



South African Revenue Service

Notice: Upgrade of the SARS eFiling Backend System

Dear Stakeholder

Achieving our Vision 2024 of a smart, modern SARS with unquestionable integrity that is trusted and admired is of paramount importance. Pivotal to the delivery of our vision are our digital platforms and technology infrastructure.

In order to provide clarity and certainty, make it easy for taxpayers and traders to comply with their obligations, and build public trust and confidence, our technology assets have to demonstrate the highest levels of availability, robustness, and security.

Pursuant to our vision and strategic objectives, which include modernising our systems to provide digital and streamlined online services, we are hard at work ensuring that our digital platforms and technology infrastructure are available, robust, and secure by performing regular upgrades, enhancements, and maintenance.

In the light of the above, system upgrades are scheduled for **Friday, 10 March from 18:00 until Saturday 11 March 01:30**. During this time various services on eFiling may not be available.

The upgrade will provide an effective environment that allows for technical and operational efficiencies ensuring ongoing support for the eFiling System.

Contact Us

For all eFiling issues encountered after implementation, please contact our Contact Centre on 0800 00 7277 during these operating hours: weekdays: 08:00-16:30, Wednesdays only: 09:00-16:30. We are closed on weekends and public holidays.

International callers:

+27 11 602 2093

Kindly note that international time difference will apply when using the following SARS services:

- Calling the Contact Centre
- eBooking appointments
- Call back requests
- HYE call back requests and assistance

We apologise for any inconvenience.

The South African Revenue Service

10 March 2023

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