e@syfile Error
The sum of amounts for 3696 + 3699 (n.nn) should be equal to the total Income (n.nn) for Years of Assessment from 2017

Background

When importing the IRP5 file, the import fails with the error message.

This indicates the value for Taxable and Non-Taxable income, does not add up to Total Income

Possible solution:

- Access the Reimbursive Travel screen of the applicable employee

- Confirm that the values for Taxable, Non-Taxable and Total is correct, as well as the value on the payslip for the submission period

- Ensure that the TAX CALC screen values tie up with the Taxable and Non-Taxable portions

- If the values are incorrect, you will be required to delete and recapture the transactions

If Reimbursive Travel is not applicable in this scenario, also check the following:

- Is this a terminated employee?

- When was the employee terminated, previous tax year?

- If there is remuneration paid out to this terminated employee, has a year of assessment been captured on the Statutory Details tab?

- Is part of the remuneration paid linked to a directive?

We found that where remuneration was paid on a terminated record where year of assessment has been entered and a directive has been processed on the record, this error appears.

You cannot have a year of assessment entered and a directive on the same record. In this scenario, create a new employee record, start date and termination date the same date, tax status should be temp/part time, process all remuneration and directive accordingly.