SARS General Queries and Escalation Process

Free State and Northern Cape Branch Office Queries:

The <u>only</u> telephone number available to Tax Practitioners and Taxpayers is the National Contact Centre on 0800 00 72 77. If you want to send a written request, you may use the following mailboxes. Requests should contain the following information to ensure correct distribution: Tax number, name of client, tax period applicable and action required.

General Requests:

Practitioners: pcc.fs@sars.gov.za – please indicate the PR number otherwise the mail will not be attended to.

Taxpayers: Contact.central@sars.gov.za

<u>E-filing queries</u>: Ayanda Takela at <u>ayandat@sarsefiling.co.za</u>. Please make appointments via the above email address. For urgent cases – Tel: 0825243394.

Technical Queries: SARS Support@interfile.co.za.

- Tax types still awaiting authorization after the 48hour activation period,
- Errors when requesting for tax types (such as information miss-match),
- Errors when requesting returns,
- New registrations that have not been activated even after registration and copy of ID has been submitted,

Easyfile software:

Lucinda Radcliffe	EngagementBfn@sars.gov.za	051-506 3186
Manager - Tozie Mazitshana	tmazitshana@sars.gov.za	051-506 3252/5
Ayanda Takela	ayandat@sarsefiling.co.za.	082 524 3394

Appointments at Branch offices:

Bloemfontein	appointments.bloemfontein@sars.gov.za
Kroonstad	Niel Kotze Tel: 056 215 1141
Bethlehem	None available
Welkom	057-910 1313
Kimberley	appointments.kimberley@sars.gov.za
Upington	lkoba@sars.gov.za

Branch Complaints:

If these queries are not attended to within 21 working days you may follow the Escalation process. Each escalation should be finalized within 15 working days otherwise the Second and then Third level of escalation may be used.

First escalation: Applicable Division or Branch Manager as per list below.

Second escalation: Tsietsi Scheepers at tbscheepers@sars.gov.za

Third escalation: SARS Service Monitoring Offices at ssmo@sars.gov.za

New Registrations and Unprocessed Returns: Amanda Potgieter - Email: apotgieter@sars.gov.za - Tel: 051-506 3295.

Branch Managers:

Bloemfontein	Hannelie Lombaard	hlombaard@sars.gov.za	051-506 3247
Kroonstad	Sam Ndlebe	MNdlebe@sars.gov.za	056-215 1141
Bethlehem	Xoliswa Sikuza	xsikuza@sars.gov.za	058-307 7161
Welkom	Anthony Russon	arusson@sars.gov.za	057-910 1344
Kimberley	Obakeng Thwane	oithwane@sars.gov.za	053-802 6021
Upington	Obed Masemola	OMasemola@sars.gov.za	054 338 4500

Free State and Northern Cape Refund or Audit Queries and Complaints

The <u>only</u> telephone number available to Tax Practitioners and Taxpayers is the National Contact Centre on 0800 00 72 77. The call Centre will supply you with a call reference number. If the query is not attended to within 15 days, you may follow the Escalation Process by sending a mail may use the following mailboxes. Requests should contain the following information to ensure correct distribution: Tax number, name of client, tax period applicable and action required.

<u>IMPORTANT:</u> To enable you to escalate the matter you need to know for which "division" the case was allocated. The relevant "division" can be obtained from the Call Centre namely:

- Operations Audit division (Low risk)
- Assurance Audit division (Medium risk)
- Investigative Audit division (High risk)

First Escalations should be sent to the following email addresses. If no response were received within 15 working days, you may follow the **Second level of Escalation** by sending the Complaint to the relevant Manager. If no feedback was received from the Manager within 10 working days, you may escalate the complaint to the Third Level of Escalations.

Third Level of Escalation:

SSMO office at ssmo@sars.gov.za or Tel: 0866 121 216.

VAT REFUNDS: Note that this is for all offices in Free State and Northern Cape

1. VAT Operations Audit (Review of declaration)

First Level Escalation	Florence Motsoasele	MMotsoasele@sars.gov.za
Second Level Escalation	Mbonisi Pingo	MPingo@sars.gov.za

In some cases, after the "review of the declaration" (VAT Operations Audit) was completed, the system may then indicate the case for an Audit before it is re-routed to Account Maintenance. You will receive a letter via e-filing to indicate this.

VAT Assurance Audit (Audit by Enforcement Auditors)

First Level Escalation	Hannelie Witthuhn	hwitthuhn@sars.gov.za	Tel: 051 501 3109
Second Level Escalation	Fred Salimane	FSalimane@sars.gov.za	Tel: 051 501 3021

3. VAT Investigative Audit (Audit by Enforcement Auditors)

First Level Escalation	Hannelie Witthuhn	hwitthuhn@sars.gov.za	Tel: 051 501 3109
Second Level Escalation	Fred Salimane	FSalimane@sars.gov.za	Tel: 051 501 3021

4. **Account Maintenance** – After review or Audit was completed, a verification process will follow to verify other outstanding returns or taxes (before refund can be released)

First Level Escalation	Louise van der Merwe	Complaints.Bloemfontein.R@sars.gov.za
Second Level Escalation	Jenny Pretorius	jpretorius1@sars.gov.za

5. Disputes:

Forms to be used:

Individuals, Companies and Close	NOO [Notice of Objection] or NOA [Notice of Appeal]
Trusts:	ADR 1and/or 2 [Alternative Dispute Resolution] form.

