WORKERS COMPENSATION FUND

ONLINE SELF-SERVICE PORTAL AND ELECTRONIC PAYMENT GATEWAY USER GUIDE

INTRODUCTION

These guidelines provide guidance to employers on how to access online services and WCF electronic Payment Gateway (WCFePG) through WCF Self-service Portal. It covers creation of an online account, online registration and issuance of employer's registration number, online employers' verification and managing changes of employees' particulars, managing organization, self-assessment and payment of contributions and other services.

1.0 CREATION OF ONLINE ACCOUNT

This allows an authorized personnel or Agent to create an online account in order to access the Fund's online services available in the portal.

1.1 Create an Authorized Personnel/Agent Account

Steps

1. Visit our website www.wcf.go.tz and click on the **Online Services** menu.
2. Click on '**Register here**' button and fill all the fields in the page that will appear.
3. Read the disclaimer and tick on '**Declaration**' tick box to agree before proceeding.
4. After filling all the required fields Click '**Register**' button to create an online account.
5. You will receive verification token via sms through the number you have provided. Enter the verification token and click "confirm" button. You can also confirm your account through the link that will be sent to your email. After confirming your account you will be able to register an employer if not registered with WCF or verify an employer if the employer is already registered with WCF.

1.2 Add an Authorized Personnel

This allows an authorised personnel or agent to add additional two users who shall also become authorised personnel.

Steps

1. Select the drop box on the upper right side on the portal.
2. Click **"Add user".**
3. Fill all the required fields. Please note all fields marked with asterisk (*) are mandatory.
4. Click **"Create".**

1.3 Reset Password

This enables an authorised personnel or agent to reset forgotten password.

Steps

1. Click **"Forgot password".**
2. Enter your account email and click **"Submit"**.
3. Password recovery link will be sent to your account email, click on the link.
4. Fill the required information and then click **"Reset Password".**

2.0 ONLINE REGISTRATION, ISSUANCE OF EMPLOYER'S REGISTRATION NUMBER AND CERTIFICATE OF REGISTRATION

Register a New Employer

This allows an authorized personnel or Agent to register a new employer.

Requirements

1. Scanned copy of Tax Identification Number (TIN) Certificate.
2. List of employees – All employees' records typed in Microsoft Excel recommended format.
3. Scanned copy of Authority certificate (if any) **-** this will depend on the respective business sector. E.g. SUMATRA certificate for businesses in transport sector.

NOTE:

The National ID column on the list of employees should be filled in case the employee has the ID.

Steps

1. Select '**Register Employer**' and click **continue** button.
2. Fill Employer's general information, all fields marked with asterisk (*) are mandatory.
3. Click '**next** after filling all the required fields.
4. Enter number of employees based on their employment contract (Permanent/Temporary/Specific).
5. Click **next** to continue.
6. Attach scanned copy of Taxpayer Identification Number (TIN) certificate, list of employees and Authority certificate as per business sector.
7. Click **Submit**.

NOTE:

1. The Employer registration request will await an approval from WCF in order to proceed with the online services.
2. After approval you will be issued with registration number.
3. The authorised personnel or agent can print a copy of registration certificate from the portal. To collect the original certificate of registration, please visit WCF Head Office or your nearest Labour Office.

3.0 ONLINE EMPLOYER'S VERIFICATION

This enables an authorised personnel or agent to verify information of an already registered employer.

Requirements

1. Scanned copy of Tax Identification Number Certificate.
2. List of employees – All employees' record typed in Microsoft Excel recommended format.
3. Scanned copy of WCF Registration Certificate (Optional).

Steps

1. Select "**Employer Verification**".
2. Click **continue**.
3. Fill all the required fields and add attachments as instructed. All fields marked with asterisk (*) are mandatory.
4. Read the disclaimer and tick on 'disclaimer' box to agree before proceeding.
5. Click s**ubmit**.

NOTE:

You will receive a text message confirming that your request has been received. The request will take maximum of one working day to be approved. You will be notified via email or sms once your registration has been verified.

4.0 MANAGING CHANGES OF EMPLOYEES' PARTICULARS

This allows an authorised personnel or agent to add employee, remove employee or edit employee's information.

Steps

Login into the system in website under homepage.

1. Click **Manage** menu then **employee**.

4.1 Add a New Employee

1. Click "**Add new employee**".
2. Fill all the fields then click "**Add**".

4.2 Add Bulk Employees

This allows an authorised personnel or agent with large number of new employees to upload them in the system at once.

1. Click "**Upload Bulk New Employees**".
2. Click **browse** and then attach the employees list. **Please note**: The employees list should be typed in the recommended excel format. The format can be downloaded from "Supported File Formats".

NOTE:

The National ID field should be filled in case the employee has the ID.

4.3 Edit Employee Information

Steps

1. Select the name of an employee that you want to edit.
2. Click **edit**.
3. Confirm if you want to edit the employee detail and then edit the form that will appear.
4. Click "**Update**".

4.4 Edit Bulk Employees

If you want to make changes to many employees at once.

Steps

1. Click **“Download employees”** to download the employees list from the system in an excel format.
2. Update their gross salaries and other information if any.
3. Click **“Edit Bulk Employees”** to upload the edited file for re-assessment of the amount to be paid on that particular month.
4. Click **“Submit”.**

4.5 Remove Employee

If you want to remove one employee.

