



# employment & labour

Department:  
Employment and Labour  
REPUBLIC OF SOUTH AFRICA



**TERS CALL CENTRE: 0800 030 007**

**TERS Payment status: <https://uifecc.labour.gov.za/covid19/paymentStatusJsp>**

12 August 2020

**Dear Employer / Statutory Body / Bargaining Council / Organisation**

**RE: TERS EXTENSION – LOCKDOWN PERIOD 1 JULY – 15 AUGUST 2020**

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Following the signing, by the Minister of Employment and Labour on 11 August 2020, of the new Direction Covid19 TERS benefits have been extended for certain categories of employees. An employer, or employee, may claim Covid-19 TERS benefits for the extension period 1 July 2020 until 15 August 2020. The new directives cover the following categories of employees whose employers are:

- (a) not permitted to commence operations under the Disaster Management Regulations;
- (b) unable to make alternative arrangements for vulnerable workers, such as working from home or taking special measures under the OHS Direction to protect them;
- (c) unable to make use of their services because of operational requirements caused by compliance with the Regulations and Directions such as rostering, staggering working hours, short time and the introduction of shift systems

**Applications for the six-week extension period will open on the portal on Monday 17 August 2020.**

## **HOW TO APPLY**

The application process remains the same for the extension period (1 July 2020 until 15 August 2020) and all claims must be lodged via the online portal. Please visit:

<https://uifecc.labour.gov.za/covid19/> OR [www.labour.gov.za](http://www.labour.gov.za), and click Online Service and then select Covid19TERS online application

## **What information is required to be uploaded:**

As with previous claim processes, to apply for the new period, employers are required to upload the following documentation:

- Signed approval / acceptance letter
- Bank Confirmation Letter
- Proof of payment to employees (e.g. EFT, payroll report, pay recon)
- Refund to the UIF (if applicable)



## First time applications

If you have not yet claimed for Covid19 TERS benefits, then you need to urgently activate your profile online, following the instructions to electronically sign the MOA and Letter of Undertaking, and upload bank confirmation letter.

The application window for April and May will close on 15 September 2020. All **new applications** for these periods must be uploaded on or before this date to qualify for processing and payment. Existing claims will remain open for corrections and finalisation beyond this date.

Users who experience technical difficulty in creating – or accessing – their profile are directed to immediately contact the Call Centre 0800 030 007 to gain assistance. A reference number will be issued that will enable resolution follow-up and, in the event of non-resolution by application cut-off date, evidence of your efforts to comply.

## Employers Registered for UIF after 15 March 2020

Following the amendment, dated 25 May 2020, to the original directive, employers who had registered for UIF after 15 March 2020 would be eligible to claim TERS on behalf of their employees. Although applicants for April 2020 period may have been rejected on this basis, these applications have subsequently been reviewed for processing and payment.

Employers in this category who have not claimed, or not claimed for periods beyond the initial lockdown period, are urged to do so on or before the deadline (as above).

## Employees' information

Employees' information can be captured individually directly onto the TERS portal or the User can upload a CSV file as previously done. **Employers are directed to use the new template attached which clarifies the information to be provided.** This CSV template and guide for formatting is also available to download on the TERS portal.

Key information for consideration when completing your July – August application:

### **Lockdown Period:**

The lockdown period is from 1 July 2020 until 15 August 2020, therefore a date earlier than 1 July or later than 15<sup>th</sup> August 2020 will not be accepted on the system.

However, any dates within that range will be accepted. For example, if resumed operations on 1 August, then you can enter 1 July 2020 until 31 July 2020.

**Ensure accurate selection when capturing the lockdown period dates as benefits will be calculated on the selected number of days.**

### **Monthly Salary:**

Even if you claim for the full six-week lockdown period you must only enter the **normal monthly salary** for employees. Therefore, do not alter/extrapolate this value to meet the cumulative lockdown period.



## **Remuneration earned for hours worked (Excluding leave income and advance)**

Unlike monthly salary, this column must reflect the full lockdown period's cumulative remuneration. The remuneration earned for **hours worked for the entire period** must be stated. For example, employee earned R3000 in July plus R1000 earned in first 2 weeks' of August = R4000 remuneration to be entered into this column. If employee did not work, then the value entered should be zero (0).

**Users are reminded that advances, ex gratia payments, or income related to annual leave, should be excluded.**

## **Calculation of benefits**

The UIF has amended the TERS calculator to ensure that it accurately assesses the benefit based on the provision of a monthly normal remuneration and the remuneration received for the selected lockdown period.

Users are urged to familiarise themselves with the amendments to clauses 3.2, 3.5 and 3.6 in the new Direction which further explain the application of minimum benefit. For quick reference, please find the Direction attached.

Further, examples of calculations can be found in the Explanatory Note published with the Direction and attached hereto.

Please note benefits are calculated taking into account a variety of factors, such as lockdown period and remuneration received for hours worked, and as such may vary.

## **Queries:**

An updated Frequently Asked Questions (FAQ) will be uploaded to the website and TERS portal to guide Employers, Users and Employees to address any queries to enable processing and payment of claims.

Queries can also be addressed by contacting the Call Centre on 0800 030 007.

Your understanding and co-operation is highly appreciated.

Regards

Unemployment Insurance Commissioner