



PENSION OFFICE

EMPLOYER PORTAL

USER GUIDE



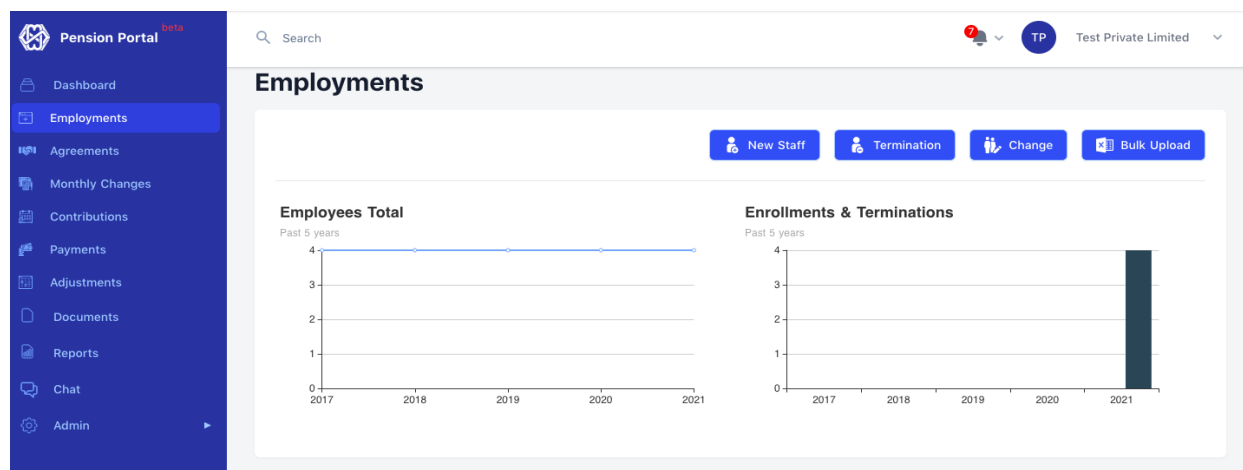
Koshaaru User Guide

Introduction

To access Member Service Portal functions, users must login to the member service portal (portal.pension.gov.mv) and ensure to switch to the organization profile from the top-right hand corner of the screen. The blue left-hand side menu bar consists of employments, Agreements, Monthly changes, contributions, payments, adjustments, documents, reports, chat and admin. Functions which can be used to update, monitor and make pension contributions. Further details and instructional guides on how to utilize the functions in the Member Service Portal are elaborated in the following sections. For any queries that emerge, we strongly recommend you to make inquiries through the 'chat' function located on the left-hand side menu bar on the Member Service Portal. Meanwhile you can acquire assistance from our call center via our hotline 1441. All queries will be attended during formal working hours from 08:00 hours to 16:00 hours on weekdays.

1.0 Employments

Employments function provides a useful interface and system for employers to enrol new staff, track and calculate pension contributions in a timely and effective manner. Details of how to utilize these functions are stated below:



1.1 New Staff

As the first tab under 'employments', this tab allows employers to register new staff in order to make mandatory pension contributions. This is a one-time registration (per staff) which aids employers to create an updated and complete list of staff in an organization. A key measure to fulfilling monthly contributions in a timely manner. The following steps will assist you to enroll new staff in the Member Service Portal.

How to enroll new staff:

- Proceed by selecting the 'new staff' button from the tabs provided on the top right-hand side of the screen.
- A section will be provided to accurately fill out the staff ID card number and date of birth as an identifier. Click the 'fetch' button after keying in the identifier.
- The system will then fetch the staff's name, proceed by entering basic salary amount along with pension contribution percentages and enrolled date. Next, click the 'add' button to create a new staff enrollment record.

Employments

New Staff
 Termination
 Change
 Bulk Upload

New Staff
New staff details.

Identifier

Maldivian ▾

Date of Birth

Clear

Enrolled Date

Full Name

Basic Salary

Contribution %

7	7
Employer	Employee

Add

Note: By default, Maldives Pension Office sets contribution percentages for both staff contribution and employer contribution at 7% each (according to the act of Pension law). However, if your organization's contribution percentages vary from the default percentages, you are required to enter this information upon staff enrollment.

- This will then transfer the submission to the 'drafts' section at the bottom of the screen. Click the 'drafts' button to review your submissions. Ensure that the information is accurate and up-to-date with your organization policies.
- If any details are inaccurate, corrections can be made by clicking the 'edit' tab, which will show the record as a new enrollment.
- Click 'save' once the records have been amended. Note that the new changes will once again appear in the 'drafts' section and will require to be approved.
- Once you confirm the staff details, press the 'approve' or 'approve all' button.

1 PENDING APPROVALS
Click Draft tab to view

0 PENDING SUBMISSIONS
No action required

0 NO ERRORS
No action required

0 WARNINGS
No action required

Draft 1 Approved Submitted Accepted Rejected

IDENTIFIER	FULL NAME	DOB	TYPE	ENROLLED	SALARY	EFFECTIVE	ACTION
<input checked="" type="checkbox"/> A371606	Fathimath Shama Moosa	03-03-1994	Enrollment	01-01-2021	1,000.00		

< 1 >

Approve Approve All

- The record will then move to the 'approved' section. Select the 'approved' tab to proceed.

0 PENDING APPROVALS
No action required

1 PENDING SUBMISSIONS
Click Submitted tab to view

0 NO ERRORS
No action required

0 WARNINGS
No action required

Draft Approved 1 Submitted Accepted Rejected

IDENTIFIER	FULL NAME	DOB	TYPE	ENROLLED	SALARY	EFFECTIVE	ACTION
<input checked="" type="checkbox"/> A371606	Fathimath Shama Moosa	03-03-1994	Enrollment	01-01-2021	1,000.00		

< 1 >

Submit Submit All

- If the records are accurate, click 'submit all' to submit staff details to the portal. The records will then appear in the 'submitted tab'.
- The 'accepted' and 'rejected' tab will then show the status of processed staff records.
- If any records are rejected, an error message will be displayed near the identifier. Which can be expanded by hovering your cursor over the red error icon.
- Review the staff details once more by clicking the 'edit' tab and bring the necessary amendments as stated in the error message before submission.

IDENTIFIER	FULL NAME	DOB	TYPE	ENROLLED	SALARY	EFFECTIVE
A371606	Fathimath Shama Moosa	03-03-1994	Enrollment	01-01-2021	1,000.00	

1.2 Termination:

Termination is the second tab under employments section integrated to fulfill the purpose of facilitating the upkeep of the staff database. Where termination of a staff is presented, this tab grants employers the control to amend their staff list by manually removing the staff from the database. A necessary stage in ensuring that only active staff receive their monthly contributions. The following steps will assist you to terminate an inactive staff from the organization's staff list.

How to terminate an inactive staff:

- To terminate a staff, click the 'terminate' tab from the top right-hand side of the screen.
- A section will be provided to accurately fill out details of staff subjected to termination. Proceed by entering an identifier such as ID card number in the 'select staff' section, a drop down menu will show you the staff enrolled in your organization.

- Once the staff has been selected, enter the enrolled date and termination date. Next, click the 'add' button to create the record.
- This will then transfer the submission to the 'drafts' section at the bottom of the screen. Click the 'drafts' button to review your submissions. Ensure that the information provided is accurate.
- If any details are inaccurate, corrections can be made by clicking the 'edit' tab, which will allow you to make the necessary amendments.

- Click 'save' once the records have been amended. Note that the new changes will once again appear in the 'drafts' section and will require to be approved.
- Review the staff record from the 'drafts' section and press the 'approve' or 'approve all' button.

1 PENDING APPROVALS
Click Draft tab to view

0 PENDING SUBMISSIONS
No action required

1 NO ERRORS
No action required

0 WARNINGS
No action required

Draft 1 Approved Submitted Accepted 1 Rejected

IDENTIFIER	FULL NAME	DOB	TYPE	ENROLLED	SALARY	EFFECTIVE	ACTION
<input type="checkbox"/> A371606	Fathimath Shama Moosa	03-03-1994	Termination	01-01-2021	1,000.00	30-04-2021	

< 1 >

Approve Approve All

- The record will then move to the 'approved' section. Select the 'approved' tab to proceed.
- If the records are accurate, click 'submit all' to submit staff details to the portal. The records will then appear in the 'submitted tab'.

0 PENDING APPROVALS
No action required

1 PENDING SUBMISSIONS
Click Submitted tab to view

1 NO ERRORS
No action required

0 WARNINGS
No action required

Draft Approved 1 Submitted Accepted 1 Rejected

IDENTIFIER	FULL NAME	DOB	TYPE	ENROLLED	SALARY	EFFECTIVE	ACTION
<input type="checkbox"/> A371606	Fathimath Shama Moosa	03-03-1994	Termination	01-01-2021	1,000.00	30-04-2021	

< 1 >

Submit Submit All

- The 'accepted' and 'rejected' tab will then show the status of processed staff records.
- If any records are rejected, an error message will be displayed near the identifier. Which can be expanded by hovering your cursor over the red error icon.
- Review the staff details once more by clicking the 'edit' tab and bring the necessary amendments as stated in the error message before submission.

