How to Submit your Return of Earnings?

CF-Filing User Guide
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2 INTRODUCTION

2.1 SCOPE AND PURPOSE

The Compensation Fund site (CF-Filing) training manual details the end to end process required for electronically registering an Employer, Submitting the Employers Return of Earnings, paying electronically, and obtaining your Letter of Good Standing.

This User Guide will demonstrate the site's functionality for end-users.

Please note that the site currently only caters for the following:

- All organizations who have already registered with the Compensation Fund and have been issued with a Contract Account Number (99-number)
- Organizations registering with the Compensation Fund for the first time and have a Company Registration number from the Companies and Intellectual Property Commission (CIPC)

Organizations falling out of the above criteria (i.e. Sole Proprietors, Non-Profit Organizations, Trusts, etc.) are encouraged to manually submit their registration forms to their nearest Department of Labour: Labour Centre/ Provincial Office or Compensation Fund Head Office. Alternatively, submit their completed forms as well as all accompanying documentation to cfcallcentre@labour.gov.za Once they have received their Contract Account number, they can use the CF-Filing website going forward.

The following Mutual Associations should also submit their registrations manually:

- Rand Mutual Assurance Company Ltd (Mining Industry)
- Federated Employers Mutual Assurance (Building Industry)

However, upon registration, they are transferred accordingly. Please note that these organizations will not be able to use the CF-Filing website.
# 2.2 PROCESS OVERVIEW

## 2.2.1 USER REGISTRATION

**Compensation Fund**

<table>
<thead>
<tr>
<th>RoE Website: User Registration</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Diagram" /></td>
</tr>
</tbody>
</table>

**DOL Portal**

| ![Diagram](image) |

### 2.2.2 RETURN OF EARNINGS END TO END PROCESS

**Compensation Fund**

<table>
<thead>
<tr>
<th>ROE Website: High Level Flow</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Diagram" /></td>
</tr>
</tbody>
</table>

**Bank**

| ![Diagram](image) |

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[Click here for the full document](CF-Filing Training Manual 4 Final.docx)
3 NAVIGATING TO THE CF-FILING HOME PAGE

To access the CF-Filing Home Page, you will need to do the following:

**STEP 1 – VISIT WWW.LABOUR.GOV.ZA IN YOUR BROWSER**

**STEP 2 – CLICK ON SERVICES**
STEP 3 – SELECT COMPENSATION FUND ROE SUBMISSION
From the Home Page, you are able to:

- Read about the CF-Filing services and Return of Earnings (ROE) process
- Lodge a complaint / query or compliment
- Review the Frequently Asked Questions (FAQ)
- Validate Letter of Good Standing (LOGS)
- Obtain the contact details for the CF-Filling Call Centre and the Compensation Fund office.
5 REGISTRATION

In order to register for the CF-Filing service, you will be directed to the Department of Labour website, where you will be required to enter your **SAID/Passport Number** (the system will populate the Full Names and Surname), **Mobile number** and **your Telephone number**. Your username and password will be sent to the e-mail address provided, with a hyperlink that will redirect you back to the CF-Filing website.

5.1 NEW REGISTRATION

**STEP 1 - USER REGISTRATION**

From the CF-Filing **Home Page**, navigate to the **Register** option at the top right of the Menu bar.
Your username and password will be emailed to you.

If you have previously accessed the old Compensation Fund Return of Earnings website, you must use your previous login credentials to access the CF-Filing website.

In the event that you have since changed email addresses and require an email address swap, send an email to support@cf-filing.co.za with the following details:

- Request to change email address and reason
- Full name and surname
- ID number
- Old email address
- New email address
STEP 3 - LOGIN TO THE CF-FILING WEBSITE

From the CF-Filing Home Page, navigate to the Login option at the top right of the Menu bar.

- Enter your Username and Password that has been emailed to you
- Select the Login button.
6 LOGGED INTO CF-FILING WEBSITE

6.1 FIRST TIME LOGIN

After the successful registration and upon your first login onto the CF-Filing Website, you will be shown the Getting Started Page.

This page provides you the steps required for you to obtain your Letter of Good Standing:

- Register an Employer on your Profile
- Submit your Return of Earnings
- Pay your Return of Earnings
- Get your Letter of Good Standing
6.2 FUTURE LOGON - HOME PAGE

You will be routed to the home page, which has quick access tabs to the following:

- Employer Information
- Submit Earnings
- Make a Payment
- Frequently asked Questions
7 EMPLOYER INFORMATION

7.1 USER WITH CONTRACT ACCOUNT NUMBER

STEP 1 - ADD NEW EMPLOYER

This process caters for companies who have already been registered with the Compensation Fund and have been issued with a contract account number (99-number).

Register Employer

Below are the employers you have added to your profile.

