

DEPARTMENT OF EMPLOYMENT AND LABOUR

INTEGRATED CONTACT CENTRE

UIF

***Frequently
Asked
Questions***

1. PURPOSE OF THIS DOCUMENT

The purpose of this document is to provide frequently asked questions that are collected via the Integrated Contact Centre (ICC) project for the Department of Employment and Labour Unemployment Insurance Fund (DE-UIF). The data herewith was collected using the ICC CRM system namely DCE.

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Claim appeal Manual/Online	Claim appeal Manual/Online	Refused Claim	<p>You can appeal if your application was refused due to the following reasons:</p> <ul style="list-style-type: none"> • If you did not apply within 12 months from date of termination • If you did not apply within 12 months from order of adoption • If you did not apply within 12 months after date of birth of child • If you have been suspended • Applicant is deceased • The reason for termination does not entitle you to claim (e.g. resigned, absconded) • You are currently employed and cannot claim. (employee still active) • Contact the call center for further assistance or go to your nearest labour center
Claim appeal Manual/Online	Claim appeal Manual/Online	Rejected Claim	<p>You can only appeal a claim that has been refused. All applications with outstanding documents & incomplete applications (Rejections).</p> <ul style="list-style-type: none"> • The applicant doesn't have enough credits available. • The application was not logged within the allowed time frame • Contact The call center for further assistance or go to your nearest labour center

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Adoption Benefit	Adoption Benefit	Application Benefit enquiry	<p>Qualifying criteria: If you have legally adopted a child younger than two years, according to the Child Act 74 of 1983 Apply within 12 months from the date you are issued with the adoption order.</p> <p>Documents required:</p> <ul style="list-style-type: none"> • 13-digit bar-coded ID or passport; • form UI-2.8 for banking details; • UI-19 and the Salary Schedule • form UI-2.7; (Leave Income) • certified copy of the adopted baby's birth certificate; and certified copy of the adoption order. <p>Turnaround times: 20 working days for approval on complete claims. 7-10 working days for payments 28 days for the continuation of payment.</p>
Adoption Benefit	Adoption Benefit	Claim Status inquiry	Contact the call center to get the status of your application or visit your nearest labour center

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Death Benefit	Death Benefit	Application Benefit inquiry	<p>Visit your nearest labour center with the following information/documents</p> <ul style="list-style-type: none"> • The surviving spouse/life partner must apply for benefits within 18 months from the date of death of the contributor. • If no claim was made by the spouse or life partner, then the dependent child or nominated beneficiaries may apply within 14 days after the 18 months has expired. Preference is first given to the spouse/ life partner, Then the children of the deceased and finally nominated beneficiaries (If there are no other eligible applicants). • A new provision is that a contributor may nominate beneficiaries who will be eligible to claim if no other dependants apply for benefits. • Subject to credits, Benefits can be paid for a maximum of 365 days with a period of 4 years. • The dependent child (under age of 25 and is still a learner) can apply if the surviving spouse/life partner has not applied or if there is no surviving spouse or life partner. Documents required to apply • 13-digit bar-coded/Smart Card RSA ID, • Passport or valid foreign national passport/ID card/ asylum seeker/refugee document. • Children: in the case of a guardian, proof of guardianship is required, and if applicable a letter confirming that a minor is still in school and a birth certificate will be required. A death certificate will also be required. • Marriage certificate. • Death certificate of the deceased contributor: (The application will not be considered with a foreign death certificate. Only a South African burial order issued by the Department of Home Affairs will be accepted) • Marriage certificate or Lobola letter or an affidavit in case of life partner. • Birth certificate/s of dependant/s. • Proof of schooling (applies to all dependants who are between the ages of 21 and 25). • UI 53 in case of nominated beneficiaries
Death Benefit	Death Benefit	Claim Status enquiry	<p>Visit your nearest labour center where you applied to get the status of your application</p>

