



10 August 2020

Dear Employer / Statutory Body / Bargaining Council / Council

RE: UIF COVID19 TERS PAYMENTS – DISCREPANCY RESOLUTION

The UIF has received many enquiries from Users about incorrect benefits paid, mostly related to the inaccurate capture of information on the application, either CSV or manually on the TERS portal.

To mitigate delays in resolving queries and enable payments to beneficiaries, the UIF has embarked on an automated process to enable Users to self-correct errors on previously paid claims, via the portal.

Users will be aware that information can be updated on individual employee records until such time as payment is made to that individual. However, there have been many payment queries where Users have realised – after payment has been made – that data was incorrectly captured.

IMPORTANT NOTE:

Do not make any changes for periods (months) where benefits were overpaid and where money was refunded to the UIF. This is to avoid any duplicate deductions.

Discrepancy process

A Discrepancy process has been developed on the online 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:

1. Monthly salary:

Data capture errors, including inserting the incorrect Rand value entered in the Monthly Salary field, could have resulted in a lesser benefit amount paid to employees.

The amount entered in this field should **be the monthly salary the employee normally earns** if they were not affected by the lockdown.

1. Remuneration earned for work done:

This is the information that was entered into the “Leave Income” column in the spreadsheet. Some Users incorrectly included values for annual leave, advances, loans, or other ex gratia payments. This should **not have been included** as it affects the benefit calculations, and results in a lesser benefit payment.

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).

Users are also recommended to review the values in this column in April, as an overstatement of



remuneration earned will potentially have resulted in an over-payment which would have been rectified on the May benefit claim. The same could have happened in June. **Therefore, check all months for accuracy.**

1. Lockdown period:

TERS benefits are calculated on a per day basis, hence capturing the lockdown period incorrectly will have resulted in a lesser benefit payment. 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.

IMPORTANT NOTICE

All corrected (edited) Rand values will be audited. Therefore, Users must make bona fide corrections because providing any misleading information will result in a risk review (profile block) and might cause further delay in processing and payment.

How to correct information via Discrepancy process?

Corrections for unpaid employees must be done under the existing “Saved Employees” tab as these fields remain editable until they are processed for payment.

For corrections for individuals who have already been paid, these corrections must be done via the “Discrepancy” tab.

Users are advised to ensure they have all information ready as the system will only allow a one-time update on each employee record, per lockdown period. After the correction is made, no further changes can be made.

Discrepancy corrections can ONLY be made manually on the portal. NO CSV will be accepted or processed.

When User selects individual employee record to be corrected, existing details will come up and allow the User to make the necessary change. **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.**

How do I make the change?

- STEP 1: Click on the new “Discrepancy” tab.
- STEP 2: Choose the Lockdown period for which the correction needs to be made, from the dropdown.
- STEP 3: All paid employees in the selected period will be available for editing.
- STEP 4: Locate the employees you need to edit using the sort / search functionality.
- STEP 5: Choose the employee and make the changes, before clicking “Submit” button.



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Correction Re-run and Payment Process

Corrections will be batched, and all updated information extracted from the TERS portal on a weekly basis.

Calculation assessments and benefit corrections will be executed each weekend.

Any resulting payments will be processed and should be expected latest Tuesday, pending successful bank verification.

The under-payment iteration will reflect on the Payment Schedule of the month for which it was made, in a separate line with payment date (per employee) for ease of reconciliation.

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.

Regards

Unemployment Insurance Commissioner