

## EXTERNAL GUIDE

# HOW TO REGISTER FOR THE USE OF THE SARS MOBIAPP

## REVISION HISTORY TABLE

Date	Version	Description
01-07-2022	0	Initial Document

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## **1 PURPOSE**

- The purpose of this guide is to describe how to register for the use of the SARS MobiApp and for Personal income Tax via the SARS MobiApp.
- This guide in its design, development, implementation and review phases is guided and underpinned by the SARS Strategic Plan 2020/21 - 2024/25 and the applicable legislation. Should any aspect of this guide be in conflict with the applicable legislation the legislation will take precedence.

## **2 INTRODUCTION**

- As part of your compliance requirement, registration forms one of the key aspect every South African individual who earns/profits or some sort of income should adhere to. Registration for income tax allows you to engage with SARS effortlessly regarding your tax compliance responsibilities. Particularly when making use of our digital service channels.
- The Income Tax Act No. 58 of 1962 details that you are liable for tax levied on all income and profit received (which could include individuals, companies, and trusts). Thus, another complying requirement for individuals is to file/submit their Income Tax (ITR12) return every financial year. Submitting or filing your income tax ITR12 return cannot be done when the registration process of your Personal Income Tax (PIT) has not been finalized.
- Our digital service domain allows you to engage with SARS anywhere and at any time., the SARS MobiApp, allows you to interact and transact conveniently, using your smart phone. The SARS MobiApp currently caters for individual taxpayers and registered tax practitioners who has full access for the submission of the Income Tax Return for Individuals. This guide will demonstrate how to register for the purpose of making use of the SARS MobiApp in your compliance responsibilities.

## **3 PREREQUISITES FOR USING THE SARS MOBIAPP**

- Note the following for effective use of the SARS mobile application:
  - You must have downloaded the SARS MobiApp on your smart device.
    - Ensure that your downloaded SARS MobiApp is always up to date.
    - Ensure your device has the latest Operating System Software. For more on this, kindly refer to the SARS YouTube Channel
  - When using the application, your device must have data or connected to a functioning Wi-Fi system.

## **4 DOWNLOADING THE SARS MOBIAPP**

- You can easily install the SARS MobiApp from the App Store, Google Play Store, or the Huawei App Gallery.
- The following are the operating systems versions required for your smart phone/device to enable the downloading of the SARS MobiApp:
  - Android – Version 5.0 or Higher
  - iOS – Version 10 or Higher



- To Download:
  - Tap on the Google Play Store/Huawei App Gallery/Apple App Store to open the store
  - Type “**SARS MobiApp**” into the Search box displayed. Once the SARS MobiApp appears as part of the search results, download the Application to your device.
  - Download and install the App as per requirements of your device. When the installation is complete, the **SARS MobiApp** icon will be displayed on your mobile device home screen.



**Kindly ensure that your downloaded SARS MobiApp is always up to date.**

- Once you have downloaded the **SARS MobiApp** on the smart device, you will be presented with the Terms and Conditions page. Carefully read all the terms and conditions, and if you agree tap on ‘**Yes I Accept**’ displayed at the bottom of the screen.
- Once selected, the **SARS MobiApp Home** page will be displayed.



- **Let's Begin:**

- Registration can be resolved by navigating on the MobiApp in two ways. This is either by tapping on the **Register** button displayed at the bottom of the SARS MobiApp **Home Page**, or by tapping on the **Registration** icon displayed as part of the service icons displayed on the MobiApp **Home Page**.

- Once **Register** is tapped, you will be directed to the **Register Page**.

The image shows two screenshots of the SARS MobiApp 'Register' page. The left screenshot is the first step, titled 'Register' with the SARS logo. It asks the user to 'Please enter personal details.' and includes fields for 'Name\*', 'Surname\*', 'Are you a South African Citizen\*' (with Yes/No radio buttons), and 'Date of Birth\*' (with a 'Choose a date' link and a calendar icon). A 'Next' button is at the bottom. The right screenshot is the second step, also titled 'Register' with the SARS logo. It asks the user to 'Please enter contact and login details. Note that your contact details will be used as your security contact details going forward.' and includes fields for 'Cell Number\*', 'Email\*', 'Username\*', 'Password\*', and 'Confirm Password\*'. A 'Submit' button is at the bottom.

- Tap on the required demographic information and complete as listed.

The image shows two screenshots of the SARS MobiApp 'Personal Information' page. The left screenshot is titled 'Personal Information' and includes a message: 'You do not currently have a record with SARS. In order to gain access to eFiling, we need to know a bit more about you. Please capture the following information for us to process your eFiling registration. Once submitted, you will receive a letter requesting you to submit supporting documents, which you can do online.' Below this are fields for 'Initials\*' (with 'T' entered), 'Unit Number', 'Complex', 'Street Number\*' (with '1' entered), 'Street / Farm Name\*' (with 'SARS Street' entered), 'Suburb\*' (with 'Brooklyn' entered), 'City\*' (with 'Pretoria' entered), and 'Country\*' (with 'South Africa' selected). The right screenshot continues the form with fields for 'Initials\*' (with 'T' entered), 'Unit Number', 'Complex', 'Street Number\*' (with '1' entered), 'Street / Farm Name\*' (with 'SARS Street' entered), 'Suburb\*' (with 'Brooklyn' entered), 'City\*' (with 'Pretoria' entered), 'Country\*' (with 'South Africa' selected), and 'Postal Code\*' (with '0001' entered). A 'Submit' button is at the bottom.

- Once all the mandatory fields have been completed, tap on **Submit**. This will direct you to the **Registration Request Received Page**.
- Take note of your case number and the details pertaining to your registration.
- Tap on **Continue**, this will route you to the **Registration Work Page**.

**Take note whether there is correspondence required to complete a questionnaire or upload supporting documents. Also note the 'Query Status' tab which details the progress of your registration.**

- If you are required to complete the questionnaire, take note of the requirements. You can log out by tapping on “**Log Out**” or complete the questionnaire later by tapping on “**Save for Later**.”



**Note the time remaining to complete the questionnaire.**



- If you are required to submit supporting documents, Tap on **Upload**
  - This will route you to the **Upload Documents Page**. Continue to upload the required document(s) by selecting the applicable selections on your device.
  - Take note of the documents that must be submitted, as they will be listed on the correspondence letter received and also listed on the **Upload Documents Page**.
- When the document has been uploaded, the **Upload Status** of the applicable document will change to 'Converted and stored.'

