



HOW TO VIEW TAX CERTIFICATES OR THIRD- PARTY DATA FILES VIA EFILING

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1 PURPOSE

- a) This guide describes how taxpayers can access tax certificates submitted to SARS by their Financial Service Providers (Third-Party data providers e.g. Employer, Funds, Medical Aid, Trust, Insurance etc), and how Third-Party data providers can view their submitted data files. It also outlines how both parties can make queries relating to tax certificates or data files.

2 INTRODUCTION

- a) Third-party data providers—including banks, medical aid schemes, and insurance companies—submit client information to SARS via Connect Direct (C:D) or secure web HTTPS protocols. To complete submissions, these entities are required to log in to eFiling to verify and formally declare their submitted data files. Such files typically contain third-party details pertaining to taxpayers, including medical aid records and employment certificates (IRP5).
- b) As part of ongoing efforts to improve accuracy and efficiency within tax administration, income tax returns now incorporate pre-populated data from tax certificates submitted to SARS by third-party providers. SARS has enhanced eFiling by introducing a feature that enables taxpayers to view these tax certificates sent on their behalf. This function also permits third-party data providers to access both the files they have submitted and the corresponding taxpayer information.
- c) The following users may access or query third-party data through eFiling:
- i) **Individual** – users with an eFiling profile and has activated their tax type.
 - ii) **Tax Practitioner** – registered tax practitioner with a confirmed status or users with a delegated tax practitioner right. Note that the taxpayer should also have an activated tax type as part of their portfolio.
 - iii) **Registered Representative** – where an associated user is a registered representative and has administrator rights. Also, to note is that the user should be associated to a taxpayer on their portfolio
- d) SARS continues to advance taxpayer services by automating access to third-party data certificates, enhancing efficiency and transparency among SARS, taxpayers, tax practitioners, and third-party providers. This development empowers taxpayers to independently manage queries related to third-party data without direct intervention from SARS.
- e) With this new feature on eFiling, taxpayers can now view their tax certificates sent to SARS and query any certificate issues directly with their third-party data providers, such as Employer, Funds, Medical Aid, Trust, Insurance etc. Similarly, third-party providers can review the data files they've submitted and query about specific taxpayer details included in those files to SARS.

Note: For details on registering for the use of eFiling, please refer to the following guide:

- GEN-ELEC-18-G01 – How to register for eFiling and manage your user profile – External Guide

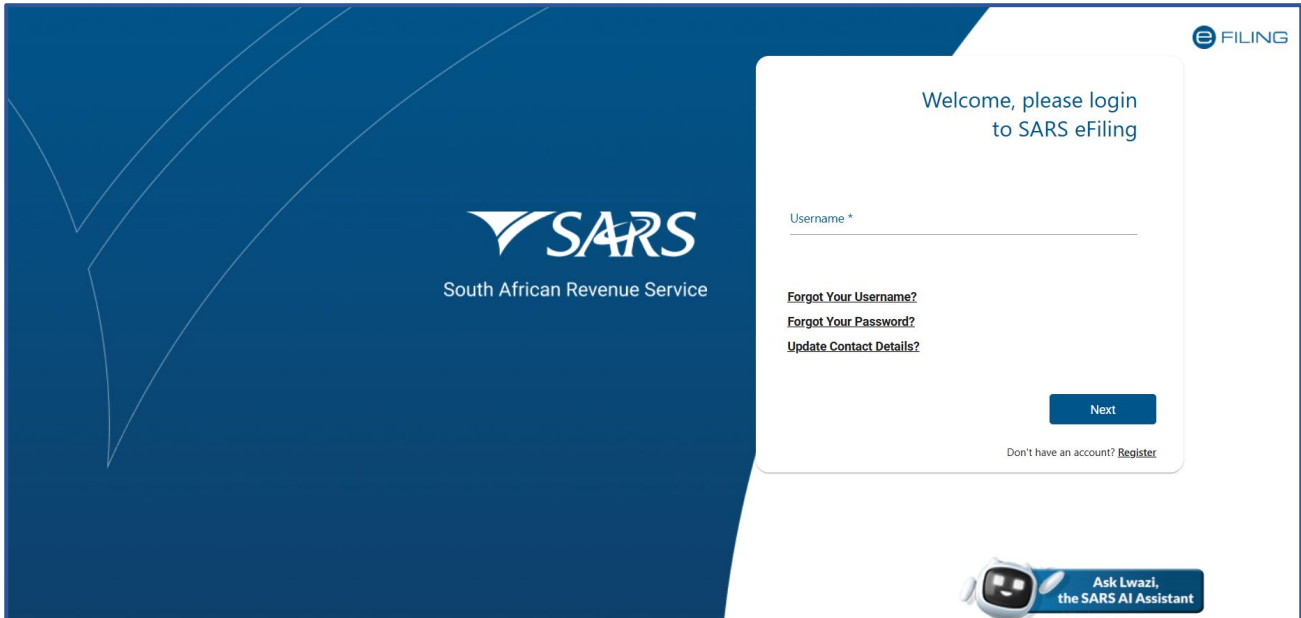
3 RESOLVING TAX CERTIFICATE AND THIRD-PARTY DATA FILE QUERIES

- a) For queries concerning viewed or downloaded tax certificates, taxpayers are advised to reach out to their respective Third-party data provider e.g. Employer, Funds, Medical Aid, Trust, Insurance etc. Conversely, when a correction is required for a previously submitted third-party data file that has been found to be inaccurate, the Third-party data service provider should direct an enquiry to the SARS Third Party Data Unit and adhere to the provided guidance prior to resubmitting the amended data file.
- b) Enquiries to the Third-Party Data Unit should be sent via email to:
- i) SARS_ThirdPartyData_Support@sars.gov.za.

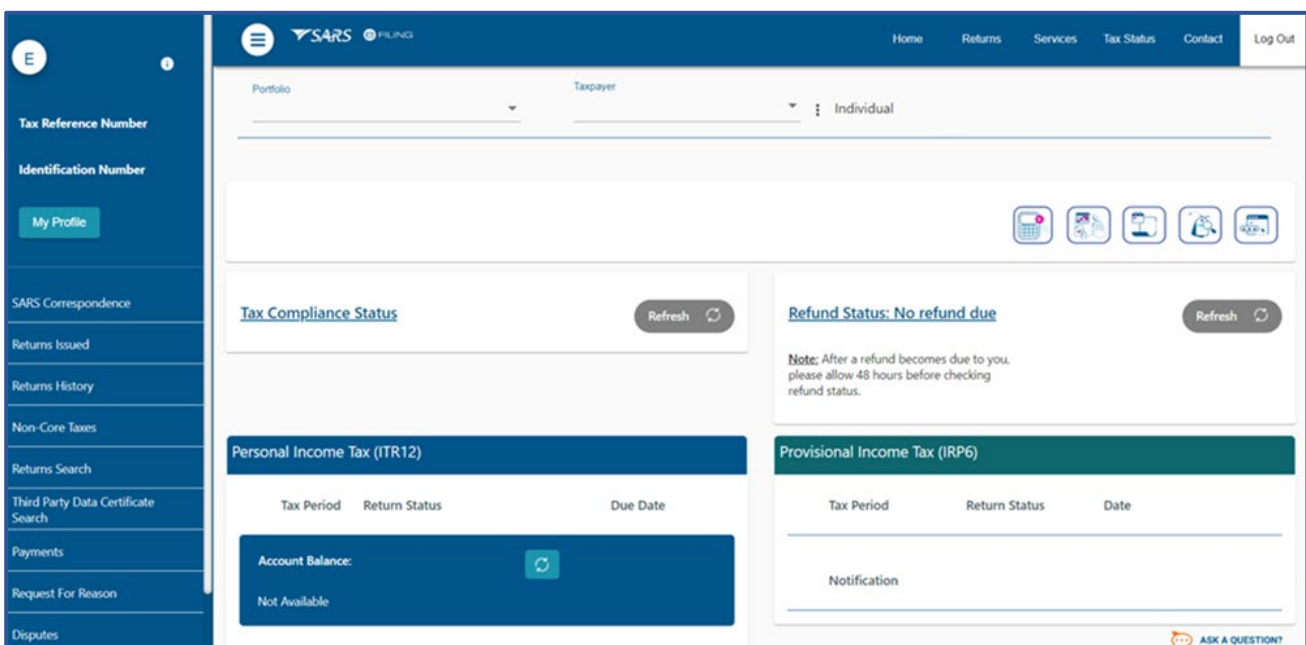
4 INDIVIDUAL TAXPAYER

4.1 HOW TO ACCESS THE TAX CERTIFICATE SEARCH FUNCTIONALITY

- a) On the SARS webpage, login to eFiling and proceed by completing your **Username** and **Password**.



