

Employer portal- External user manual

October 2021

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1. General information

The employer portal is a Social & Health Insurances (SZV) portal for employers to facilitate declaration of the monthly ZV and OV wages, as well as submitting employee mutations. Submitting declarations and mutations online, cancels the need to submit these monthly declarations in person or submit mutations on paper.

Employers that are not registered at SZV will not be able to register for an online account to access the Employer portal. If you are a company with employees, by law you must register your company and employees by SZV.

Every registered employer at SZV, has to request an account for the employer portal. This enables them to submit, modify, view the monthly declarations electronically as well as to view payments and assessments. This also enables the employers to submit mutations (T,M,C) for current employees as well as add new employees. Please continue with the manual for more indebt details on how to start, work and navigate on the employer portal.

For other questions that you may have, please go to SZV's website at www.szv.sx.

2. User registration

To request a new user account, make sure you have the following information and documents readily available (digital):

- SZV number or CRIB number;
- If applicable: Chamber of Commerce and Industry (COCI) number; (will be automatically filled after SZV or CRIB number are entered
- If COCI is not applicable, please add Eilandsbesluit

Documents:

- Chamber of Commerce and Industry (COCI) document not older than 6 months;
- If company is not registered by COCI, please add Eilandsbesluit
- Passport and/or ID number of the requesting legal representative.

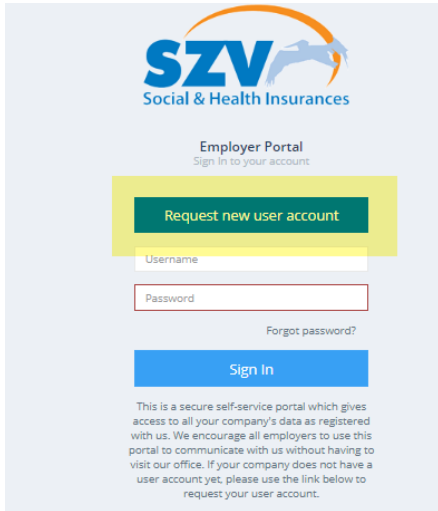
When the user request form is submitted, the legal representative (director) will receive the ADMINISTRATOR right. Other users can be added at a later stage by the administrator.

Important:

- The legal company official (director) is responsible to assign user rights to the company's internal users (employees) and external users (accountants).
- The legal company official is at all times responsible and accountable for the assignment of user rights to his business account in the Employer Portal.

2.1 Request for a user account

To request a user account, go to the following link: <https://employerportal.szv.sx> and click on 'request new user account', highlighted in the figure below.



A new screen will open. Fill in all the required information indicated with an asterisk (*). Upload a recent document of the Chamber of Commerce and Industry (COCI) and a copy of your passport or ID. Be aware that the document size is limited to 4MB.



Request Form - Master user employer portal

This form need to be completed for the legal entity. All the files with an * are required. Requested documents have a limit of 4MB and need to be one of the following file extensions: .jpg, .jpeg, .pdf, .png, .PNG, .JPG, .JPEG, or .PDF

1. Enter the information of the legal entity (Company, Employer)

SZV Registration Number *	<input type="text"/>	Crib Number *	<input type="text"/>
Company /Entity legal name *	<input type="text"/>		
Chamber of Commerce Number *	<input type="text"/>	<input type="button" value="Upload COCI Document"/>	
If your existing COCI document expired please go to the COCI website where you can request your latest COCI document.			
COCI Date *	<input type="text" value="Enter date here..."/>		
Date entered must be no older than 6 months.			

2. Identify yourself as the legal representative

ID or Passport number *	<input type="text"/>
First Name *	<input type="text"/>
Last Name *	<input type="text"/>
Email *	<input type="text"/>
Contact phone number *	<input type="text"/>
<input type="checkbox"/> I hereby confirm to be the legal representative of this company	<input type="button" value="Upload Copy of Id or Passport"/>
<input type="checkbox"/> Person has existing username	<input type="text" value="Enter existing username"/>

When you fill in the SZV number or Cribnumber of the company, the rest of the information will be auto filled. If you need to change the SZV number or cribnumber, first empty the field, since Name/Coci can not be overwritten when it is pre-filled.

The Excerpt of COCI is only valid if it is not older than 6 months.

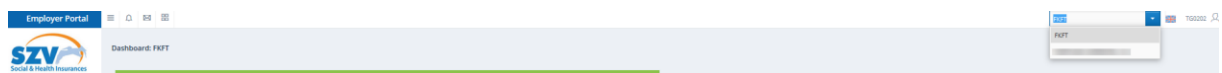
For companies not registered by the Chamber of Commerce, please attach Eilandbesluit.

In this case, the date to enter in the field COCI date can be the date of the request. Do not fill in the date of foundation, because that will in most cases be older than 6 months and you will not be able to submit your request.

Fill in the Contact information and ID or passport number of the legal representative of the company as mentioned on the COCI document and also upload a copy of this identification document.

1. This user will become an admin user and is able to authorize third party users if needed.
2. It is possible that the requestor already has a username for the employer portal and is linked to another company. This person does not have to receive a new user name. Instead, the existing username can be used and granted rights for the company he is requesting access for. Please check the box and fill in the username. This user will after activation be able to use the same username and password to access the company.

The new company user will receive an email that the rights are granted. He or she will be able to access the company by choosing the company in the dropdown box in the right corner on top of the screens in the employerportal.



3. *Add someone else within the company as user of the company account?* You can authorize that person to use the portal as soon as the username of the admin user is activated. Please see chapter 9 (3rd party authorization) for instructions

4. *Are you using an accountant service?*

After you receive the username as an admin, you can add the accountant as a user with finance rights or with Human resource rights. Please check if the person already has an existing username. Please see chapter 9 (3rd party authorization) for instructions

If you do not have an existing username, a new username will be created.

Please continue by accepting the terms and type the code which is shown, before pressing submit.

After submitting, you should see a confirmation in the screen and you will also receive an email as confirmation.

4. Accept terms

Terms and Conditions SZV website - January 2017.

Welcome to our website. If you continue to browse and use this website and the SZV Employers portal, you are agreeing to comply with and

The term 'SZV' or 'us' or 'we' refers to the owner of the website whose registered office is at Sparrow Road 4, Philipsburg, Sint Maarten

The use of this website is subject to the following terms of use:


Accounts.


You may register for an account via our website by completing and submitting the account registration form on our website, and clicking c

You must not allow any other person to use your account to access the website.

You must notify us in writing immediately if you become aware of any unauthorized use of your account.

I hereby agree with the terms



 Show another code

Note: SZV must first approve your user account before the account can be used to submit declarations or submit employee mutations through the employer portal. After approval, you will receive an email with your credentials. Follow the instructions in this email to activate your user account.