<table>
<thead>
<tr>
<th>Employer Name</th>
<th>Type</th>
<th>Registration Number</th>
<th>Contract Account Number</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICN INSURANCE CONSULTANTS</td>
<td>Company</td>
<td>2002/026253/23</td>
<td>998000067228</td>
<td>Edit</td>
</tr>
<tr>
<td>CELL FANATICS</td>
<td>Company</td>
<td>2002/026249/23</td>
<td>998000067227</td>
<td>Edit</td>
</tr>
<tr>
<td>DOC CONSTRUCTION MANAGERS</td>
<td>Company</td>
<td>2002/026257/23</td>
<td>998000067229</td>
<td>Edit</td>
</tr>
<tr>
<td>PROFIT PLAN</td>
<td>Company</td>
<td>2002/026248/23</td>
<td>998000067226</td>
<td>Edit</td>
</tr>
<tr>
<td>DEPARTMENT OF DEPUTY SERVICES</td>
<td>Company</td>
<td>2002/026244/23</td>
<td>998000067225</td>
<td>Edit</td>
</tr>
<tr>
<td>SANCORP B &amp; B TRADING</td>
<td>Company</td>
<td>2002/026246/23</td>
<td>998000067225</td>
<td>Edit</td>
</tr>
<tr>
<td>SUPERSHIELD DEVELOPERS</td>
<td>Company</td>
<td>2002/026251/23</td>
<td>20081475356</td>
<td>Edit</td>
</tr>
</tbody>
</table>

Click **Add** to create a new Employer
STEP 2 - TERMS AND CONDITIONS

Read and approve the terms and conditions

1. Introduction
   - These conditions will govern the relationship between the Compensation Fund and the registered user on the CF-Filing service as rendered by the Compensation Fund via the CF-Filing web site.
   - The user acknowledges that they have familiarised themselves with the contents in these Terms and Conditions, that they accept such terms and conditions, and that they are bound by the contents.
   - This Agreement will commence when the Compensation Fund accepts the Users request to subscribe to Service, which acceptance will manifest at that point in time when the Compensation Fund sends the User an activation confirmation the commencement date.

2. Definitions
   - "Agent" means a person who acts on behalf of a User, an Employer or a company registered with the Compensation Fund;
   - "Compensation Fund" means the Compensation Fund, an organ of the State established in terms of Section 15(1) of Compensation for Occupational Injuries and Diseases Act 130 of 1993 read with Schedule 3 of Public Finance Management Act 1 of 1999 with its registered address located at the Office of the Compensation Fund, 4th floor, cnr Souptan and Hamilton Street Street, Pretoria, 0001, South Africa.
   - "CF-Filing site" means the website through which the Compensation Fund provides the Service.
   - "Employer" means any person, including the State, who employs an employee, and includes-
     - (a) any person controlling the business of an employer;
     - (b) if the services of an employee are lent or let or temporarily made available to some other person by his employer, such
STEP 3 – EXISTING REGISTRATIONS

Answer the following questions;

- Do you have a Contract Account Number from the Fund?
- If yes, enter the contract account number.
- Synchronize the information provided

---

Do you have a Contract Account number from the Fund?
- Yes
- No

Contract Account Number

Sync

Click here to cancel the wizard

- Confirm the information supplied
STEP 4 – SUCCESSFULLY LINKED EMPLOYER

Ready to submit your Return of Earnings?

Thank you!

We have linked your existing employer to your profile.
7.2 USER WITHOUT A CONTRACT ACCOUNT NUMBER

STEP 1 - ADD NEW EMPLOYER

This process caters for companies who are registering with the Compensation Fund for the first time.

Click **Add** to create a new Employer
STEP 2 - TERMS AND CONDITIONS

Read and approve the terms and conditions

Terms & Conditions for Employer Registration

Please read and accept the terms and conditions.

1. Introduction
   - These conditions will govern the relationship between the Compensation Fund and the registered user on the CF-Filing service as rendered by the Compensation Fund via the CF-Filing web site.
   - The user acknowledges that they have familiarized themselves with the contents in these Terms and Conditions, that they accept such terms and conditions, and that they are bound by the contents.
   - This Agreement will commence when the Compensation Fund accepts the User's request to subscribe to Service, which acceptance will manifest at that point in time when the Compensation Fund sends the User an activation confirmation the "commencement date".

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   - "Agent" means a person who acts on behalf of a User, an Employer or a company registered with the Compensation Fund;
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   - "CF-Filing site" means the website through which the Compensation Fund provides the Service.
   - "Employer" means any person, including the State, who employs an employee, and includes:
     - (a) any person controlling the business of an employer;
     - (b) if the services of an employee are lent or let or temporarily made available to some other person by his employer, such

Do you agree to the Terms & Conditions stated above? *

- Yes

Click here to cancel the wizard

STEP 3 – NEW REGISTRATIONS

Answer the following question;

- Do you have a Contract Account Number from the Fund?

