Mobile Payment

Quick Guide

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Zambia Immigration Management System (Version 3.0)

Client: Zambia Department of Immigration

Ref. No. N/a

Prepared by: dotGov Solutions, LLC



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Document History

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Table of Contents

INTRODUCING E-PAYMENT GATEWAY	.5
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?

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





Figure 1 e-Services Portal

- Login with your account and access My Workplace and start and application for an eservice.
- 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).

ive Thousand Kwacha and	Zero Ngwee			
	Fee Name	Amount	Quantity	Subtotal
Residence Peri	nit - Issuance - (PRIVATE)	5000	1	5000
 The receipt is not a p Electronic payments i You should only trave If you do not receive pro@zambiaimmigr 	roof that your visa/permit has bee made for services on this platform I upon receiving an Approval Lette a confirmation email within 15 mir ation.gov.zm .	n approved. are not refundable. er from your email or on t nutes, please contact the	the e-Filing portal. Accounts Manager,	at
A	BSA	z	amtel	
USD	ZMW	USD	ZMW	
1%	1.1%	0.5%	0.5%	
- I understand the appl The final decision rests wi	ication fee is not refundable and th the immigration officer at the Debit/Card Payments	d does not guarantee iss port of entry or HQ Mobile Payme	uance of a visa / p	ermit.

Figure 2 System-Generated Electronic Bill

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

e-Services	Mobile Payment	×
	Zantel	
🏷 Avail.	Payment Confirmation	
陆 Avail	Mobile phone number: + 260950707796 Mobile operator will send confirmation to your mobile phone. Please, confirm the payment using your PIN code.	
🕼 Draft		
🔺 Subr	Cancel Pay	
C Appre	 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. 	1
🖷 Reject	 If you do not receive a commation email within 15 minutes, please contact the Accounts Manager, at pro@zambiaimmigration.gov.zm. If you do not receive a commation email within 15 minutes, please contact the Accounts Manager, at pro@zambiaimmigration.gov.zm. 	
C Reven	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	
Q Reject	Credit Card Card	
S Valid	Payment in process	
Se Expire		

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.*).

	Amount	Currency	Red	eipt Number	Case No.
	50.55	USD	Н	QV000248000-2/20	C-0858263-2-20
	Amount in String				
ila	Fifty Dollar and Fifty Five Ce	nts			
ila	Fee Name		Amount	Quantity	Subtotal
	Single Entry Vi	sa	50	1	50
ft	Extra Service F	e	0.55	1	0.55
irc	The receipt is not a p Electronic payments r You should only trave	roof that your visa/ nade for services or I upon receiving an a confirmation ema	permit has been app n this platform are no Approval Letter fron il within 15 minutes,	roved. ot refundable. n your email or on the e-Fili please contact the Account	ng portal. s Manager, at
ect	 If you do not receive pro@zambiaimmigr 	ation.gov.zm.			
er ct	 If you do not receive pro@zambiaimmigr Payment Done Your request has been fill The number assigned to process of its review and ELECTRONIC PAYMENTS 	ed. your request is indic approval. 5 MADE FOR SERV	cated above. You will	be informed about the stag	e of your application in the BLE

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