CUSTOMS AND EXCISE

SARS External Guide

# MANAGE SHARED ACCESS THROUGH eFILING

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1   SUMMARY

a)   The purpose of this document is to describe the functionality on eFiling that enables specific individuals [other eFilers (trader representatives)] who have been mandated by a Customs and Excise client to:

   i)   Capture and submit Customs and Excise applications (see SC-CF-42 on the SARS website) on behalf of an applicant;
   ii)   Make necessary follow-ups (including providing supporting documents, correcting errors and making enquiries) in relation to the client's application; and
   iii) Manage the client's relationship.

b)   Shared access can only be approved by a registered representative of an entity.

c)   An eFiler will be able to:

   i)   Invite other eFilers (trader representative) to give them shared access to an entity's portfolio (see paragraph 2 below);
   ii)   Request shared Access (see paragraph 3 below);
   iii) View the details and the status of shared access requests (see paragraph 4 below);
   iv)   Accept or reject a shared access request (see paragraph 4 below);
   v)   Cancel a shared access request [see paragraph 4.1 a) below]; or
   vi)   Revoke shared access (see paragraph 5 below).

2   CONFIGURE SHARED ACCESS

a)   In order to invite another eFiler (trader representative) who has been mandated by a Customs and Excise client to act on his/her behalf, the registered representative of the entity:

   i)   Logs into eFiling (as described in SC-CF-42); and
   ii)   Selects the entity's details under Portfolio.
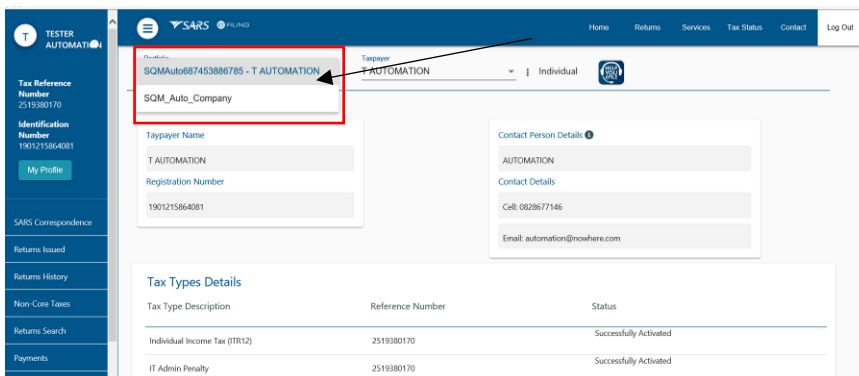
   iii) Selects User in the top-level menu.
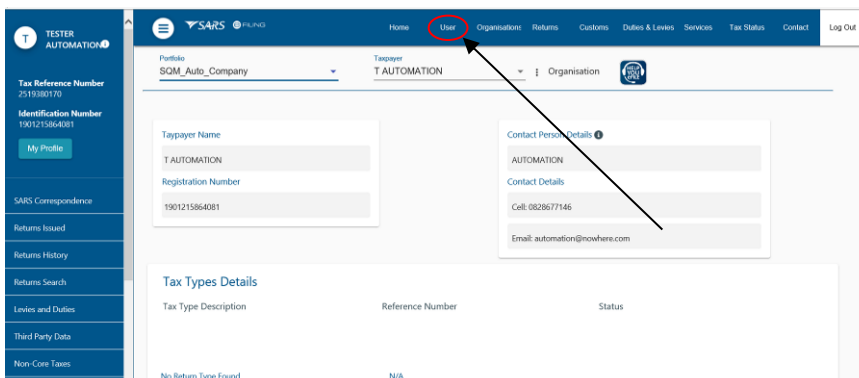
b) The system displays the User menu option on the left side of the screen and the registered representative of the entity clicks on:

   i) Shared Access menu; and
   ii) Configure Shared Access.
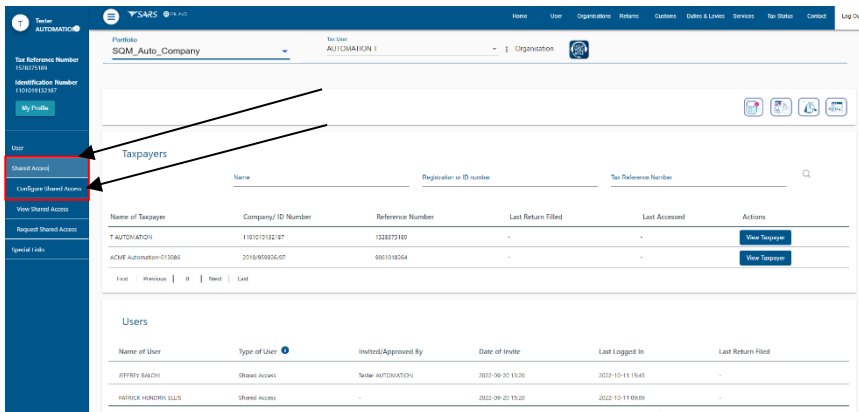
c) A validation is done on the SARS main data base and:

   i) If the registered representative is not linked to the entity:
      A) The system displays a message that no entities are linked to the registered representative; and
      B) The registered representative:
         I) Clicks on the Ok button; and
         II) Updates his/her details as described in GEN-REG-01-G04.
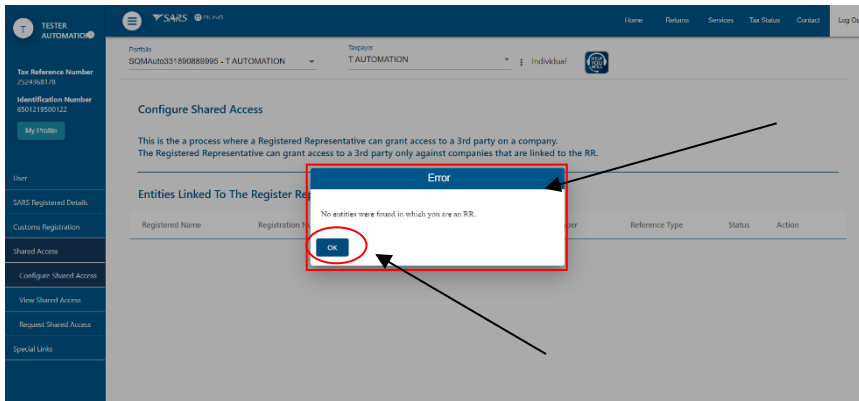
   ii) If an entity is not activated for the relevant tax product the registered representative will not be able to invite any other eFilers to be the trader representative. In order to activate the relevant

tax product the registered representative of the entity must request that the entity register his/her tax product as prescribed in:

A) SC-CF-42 for the registration and licensing of Customs and Excise purposes; and
B) GEN-REG-01-G04 for the registration of the various tax products.

iii) If the registered representative is linked the system displays a list of all the entities linked to the registered representative under Entities Linked To The Registered Representative.
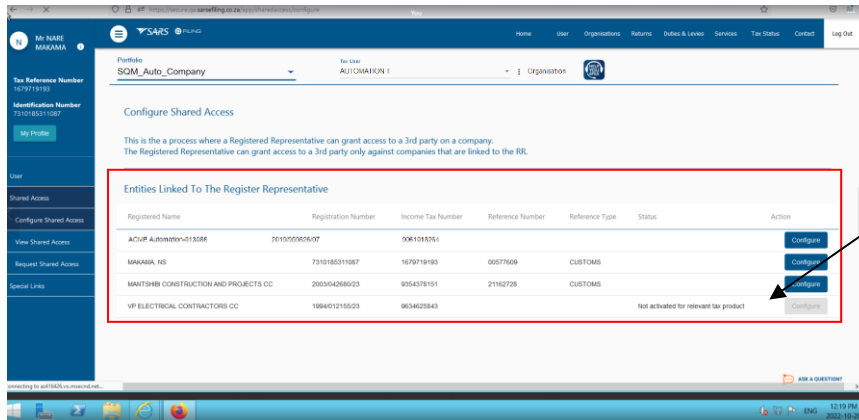
d) The registered representative:

i) Selects the entity; and
ii) Clicks on the Configure button next to the entity's details.
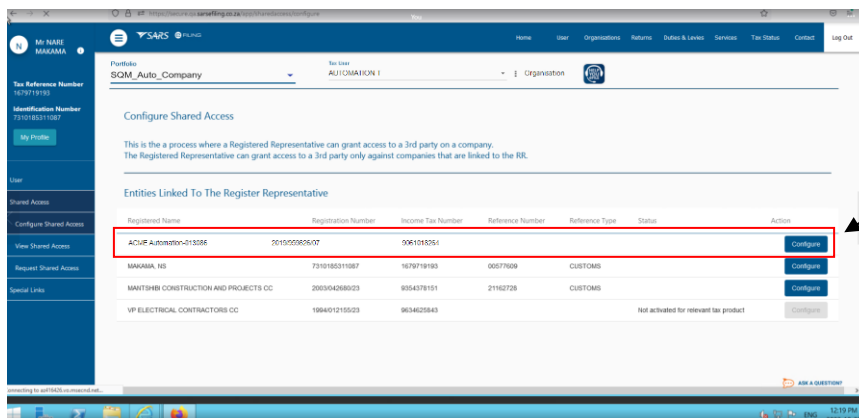
iii) Must on the Configure Shared Access page:
A) Indicate the RLA roles to be assigned to the eFiler (trader representative) by ticking the applicable Third Party Role:
I) Trader Representative – RLA: this role enables the eFiler to only submit RLA applications on behalf of the Customs and Excise Client type (see SC-CF-42); or
II) Trader Representative – RMM: this role enables the eFiler to only Manage a Customs and Excise Client RLA relationship (see SC-CF-50);
B) Capture the eFiler's (trader representative's):
I) South African ID or passport number; and
II) Surname; and

