



employment & labour

Department:
Employment and Labour
REPUBLIC OF SOUTH AFRICA



15 April 2020

Unemployment Insurance Fund

COVID-19 TERS - EMPLOYEE APPLICATION

USER GUIDE



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Background

The Minister of Employment and Labour has announced measures that the Department will put in place to contain the spread of the Corona Virus (Covid-19) and its impact on UIF contributors.

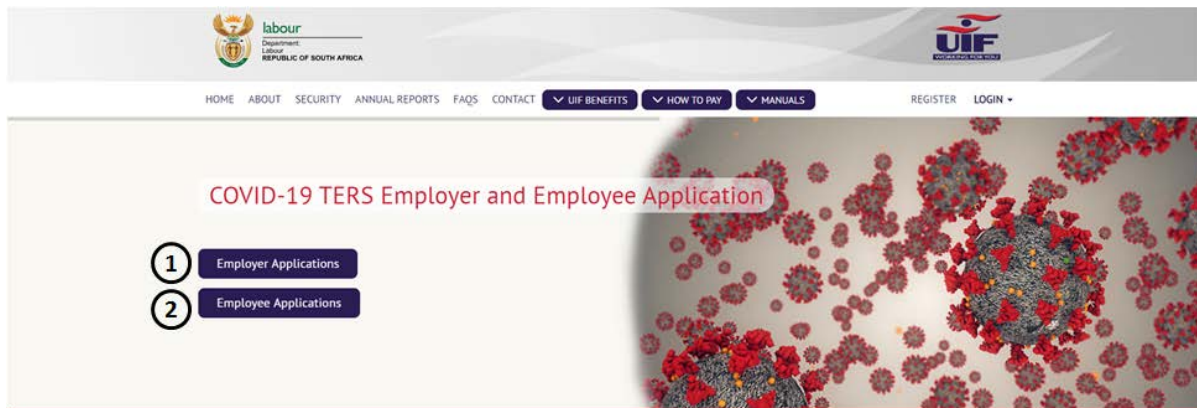
In line with the above regulation, the Minister has announced measures that the Department will put in place under the current special circumstance relating to the Corona virus (COVID-19) and its impact on UIF contributors. The Unemployment Insurance Fund will assist affected workers through existing benefits including Illness, Reduced Work Time, Unemployment and Temporary employer/ Employee Relief Scheme (TERS) benefits.

The Unemployment Insurance Commissioner, after consultation with Unemployment Insurance Fund Executive, has also developed a COVID-19 Temporary Employer/ Employee Relief Scheme (COVID19TERS) to contribute to the containment of the Corona Virus and its impact.

The following is a quick user guide on how to navigate through Ufiling to access the COVID-19 TERS Employee Benefit which assists Employees to claim UIF relief. Employee applications are for the smaller employers who employ less than 10 staff.

Step by Step Guide:

Home Page



1. For Employer Application :

System will route you to the following URL for Employers - <https://uifecc.labour.gov.za/covid19/>

2. Employee Application :

User must login or register to uFiling.

