

FREQUENTLY ASKED QUESTIONS

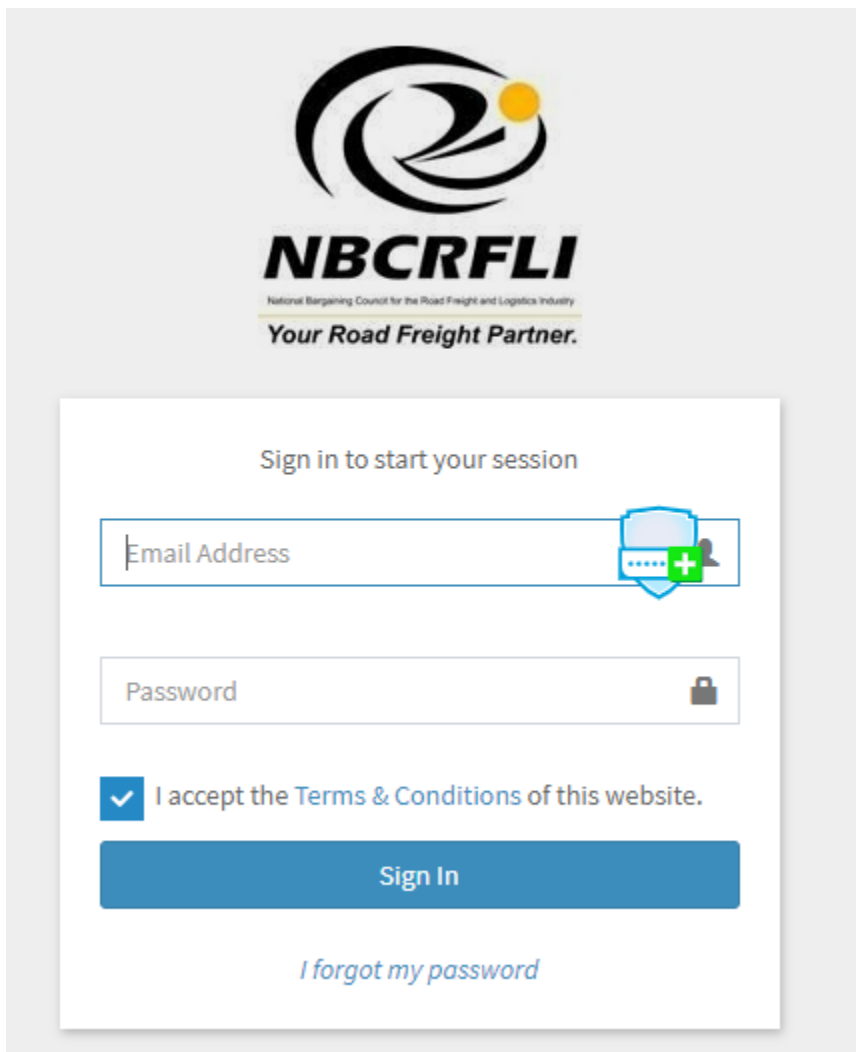
1. What version of Internet Explorer must I use?

The system is only compatible with, **Mozilla Firefox or Google Chrome**. Unsupported browsers will be redirected to upgrade the browser or download a compatible browser.

2. How do I access the New Online porta?

You would need to click on the below link. Reset your password and remember your username will be your e-mail address:

<https://www.nbcrflionline.org.za/V5/login/>



NBCRFLI
National Bargaining Council for the Road Freight and Logistics Industry
Your Road Freight Partner.

Sign in to start your session

Email Address

Password

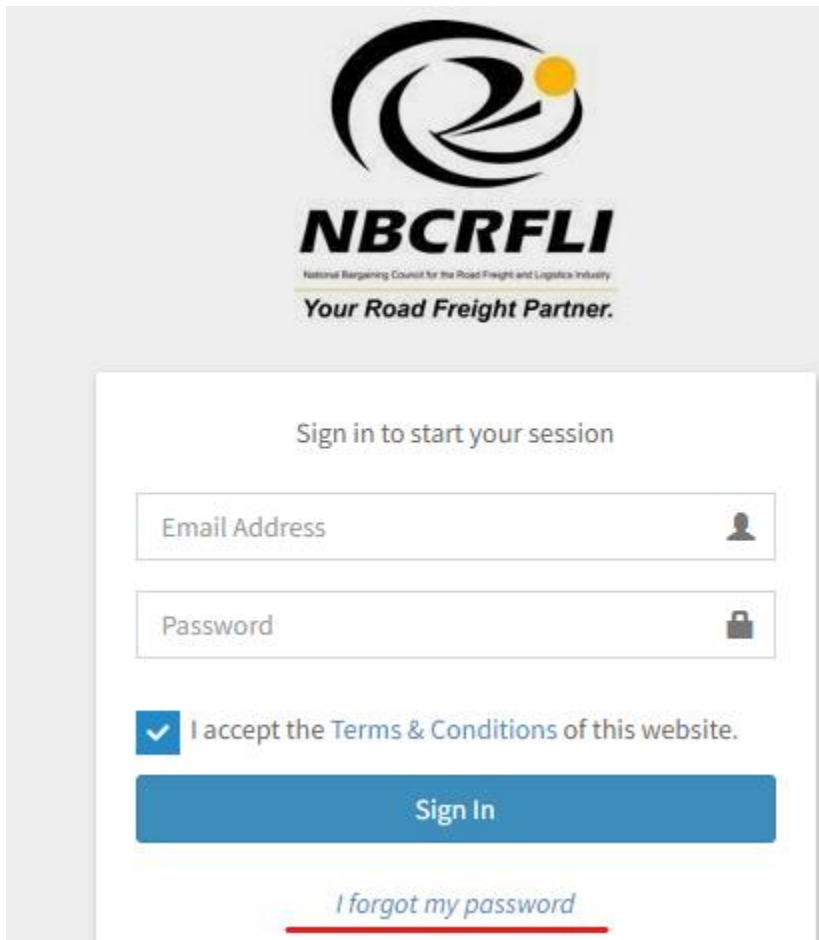
I accept the Terms & Conditions of this website.