From	Subject	Time (UTC)
noreply@szv.sx	Activate your account	2020-04-04 23:55:21
noreply@szv.sx	Your company account to the SZV Portal has been approved	2020-04-04 23:55:14
noreply@szv.sx	Your account request to the SZV Portal has been received.	2020-04-04 23:45:12

2.2 Activate your account

You will receive an email to activate your account. The email will also contain your username which are formed by your initials and a number.

In the email is a link which is active for 3 days after receipt of the email.

Dear [REDACTED]

Welcome in the system TG0202!

Click the following link to activate your account [here](#).

This link will become inactivate 3 days after receipt of this email.

Please let us know if you have any questions.

Call our helpdesk by phone +1721 546 6782 or send us an e-mail at info@szv.sx

Best regards,

The director of the Uitvoeringsorgaan Sociale en Ziektekosten Verzekeringen (SZV)

Please DO NOT reply to this email. This mailbox is not monitored and you will not receive a response. If you have a question about this email, please call our office at 1(721) 546-6782. You can also send an email to INFO@SZV.SX Thank you.

The information contained in this communication is confidential and may be legally privileged. It is intended solely for the use of the individual or entity to whom it is addressed and any others authorized to receive it. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or taking of any action in reliance on the contents of this information is strictly prohibited. If you received this communication in error, please immediately notify the sender by return message and delete this communication and any copies thereof, including any electronically saved copies in your systems. SZV does not accept liability for any errors, omissions, delays of receipt or viruses in the contents of this message which arise as a result of e-mail transmission.

Press on the link and you will be directed to the page to create a password.

If you are too late to use the link, you can use your email address to receive a new activation email. (Chapter 2.4)

2.3 Log-in to the Employer portal

For optimal use of the Employer portal, it is recommended to use one of the following browsers: Microsoft Internet Explorer, Google Chrome or Mozilla Firefox.

If you use Apple operating systems (iOS or OS X), it is recommended to use Mozilla Firefox as browser.

The employer portal can be accessed via the following link: <https://employerportal.szv.sx>

1. Open your browser and go to the website <https://employerportal.szv.sx>
2. Enter your username.
3. Enter your password.
4. Click on the button 'Sign in', the portal will now be opened.

2.4 Password forgotten/ request new password

In case you have forgotten your password or need to request a new password.

1. Open your browser and go to the website <https://employerportal.szv.sx>
2. Click on 'forgot password?' (marked with a red circle in picture below) to request a new password

SZV
Social & Health Insurances

Employer Portal
Sign In to your account

Request new user account

Username

.....

Forgot password?

Sign In

This is a secure self-service portal which gives access to all your company's data as registered with us. We encourage all employers to use this portal to communicate with us without having to visit our office. If your company does not have a user account yet, please use the link below to request your user account.

Enter your email address and click on “Reset password”.

Forgot Password Confirmation

Please check your email to reset your password.

- An email will be sent to your email address. In the email, you will be requested to confirm the password change. Click on the link in the email or copy/paste the complete link from the email into your browser to complete this request.

Reset Password.
Reset your password.

User Name

Password

Confirm password

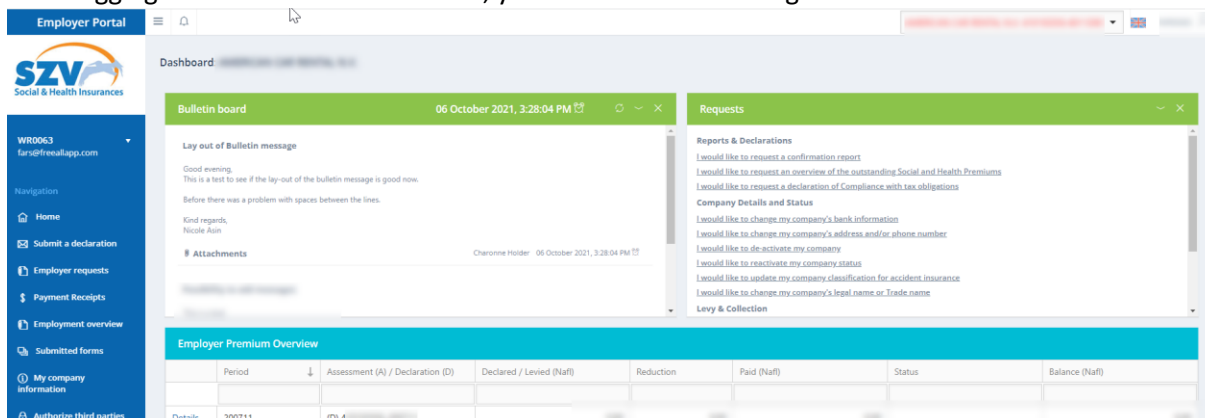
Password must be including one alphanumeric character (!@#\$\$%^&*), one digit (0-9), one capital letter (A-Z) and one lowercase (a-z).

Reset

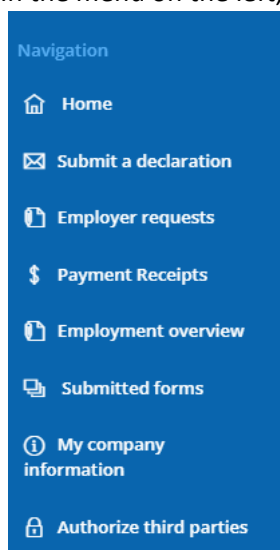
- Type your new password twice and click the button ‘reset’. Now you have confirmed the new password and re-activated your user account.
You will be automatically logged in. Click ‘Home’ to start using the Employer Portal.

3. Home screen

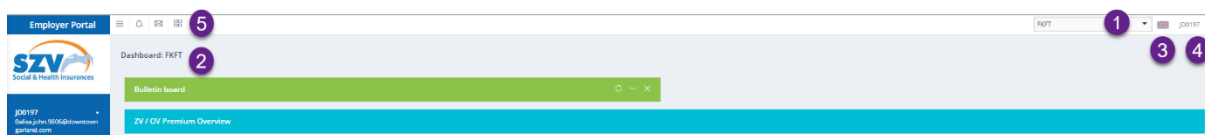
After logging in as an administrator user, you will see the following screen.



In the menu on the left, in the blue bar, information can be found as well as several functionalities.



- Submit a declaration (Admin and finance only) see chapter 4
- Employer Requests (All users)
- Payment Receipts (Admin and finance only)
- Employment overview (Admin and HR user)
- Submitted forms (all users)
- My company information (all users)
- Authorize third party user rights (Admin only)



1. The name of the company is visible. If multiple companies are linked to the same user account, a different company can be selected by clicking on the arrow at 1. Changing the company name at 1, will result in a change in 2 and in other fields where the company name is presented.
2. Language selection: the employer portal is available in 2 languages, Dutch and English. The language can be changed by clicking on the flag by number 3.
3. Username by number 4, clicking on the username several options appear, user profile, the settings and a help function.
4. Mailbox to receive or send emails to SZV related to the employer portal by number 5

5. Dashboard with a bulletin board for information and an overview of the online declared and all assessed ZV, OV premiums. Shown are the period, amount, if payment is received y/n, and the balance.
6. Username and email address, after clicking on it you can go to your user profile. User profile will show how the user is registered in the employer portal. Only as an admin it is possible to make changes.