Log In

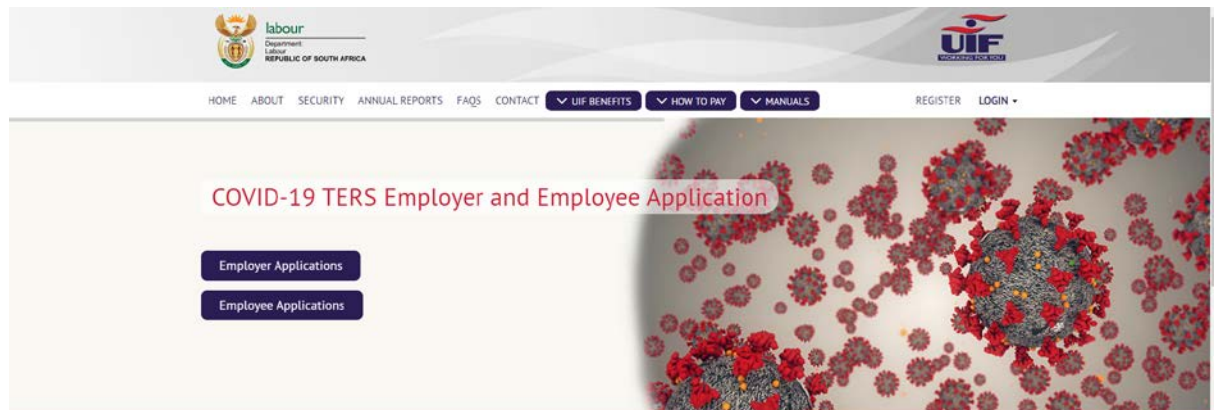
Enter UserName and Password

Unregistered Users

- o Click button to Register as "New User"