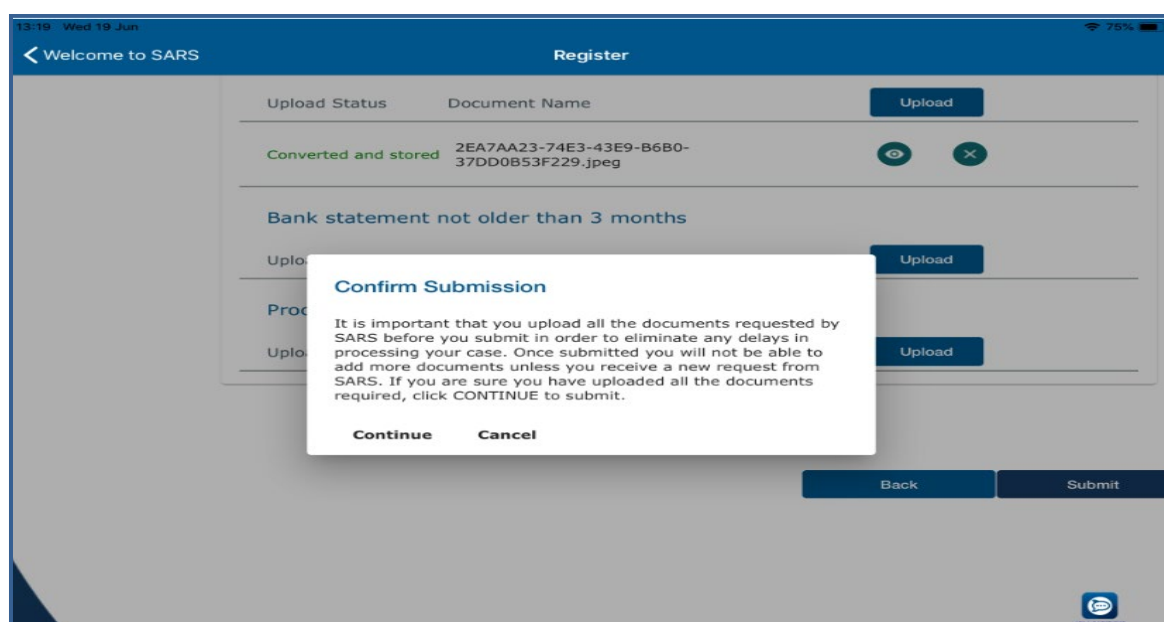
Proof of residential address		
Upload Status	Document Name	Upload
Converted and stored	2EA7AA23-74E3-43E9-B6B0-37DD0B53F229.jpeg	 

- The icons displayed are for the following use:

	To view the uploaded document.
	To remove/delete the uploaded document.

**Ensure that all the required documents are uploaded.**

- Once all the documents have been updated, tap on **Submit**.



- A pop-up message will be displayed. Take note of the confirmation and if you agree, tap on **Continue**.
- This will result in the documents *Status* changing to Submitted on the **Registration Work** page

13:20 Wed 19 Jun Register 75%

Welcome to SARS

### Registration Workpage

#### Welcome

Status:

Supporting Documents Submitted

Your Tax Reference Number

Registration ID Number

#### Case Details

Case Number	Case Requested Date	
104017207	2019-06-19	<a href="#">Query Status</a>

#### Document Details

Document Type	Status	Upload	View
Upload Registration Documents	Submitted	<input checked="" type="checkbox"/>	<a href="#">View</a>

[Close](#)

**Note that after you have submitted your supporting documents, SARS will process and validate them before your registration is finalised.**

- Once your document has been validated the **Complete Registration** button will be displayed on your **Registration Work** page.

13:38 Wed 19 Jun Register 73%

Welcome to SARS

### Registration Workpage

#### Welcome

Status:

Request Successful

Your Tax Reference Number

Registration ID Number

[Complete Registration](#)

#### Case Details

Case Number	Case Requested Date	
104017207	2019-06-19	<a href="#">Query Status</a>

#### Document Details

Document Type	Status	Upload	View
Upload Registration Documents	Submitted	<input checked="" type="checkbox"/>	<a href="#">View</a>
Upload Registration Documents	Closed	<input checked="" type="checkbox"/>	<a href="#">View</a>

- Tap on **Complete Registration**

[Complete Registration](#)

13:39 Wed 19 Jun 73%

Welcome to SARS Register

Request Successful

Your Tax Reference Number

Registration ID Number

Complete Registration

### Document Details

Document Type	Status	Upload	View
Upload Registration Documents	Submitted	<input checked="" type="checkbox"/>	<a href="#">View</a>
Upload Registration Documents	Closed	<input checked="" type="checkbox"/>	<a href="#">View</a>

### Letters

Description	Date	View
REQUEST FOR RELEVANT MATERIAL	2019-05-16T13:25:24.013	<a href="#">View</a>

Close Complete Registration

- Once tapped, you will be prompted to select your preferred method of communication for eFiling security purposes.
- Select by tapping on ☐ for either Cell Number or Email.
- Tap on **Continue** [Continue](#)

13:39 Wed 19 Jun 73%

Welcome to SARS Register

## Welcome To SARS eFiling

SARS eFiling has enhanced its security. Please confirm or update your eFiling Security Contact Details and select your preferred method of communication. Your eFiling Security Contact Details will be used to authenticate you when necessary.

eFiling Security Contact Details	Preferred Method of communication
Cell Number	<input type="text" value="0829402732"/> <input checked="" type="checkbox"/>
Email	<input type="text" value="Fanie@321.com"/> <input type="checkbox"/>

[Continue](#)

