

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

**Enquiries**

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**Date:**

30 January 2024

**EXTERNAL STAKEHOLDER**



*South African Revenue Service*

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

Dear Valued stakeholder

**RE: LETTER TO TRADE - TFI YEAR END SURVEY 2023/24**

The South African Revenue Service (SARS) is conducting a mid-year survey to measure your experience with Trade Facilitation Indicators (TFIs) that are administered by Customs and Excise Division. 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 unnecessary and warranted delays.

This concept, which was developed by the World Trade Organisation and supported by its members, recognises the important role that regulatory border agency plays in ensuring compliance with various laws and requirements that keep the country, its industry, and citizens safe from harm that can be introduced by the movement of goods and people across borders movement of goods. Customs administration play a critical role in the supply chain of goods. This in turn means that the more responsive and modernised the Customs process and approach to control, the more benefits can be reaped by supply chain participants. The businesses benefit from trade facilitation by gaining market competitiveness nationally and internationally as it reduces costs and delays in movement of goods across borders.

Government use standard procedures and policies that are set for trade facilitation to collect revenues as there will be movement of goods entering or leaving the country and these will contribute to the development of the economy as it will encourage foreign investment in the country.

The survey seeks to measure the extent to which Customs and Excise Division is effective and efficient towards trade facilitation across the following dimensions: Information availability, Involvement of the Trade Community (Consultations), Appeal procedures, Fees and charges, Formalities (documents, automation & procedures), Internal and External co-operation, Governance, and Impartiality to provide enhanced Trade Facilitation.

SARS is governed by the South African Revenue Service Act No. 34 of 1997 which guarantees taxpayers and traders information protection, confidentiality and compliance with the POPI Act. Your enterprise has been identified as a critical stakeholder who engages with SARS for a wide range of trade related business in the importation and exportation of goods and services. The findings of this survey are strictly for SARS use, and your name and address cannot be linked in any way to the answers you provide. Participation is completely anonymous. Please share the same with your members to encourage survey participation.

You are therefore encouraged to use this opportunity to participate in this process. The survey takes between roughly 25 minutes to complete, and your participation will be highly appreciated. The survey will run from 01 to 14 February 2024. Should you have any enquiries or feedback, please contact Kesie Maistry, email: [kmaistry@sars.gov.za](mailto:kmaistry@sars.gov.za) or via cell phone: 082 336 7764.

Sincerely,



**BEYERS THERON**

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