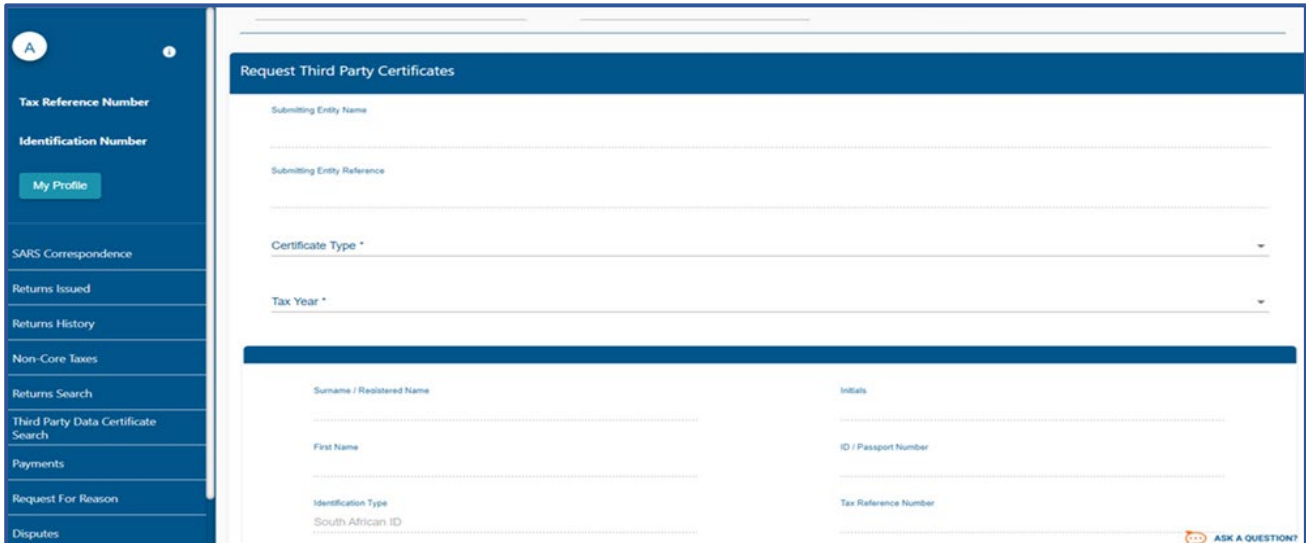
- b) Once successfully logged in, the following screen will be displayed.



- c) Click on **Third Party Data Certificate Search** menu option displayed as part of the left menu option.

4.2 HOW TO REQUEST AND VIEW TAX CERTIFICATES

- a) Once you have selected the **Third-Party Data Certificate Search** menu option, the following **Request Third Party Certificates** screen will be displayed.

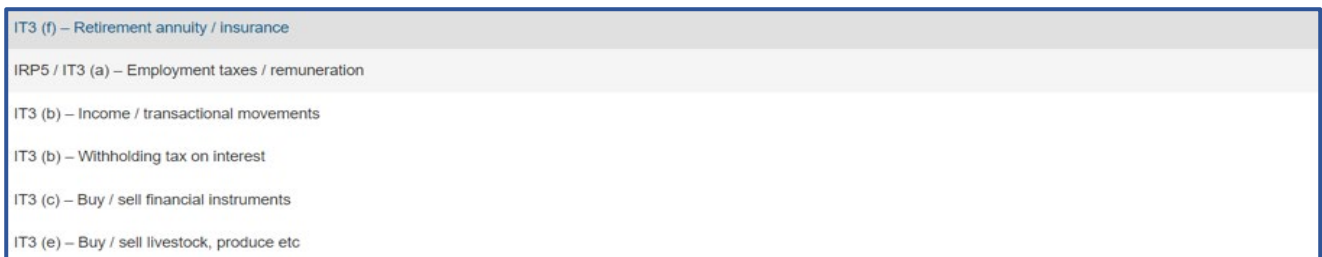


Note: The demographic fields will be pre-populated and un-editable. To update these fields, you need to complete the RAV01 form on your eFiling profile. On how to do this, refer to the following guide:

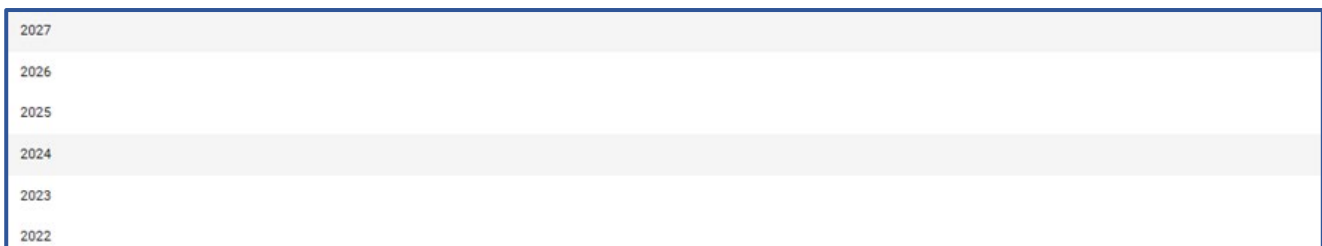
- GEN-REG-01-G04 – How to complete the registration amendments and verification form (RAV01) – External Guide, available on the SARS website www.sars.gov.za.

- b) On the **Request Third Party Certificates** form note that you can only select the **Certificate Type** and **Tax Year**.

- Click on the **Certificate Type** drop down list.
- Select the appropriate Certificate Type, from the drop-down list



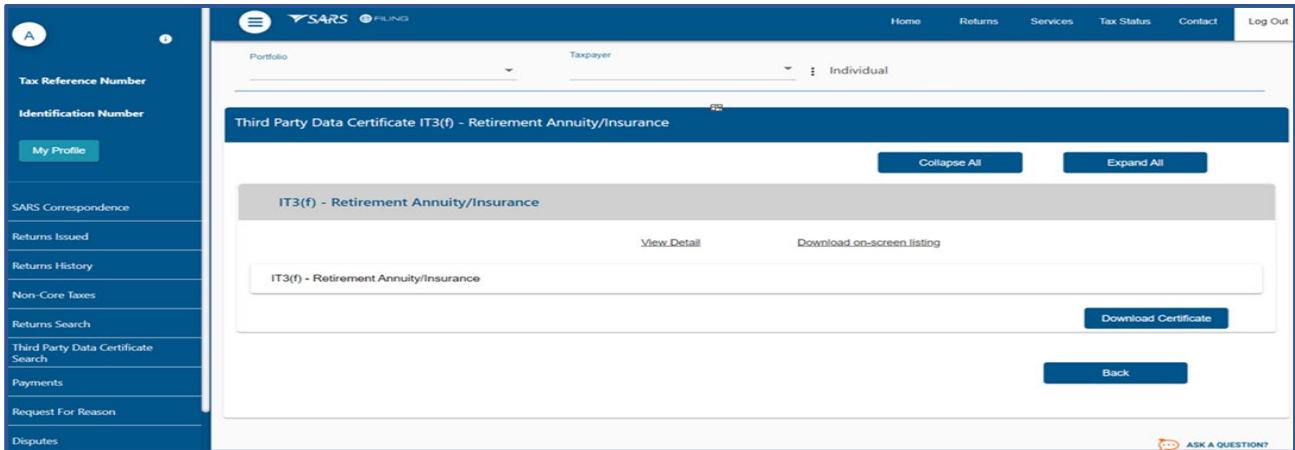
- Once completed, click on the **Tax Year** drop down list.
- Select the appropriate tax year, from the drop-down list







c) Once you have made the applicable selection, click on the **Submit Query** button displayed at the bottom of the page.



d) The **Certificate Type** selected will be displayed. In this example the **IT3(f) – Retirement Annuity / Insurance Certificate** was selected

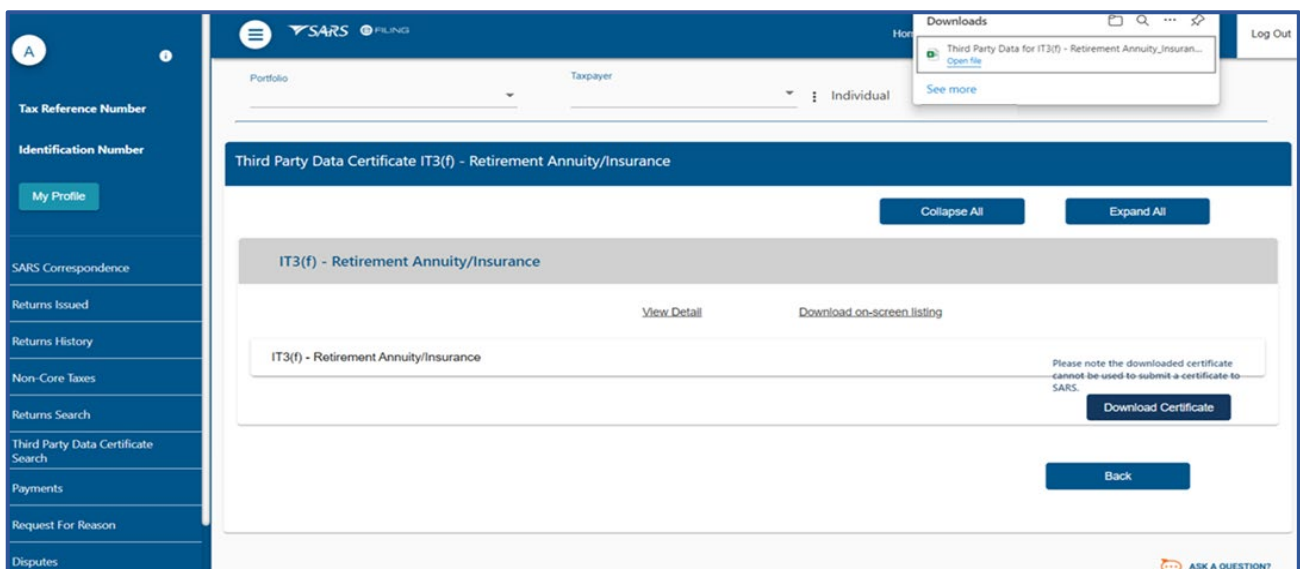


e) Note the following functionalities (buttons and hyperlinks) displayed on your screen and their use

