

/... / COVID-19 Wage Subsidies

Wage Subsidy actions

This page is for all staff who are processing or updating COVID 19 wage subsidies.

▼ Common Processing Questions

Multiple Applications - adding notes

When adding notes on a record, please make sure you add this to **all records** associated with that applicant. This helps to make sure no important information is missed when speaking with an employer or dealing with repayments.

Locked Applications

Locked applications mean there may be an integrity investigation underway. If you pick up a locked application in S2P, please result the task under "Locked Application". If a client follows up on their application and we can see it's 'under investigation/locked' we can advise

"Your application has been escalated for us to look into it further to make sure you're entitled to the subsidy. We'll contact you as soon as we have an outcome"

Unfortunately, we don't have exact time frames for when the Integrity team will contact the applicant to discuss their application further.

Applicant is receiving other MSD assistance

Please do not investigate if an applicant is receiving other MSD assistance, this is a breach of Privacy.

Escalations/Action required

When escalating a case to be followed up, please include the application link.

It's in the website address bar at the end of the address (eg

https://best.ssi.govt.nz/ess/trader_applications/00000)

Note Escalations should go to your site Escalation team or Capability Developer. If you're unsure who this is, talk to your Manager.

Incorrect Application type

We should not decline an application where a self employed person has applied using the Employer application. Just check the application as you normally would.

You may notice Shareholders of a company have applied under separate self employed applications. If they aren't self employed, they'll need to reapply under the employer application. They will be listed in the IR Portal if this is the case.

Directors and Shareholders

If more than one person is involved in a business (including directors and shareholders), they should all be included in the employer application form.

If only one person is involved in a business (ie self employed), they should apply for themselves using the self employed application form.

If multiple directors/shareholders of a business are self employed and are using the self employed form to apply for themselves, they should use their personal IRD numbers in the applications, **not** their business IRD number.

Application details differ from previous applications

If application details other than the IR name and number are different from previous applications (ie contact details, bank account number), do not use this as a reason to decline an application. Contact the applicant to confirm we have the right details and once confirmed Approve.

▼ Steps to Processing Wage Subsidy applications

- ⚠ If you personally know someone that has applied for this assistance or the employer has applied for someone you know that might be an employee, please result the S2P task "Employer known". Do not approve or continue with the application you have picked up.

There are 16 different subsidy types in EES

- COVID 19 Wage Subsidy/Leave Payment Wage and Leave Payments submitted before 27/03/2020 4pm
- COVID 19 Consolidated Wage Subsidy Wage Subsidy submitted after 27/03/2020 4pm
- COVID 19 Essential Workers Leave Support Subsidy Leave support for essential workers submitted from 06/04/2020
- COVID 19 Leave Support Scheme Leave support for all workers from 1/05/2020 (replaced EWLS)
- COVID 19 Wage Subsidy Extension Wage Subsidy submitted from 10/06/2020 9am until 01/09 11.59pm
- COVID 19 Resurgence Wage Subsidy Wage Subsidy submitted from 21/08/2020 1pm
- COVID 19 Short Term Absence Payment Leave support for all workers from 9/02/2021 9am
- COVID 19 Wage Subsidy March 2021 Wage Subsidy submitted from 4/03/2021 1pm
- COVID 19 Wage Subsidy August 2021 Wage Subsidy submitted from 20/08/2021 9am
- COVID 19 Wage Subsidy August 2021 #2 Wage Subsidy submitted from 3/09/2021 9am
- COVID 19 Wage Subsidy August 2021 #3 Wage Subsidy submitted from 17/09/2021 9am
- COVID 19 Wage Subsidy August 2021 #4 Wage Subsidy submitted from 1/10/2021 9am

- COVID 19 Wage Subsidy August 2021 #5 Wage Subsidy submitted from 15/10/2021 9am
- COVID 19 Wage Subsidy August 2021 #6 Wage Subsidy submitted from 29/10/2021 9am
- COVID 19 Wage Subsidy August 2021 #7 Wage Subsidy submitted from 12/11/2021 9am
- COVID 19 Wage Subsidy August 2021 #8 Wage Subsidy submitted from 26/11/2021 9am

Before you start, please note

- Before processing an application in EES, please read all the comments to ensure nothing is missed. There are other teams working on these applications running integrity checks, escalations and IT fixes.
- Employers and self employed people cannot receive multiple COVID 19 payments for the same employee (or themselves) for the same period of time.
- An individual can be a self employed person and in an employer application (ie have a job as an employee and also have their own business). As long as the Business IRD number is different, we can process both applications.
- There is an IR portal to check employer details. Staff processing Sole Trader applications must not access this.
- Self employed applications require a phone call to IR.
 - Dial #25 first when calling applicants so they can see it's Work and Income calling and not an 'unknown number'.
- There are separate processes for [Leave Support Scheme](#) and [Short Term Absence Payment](#). If you identify a Leave Support or Short Term Absence Payment application, there are specialist processors currently working on these applications. Please do not touch these applications.

Applied too early?

You may come across an exception that looks like they've applied within 7 days of their previous payment ending. If the outcome from the application is to be approved based off the normal exception process, the system will not release their payment until the appropriate time. This doesn't need to be requeued.

