Government of Saskatchewan
Ministry of Finance

Saskatchewan eTax Services (SETS) – Correspondence

The following pages walk through how to manage your communication preferences in SETS, as well as where to find common pieces of correspondence.

We have broken this down into the following sections:

1. Managing communication preferences
2. Viewing correspondence history
3. Viewing previously submitted returns
4. Viewing incomplete documents

In order to view and manage correspondence on SETS, you must first be a Registered User and linked to the tax account(s) you will be filing for either as an Administrator or Authorized User. For instructions on how to complete these steps, please review the guides available on SETS Learning. Note that many of the actions explained below will only be available for Administrator accounts.

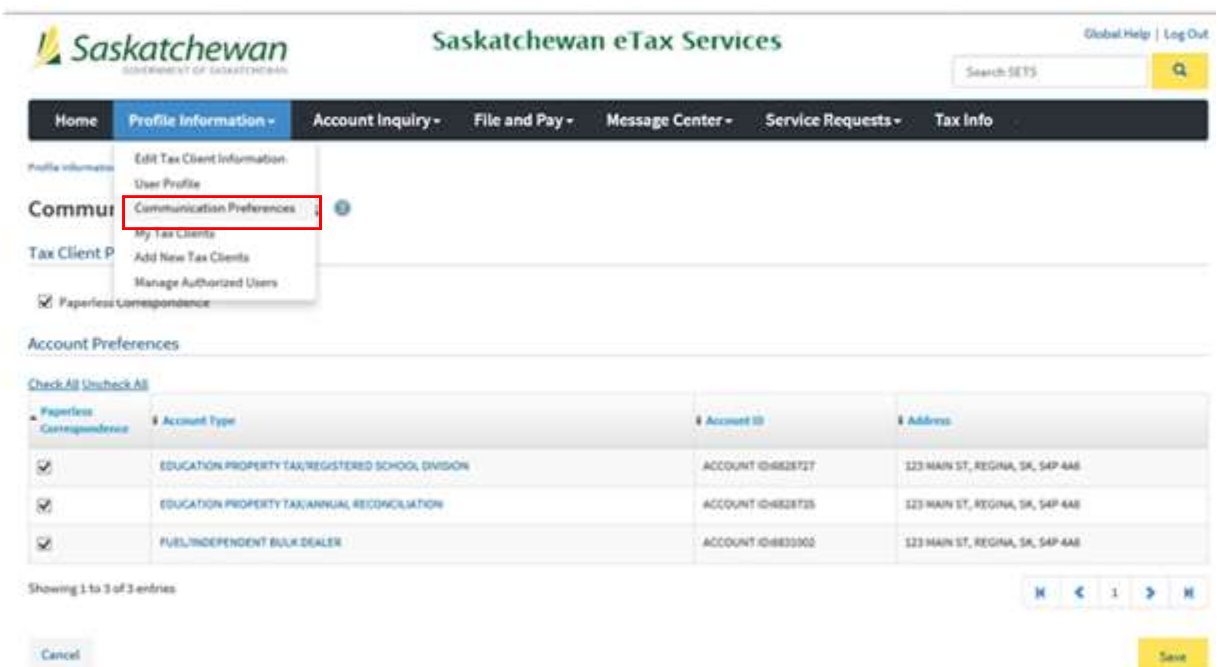
1. Managing communication preferences

When first linking to an account as an Administrator, the Tax Client Entity is automatically set to receive paperless (electronic) communication. You will receive emails indicating that your communication preferences have been updated, indicating that you are now set to receive paperless communication.

To manage your communication preferences:

1.1 Navigate to the "Communication Preferences" page

To begin, from any page after logging in, click on the "Profile Information" header, followed by "Communication Preferences" from the drop-down menu.

