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HOW TO SUBMIT YOUR INDIVIDUAL INCOME TAX RETURN (ITR12) VIA THE SARS MOBIAPP

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1 SUMMARY

- a) SARS aims to make it easy for taxpayers to comply with their obligations. Taxpayers must submit an Income Tax Return (ITR12) during the filing season. To simplify this process, SARS provides digital channels, including the SARS MobiApp, which taxpayers can install on a smartphone or mobile device.
- b) This guide explains how to use the SARS MobiApp to submit an Income Tax Return. It also outlines key features available for filing your return, such as:
 - i) Responding to an auto assessment.
 - ii) Viewing the status of your return.
 - iii) Managing selected return-related services.

2 INTRODUCTION

- a) Income tax is imposed under the Income Tax Act No. 58 of 1962. It applies to all income and profits received by a taxpayer, including individuals, companies, and trusts. SARS collects this tax and helps South African citizens comply with their tax responsibilities.
- b) Individuals must submit an Income Tax Return (ITR12) each year. This return determines whether a taxpayer must pay tax or qualifies for a refund.
- c) SARS provides various service channels that allow taxpayers to submit their returns. These platforms help SARS deliver efficient service and keep taxpayer information accurate and up to date. This supports more reliable tax assessments.
- d) The SARS MobiApp is one of these digital platforms. It mainly serves individual taxpayers and registered tax practitioners, allowing them to submit Income Tax Returns.

Note:

- SARS MobiApp does not support disputes of income tax outcomes.
- The tax years shown on the SARS MobiApp depend on your taxpayer profile and the returns SARS has issued to you.

3 REQUIREMENTS FOR USING THE SARS MOBIAPP

- a) Consider the following requirements to use the SARS MobiApp effectively:
 - i) The SARS MobiApp serves only individual taxpayers and registered tax practitioners.
 - A) Registered tax practitioners who link their clients' profiles can access those profiles.
 - ii) You must be a registered SARS taxpayer who must submit an Income Tax Return (ITR12).
 - A) For more information on registration, visit the SARS website: www.sars.gov.za.
 - iii) You must be registered for eFiling or the SARS MobiApp.
 - A) For more information on MobiApp registration, refer to IT-AE-47-G01 – How to register for the use of the SARS MobiApp – External Guide.
 - iv) You must download the SARS MobiApp on your smart device.
 - A) Download the latest version of the SARS MobiApp.
 - B) Ensure that your device uses the latest iOS, Android, or Huawei operating system.
 - v) Your device must have data or connect to a working Wi-Fi network.
 - vi) You must have a valid eFiling username and password to use the SARS MobiApp.

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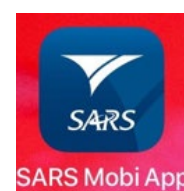
4 DOWNLOADING THE SARS MOBIAPP

a) You can download the SARS MobiApp from the Apple App Store, Google Play Store, or Huawei AppGallery. To install the app, your device must run one of the following operating systems:

- i) **Android** version 5.0 or later.
- ii) **Huawei** version 5.0 or later.
- iii) **iOS** version 10 or later.

b) To download the SARS MobiApp:

- i) Open the **Apple App Store**, **Google Play Store**, or **Huawei AppGallery**.
- ii) Search for “**SARS MobiApp**”.
- iii) Select the app from the search results and download it to your device.
 - A) On the **Apple App Store**, the application may appear as “**SARS Mobile eFiling (Beta)**”.
- vii) Install the app.
- viii) Once installed, the **SARS MobiApp** icon will appear on your device’s home screen.



Note:

- Download the latest version of the SARS MobiApp.
- If you do not use the latest version, the application will display an error message.
- In response, tap **UPDATE** to continue.
 - The app will redirect you to the Apple App Store, Google Play Store, or Huawei AppGallery.
 - Continue to download and install the latest SARS MobiApp as described above.

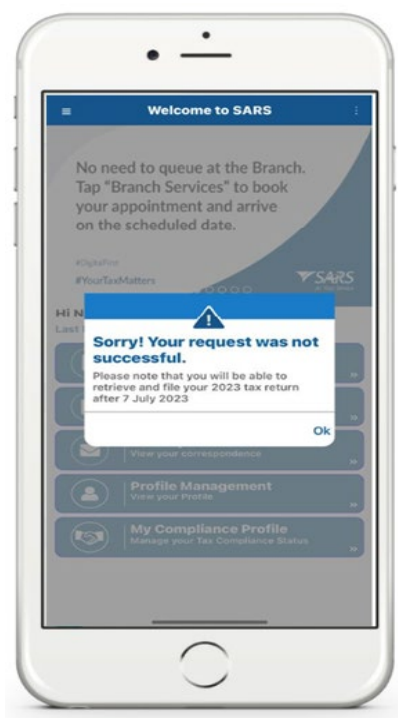
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5 HOW TO SUBMIT YOUR INCOME TAX RETURN VIA THE SARS MOBIAPP

- a) Once you register and activate for Personal Income Tax (PIT), SARS issues your Income Tax Return (ITR12) during filing season. The return appears on your eFiling profile and the SARS MobiApp.

You can then:

- i) accept your auto-assessment; or
 - ii) complete and submit your Income Tax Return.
- b) If you request your return before filing season, the application will display an error message.
- i) Note the message and the date when your Income Tax Return will be available for submission.



- c) You can submit your Income Tax Return in the following ways:
- i) **Auto-Assessment:**
SARS pre-populates your Income Tax Return (ITR12) with your latest third-party data certificates and submits an estimated assessment on your behalf.
 - A) If you agree with the auto-assessment, you do not need to accept it or submit a return. The assessment is final.
 - B) See section 6.1 for more information.
 - ii) **Complete and Submit Your Return:**
Open your pre-populated ITR12 and update the information where required.
 - A) Submit the return to SARS once you complete the updates.
 - B) See section 6.2 for more information.

Note: Once your return is available on the SARS MobiApp, you can submit it using the methods described. The tax years shown on your profile depend on the returns SARS has issued to you. Where applicable, selected taxpayers may also see an additional future tax year.

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6 SUBMITTING YOUR INCOME TAX RETURN

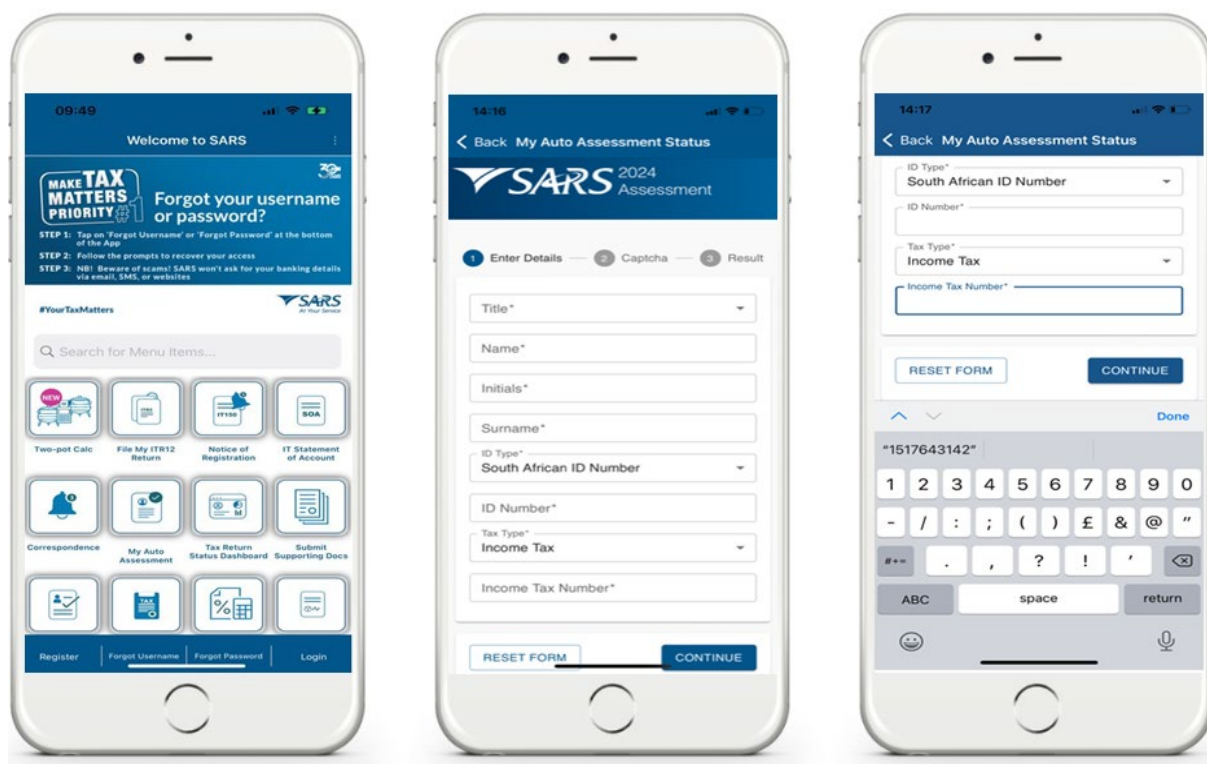
- a) This section explains how to respond to an auto-assessment or complete, update, and submit your Income Tax Return (ITR12) on the SARS MobiApp.

6.1 Auto Assessment

- a) When SARS issues an auto-assessment for your Income Tax Return (ITR12), it notifies you through your preferred channel, such as SMS, WhatsApp, or email.
- b) If you receive an auto-assessment, you can view your Notice of Assessment (ITA34) on the SARS MobiApp.

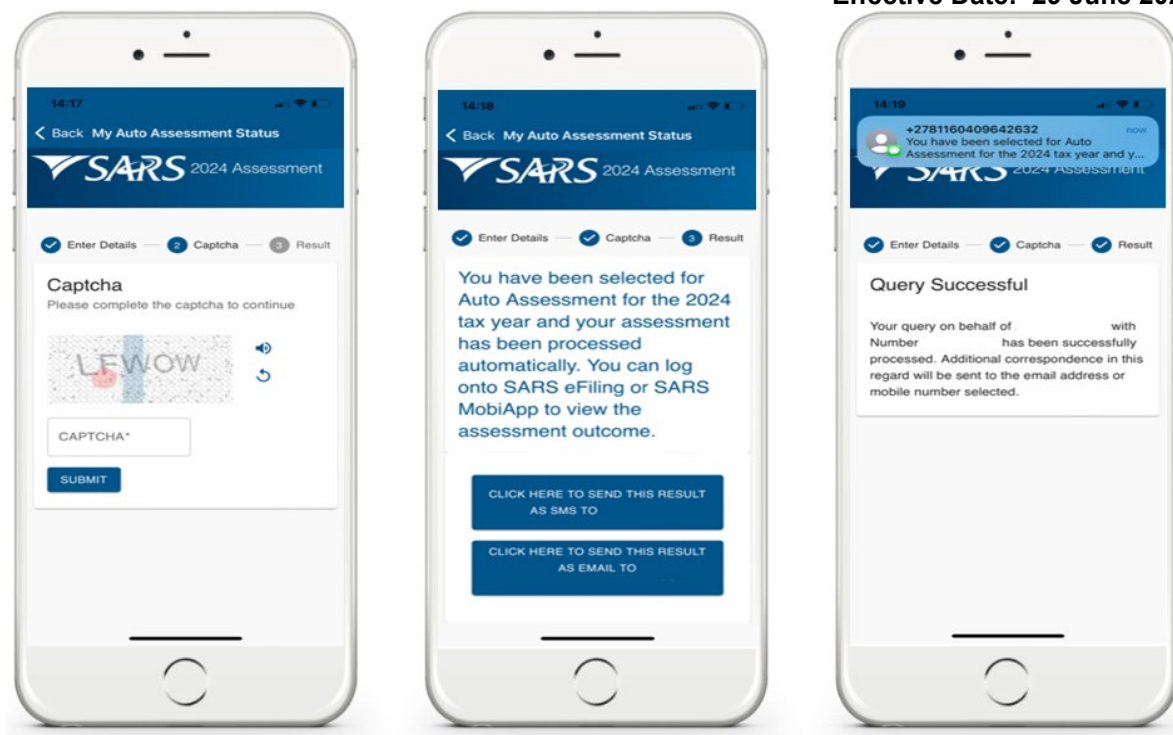
6.1.1 Checking if you were selected for Auto Assessment

- a) To check if you were selected for auto-assessment, follow these steps on the SARS MobiApp:
- i) Select **My Auto-Assessment** on the pre-login screen.
 - A) The **SARS Assessment** screen will appear.



- i) Enter the required details on the form.
 - A) Tap **CONTINUE**.
- ii) Complete the **Captcha** displayed on the screen.
 - A) Enter the **Captcha** characters.
 - B) Tap **SUBMIT**.

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- ii) Access your result.
 - A) Select the preferred channel to receive your results.
 - I) Tap either:
 - **CLICK HERE TO SEND THIS RESULT AS SMS TO;** or
 - **CLICK HERE TO SEND THIS RESULT AS EMAIL TO.**
 - B) SARS will send your results to the selected channel.

6.1.2 Responding to an Auto Assessment

- a) As part of the auto-assessment, SARS issues a Notice of Assessment (ITA34), which sets out your automated estimated assessment results.
- b) After viewing your automated estimated assessment results, you can respond to an auto-assessment as follows:
 - i) If you agree with the assessment results, **no action is required.**
 - ii) If you **do not agree** with the assessment results, update your ITR12 return (Request for Correction) and submit it to SARS before the end of filing season.

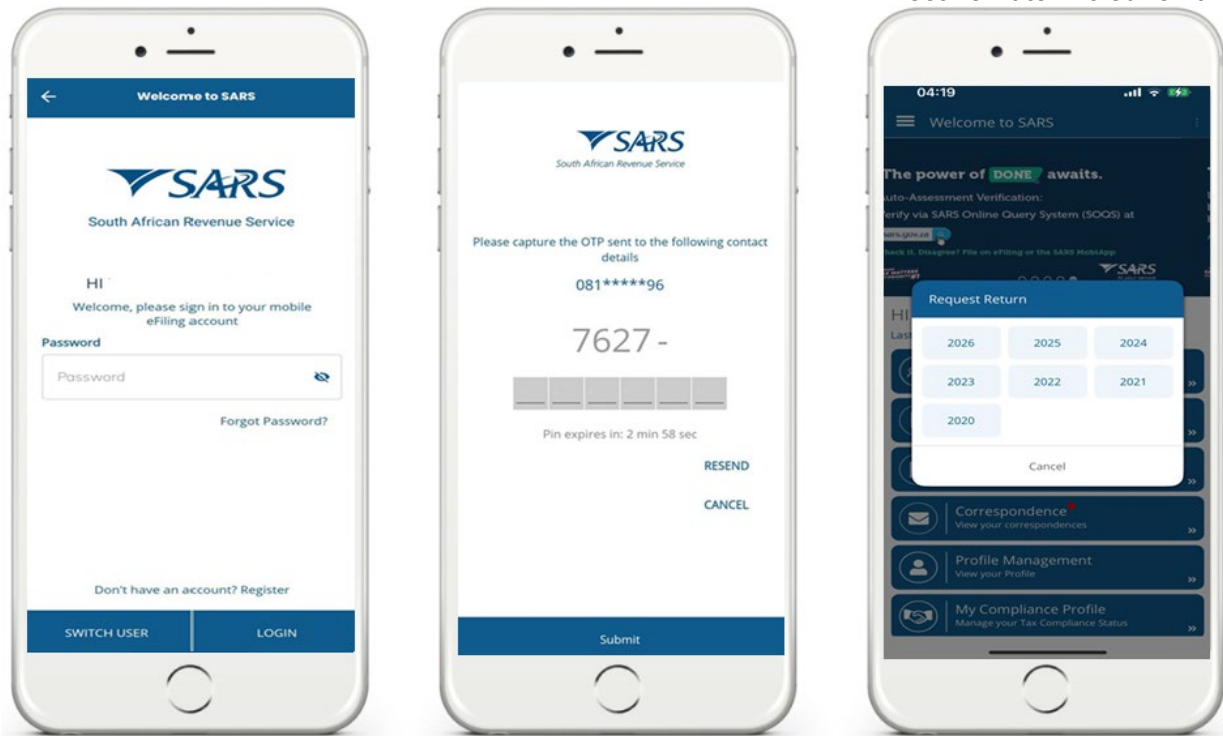
Respond to the auto-assessment before the filing season ends.

- If you need more time, see section 10.7.

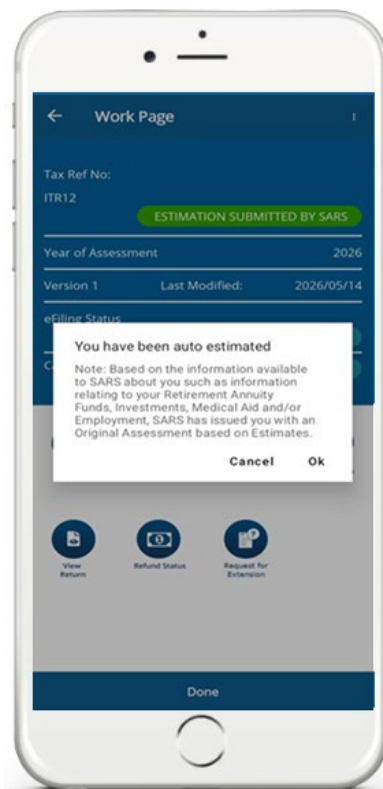
6.1.3 Using the SARS MobiApp to respond to an auto assessment

- a) Login to the SARS MobiApp.
 - i) On the **Landing Page**, tap on **Tax Returns**
 - ii) Select the applicable **Year of Assessment**

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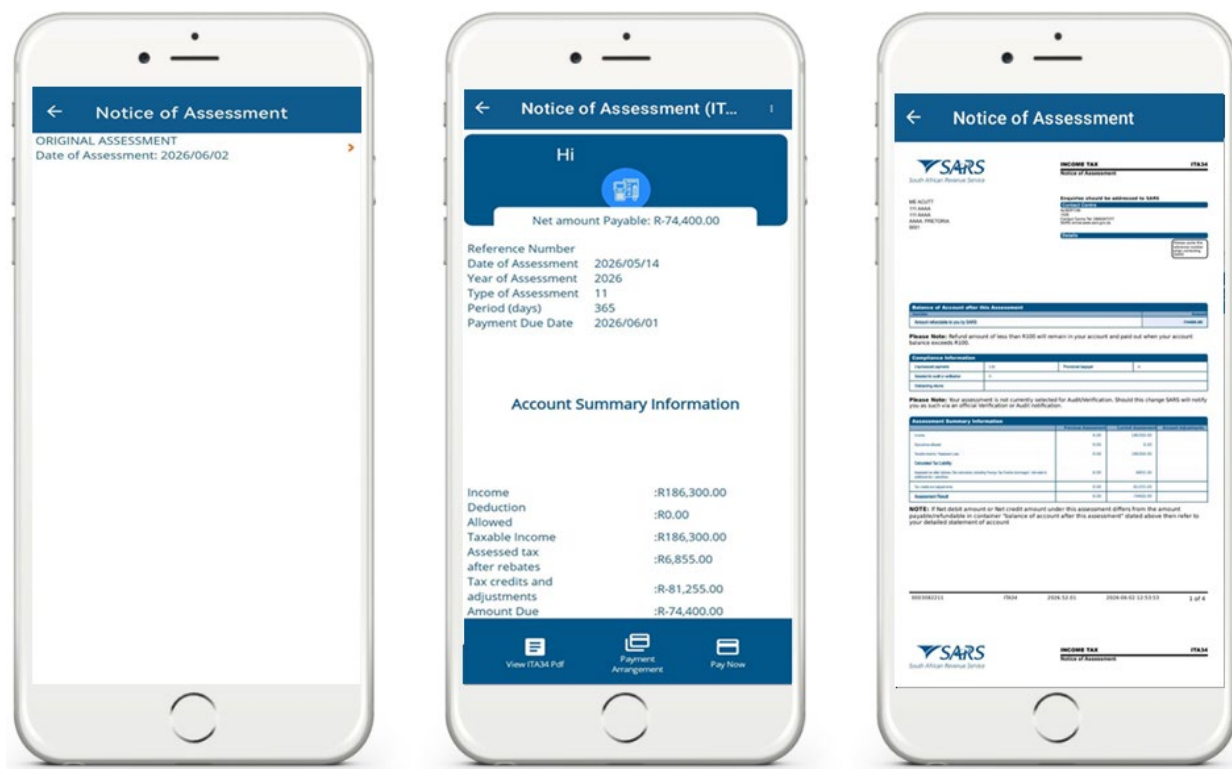
a) Note the auto estimated pop-up message displayed.



b) To **view** your income tax estimated assessment results

- i) Tap **OK** on the pop-up message.
- ii) This will route you to the **Notice of Assessment (ITA34)**.

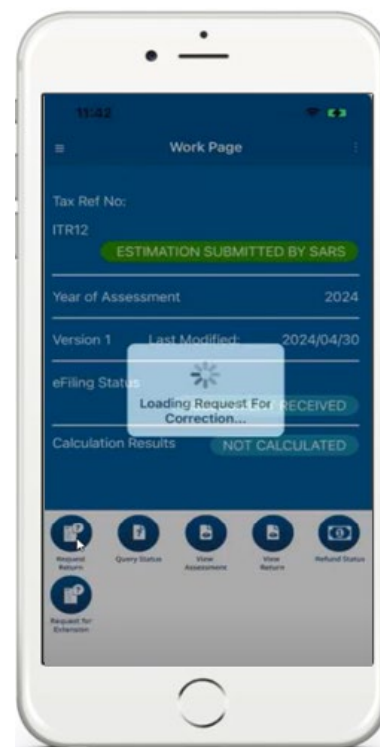
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- c) Once you have viewed the auto estimated assessment:
- i) **If you agree with the estimated assessment results**
 - A) No further action is required for this purpose.

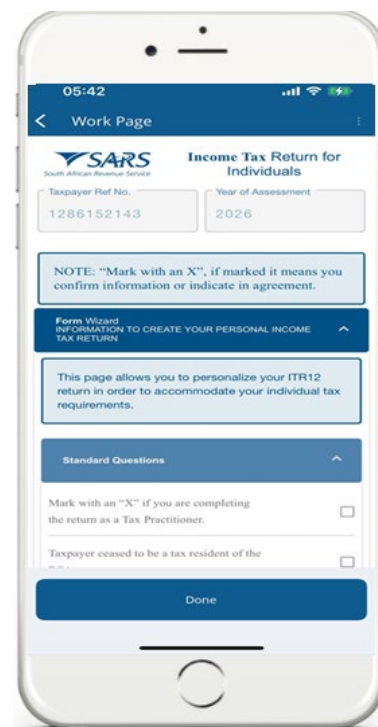
Note: You can download the estimated assessment results on your device, by tapping on the **DOWNLOAD** icon displayed at the bottom of your device.

- ii) **If you are not in agreement with the estimated assessment results**
 - A) On the **Work Page**
 - l) Tap on the **REQUEST RETURN** icon.
 - This will route you to the standard income tax return form.



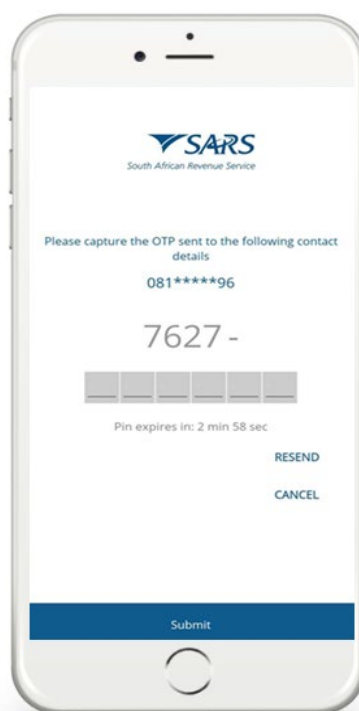
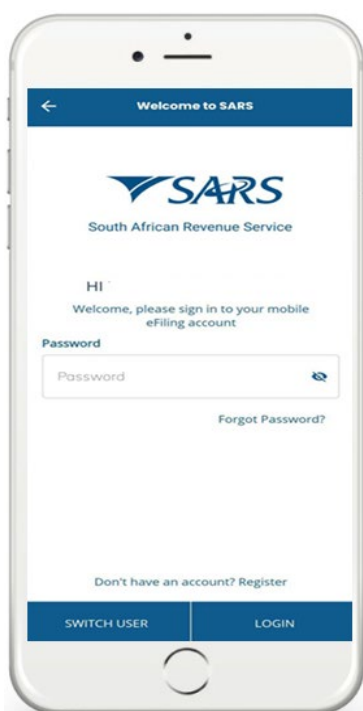
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- II) Proceed to complete/update your income tax return (ITR12).
- III) Once your income tax return has been completed/updated, tap on **SUBMIT**.
 - Refer to section 6.2 of this guide on further details to submit your updated ITR12 return.



6.2 Completing your Income Tax Return (ITR12)

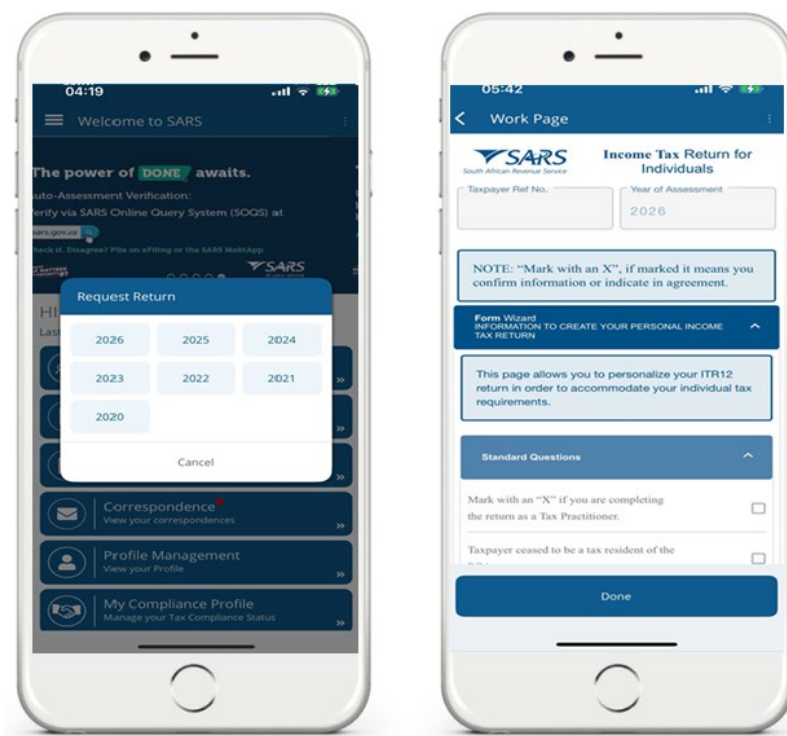
- a) When completing your return, some information may be pre-populated with the latest data available to SARS.
- b) To complete and submit your return,
 - i) Login.
 - ii) Tap on **Tax Returns**.



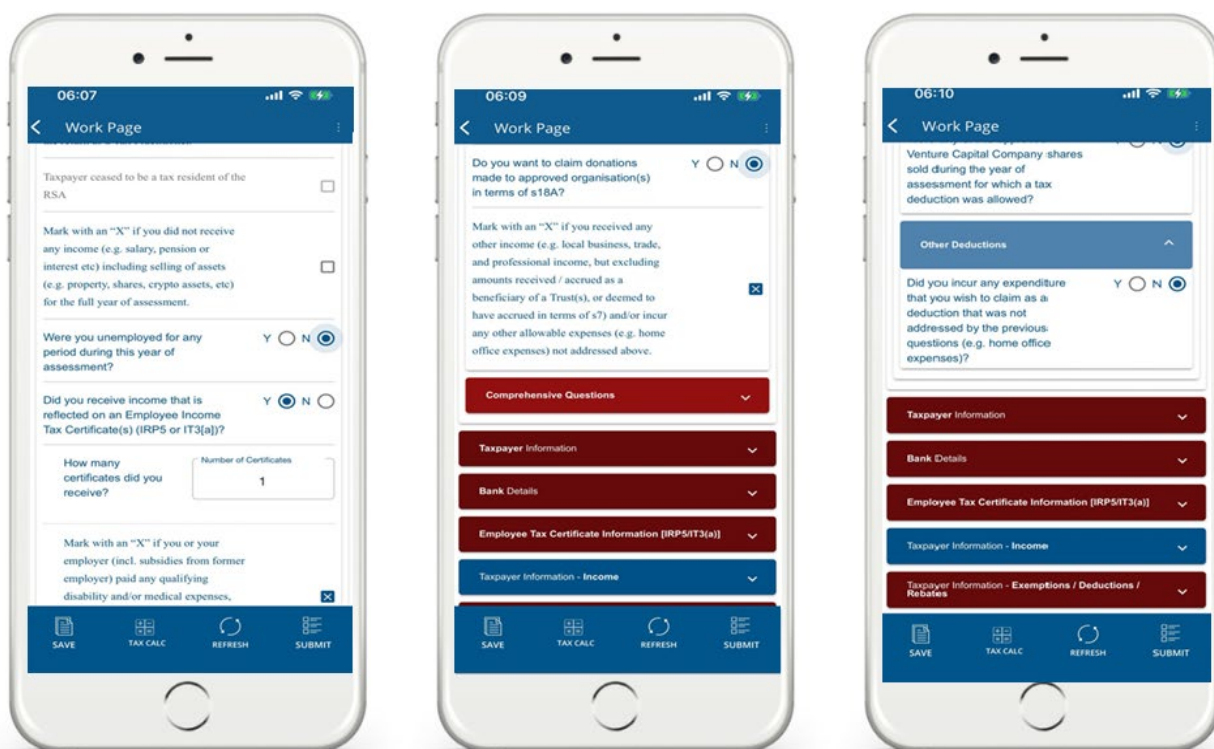
- iii) Select the applicable financial tax year.



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- A) The standard income tax return form will be displayed on your device.

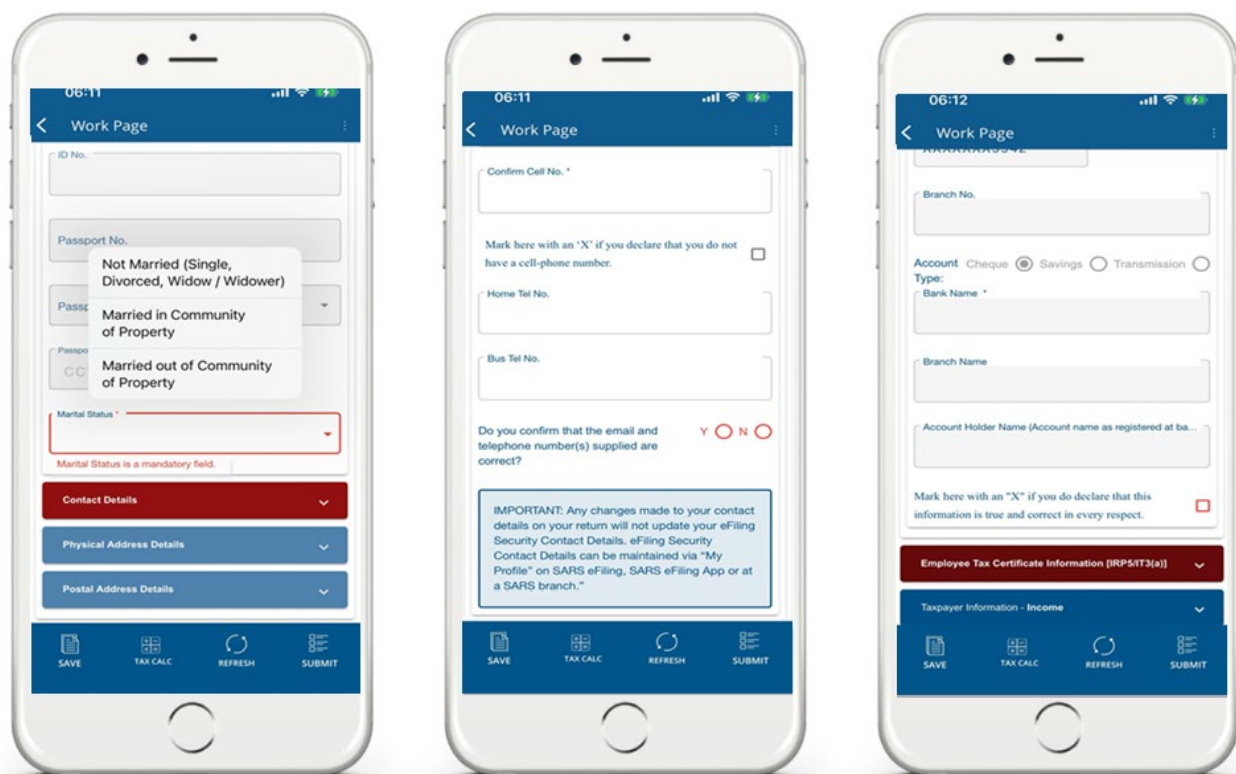


- c) Complete the form as detailed on the Income Tax ITR12 comprehensive external guide available on the SARS MobiApp and the SARS website.