0 PENDING APPROVALS
No action required

0 PENDING SUBMISSIONS
No action required

2 NO ERRORS
No action required

0 WARNINGS
No action required

Draft Approved Submitted **Accepted 2** Rejected

IDENTIFIER	FULL NAME	DOB	TYPE	ENROLLED	SALARY	EFFECTIVE	ACTION
A371606	Fathimath Shama Moosa	03-03-1994	Enrollment	01-01-2021	1,000.00		
A371606	Fathimath Shama Moosa	03-03-1994	Termination	01-01-2021	1,000.00	30-04-2021	

< 1 >

1.3 Change:

The third tab under the employments section is 'change'. Three functions have been integrated under the 'change' tab located on the top right-hand side of the screen in the employments section. Namely, 'salary change', 'annulments' and 'contribution percentage' which allows users to bring amendments to staff contracts. When accessing the change tab, users must select the type of change pertaining to the record which requires to be amended. Details of the three tabs and their instructional guide is elaborated below:

1.3.0 Salary change

The salary change tab allows you to bring salary modifications to staff contracts. As any changes implemented to the staff's basic salary affects the payable monthly contribution amount. Pension contributions are mandatory, hence it is in the best interest of all employers to make accurate note of payable monthly contribution amounts to prevent potential disputes. The following steps will assist you to bring changes to staff salary.

How to make a salary change:

- To change current details of staff salary, select the 'salary' function from the 'change type' section. A dropdown menu will show you the 'salary' option.
- Staff (subjected to salary change) records can be searched by entering identifiable data such as name or ID card number.
- To make amendments, change the salary details by entering the changes in the amount in the 'new salary' slot and commencing date of change implementation in the 'effective date' slot.

Employments

New Staff
Termination
Change
Bulk Upload

Change
Edit staff details.

Change Type

Staff

New Salary

Effective Date

Annul Current?
Use this option only if you are modifying a wrong salary record. Not for new salary changes.

Add

Note: The 'annul current?' option next to the effective date slot should only be used if the salary change record is being created for the purpose of modifying an existing salary amount which has been initially entered incorrectly. This is further explained in section 1.3.1.

- Review the amendments for accuracy and click the 'add' button to submit.
- This will then transfer the submission to the 'drafts' section at the bottom of the screen. Click the 'drafts' button to review your submissions. Ensure that the information provided is accurate.
- If any details are inaccurate, corrections can be made by clicking the 'edit' tab, which will allow you to make the necessary amendments.
- Click 'save' once the records have been amended. Note that the new changes will once again appear in the 'drafts' section and will require to be approved.
- Review the staff record from the 'drafts' section and press the 'approve' or 'approve all' button.

1 **PENDING APPROVALS**
Click Draft tab to view

0 **PENDING SUBMISSIONS**
No action required

2 **NO ERRORS**
No action required

0 **WARNINGS**
No action required

Draft 1
Approved
Submitted
Accepted 2
Rejected

IDENTIFIER	FULL NAME	DOB	TYPE	ENROLLED	SALARY	EFFECTIVE	ACTION
<input type="checkbox"/> A371606	Fathimath Shama Moosa	03-03-1994	Salary Change	01-01-2021	1,000.00 2,000.00	01-02-2021	🗑 🔗

< 1 >

Approve
Approve All

- The record will then move to the 'approved' section. Select the 'approved' tab to proceed.

- If the records are accurate, click 'submit all' to submit staff details to the portal. The records will then appear in the 'submitted tab'.

The screenshot shows the 'PENDING SUBMISSIONS' tab selected. At the top, there are four status indicators: 'PENDING APPROVALS' (0), 'PENDING SUBMISSIONS' (1), 'NO ERRORS' (2), and 'WARNINGS' (0). Below these are navigation tabs: 'Draft', 'Approved' (1), 'Submitted', 'Accepted' (2), and 'Rejected'. A table displays one record for Fathimath Shama Moosa with a salary change from 1,000.00 to 2,000.00 effective 01-02-2021. At the bottom, there are 'Submit' and 'Submit All' buttons.

IDENTIFIER	FULL NAME	DOB	TYPE	ENROLLED	SALARY	EFFECTIVE	ACTION
<input type="checkbox"/> A371606	Fathimath Shama Moosa	03-03-1994	Salary Change	01-01-2021	1,000.00 2,000.00	01-02-2021	

- The 'accepted' and 'rejected' tab will then show the status of processed staff records.
- If any records are rejected, an error message will be displayed near the identifier. Which can be expanded by hovering your cursor over the red error icon.
- Review the staff details once more by clicking the 'edit' tab and bring the necessary amendments as stated in the error message before submission.

The screenshot shows the 'ACCEPTED' tab selected. The navigation tabs are: 'Draft', 'Approved', 'Submitted', 'Accepted' (3), and 'Rejected'. The table displays three records for Fathimath Shama Moosa: Enrollment (1,000.00), Termination (1,000.00, 30-04-2021), and Salary Change (1,000.00 to 2,000.00, 01-02-2021).

IDENTIFIER	FULL NAME	DOB	TYPE	ENROLLED	SALARY	EFFECTIVE	ACTION
A371606	Fathimath Shama Moosa	03-03-1994	Enrollment	01-01-2021	1,000.00		
A371606	Fathimath Shama Moosa	03-03-1994	Termination	01-01-2021	1,000.00	30-04-2021	
A371606	Fathimath Shama Moosa	03-03-1994	Salary Change	01-01-2021	1,000.00 2,000.00	01-02-2021	

Note: Any changes brought to staff salary will be effective from commencement date and the previous staff salary details will be overridden. Changes brought to staff contracts are visible from the active staff list by clicking the salary icon.

The screenshot shows a user interface for managing staff. At the top, there are tabs for 'Active' (with a count of 1) and 'Terminated'. Below the tabs is a search bar and a 'Sync' button. The main content is a table with the following columns: IDENTIFIER, FULL NAME, DOB, SALARY, EMPLOYMENT PERIOD, EMPLOYEE %, and EMPLOYER %. A single row of data is visible for staff member A371606, Fathimath Shama Moosa, born 03-03-1994, with a salary of 7.00 and an employment period from 01-01-2021 to Today. A pagination control at the bottom right shows page 1 of 1.

IDENTIFIER	FULL NAME	DOB	SALARY	EMPLOYMENT PERIOD	EMPLOYEE %	EMPLOYER %
A371606	Fathimath Shama Moosa	03-03-1994	7.00	01-01-2021 - Today	7.00	7.00

The screenshot shows a 'Contract History' dialog box with a table of contract details. The table has three columns: SALARY, EFFECTIVE FROM, and EFFECTIVE TO. There are two rows of data: one for a salary of 1,000.00 from 01-01-2021 to 31-01-2021, and another for a salary of 2,000.00 from 01-02-2021 to Today. A 'Close' button is located at the bottom right of the dialog.

SALARY	EFFECTIVE FROM	EFFECTIVE TO
1,000.00	01-01-2021	31-01-2021
2,000.00	01-02-2021	Today

1.3.1 Annulments

The annulments tab allows you to bring corrections to staff contract details. Where errors in information regarding salary details are drawn to attention, this tab allows you to swiftly implement required changes. The following steps will assist you to make annulments in staff contracts.

How to make an annulment:

- To annul an incorrect contract of a staff member, you are required to select the 'salary' function under the 'change' tab from the 'change type' dropdown menu.
- Staff records (subjected to annulment) can be searched by entering identifiable data such as name or ID card number.
- To make amendments, view the staff record and change the salary details by entering the changes in the amount in the salary slot and commencing date in the effective slot.
- If the initial enrolled salary is correct however the commencement date is incorrect, you are required to enter the same salary amount in the 'new salary' slot and the correct commencement date in the 'effective date' slot.

Employments

New Staff Termination Change Bulk Upload

Change
Edit staff details.

Change Type:

Staff:

New Salary:

Effective Date:

Annul Current?
Use this option only if you are modifying a wrong salary record. Not for new salary changes.

Add

- Similarly, if the initial commencement date is correct and the salary is incorrect, you have to enter the same commencement date in the effective tab and enter the correct salary in the new salary tab.
- After entering all the details, tick the 'annul current' box and click 'add' in order to proceed with the annulment.

Employments

New Staff Termination Change Bulk Upload

Change
Edit staff details.

Change Type:

Staff:

New Salary:

Effective Date:

Annul Current?
Use this option only if you are modifying a wrong salary record. Not for new salary changes.