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Illness Benefit	Illness Benefit	Application Benefit enquiry	<p>Workers who become ill have the right to claim from the UIF. You can claim only if you are unable to work because of your illness.</p> <p>You cannot claim if you:</p> <ul style="list-style-type: none"> * Are ill for less than 7 days; or * Refuse medical treatment. <p>Turnaround times: 20 working days for approval on complete claims. 7-10 working days for payments COB will be determined by a medical report. When must I claim? You must claim within 6 months and 7 days of becoming ill. Based on Legislation in Section 22 of the Unemployment Insurance Act 1993.</p> <p>How long can I claim for? You can claim from the day the doctor declared you unfit for work provided; Credit accrued Medical report</p> <p>Documents required:</p> <ul style="list-style-type: none"> • 13-digit bar-coded ID or passport; • UI-2.8 form for banking details; • UI-19 form to show that they are not working; • UI-2.2 Medical certificate • UI-2.7 form; Leave income

Illness Benefit	Illness Benefit	Claim Status enquiry	Contact the call center to get the status of your application or visit your nearest labour center
Manual Claims process	Manual Claims process	How to Claim Manually	Visit your nearest labour center with supporting documents

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Maternity Benefit	Maternity Benefit	Application Benefit enquiry	<p>A contributor must have been employed for At Least 13 weeks before the date of application for maternity benefits</p> <p>A contributor can apply 8 weeks before child birth and up to 12 months after childbirth.</p> <p>A contributor who had a miscarriage in the 3rd trimester is also entitled to maternity benefit for the full period</p> <p>in an event of a miscarriage or a stillbirth, Benefits are paid for a maximum period of 121 days.</p> <p>Documents required:</p> <ul style="list-style-type: none"> • 13-digit bar-coded ID or passport; • UI-2.8 form for banking details; • UI-19 & Salary Schedule Completed by the Employer • UI-2.7 form (Leave Income) Employer (must be captured per month) • UI-2.3 Medical Certificate (Completed by Medical Practitioner) • Birth Certificate <p>Turnaround times</p> <p>20 working days for approval on complete claims. 7-10 working days for payments 28 days for the continuation of payment.</p>
Maternity Benefit	Maternity Benefit	Claim Status enquiry	Contact the call center to get the status of your application or visit your nearest labour center

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Online Claims process	Online Claims process	How to Claim Online U Filing	<p>If you are a registered client;</p> <ul style="list-style-type: none"> • Once profile is active, click on Benefits application and payments tab • Click on apply for benefits • Select type of benefit • Apply and follow the system application process and enter the correct information • After completing all information correctly, click on submit <p>If you are not a registered client;</p> <ul style="list-style-type: none"> • Go to ufiling.labour.gov.za/uif and follow the steps below • Click on register • Read and accept terms and conditions • Enter demographic information. • Register and await activation. • Once the profile is active, click on the Benefits application Payment sends tab • Click on Apply for benefits • Select type of benefit • Apply and follow the system application process and enter the correct information • After completing all information correctly, click on submit • you will receive an sms notification stating that your application has been submitted successfully
Online Claims process	Online Claims process	Send to assessor status on Ufiling (all documents submitted)	Application is sent to the assigned assessor/labour centre for processing

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Ordinary / Unemployment Benefit	Ordinary / Unemployment Benefit	Application Benefit enquiry	<p>Application must be logged within 12 months of becoming unemployed</p> <p>When applying for ordinary benefit select YES for the following :</p> <ul style="list-style-type: none"> • Are you capable and available for work? • Are you a registered work-seeker? <p>For the 3rd question indicated below select No ; Was the reason for termination a constructive dismissal as per the CCMA?</p> <p>Important Note: You can still submit your application and allow the system to process the rejection reason. This is when an employee was Retrenched, Dismissed or Contract Terminated due to Fixed Term contract.</p> <p>Documents required Manual process: 13-digit bar-coded ID or passport; UI-2.8 form for banking details; UI-19, salary schedule and a service letter.</p> <p>Foreign nationals must visit the labour Centre (Cannot apply online)</p> <p>Turnaround time for claims submission is 12 months to make an application from the date of unemployment.</p> <p>Turnaround times: 20 working days for approval on complete claims. 7-10 working days for payments. 28 days for the continuation of payment.</p>
Ordinary / Unemployment Benefit	Ordinary / Unemployment Benefit	Claim Status enquiry	Contact the call center to get the status of your application or you can visit your nearest labour center

