

EXTERNAL GUIDE

HOW TO MAKE PAYMENTS TO SARS VIA THE SARS MOBIAPP

REVISION HISTORY TABLE

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1 PURPOSE

- The purpose of this guide is to describe how to make payments related to your Income tax via the SARS MobiApp.
- This guide in its design, development, implementation, and review phases is guided and underpinned by the SARS Strategic Plan 2020/21 - 2024/25 and the applicable legislation. Should any aspect of this guide conflict with the applicable legislation the legislation will take precedence.

2 INTRODUCTION

- Payments made towards your income tax debt, forms part of the responsibilities of the taxpayer, in accordance with the Income Tax Act No. 58 of 1962. To avoid penalties and interest, taxpayers are requested to make the necessary payments on time. The SARS MobiApp is one of the digital platforms that not only allows the taxpayer to make payments but to view their debt owed to them by SARS. Taxpayers can then reduce/pay the debt by making a payment directly o SARS. They can make these payments whenever and wherever by making use of their smart device.
- Additionally, where the taxpayer is not currently able to pay his/her tax debt, he/she can contact SARS or make a payment arrangement via the SARS MobiApp. In certain circumstances SARS may reach an agreement with the taxpayer to defer their tax debt, negotiate with SARS to make a payment later or in installments. This guide will describe how taxpayers /tax practitioners can use their smart devices and install the SARS MobiApp for the use of making payments towards their income tax debt to SARS.

3 PREREQUISITES FOR USING THE SARS MOBIAPP

- Note the following for effective use of the SARS mobile application:
 - You must be a registered SARS income taxpayer who is liable for the submission of an Income Tax (ITR12) return
 - For more information on how to register for personal income tax, refer to the following external guide.
 - IT-AE-46-G01 - How to submit your Individual Income Tax return via the SARS MobiApp - External Guide
 - You must be registered for the use of eFiling or the SARS MobiApp.
 - For more information refer to the following guide:
 - IT-AE-46-G01 - How to submit your Individual Income Tax return via the SARS MobiApp - External Guide
 - You must have downloaded the SARS MobiApp on your smart device.
 - Ensure that your downloaded SARS MobiApp is always up to date.
 - Ensure your device has the latest Operating System Software.
 - When using the application, your device must have data or connected to a functioning Wi-Fi system.
 - You must have the correct username and password to be able to transact on the SARS Mobile Application.

4 DOWNLOADING THE SARS MOBIAPP

- You can easily install the SARS MobiApp from the App Store, Google Play Store, or the Huawei App Gallery.

- The following are the operating systems versions required for your smart phone/device to enable the downloading of the SARS MobiApp:
 - Android – Version 5.0 or Higher
 - iOS – Version 10 or Higher



- To Download:
 - Tap on the Google Play Store/Huawei App Gallery/Apple App Store to open the store
 - Type **"SARS MobiApp"** into the Search box displayed. Once the SARS MobiApp appears as part of the search results, download the Application to your device.
 - Download and install the App as per requirements of your device. When the installation is complete, the **SARS MobiApp** icon will be displayed on your mobile device home screen.



5 HOW TO KNOW YOUR DEBT OWED TO SARS

- Payment via the SARS MobiApp can be made via your issued Statement of Account or Notice of Assessment (ITA34).
- The principle of making a payment to SARS is the same on both accounts, however, note the following:
 - When making a payment from your Statement of Account (SOA) you may pay an amount determined by you to SARS.
 - When making a payment from your Notice of Assessment (ITA34) you must pay the full amount due by you to SARS.

Consult the result icons displayed on your device to establish the status of the payment.

