



New Customs Acts Programme

Registration, Licensing and Accreditation –
Trade Awareness Session
10 September 2019



Registration, Licensing and Accreditation (RLA)

Presentation Structure

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Registration, Licensing and Accreditation (RLA)

Objective

- To inform Trade on the implementation of RLA Release 1;
- RLA will be released on the basis of the C&E Act 1964 and not on the basis of the new Customs Control Act (CCA);
- The programme is planned to be rolled out to Trade in February 2020, pending the successful completion of the RLA pilot;
- Customs Sufficient Knowledge will not be part of the RLA roll out.

Registration, Licensing and Accreditation (RLA)

What are we implementing?

RLA Full Production Release February 2020

Apply Online

SARS eFILING

Customs Office

Open port by port for Branch Capture

- Alberton *stabilise*
- Cape Town *stabilise*
- Durban *stabilise*
- Pretoria (CBD) *stabilise*

Feb 2020

stabilise

- OR Tambo
- Fiksburg Bridge
- Lebombo
- Oshoek
- Nakop

Mrt 2020

stabilise

Extend to remaining Customs branches

- Maseru Bridge;Port Elizabeth
- Groblersbridge;Bloemfontein;
- Beitbridge;Kopfontein;
- Pietermaritzburg;
- Stellenbosch;Qacha's Nek;
- Van Rooyenshek;
- East London;Nelspruit
- Kimberley;Mahamba
- Worcester;Richards Bay;
- Ramatlabama;Paarl;
- Oudtshoorn;Caledonspoort;
- Skilpadshek;Vredendal;
- Robertson;Lanseria;
- Jeppes Reef;Polokwane;
- Golela;Mossel Bay;Vioolsdrift;
- Mananga;Mmabatho;Nerston;
- Pilanesberg;Port Elizabeth;
- Saldanha Bay;Upington

Stop RAS registrations for new selected client types

SCOPE Inclusions:

- Customs Trader Portal (CTP);
- Relationship Management (RMM);
- New applications, amendments and withdrawals;
- Workflow and Case Management;
- Customs Operations Portal (COP) for Branch Front End (BFE) – branch capture and branch scanning;
- Reporting

SCOPE Exclusions:

Rebate users, warehouses, premises, terminals, depots, EDI, deferrals, accreditation, associations and selected reporter applications - continue with existing DA185/RAS process:

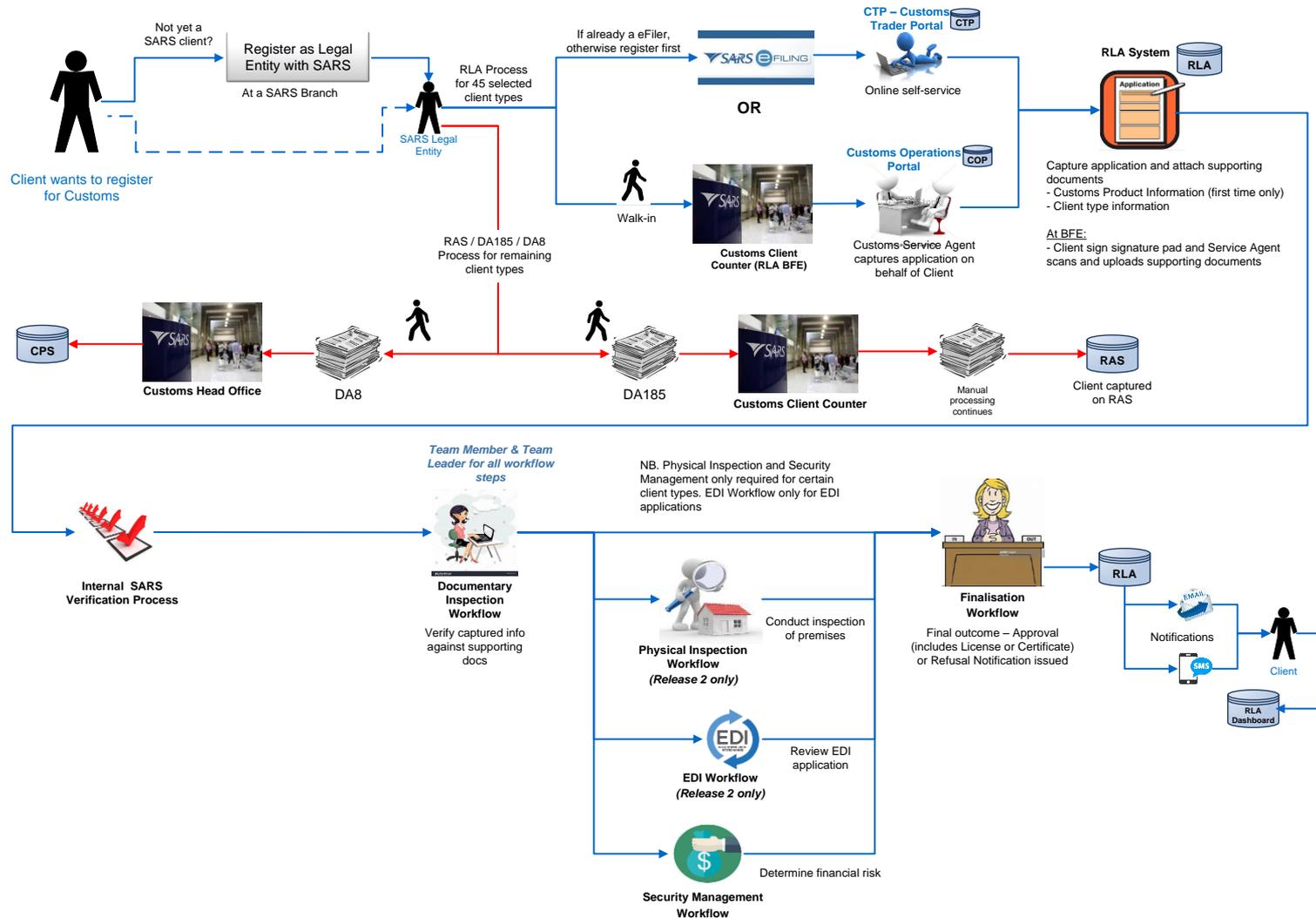
Registration, Licensing and Accreditation (RLA)

System Capabilities

1. The system is a web-based electronic channel; registrations are initiated from eFiling or BFE submission channel;
2. Electronically captured applications and supporting documents are uploaded to the application – no paper documents;
3. System validations have been configured to improve accuracy of data submitted;
4. The application form is intuitive, based on the client type selected and information captured in the application;
5. A pre-pop selection capability to enable the re-use of previously submitted information e.g. address or contact details;
6. Automated notifications are introduced for selected correspondence in the first release (approval; rejection and associated certificate/license) and thereafter incrementally released;
7. A dashboard will be available to clients to view their registration profile and initiate new actions against their profile;
8. The Relationship Management Module aims to facilitate disclosure of relationships between RLA registered traders and will require no SARS intervention at time of disclosure

Registration, Licensing and Accreditation (RLA)

RLA Trader Process Overview



Version: RLA Level 1 Process 20190717 v5

Registration, Licensing and Accreditation (RLA)

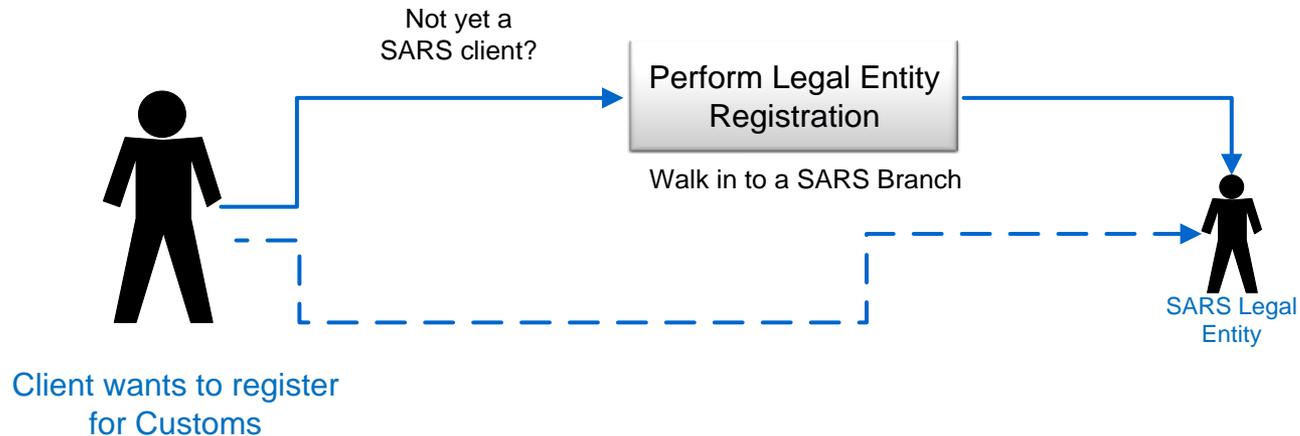
Pre-conditions for applying via the RLA system

In order to submit an application via the RLA system:

- The Trader must be a registered legal entity with SARS;
- To avoid the queues at the Customs branch, clients should be an existing eFiler or register as an eFiler;
- The eFiling profile must be that of an “Organisation” and not an “Individual”.
 - Individual eFiling profiles must be converted to an Organisation profile to access Customs registration;
 - Once the profile is converted to “Organisation”, this would not impact any other tax products for which you are registered.