C) Indicate the date when the request for shared access must expire by either:
   I) Ticking the Indefinite tick box; or
   II) Clicking on the Specify Date icon and selecting the expiry date.

e) If any of the above details has been captured:

   i) Incorrectly, the registered representative clicks on the Back button and the system returns to paragraph d)iii) above and he/she recaptures the incorrect information; or
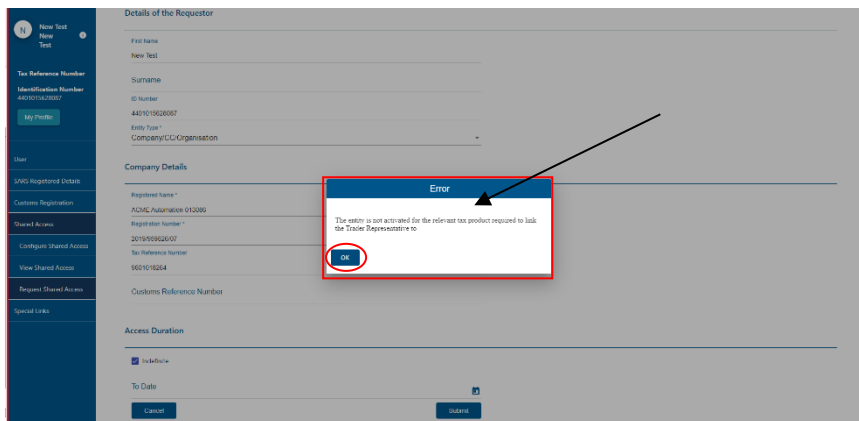   ii) Correctly, the registered representative clicks on the Invite button.

f) The system validates if the invitee (trader representative) is a registered eFiler and if:

   i) Not:
      A) The system displays a message that the invitee is not an eFiler; and
      B) The registered representative of the entity:
         I) Clicks on the Ok button; and
         II) Informs the eFiler (trader representative) via an e-mail that he/she is not a registered eFiler and therefore shared access cannot be granted until he/she is registered for eFiling purposes (see GEN-ELEC-18-G01).

ii)   Already linked to the entity's portfolio:
    A)   The system displays a message that the eFiler (trader representative) already exists on this portfolio; and
    B)   The registered representative of the entity:
        I)   Clicks on the Ok button; and
        II)   Informs the eFiler (trader representative) via an e-mail that he/she already has shared access to the entity's portfolio.
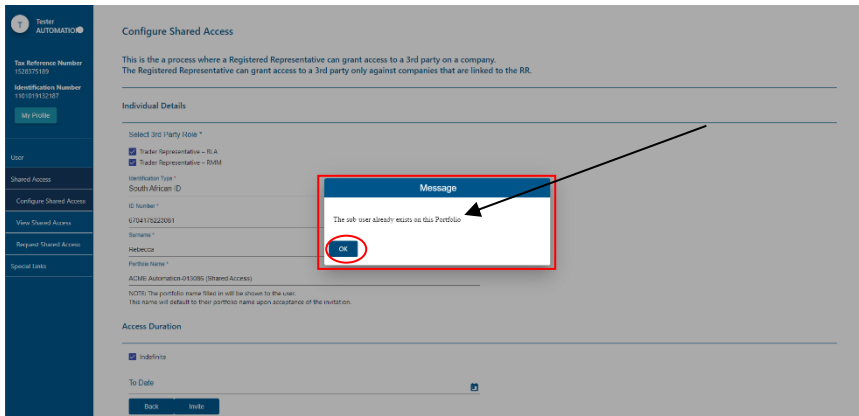
iii) The entity is not activated or linked to a SARS tax product:
    A)   The system displays a message that the entity is not activated for the relevant SARS tax product (see SC-CF-19) and is required to be linked to the eFiler (trader representative).
    B)   The registered representative of the entity:
        I)   Clicks on the Ok button; and
        II)   Informs the invitee [the eFiler (trader representative)] via an email that the client is not activated for the relevant SARS tax product and therefore he/she cannot be linked to the entity's portfolio.

iv) He/she is a registered eFiler:
A) The system displays a message that the invite has been submitted and sends an SMS to the invitee [the eFiler (trader representative)];
B) The registered representative of the entity clicks on the Ok button; and
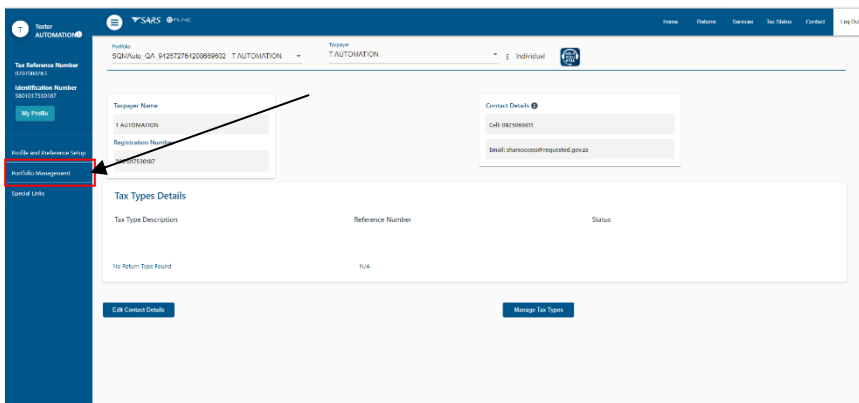C) The system returns to paragraph d) above.
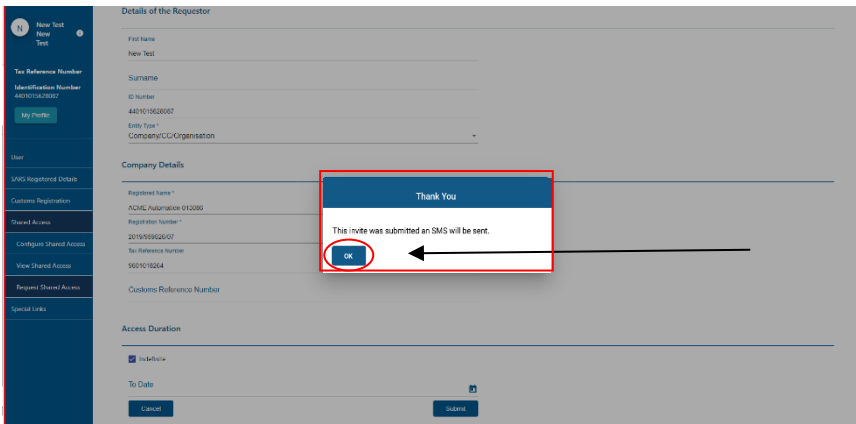
g) The invitee [eFiler (trader representative)]:

i) Logs in to eFiling;
ii) Clicks on My Profile on the left side menu; and
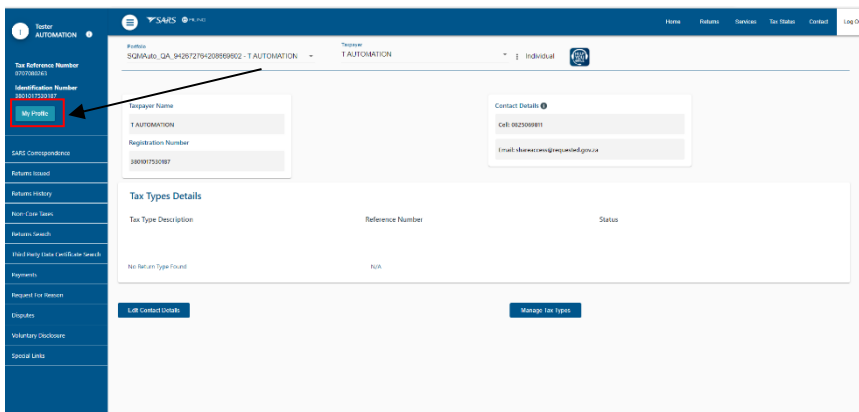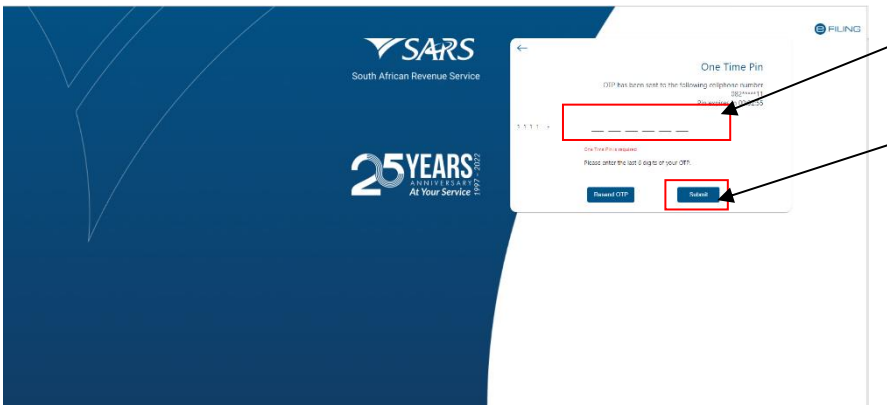

iii) Clicks on Portfolio Management.