If no, tick the relevant box and click on the Next button.
STEP 4 – VERIFY EMPLOYER

Please ensure that you enter the information as per your CIPC document.

If you have submitted the correct details, and cannot proceed on to the next stage, please submit an email to support@cf-filing.co.za with the following documentation for assistance:

- CIPC documentation
- Director's ID copy
- SARS Tax Certificate
STEP 5 - QUALIFICATION CRITERIA

Answer the following questions;

- Are you an Employer as per the Act that Governs the Compensation Fund?
- Date on which the first Employee was employed / Business changed ownership.
- Number of Employees presently employed
- Industry Classification Type (Nature of Business)

Important to note: there are 102 sub-class types that are available at the Compensation Fund. You need to choose the sub-class type that most accurately reflects the Company’s nature of business.
**STEP 6 - EMPLOYER DETAILS**

- Enter your Company Contact Person’s details
- Enter your Company Banking Details
- Enter your Company Address (Physical and Postal)

<table>
<thead>
<tr>
<th>Terms &amp; Conditions</th>
<th>Employer Registration</th>
<th>Verify Employer</th>
<th>Qualification Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employer Details</td>
<td>Confirm</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Employer Contact Person**

- Name *
- Cell/Phone Number *
- E-mail Address *
- Work Number *

**Banking Details**

- Account Holder *
- Bank Name *
- Bank Account Number *
- Branch Code *
- Bank Account Type *

**Physical address**

- Street Number *
- Address line 2 *
- Address line 3
- Suburb *
- City *
- Region *
- Postal code *

**Postal address**

- Same as physical: Yes

Click here to cancel the wizard
STEP 7 - EMPLOYER DECLARATION

Declaration of authority to act on behalf of the registered Employer.

STEP 8 - SUCCESSFUL EMPLOYER REGISTRATION

Ready to submit your Return of Earnings?
8  SUBMIT YOUR RETURN OF EARNINGS

STEP 1 - REQUEST RETURN OF EARNINGS

Select the Company you are requesting Return of Earnings for.

The system will return your Earnings.

STEP 2 - COMPLETE EARNINGS

Please complete the oldest outstanding ROE first

All fields marked with asterisks (*) are mandatory.
STEP 3 - COMPLETE YOUR RETURN OF EARNINGS

Note: Your latest Notice of Assessment will automatically be emailed to you within 24 hours. Alternatively, contact the CF Customer Care cfcallcentre@labour.gov.za and request the Notice of Assessment.

STEP 4 – YOU ARE NOW READY TO PAY

Once latest ROEs have been submitted, you will be ready to pay.
9 PAY

**STEP 1 - REQUEST YOUR LATEST ACCOUNT BALANCE**

Select a **Company** and select **Request**

**STEP 2 – ACCOUNT BALANCE**

Please note, when requesting your latest account balance, the amount displayed includes all money owed to the Fund (Return of Earnings, penalties and interest).

The ability to view your Statement of Account within CF-Filing will be made available in the near future. In the interim, please contact [cfdebtors@labour.gov.za](mailto:cfdebtors@labour.gov.za) or [cfcallcentre@labour.gov.za](mailto:cfcallcentre@labour.gov.za) to request for your Statement of Account.
STEP 3 - PAY

Enter the amount you wish to pay and select the method of payment

- Complete the instructions
- Click Pay
- You are required to release the payment inside of Internet Banking Application or your Business Banking Application

9.1 CREDIT PUSH PAYMENTS

- CF-Filing is integrated with and supported by ABSA, FNB, Nedbank and Standard Bank and soon all major credit and debit cards.
- ABSA, FNB, Nedbank, Standard Bank customers can instruct payment within CF-Filing and release this payment within their banking application.
- More detail and instructions for payment can be found below.

9.1.1 ABSA

If you are an Absa Customer will still need to log in to your Absa Internet Banking or Cash Focus and authorise the payment after you have initiated it on the CF-Filing site. This 2-step payment authorisation process is to ensure the security of your personal funds. This option also allows you to schedule future account payments or set up recurring payments through the CF-Filing site.
9.1.1.1 Absa Cash Focus

- Log into ABSA Cash Focus.
- Enter your Group Number — the user ID which uniquely identifies the organisation — this information must be obtained from the bank. This is the first five (5) digits of the Cash Focus user code.
- Enter your Operator Number — This is the number allocated to an employee of a registered Cash Focus client, giving them access to Cash Focus.
- Select "Approvals" then "Singles" menu to authorise the payment.
- Your CF-Filing transaction is awaiting authorisation.

