



SARS EFILING ISSUES – 19 JULY 2019

Below is a list of e-filing concerns raised by members that have been reported to SARS. The status of the concerns raised is listed as well as SARS' comments thereto, where applicable. SARS is working closely with SAICA to address the outstanding concerns. However should you have any persistent problems, please send a screen shot and a taxpayer reference number to sharons@saica.co.za for further follow up:

	PROBLEM	RESOLVED	COMMENT
1	Systems hangs when waiting for OTP pin	✓	
2	Cannot print return	✓	
3	Cannot access assessments - blank	✓	
4	Unable to load a statement of account	✓	
5	Can print return but all 27 pages are printed	X	The technical team will attend to matter asap
6	Cannot access/print simulated assessments	✓	Resolved
7	The ITA34 is pulling through the incorrect PAYE amount (seems the decimal point is the problem)	X	Will provide an update asap
8	Tax calculator incorrectly calculating tax due/refundable	✓	Resolved
9	Bank interest does not pull through to returns from 3 rd party data	✓	Taxpayers must insert these amounts manually for 2019.
10	The income tax assessment repeats the income subtotal under various headings.	✓	Resolved
11	The source code lookup functionality is no longer available on the return.	X	The technical team will attend to matter in due course
12	When a taxpayer pushes "Print" before "saving", all the information on the return is lost. Furthermore, when the taxpayer goes back into their return to re-input the data, their prepopulated information (such as the IRP5) information not only disappears, but cannot be reinserted – the blocks are greyed out. In some instances the return now states that the individual was "unemployed" for the whole year.	✓	Resolved
13	IT12EI returns cannot be completed they look like PDF forms	✓	Please try opening the form on Firefox rather than Chrome
14	Codes are not catered for in the return and non-taxable travel/subsistence allowance codes no longer available.	✓	The external guide - guide for employers in respect of allowances (PAYE-GEN-01-G03)

			<p>and the SARS_PAYE_BRS - PAYE Employer Reconciliation_V18 0 2 clearly indicate when code 3703 – Reimbursive Travel Allowance, must be used. This code has not been discontinued.</p> <p>The following is the wording used in the SARS_PAYE_BRS - PAYE Employer Reconciliation_V18 0 2:</p> <p>“This code is only applicable where:</p> <ul style="list-style-type: none"> • The reimbursement rate used by the employer DOES NOT EXCEED the prescribed rate (par 4 of Fixing of Rate per Kilometre i.r.o. Motor Vehicle Regulation), • The employee DOES NOT receive any other form of compensation for travel; and in respect of the full value of the reimbursement” • Information code 4583 is only affected if the code 3751 (Travel Allowance), 3852 (Use of motor vehicle acquired by employer NOT via Operating Lease), and 3866 (Use of motor vehicle acquired by employer via Operating Lease) is/are present on an IRP5/IT3(a) certificate and the year of assessment is 2019 or later. • For the 2017 and 2018 years of assessment, information code 4583 is affected by the above three codes as well as code 3752 [Reimbursive travel allowance (IT)]. • Code 3753 does not affect information code 3703 or 3753. • Subsistence allowances also do not affect information codes 4582 and 4583.
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15	VAT return defaults back to the tax practitioner's own VAT return and not the client's that the tax practitioner was working on when they got an Adobe error.	X	Please provide supporting information (SAICA provided info on 10 July for an IT case)
16	Adobe error – it allows some returns to be completed and for others not (all on the same day after uploading the latest version).	?	Please provide supporting information in cases where this is still persistent
17	I am trying to upload supporting documentation. When i click on the "choose file" button nothing happens	✓	Resolved
18	With regard to transferring one profile to another, if you unclick the tax types then it doesn't carry over the history: it's cleared everything that was on the profile.	✓	Resolved
19	Capturing screens appear over various pages and require numerous clicks to insert and view data for correctness	X	Kindly test and provide supporting information
20	When you reopen a saved IT14 and then do changes before submission, you must first save before pushing submit otherwise changes omitted from submitted document.	✓	Resolved
21	IT12 gross remuneration field blank and if add in manually and save, all IRP 5 data etc. gone.	✓	Resolved
22	IT12 assessment pay "due dates" default to JAN 2020. This is misleading as taxpayer will probably be liable for interest (unless SARS confirms otherwise).	✓	Resolved
23	IT12 wants schedules for info not created in form creator otherwise can't submit.	✓	Resolved
24	IT14 form creator not working as it includes all the pages not just the relevant ones (variation on print all in IT12).	✓	Resolved
25	When opening a return to complete it, it gives a flash player warning and then kicks you out to your main profile and you have to start all over again. This happens repeatedly. Every minute we received a message to say that we have been inactive and it kicks you out.	✓	Resolved
26	The age rebates on the individual 2020(1) provisional tax returns have not been updated to the 2020 tax tables and still reflect the 2019 rebates.	✓	Resolved: New IRP6's should be fine, but those opened before 6 July will need a fix. SARS is working on this fix.
27	Annuities: not all annuities paid are pre-populated on the returns resulting in some taxpayers incorrectly receiving the sms that they do not need to	X	

