



uFiling System User Guide

EMPLOYER INITIATED CLAIMS (EIC)

Employee Convenience

Securely Complete & Submit your Contributions / Application Today!

More



Introduction

uFiling is a free online service which completely replaces the manual declaration of monthly UIF returns and contributions. Employers (Commercial and Domestic), Agents or Tax Practitioners can easily use uFiling to declare and pay UIF contributions online, view all previous declarations and contributions made, and receive notifications about future declarations.

Background

Employers are required to provide the UIF with details of all their employees every month, by not later than the 7th of every month, as defined by the Unemployment Insurance Act 63, 2001, which excludes non-natural persons and independent contractors. These details are added to the UIF Employee Database in order to maintain a record of each employee's employment history, which will form the basis for the payment of benefits in terms of section 57 (2) of the Unemployment Insurance Act 63, 2001.

Benefits

There are many benefits to using Ufiling, which include:

- Submit Claims for various UIF Benefits
- Submit a request for Payment for various UIF Benefits
- View Claims History
- Submit a Notice of Appeal
- View your Employee Declaration Status
- Declare and pay UF contribution to the fund
- Verify that returns are up to date
- Submit monthly or annual returns

EIC further enables the employers or a delegated Practitioner to lodge bulk or individual claims on behalf of their employees.

NB: Please note that Employer Initiated Bulk claim is only applicable to RSA citizens only

Chapter 1: Declarations Manager (Employer Initiated Claim)

Through uFiling, Employers (Commercial and Domestic), Agents or Tax Practitioners can easily declare and pay UIF contributions online, view all previous declarations and contributions made, and receive notifications about future declarations.

Simply capture or update employer and employee details when needed, including salary and employment details, uFiling will automatically prepare and populate your monthly declarations for review before you submit.

Please note: All information populated on the UI declarations are retrieved from the information you captured for employer and/or employee(s). Declarations can't be modified or edited, you need to update or correct employer or employee details which will update the declaration in turn.

1.1 Employer Initiated Claims (EIC)

The Employer initiated claims (EIC) was introduced by the UIF to enable the employer to log a claim (individual and bulk) on behalf of the employee.

Step 1

Click on “Declarations Manager” on the right, this will display a list of the Employers linked to your uFiling profile.

Individual EIC Application

- For individual claims termination reason must be Maternity or Illness
- Contact details of the claimant must not be the same as the practitioner
- Personal details captured on the claim must be that of the Contributor

Declaration Manager – “Select Initiate Claims”

The screenshot shows the UIF Declarations Manager interface. At the top, there is a header with the Department of Employment and Labour logo and the UIF logo. The user is logged in as Sethu on 2021-04-23. The main content area is titled "Declarations Manager" and "Employers". It includes a search bar for finding employers by company name. Below the search bar is a table with columns: Employer Name, UIF Reference Number, Last Payment, Pay, Delegate, Banking Details, Bulk Upload, and Initiate Claims. The table lists two employers: "games of thrones" and "Seth Mac". Each row has buttons for "Pay", "Delegate", "Update", "Bulk Upload", and "Initiate Claims". An "Add Employer" button is located at the bottom right of the table.

Employer Name	UIF Reference Number	Last Payment	Pay	Delegate	Banking Details	Bulk Upload	Initiate Claims
games of thrones	2508357/9		Pay		Update		
Seth Mac	2508440/5		Pay	Delegate	Update		

Step 2

Select "Termination Reason".

NB: Please **note** that the first 2 reasons on the dropdown list are for EIC: Individual

- Illness/Maternity Boarded
- Maternity/Adoption

The screenshot shows the 'Employer Initiated Claim' page. On the left is a navigation menu with options like 'Getting Started', 'Manage Profile', 'Registrations', 'Declarations Manager', 'Benefit Application and Payments', 'Employment', and 'Payment History'. The main content area has a header 'Employer Initiated Claim' and a 'Termination Reason' dropdown menu. The dropdown is open, showing a search bar and a list of options: 'Select One', 'Illness/Medically boarded', 'Maternity/Adoption', 'Retrenched/Staff Reduction', 'Insolvency/Liquidation', 'Voluntary Severance Package', and 'Business Closed'. The 'Illness/Medically boarded' option is selected. There are 'Back' and 'Next' buttons on the right side of the dropdown.

