

## **Quick Guide: How to Register a Motor Vehicle for Examination ("Road Fitness Test")**

1. Go to the **Public Service Portal** (*ZamPortal*), <https://zamportal.gov.zm>.
2. Go to **e-Services Directory**, <https://eservices.gov.zm>.
3. Select the *Examination of Motor Vehicle (aka "Road Fitness Test")* e-service, review the service description (*e-Passport*) and click the **[APPLY FOR SERVICE]** button.
4. When asked for the login information, enter the Username and Password you created when you registered your account.

*Note: By default, your username is your National ID number; letters and numbers only, all special symbols are removed by the system. First-time users must register, by clicking on **My Profile / New Users**.*

5. Once logged in, you will see the Case Details Form, where you will see the general data about the service you are requesting and data retrieved from your profile (e.g., *User Account No., Service Provider, Service Type, etc.*).

*Note 1: If you are filing on behalf of someone else, fill in Applicant's NID (e.g. NRC, Passport No, etc.). The details are pre-filled from the National Data Registers (e.g., Identity Register, Vehicle Register, etc.).*

*Note 2: If you are filing on behalf of Organization, fill in the Organization ID (e.g. PACRA No. or TPIN). The details are pre-filled from the PACRA (e.g., Organization Name).*

6. Click **[NEXT]**. You will see the Service Description Form where you specify the parameters for the service you are requesting. Fill in the *License Plate Number* and click **[QUERY]**. Vehicle details will be automatically retrieved from RTSA (e.g., *Chassis Number, Engine Capacity, etc.*).
7. Follow the process by clicking on the **[Next]** button at the bottom of the page.
8. The next page will show you the Treasury Invoice Form (click the **[PREVIEW THE INVOICE]** to see it) and Payment Options. If satisfied with the invoice, select the payment method and pay.
9. If you selected the Mobile Payment method, provide your mobile phone number (*Note: during the trial period, we only accept payments from the ZAMTEL subscribers; MTN and AIRTEL are coming soon*). If you choose to pay by Debit / Credit Card, you will be redirected to the Bank page, then returned to your Application.
10. Upon confirmation of payment, click the **[PREVIEW THE RECEIPT]** button. You will see the digitally signed Treasury Receipt, which is the official proof of your payment (download or print it out for your records).

*Note: The amount in the Receipt is different from the amount in the Invoice, due to the commission charged by a Payment Processor.*

11. Click **[NEXT]**. Preview, print or download the final document (e.g., *Examination Report for Motor Vehicle or Trailer*).
12. Click **[FINISH]**.