	submit a return even though a refund is now actually due to them.		
28	For noting: When selecting to view a return for which an sms was sent indicating that no tax return is due, the taxpayer/practitioner has 2 options, to accept or reject. The decision has to be taken immediately (you cannot go back and return later), which makes it difficult for tax practitioners and info first needs to be confirmed with client for accuracy.		
29	PROFILES: Tax practitioners (TPs) have a practice profile and a personal profile. When the profiles are now merged to be linked to a single ID number, the concern is that the TP's staff will have access to the TP's personal profile as well.	✓	Each user will have 1 login which links to their personal profile and to any business profile. Your login will show "Tax practitioner" – Personal name and Business and each staff member will show Personal – Staff Member and Business. Your profile will not show when they log in and their profiles will not show when you log in.
30	Rounding down: cents are ignored by efililing for all deductions/rebates. Instead of the conventional rounding up if amount is >= 50c and rounding down if an amount is <50c, all amounts are being rounded down. This is potentially a considerable amount that SARS is collecting if the whole taxpayer population is considered.	X	
31	A return would not file – invalid bank account number – but on the RAV01 form the banking details are valid.	X	
32	STT payments – when attempting to make the payment an error message "secure.sarsefiling.co.za refused to connect" appears not matter what browser is used. Other error messages received when making payment is "secure.sarsefiling.co.z refused to connect".	X/✓	One member managed to make a payment but you need to go onto the "general unpaid" tab, payment does not seem to work through the "Services" section.
33	PROFILES: When the new eFiling platform is logged into, a message is received that two profiles (personal and Tax Practitioner profile) exist. When "next" is selected, the system is supposed to take you to a screen where a profile can be selected that you want to use as the main profile, after which you should be able to continue working in the new efililing platform.	X	

	This has been successfully for some users but when “next” is selected, it reverts back to the old eFiling platform and this platform then has to be used. The new platform cannot be accessed.		
34	PROFILE: When a person logs into the tax practitioner’s e-filing profile as a senior/ junior user and completes the ITR12 return they are not able to save nor calculate the return. It appears that only those that have full user rights can save and calculate the tax return.	X	
35	Uploading documents: A. Letters are being issued by SARS requesting supporting document for new eFiling registrations but there is no link to upload the documents on eFiling. B. When I submit supporting documents which have been uploaded, the system reverts back to the upload screen without submitting the documents.	X	
36	Struggling to get new registrations activated on e-filing.	X	See example in email attached
37	An ID and residential address is being requested for a business/company registration.	X	
38	Uploading documents: When trying to submit supporting documentation & all are uploaded, when clicking “submit” – a message “are you sure...” appears – but when you click “ok” it jumps back to the screen and says uploaded – it won’t submit.	X	See screenshots attached to email
39	SAVING: The ITR12 cannot be saved until all info has been entered – so if info is still needed to complete the return, one has to start from scratch.	X	
40	Uploading documents: Where an IT14SD was requested on a 2018 ITR14, there is a link to upload the documents, but no link to the IT14SD.	X	See example in email
41	When selecting “Tax Calculation” the following errors appears: “We could not display your tax calculation: Unfortunately, SARS cannot perform a tax calculation based on the data submitted in your return. Please ensure that you have completed your return	X	SARS is working on this error with the taxpayer.