User Profile

First Name *	John	Last Name *	Die
Satuation		Identification	
Phone		Email *	John.Die@downsingerland.com
Address 1		Address 2	
Area		Zip Code	
State		Country	
Comments			

Companies/Individuals

Companies/Individuals	Roles	Start Date	End Date	Comments
FKPT_45888888/Crb, 4061102(SZV)	Admin User	31-03-2020		

Save

3.1 Active/Inactive company

If the company is inactive, it will be in a red color in the dropdown bar with the company name, followed by (Inactive).

It is not possible to submit a declaration for an inactive company.

To reactive the company, you will need to go to Employer request and press the link to reactivate the company.

3.2 Dashboard

In the dashboard you will find the Bulletin Board, the quick link for employer requests and the submitted ZV/OV declarations.

For more details about the declaration, press details and the screen will open with the information about the number of employees and the ZV and OV wages and applicable sum to be paid.

Dashboard: FKPT

Bulletin board

ZV / OV Premium Overview

	Period	Assessment (€) / Declaration (€)	Declared / Levied (half)	Reduction	Paid (half)	Status	Balance (half)
Details	202002	(D) 45888888_202002		750.00	0.00	0.00	0.00
Details	202001	(D) 45888888_202001		1,056.25	0.00	0.00	0.00
Details	201902	(D) 45888888_201902		975.00	0.00	0.00	0.00
Details	201908	(D) 45888888_201908		731.25	0.00	0.00	0.00
Details	201907	(D) 45888888_201907		650.00	0.00	0.00	0.00
Details	201906	(D) 45888888_201906		812.50	0.00	0.00	0.00
Details	201905	(D) 45888888_201905		850.00	0.00	0.00	0.00
Details	201904	(D) 45888888_201904		812.50	0.00	0.00	0.00
Details	201903	(D) 45888888_201903		812.50	0.00	0.00	0.00
Details	201902	(D) 45888888_201902		812.50	0.00	0.00	0.00
							Total: 0.00

Page 1 of 2 (11 items)

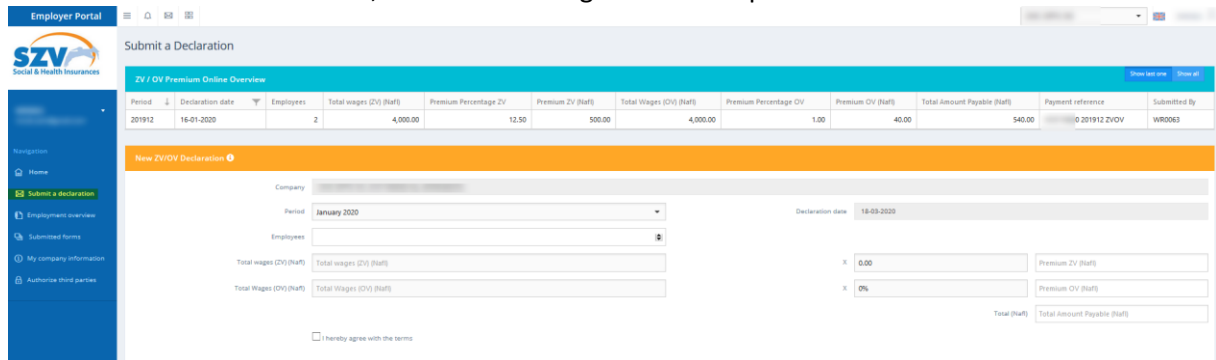
It is possible that if no declaration was submitted in a period, or the declaration was not submitted in time, an assessment was made. This information can also be found in the dashboard, including the balance of the declaration/assessment.

4. Submit a declaration (admin and finance users)

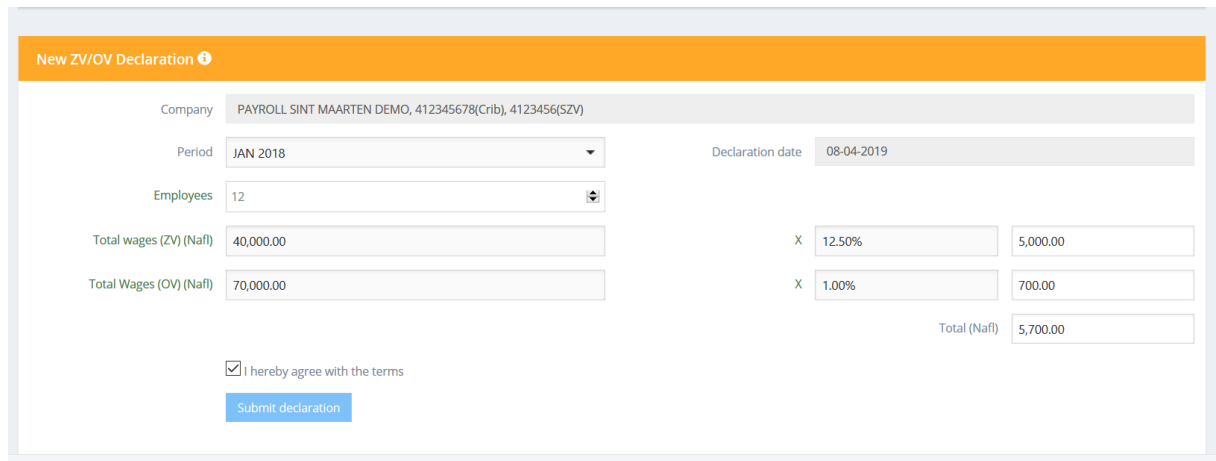
If you open the screen Submit declaration, you will see the last declaration on top. If you would like to see all declarations, please press the button in the right corner.