Add

- Once the submission has been added, the details will be shown in the 'drafts' section at the bottom of the screen. Click the 'drafts' button to review your submissions. Ensure that the information provided is accurate.
- If any details are inaccurate, corrections can be made by clicking the 'edit' tab, which will allow you to make the necessary amendments.
- Click 'save' once the records have been amended. Note that the new changes will once again appear in the 'drafts' section and will require to be approved.
- Review the staff record from the 'drafts' section and press the 'approve' or 'approve all' button.

1

PENDING APPROVALS
Click Draft tab to view

0

PENDING SUBMISSIONS
No action required

3

NO ERRORS
No action required

0

WARNINGS
No action required

- The record will then move to the 'approved' section. Select the 'approved' tab to proceed.
- If the records are accurate, click 'submit all' to submit staff details to the portal. The records will then appear in the 'submitted tab'.

The screenshot shows the 'Approved' tab selected, with a count of 1. The table below displays the record details:

IDENTIFIER	FULL NAME	DOB	TYPE	ENROLLED	SALARY	EFFECTIVE	ACTION
<input type="checkbox"/> A371606	Fathimath Shama Moosa	03-03-1994	Salary Change (With Annul)	01-02-2021	2,000.00 2,000.00	02-02-2021	

At the bottom, there are 'Submit' and 'Submit All' buttons, and a pagination control showing page 1 of 1.

- The 'accepted' and 'rejected' tab will then show the status of processed staff records.
- If any records are rejected, an error message will be displayed near the identifier. Which can be expanded by hovering your cursor over the red error icon.
- Review the staff details once more by clicking the 'edit' tab and bring the necessary amendments as stated in the error message before submission.

Note: Any annulment changes brought to staff contracts will be visible from the active staff list.

The screenshot shows the 'Accepted' tab selected, with a count of 5. The table below displays the record details:

IDENTIFIER	FULL NAME	DOB	TYPE	ENROLLED	SALARY	EFFECTIVE	ACTION
A371606	Fathimath Shama Moosa	03-03-1994	Enrollment	01-01-2021	1,000.00		
A371606	Fathimath Shama Moosa	03-03-1994	Termination	01-01-2021	1,000.00	30-04-2021	
A371606	Fathimath Shama Moosa	03-03-1994	Salary Change	01-01-2021	1,000.00 2,000.00	01-02-2021	
A371606	Fathimath Shama Moosa	03-03-1994	Salary Change (With Annul)	01-02-2021	2,000.00 2,000.00	02-02-2021	

At the bottom, there are 'Submit' and 'Submit All' buttons, and a pagination control showing page 1 of 1.

1.3.2 Contribution percentage

The contribution percentage tab takes to account the varying amounts of the employee and employer monthly contribution percentages among different organizations. Hence employers are given the option to allocate the 14% monthly contribution between employee contribution, and

employer contribution depending on their organization policies. By updating records under contribution percentage, employers can accurately calculate contribution amounts and make contributions in a timely manner. The following steps will assist you to update records of contribution percentages.

How to make changes in contribution percentage:

- To make changes to contribution percentage in staff contracts, select the 'contribution percent' function under 'change' tab from the 'change type' dropdown menu..
- Staff records (subjected to amendment) can be searched by entering identifiable data such as name or ID card number.
- Proceed by entering the new contribution percentages and effective date in the assigned slots.
- After entering and reviewing all the details, click the 'add' button to submit.

Employments

New Staff
Termination
Change
Bulk Upload

Change
Edit staff details.

Change Type

Contribution %

Staff

Fathimath Shama Moosa

New Contribution %

14	0
Employer	Employee

Effective Date

02-02-2021

Add

- Once the submission has been added, the details will be shown in the 'drafts' section at the bottom of the screen. Click the 'drafts' button to review your submissions. Ensure that the information provided is accurate.
- If any details are inaccurate, corrections can be made by clicking the 'edit' tab, which will allow you to make the necessary amendments.
- Click 'save' once the records have been amended. Note that the new changes will once again appear in the 'drafts' section and will require to be approved.

1 PENDING APPROVALS
Click Draft tab to view

0 PENDING SUBMISSIONS
No action required

4 NO ERRORS
No action required

0 WARNINGS
No action required

Draft 1 Approved Submitted Accepted 4 Rejected

IDENTIFIER	FULL NAME	DOB	TYPE	ENROLLED	SALARY	EFFECTIVE	ACTION
<input type="checkbox"/> A371606	Fathimath Shama Moosa	03-03-1994	Contribution Percent	02-02-2021	2,000.00	02-02-2021	

< 1 >

Approve Approve All

- Review the staff record from the 'drafts' section and press the 'approve' or 'approve all' button.
- The record will then move to the 'approved' section. Select the 'approved' tab to proceed.
- If the records are accurate, click 'submit all' to submit staff details to the portal. The records will then appear in the 'submitted tab'.

0 PENDING APPROVALS
No action required

1 PENDING SUBMISSIONS
Click Submitted tab to view

4 NO ERRORS
No action required

0 WARNINGS
No action required

Draft Approved 1 Submitted Accepted 4 Rejected

IDENTIFIER	FULL NAME	DOB	TYPE	ENROLLED	SALARY	EFFECTIVE	ACTION
<input type="checkbox"/> A371606	Fathimath Shama Moosa	03-03-1994	Contribution Percent	02-02-2021	2,000.00	02-02-2021	

< 1 >

Submit Submit All

- The 'accepted' and 'rejected' tab will then show the status of processed staff records.
- If any records are rejected, an error message will be displayed near the identifier. Which can be expanded by hovering your cursor over the red error icon.
- Review the staff details once more by clicking the 'edit' tab and bring the necessary amendments as stated in the error message before submission.

Draft Approved Submitted Accepted 5 Rejected

IDENTIFIER	FULL NAME	DOB	TYPE	ENROLLED	SALARY	EFFECTIVE	ACTION

Note: Any changes in contribution percent brought to staff contracts will be visible from the active staff list.

1.3.3 Termination Modify

The termination modify tab allows you to correct the incorrect termination dates of employees. If an employee is terminated on an incorrect date and it is brought to your attention, with the help of this you can amend the termination of already terminated contracts.

How to modify termination date:

- To modify an incorrect termination date of a staff, you are required to select the 'termination modify' function under the 'change' tab from the 'change type' dropdown menu.
- Staff records (subjected to annulment) can be searched by entering identifiable data such as name or ID card number. The terminated contracts of that employee will be shown from the dropdown menu. You can select the incorrect contract. Once the contract is selected automatically the commencing date of that contract will be viewed in the contract commencing date tab.
- Enter the correct termination date on the new termination date.
- After entering and reviewing all the details, click the 'add' button to submit

Employments

New Staff
 Termination
 Change
 Bulk Upload

Change
Edit staff details.

Change Type

Termination Modify

Terminated Contract

Fathimath Shama Moosa

Contract Commencing Date

01-01-2021

New Termination Date

15-01-2021

Add

- Once the submission has been added, the details will be shown in the 'drafts' section at the bottom of the screen. Click the 'drafts' button to review your submissions. Ensure that the information provided is accurate.
- If any details are inaccurate, corrections can be made by clicking the 'edit' tab, which will allow you to make the necessary amendments.

- Click 'save' once the records have been amended. Note that the new changes will once again appear in the 'drafts' section and will require to be approved.

1 PENDING APPROVALS
Click Draft tab to view

0 PENDING SUBMISSIONS
No action required

8 NO ERRORS
No action required

0 WARNINGS
No action required

Draft 1 Approved Submitted Accepted 8 Rejected

IDENTIFIER	FULL NAME	DOB	TYPE	ENROLLED	SALARY	EFFECTIVE	ACTION
<input type="checkbox"/> A371606	Fathimath Shama Moosa	03-03-1994	Termination Modify	01-01-2021	1,000.00	15-01-2021	

Approve Approve All

- Review the staff record from the 'drafts' section and press the 'approve' or 'approve all' button.
- The record will then move to the 'approved' section. Select the 'approved' tab to proceed.
- If the records are accurate, click 'submit all' to submit staff details to the portal. The records will then appear in the 'submitted tab'.

0 PENDING APPROVALS
No action required

1 PENDING SUBMISSIONS
Click Submitted tab to view

8 NO ERRORS
No action required

0 WARNINGS
No action required

Draft Approved 1 Submitted Accepted 8 Rejected

IDENTIFIER	FULL NAME	DOB	TYPE	ENROLLED	SALARY	EFFECTIVE	ACTION
<input type="checkbox"/> A371606	Fathimath Shama Moosa	03-03-1994	Termination Modify	01-01-2021	1,000.00	15-01-2021	

Submit Submit All

- The 'accepted' and 'rejected' tab will then show the status of processed staff records.
- If any records are rejected, an error message will be displayed near the identifier. Which can be expanded by hovering your cursor over the red error icon.
- Review the staff details once more by clicking the 'edit' tab and bring the necessary amendments as stated in the error message before submission.

