

STANDARD TAT ARE IN WORKING DAYS	
Portfolio Maintenance	
1. Changes to personal details	21 working days
2. Transfers of folders	21 working days
3. New Registrations	10 working days
4. New Registrations VAT/PAYE	21 working days
4. Change of Bank details	21 working days
Assessment Maintenance	
1. Tax Clearance	
1.1 Good Standing	3 working days
1.2 Tender	3 working days
1.3 Foreign Investments	5 working days
1.4 Emigrations	5 working days
2. Tax Directives	21 working days
3. Labour brokers	21 working days
4. Notice of Objection (NOO)	60 working days
5. Queries with Tax law/Rulings	21 working days
6. Operation Audit cases FAU004 (S8888888 CASES)	30 working days from receipt of supporting documents
7. Revision Cases	21 Working days
8. Mismatch case	30 working days from receipt of supporting documents
Audit	
Audit cases FAU004 (BIG E)	3-12 months

Accounts Maintenance		
	1. All accounts queries	21 working days
	2. Income Tax Refunds	30 working days
	3. Process VAT refunds	21 working days
	4. Customs Refunds	30 working days
Return Processing		
-	1. Receipt of returns	3 working days
	2. Finalization of returns from date of receipt: PEAK (1 June - 28 Feb)	10 working days
	3. Finalization of returns from date of receipt: OFFPEAK (1 March - 31 May)	10 working days
	4. Refund from date of assessment: FAU 001	30 working days
	5. CAPTPREASS from date of receipt: PEAK	90 working days
	5. CAPTPREASS from date of receipt: OFFPEAK	34 working days
	6. PENDINGS	21 working days
		(From date response received)
	7. Process VAT/PAYE Returns	10 working days
	8. Process Payment	2 working days
	9. Request for Remission (RFR)	60 working days
Records Maintenance		
	1. Requesting for info from file e.g. previous years tax returns	21 working days

Mail Centre	
1. Correspondence received via mail/fax: PEAK (VAT,PAYE/PROVISIONAL)	3 working days
2. Correspondence received via mail/fax: OFF PEAK	1 working day
3. Correspondence received via mail/fax: FILING SEASON (time taken for documents to be wipped)	3 working days
Efiling	
1.Transfer Duty	48 Hours
2. E-STT	48 Hours
3. E-Stamps	48 Hours
4.Tax directives	48 Hours
5.Tax Clearance	48 Hours
6.Pending Authentication	48 Hours
7.Tax type awaiting activation	48 Hours
8.3rd tier reset password	48 Hours
9. Processing TP1 (Practitioner Registration)	5 working days
10. Finalization of returns from date of receipt: PEAK (1 June - 28 Feb)	90 working days
11. Supporting documentation received via eFiling to reflect	5 working days
Legal	
1. Notice of appeal (NOA)	90 working days
<p>NOTE: - In the event additional information is required or insufficient information is provided the TAT will be recalculated from the day the additional information is received .EG supporting documents submitted and the IRP5 omitted. The case will be finalized 30 working days after the date the additional IRP5 received</p>	