Effective Date: 29 June 2026

SARS ONLINE SERVICES

SARS External Guide

SERVICES OFFERED VIA THE SARS MOBIAPP

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1 INTRODUCTION

a) South African residents must pay tax on all income and profits earned, in accordance with the Income Tax Act No. 58 of 1962. This applies to individuals, companies, and trusts. SARS offers accessible services to help taxpayers meet this obligation. Through the SARS MobiApp, taxpayers can securely manage their tax affairs, submit their Income Tax Return (ITR12), view their tax information, and keep their details accurate and up to date.

b) To help taxpayers meet these obligations, the SARS MobiApp offers a range of convenient services, such as:

i) **Tax Compliance Status Service.**
   A) View your tax compliance status.
   B) Request a Tax Compliance Status (TCS) PIN.

ii) **Profile Management Services.**
   A) View and update your SARS profile information.

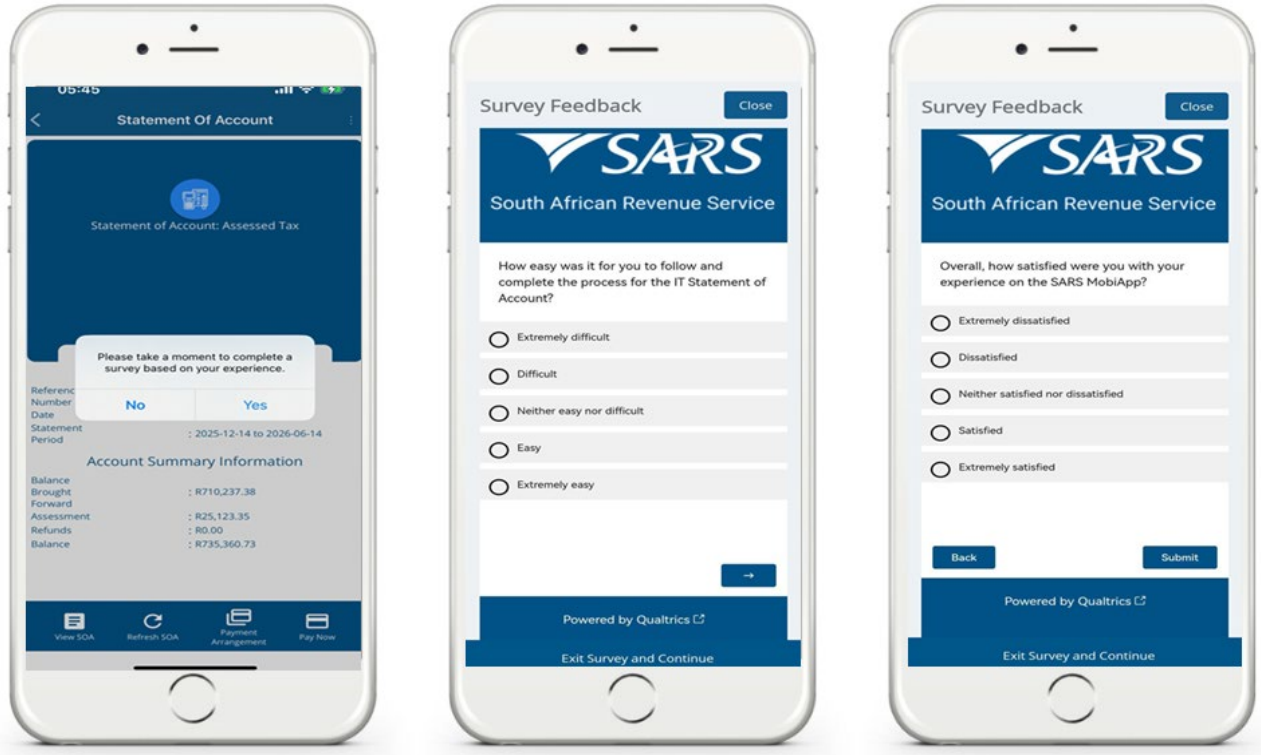
iii) **Tax Directive Service.**
   A) Request historical IRP3(b) certificates.
   B) Access historical IRP3(c) certificates.

iv) **Tax Reference Number Request Service.**
   A) Request your tax reference number.

v) **Branch Office Location and Appointment Services.**
   A) Locate the nearest SARS branch.
   B) Book a virtual or in-person appointment with a SARS consultant.

vi) **Estate Case Service.**
   A) Report a new estate case to SARS.

c) After using certain services on the SARS MobiApp, a short feedback survey may appear. Taxpayers can complete the survey by selecting the response that best reflects their experience. This feedback helps SARS improve its digital services.



2 REQUIREMENTS FOR USING THE SARS MOBIAPP

a) To use the SARS MobiApp effectively, ensure that the following requirements are met:

i) The SARS MobiApp is available only to **individual taxpayers** and **registered tax practitioners**.
   A) Registered tax practitioners who have linked their clients' profiles can access those profiles.
ii) You must be a registered SARS taxpayer who is required to 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 to use **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 latest version of the SARS MobiApp to your smart device.
   A) Your device must use a supported **iOS, Android, or Huawei** operating system.
v) Your device must have mobile data or access to a working **Wi-Fi** connection.
vi) You must have a valid **eFiling username and password** to use the SARS MobiApp.

3 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)**".

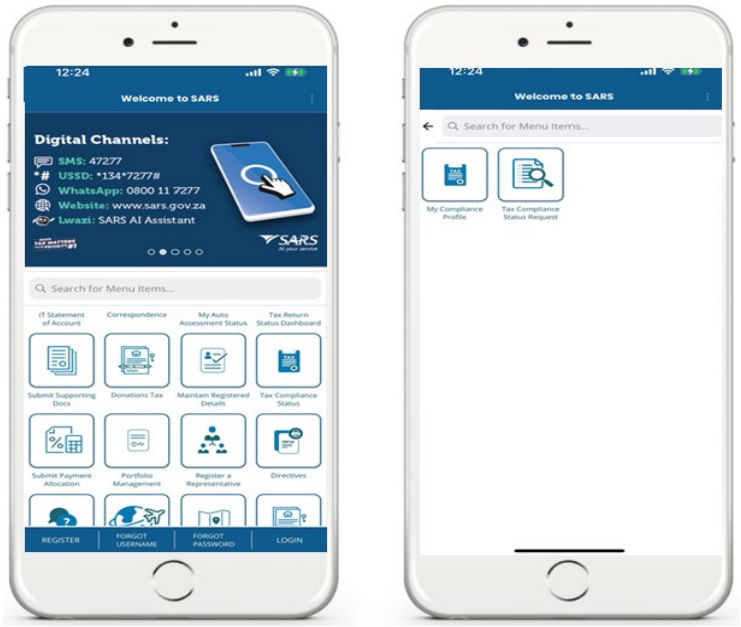
vii) Install the app.
viii) Once installed, the **SARS MobiApp** icon will appear on your device's home screen.



4 TAX COMPLIANCE SERVICE (TCS)

a) The SARS MobiApp allows taxpayers to view their tax compliance profile and related statuses or request a Tax Compliance Status (TCS) PIN. These services are available from the **Home page** (pre-login) or the **Landing page** (post login).

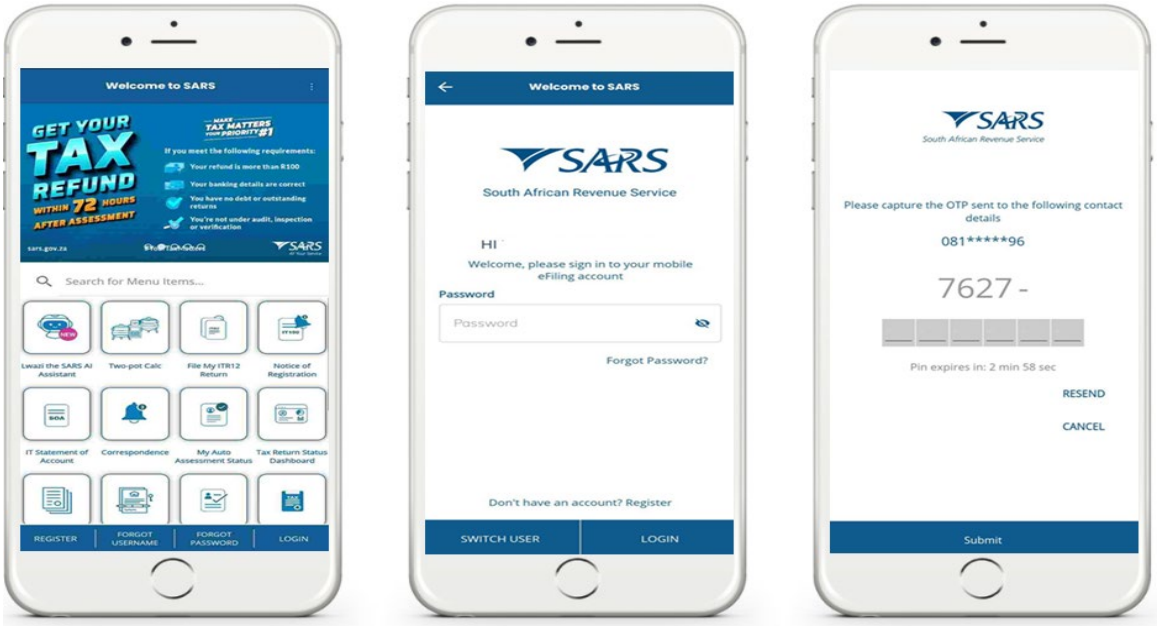
b) To access your TCS from the **Home page.**
   i) Tap the **Tax Compliance Status** icon.
   ii) You will be routed to the **Welcome Page.**



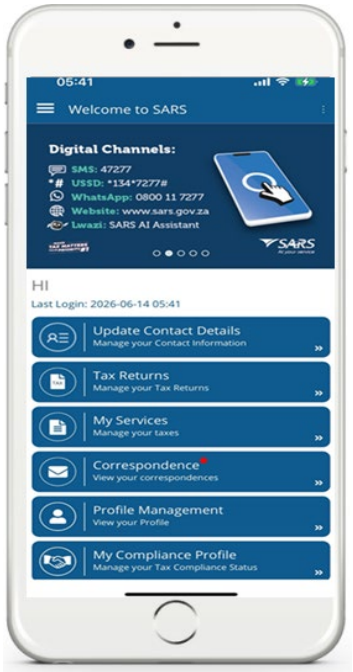
iii) The **Welcome Page**, offers the following services:
   A) **My Compliance Profile.**
      I) Select this service to view your compliance profile and related statuses.

   B) **Tax Compliance Status Request.**
      I) Select this service to request a Tax Compliance Status (TCS) and access your PIN.

c) To access your TCS from the **Landing page** (post – login).
   i) Log in to the SARS MobiApp.

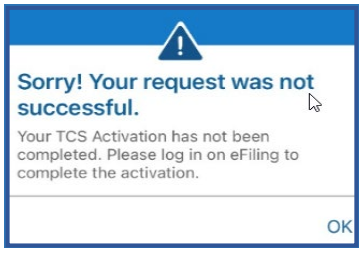


ii) Select **My Compliance Profile.**



Note the following:

- To use this service, you must be activated for **Tax Compliance Status (TCS)** on **eFiling**.
- If you are not activated for **TCS**, or you have not completed your **TCS activation** on eFiling, this service will not be available. The following error message will be displayed on your device.



- To resolve this, log in to **eFiling** and select **TCS** on your profile. Then navigate as follows:
  - **Tax Compliance Status**
  - **Activation**
- Follow the prompts on your screen to complete the activation process. For more information, refer to the SARS website: www.sars.gov.za .

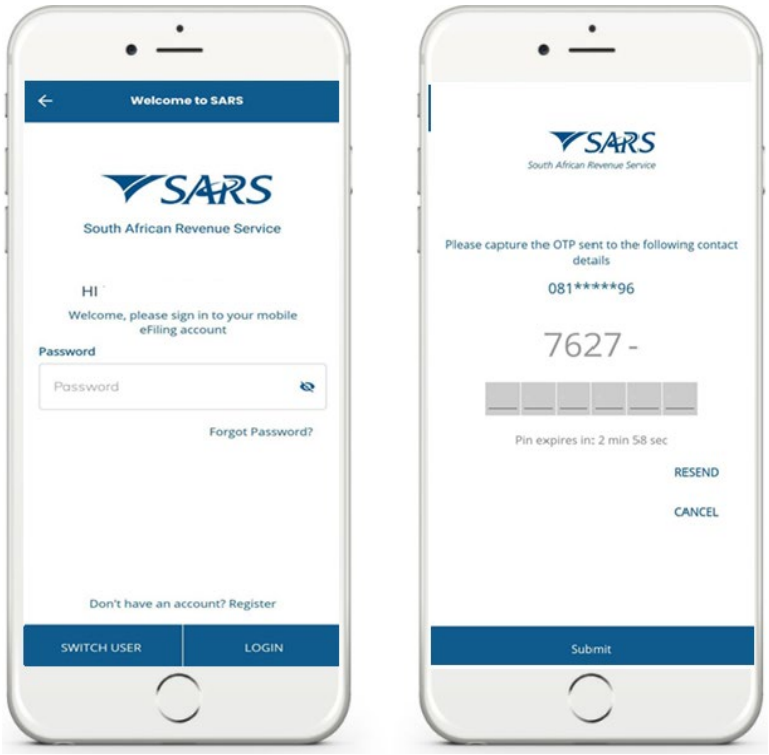
4.1 How to check your Tax Compliance Status

a) You can check your compliance profile from either the **Home page** (pre-login) or the **Landing page** (post-login).

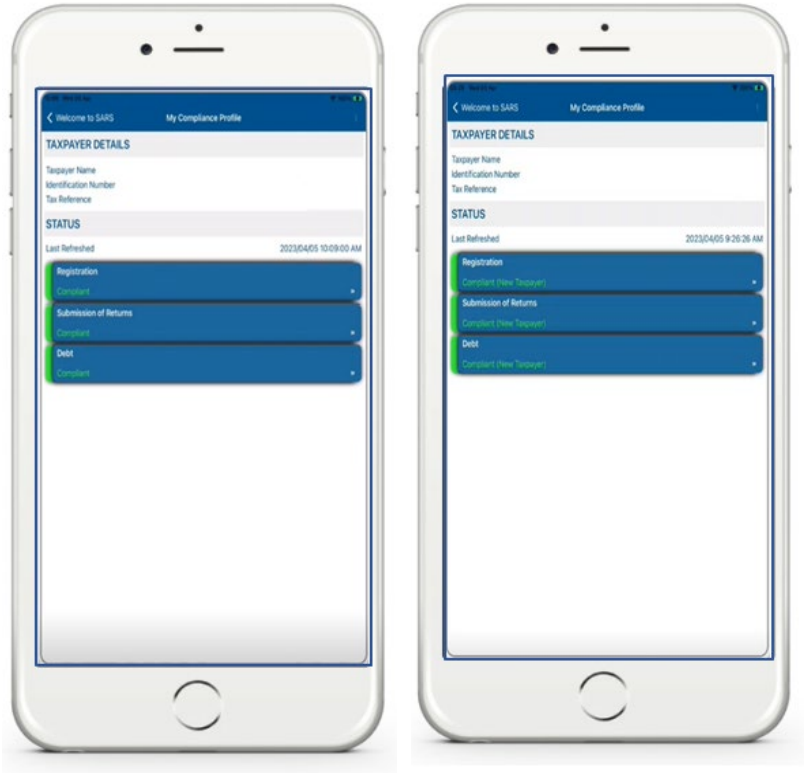
b) To access your compliance profile from the **Home page** (pre-login):

i) Tap the **Tax Compliance Status** icon.
   A) On the **Welcome Page**, select **My Compliance Profile.**
   B) You will be routed to login.
   C) Enter your username and password.
   D) Tap on **Login.**

E) Capture the **OTP** sent through.
F) Tap on **Submit.**



ii) Once you have logged in successfully, the **My Compliance Profile** page will be displayed.



c) To access your compliance profile from the **Landing Page** (post - login):

i) Tap the **My Compliance Profile** icon.



Things to note when viewing your Tax Compliance Status (TCS).

- The following compliance statuses can be viewed on the SARS MobiApp:
  - **Registration.**
  - **Submission of Returns.**
  - **Debt.**
- The status is shown in red or green, with each colour indicating the following:
  - **Green** – The taxpayer is **compliant**.
  - **Red** – The taxpayer is **non-compliant**.
- Tap the relevant tab to view your tax compliance status.

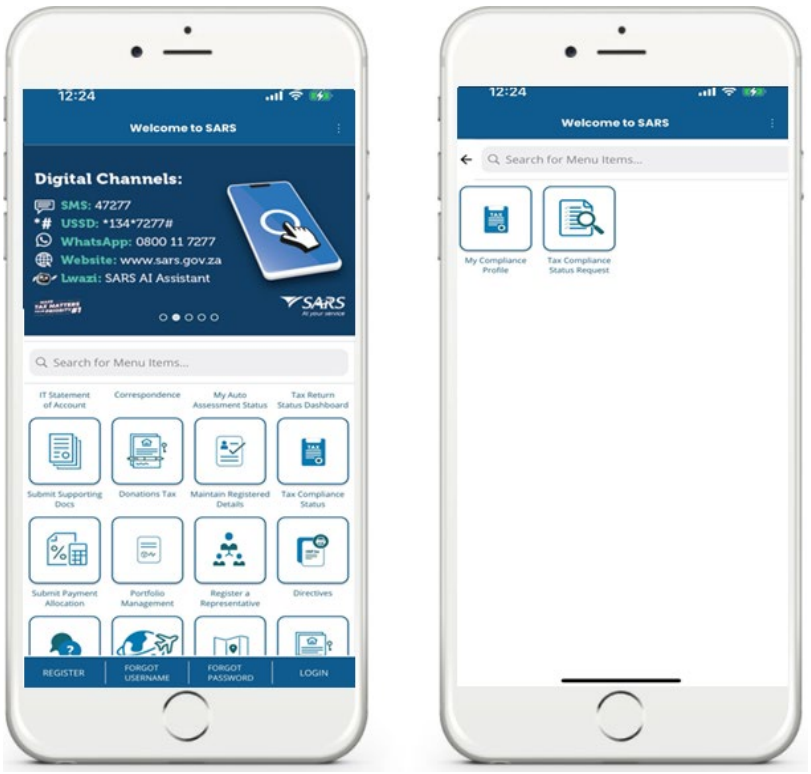
d) The Tax Compliance Status (TCS) service is linked to eFiling. This means that when a status is updated on eFiling, your compliance status is automatically updated across all channels.

