

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 for the COVID-19 Relief Benefit?

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

COVID TERS Application Process

Applications are open. Visit your COVID portal for updates on lock down periods and application dates available. Deadline dates will also be communicated via the media and call centre.

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1. Universal Branch Codes

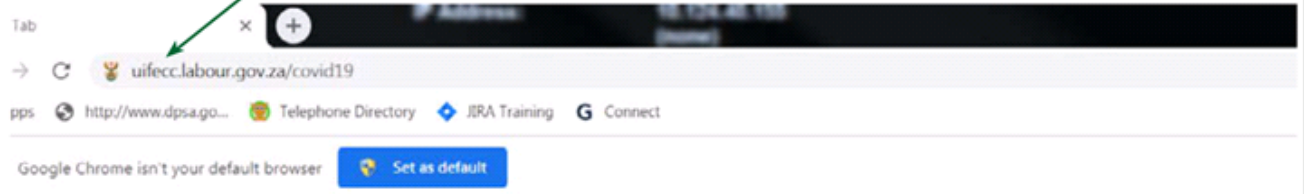
3. FAQ's

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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)

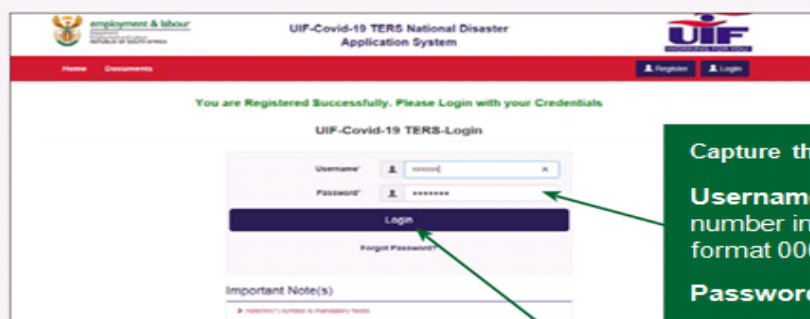
(<https://uifecc.labour.gov.za/covid19>)



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* [text box]

Trade name* [text box]

Paye Number [text box]

Contact Number* [text box]

Email Address* [text box]

Lock Down Period* [dropdown menu]

Payment Medium* [dropdown menu: Pay to employer]

UIF-Covid-19 TERS National Disaster Application System

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

Select UIF Reference* [text box]

Process [button]

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

4. Press proceed

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

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

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

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

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

Step 6. Uploading of the Required Documents

The screenshot shows a web browser window with the URL <https://uif.co.za/COVID-19/TERS/apply>. The page title is 'UIF-Covid-19 TERS National Disaster Application System'. The navigation bar includes links for Home, Application Info, Employer Details, Chapters, Payment Schedule Report, Status, My Account/Settings, and Logout. The main heading is 'Uploading of the Required Documents'. Below this, there are four document upload fields, each with a 'Choose File' button and a file name: 'Bank Confirmation Letter' (UIF-Covid-19 TERS - Bank Conf. Letter), 'Signed Approval/Acceptance Letter' (UIF-Covid-19 TERS - Signed Approval/Acceptance Letter), 'Proof of TERS Payment to Employees' (UIF-Covid-19 TERS - Signed Approval/Acceptance Letter), and 'Refunds to the UIF (if applicable)' (New Refund). A 'Proceed' button is located at the bottom of the upload section.

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. Application Submission

The screenshot shows the 'May Submission Confirmation' page of the UIF-Covid-19 TERS National Disaster Application System. The page has a red header with the Department of Employment and Labour logo on the left and the UIF logo on the right. The main content area is white and contains a confirmation form. The form asks two questions: 'Are you applying for same number of employees that you applied in April 2020?' and 'Are the salaries and Remuneration during lockdown for the employees still same as in April 2020?'. Both questions have radio buttons for 'Yes' and 'No'. Below these questions are two date pickers: 'Business Shutdown From' and 'Business Shutdown Till', both set to 2020/05/01. A blue 'Proceed' button is at the bottom of the form.

