

FILING SEASON 2026

Keshnee's Journey



At Your Service

Filing Season does not begin in a system.
It begins in the middle of a day already in motion.

1 A BUSY TUESDAY MORNING

Some colleagues have already received their auto-assessment notifications.
Keshnee checks her phone.
There is no message for her.

MESSAGES 07:45
Colleague Your assessment is ready. 07:45
Colleague Done already! 07:45

2 A QUESTION ARISES

Do I need to submit if I didn't get an assessment? 08:10 ✓

Not all taxpayers are auto assessed. If you did not receive a notification, your Filing Season begins on 13 July. You can prepare in the meantime. 08:11

Clarity when it matters most.

3 PREPARING AHEAD

While waiting between meetings, Keshnee opens the SARS MobiApp.

She reviews:

- Personal details
- Banking details
- Contact information
- Residential address

Profile successfully updated.

4 FILING SEASON OPENS

JULY 13

You may now submit your tax return.

Because she prepared early, she already knows what to do next.

5 COMPLETING HER RETURN

Keshnee logs in to eFiling. Her return is already there with information from:

- Employers
- Bank interest
- Medical contributions
- Retirement contributions

Much of the information has already been pre-populated.

Income	Amount
Employment Income	R 205 000
Interest Income	R 18 500
Dividends	R 9 500
Medical Aid Contributions	R 16 000
Retirement Annuity Contributions	R 27 500
Other Income	R 12 000

6 A QUICK QUESTION

How do I declare freelance income? 11:32 ✓

Include freelance earnings under additional income and complete the required supporting information. 11:33

Guidance without interruption.

7 SUBMISSION

Tax Return Successfully Submitted 21:07

Keshnee clicks submit. Her return is on its way.

8 VERIFICATION REQUIRED

Additional verification is required.

Supporting documents can be uploaded securely through the SARS Online Query System.

GO TO ONLINE QUERY SYSTEM

Simple. Secure. Digital.

9 TRACKING PROGRESS

The next day, while commuting, Keshnee checks her status on SARS MobiApp.

No branch visit required.

My Tax
Return Status
Verification in progress
You can continue eFiling your information. 08:15

10 ANSWERS ON DEMAND

How long does verification take? 09:45 ✓

Verification times vary depending on the information required. You will be notified once the process is complete. 09:46

Support when you need it.

11 ASSESSMENT FINALISED

A few days later, Keshnee returns eFiling.

Your Assessment Has Been Finalised

Refund Approved
Refund Amount R 6 250.00

Because her details were correct and her information complete, the system does the rest.

12 JOURNEY COMPLETE

A final WhatsApp message confirms:

Yes. No further action required. 18:30

The process is complete. She can focus on what matters most.

Keshnee's journey shows how Filing Season moves with you. +



She didn't stay in one system. She moved as her day required – asking, checking, completing, resolving. Each channel met her where she was. Until the process no longer felt like a burden.

Not because the obligation changed – but because the experience did.



SARS AT YOUR SERVICE
Making Tax Easy, Transparent and Accessible.



The Power of Done ✓