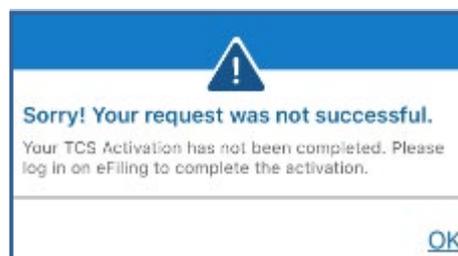
- Taxpayers can also become aware of their debt via their Tax Compliance Status (TCS). Section 5.1 will unpack this further

5.1 TAX COMPLIANCE STATUS (TCS)

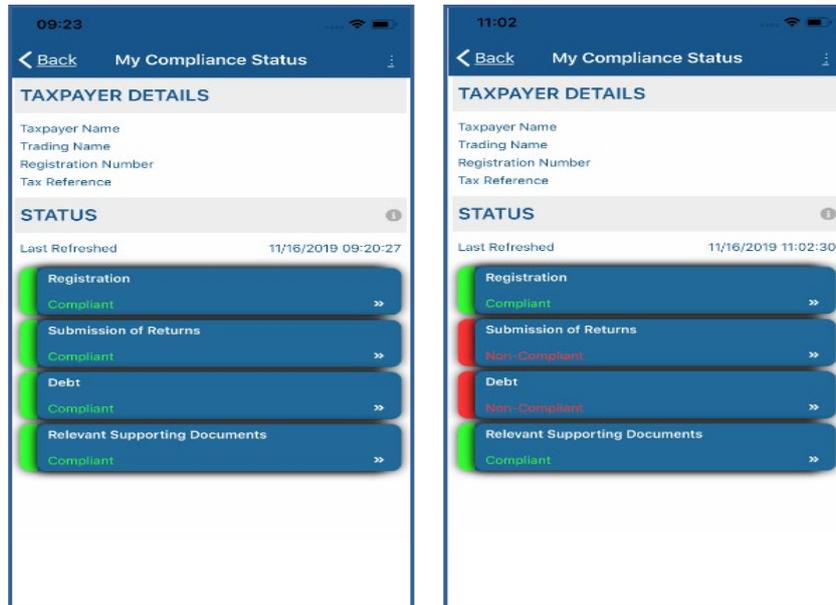
- Taxpayers and tax practitioners can view their tax compliance status via the SARS MobiApp.
- To do this proceed by,
 - If you are logged in,
 - Tap on the **"My Tax Compliance Status"** displayed on your **Landing Page**.
 -  Tab
 - Alternatively, if you are not logged in,
 - Select the **"Tax Compliance Status Request"** icon displayed on the **Home Page**.
 - This will open the **Tax Compliance Status Page**.
 - Select **My Compliance Profile**

- Note the following:
 - **Tax Compliance Status Request** service can also be selected if logged in via the hamburger menu option 
 - To use this service, you must be activated for Tax Compliance Status (TCS) on eFiling.

- Where the taxpayer is not activated for TCS the following error message will be displayed on your device.



- The following compliance status can be viewed on the SARS MobiApp.
 - Registration
 - Submission of Returns
 - Debt
 - Relevant Supporting documents.

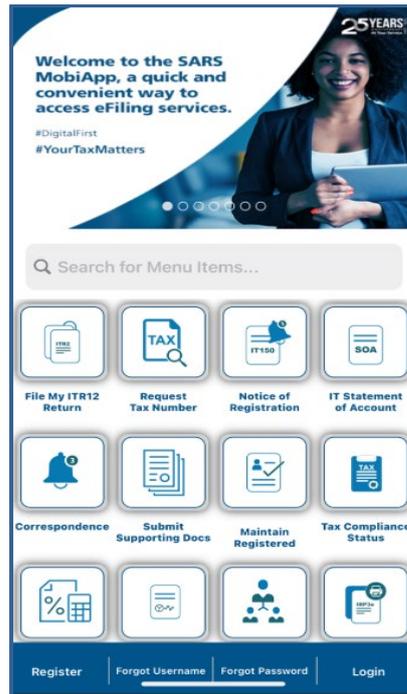


- The compliance status of each compliance description will be displayed on each tab. The assorted colours are indicative of the following
 - Green – Indicates that the taxpayer is compliant
 - Red – Indicates that the taxpayer is non-compliant
- To view your tax compliance, tap on the applicable button.

