



GUIDE TO BULK AND ADDITIONAL PAYMENTS ON EFILING

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1 SUMMARY

- a) This document serves as a guide to assist eFiling users to use the Bulk and Additional Payment function on eFiling. The following is described in this document:
- How to create and file a Comma Separated Values (CSV) file;
 - How to structure and validate your file rules;
 - How to upload multiple payments using the bulk payment functionality; and
 - How to create and capture additional payments.
- b) In order to use this function, you need to be registered for eFiling and to register:
- Go to www.sars.gov.za. Navigate the website www.sars.gov.za, and search for the icon “eFiling - REGISTER.” Once located, select click on the icon, and follow the on-screen instructions to complete the registration process.
 - For further assistance with eFiling registration, refer to the guide “**How to register for eFiling and Manage your user Profile**” available on the SARS website www.sars.gov.za.
- c) **Please note:** The bulk payments function is only available during off-peak periods (16:00 – 10:00 daily). The reason for this is that these bulk payments require high processing and internet bandwidth that negatively affect the user experience of all eFiling users.

2 REQUIREMENTS TO USE THE BULK AND ADDITIONAL PAYMENT FUNCTION

- a) A user must have the following:
- A valid eFiling username and password;
 - Comma Separated Values (CSV) file according to the correct format and structure to upload;
 - The ‘Additional/Bulk Payment’ function to upload and authorise a file.

3 ACCESS RIGHTS

3.1 WHAT ARE ACCESS RIGHTS?

- a) For new registrations, the registered tax user is the default administrative user for the organisation registered. By default, this administrative user is linked to a ‘System Default’ group with full authorisation level and is able to:
- Setup new groups and register other tax users for his/her organisation;
 - Assign specific authorisation levels and user roles to these new tax users; and
 - Register new taxpayers and assign them to the groups, which have been setup.
- b) Authorisation and access rights refer to your ability to access the ‘Bulk and Additional Payment’ function on your eFiling profile. To be able to activate the eFiling profile, refer to the external guide - How to register for eFiling and manage your user profile, which is available on the SARS website www.sars.gov.za.

4 COMMA SEPERATED VALUES (CSV) FILES

- a) The file format CSV means this is a common text file format that contains comma-delimited values. Any spreadsheet or text editor can open the text file.
- b) **Note:** When saving the text file in an Excel format you should check the file to ensure that Excel has not changed the format (for example removing the leading zeros).
- c) A CSV file can be created in many ways. Excel is a good example of a program used to create such a CSV. Please keep in mind that every tool used to create a CSV will be different. However, the outcome

(structure, layout, and validation rules) must be in accordance with SARS's requirements as stipulated below.

4.1 CREATION OF CSV FILE

- a) Below are requirements when creating a CSV file:
- b) A 'comma separated values' file format must be used.
 - All information for the specific fields will be validated according to the rules prescribed by SARS.
 - All validation rules as well as rules applicable to the specific transaction must be complied with when creating electronic files.
 - The file must consist of the following record types:
 - Header Record – Demographic information of the organisation making the payment;
 - Details Record – Details of the payment transactions for multiple organisations; or individuals;
 - Trailer Record – Summary of the detail records.
 - A comma to identify the field must separate each field on all of the abovementioned record types.
 - All numeric fields with decimal values (i.e., rand and cents) must have the decimal point specified as a point and not a comma.
 - A comma must not precede the first field of each record.
 - A comma must not follow the last field of each record.
 - Each record must start in a new line.
 - The file name must be structured according to the validation rules.
 - The information required to identify the organisation must be carried in the Header Record.
 - The information required to create the payment transactions must be in the Detail Record.

4.2 REJECTION OF CSV FILES WILL OCCUR IF:

- a) Below are requirements to reject the CSV file:
 - File test indicator does not match system test indicator: N.
 - Trailer record count check failed. Trailer count not equal to actual count.
 - Trailer file total check failed. Trailer amount not equal to actual amount.
 - Bank branch code field in incorrect format. Expected format: 174000,
 - Bank account number field in incorrect format. Expected format: 17400000000,
 - File creation date/time is invalid: 2.01011E+13. Expected format: CCYYMMDDhhmmss.
 - Tax reference number field in incorrect format. Expected format, 0309180164.
 - Banking information CDV validation failed. Message: Please check that you have entered the correct branch code.
 - Only one payment method allowed per payment group. CP/DP.
 - Taxpayer status is invalid.
- b) To prevent taxpayers from submitting files with PRNs filled with zeros (000...) or nines (999...) for Admin Penalties, the following validation rule has been introduced:
 - When a taxpayer selects the Tax Type "ITPEN" (Payments towards Third Party Appointments for Admin penalties, such as AA88 notices issued by employers), the 12th character of the PRN must always be a "I".
 - The characters between positions 13 and 19 must be numeric and cannot consist entirely of zeros or nines. The 19-digit modules must apply.
 - If any of the above conditions are not met, as per the specifications, then the file must be rejected.

4.3 EXAMPLE OF A CSV LAYOUT ACCORDING TO SPECIFICATIONS

- a) The data in the file should look as follows when viewed:

```
H,BULKPAY,N,TestCompany XYZ,1,20101103120000,NEDB
R,ITPEN,0123456789,TestTaxpayer,01,5007155763089,,0000000000000005.00,CP,174000,1740000000,01,1,0309180164AI0000041
R,ITPEN, 0123456789,TestTaxpayer,01,6912257022087,,0000000000000005.00,CP,174000,1740000000,01,1,0232005769AI0000048
R,ITA, 0123456789,TestTaxpayer,01,6912257022087,,0000000000000020.00,CP,174000,1740000000,01,1,0232005769T00000000
R,ITA, 0123456789,TestTaxpayer,01,6912257022087,,0000000000000030.00,CP,174000,1740000000,01,1,0309180164T00000000
T,4,0000000000000060.00
```

4.4 FILE LAYOUT EXPLANATION

4.4.1 Header record

- This record must start with record ID type "H";
- This record must contain all the demographic information of the organisation (e.g., file name, data, type, organisation name, file transmission number, date and time created, bank name, etc.);
- This record is used to identify the organisation making the payment.

4.4.2 Layout of the header record

```
H,BULKPAY,N,TestCompany XYZ,1,20101103120000,NEDB
```

4.4.3 Details Record

- This record must start with record ID type "R";
- This record must contain all the details of the payment transactions for the multiple organisations or individuals (e.g., tax type, tax reference number, taxpayer name, entity type, entity ID number, period, tax amount, payment method, bank code, bank account number, bank account type, payment grouping no., payment reference number);
- Each record must start in a new line.

4.4.4 Layout of the detail record

```
R,ITPEN,0123456789,TestTaxpayer,01,5007155763089,,0000000000000005.00,CP,174000,1740000000,01,1,0309180164AI0000041
```

4.4.5 Trailer Record

- This record must start with record ID type "T;"
- This record must contain the number of detail records;
- This record must contain the total value of the records in the file.

4.4.6 Layout of the trailer record

```
T,4,0000000000000060.00
```

4.5 CSV FILE STRUCTURE AND VALIDATION RULES

4.5.1 Header Record Bulk Payment

| Field Name | Description | Validation/Indicator | Remarks |
|-------------|---|----------------------|---|
| SEC-ID | Section identifier. Identifies the type of record (Header record) | "H" | Demographic information of organisation |
| INFO-TYPE | Information type | "BULKPAY" | Identifies the information in the record |
| TEST-DATA | Test data indicator | "Y" or "N" | File indicator, where: Y-Test file N-Production file. |
| INFO-SOURCE | The details of the file origin (Organisation Name) | Alphanumeric | Uniquely identifies a file |
| TRANSMIT-NO | File transmission number created by the organisation. (This field is not mandatory) | Numeric | Sequence number to the files submitted. |
| GEN-TIME | Date and time of file creation | CCYYMMDDhhmmss | Uniquely identifies a file |
| BANK | Bank through which the payment will be processed | Alphanumeric | Bank name:e.g. "ABSA" |

4.5.2 Detail Record Bulk Payment File

| Field Name | Description | Format | Remarks |
|------------|--|--------------|---|
| REC-ID | Data record identifier. Identifies the type of record (Detail record) | R | Details of the payment transactions for multiple organisations or individuals |
| TAX-TYPE | <p>Tax Type (see list below for allowed entries)</p> <ul style="list-style-type: none"> a) "PAYE" – Employees Tax b) "EMP" – Normal payment assigned to a specific PRN number. c) "VAT" – Value-Added Tax d) "PTAX" – Provisional Tax e) "ITA" – Individual Assessed income tax (this can be used towards payment of Third Party appointments for assessed tax by individuals including Third Party appointment debt) f) "STC" – Secondary Taxes on Companies g) "CUS" – Customs payments | Alphanumeric | The code at the beginning of the descriptors must be included in the field. |

| Field Name | Description | Format | Remarks |
|---------------|--|---------------|---|
| | <p>h) "RFT" – Retirement Fund Taxes</p> <p>i) "ITPEN" – Payments towards Third Party Appointments for Admin penalty (AA88 notices by employers)</p> <p>Note: IT88 is not a valid Tax Type and will be rejected. When the client is using the type "ITPEN" then the 12th character must always be a "I"(as an alphabet),and then the characters between 13-19 must be numeric and it cannot be all zeros(000). The 19-digit modules should apply.</p> <p>If none of the above is met (for example, I0000000) the 'ITPEN' will be rejected.</p> | | <p>PRN Format:</p> <p>Characters 1-10 = Tax Number.</p> <p>Characters 11 = Tax Type.</p> <p>Characters 12-18 =Unique Identifier per Tax reference number Type,and Channel.</p> <p>Characters 19 = Check digit</p> |
| TAX-REF | Tax reference number differ for each tax type. | Numeric | The standard 10 digit reference number. |
| TAXPAYER-NAME | Name of the taxpayer. | Alpha numeric | The name of the Organisation, company or fund,for an Individual please provide Initial and surname e.g. J Smith |
| ENT-TYPE | <p>Entity Type (see below)</p> <p>a) "00" – Unknown</p> <p>b) "01" - South African ID Number</p> <p>c) "02" - Company/CC Registration Number</p> <p>i) "03" - Trust Deed Number</p> <p>ii) "04" - Passport Number</p> <p>iii) "05"- Fund Number</p> | Alpha numeric | Validation of the ID number provided |
| ENTITY-ID-NO | Entity ID number depends on the entity type and will be validated for completeness . | Alpha numeric | <p>Entity ID number</p> <p>a) South African ID Number - 13 digit SA ID</p> <p>b) Company/CC Registration Number - 9999/999999/99</p> <p>c) Trust Deed Number - number registered with SARS</p> |

| Field Name | Description | Format | Remarks |
|------------------|--|---------------|--|
| | | | <p>d) Passport Number - number registered with SARS</p> <p>e) Fund Number - 18204999999</p> |
| PERIOD | <p>The period depends on the tax type (see notes)</p> <p>a) PAYE: CCYYMM (C = century, Y = year, M = month, e.g: 200102).</p> <p>b) ITPEN: <i>No period required. Field should be empty</i> (e.g: ,)</p> <p>c) VAT: CCYYMM (e.g: 200102).</p> <p>d) PTAX : CCYYNN (C = century, Y = year, N = period [01, 02 or 03], e.g. 200402).</p> <p>e) ITA: <i>No period required. Field should be empty</i> (e.g:)</p> <p>f) STC: CCYYMMDD (e.g. 20010203).</p> <p>g) CUS: CCYYMMDD (e.g. 20010203).</p> <p>h) RFT: NMCCYY (N = period [1, 2 or 3], M = month [2 or 8], C = century, Y = year, eg: 282003).</p> <p>i) EMP: CCYYMM (e.g200102).</p> | Alpha numeric | Period code will be validated based on the Tax Type. |
| TAX-AMOUNT | Tax amount | Numeric | <p>Amounts should be zero padded and include a decimal point as in the example provided:</p> <p>000000000001000.25</p> |
| PAY-METHOD | <p>Payment Method:</p> <p>a) "CP" – Credit Push</p> | Alpha | The payment method Credit Push needs to be identified in order to determine the bank account details needed. |
| BANK-BRANCH CODE | <p>Bank Code:</p> <p>a) "CP" – Blank detail can be placed in the branch code.</p> | Numeric | The standard validation for branch and bank account will apply. |
| BANK – ACC | Bank Account Number: | Numeric | The standard validation for branch and bank account will apply. |

