

Onboarding of Customs Clients



Thank you for walking this journey with us



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RLA Onboarding Concept

- Prior to April 2020, Customs clients registered / licensed using the DA185 manual form process.
- On 20 April 2020 SARS launched a secure online Customs Trader Portal (CTP) to submit registration and licensing applications to Customs through eFiling.
- The envisaged journey was always to open this secure online CTP platform to existing clients who were registered / licensed prior to April 2020.
- SARS approached this in a staggered way by inviting the Clearing Agents first to capture their existing application details on the CTP platform.
- At the time of onboarding the most important aspect would be to get the latest accurate information on the new RLA platform. Additional processes that needs to be undertaken, such as audits, security assessment and inspections will be done at a later stage.





RLA Onboarding of Cargo Reporters

- After the launch of the SARS Cargo Processing System (CPS) on 18 April 2018, cargo reporters registered for cargo reporting purposes on a form DA8 and followed a manual registration process.
- From 20 April 2020, new cargo reporters were encouraged to register through eFiling on the Customs Trader Portal (CTP).
- As air and sea carriers report cargo against international carrier codes (e.g., BIC, IATA, etc), they may not currently be in possession of a customs client code that is normally assigned upon registration / licensing in respect of other customs products (e.g., importation, customs clearing, etc).
- A customs client code is needed in order to pay penalties to SARS in relation to reporting non-compliance when the ePenalty system (currently in pilot) goes live on 1 August 2022. Registration on RLA results in a customs client code being issued to a cargo reporter who does not currently have one.
- SARS invites all cargo reporters to capture their existing application details on the CTP platform. We will give priority to processing the applications of those cargo reporters who are not currently in possession of a customs client code.



RLA Benefits

Submission of the application is easy on eFiling

Improved management capability of the application process

Reduction of manual paper intensive process

Online relationship management for eFilers

Automated electronic notifications

Dashboard functionality for eFiling clients to manage their own registration profiles





Onboarding Process to be followed

1.Log onto eFiling using your existing eFiling credentials or visit a Customs branch.

1.Employees performing Customs registration related activities must ensure appropriate eFiling user rights and RLA profiles are obtained from your organisation's eFiling administrator. This enables the necessary access to RLA on eFiling.

1.eFilers with an Individual profile must change it to Organisation

1. Navigate to RLA on eFiling

b. If you do not see your Customs code for selection, follow the "Merge process". More information about merging is available via following the SARS website link: Merging tax profiles | South African Revenue Service (sars.gov.za)

a.Ensure your **existing** customs code is available for selection

> 6 1.On the RLA Dashboard. select New Application

> > Next Page





Onboarding Process to be followed (continue)

a.Navigate the client type wizard and select the appropriate client type

1.Complete the required information and upload any required supporting documents

1.Attach the onboarding letter as an "Additional Document" in order for SARS to identify that you are submitting this application as part of the onboarding process

1.On successful submission, you will receive a reference number

a.Once the application is processed by SARS, you will receive an email or SMS notification

1.Access RLA on eFiling or at a Customs branch to view your outcome letter, available in the RLA Inbox

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1. Once your first application is approved, a system profile will be created for you on RLA.

a.Once your RLA profile is created, you may now proceed to submit all your other existing client types on RLA without having to wait for each one to be finalised. (Repeat steps 1 to 12 above)

1.Clients who have registered on RLA will be able to disclose their relationships with their clients on the Relationship Management component on RLA provided both clients have registered on RLA