This button will collapse the data fields on the certificate and present a summary of the data fields.	
This button will expand the data fields on the certificate to give you a more detailed view of the data fields.	
This button allows the user to download the certificate to your device.	
This button takes the user back to the previous page.	
This hyperlink will display the certificate on your screen.	View Detail
This hyperlink will allow you to download the certificate that is displayed on your screen.	Download on-screen listing

f) Click on **Download Certificate** to view your **Certificate**.

g) Note the message displayed on your device, indicating that the certificate cannot be used to submit to SARS.

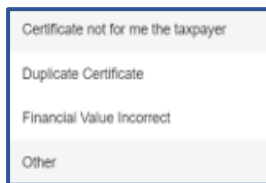


4.3 HOW TO QUERY TAX CERTIFICATES

- a) Taxpayers who are not in agreement with a specific certificate item listed, has the option to indicate so. However, to resolve the query regarding the certificate, notify the relevant Financial Service Provider or Funds, medical, aids, trust, employer, insurance etc. who submitted their data to SARS.
- b) At the bottom of your displayed third-party data certificate, take note of the **Query Reason** drop down option and the **Query Certificate** button.



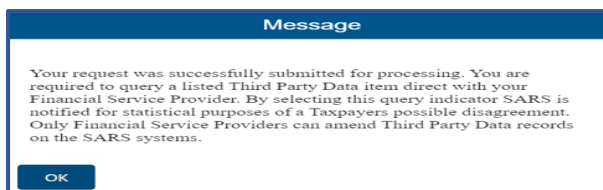
- c) Click on **Query Reason** drop-down, the following options will be displayed.



- d) Select the applicable **Query Reason** from the drop-down list.
- e) When **Other** is selected from the drop-down list, an editable text box will be displayed
 - i) If **Other** is selected, complete your reasons.



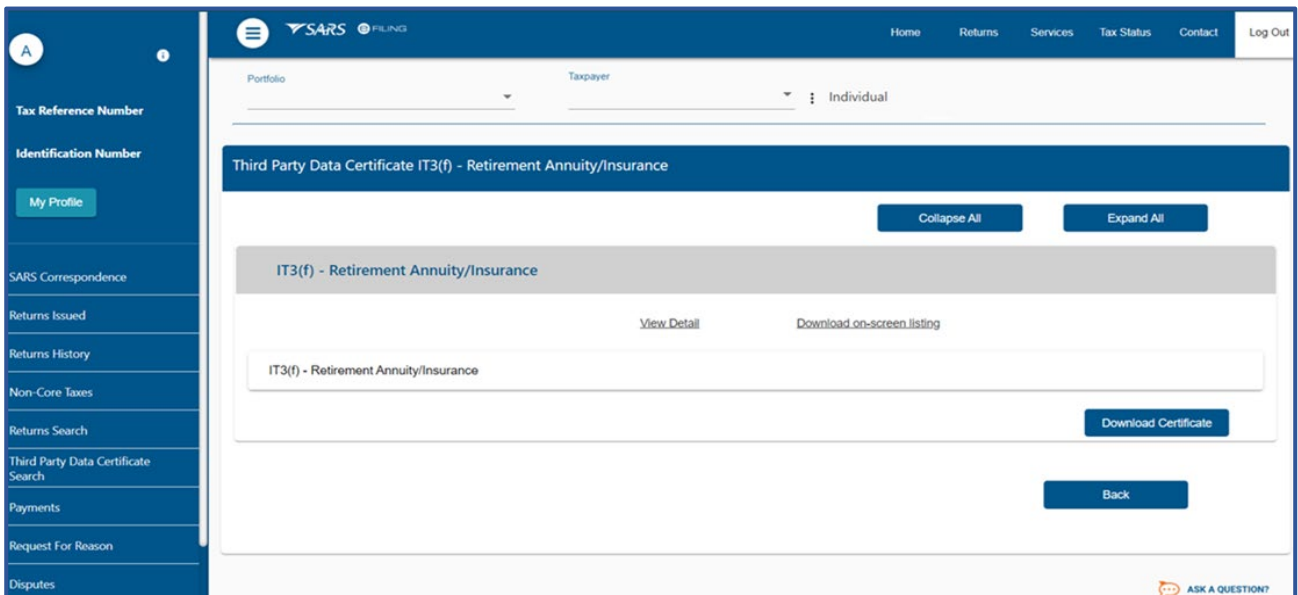
- f) Once completed, click on **Submit Query**
- g) To finalise your Query, click on the **Query Certificate** button.
- h) The following message will be displayed.



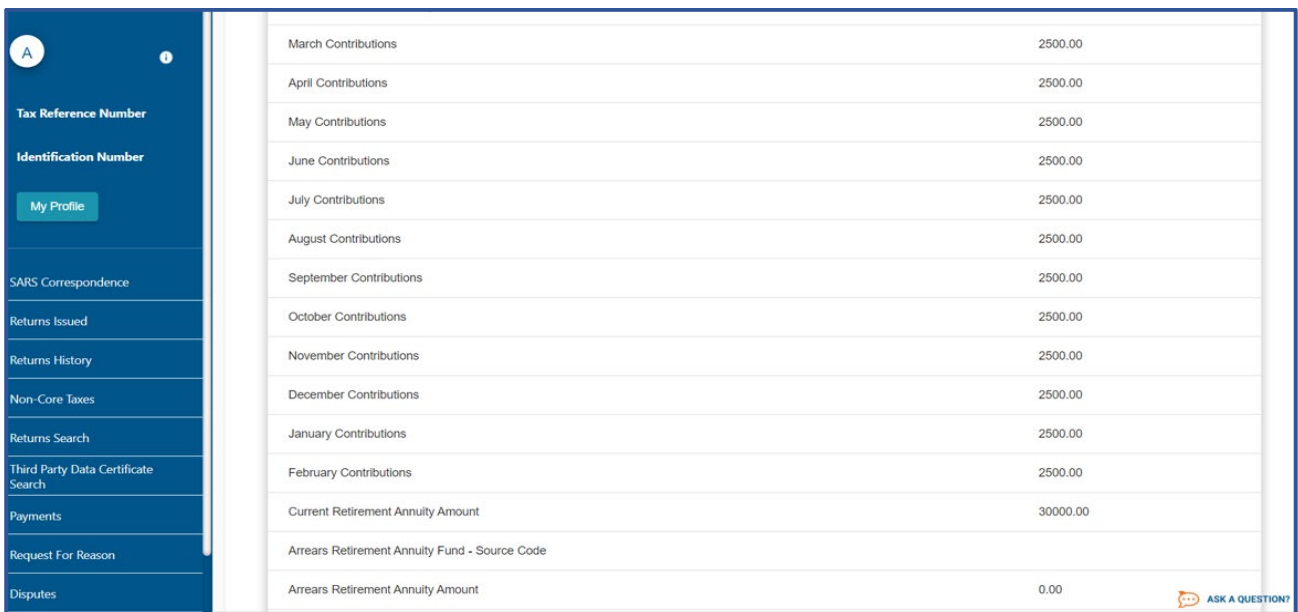
This pop-up message implies that once you have submitted your query, regarding an inaccurate viewed/downloaded third-party certificate, to SARS via eFiling, you are also liable to notify your Financial Service Provider (Third Party Data Provider) of the query.

4.4 HOW TO VIEW DETAILED TAX CERTIFICATES

- a) The detailed certificate allows the user to view the data by months to name a few.
- b) On your certificate note the **Collapse All** and **Expand All** buttons displayed



c) Select the **Expand All** button. The data will be expanded on the certificate.



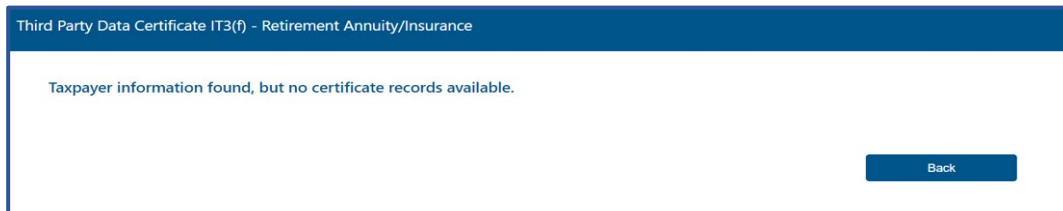
d) The **Collapse All** button is selected to view the summary of the certificate data.

