



employment & labour

Department:
Employment and Labour
REPUBLIC OF SOUTH AFRICA

COMPENSATION FUND

ROE WEBSITE

USER GUIDE

August 2019

V0.2



Compensation Fund
WORKING FOR YOU



Table of Contents

I.	General information.....	3
1	Introduction	3
2	Overview	3
2.1	What is ROE Website?	3
2.2	How to register.	3
2.3	Benefits of using the ROE Website.	3
2.4	How does it work?	3
II.	Getting started	4
III.	USING THE SYSTEM (ONLINE)	8
IV.	User credentials(online).....	24
V.	general errors.....	28
VI.	Terms and conditions.....	30
3	Glossary.....	32



I. GENERAL INFORMATION

1 Introduction

This user guide provides the information necessary for the user to effectively use the ROE website.

2 Overview

2.1 What is ROE Website?

The ROE Website is an online platform offered by the Department of Employment & Labour's Compensation Fund to allow employer registration, submit return of earnings, request and retrieve Letter of Good Standing and verify the Letter of Good Standing.

2.2 How to register.

Employers can visit the following web address to register:

<https://cfonline.labour.gov.za/OnlineSubmissions>

2.3 Benefits of using the ROE Website.

- Employer registration.
- ROE submissions.
- Make secure online payments.
- Retrieve Letter of Good Standing.

2.4 How does it work?

All Employers who employ one or more employees are required to register on the ROE Website with the Department of Employment & Labour.

PART A

APPLICATION FOR DEL USER ACCOUNT

1. Click the link provided below (press CTRL + Click the link):

<http://roe.labour.gov.za/DolRegistrationWeb/landing.html>

2. The screenshot below appears:



3. For new users, registration for the DEL User Account is necessary and therefore you are required to click on the button "Register for DEL User account" as shown below:



4. The screen shot shown below titled “DEL Access Form” appears (Note that this is the person who will be transacting and communicating with Compensation Fund on behalf of the company s/he represents):

DOL Access Form:

Please enter the following details

SA Identity No.:

First Name(s):

Surname:

E-Mail:

Mobile:

Telephone:

Enter the text from image below:



5. Fill in the given ID number, and click on the button “Verify Identity Number” as shown below:

6. The screen shot below appears, with the message “Individual details found Please complete the other details”:

DOL Access Form:

Please enter the following details

SA Identity No.:	<input type="text" value="7106210078083"/>
	<input type="button" value="Verify Identity Number"/>
First Name(s):	<input type="text" value="CHARMAINE CATERINA"/>
Surname:	<input type="text" value="STRYDOM"/>
E-Mail:	<input type="text"/>
Mobile:	<input type="text"/>
Telephone:	<input type="text"/>

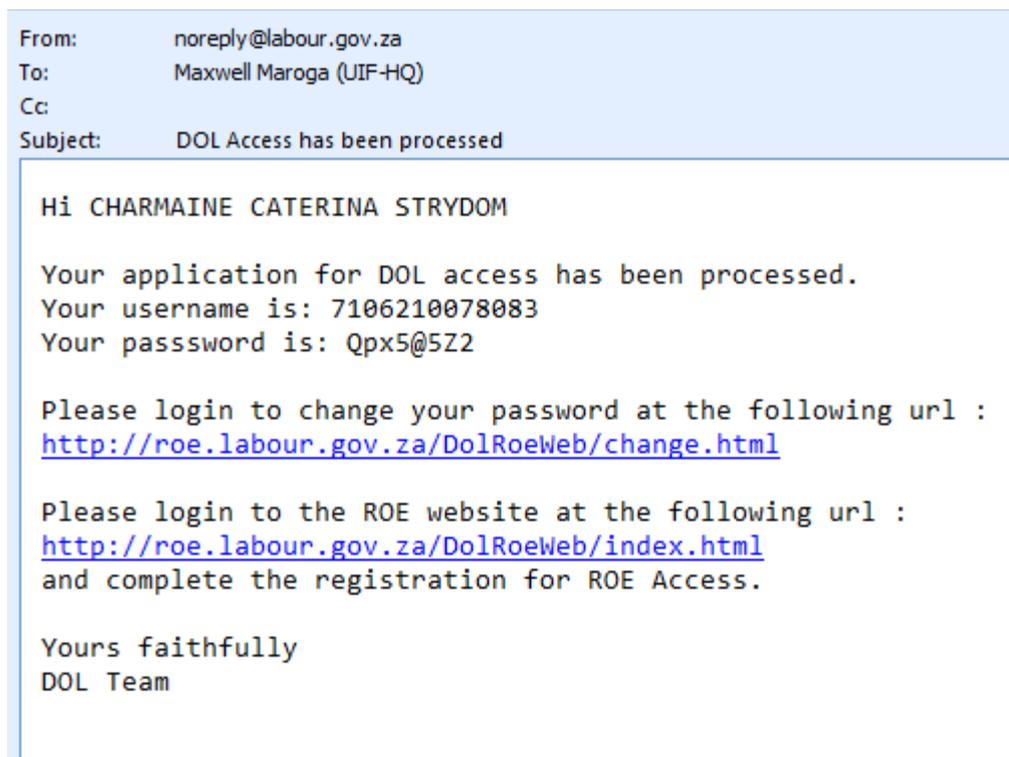
Individual details found ... Please complete the other details

