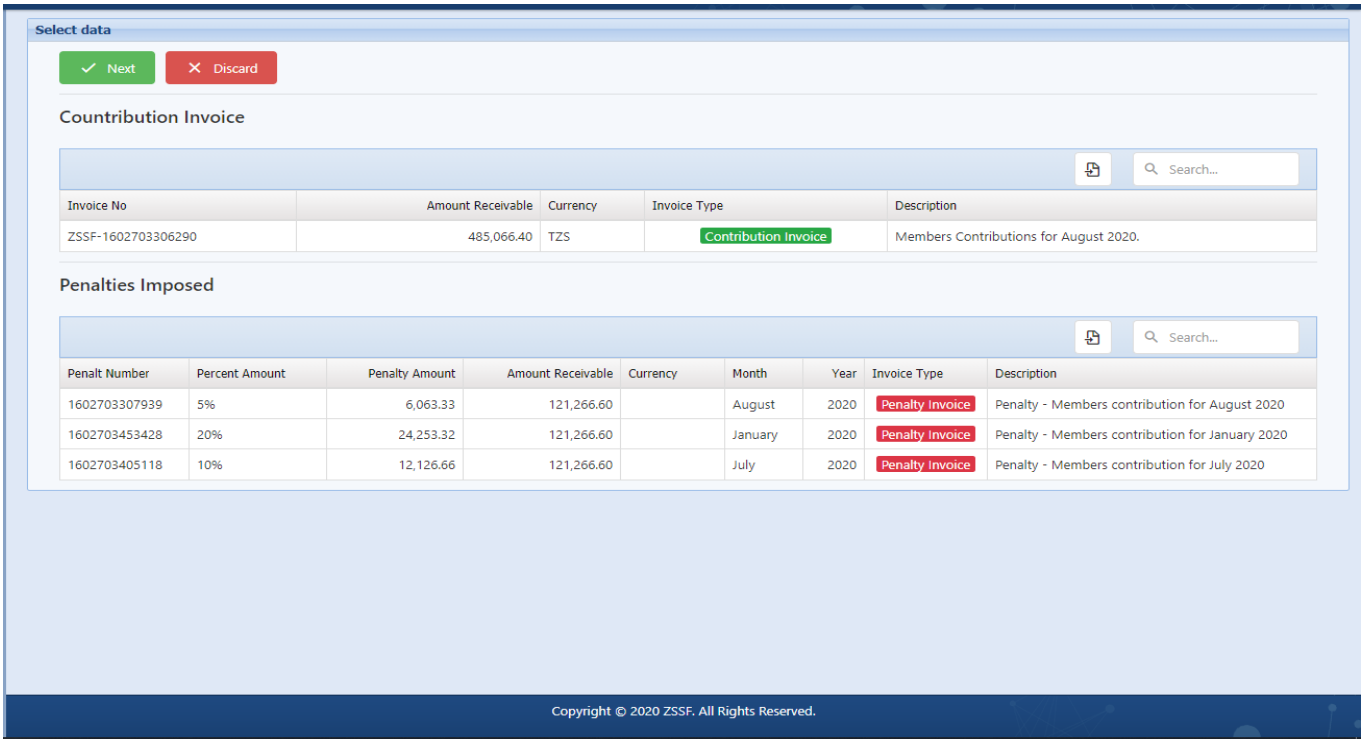
Action: Action click on ***Next*** button to continue



Step 6: Create an invoice.