- d) Complete your income tax return form by tapping on the following icons   displayed, to open or close the income tax return components.
- e) Note the red fields on the form.
- i) This indicates that these fields are mandatory and should be completed.

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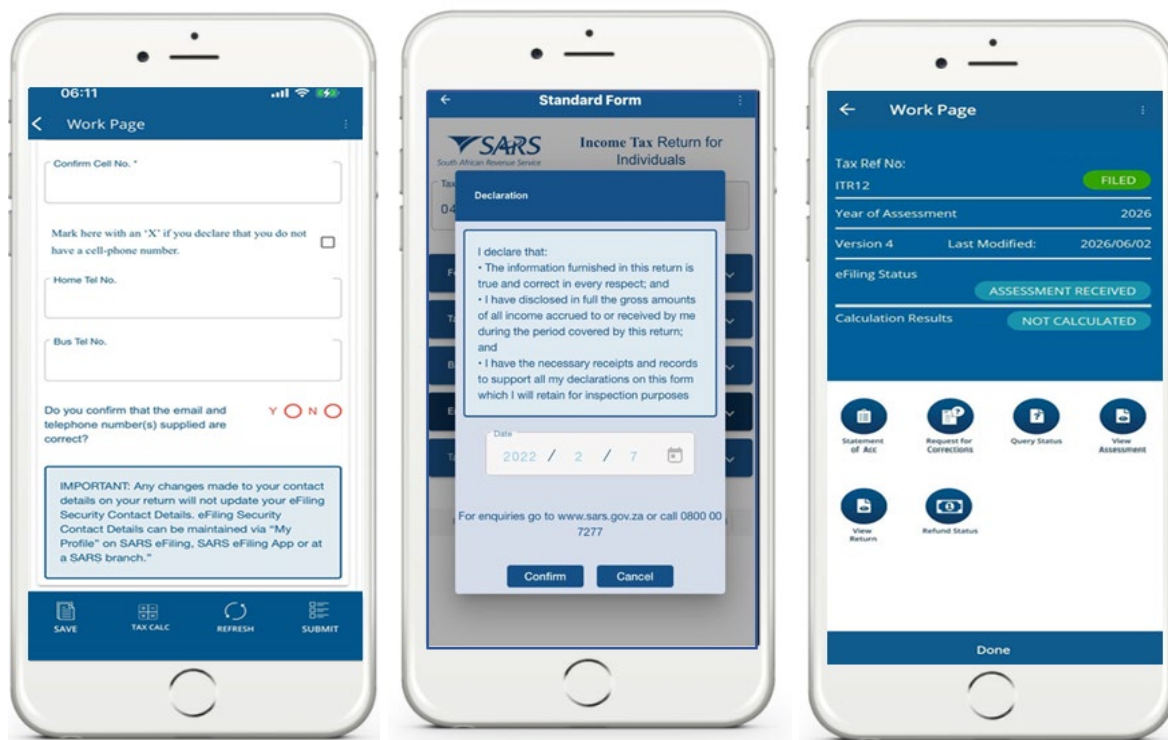
- f) Note the following when completing/updating your income tax return (ITR12):
- i) Where applicable, a declaration questionnaire may appear on your return to help ensure the correct refund-related information is captured. Answer the questions accurately and refer to the ITR12 Comprehensive External Guide on the SARS MobiApp or SARS website for form requirements.
 - A) To access the external guide on the MobiApp, select **Need Help** on the pre-login **Home page**, then tap **eLearning**.
 - ii) Refreshing your return may update pre-populated information based on the latest data available to SARS. SARS may automatically refresh parts of your return when you open it or when you initiate a request for correction.
 - iii) If your residency status was recently updated through SARS Registered Details (RAV01), refresh your return type on the SARS MobiApp so that the correct Resident or Non-Resident section is displayed. The MobiApp uses your latest residency status to update the return. Your pre-populated and manually captured information will be displayed to the correct section of the return after the refresh.
 - A) To **Refresh**, kindly refer to section 10.2 on this guide.
 - iv) Where the pre-populated information (third party data/certificates) displayed on your ITR12 return is incorrect and uneditable, the taxpayer is advised to view/download their third-party certificates which have been submitted by their financial service provider to SARS.
 - A) Refer to *GEN-ENR-01-G09 - How to View Tax Certificates or Third Party Data Files via eFiling - External Guide* for information on how to view/download your third-party certificates/data via eFiling.
 - v) Where there is a query on the third-party certificate/s or the certificate/s are found to contain incorrect information, the taxpayer should then contact their financial service provider or employer (if for example the error relates to the IRP5 certificates) and engage them regarding the incorrect information.
 - A) Once the financial service provider has been engaged and informed, they will then update the taxpayer's information accurately on their system and submit an updated file to SARS.

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- B) Once the financial service provider or employer (if for example the error relates to the IRP5 certificates) has made the updated file containing accurate taxpayer information available to SARS, the taxpayer can then **refresh** their ITR12 return via the SARS MobiApp to populate their return with the updated information.
- I) To **Refresh** (re-populate the ITR12 form with the latest third-party data/certificates), kindly refer to section 10.2 on this guide.

6.2.1 Submitting your Income Tax Return (ITR12)

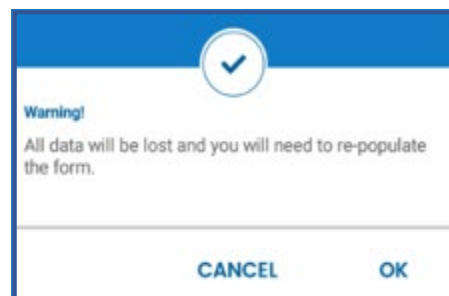
- a) Once you have completed the mandatory fields on your Income Tax (ITR12) return, you are required to submit your return.
- b) To do this, on the Standard Form Page, select **SUBMIT** displayed at the bottom of the page.
- i) Tap on **SUBMIT** 
- c) You will then be routed to the **Declaration Page**.
- i) Take note of the declaration and when in agreement, select '**Confirm**'.
- ii) Note that if **Cancel** is selected, your Income Tax (ITR12) return will not be submitted to SARS.
- d) Once **Confirm** is selected, an interim status of "**In Progress**" will be displayed on your device.
- i) This indicates that your return has been submitted and is being processed by SARS.
- e) Once SARS has processed and assessed your Income Tax return,
- i) The **Work Page** will indicate your Income Tax return as "**Filed**".



Note: Where the ITR12 return was submitted through another channel, the status for the Income Tax return ITR12 will reflect as "*Filed through another channel*".

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f) Where your ITR12 return is opened and you tap on the native back button of your device, the following message will pop-up.



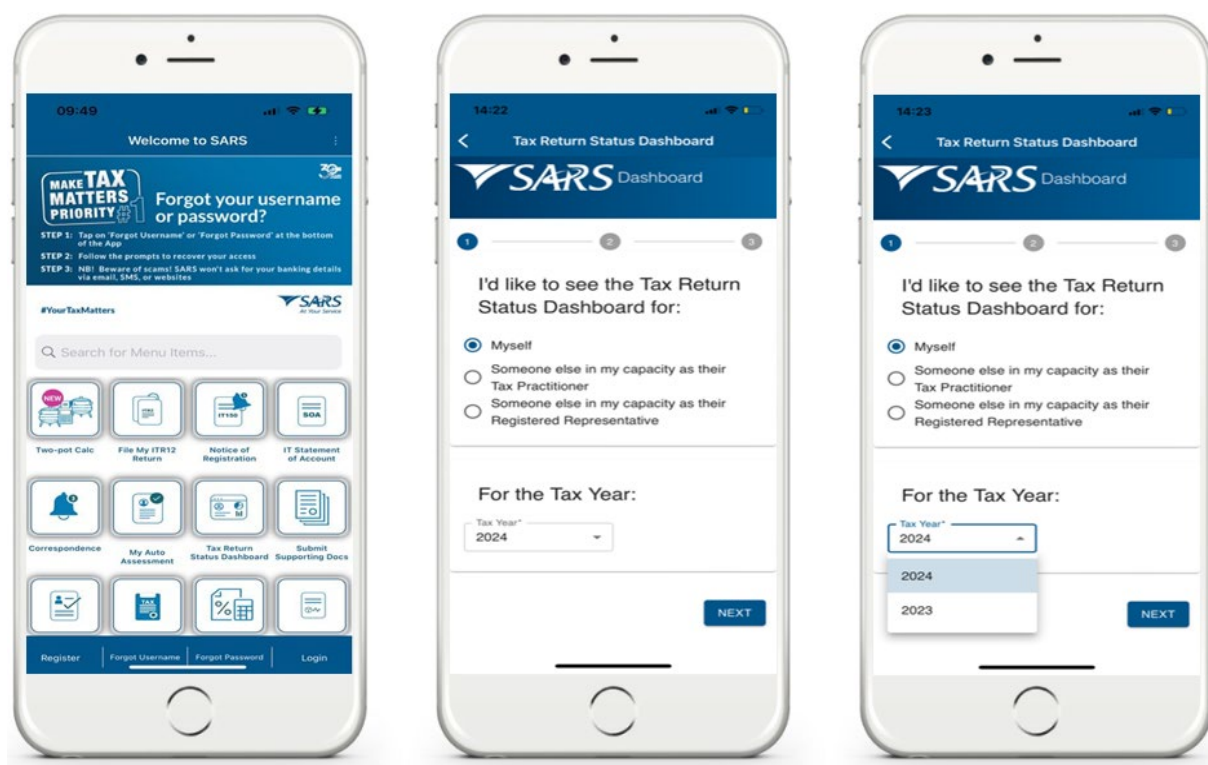
- i) Select **Cancel** for the ITR12 return to remain open.
- ii) Select **Ok** for the ITR12 return to close.

g) Once your return is submitted, the updated status will be visible on the SARS MobiApp and across all SARS digital channels.

7 CHECKING YOUR PERSONAL INCOME TAX RETURN (ITR12) STATUS

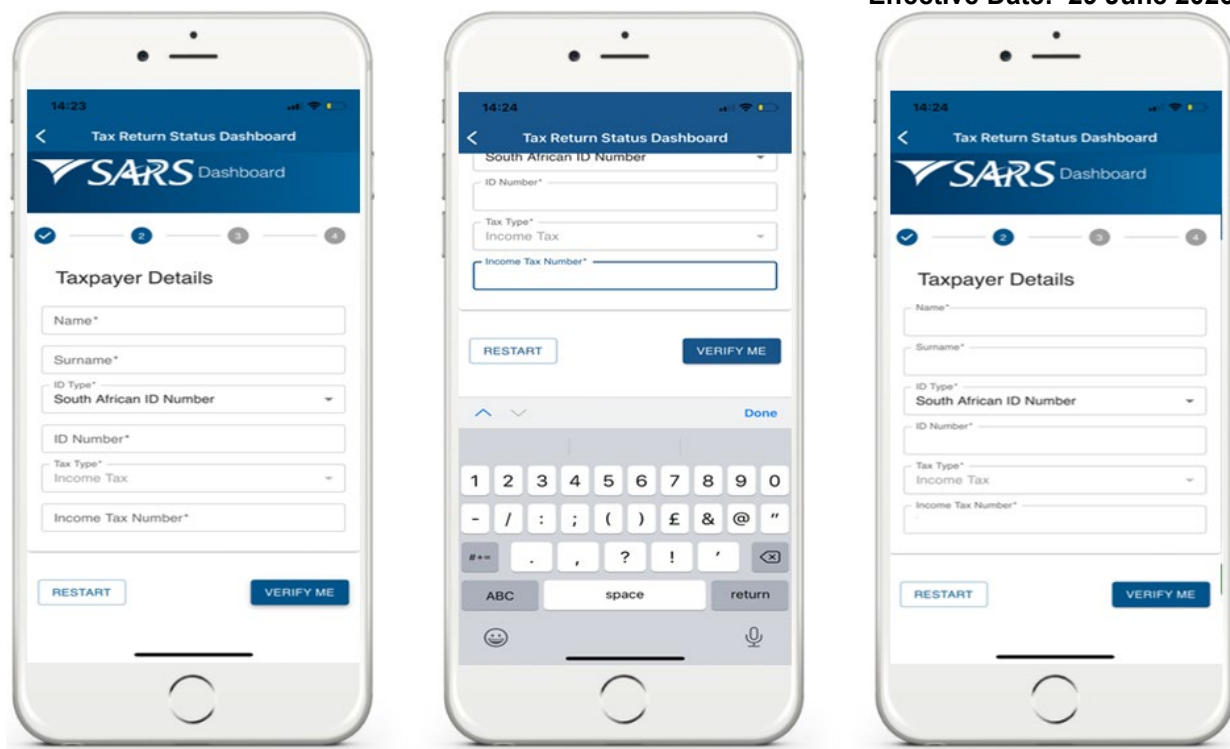
a) To access your income tax return status dashboard in relation to your Personal Income Tax return submission journey/ progress, proceed as follows:

- i) On the **Home page** (pre-login), select **Tax Return Status Dashboard**.
 - A) This will display the **SARS Dashboard** Screen.
- ii) Select the capacity of the person submitting the request.
 - A) Select by tapping on the applicable selection.
- iii) Select the applicable tax year.
 - A) Tap on the drop-down button and select the applicable year.

