



02 JUL 2020

Tēnā koe

On 26 May 2020, the Ministry of Business, Innovation and Employment transferred your request, under the Official Information Act 1982, to the Ministry of Social Development (the Ministry) for the following information:

- *Any information provided to case officers in relation to Small Business Cash Flow Loans and the Wage Subsidy Scheme provided to support businesses, along with how the viable business requirement will be assessed, including any internal policies, principles, rules, or guidelines issued by INZ in relation to this.*
- *All internal documentation related to training or guidelines for staff when assessing whether employment is ongoing and sustainable, including any correspondence sent related to this matter.*

On 29 May 2020, your request was partially transferred to Inland Revenue. The part of your request regarding Small Business Cash Flow Loans, is believed to be more closely connected with the functions of Inland Revenue. You will hear further from Inland Revenue concerning that part of your request.

On 12 June 2020, you agreed to refine your request to the following:

- *Internal documentation related to training, guidelines and policies provided to staff for processing COVID-19 Wage Subsidy applications and queries.*

The Wage Subsidy has enabled rapid support for thousands of New Zealand businesses during this time of uncertainty and has ensured that employees are able to remain connected with their employers during the COVID-19 lockdown.

The Government has previously made it clear that the Wage Subsidy scheme has been set up on a high-trust model, in order to deliver funds to support workers, families and businesses.

The original Wage Subsidy was open until 9 June 2020 and has now been replaced by the Wage Subsidy Extension. Applications for the Extension are open from 10 June 2020 to 1 September 2020. You can apply for the Extension even if you haven't applied for the original Wage Subsidy, and many of the eligibility criteria are the same.

As part of the Wage Subsidy application process, the Ministry does pre-payment checks with Inland Revenue and across existing Wage Subsidy grants. For large

employer applications (in excess of 80 employees), the Ministry conducts additional tests to ensure key criteria are met and employers understand their obligations. As part of the application process, employers agree to undertake to inform us of any material changes in circumstances. We are encouraged that a number of businesses that have incorrectly claimed the Wage Subsidy have contacted us about repaying any outstanding amounts. Others have refunded money because their situation has changed.

Ministry staff use a range of different resources when processing Wage Subsidy applications and responding to relevant queries. Please note that this information is constantly being adapted as things change, updated with new information and updated for clarity as necessary.

Ministry staff often refer to an online resource called Map which provides policy guidelines to staff based on the legislation administered by the Ministry. Map is publicly available, and the guidelines regarding the COVID-10 Wage Subsidy can be found at the following links:

- www.workandincome.govt.nz/map/employment-and-training/specific-employment-related-assistance/covid-19-wage-subsidy-modified/index.html
- www.workandincome.govt.nz/map/employment-and-training/specific-employment-related-assistance/covid-19-wage-subsidy-scheme-extension/index.html

Information about the COVID-19 Wage Subsidy and Extension payments is also available on the Work and Income website:

- www.workandincome.govt.nz/covid-19/wage-subsidy/index.html
- www.workandincome.govt.nz/covid-19/wage-subsidy-extension/index.html

The Ministry also has training guides available for staff who process Wage Subsidy applications. Furthermore, Ministry staff can refer to another online resource called Here Is Your Answer (HIYA). HIYA is a knowledge base tool intended to be a central point of knowledge for Customer Service Representatives and other staff on the Ministry's business processes, rules and standards.

The following training guides and HIYA pages have also been identified as being within the scope of your request and are attached:

- *COVID-19 Wage Subsidy processing guide.*
- *Processing a COVID-19 Wage Subsidy Extension.*
- *HIYA – Wage Subsidy and Extension.*
- *HIYA – Answering questions about the Wage Subsidy.*
- *HIYA – Wage Subsidy and Wage Subsidy Extension actions.*
- *HIYA – Wage Subsidy employer search.*

You will note that the information of some individuals is withheld under section 9(2)(a) of the Act in order to protect the privacy of natural persons. The need to protect the privacy of these individuals outweighs any public interest in this information.

You will also note that the contact details of some individuals have been withheld under section 9(2)(k) of the Act in order to reduce the possibility of staff being exposed to phishing and other scams. This is because information released under the Act may end up in the public domain, for example, on websites including the Ministry's own website.

The principles and purposes of the Official Information Act 1982 under which you made your request are:

- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public. The Ministry will do this by publishing this letter and attachments on the Ministry of Social Development's website. Your personal details will be deleted, and the Ministry will not publish any information that would identify you as the person who requested the information.

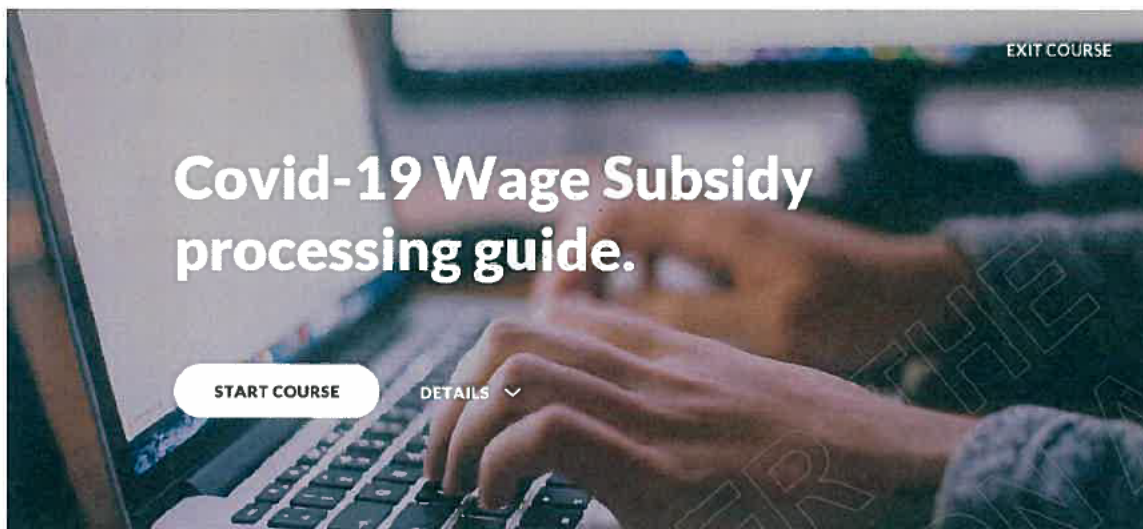
If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with this response regarding Wage Subsidy training materials, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Nāku noa, nā



Bridget Saunders
**Manager, Issue Resolution
Service Delivery**



Welcome to this learning module about processing the Covid-19 Wage Subsidy processing for non Service Delivery staff.

This module has five lessons to enable you to access, navigate and process Wage Subsidy applications.

The module will take up to 45 - 60 minutes for you to complete.

- Introduction
- The COVID-19 Wage Subsidy
- Processing an application for the COVID-19 Wage Subsidy
- Ready to process?
- Frequently Asked Questions (FAQs)



Lesson 1 of 5

Introduction

The Context

In response to the COVID-19 crisis, the NZ Government has released a package to help NZ businesses and affected workers while non-essential work is put on hold during lock-down. The Ministry of Social Development has been tasked with facilitating and administering this package.

The Learning



The purpose of this module is to ensure that staff are supported to build capability and understanding of the COVID-19 Wage Subsidy.

At the end of this module you will:

1. **Understand** the conceptual reason for the COVID-19 Wage Subsidy and its components.
2. Be able to **process** COVID-19 Wage Subsidies competently, and
3. **Know** where to go to for support as you begin to develop your competency.

CONTINUE

The COVID-19 Wage Subsidy

The COVID-19 Wage Subsidy is a payment to support employers and their staff who are impacted by COVID-19.

The payment is a subsidy which means it will not necessarily cover the full wages for that period.

Who is Eligible for the subsidy

All New Zealand employers who have been adversely affected by COVID-19 are eligible to apply.



This includes:

- registered charities
- Non-government organisations (NGOs)
- the self-employed and sole traders
- contractors
- incorporated societies, and
- post-settlement governance entities.

Employers, contractors, sole traders and self-employed people may also qualify to get the COVID-19 wage subsidy.

Qualifying Criteria

For employers to qualify:

- The business is registered and operating in New Zealand
- The employees are legally working in New Zealand
- The business has experienced a minimum 30% decline in actual or predicted revenue over the period of a month, when compared with the same month last year, and that decline is related to COVID-19
- The business has taken active steps to mitigate the impact of COVID-19
- The employer must retain the employees named in your application for the period of the subsidy.

Payment

There are two flat rates of payment for COVID-19 Wage Subsidy depending on the number of hours the employee being claimed for would usually work:

- * Full-time - 20 hours or more per week - \$585.80, or
- * Part-time - Less than 20 hours per week - \$350.00

The subsidy is paid as a lump sum and covers 12 weeks per employee.

Let's break down some of the jargon ...



Please note: this is an interactive activity – the flip sides of the cards are shown below. The information is sourced from the externally facing Work and Income site.

This means that a business is:

- * registered with the NZ Companies Office, and
- * physically located in NZ, and
- * their employees legally work in NZ.

Sole traders are not required to be registered with the NZ Companies Office, but must have:

- * a personal IRD number for paying income tax and GST.

Legally working in NZ means a person is both working in NZ and is legally entitled to work in NZ.

A person is legally entitled to work in NZ if they:

This means a business has experienced a 30% decline in:

- * actual revenue, or
- * predicted revenue (e.g. for businesses who have seen a reduction in bookings such as accommodation providers).

A business must take active steps to mitigate the financial impact of COVID-19 on their business. For further information on mitigation strategies see the [Definitions for Wage Subsidy](#)

Employers are required to agree that, for the duration of the subsidy, they will make best efforts to retain the employees the subsidy was paid for.

If you are receiving the

Hyperlink referenced above: <https://www.workandincome.govt.nz/products/a-z-benefits/covid-19-support.html#null>

Employer Declaration

The COVID-19 Wage Subsidy is being offered in a 'high trust' environment.

This means that, at this stage, we are only asking for the applicant's business IR number and contact details, and the names and IR numbers of employees.

We can verify this information with Inland Revenue. If we need any more information from an applicant at a later date, we will contact them.



We are not asking for verification of the applicant's decline in revenue, we're confirming that the business has experienced, or is about to experience, at least a 30% loss of actual revenue.

We won't ask for proof when you apply, but if we need any further information about this at a later date someone will contact you to discuss it.

The declaration and obligations can be seen in detail [here](#).

Hyperlink referenced above: <https://www.workandincome.govt.nz/online-services/covid-19/declaration-wage-subsidy.html>

Further Information

There are a number of avenues available if you would like to read more about the COVID-19 Wage Subsidy.

- ☐ You can check out the publicly available information on the Work and Income site by clicking [here](#), or
- ☐ You can review the information available to MSD staff in [Doogle](#), or [HIYA](#)



Hot tip!

Open each of these links in a separate tab and bookmark them. You'll need to read and refresh them frequently throughout each day.

CONTINUE

Hyperlinks referenced above:

External W&I website: <https://www.workandincome.govt.nz/products/a-z-benefits/covid-19-support.html#null>

Doogle (intranet) page: <http://doogle.ssi.govt.nz/working-here/keeping-healthy-and-safe/health-and-safety-in-the-workpalce/coronavirus/clients/wage-subsidy.html>

HIYA page: <https://doogle.ssi.govt.nz/community/pages/viewpage.action?pageId=49484114>

Processing an application for the COVID-19 Wage Subsidy

Introduction

To process an application for the COVID-19 Wage Subsidy you will need to work across three integrated systems: Here is Your Answer (HIYA); Straight To Processing (S2P) and the Emergency Employment Support (EES) tool.

This lesson will introduce you to each of these systems and tools and give you an overview of the actions completed in each.

These systems are shown in the sequence in which you will enter/access them.

1. Here is Your Answer (HIYA)

Here is Your Answer (HIYA) is a knowledge base tool intended as a central point of knowledge for Customer Service Representatives (CSRs) and other staff on the Ministry's business processes, rules, and standards.

Accessing Hiya

You can access [HIYA](#) here. This is the direct link to the COVID-19 page and has all the information you will need to process a COVID-19 Wage Subsidy action.

