



RELATIONSHIP MANAGEMENT ON CUSTOMS TRADER PORTAL

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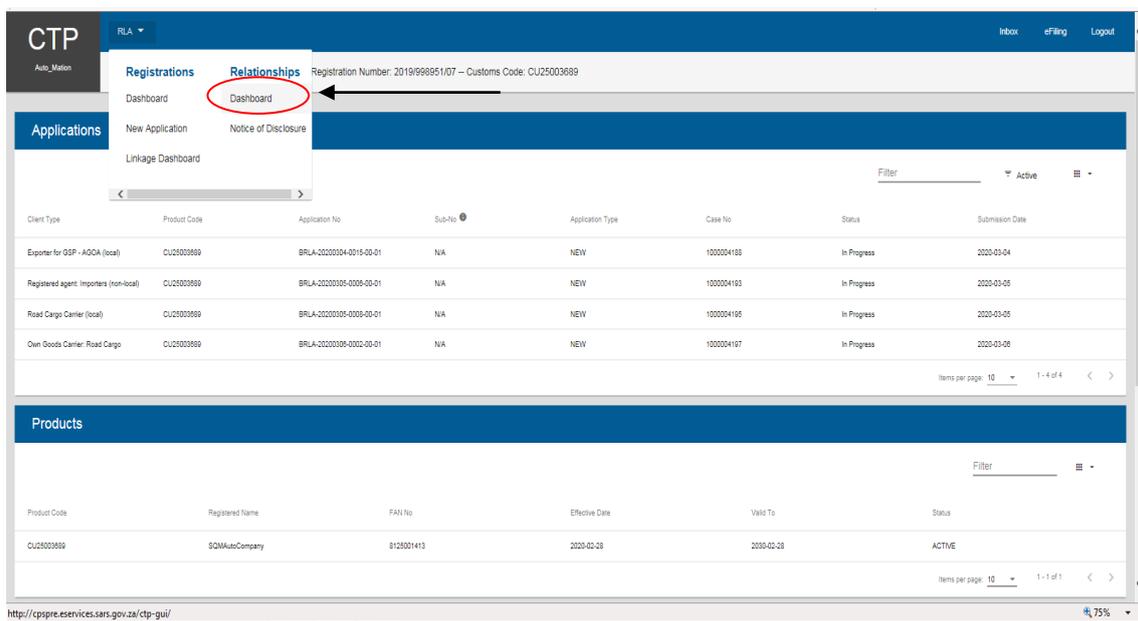
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1 SUMMARY

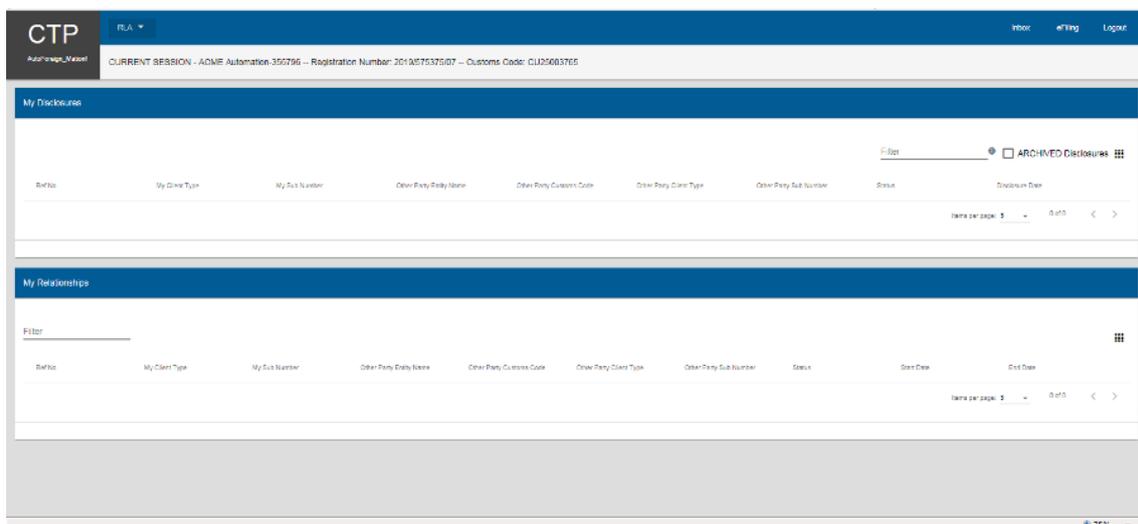
- a) The purpose of Relationship Management (RM) functionality is to provide the trader with a secure online solution to manage their trading relationships, allowing SARS to facilitate relationship management efficiently and effectively amongst traders without direct involvement in the management thereof.
- b) RMM is a component of RLA and is available to either the traders (from RLA after clicking through from E-filing) or SARS branch officers (with appropriate roles) to.
 - i) Create new relationships;
 - ii) Cancel, Accept and Reject relationships; and
 - iii) View and manage notifications via RLA Inbox channel.

2 DISCLOSURE OF A NEW RELATIONSHIP

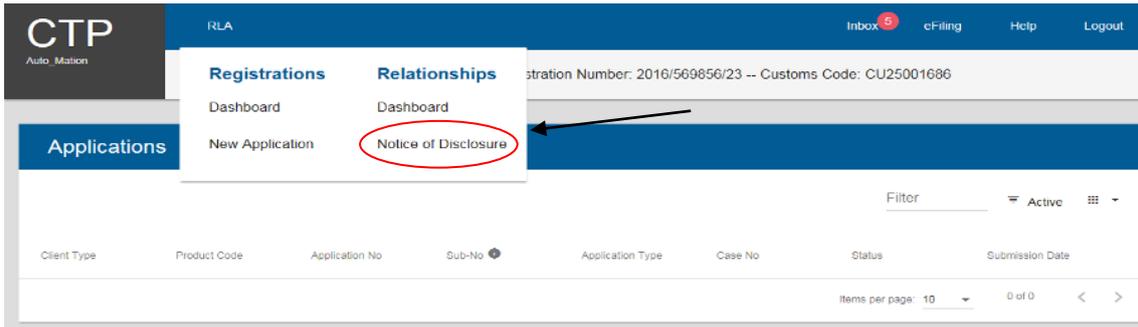
- a) After the user logged in to eFiling as prescribed in SC-CF- 42 the user clicks on Dashboard under Relationship menu on the RLA menu.



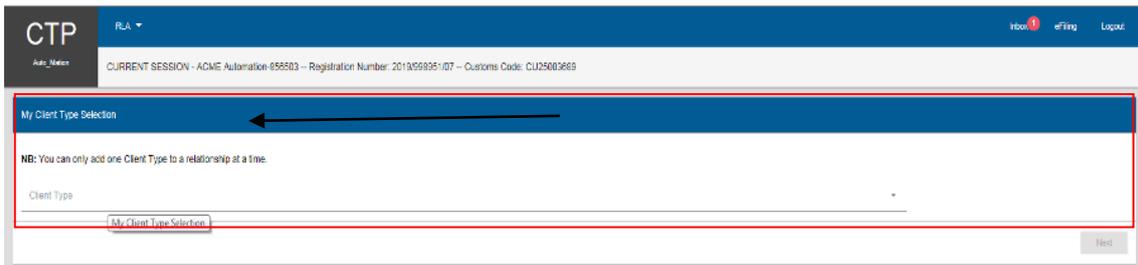
- b) The system displays the RLA client's relationship Dashboard.



