Self-Service E-Services Quick Guide

1. Navigate to the ZamPortal e-Services directory (https://zamportal.gov.zm).

2. Choose the desired service from ZamPortal e-Services directory, for instance – the **Licensing (Road Tax & CES) e-Service**, provided by Road Traffic and Safety Agency (RTSA).

3. Browse e-service details (so-called e-Service Passport) of the desired service by selecting the "*Road Tax*" service from the list of e-services and learn available information before applying.

   Important preconditions: in case of the Road Tax e-service, in order to be able to receive the e-service online, the current road tax disk should expire within 90 days or less (or it should be already expired) and the vehicle must have a valid insurance policy, that is imported into Zambia Insurance Database by Insurance Agent.

4. Click "**Apply for Service**" to apply for the selected e-Service.

5. Proceed to authentication on ZamPortal e-Services Portal using the Governmental Authentication Service – ZamPass by selecting **"Proceed"** option.

6. Login with existing *ZamPass Account* by filling in the personal Username and Password and choosing the **"Sign In"** option.

7. After successful authentication and redirect to the selected e-service - **Licensing (Road Tax & CES)** and start the application process by selecting "**Apply for Service**" option.

8. Preview the general e-service for Form GS-1 – Case Details, containing the personal data and click "**Next**" to continue.

9. Fill in service-specific details on the Form GS-1 – Application Details and click "**Next**" to continue the application process.

   In case of the **Road Licensing (Road Tax & CES) e-Service**, enter the **Plate number** (ex. „*ALZ148"*) and click "**Query**" to retrieve the data about the vehicle and insurance cover. Once the data is about the vehicle is retrieved successfully, choose the number of quarters to pay for the Road Tax and CES (ex. **Numbers of Quarters** = "*Q1*") and, if the applicant is eligible to continue the process click "**Next**" to continue.

10. Preview the data about the payment amount, select the desired payment method and payment processor and click "**Select**" to continue the payment process.

11. Fill in the **Payment Details** required by a payment processor (mobile phone number or bank card details) and **Complete the Payment** online via ZamPortal. Once the payment is completed successfully, preview payment details and **Treasury Receipt**. Click "**Next**" to continue the process.

12. Preview the electronically generated e-service printout, in case of the Road Licensing (Road Tax & CES) - "Road Tax Disk".

13. Optionally, download and print the electronic printout generated by the system.

14. Click "**Finish**" to finalize the e-service provisioning process.

15. Electronic case folder and electronic print-out can be found in user's personal electronic workplace ("*My Workplace - Completed*").