

# Employer Tax Season 2011

## Possible solutions to common queries

Query	Solution
<p><b>1. Employees who changed jobs after August 2010</b></p> <p>An employee has changed jobs after the August 2010 interim submission. Before the employee changed jobs the previous employer bulk registered all the employees. Now the new employer of the same employee can't get a tax number for the employee from SARS.</p>	<p>In this scenario the Income Tax reference number needs to be obtained from the employee. Where the employee is not aware of their income tax reference number they will need to contact SARS (either via the SARS Contact Centre or a SARS office) to obtain this number.</p>
<p><b>2. The employer cannot import files from the payroll software</b></p> <p>When importing payroll files into e@syFile the e@syFile application never completes the import.</p>	<p>This problem has been resolved in the latest version of the e@syFile application. Version 4.3.2 of e@syFile is available for download from <a href="http://www.sarsefiling.co.za">www.sarsefiling.co.za</a>.</p>
<p><b>3. The message "Failed to connect to update service" is received when starting the e@syFile application.</b></p>	<p>This problem has been addressed in Version 4.3.2 of the e@syFile application.</p>
<p><b>4. Unable to view PAYE dashboard</b></p> <p>An employer is unable to view the PAYE dashboard and gets the following message: "You are not allowed to request PAYE dashboard information for the selected company."</p>	<p>This occurs when the user rights / security profiles on eFiling are incorrectly set. The Employer should ensure that on eFiling the organization is linked to their profile for EMP201 submission and EMP501 (offline) submission, and included in their security group.</p>
<p><b>5. Incorrect EMP 201 amounts submitted to SARS</b></p>	<p>If the EMP201 error relates to a previous period and an EMP501 has been submitted the Employer will be able to correct the EMP201 using the Recon Assistant available on e@syFile or eFiling. The Recon Assistant will display all the received and processed EMP201 returns for each period. The employer can amend values and capture missing EMP201 returns as necessary to effect the required corrections. If the EMP201 error was made in the current period (e.g. May 2011) the Employer will be able to revise their EMP201 on eFiling and/ or e@syFile and file a correction.</p>
<p><b>6. Synchronisation error</b></p> <p>When attempting to complete the synchronization process on e@syFile an employer receives the following message: "Server error occurred during synchronization. Please retry again at a later stage."</p>	<p>Employers experiencing such a problem must send an email with their PAYE reference number to <a href="mailto:efilingassist@sars.gov.za">efilingassist@sars.gov.za</a> with the message <b>Synchronisation error received</b> in the Subject field of the email.</p>
<p><b>7. An employer has submitted a duplicate EMP 201 return.</b></p>	<p>If the duplicate return was submitted between March and August 2010 and an EMP501 has been submitted for this period – the Employer can use the Recon Assistant available on e@syFile and eFiling and revise the values for the duplicated return to zero.</p> <p>If the duplicate return was submitted between September 2010 and February 2011 and an EMP501 has been submitted, then use the Recon Assistant as above.</p> <p>If the duplicate return was submitted from March 2011 or later and therefore no EMP501 has been submitted, then the duplicate return can be revised on eFiling or e@syFile by the Employer.</p> <p>If the employer is not an eFiling / e@syFile user then they can also revise the incorrect EMP201 to zero at a SARS branch.</p>
<p><b>8. Unable to Install e@syFile after downloading the software</b></p>	<p>Employers who are unable to install e@syFile after downloading the software must call the SARS Contact Centre on 0800 00 7277 to log a query in order to receive assistance.</p>
<p><b>9. Should employees' under the tax threshold be registered?</b></p>	<p>Yes – all employees will have to be registered – irrespective of the tax threshold. Employees not included in the August 2010 submission will need to be registered individually. There is no bulk registration function available at the moment.</p>

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## e@syFile™ Employer version 4.3.2 now available

The new @syFile™ Employer is available on [www.sars.gov.za](http://www.sars.gov.za) to help you with your declarations and submissions ahead of the **June 3 deadline**.

You need to download the full version of e@syFile™ Employer 4.3.2 as failure to download the latest version could result in you losing your data and being unable to make your PAYE submissions. It is important to note that the update button within the e@syFile application has been disabled and cannot be utilized for the upgrade to version 4.3.2. Please backup your current PAYE information on your PC before installing this version.

Once e@syFile™ Employer has been downloaded onto your desktop, all work can be done offline. When you are ready to submit, you may go online to submit returns, reconciliations and tax certificates to SARS or manage agent appointments (ITA88).

Alternatively use the software to prepare a disc, and submit your reconciliation manually to a SARS branch (include manual signed copies of the EMP501, and where applicable, an EMP601 and EMP701) before **3 June 2011**.