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Paternity Benefit	Paternity Benefit	Application Benefit enquiry	<p>The Unemployment Insurance Fund (UIF) will start processing claims for the new Parental Benefits from 1 November 2019, to contributing and qualifying UIF beneficiaries.</p> <p>This follows President Cyril Ramaphosa’s signing of a Proclamation to give the highly anticipated Parental Benefit in terms of the Unemployment Insurance Act an effective date from 1 November 2019. the President signed the Labour Laws Amendment Bill into Act, which effected amendments to the Basic Conditions of Employment Act and the Unemployment Insurance Act of 2001. Through these amendments, UIF contributors will be eligible to claim the new benefit from the Fund.</p> <p>The following forms can be used to claim Parental benefit:-</p> <p>UI 19 – Declaration of information of commercial employees and workers employed in the private household</p> <p>UI 2.7 – Remuneration received by the employer whilst in employment</p> <p>UI 2.8 – Authorisation to pay benefits into the banking account</p> <p>UI 2.9 – Application for payment of parental benefits in terms of regulation 6 (3)</p> <p>UI 2.9 - Application for parental benefit in terms of section 26 (a)</p> <p>Qualifying UIF contributors can visit any Labour Centre in the country with the prescribed application form and the following support documents to submit for a Parental Benefit claim:</p> <p>Identity Document of the applicant; Birth Certificate of the child with full details of parents; and Details of a valid bank account.</p>
Paternity Benefit	Paternity Benefit	Claim Status enquiry	Visit your nearest Labour Centre for assistance

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Reduced work time	Reduced work time	Application Benefit enquiry	The UIF offers benefits for employees who lost income as a result of reduced work time or as a result of work stoppage. Clause 12(1B) provides that 'A contributor employed in any sector who loses his or her income due to reduced working time, despite still being employed, is entitled to benefits if the contributor's total income falls below the benefit level that the contributor would have received if he or she had become wholly unemployed, subject to that contributor having enough credits. Documents required Manual process: 13-digit bar-coded ID or passport; UI-2.8 form for banking details; UI-19, salary schedule and a service letter. UI-2.7 (Leave Income) Foreign nationals must go to the labour Centre Turnaround times: 35 working days
Reduced work time	Reduced work time	Claim Status enquiry	Visit your nearest Labour Centre for assistance
Contribution Ceiling	Contribution Ceiling	Enquiry regarding amount	Send email to enquiries.debtors@labour.gov.za, indicate your UIF reference number
Contribution Outstanding	Contribution Outstanding	Confirmation of Contribution Outstanding	The ceiling amount is R17712.00 R177.12 is payable from the Fund. You will be able to access information regarding the ceiling amounts according to the UIF amendment act 10 of 2016 on the Departmental website (www.labour.gov.za)
Contribution Outstanding	Contribution Outstanding	Monthly contribution % for employer and employee	Contributions Payable The contribution that employers must deduct from a worker's pay is 1% of the worker's total earnings, excluding commission. In addition to the 1% deducted from the worker, the employer also contributes 1% for every worker that they employed. The total contribution paid to the UIF is therefore 2%.

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Addition or termination of Employees	Addition or termination of Employees	The process to add or terminate (ONLINE)	Contributions Payable The contribution that employers must deduct from a worker's pay is 1% of the worker's total earnings, excluding commission. In addition to the 1% deducted from the worker, the employer also contributes 1% for every worker that they employed. The total contribution paid to the UIF is therefore 2%.
Addition or termination of Employees	Addition or termination of Employees	The process to add or terminate (MANUAL)	Adding, terminating, or changing employee ONLINE Log onto the u-filing portal. Go to "Declarations Manager". Click on the employer's name Click on edit/view next to the employee's name Add employment info, Employer to add or termination
Change in Employee information	Change in Employee information	The process to submit changes	Manual UI19: Employer to Complete the UI19 form manually, submit it to the Labour Centre or email it to the Contact Centre: uifcontactcentre@alteram.co.za
Change in Employee information	Change in Employee information	The process to submit changes	Manual UI19: Employer to complete the UI19 form manually, submit it to the Labour Centre, or email it to the Contact Centre: uifcontactcentre@alteram.co.za To Add, terminate, or change employee ONLINE Log onto the u-filing portal. Go to "Declarations Manager". Click on the employer's name Click on edit/view next to the employee's name Add employment info, Employer to add or termination
Manual Declaration process	Manual Declaration process	How to Declare Manually	Manual UI19: Complete the UI19 form manually, submits it to the Labour Centre or email it to the Contact Centre: uifcontactcentre@alteram.co.za
Online Declaration process	Online Declaration process	How to Declare E Dec Employers with Payrolls	EDec: Submit declarations electronically (i.e. Electronic Payroll Declaration) the payroll file is emailed to: declarations@labour.gov.za