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)

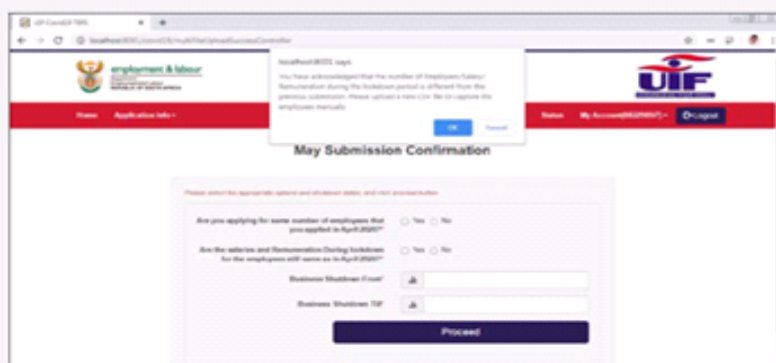
4. Business shutdown till (select the end date of the business shutdown for the month of May or June 2020)

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

The screenshot shows the same application system interface, but now displaying a confirmation message in a red box: 'Application for May 2020 has been submitted and will be processed.' The 'Proceed' button is no longer visible, indicating the submission was successful.

Step 7. Application Submission



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)



UIF-Covid-19 TERS - Add New Employee(s)

Do you want to upload CSV file?

☐ Yes ☐ No

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

FAQS

Application Process

| | |
|--|--|
| 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 e.g 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 | This happens when the employee's ID number cannot be found on our system. If this is for a SA national, please forward a UI.19 to COVID19declarations@labour.gov.za. If it is a foreign national please visit www.u-Filing.co.za and declare them. |
| Application Not Processed yet | There are still outstanding issues on the application. Please look at your declined list to enable you to make changes. |
| Employee not found | This could be for 2 reasons: ID format is incorrect - please go in and add this employee manually with the correct ID number ID number not on our system - Declare the employee The employee is not declared - Declare the employee |
| Registered after the 15th of March | All companies registered before or after 15 March now qualify. |
| Employee has active claim | Employee has submitted a claim for normal benefits and cannot qualify for a TERS benefit. |
| I need to get my UIF reference number | 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. |
| Salary received during lockdown period is more or equal to monthly income | You have placed the same or more than the employees' monthly income in Salary received during lockdown. For salary received during lockdown its what the employee is contributing to the employees' salary. For example, if you pay an employee R5000 a month, you wont qualify if the salary during lockdown is R5000. If you are paying the employee R2500 then you need to place R2500 in that column. The UIF will then calculate the difference owed. If you are not paying the employee anything during the time or the money paid was a loan then you need to place R0 in this column. |
| Overpayment Error | We defaulted leave income to R0 in April. We then placed a document online for you to select if we rightly defaulted this to R0 or incorrectly did so. The options were: - Remuneration stated was , Leave income , Advance , Error by employer to indicate the an amount and employee did not work for stated period - Remuneration received was for work done and correctly stated on the claim for TERS benefits and employer refunded or will refund any amount above the normal salary to the UIF - Employees did receive more than normal remuneration (TERS benefits plus remuneration for work done) but TERS benefits was paid over to employees <i>Overpayment will be raised on the second two options.</i> |

New front-end functions

| Banking Process | |
|--|--|
| 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. |
| Failed bank Verification | Employer needs to go and confirm their account number again with their universal branch codes. We check the following when verifying: * ACCOUNT NUMBER if it belongs to the clients; * ID NUMBER of the clients; * INITIALS AND SURNAME of the clients; * DORMANCY STATUS of the bank account and * JOINT ACCOUNT, if it is a joint account the verification will fail. |
| Failed branch code validation | Please check you branch code and make changes yourself if incorrect. The universal branch code for employers is preferable. |
| I need to edit my bank account details online | Applicants can update their banking details by themselves on the system. |
| I need to refund the UIF, how do I do this? | 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: *Bank statement *UIF ref number *Payment breakdown report You will then get a response to ask you to proceed with refund. |
| Invalid CIPC | A verification process is followed with the banks in order for the payment to be released. The data on TERS is shared with the bank for vetting purposes. If declined by the bank, then UIF cannot release payments. Please make sure all your details align with bank details, the following in particular are checked: * Account name * CIPS linked to the account * Account type * Account number |

