



DEFERRAL OF PAYMENT ARRANGEMENTS ON EFILING

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1 SUMMARY

- a) The purpose of this document is to assist taxpayer to initiate a payment arrangement request on eFiling for outstanding debt.
- b) One of the 9 SARS strategic objectives is “Making it easy for Taxpayers to Comply” and in support of this objective, SARS digital channel (eFiling) has been enhanced with the functionality to enable Taxpayers to request Deferral Payment Arrangements.
- c) This functionality is available on eFiling website digital channel to allow the taxpayer to make a payment arrangement request without the need to visit a SARS branch or contact the SARS Contact Centre on 0800 00 7277.

2 PAYMENT ARRANGEMENT REQUEST SUBMISSION PROCESS

- a) Log on to the SARS eFiling website and navigate to on eFiling where there is outstanding debt against an assessed return in order to initiate the payment arrangement request. Payment arrangement request can be initiated from any of the following places where there is outstanding debt and only one tax type request at a time will be allowed:
 - i) Statement of account (SOA)
 - ii) SOA admin penalties
 - iii) Return Work-Page
 - iv) Notice of assessment
 - v) Notice of Assessment for admin penalties
 - vi) My Compliance Profile (MCP) functionality
 - vii) Final demand letter
 - viii) Final demand reminder letter.
- b) Once a payment arrangement request has been initiated, eFiling will present the auto-simulated payment plan defaulted to 6 months to either accept, save, cancel or propose different terms;
 - i) **Accept** – If you accept the simulation, you make a declaration that you have read and understood the agreement by selecting the checkbox. After that a check will be done to see if there is supporting documents required.
 - ii) **Save** – If you save, the simulation will be saved and you will be able to view the simulation at a later stage (before midnight). The simulation will only be saved up until midnight. If the payment arrangement request is not finalised before midnight, the simulation will be discarded and a re-simulation will be required.
 - iii) **Cancel** – If you cancel the auto-simulation, it will be discarded/deleted, and you will have to start the process from beginning if you want to request a payment arrangement.
 - iv) **Propose different terms** – If you propose different terms, you will be asked to provide the payment term and the first instalment start date.
- c) A series of primary validation checks will be done against the taxpayer’s reference number and the tax type when initiating a payment arrangement request. If any of these validations fail, the taxpayer will be prevented from proceeding with the request, and the applicable validation error message(s) will be displayed on eFiling. The taxpayer will then have to contact SARS in order to rectify the error. These validation checks include the following:
 - i) Where a taxpayer has outstanding return(s)
 - ii) Where a taxpayer has a pending approval payment arrangement request OR an active payment arrangement request for the tax type in question
 - iii) Where taxpayer has no debt / debit balance or has an unallocated credit on the account
 - iv) Where a taxpayer has defaulted a previous payment arrangement
 - v) Taxpayer marked as “Address Unknown”, “Estate” or ‘Inactive’ deregistered or untraceable.

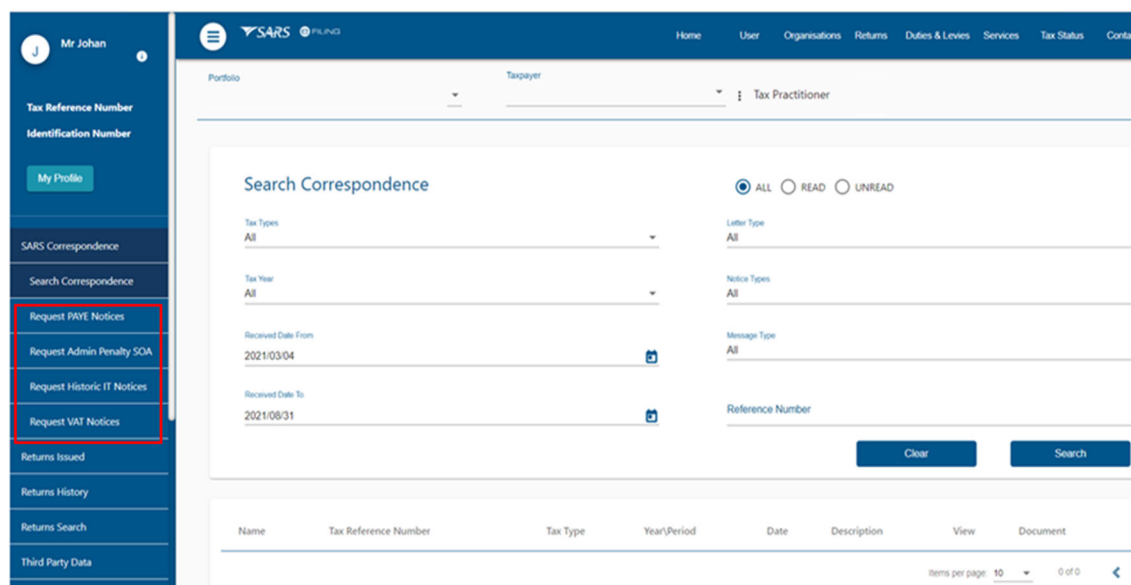
3 PAYMENT ARRANGEMENT FUNCTIONALITY

- a) The payment arrangement request functionality will be made available across all portfolio types, being the Individual, Tax Practitioner and Organisation portfolio and will be limited to these tax types:
 - i) Personal Income Tax (Assessed Tax / Admin Penalties)
 - ii) Company Income Tax (Assessed Tax / Admin Penalties, Dividends Withholding Tax)
 - iii) Trust (Assessed Tax / Admin Penalties)
 - iv) Pay As You Earn (PAYE)
 - v) Unemployment Insurance Fund (UIF)
 - vi) Skills Development Levy (SDL)
 - vii) Value Added Tax (VAT)
- b) A new button labelled "Payment Arrangement" to initiate the payment arrangement request has been added to the following areas on eFiling, where there is outstanding debt:
 - i) Statement of Account (Assessed Tax / Admin Penalties)
 - ii) Notice of Assessment
 - iii) Notice for Admin Penalties
 - iv) Work Page
 - v) My Compliance Profile (MCP)
 - vi) Final demand letter / reminder.

4 INITIATE PAYMENT ARRANGEMENT REQUEST

4.1 Access Payment Arrangement from notices

- a) Once you have successfully logged onto eFiling, follow the steps below to access the payment arrangement button either from Statement of Account, Notice of Assessment or Notice for Admin Penalties.
 - i) Select **<Returns>** from the menu on the top.
 - ii) Select **<SARS Correspondence>** from the menu on the left.
 - iii) Select either one of the notices from the menu:
 - A) **<Request PAYE Notices>**
 - B) **<Request Admin Penalty SOA>**
 - C) **<Request Historic IT Notices >**
 - D) **<Request VAT Notices>**



- i) **For PAYE and VAT Notices:**
- Select **<Request VAT Notices or <Request PAYE Notices>**
 - Select the period, for which you would like to receive your Statement of Account.
 - Click **<Continue>**

The screenshot shows the SARS eFiling portal interface. On the left is a navigation menu with options like 'My Profile', 'SARS Correspondence', and 'Request PAYE Notices' (highlighted with a red box). The main content area is titled 'Request Statement of Account for PAYE'. It includes fields for 'Taxpayer Name' and 'Taxpayer Reference'. Below these is a 'Please select a year' dropdown menu, which is currently open, displaying a list of years from 2003 to 2022. A 'Continue' button is located at the bottom of this dropdown.

- Select **<Start period>** and **<End Period>**
- Click **<Submit>**
- Click on the link to view statement of Account or Account.

This screenshot shows the same SARS eFiling portal after the request has been submitted. The 'Request Statement of Account for PAYE' form now displays the taxpayer's details: 'Taxpayer Name: Weideman & Vanvikenroye' and 'Taxpayer Reference:'. The 'Start Period' is set to '2021-03' and the 'End Period' is set to '2021-08'. A message indicates 'Your request to SARS has been successfully submitted'. Below this message, a link 'Click here to view your Statement of Account' is highlighted with a red box. A 'Back' button is also visible.