Registered Users

- o Enter UserName
- o Enter Password

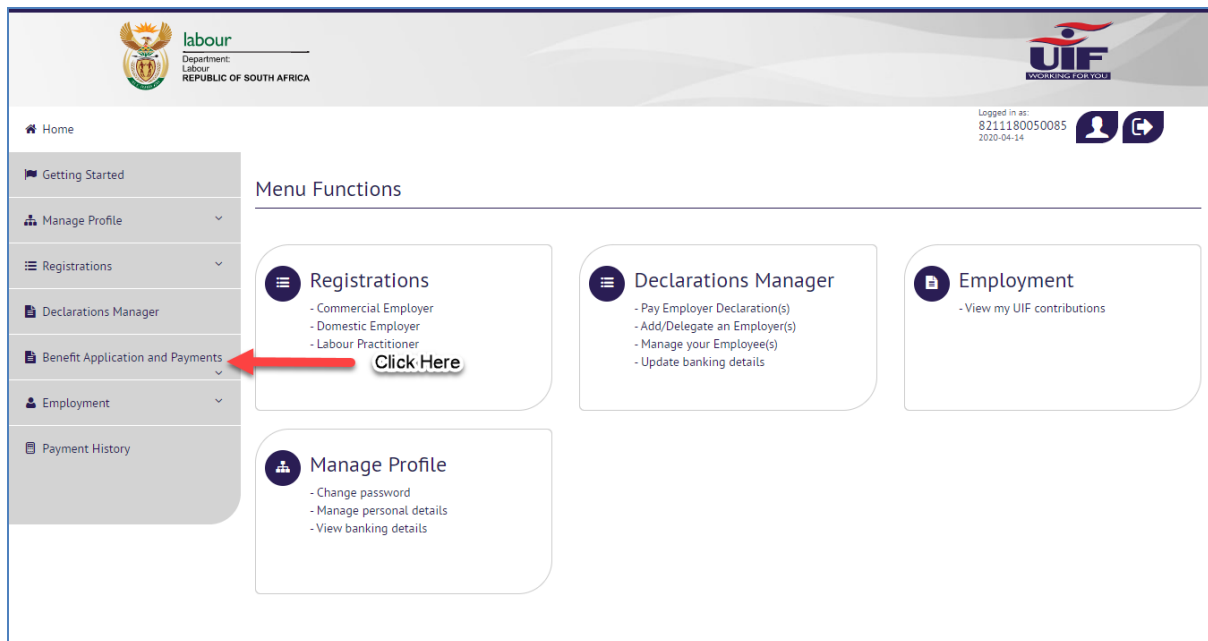


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Log In

Select Benefit Application and Payment

🚦 User is prompted to select “Benefit Application and Payment” on the left tab

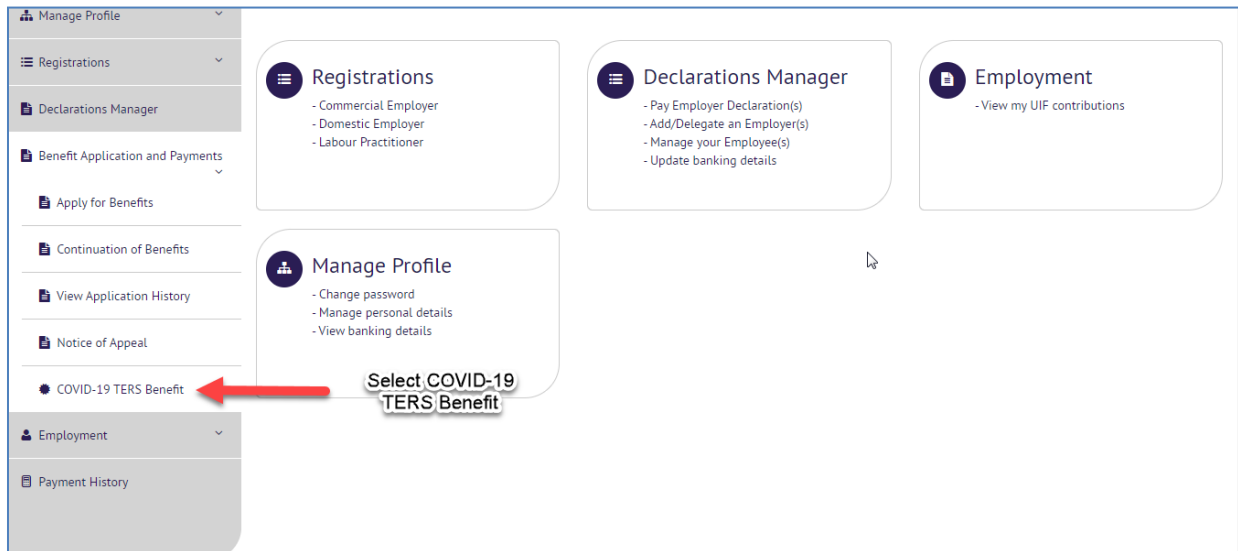




Select COVID-19 TERS Benefit

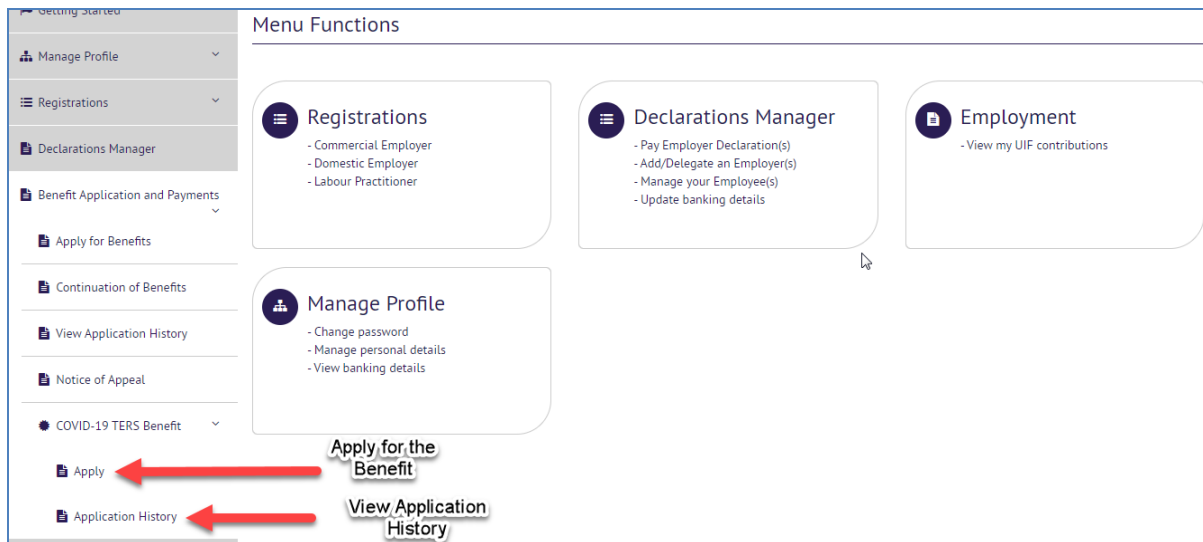
✚ A drop down menu will appear

✚ User must then click on “COVID-19 TERS Benefit”