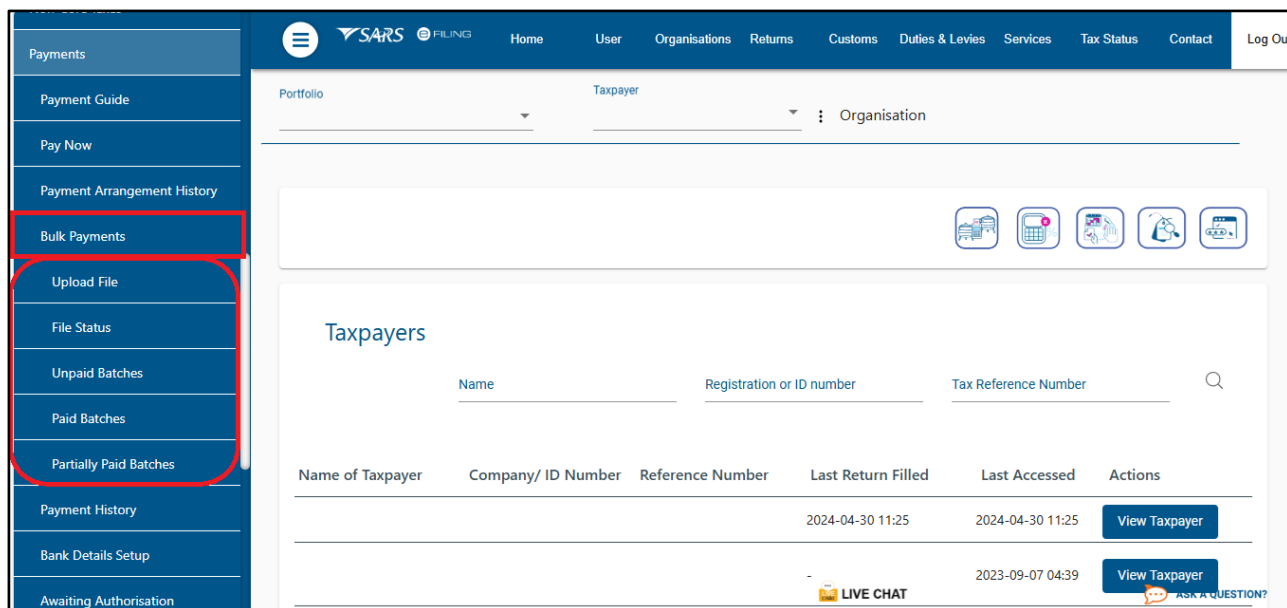
| Field Name | Description | Format | Remarks |
|-----------------|---|---------------|---|
| | a) "CP" – The Account Number must contain the Account Access Number. | | |
| BANK – ACC-TYPE | Bank Account Type: a) "01"- Cheque or Current Account b) "02"- Savings Account c) "03"- Transmission Account | Numeric | Identifies the type of account. |
| PAY-GRP | Payment grouping no.: a) If a single payment sequence number = 1 b) If the payments are to be split into 3 groups sequence number = 1,2,3 c) If each entry is required to generate a separate payment sequence = Start with 1 onwards. | Numeric | Payment grouping will consist of a numeric number that will allow the linking of payments for consolidation. |
| PRN | Payment Reference No PRN Format: Characters 1 – 10 = tax reference number Characters 11 = tax type Characters 12 – 18 = unique identifier per tax reference number, type, and channel Characters 19 = check digit | Alpha numeric | The Payment Reference Number (PRN is a new 19 digit reference number issued by SARS. Mandatory for EMP, AA88, ITPEN, EMPDEN, VATPEN, WDT and Third Party appointment debt payment types.) |

4.5.3 Trailer Record Bulk Payment File

| Name | Description | Validation | Remarks |
|----------------|--|------------|---------------------------------------|
| SEC-ID | Section identifier. Identifies the type of record (Trailer record) | "T" | Summary of the detail record |
| REC-NO | The number of data records contained in this file | Numeric | The number of records in the file |
| TAX-AMOUNT-SUM | The total value of tax amounts contained in the data file | Numeric | The total value of bulk payment file. |

5 PROCESS TO UPLOAD A BULK PAYMENT FILE

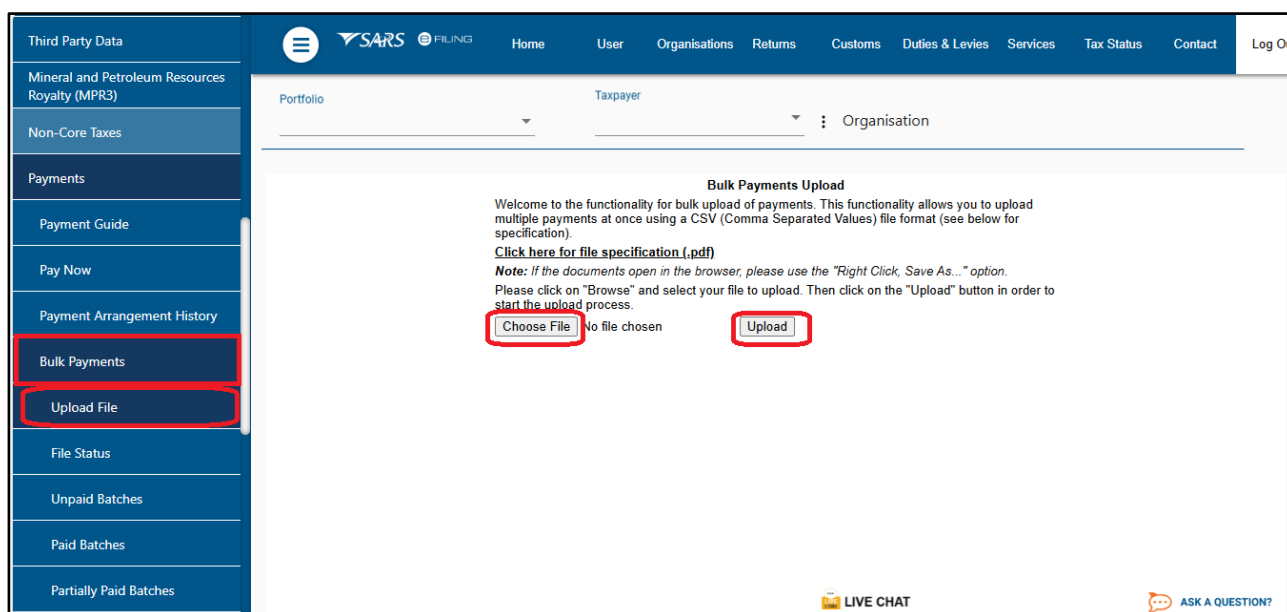
- a) Once the CSV file has been created, it can be uploaded to eFiling and when the user selects **"Bulk Payments,"** the below menu items will appear as submenus:
- Upload File;
 - File Status;
 - Unpaid Batches;
 - Paid Batches; and
 - Partially Paid Batches.



b) The process to upload a bulk payment file involves the following:

c) **Step 1 – How to upload a file.**

- Select **<Returns>** from the menu on the top;
- Select **<Bulk Payments>** from menu on the left;
- Click **<Upload File>**;
- Click **<Choose File>** and select your file to upload; and
- Click **<Upload>** to start the process.

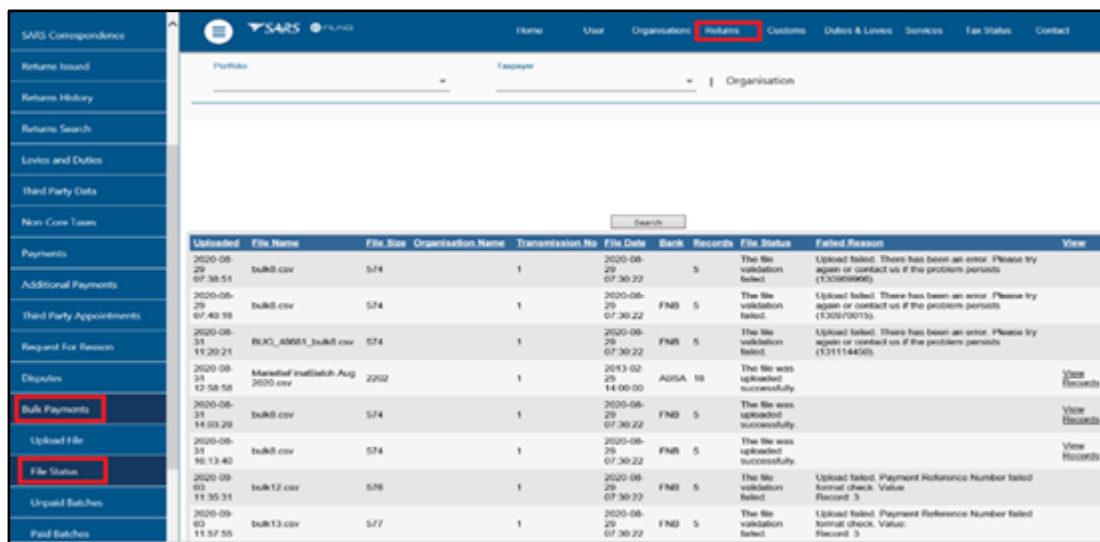


d) **Please note -**

- Currently a CSV is limited to 500 records per file. If the records exceed 500, the additional records must be uploaded in another file;
- The file format will be verified for accuracy, which will include the validation of reference numbers etc. Should the file fail the format or content verification, the process will be terminated, and the error indicated next to the file. You will receive a notification once the file has been successfully uploaded.

e) **Step 2 – How to view the uploaded file.**

- Select **<Returns>** from the top menu;
- Click on **<Bulk Payments>** from the menu on the left;
- Select **<File Status>** to view the upload status;
- The status will be displayed as 'Successful' or 'The file validation failed' with a failed reason error indicated next to each file on the right-hand side of the screen.

