



TERS CALL CENTRE: 0800 030 007

TERS Payment status: <https://uifecc.labour.gov.za/covid19/paymentStatusJsp>

14.10.2020

Dear Employer / Statutory Body / Bargaining Council / Council

RE: UIF COVID19 TERS UPDATE

This communication is to update Users on the Covid19 TERS benefit application processes and to assist in explaining changes and how to overcome some of the challenges in receiving payment.

SALARY DETERMINATION FOR COVID19 TERS BENEFIT CALCULATIONS

As per Audit Recommendation and decision taken by the UIF Management, the “Normal Monthly Salary” figure submitted for Covid19 TERS claim applications are now cross-checked (verified) with Siyaya declaration records to avoid any inflation of salaries.

As a result, a new business rule was set up in the Covid19 TERS system which pulls through the corresponding “taxable earnings” value declared by the Employer via Siyaya/uFiling for March 2020. This figure is referenced in the Covid19 TERS system as the “UIF Declared Salary” and now appears in the Payment Breakdown Schedule, as follows:

Monthly Salary	UIF Declared Salary	Declaration Month	No Of Pay Days	Leave Income	Payment Date	Amount Paid
3500	4048,2	2020-03-01 00:00:00.0		46	1782 2020-10-05 17:26:23.0	3511,18
3500	4048,2	2020-03-01 00:00:00.0		46	277,2 2020-10-05 17:26:23.0	5015,84
3500	4048,2	2020-03-01 00:00:00.0		46	0 2020-10-05 17:26:23.0	5293,22
4000	3939,39	2020-03-01 00:00:00.0		46	0 2020-10-05 17:26:23.0	5293,22
3500	3500	2020-03-01 00:00:00.0		46	0 2020-10-05 17:26:23.0	5293,22
6000	6000	2020-03-01 00:00:00.0		46	0 2020-09-30 09:36:52.0	5293,22

Where a difference exists between the “Normal Monthly Salary” figure and the “UIF Declared Salary”, the UIF will use the lower of the two values to determine the TERS benefit applicable.

Although this cross-check will not be retrospectively applied to claims previously processed and paid, this new business rule will be applied to all claims (regardless of lockdown period) that have/will be processed from 3 September 2020 onwards.

The UIF recognises that whilst there may be legitimate reasons for a higher salary post March 2020, the decision to use this declaration value as the point of verification is a principal one. The salaries declared at the outset of lockdown are what will be used to determine the relief provided and no reviews or enquiries in this regard will be entertained.

The Covid19 TERS benefit is a special relief measure, that does not impact on an individuals’ UIF credits and as such, therefore benefits paid as part of this scheme should be received in the spirit they were intended.



REMUNERATION DURING LOCKDOWN

Users are reminded that Covid19 TERS benefits are intended to assist employees whose remuneration has been negatively affected by Covid19 and associated operational requirements.

Any employee who has received *full salary/wages for work performed* is not eligible to receive Covid19 TERS benefits. This means that claims should only be made for employees who have lost income because they have been unable to work (business is closed / due to co-morbidities), have worked short-time or reduced hours, or who have been required to take a temporary reduction in salary linked to the operational requirements of the business.

Any remuneration received for work performed, and remuneration components (as defined by the BCEA) such as provident fund, medical aid, and allowances paid to employees, should be declared as income. This is for purposes of calculation and ensuring that, when added to the TERS benefit, the individual is not in a better position than they would ordinarily have been had they worked their normal hours. In the event of an overpayment of Covid19 TERS benefits, the excess amount must be refunded to the UIF.

The only components that should expressly be excluded from remuneration for the purposes of Covid19 TERS applications are loans, advances and payment related to leave taken (and which is intended to be off-set against TERS benefits received).

Users are further reminded that remuneration received by an employee during any lockdown period should be declared, and tax and statutory contributions (including UIF) paid, as usual.

DISCREPANCY FUNCTION

This function is provided to assist Users who realise that errors were captured when claims were originally loaded and subsequently processed.

Users are reminded that discrepancy records can only be made once per employee, per lockdown period and so care should be taken to ensure that information is accurately updated and captured in the TERS portal.

Users must capture the discrepancy claim as if it were a fresh claim. All information/values must be accurate for the lockdown period in question, and not 'adjusted' to try to fix the previous error.

Example: If lockdown period should have read 27.03.2020 to 30.04.2020, then insert as such and the system will work out the benefit value variance between what was paid originally and what should have been paid, paying out the difference accordingly.

The July/Aug discrepancy function will become available on the TERS portal from 16.10.2020.

Discrepancy claims, for all periods, will be processed and paid from 16.10.2020. Any discrepancy payment made, will be reflected in the payment schedule for the lockdown period concerned.

Users are further reminded that discrepancies will be subject to the cross-check of salaries (verified against March 2020 declarations) as outlined above.



FOREIGN NATIONAL UPDATE

The UIF is currently engaging with Department of Home Affairs to access the relevant databases to verify Foreign Nationals in the Covid19 TERS system. This follows the successful verification of all South Africans, as required by the Audit Recommendations.