h)   The system:

   i)   Displays the Portfolio Management page and the invitee must Accept the invitation within five (5) working days by clicking on the Accept button (to link the portfolio) under User Invitation(s). Failure to do this within the prescribed time period, the invitation will expire automatically.
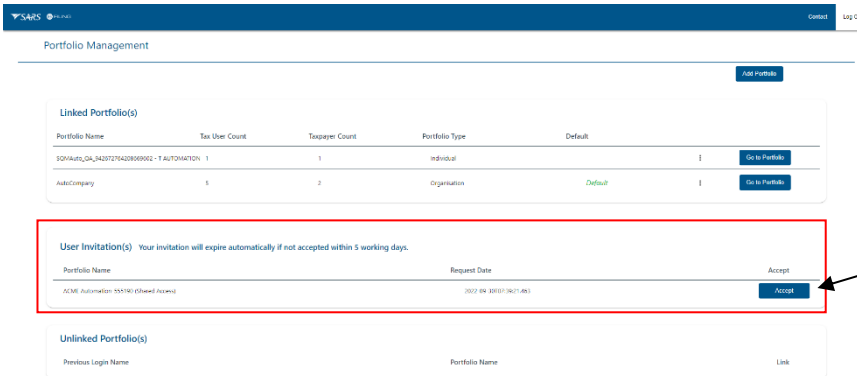

   ii)   Sends an SMS with a One Time Pin (OTP) number to the invitee's cell phone number. The invitee [eFiler (trader representative)]:
   A)   Captures the OTP number; and
   B)   Clicks on the Submit button.

   iii) Displays a message that the invitee has been linked to the eFiler portfolio and the invitee clicks on the Ok button.
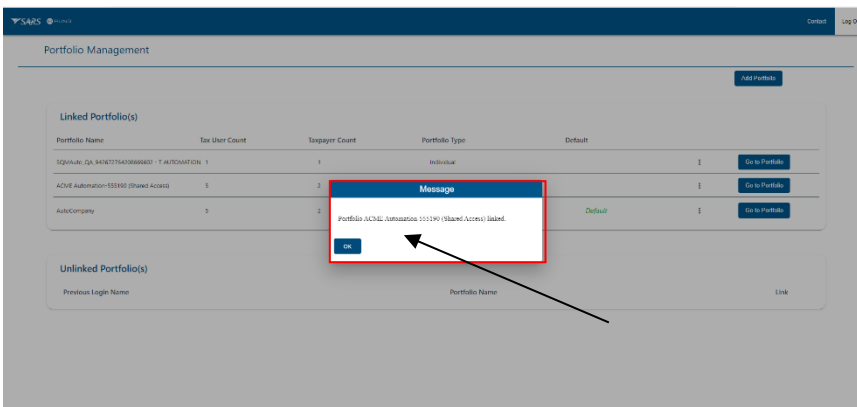
iv)   Adds the client's details under Linked Portfolio(s) on the invitee's Portfolio Management page.
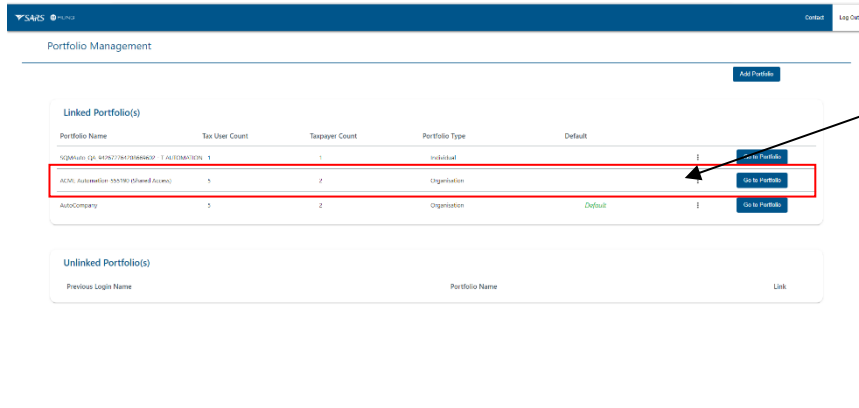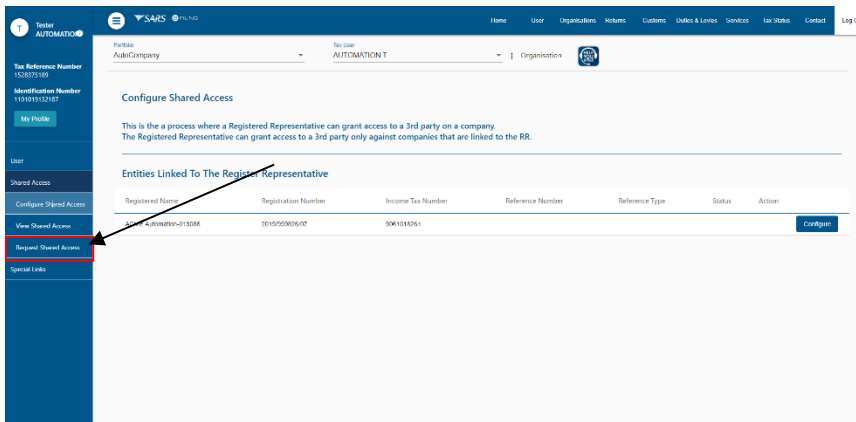

3   REQUEST SHARED ACCESS

a)   This function is used by eFilers (trader representatives) to complete the details of the entity they want shared access with.

b)   In order to perform this function, the eFiler (trader representative) must ensure that the correct user rights have been assigned to his/her portfolio as described in SC-CF-42.

c)   The eFiler (trader representative):

i)   Logs into eFiling (as described in SC-CF-42); and
ii)   Selects the entity's details under Portfolio.
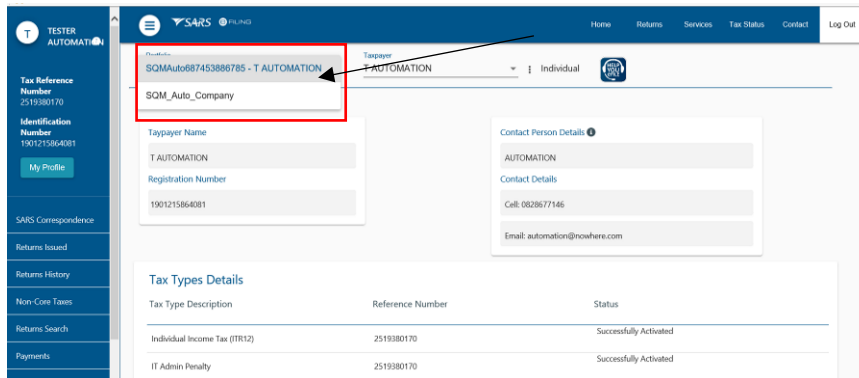
iii)   Selects User in the top-level menu.
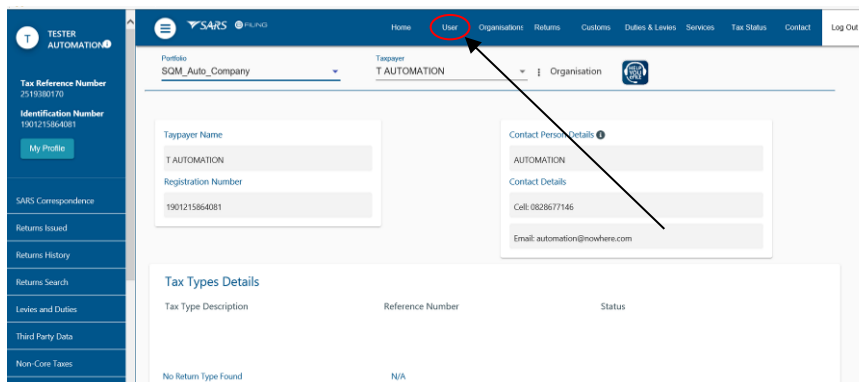
d) The system displays the User menu option on the left side of the screen and the eFiler (trader representative) clicks on:

     i)   Shared Access menu; and
     ii)   Request Shared Access.

