































































## SERVICE OFFERINGS PER CHANNEL FOR TAX PRACTITIONERS

Services	Tax Practitioner Unit*	Practitioner Contact Centre email	Contact Centre**	Branch	eFiling	Drop box at branches
Software /Systems Related						
All eFiling enquiries						
All e@syFile™ enquiries						
Resetting of eFiling passwords						
Registration Maintenance						
1st time registration (Income tax) * See exceptions below	 Only if the taxpayer accompanies the tax practitioner			 Only if the taxpayer accompanies the tax practitioner		
1st time registration (VAT) * See exceptions below						
1st time registration (PAYE) * See exceptions below						
Update of ID number / CC registration number	 Only if the taxpayer accompanies the tax practitioner			 Only if the taxpayer accompanies the tax practitioner		
VAT interview	 re-activation only					

Update of registered particulars				Possible but not the preferred channel		
De-registration						
Banking detail changes						
Banking detail verification						
Trustee / Director verification						
Merging of profiles for Single Registration						
Reprint of registration confirmation						
<b>Return Completion</b>						
Personal Income Tax Returns (ITR12)			Advisory			
Company Income Tax Returns (ITR14)			Advisory			
Income Tax Returns (ITR12T)			Advisory			
VAT 201			Advisory			
EMP 201 / EMP 501 / EMP 601			Advisory			
IRP 6			Advisory			

Tax Compliance Status (TCS) application			Advisory			
TCS collection			Advisory			
Tax Directive			Advisory			
Application for tax directive: Fixed percentage - IRP (3b)			Advisory			
Emigration Clearance			Advisory			
Foreign Investment			Advisory			
Request for Remission (PIT, CIT, VAT & PAYE)			Advisory			
Notice of Objection (PIT, CIT, VAT & PAYE)			Advisory			
Request for Correction			Advisory			
Notice of Appeal (PIT, CIT, VAT & PAYE)			Advisory			
ADR 1 (Trust and Donations)			Advisory			
ADR 2 (Trust and Donations)			Advisory			
Request for returns			Advisory			
Voluntary Disclosure Programme (VDP) - requests			Advisory			

Accounts						
	From 1999 to 2008 only	From 1999 to 2008 only	From 1999 to 2008 only	From 1999 to 2008 only	After 2008 only	
Request for Statements						
Re-allocations					Limited extent	
Request for waiving of penalties and interest						
Queries relating to refunds						
Offset of credits					Limited extent	
Debt Management						
Under R50 000 debt arrangements						
Request for Suspension of Obligation to Pay			Advisory			
Over R50 000 debt arrangements						
Request for debt equalisation						
Settlement offer						
Write Off						
Other						
VAT vendor search			Advisory			

Tax Practitioner verification			Advisory			
Supporting documentation upload			Advisory			
Reprint of Notice assessment			Advisory			
Payments	Only via eFiling, EFT or at a bank		Advisory	Only via eFiling, EFT or at a bank		
Tax Practitioner registration and verification			Advisory			
Transfer Duty submission			Advisory			
Transfer Duty payments			Advisory			
Advanced tax ruling						
<b>Audit</b>						
Submitting documents for Audit						
Enquiry as to the audit status						

\* Including Branch Tax Practitioner queues

\*\* Technical issues will be escalated to technical teams