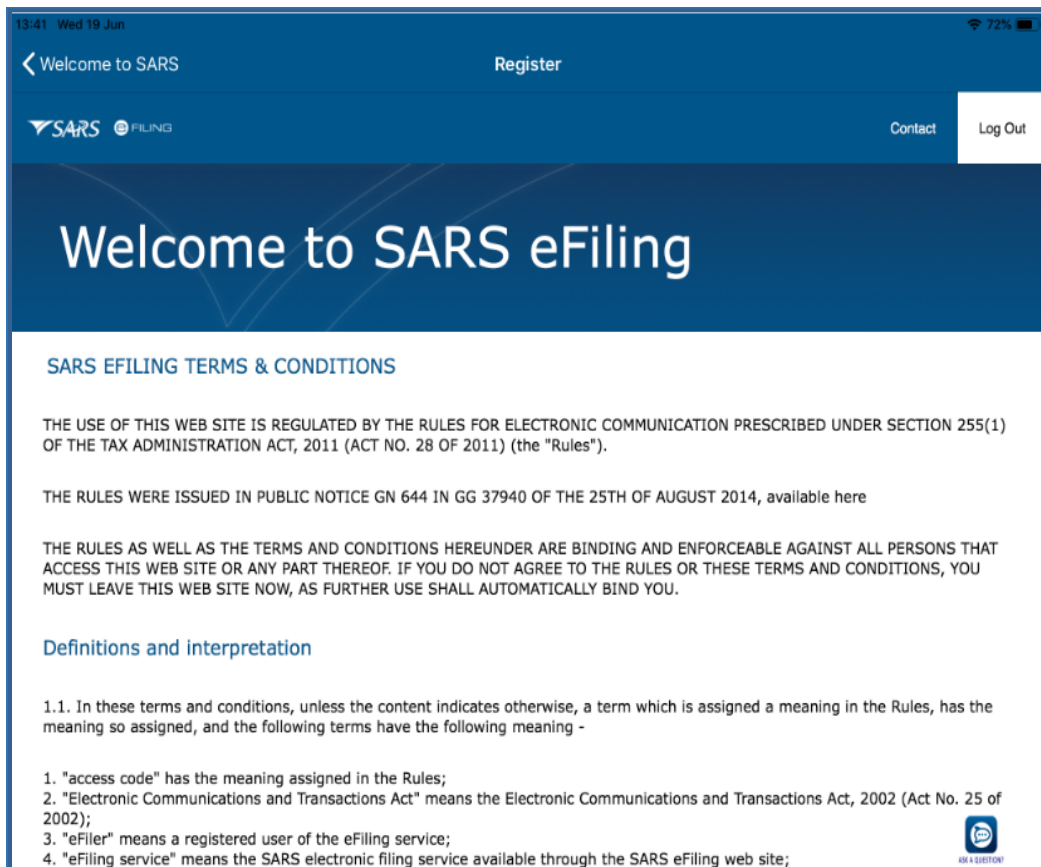
- The **One Time Pin (OTP)** page will be displayed which requires you to complete the last 6 digits of your OTP sent through to your preferred method of communication.

- Complete the OTP and tap on **Submit**. If the OTP completed is correct, a message will be displayed indicating you are now registered for eFiling.
- **Upon completion of your registration, you are now required to login to the MobiApp by making use of your Username and Password.**

- On the **Welcome Page**
  - Complete your *Username* and *Password*
  - Once completed, tap on **Login**

- Once you have logged in, you will be presented with the *Terms and Conditions* of eFiling.

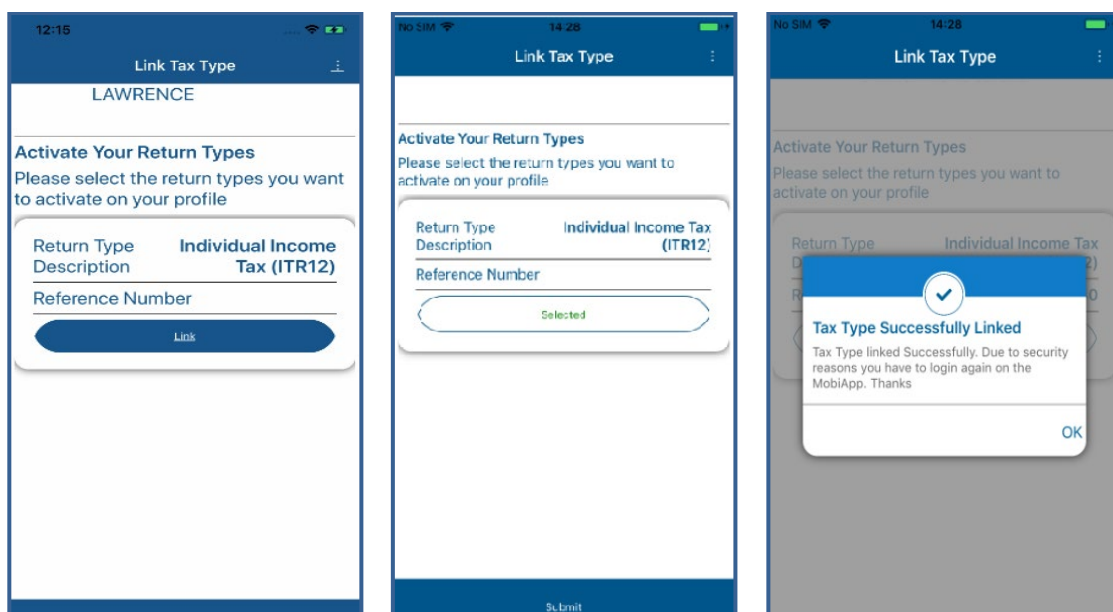
**Take note of the SARS eFiling Terms and Conditions.**



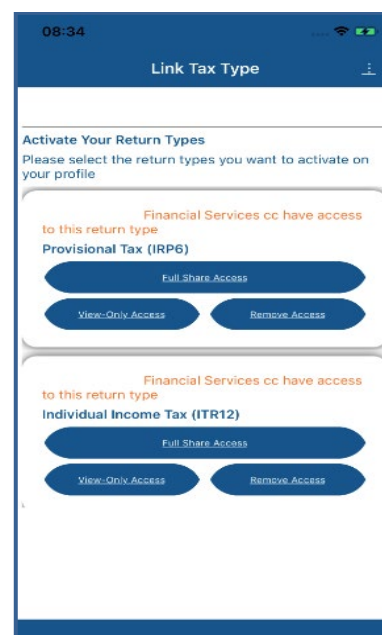
- Once noted and are in agreement with the SARS eFiling Terms and Conditions, tap on **I Accept**




- Note the following regarding the completion of your registration:**
  - If you are already an eFiler and have activated your Individual Tax Return by linking it on your eFiling profile, your registration is completed.
  - If you are registered for only one tax type such as Personal Income Tax (PIT) and are not linked to a tax practitioner, your PIT tax type will automatically be linked upon registration thus completing your registration.
  - If however you are not an eFiler or you have more than one tax type registered under your eFiling Profile, upon logging in on the SARS MobiApp, the "Link Tax type" page will be displayed on your device requesting you to activate your Individual Income tax (ITR12).



- Activate your Income Tax Return (ITR12) by tapping on **Link**. Select the applicable tax type by tapping on selected and note the pop-up message displayed.
- Once you have been activated for the submission of the Individual Income Tax return (ITR12), tap on **Submit**
- Where the taxpayer has shared access with a Tax Practitioner, your device will display three access rights buttons for each Tax Type:



- The following service icons are for the following use:
  -  **View-Only Access** – This is used to view the return; however, you will not be able to submit your return.

**Note that the MobiApp caters for a user with full shared access only. Users with view-only access please log on to SARS eFiling.**

- **Full Share Access** – This is used to have the same access as your Tax Practitioner.
- **Remove Access** – The user revokes the Tax Practitioner's access completely.