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Online Declaration process	Online Declaration process	How to Declare Digital UI 19 Employers without Payrolls	Complete the UI19 form digitally and email it to uifcontactcentre@alteram.co.za

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Outstanding Declarations	Outstanding Declarations	Assistance in updating historic data	<p>Manual UI19: Employer completes the UI19 form manually, submit it to the Labour Centre or email it to the Contact Centre: uifcontactcentre@alteram.co.za Or log onto u-filing portal.:ufiling.labour.gov.za/uif</p> <ul style="list-style-type: none"> Click on “Declarations Manager” on the right, this will display a list of the Employers linked to your uFiling profile. To view or retrieve active employees for an existing employer, click on the name of that employer on the left. This will display the Employment Summary for that employer, including an employee list and declaration summary. To manage or update employee information, scroll through the employee list or use the search function to find the relevant employee record. Click on the ‘Edit/View’ button on the right to view the employment status and history of that individual. Click on the pencil icon on the right to edit employment and salary information Click on the trashcan icon to delete the selected employment information Click on Add employment Info if it was not captured previously Click on the Back button at the bottom to return to the employee list for the employer To capture new employees, click on “Add Employee” below the employee list on the Employment Summary Existing users may need to complete a few additional steps to retrieve historical declaration data before processing current declarations on the new uFiling website. Click on “Declarations Manager” on the left and click on the relevant Employer to open the Employment Summary. Click on “View Declarations” below the table on the right. Tip: Click on “View Issue” for a summary of possible issues with declarations. Click on View/Edit to rectify the relevant declaration(s) Click on “Calculate Declarations” to view a grid displaying a five-year history of prior declarations. If no results are displayed immediately, click on “Calculate Declarations” again. On the Employer Declaration screen, select the month displayed in red on the grid (click on View), and click on Open Declaration

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
APP Payment process	APP Payment process	How to Submit On line Payment Request APP	<p>Payment Continuation Activating Payment continuation benefits</p> <ul style="list-style-type: none"> • Dial *134*843# and select “Option 4”. • Enter the ID Number. • Select if you have a PIN registered. If Not, you will be asked to visit your nearest labour centre. • Enter your PIN. • Banking Details = same) • Choose Benefit Type. • You are asked whether you are still unemployed. • You are asked to enter the date you returned to work. • You are asked whether your banking details have changed. If your banking details haven’t changed you are asked to enter the last digits of your account number. • If the benefits type is Maternity or Illness you are asked whether you have an email address. If you do, a form will be sent to your email, which you need to complete and send back. if you do not have an email an SMS will be sent to you telling you what to supply. • For any other benefit type the process can continue through the USSD. <p>Activating Payment continuation benefits (Currently Employed,</p> <p>Banking Details = same)</p> <ul style="list-style-type: none"> • Choose Benefit Type. • You are asked whether you are still unemployed. • You are asked to enter the date you returned to work. • You are asked whether your banking details have changed. If your banking details haven’t changed you are asked to enter the last digits of your account number. • If the benefits type is Maternity or Illness you are asked whether you have an email address. If you do, a form will be sent to your email, which you need to complete and send back. if you do not have an email an SMS will be sent to you telling you what to supply. • For any other benefit type the process can continue through the USSD. <p>Activating Payment continuation benefits (Currently Employed, Banking Details = NEW)</p> <ul style="list-style-type: none"> • Choose Benefit Type. • You are asked whether you are still unemployed. If you are not unemployed you are asked which date you returned back to work. • You are asked whether your banking details have changed. If they have you are asked to visit your nearest labour centre.

