



# **CUSTOMS TRADER PORTAL (CTP) FOR REGISTRATION AND LICENSING OF CUSTOMS CLIENTS**

## TABLE OF CONTENTS

<b>1</b>	<b>SUMMARY</b>	<b>3</b>
<b>2</b>	<b>LOG IN TO eFILING</b>	<b>8</b>
<b>3</b>	<b>UPDATE USER RIGHTS OR ROLES ON eFILING</b>	<b>10</b>
<b>4</b>	<b>CHANGE PORTFOLIO TYPE AND TAXPAYER DETAILS ON EFILING</b>	<b>13</b>
4.1	If the user is an individual	13
4.2	If the user needs to confirm whether the organisation profile is linked to his/her profile	16
4.3	If the user knows that the portfolio of the organisation on whose behalf the user wishes to apply for an RLA client type is linked to his/her profile	18
<b>5</b>	<b>CAPTURING RLA CLIENT APPLICATION</b>	<b>25</b>
5.1	Selecting applicable client type	25
5.2	Product level details	27
5.2.1	Tax type demographics	27
5.2.2	Contact details	29
5.2.3	Physical Address / Location	35
5.2.4	Bank account	36
5.2.5	Authorised Officer Details (mandatory if a company)	42
5.3	Client type level	43
5.3.1	Contact details	43
5.3.2	Physical Address / Location	43
5.3.3	Carrier details	45
5.3.4	Terminal details	51
5.3.5	Depot details	52
5.3.6	Wrecks details	54
5.3.7	Limit field	58
5.3.8	Rebate Item (Relief Item) and Rebate Code (Relief Code)	59
5.3.9	CCA number	63
5.3.10	Rebate (Relief) Item, Compensating Product, By-Product and Waste	65
5.3.11	SEZ CCA Importer details	73
<b>6</b>	<b>MANAGE – AMEND, WITHDRAW OR RENEW</b>	<b>74</b>
<b>7</b>	<b>DISCARDING OF APPLICATION</b>	<b>97</b>
<b>8</b>	<b>DISCLOSURE CUSTOMS QUESTIONNAIRE</b>	<b>98</b>
<b>9</b>	<b>UPLOADING OF REQUIRED SUPPORTING DOCUMENT(S)</b>	<b>99</b>
<b>10</b>	<b>DECLARATION</b>	<b>101</b>
<b>11</b>	<b>INBOX ON THE RLA DASHBOARD</b>	<b>103</b>
11.1	Viewing of notification issued	103
11.2	Archiving of Notification	104
11.3	Mark notification as read or unread	105
<b>12</b>	<b>DEFINITIONS, ACRONYMS AND ABBREVIATIONS</b>	<b>106</b>
<b>13</b>	<b>DOCUMENT MANAGEMENT</b>	<b>106</b>

## 1 SUMMARY

- a) The purpose of this document is to assist traders on how to:
- i) Apply, amend or withdraw an application for registration and licensing as a Customs client type through e-Filing using the Customs Trader Portal (CTP);
  - ii) View and archive their correspondence on their Registration, Licensing and Accreditation (RLA) Inbox; and
  - iii) Renew their licence.
- b) The outcome and the relevant correspondence will be communicated electronically **through** the RLA inbox on CTP (see paragraph 11 below).
- c) In order to submit an RLA Customs client type application through eFiling the applicant **or the applicant's representative** must be registered at SARS:
- i) As a legal entity, see **GEN-REG-01-G04**;
  - ii) For Income Tax (IT) prior to registering for Customs; and
  - iii) **As an eFiler (registration process is prescribed in GEN-ELEC-18-G01), if not he/she must visit a SARS Branch Office where the RLA functionality is implemented.**
- d) An applicant must complete their first application in full before applying for additional client types.
- e) The following client will be able to submit their application for registration and Licensing through eFiling:

APPLICATION TYPES	CATEGORY		
	REPORTING	REGISTRATION	LICENSING
Any person carrying on business in South Africa by arranging on behalf of other persons for reward the receipt, delivery or transport of goods imported into or to be exported from South Africa. This person could be:  i) A licensed clearing agent; ii) A Non-Vessel Operating Common Carrier (NVOCC); or iii) A freight forwarder.	X		
Approved exporter for SADC-EPA or SACU/EFTA		X	
Carriers not located in South Africa e.g. sea, air, rail, road own goods carrier	X		
Container Depot			X
Container depot Operator	X		
Container Terminal	X		
Customs Storage warehouse (including CCA Enterprise storage warehouses)			X
Degrouping Depot			X
Degrouping depot Operator	X		
Exporter for AGOA		X	

APPLICATION TYPES	CATEGORY		
	REPORTING	REGISTRATION	LICENSING
Exporter for GSP e.g. Norway, Russia or Turkey		X	
Exporter for SADC, SADC-EPA, SACU/EFTA or SACU/MERCOSUR		X	
Exporters (whether located in South Africa or not)		X	
Importers (whether located in South Africa or not)		X	
Licensed remover of goods in bond whether located in South Africa or not	X		X
Licensing as a Clearing Agent – Section 64B			X
Manufacturer – AGOA		X	
Manufacturing Warehouse (CCA Enterprise) – Any goods other than goods liable to Excise Duty, Fuel Levy and Environmental Levy			X
Producers in terms of SADC-EPA, SADC, SACU-MERCOSUR, SACU/EFTA and GSP - Norway, Russia and Turkey		X	
Rebate user: Schedule 3 and 4		X	
Registered agent representing carriers (including licensed remover of goods in bond) not located in South Africa	X		
Registered agent representing exporters not located in South Africa		X	
Registered agent representing importers not located in South Africa		X	
Registered agent representing Searchers for or of wreck (non-local)		X	
Road Cargo Carrier	X		
Sea cargo carriers	X		
Search an abandoned wreck or search for an abandoned wreck (whether located in South Africa or not)			X
SEZ Operator		X	
Special storage of dutiable imported goods (5)			X

APPLICATION TYPES	CATEGORY		
	REPORTING	REGISTRATION	LICENSING
Special storage of duty free imported goods for export (Section 21.3) (6)			X
Special storage of imported goods for an operation of an inbound and outbound duty and tax free shop (54)			X
Special storage of imported goods for an operation of an inbound duty and tax free shop (52)			X
Special storage of imported goods for an operation of an outbound duty and tax free shops (53)			X
Special storage of imported goods for supply as ship / aircraft stores (9)			X
Special storage of imported goods for supply to duty and tax free shops and / or supply as ship / aircraft stores (10)			X
Storage of imported goods – Stockist (3)			X
Storage of imported goods (2)			X
Transit Shed Operator	X		
Wharf operator	X		

f) The following are not covered in this guide:

- i) The conditions and requirements pertaining to the registration and licensing of Customs client types which are described in SC-CF-19;
- ii) **Management of RLA related relationships (see SC-CF-50);**
- iii) As it is prescribed in SC-CF-52:
  - A) Authentication (e.g. face-to-face validation) of the applicant in person;
  - B) **Linkage of requestor;**
  - C) Merging of duplicate records (**individual or Company**); and
  - D) The registration and licensing of **the following** non RLA client types:

APPLICATION TYPES	PRODUCT	REPORTING	REGISTRATION	LICENSING
Airport Authorities	Customs	X		
APDP	Customs		X	
Approved exporter for AfCFTA	Customs		X	
Approved exporter for SACUM-UK EPA	Customs		X	
Commercial manufacturer of biodiesel	Excise		X	
Commercial manufacturer of sugary beverages	Excise			X

APPLICATION TYPES	PRODUCT	REPORTING	REGISTRATION	LICENSING
Diamond export levy	Excise		X	
Diesel refund user under the diesel refund scheme	Excise		X	
Distillation of spirits by an Agricultural Distiller	Excise			X
Distributors of fuels obtained from licensees	Excise			X
EDI user	Customs		X	
Electricity producer	Excise		X	X
Exporter for AfCFTA	Customs		X	
Exporter for SACUM-UK EPA	Customs		X	
Generation of emissions liable to carbon tax (58)	Excise			X
Manufacturer in terms of drawback	Customs		X	
Manufacturer of commercial biodiesel (39)	Excise			X
Manufacturer of electric filament lamps (43)	Excise			X
Manufacturer of excisable goods solely for own use by the manufacturer	Excise		X	
Manufacturer of malt beer (33)	Excise			X
Manufacturer of petroleum products (38)	Excise			X
Manufacturer of plastic carrier and flat bags (42)	Excise			X
Manufacturer of primary spirits (34)	Excise			X
Manufacturer of secondary spirits (35)	Excise			X
Manufacturer of sugary beverages (57)	Excise			X
Manufacturer of tobacco products (32)	Excise			X
Manufacturer of tyres (56)	Excise			X
Manufacturer or importer of stills for sale or to repair for reward	Excise			X

APPLICATION TYPES	PRODUCT	REPORTING	REGISTRATION	LICENSING
Non-commercial manufacturer of biodiesel	Excise		X	
Non-commercial manufacturer of sugary beverages	Excise		X	
Own, possess or keep stills	Excise			X
Producers in terms of AfCFTA	Customs		X	
Producers in terms of SACUM-UK EPA	Customs		X	
Railway authorities	Customs	X		
Rebate User (Schedule 6)	Excise		X	
Registered still	Excise		X	
Sea Port Authorities	Customs	X		
Seller of eligible purchases of distillate fuel to diesel refund users	Excise		X	
Special ad valorem manufacturing warehouse for purposes of Excise duty specified in Schedule 1 Part 2B (VS)	Excise			X
Special manufacturing warehouse for other fermented beverages (36)	Excise			X
Special manufacturing warehouse for traditional African beer (37)	Excise			X
Special manufacturing warehouse for vermouth (36)	Excise			X
Special manufacturing warehouse for wine (36)	Excise			X
Special shop for diplomats (59)	Customs			X
Special storage of dutiable locally manufactured goods for an inbound and outbound duty and tax free shop (54)	Excise			X
Special storage of dutiable locally manufactured goods for an inbound duty and tax free shop (52)	Excise			X

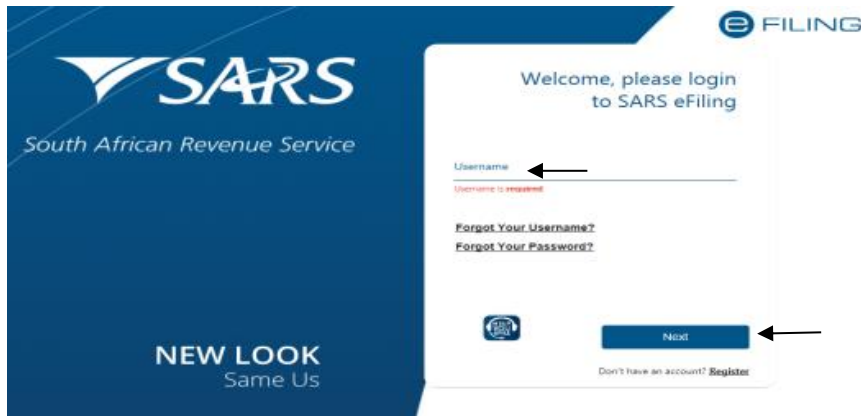
APPLICATION TYPES	PRODUCT	REPORTING	REGISTRATION	LICENSING
Special storage of dutiable locally manufactured goods for an outbound duty and tax free shops (53)	Excise			X
Special storage of dutiable locally manufactured goods for export (7)	Excise			X
Special storage of dutiable locally manufactured goods for supply as ship/aircraft stores (8)	Excise			X
Special storage of dutiable locally manufactured goods for supply to duty and tax free shops and for the supply to ship/aircraft stores (10)	Excise			X
Special storage of locally manufactured goods for supply as ship / aircraft stores (9)	Excise			X
Special storage of malt beer (47)	Excise			X
Special storage of petroleum products for export (51)	Excise			X
Special storage of petroleum products for marking and jet fuel (50)	Excise			X
Special storage of spirits (48)	Excise			X
Special storage of tobacco products (46)	Excise			X
Special storage of wine, vermouth and other fermented beverages (49)	Excise			X
Storage of locally manufactured wine, vermouth and other fermented beverages (45)	Excise			X
Tobacco leaf dealer	Excise		X	

## 2 LOG IN TO EFILING

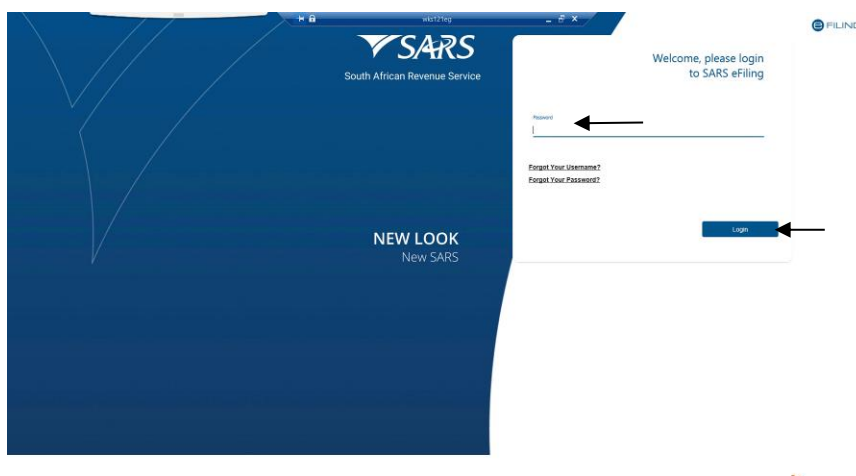
- a) In order to access the eFiling platform, the user needs to visit the SARS website, click on the eFiling icon and enter his/her login details.
- b) A user can only use a single username and password (referred to as the primary login) to login to eFiling.



- c) Once the user captures his/her username and clicks on the Next button.

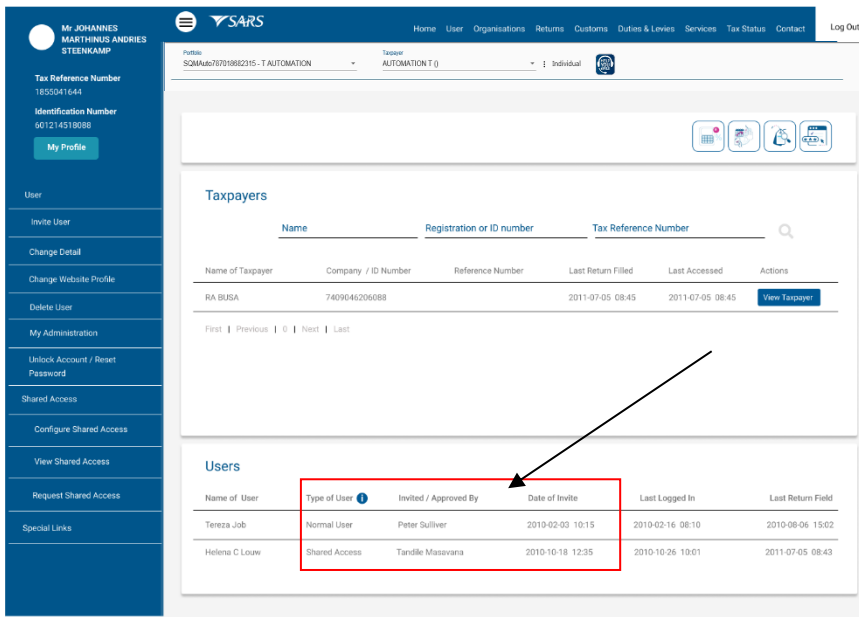


- d) The user captures his/her password and clicks on the Login button. The password requirements are explained in GEN-ELEC-18-G01.



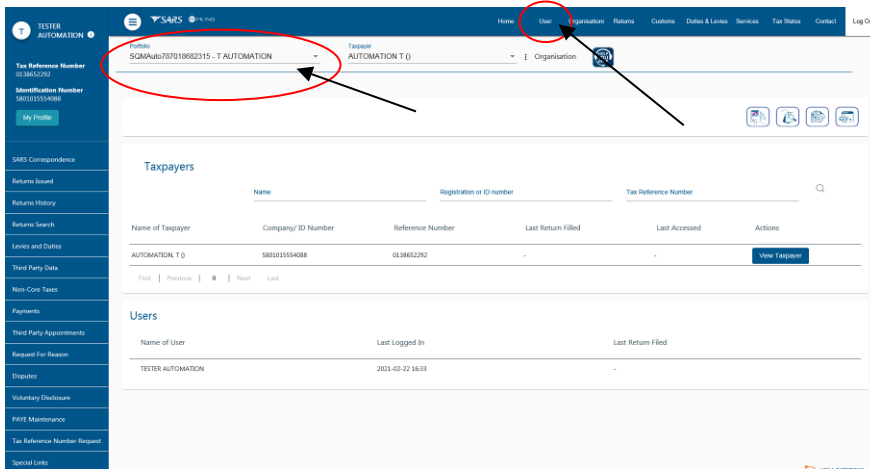
- e) The system displays the eFiling home page. **The following additional fields have been added:**
- i) **Type of user** – this field makes a distinction between the two (2) types of eFiling users:
    - A) **A Normal eFiling user** who is invited through the invite user functionality on eFiling.
    - B) **Share Access eFiling User** who is invited through the shared access functionality described in SC-CF-43.
  - ii) **Invited or Approved by** – this field displays the eFiling user's name and surname who has been invited or approved to have shared access to an entity's portfolio.

- iii) **Date of Invite** – this field displays the date when another eFiling user has been invited to share access.

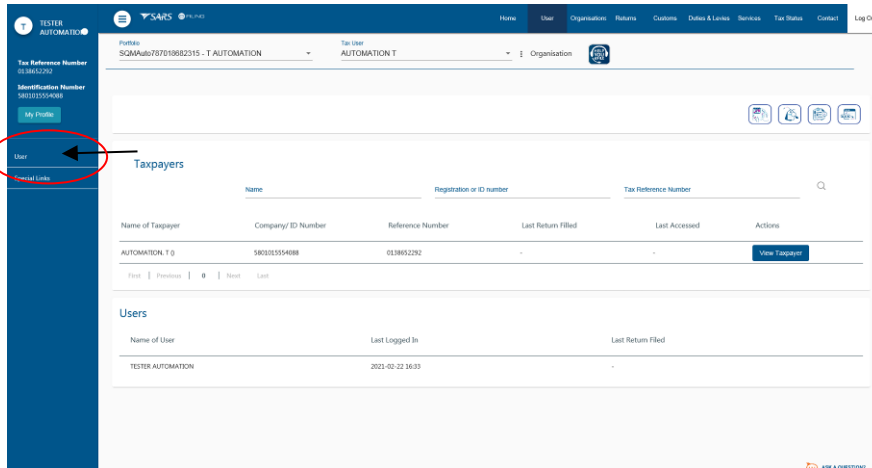


### 3 UPDATE USER RIGHTS OR ROLES ON EFILING

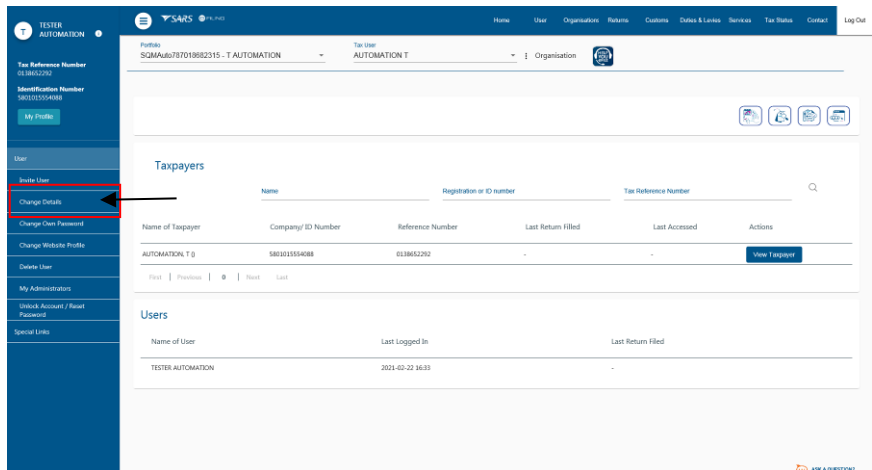
- a) In order to check if the user's rights and / or roles on eFiling is correct, the user selects the User tab in the top ribbon after the user changes his/her portfolio to organisation.



- b) The system displays the user's taxpayer and user details. The user clicks on the User option displayed on the left side of the screen.

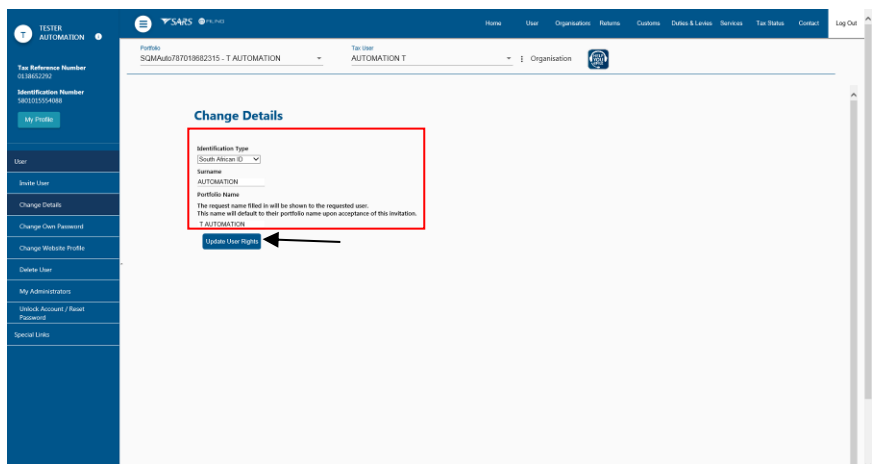


- c) The system displays the User Menu option. The user clicks on the Change Details option under the User Menu.

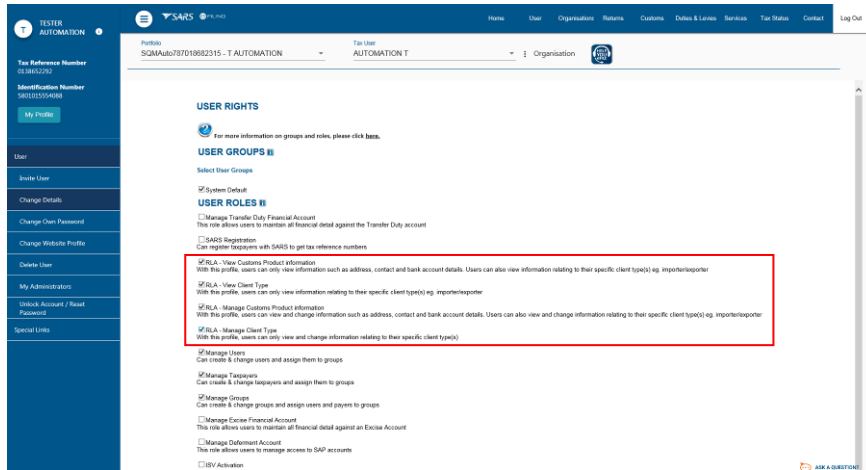


- d) The system displays the Change Details page. The user:

- i) Verifies his/her identification type, surname and profile name; and
- ii) Clicks on Update User Rights.



e) The system displays the User Rights and Roles page.

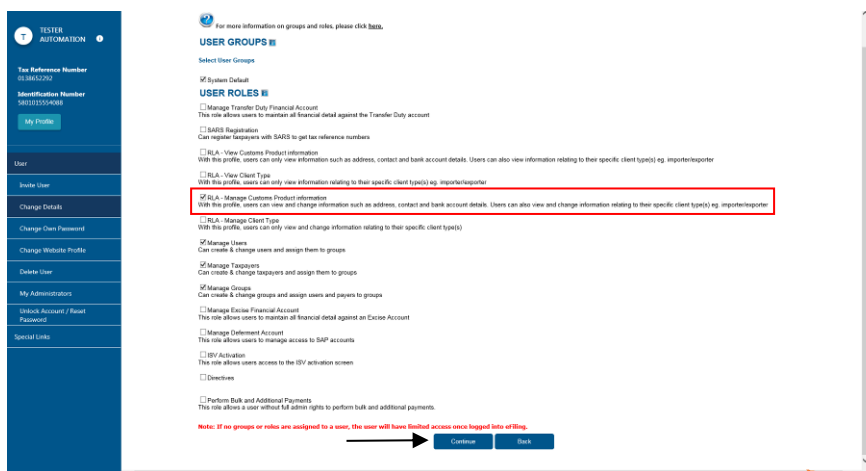


f) The user selects the applicable RLA user role. Only one (1) RLA user role can be selected at a time. Not all RLA user roles allow for the submission of new applications. Below is an explanation of each of the RLA user roles:

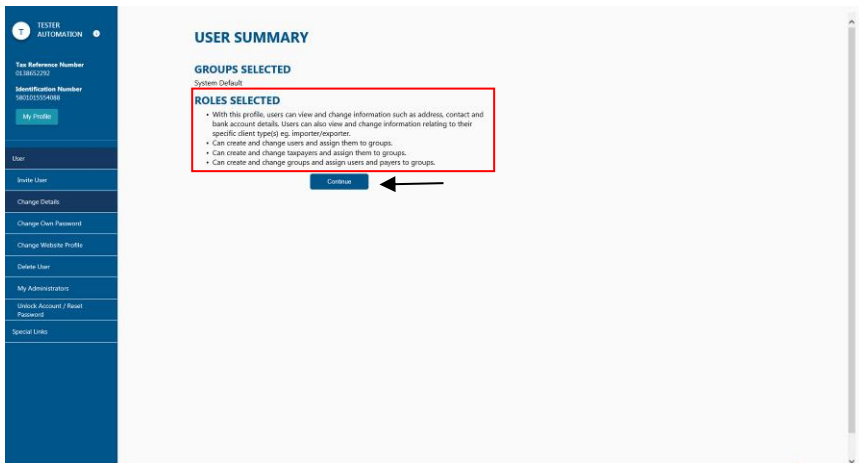
- i) **RLA – View Customs Product Information** – With the profile a user can only view information such as address, contact and bank account details, including information that relates to his/her specific client type.
- ii) **RLA – View Client Type** – With this profile a user can only view information that relates to his/her specific client type(s) e.g. importer / exporter.
- iii) **RLA – Manage Customs Product information** – With this profile a user can view and change his/her information such as address, contact and bank account details, including information that relates to a specific or related client type.
- iv) **RLA – Manage Client type** – With this profile a user can only view and change information that relates to his/her client type(s) and not information pertaining to his/her Customs product information.

g) In order to submit a new RLA client type application, the user:

- i) Selects the RLA user role, RLA – Manage Customs Product Information. If any of the other RLA user roles had been selected previously by the user he/she must click on the block next to the RLA user role to deselect the roles not applicable.
- ii) Clicks on the continue button if in agreement with his/her selection.



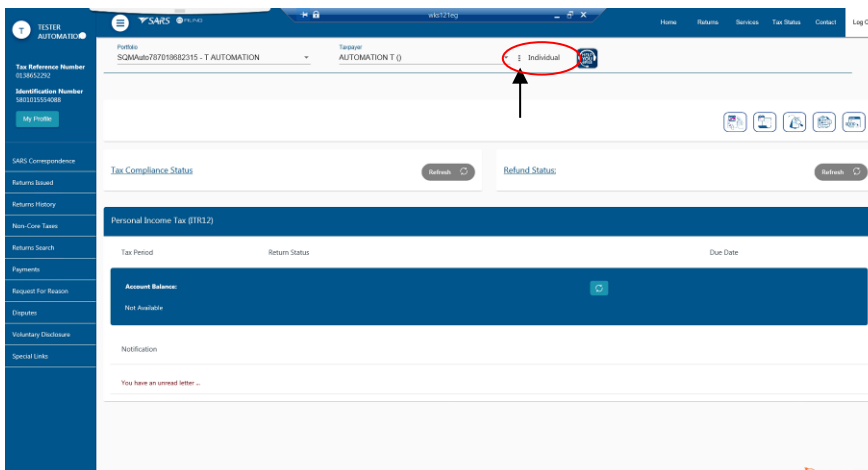
- h) The system displays the User summary page and the selected RLA user role. The user clicks on the Continue button.



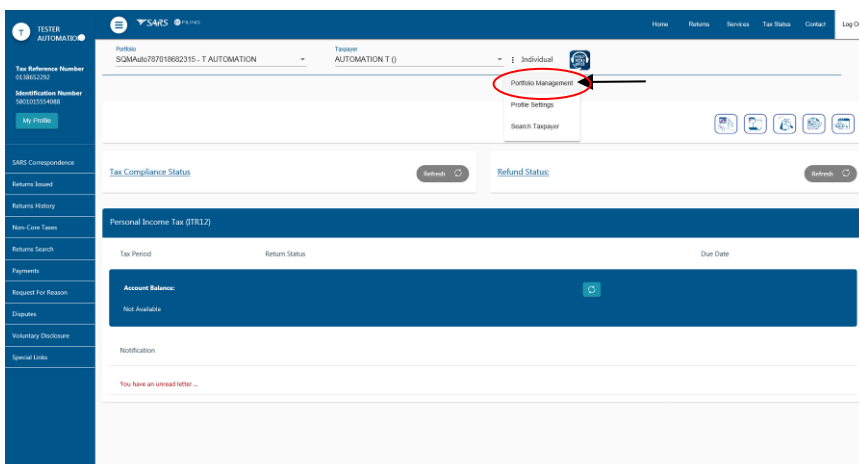
## 4 CHANGE PORTFOLIO TYPE AND TAXPAYER DETAILS ON EFILING

### 4.1 If the user is an individual

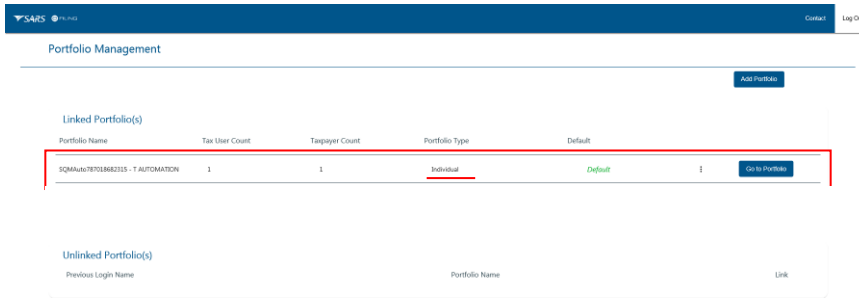
- a) The user must change his/her portfolio type from individual to organisation in order to submit an application for a Customs client type through eFiling. The user clicks on the three dots next to his/her portfolio type individual.



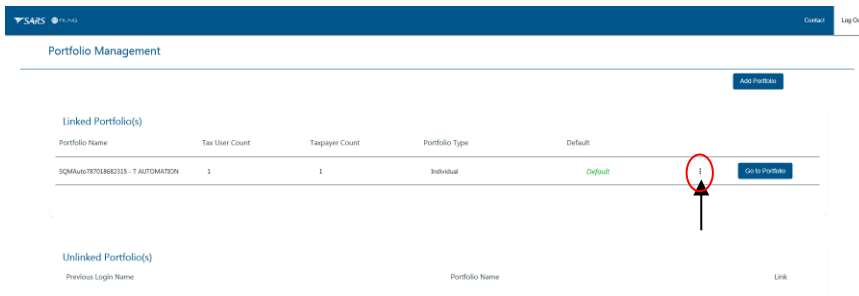
- b) The system displays a dropdown box. The user clicks on Portfolio Management.



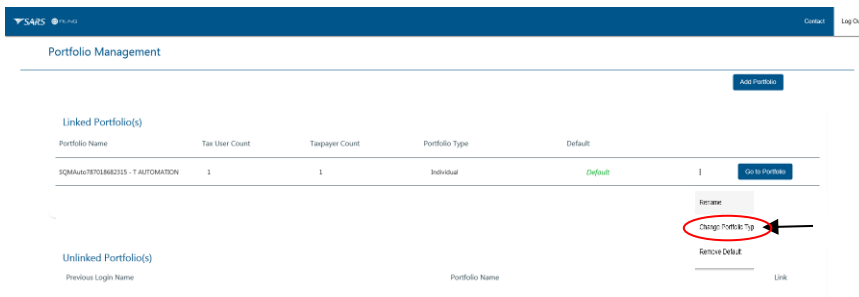
- c) The system displays the Portfolio Management page and the details of the user (see GEN-ELEC-18-G01).



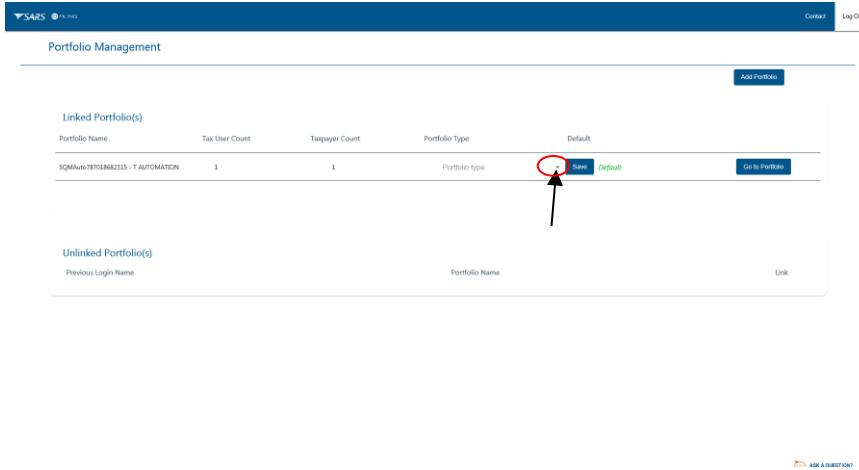
- d) The user clicks on the three dots, next to Go to Portfolio.



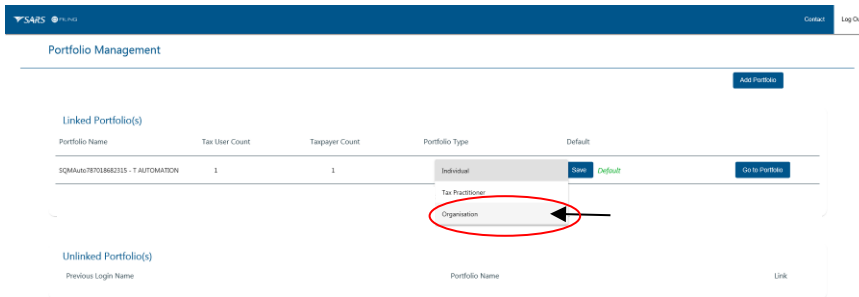
- e) The system displays a dropdown list. The user clicks on Change Portfolio type.



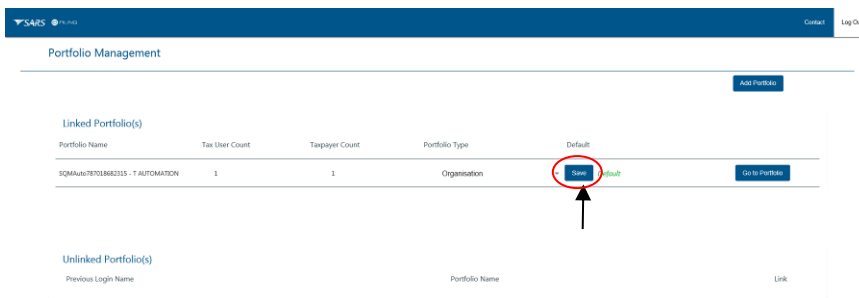
f) The user clicks on the Portfolio type dropdown box next to the SAVE button.



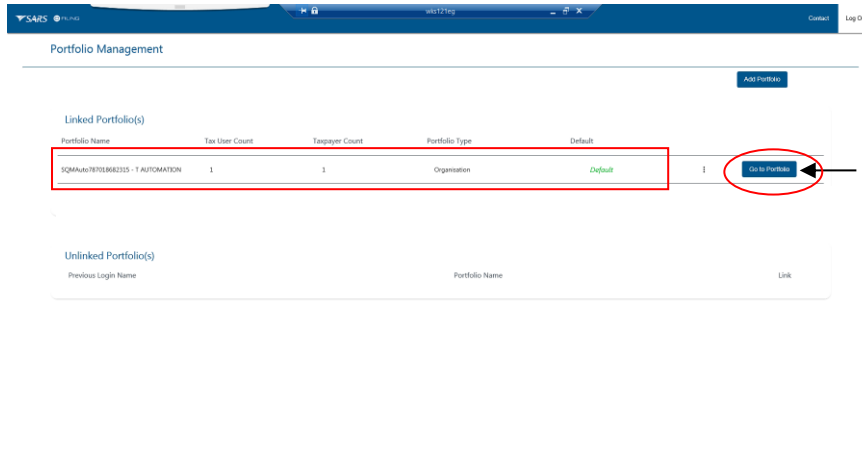
g) The system displays the list of Portfolio Type options. The user selects Organisation.



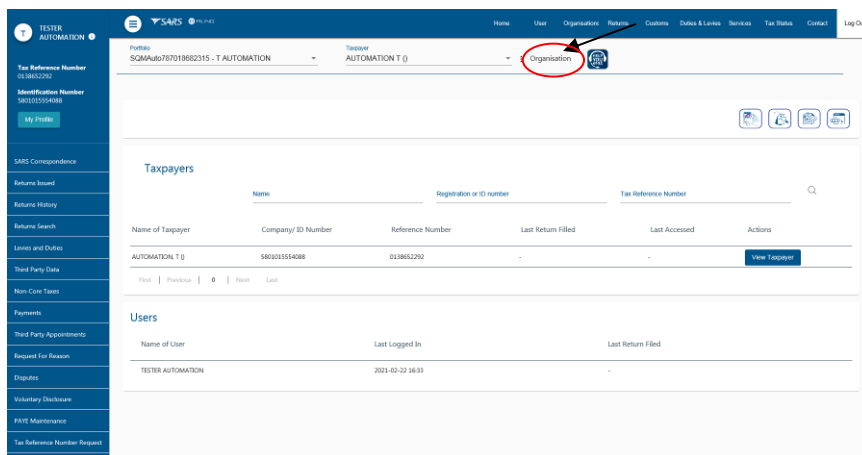
h) The system changes the portfolio type from individual to organisation. In order to save the changes, the user clicks the Save button.



i) The system updates the user's portfolio type to organisation. The user clicks on Go to Portfolio button.

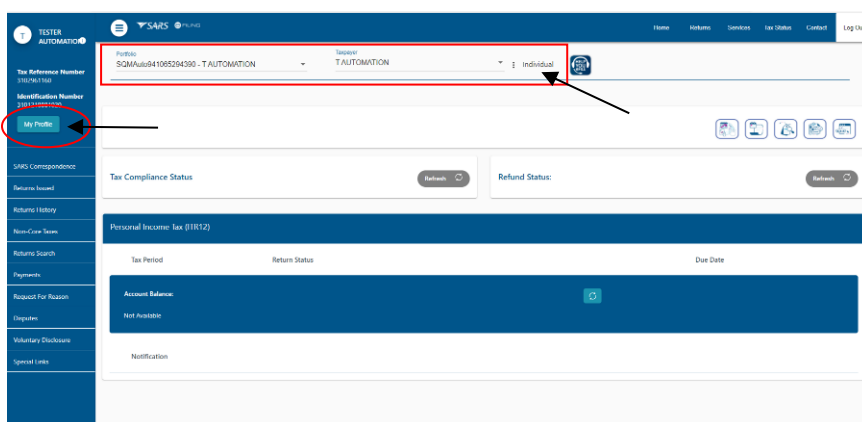


j) The system displays the user's changed portfolio details. The user continues with the process prescribed in paragraph 3 to check or verify if his/her user rights and / or roles on eFiling is correct. If correct the user continues with paragraph 4.3 g) below.



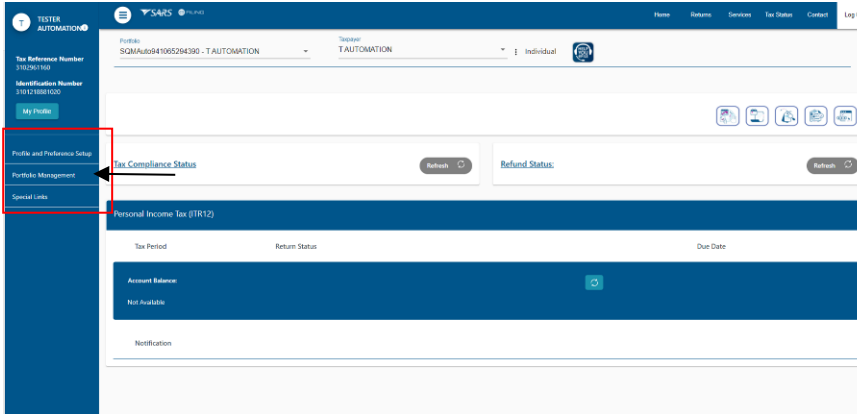
## 4.2 If the user needs to confirm whether the organisation profile is linked to his/her profile

a) The user clicks on the My Profile button on the left side of the screen.

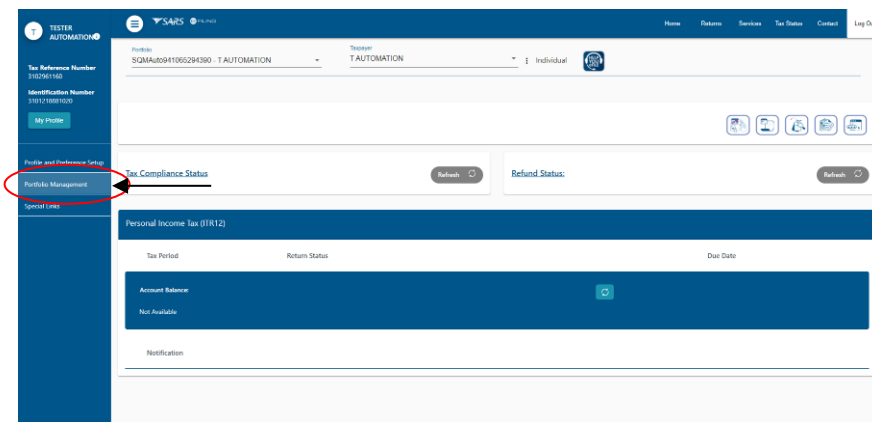




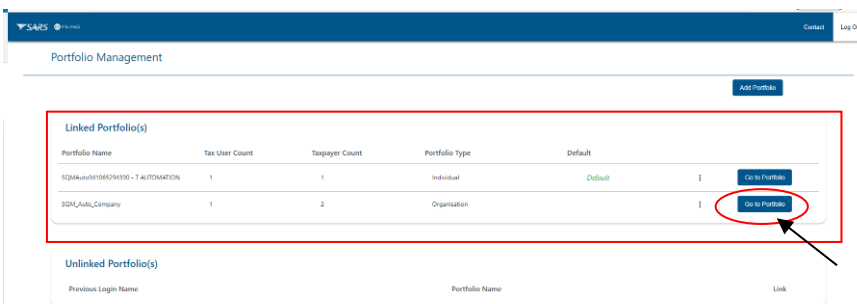
b) The system displays the My profile options on the left side of the screen.



