



the gpaa

Department:
Government Pensions Administration Agency
REPUBLIC OF SOUTH AFRICA

Employer User Guide

PENSION CASE MANAGEMENT (PCM)

Version 5, March 2020

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1. INTRODUCTION

One of the main objectives of the Government Pensions Administration Agency (GPAA) with respect to embarking on the Pension Case Management (PCM) project was to improve on the effectiveness and efficiency of the electronic submission of exit documents to the GPAA by Employer Departments. The benefits of PCM include *reducing the overall time spent by the employer to channel exit cases to GPAA, reducing employer re-work of cases through system validations, thus allowing the capturing of more cases, reducing case processing time through system validations, random allocation of cases between Capturers and Verifiers which assists towards reducing the risk of fraud and improved overall productivity for Employer Departments and the GPAA.*

The User Guide aims to provide support and process guidance to end users at all government departments and agencies that make use of the PCM application when submitting their exit applications electronically.

2. TARGET AUDIENCE

All GPAA clients that intend to submit and manage their pension exit applications electronically.

3. SUPPORT CHANNELS

Below is a list of the GPAA support areas and their respective support channels.

3.1 CASE TRACKING AND CASE PROGRESS

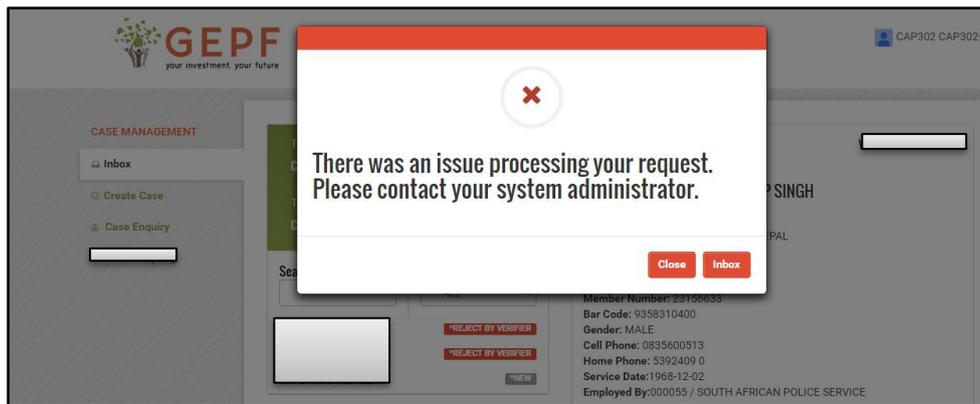
The following GPAA channels are to be used for case tracking and status updates in descending order:

- PCM “Case enquiry” function
- Designated GPAA Client Liaison Officer
- PCMonline@gpaa.gov.za

3.2 PCM APPLICATION SUPPORT

- PCM notice board on PCM Home Page (system availability)
- First point of contact if the PCM system is unavailable
- PCMonline@gpaa.gov.za
- If there is no notice of system unavailability and the system is inaccessible
- If you need to change details e.g. id/passport number (substantiated proof to be attached)

- Any PCM Online system errors (e.g. page cannot be displayed, etc.) must please be reported to PCMonline@gpaa.gov.za (Please see the below screen)



- Any PCM Online "membership could not be matched" or "Person not Found" errors must be sent to PCMonline@gpaa.gov.za (Please include a screenshot of the error)
- Designated GPAA Client Liaison Officer
In the event of the above 2 channels not being available or not responding

3.3 PCM ACCESS AND ROLE SUPPORT

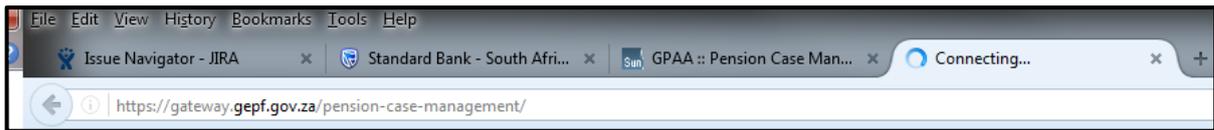
- PCMonline@gpaa.gov.za

Please ensure that the PCM system access application form(s) is/are completed and signed. Application forms can be downloaded from <http://gateway.gepf.gov.za/wp-content/uploads/2016/08/BSS-31A-System-Access-appl-PCM-Portal-V2-External-users.pdf>

- Any PCM Online password reset or new user registration requests (BSS31A forms) must be sent to PCMonline@gpaa.gov.za

4. SYSTEM CAPABILITIES

- Open your browser of choice. You can use internet explorer 10 or 11, or the latest versions of Firefox and Chrome.
- Copy the following URL: <https://gateway.gepf.gov.za/pension-case-management/> and paste it into the address bar as shown below.



- Press enter on your keyboard or click the go button.
- The PCM login page will now load. Should you get the 401 unauthorized page (see screenshot below), click the refresh button on your browser or press F5 on your keyboard. If you do not get the 401 unauthorized message as seen below, skip to the next step

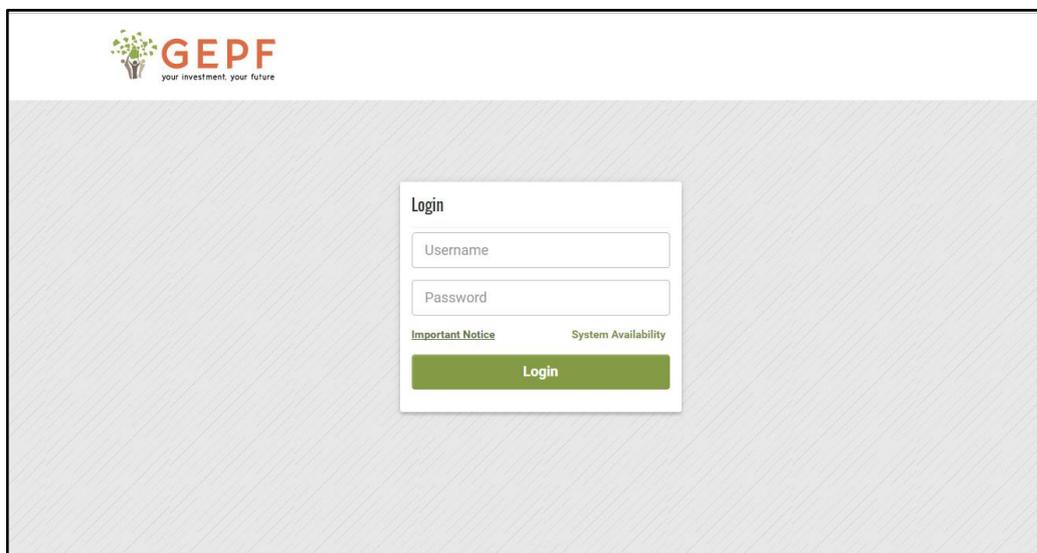
Error 401--Unauthorized

From RFC 2068 *Hypertext Transfer Protocol -- HTTP/1.1*:

10.4.2 401 Unauthorized

The request requires user authentication. The response MUST include a WWW-Authenticate header field (section 14.8). If the request has been refused for those credentials. If the 401 response contains the same challenge as the previous one, the entity SHOULD be presented the entity that was given in the response, since that entity MAY be used to obtain authentication.

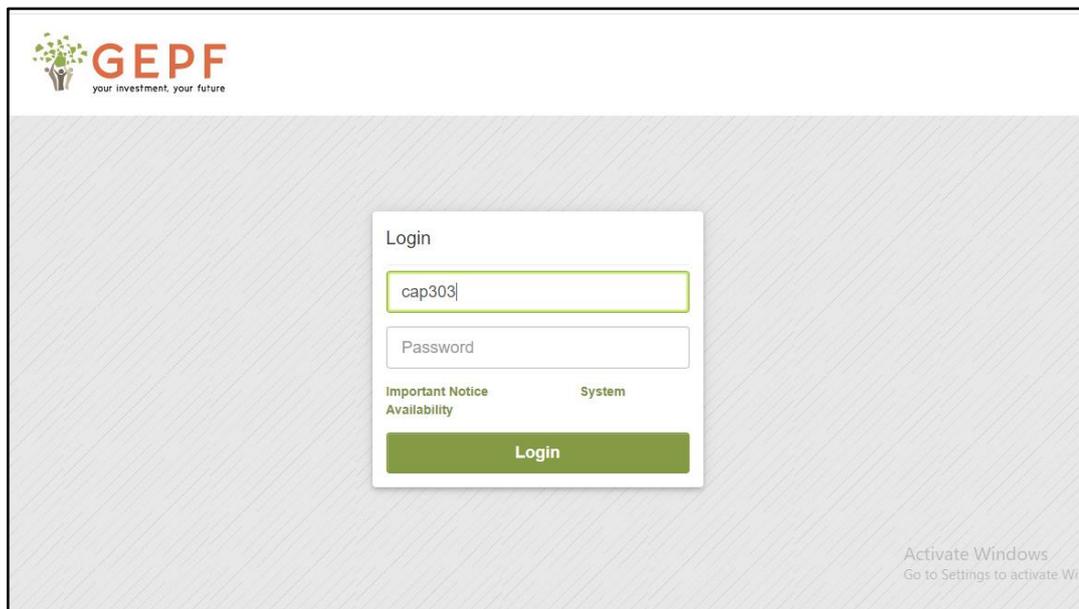
- The login page should now display as follows:



Troubleshooting common connection problems

If you have followed the previous steps and PCM still does not show the login page, follow these steps:

- Check to see if you have internet connectivity. Navigate to www.google.co.za and check if you land on the Google page. If not, then there is a problem with your internet. Please contact your IT administrator to diagnose the issue. If you can connect to the internet, move to the next step.
- Determine whether PCM is working. Use another machine with an internet connection and try to access PCM. If the other machine can connect, you might have a connectivity issue on your personal machine. Please contact your IT department.
- If PCM is not connecting on any other machine in your office, then test to see if you have a problem with your network. On your cell phone or any other internet device, type in the URL and connect via the device internet. If you can connect on your phone, but not on your machine, there might be a problem on your network. Contact your IT administrator to diagnose the issue.
- If you cannot connect on your phone or any machine in the office, then please send an email to PCMonline@gpaa.gov.za stating that you cannot connect to PCM. Our support personnel will raise the issue and log a ticket on your behalf. The issue will be escalated to GPAA's technical team for resolution.
- If all is in order the following screen will be shown. You will then see "Important Notice" and "System Availability" as shown in the inner box of the screen.



- If you navigate to "Important Notice" and double click, the following screen will be shown.

Home System Availability

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your investment, your future

Pension Case Management(PCM)

Welcome to Pension Case Management (PCM) [Click here to go to Log-in page](#)

Pension Case Management is built to support latest versions of Firefox, Google Chrome and Internet Explorer 10 and 11.

For access to PCM please fill in this [form](#) and submit to PCMonline@gpaa.gov.za at the Government Pensions Administration Agency and your request for access will be processed.

A number of changes were planned to refine PCM with the objective to prevent errors to come through to GEPF.

1. End-to-end PCM enquiry was deployed to Production. [Click here for more information.](#)
2. [Click here to see Address changes.](#)

Quick Links

- [Pension Case Management](#)
- [Online Portal](#)

Activate Windows
Go to Settings to activate

- When you scroll down
- You can drill down by placing cursor on any subject (1 – 6) to view changes.

3. Add liability check box was corrected to not display the message box for instances where there is no additional liability for the case.

4. Bank verification validation before submission to the GPAA.

5. The problem with the addition of beneficiary detail was resolved.

6. PCM cases with POS and LWP.

Employer User Guide

Kindly find attached, the Pension Case Management Employer [User Guide](#) to be used as a navigational guide for accessing and using PCM.

- If you navigate and click on "System Availability" on the inner box of the login screen, the screen below will be shown.

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System Availability

Show entries

Search:

Date	Availability	
2020/03/14 - 2020/03/15	<p>Not available - 13th of March Friday from 17:00 till the 16th of March Monday 06:00</p> <p>Please take note that the PRE environment will be available with the latest Production data, to allow any queries to be attended to at the Pretoria, Gauteng, National Dep. Road Show</p>	<p>Monthly Payment Run/Pension Increases for GEPF 96 Fund</p>
2020/03/21 - 2020/03/22	<p>Available</p>	
2020/03/28 - 2020/03/29	<p>Not available - 27th of March Friday from 17:00 till the 28th of March Saturday 09:00</p> <p>Available - 28th of March Saturday from 09:00 - Sat 17:00</p> <p>Available - 29th of March Sunday from 09:00 - Sun 17:00</p>	<p>Recon Run</p>

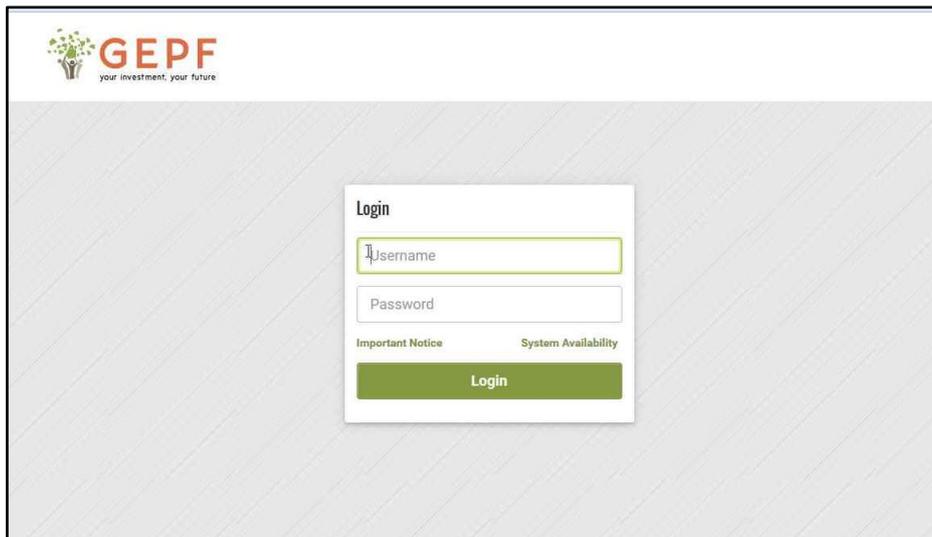
Activate Windows
Go to Settings to activate

5. SYSTEM OPERATIONS

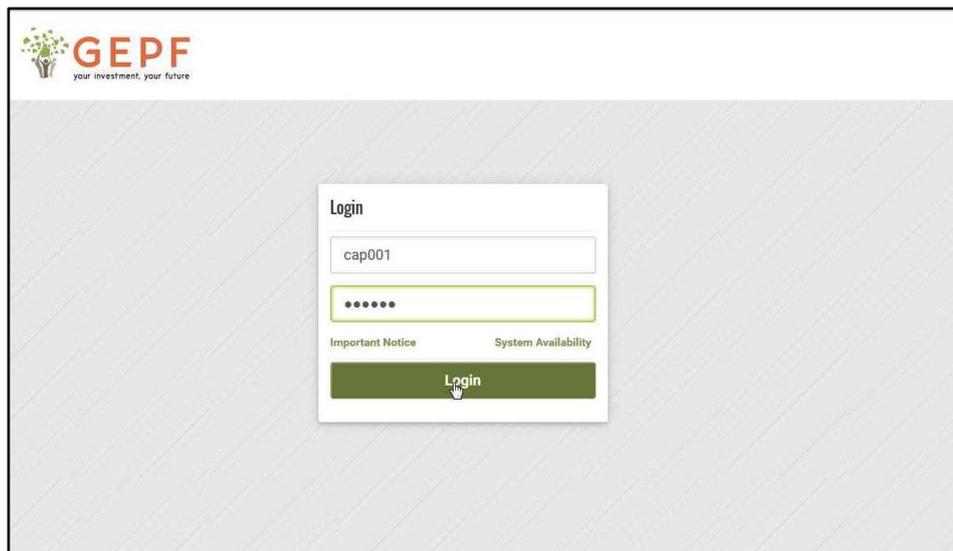
➤ LOGIN

Open browser and navigate to <https://gateway.gepf.gov.za/pension-case-management/>

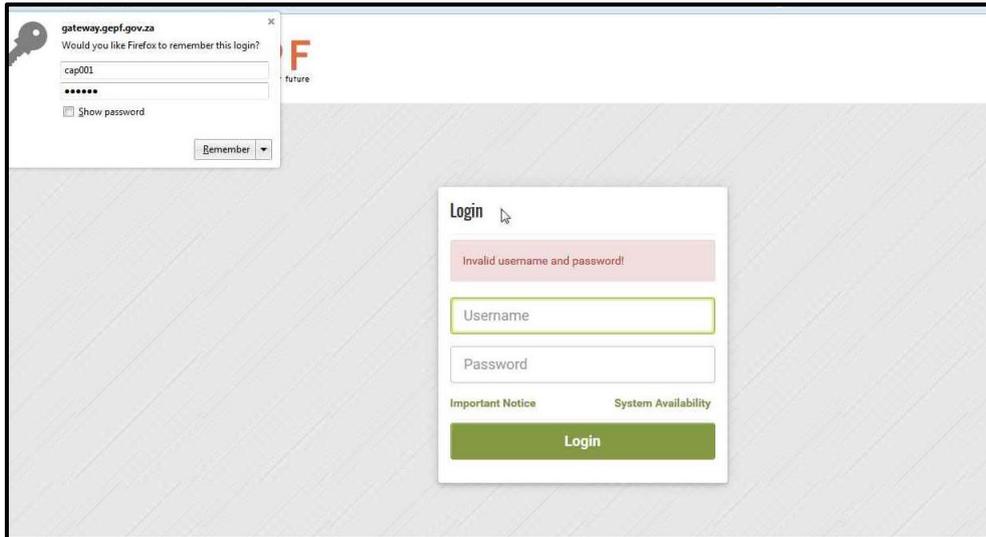
The page below should be displayed



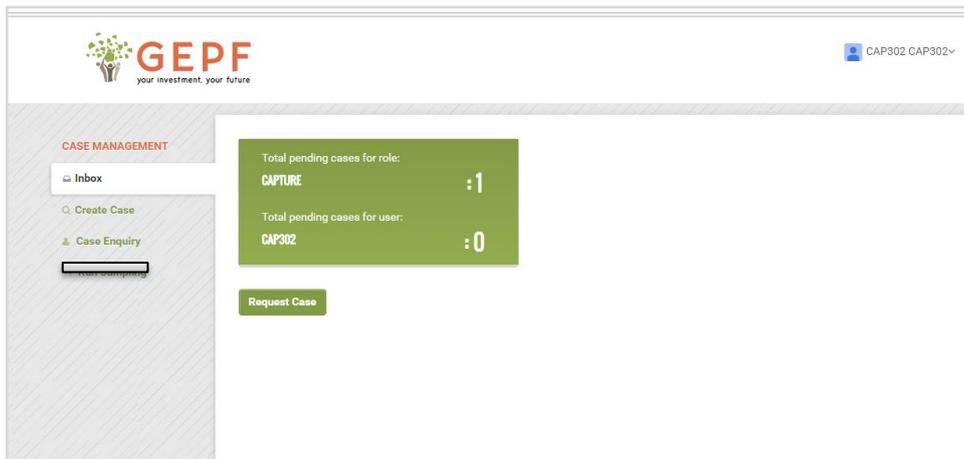
- Insert username that was allocated to you by GPAA and your password in the respective fields on the screen



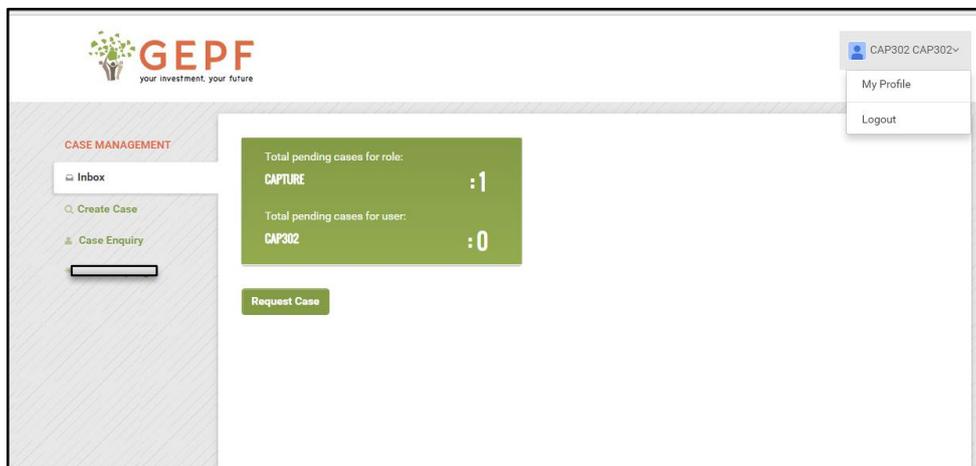
- After inserting the username and password, click the Login button. If the username and password is incorrect or has not been granted access, the screen below will appear. Before contacting PCMonline@gpaa.gov.za for support, please re-check and retry username and password



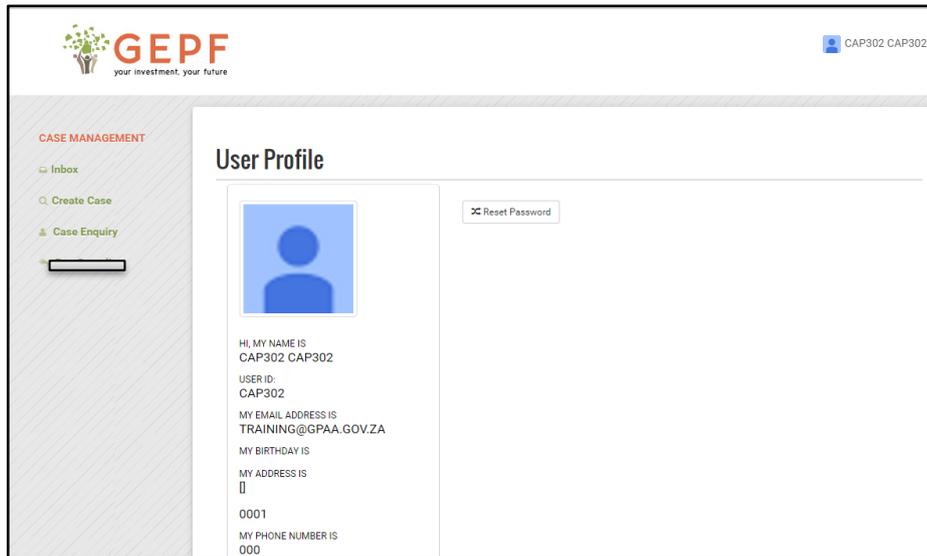
- If username and password is correct and you have access, the following screen should appear.
- You will see on the upper right-hand corner of the screen, your name, as given in your access form and captured by GPAA.



- When you click on the name, you will see a drop down menu as shown below.



- When you click on “My Profile” you will see your details as captured by the GPAA. When you click on “Logout”, the open session will end.

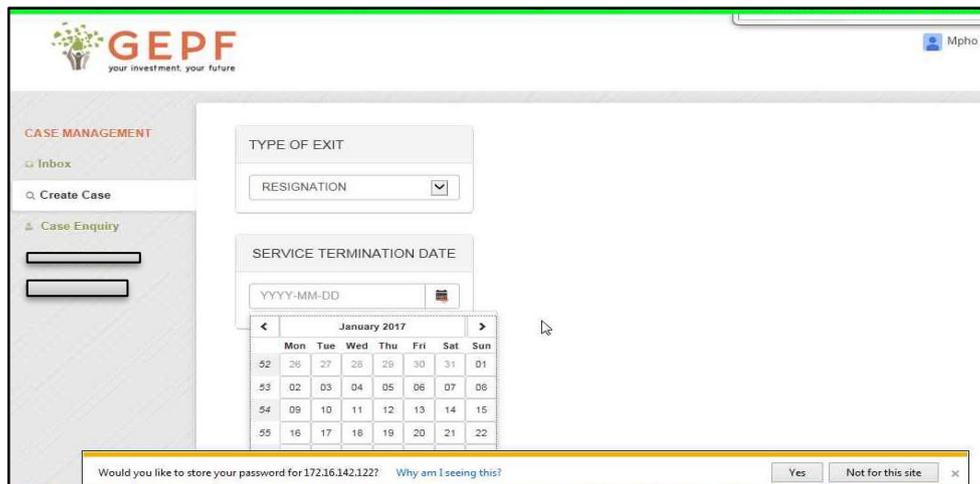


5.1 CAPTURER PROFILE - CREATE A CASE

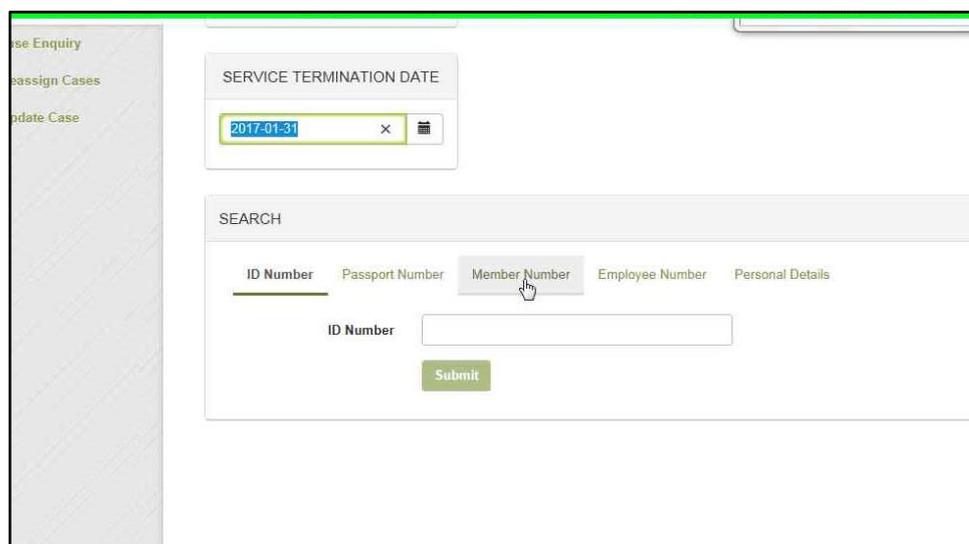
- The Capturer must use the “**Create Case**” function on the left-hand side of the page to create the case, as shown below.



- After selecting “Create Case”, go to “**Type of Exit**”. The drop-down menu to select the relevant exit option e.g. Retirement, Resignation, Discharge or Death in Service must be accessed.
- Choose the applicable exit type option
- The selection will then allow you to access and enter the applicable termination date under the “Service Termination Date” field, either by typing in the date or selecting it from the date widget as shown below.



- You will then see the “Search” criteria as displayed below: “ID Number”, “Passport Number”, “Member Number”, “Employee Number”, and “Personal Details”.



- You may select any option within the “Search” criteria e.g. “Member Number”, then insert the member number of the exiting official and click the “Submit” button to proceed.
- The screen below will be shown.

SEARCH

ID Number Passport Number **Member Number** Employee Number Personal Details

Member Number: 96159294

Submit

Results

ID Number	Passport Number	Member Number	Title	Initials	Name & Surname	Gender	Start Date	Termination Date	
7712180136080		96159294	MR	MA	MANYONYOBA APPLE VENTER		1996-05-01	2017-01-31	SELECT

- Click on the "SELECT" button to open and view the detailed case information.
- See screen below.
- You will notice that there are tabs (headings) on the screen. e.g. "Personal Details", "Employment Details", "Payment Details", Supporting Documentation" and "Employer Representative".
- Take note that the type of exit chosen will determine the amount of tabs to be displayed and completed e.g. Retirement, Discharge, and Death will have additional tabs to be completed.