Technical Issues on TERS

| | |
|--|---|
| I am locked out of my Covid 19 TERS account, how do I get access? | 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 Should you not receive this please send an email to Covid19TersPasswordReset@labour.gov.za , include your UIF ref number and contact details. |
| Login error: “you are not an authorised user - contact ICT” | A new security measure has been put in place to reduce potential fraud. 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 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. |
| HTTP 404 error | 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. |

Technical Issues on u-Filing

| | |
|---|--|
| UFL1001- "Application Exception in Find Entity" | <p>This occurs when the client data on u-Filing does not match back to client data on our back end system. This is a vetting process. If you fail vetting, you need to contact the call centre for escalation.</p> <p>To avoid delays you can submit a UI-19 with SA Nationals to covid19declarations@labour.gov.za.</p> <p>Foreign nationals can only be declared on u- Filing. Visit www.ufiling.co.za</p> |
| UFL1004-"Application Exception in Find Entity" | |
| UFL1006- Director Not Found in Find Entity" | |
| UFL1020-"The employer is found but reference data on Siyaya is not correct" | |
| UFL1030-"No declaration data can be found on Siyaya for the corresponding party and employee ID" | |
| UFL3136- "The Organisation ownership type is unknown please contact call centre" | |
| UFL2028- "The first declaration needs to be supplied with registration" | All new registrations must be accompanied by at least one employee being declared. |
| u-Filing declarations | Once an employee is declared on u-Filing, each month of declaration must turn green in order for you to be able to submit this employee to our back end system. |

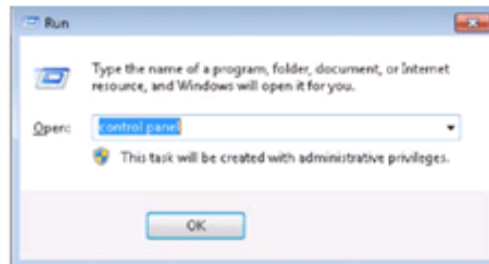
| Amendment Process | |
|--|---|
| Discrepancy process: | A Discrepancy process has been developed on the TERS portal, which will enable Users to make certain corrections on individual employee records, even after payment has been made to that person. The fields that impact the calculation of benefits, and which will be able to be corrected are: Monthly salary, Remuneration earned for work done, and Lock down period. |
| Monthly salary: | The amount entered in this field should be the monthly salary the employee normally earns if they were not affected by the lockdown. |
| Remuneration earned for work done: | <p>Only remuneration for hours worked in the period should be included in this field. If the employee did not work during the period, enter zero (0).</p> <p>Users are also recommended to review the values in this column in April, May and June.</p> |
| Lockdown period: | <p>TERS benefits are calculated on per day basis, hence capturing the lockdown period incorrectly will have resulted in a lesser benefit payment.</p> <p>Users should ensure that the lockdown period chosen corresponds either with the full lockdown period (month), or a specific shorter period if this aligns with the time the employee was affected by operational requirements. For example, if the business resumed full operations mid-month, then the lockdown period might be limited to 1 June – 15 June.</p> |
| How to correct information via Discrepancy process? | <p>For corrections for individuals who have already been paid, these corrections must be done via the “Discrepancy” tab.</p> <p>STEP 1: Click on the new “Discrepancy” tab.</p> <p>STEP 2: Choose the Lockdown period for which the correction needs to be made, from the drop-down</p> <p>STEP 3: All paid employees in the selected period will be available for editing.</p> <p>STEP 4: Locate the employees you need to edit using the sort / search functionality.</p> <p>STEP 5: Choose the employee and make the changes, before clicking “Submit” button.</p> |
| Important Notice: | <p>Any (or all) of the editable fields can be corrected (as applicable), but once User updates and submits the corrected record, it will become locked and no further changes will be allowed.</p> <p>Discrepancy corrections can ONLY be made manually on the portal. No CSV will be accepted or processed.</p> |