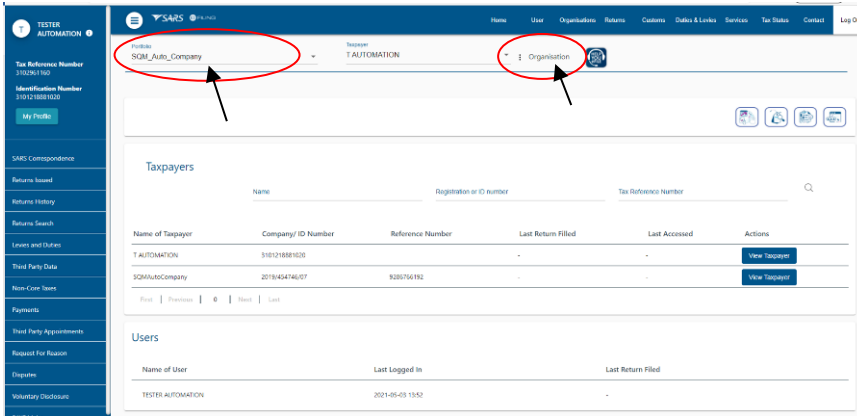
c) The user clicks on Portfolio Management.



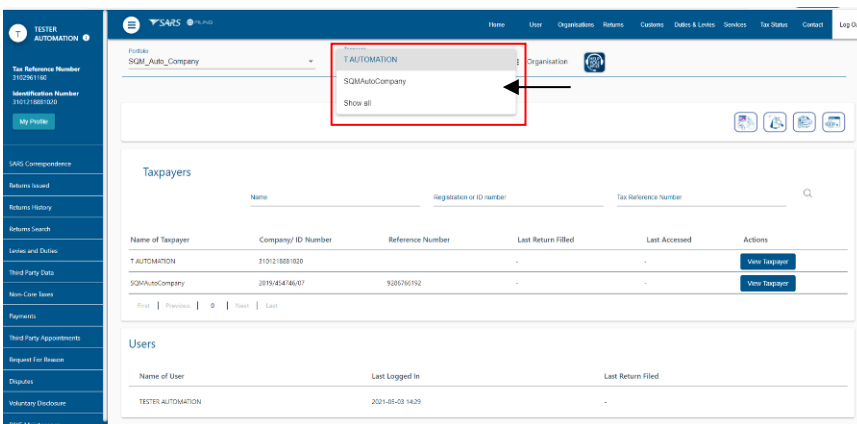
d) The system displays the Portfolio Management page indicating the organisation portfolios that are linked to user's portfolio. The user must click on the Go to Profile button of the organisation on whose behalf the user wishes to apply for an RLA client type.



e) The system changes the individual user's portfolio to that of the linked organisation.

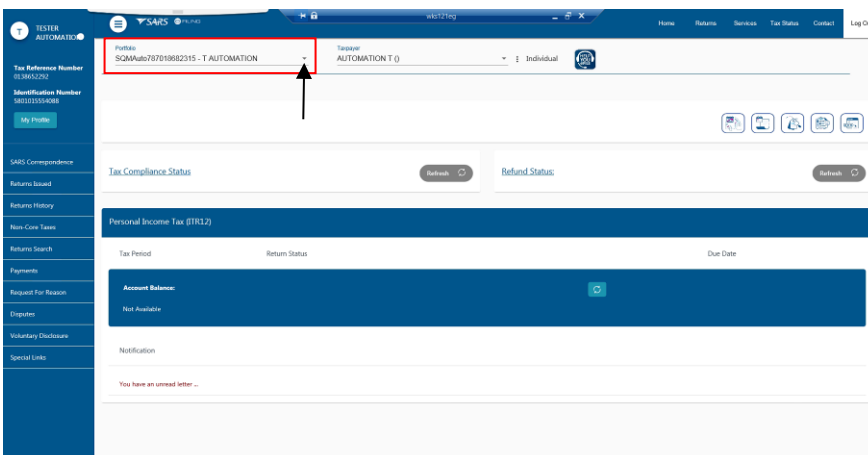


f) The user must select the relevant taxpayer from the dropdown box before he/she continues with the process prescribed in paragraph 4.3 g) below.

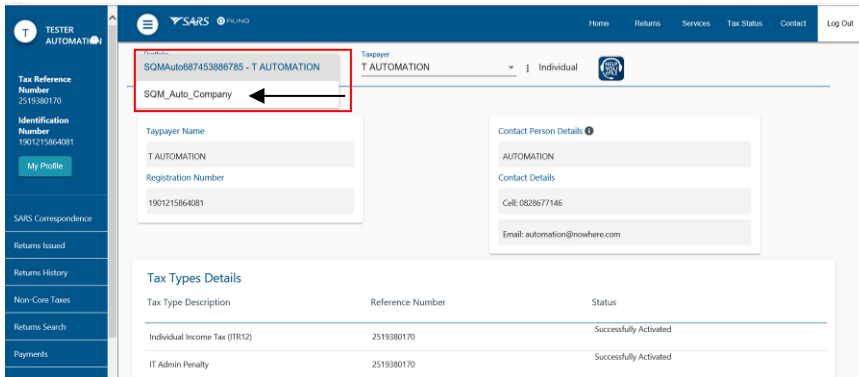


### 4.3 If the user knows that the portfolio of the organisation on whose behalf the user wishes to apply for an RLA client type is linked to his/her profile

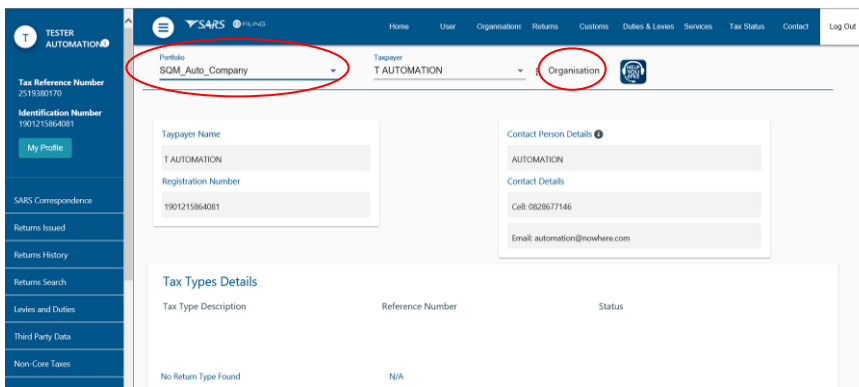
a) The user must either click on the portfolio dropdown icon to display the details of the organisations who are linked to his/her profile.



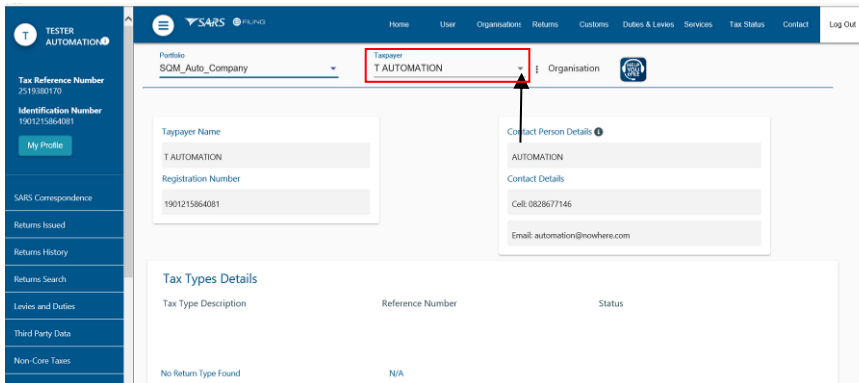
- b) The system displays the dropdown list of the organisations linked to the user's portfolio. The user clicks on the applicable organisations for example SQM Auto Company.



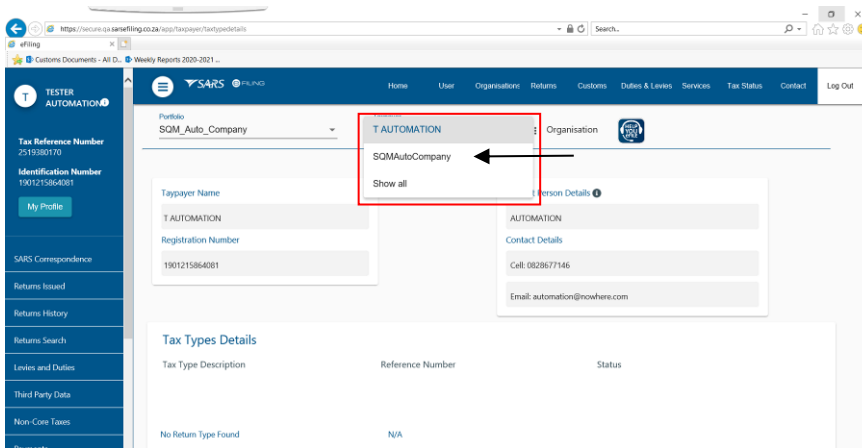
- c) The system displays the organisation's portfolio.



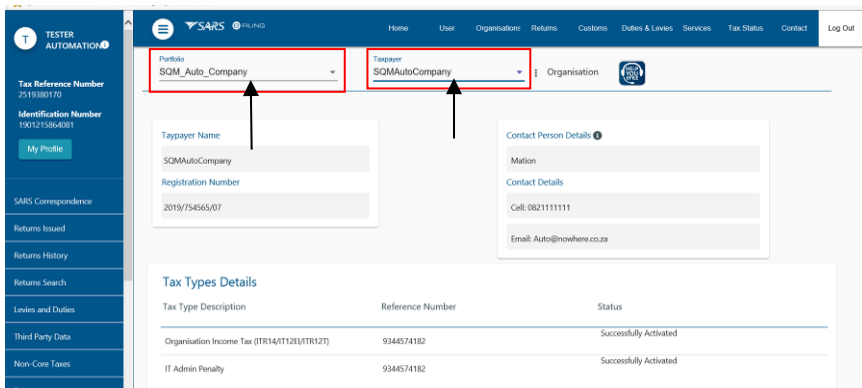
- d) The user clicks on the taxpayer dropdown box to select the applicable taxpayer on whose behalf he/she will be submitting an application for an RLA client type.



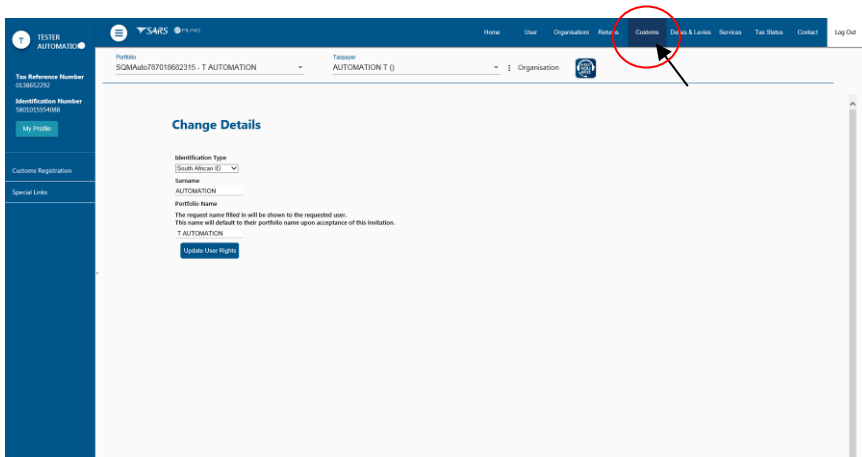
- e) The system displays the list of all the taxpayer's linked to the user's profile. The user clicks on the taxpayer on whose behalf he/she will be submitting an application for an RLA client type.



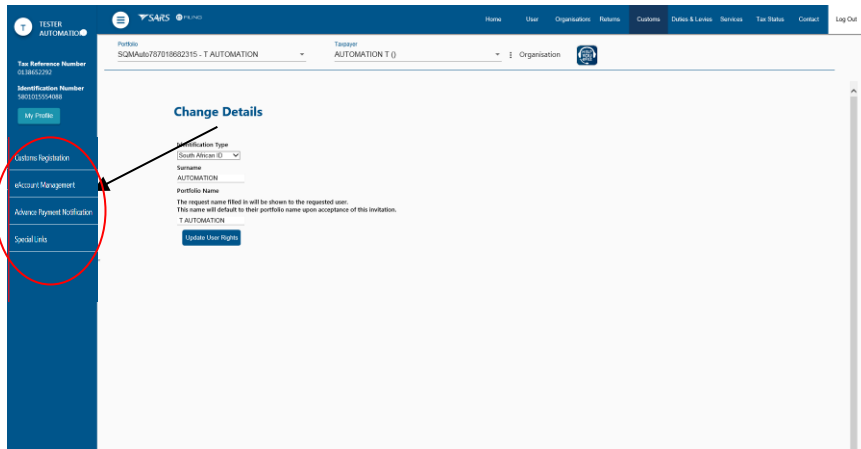
- f) The system displays the selected taxpayer company name.



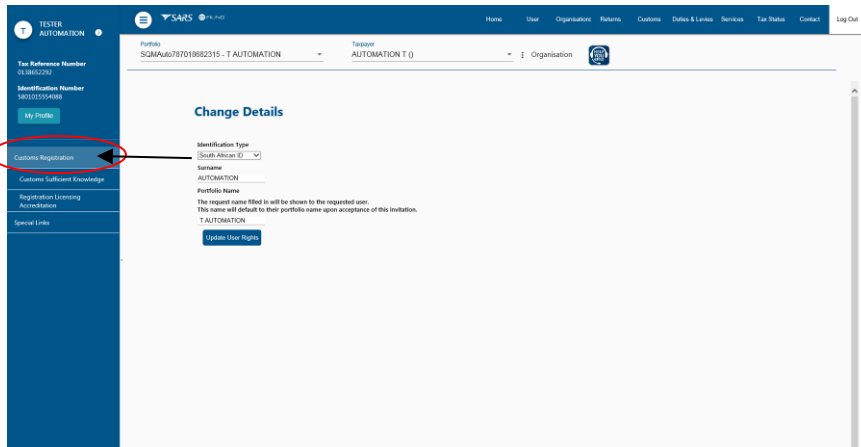
- g) After the user selected the applicable organisation's portfolio and taxpayer applying for an RLA client type, the user clicks on the Customs tab in the top ribbon.



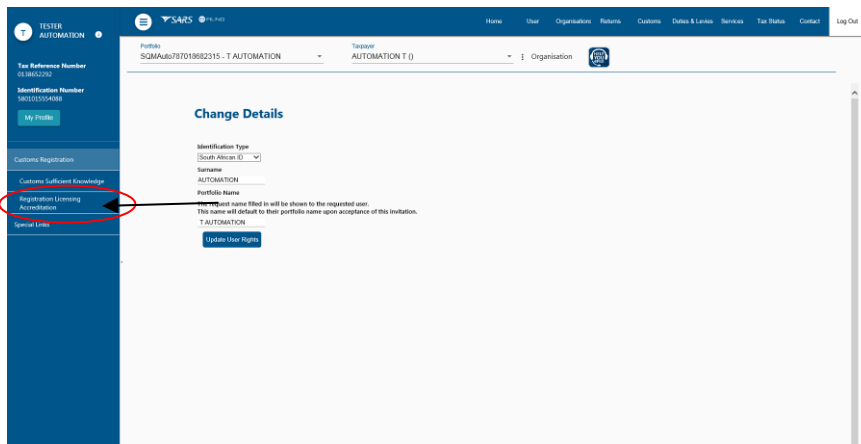
- h) The system displays the following options under Customs in the Menu bar on the left side of the page:
- i) Customs Registration;
  - ii) eAccount Management, see CA-01-M01; and
  - iii) Submission of advance payment notifications (only available to registered importers), see SC-CC-33.



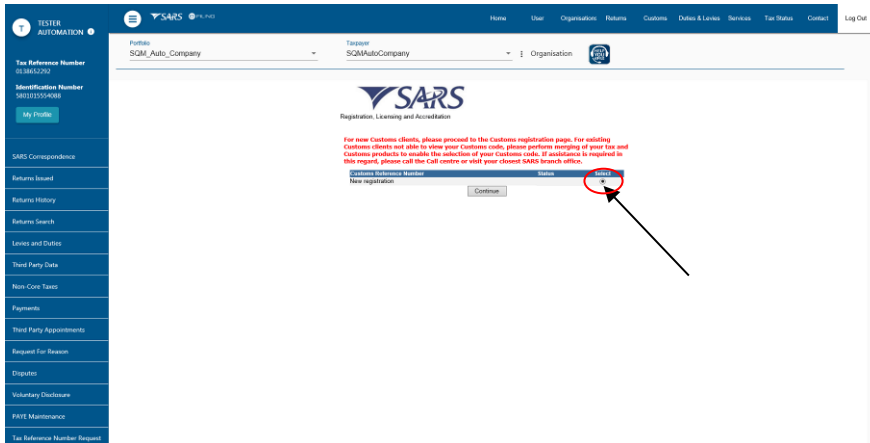
- i) The user clicks on Custom Registration. The system displays the other Customs registration options.



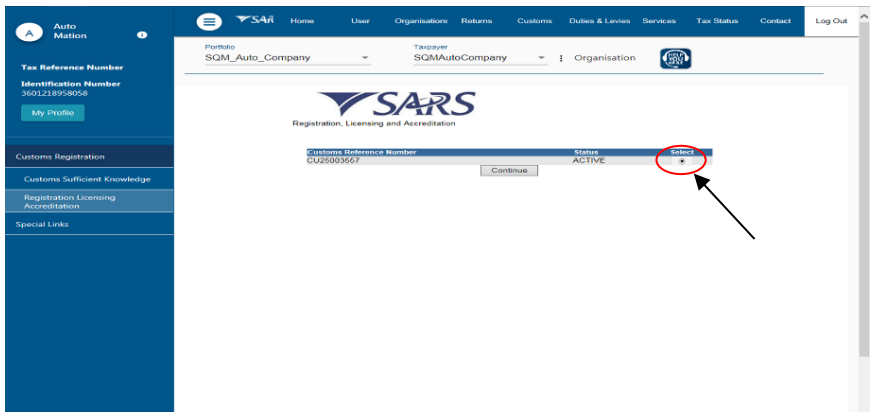
- j) The user clicks on Registration Licensing Accreditation.



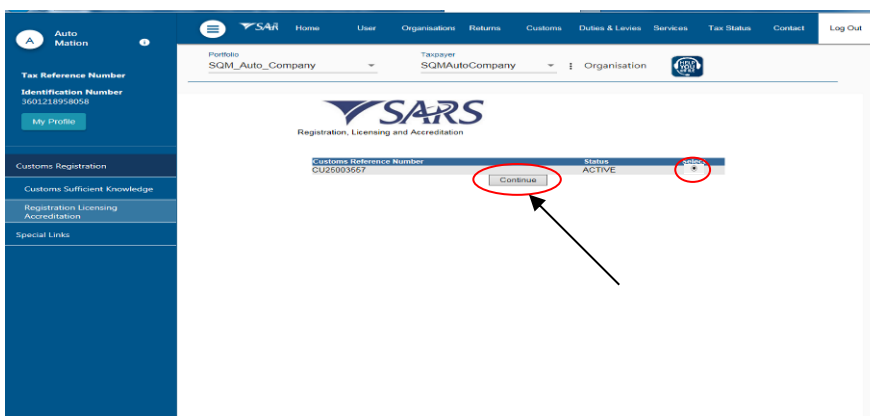
- k) The system displays the Registration Licensing and Accreditation page and if applying for a Customs client type:
- i) For the first time the user must select the radio button next to New Application.



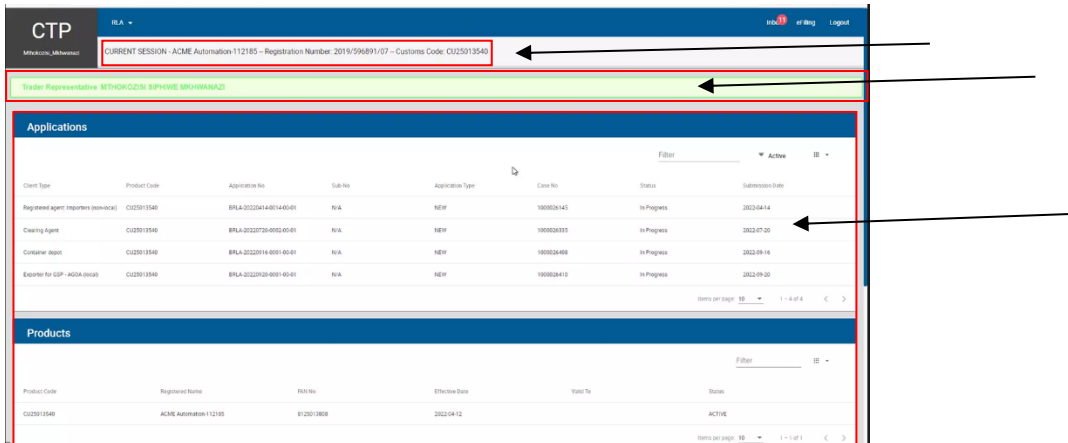
- ii) For another RLA client type the user selects the radio button next to the active Customs Reference number.



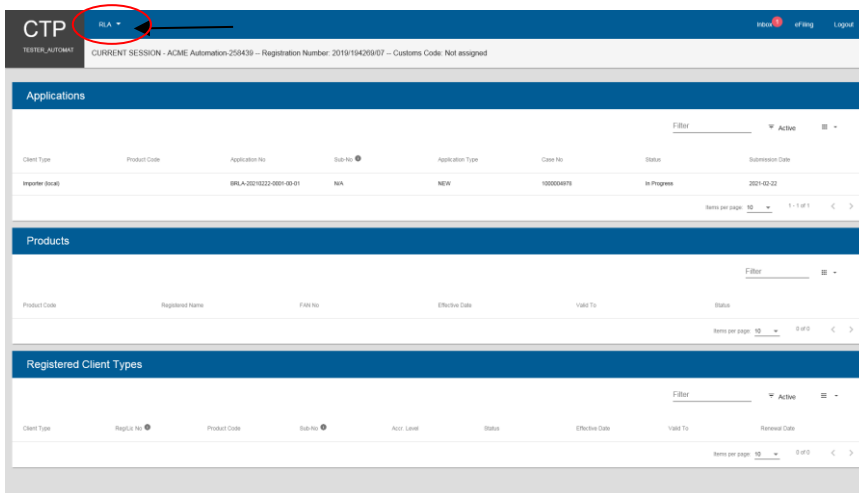
- l) The user clicks on the Continue button.



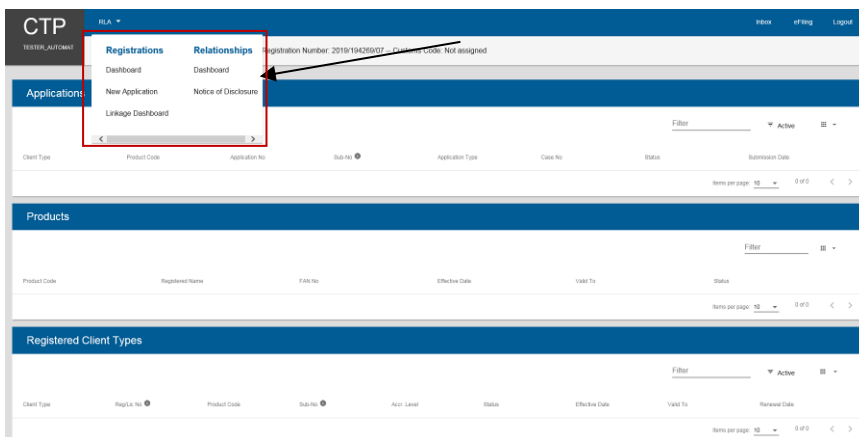
- m) The system displays the entity's RLA Dashboard. The green notification ribbon will display if shared access as prescribed in SC-CF-43 has been granted.



- n) The user clicks on the RLA dropdown arrow to display the RLA Menu.

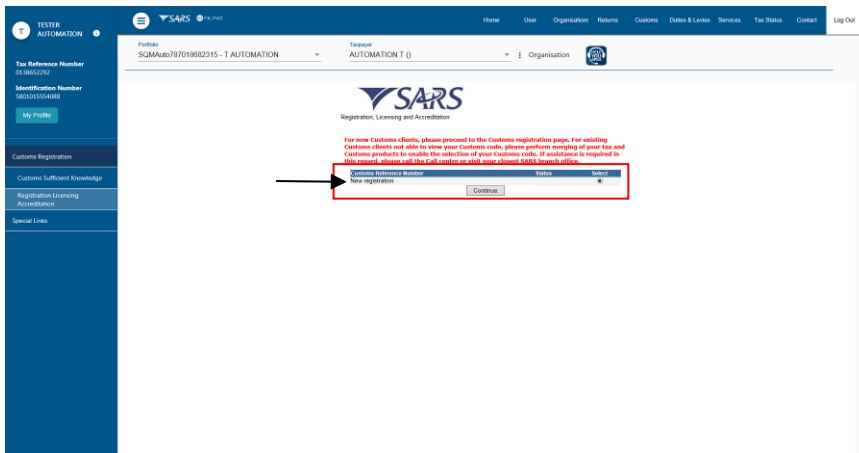


- o) The system displays the RLA Menu.

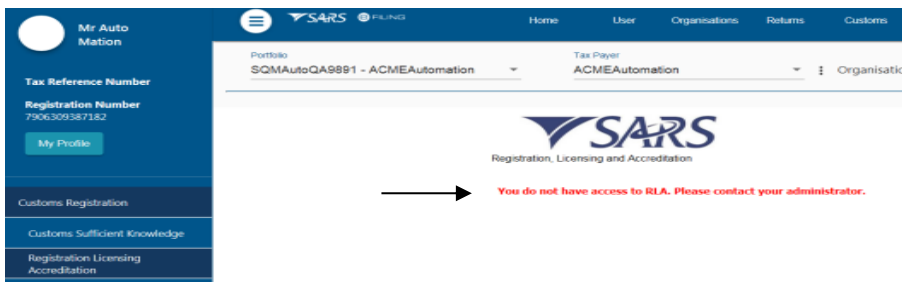


p) If following messages are displayed:

i) If the user is already a registered or licensed RLA client and his/her RLA Customs client number does not display on the RLA page, the user is required to perform merging of tax and Customs products. The process of merging is prescribed in GEN-ELEC-15-G01.

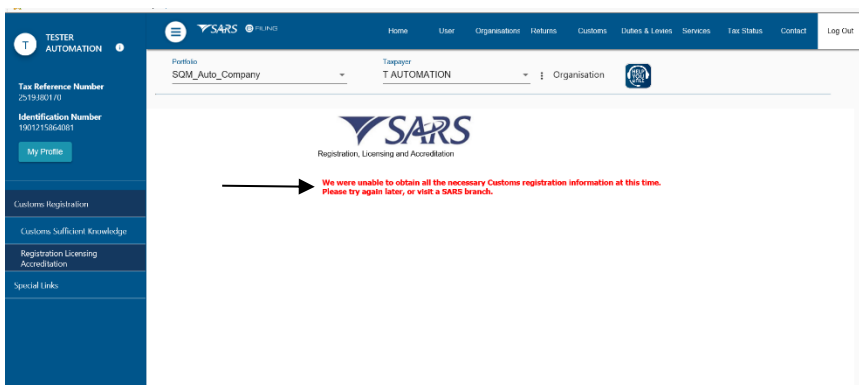


ii) If the incorrect eFiling user roles have been assigned to an eFiler user profile, the system displays a message indicating that the eFiler does not have access to RLA. The eFiler must contact his/her eFiling administrator to correct it, see GEN-ELEC-18-G01.



iii) If the system displays a message that the necessary Customs registration information is not available, the user must check if he/she:

- A) Selected the correct RLA user role as prescribed in paragraph 3; or
- B) Changed his/her portfolio from individual to company as prescribed in paragraph 4.

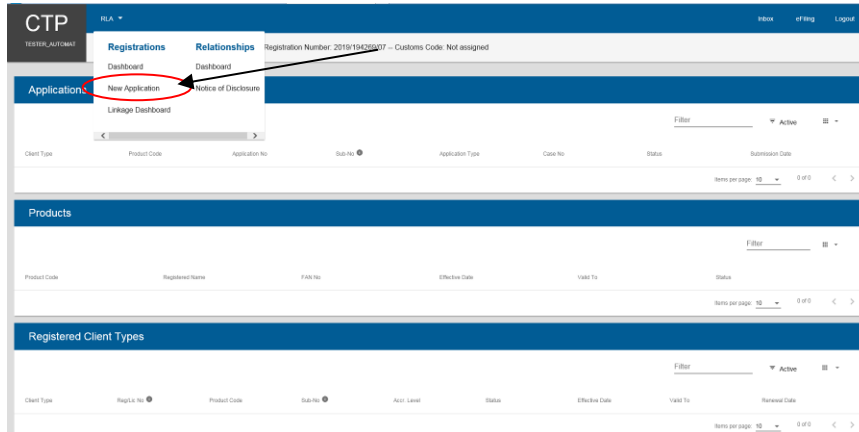




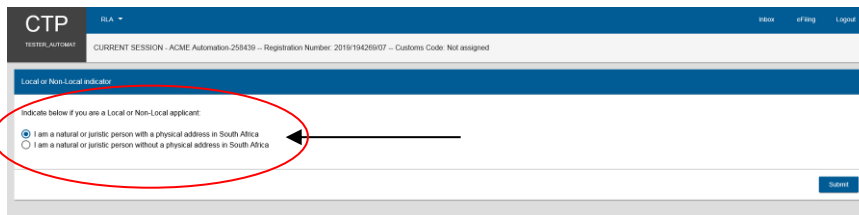
## 5 CAPTURING RLA CLIENT APPLICATION

### 5.1 Selecting applicable client type

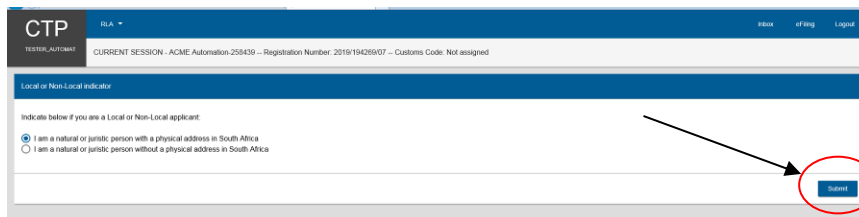
- a) After the user logged in on eFiling as prescribed in paragraph 2 to 4 and wishes to submit an application for a Customs RLA client type the user clicks on New Application under the RLA Registration menu.



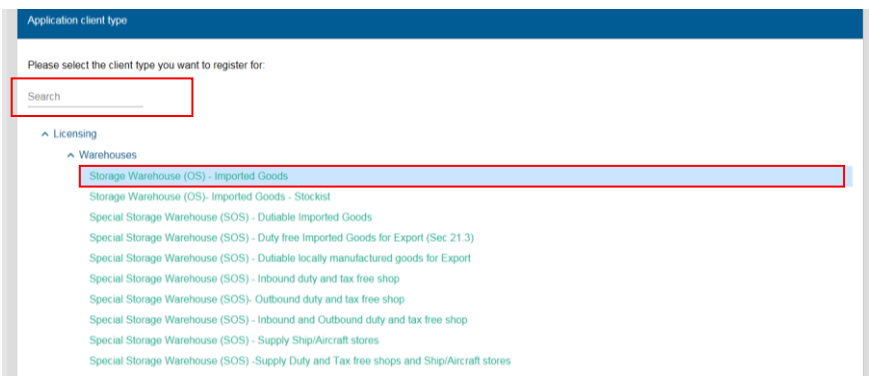
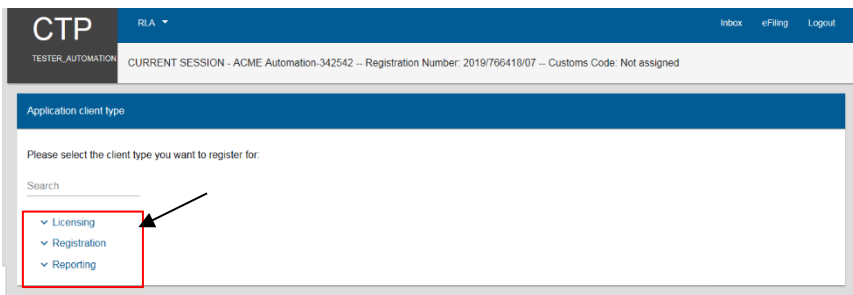
- i) If applying for a Customs client for the first time on RLA the system displays the Local or Non-Local indicator:
- A) The user must select the applicable radio button to indicated if the applicant is a natural or juristic person:
    - I) With a physical address in South Africa: or
    - II) Without a physical address in South Africa by selecting the radio button next to the applicable indicator.



- B) After selecting the applicable local or non-local indicator the user clicks on the Submit button and proceeds with paragraph ii)A) below.

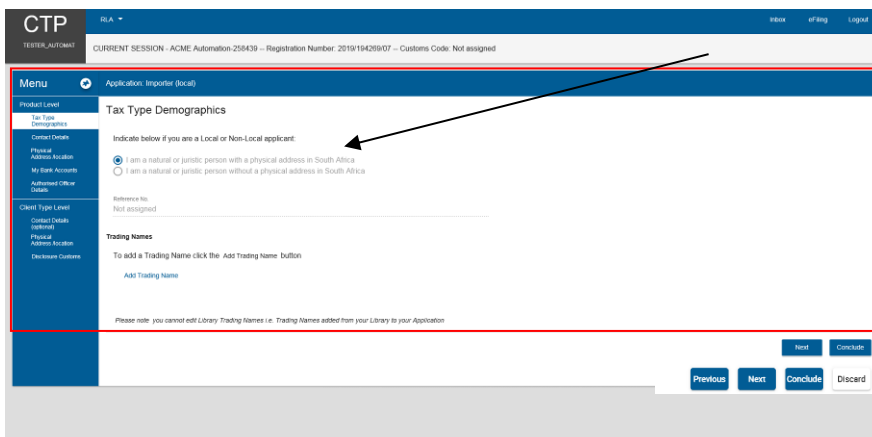


- ii) If applying for another Customs client on RLA the user selects the RLA client type applying for under the selected category (e.g. Registration, Licensing or Reporting) by:
  - A) Clicking on the dropdown arrow next to the applicable category to select the RLA client type from the dropdown list; or
  - B) Capturing the name of the RLA client type in the search field.



b) The system displays the required details to be captured by the user.

- i) If applying for an RLA client type for the first time, the user must capture the applicant's Product level details (see paragraph 5.2 below) and client Level details (see paragraph 5.3 below).
- ii) If an existing RLA client is applying for another RLA client type, the user only captures the Client Level details of the applicant (see paragraph 5.3) not previously captured.



## 5.2 Product level details

### 5.2.1 Tax type demographics

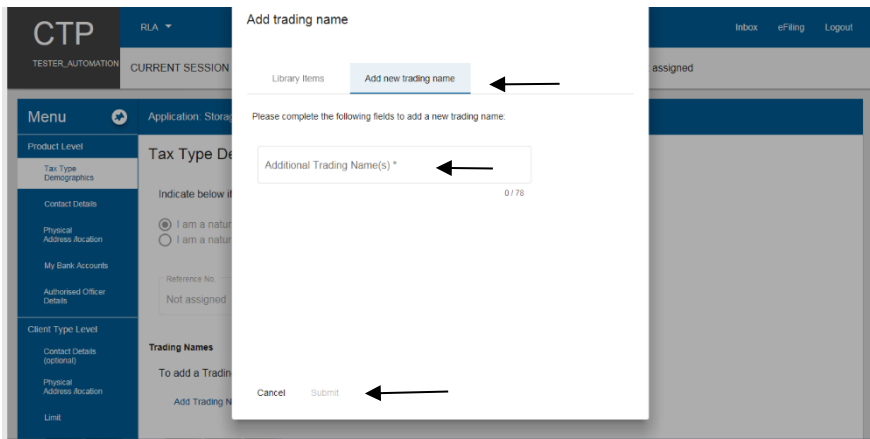
- a) The user clicks on Add Trading Name in order to capture the applicant's trading name.

- b) The system displays the Add trading name window:

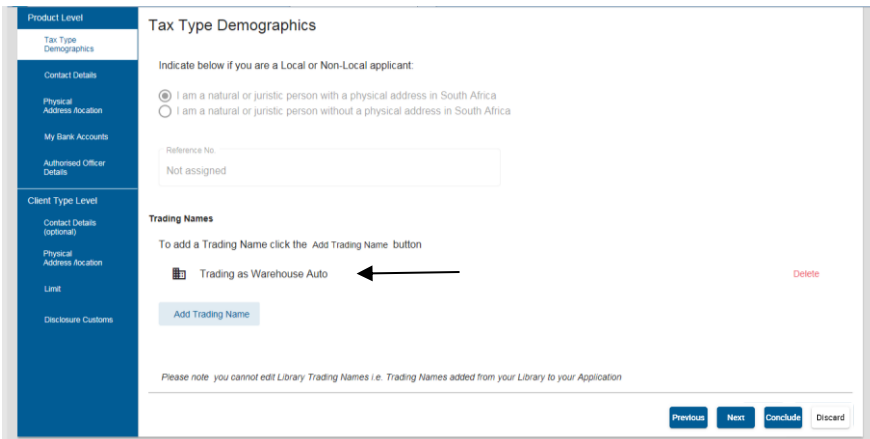
- i) The Library items contains a list of all previously captured trading names. The Library items enables a user to reuse previously captured data by clicking on that information which is then populated onto his/her electronic application form.

- ii) If no records is found under Library Items, the user:
- A) Clicks on the Add new trading name option to display the Add trading name capture window; and
  - B) Captures the trading name.

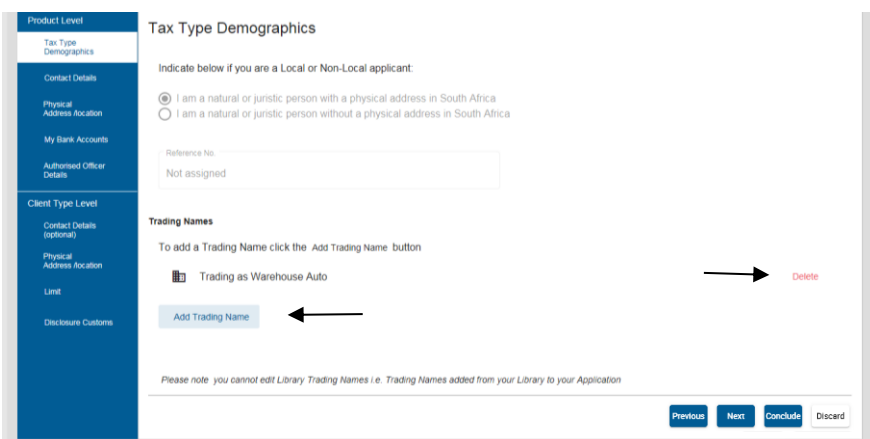
- C) Once the trading name has been captured, the system activates the Submit option. If the information is:
- I) Correct the user clicks Submit; or
  - II) Not correct the user clicks on the Cancel option.



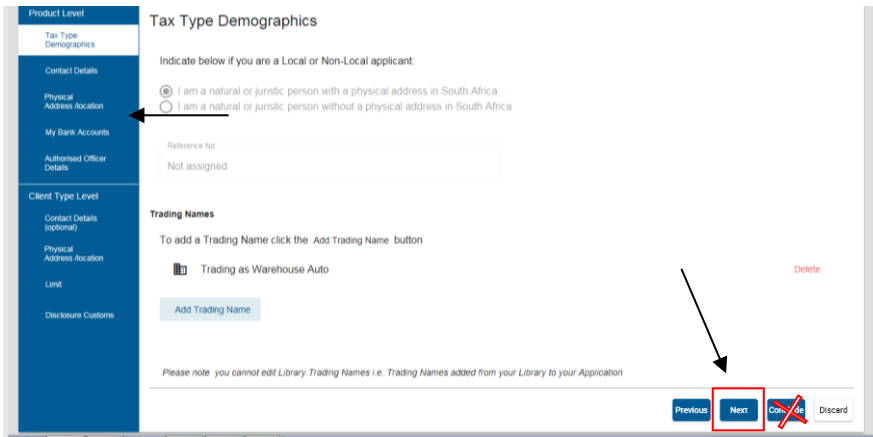
- iii) The system populates the trading name onto the Tax Type Demographics page.



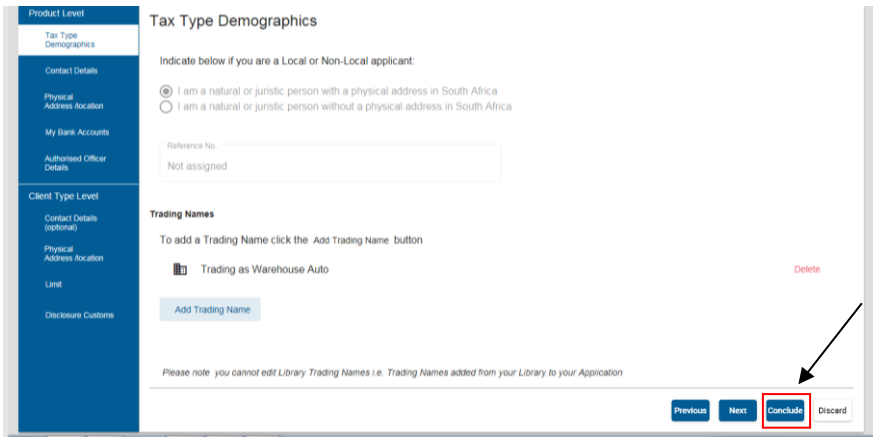
- iv) If incorrectly captured, the user will be able to delete it by clicking on Delete and then on Add trading name.