IDENTIFIER	FULL NAME	DOB	TYPE	ENROLLED	SALARY	EFFECTIVE	ACTION
A371606	Fathimath Shama Moosa	03-03-1994	Enrollment	01-01-2021	1,000.00		
A371606	Fathimath Shama Moosa	03-03-1994	Termination	01-01-2021	1,000.00	30-04-2021	
A371606	Fathimath Shama Moosa	03-03-1994	Salary Change	01-01-2021	1,000.00 2,000.00	01-02-2021	
A371606	Fathimath Shama Moosa	03-03-1994	Salary Change (With Annul)	01-02-2021	2,000.00 2,000.00	02-02-2021	
A371606	Fathimath Shama Moosa	03-03-1994	Contribution Percent	02-02-2021	2,000.00	02-02-2021	
A351541	Aishath Leesha	29-08-1996	Enrollment	01-01-2021	15,000.00		
A371606	Fathimath Shama Moosa	03-03-1994	Termination	02-02-2021	2,000.00	31-03-2021	
A371606	Fathimath Shama Moosa	03-03-1994	Enrollment	01-04-2021	3,000.00		
A371606	Fathimath Shama Moosa	03-03-1994	Termination Modify	01-01-2021	1,000.00	15-01-2021	

1.4 Bulk Upload:

The bulk upload tab is the last tab under employments section, which has been integrated to allow employers to update copious amounts of staff records in a time efficient manner. The following steps will assist you to better utilize the 'bulk upload' feature of the Member Service portal.

How to bulk upload records:

- The 'bulk upload' tab is located on the top right-hand screen under the Employments section.

Employments

New Staff
Termination
Change
Bulk Upload

Bulk Upload
Submit filled bulk template
[Download template](#)

Upload a file
CSV file upto 2mb

Add

- 'Bulk upload' tab allows users to interact with the 3 main Employments functions (enrollment, termination and contribution) in large quantities. Whereby, engage with multiple staff records in one session to make necessary amendments.
- An Excel template is provided for user download which can be used to enter staff details pertaining to enrollment, termination, salary change and contribution.

A3 fx 1-Enrollment								
1	Change Type	Employee Details					Contribution Percentage	
2	Type	Identifier	Name	DoB	Pensionable Wage	Effective Date	Employee	Employer
3	1-Enrollment	Axxxxxx	Mohamed Hassar	01-11-1986	15,000.00	23-10-2019	7.00	7.00
4	1-Enrollment							
5	2-Termination							
6	3-Salary Change							
7	4-Contribution Percent							
8								
9								
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- Once staff details are added to the Excel sheet and reviewed for accuracy, users must save the file before uploading. Once the file is uploaded click the 'add' button to submit.
- Once the submission has been added, the details will be shown in the 'drafts' section at the bottom of the screen. Click the 'drafts' button to review your submissions. Ensure that the information provided is accurate.
- If any details are inaccurate, corrections can be made by clicking the 'edit' tab, which will allow you to make the necessary amendments.
- Click 'save' once the records have been amended. Note that the new changes will once again appear in the 'drafts' section and will require to be approved.
- Review the staff record from the 'drafts' section and press the 'approve' or 'approve all' button.

1 PENDING APPROVALS
Click Draft tab to view

0 PENDING SUBMISSIONS
No action required

5 NO ERRORS
No action required

0 WARNINGS
No action required

Draft 1 Approved Submitted Accepted 5 Rejected

IDENTIFIER	FULL NAME	DOB	TYPE	ENROLLED	SALARY	EFFECTIVE	ACTION
<input type="checkbox"/> A351541	Aishath Leesha	29-08-1996	Enrollment	01-01-2021	15,000.00		

< 1 >

Approve Approve All

- The record will then move to the 'approved' section. Select the 'approved' tab to proceed.
- If the records are accurate, click 'submit all' to submit staff details to the portal. The records will then appear in the 'submitted tab'.

0 PENDING APPROVALS
No action required

1 PENDING SUBMISSIONS
Click Submitted tab to view

5 NO ERRORS
No action required

0 WARNINGS
No action required

Draft Approved 1 Submitted Accepted 5 Rejected

IDENTIFIER	FULL NAME	DOB	TYPE	ENROLLED	SALARY	EFFECTIVE	ACTION
<input type="checkbox"/> A351541	Aishath Leesha	29-08-1996	Enrollment	01-01-2021	15,000.00		

< 1 >

Submit Submit All

- The 'accepted' and 'rejected' tab will then show the status of processed staff records.
- If any records are rejected, an error message will be displayed near the identifier. Which can be expanded by hovering your cursor over the red error icon.
- Review the staff details once more by clicking the 'edit' tab and bring the necessary amendments as stated in the error message before submission.

IDENTIFIER	FULL NAME	DOB	TYPE	ENROLLED	SALARY	EFFECTIVE	ACTION
A371606	Fathimath Shama Moosa	03-03-1994	Enrollment	01-01-2021	1,000.00		
A371606	Fathimath Shama Moosa	03-03-1994	Termination	01-01-2021	1,000.00	30-04-2021	
A371606	Fathimath Shama Moosa	03-03-1994	Salary Change	01-01-2021	1,000.00 2,000.00	01-02-2021	
A371606	Fathimath Shama Moosa	03-03-1994	Salary Change (With Annul)	01-02-2021	2,000.00 2,000.00	02-02-2021	
A371606	Fathimath Shama Moosa	03-03-1994	Contribution Percent	02-02-2021	2,000.00	02-02-2021	
A351541	Aishath Leesha	29-08-1996	Enrollment	01-01-2021	15,000.00		

2.0 Agreement

The agreements section of the portal consists of 2 tabs, including 'voluntary contributions' and 'Salary Deduction'. These tabs execute the functions of making salary adjustments by allowing users to update voluntary contribution records and maintain pension contributions of staff on no pay leaves. The user-guide for these 2 tabs under Agreement section is as follows:

2.1 Voluntary Contributions:

How to make voluntary contributions:

- Select the 'voluntary contribution' tab from the top right-hand side of the screen in the agreements section.
- Proceed by searching for staff subjected to record amendment. Staff records can be searched by entering identifiable data such as name or ID card number and selected from the dropdown list of active staff.
- Once the staff is selected, proceed by selecting the category. From the dropdown menu, select 'voluntary employee' or 'voluntary employer' contributions.
- Upon selection, add the voluntary contribution amount and the period of contribution in the assigned slots.
- After filling and reviewing the details, select the 'add' button to submit the record.

Agreements

+ Voluntary Contribution - Salary Deduction

Voluntary Contribution
Agreement details.

Staff	Category	Amount
<input type="text" value="Aishath Leesha"/>	<input type="text" value="Voluntary Employee"/>	<input type="text" value="200"/>
Effective From	Effective To	
<input type="text" value="01-01-2021"/>	<input type="text" value="31-03-2021"/>	<input type="button" value="Add"/>

- Once the submission has been added, the details will be shown in the 'drafts' section at the bottom of the screen. Click the 'drafts' button to review your submissions. Confirm that the information provided is accurate.
- If any details are inaccurate, corrections can be made by clicking the 'edit' tab, which will allow you to make the necessary amendments.
- Click 'save' once the records have been amended. Note that the new changes will once again appear in the 'drafts' section and will require to be approved.
- Review the staff record from the 'drafts' section and press the 'approve' or 'approve all' button. The record will then move to the 'approved' section.

Draft 1
 Approved

IDENTIFIER	FULL NAME	TYPE	CATEGORY	FROM	TO	AMOUNT	ACTION
<input type="checkbox"/> A351541	Aishath Leesha	Addition	Voluntary Employee	01-01-2021	31-03-2021	200.00	

< 1 >

Approve Approve All

- Select the 'approved' tab to view the submission.

IDENTIFIER	FULL NAME	TYPE	CATEGORY	FROM	TO	AMOUNT	ACTION
A351541	Aishath Leesha	Addition	Voluntary Employee	01-01-2021	31-03-2021	200.00	

2.2 Agreements:

How to create no pay leave records:

- Select the 'no pay period' tab from the top right-hand side of the screen in the agreements section.
- Proceed by searching for staff subjected to record amendment. Staff records can be searched by entering identifiable data such as name or ID card number and selected from the dropdown list of active staff.
- Add the deducted amount and the no pay period in the assigned slots.
- After filling and reviewing the details, select the 'add' button to submit a record.

