



TERS SUPPORT WEBINAR

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Understanding the TERS Claim Periods

- ▶ For better understanding we will refer to TERS Claim Periods in 3 Sections:
- ▶ (a) First Ters : From 27 March 2020 to 15 October 2020
- ▶ (b) Ters Extension Periods : 16 Oct 2020 to 15 March 2021 and incl the 4 weeks of 28 June – 25 July 2021 : REFERRED TO AS THE 1ST SECTOR APPEAL PROCESS
- ▶ (c) Iteration 9 Annexure A Period: 16 March – 27 June 2021 (EVENTS SECTOR AND REFERRED TO AS THE 2nd SECTOR APPEAL PROCESS

MAIN ERRORS IN FIRST PERIOD TERS: 27 March 2020 to 15 October 2020

- ▶ Verification of Employment History was done mainly with uFiling/Declarations. We all know this lead to Fraudulent claims.
- ▶ Home Affairs Verification Errors: Ters System is automated and that means if DATA can not be verified No Ters can be paid. This applies to Deceased, ID not Found, Invalid ID, etc – It is not the responsibility of the UIF to resolved issues with HA – action by Employer/Employee only.
- ▶ FN's: If Passport, Work Permit, Asylum Status EXPIRED it means the person is NOT VALID and can not be verified. Remedy is to check dates for validity and renew if expired. Employers to update details on uFiling, SARS, UI. **FN's MUST BE DECLARED ON uFiling!**

Continue: Errors First TERS Period

- ▶ Error: Payment Integration could not be done on Financial System no action by Employer: Most common reason is the SPELLING OF NAMES/SURNAMES on the different Ters Claim Periods. It must be a match to ID/Home Affairs.
- ▶ Also due to different data entered over the claim periods for Salaries: Many Salary amounts were inflated to generate higher Ters Pay-Outs – the system was upgraded and Declared Salaries were introduced for Verification – These issues will be investigated by the Audit Processes on Follow-the-Money.
- ▶ Ters OverPayments and Refunds: Back End Reconciliation is being done.

Declarations / uFILING

- ▶ Prior to TERS many Companies (especially the smaller companies that does not use Payroll Systems) simply ignored or neglected their uFiling Profiles.
- ▶ uFiling is not a choice – it is Compulsory and Declarations must be submitted before the 7th of each month. This platform is the Database of the UI System – it is the Employment History of the employee, the Salary History and the UIF Contributions History platform. The uFiling system will determine the Company's Employee statuses on the UI Database.
- ▶ Companies that use Payroll Systems makes use of eDEC. NOTE AGAIN THAT FN's MUST BE DECLARED ON UFILING!
- ▶ *** We will expand later in this session on uFiling Issues and eCC.(Electronic Compliance Certificate)

Other Issues / Errors : ALL TERS PERIODS

- ▶ Salary During Lockdown/ Lockdown Dates: Check the Normal Salary entered on the TERS Claim & the Leave Income (Salary Received During Lockdown) – If the SDL is close, equal or more than the Normal Salary it means the employee had NO LOSS OF INCOME and therefore NO TERS. (Verify against Declared Salary and SARS EMP201)
- ▶ Check the Lockdown Dates to be correctly selected: If Errors were corrected DELETE the EMP END DATE (the financial system inserts this date to 'lock' errors to prevent further processing. The claim will then be processed again.
- ▶ Incorrect Bank Details/Failed Bank Verification: CHECK Acc Nr, SAVINGS or CHEQUE must be correct, Account Holder Name(s) & Surname MUST BE A MATCH TO HOME AFFAIRS AND TERS PORTAL – Married Women take note!

BANK VERIFICATION ERRORS: ALL TERS PERIODS

- ▶ CALL CENTRE 0800030007
- ▶ Manual Bank Verification – ENSURE CELL NR IS ON THE TERS PORTAL AND CORRECT EMAIL ADDRESS – If not request to have details updated via the Call Centre. Get a Case Nr for future reference/follow up.
- ▶ Verification will be done with Security Questions prior to assistance.
- ▶ Have the necessary documents ready: CIPC, Owner ID, Letter of Authority, Bank Confirmation Letters, etc also applicable to change Employee Bank Details will be the ID & Own Bank Confirmation Letter
- ▶ Banks not part of BASA Group- Mr Ragavaloo will advise after Technical Meeting (especially for Pay to Employee direct options)

WHERE TO CHECK ERROR MESSAGES ALL TERS PERIODS

- ▶ CALL CENTRE 0800030007 – Security Questions Apply
- ▶ EMPLOYER'S TERS PORTAL: PENDING AND REJECTED PAYMENT BREAKDOWN REPORTS – Click on each employee's **GREEN** button
- ▶ Under the SAVED EMPLOYEE LIST (unpaid claim periods)

TERS EXTENSION PERIOD : 2nd Claim Period

16 Oct – 15 March & June/July 2021

- ▶ KEY WORDS: (a) NO DECLARATIONS AFTER FEB 2019
- ▶ SARS ERRORS:
- ▶ (b) NO CONTRIBUTION RECEIVED BY SARS

- ▶ (a) NO DECLARATIONS: The Nr 1 issue will be your uFiling – Nr 2 Do Digital UI-19's from Feb 2019 up to end July 2021.
- ▶ (b) NO CONTRIBUTION SARS: Check EMP201's AND EMP501's. Again- SARS records must be a match to uFiling / Declarations.
- ▶ ENSURE THE COMPANY PAYE NR IS CORRECT ON THE UI DATABASE:

NO CONTRIBUTIONS – SARS Error

- ▶ THIS IS A GENERIC MESSAGE AND CAN REFER TO UIF CONTRIBUTIONS AND UIF DECLARATIONS ISSUES.
- ▶ VERY IMPORTANT: Immediately Register on eCC (Not TERS Portal – you need to Register, email with Temp Password will be send to the email address on the UI Database)
- ▶ LINK: <https://uifcompliance.labour.gov.za>
- ▶ DO eCC For GOOD STANDING : view Report if you get NON-COMPLIANCE – it is a direct report on all outstanding Compliance Issues, eg: Declarations, Contributions.
- ▶ **TERS EXTENSION PERIODS WILL ONLY PAY TO COMPLIANT COMPANIES**

NO CONTRIBUTION SARS ERROR (continue)

- ▶ PAYE NR can be checked under the Employer Details on eCC
- ▶ If not correct: Follow the UI8 Registration Procedure.
- ▶ Employee's ID Nrs are not directly LINKED to the PAYE NR – it means at SARS only a bulk amount for contributions is paid – Employers must do EMP501's 2 x PER YEAR (Employee Reconciliation) Feb/March and again Aug/Sept. THIS IS CRUCIAL!
- ▶ EMP201's: Must match uFiling/Declarations and Up to Date with UIF Contributions: ARREARS MEANS NO TERS.
- ▶ If Company has no PAYE Nr – we suggest you register and do the UI8. Even if salaries are under the Threshold. No Employee ID verified at SARS

uFiling

- ▶ Champions in all 9 Provinces – Employers can visit their closest DOL office for assistance. Phone the Call Centre 0800030007 choose option for uFiling. Email ufilingssupport@labour.gov.za
- ▶ Reset Password :Check the correct email address on the UI Database (eCC)
- ▶ Declaration Manager: Choose Company, it will open the Employee List. Check for red blocks next to employees. View Issue and make notes.
- ▶ VIEW DECLARATIONS: Check from the beginning – click on 1st Month – Click 1st Employee – check emp start date and if 1st declarations matched the Start Date. Ensure you have the Gross Salary, UIF Deductible Salary and the UIF Contribution amount to be correct. (2%)

uFiling

- ▶ All declarations UP to end March 2020 must be correct as per previous SARS submissions and all UIF Contributions must be PAID.
- ▶ The Siyaya Verification period is from FEB 2019 up to END MARCH 2020. On uFiling the Declaration Financial Period runs up to Feb each year. SO MARCH 2020 YOU WILL DECLARE AS A MONTH ON ITS OWN.
- ▶ ENSURE MARCH 2020 IS AT NORMAL GROSS AND DEDUCTIBLE SALARY AND THE CORRECT UIF CONTRIBUTION AMOUNT.
- ▶ Then proceed with 2020/04 – 2021/02 IF THE COMPANY WAS NOT OPERATING UP TO FEB 2021. Here you enter NORMAL GROSS SALARY BUT UIF DEDUCTIBLE SALARY MUST BE R0.01 .

THE UIF CONTRIBUTION WILL BE R0.

- ▶ This ensures your employees remains CONTRIBUTORS but at R0 income and R0 contributions payable.
- ▶ If the company resumed work during this financial period then your declaration month will be done up to (including) LAST MONTH OF NO SALARY PAID. The following month will then be Normal Gross Salary and at UIF Deductible Salary you will enter the RWT Salary paid. The UIF Contributions will be calculated by the system for the RWT Salary (2%) – this must be PAID.
- ▶ ENSURE YOUR EMPLOYEES REMAIN CONTRIBUTORS – IF THERE IS A REASON UNDER NON CONTRIBUTOR IT MEANS NO TERS.

SAVE EACH DECLARATION, GO BACK IN AT DECLARATIONS, VIEW AGAIN.

- ▶ You might have to do this process a few times to ensure the Update at Back End has taken place and the Non Contributor message is gone.
- ▶ Double check the UIF Contributions amount – if you have R0.01 Deductible but an amount is shown for Contributions you must re-do the Gross Salary, UIF Deductible – use R100.00 and click on Contributions – the system will generate R2.00 – Save – Go back to Declarations and back into the employee's declaration – Now change it back to R0.01 and click on Contributions – SAVE – Back to Declarations, back to employee, double check REASON GONE and Contribution R0. Then you can proceed to next period.

After All Employee's Monthly is done...

- ▶ Click on VIEW DECLARATIONS – each month. VIEW UI7
- ▶ CHECK GROSS SALARIES (TOTAL FOR ALL EMPLOYEES) CHECK UIF DEDUCTIBLE SALARIES (FOR ALL EMPLOYEES) THIS WILL BE R0.01 for each employee X nr of employees.
- ▶ UIF CONTRIBUTIONS MUST BE R0 FOR LOCKDOWN PERIODS.
- ▶ If Salaries were Paid after R0 Lockdown periods then obviously the TOTAL UIF CONTRIBUTIONS ON EACH MONTH'S UI7 MUST MATCH TO WHAT IS RECORDED AT SARS AND PAID TO UIF.
- ▶ MUST BE DONE BEFORE THE 7TH OF EACH MONTH.

uFiling is the History for SIYAYA

- ▶ What is Declared on uFiling must match records at Sars and on the UI Database WHICH INCLUDES TERS: NORMAL SALARY must match PAYE – UIF Deductible Salary must match EMP201's and PAYMENT of Contributions (UI7) – Same goes for RWT Salaries.
- ▶ If TERS SALARY was entered at R20 000 (for April 2020 Claim) but on SARS you claim the salary was only R10 000 to reduce PAYE it means you were OVERPAID TERS. REFUNDS WILL APPLY WITH AUDIT.
- ▶ Many Employers entered higher salaries on Ters to get higher Ters Payout in older periods – Now they have SARS Errors, due to Siyaya Verification Failure.