› Employer process

Step	Action	Procedure
1.	Open task	Open task in S2P: <ul style="list-style-type: none"> • Click on the link Employer Subsidy icon in the S2P task to open the EES application:
2.	Check in EES tool	<ul style="list-style-type: none"> • Is the application locked? • Yes: do not continue, exit the application and result the S2P task "Locked application" • No: continue with the process • If no other applications, continue to step 3 Contact Employer/check Portal • Are there any other Wage Subsidy August 2021 applications listed? <p><i>The heading "Applications with the same IRD number" will display if there are other applications. Click on the 'All Applications' link at the</i></p>

		<p>bottom of the application to view other applications.</p> <p>There are multiple Wage Subsidy August 2021 applications:</p> <ul style="list-style-type: none"> • look at each one, checking the status, reason for application, created date, employees listed and their employment type • you are only able to result the application NTP (Next To Process) <p>Employee(s) listed on multiple applications for the same business IRD number:</p> <ul style="list-style-type: none"> • If there is already an approved Wage Subsidy August 2021 application, pick up the NTP (Next To Process) application, • click edit and remove any employees who have been paid already • add a comment and select update • contact Employer/check Portal (step 4) then approve (step 5) the subsequent application (if it matches)
3.	Check application details	<p>Check the application to confirm it's an Employer application.</p> <ul style="list-style-type: none"> • If there is only one employee listed and the applicant confirms they are actually a Self Employed individual, then move to step 3 in the Sole Trader process. • If the applicant confirms that the application is for a valid business and the employee is drawing a wage then continue to step 4 below.
4.	Contact Employer or use the portal	<p>Search the IR portal using their IRD number. Where the Employer details are:</p> <ul style="list-style-type: none"> • displayed (name may differ slightly that's ok): check the business name and employee count, if the details don't match, go to step 6, otherwise approve (go to step 5) • not displayed: contact the employer (go to step 4)
5.	Approve the payment	<ul style="list-style-type: none"> • Add a new comment • Update status in EES to 'Approve' (a pop up will appear confirming the application has been approved) • If you don't update the status to 'Approve', they won't get paid • Result S2P as 'Application Approved'.
6.	Application information doesn't match IR portal	<p>When the number of employees listed in the application doesn't match the IR portal:</p> <ul style="list-style-type: none"> • less than the number in the portal, or • 1 or 2 more than the number in the portal, • you can approve the application (step 4). <p>When the number of employees listed in the application is three or more, you will need to contact the employer.</p> <p>Contacting employers</p> <p>Three attempts at three different times should be made to contact the employer.</p> <p>Ask the employer to confirm details to verify you are speaking to the correct person (IRD number, contact email etc.)</p>

		<p>To record an unsuccessful contact:</p> <ul style="list-style-type: none"> • add a new comment in EES • result S2P task 'Employer Contact Unsuccessful and select 'Delay 4 Hours' <p>Note if you are calling an applicant to discuss their application and are unable to reach them please do not leave a message.</p> <p><u>On the 3rd attempt:</u></p> <ul style="list-style-type: none"> • add a new comment in EES unable to contact after 3rd attempt • decline application (step 6) and select decline reason 'unable to contact' <p>Successful contact:</p> <ul style="list-style-type: none"> • explain the mismatch to the employer (IR details or number of employees) <p><u>IR details check the below with the employer</u></p> <ul style="list-style-type: none"> • is there another IRD number/name the business uses • if they give you another name or IRD number, search the IR portal to confirm details, if you still can't find the employer in the portal, let the employer know we have been unable to match their details and they need to contact IR (by calling 0800 755 651) to update their business details • if the employer still hasn't contacted IR to update their details after the delay, decline using the decline reason 'IR details don't match' (go to step 7) <p><u>Number of employees</u></p> <ul style="list-style-type: none"> • check the employee count, if the employee numbers don't match, discuss the extra employees with the employer (eg are they new employees or is it an employee returning from maternity leave etc.) • if necessary, edit to remove any employee who shouldn't be in the application (with the employer's consent), otherwise leave them in • add a new comment explaining what you have done • approve the application (step 5) • if employee numbers do match, approve (go to step 5) <p>Note: You won't be able to change the Business IRD number or employer bank account number. For these actions, result the S2P task as 'Business IR/Bank Account update request' and note what needs to be changed.</p>
7.	Decline application	<ul style="list-style-type: none"> • Update status in EES to 'Decline' (a pop up will appear confirming the application has been decline) • Add a new comment • Select the appropriate decline reason • Result S2P as 'Declined'.

> [Sole Trader process](#)

Step	Action	Procedure
1.	Open task	<p>Standard outbound calling:</p> <p>Open task in S2P:</p> <ul style="list-style-type: none"> Click on the link Employer Subsidy icon in the S2P task to open the EES application, then continue to step 2 <p>Outbound calling via Dialler:</p> <p>Log into ICE and set your status as “Ready”</p> <p>When your call connects, let the applicant know:</p> <ul style="list-style-type: none"> why you’re calling the call is being recorded <p>You can now begin the ID process while you open the application in EES using the launcher tool below, then continue to step 5.</p> <p>› Click here for further support using the Dialler in ICE</p> <p>Answer phones and rescheduling calls</p> <p>If you get an answer phone, make sure you select ‘answer phone’ as the call reason codes as the dialler will automatically arrange a call back.</p> <p>If you need to reschedule a call because the client has asked you to call back or they are not available to talk, select the 'Call Back' reason code. This allows you to set a suitable date and time for a call back.</p> <p>Please do not leave messages on answer phones.</p> <p>Sample Screen Pop – Call Outcomes</p> <p>An example screen pop is shown below. Additional campaign information can also be shown on the screen pop to help prepare for the conversation. This may include information on whether the client has been called previously as part of a campaign etc</p> <p>Each call needs to be resulted with a call outcome. These are found in the call outcome field in the screen pop as below, you will need to click on the relevant “call outcome” before closing the screen pop.</p> <p>Note: You also need to ensure you result the call outcome once you’ve finished processing the ESS application this needs to be within 12 minutes from the end of your call. If you don’t, the screen pop will time out and not allow you to close it.</p>