Step 3

Illness/Medically Boarded - Terminated Employment Summary – Select an employee, fill in Details and select an Occupation and Qualification

The screenshot shows the 'Employer Initiated Claims - Terminated Employment Summary' page for 'SUEKAI TRADING – 2508278/8'. It features a table with the following data:

Select	Employee Name	ID Number	Commencement Date	Termination Date	Termination Reason	Details	Occupation:	Qualification:
<input checked="" type="radio"/>	PHILIPPA JANE WALKER	<input type="text"/>	2020-07-16	2021-01-31	Illness/Medically boarded	<input type="button" value="Capture"/>	Security	Grade 10 - 1
<input type="radio"/>	HENDRIK JACOBUS COETSEE	<input type="text"/>	2019-03-01	2021-01-31	Illness/Medically boarded	<input type="button" value="Capture"/>	Select One	Select One

Below the table are buttons for 'Back', 'Refresh Employees', and 'Claim'. A 'Quick Tips' section provides instructions: 'Select the employee(s) to initiate a claim on behalf of.', 'Click View/Capture to view or add the employee banking details and mobile number.', 'Select the employee qualification and occupation.', and 'Click Claim to initiate claims for the selected employee(s).'

Step 4

To capture Banking Details and Email Address. Click on the Capture button to capture filled in details. Once Details are captured, 'Capture' button changes to 'View'

The screenshot shows the UIF portal interface. A modal window titled 'Details' is open, displaying the following fields:

- Bank Name: Select One (dropdown)
- Account Holder: (text input)
- Bank Account Number: (text input)
- Branch Code: Select One (dropdown)
- Branch Name: (text input)
- Bank Account Type: Select One (dropdown)
- Mobile Number: 0797675841 (text input)
- Email: (text input)

A 'Capture' button is located at the bottom right of the modal. The background shows a table with employee names and a 'Details' column with a 'Capture' button.

The screenshot shows the UIF portal interface. A modal window titled 'Details' is open, displaying the following fields with filled-in information:

- Bank Name: ABSA BANK LIMITED (dropdown)
- Account Holder: P Walker (text input)
- Bank Account Number: (text input)
- Branch Code: 632005/ABSA ELECTRONIC SETTLEM (dropdown)
- Branch Name: ABSA ELECTRONIC SETTLEMENT CNT (text input)
- Bank Account Type: Cheque / Current (dropdown)
- Mobile Number: 0797675841 (text input)
- Email: (text input)

A 'Capture' button is located at the bottom right of the modal. The background shows a table with employee names and a 'Details' column with a 'Capture' button.

Once Details are captured, 'Capture' button changes to 'View'

Home Logged in as: Navendrin 2021-04-23

Employer Initiated Claims - Terminated Employment Summary

SUEKAI TRADING – 2508278/8

Select	Employee Name	ID Number	Commencement Date	Termination Date	Termination Reason	Details	Occupation:	Qualification:
<input checked="" type="radio"/>	PHILIPPA JANE WALKER	<input type="text"/>	2020-07-16	2021-01-31	Illness/Medically boarded	View	Security	Grade 10-11
<input type="radio"/>	HENDRIK JACOBUS COETSEE	<input type="text"/>	2019-03-01	2021-01-31	Illness/Medically boarded	Capture	Select One	Select One

[Back](#) [Refresh Employees](#) [Claim](#)

Quick Tips:
 Select the employee(s) to initiate a claim on behalf of.
 Click View/Capture to view or add the employee banking details and mobile number.
 Select the employee qualification and occupation.
 Click Claim to initiate claims for the selected employee(s).

