

Enquiries
Andre Landman

Contact
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Date
15 June 2016

Dear Customs client

UPDATE ON SARS’S MANIFEST SYSTEM ROLLOUT

Further to previous communications on the rollout of SARS’s new Manifest Processing System, dated 1 and 13 June 2016 respectively, we would like to update you about the actual implementation and support arrangements this weekend.

The rollout of the new MPR system is scheduled to commence at **17:00 and should last until 22:00 on Friday, 17 June 2016**. Please note that the Customs business application will be shut down during this period.

Stakeholders are kindly requested to process all priority transactions by 16h00 on Friday, 17 June to allow for finalisation within the customs system before the systems shutdown. Any new clearances and manifests submitted after this time will queue on the Gateway until the system becomes available. Trade will receive acknowledgements (CONTRL messages) during the downtime, but the messages will not be processed.

As is the case with all major rollouts, the system downtime will include necessary internal SARS stability testing as well as processing of test cases as pre-arranged with certain stakeholders. Once this has been successfully accomplished, the SARS Gateway and Customs business applications will resume service for trade transactions.

Processing at Land Borders

Kindly note that no electronic customs services at land borders will be available during downtime. Stakeholders who have urgent requirements e.g. perishable goods, must make prior arrangements with the relevant branch office for manual processing.

Support Arrangements

SARS Customs staff will be on hand at all land borders to facilitate services during system downtime as well as subsequent to the resumption of electronic services after 22h00.

Stakeholders are requested to contact the following personnel in the event of any issues arising from the switchover to the new MPR system:

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|------------------------|--------------|--|
| 1. Mr. Hennie Marais | 082 451 1327 | hmarais@sars.gov.za |
| 2. Mr. Andre Landman | 082 474 3117 | alandman@sars.gov.za |
| 3. Mr. Michael Lekala | 083 461 9443 | mlekala2@sars.gov.za |
| 4. Mr. Anton Laubscher | 082 492 3426 | alaubscher@sars.gov.za |

The following links provide access to the relevant SARS Customs Policy documentation relating to the implementation of the new MPR system. These documents will only be available on the website from 20 June 2016:

<p>Document SC-CF-04 – External Manual for Completion of Declarations (rev18 effective date 17 June 2016)</p>	<p>Can be located at the following links :</p> <ul style="list-style-type: none"> • SARS > Customs and Excise > About Customs > Imports • SARS > Customs and Excise > About Customs > Exports
<p>Document SC-CC-38 – External Standard Manifests (rev4 effective date 17 June 2016)</p>	<p>Can be located at the following link:</p> <ul style="list-style-type: none"> • SARS > Customs and Excise > Processing > Assessment > ACM

For any further information relating to manifest processing please visit the ACM webpage (www.sars.gov.za > Customs and Excise > Processing > Assessment > ACM). **Please note:** the name of this site will change to “MPR” after 20 June 2016.

Thank you for your continued co-operation.

Sincerely

A handwritten signature in black ink, appearing to read 'Jed Michaletos', with a horizontal line underneath.

JED MICHALETOS
CHIEF OFFICER: CUSTOMS & EXCISE