

Exporting Tax Certificates to SARS EasyFile

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1 Introduction

In 2008 SARS introduced a software program called EasyFile to enable employers to submit their employees' tax certificate information and EMP501 reconciliations to SARS electronically. One of the features of the SARS EasyFile software program is the ability to import electronic tax certificate information from an employer's payroll software, thereby eliminating the need for the employer to capture employees' tax certificate information into the SARS EasyFile software program manually.

This document is aimed at providing guidelines for exporting your electronic tax certificate information from Intercode Payroll in order to import the information into the SARS EasyFile software program.

IMPORTANT: Intercode does not provide software support related to the usage of the SARS EasyFile software program as such. For assistance with using the SARS EasyFile software program, please contact SARS directly or visit the SARS eFiling website at www.sarsefiling.co.za

2 The Submission Process

The process that must be followed by employers in order to submit their employees' tax certificate information to SARS electronically using the SARS EasyFile software program consists of five basic steps:

1. The employer's payroll software exports the employees' tax certificate [IRP5/IT3(a)] information to an electronic tax certificate file in the format prescribed by SARS.
2. The electronic tax certificate file which was generated by the employer's payroll software is imported into the SARS EasyFile software.
3. The employer uses the SARS EasyFile software to capture all manual tax certificates (certificates that were not exported from the payroll), if applicable.
4. The SARS EasyFile software uses the information from all the tax certificates (both imported and manually captured) to automatically populate the EMP501 Reconciliation Declaration. The employer enters the monthly liabilities and corresponding monthly payments, and the SARS EasyFile software calculates the difference (if any) between the total declared liabilities and the actual monthly payments.
5. The SARS EasyFile software submits the electronic tax certificate information to SARS via the SARS eFiling web site.

Note: Submitting the EMP501 information to a SARS branch as an encrypted file on CD or DVD is no longer allowed by SARS.

Note: Employers with fewer than 50 employees can upload their electronic tax certificate files directly to the SARS eFiling web site and then complete steps 2 to 5 on eFiling, thus bypassing the need to the EasyFile software.

Printing Tax Certificates

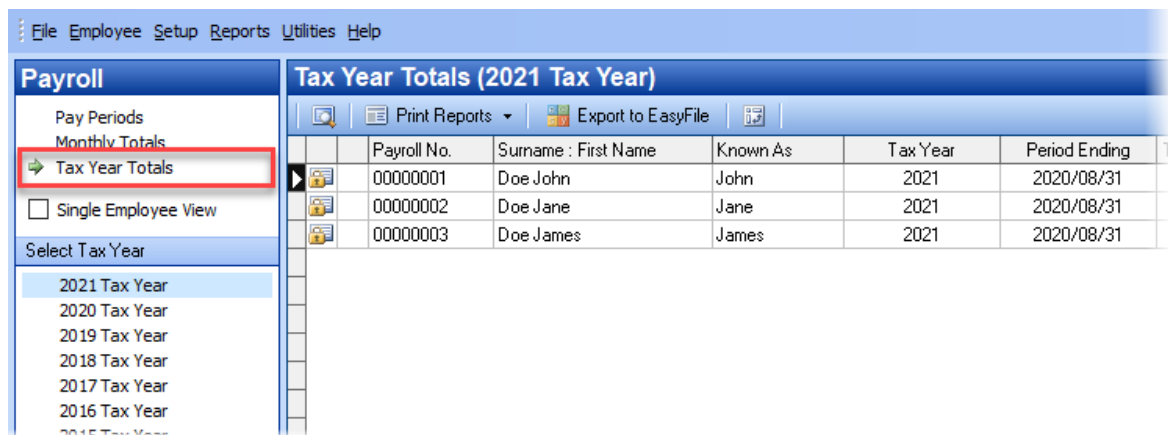
Seeing as all employees' tax certificate information must be submitted to SARS electronically and is then used to prepopulate employees' tax returns, SARS no longer requires or accepts printed tax certificates from employees. Tax certificates can still be printed and distributed to employees, but those certificates are now only for the employees' own records. Though Intercode Payroll has the ability to print tax certificates directly from the payroll, we strongly recommend that you print the official bar-coded SARS tax certificates from either the EasyFile software or the eFiling web site (depending on which was used) instead. Please refer to SARS's own EasyFile or eFiling documentation for details on how to do this.

2.1 Exporting Electronic Tax Certificates from Intercode Payroll

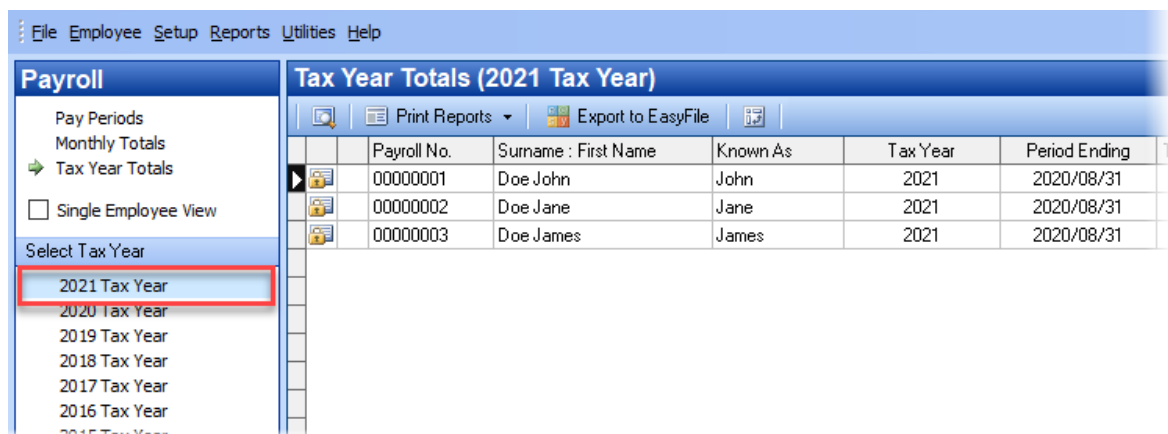
To export your employees' electronic tax certificate information from Intercode Payroll:

Go to the *Payroll* section.

Select *Tax Year Totals* in the navigation pane to the left of the window.



Select the relevant tax year in the navigation pane to the left of the window.



The list of your employees' tax certificates in respect of the selected tax year will be shown in the center of the window.

Identify Manual Tax Certificates (If Applicable)

Manual tax certificates refer to:

- tax certificates that were completed by hand using preprinted stationary supplied to the employer by SARS (no longer applicable), or;
- tax certificates that were (or will be) captured into the SARS EasyFile software manually (i.e. must not be exported from the payroll).

To identify a specific tax certificate as a manual tax certificate:

- Locate the relevant tax certificate and double-click on it to open the *Tax Certificate Item* window.
- In the *Tax Certificate Item* window, tick the *Exclude from Export to EasyFile* option.

Tax Certificate Item

00000001 Doe John

Tax Year	2020	Period From	2019/03/01
Certificate Type	IRP5	Period To	2020/02/29
Certificate No.	00000004	Periods Worked	12.0000
Certificate Status	Validation Passed	Periods in Tax Year	12.0000

Non Taxable Income	R 0.00	SITE	R 0.00
Retirement Funding Income	R 0.00	PAYE	R 12 000.00
Non Retirement Funding Income	R 48 000.00	PAYE : Lump Sum Benefits	R 0.00
Total Income	R 48 000.00	Actual Tax Liability to Date	R 12 000.00

Exclude from Export to EasyFile

Tax Shortfall or Surplus to Date	R 0.00
Reduced Taxation on Travel	No

Tax Period Income Tax Period Deductions

- Click *OK*.

Repeat this process for each tax certificate you want to identify as being a manual tax certificate. Any tax certificate that has been marked as a manual certificate will be excluded from the electronic tax certificate export file. All the remaining tax certificates (i.e. the ones that have not been marked as manual certificates) will be included in the electronic tax certificate export file.

Assign IT3 Reason Codes

If you have any employees on your payroll for whom no employee's tax was deducted throughout the tax year, the tax certificates for those employees will be marked as IT3a certificates instead of IRP5 certificates.

Tax Year	Period Ending	Tax Status	Tax Type	Certificate No.
2020	2020/02/29	IRP5	PAYE	00000004
2020	2020/02/29	IT3A		00000005
2020	2020/02/29	IT3A		00000006

When an IT3a certificate is issued to an employee, the reason for the non-deduction of employee's tax must be indicated on the certificate.

In most cases Intercode Payroll will assign the reason for the non-deduction of employee's tax automatically, but in some cases this is not possible. You should therefore confirm that every IT3a certificate has a non-contribution reason assigned, and that the reason reflected is in fact the true reason why no employee's tax was deducted.

Locate each tax certificate that has been marked as an IT3a certificate, double-click on the tax certificate to open the *Tax Certificate Item* window and confirm that a valid non-deduction reason has been assigned (if you choose to skip this step, any IT3a certificates with missing non-deduction reason codes will be pointed out to you as part of the validation process later on anyway, which might make them easier to find).

Tax Certificate Item

00000002 Doe Jane

Tax Year: 2020 Certificate Type: IT3A Certificate No.: 00000005 Certificate Status: Validation Passed	Period From: 2019/03/01 Period To: 2020/02/29 Periods Worked: 12.0000 Periods in Tax Year: 12.0000
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Non Taxable Income: R 0.00 Retirement Funding Income: R 0.00 Non Retirement Funding Income: R 48 000.00 <hr/> Total Income: R 48 000.00	Reason for Non-deduction of Employee Tax: <div style="border: 1px solid red; padding: 2px; display: inline-block;"> Income Less than Tax Threshold </div>
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Exclude from Export to EasyFile

Tax Period Income Tax Period Deductions

Generating Electronic Certificates

Once all your tax certificates have been prepared and the tax certificate information has been verified, the next step is to generate the electronic tax certificate export file.

Click *Export to EasyFile* on the toolbar at the top of the *Tax Year Totals* window.

This will open the *Export Tax Certificates* wizard.

Reconciliation Period:

On the first page of the wizard, select the reconciliation period for which tax certificate information is being exported.

Export Tax Certificates

Export Tax Certificates

This wizard will guide you through the process of issuing electronic tax certificates.

Tax Year: 2021

Reconciliation Period: 2020 - 08

Next > Cancel

For the interim (August) submission the reconciliation period should end with 08, and for the final (February) submission to reconciliation period should end with 02. Once you have selected the relevant reconciliation period, click *Next* to move to the next page of the wizard.

File Creator Details:

When submitting electronic tax certificate files to SARS, the electronic file must include certain information about the creator of the file. For employers who run their own payrolls, the file creator simply refers to the employer. For persons or institutions who run the payrolls of other employers on their behalf however, the file creator refers to the person or institution actually running the payroll, and not necessarily the employer as such.

Export Tax Certificates

File Creator Details

Enter the details of the person who is creating the export file. This should be the person whom SARS should contact if they have any queries related to the export file, and usually refers to the payroll administrator.