4.2 How to request your Tax Compliance Status

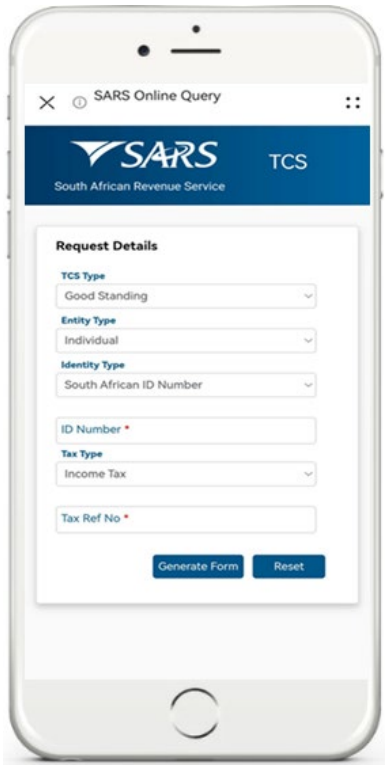
a) To request your Tax Compliance Status (TCS) and obtain your TCS PIN for good standing:

i) On the **Home page** (pre-login).
A) Tap the **Tax Compliance Status** icon.

ii) On the **Welcome Page**.
A) Tap **Tax Compliance Status Request**.



b) The request form will be displayed on your mobile device. Complete the required fields to request your TCS.

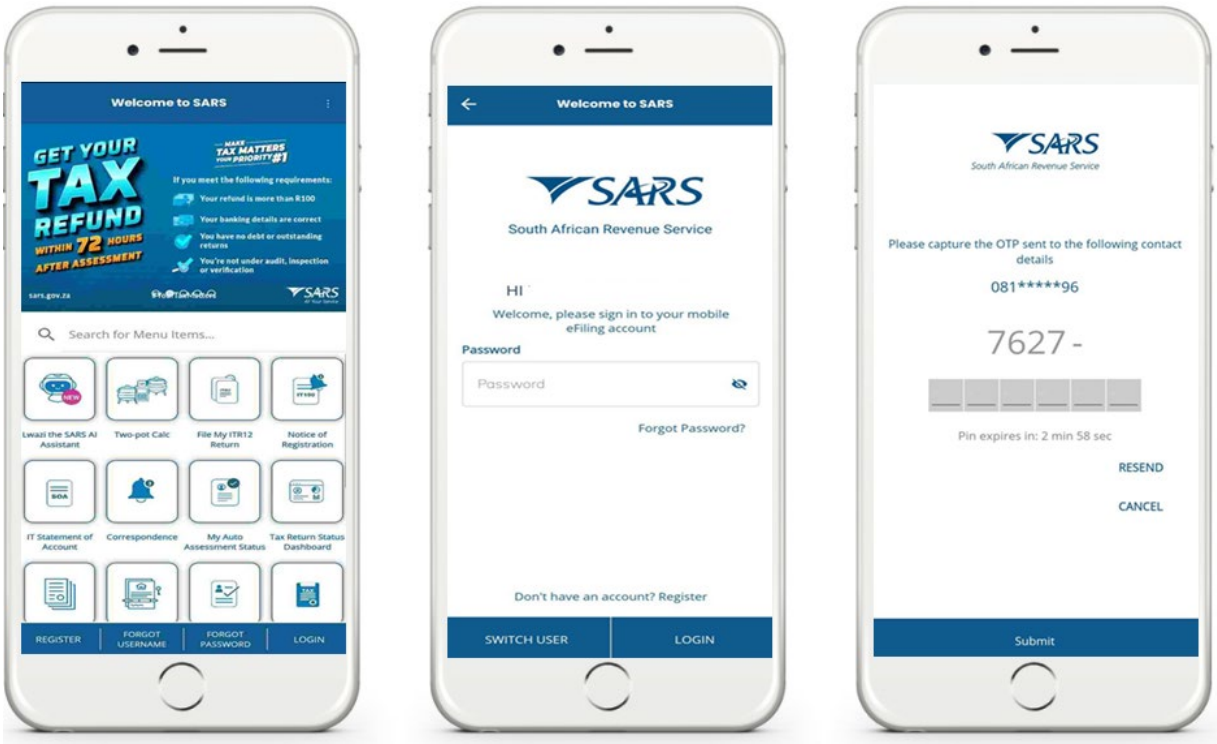


i) Complete all the fields on the form, then tap **Generate Form**. The form cannot be generated unless all mandatory fields are completed.

ii) Once the form has been completed and your tax affairs are in order, an SMS or email containing your PIN will be sent to you.

c) To access the service from the **Landing page** (post-login):

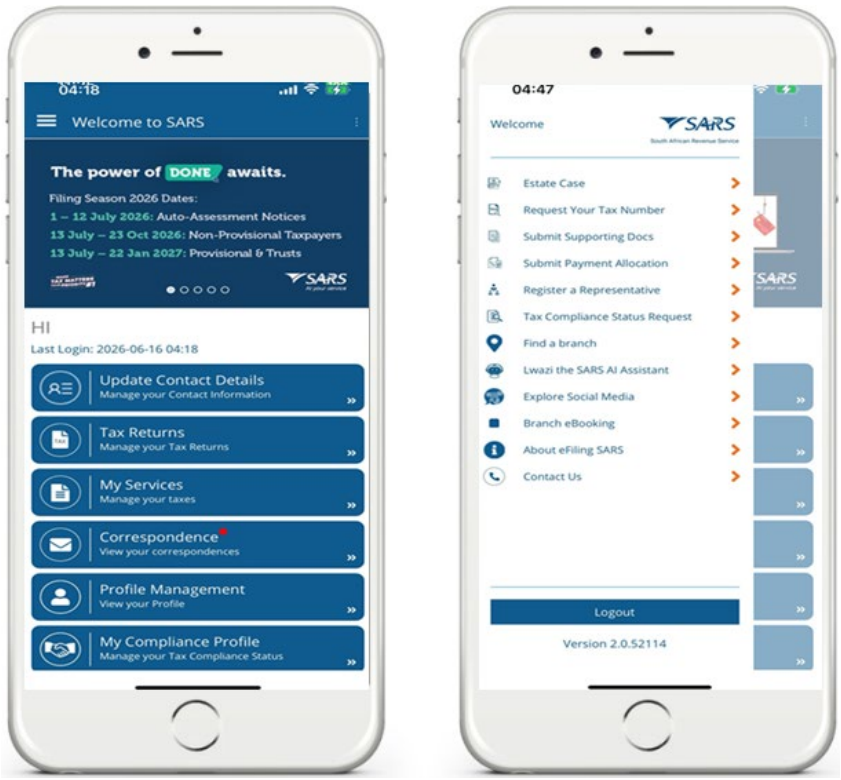
i) Login.



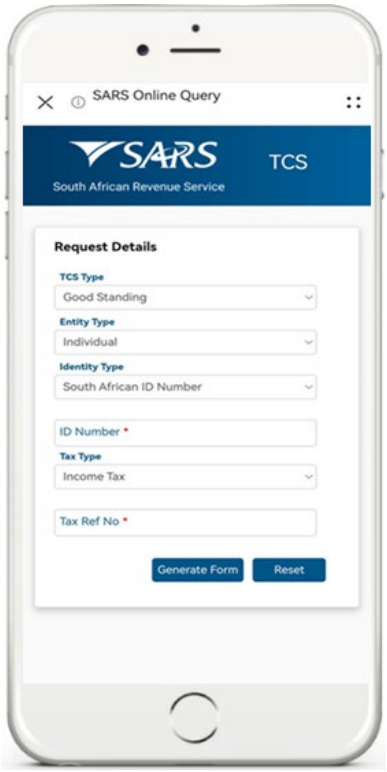
ii) On the Landing page.

A) Tap on the **Hamburger menu** 

iii) Select **Tax Compliance Status Request**.



d) The request form will be displayed on your mobile device. Complete the required fields to request your TCS.



e) Complete the required fields to request your TCS as described on this section.

f) Once the form has been completed and your tax affairs are in order, an SMS or email containing your PIN will be sent to you.

5 MANAGING YOUR TAX COMPLIANCE REQUIREMENTS

5.1 How to register for Personal Income Tax

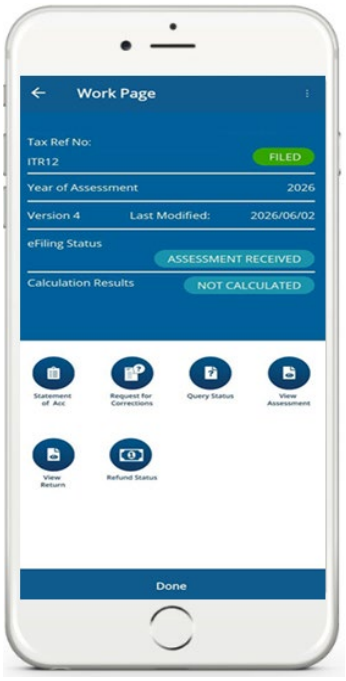
a) To register for Personal Income Tax (PIT), first download the SARS MobiApp. Then refer to IT-AE-47-G01 – How to register for the use of the SARS MobiApp – External Guide for guidance on completing the registration process.

5.2 How to file your Income Tax Return

a) The SARS MobiApp can be used to submit your Income Tax Return. Taxpayers may either be auto assessed by SARS or required to submit a return.

   i) For guidance on how to respond to an auto assessment or to submit your income tax return, refer to IT-AE-46-G01 – How to submit your Individual Income Tax Return via the SARS MobiApp – External Guide.

b) If you filed your return or accepted the auto assessment, the **Work page** in the MobiApp will display the eFiling status as "**Assessment Received**."



5.2.1 How to check if you have been selected for Auto Assessment

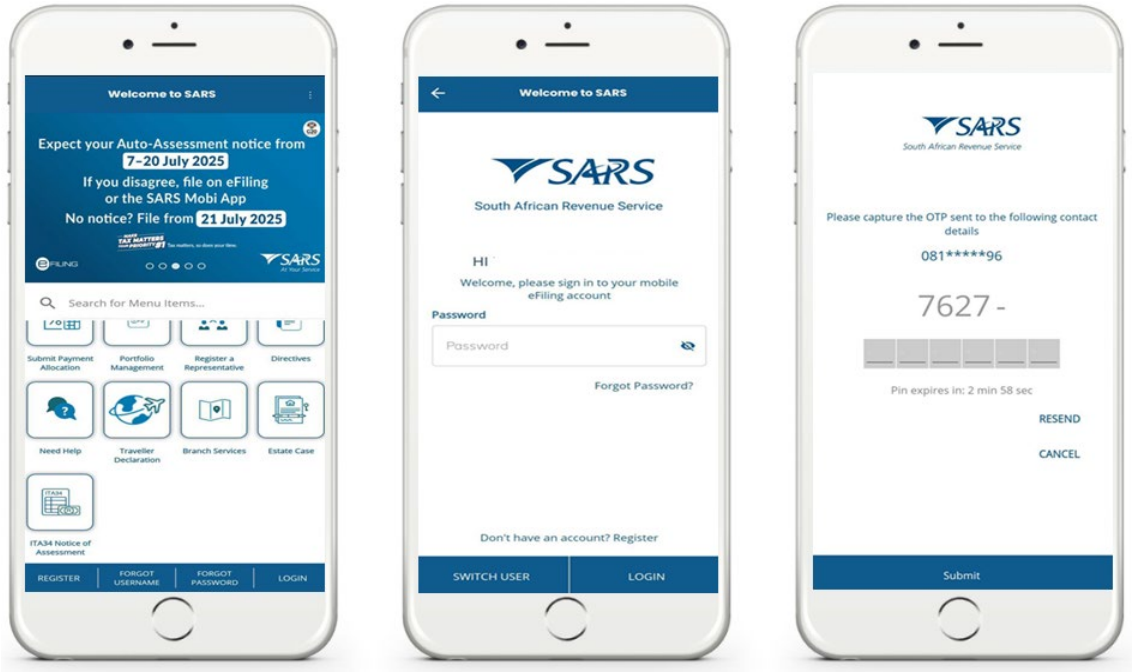
a) **Auto Assessment** is a process in which SARS pre-populates your Income Tax Return (ITR12) with your latest third-party data and issues an estimated assessment on your behalf. If you agree with the outcome, the assessment is regarded as final and you do not need to submit a Personal Income Tax Return (ITR12).

i) To determine whether you have been selected for Auto Assessment, and to understand how to respond, refer to the following guide available on the SARS website. IT-AE-46-G01 - How to submit your Individual Income Tax return via the SARS MobiApp - External Guide.

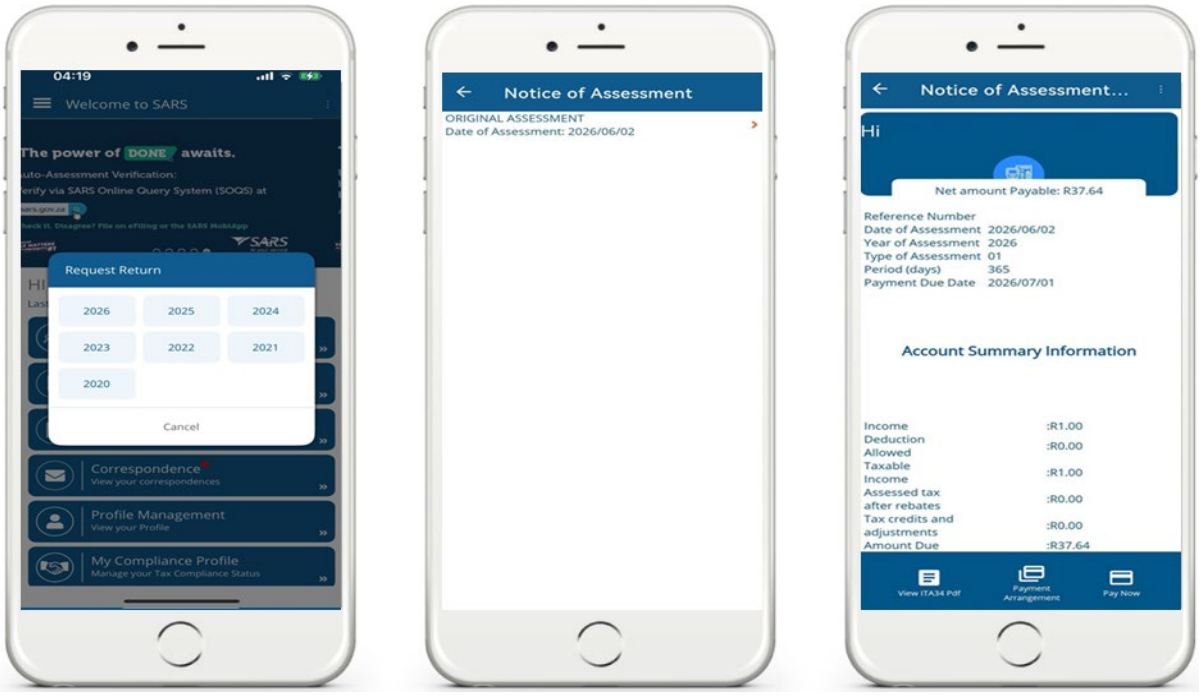
5.2.2 How to view your Tax Assessment

a) To view your tax assessment (Notice of Assessment (ITA34)), follow these steps:

i) On the **Home page** (pre-login).
A) Tap on I**TA34 Notice of assessment** icon.



B) Login and select the tax year for which you want to view the assessment details.
C) Tap on **Original Assessment.**
D) Your Notice of Assessment will be displayed.



5.2.3 How to check your Income Tax Return Status

a) The **Tax Return Status Dashboard** allows taxpayers to view the progress and status of a submitted Income Tax Return. It provides a visual overview of the return process, including submission, verification or audit, and refund processing.

i) To access the Tax Return Status Dashboard, refer to the following guide available on the SARS website.
A) IT-AE-46-G01 - How to submit your Individual Income Tax return via the SARS MobiApp - External Guide.

5.3 How to pay your tax debt

a) The SARS MobiApp can be used to make payments towards Personal Income Tax and related penalties. Taxpayers can also request payment arrangements for outstanding debt through the SARS MobiApp.

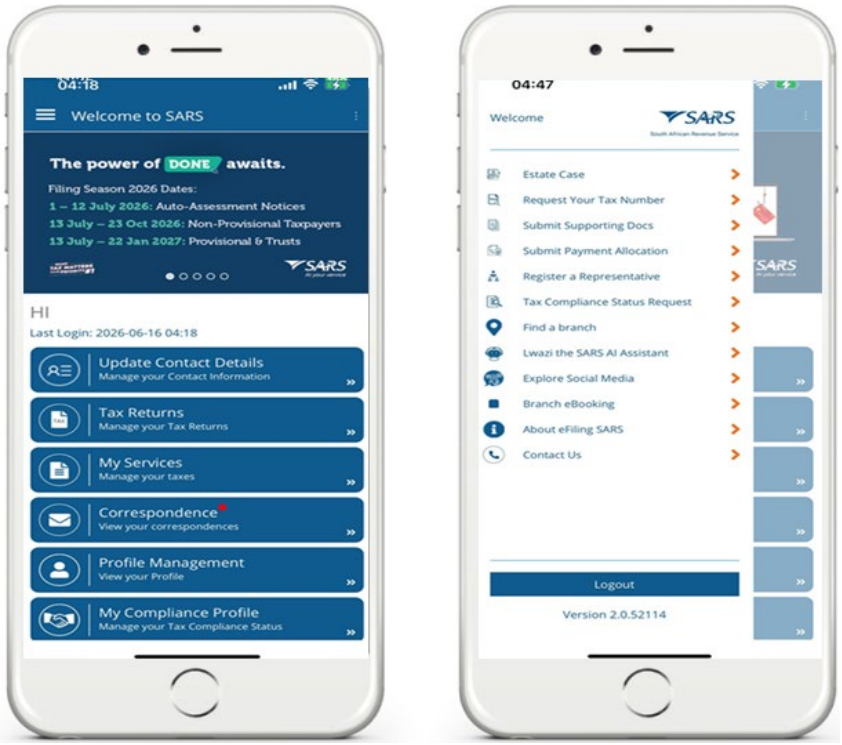
i) For guidance on making payments via the MobiApp, refer to IT-AE-48-G01 – How to make payments to SARS via the SARS MobiApp – External Guide.

ii) For guidance on arranging payment for outstanding debt, refer to GEN-DC-20-G04 – Deferral of Payment Arrangements on SARS MobiApp – External Guide.