e) If the eFiler (trader representative):

     i)   Has not been successfully authenticated the system displays a message that the process cannot be continued.
     ii)   Has been successfully authenticated the system displays the Request Shared Access page:
          A)   The eFiler (trader representative) ticks the applicable box Third-Party Role under Selected Third-Party Role;
          B)   The system displays the eFiler's (trader representative's) details under Details of the Requester;
          C)   The eFiler (trader representative) clicks on the drop-down arrow in order to select the entity type he/she wants shared access with and if the entity type is:
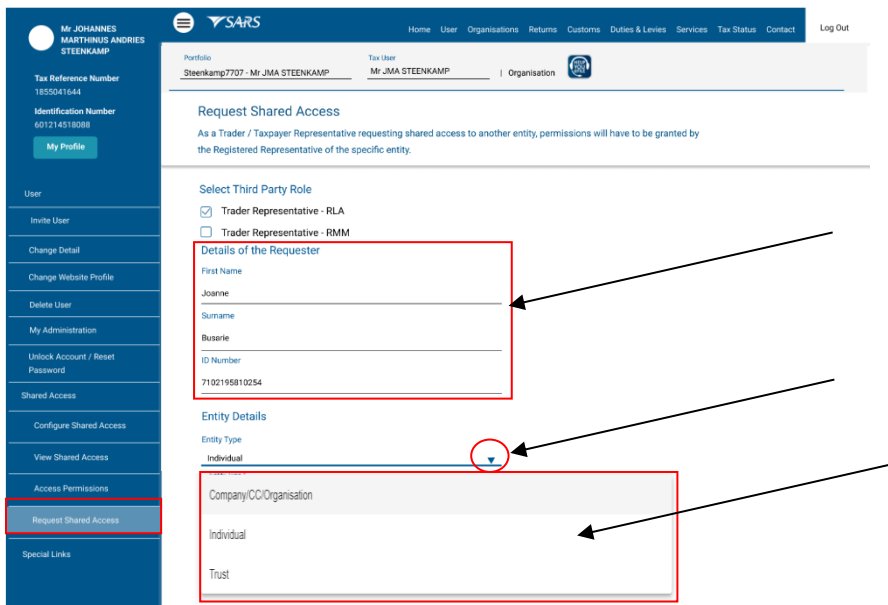
          I)   A company the eFiler (trader representative) captures the company registration number; the name of the company and the tax reference number of the company;
          II)   An individual the eFiler (trader representative) captures the individual's first name, his/her surname; ID number or passport number and tax reference number; or

III) A trust the eFiler (trader representative) captures the name of the trust, trust deed number and tax reference number.

f) The eFiler (trader representative) must indicate the duration of the shared access by either:

i) Ticking the Indefinite tick box under Access Duration; or
ii) Clicking on the Specify Date icon to select the specific date when the shared access request must expire.

g) The eFiler (trader representative) clicks on the Submit button.

h) The system displays a message that the shared access request has been successfully submitted and a notification is sent to the registered representative of the entity for acceptance. The eFiler (trader representative) clicks on the Ok button.

i) The system returns to the View Shared Access Request Page and displays the details of the Shared Access Request.

j) If an eFiler (trader representative) already has access the system confirms this and displays a message that the eFiler must contact the eFiling Profile Administrator on the portfolio to grant him/her RLA user rights as prescribed in SC-CF-42.

k)   If the entity is not registered for eFiling a message is displayed requesting the eFiler (trader representative) to first register the entity (see GEN-ELEC-18-G01 How to register for eFiling) and resubmit his/her request for shared access.

l)   If the entity is not registered for any of the SARS tax products the system displays a message confirming this and that the eFiler (trader representative) cannot be linked to the entity's portfolio. The entity must register his/her tax product as prescribed in:

   i)   SC-CF-42 for the registration and licensing of Customs and Excise purposes; and
   ii)   GEN-REG-01-G04 for the registration of the various tax products.

m)   If the entity's details captured in paragraph e)ii)C) above do not match with SARS records the system displays a message requesting the eFiler (trader representative) to review the entity's registration details and to recreate the request for Shared Access.

n)   The system also checks whether the details of the entity's registered representative is on the SARS main data base:

   i)   Where the registered representative of the entity is linked to the entity's portfolio but no contact details have been provided the system displays a message that the request could not be submitted. The eFiler (trader representative) must contact the registered representative of the entity and request him/her to update his/her details on SARS records.
   ii)   Where the eFiler who requests shared access is the registered representative of the entity the system automatically approves the shared access.
   iii)   Where the registered representative of the entity is linked to the entity with contact details the system displays a message that the shared access request has been successfully submitted and a notification is sent to the registered representative of the entity to action the request as per paragraph h) above.

4   APPROVAL, REJECTION OR CANCELATION OF SHARED ACCESS
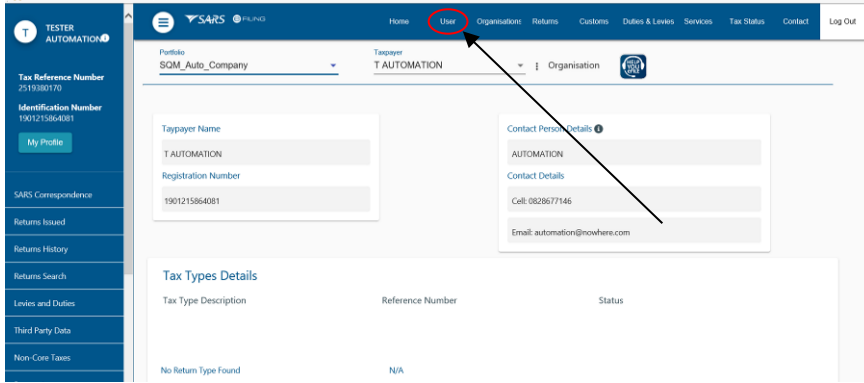
4.1   Registered representative of the entity with an eFiling profile

4.1.1 Approval and Rejections

a)   In order to perform this function, the registered representative must ensure that the correct user rights have been assigned to his/her portfolio as described in SC-CF-42.

b)   The registered representative of the entity:

   i)   Logs into eFiling (as described in SC-CF-42);
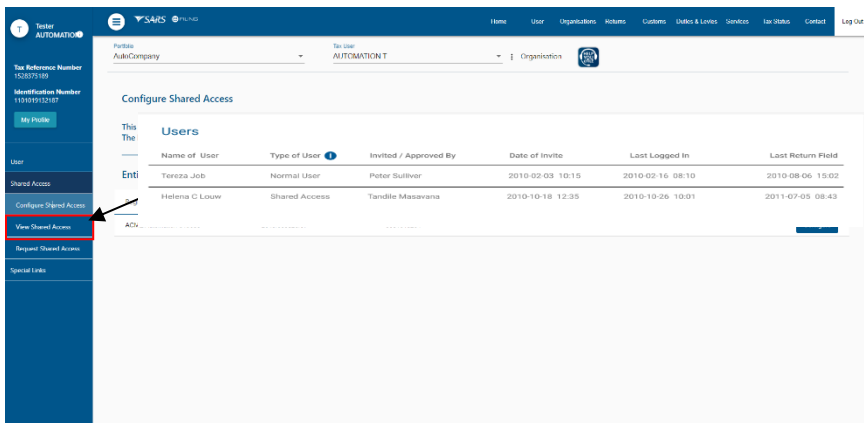   ii)   Selects the entity's details under Portfolio; and
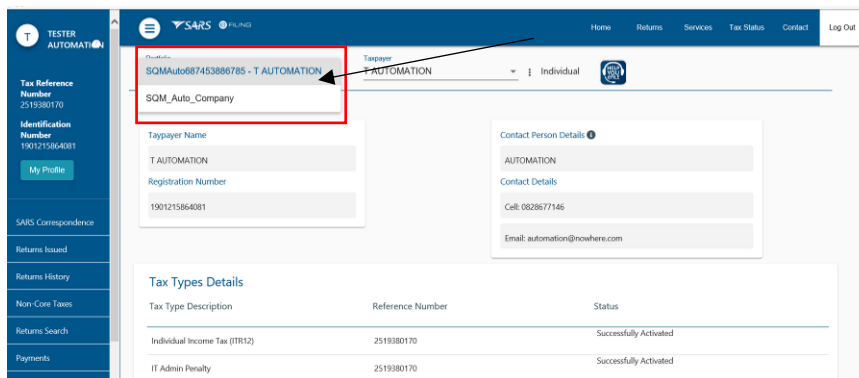
iii)   Selects User in the top-level menu.