Contact First Name	<input type="text" value="John"/>
Contact Surname	<input type="text" value="Doe"/>
Contact Telephone No.	<input type="text" value="012 555 1234"/>
Contact E-Mail Address	<input type="text" value="johndoe@demo.co.za"/>

Creator Name: The name of the creator of the electronic file.

Contact Person: The name of the person who should be contacted in case of queries relating to the electronic file.

Contact Telephone No.: The telephone number where the specified contact person can be reached.

Contact E-Mail Address: The e-mail address of the specified contact person.

Note: With the exception of the contact e-mail address, all the fields on this page are mandatory and must be completed.

Once you have completed all the required file creator details, click *Next* to move to the next page of the wizard.

Certificate Validation:

Before any tax certificate information can be exported to EasyFile, the tax certificate information must first be validated to ensure that the information is complete and complies with all the SARS regulations. Click *Validate Certificates* to begin the validation process.

Export Tax Certificates

Certificate Validation

Before the electronic tax certificate information can be exported, the information reflected on each tax certificate must first be validated to ensure that the information complies with statutory requirements.

<p>Certificate Validation</p> <p>Validate Certificates</p>	<p>Validation Options</p> <p><input type="checkbox"/> Ignore missing Tax Reference Numbers</p> <p><input type="checkbox"/> Ignore missing Tax Directive Numbers</p>
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< Back Next > Cancel

Once the validation process has been completed you will be presented with the validation results, which will inform you that the validation process has either passed or failed. If the validation process failed, the following message will be displayed at the bottom of the certificate validation page.

Export Tax Certificates

Certificate Validation

Before the electronic tax certificate information can be exported, the information reflected on each tax certificate must first be validated to ensure that the information complies with statutory requirements.

<p>Certificate Validation</p> <p>Validate Certificates</p>	<p>Validation Options</p> <p><input type="checkbox"/> Ignore missing Tax Reference Numbers</p> <p><input type="checkbox"/> Ignore missing Tax Directive Numbers</p>
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Validation Results

Certificate Validation Failed

One or more of your tax certificates contain errors, or are missing certain statutory information. You will not be able to submit these certificates to SARS until these errors have been corrected.

Print Error Report

< Back Next > Cancel

Click *Print Error Report* to print a list of the errors that were found in your tax certificate information. In order to export your tax certificate information to the SARS EasyFile program you

will first need to correct each of the errors listed on the error report, and then start the export process again.

Note: Refer to the *Certificate Validation Errors and Solutions* section of this document for a list of all possible validation errors and their associated solutions.

If the error report indicates that one or more employees are missing income tax reference numbers or tax directive numbers and you are unable to supply these numbers, you have the option to tell Intercode Payroll to re-validate the tax certificate information and ignore those specific errors. You can do this by selecting the relevant options in the *Validation Options* section of the *Certificate Validation* page.

Export Tax Certificates

Certificate Validation

Before the electronic tax certificate information can be exported, the information reflected on each tax certificate must first be validated to ensure that the information complies with statutory requirements.

Certificate Validation

Validate Certificates

Validation Options

Ignore missing Tax Reference Numbers

Ignore missing Tax Directive Numbers

Validation Results

Certificate Validation Failed

One or more of your tax certificates contain errors, or are missing certain statutory information. You will not be able to submit these certificates to SARS until these errors have been corrected.

Print Error Report

< Back Next > Cancel

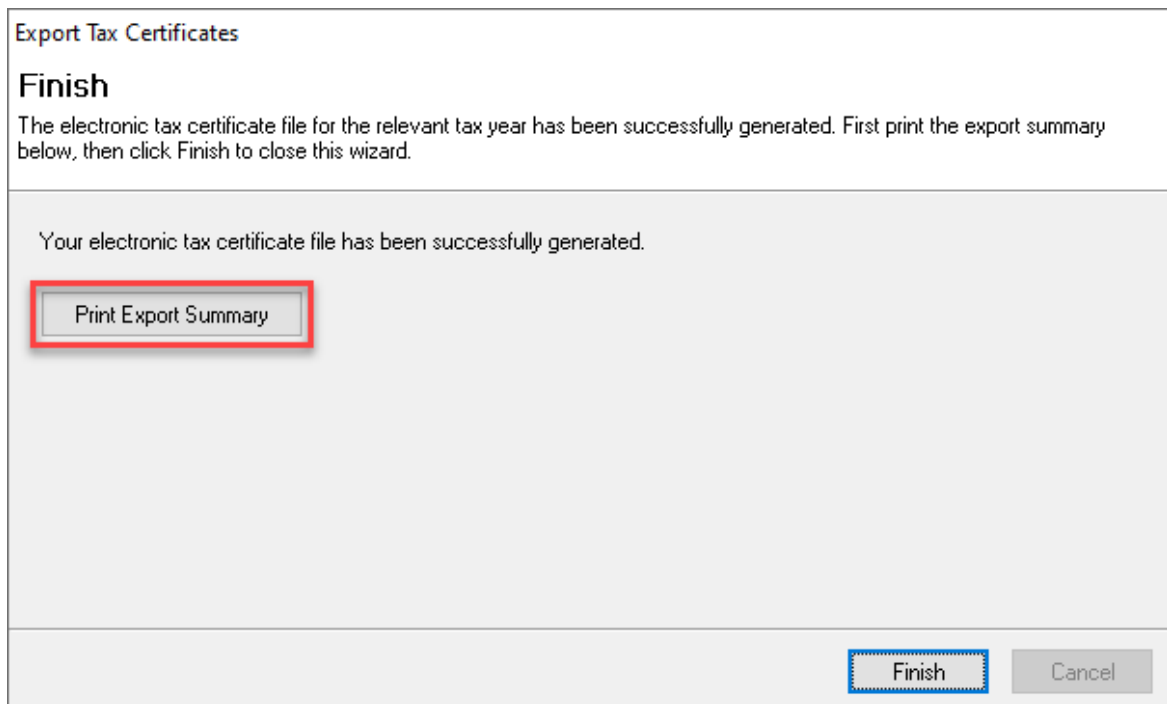
If one or more of these options are selected you will be able to re-validate the relevant tax certificate information whilst ignoring the selected errors, and if the selected errors were the only errors reflected on the original error report, the tax certificate information will now pass validation and you can continue to create the electronic tax certificate export file.

Note: If one or more error types have been ignored, EasyFile will generate warning messages relating to those error types when importing the electronic tax certificate information into EasyFile. The relevant tax certificates will not be rejected by SARS, but employers might incur penalties for not supplying complete information, so this option should only be used as a last resort.

If no errors were found in your tax certificate information (or all existing errors have been corrected) you will see a message stating that all certificates have passed validation. Once you see this message, click *Next* to move to the next page of the wizard.

Export Summary:

After the electronic tax certificate file has been generated, click *Print Export Summary* to print a summary of the tax certificate information contained in the export file.



The export summary contains important information such as the name and location of the export file on your computer's hard disk drive, as well as instructions on how to import the file into the SARS EasyFile software.

Click *Finish* to close the wizard.

2.2 Importing Electronic Tax Certificates into EasyFile

IMPORTANT: Before importing your electronic tax certificate information into the SARS EasyFile software you must first ensure that you are using the latest version of the SARS EasyFile software. SARS will not allow reconciliation declarations and tax certificates to be submitted using previous versions of the EasyFile software. The latest version of the EasyFile software is available for download from the SARS eFiling web site at <https://www.sarsefiling.gov.za>.

Once your electronic tax certificate information has been successfully exported from Intercode Payroll into a file on your computer's hard disk drive, that file must then be imported into the SARS EasyFile software.

The location and name of the electronic tax certificate file that must be imported into the EasyFile software will be indicated on the *Electronic Tax Certificate Export Summary* report that was printed when you created the export file.

Note: You can locate the electronic tax certificate file on your computer's hard disk drive easily by selecting File > Open Folder > Exported Files from the Intercode Payroll main menu. This will open the Windows folder that is used as the default export location for the relevant employer, which is where you should find the export file that was just created.

Inside the SARS EasyFile software, select *Import/Export Payroll File*, browse to the location on your computer's hard disk drive where your electronic tax certificate file was saved and then select the file you want to import. EasyFile will first validate the electronic tax certificate information contained in the file. If the validation process fails, you can view a list of errors that were found in the file by selecting *Utilities > Import Payroll File Log* from the EasyFile main menu. If the validation process was successful however, you can continue to import the file, after which a message will be displayed indicating that the electronic tax certificate file was imported successfully.

Note: For full, step-by-step instructions on importing your electronic tax certificate file into the SARS EasyFile software, please refer to the EasyFile Employer User Guide which can be downloaded from the SARS eFiling web site.

Important:

Intercode Payroll saves your electronic tax certificate information in a comma-delimited text file (as is required by the SARS Business Requirement Specification). The name of the export file is formatted to be unique per employer and per tax year, and consist of the letters "IRP5" followed by an underscore, followed by the employer's income tax reference number, then another underscore, and finally the reconciliation period for which the file was exported. For example, if an employer's income tax reference number is 7912345678 and the export file contains information for the interim (August) submission for the 2020 tax year, the export file will be saved as IRP5_7912345678_201908.TXT. If the file contains information for the final (February) submission for the 2020 tax year however, the file will be saved as IRP5_7912345678_202002.TXT.

The fact that the export file ends with the ".txt" extension does **not mean** that it is not a valid **CSV** file as it is commonly referred to by SARS. The file's content is formatted as "comma separated values", which is what CSV actually means. The file's extension has no significance in this case. The fact that Intercode Payroll does not use the ".csv" file extension for our tax certificate export files is deliberate, as this discourages people from attempting to open the export file in Excel, which could change the file's formatting. EasyFile will accept any import file whose **content** is formatted correctly, regardless of the file name or file extension that is used.

2.3 Verifying Tax Certificate Information and Capturing Manual Certificates

Once you have imported your electronic tax certificate information into the SARS EasyFile software, verify that the information reflected on each of the imported tax certificates is correct.

If any of your employees' tax certificates were marked as being excluded from the export file inside of Intercode Payroll, the information in respect of those tax certificates must be captured into the SARS EasyFile software manually since the information for those tax certificates would not have been present in the electronic tax certificate file.

Note: For more detailed information on how to view imported tax certificates in the SARS EasyFile software, or how to capture manual tax certificates into the SARS EasyFile software, please refer to the EasyFile Employer User Guide which can be downloaded from the SARS eFiling web site.

2.4 Completing the EMP501 Reconciliation

Once you have verified that the information reflected on all your employees' tax certificates (both electronically imported certificates and manually captured certificates) in the SARS EasyFile software is correct, you can proceed with completing the EMP501 Reconciliation Declaration.

The main purpose of the EMP501 Reconciliation Declaration is to identify any discrepancies between the monthly liabilities in respect of PAYE, UIF and SDL declared on the employer's EMP201 returns, and the actual monthly payments made to SARS during the course of the tax year.

To simplify the process of completing the EMP501 Reconciliation Declaration in the SARS EasyFile software program, Intercode Payroll can produce an EMP501 Reconciliation Summary report that reflects the declared liabilities in respect of PAYE, UIF and SDL for each of the months of the relevant tax year.