Registration, Licensing and Accreditation (RLA)

Legal Entity Process



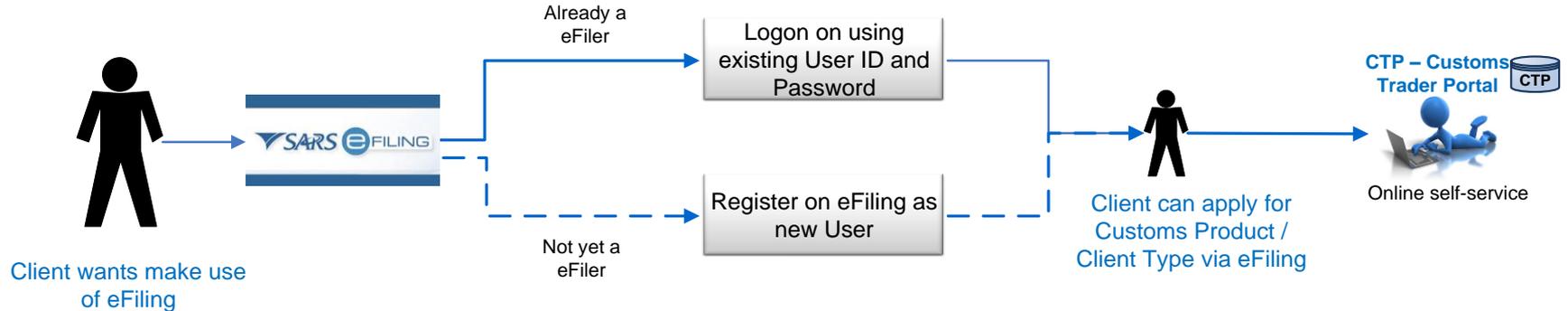
- Clients that do not currently have any products at SARS must first register as a Legal Entity - (ECS LER 01/02/03; GEN REG 01-G04)
- This must be done in person at a SARS / Customs branch by the client or his authorised representative (Letter of Authority is required);
- Once registered as a Legal Entity, the client can register for a Customs product/Client Type either via eFiling or at a Customs Branch office.

New Customs Acts Programme (NCAP)

eFiling Registration

Registration, Licensing and Accreditation (RLA)

eFiling Registration



Registration, Licensing and Accreditation (RLA)

How to register for eFILING

Once the client has been registered with SARS, the client can then register for eFiling if not already an eFiler. This can be done by logging onto the SARS website

The screenshot shows the SARS eFiling login interface. On the left, the SARS logo and 'South African Revenue Service' are displayed. The main content area is a white box with the following elements:

- Header: Welcome, please login to SARS eFiling
- Input field: Username
- Links: [Forgot Your Username?](#) and [Forgot Your Password?](#)
- Button: Next
- Text: Don't have an account? [Register](#)

A red arrow points to the 'Register' link, indicating the registration process.

New Customs Acts Programme (NCAP)

RLA Registration via eFiling

Registration, Licensing and Accreditation (RLA)

Changing your eFiling profile from Individual to Organisation

Click “Home” on top menu. Then “User” on left menu, then “Change Website Profile”

The screenshot displays the SARS eFiling web application interface. At the top, a navigation menu includes 'Home', 'Returns', 'Services', 'Tax Status', 'Contact', and 'Log Out'. The 'Home' menu item is highlighted with a red box. On the left side, a vertical menu contains various options, with 'User' and 'Change Website Profile' highlighted by red boxes. The main content area shows the user's profile information, including 'Tax Reference Number', 'Identification Number', and 'My Profile' button. Below this, there is a 'Tax Compliance Status' section with a 'Refresh' button. The 'Personal Income Tax (ITR12)' section is visible, showing a table with columns for 'Tax Period', 'Return Status', and 'Due Date'. A blue box indicates 'Account Balance: Not Available' with a refresh icon. A notification states 'You have an unread letter...' and a 'Request' button is present at the bottom right of the notification area.

Registration, Licensing and Accreditation (RLA)

Changing your eFiling profile from Individual to Organisation

The screenshot displays the SARS eFiling user interface. At the top, there is a navigation bar with the SARS eFiling logo and menu items: Home, Returns, Services, Tax Status, Contact, and Log Out. Below the navigation bar, the user's profile information is visible, including the name 'Ms [redacted]', Tax Reference Number, and Identification Number. A 'My Profile' button is present. The main content area shows the 'Change User Personality' form. The form includes fields for Login Name, First Name, Surname, and ID Number. Below these fields, there are two dropdown menus: 'Current Personality' (set to 'Individual') and 'New Personality' (set to 'Organisation'). The 'New Personality' dropdown is highlighted with a red box. A 'Submit' button is located at the bottom of the form. The left sidebar contains a list of navigation options: User, Change Details, Banking Details, Tax Types, Transfer Requests, Summary, Change Website Profile, Change Own Password, Pending Registration, and SARS Registered Details.

Registration, Licensing and Accreditation (RLA)

Changing your eFiling profile from Individual to Organisation

Click “My Profile”, then “Portfolio Management”

The screenshot shows the SARS eFiling user interface. The top navigation bar includes 'Home', 'Returns', 'Services', 'Tax Status', 'Contact', and 'Log Out'. The user's profile information is visible, including 'Ms [redacted]' and 'Individual' as the current tax payer type. The left sidebar contains navigation options: 'My Profile', 'Profile and Preference Setup', 'Portfolio Management', and 'Special Links'. The 'My Profile' and 'Portfolio Management' options are highlighted with red boxes. The main content area displays the 'Change User Personality' form, which includes fields for 'Login Name', 'First Name', 'Surname', and 'ID Number'. The 'Current Personality' is set to 'Individual' and the 'New Personality' is set to 'Organisation'. A 'Submit' button is located at the bottom of the form.

Change User Personality	
Login Name	[redacted]
First Name	[redacted]
Surname	[redacted]
ID Number	[redacted]
Current Personality	Individual
New Personality	Organisation
<input type="button" value="Submit"/>	

Registration, Licensing and Accreditation (RLA)

Changing your eFiling profile from individual to Organisation

Click on the 3 dots, select “Change Portfolio Type”, change it to “Organisation” and save

File Edit View Favorites Tools Help

SARS eFILING Contact Log Out

Portfolio Management

Add Portfolio

Linked Portfolio(s)

Portfolio Name	Tax User Count	Tax Payer Count	Portfolio Type	Default	
[REDACTED]	1	1	Individual	Default	⋮ Go to Portfolio

Unlinked Portfolio(s)

Previous Login Name	Portfolio Name
---------------------	----------------

Rename

Change Portfolio Type

Remove Default

Registration, Licensing and Accreditation (RLA)

Changing your eFiling profile from Individual to Organisation

“Organisation” and “Customs” is now available in the top menu. Click “Customs Registration” on the left menu bar, then “Registration Licensing Accreditation” to launch RLA

The screenshot shows the SARS eFiling portal interface. The top navigation bar includes 'Organisations' and 'Customs', both highlighted with red boxes. The left sidebar menu has 'Customs Registration' and 'Registration Licensing Accreditation' also highlighted with red boxes. The main content area displays the 'Taxpayers' table with columns for Name, Registration or ID number, Tax Reference Number, Name of Taxpayer, Company/ ID Number, Reference Number, Last Return Filled, Last Accessed, and Actions. A 'View Tax Payer' button is visible next to the first entry in the table.

Name	Registration or ID number	Tax Reference Number	Name of Taxpayer	Company/ ID Number	Reference Number	Last Return Filled	Last Accessed	Actions
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	-	-	View Tax Payer

Registration, Licensing and Accreditation (RLA)

Role allocation on eFiling

Click on “User” on the top menu bar, then “User” on the left menu bar, then “Change Details” in order to make a role selection.