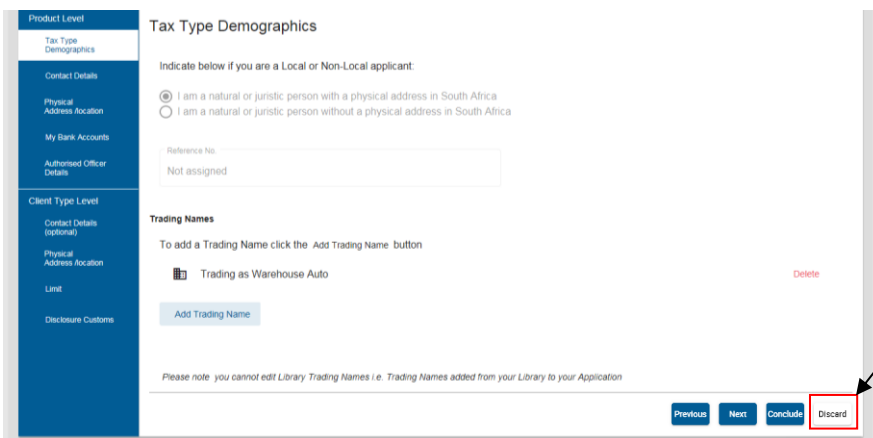
- v) If the trading name is correct:
  - A) The user clicks on the Next button to progress to the next field which is Contact details under Product Level; or
  - B) The user clicks on the Contact Details link in the Menu; and
  - C) The trading name captured by the user is automatically saved.



- vi) If the user clicks on the Conclude button by mistake, the system displays an error message, see paragraph 8 e) below to resolve the error.



- vii) If the user wishes to discontinue his/her application, the user clicks on the Discard button and continues with the process prescribed in paragraph 7 below.



### 5.2.2 Contact details

- a) In order to receive electronic notifications the user is required to capture his/her:
  - i) Cell phone number;

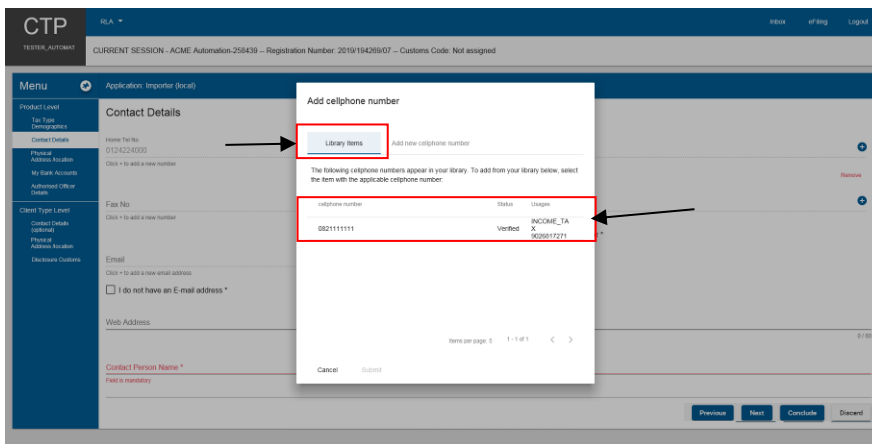
- ii) Email address; and
  - iii) Contact person's name.
- b) If the user does not have an email address or cell phone number, the user must select the box(es):
- i) I do not have an email address; and / or
  - ii) I do not have a Cell number.
- c) The fields home / business telephone number, fax number and / or web address are optional.

The screenshot shows the 'Contact Details' form in the CTP system. The form has several fields: Home Tel No, Business Tel No, Fax No, Cell No, Email, Web Address, and Contact Person Name. Each of the first four fields has a plus icon to its right. The 'Cell No' field and the checkbox 'I do not have a Cell Number' are highlighted with a red box. An arrow points from the plus icon next to 'Cell No' to the checkbox, and another arrow points from the checkbox to the 'Contact Person Name' field. At the bottom right, there are buttons for 'Previous', 'Next', 'Conclude', and 'Discard'.

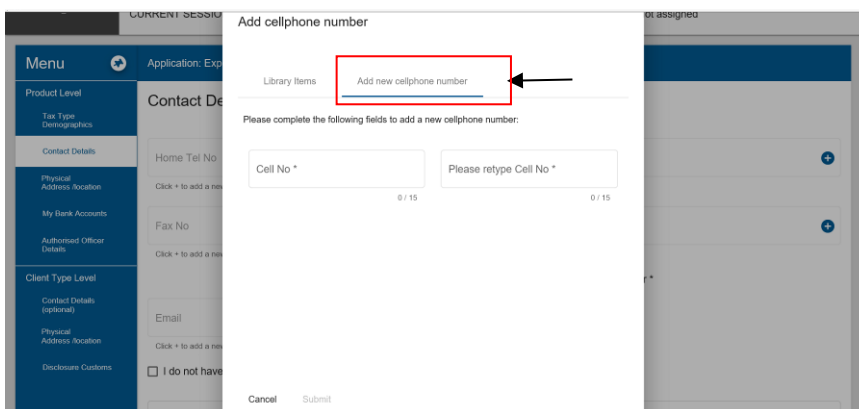
- d) Cell phone
- i) If no cell phone number is displayed or the user must add another cell phone number he/she must click on the (+) plus icon next to Cell No to display the Add cell phone number window.

This screenshot is similar to the previous one, but the 'Cell No' field is highlighted with a red box. An arrow points from the right side of the form to the plus icon next to the 'Cell No' field. The 'I do not have a Cell Number' checkbox is also visible below the 'Cell No' field.

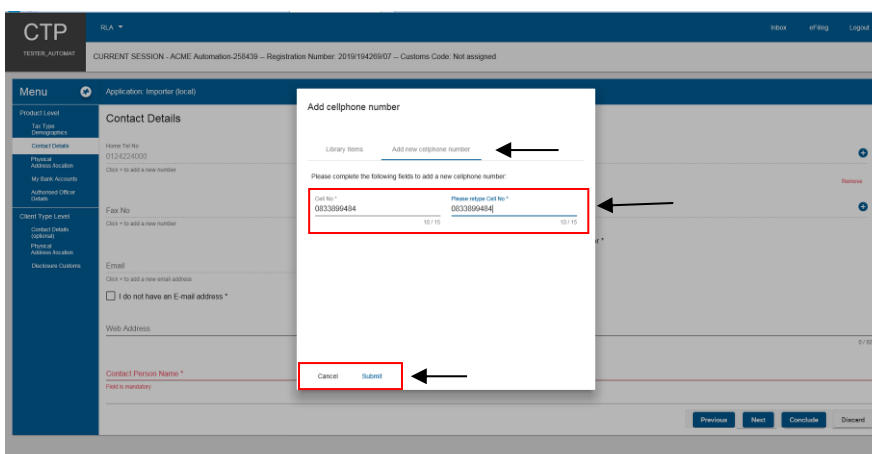
- ii) If the cell phone number is displayed under the Library Items, the user selects the applicable cell phone number and submits the selected information. If the status of the selected Library item is:
  - A) Verified, the user will not be required to upload the supporting documents.
  - B) Unverified, the user is required to upload supporting documents for verification purposes as prescribed in paragraph 9.



- iii) If the cell phone number to be captured is not displayed under the Library Items:
  - A) The user clicks on Add new cell phone number.

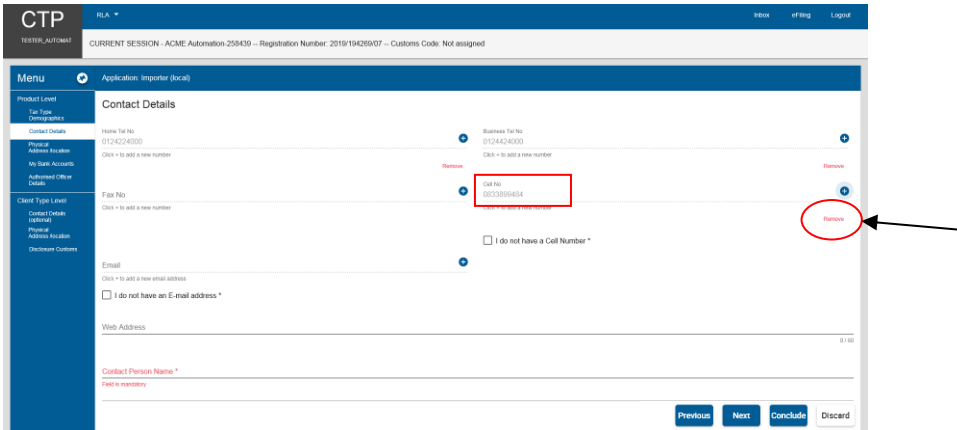


- B) The system displays the Add cell phone capturing window.
- C) The user captures the cell phone number twice to avoid capturing errors. If captured:
  - I) Correctly, the user clicks on Submit; or
  - II) Incorrectly, the user clicks on Cancel and recaptures the correct cell phone number.



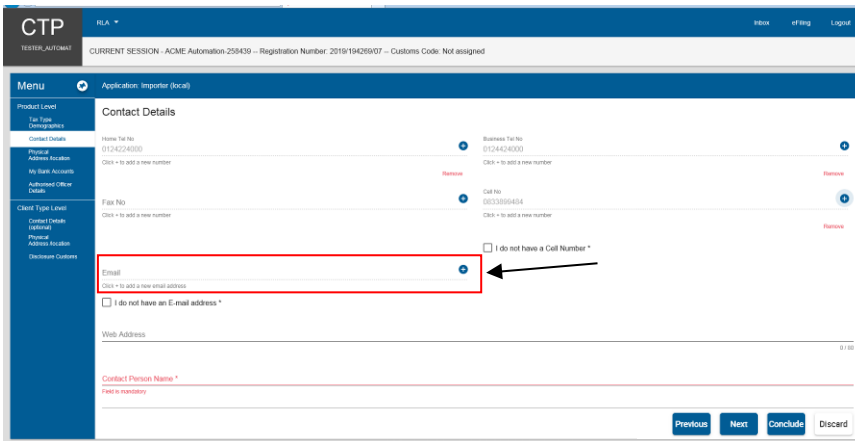
- iv) After submitting the added cell phone number the system:
  - A) Returns to the main Contact Details page; and
  - B) Displays the cell phone number added.

- v) If captured incorrectly, the user clicks on Remover and recaptures his/his cell phone number.



- e) Email address

- i) If no email address is displayed or the user must add another email address he/she must click on the (+) plus icon next to Email to display the Add email window.



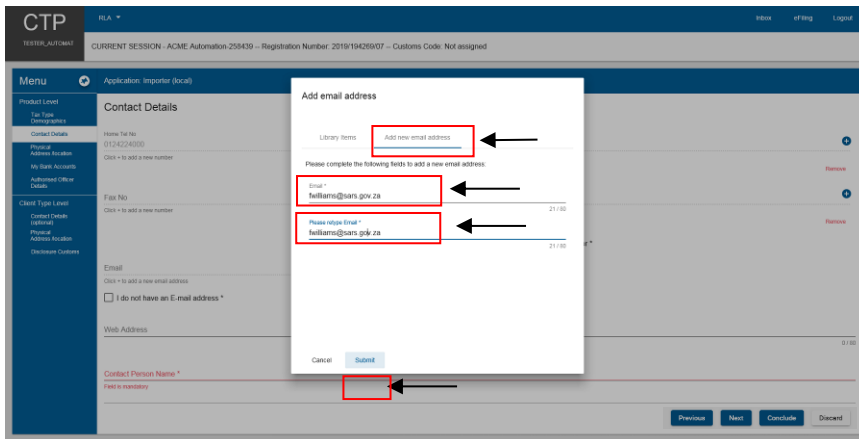
- ii) If the email address is displayed under Library Items, the user selects the applicable email address and submits the selected information. If the status of the selected Library item is:  
 A) Verified, the user will not be required to upload the supporting documents.  
 B) Unverified, the user is required to upload supporting documents for verification purposes as prescribed in paragraph 9.



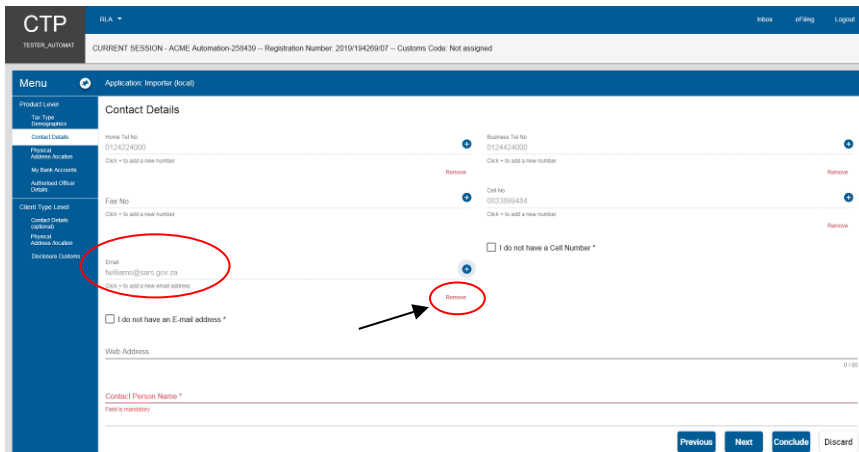
- iii) If the email address to be captured is not displayed under the Library Items:  
 A) The user clicks on Add new email address.  
 B) The system displays the Add email address window.



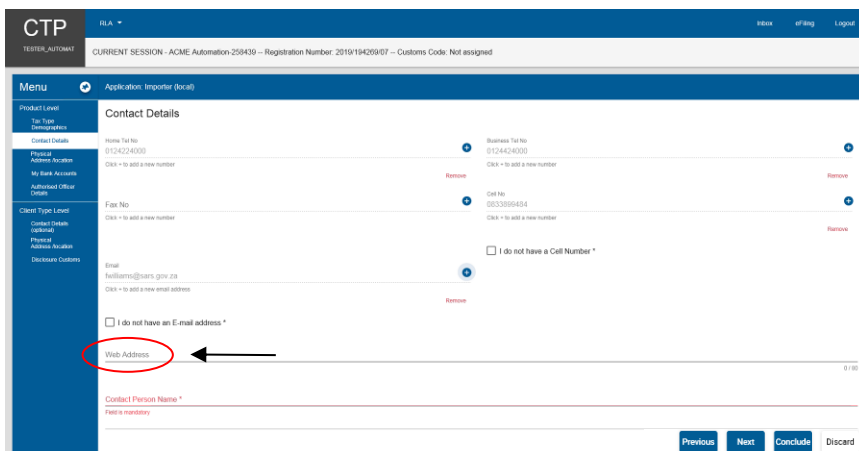
- C) The user captures the email address twice to avoid capturing errors. If captured:
- I) Correctly, the user clicks on Submit; or
  - II) Incorrectly, the user clicks on Cancel and recaptures the correct email address.



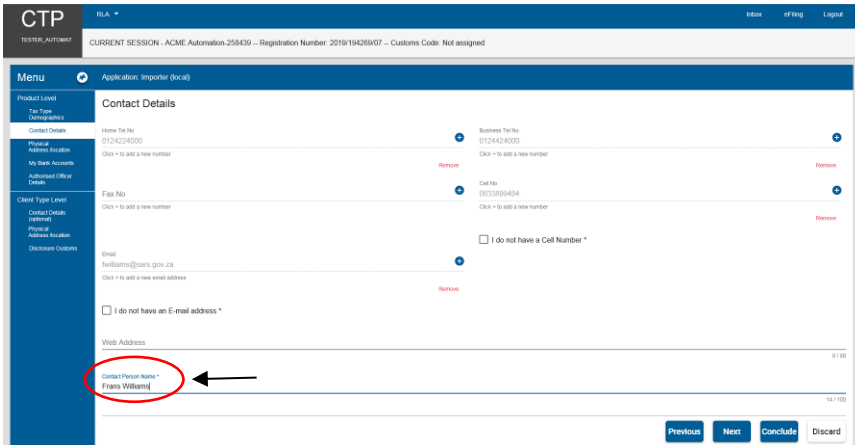
- iv) After submitting the add email address the system:
  - A) Returns to the main Contact Details page; and
  - B) Displays the email address added.
- v) If captured incorrectly the user clicks on Remover and recaptures his/her email address.



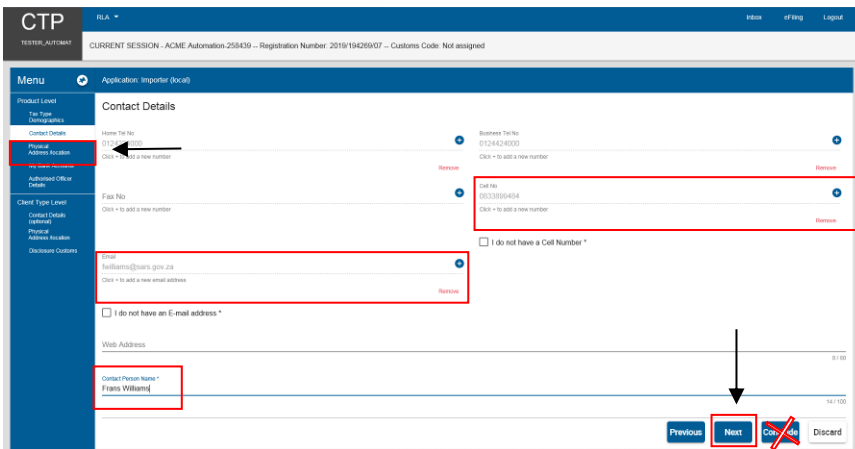
- f) The web address details are optional, the application will not be rejected if not provided.



- g) The Contact Person Name is mandatory. The user:
  - i) Clicks on Contact Person Name; and
  - ii) Captures the contact person's name.

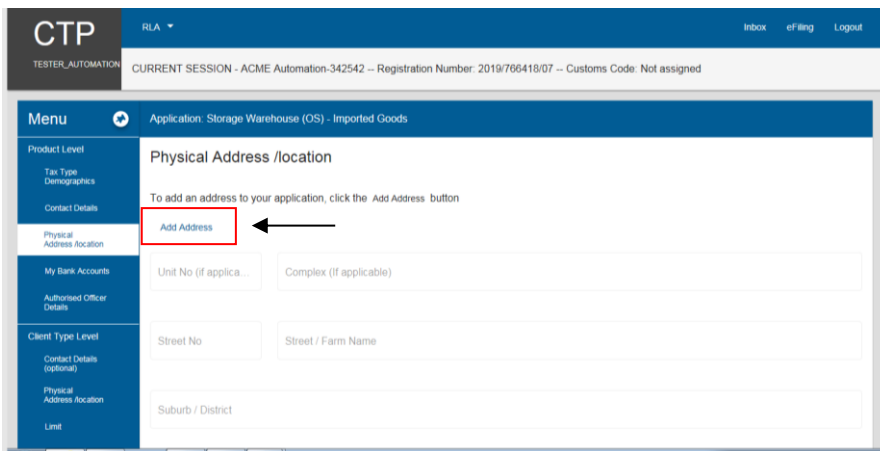


- h) After all the mandatory contact details have been captured:
  - i) The user clicks on the Next button to progress to the next field which is Physical Address / Location under Product Level; or
  - ii) The user clicks on the Physical Address / Location link in the Menu; and
  - iii) The contact details captured by the user is automatically saved.
- i) If the user clicks on the Conclude button by mistake, the system displays an error message. See paragraph 8 e) below to resolve the error.



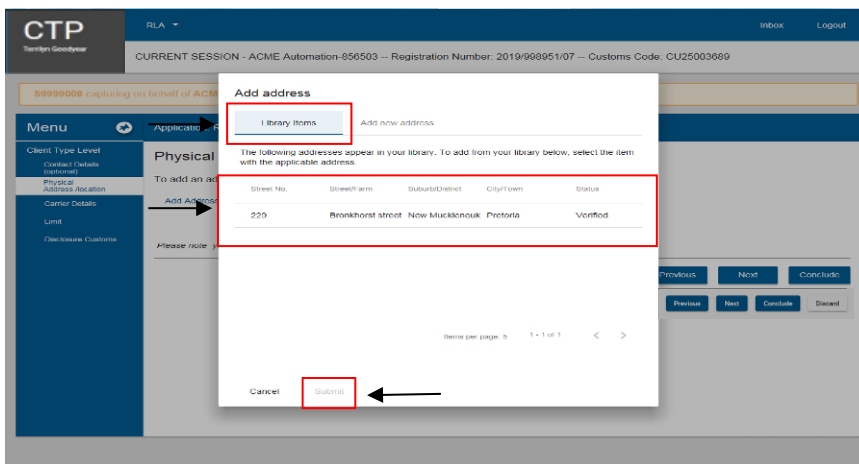
### 5.2.3 Physical Address / Location

- a) If no physical address is displayed on the main Physical Address / Location page or the user must add another Physical Address / Location he/she must click on Add address to display the Add address capture window.



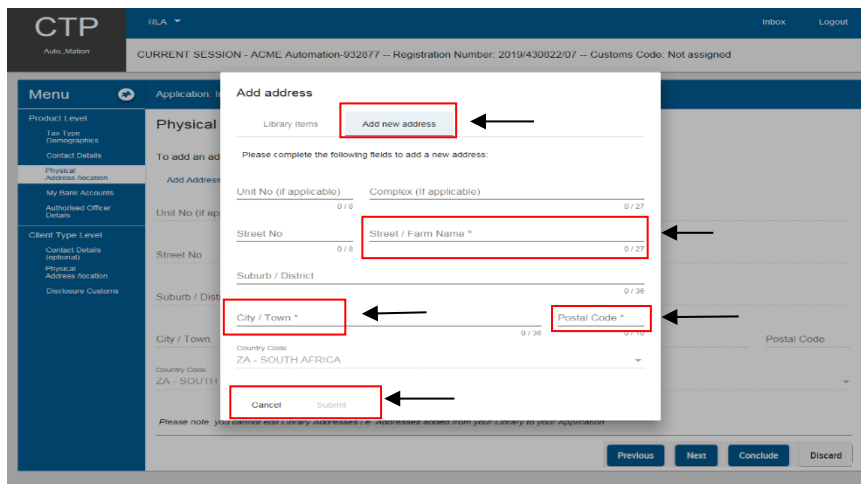
- b) If the physical address / location details is displayed under the Library items, the user selects the applicable physical address / location and submits the selected information. If the status of the selected Library item is:

- i) Verified, the user will not be required to upload the supporting documents.
- ii) Unverified, the user is required to upload supporting documents for verification purposes as prescribed in paragraph 9.

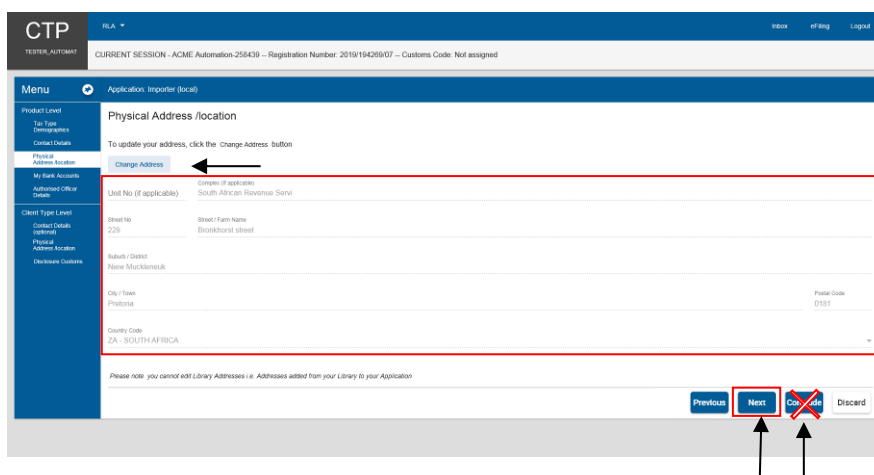


- c) If the physical address / location is not displayed under the Library Items, the user:
- i) Clicks Add new address to display the Add Address capture window.
  - ii) Captures the following mandatory information, the Street / Farm Name, City / Town and the Postal code; and
  - iii) Selects the Country code ZA – SOUTH AFRICA.
- d) The fields Unit no, complex, Street No, Suburb / District are optional.

- e) If the above mandatory information is captured:
  - i) Correctly, the user clicks on Submit; or
  - ii) Incorrectly, the user clicks on Cancel to recapture the physical address / location mandatory information.



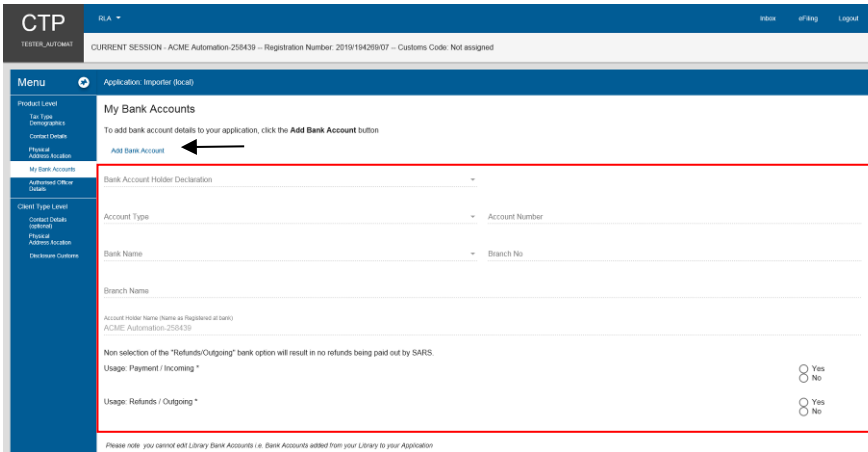
- f) After submitting the added physical address the system:
  - i) Returns to the main Physical Address / location page; and
  - ii) Displays the physical address added.
- g) If captured:
  - i) Incorrect, the user clicks on Change Address and recaptures his/her physical address.
  - ii) Correctly:
    - A) The user clicks on the Next button to progress to the next field which is My Bank Accounts under Product Level; or
    - B) The user clicks on the My Bank Accounts link in the Menu; and
    - C) The physical address details captured by the user is automatically saved.
- h) If the user clicks on the Conclude button by mistake, the system displays an error message, see paragraph 8 e) below to resolve the error.



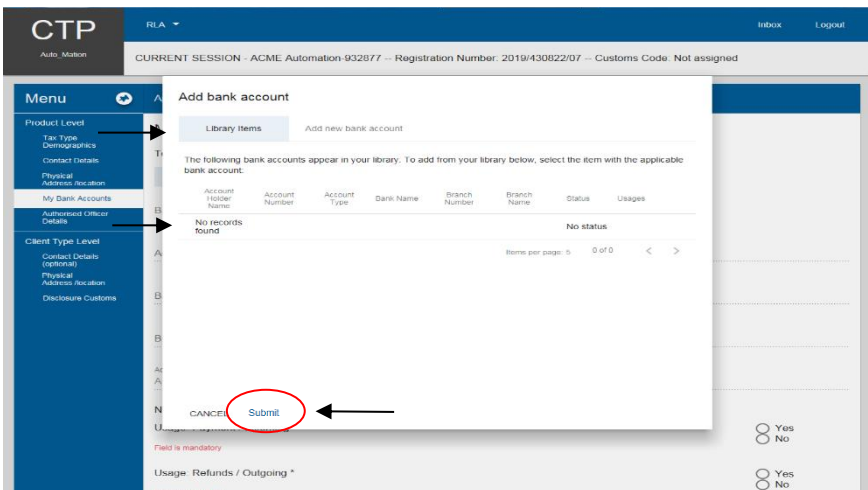
## 5.2.4 Bank account

- a) The user must provide SARS with a valid South African bank account to effect payments.

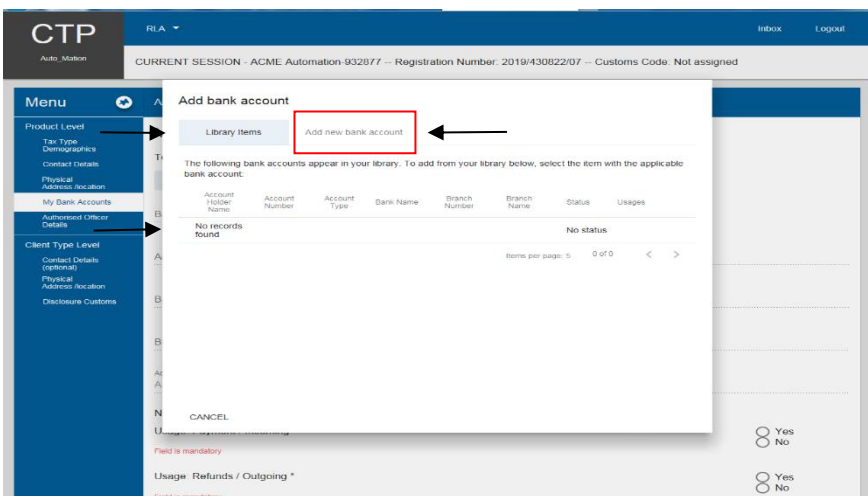
- b) If no banking details are reflected on the My Bank Accounts page or a different bank account must be added. The user clicks on Add Bank Account to display the Add bank account capture window.



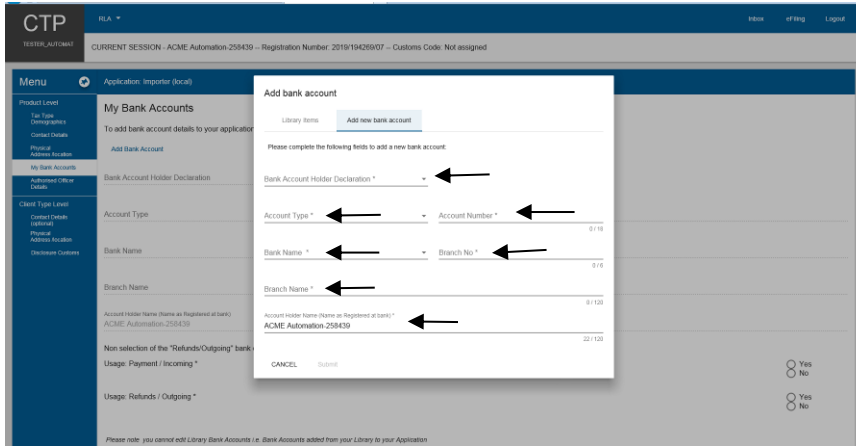
- c) If the bank account details are displayed under the Library items, the user selects it and then submits the selected information.



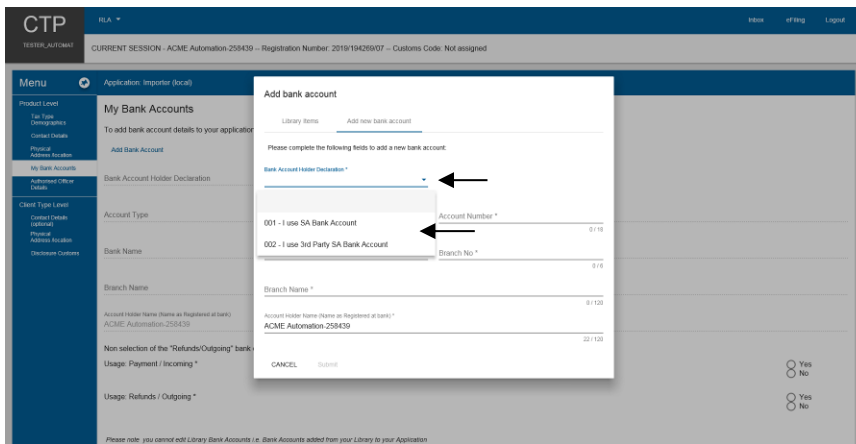
- d) If the bank account details are not displayed under the Library Items, the user clicks on Add new bank account.



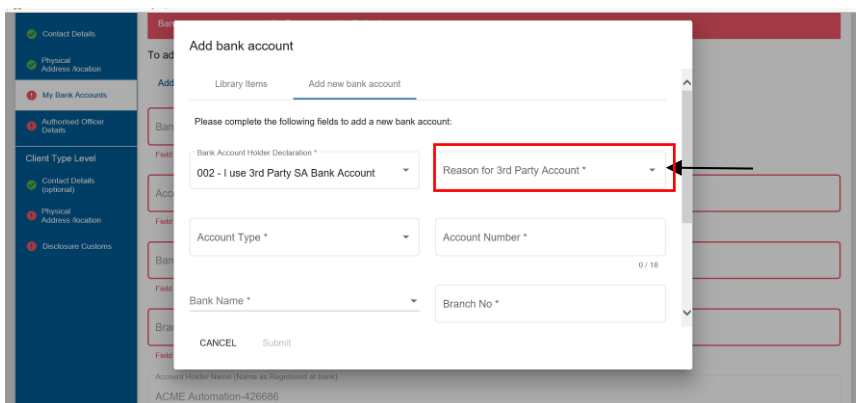
e) The user captures the following mandatory information:



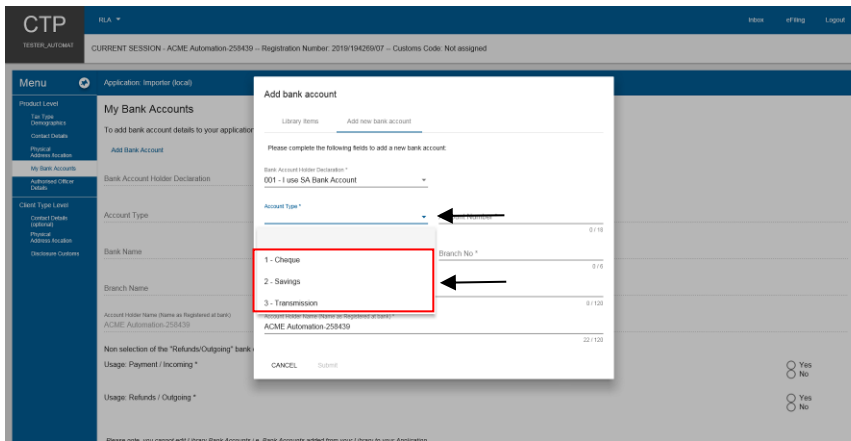
i) Bank Account Holder Declaration – The user clicks on the Bank Account Holder Declaration dropdown arrow and selects one (1) of the following declarations:  
A) I use SA Bank account; or



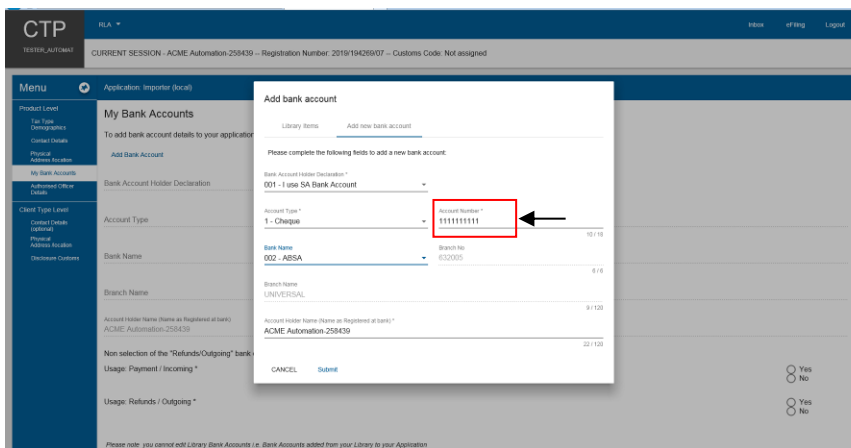
B) I use 3<sup>rd</sup> Party SA Bank Account. The user must provide the reason(s) for using a 3<sup>rd</sup> party SA bank account.



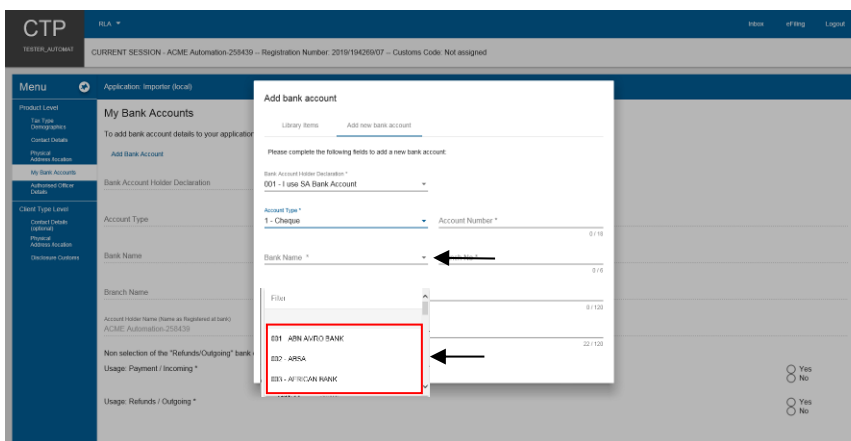
- ii) Account type – The user clicks on the Account Type dropdown arrow and selects the applicable account type.



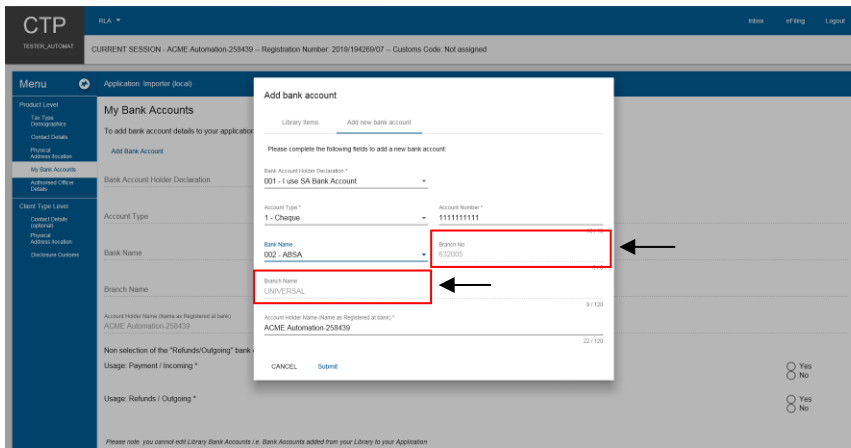
- iii) Account Number – The user clicks on Account number and captures the account number in the field provided under Account number.



- iv) Bank Name – The user clicks on the Bank Name dropdown arrow to select the bank name. The user either scrolls down until he/she reaches the bank name or the user captures the first letter of the Bank name or then selects the applicable bank name.

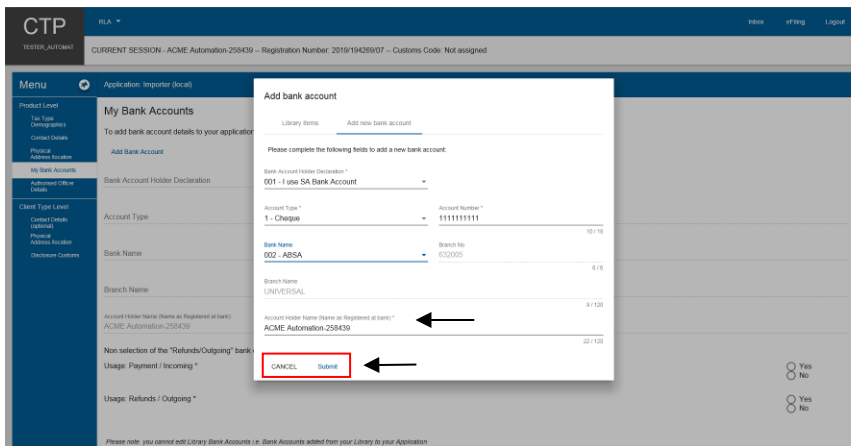


- f) The system populates the Branch No and the Branch Name as per the user's selection under Bank Name.

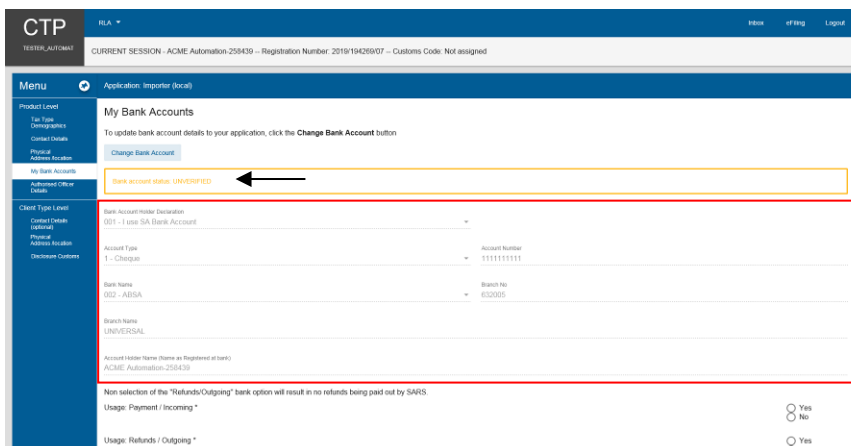


- g) The system populates the Account Holder Name field. The user clicks on:

- i) Cancel if any of the mandatory bank details have been incorrectly captured and recaptures the required mandatory bank account details; or
- ii) Submit if correct.



- h) The bank details captured by the user are automatically saved. The system returns to the main My Bank Accounts page and displays a message that the bank account status is unverified. The user is required to upload the required bank account documents for validation purposes, see paragraph 9.





- i) If any of the bank details are incorrect, the user must select the option Change Bank Account and recapture the mandatory bank account details as prescribed from paragraph e)i) to e)iv) above.

- j) After the user confirmed that the bank details are correctly captured:

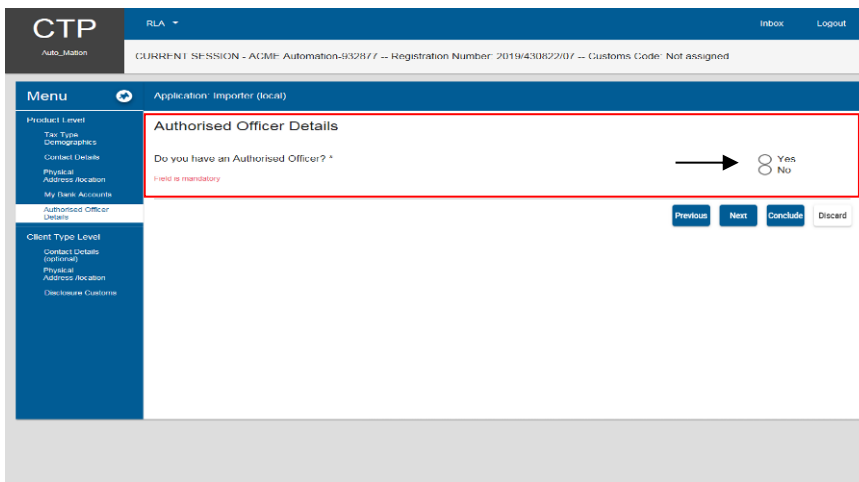
- i) The user must select the radio button Yes if he/she wishes to use this bank account to:
- Make payments – Payment / Incoming; and / or
  - Receive refunds – Refund / Outgoing.

- ii) The user clicks on:
- The Next button to progress to the Authorised Officer details under Product Level; or
  - The Authorised Officer details link in the Menu; and
  - The bank account details captured by the user are automatically saved.

