



BOOK AN APPOINTMENT AT SARS

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1 SUMMARY

- The purpose of this document is to assist registered taxpayers, representatives and tax practitioners to book an appointment with SARS using the online eBooking form.

2 INTRODUCTION

- The SARS eBooking system enables you to book an appointment with SARS, if you require our assistance. This is part of our drive to improve service to you.
- For virtual appointments:
 - If you choose a **telephonic** engagement, a SARS official will call you on the date and time that you choose on the booking form.
 - If you choose a **video** engagement, a SARS official will email a link to you to join a video meeting on the date and time that you choose on the booking form. Microsoft Teams is the preferred video conferencing tool used by SARS.
- Depending on demand, temporary pop-up branches and Mobile Tax Units (MTU's) will be created for specific dates and durations to service taxpayers at venues such as malls, shopping centres, etc. The temporary pop-up branches and MTU's will cater for scheduled walk-ins (i.e. eBooking appointments) and unscheduled walk-ins).
- **Note:** if you do not have access to the internet, you can use one of the following options to arrange an appointment with SARS
 - Call the SARS Contact Centre on 0800 00 7277. A SARS official will book an appointment on your behalf.
 - Send an SMS to **47277** (iSARS) with the information and format described below:
 - **BOOKING (Space) Your ID number or Passport number or Asylum number**
 - E.g. Booking 1234567890123 OR Booking A029999998
 - A SARS official will call you back to book an appointment on your behalf
 - This SMS service is only available to taxpayers/representatives who are registered for Personal Income Tax (PIT). This service is not available to tax practitioners.

3 IMPORTANT INFORMATION TO NOTE WHEN USING THIS SERVICE

- You must have a valid tax reference number to make a booking.
 - The following will be accepted:
 - Personal income tax reference number
 - Company income tax reference number
 - PAYE reference number
 - VAT reference number
 - If you do not have a personal income tax number, you can [register as an eFiler](#) and SARS will automatically register you for personal income tax and allocate a tax reference number.
- Bookings using customs and excise client numbers are not accommodated at this stage.
- The eBooking service is not offered to taxpayers registered at the following specialised units in SARS:
 - Large Business
 - High Net Worth Individual
 - Restricted Taxpayer Unit
- Non-South African's will be allowed to make a booking using foreign passport numbers. South African citizens must use their identity numbers when making a booking.
-

- and time that:
 - Is more than 60 days in advance from the current date; or
 - Earlier than 48 hours from the current date; or
 - Falls on a public holiday; or
 - Falls on a weekend (unless otherwise stated by SARS).
- The online calendar will display available appointments for the next 60 days. You can only book one appointment at a time. This is to ensure that all taxpayers get a fair chance to make an eBooking.
 - Tax Practitioners will be allowed to make multiple bookings, however only one active booking will be allowed per taxpayer.
- If a booking is made after 4pm on a Thursday or from a Friday to Sunday, the system will display the next available appointments from the following Tuesday.
- There may be instances where the timeslot that is most convenient for you is not available. This will occur when that slot has already been fully booked by other taxpayers.
- The following appointment methods are available for you to interact with SARS:
 - Video – this option is only applicable to:
 - Individuals
 - Tax practitioners
 - Company/trust/entity representatives
 - Telephonic Engagement - this option is applicable to:
 - Individuals
 - Tax practitioners (for ITR12 return submission only)
 - Company/trust/entity representatives
 - Walk-ins at a SARS Branch, temporary Pop-up Branch and Mobile Tax Unit
- Virtual appointments for submission of individual income tax returns (ITR12s) are limited to telephonic engagements only.
- **Note:** If you book a video or telephonic engagement with us, please do not walk into a branch office on the day of your appointment. We will contact you via Microsoft Teams or telephonically on the day of your virtual appointment.
- For video appointments, you require internet connectivity and a device with a camera (e.g. a smartphone with a camera or computer with a webcam) to engage with a SARS official.
- An eBooking case number will be allocated for each appointment made.
- You will be required to upload supporting documents to book an appointment. After you receive confirmation of your appointment, you can use the '[SARS Online Query System](#)' to upload any additional supporting documents related to the reason for your appointment.
 - To view the type of supporting documents applicable to the various appointment reasons:
 - Log on to the SARS website
 - Select 'Contact Us'
 - Select 'Make an Appointment'
 - Click on the link "Please see the required supporting documents for your specific appointment here"
 - **Please note:** this list is not exhaustive. SARS may request additional information from you.
 - To upload supporting documents:
 - Log on to the SARS website
 - Select 'Contact Us'
 - Select 'Submit Supporting Documents'
 - Complete the taxpayer information in the applicable fields
 - In the 'case number' field insert the eBooking case number that you received for your appointment.

- **Note:** You are also required to upload additional information for authentication. This is intended for your protection and will help us verify if we are transacting with the authorised person on the day of the appointment: Examples:

Individuals	Tax Practitioners	Representatives
Copy of ID	<ul style="list-style-type: none"> • Copy of the tax practitioner's ID • Copy of the taxpayer's ID • Power of attorney 	<ul style="list-style-type: none"> • Copy of the representative's ID • Copy of the taxpayer's ID • Copy of the power of attorney

- The Requestor can cancel a booking prior to the appointment date and time and request a new appointment date and time.
- We will send you an email/SMS to remind you of the appointment you scheduled.
- On the day of your appointment:
 - Ensure that you have all the necessary documentation with you
 - If you booked an appointment for a telephonic engagement, ensure that you are available to answer the call from SARS at the time you selected
 - If you booked a video appointment, please join the video meeting at the time you selected
 - If you fail to honour the booking, you will forfeit your appointment and will have to make a new eBooking
 - You will be assisted by the next available SARS consultant. You will not be able to request assistance from a specific consultant.
- This service is compatible with the following browsers:
 - Chrome
 - Internet Explorer – IE11 or higher versions
 - FireFox
 - Edge
 - Safari

4 EASY STEPS TO BOOK AN APPOINTMENT

- You can access the eBooking form via:
 - eFiling
 - The SARS Mobi App
 - The SARS website (www.sars.gov.za). Select the following:
 - 'Contact Us'
 - 'Make an Appointment'
 - Click on the link to open the booking form.
- Follow the steps described in the sections below to complete the form.