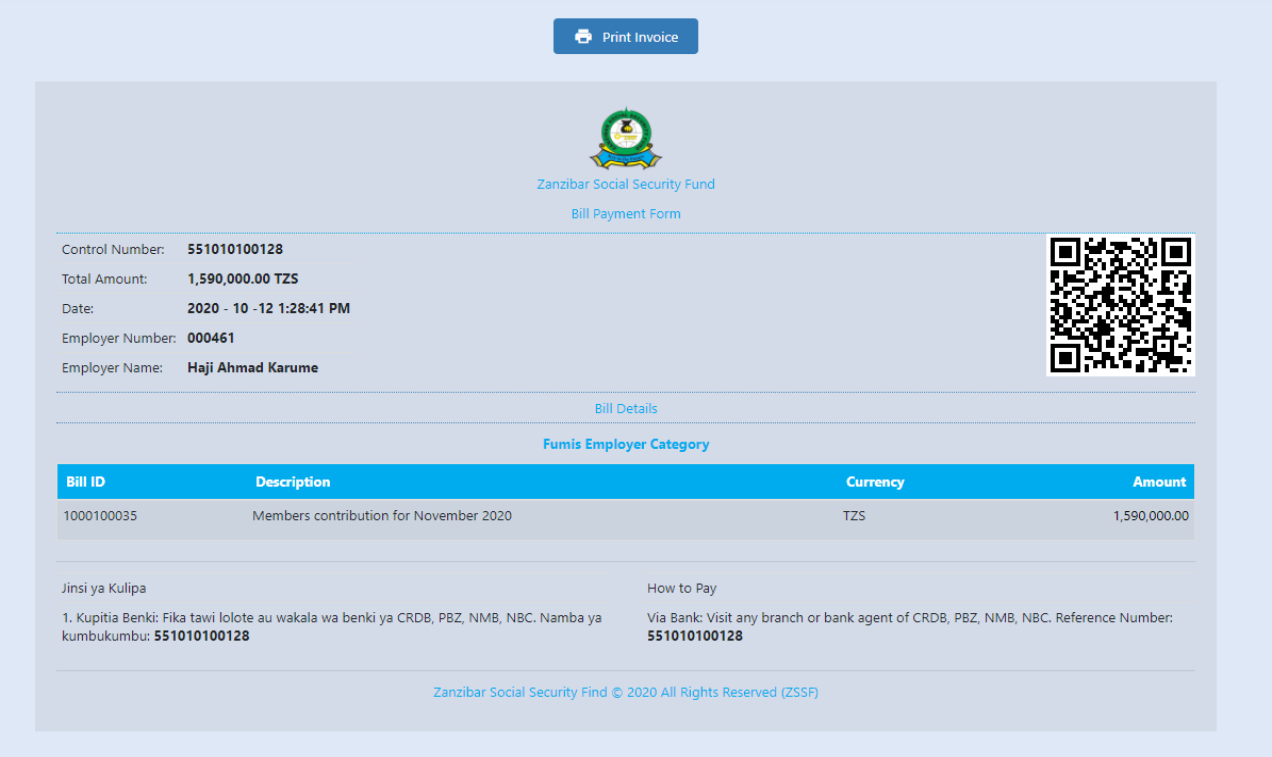
In this step, a contribution invoice is created, if there is any penalty imposed, it will be shown, and the invoice will be created.

Action: Click ***Next*** button to create an invoice with control number



Step 7: An invoice with control number generated.

Action: Click on ***Print Invoice*** to print the invoice generated.



