



21.05.2021

Dear Employer / Statutory Body / Bargaining Council / Organisation

RE: TERS EXTENSION – LOCKDOWN PERIOD 16 OCT 2020 – 15 MAR 2021

APPLICATION CATEGORIES AND OPENING OF ON LINE PORTAL FOR SUBMISSION OF CLAIMS

The 4 categories of eligible employees for TERS extension – lockdown period 16.10.2020 to 15.03.2021 are given claims codes, which are:

Claim Code 1	Employees (on temporary lay-off or Reduced Work Time) within <i>those sectors</i> that have not been able to operate due to regulatory restrictions as per directives issued
Claim Code 2	Employees aged 60 and above, and who cannot be reasonably accommodated at work
Claim Code 3	Employees with co-morbidities and who cannot be reasonably accommodated at work
Claim Code 4	Employees in isolation and quarantine to prevent the spread of Covid19

We draw your attention to the critical dates for the submission of claims:

CLAIM CODE	CAPTURE METHOD	CLAIM WINDOW OPENS	PERIOD OF CLAIM
Claim Code 1	Revised CSV template (upload) Direct/manual capture on portal	01.03.2021	16.10.2020 to 31.12.2020
		27.04.2021	01.01.2021 to 15.03.2021
Claim Code 2	Direct/manual capture on portal	24.04.2021	16.10.2020 to 31.12.2020
		14.05.2021	01.01.2021 to 15.03.2021
Claim Code 3	Direct/manual capture on portal	24.04.2021	16.10.2020 to 31.12.2020
		14.05.2021	01.01.2021 to 15.03.2021
Claim Code 4	Direct/manual capture on portal	06.05.2021	16.10.2020 to 31.12.2020
		14.05.2021	01.01.2021 to 15.03.2021



KEY INFORMATION ON NON-SECTOR CLAIMS

When you select to apply for non-sector based claims (TERS claims for employees who are 60 and above, have comorbidities or who were required to self-isolate / quarantine.) there is a two-step verification process:

Step 1: Verification of Employer Registration with NIOH

The employer will be asked to confirm (via dropdown) if they are registered with NIOH and have declared their affected employees.

If yes, the Employer can proceed with the claim.

If no, then the employer is directed to visit <https://ohss.nioh.ac.za> to complete registration and employee declaration. Employers should allow four (7) days between receipt of Business ID and returning to the TERS portal to lodge a claim. The Business ID is required to complete this process.

Employers who are not registered will be unable to proceed with the claim.

Step 2: Verification of Employee Declaration with NIOH

The employer will be required to individually capture the details of each affected employee, whose ID/Passport/Asylum seeker number will be verified against those in the NIOH database.

Unless a match can be found, no claim can be accepted for processing for that individual.

Employers will also be required to upload a clear copy of passport or asylum seeker certificate that clearly indicates Date of Birth (DOB) for any foreign national employee for whom a claim is made due to their age as a vulnerability.

KEY INPUT DATA ON CLAIMS

Lockdown Period

The lockdown period is from 16 October 2020 to 31 December 2020, therefore a date earlier than 16 October or later than 31 December 2020 will not be accepted on the system. However, any dates within that range will be accepted. For example, loss of earning was restricted to a 14-day quarantine period, then insert start and end date of quarantine, i.e.: 22 October - 5 November 2020. Or, where the individual's temporary lay-off or reduced work time was limited to a specific month, e.g.: 1 - 31 December 2020.

Ensure accurate selection when capturing the lockdown period dates as benefits will be calculated on the selected number of days. ONLY A SINGLE CLAIM CAN BE MADE FOR THIS PERIOD.

Monthly Salary

Regardless of the lockdown period being claimed (even if for the full two-and-a-half months' lockdown period) you must only enter the **normal monthly salary** for the employee. DO NOT alter/extrapolate this value to meet the cumulative lockdown period.

