EFILING - PRIMARY USER REGISTRATION

SAICA has received many enquiries from members about a lack of eFiling access from yesterday which is problematic especially for payroll filings. Please note that as from 1 July 2019 SARS eFiling requires users to create a Primary User username to access all eFiling profiles linked to that person. This include profiles for Individuals, Organisations and Tax Practitioners e.g. a Tax Practitioner will have an individual and TP profile linked under the Primary User Account and possibly an Organisation one as well if he or she is the public officer of any company. We have confirmed with the SAICA NTOC that until you do so, you will not have full eFiling functionality.

Attached is the link to the SARS FAQ on this process. There is also a new How to eFile Guide.

Part of this process for the Primary User and sub user is requesting a One Time Pin (OTP) to verify details. The OTP to confirmations are at user level and for various scenarios. Every first time logon will require confirmation of security details and OTP, this is a once off. The only time an OTP would be sent for each login is if Two Factor Authentication is enabled.

FILING SEASON SYSTEM CHALLENGES

Members have noted various other problems experienced with the updated eFiling such as:

- Members cannot print tax returns;
- Members cannot access (or if they can, then they cannot see) assessments as the page is just blank;
- The system hangs when waiting for the OTP pin;
- SARS' tax calculation appears to be incorrectly calculating the tax payable/refundable;
- Bank interest is not pulling through to the returns;
- Capturing screens appear over various pages;
- Tax Status dropdown doesn’t function properly; and
- Members are unable to download a statement of account.

These have been escalated to SARS who are working on resolving the matters raised and we will continue to engage with them until all the concerns are addressed.

Please also refer to the following documents that will assist with managing your eFiling profiles and submissions:

- A Step by Step guide to the Entity Merge Functionality on eFiling External Guide
- How to eFile your Provisional Tax Return External Guide
- How to submit your Individual Income Tax Return via eFiling External Guide
- How to Register for eFiling and Manage Your User Profile - External Guide

Regards

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