5.4 How to submit a payment allocation query

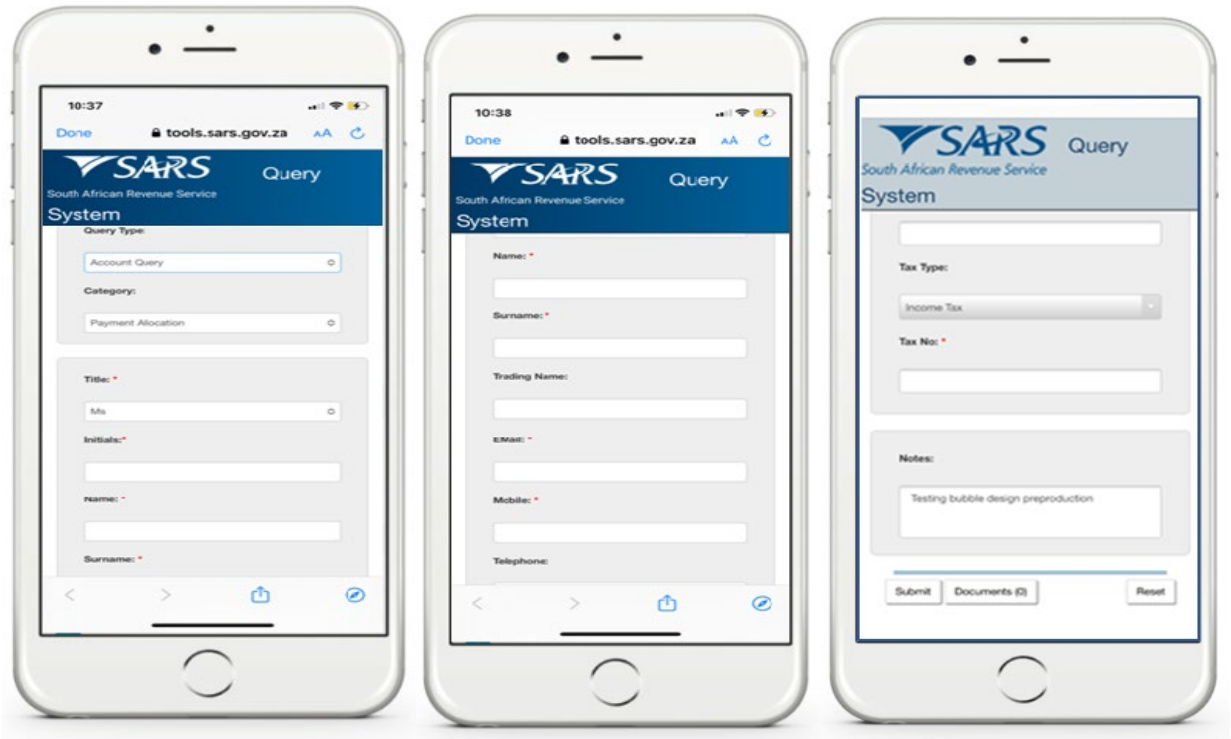
a) You can submit a payment allocation query before or after logging in. To access this service, follow these steps:

i) On the **Home Page** (Pre-login),
A) Tap the **Submit Payment Allocation** icon.
ii) On the **Landing page** (Post login)**,**
A) Tap the **hamburger menu**, then select **Submit Payment Allocation**.

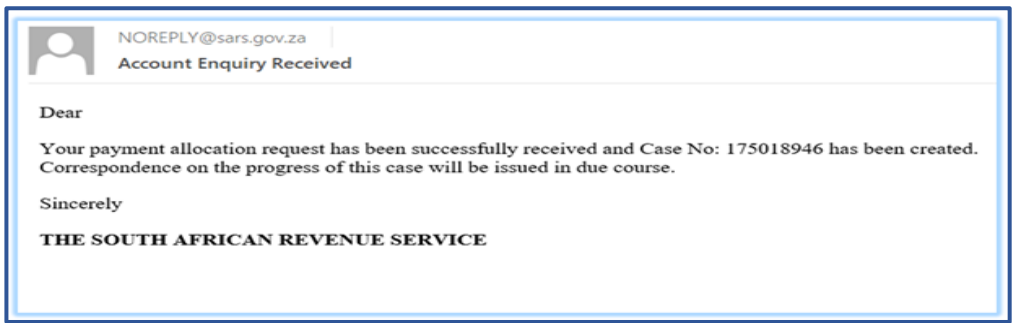


b) The SARS Online Query System (SOQS) form will be displayed. Refer to the SARS website www.sars.gov.za for more information on the SOQS.

c) Complete the mandatory fields and upload the required supporting document(s). Ensure that your documents comply with the limits prescribed by SARS.



d) Once the documents have been submitted successfully, the taxpayer will receive a notification through their preferred communication channel.


NOREPLY@sars.gov.za
Account Enquiry Received

Dear

Your payment allocation request has been successfully received and Case No: 175018946 has been created. Correspondence on the progress of this case will be issued in due course.

Sincerely

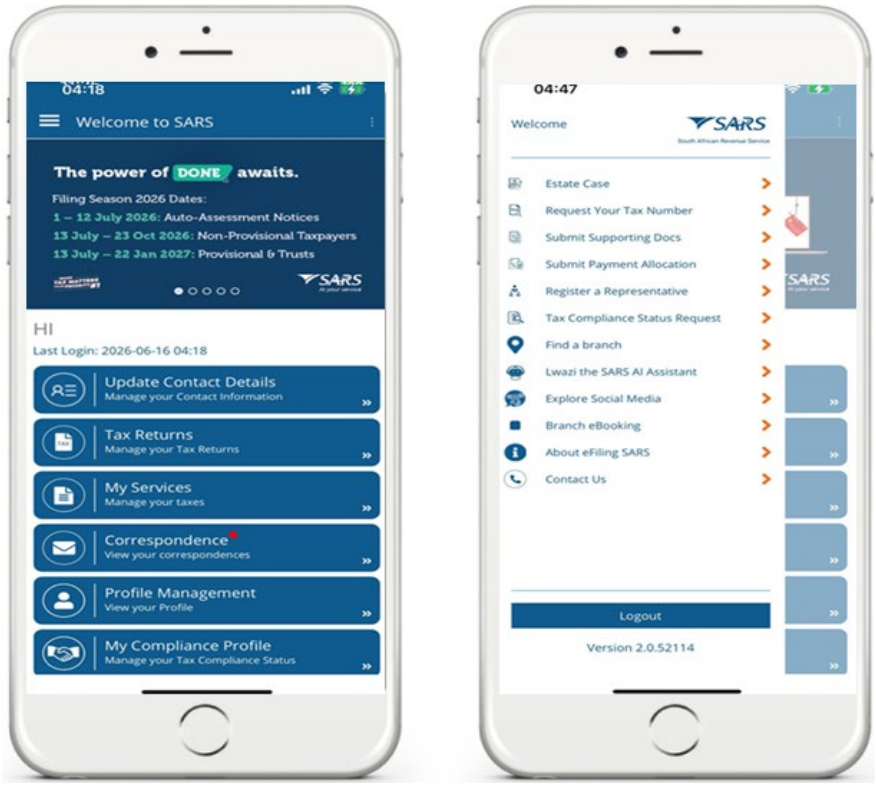
THE SOUTH AFRICAN REVENUE SERVICE

5.5 How to submit supporting documentation

a) SARS may request supporting documents to finalise an audit query or for compliance purposes. You can upload and submit these documents through the pre-login or post-login services. To do so, follow these steps.

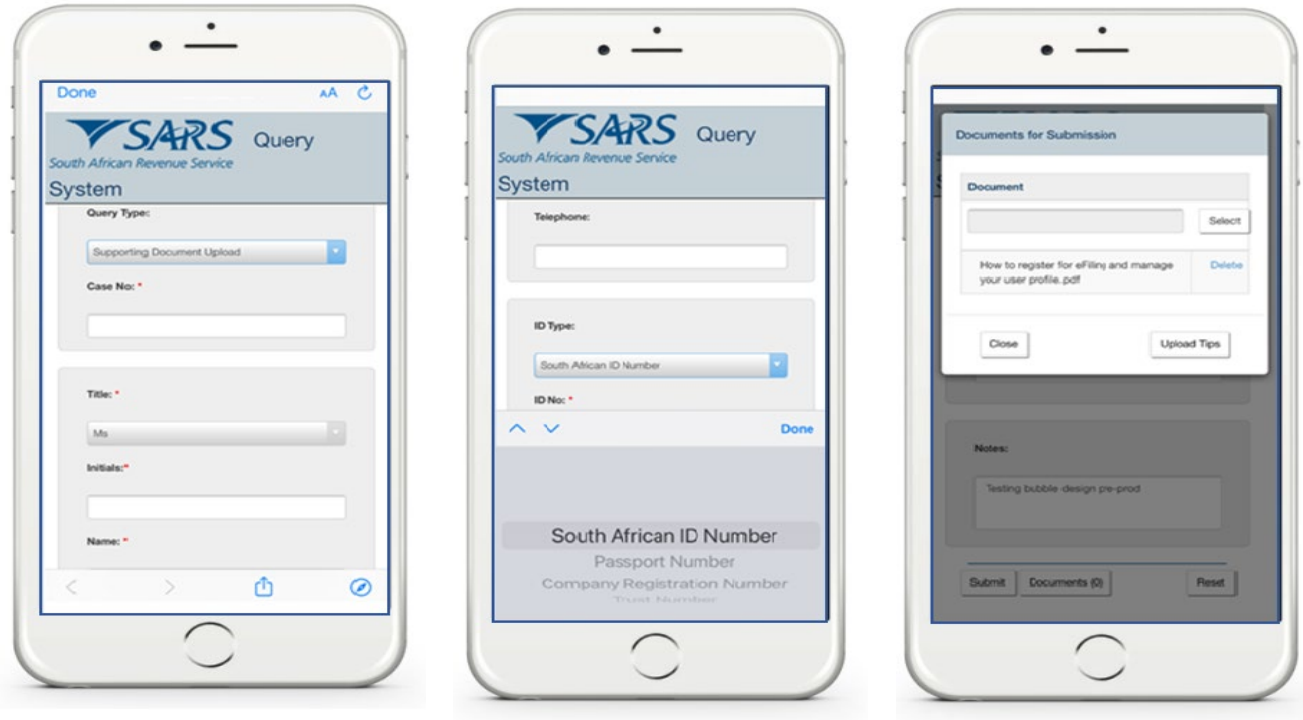
i) On the **Home page** (pre-login).
   A) Tap **Submit Supporting Documents**.

ii) On the **Landing page** (post-login).
   A) Login.
   B) Tap the **hamburger menu**, then select **Submit Supporting Documents**.



iii) The **SARS Online Query System (SOQS)** form will be displayed on your device.
   A) Complete the form.

b) For more information on the SOQS and how to complete the form, visit the SARS website; www.sars.gov.za.



Note the following when uploading documents:

- Each document must not exceed **5 MB**. If a document is larger than **5 MB**, a warning message will be displayed.
- Accepted file formats are **PDF, DOC, DOCX, XLS, XLSX, GIF, JPG, JPEG, BMP, and PNG**.
- Documents must not be blank, password-protected, or encrypted.
- A maximum of **10 documents** may be uploaded per submission.
- Document names must not include the characters **‘** or **&**.
- No more than **10 submissions** are allowed per case number.

c) Once the documents have been attached successfully, a confirmation message will be displayed on your device.

6 MANAGING YOUR PROFILE

6.1 How to update your Profile Information

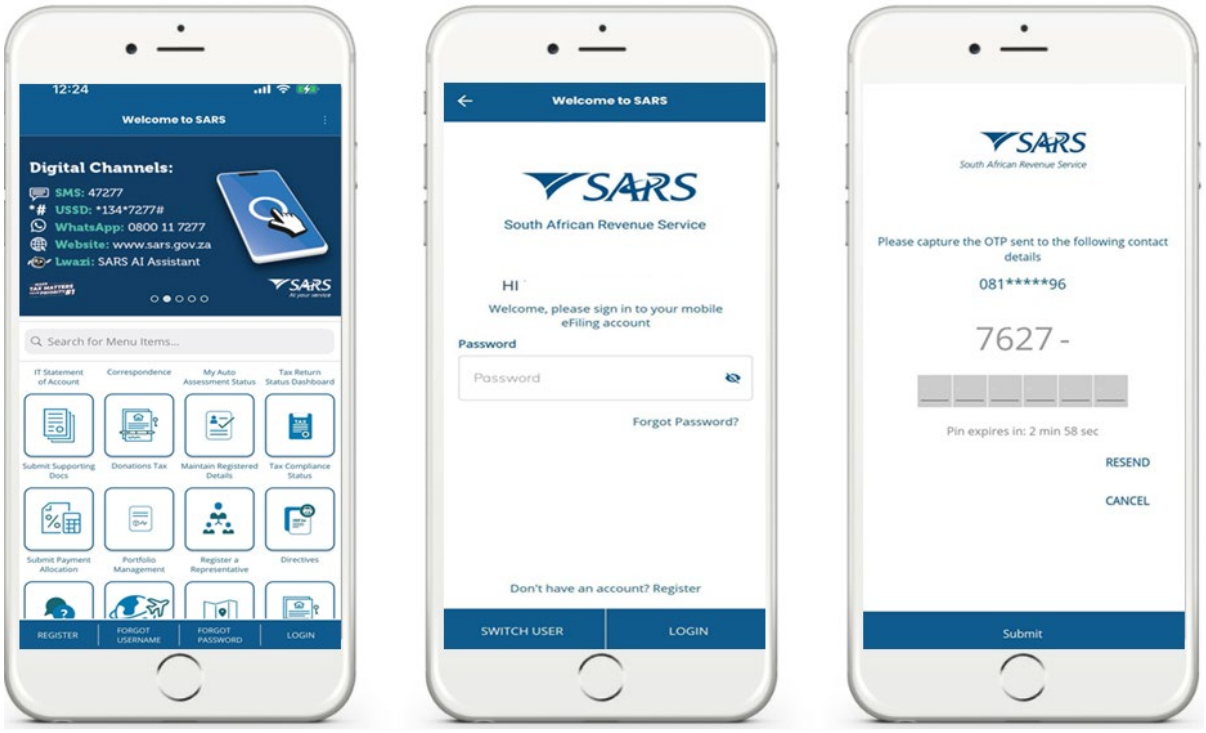
a) Taxpayers and tax practitioners can use the SARS MobiApp to view or update the following profile details:

i) Marital Status.
ii) Email address (if different from the security details).
iii) Contact Number (if different from the security details).
iv) Security details (Cellphone and email).
v) Postal Address.
vi) Residential address.
vii) Bank details.
  A) Account holder.
  B) Account number.
  C) Branch code.
  D) Account type.

d) This service is available through the MobiApp pre-login and post-login options. To access it, follow these steps:

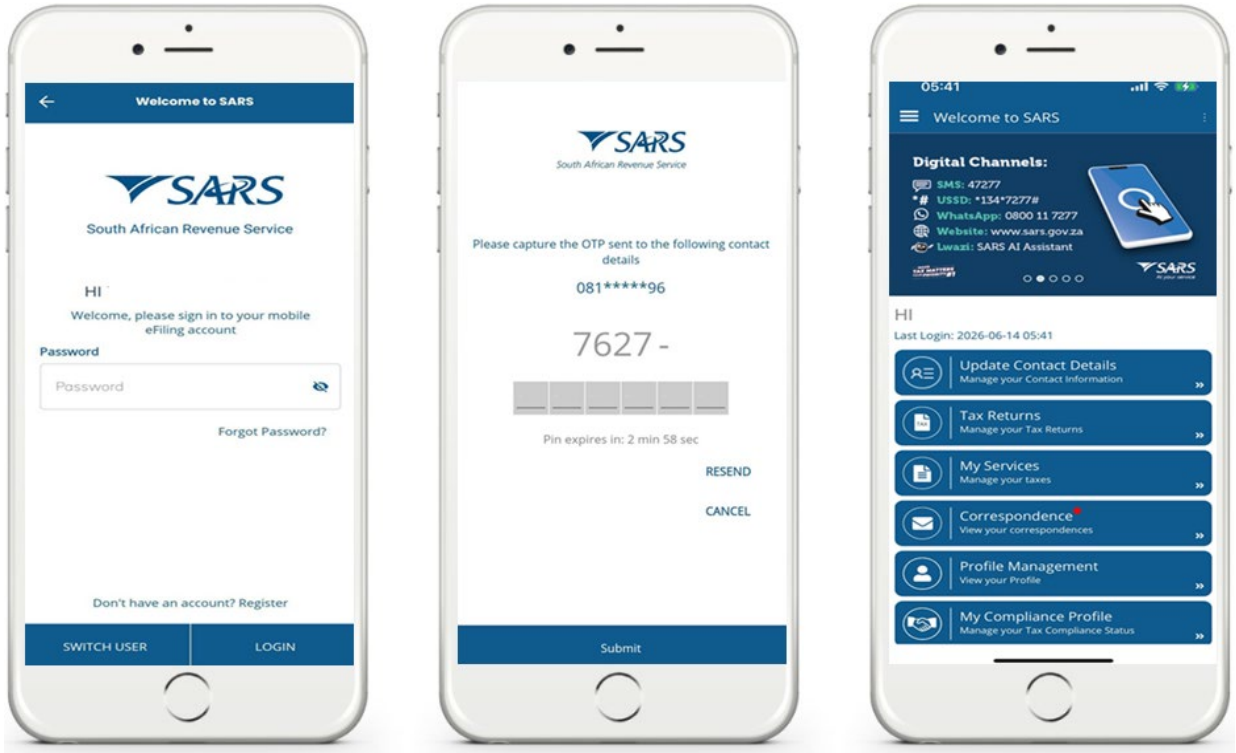
i) On the **Home page** (pre-login).