To print the EMP501 Reconciliation Summary report:

- Go to the *Payroll* section.
- Select *Tax Year Totals* in the navigation pane at the top left of the window.
- Select the relevant tax year in the navigation pane to the left of the window.
- Click *Print Reports* on the toolbar at the top of the window, then select *EMP501 Reconciliation* from the resulting drop-down menu.

The resulting report can then be used as a template for completing the declared monthly liabilities in respect of the various tax types on the EMP501 Reconciliation Declaration in the SARS EasyFile software program (if the monthly liabilities have not been pre-populated by SARS with the values from the employer's EMP201 returns already).

Note: For more detailed information on how to complete the EMP501 Reconciliation Declaration in the SARS EasyFile software, please refer to the EasyFile Employer User Guide which can be downloaded from the SARS eFiling web site.

2.5 Submitting Tax Certificate Information to SARS

Once all the tax certificate information for the relevant tax year has been imported or captured into the SARS EasyFile software, and the EMP501 Reconciliation Declaration has been completed and saved, the employer must submit the electronic EMP501 Reconciliation Declaration together with the accompanying electronic tax certificate information to SARS (refer to the EasyFile Employer User Guide for detailed instructions).

Once the reconciliation declaration has been submitted to SARS, the EasyFile software can also generate Adobe PDF versions of all employees' tax certificates which can be printed and handed to the relevant employees for their own records.

3 Certificate Validation Errors and Solutions

Before Intercode Payroll generates an electronic tax certificate file, the tax certificate information required to generate the file is first validated. If any of the information required to generate the electronic tax certificate file is missing or invalid, Intercode Payroll will produce an IRP5/IT3a Exception List.

The exception list contains a list of each of the errors or omissions that were found in the tax certificate information for the relevant tax year. Each of these errors must be corrected before the electronic tax certificate file can be generated.

3.1 Employer Record Errors

When an error is reported on the main employer record, the *IRP5/IT3a Exception List* will reflect the reason why the employer record failed validation.

The following section lists some common errors that may cause the employer record validation to fail. Where possible, the solution to each of these errors is also provided.

3.1.1 Invalid Employer PAYE/IT3a Reference Number

Cause:

The employer's PAYE or IT3a reference number that was specified in the employer details appears to be invalid.

PAYE or IT3a reference numbers:

- Must be exactly 10 characters in length.
- May only contain numeric characters.
- May not contain spaces.
- Must pass the Modulus 10 verification test as defined by SARS.

Solution:

- Select *Setup > Employer Details* from the main menu.
- On the *Statutory Details* page of the *Employer Setup Wizard*, ensure that the reference number reflected in the *PAYE Reference No.* field is correct.
- Click *Next* until you reach the last page of the *Employer Setup Wizard*, then click *Finish*.

3.1.2 Invalid Employer Physical Address City

Cause:

The employer's physical address city or town that was entered into the employer details exceeds the maximum length of twenty-three characters.

Solution:

- Select *Setup > Employer Details* from the main menu.
- On the *Physical Address* page of the *Employer Setup Wizard*, ensure that the information specified in the *City or Town* field does not exceed twenty-three characters.
- Click *Next* until you reach the last page of the *Employer Setup Wizard*, then click *Finish*.

3.1.3 Invalid Employer Physical Address Postal Code

Cause:

The employer's physical address postal code specified in the employer details is invalid.

South African Postal Codes:

- Must be exactly 4 characters in length.
- May only contain numeric characters.
- May not contain spaces.
- May not consist entirely of zeroes.

Solution:

- Select *Setup > Employer Details* from the main menu.
- On the *Physical Address* page of the *Employer Setup Wizard*, enter a valid postal code into the *Postal Code* field.
- Click *Next* until you reach the last page of the *Employer Setup Wizard*, then click *Finish*.

3.1.4 Invalid Employer Physical Address Street Number

Cause:

The employer's physical address street number specified in the employer details is invalid.

Street Numbers:

- May only contain alphabetic and numeric characters, and spaces.
- May not contain a full stop.

Solution:

- Select *Setup > Employer Details* from the main menu.
- On the *Physical Address* page of the *Employer Setup Wizard*, enter a valid street number into the *Street Number* field.
- Click *Next* until you reach the last page of the *Employer Setup Wizard*, then click *Finish*.

3.1.5 Invalid Employer Physical Address Suburb

Cause:

The employer's physical address suburb or district that was entered into the employer details exceeds the maximum length of thirty-four characters.

Solution:

- Select *Setup > Employer Details* from the main menu.
- On the *Physical Address* page of the *Employer Setup Wizard*, ensure that the information specified in the *Suburb or District* field does not exceed thirty-four characters.
- Click *Next* until you reach the last page of the *Employer Setup Wizard*, then click *Finish*.

3.1.6 Invalid Employer Physical Address Unit Number

Cause:

The employer's physical address unit number specified in the employer details is invalid.

Unit Numbers:

- May only contain alphabetic and numeric characters, and spaces.
- May not contain a full stop.

Solution:

- Select *Setup > Employer Details* from the main menu.
- On the *Physical Address* page of the *Employer Setup Wizard*, enter a valid unit number into the *Unit Number* field.
- Click *Next* until you reach the last page of the *Employer Setup Wizard*, then click *Finish*.

3.1.7 Invalid Employer SDL Reference Number

Cause:

The employer's SDL reference number that was specified in the employer details appears to be invalid.

Solution:

Since the employer's SDL reference number is derived from the employer's PAYE reference number, this error implies that the employer's PAYE reference number is invalid.

- Select *Setup > Employer Details* from the main menu.
- On the *Statutory Details* page of the *Employer Setup Wizard*, ensure that the reference number reflected in the *PAYE Reference No.* field is correct.
- Click *Next* until you reach the last page of the *Employer Setup Wizard*, then click *Finish*.

3.1.8 Invalid Employer Special Economic Zone Code

Cause:

The special economic zone code that was specified in the employer details appears to be invalid.

Special Economic Zones:

- Must be exactly 3 characters in length.
- May not contain spaces.
- Must be a valid special economic zone code as per the SARS PAYE Business Requirement Specification guide.

Solution:

- Select *Setup > Employer Details* from the main menu.
- Click *Next* until you reach the *Employment Tax Incentive* page of the *Employer Setup Wizard*.
- On the *Employment Tax Incentive* page of the *Employer Setup Wizard*, ensure that the *Economic Zone* drop-down at the bottom of the page contains a valid special economic zone name.
- Click *Next* until you reach the last page of the *Employer Setup Wizard*, then click *Finish*.

3.1.9 Invalid Employer Standard Industrial Classification Code

Cause:

The standard industrial classification code that was specified in the employer details appears to be invalid.

Standard Industrial Classifications:

- Must be exactly 5 characters in length.
- May only contain numeric characters.
- May not contain spaces.
- Must be a valid industrial classification as per the Statistics South Africa SIC7 industrial classification guide.

Solution:

- Select *Setup > Employer Details* from the main menu.
- On the *Employer Details* page, click the button to the right of the *SIC Code* field.
- In the *Select Standard Industrial Classification* window, locate and select the relevant industrial classification, then click *OK* (or simply double-click on the relevant industrial classification). The selected standard industrial classification code should now be visible in the *SIC Code* field in the *Employer Setup Wizard*.
- Click *Next* until you reach the last page of the *Employer Setup Wizard*, then click *Finish*.

3.1.10 Invalid Employer Telephone Number

Cause:

The employer's telephone number that was specified in the employer details appears to be invalid.

Telephone Numbers:

- Must be at least 10 characters in length.
- May only contain numeric characters.
- May not contain spaces.

Solution:

- Select *Setup > Employer Details* from the main menu.
- On the *Employer Contact Details* page of the *Employer Setup Wizard*, ensure that the employer's telephone number reflected in the *Telephone No.* field is correct.
- Click *Next* until you reach the last page of the *Employer Setup Wizard*, then click *Finish*.

3.1.11 Invalid Employer Trade Classification Code

Cause:

The trade classification code that was specified in the employer details appears to be invalid.

Trade Classifications:

- Must be exactly 4 characters in length.
- May only contain numeric characters.
- May not contain spaces.
- Must be a valid trade classification as per the VAT403 trade classification guide.

Solution:

- Select *Setup > Employer Details* from the main menu.
- On the *Employer Details* page of the *Employer Setup Wizard*, ensure that the *Trade Classification* field contains a valid trade classification code.
- Click *Next* until you reach the last page of the *Employer Setup Wizard*, then click *Finish*.

Note: The Employer Trade Classification code was removed from the SARS Business Requirement Specification as of the 2020-08 interim reconciliation period.

3.1.12 Invalid Employer UIF Reference Number

Cause:

The employer's UIF reference number that was specified in the employer details appears to be invalid.

Solution:

Since the employer's UIF reference number is derived from the employer's PAYE reference number, this error implies that the employer's PAYE reference number is invalid.

- Select *Setup > Employer Details* from the main menu.
- On the *Statutory Details* page of the *Employer Setup Wizard*, ensure that the reference number reflected in the *PAYE Reference No.* field is correct.
- Click *Next* until you reach the last page of the *Employer Setup Wizard*, then click *Finish*.

3.1.13 Missing Deduction Beneficiary Record

Cause:

One of the pre-defined deduction beneficiary records that Intercode Payroll expected to be present, could not be located.

If you encounter this error you should contact the Intercode support desk for assistance.

3.1.14 Missing Deduction Type Record

Cause:

One of the pre-defined deduction type records that Intercode Payroll expected to be present, could not be located.

If you encounter this error you should contact the Intercode support desk for assistance.

3.1.15 Missing Employer PAYE/IT3a Reference Number

Cause:

The employer's PAYE or IT3a reference number is missing from the employer details.

Solution:

- Select *Setup > Employer Details* from the main menu.
- On the *Statutory Details* page of the *Employer Setup Wizard*, type the employer's PAYE or IT3a reference number into the *PAYE Reference No.* field.
- Click *Next* until you reach the last page of the *Employer Setup Wizard*, then click *Finish*.

3.1.16 Missing Employer Physical Address Street Name

Cause:

The employer's physical address street name (or farm name) is missing from the employer details.

Solution:

- Select *Setup > Employer Details* from the main menu.
- On the *Physical Address* page of the *Employer Setup Wizard*, enter the street name (or farm name) portion of the employer's physical address into the *Street Name* field.
- Click *Next* until you reach the last page of the *Employer Setup Wizard*, then click *Finish*.

3.1.17 Missing Employer Physical Address Suburb or City

Cause:

The employer's physical address suburb or district and city or town fields are both missing from the employer details.

Solution:

- Select *Setup > Employer Details* from the main menu.
- On the *Physical Address* page of the *Employer Setup Wizard*, enter either the suburb or district, or the city or town portions of the employer's physical address into the *Suburb or District* or *City or Town* fields.
- Click *Next* until you reach the last page of the *Employer Setup Wizard*, then click *Finish*.