On this page you will find all the information you need to process the wage subsidy (including guidance for talking to IR).

Click on the > or < icons in the screenshot below to see more information.

Ministry of Social Development

COVID-19 Wage subsidy actions

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

For all questions about the COVID-19 wage subsidy, contact us on 1877 with your conversations with employers, please see: [frequently asked questions about the wage subsidy](#).

28/03/2020

- Wage subsidy application process updated: step 4 and the IR phone guide (GST registered question replaced with self-employed question)
- Wage subsidy application process updated: step 6 (new decline reasons)

27/03/2020

- Wage subsidy application process updated: step 5 (error messages about payments exceeding \$1500)
- Wage subsidy application process updated: step 6 (Self traders, if you decline an application, result SIP task as "Declined")
- Wage subsidy application process updated: step 5 (what to do if you get the message, "Internal error was found. Please fix all errors and try again. Errors are fixed with...")

26/03/2020

- Wage Subsidy application process updated: step 2 (multiple applications), step 4 (GST registered), step 6 (note added)
- Wage Subsidy application process updated: step 2, step 4 (duplicate applications) and The guide to assist with IR phone calls (check 1 includes self traders and contractors, check 2 removed)

Processing actions

- Wage subsidy applications
- Employer requesting a status update on their application
- Employer wanting to change information on their application

Make sure you're checking the instructions and FAQs regularly (and refreshing your browser) in case something changes.

| Hover 1 | Hover 2 |
|---|--|
| <p>Important Updates</p> <p>This shows you what updates have been made most recently. Keep an eye on these as there are updates and changes being made all the time.</p> | <p>Processing Actions</p> <p>There are three headings - the one that is relevant to you is:</p> <ul style="list-style-type: none"> * Wage Subsidy applications <p>Click on the > icon to expand the item and get additional information.</p> <p>The other two are for staff taking incoming calls from employers.</p> |

2. Straight to Processing (S2P) tool

S2P is a web based task management system used to collect and distribute work.

Work can be added from multiple sources and S2P can be used as a single view of outstanding work across each unit or the business as a whole. It provides an efficient way to manage large volumes of work.

Logging in and Navigating to the queue

S2P is a web based browser and uses a 'single sign-in' and will automatically log you in.

Click [here](#) log in to S2P. You should then see the following screen.



Click on the image to enlarge

Do Processing

Select the 'Do Processing' tab.



Click on the image to enlarge

'Logging in'

Once you are ready to start working from S2P, click on the Login button in the Status menu.



Click on the image to enlarge

Making yourself 'Available'

Once you've logged in, you need to make yourself 'available' for so that the next piece of work waiting in the queue can be pushed to you.



Click on the image to enlarge

Once you're 'available' for work, S2P will automatically push a task through to you to complete, based on the priority of the task and work you have been assigned.

Please be patient, it may take a few seconds to push the task through.

If the icon continues to circle you may not have been set up as an S2P user, or allocated the correct processing queue. Contact your allocated Support Person.

Need to take a break?



The screenshot shows a 'Status' box with a blue header bar containing 'Add Processing', 'Do Processing', 'View', and 'Reporting'. Below the header, there are buttons for 'Logout', 'Login', 'Not Ready', and 'Available'. At the bottom, there is a section for 'Auto Save Copy' with a 'Yes' checkbox and a 'Pending Not Ready' checkbox which is checked and highlighted with a red rectangle.

Pending Not Ready

If you are working on an assigned task and you know that you will be going on lunch or finishing for the day, you must select the 'Pending Not Ready' tick box before you click on the 'Result' button in your current task.

This option is in the 'Status' box on the top right-hand corner of the main task screen.

This option will tell S2P that you are not ready to be assigned a new task after you have finished your current task.

Once you result your current task, you will automatically be taken back to the 'Do Processing' screen with an S2P status of 'Not Ready'.

Please note: if you do not select the '**Pending Not Ready**' option before you result your current task, you will automatically be assigned the next available task in the queue. If this happens, you will need to complete the task before logging out of S2P, do not leave the task open.

What Information is in the Task?

Click on the > or < icons in the screenshot below to see more information.

| Hover 1 | Hover 2 | Task Outcome |
|--|---|--|
| <p>Business IR#</p> <p>Business IR number - labeled as 'ID' in current version. This is the Business IR number associated with the application.</p> | <p>Launch ESS</p> <p>Click here to launch to the 'Emergency Employer Support' application.</p> | <p>This is where you record the outcome of the action.</p> <p>Application Approved - data in application is confirmed by IR.</p> <p>Escalation - this is a more complex application where you are unable to determine an outcome. This re-queues the task so that an expert can pick it up.</p> <p>Declined - only use this where the Business IR number and the Business/IR Customer name don't match. Add a comment to record where the mismatch was.</p> <p>Select the radio button beside the</p> |

3. Emergency Employment Support (EES)

The Emergency Employment Support (EES) tool launches from the S2P task. It is the screen that will give you the information you need to complete the application.



Click on the image to enlarge

Accessing EES

From the Request Information tile click on the 'Employer Subsidy' application

EXIT COURSE

The first time click from the S2P in to EES you will be asked to login. Use your CNP/computer login details.

For example: Username ~ s 9(2)(a) OIA

Password ~ your computer password

You will get a pop-up asking if you want to store your password for next time.

Application Search

There are a number of search functions in this screen. It will default to the application search.

Enter the Business IR number given in the Task, and select Search.

Tip: you can copy and paste the Business IR number from the S2P task to the EES.



Click on the image to enlarge

What Information is in the Application?

Click on the > or < icons in the screenshot below to see more information.

Work and Income Exchange

Emergency Employment Support

User: s 9(2)(a) OIA Role: Approver [Account](#) [Logout](#)

[Applications](#) | [Employer Applications](#) | [Sole Trader Applications](#) | [IRD Search](#)

Self Employed/Contractor (Sole Trader) Application

Please note this application currently has the following exceptions:
IRD Number not matched.

Application Reason: My business has been impacted by COVID-19 and I am/ or about to experience at least a 30% decline of actual revenue.

Created: 10:55 AM 18/03/2020 by Public

Status:

Business IRD Number:

Employment Type:

IR Customer Name:

Address:

Contact Name:

Contact Email:

Contact Mobile:

Bank Account:

core application details

| Hover 1 | Hover 2 |
|--|---|
| <p>Application Type < ></p> <p>There are multiple application types including</p> <ul style="list-style-type: none">* Self Employed/Contractor (Sole Trader)* Employer | <p>Exception/s < ></p> <p>There may be a single exception associated with the application, or many. Each exception requires a separate action on a single application. A description of what action is necessary is in HIYA.</p> |

Screen shot continued ...

Applications with the same Bank Account

| Application Type | Application ID | Application Status |
|------------------|----------------------|--------------------|
| Sole Trader | 1234 | Approved |

Payments

No payments have been made for this application

Pending Payment Periods and Adjustments

These are payment periods that will be paid in the next payment run after the application is approved.

* To make adjustments to the payment periods below, please suspend the application

| # | Period Start Date | Description | Pre-adjustment Amount | Adjustment Amount | Final Amount |
|-------|-------------------|---|-----------------------|-------------------|--------------|
| 1 | 17/03/2020 | 12 weeks: Full time - \$585.80 Part time - \$350.00 | \$7,029.60 | \$0.00 | \$7,029.60 |
| Total | | | | | \$7,029.60 |

Status History

| Status | Reason | Time | User | Review Date |
|-----------|-------------------------|---------------------|---------------|-------------|
| Closed | | 10:33 AM 30/03/2020 | s 9(2)(a) OIA | |
| Exception | IRD Number not matched. | 10:55 AM 18/03/2020 | System | 25/03/2020 |

Comments

| Comment | Created by | Time |
|-----------|---------------|---------------------|
| Duplicate | s 9(2)(a) OIA | 10:33 AM 30/03/2020 |

[Add a new comment](#)

Letters for IRD Number

s 9(2)(a) OIA

There are no Letters for this application

[Add a new Letter](#)

[Cancel](#)

Hover 3

Applications with the same Bank Account

You will only see this field if there are multiple applications in the system with the same bank account recorded

There are other sections that will appear only when appropriate to the application type

For example the 'Employer Application' has an 'Employees' field where the applicant records their employees names, dates of birth and IR numbers. This application doesn't have it because someone who is Self-Employed/Contractor (Sole Trader)

Hot Tip!



When resulting the task in EES you **must** use the X (close window - in the top right corner) after approving an application. **Do not use** the close application button at the bottom of the page.

Using the 'Close' button will close the application you're working on (and potentially all others associated with it).

CONTINUE

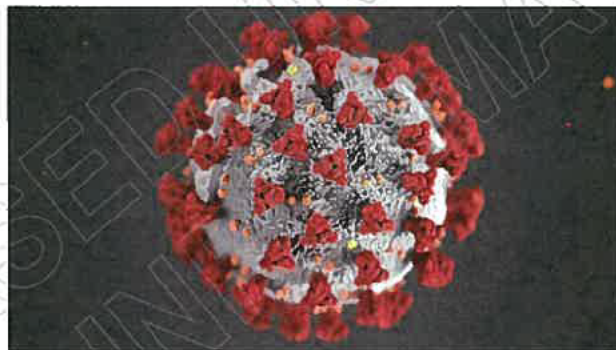
Lesson 4 of 5

Ready to process?

High Level Processing guide

EXIT COURSE

Introduction



The specific steps and actions you will take when processing an application for the COVID-19 Wage Subsidy will vary between applications but the high level process will remain consistent.

START >

Step 1

Open HIYA and Doogle pages in your browser.

**Hot Tip!**

You'll be referring to these pages a lot. Open them on separate tabs and bookmark them for easy access.

1 2 3 4 5 6 7

Step 2

Log into S2P



Log in, 'make yourself available' and get ready for the next queued task to arrive.

1 2 3 4 5 6 7 ✓

Step 3

EXIT COURSE

Check the EES screen.



Review the application and identify the actions that need to be taken based on the exceptions and fields in the application.

Hot Tip!

If you have two screens available you can split one screen to show the S2P task, and the EES window (they are both quite narrow) and have your HIYA/Doogle and other help pages on the other monitor.

1 2 3 4 5 6 7 ✓

Step 4

Contact IR (all applications)



Before you make the call ensure that you are clear on the information that you need to confirm.

4

Step 5

Call the employer (if necessary and appropriate)

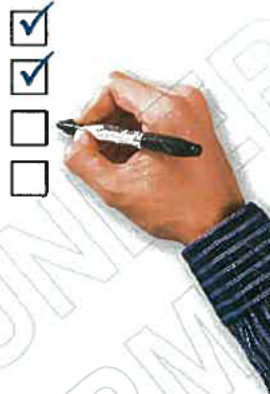
In some applications it may be necessary to contact the employer to clarify information given in the application.

Three attempts at three different times should be made to contact the employer.

Ask the employer to confirm details to verify you are speaking to the correct person (IRD number, contact email etc.).

1 2 3 4 (5) 6 7 ✓

Step 6

Result the outcome of the application in EES**CHECKLIST**

If approving - 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.

Step 7

Result the task in S2P



Result the S2P task to reflect the outcome.

1 2 3 4 5 6 7

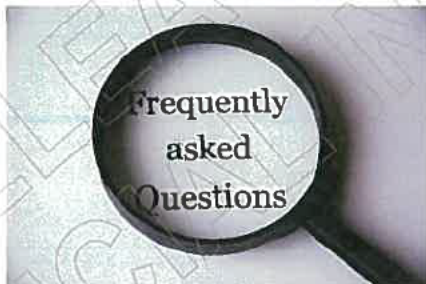
CONTINUE

Frequently Asked Questions (FAQs)

The intent is for you, the processor, to correctly complete an application the first time that it is handled.

If you don't know what to do in a given scenario then, rather than 're-queue' the application for someone else to process, you should initially (re)review HIYA (the instructions and the questions) carefully to see if you can find a clear answer.

If a clear answer does not appear to be available to you, then you should contact your processing support person (in real-time) to ask for support.



Frequently Asked Questions (FAQs) are held centrally in HIYA and can be accessed from [here](#), or from the COVID-19 Wage Subsidy actions page.