4.1 COMPLETE REQUESTOR DETAILS

- Please mark the checkbox on the form to indicate if the person who will be attending the session is hearing impaired.

 **Hearing Impaired**

- Please mark this checkbox if the person that will be attending the session is hearing impaired.

4.1.1 REQUESTOR TYPES

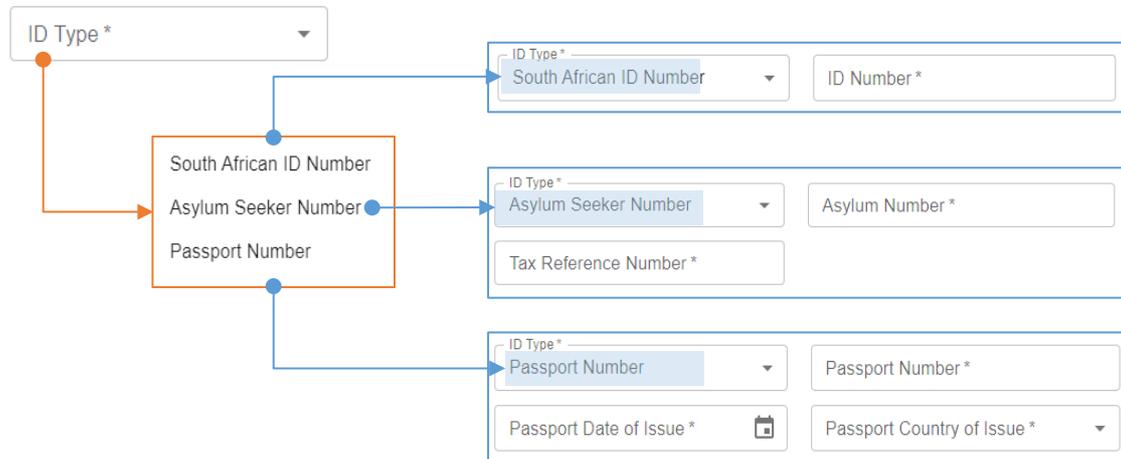
- The eBooking form will be customised according to the options selected in this section.
 - **'Individual':**
 - Indicate if you are an individual making a booking for yourself
 - **'SMME Sole Proprietor':**
 - Select 'Yes' if you are a Small, Medium, and Micro Enterprise (SMME) Sole Proprietor.
 - If you want to book an appointment on behalf of an SMME, please refer to the section ['Requestor Type : Tax Practitioner'](#).
 - **'Tax Practitioner':**
 - Indicate if you are a registered tax practitioner making a booking on behalf of a company, trust or individual
 - **'Representative':**
 - Indicate if you are the registered representative making a booking on behalf of a company or trust or individual

- **Note:** The fields completed on the form will differ for individuals, representatives and tax practitioners (see steps below).

4.1.2 ID TYPES

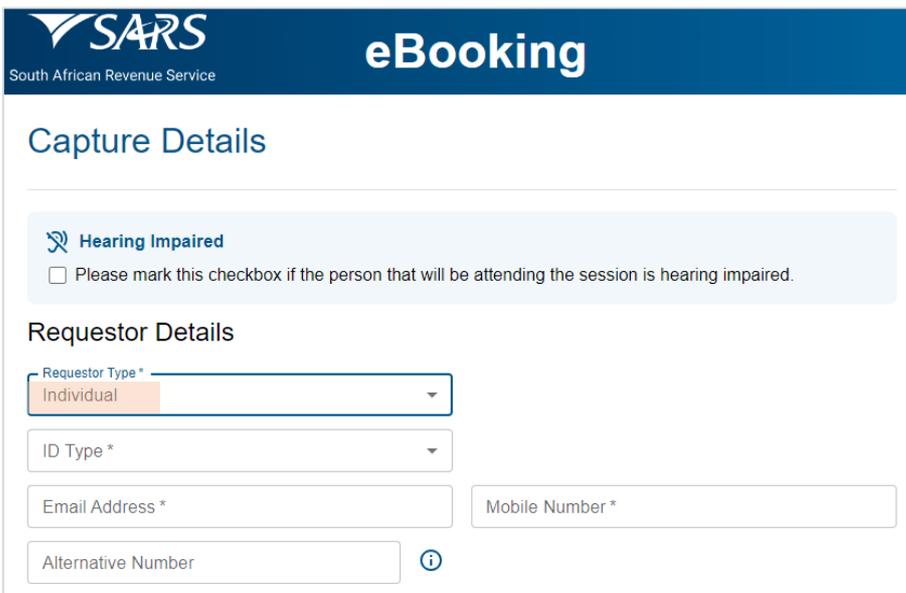
- The identification details completed on the form will be used for authentication.
- The **ID Types** described below can be selected on the eBooking form.
 - **'South African ID Number'**
 - If you are a South African, insert your ID Number
 - **'Asylum Seeker Number'**
 - Insert your Asylum Number.
 - **'Passport Number'**
 - If you are not a South African, insert your foreign passport number
 - 'Passport Date of Issue'

- This field will be activated when a passport number is entered
- Click on the dropdown arrow and select the passport date of issue from the online calendar
- A permit number may also be inserted in this field.
- 'Passport Country of Issue'
 - This field will be activated when a passport number/permit number is entered
 - Select the country of issue from the dropdown menu.