Note: It is mandatory to complete either the suburb or district, or the city or town portion of the employer's physical address. If either one of these fields has been completed, the other becomes optional.

3.1.18 Missing Employer Physical Address Postal Code

Cause:

The employer's physical address postal code is missing from the employer details.

Solution:

- Select *Setup > Employer Details* from the main menu.
- On the *Physical Address* page of the *Employer Setup Wizard*, enter the employer's physical address postal code into the *Postal Code* field.
- Click *Next* until you reach the last page of the *Employer Setup Wizard*, then click *Finish*.

3.1.19 Missing Employer SDL Reference Number

Cause:

The employer's SDL reference number is missing from the employer details.

Solution:

Since the employer's SDL reference number is derived from the employer's PAYE reference number, this error implies that the employer's PAYE reference number has not been completed.

- Select *Setup > Employer Details* from the main menu.
- On the *Statutory Details* page of the *Employer Setup Wizard*, type the employer's PAYE or IT3a reference number into the *PAYE Reference No.* field.
- Click *Next* until you reach the last page of the *Employer Setup Wizard*, then click *Finish*.

3.1.20 Missing Employer Special Economic Zone Code

Cause:

The employer's special economic zone code is missing from the employer details.

Solution:

- Select *Setup > Employer Details* from the main menu.
- Click *Next* until you reach the *Employment Tax Incentive* page of the *Employer Setup Wizard*.
- On the *Employment Tax Incentive* page of the *Employer Setup Wizard*, ensure that the *Economic Zone* drop-down at the bottom of the page contains a valid special economic zone name.
- Click *Next* until you reach the last page of the *Employer Setup Wizard*, then click *Finish*.

3.1.21 Missing Employer Standard Industrial Classification Code

Cause:

The employer's industrial classification code is missing from the employer details.

Solution:

- Select *Setup > Employer Details* from the main menu.
- On the *Employer Details* page, click the button to the right of the *SIC Code* field.
- In the *Select Standard Industrial Classification* window, locate and select the relevant industrial classification, then click *OK* (or simply double-click on the relevant industrial classification). The selected standard industrial classification code should now be visible in the *SIC Code* field in the *Employer Setup Wizard*.
- Click *Next* until you reach the last page of the *Employer Setup Wizard*, then click *Finish*.

3.1.22 Missing Employer Telephone Number

Cause:

The employer's telephone number is missing from the employer details.

Solution:

- Select *Setup > Employer Details* from the main menu.
- On the *Employer Contact Details* page of the *Employer Setup Wizard*, type the employer's telephone number into the *Telephone No.* field.
- Click *Next* until you reach the last page of the *Employer Setup Wizard*, then click *Finish*.

3.1.23 Missing Employer Trade Classification Code

Cause:

The employer's trade classification code is missing from the employer details.

Solution:

- Select *Setup > Employer Details* from the main menu.
- On the *Employer Details* page (the first page) of the *Employer Setup Wizard*, click the button to the right of the *Trade Classification* field.
- In the *Select Trade Classification* window, locate and select the relevant trade classification, then click *OK* to close the window (or simply double-click on the relevant trade classification). The selected trade classification code should now be visible in the *Trade Classification* field in the *Employer Setup Wizard*.
- Click *Next* until you reach the last page of the *Employer Setup Wizard*, then click *Finish*.

3.1.24 Missing Employer Trading Name

Cause:

The employer's registered company name or trading name is missing from the employer details.

Solution:

Since the employer's registered company name or trading name is linked to the Intercode Payroll license key that was used to register the relevant employer file, you will not be able to correct this error yourself.

If you encounter this error you should contact the Intercode support desk for assistance.

3.1.25 Missing Employer UIF Reference Number

Cause:

The employer's UIF reference number is missing from the employer details.

Solution:

Since the employer's UIF reference number is derived from the employer's PAYE reference number, this error implies that the employer's PAYE reference number has not been completed.

- Select *Setup > Employer Details* from the main menu.
- On the *Statutory Details* page of the *Employer Setup Wizard*, type the employer's PAYE or IT3a reference number into the *PAYE Reference No.* field.
- Click *Next* until you reach the last page of the *Employer Setup Wizard*, then click *Finish*.

3.1.26 Tax Year Must Exceed 1998

Cause:

You are trying to export electronic tax certificate information in respect of a tax year prior to 1999. SARS will not accept electronic tax certificate information in respect of the tax years prior to 1999.

If you encounter this error you should contact the Intercode support desk for assistance.

3.1.27 Tax Year May Not Exceed 20xx

Cause:

You are trying to export electronic tax certificate information in respect of a tax year that is greater than the current year plus one. SARS will not accept electronic tax certificate information in respect of tax years that exceed the current year by more than one.

If you encounter this error you should contact the Intercode support desk for assistance.

3.2 Employee Record Errors

When an error is reported on one or more employee tax certificate records, the IRP5/IT3a Exception List will reflect the payroll number, first name and surname of each of the employees whose tax certificates failed validation, and will also reflect the reasons why each of the tax certificates failed validation.

The following section lists some common errors that may cause employee tax certificate validation to fail. Where possible, the solution to each of these errors is also provided.

3.2.1 Code 3601 Invalid for Directors (Requires 3615)

Cause:

The relevant employee is a director of a company or a member of a close corporation (Nature of Person C), but the employee's tax certificate has remuneration reflected under code 3601 (Normal Income). If an employee is a director of a company or a member of a close corporation, all remuneration paid to that employee must be reflected under code 3615 (Director's Remuneration) on the employee's tax certificate.

If you encounter this error you should contact the Intercode support desk for assistance.

3.2.2 Code 3615 Only Valid for Directors (Nature C)

Cause:

The relevant employee is not a director of a company or a member of a close corporation, but the employee's tax certificate has remuneration reflected under code 3615 (Director's Remuneration). Code 3615 may only be used on an employee's tax certificate if the employee is a director of a company or a member of a close corporation (Nature of Person C)

If you encounter this error you should contact the Intercode support desk for assistance.

3.2.3 Code 3810 Not Allowed if Code 4493 is Present

Cause:

The relevant employee's tax certificate contains both code 3810 (Medical Aid Fringe Benefit) and code 4493 (Employer Medical Aid Contributions i.r.o Pensioners).

If you encounter this error you should contact the Intercode support desk for assistance.

3.2.4 Code (xxxx) Invalid for Tax Years After (xxxx)

Cause:

The income or deduction code indicated by (xxxx) is present on a tax certificate for a tax year that falls after the year in which the code was discontinued by SARS.

If you encounter this error you should contact the Intercode support desk for assistance.

3.2.5 Code (xxxx) Invalid for Tax Years Prior to (xxxx)

Cause:

The income or deduction code indicated by (xxxx) is present on a tax certificate for a tax year that falls before the year in which the code was first introduced by SARS.

If you encounter this error you should contact the Intercode support desk for assistance.

3.2.6 Code 4474 Not Allowed if Code 4493 is Present

Cause:

The relevant employee's tax certificate contains both code 4474 (Employer Medical Aid Contributions) and code 4493 (Employer Medical Aid Contributions i.r.o Pensioners).

If you encounter this error you should contact the Intercode support desk for assistance.

3.2.7 Date of Birth Does Not Match ID Number

Cause:

The employee's date of birth does not correspond to the first six digits of the employee's ID number as specified in the employee's personal details. This implies that either the employee's date of birth or the employee's ID number was entered incorrectly.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- In the *Employee Setup Wizard*, ensure that the employee's date of birth corresponds to the first six digits of the employee's ID number by either:
 - Correcting the employee's ID number on the *Employee Type* page, or
 - Correcting the employee's date of birth on the *Personal Details* page.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

3.2.8 Duplicate Tax Certificate Number

Cause:

The tax certificate number assigned to the relevant tax certificate is already assigned to a different tax certificate for the same tax year.

Solution:

- Go to the *Payroll* section.
- Select *Tax Year Totals* in the navigation pane at the top left of the window.
- Select the relevant tax year in the navigation pane to the left of the window.
- Double-click on the relevant employee's tax certificate to open the *Tax Certificate Item* window.
- In the *Tax Certificate Item* window, click *Edit Certificate No.*
- In the *Tax Certificate Number* window, enter any eight-digit tax certificate number that is unique for the relevant tax year (i.e. that is not assigned to any other tax certificate for the same tax year).
- Click *OK* to close the *Tax Certificate Number* window.
- Click *OK* again to close the *Tax Certificate Item* window.

3.2.9 Incomplete Payroll Information

Cause:

The employee does not have complete payroll information for the tax period being processed.

In order for tax certificate information to be exported to EasyFile the employee's payroll information for the relevant reconciliation period must be complete. This means that each employee must have payroll information (payslips) at least up to the end of the month of the relevant reconciliation period, unless the employee was terminated before the end of the relevant reconciliation period, in which case the employee must have payroll information up to (and including) the employee's termination date.

Missing Payslips or Termination not in Effect:

This error indicates that the employee's last payslip falls before the end of the month of the relevant reconciliation period, which means that the employee's payroll information for the reconciliation period is not yet complete and can therefore not be submitted to SARS.

Solution:

Ensure that the employee has payroll information (payslips) up to the end of the month of the reconciliation period (unless the employee was terminated before the end of the reconciliation period). For an employee's payroll information in respect of a given reconciliation period to be

complete, all the employee's payslips up to and including the end of the month of reconciliation must exist, and must already be approved and closed.

If the employee was terminated before the end of the reconciliation period, this error indicates that the employee's termination is not yet in effect. In other words, the employee does not have payroll information (payslips) up to the employee's termination date. The mere fact that a termination date has been specified for an employee does not necessarily mean that the employee's termination is in effect - an employee's termination only becomes effective when the employee's last payslip that includes the employee's termination date has been approved and closed. First make sure that a termination date has been specified for the employee, and then make sure that the employee has payslips up to the termination date, and then that the employee's last payslip has already been approved and closed (i.e. the last payment date corresponds to the employee's termination date).

Latest Payslip is Still Open:

This error indicates that the employee's latest payslip is the employee's last payslip that forms part of the relevant reconciliation period, but that the payslip has not yet been approved and closed.

Solution:

Go to the *Payroll* section, locate the latest payslip for the relevant employee, and make sure that the payslip has been approved and closed.

3.2.10 Invalid Bank Account Holder Name

Cause:

The Account Holder field of the employee's banking details is set to Own Account, but the employee's full name and surname exceeds the maximum length allowed for the account holder's name on the employee's tax certificate.

Bank Account Holder Names:

- May not exceed a maximum of fifty characters in length

Solution:

If the Account Holder field of the employee's banking details indicates that the employee is the account holder, Intercode Payroll automatically uses the employee's first name and surname as the Account Holder Name for tax certificate purposes. However, since the maximum length allowed for the account holder's name is limited to fifty characters, a situation can arise where the employee's full first name and surname exceeds fifty characters. If this is the case, Intercode Payroll will then attempt to use only the employee's first initial and surname as the account holder's name. If the combined length of the employee's first initial and surname still exceeds the fifty-character limit however, there is nothing more the software can do to further shorten the account holders name in a sensible way.