Note staff using Dialler will not be required to update S2P. When following the below process, you need to update EES and update the Screen Pop with the call outcome option most suitable to the below:

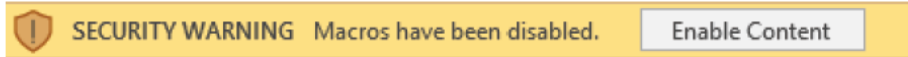
- Suspend Application
- Application Updated
- Unable to Identify
- Application Declined
- Employer Known
- Contact Unsuccessful

[EES Launcher.xlsm](#)

Note when using the tool, you will need to follow the below steps:

Enable content:

You need to make sure the Macro's and Content are enabled when opening this workbook.

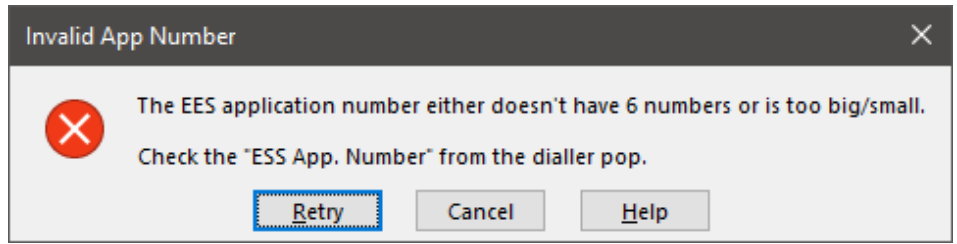


EES application validation:

You will need to input the EES App. Number into this box before running the macro.

Enter the Application Number from the Dialler here:	<Enter Num. Here>			

Entering any number less than 400000 or with more than 6 digits will not be accepted and you will be prompted to change the App number.



Please make sure you check the application you launch from in this tool matches the dialler screen pop information.

Launcher not working properly:

If, for some reason, the launcher doesn't respond when you enter an application number, please use the below URL to manually copy into your web browser.

https://best.ssi.govt.nz/ess/trader_applications/999999

This URL is linked to the EES application number you have entered into the tool.

<p>2. Check in EES tool (for S2P users only)</p>	<p>Is the application locked?</p> <ul style="list-style-type: none"> • Yes: do not continue, exit the application, and result the S2P task "Locked application" • No: continue with the process <ul style="list-style-type: none"> • If no other applications, continue to step 3 Contact applicant <p>Are there any other Wage Subsidy August 2021 applications listed? <i>The heading "Applications with the same IRD number" will display if there are other applications.</i> Click on the 'All Applications' link at the bottom of the application to view other applications.</p> <p>Important: there are separate processes for Leave Support Scheme and Short Term Absence Payment. If you identify a Leave Support or Short Term Absence Payment application, there are specialist processors currently working on these applications. Please do not touch these applications.</p> <p>There are multiple Wage Subsidy August 2021 applications:</p> <ul style="list-style-type: none"> • look at each one, checking the status, reason for application, created date, employees listed and their employment type • you are only able to result the application NTP (Next To Process) 	<p>Is the application locked?</p> <ul style="list-style-type: none"> • Yes: do not continue, exit the application, and result the S2P task "Locked application" • No: continue with the process <ul style="list-style-type: none"> • If no other applications, continue to step 3 Contact applicant <p>Are there any other Wage Subsidy August 2021 applications listed? <i>The heading "Applications with the same IRD number" will display if there are other applications.</i> Click on the 'All Applications' link at the bottom of the application to view other applications.</p> <p>Important: there are separate processes for Leave Support Scheme and Short Term Absence Payment. If you identify a Leave Support or Short Term Absence Payment application, there are specialist processors currently working on these applications. Please do not touch these applications.</p> <p>There are multiple Wage Subsidy August 2021 applications:</p> <ul style="list-style-type: none"> • look at each one, checking the status, reason for application, created date, employees listed and their employment type • you are only able to result the application NTP (Next To Process)
<p>3. Contact applicant (for S2P users only)</p>	<p>Identify the person to ensure the person you are talking to is the contact person named in the application.</p> <p>The person who completed the form may not be the owner of the business, but it could be their accountant or their administration person.</p> <p>We need to talk to the person who submitted the form first who can then hand over to the owner for example.</p>	<p>Identify the person to ensure the person you are talking to is the contact person named in the application.</p> <p>The person who completed the form may not be the owner of the business, but it could be their accountant or their administration person.</p> <p>We need to talk to the person who submitted the form first who can then hand over to the owner for example.</p>