Sign In

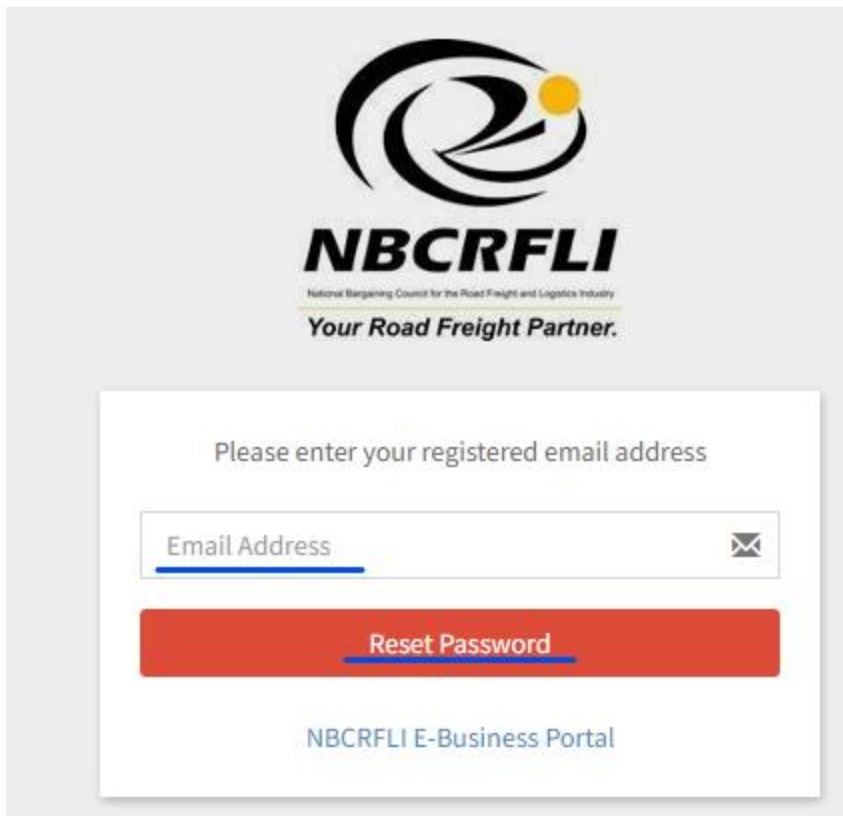
[I forgot my password](#)

3. How do I reset my password

Click on I forgot my password. Enter your registered email address and click reset password.



The image shows the NBCRFI login interface. At the top is the NBCRFI logo, which consists of a stylized black and yellow circular emblem above the text "NBCRFI" and "Your Road Freight Partner." Below the logo is a white box containing the text "Sign in to start your session". Inside this box are two input fields: "Email Address" with a person icon and "Password" with a lock icon. Below the fields is a checked checkbox with the text "I accept the Terms & Conditions of this website." and a blue "Sign In" button. At the bottom of the box is a red underlined link that says "I forgot my password".



You will receive the below email, click the below link to reset your password.

To reset your password for the NBCRFI E-Business Portal, please click the following link:

[Reset your Password](#)

To keep your account safe, this link will only be valid for 24 hours. If it's expired by the time you're reading this, just hit "Reset Password" again and we'll send you a fresh link.

If you don't want to reset your password, you can ignore this message - it's possible someone typed in your email address by mistake.

Regards,

NBCRFI E-Business Portal

4. When will the 2023/03 5% wage increase be implemented?

The increase will automatically pull through when the 2023/03 d-form is created. It will not show on the employee's profile.