User Application

- ✚ The user has two options on the drop down
- o **Apply** – which allows the user to start the application process
 - o **Application History**- this allows the user to view history of Applications submitted



The screenshot displays the UIF user application interface. On the left is a vertical sidebar menu with the following items: 'Manage Profile', 'Registrations', 'Declarations Manager', 'Benefit Application and Payments' (expanded), 'Apply for Benefits', 'Continuation of Benefits', 'View Application History', 'Notice of Appeal', 'COVID-19 TERS Benefit' (expanded), 'Apply', and 'Application History'. The main content area is titled 'Menu Functions' and contains four panels: 'Registrations' (with sub-items: Commercial Employer, Domestic Employer, Labour Practitioner), 'Declarations Manager' (with sub-items: Pay Employer Declaration(s), Add/Delegate an Employer(s), Manage your Employee(s), Update banking details), 'Employment' (with sub-item: View my UIF contributions), and 'Manage Profile' (with sub-items: Change password, Manage personal details, View banking details). Two red arrows point from the 'Apply' and 'Application History' items in the sidebar to the 'Apply for the Benefit' and 'View Application History' labels respectively, which are positioned over the 'Apply for Benefits' and 'View Application History' sub-items in the 'Benefit Application and Payments' panel.



Application Criteria

- ✚ The Application consists of 5 short sections
 - o **Before You Start** – This tab explains the application process as well as documents that are required in order to submit
 - o You cannot toggle tabs without completing what is required on each tab

The screenshot shows the UIF Temporary Employer Relief Scheme Application for COVID-19 interface. The header includes the Department of Labour logo and the UIF logo. The user is logged in as 8211180050085 on 2020-04-24. The main content area displays the 'Before You Start' tab, which lists required documents: Copy of ID Document, Proof of Bank Account, and Employee Declaration. A button labeled 'Employee Declaration' is visible. The interface also shows a 'Next' button at the bottom right.



Download Employee Declaration

- ✚ A user is then required to download an “Employee Declaration”
- ✚ This will open in a separate (new) window
- ✚ User proceeds by clicking “Next”

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UIF
WORKING FOR YOU

Logged in as:
8211180050085
2020-04-14

Home

Getting Started

Manage Profile

Registrations

Declarations Manager

Benefit Application and Payments

Employment

Payment History

Temporary Employer Relief Scheme Application for COVID-19.

Before You Start Terms and Conditions Capture Employer Capture Banking Details Capture Covid Relief Details Confirmation

The following documents are required: *

- Copy of ID Document
- Proof of Bank Account
- Employee Declaration

Please download and have your employer complete the employee declaration. The declaration is required to complete this process. *

Employee Declaration

Download Employee Declaration

Next



Accept the Terms and Conditions

- User must then read the prescribed “Terms and Conditions”
- Upon reading; then user **checks** the tick box to Accept the T’s and C’s
- Once done, user proceeds by clicking on “**Next**”
- User can click on “**Back**” to access the previous page

