



**national treasury**

Department:  
National Treasury  
**REPUBLIC OF SOUTH AFRICA**

**TO ALL: HEADS OF DEPARTMENTS  
HEAD OFFICIALS OF PROVINCIAL TREASURIES  
PROVINCIAL ACCOUNTANTS-GENERAL  
CHIEF FINANCIAL OFFICERS**

**CIRCULAR 2A of 2025/2026**

**POST-IMPLEMENTATION UPDATE ON SCOA V6 AND STABILISATION OF THE BAS  
TECHNICAL ENVIRONMENT**

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The purpose of this circular is to provide a progress update on challenges experienced during the transition, system stabilisation efforts, issue resolution, and next steps following the implementation of SCOA Version 6 and the establishment of the refreshed BAS environments on 1 April 2025.

The concurrent transition to SCOA V6 and closure of the 2024/25 financial year has placed increased pressure on the systems and support teams. Key issues encountered include:

- Batch run and system performance;
- System unavailability outside core working hours;
- Mainframe and database capacity strain;
- Configuration and data capture issues;
- Reporting and printing challenges;
- Interface and integration issues;
- Transaction processing and reconciliation issues;
- Payment (including discontinued payment channels) and disbursement issues;
- Financial year-end, month-end and transition issues;
- Chart of accounts configuration and alignment issues; and
- Various technical challenges.

**Interventions Implemented**

To address these challenges, the BAS Team has taken several actions, some of which are ongoing:

- Arranged increase mainframe capacity to improve performance;

## POST-IMPLEMENTATION UPDATE ON SCOA V6 AND STABILISATION OF THE BAS TECHNICAL ENVIRONMENT

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- Implemented database and batch run optimisation to speed up transaction processing;
- Increased technical capacity with added resources and overtime for the BAS Team;
- Engaged with stakeholders to resolve interface issues;
- Implemented additional monitoring to identify and address system bottlenecks quickly;
- Enhanced back-end integration to improve transaction reliability;
- Addressed configuration and data capture issues.

### 2024/2025 Financial Year End

For the 2024/25 financial year a total of 160 out of 161 voted departments successfully closed their books, comprising 48 national departments and 112 provincial departments. Only one national department was forced closed for the 2024/25 financial year compared to four in the 2023/2024 financial year-end when 157 departments successfully closed their books.

### April Month End Closure Progress

A total of 133 out of 162 voted departments successfully closed their books for the month of April 2025, comprising 37 national departments and 96 provincial departments. A total of 29 departments were forced closed.

### Current Focus Areas and Next Steps

The BAS Team will continue to actively monitor and engage on the following matters as part of the BAS V6 stabilisation effort.

- **Payment and disbursement issues** have been resolved, any new or further challenges should be directed through the correct communication channels.
- **PERSAL exceptions**, resulting from legacy PERSAL V5 data integration.
- **Interface and integration issues** affecting systems such as LOGIS, PERSAL, the Central Supplier Database, and banking platforms.
- **Balance and debt conversions**, aimed at aligning ledger records with the new environment.
- **Slow or pending BAS reports**, which are being addressed through additional capacity and optimisation interventions. Additionally, a dedicated project will be undertaken to improve report processing by assigning a departmental "superuser" to manage report requests.
- **Revenue Fund-related activities and audit closure requirements**, which are scheduled for completion by the end of August 2025.

## POST-IMPLEMENTATION UPDATE ON SCOA V6 AND STABILISATION OF THE BAS TECHNICAL ENVIRONMENT

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### Important Communication Protocol

The Office of the Accountant General (OAG) acknowledges and appreciates the continued cooperation of departments throughout this transition. The BAS Support team remains dedicated to the timely resolution of outstanding issues and will continue to issue regular progress updates.

Departments are strongly advised to ensure that all issues are first logged through the official call centre channels (BASUserSupport@treasury.gov.za) before any escalation takes place. Escalating matters without logging a call hinders the resolution process, as the support teams cannot action issues that have not been formally recorded and assigned.

Should an issue remain unresolved after a call has been logged and a reasonable time has passed, departments may escalate the matter as follows:

| Incident Escalation Level                              | Contact Information   |
|--|---|
| Logging of incidents                                   | BASUserSupport@treasury.gov.za  |
| 1st level of escalation                                | Director: BAS and LOGIS<br>Nokulunga.Magwevana@treasury.gov.za          |
| 2nd level of escalation (if no resolution is received) | Acting Chief Director: Financial Systems<br>Marius.Klue@treasury.gov.za |
| Final level of escalation (if still unresolved)        | Accountant-General, National Treasury                                   |

Departments are encouraged to remain engaged with the support process, use the call logging system as the primary channel for issue resolution, and only escalate after following the correct procedure.

Your patience and cooperation are appreciated during this transitional period.

Enquiries related to this circular may be directed to: FinSys@treasury.gov.za.

**Yours sincerely,**

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SHABEER KHAN  
ACCOUNTANT-GENERAL

Date: