

Raise a systemic issue you have with SARS

No response on letters and e-mails

Refunds

Lodging Disputes - still not able to print copy to view form.

Verification/update of Bank Details on RAV01

Contact and reply

Request for additional specific information not on e-filing
.Original general request is duplicated. Emails sent to
txpayer???

Supporting documents are submitted but SARS does not
deal with them

Delays on the authorization of tax types.

Meeting published turn-around times

Automatic Response on Complaints, New Supporting
Upload System that SARS does not respond to. Online
Appointment System.

Efiling transfer requests problematic

easyfile employer

ESTIMATE ASSESSMENTS

the length of time they take to answer simple queries

Obtaining fixed rate tax directive for Personal Services Company

n/a at the moment

No platform to be able to apply for payment arrangements once FINAL DEBT DEMAND issued

Assessments that are not processed due to certain aspects that require manual intervention. There is just no further response.

Access to call center and turnaround times on all submissions

VAT registrations, inconsistent with regards to supporting documents.

CAN NOT REGISTER FOR INCOME TAX POST DEATH ON EFILING

You can not submit any admin penalty objections via google chrome, firefox, edge - it only works through the old internet explore

Problems with Disputes and Directives, can complete the info, but efilings refuses to submit.

Nothing gets done within time and you have to call and follow up a lot and then stuff still does not get resolved.

Debt does not always match the debt under tax compliance

Can not print RAV01 on SARS new web browser and the RAV01 does not work on any other web browser. Problems with pulling over ind

Final demands with no explanation how figures are calculated

New efilling

Lack of communication after 21 working days have passed.
Taking longer than their stipulated time to finalise a verification or audit

N/A

Not always able to print forms once submitted. Cant adjust VAT201s once submitted and make corrections.

SARS taking too long with review, RFR, dispute deadlines, not sticking to 21 business days

Constant requirement to confirm bank details. Surely SARS can confirm supplied details directly with the banks.

REFUNDS THAT TAKE SO LONG TO PAY OUT, DUE TO VERIFICATION OF BANKING DETAILS,

ADMIN PENALTY STATEMENT OF ACCOUNTS ONLY GO BACK TO A CERTAIN DATE, SARS MUST CHANGE THIS TO GO BACK TO THE FIRST ENTRY

penalties charged on late payment of provisional tax where covid relief was applied - taxpayers were compliant and thus entitled

Having move between various internet browsers & the Efilling App in order to get to the RAV01, do objections, EMP501 corrections,

OLD SARS CASES FROM 10 YEARS AGO , NOW SUDDENLY APPEARING AS FINAL DEMANDS , WITH INTEREST BACK DATED FOR TEN YEARS

VAT REGISTRATIONS
VAT REGISTRATIONS

Not able to submit a Request for Remission

NoO being allowed but reduced assessment not being issued & then final demand for o/s debt because assessment is not issued

irp501 input tedious, falls over.

Different forms work on different browsers

SUBMISSION OF IT14 2018 TO 2021 AS WELL AS IT12
2018 TO 2019 ALL ARE FINAL DEMAND AND PENALTIES

Refunds and profile transfers to practitioners

Vat. No feedback on reviews and journal adjustments made without explanation.

tax clearance certificates and update of details

Not being able to make physical appointments at branches as the video call system is not helpful at all.

Returns that don't get assessed immediately. Some clients the return is submitted and then we need to follow-up on the Assessment

none

SARS has done automatic submissions of 2 tax payers while I'm waiting for documents from clients.

lack of response

Final Demands/Penalties raised

Lack of knowledge in applying refunds

individual taxpayer owing assessment amount of R82000 for year 2020 but SARS also owes refund of R99000 for same year

Journal entries on PAYE and VAT

Objections

Notice of Objections.

The capital gains payable by foreigners when the shareholding sold by 2 foreign shareholders of a South African company.

Disallowing Allowable Expenses and do not provide a reason for expenses that are disallowed. Then no other option than Dispute

NOT BEING ABLE TO CHECK ON QUERIES ONLINE, THE SYSTEM IS SLOW DURING WORKING HOURS, NEED TO SUBMIT THINGS BEFORE 7 OR AFTER 5.

The fact that there is no way of checking on queries through e-filing, also no turn around time on escalation of queries.

We keep getting messages that our clients owe money, and this is in relation to periods before 2018 tax year.

NA

NA

none

Automatic penalties and interest

none

PAYE BANKING DETAILS NEEDS TO BE VERIFIED BUT THEY ARE VALID FOR INCOME TAX AND FUNDS ARE REC FROM SAME BANK ACCOUNT

DIVIDEND TAX CALC

Assessments that are not immediately assessed we have to keep phoning and emailing and they dont tell you why manual assessment

AUTHORISING AND TRANSFERS OF TAXPAYERS

Objection against admin penalties issued cannot access on e-filing

MANUAL INTERVENTION ON RETURNS SUBMITTED ON ACCFIN

Cannot change the public officer details or any details as we do not have a co registration number.

General compliancy and system issues

Finalizing queries

SASR efilng authorized persons -why can there not be a section on efilng listed persons/TP authorized to communicate with SARS

I now this not a systemic issue with SARS. How do I remove my name form the taxpayer om SARS system. I no longer do any work

Non reply to tax practioner appointments

Efiling - Online Tax Directives

Refunds being reversed and banking details that are valid, receiving letters to upload supporting documents

no reply to a direct question on a particular subject

Willy nilly Paye journals, aggressively toned and attacking notices to taxpayer when the practitioner raised objections

missing notifications, because of flooded inbox

Tax Type request and transfer SARS asking for verification.....

Efficiency and feedback

SARS communication with TPs

Second additional assessment after the first audit was finalize