5.1.1 RESIGNATION - PERSONAL DETAILS TAB

CASE MANAGEMENT

Personal Details Employment Details Payment Details Supporting Documents Employer Representative

The (*) refers to a mandatory/required field.

Pension Number: []

Personal Number * []

Current Pension Number * []

Pre-amalgamation Number []

Title * MR [v]

Initials * MA []

Last Name(Surname) * []

First Name(s) * MANYONYOBA APPLE []

Gender * MALE [v]

Maiden Name []

ID number []

Passport Number []

Date Of Birth * 1977-12-18 []

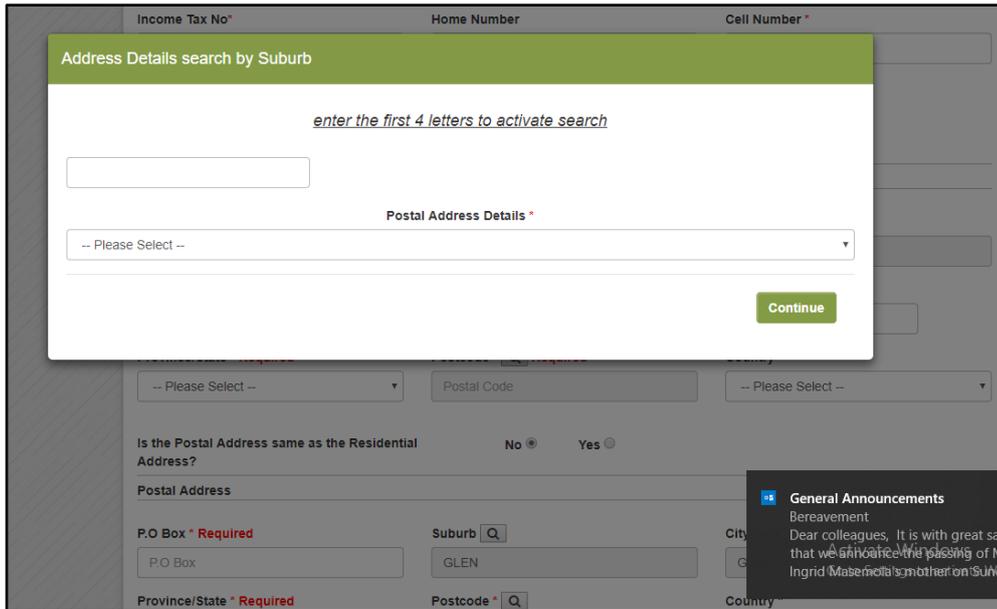
Marital Status * MARRIED [v]

Is there a divorce court order issued? No Yes

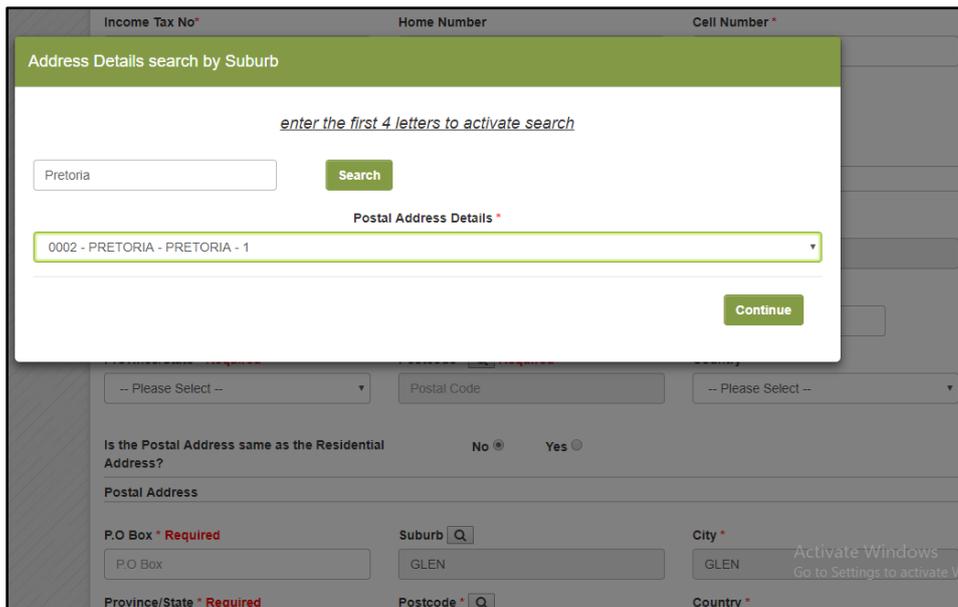
Would you like to store your password for 172.16.142.122? Why am I seeing this? Yes Not for this site x

- Complete the personal details tab as per id/passport information.
- If the personal details displayed on the screen (id/passport/dob) differs from the id/passport, send an e-mail to PCMonline@gpaa.gov.za with the relevant proof of change as the “locked” fields (greyed out fields) cannot be accessed/amended by you.
- All fields that are marked with the red asterix (***Required**) are compulsory.

- Add street name and number on the street name and number field as shown above.
- Search for the suburb by clicking on suburb search field as shown above.
- The suburb will be populated by the system.



- Pop up screen will be displayed as shown above
- **Add** address details search by suburb then click **continue**.
- On postal, address details dropdown menu, select the postal code from the dropdown list



- Click continue as shown above
- Once suburb is selected, City will be added by the system

- Select Province from Province/State dropdown menu as shown above
- For the postal address do the same.
- After all the information is completed in the fields of the “Personal Details” tab, click on the "Start Application (green) button" at the bottom right hand side of the screen to proceed or alternatively click on the “Cancel” button on the bottom left hand side of the screen if you wish not to continue with the application.
- You will not be allowed to access the “Start Application” button if you have not completed the fields on the screen. If this occurs, recheck to see if all information has been completed.
- If you still cannot access the “Start Application” button, send an e-mail of the screenshot to PCM online.
- By clicking on the “Start Application” button, you will now start/activate this case and proceed on to the “Employment Details” screen.
- A case reference number will now appear above the tabs. See screen below

5.1.2 EMPLOYMENT DETAILS

- Amend employment details if required.

The screenshot shows the GEPF Z102 form details page, specifically the 'Employment Details' tab. The page includes a sidebar with 'CASE MANAGEMENT' and 'IN-PROGRESS' sections. The main form area contains the following fields:

- Employer Code ***: 000055
- Employer Name ***: SOUTH AFRICAN POLICE SERVICE
- Occupation Code ***: SAPS
- Commencement date:** 1979-12-21
- Service Termination Date ***: 2017-02-28
- Pension Retirement Age:** 60

Below the form, there is a note: "Annual pensionable salary reflecting the increase periods during last three (3) years or whole period if shorter. Please do not capture cents in the salary values, please round to the nearest rand value. When completing salaries, please round down from 49 cents downwards and round up from 50 cents up. Examples : (1) R535435.40 round down to R535,435 (2) R535435.60 round up to R535,436".

- When you scroll down the “Employment Details” screen, the annual pensionable salary scale details will be reflected.
- The last 3-year salary scales are required to be completed.
- Use only rands (R) for the salary scales. No cents are to be used. Round off to the nearest rand value.
- Bought service, The Z102 will be populated with what is on GPAA systems. The employer Capturer will not be allowed to capture Purchase of Service period.
- Break in Service, the employer can only capture the period over 120 days.

The screenshot shows the salary scale details section of the Z102 form. It includes a table with the following data:

Period From*	Period To*	Annual Salary *
2016-04-01	2017-02-28	373611
2015-07-01	2016-03-31	347223
2015-04-01	2015-06-30	333861
2014-04-01	2015-03-31	312021

Below the table, there are sections for 'Bought service period to be recognised' and 'Break in service period to be disregarded', each with an 'Add Item(s)' button.

- Next, click on the "Get Rules" button.
- Then proceed to the "Reason for Termination" field.

Break in service period to be disregarded

Add Item(s)

Reason For Termination * Required

-- Please Select --

Age at Exit

0

Pensionable Years

0

Exit Rule

Exit Sub-Rule

Total Debt(Department liability) Debt Dispute

- Click on the "Open/Drop down" button to select the reason for termination from the list.
- Select the correct reason from the listed items e.g. Resignation: Own Account as shown below.

Break in service period to be disregarded

Add Item(s)

Reason For Termination * Required

-- Please Select --
Resignation: Own Account
Resignation: Transfer

Pensionable Years

0

Exit Rule

Exit Sub-Rule

Total Debt(Department liability) Debt Dispute

- The following screen with "Age at Exit", "Pensionable Years", "Exit Rule" and "Total Debt" will be shown.

Break in service period to be disregarded

Add Item(s)

Reason For Termination *
Resignation: Own Account

Age at Exit
39

Pensionable Years
37

Exit Rule
14.4.1

Exit Sub-Rule
14.4.1(a)

Total Debt(Department liability) Debt Dispute

- Select the "Proceed" button to continue or
- Select the "Back" (black button) on the left side at the bottom of the page to go back

Exit Rule
14.4.1

Exit Sub-Rule
14.4.1(a)

Total Debt(Department liability) Debt Dispute

Employment Details Notes:

5.1.3 PAYMENT DETAILS

- Proceed to the "Payment Details" tab,
- Select "Method of Payment (Applicant)" as shown in the below screen.

The screenshot shows a web application interface for managing pension cases. On the left is a sidebar with navigation links: 'Create Case', 'Case Enquiry', and 'Update Case'. Below these are two input fields and a section labeled 'IN-PROGRESS' with another input field. The main content area is titled 'Z102 form details for Z NTATETHABA'. It features a breadcrumb trail with 'Details' selected. A message states: 'The (*) refers to a mandatory/required field.' In the top right, the 'Pension Number' is '54'. The 'Method of payment (Applicant)' field is a dropdown menu currently showing '-- Please Select --'. Below it is a 'Payment Details Notes' text area. At the bottom are 'Back' and 'Proceed' buttons.

- Select the method of payment from the drop down list e.g. “Bank or International Bank” as shown below.

This screenshot is similar to the previous one but shows the 'Method of payment (Applicant)' dropdown menu open. The dropdown list contains the following options: '-- Please Select --', 'Unclaimed', 'International Bank', and 'Bank'. The rest of the page layout, including the sidebar and main content area, remains the same.

- After you selected, you will notice that other fields will be shown e.g. Name of account holder, Bank Name, Branch Name, Branch Code, Account number as shown in the below screen.

The screenshot shows a web interface for entering banking details. On the left is a sidebar with 'CASE MANAGEMENT' and 'IN-PROGRESS' sections, with 'MR Z NTATETHABA' selected. The main area has tabs for 'Details', 'Details', 'Details', 'Documents', and 'Representative'. A message states: 'The (*) refers to a mandatory/required field.' The 'Pension Number' is 543. The 'Method of payment (Applicant)' dropdown is set to 'Bank'. The 'Banking Details' section contains the following fields:

- Name of account holder: (empty)
- Bank Name: (Please Select -)
- Branch Name: (empty)
- Branch Code: (empty)
- Account Number: 4091009237
- Account Type: (Please Select -)

- Proceed to complete the bank details as prompted by the requested fields.
- Fields may already be pre populated if the GPAA has the relevant information.
- If the pre-populated fields have information that differs with the bank form to be submitted, change the information to be aligned with that of the bank form.

This screenshot shows the same 'Banking Details' form, but with pre-populated data. The 'Pension Number' remains 543. The 'Method of payment (Applicant)' is still 'Bank'. The 'Banking Details' section is now populated as follows:

- Name of account holder: Z Ntatethaba
- Bank Name: ABSA
- Branch Name: ABSA GENERIC
- Branch Code: 632005
- Account Number: 09237
- Account Type: (Please Select -)

- To proceed with the case, click on the "Proceed" (green push button)

IN-PROGRESS

MR MA [REDACTED]

Payment Details Notes:

[Empty text area]

Back Proceed

5.1.4 SUPPORTING DOCUMENTS

- Next is the “Supporting Documents” tab.
- Tick “Yes” (radio button) for the attached documents or “No” if documents are not attached. The system will require your choice to proceed.

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Andiswa Maila

CASE MANAGEMENT

Inbox

Create Case

Case Enquiry

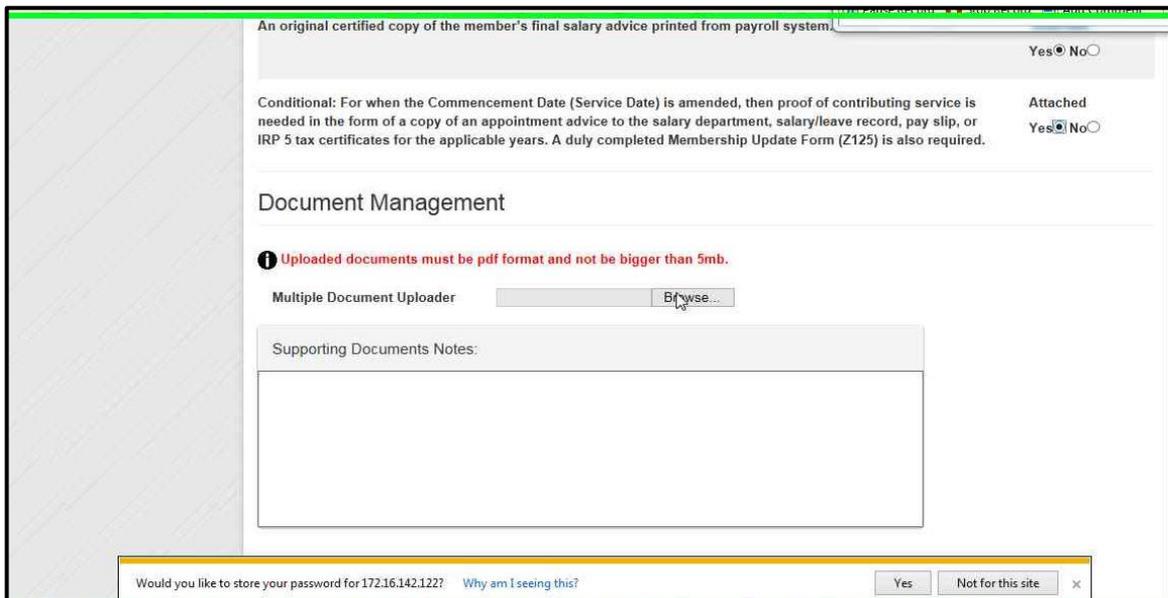
IN-PROGRESS

MR [REDACTED]

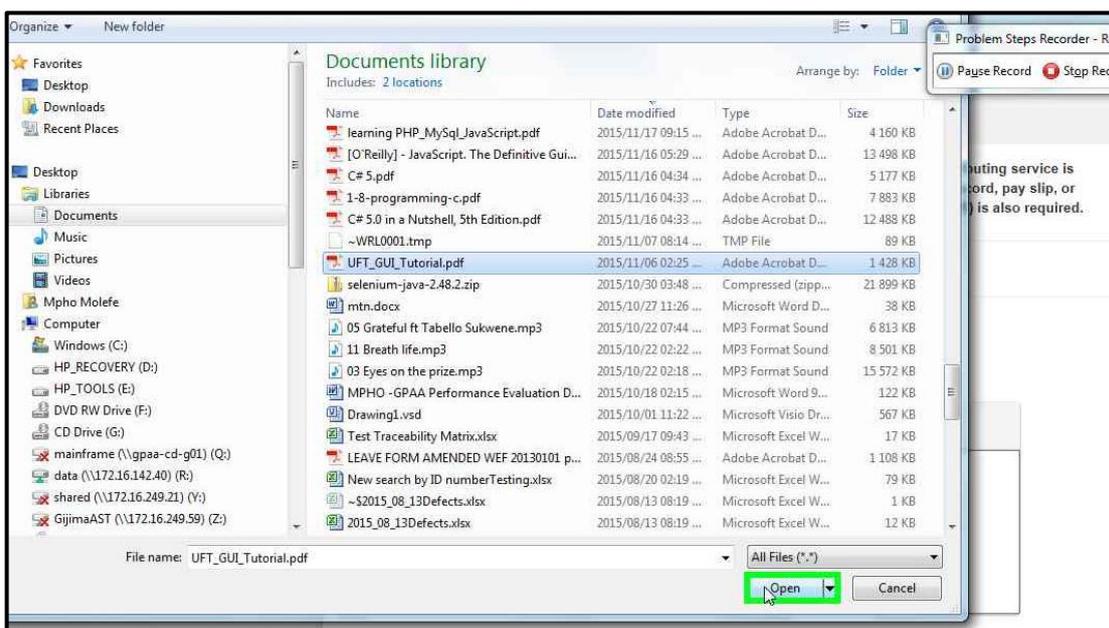
Z102 form details for [REDACTED]

Personal Details	Employment Details	Payment Details	Supporting Documents	Employer Representative
<p>The (*) refers to a mandatory/required field. Pension Number: [REDACTED]9031</p> <p>Please tick the appropriate boxes below to indicate that all the required supporting documentation will be attached. Please upload the supporting documents in the sequence as indicated on the checklist.</p>				
An originally certified copy of an ID (must be bar-coded) or Attached Passport of the member – exceptions as per ID Policy.			Attached	Yes <input type="radio"/> No <input type="radio"/>
Proof of termination of service is required such as a printout of Attached the Service Termination or Service Record from PERSAL stating the Payroll No (PERSAL No), Withdrawal reason, Withdrawal date, Salary level and notch on the last day of service of the member.			Attached	Yes <input type="radio"/> No <input type="radio"/>
Conditional: For when the surname of the person is different to the surname on the ID, Passport or Death Certificate. Only proof from the Department of Home Affairs is required to confirm the surname			Attached	Yes <input type="radio"/> No <input type="radio"/>
Duly completed ACB Bank Particulars Form (Z894) or for actuarial transfer to an approved external retirement fund a duly completed Z1525 form with Particulars of approved external retirement fund for transfer of funds.			Attached	Yes <input type="radio"/> No <input type="radio"/>
Originally signed GEPF Resignation Choice Form from the member where a once-off irrevocable choice is made between: Option 1: receiving a once-off gratuity payment into own account; or Option 2: transferring the benefit to an approved external retirement fund.			Attached	Yes <input type="radio"/> No <input type="radio"/>

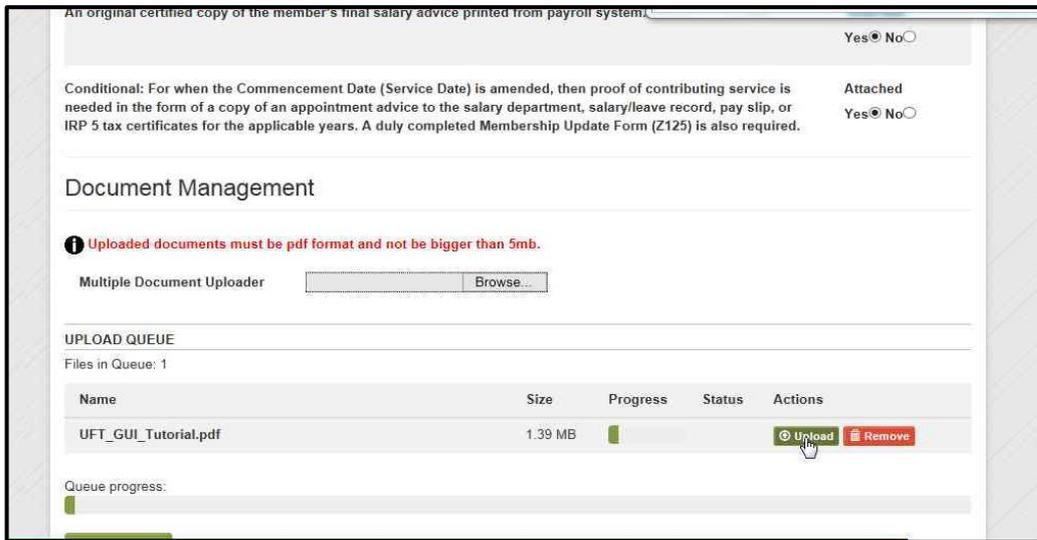
- After completing the screen, you will need to upload your supporting documents.
- To upload documents, click on the “Browse button” as shown below
- Documents must be in pdf format and not be bigger than 5MB.



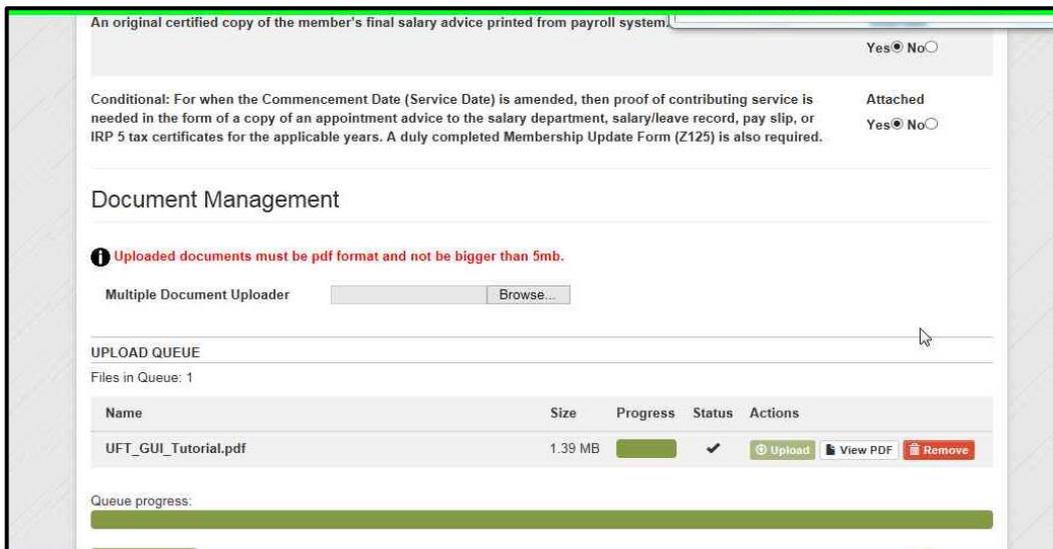
- Browse through the documents library list to “Upload” the correct document.
- Select / Choose File or document/s to Upload.



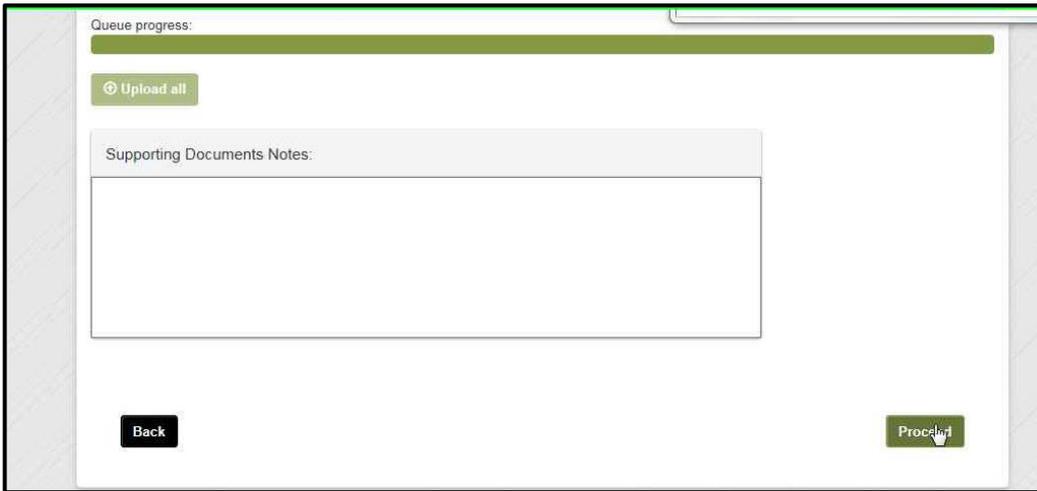
- The uploaded document/s will be seen on the upload queue as shown below
- Click on the "Upload" (green button) to upload the document.



- You will be able to view on the queue, the document's name, size, progress and status of the upload.

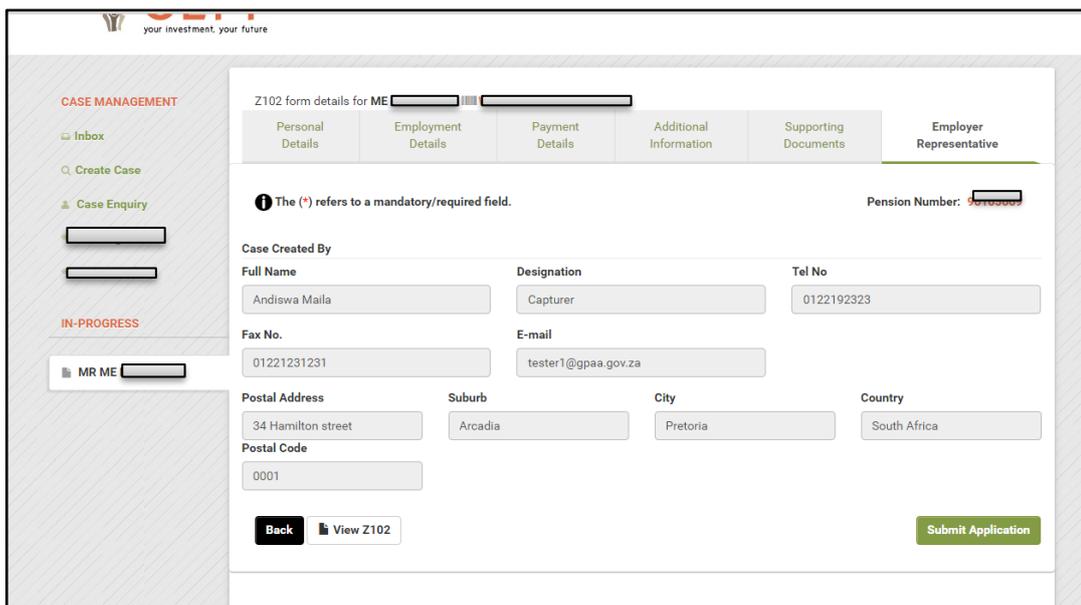


- Click on the "Proceed" (push button) to continue after the upload has been completed successfully

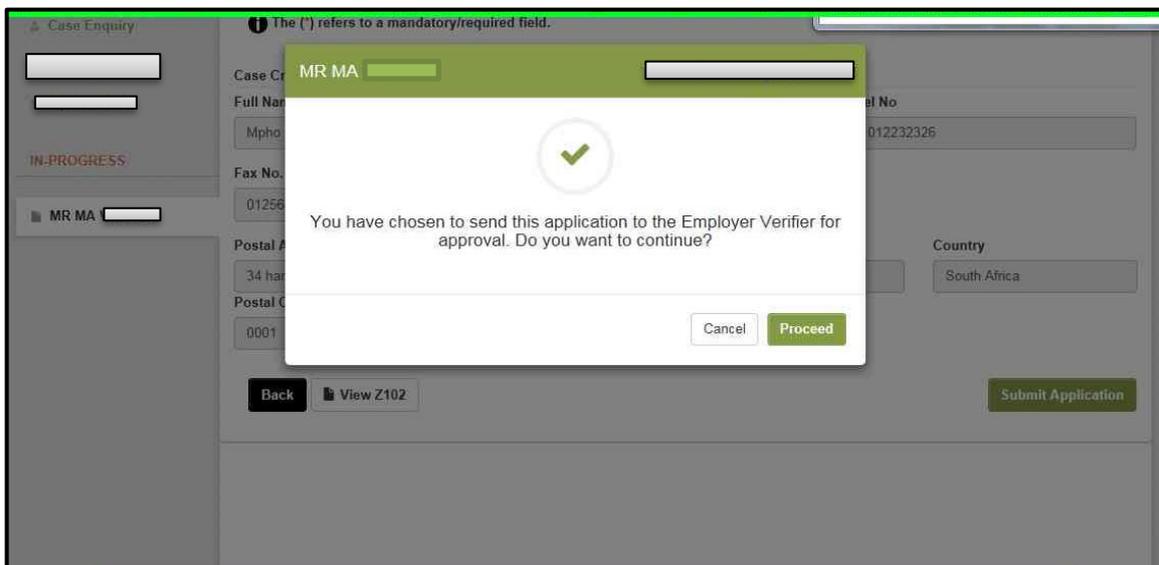


5.1.5 EMPLOYER REPRESENTATIVE

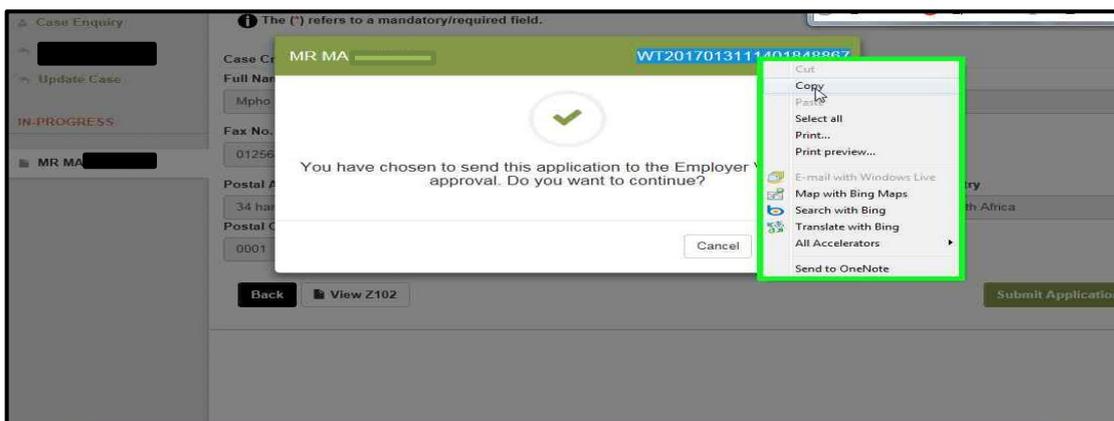
- After clicking on the “Proceed” button the Employer Representative screen will be reflected.
- You will see details of the user who processed the claim e.g. Full Names, Designation, Telephone number, Address (your user details).



