

Mobile Payment Quick Guide

Version 1.0 • April 15, 2020

Zambia Immigration Management System (Version 3.0)

Client: Zambia Department of Immigration

Ref. No. N/a

Prepared by: dotGov Solutions, LLC



We Put the Dot in .Gov!

Last edited: 15 April 2020

Copyright © dotGov Solutions LLC. All rights reserved.

No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any language, in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without prior written permission from dotGov Solutions LLC.

All copyright, confidential information, patents, design rights and all other intellectual property rights of whatsoever nature contained herein are and shall remain the sole and exclusive property of dotGov Solutions LLC. The information furnished herein is believed to be accurate and reliable.

However, no responsibility is assumed by dotGov Solutions LLC for its use, or for any infringements of patents or other rights of third parties resulting from its use.

The dotGov Solutions LLC name and dotGov Solutions LLC logo are trademarks or registered trademarks of dotGov Solutions LLC.

All other trademarks are the property of their respective owners

Document History

| Description | Author | Version | Date |
|--------------------|-----------------------|----------------|-------------------|
| First draft | Valerian Grigorasenco | 1.0 | February 10, 2019 |
| | | | |
| | | | |
| | | | |

Table of Contents

INTRODUCING E-PAYMENT GATEWAY5

HOW TO MAKE PAYMENT VIA E-PAYMENT GATEWAY?5

Introducing e-Payment Gateway

DotGov introduced the new sub-system called ZIMS e-Payment Gateway. At the point of payment for services, users are redirected to the e-Payment Gateway where they can choose the payment channel and respective provider.

How to Make Payment via Mobile Payment?

1. Go to ZIMS 3.0 e-Services Portal, <https://eservices.zambiaimmigration.gov.zm/> (**Error! Reference source not found.**).



Figure 1 e-Services Portal

2. Login with your account and access **My Workplace** and start an application for an e-service.
3. Complete the application, click “Next”.
4. If you accept the fees and have mobile phone ready, click on the “**Mobile Payment**” button (see Figure 2).

Bill for Payment

Five Thousand Kwacha and Zero Ngwee

| Fee Name | Amount | Quantity | Subtotal |
|---|--------|----------|----------|
| Residence Permit - Issuance - (PRIVATE) | 5000 | 1 | 5000 |

Notes:

- The receipt is not a proof that your visa/permit has been approved.
- Electronic payments made for services on this platform are not refundable.
- You should only travel upon receiving an Approval Letter from your email or on the e-Filing portal.
- If you do not receive a confirmation email within 15 minutes, please contact the Accounts Manager, at pro@zambiaimmigration.gov.zm.

Extra Fee:

| ABSA | | Zamtel | |
|------|------|--------|------|
| USD | ZMW | USD | ZMW |
| 1% | 1.1% | 0.5% | 0.5% |

- I understand the application fee is not refundable and does not guarantee issuance of a visa / permit.
The final decision rests with the immigration officer at the port of entry or HQ