4.1.3 REQUESTOR TYPE : INDIVIDUAL

- If you are an individual booking an appointment for yourself, select the applicable '[ID Type](#)' from the dropdown menu.
- '**Tax Reference Number**'
 - If you entered a passport number or a South African ID number, SARS will use this number to automatically retrieve your tax reference number.
 - If the ID type is 'Asylum Seeker Number' please enter the tax reference number as well.
- '**Email Address**'
 - Insert your email address.
- '**Mobile number**'
 - Insert your mobile number.
- '**Alternative Number**'
 - Please capture an alternate contact number, for us to contact you on the day of the appointment, should your mobile number be unavailable.



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Capture Details

 **Hearing Impaired**
 Please mark this checkbox if the person that will be attending the session is hearing impaired.

Requestor Details

Requestor Type *
Individual

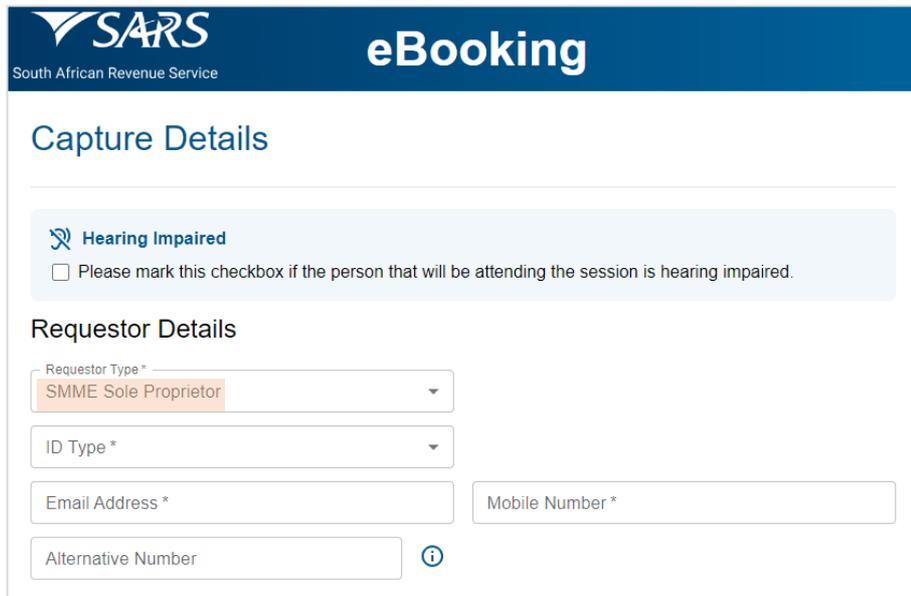
ID Type *

Email Address * Mobile Number *

Alternative Number 

4.1.4 REQUESTOR TYPE : SMME SOLE PROPRIETOR

- If you are SMME Sole Proprietor select the applicable '[ID Type](#)' from the dropdown menu.
- '**Tax Reference Number**'
 - If you completed a passport number or a South African ID number, SARS will use this number to automatically retrieve your tax reference number.
 - If the ID type is 'Asylum Seeker Number' please complete the tax reference number field.
- '**Email Address**'
 - Insert your email address.
- '**Mobile number**'
 - Insert your mobile number.
- '**Alternative Number**'
 - Please insert an alternate contact for us to contact you on the day of appointment, should your mobile number be unavailable.



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Capture Details

 **Hearing Impaired**
 Please mark this checkbox if the person that will be attending the session is hearing impaired.

Requestor Details

Requestor Type *
 SMME Sole Proprietor

ID Type *

Email Address * Mobile Number *

Alternative Number 

4.1.5 REQUESTOR TYPE : REPRESENTATIVE

- **'Representative Type':**
 - If you are the registered representative appointed with full rights to act on behalf of the entity, select **'Registered Representative'** from the drop-down list and complete the **'ID Type.'**
 - If you have once-off permission to represent the entity, select **'Once-Off Mandate'** from the drop-down list and complete your:
 - 'Title'
 - 'Name'
 - 'Surname'
 - **'ID Type'**
- Select the **'Entity Type'** that you are representing and complete the following information:
 - For **'Individual'**:
 - **'ID Type'**
 - For **'Company'**:
 - 'Company Registration Number'
 - For **'Trust'**:
 - 'Trust Type'
 - Inter-vivos Trust
 - Testamentary Trust
 - Foreign Trust (Non-Resident Trust)
 - Collective Investment Schemes in Securities
 - Special Trust Type A – Inter-vivos
 - Special Trust Type A – Testamentary
 - Special Trust Type B – Testamentary
 - 'Trust Registration Number'
- **'Tax Reference Number'**
 - If the entity type is 'Individual' and the ID type is 'Asylum Seeker Number' please complete the tax reference number field.
 - If the entity type is 'Trust' please complete the income tax reference number field
 - For all other entity and ID types, SARS will use the passport number/South African ID number/company registration number to retrieve the tax reference number.

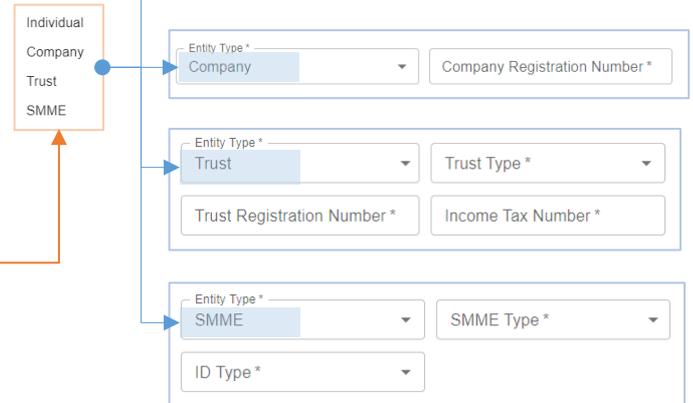
- **'Will the Representative attend the appointment?'**
 - If 'No', complete the '[ID Type](#)' and details of the 'Delegated Representative who will attend the appointment'
 - **Note:** this question does not apply to representatives with a once-off mandate.
- **'Email Address'**
 - Insert the email address of the representative/delegated representative who will attend the appointment.
- **'Mobile number'**
 - Insert the mobile number of the representative/delegated representative who will attend the appointment.
- **'Alternative Number'**
 - Please insert an alternate contact for us to contact you on the day of appointment, should the above mobile number be unavailable.