- Click **<Payment Arrangement>** button from statement of Account to initiate payment arrangement request.

The screenshot shows a 'Statement of Account' window. At the top, there is a 'Close' button. Below it, the title 'Statement of Account' is displayed. The date 'Date: 2025/11/12' is shown on the left, and the amount 'Amount: R0.00' is shown on the right. At the bottom, there are three buttons: 'Payment Arrangement', 'Dispute/Suspension of Payment', and 'Request For Reason'.

- ii) **For Admin Penalty Notices:**
- Select **<Request Admin Penalty SOA>**
 - Select the period, for which you would like to receive your Statement of Account.
 - Click **<Continue>**

The screenshot shows the SARS eFiling portal interface. On the left is a navigation menu with options like 'SARS Correspondence', 'Search Correspondence', 'Request PAVE Notices', 'Request Admin Penalty SOA' (highlighted with a red box), 'Request Historic IT Notices', 'Returns Issued', 'Returns History', and 'Returns Search'. The main content area displays the 'Request Administrative Penalty Statement of Account' form. It includes fields for 'TaxPayer Name' and 'TaxPayer Reference'. Below these is a 'Please select a year' dropdown menu which is currently open, showing a list of years from 2008 to 2022. A 'Continue' button is located at the bottom of the dropdown menu.

- Select **<Start period>** and **<End Period>**
- Click **<Submit>**
- Click on the link to view statement of Account.
- Click **<Payment Arrangement>** button from statement of Account to initiate payment arrangement request.

This screenshot shows the same SARS eFiling portal after the request has been submitted. The 'Request Administrative Penalty Statement of Account' form is still visible, but now it includes 'Start Period' (2021-03) and 'End Period' (2021-09) dropdowns, along with 'Submit' and 'Back' buttons. Below the form, a blue message box states 'Your request to SARS has been successfully submitted'. A red box highlights a link that says 'Click here to view your Statement of Account'. A 'Back' button is also present below the message box.

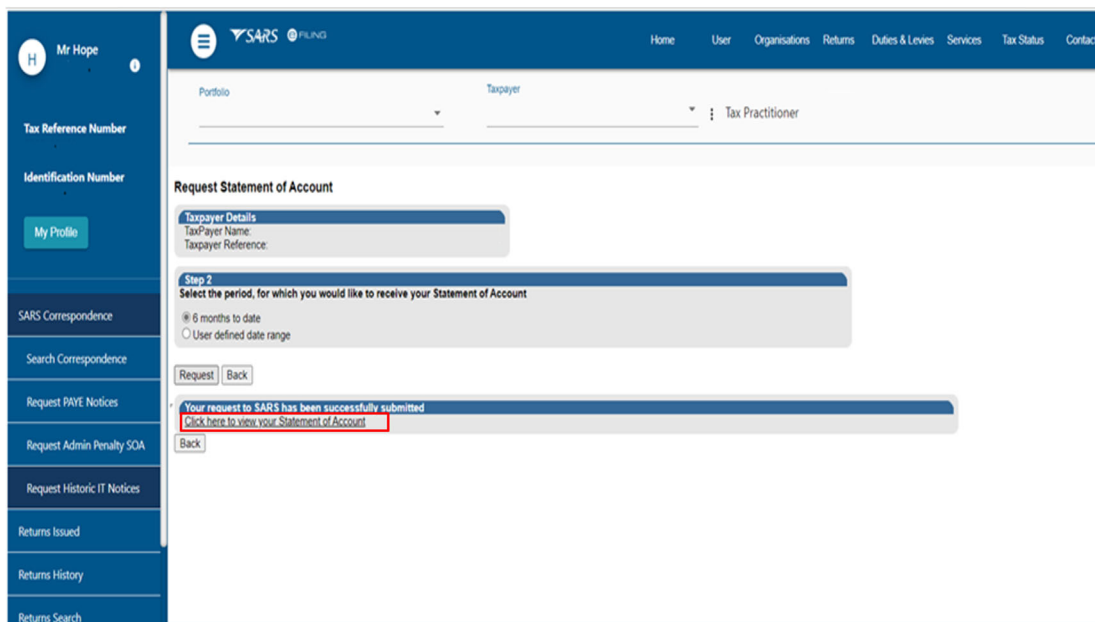
- Click **<Payment Arrangement>** button from statement of Account to initiate payment arrangement request.

The screenshot shows a summary box for an 'Administrative Penalty'. It includes the text 'Date Issued: 2025-11-12' and 'Amount: R3,750.00'. At the bottom of the box are three buttons: 'Make Payment', 'Payment Arrangement', and 'Dispute'.

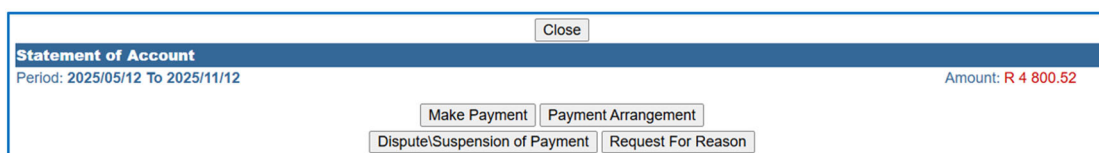
iii) **For Income Tax Notices:**

- A) Select **<Request Historic IT Notices >**
- B) Select **<Notice of Assessment or Statement of Account >**
- C) Click **<Next>**

- D) Select the period for which you would like to receive your Notice of Assessment or Statement of Account.
- E) Click **<Request>**
- F) Click on the link to view the statement of Account or Notice of Assessment.

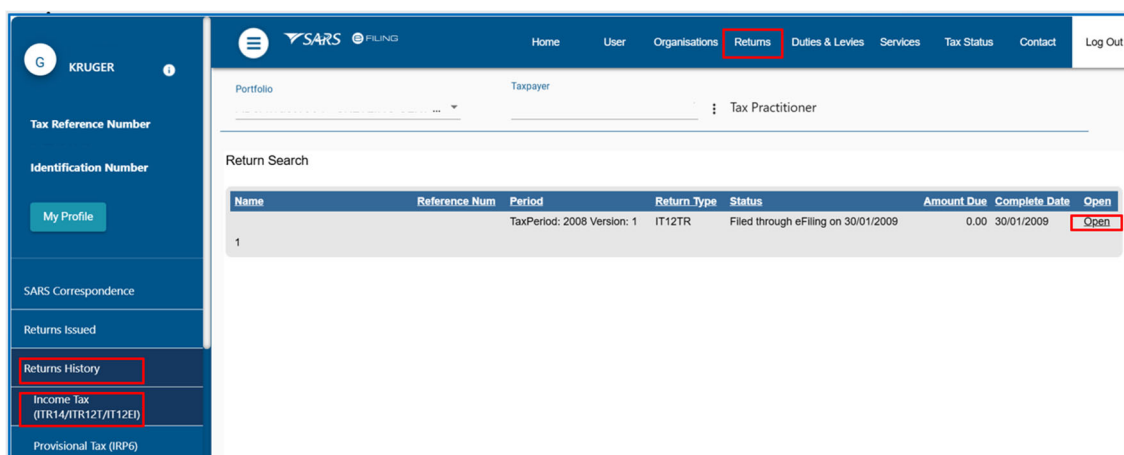


- G) Click **<Payment Arrangement>** button from statement of Account or Notice of Assessment to initiate payment arrangement request.