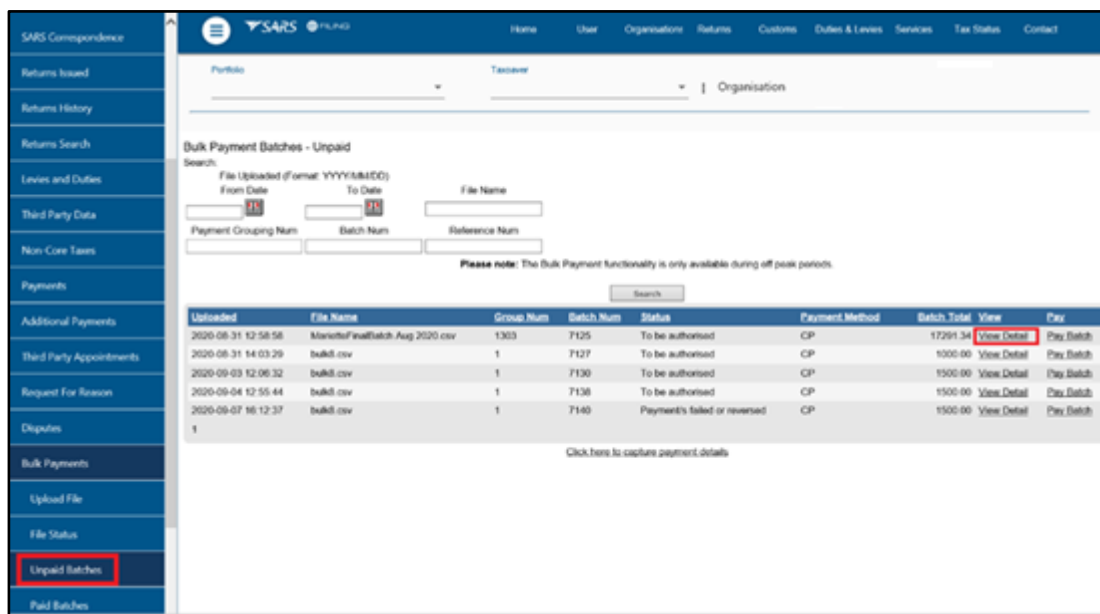


The screenshot shows the SARS eFiling Bulk Payments File Status page. The left sidebar has 'Bulk Payments' and 'File Status' highlighted. The main area displays a table of upload results.

| Uploaded | File Name | File Size | Organisation Name | Transmission No | File Date | Batch | Records | File Status | Failed Reason | View |
|---------------------|---------------------------------|-----------|-------------------|-----------------|---------------------|-------|---------|-------------------------------------|---|------------------------------|
| 2020-08-29 07:38:51 | bulk8.csv | 574 | | 1 | 2020-08-29 07:30:22 | | 5 | The file validation failed. | Upload failed. There has been an error. Please try again or contact us if the problem persists. (130569906) | |
| 2020-08-29 07:40:18 | bulk8.csv | 574 | | 1 | 2020-08-29 07:30:22 | FNB | 5 | The file validation failed. | Upload failed. There has been an error. Please try again or contact us if the problem persists. (130570015) | |
| 2020-08-31 11:20:21 | BULK_080811_bulk8.csv | 574 | | 1 | 2020-08-29 07:30:22 | FNB | 5 | The file validation failed. | Upload failed. There has been an error. Please try again or contact us if the problem persists. (131114450) | |
| 2020-08-31 12:58:58 | MarshallFinalBatch-Aug 2020.csv | 2202 | | 1 | 2020-08-29 14:00:00 | AUSA | 18 | The file was uploaded successfully. | | View Records |
| 2020-08-31 14:03:29 | bulk8.csv | 574 | | 1 | 2020-08-29 07:30:22 | FNB | 5 | The file was uploaded successfully. | | View Records |
| 2020-08-31 16:13:40 | bulk8.csv | 574 | | 1 | 2020-08-29 07:30:22 | FNB | 5 | The file was uploaded successfully. | | View Records |
| 2020-09-03 11:35:31 | bulk12.csv | 576 | | 1 | 2020-08-29 07:30:22 | FNB | 5 | The file validation failed. | Upload failed. Payment Reference Number failed format check. Value: Record: 3 | |
| 2020-09-03 11:57:55 | bulk13.csv | 577 | | 1 | 2020-08-29 07:30:22 | FNB | 5 | The file validation failed. | Upload failed. Payment Reference Number failed format check. Value: Record: 3 | |

f) **Step 3 – To view unpaid batches.**

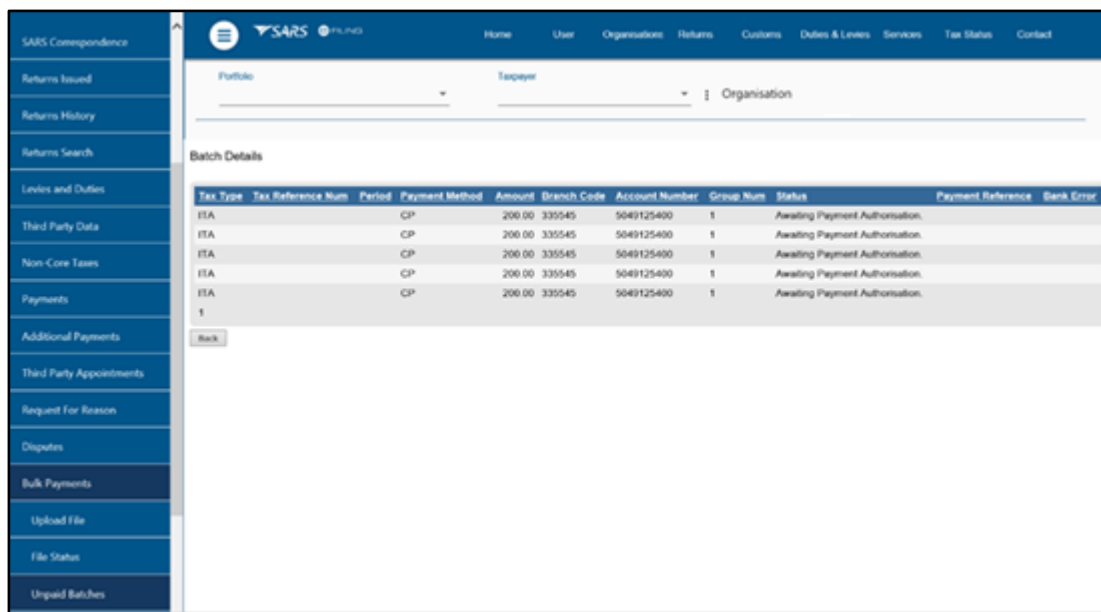
- Select **<Unpaid Batches >** to see the files that were successfully uploaded for payment entries created under bulk payments.
- Click on **<View Detail>** hyperlink to view the status of each payment entry.



The screenshot shows the SARS eFiling Bulk Payments Unpaid Batches page. The left sidebar has 'Unpaid Batches' highlighted. The main area displays a table of unpaid batches.

| Uploaded | File Name | Group Num | Batch Num | Status | Payment Method | Batch Total | View | Pay |
|---------------------|---------------------------------|-----------|-----------|------------------------------|----------------|-------------|-----------------------------|---------------------------|
| 2020-08-31 12:58:58 | MarshallFinalBatch-Aug 2020.csv | 1303 | 7125 | To be authorised | CP | 17291.34 | View Detail | Pay Batch |
| 2020-08-31 14:03:29 | bulk8.csv | 1 | 7127 | To be authorised | CP | 1500.00 | View Detail | Pay Batch |
| 2020-09-03 12:06:32 | bulk8.csv | 1 | 7130 | To be authorised | CP | 1500.00 | View Detail | Pay Batch |
| 2020-09-04 12:55:44 | bulk8.csv | 1 | 7136 | To be authorised | CP | 1500.00 | View Detail | Pay Batch |
| 2020-09-07 16:12:37 | bulk8.csv | 1 | 7140 | Payment's failed or reversed | CP | 1500.00 | View Detail | Pay Batch |

g) The status will be displayed as indicated below after clicking on view detail.



The screenshot shows the SARS eFiling 'Batch Details' page. The left sidebar contains a menu with items like 'Returns Issued', 'Returns History', 'Returns Search', 'Levies and Duties', 'Third Party Data', 'Non-Core Taxes', 'Payments', 'Additional Payments', 'Third Party Appointments', 'Request For Reason', 'Disputes', 'Bulk Payments', 'Upload File', 'File Status', and 'Unpaid Batches'. The main content area displays a table of batch details.

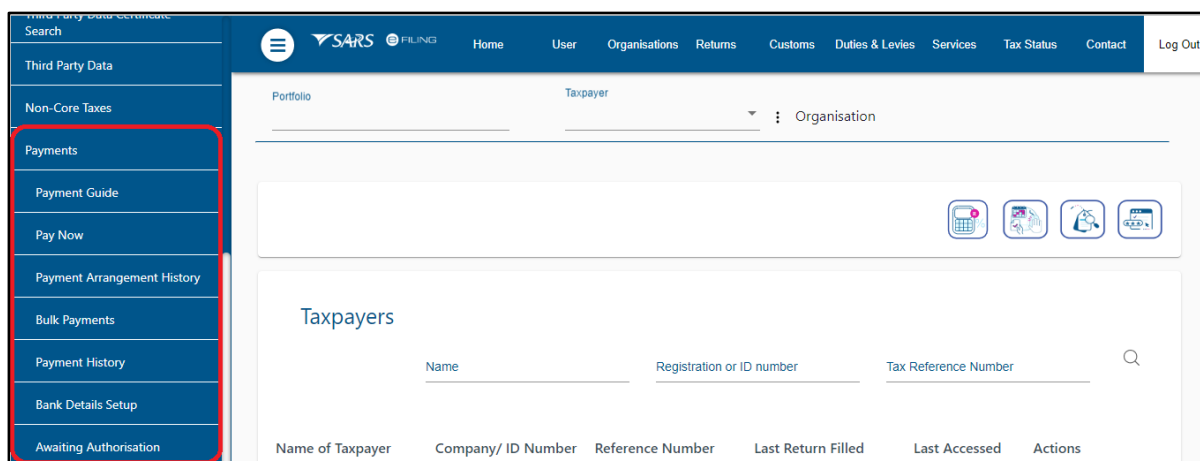
| Tax Type | Tax Reference Num | Period | Payment Method | Amount | Branch Code | Account Number | Group Num | Status | Payment Reference | Bank Error |
|----------|-------------------|--------|----------------|--------|-------------|----------------|-----------|---------------------------------|-------------------|------------|
| ITA | | CP | | 200.00 | 330545 | 5049125400 | 1 | Awaiting Payment Authorisation. | | |
| ITA | | CP | | 200.00 | 330545 | 5049125400 | 1 | Awaiting Payment Authorisation. | | |
| ITA | | CP | | 200.00 | 330545 | 5049125400 | 1 | Awaiting Payment Authorisation. | | |
| ITA | | CP | | 200.00 | 330545 | 5049125400 | 1 | Awaiting Payment Authorisation. | | |
| ITA | | CP | | 200.00 | 330545 | 5049125400 | 1 | Awaiting Payment Authorisation. | | |
| 1 | | | | | | | | | | |

6 GROUPING FUNCTIONALITY FOR PAYMENTS SUB-MENU ITEMS

- a) All the payment options as sub-menu items will be grouped together under the Payments Menu item, so that the user/taxpayer can easily navigate through the different payment options.