	correctly and try again. If this return persists, your return may require manual assessment.”		
42	Cannot open a ITR12 return – “FormIntergrationError: Provided JSON string is invalid, please provide a valid value” appears – see attached screen shots.	X/✓	This has been corrected on the system, so new returns should be fine, but those opened before 6 July will need a fix. SARS is working on this fix.
43	RAF CONTRIBUTIONS: The taxpayer is not contributing to a retirement annuity yet the system still reflects that they do. Even when refreshing the data <u>only the Medical and IRP5</u> are updated. SARS advised not to use the tax calculator but when submitting the return (without using the tax calculator) the system still showed the error of RA outstanding information.	X	
44	SAVING: I cannot save because certain fields were not completed but these fields did not come up in the first place (similar to issue #39). Then fields which had been completed in the first place become blank (similar to issue # 21).	X	
45	The IRP6 return does not pull the latest assessment. Eg the IRP6 return show the latest assessment 2017 – even though 2018 has been submitted (and assessed) a year ago already.	X	
46	The Bank account details section does not provide for entering the Bank name or Branch number - the fields have a grey background. Only the Bank a/c number can be entered. When saving the return a message comes up saying "saved with invalid bank details" so the return cannot be submitted.	X	
47	ITR12EI: Submission of IT12EI error message – “Please complete the registered detail question on the first page before completing the return” even after this has been done and return completed.	X	
48	PROFILE ISSUES: A: I am unable to log on to the new SARS eFiling. All attempts result in the message “User Name and Password cannot be verified”. I have used OTP’s to change password and received the confirmation the password was successfully changed, but still get “User name and password cannot be verified”	X	

	<p>B: All staff were allocated as users for the tax practitioner's eFiling profile.</p> <ol style="list-style-type: none"> 1. Some staff are not finding the TP organization on their profile; 2. Some staff are not able to submit returns, they have more rights than other users who can submit the returns 3. One staff had the TP organisation on her profile and then the organization disappeared. <p>C: I try to create a new organisation on my existing tax practitioner profile, after which I need to take the VAT and PAYE over on my profile. I populate all the information and hit continue at the bottom, but the screen goes blank and the profile is not created. Different computers as well as firefox were used, but still no success.</p>		
49	<p>Adding on to issue # 48 & 33, users are unable to link their various profiles under the new 'default profile' system.</p> <p>On the new login screen you type any of your user names, then next. This gives a notice about multiple login names and process to be followed with a 'continue' button. This button takes you to the old eFiling login screen where any of your user names and passwords will take you into the old eFiling without linking profiles.</p>	X	
50	<p>The tax calculator (as was the case last year) does not show the provisional tax paid. It would be great if this could be included in the tax calculator.</p>	X	
51	<p>Objections: Cannot efile an objection to the 2019 Assessment (Unused contributions to Retirement Funds not b/Fwd from 2018 year).</p>	X	
52	<p>Taxpayer move request - When doing a transfer request for PAYE, the system comes back with an error: "The PAYE admin penalty cannot be decoupled from the existing PAYE tax type & the PAYE admin penalty tax type must be requested & these will then be registered against your taxpayer". This despite having inserted the number for EMP201 and Admin Penalty.</p>	X	
53	<p>Tax Directive Error: "Your access is denied because your tax directives profile could not be determined".</p>	X	

54	Tax Compliance certificate: Unable to access certificate. When trying to drawdown a "Tax Compliance request", one hits the tab to get a say "good standing" certificate -thereafter you get a box, which shows "busy preparing your form"- some 5 minutes later it is still trying to prepare the form.	X	
55	Assessment: Assessment issued with incorrect rebates & incorrect treatment of the tax withheld on payment of the lump sum. Phoned eFiling about the problem and was instructed to wait for SARS auditors to complete the audit. The completion letter stated that no changes were made to the assessment. eFiling did not allow an objection to be launched and when phoning SARS, was instructed to visit any SARS branch.	X	
56	Duplicate Efiling returns: where a second return is created but not submitted - either by efiling or by one of the staff or the tax practitioner in error. It should never be submitted electronically. We used to be able to mark it off as manually submitted and get rid of it from the unsubmitted returns. That option is no longer available on the new efiling so we either have to submit it as a new revised return (which has its own problems) or leave it as outstanding.	X	
57	The "Maintain SARS registered details" function - you can't always open in Explorer (RAV01) and all info doesn't load	X	