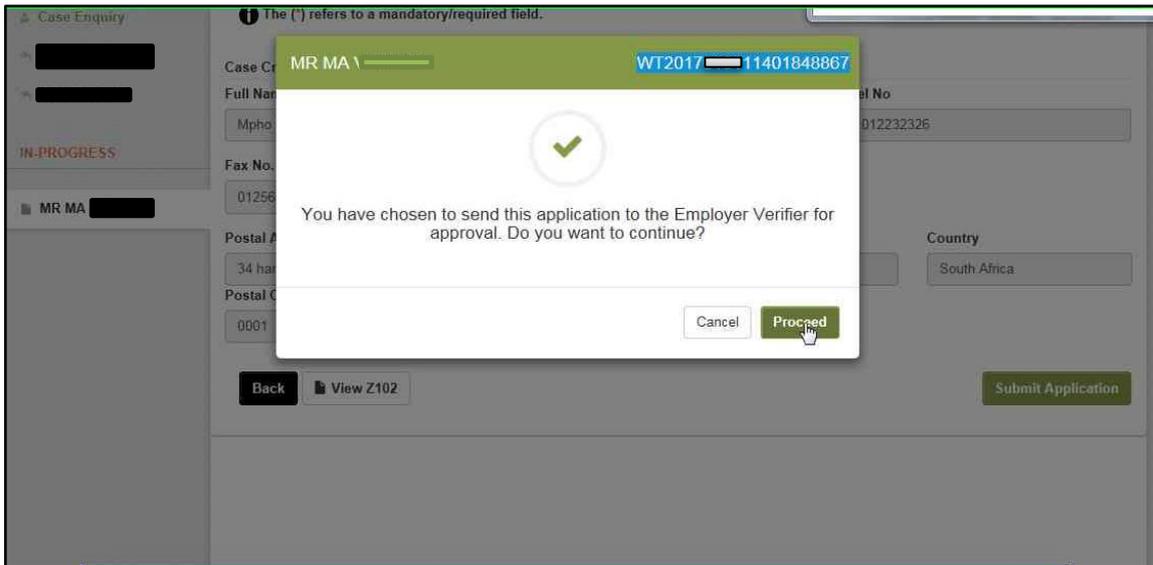
- You may choose to open and view the Z102 for correctness by accessing the "View Z102" button.
- You may also click the "Back" button to go to the previous screen if you wish to make corrections.
- Click on the "Submit Application" (push button) to forward / submit your application.
- A screen with the name of the member and the WT reference number e.g. **"WT2017013111401848867"** will pop-up with the message to proceed to send the application to the Verifier as seen below.



- Click on the reference number.
- It will be highlighted and a menu item box will be shown as shown below
- Click on "Copy" (in the menu item box), to save the reference number for future reference.



- Click on the "Proceed" (push button) to send the application/case to the Employer Verifier as shown below.



- The application will now be forwarded to the Verifier.
- It will not reflect in your Inbox thereafter.

5.1.6 SHORT MESSAGE SERVICES (SMS)

- The barcode of the rejected PCM case will be included in the sms e.g. “Dear GEPF member, the GPAA returned your pension benefit application. Kindly contact HR office for more information. Reference 9258403144 for rejection”.

5.1.7 THE ACCOUNT HOLDER VERIFICATION (AHV) REJECTION REASONS

- These rejection reasons will reflect on the top part whereby other warnings reflected. The table below is only there to give list of reasons that can show at any instance. Take note of the new addition “No rejection reason provided by bank”.

Reason Code	Description
A	Incorrect Bank Account Number or No Match Found
B	Incorrect ID Number or Company Registration Number
C	Incorrect Initials
D	Incorrect Name Or Incorrect Supplier Name
I	Unique ID must be unique
J	Function name is mandatory
K	Request area is mandatory
L	Person type is mandatory

M	Bank code is mandatory and should be valid
N	Branch name is mandatory and should be valid
O	Branch code is mandatory and should be valid
Q	Account type is mandatory and should be valid
R	Account number is mandatory and should be valid
S	Title is mandatory
T	Initials are mandatory
U	First names are mandatory
V	Surname is mandatory
W	Identity number is mandatory
X	Company name is mandatory
Z	No rejection reason provided by bank

- PCM allows the employer Capturer to capture banking details.
- The GPAA submit banking details to National Treasury for validation, if bank validation fails, the case will be sent back to employer Capturer Inbox for corrections. The bank validation reason/s for failure will be displayed in the comment section of the Case Enquiry.

6. OTHER EXIT TYPES

- You will notice that the above mentioned process dealt with the Resignation Case, Members “Own Account”.
- The following processes will show the following: **Resignation Transfer, Retirement, Discharge and Death in Service.**

6.1 RESIGNATION TRANSFER

The screenshot displays the GEPF (Government Employees Pension Fund) web application interface. The top left features the GEPF logo with the tagline "your investment, your future". The top right shows the user's name "Andiswa Maila". The main content area is titled "CASE MANAGEMENT" and includes a sidebar with "Inbox" and "Create Case" buttons. The central form has two main sections: "TYPE OF EXIT" with a dropdown menu set to "RESIGNATION", and "SERVICE TERMINATION DATE" with a date input field showing "YYYY-MM-DD" and a calendar widget for March 2017. The calendar shows the date 01 (Wednesday) selected. At the bottom of the calendar are buttons for "Today", "Clear", and "Close".

- Click the “create case” button
- Type of exit
- Service termination date
- The following screen will appear after you have put the correct date to terminate service.
- Load the search criteria and submit.
- Click on the “Select” button

CASE MANAGEMENT

[Inbox](#)

[Create Case](#)

[Case Enquiry](#)

TYPE OF EXIT

RESIGNATION

SERVICE TERMINATION DATE

2017-02-28

SEARCH

ID Number Passport Number Member Number Employee Number Personal Details

Member Number:

Results

ID Number	Passport Number	Member Number	Title	Initials	Name & Surname	Gender	Start Date	Termination Date	
<input type="text" value="87086"/>		<input type="text" value="921"/>	MR	GW	<input type="text"/>	MALE	1996-05-01	2017-02-28	SELECT

CASE MANAGEMENT

[Inbox](#)

[Create Case](#)

[Case Enquiry](#)

IN-PROGRESS

MR GW

Personal Details
Employment Details
Payment Details
Supporting Documents
Employer Representative

The (*) refers to a mandatory/required field. Pension Number:

Personal Number *

Title *

MR

First Name(s) *

GRAHAM

Maiden Name

Date Of Birth *

1962-02-11

Income Tax No*

Email Address

Current Pension Number *

Initials *

GW

Gender *

MALE

ID number

Marital Status *

MARRIED

Home Number

0 0

Pre-amalgamation Number

Last Name(Surname) *

Passport Number

Is there a divorce court order issued?

No Yes

Cell Number *

➤ Complete the personal details tab.

Street Name * 45 Mainet Street	Street Number 	City * Boksburg
Complex Name 	Complex Number 	
Province/State * Gauteng	Postcode * 2015	Country * South Africa ▼
Is the Postal Address same as the Residential Address? No <input type="radio"/> Yes <input checked="" type="radio"/>		
Postal Address 		
P.O Box HEATHCOTEWEG 56	Suburb HEATHER PARK	City * PORT ELIZABETH
Province/State * Province/State	Postcode * 6001	Country * South Africa ▼
Personal Details Notes: 		

- Click the “Start Application” green button on your bottom right-hand side of the page to proceed with the application.

Gauteng	2015	South Africa ▼
Is the Postal Address same as the Residential Address? No <input type="radio"/> Yes <input checked="" type="radio"/>		
Postal Address 		
P.O Box HEATHCOTEWEG 56	Suburb HEATHER PARK	City * PORT ELIZABETH
Province/State * Province/State	Postcode * 6001	Country * South Africa ▼
Personal Details Notes: 		
<input type="button" value="Cancel"/>	<input type="button" value="Start Application"/>	

➤ Proceed to the “Employment Details” tab.

Z102 form details for GW [redacted] V [redacted]

Personal Details | **Employment Details** | Payment Details | Supporting Documents | Employer Representative

The (*) refers to a mandatory/required field. Pension Number: [redacted] 3921

Employer Code * 000055
Employer Name * SOUTH AFRICAN POLICE SERVICE
Occupation Code * SAPS

Commencement date: 1984-03-26
Period covered by pension contributions: []
Service Termination Date * 2017-02-28

Pension Retirement Age : (As per service conditions) 60

Annual pensionable salary reflecting the increase periods during last three (3) years or whole period if shorter. Please do not capture cents in the salary values, please round to the nearest rand value. When completing salaries, please round down from 49 cents downwards and round up from 50 cents up. Examples : (1) R535435.40 round down to R535,435 (2) R535435.60 round up to R535,436

Period From*	Period To*	Annual Salary*
2016-04-01	2017-02-28	435090

Sort

- Verify the details on the screen as you scroll down the page.
- Change/amend where required

Period From*	Period To*	Annual Salary*
2016-04-01	2017-02-28	435090
2015-07-01	2016-03-31	404358
2015-04-01	2015-06-30	388803
2014-04-01	2015-03-31	363366

Add Item(s)

Bought service period to be recognised

Add Item(s)

Break in service period to be disregarded

Add Item(s)

Reason For Termination * Required

-- Please Select --
-- Please Select --
Resignation: Own Account
Resignation: Transfer

Pensionable Years

- Click the “Get Rules” button
- Proceed to the “Reason for Termination” drop-down menu.
- Select the correct option.

The screenshot shows a web form with the following fields and sections:

- Header: Break in service period (NB: Should be equal or greater 120 days)
- Buttons: Add Item(s) (black), Get Rules (white)
- Reason For Termination * Required: A dropdown menu with "-- Please Select --" and a downward arrow.
- Age at Exit: A text input field with "0" and a small icon to its right.
- Pensionable Years: A text input field with "0".
- Exit Rule: A text input field.
- Exit Sub-Rule: A text input field.
- Total Debt(Department liability): A text input field.
- Debt Dispute: A checkbox and a small icon.
- Employment Details Notes: A text area.

- Exit Rule and Exit Sub-Rule will be populated accordingly, as per your selection.
- Verify if your selection is correct according to the GPAA exit rules.
- You will also notice that when you click on the “Total Debt” button, the field will appear where you can write the amount owed by the member according to documents you have.
- You will also click in the “Debt Dispute” box if there are any disputes.

Exit Rule
14.4.1
Exit Sub-Rule
14.4.1(a)

Total Debt (Department liability) 10000
Debt Dispute

Employment Details Notes:
There is debt of R10000

Back Proceed

- If there is a “Break in Service” of less than 120 days, the system will indicate as follows. Here the GPAA rules must apply on the treatment of 120 days.

PCM-20170300002226368

Section B: Salary periods are invalid. Break in service is less than 120 days.

Close Inbox

Back Proceed

- Leave Without Pay (LWP): Only the period over 120 days the capturer can capture.
- In the “Method of Payment” field you will select “Transfer to External”

The screenshot shows the 'Z102 form details for GW [redacted] WT2017 [redacted] 54219'. The 'Payment Details' tab is active. A dropdown menu for 'Method of payment (Applicant) *' is open, with 'Transfer to External' selected. The 'Pension Number' is 921. The page includes a 'Back' button and a 'Proceed' button.

- When selecting “Method of Payment” to “Transfer to External” the system will take you to transfer to external box where you will fill-in the approved Fund details as shown below.

The screenshot shows the 'Z102 form details for GW [redacted] WT2017 [redacted] 31854219'. The 'Payment Details' tab is active. The 'Method of payment (Applicant) *' is set to 'Transfer to External'. The 'Transfer Funds to:' section includes fields for 'Fsb Number' (12/8), 'SARS Registration Number', and a 'Search' button. The 'Pension Number' is 921.

- Complete the FSB number or SARS registration number details.
- Click the “Search” button.
- The external Fund details will then be populated, if on the GPAA records.

CASE MANAGEMENT

Z102 form details for BT [redacted] WT20170 [redacted] 0986458

Personal Details | Employment Details | **Payment Details** | Supporting Documents | Employer Representative

The (*) refers to a mandatory/required field. Pension Number: [redacted] 1708

Method of payment (Applicant) *

Transfer Funds to:

Fsb Number: 12/8

SARS Registration Number:

Name: RANDGOLD PROVIDENT FUND FSB Number: 12/8/31500 SARS Registration Number

Policy Number: *

Name of Account Holder: RANDGOLD PROVIDENT FUND Bank Name: Branch Name:

Branch Code: Account Number: Fund Reference:

Name: RANDGOLD PROVIDENT FUND FSB Number: 12/8/31500 SARS Registration Number

Policy Number: *

Name of Account Holder: RANDGOLD PROVIDENT FUND Bank Name: Branch Name:

Branch Code: 0 Account Number: Fund Reference: X22402

Payment Details Notes:

- When finished you will click the "Proceed" button to go to the next tab.
- Next step will be the "Supporting Documents" tab, whereby you will tick either "Yes" or "No" according to documents you have.

CASE MANAGEMENT

Z102 form details for BT [redacted] WT201703 [redacted] 986458

Personal Details | Employment Details | Payment Details | **Supporting Documents** | Employer Representative

The (*) refers to a mandatory/required field. Pension Number: [redacted] 708

WARNING: DOHA REQUESTED

Please tick the appropriate boxes below to indicate that all the required supporting documentation will be attached. Please upload the supporting documents in the sequence as indicated on the checklist.

An originally certified copy of an ID (must be bar-coded) or Attached Passport of the member – exceptions as per ID Policy.	Attached Yes <input type="radio"/> No <input type="radio"/>
Proof of termination of service is required such as a printout of Attached the Service Termination or Service Record from PERSAL stating the Payroll No (PERSAL No), Withdrawal reason, Withdrawal date, Salary level and notch on the last day of service of the member.	Attached Yes <input type="radio"/> No <input type="radio"/>
Conditional: For when the surname of the person is different to the surname on the ID, Passport or Death Certificate. Only proof from the Department of Home Affairs is required to confirm the surname	Attached Yes <input type="radio"/> No <input type="radio"/>
Duly completed ACB Bank Particulars Form (Z894) or for actuarial transfer to an approved external retirement fund a duly completed Z1525 form with Particulars of approved external retirement fund for transfer of funds.	Attached Yes <input type="radio"/> No <input type="radio"/>
Originally signed GEPP Resignation Choice Form from the member where a once-off irrevocable choice is made between: Option 1: receiving a once-off gratuity payment into own account; or Option 2: transferring the benefit to an approved external retirement fund.	Attached Yes <input type="radio"/> No <input type="radio"/>
Copy of a letter of approval for discharge signed by the Head Attached of an office (Department), stating the reason for discharge (Misconduct or Ill-health by own doing), applicable section of the act and date of resignation.	Attached Yes <input type="radio"/> No <input type="radio"/>

- After ticking “yes” or “no” you will go to the “Document Management” section to upload all available documents as ticked.

Copy of the Resignation Form (like Z280) or Letter of Attached	Attached Yes <input type="radio"/> No <input type="radio"/>
Conditional: For debt deduction: An originally certified copy of a Court Order or Member's approval in writing for debt due to Negligence, Misconduct or Theft as per GEP Law – Section 21.3(c) or in respect of debt for more than the value of R10,000.	Attached Yes <input type="radio"/> No <input type="radio"/>
Conditional: Where the member had a previous marriage, an originally certified copy of the former spouse's ID (must be bar coded) or Passport, Marriage Certificate, Death Certificate, Settlement Agreement and/or Decree of Divorce are needed. Where payments are due to an ex-spouse an ACB Bank Particulars Form (Z894) is needed. Divorce Settlement Agreements for the division of pension interest are only effective from 1 August 1989 as per the amendment to the Divorce Act 1 and a separate Withdrawal form.	Attached Yes <input type="radio"/> No <input type="radio"/>
Conditional: For members with 10 years or more of service a duly completed Updating Personal Particulars of Member Form (Z864).	Attached Yes <input type="radio"/> No <input type="radio"/>
An original certified copy of the member's final salary advice printed from payroll system.	Attached Yes <input type="radio"/> No <input type="radio"/>
Conditional: For when the Commencement Date (Service Date) is amended, then proof of contributing service is needed in the form of a copy of an appointment advice to the salary department, salary/leave record, pay slip, or IRP 5 tax certificates for the applicable years. A duly completed Membership Update Form (Z125) is also required.	Attached Yes <input type="radio"/> No <input type="radio"/>

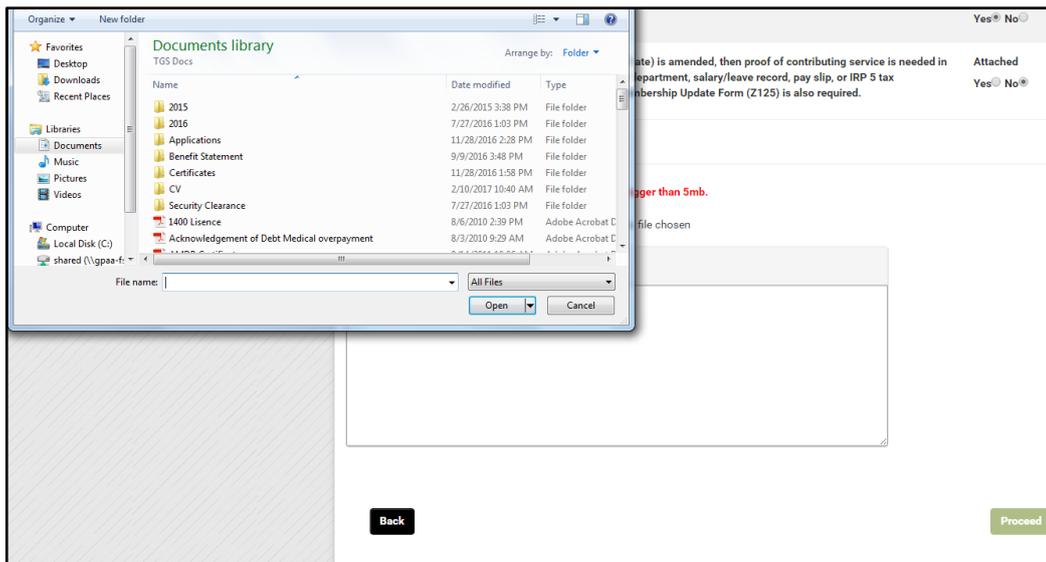
Document Management

Uploaded documents must be pdf format and not be bigger than 5mb.

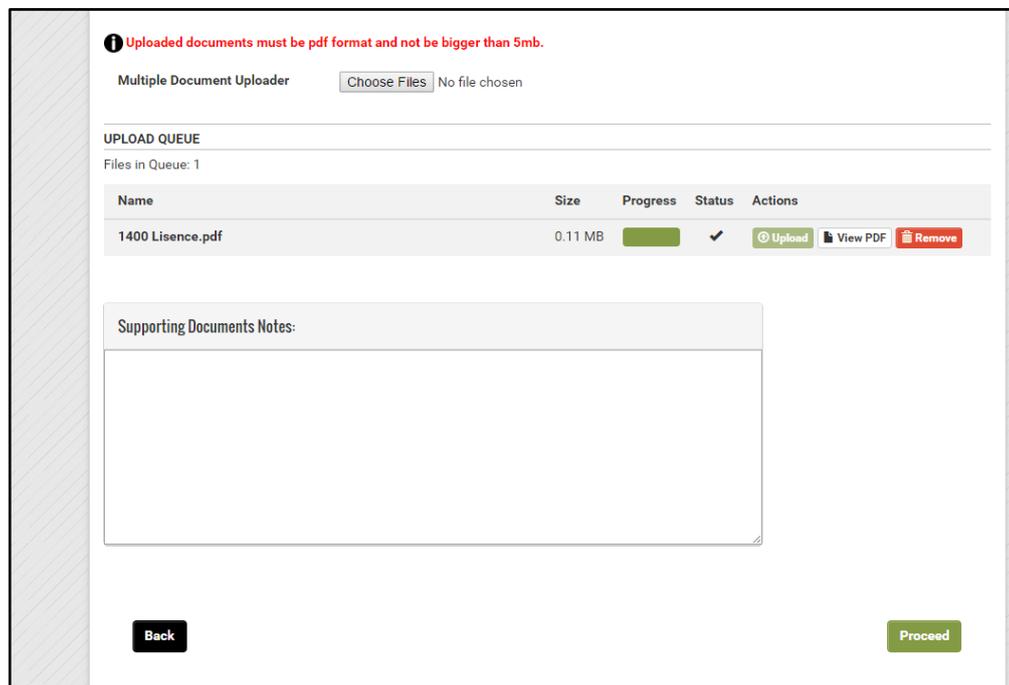
Multiple Document Uploader No file chosen

Supporting Documents Notes:

- You will go to the “Document Library” to up-load documents after you have scanned them to you computer.



- After choosing the file to be uploaded, you will see the name of the “File” as well as its “Size”, “Progress” and “Status”. You can view the uploaded files if you click on the “View PDF” button.
- You can also “Remove” the file by clicking on the “Remove” (red) button as shown below.
- If satisfied with the upload, click the “Proceed” button to go to next tab.



- Next step will be the “Employer Representative” tab. Here your details will be shown according to how the GPAA has captured them.
- If satisfied, click the “Submit Application” button.

- After clicking the “Submit Application” button, the system will show the following screen.
- Save the case reference number.
- If satisfied, click the “Proceed” button to submit to the Verifier.

- The application will now leave your Inbox and proceed to the Verifier queue.

6.2 RETIREMENT

- Click “Create Case”
- Select the “Type of Exit” as “Retirement” as shown below.

- Fill in the termination date.

The screenshot shows the GEPF web portal interface. On the left, there is a sidebar with 'CASE MANAGEMENT' options: 'Inbox', 'Create Case', 'Case Enquiry', and 'Member Enquiry'. The main content area is titled 'TYPE OF EXIT' and features a dropdown menu with 'RETIREMENT' selected. Below the dropdown is a date input field labeled 'SERVICE TERMINATION DATE' with a calendar icon. The user's name 'Andiswa Mailav' is visible in the top right corner.

- Search the member records according to different search criteria as shown below.
- Click the “Submit” button.
- You will notice that if the case requires Enhanced Spouse, you need to click “Yes” button as shown below.

The screenshot shows the GEPF web portal interface. On the left, there is a sidebar with 'CASE MANAGEMENT' options: 'Inbox', 'Create Case', 'Case Enquiry', 'Reassign Cases', and 'Member Enquiry'. The main content area is titled 'TYPE OF EXIT' and features a dropdown menu with 'RETIREMENT' selected. Below the dropdown is a section titled 'Enhanced Spouse Benefit:' with two radio buttons: 'Yes' (selected) and 'No'. Below this is a date input field labeled 'SERVICE TERMINATION DATE' with a calendar icon. The user's name 'CAP303 CAP303' is visible in the top right corner. A watermark 'Activate Windows Go to Settings to activate' is visible in the bottom right corner.

- Click “Select” in the “Results” section as shown below.

2017-03-31
☰

SEARCH

ID Number Passport Number **Member Number** Employee Number Personal Details

Member Number

Results

ID Number	Passport Number	Member Number	Title	Initials	Name & Surname	Gender	Start Date	Termination Date	
<input type="text" value="084"/>	<input type="text"/>	<input type="text" value="5669"/>	MR	ME	<input type="text"/>	MALE	1996-05-01	2017-02-28	SELECT

➤ Start verifying the member's "Personal Details" as shown below.

CASE MANAGEMENT

[Inbox](#)

[Create Case](#)

[Case Enquiry](#)

IN-PROGRESS

[MR ME](#)

Personal Details

Employment Details

Payment Details

Additional Information

Supporting Documents

Employer Representative

The (*) refers to a mandatory/required field. Pension Number:

Persal Number *

Title *
MR

First Name(s) *
MADITSI

Maiden Name

Date Of Birth *
1957-03-20

Income Tax No*

Email Address

Current Pension Number *

Initials *
ME

Gender *
MALE

ID number

Marital Status *
MARRIED

Home Number

Pre-amalgamation Number

Last Name(Surname) *

Passport Number

Is there a divorce court order issued?
No Yes

Cell Number *

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Email Address

Residential Address

Street Name * 42 Main Street Street Number City * Pretoria

Complex Name Complex Number

Province/State * Gauteng Postcode * 0180 Country * South Africa

Is the Postal Address same as the Residential Address? No Yes

Postal Address

P.O Box DIE STASIEBEVELVOERDER Suburb S A POLISIE City * POSBUS 38085

Province/State * Province/State Postcode * 2016 Country * South Africa

➤ Click the “Start Application” button to proceed to the “Employment Details” tab.

CASE MANAGEMENT

- Inbox
- Create Case
- Case Enquiry

MR ME

Z102 form details for ME WT20170228 854075

Personal Details Employment Details Payment Details Additional Information Supporting Documents Employer Representative

The (*) refers to a mandatory/required field. Pension Number: 669

Employer Code * 000055 Employer Name * SOUTH AFRICAN POLICE SERVICE Occupation Code * SAPS

Commencement date: 1982-02-08 Service Termination Date * 2017-03-31

Pension Retirement Age : 60 Severance Package?* No Yes

Annual pensionable salary reflecting the increase periods during last three (3) years or whole period if shorter. Please do not capture cents in the salary values, please round to the nearest rand value. When completing salaries, please round down from 49 cents downwards and round up from 50 cents up. Examples : (1) R535435.40 round down to R535,435 (2) R535435.60 round up to R535,436

Period From * 2016-04-01 Period To * 2017-03-31 Annual Salary * 295263

Sort

➤ Verify salaries as per the documents you have.