Escalations/Queries

- If clients are experiencing challenges in accessing the RLA system on eFiling or submitting a case,
 please call the SARS Contact Centre on 0800 00 7277.
- Clients may use the centralised emails noted below for applications and queries except for the two branches as indicated:
 - Alberton & Pretoria: Please note that as from 1 April 2022 the Alberton branch will no longer be accepting DA185 applications via email. The applications have to be submitted via the RLA platform or submitted in person to the branch. Any queries can be forwarded to Brita Groenewald <u>bgroenewald@sars.gov.za</u>.
 - o Cape Town: ClientInterface1WC@sars.gov.za
 - Durban: Please note that as from 1 April 2022 the Durban branch will no longer be accepting DA185 applications via email. The applications have to be submitted via the RLA platform or submitted in person to the branch. Any queries or bookings can be forwarded to DBN_LicensingandRegistration@sars.gov.za
 - ORTIA: <u>Licensing@sars.gov.za</u>
 - Port Elizabeth: <u>PEZRegistrationandLicensing@sars.gov.za</u>



Escalations/Queries (continue)

- For queries on applications already submitted, you can email the following addresses. However, do not send applications (DA185s) to the email addresses below as they do not capture applications:
 - For applications submitted via the RLA system and the case has passed the acceptable turnaround time, please email <u>RLARegistrations@sars.gov.za</u> with the case number and name of the company in the subject line. These are cases starting with the 1000 number.
 - For applications submitted via the manual DA185 form and the case has passed the acceptable turnaround time, please email CustomsSSMReg@sars.gov.za with the case number and name of company in the subject line. These are for cases starting with the digit number 3 or 4. The Case Reference Number has 9 digit numbers.



Navigation to RLA information on the SARS Website

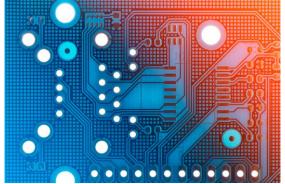
SARS website: SARS Home | South African Revenue Service

- 1. Click on "Customs and Excise" near top right
- 2. Click on "Registration, Licensing and Accreditation"
 - a. This page has a lot of registration related information with "What's new"
 - Documents published on 16 April 2021 has important information such as webinar presentation and FAQ's etc
 - c. Documents published on 16 April 2020 has the RLA system guides
- 3. Just above "What's New" navigate to the RLA System specific webpage i.e. For more information on the new Registration, Licensing and Accreditation (RLA) system, click here.
 - a. This page details the journey of RLA, all related publications and updates as well as escalation/query procedures
- 4. Bottom of this page has links to related documents such as the policy and external user guides