If you're stuck, **check the FAQs first** before escalating a query as most questions have already been asked.

What if I have a different question? Who can I ask for help?

Again, in the first instance check the FAQs page and if you can't find an answer you can contact one of the following (this list may change over time):

- 1 In the first instance check the FAQs page - you may need to refresh the page as there are changes and updates happening constantly.
- 2 If you can't find an answer contact your assigned 'Processing Support Person'.

Your processing support person will assess whether you haven't seen/ understood the instructions or whether there is a gap/ lack of clarity in the instructions available.

If it is a case of you not locating or understanding the solution then the support person can help develop you so that you can process these scenarios going forward.

Alternately, the processing support person may need to escalate the gap or lack of clarity in the information so that the instructions can be improved for all.

Escalation Processes for Processing Support People



You may receive phone calls/e-mails from your pod if they have an issue and can't find a readily accessible solution.

We're encouraging people to call their Processing Support Person using mobile or jabber so that **issues** can be addressed **in real time** and tasks are able to be resolved rather than re-queued.

In the first instance, take a look yourself at the HIYA content pages and FAQs, sometimes the issue may be a new one, or the processor may not be familiar with HIYA or other systems navigation.

If you are unable to locate the answer, or in cases where the the instructions or information doesn't clearly explain, or respond to the issue you are

If you are unable to locate the answer, or in cases where the the instructions or information doesn't clearly explain, or respond to the issue you are being presented with direct the processor to escalate the application using the appropriate option in S2P and escalate the issue as you've been advised.

UW



Processing a Covid-19 Wage Subsidy Extension

Welcome to this learning module about processing the Covid-19 Wage Subsidy Extension.

This module has eight lessons to enable you to access, navigate and process Wage Subsidy Extension applications.

The module will take up to 45 - 60 minutes for you to complete.

≡ Introduction

≡ The COVID-19 Wage Subsidy Extension

≡ Introducing the systems

≡ HIYA Process

≡ S2P process

≡ EES Process

≡ Ready to process?

≡ Where to find help

Introduction

The Context

The COVID-19 Wage Subsidy Extension scheme will help support employers, including sole traders, impacted by COVID-19 from 10 June 2020 to 1 September 2020. The Ministry of Social Development has been tasked with facilitating and administering these extensions.

The Learning



The purpose of this module is to ensure that staff are supported to build capability and understanding of the COVID-19 Wage Subsidy Extension.

At the end of this module you will:

1. **Understand** the conceptual reason for the COVID-19 Wage Subsidy Extension and its components.
2. Be able to **process** COVID-19 Wage Subsidy Extensions competently, and
3. **Know** where to go to for support as you begin to develop your competency.

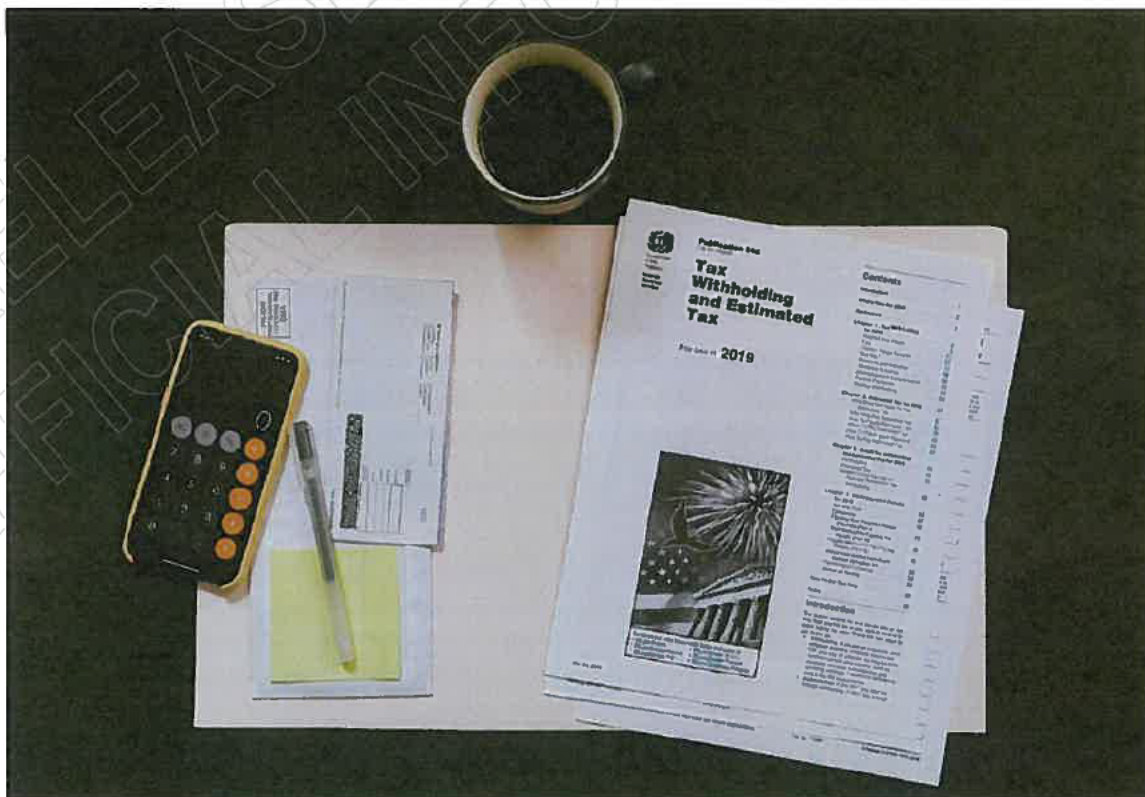
CONTINUE

The COVID-19 Wage Subsidy Extension

The COVID-19 Wage Subsidy Extension is an 8-week lump sum payment that is available to businesses who continue to be affected by the Corona Virus pandemic

Who is Eligible for the Subsidy Extension

All New Zealand employers who have been adversely affected by COVID-19 are eligible to apply.



This includes:

- registered charities
- Non-government organisations (NGOs)
- the self-employed and sole traders
- incorporated societies and
- post settlement governance entities

Qualifying Criteria

For employers to qualify:

- The business must be registered and operating in New Zealand
- Their employees must be legally working in New Zealand
- The business needs to have experienced a minimum 40% decline in actual or predicted revenue over the required period, and that decline is related to COVID-19 (as outlined in HIYA)
- The employer needs to have taken active steps to mitigate the impact of COVID-19

For more information about who can qualify for the extension click [here](#).

Payment

There are two flat rates of payment for COVID-19 Wage Subsidy Extension depending on the number of hours the employee being claimed for would usually work:

- * Full-time - 20 hours or more per week - \$585.80, or
- * Part-time - Less than 20 hours per week - \$350.00

The subsidy is paid as a lump sum and covers 8 weeks per employee.

Let's break down some of the jargon ...



Registered and operating in
New Zealand

This means that a business is:

- * registered with the NZ Companies Office, and
- * physically located in NZ, and
- * their employees legally work in NZ.

Sole traders

Sole traders are not required to be registered with the NZ Companies Office, but must have:

- * a personal IRD number for paying income tax and GST, and
- * government licences and permits for their business needs, and

Legally Working

Legally working in NZ means a person is both working in NZ and is legally entitled to work in NZ.

A person is legally entitled to work in NZ if they:

- * are a NZ or Australian citizen

(including a person born in the

A 40% Decline in Revenue

This means a business has experienced a 40% decline in:

- * actual revenue, or
- * predicted revenue (e.g. for businesses who have seen a reduction in bookings such as accommodation providers), and

Taking Active steps

A business must take active steps to mitigate the financial impact of COVID-19 on their business. For further information on mitigation strategies see the [Definitions for Wage Subsidy Extension qualifications](#) section of the Work

Employer Declaration

The COVID-19 Wage Subsidy Extension is being offered in a 'high trust' environment.

This means that, at this stage, we are only asking for the applicant's business IR number and contact details, and the names and IR numbers of employees.

We can verify this information with Inland Revenue. If we need any more information from an applicant at a later date, we will contact them.



We are not asking for verification of the applicant's decline in revenue, we're confirming that the business has experienced, or is about to experience, at least a 40% loss of actual revenue. We won't ask for proof when the applicant applies, but if we need any further information about this at a later date someone will contact them to discuss it.

The declaration and obligations can be seen in detail [here](#).

Further Information

There are a number of avenues available if you would like to read more about the COVID-19 Wage Subsidy Extension.

☐

You can check out the publicly available information on the Work and Income site by clicking [here](#), or

☐

You can review the information available to MSD staff in [Doogle](#), or [HIYA](#)



Hot tip!

Open each of these links in a separate tab and bookmark them. You'll need to read and refresh them frequently throughout each day.

CONTINUE

Introducing the systems

Introduction

To process an application for the COVID-19 Wage Subsidy Extension you will need to work across three integrated systems: Here is Your Answer (HIYA); Straight To Processing (S2P) and the Emergency Employment Support (EES) tool.

The following lessons will introduce you to each of these systems and tools and give you an overview of the actions completed in each.



These systems are introduced in the sequence in which you will enter/access them.

CONTINUE

HIYA Process

Here is Your Answer (HIYA)

Here is Your Answer (HIYA) is a knowledge base tool intended as a central point of knowledge for Customer Service Representatives (CSRs) and other staff on the Ministry's business processes, rules, and standards.

Accessing Hiya

You can access [HIYA](#) here. This is the direct link to the COVID-19 page and has all the information you will need to process a COVID-19 Wage Subsidy Extension action.

On this page you will find all the information you need to process the wage subsidy extension (including guidance for talking to IR and using the MSD portal).

Important:

If you are processing Employer applications you will need to complete the MSD Portal training module as well

Click on the [>](#) or [<](#) icons in the screenshot below to see more information.



Search

Save for later | Get help

Page 1 of 1 | 194510 | COVID-19 Wage Subsidy

COVID-19 Wage subsidy actions

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

For more guidance on what to do if you get a COVID-19 wage subsidy application, see the [COVID-19 wage subsidy application process](#) page.

28/01/2020

- Wage subsidy application process updated: step 1 and the IT share point (GST registered duration replaced with actual employee duration)
- Wage subsidy application process updated: step 1 (new decline reasons)

21/01/2020

- Wage subsidy application process updated: step 1 (new messages about payments exceeding \$7500)
- Wage subsidy application process updated: step 3. Sole traders - if you decline an application, you'll still be notified
- Wage subsidy application process updated: step 2 (what to do if you get the message: "Error! Error not found. Please fix all errors and try again. Errors are highlighted.")

24/01/2020

- Wage Subsidy application process updated: step 2 (new for any (Gibson) steps 4 (GST registered, step 5 (now added)
- Wage Subsidy application process updated: step 2. General (duplicate) applications and the guide to assist with: 2.5 No in (Gibson) 3.1 includes sole traders and contractors, (Gibson) removed.

Processing actions

- Wage subsidy applications
- Employer requesting a status update on their application
- Employer wanting to change information on their application

Processing Actions

There are three headings - the one that is relevant to you is:

- * Wage Subsidy applications

Click on the > icon to expand the item and get additional information.

The other two are for staff taking incoming calls from employers.

Make sure you're checking the instructions and FAQs regularly (and refreshing your browser) in case something changes.

CONTINUE

S2P process

Straight to Processing (S2P) tool

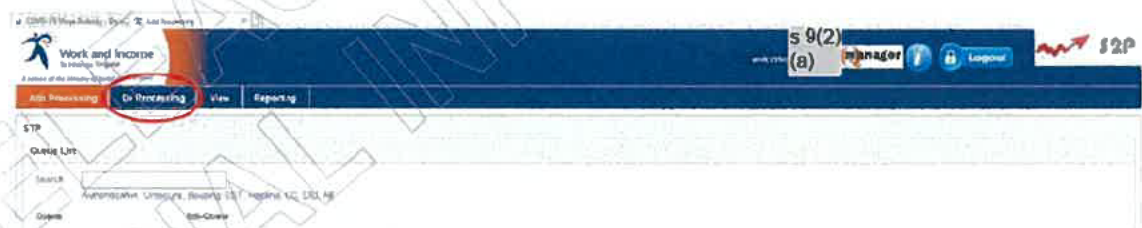
S2P is a web based task management system used to collect and distribute work.