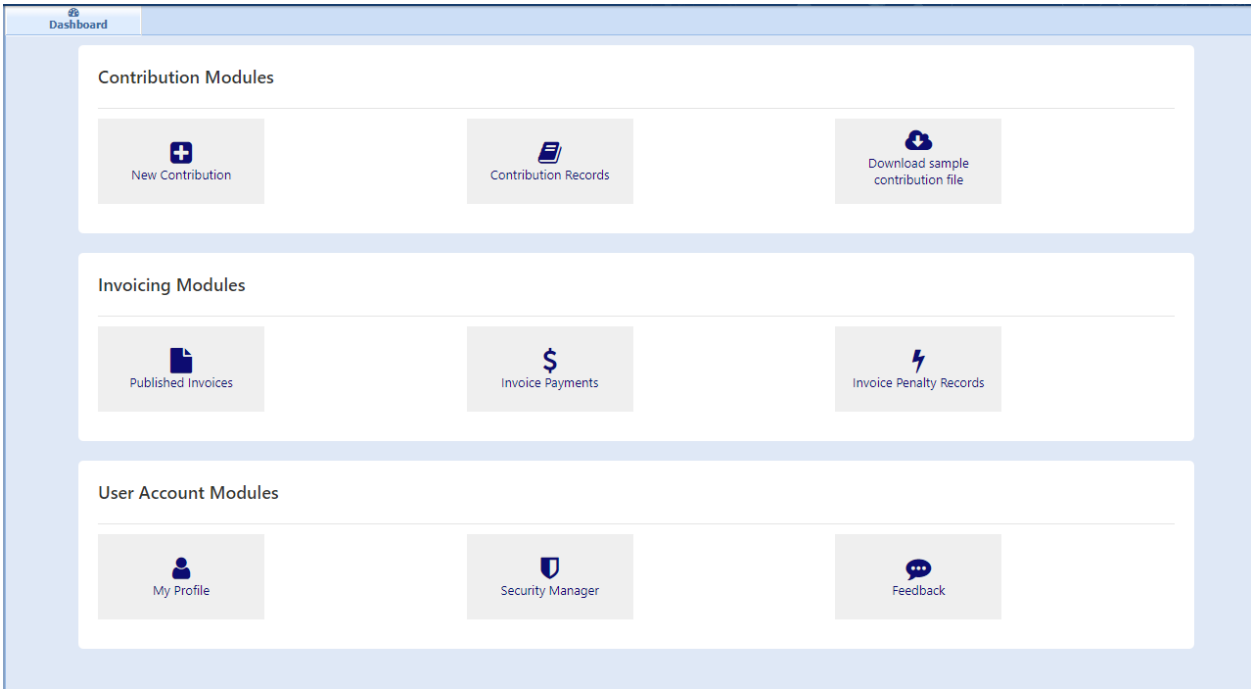
After this step, user has to submit an invoice with a control number to any payment service provider integrated with ZSSF. e.g CRDB Bank or PBZ Bank.

UPDATING ACCOUNT INFORMATION, CHANGING PASSWORD, ADDING ANOTHER ACCOUNT OPERATOR AND PASSWORD RESET.

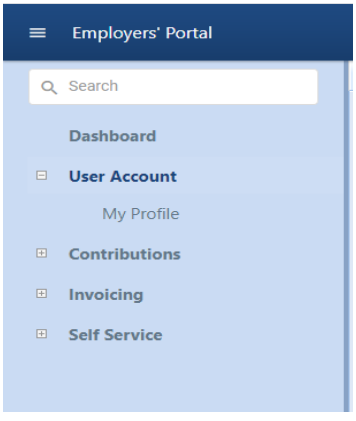
Updating Account Information

Step 1: Login to the system.