Enter the text from image below:



7. Fill in the details:
- E-mail (Please note that all e-mails from this time will be sent to this e-mail address).
 - Mobile Number
 - Telephone Number
 - Characters in the red box (if they are not visible please get new images on the button below the red box)
8. Click on the button “Apply for DEL Access” as shown below:

9. The message “Your application has been processed and email will be sent to you” appears on the screen.
10. Go to your e-mail Inbox and open the e-mail that has been sent to you. The screen shot shown below appears



11. Click on the link that is in the paragraph which states “Please login to the ROE website at the following url”:
<http://roe.labour.gov.za/DolRoeWeb/index.html>
and complete the registration for ROE Access.
12. You have now successfully applied for the Department of Employment & Labour (DeL) User Account.

III. USING THE SYSTEM (ONLINE)

PART B

LOGIN INTO THE ROE WEBSITE

1. Once you have clicked on the link in point number 11 in Part A, the screen shot below then appears:



Log In

Sorry, you must log in before accessing this resource.

User name :

Password :

Log In

2. Enter the User Name and Password which were sent to you via e-mail, and click the button “Log In” (), and the screen shot below titled “Application for ROE Form”, with the message “Welcome again ... CHARMAINE CATERINA STRYDOM” appears



Application for ROE Form:

Please enter the following details

Contract Acc no

CF Registration
number:

New no. starts with 99

Registration
Name:

Trade Name:

User Login Name : 7106210078083

First Name(s): CHARMAINE CATERINA

Surname: STRYDOM

E-Mail: maxwell.maroga@labour.gov.za

Mobile:

Telephone: 0123378965

Welcome again ... CHARMAINE CATERINA
STRYDOM

When getting these errors: -

“Organisation details not found” contact system administrator – means wrong contract account number

“Transaction rolled back “– means you’re applying for the second time and email will be sent to you with link

3. Fill in the CF Registration number, and click on the button “Get Organisation” as shown below:

4. The screen shot below appears with the details of the Organisation, with the message “Organisation Details found”



Application for ROE Form:

Please enter the following details

CF Registration number:	<input type="text" value="990001067038"/>
<input type="button" value="Get Organisation"/>	
Registration Name:	<input type="text" value="BADGER METAL PRODUCTS (PTY) L"/>
Trade Name:	<input type="text" value="BADGER METAL PRODUCTS (PTY) L"/>
User Login Name :	<input type="text" value="7106210078083"/>
First Name(s):	<input type="text" value="CHARMAINE CATERINA"/>
Surname:	<input type="text" value="STRYDOM"/>
E-Mail:	<input type="text" value="maxwell.maroga@labour.gov.za"/>
Mobile:	<input type="text"/>
Telephone:	<input type="text" value="0123378965"/>

Organisation details found

5. Click on the button “Apply for ROE Access” as shown below:

6. The message “Your application has been submitted for approval” appears, and an e-mail is sent to you.
7. Go to your e-mail Inbox and open the e-mail received. The screen shot below appears:



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Department:
Employment and Labour
REPUBLIC OF SOUTH AFRICA

From: noreply@labour.gov.za
To: Maxwell Maroga (JIF-HQ)
Cc:
Subject: ROE Access has been received. Ref:0051897324@7106210078083

Hi CHARMAINE CATERINA

Your application for ROE access on behalf of the Company , BADGER METAL PRODUCTS (PTY) METAL PRODUCTS (PTY) LTD, has been received.