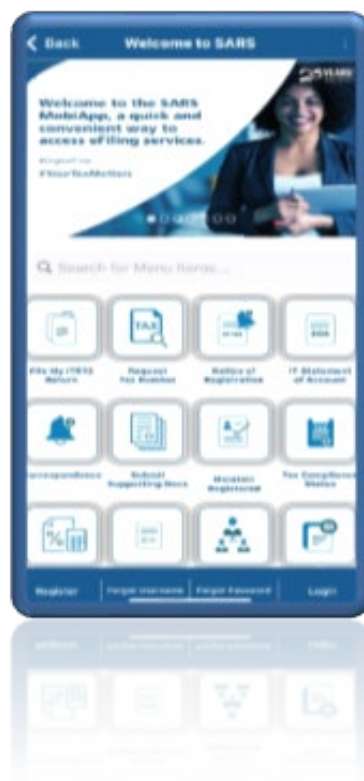
**Note that the taxpayer can also finalise/complete their eFiling Registration which was initiated at the branch through eFiling**

## 6 REGISTRATION FOR PERSONAL INCOME TAX (PIT)

### 6.1 HOW NEW TAXPAYERS CAN REGISTER FOR PERSONAL INCOME TAX (PIT)

- New taxpayers can now register their Personal Income Tax (PIT) via the SARS MobiApp. This implies that a new taxpayer can obtain their Tax Reference Number (TRN) and further access their Notice of Registration via the SARS MobiApp.

- **Note that this service is only applicable in the following instances:**
  - To individuals who have a valid South African ID number and have not yet registered for eFiling.
  - To individuals who are not yet registered and activated for the PIT tax product



- Tap on the **Register** icon displayed on the bottom of the SARS MobiApp **Home** page, this will direct you to the **Register** page.

The first screenshot shows the 'Register' screen with the following fields: Name\*, Surname\*, Are you a South African Citizen\* (Yes/No), Date of Birth\*, and a 'Next' button. The second screenshot shows the 'Register' screen with the following fields: Cell Number\*, Email\*, Username\*, Password\*, and Confirm Password\*, with a 'Submit' button.

- Tap on the required demographic information as displayed on your device and complete as listed.
- Once the information is completed, tap on **Next** to move to the next page and continue completing the required information.

The first screenshot shows the 'Personal Information' screen with the following fields: Initials\* (T), Unit Number, Complex, Street Number\* (1), Street / Farm Name\* (SARS Street), Suburb\* (Brooklyn), City\* (Pretoria), and Country\* (South Africa). The second screenshot shows the 'Personal Information' screen with the following fields: Initials\* (T), Unit Number, Complex, Street Number\* (1), Street / Farm Name\* (SARS Street), Suburb\* (Brooklyn), City\* (Pretoria), Country\* (South Africa), and Postal Code\* (0001), with a 'Submit' button.

- Once all the mandatory fields have been completed, tap on **Submit**.
- You will then be prompted to select your preferred method of communication.
- The **One Time Pin (OTP)** page will be displayed which requires you to complete the last 6 digits of your OTP sent through to your preferred method of communication.

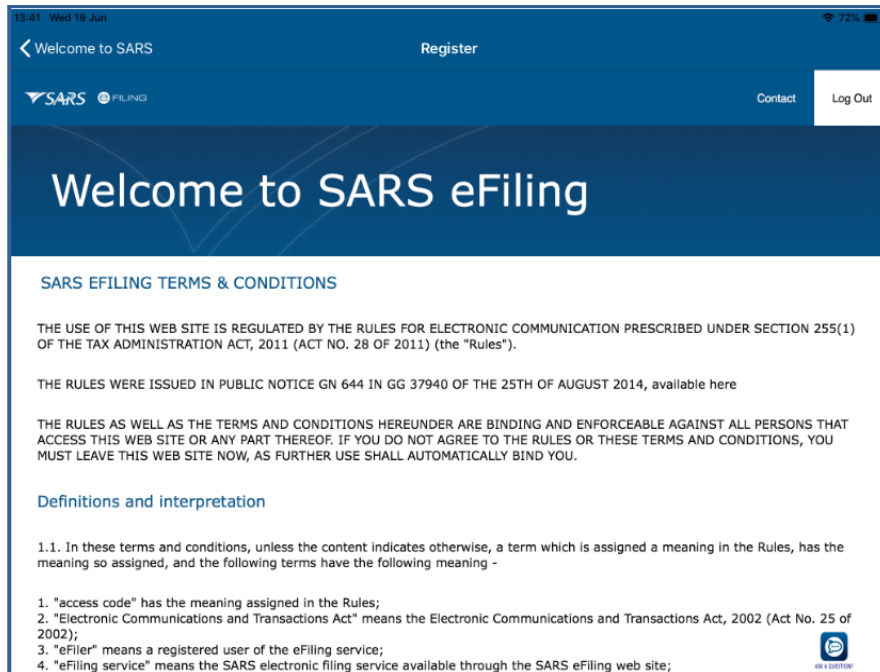


- Complete the OTP and tap on **Submit**.
- If the OTP completed is correct, a message will be displayed.
- **Upon completion of your registration, you are now required to login to the MobiApp by making use of your Username and Password.**

- On the **Welcome** page
  - Complete your *Username* and *Password* tap on **Login**

- Once you have logged in, you will be presented with the *Terms and Conditions* of eFiling.

**Take note of the SARS eFiling Terms and Conditions.**

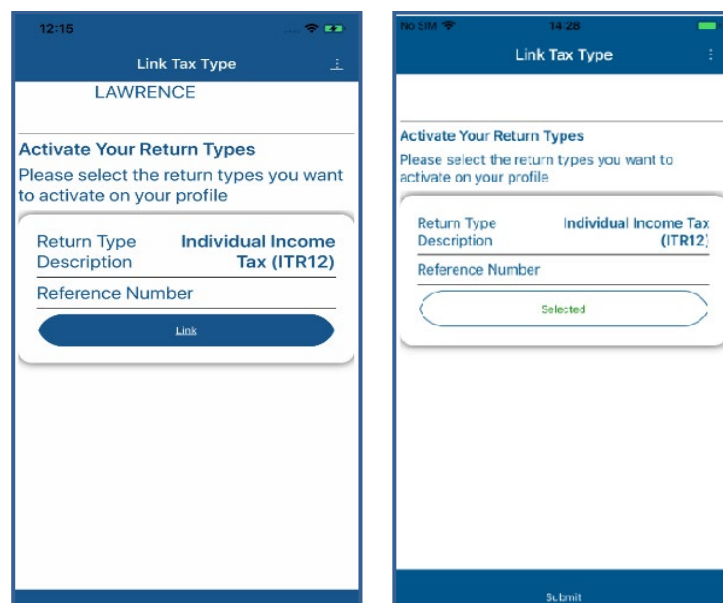


- Once noted and are in agreement with the SARS eFiling Terms and Conditions, tap on **I Accept**