Agreements

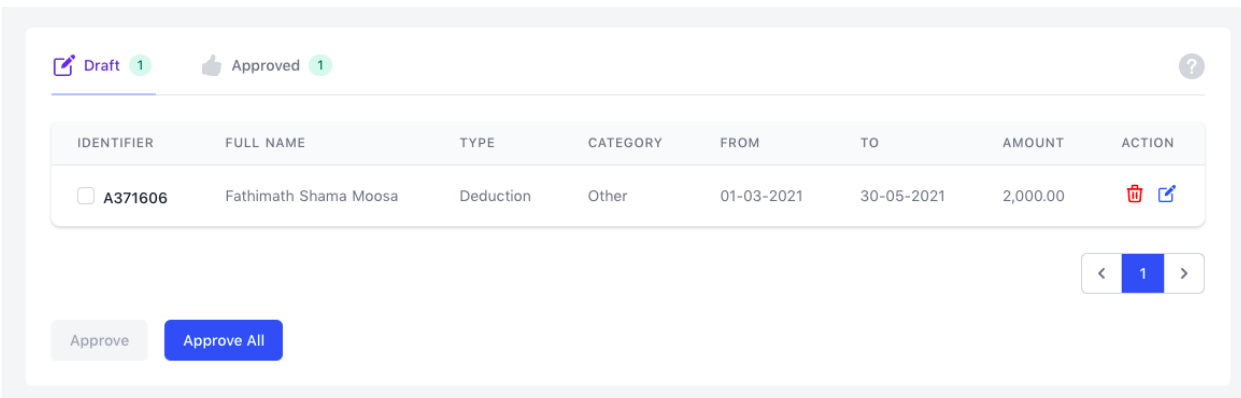
No-Pay Period
Agreement details.

Staff:
 Amount:
 Effective From:

Effective To:

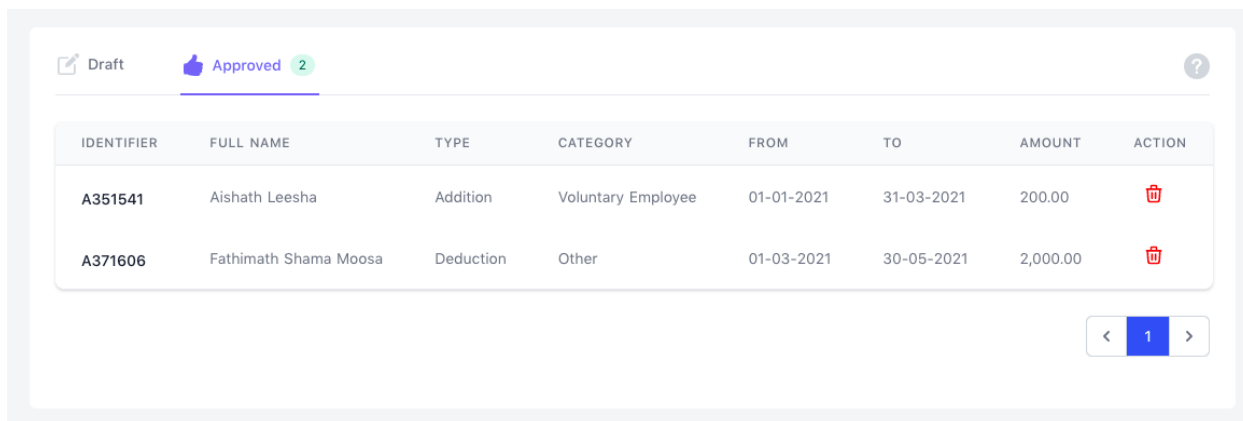
- Once the submission has been added, the details will be shown in the 'drafts' section at the bottom of the screen. Click the 'drafts' button to review your submissions. Ensure that the information provided is accurate.
- If any details are inaccurate, corrections can be made by clicking the 'edit' tab, which will allow you to make the necessary amendments.
- Click 'save' once the records have been amended. Note that the new changes will once again appear in the 'drafts' section and will require to be approved.

- Review the staff record from the 'drafts' section and press the 'approve' or 'approve all'



button.

- The record will then move to the 'approved' section. Select the 'approved' tab to view the submission.



3.0 Monthly Changes

The monthly changes section of the portal consists of 3 tabs, including 'addition', 'deduction' and 'bulk upload'. The user-guide for these 3 tabs under Agreement section is as follows:

3.1 Addition:

How to make an addition:

- Select the 'addition' tab from the top right-hand side of the screen in the monthly changes section.

- Next, select the month from the drop-down menu located at the top left-hand side, for which changes are subjected to be effective.
- Proceed by selecting the staff contract by entering the staff identifier. The system will fetch the staff details by narrowing the search in the dropdown active staff list.
- From the 'category' dropdown menu select the suitable option (voluntary employee or voluntary employer) for voluntary contribution and enter the amount in the assigned slot.
- After filling and reviewing the details select the 'add' button to submit.

Monthly Changes

Month
January, 2021

+ Addition - Deduction Bulk Upload

Addition
Addition details.

Staff contract: Fathimath Shama Moosa

Salary: 1000.0000

Category: Voluntary Employee

Amount: 200

Add

- Once the submission has been added, the details will be shown in the 'drafts' section at the bottom of the screen. Click the 'drafts' button to review your submissions. Ensure that the information provided is accurate.
- If any details are inaccurate, corrections can be made by clicking the 'edit' tab, which will allow you to make the necessary amendments.
- Click 'save' once the records have been amended. Note that the new changes will once again appear in the 'drafts' section and will require to be approved.
- Review the staff record from the 'drafts' section and press the 'approve all' button.

Draft 1 Approved

IDENTIFIER	FULL NAME	SALARY	TYPE	CATEGORY	AMOUNT	ACTION
<input type="checkbox"/> A371606	Fathimath Shama Moosa	1,000.00	Addition	Voluntary Employee	200.00	

< 1 >

Approve Approve All

- The record will then appear in the 'approved' section

IDENTIFIER	FULL NAME	SALARY	TYPE	CATEGORY	AMOUNT	ACTION
A371606	Fathimath Shama Moosa	1,000.00	Addition	Voluntary Employee	200.00	

3.2 Deduction:

How to make a deduction:

- Select the 'deduction' tab from the top right-hand side of the screen in the monthly changes section.
- Next, select the month from the drop-down menu located at the top left-hand side, for which changes are subjected to be effective.
- Proceed by selecting the staff contract by entering the staff identifier. The system will fetch the staff details by narrowing the search in the dropdown active staff list.
- From 'category' select the suitable option for monthly change and enter the deductible amount in the assigned slot.
- After filling and reviewing the details select the 'add' button to submit.

Monthly Changes

Month:

Deduction
Deduction details.

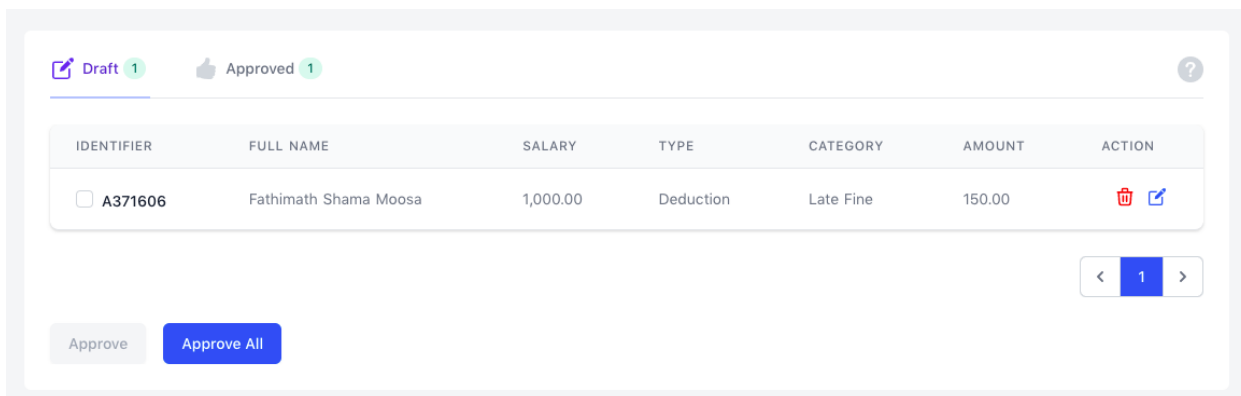
Staff contract:

Salary:

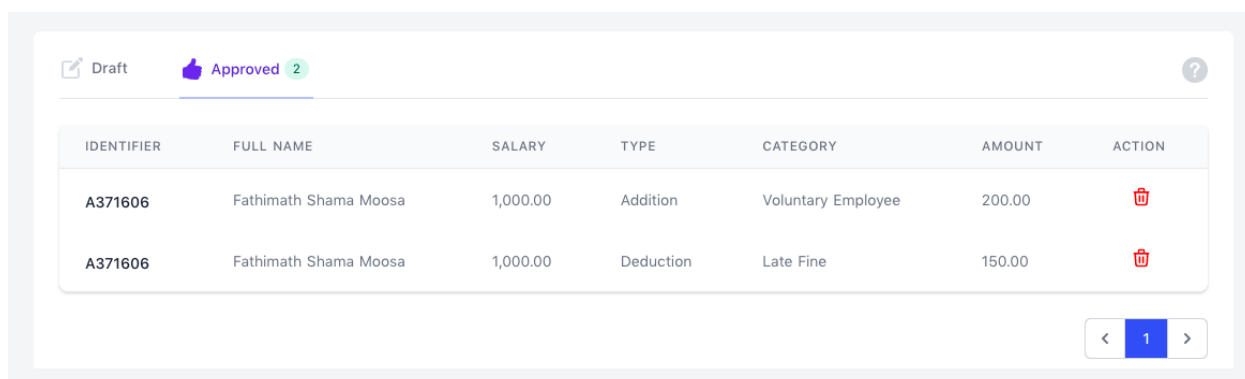
Category:

Amount:

- Once the submission has been added, the details will be shown in the 'drafts' section at the bottom of the screen. Click the 'drafts' button to review your submissions. Ensure that the information provided is accurate.
- If any details are inaccurate, corrections can be made by clicking the 'edit' tab, which will allow you to make the necessary amendments.
- Click 'save' once the records have been amended. Note that the new changes will once again appear in the 'drafts' section and will require to be approved.