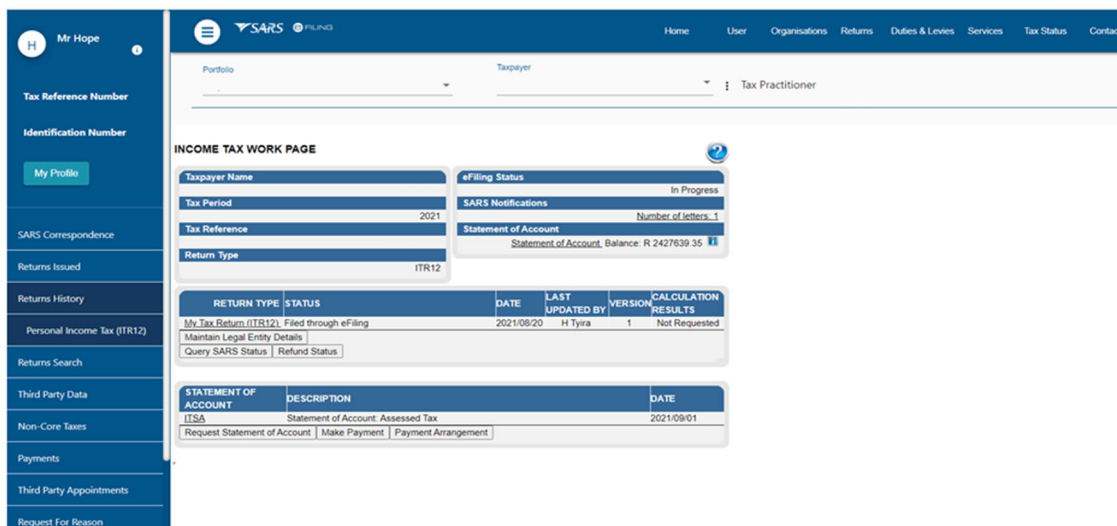
4.2 Access Payment Arrangement from Work Page

- a) Follow the steps below to access your payment arrangement button from work page:
- Select **<Returns>** from the menu on the top.
 - Select **<Returns History>** from the menu on the left.
 - Select the type of return.
 - Click **<Open>** - this option will take you to the income tax work page.



Name	Reference Num	Period	Return Type	Status	Amount Due	Complete Date	Open
1		TaxPeriod: 2008 Version: 1	IT12TR	Filed through eFiling on 30/01/2009	0.00	30/01/2009	Open

- v) Click **<Payment Arrangement>** button to initiate payment arrangement request.



INCOME TAX WORK PAGE

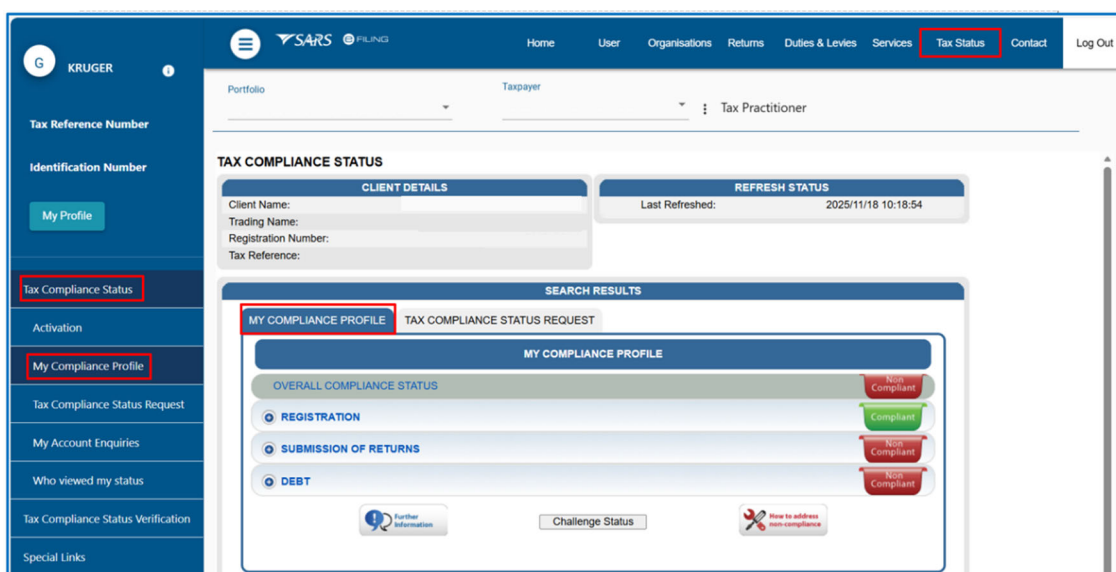
RETURN TYPE	STATUS	DATE	LAST UPDATED BY	VERSION	CALCULATION RESULTS
My Tax Return (ITR12)	Filed through eFiling	2021/08/20	H Tyira	1	Not Requested

STATEMENT OF ACCOUNT	DESCRIPTION	DATE
ITSA	Statement of Account: Assessed Tax	2021/09/01

Request Statement of Account | Make Payment | **Payment Arrangement**

4.3 Access Payment Arrangement from My Compliance Profile

- a) Follow the steps below to access your payment arrangement button from My Compliance Profile (MCP):
- Select **<Tax Status>** from the top menu.
 - Select **<Tax Compliance Status>** from the menu on the left.
 - Select **<My Compliance Profile>** - this option will take you to the MCP dashboard with the following status indicators(colours):
 - Green** - shows that the taxpayer is tax compliant
 - Red** - shows that the taxpayer is non-compliant



TAX COMPLIANCE STATUS

Client Name: [Redacted]
Trading Name: [Redacted]
Registration Number: [Redacted]
Tax Reference: [Redacted]