Step 5

Select "Occupation" and "Qualification"

*In this case we selected Security Officer and Grade 10-11 for Qualification

Home Logged in as: Navendrin 2021-04-23

Employer Initiated Claims - Terminated Employment Summary

SUEKAI TRADING – 2508278/8

Select	Employee Name	ID Number	Commencement Date	Termination Date	Termination Reason	Details	Occupation:	Qualification:
<input checked="" type="radio"/>	PHILIPPA JANE WALKER	<input type="text"/>	2020-07-16	2021-01-31	Illness/Medically boarded	View	Security	Grade 10-11
<input type="radio"/>	HENDRIK JACOBUS COETSEE	<input type="text"/>	2019-03-01	2021-01-31	Illness/Medically boarded	View	Select One	Select One

[Back](#) [Refresh Employees](#) [Claim](#)

Quick Tips:
 Select the employee(s) to initiate a claim on behalf of.
 Click View/Capture to view or add the employee banking details and mobile number.
 Select the employee qualification and occupation.
 Click Claim to initiate claims for the selected employee(s).

- Personal
- Plaster
- Plaster / Boiler Maker
- Plumber
- Printing And Paper Industry
- Professional And Semi-Professional
- Sales And Related Work
- Security

- Home
- Getting Started
- Manage Profile
- Registrations
- Declarations Manager
- Benefit Application and Payments
- Employment
- Payment History

Employer Initiated Claims - Terminated Employment Summary

SUEKAI TRADING – 2508278/8

Select	Employee Name	ID Number	Commencement Date	Termination Date	Termination Reason	Details	Occupation:	Qualification:
<input checked="" type="radio"/>	PHILIPPA JANE WALKER	<input type="text"/>	2020-07-16	2021-01-31	Illness/Medically boarded	View	Security	Grade 10 - 11
<input type="radio"/>	HENDRIK JACOBUS COETSEE	<input type="text"/>	2019-03-01	2021-01-31	Illness/Medically boarded	Capture	Select O	

- Select One
- Special School Certificate
- Below Grade 8
- Grade 8 - 9
- Grade 10 - 11
- Grade 12
- Above Grade 12

Quick Tips:

Select the employee(s) to initiate a claim on behalf of.
 Click View/Capture to view or add the employee banking details and mobile number.
 Select the employee qualification and occupation.
 Click Claim to initiate claims for the selected employee(s).

Step 6

Once the details of the selected employee have been filled in click on Claims. Agree to the T's & C's and answer Claim questions and click Submit.

- Home
- Getting Started
- Manage Profile
- Registrations
- Declarations Manager
- Benefit Application and Payments
- Employment
- Payment History

Navendrin
2021-04-23

Employer Initiated Claims - Illness\Medically boarded Benefits

Terms & conditions for use of Unemployment Insurance Fund

AS AN EMPLOYER INITIATING A CLAIM ON BEHALF OF MY EMPLOYEE(S), I DECLARE THAT ALL THE INFORMATION DECLARED IS TRUE AND CORRECT AND IN THE EVENT OF MY APPLICATION BEING SUCCESSFUL, THE CLAIMS OFFICER WILL AUTHORIZE THE PAYMENT OF THE CLAIM ON SUBMISSION OF A CONTINUATION FOR BENEFITS BY THE UNEMPLOYED CONTRIBUTOR. I ALSO UNDERTAKE TO INFORM THE UIF AS SOON AS THERE IS A CHANGE IN THE DECISION TO TERMINATE OR THE DECISION TO TERMINATE IS RESCINDED AND UNDERSTAND THAT FAILURE TO DO SO WILL CONSTITUTE FRAUD. IN THE EVENT OF AN OVERPAYMENT OCCURRING AS A RESULT OF THIS APPLICATION THE FUND WILL INSTITUTE PROCESSES TO RECOVER THE FULL AMOUNT.

By checking this box you are agreeing to our use of Terms & Conditions. Yes No

Has the employee returned to Work? Yes No

Was The Reason for Termination, a Constructive Dismissal As Per The CCMA? Yes No

Is the Employee still employed whilst on Illness Leave? Yes No

[Submit](#)

When the clam has been submitted successfully, Click continue

Step 1

Click on “Declarations Manager” on the right, this will display a list of the Employers linked to your uFiling profile.