The screenshot shows the 'Capture Details' form in the SARS eBooking system. The form is divided into several sections: 'Hearing Impaired', 'Requestor Details', 'Taxpayer Details', and a section for appointment information. The 'Requestor Details' section includes a 'Requestor Type *' dropdown menu with 'Representative' selected, and a 'Representative Type *' dropdown menu with 'Registered Representative' selected. The 'Taxpayer Details' section includes an 'Entity Type *' dropdown menu with 'Individual' selected. The 'Requestor Type *' dropdown menu has two callout boxes: one for 'Registered Representative' and one for 'Once-Off Mandate'. The 'Once-Off Mandate' callout box shows a 'Requestor Type *' dropdown menu with 'Representative' selected and a 'Representative Type *' dropdown menu with 'Once-Off Mandate' selected. The 'Registered Representative' callout box shows a 'Requestor Type *' dropdown menu with 'Representative' selected and an 'ID Type *' dropdown menu. The 'Entity Type *' dropdown menu has three callout boxes: one for 'Individual', one for 'Company', and one for 'Trust'. The 'Individual' callout box shows a 'Requestor Type *' dropdown menu with 'Representative' selected, a 'Title *' dropdown menu, a 'Name *' text box, a 'Surname *' text box, and an 'ID Type *' dropdown menu. The 'Company' callout box shows a 'Requestor Type *' dropdown menu with 'Representative' selected and an 'ID Type *' dropdown menu. The 'Trust' callout box shows a 'Requestor Type *' dropdown menu with 'Representative' selected and an 'ID Type *' dropdown menu. The 'Appointment Information' section includes a 'Will the Representative attend the appointment?' question with 'Yes' and 'No' radio buttons, an 'Email Address *' text box, a 'Mobile Number *' text box, and an 'Alternative Number' text box.

4.1.6 REQUESTOR TYPE : TAX PRACTITIONER

- If you are a tax practitioner making a booking for your client, complete the information described below.
- **'Tax Practitioner Number'**
 - Insert your active practitioner number
 - The format should be 'PR' followed by 7 numeric values (e.g. PR1234567).
- Select the applicable '[ID Type](#)' from the dropdown.
- Select the '**Entity Type**' that you are representing and complete the following:
 - For '**Individual**':
 - '[ID Type](#)'
 - For '**Company**':
 - 'Company Registration Number'

- For **'Trust'**:
 - 'Trust Registration Number'
 - 'Trust Type'
 - Inter-vivos Trust
 - Testamentary Trust
 - Foreign Trust (Non-Resident Trust)
 - Collective Investment Schemes in Securities
 - Special Trust Type A – Inter-vivos
 - Special Trust Type A – Testamentary
 - Special Trust Type B – Testamentary
- For **'SMME'**:
 - Indicate the 'SMME Type'
 - Sole Proprietor
 - Company
 - Complete the '[ID Type](#)' or 'Company Registration Number'
- **'Tax Reference Number'**
 - If the entity type is 'Individual' and the ID type is 'Asylum Seeker Number' please complete the tax reference number field.
 - If the entity type is 'SMME-Sole Proprietor' and the ID type is 'Asylum Seeker Number' please complete the tax reference number field.
 - If the entity type is 'Trust' please complete the income tax reference number field.
 - For all other entity and ID types, SARS will use the passport number/South African ID number//company registration number to retrieve the tax reference number.
- **'Will the Tax Practitioner attend the appointment?'**
 - If 'No', complete the '[ID Type](#)' information for the 'Delegated Representative who will attend the appointment'.
- **'Email Address'**
 - Insert the email address of the tax practitioner/delegated representative who will attend the appointment'.
- **'Mobile number'**
 - Insert the mobile number of the tax practitioner/delegated representative who will attend the appointment'.
- **'Alternative Number'**
 - Please insert an alternate contact for us to contact you on the day of appointment, should the above mobile number be unavailable.



4.2 CAPTCHA SCREEN

- To ensure that the booking is initiated by a human and not a machine/computer, you are required to insert a security code (also known as a CAPTCHA code).
- Type in the letters that appear on your screen.
 - If you cannot see the letters clearly, click on the refresh icon to get a new image
 - If your device enables sound to be played, click on the audio icon, wait for the sound to play and type in the letters that you hear.
- Once the CAPTCHA function has successfully authenticated you as a valid user, the system will allow you to continue with the booking.

4.3 CREATE NEW eBOOKING

- The **'Create Booking'** screen will only display if you are allowed to make a new booking for the tax reference number.
- If you already have an active booking, please refer to the section on ['View Existing Booking'](#)

4.3.1 BOOKING DETAILS

- Click on the dropdown list and select an available **'Booking Type'**:
 - Telephonic Engagement
 - Video
 - Walk-in
 - Mobile Tax Unit
 - Pop-Up Branch
 - VAT Registration Accreditation
- Select a **'Province'** and an available **'Branch'** from the dropdown list (**Note:** these fields will not display for video and telephonic engagements).
- Select the **'Reason Category'** from the dropdown list.
- Select the **'Reason'** from the dropdown list.
- In the **'Reason Summary'** field you may briefly explain the reason for your appointment (optional). This will help us prepare for your appointment.
- **'Select date'** – please select an available date from the online calendar.
- **'Select time'** – please select a time from the available slots displayed on the screen.
- Once you have completed the required information, click on **'Next'**.

