



An Roinn Coimirce Sóisialaí
Department of Social Protection

Wage Subsidy Scheme on Welfare Partners

12.09.22

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5.1 Re-submit Subsidy Requests on Welfare Partners	40



Section 01

Accessing Welfare Partners



1.1. Accessing Welfare Partners

1. To access Welfare Partners you must have a valid ROS DSP Sub-cert.

A guide on how to obtain a ROS DSP Sub-cert is available [here](#).



Section 02

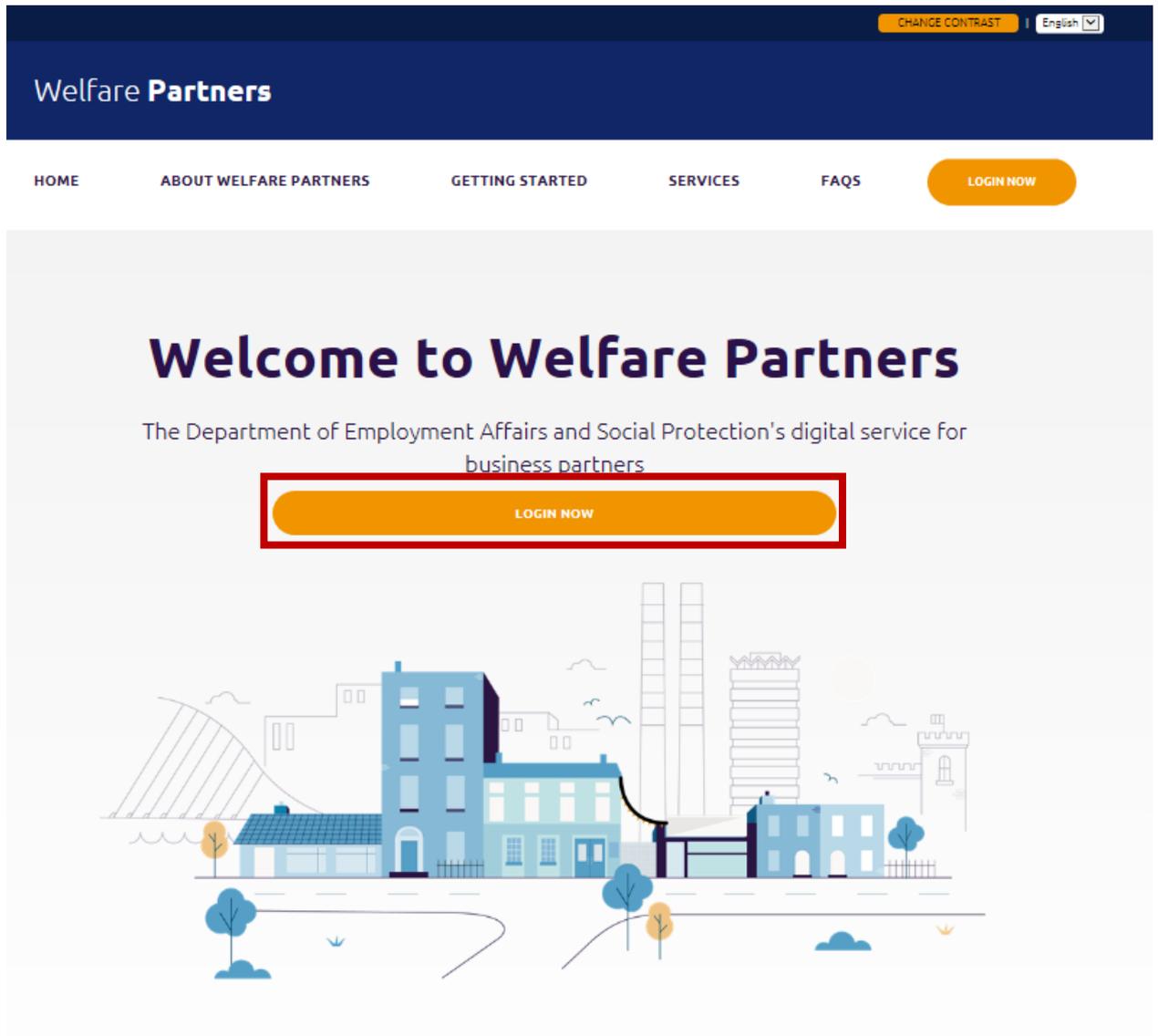
Log on to Welfare Partners



2.1 Log on to Welfare Partners

1. Go to www.welfarepartners.ie.

2. Click “LOGIN NOW”



- Depending on your browser, and/or if you have only one DSP Sub-Cert installed, you may be presented with the following screen:

Revenue Cáin agus Custaim na hÉireann
Irish Tax and Customs

ROS
Revenue Online Services

Select Certificate

[REDACTED] SUBCERT

You can load a digital certificate > [Manage My Certificates](#) ⓘ

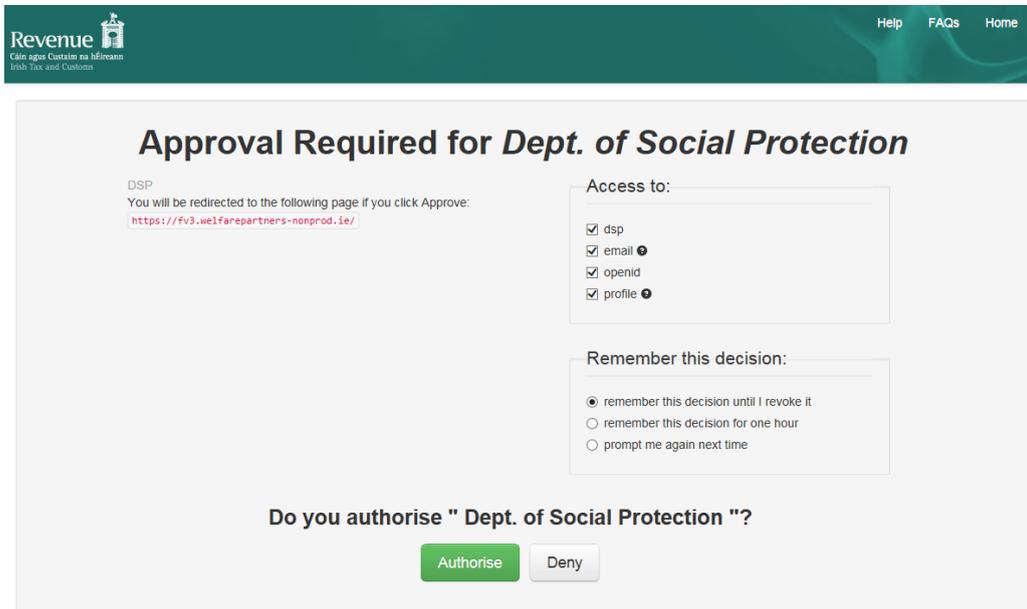
Enter Password

Enter Password

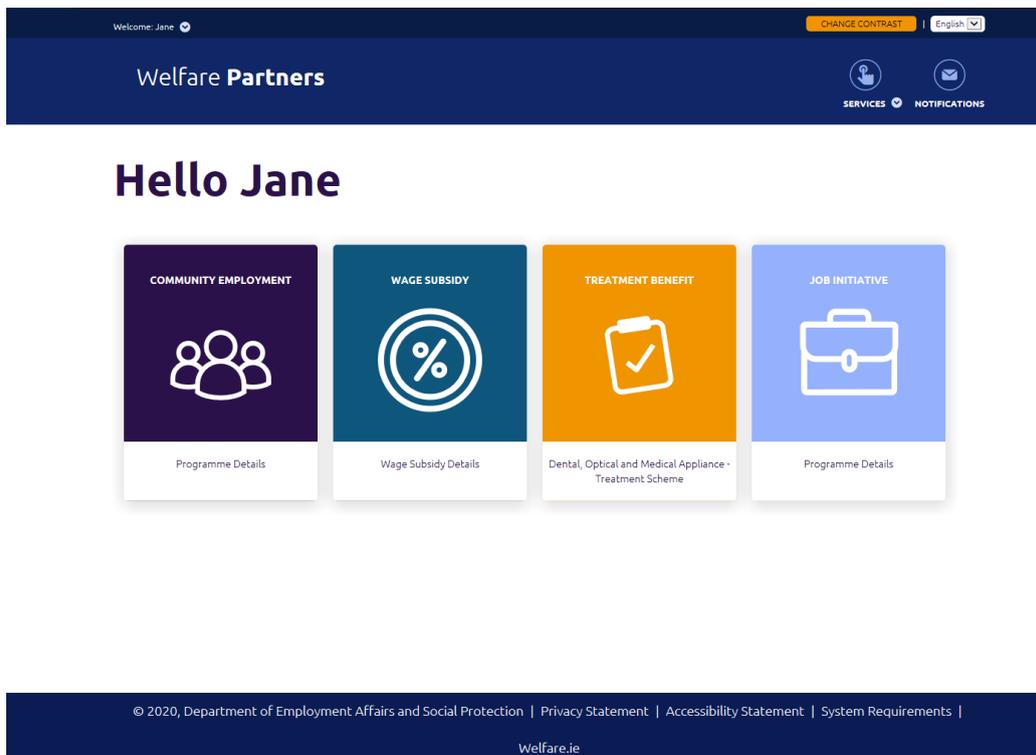
Authenticate

- You should enter the certificate password, and click 'Authenticate'.

5. If this is the first time you are logging on to Welfare Partners with this ROS DSP Sub-cert, you will be presented with the following screen:



6. You should click on “Authorise” without changing any options.
7. You should now have access to the Welfare Partners site, and be presented with the following screen:



2.2 Installing ROS DSP Sub- certificate

8. If this is the first time you attempt to log on to Welfare Partners you may be presented with the following screen:

Revenue
Cáin agus Custaim na hÉireann
Irish Tax and Customs

ROS
Revenue Online Services

Select Certificate

No Certificate loaded in this browser. ▾

You can load a digital certificate > [Manage My Certificates](#) ⓘ

Enter Password

Enter Password

Authenticate

9. If this happens, click on "**Manage My Certificates**" and the following pop-up will be presented:

Manage My Certificates

i Choose your certificate here:

Search for a certificate (.p12 file)
on your computer

Drop a file here to upload, or
[Click to browse for a file](#)

i Loaded certificates will be displayed here:

Certificate Name	Download	Remove
------------------	----------	--------

You currently have no certificates loaded in your browser.

Enter Password

Load Certificate

[← Return to ROS Login](#)

? Step by step guides and solutions can be found at [ROS Online Help](#)

10. Find and select the ROS DSP Sub-Cert that you have saved to your PC by first clicking on the 'Click to browse for a file' button then once you find the file click open.
File appears in 'Choose your certificate here'
11. When you have selected the ROS DSP Sub-Cert, you must enter the password for that cert.
12. When you have selected the correct cert and entered the password, click on 'Load Certificate'.
This loads the certificate to your browser for future use.
13. You should return to the initial www.welfarepartners.ie page and follow steps three through seven above.



