

Dear Stakeholder,

Kindly take note of the following important notice by SARS for your members:

Closing of the Supporting Documents Mailbox

This notice follows the direction provided by Strategic Objective No. 6, which states that, “SARS will modernize its systems to provide Digital and Streamlined services”.

In order to streamline the submission of supporting documents, taxpayers are advised to submit supporting documents via the SARS Online Query System (SOQS).

The “Supporting Documents” mailbox, SupportingDocs@sars.gov.za will be closed and an autoreply will be generated to advise taxpayers to make use of the SOQS to submit supporting documents. This email account will be closed completely.

In addition, the “PCC and Contact us” mailboxes will also generate an auto reply to guide taxpayers to make use of the SOQS, to submit supporting documents for cases which have not been resolved. **The “PCC and Contact us” email accounts will remain open.**