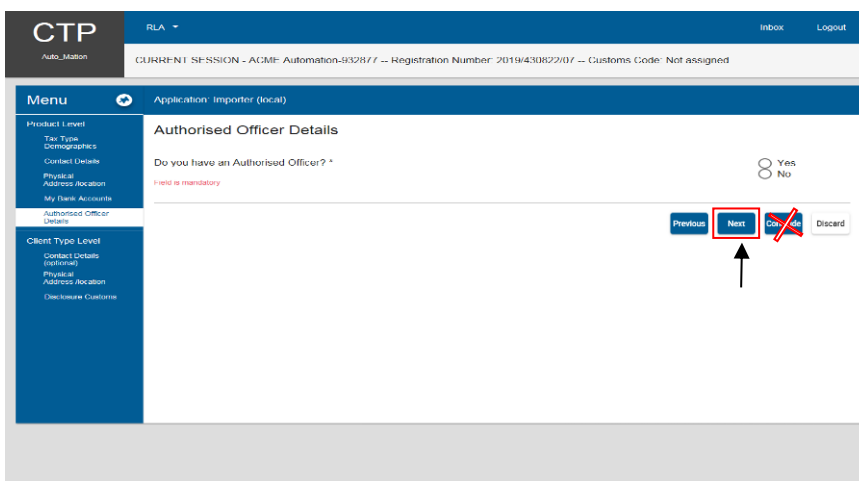
- k) If the user clicks on the Conclude button by mistake, the system displays an error message, see paragraph 8e) below to resolve the error.

**5.2.5 Authorised Officer Details (mandatory if a company)**

- a) The authorised officer details must be captured, see Rule 59A.01.
- b) The user must select the radio button next to Yes.



- c) The user clicks on the Next button to display the Authorised Officer Details capture window.



- d) If the user clicks on the Conclude button by mistake, the system displays an error message, see paragraph 8 e) below to resolve the error.
- e) The user must capture the following details of the authorised officer:
  - i) Name of authorised officer;
  - ii) ID type and number;
  - iii) Designation of capacity;
  - iv) Citizenship;
  - v) The authorised officer's contact details, see the process prescribed in paragraph 5.2.2.

- vi) The authorised officer's physical address, see the process prescribed in paragraph 5.2.3.

The screenshot shows the 'Authorised Officer Details' form in the CTP system. The form is titled 'Authorised Officer Details' and includes a question 'Do you have an Authorised Officer?' with 'Yes' and 'No' radio buttons. Below this are several input fields: 'Name of Authorised Officer', 'ID Type' (a dropdown menu), 'Number', 'Designation of Capacity', and 'Citizenship'. There are also 'Contact Details' and 'Physical Address' sections, each with a dropdown arrow. At the bottom right, there are four buttons: 'Previous', 'Next', 'Conclude', and 'Discard'.

## 5.3 Client type level

### 5.3.1 Contact details

- The client type level contact details are optional except for cell phone number, email address or contact person.
- If the cell phone number, email address or the contact person of the client type is different from the product level, the user must capture the new details as described in paragraph 5.2.2 above.

The screenshot shows the 'Contact Details (Optional)' form in the CTP system. The form includes several input fields with '+' icons to add new numbers: 'Home Tel No', 'Business Tel No', 'Fax No', and 'Cell No'. There is also an 'Email' field with a '+' icon and a checkbox for 'I do not have an email Address'. Below these are 'Web Address' and 'Contact Person Name' fields. At the bottom right, there are four buttons: 'Previous', 'Next', 'Conclude', and 'Discard'.

### 5.3.2 Physical Address / Location

- In order to add the applicant's physical address / location, the user follows the process prescribed in paragraph 5.2.3 above.

The screenshot shows the 'Physical Address /location' form in the CTP system. A prominent red error message at the top states 'At least one entry required'. Below this, there is a text prompt: 'To add an address to your application, click the Add Address button'. An arrow points to the 'Add Address' button. At the bottom, there is a note: 'Please note you cannot edit Library Addresses i.e. Addresses added from your Library to your Application'. At the bottom right, there are four buttons: 'Previous', 'Next', 'Conclude', and 'Discard'.

b) After the user captured the physical address / location he/she must answer the following questions:

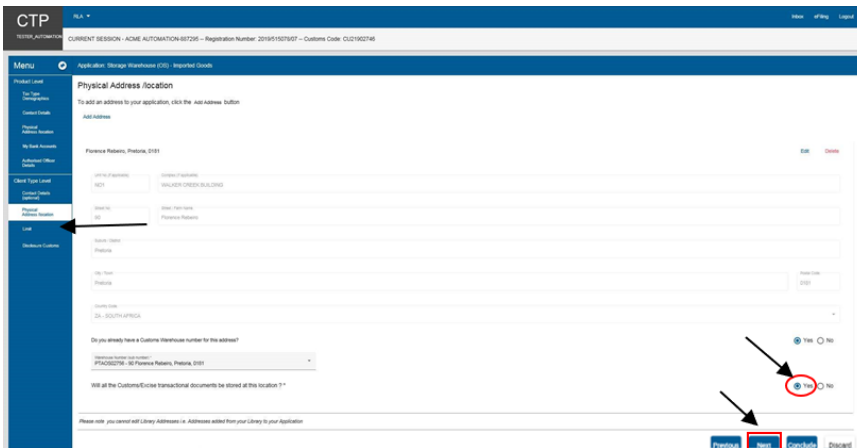
i) In the case of a warehouse client: Do you already have a Customs Warehouse number for this address?

- A) The user clicks on the appropriate radio button.
- B) If No is selected the system displays a message that the warehouse number will be allocated on approval.
- C) If Yes is selected:
  - I) The system displays the Warehouse Number (sub number) dropdown box.
  - II) The user clicks on the dropdown arrow.

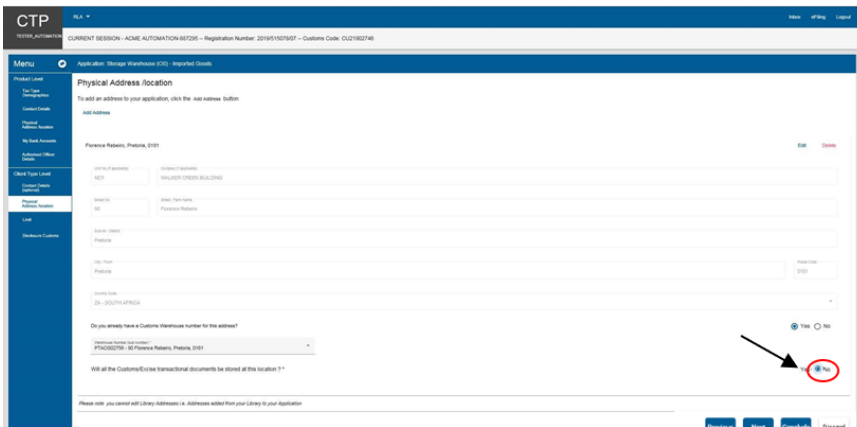
- III) The system displays a list of all the warehouse(s) already licensed by the applicant. If the applicant does not have any warehouse licensed in his/her name, no details of the licensed warehouse will be displayed in the dropdown list.
- IV) The user clicks on the applicable licensed warehouse in order to select it.

ii) Will all the Customs/Excise transactional documents be stored at this location?

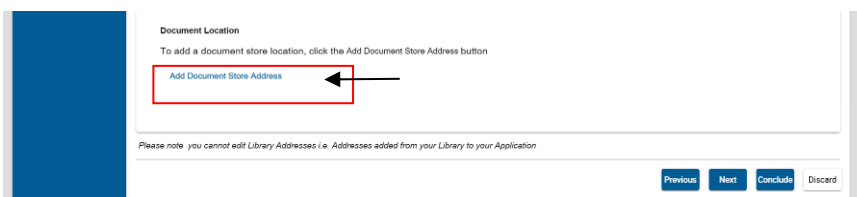
- A) The user clicks on the appropriate radio button.
- B) If Yes, the user clicks on the Next button to progress to the next field or clicks on the link in the RLA Menu.



- C) If No:
  - I) The system displays the option Add Documents Store Address.



- II) The user clicks on Add Documents store Address and captures the physical address / location as described in paragraph 5.2.3 above.

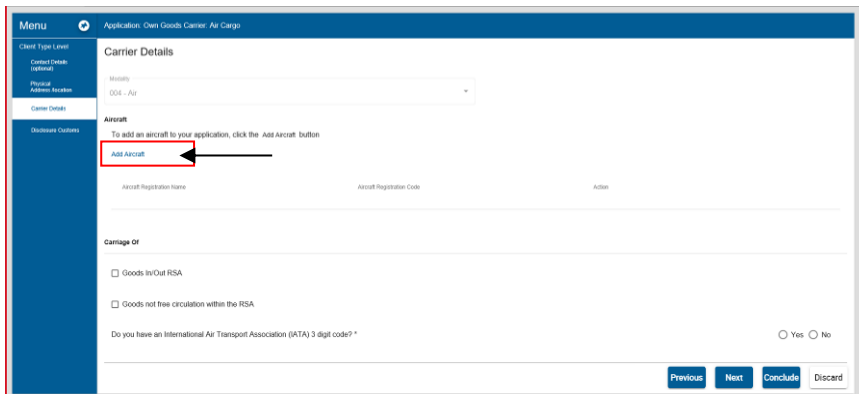


**5.3.3 Carrier details**

- a) This field must be completed by users required to register for the submission of cargo reports in terms of Section 8 and described in paragraph 2.1 e) of SC-CF-19.

b) Air cargo carriers

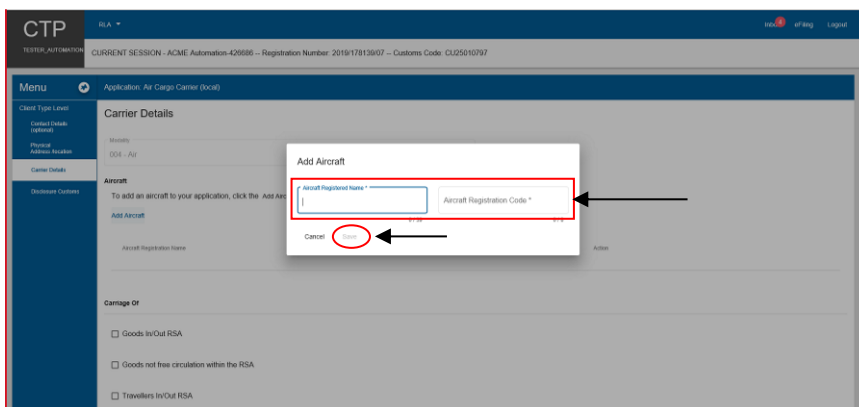
i) The user clicks on Add Aircraft.



ii) The system displays the Add Aircraft capture window.

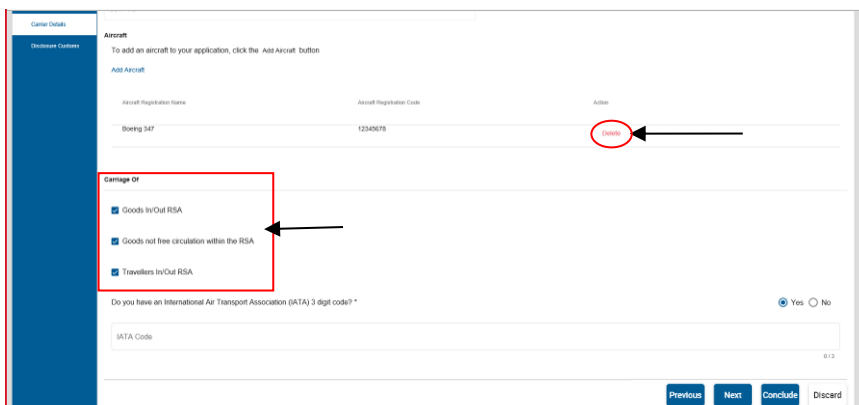
iii) The user captures the Aircraft Registration Name and the Aircraft Registration Code.

iv) The user clicks on Save.



v) If the aircraft details are:

- A) Incorrectly captured, the user must select delete under active in order to recapture the aircraft details.
- B) Correctly captured the user must indicate whether he/she will be carrying:
  - I) Goods in/out of South Africa;
  - II) Goods not in free circulation within South Africa; and / or
  - III) Travellers in/out of South Africa. This option will not be displayed if the applicant applies for own goods carried via air.



vi) The user must indicate if he/she has an International Air Transport Association (IATA) code by selecting the correct radio button:

- A) If Yes:
  - I) The user captures the 3 digit IATA code.

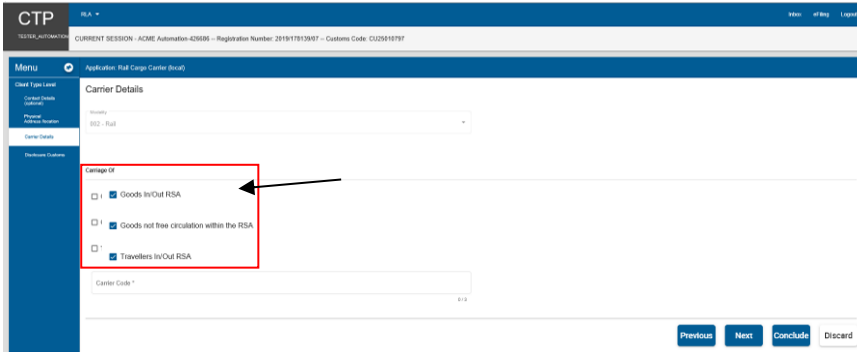
- II) The same IATA code may be used for multiple registered aircrafts link to one (1) air carrier.
- III) The system validates the IATA code captured to ensure it is not linked to another active air carrier.
- IV) The application will be rejected, if the IATA code is already being used by another active air carrier.
- V) If the system cannot find the IATA code captured, the user must upload the Registration of Cargo Carrier Code document as an additional supporting document as prescribed in paragraph 9.

- B) If No, the user must indicate on the radio button whether a three (3) digit AN code was previously assigned by Customs in lieu of an IATA code:
  - I) If Yes, the user must capture the assigned AN code. The system validates the AN code captured to ensure it is not linked to another active air carrier. The application will be rejected, if already being used by another active air carrier.
  - II) If No, the user will be required to upload the Registration of Cargo Carrier Code document as an additional supporting document as prescribed in paragraph 9.

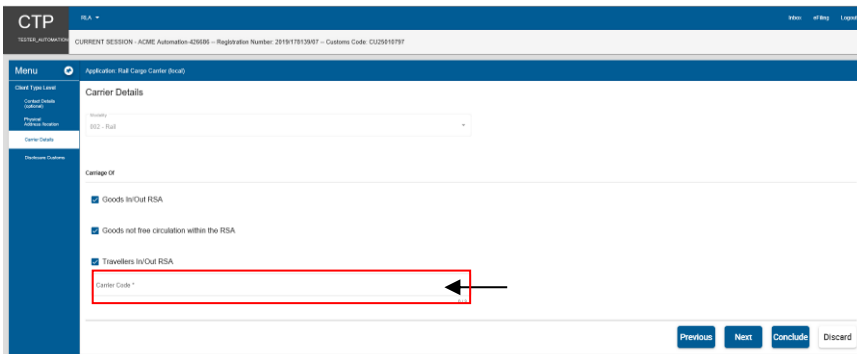
- vii) The user clicks on the Next button and continues with the process prescribed in paragraph 8.

c) Rail cargo carriers

- i) The user must indicate whether he/she will be carrying:
  - A) Goods in/out of South Africa;
  - B) Goods not in free circulation within South Africa; and / or
  - C) Travellers in/out of South Africa. This option will not display if the user applies for own goods carried via rail.



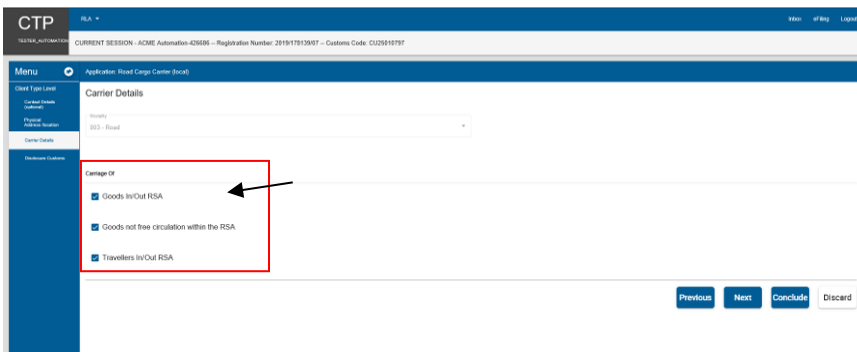
- ii) The user captures the rail carrier code.
- iii) The system validates the rail carrier code captured to ensure it is not linked to another active rail carrier.
- iv) If the system cannot find the rail carrier code, the user must upload the Registration of Cargo Carrier Code document as an additional supporting document as prescribed in paragraph 9.



- v) The user clicks on the Next button and continues with the process prescribed in paragraph 8.

d) Road carriers – The user must indicate whether he/she will be carrying:

- i) Goods in/out of South Africa;
- ii) Goods not in free circulation within South Africa; and / or
- iii) Travellers in/out of South Africa. This option will not display if the user applies for own goods carried via road.

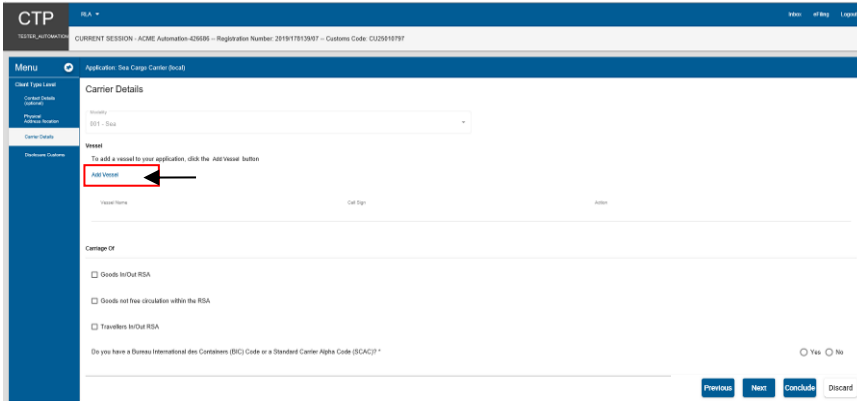


- iv) The user clicks on the Next button and continues with the process prescribed in paragraph 8.

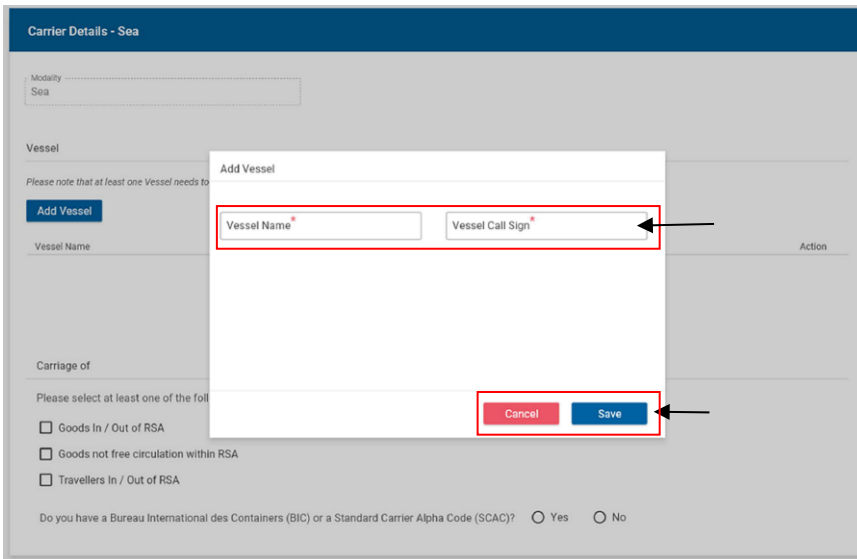


e) Sea carriers

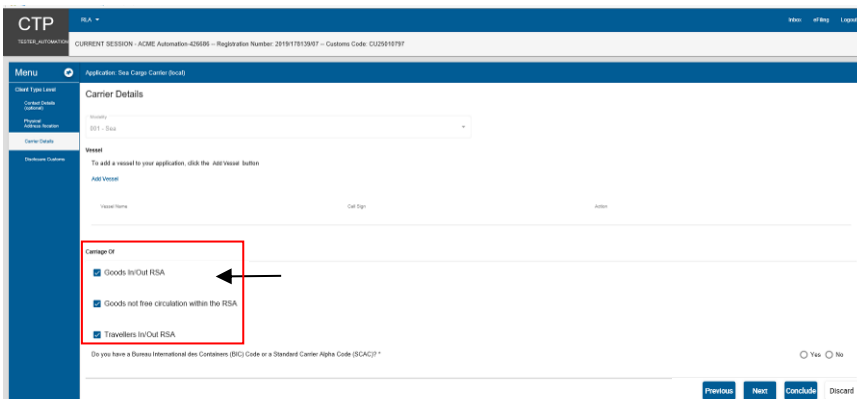
i) The user clicks on Add Vessel.



- ii) The system displays the Add Vessel capture window.
- iii) The user captures the Vessel Name and Vessel Call sign. If:
  - A) Correct, the user clicks on Save.
  - B) Incorrect, the user clicks on Cancel and recaptures the required details.



- iv) The user must indicate whether he/she will be carrying:
  - A) Goods in/out of South Africa;
  - B) Goods not in free circulation within South Africa; and / or
  - C) Travellers in/out of South Africa. This option will not display if the user applies for own goods carried via sea.



- v) The user must indicate if he/she has a Bureau International des Containers (BIC) code and / or a Standard Carrier Alpha Code (SCAC) by selecting the correct radio button:

The screenshot shows the 'Carrier Details' form in the CTP system. Under the 'Travellers In/Out RSA' section, the question 'Do you have a Bureau International des Containers (BIC) Code or a Standard Carrier Alpha Code (SCAC)?' is followed by two radio buttons: 'Yes' (selected) and 'No'. A red box highlights this section, and an arrow points to the 'Yes' radio button.

- vi) If Yes:
  - A) The user captures the BIC and / or SCAC code(s).

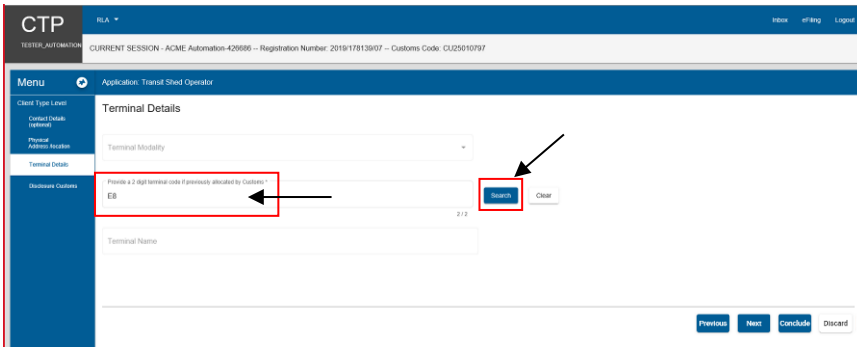
This screenshot shows the same form as above, but with the 'BIC Code' and 'SCAC Code' input fields circled in red. Arrows from the text above point to these fields. The 'BIC Code' field contains '200' and the 'SCAC Code' field is empty.

- B) The same BIC and / or SCAC code(s) may be used for multiple registered vessels linked to one (1) sea carrier.
- vii) The system validates the BIC and / or SCAC code captured to ensure it is not linked to another active sea carrier.
- viii) The application will be rejected if the BIC and / or SCAC code(s) is already being used by another active sea carrier.
- ix) If the system cannot find the BIC and / or SCAC code(s) captured, the user must upload the Registration of Cargo Carrier Code document as an additional supporting document as prescribed in paragraph 9.
- x) If the user does not have a BIC and / or SCAC code(s), a code will be assigned by SARS to the sea carrier after the application has been approved.
- xi) The user clicks on the Next button and continues with the process prescribed in paragraph 8.

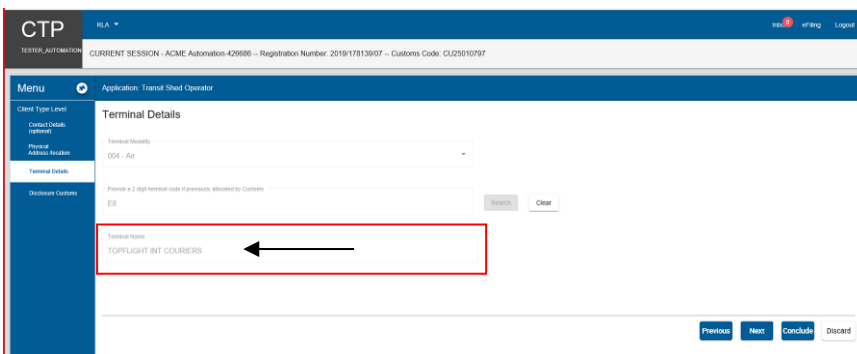
This screenshot shows the bottom of the form where the 'Next' button is highlighted with a red box. An arrow points to the 'Next' button.

### 5.3.4 Terminal details

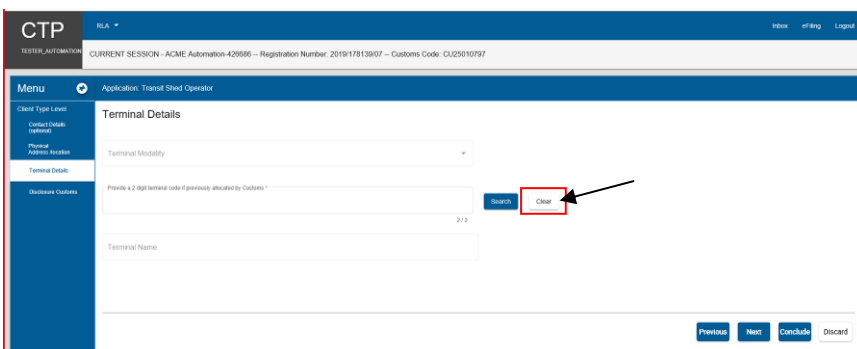
- a) This field must be completed by Transit Shed and Container terminal Operators required to register for the submission of cargo reports in terms of Section 8 and described in paragraph 2.1 e) of SC-CF-19.
- b) The user captures the two (2) digit facility code allocated by Customs as listed in SC-CF-19-A02 and clicks on Search. If not in possession of a facility code, the user is required to register his/her facility with Customs as prescribed in paragraph 2.3.18 (Transit shed) or 2.3.5 (Container Terminal) in SC-CF-19.



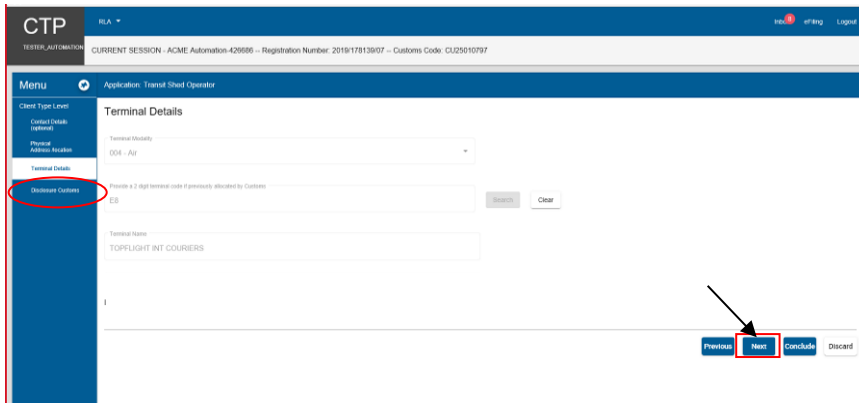
- c) The system populates the name of the Transit Shed or Container terminal operator as listed in SC-CF-19-A02.



- i) If incorrect, the user clicks on clear and returns to paragraph b) above.



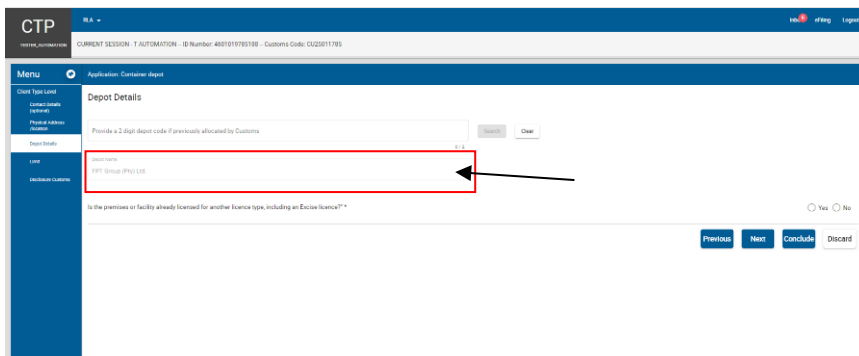
- ii) If correct the user must progress to the next field which is Disclosure Customs (see paragraph 8) by clicking on the:
  - A) Next button; or
  - B) Disclosure Customs link under Menu.



- d) The details captured by the user is automatically saved.

**5.3.5 Depot details**

- a) This field must be completed by clients required to:
  - i) License as a:
    - A) Container depot; or
    - B) Degrouping depot.
  - ii) Register for the submission of cargo reports in terms of Section 8 and prescribed in paragraph 2.1 e) of SC-CF-19:
    - A) Container depot operator;
    - B) Degrouping depot operator; or
    - C) Wharf operator reporter.
- b) When a depot premises mentioned in paragraph a)i) above must be licensed, the user:
  - i) Captures the CIPC registered name in the field Depot Name; and



- ii) Indicates if the premises or facility is already licensed for another Customs or Excise client type by selecting the correct radio button.

- iii) In order to progress to the next field which is Limit (see paragraph 5.3.7), the user clicks on the:
  - A) Next button; or
  - B) Limit link under Menu.

- c) When the user registers in terms of paragraph a)ii) above:

- i) The user must capture the two (2) digit facility code allocated by Customs as listed in SC-CF-19-A02 and click on Search.

- ii) The system populates the name of the depot operator as listed in SC-CF-19-A02.

A) If incorrect, the user clicks on clear and returns to paragraph i) above.

The screenshot shows the 'Depot Details' form in the CTP system. The form includes fields for 'Physical Address Location' (containing '01'), 'Depot Name' (containing 'GRINDROD INTERMODAL DIV OF GRINDROD SA PTY LTD'), and a radio button question: 'Is the premises or facility already licensed for another licence type, including an Excise licence?'. The 'Clear' button is highlighted with a red box and an arrow pointing to it.

B) If correct the user must progress to the next field which is Disclosure Customs (see paragraph 8) by clicking on the:  
I) Next button; or  
II) Disclosure Customs link.

The screenshot shows the 'Depot Details' form. The 'Disclosure Customs' link in the left-hand menu is circled in red with an arrow pointing to it. The 'Next' button at the bottom right of the form is also circled in red with an arrow pointing to it.

d) The depot details captured by the user is automatically saved once the user clicks on the Next button or the applicable link under Menu.

### 5.3.6 Wrecks details

- a) This field must be completed by persons who wish to search any abandoned wreck or search for an abandoned wreck.
- b) The user must provide the location of the wreck by selecting the radio button:
  - i) Yes, if known; or
  - ii) No, if unknown.

The screenshot shows the 'Wreck Details' form in the CTP system. The form includes a radio button question: 'Is the location known for the wreck to be searched?'. This question and its radio buttons are highlighted with a red box and an arrow pointing to it. Other fields include 'Type of wreck', 'Do you wish to specify a specific wreck or any wreck?', 'Date of commencement with operations (CCYYMMDD)', and 'Date when operations will be ended (CCYYMMDD)'.

- c) If Yes, the user captures the latitude and longitude (GPS coordinates) using the following format (+/-DDD.dddd).

- d) The user clicks on the Type of wreck dropdown arrow.

- e) The system displays the types of wrecks. Only one (1) can be selected per application.

- f) The user clicks on the type of wreck to be searched.

g) The system displays the selected wreck to be searched.

The screenshot shows the 'Wreck Details' form. The 'Type of wreck' dropdown menu is open, and '001 - Vessel' is selected. A red box highlights the dropdown menu, and an arrow points to the selected option. The form includes fields for 'GPS Coordinate (Latitude)', 'GPS Coordinate (Longitude)', 'Do you wish to specify a specific wreck or any wreck?', 'Date of commencement with operations (CCYYMMDD)', and 'Date when operations will be ended (CCYYMMDD)'. The 'Is the location known for the wreck to be searched?' question has 'Yes' selected.

h) The user must indicate if he/she will be searching for a specific wreck or any wreck by clicking on the dropdown arrow and choosing between the two (2) options. Only one (1) option can be selected.

This screenshot shows the 'Wreck Details' form with the 'Do you wish to specify a specific wreck or any wreck?' dropdown menu highlighted by a red box. An arrow points to the dropdown arrow. The 'Type of wreck' dropdown is set to '001 - Vessel'. Other fields are the same as in the previous screenshot.

This screenshot shows the 'Wreck Details' form with the 'Do you wish to specify a specific wreck or any wreck?' dropdown menu expanded. A red box highlights the expanded menu, and an arrow points to the '001 - Specific Wreck' option. The 'Type of wreck' dropdown is still '001 - Vessel'. At the bottom of the form, there are buttons for 'Previous', 'Next', 'Conclude', and 'Discard'.



i) The system displays the option selected by the user.

The screenshot shows the 'Wreck Details' form. The dropdown menu for 'Do you wish to specify a specific wreck or any wreck?' is open, and '002 - Known Wreck' is selected. A red box highlights the dropdown, and an arrow points to the selected option. Other fields include 'Type of wreck' (001 - Vessel), 'Date of commencement with operations', and 'Date when operations will be ended'. Navigation buttons 'Previous', 'Next', 'Conclude', and 'Discard' are at the bottom.

j) The user is required to provide the date by clicking the applicable calendar icon:

- i) When the operation will commence; and
- ii) When the operation will end.

The screenshot shows the 'Wreck Details' form. Red boxes highlight the 'Date of commencement with operations' and 'Date when operations will be ended' fields. Arrows point to the calendar icons next to these fields. The 'Do you wish to specify a specific wreck or any wreck?' dropdown is also visible, with '002 - Known Wreck' selected. Navigation buttons 'Previous', 'Next', 'Conclude', and 'Discard' are at the bottom.

k) The system displays the calendar. The user selects the year, month and the date on the calendar which relates to the:

- i) Date of commencement with operations; and
- ii) Date when the operations will end.

The screenshot shows the 'Wreck Details' form with a calendar displayed for March 2021. Red boxes highlight the calendar and the 'Date of commencement with operations' and 'Date when operations will be ended' fields. Arrows point to the calendar and the date fields. The 'Do you wish to specify a specific wreck or any wreck?' dropdown is also visible, with '002 - Known Wreck' selected. Navigation buttons 'Previous', 'Next', 'Conclude', and 'Discard' are at the bottom.

- l) In order to progress to the next field which is Limit (see paragraph 5.3.7), the user clicks on the:
- i) Next button; or
  - ii) Limit link under Menu.

- m) The details captured by the user are automatically saved.

### 5.3.7 Limit field

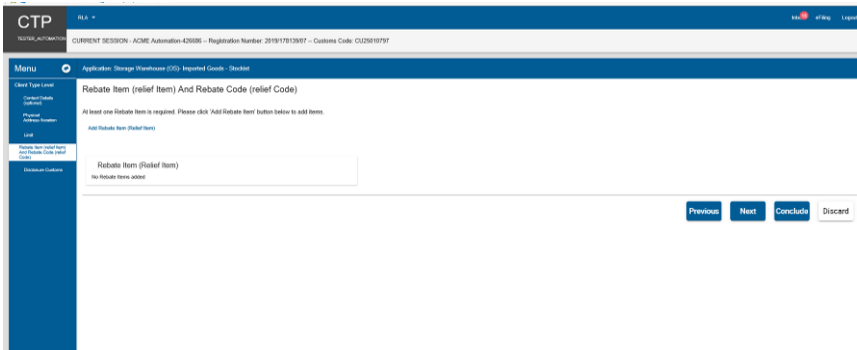
- a) This field must be completed by users who are required to provide the standard amount of surety as prescribed in paragraph 2.3 in SC-SE-05. The field will not appear in cases where surety is not required.
- b) The user must capture the amount of duties and taxes separately. The amounts must be rounded to the nearest Rand amount.

- c) In order to progress to the next field which is Disclosure Customs (see paragraph 8), the user clicks on the:
- i) Next button; or
  - ii) Disclosure Customs link under Menu.

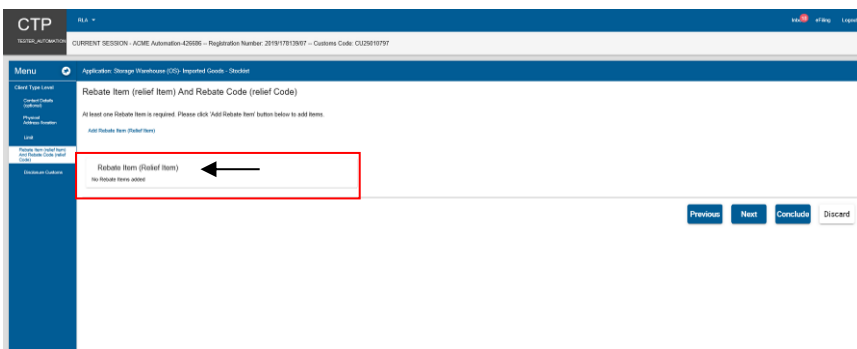
- d) The details captured by the user are automatically saved.

### 5.3.8 Rebate Item (Relief Item) and Rebate Code (Relief Code)

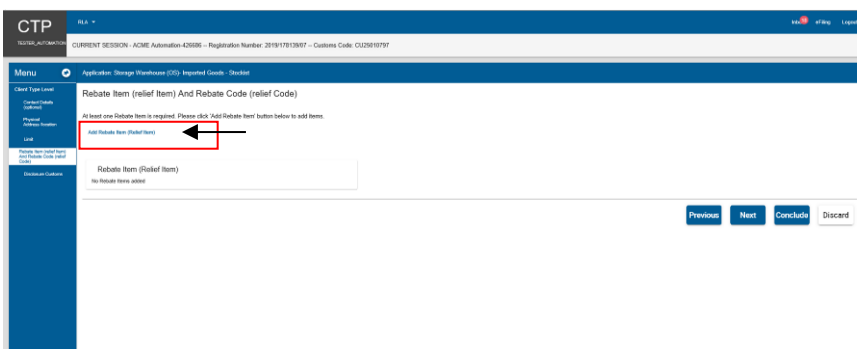
- a) This field is applicable when a user applies for the licensing of a:
  - i) Customs storage warehouses (including CCA Enterprise storage warehouses); or
  - ii) CCA Enterprise manufacturing warehouses.
- b) The user must describe the goods that will be stored or manufactured in the warehouse as well as the tariff heading(s) / items(s) and rebate item(s) (if applicable).
- c) The user is required to Add the Rebate item (Relief item) details. This field is mandatory if the user applies for the licensing of a CCA Enterprise manufacturing warehouse.



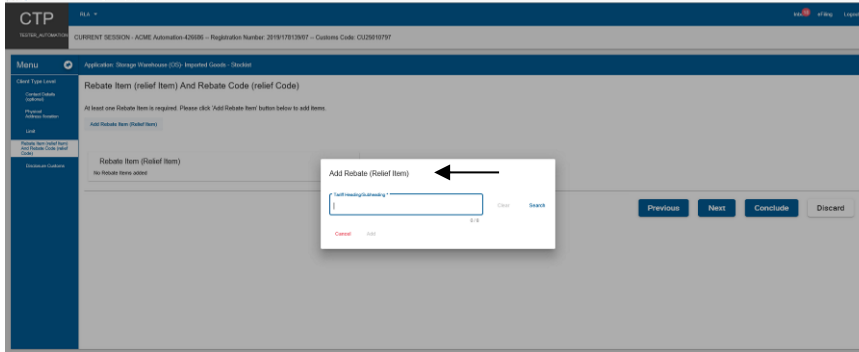
- d) The system displays a message to the user that no rebate item(s) have been added.



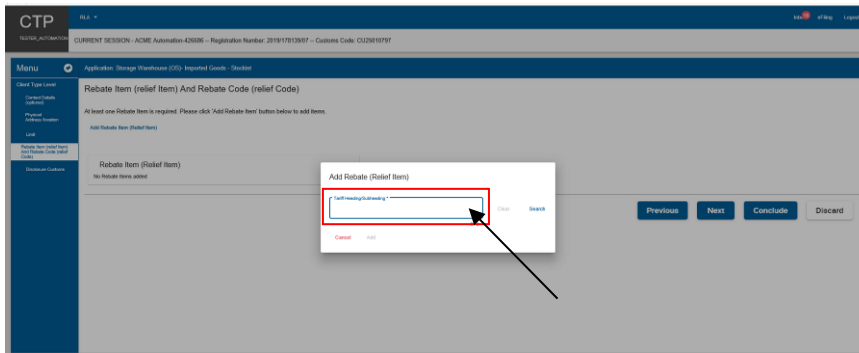
- e) In order to add a rebate item, the user clicks on Add Rebate item (Relief item).



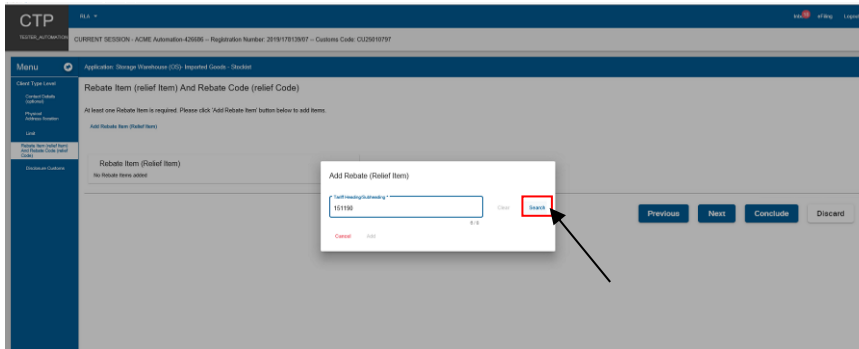
f) The system displays the Add Rebate (Relief Item) capture window.