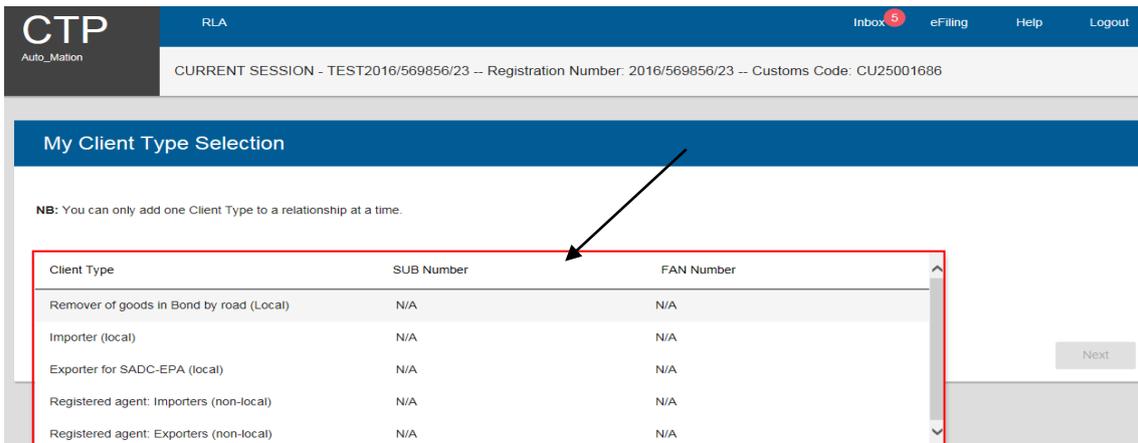
c) The user clicks on Notice of Disclosure under Relationships in order to create a new relationship case.



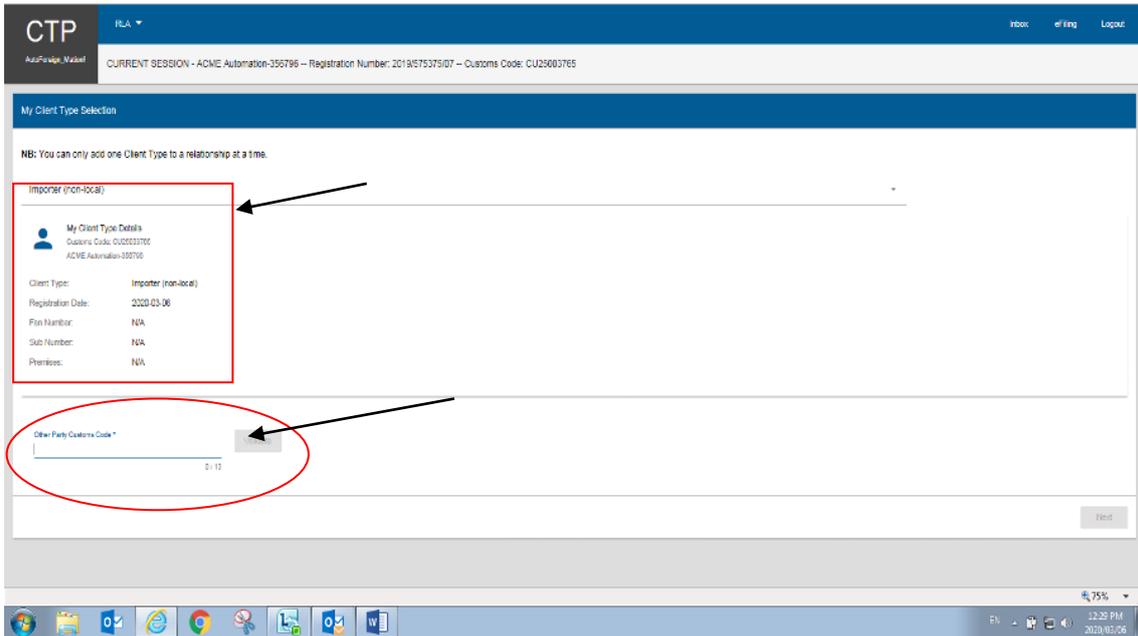
d) The user clicks on Client Type dropdown arrow on the My Client Type Selection screen.



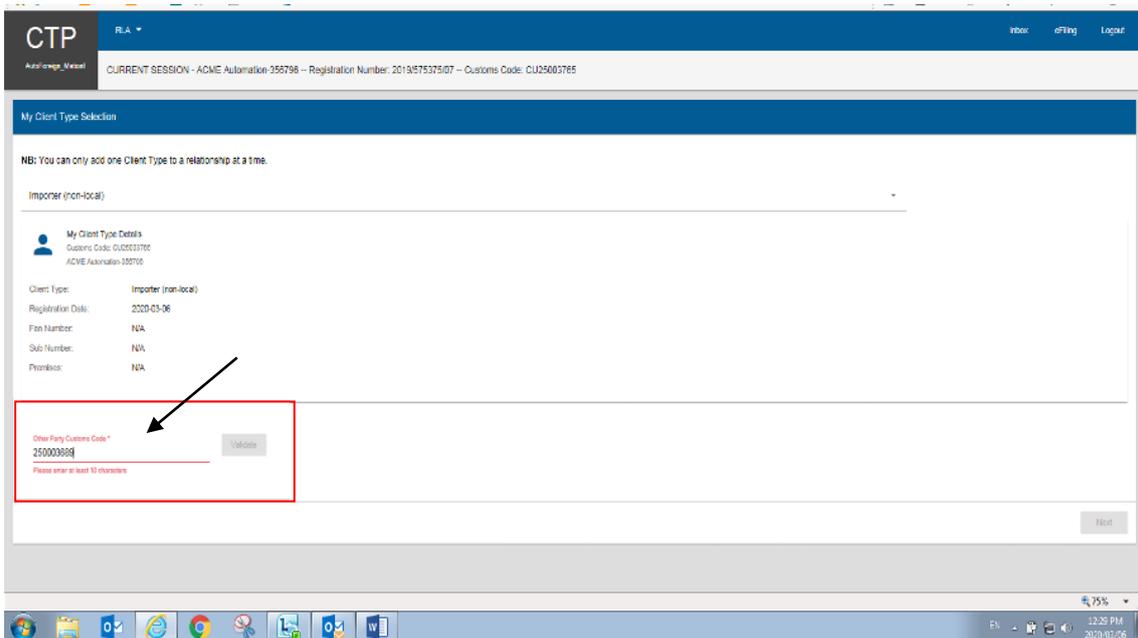
e) The user selects the nominated client type from the dropdown list displayed for which a new relationship is being created.



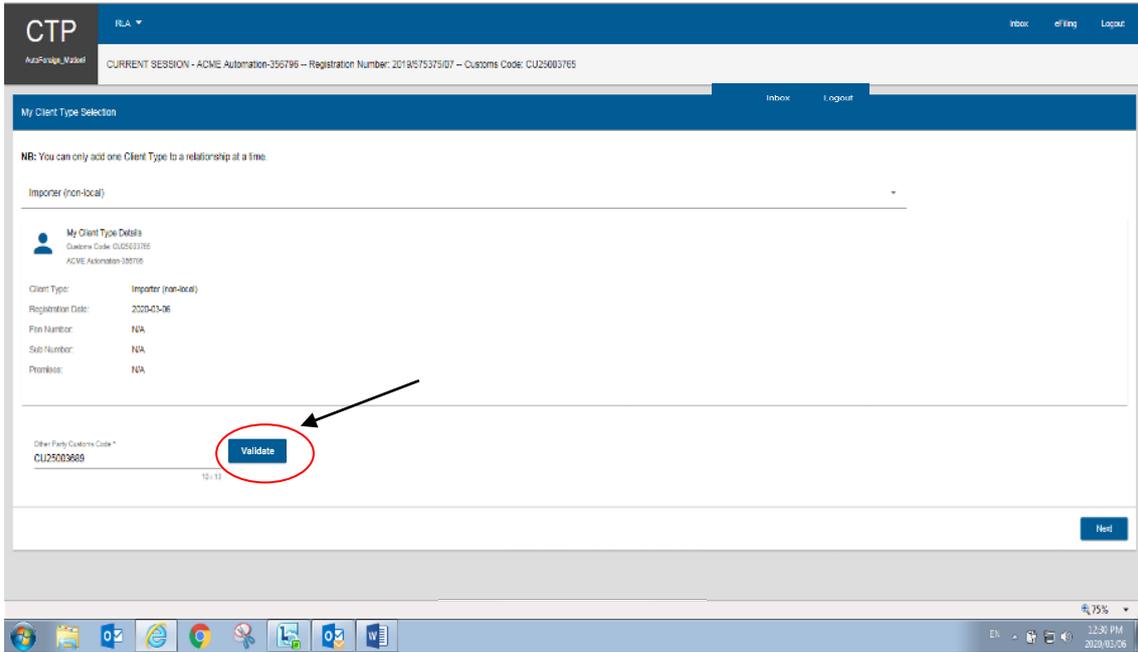
- f) The system:
 - i) Displays the nominated RLA client's details; and
 - ii) Populates the other Party Customs Code text field.