| Bank verification Process | |
|--|--|
| What information is verified? | <ul style="list-style-type: none"> Enterprise number (CK or CIPC number) linked to the banking details; or Identity number or passport number linked to the banking details; or Trade name linked to the banking details. |
| Important Notice: | Users must ensure that the information captured on the TERS portal exactly matches the information on your Bank Confirmation Letter. |
| Verification identifiers for NON-CIPC entities and process: | <p>Non-CIPC registered entities, such as NPO, Trusts, Schools and Clubs, are recommended to speak to their banks to determine the best means of verification.</p> <p><u>ID number verification:</u></p> <p>If an ID number, linked to the bank account can be utilised for verification purposes, then enter that ID number when prompted.</p> <p><u>Trade name verification</u></p> <p>Alternatively, opt for the Trade Name verification process. Please take note that if this option is chosen, care must be taken to ensure that the Trade Name on the TERS portal exactly matches the Trade Name as it appears on the bank confirmation letter (bank records).</p> <p>Manual Verification – ID/Passport Identifier (7 – 14 days)</p> <p>OR</p> <p>Manual Verification process – Trade Name Identifier (7 – 14 days)</p> <p>Trade Name must be verified via National Treasury and manually with the bank, via the service provider. As a result, timeframes are extended.</p> |
| Bargaining council verification identifier and process: | <p>In the case of Bargaining Councils acting on behalf of multiple employers, please opt for Trade Name verification as above.</p> <p>Manual Verification – Trade Name Identifier (7 – 14 days)</p> <p>Trade Name must be verified via National Treasury and manually with the bank, via the service provider. As a result, timeframes are extended.</p> |
| Fields that can be edited on the portal to ensure correctness: | The TERS portal will allow Users to edit their <u>CIPC/ID/Passport number</u> previously inputted, and/or update the <u>Trade Name</u> . |

| | |
|---|---|
| Verification for CIPC registered entities: | <p>Automatic Verification – CIPC/ID/Passport Identifier (24 hours)</p> <p>This applies to all “verifying” banks that are part of the network, including:</p> <p>ABSA Bank of Africa Bidvest Bank Capitec Discovery Bank First Rand Bank Grindrod Bank Grobank (Prev. Bank of Athens) Investec bank Mercantile Bank MOBILE MONEY MTN BANKING (STANDARD BANK) Nedbank (Prev. Perm) Nedbank/Old Mutual/Peoples bank/Nedbank Namibia/Cape of Good Hope/Perm SASFIN Bank Standard Bank SA STD Chartered bank</p> |
| What if I am CIPC registered, but do not bank with the listed banks? | <p>Manual Verification – CIPC/ID/Passport Identifier (7 – 14 days)</p> <p>Banks that are not part of the network (listed above) are required to be manually verified. This involves the applicant contacting the banks and individually requesting verification. As a result, timeframes are extended.</p> |
| Who is the UIF’s service provider? | <p>ABSA</p> |

How to convert your excel

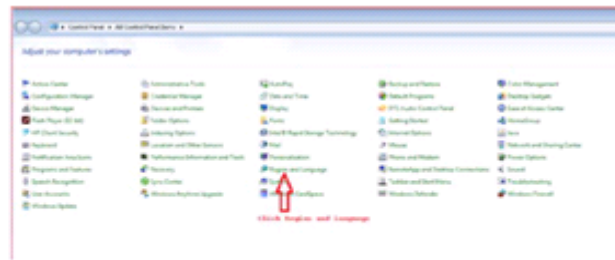
Press **Ctrl + R** on a Windows Machine and type control panel and Press Enter.



