

Enquiries
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Reference:
13/5/R

Date:
30/06/2026

CONFIDENTIAL

EXTERNAL STAKEHOLDERS

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

Dear Sir/Madam,

**STREAMLINING OF THE CUSTOMS AND EXCISE QUERY
MAILBOXES:**

SARS Customs and Excise will implement a new standardised Query Mailbox System and Escalation Protocol **on Wednesday, 1 July 2026**.

The goal of the new Customs Query and Escalation Protocol is to enhance operational efficiency, reduce redundancy, improve trader experience, and collect feedback to inform service enhancements, in alignment with SARS's service philosophy that the "best service is no service".

The rationalised system will simplify trader engagement with Customs and Excise Operations, reduce the number of mailboxes, implement a uniform escalation process across all Customs and Excise divisions, and embed a customer satisfaction survey in all the mailboxes.

Stakeholders and traders are requested to familiarise themselves with the new Customs and Excise Query and Escalation Protocols.

Traders must use the new mailboxes, follow the revised escalation process, indicate the nature of their query clearly in the email subject line, and complete the short satisfaction survey once the query has been resolved. This feedback will help SARS Customs improve its service.

Yours Sincerely,



BEYERS THERON

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

DATE: 30 JUNE 2026