Please verify your application by clicking the following url :

<http://roe.labour.gov.za/DolRoeWeb/activation.html?response=0051897324@7106210078083>

Yours faithfully
ROE Team

“Some it cuts this link just make sure the whole number of the link is underlined. If not please try to type it on the browser” like the one below

From: noreply@labour.gov.za [mailto:noreply@labour.gov.za]
Sent: 22 May 2012 11:22 AM
To: outsourceacc@mweb.co.za
Subject: ROE Access has been received.
Ref:990000194039@4306090094084

Hi EILEEN I

Your application for ROE access on behalf of the Company , MERRIVALE BUTCHERY CC, has been received.

Please verify your application by clicking the following url

:

<http://roe.labour.gov.za/DolRoeWeb/activation.html?response=990000194039@4306090094084>

Yours faithfully
ROE Team

8. Click on the link in the e-mail and the screen shot below will result, and an e-mail is also sent to you:

**Your application for ROE has been verified.
You will receive email once approved.**

9. Go to your e-mail Inbox and open the e-mail received, and the screen shot below will appear:



10. Click on the link on the e-mail, and the screen shot below, with a welcome message, will result:

Welcome to the Compensation Fund's ROE Website

**The purpose of this site is to allow you, the employer
to update your details and submit your annual Return of Earnings
menu to select the activity you want to perform and by doing do acce**

Terms and Conditions



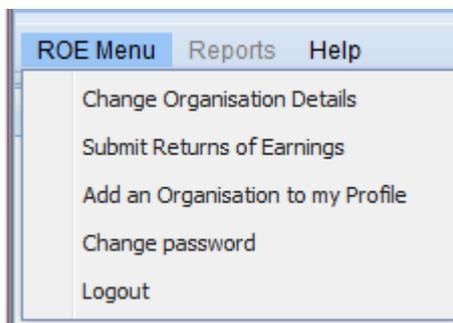
11. You have now successfully logged in, into the ROE Website

PART C

CHANGING ORGANISATION DETAILS

Whenever an organisation's details such as addresses and telephone number have changed, they must be updated to reflect the current existing details of that particular organisation. Within the ROE Website the following steps are followed to change those details:

1. Click on the "ROE Menu", situated at the top left corner of the website under the Department of Labour logo, and the screen shot below will result:



2. To change the details of your organisation click on the menu "Change Organisation Details" as shown on the screen shot below:



3. The screen shot below appears (note that all the fields marked in RED are compulsory fields and must be filled):



Please update details that have changed

I have read and accepted the terms and conditions.:

CF Registration Number:

990001067038

Trade Name:

BADGER METAL PRODUCTS (PTY) L

Save Details

Clear

Organisation details found

Street Number:

Street Name:

NYWERHEIDSWEG 10

Building Number and Name:

Suburb:

City:

HARRISMITH

Region:

Eastern Cape

Postal Code:

9880

4. Fill all the compulsory fields marked in red, and check the terms and conditions box with a tick (), then click on button "Save Details" as shown on the screen shot below:

Save Details

5. The screen shot below now appears, with the message "Organisation Details Updated"

Terms and conditions:

CF Registration Number:

Trade Name:

Save Details

Clear

Organisation details updated

Street Number:	47
Street Name:	NYWERHEIDSWEG 10
Building Number and Name:	14 Compensation House
Suburb:	Hatfield
City:	HARRISMITH
Region:	Eastern Cape ▼
Postal Code:	9880

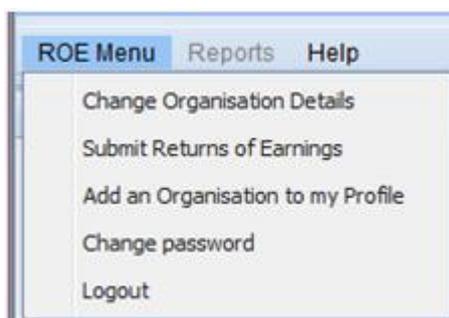
6. You have now successfully updated the organisations details.