4.5 WARNING MESSAGES

- a) To view and download third party data certificates related to your ITR12 Return via eFiling, the user must be a registered eFiler and activated for a tax type.
- i) Where your ITR12 (Personal Income Tax) tax type has not been activated on eFiling, the following error will be displayed



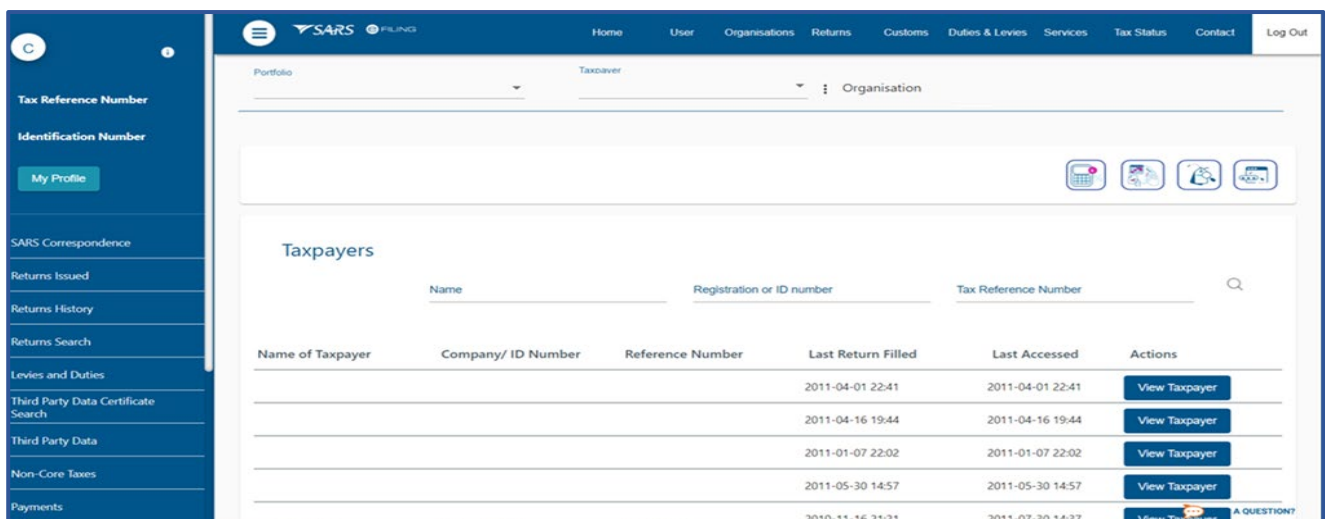
- ii) On how to activate your tax type, refer to the following guide available on the SARS website: GEN-ELEC-18-G01 – How to register for eFiling and manage your user profile – External Guide
- b) Where there is no certificate(s) found on the SARS records on the third-party data request you have made, the following error message will be displayed.



5 THIRD PARTY DATA PROVIDER

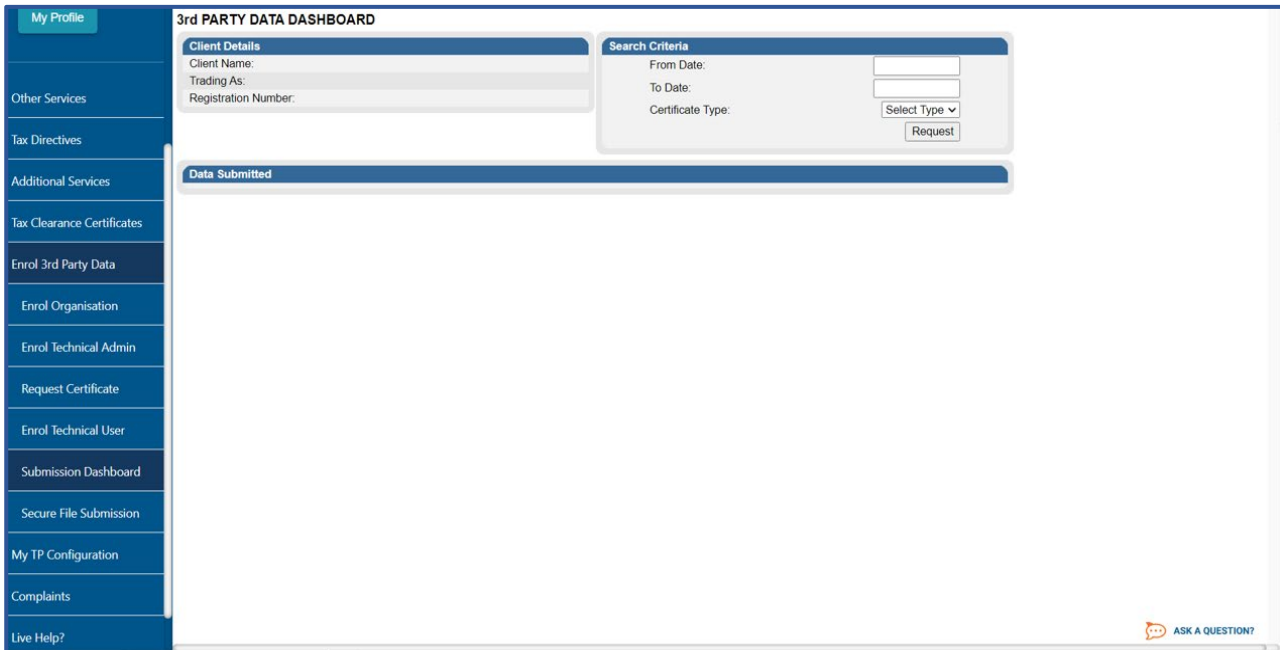
5.1 HOW TO ACCESS THIRD-PARTY DATA FILES

- a) Login using your **Username** and **Password** to access eFiling. When you have logged in, the following screen will be displayed.

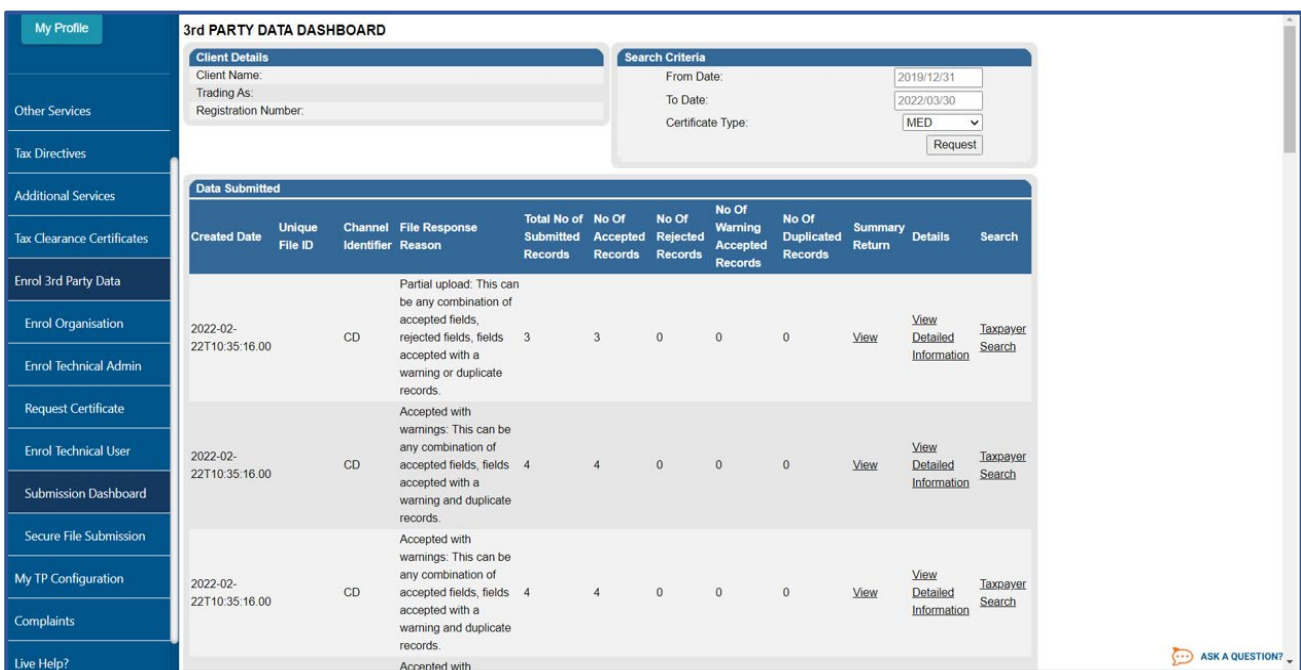


- b) Click on **Services** displayed as part of the main menu
- c) Click on **Enrol 3rd Party Data** displayed on the left menu
- d) Select **Submission Dashboard** from the menu option.
- e) The **3rd Party Data Dashboard** will be displayed

Note: On this screen, third-party data providers may request data files and search for specific taxpayers or clients within a given file. Additionally, demographic information will be pre-populated and can only be updated through the RAV01 process.