5.1 NOO VAT Operations Audit

First Level Escalation	Florence Motsoasele	MMotsoasele@sars.gov.za
Second Level Escalation	Mbonisi Pingo	MPingo@sars.gov.za

5.2 NOO VAT Assurance Audit

First Level Escalation	Lungiswa Mvusi	LMvusi@sars.gov.za	Tel: 051 501 3104
Second Level Escalation	Fred Salimane	FSalimane@sars.gov.za	Tel: 051 501 3021

5.3 NOO VAT Investigative Audit

First Level Escalation	Lungiswa Mvusi	LMvusi@sars.gov.za	Tel: 051 501 3104
Second Level Escalation	Fred Salimane	FSalimane@sars.gov.za	Tel: 051 501 3021

PERSONAL INCOME TAX REFUNDS (PIT):

1. PIT Operations Audit

First Level Escalation	Louise van der Merwe	Complaints.Bloemfontein.R@sars.gov.za
Second Level Escalation	Jenny Pretorius	jpretorius1@sars.gov.za

In some cases, after the PIT Operations Audit was completed, the system may then indicate the case for an Audit before it is re-routed to Account Maintenance. You will receive a letter via e-filing to indicate this.

2. PIT Assurance Audit (Audit by Enforcement Auditors)

First Level Escalation	Hannelie Witthuhn	hwitthuhn@sars.gov.za	Tel: 051 501 3109
Second Level Escalation	Fred Salimane	FSalimane@sars.gov.za	Tel: 051 501 3021

3. PIT Investigative Audit (Audit by Enforcement Auditors)

First Level Escalation	Hannelie Witthuhn	hwitthuhn@sars.gov.za	Tel: 051 501 3109
Second Level Escalation	Fred Salimane	FSalimane@sars.gov.za	Tel: 051 501 3021

4. Disputes

Forms to be used:

Individuals:	NOO [Notice of Objection] or NOA [Notice of Appeal]
Trusts:	ADR 1and/or 2 [Alternative Dispute Resolution] form.

4.1. NOO - PIT Operations Audit

First Level Escalation	Louise van der Merwe	Complaints.Bloemfontein.R@sars.gov.za
Second Level Escalation	Jenny Pretorius	jpretorius1@sars.gov.za

4.2 NOO - PIT Assurance Audit

First Level Escalation	Lungiswa Mvusi	LMvusi@sars.gov.za	Tel: 051 501 3104
Second Level Escalation	Fred Salimane	FSalimane@sars.gov.za	Tel: 051 501 3021

4.3 NOO - PIT Investigative Audit

First Level Escalation	Lungiswa Mvusi	LMvusi@sars.gov.za	Tel: 051 501 3104
Second Level Escalation	Fred Salimane	FSalimane@sars.gov.za	Tel: 051 501 3021

COMPANY INCOME TAX REFUNDS (CIT)

1. CIT Operations Audit

First Level Escalation	Hilda Ackerman	hackerman@sars.gov.za
or	Kennith Mkenku	kmkenku@sars.gov.za
Second Level Escalation	Ada Olwage	aolwage@sars.gov.za

2. CIT Assurance Audit (Audit by Enforcement Auditors)

First Level Escalation	Hannelie Witthuhn	hwitthuhn@sars.gov.za	Tel: 051 501 3109
Second Level Escalation	Fred Salimane	FSalimane@sars.gov.za	Tel: 051 501 3021

3. **CIT Investigative Audit** (Audit by Enforcement Auditors)

First Level Escalation	Hannelie Witthuhn	hwitthuhn@sars.gov.za	Tel: 051 501 3109
Second Level Escalation	Fred Salimane	FSalimane@sars.gov.za	Tel; 051 501 3021

4. Disputes

Forms to be used:

Companies and Close Corporations:	NOO [Notice of Objection] or NOA [Notice of Appeal]
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4.1. NOO - CIT Operations Audit

First Level Escalation	Louise van der Merwe	Complaints.Bloemfontein.R@sars.gov.za
Second Level Escalation	Jenny Pretorius	jpretorius1@sars.gov.za

4.2 NOO - CIT Assurance Audit

First Level Escalation	Lungiswa Mvusi	LMvusi@sars.gov.za	Tel: 051 501 3104
Second Level Escalation	Fred Salimane	FSalimane@sars.gov.za	Tel: 051 501 3021

4.3 NOO - CIT Investigative Audit

First Level Escalation	Lungiswa Mvusi	LMvusi@sars.gov.za	Tel: 051 501 3104
Second Level Escalation	Fred Salimane	FSalimane@sars.gov.za	Tel: 051 501 3021

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