

Services	Tax Practitioner Unit*	pcc@sars.gov.za	Contact Centre**	Branch (By appointment only)	eFiling	SARS MobiApp	SARS Online Query System
Software / Systems Related							
All eFiling enquiries			✓	✓			
All e@syfile enquiries			✓	✓			
Resetting of eFiling password					✓	✓	
Registration Maintenance							
1 st time registration (Personal Income Tax) *See exceptions below					✓	✓	
1 st time registration Trust/Body Corporates *See exceptions below	✓ Only if the trustee acting on behalf of the trust accompanies the tax practitioner			✓ Only if the trustee acting on behalf of the trust accompanies the tax practitioner			
1 st time registration (VAT) *See exceptions below					✓		
1 st time registration (PAYE) *See exceptions below					✓		
Update of ID number/company registration number	✓			✓			
VAT interview	✓			✓			
Update of registered particulars					✓	✓	
De-registration		✓					
Banking detail changes	✓			✓	✓	✓	
Banking detail verification	✓			✓			✓
Trustee/Director verification	✓			✓			✓
Merging of profiles for Single Registration					✓		
Reprint of registration confirmation					✓	✓	✓
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Return Completion							
Personal Income Tax Returns (ITR12)			Advisory	Advisory	✓	✓	
Company Income Tax Returns (ITR14)			Advisory	Advisory	✓		
Trust Income Tax Returns (ITR12T)			Advisory	Advisory	✓		
VAT 201			Advisory	Advisory	✓		
EMP201/EMP501/EMP601			Advisory	Advisory	✓		
IRP6			Advisory	Advisory	✓		
Tax Compliance Status (TCS) application			Advisory	Advisory	✓	✓	✓
Tax Directives			Advisory	Advisory	✓		

Application for tax directive: Fixed percentage – IRP(3b)			Advisory	Advisory	✓		
Emigration Clearance			Advisory	Advisory	✓	✓	✓
Foreign Investment			Advisory	Advisory	✓	✓	✓
Request for Remission (PIT, CIT, VAT & PAYE)			Advisory	Advisory	✓		
Notice of objection (PIT, CIT, VAT & PAYE) *See exceptions below			Advisory	Advisory	✓		
Request for Correction			Advisory	Advisory	✓		
Notice of Appeal (PIT, CIT, VAT & PAYE)			Advisory	Advisory	✓		
ADR1 (Trusts and Donations)	✓		Advisory	✓			
ADR2 (Trusts and Donations)	✓		Advisory	✓			
Request for returns					✓	✓	
Voluntary Disclosure Programme (VDP) - requests					✓		
Accounts							
Requests for Statements	From 1999 to 2008 only	From 1999 to 2008 only	From 1999 to 2008 only	From 1999 to 2008 only	After 2008 only	After 2008 only	
Re-allocations		✓			✓		✓
Requests for waiving of penalties and interest					✓		
Queries relating to refunds			✓				
Offset of credits		✓					✓
Debt Management							
Under R100 000 debt arrangements	✓	✓	✓	✓	✓		
Request for Suspension of Obligation to Pay			Advisory	✓	✓		
Over R100 000 debt arrangements	✓		Advisory	✓	✓		
Request for debt equalisation		✓					
Other							
VAT vendor search			Advisory		✓		✓
Tax Practitioner verification			Advisory		✓		
Supporting documentation upload			Advisory		✓	✓	✓
Reprint of Notice of assessments			Advisory		✓	✓	
Payments	Advisory		Advisory		✓	✓	
Tax Practitioner registration and verification			Advisory		✓		
Transfer Duty payments			Advisory		✓		
Advanced tax ruling					✓		
Audit							
Submitting documents for Audit					✓	✓	✓

Enquiry as to the audit status					✓	✓	
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- **Technical issues will be escalated to technical teams
- *See the exceptions for 1st time registration on our [Client information System](#) (Single registration) webpage
- Vat registrations for Partnership and joint venture **cannot** be done on e-filing, must be done in branch or TPU
- PAYE registrations for Partnership and joint venture cannot be done on e-filing, must be done in branch or TPU
- Trusts and Dividends tax: Notice of objections cannot be done on eFiling and must be done in the branch office or TPU