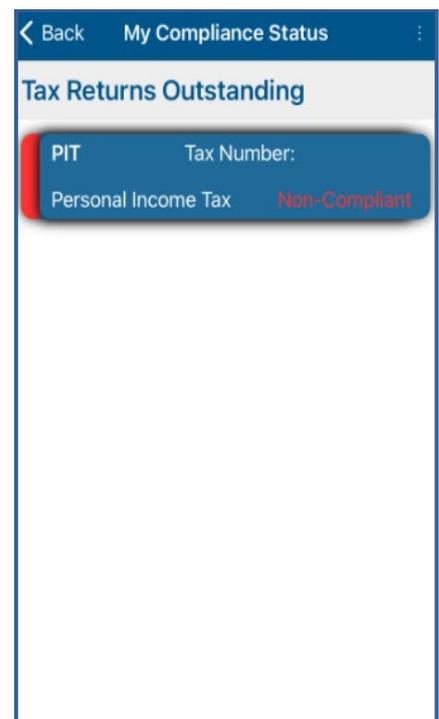
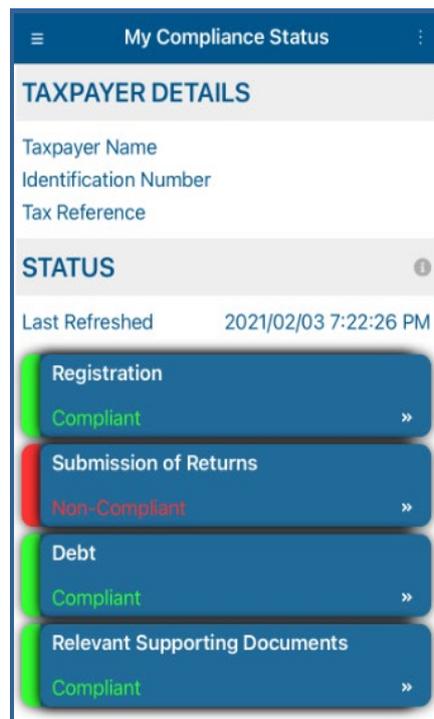
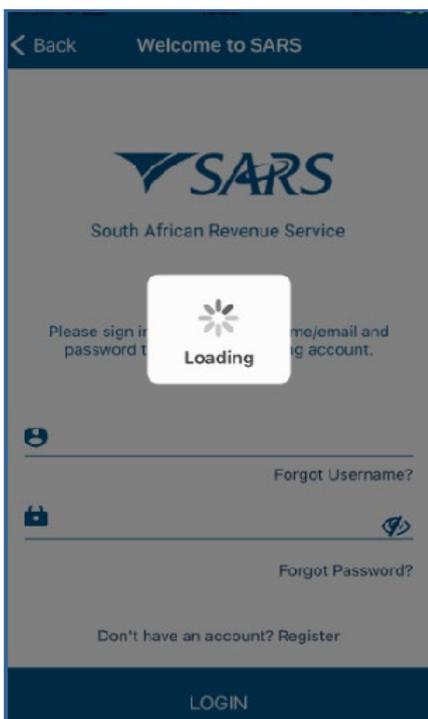
Note that this service is interrelated to eFiling. This implies that as soon as one of the statuses have been updated on eFiling, your compliance status will be updated across all channels.

- You can also use the **Home Page** to access your tax compliance
- To access your TCS via the **Home** page proceed as follows.