The screenshot displays the SARS eFiling user interface. At the top, a navigation bar includes 'Home', 'User' (highlighted with a red box), 'Organisations', 'Returns', 'Customs', 'Duties & Levies', 'Services', 'Tax Status', and 'Contact'. Below this, the user's profile is shown as 'Mr Auto Mation'. The main content area is divided into sections: 'USER RIGHTS' with a help link, 'USER GROUPS' with a checked 'System Default' option, and 'USER ROLES' with several options. The 'User' option in the left-hand navigation menu is also highlighted with a red box. The 'Change Details' option in the left-hand menu is highlighted with a red box. A large red oval encircles the 'USER ROLES' section, which includes the following roles and descriptions:

- Manage Transfer Duty Financial Account
This role allows users to maintain all financial detail against the Transfer Duty account
- SARS Registration
Can register taxpayers with SARS to get tax reference numbers
- RLA – View Customs Product information
With this profile, users can only view information such as address, contact and bank account details. Users can also view information relating to their s
- RLA - View Client Type
With this profile, users can only view information relating to their specific client type(s) eg. importer/exporter
- RLA – Manage Customs Product information
With this profile, users can view and change information such as address, contact and bank account details. Users can also view and change informat
- RLA - Manage Client Type
With this profile, users can only view and change information relating to their specific client type(s)

Registration, Licensing and Accreditation (RLA)

Role allocation on eFiling

- Once registered on eFiling, the user will need to ensure that roles were allocated correctly, in order to apply via RLA. This can be done via your internal eFiling administrator.
- The user will be allowed to select only ONE of the following user roles:
 - RLA View Customs Product
 - RLA View Client Type
 - RLA Manage Customs Product (This role allows full submission rights)
 - RLA Manage Client Type
- Please note the description of each of the roles, as not all roles allow submission of applications on RLA:
 - RLA View role – only view access and no submission capabilities;
 - RLA Manage role allows submission capabilities.

Registration, Licensing and Accreditation (RLA)

Accessing RLA

Once the role allocation has been finalised, the user can then click through to submit an application via RLA by selecting the “Customs” tab and thereafter selecting “Registration Licensing Accreditation” from the menu on the left

Mr AutoMation

Tax Reference Number
Registration ID Number
5001019270019
My Profile

Customs Registration
Customs Sufficient Knowledge
Registration Licensing Accreditation
Special Links

User Organisations Returns Customs Duties & Levies Services Tax Status Contact Log Out

Portfolio SQMAutoQA9753 - ACMEAu... Tax Payer ACMEAutomation Organisation HELP YOU eFILE

SARS
Registration, Licensing and Accreditation

Customs Reference Number	Taxpayer/Legal entity	Select
CU25001700	New registration	<input checked="" type="radio"/>
		<input type="radio"/>

Continue

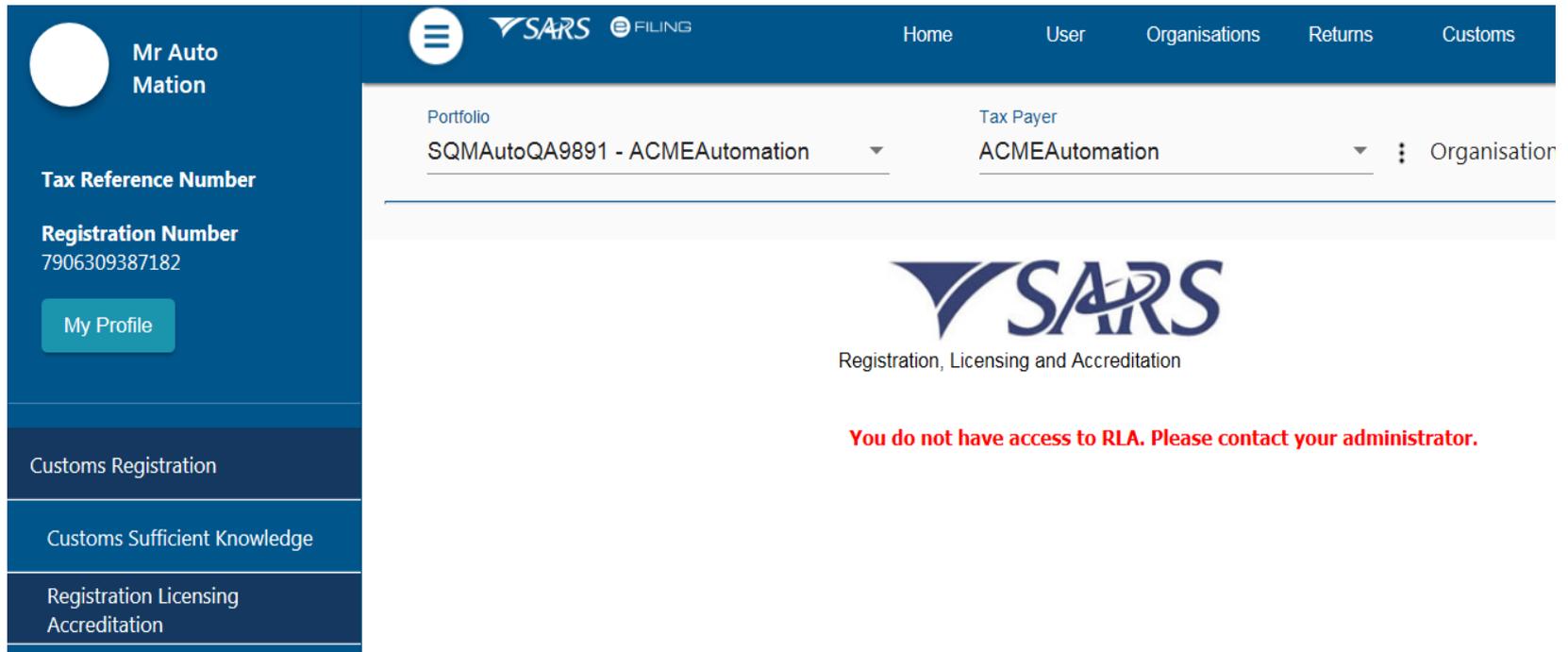
Once on this screen:

- Existing Trader – select the displayed Customs Code;
- New Trader – select new registration option;
- NB – if you are an existing trader, the new registration option will not be displayed.

Registration, Licensing and Accreditation (RLA)

Accessing RLA

If you receive this message: *"You do not have access to RLA..."*, this implies that your user roles have not been set up correctly. You will need to contact your **internal eFiling system administrator** to grant you the necessary RLA user role.



The screenshot displays the SARS eFiling user interface. On the left is a dark blue sidebar with a user profile for 'Mr Automation' and a 'My Profile' button. Below the profile are menu items for 'Customs Registration', 'Customs Sufficient Knowledge', and 'Registration Licensing Accreditation'. The top navigation bar includes 'Home', 'User', 'Organisations', 'Returns', and 'Customs'. The main content area shows a 'Portfolio' dropdown set to 'SQMAutoQA9891 - ACMEAutomation' and a 'Tax Payer' dropdown set to 'ACMEAutomation'. Below these is the SARS logo and the text 'Registration, Licensing and Accreditation'. A red error message at the bottom reads: 'You do not have access to RLA. Please contact your administrator.'

Registration, Licensing and Accreditation (RLA)

Registration for RLA via eFiling

Once the client has selected “Registration, Licensing and Accreditation” from the eFiling menu, the client will be presented with the Customs Trader Portal (CTP) dashboard, which on first access will be blank

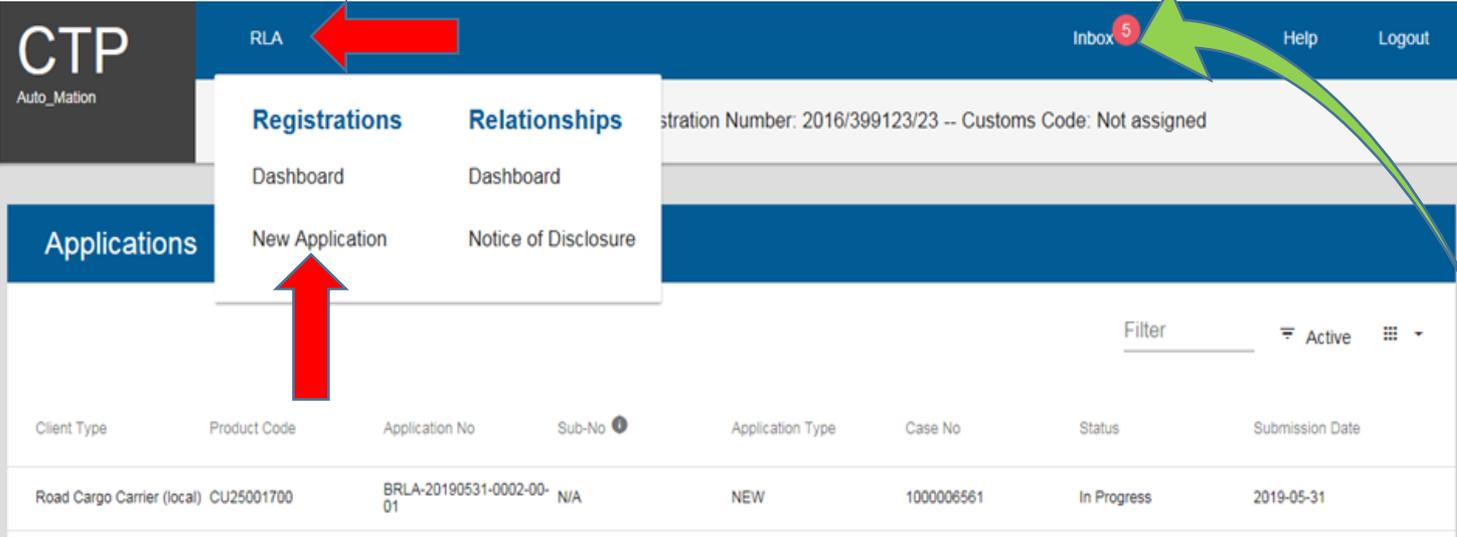
The screenshot displays the CTP (Customs Trader Portal) dashboard for the RLA (Registration, Licensing and Accreditation) section. The dashboard includes a header with the CTP logo, navigation links for RLA, Inbox (5), eFiling, Help, and Logout, and a session status bar. The main content area is divided into three sections: Applications, Products, and Registered Client Types. The Applications section contains a table with one entry.