- Review the staff record from the 'drafts' section and press the 'approve all' button.
- The record will then appear in the 'approved' section.



3.3 Bulk Upload:

How to bulk upload records:

- When managing 10 or more records, we highly recommend that users utilize the 'bulk upload' feature to ensure efficiency and to make changes in an organized manner.

A3 fx 3-Other

	A	B	C	D	E
1	MONTHLY CHANGE DETAILS				
2	Category	Identifier	Termination	Amount	Remarks
3	3-Other	A000000	01-01-2021	100.00	Enter your remarks here (if any)
4	1-Voluntary Employee				
5	2-Voluntary Employer				
6					
7	3-Other				
8	4-Late Fine				
9	5-No Pay Leave				
10	6-Late Enrollment				
11	7-Late Termination				
12					
13	▼				
14	▼				
15	▼				
16	▼				

- An Excel template is provided for user download which can be used to enter staff details when making monthly changes.
- Once staff details are added to the Excel sheet and reviewed for accuracy, users must save the file before uploading. Once the file is uploaded click the 'add' button to submit.
- Once the submission has been added, the details will be shown in the 'drafts' section at the bottom of the screen. Click the 'drafts' button to review your submissions. Ensure that the information provided is accurate.
- If any details are inaccurate, corrections can be made by clicking the 'edit' tab, which will allow you to make the necessary amendments.
- Click 'save' once the records have been amended. Note that the new changes will once again appear in the 'drafts' section and will require to be approved.
- Review the staff record from the 'drafts' section and press the 'approve' or 'approve all' button. The record will then move to the 'approved' section. Select the 'approved' tab to view the submission.

Note: Approved monthly changes will be reflected on the monthly contribution when the actions are confirmed during calculation.

4.0 Contributions

How to make monthly contributions:

- To file a monthly pension contribution, proceed by clicking the 'contributions' section from the left-hand side menu bar and select the required 'month' from the dropdown menu.
-

Pension Portal beta

Search

ACMESS 2 pvt ltd

Contributions

Month: April, 2021 Calculate

Wages & Contributions Total

Past 3 months

Employer & Employees Contribution

Past 3 months

Employees Total Previous: 3 Current: 0	Average/Head Previous: 420 MVR Current: 0 MVR
Max Previous: 350.00 MVR Current: 0 MVR	Min Previous: 70.00 MVR Current: 0 MVR
Penalties Previous: 100.00 MVR Current: 0 MVR	No Contribution Previous: 0 Current: 0

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Pension Portal beta

Search

ACMESS 2 pvt ltd

Contributions

Month: April, 2021 Calculate

Wages & Contributions Total

Past 3 months

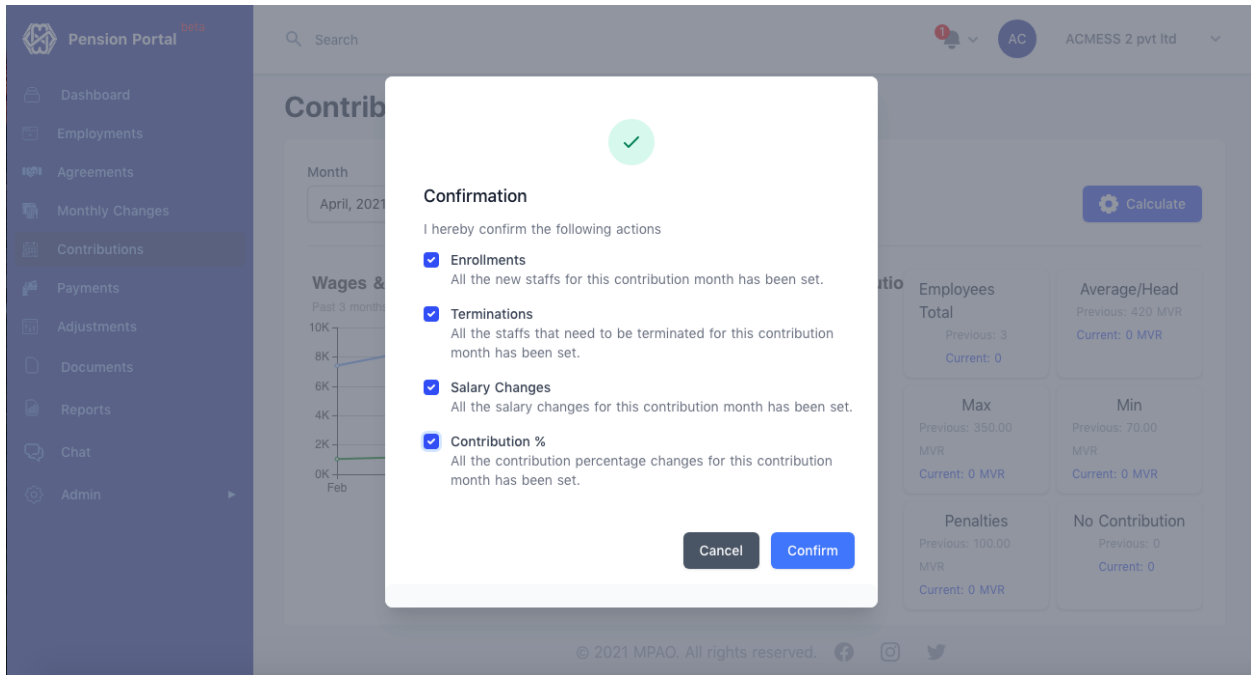
Employer & Employees Contribution

Past 3 months

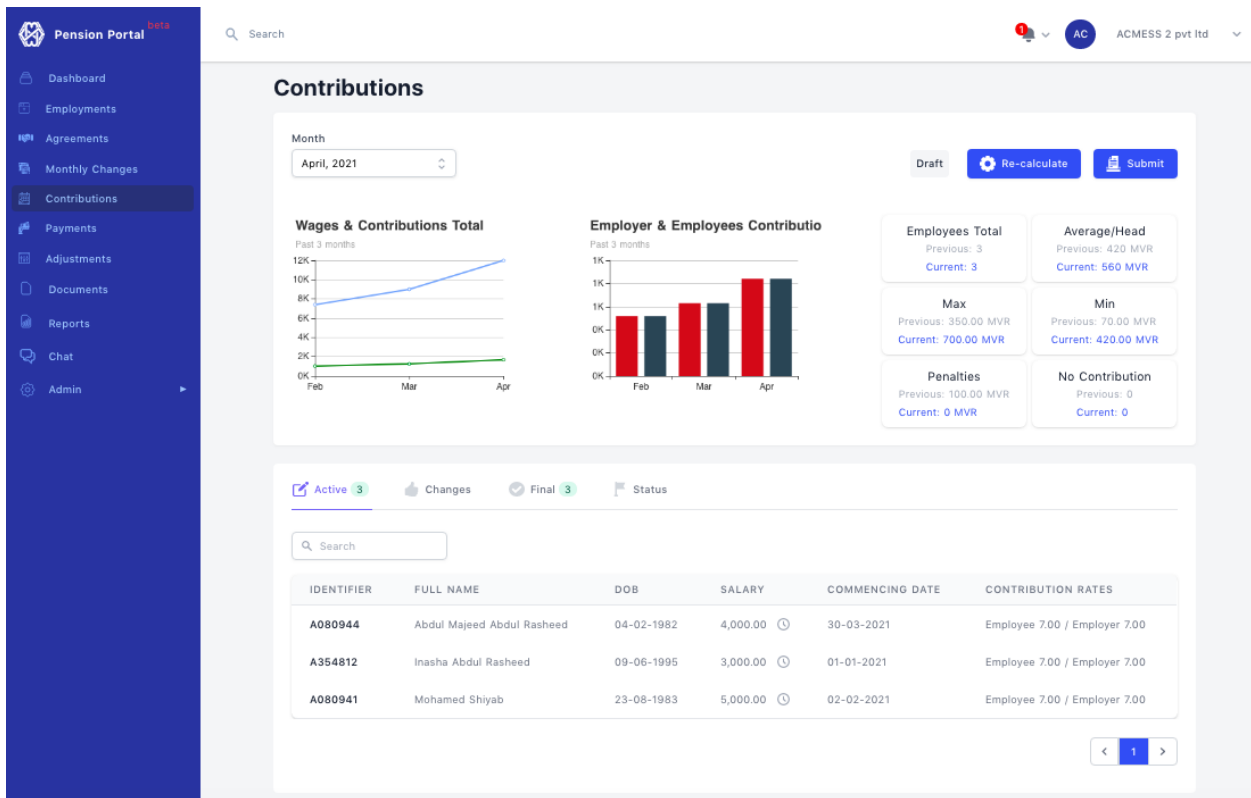
Employees Total Previous: 3 Current: 0	Average/Head Previous: 420 MVR Current: 0 MVR
Max Previous: 350.00 MVR Current: 0 MVR	Min Previous: 70.00 MVR Current: 0 MVR
Penalties Previous: 100.00 MVR Current: 0 MVR	No Contribution Previous: 0 Current: 0

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- Next, click the 'calculate' tab from the top right-hand side of the screen and tick all actions (enrollments, terminations, salary changes and contribution percent) and click 'confirm'



- Under the 'active' tab located at the bottom of the screen, you can view all the active staff for the month selected.



