



UIF COVID-19 TERS BENEFITS HOW TO APPLY

What is it?

A special UIF benefit to pay employees that are not being paid or are being paid less as a result of COVID-19

Who can apply ?

Companies registered with the UIF who have been affected by COVID-19 and employers of domestic workers.

MAY & JUNE 2020 APPLICATIONS

May and June applications are open. Where employers have only received payment for some of their employees in April and May, employers can continue to apply for May and June benefits for all employees. **The UIF is working to resolve the backlog of declarations for those employees not yet processed.**

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2. Universal Branch Codes

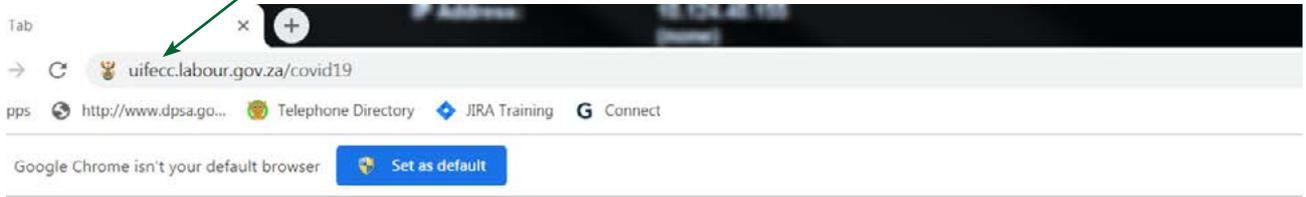
3. "How to" Guide & Status Queries

4. How to convert an excel sheet into a CSV file

How to apply for your May & June 2020 TERS payment?

Step 1. Type url (<https://uifecc.labour.gov.za/covid19>) into any web browser (Chrome with Windows10 is the best option)

(<https://uifecc.labour.gov.za/covid19>)



Step 2. Go to UIF COVID-19 TERS National Disaster Application System Home Page



Step 3. Login Screen

Capture the following fields:

Username: UIF reference number in the following format 000000/5

Password: enter password

Click **Login** button to proceed to the registration of the **Company** and **Employees**

Step 4. Employee Screen

After successful login, please start by confirming that your banking details are correct – you can go to the Employer Tab and check or update the banking details before uploading the May or June application.

- If payment has already been made to your company, for your security you are unable to edit banking details online for the next payment, irrespective of payment method (whether to company or direct to employees)
Should you need to update banking details, you can email tersaccount@labour.gov.za with a banking confirmation letter and 3 months bank statements.
- Employers will need to submit banking information, wait for the information to be updated online, only then can you proceed with the **May or June application**
- If **employers are paying employees**, then no need to change the company banking details
- If there has not been any successful payments to date, you are able to make edits to the bank account details online. Check your **Payment Medium** at the same time

a. If an employer is choosing for the UIF to pay their employees directly, under the “Employer” tab, choose Payment method 1, “Employee payment”.

b. If an employer is choosing for the UIF to pay the employer, please check the payment method is Payment method 2, “Employer payment”

UIF-Covid19 TERS- Capture Entity Details

UIF Reference* [dropdown]

Trade name* [dropdown]

Paye Number [text]

Contact Number* [text]

Email Address* [text]

Lock Down Period* [dropdown: Please Select]

Payment Medium* [dropdown: Pay to employer]

employment & labour
Department of Labour and
REPUBLIC OF SOUTH AFRICA

UIF-Covid-19 TERS National Disaster
Application System

UIF
UNEMPLOYMENT INSURANCE FUND

Home Application Info Employer Details Employee Payment Breakdown Report Status My Account(20302395) Logout

Capture New Application
Saved Employee Lists

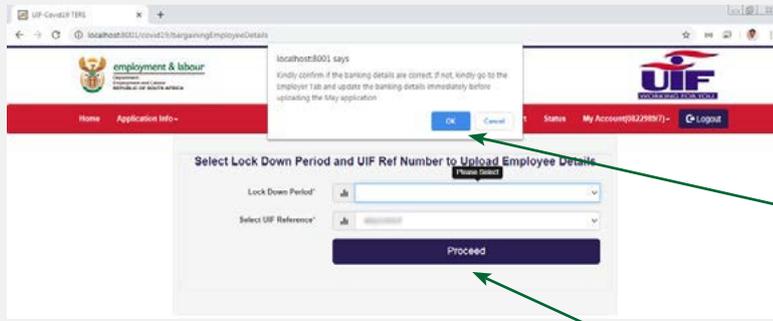
Select Lock Down Period [dropdown: 01 May 2020 to 31 May 2020]

