ADMINISTRATION OF THE NEW ACCESS RIGHTS FUNCTIONALITY ON eFILING





www.sars.gov.za

Contents

1.	INTR	RODUCTION	2
	1.1	The Current Setup	2
	1.2	The New Setup (With Groups)	3

2.	HOV	V DO I USE THE NEW FUNCTIONALITY	. 4
	2.1	Confirming / Setting your Default Organisation	. 4
	2.2	Setting up Unique Groups	. 5
	2.3	Linking Users to Unique Groups	. 6
	2.4	Linking Taxpayers to Unique Groups	. 7
	2.5	Switching over to new Access Rights Functionality	. 7
	2.6	Adding new Users and Linking them to Unique Groups	. 8
	2.7	Merging of different Profiles	. 8

3.	HOW	V TO DELETE A TAX USER / PAYER ON eFILING	10
	3.1	Delete a Tax User	10
	3.2	Delete a Taxpayer	12

4.	GENERAL	13
5.	FREQUENTLY ASKED QUESTIONS	13

1.INTRODUCTION

The **eFiling System** has been enhanced to allow Tax Practitioners and representatives to better manage their taxpayers and tax users in a more user friendly manner.

The enhanced functionality is accessible to existing tax practitioners and organisational representatives as well as to users registering for the first time.

The new functionality includes the following features:

- The creation of groups and assigning of tax payers and users to these groups.
- New tax users and taxpayers can easily be added to the groups; the rights will automatically be assigned to the users based on those groups.
- Managing tax users' authorization levels and user roles within specific groups.
- A new organisation that links all users and taxpayers.
- User friendly interface.
- Drag and drop the tax users across groups with different authorization levels.

1.1 The Current Setup



The Problem:

Tax User 1, in the example above, is the original organisation administrator who has created other users as well as two administrators Tax User 2 and Tax User 3. The problem arises when these administrators add tax payers (the four on the right) without granting rights to the original administrator. These new tax payers are therefore not visible to the administrator Tax User 1. This is not ideal in any tax practice or organisation that manages multiple tax entities. Should either Tax User 2 or Tax user 3 leave the organisation without sorting out the access rights, a problem emerges.

1.2 The New Setup (With Groups)

In the new organisation setup, users are no longer granted rights to tax payers at the tax payer level, but rather at a group structure, as reflect in the diagram below. This grouping allows users to be linked to tax payers via the group structure, allowing for better and easier control.

The steps to begin using the new structure are based on assigning the right default organisation to the default admin group. The list of users and taxpayers need to be confirmed as being correct. After this the correct rights can be granted by create the appropriate grouping in line with the way the organisation works. The example below explains how to setup the main elements of the new organisation structure.



Example:

J van Der Merwe works for ABC Tax Consultants and is responsible for setting up the access rights for J Kruger, S Singh and D Phiri:

- ABC Tax Consultants is the Holding Company
- J van Der Merwe is the Tax User; and
- J Kruger, S Singh and D Phiri are the Taxpayers.

For existing tax practitioners, a **default organisation** was created under your profile.Please log on to your profile to confirm that this is your correct organisation.

For new registrations the registered tax user is the default admin user for the organisation which was registered.

By default this admin user is linked to an 'AdminDefault' group with full authorization level, and is able to:

- Setup new groups and register other tax users from his/her organisation
- Assign specific authorization levels and user roles to these new tax users, as well as
- The registration of new taxpayers and assigning them to new groups which were setup.

2.HOW DO I USE THE NEW FUNCTIONALITY

The rest of this guide will explain how you should go about configuring the new groups, assigning the users to the groups and then how to assign taxpayers and access rights to groups.

Firstly, go to the SARS eFiling website, www.sarsefiling.co.za, and log in under your profile.

2.1 Confirming / Setting your Default Organisation

As part of the new functionality a default organisation was created for each user. Follow the steps below to confirm your default organisation or to change your default organisation.

