Yini Entsha?

* **14 kuNcwaba 2023 – Ukuphuculwa kohlelo lwe-eBooking**
  + Manje usungabeka usuku lokuya egatsheni ngokusebenzisa uhlelo lwe-eBooking, lapho ngaphambilini lolu hlobo lokubeka usuku lwalwenziwa kusetshenziswa i-SARS Contact Centre
  + Kusukela manje kuya phambili sekuzokhonjiswa izikhathi ezikhona kuphela, angeke isavela imiyalezo ethi 'sesithathiwe lesi sikhathi osifunayo'
  + Isikhathi ezibekisiwe zizosuswa ngohlelo oluzenzekelayo uma amadokhumenti esekelayo engafakiwe esikhathini esingamahora angama-24, lokho okuzokwenza kuvuleke ezinye izikhathi.

Bheka isiqondiso esinolwazi lwakamuva i- [eBooking Guide: Book your appointment with SARS.](https://www.sars.gov.za/gen-bo-09-g01-book-an-appointment-at-sars-external-guide/).

* **4 kuNcwaba 2022 – Igatsha lakwaSARS elisePavilion e-Pretoria selivalwe unomphelo**  
  Igatsha lakwaSARSelisePavilion e-Pretoria selivalwe unomphelo, kodwa izisebenzi zisaqhubeka nokusiza amakhasimende. Izisebenzi zentela ziyelulekwa ukuba zibeke usuku ngokusebenzisa imigudu evamile uma bedinga usizo kwaSARS (uma bebeka usuku besebenzisa isizindalwazi sakwaSARS: [SARS Booking System](https://tools.sars.gov.za/SARSeBooking), kumele baqhubeke bakhethe okuthi “Pavilion”).
* **18 kuNtulikazi 2022 – Ukuphuculwa okulandelayo kwenziwe enqubweni yokubeka usuku nge-eBooking:**
  + Ukubeka usuku ngevidiyo kufakiwe kubantu siqu ngezizathu ezikhethiwe.
  + Kufakwe umthetho wakamuva: Abakhokhintela bangakhetha noma iyiphi indawo.
  + Umthethomvana, izikhala zosuku olubekwayo azikwazi ukukhethelwa usuku nesikhathi okungaphezulu kwezinsuku ezingama-60 kusukela ngosuku obeka ngalo usuku noma ngaphansi kwamahora angama-48 kusukela ngosuku obeka ngalo usuku lokuya egatsheni. Umthetho wamahora angama-48 uhleliwe ukuze ulekelele amagatsha ngesikhathi sokuhlelela izikhala zangesonto lelo. Uma i-eBooking yenziwe ngoLwesine emva kwehora lesine ntambama noma *ngoLwesihlanu, ngoMgqibelo noma ngeSonto*, uhlelo luzovumela ukuba umkhokhintela abone futhi akhethe usuku olukhona kusukela ngosuku olusemva koLwesibili olandelayo. Amaholide kahulumeni awabalwa uma kubhekwa umthetho wamahora angama-48.

Qaphela: Lolu sizo lutholakala uma kungukuthi uyibhalisele intela.

Uma usuyibhalisele intela futhi ufuna ukubeka usuku?

Zintathu izindlela ongakhetha kuzo ukubeka suku uma ungumkhokhintela obhalisile:

* Shayela i-SARS Contact Centre kule nombolo 0800 00 7277 bese ukhetha u-0 (zero) Isisebenzi sakwaSARS sizobe sesikubekela usuku egameni lakho.
* Thumela i-SMS ku 47277 (iSARS) nalolu lwazi futhi ulandele le ndlela: *Booking (Space) ID number/Passport number/ Asylum Seeker number.*Lolu sizo lwe-SMS lutholakala kuphela kumkhokhintela/nommeleli ababhalisile ababhaliselwe iNtela Yemalingeniso Yomuntu (PIT). Lolu sizo alutholakali kuzisebenzi zentela. Funda kabanzi.
* Qhubeka nefomu eliku-inthanethi bese ucofa ikhonco ngezansi kwekhasi elithi ‘Click here to open the booking form in a new window’.

Amagatsha esikhashana kanye neMinyango Yentela Engomahambanendlwana (MTU’s)

Ngokwesidingo, kuzosungulwa amagatsha esikhashana kanye neMinyango Yentela Engomahambanendlwana (MTU’s) ngezinsuku ezithile kanjalo nesikhathi sokusiza abakhokhintela ezindaweni ezifana nezinxanxathela zezitolo, izindawo zokuthenga, njll. Amagatsha esikhashana kanye nama-MTU kuzosiza abantu abafike bengabekanga usuku lokusizakala. Umyalezo oqinisekisayo yiwo ozoqinisekisa indawo yalelo gatsha lesikhashana noma umnyango ongumahambanendlwana. Ukuze ubone izinsuku nesikhathi okuhlelelwe iminyango yentela engomahambanendlwana, cofa lapha.

Yini odinga ukuyazi uma ubeka/unquma usuku?