Select UIF Reference [dropdown]

Proceed

1. Click Employee tab, select Capture New Application

2. Select the lockdown period that corresponds with your application period i.e. on the dropdown list select "1 May 2020 to 31 May 2020" for May application and select "1 June to 30 June 2020" for a June application

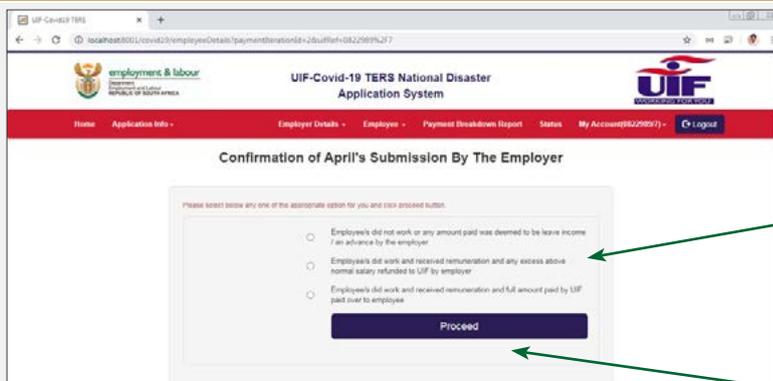


3. The system will pop up a message "employer to confirm the banking details" after clicking the Proceed button. Please ensure the banking code reflects the Universal banking code. See end of the document for list of codes for all banks

4. Press proceed

Step 5. May applications : confirm info relating to your April confirmation

For June applications, proceed directly to step 6



1. Please select one of the appropriate options. Please see below for further guidance on the options available

2. Click the **Proceed** button to move to the next screen

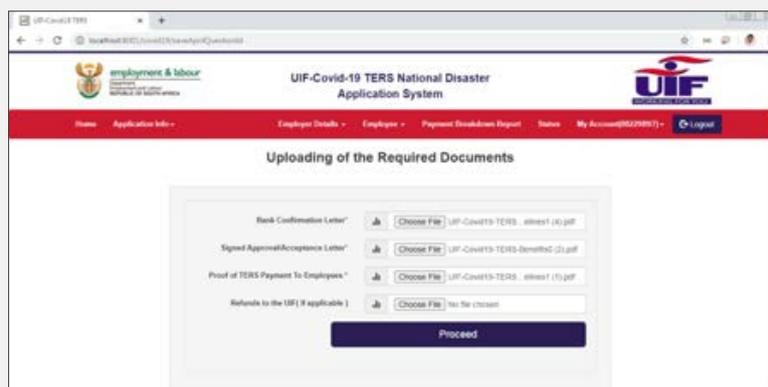
Select Option 1 when for April the employer incorrectly included a salary under the "leave" column and where the employee did not work in April

work during lockdown, and that the amount included was correct. Please note the UIF is then due a refund

Select Option 2 where for April the employer correctly included a leave salary for an employee, i.e. they did

Select Option 3 if monies were claimed and paid directly to employees.

Step 6. Uploading of the Required Documents



The employer must upload the three mandatory documents (the documents must be in PDF format) to proceed to the next screen. Please see PDF guidelines below.

- **Company Bank Confirmation Letter or Latest Bank Statement to confirm the banking details. If the employer has elected for the UIF funds to be paid directly to employees, they must still upload proof of banking information relating to the company applying. You do not have to provide banking confirmation letters for each employee.**
- Signed Approval/Acceptance Letter (Proof that the employer has received the payment from UIF for April. **Where April or May funds were paid directly to employees, the employer can upload a signed letter, on a company letterhead, confirming that all funds were paid directly to employees. Where an employer did not apply for April or May relief, the employer can upload a signed letter, on a company letterhead, confirming that they did not apply for funds in April or May. All letters should be signed by either a director or CFO.**

- Proof of TERS Payment to Employees (e.g. Bank statement, signed letter by the employee acknowledgment of the payment (in case of cash payment) **Please note** that this has to be **ONE** document that must be uploaded. **Please note** once a PDF document has been uploaded, you are unable to edit it. Should you have more than one POP document, please continue with your online submission and email your POP documents to **covid19UIFemployerpaymentreturns@labour.gov.za**. The subject line should include the **UIF Ref number and "POP for April application" or "POP for May application"** depending on the period you are submitting for.

- √ Refunds to the UIF (if applicable) - in the case of an overpayment from the Fund the employer must return the funds to the UIF and upload a proof of payment. Please see **"I need to refund the UIF, how do I do this?"** in the FAQ's for further information.

HOW TO SAVE A DOCUMENT AS A PDF

1. Click the Microsoft Office Button, point to the arrow next to Save As, and then click PDF.
2. In the File Name list, type or select a name for the document.
3. Make sure the file name is less than 120 characters and has a file extension in small letters ie .pdf not .PDF.
4. In the Save as type list, click PDF.
5. Click Save.

Step 7. May & June Application Submission (When the April or May 2020 Employees details are the same as May or June 2020 Employees)

The screenshot shows the 'May Submission Confirmation' screen of the UIF-Covid-19 TERS National Disaster Application System. The page has a red header with navigation links: Home, Application Info, Employer Details, Employees, Payment Breakdown Report, Status, My Account (05229817), and Logout. The main content area contains a form with the following fields and options:

- Are you applying for same number of employees that you applied in April 2020? (Yes No)
- Are the salaries and Remuneration During lockdown for the employees still same as in April 2020? (Yes No)
- Business Shutdown From* (Date field: 2020/05/21)
- Business Shutdown Till* (Date field: 2020/05/31)
- Proceed button

The employer must select the appropriate options and shutdown dates, and click proceed button.

1. Are you applying for same number of employees that you applied for April or May 2020 (Yes or No)?

Select **Yes** if the number of employees applied for April or May 2020 are same as the May or June 2020 COVID 19 TERS Application

2. Are the salaries and remuneration during lockdown for the employees still same as in April or May 2020 (Yes or No)?

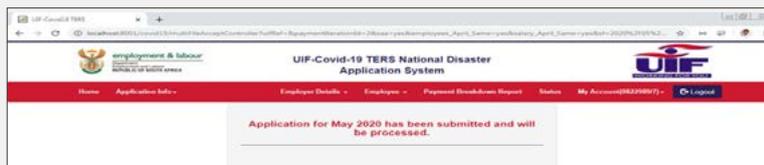
If **Yes** selected (the salaries and remuneration during lockdown for the employees applied for April or May 2020 are same as the May or June 2020 COVID 19 TERS Application. **(Please ensure the "Leave" salary amount reflected is what employees were paid during lock-down i.e if no salary paid then insert R0)**

3. Business shutdown from (select the start date of the business shutdown for the month of May or June 2020)

4. Business shutdown till (select the end date of the business shutdown for the month of May or June 2020)

5. Click **Proceed** button to submit the May or June 2020 Application

6. The system will display the following message "Application for May or June 2020 has been submitted and will be processed" on the screenshot



Step 7. May or June Application Submission (April or May 2020 Employee details are NOT the same as May or June 2020 Employees)

The employer must select the appropriate options and shutdown dates, and click proceed button.

1. Are you applying for same number of employees that you applied for April or May 2020 (Yes or No)? If **No** selected (the number of employees applied for April or May 2020 are not the same as the May or June 2020 COVID 19 TERS Application)

2. Are the salaries and remuneration during lockdown for the employees still same as in April or May 2020 (Yes or No)?

If **No** selected (the salaries and remuneration during lockdown for the employees applied for April or May 2020 are not the same as the May or June 2020 COVID 19 TERS Application)

3. The system will redirect the employer to the **Add New Employee** screen to uploading the updated employees details through uploading the **CSV File** or to **capture one by one employee(s)** on the system

4. Please see **CSV Guidelines** below to ensure the correct information is input into the CSV (A further "How to convert your file from Excel to CSV" guide is available at the end of this document)

Updating or amending salary information?

Please ensure all information in the CSV is edited and formatted correctly especially:

- All number formats are edited as numbers e.g. ID number, mobile number etc before converting Excel to CSV
- “Leave column” has the salary paid to the employee during the lockdown period. Please note if this is INCORRECT, the employee amount paid out will be incorrect.
- Ensure the correct naming of the file
- Employers can refer to the “Guidelines to Convert Excel to CSV” steps at the bottom of this document
- **Please note that if possible enter your staff details manually as you are less likely to have errors.**

Step 8. Add New Employee(s)



Select the method of upload employees through **CSV Files** or **Adding Employees One by One**. You will follow the steps on uploading either by CSV File or One by One.