Figure 2 System-Generated Electronic Bill

5. Enter Mobile Phone Number and click “Pay” (see **Error! Reference source not found.**).

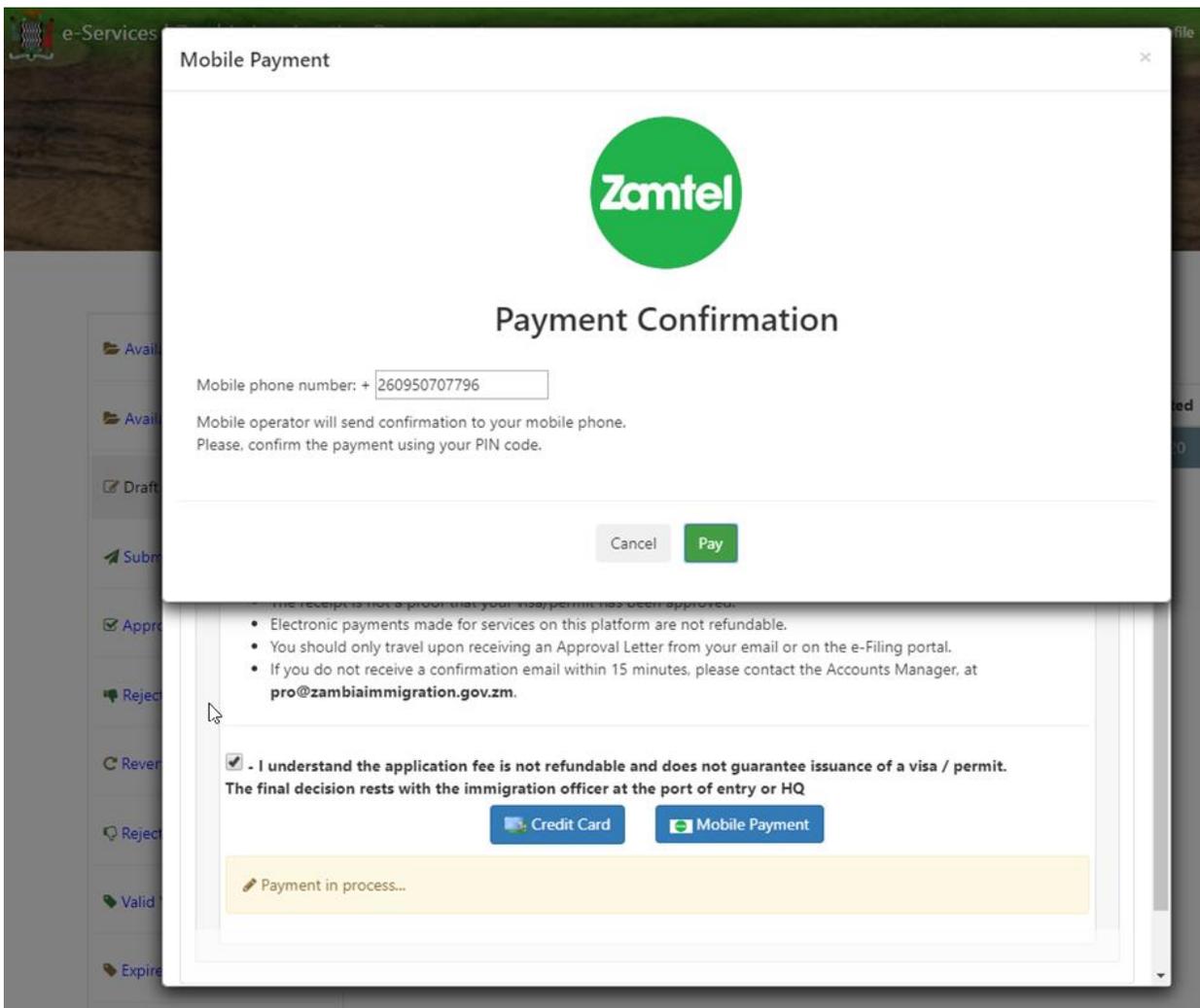


Figure 3 Mobile Payment Provider (Zamtel)

- 6. Mobile operator will send confirmation to your mobile phone.
Once you received confirmation on mobile phone, confirm the payment using your PIN code.
- 7. Review your payment confirmation message, print or download Payment Receipt in PDF format, for your records. (*see Error! Reference source not found.*).