		<p>We will need to provide the applicant with the information they have given us, so you must be a 100% sure you are talking with the correct person.</p> <ul style="list-style-type: none"> • If Self Employed applicant identified go to step 6 • If you're unable to contact Self Employed applicant, continue to step 4
4.	Unable to contact Self Employed applicant (for S2P users only)	<p>If you are unable to contact the applicant result the S2P task 'Employer Contact Unsuccessful'</p> <p>On the 3rd attempt, if you are still not able to contact the applicant result the S2P task 'Unable to Contact Employer'.</p> <ul style="list-style-type: none"> • Add a note to the EES application about your call with the applicant, so when they ring us back it's clear why they received the email. You can then exit out of the application in EES. • An email will be sent to the employer overnight to tell them to contact us.
5.	If you can't identify the Self Employed applicant	<p>It's important we make sure we are talking to the correct person regardless of whether they contacted us, or if we have contacted them.</p> <p>If you're unsure you have the right person, advise the employer that we will send them an email and end the call.</p> <p>Result the task 'Unable to Identify'.</p> <ul style="list-style-type: none"> • Add a note to the application about your call with the employer, so when they ring us back it's clear why the person received the email. • An email will be sent to the employer overnight to tell them to contact us.
6.	Self Employed applicant identified	<p>Give the applicant an update on why their application has been delayed you can see this in the section of the application in light orange with the following text:</p> <p>"Please note this application currently has the following exceptions:"</p> <p>Go through the application to check the following information is correct:</p> <p>Provide the applicant with the information we hold to ensure they know it is MSD calling and not someone else.</p> <p>Business IR number is this the sole trader's personal IR number?</p> <p>Explain that the business IR number may not be the number IR knows they are a sole trader; this is may be their personal IR number.</p> <p>IR Customer name is this the person's own name?</p> <p>Again, if the applicant is noted with IR as being self employed under their personal IR number then IR Customer name should be their own name.</p> <p>Note: You might get feedback that the name on the form should be changed and you can.</p> <p>Bank account</p>

		<p>We have had quite a few applications where the bank account is incorrect therefore at this engagement with the employer it's helpful to ensure they have provided the correct bank account to avoid any further delay in making payment.</p> <p>Again, please provide this to the applicant and they can confirm as they may not be comfortable sharing this information with you.</p>
7.	Self Employed application needs updating	<p>If the details are not correct in the application, select the 'Edit' button at the bottom of the form.</p> <p>You will see the fields can now be updated.</p> <p>Once you have updated the appropriate information select 'Save' and close out of the application in EES, then result S2P task as 'Application updated'.</p> <p>If you received the task through S2P, then you will also need to select both the of sub results as well these are mandatory, and you should only have one option for each sub result. Once you have done this the system will check the updated information overnight and automatically approve the application if it matches against the IR information.</p> <p>If it doesn't match, the system will send the applicant an email to advise them to contact IR.</p> <p>If the application information is correct, continue to step 8.</p>
8.	Self Employed application is correct	<p>If the applicant advises all the information provided is correct, you will need to advise them to contact IR to discuss their self employment. IR will ask for the following information:</p> <ul style="list-style-type: none"> • your individual IRD number • IR customer name (the full legal name linked to this IRD number) • Confirmation of the business this application is linked to and your role in the business (e.g. partner, trustee etc) <p>Advise the employer their application will be Suspended until they have discussed their self employment with IR.</p> <p>If they have already been referred and have discussed their self employment with IR, let them know we're still waiting for IR to update us with this information.</p> <p>Suspend the application in EES using the reason "Awaiting confirmation from IR"</p> <p>Result task with 'Suspend Application'</p> <p>Note: When the application is suspended in EES as 'Awaiting confirmation from IR', the system will automatically send the applicant an email.</p>
9.	Adding notes to EES after checking Self	<p>Select 'Add a new comment'</p> <p>Add a note to confirm:</p> <ul style="list-style-type: none"> • you've identified the applicant • the information you have edited

	Employed application	If you're unable to identify the applicant add a note to say you've sent the applicant an email and are awaiting their reply. If the application details don't need updating, add a note to say you've asked the applicant to contact IR and you've suspended the application to the outcome of the engagement with IR.
10.	Closing a conversation with a Self Employed applicant	Now you have edited the application and added your notes you can advise the employer that we will: <ul style="list-style-type: none"> • check the updated information with IR, if the updated application matches, we will approve their application within the next 2 business days • if the application doesn't match with IR then they will receive an email to advise them to make contact with IR to update the self employment status with them and how they can do this • if we still cannot match their details after 14 days their application may be declined.

✓ Employer contacts us to request a status update on their application

Step	Action	Procedure
1.	Open EES tool and identify the caller	Identify the caller by asking identifying questions such as: <i>'what is your:'</i> <ul style="list-style-type: none"> • business IR number? • business or IR customer name? • NZ business Number (Business number) • email address you used in your application • alternative phone number entered in your application <p>If you don't have the business IR number, you must select either the Employer Application or Sole Trader Application tab in the EES Tool which allows for further search options.</p>
2.	Providing the application status update	You must only inform the employer: <ul style="list-style-type: none"> • date the application was received and/or • date the subsidy or payment was approved <p>Do not discuss any other status types, eg Suspended, Locked or Closed.</p> <p>For a self employed application, follow the process for step 3b</p>

Step	Action	Procedure
1.	Open EES tool and identify the caller	<p>Identify the caller by asking identifying questions such as: <i>'what is your:'</i></p> <ul style="list-style-type: none"> • business IR number? • business or IR customer name? • NZ business Number (Business number) • email address you used in your application • alternative phone number entered in your application <p>If you don't have the business IR number, you must select either the Employer Application or Sole Trader Application tab in the EES Tool which allows for further search options.</p>
3.	Finding the application	<p>In the EES Tool:</p> <ul style="list-style-type: none"> • click on 'Applications' • enter IR number and click 'search' <p>If you don't have the business IR number, or you're unable to find it, you can search for the application using other details. You can do this by clicking on:</p> <ul style="list-style-type: none"> • Employer Applications or • Sole Trader Applications <p>Once you have found the application click 'View'.</p> <p>If you're unable to find the Application in EES, ask the employer: <i>"Did you recall seeing a message confirming your application was submitted?"</i></p> <p>If the employer received the confirmation message, re check the information the employer has given you and search again. If you're unable to locate it, ask the employer to re submit their application.</p> <p>Please do not change the status of the application. All applications are being processed out of S2P from oldest to newest.</p>

