

**19.11.2020****Dear Employer / Statutory Body / Bargaining Council / Council****RE: UIF COVID19 TERS UPDATE**

Covid19 TERS benefits have been extended for a further month. An employer may claim Covid-19 TERS benefits, on behalf of eligible employees, for the extension period 16 September 2020 till 15 October 2020. The extended period will apply as it did for the previous extension periods, and covers employers in the following categories as per the directives of 11.08.2020 and 04.09.2020:

- a) not permitted to commence operations under the Disaster Management Regulations
- b) unable to make alternative arrangements for vulnerable workers, such as working from home or taking special measures under the OHS Direction to protect them
- c) unable to make use of their services because of operational requirements caused by compliance with the Regulations and Directions such as rostering, staggering working hours, short time and the introduction of shift systems and the temporary reduction in the employee's ordinary remuneration.

Applications for the extension period will open on the TERS portal on Monday 23 November 2020 and will close on 31 December 2020.

HOW TO APPLY

The application process remains the same as previous claim periods and all claims must be lodged via the online portal. Please visit: <https://uifecc.labour.gov.za/covid19/> OR www.labour.gov.za and click Online Service and then select Covid19TERS online application

As with previous claim processes, to apply for the new period, employers are required to upload the following documentation:

- Signed approval / acceptance letter
- Bank Confirmation Letter
- Proof of payment to employees (e.g. EFT, payroll report, pay recon)
- Refund to the UIF (if applicable)
- Letter of authorisation

First Time Applicants:

If you have not yet claimed for Covid19 TERS benefits, then you need to urgently activate your profile online, following the instructions to electronically sign the MOA and Letter of Undertaking, and upload bank confirmation letter. **It should be noted that all previous Covid19 TERS periods are closed and so first-time applicants will only be able to claim for the period 16 September – 15 October 2020**

Users who experience technical difficulty in creating – or accessing – their profile are directed to immediately contact the Call Centre 0800 030 007 to gain assistance. A reference number will be issued that will enable resolution follow-up and, in the event of non-resolution by application cut-off date, evidence of your efforts to comply can be provided to UIF to motivate acceptance of a late application.



We are aware that some Users may still be experiencing challenges with new requirements and include below further information intended to clarify and enable resolution by the User.

BANK VERIFICATION

We acknowledge the frustrations experienced by Users with delays in the bank verification processes. The UIF does not verify bank details itself, but merely relays information (captured on the TERS portal) for the bank verification process to be concluded by the appointed service provider. To obtain the correct information from clients and to simplify the bank verification process, changes have been made to the TERS portal. This specifically impacts those who opt for 'Trade name' verification. Users are reminded to review the guideline that was provided (and is re-attached) to assist with navigating the TERS portal to make the necessary changes.

Below is information to be provided for successful Account holder detail verification

CIPC Verification method

This applies to companies registered with Companies and Intellectual Property Commission (CIPC).

- Enterprise registration number as provided by CIPC
- Registered name of Enterprise as per CIPC
- Legal Entities name used by your bank - this is the exact name used by the bank when the account was opened - no trading as names, no special names unless your bank can confirm without any doubt that it is part of the account holders name.
- Account number
- Bank Name
- Branch name and Branch code

ID Number Verification Method

- Individual's Surname
- Individual's Initials
- Individual's ID number
- Account number
- Bank Name
- Branch name and Branch code

Trade name Verification Method

This method needs to be used by the following entities, who are requested to pay careful attention to the type of information and format required.

Schools, Churches, Clubs, NPO - (Not for Profit Organisations), Body Corporates etc.

- The name used by your bank when the account was opened - this is the exact name used by the bank as captured on their system when the account was opened - no trading as names, no special names unless your bank can confirm without any doubt that it is part of the account holders name.
- Please ensure that the correct and full name as per the bank's system is provided. E.g. using only ABCD SCHOOL instead of ABCD SCHOOL FUND
- Account number
- Bank Name
- Branch name and Branch code



Partnerships

- Partnership name used by your bank when the account was opened - this is the exact Partnership name used by the bank when the account was opened - no trading as names, no special names unless your bank can confirm without any doubt that it is part of the account holders name.
- Account number
- Bank Name
- Branch name and branch code

Trusts

- The name of the Trust used by your bank when the account was opened - this is the exact name used by the bank as captured on their system when the account was opened - no trading as names, no special names, no cheque book names.
- Account number
- Bank Name
- Branch name and Branch code
- Trust number if available (This field may not be validated by your bank)

Additional information to assist to complete the correct information on the portal

