



employment & labour

Department
Employment and Labour
REPUBLIC OF SOUTH AFRICA

Compensation Fund, Delta Heights Building 167 Thabo Sehume Street, Pretoria 0001
Tel: 0860 105 350 | Email address: cfcallCentre@labour.gov.za www.labour.gov.za

TO: ALL EMPLOYERS WHO ARE REGISTERED WITH THE COMPENSATION FUND

RESUSCITATION OF THE OLD ROE ONLINE SYSTEM

The Compensation Fund has begun its modernization journey through the implementation of the eCOID project, the focus being to modernize and consolidate our systems to make Compensation Easy for our staff and our stakeholders. The CF-Filing platform is also subjected to this modernization.

In-line with this modernization, the **CF-Filing** system will be **offline** as of **28 August 2019**, to allow for the first phase of the technical migration. The support@cf-filing.co.za mailbox will no longer be in use.

For business continuity, a decision was taken to resuscitate the old ROE Online system to replace CF-Filing until further notice. Internal staff will still have access to SAP to process in the back-end during this period.

The ROE Online system will allow employers to perform the following actions:

- Employer Registration
- Submit Return of Earnings
- Retrieve Letter of Good Standing
- Verify Letter of Good Standing

The **online payment** platform will **no longer be available**, however an employer may utilize the banking details on the Notice of Assessment/Invoice to make a direct payment at the bank or EFT, using the contract account (99*) number as a reference.

For any queries the contact details are as follows:

- CF Customer Care number: 0860 105 350
- Employer Registration: RegistrationCF@labour.gov.za
- Assessments referred for Audits: 2018ROE@labour.gov.za
- Request for Instalment Plan and Statement of Account: CFDebtors@labour.gov.za
- Allocation of payments: Clarification@labour.gov.za

To access the ROE website go to cfoffline.labour.gov.za online system. Alternatively, go to www.labour.gov.za, click on the **Services** tab, then choose the relevant service required.



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Thank you for your continued support during this transition.

Kind Regards,

Nokuthula Sihlangu

Acting Chief Director: COID Services

Date: 26/8/2019



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