If you are updating the banking details please ensure the correct **UNIVERSAL** banking code is used

Absa Bank Limited

632 005

African Bank Limited

430 000

Bidvest Bank Limited

462 005

Capitec Bank Limited

470 010

Discovery Bank Limited

679 000

First National Bank (FNB)

250 655

FirstRand Bank -

A subsidiary of First Rand Limited

250 655

Grindrod Bank Limited

223 626

Investec Bank Limited

580 105

Merchantile Bank Limited

450 105

Nedbank Limited

198 765

Old Mutual

462 005

Sasfin Bank Limited

683 000

Standard Bank of South Africa

051 001

SA Post Bank (Post Office)

460 005

Tyme Bank

678 910

FAQ's and Payment Status Guide

Status notifications explained

Payment sent to financial system	Payment is currently in the process of completing bank verification before payment. Please note that some employees could potentially fail banking verification at this point should their banking information not be correct. Please ensure you have used the correct universal banking code. Payment should take 3-5 days to reflect in the account.
Employee salary is more or equal to one of during the lockdown	This error is as a result of an error in the CSV file relating to salary information, most often with the "leave" column salary information. Please ensure the salary in the "leave" column reflects the salary that an employee was, or was not paid, during lockdown eg if monthly salary is R4,000 and the employee was not paid during lockdown, the leave column should have R0 in it, if the employee was paid a portion of their salary, the "leave" column should reflect the reduced salary they were paid. To rectify an employer can re-upload their csv with the correct salary information in the correct columns
Employee not declared by the Employer	The employee has not been declared with the UIF. All manual declarations should be sent to covid19declarations@labour.gov.za, all payroll declarations should be sent to uifdeclarations@labour.gov.za and all foreign national declarations to be uploaded on www.Ufiling.co.za
Application Not Processed yet	Please ensure you have used the correct universal bank code as referenced in this user guide
Failed branch code validation	Please ensure you have used the correct universal bank code as referenced in this user guide
Employee not found	This error means that some of the information supplied in the CSV upload has not been captured correctly and a new CSV will need to be updated. Please revisit the "How to convert an excel sheet into a CSV file" guide in this document to resolve. Please ensure: <ul style="list-style-type: none"> - All numbers such as ID number, mobile number are formatted as "numbers" and not "text" in the excel sheet before converting to CSV - Ensure all salary information is correct, pay special attention to the "leave" salary - The website will still take at least 48 hours to recognise the uploaded updated information. Employers are able to check the "status" online to confirm when the application is in progress.
Failed account verification	The employer's bank account details have failed verification. Please see step 4 on page 3 in the above guide.
Registered after the 15th of March	This means that the employer only started paying their UIF benefits to SARS after the beginning of March, and they only registered with the UIF after 15 March 2020. This means that they are not currently eligible for the Covid19 TERS benefit.
ID No not found	This error relates to when an application for a foreign national has been uploaded to the TERS site. Please ensure a UI19 has been uploaded onto the Ufiling platform to assist with processing for payment. The UIF is also utilising a number of backend processes to assist in matching and processing the applications for foreign nationals.

