



South African Revenue Service

Dear Tax Practitioner

IMPLEMENTATION OF AN AUTOMATED PAY-AS-YOU-EARN (PAYE) DISPUTE MANAGEMENT PROCESS

On 30 June 2017, SARS will be introducing an automated dispute management process for PAYE as part of our ongoing commitment to delivering a better service to taxpayers.

The new automated system will enable employers to lodge disputes via eFiling and electronically at any SARS branch, manage their tax profiles better and also have a consolidated view of all disputes lodged for Personal Income Tax (PIT), Corporate Income Tax (CIT), Value-Added Tax (VAT) and now PAYE. Please take note of the following:

eFiling Guided Process (PIT, CIT, VAT and PAYE)

To assist employers in following the correct dispute sequence and complete all required information, eFiling will entail an entirely guided process. The eFiling guided process will ensure that the dispute is submitted according to legislative requirements and thereby eliminating any possible invalid disputes from being submitted to SARS.

The new PAYE dispute management process has a wide range of benefits that will make managing tax affairs more efficient and these include:

- It provides the ability to lodge disputes including Request for Remission (RFR), Notice of Objection (NOO) and Notice of Appeal (NOA) on eFiling platform or at your nearest SARS branch.
- The ability to Request for Reasons (RFRE) via eFiling or at the nearest SARS Branch
- The ability to Request suspension of payment via eFiling or at the nearest SARS Branch
- The ability to submit reasons for late submission of the Dispute or Request for Reasons via eFiling or at the nearest SARS branch
- All dispute correspondence can be viewed at the click of a button, and where applicable, supporting documents can be uploaded via eFiling or submitted at the nearest SARS branch.
- Employers will have a consolidated view of all their disputes lodged across core taxes on eFiling.
- Outcome letters for RFRs and NOOs, Request for late submission as well as Suspension of Payment are conveniently available on the taxpayer's eFiling profile.
- The process provides the ability to dispute multiple periods on one dispute form up to a maximum of 12 periods for VAT and PAYE.
- The ability to submit disputes will be based on user submission rights.

Request for Reasons

SARS has implemented an electronic Request for Reasons process via eFiling and the SARS branches for Personal Income Tax (PIT), Company Income Tax (CIT) and Value-Added Tax (VAT). This functionality will now be available for PAYE as well.

The Request for Reasons functionality allow employers to request reasons for the assessment where the grounds provided in the assessment do not sufficiently enable an employer to understand the basis of the assessment and to formulate an objection, where the employer is aggrieved by the assessment. Once the system has identified that a valid Request for Reasons has been submitted, the period within which an objection must be lodged will automatically be extended by the period permitted by the Dispute Resolution Rules. The Request for Reasons case management workflow will further allow SARS to improve its tracking and management of request for reason requests.

Request to allow late submission of a dispute for PIT, CIT, VAT and PAYE

The new dispute management process will introduce a separate condonation workflow whereby the employer will be allowed to submit the Request for Reasons, Notice of Objection (NOO) or Notice of Appeal (NOA) after the periods prescribed by the Dispute Resolution Rules have lapsed. Prior to the introduction of the separate workflow, the condonation process was included in the actual dispute process.

The new automated condonation process allows for SARS to attend to the request for late submission before the Dispute or Request for Reasons case can be created and considered by SARS. If the Request for Reasons, NOO or NOA was submitted late, the employer will be prompted to provide reasons for the late submission. The new condonation process will ensure that the request for late submission is aligned with legislation as SARS will now inform the employer upfront of the outcome of the late submission instead of classifying the dispute as invalid.

Suspension of payments on PAYE

Employers will now be able to request suspension of payments pending the outcome of a dispute on PAYE via eFiling or at the nearest SARS branch. This is in line with already implemented suspension of payments that was implemented for PIT, CIT and VAT.

More information

For more information please visit the SARS website www.sars.gov.za or call the SARS Practitioner Contact Centre on 0860 12 12 19.

Sincerely

THE SOUTH AFRICAN REVENUE SERVICE

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