Work can be added from multiple sources and S2P can be used as a single view of outstanding work across each unit or the business as a whole. It provides an efficient way to manage large volumes of work.

Logging in and Navigating to the queue

S2P is a web based browser and uses a 'single sign-in' and will automatically log you in.

Click [here](#) log in to S2P. You should then see the following screen.



Click on the image to enlarge

Do Processing

Select the 'Do Processing' tab.

'Logging in'

Once you are ready to start working from S2P, click on the Login button in the Status menu.

| | | | |
|----------------|---------------|------|-----------|
| Add Processing | Do Processing | View | Reporting |
|----------------|---------------|------|-----------|

Status

Current State Logged Out

Logout

Login

Not Ready

Available

Auto Swm Copy ☐ Yes

Pending Not Ready ☐

Click on the image to enlarge

| | | | |
|----------------|---------------|------|-----------|
| Add Processing | Do Processing | View | Reporting |
|----------------|---------------|------|-----------|

Status

Current State Logged In

Logout

Login

Not Ready

Available

Auto Swm Copy ☐ Yes

Pending NotReady ☐

Click on the image to enlarge

Making yourself 'Available'

Once you've logged in, you need to make yourself 'available' for so that the next piece of work waiting in the queue can be pushed to you.

Once you're 'available' for work, S2P will automatically push a task through to you to complete, based on the priority of the task and work you have been assigned.

Please be patient, it may take a few seconds to push the task through.

Status

Current State Available 

Logout **Login**

Not Ready **Available**

Auto Swn Copy ☐ Yes

Pending Not Ready ☐

Click on the image to enlarge

If the icon continues to circle you may not have been set up as an S2P user, or allocated the correct processing queue. Contact your allocated Support Person.

Need to take a break?

Add Processing **Do Processing** **View** **Reporting**

Status

Current State Logged In

Logout **Login**

Not Ready **Available**

Auto Swn Copy ☐ Yes

Pending Not Ready ☒

Pending Not Ready

If you are working on an assigned task and you know that you will be going on lunch or finishing for the day, you must select the 'Pending Not Ready' tick box before you click on the 'Result' button in your current task.

This option is in the 'Status' box on the top right-hand corner of the main task screen.

This option will tell S2P that you are not ready to be assigned a new task after you have finished your current task.

Once you result your current task, you will automatically be taken back to the 'Do Processing' screen with an S2P status of 'Not Ready'.

Please note: if you do not select the **'Pending Not Ready'** option before you result your current task, you will automatically be assigned the next available task in the queue. If this happens, you will need to complete the task before logging out of S2P, do not leave the task open.

What Information is in the Task?

Click on the > or < icons in the screenshot below to see more information.



MHA's website

- Appointments
- Call types
- Understand experiences
- Contact Centre guidelines
- CSR resources
- Emergency response
 - Charity on tragedy
 - Civil Defence payments
 - Unpaid work (volunteer)
- Answering questions about the wage subsidy
 - COVID-19 Wage subsidy actions**
 - Lower South Island floods
 - North Island Droughts
- Entrepreneurs and more
- Financial assistance
- Housing
- Mental assistance
- Severance processes
- Speakers' list

COVID-19 Wage subsidy actions

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

For all enquiries about the COVID-19 wage subsidy, visit the [COVID-19 wage subsidy](#) page on the MHA website. [Accessing updates about the wage subsidy](#)

26/03/2020

- Wage subsidy application process updated: step 1 and the MHA phone calls (GST registrars' question replies) with self-employed questions
- Wage subsidy application process updated: step 5 (new decision reasons)

21/04/2020

- Wage subsidy application process updated: step 5 (new questions about payments regarding SPMs)
- Wage subsidy application process updated: step 8. Self-traders - if you decline an application, result SLP task as 'Declined'
- Wage subsidy application process updated: step 5 (what to do if you get the message: "Error! Error was found. Please fix all errors and the system. Please go back to the page")

24/04/2020

- Wage Subsidy application process updated: step 2 (multiple application), step 4 (GST registrars), step 5 (new added)
- Wage Subsidy application process updated: step 2 (duplicate (uplicate) applications and the guide to assist with the application) - includes self-traders and contractors, EROs - removed.

Processing actions

- Wage subsidy applications
- Employer requesting a status update on their application
- Employer wanting to change information on their application



Search

Save for later | Print | ...

COVID-19 Wage subsidy actions

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

For all enquiries about the COVID-19 wage subsidy visit our web page for employers, employers, [Accessing your business at the wage subsidy](#)

28/03/2020

- Wage subsidy application process updated: step 1 and the 10 phone calls (GST registered business replaced with self-employed and casual)
- Wage subsidy application process updated: step 1 (new decline reasons)

21/04/2020

- Wage subsidy application process updated: step 1 (new messages about payments extending to 15/05)
- Wage subsidy application process updated: step 3 (Self-employed: if you decline an application, your SGP task is 'Declined')
- Wage subsidy application process updated: step 1 (what to do if you get the message "Error! Error not found. Please fix all errors and try again. Error are highlighted")

24/05/2020

- Wage subsidy application process updated: step 2 (multiple applications), step 4 (GST registered), step 5 (new added)
- Wage subsidy application process updated: step 2: identical (duplicate) applications and the guide to make with 10 phone calls (step 1 - includes self-employed and contractors, step 2 - removed)

Processing actions

- Wage subsidy applications
- Employer requesting a status update on their application
- Employer wanting to change information on their application

Important Updates

This shows you what updates have been made most recently. Keep an eye on these as there are updates and changes being made all the time.

Add Processing Add Processing View Reporting

Request Information (PID: s 9(2)(a))

Owner: ESS
Web Client: WORKS-17 Employer Applications

By: s 9(2)(a)



Employer Subsidy

Task Details

Task History

| Date | Status | User | Result |
|------------------------|----------------------------------|-----------|----------------------|
| 15/04/2020 08:22:43 AM | Assigned - Auto | s 9(2)(a) | |
| 16/04/2020 11:01:08 AM | Not found - Hold - risky request | DY91LM | |
| 02/05/2020 08:44:37 AM | Spot Hold | s 9(2)(a) | or unable to confirm |
| 03/05/2020 08:12:20 AM | Assigned - Auto | s 9(2)(a) | |
| 11/05/2020 17:01:09 AM | Not found - Hold - risky request | DY91LM | |

Page 1 of 25

Task Data

Outcome

- ☒ Application Approved
- ☐ Application Approved - Earnings Limit
- ☐ Declined
- ☐ Application Closed
- ☐ Employer Contact Unsuccessful
- ☐ Exit Business (No Bank Account)
- ☐ Change employment type
- ☐ Escalation
- ☐ Employer Known
- ☐ If unable to confirm

Result Note

Notes

Current Status: Assigned

Logbook: Logbook

Hold History: Hold History

Auto Email Copy: ☐

Printing Not Ready: ☐

Your Hold (0):

Web Hold:

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Work and Income
to help you get on your feet

App Processing | Up Processing | View | Reporting

Request Information (PID: s 9(2)(a))

Queue: ESS

Bob Green UOV K-17 employer applications

Name

Email: s 9(2)(a)

Link

Employer Subsidy

Task Details

Task History

| Date | Status | User | Result |
|------------------------|--------------|--------------------|-----------|
| 05/07/2020 06:22:45 AM | Assigned | AJG | s 9(2)(a) |
| 04/07/2020 12:00:00 AM | Not Assigned | Hold delay expired | SYSTEM |
| 02/07/2020 06:44:37 AM | Not Assigned | Hold | s 9(2)(a) |
| 02/07/2020 06:12:20 AM | Assigned | AJG | s 9(2)(a) |
| 01/07/2020 12:00:00 AM | Not Assigned | Hold delay expired | SYSTEM |

Page 1 of 20

Item Data

Outcome

Result:

- ☒ Application Approved
- ☐ Application Approved - Earnings Error
- ☐ Declined
- ☐ Application Closed
- ☐ Employer Contact Unsuccessful
- ☐ Exit Business / Bank Account
- ☐ Change employment type
- ☐ Escalation
- ☐ Employer Known
- ☐ It wasn't to confirm

Result Note

Notes

Current State: Assigned

Log: Log

Has Reply: Available

Add Item Copy: Yes

Pending Not Item: No

Your Hold (0)

Can Hold

Business IR#

Business IR number - labelled as '10' in current version. This is the Business IR number associated with the application.

Work and Income
to help people thrive

s 9(2)(a) Logout

App Processing Co-Processing View Reporting

Request Information (PID: s 9(2)(a))

Owner: ESS

Sub-Grantee: UOW/1-7 Employer Applications

Name:

Email: s 9(2)(a)

Link:

Employer Subsidy

Task Details

Task History

| Date | Status | User | Result |
|------------------------|------------|------------------|-------------------|
| 05/04/2020 08:22:43 AM | Assigned | Auto | s 9(2)(a) |
| 05/04/2020 11:40:06 AM | Re-Quoted | Host only copied | SYSTEM |
| 07/04/2020 08:44:37 AM | Spoke Hold | s 9(2)(a) | Unable to confirm |
| 07/04/2020 08:42:20 AM | Assigned | Auto | s 9(2)(a) |
| 11/05/2020 12:00:50 AM | Re-Quoted | Host only copied | SYSTEM |

Page 1 of 35 Next >

File Data

Outcome

Result:

- ☒ Application Approved
- ☐ Application Approved - F errors \$522k
- ☐ Declined
- ☐ Application Closed
- ☐ Employer Contact Unsuccessful
- ☐ Edit Business Voucher Account
- ☐ Change employment type
- ☐ Education
- ☐ Employer Known
- ☐ If unable to confirm

Result Help

Notes

Current Status: Assigned

Logbook

Hold Reason: ☐ Available

Add New Case: ☐ Yes

Printing New Batch: ☐ Yes

View Hold (2)

Get Hold

Launch ESS

Click here to launch to the 'Emergency Employer Support' application

Work and Income
by Income Support

Request Information (PID: S 9(2)(a))

Queue: ESS

REQ ID: 123456

Name: S 9(2)(a)

LINE: 10

Employer Subsidy

Task Details

Task History

| Date | Status | User | Result |
|------------------------|-------------------------------|-----------|-------------------|
| 15/05/2020 06:22:45 AM | Assigned - Auto | S 9(2)(a) | |
| 15/05/2020 11:40:06 AM | Re-Queued - Hold only expired | S 9(2)(a) | |
| 12/05/2020 06:44:37 AM | Skipped | S 9(2)(a) | Unable to confirm |
| 10/05/2020 08:42:20 AM | Assigned - Auto | S 9(2)(a) | |
| 11/05/2020 17:01:50 AM | Re-Queued - Hold only expired | S 9(2)(a) | |

Task Data

Outcomes

Result:

☒ Application Approved

☐ Application Approved - F track 1/2/3/4

☐ Declined

☐ Application Closed

☐ Employer Contact Unsuccessful

☐ Edit Business/IR Bank Account

☐ Change employment type

☐ Escalation

☐ Employer Known

☐ IR unable to confirm

Result Note:

Status

Current State: Assigned

Logon: Logon

Not Ready: Available

Add Item Copy: Yes

Pending N/A Ready

Year Hold (Y):

Still Hold

Task Outcome

This is where you record the outcome of the action.

Application Approved - data in application is confirmed by IR

Escalation - this is a more complex application where you are unable to determine an outcome. This re-queues the task so that an expert can pick it up.

Declined - only use this where the Business IR number and the Business/IR Customer name don't match. Add a comment to record where the mismatch was.

Select the radio button beside the appropriate result and click the orange **Result** button.

CONTINUE

EES Process

Emergency Employment Support (EES)

The Emergency Employment Support (EES) tool launches from the S2P task. It is the screen that will give you the information you need to complete the application.

Request Information (PID=§ 9(2)(b) OIA)

Queue ESS


Sub-Queue COVID-19 Sole Trader Applications

Name

Email

10 § 9(2)(b) OIA

Link

 Employer Subsidy

Click on the image to enlarge

Accessing EES

From the Request Information tile click on the 'Employer Subsidy' application

The first time click from the S2P in to EES you will be asked to login. Use your CNP/computer login details.