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
APP Payment process	APP Payment process	How to Submit On line Payment Request APP	<p>Activating Payment continuation benefits (Still Unemployed, Bank Account = same)</p> <ul style="list-style-type: none"> • Choose Benefit Type. • You are asked whether you are still unemployed. • You are asked whether your banking details have changed. If your banking details haven't changed you are asked to enter the last digits of your account number. • If the benefits type is Maternity or Illness you are asked whether you have an email address. If you do, a form will be sent to your email, which you need to complete and send back. if you do not have an email an SMS will be sent to you telling you what to supply. • For any other benefit type the process can continue through the USSD. <p>Activating Payment continuation benefits (Still Unemployed, Bank Account = NEW)</p> <ul style="list-style-type: none"> • Choose Benefit Type. • You are asked whether you are still unemployed. • You are asked whether your banking details have changed. If they have then you are referred to your nearest labour centre to update them and the USSD session ends.
General Payment Enquiry	General Payment Enquiry	Short payment received / Payment not received	<ul style="list-style-type: none"> • Contact the call center or visit your nearest labour center with bank statement
General Payment Enquiry	General Payment Enquiry	Turnaround time for payment	<ul style="list-style-type: none"> • Payment turnaround time is 7 to 10 working days after the assessment.
Payment Enquiry	Payment Enquiry	Payment Status	<ul style="list-style-type: none"> • Contact the call center to get the status of your application or visit the nearest labour center

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Payment Enquiry Benefit	Payment Enquiry Benefit	Payment continuation	<p>Once your application have been approved visit your nearest labour center to submit a continuation of benefit or to log back into your u-Filing account ufiling.labour.gov.za/ufif</p> <ul style="list-style-type: none"> • Click on “Benefit Application and Payments” on the left, and then click on “Continuation of Benefit”. • Step 2: Select the type of Benefit you applied for then click “next”. • Step 3: Read through the Terms & Conditions, once the customer has read and understood the T&Cs, Click on this box and click “next”. • Verify if the banking details captured are correct and click on “next” • Update Personal Information. If everything still stands, click on “next” • This is when a customer declares that they are indeed still unemployed. • Sent to Paymaster
Payment Enquiry Payment credit days	Payment Enquiry Payment credit days	Remaining credit days	<ul style="list-style-type: none"> • Contact the call center to get the status of your application or visit your nearest labour center
Manual Registration process	Manual Registration process	How to Register Manually	<p>You will need to send your documents to newui8registrations@labour.gov.za</p> <ul style="list-style-type: none"> • For commercial employers, please email the following documents UI8, UI19, CK document, SARS certificate, employer email address, and ID copy • For domestic employers, please email the following documents UI8, UI19, email address, and ID copy

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
On Line Registration process	Online Registration process	How to register online - www.uifiling.co.za	<ul style="list-style-type: none"> • Access the Ufiling portal ufiling.labour.gov.za/uif • Navigate to the menu on the left-hand side of the screen. Select “Registrations” and choose “Register • Choose the option of commercial employer • Verify the employer (Choose ownership type) • Update ownership details • Select qualification criteria • Capture organization details • Add your employee • Add employee employment details • You will get a registration successful message • Click continue
Proof of Registration	Proof of Registration	Explanation request of compliance certificate	Contact the call center to be assisted or visit the nearest labour center
Request for Reference Number	Request for Reference Number	Help in how to obtain?	<p>Contact the call center with the following information or email the information to uifcontactcenter@alteram.co.za</p> <p>Name and Surname of the director ID number of the director Contact details of the company Address of the company Trade name Registration number PAYE number Email address</p>
Manual Registration Process	Manual Registration Process	How to Register Manually	<p>Send your documents to newui8registrations@labour.gov.za</p> <ul style="list-style-type: none"> • For commercial employers, please email the following documents UI8, UI19, CK document, Email address, SARS certificate and Employer ID copy • For domestic employers, please email the following documents UI8D,UI19, Email address and Employer ID copy

