

South African Revenue Services - SARS

Registering and Submitting a Tax Return on the SARS Mobi app

You may be viewing this guide because SARS has instructed WW to deduct money from your pay. If this happens, we are legally obligated to do this.

Money owing to SARS is personal and does not mean the company made an error with your PAYE. Tax debt would be related to your individual tax assessments, such as:

- **Admin penalties** – these penalties may happen if you did not submit a tax return or if you submitted late. You may not have been aware that you needed to file a tax return. **You will continue to be penalized each month until you file a tax return – this guide is intended to support people with admin penalties to file a return.**
- Tax due on additional income you declared.
- Tax owed on withdrawals from the new **Two-Pot** retirement system.

Further Support and Information

SARS You Tube Channel has many videos you can watch – we have downloaded and saved 2 of these on the Divisional Team Sites:

- [SARS MobiApp - How to Register](#)
- [SARS Mobi App - How to Submit your Income Tax Return](#)

Also See the SARS website for detailed information <https://www.sars.gov.za/individuals/>

Or Contact SARS: **0800 00 7277** if you need to clarify why you have an outstanding balance or for any other queries.

If you struggle to get hold of SARS you can make an appointment online - Visit <https://www.sars.gov.za/contact-us/make-an-appointment/>

HOW TO REGISTER ON SARS MOBI APP

SARS MOBIAPP: THE BASICS

The SARS Mobi App is for **individual taxpayers** to handle their taxes on a smartphone.

It's easy to use and convenient – you can use the SARS Mobi App to handle your tax affairs without visiting a SARS branch.



1. GETTING STARTED

Download the SARS Mobi App on Google Play, Apple App Store, or Huawei App Gallery).

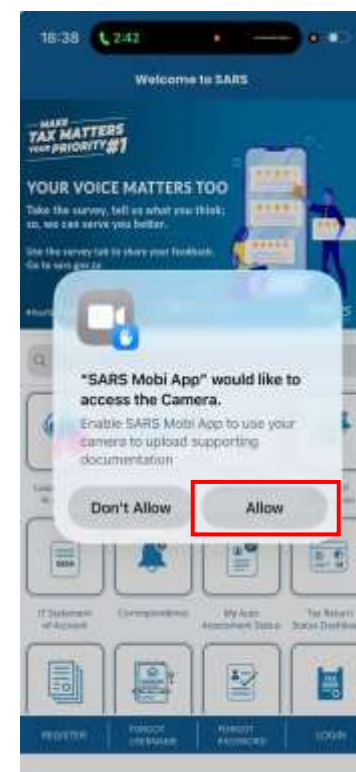
Note – You need stable Wi-fi or data and your phone software needs to be up to date.



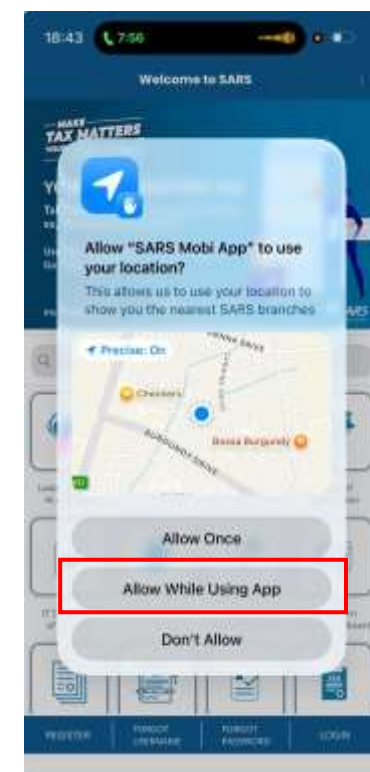
Read the Ts and Cs and Click **Yes, I Accept**



Select **While using the App** – to allow the App to take pictures. You may need this to upload documents



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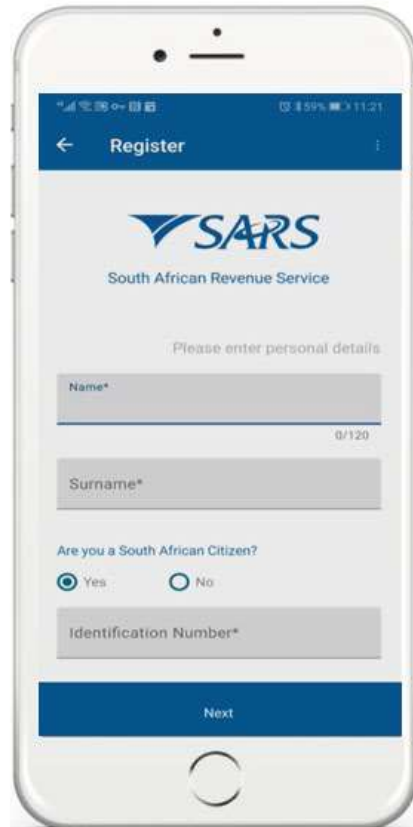
Select **Allow While using the App** – to let the App use your location