▼ IR Portal - Employer applications only

Please follow these steps:

- Add Portal username only, no password and no security code
- Select logon
- With your new security code that is sent to you
- Do not use the link in the email
- Copy the security code and paste to the security code field in the IR portal
- You should now have username and security field filled, leave the password still blank
- Select logon
- You will receive the message that your password has expired do you want to change or update
- Select yes
- Leave the old password blank

- Select save
- You will be sent another security code
- Copy the security code and past to the security code field
- Make sure you now have username, your password and your new security code enter
- Select logon

Note If you have had Portal access in the past, you will not be able to use the previous password but you can have something similar of at least 10 characters (numbers and/or letters)

Going forward, we suggest you do the following for the first login each day:

- Add username only, no password and no security code
- Select logon
- With your new security code that is sent to you
 - Add username, your password and your new security code
- Select logon

▼ Employer is unable to complete their application online

Employers (including sole traders/contractors and self-employed people) may contact us on 0800 40 80 40 if they don't have access to the internet or are having trouble completing their application online. You can complete the application on their behalf by following the process below.

Step	Action	Procedure
1.	Before starting	Before completing the application, you must get verbal permission from the employer <i>"Do you agree to the Ministry completing the application on your behalf?"</i> If they agree, go to step 2
2.	Open application	https://workandincome.govt.nz/covid_19/wage_subsidy/how_to_apply.html <i>"Can you please tell me why you are applying?"</i> Read the application options to the employer. Continue completing the application on the employers behalf and select the reason for applying from drop down on the application.
3.	Open and read declaration	<i>"It is essential that I read the full declaration to you to ensure you understand what you are agreeing to. This may take a few minutes."</i> Read every word of the declaration.
4.	Confirm declaration has been understood	<i>"Can I confirm that you have understood the declaration I have read to you and you agree?"</i>

Step	Action	Procedure
5.	Tick declaration box on behalf of employer	Once you have confirmed the employer agrees to the declaration. Tick box on application on their behalf.
6.	Complete Form	Complete all remaining sections of the application form.
7.	Confirm that the information is true and correct	<i>"Do you agree the information you have provided is true and correct?"</i>
8.	Submit Application	Before submitting the application, make note of the IR number. Click the 'Submit' button
9.	Search for application in ESS	Click on 'Applications' and search by IR number
10.	Add comments to the application	Add the following comments: <ul style="list-style-type: none"> • Employer has given permission for the Ministry to complete the EES form • The declaration has been read and agreed to by the employer • The information they have provided is true and correct.

✓ Reviewing decisions - this process is for the specialist team only

General Processing Information

- Employer with 80 or more employees, result the S2P task as 'Employer with 80 employees'. This will move the application to a dedicated team to review.
- Before you approve any applications, please contact the applicant to make sure their details are still correct eg number of employees, bank account number, etc.
- Make sure you add comments into EES explaining what you've done or what needs to be done. If you can't contact the applicant, result the S2P task as 'Unable to contact employer' after each attempt.
- Be sure to check all the approved applications too. If an applicant reviews a decision for a duplicate application and you can see they've made another application for the same subsidy which has been approved, leave clear notes in EES and result the S2P task as 'Declined upheld Already receiving subsidy'.

Reminders

Adding notes to EES

You must add notes to all decline records explaining the decision you've made. You'll need to copy all email templates you send into EES including the email address they were sent to, the date and time. If there are current applications, please add notes for the processor.

Emails

You should use the email templates and send from the email address inbox

Out of scope [@msd.govt.nz](mailto:>@msd.govt.nz). If you're required to create an email, these must be approved by the SM lead for your site.

Please make sure you've edited the email template correctly before sending. This should also be copied (incl. 'to/from' fields) into the EES comments field.

Cloning and Topping Up applications

If the following criteria is met, applications can be cloned and topped up.

Follow the below:

- Cloning applications criteria
 - WS1 or WS2 application should have been approved but has been declined/closed and the suspend/approve/decline buttons are not showing
 - Two shareholders/partnership scenario and have each completed a sole trader application using the business IR number
- Topping up applications
 - WS1 or WS2 Application was paid part time but should have been full time (and the top up hasn't been paid on any subsequent apps)
 - Employer application was approved, and an employee was removed but should have been included
 - Where an Employer is incorrectly advised to repay money (and has paid this back) but was actually eligible so we need to pay them the money again.

Process

- Your WS lead will send you a spreadsheet you'll need to save and update daily
- At the end of the day (or every second day), please email this to Out of scope [@msd.govt.nz](mailto:>@msd.govt.nz) where your data will be collated and sent to the specialist team for processing.

When to call IR

Call IR when you need to verify:

- self employment (Sole Trader Applications)
- the number of employees (Employer Applications)

WS Review Process

Step	Action	Process
1	S2P Open task	Read client comment field in S2P (determine if ROD). Check task history in order to see what action is required i.e. are you the first to pick up the task or is this a follow up action?
2	EES Search Application	Using the IRD number from S2P (from the 'tax code ird number' field), search for the application in EES.

