



PROBLEM/CHALLENGE	ACTION TO BE TAKEN	EMAIL ADDRESS TO BE USED
Employer only paid for 14 days of lockdown period	Submit individual cases to Dept of Labour providing evidence of intention to claim for full period (earlier email submissions) plus explanatory letter of steps followed on letterhead	<a href="mailto:covid19Terssupport@labour.gov.za">covid19Terssupport@labour.gov.za</a>
Monthly declarations are up to date but employees appear on error list	Send proof of previous submissions (and actual submissions) to Dept of Labour	<a href="mailto:Covid19declarations@labour.gov.za">Covid19declarations@labour.gov.za</a>
Monthly declarations are not up to date	Upload onto ufilling - can upload batches of up to 100 at a time or alternative email payroll data to the Department of Labour	<a href="mailto:uifdeclarations@labour.gov.za">uifdeclarations@labour.gov.za</a>
Ufilling access problems	Need to provide Dept with UIF Registration number, previous user's full names and ID no (if available) and new user's full names and ID no	<a href="mailto:Sam.Mabuza@labour.gov.za">Sam.Mabuza@labour.gov.za</a>
Unable to access TERS System	Need to provide Dept with UIF Registration number, letter of authority and request access assistance	<a href="mailto:Viwe.Ggoli@labour.gov.za">Viwe.Ggoli@labour.gov.za</a>
Failed Branch Code Validation - employer account	Ensure that there is a link between the company trading name and bank account name / check that correct type of account selected / preferably use universal code	<a href="mailto:covid19Terssupport@labour.gov.za">covid19Terssupport@labour.gov.za</a>



Processing claims for employees who do not have bank accounts - what is the correct procedure?	Employer provides own bank account details - will need to provide proof of cash payment to employee	<a href="mailto:covid19postpaymentenquiries@labour.gov.za">covid19postpaymentenquiries@labour.gov.za</a>
CSV upload issues - file was uploaded but employees don't appear	Capture individuals manually or submit individual cases to Dept of Labour providing copy of CSV with missing individuals	<a href="mailto:covid19Terssupport@labour.gov.za">covid19Terssupport@labour.gov.za</a>
Payment schedules and actual payments don't balance where employers have been recalculated	Email details to Dept of Labour	<a href="mailto:covid19Terssupport@labour.gov.za">covid19Terssupport@labour.gov.za</a>
Foreign nationals that have been declared previously	Complete UI19 and salary schedule and submit together with passport docs and work permit / asylum certificate plus proof of declarations to Dept Labour	<a href="mailto:covid19Terssupport@labour.gov.za">covid19Terssupport@labour.gov.za</a>
Foreign nationals that have not been declared previously	Capture on ufilling and submit salary schedule, UI19, payroll records, work permit / asylum certificate and passport docs to Dept of Labour	<a href="mailto:covid19Terssupport@labour.gov.za">covid19Terssupport@labour.gov.za</a>
Employer needs to change bank account details	Need to provide banking details on spreadsheet template and then provide bank confirmation letter /statement reflecting bank account details (recent)	<a href="mailto:covid19Terssupport@labour.gov.za">covid19Terssupport@labour.gov.za</a>
Active claim in place	Employer needs to complete UI19 confirming return to work date or alternatively letter on letterhead confirming maternity leave period and return to work date	<a href="mailto:covid19Terssupport@labour.gov.za">covid19Terssupport@labour.gov.za</a>



Employees who were previously reflected on the Error report has now "disappeared". Not on the payment list.	Case by case - need to report to them	<a href="mailto:covid19Terssupport@labour.gov.za">covid19Terssupport@labour.gov.za</a>
ID numbers that were submitted on CSV or captured on system were incorrect	Capture manually onto TERS system and then send error report together with copies of ID's to Dept of Labour with request to rectify - also register correct information on ufiling if ID number on declarations were incorrect	<a href="mailto:covid19Terssupport@labour.gov.za">covid19Terssupport@labour.gov.za</a>
Failed Branch Code Validation - employee account	Check that this is not a shared account / Check that correct type of account reflected i.t.o branch code / preferably use universal branch code	<a href="mailto:covid19Terssupport@labour.gov.za">covid19Terssupport@labour.gov.za</a>