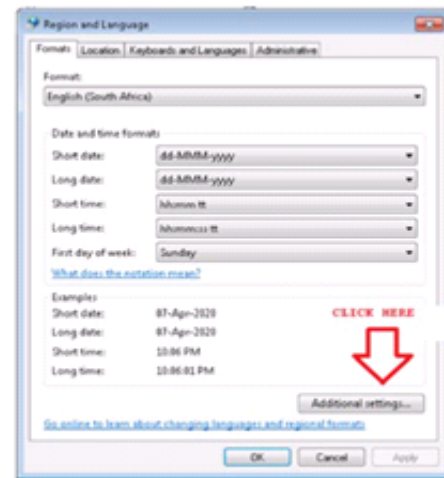
Alternatively, Go to Windows Start Button and select Control Panel



Select Region and Language

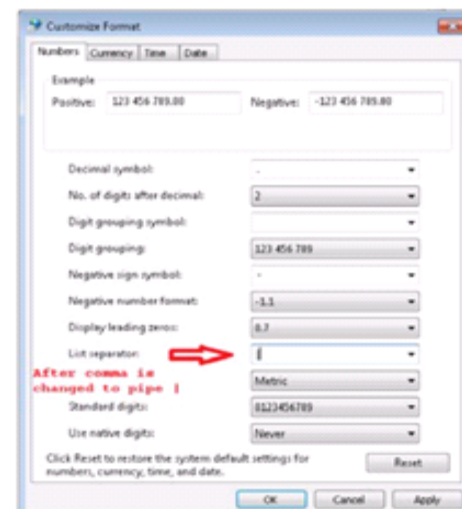


Click Additional setting



Change the Comma to pipe in
Line separator field

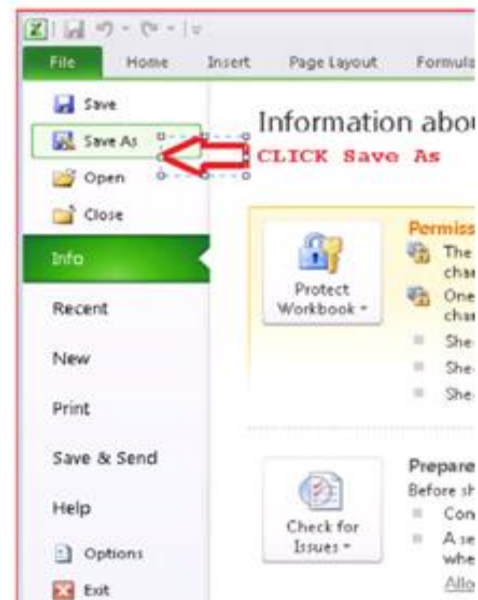
Once comma is changed to Pipe, click
Apply button and then OK button.



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.

| | A | B | C | D |
|----|-------------------|--------------------------|------------------------|-----------------|
| 1 | Employee Number * | Start Date From DD-MM-YY | Start Date To DD-MM-YY | End Date * |
| 2 | 00000124 | 10-Apr-2020 | 30-Apr-2020 | Test Industries |
| 3 | | | | |
| 4 | | | | |
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| 13 | | | | |
| 14 | | | | |
| 15 | | | | |
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| 17 | | | | |
| 18 | | | | |
| 19 | | | | |
| 20 | | | | |

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

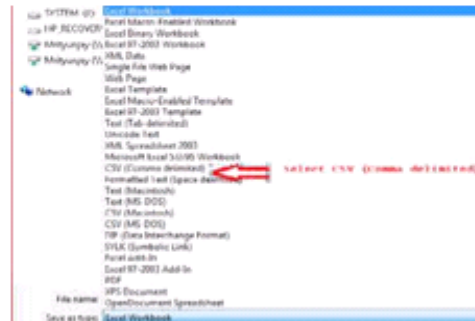


Select the 'Save as type' option dropdown and select CSV(Comma delimited). Also change the file name to be as follows:

a. UIFreferenceNumber_DDMMYYYY_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

