

eFiling ITR14 Loading system issue.

Dear Taxpayers,

We are aware that some users are experiencing difficulties opening the ITR14 Return on eFiling, as it continues to load repeatedly. While our developers are actively investigating and working on a permanent solution, we have identified a temporary workaround to address this issue.

Step 1: Click on the 'Incorrect return type?' button on the Incometax work page of eFiling. This will prompt the Incorrect return type dialog box to display.

The screenshot shows the SARS eFiling interface. On the left is a navigation menu for Miss MARGARET HALGRYN, including sections for Tax Reference Number (0013192141), Identification Number (7602090038080), My Profile, SARS Correspondence, Returns Issued, Income tax (ITR14/ITR12T/IT12E), Provisional Tax (IRP6), Returns History, Returns Search, Levies and Duties, Third Party Data Certificate Search, and Third Party Data. The main content area is titled 'INCOME TAX WORK PAGE' and displays taxpayer information for 'ABE Projects and Maintenance CC' with an 'eFiling Status' of 'Issued'. Below this is a table of returns:

RETURN TYPE	STATUS	DATE	LAST UPDATED BY	VERSION	CALCULATION RESULTS
ITR14	Issued	2024/03/20		1	Not Requested

Below the table are several buttons: 'Maintain Legal Entity Details', 'Request Historic Documents', 'Refund Status', 'Refresh Return', 'Submitted at Branch', and 'Return Submission Dashboard'. The 'Incorrect return type?' button is highlighted with a red box and a green '1'.

Step 2: Click the 'Continue' button to switch to the IT12EI return.

The screenshot shows the same SARS eFiling interface as above, but with a dialog box open. The dialog box is titled 'Incorrect return type' and contains the following text:

You have chosen to submit a different type of return.

Please confirm that your organisation is liable for new the type of return before choosing to convert your existing return.

Once you have issued your return in the new format, the existing return will no longer be available.

Please contact your nearest SARS branch if you are unsure.

At the bottom of the dialog box, there is a dropdown menu for 'New Return Type' set to 'IT12EI', a 'Continue' button, and a 'Cancel' button. The 'Continue' button is highlighted with a red box and a green '2'.

Step 3: Once the requested return is displayed, click the 'Incorrect return type?' button again. This will bring up the Incorrect return type dialog box once more.

Miss MARGARET HALGRYN

Tax Reference Number: 0013192141
Identification Number: 7602090038080

My Profile

SARS Correspondence

Returns Issued

Income Tax (ITR14/ITR12T/IT12E)

Provisional Tax (IRP6)

Returns History

Returns Search

Levies and Duties

Third Party Data Certificate Search

Third Party Data

Portfolio: marghal4565029 - Maseng Viljoen Inc...
Taxpayer: ABE Projects and Maintenance ...
Organisation: ABE Projects and Maintenance ...

INCOME TAX WORK PAGE

Taxpayer Name: ABE Projects and Maintenance CC
Tax Period: 2023
Tax Reference: 9052301182
Return Type: IT12EI

eFiling Status: Issued

RETURN TYPE	STATUS	DATE	LAST UPDATED BY	VERSION
IT12EI	Return was replaced with latest version	2024/03/20		1

Maintain Legal Entity Details | Refund Status | **Incorrect return type?** 3

LIVE CHAT | ASK A QUESTION?

Step 4: Click the 'Continue' button to switch back to the ITR14 return.

Miss MARGARET HALGRYN

Tax Reference Number: 0013192141
Identification Number: 7602090038080

My Profile

SARS Correspondence

Returns Issued

Income Tax (ITR14/ITR12T/IT12E)

Provisional Tax (IRP6)

Returns History

Returns Search

Levies and Duties

Third Party Data Certificate Search

Third Party Data

Portfolio: marghal4565029 - Maseng Viljoen Inc...
Taxpayer: ABE Projects and Maintenance ...
Organisation: ABE Projects and Maintenance ...

INCOME TAX WORK PAGE

Taxpayer Name: ABE Projects and Maintenance CC
Tax Period: 2023
Tax Reference: 9052301182
Return Type: IT12EI

eFiling Status: Issued

Incorrect return type
You have chosen to submit a different type of return.

Please confirm that your organisation is liable for new the type of return before choosing to convert your existing return.
Once you have issued your return in the new format, the existing return will no longer be available.
Please contact your nearest SARS branch if you are unsure.

New Return Type: ITR14 | Continue | Cancel

close

LIVE CHAT | ASK A QUESTION?

Step 5: Click the 'Continue' button after the return conversion.

Portfolio: marghal4565029 - Maseng Viljoen Inc... Taxpayer: ABE Projects and Maintenance ... Organisation: ABE Projects and Maintenance ...

INCOME TAX WORK PAGE

Taxpayer Name: ABE Projects and Maintenance CC eFiling Status: Issued

Tax Period: 2023

Tax Reference: 2023

Return Type: ITR14

Incorrect return type
 You have chosen to submit a different type of return.
 Please confirm that your organisation is liable for new the type of return before choosing to convert your existing return.
 Once you have issued your return in the new format, the existing return will no longer be available.
 Please contact your nearest SARS branch if you are unsure.

Your return has successfully been converted.

Continue

Step 6: A new ITR14 Return will then display.

Portfolio: marghal4565029 - Maseng Viljoen Inc... Taxpayer: ABE Projects and Maintenance ... Organisation: ABE Projects and Maintenance ...

INCOME TAX WORK PAGE

Taxpayer Name: ABE Projects and Maintenance CC eFiling Status: Issued

Tax Period: 2023

Tax Reference: 9052301182

Return Type: ITR14

RETURN TYPE	STATUS	DATE	LAST UPDATED BY	VERSION	CALCULATION RESULTS
ITR14	Return was replaced with latest version	2024/03/20		1	Not Requested

Maintain Legal Entity Details | Request Historic Documents | Refund Status | Refresh Return | Submitted at Branch | Return Submission Dashboard | Incorrect return type?

Step 7: Open the new return and proceed to complete it as usual.

The screenshot displays the SARS FILING web interface. On the left is a dark blue sidebar with the user's name 'Miss MARGARET HALGRYN' and a 'My Profile' button. Below this are navigation links for 'SARS Correspondence', 'Returns Issued', 'Income tax (ITR14/ITR12I/IT12E)', 'Provisional Tax (IRP6)', 'Returns History', 'Returns Search', 'Levies and Duties', 'Third Party Data Certificate Search', and 'Third Party Data'. The top navigation bar includes 'Home', 'User', 'Organisations', 'Returns', 'Customs', 'Duties & Levies', 'Services', 'Tax Status', 'Contact', and 'Log Out'. The main content area shows the 'INCOME TAX RETURN FOR COMPANIES' page for the year 2023. A red callout box with the text 'The Return opens.' is positioned over the top part of the main content. The page title is 'Company / Close Corporation Information'. Below the title, a light blue box contains a lightbulb icon and the text 'This page allows the company to customise their ITR14 return'. At the bottom, there is a 'Registered Details' section with a red notification icon and the text 'Have the banking, public officer and contact details of the company been verified and confirmed as correct? Y N O'. To the right of this text is a 'LIVE CHAT' button and an 'ASK A QUESTION?' button.