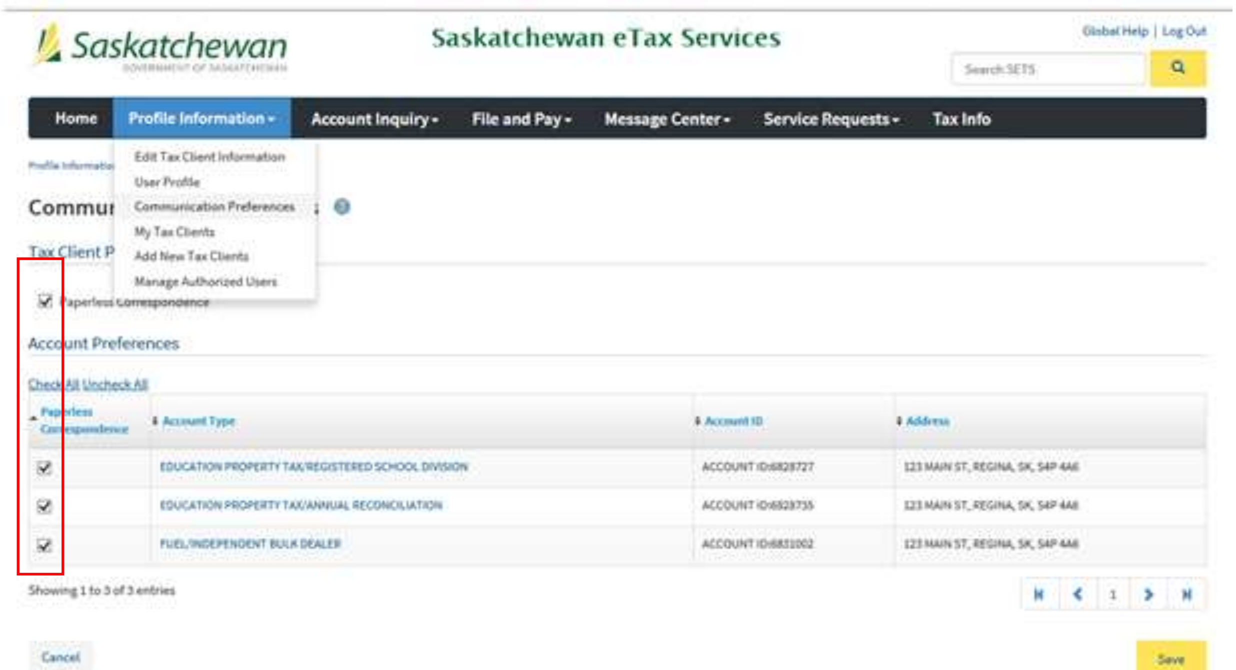


1.2 Manage your communication preferences

On the Communication Preferences page, you can manage your communication preferences for both the Tax Client Entity and Account levels. All boxes will automatically be checked off to receive paperless communication initially.

If you would like to receive communication by paper, uncheck the appropriate boxes. Select “Save” to save your changes. After updating your communication preferences you will receive confirmation in your Message Centre inbox.

You can return to this page at any time to update your communication preferences.