For example: Username ~

§ 9(2)(a) OIA

Password ~ your computer password

You will get a pop-up asking if you want to store your password for next time.

Application Search

There are a number of search functions in this screen. It will default to the application search.

Enter the Business IR number given in the Task, and select Search.

Tip: you can copy and paste the Business IR number from the S2P task to the EES.

Emergency Employment Support

User: s 9(2)(a) OIA

Role: Approver

[Account](#)

[Logout](#)

[Applications](#) | [Employer Applications](#) | [Sole Trader Applications](#) | [IRD Search](#)

Applications

IRD Number

[Search](#)

Click on the image to enlarge

What Information is in the Application?

Click on the > or < icons in the screenshot below to see more information.

Work and Income
KiwiSaver
A service of the Ministry of Social Development

Emergency Employment Support

Role: Approver [Account](#) [Logout](#)

[Applications](#) | [Employer Applications](#) | [Sole Trader Applications](#)

Self Employed/Contractor (Sole Trader) Application

Subsidy Type: COVID-19 Wage Subsidy/Leave Payment

Application Reason: My business has been impacted by COVID-19 and have experienced a 40% decline in revenue

Reason Type:

Created:

Status:

Status Reason:

Business IRD Number:

Employment Type:

IR Customer Name:

NZBN:

Address:

Contact Name:

Contact Email:

Contact Mobile:

Bank Account:

Application Date:

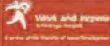
Start Date:

Reapplication Date:

End Date:

Date Paid:

Core application details


Emergency Employment Support
[Roles Approver](#)
[Account](#)
[Logout](#)

[Applications](#) | [Employer Applications](#) | [Sole Trader Applications](#)

Self Employed/Contractor (Sole Trader) Application

Subsidy Type: COVID-19 Wage Subsidy/Leave Payment

Application Reason: My business has been impacted by COVID-19 and have experienced a 40% decline in revenue

Reason Type:

Created:

Status:

Status Reason:

Business IRD Number:

Employment Type:

IR Customer Name:

NZDN:

Address:

Contact Name:

Contact Email:

Contact Mobile:

Bank Account:

Application Date:

Start Date:

Reapplication Date:

End Date:

Date Paid:

Core application details

Application Type

There are multiple application types including:

- * Self Employed/Contractor (Sole Trader)
- * Employer



Work and Income
Tekeu meke meke meke meke

Emergency Employment Support

Role: ApproverAccountLogout

[Applications](#) | [Employer Applications](#) | [Sole Trader Applications](#)

Self Employed/Contractor (Sole Trader) Application

Subsidy Type:

COVID-19 Wage Subsidy/Leave Payment

Application Reason:

My business has been impacted by COVID-19 and have experienced a +2% decline in revenue

Reason Type:

Contract:

Status:

Status Reason:

Business IRD Number:

Employment Type:

IR Customer Name:

MZDN:

Address:

Contact Name:

Contact Email:

Contact Mobile:

Bank Account:

Application Date:

Start Date:

Reapplication Date:

End Date:

Date Paid:



Core application details

Employer information

Any information the employer has supplied on their application will appear in this section.

Emergency Employment Support

Applications | Employer Applications | Sole Trader Applications

Self Employed/Contractor (Sole Trader) Application

Subsidy Type: COVID-19 Wage Subsidy/Leave Payment
 Application Reason: My business has been impacted by COVID-19 and have experienced a +2% decline in revenue
 Reason Type: Created
 Status: Status Reason
 Business IRD Number:
 Employment Type:
 IR Customer Name:
 NZDN:
 Address:
 Contact Name:
 Contact Email:
 Contact Mobile:
 Bank Account:
 Application Date:
 Start Date:
 Reapplication Date:
 End Date:
 Date Paid:

Core application details

Exception/s

Where there is an exception this will appear above the application type.

There may be a single exception associated with the application, or many. Each exception requires a separate action on a single application.

A description of what action is necessary is in HIYA.



Hot Tip!

When resulting the task in EES you **must** use the X (close window - in the top right corner) after approving an application. **Do not use** the close application button at the bottom of the page.

Using the 'Close' button will close the application you're working on (and potentially all others associated with it).

CONTINUE

Ready to process?

High Level Processing guide

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

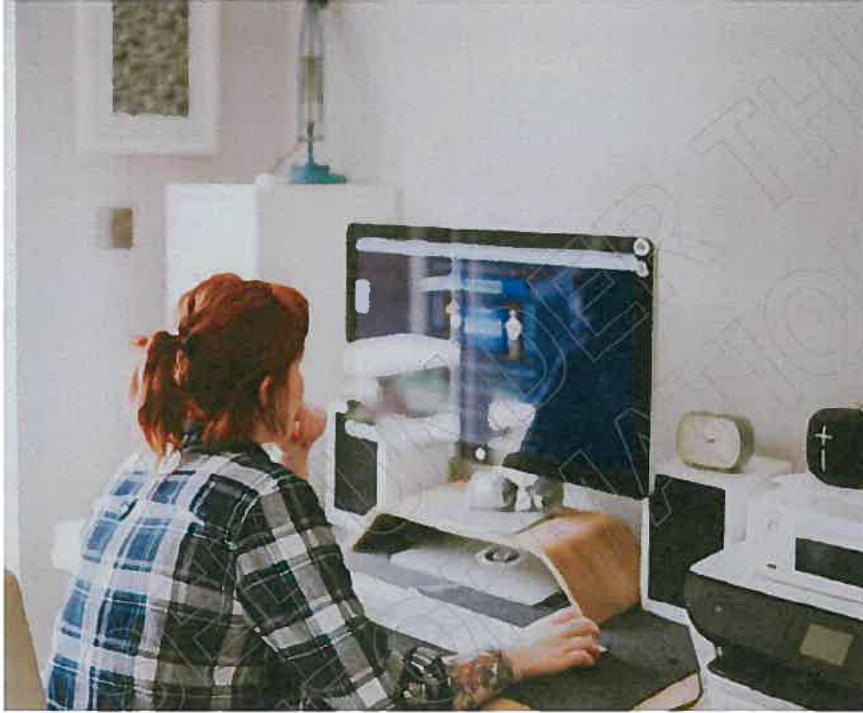
Introduction



The specific steps and actions you will take when processing an application for the COVID-19 Wage Subsidy Extension will vary between applications but the high level process will remain consistent.

Step 1

Open HIYA and Doogle pages in your browser.



Hot Tip!

You'll be referring to these pages a lot. Open them on separate tabs and bookmark them for easy access.

Step 2

Log into S2P



Log in, 'make yourself available' and get ready for the next queued task to arrive.

Step 3

Check the EES screen.



Review the application and identify the actions that need to be taken based on the exceptions and fields in the application.

Hot Tip!

If you have two screens available you can split one screen to show the S2P task, and the EES window (they are both quite narrow) and have your HIYA/Doogle and other help pages on the other monitor.

Step 4

IR Confirmation (all applications)



Before you make the call or log into the MSD Portal ensure that you are clear on the information that you need to confirm.

Step 5

Call the employer (if necessary and appropriate)



In some applications it may be necessary to contact the employer to clarify information given in the application.

Three attempts at three different times should be made to contact the employer.

Ask the employer to confirm details to verify you are speaking to the correct person (IR number, contact email etc.).

Make sure to leave a note in EES if you have contacted the employer, or if you have attempted to contact them without success.

Step 6

Result the outcome of the application in EES



If approving - 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.

Error messages:

"Errors! 1 error was found. Please fix all errors and try again. Errors are flagged with "!", this means some of the information is incorrect and will need to be fixed.

You will find further information on the actions for specific errors in the HIYA COVID-19 Wage Subsidy processing page.

Important:

Do not Close the application once you click Approve. If you do this before the payment is released, they won't get paid. Use the 'X' in the top right corner not the 'CLOSE' button at the bottom.

Step 7

Result the task in S2P



Result the S2P task to reflect the outcome.

Summary



Now you're ready to check out that queue and do your next one. If you need to refer back to the process, or check an outcome take a look at the HIYA or Doogle pages.

CONTINUE

Where to find help

The intent is for you, the processor, to correctly complete an application the first time that it is handled.

What if I have a question? Who can I ask for help?

If you don't know what to do in a given scenario then, rather than 're-queue' the application for someone else to process, you should initially:

- ☐ Review HIYA (the instructions and the questions)
- ☐ Check the information available in MAP and on the Work and Income website (where applicable)
- ☐ Check the FAQs page



Frequently Asked Questions (FAQs) are held centrally in HIYA and can be accessed from [here](#), or from the COVID-19 Wage Subsidy Extension actions page.

If you're stuck, **check the FAQs first** before escalating a query as most questions have already been asked.

Note - you may need to refresh the page as there are changes and updates happening constantly.



If you still can't find an answer contact your assigned 'Processing Support Person'. If you don't know who your support person is, talk to your manager

Your processing support person will assess whether you haven't seen/ understood the instructions or whether there is a gap/ lack of clarity in the instructions available.

If it is a case of you not locating or understanding the solution then the support person can help develop you so that you can process these scenarios going forward.

Alternately, the processing support person may need to escalate the gap or lack of clarity in the information so that the instructions can be improved for all.

A graphic of a chalkboard with the word 'Problem' written in white chalk and a red diagonal line striking through it. Below it, the word 'Solution' is written in white chalk. The background is dark and textured like a chalkboard.

~~Problem~~
Solution

Search

Pages / Home / COVID-19 (Coronavirus)

Wage Subsidy and Extension

The wage subsidy is to support employers affected by COVID-19 who could face laying off staff or reducing their hours.

10/06/2020

COVID-19 Wage Subsidy Extension applications

You may be getting calls from people trying to apply for the Wage Subsidy Extension who were not able to submit the application. There was an issue before 1pm with the new drop down question, asking people to confirm their reason for applying (the 40% reduction). It's been fixed and you can ask people to apply now.

[Previous updates: 15/05/2020](#)

- [Charging income - Wage Subsidy](#) The wage subsidy is charged as income.

COVID-19 Wage Subsidy Extension

Change to Wage Subsidy Extension criteria announced Friday 5 June

The Government has changed the eligibility criteria for the COVID-19 Wage Subsidy Extension to help more employers to keep their staff on.

Employers will need to have experienced a minimum of a 40% drop in revenue for a 30-day period in the 40 days before applying (starting no earlier than 10 May 2020), when compared to a similar period last year.

Other key features include:

- Employers who have given employees notice of redundancy before they apply for the extension will not be eligible to receive the subsidy for those employees unless the redundancy notice is withdrawn.
- If the amount of the subsidy is more than an employee's usual wages, employers must use any surplus funding from the subsidy to fund other employees' wages where possible and, where this is not possible, return any surplus funding to MSD. These obligations will now also apply to self-employed workers, i.e. if you are self-employed and you receive a subsidy that is more than your usual earnings, you will be required to repay the balance to MSD.

Check for more information at <https://www.workandincome.govt.nz/covid-19/wage-subsidy-extension/index.html>

Today we are emailing all the employers and people who are self-employed who received the Wage Subsidy previously to let them know about this change. It updates the email they received last week which had the higher (50%) revenue threshold.

Applications for the Wage Subsidy Extension will be able to be made from 10 June. We'll be sending another email to people who received the Wage Subsidy to let them know when their 12-week Wage Subsidy period is up so they can then apply for the Extension if they need it to keep paying staff or themselves. This is to try and manage the flow of applications. Additional guidance will also be published on Map on Wednesday.

The Wage Subsidy Extension available to support employers, including sole traders, who are still significantly impacted by COVID-19 after the 12-week Wage Subsidy ends. It's also available to those who haven't received the Wage Subsidy previously.

Changes to who can get the Wage Subsidy and Leave Support

There have been some changes made to who can get the COVID-19 Wage Subsidy and the COVID-19 Leave Support Scheme. Some state sector organisations can now apply if they are granted an exception by the Minister of Finance. Start-up research and development businesses, also known as pre-revenue businesses, can also apply for both COVID-19 payments if they can declare a 30% drop of projected capital income. The changes were effective at midday today (8 May). There's no change to how we process the applications. Our website reflects the changes in these places:

- [Wage Subsidy: who can get it](#)
- [Wage Subsidy: declaration](#)

Feedback

Search

Pages / ... / Wage Subsidy and Extension

Answering questions about the Wage Subsidy

This page is for all staff who are answering queries about Wage Subsidy or Leave Payments (before 27 March 4pm).