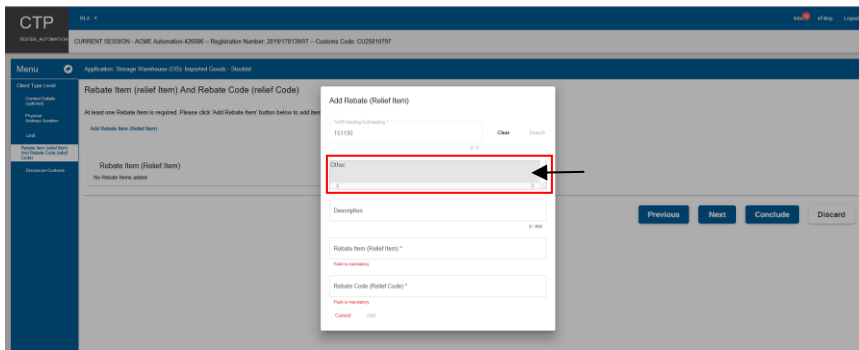
g) The user captures the applicable tariff heading or subheading that describes the goods that will be stored in the warehouse.



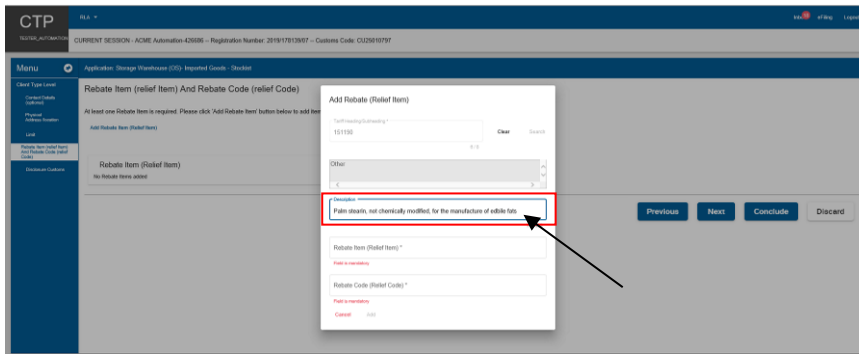
h) After the user captured the tariff heading or subheading of the items that will be stored in the warehouse, the user clicks on Search.



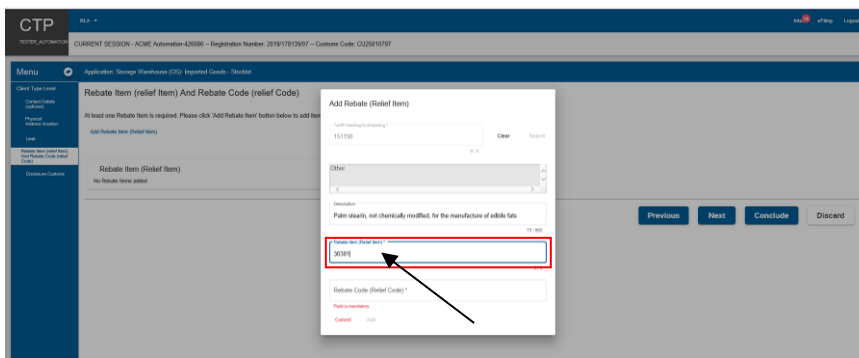
i) The system displays the description of the goods that will be stored in the warehouse once licensed.



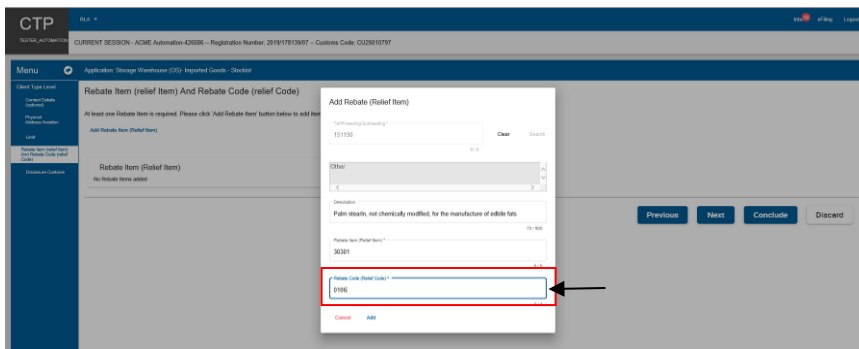
- j) The user clicks on the Description text box and captures the tariff heading description mentioned under the applicable rebate item.



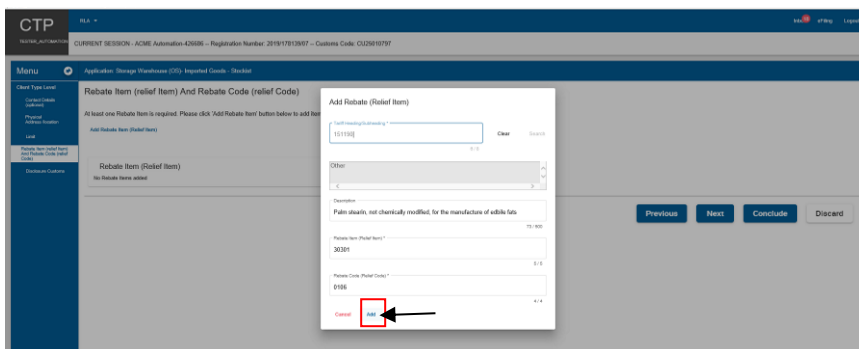
- k) The user clicks on the Rebate Item (Relief Item) text field and captures the rebate item.



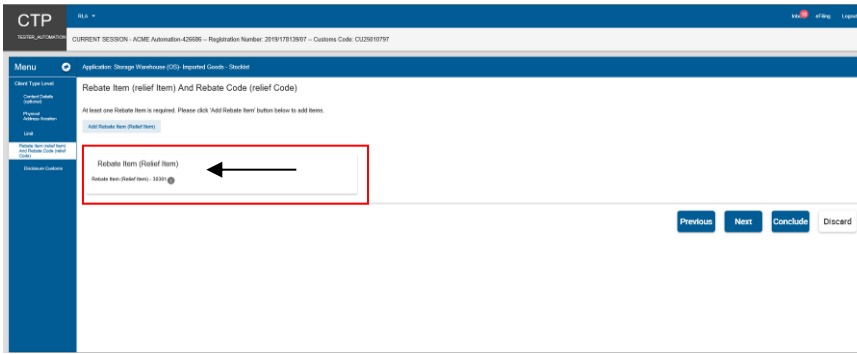
- l) The user clicks on the Rebate Code (Relief code) text field and captures the applicable rebate code as mentioned in the Schedules to the Act.



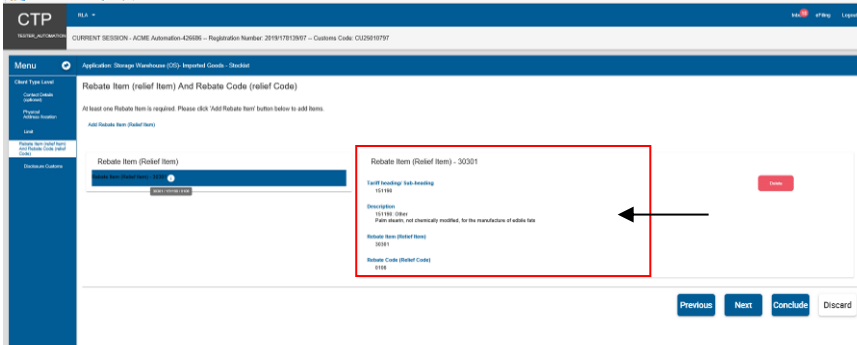
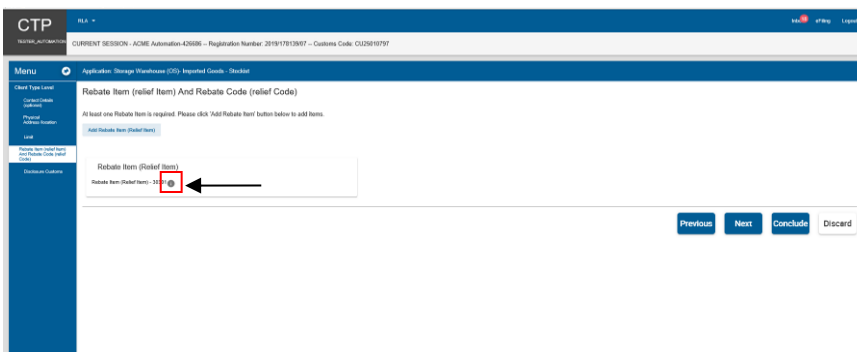
- m) The user clicks on the Add option to save the information captured.



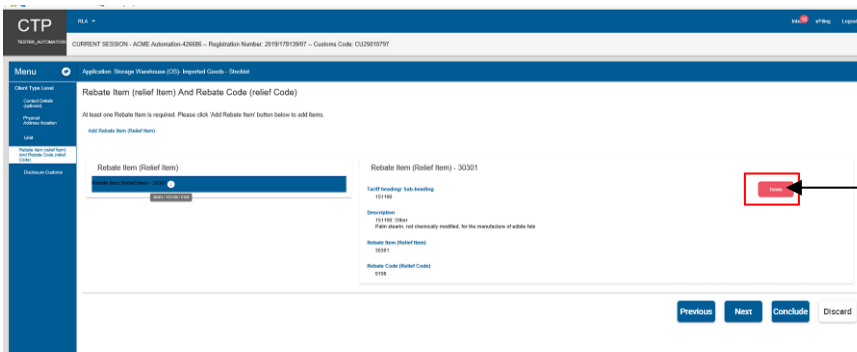
- n) The system displays the details captured on the Rebate Item (Relief Item) and Rebate Code (Relief Code) page.



- o) If the user wishes to view the information captured, he/she clicks on the “i” icon in order to display the rebate item, rebate code, tariff heading / subheading and the description of the goods that will be stored in warehouse.

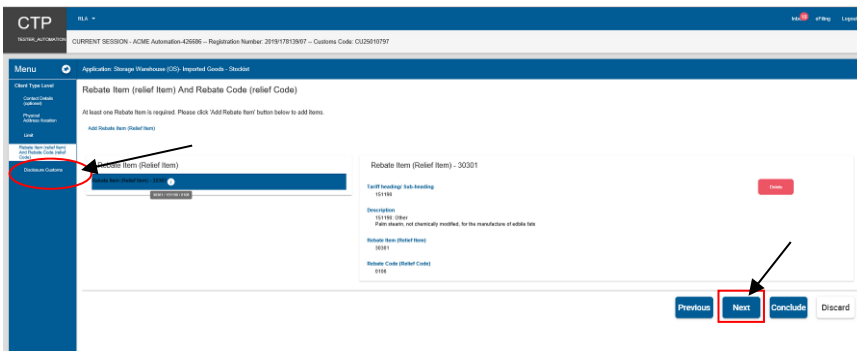


- p) If the rebate item and / or code details have been incorrectly captured, the user clicks on the Delete button to recapture the information as prescribed in the paragraph e) to n) above.



- q) In order to add more tariff headings, subheadings, rebate items and / or rebate codes the user clicks on Add Rebate Item (Relief Item) and follows paragraph e) to n) above.

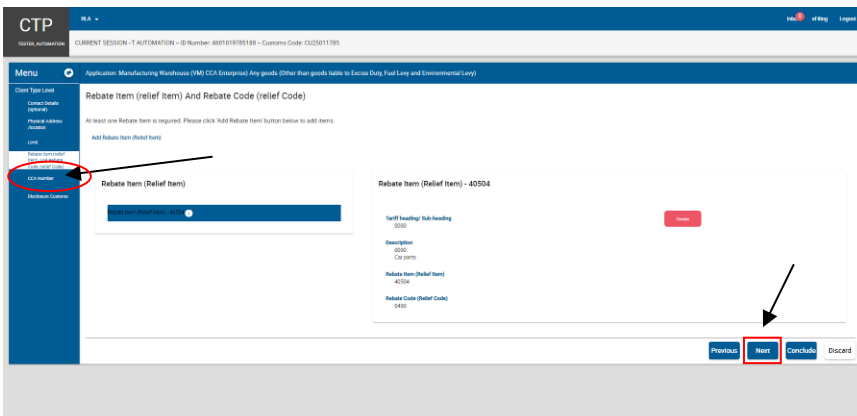
- r) In order to progress to the next field, the user clicks on the:
- i) Next button; or
  - ii) Disclosure Customs link prescribed in paragraph 8 below; or
  - iii) CCA Number link prescribed in paragraph 5.3.9 below.



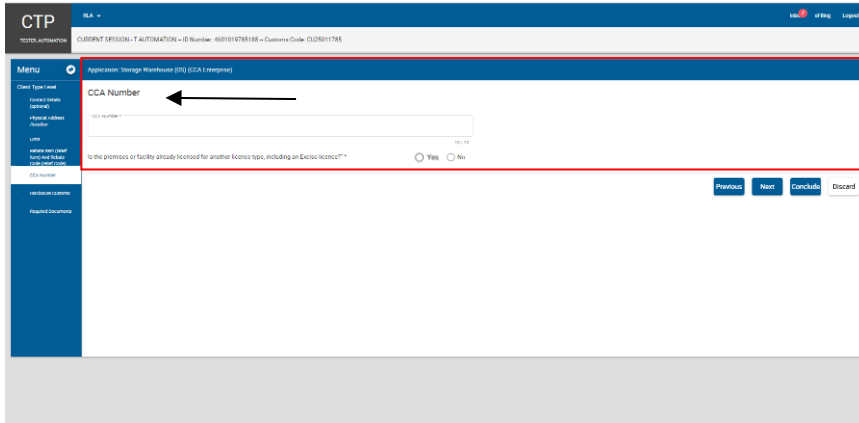
- s) The rebate item and code (relief item or code) captured by the user is automatically saved.

### 5.3.9 CCA number

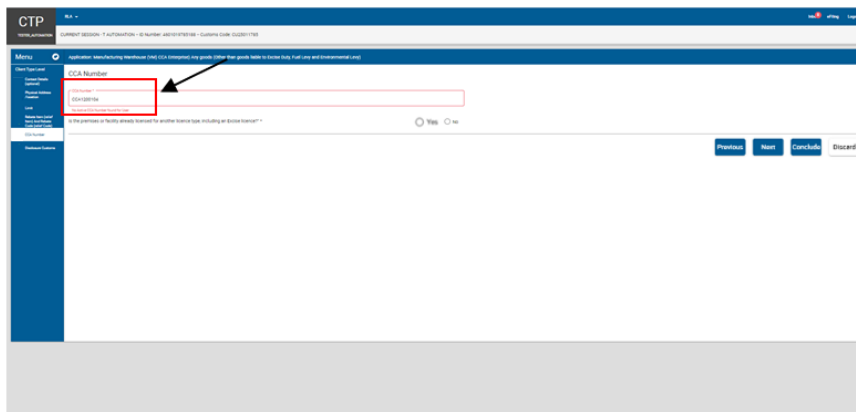
- a) This field will only be displayed under Menu when the user (CCA Enterprise) wishes to license a premises as a:
- i) Storage warehouse; or
  - ii) Manufacturing warehouse that will be permanently located in a CCA situated in an SEZ.
- b) Once the relevant rebate item(s) and rebate code(s) has been captured by the user as prescribed in paragraph 5.3.8 above, the user must capture the CCA details by clicking on the .
- i) Next button; or
  - ii) CCA Number link under the Menu.



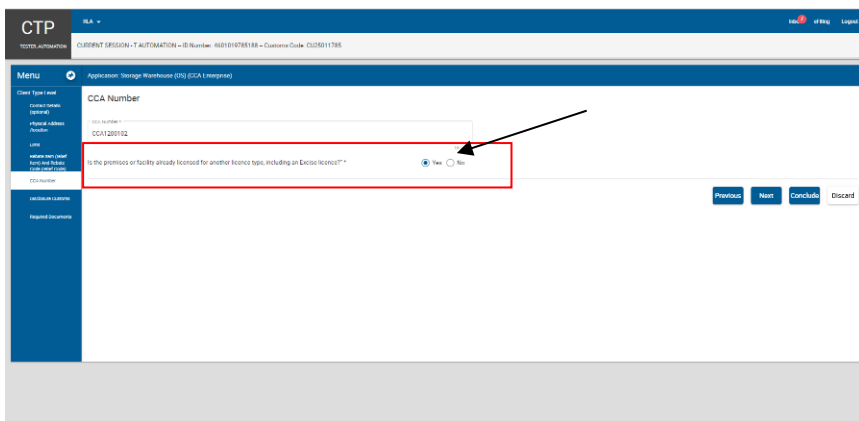
c) The system displays the CCA Number capture window.



d) The user captures the CCA number. If an inactive CCA number is captured, the system displays a message No Active CCA Number found for User.

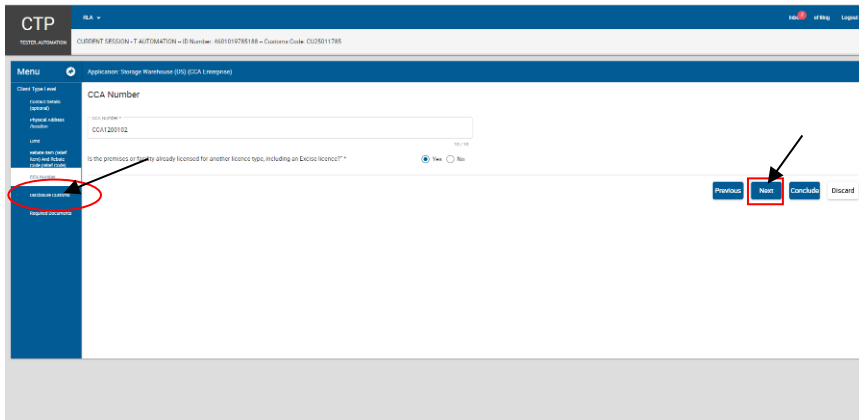


e) The user must indicate if the premises or facility is already licensed for another Customs or Excise client type by selecting the correct radio button.





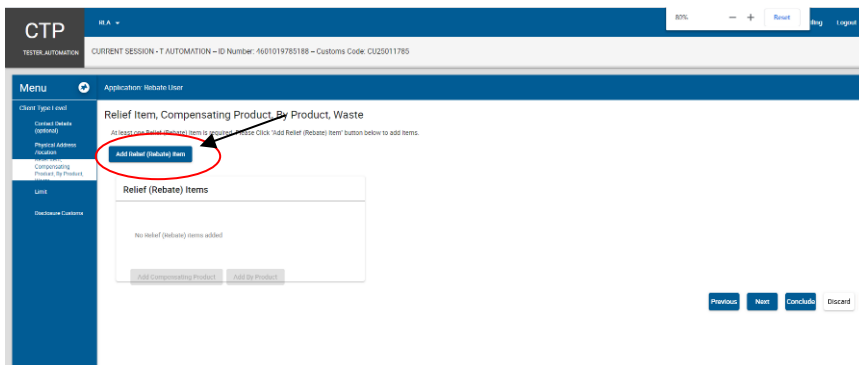
- f) In order to progress to the next field which is Disclosure Customs (see paragraph 8), the user clicks on the:
  - i) Next button; or
  - ii) Disclosure Customs link under Menu.



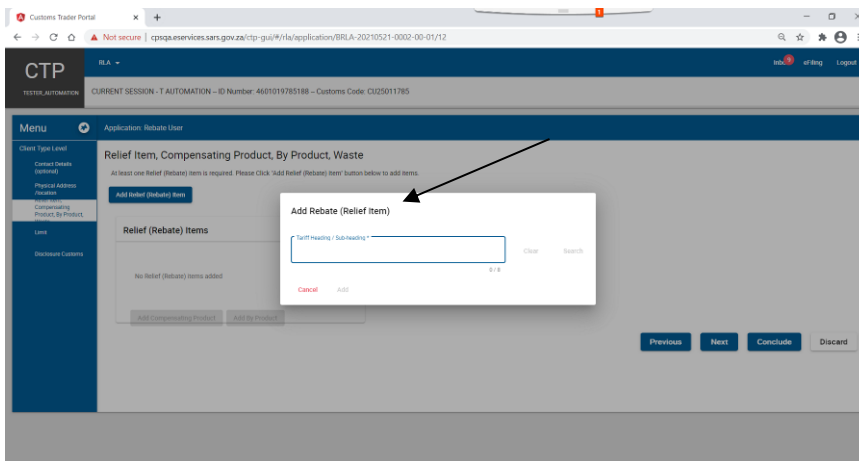
- g) The CCA number captured by the user is automatically saved.

**5.3.10 Rebate (Relief) Item, Compensating Product, By-Product and Waste**

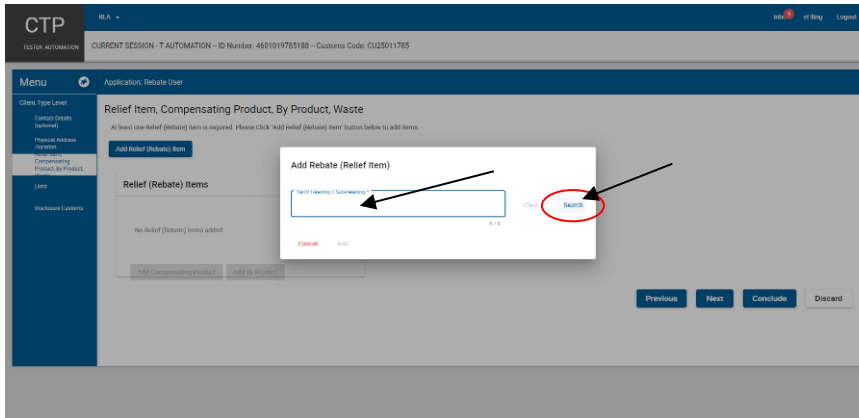
- a) This field must be completed by users required to register as a rebate user as described in paragraph 2.3.13 in SC-CF-19.
- b) In order to add a Rebate (Relief) item, the user clicks on Add the Rebate (Relief) item button on the Relief item, Compensating Product, By-Product, Waste page.



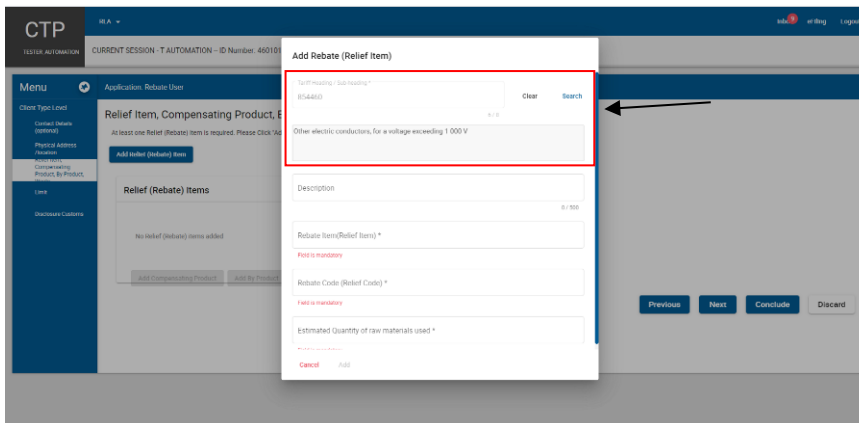
- i) The system displays the Add Rebate (Relief) item capture window.



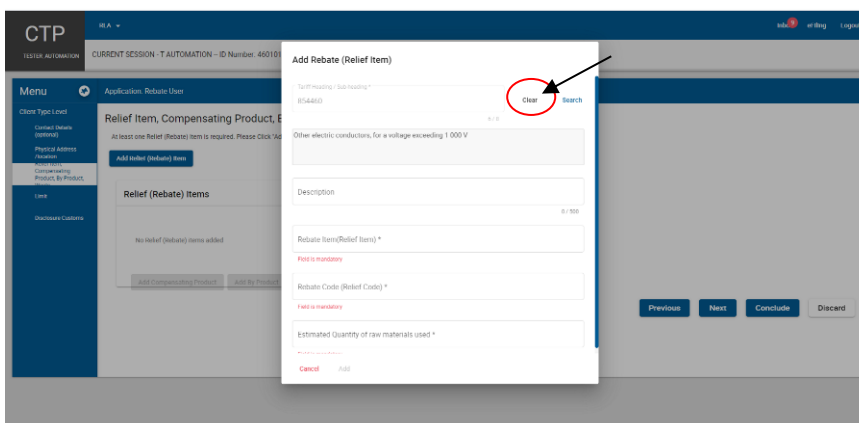
- ii) The user:
  - A) Captures the applicable tariff heading or subheading that describes the raw material(s) that will be used in the production or manufacturing process; and
  - B) Clicks on Search.



- iii) The system displays the tariff heading / subheading and the description of the raw material(s) that will be used.

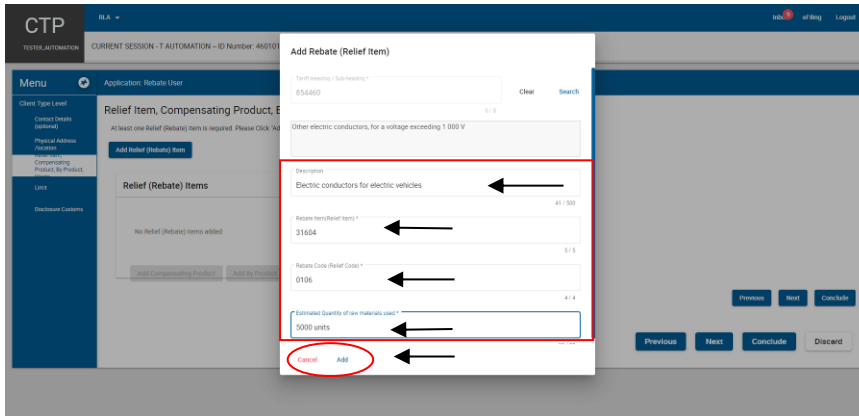


- c) If incorrect, the user clicks on clear and recaptures the tariff heading or subheading as prescribed in paragraph b) above.

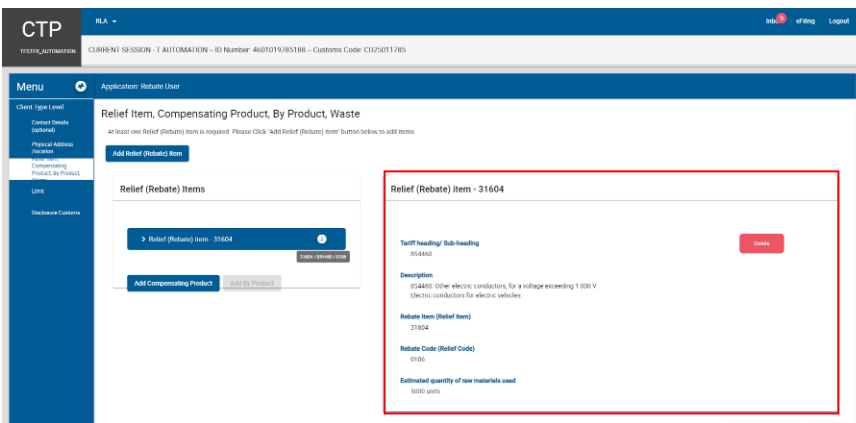


- d) If correct:
  - i) The user captures:
    - A) The description of the raw material(s) that will be used – this field is optional;
    - B) Rebate Item (Relief item) – this field is mandatory;
    - C) Rebate Code (Relief code) – this field is mandatory; and
    - D) Estimated Quality of raw material to be user per annum – this field is mandatory; and

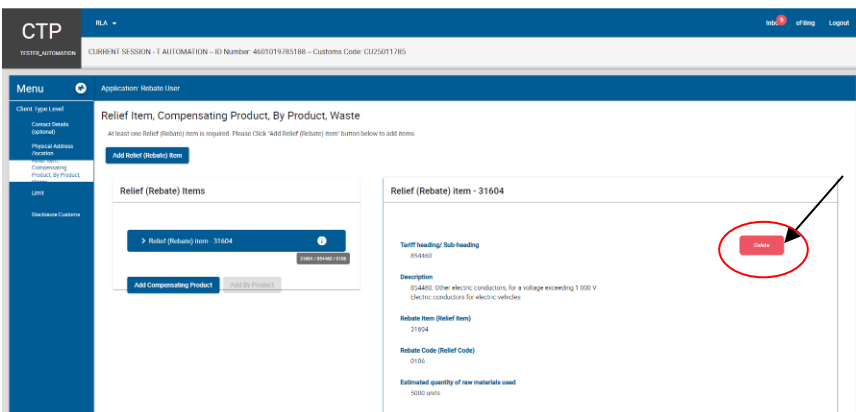
- ii) The user clicks on:
  - A) Add if correct; or
  - B) Cancel if incorrect and recaptures the required information prescribed in paragraph i) above.



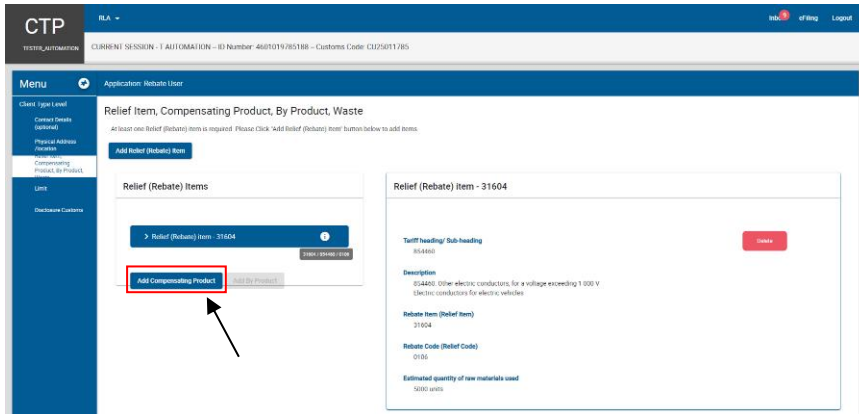
- e) The information captured is automatically saved and displayed on the Relief item, Compensating Product, By-Product, Waste page.



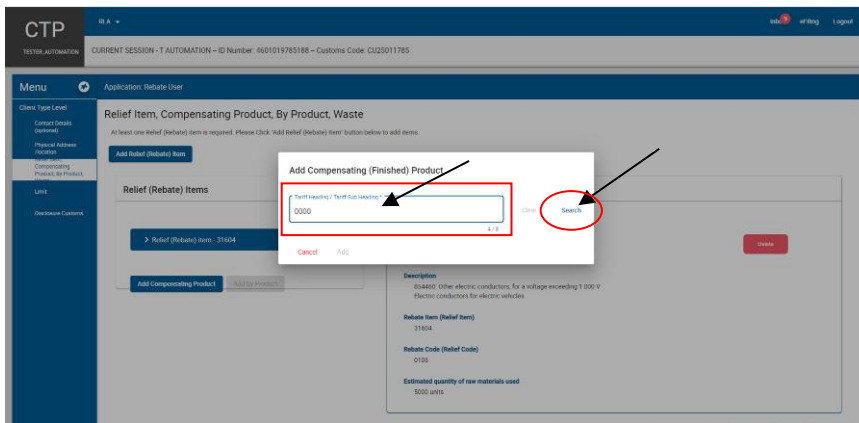
- f) If any of the Rebate (Relief) item details have been incorrectly captured, the user:
  - i) Clicks on the Delete button; and
  - ii) Recaptures the information as prescribed in paragraph b) above.



g) The user clicks on the Add Compensating (Finished) Product button.

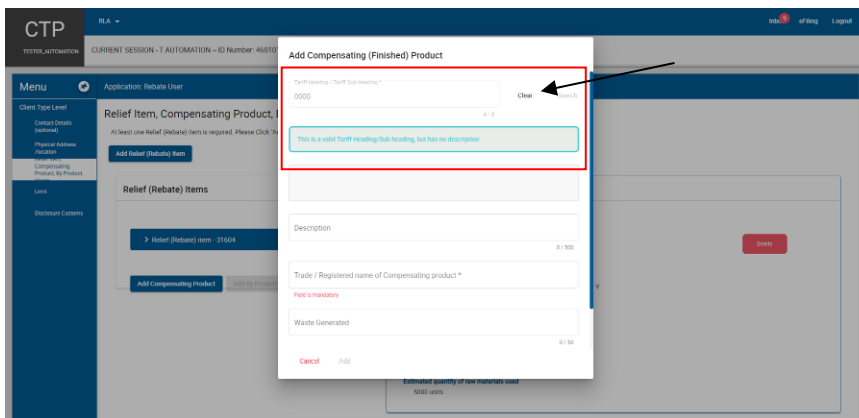


- i) The system displays the Add Compensating (Finished) Product capture window.
- ii) The user:
  - A) Clicks in the tariff heading / subheading text box;
  - B) Captures the tariff heading of the compensating (finished) product; and
  - C) Clicks on Search.

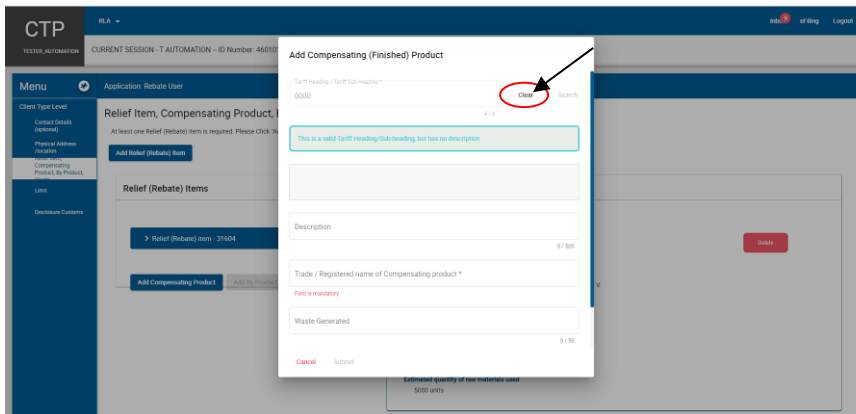


h) The system displays the description of the compensating (finished) product.

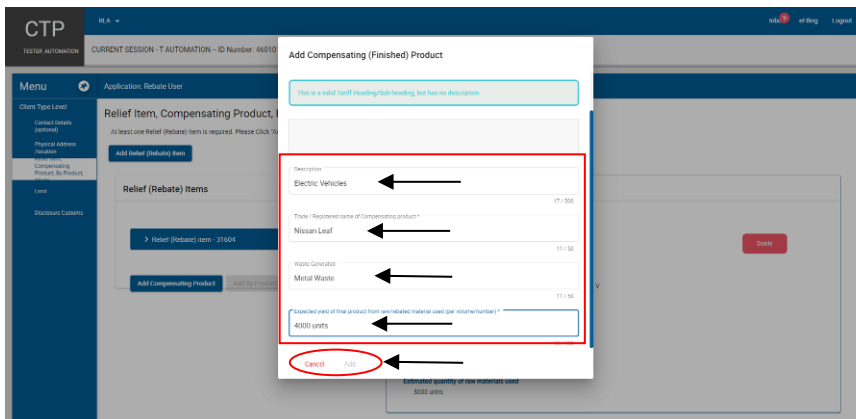
i) The user captures the tariff heading of the compensating (finished) product as specified in Schedule 1 Part 1.



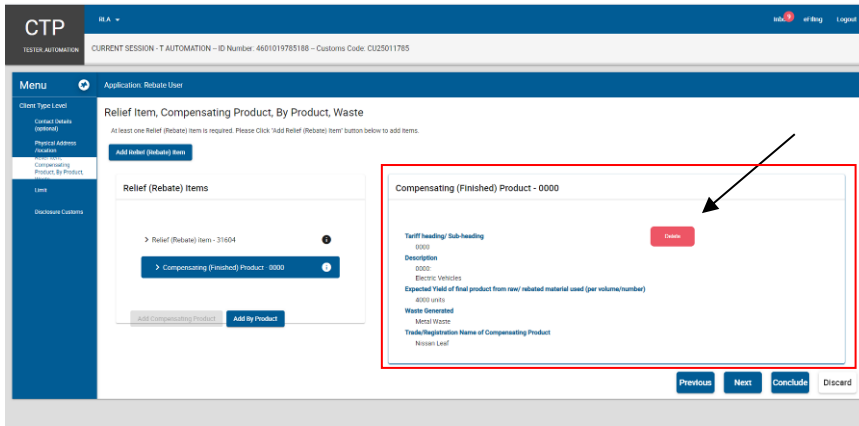
- ii) If the tariff heading or subheading of the compensating (finished) product has been incorrectly captured, the user:
  - A) Clicks on clear; and
  - B) Recaptures the tariff heading or subheading of the compensating (finished) product as prescribed in paragraph g) above.



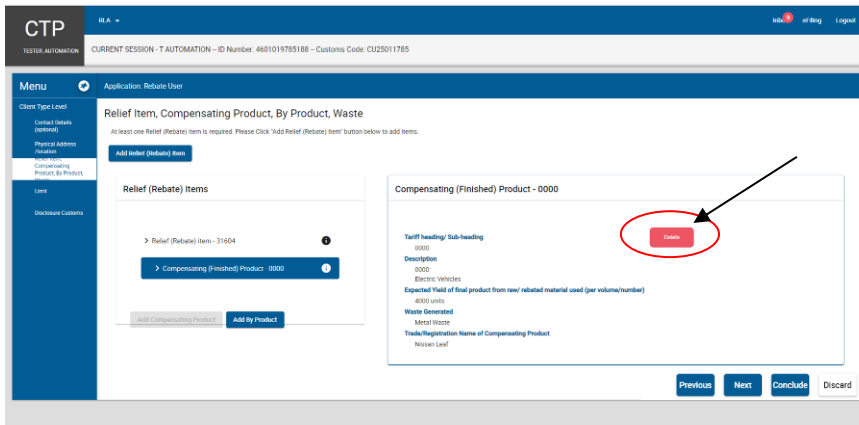
- iii) If the tariff heading or subheading of the compensating (finished) product is correct:
  - A) The user captures:
    - I) The description of the compensating (finished) product – this field is optional;
    - II) The Trade / Registered Name of Compensating Product – this field is mandatory; and
    - III) The expected yield of the final product obtained from the raw or rebated material used (per volume or number) – this field is mandatory; and
  - B) The user clicks on:
    - I) Add if correct, or
    - II) Cancel if incorrect and recaptures the required information as prescribed in paragraph A) above.



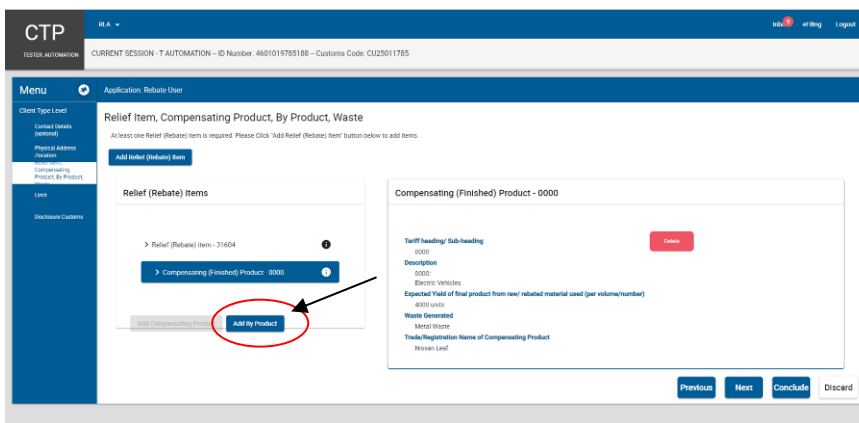
- i) The compensating (finished) product information captured is automatically saved and displayed on the Relief item, Compensating Product, By-Product, Waste page.



- i) If the compensating (finished) product details are incorrect, the user:  
 A) Clicks on the Delete button; and  
 B) Recaptures the mandatory information as prescribed in paragraph g) above.

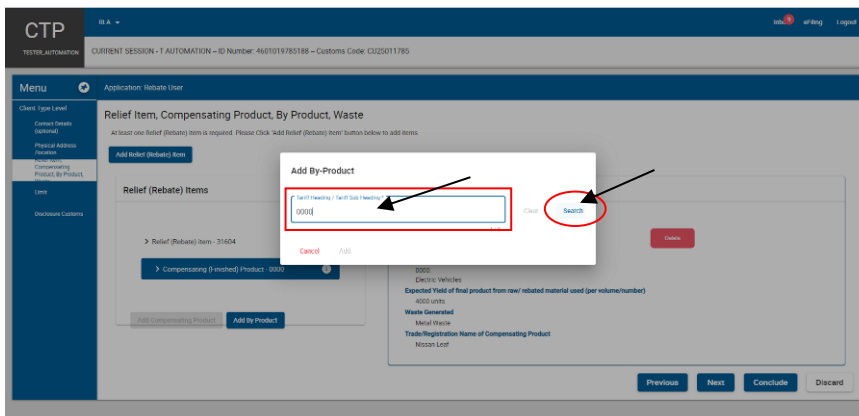


- ii) If the compensating (finished) product details are correct, the user clicks on the Add By-Product button.



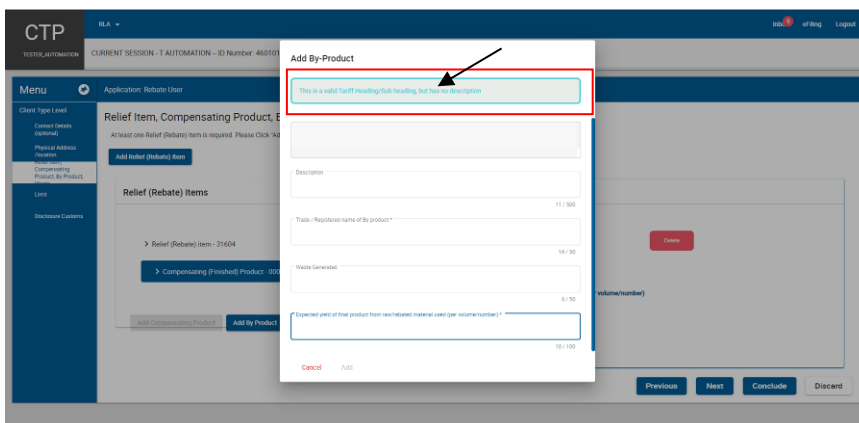
j) The system displays the Add By-Product capture window. The user:

- i) Clicks in the tariff heading or subheading text box;
- ii) Captures the tariff heading of the by-product; and
- iii) Clicks on Search.