- g) The user captures the nominee's RLA client Customs client number in the text field Other Party Customs Code.

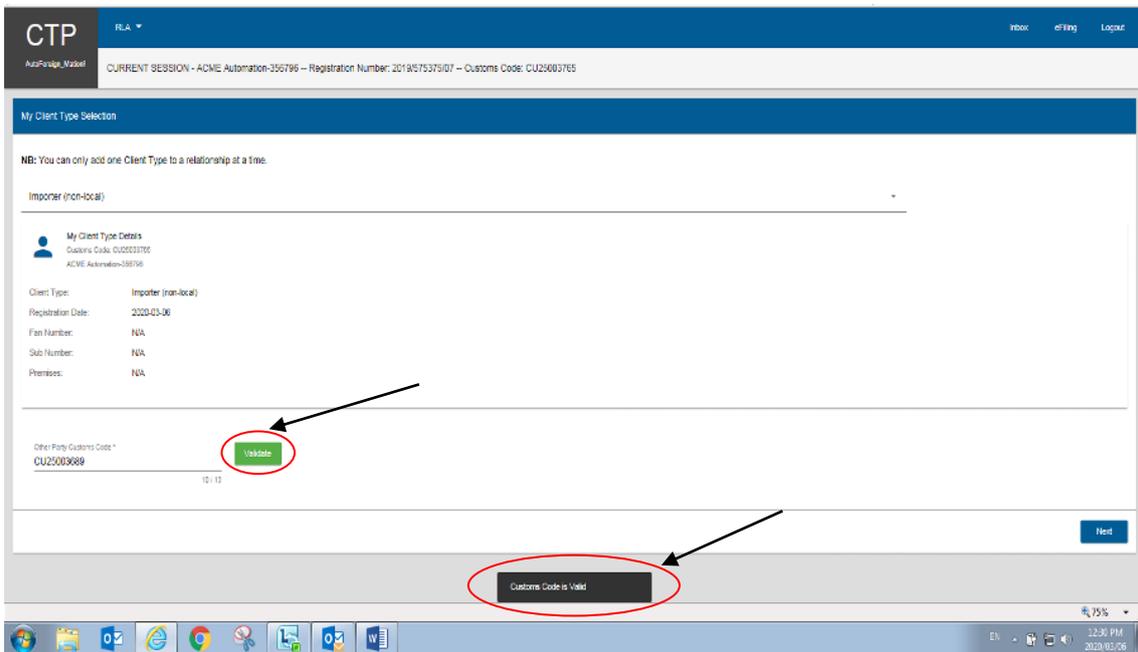


h) The user clicks on the Validate button.

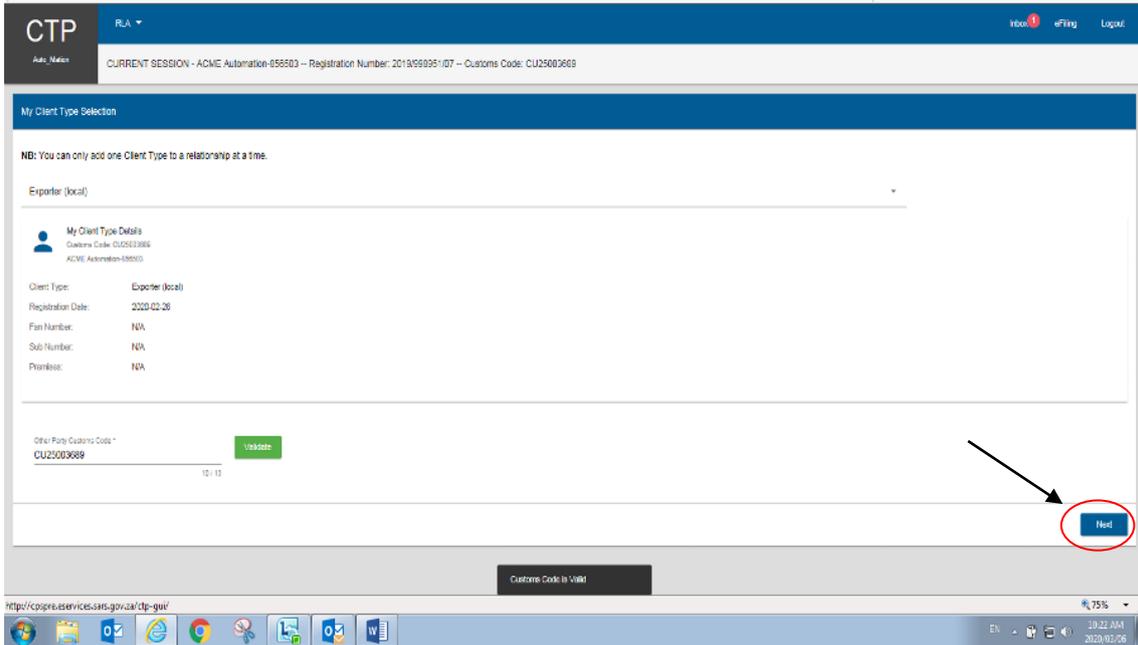


i) The system validates the nominee's RLA Customs client number:

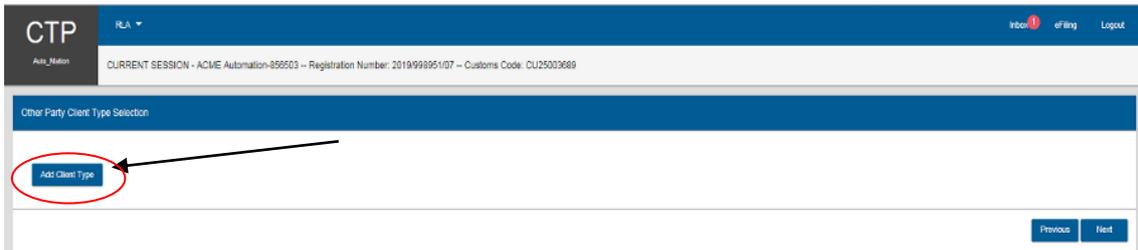
- i) If invalid, the system displays an error message. The user must recapture the nominee's Customs client number. For security reasons the exchange of Customs client numbers must be contractually managed between parties as it will not be controlled by SARS.
- ii) If valid, the system displays a message that the nominee's RLA client's Customs client number is valid.



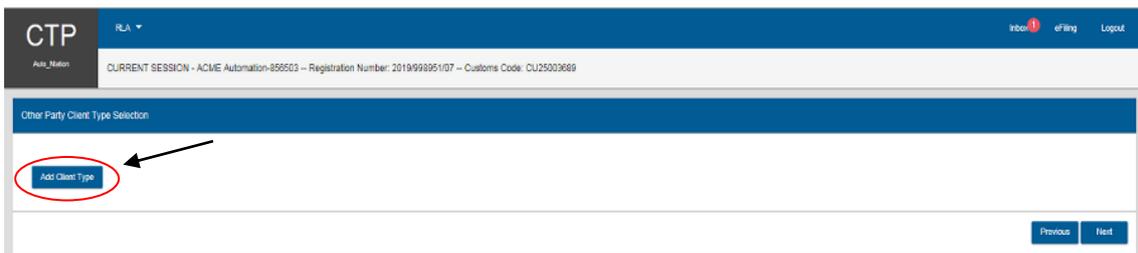
- j) The user clicks on the Next button. The information is not editable or saved onto the RMM database as the disclosure of the relationship is not yet completed until confirmed or rejected by the nominated RLA client.



