

UIF COVID-19 TERS BENEFITS

HOW TO APPLY



What is it?

A special UIF benefit to pay employees that are not being paid or are being paid less as a result of COVID-19

Who is it for?

Companies registered with the UIF who have been affected by COVID-19 and employers of domestic workers.

Step 1

Send a blank email to covid19ters@labour.gov.za

You will receive:

1. A Step by Step Guide on how to apply online
2. An Excel spreadsheet that you can complete & save as a CSV file for bulk uploads

WHAT INFO IS BEING ASKED FOR ON THE EXCEL FORM

UIF Reference number

Each company has 1 UIF number for all employees (it is 9 characters 1234567/9) which you can get by clicking "Get Your UIF Reference Number" button on the home page <https://uifecc.labour.gov.za/covid19/>

"Shutdown from" and "Shutdown to" dates ?

This is the date that your staff stopped working (27th March) till the 30th April. May 2020 applications will open shortly so check website for more info.

PAYE Number

This is a 10 digit number starting with U or a 7

Remuneration received monthly

This is the gross salary (the total you pay before tax) per employee

Employment end date

Put a zero (0) because the employee is not being terminated

Sector Minimum wage per month

You can use the National Minimum Wage

Remuneration received during lockdown period

The amount of money you're paying employees during lockdown

Account details

You can put your employees bank details or yours if you pay them in cash

Manual uploads are more likely to be accepted

Step 2

Get your UIF reference number from <https://uifecc.labour.gov.za/covid19/covid19Registration> and then log in to complete the following info:

1. Complete all company info
2. Accept the Memorandum of Agreement Terms and Conditions*
3. Accept the Letter of Agreement Terms and Conditions*
4. Upload a bank confirmation letter in PDF format**
5. Upload the CSV File OR you can skip the CSV file and upload the information manually one employee at a time

*Accepting the Terms & Conditions means, you do not need to print, sign and send these in.

**You can download this online from your bank

WHAT HAPPENS NEXT?

Check your profile regularly for updates on the status of your application.

For more information check our Info Sheet -
WHAT HAPPENS AFTER APPLICATION

DOMESTIC WORKERS

Can I claim UIF/TERS benefits for my domestic worker?

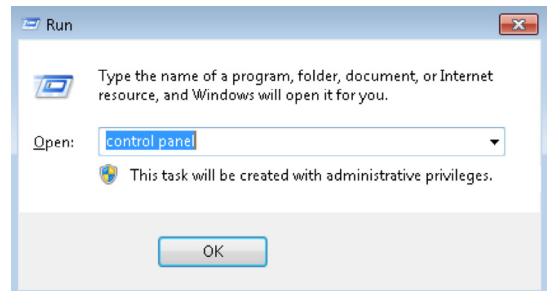
You can claim for any employee that works for you for more than 24 hours a week, is registered with UIF and that you have been contributing on behalf of for at least 3 months.

Can I do the claim for my domestic worker?

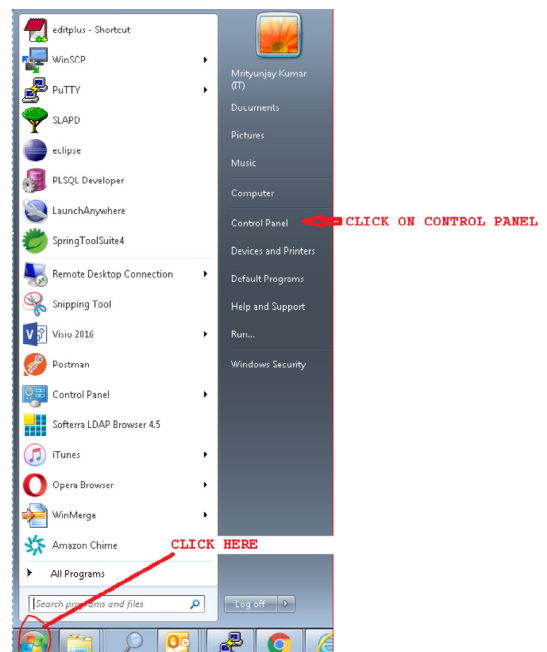
Yes, apply on the [COVID-19 TERS site](#) you can find your UIF reference number on your profile under 'declarations manager'

HOW TO CONVERT AN EXCEL SHEET INTO A CSV FILE

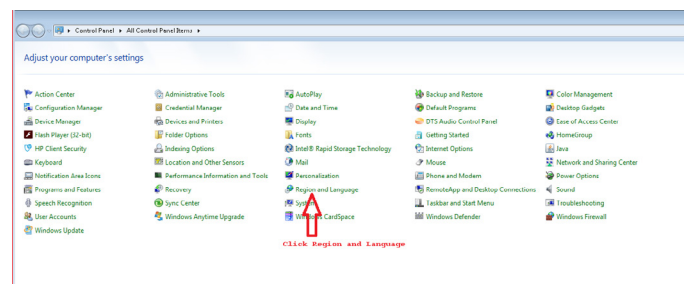
Press Ctl + R on a Windows Machine and type control panel and Press Enter.



