EZAKAMUVA NGESIKHATHI SENTELA 2019

PRETORIA, ngoLwesibili, 30 kuNtulikazi 2019 - Kuze kube manje, indlela abantu baseNingizimu Afrika abemukele ngayo indaba yokubuyiswa kwamaphepha entela inhle kakhulu, nakhu bangaphezulu kuka-6 million abantu abangene ku-inthanethi, kufakwe izicelo eziyi-1.3 million zamaphepha okubuyisa intela, kwathunyelwa amaphepha okubuyisa intela angaphezulu kuka-1 million, okungukuthi ayi-900 000 awo awesikhathi sentela sonyaka wezi-2019.

Mhla zingama-29 kuNtulikazi 2019, abakwa-SARS bese bekhokhe imali engu-R5.5 billion, esikhathini esiyizinsuku eziyi-7 sokubuyisa izimpendulo kubakhokhintela abebengahlonzelwanga ukucwaningwa kwamabhuku, kanye nezinsuku ezingama-21 kulabo abebehlonzelwe ukucwaningwa kwamabhuku.

Abakwa-SARS bafisa ukugcizelela ukuthi ngenkathi sivula isiKhathi seNtela mhla lu-1 kuNtulikazi 2019, kulabo abasebenzisa i-inthanethi ngokusebenzisa izithangami ezifana ne-eFiling ne-Mobile Application, sasihlose ukwenza izinto zibe lula kubakhokhintela.

Emizamweni yethu yokuqinisekisa ukusebenza okungenazihibe, sibe sigcina imigomo yokuphepha ezinkundleni zokuxhumana kanjalo nokuhambisana nezobuchwepheshe, kwethulwa izinguquko eziningi kulesi sikhathi sokubuyiswa kwentela ukuze kube lula kubakhokhintela. Lokhu kubandakanya lokhu okulandelayo:

- Izimiso ezintsha zokuphepha:
    - Ukusetshenziswa kwe-*one time pin* ukuqinisekisa ukuphepha uma ungena ku-inthanethi.
    - Ukulungisa iphrofayeli yomsebenzisi kanjalo nephothifoliyo.
    - Imibuzo yokuphepha esungulwe ngemininingo eyaziwayo yekhasimende.
- Ukusetshenziswa kweziphequluli ze-inthanethi ezesekiwe, ezifana ne-*Google Chrome* kanjalo nokuyekiswa kweziphequluli ezingesekiwe ezifana ne-*Internet Explorer*.
- Ukwethulwa kobuchwepheshe be-*HTML5*:
    - Ukungena endaweni yobuchwepheshe be-*ADOBE* obungasasebenzi esikhathini samanje, iziphequluli eziningi ezibuyekisayo.
    - Yenzelwe amakhasimende angaboni kahle ngokusebenzisa i-*software* ebafanele.
    - Ukusebenza kalula kokusetshenziswa kwesiphequluli kanjalo nezikinobho ze-*keyboard*.
- I-MobiApp entsha:
    - Yenzelwe isikhathi esiphelele sokuthunyelwa kwamaphepha entela, kubandakanya ukucwaningwa kwamabhuku kanjalo nokukhokha.
    - Ukufaka amadokhumenti asekelayo.
    - Kubandakanya i-*chatbot*, Lwazi, ongakwazi ukuxhumana nakho ukuze kukunike izimpendulo ngemibuzo emayelana nesiKhathi seNtela kanjalo neNtela.
    - Ukuxhumana ne-Call Centre okwazi ukuthumela umyalezo wokuthi bakufonele i-*call back*.
    - Ukusebenza kwe-Self Service Username and Password.
    - Ukwazi ukubhalisa ku-eFiling.
- Amakhasi asanda kubuyekezwa e-eFiling:
  ♣ Ukusebenza kokuqondisa okusha okunika umsebenzisi amandla , isibonelo, izidingo ezifana nokulungiswa kwe-‘*forgotten username’* ne-‘*password reset’*.
  ♣ Ukulungisa ukuphathwa kwephothifoliyo nephrofayeli.
- Ukwakhiwa kabusha kohlelo lokuhlonza ubungozi kuntela i-*Tax Risk Engine* okuyiyo ethwele izicelo zamadokhumenti esekelayo.
- Uhlelo olusebenza kahle olwaziwa nge-*Case Selection Engine* okuyilo oluqondanisa luphinde luhlanganise imininingo yomuntu wesithathu ekubuyisweni kwamaphepha entela.
- Izinguquko kwezomthetho, njengoba zethuliwe ngokonyaka

Isiphequluli esisebenzisana nesakho esithuthukisiwe esenza ukuthi izisebenzi zase-Call Centre zikwazi ukusiza umkhokhintela ngokugcwalisa amaphepha okubuyisa intela.

Abakwa-SARS bakuphawulile ukungeneliseki okuvezwe abakhokhintela abambalwa ngenxa yobuhixihixi kwezobuchwepheshe abahlangabezane nakho ngenkathi bezama ukuthumela

amaphepha entela.

Abakwa-SARS bayavuma ukuthi yize abakhokhintela abaningi bengahlangabezananga nabunzima, abanye babe nezinkinga zokungena ku-inthanethi, bengakwazi ukuthola ama-*one-time pin*, bengakwazi ukufaka amadokhumenti esekelayo, izinkinga ngemininingo eziphazamisa ukufaka amaphepha entela, kubandakanya imiphumela yokuhlola neyokubala intela.

Abakwa-SARS bazithatha njengezibalulekile kanti futhi kwenziwe konke okusemandleni ukuzixazulula ngokushesha nokunciphisa umthelela kubakhokhintela abathobelayo abafuna ukufeza izibopho zabo zokubuyisa amaphepha entela.

Abakwa-SARS bathanda ukuxolisa ngokuphazamiseka kwabakhokhintela kodwa futhi bafisa ukugcizelela ukuthi lokhu akuvamile.

Inqubo yabakhokhintela abangaphansi komkhawulo wengeniso elitheliswayo, elanyuswa laba ngu-R500 000, abasafuna ukuthumela amaphepha entela, nayo yathuthukiswa ukuze kube lula ukuthumela ngokuthi kwenziwe izibalo ezihlanganisiwe eziwumfanekiso wezibalo zakho zentela ezenziwa zincike olwazini olulethwe umuntu wesithathu okumele ukuthi uwamukele nje kuphela.

Kuze kube manje abantu baseNingizimu Afrika bakwemukele kahle lokhu. Uma kwenzeka kuba nezinkinga, abakhokhintela bayanxuswa ukuba bashayele i-SARS Contact Centre kule nombolo 0800 00 7277 noma bathumele i-imeyili kuleli kheli-webmaster@sars.gov.za. Abakwa-SARS bazinikele ekuxazululeni yonke imibuzo ngokushesha.