- f) To access the applicable third-party data file,
 - i) Select the applicable start date **From Date** and end date **To Date**.
 - ii) Select the applicable **Certification Type**
 - iii) Click on **Request** to request the data file(s)
- g) eFiling will list the applicable **Data Submitted** on the **3rd Party Data Dashboard**.
 - i) **Note:** The applicable file records will be listed



- h) The hyperlinks displayed besides each record listed and its function are as follows:




To view the data file in a more detailed way	View Detailed Information
To search for a specific taxpayer and view their third-party data certificate	Taxpayer Search

5.2 HOW TO VIEW SUBMITTED THIRD-PARTY DATA FILES

- On the records listed on the **3rd Party Data Dashboard**, selected the applicable data file.
- Once selected, on the applicable record, click on the **View** hyperlink

My Profile	2022-02-22T10:35:16.00	CD	Accepted with warnings. This can be any combination of accepted fields, fields accepted with a warning and duplicate records.	4	4	0	0	0	View	View Detailed Information	Taxpayer Search
Other Services											
Tax Directives											
Additional Services											
Tax Clearance Certificates											
Enrol 3rd Party Data											
Enrol Organisation											
Enrol Technical Admin											
Request Certificate											
Enrol Technical User											
Submission Dashboard											
Secure File Submission											
My TP Configuration											
Complaints											

- The summary **Declaration** return (in this case the MIT02) will be displayed. Note that this return cannot be updated.



**Medical Scheme Contribution / Insurance
Payments Declaration**

MIT02

Declaration Details

Tax Practitioner Details (if applicable)

Declaration

I declare that:

- The information furnished in this declaration is true and correct in every respect; and
- I have disclosed in full the contributions, benefits and refunds.
- I have the necessary records to support all the declarations on this form which I will retain for audit purposes.
- I accept that the result reflected is based on the data provided in the submission.

Date (CCYYMMDD) *
 2022 / 04 / 06

xxxxxxxxxxxxxxxx
 xxxxxxxxxxxxxxxx
Please ensure you sign over the 2 lines of 'X's above

For enquiries go to www.sars.gov.za or call 0800 00 7277

Summary of Financial Details

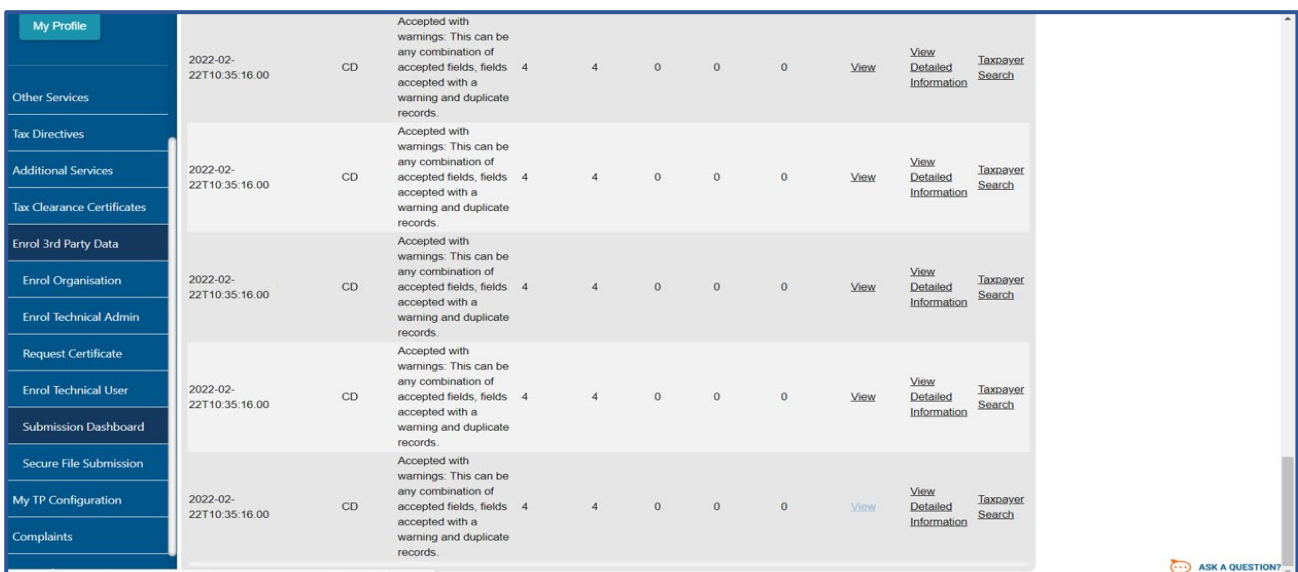
Total Number of Principal Members

Contributions

Please note that if the user is not currently enrolled, guidance on enrolling a user as a technical user or administrator for your organization can be found in the external document available on the SARS website: GEN-ENR-01-G01 – Guide for the Submission of Third-Party Data Using the Connect Direct Channel – External Guide.

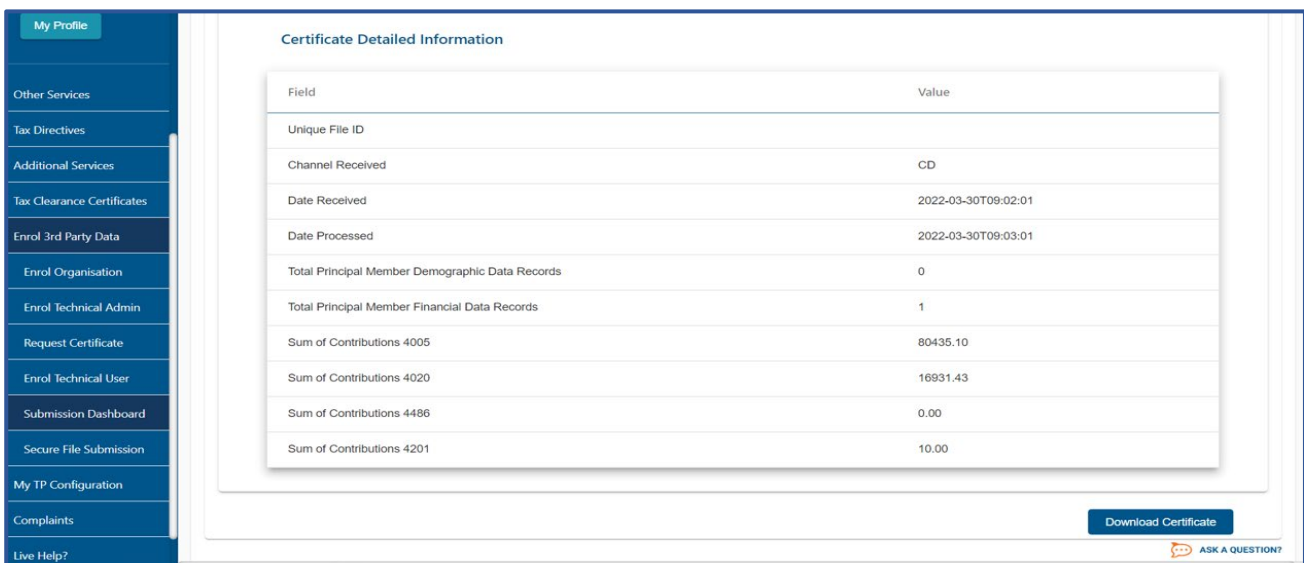
5.3 HOW TO VIEW DETAILED THIRD-PARTY DATA FILES

- a) To access comprehensive information about a third-party data file, the technical administrator or technical user should click the **View detail information** link next to the relevant data file listed on the **3rd Party data dashboard** page.



