**Frequently Asked Questions and Answers about the Single Window Inspection Workflow**

**Q.** **What is a Single Window?**

A. Single Window is a platform that enables a trader to engage with all applicable government agencies or departments at once and with fewer or without duplications.

**Q. What is changing?**

A. The introduction of the Single Window electronic inspection process, which includes the sharing of supporting documents electronically with onboarded Other Government Agencies (OGAs), ‘in place’ of the existing ‘Detain for OGA or status 4’ manual process.

**Q. Will all supporting documents be shared with the OGA?**

A. Traders must classify/label documents when uploading them on Easyscan so that only the OGA required documents can be shared. In cases where the documents are not classified or ‘other’ is selected, all uploaded documents will be shared with the respective OGA.

**Q. Is the manual inspection process completely done away with?**

A. No, it is wholly dependent on whether a trader has consented for SARS/Customs to share their (trade) data with OGAs (State Vet., Plant Inspection). If the trader has given such consent, the electronic process will apply; if not, the existing manual process will apply.

**Q. What is trader consent?**

A. Trader consent is permission granted by a trader to Customs to share their (trader’s) goods declaration data with OGAs should it be required, i.e., if inspection by the OGA is required.

**Q. What happens if there is a change in ownership of goods halfway through the declaration process regarding such a trader consent?**

A. If the first trader (on the original declaration) had given consent and the new one (on the declaration amendment or VOC) has not, the inspection process will begin electronically and revert to the existing manual process accordingly.

**Q. Who are the OGAs in this regard?**

A. OGAs refer to the other government agencies who are part of the trade flow, and who might need to perform documentary and/ or goods inspection on a specific declaration. **For phase 1** (being implemented on the 15th of September 2023, only Department of Agriculture, Land Reform and Rural Development (DALRRD), also known as State Vet and/or Plant Inspection, will be onboarded on this new electronic inspection process. Thus, Port Health and Department of Forestry, Fisheries and Environment (DFFE) will remain manual at this stage.

**Q. Would this electronic inspection process be any quicker than the existing one?**

A. It is envisaged that the turnaround times for the electronic process would not be any longer and would be more efficient (including reduction of paperwork) with less duplications. Additionally, it would result in quicker port dwell time.

**Q. Would there be multiple inspection cases?**

A. Yes, each applicable agency would have its inspection case and number (that would be linked to each other)

**Q. What happens in case of contradictory inspection outcomes?**

A. The respective inspection outcomes would be combined and harmonised.

**Q. Would there be (any) additional (CUSRES) notifications or messages?**

A. Yes, to accommodate the DALRRD, the following notifications will be introduced:

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| CUSRES | Number |
| 70 | SARS Formalities Finalised, Awaiting OGA(s) Outcome(s) |
| 71 | SARS Stop, Awaiting OGA(s) Outcome(s) |
| 72 | Create OGA Child Case |
| 73 | OGA Additional Information Required |
| 74 | OGA Declaration Amendment Request |
| 75 | OGA Physical Inspection |
| 76 | OGA Release |
| 77 | OGA Discard |
| 78 | OGA Embargo Release |
| 79 | OGA Discard Adjustment |
| 80 | OGA Child Case Closure |

**Q. What is the impact on the inspection booking process?**

A**. For the 1st phase**, the onus will be on the trader to find common times between the applicable government agencies to facilitate a joint inspection event or process. However, in the subsequent phase, the idea of a joint and electronic inspection booking functionality is envisaged.

**Q. How will the pilot participants be selected and how soon will they be notified of their participation?**

A. The process for selecting the pilot participants has been completed. The idea is to gradually onboard more traders as the process stabilises.

**Q. Will legal and policy aspect of the inspection be updated in line with this new process?**

A. The relevant policies and standard operating procedures have been amended and updated accordingly.

**Q. What is the next phase of the project?**

A. Enhancement of the, but not limited to the following:

* Phase 1 (inspection process)
* Submission of various cargo reports, e.g., pre-arrival, cargo (manifest)
* Prohibited and restricted (P&R) goods process
* Trade permit and certification process

**For queries:**

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