- Tap on **My Tax Compliance** icon



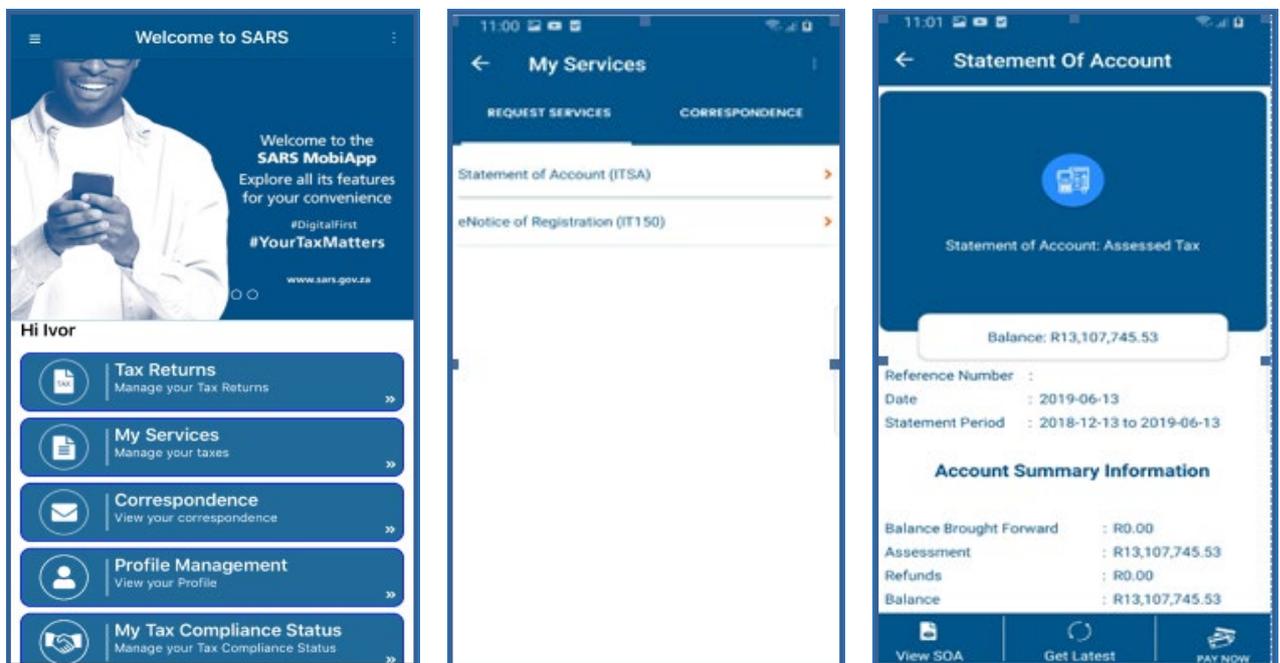
- Tap on “My Compliance Profile” icon to view your tax compliance status.
 - You will be directed to the **Tax Compliance Status Page**
 - This page will list “My Compliance Profile” and “Tax Compliance Status Request”
 - Tap on **My Compliance Profile**
 - The **Login** page for authentication purposes will be displayed.
 - Complete your username and password and login
 - Once logged in, you will be able to access your compliance status.



5.2 STATEMENT OF ACCOUNT (SOA)

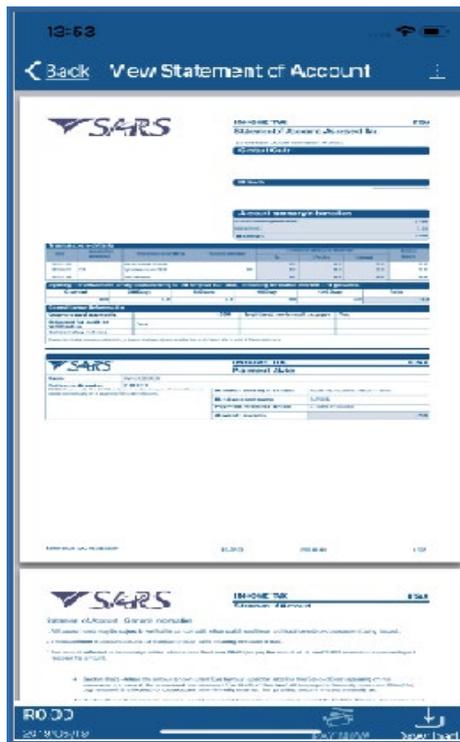
- Once logged in, on the **Landing Page**
 - Tap on **My Services**
 - This will display the **My Services Page**
 - Tap on the Statement of Account (ITSA) option.
 - The **Statement of Account** page will be displayed

- On the **Landing Page**
 - Tap on **My Services**
 - This will display the **My Services Page**
 - To access the **Notice of Registration (IT150)**, tap on the Notice of Registration (IT150) option.
 - The **Notice of Registration (IT150)** page will be displayed



- Below are service options displayed and their use on the **Statement of Account Page**

	This will allow you to view the Statement of Account and further give you the option to download the document.
	This will allow you to get the latest version of your Statement of Account .
	This will allow you to pay the balance of your account.