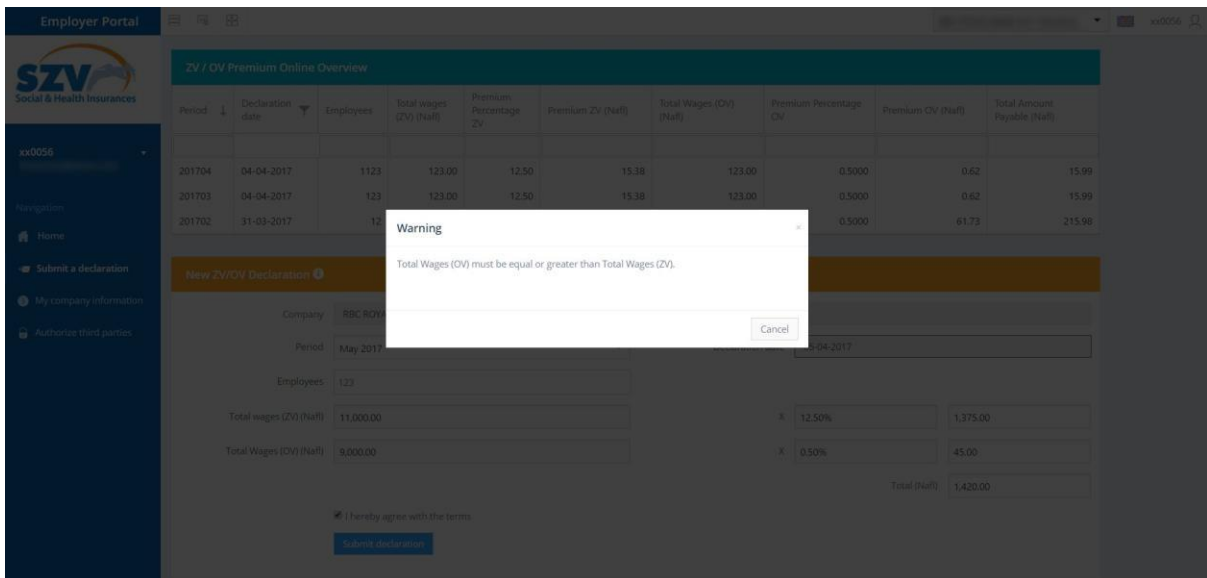
Click on 'submit a declaration', and the following screen will open.



Automatically the company that is selected (on top on the right) will be presented in the bar for company. After selecting the period (dropdown), the premium percentage is filled in. Fill in the actual number of employees, total wages ZV and OV and automatically the premium is calculated. After filling in the data, agree with the terms and the button submit declaration will appear. Click 'submit declaration'.



If the filled in ZV wage is lower than the OV wage you will receive the following warning:



Click cancel and make the correction. After that, you can submit the declaration again.

After successfully submitting the declaration, a message will be shown. Your declaration can now be found in the declaration overview as well as in the dashboard on the home screen. In addition, you will receive an email, with a summary (PDF) of the submitted declaration.

4.1 Nihil declarations

NIHIL online declarations are not allowed. Please submit your declaration to info@szv.sx. A confirmation letter of receipt will be sent to your mailbox.

4.2 Submit and pay declaration

When the company is active, you will be able to select the period which is still open (not declared as yet). Enter the field for the number of employees and the amount paid for the total of ZV wages and the total of OV wages. Please agree to the terms. The button continue will appear and the following screen will open:

Please help us allocate your payment correctly

Please review and confirm the amounts you entered.

50

(SZV)
 Period: November 2021
 Employees: 1
 Total wages(ZV)(Nafli): 1,400.00
 Total wages(OV)(Nafli): 1,400.00
 Total Premium Amount Payable(Nafli): **182.00**

You are in the process of submitting a ZV/OV declaration. In order to help us process your bank payments correctly we are requesting you to confirm the following information before submission.
 The amount of ZV/OV premium payable is Ang. **182.00**.
 The following description **2567 202111 ZVOV** must be used in the field by Customer Number at Beneficiary.
I will always execute ZV and AOV payments separately

This screen will first give you the opportunity to check the company you are submitting for and if the amounts are correct.

You will have to declare that you will pay the ZV and AOV payments separately and will have the opportunity to copy the payment description that should be used in the field: CUSTOMER NUMBER AT BENEFICIARY.

After checking the box, the submit declaration button will appear.

1. Submit declaration: declaration will be submitted and the amount payable will have to be paid by you before the deadline.

5. Employer requests

The screen will open in Employer Request overview.

Employer Request overview

Requests

Reports & Declarations

- [I would like to request a confirmation report](#)
- [I would like to request an overview of the outstanding Social and Health Premiums](#)
- [I would like to request a declaration of Compliance with tax obligations](#)

Company Details and Status

- [I would like to change my company's bank information](#)
- [I would like to change my company's address and/or phone number](#)
- [I would like to deactivate my company](#)
- [I would like to reactivate my company status](#)
- [I would like to update my company classification for accident insurance](#)
- [I would like to change my company's legal name or Trade name](#)

Levy & Collection

Submitted requests

Last activity	CaseNumber	CaseType	Status	
20-07-2021	CNR2021-00866	Request for Loss of wages	In progress	View

Communication board

Date	BodyText	CaseNumber	CaseType	Status	
20-07-2021 13:09	<p>Dear Employer,</p> <p>There is currently a backlog of the calculation for loss of wages payable to the employer. All requests for reimbursement of loss of wages for the periods as of December 2019 to date, will remain with the status "In Progress", until the current backlog has been resolved. You will know when your request has been handled once the status has changed to "Processed".</p> <p>The payment of loss of wages reimbursements for the periods up until November 2019, will be paid out or settled with outstanding social and health premiums.</p> <p>We apologize for the inconvenience and are doing our utmost to have the backlog resolved as soon as possible.</p> <p>Best regards,</p> <p>The Employers Desk of the Uitvoeringsorgaan Sociale en Ziektekosten Verzekeringen (SZV)</p>	CNR2021-00866	Request for Loss of wages	In progress	View

7. Employment overview (HR and Admin roles)

The following tabs are visible and if information is available, it will be shown.: Current employees, employee mutations and History of employment (terminated contracts)

Commencement date	Termination date	ID-Number	Insurance number	Date of birth	Surname	Maiden name	Married to	Given names	Occupation	Salary	Time unit	Weekly work days	Work hours	Termination/Modification
31-01-1996									MANAGING DIRECTOR	4.76652	M	5	8.00	Termination/Modification
31-01-1996									MANAGING DIRECTOR	4.76652	M	5	8.00	Termination/Modification

7.1 Current registered employees

All the currently registered employees and the information pertaining their employment is visible in this tab.

To modify their employment or terminate this, you can press on the tab behind their information. Please see how you can modify or terminate the contract in chapter 8.1.

7.2 Confirming employees

When employees are active and not as yet confirmed by the employer, the button is still available to confirm these employees.

Please check the information in the portal. If this needs to be modified, please do so: Change the details or terminate the contract.

Only after all information is correct, confirm the employee.

The status will change with a confirmation date and the confirm button will disappear. You can however continue to make needed changes to the information of this person.

01-07-2009		196		09-03-1967			M	5	8.00	Managers				Confirmed Jul 29 Insurance status declaration
01-07-2009		196		24-01-1968			M	5	8.00	Voormannen en supervisors				Confirm employee
01-07-2009		196		03-12-1968			M	5	8.00	Bankklerken				Confirm employee

7.3 Insurance status declaration

The insurance status of a person who is ZV insured by SZV can be downloaded.

If the person is not covered for medical ZV insurance, it will also be stated in the downloadable letter.