2. Viewing correspondence history

2.1 Navigate to the “Correspondence History” page

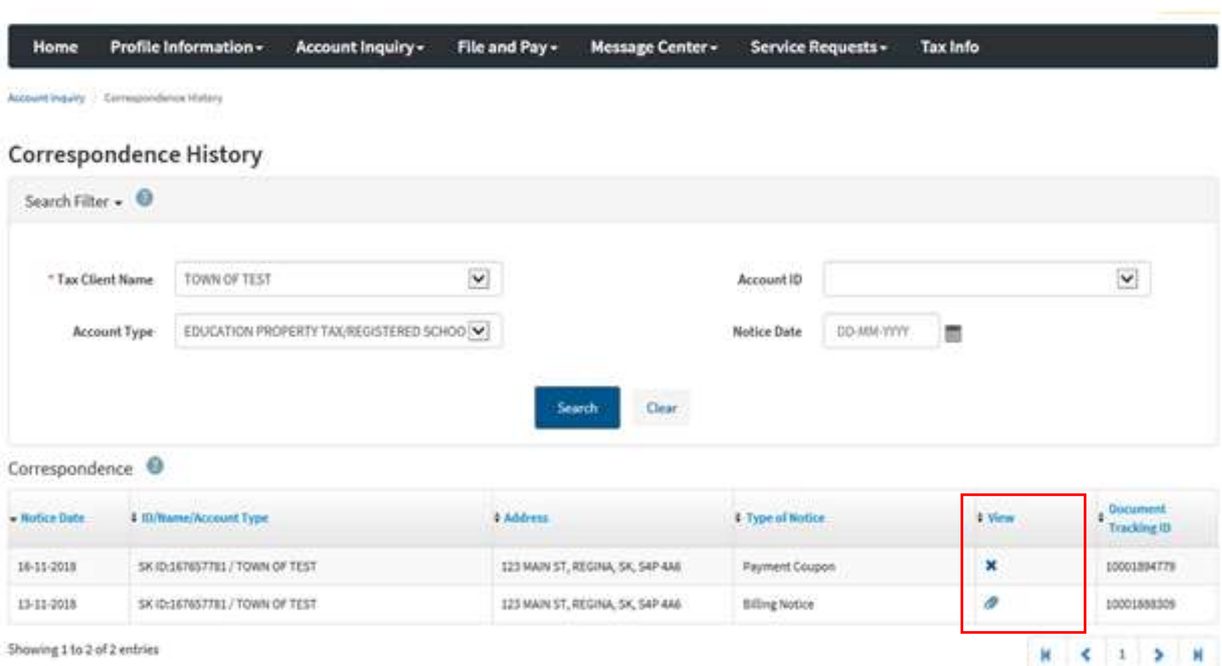
To begin, from any page after logging in, click on the “Account Inquiry” header, followed by “Correspondence History” from the drop-down menu.

2.2 View correspondence history

On the Correspondence History page, you can view and search for items of correspondence received by your Tax Client Entity.

For some notices, you may open the notice to view it. Items that can be opened for viewing are indicated by a paperclip icon in the “View” column.

When a new item of correspondence is posted to your account you will receive a notification by email and in your Message Centre inbox.