Last Refreshed: 2025/11/18 10:18:54

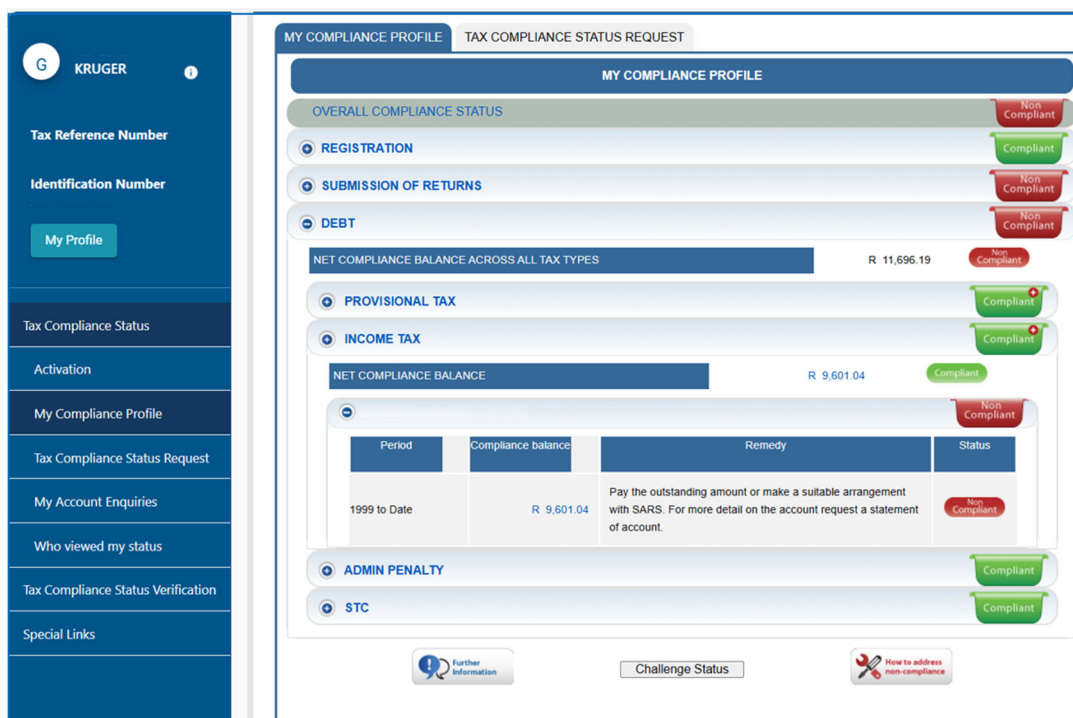
SEARCH RESULTS

MY COMPLIANCE PROFILE

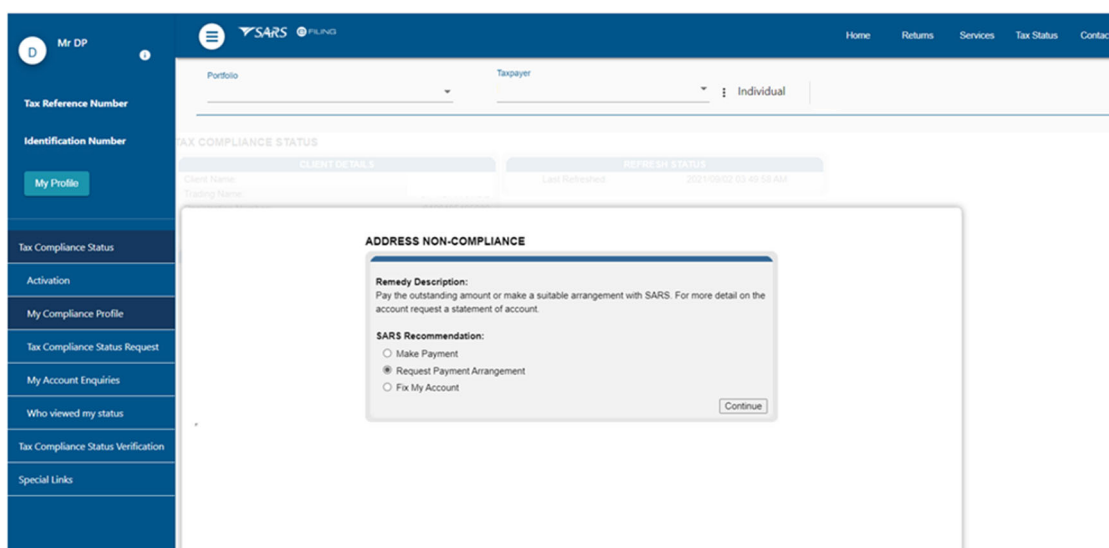
OVERALL COMPLIANCE STATUS	Registration	Submission of Returns	Debt
Non Compliant	Compliant	Non Compliant	Non Compliant

Challenge Status

- iv) Select the expand buttons  on the left-hand side of Debt, more information regarding the compliance status will be displayed.
- v) Select **<Tax Type>** with a red indicator.
- vi) Select **<Tax Reference number>**



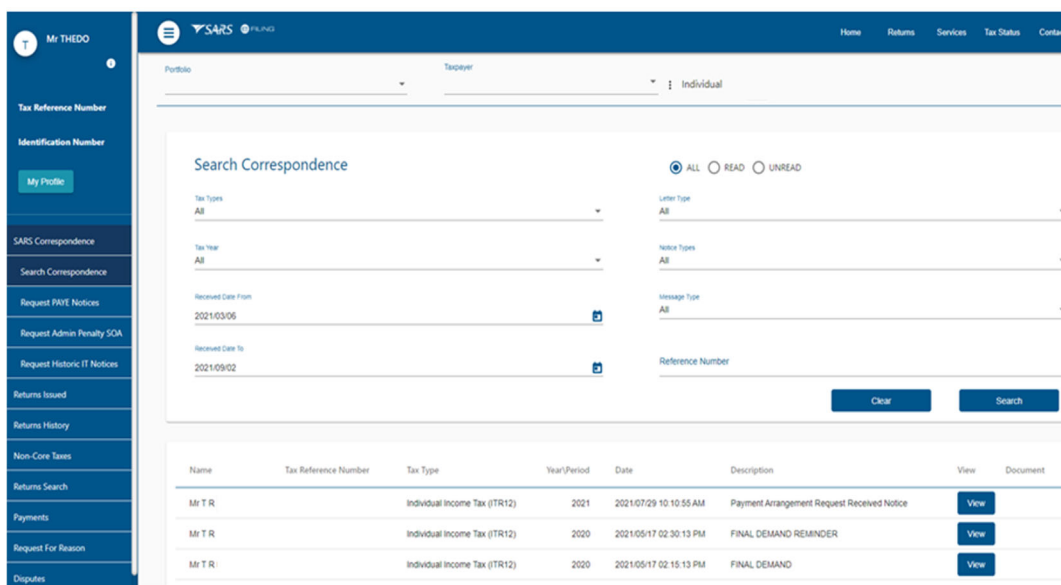
- vii) Hover over the **<Non-compliant>** indicator and message will be displayed informing the taxpayer what to do next to address the specific non-compliance. - this option will take you to the payment arrangement page.



- viii) Select **<Request Payment Arrangement>**
 - A) Please note that the Request Payment Arrangement option is not available for Trust Admin Penalties on MCP.

4.4 Access Payment Arrangement from final demand letter / Reminder

- a) Follow the steps below to access your payment arrangement button from the final demand letter:
 - i) Select **<Returns>** from the menu on the top.
 - ii) Select **<SARS Correspondence>** from the menu on the left.
 - iii) Select **<Search Correspondence>**
 - iv) Click **<View>** - this option will take you to the final demand letter / reminder.



Name	Tax Reference Number	Tax Type	Year/Period	Date	Description	View	Document
Mr T R		Individual Income Tax (iTR12)	2021	2021/07/29 10:10:55 AM	Payment Arrangement Request Received Notice	View	
Mr T R		Individual Income Tax (iTR12)	2020	2021/05/17 02:30:13 PM	FINAL DEMAND REMINDER	View	
Mr T R		Individual Income Tax (iTR12)	2020	2021/05/17 02:15:13 PM	FINAL DEMAND	View	

- v) Click **<Make Payment Arrangement>**



5 CAPTURE PAYMENT ARRANGEMENT

5.1 Simulated Payment Arrangement Plan

- a) After selecting the Payment Arrangement button where outstanding debt is indicated, choose the relevant tax type and click Continue to proceed.

Note: A payment arrangement can only be created for one tax type at a time, multiple tax types cannot be included in a single request.

- b) The next screen will display the available tax type for selection:
 - i) **PIT and Trust Tax Types:**

The screenshot shows the SARS eFiling interface. On the left is a blue sidebar with a user profile section (ID Z) and a list of menu items. The main content area has a top navigation bar with links like Home, User, Organisations, etc. Below this, there are dropdown menus for 'Portfolio' and 'Taxpayer'. The 'Tax Types' section contains two radio button options: 'PIT / Trust Assessed Tax' and 'PIT / Trust Admin Penalties'. A 'Continue' button is located at the bottom of the form.

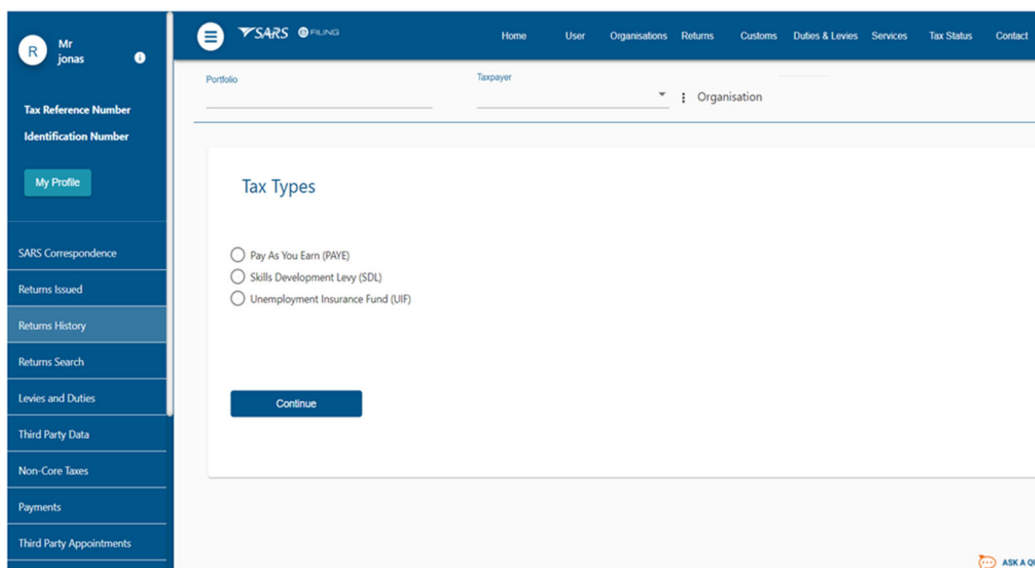
ii) CIT and Trust Tax Types:

This screenshot shows the 'Tax Types' screen for a user with ID G. The interface is similar to the previous one, but the 'CIT / Trust Admin Penalties' option is selected with a blue dot. The 'Continue' button is now dark blue.