6.1 PAYMENT SUB-MENU

- a) Login to eFiling:
- Navigate to Payments menu item;
 - Select the Payments menu item to view the sub-menu items;
- b) The menu items below will be displayed as sub-menus within the Payments menu item:
- Payment Guide;
 - Pay Now;
 - Payment Arrangement History;
 - Bulk Payments;
 - Payment History;
 - Bank Details Setup;
 - Awaiting Authorisation.



The screenshot shows the SARS eFiling 'Payments' sub-menu. The left sidebar menu is expanded, showing 'Payments' and its sub-items: 'Payment Guide', 'Pay Now', 'Payment Arrangement History', 'Bulk Payments', 'Payment History', 'Bank Details Setup', and 'Awaiting Authorisation'. The main content area displays the 'Taxpayers' search and list interface.

| Name of Taxpayer | Company/ ID Number | Reference Number | Last Return Filled | Last Accessed | Actions |
|------------------|--------------------|------------------|--------------------|---------------|---------|
|------------------|--------------------|------------------|--------------------|---------------|---------|

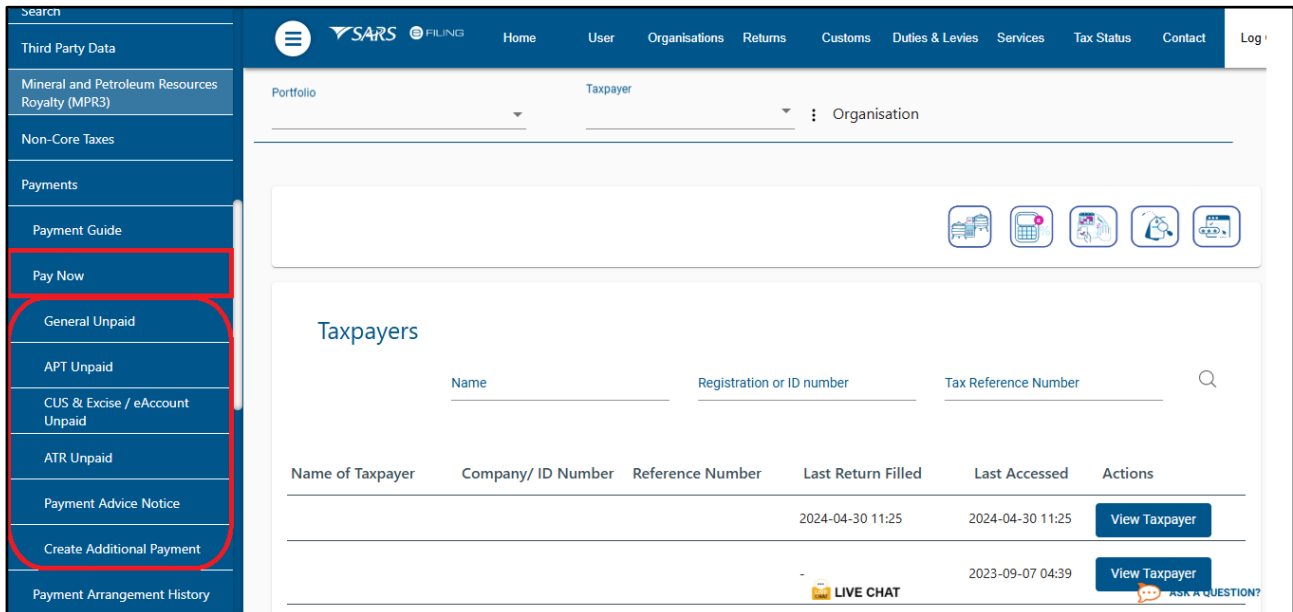
6.1.1 Payment Guide

- a) When the user/Taxpayer selects **“Payment Guide,”** user/taxpayer will be redirected to the SARS website to read the information in terms of eFiling Payments.

6.1.2 Pay Now

- a) When the user selects **“Pay Now,”** the below menu items will appear as submenus:

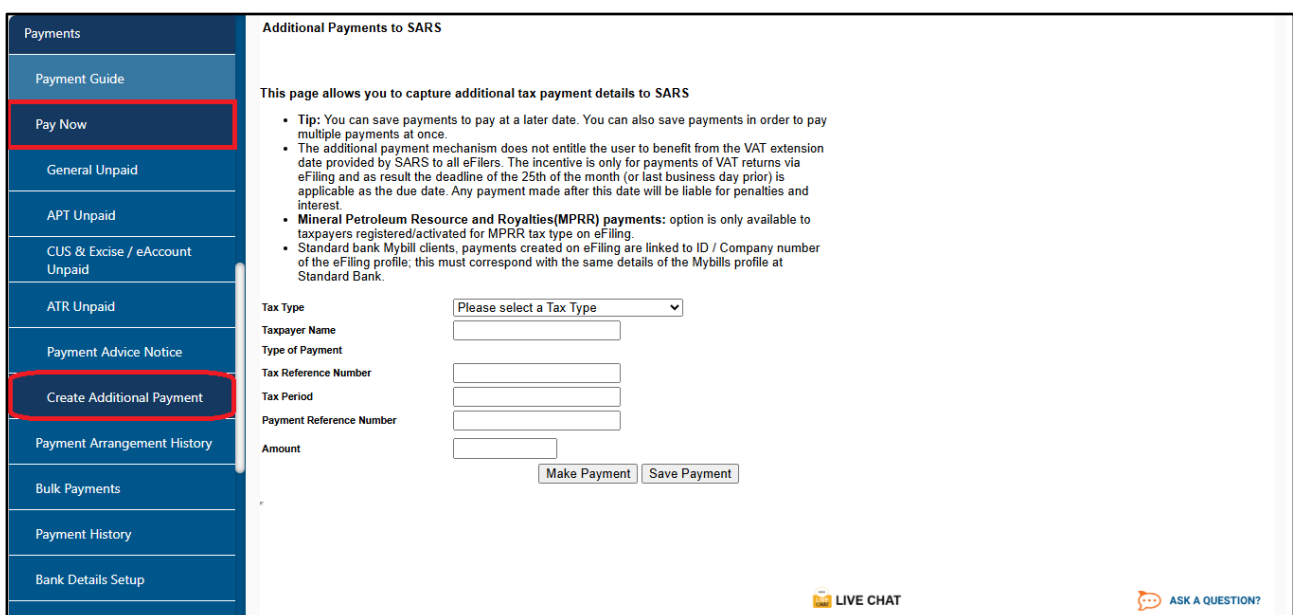
- General Unpaid;
- APT Unpaid;
- CUS & Excise / e-Account Unpaid;
- ATR Unpaid;
- Payment Advice Notice; and
- Create Additional Payments.



The screenshot shows the SARS eFiling interface. On the left, the 'Pay Now' submenu is highlighted with a red box, containing the following items: General Unpaid, APT Unpaid, CUS & Excise / eAccount Unpaid, ATR Unpaid, Payment Advice Notice, and Create Additional Payment. The main content area shows the 'Taxpayers' section with a table of taxpayer information. The table has columns for Name, Registration or ID number, Tax Reference Number, Name of Taxpayer, Company/ ID Number, Reference Number, Last Return Filled, Last Accessed, and Actions. Two rows of data are visible, each with a 'View Taxpayer' button. A 'LIVE CHAT' button is also present at the bottom right.

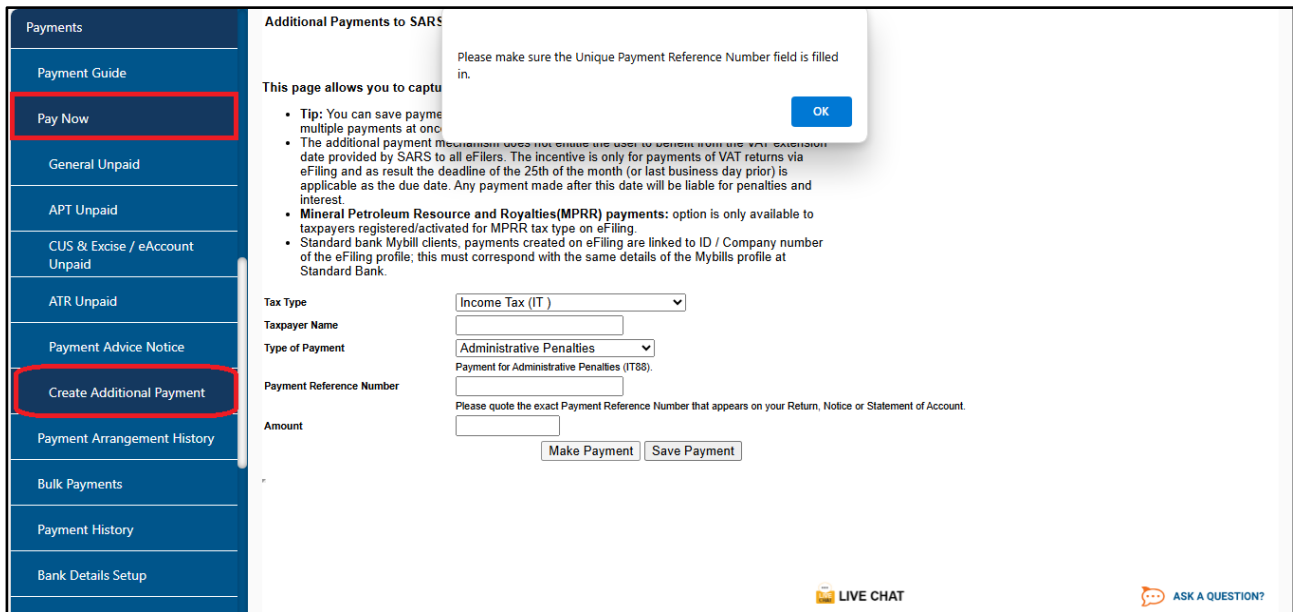
6.1.3 Create Additional Payment - How to make a payment.

- Select **<Returns>** on the top menu;
- Click on **<Pay Now>** on the left menu;
- Click on **<Create Additional Payment>**;
- Capture the payment details.