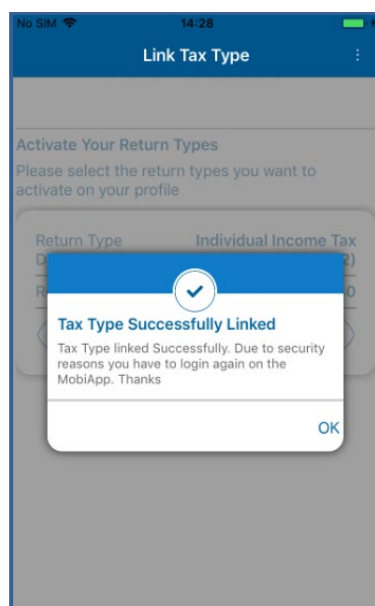


**Note that all new registrants will have their newly created PIT number displayed on the Link Tax type page.**

- You are now required to link your new PIT number to your eFiling profile. This is done by activating your Income Tax Return (ITR12) on your profile.
- Activate your Income Tax Return (ITR12) by tapping on **Link** on the **Link Tax Type Page**.



- Once you have been activated for the submission of the Individual Income Tax return (ITR12), tap on **Submit**



## 7 LOGIN AND AUTHENTICATION

### 7.1 FORGOT USERNAME

- If you have forgotten your username, tap on **Forgot Username**.
- This will display the **Forgot Username** Page.
- Complete the required details as requested on your device. Once completed,
  - Tap on **Continue**

- This will direct you to the **OTP Contact Details Page**. Select your preferred channel and tap on **Send OTP**. An OTP will be sent through to your selected channel.
- Your device will prompt you to complete the OTP sent through. Complete the OTP as requested and tap on **Submit**.

**Note the OTP expires after a set period. Tap on 'Resend' to resend the OTP, if the displayed time has expired.**

- Once completed, you will be presented with your username. Note the screen will prompt you to complete your new password. If you do not want to change your password, close the screen.
- If you want to change your password, complete your new password on the fields stipulated before tapping on **Submit**.

## 7.2 FORGOT PASSWORD

- If you have forgotten your password, tap on **Forgot Password**. This will display the **Forgot Password** page.
- Complete your username and tap on **Next**.
- This will direct you to the OTP Contact details page.
- Select your preferred channel and tap on **Send OTP**.


- An OTP will be sent through to your selected channel. Your device will request you to complete the OTP sent through to your preferred channel.
- Complete the OTP as required and tap on **Submit**.

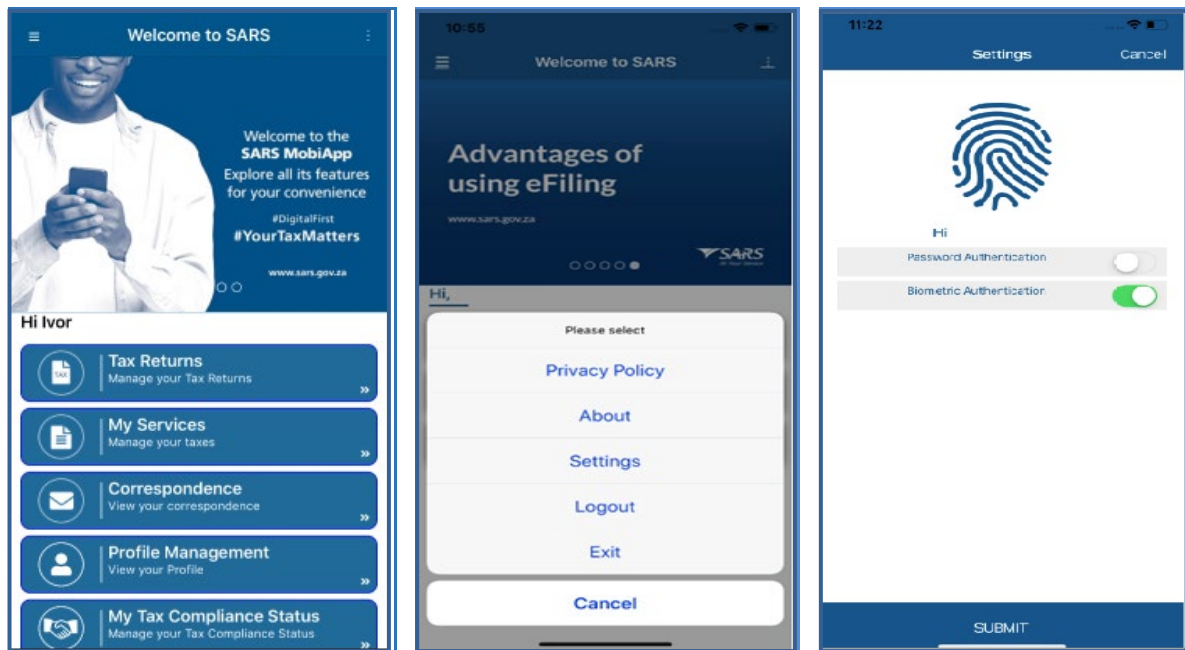
- Once completed, you will be presented with a screen to complete your new password. Complete your new password on the fields stipulated before tapping on **Submit**. Once submitted, you will receive a message indicating that your password has been successfully changed. Tap on **Ok**.

- For more details on how to reset your password, refer to the eFiling registration external guide available on the website or the registration video available on the SARS YouTube Channel.

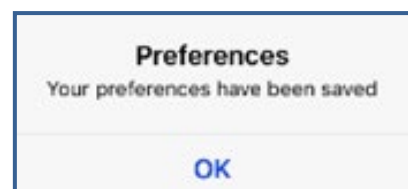
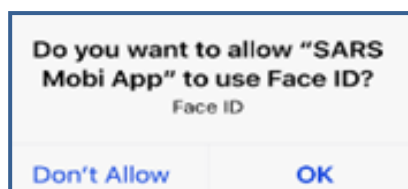
**Note and safe keep your password for future use.**

### 7.3 SETTING UP BIOMETRIC AUTHENTICATION

- This function will allow you to login on the SARS MobiApp by either using your Face ID or Fingerprint or Password.
- To set up Biometric authentication proceed as follows:
  - Login to your profile. Note that the Landing page will be displayed
  - Tap on the vertical ellipsis  displayed on the top right side of your device. This will list various service options.
  - Select the **Settings** service option.
- This will display the **Settings Page**



- If your Mobile device allows you to make a Biometric authentication, select '**Biometric Authentication.**'
  - Once selected, tap on **Submit**.
- If your phone has Face ID as part of its settings, you will be prompted to allow SARS MobiApp to use Face ID.
  - Tap on **Ok**



- The preferences will be saved on your device.
  - Tap on **Ok**

**Note that this function is dependent on the settings of your device. Ensure that you have enabled either fingerprint or Face ID as part of your device settings.**

## 7.4 LOGIN USING PASSWORDLESS AND TWO FACTOR AUTHENTICATION

- Your smart device can be used for authentication to access your eFiling profile. This can be either by two-factor authentication or by passwordless authentication.
  - Two-factor authentication implies that you will access your eFiling profile with your username and password. A push notification will be sent to your smart device.
  - Passwordless authentication implies that you will access your eFiling profile with your username. A push notification will be sent to your smart device.

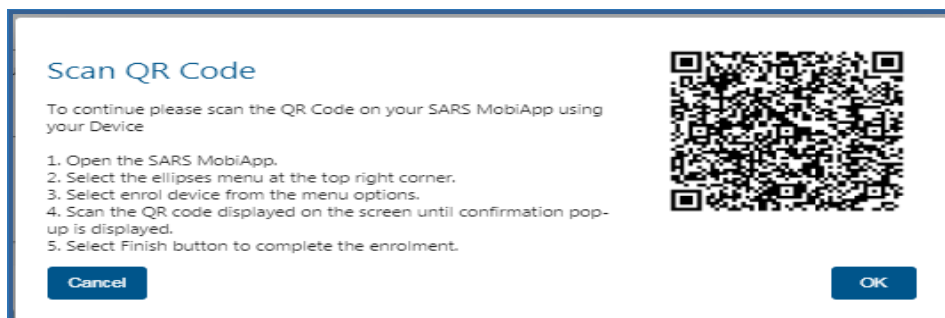
- **Note that to make use of these services, your smart device must:**

- Have the SARS MobiApp downloaded and installed
- Be enrolled as the primary device on your eFiling profile
- Be connected to Wi-Fi or internet data

- If your internet connection is interrupted, the following message may appear on your smart device: *"Please check your network connection, and try again"*
- The next section will describe how to enrol your device on eFiling.

### 7.4.1 ENROLLING YOUR SMART DEVICE

- The enrolment process for two-factor authentication or passwordless authentication is the same. Please note that you cannot enable two-factor and passwordless authentication at the same time.
  - To enable authentication using your smart device, follow the steps below:
    - Login to your eFiling profile
    - Click on **My Profile**
    - Click on **Profile and Preference Setting**
    - Scroll down and select either **Two-Factor Authentication** or **Passwordless Authentication**
    - Select **eFiling MobiApp Authentication**. The eFiling **Enrol Device** button will be displayed.
    - Click on the **Enrol Device** button. The scan QR Code pop-up message will be displayed with guiding steps.
    - Read and follow the steps as listed in the pop-up message.





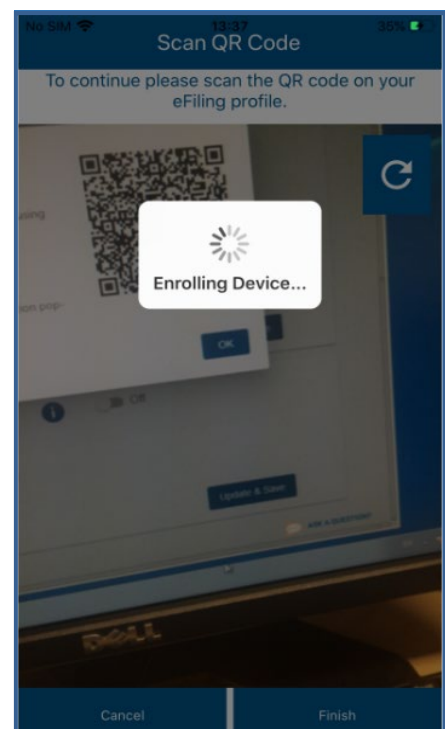
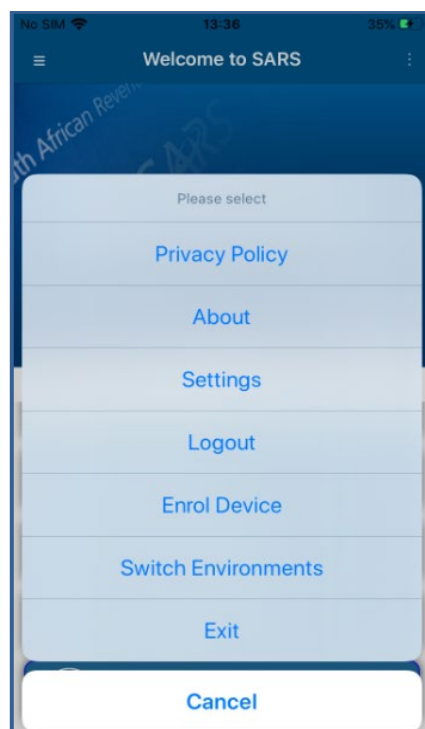
**Note that the “OK” button on this pop-up should only be selected after you have followed steps below to scan you QR Code.**

- **How to scan the QR Code from your smart device**

- Open the SARS MobiApp from your device
- On the landing page, select the ellipsis (in the top right corner of your screen) to display various menu options.