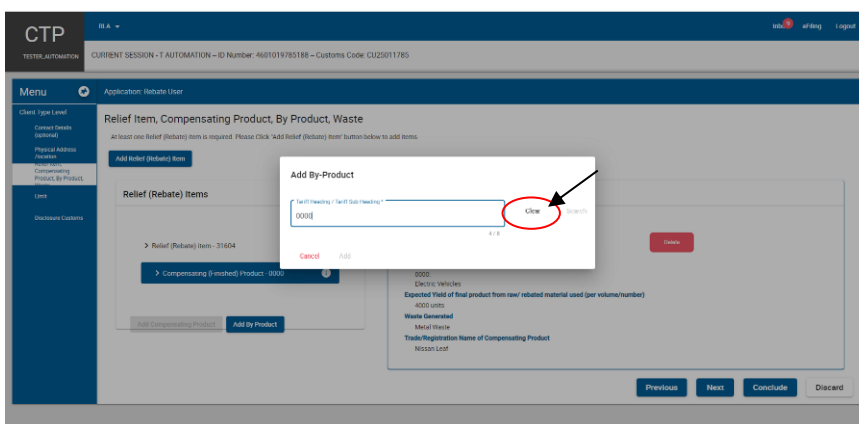


k) The system displays the description of the by-product.

i) **The user captures the tariff heading of the by-product as specified in Schedule 1 Part 1.**

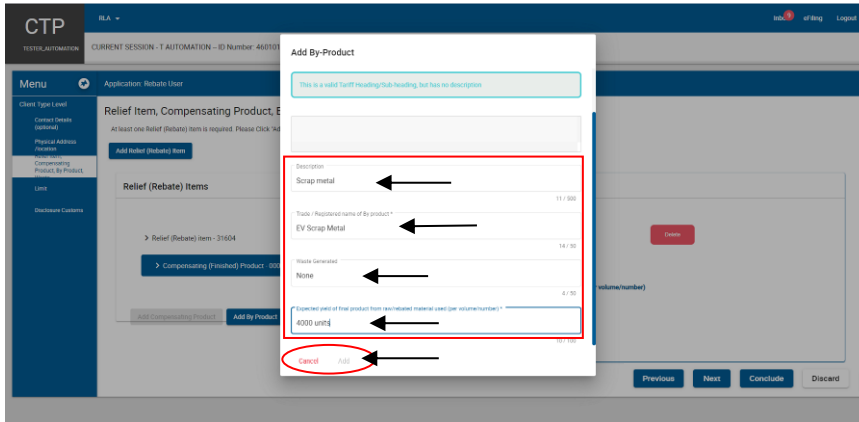


- ii) If the tariff heading or subheading of the by-product has been incorrectly captured, the user:
  - A) Clicks on clear; and
  - B) Recaptures the tariff heading or subheading as prescribed in paragraph j) above.

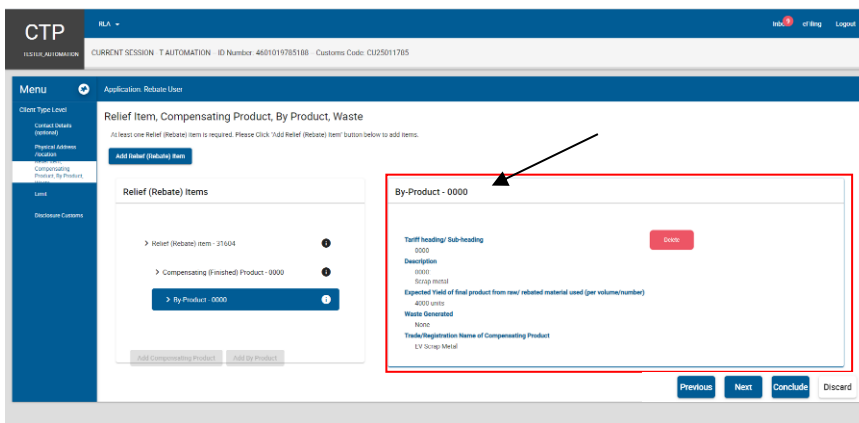


- iii) If the tariff heading or subheading of the by-product is correct:
  - A) The user captures:
    - I) The description of the by-product – this field is optional;
    - II) The trade or registered name of the by-product – this field is mandatory;
    - III) The waste generated – this field is optional; and

- IV) The expected yield of the final product from the raw or rebated material used (per volume or number) – this field is mandatory; and
- B) The user clicks on:
  - I) Add if correct; or
  - II) Cancel if incorrect and recaptures the required information as prescribed in paragraph A) above.

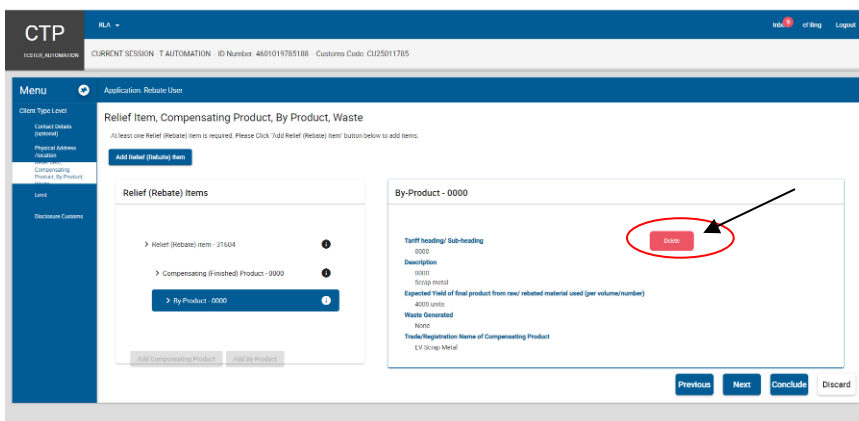


- I) The information captured is automatically saved and displayed on the Relief item, Compensating Product, By-Product, Waste page.



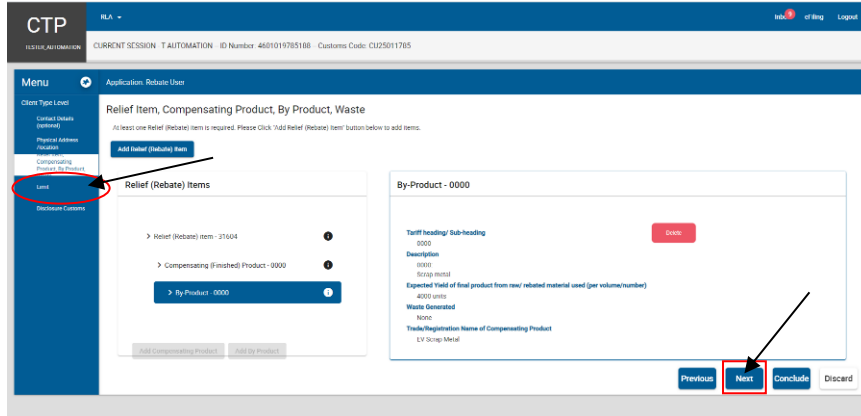
- m) If the by-product details are incorrect, the user:

- i) Clicks on the Delete button; and
- ii) Recaptures the by-product's information as prescribed in paragraph i)ii) above.





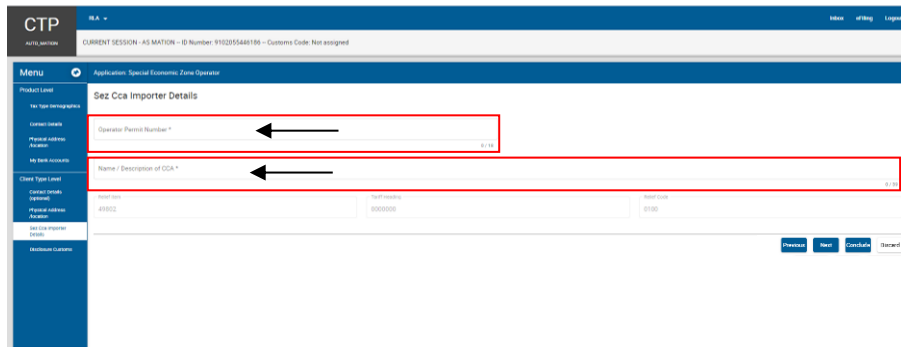
- n) If the user must:
- i) Add another rebate item, the user clicks on the Add Relief (Rebate) Item and continues with the process prescribed in paragraph b) above; or
  - ii) Progress to the next field which is Limit (see paragraph 5.3.7 below) by clicking on the:
    - A) Next button; or
    - B) Limit link under Menu.



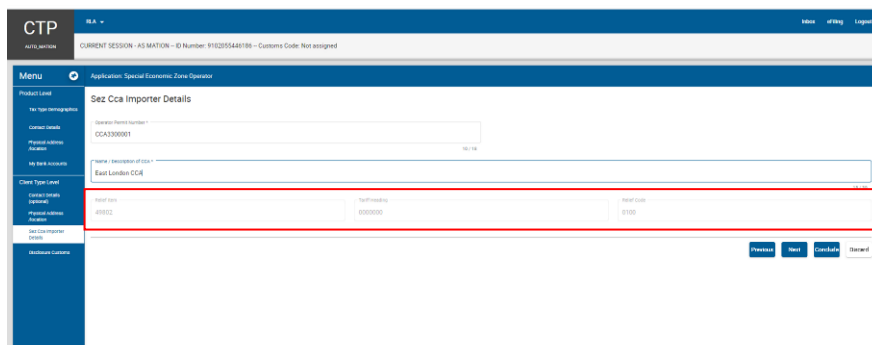
- o) The details captured by the user are automatically saved.

### 5.3.11 SEZ CCA Importer details

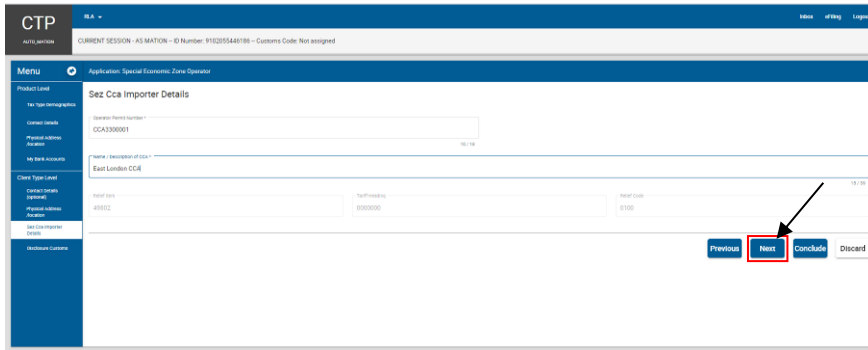
- a) This field is completed by users to whom Special Economic Zone (SEZ) operators' permits have been issued by the Department of Trade and Industry.
- b) The user captures:
  - i) The SEZ operator's permit number; and
  - ii) Name or the description of the Customs Control Areas (CCAs) located within the SEZ from where CCA enterprises will be conducting their business.



- c) The system populates the rebate item 498.02 from Schedule 4.

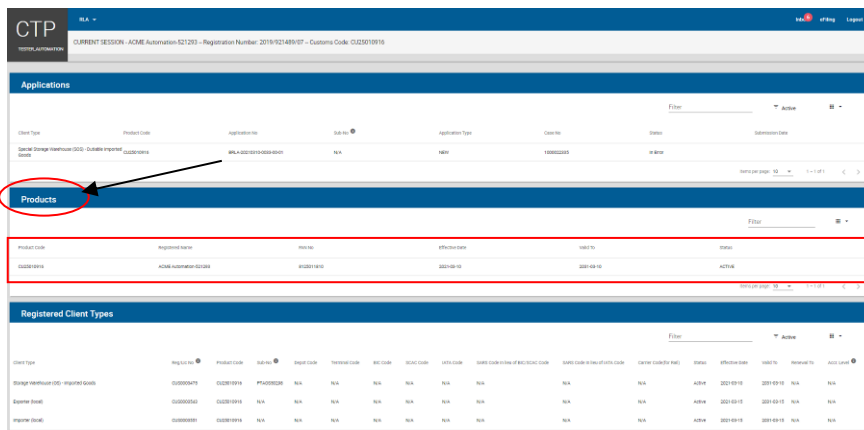


- d) The user clicks on the Next button and continues with the process prescribed in paragraph 8.

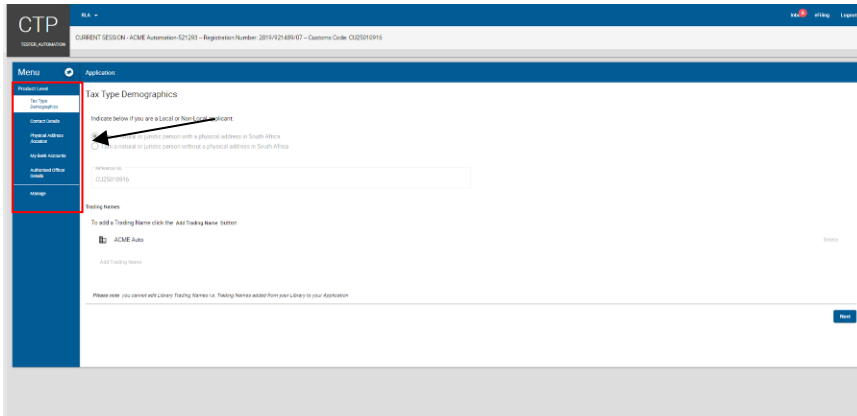


## 6 MANAGE – AMEND, WITHDRAW OR RENEW

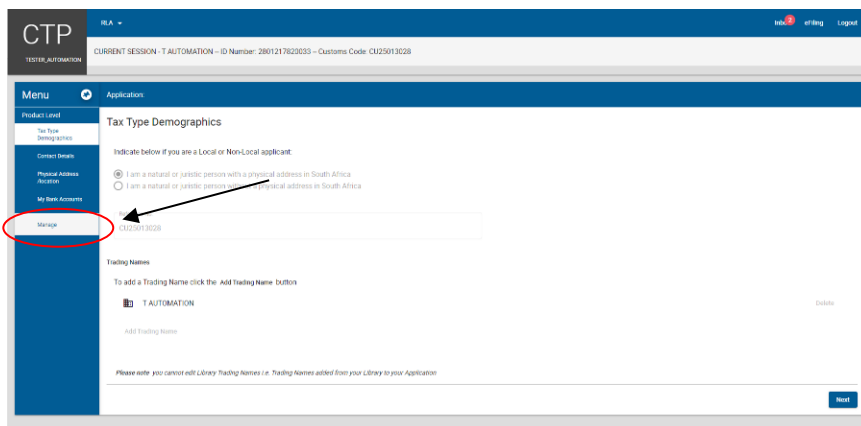
- a) The requirements in terms of the amendment of existing information, the cancelation of existing clients or renewal of client’s licences are described in SC-CF-19.
- b) Under the field Manage a user can:
- i) Amend:
    - A) Product details as prescribed in paragraph 5.2 above; or
    - B) Existing RLA client details as prescribed in paragraph 5.3.1 or 5.3.2 above.
  - ii) Withdraw or cancel:
    - A) His/her product only once all the client types registered or licensed have been withdrawn or cancelled.
    - B) Any existing registered or licensed RLA client.
  - iii) Renew his/her licence as prescribed in Schedule 8.
- c) The amendment of the client product level details
- i) In order to amend the client’s product details the user clicks on the product details under Products on the RLA dashboard after he/she logged in to eFiling as prescribed in paragraph 2 to 4 above.



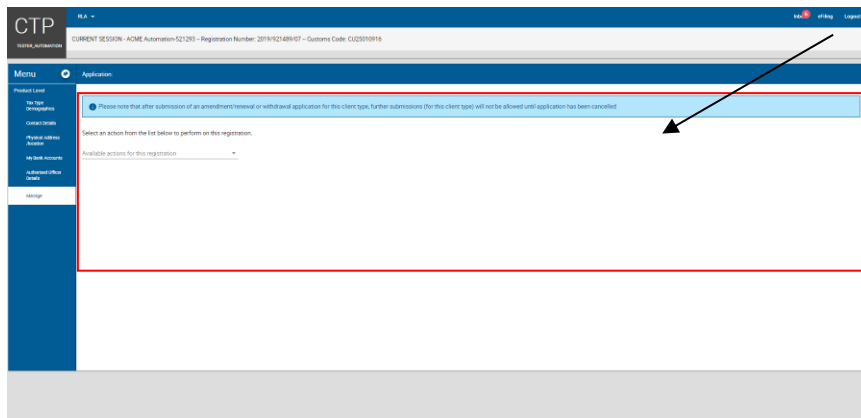
ii) The system displays the client's Product level page (see paragraph 5.2).



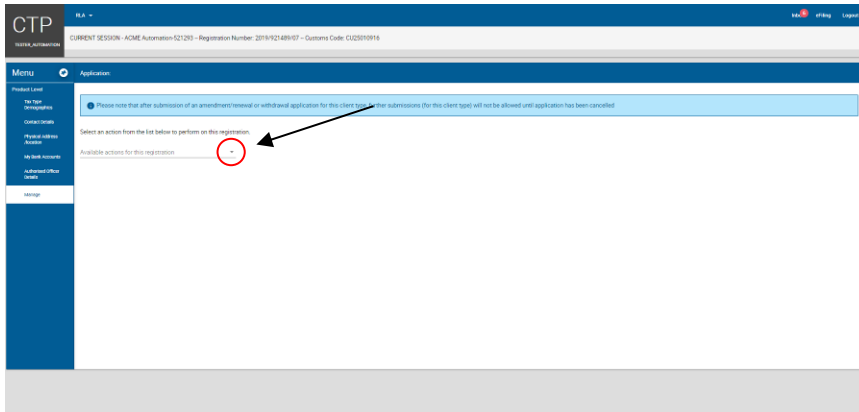
iii) The user clicks on the Manage link under Menu.



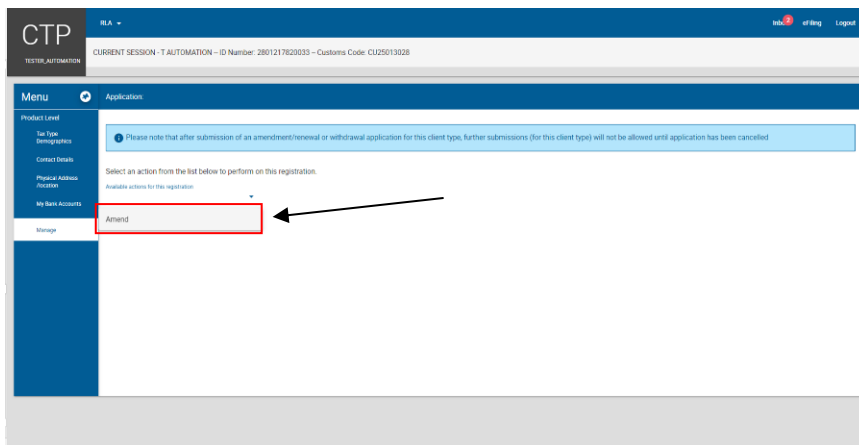
iv) The system displays the Manage page.



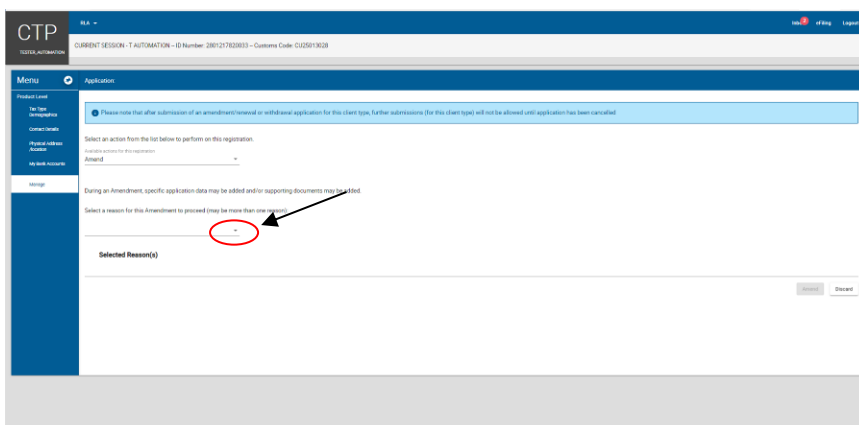
- v) The user clicks on the dropdown arrow.



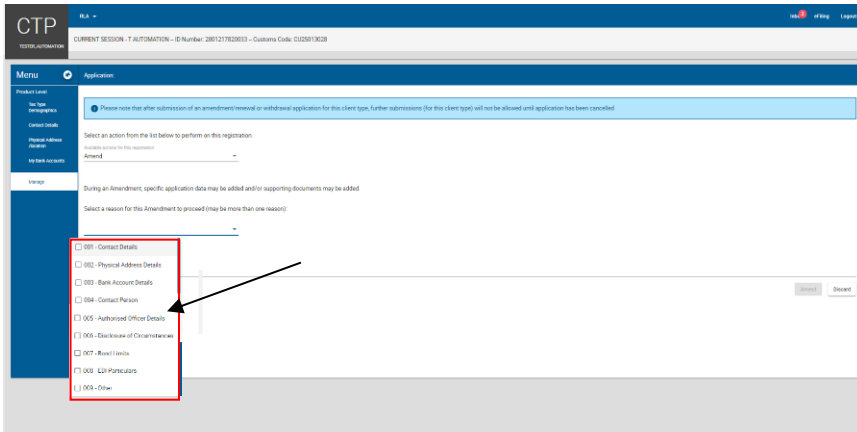
- vi) The system displays the dropdown list of actions. The action withdraw or renew will not display as only amend is applicable. A client's Product will automatically be withdrawn by the system when the client's last active client type has been withdrawn.



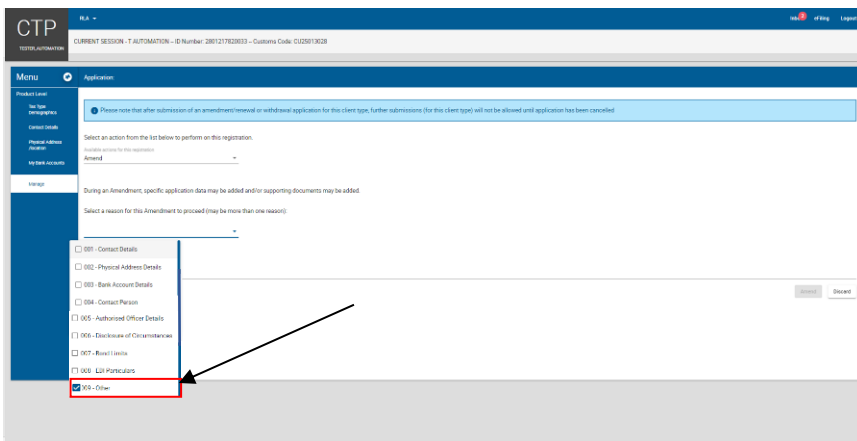
- vii) After selecting the applicable action from the dropdown list the user clicks on the Select Reason(s) dropdown arrow.



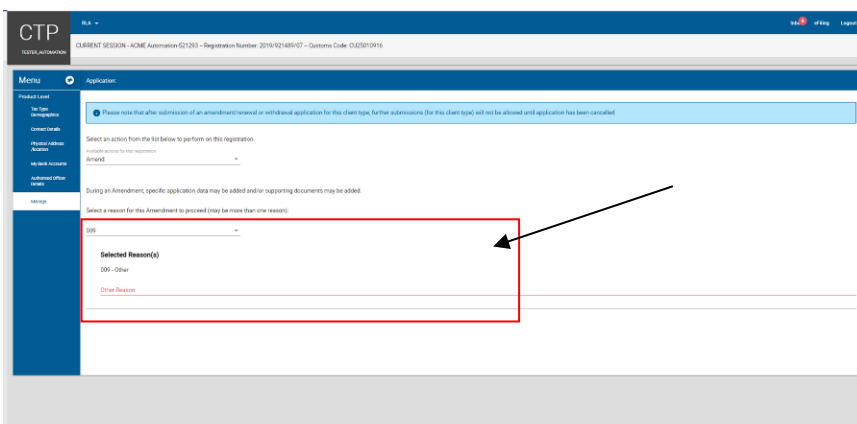
viii) The system displays a dropdown list of the reason(s) for amendment.



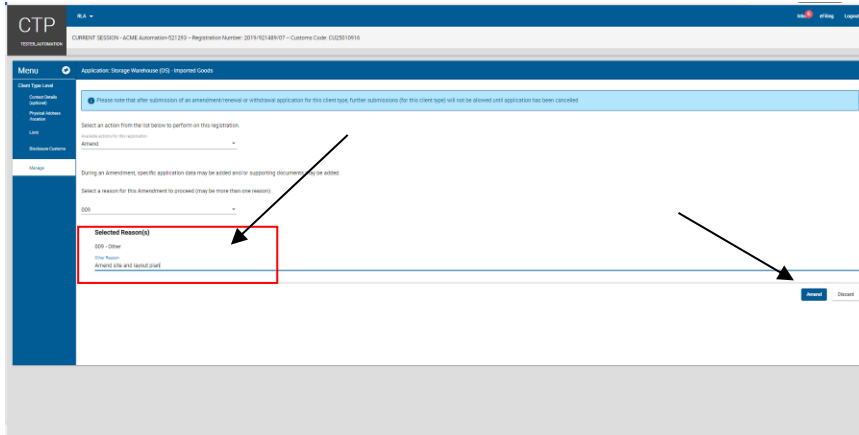
A) If the reason for amendment is not listed in the dropdown box:  
I) The user selects the box Other.



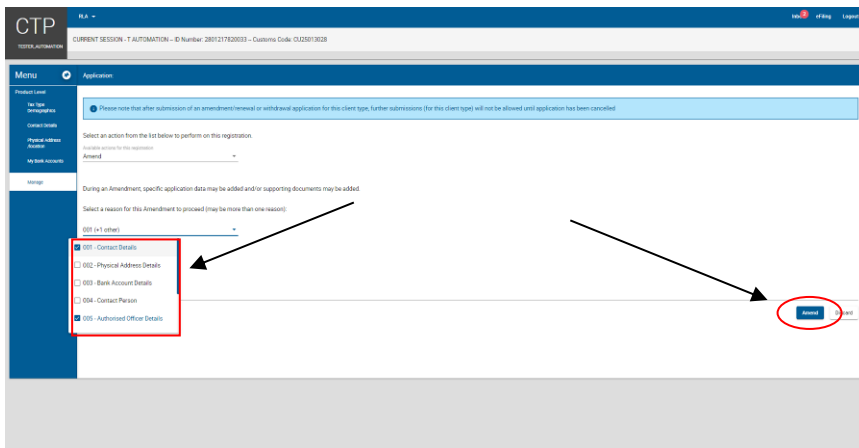
II) The system populates the reason Other.  
III) The user captures his/her reason for amendment.



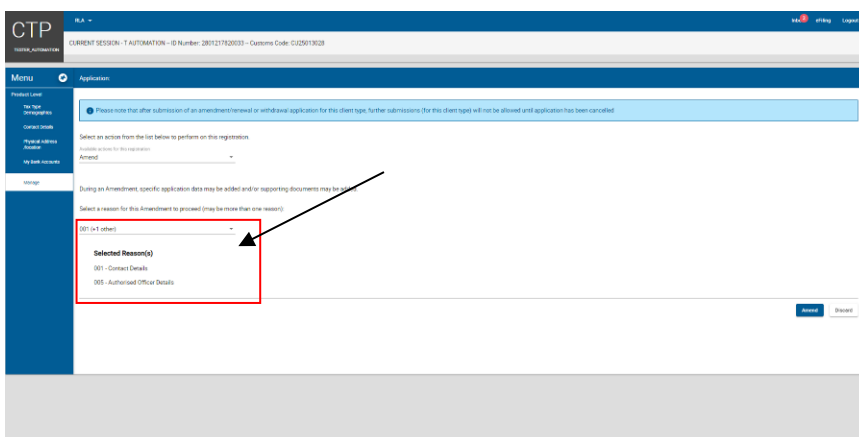
- IV) The system activates the Amend button and the user continues with the process prescribed in paragraph ix) below.



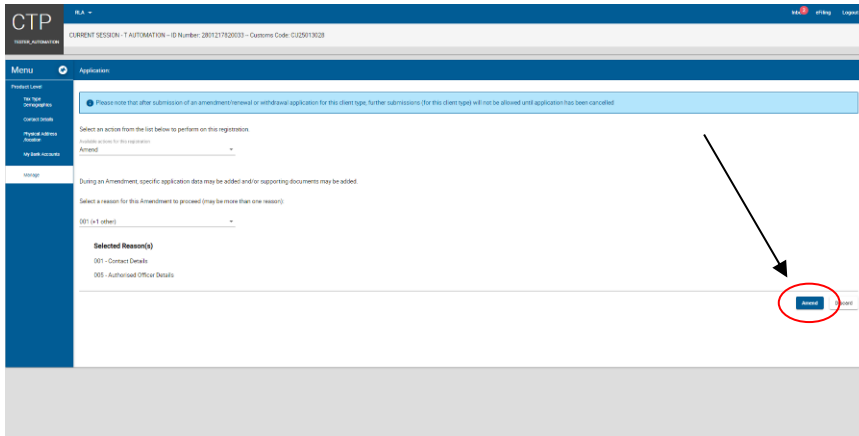
- B) If the reason for amendment is listed in the dropdown box:  
I) The user selects the box next to the reason(s) for amendment.



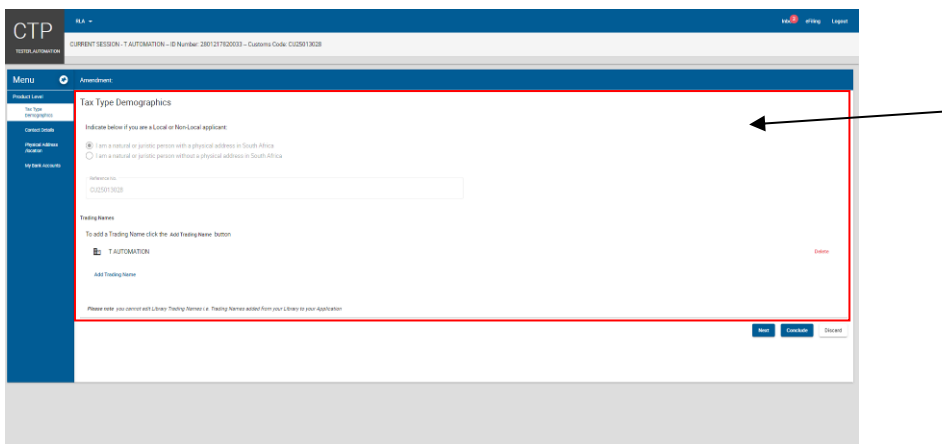
- II) The system populates the selected reason(s) for amendment under Selected Reason(s).



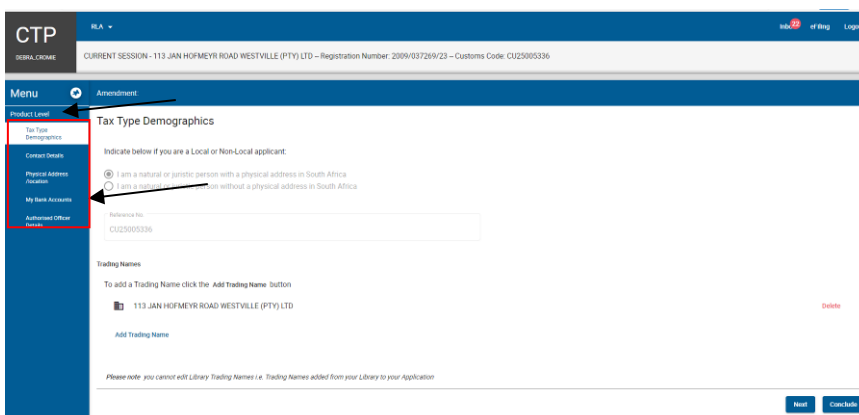
ix) The user clicks on the amend button.



x) The system displays the Product Level page.



xi) The user clicks on the applicable field to be amended.



- xii) The system displays the existing details captured. The user clicks on the Change option and follows the process prescribed in paragraph 5.2 in order to capture the amended details.

The screenshot shows the 'Amendment' screen in the CTP system. The 'Change Bank Account' option is highlighted in a red circle. The form contains the following fields:

- Bank Account Holder: 001 - Use SA Bank Account
- Account Type: 1 - Cheque
- Account Number: [Redacted]
- Bank Name: 050 - INVESTEC BANK LTD
- Branch Name: INVESTEC BANK GRAYSTON DRIVE
- Account Holder Name: 113 JAN HOFMEYER

At the bottom, there are radio buttons for 'Usage: Payment / Incoming' and 'Usage: Refunds / Outgoing', both set to 'Yes'. A 'Conclude' button is visible at the bottom right.

- xiii) The user clicks on the Conclude button

This screenshot is identical to the previous one, but the 'Conclude' button at the bottom right is highlighted in a red box. An arrow points to this button.

- xiv) The system displays the Summary page, displaying the amended changes in green and the previously captured details in red.

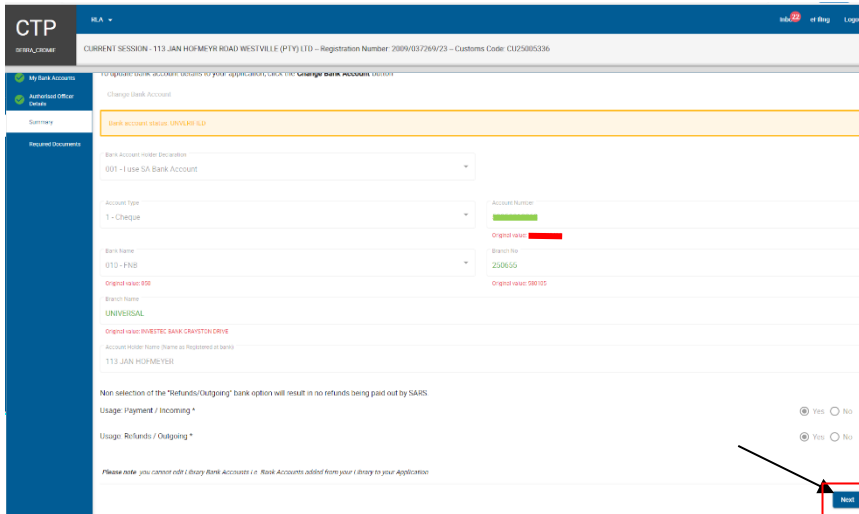
The screenshot shows the 'Summary' page in the CTP system. The 'Change Bank Account' option is highlighted in a red circle. The form displays the amended details in green and the original details in red:

- Bank Name: 010 - FNB (Amended, green)
- Original value: 050 (Original, red)
- Branch Name: UNIVERSAL (Amended, green)
- Original value: INVESTEC BANK GRAYSTON DRIVE (Original, red)
- Account Number: [Redacted] (Amended, green)
- Original value: [Redacted] (Original, red)
- Branch Name: 210605 (Amended, green)
- Original value: 580105 (Original, red)

At the bottom, there are radio buttons for 'Usage: Payment / Incoming' and 'Usage: Refunds / Outgoing', both set to 'Yes'. A 'Next' button is visible at the bottom right.



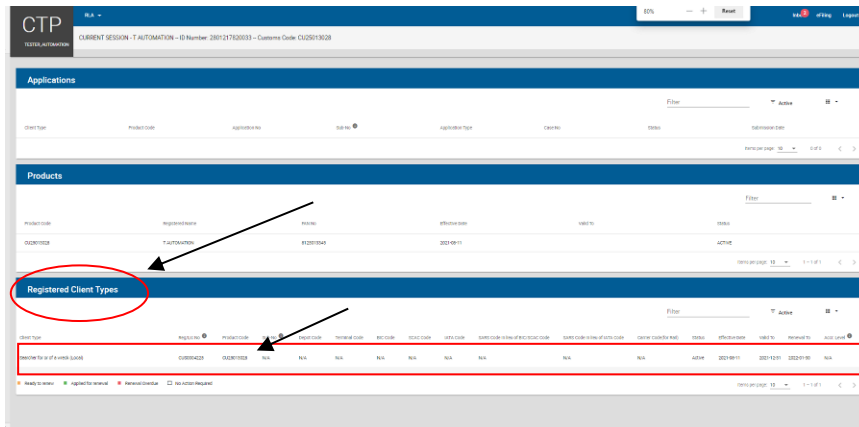
- xv) In order to progress to the next field after viewing the amendments or changes, the user clicks on:
  - A) The Next button; or
  - B) The Required Documents (see paragraph 5.15) link under Menu.



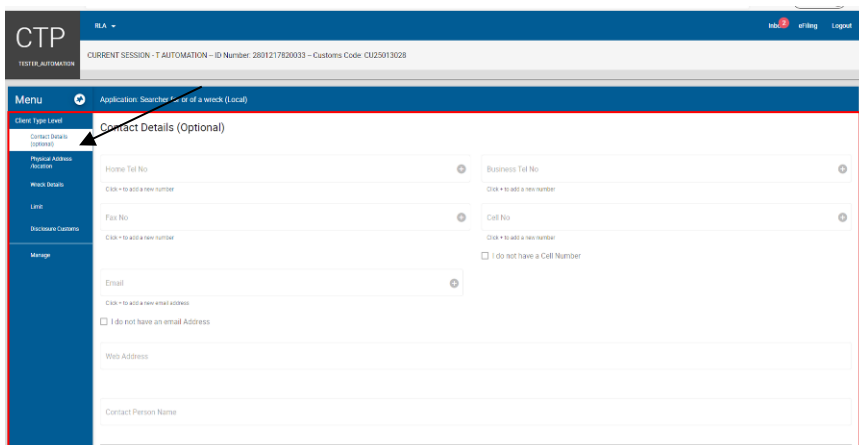
xvi) The user continues with the processes prescribed in paragraph 9 and 10 below.

d) The amendment of the client level details

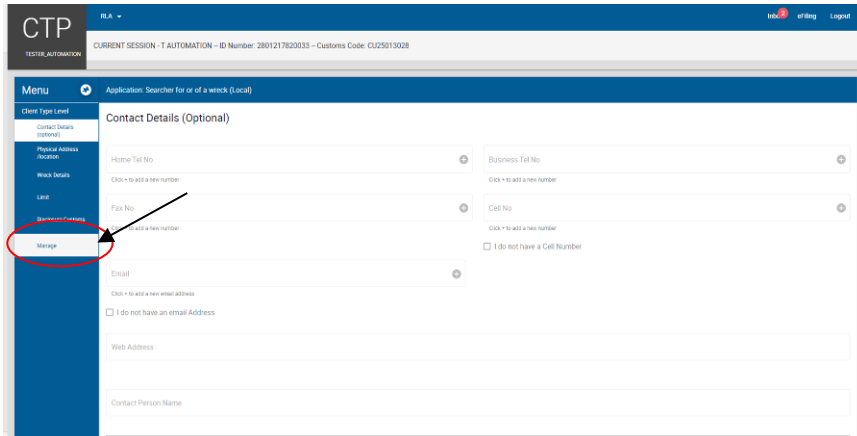
- i) The user clicks on the applicable client type under Registered Client Types on the RLA dashboard after he/she logged in to eFiling as prescribed in paragraph 2 to 4 above.



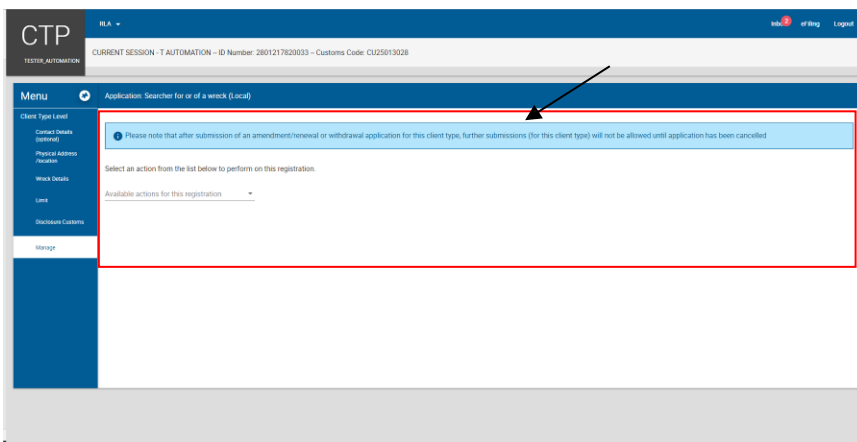
ii) The system displays the Client Type Level page (see paragraph 5.3).



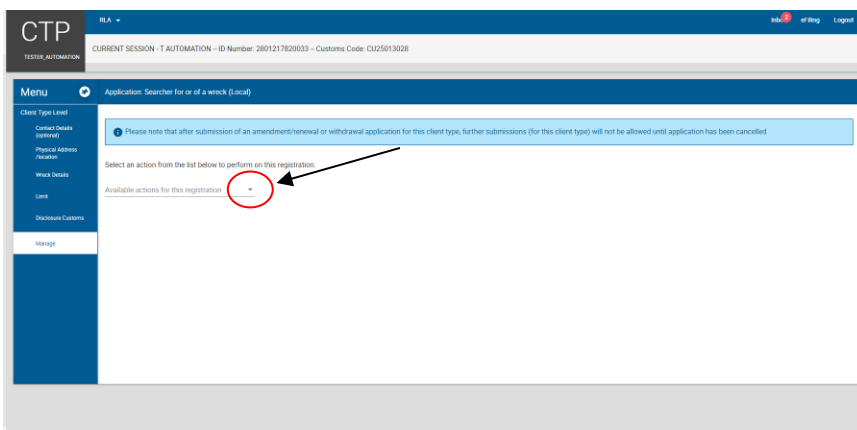
iii) The user clicks on the Manage link under Menu.



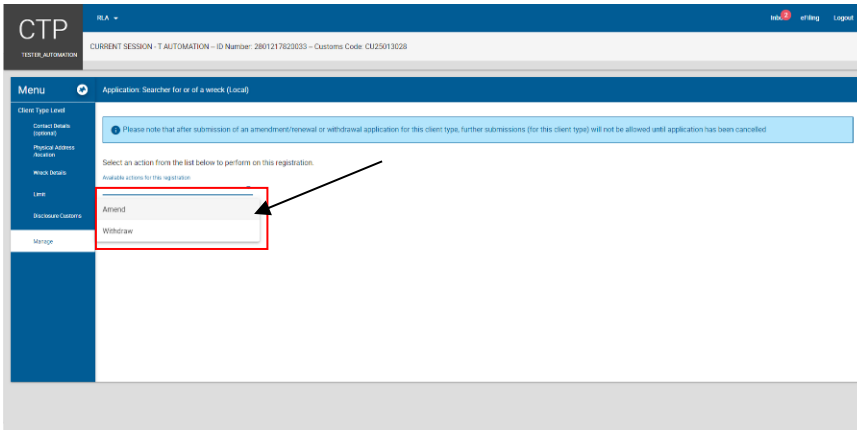
iv) This system displays the Manage page.



v) The user clicks on the dropdown arrow.