- k) The system displays the Other Party Client Type Selection page.

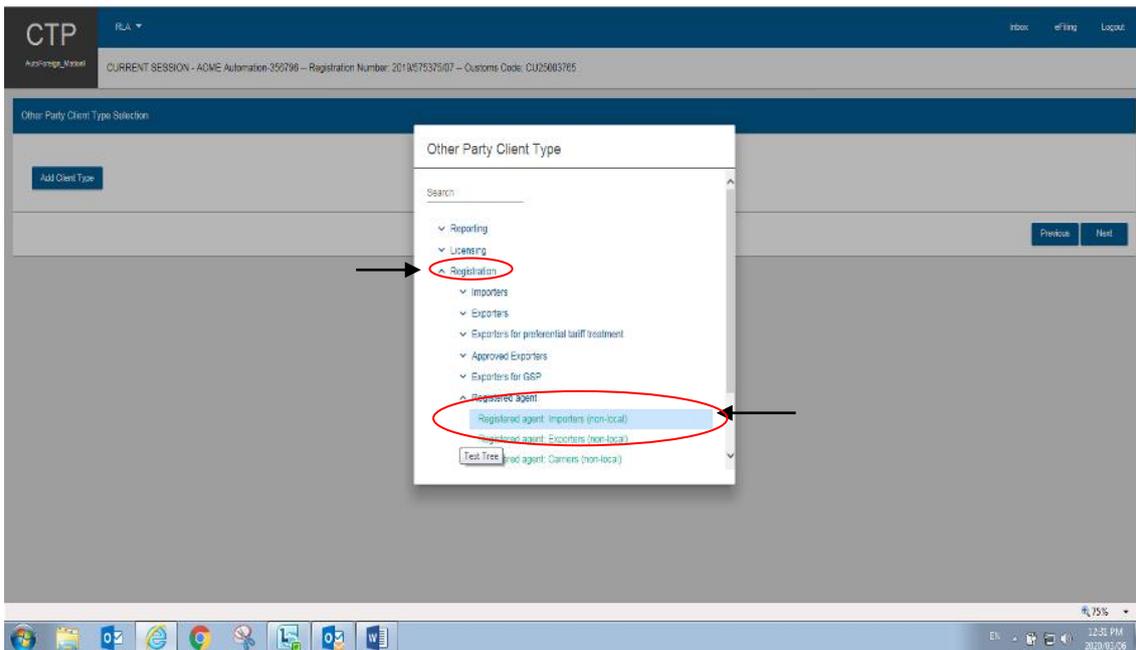


- l) The user clicks on the Add Client Type button.

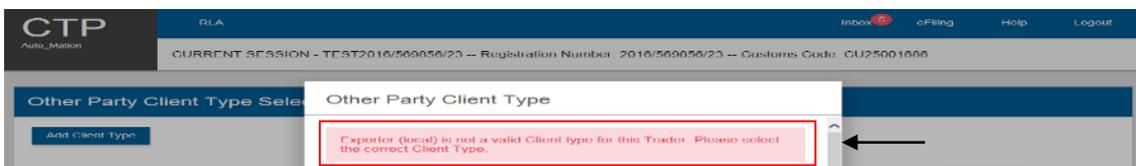


- m) The system displays the Other Party Client Type page and the user (nominator) selects the RLA client type details of the nominee:

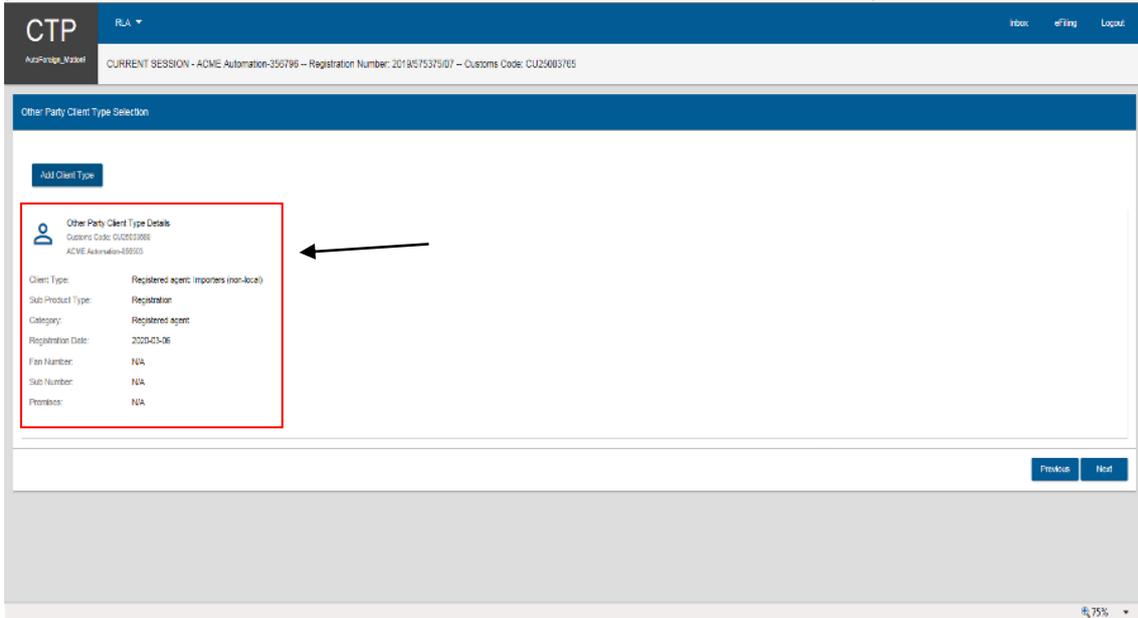
If the nominator is a:	The nominee must be a:
Registered Importer (non-local) who does not have a business address in South Africa	Registered Agent registered to represent Importers (non-local)
Registered Exporter (non-local) who does not have a business address in South Africa	Registered Agent registered to represent Exporters (non-local)
Licensed Remover of goods in bond (non-local) who does not have a business address in South Africa	Registered Agent registered to represent licensed Removers of goods in bond (non-local)
Carrier (non-local) who is required to register for reporting purposes but does not have a business address in South Africa	Registered Agent registered to represent Carriers (non-local)



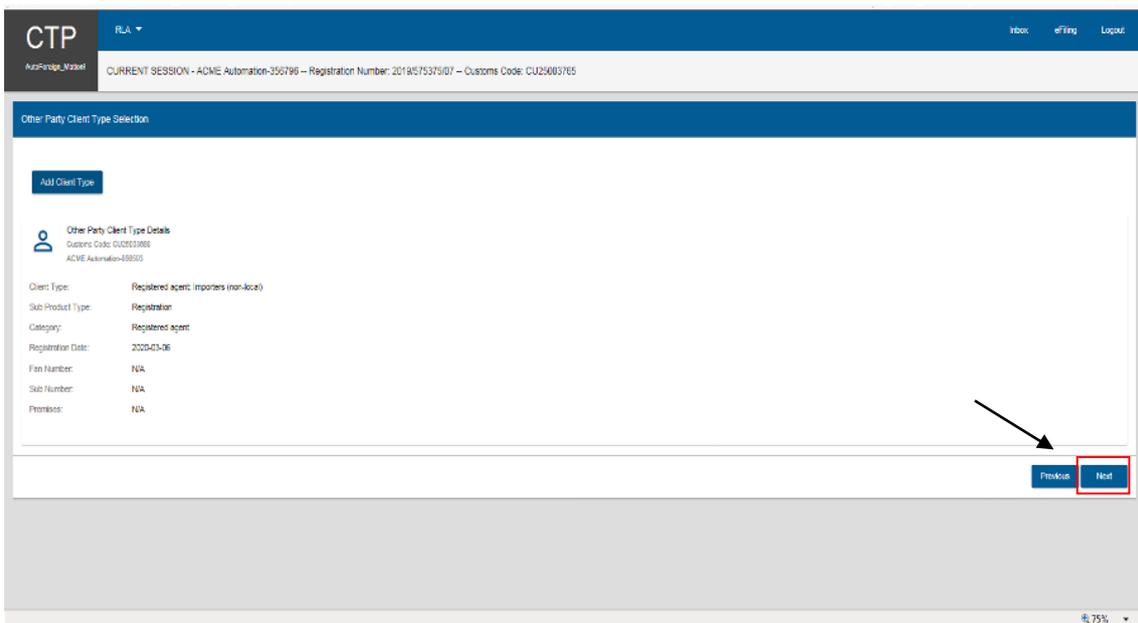
- n) The system validates the nominee's details and if:
- i) Any of the validations fail, the system displays an error message that the selected client type is not a valid client type for this trader. The user returns to paragraph l) above and reselects the nominee's client type.