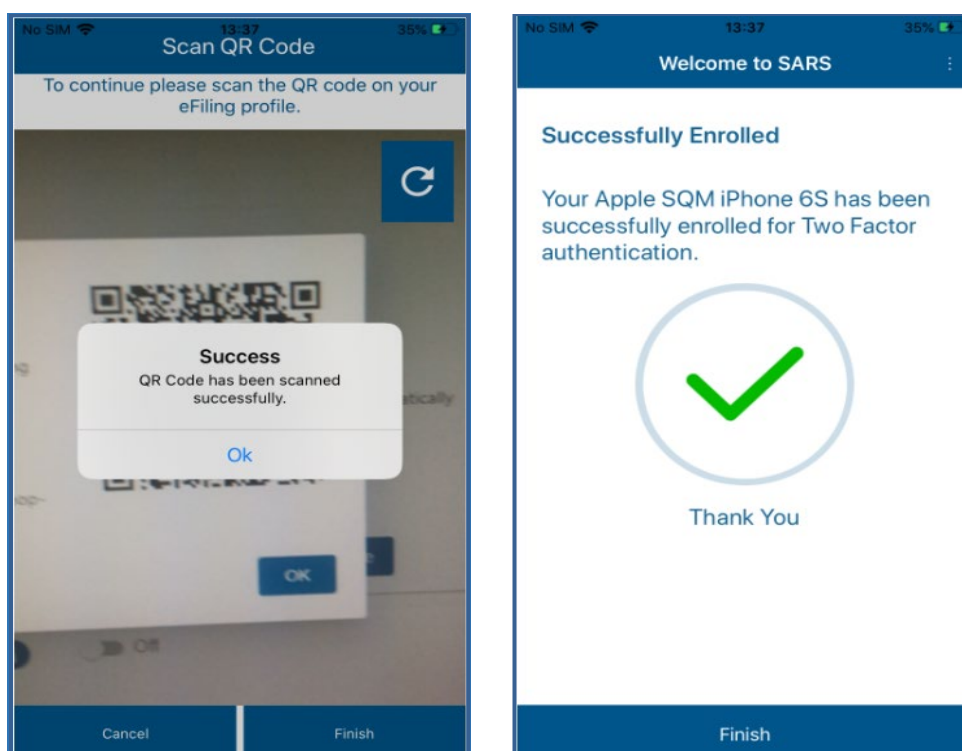
- Select **Enrol Device**. The **Scan QR Code** screen will be displayed with your device camera activated
- Scan the **QR code** by focusing your device's camera on the marked square of the pop-up message on your eFiling profile.





- A confirmation pop-up message will be displayed indicating that your device has been successfully enrolled.
- Click on **OK** on the message and on **Finish** at the bottom of the screen.

**NOTE: Do not close the QR Code on eFiling before completing the enrolment of your device.**



- Return to your eFiling profile and select **OK** on the pop-up message.
- You will be routed to an authorisation screen, where you will be prompted to select your preferred method of communication. The One-Time-Pin (OTP) will be delivered to your preferred method of communication to finalise your device enrolment process.

#### 7.4.2 LOGIN TO YOUR EFILING PROFILE USING PASSWORDLESS OR TWO FACTOR AUTHENTICATION

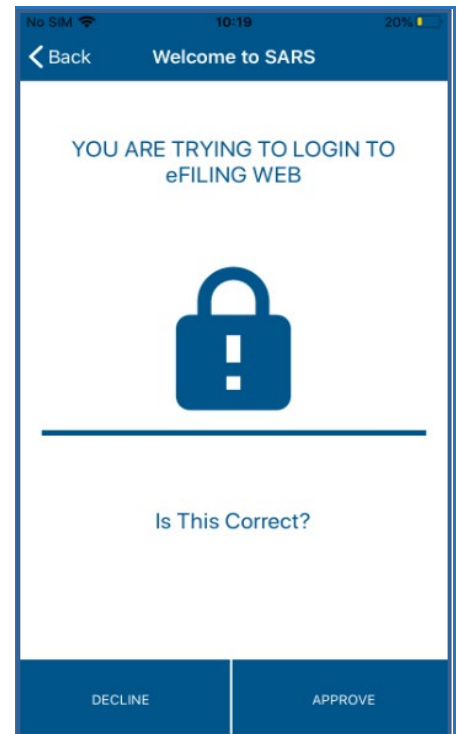
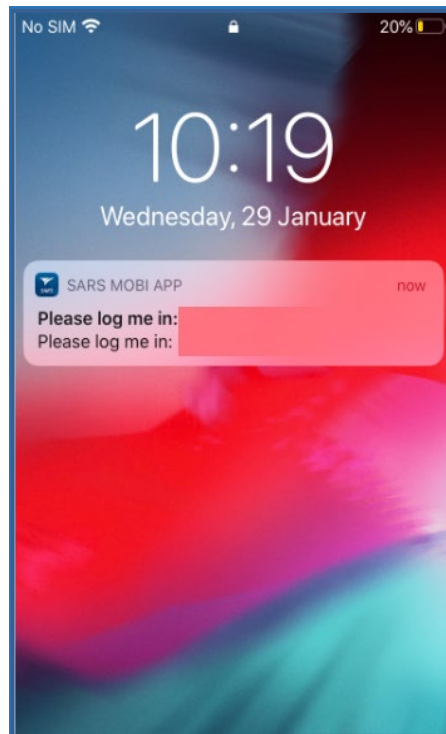
- To login to your eFiling profile via the SARS MobiApp, proceed as follows:

**Note: The smart device you intend to use for login authentication should have already been enrolled on your eFiling profile.**

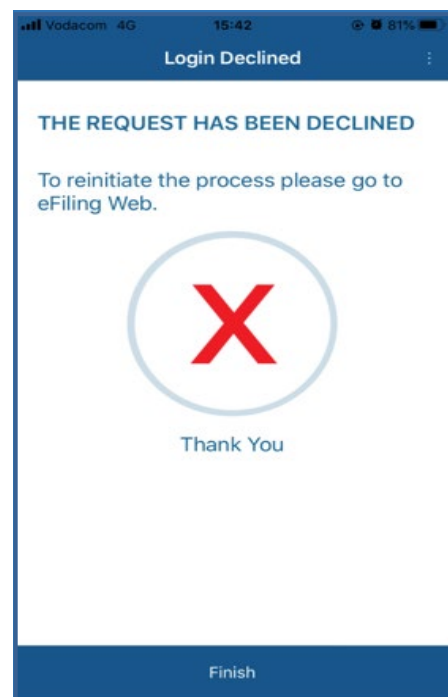
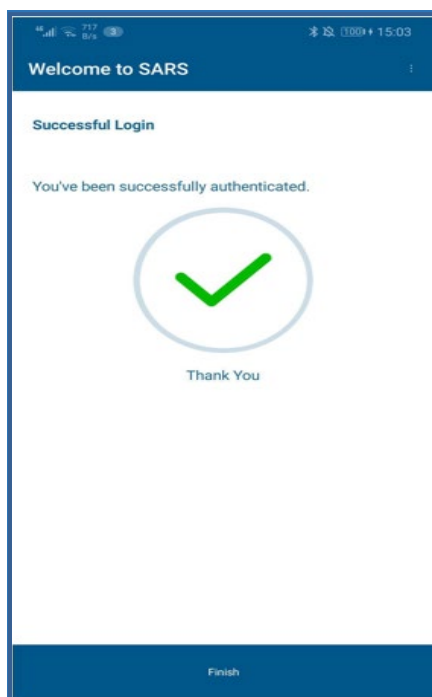
- Capture your username on your eFiling profile.
- The system will validate the type of authentication you have chosen, **Two-Factor Authentication** or **Passwordless Authentication**. (You will be required to capture your password if you chose Two-Factor Authentication.).