Client Type	Product Code	Application No	Sub-No	Application Type	Case No	Status	Submission Date
Road Cargo Carrier (local)	CU25001700	BRLA-20190531-0002-00-01	N/A	NEW	1000006561	In Progress	2019-05-31

Registration, Licensing and Accreditation (RLA)

Registration for RLA via eFiling

From the dashboard, the client will click on “RLA” and select “New Application” from the pop up.



The screenshot shows the CTP Auto_Mation dashboard. The top navigation bar includes 'RLA', 'Inbox 5', 'Help', and 'Logout'. A dropdown menu is open under 'RLA', showing 'Registrations', 'Relationships', 'Dashboard', and 'New Application'. A red arrow points to 'RLA' and another red arrow points to 'New Application'. A green arrow points from the 'Inbox 5' notification to a yellow text box. Below the navigation is a table with columns: Client Type, Product Code, Application No, Sub-No, Application Type, Case No, Status, and Submission Date. The table contains one row of data.

Client Type	Product Code	Application No	Sub-No	Application Type	Case No	Status	Submission Date
Road Cargo Carrier (local)	CU25001700	BRLA-20190531-0002-00-01	N/A	NEW	1000006561	In Progress	2019-05-31

Once the first application is submitted, the client will be unable to make any additional applications until the first submitted application has been finalised. The outcome of the application can be viewed from the Dashboard “Inbox”

Registration, Licensing and Accreditation (RLA)

Registration for RLA via eFiling

Once a “new application” is initiated, the client will be presented with the question about being “local” or “non-local”. This question will only be asked on the first application.

The screenshot shows a web application interface for RLA registration. At the top, there is a menu bar with 'File', 'Edit', 'View', 'Favorites', 'Tools', and 'Help'. Below this is a dark blue header with the 'CTP' logo and 'SQT_Performance' text on the left, and 'RLA', 'Inbox', 'eFiling', 'Help', and 'Logout' on the right. A status bar below the header displays 'CURRENT SESSION : [REDACTED] -- Registration Number: [REDACTED] -- Customs Code: Not assigned'. The main content area has a blue header for 'Local or Non-Local indicator'. Below this, the text reads 'Indicate below if you are a Local or Non-Local applicant:'. There are two radio button options: the first is selected and reads 'I am a natural or juristic person with a physical address in South Africa', and the second is unselected and reads 'I am a natural or juristic person without a physical address in South Africa'. A 'Submit' button is located at the bottom right of the form area.

Registration, Licensing and Accreditation (RLA)

Registration for RLA via eFiling

The client will then be presented with three categories of applications: Licensing, Registration and Reporting

The client can then choose the category and the associated client type.

The screenshot displays the CTP Auto_Mation RLA interface. The top navigation bar includes 'Inbox' with a red notification badge containing the number '5', 'eFiling', 'Help', and 'Logout'. Below the navigation bar, a session information bar reads: 'CURRENT SESSION - TEST2016/399123/23 -- Registration Number: 2016/399123/23 -- Customs Code: Not assigned'. The main content area is titled 'Application client type' and contains the instruction: 'Please select the client type want to register for:'. A search bar is present above a list of categories. The categories are: 'Licensing' (circled in red), 'Registration' (with sub-items: 'Exporters for preferential tariff treatment', 'Exporters for GSP' (circled in red), and 'Registered agent'), and 'Reporting' (with sub-items: 'Air Terminals', 'Depots', and 'Carriers').

Registration, Licensing and Accreditation (RLA)

Registration for RLA via eFiling

The client will then be presented with different screens for the submission of application-related information e.g. address, contact details

The screenshot shows a web application interface for RLA registration. At the top, there is a header with the CTP logo and 'Auto_Mation' on the left, and navigation links for 'Inbox', 'eFiling', 'Help', and 'Logout' on the right. Below the header, a session information bar displays 'CURRENT SESSION - TEST2016/121595/23 -- Registration Number: 2016/121595/23 -- Customs Code: Not assigned'. The main content area is titled 'Application: Importer (local)' and 'Physical Address /location'. It includes a 'Menu' on the left with options like 'Product Level', 'Contact Details', 'My Bank Accounts', and 'Client Type Level'. The main form area contains an 'Add Address' button and several input fields: 'Unit No (if applicable)', 'Complex (If applicable)', 'Street No', 'Street / Farm Name *', 'Suburb / District', 'City / Town *', 'Postal Code *', and 'Country Code *' (set to 'ZA - SOUTH AFRICA'). A note at the bottom states: 'Please note you cannot edit Library Addresses i.e. Addresses added from your Library to your Application'. At the bottom right, there are three buttons: 'Previous', 'Next', and 'Conclude'.

Registration, Licensing and Accreditation (RLA)

Registration for RLA via eFiling

The information needed to be declared for the application is concluded with the “Disclosure Customs” screen which includes question on your liabilities to SARS, offences, etc.

File Edit View Favorites Tools Help

CTP RLA SOT_Performance Registration Number: [REDACTED] Customs Code: Not assigned

Menu Application: Exporter (local)

Product Level

- Tax Type Demographics
- Contact Details
- Physical Address Location
- My Bank Accounts
- Authorised Officer Details

Client Type Level

- Contact Details (optional)
- Physical Address Location
- Disclosure Customs

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				
Has been convicted of an offence under the Act *	<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				
Has been declared insolvent or in liquidation *	<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				

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

Registration, Licensing and Accreditation (RLA)

Registration for RLA via eFiling

On clicking the “Conclude” button, the system will validate captured information prior to submission. Information that is captured completely and correctly will be indicated with a green tick (✓). Information that is missing or captured incorrectly will be indicated with a red cross (✗).

The screenshot displays the SARS eFiling system interface for RLA registration. The top navigation bar includes 'File', 'Edit', 'View', 'Favorites', 'Tools', and 'Help'. The main header shows 'CTP' and 'RLA' with user information like 'CURRENT SESSION' and 'Registration Number'. A left-hand menu is highlighted with a red box, listing items such as 'Tax type Demographics', 'Contact Details', 'Physical Address Location', 'My Bank Accounts', and 'Authorised Officer Details'. The main content area shows application details for BRLA-20190703-0012-00-01, including contact details, proof of address, and a declaration section with a checked box.

Application: Exporter (local)

Application BRLA-20190703-0012-00-01 requires the following supporting documents:

Contact Details Documentation: Cellphone Number 0719654579 *

Preview Letter Fin TL.pdf ✗

Requested on: 2019-07-03 10:53:06

UPLOADED

Proof of Address: 299, Bronkhorst Street, Nieuwe Muckleneuk, Pretoria *

Preview Letter Fin TL.pdf ✗

Requested on: 2019-07-03 10:53:06

UPLOADED

Additional Documents (Optional):

Select File

Requested on: 2019-07-03 10:53:06

AWAITING

* Please note that we only support PDF files and the maximum file size is 2 MB.

Declaration

I hereby:

- Declare that the particulars in the application and all enclosures are true and correct,
- and undertake to:
 1. Inform the South African Revenue Service immediately of any changes in the particulars furnished in the application.
 2. Comply with the customs and excise laws and procedures.

Submit

Registration, Licensing and Accreditation (RLA)

Registration for RLA via eFiling

The client will then be prompted by the system as to what supporting document(s) must be uploaded in order to finalise the application, e.g. proof of address etc.

CTP RLA Inbox eFiling Help Logout

SQT_Performance CURRENT SESSION: [REDACTED] -- Registration Number: [REDACTED] - Customs Code: Not assigned

Menu Application: Exporter (local)

Product Level

- ✔ Tax Type Demographics
- ✔ Contact Details
- ✔ Physical Address Location
- ✔ My Bank Accounts
- ✔ Authorised Officer Details

Client Type Level

- ✔ Contact Details (optional)
- ✔ Physical Address Location
- ✔ Disclosure Customs

Required Documents

Application BRLA-20190703-0012-00-01 requires the following supporting documents:

Contact Details Documentation: Cellphone Number 071 [REDACTED]

Preview Letter Fin TL.pdf [X] UPLOADED

Requested on: 2019-07-03 10:59:06

Proof of Address: 299, Bronkhorst Street, Nieuwe Muckleneuk, Pretoria *

Preview Letter Fin TL.pdf [X] UPLOADED

Requested on: 2019-07-03 10:59:06

Additional Documents (Optional):

Select File AWAITING

Requested on: 2019-07-03 10:59:06

* Please note that we only support PDF files and the maximum file size is 2 MB.