2. REGISTER – COMPLETE YOUR PERSONAL DETAILS AND CREATE A USERNAME AND PASSWORD

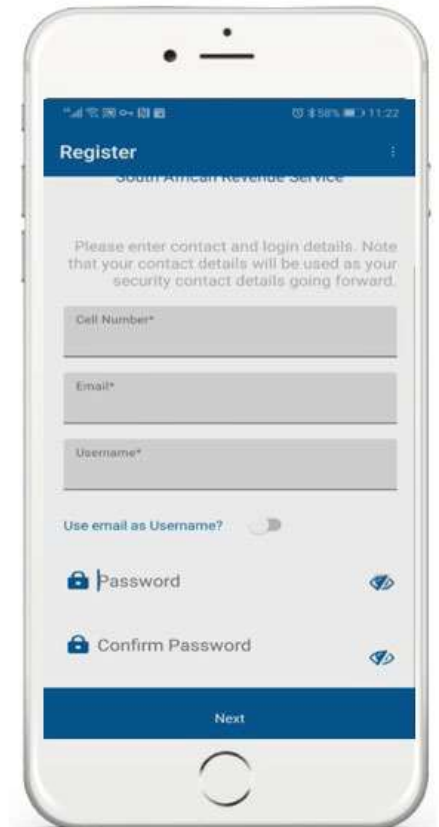
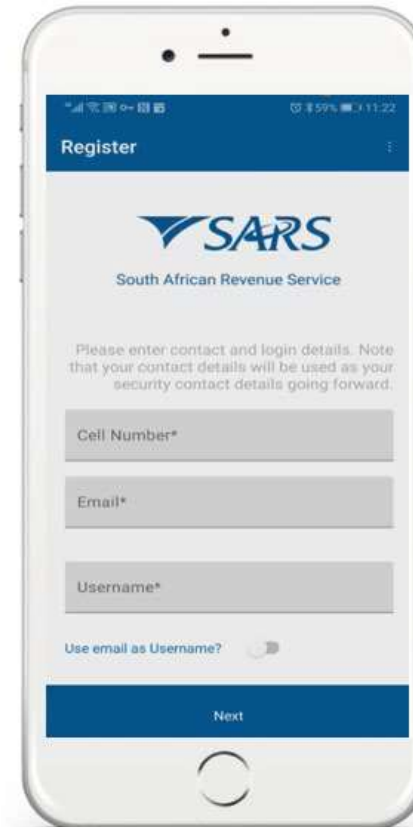
YOU WILL LAND ON THE HOME PAGE – THE FIRST THING YOU NEED TO DO IS **REGISTER** ON THE APP



Tap the **Register** icon at the bottom of the Home screen.

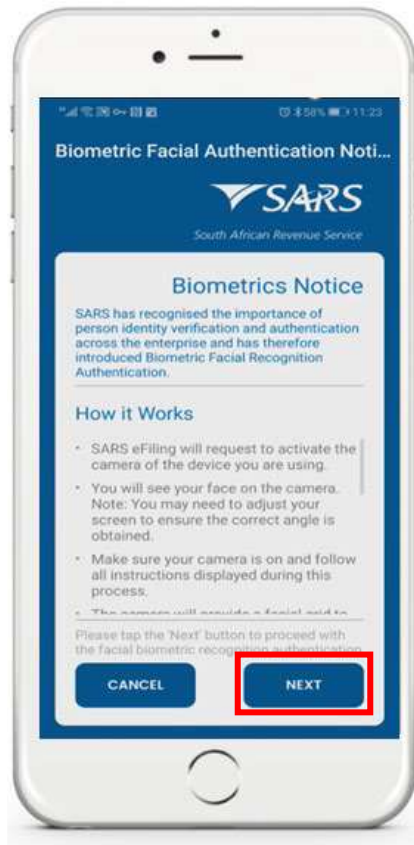


Fill in your **personal information**
Create a **Username** (you could **use your Email address**)
Tap **Next** when finished.