If this error occurs, you will have to exclude the relevant tax certificate from the export to EasyFile, and then capture the details of that tax certificate into EasyFile manually, at which point you will then have the opportunity to specify an account holder name of your choice.

3.2.11 Invalid Bank Account Holder Type

Cause:

The bank account holder type specified in the employee's banking details is invalid.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- In the *Employee Setup Wizard*, click *Next* to move to the *Banking Details* page.
- Click the *Account Holder* drop-down and select the relevant option from the list of available options.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

3.2.12 Invalid Bank Account Number

Cause:

The bank account number specified in the employee's banking details is invalid.

Bank Account Numbers:

- May only contain numeric characters.
- May not contain spaces.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- In the *Employee Setup Wizard*, click *Next* to move to the *Banking Details* page.
- On the *Banking Details* page, ensure that the employee's bank account number has been entered correctly.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

3.2.13 Invalid Bank Account Type

Cause:

The bank account type specified in the employee's banking details is invalid.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- In the *Employee Setup Wizard*, click *Next* to move to the *Banking Details* page.
- Click the *Account Type* drop-down and select the relevant option from the list of available options.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

3.2.14 Invalid Bank Branch Code

Cause:

The bank branch code specified in the employee's banking details is invalid.

Bank Branch Codes:

- Must be exactly 6 characters in length.
- May only contain numeric characters.
- May not contain spaces.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- In the *Employee Setup Wizard*, click *Next* to move to the *Banking Details* page.
- On the *Banking Details* page, ensure that the employee's bank branch code has been entered correctly.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

3.2.15 Invalid Bank Name

Cause:

The bank name specified in the employee's banking details is invalid.

Bank Names:

- May not contain opening or closing brackets.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- In the *Employee Setup Wizard*, click *Next* to move to the *Banking Details* page.
- On the *Banking Details* page, ensure that the employee's bank name has been entered correctly.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

3.2.16 Invalid Employee Work Address City

Cause:

The employee's business address city or town exceeds the maximum length of twenty-one characters.

Solution:

The employee's business address can be the same as the employer's physical address, or can be a different address that is linked to the employee's job profile.

- Select *Setup > Job Locations* from the main menu.
- In the *Job Locations* window, double-click on the first job location definition.
- In the *Job Location Definition* window, ensure that the information specified in the *City or Town* field does not exceed twenty-one characters.
- Click *OK* to close the window.

Repeat the above process for each of the job locations that have been defined on your payroll.

3.2.17 Invalid Employee Work Address Country Code

Cause:

The employee's business address country code appears to be invalid.

Solution:

The employee's business address can be the same as the employer's physical address, or can be a different address that is linked to the employee's job profile.

- Select *Setup > Job Locations* from the main menu.
- In the *Job Locations* window, double-click on the first job location definition.
- In the *Job Location Definition* window, ensure that the *Country* has been selected.
- Click *OK* to close the window.

Repeat the above process for each of the job locations that have been defined on your payroll.

3.2.18 Invalid Employee Work Address Postal Code

Cause:

The employee's business address postal code is invalid.

South African Postal Codes:

- Must be exactly 4 characters in length.
- May only contain numeric characters.
- May not contain spaces.
- May not consist entirely of zeroes.

Note: The above criteria apply to South African postal codes only. International postal codes may be up to 10 characters in length and may contain both alphabetical and numeric characters, special characters (such as hyphens) and spaces.

Solution:

The employee's business address can be the same as the employer's physical address, or can be a different address that is linked to the employee's job profile.

- Select *Setup > Job Locations* from the main menu.
- In the *Job Locations* window, double-click on the first job location definition.
- In the *Job Location Definition* window, ensure that the information specified in the *Postal Code* field is a valid postal code.

- Click *OK* to close the window.

Repeat the above process for each of the job locations that have been defined on your payroll.

3.2.19 Invalid Employee Work Address Street Number

Cause:

The employee's business address street number is invalid.

Street Numbers:

- May only contain alphabetic and numeric characters, and spaces.
- May not contain a full stop.

Solution:

The employee's business address can be the same as the employer's physical address, or can be a different address that is linked to the employee's job profile.

- Select *Setup > Job Locations* from the main menu.
- In the *Job Locations* window, double-click on the first job location definition.
- In the *Job Location Definition* window, enter a valid street number into the *Street Number* field.
- Click *OK* to close the window.

Repeat the above process for each of the job locations that have been defined on your payroll.

3.2.20 Invalid Employee Work Address Suburb

Cause:

The employee's business address suburb or district exceeds the maximum length of thirty-three characters.

Solution:

The employee's business address can be the same as the employer's physical address, or can be a different address that is linked to the employee's job profile.

- Select *Setup > Job Locations* from the main menu.

- In the *Job Locations* window, double-click on the first job location definition.
- In the *Job Location Definition* window, ensure that the information specified in the *Suburb or District* field does not exceed thirty-three characters.
- Click *OK* to close the window.

Repeat the above process for each of the job locations that have been defined on your payroll.

3.2.21 Invalid Employee Work Address Unit Number

Cause:

The employee's business address unit number is invalid.

Unit Numbers:

- May only contain alphabetic and numeric characters, and spaces.
- May not contain a full stop.

Solution:

The employee's business address can be the same as the employer's physical address, or can be a different address that is linked to the employee's job profile.

- Select *Setup > Job Locations* from the main menu.
- In the *Job Locations* window, double-click on the first job location definition.
- In the *Job Location Definition* window, enter a valid unit number into the *Unit Number* field.
- Click *OK* to close the window.

Repeat the above process for each of the job locations that have been defined on your payroll.

3.2.22 Invalid Employee First or Second Name

Cause:

The employee's first name, second name or third name specified in the employee's personal details appears to be invalid.

First, Second and Third Names:

- May not contain numeric characters.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- In the *Employee Setup Wizard*, click *Next* to move to the *Personal Details* page.
- Ensure that the employee's first name (and second and third names if applicable) contain only valid alphabetical characters.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

3.2.23 Invalid Employee Initials

Cause:

The employee's initials appear to be invalid. Since the employee's initials are derived from the employee's first, second and third names, this error implies that the employee's first name, second name or third name specified in the employee's personal details is invalid.

First, Second and Third Names:

- May only start with alphabetical characters.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- In the *Employee Setup Wizard*, click *Next* to move to the *Personal Details* page.
- Ensure that the employee's first name (and second and third names if applicable) starts with a valid alphabetical character.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

3.2.24 Invalid Employee Nature

Cause:

The employee nature code indicated on the employee's tax certificate is not recognized as a valid nature code as defined by SARS.

If you encounter this error you should contact the Intercode support desk for assistance.

3.2.25 Invalid Employee Payroll Number

Cause:

The employee's payroll number appears to be invalid.

Payroll Numbers:

- May not contain spaces.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- On the first page of the *Employee Setup Wizard*, ensure that the employee's payroll number is valid.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

Note: If the Payroll Number field in the Employee Setup Wizard is disabled, select Setup > Options from the main menu, then select the Payroll Numbers tab and remove the tick mark from the Generate Payroll Numbers Automatically option. Once the relevant payroll numbers have been corrected, this option can then be reactivated if required.

3.2.26 Invalid Employee Physical Address City

Cause:

The employee's physical address city or town that was entered into the employee details exceeds the maximum length of twenty-one characters.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- On the *Physical Address* page of the *Employee Setup Wizard*, ensure that the information specified in the *City or Town* field does not exceed twenty-one characters.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

3.2.27 Invalid Employee Physical Address Country Code

Cause:

The employee's physical address country that was entered into the employee details appears to be invalid.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- On the *Physical Address* page of the *Employee Setup Wizard*, ensure that the *Country* has been selected.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

3.2.28 Invalid Employee Physical Address Postal Code

Cause:

The employee's physical address postal code specified in the employee details is invalid.

South African Postal Codes:

- Must be exactly 4 characters in length.
- May only contain numeric characters.
- May not contain spaces.
- May not consist entirely of zeroes.

Note: The above criteria apply to South African postal codes only. International postal codes may be up to 10 characters in length and may contain both alphabetical and numeric characters, special characters (such as hyphens) and spaces.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- On the *Physical Address* page of the *Employee Setup Wizard*, enter a valid postal code into the *Postal Code* field.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

3.2.29 Invalid Employee Physical Address Street Number

Cause:

The employee's physical address street number is invalid.

Street Numbers:

- May only contain alphabetic and numeric characters, and spaces.
- May not contain a full stop.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- On the *Physical Address* page of the *Employee Setup Wizard*, enter a valid street number into the *Street Number* field.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

3.2.30 Invalid Employee Physical Address Suburb

Cause:

The employee's physical address suburb or district that was entered into the employee details exceeds the maximum length of thirty-three characters.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- On the *Physical Address* page of the *Employee Setup Wizard*, ensure that the information specified in the *Suburb or District* field does not exceed thirty-three characters in length.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

3.2.31 Invalid Employee Physical Address Unit Number

Cause:

The employee's physical address unit number is invalid.

Unit Numbers:

- May only contain alphabetic and numeric characters, and spaces.
- May not contain a full stop.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- On the *Physical Address* page of the *Employee Setup Wizard*, enter a valid unit number into the *Unit Number* field.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

3.2.32 Invalid Employee Postal Address City

Cause:

The employee's postal address city or town that was entered into the employee details exceeds the maximum length of twenty-one characters.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- On the *Postal Address* page of the *Employee Setup Wizard*, ensure that the information specified in the *City or Town* field does not exceed twenty-one characters in length.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

3.2.33 Invalid Employee Postal Address Country Code

Cause:

The employee's postal address country that was entered into the employee details appears to be invalid.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- On the *Postal Address* page of the *Employee Setup Wizard*, ensure that the *Country* has been selected.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

3.2.34 Invalid Employee Postal Address Post Office

Cause:

The employee's postal address suburb or district specified in the employee details is invalid.

The Suburb or District:

- May not exceed a maximum of 22 characters in length.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- On the *Postal Address* page of the *Employee Setup Wizard*, ensure that the *Suburb or District* does not exceed 22 characters in length.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

3.2.35 Invalid Employee Postal Address Postal Code

Cause:

The employee's postal address postal code specified in the employee details is invalid.

South African Postal Codes:

- Must be exactly 4 characters in length.
- May only contain numeric characters.
- May not contain spaces.
- May not consist entirely of zeroes.

Note: The above criteria apply to South African postal codes only. International postal codes may be up to 10 characters in length and may contain both alphabetical and numeric characters, special characters (such as hyphens) and spaces.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- On the *Postal Address* page of the *Employee Setup Wizard*, enter a valid postal code into the *Postal Code* field.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

3.2.36 Invalid Employee Postal Address Special Service

Cause:

The employee's postal address special service specified in the employee details is invalid.

The Post Office Special Service:

- May not exceed a maximum of 21 characters in length.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- On the *Postal Address* page of the *Employee Setup Wizard*, ensure that the *P.O. Special Service* does not exceed 21 characters in length.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

3.2.37 Invalid Employee Postal Address Street Number

Cause:

The employee's postal address street number is invalid.