- Any amendments made for the selected month can be viewed in the 'changes' tab.

Contributions

Month: April, 2021

Buttons: Draft, Re-calculate, Submit

Wages & Contributions Total (Past 3 months)

Employer & Employees Contribution (Past 3 months)

Employees Total Previous: 3 Current: 3	Average/Head Previous: 420 MVR Current: 560 MVR
Max Previous: 350.00 MVR Current: 700.00 MVR	Min Previous: 70.00 MVR Current: 420.00 MVR
Penalties Previous: 100.00 MVR Current: 0 MVR	No Contribution Previous: 0 Current: 0

Active 3 Changes Final 3 Status

IDENTIFIER	FULL NAME	SALARY	TYPE	CATEGORY	AMOUNT	ACTION
No result !						

- Meanwhile the 'final tab' allows you to view the final payable contribution amount for the selected month.

Contributions

Month: April, 2021

Buttons: Draft, Re-calculate, Submit

Wages & Contributions Total (Past 3 months)

Employer & Employees Contribution (Past 3 months)

Employees Total Previous: 3 Current: 3	Average/Head Previous: 420 MVR Current: 560 MVR
Max Previous: 350.00 MVR Current: 700.00 MVR	Min Previous: 70.00 MVR Current: 420.00 MVR
Penalties Previous: 100.00 MVR Current: 0 MVR	No Contribution Previous: 0 Current: 0

Active 3 Changes Final 3 Status

Search

STAFF	SALARY	DEDUCTIONS	MANDATORY EMPLOYEE	MANDATORY EMPLOYER	VOLUNTARY EMPLOYEE	VOLUNTARY EMPLOYER
Abdul Majeed Abdul Rasheed A080944	4,000.00	0.00	280.00	280.00	0.00	0.00
Inasha Abdul Rasheed A354812	3,000.00	0.00	210.00	210.00	0.00	0.00
Mohamed Shiyab A080941	5,000.00	0.00	350.00	350.00	0.00	0.00

- If any enrollment, termination or monthly changes are brought, ensure to click 'recalculate' and to check under the 'final' tab for the accurate amount.

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Search

ACRESS 2 pvt ltd

Contributions

Month: April, 2021

Draft Re-calculate Submit

Wages & Contributions Total

Past 3 months

Employer & Employees Contribution

Past 3 months

Employees Total Previous: 3 Current: 3	Average/Head Previous: 420 MVR Current: 747 MVR
Max Previous: 350.00 MVR Current: 1,120.00 MVR	Min Previous: 70.00 MVR Current: 420.00 MVR
Penalties Previous: 100.00 MVR Current: 0 MVR	No Contribution Previous: 0 Current: 0

Active 3 Changes Final 3 Status

Search

STAFF	SALARY	DEDUCTIONS	MANDATORY EMPLOYEE	MANDATORY EMPLOYER	VOLUNTARY EMPLOYEE	VOLUNTARY EMPLOYER
Inasha Abdul Rasheed A354812	3,000.00	0.00	210.00	210.00	0.00	0.00
Inasha Abdul Rasheed A354812	8,000.00	0.00	560.00	560.00	0.00	0.00
Mohamed Shiyab A080941	5,000.00	0.00	350.00	350.00	0.00	0.00

- After reviewing and confirming all the amounts under the 'final' tab, proceed by clicking the 'submit' tab from the top right-hand side of the screen and 'confirm' actions (enrollments, terminations, salary changes and contribution percent) to submit pension contributions for the selected month.

The screenshot shows the 'Contributions' page in the Pension Portal. A confirmation dialog box is centered on the screen, asking 'Are you sure you want to submit?'. The dialog has a green checkmark icon and two buttons: 'Cancel' and 'Confirm'. In the background, the page displays a 'Month' dropdown set to 'April, 2021', two charts for 'Wages & Contributions Total' and 'Employer & Employees Contribution', and summary statistics for 'Employees Total', 'Average/Head', 'Max', 'Min', 'Penalties', and 'No Contribution'. A table below shows employee contribution details.

STAFF	SALARY	DEDUCTIONS	MANDATORY EMPLOYEE	MANDATORY EMPLOYER	VOLUNTARY EMPLOYEE	VOLUNTARY EMPLOYER
Inasha Abdul Rasheed A354812	3,000.00	0.00	210.00	210.00	0.00	0.00
Inasha Abdul Rasheed A354812	8,000.00	0.00	560.00	560.00	0.00	0.00
Mohamed Shiyab A080941	5,000.00	0.00	350.00	350.00	0.00	0.00

The screenshot shows the 'Contributions' page after submission. The 'Month' dropdown is still 'April, 2021', but a green 'Submitted' badge is visible. The charts and summary statistics are the same as in the previous screenshot. A green notification banner at the bottom states: 'We are processing your request. You will be notified when the processing is completed. Thank you for your patience.' Below the banner, there are tabs for 'Active 3', 'Changes', 'Final 3', and 'Status'. The table below shows the same employee data as the previous screenshot.

STAFF	SALARY	DEDUCTIONS	MANDATORY EMPLOYEE	MANDATORY EMPLOYER	VOLUNTARY EMPLOYEE	VOLUNTARY EMPLOYER
Inasha Abdul Rasheed A354812	3,000.00	0.00	210.00	210.00	0.00	0.00
Inasha Abdul Rasheed A354812	8,000.00	0.00	560.00	560.00	0.00	0.00
Mohamed Shiyab A080941	5,000.00	0.00	350.00	350.00	0.00	0.00

- Once the monthly pension contribution is submitted, the status of submission can be seen under the 'status' tab.

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Search

AC ACCESS 2 pvt ltd

Contributions

Month: April, 2021

Accepted Re-draft

Wages & Contributions Total

Past 3 months

Employer & Employees Contribution

Past 3 months

Employees Total Previous: 3 Current: 3	Average/Head Previous: 420 MVR Current: 747 MVR
Max Previous: 350.00 MVR Current: 1,120.00 MVR	Min Previous: 70.00 MVR Current: 420.00 MVR
Penalties Previous: 100.00 MVR Current: 0 MVR	No Contribution Previous: 0 Current: 0

Active 3 Changes Final 3 Status

- Accepted
Date & Time: 20-06-2021, 17:29
Action Taker: Pension Office
- Submitted
Date & Time: 20-06-2021, 17:28
Action Taker: Inasha Abdul rasheed
- Draft
Date & Time: 20-06-2021, 17:26
Action Taker: Inasha Abdul rasheed
- Draft
Date & Time: 20-06-2021, 17:24
Action Taker: Inasha Abdul rasheed

5.0 Payments

How to make monthly payments:


- Once the contribution submission is accepted by the portal, select the 'payments' section from the left-hand side menu bar to make the payment for the filed contribution.

- The payment section allows you to view the pending contribution payment amount. To generate an official invoice, tick the record under pending payments. Slots will be then provided for you to enter the bank name and pending payment amount. Once this section is filled click the 'generate invoice' button.
- Please note that if you wish to generate an invoice for a selective pending payment, you can tick the preferred month and generate an invoice manually.

- The invoice will be then generated in a downloadable format under the invoice section.

- Proceed by clicking the blue document icon to download the PDF invoice next to the 'make payment' button. Note that the invoice will contain an invoice number required to be entered upon payment.

Invoices

GENERATED DATE	TRACKING NUMBER	TOTAL	PAID AMOUNT & DATE	ACTIONS
2021-06-20 17:29:51	32021041745501	5,307.00		Make Payment 

< 1 >

- As the portal is currently unable to accept direct payments. Clear the pending contribution amount by making a payment via bank services.
- Once the payment is made, click the 'make payment' tab and enter the reference number and select payment method from the dropdown menu.
- Next enter the payment date and upload the payment receipt slip for our reference.
- Click the 'submit' button to confirm payment.