c)   The system displays the User menu option on the left side of the screen and the registered representative of the entity clicks on:
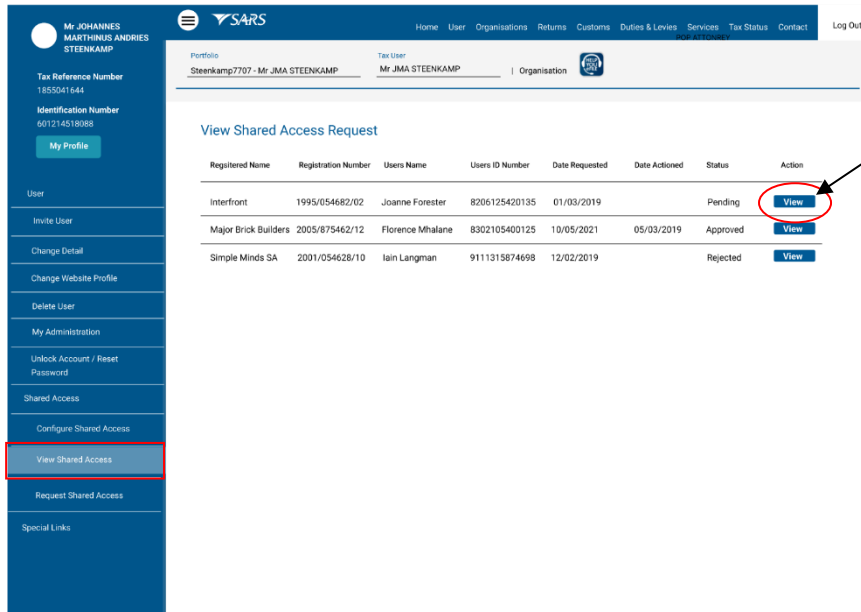
i)   Shared Access menu; and
ii)   View Shared Access.

d)   The system displays a list of all the shared access to be approved. The list may include entities that he/she does not represent. In these instances the registered representative must cancel the shared access as prescribed in paragraph a) below.
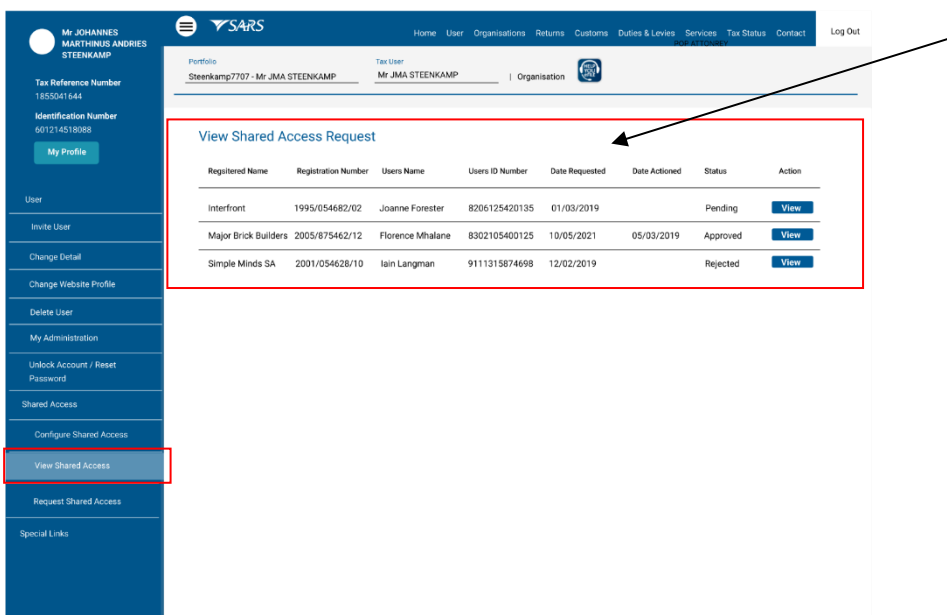
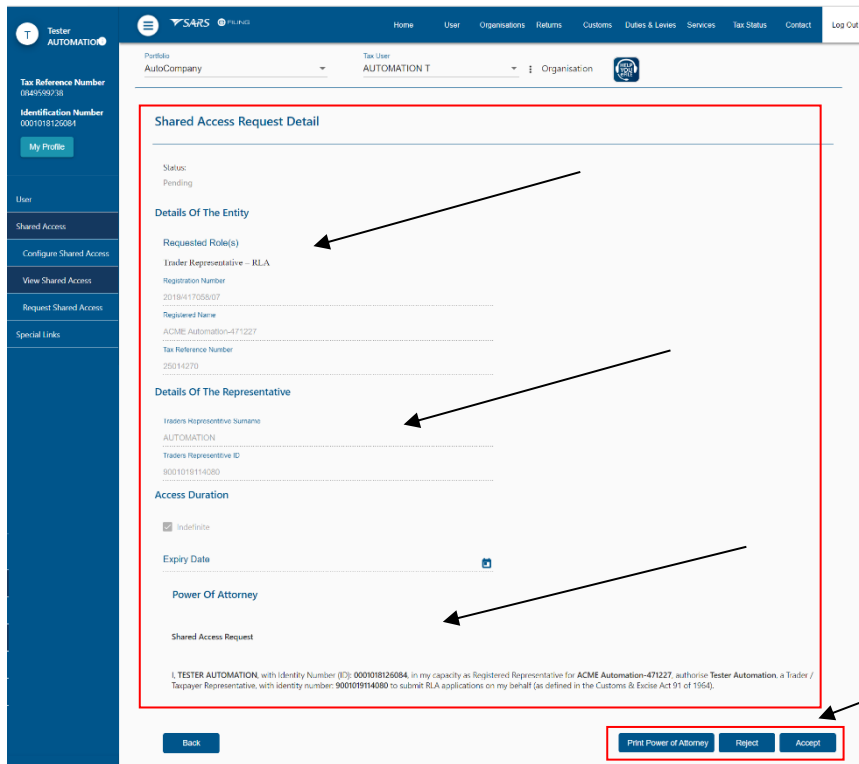e) The registered representative of the entity clicks on the View button.

f) The system displays the Shared Access Request Details page (which is read only) and if the registered representative of the entity:

    i) Wishes to print the power of attorney he/she clicks on the Print Power of Attorney button;

    ii) Disagrees with the shared access he/she clicks on the Reject button. The system displays a message enquiring whether he/she wishes to continue with the rejection of the shared access and if he/she wishes:

        A) Not to continue with the rejection:

            I) The registered representative clicks on the Cancel button; and

            II) Returns to paragraph e) above.

        B) To continue with the rejection:

            I) The registered representative clicks on the Ok button; and

   II) The system updates the status of the shared access from Pending to Rejected.

iii) Agrees with the shared access:
- A) He/she clicks on the Accept button; and
- B) The system displays a message enquiring whether he/she wishes to continue with the acceptance of the shared access. If he/she wishes:
  - I) Not to continue with the acceptance he/she clicks on the Cancel button and returns to paragraph e) above; or
  - II) To continue with the acceptance he/she clicks on the Ok button and the system updates the status of the shared access from Pending to Approved.
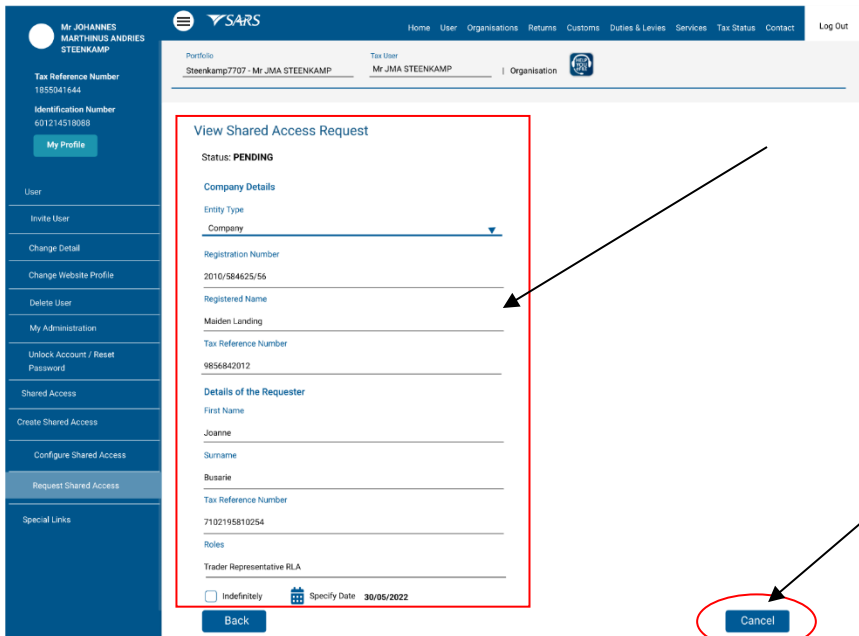

g) The system:

i) Sends an SMS and/or email notification to the registered representative of the entity and the eFiler (trader representative) notifying him/her that the shared access request has been accepted or rejected; and

ii) Updates the Automated Tax Processor System.

h) If the status of a shared access request is displayed as:

i) Approved a registered representative of the entity is allowed to revoke the shared access as described in paragraph 5 below.

ii) Revoked, Rejected, Cancelled or Expired no further actions can be taken by the registered representative of the entity. In these instances a new application would be required in order to appoint a new trader representative.