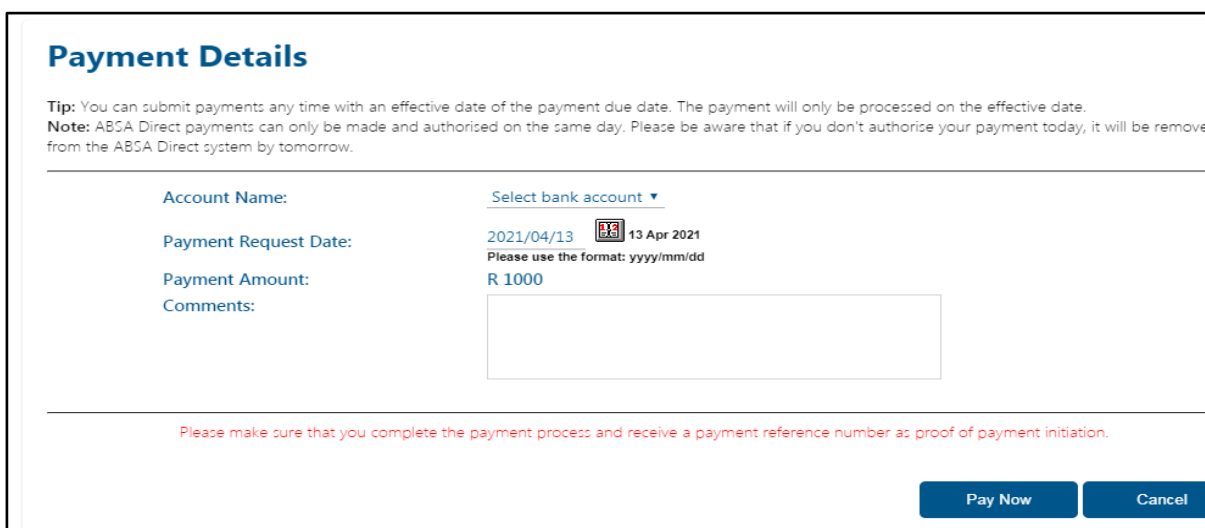


The screenshot shows the 'Create Additional Payment' form in the SARS eFiling system. The left sidebar shows the 'Pay Now' submenu with 'Create Additional Payment' highlighted. The main content area is titled 'Additional Payments to SARS' and includes a description: 'This page allows you to capture additional tax payment details to SARS'. Below this, there are several bullet points providing tips and information about the payment mechanism. The form fields include: Tax Type (a dropdown menu), Taxpayer Name, Type of Payment, Tax Reference Number, Tax Period, Payment Reference Number, and Amount. At the bottom, there are 'Make Payment' and 'Save Payment' buttons. A 'LIVE CHAT' button is also visible at the bottom right.

- When you have completed the information above, Select one of the following options:
 - 'Make Payment' to make the payment immediately; or
 - 'Save Payment' to make the payment at a later stage.
- If 'Save Payment' is selected, a message will be displayed indicating that your additional payments have been saved and saved payment can then be viewed under general unpaid.
- If 'Make Payment' is selected above, a pop-up message will be displayed to confirm the payment that you want to make. Click **OK** to continue.



- A 'Payment Initiation Result' page will be displayed indicating:
 - That the payment has been sent to the bank for processing, and
 - The Payment Reference Number.
- Remember:**
 - If you selected credit push as your method of payment to SARS, you would still need to login to your banking product to approve or reject the transaction.

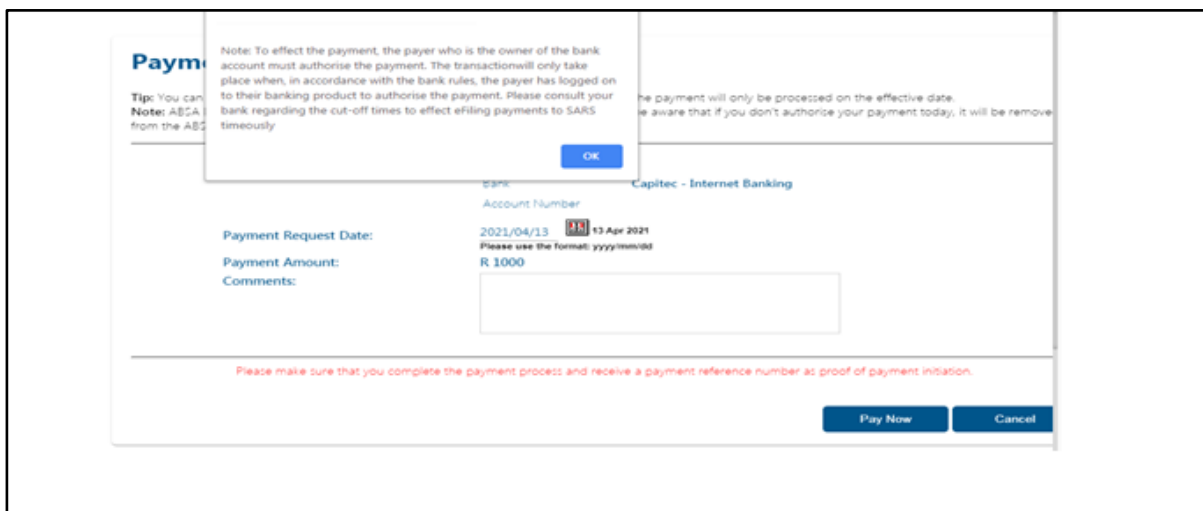


- The payment summary will be displayed below:

Payment Summary

| Name | Tax Reference Number | Due Date | Tax Amount | Penalty Amount | Interest Amount | Amount Due |
|-------|----------------------|------------|------------|----------------|-----------------|------------|
| | | 13/04/2021 | 1000.00 | 0.00 | 0.00 | R 1000.00 |
| Total | | | | | | R 1000.00 |

- Click on **'Pay Now'** and click **"Ok."**



Payment Request

Note: To effect the payment, the payer who is the owner of the bank account must authorise the payment. The transaction will only take place when, in accordance with the bank rules, the payer has logged on to their banking product to authorise the payment. Please consult your bank regarding the cut-off times to effect e-filing payments to SARS.

Tip: You can...
Note: ABGA... from the ABC... timeously

OK

Bank: Capitec - Internet Banking

Account Number: [Redacted]

Payment Request Date: 2021/04/13 13 Apr 2021
Please use the format: yyyy/mm/dd

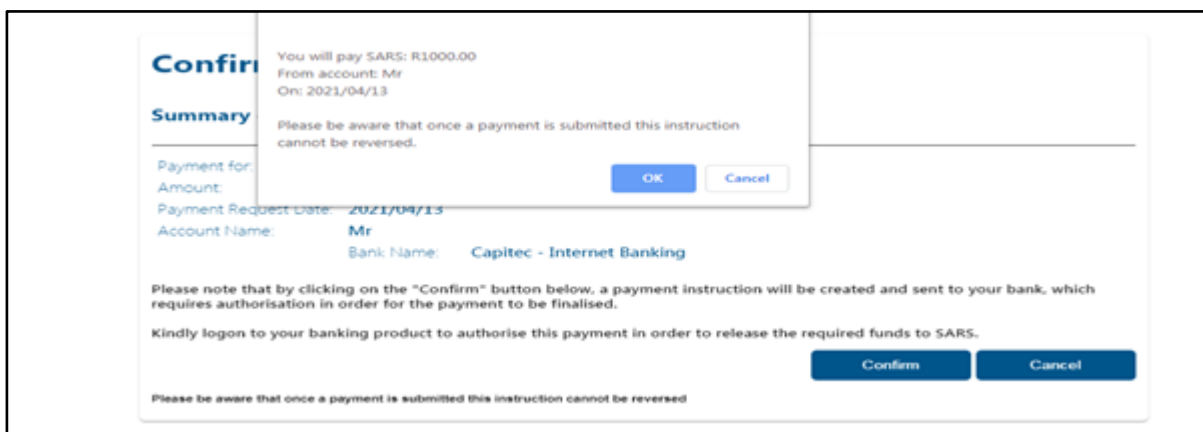
Payment Amount: R 1000

Comments: [Text Area]

Please make sure that you complete the payment process and receive a payment reference number as proof of payment initiation.

Pay Now Cancel

- Confirm if the payment details are correct and then click **'Confirm'** to continue. Once a payment is submitted the instruction cannot be reversed.
- The "Confirm Payment Initiation" screen will be displayed:



Confirm

You will pay SARS: R1000.00
From account: Mr
On: 2021/04/13

Please be aware that once a payment is submitted this instruction cannot be reversed.

OK Cancel

Payment for: [Redacted]
Amount: [Redacted]

Payment Request Date: 2021/04/13
Account Name: Mr
Bank Name: Capitec - Internet Banking

Please note that by clicking on the "Confirm" button below, a payment instruction will be created and sent to your bank, which requires authorisation in order for the payment to be finalised.

Kindly logon to your banking product to authorise this payment in order to release the required funds to SARS.

Confirm Cancel

Please be aware that once a payment is submitted this instruction cannot be reversed

- Click **"Ok"** button and the following screen will be displayed:

Payment Initiation Result

Summary of payment transaction details

We have experienced some difficulty communicating this transaction to your bank. Please wait 30 minutes and try again. If you continue to experience difficulties, please [contact](#) our call centre.
The following message was returned:


Account Name: Mr

Payment Amount: R 1000.00

Payment Reference: SARSE

Continue
Print Confirmation

- When the payment is made and you need the confirmation, click “Print Confirmation” button and the screen will be displayed as follows:



SARS Payment Transaction Details

Confirmation of a payment request made on 20 Apr 2021

Payment Information

Initiated By:
Mrs

Bank:
Capitec - Internet Banking

Payment instruction status:
Capitec Communication Failed

Payment Reference:

Request Date:
20 Apr 2021

Total Amount:
R 1000.00

| Name | Tax Reference Number | Type of Payment | Period | Amount |
|------|----------------------|----------------------------------|--------|-----------|
| | | IT - Income Tax Advanced Payment | N/A | R 1000.00 |

This payment was made using SARS eFiling. If there are any questions regarding this payment or eFiling in general please contact our help desk on:
Tel: 0800 00 7277

Print

- When you click the “Continue” button, you will be redirected to Payment history refer to section 8.

6.1.4 Additional tax payments saved

- To view a list of additional tax payments captured and saved:
 - Select **<Returns>** from the top menu;
 - Select **<Payments>** from the menu on the left;
 - Click **<General / APT / CUS & Excise /eAccount / ATR Unpaid>**.

b) To finalise the payments, you can either:

- Select the required items and make payment or
- Click on '**Select All Payments**' to make one payment for all the items listed.