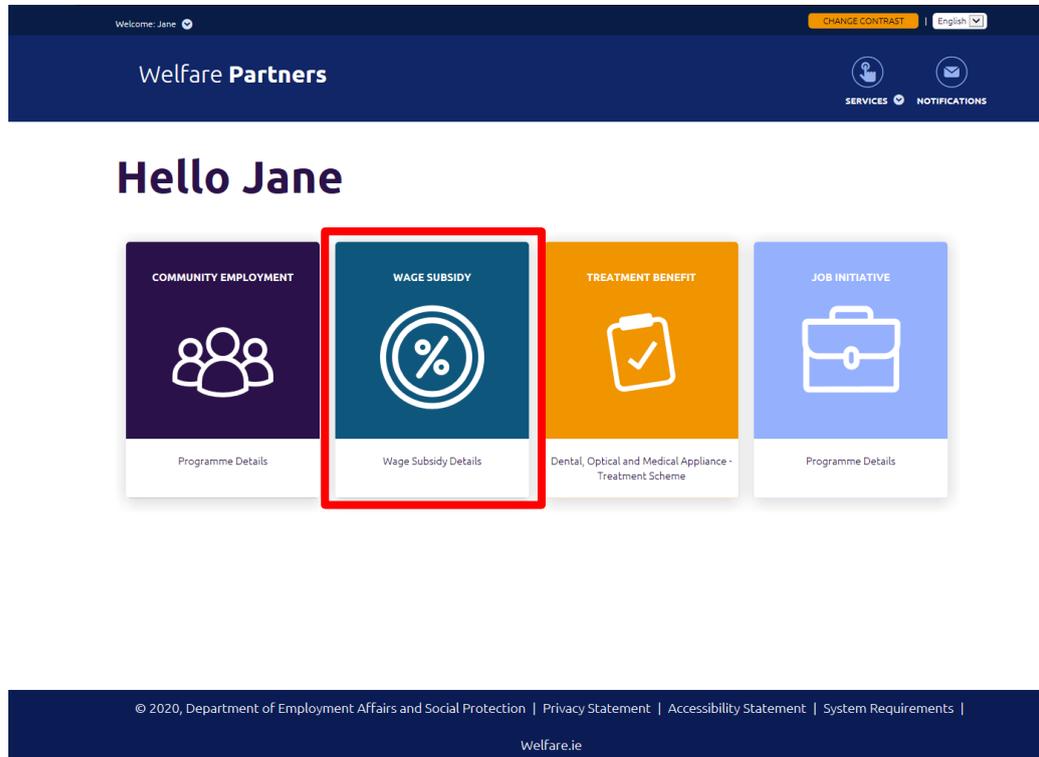
Section 03

Welfare Partners online submission



3.1 Access wage subsidy requests.

1. Once you have logged on to Welfare Partners successfully, you should click on the Wage Subsidy card:



If you encounter an error message at this point, please contact the dedicated helpdesk by emailing wagesubwelfarepartners@welfare.ie

- Depending on your access as either a claim contact or a workplace contact, you will be presented with either of the following screens:

As a Claim contact:

Welfare Partners

SERVICES NOTIFICATIONS

Claim details PAYMENT CYCLES PARTICIPANTS

Your claim

All Workplaces

WORKPLACE NUMBER	WORKPLACE NAME	RECEIVED DATE	STATUS	
<input type="text"/>	Workplace 2	01/02/2020	✓ Approved	VIEW
<input type="text"/>	Workplace 1	31/07/2019	✓ Approved	VIEW

As a Workplace contact:

Welfare Partners

SERVICES NOTIFICATIONS

Claim details PAYMENT CYCLES PARTICIPANTS

Workplace

WORKPLACE NUMBER WORKPLACE NAME **Workplace 1**

ACTIVE PAYMENT CYCLES INACTIVE PAYMENT CYCLES

Active payment cycles

CYCLE NO.	CYCLE BEGINNING	CYCLE ENDING	STATUS	
9	16th Dec 2019	12th Jan 2020	⚠ Open	EDIT
10	13th Jan 2020	9th Feb 2020	✓ Submitted	VIEW

3. To submit wage subsidy requests, you start from the Workplace screen.

Welfare Partners

SERVICES NOTIFICATIONS

Claim details

PAYMENT CYCLES PARTICIPANTS

Workplace

WORKPLACE NUMBER

WORKPLACE NAME Workplace 1

ACTIVE PAYMENT CYCLES INACTIVE PAYMENT CYCLES

4. The status of a payment cycle will indicate if you need to complete and submit the wage subsidy request. If the status of a cycle is 'Open', there are wage subsidy requests to be submitted.

ACTIVE PAYMENT CYCLES INACTIVE PAYMENT CYCLES

Active payment cycles

CYCLE NO. ▼	CYCLE BEGINNING	CYCLE ENDING	STATUS	
9	16th Dec 2019	12th Jan 2020	Open	EDIT
10	13th Jan 2020	9th Feb 2020	Submitted	VIEW

5. To submit a wage subsidy request for a cycle, first click on EDIT

Active payment cycles

CYCLE NO. *	CYCLE BEGINNING	CYCLE ENDING	STATUS	
9	16th Dec 2019	12th Jan 2020	Open	EDIT
10	13th Jan 2020	9th Feb 2020	Submitted	VIEW

6. You will be brought to the screen showing all wage subsidy requests that must be completed for that cycle.

Welfare Partners SERVICES NOTIFICATIONS

Claim details PAYMENT CYCLES PARTICIPANTS

Cycle 9 16th Dec 2019 - 12th Jan 2020

Your wage subsidy requests

NEW SAVE

XXXROWDIE XXXALI ****2490

Please input your employee's hours for each week, their gross wage for the 4 week cycle and indicate if the participant availed of any other payment.

FILL WITH CONTRACTED HOURS (30 PER WEEK)

SELECT IF THE PARTICIPANT WAS ON PAID LEAVE (ILLNESS/MATERNITY/PATERNITY/PARENTS)

16 DEC - 22 DEC	23 DEC - 29 DEC	30 DEC - 05 JAN	06 JAN - 12 JAN	GROSS WAGE FOR 4 WEEK CYCLE
0	0	0	0	€ 0.00

PLEASE PROVIDE MORE INFORMATION WHERE RELEVANT

7. You should complete each wage subsidy request with the detail of hours worked in each week and the total gross wage paid to the employee for the entire four week period.