* Sicela usho ukuthi usuku olubekayo/olunqumayo olwakho wena siqu, oMmelele, isiSebenzi/iSazi seNtela noma ibhizinisi elincane.
* Abakhokhintela ababhalisile kwa-SARS kuphela abazokwazi ukubeka/ukunquma usuku. Abasebenzisi abangabhalisile bazodluliselwa kusizindalwazi se-eFiling ukuze babhalise.
* Uma singakwazi ukukuqinisekisa njengomkhokhintela, ommelele noma isisebenzi sentela esibhalisile, angeke ukwazi ukubeka usuku lokuvakashela igatsha.
* Sicela uqinisekise ukuthi uyifaka yonke imininingwane yakho njengoba ibhalisiwe kwa-SARS, kungenjalo uhlelo lwekhompyutha angeke lukwazi ukuqinisekisa imininingwane yakho.
* Abangezona izakhamizi zaseNingizumu Afrika bazovunyelwa ukuba basebenzise izinombolo zamaphasiphothi amazwe angaphandle. Izakhamizi zaseNingizimu Afrika kumele zisebenzise izinombolo zomazisi bazo uma bebeka usuku.
* Sicela uqaphele ukuthi kumele usihlinzeke ngenombolo yakho yeselula esemthethweni kanye/noma nekheli lombikombani (i-imeyili).
* Usuku ozolukhetha alukwazi ukuba ngaphezulu kwezinsuku ezingama-60 ngaphambi kosuku lokuvakashela igatsha. Usuku lokuvakashela ongakwazi ukuluthola lungaba semva kwamahora angama-48 ukusukela ngesikhathi obeka ngaso usuku.
* Sisodwa kuphela isikhala sesikhathi esingakhethelwa usuku olubekiwe/oluqokiwe.
* Ukubeka izinsuku ezilandelanayo (okwaziwa nge-block bookings) akuvumelekile.
* Uma usuku olubekiwe seluqinisekisiwe uzobe usuthola isiqinisekiso esisemthethweni ngombikombani/nge-imeyili noma nge-SMS, okuzobe kunenombolonkomba.
* Usuku olubekiwe lokushayelwa ucingo olunevidiyo noma ukukhuluma ocingweni, ngosuku olubekiwe:
  + I-ejenti yakwaSARS izokushayela ucingo bese ikusiza ngombuzo wakho.
  + Sizozama ukuqinisekisa ukuthi wonke amakhasimende afike ngesikhathi azosizwa ngesikhathi esiphasisiwe ngesikhathi bebeka usuku lokuvakashela igatsha.
  + Amakhasimende azofika emva kwesikhathi esibekiwe angase alahlekelwe yizikhathi lezo, bese kudingeka ukuba aphinde abeke olunye usuku lokuvakashela egatsheni.
* Uzobekewla umhlangano ne-ejenti eqondene nosizo lwakho kanti futhi ngeke uvunyelwe ukuba ucele usizo kwenye i-ejenti, ngaphandle uma kubuye kwabhukhwa futhi.
* Sicela uqinisekise ukuthi uwathumele wonke amadokhumenti asekelayo, ahambisana nombuzo wakho, nge-elekthronikhi uma ucele ukushayelwa ucingo olunevidiyo noma olunezwi kuphela, ngaphambi kosuku nesikhathi obekelwe khona kungenjalo abakwa-SARS bangase bangakwazi ukukusiza ngombuzo wakho.
* Uma udinga ukuthumela amadokhumenti esekelayo emva kokuqinisekiswa kosuku lwakho olubekiwe, ungathumela amadokhumenti afanele nge-elekthronikhi ngokusebenzisa i-[SARS Online Query System.](https://www.sars.gov.za/contact-us/send-us-a-query/)
* Sicela ubheke amadokhumenti asekelayo adingekayo lapha.
* Uma usubekelwe usuku lokuvakashela igatsha, uzobe usukwazi ukuthola usizo ngokugcwalisa amaphepha akho eNtelangeniso i-ITR12 ngokusebenzisa usizo lwethu lwe-voice call-back olumahhala.
* Ukuze ukhansele usuku obese lubekiwe gcwalisa ulwazi lomfakisicelo. Usuku obelubekiwe luzovela esikrinini sakho. Cofa ku-‘delete’ ukuze ukhansele usuku obese lubekiwe.
* Kunconywa ukuba usebenzise Google Chrome, Microsoft Edge, Firefox noma Safari ukuze uthole ifomu lokubeka usuku lokuvakashela igatsha HHAYI i-Internet Explorer.

Sicela uqaphele: uhlelo lwe-eBooking lwenzelwe izinqubo ezingakazenzekeli ngokuphelele. Kumele ukhethe isizathu sokubeka usuku ohlwini olubekiwe lapho ubeka usuku. Uma isizathu osifunayo singaveli ohlwini - kusho ukuthi ungakwazi ukuqedela inqubo emigudwini esebenzisa i-inthanethi (eFiling, SARS MobiApp, e@syFile)