Pension Retirement Age : (As per service conditions)

Severance Package? * No Yes

Annual pensionable salary reflecting the increase periods during last three (3) years or whole period if shorter. Please do not capture cents in the salary values, please round to the nearest rand value. When completing salaries, please round down from 49 cents downwards and round up from 50 cents up. Examples : (1) R535435.40 round down to R535,435 (2) R535435.60 round up to R535,436

Period From*	Period To*	Annual Salary *	Sort
<input type="text" value="2016-04-01"/>	<input type="text" value="2017-03-31"/>	<input type="text" value="295263"/>	+ -
<input type="text" value="2015-07-01"/>	<input type="text" value="2016-03-31"/>	<input type="text" value="274407"/>	+ -

Add Item(s)

Bought service period to be recognised

Add Item(s)

Break in service period to be disregarded

Add Item(s)

- Scroll down the page to the “Get Rules” button.
- Click on it and proceed to the “Reason for Termination” drop-down menu.
- Verify “Exit Rule” as per GPAA exit rules.

Break in service period to be disregarded

Add Item(s)

Reason For Termination *

Age at Exit

Pensionable Years

Exit Rule

Exit Sub-Rule

Total Debt(Department liability)

Debt Dispute

- Scroll down the page to the “Proceed” button. Click on it to go to the next tab which is “Payment Details”.

Z102 form details for ME [redacted] WT201702 [redacted] 1854075

Personal Details | Employment Details | **Payment Details** | Additional Information | Supporting Documents | Employer Representative

The (*) refers to a mandatory/required field. Pension Number: [redacted] 669

Method of payment (Applicant) *
 Bank
 - Please Select -
 International Bank
 Bank

Banking Details:

Name of account holder *
 [redacted]

Bank Name *
 - Please Select -

Branch Name *
 [redacted]

Branch Code *
 [redacted]

Account Number *
 111453276

Account Type *
 - Please Select -

Payment Details Notes:

- Select the “Method of payment (Applicant)” field and choose the appropriate option.
- Complete the details of the bank account holder as per the bank form.

Z102 form details for ME [redacted] WT201702 [redacted] 111854075

Personal Details | Employment Details | **Payment Details** | Additional Information | Supporting Documents | Employer Representative

The (*) refers to a mandatory/required field. Pension Number: [redacted] 669

Method of payment (Applicant) *
 Bank

Banking Details:

Name of account holder *
 ME Makgatho

Bank Name *
 ABSA

Branch Name *
 ABSA GENERIC

Branch Code *
 632005

Account Number *
 [redacted] 3276

Account Type *
 CHEQUE

Payment Details Notes:

- Select the “Proceed” button to continue when completed with the “Payment details” tab.
- The next tab is the “Additional Information” tab as shown below.
- Please note that this tab reflects because the exit type is “Retirement”.
- You will be required to complete the “Next of Kin” details as shown below, as per the documentation you have.

Z102 form details for ME [redacted] WT20170 [redacted] 3111854075

Personal Details | Employment Details | Payment Details | **Additional Information** | Supporting Documents | Employer Representative

i The (*) refers to a mandatory/required field. Pension Number: [redacted] 5669

1. Next of Kin:

Initials * [T] Last Name(Surname) * [Teele] First Name(s) * [Thabiso]

ID No. / Passport No.* [6712035236088] Home Number [Next Of Kin Home Number] Cell Number * [0822004404]

Address

Street Name * [42 Maine Street] Street Number [Next Of Kin Street Number] City * [Pretoria]

Province/State * [Gauteng] Postcode * [0183] Country * [South Africa]

Do you wish to add the second next of kin

Medical Benefit Particulars:

- Scroll down the page until you get to the “Medical Benefit Particulars” as shown below.
- If a member chooses to continue with the medical subsidy, documentary proof must be attached.
- Tick the box “Does the member/spouse wish to continue with membership” and complete the respective fields.
- If the member does not want to apply for the medical aid subsidy, do not tick the box.
- Scroll down to the bottom of the page and click the “Proceed” button.

Medical Benefit Particulars:

Does the member / spouse wish to continue with membership

Scheme Name * [GEMS] Scheme Membership Number* [0] Scheme Package Option * [0]

Total Years in Service * [17] Did State Contribute to member subsidy* State Contribution Amount* [1401]

Additional Information Notes:

[Empty text area]

Back **Proceed**

- You will notice that because the case is Retirement Enhanced Spouse, the following screen will be shown.

Medical Benefit Particulars:

Does the member / spouse wish to continue with membership

NB: This Is A Enhanced Spouse Benefit.

To Proceed, Please Click On The Button Below To Generate The ESP1 Choice Form. *

Generate ESP1

Additional Information Notes:

Back **Proceed**

- You will need to click on the Generate ESP1 and the form will be generated as shown below and print it.
- You will then fill Spouse details, if there are more than 4 Spouses duplicate this form.
- Then attach the form to the package by uploading it as you did with other documents.
- GPAA will create a quotation and attach to the case send back to Employer for the member 's consideration, acceptance and return to GPAA for further processing.
- Note that where a request for quotation is required, the Retirement exit case will be held pending the return of signed/accepted quote from the member.

Government Employees Pension Fund (GEPF) CHOICE FORM - RETIREMENT/ DISCHARGE			GEPF USE ONLY - GEPF STAMPS		ESP1
Private Bag x63 Pretoria SOUTH AFRICA 0001			34 Hamilton Street Arcadia Pretoria		Call Centre : 0800 117 669 E-mail:enquiries@gepf.co.za Website: www.gepf.co.za
THIS FORM MUST ONLY BE USED FOR RETIREMENT/DISCHARGE AFTER 31 OCTOBER 2019.					
CHOICE FORM UPON RETIREMENT/DISCHARGE - FOR SPOUSE'S PENSION PAYABLE (GEPF MEMBERS only)					
This form must be completed by any member of the GEPF who becomes entitled to a monthly annuity on retirement or exit from the Fund. The retiring member must indicate whether his or her spouse(s) or life partner must receive a standard (50%) or enhanced (75%) spouse annuity, when the member passes away. In order to qualify for the higher annuity, the member will receive a reduced retirement gratuity or annuity.					
A) PERSONAL PARTICULARS OF MEMBER			Pension Number <input type="text" value="97789806"/>		
Surname	<input type="text" value="NGOBE"/>				
First Name	<input type="text" value="HERSLEY THOKOZILE"/>				
Initials	<input type="text" value="HT"/>	Title	<input type="text" value="MS"/>	D.O.B	<input type="text" value="1963-09-06"/>
Id No	<input type="text" value="6309060958088"/>				
Persal No	<input type="text" value="52318826"/>		Income Tax No	<input type="text" value="2239097146"/>	
Cell No	<input type="text" value="0735134444"/>				
Please ensure that you provide a valid and private cell number and e-mail address, as the GEPF will be communicating to you important information to you using your cell-phone and e-mail.					

- You will go to the bottom right part of the screen and click Proceed to go to Supporting documents tab.
- The “Supporting Documents” tab must be completed in the same manner as the Resignation case tabs in the above examples.

GEPF
your investment. your future

Andiswa Maila

CASE MANAGEMENT

- Inbox
- Create Case
- Case Enquiry

IN-PROGRESS

- MR ME

Z102 form details for ME [redacted] WT201702 [redacted] 11854075

Personal Details | Employment Details | Payment Details | Additional Information | **Supporting Documents** | Employer Representative

The (*) refers to a mandatory/required field. Pension Number: [redacted] 669

Please tick the appropriate boxes below to indicate that all the required supporting documentation will be attached. Please upload the supporting documents in the sequence as indicated on the checklist.

An originally certified copy of an ID (must be bar-coded) or Attached Passport of the member – exceptions as per ID Policy.	Attached	Yes <input checked="" type="radio"/> No <input type="radio"/>
Duly completed ACB Bank Particulars Form (Z894) or for actuarial transfer to an approved external retirement fund a duly completed Z1525 form with Particulars of approved external retirement fund for transfer of funds.	Attached	Yes <input checked="" type="radio"/> No <input type="radio"/>
Originally certified copies of documentation for proof of retirement:	Attached	Yes <input checked="" type="radio"/> No <input type="radio"/>
Proof of termination of service is required such as a printout of the Service Attached Termination or Service Record from PERSAL stating the Payroll No (PERSAL No), Withdrawal reason, Withdrawal date, Salary level and notch on the last day of service of the member.	Attached	Yes <input checked="" type="radio"/> No <input type="radio"/>
Conditional: for early retirement a copy of letter of approval for early retirement signed by the Head of Department.	Attached	Yes <input checked="" type="radio"/> No <input type="radio"/>

Conditional: for retirement of a Director-General: a copy of the service contract(s).	Attached	Yes <input checked="" type="radio"/> No <input type="radio"/>
Conditional: for service contract(s) expiring: a copy of the service contract(s).	Attached	Yes <input checked="" type="radio"/> No <input type="radio"/>
Conditional: For debt deduction: An originally certified copy of a Court Order or Member's approval in writing for debt due to Negligence, Misconduct or Theft as per GEP Law – Section 21.3(c) or in respect of debt for more than the value of R10,000.	Attached	Yes <input checked="" type="radio"/> No <input type="radio"/>
Conditional: for members with more than 10 years of pensionable service: Duly completed GEPF Spouse Choice form where a once-off irrevocable choice is made for future pension for a widow upon the death of the member (even if the member is not currently married).	Attached	Yes <input checked="" type="radio"/> No <input type="radio"/>
Duly completed Updating Personal Particulars of Member Form (Z864).	Attached	Yes <input checked="" type="radio"/> No <input type="radio"/>
Conditional: When a marriage is registered an originally certified copy of the marriage certificate is required or alternatively the required affidavit(s) for consideration. For a Life Partnership: affidavits setting out the nature of the relationship and indicators (preferably with supporting documentation), of that relationship from a member of each party's family, a joint friend and/or an authorised member of any organisation, institution or society of which one or both parties has been a member.	Attached	Yes <input checked="" type="radio"/> No <input type="radio"/>
Conditional: Where the member had a previous marriage, an originally certified copy of the former spouse's ID (must be bar-coded) or Passport, Marriage Certificate, Death Certificate, Settlement Agreement and/or Decree of Divorce are needed. Where payments are due to an ex-spouse, an ACB Bank	Attached	Yes <input checked="" type="radio"/> No <input type="radio"/>
Particulars Form (Z894) is needed. Divorce Settlement Agreements for the division of pension interest are only effective from 1 August 1989 as per the amendment to the Divorce Act1 and a separate Withdrawal from Fund Form (Z102) completed by the employer is needed.	Attached	Yes <input checked="" type="radio"/> No <input type="radio"/>
Originally certified copies of the member's last two salary advices printed from the payroll system.	Attached	Yes <input checked="" type="radio"/> No <input type="radio"/>

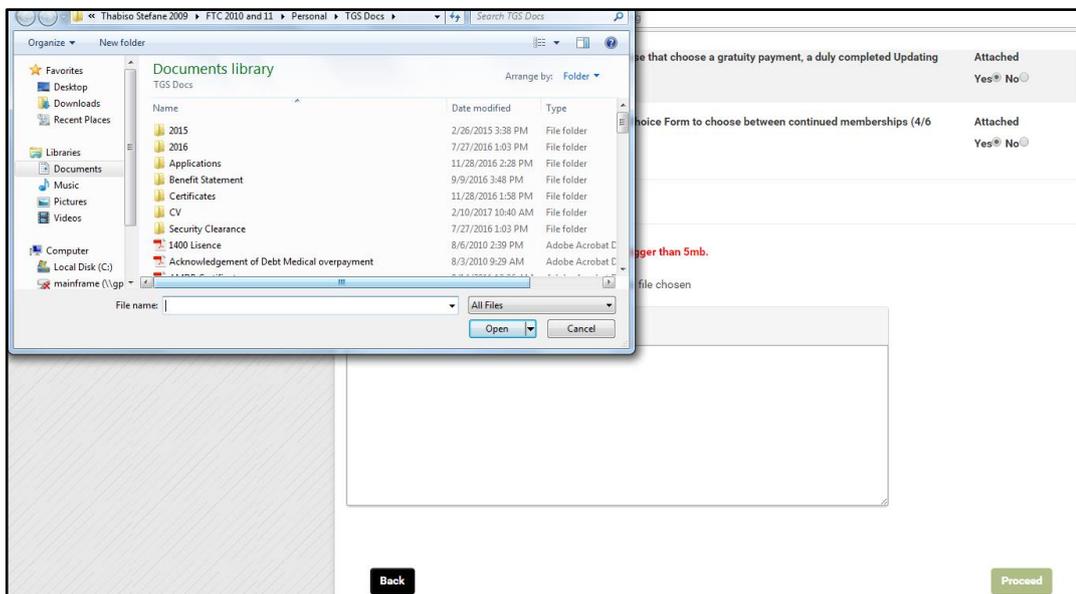
Originally certified copies of the member's last two salary advices printed from the payroll system.	Attached Yes <input checked="" type="radio"/> No <input type="radio"/>
Conditional: For when the Commencement Date (Service Date) is amended, then proof of contributing service is needed in the form of a copy of an appointment advice to the salary department, salary / leave record, staff record, pay slips, or IRP 5 tax certificates for the applicable years. A duly completed Membership Update Form (Z125) is also required.	Attached Yes <input type="radio"/> No <input checked="" type="radio"/>
Conditional: For when the surname of the person is different to the surname on the ID or Passport documents, a letter from the Department of Home Affairs or Full Birth Certificate of a child is required to confirm the surname.	Attached Yes <input type="radio"/> No <input checked="" type="radio"/>
An originally certified copy of the existing medical scheme Membership Certificate (and new Membership a) Certificate for medical scheme transfers) of the contributing member that is registered as the main medical scheme member.	Attached Yes <input checked="" type="radio"/> No <input type="radio"/>
Conditional: An affidavit or an originally certified copy of the service records to prove additional periods of broken government service that need to be added for medical subsidy purposes to prove 10 or 15 years of government service.	Attached Yes <input type="radio"/> No <input checked="" type="radio"/>
Conditional: For a contributing member, pensioner or spouse that choose a gratuity payment, a duly completed Updating Bank Particulars Form - Z894.	Attached Yes <input checked="" type="radio"/> No <input type="radio"/>
A duly completed State Subsidised Medical Contribution Choice Form to choose between continued memberships (4/6 GEPF subsidised) or the payment of an once-off gratuity.	Attached Yes <input checked="" type="radio"/> No <input type="radio"/>

Document Management

i Uploaded documents must be pdf format and not be bigger than 5mb.

Multiple Document Uploader No file chosen

Supporting Documents Notes:



Conditional: For a contributing member, pensioner or spouse that choose a gratuity payment, a duly completed Updating Bank Particulars Form - Z894. Attached
Yes No

A duly completed State Subsidised Medical Contribution Choice Form to choose between continued memberships (4/6 GEPF subsidised) or the payment of an once-off gratuity. Attached
Yes No

Document Management

! Uploaded documents must be pdf format and not be bigger than 5mb.

Multiple Document Uploader No file chosen

UPLOAD QUEUE
Files in Queue: 1

Name	Size	Progress	Status	Actions
1400 Lisence.pdf	0.11 MB	<div style="width: 100%; height: 10px; background-color: #669933;"></div>	✓	<input type="button" value="Upload"/> <input type="button" value="View PDF"/> <input type="button" value="Remove"/>

Queue progress:

Supporting Documents Notes:

Files in Queue: 1

Name	Size	Progress	Status	Actions
1400 Lisence.pdf	0.11 MB	<div style="width: 100%; height: 10px; background-color: #669933;"></div>	✓	<input type="button" value="Upload"/> <input type="button" value="View PDF"/> <input type="button" value="Remove"/>

Queue progress:

Supporting Documents Notes:

- The “Employer Representative” tab must be treated similar to the Resignation cases above.

your investment. your future

CASE MANAGEMENT

Inbox

Create Case

Case Enquiry

IN-PROGRESS

MR ME [redacted]

Z102 form details for ME [redacted] WT20170228 [redacted] 854075

Personal Details | Employment Details | Payment Details | Additional Information | Supporting Documents | **Employer Representative**

i The (*) refers to a mandatory/required field. Pension Number: [redacted] 69

Case Created By

Full Name: Andiswa Maila | Designation: Capturer | Tel No: 0122192323

Fax No.: 01221231231 | E-mail: tester1@gpaa.gov.za

Postal Address: 34 Hamilton street | Suburb: Arcadia | City: Pretoria | Country: South Africa

Postal Code: 0001

Back View Z102 Submit Application

your investment. your future

CASE MANAGEMENT

Inbox

Create Case

Case Enquiry

IN-PROGRESS

MR ME [redacted]

Z102 form details for ME [redacted] WT201702 [redacted] 111854075

Supporting Documents | **Employer Representative**

Pension Number: [redacted] 669

Case Created By

Full Name: Andiswa Maila | Tel No: 0122192323

Fax No.: 01221231231 | E-mail: tester1@gpaa.gov.za

Postal Address: 34 Hamilton street | Suburb: Arcadia | City: Pretoria | Country: South Africa

Postal Code: 0001

Back View Z102 Submit Application

MR ME [redacted] WT201702 [redacted] 111854075

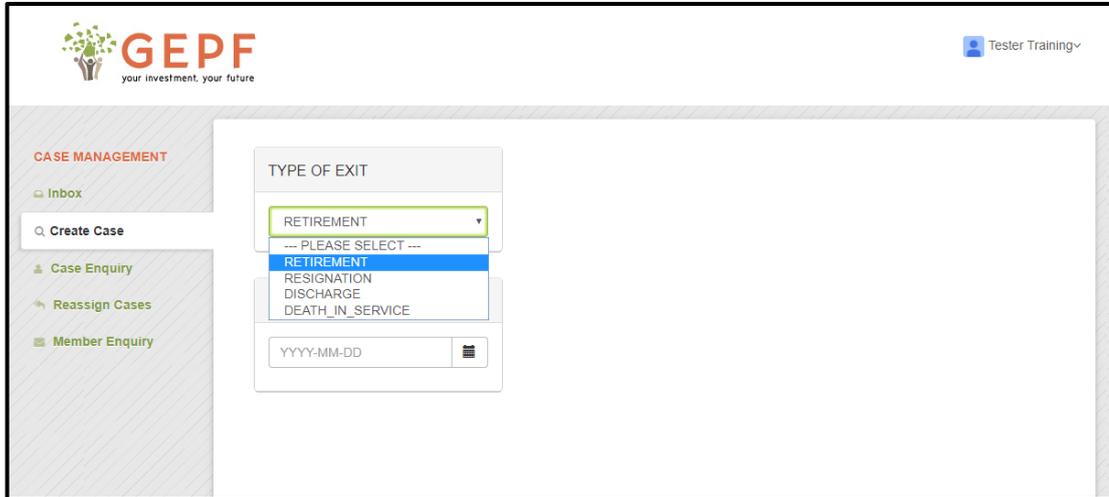


You have chosen to send this application to the Employer Verifier for approval. Do you want to continue?

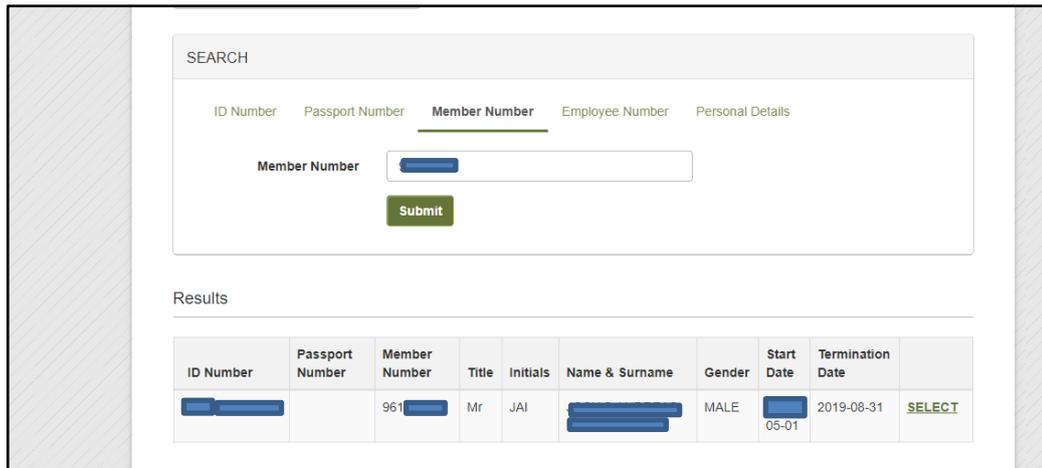
Cancel Proceed

6.3 EARLY RETIREMENT WITHOUT PENALISATION OF PENSION BENEFITS

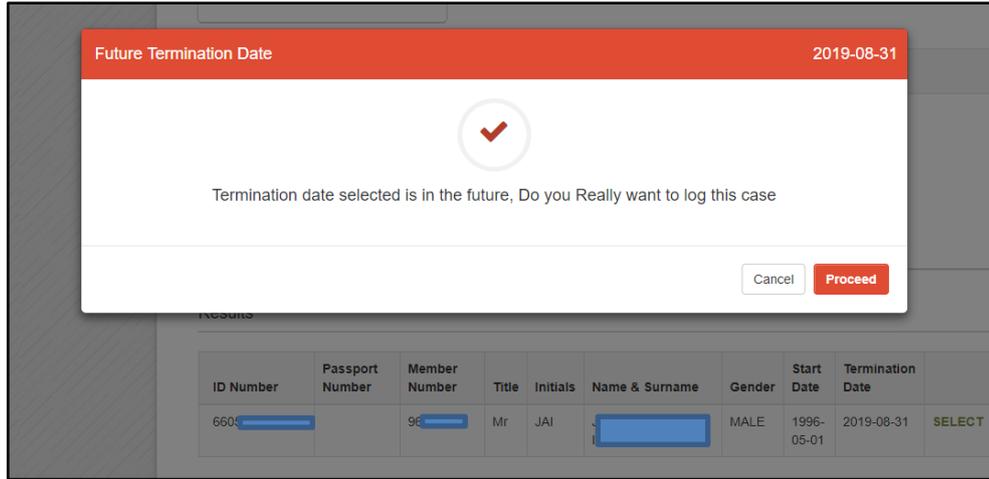
- Click “Create Case”
- Select the “Type of Exit” as “Retirement” as shown below
- Fill in the termination date



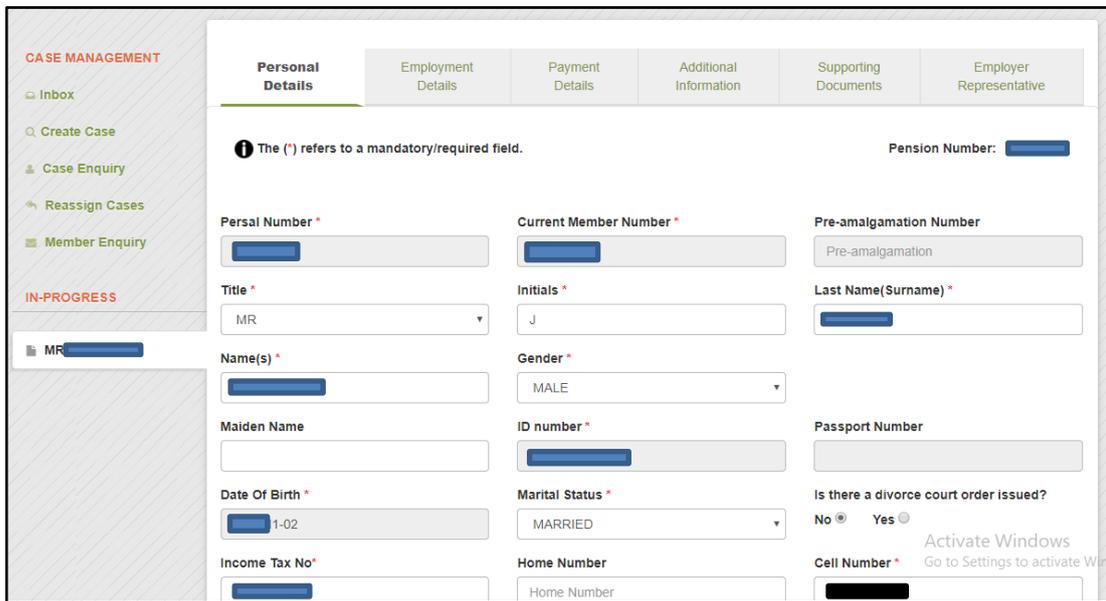
- Search the member records according to different search criteria as shown below.
- Click the “Submit” button.



- Take note the below screen will show as a warning that “Termination date selected is in the Future”, if so click “Proceed”.
- Click “Select” in the “Results” section as shown below.



➤ Start verifying the member's "Personal Details" as shown below.



➤ Fill-in address details as shown on Section 5.1.1 bullet 4 above (Resignation).

johnpierrev@gmail.com

Residential Address

Street Name * 2 LANGEFONTEINWEG Street Number BREDASDORP City * BREDASDORP

Suburb * BREDASDORP Complex Name Complex Number

Province/State * Required -- Please Select -- Postcode * 7280 Country * -- Please Select --

Is the Postal Address same as the Residential Address? No Yes

Postal Address

P.O. Box * Required P.O. Box Suburb * BREDASDORP City * BREDASDORP

Province/State * Required -- Please Select -- Postcode * 7280 Country * -- Please Select --

Personal Details Notes:

Is the Postal Address same as the Residential Address? No Yes

Postal Address

P.O. Box * P.O. Box Suburb * KLERKSDORP City * KLERKSDORP

Province/State * -- Please Select -- Postcode * 2570 Country * -- Please Select --

Personal Details Notes:

Cancel Start Application

➤ Click the “Start Application” button to proceed to “Employment Details” tab.

➤ Verify salaries as per the documents you have.

- Scroll down the page to the “Get Rules” button.
- Click on “Get Rules” button and proceed to the “Reason for Termination” drop-down menu.
- Click type of exit as “Retirement: Early Retirement Service Conditions”
- Take note that the age of the applicant should be between **55** and **59** years.

Add Item(s)

Reason For Termination * Required

-- Please Select -- Get Rules

- Please Select --
- Retirement: Contract Expiry
- Retirement: Early Retirement Service Conditions
- Retirement: Early Retirement Service Conditions

Pensionable Years

0

Exit Rule

Exit Sub-Rule

Total Debt(Department liability) Debt Dispute

Employment Details Notes:

Activate Windows
Go to Settings to activate Windows

- The following screen will be shown.
- Take note that you need to **tick** on the box marked Additional Liability, Early Retirement 2019 Dispensation and thereafter National Treasury.
- The screen will show with “Red writings” warning you to check if sufficient approval has been obtained and attached as proof”
- Sufficient proof among others will include “Letter from Treasury accepting liability”.
- Take note further that the Exit Rule should be 14.3.1(b) as shown below.

Reason For Termination *

Retirement: Early Retirement Service Conditions Get Rules

Age at Exit

57 Additional Liability

Early Retirement 2019 Dispensation

Debt / Liability Accrues To National Treasury Employer

By ticking this box, the capturer acknowledges that he/she is aware that an additional financial liability may arise as a result of the termination reason selected for the employee as per the provisions of section 17(4) of the Government Employees Pension Law, Proclamation 21 of 1996 and rule 20 thereto. The employer acknowledges that:

- the termination reason provided for the employee is correct;
- sufficient approval has been obtained for the selected termination reason and is attached as proof;
- the employer's officials have considered and understand the implications of terminating the employee with the selected termination reason.

