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| **MINUTES FOR THE ONLINE APPLICATION PORTAL MEETING HELD ON THURSDAY, 2ND SEPTEMBER 2021 AT THE LIBRARY BASEMENT AT 14:30 HOURS.** |

**PRESENT**

**Name Email Unit**

1. Mr. Yokonia Tembo [yokonia@unza.zm](mailto:yokonia@unza.zm) CICT (secretary)
2. Mr. Muleba Mwewa [muleba.mwewa@unza.zm](mailto:muleba.mwewa@unza.zm) CUSTOMER CARE
3. Mr. Brian Lukumba [brian.lukumba@unza.zm](mailto:brian.lukumba@unza.zm) BURSAR
4. Mr. Makasa Mwenya [mmwenya@unza.zm](mailto:mmwenya@unza.zm) CICT
5. Mrs. Consuela Mwembeshi [csimuk@unza.zm](mailto:csimuk@unza.zm) CICT
6. Mr. Edwin Goma [edwin.goma@unza.zm](mailto:edwin.goma@unza.zm) INTERNAL AUDIT
7. Mr. Donald Fulai [donald.fulai@unza.zm](mailto:donald.fulai@unza.zm) AUDIT
8. Mr. Edward Silwamba [esilwamba@unza.zm](mailto:esilwamba@unza.zm) Academic Office
9. Mr. Floyd K. Sheke [fksheke@unza.zm](mailto:fksheke@unza.zm) CICT
10. Mr. Chibuye Ndelameta [chibuye.ndelameta@unza.zm](mailto:chibuye.ndelameta@unza.zm) Student Finance
11. Mr. Danny Leza [danny.leza@unza.zm](mailto:danny.leza@unza.zm) CICT (Chairperson)

# **QUORUM**

The quorum was formed at 14:30 hours and the Chairperson welcomed all the members to the meeting.

# **APOLOGIES**

There were no apologies.

# **ADOPTION OF AGENDA**

The agenda was adopted as presented.

# **CHAIRPERSON’S OPENING REMARKS**

# Highlighted that the main objective of the meeting was to discuss the various payment options available for the Online Application Portal. This comes at the backdrop of the suspension of the Online Application portal because a bug in the student information system and Zanaco system when using the Visa card for making online payment. The Visa Card payment method may take time for it to be reinstated and such there is need to find alternative payment means as soon as possible.

# **MATTERS ARISING**

# **From Internal Audit**

# Informed the meeting that they have concluded auditing the Xabit platform it is working fine for payment of school fees.

* + 1. Further Informed the meeting that the tests carried out on the visa card payment service on SIS for payment of school fees were okay but continuous monitoring of transactions is required.
    2. However, it was heard that the Online Application Portal was not among the systems audited. The audit that was done was only for the bank system merchant for student fees and not the merchant for student applications. This means that until the Online Application Portal Visa Card is audited and the reported is presented to management, this payment method will remain suspended.

# Assurance was given that the audit on the Visa Card Payment for Online Application was going to be expedited enable the removal of the suspension.

# **From Customer Care**

* + 1. It was suggested that applicants make deposits at the bank and then send photo uploads as proof of payment. This would need verification at a later date as this method had a disadvantage in the case the photo was not clear and possible forging of the deposit slip.

# It was also suggested of having a narration generated by the system that will be used to confirm payments made by the applicants. This narration would be entered on the system and would confirm payment by the applicant.

# It was heard that there’s need for financial regulations to move with the times, as proof of payment requires production of the original bank slip by the applicant and not a photocopy which is not the case in other international institutions.

# It was also suggested that transaction identifiers needed to be worked on to prevent duplicate payments from the applicant side.

# **From CICT**

# Informed the meeting of the existence of mobile payment solutions within UNZA through the School of Natural Science. Additionally, School pay could be considered as an alternative payment method.

* + 1. The Summarized alternative payment methods based on the discussion where summarized as follows:

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| # | Alternative Method of Payment | Implementation | Draw Back |
| 1 | Bank deposit | The system generates a code which is used as a narration when making a deposit at the bank. The deposit slip is scanned and uploaded to the OAP. The Narration(code) is used as payment confirmation key. | Best practice will require management to change the policy by beginning to accept scanned and photocopy as proof of payment. |
| 2 | UNZA Payment Gateway | The UNZA payment Gateway is currently being used for the NAPSA Bus Terminus and Market Management System, UNZA can plug into it for the Online Application system. | The Draw Back is the time it will take to agree on modalities of operations. |
| 3 | School Pay | This payment system is simple to implement. UNZA has implemented at Chalimbana University and Students are paying using MOMO and Bank and Money instantly reflected in the payee’s profile in the system. | There is a K10.00 to K15.00 Kwacha charge on every payment made. The charge is incurred by the person paying regardless of the amount being paid. |

The tabulated payment method will be presented to management for ratification be implementation is done.

# **ANY OTHER BUSINESS**

There being no other business to discuss, the Chairperson thanked the members and closed the meeting at 16:13 hours.

**CHAIRPERSON: ………………………SECRETARY: ……………………………**

**DATE:…………………………………..DATE:…………………………………….**