PART D

SUBMIT RETURN OF EARNINGS

The submission of the Return of Earnings is the core of the ROE Website. The following steps are followed in submitting returns:

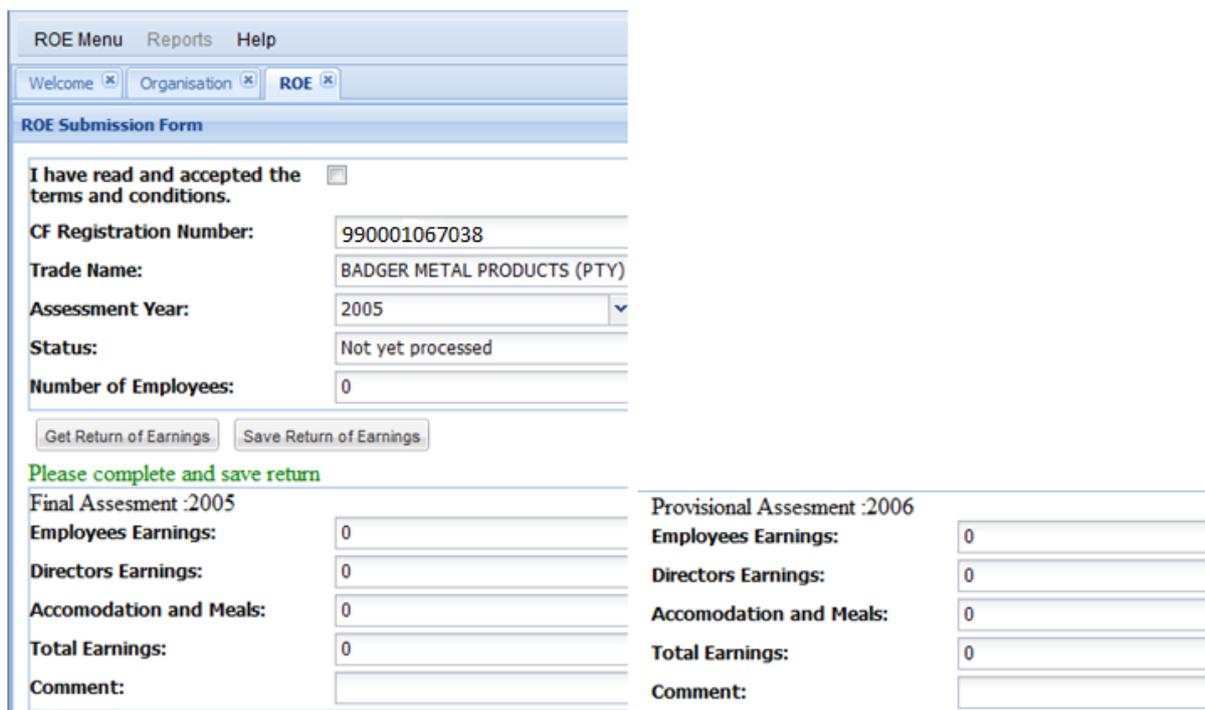
1. Click on the “ROE Menu”, situated at the top left corner of the website under the Department of Labour logo, and the screen shot below will result:



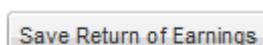
- To submit the Return of Earnings of your organisation click on the menu “Submit Return of Earnings” as shown on the screen shot below:



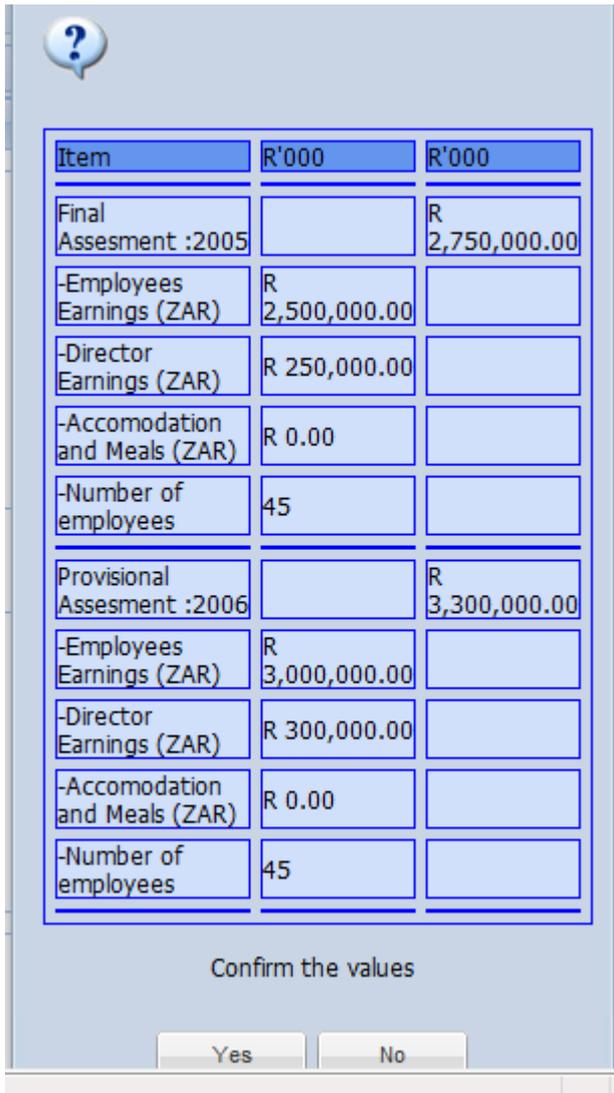
- The screen shot below now appears:



- Check the box of the terms and conditions with a tick (), and for both Final & Provisional Assessment, enter the details of:
 - Number of Employees
 - Employees Earnings; and
 - Directors Earnings
- Click on the button “Save Return of Earnings” as shown below:



6. The screen shot below now appears (Note that this screen shot allows you to correct your values if they are incorrectly entered by selecting “No”, or to submit them by clicking “Yes”. Once the Earnings are submitted and are incorrect, you will not be able to correct them online in the Website, but a formal application has to be made to the Compensation Fund):



Item	R'000	R'000
Final Assesment :2005		R 2,750,000.00
-Employees Earnings (ZAR)	R 2,500,000.00	
-Director Earnings (ZAR)	R 250,000.00	
-Accomodation and Meals (ZAR)	R 0.00	
-Number of employees	45	
Provisional Assesment :2006		R 3,300,000.00
-Employees Earnings (ZAR)	R 3,000,000.00	
-Director Earnings (ZAR)	R 300,000.00	
-Accomodation and Meals (ZAR)	R 0.00	
-Number of employees	45	

Confirm the values

Yes No

7. To submit your Earnings, Click button “Yes”, and the following screen shot will appear:

ROE Menu Reports Help

Welcome Organisation ROE

ROE Submission Form

I have read and accepted the terms and conditions.

CF Registration Number: 990001067038

Trade Name: BADGER METAL PRODUCTS (PTY) I

Assessment Year: 2005

Status: Completely processed

Number of Employees: 45

Get Return of Earnings Save Return of Earnings

REMITTANCE – Please pay by direct deposit or EFT to:
Bank: ABSA Bank Limited
Branch: Voortrekker Road, Gezina
Branch Code: 509 045
Bank Account: 1 0079 3090 5
Deposit Reference: 990001067038

You have been invoiced for an amount of (ZAR) R 98,175.00 which is due on the 13-May-2012. Your deposit reference number is 990001067038. Please quote number 0090000071 for queries.

Please note

The screen shot above shows the following, for that particular employer:

- Amount invoiced to you (R98 175)
- Invoice Number (90000071)
- The due date of the amount (13 May 2012)
- Deposit Reference number (990001067038)
- Banking Details of Compensation Fund

8. You have now successfully submitted the Return of Earnings

PART E

ADD AN ORGANISATION TO MY PROFILE

Where an individual acts on behalf of multiple organisations, for example as a consultant, he/she can add the organisations he/she represents to his/her profile, as follows:

1. Follow all the steps above in Part A and Part B.
2. Click on the “ROE Menu”, situated at the top left corner of the website under the Department of Employment & Labour logo, and the screen shot below will result:



employment & labour

Department:
Employment and Labour
REPUBLIC OF SOUTH AFRICA

ROE Menu Reports Help

- Change Organisation Details
- Submit Returns of Earnings
- Add an Organisation to my Profile
- Change password
- Logout

3. Click on “Add an Organisation to my Profile”, as shown below:

Add an Organisation to my Profile

4. The screen shot below now appears:

ROE Menu Reports Help

Welcome [x] Link Organisation [x]

Application for ROE Form:

Please enter the following details

CF Registration number:	<input type="text"/>
<input type="button" value="Get Organisation"/>	
Registration Name:	<input type="text"/>
Trade Name:	<input type="text"/>
User Login Name :	7106210078083
First Name(s):	CHARMAINE CATERINA
Surname:	STRYDOM
E-Mail:	maxwell.maroga@labour.gov.za
Mobile:	<input type="text"/>
Telephone:	0123378965