9.1.1.2 Absa Internet Banking

- Log into Internet Banking (Enter your User Number — More than one user may be registered on a profile and each user must have a unique number/identifier. This is usually 1).
- Go to "Authorisations".
- You will find a few sub-tabs, select "Tax and Regulatory option".
- Your CF-Filing transaction is awaiting authorisation.

9.1.2 FNB

If you are an FNBCustomer you will be required to log onto Online Banking Enterprise and authorise the payment after you have initiated it on the CF-Filing site. This 2-step payment authorisation process is to ensure the security of your funds.

- Log into Online Banking Enterprise.
- Navigate to the "Payments" tab.
- Click on "eFiling" sub tab.
- Click on "Submit eFiling" in the menu to submit a CF-Filing payment authorisation.
- Select the eFiling payment which requires authorisation (The type should state "CF") and click on "Continue".
The landing page will no longer reflect the eFiling payment as it has been forwarded for authorisation.

Click on the "Payments" sub tab.

Click on "Authorisation Needed" and select the CF-Filing payment to authorise. Thereafter click on "Authorise".

Enter your Digital Certificate and password and click on "Accept".

9.1.3 NEDBANK

If you are a Nedbank Customer you will be required to log onto Internet Banking or Nedbank Business Banking and authorise the payment after you have initiated it on the CF-Filing site. This 2-step payment authorisation process is to ensure the security of your funds.

9.1.3.1 Nedbank Internet Banking

Log into Nedbank Internet Banking.

Navigate to the "Payments" Tab.

Click on "Government Payments" sub tab.

Select the payment you wish to authorise.

Enter all the relevant details.

Select "Make payment".

9.1.3.2 Nedbank Business Banking

CAPTURER

To find the eBill payments batch as generated on CF-Filing:

Select "Transactions" > "Payments" > "e-Bill payments".

Select the "CFund Payment" that needs to be submitted for authorisation.

Select the debit account number from the dropdown list.

Select "Submit Batch".
"Submit for Authorisation".

AUTHORISER

- To authorise the batch select "Authorise" > "eBill Payments".
- Select "CFund eBill Payments".
- "Authorise".

9.1.4 STANDARD BANK

If you are a Standard Banking Customer you will be required to log onto Business Online and authorise the payment after you have initiated it on the CF-Filing site. This 2-step payment authorisation process is to ensure the security of your funds.

9.1.4.1 Standard Bank Business Online

- Log into Standard Bank Business Online Banking.
- Click "Funds Transfer" menu.
- Choose "Payments" — you will see "All Payments" and "SARS Payments".
- Choose "SARS Payments".
- All payments requiring authorisation via the credit push payment option from CF-Filing will be visible.
- Choose the payment due and click "Create".
- Details of the payment will be displayed.
- Here you have the option to choose from which Account you would want the payment to be debited.
- The only fields that can be changed would be "Debit Account" and "Action Date". Reference and Amount are locked.
- Click "OK" to proceed.
- Again under the "Funds Transfer" tab choose "All Payments".
- Click "View Payments".
All payments waiting for authorisation will be displayed.

Top Tip: Follow the normal workflow as to who would be allowed to authorise for final release.

Search for the CF-Filing payments to release.

### 9.2 VISA/MASTERCARD (CARD NOT PRESENT)

Log in to your CF-Filing profile and follow the payment process. Select Visa/MasterCard as your payment option. You will be required to enter your card number, Expiry Date, CVV Number and email address and Password. Select the bank card you wish to use to make the payment. Once the payment is processed, the payment status will be updated.
10 REQUEST LETTER OF GOODSTANDING

○ Select Get Letter of Good Standing

○ Select your Company and click Request

○ Your Letter of Good Standing will be displayed
11 MENUS ITEMS

11.1 HOME

Please refer to CF-Filing Home Page

11.2 GETTING STARTED

Please refer to First Time Login

11.3 SUBMIT EARNINGS

Please refer to Submit your Return of Earnings

11.4 GET LETTER OF GOOD STANDING

Please refer to Get Letter of Good Standing

11.5 MANAGE PAYMENTS

11.5.1 ACCOUNT BALANCE

Please refer to Account Balance

11.5.2 PAYMENT HISTORY

In this menu you are able to see all payments made via CF-Filing.

11.5.2.1 Payment Status’

- Payment Instruction Successful - You have successfully submitted your payment to the bank and you are still required to release it. Please refer to Credit Push Payments
- **Paid** - Your payment to Compensation Fund is Completed
- **Failed** - Your payment to the Compensation Fund has failed

### 11.5.3 MANAGE PROFILE

#### 11.5.3.1 Banking Information

You are able to add remove or edit your bank account information.

#### 11.5.3.2 Employer Information

Please refer to [Employer Information](#)