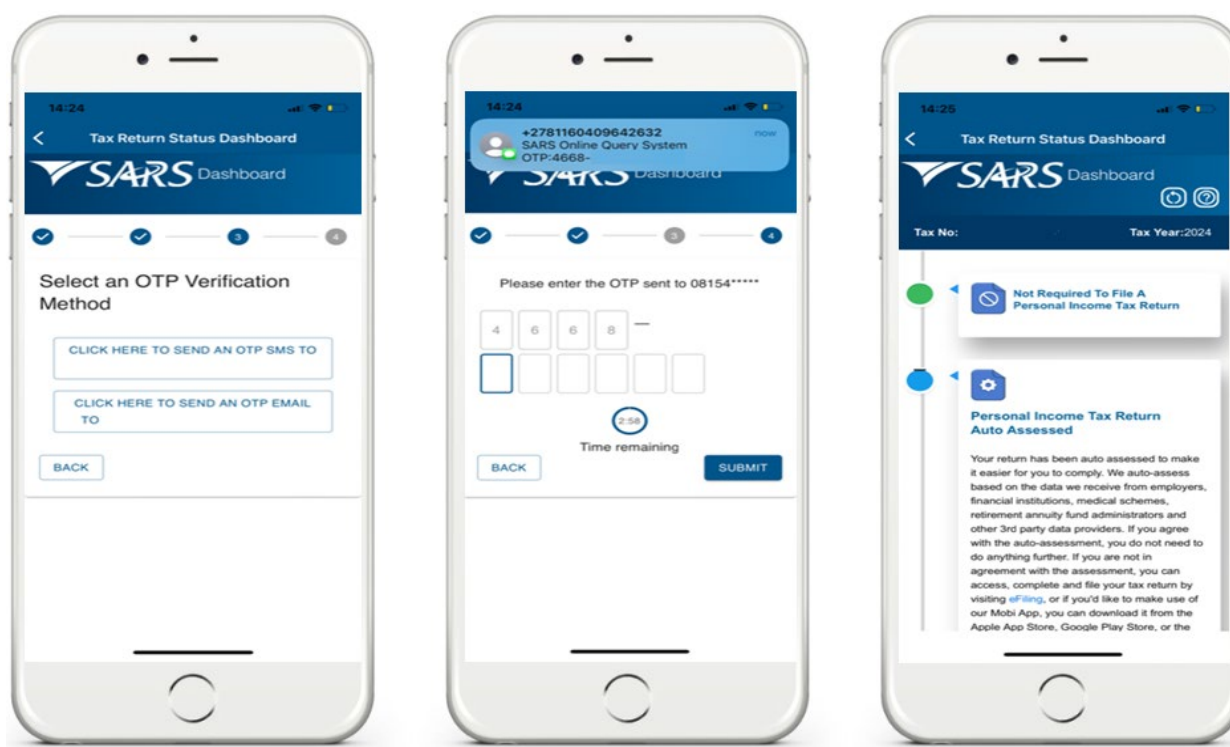


- iv) Once selected, tap on **NEXT**.
- v) The **Taxpayer Details** screen will be displayed.
 - A) Complete all the required fields.

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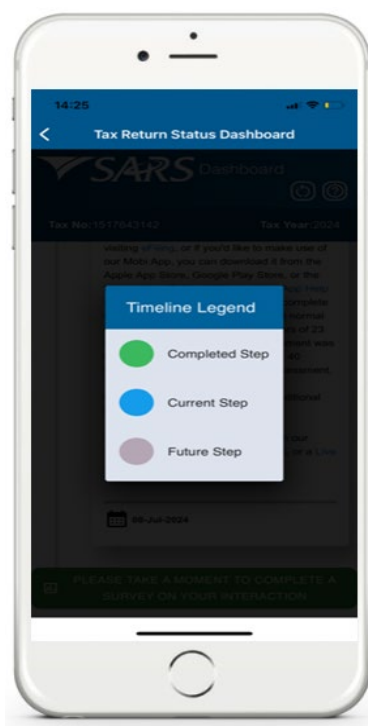
- vi) Once completed, tap on **VERIFY ME**.
- vii) The **OTP Verification Method** screen will be displayed.



- viii) Select the applicable channel to receive the OTP code.
 - A) Select by tapping on your selection.
- ix) Complete the OTP code and tap on **SUBMIT**.
- x) The dashboard will be displayed.

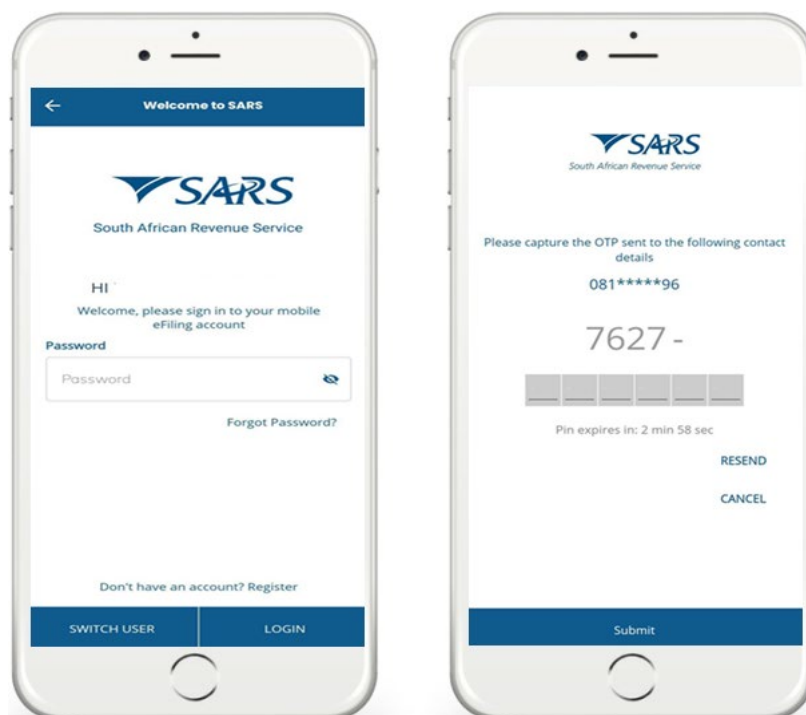
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- b) Note the **Time Legend** that will be displayed on the dashboard and its meaning.



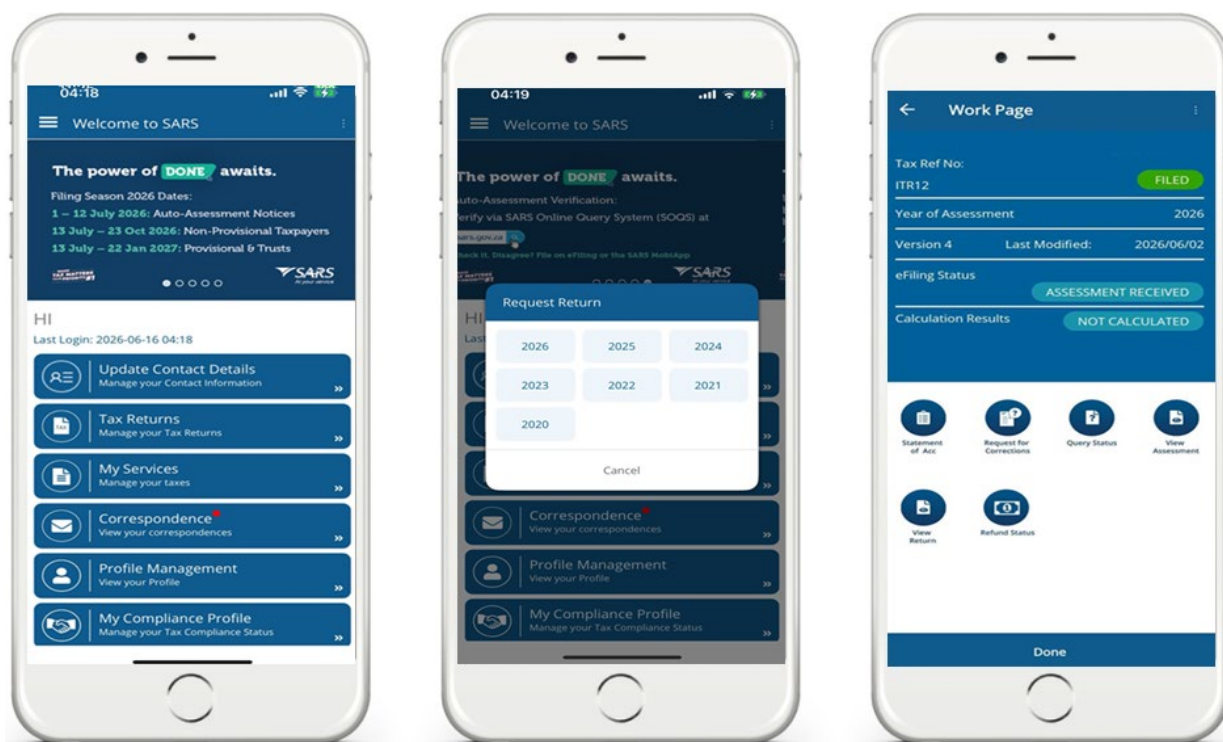
8 SERVICES AVAILABLE ON THE MOBIAPP WORK PAGE

- a) The **Work Page** on your profile lists services SARS offers you regarding your Income Tax Return. This section will list these services and their use.
- b) To access the **Work Page**, proceed as follows:
- i) Login.












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- ii) On the **Landing Page**.
- Tap on **Tax Returns**.
 - Select the applicable **Year of Assessment**.
 - The **Work Page** will be displayed.



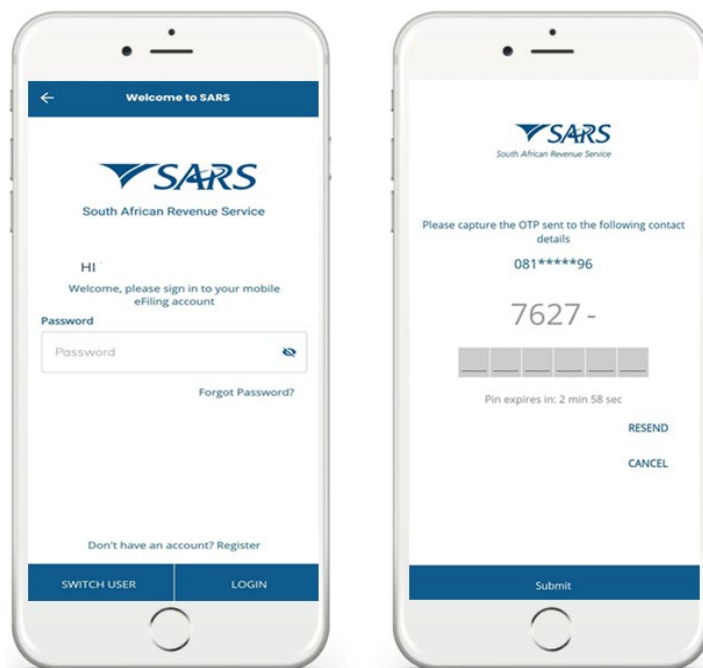
- b) The table below describes the service options that may appear on your **Work Page**, based on the status of your ITR12 return.

eFiling Status	This will display the status of your return.
	This will route you to the Statement of Account page.
	This will route you to edit the income tax return form.
	This will display the status of your income tax return.
	This will route you to your Income Tax Assessment (ITA34) .
	This will route you to the payment page.
	This will route you to the income tax return form.
	This will route you to the supporting documents page.
	This will route you to the Tax Calculation page.
	This will communicate your refund status.

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9 SUBMITTING YOUR INCOME TAX RETURN FOR PREVIOUS TAX YEARS

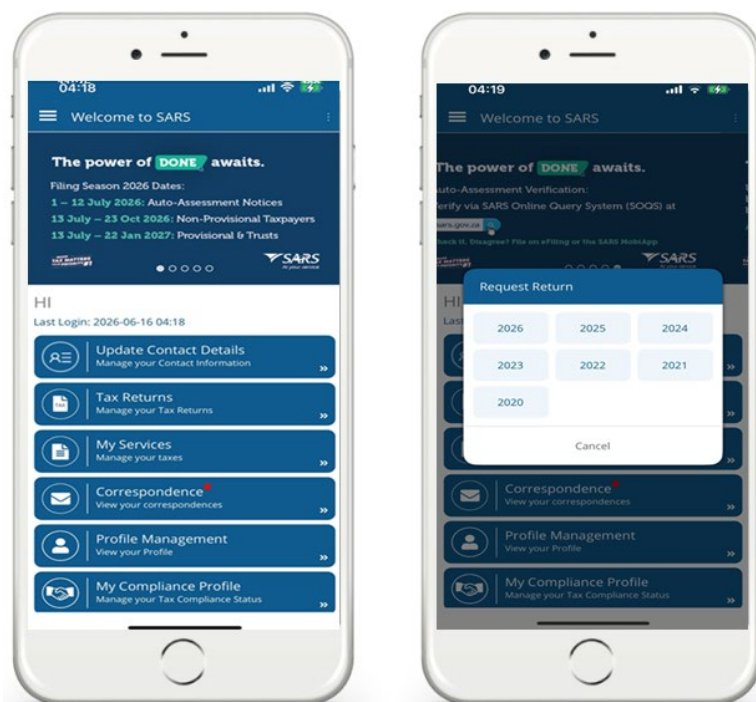
- a) The SARS MobiApp enables you to submit/ file your tax return for the current or the previous five tax years.
- b) To open and view your ITR12 return.
 - i) Login using your username and password. Proceed to complete the OTP code.



- c) Once logged in on the **Landing Page**.

- i) Tap on **Tax Returns**.

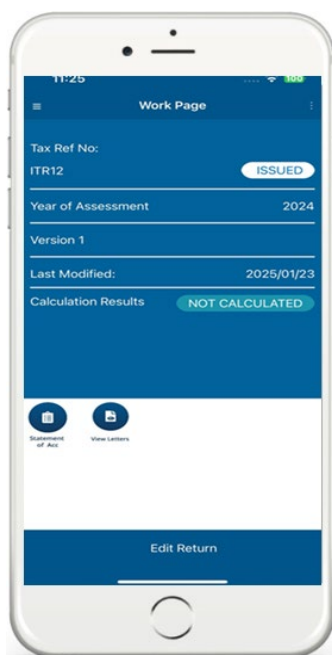
- d) Select the tax year by tapping on the applicable year.



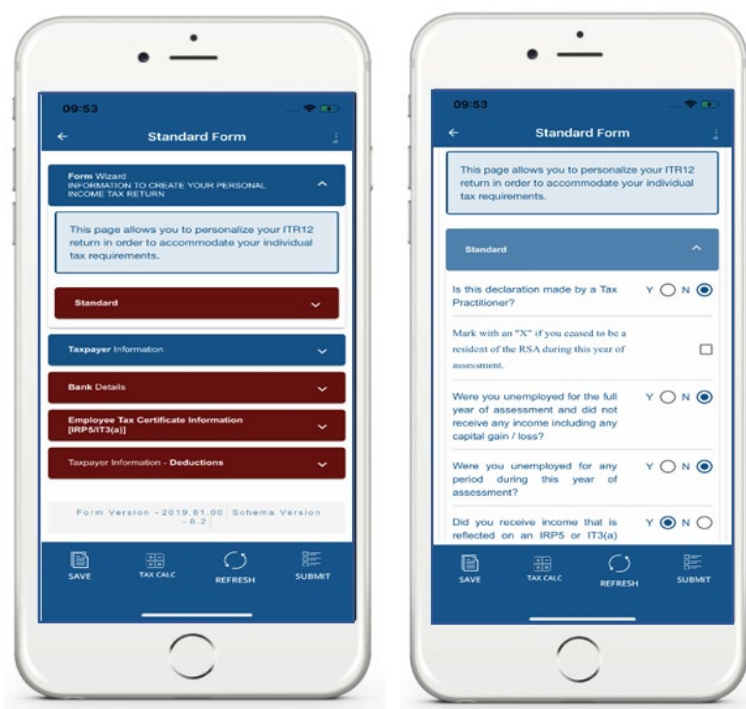
- e) The **Work page** will be displayed.

- i) The **Work page** displays your return status. A status of **Issued** or **Saved** means the return has not been submitted to SARS. A status of **Filed** means the return has been submitted.

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- f) Tap on **Edit Return** to update the return.
 - i) Complete the ITR12 return.
 - ii) Complete the form as explained in the Income Tax ITR12 Comprehensive External Guide, available on the SARS website and the MobiApp.
 - A) To access the guide on the MobiApp, select **Need Help** on the Home page, then tap **eLearning**.
 - B) On the form, tap on the applicable field to expand the form.



- c) Once completed, to submit the return tap on **SUBMIT**. To save the return and work on it later, tap on **SAVE**.

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Note:





- For selected taxpayers, SARS makes previous year returns available on the SARS MobiApp. You can request, complete, and submit these returns through the app.
 - If an outstanding previous-year return appears on your profile, you may request and submit it without first submitting the current year, provided SARS has made it available for submission.
- To request and submit tax return(s) older than 5 years, make an appointment with a branch office for further assistance.

10 MANAGING YOUR INCOME TAX RETURN



- a) The SARS MobiApp provides services that allow you to manage and update your return, depending on your taxpayer profile and return status.
- b) At the bottom of your ITR12 return (Standard Form Page), the following services are offered.