3.2 Enter details of hours worked

8. If the employee has worked the agreed contracted hours for each week of the period, you can select the option “FILL WITH CONTRACTED HOURS (X). (where X is the number of agreed contracted hours as informed to DSP.)

In the example below, the employee is contracted to work 30 hours per week, and has worked 30 hours in each week of this cycle.

NEW **SAVE**

XXXROWDIE XXXALI ****2490

Please input your employee's hours for each week, their gross wage for the 4 week cycle and indicate if the participant availed of any other payment.

FILL WITH CONTRACTED HOURS (30 PER WEEK)

SELECT IF THE PARTICIPANT WAS ON PAID LEAVE (ILLNESS/MATERNITY/PATERNITY/PARENTS)

13 JAN - 19 JAN	20 JAN - 26 JAN	27 JAN - 02 FEB	03 FEB - 09 FEB	GROSS WAGE FOR 4 WEEK CYCLE
30	30	30	30	€ 0.00

PLEASE PROVIDE MORE INFORMATION WHERE RELEVANT

Note: If the detail of the contracted hours recorded is incorrect, please contact your local case officer to have these details amended.

9. If for any reason the employee did not work the agreed contracted hours for each week of the cycle, you can complete the detail of hours worked each week individually.

In the example below, the contracted hours are 30 hours per week, but the employee only worked 25 hours each week.

If the hours input do not match the contracted hours recorded by us, a reason must be provided in the text box indicated.

NEW

SAVE

XXXJAWS XXXHAL ****425D

Please input your employee's hours for each week, their gross wage for the 4 week cycle and indicate if the participant availed of any other payment.

FILL WITH CONTRACTED HOURS (30 PER WEEK)

SELECT IF THE PARTICIPANT WAS ON PAID LEAVE (ILLNESS/MATERNITY/PATERNITY/PARENTS)

13 JAN - 19 JAN	20 JAN - 26 JAN	27 JAN - 02 FEB	03 FEB - 09 FEB	GROSS WAGE FOR 4 WEEK CYCLE
25	25	25	25	€ 1,250.00

PLEASE PROVIDE MORE INFORMATION WHERE RELEVANT

Reduced hours over period per business needs. X

A reason must be entered when weekly hours entered do not match employee's contracted hours

DO NOT ENTER ANY SENSITIVE PERSONAL DETAIL WHICH MAY REPRESENT A RISK TO GDPR.

10. If the employee was on any form of paid leave other than annual leave or accrued holiday entitlement, please select the option 'SELECT IF THE PARTICIPANT WAS ON PAID LEAVE (ILLNESS/MATERNITY/PATERNITY/PARENTS)'. (ILLNESS/MATERNITY/PATERNITY/PARENTS)'.

NEW **SAVE**

XXXJAWS XXXHAL **425D**

Please input your employee's hours for each week, their gross wage for the 4 week cycle and indicate if the participant availed of any other payment.

FILL WITH CONTRACTED HOURS (30 PER WEEK)

SELECT IF THE PARTICIPANT WAS ON PAID LEAVE (ILLNESS/MATERNITY/PATERNITY/PARENTS)

16 DEC - 22 DEC	23 DEC - 29 DEC	30 DEC - 05 JAN	06 JAN - 12 JAN	GROSS WAGE FOR 4 WEEK CYCLE
30	30	0	30	€ 1,250.00

PLEASE PROVIDE MORE INFORMATION WHERE RELEVANT

Parents leave 30 Dec - 06 Jan ×

Please provide information about the other payments for this participant while on paid leave, A reason must be entered when weekly hours entered do not match employee's contracted hours

DO NOT ENTER ANY SENSITIVE PERSONAL DETAIL WHICH MAY REPRESENT A RISK TO GDPR.

3.3 Enter detail of gross wage paid.

11. You should now enter the gross wage paid to the employee for the entire four week cycle.

The screenshot shows a web form for entering employee details. At the top left, there is a red button labeled 'NEW'. At the top right, there is an orange button labeled 'SAVE'. The employee's name is 'XXXROWDIE XXXALI' followed by a masked ID '****2490'. Below the name, there is a instruction: 'Please input your employee's hours for each week, their gross wage for the 4 week cycle and indicate if the participant availed of any other payment.' There are two checkboxes: 'FILL WITH CONTRACTED HOURS (30 PER WEEK)' which is checked, and 'SELECT IF THE PARTICIPANT WAS ON PAID LEAVE (ILLNESS/MATERNITY/PATERNITY/PARENTS)' which is unchecked. Below these are four input fields for weekly hours: '13 JAN - 19 JAN' (30), '20 JAN - 26 JAN' (30), '27 JAN - 02 FEB' (30), and '03 FEB - 09 FEB' (30). To the right of these is a larger input field for 'GROSS WAGE FOR 4 WEEK CYCLE' containing '€ 1,500.00' and a close button 'X'. Below the input fields is a text area with the prompt 'PLEASE PROVIDE MORE INFORMATION WHERE RELEVANT'.

12. **Note:** If this is your only participant/employee, please go to part [3.4.1](#) of this guide.

13. If you have multiple participants/employees, and when you have entered the detail of the hours worked and the gross wages paid to the employee, click on SAVE

NEW

XXXROWDIE XXXALI ****2490

Please input your employee's hours for each week, their gross wage for the 4 week cycle and indicate if the participant availed of any other payment.

FILL WITH CONTRACTED HOURS (30 PER WEEK)

SELECT IF THE PARTICIPANT WAS ON PAID LEAVE (ILLNESS/MATERNITY/PATERNITY/PARENTS)

13 JAN - 19 JAN	20 JAN - 26 JAN	27 JAN - 02 FEB	03 FEB - 09 FEB	GROSS WAGE FOR 4 WEEK CYCLE
30	30	30	30	€ 1,500.00

PLEASE PROVIDE MORE INFORMATION WHERE RELEVANT

The subsidy request will now go into a state of 'Awaiting Processing'.