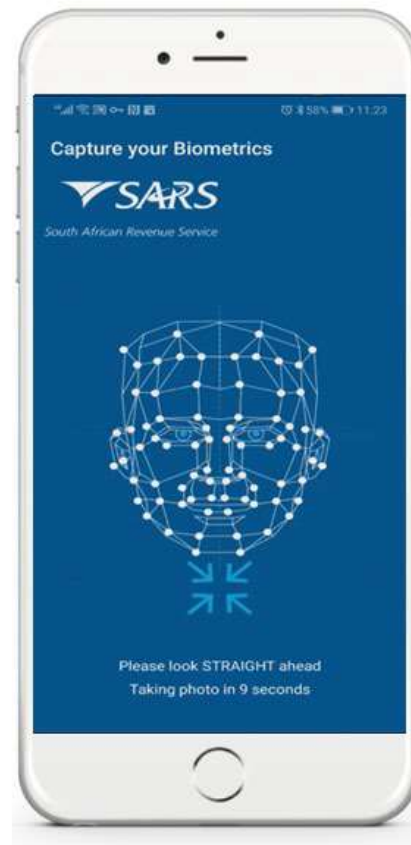


Create a Strong password – combination of letters, numbers and symbols – this is the trickiest part as the App will reject passwords that aren't complex enough.
E.g. Ugx25rD!@s
Tip: Write down your Username and password or save password

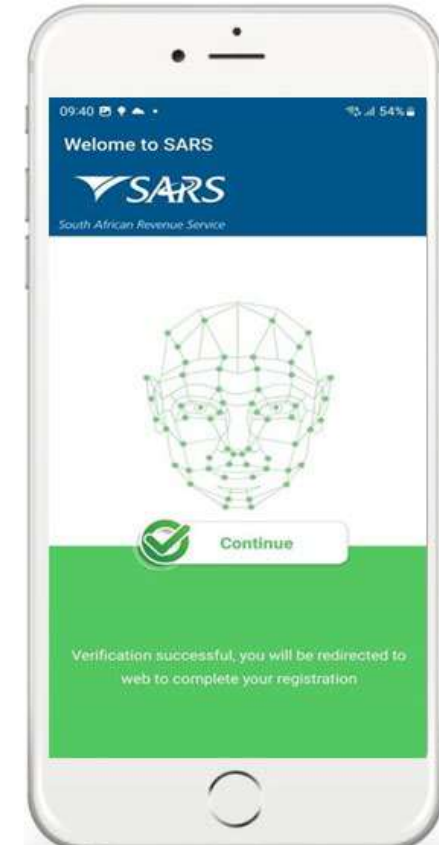
3. COMPLETE BIOMETRICS - FACIAL VERIFICATION (Biometrics)



Make sure you are in a **brightly lit** room.
Read the instructions
Tap **Next** to begin the scan.



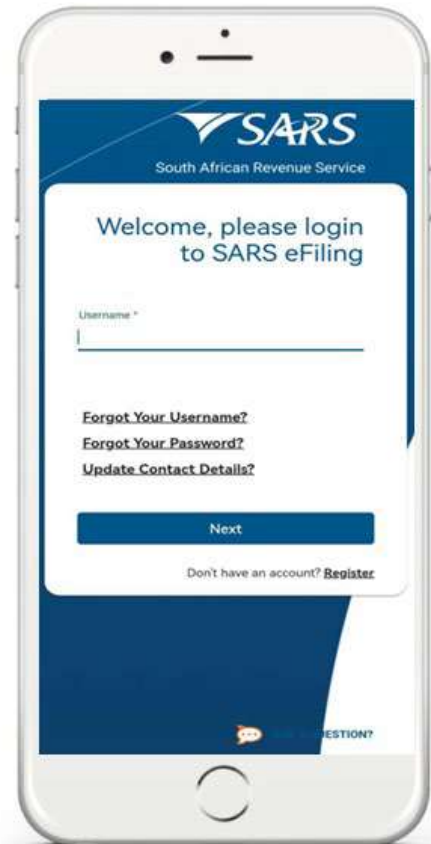
Face the camera and **move your face** as instructed to capture your biometrics.