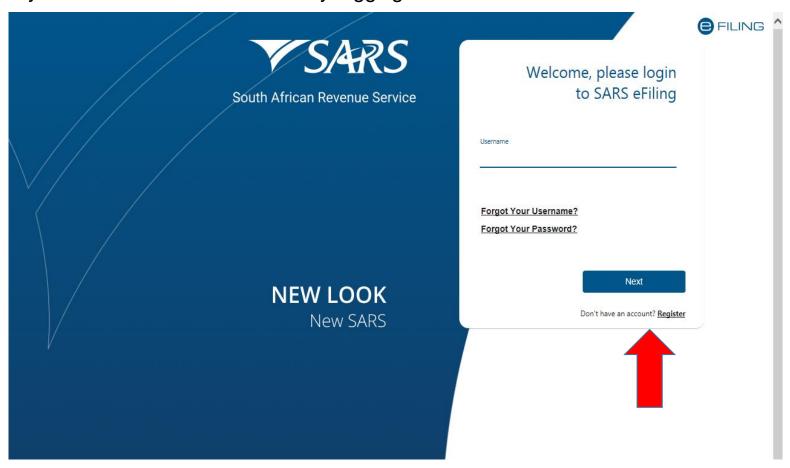


System Process Refresher



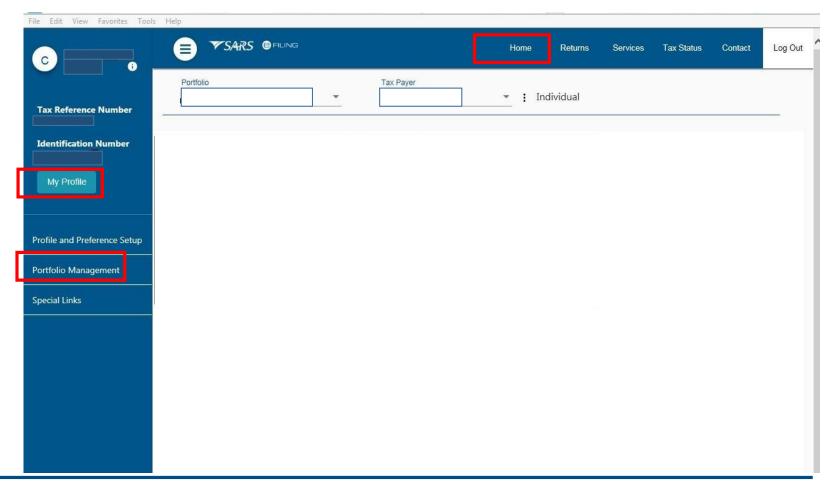
How to register for eFILING

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



Changing your eFiling profile from Individual to Organisation

Click on "Home", followed by "My Profile" on the left then "Portfolio Management"

