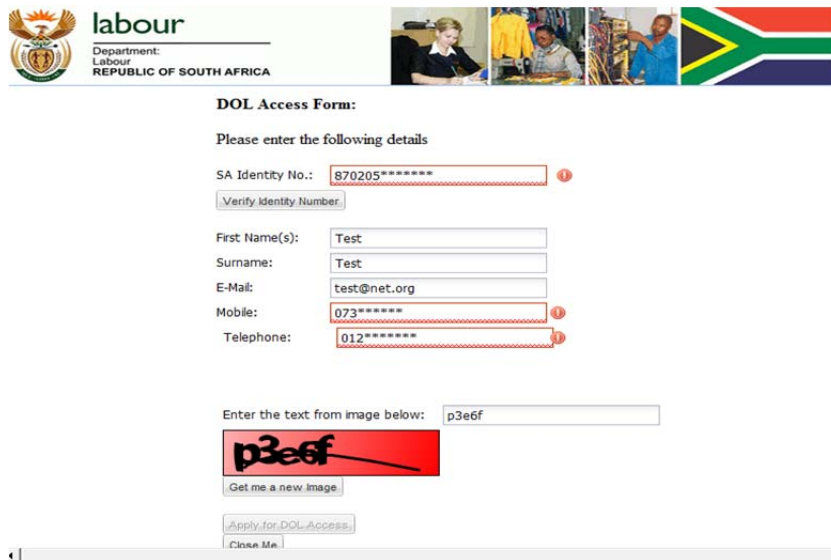


# Online Submissions of Return of Earnings-Common errors and FAQ's

## REGISTRATION

### 1. FOLLOW THE STEPS BELOW:

- Log on to [www.labour.gov.za](http://www.labour.gov.za)
- Select online service
- Compensation Fund Return Of Earning Submission
- Follow the step by step guidance to register and submit the Returns Of Earnings
- Please Note: The company must have an email address as the username and password will be sent to you via email.
- For technical errors please email query to [roe@labour.gov.za](mailto:roe@labour.gov.za)



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**DOL Access Form:**

Please enter the following details

SA Identity No.:

First Name(s):


Surname:

E-Mail:

Mobile:

Telephone:

Enter the text from image below:



## CONTRACT NUMBER VS CF NUMBER

- The contract number is the reference number that starts with '990000' followed by six digits eg. 990000\*\*\*\*\*
- The CF number is the first seven digits of the old CF registration number, with '00' added at the beginning.
- After entering one of these numbers click 'get organisation' this will automatically populate the screen with the company's information

Once registered an email will be sent to you containing your username and password please open the email and click on the link to log in to the roe website, thereafter you need to add your company to the profile you have created

## STEP 3

### Application for ROE Form:

Please enter the following details

CF Registration No.:

Please enter a CF Registration (First 2 digits must be zero, followed by first 7 digits of the 11 digit number) OR Contract Account Number

Contract Acc. No.:

Registration Name:

Trade Name:

User Login Name :

First Name(s):

Surname:

E-Mail:

Mobile:

Telephone:

[Welcome again ...](#)

### LINKS VIA EMAIL

- Once the company details have been found, a link will be sent via email from [noreply@labour.gov.za](mailto:noreply@labour.gov.za) to confirm registration, simply click the link to proceed.
- Thereafter another link will be sent through to finalise registration, once again, click the link to proceed.

### SUBMISSION OF RETURNS

- Once registered you can submit return of earnings and it will raise your assessment immediately.

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ROE Menu Reports Help

Welcome ROE

ROE Submission Form

IF YOUR STATUS HAS CHANGED PLEASE DO NOT SUBMIT YOUR ROE ONLINE.  
I have read and accepted the terms and conditions.

Contract Account:

Trade Name:

Assessment Year:

Status:

Number of Employees:

Please complete and save return

Final Assessment :2012	Provisional Assessment :2013
Employees Earnings: <input type="text" value="100000"/>	Employees Earnings: <input type="text" value="120000"/>
Directors Earnings: <input type="text" value="120000"/>	Directors Earnings: <input type="text" value="140000"/>
Accomodation and Meals: <input type="text" value="0"/>	Accomodation and Meals: <input type="text" value="0"/>
Total Earnings: <input type="text" value="220000"/>	Total Earnings: <input type="text" value="260000"/>
Comment: <input type="text"/>	Comment: <input type="text"/>

## ERRORS & FAQ'S

- **Q: "Individuals fetch failed .....405"**
- A: the employer to check the ID after entering the ID number if it still gives the same error forward the ID number and contact details to the [roe@labour.gov.za](mailto:roe@labour.gov.za).
- The support team will register the client, create the employer username and password and send the details to your email address
- **Q: "Http Error 404 program timed out"-**
- A: it's a problem on the slowness of the user system browsers, clear cache and try again
- **Q: "enter password over and over again"-**
- A: Reset the password by clicking "forgot my password"
- **Q: "no access GWT.hhttp"**
- A: its JavaScript error need to upgrade your browser

## FAQ

- **Q: "Organisation details not found" contact system administrator –**
- A: It means wrong contract account number, remember it must be the contract number that is in the following format: '990000123456'
- **Q: "Transaction rolled back "-**
- A: This means you're applying for the second time and email will be sent to you with link, please search your inbox for the original email containing that specific link, if the problem still persists, please send an email to [roe@labour.gov.za](mailto:roe@labour.gov.za)
- **Q: "You are not authorized to use this function"- contact the system administrator.**
- A: This is a problem when the server is down or very slow, please try again at a later stage
- **Q: System is querying the 30% variance**
- A: Employer needs to provide a text comment in the block provides stating reasons for variances/decrease in salaries paid, if the system does not process the information after the comment has been added, please email [roe@labour.gov.za](mailto:roe@labour.gov.za)
- **Q: Error code "fetch failed"**
- A: Network very slow, try again later
- **Q: There is a discrepancy with your declaration and it has been sent for an audit, and you will be notified within 5 working days.. Please call this number 086 010 5350 for further inquiries. [roe@labour.gov.za](mailto:roe@labour.gov.za) – means it's a credit assessment**
- A: The employer has under declared the earnings from the previous years by more than 30%. Ask the employer to make an affidavit and also provide you summary of the audited financials. If they made a mistake they must provide us with the correct earnings and forward them to the ROE support team.
- **Q: Audit on Account**
- This means that there is a credit on the account, the client will require an affidavit stating the reasons for the credit, this must be sent to the support team via email or brought to our offices
- **Q: Submission of ROE failed...Error when Billing ROE**
- This is a system error and needs to be brought to the attention of the support team via email [roe@labour.gov.za](mailto:roe@labour.gov.za) or come through to our office where you will be assisted