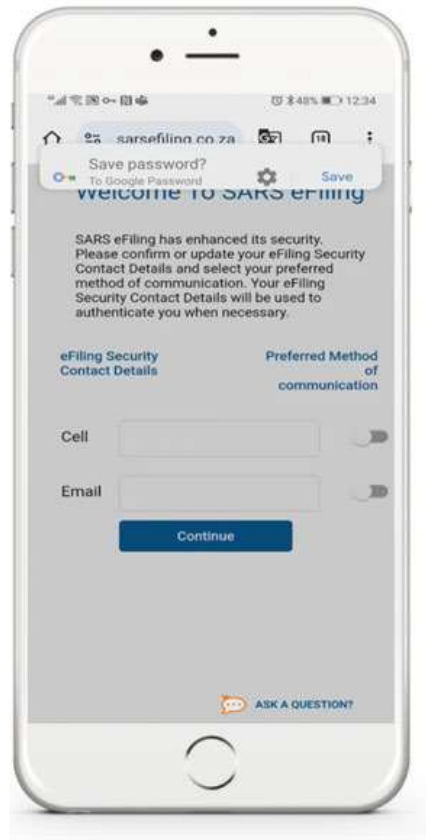
The screen turns green when complete.
Once you have registered on SARS
Mobi App STOP THERE –

TIP: wait 24 hours before you continue as the system needs to update.

4. WAIT 24 HOURS THEN LOG IN, GET YOUR ONE TIME PIN AND COMPLETE YOUR REGISTRATION



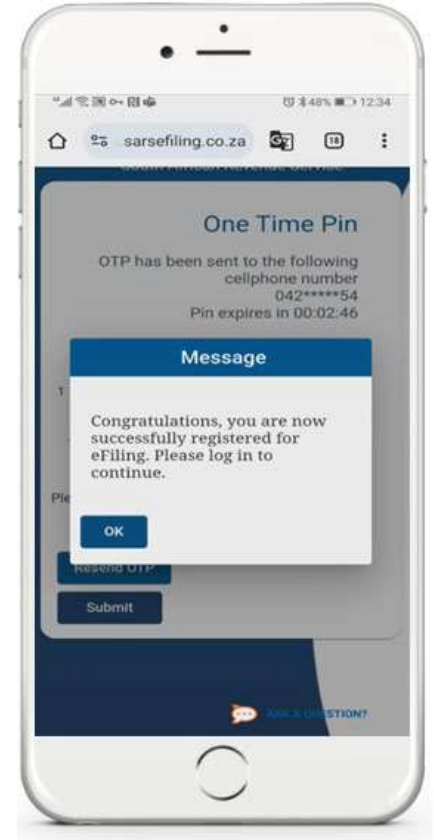
Open the App
On the Welcome screen
Log in using your Username and Password



You will be prompted to enter your **preferred method of communication** e.g. via Cell or Email
SARS will use this to send you a One Time Pin



Enter the **One Time Pin** You receive.
Click Submit.

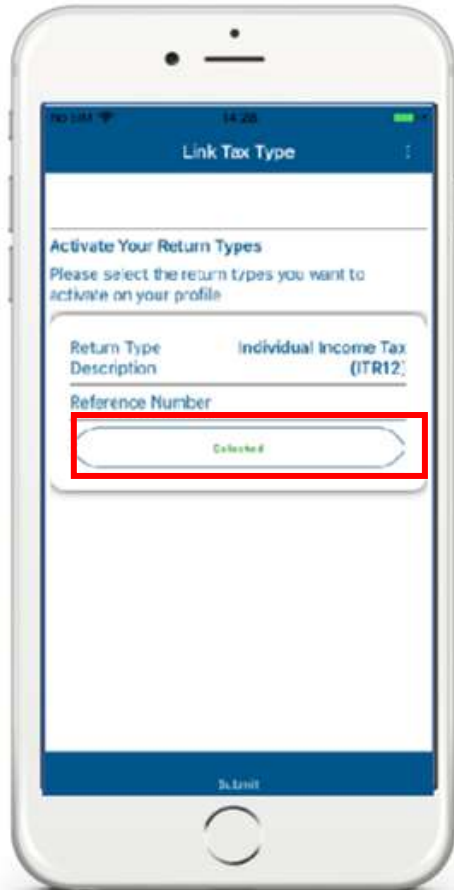


Congratulations you are now registered for eFiling

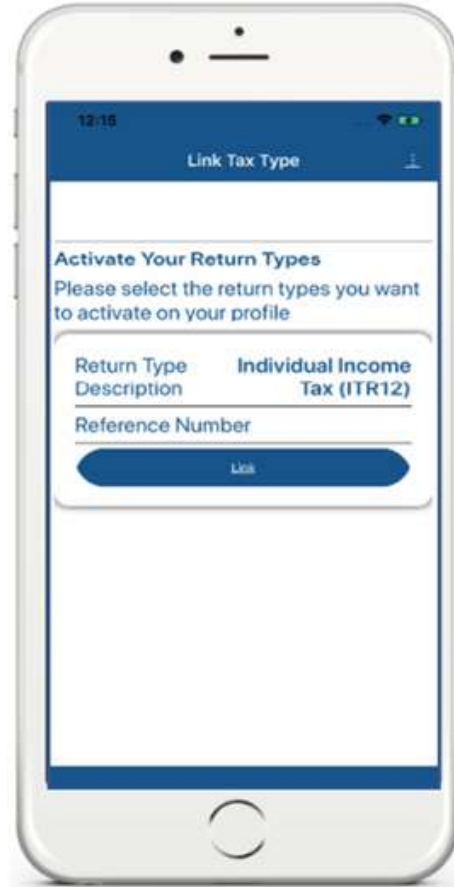
Note – you may be asked to upload supporting documents if SARS cannot verify your details