		<ul style="list-style-type: none"> If no match found, search using the application information in S2P i.e. applicant email, address/company name under Sole Trader and Employer <p>You may need to check personal IR numbers to look for approved/declined applications (shareholders)</p> <p>Look at approved applications first to confirm what has already been paid to the applicant.</p>
3	Review declined applications	<p>If it's a new ROD copy and paste the PID number, date the ROD was queued in S2P and applicant comments from S2P into EES 'comments' field.</p> <p>This step should be done for all declined applications.</p> <p>View the declined application(s) in EES and read the comments around the reason for decline.</p> <ul style="list-style-type: none"> Is there already an approved application? What was the original reason for decline? Is the decline due to information provided by IR eg not self employed, not GST registered, not employing, hasn't filed tax return? Have we declined because the applicant doesn't meet the qualifications? eg an employee applied for themselves, a trust not drawing wages, investment property with no labour costs, person returning from overseas but hasn't been operating in NZ? <p>Applicant wants to withdraw ROD</p> <ul style="list-style-type: none"> Leave clear notes in EES around discussion had. If the application is in a suspended status, we can decline the application using the result 'Unable to contact'. Leave the correct reason for decline in the 'decline details' field i.e. 'applicant wishes to withdraw their application'. Result S2P 'Application closed declined decision overturned'. If the application is already declined, leave clear notes in EES and result S2P 'Application closed declined decision overturned'.
4	Declined in error	<p>Note if an applicant reviews a decision for a 'duplicate application' and you can see they've made another application for the same subsidy which has been approved, leave clear notes in EES and result the S2P task as 'Declined upheld Already receiving subsidy'.</p> <p>Application declined as it was submitted too early</p>

Application auto-declined

Where an application has been auto declined by the system due to the applicant applying too early, and the applicant has not yet been paid for this subsidy type, we will overturn the decision and approve the application. Refer to **step 6**.

Application manually declined

If the application was manually declined, an email would not have been sent to the applicant. For these cases, we will overturn the decision and approve the application, as we can't be sure they received an email. Refer to **step 6**.

Wrong application type

If the applicant has completed the wrong application form i.e. employer application instead of a sole trader application, contact IR to confirm application details (incl. self employment for sole trader applications).

Where IR is unable to confirm, refer to **step 5**

If the applicant received an email advising them that they had completed the wrong form, we will overturn the decision and approve the application. Refer to **step 6**.

Application should be approved

Where an application should have been approved, refer to **step 6**.

Approved leave payment but declined wage subsidy

If it's clear the applicant applied for more than one of: the Leave Support Scheme, STAP, or a wage subsidy, and the wage subsidy was declined due to being a duplicate application.

Contact the applicant and confirm which subsidy type they meant to apply for.

- If they have been paid for the correct support, add clear notes in EES then result the S2P task 'Decline upheld Already receiving subsidy'.

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		<p>Applicant to repay subsidy</p> <p>If the applicant has been paid for the wrong subsidy, they will need to refund the incorrect payment before the correct one can be approved.</p> <p>Refer the applicant to Repaying COVID 19 August 2021 wage subsidies Work and Income.</p> <ul style="list-style-type: none"> • Add clear notes in EES around discussion had and result S2P 'Unsuccessful contact select 7day delay' <p>Viewing repayment information</p> <p>We can see where an application has been refunded if we view the Applications page when searching an IRD number in EES. The total amount repaid by the applicant will be shown under the heading "Payments associated with IRD Number xxxxx "</p>
5	Declined due to the information IR provided	<p>Ring the applicant and discuss the reason why we declined eg IR cannot confirm they are self employed. Ask them about their business and how long they've been trading for.</p> <p>Use this link Determining if someone is self employed (Map) to assist you in determining self employment:</p> <p>Where it's clear they're self-employed (or an employer)</p> <p>Ask the applicant to call IRD to update their income details.</p> <ul style="list-style-type: none"> • Add clear notes in EES around the discussion held • Result S2P 'Unsuccessful contact select 7day delay' <p>Where it's clear they're NOT self-employed (or an employer)</p> <ul style="list-style-type: none"> • Add clear notes in EES • Send decline upheld email • Result S2P 'Decline upheld (select decline reason) <p>Note: if after 7 days the applicant hasn't confirmed self employment or employer status with IR, we can uphold the decline decision.</p>
6	Have the qualifications been met?	<p>If you determine the application should have been approved (originally), then approve the application in EES and result the S2P task 'Approved application declined decision overturned'.</p> <p>Contact the applicant and apologise for the confusion and advise the application has now been approved.</p> <p>Overturning declined records</p> <p>Where the suspension option is available in EES, suspend the application with the reason 'Overturn decline'. Then complete the approval process.</p>

		<ul style="list-style-type: none"> • Add clear notes in EES around discussion and any further changes ie IR number update • Result S2P as 'Approved application declined decision overturned' <p>If the suspension option is not available, add details into the 'Clone or Top up' spreadsheet.</p> <p>If unable to make contact, result S2P 'Approved application declined decision overturned'.</p> <p>If an escalation is required, refer to step 10.</p>
7	Unable to contact	<p>You should attempt to contact the applicant at 3 separate times.</p> <ul style="list-style-type: none"> • If you're unable to contact the applicant, result the S2P task as 'Unable to contact employer' select '4hr delay' • The task will be re added to S2P and be re presented again in 4 hours. <p>If, after 3 attempts you cannot contact the applicant, send an 'Unable to contact' email and result S2P task as 'Unsuccessful contact' select '7 day delay'.</p> <p>You will need to send the manual template. "Unable to contact"</p> <p>If there has been no response to the email sent after 7 days, go to step 9.</p> <p>Note: the email shared group will be monitored and EES notes will be updated if applicant has made contact.</p>
8	Applicant is updating their information with IR	<p>Contact the applicant to advise them to contact IR to discuss their self employment. IR will ask for the following information:</p> <ul style="list-style-type: none"> • Your individual IRD number • IR customer name (the full legal name linked to this IRD number) • Confirmation of the business this application is linked to <p>In EES, leave the application as 'declined'. Result the S2P task as "Unsuccessful contact select 7day delay"</p>
9	Uphold the original decline decision	<p>You can uphold the original decision when:</p> <ul style="list-style-type: none"> • after a 7 day delay, if IR are still unable to confirm self employment or employer, or no contact has been made by the applicant to I • the employer has not registered as self employed with IR or, • you're unable to contact the employer by phone, and they haven't replied to the 'unable to contact' email within 7days <p>Next steps:</p> <ul style="list-style-type: none"> • send the manual 'decline decision upheld' email • add clear notes in EES to support your decision