Declaration

I hereby:

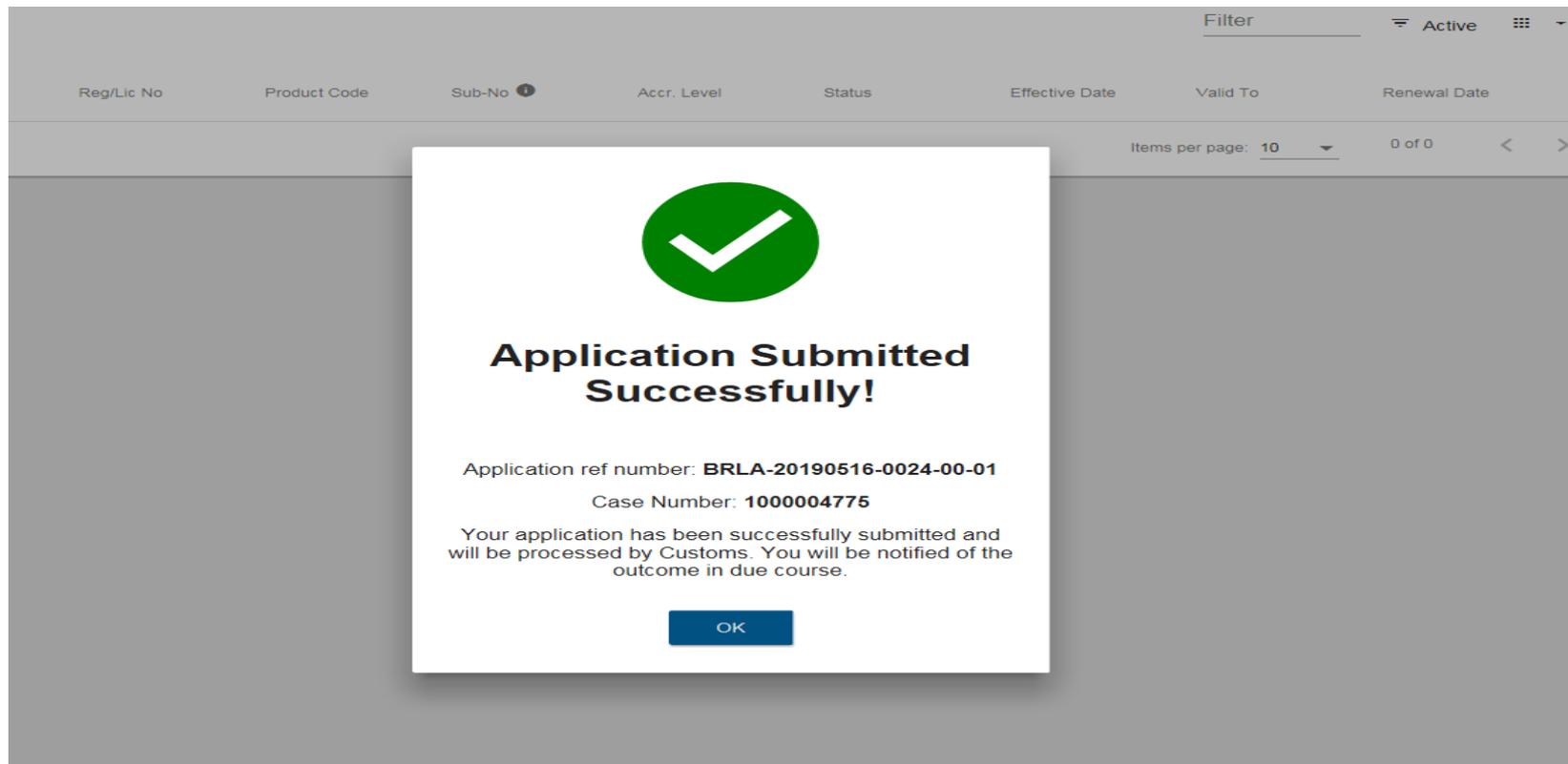
- Declare that the particulars in the application and all enclosures are true and correct;
- and undertake to-
 1. Inform the South African Revenue Service immediately of any changes in the particulars furnished in the application.
 2. Comply with the customs and excise laws and procedures.

Submit

Registration, Licensing and Accreditation (RLA)

Registration for RLA via eFiling

Upon submission, the client will receive confirmation of submission, including application reference and case number. These reference numbers can be used to view their application status on the Dashboard or enquire with SARS.



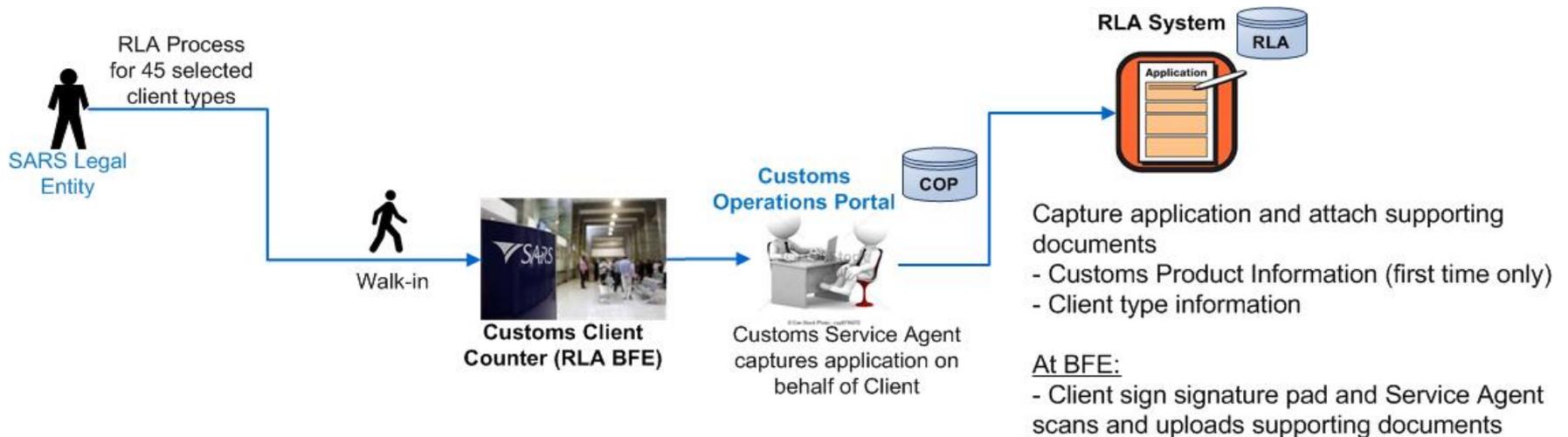
The screenshot displays a web application interface with a confirmation dialog box. The dialog box is white with a green checkmark icon at the top. The text inside the dialog box reads: "Application Submitted Successfully!" followed by "Application ref number: BRLA-20190516-0024-00-01" and "Case Number: 1000004775". Below this, a message states: "Your application has been successfully submitted and will be processed by Customs. You will be notified of the outcome in due course." At the bottom of the dialog box is a blue "OK" button. The background shows a table with columns: Reg/Lic No, Product Code, Sub-No, Accr. Level, Status, Effective Date, Valid To, and Renewal Date. The table is currently empty, and the page shows "Items per page: 10" and "0 of 0".

New Customs Acts Programme (NCAP)

RLA Registration via BFE

Registration, Licensing and Accreditation (RLA)

Registration for RLA via BFE



Registration, Licensing and Accreditation (RLA)