Non-Core Taxes
Payments
Payment Guide
Pay Now
General Unpaid
APT Unpaid
CUS & Excise / eAccount Unpaid
ATR Unpaid
Payment Advice Notice
Create Additional Payment
Payment Arrangement History
Bulk Payments
Payment History
Bank Details Setup

Taxpayer:
Payments: Outstanding

- **Note:** To access all unpaid Excise levies, select the 'CUS and Excise Unpaid' submenu from within the 'Payments' menu on the left.
- All payments "**Saved**" by the client will display under General Unpaid.
- Payments "**Rejected**" by the bank will display under General Unpaid, which the client can reselect and make payment again.

| Additional Tax Payments | | | | | | | | |
|--------------------------|------|---------------|-----------------------------|------------|--------|------------|----------------------|----------------|
| Pay | Name | Reference Num | Return Type | Tax Period | Status | Amount Due | Edit Payment | Payment Advice |
| <input type="checkbox"/> | d | | Income Tax Advanced Payment | | UNPAID | R 10000 | Edit | |
| <input type="checkbox"/> | d | | Income Tax Advanced Payment | | UNPAID | R 10000 | Edit | |
| <input type="checkbox"/> | d | | Income Tax Advanced Payment | | UNPAID | R 10000 | Edit | |

[Back to Top](#)

☐ Select All Payments

| | | |
|--|---|----------|
| Total amount of Payments: | R | 30000.00 |
| Total amount of Payments selected: | R | 0.00 |
| Total amount of Payments not selected: | R | 30000.00 |
| Total number of Payments selected: | | 0 |
| Total number of Payments: | | 3 |

[Make electronic payment](#)

[Manual Payments - Capture details of payments made outside of this system](#)

[Back to Top](#)

c) You will be redirected to the following screen where you will be able to amend the amount or reference by clicking the "Edit" hyperlink.

Non-Core Taxes
Payments
Payment Guide
Pay Now
General Unpaid
APT Unpaid
CUS & Excise / eAccount Unpaid
ATR Unpaid
Payment Advice Notice
Create Additional Payment
Payment Arrangement History
Bulk Payments
Payment History
Bank Details Setup

Taxpayer:
Payments: Outstanding

- **Note:** To access all unpaid Excise levies, select the 'CUS and Excise Unpaid' submenu from within the 'Payments' menu on the left.
- All payments "**Saved**" by the client will display under General Unpaid.
- Payments "**Rejected**" by the bank will display under General Unpaid, which the client can reselect and make payment again.

| Additional Tax Payments | | | | | | | | |
|--------------------------|------|---------------|-----------------------------|------------|--------|------------|----------------------|----------------|
| Pay | Name | Reference Num | Return Type | Tax Period | Status | Amount Due | Edit Payment | Payment Advice |
| <input type="checkbox"/> | d | | Income Tax Advanced Payment | | UNPAID | R 10000 | Edit | |
| <input type="checkbox"/> | d | | Income Tax Advanced Payment | | UNPAID | R 10000 | Edit | |
| <input type="checkbox"/> | d | | Income Tax Advanced Payment | | UNPAID | R 10000 | Edit | |

[Back to Top](#)

☐ Select All Payments

| | | |
|--|---|----------|
| Total amount of Payments: | R | 30000.00 |
| Total amount of Payments selected: | R | 0.00 |
| Total amount of Payments not selected: | R | 30000.00 |
| Total number of Payments selected: | | 0 |
| Total number of Payments: | | 3 |

[Make electronic payment](#)

[Manual Payments - Capture details of payments made outside of this system](#)

[Back to Top](#)

d) The following screen will display, select the bank account from which the payment should be made and the date you wish to make the payment:

- If you select "Make electronic payment," follow section 6.1.3 process.

- If you selected “Manual Payments” you will be required to complete the following screen:

Payments

Payment Guide

Pay Now

General Unpaid

APT Unpaid

CUS & Excise / eAccount Unpaid

ATR Unpaid

Payment Advice Notice

Create Additional Payment

Bulk Payments

Payment History

Bank Details Setup

Third Party Appointments

Request For Reason

Payment Details

How did you pay? Cash

Payment Date Please use the format: dd/mm/yyyy

Bank Reference number
Cheque number

Your Reference number

Bank Account -- other --

Other Bank Details


Amount Paid R 103973.91

Comments

Save

Back

| Payment Summary | | | | | |
|-----------------|----------------------|------------|----------------|-----------------|-------------|
| Name | Tax Reference Number | Tax Amount | Penalty Amount | Interest Amount | Amount Due |
| | | 1000.00 | 0.00 | 0.00 | R 1000.00 |
| | | 1000.00 | 0.00 | 0.00 | R 1000.00 |
| | | 100000.00 | 0.00 | 0.00 | R 100000.00 |
| | | 1000.00 | 0.00 | 0.00 | R 1000.00 |
| | | 304.35 | 0.00 | 0.00 | R 304.35 |
| | | 304.35 | 0.00 | 0.00 | R 304.35 |
| | | 304.35 | 0.00 | 0.00 | R 304.35 |
| | | 30.43 | 0.00 | 0.00 | R 30.43 |



7 PAYMENT HISTORY

- When the user selects “**Payments History**,” The Payment History page will allow the user to search or filter for the payments according to following fields:
 - Taxpayer Name;
 - Tax Product;
 - Tax Reference Number;
 - Payment Reference Number;
 - Payment Status;
 - Date From**, will be defaulted to last 7 days, this field will be mandatory;
 - Date To**, will be defaulted to today’s date, this field will be mandatory;
 - Actual Payment Date (Note: The payment date is the date that the payment was approved on your bank product as per your bank account).
- Payment History only displays the payments already approved on the client’s banking product and other status but not awaiting authorisation.
- The payment history screen below will be displayed and will indicate all payment statuses been cancelled/failed/approved/reversed and rejected.

Payment History

For more accurate results, please supply a Tax number or a Payment reference number.

Taxpayer Name

Tax Product: All Products

Tax Reference Number

Payment Reference Number

Payment Status: All

Date From: 2022/07/08

Date To: 2022/07/15

Actual Payment Date

Clear Search

| Taxpayer Name | Tax Reference Number | Payment Reference Number | Tax Product | Created On Date | Actual Payment Date | Tax Period | Amount | Payment Status | Payment Details |
|---------------|----------------------|--------------------------|-------------|-----------------|---------------------|------------|--------|----------------|-----------------|
|---------------|----------------------|--------------------------|-------------|-----------------|---------------------|------------|--------|----------------|-----------------|

ASK A QUESTION?

- d) After the payment(s) has been submitted on eFiling, navigate to **'Payments'** under 'Payment History' "menu to view details of payments made to SARS.

| Taxpayer Name | Tax Reference Number | eFiling PRN | Tax Product | Created On Date | Payment Date | Tax Period | Amount | Payment Status | Payment Details |
|---------------|----------------------|-------------|-----------------------------|-----------------|--------------|------------|--------|----------------|----------------------|
| E | 000 | | Income Tax Advanced Payment | 2020-11-04 | 2020-11-04 | N/A | 41.00 | Rejected | View |
| E | 000 | | Income Tax Advanced Payment | 2020-11-04 | N/A | N/A | 40.08 | In Process | View |
| E | 000 | | Income Tax Advanced Payment | 2020-11-04 | 2020-11-04 | N/A | 40.07 | Approved | View |
| E | 000 | | Income Tax Advanced Payment | 2020-11-04 | 2020-11-08 | N/A | 40.05 | Failed | View |
| E | 000 | | Income Tax Advanced Payment | 2020-11-04 | 2020-11-04 | N/A | -41.00 | Reversed | View |

Payments

Taxpayer Name

Tax Product: All Products

Tax Reference Number

Payment Reference Number

Date From: 2025/03/21

Actual Payment Date

Payment Status: All

Approved

Cancelled

Failed

In Process

Manually Paid

Search

| Taxpayer Name | Tax Reference Number | Payment Reference Number | Tax Product | Created On Date | Actual Payment Date | Tax Period | Amount | Payment Status | Payment Details |
|---------------|----------------------|--------------------------|-------------|-----------------|---------------------|------------|--------|----------------|-----------------|
|---------------|----------------------|--------------------------|-------------|-----------------|---------------------|------------|--------|----------------|-----------------|

Items per page: 10 0 of 0

LIVE CHAT

ASK A QUESTION?

- e) Select on "Payment Statuses" and click "Search" button, the different statuses will be displayed select "the status" you need to view, see below:

Tax Reference Number

Payment Status

Approved

Cancelled

Failed

In Process

Manually Paid

Rejected

f) Details of the transactions will be displayed as follows:

| Taxpayer Name | Tax Reference Number | eFiling PRN | Tax Product | Created On Date | Payment Date | Tax Period | Amount | Payment Status | Payment Details |
|---------------|----------------------|-------------|-----------------------------|-----------------|--------------|------------|--------|----------------|----------------------|
| E | 000 | | Income Tax Advanced Payment | 2020-11-04 | 2020-11-04 | N/A | 41.00 | Rejected | View |
| E | 000 | | Income Tax Advanced Payment | 2020-11-04 | N/A | N/A | 40.08 | In Process | View |
| E | 000 | | Income Tax Advanced Payment | 2020-11-04 | 2020-11-04 | N/A | 40.07 | Approved | View |
| E | 000 | | Income Tax Advanced Payment | 2020-11-04 | 2020-11-08 | N/A | 40.05 | Failed | View |
| E | 000 | | Income Tax Advanced Payment | 2020-11-04 | 2020-11-04 | N/A | -41.00 | Reversed | View |

g) Click the '**View**' link to see the payment details of each transaction.

Payment Details

From: PAPER

Description: Manual Payment Outside this System

Status: Manual Payment

Payment Information

Payment Method: Cash

Entry Date: 10 Nov 2020 11:26:39

Payment Request Date: 01 Nov 2020

Actual Payment Date: 01 Nov 2020

Your Reference Number: **Manual**
4 VC2020082

SARS Bank Reference: 4 VC2020082

Bank Information

Bank Account:

Bank:

Branch Name:

Branch Code:

Account Number:

| Description | Tax Amount | Penalty | Interest | Total Paid |
|----------------|--------------|-------------|-------------|--------------|
| VAT (4 202008) | 30.43 | 0.00 | 0.00 | 30.43 |
| Total | 30.43 | 0.00 | 0.00 | 30.43 |

