



Carol's Story – When More is Required

The Power of Done...!!!

A different journey. A deeper review. A fairer outcome for all.

1 It's tax season



Carol wants to get her tax return done quickly and easily.

She logs onto SARS eFiling and begins working through her return.



2 She completes her return



Most of the information is already filled in.

She adds additional claims, including travel expenses related to her work.

After reviewing everything, she clicks "Submit."



3 But this time, things unfold differently



Behind the scenes, SARS has identified discrepancies in her return that require a closer look.

Carol pauses. There are no quick questions. No simple confirmations. This is something more involved.

4 She gathers supporting documents

Carol opens her folders and searches for:

- Travel logs
- Receipts
- Employer confirmations
- Supporting records



What seemed simple now requires time and careful attention.

5 She uploads the required documents

Carol checks each document carefully to ensure everything is complete and accurate.

One by one, she uploads the required files onto the system.



The process is not difficult, but it demands effort and patience.

6 Now, it's a waiting game

Carol wonders how long the process will take.

Unlike before, there is no immediate resolution.



Behind the scenes, her case is now in a queue waiting to be assessed by a SARS reviewer.

7 Time passes



Days pass.

Carol checks her status periodically, hoping for an update.

The waiting is the hardest part – not knowing whether everything she submitted will be sufficient.

8 Behind the scenes

A SARS reviewer examines Carol's documents, verifies her claims and determines the outcome.



This deeper review helps ensure accuracy, fairness and integrity for all taxpayers.

9 The outcome arrives

Eventually, the outcome arrives.

Her return has been finalised.



Carol feels relieved. The process took longer than expected, but it is complete.

10 A valuable reminder

Carol reflects on what happened.

Some tax returns require a deeper review to ensure information is accurate and claims are supported.



While verification takes more time, it ensures the system remains fair and accurate for everyone.

11 Getting it right the first time



Carol realises that complete and accurate information, along with proper records, can make the process smoother from the start.

Review carefully. Keep your records. Support your claims. It makes all the difference.

12 The Power of Done...!!!

Preparation today leads to peace of mind tomorrow.

Thank you, Carol, for doing your part.



Your compliance strengthens South Africa. Your efforts build a better tomorrow.

KEY TAKEAWAY

Prepare your records.

Keep supporting documents.

Review carefully before submitting.

Because getting it right the first time makes all the difference.

SARS
At Your Service