RLA registration via the BFE process

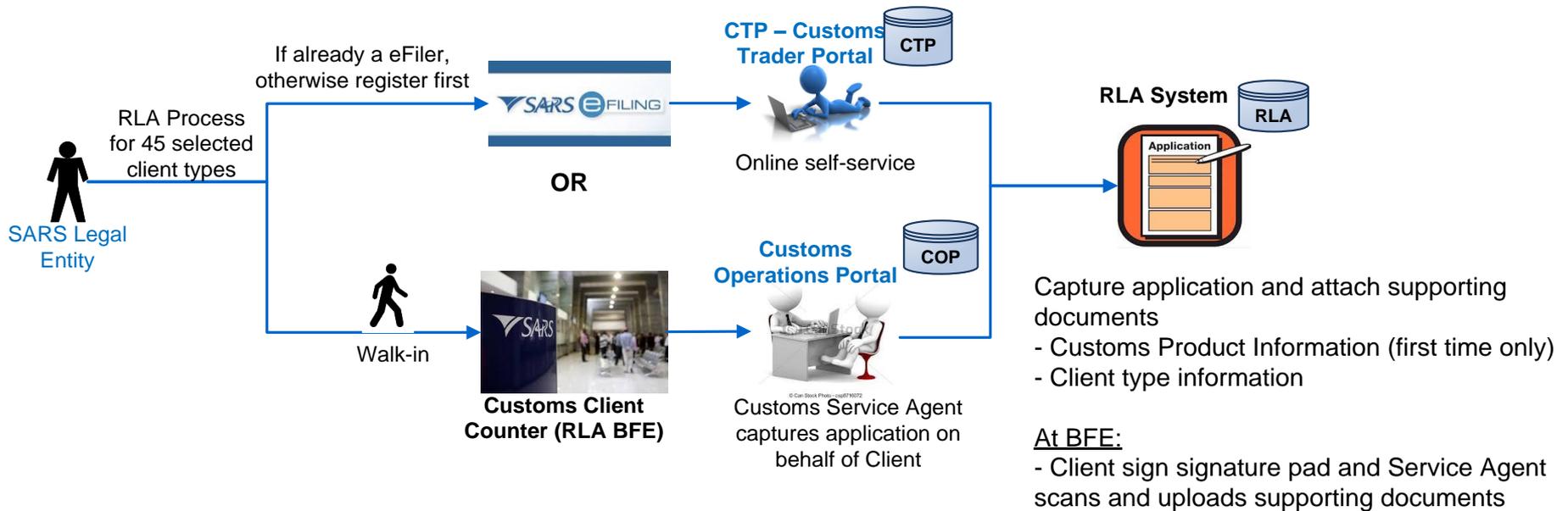
If a client chooses to register via BFE, the following will apply:

- After authentication of the client, a Customs official will capture the application in the presence of the client;
- Non-locals can be registered via a local representative with the necessary authority;
- Details captured will cover Tax Type Demographics; contact details; banking details; disclosure;
- In the event of sensitive information (bank info), the Team Leader will be requested to perform over-the-shoulder verification before the application can be submitted;
- Before submitting the application, the system will indicate the necessary supporting documents required for this application;
- The Customs Officer will scan the supporting documents to the case, using a scanning cover sheet;
- On submission of the application, the client will have to sign on the signature pad confirming that the info captured is correct;
- The client will then receive a hard copy letter indicating the case reference number and application reference number from the SARS official;
- This is also available on the client's dashboard.

Please note that your queuing time at the branch office may be extended due to the application capture process and uploading of supporting documents

Registration, Licensing and Accreditation (RLA)

Non-locals: Channels for applications for RLA



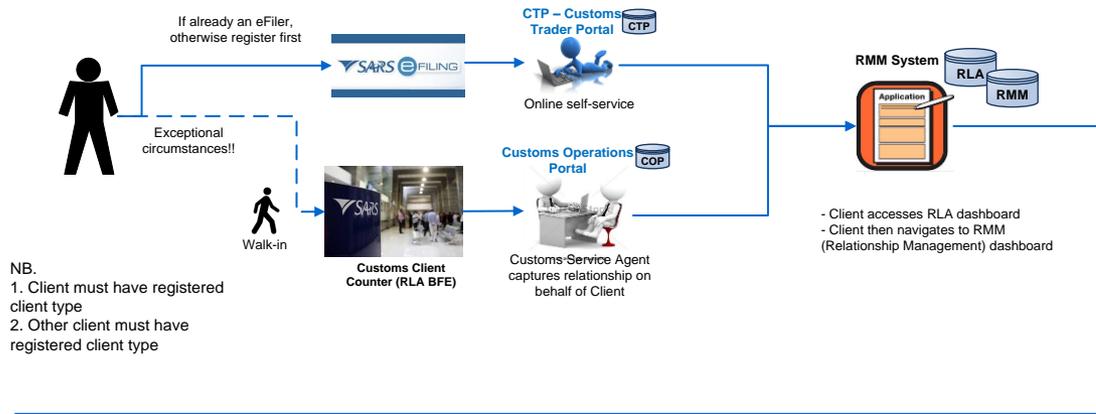
- For **non-locals**, if they are registered with **SARS** and have an activated eFiling profile, they will be allowed to submit applications online;
- **Non-locals who are not registered with SARS** or do not have an activated eFiling profile:
 - Will have to present themselves at the SARS Branch in order for the entity and product to be registered. Thereafter, an eFiling profile may be created and activated by the Trader;
 - If the non-local is unable to present themselves at the Branch, they can submit such an application for the entity and product to be registered via a SA “representative”. Thereafter an eFiling profile may be created and activated by the Trader.
- Non-locals must declare a local bank account (Own account or third party bank account)

New Customs Acts Programme (NCAP)

Relationship Management

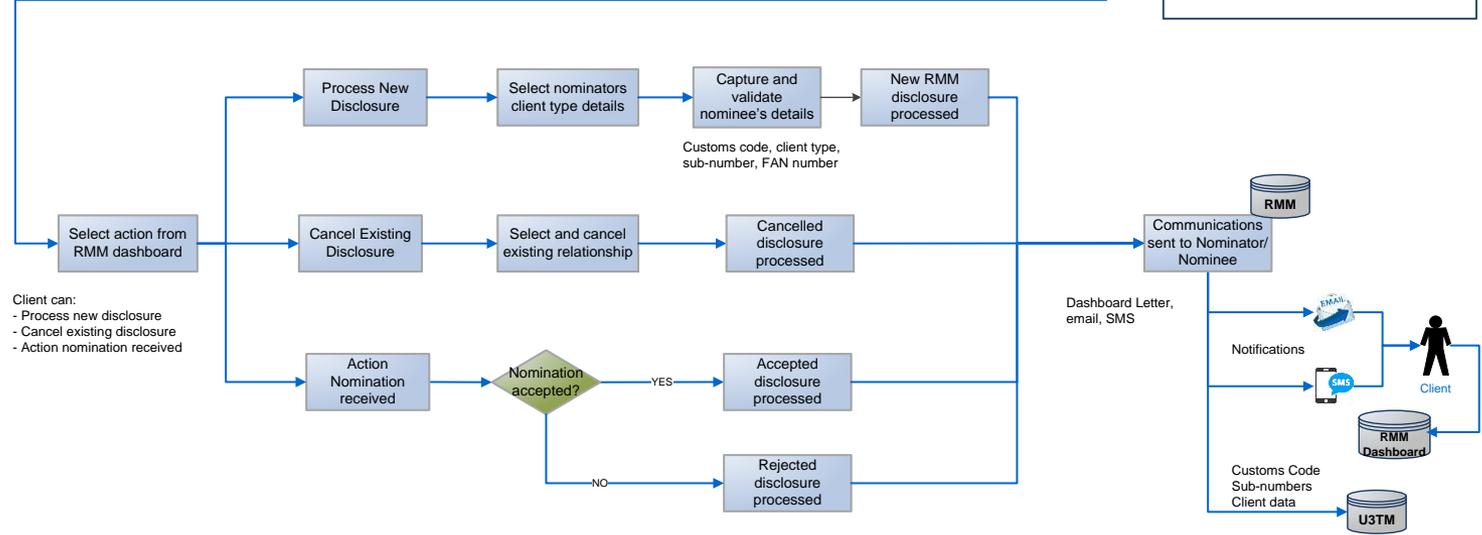
Registration, Licensing and Accreditation (RLA)

Relationship Management (RMM) Process overview



NB.
 1. Client must have registered client type
 2. Other client must have registered client type

- RMM Functionality offering :**
- Provide capability for Trade to allow the management of relationships between parties with minimal intervention by SARS (in most cases no intervention by SARS is required)
 - RMM is housed within RLA
 - Online channel (via eFiling on Customs Trader Portal (CTP)) for eFiling users
 - Electronic Branch capturing (Customs Operations Portal (COP))
 - Real-time processing
 - Creation and cancellation of relationships by any party
 - No amendments allowed. Cancel and create new relationship



Client can:
 - Process new disclosure
 - Cancel existing disclosure
 - Action nomination received

Version: RMM Level 1 Process 20190717 v2

Registration, Licensing and Accreditation (RLA)

Relationship Management Module

In order to disclose a relationship, the client will have to initiate this via the dashboard

The screenshot shows the CTP (Customs Trade Partner) interface for the RLA (Registration, Licensing and Accreditation) module. The top navigation bar includes 'Inbox' with a notification count of 5, 'eFiling', 'Help', and 'Logout'. The main header displays 'CTP Auto_Mation' and 'RLA'. A dropdown menu is open, showing 'Registrations' and 'Relationships' (highlighted with a red box). Under 'Relationships', the options are 'Dashboard' and 'Notice of Disclosure'. The main content area is divided into three sections: 'Applications', 'Products', and 'Registered Client Types'. The 'Applications' section shows a table with columns: Client Type, Product Code, Application No, Sub-No, Application Type, Case No, Status, and Submission Date. The 'Products' section shows a table with columns: Product Code, Registered Name, FAN No, Effective Date, Valid To, and Status. The 'Registered Client Types' section shows a table with columns: Client Type, Reg/Lic No, Product Code, Sub-No, Acc Level, Status, Effective Date, Valid To, and Renewal Date. The current registration number is 2016/569856/23 and the customs code is CU25001686.

