UIF COVID-19 TERS BENEFITS

WHAT HAPPENS AFTER APPLICATION

After submitting your application you need to log back into your profile after a couple of days to check the status of your application. Please note that if you have captured your employees manually (rather than uploading a CSV) your application will be updated faster.

HOW TO LOG INTO YOUR PROFILE?

Log on https://uifecc.labour.gov.za/covid19/ and enter your Username and password

HOW TO CHECK YOUR PAYMENT STATUS?

Click **STATUS** in the menu bar and you see your payment status, amount paid and the processed date

"Processed" means that the system has picked up the application.
If the Rand Value is **zero**, this means that there has been a rejection.
Please pull the Payment Reports to further understand why.

Payment Breakdown Report

Successful Payment

Click here to download Approval & Acceptance Letter And Proceed

Important Note(s)

> Approval & Acceptance Letter will be downloaded automatically to the default download directory. Take note to print sign and forward word document together with pay sheet and proof of payment to mail box as stated on the word document.

Declined Payment

Declined Payment-Click here to download document And Proceed

Important Note(s)

> Click here to download the report of Employees who failed to receive Covid-TERS benefits. The Idnumbers that appears without any Error_desc(placed at extreme right column in the sheet) are the one which do not Appear under the employer who has registered for benefits. On the click of the download a document (UIF Letter), will be downloaded automatically. This document can be consulted to attain Compliance with UIF and receive benefits.

Click **PAYMENT BREAKDOWN REPORT** in the menu bar

➡ Click the green Successful Payment button and you will automatically download a letter that you need to sign and send to covid19UIFemployerpaymentreturns@labour.gov.za with proof that you have distributed the funds to your employees.

  o After you have clicked the button you will be able to see the list of employees that have been paid and how much has been allocated to each employee

  o Click the **EXCEL** button to download this list.

➡ Click the red Declined Payment button and a list of your staff who have been declined payment will come up onto the screen.

  o Click the EXCEL button to download this list.

  o Reasons for rejection will include:

   1. **"Employee not declared by the Employer"** – you need to go to https://www.ufiling.co.za/uif/ and declare these employees (if you have been paying your UIF contributions)

   2. **"Application Not Processed yet"** – you need to wait as payment should be made in a few days

   3. **"Failed Branch Code Validation"** – you need to go to your profile and update your branch code on their profile (it is better to use the Universal Branch code)

? **What if one of my employees is not on either of these reports?**

It is probably because their details were not captured accurately. Please recapture them with a direct capture (rather than the CSV) because there are less likely to be mistakes made.

? **I have received payment but am not sure how much to pay each employee?**

Check the successful payment report where the payment is broken down by employee

? **I did not get paid as much as I was expecting?**

➤ You may have incorrectly captured the amounts on the excel spreadsheet. Please go back and double check all the fields - make sure that the "lockdown" remuneration is set to zero - and then save as a CSV file and reload. Or you can enter the information manually one employee at a time.

➤ This may be because you selected the payment period for the first 3 weeks of the lockdown, which means you would not have received payment for all 35 days of lockdown. There is going to be an automated payout for the additional 2 weeks (which is the extended 14days of lockdown) so this will happen automatically you do not need to do anything.

? **I need to add more people to my claim?**

➤ You are able to add in new people to your claim:

    o Login to the Covid-19 TERS Portal

    o Select - "Employee Details"

    o Click the orange Add new employee button

➤ If you are adding employees you will need to do this one-by-one rather than with the CSV

? **I have received confirmation that my CSV was uploaded correctly but when I come back to my profile I see an error?**

Employer not yet captured.If CSV file is sent. The file was Invalid and hence failed loading. Please Resend the file."

OR

"No Employees Found.Add Employees"

This means that the CSV upload has failed. Please note the following:

- The system will not detect that the file won't work until it tries to process it, only then will it reject the error, which is why you may have received notification that the upload was successful even though it has now failed
- Ensure that you created the CSV file correctly
- The most likely way to succeed is to manually upload employees one-by-one as there are less chances of making mistakes
- If you have hundreds of employees then use the CSV file, just ensure you fill it out very accurately

? **What happens if the lockdown is extended?**

- The UIF will make payment for a maximum of 3 months.
- If your organisation remains closed during level 4 lockdown, they will be able to continue claiming for TERS (for up to 3 months)
- Applications for May have not yet opened. Keep checking the website for notification of when it opens

HOW DO I REPAY THE UIF?

If one of the following happens and you need to repay the UIF:

1. You received the wrong amount
2. Some of the your workforce have come back to work since your claim, and you've paid all or a portion of their salary to them
3. You applied for the wrong people

In these instances you can make payment :

Unemployment Insurance Fund
FNB
Current Account
Account Number: 51420056925
Branch code: 23-31-45
Reference: C+UIF reference number
(eg. C1234567/7)