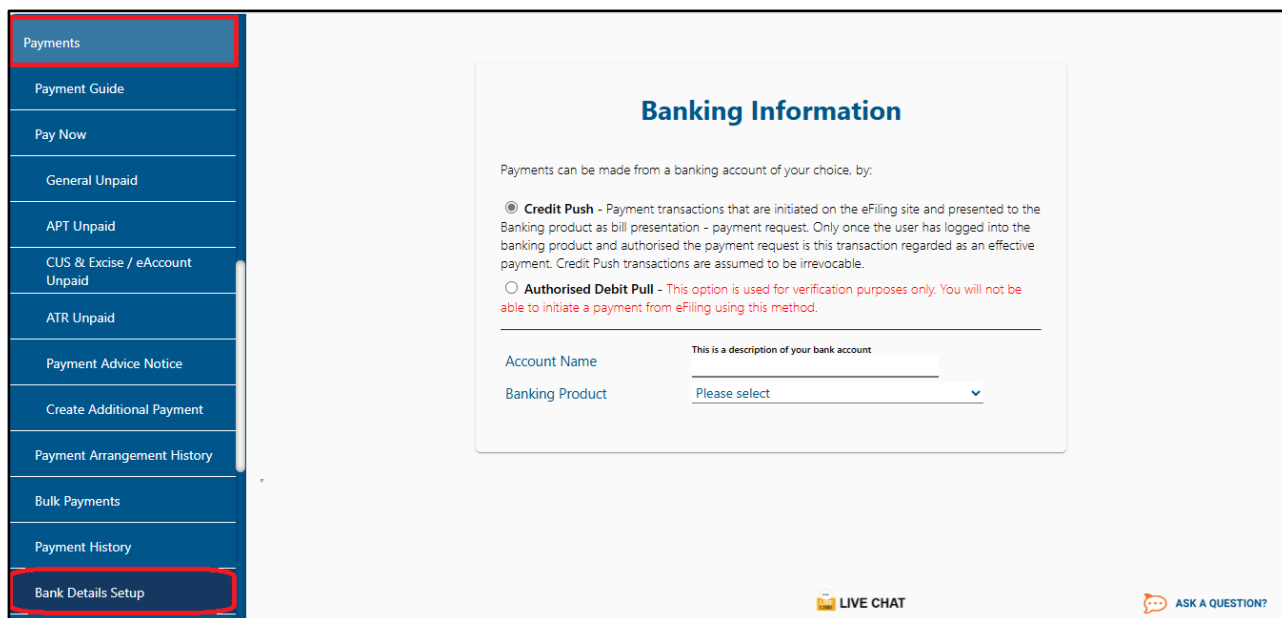
Comments:

[Print Confirmation](#)

- h) Click the **“Print Confirmation”** button to view and print the payment confirmation.
- i) **NOTE:** You will only be able to cancel a payment - initiated request on eFiling if you have NOT authorised your payment at your bank.

8 HOW TO MAKE A BANK SET-UP VIA EFILING

- a) Before you can make a payment, ensure that your banking details are set up.
- b) **Step 1 – How to set up banking details.**
- Select **<Returns>** from the menu on top;
 - Select **<Payments>** from menu bar on the left;
 - Select **<Bank Details Setup>**;
 - Complete the bank details.



Payments

- Payment Guide
- Pay Now
- General Unpaid
- APT Unpaid
- CUS & Excise / eAccount Unpaid
- ATR Unpaid
- Payment Advice Notice
- Create Additional Payment
- Payment Arrangement History
- Bulk Payments
- Payment History
- Bank Details Setup**



Banking Information

Payments can be made from a banking account of your choice, by:

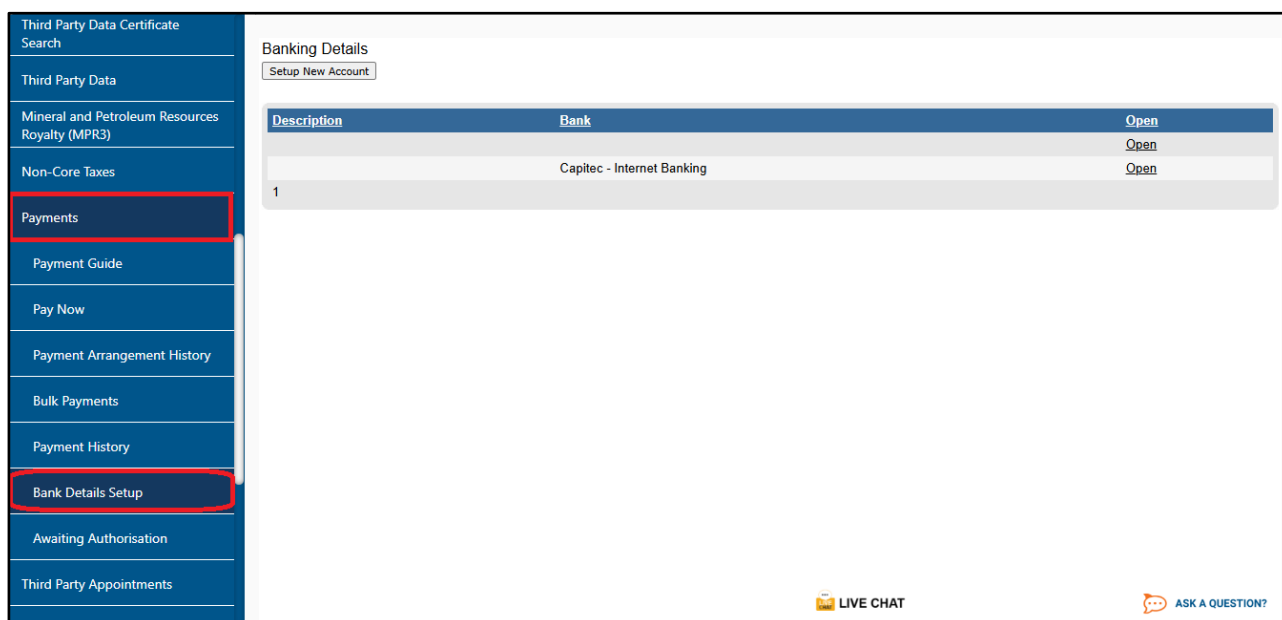
- ☒ **Credit Push** - Payment transactions that are initiated on the eFiling site and presented to the Banking product as bill presentation - payment request. Only once the user has logged into the banking product and authorised the payment request is this transaction regarded as an effective payment. Credit Push transactions are assumed to be irrevocable.
- ☐ **Authorised Debit Pull** - This option is used for verification purposes only. You will not be able to initiate a payment from eFiling using this method.

Account Name

Banking Product

 LIVE CHAT  ASK A QUESTION?



c) When the bank details are set up/created the following screen will be created:



Banking Details

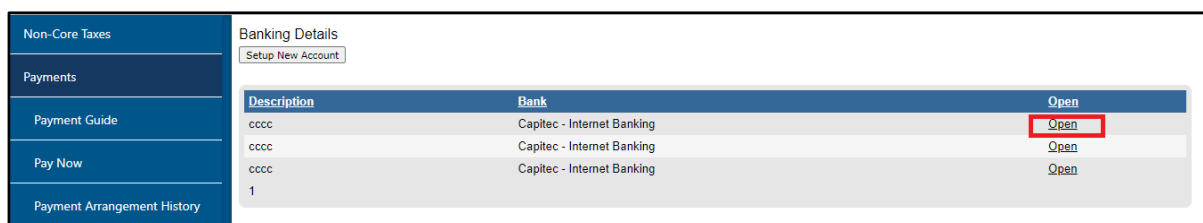
[Setup New Account](#)

| Description | Bank | Open |
|-------------|----------------------------|----------------------|
| 1 | Capitec - Internet Banking | Open |

 LIVE CHAT  ASK A QUESTION?

- In order to use the facility, you need to be registered at the relevant bank before use;
- As of the end of October 2013 Debit Pull transactions has been discontinued. Taxpayers are advised to set-up a Credit Push payment option or use one of our alternative methods of payment. Refer to www.sars.gov.za for more information on the credit push set-up and payment rules.

d) When you have captured the bank details, go to “**Open**” button to see that you have captured the details correctly.



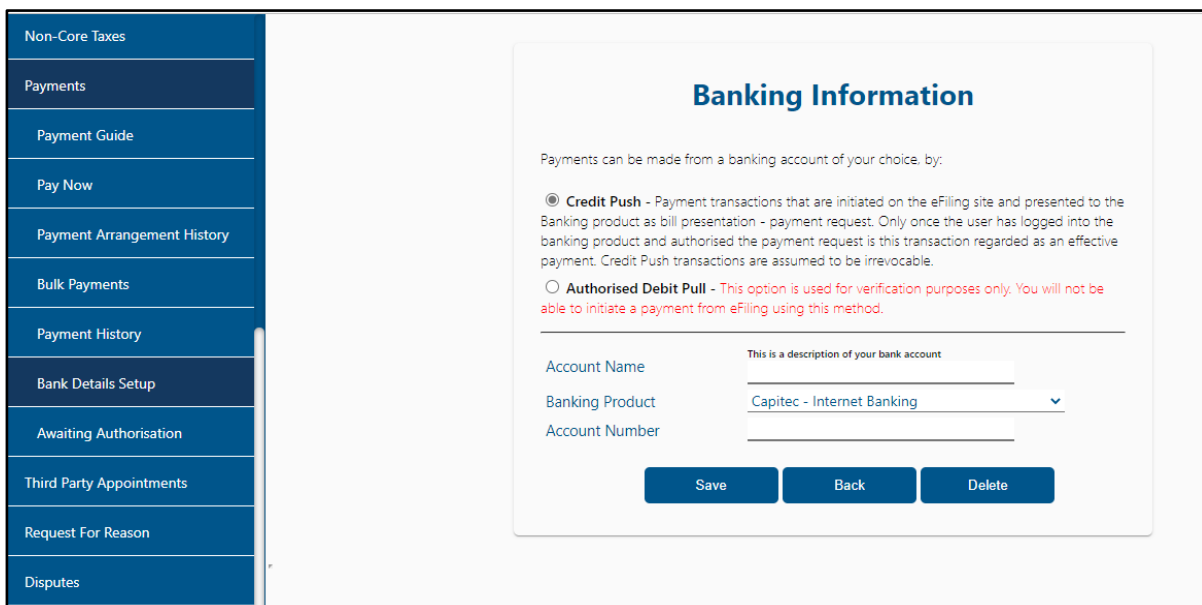
Banking Details

[Setup New Account](#)

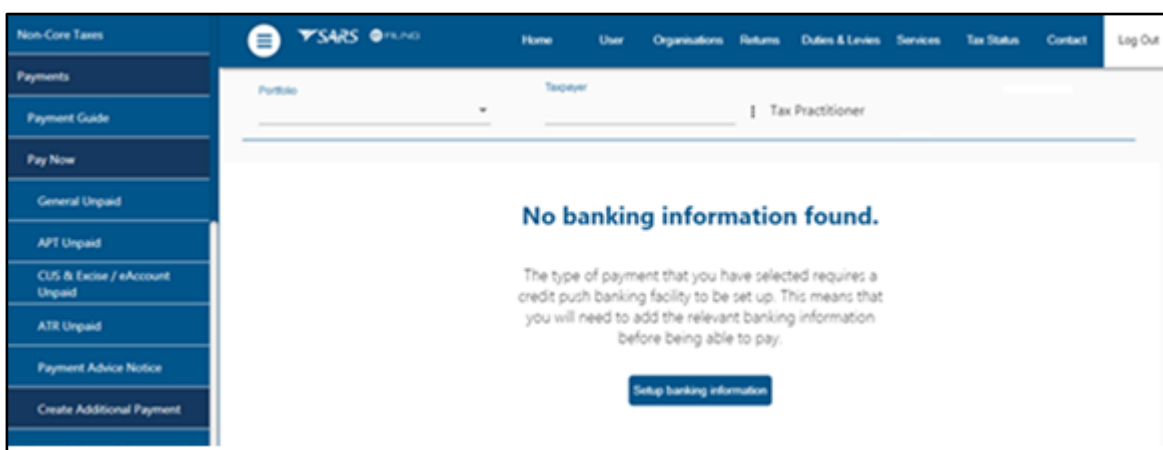
| Description | Bank | Open |
|-------------|----------------------------|----------------------|
| cccc | Capitec - Internet Banking | Open |
| cccc | Capitec - Internet Banking | Open |
| cccc | Capitec - Internet Banking | Open |
| 1 | | |

e) The following screen will be displayed:

- If the details are not captured correctly, you have an option either to go “**Back**” to recapture the details or “**Delete**” to remove the details;
- If the details are captured correctly you can click on the “**Save**” button.