Bulk EIC Application

- Bulk claims apply to employers terminating more than 10 employees
- Authorisation is valid for 7 days per claim initiation.
- Employer Initiated claim is not applicable when reason for termination is dismissed or retired
- Contact details of the claimant must not be the same as the practitioner
- Personal details captured on the claim must be that of the Contributor

Declaration Manager – “Select Initiate Claim”

Declarations Manager 2021-04-19

Employers

View your Employees by clicking on the Employer name below, or click Add Employer to add a new Employer.

View and pay your Employer's declarations below. Search for your Employer and select the "Pay" option.

Find employer i

Search by company name. Q Clear

Employer Name	UIF Reference Number	Last Payment	Pay	Delegate	Banking Details	Bulk Upload	Initiate Claims
games of thrones	2508357/9		Pay		Update		
Seth Mac	2508440/5		Pay	Delegate	Update		

[Add Employer](#)

Step 2

Select “Termination Reason”.

NB: The first 2 reasons on the dropdown list are for individual and the rest are for bulk.

- Retrenched/Staff Reduction
- Insolvency/Liquidation
- Voluntary Severance Package
- Business Closed

- Home
- Getting Started
- Manage Profile
- Registrations
- Declarations Manager
- Benefit Application and Payments
- Employment
- Payment History

Employer Initiated Claim

Termination Reason *

Select One

- Select One
- Illness/Medically boarded
- Maternity/Adoption
- Retrenched/Staff Reduction
- Insolvency/Liquidation
- Voluntary Severance Package
- Business Closed

*In this case we selected "Retrenched/Staff Reduction"

Step 3

Click on "Add New"

Employer Initiated Claims - Retrenched/Staff Reduction

Application ID	Date Created	Employee Termination Limit	Remaining Submissions	Status	Actions
No records found.					

Step 4

Select Number of Employees Retrenched

- Home
- Getting Started
- Manage Profile
- Registrations
- Declarations Manager
- Benefit Application and Payments
- Employment
- Payment History

Employer Initiated Claims

Authorization Information
Supporting Documentation
One Time Pin

Number of Employees: *

Step 5

Click "Supporting Documentation" to Upload and click next

The screenshot shows the UIF portal interface. At the top left is the Department of Employment and Labour logo. At the top right is the UIF logo and user information: "Logged in as: Navendrin 2021-04-23". A navigation menu on the left includes: Home, Getting Started, Manage Profile, Registrations, Declarations Manager, Benefit Application and Payments, Employment, and Payment History. The main content area is titled "Employer Initiated Claims" and has three tabs: "Authorization Information", "Supporting Documentation" (active), and "One Time Pin". Under the "Supporting Documentation" tab, there is a section for "Union Authorization (PDF 2MB Max)." with a "+ Choose" button. Below this is a "My Uploaded Files" area which is currently empty. At the bottom of the main content area are "Back" and "Next" buttons.

This screenshot is identical to the one above, but with a file upload. In the "My Uploaded Files" area, a file has been added, represented by a checkbox, a text input field, and a "Remove" button. The "Next" button is now visible at the bottom right of the main content area.

NB: Uploaded document must be VSP letter on company letterhead where the reason for termination is "Voluntary Severance Package" and a "retrenchment agreement" where the reason for termination is retrenchment.

Step 6

Enter OTP sent via SMS and Submit

The screenshot shows the 'Employer Initiated Claims' page on the UIF portal. The page has a sidebar menu on the left with options like Home, Getting Started, Manage Profile, Registrations, Declarations Manager, Benefit Application and Payments, Employment, and Payment History. The main content area has three tabs: Authorization Information, Supporting Documentation, and One Time Pin (which is selected). Under the 'One Time Pin' tab, there is a form with a label 'One Time Pin: *' and an empty input field. Below the input field is a link that says 'Send New OTP?'. At the bottom right of the form is a 'Submit' button. Below the form is a 'Back' button. At the very bottom, there is a light blue information banner that reads: 'An OTP code has been generated and sent to the following number 061-####-191'. The top right of the page shows the user is logged in as 'Navendrin' on '2021-04-23'.

NB: The system will despatch an OTP to the authorised Cell Number.

Step 7

Terminated Employment Summary

Select more than 10 employees and select Occupation and Qualification and click Claim

To capture Banking Details and Email Address. Click on the Capture button to capture required in details.