4.1.2 Cancelation

a) In order to cancel a shared access request the status of the request must be Pending or Approved:

    i) The eFiler (this could be either the trader representative or the registered representative of the entity):
        A) Identifies the shared access to be cancelled; and
        B) Clicks on the View button.
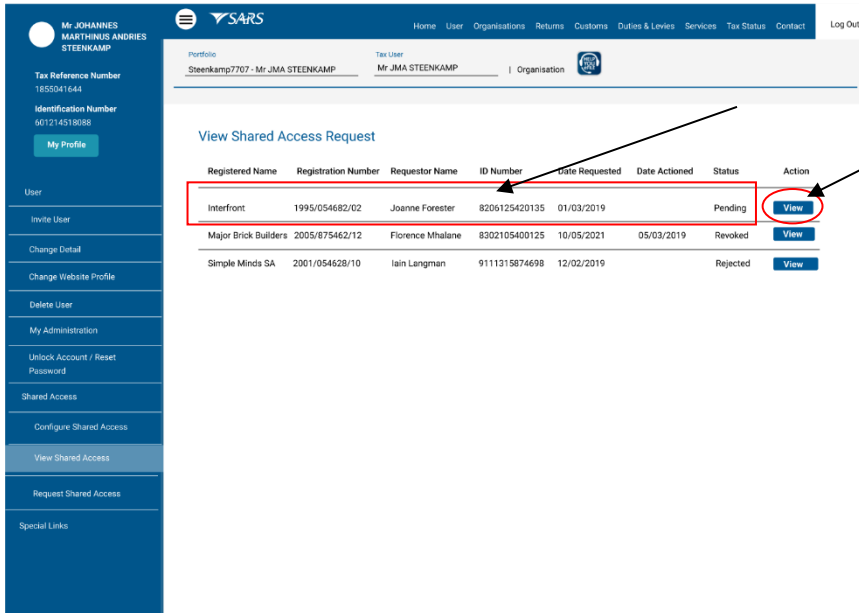
    ii) The system:
        A) Displays the View Shared Access Request page and the user clicks on the Cancel button.

        B) Displays a message enquiring whether the eFiler wants to cancel the shared access. If the eFiler wishes:
            I) Not to continue with the cancellation of the shared access he/she clicks on the No button and the system returns to paragraph A) above; or

II)   To continue with the cancellation of the shared access he/she clicks on the Yes button. The system returns to the View Shared Access Request page and updates the shared access request status from pending to cancelled.
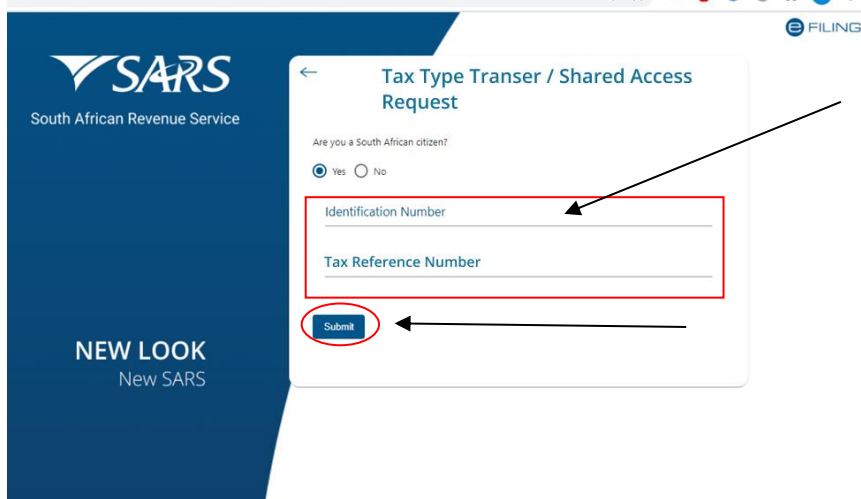

4.2   Registered representative of an entity with no eFiling profile

a)   The registered representative of the entity receives an SMS and / or email notification to go to the SARS website.

b)   If a registered representative of the entity does not action the shared access within five (5) working days the system sends a reminder. A total of three (3) reminder notifications will be sent with five (5) working days after each reminder. If the request is not actioned after the last reminder the system automatically cancels the shared access.

c) The registered representative must:

   i) Click on the Manage Access Request on SARS eFiling;
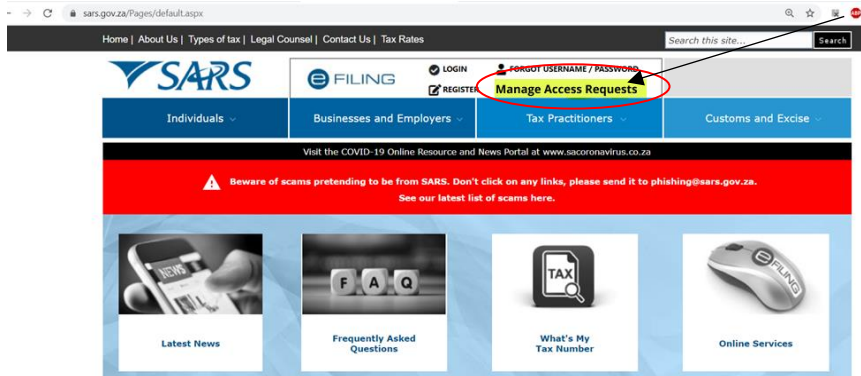
   ii) Indicate if his/she is a South African citizen by selecting the appliable radio button;
   iii) Capture the applicable information required:
   A) ID number; or
   B) Passport number; and
   C) Tax reference number; and
   iv) Click on the Submit button.

d) The system:

   i) Checks if there is any shared access pended against the eFiler's ID or passport number; and
   ii) Displays a message requesting the registered representative of the entity to select the preferred channel where the One Time Pin (OTP) number must be sent to.
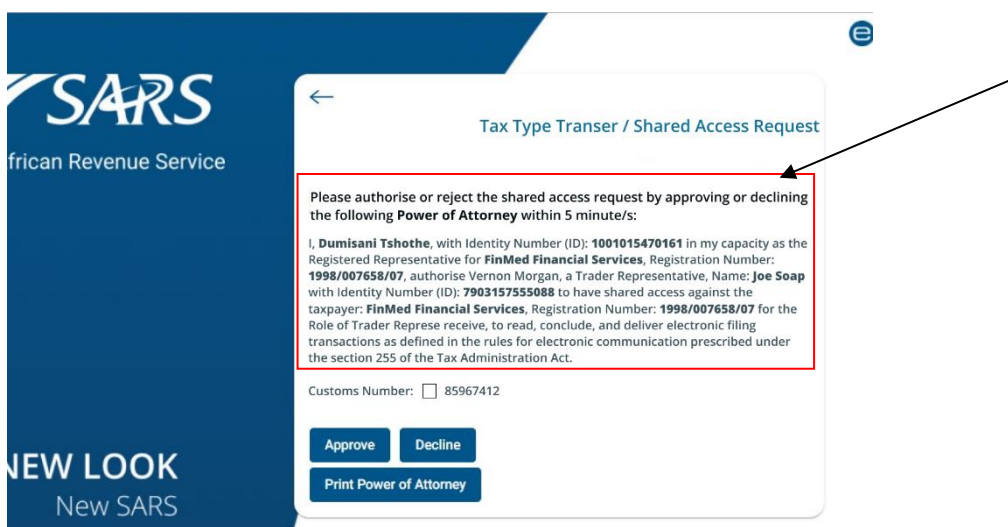
e) The registered representative:

    i) Selects the preferred channel;
    ii) Clicks on the Send OTP button;
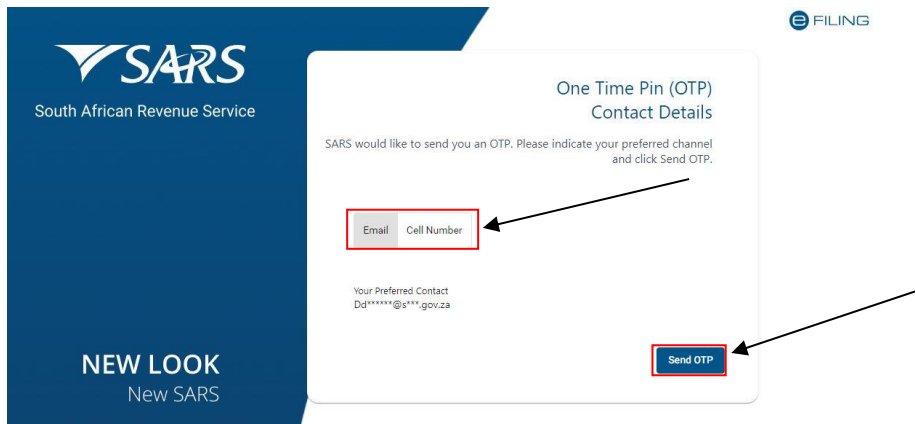
    iii) Receives the OTP number via the selected channel;
    v) Captures the OTP number; and
   vi) Clicks on the Submit button.
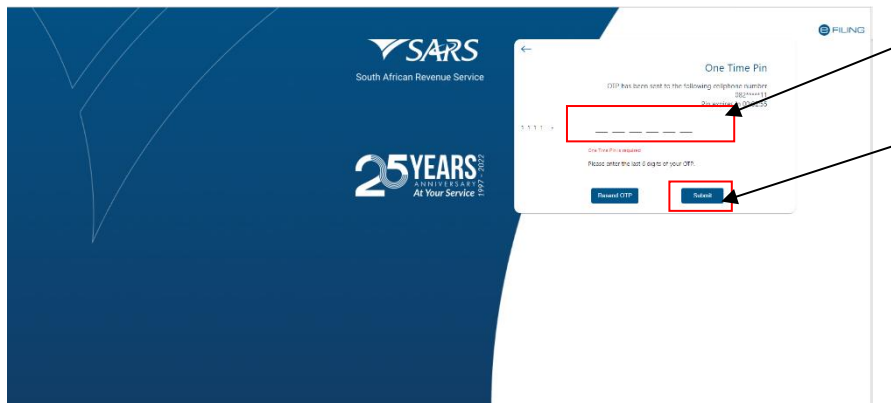
f) The system displays the power of attorney declaration and the authorisation options. If the registered representative:


    i) Wishes to print the power of attorney he/she clicks on the Print Power of Attorney button;
    ii) Disagrees with the shared access he/she:
        A) Ticks the Customs Number tick box; and

B) Clicks on the Decline button. The shared access is cancelled and the eFiler (trader representative) is notified via email or SMS.

iii) Agrees with the request for shared access, he/she:
A) Ticks the Customs Number Tick box; and
B) Clicks on the Approve button.
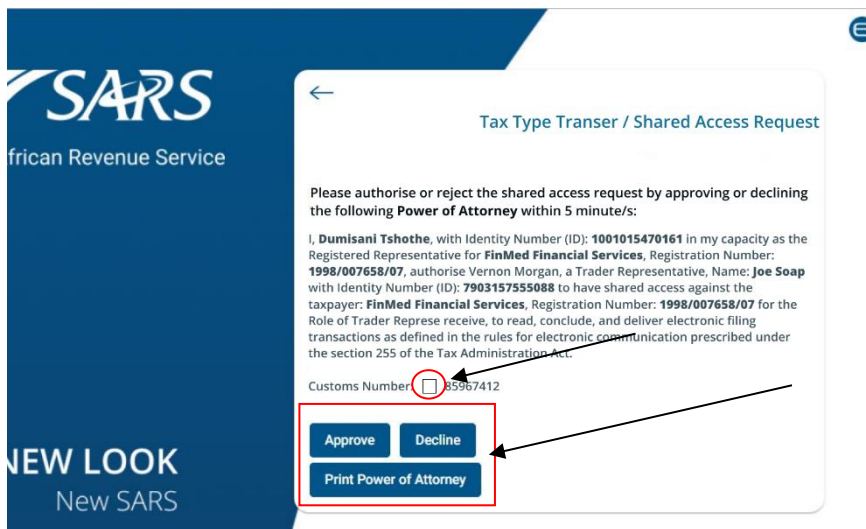
g) The system:

i) Sends an approval notification to the registered representative of the entity and the eFiler (trader representative) notifying him/her that the shared access has been successfully authorised; and
ii) Displays a message that the request has been successfully authorised.

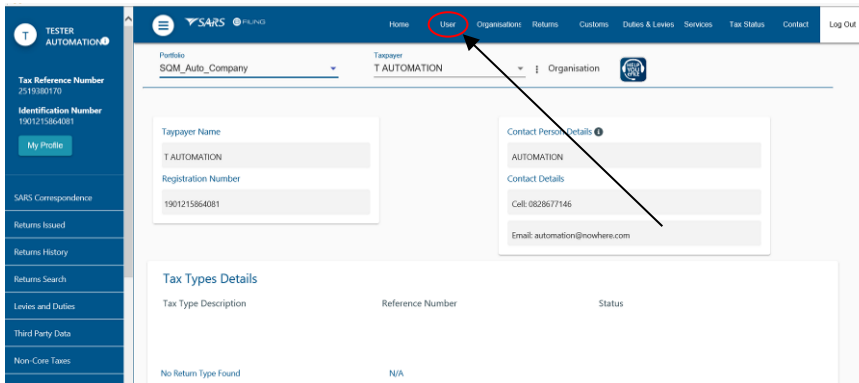h) The registered representative of the entity clicks on the Return to SARS website button.
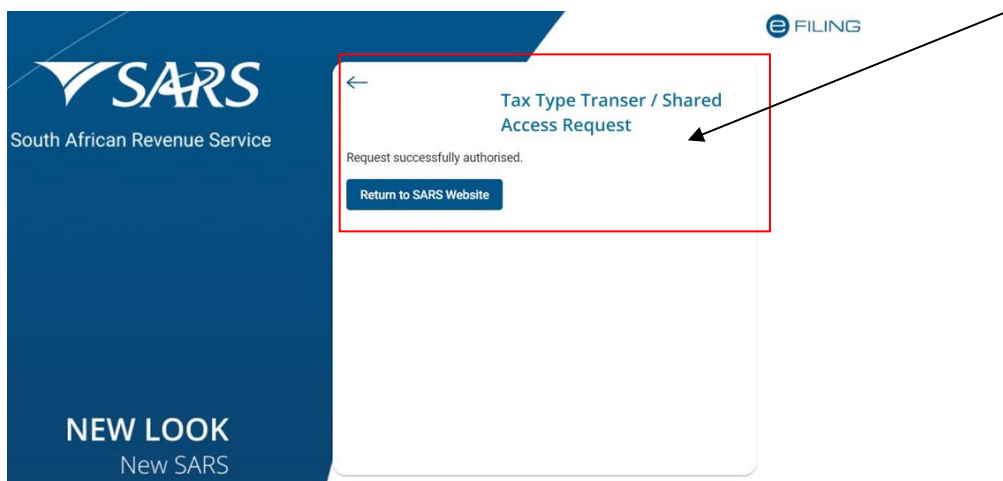
5 REVOKE SHARED ACCESS

a) In order to revoke a shared access the registered representative of the entity:

    i) Logs into eFiling (as described in SC-CF-42);
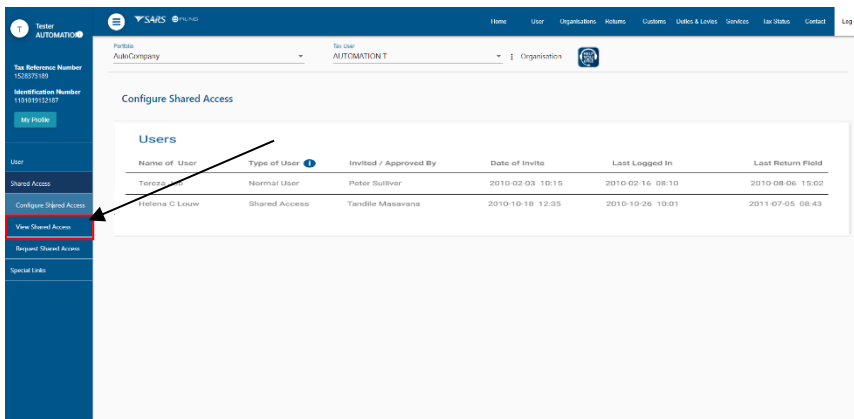   ii) Selects the entity's details under Portfolio; and
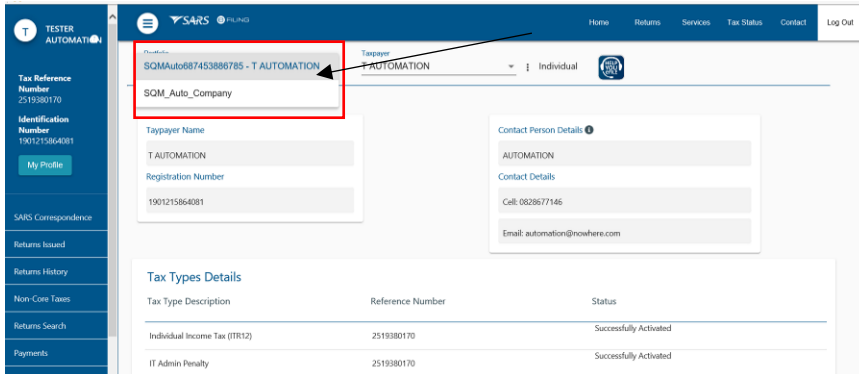

    iii) Selects User in the top-level menu.

b) The system displays the User menu option on the left side of the screen.