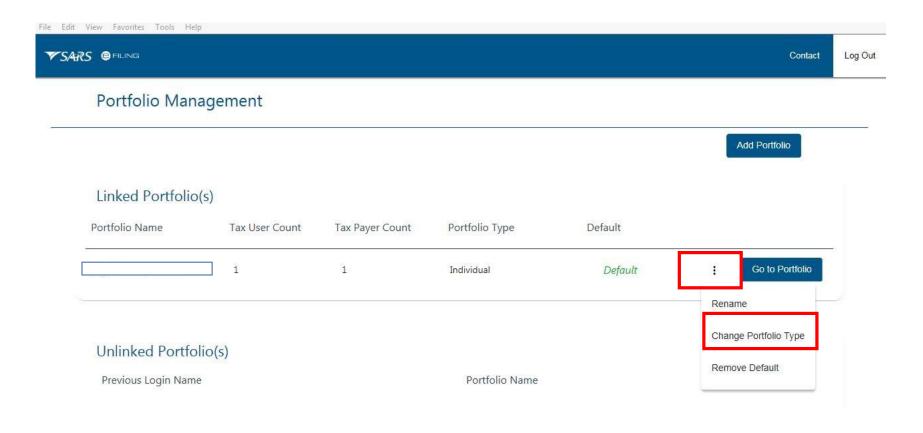






Changing your eFiling profile from individual to Organisation

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

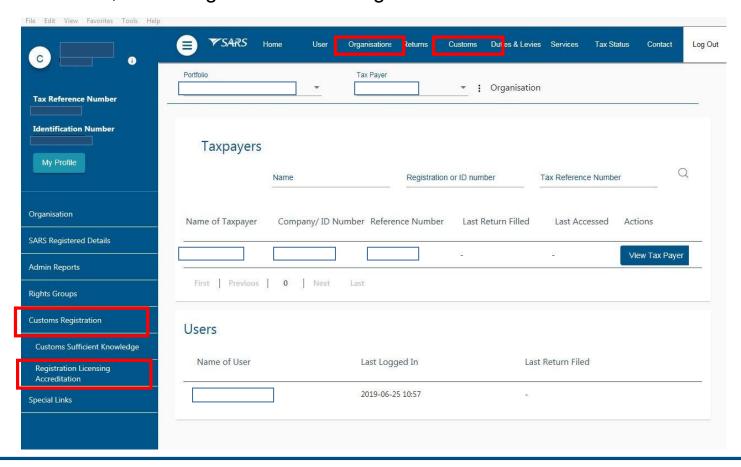






Changing your eFiling profile from Individual to Organisation

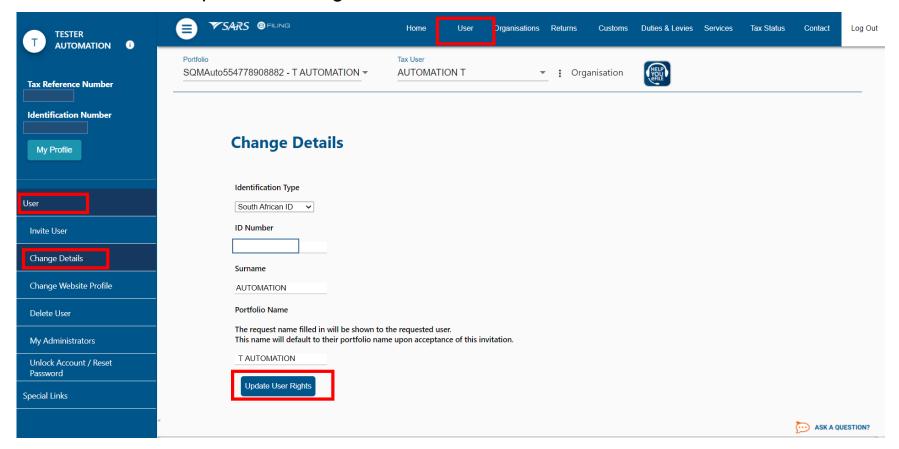
"Organisation" and "Customs" is now available in the top menu. Click "Customs Registration" on the left menu bar, then "Registration Licensing Accreditation" to launch RLA





Role allocation on eFiling

Click on "User" on the top menu bar, then "User" on the left menu bar, then "Change Details" and then on the "Update User Rights" button in order to make a role selection

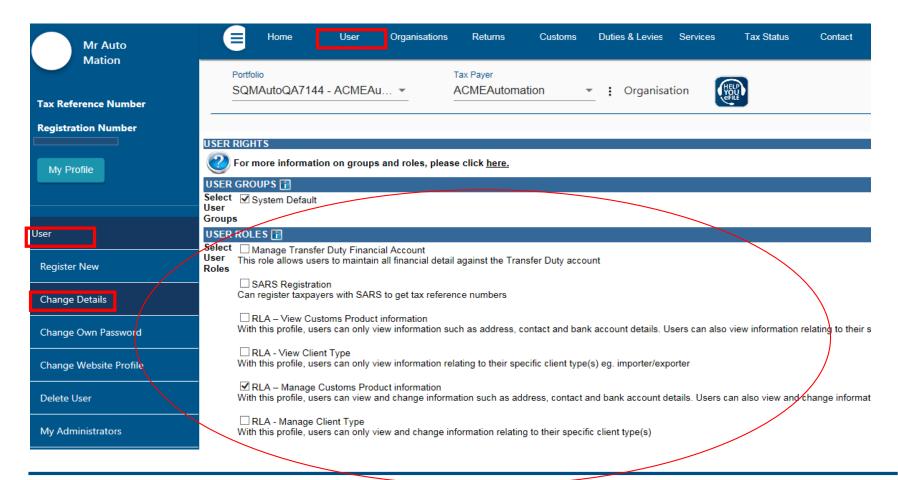






Role allocation on eFiling

Select the relevant RLA User role





Role allocation on eFiling

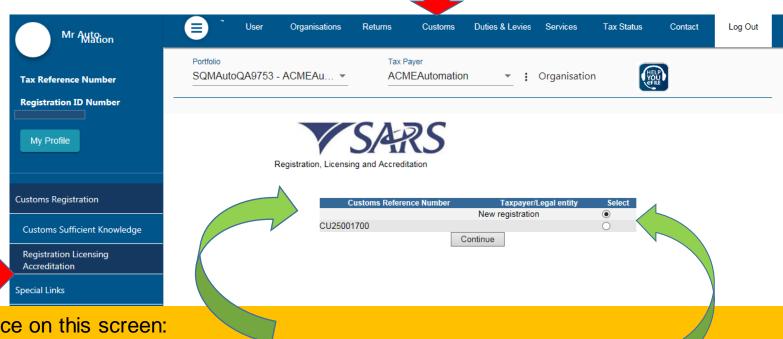
- Once registered on eFiling, the user will need to ensure that roles were allocated correctly, in order to apply via RLA. This can be done via your internal eFiling administrator.
- The user will be allowed to select only ONE of the following user roles:
 - RLA View Customs Product
 - RLA View Client 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.