		<ul style="list-style-type: none"> result the S2P task as 'Decline upheld select appropriate sub result option.'
10	Escalation process	For cases that need to be escalated, you'll need full and clear notes in EES and result S2P as 'Escalate', tick the sub queue option and leave a brief note in S2P regarding reason for escalation.

✓ Employer contacts us to change information on their application

Step	Action	Procedure
1.	Open EES tool	<p>Ensure you have been given the correct Privilege to edit applications. (Wage Subsidy and Sole Trader processing staff should have this access) If you do not have this access and require it, let your Manager know.</p> <p>Note if you are given the Privilege to edit applications then you will not be able to Approve payments.</p>
2.	Identify the caller	<p>Identify the caller by asking identifying questions such as '<i>what is your:</i>'</p> <ul style="list-style-type: none"> business IR number? business or IR customer name? NZ business Number (Business number) email address you used in your application alternative phone number entered in your application <p>If you don't have the business IR number, you must select either the Employer Application or Sole Trader Application tab in the EES Tool which allows for further search options.</p>
3.	Finding the application	<p>In the EES Tool:</p> <ul style="list-style-type: none"> Click on 'Applications' Enter IR number and click 'search'. <p>If you don't have the business IR number, you can search for the application using other details. You can do this by clicking on:</p> <ul style="list-style-type: none"> Employer Applications or Sole Trader Applications. <p>Once you have found the application click 'View'</p> <p>If you are unable to find the Application in the Portal, ask the employer: <i>Did you recall seeing a message confirming your application was submitted?</i></p> <p>If the employer received a confirmation message, re check the information the employer has given you and search again.</p>

		If you're unable to locate it, ask the employer re submit application.
4.	Editing an application and employer declaration	<p>You can only edit an application when the status is:</p> <ul style="list-style-type: none"> • Exception • Approved (but not paid) • Suspended <p>Before making any changes to the application you must get verbal permission from the employer.</p> <p><i>"Do you agree to let me make changes to your application?"</i> <i>"Do you agree the new information you are providing is true and correct?"</i></p> <p>If the employer agrees, click on 'edit' button at the bottom of the application screen.</p>
5.	Editing an application	<p>Changing the employer information go to step 6</p> <p>Changing the employee information go to step 7</p>
6.	Changing Employer information (This is for Employer Applications and Self Employed Applications)	<p>Only the following employer information can be edited:</p> <ul style="list-style-type: none"> • IR Number • Business or IR Customer Name • NZ Business Number (NZBN) • Business Address • Contact Name • Contact Email • Contact Mobile • Contact Other Phone • Bank Account (suffix only) • Employment Type (for self employed only). <p>Continue to step 8.</p>
7.	Edit Employee information	<p>Click into the box of the employee that requires editing</p> <p>Make required changes:</p> <ul style="list-style-type: none"> • First name • Last name • Date of birth • IR number • Employment type. <p>Select update and continue to step 8.</p>
	Remove employee	<p>To remove employees</p> <ul style="list-style-type: none"> • Select remove for the appropriate employee <p>Select update and continue to step 8.</p>
	Add employee	<p>Click on the 'Add Employee' button and add</p>

		<ul style="list-style-type: none"> • First name • Last name • Date of birth • IR number • Employment type. <p>Select update and continue to step 8.</p>
8.	Add a new comment into the EES Tool	<p>In the Application screen you must add a note (Add a new comment) that clearly explains the employer agreed:</p> <ul style="list-style-type: none"> • <i>To changes being made to their application</i> • <i>The new information is true and correct</i> <p>Also note the changes you've made to the application.</p> <p>Please do not change the status of the application. All applications are being processed out of S2P from oldest to newest.</p>

▼ Updating bank account numbers for Sole Trader and Employer applications

i This process is for the specialist team only

Step	Action	Procedure
1.	Outbound calling via Dialler	<ul style="list-style-type: none"> • Log into ICE and set your status as “Ready” • When your call connects, let the applicant know why you're calling and that the call is being recorded <p>You can now begin the ID process while you open the application in EES using the launcher tool below, then continue to step 2.</p> <p>› Click here for further support using the Dialler in ICE</p> <p>Answer phones and rescheduling calls</p> <p>If you get an answer phone, make sure you select ‘answer phone’ as the call reason codes as the dialler will automatically arrange a call back.</p> <p>If you need to reschedule a call because the client has asked you to call back or they are not available to talk, select the 'Call Back' reason code. This allows you to set a suitable date and time for a call back.</p> <p>Please do not leave messages on answer phones.</p> <p>Sample Screen Pop – Call Outcomes</p>

An example screen pop is shown below. Additional campaign information can also be shown on the screen pop to help prepare for the conversation. This may include information on whether the client has been called previously as part of a campaign etc

Each call needs to be resulted with a call outcome. These are found in the call outcome field in the screen pop as below, you will need to click on the relevant "call outcome" before closing the screen pop.