- ii) Valid, the system displays the nominee's RLA client's details. The information is not editable or saved onto the RMM database as the disclosure of the relationship is not yet completed until confirmed or rejected by the nominated RLA client.



- o) The user clicks on the Next button.



- p) The system displays:
- i) The nominator's detail under My Client Type Details; and
 - ii) The nominee's details under Other Party Client Type Details.
 - iii) The Notice of Disclosure: Declaration (Questionnaire).

The screenshot shows the CTP (Customs Trader Portal) interface. At the top, it displays 'CTP' and 'RLA'. Below this, there is a header with 'CURRENT SESSION - ACME Automation-356796 - Registration Number: 2019/575375/07 - Customs Code: CU25003765'. The main content area is divided into three sections:

- My Client Type Details:** This section shows details for the nominator. It includes 'Client Type: Importer (non-local)', 'Sub Product Type: Registration', 'Category: Importers', 'Registration Date: 2020-03-06', 'Fan Number: N/A', 'Sub Number: N/A', and 'Premises: N/A'. A red bracket highlights this section with the text 'Nominator details'.
- Other Party Client Type Details:** This section shows details for the nominee. It includes 'Client Type: Registered agent: Importers (non-local)', 'Sub Product Type: Registration', 'Category: Registered agent: Importers', 'Registration Date: 2020-03-06', 'Fan Number: N/A', 'Sub Number: N/A', and 'Premises: N/A'. A red bracket highlights this section with the text 'Nominee details'.
- Notice of Disclosure: Declaration:** This section contains a declaration form with the following options:
 - Use my customs code on documents submitted by that party to the customs authority on my behalf
 - Submit refund applications on my behalf
 - Submit drawback applications on my behalf
 - Apply for a duty benefit on my behalf
 - Operate on a deferment account belonging to me
A red bracket highlights this section with the text 'Notice of Disclosure: Declaration'.

- q) The user selects the applicable boxes according to the contract concluded between the two (2) parties.

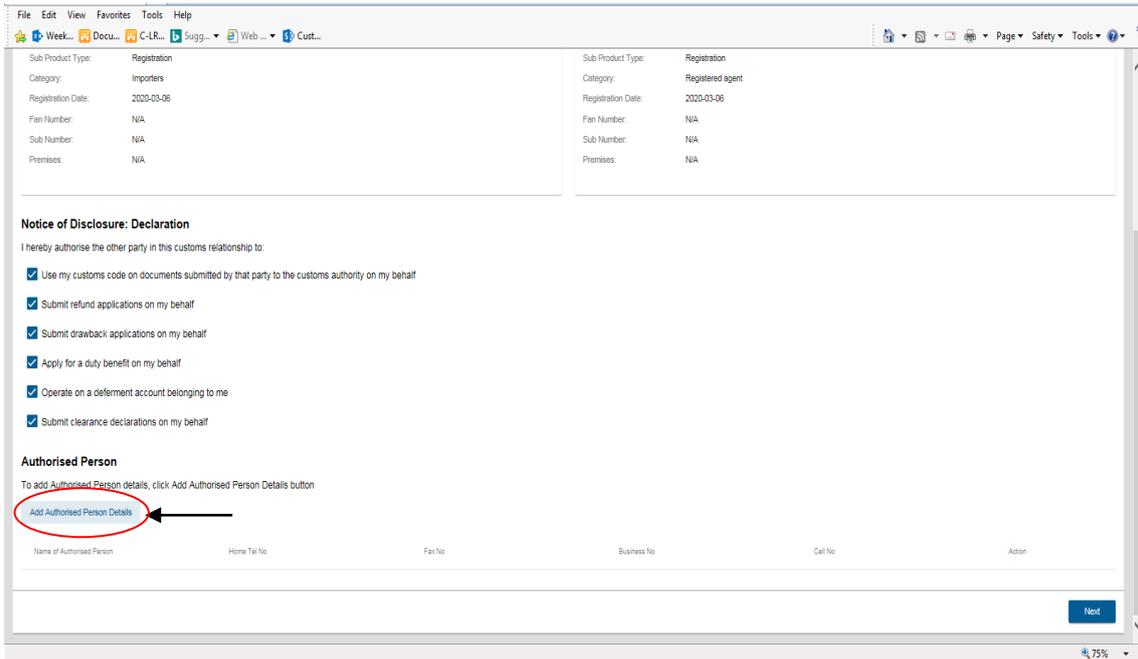
This screenshot shows the same CTP interface as above, but with the 'Notice of Disclosure: Declaration' section selected. The checkboxes are now checked, indicating that the user has selected all the applicable options:

- Use my customs code on documents submitted by that party to the customs authority on my behalf
- Submit refund applications on my behalf
- Submit drawback applications on my behalf
- Apply for a duty benefit on my behalf
- Operate on a deferment account belonging to me
- Submit clearance declarations on my behalf

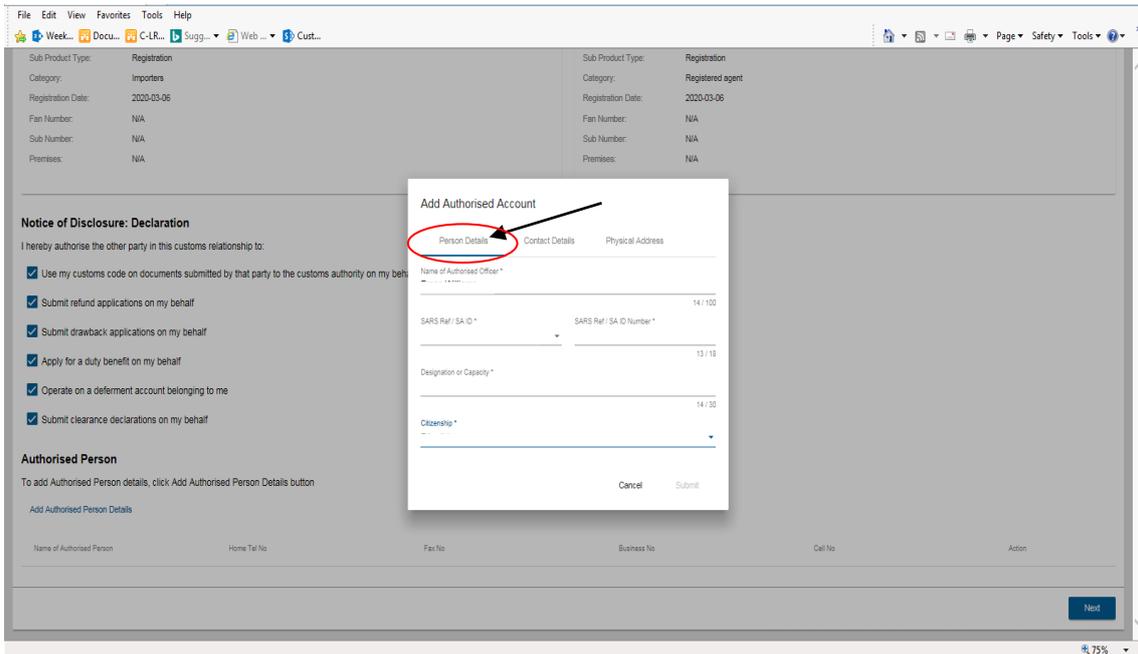
Below the declaration form, there is a section titled 'Authorised Person' with a table for adding details. The table has columns for 'Name of Authorised Person', 'Home Tel No', 'Fax No', 'Business No', 'Cell No', and 'Action'. A 'Next' button is visible at the bottom right of the form.