My Profile	Date	Channel	Status	Accepted	Rejected	Warning	Duplicate	View	View Detailed Information	Taxpayer Search
Other Services	2022-02-22T10:35:16.00	CD	Accepted with warnings. This can be any combination of accepted fields, fields accepted with a warning and duplicate records.	4	4	0	0	View	View Detailed Information	Taxpayer Search
Tax Directives	2022-02-22T10:35:16.00	CD	Accepted with warnings. This can be any combination of accepted fields, fields accepted with a warning and duplicate records.	4	4	0	0	View	View Detailed Information	Taxpayer Search
Additional Services	2022-02-22T10:35:16.00	CD	Accepted with warnings. This can be any combination of accepted fields, fields accepted with a warning and duplicate records.	4	4	0	0	View	View Detailed Information	Taxpayer Search
Tax Clearance Certificates	2022-02-22T10:35:16.00	CD	Accepted with warnings. This can be any combination of accepted fields, fields accepted with a warning and duplicate records.	4	4	0	0	View	View Detailed Information	Taxpayer Search
Enrol 3rd Party Data	2022-02-22T10:35:16.00	CD	Accepted with warnings. This can be any combination of accepted fields, fields accepted with a warning and duplicate records.	4	4	0	0	View	View Detailed Information	Taxpayer Search
Enrol Organisation	2022-02-22T10:35:16.00	CD	Accepted with warnings. This can be any combination of accepted fields, fields accepted with a warning and duplicate records.	4	4	0	0	View	View Detailed Information	Taxpayer Search
Enrol Technical Admin	2022-02-22T10:35:16.00	CD	Accepted with warnings. This can be any combination of accepted fields, fields accepted with a warning and duplicate records.	4	4	0	0	View	View Detailed Information	Taxpayer Search
Request Certificate	2022-02-22T10:35:16.00	CD	Accepted with warnings. This can be any combination of accepted fields, fields accepted with a warning and duplicate records.	4	4	0	0	View	View Detailed Information	Taxpayer Search
Enrol Technical User	2022-02-22T10:35:16.00	CD	Accepted with warnings. This can be any combination of accepted fields, fields accepted with a warning and duplicate records.	4	4	0	0	View	View Detailed Information	Taxpayer Search
Submission Dashboard	2022-02-22T10:35:16.00	CD	Accepted with warnings. This can be any combination of accepted fields, fields accepted with a warning and duplicate records.	4	4	0	0	View	View Detailed Information	Taxpayer Search
Secure File Submission	2022-02-22T10:35:16.00	CD	Accepted with warnings. This can be any combination of accepted fields, fields accepted with a warning and duplicate records.	4	4	0	0	View	View Detailed Information	Taxpayer Search
My TP Configuration	2022-02-22T10:35:16.00	CD	Accepted with warnings. This can be any combination of accepted fields, fields accepted with a warning and duplicate records.	4	4	0	0	View	View Detailed Information	Taxpayer Search
Complaints										

- b) Once selected the **Certificate Detailed Information** page will be displayed.



Field	Value
Unique File ID	
Channel Received	CD
Date Received	2022-03-30T09:02:01
Date Processed	2022-03-30T09:03:01
Total Principal Member Demographic Data Records	0
Total Principal Member Financial Data Records	1
Sum of Contributions 4005	80435.10
Sum of Contributions 4020	16931.43
Sum of Contributions 4486	0.00
Sum of Contributions 4201	10.00

[Download Certificate](#)

Note: The user can download the Detailed Certificate by clicking on the following button.



5.4 HOW TO SEARCH FOR A TAXPAYER'S TAX CERTIFICATE

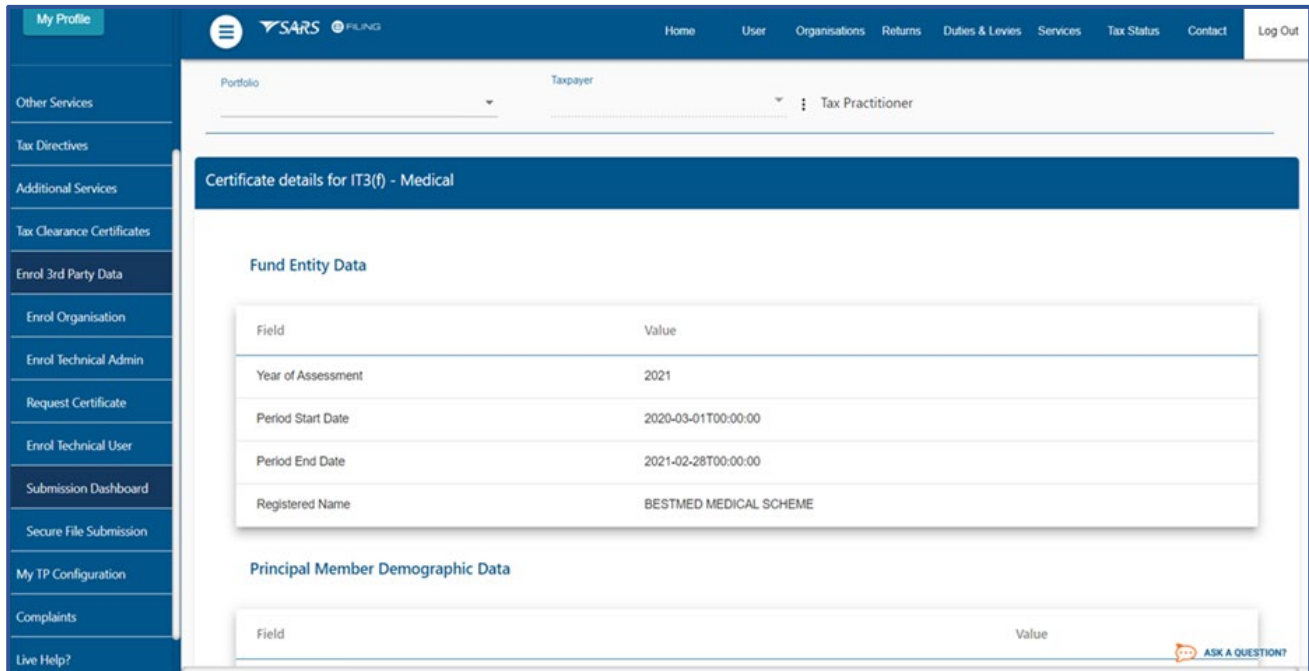
- a) The technical administrator or technical user may locate a taxpayer's third-party data certificate by selecting the **Taxpayer Search** link next to the relevant data file entry on the **3rd Party data Dashboard** page.

My Profile	2022-02-22T10:35:16.00	CD	Accepted with warnings: This can be any combination of accepted fields, fields accepted with a warning and duplicate records.	4	4	0	0	0	View	View Detailed Information	Taxpayer Search
Other Services											
Tax Directives											
Additional Services	2022-02-22T10:35:16.00	CD	Accepted with warnings: This can be any combination of accepted fields, fields accepted with a warning and duplicate records.	4	4	0	0	0	View	View Detailed Information	Taxpayer Search
Tax Clearance Certificates											
Enrol 3rd Party Data											
Enrol Organisation	2022-02-22T10:35:16.00	CD	Accepted with warnings: This can be any combination of accepted fields, fields accepted with a warning and duplicate records.	4	4	0	0	0	View	View Detailed Information	Taxpayer Search
Enrol Technical Admin											
Request Certificate											
Enrol Technical User	2022-02-22T10:35:16.00	CD	Accepted with warnings: This can be any combination of accepted fields, fields accepted with a warning and duplicate records.	4	4	0	0	0	View	View Detailed Information	Taxpayer Search
Submission Dashboard											
Secure File Submission											
My TP Configuration	2022-02-22T10:35:16.00	CD	Accepted with warnings: This can be any combination of accepted fields, fields accepted with a warning and duplicate records.	4	4	0	0	0	View	View Detailed Information	Taxpayer Search
Complaints											

- b) Once selected the **Complete Search Criteria Request** page will be displayed. Complete the listed fields displayed.

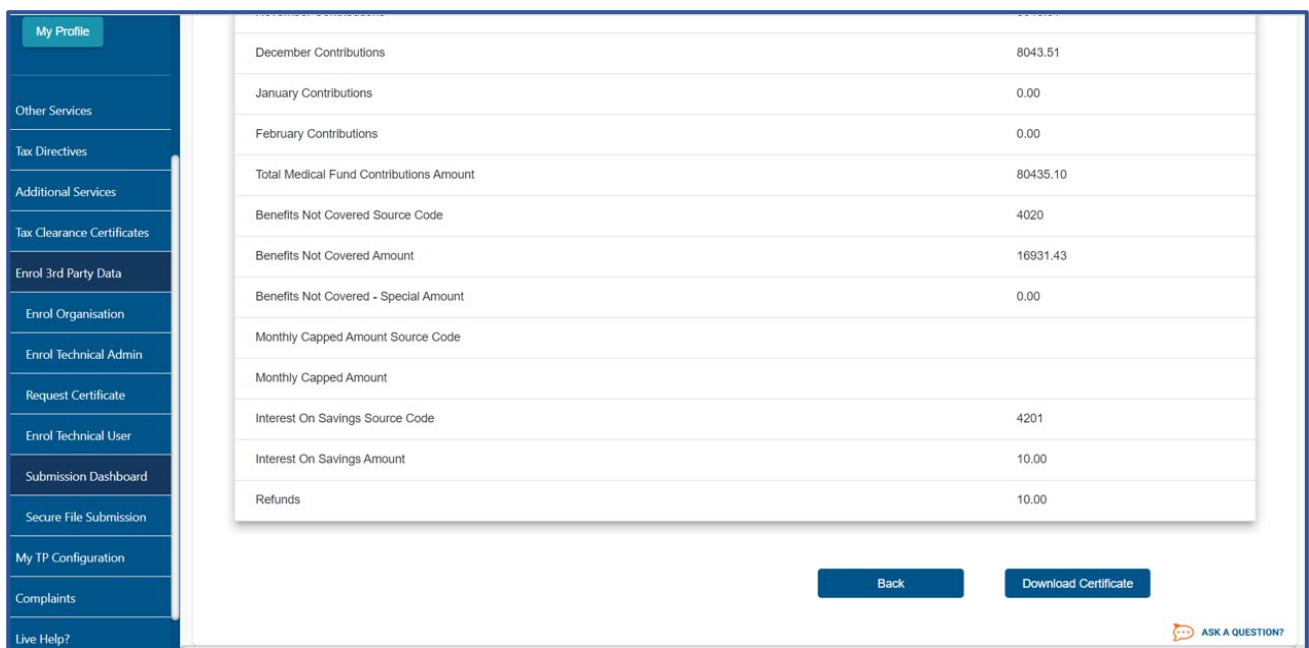
My Profile	Complete Search Criteria Request for T3(f-MED) Medical
Other Services	Unique File Id: POD249
Tax Directives	Unique Membership Number
Additional Services	MED Unique Number
Tax Clearance Certificates	Principal Member Nature of Person Select Nature Of Person
Enrol 3rd Party Data	Principal Member Surname
Enrol Organisation	Principal Member Initials
Enrol Technical Admin	Principal Member Names
Request Certificate	Principal Member Identification Number
Enrol Technical User	
Submission Dashboard	
Secure File Submission	
My TP Configuration	
Complaints	
Live Help?	

