



18.12.2020

Dear Employer / Statutory Body / Bargaining Council / Council

**RE: UIF COVID19 TERS UPDATE**

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This communication is to update Users on changes and developments within the Covid19 TERS system.

We humbly request that those practitioners who have been retained to assist employers, share this correspondence with the employers directly so that they remain updated and can take the appropriate actions required, where necessary.

### CHECK MY FILE

The “check my file” functionality was added to the online portal on 15 December 2020 and whilst this was intended to assist Users to assess the validity of the formatting, we have picked up a glitch. As a result, this functionality was removed from the portal at 10h30 today, 18 December 2020.

If you have experienced difficulties in uploading CSV files in the past week due to validation failure errors, we recommend you check the formatting to ensure the data within the file meets the prescribed formats, and then re-upload. We apologize for any inconvenience caused.

### REMINDER: SUBMISSION CLOSURE DATE FOR SEP/OCT PERIOD

**Users are reminded that the closure date for the last lockdown period, 16 September – 15 October, is at midnight on 31 December 2020.** Any applications not received by this date will not be accepted. Users are encouraged to capture manually if they continue to experience difficulties with CSV files.

### DISCREPANCIES

The Discrepancies Tab now includes lockdown periods “16 August - 15 September” and “16 September – 15 October”. Although the online portal will be fully operational throughout the festive break period, please note discrepancies captured for the above-mentioned lockdown periods will only be processed in the new year.

### PROCESSING SCHEDULE

As from 14 December 2020, the UIF will be processing lockdown periods in a weekly cycle, to attempt to resolve all outstanding eligible claims. Users are kindly requested to ensure that they have taken the necessary action to resolve error messages, such as “employee not declared by employer” utilising either the digital UI19, uFiling, or eDec declaration processes.

The weekly schedule is as follows:

Mondays	27 March – 30 April and 1 – 31 May
Tuesdays	1 – 30 June
Wednesdays	1 July – 15 August
Thursdays	16 August – 15 September
Fridays	16 September – 15 October
Saturdays	Discrepancies for all periods



## NEW ERROR MESSAGES

Development of the TERS processing system, including reconciliation across all lockdown periods to ensure eligible claims are picked up for payment, led to the introduction of additional error messages seen on the online portal. To assist Users to understand these, please note the reasons for each of the two error messages:

### ***TERS Vendor integration could not be done with financial system***

This error message can be due to one of the below reasons:

- The ID has a discrepancy in one of the payment cycles, and the TERS and financial system recon has not completed yet. Once the recon is done, the ID will be processed.
- The Employer has been successfully bank verified by Manual process and will be paid separately to automated process.
- The employee is a Foreigner and will be paid separately to the automated process.

### ***TERS Payment integration could not be done with financial system***

This error message is related to an ID that was unable to pass the bank verification test, or where this ID is recorded as “deceased” and a new date of death has been supplied by Home Affairs.

There is **NO ACTION REQUIRED** on the part of the User at this stage. Once the system-wide reconciliation process is complete, the original (more specific) error messages – if unresolved - will reappear to guide you going forward.

## REFUNDS

Development to the online portal now allows Users to view refunds made to the UIF. Follow the steps outlined in the attached guide document to view refunds (associated with specific UIF reference number) deposited into the fund’s accounts. This will reflect the total value of refunds received under the UIF reference number.

However, to record the individual refunds received against specific employees, the UIF requires further information from Users. Kindly complete the attached refund template, providing the breakdown of the refund (per employee). Please take care to ensure that the spreadsheet is formatted correctly as the process to pull information into the online portal is semi-automated.

Your attention is drawn to the columns which require you to use the right numeral to represent the period for which refunds were made, and whether it was a partial or full refund. These details can be found in the top row of the spreadsheet in red font for ease of reference.

UIFREFERENCENUMBER	ID/PASSPORT	PAYMENT_FROM DATE DD-MMM-YYYY only	PAYMENT_TILL DATE - DD-MMM-YYYY only	PAYMENT ITERATION ID (For Refund) 1=APR, 2=MAY, 3=JUN, 4=JUL/AUG, 5=AUG/SEP	REFUND AMOUNT	REFUND_TYPE_ID PARTIAL PERIOD/FULL PERIOD 1= PARTIAL, 2=FULL	REFUND_DATE DD-MMM-YYYY only	TERS_REFUND_ID REFUND ID FOR INCORRECT PERIOD - 2
XXXXXXXX/X	XXXXXXXXXXXXXX	01-Apr-2020	30-Apr-2020	2	1000	2	01-Jan-2020	2

Once the refund template is accurately completed, please email to:

[Dorothy.Boikhutso@labour.gov.za](mailto:Dorothy.Boikhutso@labour.gov.za)

Subject line: “TERS REFUND PER EMPLOYEE”.

Please also attach the associated Proof of Payment to UIF to this email for recon purposes.



## BANK VERIFICATION

There are unfortunately about 2000 Users whose profiles continue to fail bank verification. ONLY affected Users can expect to receive direct correspondence by Monday 21 December 2020. The correspondence is intended to provide more detail on the reasons for bank validation failure, and some guidance on actions necessary. Please note too that the bank verification failure notice on the TERS portal will also provide explanation on the reason for failure.

**Users who receive bank verification correspondence are urged to take careful note and ensure they take the appropriate action to resolve the issue. Failure to make the necessary changes will result in the continued lack of payment.**

Users are further requested to exercise patience once banking details are updated as these processes can take up to 15 days to take effect – continued changes only serve to delay the process further.

Automated bank validations (for CIPC and ID verifiable accounts) takes place each time payments are assessed (for the UIF reference number) during processing. However, manual verification (for Trade Name verifiable accounts) will only take place again in the new year.

## ENQUIRIES & DISPUTE RESOLUTION

Information on the formal processes to be followed, to lodge a dispute in respect of the MOA, or an enquiry, will be shared in the new year.

## FESTIVE BREAK OFFICE CLOSURE

The Unemployment Insurance Fund, including Call Centre, will officially shut for the festive season at 10H00 on 24 December 2020 and resume operations at 07H30 on 4 January 2021. During this short break, no payments will be released but the online portal can be accessed as normal and all functionality will be open to the public.

Regards

Unemployment Insurance Commissioner