Action: Click on ***My Profile*** Button



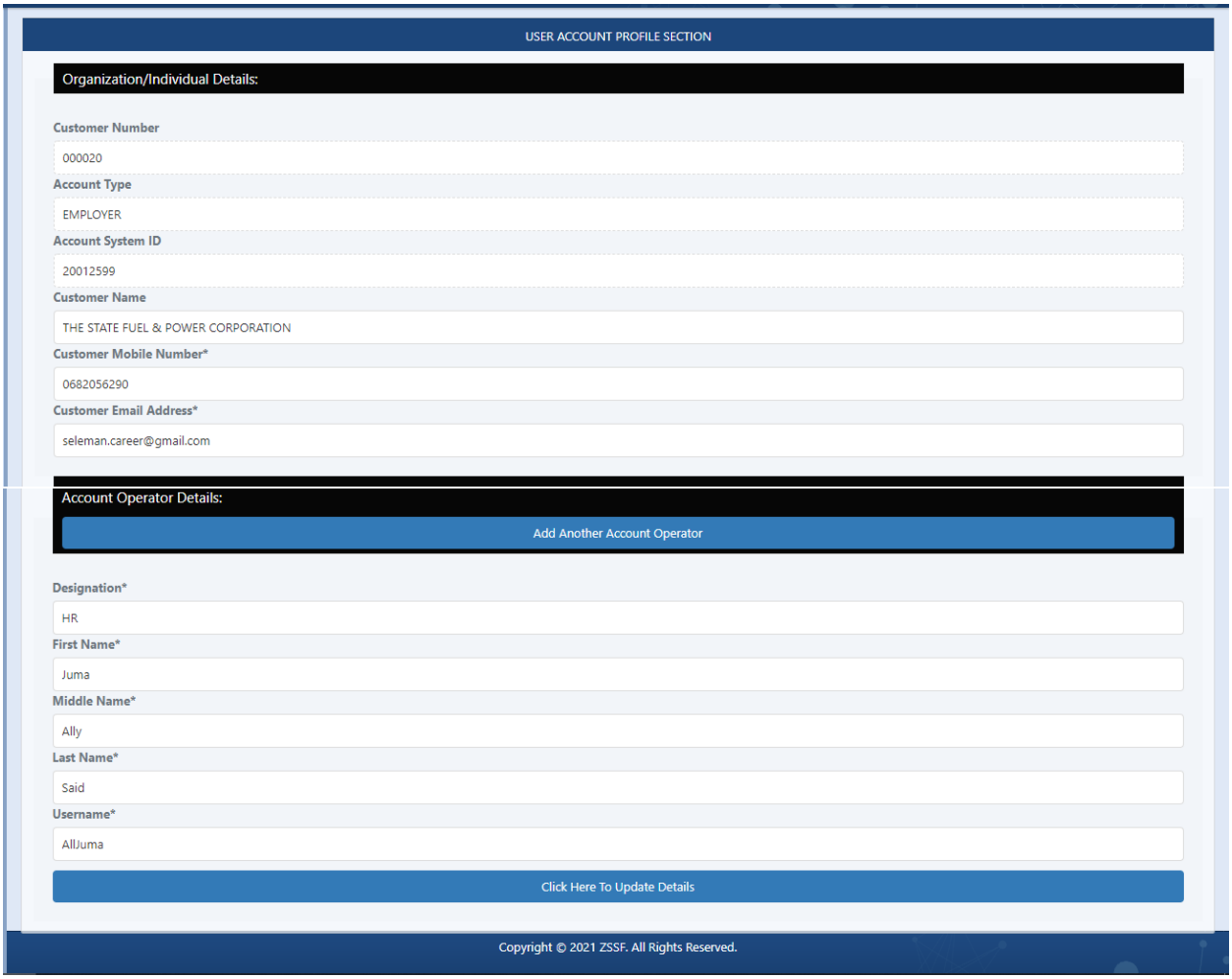
Or user can user navigation menu to access *My profile* section.



Step 2: To update user and account profile.

Fill in or change the details to be updated.

Action: Click on ***Click Here To Update Details***



Changing user password

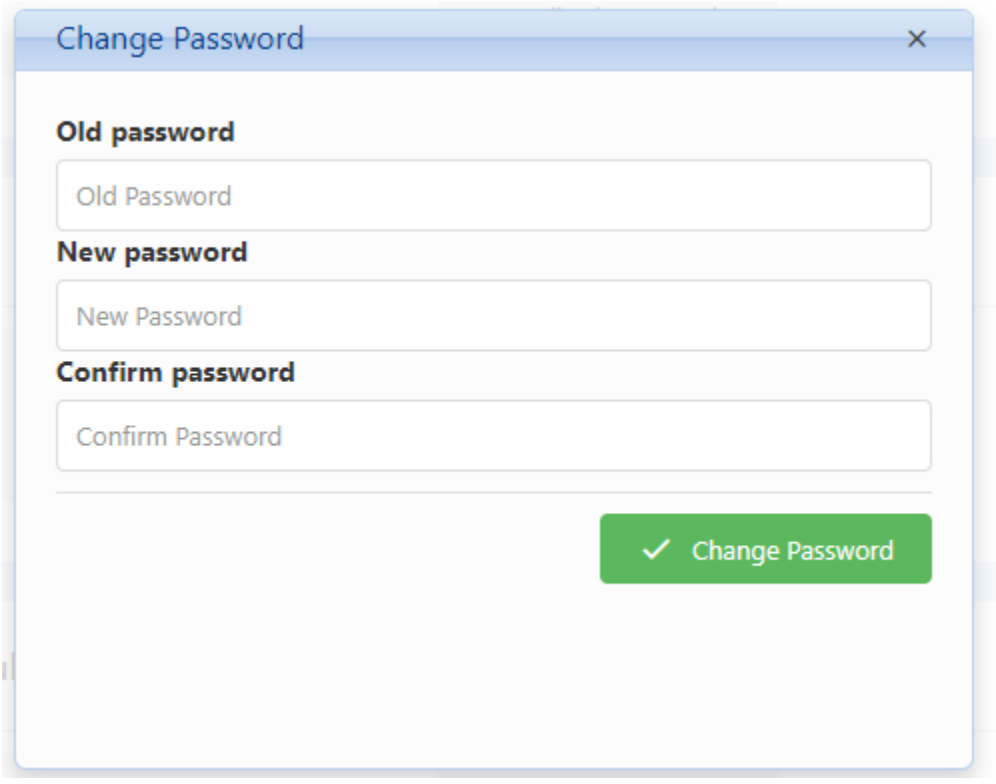
Step 1: Login to the system.