Steps

1. Select the name of an employee that you want to remove.
2. Click “**Remove**”.
3. Fill the reasons to why you are removing the selected employee.
4. Attach supporting document to evidence the reason for removing the employee.

   Please note:

   The acceptable supporting evidence are:

   i. Resignation letter
   ii. Retirement letter
5. Click “**Remove**”.

If you want to remove multiple employees at once.

This apply for temporary employees or employees with contracts for specific period.

Steps

1. Select the **checkbox** for the employees you want to remove.
2. **“Remove Selected”** button will appear at the top or bottom of the employees list.

3. Click "**Remove Selected**"
4. Fill the reasons to why you are removing the selected employees.
5. Attach supporting document to evidence the reason for removing the employees

   <u>Please note:</u>

   The acceptable supporting evidence are:

   i. Resignation letter
   ii. Retirement letter
6. Click **"Remove**"

5.0 MANAGE ORGANIZATION

This allows an authorised personnel or agent to add another organization under him/her payroll administration.

Steps

1. Click **Manage** menu then **Organization**.
2. Click **“Add organization”.**
3. Select register new employer/verify existing employer.

6.0 SELF ASSESSMENT AND PAYMENT OF CONTRIBUTIONS

This enables an authorised personnel or agent to make monthly contributions self-assessment, generate control number and make payment of due contributions, arrears, interest or dishonoured cheques.

6.1 Request Control number

Control number can either be requested through the website portal or through mobile USSD platform.

6.1.1 Through Website portal

Steps

1. Login into the system in website under homepage.
2. Click “**Pay now**’’.
3. Confirm creation of control number for the mentioned amount by clicking “**Yes**” if you agree.
4. Control number will be sent to your email and your mobile number.

6.1.2 Through Mobile USSD Platform

This applies only in cases where there are no changes in employees or salaries from the previous contribution payment.

Steps

1. Dial *152*00#.
2. Select No. 3 (Ajira na Utambuzi).
3. Select No. 4 (WCF).
4. Select No. 1 (Lipia Mchango).
5. Enter Registration Number.
6. Select No. 2 (Hakuna Mabadiliko yoyote).
7. Select No. 1 to confirm the request.

6.2 Bill Cancellation

This allows an authorised personnel or agent to cancel bill and generate a new one. Click **"Cancel this Bill".**

6.3 Modes of Payment

Select the mode of payment that you will use to pay the bill.

6.3.1 Payment through Bank

1. If you prefer to pay through direct deposit to Bank (NMB or CRDB) or through Mobile Money services, download Direct Deposit form.
2. If you prefer to pay through bank transfer to NMB Bank Account, download NMB Transfer form.
3. If you prefer to pay through bank transfer to CRDB Bank Account, download CRDB transfer form.

6.3.2 Payment through Mobile Money

Steps

1. Go to payment menu for M-pesa, Tigopesa, Airtel Money, or Halopesa.
2. Select "**Lipia bili**".
3. Enter business number **888999.**
4. Enter payment "control number".

6.4 Payment Acknowledgment

After payment has been made you will receive an acknowledgement of receipt of payment in your registered mobile number and email.

7.0 OTHER SERVICES (RECEIPTS & CONTRIBUTION, BILLS AND EMPLOYEE'S HISTORY)

This enable an authorised personnel or agent to view employers' contribution, bills history, employees' history and electronic receipts.

7.1 Payment of Arrears

This allows an authorised personnel or agent to make payment of contribution arrears.

<u>Steps</u>

1. Click **"Statement"** Menu.
2. Click **"Arrears".**
3. Select the month in arrear and then Click **"Add".**
4. Fill all the required fields and add the employee list as instructed. All fields marked with asterisk (*) are mandatory.
5. Click **"Submit".**

7.2 Payment of Interests

This allows an authorised personnel or agent to make payment of interests for overdue contributions.

<u>Steps</u>

On the **"Dashboard"** click "**View Details"** under the interest paragraph.

Select the **checkbox** of the interest(s) you want to pay.

Click **"Add for Payment"** to add for payment one selected interest.

Click **"Add Selected Payment"** to add for payment multiple selected interests.

The interest(s) added will form part of the bill to be paid under "**Pay Now"** on the "**Dashboard"**.

7.2 Bills History

This enable an authorised personnel or agent to view the status of the employers' bills (pending, paid, cancelled and expired bills).

Steps

1. Click **"History"** Menu.
2. Click **"Bills History"**

7.3 Employees History

This enable an authorised personnel or agent to view and restore removed employees to the payroll. You can restore one employee or multiple employees at once.

Steps

1. Click **"History"** Menu.
2. Click **"Employees History"**.
3. Select the **checkbox** of the employee/employees you want to restore.
4. Click **"Activate"** to restore one employee or "**Activate selected**" to restore multiple employees at once.

PLEASE NOTE:

These instructions should be followed strictly to enable successful completion of the process.

If you encounter any issues kindly contact us for support @ Toll Free Call Center: 0800 11 00 28 / 0800 11 00 29 or email: helpdesk@wcf.go.tz. You can also visit our Head Office or your nearest Labour Office for support.

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