NEW

XXXROWDIE XXXALI ****2490

Awaiting Processing

13 JAN - 19 JAN	20 JAN - 26 JAN	27 JAN - 02 FEB	03 FEB - 09 FEB	GROSS WAGE FOR 4 WEEK CYCLE
30.00	30.00	30.00	30.00	€1,500.00

If you have multiple subsidy requests to complete, you must save each subsidy request individually, so that they are all in a status of 'Awaiting Processing'.

3.4 Submission of completed subsidy requests

3.4.1 Single participant/employee

1. If there is only one wage subsidy request to be completed for the cycle, you must read the declaration statement and confirm same by checking the box to indicate that 'I HAVE READ AND AGREE TO THE ABOVE DECLARATION'

NEW

Xxxthree Xxxcontrol ****109F

Please input your employee's hours for each week, their gross wage for the 4 week cycle and indicate if the participant availed of any other payment.

FILL WITH CONTRACTED HOURS (30 PER WEEK)

SELECT IF THE PARTICIPANT WAS ON PAID LEAVE (ILLNESS/MATERNITY/PATERNITY/PARENTS)

13 JAN - 19 JAN	20 JAN - 26 JAN	27 JAN - 02 FEB	03 FEB - 09 FEB	GROSS WAGE FOR 4 WEEK CYCLE
30	30	30	30	€ 1,500.00

PLEASE PROVIDE MORE INFORMATION WHERE RELEVANT

Declaration

In submitting this wage subsidy request I declare that I am authorised to do so, and that the information given by me is truthful and complete. I undertake to immediately advise the Department of any change in circumstances which may affect this payment. I will provide wage/salary slips as proof of hours worked, if requested. I understand that if any information I provide is false or misleading, or that if I fail to disclose any relevant information, any overpayment must be repaid to DEASP and that I may be subject to prosecution in the courts.



I HAVE READ AND AGREE TO THE ABOVE DECLARATION

SAVE AND SUBMIT

2. You should now click on 'SAVE AND SUBMIT'

NEW

Xxxthree Xxxcontrol ****109F

Please input your employee's hours for each week, their gross wage for the 4 week cycle and indicate if the participant availed of any other payment.

FILL WITH CONTRACTED HOURS (30 PER WEEK)

SELECT IF THE PARTICIPANT WAS ON PAID LEAVE (ILLNESS/MATERNITY/PATERNITY/PARENTS)

13 JAN - 19 JAN	20 JAN - 26 JAN	27 JAN - 02 FEB	03 FEB - 09 FEB	GROSS WAGE FOR 4 WEEK CYCLE
30	30	30	30	€ 1,500.00

PLEASE PROVIDE MORE INFORMATION WHERE RELEVANT

Declaration

In submitting this wage subsidy request I declare that I am authorised to do so, and that the information given by me is truthful and complete. I undertake to immediately advise the Department of any change in circumstances which may affect this payment. I will provide wage/salary slips as proof of hours worked, if requested. I understand that if any information I provide is false or misleading, or that if I fail to disclose any relevant information, any overpayment must be repaid to DEASP and that I may be subject to prosecution in the courts.



I HAVE READ AND AGREE TO THE ABOVE DECLARATION

SAVE AND SUBMIT

3. Your subsidy request has now been successfully submitted.

Your wage subsidy requests

NEW		Awaiting Processing		
Xxxthree Xxxcontrol ****109F				
13 JAN - 19 JAN	20 JAN - 26 JAN	27 JAN - 02 FEB	03 FEB - 09 FEB	GROSS WAGE FOR 4 WEEK CYCLE
30.00	30.00	30.00	30.00	€1,500.00

Declaration

In submitting this wage subsidy request I declare that I am authorised to do so, and that the information given by me is truthful and complete. I undertake to immediately advise the Department of any change in circumstances which may affect this payment. I will provide wage/salary slips as proof of hours worked, if requested. I understand that if any information I provide is false or misleading, or that if I fail to disclose any relevant information, any overpayment must be repaid to DEASP and that I may be subject to prosecution in the courts.



I HAVE READ AND AGREE TO THE ABOVE DECLARATION

SAVE AND SUBMIT

4. You can confirm the submission of the wage subsidy request by refreshing your browser

Cycle 9

13th Jan 2020 - 9th Feb 2020

Your wage subsidy requests

PARTICIPANT NAME ▼	PARTICIPANT PPSN	HOURS WORKED	PAYABLE HOURS	GROSS WAGE FOR 4 WEEK PERIOD	SUBSIDY PAID FOR 4 WEEK PERIOD	STATUS
Xxxthree Xxxcontrol	****109F	120.00	0.00	€1,500.00	€0.00	✓ Submitted
Total					€0.00	

3.4.2 Multiple participants/employees

1. If you have multiple subsidy requests to complete, you must save each subsidy request individually, so that they are all in a status of 'Awaiting Processing' before they can be submitted. Once all subsidy requests for a cycle are in a status of 'Awaiting Processing', you must click on the button 'REFRESH PAGE'

Your wage subsidy requests

NEW Awaiting Processing

XXXROWDIE XXXALI ****2490

13 JAN - 19 JAN	20 JAN - 26 JAN	27 JAN - 02 FEB	03 FEB - 09 FEB	GROSS WAGE FOR 4 WEEK CYCLE
30.00	30.00	30.00	30.00	€1,500.00

NEW Awaiting Processing

XXXJAWS XXXHAL ****425D

13 JAN - 19 JAN	20 JAN - 26 JAN	27 JAN - 02 FEB	03 FEB - 09 FEB	GROSS WAGE FOR 4 WEEK CYCLE
25.00	25.00	25.00	25.00	€1,250.00

PLEASE PROVIDE MORE INFORMATION WHERE RELEVANT

Reduced hours over period per business needs.