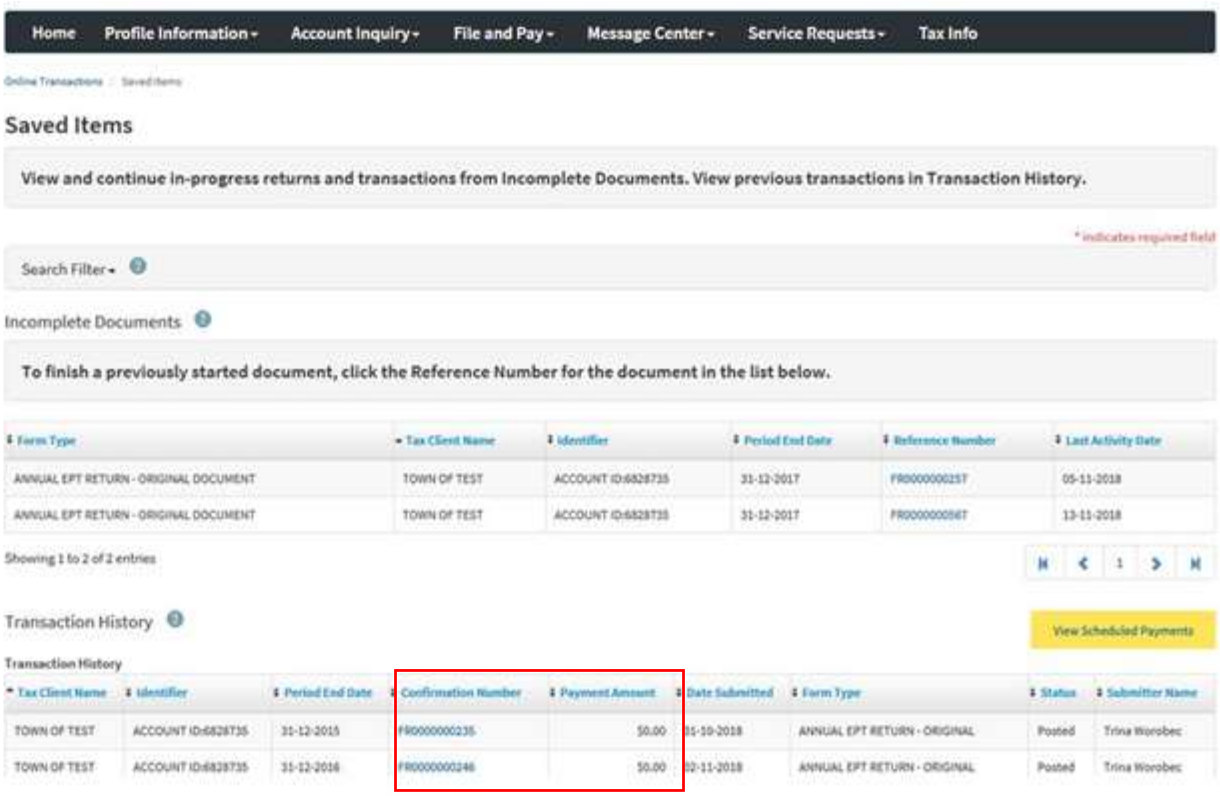
3. Viewing previously submitted returns

3.1 Navigate to the "Saved Items" page

To begin, from any page after logging in, click on the "File and Pay" header, followed by "Saved Items" from the drop-down menu.

3.2 View previously submitted items in the "Transactions History" table

To view previously submitted returns and payments, scroll down to the "Transaction History" table. Then select the Confirmation Number (for returns) or Payment Amount (for payments) hyperlink to open the document.

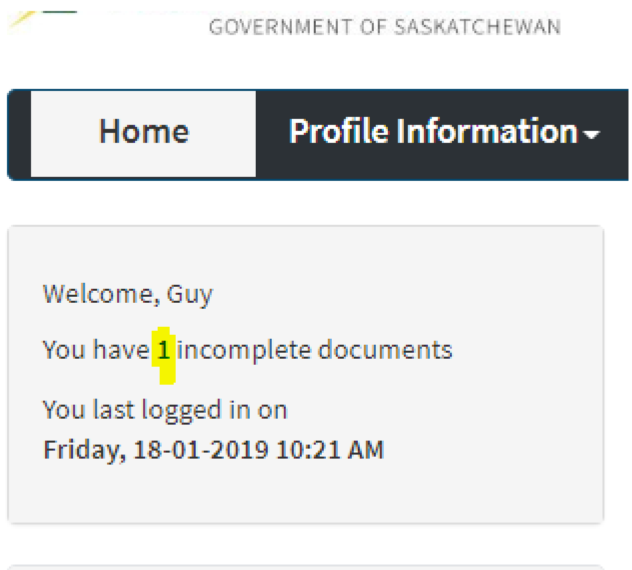


4. Viewing incomplete documents

4.1 Navigate to the “Saved Items” page

To begin, from any page after logging in, click on the “File and Pay” header, followed by “Saved Items” from the drop-down menu.

You may also navigate to this page by clicking on the “Incomplete Documents” section on the Registered User home page.



4.2 View incomplete documents in the “Incomplete Documents” table

To view and complete any document that has been started but not yet submitted, refer to the “Incomplete Documents” section on the Saved Items page. Select the “Reference Number” to open the document and complete it.

Note that items are not considered submitted to the Ministry of Finance until they appear under your Transaction History. This requires completion through the confirmation/signature screens. Please monitor your Incomplete Documents to ensure items you expect to be complete are under Transaction History.