



BUSINESS FOR SA | COVID-19

RESPONSES TO WRITTEN QUERIES AT 17 June 2020 UIF WEBCAST

Business for South Africa (B4SA) conducted a webcast on 17 June 2020 to assist employers struggling with their UIF Temporary Employer/Employee Relief Scheme (TERS) benefit applications.

There wasn't time to answer all questions. The individuals who posed these in writing have received replies from our UIF specialist Natalie Singer. The questions and answers are published below as a service to all members.

In addition, Natalie has managed to set up a webinar with the agency assisting the UIF with its uFiling system for later this week. You are all invited. Please see the accompanying invitation.

WRITTEN QUESTIONS AND ANSWERS FROM 17 JUNE

Which UI form do we submit along with Company Registration Docs?

It is required to submit a UI8 form, together with CIPC documents to newregistrations@labour.gov.za Remember to use the following subject line "UIF Reference – Update Company Details"

Can we as business not push back on the UI now insisting on Filing uploads; this was never a requirement and is not prejudicing both employees and employers particularly in light of the amendment to the Gazette of 25 May?
It is also extremely problematic for large employers needing to upload thousands of employees at 100 per batch per month? It is just not practical and is not going to lead to quick resolution. There are also numerous other errors that come to light during this process eg. addresses, ID not found etc etc.

We have raised this at the UIF bilaterals and continue to push hard to ensure that large employers (those with 1000+ employees) are not required to use uFiling, but rather to have their payroll declarations considered.

This was raised at both meetings last week and will be picked up again at the meeting scheduled for 22 June.

What is the e-mail address again for bank account verification?

Due to the reported fraud, the UIF has tightened up the process for changing bank details. To do this, you're required to submit a motivation for the change, on a company letterhead and signed by the CEO/CFO, together with your Bank Confirmation Letter, to updateTERSaccount@labour.gov.za

If the Industry is not yet open, will we be able to keep employees on temporary lay-off or short time on normal UIF from July 2020, to avoid retrenchments?

Yes. There are requirements from a labour law perspective, and this should be explored in the context of your industry. Short-time / Reduced Work Hours claims beyond June 2020 will go via the normal UIF process, although it is possible, if there are more than 50 employees affected, to have the UIF come to your premises to manage a large-scale mass application rather than individual employees having to go to UIF themselves.

I have loaded all employees manually - quick turn-around in April. It has been 14 days since manual submission for May and it just states that application not processed yet. Any idea what the delay would be in our case?

We do not know what hold-up is. Your scenario seems to be the case for many employers for May with almost no movement happening on the system in the last week or two.

How does one handle an error code that employee has an open claim with UIF, yet they have no recent claims from UIF? Have contacted UIF, and done as they have requested, yet these employees remain with the same status since April

There is clear evidence that long-ago UIF claims have not been closed properly on the UIF system. Previously, they required employers to submit UI19 confirming return to work and proof of payroll to an email address. However, this email returns an auto-response directing employers to go an update declarations on uFiling. It seems best, if possible, to ensure the individual is updated on the declarations since Feb 2020 at least.

Our April submissions went smoothly but May is a struggle. Our status was first payment processed and then changed to application in progress for the last 10 days or so. We have submitted the payroll report to all the UIF email addresses and yet nothing has changed in status. Please advise what the problem could be?

Again, there seems to be little processing happening for May. There has been no formal correspondence from UIF in this regard. We continue to push during our bilateral engagements.

Our April 2020 application has not yet been processed - **Error Desc:** Application Not Processed yet. Manual UI19 forms was submitted, UFiling was updated

I am unsure what the challenges are for your specific claim, as there should be no reason why its not being processed. The only suggestion might be to try and "refresh" by going in and updating the individual records under the "saved employees" list on the TERS portal. This seems to trigger the UIF to re-look at the claim and might get it moving again.

For April we did an advance to employees and received a UIF payment benefit for all, but in May when advancing and submitting the same way only received a UIF benefit for one employee showing as on unpaid leave so no income reflected in column for remuneration received during lockdown. Should I have shown R0.00 income for all although they were paid in full in advance? We are an airline so closed

You should ONLY include income in that column that relates to work performed. If it was merely an advance (against TERS) or made up of any leave payments, then you should rather have declared ZERO. You can go back into the system under "saved employees" list and then manually update their "income received" figures. This should then have their claims re-assessed and paid out.

The payment recon on the portal keeps changing and does not correspond to the payment received

We have asked this of the UIF but they've yet to confirm why this happens.

UFiling error whilst registering employer - error message: "*PAYE Reference number already associated with another registered employer*" have email UIF no feedback since April

We have a webinar scheduled with Interfile this Thursday and they will share some of the key errors in the system and provide guidance on way forward for employers. I recommend registering and attending. You can do this via this registration link: <https://us02web.zoom.us/join/register/tZlkc-2rqT8sGdF1jbQc2GmNadFEbG2Pkzot>

My concern is that there might be a need to move to June, but May has not been resolved as yet, and we are still awaiting that payment.

We will have to move to June. We are aware of the delays for May and even April (in some cases). The UIF needs to get their administration right.