3 CAPTURING OF THE DETAILS OF THE AUTHORISED PERSON

a) The user clicks on the Add Authorised Person Details.



b) The system displays the Add Authorised Account capture window.



- c) The user captures the following mandatory details of the authorised person (nominee) under Person Details:
- i) Name and surname;
 - ii) SARS reference or SA ID number;
 - iii) Designation or capacity; and
 - iv) Citizenship.

The screenshot shows a web application interface for adding an authorised account. The main window displays registration details for 'Importers' and 'Registered agent'. A modal window titled 'Add Authorised Account' is open, with the 'Person Details' tab selected. The form contains the following fields:

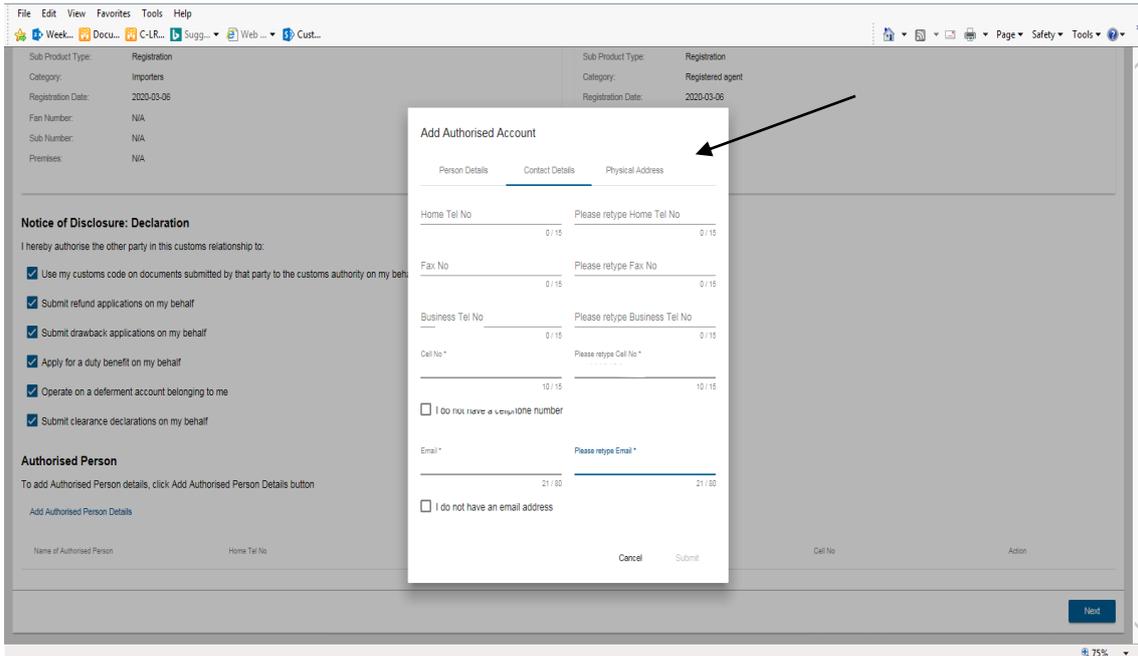
- Name of Authorised Officer * (14 / 100)
- SARS Ref / SA ID * (13 / 18) with a dropdown menu showing '002 - RSA ID Number'.
- Designation or Capacity * (14 / 30) with the value 'Public Officer'.
- Citizenship * (14 / 30) with a dropdown menu showing 'ZA - SOUTH AFRICA'.

Below the form, there is a table for 'Authorised Person' with columns: Name of Authorised Person, Home Tel No, Fax No, Business No, Cell No, and Action. A 'Next' button is visible at the bottom right of the modal.

- d) The details captured are automatically saved.
- e) The user clicks on Contact Details on the Add Authorised Account capture window.

This screenshot is identical to the previous one, but the 'Contact Details' tab in the modal window is selected and highlighted with a red circle. An arrow points to this tab.

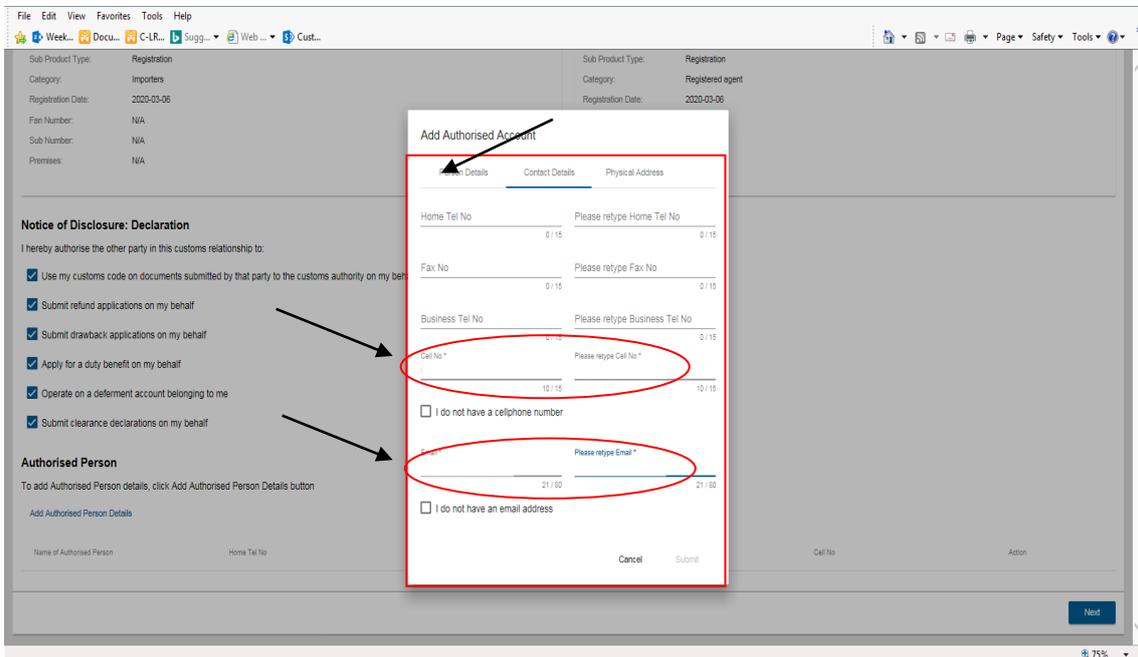
f) The system displays the contact details capture window.



g) In order to receive electronic notifications or correspondence, the user must capture the authorised person's (nominee's):

- i) Cell phone number; and
- ii) Email address.