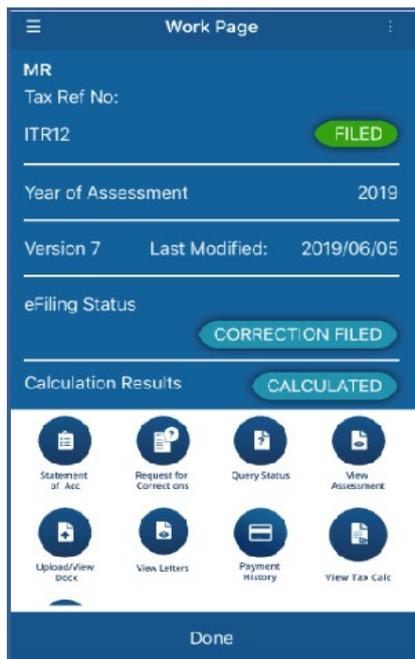


- Below are the following service options which are displayed on the “**View Statement of Account**” and the “**Notice of registration**” page and their use.

	To download the document onto your device.
	To route you to the payment page.
	To route you back to the previous page.
	To display the SARS service options.

5.3 INCOME TAX ASSESSMENT (ITA34)

- To view your Income tax assessment after you have successfully filed your return
- Once logged in, navigate to your “**Work Page**”
 - Tap on “**Tax Returns**”
 - On the Work page, tap on “**View Assessment**” icon  View Assessment
 - Alternatively you can tap on “**My Correspondence**” and select the applicable Income Tax assessment (ITA34).
- This will display the **Notice of Assessment (ITA34)** page.
 - Tap on the selected Original Assessment to view your notice of assessment.



- Below are service options displayed and their use on the **Notice of Assessment (ITA34) Page**

	<p>This will allow you to view the Notice of Assessment (ITA34) and further give you the option to download the document.</p>
	<p>This will allow you to pay the balance of your account.</p>

6 HOW TO MAKE PAYMENT ARRANGEMENTS OF YOUR DEBT WITH SARS

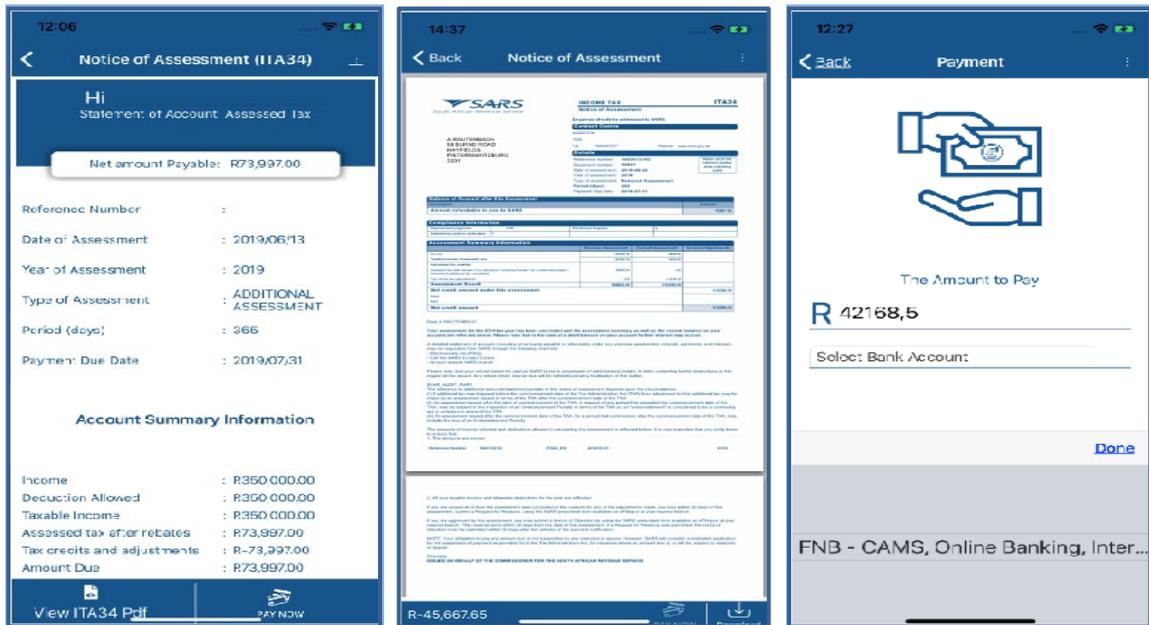
- Payment arrangement request functionality on the SARS MobiApp is only for Personal Income Tax (PIT) debt. On how to make payment arrangements of your debts, refer to the following guide: **GEN-DC-20-G04 - Deferral of Payment Arrangements on SARS MOBIAPP - External Guide**

7 METHODS OF MAKING PAYMENTS TO SARS

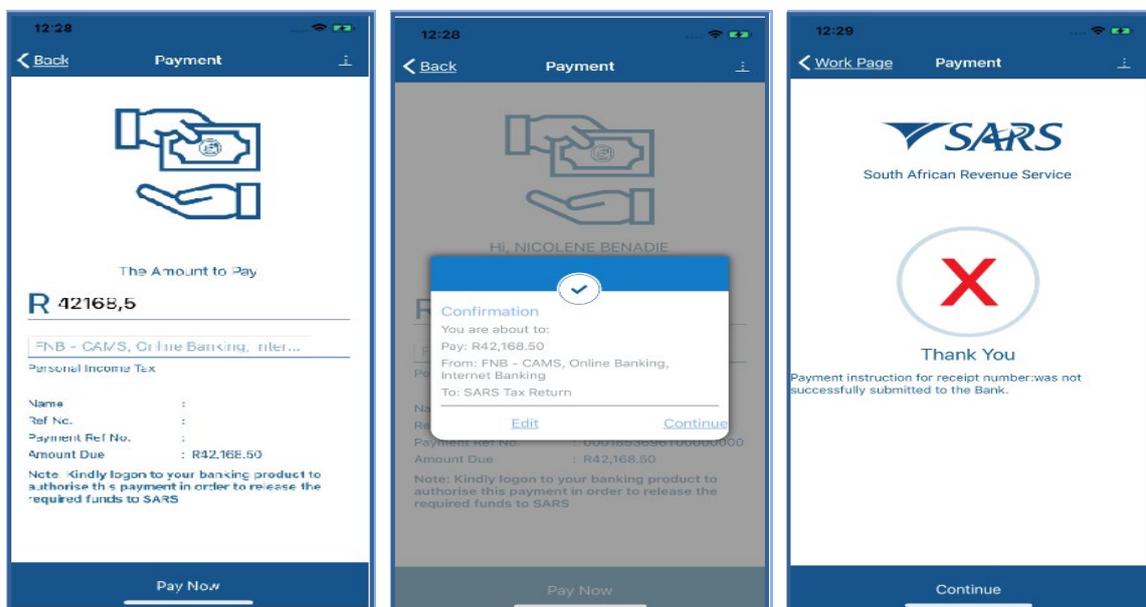
7.1 MAKE PAYMENT VIA THE ISSUED SOA OR ITA34

- Note that when making a payment via your *Statement of Account* or your *Notice of Assessment (ITA34)*. The principle of making payment to SARS is the same on both accounts, however, note the following:
 - When making payment from your *Statement of Account (SOA)* you may pay an amount determined by you to SARS.
 - When making a payment from your *Notice of Assessment (ITA34)* you must pay the full amount due by you to SARS.

- For demonstration purposes an example will be made in terms of making a payment via your *Notice of Assessment (ITA34)*.
- On the **Notice of Assessment (ITA34)** page,
 - Tap on **Pay Now** 
- The **Payment** page will be displayed. Select your Bank and tap on **Done**.



- The **Payment** page will display your details and the payment that is due.
 - Tap on **Pay Now**.
- Note the confirmation and tap on **Continue**.

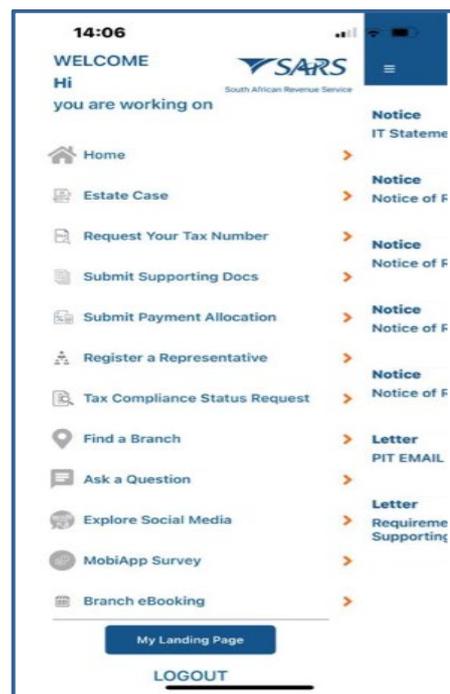


- The result icons displayed on your device are indicative of the following:

	This indicates that the payment was not successful.
	This indicates that the payment was made but is awaiting authorisation from your bank.
	This indicates that the payment was successful.