Pensionable Years

35

Exit Rule

14.3.1(b)

Exit Sub-Rule

14.3.3(a) + 14.2.1(a) + 14.2.1(b) + 14.2.1(c) + 14.2.6 + 14.2.2

Activate Windows
Go to Settings to activate Windows

Early Retirement 2019 Dispensation

Debt / Liability Accrues To National Treasury Employer

By ticking this box, the capturer acknowledges that he/she is aware that an additional financial liability may arise as a result of the termination reason selected for the employee as per the provisions of section 17(4) of the Government Employees Pension Law, Proclamation 21 of 1996 and rule 20 thereto. The employer acknowledges that:

- the termination reason provided for the employee is correct;
- sufficient approval has been obtained for the selected termination reason and is attached as proof;
- the employer's officials have considered and understand the implications of terminating the employee with the selected termination reason.

Pensionable Years

Exit Rule

Exit Sub-Rule

Total Debt(Department liability) **Debt Dispute**

Employment Details Notes:

Activate Windows
Go to Settings to activate W

- If there is no debt, scroll down and click “Proceed” on the bottom right of the page to go on “Payment Details” tab.

Total Debt(Department liability) **Debt Dispute**

Employment Details Notes:

14.3.1(b)
Exit Sub-Rule
14.3.3(a) + 14.2.1(a) + 14.2.1(b) + 14.2.1(c) + 14.2.6 + 14.2.2

Total Debt(Department liability) Debt Dispute

Employment Details Notes:

➤ Select method of payment from dropdown menu.

CASE MANAGEMENT

- Inbox
- Create Case
- Case Enquiry
- Reassign Cases
- Member Enquiry

IN-PROGRESS

- MR JAI

Z102 form details for JA

Personal Details | Employment Details | **Payment Details** | Additional Information | Supporting Documents | Employer Representative

The (*) refers to a mandatory/required field. Pension Number: 96

Method of payment (Applicant) *

Payment Details Notes:

Activate Windows
Go to Settings to activate Windows

Z102 form details for JA [redacted] 7265

Personal Details | Employment Details | **Payment Details** | Additional Information | Supporting Documents | Employer Representative

The (*) refers to a mandatory/required field. Pension Number: 96 [redacted]

Method of payment (Applicant) *
-- Please Select --
-- Please Select --
International Bank
Bank

Payment Details Notes:

Activate Windows
Go to Settings to activate W

- Select the “Method of Payment (Applicant)” field and choose the appropriate option.
- Complete the details of the bank account holder as per the bank form.

Method of payment (Applicant) * Bank

Banking Details:

Name of account holder *
[redacted]

Bank Name * -- Please Select -- Branch Name *
Branch Code * Account Number * [redacted] Account Type * -- Please Select --

Payment Details Notes:

Activate Windows

- Scroll down and click “Proceed” to continue to the next tab “Additional Information”.

Bank Name *
ABSA

Branch Name *
ABSA GENERIC

Branch Code *
632005

Account Number *
[Redacted]

Account Type *
SAVINGS

Payment Details Notes:

[Empty text area]

Back Proceed

- Please note that this tab is shown because the exit is “Retirement”.
- You will be required to complete “Next of Kin” details as shown below, as per the documentation you have.
- You will also see “Medical Benefit Particulars” when scroll down the page.
- If member chooses to continue with the medical subsidy, documentary proof must be attached. You will then click on appropriate box for such.

GEPF
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Tester Training

CASE MANAGEMENT

Z102 form details for JA [Redacted] 5117265

Personal Details | Employment Details | Payment Details | **Additional Information** | Supporting Documents | Employer Representative

The (*) refers to a mandatory/required field. Pension Number: [Redacted]

1. Next of Kin:

Initials * Required
Next Of Kin Initials

Last Name(Surname) * Required
Next Of Kin Last Name(Surname)

First Name(s) * Required
Next Of Kin Last First Name(s)

ID No. / Passport No.* Required
[Redacted]

Home Number
[Redacted]

Cell Number * Required
Next Of Kin Cell Number

Address

Street Name * Required | Street Number | City * Required

- You will need to click on the Generate ESP1 and the form will be generated as shown below and print it.
- You will then fill Spouse details, if there are more than 4 Spouses duplicate this form.
- Then attach the form to the package by uploading it as you did with other documents.
- GPAA will create a quotation and attach to the case send back to Employer for the member 's consideration, acceptance and return to GPAA for further processing.
- Note that where a request for quotation is required, the Retirement exit case will be held pending the return of signed/accepted quote from the member.

Government Employees Pension Fund (GEPF) CHOICE FORM - RETIREMENT/ DISCHARGE			GEPF USE ONLY - GEPF STAMPS		ESP1
Private Bag x63 Pretoria SOUTH AFRICA 0001			34 Hamilton Street Arcadia Pretoria		Call Centre : 0800 117 669 E-mail:enquiries@gepf.co.za Website: www.gepf.co.za
THIS FORM MUST ONLY BE USED FOR RETIREMENT/DISCHARGE AFTER 31 OCTOBER 2019. CHOICE FORM UPON RETIREMENT/DISCHARGE - FOR SPOUSE'S PENSION PAYABLE (GEPF MEMBERS only) This form must be completed by any member of the GEPF who becomes entitled to a monthly annuity on retirement or exit from the Fund. The retiring member must indicate whether his or her spouse(s) or life partner must receive a standard (50%) or enhanced (75%) spouse annuity, when the member passes away. In order to qualify for the higher annuity, the member will receive a reduced retirement gratuity or annuity.					
A) PERSONAL PARTICULARS OF MEMBER			Pension Number <input type="text" value="97789806"/>		
Surname	<input type="text" value="NGOBE"/>				
First Name	<input type="text" value="HERSLEY THOKOZILE"/>				
Initials	<input type="text" value="HT"/>	Title	<input type="text" value="MS"/>	D.O.B	<input type="text" value="1963-09-06"/>
Ident No	<input type="text" value="52318826"/>		ID No	<input type="text" value="6309060958088"/>	
Cell No	<input type="text" value="0735134444"/>		Income Tax No	<input type="text" value="2239097146"/>	
Please ensure that you provide a valid and private cell number and e-mail address, as the GEPF will be communicating to you important information to you using your cell-phone and e-mail.					

- You will go to the bottom right part of the screen and click Proceed to go to Supporting documents tab.

Medical Benefit Particulars:

Does the member / spouse wish to continue with membership

Additional Information Notes:

Back Proceed

- You will then be presented with “Supporting Documents” tab, this should be completed according to all documents you have.
- More over there should be a Form/Letter from National Treasury or Employer acknowledging liability for the debt for this **exit** type.

Z102 form details for [redacted] 17265

Personal Details | Employment Details | Payment Details | Additional Information | **Supporting Documents** | Employer Representative

The (*) refers to a mandatory/required field. Pension Number: [redacted]

Please tick the appropriate boxes below to indicate that all the required supporting documentation will be attached. Please upload the supporting documents in the sequence as indicated on the checklist.

Description	Attached
An originally certified copy of an ID (must be bar-coded) or Attached Passport of the member – exceptions as per ID Policy.	Yes <input type="radio"/> No <input type="radio"/>
Duly completed ACB Bank Particulars Form (Z894) or for actuarial transfer to an approved external retirement fund a duly completed Z1525 form with Particulars of approved external retirement fund for transfer of funds.	Yes <input type="radio"/> No <input type="radio"/>
Originally certified copies of documentation for proof of retirement:	Yes <input type="radio"/> No <input type="radio"/>
Proof of termination of service is required such as a printout of the Service Attached Termination or Service Record from PERSAL stating the Payroll No (PERSAL No), Withdrawal reason, Withdrawal date, Salary level and notch on the last day of service of the member.	Yes <input type="radio"/> No <input type="radio"/>
Conditional: for early retirement a copy of letter of approval for early retirement signed by the Head of Department.	Attached

Proof of termination of service is required such as a printout of the Service Attached Termination or Service Record from PERSAL stating the Payroll No (PERSAL No), Withdrawal reason, Withdrawal date, Salary level and notch on the last day of service of the member.	Attached Yes <input type="radio"/> No <input type="radio"/>
Conditional: for early retirement a copy of letter of approval for early retirement signed by the Head of Department.	Attached Yes <input type="radio"/> No <input type="radio"/>
Conditional: for retirement of a Director-General: a copy of the service contract(s).	Attached Yes <input type="radio"/> No <input type="radio"/>
Conditional: for service contract(s) expiring: a copy of the service contract(s).	Attached Yes <input type="radio"/> No <input type="radio"/>
Conditional: For debt deduction: An originally certified copy of a Court Order or Member's approval in writing for debt due to Negligence, Misconduct or Theft as per GEP Law Section 21.3(c) or in respect of debt for more than the value of R10,000.	Attached Yes <input type="radio"/> No <input type="radio"/>
Conditional: for members with more than 10 years of pensionable service: Duly completed GEPF Spouse Choice form where a once-off irrevocable choice is made for future pension for a widow upon the death of the member (even if the member is not currently married).	Attached Yes <input type="radio"/> No <input type="radio"/>
Duly completed Updating Personal Particulars of Member Form (Z864).	Attached Yes <input type="radio"/> No <input type="radio"/>
Conditional: When a marriage is registered an originally certified copy of the marriage certificate is required or alternatively the required affidavit(s) for consideration. For a Life Partnership: affidavits setting out the nature of	Attached Yes <input type="radio"/> No <input type="radio"/>

debt due to Negligence, Misconduct or Theft as per GEP Law Section 21.3(c) or in respect of debt for more than the value of R10,000.	Yes <input type="radio"/> No <input type="radio"/>
Conditional: for members with more than 10 years of pensionable service: Duly completed GEPF Spouse Choice form where a once-off irrevocable choice is made for future pension for a widow upon the death of the member (even if the member is not currently married).	Attached Yes <input type="radio"/> No <input type="radio"/>
Duly completed Updating Personal Particulars of Member Form (Z864).	Attached Yes <input type="radio"/> No <input type="radio"/>
Conditional: When a marriage is registered an originally certified copy of the marriage certificate is required or alternatively the required affidavit(s) for consideration. For a Life Partnership: affidavits setting out the nature of the relationship and indicators (preferably with supporting documentation), of that relationship from a member of each party's family, a joint friend and/or an authorised member of any organisation, institution or society of which one or both parties has been a member.	Attached Yes <input type="radio"/> No <input type="radio"/>
Conditional: Where the member had a previous marriage, an originally certified copy of the former spouse's ID (must be bar-coded) or Passport, Marriage Certificate, Death Certificate, Settlement Agreement and/or Decree of Divorce are needed. Where payments are due to an ex-spouse, an ACB Bank Particulars Form(Z894) is needed. Divorce Settlement Agreements for the division of pension interest are only effective from 1 August 1989 as per the amendment to the Divorce Act and a separate Withdrawal from Fund Form(Z102) completed by the employer is needed.	Attached Yes <input type="radio"/> No <input type="radio"/>
Originally certified copies of the member's last two salary advices printed from the payroll system.	Attached Yes <input type="radio"/> No <input type="radio"/>
Conditional: For when the Commencement Date (Service Date) is amended, then proof of contributing service is needed in the form of a copy of an appointment advice to the salary department, salary / leave record, staff record, pay slips, or IRP 5 tax certificates for the applicable years. A duly completed Membership Update Form (Z125) is also required.	Attached Yes <input type="radio"/> No <input type="radio"/>

➤ Note on the following screen that the button indicating “**A signed Form/Letter from Treasury or employer acknowledging liability for debt**” should be ticked as the letter will be indicating approval as required.

An originally certified copy of the existing medical scheme Membership Certificate (and new Membership a Certificate for medical scheme transfers) of the contributing member that is registered as the main medical scheme member. Attached Yes No

Conditional: An affidavit or an originally certified copy of the service records to prove additional periods of broken government service that need to be added for medical subsidy purposes to prove 10 or 15 years of government service. Attached Yes No

Conditional: For a contributing member, pensioner or spouse that choose a gratuity payment, a duly completed Updating Bank Particulars Form - Z894. Attached Yes No

A duly completed State Subsidised Medical Contribution Choice Form to choose between continued memberships (4/6 GEPP subsidised) or the payment of an once-off gratuity. Attached Yes No

A signed Form/Letter from National Treasury or employer acknowledging liability for debt Attached Yes No 

Document Management

! Uploaded documents must be pdf format, not be bigger than 5mb and you are not allowed to upload more than 20 files.

Multiple Document Uploader No file chosen

Supporting Documents Notes:

Activate Windows
Go to Settings to activate Windows

UPLOAD QUEUE

Files in Queue: 5

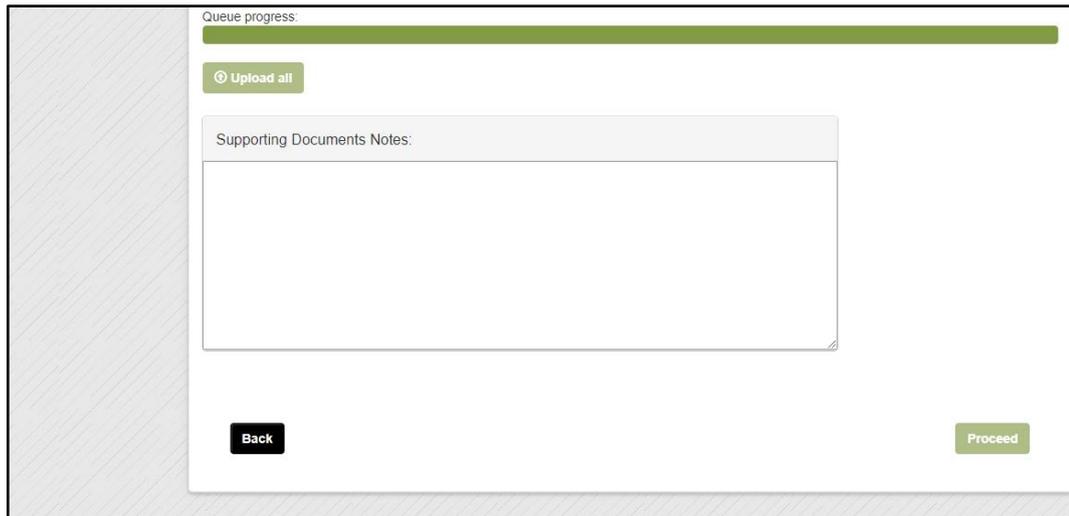
Name	Size	Progress	Status	Actions
ERWRPB_18_06_2019.pdf	0.05 MB	<div style="width: 100%;"></div>	✓	<input type="button" value="Upload"/> <input type="button" value="View PDF"/> <input type="button" value="Remove"/>
ER - Draft Generic Management Plan (2).pdf	0.27 MB	<div style="width: 100%;"></div>	✓	<input type="button" value="Upload"/> <input type="button" value="View PDF"/> <input type="button" value="Remove"/>
Circular and Guideline on Managing Early Retirement without penalisation of pension benefits in terms of section 16(6) of the Public Service Act 1994 (4).pdf	0.89 MB	<div style="width: 100%;"></div>	✓	<input type="button" value="Upload"/> <input type="button" value="View PDF"/> <input type="button" value="Remove"/>
EB Withdrawals - level 3 processes_draft_v0.1.pdf	0.50 MB	<div style="width: 100%;"></div>	✓	<input type="button" value="Upload"/> <input type="button" value="View PDF"/> <input type="button" value="Remove"/>
Furniture Office Specs.pdf	0.36 MB	<div style="width: 100%;"></div>	✓	<input type="button" value="Upload"/> <input type="button" value="View PDF"/> <input type="button" value="Remove"/>

Queue progress:

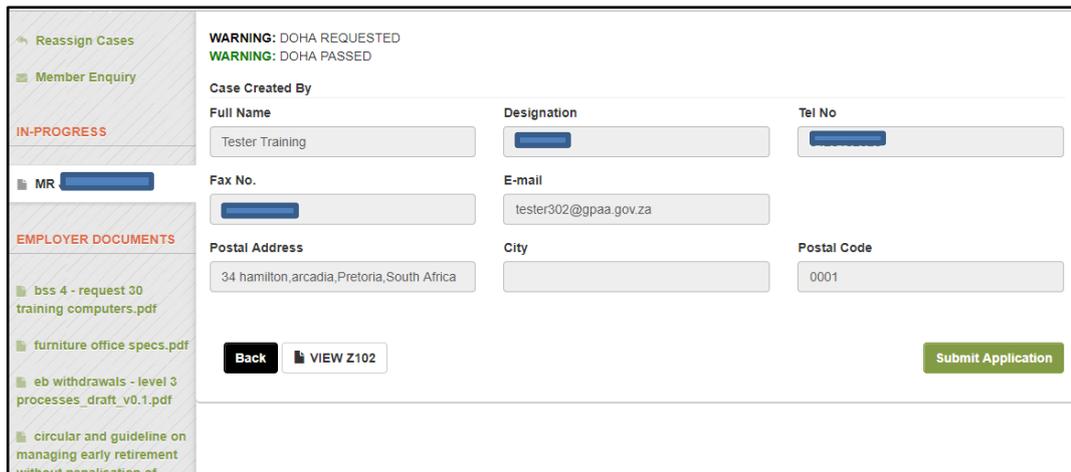
Supporting Documents Notes:

Activate Windows
Go to Settings to activate Windows

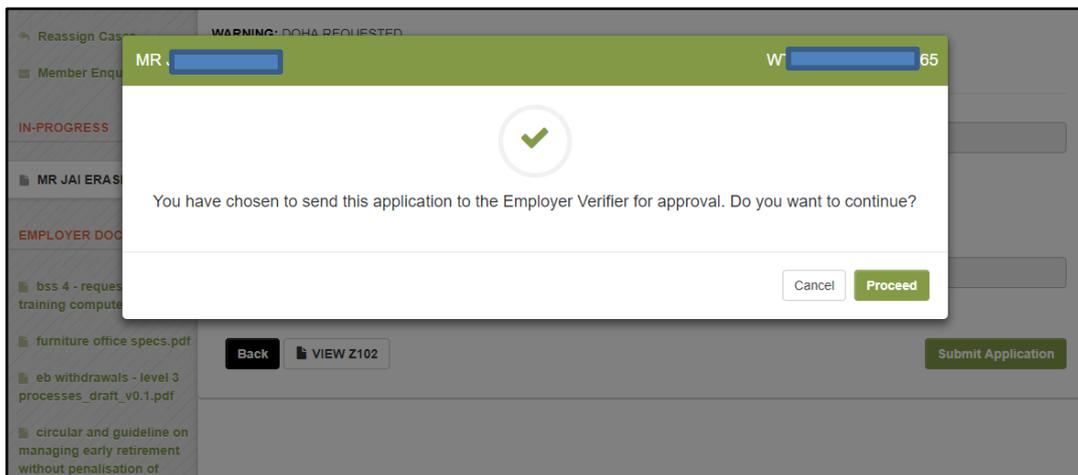
➤ Scroll down if satisfied and click "Proceed" button



- You will then be presented with the “Employer Representative” tab.
- Because the system recognizes you by User-id, it will populate your details.
- Verify them and you can click “Submit Application” button

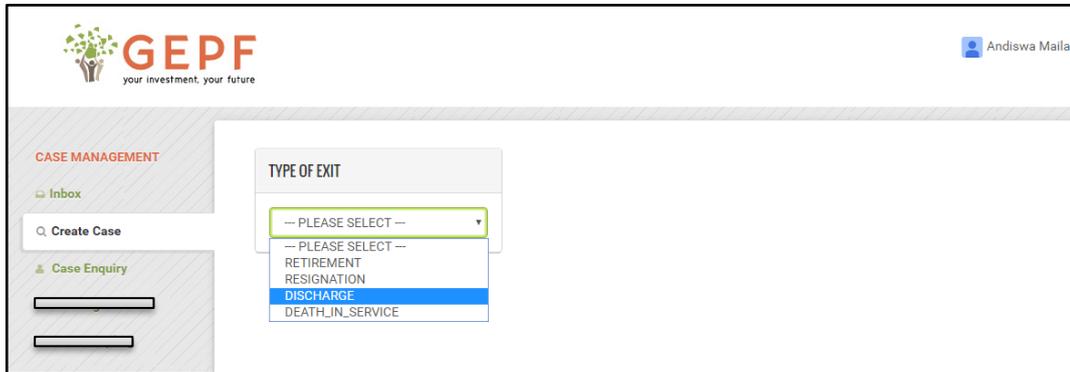


- You will then be presented with the below screen, if satisfied you can continue by clicking “Proceed” button.

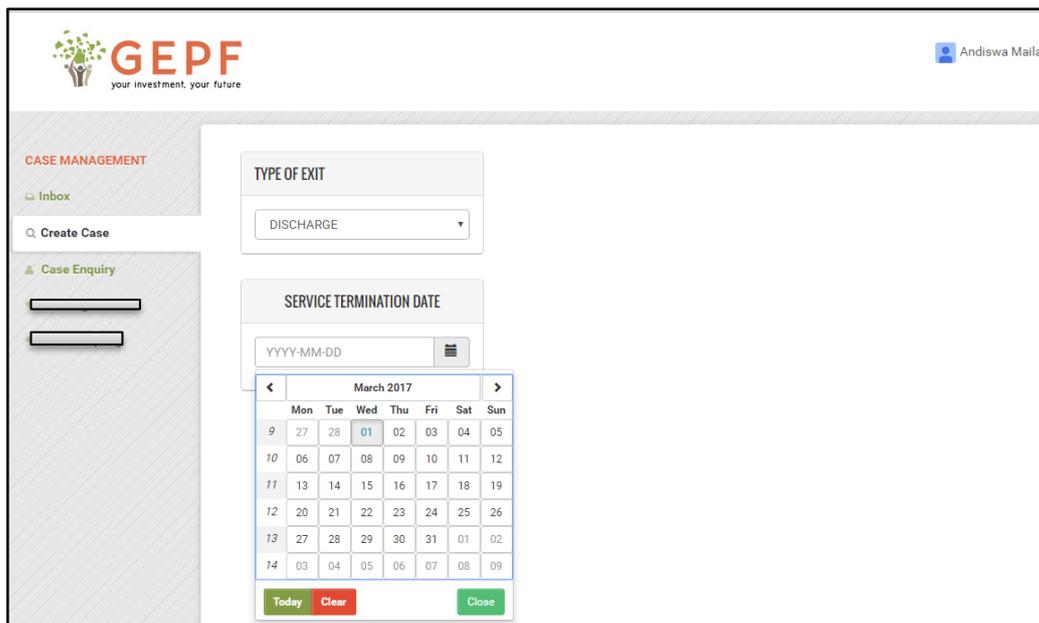


6.3 DISCHARGE

- The Capturer creates a case and will then select the relevant “Type of Exit”. In this instance it will be “Discharge”



- Service termination dates will be selected according to the documents at hand.



- The “Search” can be done according to the available information e.g. ID, Passport, and Member Number.
- Load the relevant information and click the “Submit” button.
- After viewing the “Results” of the search, click the “Select” button

GRAHAMSTOWN

Grahamstown

Complex Name
Complex Number

Province/State * Eastern Cape Postcode * 0400 Country * South Africa

Is the Postal Address same as the Residential Address? No Yes

Postal Address

P.O. Box ROAD Suburb GRAHAMSTOWN City * GRAHAMSTOWN

Province/State * Province/State Postcode * 6139 Country * South Africa

Personal Details Notes:

Cancel Start Application

➤ Verify the “Employment Details” tab

CASE MANAGEMENT

Z10Z term details for A [redacted] WT201702Z [redacted] ST534120

Personal Details Employment Details Payment Details Additional Information Supporting Documents Employer Representative

The (*) refers to a mandatory/required field. Pension Number: [redacted] 5685

Employer Code * 000055 Employer Name * SOUTH AFRICAN POLICE SERVICE Occupation Code * SAPS

Commencement date: 1982-02-08 Service Termination Date * 2017-03-31

Period covered by pension contributions

Pension Retirement Age : 60 (As per service conditions)

Annual pensionable salary reflecting the increase periods during last three (3) years or whole period if shorter. Please do not capture cents in the salary values, please round to the nearest rand value. When completing salaries, please round down from 49 cents downwards and round up from 50 cents up. Examples : (1) R535435.40 round down to R535,435 (2) R535435.60 round up to R535,436

Period From*	Period To*	Annual Salary*
2016-04-01	2017-03-31	295263
2015-07-01	2016-03-31	274407

Sort

- If there is no “Bought Service” and “Break in Service” go to the “Get Rules” button and click on it. It will take you to the “Reason for Termination” drop-down menu.
- Select the relevant “Discharge” according to the documents you have e.g. “Discharge III Health Retirement”.

Period From*	Period To*	Annual Salary *
2015-04-01	2015-06-30	263850
Period From*	Period To*	Annual Salary *
2014-04-01	2015-03-31	246588
Add Item(s)		
Bought service period to be recognised		
Add Item(s)		
Break in service period to be disregarded		
Add Item(s)		
Reason For Termination * Required		
<input type="text" value="- Please Select -"/>		<input type="button" value="Get Rules"/>
<ul style="list-style-type: none">- Please Select -Discharge: Abolition of PostDischarge: Ill Health RetirementDischarge: IncapableDischarge: Injury on DutyDischarge: Presidential AppointmentDischarge: Promote efficiency		
EXIT RULE		
<input type="text"/>		
Exit Sub-Rule		

- After selecting the relevant “Reason for Termination”, the following will be populated: “Age at Exit”, “Pensionable Years”, “Exit Rule” and “Exit Sub-Rule”
- If there is no “Departmental Debt” go to the “Proceed” button in order to go to next tab which is the “Payment Details” tab.

Break in service period to be disregarded

Add Item(s)

Reason For Termination *
 Discharge: Ill Health Retirement Get Rules

Age at Exit
 53

Pensionable Years
 35

Exit Rule
 14.1.1(a)

Exit Sub-Rule
 14.2.1(a) + 14.2.1(b) + 14.2.1(c) + 14.2.6 + 14.2.4(a) + 14.2.4(b)(i)(AA) + 14.2.2

Total Debt(Department liability) Debt Dispute

Employment Details Notes:

- Select the “Method of Payment” as per the choice of the member e.g. “Bank”.
- Insert the “Name of the Bankholder” and select “Bank Name” from drop-down menu.

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Z102 form details for A WT201702 854120

Personal Details | Employment Details | **Payment Details** | Additional Information | Supporting Documents | Employer Representative

The (*) refers to a mandatory/required field. Pension Number: 685

Method of payment (Applicant) *
 Bank

Banking Details:

Name of account holder *

Bank Name * **Branch Name ***

Branch Code * **Account Number *** **Account Type ***

- Other fields like “Branch Code” and “Account Number” may be populated according to the information the GPAA has.
- Select the “Account Type” from the drop-down menu according to the documents you have and click the “Proceed” button to go to the next tab which is the “Additional Information” tab.

IN-PROGRESS

MR A [redacted]

Banking Details:

Name of account holder *

Bank Name * ABSA

Branch Name * ABSA GENERIC

Branch Code * 632005

Account Number * 83300

Account Type * SAVINGS

Payment Details Notes:

Back Proceed

- Fill-in the “Additional Information” fields as shown below.

CASE MANAGEMENT

Z102 form details for A [redacted] WT2017024 [redacted] 51854120

Personal Details Employment Details Payment Details **Additional Information** Supporting Documents Employer Representative

The (*) refers to a mandatory/required field. Pension Number: [redacted] 85

1. Next of Kin:

Initials * T

Last Name(Surname) * Makhetha

First Name(s) * Tshediso

ID No. / Passport No. * 5236088

Home Number Next Of Kin Home Number

Cell Number * 460

Address

Street Name * 45 Maine Street

Street Number Next Of Kin Street Number

City * Bloemfontein

Province/State * Free State

Postcode * 9300

Country * South Africa

Do you wish to add the second next of kin

Medical Benefit Particulars:

- If the member chooses to continue with the “Medical Benefits” subsidy, tick the box and the medical fields will be reflected.