- c) The use of these service icons are as follows:

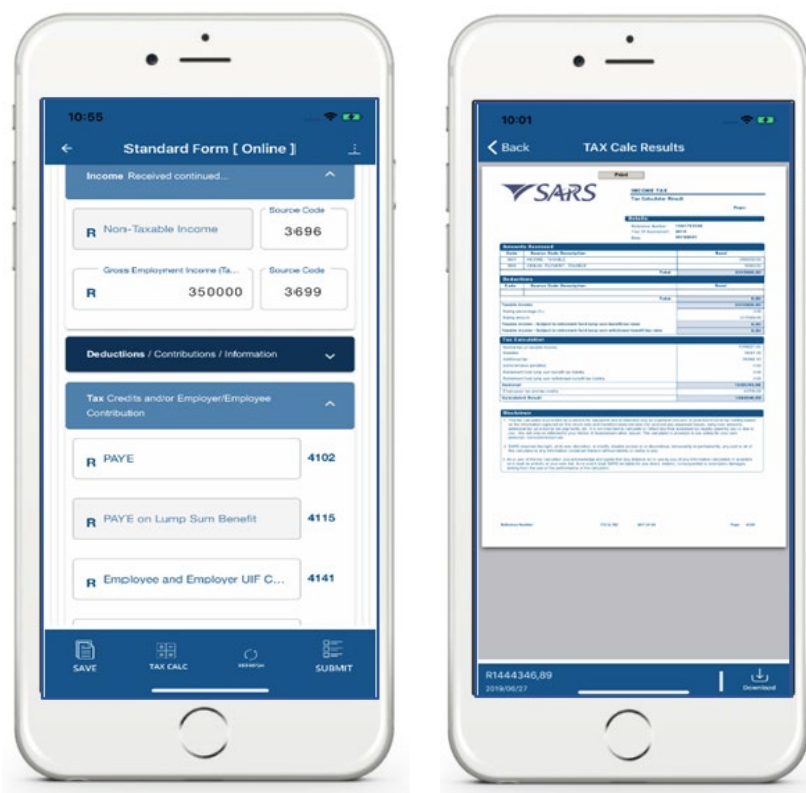
	To Save your Income Tax Return.
	To calculate a Tax Calculation of your Income Tax Return.
	To update your Income Tax Return with the latest third-party certificates/data.
	To Submit your Income Tax Return.

10.1 Requesting a Tax Calculation


- a) You can request a tax calculation to view an estimated outcome based on the information currently available on your return. This is done by selecting the **TAX CALC** option displayed as one of the icons at the bottom of the ITR12 Standard form screen.
- b) To generate a tax calculation, log in and open the applicable ITR12 return. For guidance on accessing the **Work Page**, see section 9.
- c) On the **Work Page**, tap **Edit Return** to open your ITR12 form.
- d) Once your Income Tax form is open,
 - i) Tap on **TAX CALC** 
- e) This will display the **TAX Calc Results** Page.
- f) To download the Tax Assessment
 - i) Tap on **Download** 

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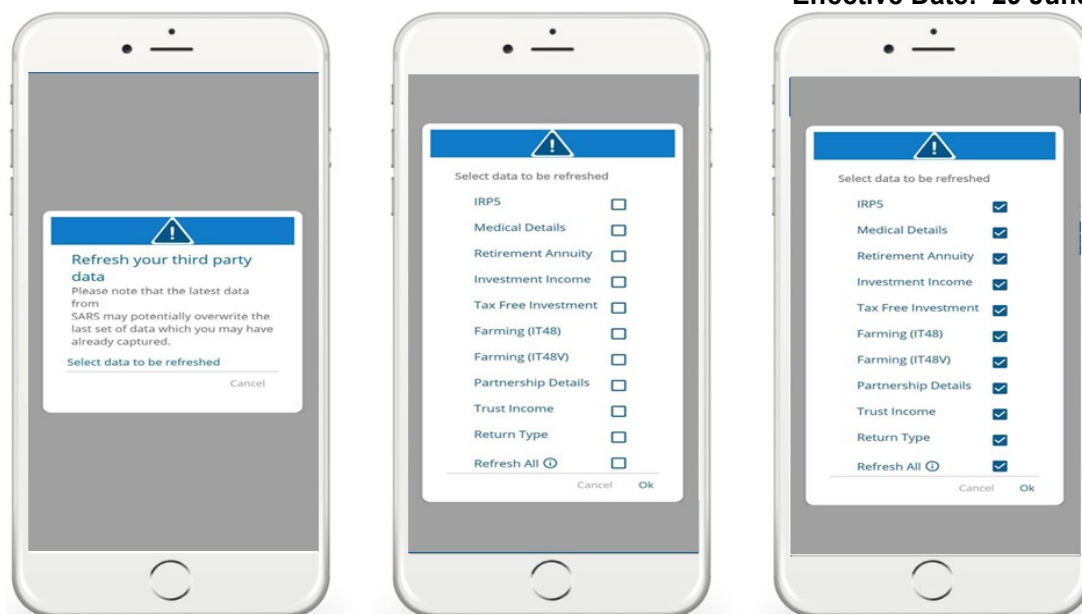
Note: All the mandatory fields on the return must be completed.



10.2 Refreshing third-party data (certificate) on your income tax return

- a) You can update your Income Tax return (ITR12) with the latest third-party data information available at SARS. This includes the latest medical certificates and IRP5 information.
- b) To open the applicable ITR12 return, log in and access the **Work Page** as described in section 9.
- c) On the **Work Page**, tap **Edit Return** to open your ITR12 form.
- d) Note the icons displayed below the form.
 - i) Tap on **Refresh** 
 - ii) A **Refresh your third-party data** message will appear.
 - iii) On the message, tap **Select data to be refreshed**.
 - iv) A list of the third-party data certificates applicable to your return will appear.
 - A) Select the applicable data by tapping the checkbox.
 - B) Once selected, tap **OK**.
 - C) To cancel the request, tap **Cancel**.

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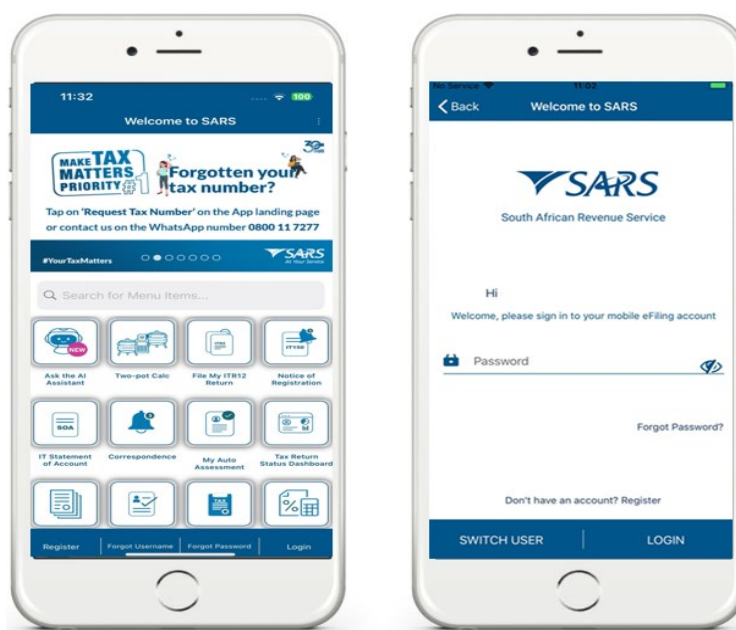


Note:

- Depending on your return and the information available, refresh options may include IRP5, Medical Details, Retirement Annuity, Investment Income, Tax-Free Investment, Farming Information, Trust Income, Return Type, and Refresh All.
- Refreshing your return may update pre-populated information and, depending on the option selected, may also update your return type and the sections displayed.
- If you select Refresh All, some pre-populated information may be overwritten, and the residents or non-resident sections may be updated using the latest information available to SARS.

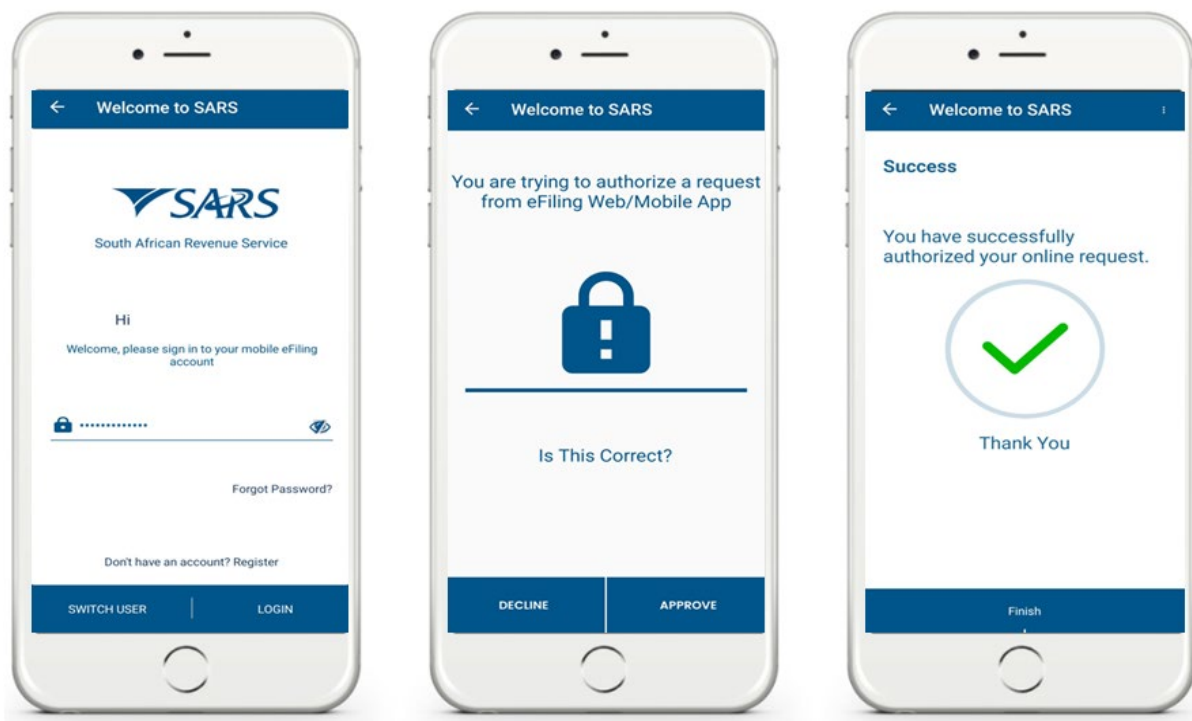
10.3 Updating your banking details on your Income Tax Return

- a) To update your banking details on the return and complete the on-screen verification steps, including OTP verification where required, follow these steps:
 - i) Tap either on the **LOGIN** button or the **File My ITR12 Return** icon on the pre-login screen.

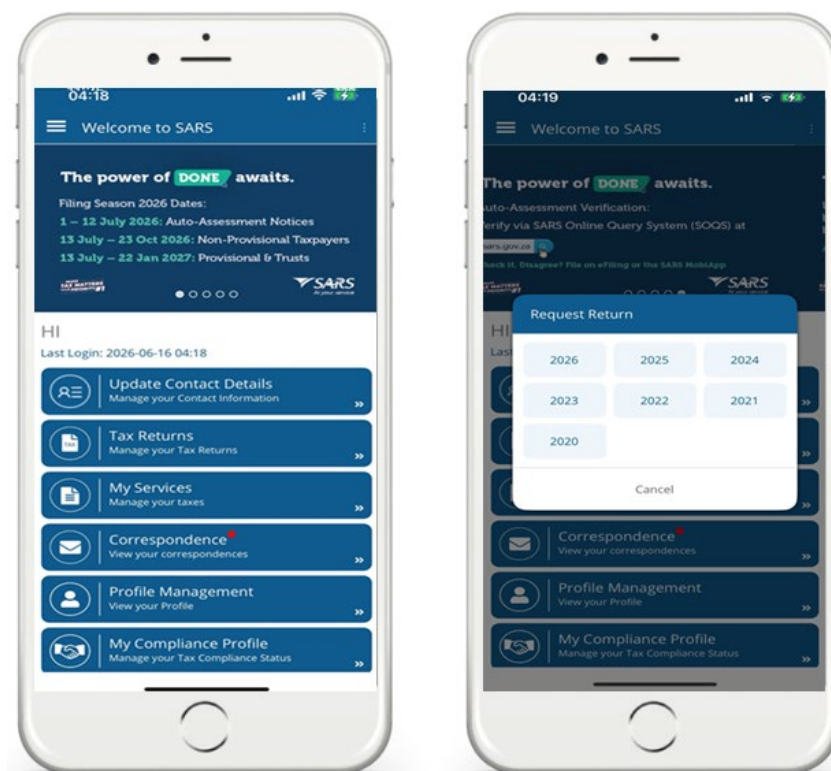


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- ii) Complete your username and password.
- iii) Once completed successfully, two factor authentication will commence.
 - A) Select **APPROVE** on the notification request.
 - B) On the **Success** notification screen, tap on **Finish**.

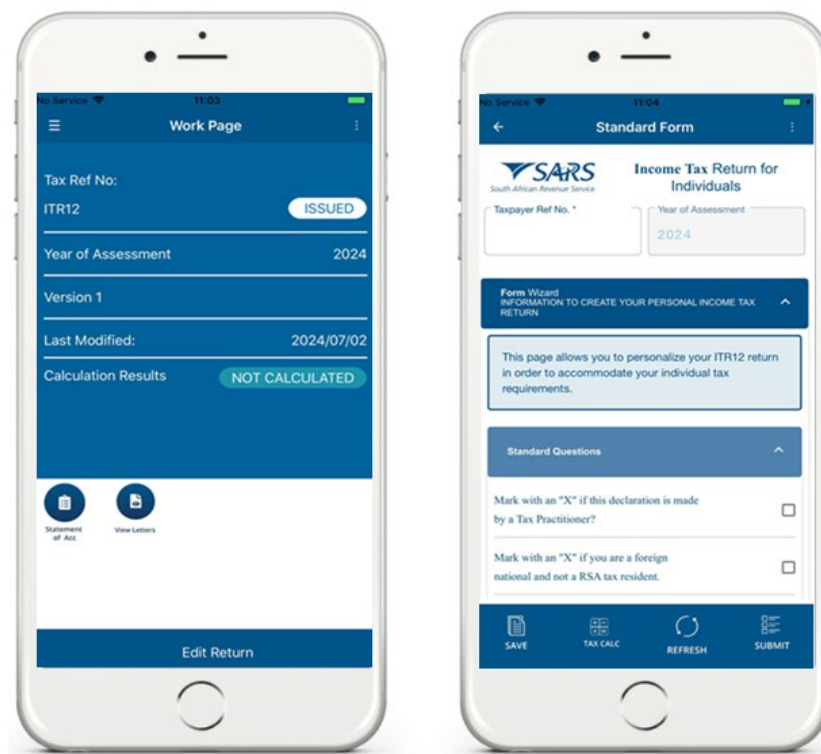


- iv) The **Landing screen will be displayed**.
 - A) Tap on **Tax Returns**.
- v) To request your return, select the applicable Year of Assessment.
 - A) E.g. Tap **2026**



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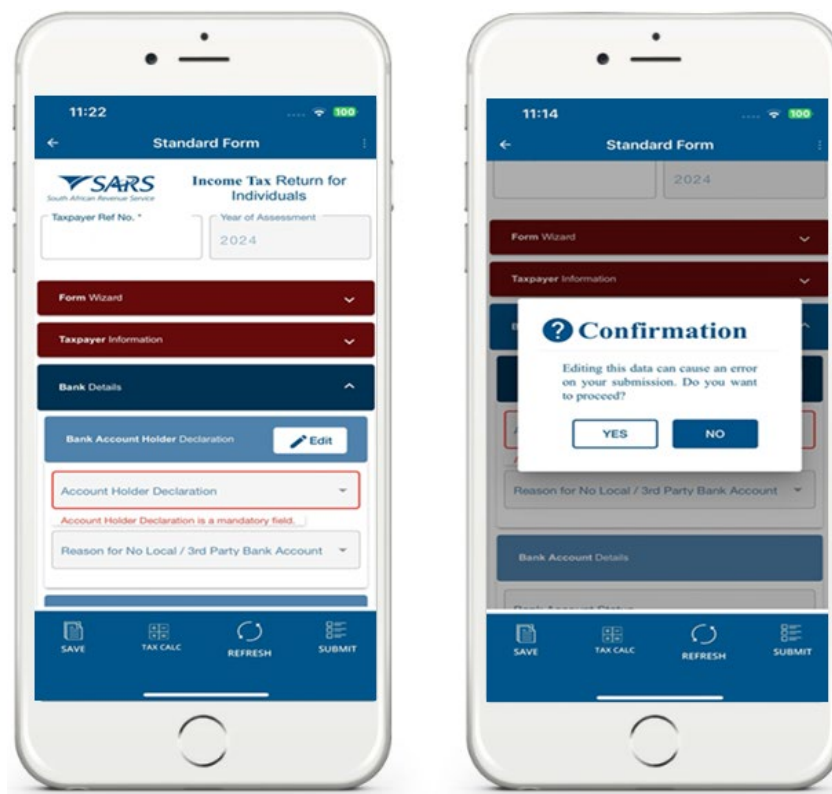
- vi) Tap on **Edit Return**.