5. LINK YOUR INDIVIDUAL TAX RETURN (ITR12)

THIS IS **IMPORTANT** – IF THIS IS NOT LINKED YOU WON'T BE ABLE TO SUBMIT A TAX RETURN

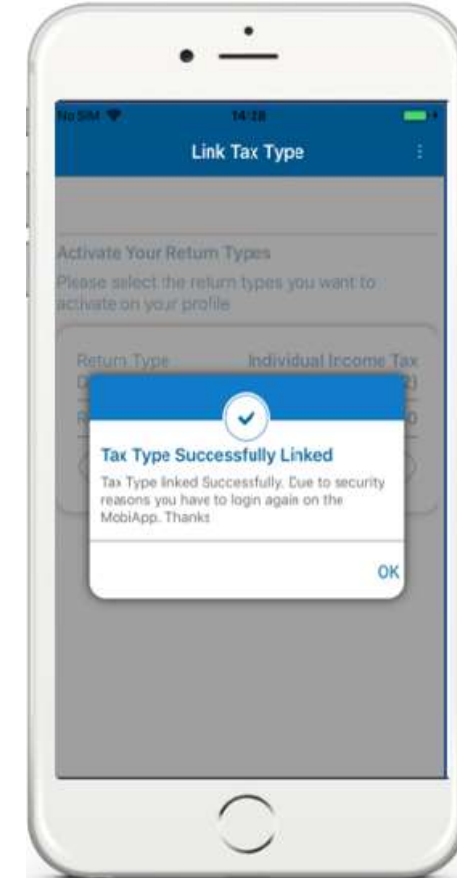


Select your **Individual Income Tax** return (ITR12)



Activate your Income Tax Return (ITR12) by tapping on **Link**.

Tap on **Submit**.



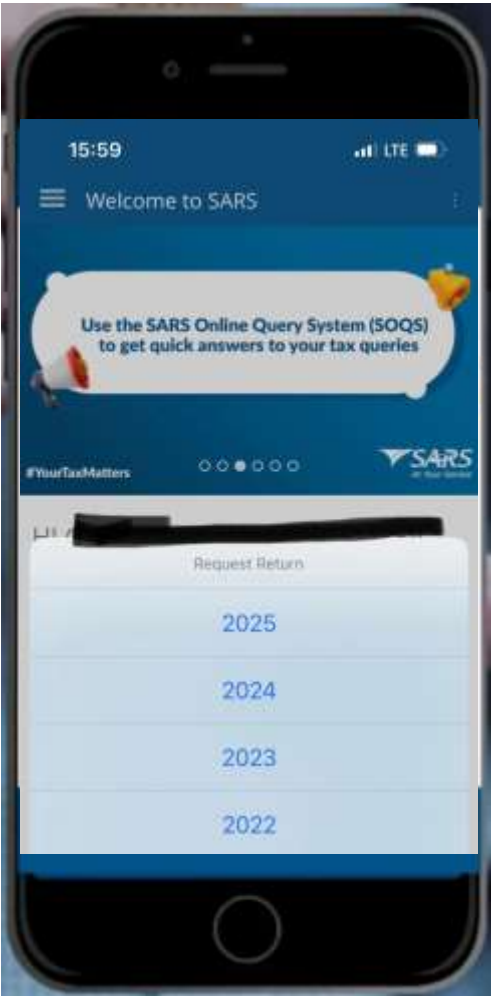
Message displays – **Tax Type Successfully linked**