- c) Once completed, click on the **Submit Query** button displayed at the bottom of the form.
- d) The certificate details will be displayed.



Field	Value
Year of Assessment	2021
Period Start Date	2020-03-01T00:00:00
Period End Date	2021-02-28T00:00:00
Registered Name	BESTMED MEDICAL SCHEME

e) Note that the user can download the certificate by clicking on the Download Certificate button.



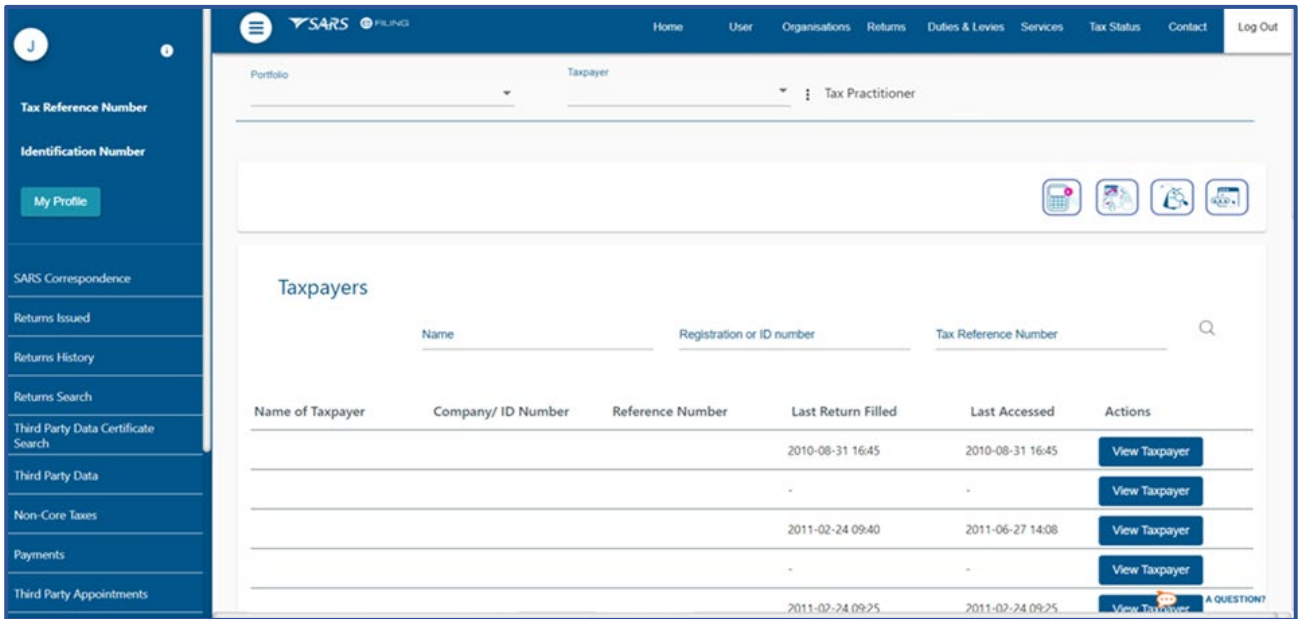
December Contributions	8043.51
January Contributions	0.00
February Contributions	0.00
Total Medical Fund Contributions Amount	80435.10
Benefits Not Covered Source Code	4020
Benefits Not Covered Amount	16931.43
Benefits Not Covered - Special Amount	0.00
Monthly Capped Amount Source Code	
Monthly Capped Amount	
Interest On Savings Source Code	4201
Interest On Savings Amount	10.00
Refunds	10.00

f) The **Back** button will take the user to the previous screen

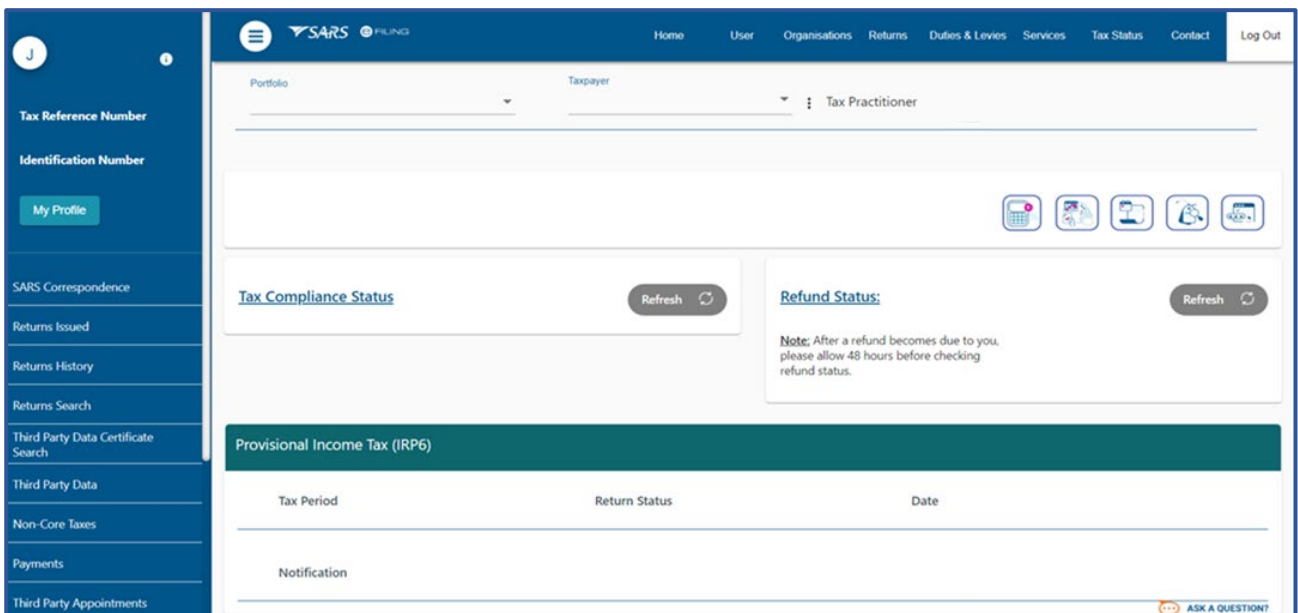
6 TAX PRACTITIONER

6.1 HOW TO VIEW TAXPAYERS TAX CERTIFICATES

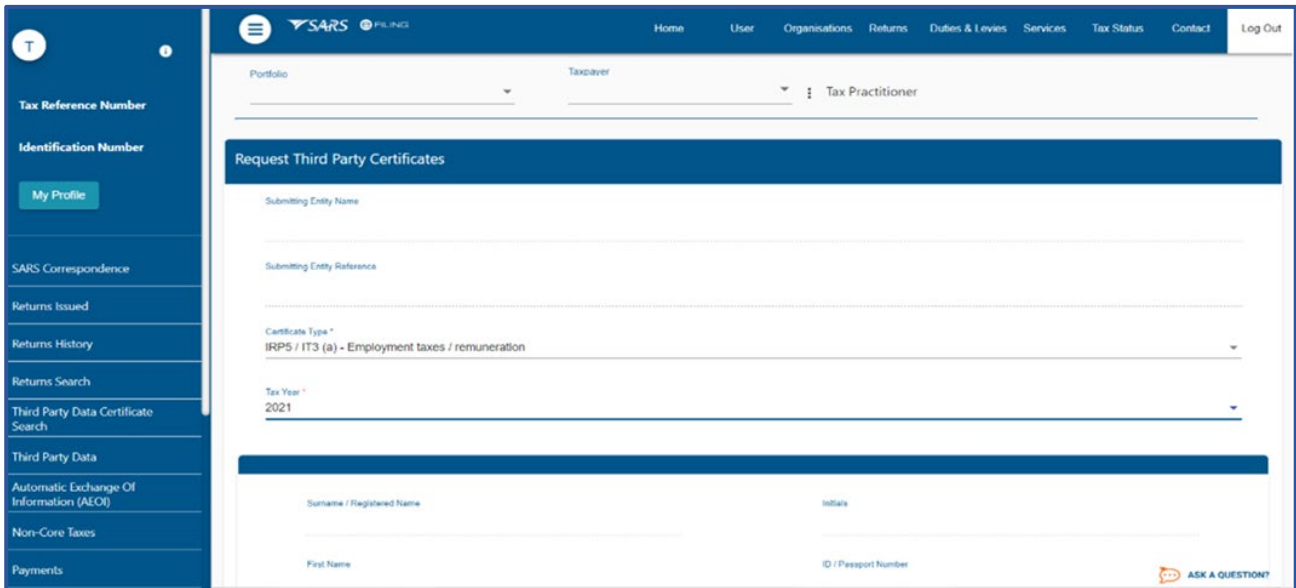
- Login using your **Username** and **Password** to access eFiling.
- When you have logged in, the following screen will be displayed.