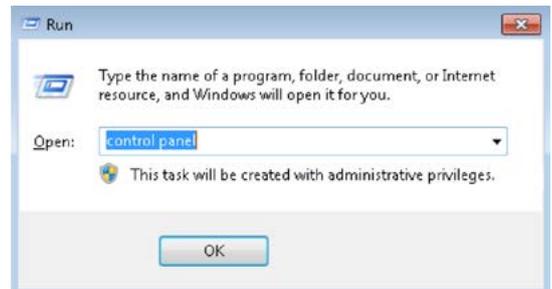
FAQ's and Payment Status Guide

FAQ's

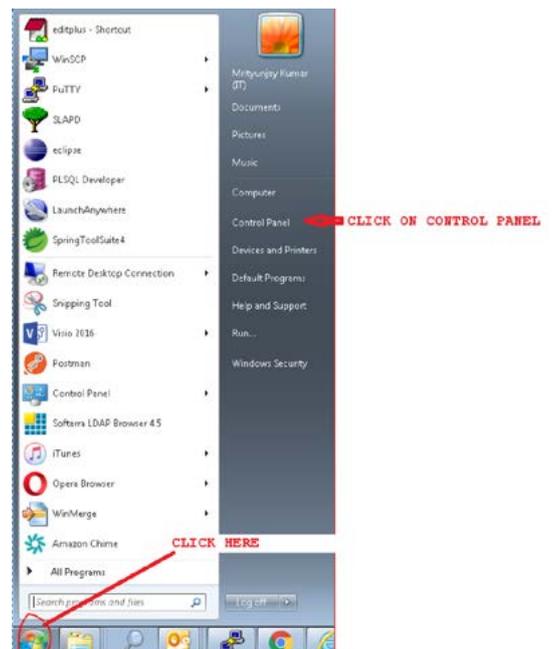
<p>I need to refund the UIF, how do I do this?</p>	<p>Clients are advised to first email the UIF with a request for refund before making a bank transfer. Clients should email the following documents/ information to covid19refunds@labour.gov.za making them aware of the transfer.</p> <ul style="list-style-type: none"> - Bank statement - UIF reference number - Payment breakdown report <p>The UIF team will review the information and provide feedback as to the way forward. Should you require the banking details for the transfer, please contact the call center.</p>
<p>I am locked out of my Covid 19 TERS account, how do I get access?</p>	<p>You can utilise the “forgotten password” functionality on the website. You will receive an email which provides you with a unique one off password to allow you to log back in. Please be aware there can be a delay in receiving the temporary password so please do not continue to reset your password</p>
<p>I need to get my UIF reference number</p>	<p>Please contact the call centre, your request will be escalated and you will receive an email confirming your UIF number. This process is in place for security reasons</p>
<p>I need to edit my bank account details online</p>	<p>Please see step 4 in the user guide above</p>
<p>Ict login error: “you are not an authorised user - contact ict”</p>	<p>A new security measure has been put in place to reduce potential fraud opportunities. The new feature tracks the IP address of the computer used to register and submit the TERS application. Where a user is receiving this error, it is because they are using a computer that was not used to register and submit applications previously, the solution to this is for the caller to use a computer which has previously been used to register and/or apply for the ters funding. The call centre is not able to resolve this query further</p>
<p>HTTP 404 error</p>	<p>Where you have confirmed this is not a network issue, please contact the call centre so that this issue can be escalated further. In many instances this error is experienced where an employer was previously paid via a bargaining council and is now looking to update banking details to be paid directly. The agent will request the relevant information to allow an internal escalation to be submitted. Please note an agent will not request you login details or password.</p>
<p>Customers submitting declarations receiving email stating “ their application is in an incorrect file format”</p>	<p>This error is when a customer has submitted their manual declarations to uifdeclarations@labour.gov.za and have received an email stating an “their application is in an incorrect file format” and that the file should be in a “uuuuuu. Nnnn format” the reason for this is the that the uifdeclarations@labour.gov.za mailbox can only read and process payroll file types; all manual declarations should be sent to covid19declarations@labour.gov.za, all payroll declarations should be sent to uifdeclarations@labour.gov.za</p>
<p>Where an employer has applied for April and May, however only paid out for May</p>	<p>The employer does not need to do anything, the system will do a “re-run” and will make payment for April. The system does a re-run every 3-4 days</p>

HOW TO CONVERT AN EXCEL SHEET INTO A CSV FILE

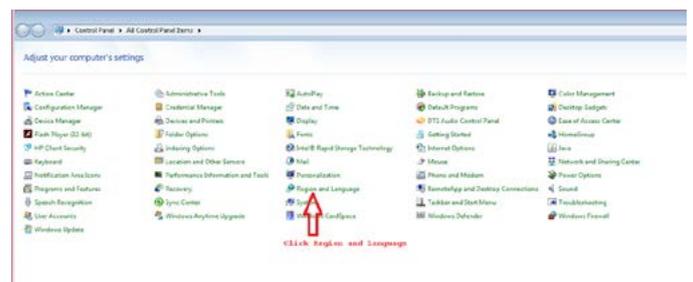
Press **Ctrl + R** on a Windows Machine and type **control panel** and Press **Enter**.