Note: You also need to ensure you result the call outcome once you've finished processing the ESS application this needs to be within 12 minutes from the end of your call. If you don't, the screen pop will time out and not allow you to close it.

The screenshot shows a software window titled 'Daren S.' with the following fields and sections:

- Campaign:** WageSubsidyOutbound
- Contact:** Daren S.
- Partner:** [Redacted]
- Address:** Daren S. [Redacted]
- Gender:** [Redacted]
- Phone:** [Redacted]
- Date of birth / age:** [Redacted]
- SWN:** 00000000
- Campaign Data:**
 - Email Address:** daren@[Redacted]
 - ESS App.:** [Redacted]
 - First Name:** Daren
 - IRD Number:** [Redacted]
 - Dialler ID:** 34311290
 - Last Name:** S. [Redacted]
- Call Outcome:**
 - Application Declined
 - Application Updated
 - Contact Unsuccessful
 - Employer Known
 - Suspend Application
 - Unable to Identify
- Reschedule:** Reschedule
- Date:** 10/09/2021
- Time:** 10:51 AM
- Save & Close** button

Note staff using Dialler will not be required to update S2P.

When following the below process, you need to update EES and update the screen pop with the call outcome option most suitable to::

- Bank account number updated
- Bank account number correct
- Unable to Identify
- Contact Unsuccessful
- Employer Known

[ESS Launcher.xlsm](#)

Note when using the tool, you'll need to follow these steps:

Enable content

You need to make sure the Macro's and Content are enabled when opening this workbook.

 SECURITY WARNING Macros have been disabled.	<input type="button" value="Enable Content"/>
--	---

EES application validation

You will need to input the EES App. Number into this box before running the macro.

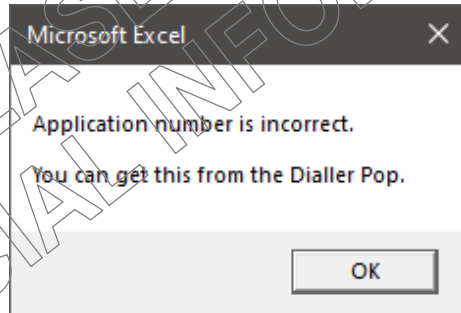
[ESS Launcher.xlsm](#)

<p>Enter the Application Number from the Dialler here:</p>	<p><INSERT EES APP NUMBER HERE></p>
---	---

The Application number must start with either "E " or "S ". This will allow the launcher to differentiate between Employer and Sole Trader applications.

Entering any number less than 400,000 or more than 1,999,999 will not be accepted and you will be prompted to change the App number.

If the EES application doesn't contain the "E " or "S " at the start and/or the number entered is outside the range above, you will get this error:



Please make sure you check the application you launch from in this tool matches the dialler screen pop information. The dialler screen pop will give you the exact format you need for this tool to work.

Launcher not working properly

If, for some reason, the launcher doesn't respond when you enter an application number, please use the below URL to manually copy into your web browser

https://best.ssi.govt.nz/ess/trader_applications/999999

This URL is linked to the EES application number you have entered into the tool.

2. If you can't identify the applicant

It's important we make sure we are talking to the correct person regardless of whether they contacted us, or if we have contacted them.

		<p>If you're unsure you have the right person, advise the employer that we will send them an email and end the call.</p> <p>Result the screen pop as 'Unable to Identify'.</p> <ul style="list-style-type: none"> • Add a note to the application about your call with the employer, so when they ring us back it's clear why the person received the email. • The email will be sent to the employer overnight to tell them to contact us.
<p>3.</p>	<p>Applicant identified</p>	<p>Let the applicant know that we are calling regarding the bank account number they entered on their application, as it is different to their previous application or is being used by another application. It is important that we check the latest bank account number to ensure the wage subsidy is paid to the correct account once approved.</p> <p>In ESS, you can see the exception reasons at the top of the application in light orange:</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>Please note this application currently has the following exceptions:</p> <p>Bank account number does not match previous applications</p> <p><i>or</i></p> <p>Bank account in use for another IRD number</p> </div> <p>This exception reason means a previously approved application was paid to a different bank account. Please check with the applicant that the bank account number provided on this application is where they want the wage subsidy paid to.</p> <p>Note: Please provide the bank account number to the applicant so they can confirm whether this is correct or not, as they may not be comfortable sharing this information with you over the phone.</p>
<p>4.</p>	<p>Bank account number needs updating</p>	<p>If the details in the application are incorrect:</p> <ul style="list-style-type: none"> • select the 'Edit' button (at the bottom of the form) <ul style="list-style-type: none"> • the fields can now be updated • update the appropriate information • select 'Save' • close out of the application in EES • result the screen pop as 'Bank account number updated'. <p>DO NOT SUSPEND THE APPLICATION.</p> <p>The system will check the updated bank account against existing bank accounts in use, bank accounts used for previous applications for this applicant, and will attempt to automatically approve it the next day.</p> <p>If the application information is correct, go to step 5.</p>
<p>5.</p>	<p>Application is correct</p>	<p>If the applicant advises the bank account number is correct, go to step 6.</p>

6.	Adding notes to EES after checking application	Select 'Add a new comment' then add a note to confirm you have: <ul style="list-style-type: none">• identified the applicant• updated the bank account number, or• confirmed the bank account number is correct.
7.	Closing a conversation with an Applicant	Now you've edited the application and added your notes, you can advise the employer we'll look at approving their application within the next 24 48 hours.

Feedback

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