Registration, Licensing and Accreditation (RLA)

Relationship Management Module

The client will disclose other party details for the relationship to be initiated. Depending on client types, you may also authorise the transactional level activity e.g. submit refund applications

Disclosure - Ref No. TR-F8C0BDED-C3C7-4B15-B5C6-D871F4F36349
Created Date: 2019-06-06 Disclosure Date: N/A Status: DRAFT



My Client Type Details

Customs Code: CU25001700
TEST2016/399123/23

Client Type: Registered agent: Importers (non-local)
Registration Date:
Fan Number: N/A
Sub Number: N/A
Premises: N/A



Other Party Client Type Details

Customs Code: CU25001783
TEST2016/807930/23

Client Type: Importer (local)
Sub Product Type: Registration
Category: Importers
Registration Date:
Fan Number: N/A
Sub Number: N/A
Premises: N/A

Notice of Disclosure: Declaration

I hereby request authorisation from you as the other party in this customs relationship to:

- Use your customs code on documents submitted by me to the customs authority on your behalf
- Submit refund applications on your behalf
- Submit drawbacks applications on your behalf
- Apply for a duty deferment benefit on your behalf
- Operate on a deferment account belonging to you
- Submit clearance declarations on your behalf

Previous

Submit

Registration, Licensing and Accreditation (RLA)

Relationship Management Module

No relationship will be registered on the system if the nominee does not confirm or action the disclosure

Notice of Disclosure: Declaration

I hereby request authorisation from you as the other party in this customs relationship to:

- Use your customs code on documents submitted by me to the customs authority on your behalf
- Submit refund applications on your behalf
- Submit drawbacks applications on your behalf
- Apply for a duty deferment benefit on your behalf
- Operate on a deferment account belonging to you
- Submit clearance declarations on your behalf

Authorised Person

To add Authorised Person details, click Add Authorised

[Add Authorised Person Details](#)



Are you sure you wish to Confirm this Relationship?

[Yes](#)

[No](#)

Name of Authorized Person	Home Tel No	Fax No	Bussiness No	Cell No	Action
MT	125652013	125652013	125652013		Upda Remi

[Confirm Relationship](#) [Reject Relationship](#) [History](#)

Registration, Licensing and Accreditation (RLA)

Relationship Management Module

Relationships disclosed will be updated on the Dashboard which both parties have sight of

CTP
Auto_Mation

RLA

Inbox ⁷ eFiling Help Logout

CURRENT SESSION - TEST2016/399123/23 -- Registration Number: 2016/399123/23 -- Customs Code: CU25001700

My Disclosures

Filter ARCHIVED Disclosures 

Ref No	My Client Type	My Sub Number	Other Party Entity Name	Other Party Customs Code	Other Party Client Type	Other Party Sub Number	Status	Disclosure Date
TR-F8C0BDED-C3C7-4B15-B5C6-D871F4F36349	Registered agent: Importers (non-local)	N/A	TEST2016/807930/23	CU25001783	Importer (local)	N/A	PENDING	2019-06-06

Items per page: 5 1 - 1 of 1 < >

My Relationships

Filter 

Ref No	My Client Type	My Sub Number	Other Party Entity Name	Other Party Customs Code	Other Party Client Type	Other Party Sub Number	Status	Start Date	End Date
TR-2C4E17CA-1067-4C53-8D61-D47A2DC37639	Air Cargo Carrier (local)	N/A	TEST2016/569856/23	CU25001686	Remover of goods in Bond by road (Local)	N/A	ACTIVE	2019-05-31	N/A

Items per page: 5 1 - 1 of 1 < >

New Customs Acts Programme (NCAP)

eFiling vs Branch Submission

Registration, Licensing and Accreditation (RLA)

Submission via eFiling:

- There is no need to come into an office and queue for application submissions;
- The system indicates documents required at time of submission;
- You are able to electronically view your profile and submission status via the CTP dashboard;
- You are able to electronically upload required documents;
- Notifications received from Customs can be viewed via the dashboard;
- Correspondence will be managed via SMS / email notifications;
- You will be able to save draft applications and return to them at a later stage in case you do not have all the necessary information;
- Disclosure and subsequent management of relationships will be done electronically;
- You will have access to your information via the dashboard at any time.
- Will be able to save an application in draft prior to submission but this must be submitted to Customs for processing with in 7 days, or else the system will auto-abandon the drafted application

Registration, Licensing and Accreditation (RLA)

Submission via Branch:

- You will need to come into the Customs branch to submit a hard copy application and supporting documents;
- There could be extended queuing time as the application has to be captured by a Service Agent;
- Upon completion, you will have to take back all hard copy documents to your office;
- If you have forgotten necessary information/documentation, you will have to return to the branch to complete the application;
- You will have to come back to the branch to access any communication submitted to your dashboard;
- You will have to return to the branch to:
 - access your dashboard to view your profile;
 - disclose your relationships;
 - accept relationships disclosed with you;
 - cancel any relationships no longer required.
- Access to your information via the dashboard is during operational hours only.
- Applications can not be saved @ BFE – must be presented with full and complete information in order to submit application for registration

New Customs Acts Programme (NCAP)

Anticipated impact on Trade

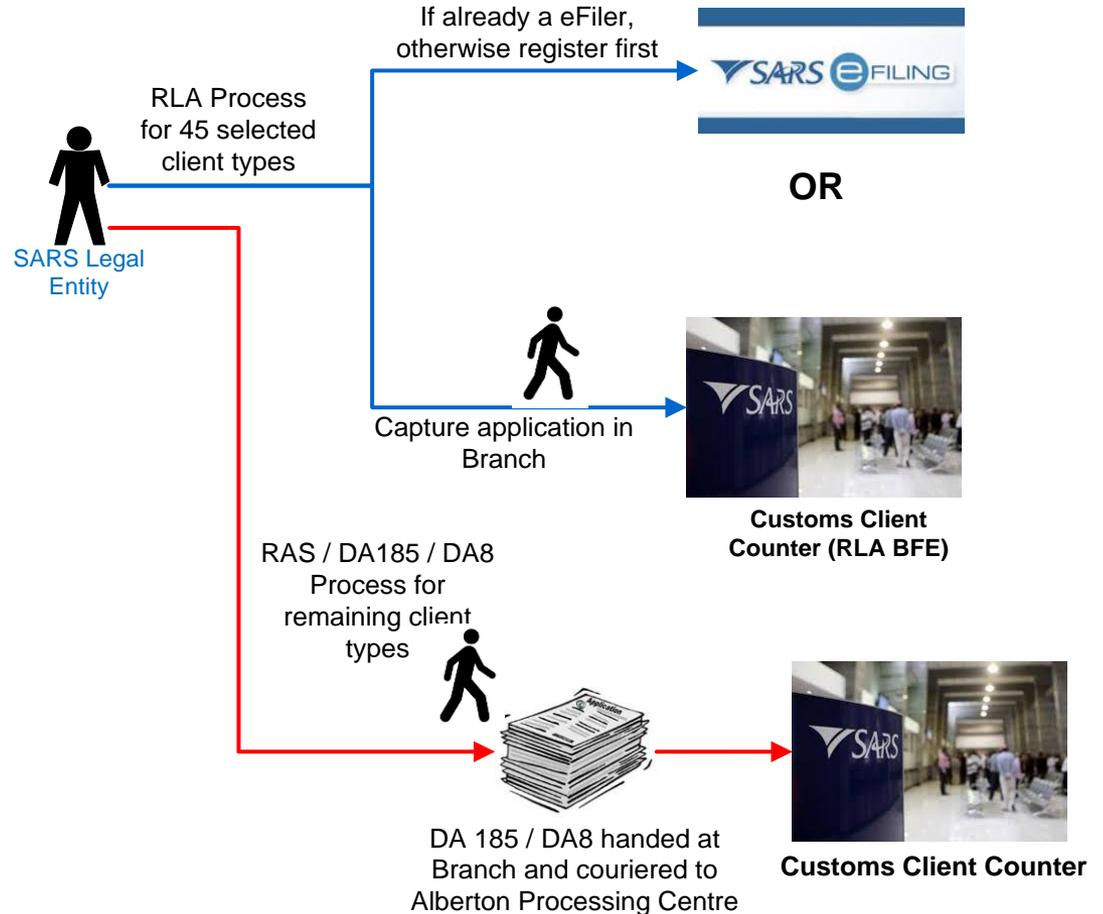
Registration, Licensing and Accreditation (RLA)

Parallel processing of RLA and RAS / DA8

RLA Process and the Current Process

During Release 1 of RLA, the above stated 45 client types will be required to register/license electronically via e-Filing **or** at a Customs branch on the new RLA system.

The remaining client types will be required to follow the current process of registration/licensing for Release 1 of RLA by visiting the customs branch office of which the current RAS system and RAV01 / DA8 form will be used.