Street Numbers:

- May only contain alphabetic and numeric characters, and spaces.
- May not contain a full stop.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- On the *Postal Address* page of the *Employee Setup Wizard*, enter a valid street number into the *Street Number* field.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

3.2.38 Invalid Employee Postal Address Suburb

Cause:

The employee's postal address suburb or district that was entered into the employee details exceeds the maximum length of thirty-three characters.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- On the *Postal Address* page of the *Employee Setup Wizard*, ensure that the information specified in the *Suburb or District* field does not exceed thirty-three characters in length.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

3.2.39 Invalid Employee Postal Address Suite No.

Cause:

The PostNet suite number specified in the employee postal address details is invalid.

The PostNet suite number:

- May not exceed a maximum of 7 characters in length.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- On the *Postal Address* page of the *Employee Setup Wizard*, ensure that the *PostNet Suite No.* does not exceed 7 characters in length.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

3.2.40 Invalid Employee Postal Address Type

Cause:

The postal address type specified for the employee appears to be invalid.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- In the *Employee Setup Wizard*, click *Next* to move to the *Postal Address* page.
- On the *Postal Address* page, ensure that a *Postal Address Type* has been selected, or alternatively, that the option to indicate that the employee's postal address is a street address has been selected.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

3.2.41 Invalid Employee Postal Address Unit Number

Cause:

The employee's postal address unit number is invalid.

Unit Numbers:

- May only contain alphabetic and numeric characters, and spaces.
- May not contain a full stop.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- On the *Postal Address* page of the *Employee Setup Wizard*, enter a valid unit number into the *Unit Number* field.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

3.2.42 Invalid Employee Special Economic Zone Code

Cause:

The special economic zone code that was linked to this employee in the Employee Setup Wizard appears to be invalid.

Special Economic Zones:

- Must be exactly 3 characters in length.
- May not contain spaces.
- Must be a valid special economic zone code as per the SARS PAYE Business Requirement Specification guide.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- In the *Employee Setup Wizard*, click *Next* to move to the *Employment Tax Incentive* page.
- If the employee renders services to the employer mainly within a special economic zone, ensure that the relevant zone has been selected in the *Economic Zone* drop-down field.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

3.2.43 Invalid Employee Surname

Cause:

The employee's surname specified in the employee's personal details appears to be invalid.

Surnames:

- May not contain numeric characters.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- In the *Employee Setup Wizard*, click *Next* to move to the *Personal Details* page.
- Ensure that the employee's surname contains only valid alphabetical characters.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

3.2.44 Invalid Employee Work Telephone Number

Cause:

The employee's work telephone number is invalid.

Telephone Numbers:

- Must be at least 10 characters in length.
- Must start with a zero (or two zeros for international numbers).
- May only contain numeric characters.
- May not contain spaces.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- On the *Contact Details* page of the *Employee Setup Wizard*, ensure that the information specified in the *Work Telephone Number* field is valid.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

3.2.45 Invalid IT3A Reason Code

Cause:

The IT3a reason code reflected on the employee's tax certificate is not recognized as a valid IT3a reason code as defined by SARS.

If you encounter this error you should contact the Intercode support desk for assistance.

3.2.46 Invalid Number of Pay Periods Worked

Cause:

The number of pay periods worked by the employee during the relevant tax year exceeds the total number of pay periods in the relevant tax year.

If you encounter this error you should contact the Intercode support desk for assistance.

3.2.47 Invalid Passport Country of Issue

Cause:

The passport country of issue specified in the employee's personal details appears to be invalid.

The Country of Issue:

- Must be exactly 3 characters in length.
- May not contain spaces.
- Must be a foreign country (i.e. may not be South Africa) unless a South African ID number is also present.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- On the *Employee Type* page of the *Employee Setup Wizard*, ensure that the *Passport Country* field contains a valid country code (use the button to the right of this field to select a country code from a list of valid codes).
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

Note: The passport country of issue becomes a mandatory field if a passport number has been specified.

3.2.48 Invalid Passport Number

Cause:

The passport number specified in the employee's personal details appears to be invalid.

Passport Numbers:

- Must be at least 6 characters in length.
- May not contain spaces.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- On the *Employee Type* page of the *Employee Setup Wizard*, ensure that the *Passport Number* field contains a valid number.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

3.2.49 Invalid SA Bar-Coded ID Number

Cause:

The ID number specified in the employee's personal details is not a valid South African bar-coded ID number.

South African Bar-Coded ID Numbers:

- Must be exactly 13 characters in length.
- May only contain numeric characters.
- May not contain spaces.
- Must pass the Modulus 13 verification test as defined by SARS.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- On the *Employee Type* page of the *Employee Setup Wizard*, ensure that the *ID Number* field contains a valid South African bar-coded ID number.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

Note: If the employee does not have a valid South African bar-coded ID, you should enter the employee's passport number the Passport Number field instead.

3.2.50 Invalid Section 22 Permit Number

Cause:

The asylum seeker permit number specified in the employee's personal details appears to be invalid.

Asylum Seeker Permit Numbers:

- Must be at least 6 characters in length.
- May not be more than 30 characters in length.
- May not contain spaces.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- On the *Employee Type* page of the *Employee Setup Wizard*, ensure that the *Section 22 Permit No.* field contains a valid asylum seeker permit number.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

3.2.51 Invalid Tax Certificate Number

Cause:

The tax certificate number specified on the employee's tax certificate is not a valid tax certificate number.

Tax Certificate Numbers:

- Must be exactly 8 characters in length.
- May only contain numeric characters.
- May not contain spaces.

Solution:

- Go to the *Payroll* section.
- Select *Tax Year Totals* in the navigation pane at the top left of the window.

- Select the relevant tax year in the navigation pane to the left of the window.
- Double-click on the relevant employee's tax certificate to open the *Tax Certificate Item* window.
- In the *Tax Certificate Item* window, click *Edit Certificate No.*
- In the *Tax Certificate Number* window, enter a valid eight-digit tax certificate number.
- Click *OK* to close the *Tax Certificate Number* window.
- Click *OK* again to close the *Tax Certificate Item* window.

Note: Tax certificate numbers must be unique per tax year. When assigning a certificate number of a tax certificate manually, make sure that you do not assign a certificate number that is already assigned to a different tax certificate for the same tax year.

3.2.52 Invalid Tax Certificate Type

Cause:

The tax certificate type reflected on the employee's tax certificate is not recognized as a valid tax certificate type as defined by SARS.

If you encounter this error you should contact the Intercode support desk for assistance.

3.2.53 Invalid Tax Period End Date

Cause:

The tax period end date indicated on the employee's tax certificate exceeds the current date by more than thirty days, or is earlier than the tax period start date.

If you encounter this error you should contact the Intercode support desk for assistance.

3.2.54 Invalid Tax Period Start Date

Cause:

The tax period start date indicated on the employee's tax certificate is greater than the current date, or is greater than the tax period end date.

If you encounter this error you should contact the Intercode support desk for assistance.

3.2.55 Invalid Tax Reference Number

Cause:

The employee's income tax reference number appears to be invalid.

Tax Reference Numbers:

- May only contain numeric characters.
- May not contain spaces.
- May only start with 0, 1, 2 or 3 for employees whose natures are A, B, C , D or N.
- Must start with 9 for employees whose natures are E, G or H.
- Must pass the Modulus 10 verification test as defined by SARS.
- May not consist entirely of zeroes.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- In the *Employee Setup Wizard*, click *Next* until you reach the *Tax Calculation* page.
- On the *Tax Calculation* page, enter a valid income tax reference number in the *Tax Reference No.* field.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

Note: Income tax reference numbers are mandatory as of the 2011 tax year. However, EasyFile will still accept and import employee tax certificates where no income tax reference number has been specified (at least for the 2011 tax year), but will produce a warning message stating that the employer might incur penalties for not supplying income tax reference numbers for employees who are in fact registered for income tax purposes.

3.2.56 Maximum Number of Deduction Codes Exceeded

Cause:

The number of deduction codes specified on the employee's tax certificate exceeds the maximum number of deduction codes allowed by SARS. As of the 2008 year of assessment, SARS allows a maximum of seven deduction codes per tax certificate. As of the 2017 year of assessment, SARS allows a maximum of twelve deduction codes per tax certificate.

If you encounter this error you should contact the Intercode support desk for assistance.

3.2.57 Maximum Number of Income Codes Exceeded

Cause:

The number of income codes specified on the employee's tax certificate exceeds the maximum number of income codes allowed by SARS. As of the 2008 year of assessment, SARS allows a maximum of thirteen income codes per tax certificate. As of the 2017 year of assessment, SARS allows a maximum of twenty income codes per tax certificate.

If you encounter this error you should contact the Intercode support desk for assistance.

3.2.58 Missing Bank Account Holder Name

Cause:

The employee's bank account holder name is missing from the employee's banking details.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- In the *Employee Setup Wizard*, click *Next* to move to the *Banking Details* page.
- Enter the employee's bank account holder name in the *Account Holder Name* field.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

Note: The account holder name becomes a mandatory field only if the Account Holder is not Own Account.

Note: The employee's banking details are no longer mandatory if the employee's Payment Method is set to either Cash or Cheque.

3.2.59 Missing Bank Account Holder Type

Cause:

The employee's bank account holder type is missing from the employee's banking details.

Solution:

- Go to the *Employees* section.

- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- In the *Employee Setup Wizard*, click *Next* to move to the *Banking Details* page.
- Click the *Account Holder* drop-down, then select the employee's account holder type from the list of available options.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

Note: The employee's banking details are no longer mandatory if the employee's Payment Method is set to either Cash or Cheque.

3.2.60 Missing Bank Account Number

Cause:

The employee's bank account number is missing from the employee's banking details.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- In the *Employee Setup Wizard*, click *Next* to move to the *Banking Details* page.
- Enter the employee's bank account number in the *Account No.* field.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

Note: The employee's banking details are no longer mandatory if the employee's Payment Method is set to either Cash or Cheque.

3.2.61 Missing Bank Account Type

Cause:

The employee's bank account type is missing from the employee's banking details.

Solution:

- Go to the *Employees* section.

- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- In the *Employee Setup Wizard*, click *Next* to move to the *Banking Details* page.
- Click the *Account Type* drop-down, then select the employee's bank account type from the list of available options.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

Note: The employee's banking details are no longer mandatory if the employee's Payment Method is set to either Cash or Cheque.

3.2.62 Missing Bank Branch Code

Cause:

The employee's bank branch code is missing from the employee's banking details.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- In the *Employee Setup Wizard*, click *Next* to move to the *Banking Details* page.
- Enter the employee's bank branch code in the *Branch Code* field.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

Note: The employee's banking details are no longer mandatory if the employee's Payment Method is set to either Cash or Cheque.

3.2.63 Missing Employee Work Address Country Code

Cause:

The employee's business address country code is missing.

Solution:

The employee's business address can be the same as the employer's physical address, or can be a different address that is linked to the employee's job profile.