- Account numbers: only transactional bank account numbers may be provided, Savings, cheque, or Transmission account numbers. No credit card, bond accounts or any investment accounts
- Unless your Bank can confirm that a Trading as Name is included as part of the account holders name please do not include any trading as (T/A) names in the account name, even if this appears on the bank confirmation letter. Rather check with your bank.
- If I have a mandate as a signatory on an account which is not my account i.e. on my Husband / Wife's account. Can I provide my detail instead of that of the account holder's detail? No. ONLY the account holder's detail can be validated
- Do not truncate or shorten a name - the exact name as provided by the bank must be used.
- Letters provided by banks to confirm account names do not necessarily reflect the correct information. Please ensure that the correct name is provided as used by your bank. Contact the bank to ensure that the name in the letter is not a "special" name printed on the cheque book only, we require the legal entity's name as captured by the bank.

Why does the validation fail?

Unless the detail is captured exactly the same as on the account holder's profile when the account was opened the validation will not be successful. This is a fully automated process, and an exact match is required for positive verification.

PLEASE NOTE: ONLY those Users who are still seeing failed bank verification status notices or have not updated the Identifier are required to take action. The 'Trade Name' bank verification process takes a few days to be verified by the services provider.



DIGITAL UI19 DECLARATION SOLUTION

We recently launched the digital UI19 to empower our clients to self-declare employees seamlessly. Due to capacity challenges within the UIF manual UI19 submissions have been delayed in processing and this will result in delays in payments.

If you previously submitted a manual UI19 and are still experiencing “employee not declared by employer” errors, please go to the digital UI19 which is only accessible via the TERS portal under the Saved Employees tab and make these declarations again.

It should be noted that only employees who have not been declared, or monthly declarations that are outstanding, should be submitted via digital UI19.

In the case of first-time declarations, it is important to capture declarations for at least the months January 2020 – present.

No manual processing of declarations or UI19 will be handled by the UIF. Therefore, the only options available for declarations going forward are:

1. **U Filing** – All ID numbers and Passport holders can be declared via this portal.
2. **EDEC/payroll** – Employers utilising payroll software must continue to use this process
3. **Digital UI19** – New process where access to the spreadsheet is available on TERS portal for 1999 (or less) employees per spreadsheet per month of declaration.

To assist you, below is a brief explanation of the 3 worksheet tabs available in the digital UI19 spreadsheet you download from the TERS portal. These have been created to enable the UIF to run an automated process of declaring:

- CREATOR TAB** – is used to identify the individual (whether employer or administrator) filling out this Digital UI 19. All information requested pertains to this individual.
- EMPLOYEE TAB** – is for the employment details, per employee, per individual month period, as per a UI19 manual form. Please note that separate sheets must be submitted for different monthly periods.
- EMPLOYER TAB** – is used to indicate the business/company details of an employer

The attached Guideline provides details on the formatting and information requirements necessary to capture into the spreadsheet. Please note that in the spreadsheet itself, you will find further prompts to guide you when you ‘hover over’ the various cells.

There is not special naming convention required for the file, however they should be uniquely named to ensure no confusion. Recommended would be to use your UIF reference number and the month/year for which the submission has been made.

Please **DO NOT** send these spreadsheets to any other email address than the one specified. Remember too that only a single spreadsheet per email must be sent to enable automated processing.



employment & labour

Department:
Employment and Labour
REPUBLIC OF SOUTH AFRICA



CALL CENTRE LAUNCH

On 16 November 2020, the UIF launched a 291-seater Call Centre to assist clients with queries with TERS, normal claims and U-Filing. The operating hours are 07:30 until 17:00.

Please only use the toll-free number 0800 030 007 to contact us. Although call volumes mean that you may still wait before someone answers your call, we are confident that it should not be too long before you can speak to an agent.

Listen to the voice prompts to direct your call to the right agents. Please note that if your query relates to normal UIF benefits and your claim was lodged manually at a Labour centre, the Call Centre will unfortunately not be able to assist you. Follow-ups to those queries will need to be done in-person at the Labour centre where application was lodged.

The expansion of the Call Centre is hoped to enable UIF to address your issues and concerns more efficiently. We will also be exploring other channels so that we are able to assist with your needs optimally however this will all be communicated to you when we are ready to launch.

Remember, before you contact the Call Centre, access the various FAQ's on the www.labour.gov.za website as well as videos on how to declare and submit via U filing as a support mechanism, as these will likely answer your questions.

Regards

Unemployment Insurance Commissioner