If people call with questions you can't find the answer to, please tell them:

"Sorry, I don't have that information at the moment. We're still working through what these changes mean for people. We're keeping our website updated as changes are confirmed so you can check there for the latest updates. www.workandincome.govt.nz".

▼ Staff updates

Wage subsidy applications for large employers

If you are talking to a large employer (more than 100 employees) who wants to apply for the wage subsidy please tell them that we have created a new process on our [work and income website](#).

Large employers don't need to use the application form, instead they can download a CSV file and add all of their employee information to the file.

They cannot change the format or layout of the file and they need to complete all fields in the file. Employers need to know that the 'employment type' field is for recording if employees are **full time** or **part time**. Part time employees work less than 20 hours a week and full-time employees work 20 hours or more a week.

When they have completed their information, they will need to save the file as a CSV and rename it with their business name.

Employers must [agree to a declaration](#) and when they return the file to us, they need to cut and paste the following text into their email to confirm they agree –

I confirm that I have read and understood the declaration.

The file then needs to be sent to us

at COVID19_Employer_Support@msd.govt.nz where it will be processed.

Wage subsidy application cap removal

The Government has removed the cap on wage subsidies that can be paid to employers affected by COVID-19. The cap of \$150,000 per business is gone.

This applies to all New Zealand employers, contractors, sole traders, self-employed people, registered charities and incorporated societies. You are now able to apply for a wage subsidy for all your staff.

If you have already applied for and been granted the wage subsidy for your employees and MSD has capped the amount paid, you don't need to do anything because we will top up the difference.

If you have applied for the wage subsidy for your staff, and claimed only enough to meet the cap, once you have used this subsidy, you can reapply.

If you are yet to apply follow the wage subsidy application process.

▼ Emails about non-approved applications

We're currently sending emails to employers who applied for the wage subsidy and whose applications have been either:

- **auto-closed** because none of their details matched IR information.
- **declined** because either they gave details that didn't match IR information, or another reason.

Please see below for more information on what to do if you get these calls.

Note: MyIR is isn't available 3pm 9 April to 16 April because of a system upgrade. People can check their IR details on tax returns or letters from Inland Revenue.

Closed applications

We're currently (7 April) sending out 25,000 emails to people who have applied for the COVID-19 Wage Subsidy. In these cases we haven't been able to approve the applications because the details given including the IRD number, didn't match the information held by Inland Revenue, and we haven't been able to match their information in any other way.

These applications have been auto-closed (in EES, it will show as closed by **s 9(2)(a) OIA** – please **do not** contact him).

Email sent below (click to enlarge)



Note: An enlarged copy of the email is attached on the following page.



WORK AND INCOME TE HIRANGA TAKAWA

Your application for a COVID-19 Wage Subsidy/Leave Payment

Kia ora,

Thank you for your application for the COVID-19 Wage Subsidy/Leave payment.

An important part of our approval process is checking the applications with the information held by Inland Revenue.

We haven't been able to approve your application because the details you gave us don't match the information held by Inland Revenue.

If you wish to continue, we need you to check your Inland Revenue details and then reapply for the Wage Subsidy using the correct information. We won't take any further action on this application.

If you reapply please make sure the details you provide match those held by Inland Revenue, including your:

- business IRD number (if you're self-employed, this is your personal IRD number)
- IR customer name (the name linked to the IRD number)
- contact name, email address and phone number

Please note: Inland Revenue are upgrading their systems, and ~~MyIR~~ won't be available from 3pm, Thursday 9 April to Thursday 16 April.

You can find more information and reapply on the [Work and Income website](#). There are also answers to [some common questions](#), including for shareholder-employees and partnerships.

~~Noho ora mai~~

George Van Ooyen
Group General Manager Client Service Delivery

Let them know they are able to reapply using the Work and Income website, and that the quickest way to get an application approved and paid is making sure this information is all correct.

They should check these details match with their IR information – suggest they look at:

- business IRD number (if they're self-employed, this is their personal IRD number)
- IR customer name (the name linked to the IRD number)
- contact name, email address and phone number

They should also make sure they've got the correct:

- New Zealand Business Number (NZBN) if they have one
- business address
- bank account number
- employee details

Declined applications

An email is going to employers who applied for the COVID-19 Wage Subsidy and were not approved because either:

- the application was completed by an employee (not an employer), or
- the employer completed the wrong application form, or
- the details the employer gave didn't match those held by Inland Revenue.

Email sent below (click to enlarge)



Note: An enlarged copy of the email is attached on the following page.

You may get calls from employers asking why their letter does not tell them the exact reason their application was declined.

You can say:

- We know it's not clear why your application was declined, and this is not ideal for you.
- We've had thousands of applications and unfortunately we haven't been able to write individualised letters.
- The best thing you can do is double check the information you gave is correct against your Inland Revenue information. If it's not, you should apply again via the Work and Income website.



WORK AND INCOME
Te Pūnaha Inangā

Your application for a COVID-19 Wage Subsidy/Essential Workers Leave Support
Kia ora,

Thank you for your application (reference number:) for the COVID-19 Wage Subsidy/Leave payment.

Unfortunately, we haven't been able to approve your application.

This is because:

- the application was completed by an employee (not the employer), or
- you applied on the wrong application form, or
- the details you gave us don't match those held by Inland Revenue.

If you think the Inland Revenue details you gave us may have been incorrect, you can reapply with the correct details.

If you disagree with our decision you can request a review of your application.

You can find more information about the criteria for the Wage Subsidy and Leave Payment on the Work and Income website, including answers to common questions.

Noho ora mai
George Van Ooyen
Group General Manager Client Service Delivery

- If your information was correct, you can use the link on your email to ask for a review of your application. We'll take another look and get in touch with you about it.

This form is not available to find on the Work and Income website - they must use the link in the email.

Questions about the COVID-19 Wage Subsidy and Leave Payment (before 27th March 4pm)

Refer to Map for the operational policy (eg qualifications and payment information): [COVID-19 Wage Subsidy \(modified\)](#)

▼ Application process

I've applied and I haven't heard anything yet. Should I make another application?

No, you shouldn't make another application. It may take a few days for your payment to come through.

How many times can I apply?

- For the **Wage Subsidy**, you will only be able to apply once. This means it's really important to make sure you capture all of your employees in your application form.
- For the **Leave Payment**, please note this is no longer available from 4pm 27th March 2020.

See [COVID-19 Businesses and individuals who need assistance](#) for more info.

Which application should I complete?

If you're completing the application for more than one person, use the employer application.

If you're self-employed, a sole trader, or contractor and are not completing this application for anyone other than yourself, complete the self-employed application.

What kind of proof do I need to provide?

At this stage, we are only asking for your business IR number and contact details, and the names and IR numbers for your employees. We can verify this with other agencies. If we need any more information from you at a later date, someone will contact you.

Do I need to prove I'm experiencing 30% or more loss of revenue before I apply?

By agreeing to the [disclaimer](#) when you submit an application for the Wage Subsidy, you're confirming that your business has experienced, or is about to experience, at least a 30% loss of actual revenue. We won't ask for proof when you apply, but if we need any further information about this at a later date someone will contact you to discuss it.

How do I know if I qualify if my business has been operating for less than a year OR I have a high growth business?

New businesses which have been operating less than a year and high growth businesses (e.g. that have had a significant increase in revenue) can apply for the Wage Subsidy. To determine whether these businesses meet the 30% decline in revenue assessment, they must compare their revenue against a previous month that gives the best estimation of the revenue decline related to COVID-19. E.g. 30% loss of revenue attributable to COVID-19 comparing January 2020 to March 2020.

If I need to submit an application for the Wage Subsidy for my employees, how do I also complete an application for myself?

Each business can only apply once for the wage subsidy. If you're an employer and are submitting an application for your employees, you will need to include yourself as an employee of the business in the same application.

How will I know you have you got my application?

If you apply for a employer wage subsidy or leave payment, you will not receive an auto reply email, but you will see the below message when you have successfully submitted your application.

Thank you for submitting your application.

Our staff are under considerable pressure supporting New Zealanders. We are processing and approving quickly as we can, please be patient.

You will get a text and email once the payment is made.

Note: Please use your IRD number as your reference number.

[Return to the home page](#) for more information

What happens if my application is declined?

If you don't meet the qualifications for the subsidy, your application will be declined. We will contact you if this happens.

As an employer, what are my obligations under employment law at this time?

Your obligations under employment law haven't changed.

▼ Multiple applications

I'm an employee who works full-time for a company that has been impacted by COVID-19, and my employer has applied for the wage subsidy on my behalf. I'm also self-employed part-time. Can I also apply for the part-time wage subsidy using the self-employed application?

Yes. You can apply for the part-time wage subsidy under the self-employed application, as long as you meet the usual criteria, despite being a named employee on your employer's application.

I'm an employee who works full-time for a company that has been impacted by COVID-19, and my employer has applied for a wage subsidy on my behalf. I'm also self-employed full-time. Can I also apply for the full-time wage subsidy using the self-employed application?

Yes. You can apply for the full-time wage subsidy under the self-employed application, as long as you can meet the usual criteria, despite being a named employee on your employer's application.

What if I have multiple businesses - can I apply for the Wage Subsidy for more than one?

All businesses that apply must have separate IR numbers.

If all of your businesses use the same IR number, you can only submit one application to cover all of them.

▼ Payments and repayments

When employers/sole traders have to repay the subsidy

You can direct the employer or sole trader to the [online form](#) or you can do it for them through a manual S2P task under "COVID Repayments". This is instead of our usual process of emailing the overpayments team.

Employer thinks they've been overpaid. What happens next?

- applied for the leave subsidy instead of the wage subsidy
- applied as a sole trader and an employer and got paid for both
- since they applied some staff may have been let go
- applied twice incorrectly and were paid twice
- think they may have received someone else's wages in error

In these examples you should:

- thank them for letting us know
- record details of the error they think they made
- get their business IR number and contact details - including phone number and email address
- ask for the codes on the bank statement. They will look something like:
MSD COVID19W
- say we'll be in touch soon to confirm the amount of overpayment and how they can repay it
- once the call is completed you should email this information to s 9(2)(k) OIA

How quickly will I get the money?

We're aiming to work through all applications within 5 working days. We understand this is a really stressful time for your business and we'll do everything we can process your application as quickly as possible.

What happens if an employer calls advising that they have had a notification that their subsidy has been paid but they still don't have the money in their account?

Payment should be made into an account within two business days of processing. Unfortunately there has been a significant increase in the number of returned payments to MSD due to incorrect bank account numbers added to wage subsidy applications.

A dedicated MSD team will be in contact with you if your payment is one of these to discuss.

To help this team CSR's should:

- ask the employer for their correct bank account details, and
- IR number, and
- email this through to s 9(2)(k) OIA

Please note: once the team have this information and process the payment it should in the correct account within two business days.

An employer is calling who thinks they have added a valid, but incorrect bank account (i.e. someone else's bank account) in error on their application?

CSR's need to:

- ask the employer for their correct bank account details, and
- IR number, and
- email them through to s 9(2)(k) OIA

Once we have these details we will make the payment to the correct account.

Please note: payment should be made into an account within two business days of processing.

MSD have a dedicated team who will attempt to trace the initial payment and have the funds returned.

✓ Employers

Can employees apply?

Your employer is the only one who can apply for the subsidy. If you have any questions about your pay, you need to talk to your employer.

Who can apply?

If you are an employer, contractor, sole trader or self-employed, you may qualify to get the COVID-19 wage subsidy. You need to be registered and operating in New Zealand, and your employees need to be legally working in New Zealand.

There's more information on the [Work and Income](#) website.

My staff aren't comfortable sharing their information. What can I do?

You will only be able to submit an application for your employee if they're ok with that. You need to confirm their consent so we can check their information with other agencies.

Do I need to prove that my staff can't work from home?

By agreeing to the disclaimer when you submit an application for the Leave Payment, you're confirming that your staff aren't able to work from home. We won't be asking for more detail about that when you apply.