A) Tap the **Maintain Registered Details** icon.
B) Login.

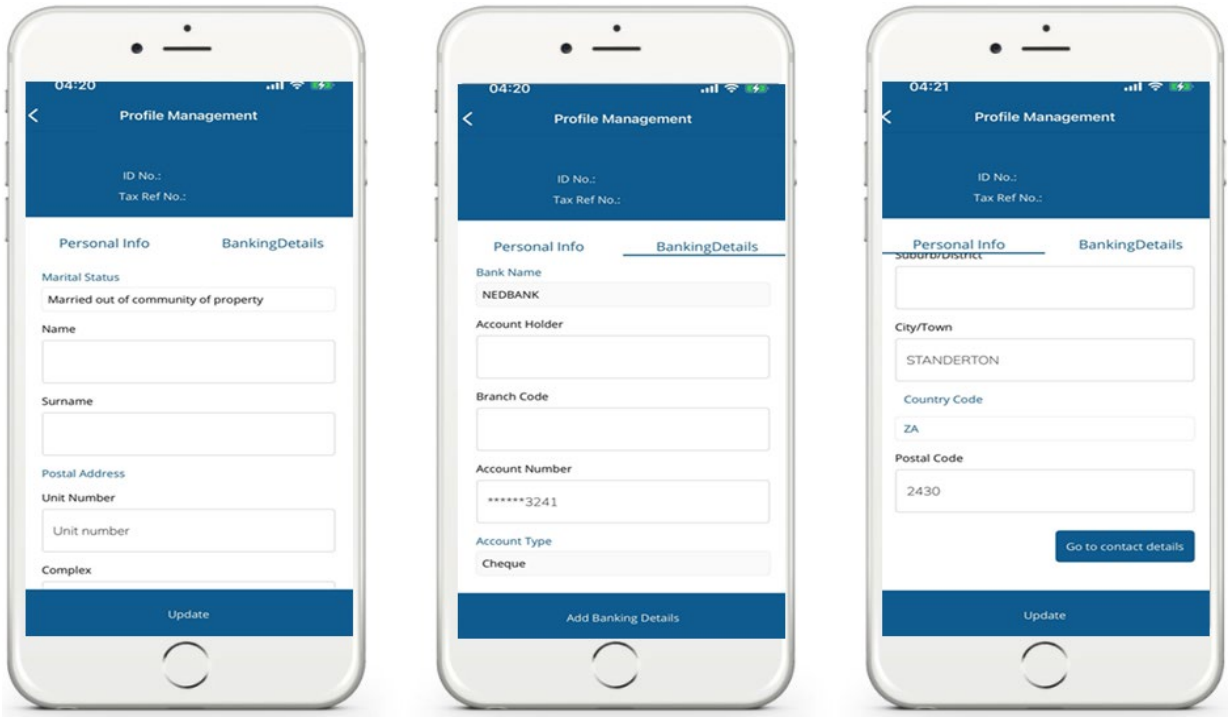


ii) To update your profile information after logging in (post-login).

A) On the **Landing page.**
I) Tap **Profile Management.**



iii) Your personal information will be displayed.
iv) To update your profile, tap the information you want to change.



i) If you select **Personal Info**, the personal details listed above will be displayed.

A) Select the personal information you want to update.
   I) Enter the new information in the relevant field.

B) To save the changes.
   I) Tap **Update**.

ii) Tap on **BankingDetails** to view and update your banking information.

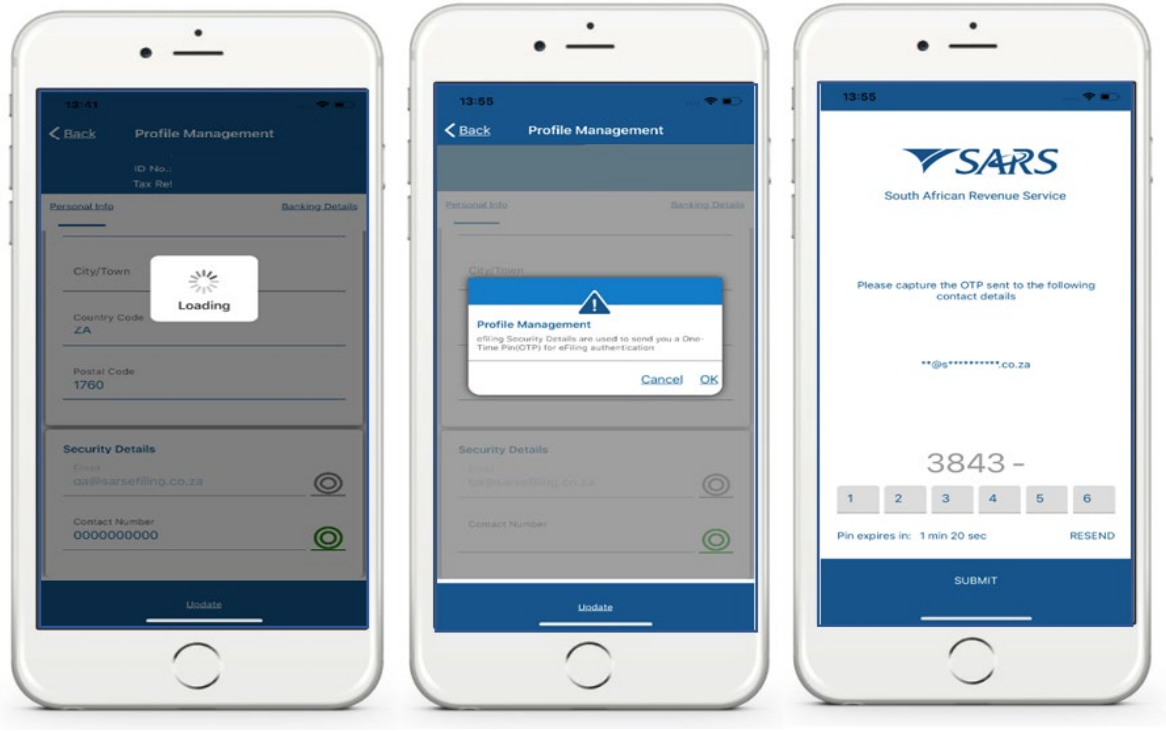
A) Select the banking details you want to update.
   I) Enter the new information in the relevant field.

B) To save the changes.
   I) Tap **Add Banking Details**.

iii) To update your security contact details, scroll down and tap **Go to Contact Details**.

Note:

- The SARS MobiApp supports Personal Income Tax (PIT) only.
- When updating banking or security contact details, you will be prompted to complete an OTP for authentication.
- Tax practitioners can update their clients' profile information through the client profile in the portfolio management service. However, they cannot update their clients' security details.

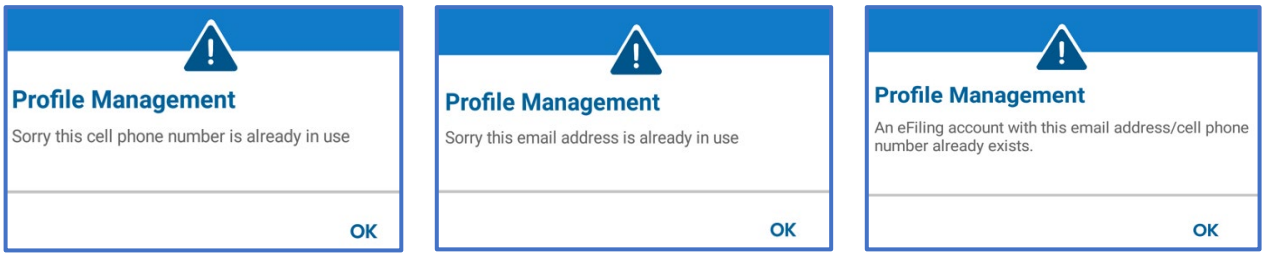


Note: If both security details (cell number and email address) need to be updated, use the eFiling pre-login service.

6.1.1 How to resolve an error notification

a) When updating security details, such as your cell number or email address, make sure the information you enter is correct.

b) If SARS detects that the information entered is incorrect or already linked to an eFiling account, one of the following messages will appear on your device:



c) Read the message, then tap **OK**.

i) Then enter the correct contact details.

A) If you are unable to update the security contact details after several attempts, book an appointment to visit a SARS branch.

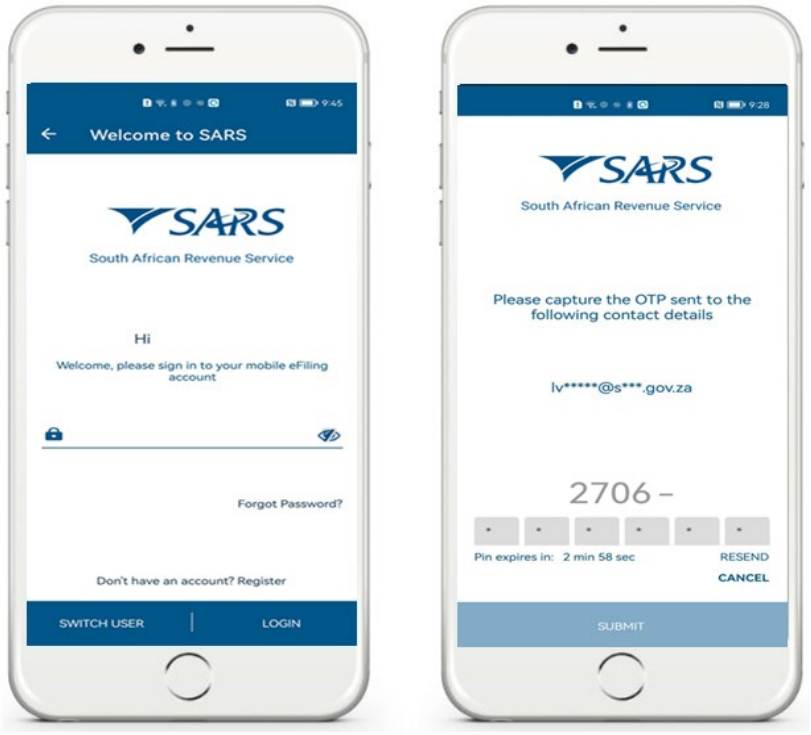
6.2 How to verify your contact details

a) To keep your contact information accurate, SARS may send you an email or SMS asking you to confirm your details. You may need to verify or update your mobile number and/or email address on the **Update Contact Details** dashboard in the SARS MobiApp. This section explains how to do this.

b) To confirm your contact details, follow these steps:

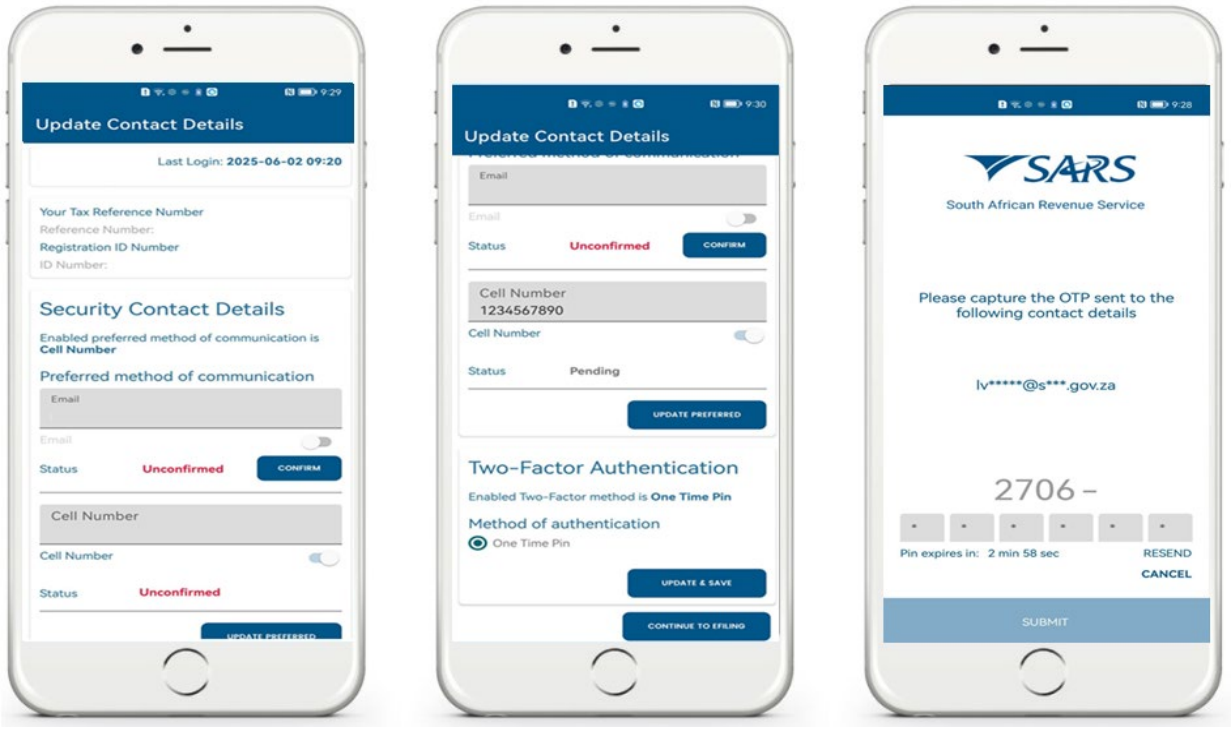
i) Log in to the SARS MobiApp.

ii) Enter the OTP.



c) On the **Update Contact Details** screen, your **Security Contact Details** will be displayed. Confirm the following:

i) Your selected **Preferred Method of Communication**.
ii) Check that your preferred contact details (cell number or email address) are correct. Update it if necessary.
iii) Tap **CONFIRM**.



d) The status will update to **Pending**.

Note the following about the statuses displayed:

- **Invalid –** The email address or cell number entered is invalid. Correct it, then tap **UPDATE PREFERRED**.
- **Unconfirmed –** The email address or cell number entered has not yet been confirmed. Enter the correct detail, then tap **CONFIRM**.
- **Confirmed –** The information has been confirmed. Tap **UPDATE & SAVE**.
- **Pending –** SARS is validating your updated contact details. Once the verification is complete, the status will change to **Confirmed**.

e) Scroll to the **Two Factor Authentication** section.

i) **Two Factor Authentication** should be enabled and set to **One Time Pin**.
A) If **One Time Pin** is not selected, tap the relevant radio button to select it.
I) Select **One Time Pin** by tapping on the applicable radio button.
- For help setting up **Two-Factor Authentication**, refer to the following guide on the SARS website: IT-AE-47-G01 - How to register for the use of the SARS MobiApp - External Guide.

ii) Tap **UPDATE & SAVE**.

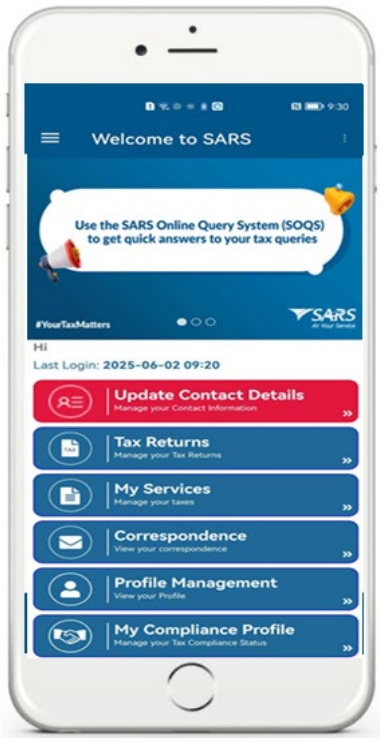
f) Tap **CONTINUE TO eFILING**.

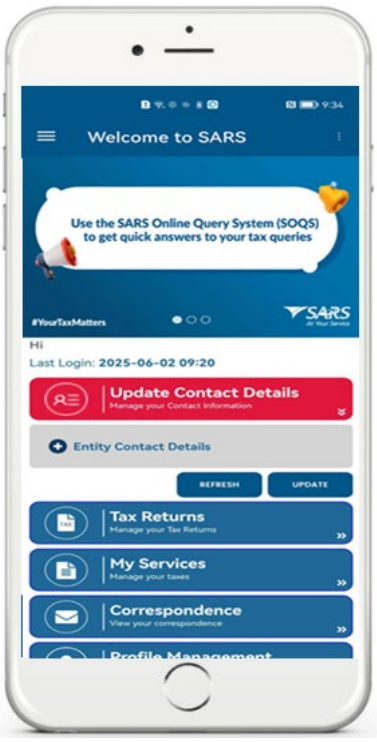
i) You will be redirected to the **SARS MobiApp Landing** screen.

