South African Revenue Service

ADVISORY: OVERRIDE FUNCTIONALITY ON EFILING

SARS would like to inform taxpayers and tax practitioners that it is currently refining the Override functionality on eFiling. While a long-term solution is being finalised, the Override functionality has been temporarily suspended. As an interim measure, tax practitioners and their clients are requested to follow these steps:

1. Tax practitioners to request clients to register their 'own' eFiling profile
2. Log-in on the new profile and cancel the access of the previous tax practitioner
3. Request a newly appointed tax practitioner to submit a request to move the profile
4. Client to accept the request

These steps will ensure that the newly appointed tax practitioner has the requisite level of access to their client's information in eFiling. In cases where the taxpayer is prepared to provide full user access to their tax practitioner, the following steps should be followed:

1. Follow steps 1 and 2 from above
2. Grant the tax practitioner full user access

SARS would like to apologise for any inconvenience caused and will inform you about details pertaining to the long-term solution once it is finalised. You are reminded that the interim solution only applies to individuals and Shared Access is limited to Income Tax (ITR12) and Provisional Tax (IRP6) tax types / products.

THE SOUTH AFRICAN REVENUE SERVICE

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