Declaration

In submitting this wage subsidy request I declare that I am authorised to do so, and that the information given by me is truthful and complete. I undertake to immediately advise the Department of any change in circumstances which may affect this payment. I will provide wage/salary slips as proof of hours worked, if requested. I understand that if any information I provide is false or misleading, or that if I fail to disclose any relevant information, any overpayment must be repaid to DEASP and that I may be subject to prosecution in the courts.

I HAVE READ AND AGREE TO THE ABOVE DECLARATION

REFRESH PAGE

2. If the 'REFRESH PAGE' button is unavailable, please refresh your browser page manually.

3. You should now see that the subsidy requests are in a status of 'IN PROGRESS'.

Before submitting the subsidy requests you must read the declaration statement and confirm same by checking the box to indicate that 'I HAVE READ AND AGREE TO THE ABOVE DECLARATION'.

Your wage subsidy requests

IN PROGRESS **EDIT**

XXXROWDIE XXXALI ****2490

13 JAN - 19 JAN	20 JAN - 26 JAN	27 JAN - 02 FEB	03 FEB - 09 FEB	GROSS WAGE FOR 4 WEEK CYCLE
30.00	30.00	30.00	30.00	€1,500.00

IN PROGRESS **EDIT**

XXXJAWS XXXHAL ****425D

13 JAN - 19 JAN	20 JAN - 26 JAN	27 JAN - 02 FEB	03 FEB - 09 FEB	GROSS WAGE FOR 4 WEEK CYCLE
25.00	25.00	25.00	25.00	€1,250.00

PLEASE PROVIDE MORE INFORMATION WHERE RELEVANT

Reduced hours over period per business needs.

EMPLOYER ON 29/02/2020 14:55:31:

Reduced hours over period per business needs.

Declaration

In submitting this wage subsidy request I declare that I am authorised to do so, and that the information given by me is truthful and complete. I undertake to immediately advise the Department of any change in circumstances which may affect this payment. I will provide wage/salary slips as proof of hours worked, if requested. I understand that if any information I provide is false or misleading, or that if I fail to disclose any relevant information, any overpayment must be repaid to DEASP and that I may be subject to prosecution in the courts.

I HAVE READ AND AGREE TO THE ABOVE DECLARATION

SUBMIT FOR APPROVAL

- You must read the declaration statement and confirm same by checking the box to indicate that 'I HAVE READ AND AGREE TO THE ABOVE DECLARATION'.

Your wage subsidy requests

IN PROGRESS EDIT

XXXROWDIE XXXALI ****2490

13 JAN - 19 JAN	20 JAN - 26 JAN	27 JAN - 02 FEB	03 FEB - 09 FEB	GROSS WAGE FOR 4 WEEK CYCLE
30.00	30.00	30.00	30.00	€1,500.00

IN PROGRESS EDIT

XXXJAWS XXXHAL ****425D

13 JAN - 19 JAN	20 JAN - 26 JAN	27 JAN - 02 FEB	03 FEB - 09 FEB	GROSS WAGE FOR 4 WEEK CYCLE
25.00	25.00	25.00	25.00	€1,250.00

PLEASE PROVIDE MORE INFORMATION WHERE RELEVANT

Reduced hours over period per business needs.

EMPLOYER ON 25/02/2020 14:55:31:

Reduced hours over period per business needs.

Declaration

In submitting this wage subsidy request I declare that I am authorised to do so, and that the information given by me is truthful and complete. I undertake to immediately advise the Department of any change in circumstances which may affect this payment. I will provide wage/salary slips as proof of hours worked, if requested. I understand that if any information I provide is false or misleading, or that if I fail to disclose any relevant information, any overpayment must be repaid to DEASP and that I may be subject to prosecution in the courts.



I HAVE READ AND AGREE TO THE ABOVE DECLARATION

SUBMIT FOR APPROVAL

- You must then click on the 'SUBMIT FOR APPROVAL' button to complete the submission process.

Your subsidy request has now been successfully submitted.

Your wage subsidy requests

IN PROGRESS				Awaiting Processing
XXXROWDIE XXXALI ****2490				
18 DEC - 22 DEC	23 DEC - 29 DEC	30 DEC - 05 JAN	06 JAN - 12 JAN	GROSS WAGE FOR 4 WEEK CYCLE
30.00	30.00	30.00	30.00	€2,000.00

IN PROGRESS				Awaiting Processing
XXXJAWS XXXHAL ****425D				
18 DEC - 22 DEC	23 DEC - 29 DEC	30 DEC - 05 JAN	06 JAN - 12 JAN	GROSS WAGE FOR 4 WEEK CYCLE
30.00	30.00	30.00	30.00	€2,000.00

Declaration

In submitting this wage subsidy request I declare that I am authorised to do so, and that the information given by me is truthful and complete. I undertake to immediately advise the Department of any change in circumstances which may affect this payment. I will provide wage/salary slips as proof of hours worked, if requested. I understand that if any information I provide is false or misleading, or that if I fail to disclose any relevant information, any overpayment must be repaid to DEASP and that I may be subject to prosecution in the courts.



