

Office:
Head Office

Enquiries:
OrtiaGeneralQueries@sars.gov.za

Date:
4 September 2020

Lehae La Sars
299 Bronkhorst Street
Nieuw Muckleneuk
Pretoria
Private Bag X923
0181

ALL EXTERNAL STAKEHOLDERS

Dear Trader/Agent

ESCALATION PROCEDURES FOR CUSTOMS MATTERS

During the COVID-19 lockdown, the South African Revenue Service (SARS) has embarked on a journey to reimagine how we provide efficient and effective service to all our taxpayers, while improving compliance levels. SARS has had to balance providing a seamless and effortless service to taxpayers while protecting our own employees and taxpayers from infection.

In the Customs area, we have encouraged clients to use electronic channels as far as possible and in the event of urgent matters, make an appointment to come into a Customs office. We also made certain branch contact details available on our website, but find that these are being utilised for purposes other than just for making appointments.

We would like to make you aware of the following contact details for service-related queries **in Gauteng** only.

Customs Licensing & Registration

If you have any queries about the Customs registration system, Registration Licensing and Accreditation (RLA), please call the SARS Contact Centre on 0800 00 7277. For branch registrations, you can mail the following mailboxes:

- Alberton Customs: AlbertonBranch@sars.gov.za, if you do not get feedback you can email bgroenewald@sars.gov.za
- For O R Tambo International Airport Customs - Licensing@sars.gov.za, If you do not get feedback you can email dcele@sars.gov.za

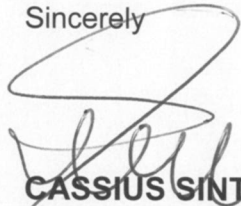
ORTIA Detained Cargo/ Parcels Escalation Process

These email addresses are for cargo detained at ORTIA pending customs compliance such as supporting documents, payment of duties, penalties etc. emanating from inspection. It excludes cargo that is pending inspection

- If your query relates to cargo or a parcel stopped or detained for Customs purposes by our Cargo or CBCU Team and it is not resolved within 48 hrs, you can email the following mailbox: OrtiaCMT@sars.gov.za
- If you do not receive feedback within 24 hrs, provided all relevant supporting documents were submitted, you may escalate to: cpitts@sars.gov.za
- Documents to be submitted to the OrtiaCMT@sars.gov.za mailbox should be in PDF format and include: EDI Release, SAD 500, Customs Worksheet, Invoice, Packing list/Inventory, Proof of Payment to Supplier, Freight Statement with the airway Bill number in the subject line. This will assist the team in expediting your query.

Kindly note, if your query on Express Parcels and ORTIA detained Cargo /Parcels is not resolved or attended to, kindly escalate to OrtiaGeneralQueries@sars.gov.za.

Sincerely



CASSIUS SINTHUMULE
Cluster Chairperson: Air Modality