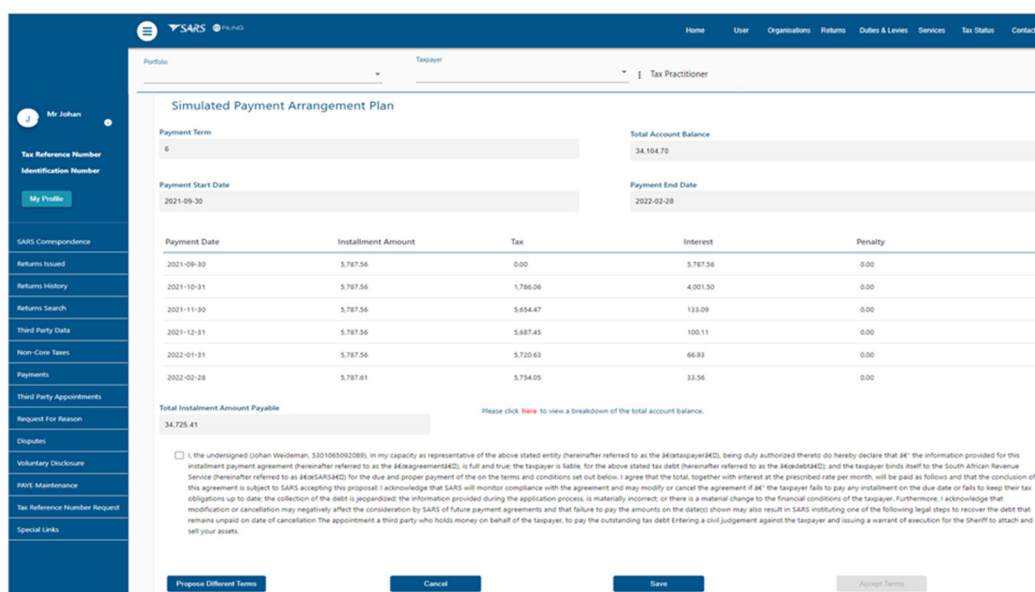
iii) VAT Tax Type:

The screenshot shows the 'Tax Types' screen for a user with ID N (Mrs Potgieter). The 'Taxpayer' dropdown menu is set to 'Tax Practitioner'. The 'Tax Types' section contains a single radio button option: 'Value Added Tax'. A 'Continue' button is at the bottom.

iv) **PAYE Tax Type:**



- c) After selecting the tax type and clicking *Continue*, the system will display an auto-simulated payment arrangement plan, which is set to a default period of 6 months. You will then have the options to *Propose Different Terms*, *Cancel*, or *Save* the auto-simulated plan.



Payment Date	Instalment Amount	Tax	Interest	Penalty
2021-09-30	5,787.56	0.00	5,787.56	0.00
2021-10-31	5,787.56	1,786.06	4,001.50	0.00
2021-11-30	5,787.56	5,654.47	133.09	0.00
2021-12-31	5,787.56	5,687.45	100.11	0.00
2022-01-31	5,787.56	5,720.43	66.93	0.00
2022-02-28	5,787.41	5,754.05	33.56	0.00

Total Instalment Amount Payable: 34,725.41

Total Account Balance: 34,104.70

Payment Term: 6

Payment Start Date: 2021-09-30

Payment End Date: 2022-02-28

Buttons: *Propose Different Terms*, *Cancel*, *Save*, *Accept Terms*

- d) Follow the steps below to continue with the auto simulated payment arrangement plan:
- Verify the following information displayed on the auto simulated payment arrangement plan:
 - Payment term.
 - Total Account Balance.
 - Payment start date and payment end date.
 - Payment date.
 - Instalment amount.
 - Tax, Interest, Penalty.
 - Total Instalment Amount Payable.
 - The Auto Simulated Payment plan will display the following buttons for selection:
 - Propose Different Terms** – If you select this option, you will be asked to provide the payment term and the first instalment start date.

Effective Date: 8 December 2025

- B) **Cancel** – If you cancel the auto-simulation, it will be discarded/deleted, and you will have to start the process from beginning if want you to request a payment arrangement.
 - C) **Save** – If you select this option, the simulation will be saved and you will be able to view the simulation at a later stage, provided that it has not expired.
 - D) **Accept Terms** – If you select this option, you are accepting the auto simulated payment arrangement plan and you make declaration that you have read and understood the agreement. The “Accept Terms” button will be disabled until you have acknowledged the “Agreement Details”.
- iii) Click the “Agreement Details” checkbox if you accept the auto simulated payment arrangement plan.
- iv) Select < **Accept Terms** > - the following pop-up message will display if there is no supporting documents required.

Message

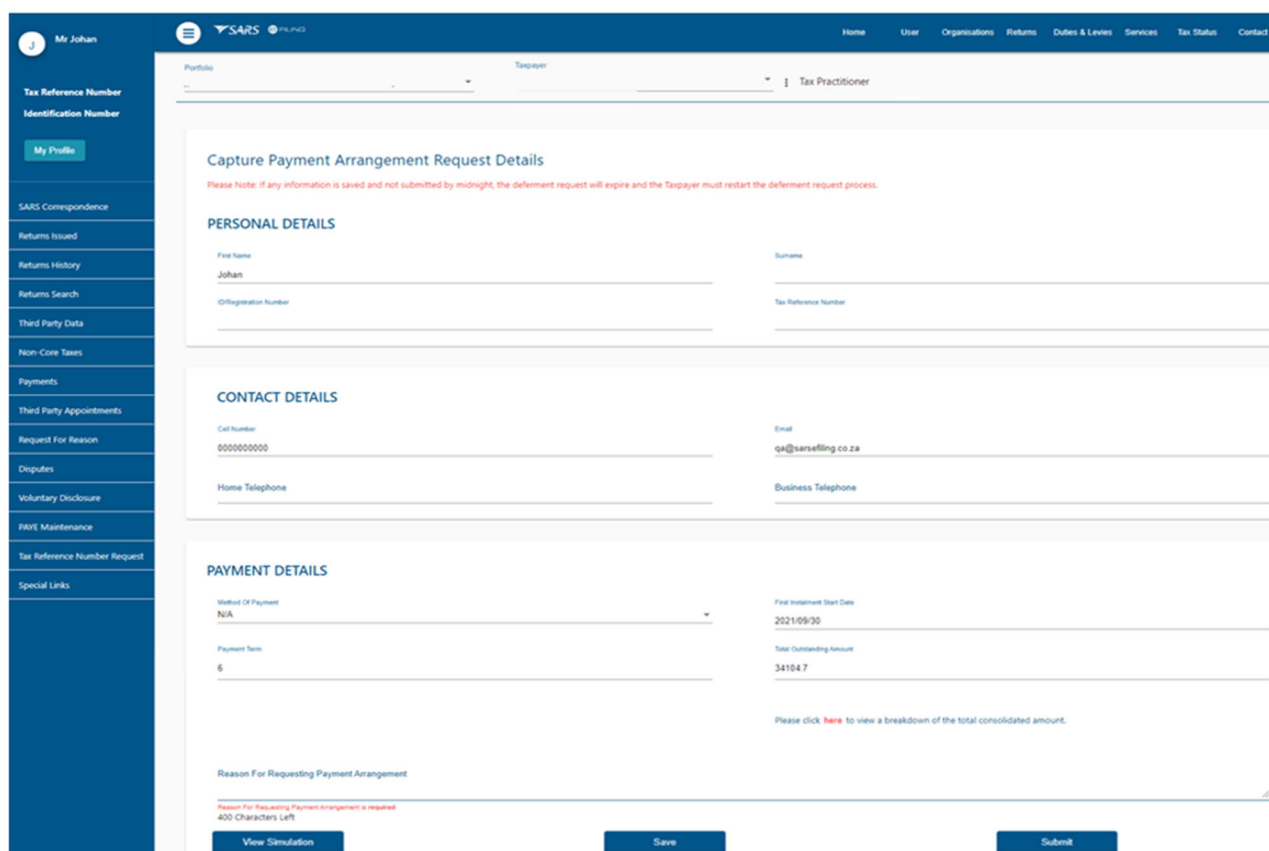
You have successfully accepted the payment plan. Select Continue to complete your payment details and submit the payment arrangement request

