

# COMPEASY FREQUENTLY ASKED QUESTIONS

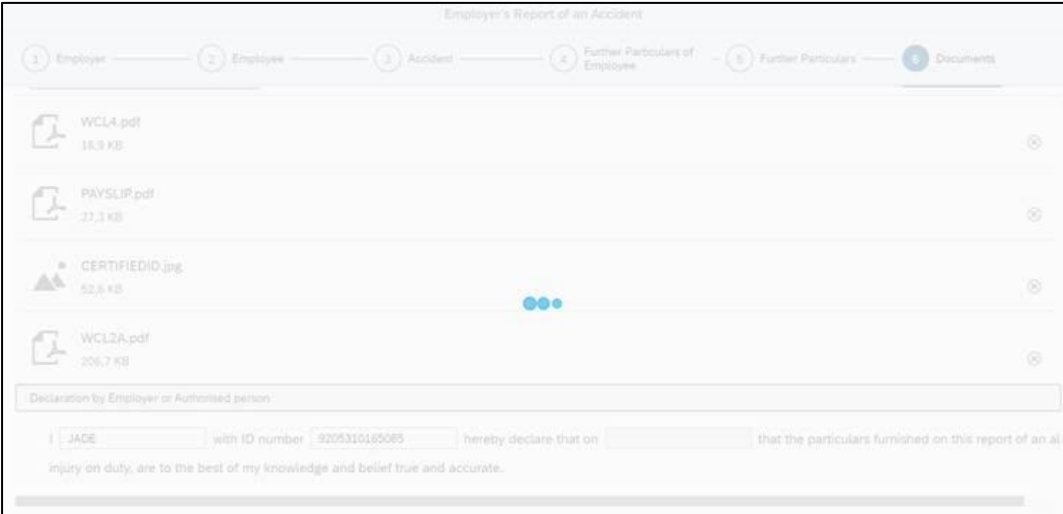
## EXTERNAL USER DURING THE REPORTING OF AN IOD CLAIM

### 1. What does it mean and what do I do if CompEasy becomes unresponsive when I submit an IOD claim?

The three dots on the screen mean that the System is not responding during claim submission (gives three dots after clicking submit button on the last step.)

Explanation: System unresponsiveness, and the 3 dots' two possible causes

1. The three dots are mainly as a result of the Data that the user is trying to pull into the system during the claim reason. User must check and verify all fields if the information submitted is correct.
2. Network related issue, check if the network did not drop off while in the process of capturing the claim.

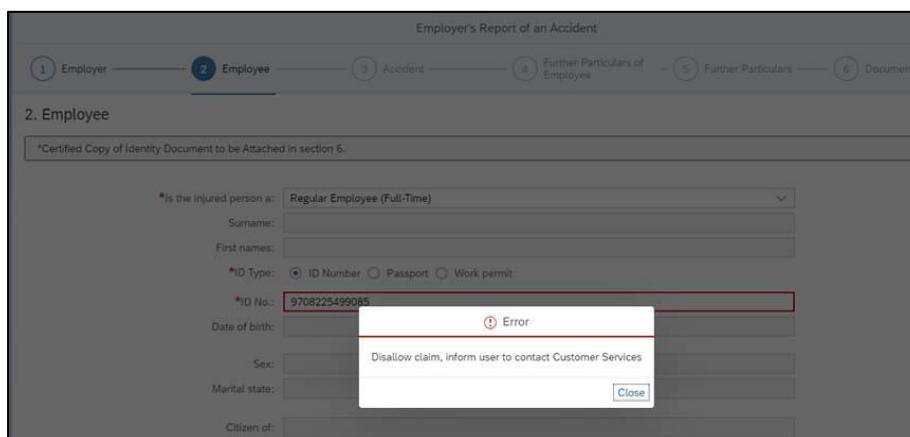


The screenshot shows the 'Employer's Report of an Accident' form. At the top, there are six steps: 1. Employer, 2. Employee, 3. Accident, 4. Further Particulars of Employee, 5. Further Particulars, and 6. Documents. Below the steps, there is a list of documents: WCL4.pdf (18.3 KB), PAYSLLIP.pdf (27.3 KB), CERTIFIEDID.jpg (52.6 KB), and WCL2A.pdf (206.7 KB). The CERTIFIEDID.jpg document is currently being uploaded, indicated by a progress bar and three blue dots. Below the document list, there is a declaration section: 'Declaration by Employer or Authorized person'. The text reads: 'I, JADE, with ID number 9205310185085 hereby declare that on [ ] that the particulars furnished on this report of an all injury on duty, are to the best of my knowledge and belief true and accurate.'

