

Frequently Asked Questions (FAQs)

Questions from the SARS Women and Persons with Disabilities Webinar on 5 September 2024

South African Revenue Service (SARS)

1. How can persons with disabilities access online training, considering that attending physical workshops may be a challenge?

You can submit your training request to education@sars.gov.za. Our Taxpayer and Trader Education Product Unit (TTEP) will handle the delivery.

2. Are business grants taxable by SARS?

No. Any government grant or government scrapping program received or accrued under a programme or scheme which has been approved under the national annual budget process and identified by the Minister in the *Government Gazette*, is exempted from normal tax.

3. Can SARS offer training for fewer than 20 people?

Yes, SARS can train fewer than 20 people. Send the request to education@sars.gov.za.

The first option will be to attend the trainings in various offices across the country as outlined on this webpage: <https://www.sars.gov.za/individuals/who-pays-tax/how-do-i-learn-about-taxes>.

4. How can small businesses contact SARS?

On the SARS website, www.sars.gov.za, choose the Small Business webpage, <https://www.sars.gov.za/businesses-and-employers>, for updates. You can get in touch with SARS through:

- Contact centre: 0800 007 277 or contactus@sars.gov.za
- SARS branch (by online appointment)
- SARS Online Query System
- SARS USSD: dial *134*7277#
- SARS WhatsApp: 0800 11 7277

- 5. If I owe SARS money and the debt is accumulating interest, must I deregister my company? I have no assets that I can sell to cover the SARS debt. The company itself is not generating income.**

SARS cannot deregister a non-compliant taxpayer. You can ask SARS to suspend the company, but for deregistration to be completed, the taxpayer must be fully compliant, with no outstanding payments and all tax returns up to date.

- 6. How can I join the Authorised Economic Operator (AEO) programme?**

For details and the application process, please visit [Authorised Economic Operator \(AEO\) | South African Revenue Service \(sars.gov.za\)](#).

- 7. Whom can I contact about the AEO programme?**

Send an email to AuthorisedEconomicOperator@sars.gov.za or zmthethwa2@sars.gov.za.

- 8. Where can I get a Mutual Recognition Agreement (MRA)?**

The MRAs are not published on the website yet.

- 9. Is SARS's SMME Newsletter legitimate?**

Yes. The SARS SMME Taxpayer and Trader Segment publishes quarterly newsletters, synchronised with the SARS compliance calendar. To receive critical updates from SARS, such as these newsletters, traders and taxpayers must keep their contact information, including email addresses, up to date. Most SMME traders receive updates through email.

- 10. Where does SARS post information about workshops that accommodate persons with disabilities?**

Taxpayers can visit the SARS website, www.sars.gov.za, and access the tax-workshops link on the [How Do I Learn about Taxes? webpage](#). For specific training needs, contact SARS at education@sars.gov.za.

Also visit the websites of the other government agencies:

- Department of Women, Youth, and People with Disabilities: www.dwypd@gov.za
- Small Enterprise Finance Agency: www.sefa.gov.za
- Department of Trade, Industry, and Competition: www.thedtic.gov.za

Small Enterprise Finance Agency (Sefa)

11. How long does it take to repay a loan from Sefa?

The minimum is 60 months, and the maximum is five years.

12. Can I apply for the Township and Rural Entrepreneurship Programme (TREP) if my business operates outside a township?

No. TREP is restricted to businesses operating in township and rural areas (villages). Businesses that are based elsewhere (e.g. towns and cities) can apply for normal Sefa funding.

13. How long does it take Sefa to pay out loans?

Disbursement of funds takes four to six weeks, depending on the terms of the loan that must be met before payout.

14. How can I find the email addresses of business advisors?

Visit <https://www.sefa.org.za/contacts/regional-offices> for contact details. Sefa has several business advisors at its offices.

15. Whom do I contact if my application takes too long?

Send an email to sefahelp@sefa.org.za. Make sure to give your application reference number.

16. For businesses operating across three provinces, does each region process its own applications? In which province should we submit our request for funding for our enterprise operating in the three provinces?

You must apply to Sefa in the province where your business is headquartered and registered. Use the registered business address that is registered with Companies and Intellectual Property Commission (CIPC). Our online system will assign you to the relevant Sefa regional office.

Department of Trade, Industry and Competition (DTIC)

17. I have an audio-visual business, supplying services to the hospitality and events industry. Is my business considered a tourism business?

Yes, if the end customers (consumers) are tourists, it will be classified as a tourism business. The business participates in the tourism value chain.

18. Is there a calendar for this year's DTIC international trade exhibitions?

The calendar for exhibitions is not out yet. As soon as it is finalised, it will be published on the DTIC website: www.thedtic.gov.za. For more information, email City Phaahlamohlaka on CPhaahlamohlaka@thedtic.gov.za.

19. Whom can I contact to learn which sectors DTIC focuses on?

DTIC is not sector specific for more information, email CPhaahlamohlaka@thedtic.gov.za.

20. Can DTIC help us to exhibit our products and services?

DTIC can help to exhibit for a variety of sectors. We also have a segment for footwear, clothing, leather, and textile. For more information, email CPhaahlamohlaka@thedtic.gov.za.

21. Does recycling qualify for funding, and under which category or classification does it fall?

Yes, recycling is eligible for funding, and the DTIC online platform will direct the application to the appropriate lending programme and sector.

Department of Women, Youth, and Person with Disabilities (DWYPD)

22. What can the DWYPD do for women and people with disabilities who are business owners?

Persons with disabilities who want to start a business should contact the Small Enterprise Development Agency and Sefa for financial support. To report or enquire about gender-based violence, contact your nearest South African Police Service station or social-development office for rapid-response teams.

23. Can we have emails for all departments that were involved in this webinar?

- SARS: contactus@sars.gov.za
- Sefa: helpline@sefa.org.za or complaints@sefa.org.za
- DWYPD: DG@dwypd.gov.za

- DTIC: City Phaahlamohlaka, CPhaahlamohlaka@thedtic.gov.za

24. Do DWYPD and municipalities collaborate and offer presentations on local economic development?

Yes, we do collaborate with municipalities on specific initiatives. The local economic development programme is provided by the municipalities, and you can contact your local municipality directly for more information. DWYPD presents at municipalities on request.