NB: Change of banking details will require a UI2.8 which can be obtained from the local labour centre or uFiling website.

The screenshot shows a 'Details' modal form overlaid on the main page. The modal has a title bar with 'Details' and a close button. It contains several input fields: 'Bank Name *' (a dropdown menu with 'Select One'), 'Account Holder *' (text input), 'Bank Account Number *' (text input), 'Branch Code *' (a dropdown menu with 'Select One'), 'Branch Name' (text input), 'Bank Account Type *' (a dropdown menu with 'Select One'), 'Mobile Number' (text input with the value '0797675841'), and 'Email *' (text input). At the bottom right of the modal is a 'Capture' button. The background shows a table with columns for 'Occupation' and 'Qualification'. The 'Occupation' column has a 'Capture' button and a dropdown menu with 'Security'. The 'Qualification' column has a dropdown menu with 'Grade 10 - 1'. At the bottom of the background page are buttons for 'Back', 'Refresh Employees', and 'Claim'. The top right of the page shows the user is logged in as 'Navendrin' on '2021-04-23'.

UIF
WORKING FOR YOU

Logged in as:
Navendrin
2021-04-23

Details

Bank Name * ABSABANK LIMITED

Account Holder * P Walker

Bank Account Number *

Branch Code * 632005/ABSABANK ELECTRONIC SETTLEMENT

Branch Name ABSABANK ELECTRONIC SETTLEMENT CNT

Bank Account Type * Cheque / Current

Mobile Number 0797675841

Email *

Capture

Details Occupation: Qualification:

Capture Security Grade 10 - 11

Capture Select One Select One

Back Refresh Employees Claim

(s) to initiate a claim on behalf of.
to view or add the employee banking details and mobile number.
: qualification and occupation.
e claims for the selected employee(s).

Once Details are captured, the 'Capture' button changes to 'View'

Select	Employee Name	ID Number	Commencement Date	Termination Date	Termination Reason	Details	Occupation:	Qualification:
<input checked="" type="checkbox"/>	VICTORIA MARGARET ALLEY	5611270105082	2021-01-01	2021-01-31	Retrenched/Staff Reduction	View	Administrative	Below Grade 8
<input checked="" type="checkbox"/>	LEATTIA HIETBRINK	6405090076089	2021-01-01	2021-01-31	Retrenched/Staff Reduction	View	Accommodation And Ref	Above Grade 12
<input checked="" type="checkbox"/>	MARK ANTHONY JEACOCKS	6412025135089	2021-01-01	2021-01-31	Retrenched/Staff Reduction	View	Carpenter And Joiner	Above Grade 12
<input checked="" type="checkbox"/>	TRACI MISHA BRAAF	9204020214085	2021-01-01	2021-01-31	Retrenched/Staff Reduction	View	Building Industry	Above Grade 12
<input checked="" type="checkbox"/>	ANNELIZE GOLDSMITH	8203230015085	2021-01-01	2021-01-31	Retrenched/Staff Reduction	View	Bricklayer	Above Grade 12
<input checked="" type="checkbox"/>	MARIA ARMINDA DE SOUSA ALVES	6606170114084	2021-01-01	2021-01-31	Retrenched/Staff Reduction	View	Clerical	Above Grade 12
<input checked="" type="checkbox"/>	TYRON EDWIN WILKE	9002265079084	2021-01-01	2021-01-31	Retrenched/Staff Reduction	View	Building Industry	Above Grade 12
<input checked="" type="checkbox"/>	HENDRIK LODEWYK FOURIE DE KOCK	6607185093081	2021-01-01	2021-01-31	Retrenched/Staff Reduction	View	Clerical	Grade 12
<input checked="" type="checkbox"/>	CRISTY JANET LEASK	6907290114081	2021-01-01	2021-01-31	Retrenched/Staff Reduction	View	Building Industry	Grade 10 - 11
<input checked="" type="checkbox"/>	MPHO MCKAY XABA	9306080111083	2021-01-01	2021-01-31	Retrenched/Staff Reduction	View	Administrative	Grade 12
<input checked="" type="checkbox"/>	ANDRIES ZIMKHONA MOTHLAJWA	7707105527082	2021-01-01	2021-01-31	Retrenched/Staff Reduction	View	Accommodation And Ref	Above Grade 12

Back Refresh Employees Claim

Step 8

Once Claim is clicked, agree to the T's & C's and answer the claim questions then click Submit. Once the details of the selected employee have been filled in click on Claims. Agree to the T's & C's and answer Claim questions and click Submit.

