Frequently Asked Questions

Digital Channels' Webinar

1. My tax practitioner wants to activate my tax type for my company on his profile, but he cannot as the eFiling system shows "Not Available".

If the status of the tax type is not available, and an "i" icon appears, you need to hover your cursor above the icon to see what the message says.

The message will either say that there is no representative activated, or that the registered representative does not have eFiling security contact details populated.

If there is no registered representative, you need to register the representative via the SARS website under Online Services > Register a Representative. Use the link below to appoint a public officer/representative.
https://tools.sars.gov.za/SOQS/?queryType=12

The documents required are:
- The representative's certified ID copy;
- The representative's proof of residence;
- The company's registration certificate;
- The letter of appointment signed by all directors; and
- A picture of the representative holding his/her ID and a note that says, "Update my details".

If there are no contact details for the representative, the representative of the company needs to book a telephonic appointment with the branch via the SARS website so that they can have their eFiling security details updated.

2. My tax practitioner tried to activate my company Income Tax number on his profile, but the system shows "Not Available", then he was told that there is no registered representative at SARS. I made an appointment to register myself, after that my practitioner tried again but still had the same issue.

The representative must make an appointment with SARS to merge the profiles of the entity and the individual. The representative must also update their eFiling security details.

3. My tax practitioner asked me to approve a tax type activation on the SARS website for my company. When I visited the SARS website, I found out that the cell phone number and the email address on the system are incorrect. SARS told me that I need to visit a SARS branch to update my contact details, which I did. But, to my surprise, when I try to approve the activation on the SARS website, it still reflects the same incorrect details. What do I do to correct this?

Please make sure that the eFiling security details have been updated and not just the contact details. To do this:

- Select "My Profile" from the eFiling menu on the left;
- Click on "Profile and Preference Setup": Scroll to the Security Contact Details section and insert your new email address and or contact number;

- Select the preferred methods of communication; and
- Click “Update” and save. Enter the OTP received via the preferred communication channel.

A message will display confirming that the update has been successful.

Once the update is done, the tax practitioner must cancel the first activation request then redo the request, so that the system can pull the updated contact details.

4. I have registered for Value-added Tax (VAT) at SARS but when I try to activate the VAT tax type on eFiling, there is no option for VAT under tax types.

The representative must make an appointment with SARS to merge the entity, as the entity has more than one record on the SARS system. One might be registered for Income Tax and one for VAT.

When adding the entity on eFiling, the Income Tax number might have been used. As a result, the system pulled the entity that only has the Income Tax on the SARS records. The entity needs to be merged, then all tax types, including VAT, will reflect under one entity.

5. My company has two VAT numbers. I need to submit a VAT return on one number, but the system only shows the return of one VAT number and not the second one. When I go to tax types, both VAT numbers show that they have been successfully activated. How do I get the second VAT number’s returns?

Go to “Organisation”, then “Rights Groups”, “Manage Groups”, then click on “Manage Payers” on the group where the company is registered. Since you have two VAT numbers, the system automatically creates a second company on your profile when it comes to returns. Make sure that the second company is ticked in that group. You will then have access to the VAT return when you select the correct company at the top.

6. I would like to change my appointment date with SARS. How do I do that?

You will need to first cancel the existing booking. You can do this by following the steps below.

- Log on to the SARS website and open the eBooking form:
- Complete the “Requestor Details” section of the form;
- Complete the “Captcha Screen” and click on “Next”.
- The screen will display your active eBooking.
- Click on the “Delete” icon to cancel the eBooking.
- A message will pop up for you to confirm the cancellation. Click on the “Yes Cancel” button.
- Once you have managed to cancel the existing appointment, book a new appointment with your desired date and time.

7. **I have made several attempts to obtain a Tender Tax Compliance Status on both the SARS Online Query System and eFiling. Is there something wrong with SARS's digital systems?**

   The new enhanced Tax Compliance Status (TCS) application form has been introduced to facilitate the consolidation of Foreign Investment Allowance and emigration applications into a single application, "Approval International Transfer". In addition, the tender option was removed, and the Good Standing TCS must be used for all other scenarios where a third party wants to verify a taxpayer's TCS.

8. **I have recently been appointed as a representative for a big corporation and I am unable to apply for the businesses' TCS on the SARS Online Query System; I get an error message.**

   The Online Query System caters for a specific segment of taxpayers, excluding large businesses and high net worth individuals, which have a dedicated service channel. Kindly contact the respective area.

9. **I have an issue with one of my clients who is registered for Pay As You Earn and VAT but I cannot activate either tax reference on their eFiling. I managed to activate Income Tax but there is no option to register these two.**

   VAT and EMP201 would require that the branch do a merge because the company details require to be updated first and then merged to the Income Tax.

10. **I have the same problem (question 9) and was advised to merge entities. However, even after performing the merge, the tax types still do not appear.**

    The merge on eFiling was not successful and requires the branch to do the update through an appointment. You need to re-register the entity on a different portfolio, then transfer the existing tax types into that portfolio. When the tax types have been transferred successfully, delete the incorrect entity with only one tax type, then re-register it to transfer all the tax types into the original portfolio.

11. **I have a problem with merging and representative. The merging function always freezes at the address.**

    The merging needs to be updated by booking an appointment with SARS. There is a data mismatch, which disallows the merge on eFiling.

12. **I have a trust to deregister for Income Tax with SARS. It has already been deregistered with the Master of the High Court. What is the process for dealing with the deregistration with SARS and the documentation required, and can it be done via digital channels or must it be branch visit?**

    A trust deregistration can be performed through an appointment. There is currently no option on the Online Query System. You will need to request deregistration in writing and provide the proof of deregistration from the Master.

13. **How do you resolve the issue of non-compliance on Income Tax that states that the status of the account is reflected as ADDRESS UNKNOWN. The address was checked and verified**

as correct on the RAV01 form but the client is still non-compliant and the reason that is stated is ADDRESS UNKNOWN. This happens quite frequently, and I called SARS but it is still not resolved. What is the process for resolving this?

- After checking the address on eFiling, the taxpayer must make sure that they click the submit button so that the updated address can be verified by SARS within 24 hours.
- Alternatively, book an appointment to verify the address at the branch.

14. We have been trying to log in to eFiling and we get an error that says there are two tax numbers. We have tried to resolve this on numerous occasions to no avail. Can you direct me properly.

The taxpayer must book an appointment to deactivate the second Income Tax number before logging in on eFiling.

15. My client's OTP still goes to his previous tax practitioner.

The security details will need to be updated and the old request to be cancelled by the new tax practitioner to make a new request tax type transfer to get the updated information.

16. When I register a new taxpayer on eFiling under the organisation, the SARS eFiling system gives me an error that says the details do not match SARS's records.

The details captured on eFiling differ from the details that SARS has. The taxpayer must make an appointment and update the company details and the nature of the entity at SARS, then use those exact details to add the company on eFiling.

17. The company changed from a CC to a PTY and the registration number on eFiling is incorrect.

The registration number cannot be amended on eFiling. The taxpayer needs to register the company again under register new on eFiling and use the correct details to add company.

18. The "Returns Issued" button is not responsive when I click on it to open a return.

This means that your username has not been issued rights to access the return. You need to follow the steps below:

-Click on "Organisations" in the menu at the top;
-Go to Rights Groups > Manage Groups in the menu on the left;
-Identify the group that the taxpayer is in and click "Open";
-Check that "Submissions" has been selected in the "Authorisation Level" dropdown list at the top of the form;
-Check that rights related to the return type that you are trying to submit for have been ticked, then scroll to the bottom of the form and click on "Update";
-Click on "Manage Payers" and check that the taxpayer has been ticked, then click on "Save", then "Back"; and

-Click on “Manage Users” > “Switch to Grid View” and check that your username has been ticked, then save.