5. Employees that I did not include on my upload are appearing on my d-form, why is this?

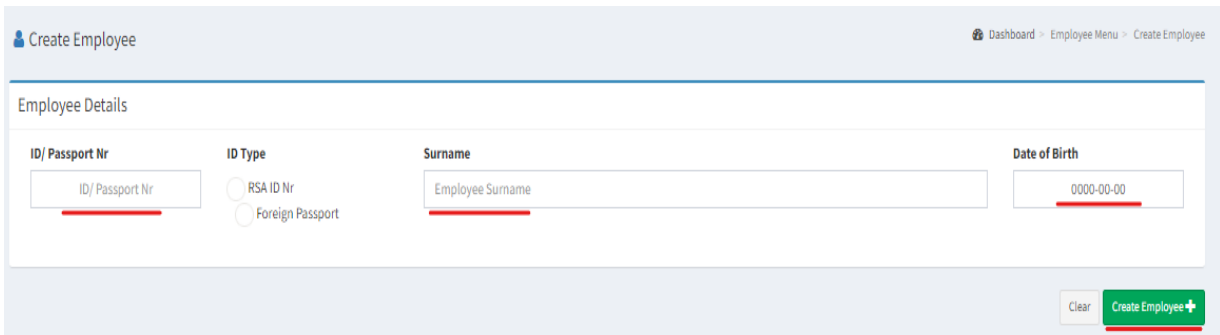
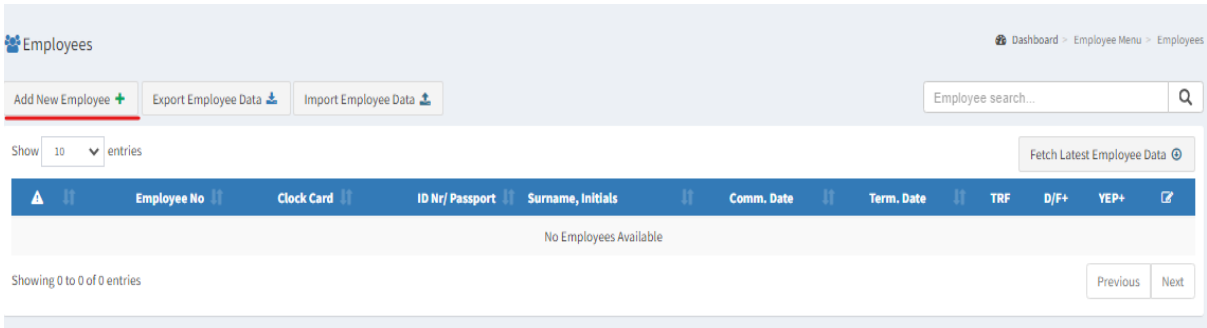
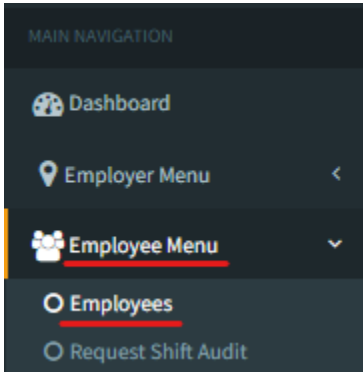
If the employee is still active on your levy number, they will pull through to the active d-form.

Only once the termination application have been completed, will the employee no longer pull through, as the d-form will notice there is an active termination and not pull the employee through to your active d-form.

So you'd need to complete termination applications and then do your d-form for the month.

6. How do I create a new employee?

Employee menu > Employees > Add New Employee



7. How do I create a Holiday Bonus application

Click:

Here > Extra configurations > Holiday Pay Bonus Date > Update Employer

The screenshot shows a red notification banner at the top with a calendar icon and the text: "Holiday Bonus 13th Cheque Expected Pay Date. It seems you have not submitted your Holiday Bonus 13th Cheque Expected Pay Date. Please update it by editing the *Extra Configurations* settings [here.](#)"

Below the banner is a table with three rows, each with a plus sign on the right:

Contact Details	+
Bank Details	+
Extra Configurations	+

The "Extra Configurations" row is highlighted with a red underline. Below the table is a form titled "Holiday Pay Bonus Date" with a date input field containing "0000-00-00" and a blue arrow icon. At the bottom of the form are two buttons: "Clear" and "Update Employer ✓", with a red underline under the "Update Employer" button.

8. When I terminate an employee, the employee is still on the return.

The employee will be on the current return if the termination falls within the D-form period. Employees that are terminated and falls outside of the D-form period will not reflect on the D-form.

9. I want to add a new employee but he is still active under another levy number

If the employee is still active under another levy number, please be in contact with your designated agent, if you are unsure of their details please find the link below with their contact details

<http://www.nbcrfli.org.za/Pages/Contact/Designated-Agents.aspx>

10. I have more than 1 levy number, how do I access the other levy numbers?

When you login, there will be a dropdown on your current levy number, where you will have the option to access other levy number. If you don't have access, please send a request to your Agent and they will authorize the E-Business to grant you access.

11. How do I remove an employee from my d-form

The button to remove employee from the d-form has been disabled because it was discovered that there are companies that are removing employees from the d-form and not terminating them. This resulted in employees not being paid out and also employees not being able to commence at the new company.

You will have to get authorization from your Designated Agent first. Once authorized, the E-business department will link the other levy numbers to your profile.