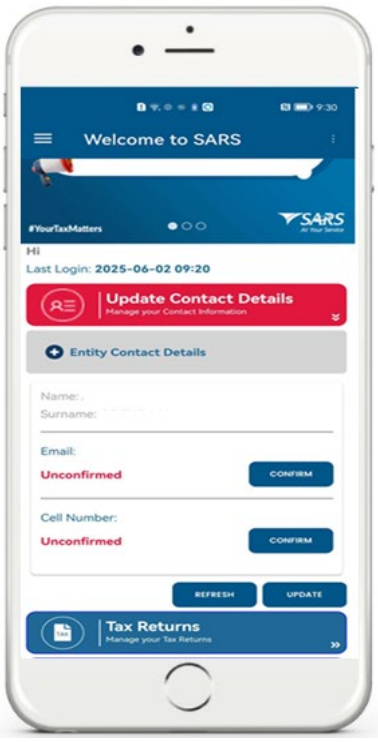
g) If your contact details have not yet been confirmed, the **Update Contact Details** dashboard will appear in red.

i) To confirm your details, do the following:
A) Tap **Update Contact Details**.
B) Tap **+ Entity Contact Details**.
I) Check that your cell number and email address are correct.
II) Update any incorrect information.

C) Tap **CONFIRM**.
D) Tap **UPDATE**.





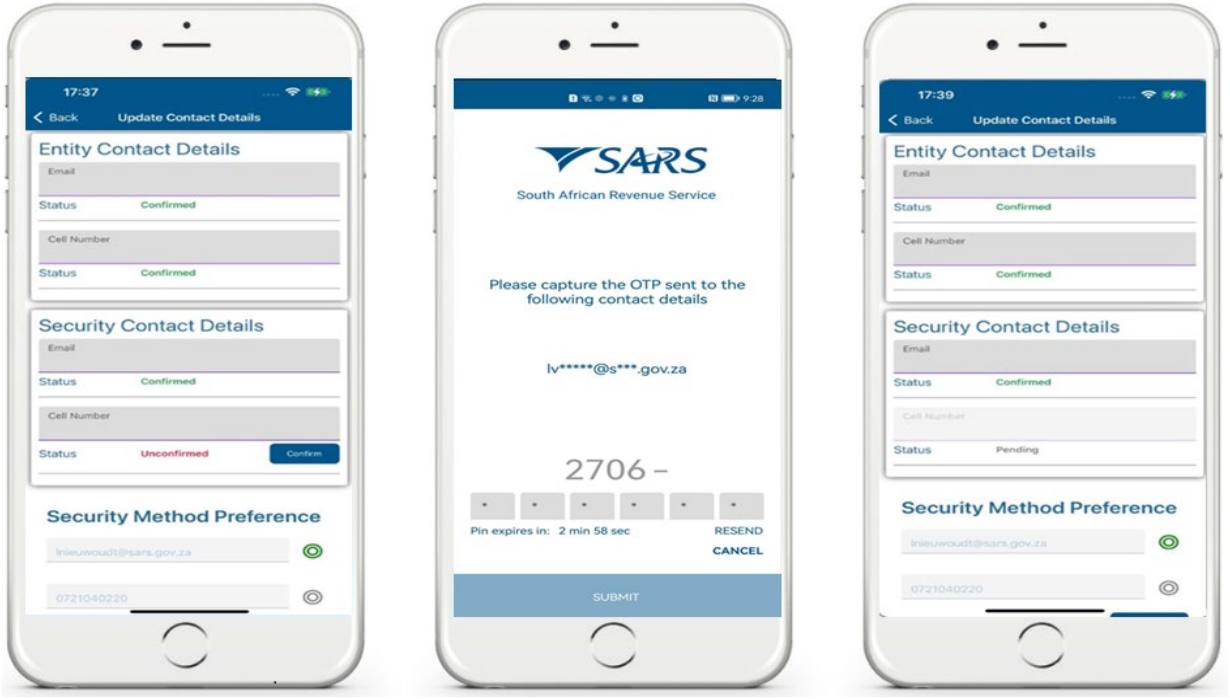


h) The **Update Contact Details** screen will display your **Entity Contact Details** and **Security Contact Details**.

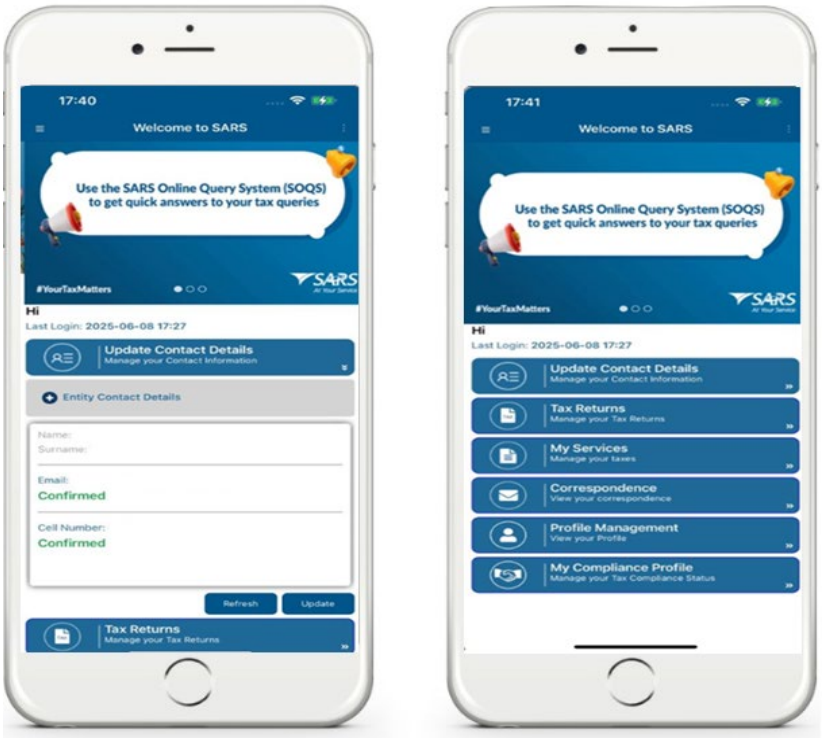
i) Check that the displayed contact details have been confirmed.
A) Check whether the status is **Confirmed** or **Unconfirmed**.
I) If the status is **Unconfirmed**, update the details and tap **Confirm**.

ii) Enter the OTP.

i) After you enter the correct OTP, the status will change to **Pending**. SARS will verify the details and update the status to **Confirmed** once verification is complete.

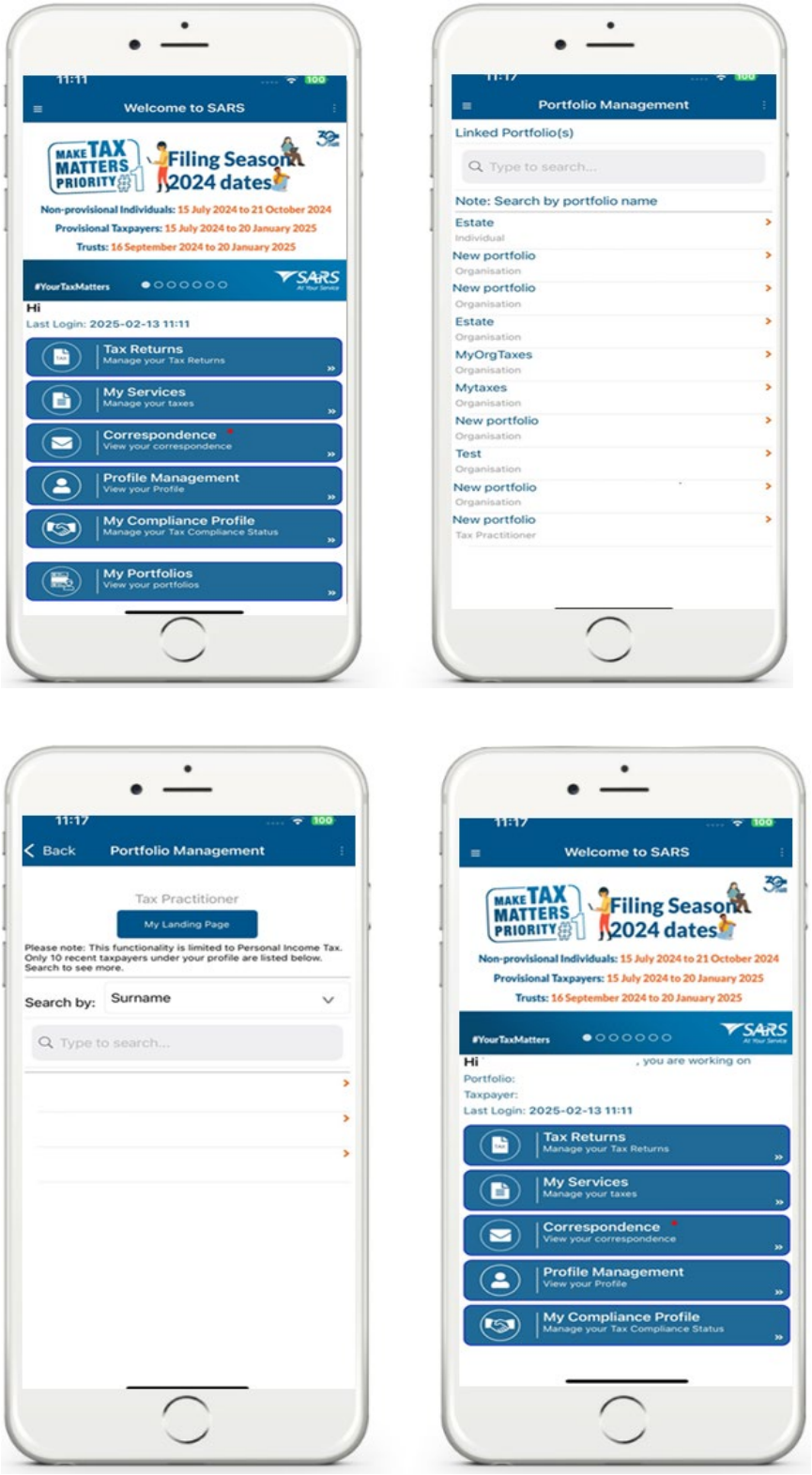


j) Do note that once the contact details have been confirmed, the **Update Contact Details** dashboard will no longer be displayed as RED, and the status will be updated to GREEN.



6.3 How tax practitioners can access clients' portfolios

a) If you are a registered tax practitioner, the **My Portfolios** tab will appear on the Landing page after you log in to the SARS MobiApp. This tab gives you access to your clients' portfolios that are linked to your eFiling profile.



b) For more information on using the MobiApp to access client portfolios, refer to IT-AE-52-G01 – Tax Practitioner Guide on the use of the SARS MobiApp – External Guide.

Things tax practitioners should note when using the SARS MobiApp:

- Tax practitioners must link their clients through eFiling to access their profiles in the SARS MobiApp.
- The SARS MobiApp supports Personal Income Tax (PIT) only. To access other tax types or update your portfolio, use eFiling. The portfolios shown in the MobiApp are the same as those linked to your eFiling profile. For guidance on creating a portfolio in eFiling, refer to the registration external guide on the SARS website.
- Tax practitioners with shared users who have view-only access cannot use the MobiApp to submit returns for their clients.

6.4 How to update your Registered Tax Representative

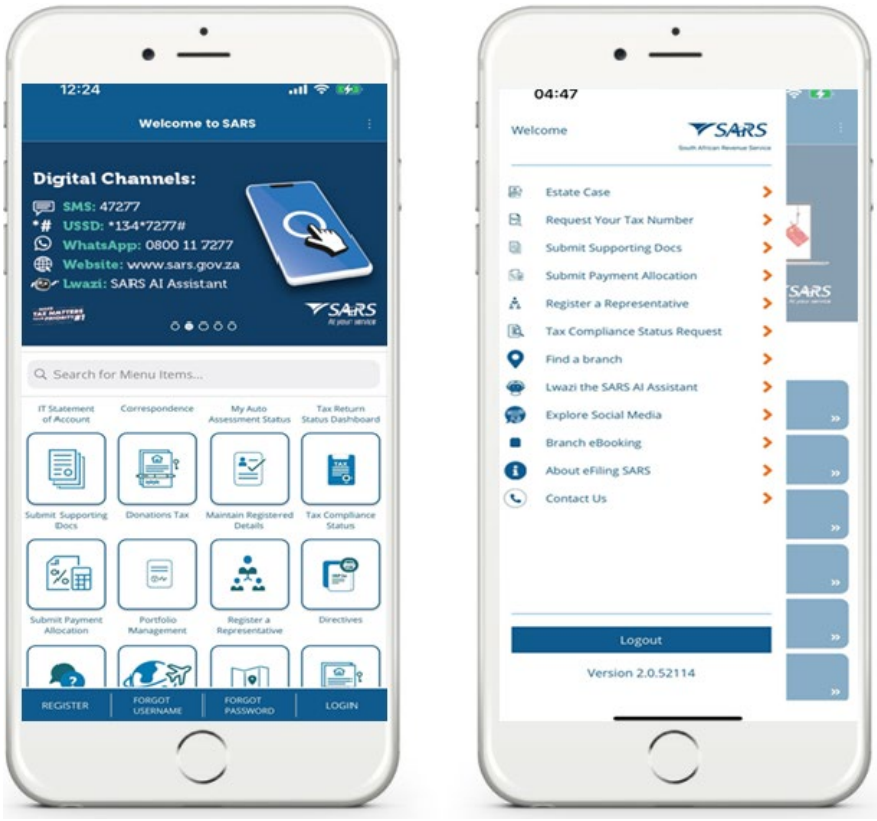
a) To update your registered representative, follow these steps.

b) To access the service before logging in (pre-login).

i) On the **Home page,** tap **Request a Representative**.

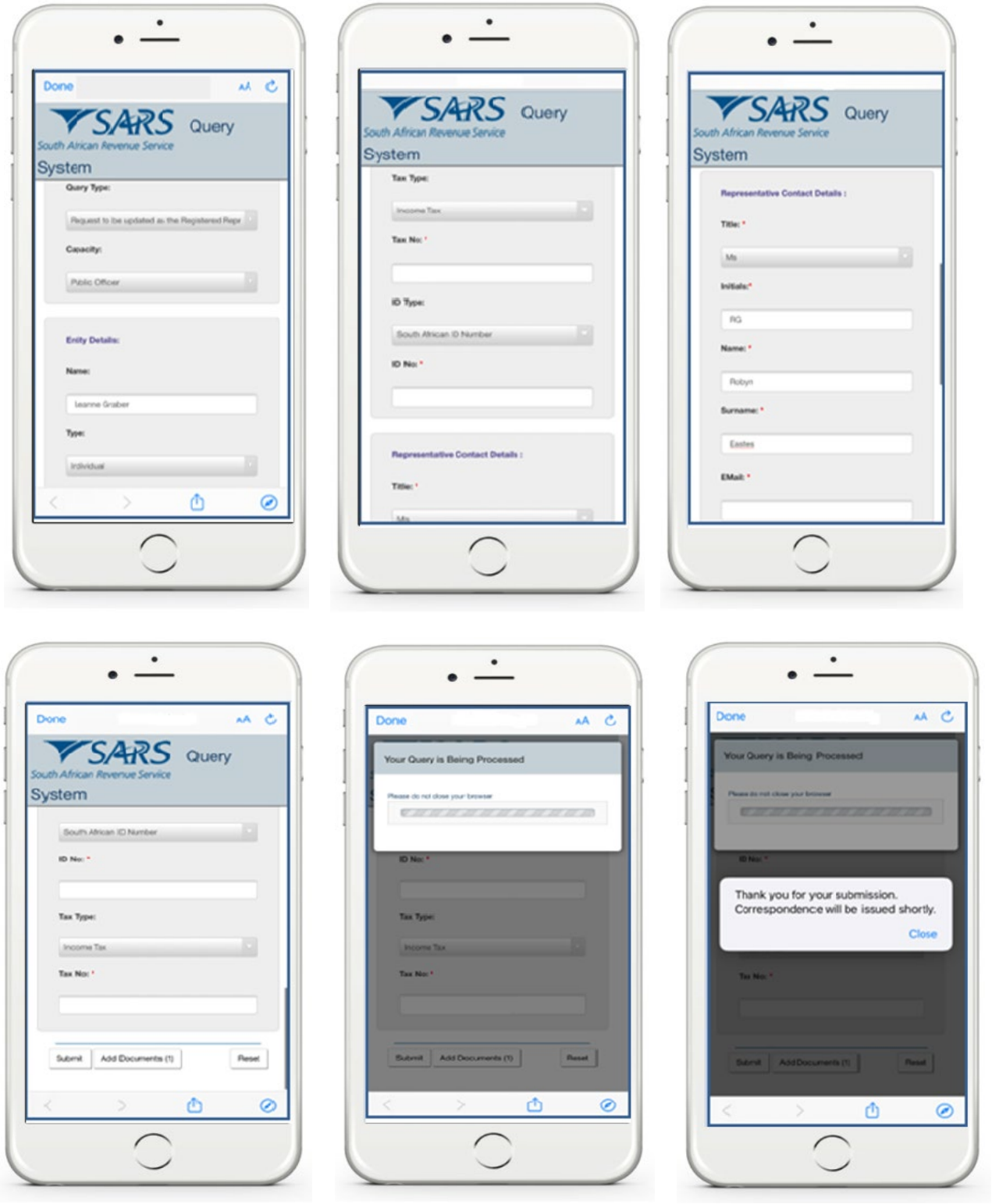
c) To access the service after logging in.

i) On the **Landing page**, tap the hamburger menu.
ii) Select **Request a Representative**.



d) The SARS Online Query System (SOQS) form will be displayed. Refer to the SARS website www.sars.gov.za for more information on this form.

i) Complete all mandatory fields on the form.
A) Enter all details for the entity and the registered representative.



e) Once all the information has been submitted, a notification will be sent to the taxpayer via their preferred method of communication:



7 SARS BRANCH LOCATOR AND APPOINTMENT SERVICE

7.1 How to find a SARS Branch near you

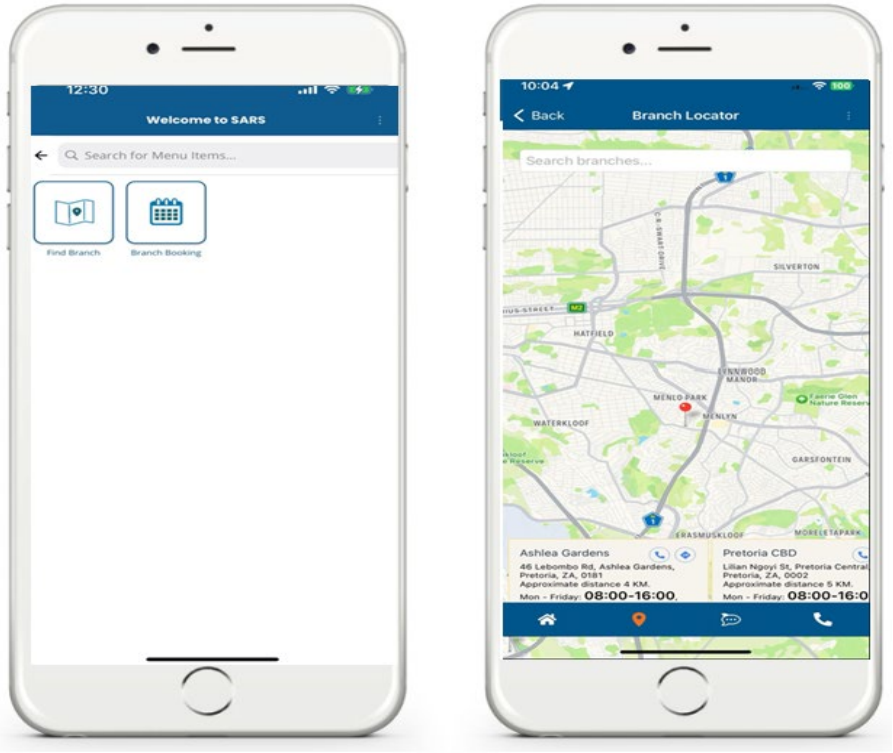
a) To find a SARS branch near you, follow these steps.

i) On the **Home Page**, tap **Branch Services**.