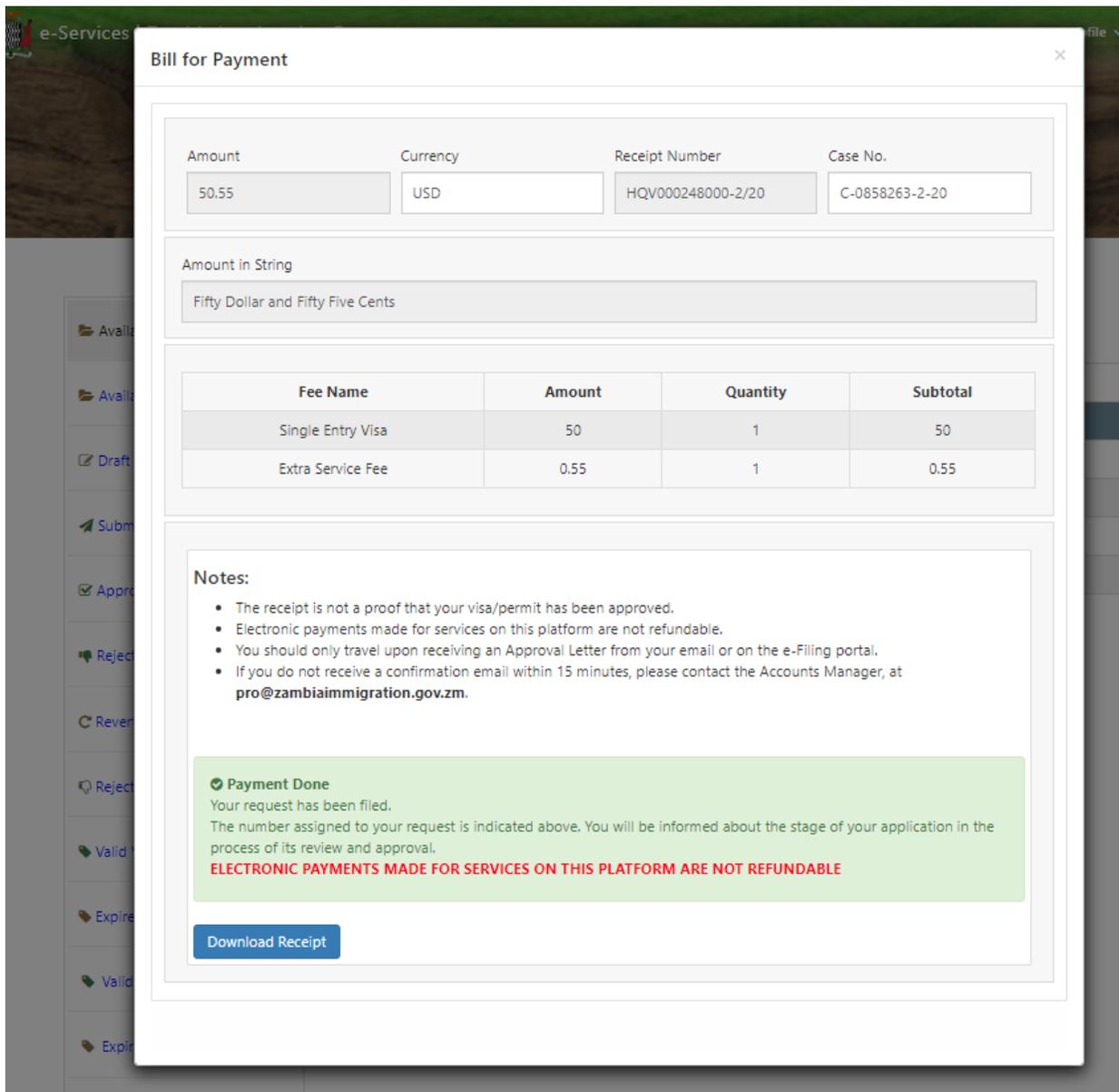


Figure 3 Payment Confirmation Status

*Note: Payment confirmation will be sent to your email address indicated during application for service. The PDF file with the receipt will be attached. (see **Error! Reference source not found.**).*

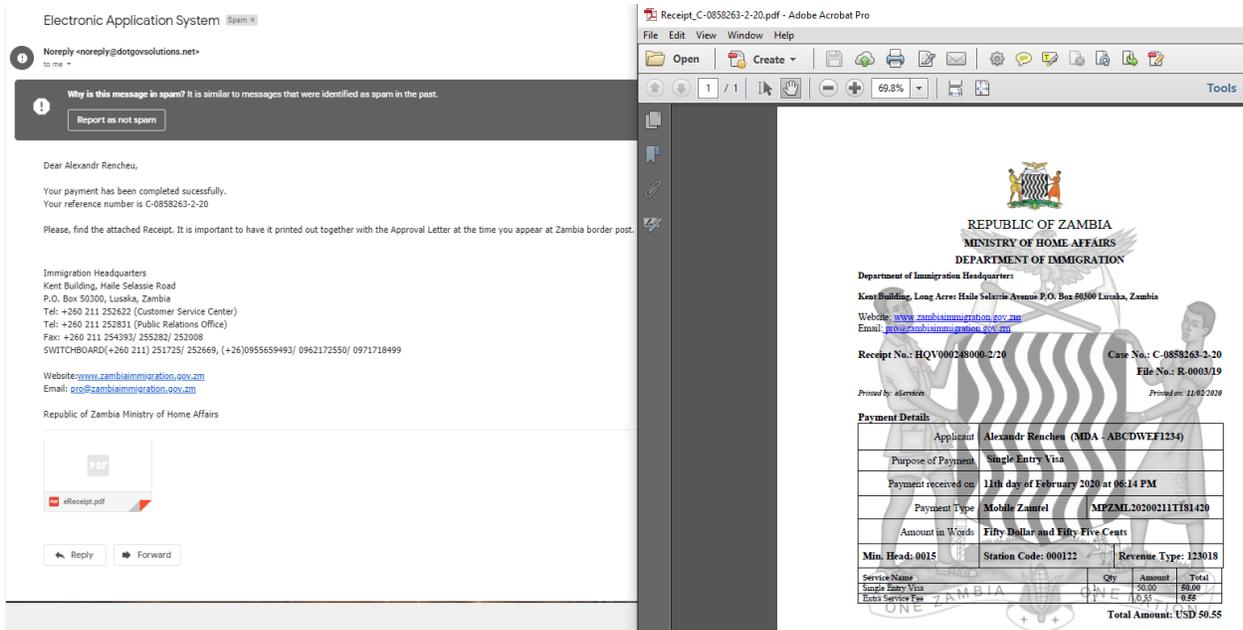


Figure 5 Example of the Email and Receipt