No payments can be processed for any Foreign Nationals, until such time as their identities are verified. We anticipate this process to conclude within the next two weeks. Once successfully verified, all outstanding payments, for which the Foreign National is eligible, will be processed and paid.

BANK VERIFICATION

Users are requested not to change their banking details at this stage unless you have failed verification as this creates further delay in payment.

There remain many Users whose bank accounts continue to fail verification. We would like to urge Users to ensure that they have accurately captured the information on the Covid19 TERS portal so that bank ownership can be successfully verified. Check with your bank if you're unsure of any element. Some of the most common reasons for bank verification failure include:

Incorrect ID used

If you are verifying a personal account, the ID number of the bank account owner must be used. In the case of a joint account, you should use the primary holder's ID number.

Incorrect Bank Account name used

The name inserted on the Covid19 TERS portal in the "trade name" field must be an exact replica of the bank profile/account name. Do not include any t/a sections of the bank account information.

If the bank name includes any additional characters, e.g. "*" these must be included.

If the bank name is in Afrikaans, then this is how it should appear on the Covid19 TERS portal.

Please ensure that the name on the Covid19 TERS portal is a carbon copy of the bank profile/account name. If in doubt, contact your bank for confirmation of what to use to ensure successful verification.

Single account used for multiple UIF entities

If you are using a single account (e.g. payroll bank account) for multiple UIF entities, please note that you should use the Trade Name Verification option for verifying all these entities.

All the UIF entities' "trade name" fields on the Covid19 TERS portal profiles must be changed to reflect the bank profile/account name of the account being used. This will mean that more than one UIF entity on the Covid19 TERS portal will have the same "trade name".



Steps to choose verification by Trade Name or ID number

It seems that some Users are not sure how to opt to be verified by Trade Name or ID number. Please follow the steps below to ensure that you've correctly completed the process to enable your account to be verified accordingly.

FIRST SCREEN

UIF-Covid19 TERS- Capture Entity Details

UIF Reference* [Redacted]

Are you Registered with CIPC?* Yes No

Trade name* [Redacted]

STEP 1: Say "yes" to CIPC

UIF-Covid19 TERS- Capture Entity Details

UIF Reference* [Redacted]

Are you Registered with CIPC?* Yes No

CIPC/DTI Registration No (This is used for bank verification) * [Redacted]

Trade name* [Redacted]

STEP 2: Say "no" to CIPC

UIF-Covid19 TERS- Capture Entity Details

UIF Reference* [Redacted]

Are you Registered with CIPC?* Yes No

Identifier (Please select the Identifier that the FUND must use to perform the bank verification) * [Redacted]

Trade name* [Redacted]

STEP 3: Choose "Identifier" from dropdown

UIF-Covid19 TERS- Capture Entity Details

UIF Reference* [Redacted]

Are you Registered with CIPC?* Yes No

Identifier (Please select the Identifier that the FUND must use to perform the bank verification) * Trade Name

Trade name* [Redacted]

PENDING PAYMENTS

Those employees who appear under the "Pending Payments" schedule and who have no error description, are yet to be processed by the UIF. Once processed, and if no errors exist, these employees will receive their Covid19 TERS benefits.

For employees who have error codes against their name, please note that they will not receive Covid19 TERS benefits until the error is resolved.

For guidance on what the various error codes mean, and what you are required to do to resolve them, please check our Frequently Asked Questions guide.



Employee Not Declared by Employer

There remain many employees unpaid due to a failure by Employers to declare these employees to the UIF. Employers are directed to follow the instructions and submit declarations either via eDecs (payroll) or uFiling. Please note that Foreign Nationals must be declared via uFiling, even if they have previously been submitted via eDecs.

Users are reminded that payment of benefits to SARS and submission of EMP201/501 is not a UIF declaration. UIF declarations are required to be completed monthly, in the prescribed format.

FRAUD HOTLINE

Please note that special fraud hotline has been set up to address any UIF fraud-related queries. If an individual has had their ID number used to claim TERS without their permission and/or knowledge, these matters should be raised via the fraud hotline.

TOLL FREE NUMBER	0800212799
SMS CALL-BACK	30916
EMAIL ADDRESS	uif@thehotline.co.za
FAX 2 EMAIL	0867261681
TELEPHONE WEB APP	www.thehotlineapp.co.za
WEBSITE	www.thehotline.co.za

CLOSING DATES

Users are reminded once again of closing dates for all new Covid19 TERS applications, as follows:

01 – 30 June 2020 lockdown period	-	15 October 2020
01 July – 15 August 2020 lockdown period	-	30 October 2020
16 August – 15 September 2020 lockdown period	-	30 October 2020

If you have not yet received payment for the previous period, you can still apply for a subsequent period. When asked to upload Proof of Payment to Employees, simply upload a letter (on letterhead) committing to pay employees once benefit is received.

The UIF remains committed to paying all employees who are eligible to receive Covid19 TERS benefits but urges Users to ensure that they have completed all steps necessary to ensure verification of employees, bank accounts, etc.

Your cooperation in this regard is appreciated.

Regards,

Acting Unemployment Insurance Commissioner