- A message will be sent to the device linked to your eFiling profile. The message will pop-up on your SARS MobiApp, indicating that you are trying to login to eFiling.

- Tap on the message; the **Welcome to SARS** screen will be displayed.
- Tap on **Approve** to validate that you are accessing your eFiling profile.
- Tap on **DECLINE** to decline access to your eFiling profile.

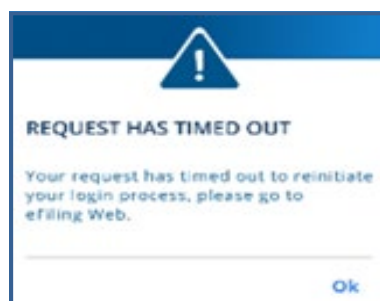


- The following screen options will be displayed on your smart device as per your option choice.



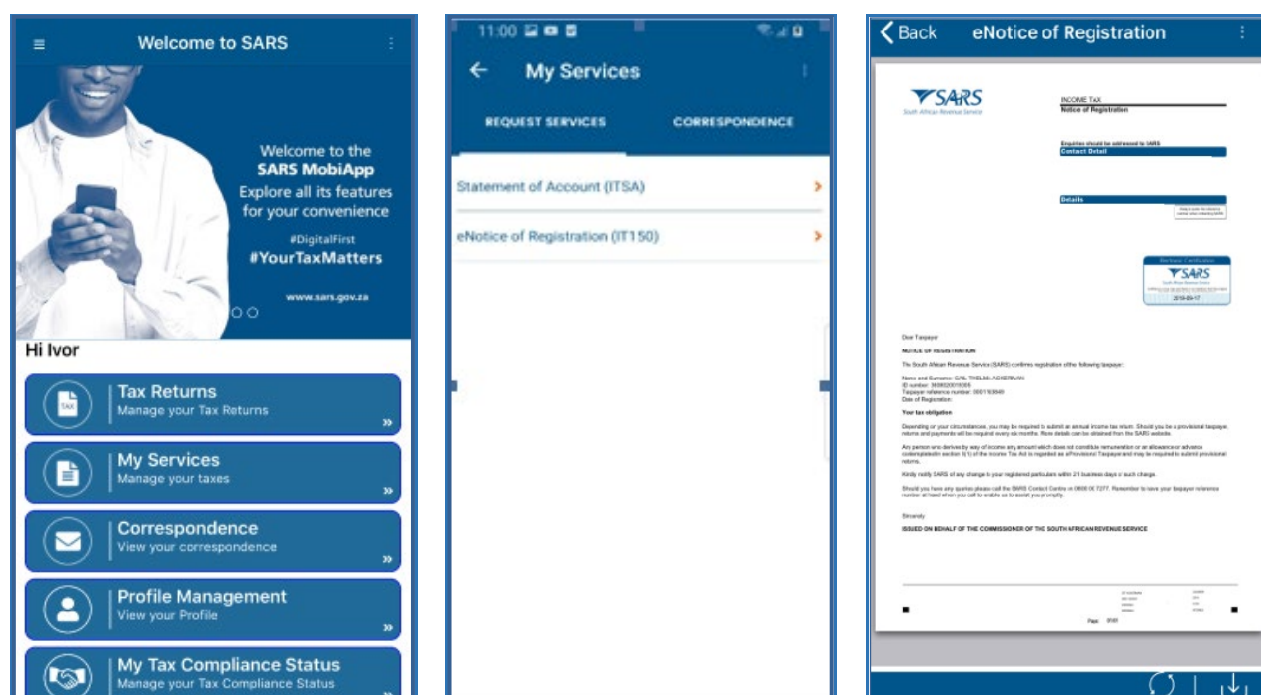
- To confirm your selection, tap on **Finish**.

- Where you have not responded to the request in time, the following pop-up screen will be displayed on your smart device.
- Take note of the message and tap on **OK**.

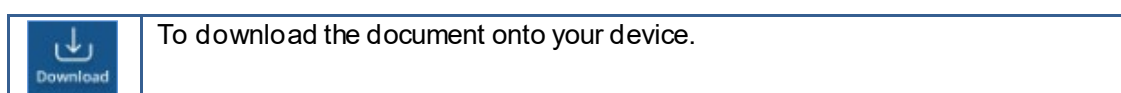


## 8 HOW TO REQUEST A NOTICE OF REGISTRATION

- On the **Landing** page tap on **My Services**. This will display the **My Services** page.
- Tap on the **Notice of Registration (IT150)** option.
- On the Notice of Registration, you will also be able to view your Tax Reference Number (TRN).



- Below the **Notice of Registration Page**, the following icon is displayed.



To download the document onto your device.

## 9 CROSS REFERENCES

DOCUMENT TITLE	APPLICABILITY
Comprehensive Guide to the ITR12 Return for Individuals – External Guide	All
How to eFile your Personal Income Tax Return – External Guide	All
How to Register for eFiling and Manage Your User Profile – External Guide	All
Book an appointment at a SARS Branch – External Guide	All
How to submit your Individual income Tax via the SARS MobiApp – External Guide	All
How to make payments to SARS via the SARS MobiApp – External Guide	All
Services offered via the SARS Mobi App – External Guide	All

## 10 ACRONYMS AND DEFINITIONS

AP	Admin Penalty(ies)
HYEF	Help-you-eFile
IT	Income Tax
ITR12	Personal Income Tax Return (for Individuals)
IT34/ ITA34	Notice of Assessment for Income Tax
IT150	Notice of Registration
ID	South African Identity Number (issued by the Department of Home Affairs)
MOBIAPP	SARS Mobile Application
PIT	Personal Income Tax
RFC	Request for Correction
SARS	South African Revenue Service
SMS	Short Message Service
SOA	Statement of Account
SOQS	SARS Online Query System (available on the SARS website)
TCS	Tax Compliance Status
TRN	Tax Reference Number

### DISCLAIMER

The information contained in this guide is intended as guidance only and is not considered to be a legal reference, nor is it a binding ruling. The information does not take the place of legislation and readers who are in doubt regarding any aspect of the information displayed in the guide should refer to the relevant legislation or seek a formal opinion from a suitably qualified individual.

#### For more information about the contents of this publication you may:

- Visit the SARS website at [www.sars.gov.za](http://www.sars.gov.za)
- Visit your nearest SARS branch by making an appointment on the SARS website
- Contact your own tax advisor/tax practitioner
- If calling from within South Africa, contact the SARS Contact Centre on 0800 00 SARS (7277)
- If calling from outside South Africa, contact the SARS Contact Centre on +27 11 602 2093 (only between 8am and 4pm South African time).