Where a difference exists between the monthly salary provided with the claim, and what is recorded as an average salary in the Siyaya system, the calculation will be based on the lower of the two values. However, the UIF will for the purposes of the TERS extension period calculate an "average" salary of the contributor by looking at the six months' period 1 Oct 2019 – 31 March 2020, rather than only March 2020 as was previously utilized.



Remuneration earned for hours worked (excluding leave income and advance)

Unlike monthly salary, this column **must reflect the full lockdown period's cumulative remuneration**. The remuneration earned **for the entire period** must be stated. For example, employee earned R3000 in last two weeks of October plus R10000 earned in November and R0 remuneration in December then the total amount to be entered into this column is R13 000. If employee did not work, then the value entered should be zero (0).

Users are reminded that advances, ex gratia payments, or income related to annual or other leave, should be excluded.

DISPUTES / BANK VERIFICATION AND SECTOR APPEALS

- All **Disputes** received have been actioned. A valid channel to lodge your dispute will be via the call centre ONLY. No direct emails will be accepted due to the validation process. This process will start again on the 24 May 2021.
- Bank verification** – there is a process for manual bank verification via the call centre. Should you still be experiencing bank account unverified error messages please contact the Call Centre.
- Failed CSV** – there was an opportunity to reload genuinely failed CSVs again. A check is conducted to determine if you made the initial upload attempt prior to the closure date. If we cannot see an attempt, then your CSV will not be accepted.
- Foreign Nationals** – Processes for verification (declaration on uFiling and cross-check with Home Affairs or SARS) have been explained, however the call centre can provide further information on the process.
- Follow the money or Risk blocked** – If this error is showing it is because your business has a pending investigation or you have not granted access to our auditors. A list of auditors can be received from the call centre.
- Sector Appeals Phase 2** – If you cannot access the extension phase claims due to SIC code issues, please follow the Sector Appeal process. Access the Sector Appeal forms via the DEL web page and then call the call centre to get the secure link to make your submission. This process for submission of appeals will commence again on the 24 May 2021.



DECLARATION PROCESS:

Employees that are not declared by their employer with the UIF will not be processed for TERS payments. It should be noted that declarations should be made monthly, advising the UIF of the individuals for whom contributions have been made, and the value of said contributions.

The process to declare is as follows:

- SA CITIZENS
 - o Digital UI19 for non-payroll businesses. To access this template please login to the TERS system and download the spreadsheet to be used. A document is available on the TERS portal to guide and assist employers.
 - o EDEC process is aimed at Payroll software users. Payroll software programs have an automatic declaration process coded. All the employers need to do is create the LIVE UIF Declaration file and the file gets automatically sent to UIF.
- FOREIGN NATIONALS
 - o U-Filing has a module for foreign nationals to be declared. Please login or register on U-filing to enable Foreign National declarations. Please note that even foreign nationals for whom EDECs have been submitted need to be declared via U-filing to enable TERS verification and processing for payment.

**Employers must note that Home Affairs or SARS databases are also checked as a first step to ensure validity of the ID Number/Passport number. If this is not valid the above process will still fail, despite declarations made.

Queries:

Should you have any further queries, or require assistance, please contact Call Centre on 0800 030 007. Your understanding and co- operation is highly appreciated.

ERROR MESSAGES ON THE PENDING AND REJECTED CLAIMS

To assist you to unblock employees who are currently pending payment due to errors, we have provided an Error Message guide. The attached spreadsheet contains three critical columns, that is:

- Error messages as reflected on the pending and rejected tab on the TERS portal
- Description column which provides an explanation for better understanding of the error message
- Solution column which outlines the action to be taken by the employer, where applicable

Once actioned successfully the system will automatically initiate re-processing of all claims.

Employers will be given 14 days from receipt of this communication and if no action/correction is activated, all unpaid employees will be marked final and closed. However, kindly note the UIF will action the changes / correction within and beyond the 14-days. Thus, the 14-day rule is only for employers to action the necessary changes on their side.

Regards
Unemployment Insurance Commissioner