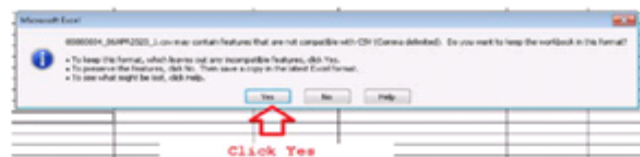
File name: 00000034_06APR2020_1
Save as type: CSV (Comma delimited)



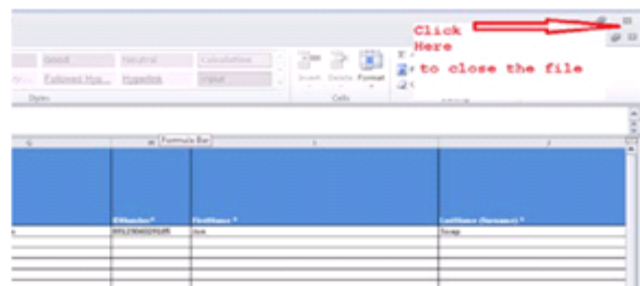
When you click Save, you will be prompted with a warning message saying "The selected file type does not support workbook that contain multiple sheets". Click OK button(marked with an Arrow)



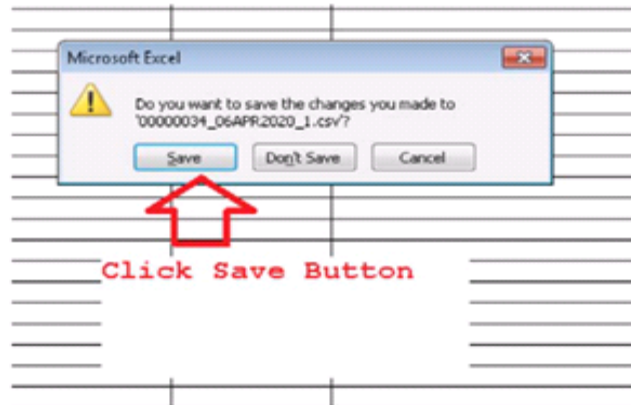
You will again be prompted with another warning message that the file may contain features that are not compatible with CSV(as below screen). Click Yes button(Marked with an Arrow)



Close the file as indicated by the arrow

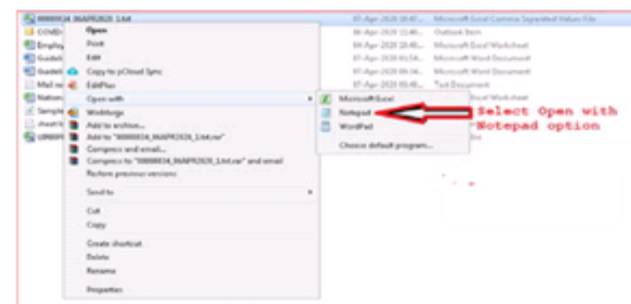


Save the file as indicated by the arrow



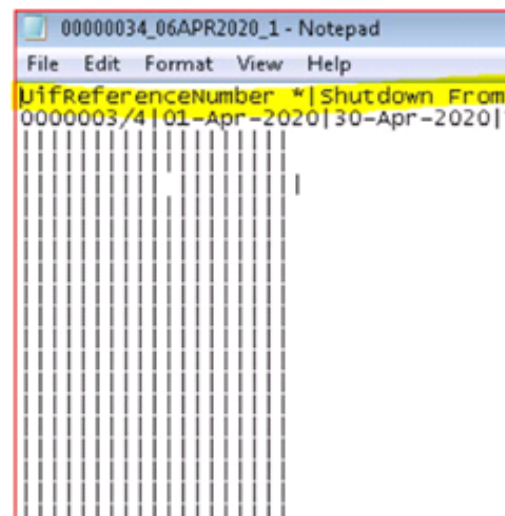
The file will be saved in CSV format in the same location where the Excel file is located.

Right click on the file and select 'Open with' and select Notepad.



The file will look like the one below with Pipe (|) delimiters.

Remove the Header that represents column name. Here the first line that starts with Uifreferencenumber must be removed.



Save the file using the Save option. The CSV file is ready for submission to the UIF.