- Select *Setup > Job Locations* from the main menu.
- In the *Job Locations* window, double-click on the first job location definition.
- In the *Job Location Definition* window, ensure that the *Country* has been selected.
- Click *OK* to close the window.

Repeat the above process for each of the job locations that have been defined on your payroll.

3.2.64 Missing Employee Work Address Postal Code

Cause:

The employee's business address postal code is missing.

Solution:

The employee's business address can be the same as the employer's physical address, or can be a different address that is linked to the employee's job profile.

- Select *Setup > Job Locations* from the main menu.
- In the *Job Locations* window, double-click on the first job location definition.
- In the *Job Location Definition* window, enter a valid postal code in the *Postal Code* field.
- Click *OK* to close the window.

Repeat the above process for each of the job locations that have been defined on your payroll.

3.2.65 Missing Employee Work Address Street Name

Cause:

The employee's business address street name is missing.

Solution:

The employee's business address can be the same as the employer's physical address, or can be a different address that is linked to the employee's job profile.

- Select *Setup > Job Locations* from the main menu.
- In the *Job Locations* window, double-click on the first job location definition.

- In the *Job Location Definition* window, enter a valid street name in the *Street Name* field.
- Click *OK* to close the window.

Repeat the above process for each of the job locations that have been defined on your payroll.

3.2.66 Missing Employee Work Address Suburb or City

Cause:

The employee's business address suburb or district and the city or town fields are both missing from the employee's business address details.

Solution:

The employee's business address can be the same as the employer's physical address, or can be a different address that is linked to the employee's job profile.

- Select *Setup > Job Locations* from the main menu.
- In the *Job Locations* window, double-click on the first job location definition.
- In the *Job Location Definition* window, complete either the *Suburb or District* or the *City or Town* fields.
- Click *OK* to close the window.

Repeat the above process for each of the job locations that have been defined on your payroll.

Note: It is only mandatory to complete either the suburb or district, or the city or town portion of the employee's business address. If either one of these fields has been completed, the other becomes optional.

3.2.67 Missing Employee Date of Birth

Cause:

The employee's date of birth is missing from the employee's personal details.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.

- In the *Employee Setup Wizard*, click *Next* to move to the *Personal Details* page.
- Enter the employee's date of birth in the *Date of Birth* field.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

3.2.68 Missing Employee First Name

Cause:

The employee's first name is missing from the employee's personal details.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- In the *Employee Setup Wizard*, click *Next* to move to the *Personal Details* page.
- Enter the employee's first name in the *First Name* field.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

3.2.69 Missing Employee Nature

Cause:

The Employee Nature code is missing from the employee's tax certificate.

If you encounter this error you should contact the Intercode support desk for assistance.

3.2.70 Missing Employee Payroll Number

Cause:

The employee's payroll number is missing from the employee's employment details.

If you encounter this error you should contact the Intercode support desk for assistance.

3.2.71 Missing Employee Physical Address Country Code

Cause:

The country is missing from the employee's physical address details.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- On the *Physical Address* page of the *Employee Setup Wizard*, ensure that the *Country* has been selected.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

3.2.72 Missing Employee Physical Address Postal Code

Cause:

The postal code is missing from the employee's physical address details.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- In the *Employee Setup Wizard*, click *Next* to move to the *Physical Address* page.
- Enter the postal code of the employee's physical address in the *Postal Code* field.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

3.2.73 Missing Employee Physical Address Street Name

Cause:

The employee's physical address street name (or farm name) is missing from the employee's physical address details.

Solution:

- Go to the *Employees* section.

- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- In the *Employee Setup Wizard*, click *Next* to move to the *Physical Address* page.
- Enter the street name (or farm name) portion of the employee's physical address in the *Street Name* field.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

3.2.74 Missing Employee Physical Address Suburb or City

Cause:

The employee's physical address suburb or district and the city or town fields are both missing from the employee's physical address details.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- In the *Employee Setup Wizard*, click *Next* to move to the *Physical Address* page.
- Enter the suburb or district, or the city or town portions of the employee's physical address in the *Suburb or District* or *City or Town* fields.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

Note: It is only mandatory to complete either the suburb or district, or the city or town portion of the employee's physical address. If either one of these fields has been completed, the other becomes optional.

3.2.75 Missing Employee Postal Address Country Code

Cause:

The country is missing from the employee's postal address details.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).

- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- On the *Postal Address* page of the *Employee Setup Wizard*, ensure that the *Country* has been selected.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

3.2.76 Missing Employee Postal Address PO Box or Private Bag No.

Cause:

The employee's postal address type is set to either "P.O. Box" or "Private Bag" but no PO Box or Private Bag number has been specified in the employee's postal address details.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- In the *Employee Setup Wizard*, click *Next* to move to the *Postal Address* page.
- Enter the relevant PO Box or Private Bag number in either the *P.O Box No.* or *Private Bag No.* field.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

3.2.77 Missing Employee Postal Address Post Office

Cause:

The employee's postal address suburb is missing from the employee's postal address details.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- In the *Employee Setup Wizard*, click *Next* to move to the *Postal Address* page.
- Enter the suburb or district portion of the employee's postal address (i.e. the post office name) in the *Suburb or District* field.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

Note: If the employee's postal address type is a PO Box, Private Bag, PostNet Suite or Special Service (i.e. is not a street address) then the *Suburb or District* field should contain the name of the relevant post office branch, which normally corresponds to the suburb or district in which the branch is located.

3.2.78 Missing Employee Postal Address Postal Code

Cause:

The postal code is missing from the employee's postal address details.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- In the *Employee Setup Wizard*, click *Next* to move to the *Postal Address* page.
- Enter the postal code of the employee's postal address in the *Postal Code* field.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

3.2.79 Missing Employee Postal Address Special Service

Cause:

The employee's postal address type is set to "Other Post Office Special Service" but the relevant special service has not been specified in the employee's postal address details.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- In the *Employee Setup Wizard*, click *Next* to move to the *Postal Address* page.
- Enter the relevant postal office special service in the *P.O. Special Service* field.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

3.2.80 Missing Employee Postal Address Street Name

Cause:

The employee's postal address street name (or farm name) is missing from the employee's postal address details.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- In the *Employee Setup Wizard*, click *Next* to move to the *Postal Address* page.
- Enter the street name (or farm name) portion of the employee's postal address in the *Street Name* field.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

3.2.81 Missing Employee Postal Address Suburb or City

Cause:

The employee's postal address suburb or district and the city or town fields are both missing from the employee's postal address details.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- In the *Employee Setup Wizard*, click *Next* to move to the *Postal Address* page.
- Enter the suburb or district, or the city or town portions of the employee's postal address in the *Suburb or District* or *City or Town* fields.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

Note: It is only mandatory to complete either the suburb or district, or the city or town portion of the employee's postal address. If either one of these fields has been completed, the other becomes optional.

3.2.82 Missing Employee Postal Address Suite No.

Cause:

The employee's postal address type is set to "PostNet Suite" but the relevant PostNet suite number has not been specified in the employee's postal address details.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- In the *Employee Setup Wizard*, click *Next* to move to the *Postal Address* page.
- Enter the relevant PostNet suite number in the *PostNet Suite No.* field.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

3.2.83 Missing Employee Postal Address Type

Cause:

The employee's postal address type is missing from the employee's postal address details.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- In the *Employee Setup Wizard*, click *Next* to move to the *Postal Address* page.
- On the *Postal Address* page, ensure that a *Postal Address Type* has been selected, or alternatively, that the option to indicate that the employee's postal address is a street address has been selected.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

3.2.84 Missing Employee Surname

Cause:

The employee's surname is missing from the employee's personal details.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- In the *Employee Setup Wizard*, click *Next* to move to the *Personal Details* page.
- Enter the employee's surname in the *Surname* field.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

3.2.85 Missing Employee Trading Name

Cause:

The trading name of a non-natural employee is missing from the employee's personal details.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- On the first page of the *Employee Setup Wizard*, enter the non-natural entity's trading name in the *Trading Name* field.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

3.2.86 Missing ID or Passport Number

Cause:

The employee's nature requires that either a South African ID number or a foreign passport number is present, but neither of these numbers have been completed in the employee's personal details.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.

- On the first page of the *Employee Setup Wizard*, enter the employee's ID number (if the employee has a South African ID document) or the employee's passport number and country of issue (if the employee is not a South African citizen).
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

Note: If the employee doesn't have a South African identity document or a foreign passport and isn't an asylum seeker or a refugee, then the employee's Identification Type can be changed to "None", in which case an ID or passport number is no longer required.

3.2.87 Missing IT3A Reason Code

Cause:

The employee's tax certificate reflects that no employee tax was deducted from the employee's income during the course of the tax year, but the reason for non-deduction of employee tax has not been specified.

Solution:

- Go to the *Payroll* section.
- Select *Tax Year Totals* in the navigation pane at the top left of the window.
- Select the relevant tax year in the navigation pane to the left of the window.
- Double-click on the relevant employee's tax certificate to open the *Tax Certificate Item* window.
- In the *Tax Certificate Item* window, select the relevant *Reason for non-deduction of Employee Tax* from the list of available options.
- Click *OK* to close the *Tax Certificate Item* window.

3.2.88 Missing Job Location Record

Cause:

One of your employees (or one of your job profile definition) is linked to a job location record which no longer exists in the database file.

If you encounter this error you should contact the Intercode support desk for assistance.

3.2.89 Missing Number of Pay Periods in Year

Cause:

The total number of pay periods in the relevant tax year is missing from the employee's tax certificate.

If you encounter this error you should contact the Intercode support desk for assistance.

3.2.90 Missing Number of Pay Periods Worked

Cause:

The number of pay periods worked by the employee during the relevant tax year is missing from the employee's tax certificate.

If you encounter this error you should contact the Intercode support desk for assistance.

3.2.91 Missing Passport Country of Issue

Cause:

The passport country of issue is missing from the employee's personal details.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- On the *Employee Type* page of the *Employee Setup Wizard*, ensure that the *Passport Country* field contains a valid country code (use the button to the right of this field to select a country code from a list of valid codes).
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

Note: The passport country of issue becomes a mandatory field if a passport number has been specified.

3.2.92 Missing Refugee ID Number

Cause:

The employee has been identified as a refugee, but the refugee ID number is missing from the employee's personal details.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- On the *Employee Type* page of the *Employee Setup Wizard*, ensure that the *ID Number* field contains a valid South African ID number.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

Note: If an employee is a refugee in terms of the Refugees Act of 1998, the number of the South African ID issued to the employee in terms of section 30 of the Act must be supplied (in such cases a passport number alone is not sufficient).

3.2.93 Missing Section 22 Permit Number

Cause:

The employee has been identified as an asylum seeker, but the asylum seeker permit number is missing from the employee's personal details.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- On the *Employee Type* page of the *Employee Setup Wizard*, ensure that the *Section 22 Permit No.* field contains a valid asylum seeker permit number.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

3.2.94 Missing Tax Certificate Number

Cause:

The tax certificate number is missing from the employee's tax certificate.