- vii) Scroll down and select **Bank Details**.

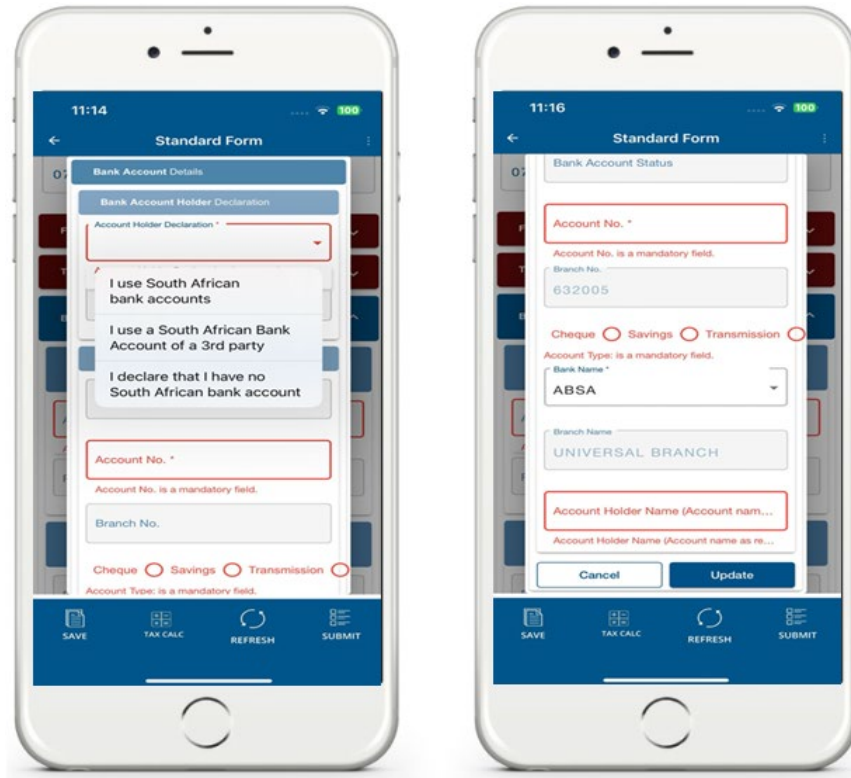
A) Tap on **Edit**.

- viii) Note the **Confirmation** message displayed and tap on **YES**.

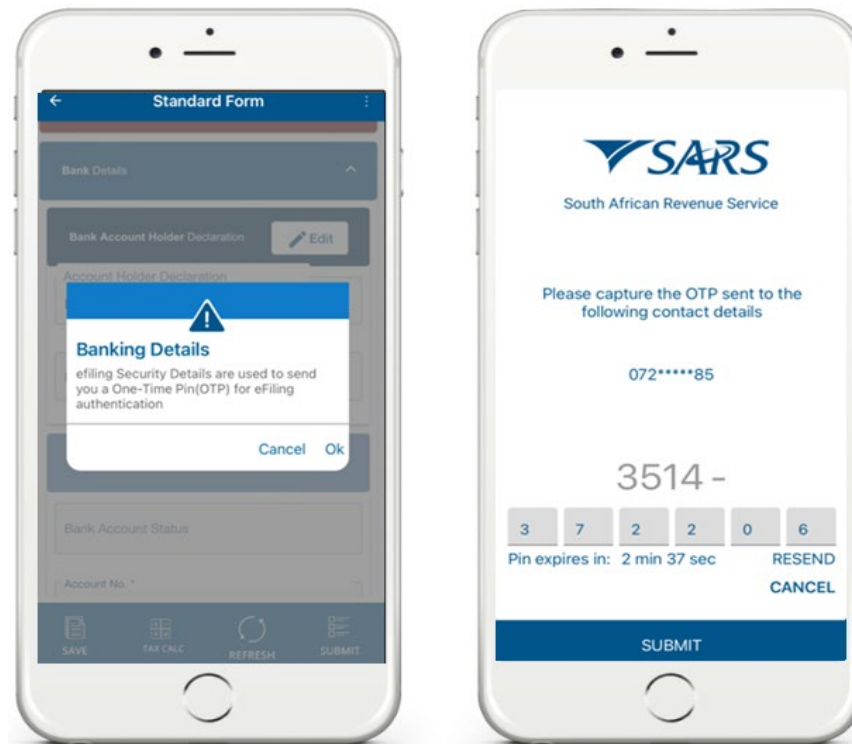


- ix) Proceed by completing the fields with the updated banking details.

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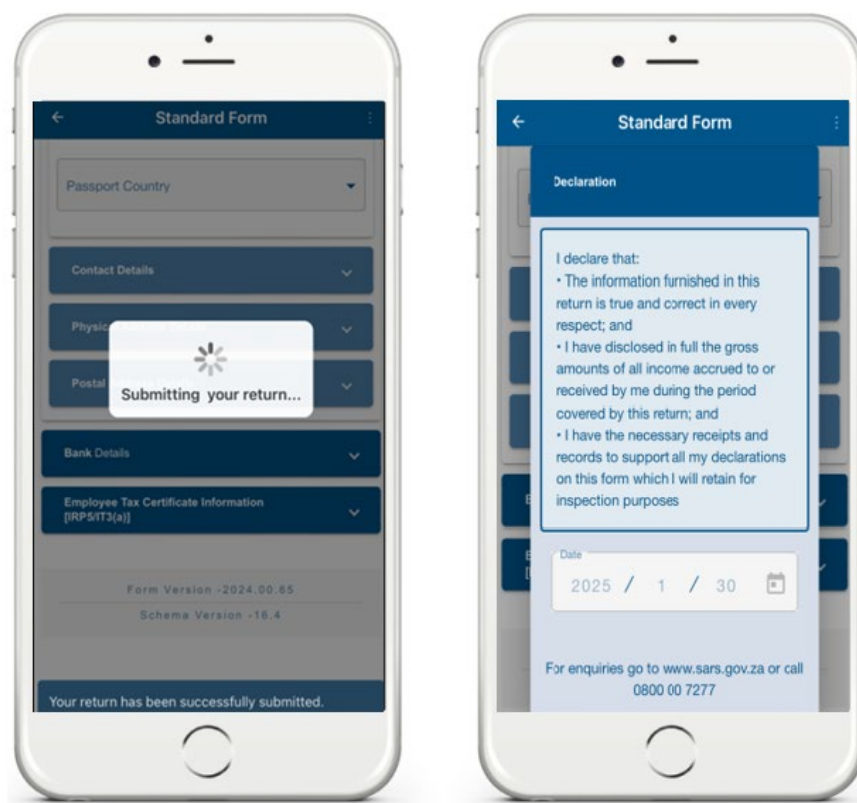
- x) Once all the banking details have been captured or updated.
 - A) Tap **Update**.
 - B) Tap **SUBMIT**.
- xi) An OTP Banking Details Pop-up message will be displayed.



- xii) Take note of the message and tap on **OK**.


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- xiii) Complete the OTP code and tap on **SUBMIT**.

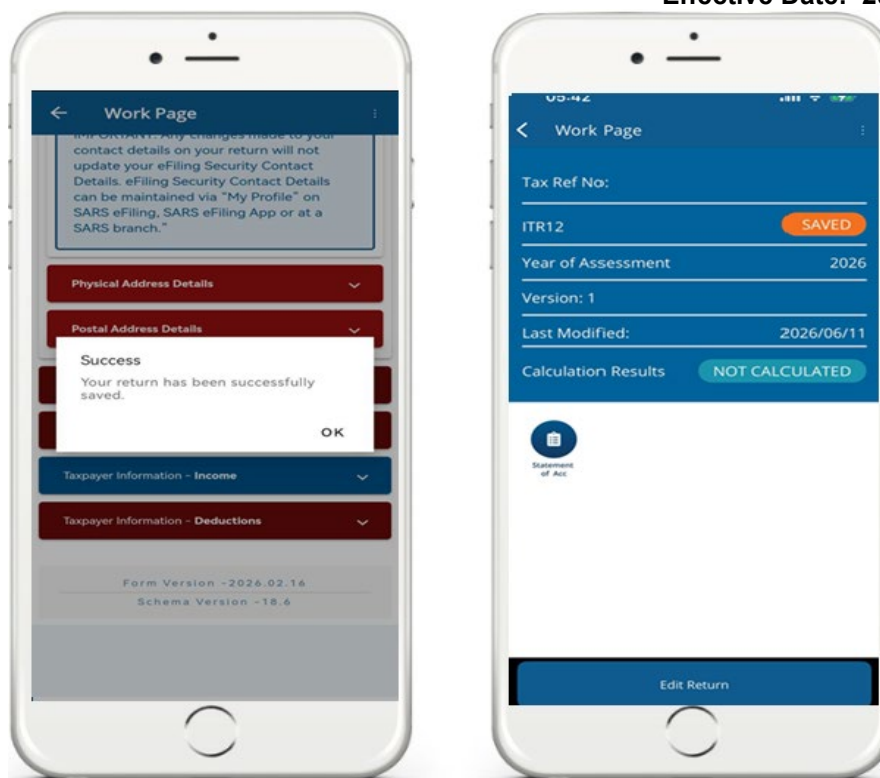


- xiv) After selecting Submit, the bank details will successfully be updated, and the user will be routed back to the ITR12 form for completion and submission.

10.4 Saving updated information on your Income Tax Return

- a) You can save your return if you want to continue working on it later. To save your Income Tax ITR12 return, proceed as follows:
- b) To save updated information, log in and open the applicable ITR12 return.
 - i) For guidance on accessing the **Work Page**, see section 9.
- c) On the **Work Page**, tap **Edit Return** to open your ITR12 form.
 - i) Note the icons displayed below the form.
- d) To save the updated information.
 - i) Tap on **Save** 

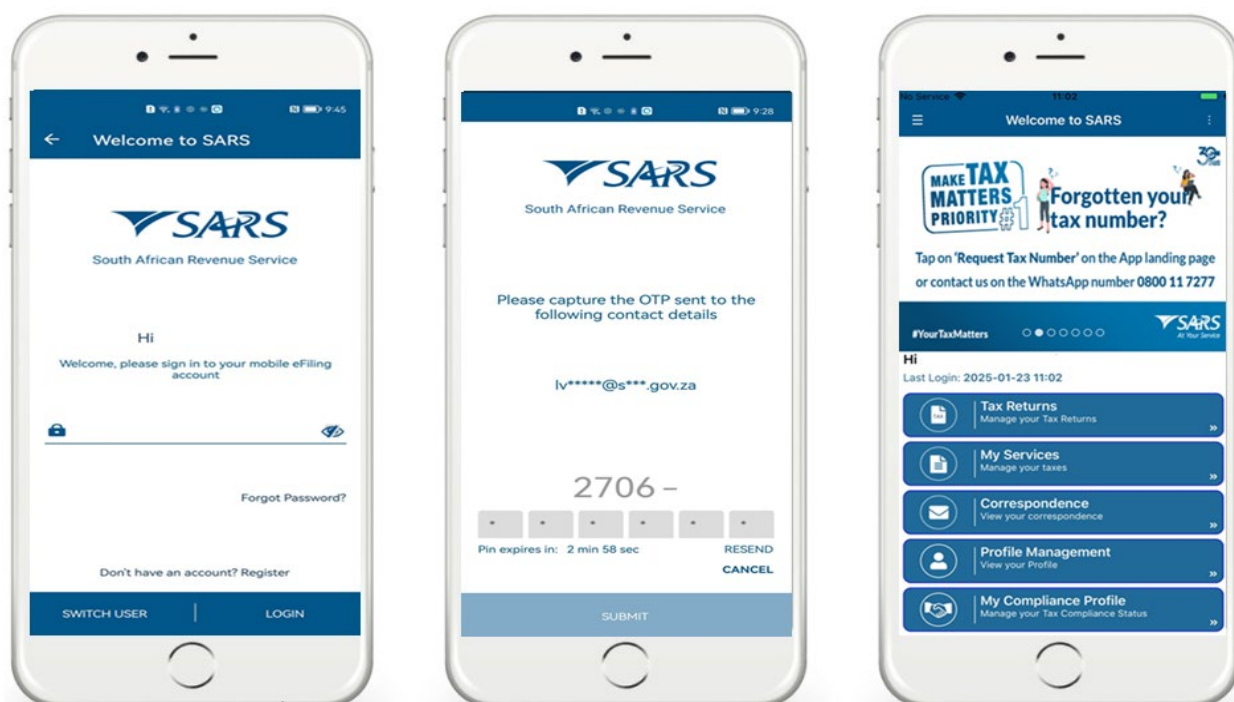
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- e) The status on the **Work Page** will change to **Saved**.

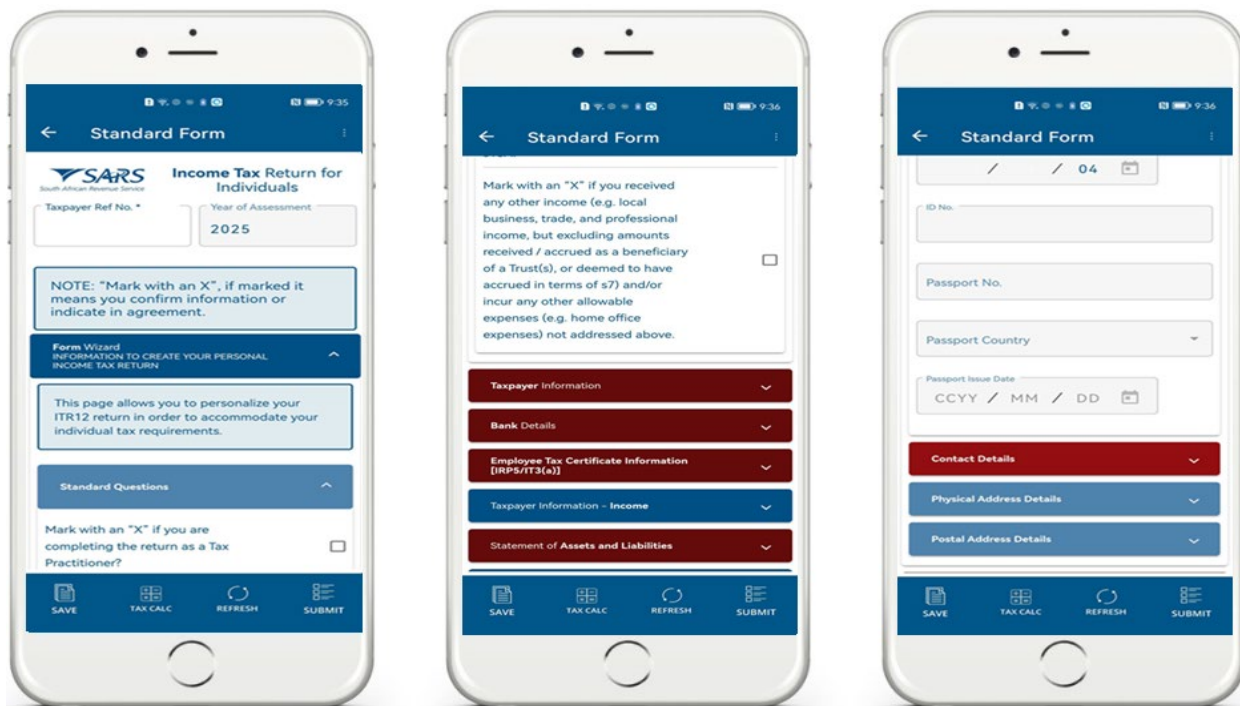
10.5 Confirming your contact details on your Income Tax Return

- a) Where SARS requires you to confirm your contact details for authentication or security purposes, you may be asked to confirm or update your email address and cell phone number on your return.
- b) To verify your contact details on your ITR12 return, proceed as follows:
- i) Login.
 - ii) Select **Tax Returns**, choose the applicable tax year, and open your ITR12 return.