I've already applied and been paid the COVID-19 Wage Subsidy for all of my employees. Do I need to do anything else?

No. You can't submit another application. You're covered by the COVID-19 Wage Subsidy you've already been paid. This lump sum covers 12 weeks per employee.

I already applied for the COVID-19 Wage Subsidy, but only for some of my employees. Can I make another application for my remaining employees?

Yes. You can make an additional application for any of your employees whom you haven't already applied for.

As an employer, I'm currently receiving the Flexi-Wage subsidy for my employee(s). Can I also apply for the COVID-19 wage subsidy?

Yes – the COVID-19 wage subsidy is available on top of the Flexi-Wage subsidy that you are already receiving for your employee(s). All wage subsidies that you receive must be paid to your employees.

I haven't yet applied for the COVID-19 Wage Subsidy for any of my employees. Is it too late to make an application?

It's not too late. You can apply for the COVID-19 Wage Subsidy now. We want you to be able to retain and pay your employees at this time.

Note: Please note that this information is now out of date, and you are only able to apply for an extension.

As an employer or self-employed person, what active steps do I have to take to mitigate the impact of COVID-19?

You must take active steps to mitigate the financial impact of COVID-19 on your business before you apply for the Consolidated Wage Subsidy.

This could include:

- activating your business continuity plan
- drawing on your cash reserves (as appropriate)
- making an insurance claim
- proactively engaging with your bank
- seeking advice from the Chamber of Commerce, a relevant industry association or the Regional Business Partner programme.

Privacy Act requests relating to the COVID-19 Wage Subsidies

Requests for information relating to the COVID-19 Wage subsidies can be sent to PrivacyOfficer@msd.govt.nz.

▼ Employer obligations

As an employer, what are my obligations under employment law at this time?

Your obligations under employment law haven't changed.

As an employer, how much am I obliged to pay the employees named in my application for the COVID 19 Wage Subsidy (after it was modified on March 27) if they are not working?

The impact of COVID-19 means that the hours staff work may have to change. That can only be done in accordance with the usual employment law rules.

If you are receiving the COVID-19 Wage Subsidy, you must:

- Try your hardest to pay staff at least 80% of their usual wages;
 - If that isn't possible, pay at least the rate of the subsidy that applies to that employee
- If the employee's usual wages are lower than the rate of the subsidy, continue paying that amount for the duration of the subsidy.

As an employer, if I have already received a COVID-19 Wage Subsidy for an employee, do the new obligations of the COVID 19 Wage Subsidy (after it was modified on March 27 2020) now apply?

No. The obligations for the COVID-19 Wage Subsidy remain the same as at the time you applied.

As an employer I had to let some of my employees go because of COVID-19. Can I rehire them and get the COVID-19 Subsidy to help pay them?

You can apply for the COVID-19 Wage Subsidy if you re-employ your employees **before** you apply **and** if your employees were:

- employed by you as of 17 March 2020; **and**
- you had to let them go because of COVID-19; **and**
- you did **not** apply for the COVID-19 Wage Subsidy for the employees.

It is expected that employers and employees would operate in 'good faith' and employers would look to re-hire on at least the same terms and conditions.

As an employer, if one of my employees who I have made an application for, voluntarily leaves during the twelve week period for another job opportunity or because of caring responsibilities, do I need to pay the money back to MSD?

No – where your employee voluntarily leaves their employment you must advise MSD, and you cannot claim any more subsidy for that person. However, you do not have to return the subsidy already paid.

As an employer, what happens if I make my employee redundant during this time?

Your obligations state you should retain your employees you're currently receiving the COVID-19 Wage Subsidy for.

If you have to make an employee redundant during the subsidy period:

- you can use the Wage Subsidy to pay the employee any notice period arising from the redundancy, and
- you must repay any balance of the Wage Subsidy that's left after the notice period has been paid.

You cannot use the wage subsidy to make any contractual redundancy payments to an employee.

▼ Employee concerns

I have a complaint about how my employer has paid me

If you have a complaint because you think your employer is breaching any of their minimum employment obligations to you, you can contact the Employment line by calling on 0800 20 90 20 or by email at info@employment.govt.nz

▼ Contractors and Self Employed people

If I am a contractor, am I entitled to apply for the wage subsidy?

Yes- contractors can apply for the wage subsidy using the 'self-employed' application, provided you meet the criteria.

If I am self-employed, am I entitled to apply for the wage subsidy?

Self-employed people who are legally working in New Zealand are eligible for the payment.

Please check the Work and Income [website](#) for details.

▼ Shareholders

If I am a shareholder in a business, can I apply for the wage subsidy?

If you work for the business and you are paid a wage, salary or draw an income for the work you do for the business, you can apply for the wage subsidy.

If I work for a business where there are multiple shareholders, how do I apply for the wage subsidy?

The business you work for should make one application for all of its employees and shareholders who work for the business and are paid a wage, salary or draw an income for that work they do.

Which form do I use?

You can use the '*employer*' form and the other shareholders if they are paid a wage, salary or draw an income for the work they do for the business, need to have their details entered into the employee section of the form.

▼ Partnerships

If my business operates in a partnership, can I apply for the wage subsidy?

If each partner that works for the business is paid a wage, salary or draws an income for the work they do, you can apply for the wage subsidy.

Which form do I use?

One partner must apply on behalf of the other partner(s) using the '*employer*' form and using the other partners as named employees.

▼ Charities

If I'm an employer of a registered charity, incorporated society, non-government organisation, or post settlement governance entity am I entitled to apply for the wage subsidy for my employees?

Yes, you can apply for the wage subsidy if your business has been adversely affected as a result of COVID-19 and you are struggling to retain your employees.

If I'm an employer of a registered charity, incorporated society, non-government organisation, or post settlement governance entity am I entitled to apply for the leave payment for my employees?

Yes, you can apply for the leave payment if your employees are required to self-isolate because of Ministry of Health Guidelines and cannot work from home.

Employees may not be able to work from home because:

- of the nature of their occupation e.g. trades people or you cannot provide employees the ability to work from home e.g. no access to laptops.
- they have been diagnosed with COVID-19
- they are caring for dependents.

▼ Tax questions

As an employer, do I have to pay GST on the wage subsidy I receive for an employee?

No - You don't have to pay GST on the wage subsidy.

As an employer, do I have to pay income tax on the wage subsidy I receive for an employee?

No - for most businesses, the Wage Subsidy is classified as "excluded income" for income tax purposes. You don't get an income tax deduction for the wages you pay using the Wage Subsidy. You still need to make the usual PAYE deductions when you pass it onto your employee.

Does an employee need to pay tax on a wage subsidy payment?

Yes, they will as the subsidy is paid to the employer as part of their normal wages. This means it is subject to the usual PAYE, Student Loan, KiwiSaver deductions, etc.

If, as a self-employed person do I need to pay income tax on the Wage Subsidy I receive?

Yes - If you are self-employed, you need to pay income tax on the Wage Subsidy you receive from MSD as it is a payment to replace a loss of earnings.

If, as an employer I am receiving the leave payment on behalf of an employee because they are in self-isolation, do I have to pay GST?

No - it will be treated as exempt from GST.

If I'm self-employed do I have to pay tax if I receive a leave payment because I am in self-isolation?

This payment will be treated as income for tax purposes.

If I'm an employee do I need to pay tax if I receive a leave payment because I am in self-isolation?

The leave payment will be paid to your employer, and you will receive it like normal wages. This means it's subject to the usual PAYE, Student Loan, KiwiSaver deductions, etc.

✓ Leave Payment - no longer available from 4pm 27th March 2020

No longer available from 4pm March 27th 2020

If your employee is diagnosed with COVID-19, do they have to use their accrued sick leave before they are eligible for the COVID-19 leave payment?

Employees do not need to use their sick or annual leave entitlement before you can apply for the COVID-19 leave payment – it can be applied for right away. You can have a conversation with your employee about whether they would prefer to use any accrued sick or annual leave first, rather than the COVID-19 leave payment as there may be cases where the employee would receive more through their own sick leave than the COVID-19 payment.

As an employer I've already received the Leave Payment for an employee. Am I now able to apply for the COVID 19-Wage Subsidy for this employee?

The Leave Payment only covers 14 days for self-isolation. After the 14 days, you can apply for the COVID-19 Wage Subsidy for that employee, as long as you meet the criteria for the payment.

Feedback

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Pages / ... / Wage Subsidy and Extension

Wage Subsidy and Wage Subsidy Extension actions

This page is for all staff who are processing or updating COVID-19 wage subsidies and wage subsidy extensions only.

19/06/2020

Processing applications Step 2: Two additional questions and S2P results have been added for locked applications or where an applicant has indicated they are receiving a benefit.

Please do not process these applications, instead exit the application and result the S2P task.

▼ Processing applications

Please note:


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.

Key messages

Note: EES is Emergency Employment Support, a system where Wage Subsidy applications are held.

- There are 5 different subsidy types in EES:
 - *COVID-19 Wage Subsidy/Leave Payment - Wage and Leave Payments submitted before 27/03 4pm*
 - *COVID-19 Consolidated Wage Subsidy - Wage Subsidy submitted after 27/03 4pm*
 - *COVID-19 Essential Workers Leave Support Subsidy - Leave support for essential workers submitted from 06/04.*
 - *COVID-19 Leave Support Scheme - Leave support for all workers from 1/05 (replaced EWLS)*
 - *COVID-19 Wage Subsidy Extension - Wage Subsidy submitted from 10/06 9am*
- Employers and sole traders cannot receive a wage subsidy, an EWLS leave support scheme or wage subsidy extension for the same employee (or themselves) for the same period of time.
- An employer can be in a sole trader and an employer application, as long as the Business IRD number is different.

- Before processing an application in EES, please read all the comments to ensure nothing is missed. As there are other teams also working on these applications - running audit checks, escalations and IT fixes.
- There is an IR portal to check employer details.
- Self-employed applications require a phone call to IR.

| Step | Action | Procedure |
|------|---|--|
| 1. | Open task | <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:  <p>Employer Subsidy</p> |
| 2. | <p>Check in EES tool</p> <p><i>Tip: To exit out of an application, use the back button on your browser. Do not click on the 'Close Application' - this will move the application status to close.</i></p> | <ul style="list-style-type: none"> • Is the application locked? <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 • Does the application have the exception "Receiving a benefit"? <ul style="list-style-type: none"> ◦ Yes: do not continue, exit the application and result the S2P task "Sole Trader on a benefit - unable to action" ◦ No: continue with the process • Are there any other applications listed? <i>The heading "Applications with the same IRD number" will display if there are other applications. Click on 'Show Details' to view.</i> • If no other applications, continue to step 3 - Contact Employer/IR <p>Important: there is a separate process for Leave Support Scheme. If you identify an EWLS or Leave Support application, please refer to this process.</p> <ul style="list-style-type: none"> • If there are multiple wage subsidy applications: <ul style="list-style-type: none"> • click on the 'All Applications' link at the bottom of the application • look at each one, checking the status, reason for application, created date, employees listed and their employment type. |

| | | |
|----|--|--|
| | | <p>Identical (duplicate) applications</p> <p><i>Information is the same and employer has resubmitted the same application</i></p> <ul style="list-style-type: none"> • If all applications have a status of 'Exception', contact Employer/IR (step 3) then approve (step 4) one (if it matches) and close (step 6) the other(s) • If one application has already been approved, don't touch the approved one, close the other(s). <p>Multiple applications</p> <p><i>Information in the applications is different</i></p> <p>Approved and paid applications will be locked, and you won't be able to action them.</p> <p>Employee type is the only difference e.g. employee is listed as part time in one and full-time in another:</p> <ul style="list-style-type: none"> • contact Employer/IR (step 3) • if it matches, approve the latest application (step 4) • close the other application(s) (step 6) <p>*if one application has already been approved, add a comment and result the S2P task as 'change employment type'.</p> <p>Employee(s) listed on the same applications for the same business IRD number:</p> <ul style="list-style-type: none"> • If there is already an approved application, pick up one of the 'Exception' application, <ul style="list-style-type: none"> • Click edit and remove any employees who have been paid already • add a comment and select update • contact Employer/IR (step 3) then approve (step 4) the subsequent application (if it matches) <p>Please note: if you are unsure about what to do with the multiple applications, result S2P task 'Escalation'.</p> |
| 3. | Contact Employer or IR or use the portal | <p>Check the application to decide if you need to use the IR portal to confirm the employer details (step 3a) or call IR to confirm self-employment (step 3b).</p> <p>3a) For employers:</p> |

- ## Contacting employers

Ask the employer to confirm details to verify you are speaking to the correct person (IRD number, contact email etc.)