. . . .

rganisation ulk Registration	Organisation Access Rights Overview	2
dmini resporta lanage Groups trganisation Setup preciai Linka Anour seconsecores	Registration Name: Mr mk kucznijerczyk Registration Number 123456799042 Total Number Of Users: 32 Total Number Of Taxpayers: 39	Chinge Representative Organisation You are currently a representative for the organisation reflecting on the left. To change this organisation, please select a different one from the Taxpayer List' box which is located alongside the top menu of this screen. The details will then be populated below. Organisation Name: BALE-PETRUS TRADING AND PROJECTS Registrytion Number: 2007/128748/23 To confirm the change and to apply your new representing organisation, please select the button below. Set As Organisation Mate: If you cannot find you the 'Register New' menu or 30 noting organisation in the 'Taxpayer List' box above, please us the 'Register New' menu or 30 no first update this organisation against your profile.
Confi here i holdin	rm that the entity displayed is the organisation / main ng company for this profile	If you wish to change your default organisation, then select the applicable one from the 'Taxpayer List' above and then click on the 'Set As Organisation' button

A Group is a logical way to cluster taxpayers together so that you can manage them in an easy way. You can configure the groups any way you feel appropriate for your organisation:

- Groups can be created according to the different partners of the tax practice, with all the taxpayers belonging to one partner in a specific group;
- Groups can be created according to the different regional offices of the organisation, for example all the Pretoria taxpayers can be organised into a Pretoria group;
- Groups can be created according to the different tax types, for example a VAT groups and an Income Tax group;

Note:

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Keep your group structure as simple as possible. The more elaborate and complex your group structure is, the more difficult it will be to manage.



A confirmation message will be displayed once the group has been successfully added.

roup Name	Authorisation Level	Open	Taxpayers	Users	
TR12 - Completions	Completions	Open	Manage Payers	Manage Users	
		1			

To edit the authorisation level of a specific group:

- Click on the 'Open' link alongside the relevant group;
- Edit the authorisation level and tax types.

2.2 Linking Users to Unique Groups

Click on	Organisations	Riahts Groups	Manage Groups	Setup New Groups
	organisations	nights droups	manage Groups	Secup New Groups

You can graphically assign users to groups by dragging a user and dropping it into a group. Users can be unassigned by dragging them from the group to the user area.

Name	Authorisation Level	Open	Taxpayers	Users
petons	Compations	U <u>Open</u> t	Manage Payers	Manage Users
Unallocated Use	r Switch to Grid View Back to Group List		oup: ITR12 - Completions thorisation Level Completions	
fhfhskjske (Kershan3	1496) 2378462938423 (Kershan6270)		Reimers K Pather	
		(rvm)	(CUIX0320)	
-				
1. Clic	k on the 'Manage Users' lin	nk of the group yo	u	
1. Clic hav	k on the 'Manage Users' line created.	nk of the group yo	u	
1. Clic hav 2. Sele into	ck on the ' Manage Users ' line e created. ect the applicable User and o the grey box.	nk of the group yo drag this person	u	

Note:

The functionality allows default taxpayers to view their tax users through a Grid or Drag and drop view by clicking: Rights Groups; Manage Groups; Manage Users; and Switch to Grid View. There is an alternative way of assigning users to groups.

Click on "Switch to Grid View" link next to Unallocated Users for the alternate view of user list shown below.

Note::::::::::::::::::::::::::::::::::::	_	to the openine Stoop	you have selected.	_		FOR TAX PRACTIT
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Appendix Spin Spin Spin Spin Spin Spin Spin Spin	Tax	Group Name	Authorisation Level	Open	Taxpayers	Users
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AlterBase AlterBase <t< td=""><td>au .</td><td>Admithetaut</td><td>Adree</td><td>Open</td><td>Manage Payers</td><td>Manage Users</td></t<>	au .	Admithetaut	Adree	Open	Manage Payers	Manage Users
Application Application Application Companies		A - (T14E/TR)(IT38)(SPR) - Paytwells	Paymenta	Quen	Manage Payers	Manage Users
Arthology System Arthology System Arthology System Arthology System Manage Dates <	Search	A - (T14E)TR((IT36)(RPI) - Completions	Campiedone	Qeeo	Manage Payers	Manage Users
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Single A. (1962) (1961) - Longenine Somewards	ips.	A - ((TR12) (RPS) - Payments	Paymanta	Open	Manage Payers	Manage Users
A. (1962) (1995) - Journal of Comparison Journal of Comparison <thjournal comparison<="" of="" th=""> Journal of Compa</thjournal>	Setup	A - ((TR12) (RPE) - Congesters	Congletions	Spen.	Manage Payers	Manage Users
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A.: VM-2017: - Manasese Radmission Opp Manase Program Manase Program Manase Datases A.: VM-2017: - Manasese Vectors Opp Manase Datases Man		A - (VAT291) - Compations	Congletions	Quen	Manage Payers	Manage Users
A (M221): View Oxy View Oxy State Manage Destri Manage Destri A (M221): View Oxy Paymen Span Manage Destri Manage Destri A (M221): View Oxy Opposition Span Manage Destri Manage Destri A (M221): View Oxy Opposition Span Manage Destri Manage Destri A (M221): View Oxy Span Span Manage Destri Manage Destri A (M221): View Oxy Span Span Manage Destri Manage Destri A (M221): View Oxy View Oxy Span Manage Destri Manage Destri		A - (VAT201) - Subinyasina	Euterinksone	Open	Manage Payers	Manage Users
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A - BRRON BRRON - View One Manage Parvers Manage Daves Manage Daves		A - (0x9201)(0x9901) - Submissions	Submission	Open	Manage Payers	Manage Upera
and an and an and an and an		A - (\$189251)(\$189501) - View Gilly	View Only.	Open	Manage Payers	Manage Users
		System Default	Payments	Open	Managet Payers	Manage Users