The User must submit ID number for the injured employee to [CompEasySupport@labour.gov.za](mailto:CompEasySupport@labour.gov.za) with the screenshot of the error message

## 2. What does it mean and what do I do when I get an error: “Disallow claim, inform user to contact Customer Service”?

Explanation: The error arises when the Business Partner (BP) is not yet available in CompEasy database.



The screenshot shows the 'Employer's Report of an Accident' form. The 'Employee' section is active, and the 'ID No.' field contains the value '9708225499085'. An error message box is displayed over the form, stating: 'Error: Disallow claim, inform user to contact Customer Services'. The error message box has a red border and a 'Close' button.

The User must submit ID number for the injured employee to [CompEasySupport@labour.gov.za](mailto:CompEasySupport@labour.gov.za) with the screenshot of the error message

## 3. When I enter the passport number of an injured worker, I get an error message ““Disallow claim, inform user to contact Customer Services”. What do I do?

Explanation: The error arises when the Business Partner (BP) is not yet available in CompEasy.

The User must submit certified copies of the work permit and passport for the injured employee to [CompEasySupport@labour.gov.za](mailto:CompEasySupport@labour.gov.za) with the screenshot of the error message

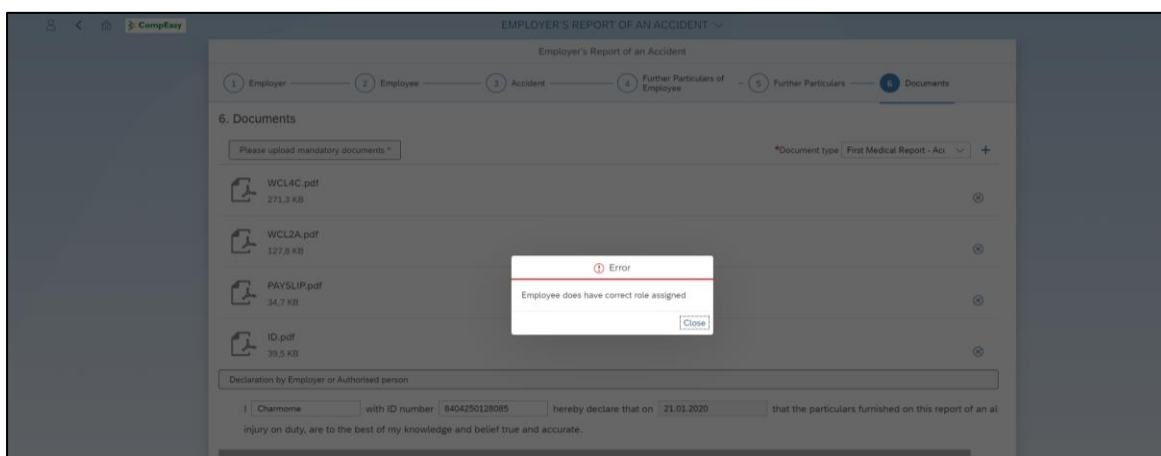
#### 4. What does it mean and What Do I Do when I get an error: “Assign a performer role Zc01 at claim/subcalim level 000” on step 6 of uploading Documents after clicking the submit button?

Explanation: This error is implying that the role of a claim handler is not allocated.

Submit ID number of the user capturing the claim to [CompEasySupport@labour.gov.za](mailto:CompEasySupport@labour.gov.za)

## 5. When clicking the submit button I get the error message “Employee does have correct role assigned”. What does it mean and What do I do?

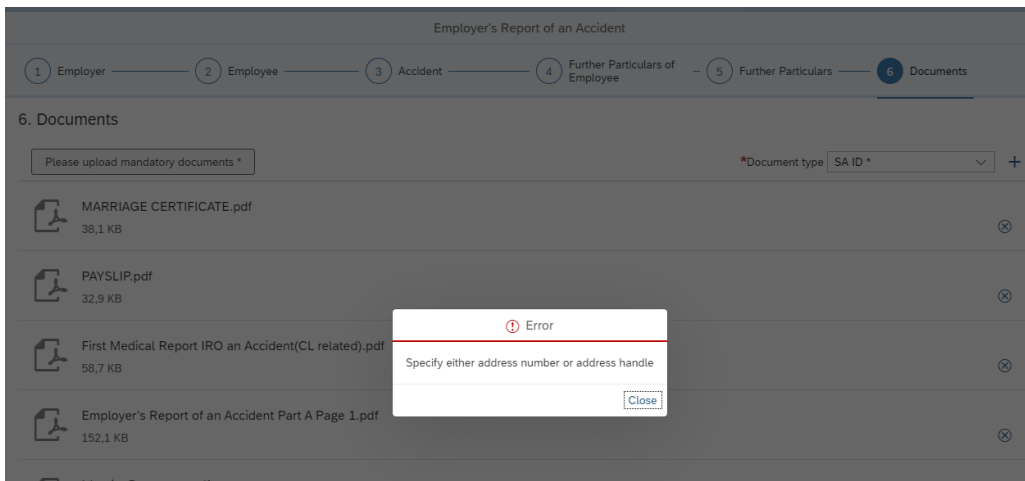
Explanation: The roles are not yet updated in CompEasy.