Welcome again ... CHARMAINE CATERINA STRYDOM



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REPUBLIC OF SOUTH AFRICA

5. Enter the CF Registration number of the organisation you want to add to your profile, then click on the button "Get Organisation" as shown below:

Get Organisation

6. The screen shot below appears (Note that one Organisation for this user already exists, as highlighted in red on the screen shot, and in the same manner the list will expand as he add organisations to his/her profile):

Application for ROE Form:

Please enter the following details

CF Registration number:	990001067038
Get Organisation	
Registration Name:	PUNCHMASTER SERVICES CC PUNC
Trade Name:	PUNCHMASTER SERVICES CC PUNC
User Login Name :	7106210078083
First Name(s):	CHARMAINE CATERINA
Surname:	STRYDOM
E-Mail:	maxwell.maroga@labour.gov.za
Mobile:	
Telephone:	0123378965

Organisation details found

Apply for ROE Access

User Application History

CF Registration No.	Status
0051897324	complete

7. Click on the button "Apply for ROE Access" a shown below:

Apply for ROE Access

- The message “Your application has been submitted for approval”, appears, and an e-mail is sent to you.
- Go to your e-mail Inbox, and open the e-mail sent to you and the screen shot below will result:



- Click on the link in the e-mail to verify your application, and the screen shot below will result, and an e-mail will be sent to you:

**Your application for ROE has been verified.
You will receive email once approved.**

- Go to your e-mail Inbox, and open the e-mail sent to you and the screen shot below will result:



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Department:
Employment and Labour
REPUBLIC OF SOUTH AFRICA

From: noreply@labour.gov.za
To: Maxwell Maroga (UIF-HQ)
Cc:
Subject: Roe Access has been completed

Hi CHARMAINE CATERINA STRYDOM

Your application for ROE access on behalf of the Company , PUNCHMASTER SERVICES CC I completed.

Please login to the ROE website at the following url :
<http://roe.labour.gov.za/DolRoeweb/index.html>

Yours faithfully
ROE Team

12. Click on the link in the e-mail and the screen shot below will result, indicating that you are linked to multiple organisations:



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REPUBLIC OF SOUTH AFRICA

You are linked to multiple organisations.
Please select an organisation.

Company:

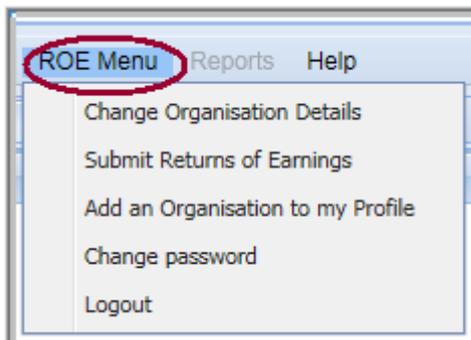
13. Click on the drop-down button (), to select an organisation for which the ROE submissions must be made, as shown on the screen shot below:

IV. USER CREDENTIALS(ONLINE)

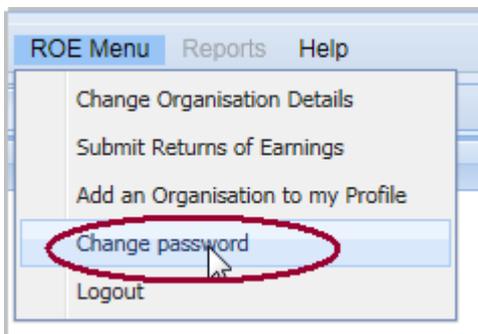
CHANGE PASSWORD

It is important to have a password changed regularly to prevent security breaches. When a password has to be changed, the following process must be followed:

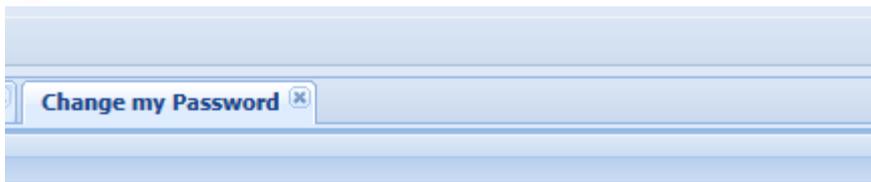
1. Within the ROE Website, click on the ROE Menu as shown below:



2. Click on the menu "Change Password" as shown below:



3. The screen shot below will now result, which is the "Change Password Form":



Change Password Form

Please enter the following details

User Login Name :	<input type="text" value="7106210078083"/>
First Name(s):	<input type="text" value="CHARMAINE CATERINA"/>
Surname:	<input type="text" value="STRYDOM"/>
E-Mail:	<input type="text" value="maxwell.maroga@labour.gov.za"/>
New Password:	<input type="text"/>
Confirm Password:	<input type="text"/>

Welcome again ... CHARMAINE CATERINA
STRYDOM

4. Type in the new password in the field “New Password” and retype it in the field “Confirm Password” to confirm it (Note that your password must contain letters, numbers and @ character otherwise it will not be acceptable and you will get an error as shown below:

Change Password Form

Please enter the following details

User Login Name :	<input type="text" value="7106210078083"/>
First Name(s):	<input type="text" value="CHARMAINE CATERINA"/>
Surname:	<input type="text" value="STRYDOM"/>
E-Mail:	<input type="text" value="maxwell.maroga@labour.gov.za"/>
New Password:	<input type="text" value="....."/>
Confirm Password:	<input type="text" value="....."/>

Your application has failed to be submitted well

5. Click on the button “Change Password” as shown below:



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Employment and Labour
REPUBLIC OF SOUTH AFRICA

- The screen shot below is displayed with the message that “Your application has been submitted for approval”, and an e-mail is sent to you.

Change Password Form

Please enter the following details

User Login Name :

First Name(s):

Surname:

E-Mail:

New Password:

Confirm Password:

Your application has been submitted for approval

- Go to your e-mail Inbox and open the e-mail received and the screen shot below will result:

From: noreply@labour.gov.za
To: Maxwell Maroga (UIF-HQ)
Cc:
Subject: Request for to change of DOL Password has been processed

Hi JOHANN ETSEBETH

Your password for DOL access has been changed.
Your username is: 8802175028084
Your password is: P@ssw0rd

After you login you will be able to change your password.

Yours faithfully
DOL Team

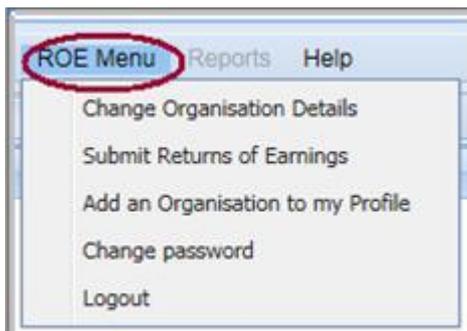
8. In future, go into the ROE Website to login using the new password and login name.
9. You have now successfully changed your password.

LOGOUT

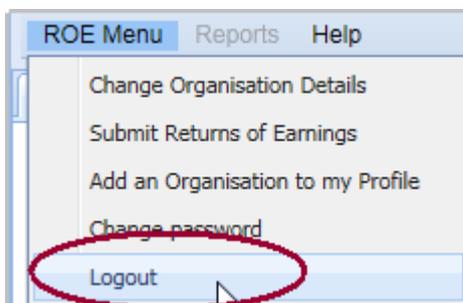
It is important that when you have utilised the website to your satisfaction and submitted all the required information, you then logout to prevent others from using the website with your login details.

The following are the steps to logout:

1. Click on the ROE Menu as shown below.



2. Select the logout menu as shown below.



3. The screen shot below now appears.



4. You have successfully logged out of the system

V. GENERAL ERRORS

“You are not authorized to use this function” contact the system administrator.

- The system allows 12 000 users at the same time if it’s more doesn’t allow. Try again later

“Http Error 404 program timed out”- it’s a problem on the slowness of their system browsers

“enter password over and over again” need to upgrade your browser its javascript error. You can close the web and start again by going through www.labour.gov.za website

“noaccess GWT.hhttp”- its javascript error need to upgrade your browser

NB

- When the business has
 - Closed, ceased etc must not submit Roe online
 - Nature has changed must not submit online
 - Been liquidated or sequestrated must not submit online
- If an employer submit wrong earnings/credit block/audits/revision.
 - Must make an affidavit with correct figures
 - Signed Manual RoE form with correct earnings.
 - SARS EMP501/Tax Clearance.



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- Detailed Payroll.
- Audited/Independently Reviewed Annual Financial Statements.
- Power of Attorney (If Consult is representing the employer).