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
On-Line Registration Process	Online Registration Process	How to register online - www.uifiling.co.za	<ul style="list-style-type: none"> • Access U Filing portal uifiling.labour.gov.za/uif • Navigate to the menu on the left-hand side of the screen. Select “Registrations” and choose “Register • Select the Domestic employer tab Click on “Register” at the bottom on the right. • Complete the vetting process, verifying historical contact details • You can only register as a Domestic employer ONCE with your ID number. • Add at least one employee as part of the registration process, starting with their identity number • Click on “Retrieve”. This will send a request for the information • Screen pop of available info or that ID number at UIF • Confirm the name and date of birth of the employee and click on “Next” to continue. • Complete all required fields related to the individual’s employment, including demographic details, and click next • Add details of at least one beneficiary for your employee and click on “Add Beneficiary”. • Click on “Submit” to finalize the new Domestic Employer Registration • Customer will receive an email from the Department with the UI number for the new employer • Process additional employees in the same way. <p>Documents/Information you have to be ready with:</p> <ul style="list-style-type: none"> • The Domestic employers have valid 13 Digit South African ID. • Your e-mail address is where all correspondence will be emailed. • If a practitioner is registering a domestic employer a, the domestic employer’s details are required. • Your banking details and valid branch code that you will nominate to be used to securely pay your UIF contributions. • The employee valid 13 Digit South African ID number. • The employee’s employment details.
Access blocked	Access blocked	Account Locked [PASSWORD RESET]	<ul style="list-style-type: none"> • You can use the Forgot Password functionality under the Login menu item to reset your password. This will send a temporary password to the preferred method of contact, setup upon registration. If those details have changed, you will need to contact the call center on 012 337 1680

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Access blocked	Access blocked	Blocked Password	<ul style="list-style-type: none"> • Contact the call center for further assistance
Access blocked	Access blocked	Failed vetting on Registration	<ul style="list-style-type: none"> • You did not answer the security questions correctly, Contact the call center for further assistance or visit your nearest labour center • Required Information: • Name and Surname. • Customer ID Number/Passport Number. • Contact details and email.
Access blocked	Access blocked	ID Locked on user Registration	<ul style="list-style-type: none"> • You did not answer the security questions correctly, Contact the call center for further assistance or visit your nearest labour center • Required Information: • Name and Surname. • Customer ID Number/Passport Number/ID copy • Contact details and email.
Activation Enquiry - Email	Activation Enquiry - Email	Email link to be accessed (Not received)	<ul style="list-style-type: none"> • Contact the call center for further assistance or visit your nearest labour center

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Activation Enquiry - SMS	Activation Enquiry - SMS	SMS details to be used to log onto U-Filing system (Not received)	<p>In order to use the u-Filing website and services, a registration process is to be followed in order for one to obtain their own unique login name and password.</p> <ul style="list-style-type: none"> • Browse ufiling.labour.gov.za • Click “Register” • Read and Accept the T’s & C’s • Click “Continue” • Furnish the form presented to you with the correct information as per Field. • Note that all fields marked with an asterisk should be completed. • Confirm that you are not a bot • Click Register • UIF receives captured data for verification • Temporary logins will be sent as per your preferred method of contact • The user will receive an activation email** • Click on the link to activate your account • ** If the preferred method of communication is SMS - the user will only receive their temporary login details - no need for account activation
Commercial Registration	Commercial Registration	Registration process support for new company registrations	<ul style="list-style-type: none"> • Access U Filing portal ufiling.labour.gov.za/uif • Navigate to the menu on the left-hand side of the screen. • Select “Registrations” and choose “RegisterChoose the option of commercial employer • Verify the employer (Choose ownership type) • Update ownership details • Select qualification criteria • Capture organization details • Add your employee • Add employee employment details • You will get a registration successful message • Click continue
Domestic Registration	Domestic Registration	Registration process support	<p>To register manually, visit the labour center or you will need to send your documents to newui8registrations@labour.gov.za</p> <ul style="list-style-type: none"> • For domestic employers email the following documents UI8, UI19, and ID copy.