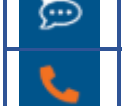
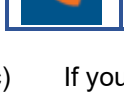


ii) Two service icons will be displayed.

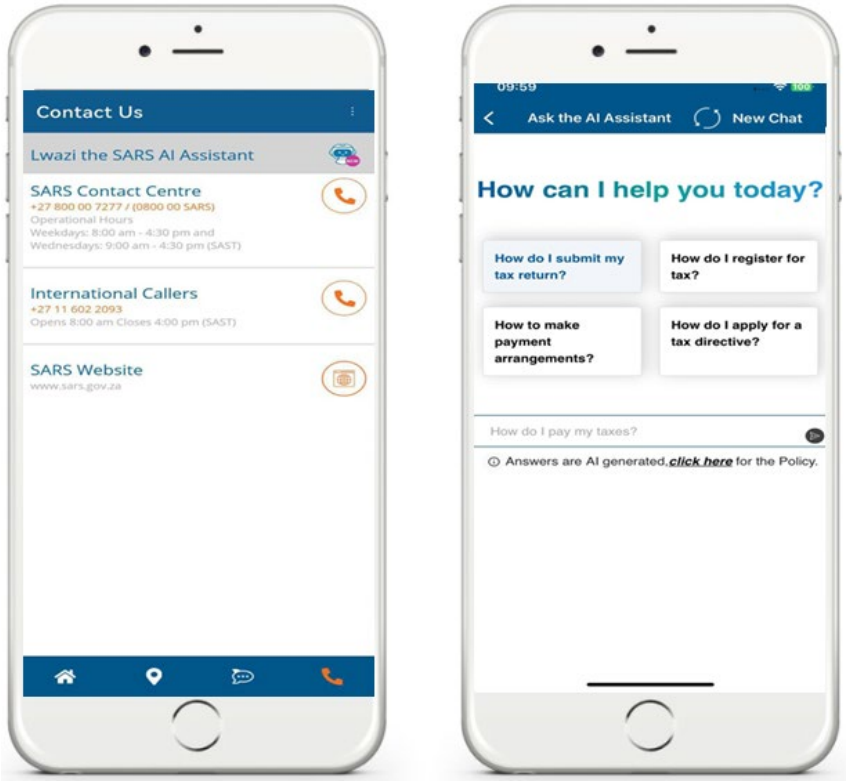
A) **Find Branch** – Opens the SARS Branch Locator to show the branch nearest to you in Google Maps and list other nearby SARS branches.
B) **Branch Booking** – Opens a form for booking an appointment with SARS.



b) The icons below the Branch Locator page provide the following services:

	Returns you to the Landing page.
	Opens Google Maps.
	Opens the SARS Lwazi AI Assistant.
	Displays SARS contact details.

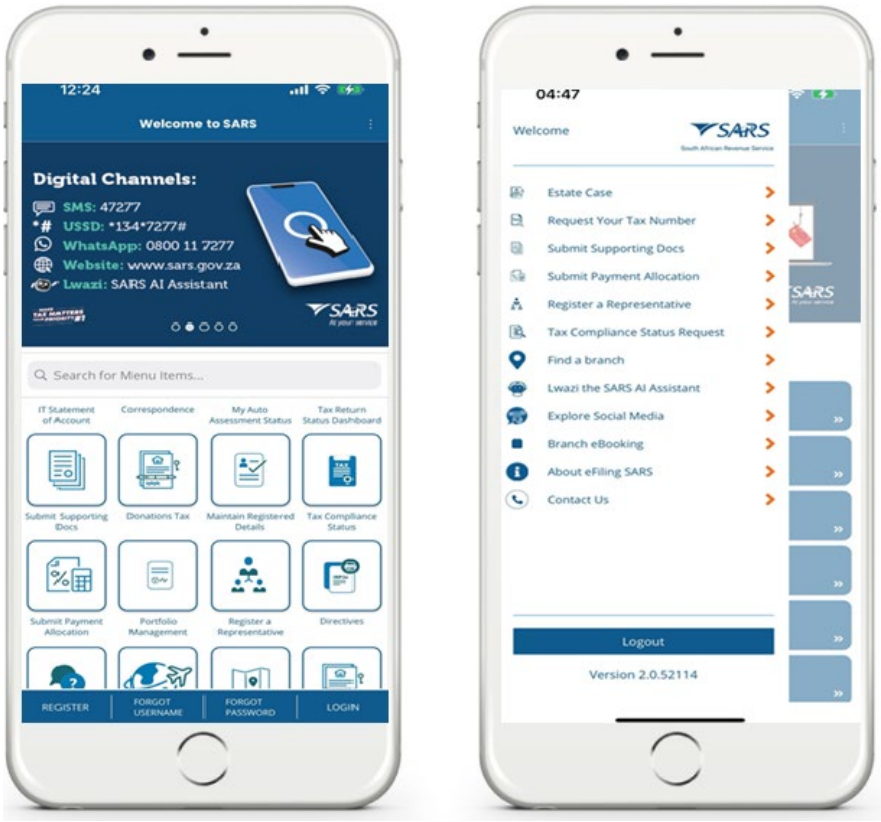
c) If you select **Contact Us** or **SARS Lwazi AI Assistant**, the following screens will be displayed.



7.2 How to book a virtual or Branch appointment

a) Taxpayers and tax representatives can book an eBooking appointment through the SARS MobiApp to resolve tax queries with SARS.

b) To book an eBooking appointment, tap **Branch Booking** on the pre-login screen.



c) If you are logged in, tap the menu bar and select **Branch eBooking**.

d) The **Branch eBooking** form will be displayed.

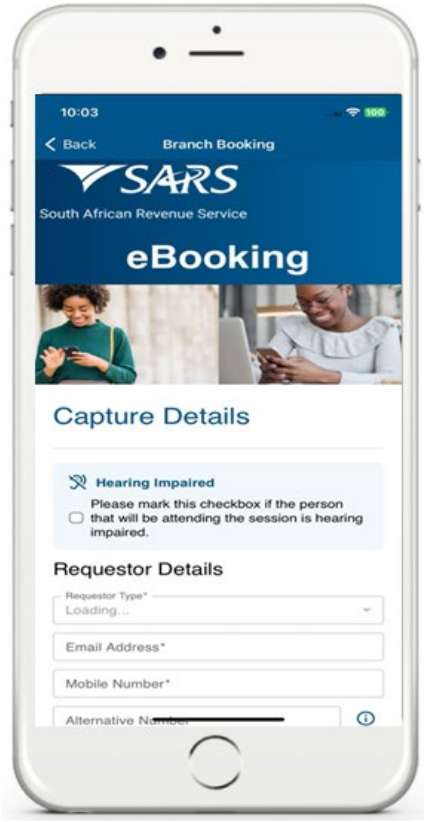


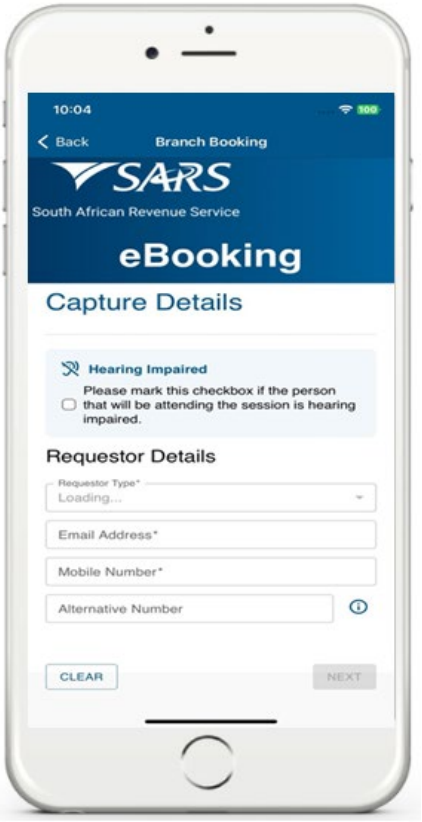


e) Complete the form with the required details.

f) For information on the requirements of the form, refer to this guide:

i) GEN-BO-09-G01 – Book an appointment at a SARS branch – External Guide.





g) Once completed, you will receive an email with the status of your eBooking. Depending on your query, you may also need to submit supporting documents before your appointment.

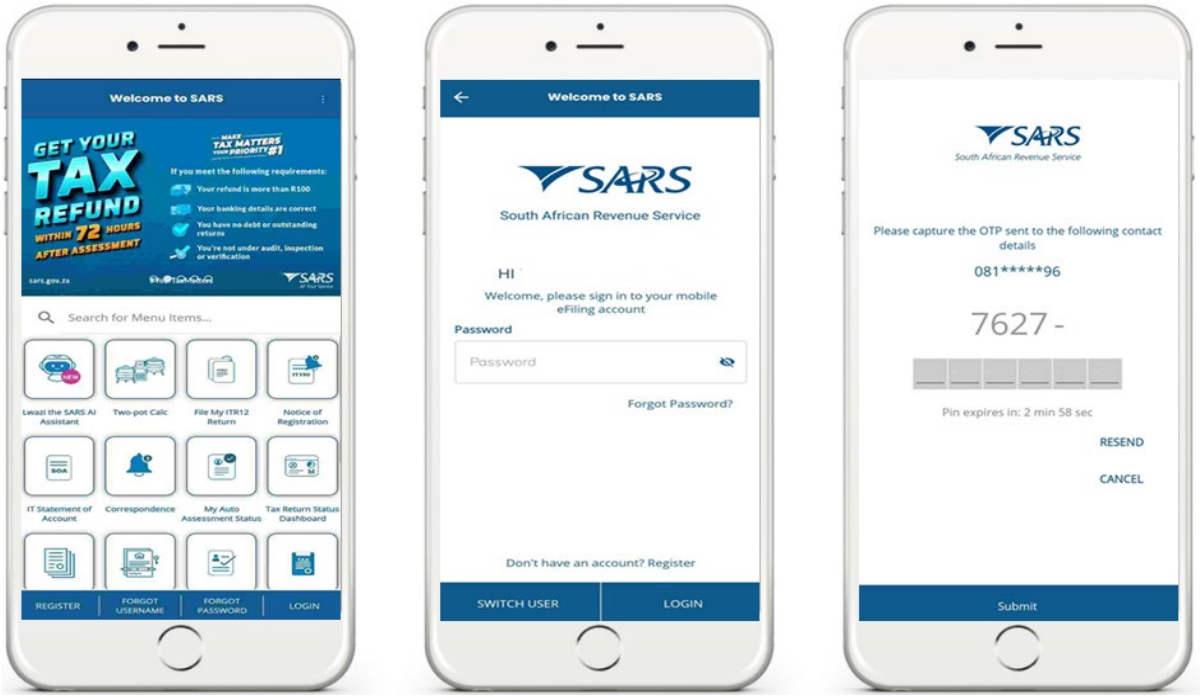
8 TAX REFERENCE NUMBER SERVICE

8.1 How to request your Tax Reference Number

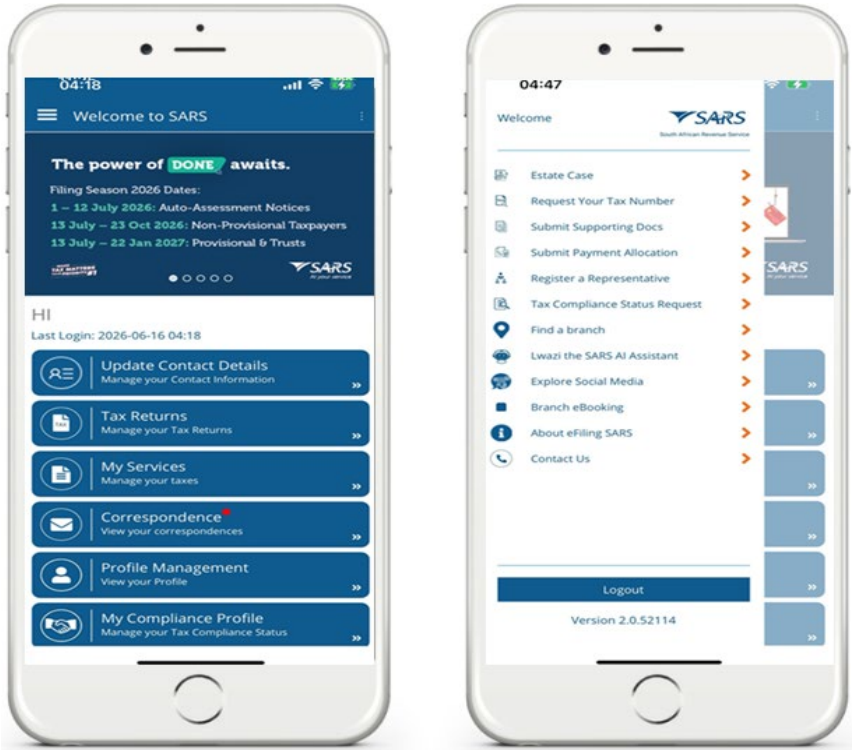
a) You can access your tax reference number through documents available in the SARS MobiApp, such as the Notice of Registration and Statement of Account. The app also allows you to request your tax reference number directly.

b) To access the service, follow these steps.

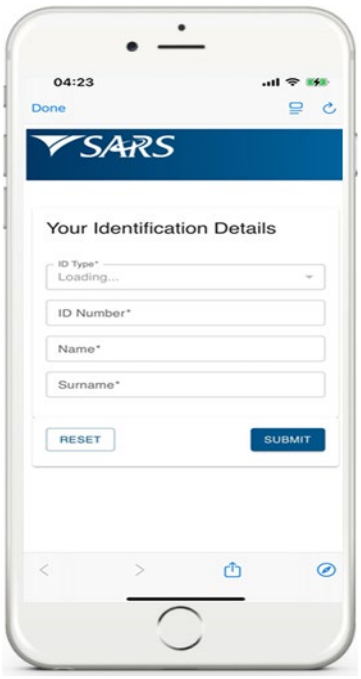
i) Login and access the **Landing page.**

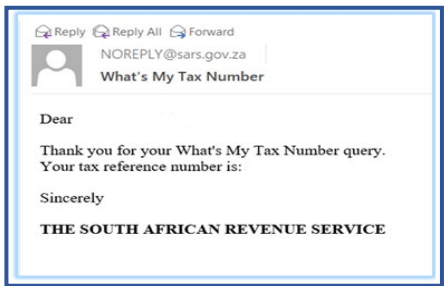


ii) Tap the hamburger menu and select the **Request Your Tax Number** icon.



iii) Complete the required fields on the form and tap on **SUBMIT.**





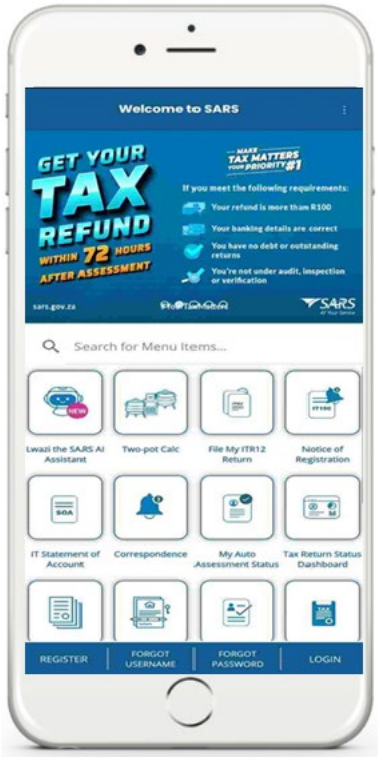
c) Your tax reference number will be sent to your preferred contact method once the information provided has been correctly captured and successfully validated.