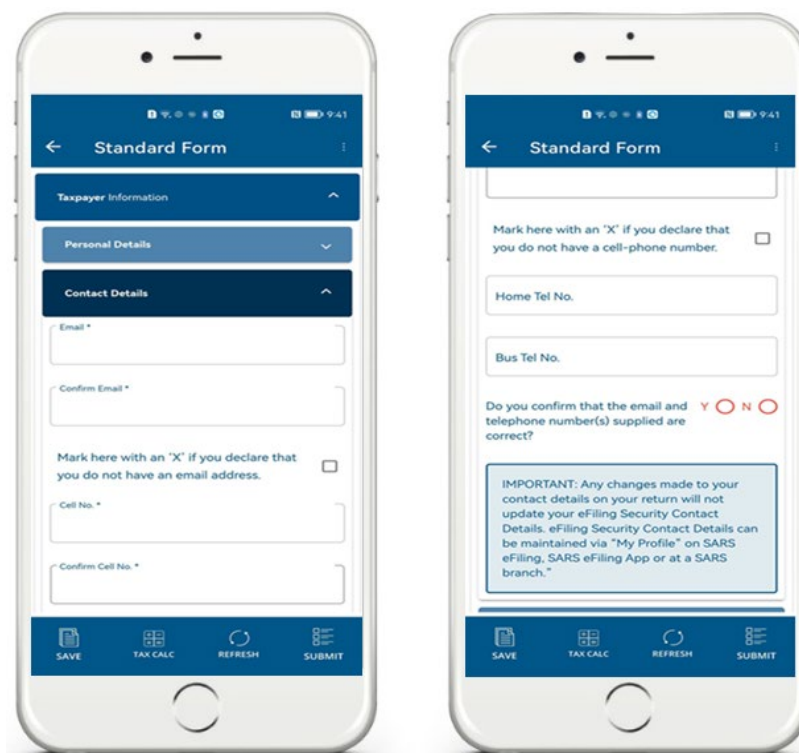


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- iii) On the ITR12 standard form.
 - A) Scroll down.
 - B) Select **Contact Details**.



- iv) On the **Contact Details** container.
 - A) Enter your **Email address**.
 - B) Confirm by re-entering the same **Email address** you provided above.
 - 1) If you do not have an **Email address**, please indicate this by checking the check box.
 - C) Enter your **Cell Number**.
 - D) Confirm by re-entering the same **Cell Number** you provided above.



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- v) After verifying or updating your email address and cell number (providing the contact information), please confirm by selecting "Y" on the radio button.

10.6 Changing your residency status

Note: A change in residency status may affect the type of return displayed, the resident or non-resident sections shown on the return, and which data is refreshed when the return is reopened or refreshed. Where your residency status has changed, always review the updated return carefully before completing or submitting it.

- a) If your tax residency status has changed, you must update your details through your **eFiling** profile. Once your request has been submitted, SARS will send correspondence setting out the supporting documents required to consider your request. This correspondence will be available on your SARS digital channels, including **eFiling** and the **SARS MobiApp**.
- b) You will then be required to provide supporting documents to substantiate your application. The supporting documents are used to measure your qualifying basis. They usually include amongst others the following:
- The signed declaration indicating the basis on which you qualify (you can download the form from the SARS website www.sars.gov.za)
 - A letter of motivation setting out the facts and circumstances in detail to support the disclosure that you have ceased to be a tax resident.
 - A copy of your passport and travel diary.
- c) After SARS receives and verifies the required supporting documents, SARS will issue correspondence to confirm the outcome of your request.
- d) This section will detail on how you can enquire to change your residency via eFiling. Furthermore, we will demonstrate on the SARS MobiApp where to locate the correspondence and lastly show you how to upload the required supporting documents for the completion of your application.
- e) You can also refer to the SARS website on how to access your eFiling profile www.sars.gov.za

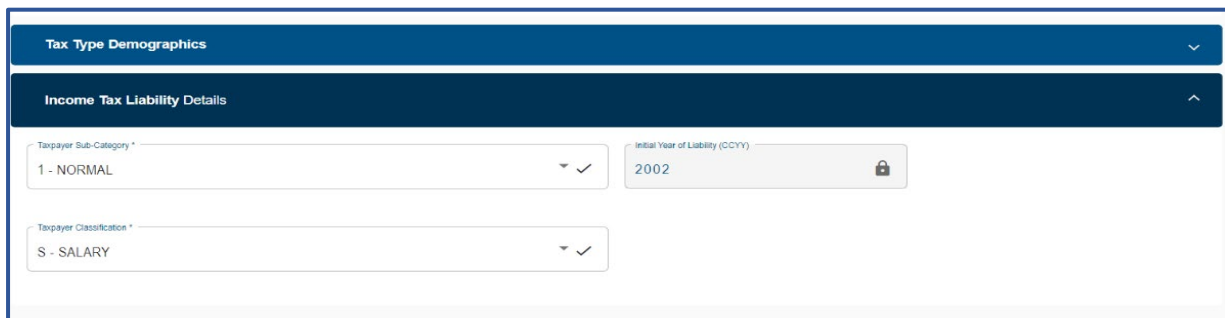
Note:

- It is required that this verification process takes place before the period of assessment is performed.
- Once SARS receives and accepts the supporting documents, you will be coded as a "Non-Resident" on the SARS system. Additionally, correspondence will be issued to you confirming that your tax resident status has been updated.

- f) Login to your eFiling profile and navigate eFiling to access the RAV01 form.
- Once logged in:
 - Click on **SARS Registered Details** icon under **My profile**.
 - The **Maintain SARS Registered Details** screen will display.
 - Confirm that you are authorised to perform maintenance functions of the registered details of the company or individual.
 - The "**Saved Details**" message will display if SARS has received updated information for the legal entity.
 - After making the applicable selection, the RAV01 screen will be opened.
- g) Once the RAV01 form is opened:
- Click on **Tax Type Demographic** container on the form.

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ii) Note the field **Income Tax Liability Details**.



Tax Type Demographics

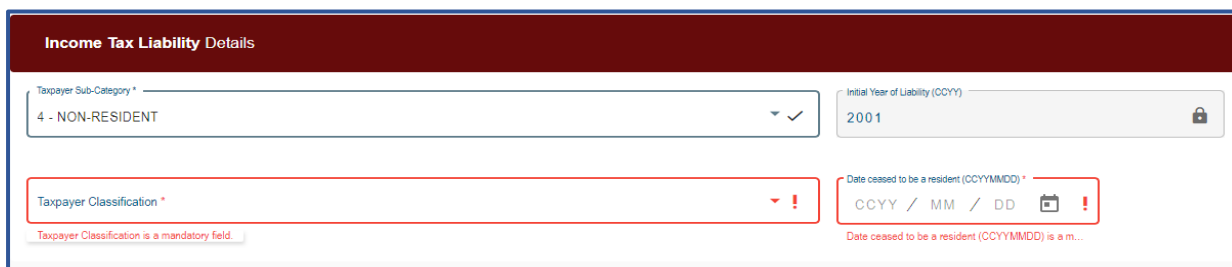
Income Tax Liability Details

Taxpayer Sub-Category *
1 - NORMAL

Initial Year of Liability (CCYY)
2002

Taxpayer Classification *
S - SALARY

iii) Click on the arrow to display the drop-down list and select **4 – Non-Resident**.
A) The second drop down **Taxpayer Classification** will be activated.



Income Tax Liability Details

Taxpayer Sub-Category *
4 - NON-RESIDENT

Initial Year of Liability (CCYY)
2001

Taxpayer Classification *
!

Date ceased to be a resident (CCYYMMDD) *
CCYY / MM / DD !

Taxpayer Classification is a mandatory field.

Date ceased to be a resident (CCYYMMDD) is a m...

iv) Select the applicable **Taxpayer Classification** as well as the date when you ceased to be a resident.



Taxpayer Type: **Non Provisional** Category: **Individual**

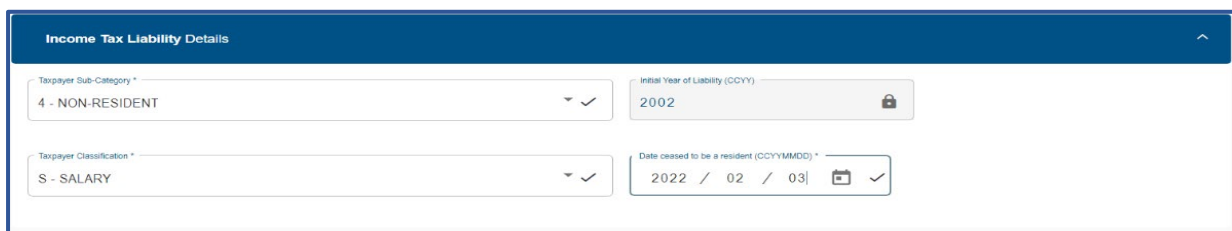
BU - BUSINESS INCOME

S - SALARY

SB - SALARY INVESTMENT

SE - OLD SITE RETURNS

SS - SALARY WITHOUT ALLOWANCE



Income Tax Liability Details

Taxpayer Sub-Category *
4 - NON-RESIDENT

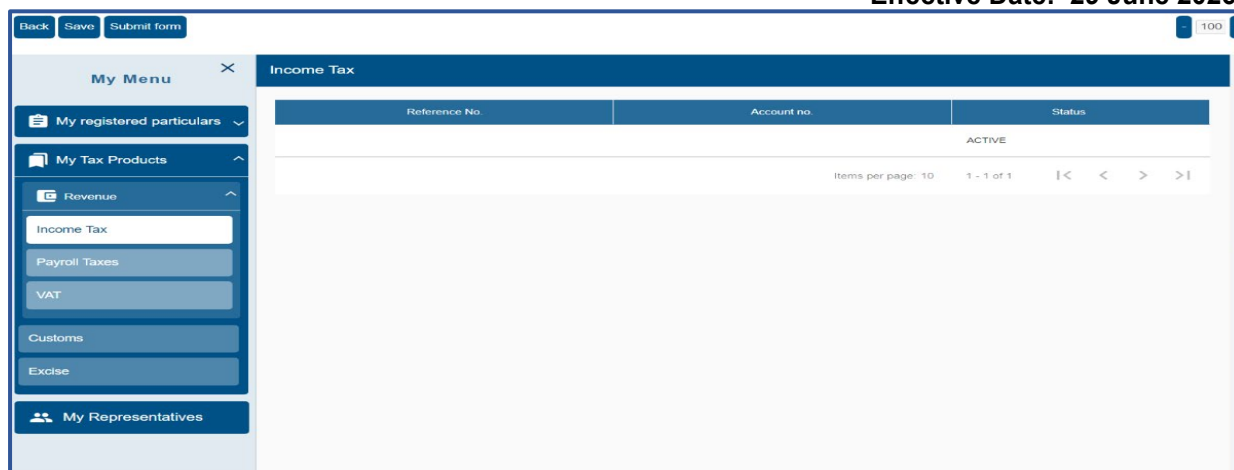
Initial Year of Liability (CCYY)
2002

Taxpayer Classification *
S - SALARY

Date ceased to be a resident (CCYYMMDD) *
2022 / 02 / 03

h) Save and submit the form.

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i) Note that this will trigger SARS to issue correspondence detailing the list of supporting documents required for this application. This letter will be sent through by SARS and is available under the **SARS Correspondence menu** on your eFiling profile or on the **Correspondence** tab of your SARS MobiApp.

j) To access SARS correspondence regarding your application.

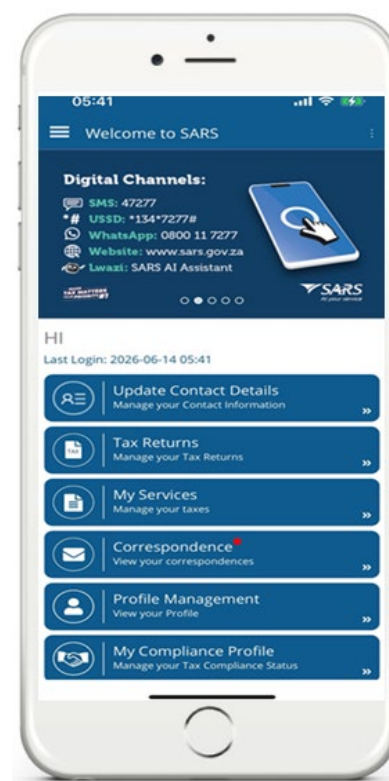
i) Login to the SARS MobiApp.

ii) On the **Landing Page**.

A) Tap on **Correspondence**.

B) This will list all SARS correspondence.

C) Select and open the applicable correspondence sent through.



k) Obtain all the required documents and store them on your device.

l) Once all the required supporting documents have been obtained, upload them as follows:

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m) On the corresponding letter.

i) Tap on **Add Documents**



ii) Follow the prompts to upload supporting documents.

iii) Note that you can tap on the **Download** tab to download the letter.



Note: You can also use your eFiling profile or the SARS Online Query System to upload the required supporting documents.



n) Once the supporting documents have been uploaded and verified by SARS, you will receive another correspondence detailing your application result.

o) This letter can be found under the correspondence tab on eFiling or the MobiApp as well.

p) You can tap on **Download**



to download the letter.



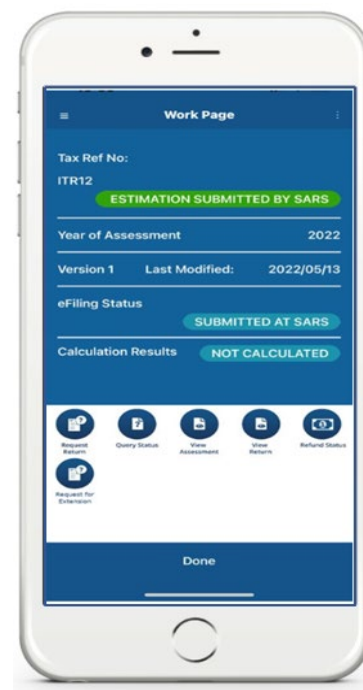
Note the following:

- To change your tax residency status, you must complete the request on **eFiling**.
- SARS will send correspondence confirming the supporting documents required for your request.
- You can view the correspondence on the **SARS MobiApp** and upload the required supporting documents from there.
- Once SARS has processed your request, your updated residency status may be reflected on your tax return.