- Fill-in the “Medical Benefits” fields according to the documents you have.
- “Total Years in Service” should also be filled.
- Go to the green “Proceed” button in order to go to the next tab which is “Supporting Documents”.

Medical Benefit Particulars:

Does the member / spouse wish to continue with membership

Scheme Name * Scheme Membership Number* Scheme Package Option *

Total Years in Service * Did State Contribute to member subsidy* State Contribution Amount*

Additional Information Notes:

Back
Proceed

- The following tab will be treated like in the Resignation Cases above.

CASE MANAGEMENT

Inbox

Create Case

Case Enquiry

IN-PROGRESS

MR A

Z102 form details for A WT2017022 51854120

Personal Details
Employment Details
Payment Details
Additional Information
Supporting Documents
Employer Representative

i The (*) refers to a mandatory/required field. Pension Number:

Please tick the appropriate boxes below to indicate that all the required supporting documentation will be attached. Please upload the supporting documents in the sequence as indicated on the checklist.

An originally certified copy of an ID (must be bar-coded) or Attached Passport of the member – exceptions as per ID Policy.	Attached Yes <input checked="" type="radio"/> No <input type="radio"/>
Duly completed ACB Bank Particulars Form (Z894) or for actuarial transfer to an approved external retirement fund a duly completed Z1525 form with Particulars of approved external retirement fund for transfer of funds.	Attached Yes <input checked="" type="radio"/> No <input type="radio"/>
Proof of termination of service is required such as a printout of the Service Attached Termination or Service Record from PERSAL stating the Payroll No (PERSAL No), Withdrawal reason, Withdrawal date, Salary level and notch on the last day of service of the member.	Attached Yes <input checked="" type="radio"/> No <input type="radio"/>
Conditional: for early retirement a copy of letter of approval for early retirement signed by the Head of Department.	Attached Yes <input type="radio"/> No <input checked="" type="radio"/>
Conditional: for retirement of a Director-General: a copy of the service contract(s).	Attached Yes <input type="radio"/> No <input type="radio"/>
Conditional: for service contract(s) expiring: a copy of the service contract(s).	Attached Yes <input type="radio"/> No <input type="radio"/>

Conditional: for debt deduction: An originally certified copy of a Court Order or Member's approval in writing for debt due to negligence, misconduct or theft as per GEP law – Section 21.3© or in respect of debt for more than the value of R10,000.	Attached Yes <input type="radio"/> No <input checked="" type="radio"/>
Conditional: for members with more than 10 years of pensionable service: Duly completed GEPF Spouse Choice form where a once-off irrevocable choice is made for future pension for a widow upon the death of the member (even if the member is not currently married).	Attached Yes <input checked="" type="radio"/> No <input type="radio"/>
Duly completed Updating Personal Particulars of Member Form (Z864).	Attached Yes <input checked="" type="radio"/> No <input type="radio"/>
Conditional: When a marriage is registered an originally certified copy of the marriage certificate is required or alternatively the required affidavit(s) for consideration. For a Life Partnership: affidavits setting out the nature of the relationship and indicators (preferably with supporting documentation), of that relationship from a member of each party's family, a joint friend and/or an authorised member of any organisation, institution or society of which one or both parties has been a member.	Attached Yes <input checked="" type="radio"/> No <input type="radio"/>
Conditional: Where the member had a previous marriage, an originally certified copy of the former spouse's ID (must be bar-coded) or Passport, Marriage Certificate, Death Certificate, Settlement Agreement and/or Decree of Divorce are needed. Where payments are due to an ex-spouse, an ACB Bank Particulars Form (Z894) is needed. Divorce Settlement Agreements for the division of pension interest are only effective from 1 August 1989 as per the amendment to the Divorce Act1 and a separate Withdrawal from Fund Form (Z102) completed by the employer is needed.	Attached Yes <input checked="" type="radio"/> No <input type="radio"/>
Originally certified copies of the member's last two salary advices printed from the payroll system.	Attached Yes <input checked="" type="radio"/> No <input type="radio"/>
Conditional: For when the Commencement Date (Service Date) is amended, then proof of contributing service is needed in the form of a copy of an appointment advice to the salary department, salary / leave record, staff record, pay slips, or IRP 5 tax certificates for the applicable years. A duly completed Membership Update Form (Z125) is also required.	Attached Yes <input checked="" type="radio"/> No <input type="radio"/>
Conditional: For when the surname of the person is different to the surname on the ID or Passport documents, a letter from the Department of Home Affairs or Full Birth Certificate of a child is required to confirm the surname.	Attached Yes <input checked="" type="radio"/> No <input type="radio"/>
An originally certified copy of the existing medical scheme Membership Certificate (and new Membership a) Certificate for medical scheme transfers) of the contributing member that is registered as the main medical scheme member.	Attached Yes <input checked="" type="radio"/> No <input type="radio"/>

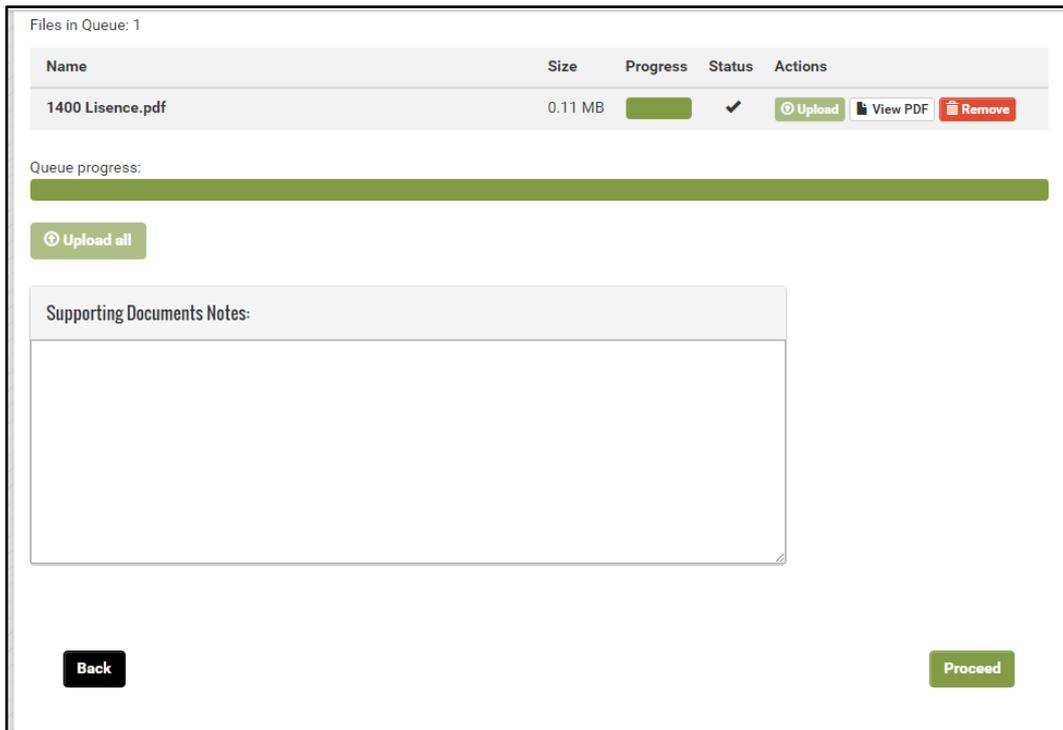
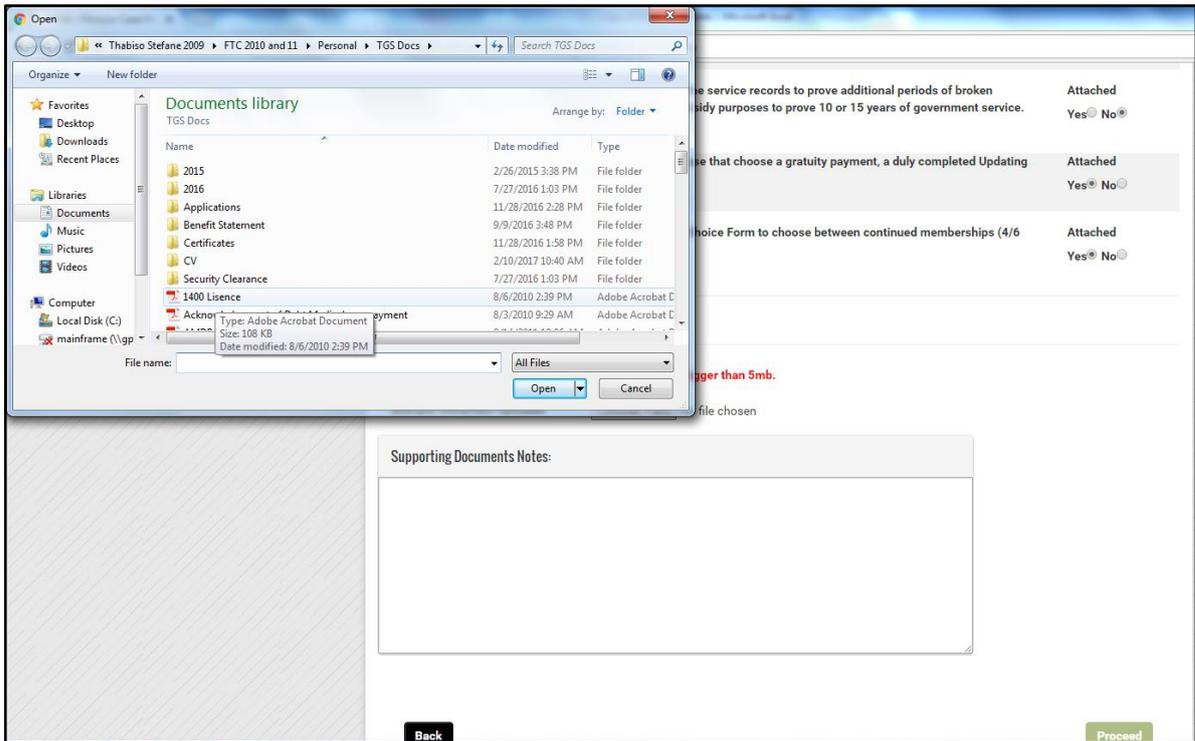
Conditional: An affidavit or an originally certified copy of the service records to prove additional periods of broken government service that need to be added for medical subsidy purposes to prove 10 or 15 years of government service.	Attached Yes <input type="radio"/> No <input checked="" type="radio"/>
Conditional: For a contributing member, pensioner or spouse that choose a gratuity payment, a duly completed Updating Bank Particulars Form - Z894.	Attached Yes <input checked="" type="radio"/> No <input type="radio"/>
A duly completed State Subsidised Medical Contribution Choice Form to choose between continued memberships (4/6 GEPF subsidised) or the payment of an once-off gratuity.	Attached Yes <input checked="" type="radio"/> No <input type="radio"/>

Document Management

! Uploaded documents must be pdf format and not be bigger than 5mb.

Multiple Document Uploader No file chosen

Supporting Documents Notes:



Document Management

i Uploaded documents must be pdf format and not be bigger than 5mb.

Multiple Document Uploader No file chosen

UPLOAD QUEUE

Files in Queue: 1

Name	Size	Progress	Status	Actions
1400 Lisence.pdf	0.11 MB	<div style="width: 100%; height: 10px; background-color: green;"></div>	✓	<input type="button" value="Upload"/> <input type="button" value="View PDF"/> <input type="button" value="Remove"/>

Queue progress:

Supporting Documents Notes:

- After clicking “Proceed” the next tab will be the “Employer Representative” tab.
- This tab will also be treated like in the Resignation cases above.

Inbox

Create Case

Case Enquiry

IN-PROGRESS

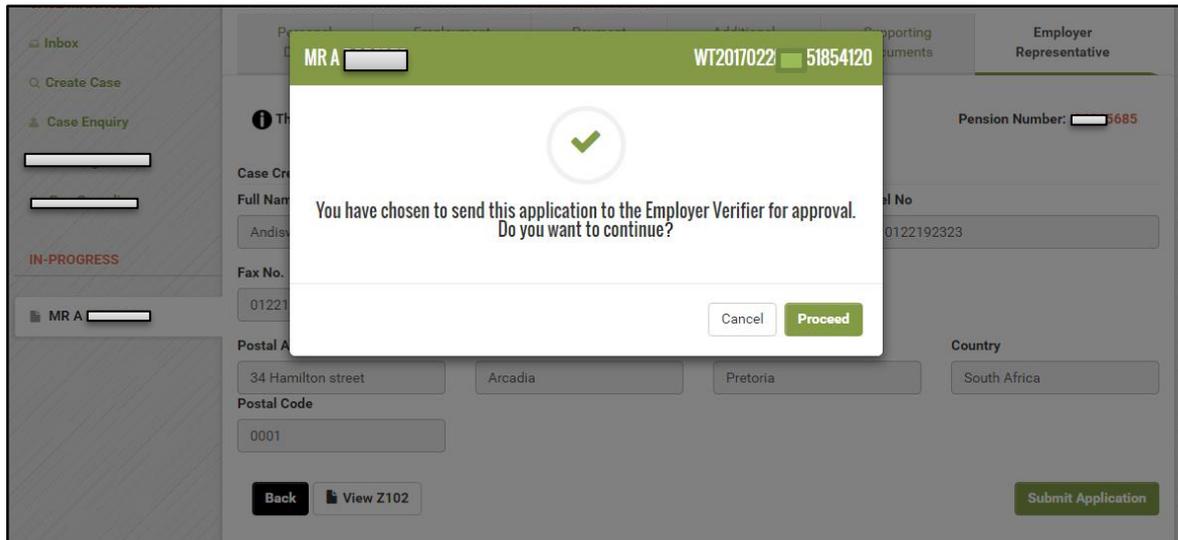
MR A

Personal Details
Employment Details
Payment Details
Additional Information
Supporting Documents
Employer Representative

i The (*) refers to a mandatory/required field. Pension Number:

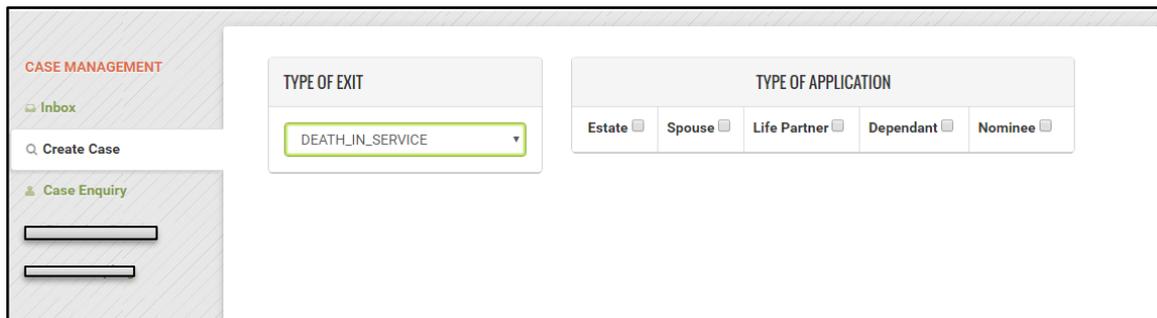
Case Created By

Full Name	Designation	Tel No
<input type="text" value="Andiswa Maila"/>	<input type="text" value="Capturer"/>	<input type="text" value="0122192323"/>
Fax No.	E-mail	
<input type="text" value="01221231231"/>	<input type="text" value="tester1@gpaa.gov.za"/>	
Postal Address	Suburb	City
<input type="text" value="34 Hamilton street"/>	<input type="text" value="Arcadia"/>	<input type="text" value="Pretoria"/>
Postal Code	Country	
<input type="text" value="0001"/>	<input type="text" value="South Africa"/>	



6.4 DEATH IN SERVICE

- The Capturer creates a case and will select the relevant “Type of Exit”.
- In this instance it will be “Death in Service” as shown below.



- You will notice that after clicking “Death in Service” as the type of exit, the “Type of Application” screen will be reflected and a selection then needs to be indicated by clicking the relevant “Type of Application” e.g. “Spouse”, “Dependant”.
- The “Service Termination date” will be selected accordingly.
- Any “Search” criteria can be selected e.g. “ID Number”, “Passport Number”, “Member Number” as shown below.

- Click the “Submit” green button to continue.
- Click on the “Select” button to continue after viewing the “Results” of your search.

ID Number	Passport Number	Member Number	Title	Initials	Name & Surname	Gender	Start Date	Termination Date	
57087		383	MR	ET		MALE	1996-05-01	2017-02-28	SELECT

- You will then be taken to the “Personal Details” tab.
- This must be treated like the Resignation cases above.

CASE MANAGEMENT

- [Inbox](#)
- [Create Case](#)
- [Case Enquiry](#)

IN-PROGRESS

- MR ET

Personal Details

Employment Details

Dependants Details

Applicant Details

Payment Details

Supporting Documents

Employer Representative

The (*) refers to a mandatory/required field. Pension Number:

Persal Number * <input type="text"/>	Current Pension Number * <input type="text"/>	Pre-amalgamation Number <input type="text"/>
Title * MR <input type="text"/>	Initials * ET <input type="text"/>	Last Name(Surname) * <input type="text"/>
First Name(s) * <input type="text"/>	Gender * MALE <input type="text"/>	
Maiden Name <input type="text"/>	ID number <input type="text"/>	Passport Number <input type="text"/>
Date Of Birth * 1966-02-17 <input type="text"/>	Marital Status * MARRIED <input type="text"/>	Is there a divorce court order issued? No <input checked="" type="radio"/> Yes <input type="radio"/>
Income Tax No* <input type="text"/>	Home Number 0 0 <input type="text"/>	Cell Number * Required <input type="text"/>

21 Mainet Street Pretoria

Complex Name **Complex Number**

Province/State * Gauteng **Postcode *** 0185 **Country *** South Africa

Is the Postal Address same as the Residential Address? No Yes

Postal Address

P.O Box POSBUS **Suburb** SINOVILLE **City *** SINOVILLE

Province/State * Province/State **Postcode *** Postal Code **Country *** South Africa

Personal Details Notes:

- If satisfied, click the “Start Application” button to go to the next tab which is “Employment Details”

CASE MANAGEMENT

Z102 form details for ET [REDACTED] WT20170 [REDACTED] 31854165

Personal Details | **Employment Details** | Dependants Details | Applicant Details | Payment Details | Supporting Documents | Employer Representative

The (*) refers to a mandatory/required field. Pension Number: [REDACTED]

Employer Code * [000055] | Employer Name * [SOUTH AFRICAN POLICE SERVICE] | Occupation Code * [SAPS]

Commencement date: [1984-02-06] | Service Termination Date * [2017-02-28]

Period covered by pension contributions []

Pension Retirement Age : (As per service conditions) [60]

Annual pensionable salary reflecting the increase periods during last three (3) years or whole period if shorter. Please do not capture cents in the salary values, please round to the nearest rand value. When completing salaries, please round down from 49 cents downwards and round up from 50 cents up. Examples : (1) R535435.40 round down to R535,435 (2) R535435.60 round up to R535,436

Sort

- Click the “Get Rules” button in order to select the “Reason for Termination” after screening/amending the employment details.

Sort

Period From* [2016-07-01]	Period To* [2017-02-28]	Annual Salary* [345420]	[+]	[-]
Period From* [2016-04-01]	Period To* [2016-06-30]	Annual Salary* [332133]	[+]	[-]
Period From* [2015-04-01]	Period To* [2016-03-31]	Annual Salary* [308673]	[+]	[-]
Period From* [2014-04-01]	Period To* [2015-03-31]	Annual Salary* [288480]	[+]	[-]

Add Item(s)

Bought service period to be recognised

Add Item(s)

Break in service period to be disregarded

Add Item(s)

Reason For Termination * Required [-- Please Select --] **Get Rules**

Age at Exit [0]

- In this instance it will be “Death”.
- Choose the appropriate option.
- The following fields will be populated: “Age at Exit”, “Pensionable Years”, “Exit Rule” and “Exit Sub Rule”.

Reason For Termination *

Death

Age at Exit

51

Pensionable Years

33

Exit Rule

14.5

Exit Sub-Rule

14.5.2 + 14.1.1(a) + 14.2.1(a) + 14.2.1(b) + 14.2.4(b)(i)(AA) + 14.2.4(a)

Total Debt(Department liability) **Debt Dispute**

Employment Details Notes:

2014-04-01 2015-03-31 288480

Bought service period to be recognised

Break in service period to be disregarded

Reason For Termination * Required

-- Please Select --

- Please Select --
- Death
- Death - Injury on duty
- Death with Surviving Spouse

0

Exit Rule

Exit Sub-Rule

Total Debt(Department liability) **Debt Dispute**

- If satisfied, go to the green "Proceed" button to continue to the next tab which is "Dependants Details".

The screenshot shows a web form with the following sections:

- Exit Rule:** A text input field containing "14.5".
- Exit Sub-Rule:** A text input field containing "14.5.2 + 14.1.1(a) + 14.2.1(a) + 14.2.1(b) + 14.2.4(b)(i)(AA) + 14.2.4(a)".
- Total Debt (Department liability):** An empty text input field.
- Debt Dispute:** A checkbox followed by an empty text input field.
- Employment Details Notes:** A large empty text area for notes.
- Navigation:** "Back" and "Proceed" buttons at the bottom.

➤ You will notice that this is a new tab because we are now dealing with a “Death” case.

The screenshot shows the GEPF (Government Employees Pension Fund) Z102 form details page. The header includes the GEPF logo and the user name "Andiswa Malla". The page is titled "Z102 form details for E[redacted] WT20170228134". The "Dependants Details" tab is selected, showing a list of dependants. The form includes the following fields:

- Pension Number:** A text input field.
- Personal Details:** Surname *Required, Initials *Required, and First Names(s) *Required.
- Identification:** ID Number *13 digits required, Passport Number *Required, and Date of Birth *Required (YYYY-MM-DD).
- Relationship:** Relationship to member *Required (dropdown menu) and a Remove button.
- Notes:** An "Add Dependant(s)" button and a text area for "Dependant(s) Details Notes" containing placeholder text.

- Fill in the “Dependants Details” tab with the available dependants’ information that you have.
- Note that the “Relationship to member” field is “Required”

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CASE MANAGEMENT

Z102 form details for ET [redacted]

Personal Details | Employment Details | **Dependants Details** | Applicant Details | Payment Details | Supporting Documents | Employer Representative

Pension Number: [redacted]

Surname * Mathabatha | Initials * L | First Names(s) * Tito

ID Number 8512045236088 | Passport Number | Date OF Birth * 1985-12-04

Relationship to member *Required

- PLEASE SELECT ---
- PLEASE SELECT ---
- Spouse
- Adopted Child
- Step Child
- Natural Child
- Parent

Remove

Dependant(s) Details Notes:

➤ If you selected e.g. “Spouse”, “Spouse Status” will be “Required” as shown below.

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CASE MANAGEMENT

Z102 form details for ET [redacted] WT2017022813431 [redacted]

Personal Details | Employment Details | **Dependants Details** | Applicant Details | Payment Details | Supporting Documents | Employer Representative

Pension Number: [redacted]

Surname * Mathabatha | Initials * L | First Names(s) * Tito

ID Number [redacted] | Passport Number | Date OF Birth * 1985-12-04

Relationship to member * Spouse

Spouse Status *Required

- PLEASE SELECT ---
- PLEASE SELECT ---
- Married
- Divorced
- Widow/er

Remove

Add Dependant(s)

Dependant(s) Details Notes:

- The next step will be to “Add Dependants” if any.
- In this instance there is a child.
- The “Relationship to Member” is a “Required” field and it must be filled e.g. “Natural Child”.

The screenshot shows a web interface for adding a dependant. On the left is a sidebar with 'Inbox', 'Create Case', 'Case Enquiry', and 'MR ET'. The main area has tabs for 'Details', 'Documents', and 'Representative'. The form contains the following fields:

- Pension Number: [Redacted]
- Member 1: Surname (Mathabatha), Initials (L), First Names (Tito), ID Number, Passport Number, Date of Birth (1985-12-04), Relationship to member (Spouse), Spouse Status (Married).
- Member 2: Surname (Mathabatha), Initials (M), First Names (Marley), ID Number, Passport Number, Date of Birth (1998-12-04), Relationship to member (dropdown menu open).

The dropdown menu for 'Relationship to member' is open, showing options: '--- PLEASE SELECT ---', 'Spouse', 'Adopted Child', 'Step Child', 'Natural Child' (highlighted), and 'Parent'.

➤ The child status is also needed e.g. "Full Time Student"

This screenshot shows the same form as above, but with the 'Child Status' dropdown menu open for the second member. The 'Relationship to member' is now set to 'Natural Child'. The 'Child Status' dropdown menu shows options: 'Full Time Student' (highlighted), '--- PLEASE SELECT ---', 'Under 18', 'Full Time Student', 'Disabled', and 'Must be 18 Or Older'. There is also an 'Add Dependant(s)' button and a 'Dependant(s) Details Notes' field.

➤ If satisfied you may go to the green "Proceed" button which will take you to the next tab which is "Applicant Details".

➤ “Applicant Details” should be filled according to the information you have.

- You will notice that in this instance the applicant is “Advocate” as this is a death case and the family might be represented by the Advocate.
- Details should be filled as shown below and according to the documents you have.

The screenshot shows a web application interface with a sidebar on the left containing 'Inbox', 'Create Case', and 'Case Enquiry' options. The main content area is titled 'Details' and contains a form with the following fields:

- Title ***: Dropdown menu with 'ADVOCATE' selected.
- Initials ***: Text input with 'V'.
- First Name ***: Text input with 'Vusumuzi'.
- Surname ***: Text input with 'Ramajwe'.
- ID No / Passport ***: Text input with '36088'.
- Postal Address**: Section header for the following fields:
 - Address ***: Text input with '45 Cross Street'.
 - Suburb ***: Text input with 'Mooiplaas'.
 - City ***: Text input with 'Kroonstad'.
 - Province/State ***: Text input with 'Free State'.
 - Postal Code ***: Text input with '9501'.
 - Country ***: Dropdown menu with 'South Africa' selected.
- Tel No. ***: Text input with '0562411456'.
- Cell No. ***: Text input with '0728388774'.

At the bottom of the form is a text area labeled 'Applicant Details Notes:'.

➤ If satisfied, go to the green “Proceed” button to go to next tab which is “Payment Details”

This is a close-up view of the 'Postal Address' section of the form. It contains the following fields:

- Address ***: 45 Cross Street
- Suburb ***: Mooiplaas
- City ***: Kroonstad
- Province/State ***: Free State
- Postal Code ***: 9501
- Country ***: South Africa
- Tel No. ***: 0562411456
- Cell No. ***: 0728388774

Below these fields is a large text area for 'Applicant Details Notes:'. At the bottom of the form, there are two buttons: a black 'Back' button on the left and a green 'Proceed' button on the right.

➤ Select the “Method of Payment” according to the information that you have.

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CASE MANAGEMENT

Inbox

Create Case

Case Enquiry

IN-PROGRESS

MR ET

Z102 form details for ET

Personal Details | Employment Details | Dependants Details | Applicant Details | **Payment Details** | Supporting Documents | Employer Representative

The (*) refers to a mandatory/required field. Pension Number: []

Method of payment (Applicant) *

- Please Select -
- Please Select -
- Unclaimed
- International Bank
- Bank
- Master of Supreme Court

Payment Details Notes:

Back Proceed

- In this instance the method of payment is the “Bank”.
- The “Banking Details” fields will be reflected and the treatment will be the same as on Resignation cases above.

Inbox

Create Case

Case Enquiry

IN-PROGRESS

MR ET

Personal Details | Employment Details | Dependants Details | Applicant Details | **Payment Details** | Supporting Documents | Employer Representative

The (*) refers to a mandatory/required field. Pension Number: []

Method of payment (Applicant) * Bank

Banking Details:

Name of account holder * V Ramajwe

Bank Name * ABSA Branch Name * ABSA GENERIC

Branch Code * 632005 Account Number * [] Account Type * CHEQUE

Payment Details Notes:

Back Proceed

- Scroll down the page to click the “Proceed” button.