OK

- v) Click on <OK> this option will take you to section 5.2 to capture your payment arrangement details.

5.2 Capture Payment Arrangement Details

- a) After you have accepted the auto simulated payment arrangement plan, you will be redirected to this screen which will be prepopulated with your demographic details:



Capture Payment Arrangement Request Details

Please Note: If any information is saved and not submitted by midnight, the deferment request will expire and the Taxpayer must restart the deferment request process.

PERSONAL DETAILS

First Name: Surname:

ID/Registration Number: Tax Reference Number:

CONTACT DETAILS

Cell Number: Email:

Home Telephone: Business Telephone:

PAYMENT DETAILS

Method Of Payment: First Installment Start Date:

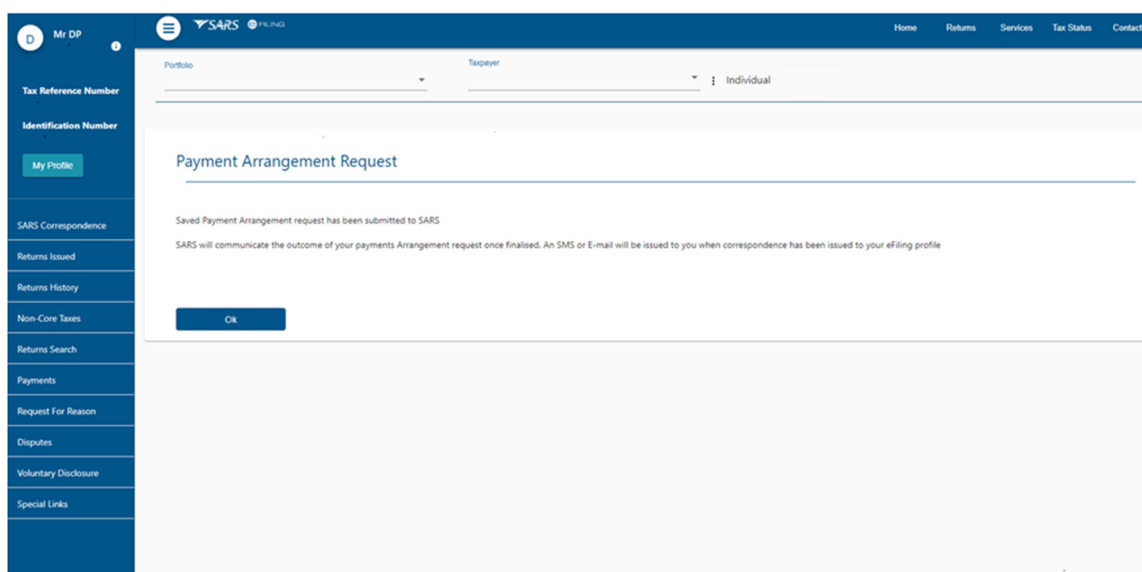
Payment Term: Total Outstanding Amount:

Please click [here](#) to view a breakdown of the total consolidated amount.

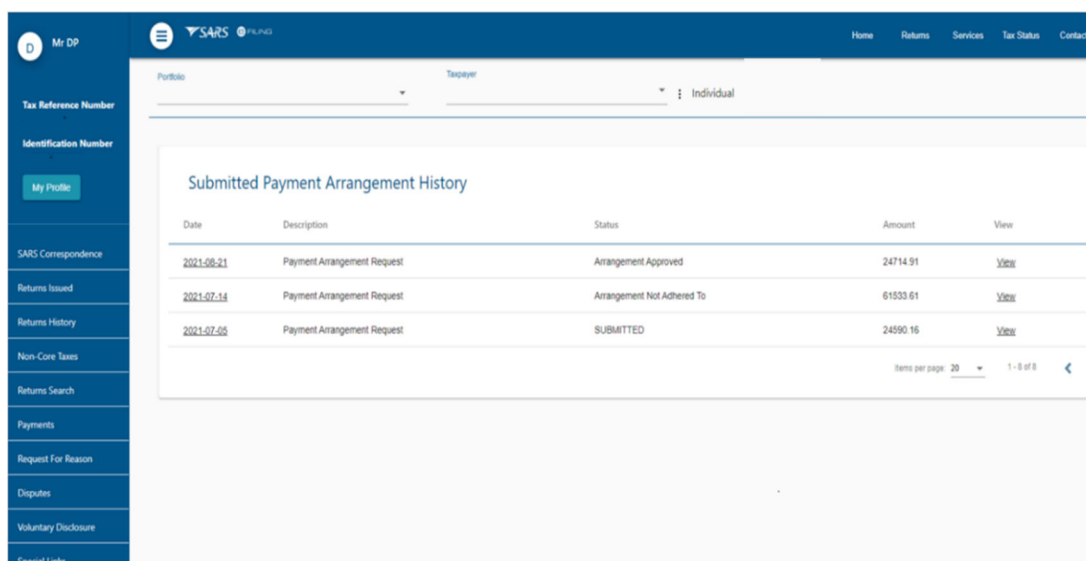
Reason For Requesting Payment Arrangement:

View Simulation
Save
Submit

- i) **Cell-phone Number** – Enter the cell phone.
- ii) **Email Address** – Enter valid email address.
- iii) **Method of Payment** – Click on the dropdown, then you will be presented with the following method of payment to select:
 - A) **Debit Order** – This debit order option does not send the payment instruction to your bank. You are required to make arrangements with your banking institution and load the debit order instruction in favour of SARS. If this option is selected, the captured banking details will be validated using the Account Verification System (AVS). You will not be allowed to submit the payment arrangement request if the captured banking details was not successfully validated.
 - B) **EFL (eFiling)** – If this option is selected, a check will be done to determine if there is banking details set-up on the profile. If there is no banking details set-up, you will be required to setup your bank details to make payment on eFiling. Refer to [GEN-ELEC-11-G01-Guide-to-Bulk-and-Additional-Payments-on-eFiling-External-Guide](#)
 - C) **EFT (Electronic Funds Transfer)** – if this option is selected you will not be expected to capture any additional details relating to this option.
 - D) **Employer** – If this option is selected, you will required to complete your Employer Name and Employment number, the rest of the other fields will be prepopulated based on your demographic details.
 - E) **Third Party** – If this option is selected, you will be required to complete the Third Party Name and unique number, the rest of the other fields will be prepopulated based on your demographic details.
- iv) **Reason for requesting for payment arrangement** – Capture the reason for requesting payment arrangement.
- v) The following buttons will be available on the payment arrangement details screen:
 - A) **Submit button:** – Selecting this button will submit the information displayed. This button will be available provided there is no supporting documents required, and all the mandatory payment arrangement details have been completed.
 - B) **Save button:** – Selecting this button will direct you to the saved payment arrangement grid. The simulation will be saved and can be viewed at a later stage, provided it has not expired.
 - C) **View Simulation button:** – Selecting this button will take you to the simulated payment arrangement plan screen, and the simulation that has already accepted will be loaded.
- vi) Click **<Submit>** you will be presented with the confirmation message that you have successfully submitted the Payment Arrangement Request.