HOW TO SUBMIT YOUR TAX RETURN VIA SARS MOBI APP

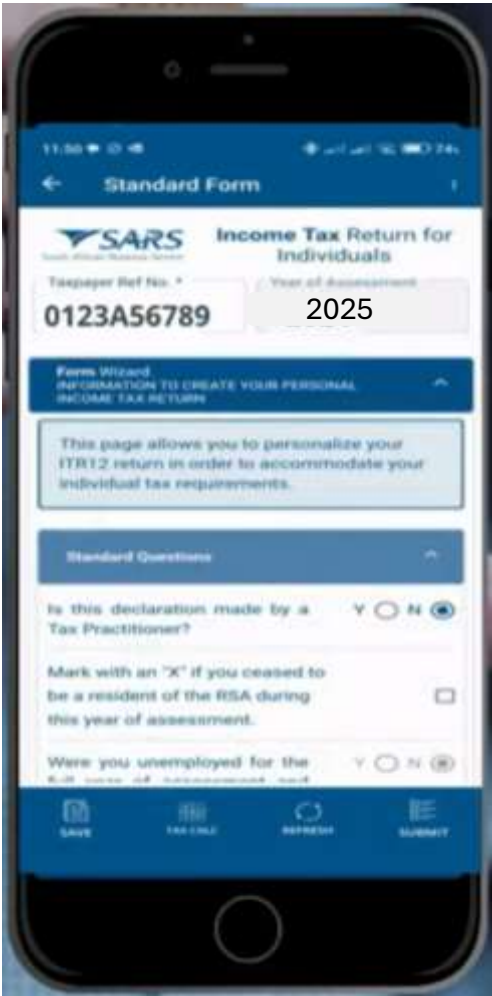
6. CREATE A TAX RETURN – SELECT TAX YEAR AND COMPLETE STANDARD QUESTIONS



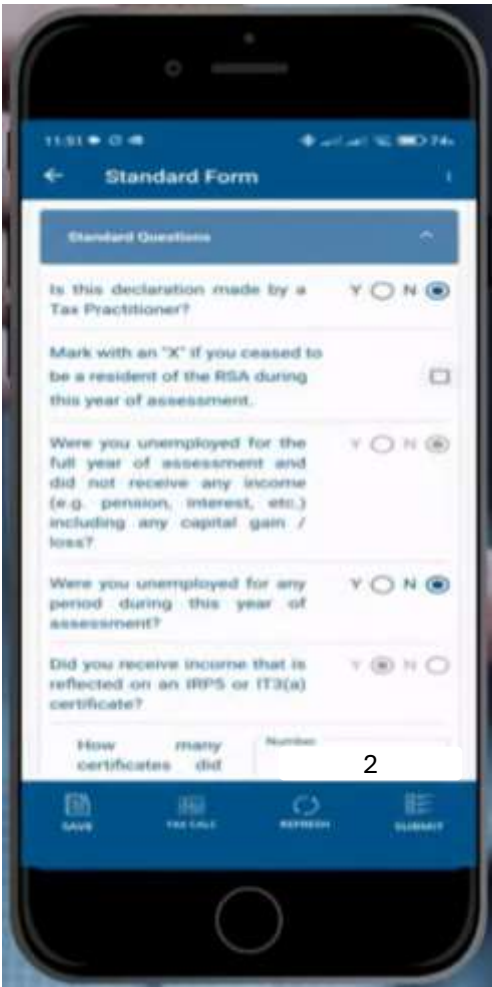
On the Homepage
Select Tax Returns



Select 2025 (most 2 Pot
transactions would have
occurred in this tax year)



Most of the fields will pre-
populate including your
Taxpayer number and Year of
Assessment



See suggested responses
Press SAVE as you complete each
section

Select Standard
Questions

Select No

Select No

No, unless you
were unemployed
at some point
during the tax
year March 2024
to February 2025

7. CHECK AND COMPLETE TAXPAYER, BANK DETAILS AND EMPLOYEE TAX CERTIFICATE INFO

1



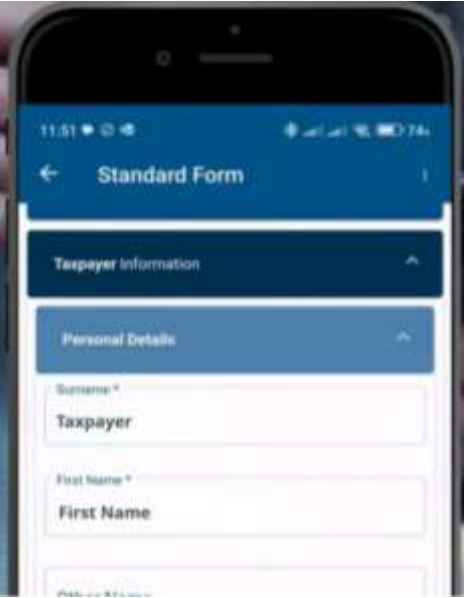
2

3

Select each drop-down arrow to check and complete any missing information in each section

