

# 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, self-assessment and payment of contributions and other services.

### 1.0 CREATION OF AN ONLINE ACCOUNT

This allows employers to create their accounts in order to access the Fund's online services available in the portal. To create an account:

1. Visit our website [www.wcf.go.tz](http://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 '**disclaimer**' 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 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.

## 2.0 ONLINE REGISTRATION AND ISSUANCE OF EMPLOYER'S REGISTRATION NUMBER

### Register Employer

This is for employers who are registering with WCF for the first time.

### Requirements

1. Scanned copy of Tax Identification Number Certificate.
2. List of employees – All employees' record typed Microsoft Excel in the recommended format. Click **HERE** to see Sample of the 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.

### Steps

1. Select '**Register Employer**' and click **continue** button.
2. Fill Employer's general information, all fields marked with star (\*) 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**.
8. The Employer registration request will await an approval from WCF in order to proceed with the online services.
9. After approval you will be issued with registration number.
10. To collect the certificate of registration visit WCF Head Office or your nearest Labour Office.

### 3.0 ONLINE EMPLOYER'S VERIFICATION

#### Employer Verification

Employer who has already registered at WCF office will be required to verify his registration status.

#### Requirements

1. Scanned copy of Tax Identification Number Certificate.
2. List of employees – All employees' record typed Microsoft Excel in the recommended format. Click **HERE** to see Sample of the Format.
3. Scanned copy of WCF Registration Certificate.

#### Steps

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

## 4.0 MANAGING CHANGES OF EMPLOYEES' PARTICULARS

This allows an employer to add employee, remove employee or edit employee information.

### Steps

1. Login into the system in website under homepage.
2. Click **Manage** menu then **employee**.

### 4.1 Add one employee

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

### 4.2 Upload bulk employees

If you have a large number of employees and you want to upload them once.

1. Click "**Upload Bulk Employees**".
2. Click **browse** and then attach the employee list. Download the recommended file format from "Supported File Formats" or click **HERE** to download.

### 4.3 Edit Employee Information.

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 Remove Employee

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.
5. Click "**Remove**".

## **5.0 SELF ASSESSMENT AND PAYMENT OF CONTRIBUTIONS**

Payment of contributions, penalties and interest will require an employer to have a control number.

### **5.1 Request Control number**

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.

### **5.2 Modes of Payment**

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

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.

### **5.3 Payment Acknowledgment**

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

## **6.0 OTHER SERVICES (CONTRIBUTION HISTORY & RECEIPTS)**

To view receipts of payment, contribution history and arrears. Go to “Statement” Menu.

### **NOTE:**

**Please the 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](mailto:helpdesk@wcf.go.tz). You can also visit our Head Office or your nearest Labour Office for support.*

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