- vii) Select **<Ok>** on the confirmation message, you will be redirected to the payment arrangement history screen to view the status of the payment arrangement request submitted.

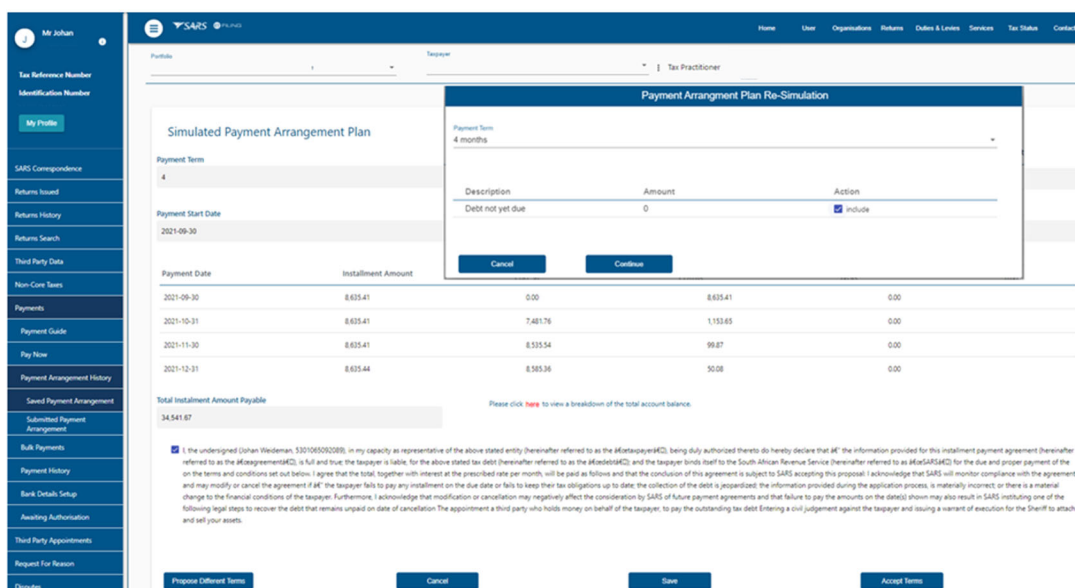


Date	Description	Status	Amount	View
2021-08-21	Payment Arrangement Request	Arrangement Approved	24714.91	View
2021-07-14	Payment Arrangement Request	Arrangement Not Adhered To	61533.61	View
2021-07-05	Payment Arrangement Request	SUBMITTED	24590.16	View

5.3 Propose Different Payment Terms

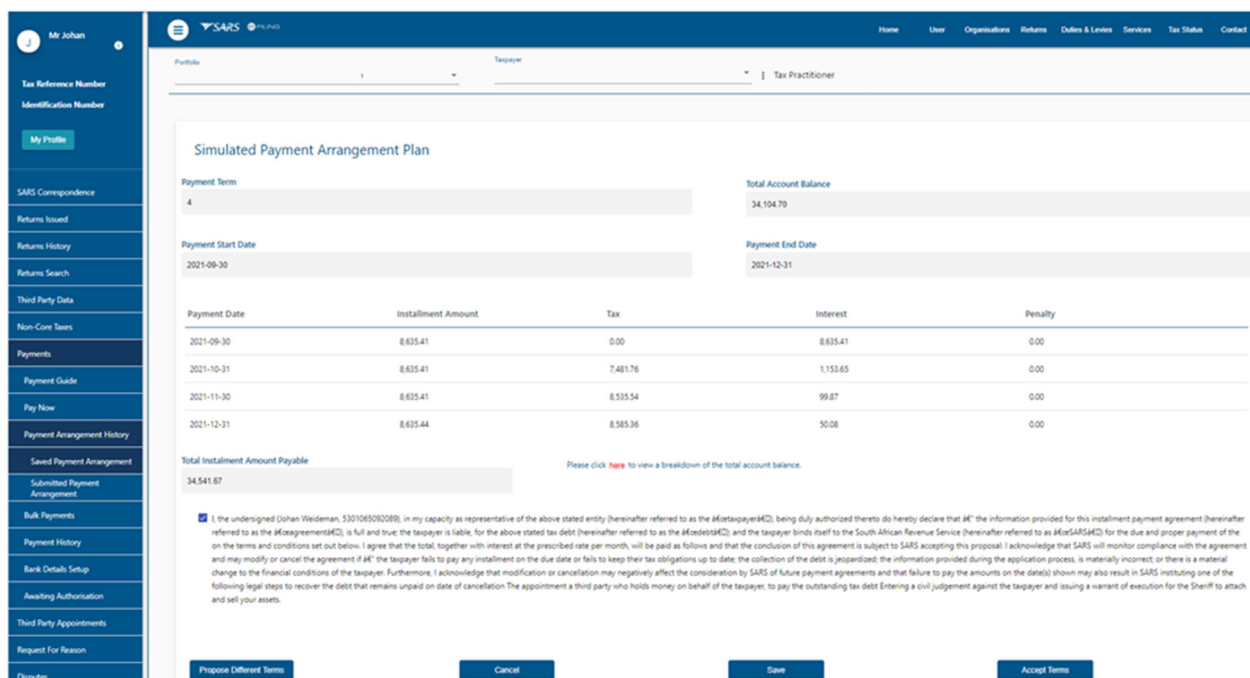
a) When you select the “Propose different Terms” button a page will be displayed where you may update the payment term value and choose to include / exclude the “debt not yet due” amount as part of the re-simulation.

i) Select **<Propose Different Terms>**

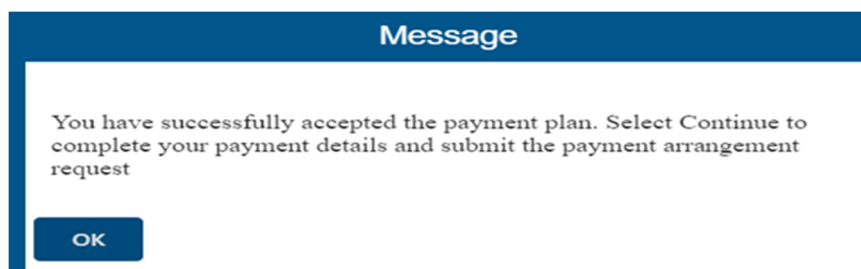


Payment Date	Installment Amount	Amount
2021-09-30	8,625.41	0.00
2021-10-31	8,625.41	7,481.76
2021-11-30	8,625.41	8,535.54
2021-12-31	8,625.44	8,585.36

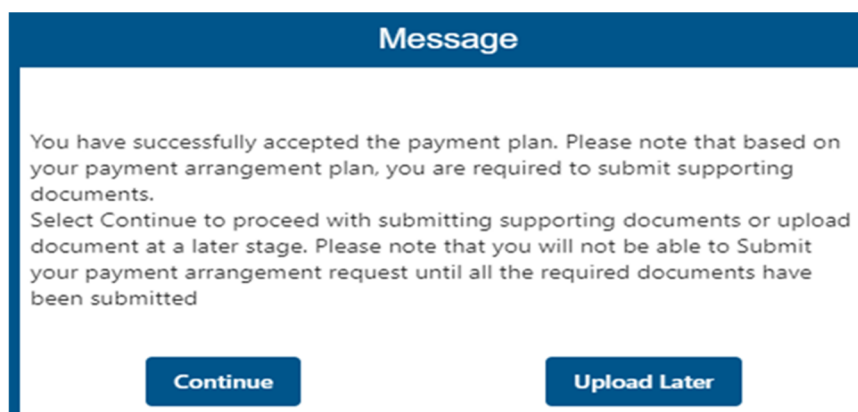
- ii) Select **<Payment Term >** select any value from 1 month to 36 months.
- iii) Select the checkbox **< Include >** – Selecting this button will give you the option of choosing to include / exclude the “debt not yet due” amount as part of the re-simulation.
- iv) Click **<Continue>** – this option will take you to the proposed payment arrangement plan.