How can a person follow up on April claims when the call centre agents don't seem to know what is happening?

Unfortunately, the only mechanism available is via the Call Centre. The nature of your rejections/declines would determine what your next steps would be. Without this, I'm afraid I cannot assist.

The UI tells media claims paid within 48 hours, it tells employees they can claim themselves. Yet the system is not as such, in addition the employee is able to see how much was paid for them, yet the employer is responsible to limit the amount paid? Totally unfair and incorrect

We have raised this concern with the UIF and they have made some adjustments to the amount of information available to the general public via the TERS system. They can now only see their specific information, although it is noted that they could still be under the impression they are due all of it, despite employers having to reconcile against other monies received/advanced. It is important to maintain clear and transparent communication with all employees, as far as possible.

We have advanced leave to employees and have credited employee leave records with the TERS benefit received. Can we provide an excel spreadsheet as proof of allocation to employees when applying for May benefits.

A reconciliation is needed, but I recommend also including a sample of a letter to employees confirming the amount of TERS received and how this translated to leave days to be reimbursed. Remember that you can only upload a SINGLE document in PDF so you'll need to edit your documents into this format for uploading.

Not allowing me to view saved employees

If this is a technical error (i.e. 404 screen showing) then you need to report the technical error to the UIF using the following email address Viwe Gqoli (Viwe.Gqoli@labour.gov.za)

How does one refund any over-payments back to UIF?

You need to make payments back to UIF, as per the instructions.

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)

We uploaded 2 files for April but only 1 was processed. How do we get them to process the 2nd file?

This is a real challenge and one that we are still struggling to overcome. Is the second submission for different employees? Or for the same employees, but for the second period of lockdown? You can submit your UIF Reference number, company name and details of the issue to natalies@globalbusiness.co.za and we can add your details to the file of cases we're addressing with the UIF.

In terms of reconciling the TERS payments for April, if we paid employees for public holidays only, must that be deducted from the TERS benefit?

You are not required to work in "days" when doing the reconciliation. Rather, you should look at what monies you paid the employees for work performed or as ex-gratia payments. If, when this amount is added to the value of the TERS benefit allocated by UIF, it does not exceed the individual's usual monthly remuneration, then you can pay them the full amount. If it exceeds their usual amount, reduced the TERS benefit by the "overpayment" value and that is then refunded to UIF.

I have been submitting TERS application for April for a while and keep receiving an error message. I was eventually directed to upload my application manually to covid19declarations@labour.gov.za and then submit declarations to UIFdeclarations@labour.org.za. I was told to wait for 7 to 10 days. when following up after 10 days, I was told there is a backlog in capturing the information from about 40 000 employers. How do I move forward?

Unfortunately, it is unlikely that they will come back to you if there is no answer yet. You will need to try and upload your employees manually if possible. If you need further assistance, one my colleagues could potentially assist. Please drop us an email and we can share information about our services natalies@globalbusiness.co.za If your issues relate to uFiling and declarations, then I suggest that you register for our webinar with Interfile coming this Thursday 22/06 Register via <https://us02web.zoom.us/meeting/register/tZlkc-2rqT8sGdF1jbQc2GmNadFEbG2Pkzot>

With regards to May we are being advised that our application has been rejected due to ALL bank details being incorrect. The bank details given were those used to pay all employees their weekly wages or monthly salaries. Where are the UIF getting their information from?

Are you looking to have employees paid directly? If so, then you must include their banking information. Banking branch codes must be the universal codes, not actual branch-specific codes. If you're looking to be paid to the employer, then delete all employee banking information and only provide the company's information.

Absa Bank Limited 632 005	FirstRand Bank - A subsidiary of First Rand Limited 250 655	Old Mutual 462 005
African Bank Limited 430 000	Grindrod Bank Limited 223 626	Sasfin Bank Limited 683 000
Bidvest Bank Limited 462 005	Investec Bank Limited 580 105	Standard Bank of South Africa 051 001
Capitec Bank Limited 470 010	Merchantile Bank Limited 450 105	SA Post Bank (Post Office) 460 005
Discovery Bank Limited 679 000	Nedbank Limited 198 765	Tyme Bank 678 910
First National Bank (FNB) 250 655		

My application for April was processed in May already but no payment is received yet.

Please double-check the banking details on the system to ensure that these are correct, and that the money has gone to your nominated account. If there is no money paid, then I recommend writing a letter requesting investigation into the payment, on a company letterhead and signed by the CEO/CFO. Send to the UI Commissioner directly Teboho Maruping (UIF-HQ) Teboho.Maruping@labour.gov.za

On our excel document there are certain employees where the comment column is blank, but for other employees, it says "Application not processed". the Payment status is "Application in Progress".

A blank error code apparently means that this is not yet processed, although how this differs from the two mentioned above is anyone's guess. The only suggestion might be to try and "refresh" by going in and updating the individual records under the "saved employees" list on the TERS portal. This seems to trigger the UIF to re-look at the claim and might get it moving again

Can you please share that template you just talked about

The Excel template can be downloaded off the TERS portal by clicking on Application Info and then Documents. It will download the spreadsheet template.

Covid-19 TERS Applications For May 2020 is Open.