- c) Select the applicable Taxpayer by clicking **View Taxpayer** on the row detailing the information of the Taxpayer.
- d) The profile eFiling screen of the selected Taxpayer will be displayed.



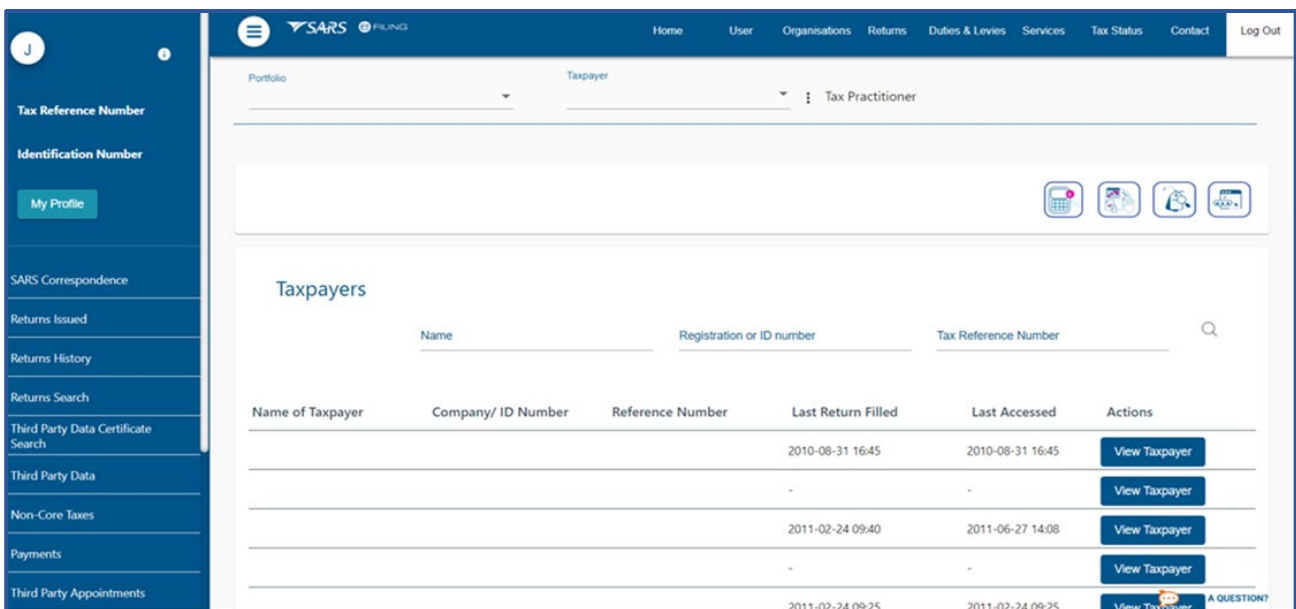
- e) Click on **Third party Data Certificate Search** displayed on the left menu option.



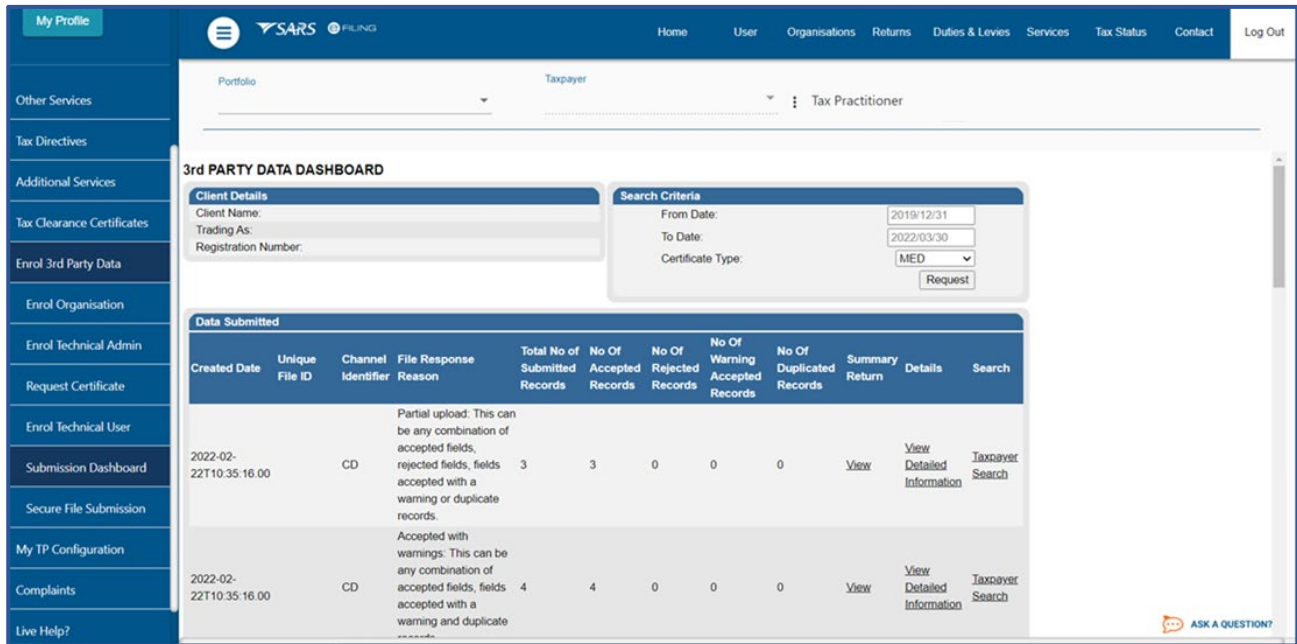
- f) This profile works the same way as an individual taxpayer profile. So, follow the steps explained in section 4 on how individual taxpayers can view their third-party data certificates.

6.2 HOW TO VIEW SUBMITTED THIRD-PARTY DATA FILES

- a) Tax practitioners are as organizational profile when viewing third party data
- b) Login using your **Username** and **Password** to access eFiling.
- c) When you have logged in the following screen will be displayed.



- d) Click on **Services** displayed on the main menu
- e) To navigate to the **Data Submitted** screen, proceed as follows:
 - i) Click on **Enrol 3rd Party Data**
 - ii) Select and click on **Submission Dashboard**, the following screen will be displayed.



3rd PARTY DATA DASHBOARD

Client Details

Client Name: _____
 Trading As: _____
 Registration Number: _____

Search Criteria

From Date: 2019/12/31
 To Date: 2022/03/30
 Certificate Type: MED
 Request

Data Submitted

Created Date	Unique File ID	Channel Identifier	File Response Reason	Total No of Submitted Records	No Of Accepted Records	No Of Rejected Records	No Of Warning Accepted Records	No Of Duplicated Records	Summary Return	Details	Search
2022-02-22T10:35:16.00		CD	Partial upload. This can be any combination of accepted fields, rejected fields, fields accepted with a warning or duplicate records.	3	3	0	0	0	View	View Detailed Information	Taxpayer Search
2022-02-22T10:35:16.00		CD	Accepted with warnings. This can be any combination of accepted fields, fields accepted with a warning and duplicate records.	4	4	0	0	0	View	View Detailed Information	Taxpayer Search

f) This profile operates in a manner consistent with that of an organisational profile. Please refer to section 5 for guidance on viewing and updating third-party data files as a third-party data provider user.

7 DEFINITIONS AND ACRONYMS

[Glossary A-M | South African Revenue Service \(sars.gov.za\)](#)

DISCLAIMER

Completion Note: Applicable to External Guides only.

The information contained in this guide is intended as guidance only and is not considered to be a legal reference, nor is it a binding ruling. The information does not take the place of legislation and readers who are in doubt regarding any aspect of the information displayed in the guide should refer to the relevant legislation or seek a formal opinion from a suitably qualified individual.

For more information about the contents of this publication you may:

- i) Visit the SARS website at www.sars.gov.za;
- ii) Make a booking to visit the nearest SARS branch;
- iii) Contact your own Customs agent / Excise representative / tax advisor / tax practitioner;
- iv) If calling from within South Africa, contact the SARS Contact Centre on 0800 00 SARS (7277); or
- v) If calling from outside South Africa, contact the SARS Contact Centre on +27 11 602 2093 (only between 8am and 4pm South African time).