Solution:

- Go to the *Payroll* section.
- Select *Tax Year Totals* in the navigation pane at the top left of the window.
- Select the relevant tax year in the navigation pane to the left of the window.
- Double-click on the relevant employee's tax certificate to open the *Tax Certificate Item* window.
- In the *Tax Certificate Item* window, click *Edit Certificate No.*
- In the *Tax Certificate Number* window, enter a valid eight-digit tax certificate number.
- Click *OK* to close the *Tax Certificate Number* window.
- Click *OK* again to close the *Tax Certificate Item* window.

Note: Tax certificate numbers must be unique per tax year. When assigning a certificate number of a tax certificate manually, make sure that you do not assign a certificate number that is already assigned to a different tax certificate for the same tax year.

3.2.95 Missing Tax Directive Number

Cause:

The employee's tax certificate reflects income under an income code that requires a tax directive number, but no tax directive number has been supplied.

Tax directive numbers become mandatory when the employee's tax certificate reflects income under any of the following income classification codes:

- 3608, 3614, 3707, 3718, 3901, 3902, 3903, 3904, 3905, 3909, 3915, 3920, 3921 and 3922.

Solution:

If you are already in possession of one or more tax directives issued by SARS in respect of the relevant employee's income:

- Go to the *Payroll* section.
- Select *Tax Year Totals* in the navigation pane at the top left of the window.
- Select the relevant tax year in the navigation pane to the left of the window.

- Double-click on the relevant employee's tax certificate to open the *Tax Certificate Item* window.
- Click the *Tax Directives* button at the bottom of the *Tax Certificate Item* window to open the *Tax Directives* window.
- In the *Tax Directives* window, enter the relevant tax directive number(s) into the relevant field(s), then click *OK* to close the window.
- In the *Tax Certificate Item* window, click *OK* again to close the window.

If you are not in possession of a tax certificate in respect of the relevant employee's income, one can be obtained from SARS via the SARS eFiling web site. Directives requested via eFiling will usually be issued within twenty-four hours.

If (for whichever reason) you are not able to supply a valid tax directive number for one or more of your employees, you can instruct Intercode Payroll to ignore missing tax directive numbers by selecting the relevant option on the Certificate Validation page of the Export Tax Certificates wizard. If this option is selected before the tax certificates are validated, missing tax directive numbers will not cause the certificate validation to fail on the payroll side. When importing the tax certificates into EasyFile however, EasyFile will produce a warning message stating that statutory information is missing from the file and that the employer might incur penalties, but will still allow the file to be imported.

Note: Directives should be requested in the pay period that the relevant income is paid to the employee, in order for the relevant income to be taxed according to the instructions on the directive. Requesting directives "after the fact" will not affect the way in which the employee was taxed on the relevant income - it will only clear the validation error when importing into EasyFile. The employer might still incur penalties as a result of the directive not being requested in the pay period in which the income was actually paid to the employee.

3.2.96 Missing Tax Period End Date

Cause:

The tax period end date is missing from the employee's tax certificate.

If you encounter this error you should contact the Intercode support desk for assistance.

3.2.97 Missing Tax Period Start Date

Cause:

The tax period start date is missing from the employee's tax certificate.

If you encounter this error you should contact the Intercode support desk for assistance.

3.2.98 Missing Tax Reference Number

Cause:

The employee's income tax reference number is missing from the employee's personal details.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- In the *Employee Setup Wizard*, click *Next* until you reach the *Tax Calculation* page.
- On the *Tax Calculation* page, enter the employee's income tax reference number in the *Tax Reference No.* field.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

Note: Income tax reference numbers are mandatory for all employees as of the 2011 tax year.

If (for whichever reason) you are not able to supply a valid income tax reference number for one or more of your employees, you can instruct Intercode Payroll to ignore missing income tax reference numbers by selecting the relevant option on the Certificate Validation page of the Export Tax Certificates wizard. If this option is selected before the tax certificates are validated, missing tax certificate numbers will not cause the certificate validation to fail on the payroll side. When importing the tax certificates into EasyFile however, EasyFile will produce a warning message stating that statutory information is missing from the file and that the employer might incur penalties, but will still allow the file to be imported.

3.2.99 Negative Total : Code (xxxx)

Cause:

The total value reflected under code (xxxx) is less than zero.

If you encounter this error you should contact the Intercode support desk for assistance.

3.2.100 New Format Postal Address Mandatory as of August 2014

Cause:

The employee's postal address has not been specified, or has been specified in the old free-format layout and has not yet been converted to the new SARS structured address format. As of August 2014, all employee postal addresses must be specified in the new SARS structured address format. Tax certificates containing the old free-format postal address information will be rejected by SARS.

Solution:

- Go to the *Employees* section.
- Locate and select the relevant employee by clicking on the employee's name (single click only).
- On the toolbar at the top of the window, click on the *Employee Setup Wizard* button.
- In the *Employee Setup Wizard*, click *Next* to move to the *Postal Address* page.
- Select the employee's postal address type, then complete the relevant postal address fields.
- Click *Next* until you reach the last page of the *Employee Setup Wizard*, then click *Finish*.

3.2.101 No Income for Tax Period (Exclude Certificate)

Cause:

The employee's tax certificate reflects zero income for the tax year. With the exception of tax certificates issued to directors, a tax certificate cannot be imported into EasyFile if the total income reflected on the tax certificate is zero.

Solution:

EasyFile will not accept tax certificates where the total income is zero. The relevant tax certificate must be excluded from the export in Intercode Payroll.

To exclude a specific tax certificate from being exported to EasyFile:

- Go to the *Payroll* section.
- Select *Tax Year Totals* in the navigation pane at the top left of the window.
- Select the relevant tax year in the navigation pane to the left of the window.
- Double-click on the relevant employee's tax certificate to open the *Tax Certificate Item* window.
- In the *Tax Certificate Item* window, tick the *Exclude from Export to EasyFile* option.
- Click *OK* to close the *Tax Certificate Item* window.

3.2.102 Surplus Payroll Information

Cause:

The employee has payroll information (payslips) that falls after the end of the relevant reconciliation period, and that has already been approved and closed.

Reopen Last Payslip:

This error indicates that the employee has only one payslip that falls in the month following the end of the reconciliation period, but that the relevant payslip has already been approved and closed.

Solution:

- Go to the *Payroll* section.
- Locate the employee's latest payslip, and reopen the payslip.

Note: There is no need to reverse the last payroll run - simply reopening the employee's latest payslip will solve the problem.

Reverse Last Run:

This error indicates that the employee has more than one approved payslip that falls in (or after) the month following the end of the reconciliation period.

Solution:

- Go to the *Payroll* section.
- Reverse the last payroll run (if necessary, repeat until the employee's latest payslip is the first payslip that falls in the month following the end of the reconciliation period).
- Reopen the employee's latest payslip (the first payslip that falls in the month following the end of the reconciliation period).

Note: There is no need to reverse the payroll run for the first pay period that falls in the month following the end of the reconciliation period. It is allowable for an employee to have a payslip for the first pay period that falls in the month following the end of the reconciliation period, provided that the relevant payslip has not yet been approved and closed.

3.2.103 The value of Code 3697 may not be greater than the value of Code 3699

Cause:

The the total value of the retirement funding income reflected on the employee's tax certificate exceeds the gross remuneration reflected on the employee's tax certificate.

If you encounter this error you should contact the Intercode support desk for assistance.

3.2.104 The value of Code 3698 may not be greater than the value of Code 3699

Cause:

The the total value of the non-retirement funding income reflected on the employee's tax certificate exceeds the gross remuneration reflected on the employee's tax certificate.

If you encounter this error you should contact the Intercode support desk for assistance.

3.2.105 The value of Code 3810 must be less than the value of Code 4474 prior to 2011

Cause:

The value of code 3810 (employee medical aid fringe benefit) is equal to or greater than the value of code 4474 (employer's medical aid contributions) for a tax year prior to 2011. Because of the way that medical aid fringe benefits were calculated in tax years prior to 2011, it was not possible for the value of an employee's medical aid fringe benefit to be equal to or greater than the total value of the medical aid contributions paid by the employer on behalf of the employee.

If you encounter this error you should contact the Intercode support desk for assistance.

3.2.106 The value of Code 3810 must be equal to the value of Code 4474 as of 2011

Cause:

The value of code 3810 (employee medical aid fringe benefit) is not equal to the value of code 4474 (employer's medical aid contributions) for a tax year later than 2010. Because of the way that medical aid fringe benefits are calculated in tax years after 2010, the value of an employee's medical aid fringe benefit must always be equal to the total value of the medical aid contributions paid by the employer on behalf of the employee.

If you encounter this error you should contact the Intercode support desk for assistance.

3.2.107 The value of Code 3813 must be equal to the sum of the values of Code 4024 and Code 4485 prior to 2010

Cause:

The combined values of code 4024 (medical expenses paid by employer in respect of employee's immediate family or dependants) and code 4485 (medical expenses paid by employer in respect of employee's other relatives or dependants) is not equal to the value of code 3813 (medical expenses fringe benefit) for a tax year prior to 2010.

If you encounter this error you should contact the Intercode support desk for assistance.

3.2.108 The value of Code 3813 cannot be less than the value of Code 4024 as of 2010

Cause:

The value of code 3813 (medical expenses fringe benefit) is less than the value of code 4024 (medical expenses paid by employer in respect of employee's immediate family or dependants) for a tax year of 2010 or later.

If you encounter this error you should contact the Intercode support desk for assistance.

3.2.109 The value of Code 3902, 3903, 3904, 3905, 3915, 3920 and 3921 may not be zero if a value is specified for code 4115

Cause:

The value of code 4115 (tax on retirement lump sum benefits) is greater than zero, but no retirement lump sum benefits have been included in the employee's income. Since retirement lump sum benefits must first exist before they can be taxed, it is not logically possible for a value to exist under code 4115 if the combined value of retirement lump sum benefits (codes 3915, 3920, and 3921) is zero.

If you encounter this error you should contact the Intercode support desk for assistance.

3.2.110 The value of Code 4115 may not be zero if a value is specified for Code 3902, 3903, 3904, 3905, 3915, 3920 or 3921

Cause:

The value of code 4115 (tax on retirement lump sum benefits) is zero, but the employee's income includes retirement lump sum benefits. Since the tax on retirement lump sum benefits must be reflected under code 4115, it is not logically possible for the value of code 4115 to be zero if the combined value of retirement lump sum benefits (codes 3902, 3903, 3904, 3905, 3915, 3920, and 3921) is greater than zero.

If you encounter this error you should contact the Intercode support desk for assistance.

3.2.111 The value of Code 4474 may not be zero if a value is specified for Code 3810

Cause:

The value of code 4474 (employer's medical aid contributions) is zero, even though a value exists for code 3810 (employee medical aid fringe benefit). Since a medical aid fringe benefit is a direct

result of an employer contributing to an employee's medical aid, it is not logically possible for a medical aid fringe benefit to exist if the total value of the employer's medical aid contributions is zero.

If you encounter this error you should contact the Intercode support desk for assistance.