

Quick Guide: How to Temporary Register a Motor Vehicle or Trailer Imported in Zambia

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 *Temporary Registration of Motor Vehicle* 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 all the details requested in the form (e.g. *Customer TPIN, Vehicle Particulars, Registration Details, etc.*).

Note: All the fields marked with asterisk () are required. You will not be able to proceed until all the fields on the form are filled with the appropriate information.*

7. Once finished with the form, click **[NEXT]**. The next page will show the set of Eligibility Requirements to be verified for the given government service. Eligibility requirements might be verified automatically (*will be marked as „Verified” if succeeded*) or might need a document evidence to be uploaded (*by clicking the **[ATTACH]** button*).
8. Click **[NEXT]**. On the next step you need to preview and sign the Application. Click the **[SIGN]** button, enter your digital signature PIN-code (in place of e-signature) and click **[APPLY]**. You will see the digitally signed Application. It will be permanently stored in **My Workplace**. You can also print or download it.
9. Click **[Finish]** to submit the Application and proceed to the nearest RTSA station to perform the physical examination of your motor vehicle.
10. Once the physical examination is finished, you will receive your Temporary Motor Vehicle Registration Certificate at the designated Service Provider's location. It will be also permanently stored in **My Workplace**, where you can print or download it.