Each section turns blue when it has all the information it needs

1

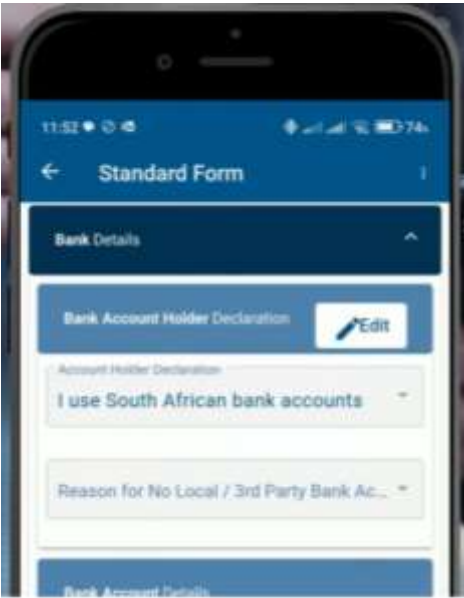


Select the Taxpayer information

Complete any of your personal details that are missing. Some fields will be pre-populated

When all the fields are complete the section will turn blue

2

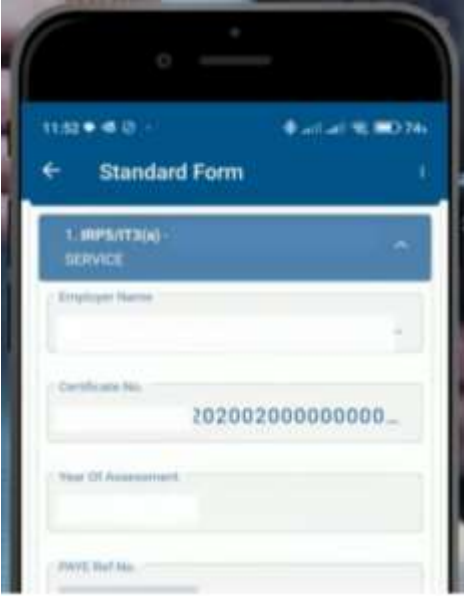


Select the Bank Details drop down.

Check and complete any missing banking details

When all the fields are complete the section will turn blue

3



Select the Employee Tax Certificate Information IRP5 IT3 drop down.

All fields will be pre-populated.

You may need to click Refresh if the section is still Red



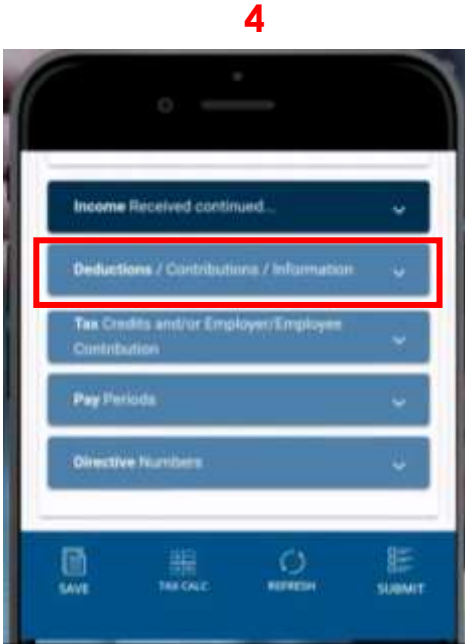
N.B Press SAVE as you complete each section

8. CHECK AND COMPLETE DEDUCTIONS

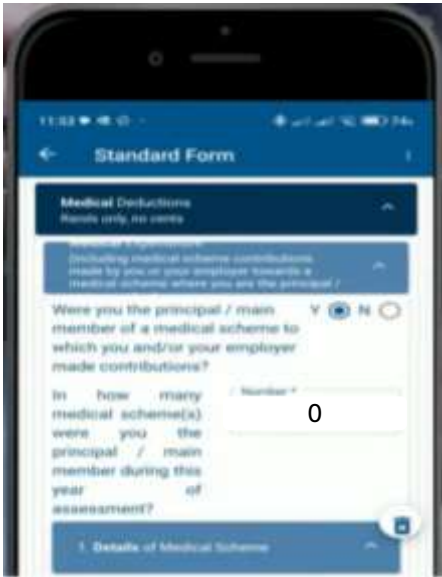


Select Taxpayer Information – Deductions

Each section turns blue when it has all the information it needs



Select the Taxpayer Information – Deductions drop down.