Amount

Reference Number

Payment Method

Payment Date

Payment Receipt



[CHANGE](#)

6.0 Adjustments

Adjustments are required for incorrect contributions or if changes are brought to reconciled contribution payments.

How to upload Adjustments?

- Select 'Adjustments' from the left-hand side menu bar.
- Proceed by entering an ID card number as an 'Identifier'.
- Choose the adjustment period for the staff and fetch the details by clicking the search button.
- This will automatically fetch staff details in the tab below the identifier search slots.
- A checkbox will appear next to the staff ID card number. Proceed by selecting the staff from the information tab.
- Next, a slot will be provided for you to enter the 'new wage' amount. Enter the amount accordingly and click 'save'.
- Once the details have been saved, it will be shown in the 'drafts' section at the bottom of the screen. Click the 'drafts' tab at the bottom of the screen to review your submissions. Ensure that the information provided is accurate.
- If any details are inaccurate, corrections can be made by clicking the 'edit' tab, which will allow you to make the necessary amendments.
- Click 'save' once the records have been amended. Note that the new changes will once again appear in the 'drafts' section and will require to be approved.
- Review the staff record from the 'drafts' section and press the 'approve' or 'approve all' button. The record will then move to the 'approved' section. Select the 'approved' tab to proceed.
- If the records are accurate, click 'submit all' to submit staff details to the portal.
- If any records are rejected, an error message will be displayed near the identifier. Which can be expanded by hovering your cursor over the red error icon.

- Review the staff details once more by clicking the 'edit' tab and bring the necessary amendments as stated in the error message before submission.
- Invoice for the adjustment will be generated under 'payments'

Pension Portal beta

Search

ABC Private Limited

Adjustments

Identifier: Axxxxxx From: mm-yyyy To: mm-yyyy [Search](#)

IDENTIFIER	NAME	DOB	MONTH	COMMENCING	PENSIONABLE WAGE
No result !					

[Draft](#) [Approved](#) [Submitted](#) [Accepted](#) [Rejected](#)

IDENTIFIER	FULL NAME	DOB	MONTH	AMOUNTS	ACTION
No result !!					

Approve Approve All

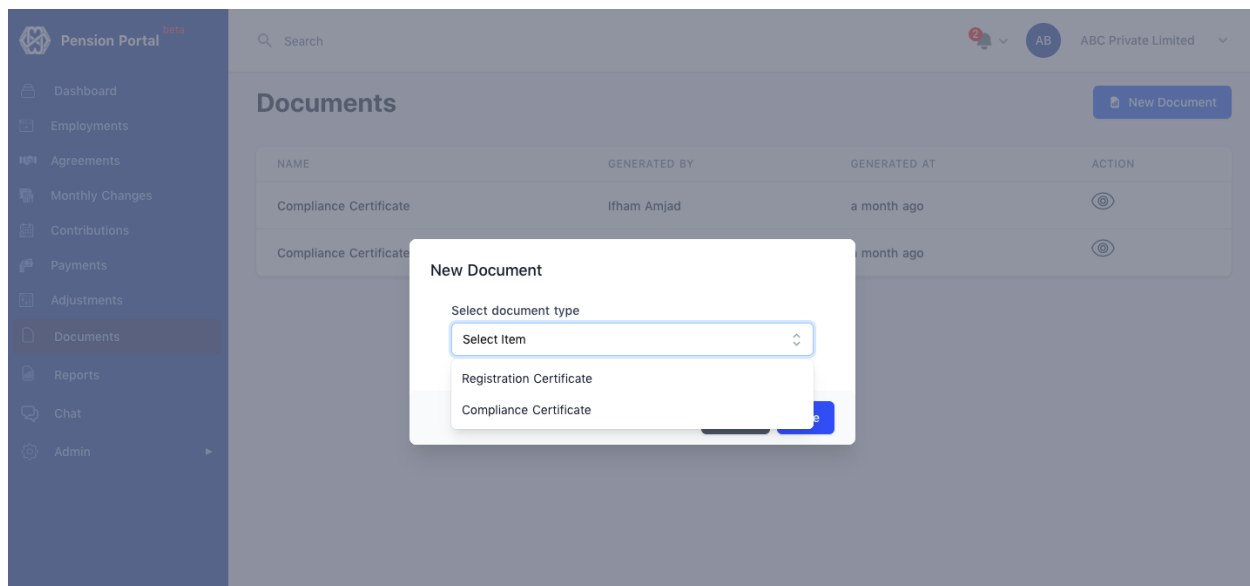
1

7.0 Documents

Two types of documents are available, namely 'compliance document' and 'registration certificate'. These two auto generated documents are available from the Pension office Member Portal should employers require it for any official use.

How to generate documents?

- Select 'documents' from the left-hand side menu bar on Pension Member Portal.
- Click 'new document' from the top right-hand side of the screen along with the preferred document type.
- If you opt to share the document, a QR code will be generated. Please select the expiration date for the sharable code.
- Click the 'save' button to proceed.
- Download the document as a PDF file by clicking the eye shaped icon under 'action'.

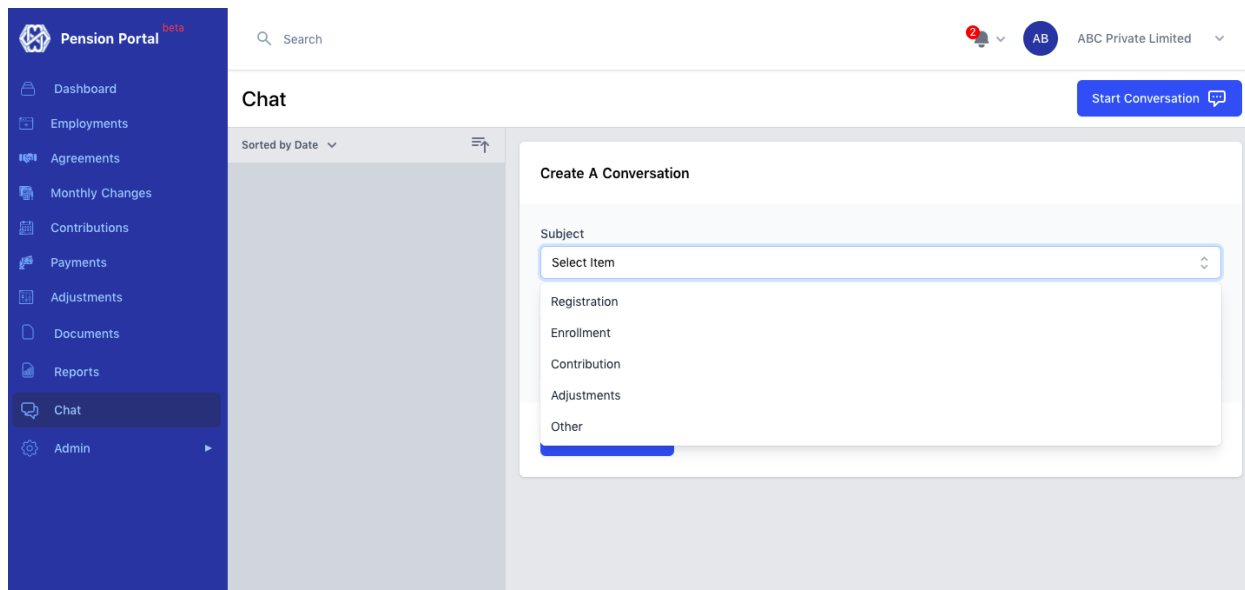


Note: Information on these documents is subjected to details submitted during registration by employer and contribution payments.

8.0 Employer Chat

Employers can communicate directly with the Pension Office using the chat function in the portal for clarifications. Select a subject depending on the type of query and click “start conversation” to initiate the chat. If the employer has several doubts, multiple chats can be started by selecting the relevant subject.

Assistance by Employer Chat is available only during official working hours.



9.0 Admin

The Head of any organization is entitled to provide staff with access to Pension Member Portal by creating admin users.

How to create a new user:

- From the Admin section located in the left-hand side menu bar, select the 'organization users' tab.
- Proceed by clicking 'new user' to enter new user details.
- Select the suitable user type.
- Enter access period in the 'access expiry' slot if the access to Pension Portal is temporary.
- Next, enter an ID card number or registered Passport number (for foreigners) as an 'Identifier'.
- Save the details to create a new user.

Note: When a new user is successfully created, the member can access the organization's Pension Member Portal using the National ID card or Passport number (for foreigners).

The screenshot displays the 'Organization Users' interface. On the left, a dark blue sidebar menu is open, showing 'Admin' selected with a dropdown arrow. Under 'Admin', 'Organization Users' is highlighted in blue. The main content area has a search bar and a 'New User' button. Below is a table with the following data:

NAME	IDENTIFIER	USER TYPE	ACCESS EXPIRY	ACTION
Ifham Amjad	A280811	Staff / Employee LLL PVT LTD		