GANEATIONS RETURNE SERVICES	CONTACT LOGOUT Taxpayer List Aucze	siorczyk mk (Mr) 🔹	
Add Users to Group		Switch to Drag and Drop View	
A Group Incommunities as Group Name as Fingal Investments Pty Ltd USERS	Authorisation Level Payments	Created 2009/05/22	
Name Name Viende G.M. Greenwood G.M. Greenwood R. A. 1 A. 2 A. 2 A. 4 A. 3 B. 0 A. 5 B. 0 A. 5 B. 0 C. 2 C. 1 C. 2 C. 3 C. 3 C. 4 C. 5 C. 7 D. 1 D. 2 D. 3 D. 4 S C. 7 D. 1 D. 2 C. 3 D. 4 S C. 7 D. 1 D. 2 D. 3 D. 4 S C. 7 D. 1 D. 2 D. 3 D. 4 S D. 5 C. 7 I. Instrict W Yas Der Stand Or 4 ADA D. 7 I. Instrict	Bitseiner Cognitisation Bitseiner	**************************************	You can also grant users access to a specific group by ticking the checkbox next to the user. Click on ' Save ' when you've assigned all the users.

2.3 Linking Taxpayers to Unique Groups

Setup New Group					
Froup Name	Authorisation Level	Open	Taxpayers	-	Users Manage Heart
Kiz - Umperions	Contrationa	t	Manage Payers		Manage Covers
Add Taxpayers to Group				1.	Click on the 'Manage
GROUP INFORMATION					Payers' link of the group
Group Name	Authorisation Level	Crea	ated		you have created.
ITR12 - Completions	Completions	200	9/06/12	2	Select the applicable
TAXPAYERS				2.	To Devento a la ciana d'al
Name	Registration Number		In Group		TaxPayer by placing a tick
Marblegold 1051CC	1990/012345/07				into the box next to the
Mr GM Reimers	1234567890123				taxpayers name.
Marblegold 1051 CC	1990/012345/07			3.	Click on the 'Save' button
Mr GM Reimers (x)	1234567890123			-	and an one same actual
Mrs SG REIMERS	1234567890123				
Save Back					

2.4 Switching over to new Access Rights Functionality

Note:

You should only switch over to the new functionality once you are certain that you can setup your access rights correctly and you that you have assigned all your taxpayers.

Click on O	rganisations	Rights Groups	Manage Groups	Organisation Setup
------------	--------------	---------------	---------------	--------------------

Click on Change Setup as shown below. You will now be able to manage your access rights in the new way.

