

## Expect delays as Sars migrates electronic services hosting platform

The South Africa Revenue Service (Sars) has warned taxpayers to expect delays on some of its electronic services during its migration to a new hosting platform.



The screenshot shows the SARS eFiling login interface. At the top is the SARS eFiling logo. Below it, a message says "Please provide your login details". A note indicates "This is your generated Login Name (ie. johnd9876)". There are two input fields: "Login Name" and "Password". To the right of the Password field is a lock icon. Below the fields are two buttons: "REGISTER" with a red icon and "LOGIN" with a green icon. At the bottom, there is a link with a question mark icon that says "For a reminder of your Login Name or to reset your password click here".

The migration is scheduled to take place on Friday, 12 April, from 5pm to Tuesday, 16 April 4pm, during which time eFiling and the eFiling app (registrations, filing, payment and the functionality to upload supporting documents) will be affected.

The e@syFile™ Employer (including the functionality to upload customs supporting documents) Sars website is also not expected to function optimally. However, the customs electronic data interchange (EDI) gateway, which is the primary electronic channel used by customs clients to communicate with Sars, will not be impacted.

This new and reliable platform, the revenue collector said in a statement, features the latest technology on the market and includes a refresh of Sars' hardware and software.

"This is part of our journey towards digital transformation, which is expected to deliver a myriad of innovative solutions in support of our mandate to make it easy and safe for our taxpayers to comply," a statement from the revenue service says.

Site users are asked to conclude all transactions on these systems well before the migration. "Urgent transactions that need to be made during this period can be done manually at a Sars tax, customs or excise branch during normal operating

hours,” it says.

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