12. How do I submit my an active return

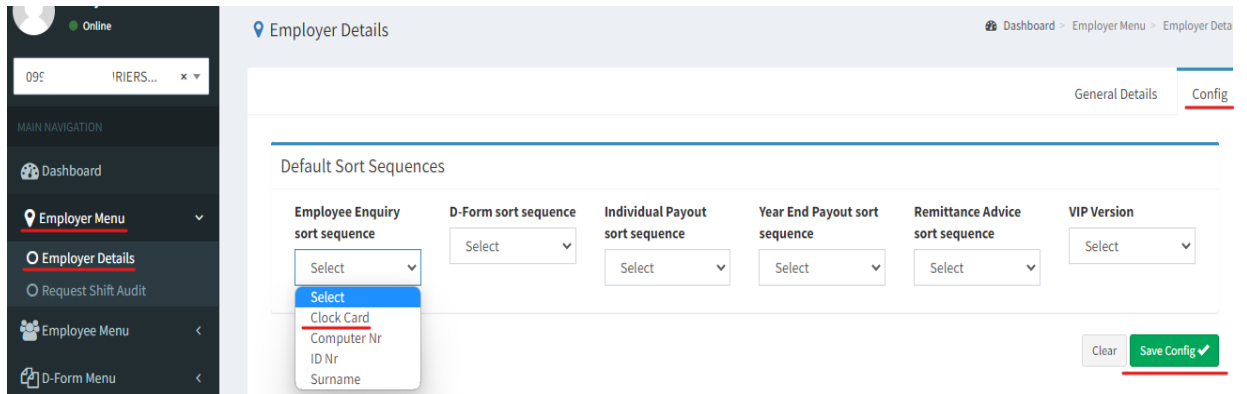
An un-submitted return can be submitted by editing the active return and clicking on the Submit Dform button.

The screenshot shows the 'D-Forms' dashboard. On the left is a navigation menu with options: Dashboard, Employer Menu, Employee Menu, D-Form Menu (selected), and D-Forms. The main content area displays a table of D-Forms with columns: D-Form No, Date Created, Date submitted, Status, Type, Total (Incl), and action icons. The table contains four rows of data.

D-Form No	Date Created	Date submitted	Status	Type	Total (Incl)	Print	Download	Search	Delete	Edit
202303	01	2023-03-09 11:05:02	Active	Created	7,486.93					
202302	01	2023-02-13 10:31:37	Submitted	Created	7,130.42					
202301	01	2023-01-19 11:52:25	Submitted	Created	7,130.42					
202211	01	2022-12-13 12:56:08	Submitted	Created	7,130.42					

13. How do I sort out my employee per clock number

Under the Employer Menu, there is a configuration option to set the number of rows to be displayed and the sort order.

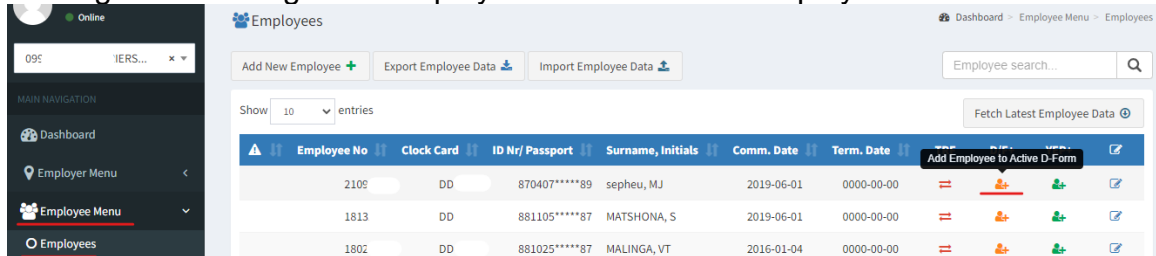


14. Must I manually update my employee wages with wage increases?

The wages are auto updated with the correct percentage increases to the return form.

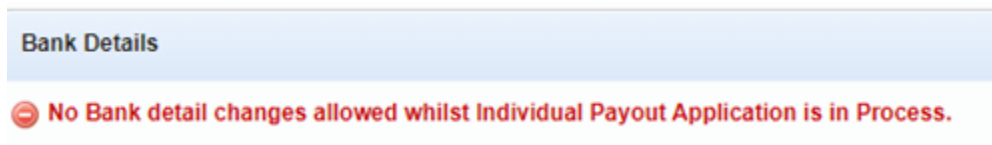
15. New employee is not showing on my active Dform

A new employee that does not reflect on the active Dform can be added by clicking on the orange add employee icon under the Employees.



16. Why am I unable to update our company banking details?

In most instances, you will see the message below, you would need to contact the payouts department for your region, to see if there may be an application blocking you from updating it, and you may find the link below for their contact details:



<http://www.nbcrfi.org.za/Pages/Contact/Service-Queries.aspx>

17. I registered new levy number, why have I not received login details?

You would be able to retrieve login details via the reset password link below:

https://nbcrlionline.org.za/V5/password_reset/

If you are still not able to access online, please see our contact details below:

Kind regards,



Leroy Seshabela
E-Business Assistant
E-Business
Leroy.seshabela@nbcrl.co.za
Tel 011 703 7000 ext. 1013
Cell no. 081 385 4951
Online returns <https://www.nbcrlionline.org.za>
Website <http://www.nbcrlfi.org.za>

<http://www.nbcrlfi.org.za/documents/circulars/Circular to the Industry-Amendments Main Collective Agreement.pdf>

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Kind regards,



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Web site <http://www.nbcrlfi.org.za>

<http://www.nbcrlfi.org.za/documents/circulars/Circular to the Industry-Amendments Main Collective Agreement.pdf>

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18. How do I access the Online portal?