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



Once on this screen:

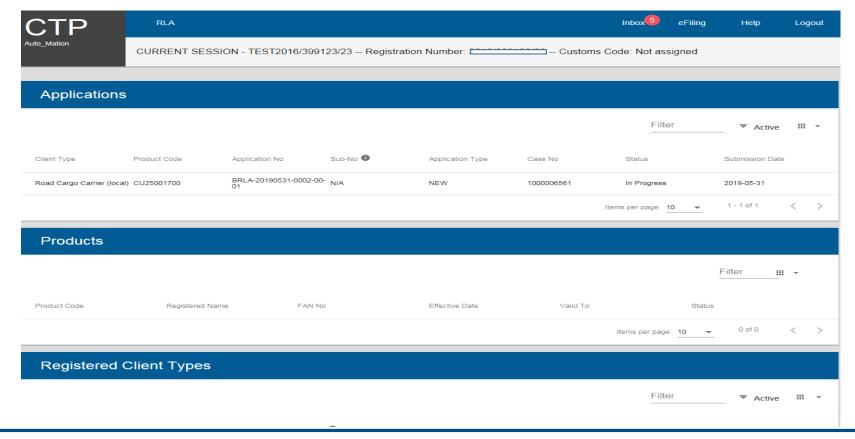
- Existing Trader select the displayed Customs Code;
- New Trader select new registration option;
- NB if you are an existing trader, the new registration option will not be displayed.





Registration for RLA via eFiling

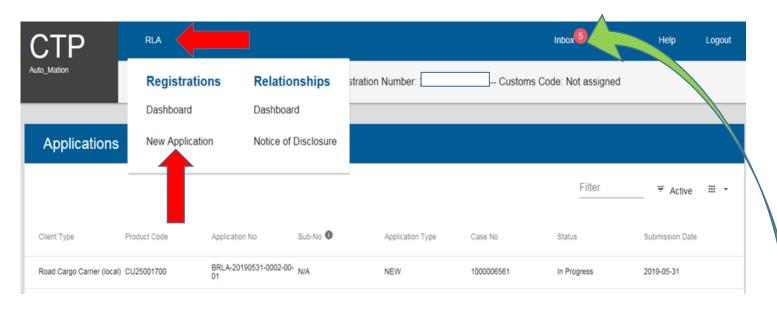
Once the client has selected "Registration, Licensing and Accreditation" from the eFiling menu, the client will be presented with the Customs Trader Portal (CTP) dashboard, which on first access will be blank





Registration for RLA via eFiling

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



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 for RLA via eFiling

Select or Search for Client Type from Wizard selection

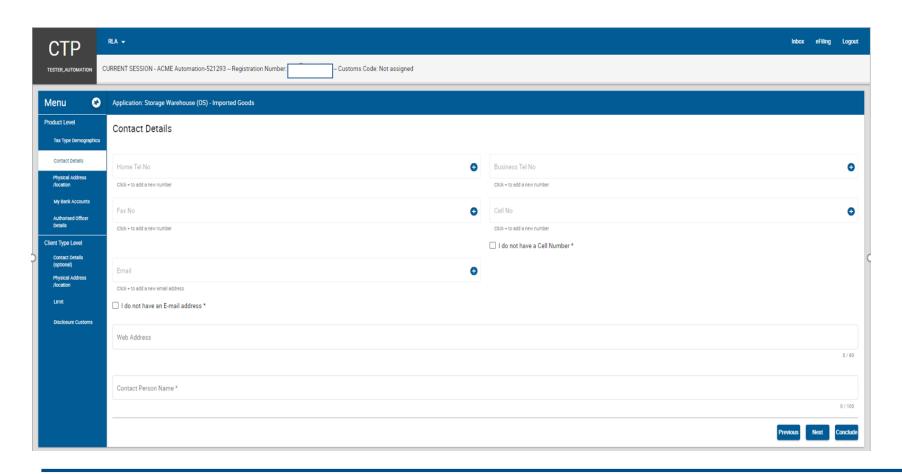
СТР	RLA ▼
TESTER_AUTOMATION	CURRENT SESSION - T AUTOMATION ID Numbers Customs Code:
Application client type	
Please select the client type you want to register for:	
Search	
✓ Licensing	
↑ Registration	
↑ Importers	
Special Economic Zone Operator	
↑ Exporters	
Exporter (local)	
✓ Registered agent	
→ Producers for preferential tariff treatment	
✓ Rebate User	
→ Producer of goods	
✓ Manufacturer of goods	
✓ Reporting	