Attention:
Social & Labor Office
Soulaluga Road # 1
Pond Island, Great Bay
St. Maarten

Subject: Insurance Status
Philipsburg, 12 October 2021

The Social & Health Insurances St. Maarten (SZV) hereby declares that Mr./Ms./Mrs. [redacted] SON D.O.B 30-03-1961 with ID # [redacted] is covered for medical (ZV) insurance during the below-mentioned dates with the Social & Health Insurances.

From: 05-11-2001 No enddate

Registered contract end date: Indefinite

The letter is solely for information purposes, no right or claims to medical treatment can be derived from it.

Trusting to have informed you sufficiently.

Note: If you have any questions pertaining to the Insurance Status of your employee(s) please contact SZV.

Contact information: info@szv.sx

Subject: Insurance Status Declaration inquiry(ies)

Anyone who makes use of this statement, or has it submitted, is aware that the Social and Health Insurances Implementing Body in St. Maarten cannot be held liable for any disadvantage of any nature whatsoever (party) arising from the use of this statement.

8. Submitting employee mutations

Submitting employee mutations can be done via the employment overview screen.

8.1 Mutation of an existing employee

On top of the page you will see the search bar or you just press modify/termination behind the information of the respective employee

Employer Portal

Employment overview

(Last) name or ID number

Search Clear

Current registered employees

Commencement date	Termination date	ID-Number	Insurance number	Date of birth	Surname	Maiden name	Married to	Given names	Occupation	Salary	Time unit	Weekly work days	Work hours	View employee
No data to display														

If you enter the name, last name or ID number of the employee and press search, the respective employee will appear.

Employment overview

doer Search Clear

Current registered employees

Commencement date	Termination date	ID-Number	Insurance number	Date of birth	Surname	Maiden name	Married to	Given names	Occupation	Salary	Time unit	Weekly work days	Work hours	New employment
22-10-2015		1968114123	85114123	14-11-1965	Doer			Jane	Kapper en Schoonheidspecialist	2.000,89	M	5	8:00	Termination/Modification

The following screen will open:

New employee mutation X

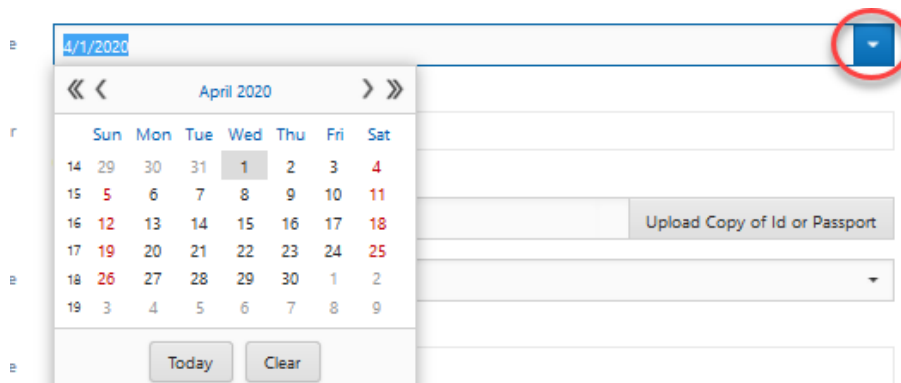
MUTATION DETAILS

Mutation type	<input type="text" value="Commencement (C) - Mutation (M) - Termination (T)"/>	1	First Name	<input type="text" value=""/>
Effective date	<input type="text" value="dd-MM-yyyy"/>	2	Occupation	<input type="text" value="Fabrieksarbeiders"/>
ID-Number	<input type="text" value="19680817"/>	3	Wages in nafl	<input type="text" value="3.522,06"/>
	<input type="button" value="Upload Copy of Id or Passport"/>		incl. compensations	
BirthDate	<input type="text" value="17-08-1968"/>		Time unit	<input type="text" value="M"/>
Surname/Maiden name	<input type="text" value=""/>	4	H/D/W/F/M/Y	
Married name	<input type="text" value=""/>	5	Weekly work days	<input type="text" value="5"/>
	<small>(if woman and married)</small>		(average)	
Comments	<input type="text" value=""/>		Work hours	<input type="text" value="8"/>
			Duration of contract	<input type="text" value="1"/>
				6
				7
				8
				9

For more information about the fields, you can press on the orange numbers.

You will only be able to change the highlighted fields if needed. Use the dropdown box and choose the applicable option.

The effective date is the date that this change will take place. Please use the arrow for the dropdown box and a calendar will appear.



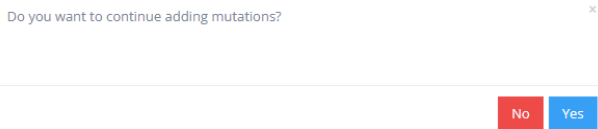
If there is a change in name, it can not be done through this portal. This can only be done by sending an email to info@szv.sx with the copy of an ID or Passport.

If there is a change in occupation, you can enter the name of the occupation and also the amount of wage in ANG. The time unit can be chosen by using the dropdown box.

Conclude with checking the workdays and hours and the duration of contract. Workdays can be ½, however, they will be rounded up in the SZV administration. Hours will remain ½ if this is chosen. The duration of contract should be indicated as follow: DD-MM-YYYY or in case of an indefinite contract with an I.

You can then press create. (you are not done as yet!)

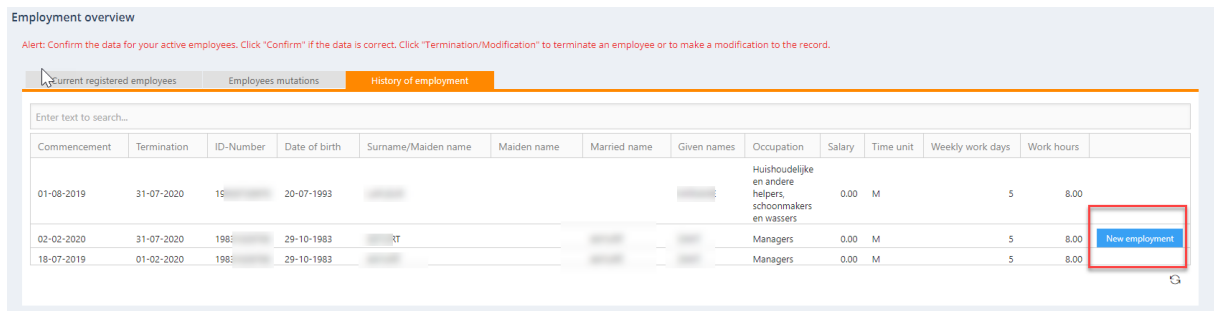
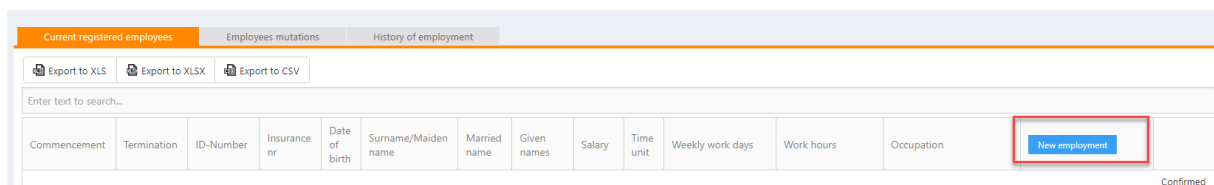
The following notification will appear:



Press **yes** if you want to **add another mutation, termination or commencement**. If you press no, you will be directed to the 'submitted forms' page. Here you will see the form with the created mutation(s) in the status 'pending for submission'. Please see chapter 6.3 Submitting the final mutation form to proceed.

