

Registering for E-filing

At SARS

Positive

Neutral

Negative

Focus:

"I am not sure that I have filled the forms in correctly. The website does not give me any direction!"

Faxing:

"I don't have a fax machine. Why can't I just upload my documents?"

Telephone operator:

"Why is the telephone operator being demeaning when all I need is help"

Queing outside:

"Which line should I stand in? I can't believe I just got sent to the back of the line"

Queing inside:

"I was sent to an even longer line, how long will this take?"

My turn:

"Why is the SARS employee being so rude?"

Registering for E-filing:

"I didn't have the right forms, I have to go back again"