Employer Initiated Claims - Unemployment Benefits

EMPLOYMENT
2011-04-19

Terms & conditions for use of Unemployment Insurance Fund

AS AN EMPLOYER INITIATING A CLAIM ON BEHALF OF MY EMPLOYEE(S), I DECLARE THAT ALL THE INFORMATION DECLARED IS TRUE AND CORRECT AND IN THE EVENT OF MY APPLICATION BEING SUCCESSFUL, THE CLAIMS OFFICER WILL AUTHORIZE THE PAYMENT OF THE CLAIM ON SUBMISSION OF A CONTINUATION FOR BENEFITS BY THE UNEMPLOYED CONTRIBUTOR. I ALSO UNDERTAKE TO INFORM THE UIF AS SOON AS THERE IS A CHANGE IN THE DECISION TO TERMINATE OR THE DECISION TO TERMINATE IS RESCINDED AND UNDERSTAND THAT FAILURE TO DO SO WILL CONSTITUTE FRAUD. IN THE EVENT OF AN OVERPAYMENT OCCURRING AS A RESULT OF THIS APPLICATION THE FUND WILL INSTITUTE PROCESSES TO RECOVER THE FULL AMOUNT.

By checking this box you are agreeing to our use of Terms & Conditions. * Yes

Has the employee returned to Work? * Yes No

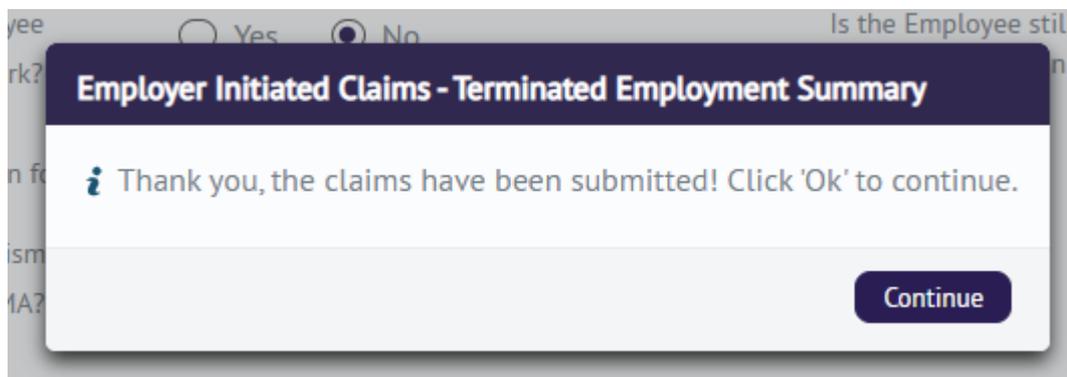
Is the Employee a Work Seeker? * Yes No

Is the Employee Capable and Available for Work? * Yes No

Was The Reason for Termination, a Constructive Dismissal As Per The CCMA? * Yes No

[Submit](#)

When the clam has been submitted successfully, Click continue



NB: An acknowledgement of claim SMS will be despatched to the Contributor.

The Contributor will create his/her profile to lodge continuation of benefits in the event one is not created already.

Document Signoff

The signatories hereof, being duly authorised thereto, by their signatures hereto support or authorized their acceptance of the content.

#	Name	Role	Signature
1.	Viwe Gqoli	Deputy Director: Business Applications/...../.....
2.	Xola Monakali	Director ICT/...../.....
3.	Ditiro Makgato	Deputy Director: Call Centre and Declarations/...../.....
4.	Allan Ragavaloo	Director: Provincial support/...../.....
5.	Samantha Naicker	Director: Call Centre and Declarations/...../.....