



U-FILING FREQUENTLY ASKED QUESTIONS & ANSWERS

1. USER REGISTRATION

Question: How would you register a new user on the u-Filing website?

Answer: Please follow the following steps:

- Go to www.ufiling.co.za
- Click on REGISTER
- Agree to terms and conditions
- Include details of user
- You will receive sms / email with confirmation with temporary / default password
- Log in using these details
- After login, the system will prompt you to change password
- Complete the user vetting process (5 steps)
- Update personal information if required
- Once registered – choose whether you are employer / employee

NOTE: It is suggested that employer (user) register and DELEGATE to a practitioner, if a practitioner is appointed to provide service to complete UIF.

2. FAIL VERIFICATION

Question: what does it means?

Answer: Before a user can login, the system will request the user to answer random questions as a means of verification. If the user fails the verification, the user should then send a copy of his/her ID to adminchangerequest@labour.gov.za

Question: The password is locked, what should I do?

Answer: Check your credentials. The portal will allow you with 3 attempts and on the third attempt prompt

you to check your credentials. On the second attempt click on forgot password.

Question: The user is trying to login and the system displays a message “we can’t log you in until you activate your account”

Answer: Log a call by sending your query to ufilingssupport@labour.gov.za, the technical team will attend to it.

Question: How do I reset my password?

Answer: Request the password by selecting one of the options found under the Login menu:

- Forgot username option:
 - Preferred contact
 - id/passport number of the user
- Forgot password option :
 - Preferred contact
 - Id /passport number of the user
 - Username
 - Password option

You can choose either to receive the password or username via email or sms. If you choose email, then an email confirmation will be sent and the user must click on the link sent to the user. Then login again and put in username and password.

Question: Browser keeping previous user’s/Employers details, what should I do?

Answer: Click on the back button on the User’s/Employers’ profile and click F5 to refresh the page.

Domestic Employers should supply the following details:

Your valid UIF registration number, your valid 13 Digit bar-coded RSA identity number, a valid e-mail address and your



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banking account details from which you will pay your UIF contributions.

Commercial Employers should supply the following:

Your valid UIF registration number, your valid RSA identity number or passport number, a valid e-mail address, Your company's official registration name and details as provided by the Registrar of Companies which is the CK1 form for CC's and CM1 or CM3 for Proprietary Limited companies, and lastly your banking account details from which you will pay your UIF contributions.

Practitioners should supply the following:

Valid UIF registration numbers for Domestic or Employers as above, your valid 13 Digit bar-coded RSA identity number or passport number, a valid e-mail address, Your company's official registration name and details as provided by the Registrar of Companies which is the CK1 form for CC's and CM1 or CM3 for Proprietary Limited companies, and lastly your banking account details from which you will pay your UIF contributions.

Foreign Domestic Employers should supply the following:

Your valid UIF registration number, passport number, a valid e-mail address and your banking account details from which you will pay your UIF contributions.

Applicants/Claimants should supply the following:

Your valid ID Number, a valid e-mail address and your banking account details to which payment of benefits will be made.

3. PRACTITIONER REGISTRATION

Question: How do I register as a Practitioner

Answer: You can activate your client for uFiling or, if they have already registered, access your client's account and conduct all of the regular uFiling functions on your client's behalf (as per your own agreements and privacy policies with your client).

You can also add your clients (Commercial Employers and Domestic Employers) to your practitioner profile and conduct all the relevant uFiling functions on your client's behalf.

Question: How do I add my clients?

Answer: Once you have activated your practitioner account and been authenticated as an practitioner with uFiling, you can register your clients as uFilers. The request for activation is processed immediately once the UIF reference number has been correctly entered and once the accuracy of information submitted is confirmed, you will be notified via email. Ufiling will then be activated for your client.

Question: how does the client/user change delegation from one Practitioner to another (3rd Party Delegation)

Answer: The New Primary user must be a registered uFiling user. If the Practitioner is changed the client (user) must send a request to the UIF Support Services and request that the primary user details is updated. This cannot be done via the system

Question: My ID Number is locked. How do I Unlock it?

Answer: A clear copy of ID must be sent to ufilingssupport@labour.gov.za

Question: My account is locked. How do I Reset my Password?

Answer: You can Use the Forgot Password functionality under the Login menu item to reset your password. This will send a temporary password to the preferred method of contact you setup upon



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registration. If those details have changed, you will need to contact the call centre on 012 337 1680.

Question: How do the accountant / user add salaries for the periods not declared (from February 2019)?

Answer: Steps to follow:

- Menu
- Declarations manager
- Select employer
- Edit/view button (next to the employee's name)
- Add employment info
- Save declarations

Question: How does the accountant / user submit the declarations?

Answer: Steps to follow:

- Menu
- Declarations manager
- Select employer
- View declarations
- Calculate declarations
- Select the view button on the grid
- Submit declarations

Question: How do I pay the amounts owed?

Answer: Steps to follow:

- Menu
- Declarations manager
- Select employer
- View declarations submitted
- Calculate declarations
- Select the view button on the grid for the applicable month
- Choose the pay option either manual or online

4. EMPLOYER REGISTRATION COMMERCIAL EMPLOYER

Question: How to register Commercial Employer on uFiling system?