    i) The registered representative of the entity clicks on:
       A) Shared Access menu; and
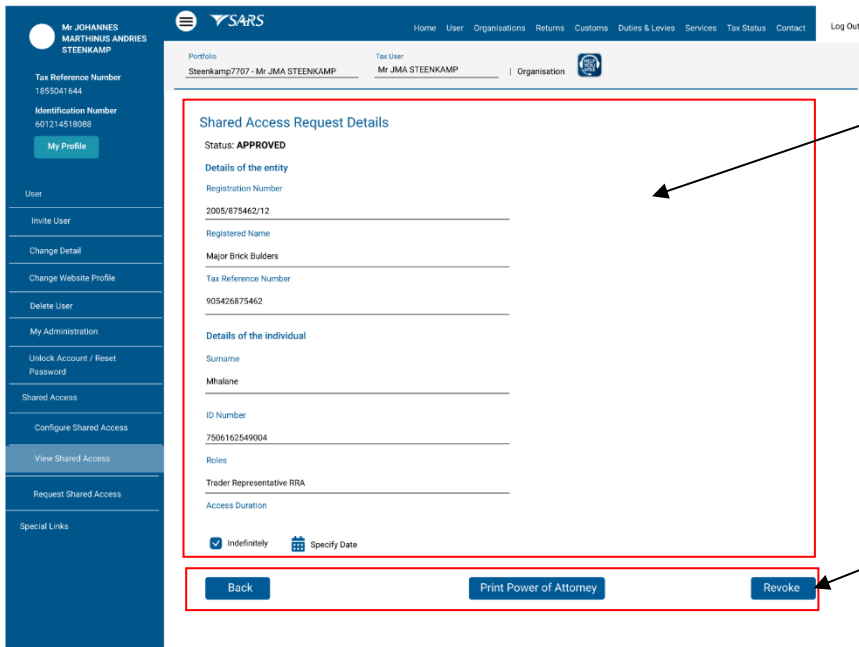   B) View Shared Access.

    ii) The system:
       A) Checks if there are any shared access records listed for the registered representative and if:
          I) Not, the system displays a message that no records are found; or

II) Yes, the system displays a list of all the shared access records linked to the registered representative of the entity and he/she clicks on the View button to select the shared access to be revoked.
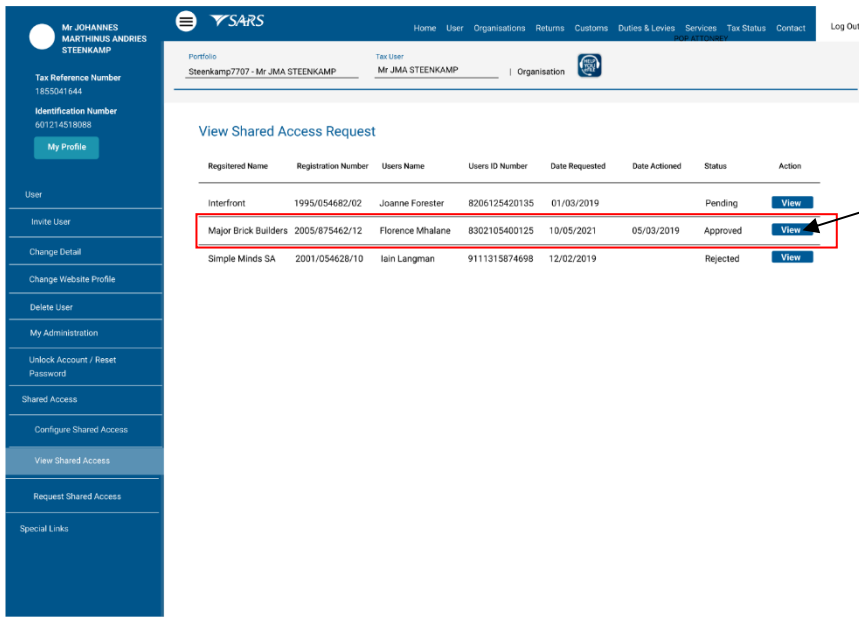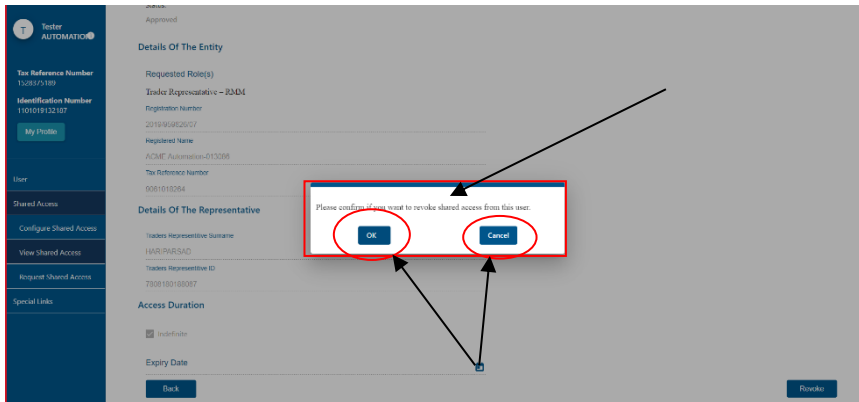

B) Displays the shared access details (ready only) and the registered representative of the entity views the shared access details and if:
   I) The registered representative of the entity selected the incorrect request to be revoked he/she clicks on the Back button and the system returns to paragraph A) above;
   II) The registered representative of the entity wishes to continue to revoke the shared access he/she clicks on the Revoke button.

c) The system displays a message requesting the registered representative of the entity to confirm whether the shared access should be revoked and if the registered representative wishes:

   i) Not to revoke the shared access he/she clicks on the Cancel button and the system returns to paragraph b)ii) above; or

   ii) To continue with the revoking of the shared access he/she clicks on the Ok button.

d) The system:

   i) Displays a message that the shared access configuration has been successfully submitted and the registered representative of the entity clicks on the Ok button;
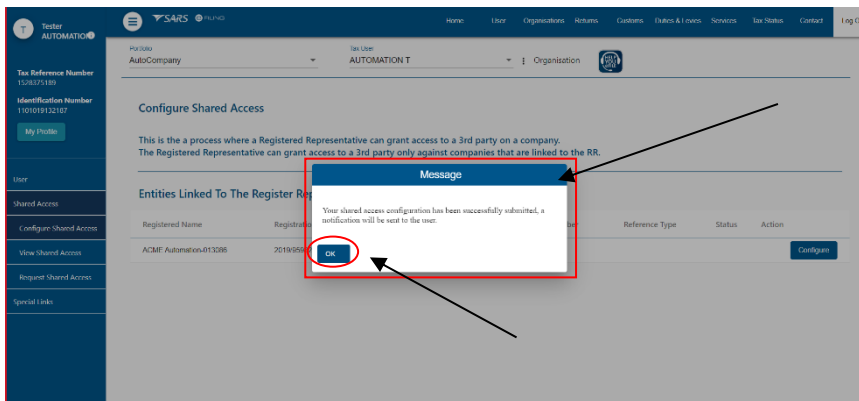
   ii) Updates the status of the shared access from approved to revoked; and

iii)   Sends a notification to the eFiler (trader representative) notifying him/her that the shared access has been revoked.
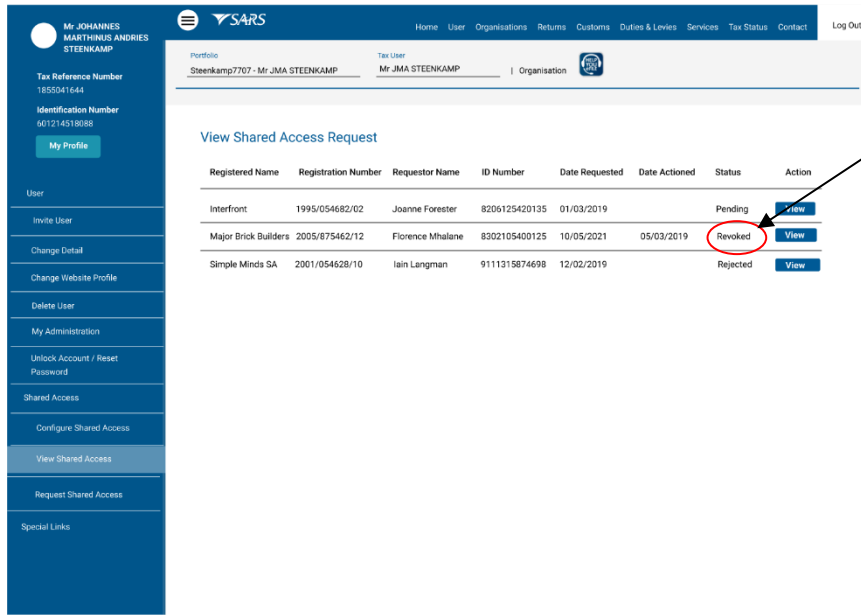
6   DEFINITIONS, ACRONYMS AND ABBREVIATIONS

The definitions, acronyms and abbreviations can be accessed via the following link: Glossary webpage

7   DOCUMENT MANAGEMENT

Business Owner	Head: Accreditation and Licensing
Author	Frans Williams
Detail of Change	Initial release