

SARS EFILING CHALLENGES – 1 AUGUST 2019

Below is a list of issues which SARS have identified as pervasive. They have noted the status of these issues and most have been resolved or are prioritised for resolution.

Technical issue	SARS progress update
1. Linking of profiles	<p>There are two different processes set out below:</p> <p>Process A</p> <ul style="list-style-type: none"> • User accesses new eFiling site, • Authenticates themselves, • Chooses Primary User, • Links clients' profiles, • Tax practitioner starts transacting. <p>Process B</p> <ul style="list-style-type: none"> • Tax practitioner attempts login – receives prompt that there are multiple logins linked to the user ID, • The SARS systems prompt provides tips on next steps, • Tax practitioner redirected to the old eFiling site where they can continue to transact. <p>Additional SARS Comment:</p> <ol style="list-style-type: none"> 1. SARS is developing additional external training material on Primary User and Portfolio Management (as per process A set out above). 2. There is currently a process in place to engage and move the users who were redirected to the old eFiling site (as set out in process B). <p>Resource: https://www.sars.gov.za/ClientSegments/Tax-Practitioners/Pages/Merging-eFiling-profiles.aspx </p>



2. User rights	<p>Primary users are reminded to delegate the necessary user rights to additional profile users.</p> <p>The process functions the same as previously, where a primary user must delegate specific rights to additional linked profiles.</p> <p>Additional SARS Comment:</p> <p>This matter has been prioritised. Once the technical team has resolved the matter, SARS will provide an update.</p> <p>Resource:</p> <p>https://www.sars.gov.za/TaxTypes/PIT/Tax-Season/Pages/Obtaining-Shared-Access-with-my-Tax-Practitioner.aspx</p>
3. Loading of new Taxpayer on the Tax Practitioner profile	<p>In cases where verification of the new taxpayer fails, the tax practitioner will receive a verification letter.</p> <p>SARS has noted an error on the verification letter and there was an issue with uploading of Supporting Documents.</p> <p>SARS notes that this matter is now resolved. Please send detailed examples via the SARS Contact Centre should the error persist.</p>
4. Link to upload Supporting Documents has no submit button	<p>SARS noted an error on the “submit” button to upload Supporting Documents. The submit button error only relates to new registration and not audit.</p> <p>SARS notes that this matter is now resolved. Practitioners should be able to load and submit supporting documents. Should the error persist, SARS has requested users to please forward detailed examples.</p>
5. Saving of the Return, but information captured not saving	<p>This matter has been resolved.</p> <p>Should the error persist, SARS has requested users to please forward detailed examples.</p>



6. Tax returns not opening on Google Chrome	<p>SARS was investigating this issue in respect of prior year returns.</p> <p>Should the error persist, SARS has requested users to please forward detailed examples.</p> <p>Please also refer to the guide below for different error scenarios:</p> <p>https://www.sars.gov.za/ClientSegments/Individuals/How-Register-Tax/Pages/Displaying-PDFs-in-a-browser-Google-Chrome.aspx</p>
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As communicated in our Integritax Weekly of 25 July 2019, SARS has expressed the view that the majority of the pervasive eFiling issues have been resolved or are in the process of being resolved. It appears that the majority of these issues have been resolved as per the updated list above.

Should errors persist or new issues arise, members must escalate these issues directly to SARS and provide the following information:

- Tax reference number
- eFiling username
- Screenshot of the error received

In this way, SARS will accurately be able to track the number and types of issues being experienced via their Contact Centre records.

Should the above escalation yield no results, members must consider lodging a complaint via the SARS CMO or the Tax Ombud.