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eBooking

1 Booking Details 2 Upload Supporting Documents 3 Confirmation

Booking Type *
Walk In

Province *
Gauteng

Branch *
Alberton

Reason Category *
Other

Reason *
Maintain ID

Reason Summary (optional)
Update my details

Briefly explain the reason for your appointment

Select Date

August 2023

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Select Time

Morning

07:00 07:30 08:00 08:30 09:00 09:30 10:00
10:30 11:00 11:30

Afternoon

12:00 12:30 13:00 13:30 14:00 14:30 15:00
15:30 16:00 16:30 17:00 17:30 18:00

BACK NEXT

4.3.2 UPLOAD SUPPORTING DOCUMENTS

- The following types of documents are required for an eBooking appointment:
 - Supporting documents to **authenticate** the person who will be attending the appointment
 - Supporting documents related to specific eBooking **reasons**. For more information, please refer to the SARS website.
- SUPPORTING DOCUMENTS READILY AVAILABLE:
 - If your documents are available, click on the **'Upload'** button to load and attach it to your eBooking case. The following document restrictions apply:
 - The documents must be in one of the following formats: pdf, doc, docx, xls, xlsx, gif, jpg, jpeg, bmp, png and tiff.
 - Documents should not be password protected or encrypted.
 - Documents must be not greater than 5MB in size
 - Click on **'Complete Booking'**.
 - **Note:** If you need to submit additional supporting documents after your booking has been confirmed, you can use your booking case reference number to submit the documents electronically through the SARS Online Query System, on the SARS website

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eBooking

Disclaimer [X]

Even though we are asking for specific supporting documents on this form, SARS may request additional supporting documentation after your booking confirmation and prior to your eBooking appointment because your specific appointment reason may necessitate this. Unfortunately supporting documentation requirements also change on an ongoing basis. You may submit any additional relevant supporting documents electronically before your appointment, through the SARS Online Query System, using your booking case reference number on the SARS website, www.sars.gov.za, where a list of supporting document guides are available. Please note that firearms are not allowed on SARS premises whether it be a SARS branch, Mobile Tax Unit or Pop-up service.

[Read Less](#)

1 Booking Details — 2 **Upload Supporting Documents** — 3 Confirmation

File Name	Status	
Supporting Doc.pdf	Queued for Upload	Download [X]

South African ID /Passport /Drivers License /Asylum cert /Work Permit

Please Note: You can upload your documents at a later stage, but you will only have 24 hours to upload the required documents. [Upload Later](#)

- SUPPORTING DOCUMENTS NOT READILY AVAILABLE:
 - If you do not have the required supporting documents readily available, click on the **'Upload Later'** button.
 - The eBooking case number allocated to you will display on the screen and the status of the booking will be *'Booking Awaiting Supporting Documents'*.
 - You will have 24 hours to upload the supporting documents.
 - If you do not load the documents within this time, you will lose the time slot reserved for you and the eBooking will be cancelled automatically.

- To access your eBooking case before expiry of the 24-hour period:
 - Log on to the SARS website and open the eBooking form
 - Complete the ['Requestor Details'](#)
 - Refer to the steps described under ['Existing eBooking'](#).

The screenshot shows the SARS eBooking interface. At the top, there are three progress indicators: 'Booking Details' (checked), 'Upload Supporting Documents' (highlighted in orange), and 'Confirmation' (checked). Below this is a green banner with a checkmark icon and the text 'Booking Awaiting Supporting Documents'. Underneath the banner is a message: 'Please upload supporting documents to complete the booking'. The main content area is titled 'Booking Details' and includes the case number 'CASE NO: 151593831'. It contains a table with the following information:

Date	Time	Booking Type
11 August 2023	08:30 AM	Video
Branch Name	Province	Reason Category
Pretoria	Gauteng	Other

Below the table is a link 'Maintain ID' with the text 'Update my details'. A blue 'DONE' button is located at the bottom right of the form.

4.3.3 eBOOKING CONFIRMED

- An email and SMS notification will be issued when the eBooking has been confirmed.
- A notification will also be sent 48 hours before the eBooking date, to remind you of your upcoming appointment.

The screenshot shows the SARS eBooking interface with a blue header containing the SARS logo and the text 'eBooking' and 'South African Revenue Service'. Below the header is the title 'Create Booking'. At the top, there are three progress indicators: 'Booking Details' (checked), 'Upload Supporting Documents' (checked), and 'Confirmation' (checked and highlighted in orange). Below this is a green banner with a checkmark icon and the text 'Booking Confirmed!'. Underneath the banner is a message: 'Thank you for making a booking. We'll see you soon!'. The main content area is titled 'Booking Details' and includes the case number 'CASE NO: 151593831'. It contains a table with the following information:

Date	Time	Booking Type
11 August 2023	08:30 AM	Video
Branch Name	Province	Reason Category
Pretoria	Gauteng	Other

Below the table is a link 'Update my details'. A blue 'DONE' button is located at the bottom right of the form.

4.4 EXISTING eBOOKING

4.4.1 VIEW EXISTING eBOOKINGS

- Log on to the SARS website and open the eBooking form
 - Complete the '[Requestor Details](#)' section of the form
 - Complete the '[Captcha Screen](#)' and click on '**Next**' to view active bookings or incomplete bookings awaiting supporting documents.

