

# Technical Query Submission Guide for Members



## CONTENTS

1. Introduction .....	3
2. Disclaimer.....	3
3. Purpose .....	3
4. How to submit a technical query on-line .....	3
5. How to submit a Technical query when the online Query system is down.....	4
6. Appendix A – Navigation .....	5

# TECHNICAL QUERY SUBMISSION GUIDE

December 2015

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## 1. Introduction

The technical query system involves the resolution of technical queries received from members. The resolution of queries will involve the provision of technical guidance in terms of relevant standards and/or applicable legislation. The provision of opinions is strictly prohibited.

## 2. Disclaimer

Due to the risks involved in providing opinions and to ensure that SAICA does not compete with its members, responses to queries will only be in the form of guidance, not opinions or interpretations. The latter are only provided (with a strict disclaimer) in formal guides that have been thoroughly vetted through the appropriate committee/s.

## 3. Purpose

The purpose of this Guide is to provide guidelines to members on:

- how to submit a technical query via the on-line query system;
- turnaround times for responding to queries;
- how submit a technical query when the on-line technical query system is down.

## 4. How to submit a technical query on-line

### **Submitting a query**

- Login into the SAICA Website from the home page;
- Follow the link "Ask a technical question" under Members section;
- Click on "Ask a question"
- Complete the form
- Accept the terms and conditions
- Click "send question" to submit the query

*Please refer to Appendix A for detail instructions and print screens.*

### **Receiving a response**

- A member will receive a response notification via email with a link to view the response provided.
- Turnaround times - queries should be resolved within 24 working hours (that is, three (3) working days). This excludes weekends and public holidays. There are certain circumstances where the turnaround times may not be met, and that is

when consultation is required or more information is required from the member.

### **Rating the quality of the response**

- The members may provide a rating based on the relevance, accuracy and detail contained in the response, not according to your agreement or otherwise with the answer.
- The rates range from one to five, with one being very poor, and five being excellent.
- Members may also add comments to support their rating.

## **5. How to submit a Technical query when the online Query system is down**

Members/associates must preferably log their technical query on the query system so that all details will be recorded, to afford the query sufficient time and consideration of its content and for the people responsible for the resolution to have sufficient time to resolve the issues.

When the online query system is down, members can submit the queries via:

- email ([saica@saica.co.za](mailto:saica@saica.co.za)), and indicating whether this is an Assurance/Financial reporting or Tax query, or
- telephone at 08610 SAICA (72422)

## 6. Appendix A – Navigation

### 1. Login to SAICA website from Home Page

The screenshot displays the SAICA website's home page within a web browser. The browser's address bar shows the URL <https://www.saica.co.za/Home/tabid/36>. The website's navigation menu includes links for Home, News, About, Members, Learners & Students, Training, Associates, and Technical. On the left side, there is a login section with fields for 'User Name' and 'Password', a 'LOGIN' button, and links for 'Forgot your password?' and 'Register'. Below the login section, there are 'Indicators' for ZAR/EUR, ZAR/GBP, and ZAR/USD, as well as 'Forex' rates for Gold, FTSE/USE Top 40, FTSE/USE All Share, and Platinum. The main content area features a banner for a 'TOP 35 UNDER 35 CA(SA) COMPETITION WINNER' and a central navigation grid with categories: MEMBERS, PUBLIC, LEARNERS, TRAINEEES, and LEARNERS. Each category has a list of links to various resources. Below the grid, there are two news articles: 'Junior Accounting Olympiad winners announced' and 'Chartered accountants call for moral courage from the boardroom downwards'. The bottom of the page shows a Windows taskbar with the system clock at 03:54 PM on 2015/11/26.

# TECHNICAL QUERY SUBMISSION GUIDE

December 2015

## 2. Follow the link “Ask a technical question” under Members section

The screenshot shows the SAICA website interface. At the top, there is a navigation menu with links for Home, News, About, Members, Learners & Students, Training, Associates, and Technical. The 'Members' link is highlighted. Below the navigation menu, there is a banner for a competition winner, followed by a central navigation area with icons for MEMBERS, PUBLIC, TRAINEES, and LEARNERS. Under the MEMBERS icon, there is a list of links including 'Ask a technical question'. On the left side, there is a sidebar with various indicators and logos. At the bottom, there are news snippets and a taskbar with system icons and the date/time.

SAICA  
THE SOUTH AFRICAN INSTITUTE OF ACCOUNTANTS

develop.influence.lead.

Welcome : Somaya Khaki  
Logout

Home News About Members Learners & Students Training Associates Technical

YOU SEE A TOP 35 UNDER 35 CA(SA) COMPETITION WINNER  
WE SEE POTENTIAL MEET  
*Performance THROUGH DEDICATION*  
BIRCHWYN COBBETT CA(SA) COO & CFO; DELIA PROPERTY FUND 2015 WINNER; TOP 35 UNDER 35 CA(SA) COMPETITION

Last Updated Friday, November 20, 2015 2:03:33 PM

**MEMBERS**

- Record your CPD
- Update your details
- Products and Services
- Click2Start e-learning
- Ask a technical question
- Online Shopping
- My Account

**PUBLIC**

- SAICA News
- Media Kit
- Find a CA
- Verify a Member
- Seminars and Events
- Regions
- Alliance Partners

**TRAINEES**

- Find a Training Office
- CA(SA) Training Programme
- Training Officer Resources
- Trainee Resources
- Events, Products and Guides
- Assessment Resources
- Training Contract Administration

**LEARNERS**

- Becoming a CA
- NowICan Youth Website
- Accredited Education Programs
- Information for prospective trainees & students
- SAICA Examinations
- Thuthuka

**Junior Accounting Olympiad winners announced**  
Lune Niemann from Stella Combined school and Cedmunds Didindle from Setswagosingo high school have been crowned Vryburg's top number crunchers in the recently held Junior Accounting Olympiad.

**Chartered accountants call for moral courage from the boardroom downwards**  
Worldwide has called for business to instil a culture of 'moral courage' from the boardroom downwards. In Critical Success Factors for Tomorrow's Business Leaders, the international body claims that social media and the 24-hr scrutiny of the digital age mean that there is a

03:42 PM  
2015/11/26

# TECHNICAL QUERY SUBMISSION GUIDE

December 2015

## 3. Click on Ask a Question

The screenshot shows a web browser window displaying the SAICA website. The address bar shows the URL <https://www.saica.co.za/Technical/Subm>. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The website header features the SAICA logo (The South African Institute of Chartered Accountants) and the slogan "develop.influence.lead." with a photo of a woman. A navigation menu includes Home, News, About, Members, Learners & Students, Training, Associates, and Technical. The user is logged in as "Somaya Khaki" and has a "Logout" link. The main content area is titled "Submit a Technical Guidance Query" and includes a "Submit a Technical Guidance Query" button. Below this is a "Frequently Asked Questions" section with a graphic of three sticky notes spelling "FAQ". The text explains the query management process and lists specialist topics excluded from tax guidance: International Tax, Public Benefit Organisations, Mining, and Insurance. A note states that users must be logged in as SAICA Members to ask a question. The page also features two blue navigation bars: "ACCOUNTING - IFRS FOR SMES" with links for "IFRS for SMEs (31)" and "- view all Accounting - IFRS for SMEs FAQs"; and "ACCOUNTING- IFRS/STATEMENT OF GAAP" with links for "Financial Reporting Framework for Non-Public Entities (5)", "IFRS / Statements of GAAP (20)", and "Statement of GAAP for SMEs (26)". The Windows taskbar at the bottom shows the time as 03:43 PM on 2015/11/26, along with icons for various applications and system utilities.

# TECHNICAL QUERY SUBMISSION GUIDE

December 2015

## 4. Complete the form

*(Members are requested to select the correct category to ensure that the query goes directly to the relevant person and to avoid delay in responding to queries)*

The screenshot shows a web browser window displaying the SAICA website's 'Ask a Question' form. The browser's address bar shows the URL <https://www.saica.co.za/Technical/Subm>. The page header includes the SAICA logo and navigation tabs for Home, News, About, Members, Learners & Students, Training, Associates, and Technical. A note states: "Note: The FAQ service is offered to SAICA members only." The form fields are as follows:

Date:	26 November 2015
SAICA Member Number:	<input type="text" value="05153041"/>
Section:	<input type="text" value="Please select"/>
Sub Section:	<input type="text" value="Choose section first"/>
Name:	<input type="text"/>
Email Address:	<input type="text"/>
Name of employer:	<input type="text"/>
Province:	<input type="text"/>
Telephone Number:	<input type="text"/>
Are you a SAICA member/associate?:	<input checked="" type="radio"/> Yes <input type="radio"/> No
SAICA Associate Number:	<input type="text"/>
SAICA student only if principal approval:	<input type="text"/>
Additional membership:	<input type="checkbox"/> SAIPA <input type="checkbox"/> ACCA <input type="checkbox"/> CIMA <input type="checkbox"/> CIS/IAC/ICB <input type="checkbox"/> IOD <input type="checkbox"/> SAIT <input type="checkbox"/> Other
Constituency:	<input type="text" value="Large practice"/>
Question Title:	<input type="text"/>
Question:	<input type="text"/>

The bottom of the screenshot shows a Windows taskbar with the system clock at 03:43 PM on 2015/11/26.



# TECHNICAL QUERY SUBMISSION GUIDE

December 2015

5. Accept the Terms and Conditions
6. Click “send Question” to submit the query

The screenshot shows a web browser window displaying the SAICA Technical Query Submission form. The browser's address bar shows the URL <https://www.saica.co.za/Technical/Subm>. The form includes the following fields and options:

- Are you a SAICA member/associate?:** Radio buttons for Yes (selected) and No.
- SAICA Associate Number:** Text input field.
- SAICA student only if principal approval:** Text input field.
- Additional membership:** Checkboxes for SAIPA, ACCA, CIMA, CIS/IAC/ICB, IOD, SAIT, and Other.
- Constituency:** A dropdown menu with "Other" selected and an adjacent text input field.
- Question Title:** Text input field with a BEE Verification indicator and a character count of 84.
- Question:** Text area with a "Test" label and a red asterisk.
- Your View:** Text area with a "Test" label and a red asterisk.
- Others View:** Text area with a "Test" label and a red asterisk.
- Reference:** Text area with a "Test" label and a red asterisk.
- Confirmation checkboxes:**
  - I have read through all the FAQs and I still can't find an answer to my query
  - I have read through and agree to the FAQ terms & conditions
  - I confirm that I am a SAICA member in good standing

At the bottom of the form, there is a "Back" button on the left and a "Send Question" button on the right. A note below the form states: "Please Note: This area is available to Members Only."

The browser's taskbar at the bottom shows the following applications: Ask a Questi..., Budget, Inchox - soma..., 7 Reminder(s), and Document1 [...]. The system tray on the right shows the time as 03:46 PM on 2015/11/26.