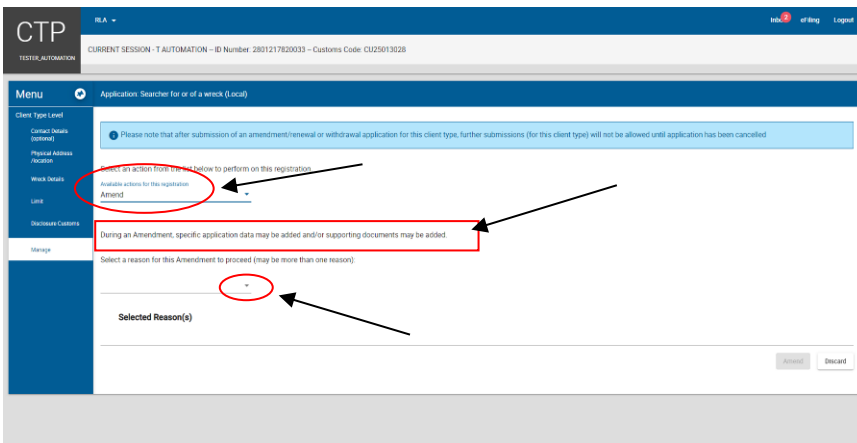


vi) The user clicks on the Amend action.

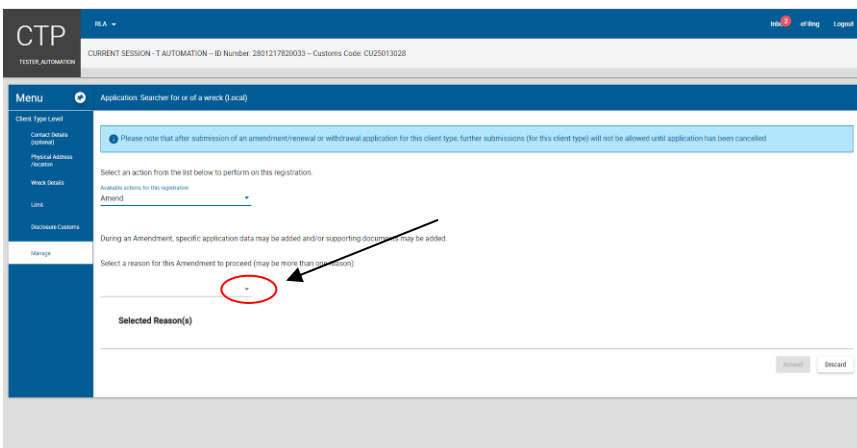


vii) The system displays:

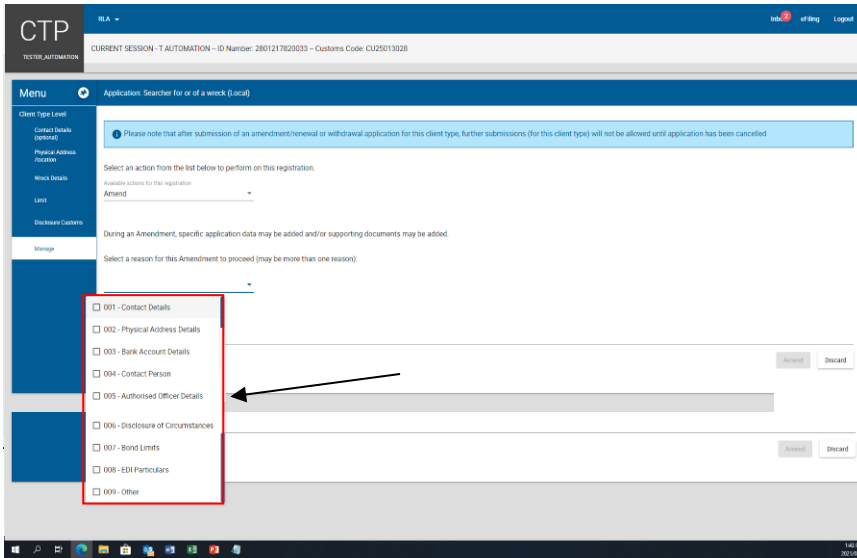
- A) The action Amend under the Available action for this registration field;
- B) A message to the user to select a reason for this amendment; and
- C) The Selected Reason(s) dropdown arrow.



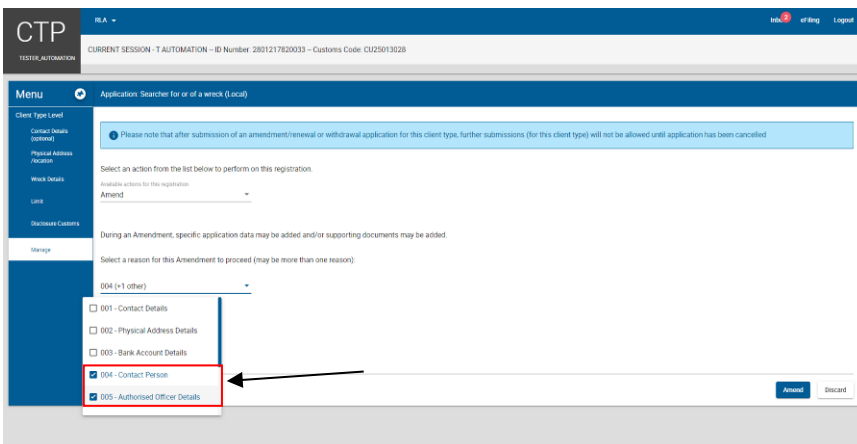
viii) The user clicks on the Select Reason(s) dropdown arrow.



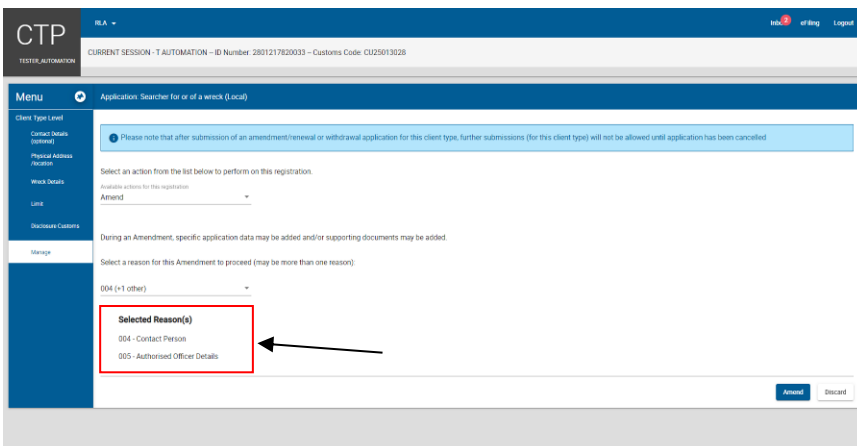
ix) The system displays a list of the reason(s) for amendment.



x) The user:  
 A) Selects the applicable box(es) [more than one (1) reason may be selected]; and  
 B) Clicks on the Amend button.

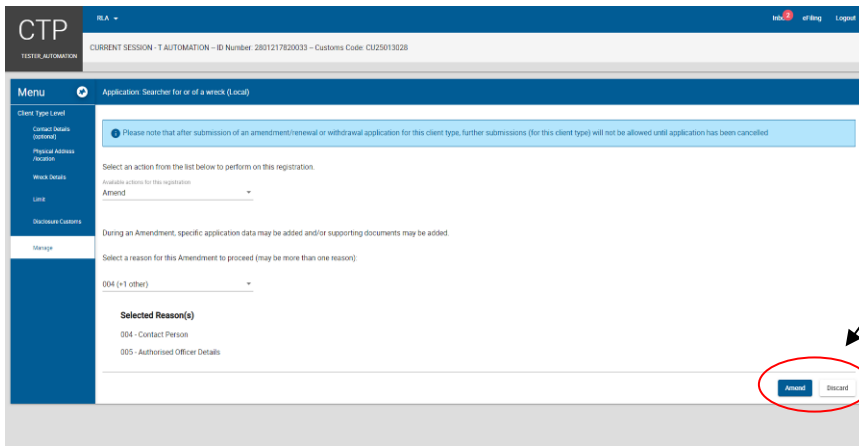


xi) The system displays the reason(s) for amendment selected by the user under Selected Reason(s) field.

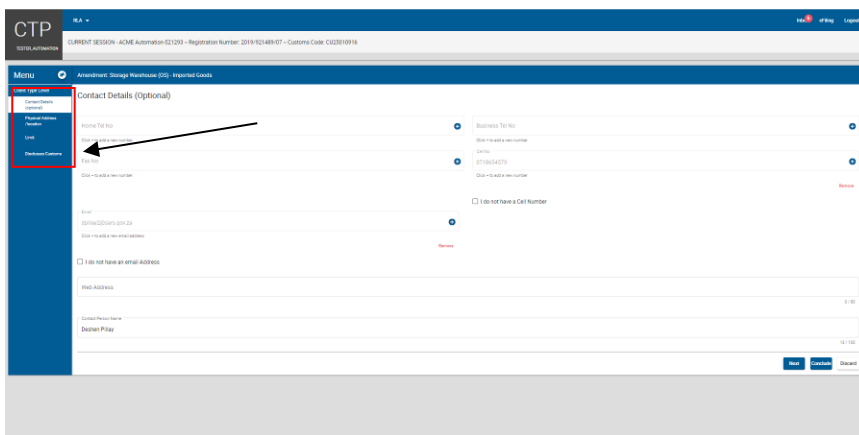


A) If the user selected the incorrect reason(s) for amendment he/she:  
 I) Clicks on the Select reason(s) dropdown arrow;  
 II) Unselects the incorrect reason(s) for amendment box(es); and

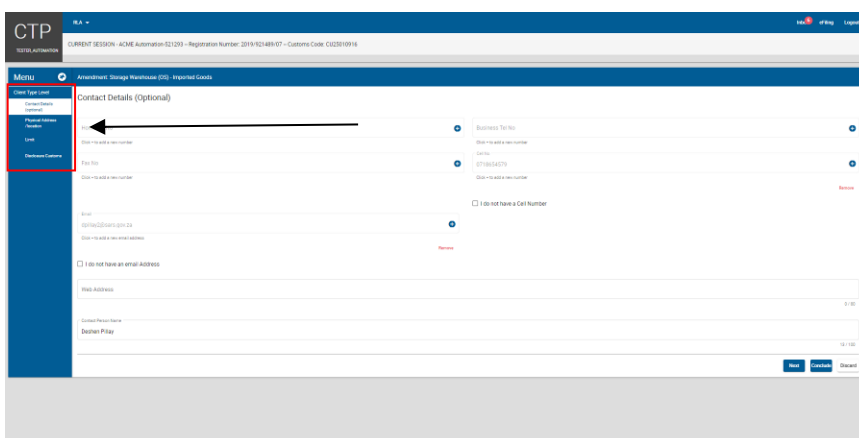
- III) Reselects the correct reason as described in paragraph x) above.  
 B) If the user selected the correct reason(s) for amendment he/she clicks on the Amend button.



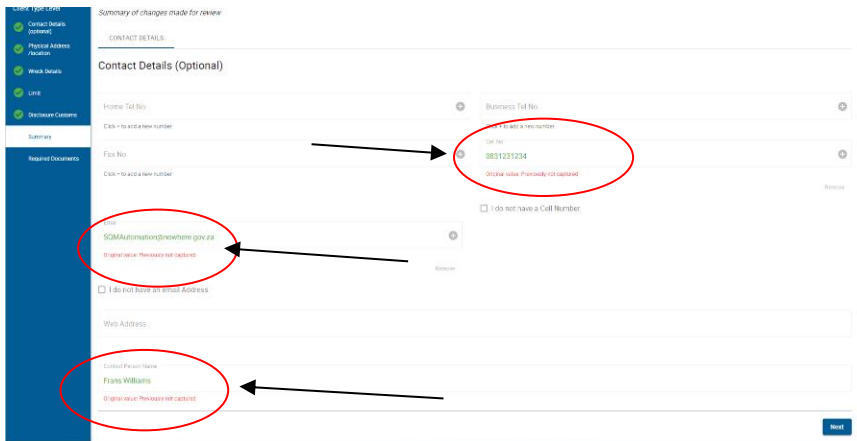
- xii) The system displays the Client Type Level page.



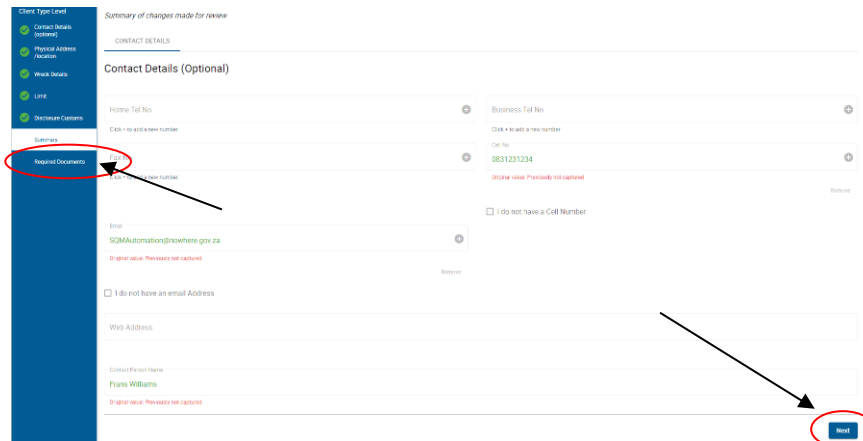
- xiii) The user clicks on the applicable link under Menu, changes or adds the required details as prescribed in paragraph 5.3 above and if:  
 A) Not in agreement with the amendment(s) the user continues with the process prescribed in paragraph 7; or  
 B) In agreement with the amendment(s) the user continues with the process prescribed in paragraph 8 below.



- xiv) After the user completed the Disclosure Customs questionnaire prescribed in paragraph 8 below the system displays the Summary field page indicating the changes or amendments on the page:
  - A) Green indicates the amended details captured by the user; and
  - B) Red indicates the original details captured by the user at the time of application.

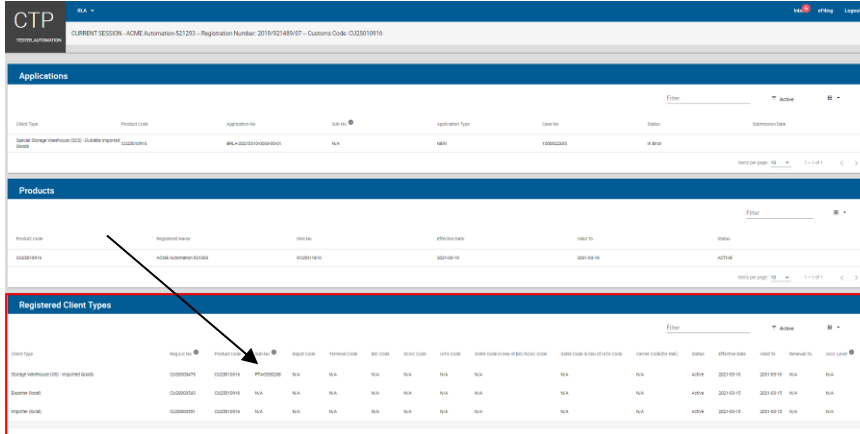


- xv) After viewing the amendments or changes, the user must progress to the next field which is Required Documents (see paragraph 5.15) by clicking on the:
  - A) Next button; or
  - B) Required Documents link under Menu.

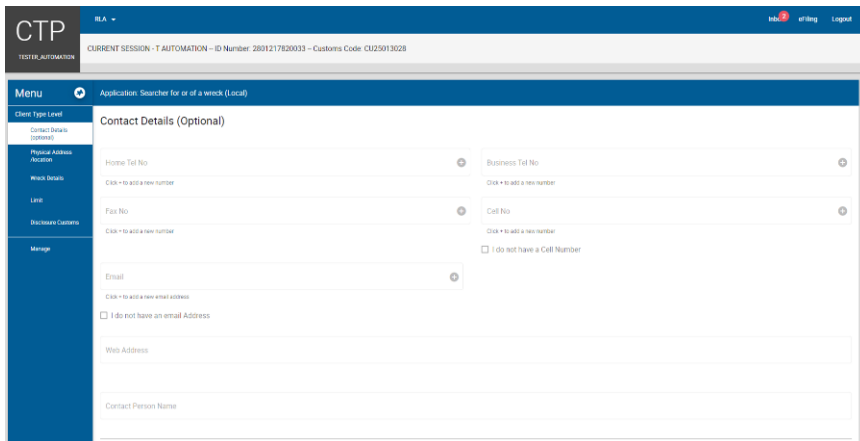


- xvi) The user continues with the processes prescribed in paragraph 5.15 and 10 below.

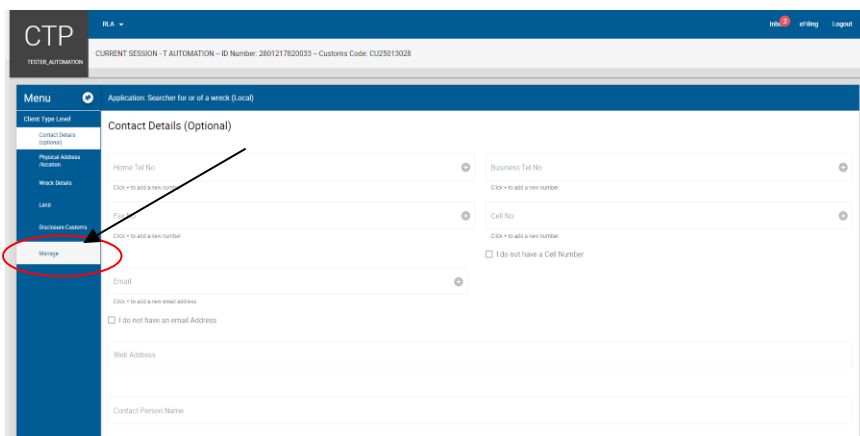
- e) Withdrawal of existing RLA client
  - i) An applicant will only be able to withdraw an active client type listed under Registered Client Types.
  - ii) The applicant must log in to eFiling as prescribed in paragraph 2 to 4 above.
  - iii) The user clicks on the client type to be withdrawn under Registered Client type on the RLA dashboard.



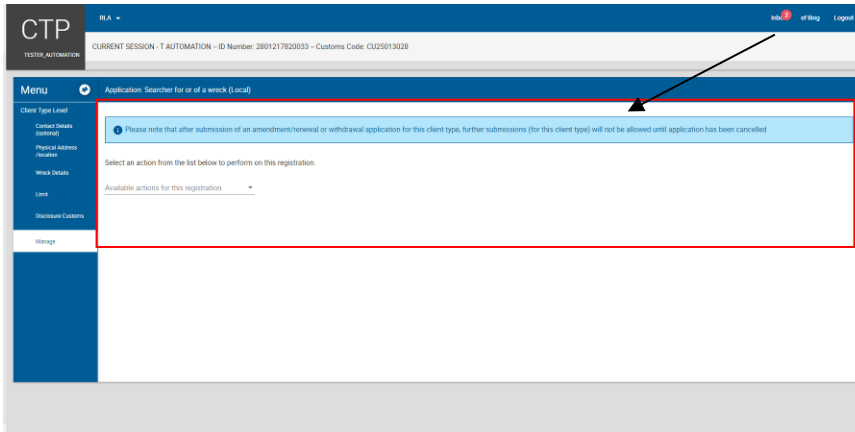
- iv) The system displays the Client Type Level page.



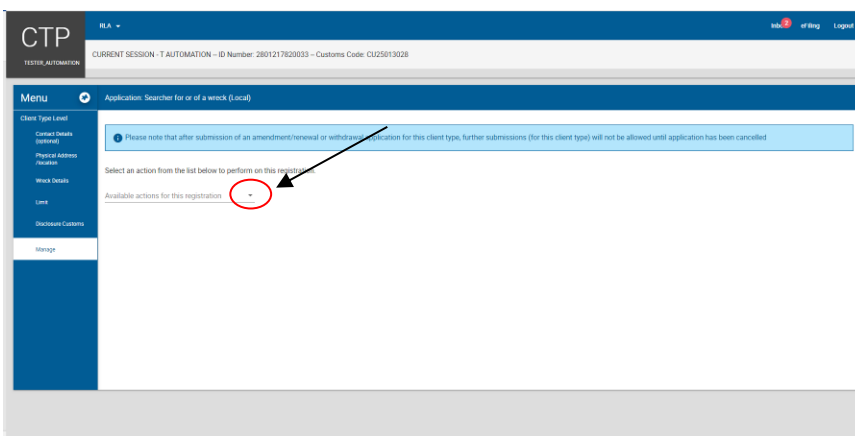
- v) The user clicks on the Manage link under Menu.



vi) The system displays the Manage page.

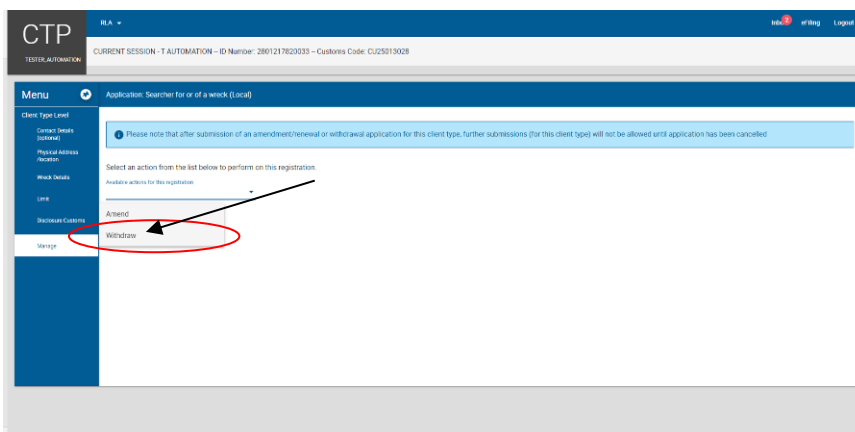


vii) The user clicks on the Available actions for this registration dropdown arrow.



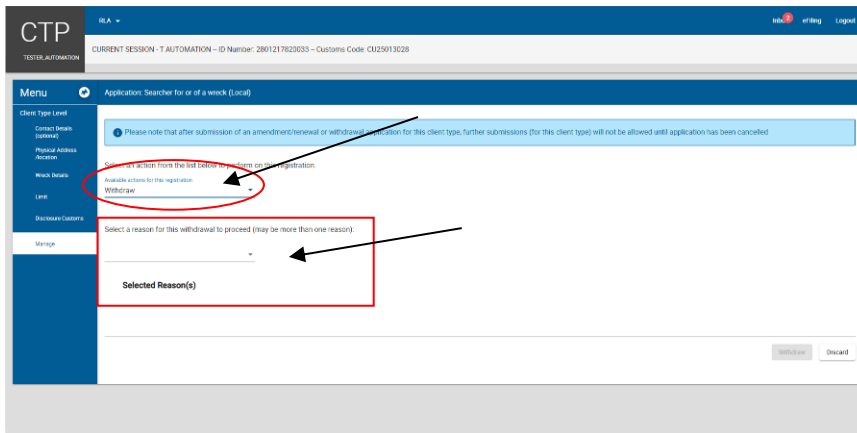
viii) The system displays a dropdown box with the available actions.

ix) The user clicks on the Withdraw action.

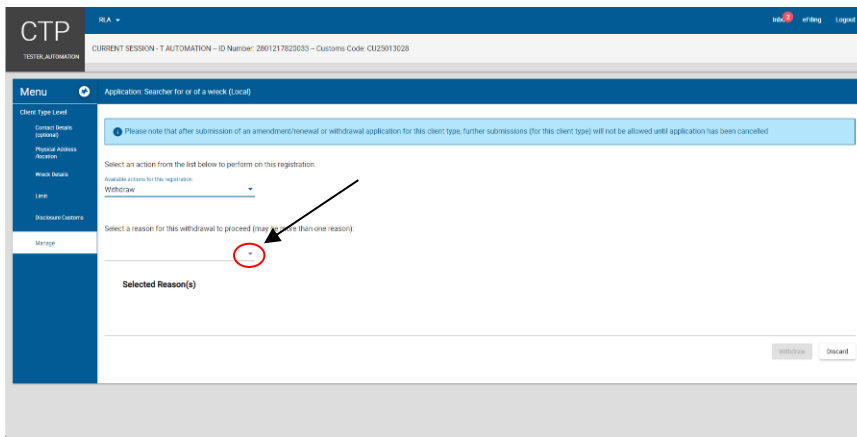




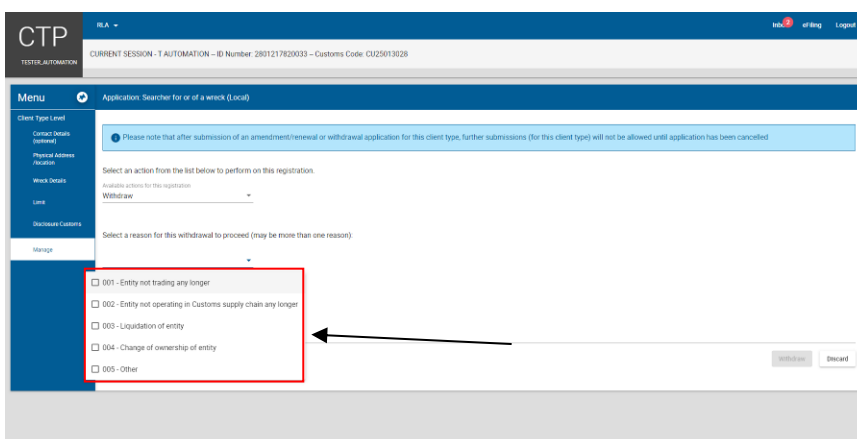
- x) The system:
- A) Populates the action Withdraw under the Available action for this registration field;
  - B) Displays:
    - I) A message to the user to select a reason for the withdrawal request; and
    - II) The Selected Reason(s) dropdown arrow.



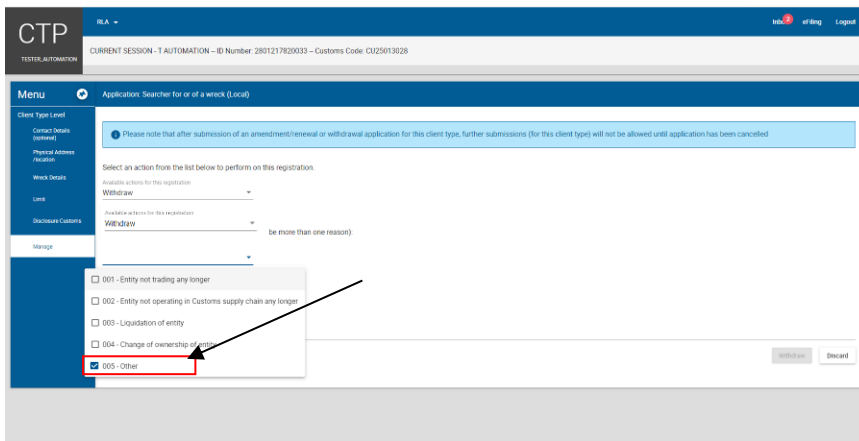
- xi) The user clicks on the Select Reason(s) dropdown arrow.



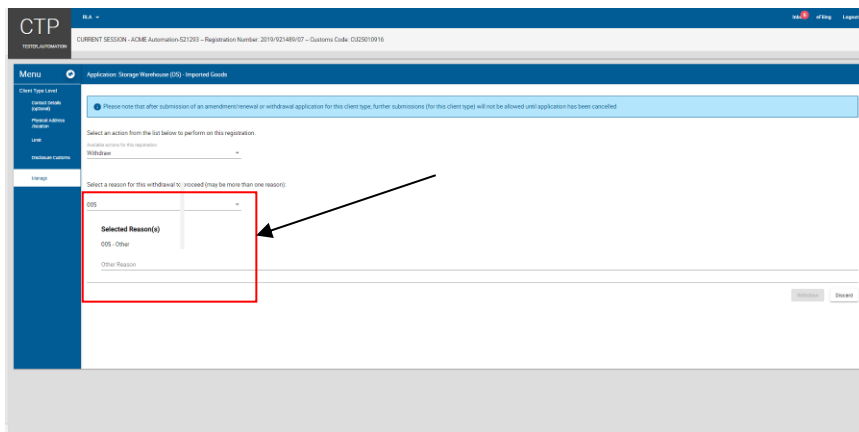
- xii) The system displays a dropdown box with the reason(s) for withdrawal.



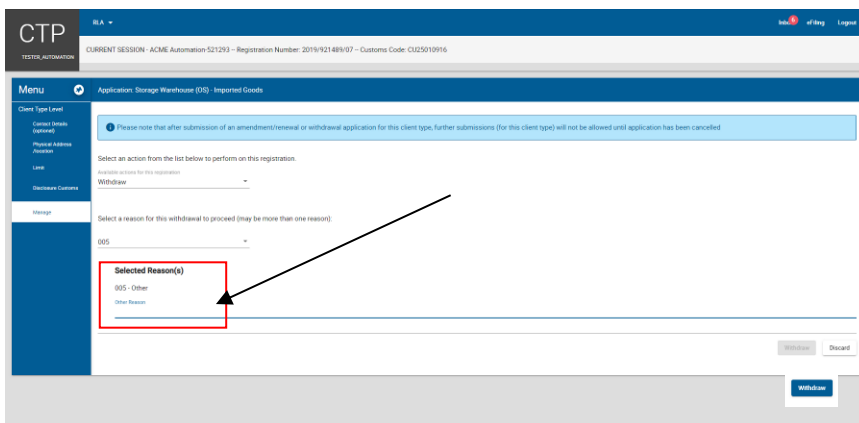
- A) If the reason for withdrawal is not listed in the dropdown box:  
I) The user selects Other.



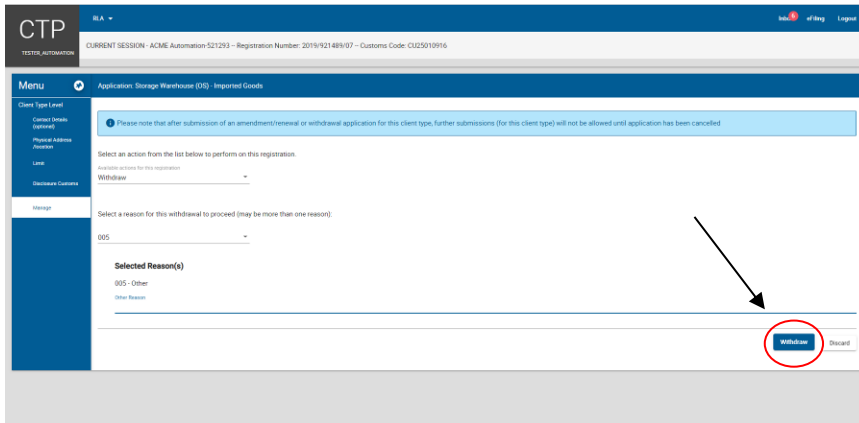
- II) The system displays the reason for withdrawal Other under Selected Reason(s).



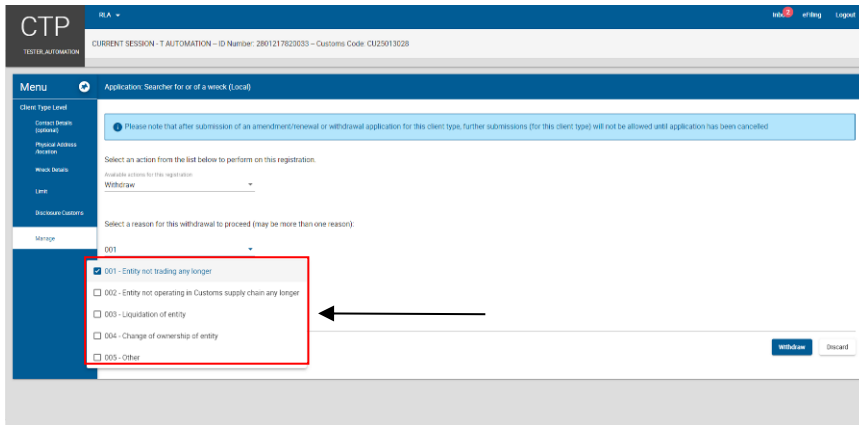
- III) The user captures his/her reason for withdrawal in the free text field.



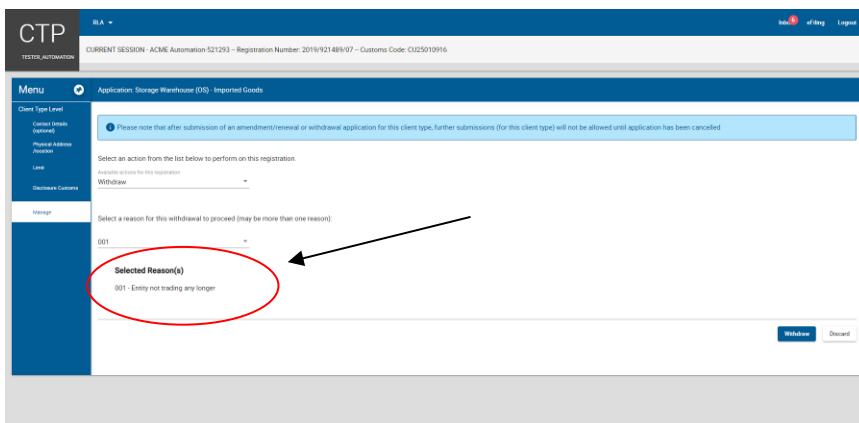
- IV) The system activates the Withdraw button.
- V) The user continues with the process prescribed in paragraph B)III) below.



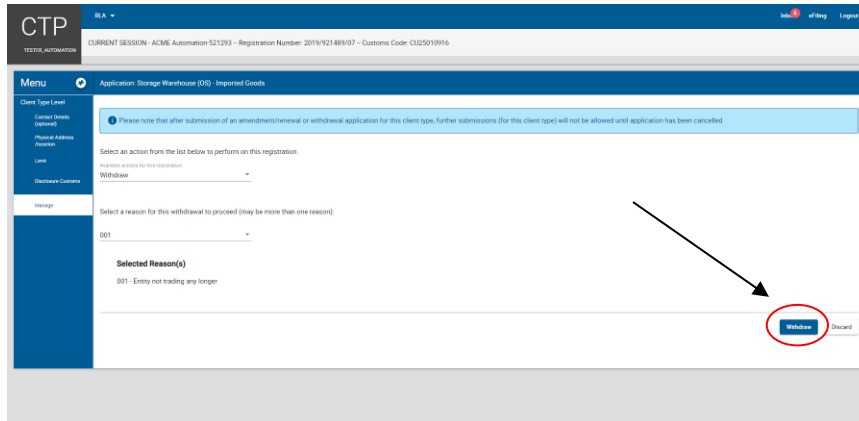
- B) If the reason for withdrawal is listed in the dropdown box:
  - I) The user selects the box(es) next to the reason(s) for withdrawal.



- II) The system displays the selected reason for withdrawal under Selected Reason(s).



III) The user clicks on the Withdraw button.



xiii) The user continues with the processes prescribed in paragraph 8 to 10.

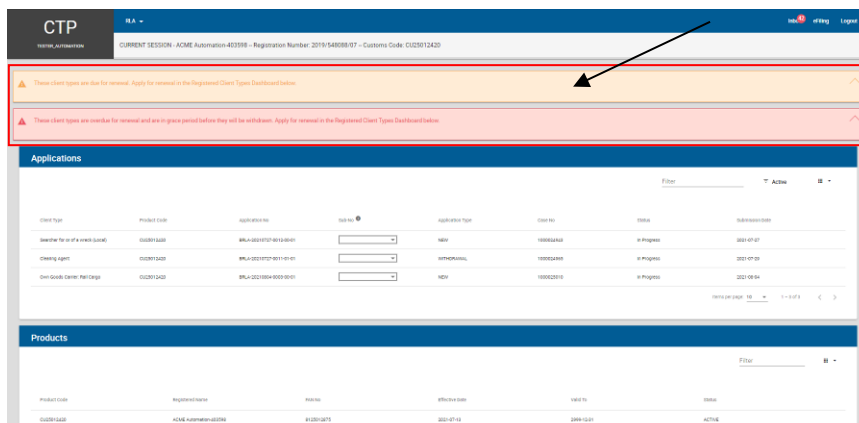
xiv) Upon submission of the withdrawal request, the client's registration or licence status is immediately changed to pending withdrawal to prevent the client from processing any new transactions.

f) Renewal of existing RLA client's licence:

i) After he/she logged in to eFiling as prescribed in paragraph 2 to 4 above, the system displays the following warning messages if the client's licence(s) is:

A) Due for renewal (orange) – this message is displayed thirty (30) calendar day's before the client's licence expires; or

B) Overdue for renewal (red) – this message is displayed when the client failed to renew his/her licence before his/her licence expired. If the client fails to submit his/her renewal application within the validity period the system will change the client's status from Active to suspended.



ii) The user clicks on the client type under Registered Client Types.

Product Code	Registered Name	FAX No	Effective Date	Valid To	Status
CU25012501	ACME Automation 42671	8120912598	2021-07-20	2021-12-31	ACTIVE

Product Code	Sub-No	Dept Code	Terminal Code	EC Code	SCAC Code	WFA Code	SARS Code in lieu of EC/SCAC Code	SARS Code in lieu of WFA Code	Custom Code (for Nat)	Status	Effective Date	Valid To	Renewal To	Act. Limit
CU25012501	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Active	2021-04-05	2021-09-05	2021-09-04	N/A
CU25012501		01	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Active	2021-07-11	2021-09-09	2021-09-09	N/A
CU25012501	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Active	2021-04-05	2021-12-31	2022-01-30	N/A
CU25012501	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Active	2021-04-05	2021-12-31	2022-01-30	N/A
CU25012501	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Active	2021-04-07	2021-12-31	2022-01-30	N/A
CU25012501	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Active	2021-04-28	2021-12-31	2022-01-30	N/A
CU25012501	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Active	2021-07-19	2021-12-31	2022-01-30	N/A
CU25012501	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Active	2021-07-19	2021-12-31	2022-01-30	N/A

iii) The system displays the Client Type Level page.

**CTP** | R.A. | Application: Searcher for or of a wreck (Local)

Menu | Client Type Level | Contact Details (Optional)

Home Tel No:  Business Tel No:

Fax No:  Cell No:

Email:

Web Address:

Contact Person Name:

iv) The user clicks on the Manage link under Menu.

**CTP** | R.A. | Application: Searcher for or of a wreck (Local)

Menu | Client Type Level | Contact Details (Optional)

Home Tel No:  Business Tel No:

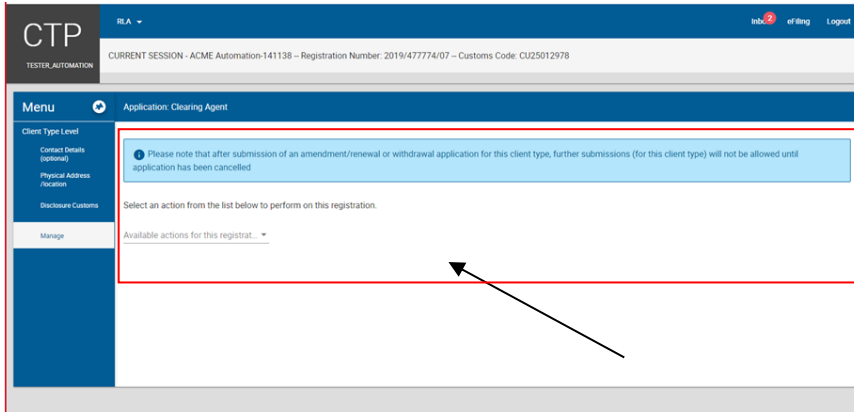
Fax No:  Cell No:

Email:

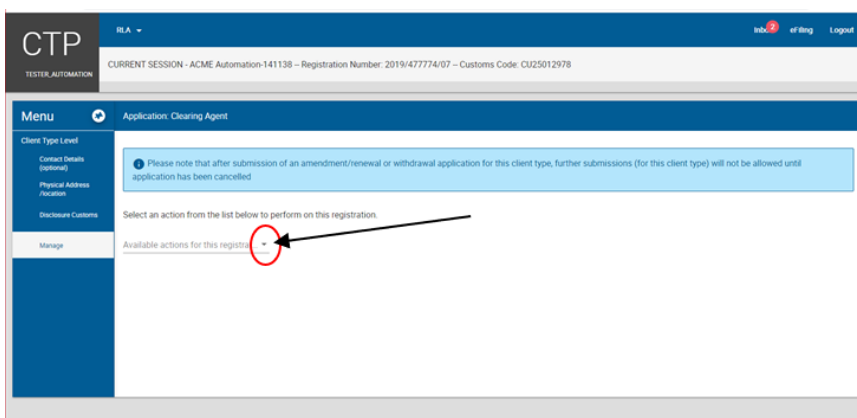
Web Address:

Contact Person Name:

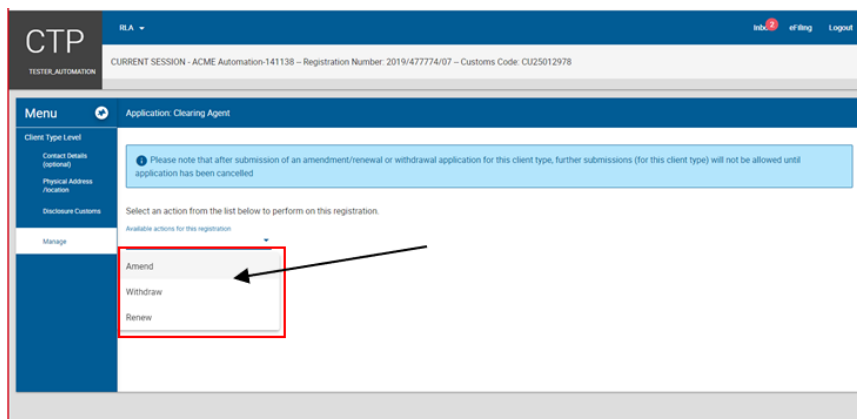
v) The system displays the Manage page.



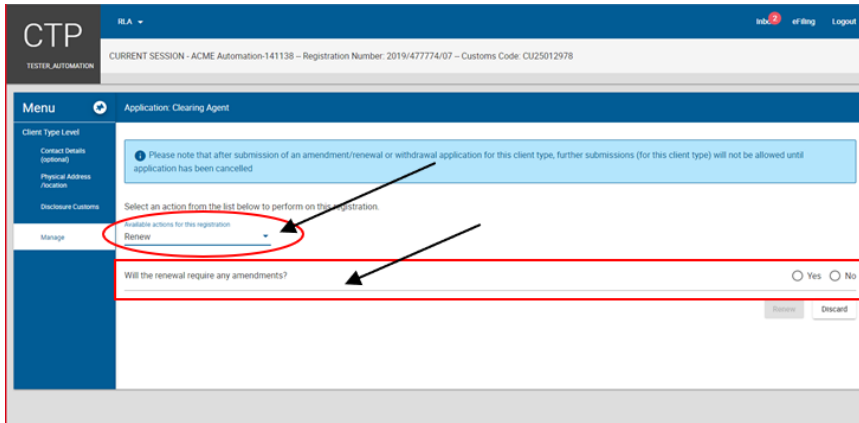
vi) The user clicks on the dropdown arrow.