The screenshot shows the SARS eBooking interface. At the top, there is a blue header with the SARS logo and the text "South African Revenue Service" and "eBooking". Below the header, there is a "Please Note" section with an information icon and the text: "The taxpayer 7708120770812 already has an eBooking". The main content area is titled "Confirmed" and shows a booking for "8 August 2023" with Case No: 185799004. The booking details are as follows:

Time:	08:30 AM	Booking Type:	Walk In
Province:	Gauteng	Branch:	Alberton
Reason Category:	Other		

At the bottom of the booking details, there is a "Maintain ID" link.

- To finalise an incomplete eBooking (i.e. in an '*awaiting supporting documents*' status):
 - Click on the '**Upload**' button to load and attach the documents to your eBooking case.
 - Click on '**Complete Booking**'.

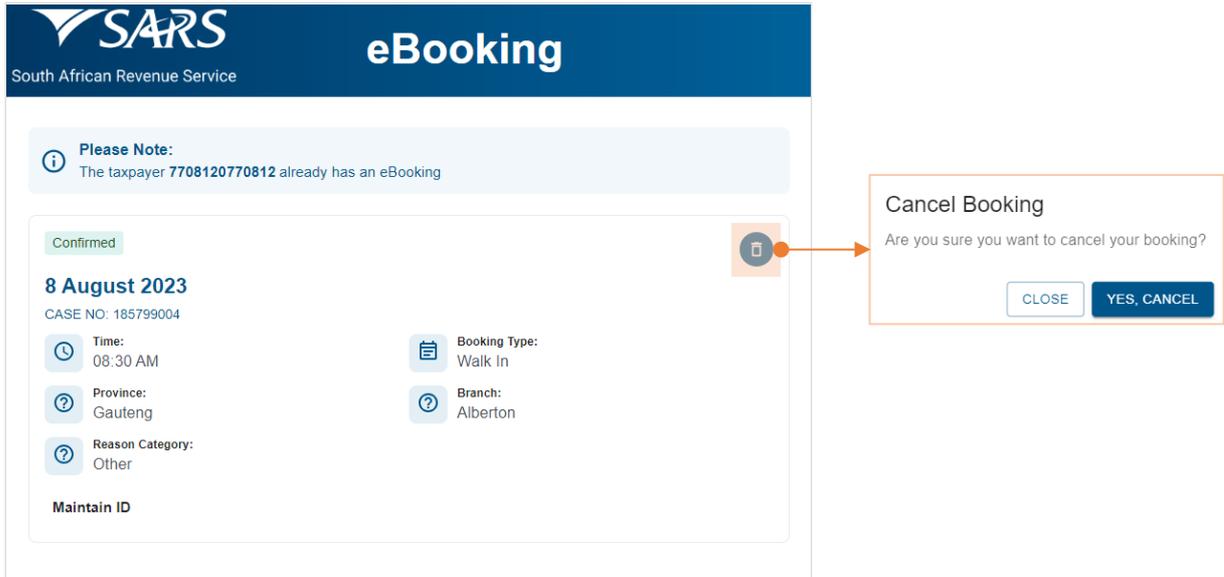
The screenshot shows the SARS eBooking interface for an incomplete booking. At the top, there is a blue header with the SARS logo and the text "South African Revenue Service" and "eBooking". Below the header, there is a "Please Note" section with an information icon and the text: "The taxpayer 7708120770812 already has an eBooking". The main content area is titled "Awaiting Supporting Documents" and shows a booking for "11 August 2023" with Case No: 151593831. The booking details are as follows:

Time:	08:30 AM	Booking Type:	Video
Province:	Gauteng	Branch:	Pretoria
Reason Category:	Other		

At the bottom of the booking details, there is a "Maintain ID" link with the text "Update my details". To the right of the booking details, there is an "UPLOAD DOCUMENTS" button with an information icon.

4.4.2 CANCEL eBOOKING

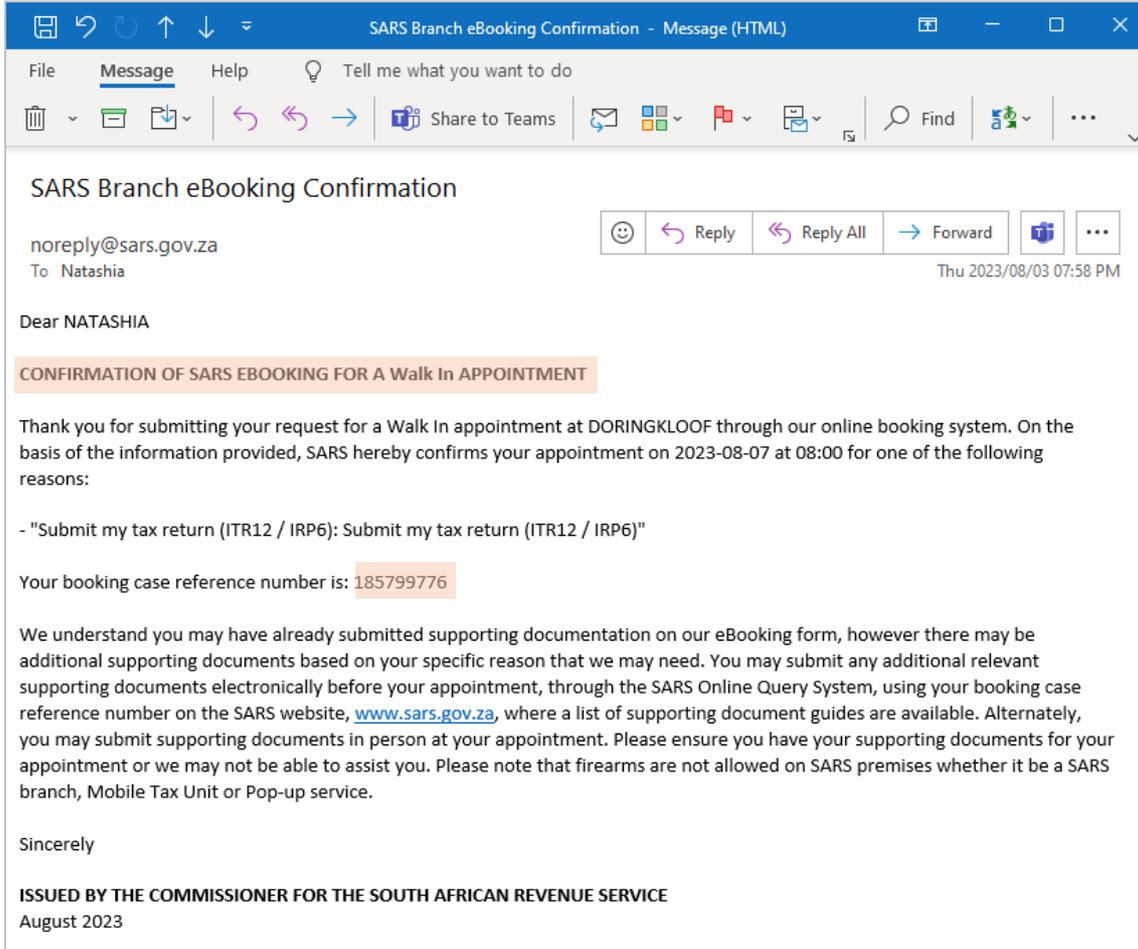
- Log on to the SARS website and open the eBooking form:
 - Complete the '[Requestor Details](#)' section of the form
 - Complete the '[Captcha Screen](#)' and click on '**Next**'
- The screen will display your active eBooking
 - Click on the delete icon to cancel the eBooking
 - A message will pop up for you to confirm the cancellation. Click on the '**Yes Cancel**' button.