8 HOW TO REQUEST SARS TO ALLOCATE YOUR CREDITS

- On the **Home Page** (pre-login),
 - Tap on the **Submit Payment Allocation** icon
- On the **Landing Page** (post login),
 - Tap on the hamburger menu option  and select **Submit Payment Allocation**.



- The SARS Online Query System Page will be displayed. Complete the form with the necessary mandatory fields and upload the supporting document required.
- Ensure that your documents are within the limits prescribed by SARS.

Done AA ↺

SARS Query
South African Revenue Service
System

Query Type:
Account Query

Category:
Payment Allocation

Title:
Ms

Initials:
LJ

Name:

⏪ ⏩ 📄 🔄

SARS Query
South African Revenue Service
System

Name:

Surname:

Trading Name:

E-Mail:

Mobile:

Telephone:

SARS Query
South African Revenue Service
System

Tax Type:
Income Tax

Tax No.:

Notes:
Testing bubble design preproduction

Submit Documents (2) Reset

Documents for Submission

Document

Photo Library
Take Photo
Browse

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Notes:
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Submit Documents (2) Reset

Documents for Submission

Document

eNotice of Registration.pdf

Close Upload Tips

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Notes:
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Submit Documents (2) Reset

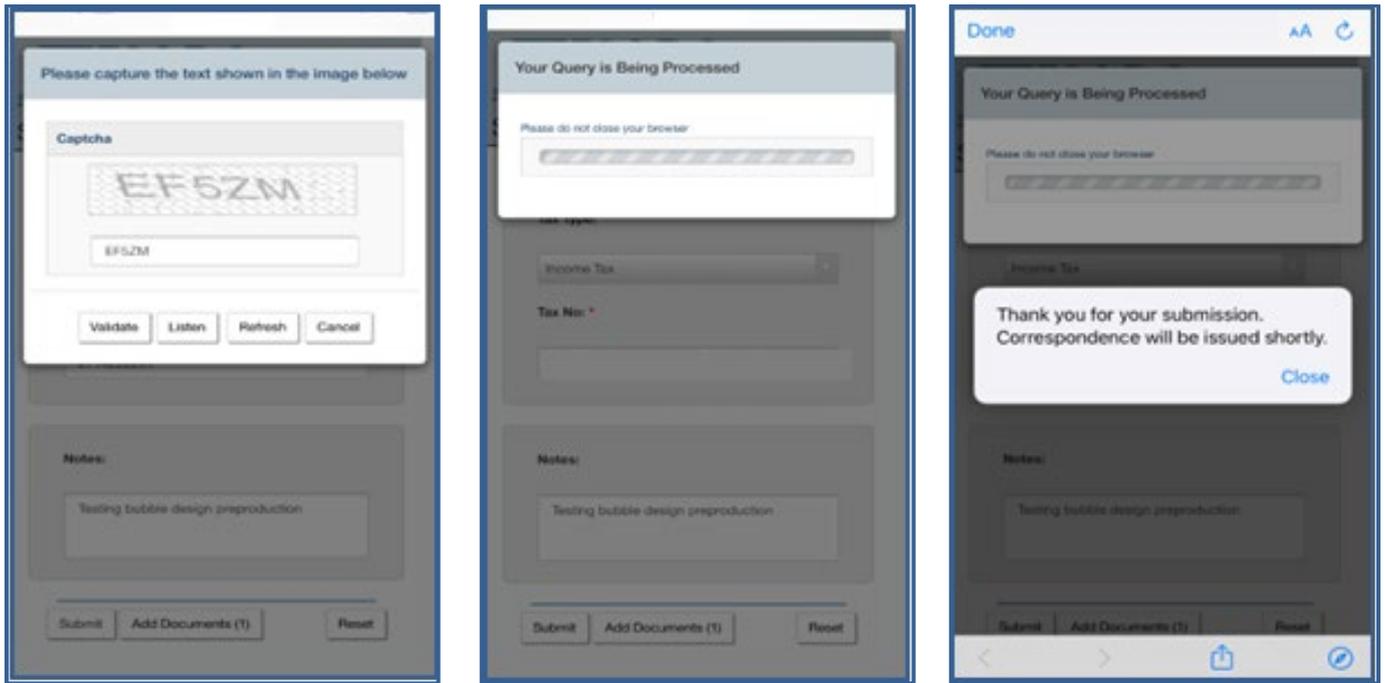
SARS Query
South African Revenue Service
System