V Ramajwe

Bank Name * ABSA

Branch Name * ABSA GENERIC

Branch Code * 632005

Account Number * [REDACTED]

Account Type * CHEQUE

Payment Details Notes:

[REDACTED]

Back Proceed

- The next tab is the “Supporting Documents” tab.
- Click either the “Yes” or “No” button as you proceed to complete this tab.
- Upload your document/s

CASE MANAGEMENT

Inbox

Create Case

Case Enquiry

IN-PROGRESS

MR ET [REDACTED]

Z102 form details for ET [REDACTED] WT2017022 [REDACTED]

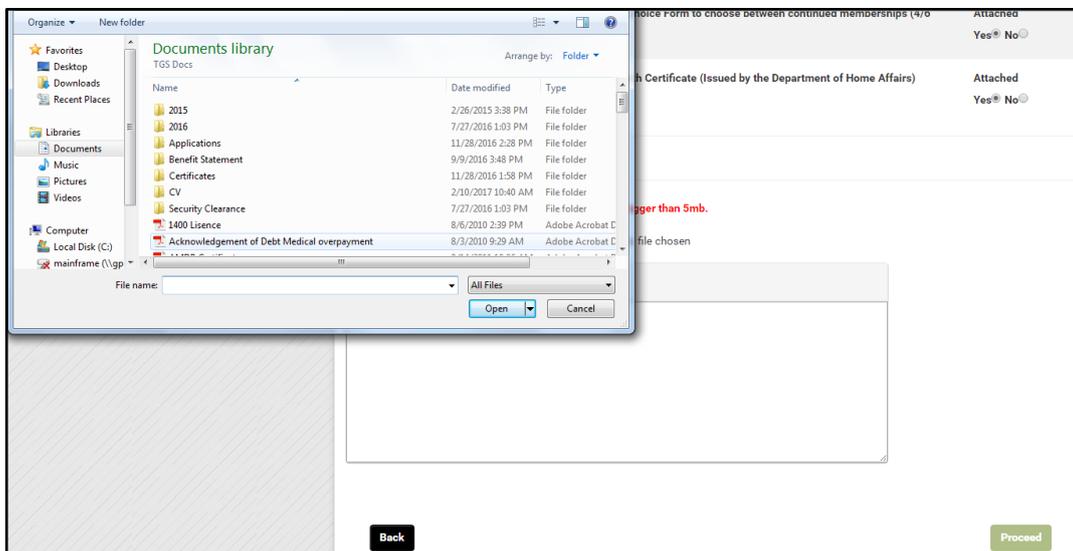
Personal Details Employment Details Dependants Details Applicant Details Payment Details Supporting Documents Employer Representative

The (*) refers to a mandatory/required field. Pension Number: [REDACTED]

Please tick the appropriate boxes below to indicate that all the required supporting documentation will be attached. Please upload the supporting documents in the sequence as indicated on the checklist.

A copy of the deceased member's ID (preferably bar-coded) or Passport.)	Attached Yes <input checked="" type="radio"/> No <input type="radio"/>
Copy of the Nomination of Beneficiaries Form (WP1002), where available.	Attached Yes <input checked="" type="radio"/> No <input type="radio"/>
Duly completed Spouse's or Orphan's Pension Form (Z143). A separate application form is needed for each spouse, major child (over the age of 18) and/or guardian for a set of orphans.	Attached Yes <input checked="" type="radio"/> No <input type="radio"/>
Proof of termination of service is required such as a printout of the Service Attached Termination or Service Record from PERSAL stating the Payroll No (PERSAL No), Withdrawal reason, Withdrawal date, Salary level and notch on the last day of service of the member.	Attached Yes <input checked="" type="radio"/> No <input type="radio"/>
Conditional: For when a spouse is registered then an originally certified copy of the Marriage Certificate is required or alternatively an affidavit. For a Life Partnership: affidavits setting out the nature of the relationship, and indicators, (preferably with supporting documentation), of that relationship from a member of each party's family, a joint friend and/or an authorised member of any organisation, institution or society of which one or both parties has been a member.	Attached Yes <input checked="" type="radio"/> No <input type="radio"/>
An originally certified copy of an ID (must be bar-coded) or Passport of the applicant / spouse – exceptions as per ID Policy.	Attached Yes <input checked="" type="radio"/> No <input type="radio"/>

Duly completed ACB Bank Particulars Form (Z894) or for actuarial transfer to an approved external retirement fund a duly completed Z1525 form with Particulars of approved external retirement fund for transfer of funds.	Attached Yes <input checked="" type="radio"/> No <input type="radio"/>
Conditional: For debt deduction: An originally certified copy of a Court Order or Member's approval in writing for debt due to Negligence, Misconduct or Theft as per GEP Law - Section 21.3(c) or in respect of debt for more than the value of R10,000.	Attached Yes <input type="radio"/> No <input checked="" type="radio"/>
Conditional: Where the deceased member had a previous marriage, an originally certified copy of the former spouse's ID (must be bar-coded) or Passport, Marriage Certificate, Death Certificate, Settlement Agreement and/or Decree of Divorce are needed. Where payments are due to an ex-spouse, an ACB Bank Particulars Form (Z894) is needed. Divorce Settlement Agreements for the division of pension interest are only effective from 1 August 1989 as per the amendment to the Divorce Act1 and a separate Withdrawal from Fund Form (Z102) completed by the employer is needed.	Attached Yes <input type="radio"/> No <input checked="" type="radio"/>
Conditional: For any possible dependants (current marriage or previous marriage) (natural or adopted), an originally certified copy of the Full Birth Certificate or ID (must be bar-coded). Benefits will be paid to the Master of the High Court for minors. In order to establish dependency an originally certified copy of a Court Order in respect of maintenance payable where applicable.	Attached Yes <input checked="" type="radio"/> No <input type="radio"/>
Conditional: If a student is applicable and over 18 years but less than 22 years, proof of registration is required from the institution. If the child is disabled and over 18, medical proof of the disability and of financial dependency is required through an Affidavit that states the: amount of financial dependency and personal income of person concerned.	Attached Yes <input type="radio"/> No <input checked="" type="radio"/>
Conditional: If an adopted child is applicable, an originally certified copy of a Legal Adoption Certificate (Issued by the Department of Home Affairs) is required upon which the names of the adopted parents appear.	Attached Yes <input checked="" type="radio"/> No <input type="radio"/>
Conditional: For children in the care of a guardian (from current or previous marriage) (natural or adopted), a letter from a Magistrate or Master of the High Court that indicates the appointment as guardian over the children is required.	Attached Yes <input type="radio"/> No <input checked="" type="radio"/>
Conditional: For when a portion of the benefit payable is due to an Estate, an originally certified copy of the letter of Executorship is needed.	Attached Yes <input checked="" type="radio"/> No <input type="radio"/>
Conditional: If a Trust is applicable, a copy of the letter of authorisation from the Master of the High Court and a copy of the Trust Deed are needed. A duly completed ACB Bank Particulars Form (Z894) is required for the Trust.	Attached Yes <input type="radio"/> No <input checked="" type="radio"/>



A duly completed State Subsidised Medical Contribution Choice Form to choose between continued memberships (4/0 GEPF subsidised) or the payment of an once-off gratuity. Attached
Yes No

An originally certified copy of the deceased member's Death Certificate (Issued by the Department of Home Affairs) Attached
Yes No

Document Management

! Uploaded documents must be pdf format and not be bigger than 5mb.

Multiple Document Uploader No file chosen

UPLOAD QUEUE
Files in Queue: 1

Name	Size	Progress	Status	Actions
1400 Lisence.pdf	0.11 MB	<div style="width: 100%; height: 10px; background-color: #6aa84f;"></div>	✓	<input type="button" value="Upload"/> <input type="button" value="View PDF"/> <input type="button" value="Remove"/>

Queue progress:

Supporting Documents Notes:

UPLOAD QUEUE
Files in Queue: 1

Name	Size	Progress	Status	Actions
1400 Lisence.pdf	0.11 MB	<div style="width: 100%; height: 10px; background-color: #6aa84f;"></div>	✓	<input type="button" value="Upload"/> <input type="button" value="View PDF"/> <input type="button" value="Remove"/>

Queue progress:

Supporting Documents Notes:

- If satisfied go to the green “Proceed” button to go to the next tab which is “Employer Representative”.
- This tab should be treated similar to the Resignation cases above.

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CASE MANAGEMENT

Inbox

Create Case

Case Enquiry

IN-PROGRESS

MR ET

Z102 form details for ET

Personal Details | Employment Details | Dependants Details | Applicant Details | Payment Details | Supporting Documents | Employer Representative

The (*) refers to a mandatory/required field. Pension Number: []

Case Created By

Full Name: Andiswa Maila | Designation: Capturer | Tel No: 0122192323

Fax No.: 01221231231 | E-mail: tester1@gpaa.gov.za

Postal Address: 34 Hamilton street | Suburb: Arcadia | City: Pretoria | Country: South Africa

Postal Code: 0001

Back | View Z102 | Submit Application

➤ Proceed to submit the case to the Verifier.

your investment. your future

CASE MANAGEMENT

Inbox

Create Case

Case Enquiry

IN-PROGRESS

MR ET

Z102 form details for ET

Personal Details | Employment Details | Dependants Details | Applicant Details | Payment Details | Supporting Documents | Employer Representative

The (*) refers to a mandatory/required field. Pension Number: []

Case Created By

Full Name: Andiswa Maila | Designation: Capturer | Tel No: 0122192323

Fax No.: 01221231231 | E-mail: tester1@gpaa.gov.za

Postal Address: 34 Hamilton street | Suburb: Arcadia | City: Pretoria | Country: South Africa

Postal Code: 0001

Back | View Z102 | Submit Application

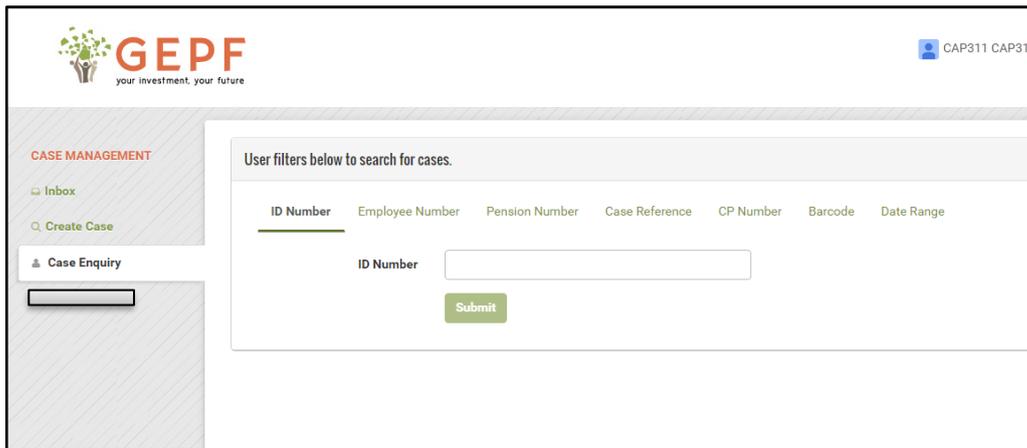
MR ET []

You have chosen to send this application to the Employer Verifier for approval. Do you want to continue?

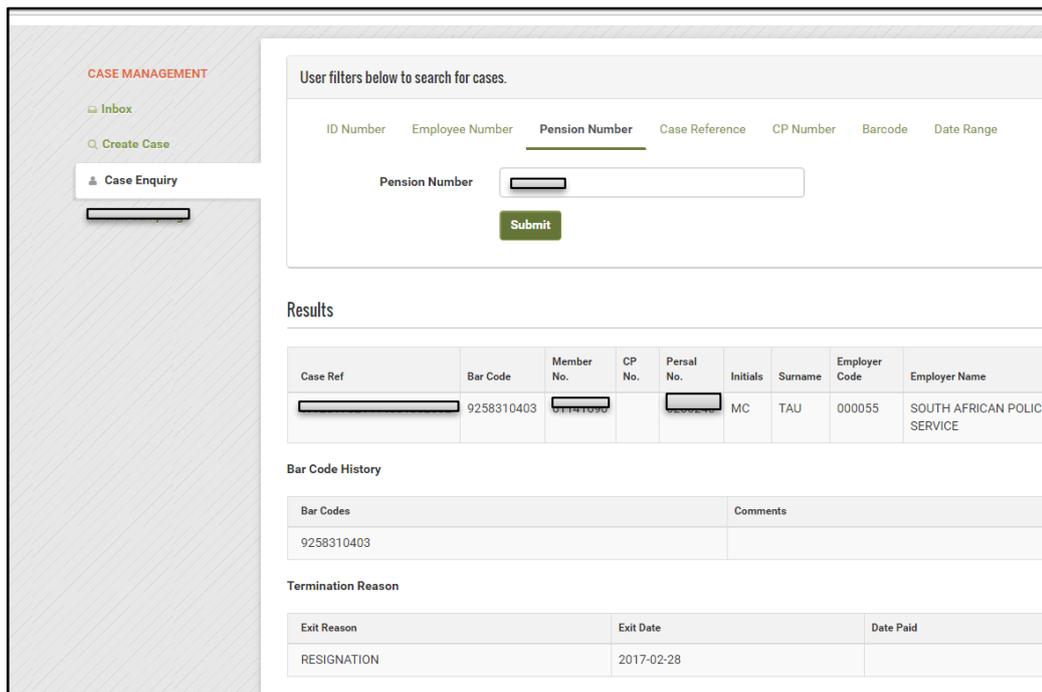
Cancel | Proceed

7. CASE ENQUIRY - CAPTURER AND VERIFIER

- You will click on the “Case Enquiry” function on the left-hand side of the screen as shown below.
- Use the filters below to search for a case e.g. ID Number, Employee Number, and Pension Number when you need to do an enquiry or status update on a case.



- You will be required to insert the number according to the filter chosen e.g. Pension Number, and then click “Submit”
- The “Results” will be shown on the middle part of the screen as shown below.



- You will need to scroll down the screen in order to see the bottom part of the screen.

Case Ref	Bar Code	No.	No.	No.	Initials	Surname	Code	Employer Name
	9258310403				MC	TAU	000055	SOUTH AFRICAN POLICE SERVICE

Bar Code History

Bar Codes	Comments
9258310403	

Termination Reason

Exit Reason	Exit Date	Date Paid
RESIGNATION	2017-02-28	

Payment Details

Method of payment (Applicant) *

Calculation Details

Pensionable Years

Exit Rule

Exit Sub Rule

Gross Benefit Amount	Gratuity	Annuity	Exit Code

- At the bottom of the screen you will see the “Audit Log” as shown below.
- You will be able to view the Status date, User Id, Username, Status and Comments of the case you need to enquire on.
- Read the audit log from bottom to top

Documents
Files Uploaded: 1

Name	Size	Progress	Status	Actions
AUTOGENERATED_Z102	0.06 MB	<div style="width: 100%;"></div>	✓	View PDF

Audit Log

Status Date	User ID	User Name	Status	Comments
2017-02-14 15:00:13.925	VER322	VER322 VER322	capture-approval-withdrawn	Member has withdrawn termination of service Member has withdrawn termination services
2017-02-14 14:40:56.600	CAP001	Andiswa Maila	Case Submitted for Employer Approval	
2017-02-14 14:30:47.401	CAP001	Andiswa Maila	In Employer Capturing	Application started.

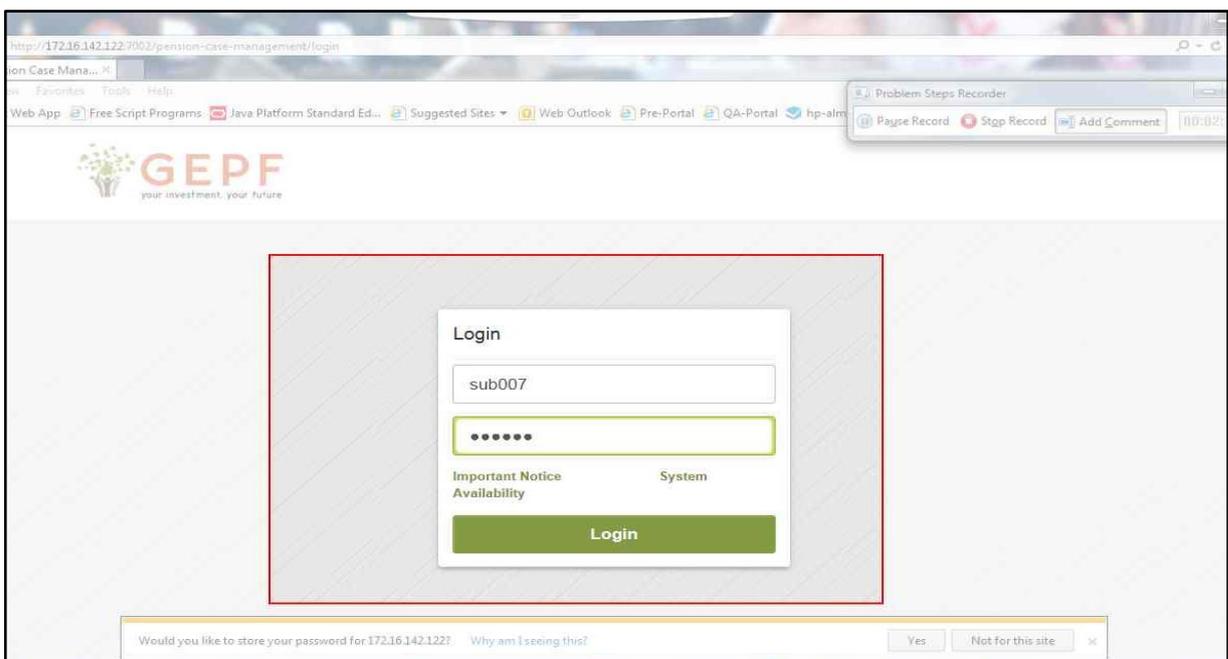
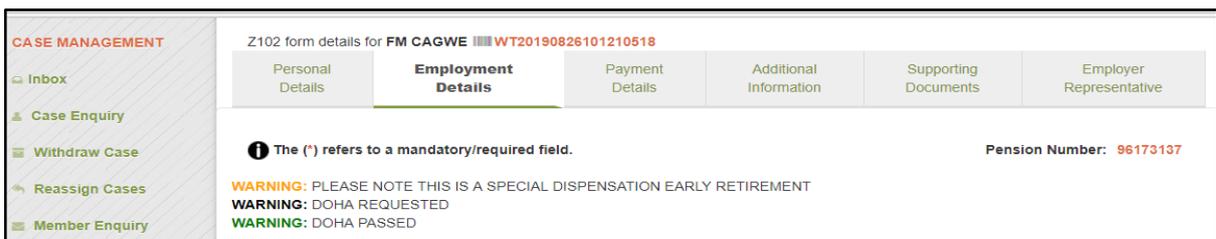
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© GPA | Privacy | Security | Terms of use

- All the above examples pertain to the role of the Capturer.
- The next section of the Employer User Guide focuses on the role of the Verifier.

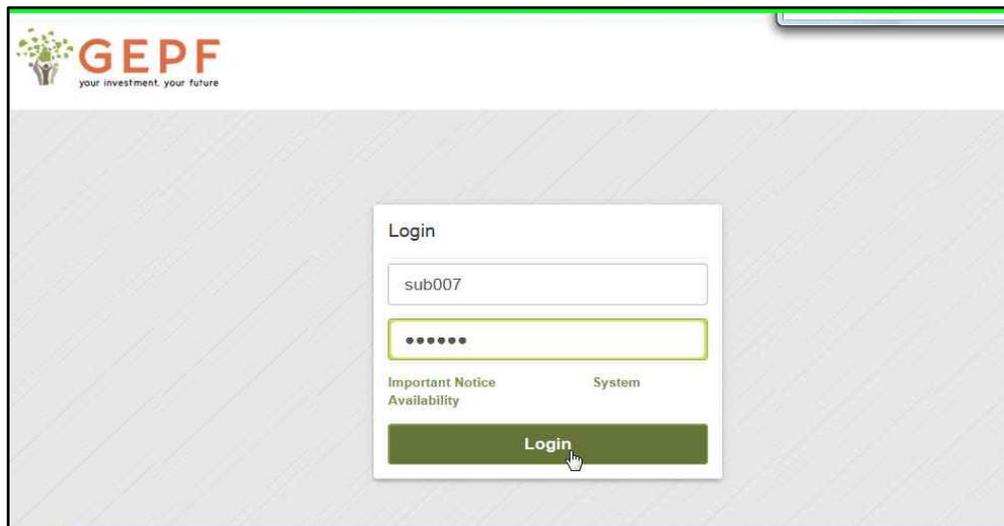
8. EMPLOYER VERIFIER

Notes to Remember:

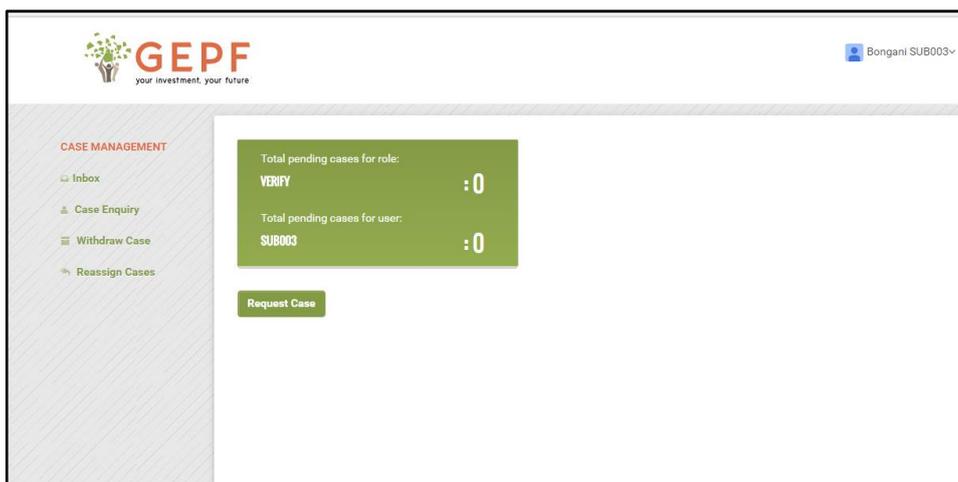
- Take note that all fields are “locked”(greyed out) for the Verifier profile which means that you will not be allowed to amend information in the respective fields.
- Also note that if you reject a particular tab screen, you will still proceed through all the tab screens until completion of the application.
- At the end of the verification process, such a case with a rejection will have to be rejected to the Capturer for correction.
- If all tabs have been approved, you will be allowed to submit the application to the GPAA.
- The Employer Verifier will login to the PCM application by using the user id and password allocated to him/her by GPAA as shown in the screen below.
- **If the case is for Special Dispensation Early Retirement without liability, the Verifier should check the warning on top of the screen as shown in the below screen and approve accordingly.**



- "Login" (push button) e.g. Username: SUB007 and password as the Verifier.



- After you have clicked the Login button, the screen below will be shown.



- If there are cases in the Verifier Inbox it will be shown as per the following screen.
- There is one case Pending.
- You/Verifier should navigate the cursor and click on the name in the box showing "NEW"

- Click on the “View Application” button after identifying that it is the correct case that you intend verifying.
- The “Personal Details” tab will appear as shown below.
- Take note that this is an example of a Resignation case.

- You will scroll down the page verifying all the fields in conjunction with the supporting documents at your disposal.

The screenshot shows a web form with the following sections:

- Email Address:** A text input field.
- Residential Address:**
 - Street Name *:** PHALABORWA
 - Street Number:** [Empty]
 - City *:** PHALABORWA
 - Complex Name:** [Empty]
 - Complex Number:** [Empty]
 - Province/State *:** Gauteng
 - Postcode *:** 0001
 - Country *:** South Africa
- Is the Postal Address same as the Residential Address?:** No * Yes
- Postal Address:**
 - P.O. Box:** PO BOX 317
 - Suburb:** PHALABORWA
 - City *:** PHALABORWA
 - Province/State *:** Gauteng
 - Postcode *:** 1390
 - Country *:** South Africa
- Reject Reason:** A dropdown menu with "-- Please Select --".
- Personal Details Notes:** A text area at the bottom.

- If you are satisfied with all the fields, you will scroll down towards the end of the screen to approve the “Personal Details” tab as shown below or alternatively if you identify any error(s), reject the tab screen and proceed to the next tab screen.

This screenshot shows the bottom portion of the form, including:

- Is the Postal Address same as the Residential Address?:** No * Yes
- Postal Address:** Same fields as the previous screenshot.
- Reject Reason:** A dropdown menu with "-- Please Select --" highlighted by a green border.
- Personal Details Notes:** A large empty text area.
- Action Buttons:** "Cancel", "Reject", and "Approve" buttons at the bottom.

- After approving, the next tab “Employment Details” will be reflected as shown below.

Z102 form details for **SO GROVE** **WT2017021309231851102**

Personal Details | **Employment Details** | Payment Details | Supporting Documents | Employer Representative

! The (*) refers to a mandatory/required field. Pension Number: **99086198**

WARNING: DOHA REQUESTED
WARNING: DOHA Name mismatch - SELBY OWEN
WARNING: DOHA FAILED

Employer Code * 000055
Employer Name * SOUTH AFRICAN POLICE SERVICE
Occupation Code * SAPS

Commencement date: 2016-01-01
Period covered by pension contributions
Service Termination Date * 2017-02-13

Pension Retirement Age : (As per service conditions) 60

Annual pensionable salary reflecting the increase periods during last three (3) years or whole period if shorter. Please do not capture cents in the salary values, please round to the nearest rand value. When completing salaries, please round down from 49 cents downwards and round up from 50 cents up. Examples : (1) R535435.40 round down to R535,435 (2) R535435.60 round up to R535,436

➤ If satisfied, you may proceed to approve or if not satisfied you must reject as shown in the below screen.

Exit Sub-Rule

14.4.1(a)

Total Debt(Department liability) Debt Dispute

Reject Reason

-- Please Select --

Employment Details Notes:

Back Reject Approve

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➤ The following tab will be “Payment Details” where you will verify the banking details.

CASE MANAGEMENT

Inbox

Case Enquiry

Withdraw Case

Reassign Cases

IN-PROGRESS

MRS [redacted]

DOCUMENTS

AUTOGENERATED_Z102

supporting documents 2.pdf

Z102 form details for [redacted]

Personal Details | Employment Details | **Payment Details** | Supporting Documents | Employer Representative

The (*) refers to a mandatory/required field. Pension Number: [redacted]

WARNING: Bank Verification requested
WARNING: DOHA REQUESTED
WARNING: DOHA PASSED
WARNING: Bank validation successful.

Method of payment (Applicant) * Bank

Banking Details:

Name of account holder * [redacted]

Bank Name * ABSA [ABSABANK] Branch Name * ABSA GENERIC

Branch Code * 632005 [ABSABANK] Account Number * [redacted] Account Type * CHEQUE

Reject Reason: - Please Select -

- Proceed to the next tab which is the “Supporting Documents” tab, after approving or rejecting the previous tab.