- v) Select **<Check box>** – by clicking on the checkbox you accept the proposed simulation payment arrangement plan and make a declaration that you have read and understood the agreement.
- vi) Select **< Accept Terms >** Selecting this button will trigger either one of the messages:
- A) **1st message:** >this message will display when supporting documents are not required, click **OK** button you will be redirected to capture your payment arrangement details.

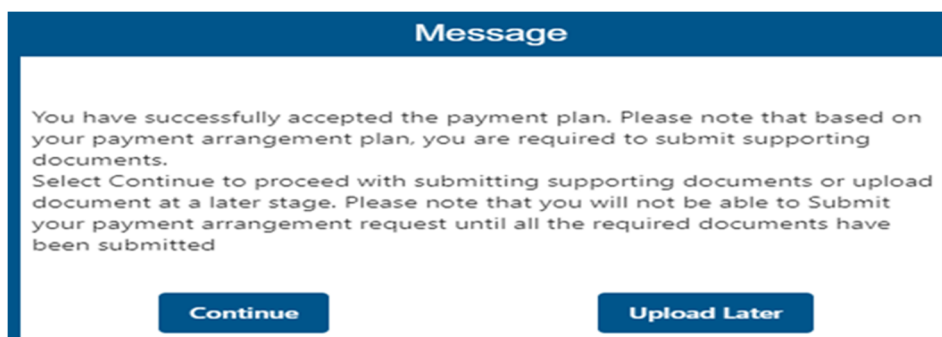


- B) **2nd Message:** >this message will display when supporting documents are required:
- **Continue** – by selecting this button you will be redirected to supporting documents screen so that you can upload and submit supporting.
 - **Upload Later** – by selecting this button you will be redirected to saved payment arrangement screen to upload document at a later stage.



6 SUBMIT SUPPORTING DOCUMENTS

- a) When you accept the simulation, a check will be done to see if supporting documents are required:
 - i) If supporting documents are required, a message will be displayed. Please use the supporting documents functionality to upload the requested information, as indicated below. Once submitted, you will be able to complete the payment arrangement details so that the request can be finalised. You can choose to upload supporting documents at a later stage, however, the payment arrangement request will not be finalised without supporting documents been uploaded.
 - ii) If there is no supporting documents required, you will proceed to complete the payment arrangement request details and submit once all the mandatory fields have been captured.
- b) The required supporting documentation includes, but is not limited to:
 - i) **For Company / Close Corporation / Trust / Sole Proprietor/ Partnership**
 - A) Copies of bank statements for the past three months
 - B) Cash flow statement for the next 12 months
 - C) Previous three-year financial statements (where applicable, dependant on the request)
 - D) Management accounts from last financial statements up to date
 - E) A detailed asset register including disposals for the last 3 years.
 - F) Detailed list of debtor and creditor's analysis.
 - ii) **For Individual (salary income)**
 - A) Copies of bank statements for the past six months
 - B) Copy of most recent payslip
 - C) Proof of outstanding accounts.
- c) Follow the steps below to upload and submit supporting documents after selecting continue from this message:



- i) Select <Continue>
- ii) Capture the following payment arrangement request details:
 - A) Cell-phone Number
 - B) Email Address
 - C) Method of Payment
 - D) Reason for requesting for payment arrangement.

- iii) Select **<Upload>** button on the payment arrangement request details screen, this option will take you to upload documents screen.

- iv) Select **<Upload>**
v) Browse for the file on your computer to select the documents to be uploaded.
vi) Upload the supporting documents.
vii) Select **<Submit>** by selecting this button a confirm submission message will display.

Confirm Submission

It is important that you upload all the documents requested by SARS before you submit in order to eliminate any delays in processing your case. Once submitted you will not be able to add more documents unless you receive a new request from SARS. If you are sure you have uploaded all the documents required, click CONTINUE to submit.

Continue

Cancel

- viii) Select **<Continue>** by selecting this button you will be redirected to the payment arrangement request details screen to view the supporting documents uploaded.

The screenshot displays the SARS eFiling interface for a taxpayer named Mr. Johan. The page is titled 'Capture Payment Arrangement Request Details'. It contains several input fields for personal and contact information, a section for payment details including a dropdown for 'Method Of Payment' (set to 'Employer') and a 'Total Outstanding Amount' of 34104.7, and a 'Document Details' table at the bottom. The table shows that 'Payment Arrangement Supporting Documents' have been 'SUBMITTED' and provides a 'View' button to check the uploads.

- ix) Click **<View>** to check if you have uploaded the correct documents.
 x) Click **<Submit>** if the correct documents are successfully uploaded, by selecting this button you will be redirected to the confirmation screen indicating that the payment arrangement request has been submitted to SARS.

- xi) Click **<OK>** by selecting this button you will be redirected to the submitted payment arrangement history screen:

Date	Description	Status	Amount	View
2021-08-21	Payment Arrangement Request	Arrangement Approved	24714.91	View
2021-07-14	Payment Arrangement Request	Arrangement Not Adhered To	61533.61	View
2021-07-05	Payment Arrangement Request	SUBMITTED	24590.16	View

Items per page: 20 1 - 3 of 3

7 VIEW HISTORY OF PAYMENT ARRANGEMENT REQUESTS

- a) A list of all the payment arrangement requests saved and successfully submitted will be available under the following grids:
- Saved Payment Arrangement History** – this grid will display payment arrangement requests where a “SAVED” button, “Upload Later” button or where there was failed validations.
 - Submitted Payment Arrangement** – this grid will display payment arrangement requests with the following status:
 - Submitted;
 - Arrangement Approved;
 - Arrangement Terminated;
 - Arrangement Declined;
 - Arrangement Finalised;
 - Arrangement Not Adhered To.
- b) Follow the steps below to view saved payment arrangement requests:
- Select **<Returns>** top menu item
 - Select **<Payment>** side menu item
 - Select **<Payment Arrangement History>** sub-menu item

- iv) Select **<View>** hyperlink on the Payment Arrangement Request page to view the appropriate error validation message.

Date	Description	Status	Amount	View
2021-09-02	Payment Arrangement Request			View
2021-09-02	Payment Arrangement Request			View
2021-08-24	Payment Arrangement Request			View
2021-08-19	Payment Arrangement Request			View
2021-08-14	Payment Arrangement Request			View
2021-07-22	Payment Arrangement Request			View
2021-06-13	Payment Arrangement Request	FAILED	0	View
2021-05-13	Payment Arrangement Request	FAILED	0	View

- a) Follow the steps below to view submitted payment arrangement request:

- Select **<Returns>** top menu item
- Select **<Payment>** side menu item
- Select **<Submitted Payment Arrangement>** sub-menu item
- Select **<View>** hyperlink on the Payment Arrangement Request page to view the details of the payment arrangement.

Date	Description	Status	Amount	View
2021-08-21	Payment Arrangement Request	Arrangement Approved	24714.91	View
2021-07-14	Payment Arrangement Request	Arrangement Not Adhered To	61533.61	View
2021-07-05	Payment Arrangement Request	SUBMITTED	24590.16	View

- a) **Note**

- The taxpayer will not be able to cancel a payment arrangement request once it has been submitted.

8 DEFINITIONS AND ACRONYMS

Link for centralised definitions, acronyms, and abbreviations: [Glossary A-M | South African Revenue Service \(sars.gov.za\)](#)

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).