Registration for RLA via eFiling

Application form customised depending on client type. Capture all required information

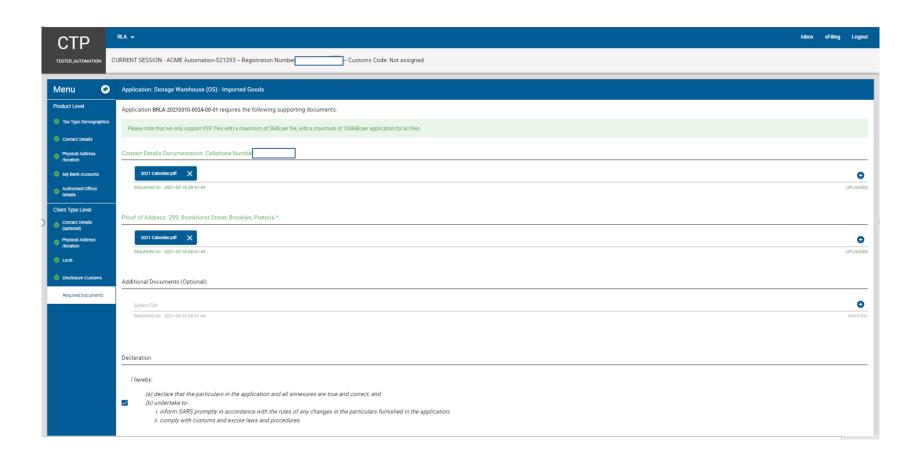






Registration for RLA via eFiling

Upload required supporting documents, accept declaration and submit application

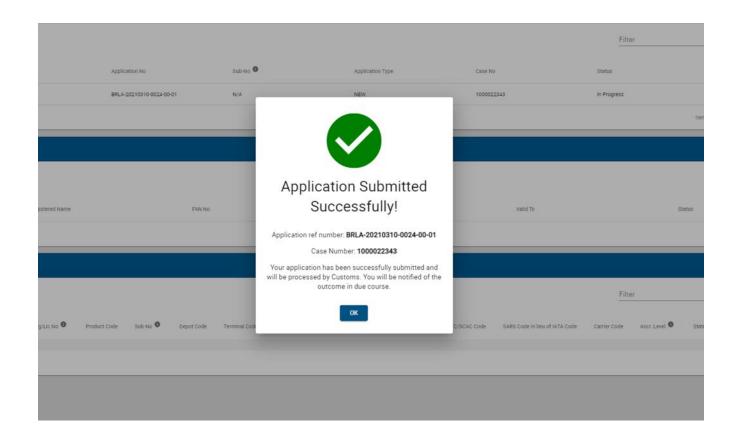






Registration for RLA via eFiling

Message with reference number on successful submission



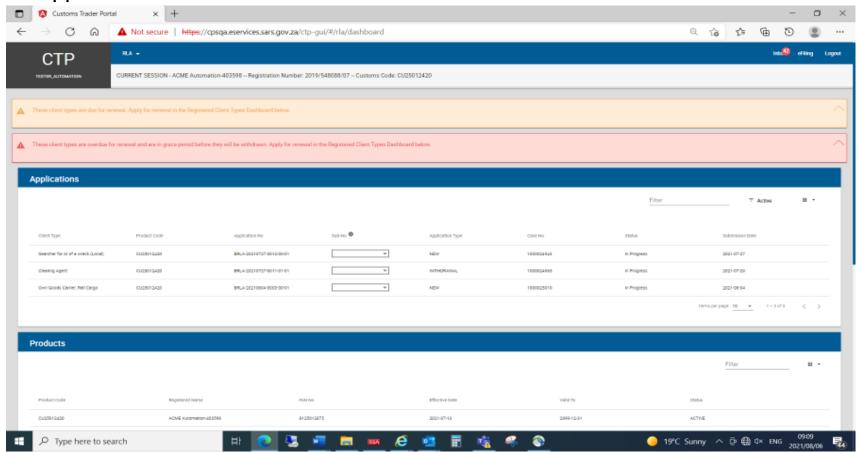




Renewal Functionality for Client Types already on RLA

RLA dashboard has colour-coding for eligible renewal