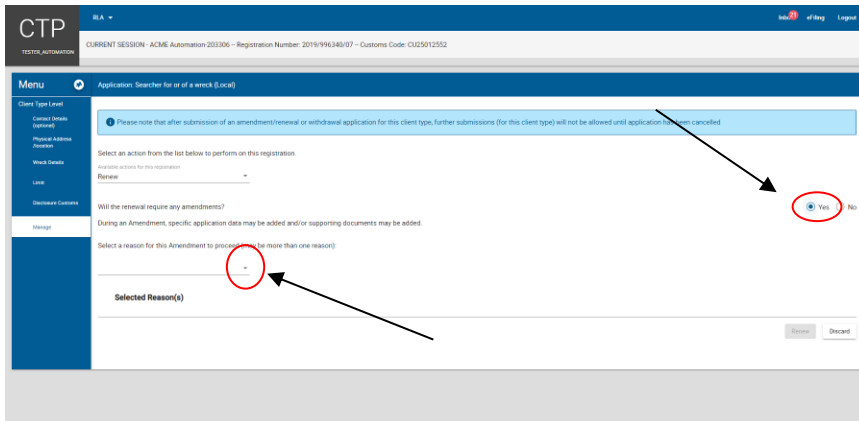
vii) The user clicks on the Renewal action.



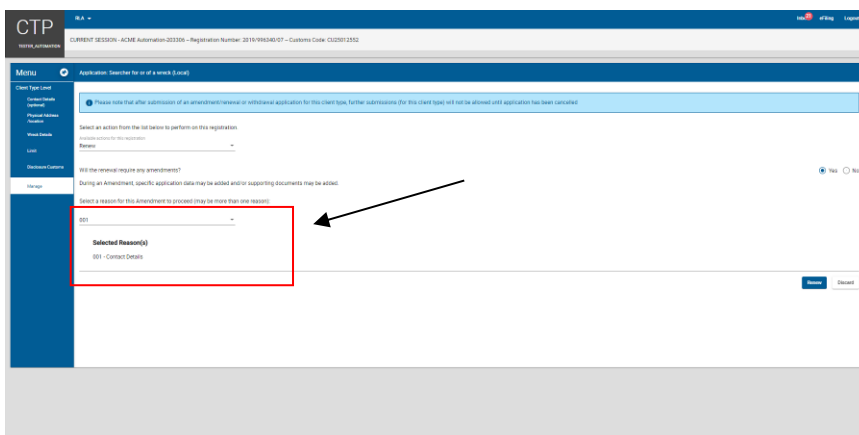
- viii) The system:
  - A) Displays the action Renew selected by the user under the Available action for this registration field; and
  - B) Asks whether an amendment is required.



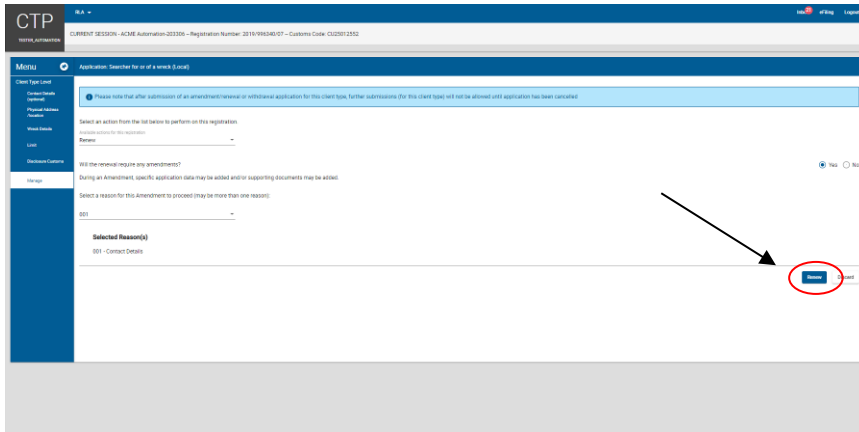
- A) If an amendment is required:
  - I) The user selects the radio button Yes.
  - II) The system displays the Select Reason(s) for amendment dropdown arrow.



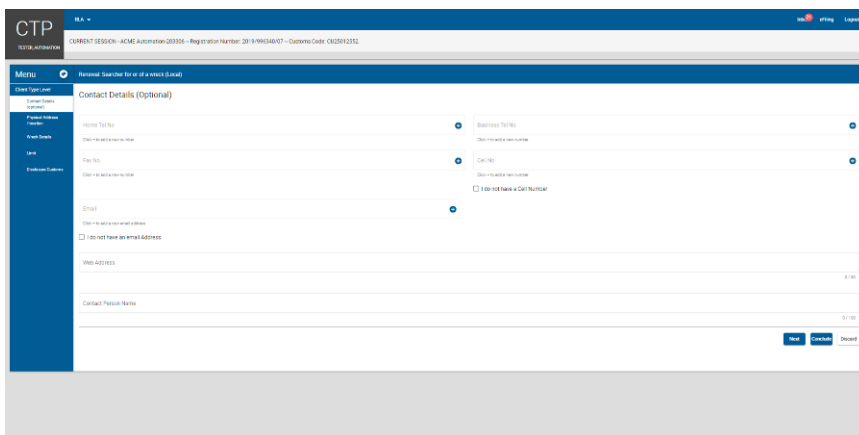
- III) The user continues with the processes as prescribed in paragraph viii) to xi)A) above in order to select the applicable reason(s) for amendment.



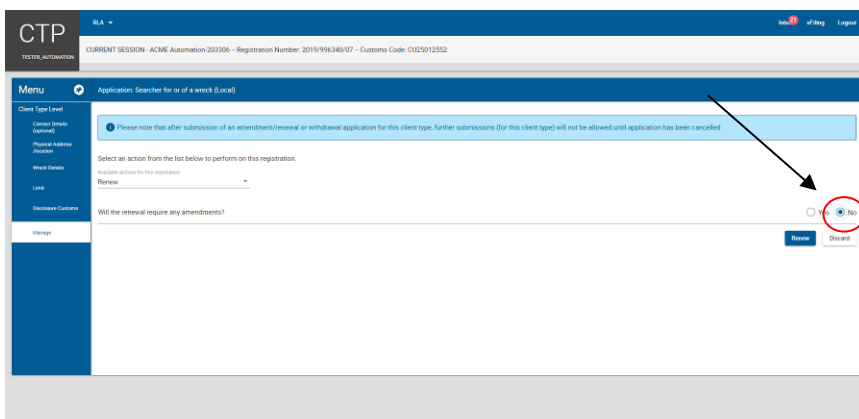
IV) The user clicks on the Renew button.



V) The system displays the Client Type Level page. The user continues with the processes prescribed in paragraph xiii) to xvi) above.

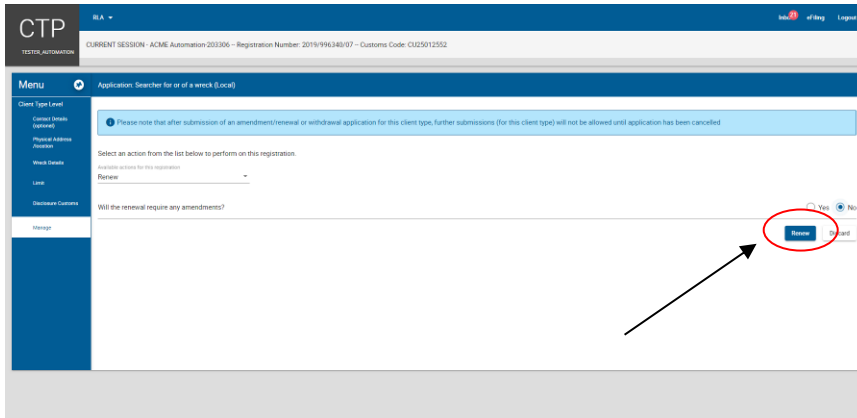


B) If no amendment is required the user selects the radio button No.





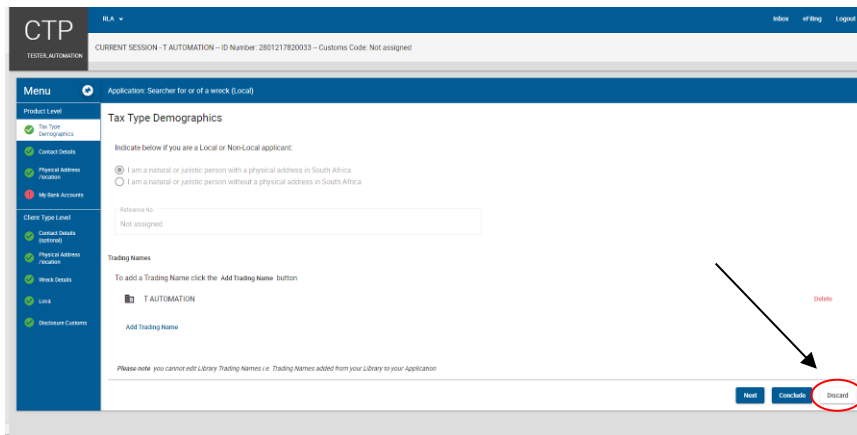
I) The user clicks on the Renew button.



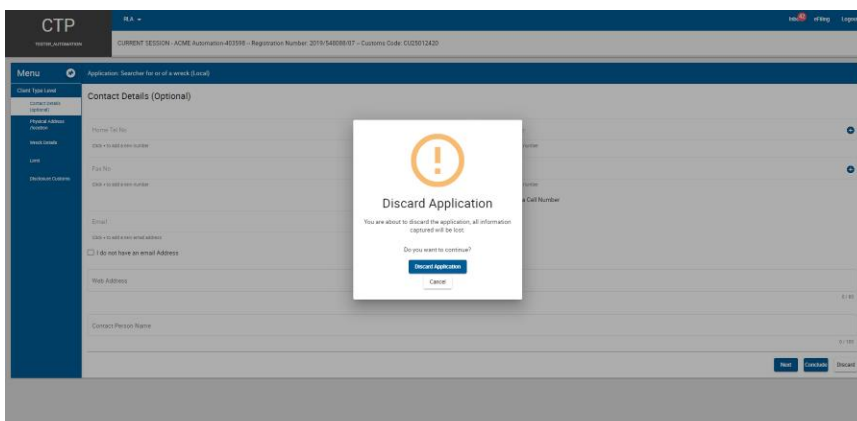
II) The system displays the Disclosure Customs page. The user continues with the process prescribed in paragraph 8 to 10.

## 7 DISCARDING OF APPLICATION

a) A user can at any time during the capturing process of his/her application click on the Discard button.

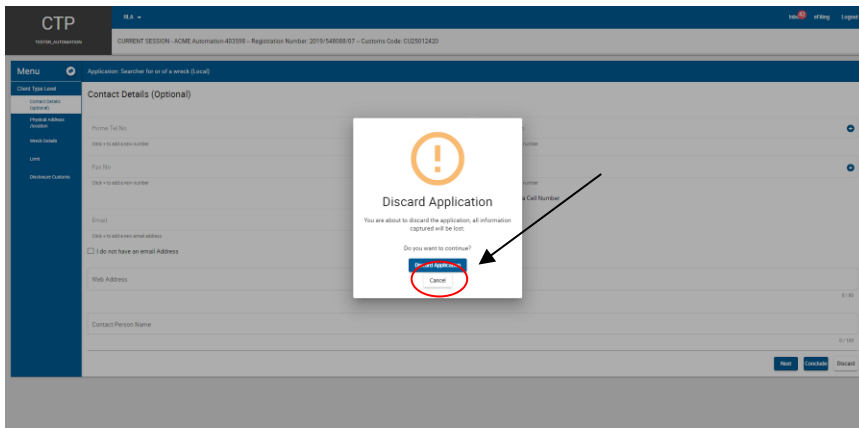


b) The system displays a message that the user is about to discard the application and that all the information captured will be lost.

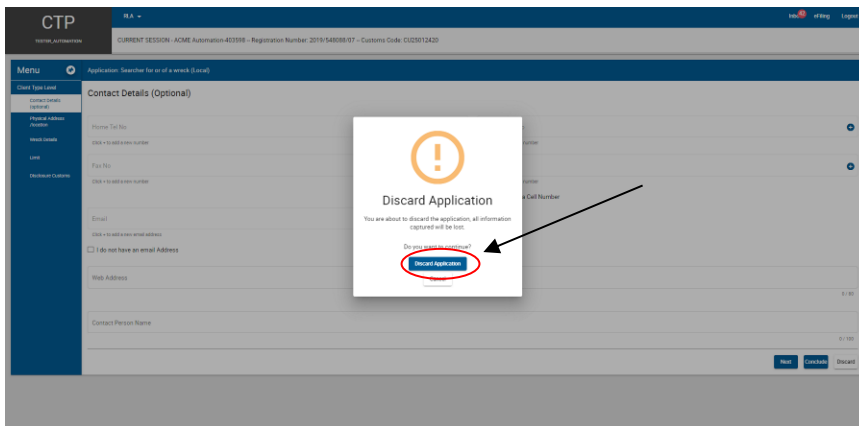


c) The user can:

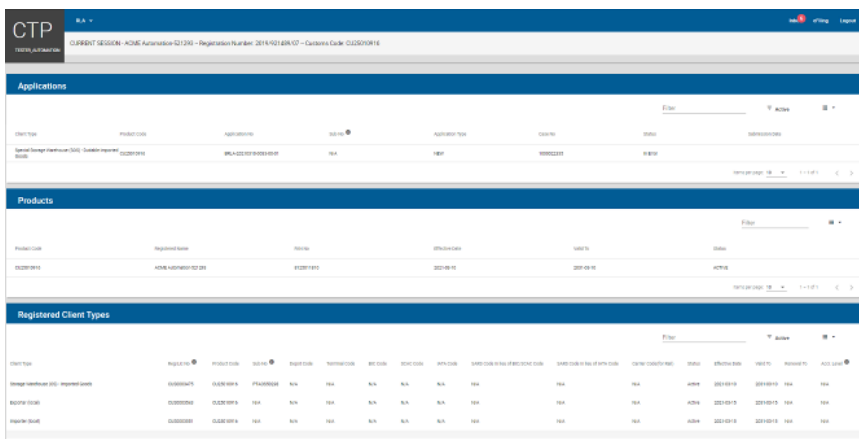
i) Continue the current application by clicking on the Cancel button; or



ii) Discard the current application by clicking on Discard button.



iii) The system returns to the user's RLA Dashboard, see paragraph 5.4 above.



## 8 DISCLOSURE CUSTOMS QUESTIONNAIRE

- a) The user must answer all the questions [prescribed in paragraph 2.9 a) of SC-CF-19] listed under Disclosure Customs by selecting either Yes or No.
- b) If any of the questions do not pertain to the applicant, the user must select No.

- c) If any of the answers to the question(s) is Yes. The user must furnish a motivation on a separate page that contains all the details. This motivation must then be uploaded at the end of the RLA application process, with all the other required (supporting) documents, see paragraph 9.

**Disclosure Customs**

Indicate whether during the preceding five years, the applicant or an employee of the applicant in a managerial position, or if the applicant is a juristic entity, a director, administrator or trustee or other person managing the entity:

	You	Manager	Director	Administrator	Trustee
Has contravened or failed to comply with the provisions of the Act or any condition, obligation or other requirements imposed by the Commissioner in respect of a registration or license *	<input type="radio"/> No <input type="radio"/> Yes	<input type="radio"/> No <input type="radio"/> Yes	<input type="radio"/> No <input type="radio"/> Yes	<input type="radio"/> No <input type="radio"/> Yes	<input type="radio"/> No <input type="radio"/> Yes
Has been convicted of an offence under the Act *	<input type="radio"/> No <input type="radio"/> Yes	<input type="radio"/> No <input type="radio"/> Yes	<input type="radio"/> No <input type="radio"/> Yes	<input type="radio"/> No <input type="radio"/> Yes	<input type="radio"/> No <input type="radio"/> Yes
Has been convicted of an offence involving fraud or dishonesty *	<input type="radio"/> No <input type="radio"/> Yes	<input type="radio"/> No <input type="radio"/> Yes	<input type="radio"/> No <input type="radio"/> Yes	<input type="radio"/> No <input type="radio"/> Yes	<input type="radio"/> No <input type="radio"/> Yes
Has been declared insolvent or in liquidation *	<input type="radio"/> No <input type="radio"/> Yes	<input type="radio"/> No <input type="radio"/> Yes	<input type="radio"/> No <input type="radio"/> Yes	<input type="radio"/> No <input type="radio"/> Yes	<input type="radio"/> No <input type="radio"/> Yes



\* Please note that all fields are mandatory

Indicate if:

	Taxes	Interest	Penalties	Other Amounts	Tax returns or other documents for tax purposes
You (the applicant) have any of the following outstanding and due to SARS for which you are liable in terms of this Act or any other tax law *	<input type="radio"/> No <input type="radio"/> Yes	<input type="radio"/> No <input type="radio"/> Yes	<input type="radio"/> No <input type="radio"/> Yes	<input type="radio"/> No <input type="radio"/> Yes	<input type="radio"/> No <input type="radio"/> Yes

NOTE: If the answer is "yes" to any of the above questions, full details must be furnished on a separate page and attached to the application

Previous Conclude

- d) Once all the questions have been answered, the user clicks the Conclude button. The system validates all the details captured under each field.
- e) The system will after all the details captured has been verified, indicate next to each field whether the details captured is correct or incorrect.
- i) If incorrect:
- The system displays an error message.
  - The user clicks on the Ok button; and
  - The system displays an “” next to the field incorrect in red; and
- ii) If correct, the system displays a “” in green next to each field.

**Error(s) Detected**

1 container(s) have error(s)

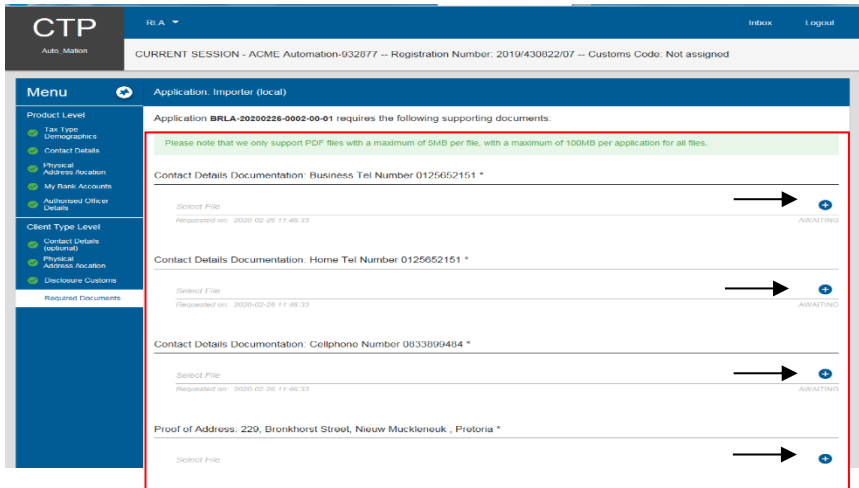
1 Client Type - Physical Address / Location

OK

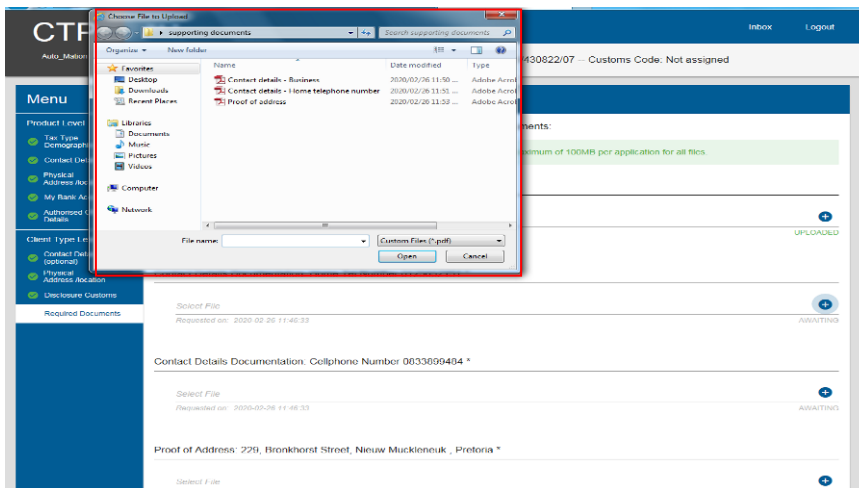
## 9 UPLOADING OF REQUIRED SUPPORTING DOCUMENT(S)

- a) Once the system has concluded that all the details captured is valid and correct, the system displays the list of required (supporting) document that must be uploaded.
- b) All required documents to be uploaded must be in PDF format and certified as a copy of the original, if so required in terms of the Rules to the Act. The required documents must be uploaded within seven (7) calendar days. Failure to upload the required documents within seven (7) calendar days will result in the application being removed automatically and a new application must be submitted.

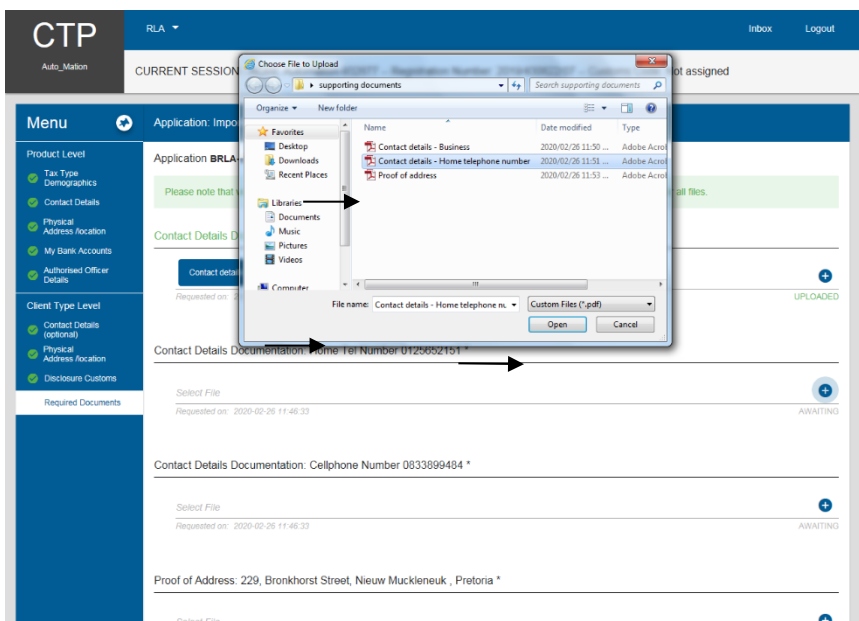
c) The user clicks on the “+” under each required document to be provided.



d) The Choose File to Upload screen will pop up.



e) The user selects the required document(s) to be upload and click the Ok button. The document(s) will then be attached to the user’s application. Once the document(s) has been successfully uploaded, the document(s) status changes from Waiting to Uploaded.



f) The required document(s) is then uploaded to the RLA application case.

- g) The same processes mentioned in the above paragraph [c) to e)] must be followed until all the required (supporting) document(s) have been successfully uploaded to the RLA application case.

The screenshot shows a web interface for an RLA application. A red box highlights the document upload section. It contains three rows of document uploads, each with a 'Requested on' timestamp and an 'UPLOADED' status. The documents are: 'Proof of address pdf', 'Motivation pdf', and 'Additional documents pdf'. To the right of the 'UPLOADED' status, there are three black arrows pointing to the right. Below the document uploads is a 'Declaration' section with a radio button and a 'Submit' button at the bottom right.

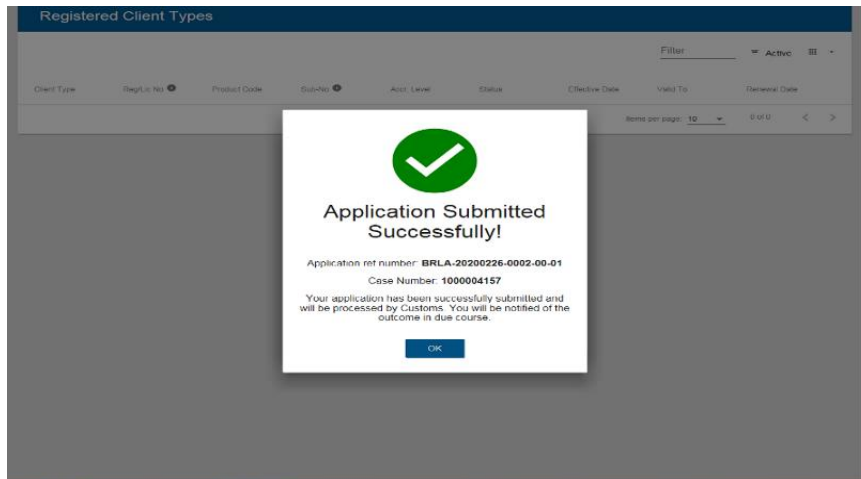
## 10 DECLARATION

- a) This field is mandatory the user must once all the required (supporting) document(s) has been successfully uploaded:
- i) Select the declaration box; and
  - ii) Click on the Submit button to submit his/her RLA application to Customs for processing.

The screenshot shows the same RLA application form as above, but with the 'Declaration' section selected. The 'I hereby:' section has a checked radio button. The 'Submit' button at the bottom right is circled in red. There are two black arrows: one pointing to the 'I hereby:' section and another pointing to the 'Submit' button.

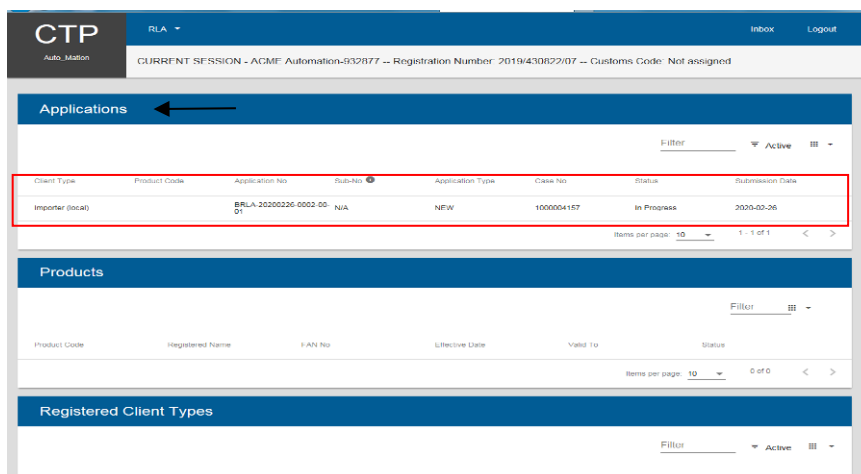
- b) The user submitted his/her RLA application, the system display:
- i) A message that his/her RLA application have been submitted successfully;
  - ii) The RLA application's reference number; and
  - iii) Case number.

- c) The user clicks on the Ok button to close his/her RLA application case.

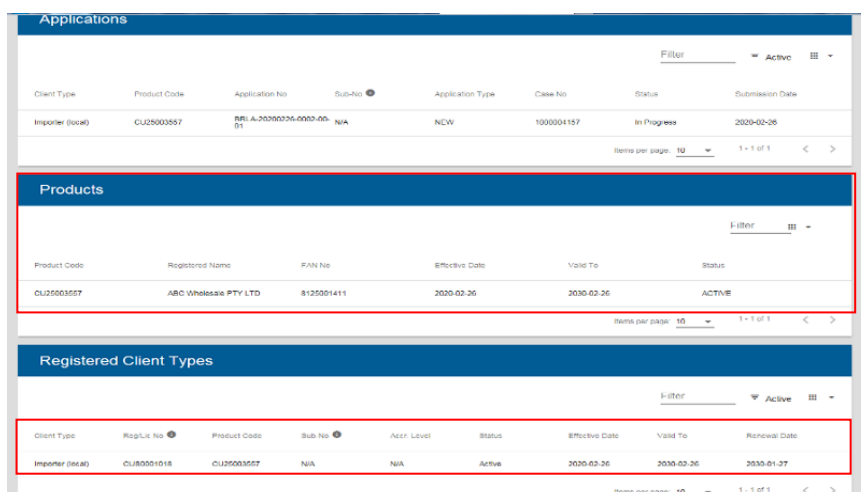


- d) The system:

- i) Forwards a notification to the user via SMS or email Acknowledgement of submission of Application the notification includes the RLA application case number; and
- ii) Return to the RLA Dashboard and displays:
  - A) The case under Application; and
  - B) Case status e.g. in Progress.



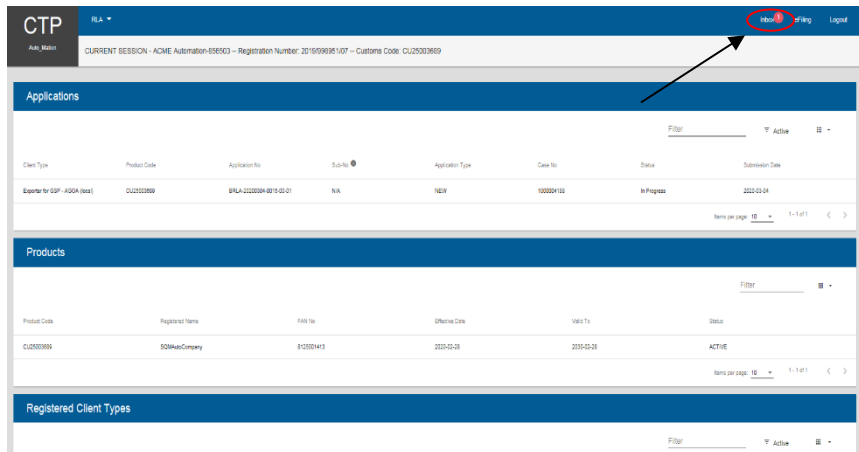
- e) The user will be able to register / license another client type provided the first application has been finalised. If the first application has been approved, the system will display the client type registered or licensed under Registered Client Types and Customs Product level details.



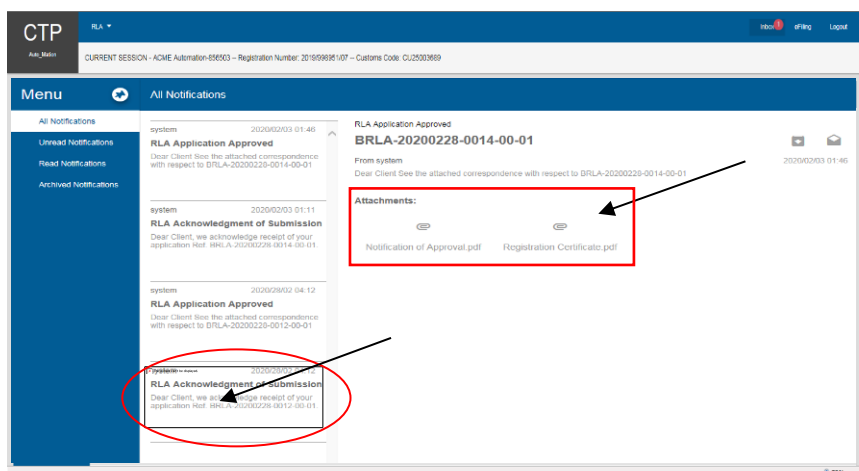
## 11 INBOX ON THE RLA DASHBOARD

### 11.1 Viewing of notification issued

- a) Various notifications are sent to clients via email to inform them that there is new correspondence available in relation to applications that have been submitted. These notifications are visible in the Inbox on the client's RLA dashboard.
- b) Once the user has successfully logged in onto the client's RLA Dashboard via eFiling, the user clicks on the Inbox link in the top Menu to navigate to the Inbox. The number that is displayed in red next to the Inbox link on the user's RLA dashboard indicates the number of unread messages.

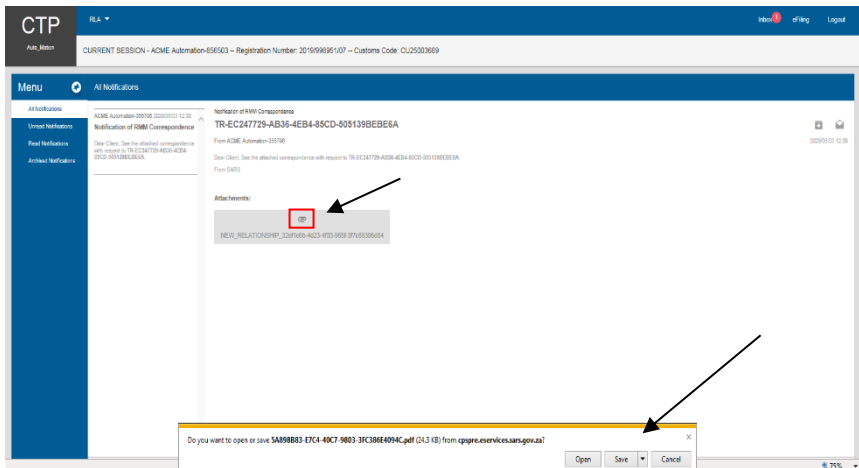


- c) The system displays the RLA Inbox.
- d) When clicking on a specific notification, the subject and notes for the notification is displayed as well as a:
  - i) Link to view the attached PDF letter; or
  - ii) Hyperlink to the appropriate page for example in the case where the user is requested to upload supporting documents.



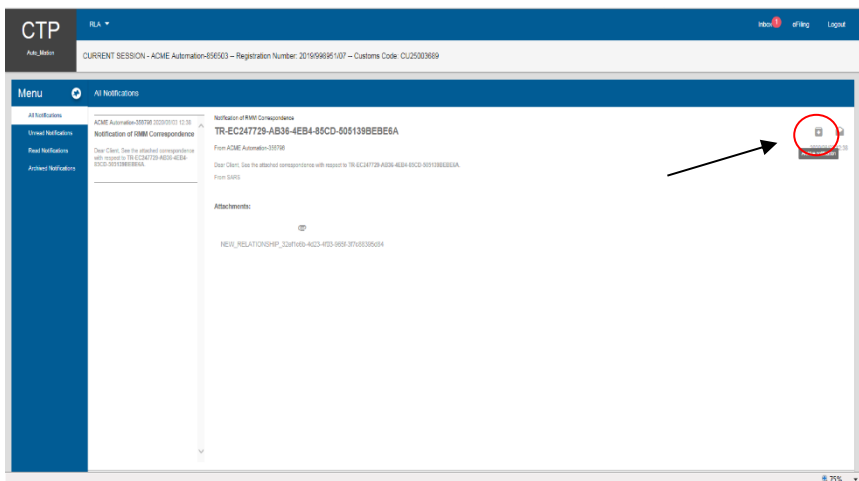
- e) In order to view, save or print an attachment:
  - i) The user clicks on the attachment icon.
  - ii) The system asks if you want to Open or Save the attachment.

- iii) The user clicks on the:
  - A) Open button to view or print the attachment: or
  - B) Save button to save the attachment to his/her computer.



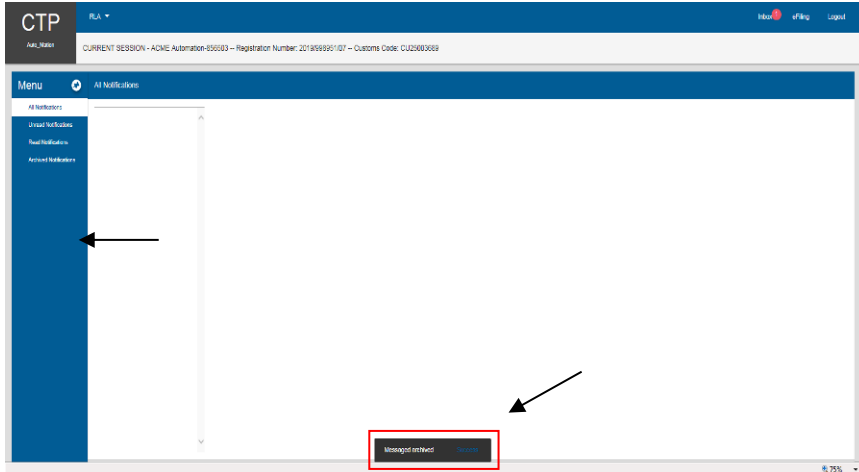
## 11.2 Archiving of Notification

- a) After the user has viewed, printed or saved the attached notification:
  - i) The user clicks on the Archive Notification icon;
  - ii) The system:
    - A) Moves the notification from the All Notifications folder to the Archived Notifications folder; and
    - B) Updates the number of unread messages displayed in red next to the Inbox link.



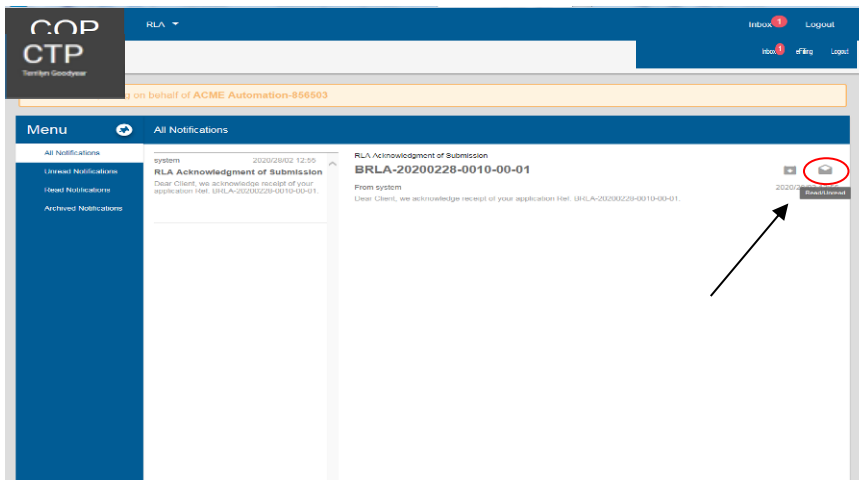


- b) The system displays a message that the notification has been successfully archived.

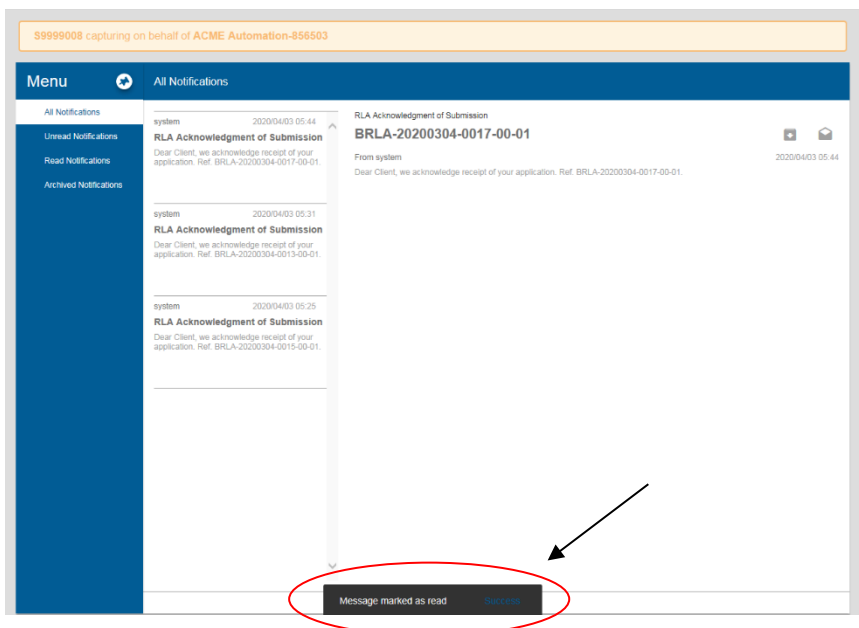


### 11.3 Mark notification as read or unread

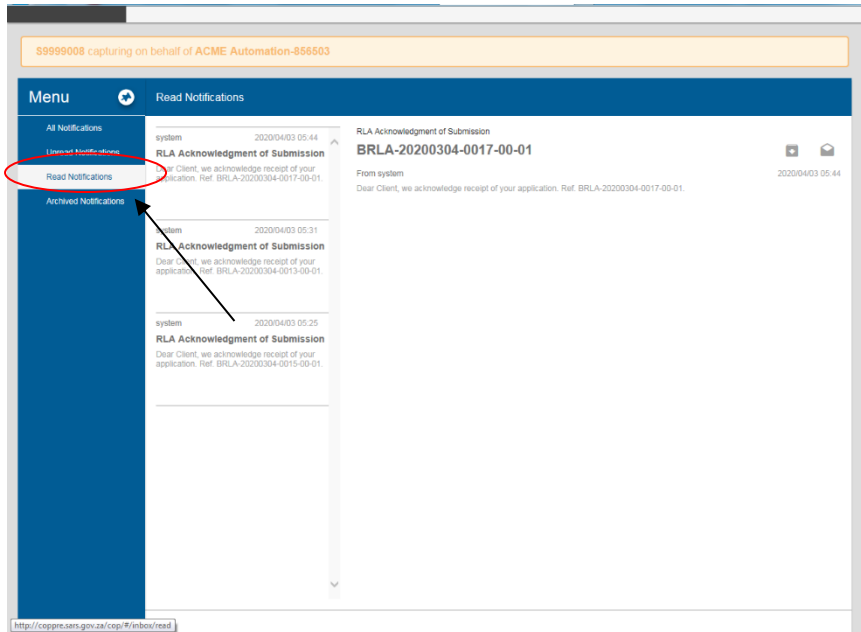
- a) The user can also move notifications from the Read Notifications folder to the Unread Notifications folder by clicking on the Read/Unread icon.



- b) The system indicates that the message is marked as read.



- c) The system moves the message from the All Notifications folder to the Read Notifications folder.



## 12 DEFINITIONS, ACRONYMS AND ABBREVIATIONS

The definitions, acronyms and abbreviations can be accessed via the following link: [Glossary webpage](#)

## 13 DOCUMENT MANAGEMENT

<b>Business Owner</b>	Head: Accreditation and Licensing
<b>Author</b>	Frans Williams
<b>Detail of change</b>	<ul style="list-style-type: none"> <li>a) Expanded the warehouse types and added Excise client types;</li> <li>b) Changed the: <ul style="list-style-type: none"> <li>i) Reference of ECS-LER-03 to GEN-REG-01-G04; and</li> <li>ii) Q-Code from SC-IT-03 to SC-CF-42; and</li> </ul> </li> <li>c) Inserted: <ul style="list-style-type: none"> <li>i) The screens that display the eFiler's details who has been granted shared access in terms of SC-CF-43; and</li> <li>ii) The link to the <a href="#">Glossary webpage</a>; and</li> </ul> </li> <li>d) Moved relationship management to SC-CF-50</li> </ul>