5 NOTIFICATIONS

You will receive email and SMS notifications related to your eBooking. Below are some examples of the emails:

5.1 eBOOKING CONFIRMATION FOR WALK-IN APPOINTMENT



The screenshot shows an email window titled "SARS Branch eBooking Confirmation - Message (HTML)". The email is from "noreply@sars.gov.za" to "Natashia". The subject is "SARS Branch eBooking Confirmation". The body of the email contains the following text:

Dear NATASHIA

CONFIRMATION OF SARS EBOOKING FOR A Walk In APPOINTMENT

Thank you for submitting your request for a Walk In appointment at DORINGKLOOF through our online booking system. On the basis of the information provided, SARS hereby confirms your appointment on 2023-08-07 at 08:00 for one of the following reasons:

- "Submit my tax return (ITR12 / IRP6): Submit my tax return (ITR12 / IRP6)"

Your booking case reference number is: 185799776

We understand you may have already submitted supporting documentation on our eBooking form, however there may be additional supporting documents based on your specific reason that we may need. You may submit any additional relevant supporting documents electronically before your appointment, through the SARS Online Query System, using your booking case reference number on the SARS website, www.sars.gov.za, where a list of supporting document guides are available. Alternately, you may submit supporting documents in person at your appointment. Please ensure you have your supporting documents for your appointment or we may not be able to assist you. Please note that firearms are not allowed on SARS premises whether it be a SARS branch, Mobile Tax Unit or Pop-up service.

Sincerely

ISSUED BY THE COMMISSIONER FOR THE SOUTH AFRICAN REVENUE SERVICE
August 2023

5.2 eBOOKING CONFIRMATION FOR VIRTUAL APPOINTMENT

The screenshot shows an email window titled "SARS Branch eBooking Confirmation - Message (HTML)". The sender is "noreply@sars.gov.za" and the recipient is "Natashia". The email is dated "Thu 2023/08/03 08:18 PM".

SARS Branch eBooking Confirmation

noreply@sars.gov.za
To Natashia

Dear NATASHIA

CONFIRMATION OF SARS EBOOKING FOR A Telephonic Engagement APPOINTMENT

Thank you for submitting your request for a Telephonic Engagement appointment. On the basis of the information provided, SARS hereby confirms your appointment on 2023-08-08 at 11:00 for one of the following reasons:

- "Payment Arrangements: I cannot afford to pay the full amount due"

Your booking case reference number is: 185799801
Please do not go to a SARS Branch. A SARS agent will contact you.

Please ensure that you have all the required documentation for your appointment or we may not be able to assist you.

We understand that you may have already submitted supporting documentation on our eBooking form, however there may be additional supporting documents, based on your specific reason, that we may need. Please submit any relevant supporting documents electronically before 2023-08-08 at 11:00 or we may not be able to assist you with your Telephonic Engagement query. Submit the relevant supporting documents electronically through the SARS Online Query System using your booking case reference number on the SARS website, www.sars.gov.za, where a list of supporting document guides is available.

Sincerely

ISSUED BY THE COMMISSIONER FOR THE SOUTH AFRICAN REVENUE SERVICE
August 2023

5.3 eBOOKING CANCELLED

The screenshot shows an email window titled "SARS Branch eBooking Cancellation - Message (HTML)". The sender is "noreply@sars.gov.za" and the recipient is "Natashia". The email is dated "Thu 2023/08/03 05:53 PM".

SARS Branch eBooking Cancellation

noreply@sars.gov.za
To Natashia

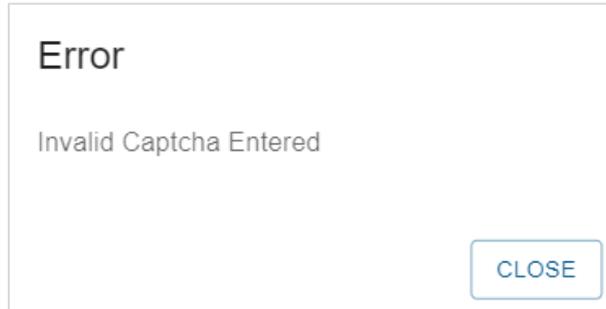
Dear Taxpayer, you have chosen to cancel your Video appointment with SARS on 2023-08-05 at 0830 for reason: "Returns: Disputes". Please use our website to rebook.