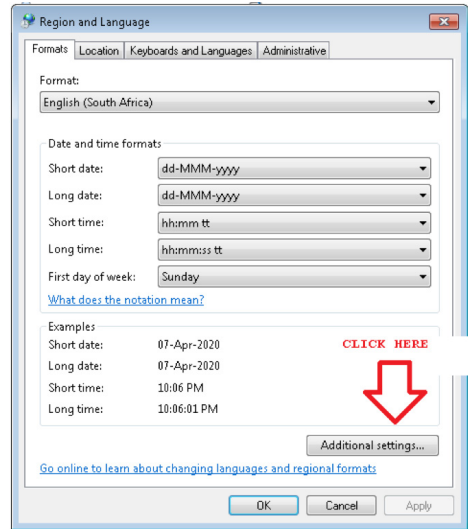
Alternatively, Go to Windows Start Button and select Control Panel



Select Region and Language

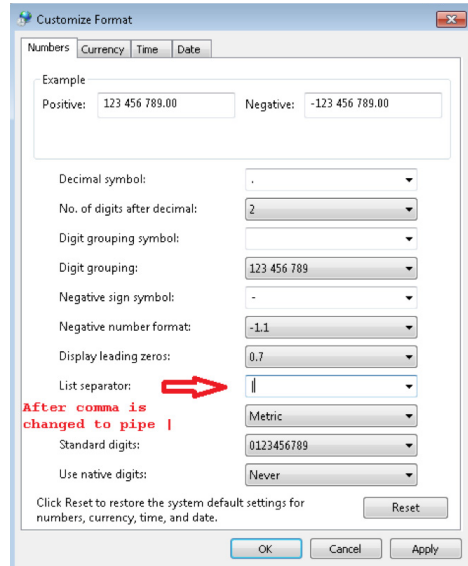


Click Additional setting



Change the Comma to pipe in Line separator field

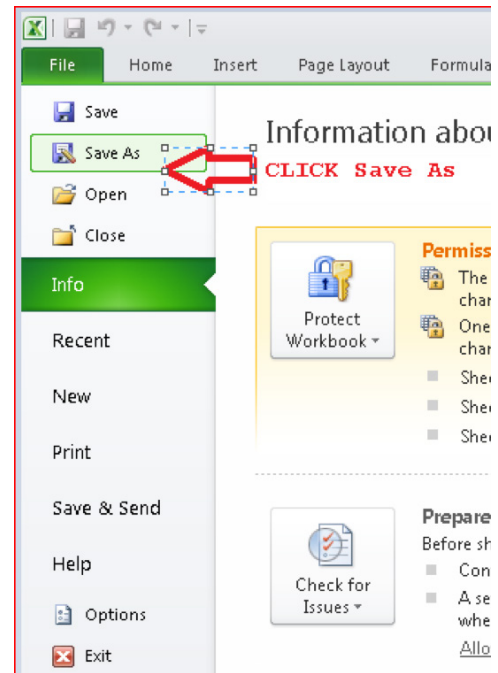
Once comma is changed to Pipe, click Apply button and then OK button.



Open the Excel file which has all your employee information. All fields marked * are mandatory fields. Complete all mandatory Fields to make sure your application is successfully loaded. If done incorrectly it will result in No Payment.

	A	B	C	D
		Shutdown From (DD-MMM- YYYY)ONLY*	Shutdown To(DD-MMM- YYYY)ONLY*	TradeName*
1	UIReferenceNumber *			
2	0000003/4	01-Apr-2020	30-Apr-2020	Test Industries
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
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18				
19				
20				

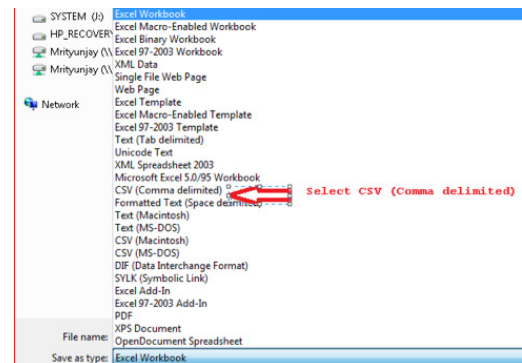
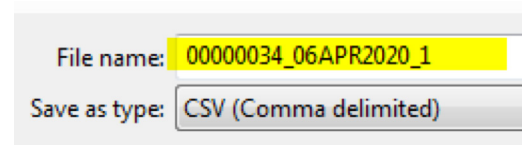
Go to File (Top Left in the File) and Click Save As



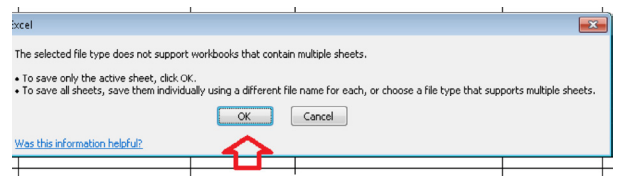
Select the 'Save as type' option dropdown and select CSV(Comma delimited). Also change the file name to be as follows:

a. UIFReferenceNumber_DDMMMYYYY_uniqueno.