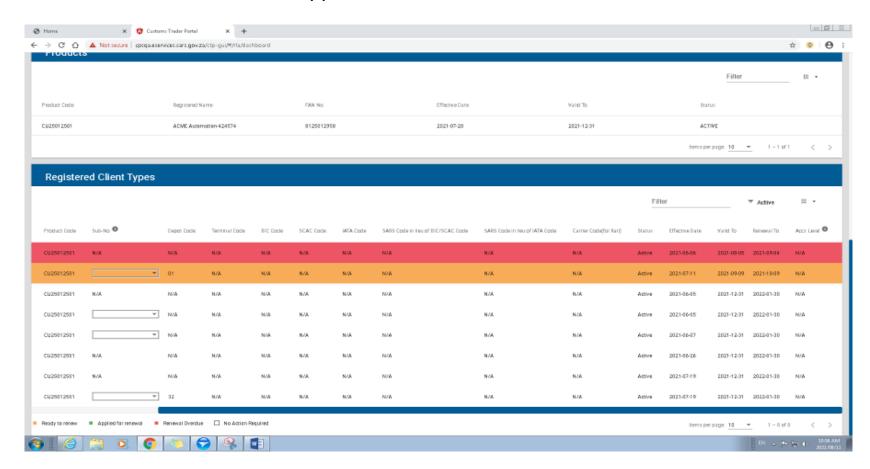
applications





Registration, Licensing and Accreditation (RLA) Renewal Functionality

- Client types requiring renewal highlighted on RLA dashboard in ORANGE and RED.
- Select and submit renewal application

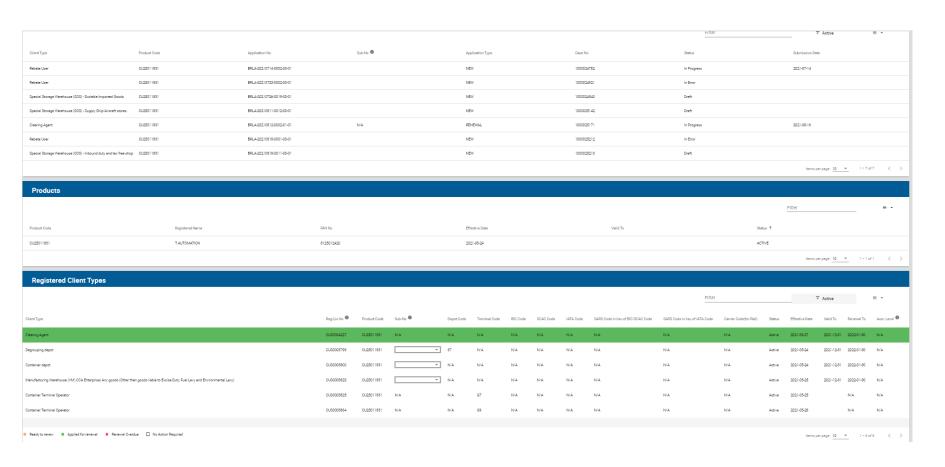






Registration, Licensing and Accreditation (RLA) Renewal Functionality

Client type renewals submitted highlighted on RLA dashboard in GREEN







Questions





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



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