9 HOW TO REQUEST YOUR NOTICE OF REGISTRATION

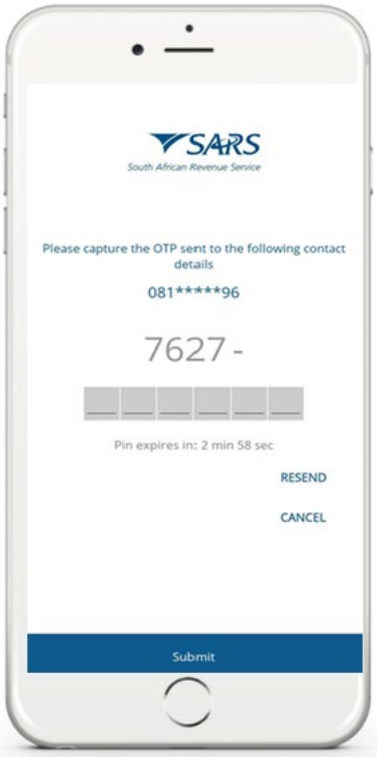
a) To view your notice of registration, proceed as follows.

b) On the **Home Page.**

i) Tap the **Notice of Registration** icon.
A) On the **Login Page**, enter your password and tap **Login**. Proceed to enter the OTP.







B) After the OTP has been entered correctly, the **Notice of Registration** will be displayed.



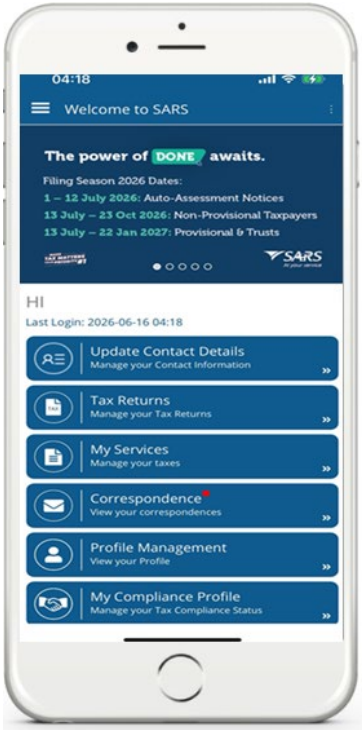
a) If you are already logged in, follow these steps on the **Landing Page**.

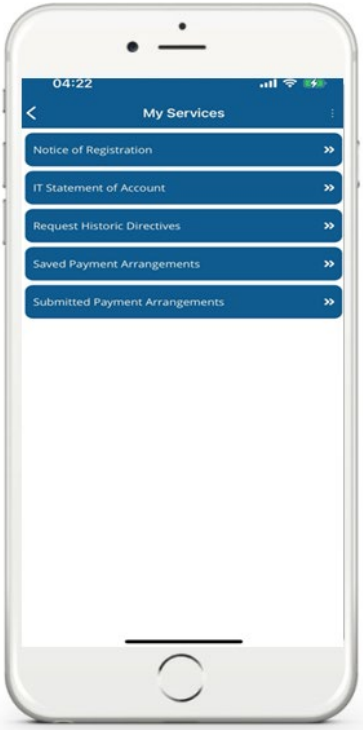
i) Tap **My Services**.
ii) The **My Services** page will open.

b) Tap **Notice of Registration**.

i) The **Notice of Registration** will be displayed.

c) Note that your **Tax Reference Number (TRN)** will also appear on the Notice of Registration.



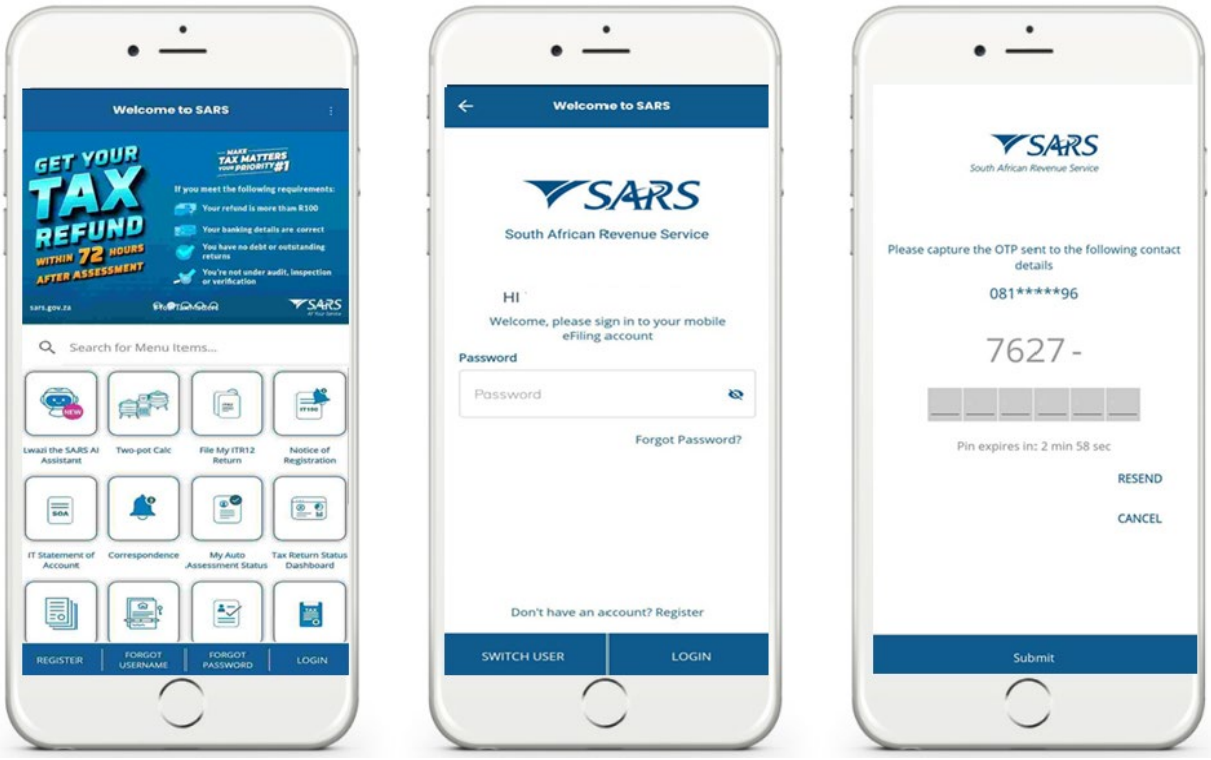




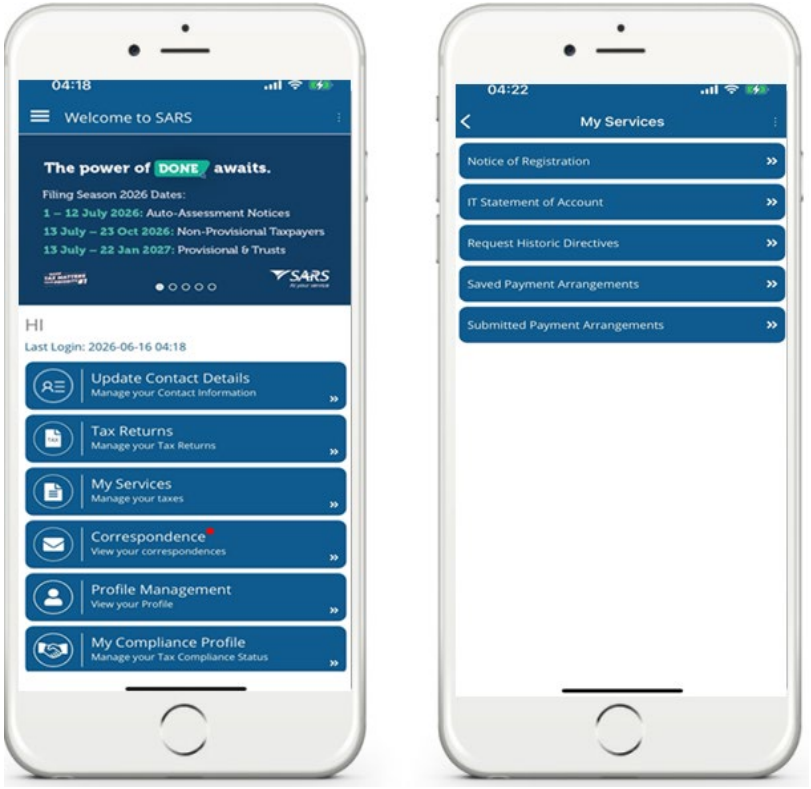
10 TAX DIRECTIVE SERVICE

10.1 How to request historic IRP3B AND IRP3C certificates

a) Login.

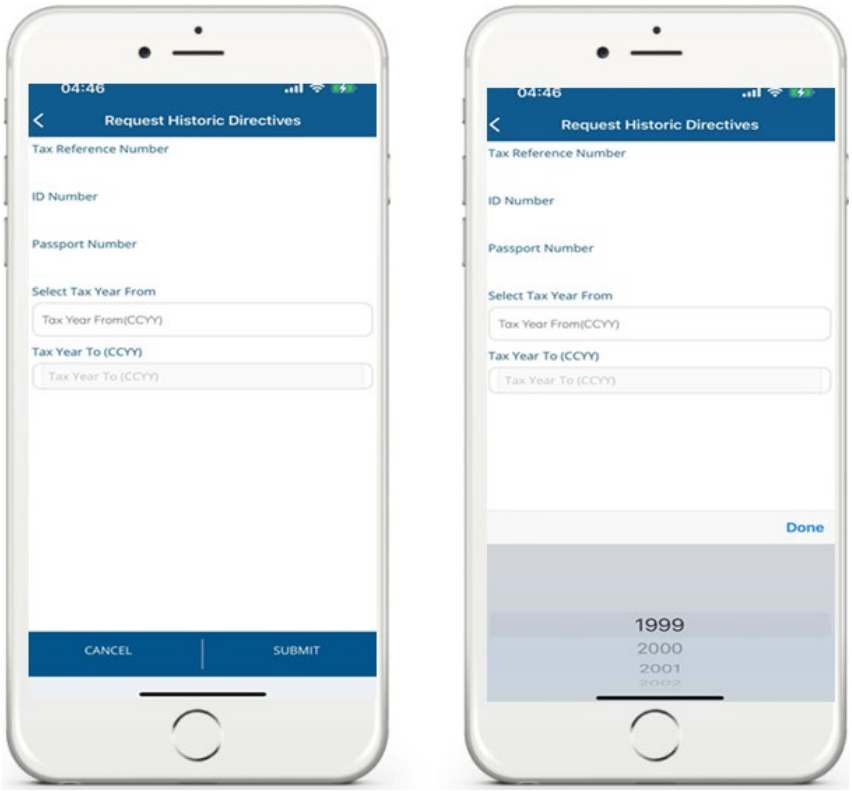


b) On the Landing page, tap **My Services**, then select **Request Historic Directives** from the menu.



c) On the **Request Historic Directives** page, select the applicable Tax period.

d) Once completed tap on **SUBMIT.**



i) Note that SARS will then verify whether you do have an active Tax Directive for your eFiling profile.

A) Where there is no Tax Directive active on your eFiling profile, an error message will be displayed.

To use this service, the following conditions must be met:

- The user requesting the Tax Directive must be registered for eFiling and have an active profile.
- The latest version of the SARS MobiApp must be installed to request a Tax Directive.
- The taxpayer profile for which the Tax Directive is requested must have an active Personal Income Tax account.
- Tax practitioners must be registered for eFiling and have an active account.

10.2 How to use the Two-Pot Retirement system tax calculator

a) If you plan to withdraw from the Two-Pot Retirement System, you can use the tax calculator to estimate your potential payout.

Note the following when using this service:

- The taxpayer profile used for this request must have an active Personal Income Tax reference number.
- Enter accurate information in the Two-Pot Retirement System calculator to get a reliable payout estimate.

b) To estimate your possible Two-Pot Retirement payout, follow these steps.

i) Tap the **Two-Pot Calc** icon on your device.



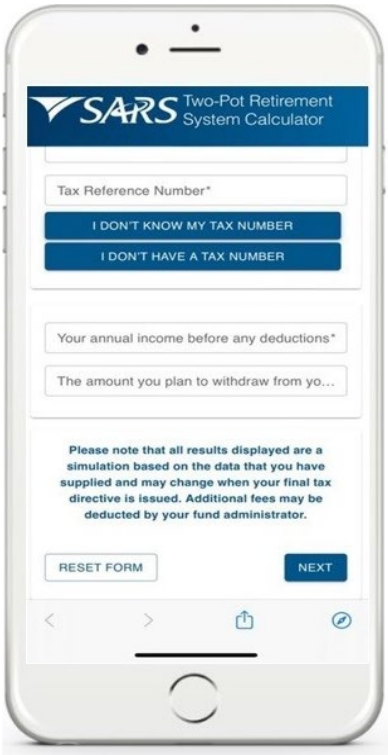
ii) This will open the Two-Pot Retirement form for you to complete.



c) Once the Two-Pot Retirement form is displayed, complete the following steps.

i) **Step 1:**
   A) Enter the required details on the form:
      I) Name and surname.
      II) ID number.
      III) Tax reference number.
   B) Tap **NEXT**.

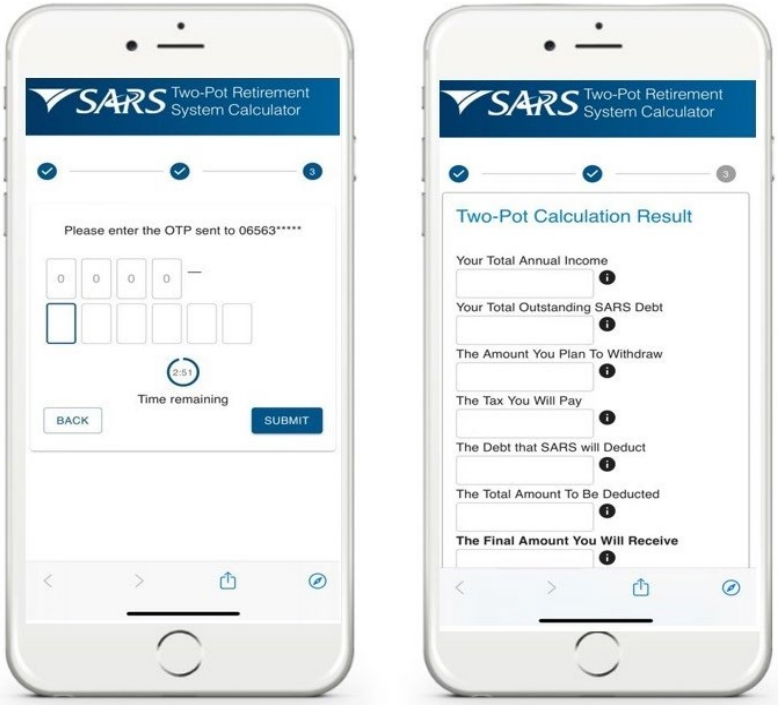
ii) **Step 2:**
   A) Select your preferred verification method.





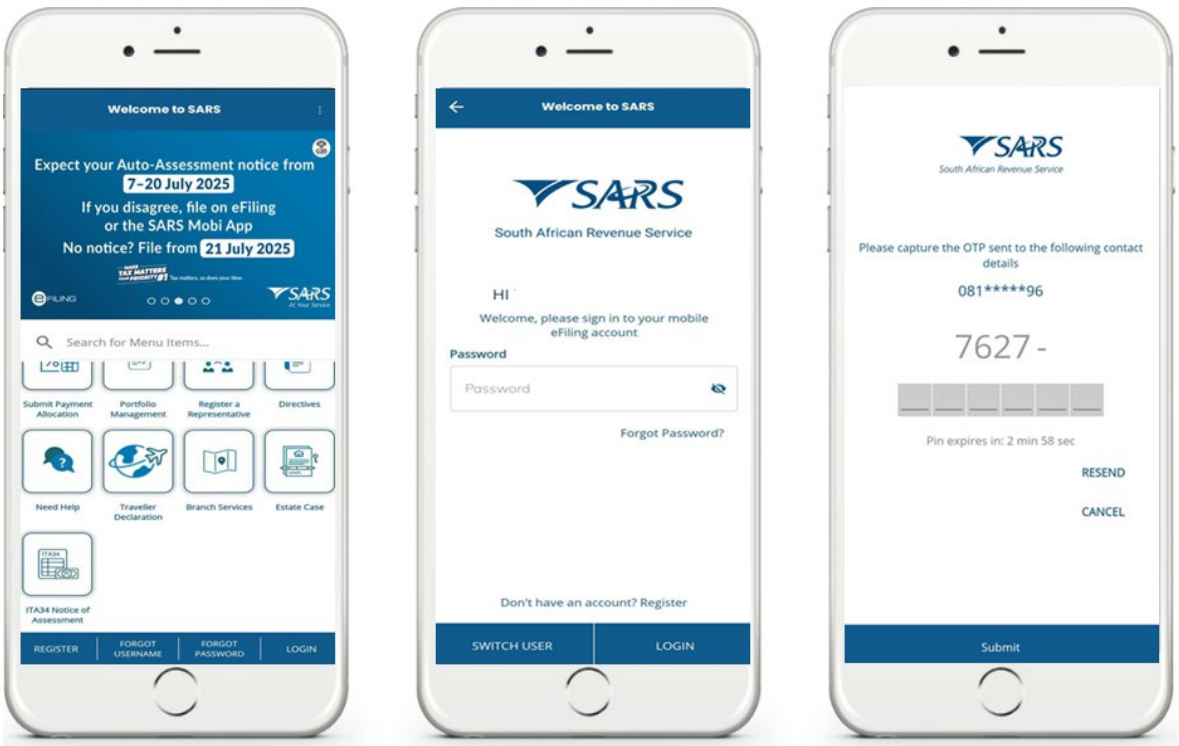
i) **Step 3:**
   A) Enter the OTP sent to your selected verification method.
   B) Tap **SUBMIT**.

ii) **Step 4:**
   A) View your results.
      I) Your results will be displayed on your device.



11 REPORTING A NEW ESTATE CASE

a) To report a new estate case, tap the **Estates Case** icon on the **Home Page** and login.



