

LOGGING A TAX QUERY ON THE SAICA MEMBER PORTAL 2 MARCH 2022

Members are reminded that they can log a query on the [SAICA Member Portal](#) accessible via the main SAICA website. For information on how to access the Member Portal, please click [here](#). The user credentials are different to the general SAICA website, but are easily retrievable by clicking on the Member Portal link, click on 'LOGIN' and then the 'Forgot Password' option.

When logging a query, ensure that you select the correct category in order for it to be automatically assigned to the correct staff member/department. If not, the email will be logged to the SAICA Contact Centre until they retrieve it and assign it to the relevant department/staff member. The below should guide you:

SARS operational matters requiring escalation

- Select the SARS Operational 'Subject' and complete all required fields and ensure that you select the SARS branch where the taxpayer is registered. This is important to ensure that your query is directed to the correct region or business segment and that SARS has the necessary information to expedite resolution.
- In terms of our agreement with SARS and in accordance with the declaration on the Member Portal, you must first engage with SARS via one of the channels to resolve the issue - i.e. Contact Centre OR designated email address OR virtual or face to face appointment. If SARS does not resolve the matter within the required timeframe, you may immediately escalate.
- If you are uncertain about the branch or the categories available do not fit your circumstances, you may select the option that is closest and explain further in the description.
- Ensure that the description provided clearly describes the issue as the query is escalated to SARS exactly as it is sent.
- With respect to SARS operational queries, SAICA's role is to escalate to SARS and SARS must thereafter engage with members to resolve the matter. For this reason, the system will immediately mark the query as resolved query as soon as it is referred. You must allow a few

days for SARS to respond before following up. If you wish to follow up with SAICA, log a new query quoting the SAICA case reference number in the subject line (e.g. CAS-xxxxxx-xxxxxx)

Tax technical comment or proposal that you would like us to put forward to SARS or National Treasury

- Select the Tax Practitioner Administration 'Subject', then Technical questions as the category and choose the relevant subcategory, in this case 'Comment on tax legislation/amendments'

Tax guides or newsletter

- Select the Tax Practitioner Administration 'Subject', then Technical questions as the category and choose the relevant subcategory

Tax practitioner administrative matters

- Select the Tax Practitioner Administration 'Subject', then Operational as the category and choose the relevant subcategory