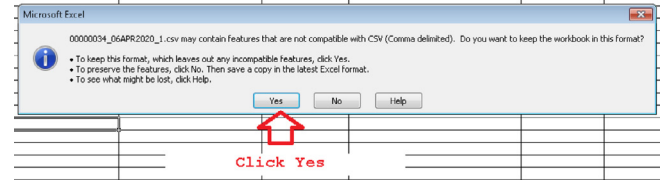
- If your UIF reference number is 1234567/8 - then put 12345678
- If the date is 6th April 2020 – then put 06APRIL2020
- If this is the first file you are sending then use 1
- Put under scores _ between the 3 pieces of information



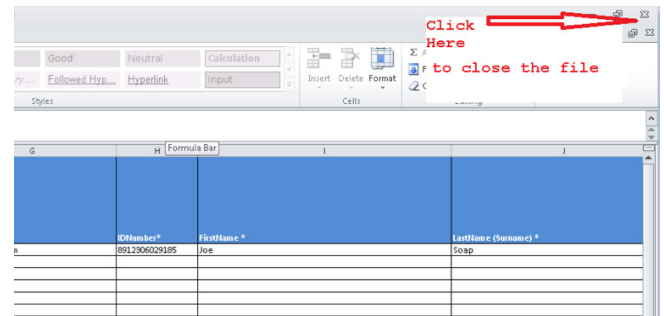
When you click Save, you will be prompted with a warning message saying "The selected file type does not support workbook that contain multiple sheets" Click OK button(marked with an Arrow)



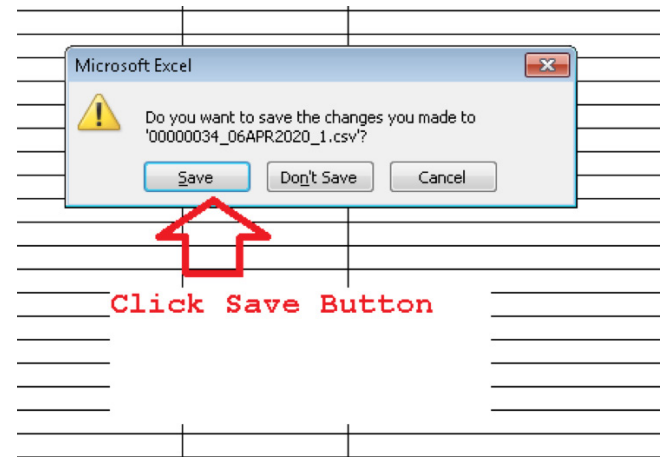
You will again be prompted with another warning message that the file may contain features that are not compatible with CSV(as below screen). Click **Yes** button(Marked with an Arrow)



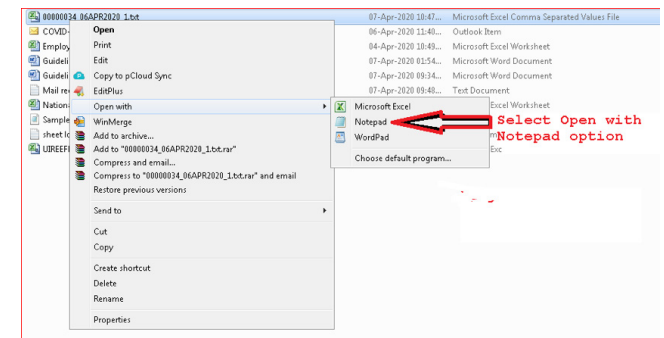
Close the file as indicated by the arrow



Save the file as indicated by the arrow



The file will be saved in CSV format in the same location where the Excel file is located.
Right click on the file and select 'Open with' and select Notepad.



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

UIF-Covid-19 TERS-Login

Username*

Password*

Login

[Forgot 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 Status
> Payment Status : PROCESSED
> Amount : 0
> Processed Date : 2020-04-17 20:55:53.0

HOW TO GET A REPORT ON PAYMENTS MADE OR DECLINED?

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.
 - 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
 - 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.
 - Click the EXCEL button to download this list.
 - 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 check the difference in amounts between “Employee’s current remuneration” and the amount you have paid the employee during the lockdown. If you did get this wrong you must send Employer must send the correct spreadsheet to covid19postpaymentenquiries@labour.gov.za. with your UIF reference number in the subject line.

- 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:
 - Login to the Covid-19 TERS Portal
 - Select - “Employee Details”
 - 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)

Then you can email a proof of payment to

covid19UIFEmployerpaymentreturns@labour.gov.za