The screenshot shows the 'Terms and Conditions' step of the application process. The page title is 'Temporary Employer Relief Scheme Application for COVID-19.' The navigation tabs include 'Before You Start', 'Terms and Conditions' (active), 'Capture Employer', 'Capture Banking Details', 'Capture Covid Relief Details', and 'Confirmation'. A disclaimer text is displayed: 'IN THE EVENT OF MY COVID19TERS APPLICATION BEING SUCCESSFUL, THE AUTHORISED/DELEGATED OFFICIAL WILL AUTHORISE THE PAYMENT OF BENEFITS INTO MY NOMINATED BANK ACCOUNT. I ALSO UNDERTAKE TO INFORM THE UNEMPLOYMENT INSURANCE FUND AS SOON AS I'M RE-EMPLOYED AND UNDERSTAND THAT FAILURE TOO DO SO WILL CONSTITUTE FRAUD. IN THE EVENT OF AN OVER PAYMENT OCCURRING AS A RESULT OF THIS APPLICATION I UNDERTAKE TO REFUND THE FULL AMOUNT TO THE FUND. I FURTHERMORE DECLARE THAT THE INFORMATION GIVEN IS TRUE AND CORRECT AND I'M AWARE THAT IT IS AN OFFENCE TO WILFULLY MAKE A FALSE STATEMENT.'

Below the text, there is a statement: 'I accept the terms and conditions.' followed by an unchecked checkbox. A red arrow points to this checkbox with the text 'Check the tick to accept the T's and C's'. At the bottom, there are two buttons: '< Back' and '> Next'. A red arrow points to the '> Next' button.



Enter Employer UIF Reference Number and Company Name

- User is required to Enter **Employer UIF Reference Number**
- User is required Enter **Company Name**
- All fields marked with an asterix (*) are mandatory
- User cannot proceed to the Next screen without all the mandatory fields

Enter Banking Details or Confirm Banking Details

- New Users are required to enter Banking Details

Account holder	Bank Name
Bank Account Type	Branch Name
Branch Code	Bank Account Number

- Registered Users
 - Confirm if Banking Details are correct
 - If Banking details are incorrect; user must contact the UIF Call Centre
 - User then clicks on **Next** to proceed

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Logged in as:
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2020-04-14

Home

Getting Started

Manage Profile

Registrations

Declarations Manager

Benefit Application and Payments

Employment

Payment History

Temporary Employer Relief Scheme Application for COVID-19.

Before You Start Terms and Conditions Capture Employer **Capture Banking Details** Capture Covid Relief Details Confirmation

Account Holder test Bank Name ABSA BANK LIMITED

Bank Account Type ChequeOrCurrent Branch Name ABSA ELECTRONIC SETTLEMENT CNT

Branch Code 632005 Bank Account Number 1234567890967

< Back > Next

Enter Banking Details OR
Confirm Banking Details



Capture COVID-19 Relief Details (Part A)

- ✚ User must capture mandatory Relief Details in the fields provided below;
- ✚ All fields marked with an asterix (*) are mandatory
- ✚ Should the fields not be completed; user will not be permitted to proceed to the next screen



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WORKING FOR YOU

Home

Logged in as:
8211180050085
2020-04-14



Getting Started

Manage Profile

Registrations

Declarations Manager

Benefit Application and Payments

Employment

Payment History

Temporary Employer Relief Scheme Application for COVID-19.

Enter Fields Below

Before You Start

Terms and Conditions

Capture Employer

Capture Banking Details

Capture Covid Relief Details

Confirmation

Lock Down Period *

Select One

▼

Company Covid



Shutdown Start Date: *



Employment Start Date: *



Remuneration Monthly: *

Company Covid



Shutdown End Date: *



Employment End Date:



Salary Paid (During Lockdown): *



Uploading Supporting Documents

- ✚ Upon completion of the mandatory fields; user must upload supporting documents
- ✚ Documents must not be more than 2MB per upload
- ✚ User Clicks **Next** to proceed to the next

