



UIF-Covid-19 TERS FAQ

Q: Is it better to continue with my manual submissions or to change to the online portal?

A: The online portal <https://uifecc.labour.gov.za/covid19/loginJsp> is now the only option. Companies who have submitted manually are receiving automated emails from the covid19ters@labour.gov.za address, asking them to submit online.

Q: Can I use my U-reference number for the registration of my company?

A: No. You must use the 8 digit reference number that appears like this: 1234567/8. If you do not have this number take your U number eg. U1234567, drop the U and substitute it with a zero and add the slash (/) before the last digit. The U1234567 example becomes 0123456/7.

Q: Do I need the MOA document to be signed and uploaded?

A: No, the form is provided for you on the portal and is submitted electronically by clicking on the ACCEPT button.

Q: Do I need the Letter of Undertaking (Form A4) document to be signed and uploaded?

A: No, the form is provided for you on the portal and is submitted electronically by clicking on the ACCEPT button.

Q: Do I have to use the .csv file to upload employees' details on the portal?

A: You have the option of manually adding the employee's details on the portal.

Q: Is the process different for scheduled and non-schedule staff?

A: UIF does not differentiate except in the case where you are submitting using the csv file where there is field which requires you to declare the minimum wage. (note the when manually capturing the only option is to select National Minimum Wage of R3500 which, for those in a Bargaining Council is incorrect. In this instance, please use the csv upload and capture the relevant minimum wage for the Bargaining Council).

Q: What about learners receiving a stipend. Am I legally obligated to continue to pay them?

A: Yes. If you have a MOU in place with the relevant SETA. If you are self-funding you can however claim from TERS.

Q: What is the deadline for submission for TERS?

A: As yet, no deadlines has been communicated.