You may utilize the link below:

<https://www.nbcrlionline.org.za/V5/login/>

19. How do I check if banking details are up to date?

Click on the below, and the employee with missing banking details will be on the top of the list:

Employee No	Clock Card	ID Nr/ Passport	Surname, Initials	Comm. Date	Term. Date	TRF	D/F+	YEP+
8847		851209*****87	MPANZA, TM	2022-11-01	0000-00-00	=	+	+
2309169	1323695	940110*****87	MHLOBONGO, GS	2023-02-01	0000-00-00	=	+	+

20. How do I upload actual wages on my d-form?

You would need to contact your designated agent, please find the link below for their details:

<http://www.nbcrfli.org.za/Pages/Contact/Designated-Agents.aspx>

21. How do I remove Wellness from my d-form?

Wellness can only be removed for an EBU Employee, employee's part of the Bargaining Unit, you would need to be in contact with your designated agent, if you are not sure of their details please find link below for you perusal:

<http://www.nbcrfli.org.za/Pages/Contact/Designated-Agents.aspx>

22. How do I Terminate an employee?

The new system you will follow the below steps:


- Payouts
- Employee Payouts
- Create new payout
- Search employee
- Create Payout Application
- Application Type - Select Termination Payout
- Complete the dates
- Check banking details
- Submit Application

23. How do I take off an EBU employee from Wellness?

You would first need to mark employee as "N" for not to pay over wellness via the employee maintenance section as below, then save changes:

General Details Fetch Latest Employee Data

Employee No [Redacted]	Clock Card Nr [Redacted]	Commencement Date 2022-05-01	Termination Date 0000-00-00	Termination Reason Choose Termination Reason		
Surname MOTAU		Name REFILOE		Initial(s) R	Title [Dropdown]	Mobile Nr Mobile Nr
ID Nr 8808 [Redacted] 089	ID Verified [Dropdown]	RSA Citizen [Dropdown]	Date of Birth 1988-08-08	Gender Female	Race Black African	Pay EBU Wellness Choose EBU Well Choose EBU Wellness Yes No
Passport Nr Passport Nr	Passport Issue Date 0000-00-00	Passport Expiry Date 0000-00-00	Foreign/ Personal ID Nr Foreign/ Personal I			

Once it's updated, you will then be able to clear all wellness for EBU employees with the icon  below from the d-form section:

D-Form Edit Dashboard > D-Form Menu > D-Forms > D-Form Edit

Download D-Form Export .csv Submit D-Form

Show 10 entries

D-Form: 20230		Default Nr of Weeks		Default Nr of Days		Levies		Wellness		
		4		20		Totals 117,263.62		283,564.50		
Employee	Clock Card	ID Nr/ Passport	Surname, Initials	Comm. Date	Wage Rate	Category	Weeks	Current	Levy	Well
230	21	8808 089	MOTAU, R	2022-05-01	11,652.88 M	97	4	20	17.48	0.00

Once you have clicked it, the wellness will be removed:

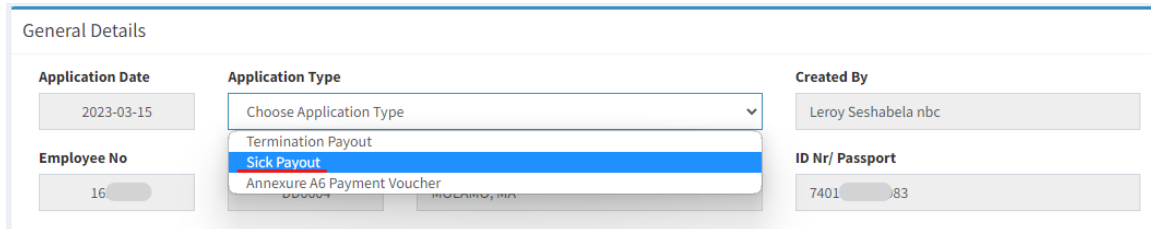
D-Form: 20230		Default Nr of Weeks		Default Nr of Days		Levies		Wellness		
		4		20		Totals 117,263.62		283,564.50		
Employee	Clock Card	ID Nr/ Passport	Surname, Initials	Comm. Date	Wage Rate	Category	Weeks	Current	Levy	Well
230		8808 089	MOTAU, R	2022-05-01	11,652.88 M	97	4	20	17.48	0.00

24. How to apply for online applications (Sick, Leave and Pro-Rata Applications)

On the new system, you will follow the below:

- Payouts
- Employee Payouts
- Create new payout
- Search employee

- Create Payout Application
- Application Type – Please see below

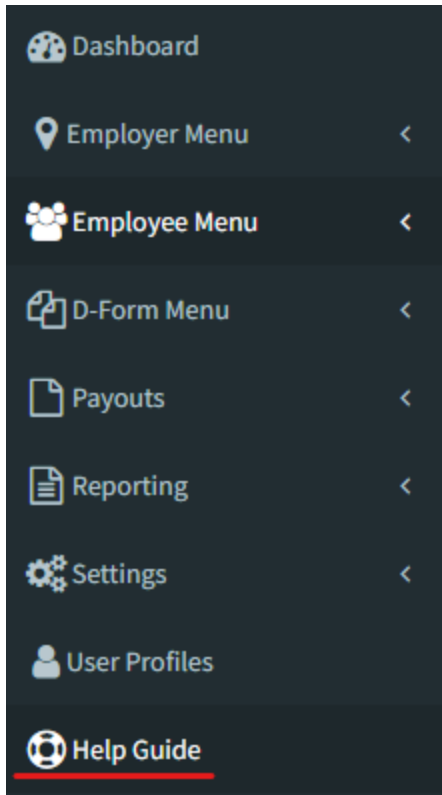


General Details

Application Date 2023-03-15	Application Type Choose Application Type Termination Payout Sick Payout Annexure A6 Payment Voucher	Created By Leroy Seshabela nbc
Employee No 16		ID Nr/ Passport 7401...83

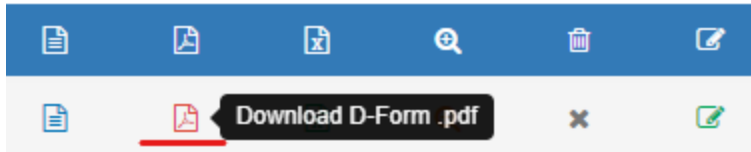
If you require any assistance to the online portal, you will be able to find our help guides via the menus below:

The help guide will be on the left hand side:



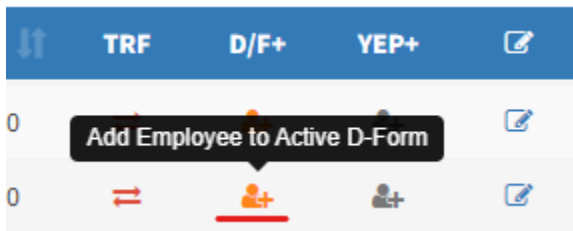
25. Do I have to increase the wages myself?

Wages are automatically updated when you created your March return. In the event where there is a promotion or salary increase, you can update wage on the employee's profile.



28. How do I add an employee to an active d-form already created on the new portal?

You will click on the icon marked as D/F+, if you hover over the icon it will display the below:



29. Why can I not create multiple returns?

- Returns can only be submitted one at a time, you'd need to pay the return you have submitted and submit the proof of payment to your designated agent, once the region has processed your return you will then be able to do your next return
- Please below on your dashboard were you will find when you next period has been updated



30. Why has my Year-end application for Holiday Bonus not been created yet?

- Once we've fully processed your November return, then it will automatically generate your Holiday bonus application
- All months from October the previous year till November the current year would need to be fully received and processed as well

- There should be no months outstanding, then it will generate successfully

31. Why can I not select Holiday Bonus on Year-end application, I only see Sick Bonus and Leave Pay?

- Holiday Bonus Applications will be a separate application
- We only require you to select a date on your dashboard in order for us to generate the application automatically
- Please see below example of what you will see when you need to select a Holiday Bonus expected pay date
- You will find it under extra configuration on the Employer Menu

Extra Configurations

Admin Email <input type="text"/>	Softline VIP User Yes ▾	AccSys File Format No ▾	Pastel Payroll User No ▾
Current Period 2023/03	Payroll Period Start 0000-00-00	Holiday Pay Bonus Date 2022-12-15	

Clear [Update Employer ✓](#)

32. I have terminated my employee, but he is still reflecting on my d-from, why is this?

- If the employee has been terminated in the month you are submitting, the employee will pull through, if you seek further clarity on this please contact your designated agent.

Frequently Asked Questions

Simplified Agreement

Q	What was the purpose to simplify the Main Collective Agreement?
A	The main purpose was to simplify the Main Collective Agreement with specific attention to grammar, language, contradictions and other errors.
Q	How will the new format assist to make it more user-friendly?
A	As mentioned above contradictions and other errors have been eliminated. The Agreement was further drafted in such a manner that issues of a similar nature were grouped together in other words all the different leave issues are being dealt with under one part.
Q	What feature stands out in the Simplified Collective Agreement?
A	The outstanding feature is that leave pay, holiday pay bonus (13 th cheque) and sick and absence pay contributions will no longer be calculated on the number of shifts worked during a specific month.
Q	To whom shall the Agreement apply?
A	The Agreement shall apply to: <ul style="list-style-type: none"> • Employees for whom minimum wages are prescribed and to the employers of such employees. • Other categories of employees, for whom minimum wages are not prescribed, but who qualify for the across the board increases in Schedule 5. Trade union subscriptions prescribed in clause 54 and expenses of the Council (levies) prescribed in clause 69. • Other categories of employees, for whom minimum wages are not prescribed and who do not qualify for the across the board increases in Schedule 5 only insofar trade union subscriptions prescribed in clause 54 are concerned.
Q	What are the maximum weekly ordinary hours of work in the Industry?
A	45 Hours per week made up as follows: <ul style="list-style-type: none"> • 9 Hours for employees who work a 5 day week. • 8 Hours for employees who work a 6 day week provided that an employee's ordinary hours of work may not exceed 5 hours on a Saturday. • Ordinary hours of work do not include meal intervals.
Q	What is the limitation of overtime work?
A	An employee may not work more than 6 hours on any day, except Saturdays or 30 hours in any week from Monday to Saturday. The maximum hours per day may further not exceed 15 hours.
Q	How many days annual leave must be granted to employees for whom minimum wages are prescribed?
A	Annual leave is based on the number of years of service with one employer in the Industry and are calculated as follows: <ul style="list-style-type: none"> • Less than 5 years continuous service 15 working days (21 consecutive days). • 5 Years continuous service but less than 10 years 17 working days (23 consecutive days). • 10 Years completed service and longer 20 working days (26 consecutive days).