While been logged in the system, you can change the password, by submitting the old password prior to change to new one. Password will be changed if old password submitted was valid.

Action: Click on image button (key like symbol) on the top left corner of the system



A pop-up dialog will appear.



Action: Click on **Change Password** to change password

Add Another account operator

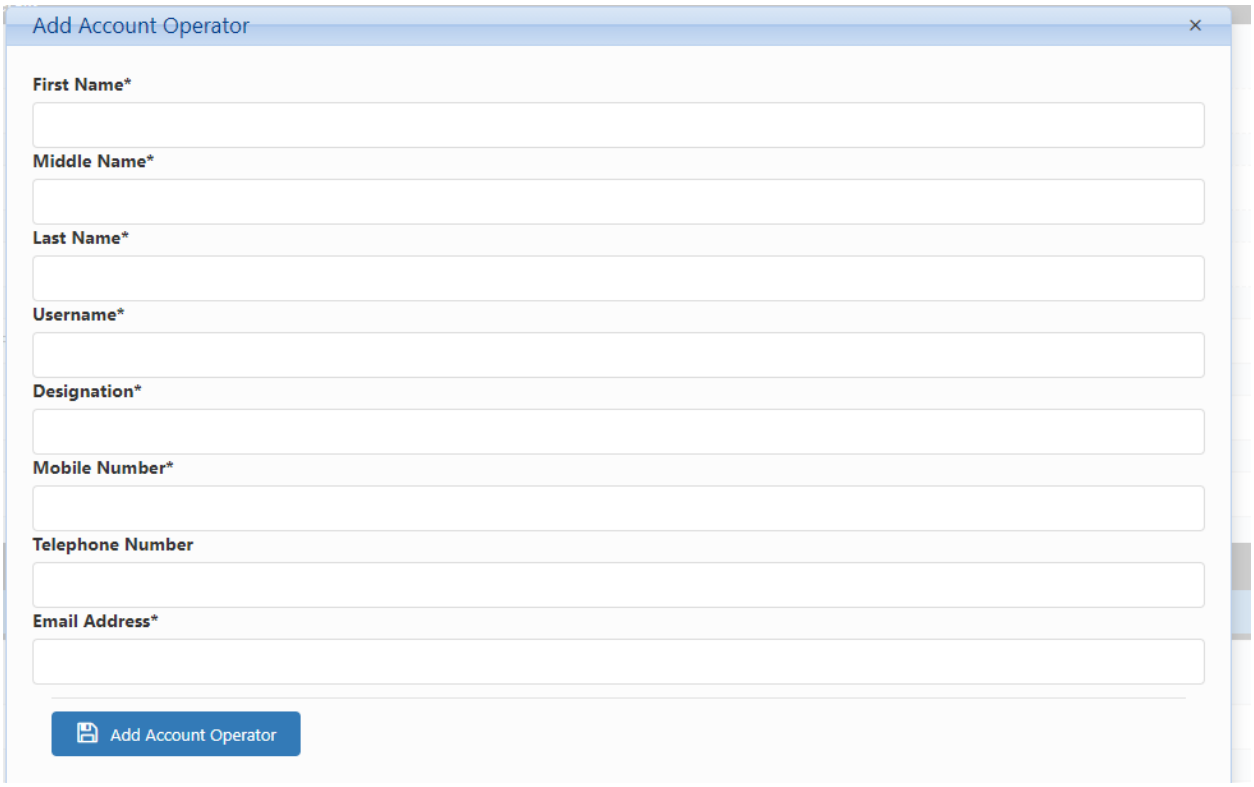
Step 1: Login to the system.

