

GAUTENG WEST STAKEHOLDER MEETING

DISCUSSION POINTS

10 MAY 2016

1. COMPLAINTS MANAGEMENT:

Navigation of the eFiling System.

2. STATISTICS OF TAX PRACTITIONER APPOINTMENTS – WEST RAND OFFICES

Tax Practitioner appointments for West Rand Offices:

- Booked appointments
- Honoured appointments
- Cancelled appointments
- No Shows

- Analysis of the trend per office, Q1 vs Q2
- Identify the Challenges
- Address Root Causes of the challenges

3. STAKEHOLDER ENGAGEMENT LEVELS

Branch

- Branch Meeting
- A Month Before Regional meeting
- Branch Managers to Chair the meeting

Regional

- One month before the National Meeting.

National

- A Month after the Regional meetings

4. eFILING: SYSTEM ASK FOR ALL DOCUMENTS AGAIN AFTER CLIENT HAS BEEN TO SARS OFFICES TO SUBMIT THE DOCUMENTS:

- System can only prompt for additional documents if you add on a Tax Product.

5. NEW TAX COMPLIANCE SYSTEM:

Activate all clients at once:

- In order to activate the Tax Compliance Status functionality, the chosen taxpayer must be registered and active for at least one of the following types of tax on their eFiling profile:
Income Tax, PAYE or VAT.
- It can not be done in bulk as client registration details are different.

6. NEW TAX COMPLIANCE SYSTEM:

❑ Consider a dash board linked to the Tax Compliance System:

- The modernised tax compliance status system will afford eFilers the opportunity to view their administrative tax compliance status electronically, on the “My Compliance Profile” (MCP) for the tax reference numbers registered for.
- Select “**My Compliance Profile**” under “**Tax Compliance Status**” menu.

6. NEW TAX COMPLIANCE SYSTEM:

Limits that SARS will still approve:

- The tolerance value for outstanding debt is R1000.00

TCC pin: can it be revoked?:

- Yes but only if there is a non-compliance.
- If your tax compliance status reflect that you are non-compliant, you will not receive a TCC until you have rectified your compliance.

Compliance status changed in error:

- The compliance status might only be changed in error where the system has not updated the payment received or return submitted.

6. NEW TAX COMPLIANCE SYSTEM:

❑ Compliance manual: Printing of TCC's:

- The “Print TCC” functionality is an interim measure while the transitioning to the new electronic system takes place. SARS will disable this function in the future and only the PIN mechanism will be available at that time.
- The “Print TCC” function will only be available if the TCS has a compliant status.
- You can only print a new TCC from this function. You will not be able to print a TCC that was obtained from the old TCC system.
- If you require TCC prints from the old system, please visit your nearest SARS branch.

7. PASSWORD PROTECTED PDF'S

- Passwords cannot be issued for all documents issued to clients due to big client base.
- All presentations are saved in PDF format to prevent amendments on our documents.

8. RESTRICTED TAXPAYER UNIT - ACCESSIBILITY:

- Direct all queries relating to VIP clients to the following email addresses:
 - RTUPTA@SARS.GOV.ZA
 - RTUCT@SARS.GOV.ZA

- Alternatively contact the VIP unit on:
 - 012-422-5106 or
 - 012-422-5107

- To ascertain whether a client is classified as VIP at SARS, kindly contact the Contact Centre.

9. POA FOR STAFF:

- POA for staff was tested live on the SARS website and no challenges were found.
- We were able to type all the characters.

10. eFILING: CUSTOMS DUTY REGISTRATION/PAYMENTS:

- The contact centre is able to answer all registration and payments queries.
- When phoning in you need select option #4 – for customs related queries.
- A presentation covering eFiling navigation on customs will be forwarded.

11. ROE EMP 501 RETURN LINK:

- Suggestions on the improvements on the current system can be escalated Nationally.

12. FOREIGN INVESTMENT ALLOWANCE CLEARANCE CERTIFICATE: (Ref no: 0442097879)

- Client applied for a FIA in November 2015 for R4 million.
- In April 2016 the client applied for R6 million FIA after the TCS roll-out.
- When client visited the branch for a print-out of the FIA, the agent issued the paper FIA instead of the pin.

13. TECHNICAL DIFFICULTY WITH MERGE TAX TYPES FUNCTIONALITY:

- Too many differences on all the tax types e.g. addresses, phone numbers.
- The Entity name is not the same on all tax types.
- The RAV01 needs to be cleansed.
- When the account is cleansed, only one party id will show.

THE END