Organisation Access Rights Overview					
REPRESENTATIVE ORGANISATION DETAILS					
Organisation Name: Marblegold	Change Representative Organisation				
Registration Number: 1990/012345/2.3					
Total Number Of Users: 4					
Total Number Of Taxpayers: 5			If you are completely satisfied		
ORGANISATION ACCESS RIGHTS SETUP			that you have setur your groups		
Total Number of User Groups:	1	Users assigned to Groups:	that you have setup your groups,		
Total Number of Admin Users:	3	Unassigned Users:	licors and navors correctly and		
Users with 'Manage Groups' Role:	3	Taxpayers assigned to Gro	users and payers correctly, and		
User with 'Manage Taxpayers' Role	3	Unassigned Taxpayers:	you are now ready to switch ove		
Users with 'Manage Users' Role:	3				
Groups without Users:	0	to using the new Access Rights			
Groups without Taxpayers	0	to doing the new Access hights			
Groups without Tax Types	0		structure, click on the		
The following number of TaxTypes have been registered but has not been assigned to any authorisation groups:	Provisional Tax (IRP6): VAT201; Business Income Tax (IT14/IT12EV/IT12TR); EMP501 - Offine	-	'Change Setup' button.		
LOGGED IN USER DETAILS					
Namé	Mr Shit Roman				
ID/Passport Number:	611203L038/06				
Login Name:	Kwikchix6926				
Linked Taxpayers:	3				
Assigned User Rights:	Completions - IT12				
Assigned User Roles					
Your profile reflects that you are corrently active <u>Hote</u> : Once selected, your profile will be updated t Change Setup	ngainst the old access rights setup. To make use of the enhanced setup, please select o only use the new layout and you will not be allowed to switch back to your old profi- tion of the setup of th	t the button below. le setting.			

2.5 Adding new Users and Linking them to Unique Groups

Click on Home Register New

Capture the new user's details and click on 'Continue'. Then complete the access rights shown below.



2.6 Merging of different Profiles

As part of the new setup process certain admin users will now have their own profile. If there are more than one administrative user in your organisation each having their own profile, you can now merge these profiles into one in order to better manage your organisation's profile and information.

Keep the following points in mind when requesting a merge of profiles:

- A merge can only be sent from an admin user to another admin user.
- Merge requests can only be initiated from profiles using the new access rights setup. Users in the old setup will not have access to requesting merges.
- Merge requests can be sent to users in both the old and new access rights setup.
- Where a user in the old setup accepts a merge request, this user's setup will then be changed to only use the new access rights layout.
- Prior to accepting a merge request, it is advisable for a user to setup groups and to then allocate all his / her users and taxpayers accordingly. This will ensure that once the merge is accepted, all these groups and grouping rules will be transferred over onto the requesting user's profile. The requesting user will then only need to assign roles to the requested user.
- If no groups are setup prior to accepting a merge, the requested user will not have rights to any of his/her users and taxpayers. The requesting user must then assign all the transferred taxpayers and users into groups and then grant the applicable rights to the requested user.
- A request cannot be sent to a user configured as an "Individual" profile. If attempted, a warning message will be displayed.
- A merge between Organisation and Tax Practitioner Profiles is allowed. However, the user accepting the request will then have his / her website profile changed to that of the requesting user.
- Once a merge request is submitted, an email notification (addressed to the intended user) will be sent to all admin users against both profiles. This serves as information to all the admin users. Note that the actual request record will only appear on the receipting administrator's eFiling profile so it is only this user who may accept or decline the request.

- Email notifications will also be sent when requests are accepted or declined. The same principle outlined in point 9 applies.
- Once a merge is accepted, all the taxpayers and users on the requested user's profile, move over and appear against the requesting user's profile.

Note:

Do not accept merge requests without confirming that you know the requestor and that this user does belong to your organisation.

Merge requests are sent and received within the 'Organisation Setup' screen.





Once you have accepted the merge request an email will be sent to the requested user and the following screen will be displayed.

MERGE REQUESTS

In the event that there are matching profiles existing against the same representative organisation, the functionality below can be used to merge these profiles. To request a merge of a tax user, please enter the login name of the associated user and then click on the 'Request Merge' button below.

Login Name:

Request Merge

Your request for a profile merge has been sent to user with login name maggiep7498. Email correspondence will be sent in this regard. Should your request be accepted, please ensure that the appropriate access rights and groups are duly assigned. If you have any queries or experience any problems, please contact our helpdesk on 0800 00 SARS (7277).

The receiving user will see the screen below and is required to Accept or Reject the request.