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August 2023

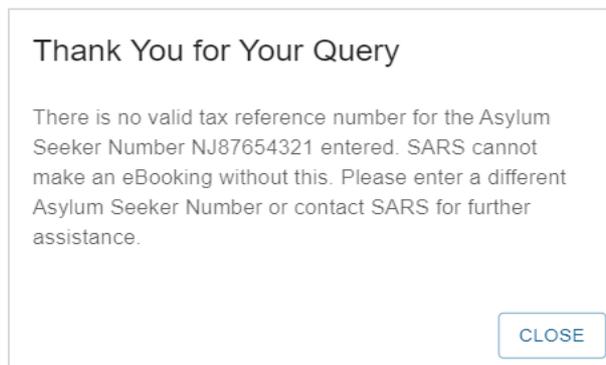
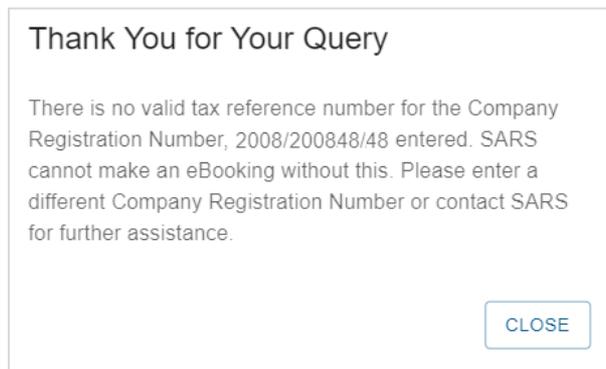
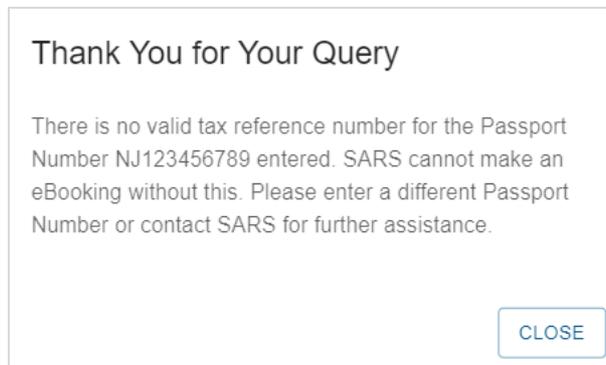
6 ERROR MESSAGES

This section describes some of the common errors you may encounter during the eBooking process:

- The CAPTCHA code inserted does not correspond with the code displayed on the webscreen.



- The data you have entered has failed validation. Example: The passport or ID number or company registration cannot be matched to a valid tax reference number.



- The tax practitioner information does not match

Thank You for Your Query

Tax Practitioner Number PR0000007 number entered does not match the Tax Practitioner Registration Number.

[CLOSE](#)

- The eBooking service is not available for the type of taxpayer.

Thank You for Your Query

The taxpayer attempting to make an eBooking is a Large Business or High Net Worth Individual or Restricted Tax Unit taxpayer. We do not offer eBookings for these taxpayer types. Please consult the respective specialised unit or the SARS website for further assistance.

[CLOSE](#)

7 CONCLUSION

Please contact SARS should you require further information which might not be addressed in this guide

8 CROSS REFERENCES

DOCUMENT #	DOCUMENT TITLE
GEN-GEN-51-G01	SARS Online Query System – External Guide

9 DEFINITIONS AND ACRONYMS

Link for centralised definitions, acronyms, and abbreviations:

- [Glossary Terms A - M](#)
- [Glossary Terms N - Z](#)

10 DOCUMENT MANAGEMENT

10.1 REVISION HISTORY

Detail of Change	Date	Version	Description
	08-05-2020	0	Implementation of new service to book an online appointment at a SARS branch

	06-06-2020	1	New fields added, booking using foreign passport number, allow additional tax types, error messages
	21-08-2020	2	Booking schedule amended from 7 days to 60 days in advance
	01-09-2020	3	Video and Voice appointments, ITR12 bookings via voice only, remove scanning option from list of reasons, allocate case number, upload supporting documents
	21-09-2020	4	Changed Voice to Telephonic Engagement, Type of client amended, supporting documents
	08-02-2021	5	Removed reference to toll-free number
	12-03-2021	6	Authentication documents
	01-07-2021	7	Updates/additions: Appointment Information, Cancel appointment, SMS, SMME
	20-08-2021	8	Remove requirement for 'certified copies'; remove video appointment option for individuals; pop-up branches/MTU; reminders
	16-09-2021	9	Remove 'affidavit' for authentication
	18-07-2022	10	Updates: SMME, new messages if appointment slots not available, video option for individuals
	14-08-2023	11	Implementation of redesigned eBooking form, supporting documents attached to form

DISCLAIMER

The information contained in this guide is intended as guidance only and is not considered to be a legal reference, nor is it a binding ruling. The information does not take the place of legislation and readers who are in doubt regarding any aspect of the information displayed in the guide should refer to the relevant legislation or seek a formal opinion from a suitably qualified individual.

For more information about the contents of this publication you may:

- Visit the SARS website at www.sars.gov.za;
- Make a booking to visit the nearest SARS branch;
- Contact your own tax advisor / tax practitioner;
- If calling from within South Africa, contact the SARS Contact Centre on 0800 00 SARS (7277); or
- If calling from outside South Africa, contact the SARS Contact Centre on +27 11 602 2093 (only between 8am and 4pm South African time).