



02.02.2021

Dear Employer / Statutory Body / Bargaining Council / Council

## RE: UIF COVID19 TERS UPDATE: ERROR MESSAGE, FAILED CSVs and DISPUTE RESOLUTION PROCESS

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This communication is to update / assist Users to further overcome problems encountered with Covid19 TERS claims and related issues.

### ADDITIONAL ERROR MESSAGE

Development to the TERS processing system led to the introduction of additional error messages to guide Users on status of claim. To assist in understanding these error messages, and the action required (if any) to secure payment, please see below:

#### 1. Process for verification of Foreign Nationals

The UIF needs to verify against an external database to verify a Foreign National before payments can be made. The two external databases used for verification are Home Affairs and SARS. The Foreign National also must be declared via uFiling, regardless whether the employer has previously completed eDecs or digital UI19s or not, as uFiling is the only means to declare Foreign Nationals for TERS benefit processing. Employers are requested to ensure that all Foreign Nationals have been declared on uFiling to enable payments to be made to qualifying individuals. Foreign Nationals who are successfully verified will be paid for the outstanding periods for which they qualify. Those who cannot be verified, by neither SARS or Home Affairs and also u Filing cannot be paid as per current business rules and the error message “*Applicant is not verified by uFiling and (SARS or Home Affairs)*” will appear alongside their name on the pending schedule.

#### 2. Applicant qualifies for No payment after processing of the application.

Error message appears when the claim has been assessed and one of the following applies:

- a) The calculation for benefits for the period equals zero (0); or
- b) An overpayment for a previous period was picked up during reconciliation, and once the overpayment amount has been collected by UIF, there is nothing remaining of the TERS benefit amount to pay out to the beneficiary

Where this error message appears next to an individual on the schedule it should be borne in mind that this employee will not receive any TERS benefits for this claim period.

Users are reminded that benefit calculations are made using the “UIF Monthly Salary” as declared and recorded in Siyaya for the Feb/Mar 2020 period, as per the business rules. Therefore, if the salary earned in the lockdown period exceeds that which was recorded as the normal monthly salary in Siyaya the individual will not qualify for TERS benefits.

IF any previous overpayment was refunded to the UIF, Users are reminded that they should have notified the UIF of the amount of refund and the individual for whom the refund was made. This must be done utilising the Refund spreadsheet and following the process laid out. If a refund has been received and reconciliation determines that the overpayment was incorrectly calculated (and monies withheld), the UIF will pay out any amount owing to the individual,



### **3. TERS Payment integration couldn't be done on Financial System and no further action required from the employer.**

This error appears against the records of individual employees for one of the following reasons:

- a) Currently this individual/entity is being reconciled;
- b) Bank Verification has not been completed; or
- c) There is a mismatch between information from Bank and that captured on TERS portal which has rendered bank verification unsuccessful

### **4. Salary change received. Send Declaration to accommodate salary change.**

This error appears for individuals where a discrepancy has been lodged. The TERS "normal monthly salary" is higher than the declared salary in the UIF database for period between Jan – March 2020. To mitigate the risk of fraud resulting from Users changing information on TERS to manipulate benefits, these claims cannot be processed unless source data is updated. If the salary amendment is accurate, then Users are required to re-submit declarations for the previous periods reflecting the higher salary amounts and also note that arrears contributions will be triggered. Users are reminded that information submitted is subject to audit and any attempts to fraudulently influence benefits calculation will be subject to investigation and potential criminal action.

## **FAILED CSVs FILES**

Failed CSVs files were received and acknowledged by the UIF. Currently, the excel files are being checked and converted to CSVs format before being subjected to an audit trail to ensure that a submission was made on or before closure date.

Due to large volumes of files received the loading, processing and release of payment will only be finalized on or before 15.02.2021.

Users whose files are found to have been submitted prior to closure dates will be loaded onto TERS portal for processing. Those whose files cannot be found to have met the deadlines will receive communication from the UIF in this regard, advising of their rights in regards next steps.

## **DISPUTE RESOLUTION PROCESS**

Disputes were received and acknowledged by the UIF. An inordinately large number of emails were received. Many of the mails received do not constitute disputes, as per the instruction issued, and the large volumes required to be processed have caused delays and bottlenecks.

To support the process, and speed up resolution as far as possible, all correspondences received has been handed to the Call Centre who will contact senders. The Call Centre will sift through the emails to determine enquiries and escalate disputes to the nominated officials to resolve.

Regards  
Unemployment Insurance Commissioner