Q	How will leave pay contributions be calculated?
A	<p>Leave pay contributions will no longer be calculated on shifts but on the following basis:</p> <ul style="list-style-type: none"> • Employees with less than 5 years continuous service 25% of the normal basic weekly wage. • Employees with 5 years continuous service but less than 10 years 28.34% of the normal basic weekly wage. • Employees with 10 years and longer continuous service 33.3% of the normal basic weekly wage.
Q	When must leave pay contributions be paid to Council?
A	Leave pay contributions must be paid in respect of all employees, for whom minimum wages are prescribed, employed during a specific month irrespective of the number of days that an employee has worked during that specific month.
Q	How will leave pay contributions be calculated if an employee has, for example, not been paid one week's wages during a specific month as a result of AWOL?
A	The full contribution must be paid to the Council as if the said employee has worked and received his/her full wages during that specific month. No off-sets must be made on the monthly returns. Employers are, however, entitled to submit a claim against a portion of a contribution as a result of non-payment due to, for example, AWOL.
Q	How must a claim be submitted and how will it be calculated?
A	A claim form has been designed and is available on the on-line system. Employers must complete the areas on the form as indicated and the system will do the calculations. Employers must also supply Council with proof (a payslip for example) that an employee has not been paid in respect of specific days during a specific month. Once the claim has been processed, Council will reimburse the employer.
Q	When may claims be submitted?
A	Claims may be submitted on a monthly basis.
Q	Give an example of how a claim should be calculated.
A	<p>An employee earns R6000.00 pm. His or her regular contributions will be calculated as follows on condition that said employee has less than 5 years' service. (Only qualifies for 15 working days leave)</p> $R6000.00 \text{ pm} \div 4.333 = R1384.72 \text{ pw.}$ <p>Monthly contribution = $R1384.72 \times 25\% = R346.18 \text{ pm}$</p> <p>Said employee is on AWOL for 1 week and will thus not be paid for that specific week. How much will the employee actual wage be for that specific month?</p> $R6000.00 - R1384.72 = R4615.28 \text{ (actual wage)}$ <p>Now make the same calculation as above.</p> $\text{Actual wage } R4615.28 \div 4.333 = R1065.15 \text{ pw}$ $\text{Monthly contribution} = R1065.15 \times 25\% = R266.28$ <p>The employer may thus claim the difference between what have been paid if the employee had worked a full month and the same calculation based on actual wage received:</p> $= R346.18 - R266.28$ $= R79.90$

Q	Has the provisions of the sick and absence fund been simplified?
A	Yes. All employees for whom minimum wage are prescribed will qualify for 36 days paid sick leave in each cycle of 36 months. During the first six months of employment an employee will be granted 1 day's paid sick leave for every 26 days worked.
Q	Who will pay the employee whilst on sick leave?
A	Council will pay the employee on condition that he/she has funds to his/her credit within 48 hours after receipt of a valid sick application.
Q	When will sick pay not be paid to an employee?
A	No sick pay will be paid to an employee if he/she has been absent for more than 2 consecutive days or on more than 2 occasions during an 8 week period without producing a medical certificate.
Q	Will employees still qualify for sick leave bonuses?
A	Yes, on completion of 36 months (3 years) after commencing employment or from the date that the previous sick leave cycle expires.
Q	How will the sick leave bonuses be calculated?
A	The bonuses will be based on contributions received less sick leave paid to an employee during the preceding 3 year cycle.
Q	How are sick leave contributions calculated and when are contributions payable?
A	Contributions are calculated at 20% of an employee's weekly basic wage and are payable irrespective of the number of days that an employee has worked during a specific month.
Q	May an employer claim against contributions made if an employee was on AWOL during a specific month?
A	Yes on the same basis as set out under the leave pay questions and answers above.
Q	Give more information on family responsibility leave.
A	Every employee in the Industry and for whom minimum wages are prescribed qualifies for 5 working days full paid leave per year under the following occurrences: <ul style="list-style-type: none"> • death or serious illness of an immediate family member. • the birth of a child of which the employee is the biological father.
Q	Describe the term "immediate family member".
A	An immediate family member means an employee's spouse or life partner, child, adopted child, grandchild, parent, adoptive parent, grandparent, sibling or the biological or adoptive parent of an employee's spouse or life partner.
Q	What does the term "life partner" means?
A	"life partner" means a person who is a party to a heterosexual or homosexual relationship with the employee that is intended to be permanent, exclude any other person and involved cohabitation.
Q	Has the holiday pay bonus fund been amended?