screen

Employment Start Date: 2020/01/02

Employment End Date: 2020/03/27

Remuneration Monthly: R3,500.00

Salary Paid (During Lockdown): R1,000.00

Upload Employee Declaration. (PDF 2MB Max). *

+ Choose

Upload ID Document. (PDF 2MB Max). *

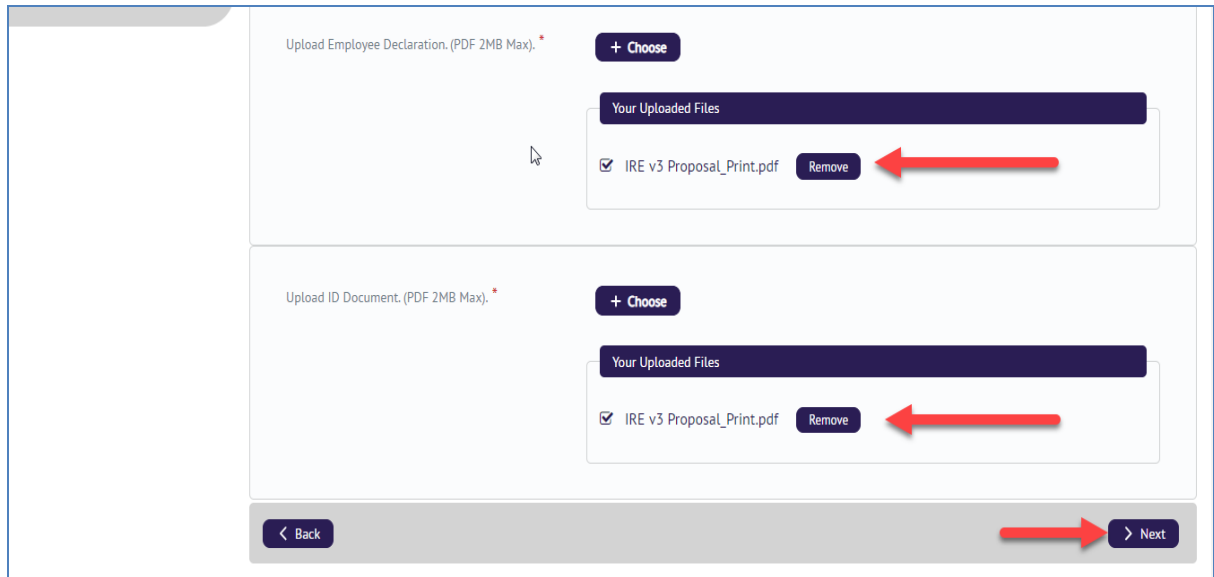
+ Choose

< Back

> Next

Supporting Documents Uploaded

- ✚ Once the documents have been uploaded; the user has an option to remove if the document uploaded is incorrect
- ✚ User has the ability to go **Back** to the previous screen
- ✚ User must click on **Next** to proceed to the next screen



The screenshot displays a web interface for uploading supporting documents. It features two main sections: 'Upload Employee Declaration, (PDF 2MB Max). *' and 'Upload ID Document, (PDF 2MB Max). *'. Each section includes a '+ Choose' button and a 'Your Uploaded Files' list. The first list contains a checked item 'IRE v3 Proposal_Print.pdf' with a 'Remove' button next to it, indicated by a red arrow. The second list also contains the same item with a 'Remove' button, also indicated by a red arrow. At the bottom of the interface, there are two buttons: '< Back' and '> Next', with a red arrow pointing to the 'Next' button.



Confirmation

- ✚ User must check tick box to give consent
- ✚ Once its checked; user may **submit** the application
- ✚ Or the User may go **Back** to fix issues on the previous page if required;

Successful Submission

- ✚ Once application is submitted; user will then see confirmation as per below with further instructions.

Logged in as:
7607020023086
2020-04-15



Temporary Employer Relief Scheme Application for COVID-19.



Thank you!

We have received your submission. You may view the status of this submission in the 'Application History' menu item.



Acknowledgement Email

- ✚ Upon successful submission of the Application; an email will be sent out to the user



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Dear JUANITA TODKILL,

Please be informed we have received your application and feedback will be given after processing.

Best Regards,
The uFiling Team

Please do not reply to this email, as this address is not administered. Should you have any enquires or require assistance contact the Call Centre on 0860-345-464 or 012-3371680 option 3.

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