Tax Type:
Income Tax

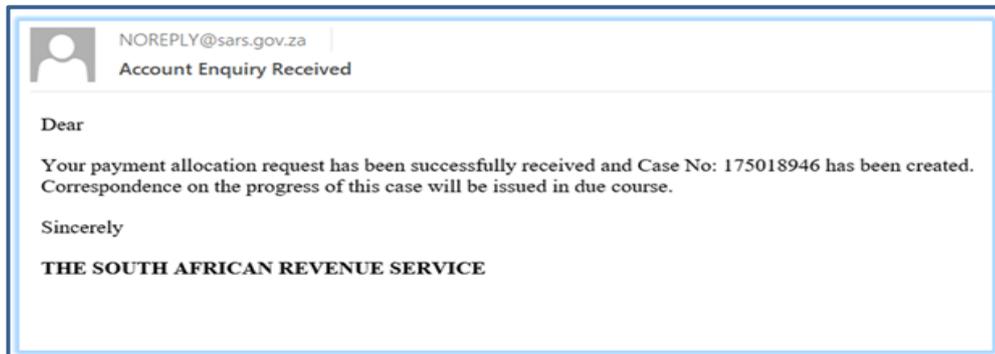
Tax No.:

Notes:
Testing

Submit Add Documents (1) Reset



- Notification will be sent to the taxpayer via their preferred method of communication once successfully submitted.



9 CROSS REFERENCES

DOCUMENT TITLE	APPLICABILITY
Comprehensive Guide to the ITR12 Return for Individuals – External Guide	All
How to eFile your Personal Income Tax Return – External Guide	All
How to Register for eFiling and Manage Your User Profile – External Guide	All
Book an appointment at a SARS Branch – External Guide	All
Deferral of Payment Arrangements on SARS MOBIAPP – External Guide	All
How to submit your individual income tax via the SARS MobiApp – External Guide	All
How to register for the use of the SARS MobiApp – External Guide	All
Services offered via the SARS Mobi App – External Guide	All

10 ACRONYMS AND DEFINITIONS

AP	Admin Penalty(ies)
HYEF	Help-you-eFile
IT	Income Tax
ITR12	Personal Income Tax Return (for Individuals)
IT34/ ITA34	Notice of Assessment for Income Tax
IT150	Notice of Registration
ID	South African Identity Number (issued by the Department of Home Affairs)
MOBIAPP	SARS Mobile Application
PIT	Personal Income Tax
RFC	Request for Correction
SARS	South African Revenue Service
SMS	Short Message Service
SOA	Statement of Account
SOQS	SARS Online Query System (available on the SARS website)
TCS	Tax Compliance Status
TRN	Tax Reference Number

DISCLAIMER

The information contained in this guide is intended as guidance only and is not considered to be a legal reference, nor is it a binding ruling. The information does not take the place of legislation and readers who are in doubt regarding any aspect of the information displayed in the guide should refer to the relevant legislation or seek a formal opinion from a suitably qualified individual.

For more information about the contents of this publication you may:

- Visit the SARS website at www.sars.gov.za
- Visit your nearest SARS branch, by making an appointment on the SARS website
- Contact your own tax advisor/tax practitioner
- If calling from within South Africa, contact the SARS Contact Centre on 0800 00 SARS (7277)
- If calling from outside South Africa, contact the SARS Contact Centre on +27 11 602 2093 (only between 8am and 4pm South African time).