Greatistica	LOGGEL	HIN USER DETAILS					
Register New Register New Change Details Banking Details Organisation Tax Types Request Tax Types SV Activation SV Activation SU Activation Summary Interface Workflow VAT Vendor Search Delete Taxpayer	Name: ID/Passp Login Nai Linked Ta Assigned Assigned	ort Number: me; ixpayers: I User Rights: I User Roles: REQUESTS	1. 2.	The re details Ensure reques	Monable ceiving user v s of the reque that you kno sting the merg	vill see some sting user. ow the user ge.	
Bulli Registration Admin Reports Rights Groups Manage Groups Organisation Setup Special Links	In the eve profiles To reques Login Na Requ	int that there are matching profile at a merge of a tax user, please me: est Merge	es exis enter t 3.	Click o the me	on the 'Accept erge request.	' button to ac	cep
Bulk Registration Admin Reports Rights Groups Manage Groups Organisation Setup Special Links	In the eve profiles To request Login Na Requ MERCE The table You may Note: Shu	In that there are matching profile it a merge of a tax user, please me: lest Merge RECEIP IS below contains one or more req choose to accept or decline a re puld you accept a request, you a	enter 1 3. quests to merge y equest by first se and all your Snike	Click o the me	on the 'Accept erge request. of the requesting tax user. d then one of the buttons which be papers will move over to the request	come available below the grid.	cep
Bulk Registration Admin Reports Rights Groups Organisation Setup Special Links	In the eve profiles To request Login Na Requ MERGE The table You may Note: Shi Select	In that there are matching profile it a merge of a tax user, please me: lest Merge RECEIPTS below contains one or more req choose to accept or decline a rould you accept a request, you a Requesting User Name	es exis enter t 3. quests to merge y equest by first se and all your funke Requesting t	Click o the me	on the 'Accept erge request. of the requesting tax user. d then one of the buttons which be payers will move over to the request Requesting Organisation	come available below the grid. sting user's profile. Organisation Reg. No.	cep
Bulk Registration Admin Reports Rights Groups Organisation Setup Special Links	In the eve profiles To request Login Na Requ MERGE The table You may Note: Shi Select	In that there are matching profiles at a merge of a tax user, please me: lest Merge RECEIPTS below contains one or more req choose to accept or decline a n ould you accept a request, you a Requesting User Name Abie	es exis enter t auests to merge y equest by first se and all your fanke Requesting to T	Click o the me	on the 'Accept erge request. of the requesting tax user. d then one of the buttons which be payers will move over to the request Requesting Organisation Mr AB Test	come available below the grid. sting user's profile. Organisation Reg. No. 123356778	cep

Once accepted (or rejected) an email will be sent to the requesting party. If you decline a request, this request will be removed from your profile.

- If a request is sent to a user who already belongs to the organisation, a message "Requested Login Name already belongs to this organization" will be displayed.
- If a request is sent to an Individual Profile, a message "Requested user first needs to switch from Individual Profile to Tax Practitioner or Company" will be displayed.
- If the incorrect login details are provided, a message "Requested Login not found" will be displayed.

Note:

You can only request a transfer from a user that has full administrative rights on the profile.

3. HOW TO DELETE A TAX USER / PAYER ON eFILING

For tax practitioners and organisation representatives with Administration rights against their eFiling profiles, new functionality exists to allow for the deletion of unwanted Tax Users and Taxpayers.

The path to locating the functionality for each of the deletion types is outlined as follows.

3.1 Delete a Tax User

Pior to the deletion of the tax user the following rules must be complied with:

- You must have an Administrative user against the profile;
- You must not be the only the user linked to your proflile; and
- There must not be any pending tax type transfer requests for the associated tax user.

Log into eFiling and select the Tax User whom you want deleted from your profile:

•

Rome	Organisations.	Returns	Services	Contact	Legoui	User List:	A DAMPIES	÷
User	-					a subject	LJ BUKASA A DAMPIES	A
Register New Change Details	User Login Name	Mr ALE e maggie	ETTA DAMPIES p7429					

- Select the 'Delete User' option from the User menu on the left of the page.
- Where the rules for a Tax User delete request are met, the 'Delete User' button will be available for selection:

Home	Organisations Retu	ms. Services	Contact	Logout	User List:	J BUKASA	
User Register New Change Detais User Rights Change Own Passwo Change Webste Profil Delete User Spocial Links	 You reflect as an Administrative user against your profile. You are not the only user linked to your profile. There are no pending tax type transfer requests for the associated user. One or a combination of the above rules may be applicable to allow for the delete of a taxuser. Note: Once the delete request is authorised, any taxpayers who were linked to the deleted taxuser will be automatically transferred onto your profile. Where the taxuser being deleted is registered for transfer duty, you will be advised that once this taxuser is deleted from your profile, all links to the transfer duty registration will be terminated. You may then choose to continue with the deletion request is captured in the text box as this will be tracked against an audit history of your profile. 						
	USER INFORMATIO	DN					
	Linked User Details			Associated Info	rmation		
	Name:	Mr LINDA JANE	BUKASA	Linked Taxpaye	ers:	1	
	ID/Passport Numbe	1234567890123		Taxpayer Requ	ests Pending:	0	
	Login Name:	maggiep6098		Additional Payr	ments:	0	
	Created:	2009/03/05		Service Profiles	12	0	
	DELETE USER						
	Please capture a reas	son for your delete request:					
					-		
					-		
	Delete User						
	4						

• Once the Tax User is deleted, a confirmatory message will be displayed and the User will be removed from the 'User List' of the logged-in profile:

Home 6	rganisations Returns	Services.	Contact	User List:	A DAMPIES A DAMPIES	•
User Register New Change Details User Rights	Delete User User has been deleted USER INFORMATION					
Change Own Password	Linked User Details			Associated Information		
Change Website Profile	Name:	Mr LINDA JANE	BUKASA	Linked Taxpayers:	1	
Delete User	ID/Passport Number:	1234567890123		Taxpayer Requests Pending	0	
Special Links	Login Name:	maggiep6098		Additional Payments:	0	
ABOUT SSL CERTIFICATES	Created:	2009/03/05		Service Profiles:	0	

3.2 Delete a Taxpayer

A taxpayer's profile can only be deleted by the tax user from the profile provided that

- All tax types linked to the taxpayer have been deactivated;
- There must not be any pending tax type transfer requests for the associated taxpayer; and
- The taxpayer must not be the only one linked to the user.
- Log into eFiling and select the Taxpayer whom you want deleted from your profile:

Home	Organisations	Reituns	Services	Contact	Logaut	Taxpayer List:	MELOUNEY K (Miss)	
Organisation							DAMPIES A (Mr) MELOUNEY K (Miss)	
Register New Change Details		Selec	t the electronic	returns that you	wish to registe	r for:		

- Select the 'Delete Taxpayer' option from the Organisations menu on the left of the page.
- Where the rules for a Taxpayer delete request are met, the 'Delete Taxpayer' button will be available for selection:

					and the second second	
rganisation oister New	Delete Taxpayer					
ange Details	RULES	and the second second second			1 m 1	
nking Details panisation Tax Types guest Tax Types / Activation mmary	As a user, you will only be allowed to All tax types linked to the tax There are no pending tax type The taxpayer is not the only to One or a combination of the above no	o delete the taxpayer from payer have been deactiva transfer requests for the axpayer linked to the use	n your profile if: ted. associated taxpay r. allow for the delet	yer.	3	
rface	one of a combination of the above to	nes may be applicable to	anow for the delet	e or a taxpayer.		
orkflow	TAXPAYER INFORMATION					
AT Vendor Search	Taxpayer Name:	Nu	mber of associated	d:		
lete Taxpayer	Mr A DAMPIES	R	eturns:	0		
Ik Registration	Individual - By Tax Consultant	Pa	yments:	0		
Imin Reports	and the second	As	ssessments:	0		
acial Links	Registration Number:	0	ojections:	0		
Jechar Links	1244567890122	Le	tters:	0		
ABOUT SSL CERTIFICATES	Return Type	Reference Numb	er Status			
	Provisional Tax (IRP6)	1234567890	Registrati	on Rejected		
	Personal Income Tax (ITR12)	1234567890	Registrati	on Rejected		
		100.000		1.		
	DELETE TAXPAYER					
	Notes:					
				(A)		
				-		
	Dalata Tayanyat N			644		
	Delete Lavbayer					

• Once the Taxpayer is deleted, a confirmatory message will be displayed and the Taxpayer will be removed from the 'Taxpayer List' of the logged-in User profile:

Home O	rganisations Returns	Services Contact	Logout	Taxpayer List:	NELOUNEY K (Miss)	ł
Organisation Register New Change Details Banking Details	Delete Taxpayer Taxpayer has been remove	d from your profile.				
Organisation Tax Types	TAXPAYER INFORMATION					
Request Tax Types	Taxpayer Name:	Number of	associated:			
ISV Activation	Mr A DAMPIES	Returns:	0			
Summary	Individual - By Tax Consultant	Payments	0			
Interface		Assessme	ents: 0			
Workflow	Registration Number:	Objections	0			
VAT Vendor Search	1244567890122	Letters:	0			
Delete Taynayer						
Pulk Desistantion						
Buik Registration						
Admin Reports						
Special Links						

4.GENERAL

Should you require further information on the enhanced functionality, contact the SARS Call Centre on 0800 00 SARS (7277).

5.FREQUENTLY ASKED QUESTIONS

Ql	JESTIONS	ANSWERS
1.	Where can I locate the functionality to manage access rights?	Log into the eFiling website <u>www.sarsefiling.co.za</u> or via the SARS website <u>www.sars.gov.za</u> (click on the eFiling link on the toolbar)
		Then click on Organisations , then Rights Groups and then you can setup groups or assign rights to users.
2.	Why was the eFiling system enhanced with the new access rights functionality?	The eFiling System has been enhanced to allow Tax Practitioners and representatives to better manage their taxpayers and tax users in a more user friendly manner.
3.	What is the new access rights functionality able to do that is different from the current functionality?	In the new organisation setup, users are no longer granted rights to taxpayers at the taxpayer level, but rather at a group structure. This grouping allows users to be linked to tax payers via the group structure, allowing for better and easier control.
4.	Does this functionality cater only for newly registered tax practitioners?	No, it caters for existing tax practitioners too.
5.	How will the new functionality affect existing tax practitioners/representatives?	The existing tax practitioners/representatives can choose to work the current way or have an option to switch to the new way of working.
6.	What is the role of the Default Admin user?	 By default an admin user is linked to an 'AdminDefault' group with full authorisation level, and is able to: Setup new groups and register other tax users from his/her organisation Assign specific authorization levels and user roles to these new tax users, as well as The registration of new taxpayers and assigning them to new groups which were setup. Every organisation should identify at least one administrator to manage their users.
7.	Is there a manual or guide to assist the users on how to use this functionality?	 Yes, A guide "Administration of new access rights on eFiling" has been published on the following repositories: www.sarsefiling.co.za (Under Forms and Guides) www.sars.gov.za (Select Tax Practitioners under Taxpayers on the tool bar); and the SARS Internal Portal (Functions/Operations/Documents/Guides/ Assessing and Service)
8.	What is a Group?	A Group is a logical way to cluster taxpayers together so that they can be managed in an easy way. These groups can be configured any way appropriate to the organisation.

9. What are the ways in which a Group can be created?	 Groups can be created according to the different partners of the tax practice, with all the taxpayers belonging to one partner in a specific group; Groups can be created according to the different regional offices of the organisation, for example all the Pretoria taxpayers can be organised into a Pretoria group; Groups can be created according to the different tax types, for example a VAT groups and an Income Tax group;
10. What does drag and drop mean?	Users can be assigned to groups by dragging a user and dropping it
	into a group. Users can be unassigned by dragging them from the
	group to the user area.
11. How can I view the users that were assigned?	The functionality allows default taxpayers to view their tax users
	through a Grid or Drag and drop view by clicking: "Rights Groups;
	Manage Groups; Manage Users; and Switch to Grid View".
12. If I switch over to the new functionality, will I be able to	No, therefore it is important to make sure that the set ups have been
switch back to the existing functionality?	done correctly.
13. What does merging of profiles mean?	As part of the new setup process certain admin users will now have
	their own profile. If there are more than one administrative user in
	your organisation each having their own profile, you can now merge
	these profiles into one in order to better manage your organisation's
	profile and information.
14. How long can I continue using the old user rights?	You will have to convert to the new structures. It is envisioned that
	the old rights will be available for at least 3 months to allow all admin
	users to complete the setup of their new profiles.
15. How Many Taxpayers can I add in a group?	You can add as many taxpayers to a group as what you need.
16. If I require more information, who can I contact?	You can contact the SARS Call Centre on 0800 00 SARS (7277).