



## **CIRCULAR NO: 03/2011**

### **NOTICE TO ALL EMPLOYERS**

In an effort to assist Employers with regards to the finalisation of returns, the Council has identified the under mentioned frequent errors that are unfortunately delaying the finalisation of the MIBCO returns.

You are kindly requested to draw the person responsible for your returns, attention to the following:

### **FREQUENT ONLINE RETURN ERRORS**

- Users have not read the Online Manual or the FAQ document posted on the Online Returns website
- Users do not click on the employees surname on engagement and attempt to re-create employee with own data
- Not ticking the override provident fund probation period for employees that are new to the Motor Industry and that they want to assign to provident fund immediately or within less than 6 months of employment
- On engagements users attempt to change current employer details for employees that have previously been in the industry (perhaps this can just be made a closed field)
- A Break In is being used instead of a FUND CHANGE to permanently assign a fund to an employee
- A Break Out is being used instead of a FUND CHANGE to permanently remove a fund from an employee
- Users are not using the clear changes as they are still under the impression that it will clear all changes and not the changes for an isolated employee
- Employee salaries are being changed to NIL when an employee is off on Maternity leave when a Break Out should be captured
- Users are capturing a NIL or very small amount for the salary on engagement when they do not want to pay provident fund
- Users discharge employees when the Provident Fund exemption is for a specific fund
- Not printing the forecast before they submit final return
- Users do not always do a FINAL SUBMIT when the return is finalised

## FREQUENT MANUAL RETURN ERRORS

- Identity numbers and or Passport numbers are not being provided when an employee is being engaged
- Employee occupation changes are not being captured on the Monthly reconciliation as a Fund change
- Standard Monthly reconciliation documentation is not being used by all
- Incorrect indication of which funds an employee should be contributing to is not being provided
- No distinction between monthly and or weekly salaries

## FREQUENT GENERAL ERRORS

- Employers are not reconciling the wage records to the Monthly Forecast
- Employers are not sending proof of payment to Mibco once payment is made
- Employers are not sending proof of payment **plus a breakdown** of the values per branch when a single payment is made to Mibco
- Employers are not forwarding a NIL Return reconciliation when the payment made is equal to the forecast value