Answer: The Owner / Partner / Director / Member's valid 13 Digit South African ID number or a valid Passport number

The Owner / Partner / Director / Member's e-mail address where all correspondence will be emailed
The company's official registration name and details as provided by the Registrar of Companies which is the CK1 form for CC's and CM1 or CM3 for Proprietary Limited companies.

The company's owner details
Banking account details and valid branch code that you will nominate to be used to securely pay your UIF contributions. For commercial employers this would be your company's bank account
Your employee's valid 13 Digit South African ID number or a valid Passport number
Your employees employment details

5. DOMESTIC REGISTRATION

Question: How to register a Domestic Employer on the uFiling system

Answer: The Domestic employers valid 13 Digit South African ID.

Your e-mail address where all correspondence will be emailed.



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If a practitioner is registering a domestic employer as a, the domestic employers details are required. Your banking details and valid branch code that you will nominate to be used to securely pay your UIF contributions. The employees valid 13 Digit South African ID number. The employee's employment details.

6. EMPLOYER DECLARATIONS

Question: Can I only submit my current declarations on uFiling? What about prior declarations that have not been submitted?

Answer: All of your outstanding declarations can be submitted via uFiling for the past five years. The Act requires an employer to submit monthly declarations, you may have to do multiple declarations submissions and payments.

Question: Can I access historical data with respect to my declarations and payments?

Answer: Yes. Ufiling keeps a minimum of five years history of both declarations and payments. These only apply to those declarations and payments made via uFiling.

Question: Can I adjust a declarations if submitted in error?

Answer: The return remains active until it has been paid. Under the returns history section you can change your return as many times as required until paid. If a payment was effected, the return cannot be reversed due to transaction processes with the bank. You can submit an alteration in the following month's declaration period to affect a change on a previous declaration period.

Question: Explain the colours on the Grid

Answer: Red – Issue with the declarations not yet submitted

Green – Declarations submitted for that month
Orange/Amber – This means there is a declaration submitted via another mode for the same month.
Grey – No Declarations

Question: Why is a period in my declarations grid showing as "Red"?

Answer: When a period on your declarations grid displays as **Red**, uFiling is notifying you that a problem exists with the period highlighted in **"Red"** as there are either missing employee declarations for the period or there are no declarations at all for the period.

You will not be able to submit any declarations for any periods after the period which has been identified with issues. The issues needs to be resolved before you may continue with submitting declarations for periods following this period.

Question:

The new uFiling system shows employees that are no longer employed by the company/employer

Answer: This issue can be due to employers never having updated the UIF on the termination of the employee or the system has not updated from the Master data held by the UIF.

If the information was previously declared the historical data needs to be retrieved.

Steps to follow:

- Menu
- Declarations manager
- Select employer



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- View declarations
- Calculate declarations
- Select the view button on the grid for the applicable month
- Open declarations
- View declarations
- Calculate declarations

If the information was NOT previously declared then a backdated termination needs to be completed

Steps to follow:

- Menu
- Declarations manager
- Select employer
- View declarations
- Calculate declarations
- Select the view button on the grid for the applicable month where the employee left
- Select edit / view next to the employee
- Add employee information
- Select termination date
- Update salary
- Save
- Update termination

Question: The system indicates that the data is not available?

Answer: This is an error and you need to inform the UIF Support Services by emailing ufilingsupport@labour.gov.za

Question: The system indicates that the user (client) owes the Fund money although they normally pay via SARS?

Answer: This is an error and you need to inform the UIF Support Services by emailing ufilingsupport@labour.gov.za

Question: My client has more than one employee, is there an easier option to submit the information?

Answer: If the client has more than one employee, then a bulk declaration can be submitted.

Steps to follow :

- Declarations
- Employer
- Bulk upload
- See example
- BUT fill in form, do not complete the example as you will receive error messages when submitting the example
- Upload
- Calculate
- Pay

Question: Terminated employees are reflecting as active on uFiling

Answer: Once logged into the portal the portal will display a list of ALL employees within the year cycle and then click on the drop down button and select active or terminated employees

7. EMPLOYEES

Question: The new uFiling system does not have all my clients' employees



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Answer: This issue can be due to employers never having updated the UI Fund on the appointment of the employee or the system has not updated from the Master data held by the UI Fund.

If the information was previously declared the historical data needs to be retrieved.

Steps to follow:

- Menu
- Declarations manager
- Select employer
- View declarations
- Calculate declarations
- Select the view button on the grid for the applicable month
- Open declarations
- View declarations
- Calculate declarations

If the information was NOT previously declared then a backdated new registration needs to be completed

Steps to follow:

- Menu
- Declarations manager
- Select employer
- View declarations
- Calculate declarations
- Select the view button on the grid for the applicable month when the employee was appointed
- Choose add employee option
- Add employee information
- Update salary information and date of appointment
- Save

8. PAYMENTS OF CONTRIBUTIONS

Question: How do I pay the amounts owed?

Answer: Steps to follow:

- Menu
- Declarations manager
- Select employer
- View declarations submitted
- Calculate declarations
- Select the view button on the grid for the applicable month
- Choose the pay option either manual or online

Question: How will my clients pay their contributions to UIF?

Answer: Your clients may pay their UIF contributions via the payment mechanisms provided by uFiling for the payment of UIF contributions. The uFiling system automatically generates correct references for the UIF contributions when the payment is processed



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