A	Yes, holiday pay bonus will be a guaranteed 13 th cheque payable in December of each year at 4.33 weeks of annual earning prorated during the first year of service.
Q	Who will pay the 13 th cheque to employees?
A	Council will pay the 13 th cheque directly to employees in other words not via employers, but directly into employees' bank accounts.
Q	How must holiday pay bonus contributions be calculated?
A	It is calculated at 36.08% of an employer's normal basic weekly wage.
Q	Are the holiday pay bonus contributions still linked to shifts?
A	No, shifts are no longer being used to calculate holiday pay bonus contributions.
Q	When must holiday pay bonus contributions then be paid to Council?
A	Holiday pay bonus contributions must be paid in respect of all employees, for whom minimum wages are prescribed, employed during a specific month irrespective of the number of days that an employee has worked during that specific month.
Q	How will holiday pay bonus fund contributions be calculated if an employee has, for example, not been paid one week's wages during a specific month as a result of AWOL?
A	The full contribution must be paid to the Council as if the said employee had worked and received his/her full wages during that specific month. No off-sets must be made on the monthly returns. Employers are however, entitled to submit a claim against a portion of a contribution as a result of non-payment, for example, AWOL.
Q	How will a claim be calculated?
A	On the same basis as set out under the leave pay questions and answers above.
Q	Must trade union subscriptions be paid over to Council?
A	As you may be aware clause 54 of the Main Collective agreement, dealing with industry trade unions subscriptions had been amended. From 1 March 2014 onwards trade unions will collect membership fees on the 7 th of each month. The monies deducted by employers from the wages of party trade union employees must be paid into the bank account of the trade unions concerned.
Q	There is a new clause 64 in the Agreement that deals with short time. Please explain.
A	The short time clause only applies to employers and employees engaged in the furniture removal sector. The clause is not applicable to other employers and their employees in the Industry. Should the need arise for them (employers outside the furniture removal sector) to work short time they will have to apply for exemption.
Q	What does the short time clause provides for?
A	It defines short time as a temporary deduction of ordinary hours of work due to vagaries of the weather, slackness of trade, shortage of goods to be transported, breakdown of vehicles, plant or machinery and the breakdown or threatened breakdown of buildings.

Q	How will payment be effected should employees be placed on short time?
A	If the ordinary hours of work are reduced an employer may deduct an amount equal to the lesser of <ul style="list-style-type: none"> • an employee's hourly wage in respect of each hour of short time. • on third of an employee's weekly wage irrespective of the number of short time hours.
Q	Has the levies payable to Council been amended?
A	There is no change to the levies payable by employers and their employees for whom minimum wages are prescribed. It remains at 0.4% per week of an employee's normal basic weekly wage and a like amount by an employer.
Q	Will the extended bargaining unit employees also pay levies to the Council?
A	Employees not covered under grades 1 – 6 but who qualified for the across the board increases in Schedule 5 will pay levies to the Council and if they are members of trade unions that are party to the Council, employers must deduct trade union subscriptions and pay it over to the Council.
Q	What about employees that are not covered under grades 1 – 6 and who did not qualify for across the board increases?
A	This category of employees will not be required to pay levies to the Council, but if they are members of trade unions that are party to the Council, employers must deduct trade union subscriptions and pay it over to the Council.
Q	Are there any amendments to the submission and payment of monthly returns?
A	Yes, from the date of promulgation all employers in the Industry are obliged to submit monthly returns on-line.
Q	What will happen if an employer has no equipment (computer/laptop) to submit the monthly returns on-line?
A	Employers can visit their nearest Council office and submit on-line. Every Council office has installed a computer for use by employers to submit returns on-line.
Q	Has the scope of application of the Agreement been amended?
A	No, the scope has not been amended. It refers to the RSA where previously it referred to Magisterial Districts in the RSA.
Q	What does the amendment to the Wellness Fund entail?
A	The amendment provides that existing available funds in the Fund will be used to purchase a basic medical insurance for 2 years (ending July 2013) at no extra cost to the employers and employees in Industry.
Q	Has the wages in any way been amended?
A	No. Wages increases have been negotiated and agreed upon for a period of 2 years ending 28 February 2013. Wage schedules may be viewed in Schedule 5 of the Agreement.

NBCRFI ONLINE SYSTEM FREQUENTLY ASKED QUESTIONS 01.03.2023

Q	Has the night shift allowance been amended?
A	Yes. The allowance will kick in after the completion of 1 hour. This means that should an employee works from 18h00 to 21h00 on a specific day he/she will received R6.90 for the period between 19h00 and 20h00 and a further R1.39 for every completed hour thereafter. From 01/09/2015 to 29/02/16 it will change to R7.31 beyond one hour and R1.47 for every hour in excess thereof.