8.2 Commencement of a new employee

When adding a new employee, you choose the button on top of the page Employment overview. If it concerns an employee who was employed before, please check if you can find this person in History of employment.



The effective date is the date that this change will take place.

For **new employees with no SZV number**, please indicate the unknown SZV number with the following format: YEAR of birth, followed by the Month and date ending with 2 zero's. YYYYMMDD00. For a new employee of which the SZV number is not known, the number to insert will be 10 digits.

For example: DOB: February 8, 1998 will be indicated as: 1998020800

If a person has an szv number, this number will contain of 11 numbers. It is also possible to write down the ID number of a person. Please attach the ID /Passport of a new employee.

When you are done filling in the form, press create.

The following notification will appear:

Do you want to continue adding mutations?

No Yes

Press yes if you want to add another mutation. You can change tabs to continue adding mutations. You just need to press on the button 'new' employment or termination/modification behind the information of current employees.

If you press no, you will be directed to the 'submitted forms' page. Here you will need see the form with the created mutation(s) in the status 'pending for submission'. (Chapter 6.3 Submitting the final mutation form)

You will not see changes in the screen while creating mutations or right after submitting. They first need to be processed by SZV before you will see the requested changes.

Adding more mutations

If you need to add new employees, please consult chapter 8.2 Commencement of a new employee.

If you want to make modifications or terminations of a current employee, please search for the employee in your employment overview. (Chapter 8.1 Mutation of an existing employee).

If there are more mutations to submit, look for the employee and modify the information. You can create all mutations until you are finished and then submit them all in one form. If you already created a mutation, the screen will look as the one below for the next mutation(s)

MUTATION FORM

Company name:

Confirmation No.: MUT-3/1820-000372

Date Received: 18-03-2020

SVZ Number: 4030848

CRB number: 410174863

MUTATION DETAILS

Mutation type: **Commencement/In Dienst** (Commencement (C), Mutation (M), Termination (T))

Effective date: 02-09-2020 (dd-mm-yy)

Identification Number: 1975120100 (id-num)

Upload Copy of Id or Passport:

BirthDate: 01-12-75 (dd-mm-yy)

Surname: Doe

Maiden name:

Married to: (If woman and married)

Comments:

First Name: John (First name in full)

Occupation: manager

Wages in nafl: 3,000.00 (Wages in nafl)

Time unit: M (HOURS PER WEEK)

Weekly work days: 5.00 (Weekly work days)

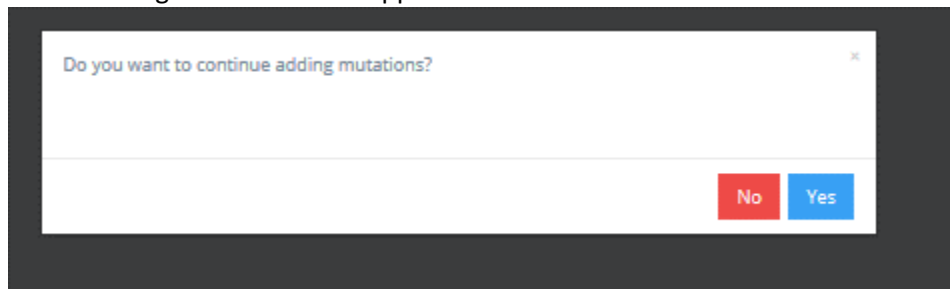
Work hours: 8.00 (per day)

Duration of contract: 0

[Create](#) [Close](#)

Press create.

The following notification will appear:



If you press no, you will be directed to the 'submitted forms' page. Here you will need see the form with the created mutation(s) in the status 'pending for submission'.

8.3 Submitting the final mutation form

Submitted forms

Enter text to search...

Confirmation No.	Date	Form type	Description	Status			
MUT-3/1820-000372	18-03-2020	Manual Employee Mutation	Employee Mutation Manual	Pending For Submission	0 processed out of 2	View	Cancel

In the screen 'Submitted forms' you will find the form in the status 'Pending for Submission'. Press on VIEW.

The form will open. Please check if these mutations are correct.

Employees mutations

Employer:

SVZ-Number:

Number: MUT-10/1/2-0011940

Previous Comments:

Date Created: 12-10-2021

Date Received:

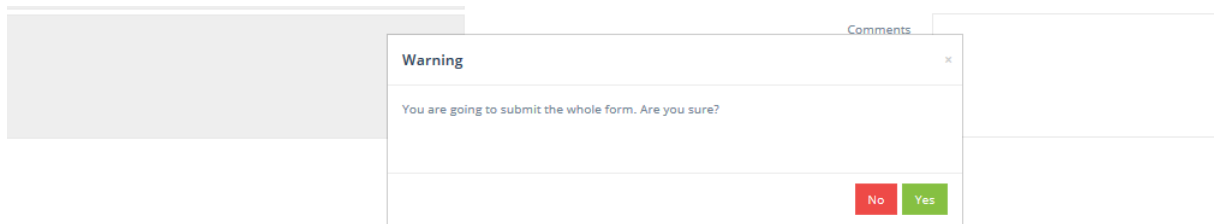
Status: New

Comments:

No.	Mutation type	EffectiveDate	ID-Number	BirthDate	Surname/Maiden name	Maiden name	Married name	Given names	SVZ ID number	Occupation	Occupation ISIC	Wages in nafl	Time unit	Weekly work days	Work hours	Duration of contract	Status	Attachments
1	M	05-10-2021	1968081	17-08-1968	doe			JOHN VAN DER WOUDE		Fabrieksaanbidders		3522.06	M	5.0	8.0	1	New	

[Edit](#) [Cancel](#) [Submit](#) [Cancel](#) [Close](#)

You can still edit or cancel the mutations. If you are ready, please press submit. You will receive a notification: Are you sure that you are going to submit the form?



If you want to continue submitting, please press yes. The status of the submitted form is now Submitted.

If there are no warnings, it will receive the status processing.

Submitted forms

Confirmation No.	Date	Form type	Description	Status		
MUT-3/1820-000372	18-03-2020	Manual Employee Mutation	Employee Mutation Manual	Processing	0 processed out of 2	View
MUT-3/1720-000389	17-03-2020	Manual Employee Mutation	Employee Mutation Manual	Processing	0 processed out of 1	View

If there are still things to be looked into, you will see the status: Pending your review.