- add a new comment in EES
- result S2P task 'Employer Contact Unsuccessful' and select 'Delay Days'



- add a new comment in EES - unable to contact after 3rd attempt
- result S2P task 'Escalation'

- explain the mismatch, is there another IRD number/name they use
- if they give you another name or IRD number
 - search the IR portal, if the employer displays, check the employee count, if the employee numbers don't match, go to step 5, otherwise approve (go to step 4)

- if you still can't find the employer in the portal, decline using the decline reason 'IR details don't match' (go to step 7).

3b) For sole traders:

Check any previous approved application(s) to see if you can use that information to approve (if you can, go to step 4). Otherwise call the sole-trader:

- ask them to confirm their details (IRD number, email address etc) to ensure you are speaking to the correct person
- check with them if there is another IRD number or name they use for their business
- if they give you another name or IRD number, add a comment with the details provided by the employer
- Let them know you will need to contact IRD and may need to contact them back.

Note: Three attempts at three different times should be made to contact them. For unsuccessful contacts and resulting S2P see the steps in the employer section (3a).

Call IR on 0800 755 651 (Monday to Friday 8am to 4pm), introduce yourself and ask if:

- name and IRD number match and
- the "Customer" is self-employed?.

If the IR name and number don't match, decline using the decline reason '*IR details don't match*' (go to step 7).

If the IR name and number matches and IR confirm the "Customer" is self-employed, approve (go to step 4).

If the IR name and number matches but IR cannot confirm the "Customer" is self-employed, you will need to:

| | | |
|----|-------------------------|---|
| | | <ul style="list-style-type: none"> • call the sole trader* back to let them know IR cannot confirm they are self-employed. Ask them about their business and how long they have been trading for. During the conversation, if it's clear they are <u>self-employed</u>, approve the application (go to step 4), if it's not clear they are self-employed, then: <ul style="list-style-type: none"> • let them know they must contact IR (by calling 0800 755 651) to advise them they are self-employed • add a comment into the EES application • add a note into the S2P task (so the next person knows where the application is at) • result the S2P task 'IR unable to confirm' – the task will remain on hold for 3 days. *if you can see in the comments/notes that the sole trader was referred to IR, but IR still can't confirm they are self-employed, decline using the reason '<i>IR confirmed not self-employed</i>' (go to step 7). Note: If you are unsure about declining the application based on your conversation with the employer or sole trader and/or IR, result S2P task 'Escalation'. |
| 4. | 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'. <p>Error messages:</p> <ul style="list-style-type: none"> • "<i>Errors! 1 error was found. Please fix all errors and try again. Errors are flagged with "I", this means some of the information is incorrect and will need to be fixed. So far, the ones we have seen are related to an employee's DOB (year of birth is 2985 instead of 1985) or contact number – these ones are obvious so you can edit the information or remove the contact number to approve.</i>" |
| 5. | Application information | When the number of employees listed in the application doesn't match the IR portal: |

| | | |
|----|-------------------------|--|
| | doesn't match IR portal | <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:</p> <ul style="list-style-type: none"> • contact the employer (if you haven't already) to discuss the extra employees (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, otherwise leave them in • add a new comment explaining what you have done • approve the application (step 4). <p>Note: You won't be able to change the Business IR number or employer bank account number. For these actions, result the S2P task as 'On Hold – Edit Business IR/Bank Account' and note what needs to be changed.</p> |
| 6. | Close application | <ul style="list-style-type: none"> • Update status in EES to 'Close' (a pop-up will appear confirming the application has been closed) • Add a new comment • Result S2P as 'Application Closed'. |
| 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'. |

✓ Employer requesting a status update on their application

| 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? |

| Step | Action | Procedure |
|------|---|--|
| | | <ul style="list-style-type: none"> 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 | <p>You must only inform the employer:</p> <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, e.g. Suspended, Declined or Closed.</p> |
| 3. | Finding the application | <p>In the EES Tool:</p> <ul style="list-style-type: none"> click on the 'Dashboard' click 'All' 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 did receive confirmation message re-check the information the employer has given you and search again.</p> <p>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 and we are processing oldest to newest.</p> |

▼ Employer wanting to change information on their application

| Step | Action | Procedure |
|------|---|--|
| 1. | Open EES tool | Ensure you have 'Admin' access to the tool |
| 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 'Dashboard' • Click 'All' • 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 did receive confirmation message re-check the information the employer has given you and search again.</p> <p>If you are still not able to locate ask the employer re-submit application.</p> |
| 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) |

| | | |
|----|---|---|
| | | <ul style="list-style-type: none"> • 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></p> <p><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> <p>Important: Please do not change the reason for applying, if changing between a 'Wage Subsidy' and a 'Leave Payment' application because there are different declarations to be agreed to by the employer.</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 | To remove employees |

| | | |
|----|-------------------------------------|--|
| | | <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 to:</p> <ul style="list-style-type: none"> • <i>To changes being made to their application?</i> • <i>That the new information is true and correct?</i> <p>Also note the changes that you made to the application.</p> <p>Please do not change the status of the application. All applications are being processed out of S2P and we are processing oldest to newest.</p> |

▼ Employer unable to complete their application online

Employers (including sole traders/contractors and self-employed people) may contact us on 0800 40 80 40 because 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 | <p>Before completing the application, you must get verbal permission from the employer:</p> <p><i>Do you agree to the Ministry completing the application on your behalf?</i></p> <p>If they agree, go to step 2</p> |
| 2. | Open application | <p>https://www.workandincome.govt.nz/products/a-z-benefits/covid-19-support.html#null</p> <p><i>"Can you please tell me why you are applying?"</i></p> <p>Read the application options to the employer.</p> |

| Step | Action | Procedure |
|------|--|--|
| | | 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> |
| 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 'Dashboard' and then click on 'ALL' and search by IR number |
| 10. | Add comments to the application | Add the following comments: - Employer has given permission for the Ministry to complete the ESS form - The declaration has been read and agreed to by the employer - The information they have provided is true and correct. |

▼ Reviewing decisions

Important: this process is for the Ellerslie specialist team only

Key messages:

- If you know the employer or you processed the original application, result the S2P task as 'Employer known/I made original decision' to put the application back into the S2P queue for someone else to process.
- If the employer has 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 e.g. number of employees or 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.

| Step | Action | Process |
|------|----------------------------------|---|
| 1. | Open task | Open the task in S2P. |
| 2. | Search the application in EES | Using the IRD number from S2P (from the 'taxcode ird number' field), search for the application(s). |
| 3. | Desktop check – do your research | <p>Read the 'client comment' field in S2P.</p> <p>View the declined application in EES and read the comments relating to the decline action.</p> <p>Research:</p> <ul style="list-style-type: none"> • Is there already an approved application? • What was the original reason for decline? <ul style="list-style-type: none"> • make sure the application wasn't 'declined' instead of 'closed' e.g. duplicate application, wrong application type (completed the employer form not the sole trader form), applied for leave payment instead of wage subsidy, refer to step 4 • Is the decline due to information provided by IR e.g. not self-employed, not GST registered, not employing, hasn't filed tax return? Refer to step 5 |

| Step | Action | Process |
|------|-------------------|---|
| | | <ul style="list-style-type: none"> Have we declined because the applicant doesn't meet the qualifications? E.g. 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? Refer to step 6 |
| 4. | Declined in-error | <p>Approved leave payment but declined wage subsidy</p> <p>If it's clear the applicant applied for both the leave payment (before 27 March) and wage subsidy, and the wage subsidy was declined due to being a duplicate application. You can approve the wage subsidy; however, you should contact the applicant to check if they meant to apply for the leave payment too. If they didn't, you can reduce the wage subsidy payment amount by what they have received in the leave payment amount (contact us if you need help to do this). Approve wage subsidy in EES and result the S2P task as 'Approve application – declined decision overturned'.</p> <p>An approved and declined application - same application types (duplicates)</p> <p>Contact the applicant to explain their application had already been approved and paid, the email relates to a duplicate application, apologise for the confusion.</p> <p>Change the status from 'declined' to 'closed' in EES and result the S2P task as 'Application closed – declined decision overturned'.</p> <p>No approved application but incorrect application type</p> <p>It's ok if the applicant has completed an employer application and declared themselves as an employee, instead of completing the sole trader application. Follow the current Wage Subsidy process (e.g. contact IR if that hasn't already been</p> |

| Step | Action | Process |
|------|---|---|
| | | done) and result S2P according to the action taken. |
| 5. | Declined due to the information IR provided | <p>Does the 'client comment' in S2P provide you with enough information to make a decision to approve the application? For example: applicant starting driving for Uber in May 2019 and hasn't yet had to file a tax return.</p> <ul style="list-style-type: none"> • Yes – approve the application in EES and result the S2P task 'Approved application – declined decision overturned'. • No – ring the applicant and discuss the reason why we declined e.g. IR cannot confirm they are self-employed. Ask them about their business and how long they have been trading for. During the conversation, if it's clear they are self-employed (or an employer), approve the application in EES and result the S2P task 'Approved application – declined decision overturned'. <p>If it's not clear they are self-employed or an employer, ask them to contact IR to update their information or let IR know they are self-employed. Result the S2P task 'Referred to IR' (this will requeue the task with a 3-day delay, providing enough time for the applicant to contact IR).</p> <p>If you can see in the comments/notes that the applicant was referred to IR, but after 3 days, IR still can't confirm they are self-employed, result the S2P task as 'Decline upheld'.</p> <p>Add clear notes to support your decision.</p> <p>Send decline upheld email.</p> |
| 6. | | |

| Step | Action | Process |
|------|--------------------------------------|---|
| | 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'. You will also need to contact the applicant to apologise for the confusion and explained you have approved it.</p> <p>If you still cannot determine (after talking with your site expert or manager) whether the applicant meets the qualifications, leave the application as it is in EES and result the S2P task as 'Escalate'.</p> <p>Note: all the above escalations will come to National Office so we can help with the decision and provide further advice for any other situations.</p> |
| 7. | Unable to contact? | <p>You should attempt to contact the employer 3 times.</p> <p>If you're unable to contact the employer, result the S2P task as 'Unable to contact'.</p> <p>The task will be re-added to S2P and be re-presented again in 4 hours.</p> <p>If, after 3 attempts you cannot contact the employer, send an 'Unable to contact' email and result the S2P task as 'Unsuccessful contact'. This will delay the task for 7 days. If there has been no response to the email sent after 7 days, go to step 8.</p> |
| 8. | Uphold the original decline decision | <p>You can uphold the original decision when:</p> <ul style="list-style-type: none"> 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 7 days <p>Next steps:</p> <ul style="list-style-type: none"> send the 'decline decision upheld' email add clear notes to support your decision result the S2P task as 'Decline upheld' |

| Step | Action | Process |
|------|--------|--|
| | | Note; please continue to escalate any other application where you think the original decision to decline is correct. |

Feedback

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[Pages](#) / [Home](#) / [COVID-19 \(Coronavirus\)](#)

Wage Subsidy employer search

We have launched a website application to search for companies that have received payments under the Wage Subsidy Scheme.

It will also show the number of applicants the payment covers and the total payment the company received. But it does not show which staff members the application covers.

More information: [Wage Subsidy Employer Search](#)

This list should not be used to determine eligibility for benefits. The criteria for granting benefits is unchanged and you should continue to make the usual eligibility checks.

If an employer asks why the list was published, let them know that this was advised in the declaration that all Wage Subsidy applicants signed. A copy of this is available on the wage subsidy page on the Work and Income website: [Declaration wage subsidy](#)

You might receive calls from employees who have not received a payment, but see their employer listed. Please direct these enquiries to the [MSD website](#) as there are different contacts depending on their situation.

If you receive calls from employees who have a complaint about their employer please refer them to Employment New Zealand at www.employment.govt.nz/wage-subsidy-complaints.

[Feedback](#)