Dear employers

COVID-19 TEMPORARY RELIEF SCHEME

Since the beginning of May 2020, SARPBAC has encountered a reduction in direct assistance from the UIF. This is unfortunate as one of the main reasons for SARPBAC agreeing to act as a conduit for claims was to simplify the application process for employers by creating a direct link to the UIF, so that the UIF could, through SARPBAC, guide employers through the claim process. This reduction of assistance from the UIF is unfortunately beyond SARPBAC’s control. SARPBAC nonetheless undertakes to continue to do all it reasonably can to assist employers with their claims.

On 11 May 2020, SARPBAC received a payment from the UIF for Covid-19 TERS benefits. This payment was unfortunately only for 19 employers. SARPBAC’s understanding is that the remaining employer’s claims were not paid out due to the UIF system recording errors in relation to SARPBAC’s banking details for these employers. Although SARPBAC submitted the correct banking details to the UIF, there appears to have been an error at the UIF which resulted in the banking details not being carried through for all employers. SARPBAC is presently taking urgent steps to get this issue resolved.

For those employers who have been sent TERS payment schedules by SARPBAC, you will note that certain employees have error messages recorded against their names. SARPBAC has been advised by the UIF that these individual error messages should not result in the whole of the employer’s claim being rejected, but should only result in a benefit not being paid for that specific employee. SARPBAC has also been advised by the UIF that if it is possible to rectify the error, the employer should not resubmit their whole claim (either individually or through SARPBAC). The employer should instead take the below mentioned steps dependent on the error message to try and secure payment for the relevant employee. SARPBAC is unfortunately not able to rectify these errors on behalf of employers, making it necessary for employers to deal with the below mentioned errors themselves.

The UIF has advised SARPBAC that employers should take the following actions in relation to the following error messages:

1. **Error message: “Applicant has an active claim with the UIF”**

   1.1. This error message means that the specific employee is currently receiving a different benefit through the UIF (such as a maternity leave benefit). If the employee is not in fact receiving a different UIF benefit, the employer needs to take the following steps:
   
   1.1.1. Make contact with the UIF to get them to rectify on their system that the employee is not in fact receiving a different UIF benefit. Note: This process is separate to the TERS claim process and employers must deal directly with the UIF (and not TERS) in this regard;
   
   1.1.2. Once the error has been rectified by the UIF, the employer should send an email to covid19terssupport@labour.gov.za and/or covid19compliance@labour.gov.za and/or declarations@labour.gov.za;
   
   1.1.3. Use their UIF number as the email subject;
   
   1.1.4. Record in the email that the error message they received for the relevant employee was “Applicant has an active claim with the UIF” and record the relevant employee’s name, surname and ID number;
   
   1.1.5. Advise the UIF of the corrective action taken at 1.1.1 above, and attach any relevant supporting documentation.
2. **Error message: “Employee not declared by employer”**

   2.1. If this error message appears on an employer’s schedule in relation to an employee/s, the employer should do as follows:
   2.1.1. Log in to U-Filing;
   2.1.2. Go to “Declaration Manager”;
   2.1.3. Select employer;
   2.1.4. Add the employee/s for whom this error message is recorded. Note: This process is separate to the TERS claim process and employers must deal directly with the UIF (and not TERS) in this regard.

   2.2. If the employer has been emailing monthly payroll declaration sheets to the UIF rather than using the U-Filing system, it is advisable for them to rather register for **U-Filing** and/or bring their declarations up to date on the **U-Filing system**, as the UIF has a backlog of emailed claims.

   2.3. Once the above has been attended to, the employer should then:
   2.3.1. Send an email to covid19terssupport@labour.gov.za and/or covid19compliance@labour.gov.za and/or declarations@labour.gov.za;
   2.3.2. Use their UIF number as the email subject;
   2.3.3. Record in the email the exact error message recorded for the employee and record the relevant employee’s name, surname and ID number;
   2.3.4. Advise the UIF of the corrective action taken at 2.1/2.2 above, and attach any relevant supporting documentation.

3. **Error message relates to an issue with the employee’s ID number**

   3.1. If the error message relates to the employee’s ID number, the employer should do as follows:
   3.1.1. Send an email to covid19terssupport@labour.gov.za and/or covid19compliance@labour.gov.za and/or declarations@labour.gov.za;
   3.1.2. Use their UIF number as the email subject;
   3.1.3. Record in the email the exact error message recorded for the employee;
   3.1.4. List the employee’s name and surname and their **correct** identity number.

4. **Error message in relation to foreign employee**

   4.1. If there is an error message recorded against a foreign employee’s name, the employer should do as follows:
   4.1.1. Send an email to covid19terssupport@labour.gov.za and/or covid19compliance@labour.gov.za and/or declarations@labour.gov.za;
   4.1.2. Use their UIF number as the email subject;
   4.1.3. Record in the email the exact error message recorded for the employee and the employee’s name, surname and ID number;
   4.1.4. Enclose a fully completed UI-19 form for the foreign employee;
   4.1.5. Enclose 3 month’s proof of salary payment to such employee, or if applicable, the payroll system electronic UI-19 report.

5. **Error message: “Payment requested through a different payment medium”**

   5.1. If this error message appears on an employer’s schedule in relation to an employee/s, the employer should do as follows:
   5.1.1. Send an email to covid19terssupport@labour.gov.za and/or covid19compliance@labour.gov.za and/or declarations@labour.gov.za;
   5.1.2. Use their UIF number as the email subject;
5.1.3. Record in the email that the error message they received for the relevant employee was “Payment requested through a different payment medium” and record the relevant employee’s name, surname and ID number;

5.1.4. If the employer wants the employee to be paid through the employer, the employer should indicate as such in the email and attach confirmation of their banking details to the email. If the employer wants the employee to be paid directly, the employer should indicate as such in the email and attach confirmation of the employee’s banking details.

6. **Error message: “Deceased employee”**

6.1. If the employee is indeed deceased, no further action needs to be taken by the employer, the UIF system will automatically ignore the claim for such employee and should pay out for the remaining employees.

6.2. If, however the employee is not deceased, the employer needs to take the following steps:

6.2.1. Make contact with the UIF to get them to rectify on their system that the employee is not in fact deceased. Note: This process is separate to the TERS claim process and employers must deal directly with the UIF (and not TERS) in this regard;

6.2.2. Once the error has been rectified by the UIF, the employer should send an email to covid19terssupport@labour.gov.za and/or covid19compliance@labour.gov.za and/or declarations@labour.gov.za;

6.2.3. Use their UIF number as the email subject;

6.2.4. Record in the email that the error message they received was “Deceased employee” and record the relevant employee’s name, surname and ID number;

6.2.5. Advise the UIF of the corrective action taken at 6.2.1 above, and attach any relevant supporting documentation.

7. **Error message “Application not yet processed”**

This means that the application has not yet been processed due to the large number of claims received. The application will be processed in due course by the UIF TERS team.

We will keep you updated in relation to other developments.

Yours sincerely

Gary Wilson

General Secretary of the Council