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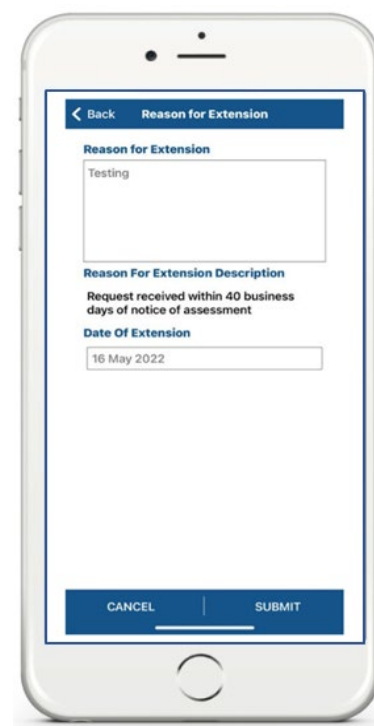
10.7 Requesting an extension of your supporting documents submission date

- a) For taxpayers who have received an auto assessment, the deadline and extension rules may differ depending on whether the taxpayer is provisional or non-provisional. Always refer to the date communicated by SARS.
- b) Taxpayers can request an extension to submit relevant supporting documents or their income tax return where they are of the view that they can only submit after their submission due date has lapsed.
- c) This implies that when the extension days has been granted by SARS, there will be no penalties imposed to the taxpayer during the granted extension days.
- d) On the **Work Page**.
 - i) Tap on the **Reason for Extension** icon.
 - ii) This will display, the **Reasons for Extension Page**.



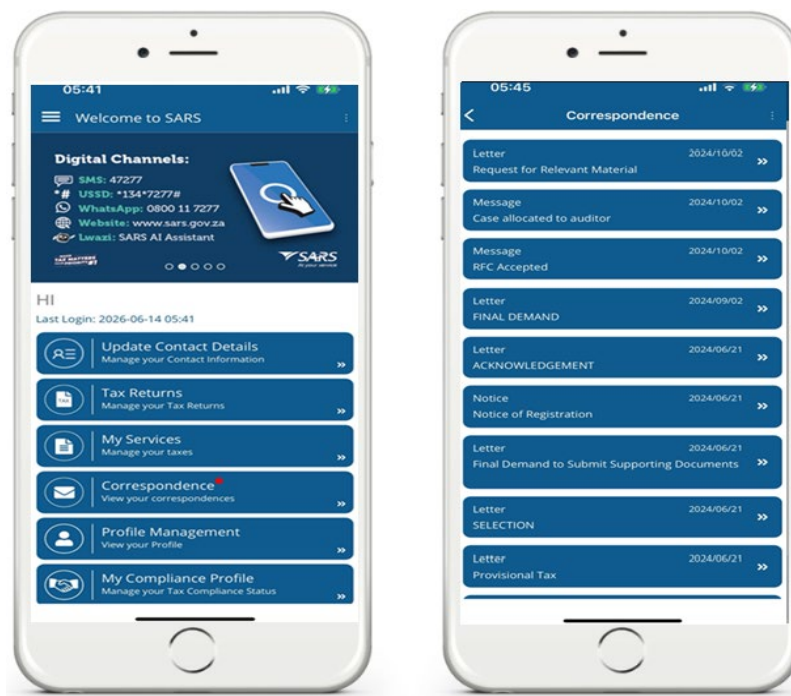
Note: The taxpayer cannot request an extension post the 3 years of SARS raising the estimated assessment.

- e) On the **Reason for Extension Page**.
 - i) Tap on **Reason for Extension** field and complete your reason for extension.
 - ii) Tap on the **Date of Extension** and select the applicable date.
 - iii) Once completed, tap on **SUBMIT**.

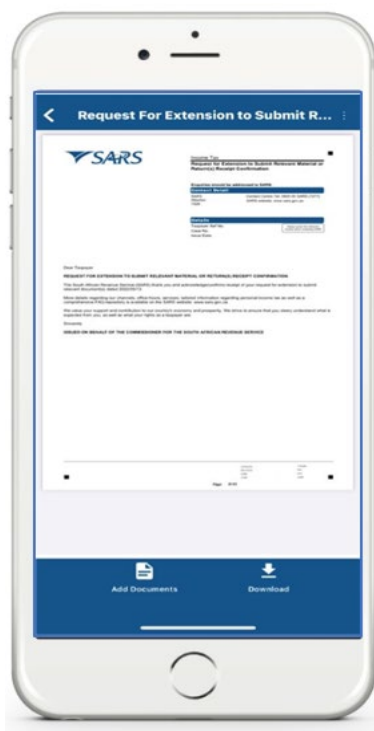


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- f) In response, SARS will send you correspondence with regards to your request. This will be in the form of a letter which can be accessed via the SARS MobiApp.
- g) To access the letter, navigate as follows:
 - i) On the **Landing Page**.
 - A) Tap on **Correspondence**.
 - B) The **Correspondence** Page will be displayed.



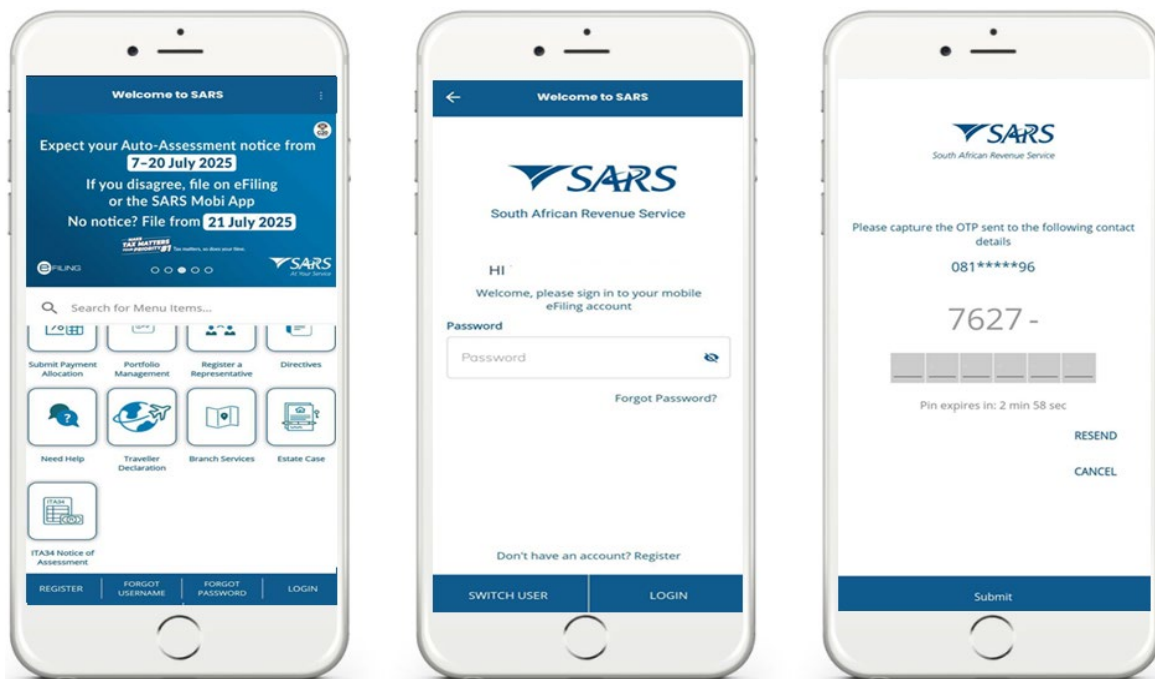
- h) The letters will be displayed.
- i) Note that a letter of acknowledgement will be sent for your request. Thereafter, SARS will respond by sending another letter which will detail the outcome of your request.



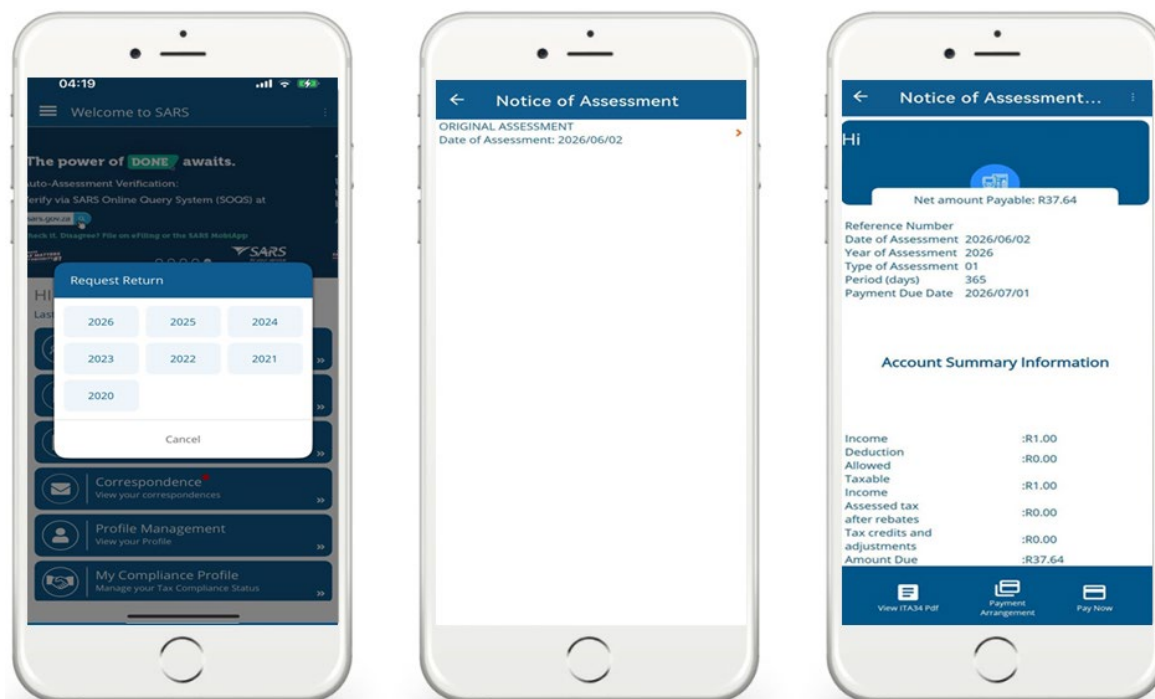
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11 TAX ASSESSMENT (ITA34)

- a) You can access your (ITA34) assessment either from the **Home page** (pre-login) or on your **Work page** (post login).
- b) To access the ITA34 from the **Home page**, proceed as follows:
 - i) Tap on **ITA34 Notice of Assessment** icon.
 - ii) Login.



- iii) Select the tax year for which you want to view the assessment details.
- iv) This will display the **Notice of Assessment (ITA34)** page.
 - A) Tap on the selected Original Assessment to view your notice of assessment.

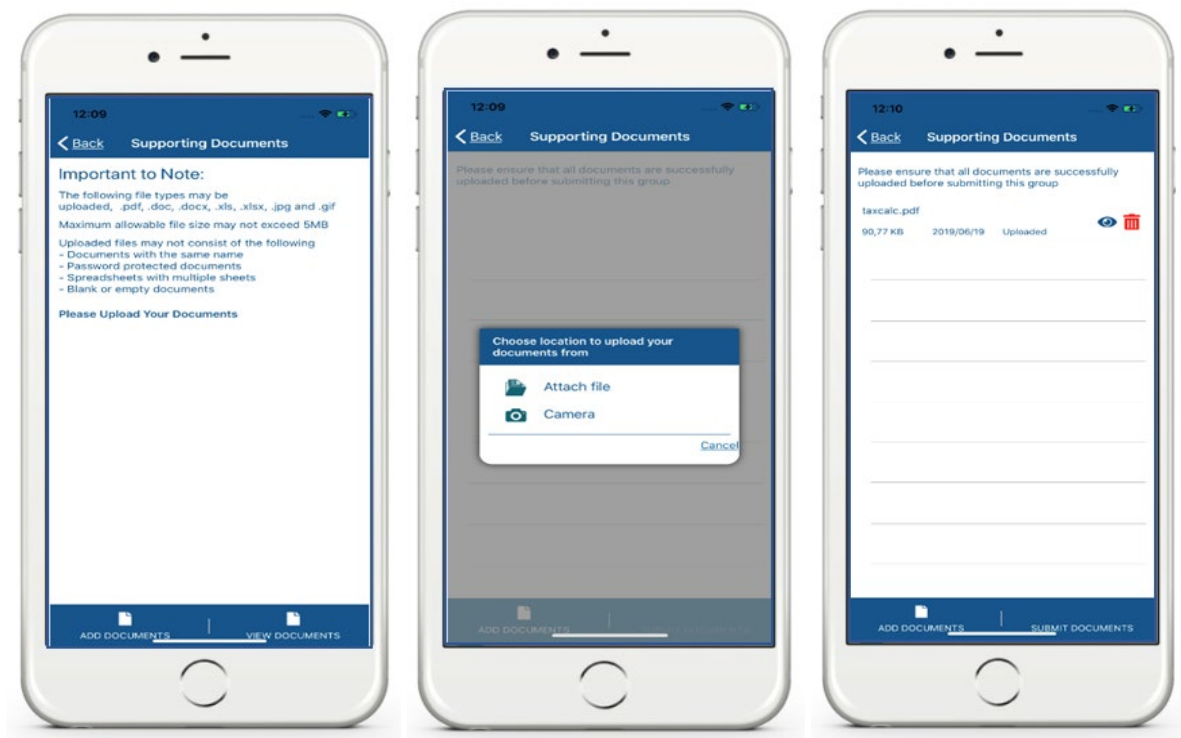


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- c) To access the ITA34 post login, proceed as follows:
 - i) Tap on **Tax Returns**.
 - ii) Select the tax year for which you want to view the assessment details.
 - iii) This will display the **Work page**.
 - A) On the **Work Page**.
 - B) Tap on the **View Assessment** icon.
 - l) This will display the **Notice of Assessment (ITA34)** page.

12 UPLOADING SUPPORTING DOCUMENTS

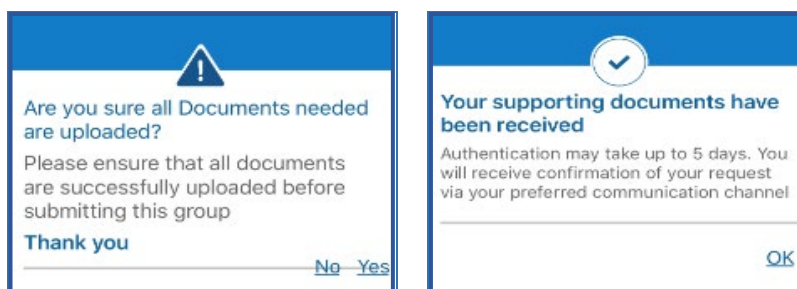
- a) If SARS has requested supporting documents, you can upload them using the SARS MobiApp by opening the relevant return or correspondence item and selecting **Upload/View Docs** or **Add Documents**, where available.
- b) To upload the required supporting from your submission, proceed by tapping on **Upload/View Docs** icon displayed on your **Work Page**.
- c) This will route you to the **Supporting Documents** page.
 - i) Tap on **ADD DOCUMENTS** displayed at the bottom of your page.
 - ii) Choose location to upload your documents from.



- d) Once found, tap on **Upload**. The document(s) will be uploaded to the **Supporting Documents** page.
- e) To submit the document(s), tap on **SUBMIT DOCUMENTS**.

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- f) The following pop-up messages will be displayed on your device.



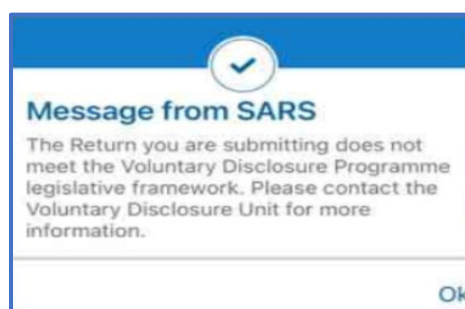
- g) Confirm by selecting **Yes**. To decline select **No**.
- h) Once **Yes** and **OK** is tapped the status of your uploaded documents will change from *uploaded* to *submitted* and a pop-up message will be displayed detailing that your supporting documents have been uploaded successfully.

Note: The maximum document size must be 5MB X10 Files.

13 ERROR MESSAGES

13.1 Voluntary Disclosure Program (VDP)

- a) If your return cannot be processed because of VDP related information, the return may display a rejected status.
- b) Where your income tax return submission includes an error relating to VDP information, the status of your income tax return will be “Rejected by SARS”.
- i) The following error message will be displayed on your device.



- c) Proceed by contacting the SARS Voluntary Disclosure Unit.

14 DEFINITIONS AND ACRONYMS

[Glossary A-M | South African Revenue Service \(sars.gov.za\)](#)

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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).