

## Safcor Panalpina's bulletin to our valued partners

27 June 2011

- 1. Delays at SARS**
- 2. Safcor Panalpina, Wrench Road, Communications Problems**

### **Delays at SARS**

The online submission of supporting documents to SARS has run into unexpected snags. Online document submission is a technological cornerstone of the modernisation programme to ensure the speedy processing and release of consignments by SARS. In some instances we have been obliged revert to delivering hard-copy documents to SARS in order to resolve queries and obtain cargo releases. Processing delays are being experienced as a result of this.

We assure our clients that each physical submission is being individually addressed and monitored in order to ensure that queries are resolved as timeously as possible

### **Wrench Road Communications Problems**

Some workstations at our Wrench Road, Gauteng offices are currently without telephone and/or e-mail connectivity, which may make contacting some staff members difficult. Technicians are working on the problem: we apologise for any inconvenience that clients may have experienced.

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