8.4 Pending your review

If you must review the mutation or if the mutation is rejected by the system, a yellow triangle will appear. Please hover over this icon and you will see what the warning is for.

Employees mutations

Employer: [dropdown]

SZV-Number: [input]

Number: MUT-10/1/2-0011941

Previous Comments: [text area]

Date Created: 12-10-2021

Date Received: [input]

Status: In Review

Comments: [text area]

Accept	No.	External warnings	Married name	Given names	SZV ID number	Occupation	Occupation ISIC	Wages in nafl	Time unit	Weekly work days	Work hours	Duration of contract	Status	Attachments	
<input type="button" value="Edit"/>	<input type="button" value="Cancel"/>	<input type="checkbox"/>	1		Warning: [7a] - The duration of contract format is incorrect, must be DD-MM-YYYY Warning: [31] - The Contract Type or date is not valid. It can only be 0, 1 or a valid date.	ROSEMABEL	650528760	Bankier/en	4594.85	M	5.0	8.0	31-2-2022	In Review	

In the case above you see that the duration of the contract was not correctly entered. To change this, open the mutation by pressing edit. You can then change the date and save the mutation.

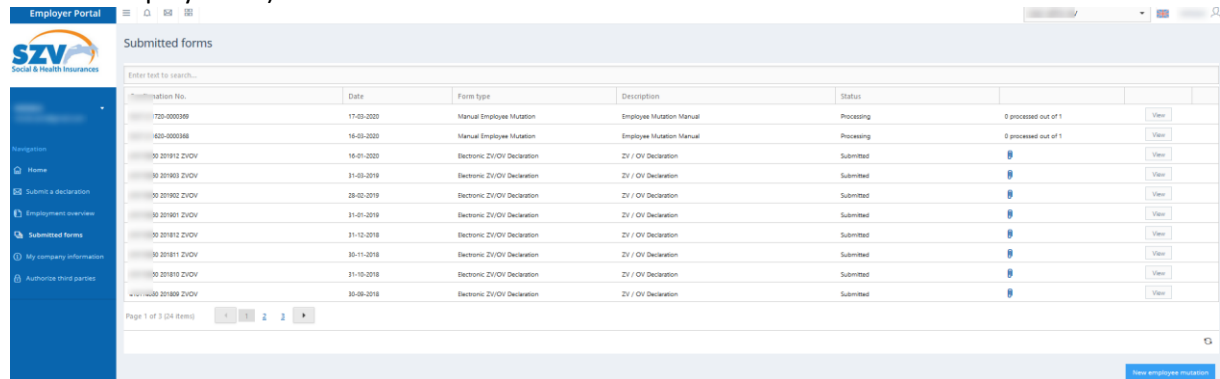
If there is a warning, but you feel it is correct, you can accept it like it is. You can do that by pressing accept and after that submit. If you opened the mutation by pressing edit, don't make changes and close the screen and press accept. If you would like to cancel the mutation, you can press cancel.

9. Monitoring submitted forms

In submitted forms you will find employee mutations, but also submitted declarations.

When submitting a declaration or a mutation, a confirmation number will be generated. The confirmation number is shown in the first column.

In the description you can see what was submitted (Employee mutations, the ZV/OV declaration or the Full employee list).



Confirmation No.	Date	Form type	Description	Status	
720-0000309	17-03-2020	Manual Employee Mutation	Employee Mutation Manual	Processing	0 processed out of 1 View
420-0000308	16-03-2020	Manual Employee Mutation	Employee Mutation Manual	Processing	0 processed out of 1 View
30 201912 ZV/OV	16-01-2020	Electronic ZV/OV Declaration	ZV / OV Declaration	Submitted	View
30 201903 ZV/OV	31-03-2019	Electronic ZV/OV Declaration	ZV / OV Declaration	Submitted	View
30 201902 ZV/OV	28-02-2019	Electronic ZV/OV Declaration	ZV / OV Declaration	Submitted	View
30 201901 ZV/OV	31-01-2019	Electronic ZV/OV Declaration	ZV / OV Declaration	Submitted	View
30 201812 ZV/OV	31-12-2018	Electronic ZV/OV Declaration	ZV / OV Declaration	Submitted	View
30 201811 ZV/OV	30-11-2018	Electronic ZV/OV Declaration	ZV / OV Declaration	Submitted	View
30 201810 ZV/OV	31-10-2018	Electronic ZV/OV Declaration	ZV / OV Declaration	Submitted	View
30 201809 ZV/OV	30-09-2018	Electronic ZV/OV Declaration	ZV / OV Declaration	Submitted	View

Once you submit, you will receive a confirmation email on the email address(es) linked to the company. If you press on View, the submitted mutations or declarations will be visible in more detail.

9.1 Reviewing and cancelling employee mutations

It is possible that the mutations are not immediately processed and send to SZV for the internal review or acceptance. In that case, the submitter will have to review it. You will also receive an email.



Reviewing gives you 3 options:

1. Accept it as it is (with the possibility that SZV will reject the mutation).For that, please check the box in between edit and cancel.
2. Edit the mutation, so you can either add documents or change DOB or names.
3. Cancel the mutation

Employees mutations

Employer: [dropdown]
 SZV Number: 4030048
 Number: MUT-31820-000372
 Previous Comments: [text area]

Date Received: 18-03-2020
 Mutation status: In Review
 Comments: [text area]

No.	Mutation	BirthDate	Surname	Maiden name	Married to	Given names	Person	Occupation	Occupation SIC	Wages in net	Time unit	Weekly work days	Work hours	Duration of contract	Status
1	External warnings	13-01-1973	[redacted]			Yobai				1200.00	M	5.0	8.0	31-12-2020	In Review SZV
2	Warning: [E] - The SZV nr can not be found. If this is a new person a valid passport or GRC Maiden ID is required	01-13-1975	Doe			Joan		manager		3000.00	M	5.0	8.0		In Review

[Submit] [Cancel] [Close]

After reviewing all the warnings, please submit the mutations again.

Warning

You are going to submit the whole form. Are you sure?

[No] [Yes]

Press yes if you are ready to submit.

If after submitting no new warnings appear for review, the mutations will get the status Processing and will be reviewed by SZV.

Submitted forms

Enter text to search:

Confirmation No.	Date	Form type	Description	Status		
41001818 ZVOV	04-04-2020	Electronic ZV/OV Declaration	ZV / OV Declaration	Submitted	[dropdown]	[View]
	04-04-2020	Electronic ZV/OV Declaration	ZV / OV Declaration	Submitted	[dropdown]	[View]
	04-04-2020	Electronic ZV/OV Declaration	ZV / OV Declaration	Submitted	[dropdown]	[View]
	04-04-2020	Electronic ZV/OV Declaration	ZV / OV Declaration	Submitted	[dropdown]	[View]
MUT-414/02-000454	04-04-2020	Manual Employee Mutation	Employee Mutation Manual	Processing	0 processed out of 3	[View]

Cancelling of the mutation form or specific mutations

You have the possibility to cancel the mutations or to cancel the mutation form.