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
	Domestic Registration online	Registration process support Manually remove	<ul style="list-style-type: none"> • Access U Filing portal ufiling.labour.gov.za/ufifNavigate to the menu on the left-hand side of the screen. Select “Registrations” and choose “Register • Select the Domestic employer tab • Click on “Register” at the bottom on the right. • Complete vetting process, verifying historical contact details • You can only register as a Domestic employer ONCE with your ID number. • Add at least one employee as part of the registration process, starting with their identity number • Click on “Retrieve”. This will send a request for the information • Screen pop of available info or that ID number at UIF • Confirm the name and date of birth of the employee and click on “Next” to continue. • Complete all required fields related to the individual’s employment, including demographic details, and click next • Add details of at least one beneficiary for your employee and click on “Add Beneficiary”. • Click on “Submit” to finalize the new Domestic Employer Registration • Customer will receive an email from the Department with the UI number for the new employer • Process additional employees in the same way. <p>Documents/Information you have to be ready with:</p> <ul style="list-style-type: none"> • The Domestic employers valid 13 Digit South African ID. • Your e-mail address is where all correspondence will be emailed. • If a practitioner is registering a domestic employer as the domestic employers’ details are required. • Your banking details and valid branch code that you will nominate to be used to securely pay your UIF contributions. • The employee valid 13 Digit South African ID number. • The employee’s employment details.

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Existing Commercial Registration	Existing Commercial Registration	Addition of Companies with existing UIF Reference Numbers	<p>You will need to send your documents to newui8registrations@labour.gov.za</p> <p>Manual registration CK/CIPC documents U19 form U18 form ID copy of the director</p>
Guidance	Guidance	How to use the system	<ul style="list-style-type: none"> • Download the manual on u-filing portal; ufiling.labour.gov.za/ufif
Labour Practitioner	Labour Practitioner	Registration process support	<ul style="list-style-type: none"> • Go to https://ufiling.labour.gov.za/ufif; • Log into U-Filing profile; • Click “Register”; • On the Menu, click “Registrations”; • Select labour Practitioner; • Click “Register” • On the next page - Tick the “Own” box and click “Next”; • Read and accept the Terms and Conditions; • Update personal information if needed and click “Update” • Once updated or if the details are not to be updated - click “Next” • Click “submit.” • Confirmation of successful
Labour Practitioner	Labour Practitioner	How to add my clients	<ul style="list-style-type: none"> • Once you have activated your practitioner account and been authenticated as a practitioner with u-Filing, you can register your clients as u-Fillers. The request for activation is processed immediately once the UIF reference number has been correctly entered and once the accuracy of the information submitted is confirmed, you will be notified via email. U-Filing will then be activated for your client or contact the call center for further assistance, Upon adding the company’s information a request will be sent to the director for approval

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Labour Practitioner	Labour Practitioner	How will my clients pay their contributions to UIF	<ul style="list-style-type: none"> Your clients may pay their UIF contributions via the payment mechanisms provided by u-Filing for the payment of UIF contributions. The filing system automatically generates correct references for the UIF contributions when the payment is processed. Contact the call center for further assistance
Labour Practitioner	Labour Practitioner	Will I be able to see consolidated information about my clients	<ul style="list-style-type: none"> No. Various reconciliation and statistical reports are available for reporting on specific employers. Contact the call center for further assistance
Labour Practitioner	Labour Practitioner	ID Number is locked. How to Unlock it	<ul style="list-style-type: none"> A clear copy of the ID must be sent to ufilingssupport@labour.gov.za or contact the call center
Online Declaration process	Online Declaration process	How to Declare U Filing	<p>How to declare on U-filing</p> <ul style="list-style-type: none"> Steps to declare your employees. Log onto U-filing: ufiling.labour.gov.za/ufif Click on Declarations manager on the right. (This will display a list of employers linked to your U-filing Profile.) Click on the employee name on the left (This will display the employment summary including the employee list and declaration summary.) To manage or update employee information scroll through the employee list or use the search function to find the relevant employee record. Click on the edit/view button on the right to view the employment status and history of that individual. Click on view declarations Click on view issue. Click on view/edit to rectify the relevant declarations. From the declarations manager and by selecting an employer you can add another employee by clicking on add declaration Review declarations before submission and payment click on view returns or edit/view. Review multiple employees in bulk by uploading a Bulk file with additional employee information. Once all employees and related employment and salary information is added click Submit A confirmation message will display after successful.

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Registration of existing user	Registration of existing user	Error Message	<ul style="list-style-type: none">You will need to Contact the call center for further assistance or visit your nearest labour center.

The Communication and Change Management Team will analyse the responses and use the above information to be published on Departmental Website, Exchange and social media platforms.

UIF
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Questions**



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