

**Office of the Head of  
Stakeholder  
Engagements**

**Enquiries**

SARS Stakeholder  
Management

**Email**

[contactus@sars.gov.za](mailto:contactus@sars.gov.za)

**Telephone**

(012) 422 4000



*South African Revenue Service*

Lehae la SARS  
299 Bronkhorst Street,  
Nieuw Muckleneuk, 0181  
Private Bag X923,  
Pretoria, 0001

**Dear Stakeholder,**

**BRANCH EBOOKING SYSTEM**

The SARS branch eBooking system enables taxpayers/ tax practitioners/ representatives to schedule an appointment at a SARS branch for services that are not available on the electronic platform

SARS has now enhanced this functionality to enable taxpayers/ tax practitioners/ representatives-

- To make voice and /or video appointments with SARS representative;
- Although not for use by Practitioners, to schedule an appointment for assistance with the completion of ITR12 Return via voice.

Practitioners will only be able to book a virtual voice or virtual video booking through the SARS website and can then be assisted online. Only in the rare instance where a practitioner query cannot be solved through this virtual process will a Service Agent be able to make a “walk-in” booking for the Practitioner to visit the Branch.

Yours Sincerely,

**Mark Kingon**

A handwritten signature in black ink, appearing to read 'Mark Kingon', is written over a horizontal line.

**Head: Stakeholder Engagement**

**01/09/2020**