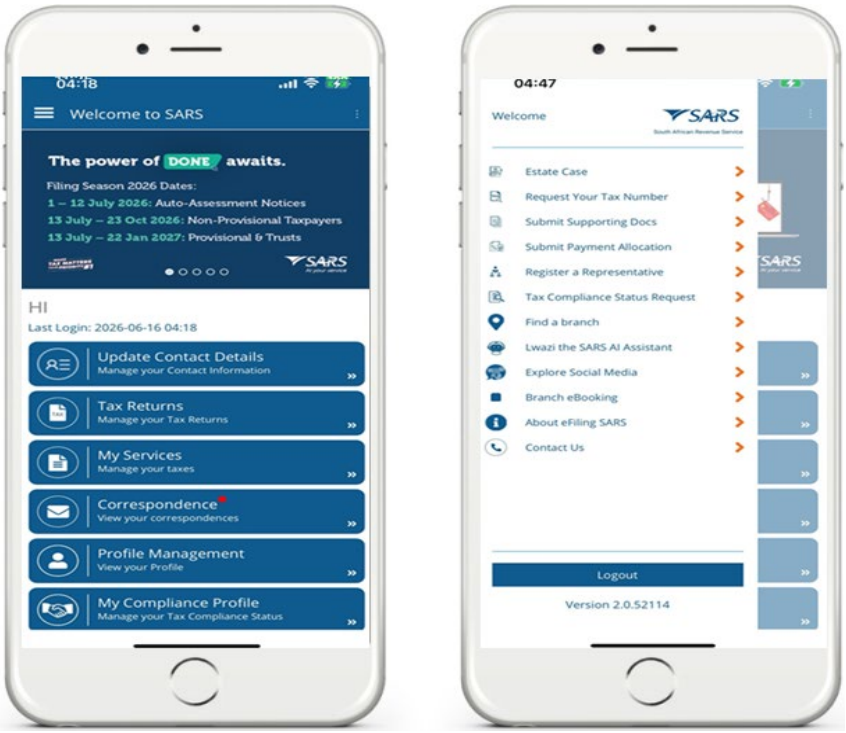
b) The **SARS Online Query System (SOQS)** form will be displayed.

c) Complete the mandatory fields on the form



d) To access the service after logging in.

i) On the **Landing page**
A) Tap the hamburger menu, then select **Estate Case**.



e) Note that when reporting a new estate case, you must submit supporting documents. Visit SARS website www.sars.gov.za for the list of required documents.

f) Once you have gathered them, complete the mandatory fields on the SOQS form, upload the documents, and submit the form.

12 DECLARING YOUR TRAVELLER INFORMATION

a) To declare your travel information in the Traveller Management System, follow these steps.

i) On the **Home page** (pre-login).

A) Tap on **Traveler Declaration** icon.
B) The **Traveller Management System** will open.
C) Complete the form fields and submit the form.



13 SARS SUPPORT SERVICES

a) The SARS MobiApp gives users quick and easy access to SARS support services through a range of digital channels, including voice services, social media, videos, guides, and AI.

b) To access these services, on the SARS MobiApp **Home page**.

i) Tap on **Need Help.**

ii) The following services will be displayed.

A) **Ask the AI Assistant** – Opens the AI Assistant.
B) **eLearning** – Opens SARS learning guides and videos
C) **Contact Us** – Displays SARS contact details.
D) **Social media** – Opens the SARS social media platforms.

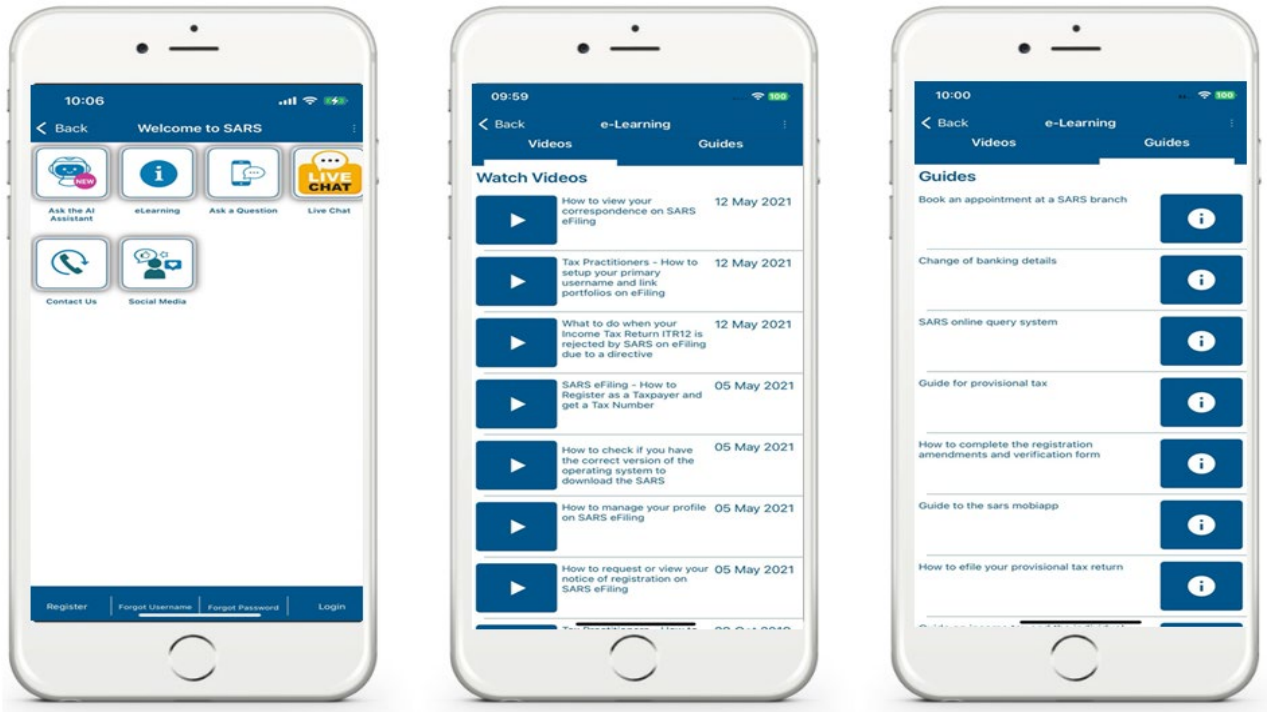


13.1 Online Learning Resources

a) When you select **eLearning**, you can access SARS videos and guides. These resources provide information on tax-related topics, such as how to submit your income tax return.

b) To choose a resource.

i) Tap **Videos** or **Guides**.



13.2 Ask a Question

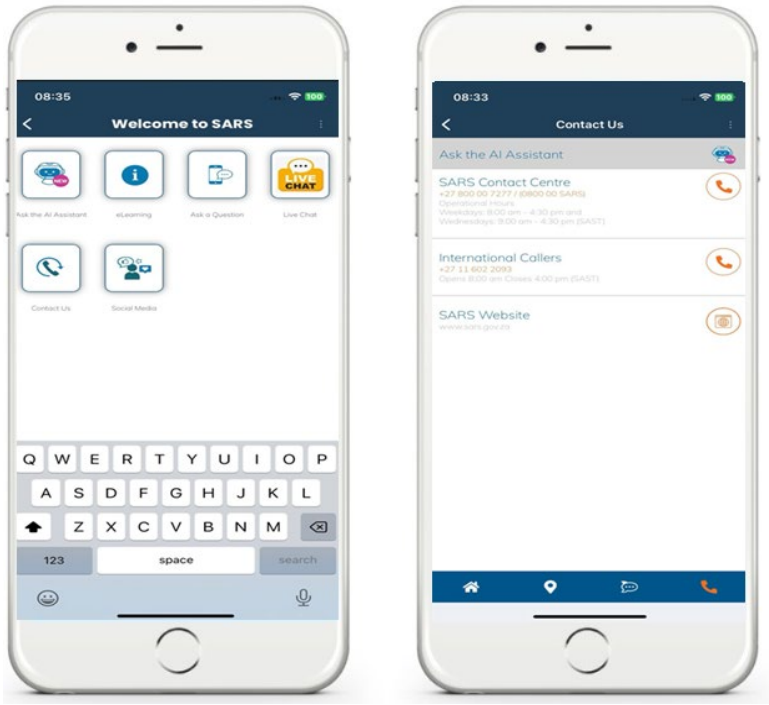
a) The ‘Ask a Question icon will route you to Lwazi AI assistant. The Lwazi AI allows you to ask any tax related question by texting it and a response will be generated.

b) Do note that the chat with the SARS Lwazi AIt must be initiated using the English native language and must be related to the tax products offered by SARS.

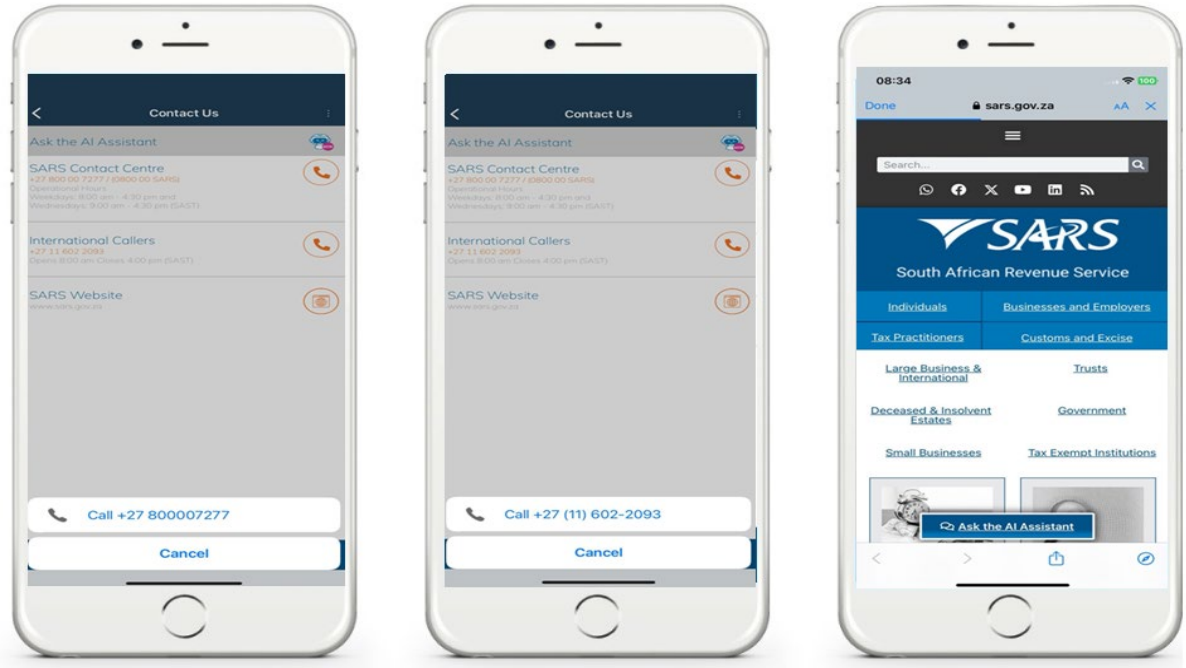
13.3 Contact SARS

a) This service displays the SARS website and contact details for assistance from SARS service consultants.

i) Tap **Contact Us**.
ii) The screen will display SARS contact numbers for local and international callers, as well as the SARS website.



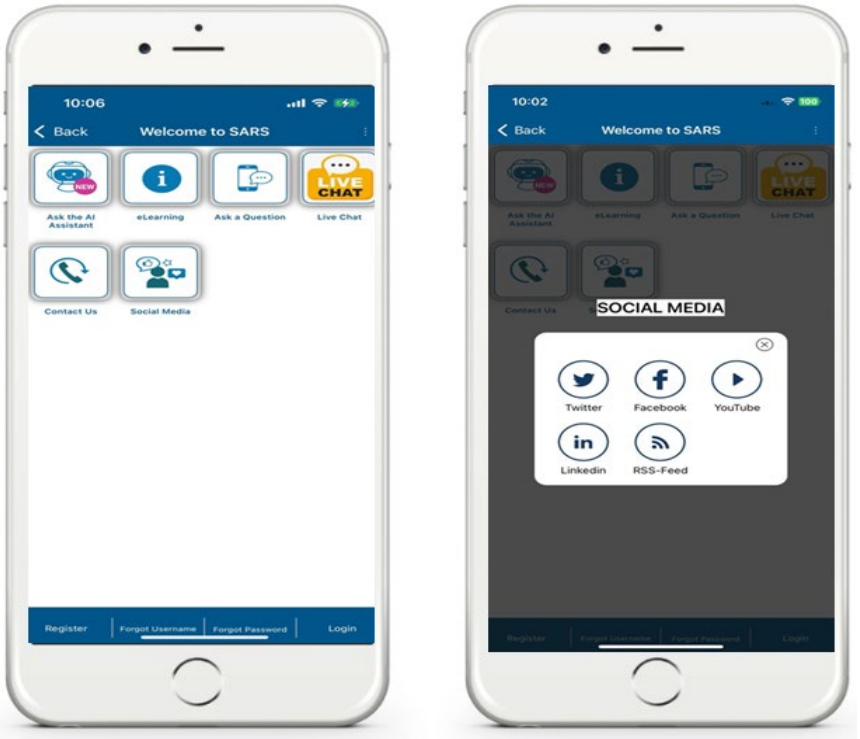
iii) To make a call, tap **SARS Contact Centre** or **International Callers**, then tap the displayed number to dial SARS. To access the SARS website, tap **SARS Website**.



13.4 SARS social media channels

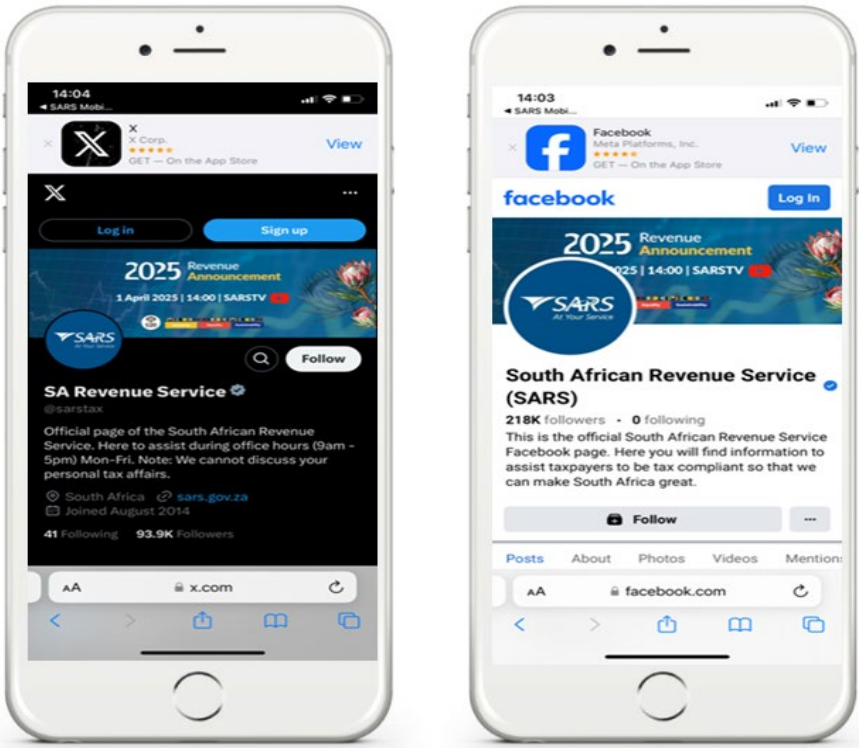
a) To access SARS via social media, follow these steps.

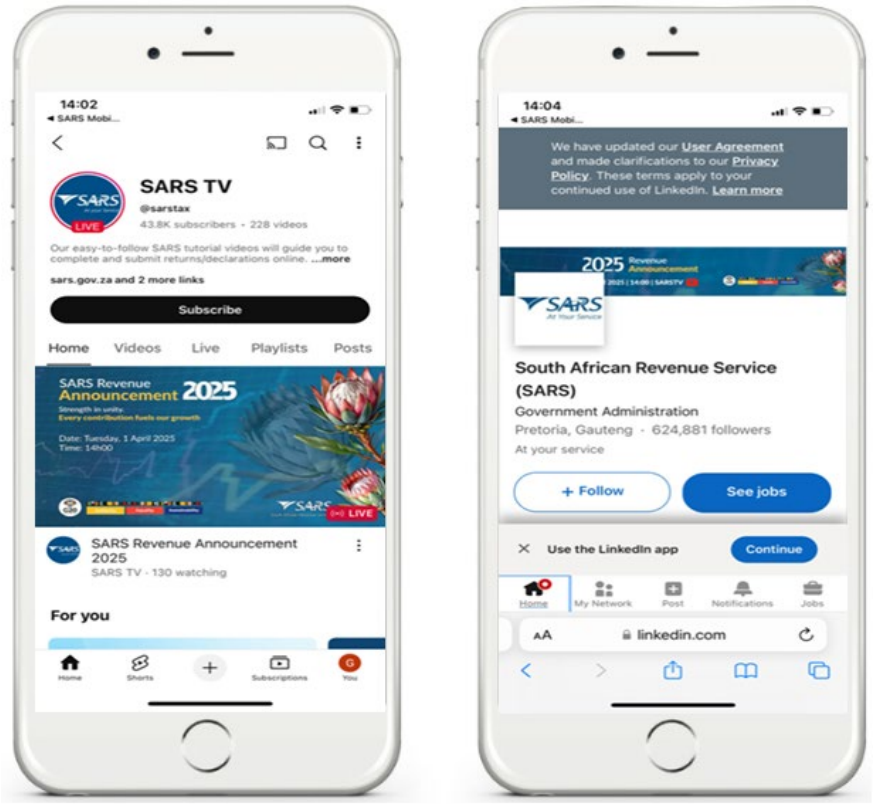
i) Tap the **Social Media** icon.
ii) Select the social media platform you want to use.



> **Note: Twitter** will route you to "**X**".

b) If you select **X**, **Facebook**, **YouTube**, or **LinkedIn**, the relevant SARS social media page will open.





c) Navigate and make comments where applicable.

14 DEFINITIONS AND ACRONYMS

Glossary A-M | South African Revenue Service (sars.gov.za)

DISCLAIMER
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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).