



South African Revenue Service

Dear Tax Practitioner,

The Tax Practitioner IVR

In line with SARS's Strategic Objective 2, to make it easy for taxpayers and traders to comply with their tax obligations, SARS's Interactive Voice Response (IVR) within the Service Channel has been enhanced to improve our taxpayer and trader experience. While we encourage you to use our digital platforms, many still engage SARS through the Voice Channel.

Step 1 – choose the Tax Practitioner Queue

To use the IVR, you are required to dial **0800 00 7277** and select menu **option 1** from the SARS IVR main menu.

The Tax Practitioner IVR voice prompts:

"If you are a Tax Practitioner, press 1."

On selection of option 1, you are required to follow the authentication process before the call is routed to a queue that is solely dedicated to Tax Practitioners.

The authentication process

- (I) Please enter your SARS Practitioner number, followed by the hash key.
- (II) Please enter your South African ID number, followed by the hash key.

Step 2 - authenticate your client's details

- (i) Enter your client's tax reference number, followed by the hash key.
- (ii) Enter your client's South African ID number, followed by the hash key.

Previously, if the caller failed to complete **step 1**, the call would still be routed to the Tax Practitioners' queue. This resulted in persons who are not Tax Practitioners selecting the Tax Practitioners' queue on the IVR, enabling them to pass into the tax practitioners' queue to find the queue with the shortest waiting times.

The recent enhancements have been implemented to ensure that:

- (i) Only Tax Practitioners who are successfully authenticated in **step 1** will be routed to the **Tax Practitioners' queue**. Those who fail authentication in **step 1** will be routed to the **Income Tax queue** as it will be assumed that the caller is not a Tax Practitioner.
- (ii) If a Tax Practitioner passes authentication on their Tax Practitioner details in **step 1**, the call will be routed to the **Tax Practitioner** queue, irrespective of whether they pass or fail authentication on their clients' details in step 2.

The intent of the changes is to enhance efficiency and effectiveness and, ultimately, improve the Tax Practitioners' service experience. SARS continues to value the immense contribution of Tax Practitioners in the tax eco-system as a valuable stakeholder to work with and through to improve compliance levels in our country.

Sincerely,

THE SOUTH AFRICAN REVENUE SERVICE

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