

Quick Guide: How to Get a Motor Vehicle Licence (“Road Tax”)

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 *Motor Vehicle Licence* (aka “Road Tax”) 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 an 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]**. The rest of the fields will be automatically filled by the data retrieved from RTSA (e.g., *Vehicle Details*, *Insurance Policy Number*, etc.).
7. Select the appropriate *Number of Quarters* and click **[Next]**. The next page will show you the Treasury Invoice Form (click the **[PREVIEW THE INVOICE]** to see it) and Payment Options. If satisfied with invoice, select the payment method and pay.
8. 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.
9. 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.

10. Click **[NEXT]**. Preview, print or download the final document (e.g., *Motor Vehicle License*, aka “Disc”).
 11. Click **[FINISH]**.
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