

Gauteng Central and South issues documented

1. The aggression of the Collections department towards the taxpayers was discussed. According to SARS all calls made to the taxpayer are recorded and are traceable on the SARS system by making use of the tax reference number. Please report these calls to SARS for further investigation.

SARS was once again requested to contact the tax practitioners rather than the taxpayer regarding outstanding issues as the tax practitioners have more detail regarding their tax affairs.

2. To update to the Eazyfile version 6.5 please download the full application.
3. One of the key focus areas for SARS is the quality of information as stipulated in the SARS Standard Operating Procedures. Please e-mail any discrepancies between the information supplied by the call centre and SARS officials to Skunene@sars.gov.za.
4. A dedicated team is allocated to the "pcc" mailbox. The tax practitioners are urged to use the pcc mailbox as the first line of entry or submission of documents and only to make appointments for tax issues. A case number is immediately created upon receipt of the e-mail. The turnaround time for the pcc mailbox is 21 days. Please keep in mind the size limit of the documents uploaded of 2MB. Use the pcc mailbox only once for each individual issue.
5. Any SARS issues relating to trusts must be submitted to SARS via the pcc mailbox.
6. Please ensure that all the supporting documentation is immediately uploaded for all the grounds of the objection when lodging a NOO.
7. SARS requests tax practitioners to utilise as much of the functions available on e-filing in order to assist with the bottleneck at appointments i.e. electronic application for TCC. SARS was congratulated on the new TCC system.
8. For all your questions regard the registering or changing your banking details please click here: <http://www.sars.gov.za/AllDocs/OpsDocs/Brochure/GEN-BR002%20-%20Changing%20Your%20Banking%20Details%20-%20External%20Brochure.pdf>
9. The inconsistency regarding the supporting documentation for medical expenses was discussed. Please ensure that as much as possible information is readily available to substantiate the medical expenses claimed for income tax purposes. Furthermore, SARS requests the tax practitioners to ensure that the medical deduction is not duplicated when completing the tax return for the individual.