

NOTICE



SARS digital platform upgrades

Dear Colleagues,

In line with our vision and strategic objectives, which include modernising our systems to provide digital and streamlined online services, we are working hard to ensure that our digital platforms and technology infrastructure are available, robust, and secure by upgrading, enhancing, and maintaining them regularly.

As such, we will be upgrading our digital platforms from **18:00 on Friday, 26 April 2024 until 21:00 on Sunday, 28 April 2024**. During this time, you may experience intermittent service interruptions on our Tax and Customs digital platforms.

Our business processes that will be impacted during the eSAP maintenance window include the following:

1. Taxpayer and Trader Registration and Subscription for Customs and Excise, Transfer Duties, and Withholding Tax on Interest;
2. Statement of Account;
3. Payment and refund confirmation/remittance advice;
4. Account Maintenance (internal on SAP and external on eAccount);
5. Revenue and general ledger reporting; and more.

To minimise business impact during the maintenance period, the following arrangements have been made:

1. Offline declaration and billing for Customs and Excise will remain operational to enable border operations;
2. The Passenger Processing System will remain operational;
3. Bank payments will remain operational;

4. Specific communication will be arranged for Customs cash-based traders to secure the release of consignments prior to the commencement of the system maintenance;
5. Deferment account balances will be updated closer to the downtime; and
6. Key SARS personnel will be on standby to provide an escalation channel to branch managers at Customs border posts for any issues that may arise.

A message will be issued to all relevant internal and external stakeholders, advising them of the proactive steps and workarounds required to ensure continued user support.

We apologise for any inconvenience this might cause.

Issued by:

Technology and Solutions Delivery

16 April 2024