

SARS CAPE TOWN STAKEHOLDER'S MEETING

4 JUNE 2014

BELVILLE

1. Appointments

Time period to obtain bookings is improving as the time taken to get an appointment has reduced from 3 weeks to 8 days. SARS are to be congratulated on this. Tax practitioners are advised to please remember to cancel appointments that they no longer need or can honour at least 1-2 days before the appointment to allow for other tax practitioners to utilise this time.

2. Pcc mailbox

SARS was congratulated on this mailbox as it appears to be working much better. The turnaround time is the standard 21 days, but currently SARS is answering queries within 10 – 15 days. Certain technical issues will require tax practitioners to go into the branch as this mailbox cannot deal with certain items. Clarity on what these items are was requested by SAIT.

3. NOO's and debt management

Concern was previously raised that NOO's were not taken into account by the debt management department of SARS. SARS informed us that the PIT and Trust NOO's are linked to debt management. Large debts will be escalated, but should you have any problems in this regard please contact SAIT so that we can escalate it with the appropriate person in SARS.

4. TCC certificates

In order to prevent TCCs being declined, tax payers and practitioners are urged to ensure that all registered particulars are updated on the SARS system so that verification of this data with 3rd party data does not result in a mismatch and therefore a TCC being declined. TCCs are still being denied because of long outstanding returns (eg. pre 1999). The onus of proof for this is on the taxpayer and if no documents are available, then an affidavit with as much information as is available should be presented to SARS.

To submit old returns, it was advised that a current year return (on e-filing) should be printed out. The year should then be manually crossed out and the appropriate year filled in. This return will be dealt with as a manual submission (it should NOT be filed on e-filing). The tax payer must then go into a SARS branch office and they will capture it as a MANUAL return. Head office must, however, confirm this treatment as the 2013/14 returns printed out are different to what was required in those years. Clarity on this must be obtained from Head Office.

5. Regions and branch managers

The Northern Cape (Kimberley, Upington) has been included in **Region 4**. They will report into Bloemfontein and then into Alberton.

PE has a new branch manager – Patience

Uitenhage also has a new branch manager – Duane (this office is no longer merely a satellite office)

Paarl - Idiona

MEMBERS ARE PLEASE ADVISED TO USE THE FOLLOWING INFORMATION ONLY FOR PROBLEMS THAT CANNOT BE RESOLVED DESPITE THE TAX PRACTITIONER HAVING FOLLOWED THE NORMAL DISPUTE RESOLUTION CHANNELS:

Cape Town – has a new branch manager (Mark Dirkse). Mark will accept calls on his cell (082 467 2387) ONLY if it relates to **an interaction** at the Cape Town branch and there is a service complaint in the branch itself. He can be emailed on mdirkse@sars.gov.za

Belville - manager is Jolin April (082 460 7454) japril@sars.gov.za

6. Single registration

Training on this matter is being done by Francois Engelbrecht.

7. Efiling and easyfile

If a person cannot register an employee:

- Go to Employer Admin
- Edit Employer
- Go to tax practitioner tab
- Delete tax practitioner details
- Update employer
- The tax practitioner details can be added once the new version is available.

Problems experienced with opening documents on efilings:

- Go to Control Panel
- Uninstall Adobe reader
- RESTART YOUR COMPUTER
- Go to Adobe.com and instal Adobe reader

8. SARS drop box

The SOP for dropping off documents at the branch requires a person to have a POA (ie. authentication is needed). The Pcc mailbox should **not** be used to submit documentation such as for accountant maintenance etc.

9. Certificate of residency

The process to obtain this certificate should take 21 business days. Should it take longer, SARS should be contacted.

10. VAT registrations

Previously this took 30 minutes at a branch before single registration, now a client's profile has to be 100% on the SARS system and this takes much longer. SARS has therefore extended the appointments for VAT registrations to 60-90mins appointments.

11. Bank statements

For proof of a bank account for foreign investments, it must be noted that a letter from the bank will only suffice if the bank account is a new account (only 1 month old). This letter must state the date that the account was opened. If the bank account is older than 1 month,

then 3 months bank statements must be provided (a letter from the bank will not be accepted).

12. PR #'s

Changes to tax practitioner PR #'s were explained, and it appears that old numbers can still be used until further notification.

13. Regional tax practitioner meetings

The tax practitioner and regional tax practitioner meetings will now be combined into 1 meeting as the same issues are discussed in both.