You can cancel the form:

Before submitting when the form status is: Pending for submission
 After submitting when all mutations are In Review

You can cancel the mutation:

Before submitting when the mutation status is: NEW
 After submitting when in the status In review

When the form is processing or when the mutations are In Review SZV or Processing, cancelling the mutations is not possible anymore.

10. My company information

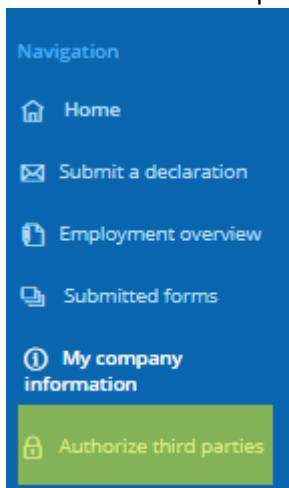
In 'My company information' the information of the company as registered can be found. Please always check this before doing an employer request.

My company information

SZV number:	
Trade name:	
Legal Name:	
Legal Representative Name:	
Role Type:	
CRIB No.:	
OV %:	0.50
Chamber of Commerce No.:	13001
Date Established:	21-01-2003
Date Registered:	30-07-2009
Date Terminated:	
Business Address:	
Post Address:	
Phone:	
Email:	fars@freeallapp.com

11. 3rd party authorization (Admin users only)

An admin of the company has access to the link Authorize third parties



All persons linked as users to the company in the employer portal are listed in the tab 'Authorize third parties'

Date	Situation	Full Name	Email	Mobile	Country	Identification	Phone
01-01-2014	01-01-2014	Maria Doe	zhenyevy.2014@freeallapp.com		St-Helena (Dutch part)		
01-01-2014	01-01-2014	Ann Doe	deliaum.0101@freeallapp.com	1234567	St-Helena (Dutch part)		
01-01-2014	01-01-2014	John Doe	john.doe@freeallapp.com		St-Helena (Dutch part)		
01-01-2014	01-01-2014	Robert Smith	robert.smith@freeallapp.com		St-Helena (Dutch part)		
01-01-2014	01-01-2014	Ahmed Khatib	ahmed.khatib@freeallapp.com		St-Helena (Dutch part)		
01-01-2014	01-01-2014	John Doe	john.doe@freeallapp.com		St-Helena (Dutch part)		

A third party can be added to or removed from the company.

11.1 Add a new user without existing username

In the tab click on <new> and fill in the form that opens.

New		Salutation ▼	Full Name
Edit	Delete		Marisa Doe

You will be creating a new user, someone who does not have access to the employerportal as yet. So please don't check the box 'Person has an existing username' . Instead, fill in all the details

The information as highlighted below is mandatory. Feel free to fill in more information.

Create

Person has existing username

First Name * [highlighted]

Identification

Mobile

Address 1

Area

Zip Code

Comments

User Name

Last Name * [highlighted]

Salutation

Email * [highlighted]

Phone

Address 2

State

Country

Company/Individual

Company/Individual FKFT

Role *

- Finance User (can declare ZV/OV, and view payments)
- Admin User (Company administrator (All rights))
- Human Resource User (Can submit employee mutations)

Start Date * [highlighted]

End Date

Comments

Clear form Save

4. Select the user rights(s) the person will be granted. If you assign the admin rights, the person will be able to submit ZV/OV declarations, employee mutation and also create new users. If this rights is assigned, the HR or Finance right cannot be assigned and is also not necessary, as all the rights are already included in the admin function The finance user will be able to submit ZV/OV declarations. The HR role will be able to submit employee mutations.
5. Continue entering the start date of the authorization and the end date (if the authorization is for a short period, or end of contract date of the person, otherwise leave open).

The new company user will receive an email to activate the account and create a password.

11.2 Add a user with an existing username

You are going to give access to a user who already has a username in the employer portal

1. Please select new

New	Salutation ▼	Full Name
Edit		Marisa Doe

2. Check the box ' person has existing username. In this case, the information will be automatically filled with what is known . What needs to be done is assign a role to the user.

Create

Person has existing username

First Name * Marisa

Identification

Mobile

Address 1

Area

Zip Code

Comments

User Name * AK0195

Last Name * Doe

Salutation

Email * zhelen.kelly.336m@funb301.com

Phone

Address 2

State

Country SXM

Company/Individual

Company/Individual FKFT

Role *

- Finance User (can declare ZV/OV, and view payments)
- Admin User (Company administrator (All rights))
- Human Resource User (Can submit employee mutations)

Start Date *

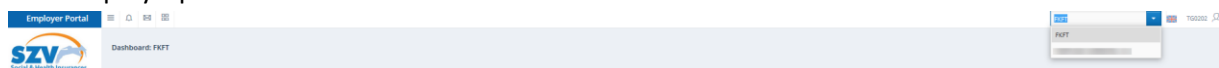
End Date

Comments

Clear form Save

3. Select the user rights(s) the person will be granted. If you assign the admin right, the person will be able to submit ZV/OV declarations, employee mutation and also create new users. If this right is assigned, the HR or Finance right cannot be assigned and is also not necessary, as all the rights are already included in the admin function. The finance user will be able to submit ZV/OV declarations. The HR rights will be able to submit employee mutations.
4. Continue entering the start date of the authorization and the end date (if the authorization is for a short period, or end of contract date of the person, otherwise leave open).

The new company user will receive an email that the rights are granted. He or she will be able to access the company by choosing the company in the dropdown box in the right corner on top of the screens in the employerportal.



11.3 Editing and deleting users

If a third person is no longer authorized to view and act on behalf of the company, this user can be deleted by clicking on delete. Your company will be deleted from his/her company list.

If you want to edit the information of a person, press edit.

The screenshot displays a user profile editing interface. The top section, titled 'Edit', contains two columns of input fields. The left column includes 'First Name *' (Mariza), 'Identification', 'Mobile', 'Address 1', 'Area', 'Zip Code', and 'Comments'. The right column includes 'Last Name *' (Doe), 'Salutation', 'Email *' (chenen.alex@Luna2021.com), 'Phone', 'Address 2', 'State', and 'Country' (DOM). To the right of these fields is a profile picture placeholder with an 'Add picture' button and a 'User Account' card showing 'User Name' and 'ID:00201'. Below the 'Edit' section is the 'Company/Individual' section, which includes a 'Company/Individual' dropdown (RWPT), a 'Role *' dropdown with 'Finance User (can declare ZVOC, and view payments)' selected, 'Start Date *' (01-04-2020), 'End Date *' (31-12-2020), and a 'Comments' field. A 'Save' button is located at the bottom right of the form.

You will be able to edit the contact details or roles assigned to a user. You can also enter a end date if changes on the contract of the specific person were made.