Registration, Licensing and Accreditation (RLA)

Anticipated impact on Trade

Based on the “RLA Process overview”, the following will impact Trade:

- Dual application channels – the process allows for clients to make submissions either via the RLA system (eFiling or BFE) for predefined client types or via the current manual process for other client types;
- Clients that wish to submit applications at BFE using a representative (driver / runner) must ensure that he/she has a mandate duly authorising such action and will need to all information to be successfully submitted.
 - Such representative will be authenticated and may need to perform a legal entity registration
- Longer queuing time may occur for BFE applications;
- Meeting / scheduled application submission times as deemed necessary by Branch Management to be arranged;
- Legal Entity Registration (LER) / authentication @ BFE will be required;
- The service agent will have to capture applications on behalf of the Trader on RLA instead of the Trader merely handing in the application form as before;
- Traders will have to undertake eFiling activation and organisational role assignment for application management, including RMM

Registration, Licensing and Accreditation (RLA)

Anticipated impact on Trade

Based on the “RLA Process overview”, the following will impact Trade (cont...):

- Renewal of licenses as per Schedule 8 to continue as is (submit DA185) even though the initial client type application was processed via RLA;
- Non-locals – must have an SA Bank account / 3rd party SA Bank Account to declare.
- Turn around time (TAT) – as this is a new system, processing time has not been established. TAT and compliance to the SARS Service Charter will be assessed after implementation;
- First time application on RLA – the first application must be finalised by SARS before the 2nd and subsequent applications can be submitted, in parallel if so required;
- Existing clients need not re-register as their status will be maintained by SARS Customs, but may at a later stage be called on by Operations to renew their information via RLA;
 - If a new client type is required and is part of the 45 client types in Release 1, the client will then have to submit complete trader information application on RLA;
- Supporting documents must be upload per requested document type e.g. address in a PDF format (2mb per file, maximum 10mb per case)

Trade Support

Registration, Licensing and Accreditation (RLA)

Communications

After the roadshows, we will communicate about RLA via the following channels:

- **SARS website** (www.sars.gov.za>Customs&Excise>NewCustoms Legislation Update>RLA). The RLA site should be live the week after the last roadshow. It will include consolidated FAQs and presentations from the roadshows
- **Social media.** On Facebook and Linked In, follow **South African Revenue Service** and on Twitter, follow **@sarstax**. Updates on RLA before and during the rollout will be published here
- **Email letters** (sent via umbrella organisations and Customs branch managers)
- **Dedicated NCAP mailbox for queries:** NewCustomsActs@sars.gov.za



Support during go-live

To support you during the go-live, there will also be **user guides** and **tutorial videos** published on the SARS website

Registration, Licensing and Accreditation (RLA)

Stakeholder Management

During implementation and post implementation, the following staff members will be available to assist when and where needed:

Private Sector:

Claudette Davis

- Email: CDavis2@sars.gov.za
- Landline: 012 647 9785

Public Sector:

Eureka Ramphal

- Email: ERamphal@sars.gov.za
- Landline: 012 422 4453

Thank you
Re a leboha
Re a leboga
Ndza Khensa
Dankie
Ndi a livhuwa
Ngiyabonga
Enkosi
Ngiyathokoza

Backup slides

New Customs Acts Programme (NCAP)

1964 Act client types for February 2020 release initiated from RLA

	Client Type		Client Type		Client Type		Client Type
1	Transit Shed Operator	12	Own Goods Carrier: Air Cargo	23	Exporter for SADC (local)	34	Exporter for GSP - Norway (local)
2	De-grouping Depot Operator	13	Own Goods Carrier: Rail Cargo	24	Exporter for SADC-EPA (local)	35	Exporter for GSP - Russia (local)
3	Container Depot	14	Own Goods Carrier: Road Cargo	25	Exporter for - SACU/EFTA (local)	36	Exporter for GSP - Turkey (local)
4	Air Cargo Carrier (local)	15	Own Goods Carrier: Sea Cargo	26	Exporter - SADC (non-local)	37	Exporter GSP - AGOA (non-local)
5	Air Cargo Carrier (non-local)	16	Sea Carrier (local)	27	Exporter - SADC EPA (non-local)	38	Exporter GSP - Norway (non-local)
6	Rail Cargo Carrier (local)	17	Sea Carrier (non-local)	28	Exporter for - SACU/EFTA (non-local)	39	Exporter GSP - Russia (non-local)
7	Rail Cargo Carrier (non-local)	18	Clearing Agent	29	Approved Exporter - SADC EPA (local)	40	Exporter GSP - Turkey (non-local)
8	Remover of goods in Bond by road (Local)	19	Importer (local)	30	Approved Exporter - SACU/EFTA (local)	41	Registered agent: Importers (non-local)
9	Remover of goods in Bond by road (non-local)	20	Importer (non-local)	31	Approved Exporter - SADC EPA (Non-local)	42	Registered agent: Exporters (non-local)
10	Road Cargo Carrier (local)	21	Exporter (local)	32	Approved Exporter - SACU/EFTA (non-local)	43	Registered agent: Carriers (non-local)
11	Road Cargo Carrier (non-local)	22	Exporter (non-local)	33	Exporter for GSP - AGOA (local)	44	Exporter for - SACU/MERCOSUR (local)
						45	Exporter for - SACU/MERCOSUR (non-Local)

New Customs Acts Programme (NCAP)

1964 Act client types for February 2020 release initiated from DA185 / DA8

	Client Type		Client Type
1	Rebate users	14	Electronic user (EDI)
2	Storage Warehouse (OS)	15	Registered Agent: Air Carrier (Non-local)
3	Special or Ordinary Storage Warehouse (SOS / OS)	16	Registered Agent: Sea Carrier (Non-local)
4	Inbound Duty and Tax Free Shop	17	Registered Agent: Road Carrier (Non-local)
5	Outbound Duty and Tax Free Shop	18	Registered Agent: Rail Carrier (Non-local)
6	SOS Storage warehouse	19	Clearing Agent: Air
7	Producer ito - TDCA	20	Clearing Agent: Sea
8	Producer ito - SADC	21	Port Authority: Air
9	Producer ito - SACU/EFTA	22	Port Authority: Sea
10	Producer ito GSP- Norway	23	Railway Authority
11	Producer ito GSP- Russia	24	Container Terminal Operator
12	Manufacturer AGOA	25	Wharf Operator
13	Producer ito GSP- Turkey		

New Customs Acts Programme (NCAP)

1964 Act client types for Release 2 initiated from RLA

	Client Type		Client Type		Client Type		Client Type
1	Storage Warehouse (OS) - Imported Goods	12	Rebate User	23	Electronic user - EDI Carrier Cargo Reporter (Local)	34	Registered Agent: Air Carrier (Non-local)
2	Storage Warehouse (OS)- Imported Goods - Stockist	13	Producer ito - SADC EPA	24	Electronic user - EDI Depot Cargo Reporter (Local)	35	Registered Agent: Sea Carrier (Non-local)
3	Special Storage Warehouse (SOS) - Dutiable Imported Goods	14	Producer ito - SADC	25	Electronic user - EDI Terminal / Transit Shed Cargo Reporter (Local)	36	Registered Agent: Road Carrier (Non-local)
4	Special Storage Warehouse (SOS) - Duty free Imported Goods for Export (Sec 21.3)	15	Producer ito - SACU - MERCOSUR	26	Electronic user - EDI Clearing Agent Cargo Reporter (Local)	37	Registered Agent: Rail Carrier (Non-local)
5	Special Storage Warehouse (SOS) - Dutiable locally manufactured goods for Export	16	Producer ito - SACU/EFTA	27	Electronic user - EDI Registered Agent Carrier Cargo Reporter (Local)	38	Clearing Agent: Air
6	Special Storage Warehouse (SOS) - Inbound duty and tax free shop	17	Producer ito GSP- Norway	28	Electronic user - EDI Carrier Cargo Reporter (Non - Local)	39	Clearing Agent: Sea
7	Special Storage Warehouse (SOS)- Outbound duty and tax free shop	18	Producer ito GSP- Russia	29	Container depot	40	Port Authority: Air
8	Special Storage Warehouse (SOS) - Inbound and Outbound duty and tax free shop	19	Producer ito GSP- Turkey	30	Degrouping depot	41	Port Authority: Sea
9	Special Storage Warehouse (SOS) - Supply Ship/Aircraft stores	20	Manufacturer - AGOA	31	Searcher for or of a wreck (Local)	42	Railway Authority
10	Special Storage Warehouse (SOS) -Supply Duty and Tax free shops and Ship/Aircraft stores	21	Electronic user - EDI Clearer Deferment Transactions (Local)	32	Searcher for or of a wreck (non-local)	43	Container Terminal Operator
11	Storage Warehouse (OS) (CCA Enterprise)	22	Electronic user - EDI Release Authority (Local)	33	Registered agent: Searchers for or of a wreck (non-local)	44	Wharf Operator