I HAVE READ AND AGREE TO THE ABOVE DECLARATION

SUBMIT FOR APPROVAL

6. You can confirm the submission of the wage subsidy requests by refreshing your browser.

Cycle 9

16th Dec 2019 - 12th Jan 2020

Your wage subsidy requests

PARTICIPANT NAME ▼	PARTICIPANT PPSN	HOURS WORKED	PAYABLE HOURS	GROSS WAGE FOR 4 WEEK PERIOD	SUBSIDY PAID FOR 4 WEEK PERIOD	STATUS
XXXROWDIE XXXALI	****2490	120.00	0.00	€2,000.00	€0.00	✔ Submitted
XXXJAWS XXXHAL	****425D	120.00	0.00	€2,000.00	€0.00	✔ Submitted
Total					€0.00	



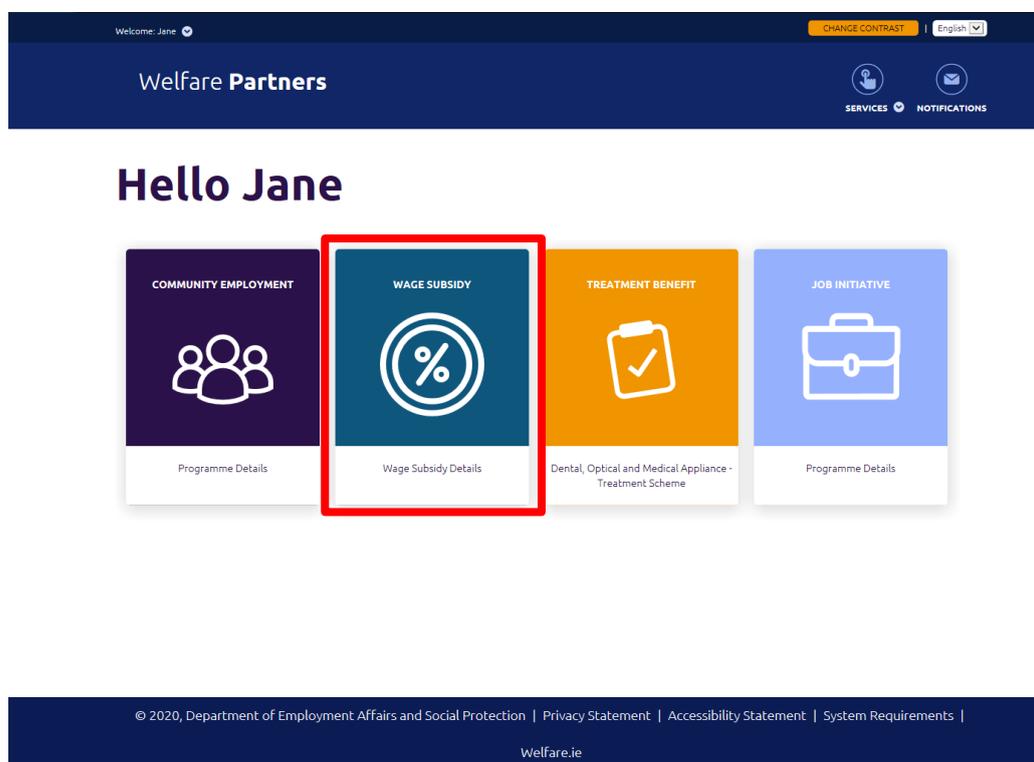
Section 04

View payments on Welfare Partners



4.1 View paid wage subsidy requests.

1. Log on to Welfare partners and click on the Wage Subsidy card:



If you encounter an error message at this point, please contact the dedicated helpdesk by emailing wagesubwelfarepartners@welfare.ie

NOTE:

- The following steps will indicate if the subsidy requests submitted have been approved and the value of the wage subsidy to be paid.
- It is not an indication that payment has issued.
- Confirmation of payments issued will continue to be made by the issue of a remittance document by email to the primary claim contact, on the weekend after payment has been made.

2. To view paid wage subsidy requests, click on PAYMENT CYCLES.

Welfare Partners SERVICES NOTIFICATIONS

Claim details **PAYMENT CYCLES** PARTICIPANTS

Your claim

CLAIM START DATE: 06/05/2019 ACTIVE PARTICIPANTS: 33

All Workplaces

WORKPLACE NUMBER	WORKPLACE NAME	RECEIVED DATE	STATUS	
<input type="text"/>	Workplace3	25/02/2020	Approved	VIEW
<input type="text"/>	Workplace 2	01/02/2020	Approved	VIEW
<input type="text"/>	Workplace 1	31/07/2019	Approved	VIEW

3. You are now viewing Active payment cycles. The status of a payment cycle indicates if wage subsidy requests need to be submitted. If the status is 'Open', there are wage subsidy requests to be submitted.

Welfare **Partners**  
SERVICES NOTIFICATIONS

Claim details **PAYMENT CYCLES** PARTICIPANTS

Payment Cycles

ACTIVE PAYMENT CYCLES INACTIVE PAYMENT CYCLES

Active payment cycles

CYCLE NO. ▾	CYCLE BEGINNING	CYCLE ENDING	STATUS	
9	16th Dec 2019	12th Jan 2020	 Open	VIEW

4. To check if submitted wage subsidy requests have been approved, click on INACTIVE PAYMENT CYCLES.

Welfare Partners SERVICES NOTIFICATIONS

Claim details PAYMENT CYCLES PARTICIPANTS

Payment Cycles

ACTIVE PAYMENT CYCLES INACTIVE PAYMENT CYCLES

Active payment cycles

CYCLE NO. ▼	CYCLE BEGINNING	CYCLE ENDING	STATUS	
9	16th Dec 2019	12th Jan 2020	⚠ Open	VIEW

5. You are now viewing Inactive payment cycles – these are periods for which you have submitted wage subsidy requests which have been approved.

