EXTERNAL GUIDE

PAYMENT VERIFICATION ON eFILING

SARS
At Your Service

1   PURPOSE

- The purpose of this document is to assist clients with the payment verification process when making a payment using eFiling for **SASFIN Bank** and **Albaraka Bank**.

2   INTRODUCTION

- One of the issues that emerged from SARS customer satisfaction research is that the public often dreads standing in long queues, filling in paperwork and visiting SARS branches. The introduction of an electronic filing system, called eFiling, was to address these issues, while ensuring that the services SARS provides are efficient and convenient for the taxpayer and make use of the most recent technology available.

- The vision of SARS is to be an innovative revenue and customs agency that enhances economic growth and social development. This is in line with the legislative mandate of SARS which is to collect revenue and ensure compliance with tax laws. eFiling enables SARS to achieve its mandate by being a service channel for the collection and administration of all national taxes, duties and levies.

3   DESCRIBING THE EFILING SYSTEM

3.1   OVERVIEW

- SARS eFiling is a free, electronic service that allows individual taxpayers, tax practitioners and businesses to submit tax returns, make payments and interact with SARS in a secure, online environment. To access this software, you have to be registered. Once registered, eFilers can submit returns, view their tax status and make payments to SARS electronically 24 hours a day. This section of the guide will aid you in understanding the software and describing it by listing the benefits of using eFiling.

3.2   WHAT IS eFILING?

- eFiling is an electronic channel which can be used for a variety of functions by taxpayers interacting with SARS. Since the software is online, almost everything relating to submission and processing occurs in real-time. This implies that when a taxpayer files their income tax return via eFiling, it is submitted and processed in real time as though he/she submitted it via the SARS branch channel.

- The software has various functions which offer a variety of services to taxpayers. However, since SARS values taxpayers and protects their tax accounts, not all services are offered online. Services such as change of banking details must be done at a SARS branch.

3.3   BANK DETAILS VERIFICATION

- Once the client is registered for eFiling, payments can be initiated via eFiling by setting up banking details for payments as follow:

  - For individual profiles it will be under user followed by banking details
  - For Tax Practitioner and Organisations profiles will be under Organisation followed by banking details

- However, when **SASFIN Bank** and **Albaraka Bank** clients set up their banking details for payments on eFiling; the bank details get verified by the bank to ensure that the entity is correct.

- Below are the client's details that verified against bank account details; during the credit push payment process for **SASFIN Bank** and **Albaraka Bank.**

  - ▫ Banking details.
  - ▫ Entity which will be Identity number for individuals.
  - ▫ Company registration number (if an organization) and trust number if it is a trust.

- Once the **bank details** have been captured for the credit push payment process, click on the "**save**" button. In instances where the clients' **eFiling profile** details are the **same** as the **banks' details**, the captured **bank details** will **pass** the **verification** process.

- If the **entity registration number** such as the **Identity number / CK number / Trust number** on the eFiling profile is not aligned with the bank's. The "**Account verification request not successful – The entity registration number does not match the identification registered for this account/profile"** failed verification message will be displayed.
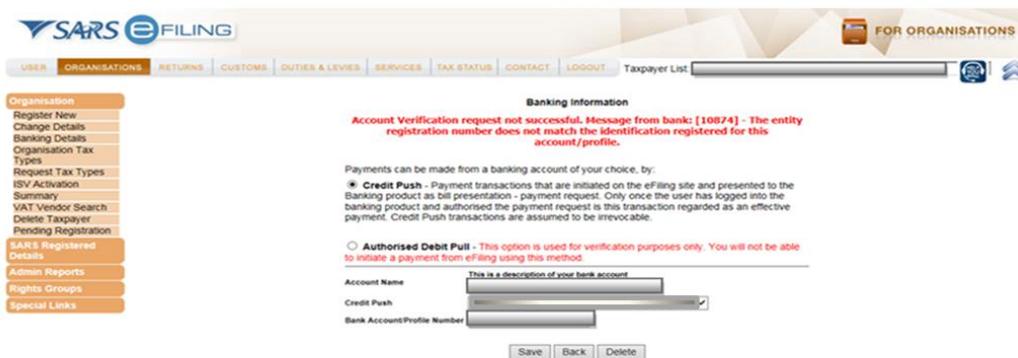
- Client's register eFiling details on eFiling profile that **do not match** with the details at the bank fails the validation process; or if there is a **financial hold** on the bank account and the "**Account verification request not successful, there is a hold /profile that does not allow this transaction to be processed"** message will be displayed.

- A **dormant / closed / inactive / invalid bank account** will fail the validation at the bank, and the **"Account verification request not successful - The status of this account / profile does not allow this transaction to be processed"** message will be displayed.
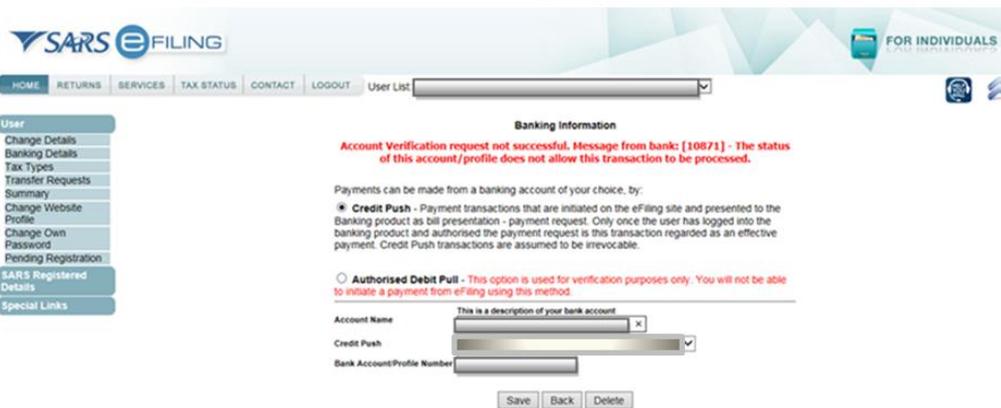
- Clients are advised to compare bank account registration details against the eFiling profile registration details and make necessary updates where applicable.

4   CROSS REFERENCES

DOCUMENT #	DOCUMENT TITLE	APPLICABILITY
GEN-ELEC-18-G01	How to register, manage users and change user password on eFiling - External Guide	All

5   DOCUMENT MANAGEMENT

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DISCLAIMER

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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
- 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).