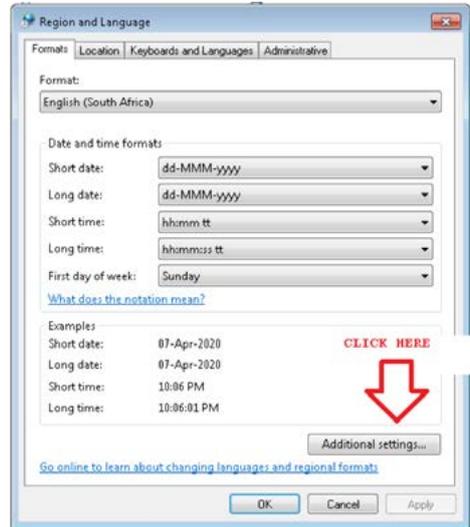
Alternatively, Go to Windows Start Button and select **Control Panel**



Select **Region and Language**

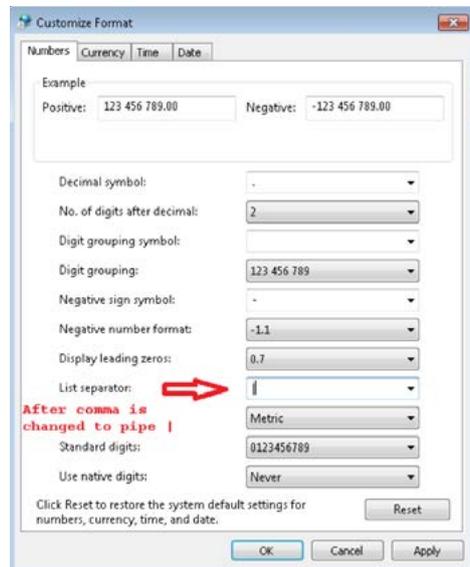


Click Additional setting

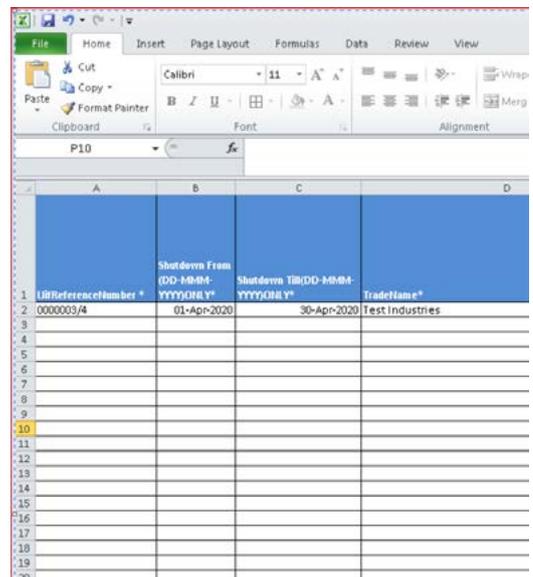


Change the Comma to pipe in Line separator field

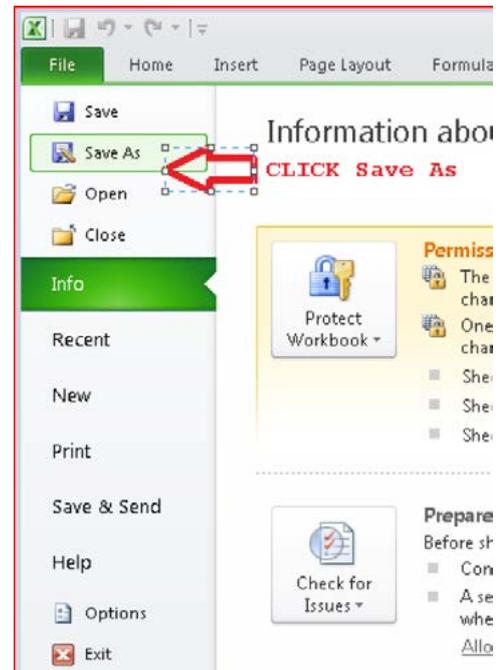
Once comma is changed to Pipe, click Apply button and then OK button.



Open the Excel file which has all your employee information. All fields marked * are mandatory fields. Complete all mandatory Fields to make sure your application is successfully loaded. If done incorrectly it will result in No Payment.