Welfare Partners SERVICES NOTIFICATIONS

Claim details PAYMENT CYCLES PARTICIPANTS

Payment Cycles

ACTIVE PAYMENT CYCLES **INACTIVE PAYMENT CYCLES**

Inactive payment cycles

CYCLE NO. ▼	CYCLE BEGINNING	CYCLE ENDING	STATUS	
1	6th May 2019	2nd Jun 2019	Closed	VIEW
2	3rd Jun 2019	30th Jun 2019	Closed	VIEW
3	1st Jul 2019	28th Jul 2019	Closed	VIEW
4	29th Jul 2019	25th Aug 2019	Closed	VIEW

6. To view the detail of wage subsidy request paid in a cycle, click on the VIEW button next to the particular cycle

Welfare Partners SERVICES NOTIFICATIONS

Claim details PAYMENT CYCLES PARTICIPANTS

Payment Cycles

ACTIVE PAYMENT CYCLES INACTIVE PAYMENT CYCLES

Inactive payment cycles

CYCLE NO. ▼	CYCLE BEGINNING	CYCLE ENDING	STATUS	
1	6th May 2019	2nd Jun 2019	Closed	VIEW
2	3rd Jun 2019	30th Jun 2019	Closed	VIEW
3	1st Jul 2019	28th Jul 2019	Closed	VIEW
4	29th Jul 2019	25th Aug 2019	Closed	VIEW

7. You will now see detail of the wage subsidy requests submitted for that period, including details of hours worked, hours payable through the wage subsidy scheme, and the subsidy paid for the cycle.

Claim details

PAYMENT CYCLES

PARTICIPANTS

Cycle 10

13th Jan 2020 - 9th Feb 2020

WAGE SUBSIDY REQUESTS

STRAND 2

Your wage subsidy requests

WORKPLACE NAME ▼	PARTICIPANT NAME ▼	HOURS WORKED	PAYABLE HOURS	SUBSIDY PAID FOR 4 WEEK PERIOD	STATUS
Workplace 1	XXXROWDIE XXXALI	120.00	120.00	€636.00	 Approved
Workplace 1	XXXJAWS XXXHAL	100.00	100.00	€530.00	 Approved See more
Workplace 2	XXXBERNIE XXXSIMPSON	100.00	100.00	€530.00	 Approved
Workplace3	XXXGINGER XXXBAKER	88.00	88.00	€466.40	 Approved
Workplace3	XXXAVRAM XXXGRANT	96.00	96.00	€508.80	 Approved
Workplace3	XXXSTEVE XXXDAVIS	96.00	96.00	€508.80	 Approved

8. If you are receiving the wage subsidy scheme and are entitled to receive the strand two increase – you can view detail of this by clicking on STRAND 2.

Welfare Partners SERVICES NOTIFICATIONS

Claim details PAYMENT CYCLES PARTICIPANTS

Cycle 10
13th Jan 2020 - 9th Feb 2020

WAGE SUBSIDY REQUESTS **STRAND 2**

Your wage subsidy requests

WORKPLACE NAME	PARTICIPANT NAME	HOURS WORKED	PAYABLE HOURS	SUBSIDY PAID FOR 4 WEEK PERIOD	STATUS
Workplace 1	XXXROWDIE XXXALI	120.00	120.00	€636.00	Approved

9. You are now viewing the detail of the strand two payment increase which has been applied to that particular cycle.

The screenshot shows the 'Welfare Partners' web interface. At the top, there is a dark blue header with the logo and icons for 'SERVICES' and 'NOTIFICATIONS'. Below the header, there are three tabs: 'Claim details' (which is selected and highlighted with a blue border), 'PAYMENT CYCLES', and 'PARTICIPANTS'. The main content area is light grey and displays 'Cycle 10' followed by the dates '13th Jan 2020 - 9th Feb 2020' in large, bold, dark blue text. Below this, there are two sub-tabs: 'WAGE SUBSIDY REQUESTS' and 'STRAND 2' (which is selected and highlighted with an orange underline). Underneath, the title 'Strand 2' is shown. A table with four columns follows: 'ACTIVE PARTICIPANTS FOR CYCLE', 'PERCENTAGE APPLIED', 'TOTAL', and 'STATUS'. The table contains one row of data: 31, 50, €8,087.80, and Approved.

ACTIVE PARTICIPANTS FOR CYCLE	PERCENTAGE APPLIED	TOTAL	STATUS
31	50	€8,087.80	Approved

10. If your organisation is in receipt of a strand three increase in respect of an employee assistance officer, there will be a corresponding STRAND 3 tab to view detail of this payment in a particular cycle.



Section 05

**Re-submit Subsidy Requests on
Welfare Partners**



5.1 Re-submit Subsidy Requests on Welfare Partners.

- 1 If a submitted subsidy request is submitted with incorrect information or the processing officer needs more information, the Subsidy Request can be sent back to the employer on Welfare Partners.
- 2 If this happens the Subsidy Request will be available for edit again.
- 3 The status will be incomplete and a comment by the officer outlining the issue will be at the bottom.

Your wage subsidy requests

The screenshot shows a web form for submitting a wage subsidy request. At the top left, a red button labeled 'INCOMPLETE' is circled in red. Below this, the participant's name 'XXXJOHNNY XXXROTTEN' and ID '****7980' are displayed. A message asks for weekly hours and gross wage for a 4-week cycle. There are two checkboxes: 'FILL WITH CONTRACTED HOURS (25 PER WEEK)' and 'SELECT IF THE PARTICIPANT WAS ON PAID LEAVE (ILLNESS/MATERNITY/PATERNITY/PARENTS)'. A table shows four weeks of data (29 JUL - 04 AUG, 05 AUG - 11 AUG, 12 AUG - 18 AUG, 19 AUG - 25 AUG) with '25' entered in each hour field and '€ 1,200.00' in the gross wage field. Below the table is a text area for additional information. At the bottom, a timestamp 'OFFICER ON 10/03/2020 17:07:05:' is followed by a red button labeled 'Incorrect Info', which is also circled in red.

29 JUL - 04 AUG	05 AUG - 11 AUG	12 AUG - 18 AUG	19 AUG - 25 AUG	GROSS WAGE FOR 4 WEEK CYCLE
25	25	25	25	€ 1,200.00

- 4 You can complete and save and submit as normal, but you should fix any mistakes first. If there are no changes to be made, you need to put in a comment to answer the officer's query.