Most answers will be no

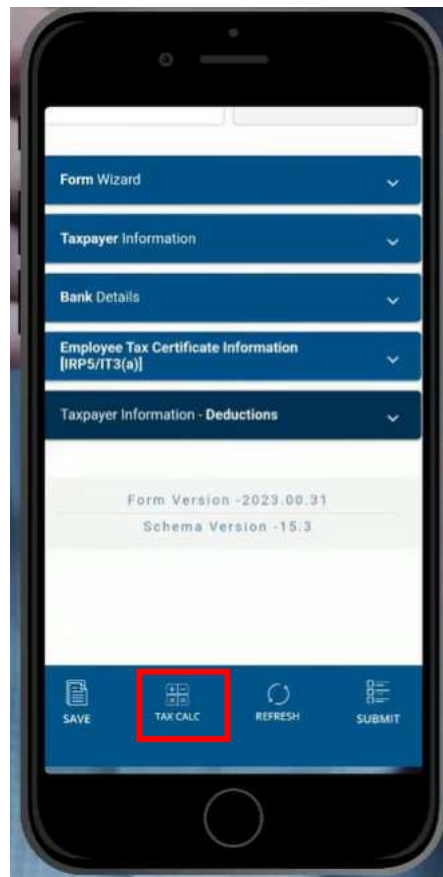
E.g. Medical deductions is **only relevant if you were the main member of a medical aid** e.g. Discovery between March 2024 and end Feb 2025. If you had Discovery via WW this section should be pre-populated. If you did not have medical aid – this section does not apply to you.

If you see a question – Did you have a **Retirement Annuity?** – **Answer No** – unless you took this in your private capacity – A Retirement Annuity is different to your Pension you receive from the Company

N.B **Press SAVE** as you complete each section



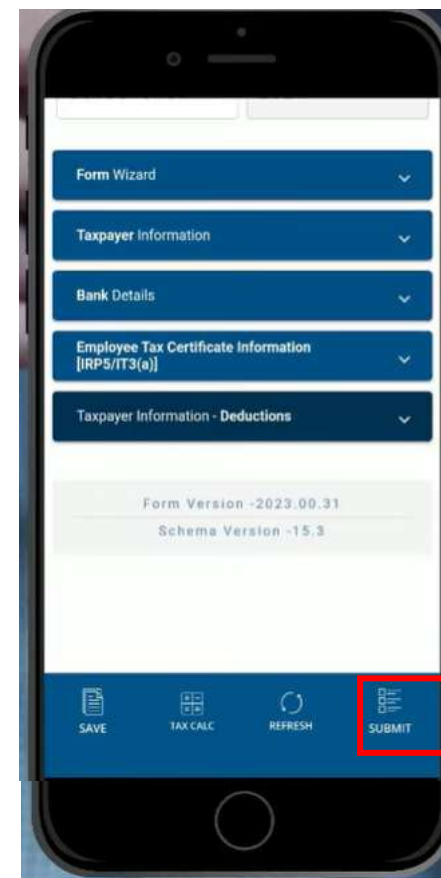
HOW TO CREATE A TAX RETURN – CALCULATING YOUR TAX RETURN AND SUBMITTING



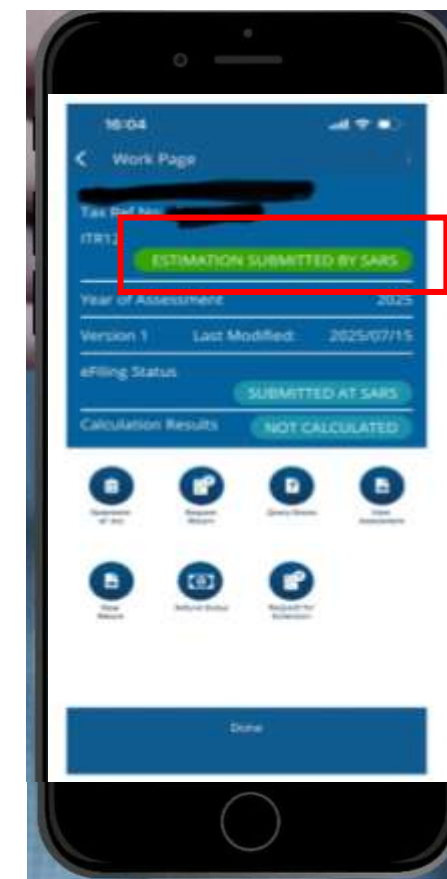
When all the sections are Blue you can select **Tax Calc** - This automatically saves your information



Your **tax calculation** results will open



If all sections are blue and you are sure you have completed your information accurately and honestly, you can **click SUBMIT**



If successful you will see a green note
Estimation Submitted by SARS