

## SARS eFiling Fix: How to view correspondence for all taxpayer clients on a single dashboard

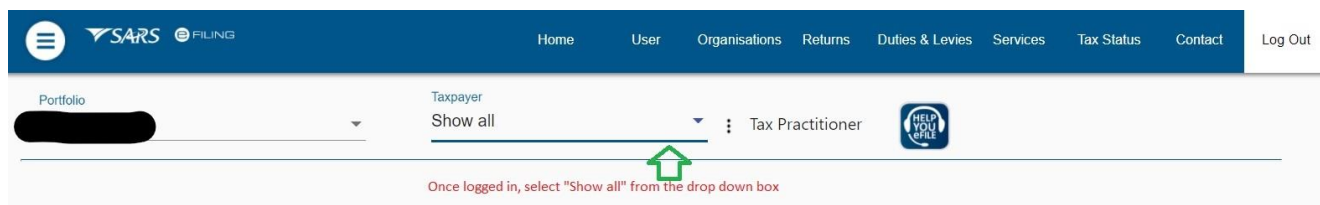
As of October 2021, tax practitioner members have noted that they are no longer receiving email notifications when correspondence has been issued on eFiling, in respect of taxpayer clients. It seems that in such cases, these notifications are now going to the taxpayer client and often these individuals ignore the email assuming that the tax practitioner has received it and is dealing with it, which results in important deadlines being missed. It is not clear what has triggered this, but in a recent meeting with one of the SARS regions, there seemed to be an indication that the system was automatically marking 'preferred' contacts thus resulting in a change to who receives the notification.

SAICA has been engaging with SARS on this issue since October/November 2021 and have sent further complaints this year. Despite the multiple follow ups, unfortunately no timeline has been provided for resolution of the issue.

As an interim measure, tax practitioners may follow the below steps to view the correspondence for all their clients on a single dashboard. Whilst members note that this is a time-consuming exercise, implementation of this 'check' on a regular basis assists them in managing this process to avoid missing important SARS correspondence.

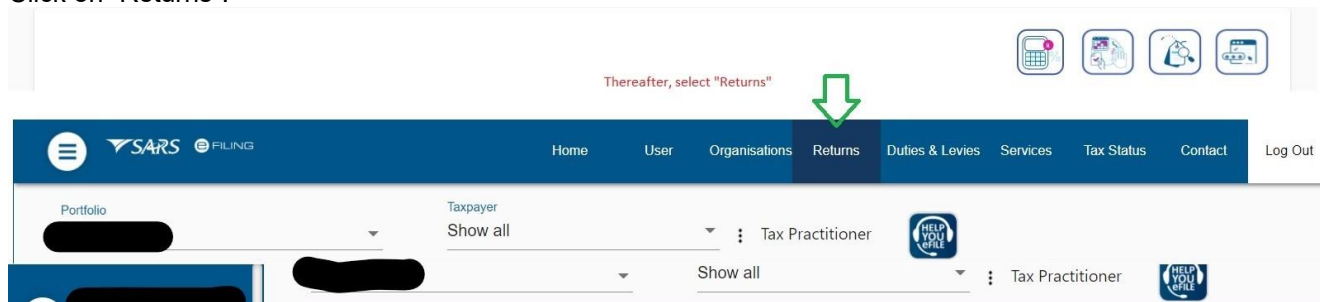
### Step 1:

Login to eFiling. Once logged in, select "Show All" from the drop down box below "Taxpayer".



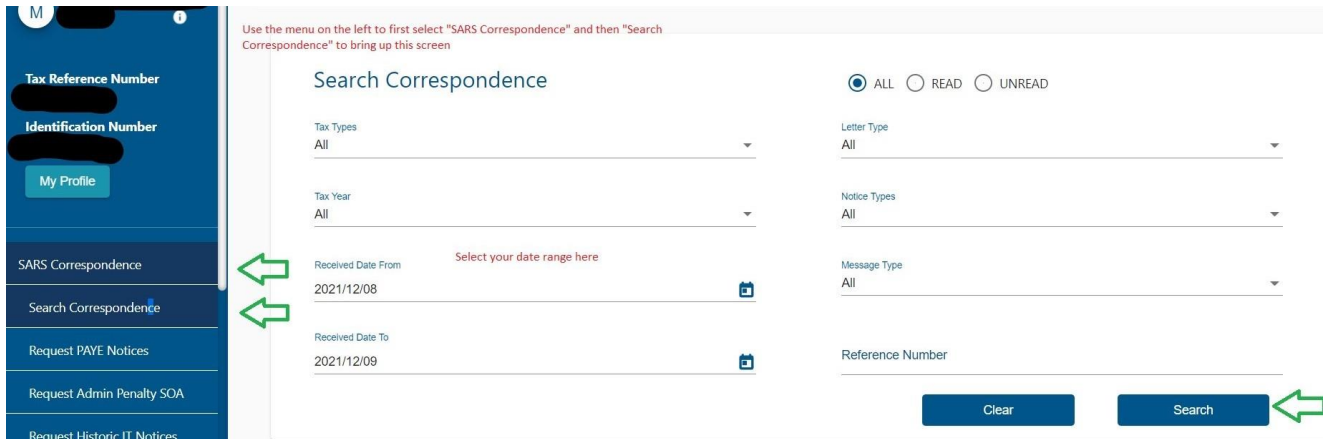
### Step 2:

Click on "Returns".



### Step 3:

Use the menu on the left to first select "SARS Correspondence" and then "Search Correspondence". Select your date range and click "Search" on the bottom right hand corner.



Use the menu on the left to first select "SARS Correspondence" and then "Search Correspondence" to bring up this screen

### Search Correspondence

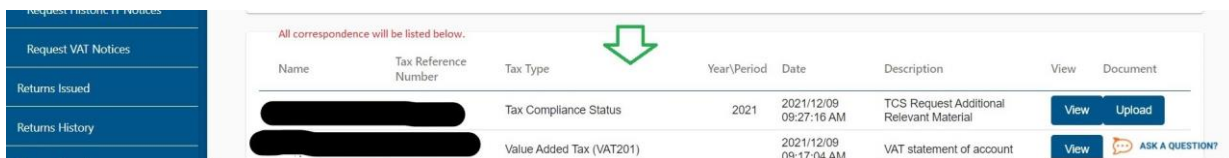
☒ ALL 
 ☐ READ 
 ☐ UNREAD

Tax Types: All  
 Tax Year: All  
 Received Date From: 2021/12/08  
 Received Date To: 2021/12/09  
 Letter Type: All  
 Notice Types: All  
 Message Type: All  
 Reference Number:

Clear Search

### Step 4:

View the correspondence, all of which should be listed.



All correspondence will be listed below.

Name	Tax Reference Number	Tax Type	Year/Period	Date	Description	View	Document
[REDACTED]	[REDACTED]	Tax Compliance Status	2021	2021/12/09 09:27:16 AM	TCS Request Additional Relevant Material	<a href="#">View</a>	<a href="#">Upload</a>
[REDACTED]	[REDACTED]	Value Added Tax (VAT201)		2021/12/09 09:17:04 AM	VAT statement of account	<a href="#">View</a>	<a href="#">ASK A QUESTION?</a>

16 February 2022