Action: Click on ***Add Another Account Operator.***



A pop-up dialog will appear, fill in account operator's details.

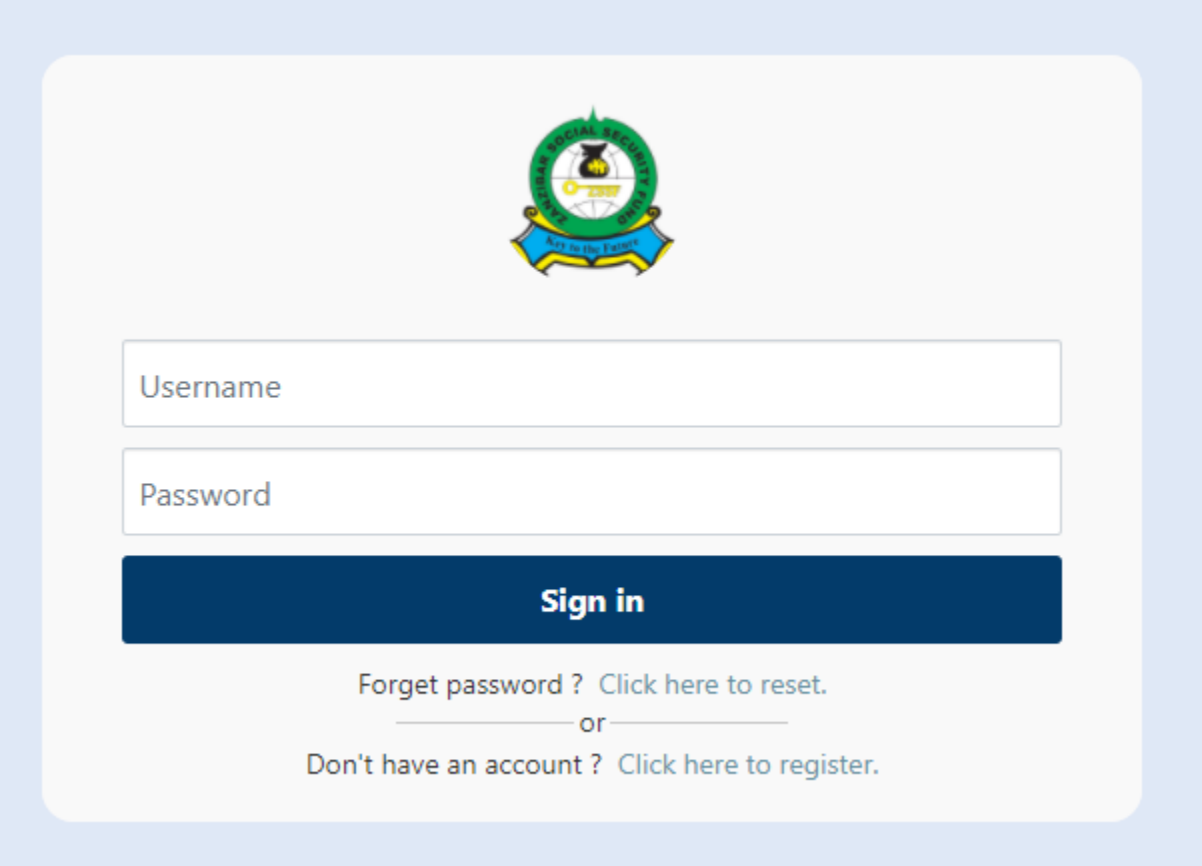
Action: Click on ***Add Account Operator*** to submit details