CASE MANAGEMENT

Inbox

Case Enquiry

Withdraw Case

Reassign Cases

IN-PROGRESS

MR SO [redacted]

DOCUMENTS

AUTOGENERATED_Z102

admission of member to gepf sop.pdf

Z102 form details for [redacted]

Personal Details | Employment Details | Payment Details | **Supporting Documents** | Employer Representative

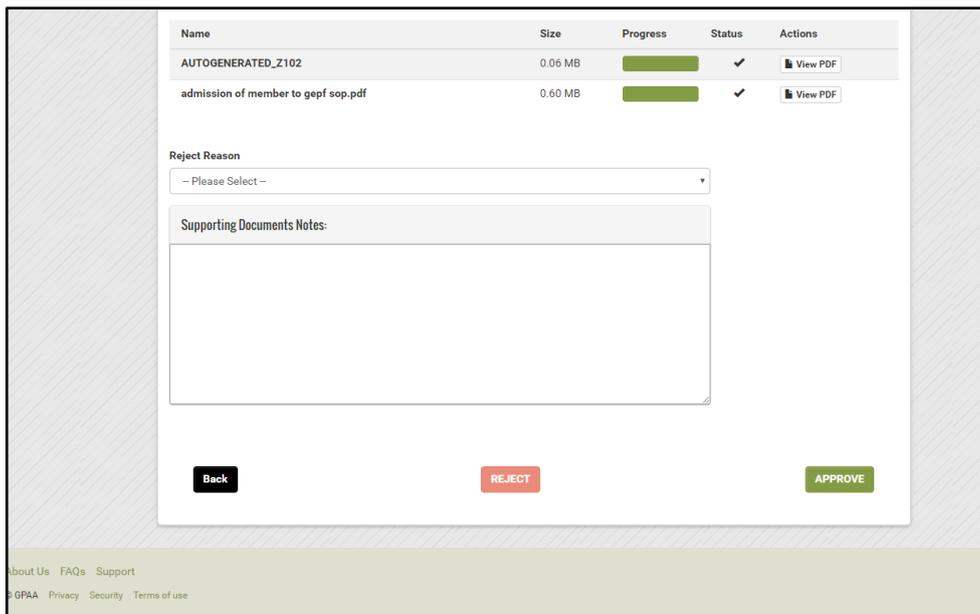
The (*) refers to a mandatory/required field. Pension Number: 99086198

WARNING: DOHA REQUESTED
WARNING: DOHA Name mismatch - SELBY OWEN
WARNING: DOHA FAILED

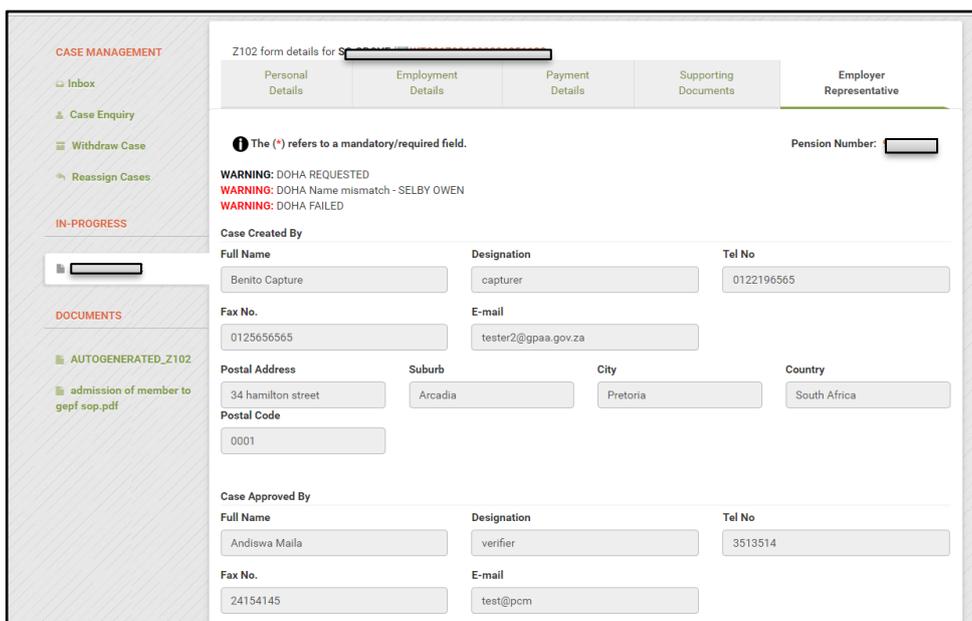
Please tick the appropriate boxes below to indicate that all the required supporting documentation will be attached. Please upload the supporting documents in the sequence as indicated on the checklist.

An originally certified copy of an ID (must be bar-coded) or Attached Passport of the member – exceptions as per ID Policy.	Attached	Yes No
Proof of termination of service is required such as a printout of Attached the Service Termination or Service Record from PERSAL stating the Payroll No (PERSAL No), Withdrawal reason, Withdrawal date, Salary level and notch on the last day of service of the member.	Attached	Yes No
Conditional: For when the surname of the person is different to the surname on the ID, Passport or Death Certificate. Only proof from the Department of Home Affairs is required to confirm the surname	Attached	Yes No
Duly completed ACB Bank Particulars Form (Z894) or for actuarial transfer to an approved external retirement fund a duly completed Z1525 form with Particulars of approved external retirement fund for transfer of funds.	Attached	Yes No
Originally signed GEPF Resignation Choice Form from the member where a once-off irrevocable choice is made between: Option 1: receiving a once-off gratuity payment into own account; or Option 2: transferring the benefit to an approved external retirement fund.	Attached	Yes No
Copy of a letter of approval for discharge signed by the Head Attached of an office (Department), stating the reason for discharge (Misconduct or Ill-health by own doing), applicable section of the act and date of resignation.	Attached	Yes No

- Approve or reject.



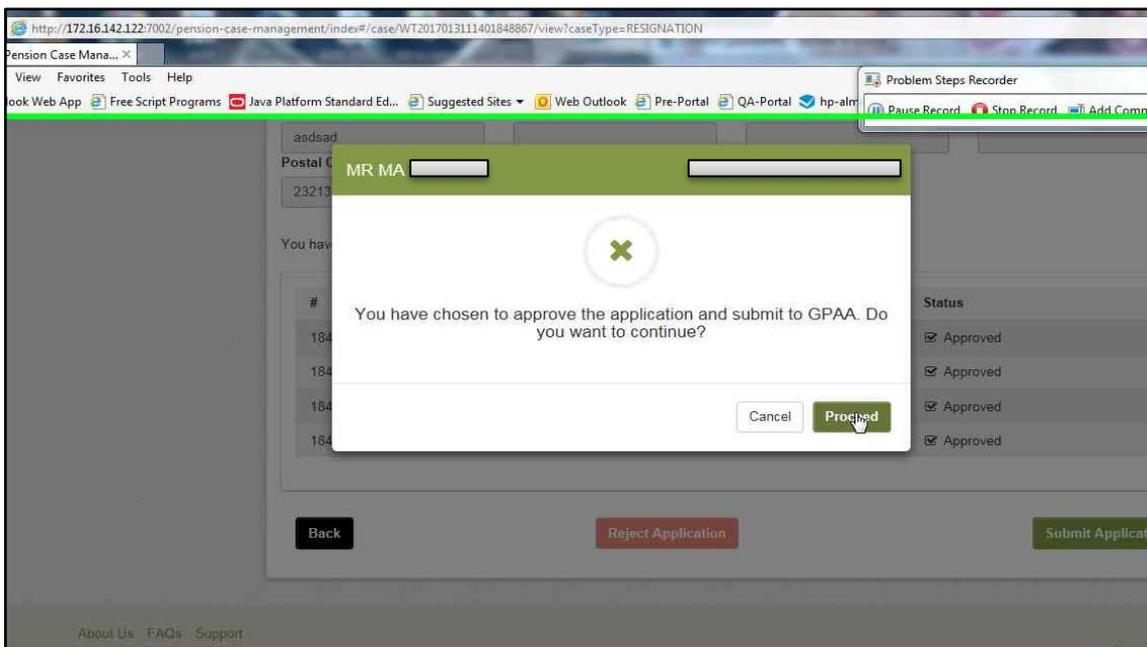
➤ The following tab will be the “Employer Representative” tab.



- This tab will provide you with the details of the Capturer as well as yourself as the Verifier.
- Below these details, you will find the actions that you have performed for every tab screen, that being the actions of either “reject” or “approve”.
- If you have approved all tab screens, you will be allowed to click the “Submit Application” button which will be activated.
- This will allow you to then submit the application to the GPAA.
- If you have rejected any tab screen, the “Reject Application” button will be activated which will then allow you to reject the application back to the Capturer.

#	Section	Status
1853379	ATTACHMENTS	Approved
1853378	PAYMENT_DETAILS	Approved
1853377	EMPLOYMENT_DETAILS	Approved
1853376	PERSONAL_DETAILS	Approved

- After clicking the “Submit Application” button, the following screen will be shown
- You will click the “Proceed” button so that the application can be submitted to the GPAA.
- In either instance, the application will then be removed from your Inbox, which will allow you to proceed with the next application.



9. WITHDRAWING A CASE

- The application can be withdrawn due to the following reasons (on Dropdown Menu):
 - Member has withdrawn termination of service.
 - Incorrect termination type has been selected.
 - New information has been received.
 - Other.
- NB. In the case where "Other" has been selected, the textbox should then pop-up where you will need to type the reason for the application withdrawal.
 - Select the "Withdraw Case" function on the left hand side of the screen
 - Enter the Search criteria in order to search for the specific case to withdraw.

The screenshot displays the GEPF (Government Employees Pension Fund) web application interface for withdrawing an exit application. The main heading is "Withdraw Exit Application". Below this, there is a section titled "WITHDRAW" containing a search form. The form has five input fields: "ID Number", "Employee Number", "Pension Number", "Case Reference", and "Barcode". The "Pension Number" field is currently filled with the value "96160979". A green "Submit" button is positioned below the "Pension Number" field. To the left of the main content area is a sidebar menu under the heading "CASE MANAGEMENT". The menu items are "Inbox", "Case Enquiry", "Withdraw Case" (which is highlighted with a dark background), and "Reassign Cases". At the top left of the page is the GEPF logo with the tagline "your investment. your future". At the top right, the version number "VER322 VER322~" is displayed.

Select the "Submit" button

The search results will appear

Select "Withdraw Application"

The results will be like it is shown on the below screen.

Results

ID Number	Member Number	Title	Initials	Name & Surname	Gender	Comments
[REDACTED]	[REDACTED]	MRS	SCP	[REDACTED]	FEMALE	Withdraw Application

Personal Details of the Member

Personal Number [REDACTED]	Current Pension Number [REDACTED]	Title MRS
Initials SCP	Gender FEMALE	Surname [REDACTED]
First Name(s) [REDACTED]	Maiden Name [REDACTED]	Date of Birth 1973-02-19
Identity Number [REDACTED]	Income Tax Number [REDACTED]	

Initials SCP	Gender FEMALE	Surname [REDACTED] VENTER
First Name(s) [REDACTED] ETRONELLA	Maiden Name [REDACTED]	Date of Birth 1973-02-19
Identity Number [REDACTED] 2190194087	Income Tax Number [REDACTED] 2447097144	
Residential Address Pretoria Gauteng 0083		
Postal Address Pretoria Gauteng 0083		
Telephone Number 0 0 [REDACTED]	Cell Number [REDACTED] 26125646	E-mail [REDACTED]

Employment Details of the Member

Employer Code 000055	Occupation Code 4	Employer Name SOUTH AFRICAN POLICE SERVICE
Commencement Date 2015-12-01	Termination Date 2017-02-28	Exit Rule 14.4.1
Retirement Age [REDACTED]	Reason For Termination Resignation: Own Account	

- Scrolling down to the bottom of the screen you will be required to finish “Reason for Withdraw” (select from drop down menu) and also comments should be given in a comments box as shown below.

000055 4 SOUTH AFRICAN POLICE SERVICE

Commencement Date: 2015-12-01 Termination Date: 2017-02-28 Exit Rule: 14.4.1

Retirement Age: Reason For Termination: Resignation: Own Account

Reason for Withdrawal: -- Please Select -- * Required

Comments: commets! * Required

Cancel Withdraw

- After completing the reason and commenting, you must click on the “Withdraw” button and the following screen will be shown.
- You must click “Proceed” and the request will be processed.

MRS SCP

You have chosen to withdraw this application.
Do you want to continue?

Cancel Proceed

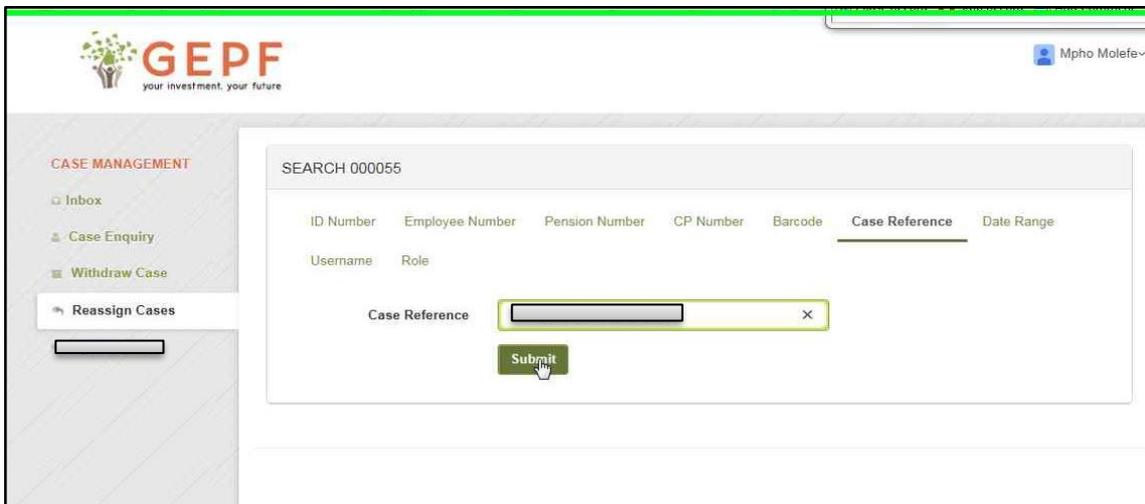
10. REASSIGNING CASE

- Click the “Reassign Case” function on the left hand side of the screen

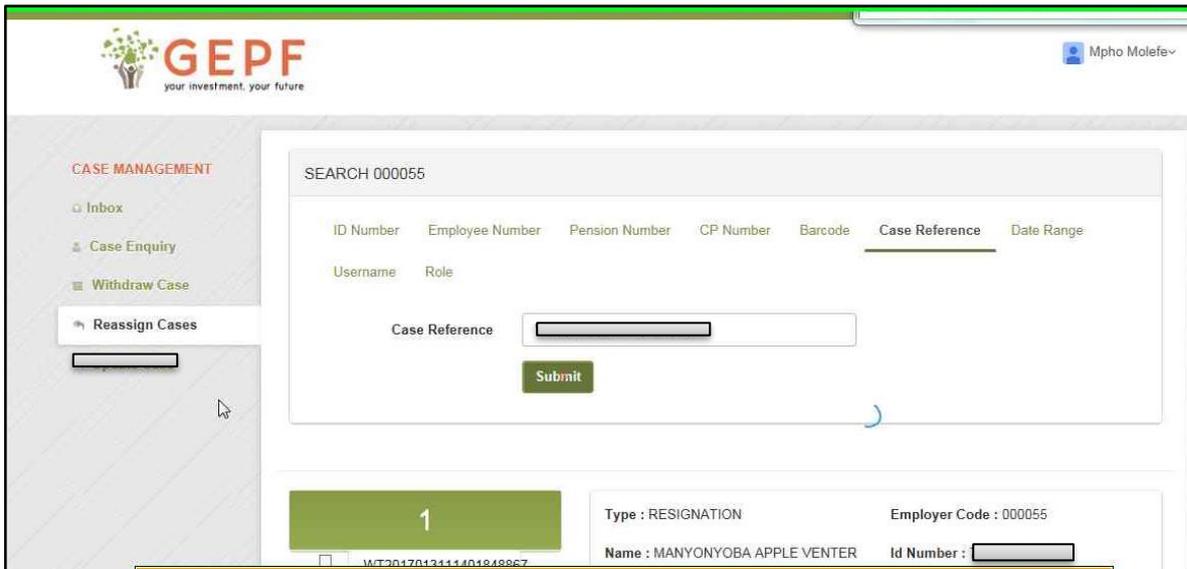
- You can identify a case by using the "ID No.; Employee No.; Pension No.; CP No.; Barcode or Case Reference" to search for a case.
- In the screen below the "Case Reference" was used.



- Type/Paste in the reference number and click "submit" as shown below.



- A search mouse wheel will start searching for that case.



➤ The case will open with all the details as shown below.



- Navigate to the small box below the green box numbered 1.
- Click into that small box for the assign functionality to be activated.

Username Role

Case Reference

Submit

1

WT2017013111401848867

Type : RESIGNATION Employer Code : 000055

Name : MANYONYOBA APPLE VENTER Id Number :

Gender : MALE Member Number :

Date Of Birth : 1977-12-18 Termination Date : 2017-01-31

Date Created : 2017-01-31 11:40:28.280 Last Actioned : 2017-01-31 11:41:22.685

Status : capture-application-next Assigned User :

Last Activity : 29 seconds

Select User

- Select the user, whom you want to assign the case to from the drop down arrow as shown below.

Type : RESIGNATION Employer Code : 000055

Name : MANYONYOBA APPLE VENTER Id Number :

Gender : MALE Member Number :

Date Of Birth : 1977-12-18 Termination Date : 2017-01-31

Date Created : 2017-01-31 11:40:28.280 Last Actioned : 2017-01-31 11:41:22.685

Status : capture-application-next Assigned User :

Last Activity : 29 seconds

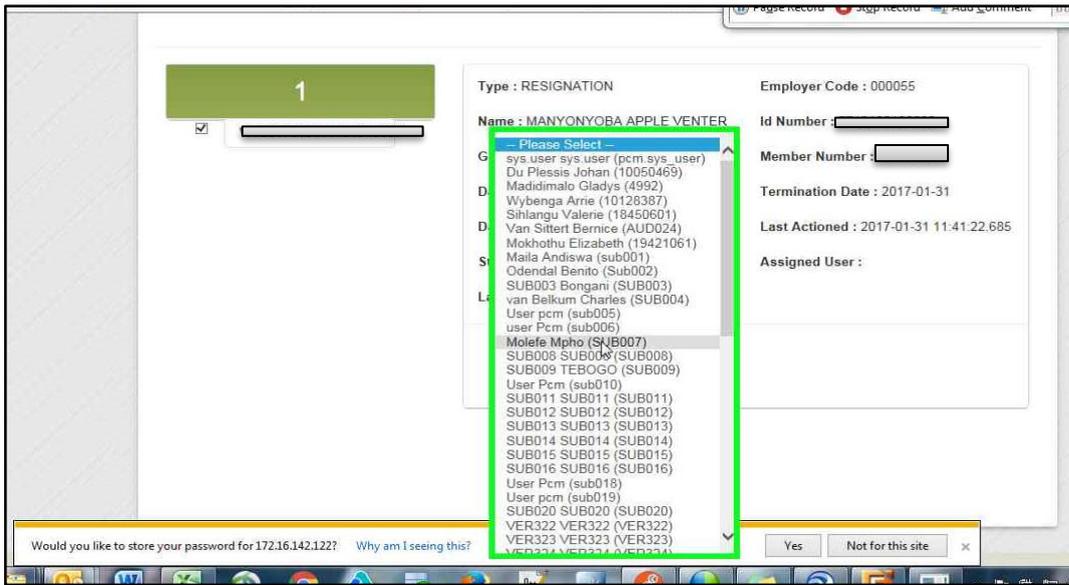
Select User

-- Please Select --

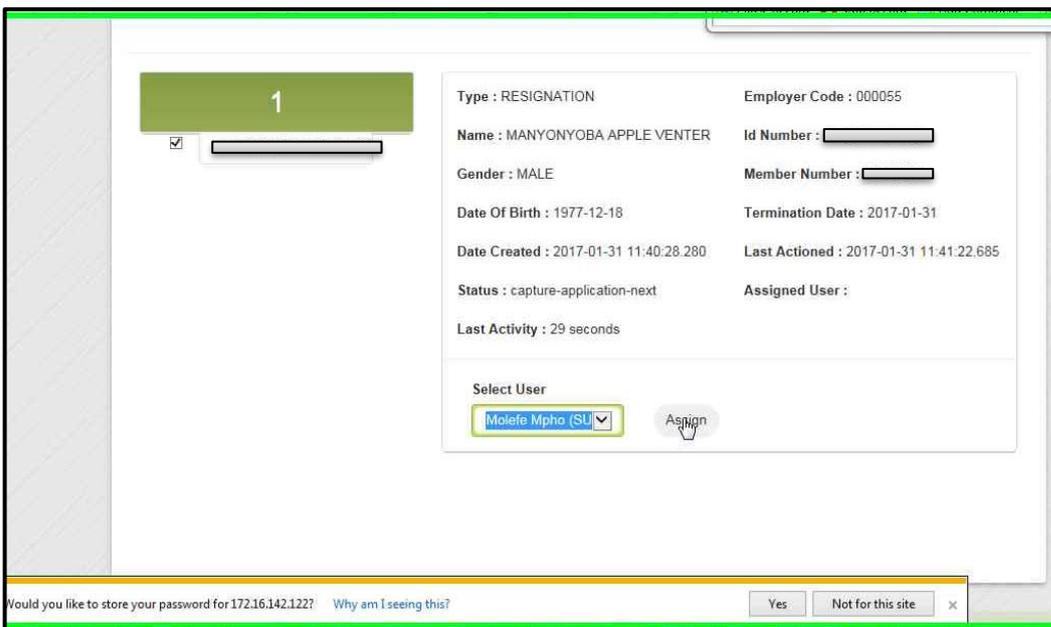
Assign

Would you like to store your password for 172.16.142.122? Why am I seeing this? Yes Not for this site x

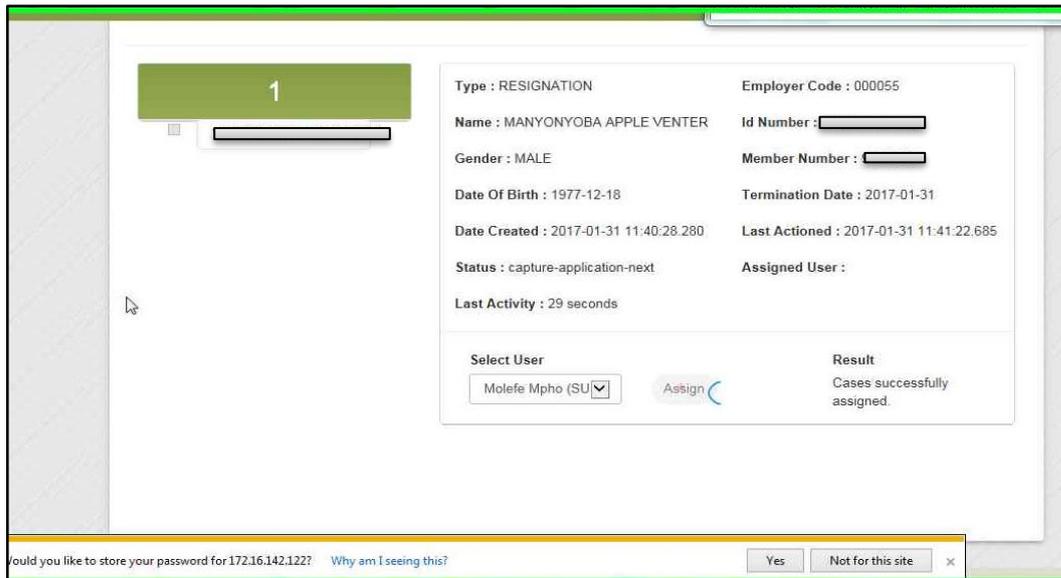
- A list of users will appear on the drop down list.
- Select who you want to assign a case to from the list. E.g. "Molefe Mpho (SUB007)"



➤ Click on "Assign" (push button) as shown below.



➤ The case will be forwarded/assigned to the selected user's inbox.



- The selected user can click on "Inbox" and use the reference number to view the case assigned to him/her.

11. SUPPORT AND FREQUENTLY ASKED QUESTIONS (FAQS)

- Q. When I navigate to the PCM website, it gives me a 401 Unauthorized message.
A. Refresh the page in your browser or press F5. The login screen should display.
- Q. I can't log in using my user name and password.
A. Retry using your username and password. If you still cannot login, send an email to PCMonline@gpaa.gov.za to reset your account.
- Q. How can I reset my password?
A. Log into your PCM account. In the right hand corner, click on your name which is a link and select "My Profile" option. On my profile screen, click the reset password button.
- Q. As a capturer, when I search for a member, I receive no records?
A. Firstly try all of the fields in the search criteria e.g. Pension number, Id number, Persal number etc. If you still cannot access the record, send an e-mail to PCMonline with the personal and employment details of the exiting member for further assistance or alternatively speak to your respective CLO to determine if the member record exists on Civpen.
- Q. As a capturer, when I search for a member, I receive records which state that the case does not have an ID number, date of birth, Pension number, Passport, Persal number. What should I do?
A. The above data is crucial to process the case. To proceed, send an email to PCMonline along with a screenshot of the screen to update the member's information on Civpen. Make sure to attach the necessary supporting documentation.
- Q. When I try to create a case, PCM says that there is an existing benefit application in progress. PCM will not allow me to create the case.
A. PCM will not allow case creation if there is an application in progress through one of the GPAA's other exit processes. You can ask your CLO to investigate the member records to identify who has exited the member.
- Q. I've created a case on PCM but I selected the wrong type of exit. Can I change my exit type?
A. Unfortunately you cannot change your exit type. You will need to request a withdrawal from your Verifier and then re-capture the case.
- Q. I want to pend a case. How do I do that?
A. PCM has no pend functionality. PCM will auto save as you move from tab to tab. The case will always be available with saved information by navigating back to your inbox.
- Q. I created a case, selected case type and filled in personal details tab. Why is the case not in my inbox?

- A. A case will only be created once a capturer clicks the start application button on the personal details tab and then moves to the employment details. If a capturer has not done that, all information captured will be lost.
- Q. How can I track the status of my case?
- A. You can use the PCM Case enquiry function. Each PCM user can track the status of a case.
- Q. Why can't I navigate to the tab that I want?
- A. PCM will only allow you to move one tab forward or backwards. This is by design to move in a linear fashion.
- Q. While on the "Certification Details" tab, I noticed that personal details are incorrect. How do I fix it?
- A. Send an email to PCMonline with the correct details. They will update it for you.
- Q. As a capturer, when I click submit on a case, it disappears from my inbox. Where is my case?
- A. Your case has been sent to your employer Verifier. When it does get sent, it will automatically disappear from your inbox and be routed to your Verifier.
- Q. For the capturer role, the request case button disappears. Where is it?
- A. The request case button will only become available if there are no cases in an inbox.
- Q. As a Case Admin, when I try to re-assign a case, the list box with assign names is empty?
- A. You do not have rights to assign the case. Check where the case is. Odds are you are trying to re-assign a case that is currently not in the same pool as yourself.
- Q. As a Case Admin, when I search for case, I get no return result even though the case is in the system.
- A. As a Case Admin, you may only re-assign a case if the case you want to re-assign belongs to the same organization and business unit as you. Check if the case belongs to your organization and business unit. If you are sure it does and the problem still persists, send an email to PCMonline.
- Q. I get a server error when processing my application. What must I do?
- A. Many server errors in PCM are produced by internet connectivity issues. Log out of PCM, log into PCM again and try to capture the application again. If the problem persists, send an email to PCMonline with details on what you were trying to do when the error occurred. Make sure to send your username, the pension number/id number/persal for the case you are working on as well as a screenshot of the server error that you received. We will investigate the issue and get back to you.
- Q. I am not receiving emails from GPAA to say that my case was sent to GPAA. What must I do?

- A. Your email is captured as part of your profile and was most probably captured incorrectly. Send an email to PCMonline with your current email address and ask them to update your email address.