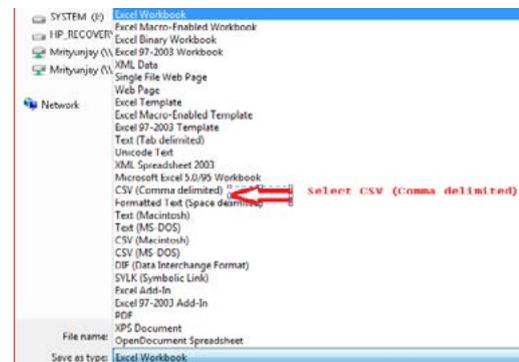
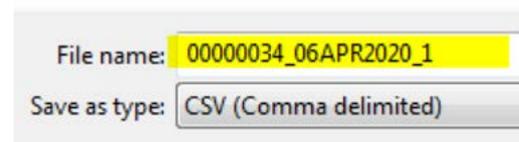
Go to File (Top Left in the File) and Click Save As



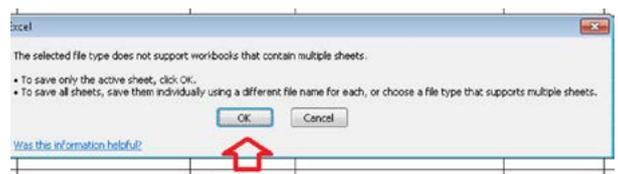
Select the 'Save as type' option dropdown and select CSV(Comma delimited). Also change the file name to be as follows:

a. UIFreferenceNumber_DDMMMYYYY_uniqueno.

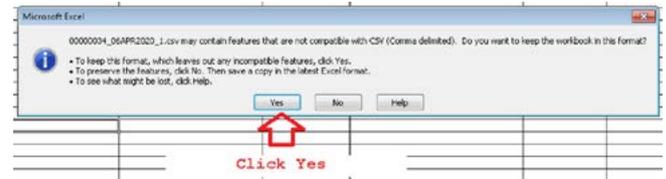
- If your UIF reference number is 1234567/8 - then put 12345678
- If the date is 6th April 2020 – then put 06APRIL2020
- If this is the first file you are sending then use 1
- Put under scores _ between the 3 pieces of information



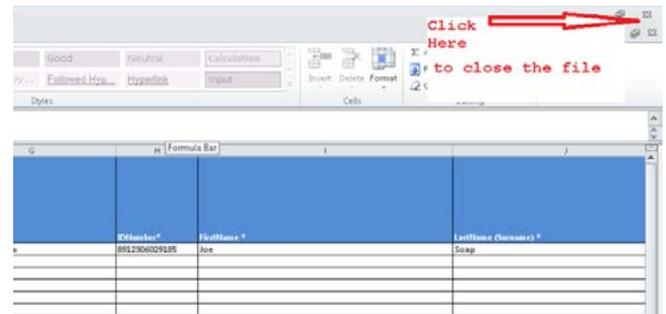
When you click Save, you will be prompted with a warning message saying "The selected file type does not support workbook that contain multiple sheets" Click OK button(marked with an Arrow)



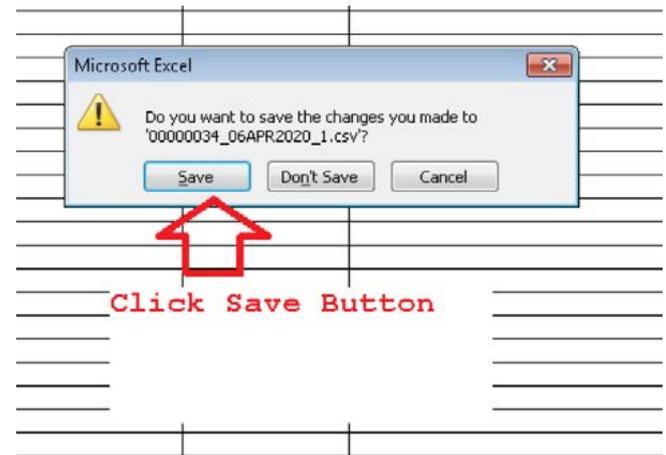
You will again be prompted with another warning message that the file may contain features that are not compatible with CSV(as below screen). Click **Yes** button(Marked with an Arrow)



Close the file as indicated by the arrow



Save the file as indicated by the arrow



The file will be saved in CSV format in the same location where the Excel file is located.
Right click on the file and select 'Open with' and select Notepad.

