



# employment & labour

Department:  
Employment and Labour  
REPUBLIC OF SOUTH AFRICA



04.12.2020

Dear Employer / Statutory Body / Bargaining Council / Council

## TERS Update

Users are requested to take note of the following:

### **PROCESSING OF CLAIMS FOR 16 SEPT – 15 OCT 2020 WILL BEGIN 7 DECEMBER 2020**

Please note that TERS claims for payment period 16 September to 15 October 2020 are acknowledged, however processing, including upload of CSV files, will only begin from Monday 7 December 2020.

If you uploaded a CSV file for this period, employees won't show on the front-end until processing begins. We request your patience in this regard. If the employees are still not appearing under the Saved Employee screen by Wednesday 9 December 2020 then Users are advised to check the file, as there may be a formatting issue.

Users are reminded that closure for this period is on 31 December 2020.

### **DISCREPANCY PROCESSING**

The UIF apologises for the delays in processing discrepancies. Users are advised to get their discrepancies captured and submitted on the portal as discrepancy processing will begin from 10 December 2020.

### **FOREIGN NATIONALS**

Processing and payment for foreign nationals, who were verified via SARS, began this week. Payments are being processed in batches per month and should be reflecting. Please note that those foreign nationals who are yet to be verified, will not be processed until further notice.

### **RE-SUBMISSION OF FAILED CSV FILES FOR PREVIOUS (NOW CLOSED) CLAIM PERIODS**

Users who submitted claims via CSV file for previous, now closed, claim periods, and where "no employees" appears on the online portal are advised to assume that their CSV file was incorrectly formatted. As per agreement with social partners, Users who attempted to upload prior to closure date, and whose attempt failed due to technical issues, are given a further opportunity to re-submit.

The process to follow, to re-submit your claim data, is as follows:

- Complete the standard Excel template for the relevant lockdown period
- Mail to [Covid19failedCSV@labour.gov.za](mailto:Covid19failedCSV@labour.gov.za)
- **Ensure that your email subject line reflects the month for which the claim is made, e.g. "July/Aug"**
- Please send *only one file, per email, with the correct month reflected in the subject line*
- The received Excel template will be checked and converted into the correct CSV format
- The UIF will conduct a check on the TERS system, and if this audit confirms that the User made a submission on or before the closure date, the CSV will be loaded and processed.
- Please note that processing will only take place from 14 December onwards, do not re-submit data.

### **AUDITS**

Users are advised that auditors have begun Phase 1 of the "Follow the Money" project, confined to issues raised as part of the AG findings. To assist Users with planning over the festive season, we can confirm that the auditors will cease work on 18 December, and resume from 4 January 2021.

Regards,  
Unemployment Insurance Commissioner