

**Customs Border  
Operations, PoE,  
Customs & Excise  
Compliance**

**Enquiries**

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**Date:**

25 January 2024



*South African Revenue Service*

**EXTERNAL STAKEHOLDER**

Lehae la SARS  
299 Bronkhorst Street,  
Nieuw Muckleneuk, 0181  
Private Bag X923,  
Pretoria, 0001

Dear Valued stakeholder

**RE: TRADER NOTIFICATION ON TFI WEBPAGE**

Trade facilitation generally refers to the ease with which a country's cross border processes enable the seamless flow of legitimate trade in a way that reduces unwarranted delays.

We as SARS Customs and Excise would like to inform you of an upcoming Trade Facilitation webpage that will be launched soon. The webpage will be a platform for you our valued Traders to access information about the latest trade policies, regulations, and procedures. It will also provide a forum for traders to share their experiences and insights with one another.

We believe that this webpage will be an invaluable resource for traders, and we encourage you to visit it regularly. The webpage will provide you with the following advantages:

**1. Stay up to date:**

The webpage will provide you with the latest information on trade policies, regulations, and procedures.

**2. Share your experiences:**

The webpage will provide a forum for traders to share their experiences and insights with one another.

**3. Share your experiences with us:**

The webpage will provide a query form for traders for information and feedback purposes only and is not intended to handle operational requests. Operational matters should continue to follow standard SARS channels for timely resolution. In this form, we will gather information regarding your query. Your responses will help us better understand your needs and concerns, and they will be handled with the utmost care and attention. Your responses are vital, and your privacy is important to us. Your information will be treated confidentially, and we will use it exclusively for the purpose of addressing your query.

**4. Connect with other traders:**

The webpage will allow you to connect with other traders and build your network.

We will keep you updated on the launch date and provide you with more information as it becomes available.

Thank you for your attention, and we look forward to your continued support.

Sincerely,



**BEYERS THERON**

**DIRECTOR: CUSTOMS BORDER OPERATIONS, PORTS OF ENTRY,  
CUSTOMS & EXCISE COMPLIANCE**