



Memo to ALL Employers

Re: Implementation of the Compensation Fund’s new Integrated Online Claims System: User Registration, Authentication and Validation

The Compensation Fund has begun its modernization journey, the eCOID Project. eCOID is aimed at developing an integrated online platform for the clients of the Fund using the S41 – SAP for Insurance solution. The first phase of the project is to develop a claims management system, which would be launched in the second quarter of 2019/2020.

The system go-live activities include a systematic cut-over approach that is being executed, to ensure that we successfully transition to the new system. Data cleansing and enrichment of user credentials to enable validation and authentication is part of the cut-over activities. This is to ensure that the right people have the right access to perform the right functions.

What does it mean for You?

All users would need to be registered to access the new online platform. The following document is required upon registration:

	Required Document	Provided (Y/N)	Applicable/not applicable
1	Certified User ID or passport of user		
2	Certified Copy of Manager’s ID		
3	Company registration certificate – CIPC		
4	Certified ID or passport of the Director of Employer / Company		
5	Proof of business address		
6	Approved user registration form (provided)		
7	Power of Attorney Letter, in case of 3 rd Party Agent		

Not older than 3 months



What happens before 1 October 2019?

For peace of mind and efficiency, you may submit the required information in order to pre-register before the system goes live. Please submit all the relevant information to ExtCompeasySupport@labour.gov.za by 25 September 2019. Alternatively, you may submit these documents to your nearest Department of Labour office. Confirmation will be provided upon pre-registration. You will then have access to the system, in the role you have applied for when the system is availed for usage.

What happens on 1 October 2019?

If you choose not to pre-register, you may register on the system when it is made available for your use. Please do note that the system access requires vetting of the supplied information, prior to access being granted.

Your support during this transition is highly appreciated.

For any queries contact ExtCompeasySupport@labour.gov.za where feedback will be provided.

Yours faithfully

M. Ruiters

Chief Director: Medical Benefits

Compensation Fund