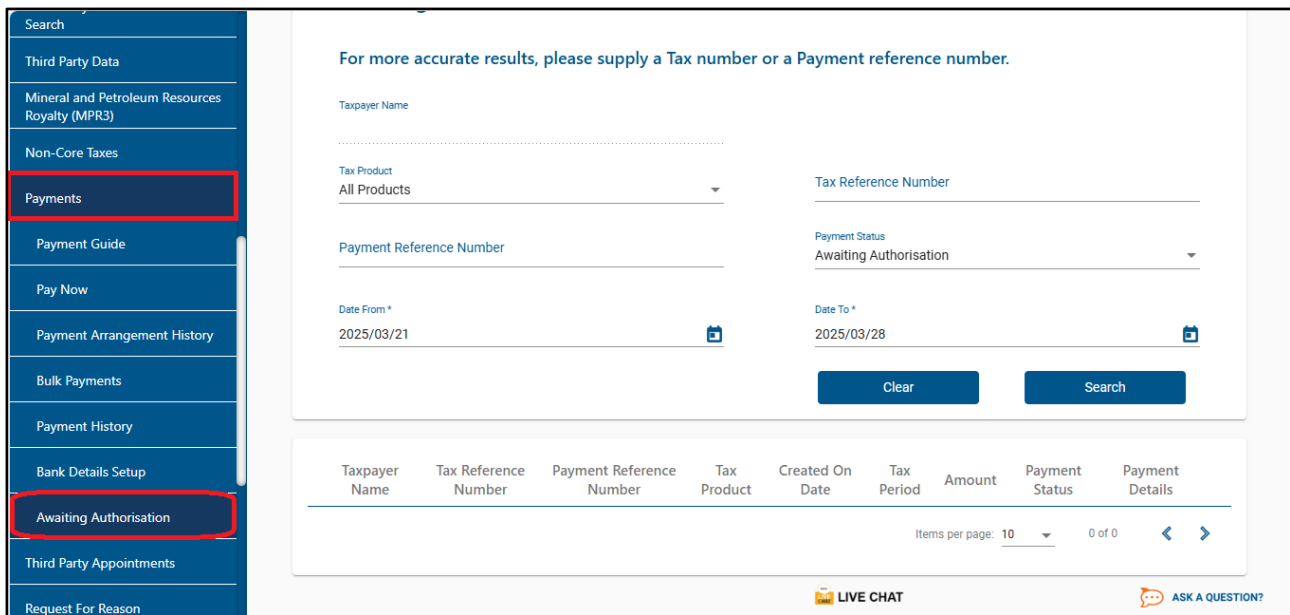


- f) Click “**Confirm**” button to make payment, and if no banking information is found, an enhanced “No banking information screen” will be displayed as per existing functionality and you will be required to complete “banking information” screen,
- Click on the “Setup banking information” and follow the section 9, step 1 process to set up banking details.



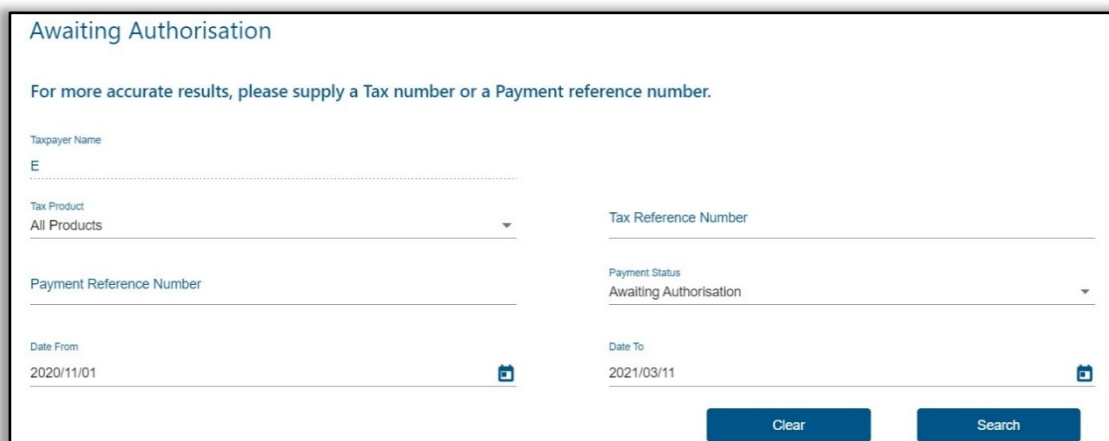
9 AWAITING AUTHORISATION

- a) To view a list of Awaiting Authorisation tax payments captured and saved:
- Select <**Returns**> from the top menu;
 - Select <**Payments**> from the menu on the left;
 - Click <**Awaiting Authorisation**>.



b) The '**Awaiting Authorisation**' page will allow the user to search or filter for the payments according to following fields:

- Taxpayer Name;
 - If you enter a specific Taxpayer Name in the "Taxpayer Name" field, the Awaiting Authorisation page will display all payments related to the captured Taxpayer name when "Select All" has been selected from the Taxpayer drop down list;
 - If a specific Taxpayer has been selected from the Taxpayer drop down list, the "Taxpayer Name" field will be disabled and the selected taxpayer name at the top will be populated into this field.
- Tax Product;
 - If the user selects a specific product from the Tax Product drop down list, Awaiting Authorisation page will display all payments for all the taxpayers related to the selected Tax Product that are still waiting to be approved on the banking product.
- Tax Reference Number;
- Payment Reference Number;
- Payment Status;
- Date From;
- Date To.



Effective Date: 14 April 2025

- c) If there are no payments in awaiting authorisation status, the results section on the screen will be blank. A warning message will be displayed to indicate that no records exist for the search criteria. Click 'OK' on the message to proceed.

| Taxpayer Name | Tax Reference Number | Payment Reference Number | Tax Product | Created On Date | Tax Period | Amount | Payment Status | Payment Details |
|---------------|----------------------|--------------------------|-------------|-----------------|------------|--------|----------------|-------------------------------|
| | | | | | | | | |
| | | | | | | | | Items per page: 10 0 of 0 < > |

- d) If you have made payments, they are still awaiting approval on your bank product, the result section will display the payment (s).

| Taxpayer Name | Tax Reference Number | Payment Reference Number | Tax Product | Created On Date | Tax Period | Amount | Payment Status | Payment Details |
|---------------|----------------------|--------------------------|-----------------------------|-----------------|------------|--------|------------------------|-----------------------------------|
| M | 0 | 00 | Income Tax Advanced Payment | 2021 | N/A | 2.55 | Awaiting Authorisation | View |
| | | | | | | | | Items per page: 10 1 - 1 of 1 < > |

- e) Select the 'View' button and the 'Payment Details' screen will be displayed.
- f) Note: The cancellation of payment functionality has been introduced to enable eFiling users to cancel payment requests **before** it is authorised with their banks. The payment request will be initiated on eFiling as per the current process.

Payment Details

From: E

Description: FNB Electronic Banking Payment to SARS

Status: FNB Electronic Banking Payment Awaiting Authorisation

Payment Information

Payment Method: FNB BANKit EFT

Entry Date: 19 Feb 2021 14:55:31

Payment Request Date: 19 Feb 2021

Actual Payment Date:

Your Reference Number: SARSEFLNG 002

SARS Bank Reference: 002

Bank Information

Bank Account: FNB

Bank: FNB - CAMS, Online Banking, Internet Banking

Branch Name:

Branch Code:

Account Number:

| Description | Tax Amount | Penalty | Interest | Total Paid |
|------------------|-------------|-------------|-------------|-------------|
| IT ADV (0 : N/A) | 2.55 | 0.00 | 0.00 | 2.55 |
| Total | 2.55 | 0.00 | 0.00 | 2.55 |

Comments:

[Cancel Payment](#)
[Print Confirmation](#)

- g) To cancel the payment, click the 'Cancel Payment' button. A confirmation message will be displayed. Click 'OK' to confirm the cancellation of the payment.

Are you sure you want to cancel this payment?

[OK](#)
[Cancel](#)

- h) Once the payment has been cancelled, a message will be displayed to indicate that the payment has been cancelled successfully.

Payment Cancellation Result

Cancel Payment

The Payment request has been cancelled successfully.

Return to payments

- The cancelled payment will be moved to Payments History and the status will be indicated as **'Cancelled.'**
- Note: If the payment is cancelled on eFiling it is not cancelled on your banking product.

| Taxpayer Name | Tax Reference Number | Payment Reference Number | Tax Product | Created On Date | Actual Payment Date | Tax Period | Amount | Payment Status | Payment Details |
|---------------|----------------------|--------------------------|-----------------------------|-----------------|---------------------|------------|--------|----------------|----------------------|
| T | 0 | 00 | Income Tax Advanced Payment | 2021-03-11 | 2021-03-11 | N/A | 2.00 | Cancelled | View |

Items per page: 10 1 - 1 of 1

10 DEFINITIONS, ACRONYMS AND ABBREVIATIONS

- The definitions, acronyms and abbreviations can be accessed via the following link: [Glossary webpage](#)

11 DOCUMENT MANAGEMENT

11.1 REVISION HISTORY

| | |
|-------------------------|--|
| Business Owner | Head: Process Design and Engineering |
| Detail of Change | <p>New validation rules for bulk payments</p> <p>Updated with eFiling Refresh screens(Awaiting Authorisation of Payment)</p> <p>Updated with Payment Arrangement History and general navigation updates.</p> <p>Updated Template and admin Penalty(ITPEN) Rule.</p> <p>Updated with the admin Penalty(ITPEN) Rules.</p> <p>Decommission of Help-You-eFile(HYEF), removed Help-You-eFile (HYEF) wording - April 2025 release.</p> |

DISCLAIMER

The information contained in this guide is intended as guidance only and is not considered to be a legal reference, nor is it a binding ruling. The information does not take the place of legislation and readers who are in doubt regarding any aspect of the information displayed in the guide should refer to the relevant legislation or seek a formal opinion from a suitably qualified individual.

For more information about the contents of this publication you may:

- Visit the SARS website at www.sars.gov.za;
- Make a booking to visit the nearest SARS branch;
- Contact your own tax advisor / tax practitioner;
- If calling from within South Africa, contact the SARS Contact Centre on 0800 00 SARS (7277); or
- If calling from outside South Africa, contact the SARS Contact Centre on +27 11 602 2093 (only between 8am and 4pm South African time).