Add Account Operator
First Name*
Middle Name*
Last Name*
Username*
Designation*
Mobile Number*
Telephone Number
Email Address*
Add Account Operator

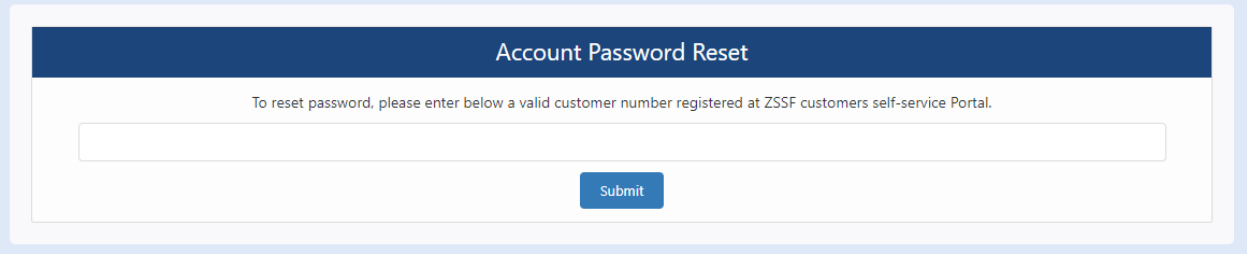
Password Reset

If you forget your account password, you can reset it easily.

Action: Click on Click here to reset from login screen.



Step 1: Enter employer number already registered with employer's self-service portal.



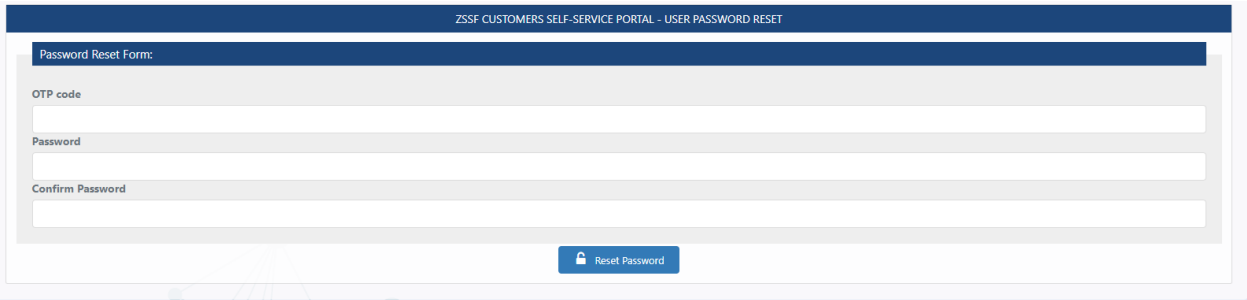
Action: Click ***Submit*** button to verify employer number entered.

If employer number is valid and registered, an SMS and email with an OTP code will be sent user's registered mobile number and email address.

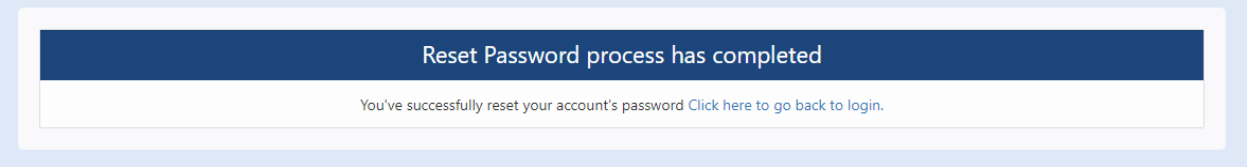
Step 2: Enter OPT code.

Sent via SMS and email address to user's registered mobile number and email address, fill in your new password.

Action: Click ***Reset Password*** to continue.



If user enter a valid OTP code along-side new password and confirm password, then the system will reset and replace the old password with the new one



Action: Click on Click here to go back to login.