Submit ID number of the user capturing the claim to [CompEasySupport@labour.gov.za](mailto:CompEasySupport@labour.gov.za) with the screenshot of the error message

## 6. Why do I get the error message “Specify either address number or address handle” when attempting to submit the claim and what do I do?

When completing the employer registration number (CF contract account number 99), the address populates automatically and cannot be edited by the user. The error message would mean that the system could not populate the entire address.



**Registration Screen: Address populated:**

1. Employer

\*Province: Western Cape

\*Labour Centre to process the claim: CAPE TWON

Registered name with the Compensation Commissioner: [REDACTED]

\*Registered number of this business with the Compensation Commissioner: [REDACTED]

Contact person: [REDACTED]

Street address: [REDACTED]

Postal code: [REDACTED]

Postal address: [REDACTED]

Postal code: [REDACTED]

Tel.no: [REDACTED]

Fax.no: [REDACTED]

E-mail address: [REDACTED]

Location of the business/farm: CAPE TOWN

Nature of business, trade or industry: [REDACTED] WHOLESALEERS

\*Confirm that the above details are correct:  Yes  No

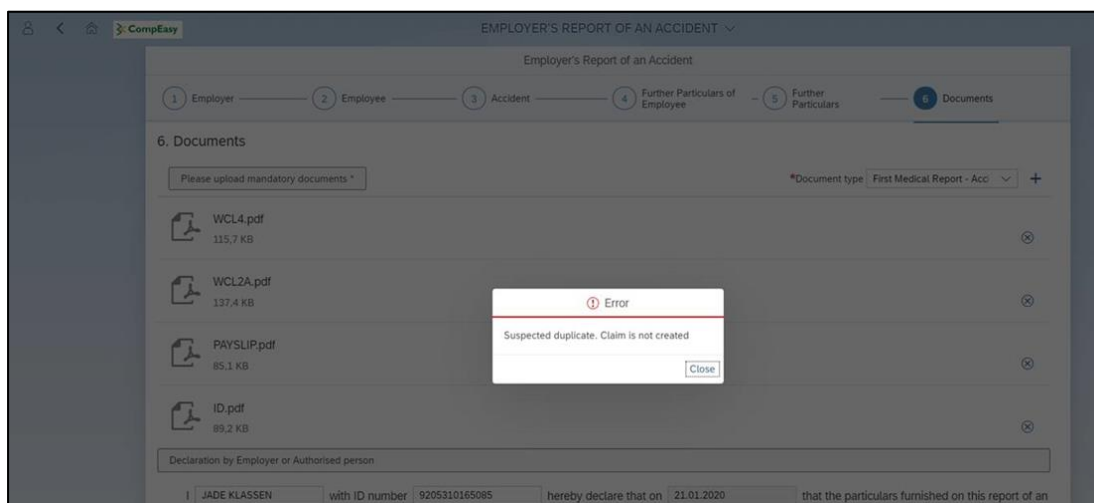
After entering the 99 number the business fields did not auto populate the full address

Submit ID number of the user capturing the claim and employer contract number (CF Registration number 99\_\_\_\_\_) to [CompEasySupport@labour.gov.za](mailto:CompEasySupport@labour.gov.za) with the screenshot of the error message

## 7. What does it mean and What do I do during the claim registration process when I get the error message “Suspected duplicate claim. Claim is not created”?

Explanation: A more comprehensive Claim status/search application has been deployed to verify duplicates

1. Old claim number or
2. New claim number
3. Search by First name and Last name
4. ID Type-Passport/SA ID or workpermit
5. Date range



User to submit ID number for the injured employee to [CompEasySupport@labour.gov.za](mailto:CompEasySupport@labour.gov.za) with the screenshot of the error message