NB: If the employer has no documents an estimation can be requested on the company letterhead and affidavit.

“Welcome to the Compensation Fund's ROE Website

**The purpose of this site is to allow you, the employer,
to update your details and submit your annual Return of
Earnings (ROE) online.**

**Please use the ROE menu to select the activity you want to perform and by
doing do accept the Terms and Conditions below ...**

Terms and Conditions

1. You expressly agree that use of the DeL website or the Internet is entirely at your own risk.
2. The website and its contents are provided on an "as is" and "as available" basis and the DeL makes no representations or warranties of any kind, whether express or implied, including without limitation with respect to the website, its contents, the accuracy thereof, or any warranties or representations regarding the effectiveness of any security or encryption facilities or with regard to the availability of products and/or delivery arrangements and times.
3. The DeL disclaims all representations and warranties, including but not limited to warranties as to the availability, accuracy or content of information, products or services, and warranties of or fitness for a particular purpose of information or services.
4. The DeL does not warrant that the functions provided by the website will be uninterrupted or error free, or that the website or the server that makes it available are free from viruses or other harmful components. Save as expressly set out herein, the DeL shall under no circumstances whatsoever be liable to you, including without limitation, as a result of or in connection with the DeL's negligent (including grossly negligent) acts or omissions or those of its employees, agents or designees or other persons for whom in law it may be liable (in whose favour this constitutes a contract or undertaking for their benefit), for any direct, indirect, incidental, special or consequential loss or damage of any kind whatsoever or howsoever caused (whether arising under contract, delict or otherwise and whether the loss was actually foreseen or reasonably foreseeable), sustained by you, the recipient of the services, or any other person arising from or as a result of any transaction concluded in terms of this Agreement.
5. The DeL, its minister, employees, designees, agents, representatives, affiliates and suppliers shall not be liable for any loss, damage (whether direct, indirect or consequential) or expense of any nature whatsoever which may be suffered as a result of or which may be attributable, directly or indirectly, to the use of or reliance upon the website (including any information contained thereon) or the Internet.
6. You will indemnify the DeL and keep the DeL fully indemnified from and against any loss or damage suffered or liability incurred, including without limitation in respect of any claim or demand by any third party by reason of any act or omission on your part or that of any family member, agent or representative acting on your behalf in connection with transactions concluded on the Site and/or in

terms of this Agreement and/or in relation to receipt of goods supplied by us pursuant to any such order.

7. Notwithstanding any other provisions contained herein, the DeL's liability whether in contract or delict arising from any breach of any obligation in terms of this Agreement, negligence or otherwise shall not exceed at any time more than double the monetary value of the order in respect of which any such dispute or claim arises.

GENERAL TERMS

1. When registering on this website for the submission of RoE's the employer is responsible for assigning representatives for the organization. These representatives will be issued with system generated usernames and passwords. Should these representatives no longer be employed by the organization, or no longer be entitled to represent the organization, the employer is responsible for updating the representative's details on this website.
2. The DeL will not be held responsible for submission of forms from representatives that are not nominated by the employer as their legal representatives, where the employer has not taken steps necessary to update their representatives' details.
3. In using the Site you agree not to infect it with any computer programming (such as a virus) that may damage, interfere with, delay or intercept any data or information on the Site and you shall indemnify the DeL for any damage caused by any such act attributable to you. The DeL may suspend the Site or any part thereof or terminate your account at any time if it should determine that the Site is not being used by you in compliance with the user agreement.
4. This Agreement constitutes the whole agreement between the parties relating to the subject matter hereof. Any indulgence or extension of time granted by the DeL to you shall not be construed as a waiver or variation of any of the DeL's rights or remedies.
5. At the option of the DeL, any dispute arising out of the Agreement may be brought in any Magistrates' Court of competent jurisdiction notwithstanding that the amount in issue may exceed the jurisdiction of such court. This Agreement is governed by the laws of the Republic of South Africa. Department of Employment Labour: Compensation Fund: E-Submissions of Return of Earnings"



3 Glossary

Term/Abbreviation	Meaning
DeL	Department of Employment & Labour
CF	Compensation Fund
Employer	An entity that employs and pays salary or wages to at least one individual.
User	User refers to any user of the system, irrespective of the level of access granted to the specific user.
RoE	Return of Earnings
LoGS	Letter of Good Standing