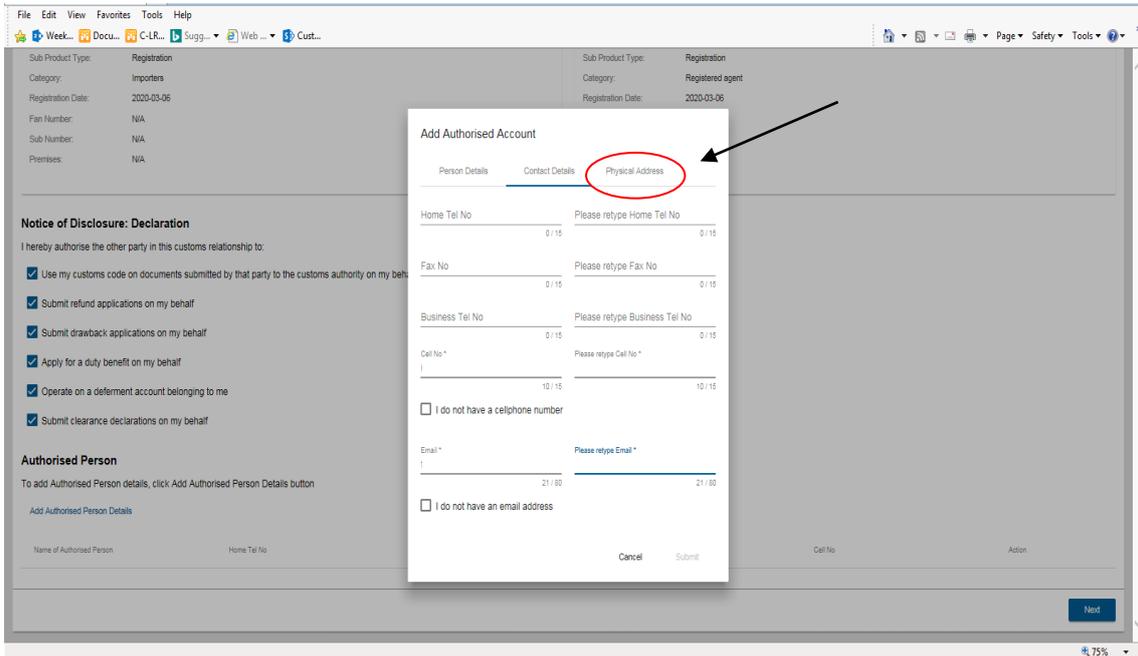
h) The above details must be captured twice to avoid capturing errors.



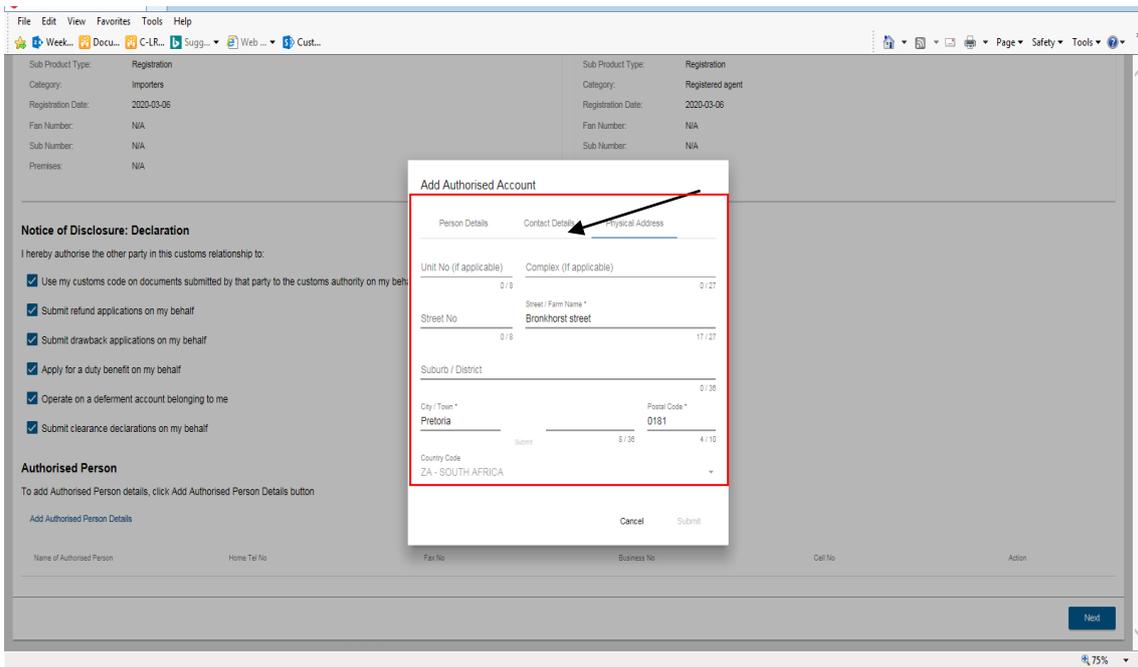
- i) If the authorised person (nominee) does not have a cell phone number or an email address, the user must select the appropriate box next to:
- i) I do not have a cell phone number; or
 - ii) I do not have an email address.

- j) If no cell phone number or email address is provided, SARS will not be able to communicate any notification or correspondence electronically to the authorised person (nominee). The authorised person must visit a SARS Customs Branch office where the BFE capturing functionality is available and requests copies of notifications or correspondence issued.
- k) The following contact details are optional:
- i) Home telephone number;
 - ii) Fax number; and
 - iii) Business telephone number.

- l) The details captured are automatically saved.
- m) After the user captured the mandatory Contact Details of the authorised person (nominee), the user clicks on Physical address on the Add Authorised Account capture window.



- n) The system displays the Physical address capture window.



- o) The user:
 - i) Captures the following mandatory details under physical address:
 - A) Street / Farm name;
 - B) City / Town; and
 - C) Postal code; and
 - ii) Clicks on the Country code dropdown arrow and selects ZA – SOUTH AFRICA.

- iii) The following physical address details are optional:
- A) Unit number;
 - B) Complex;
 - C) Street number;
 - D) Suburb / District; and
 - E) Country code.

- p) After the user has captured the mandatory details of the authorised person (nominee) the system activates the Submit option.

- q) If the authorised person's (nominee's) physical address details have been:
- i) Incorrectly captured, the user clicks on Cancel. The system clears the details and the user is required to recapture all the mandatory details of the authorised person's (nominee's) physical address as prescribed in paragraph n).
 - ii) Correctly captured, the user submits the authorised person (nominee) details.

The screenshot shows a web application interface with a modal dialog titled "Add Authorised Account". The dialog has three tabs: "Person Details", "Contact Details", and "Physical Address". The "Physical Address" tab is selected and contains the following fields:

- Unit No (if applicable): 0 / 8
- Complex (if applicable): 0 / 27
- Street No: 0 / 8
- Street / Farm Name *: Bronkhorst street
- Suburb / District: 17 / 27
- City / Town *: Pretoria
- Postal Code *: 0181
- Country Code: ZA - SOUTH AFRICA

At the bottom of the dialog, there are two buttons: "Cancel" and "Submit". Both buttons are highlighted with red boxes, and black arrows point to them from the left and right sides of the dialog. The background shows a registration form with various fields and a "Notice of Disclosure: Declaration" section with several checked checkboxes.

- r) The system displays a summary of:
- i) The nominator's details;
 - ii) The nominee's details; and
 - iii) The Notice of Disclosure: Declaration; and

iv) Authorised person's (nominee's) details.

CTP RLA Inbox of filing Logout

CURRENT SESSION - ACME Automation-356796 – Registration Number: 2019575375/07 – Customs Code: CU25003765

Disclosure Ref No: TR-EDTM1729-4636-1ED9-85CD-505139DEBE0A
 Created Date: 2023-03-03 Disclosure Date: N/A Status: DRAFT

My Client Type Details
 Customs Code: CU25003765
 ACME Automation-356796

Client Type: Importer (non-local)
 Sub Product Type: Registration
 Category: Importers
 Registration Date: 2020-03-06
 Fin Number: N/A
 Sub Number: N/A
 Premises: N/A

Other Party Client Type Details
 Customs Code: CU25003765
 ACME Automation-356796

Client Type: Registered agent: Importers (non-local)
 Sub Product Type: Registration
 Category: Registered agent
 Registration Date: 2020-03-06
 Fin Number: N/A
 Sub Number: N/A
 Premises: N/A

Notice of Disclosure: Declaration
 I hereby authorise the other party in this customs relationship to:

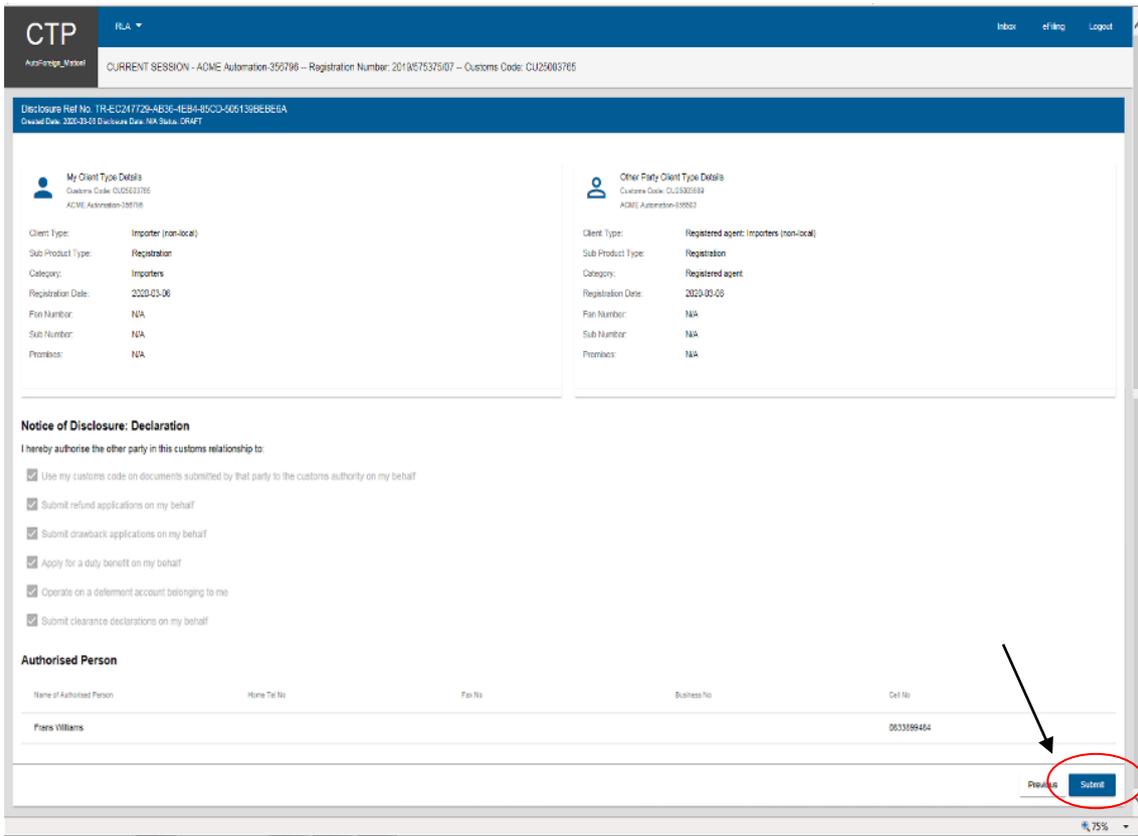
- Use my customs code on documents submitted by that party to the customs authority on my behalf
- Submit refund applications on my behalf
- Submit drawback applications on my behalf
- Apply for a duty benefit on my behalf
- Operate on a deferment account belonging to me
- Submit clearance declarations on my behalf

Authorised Person

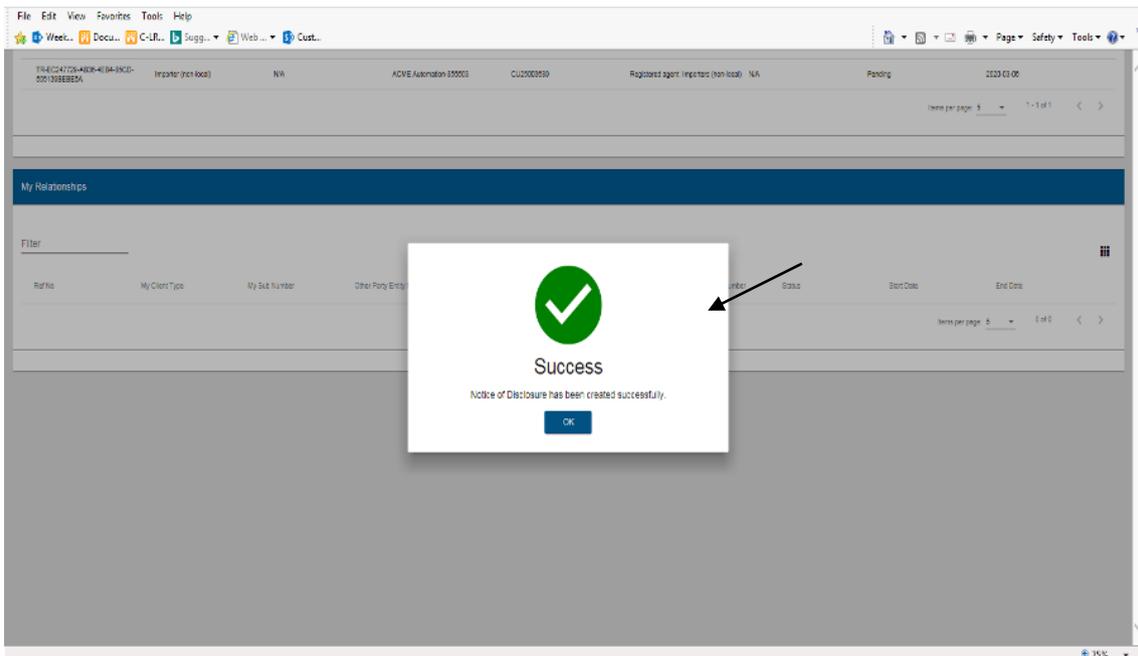
Name of Authorised Person	Home Tel No	Fax No	Business No	Cell No

Previous **Submit**

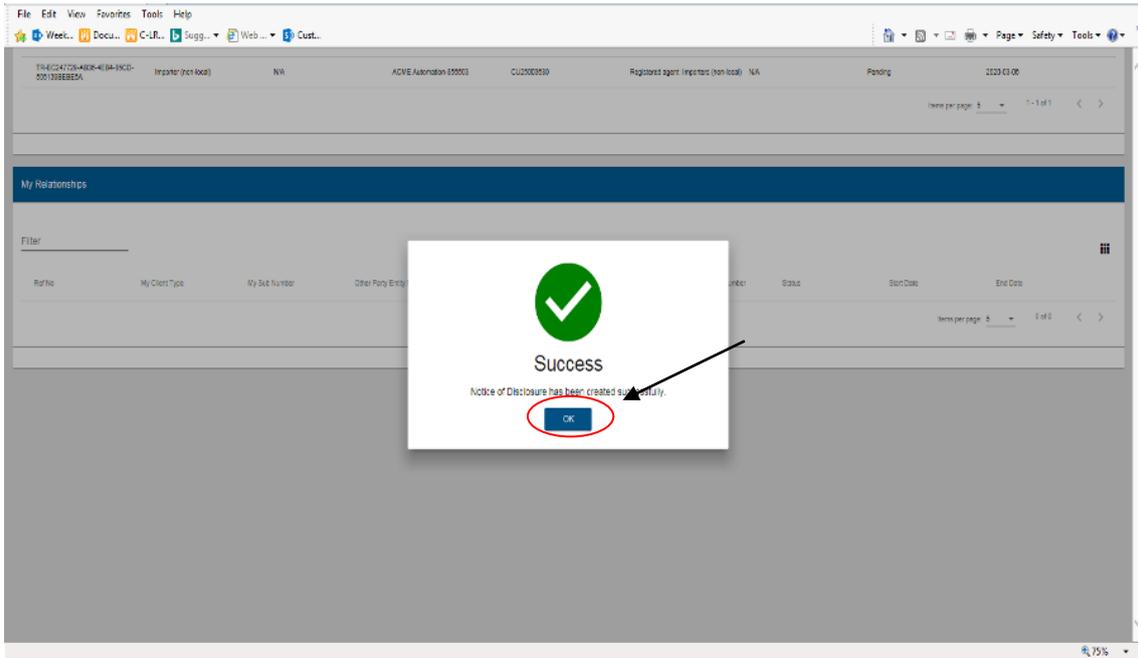
- s) The user:
- i) Clicks on the Previous button if the disclosure declaration (see paragraph q) above) or the Authorised person’s details (paragraph 3 above) must be edited; or
 - ii) Submits the Notice of Disclosure. The information is saved on the RMM database.



- t) The system displays a message that the Notice of Disclosure has been successfully created.

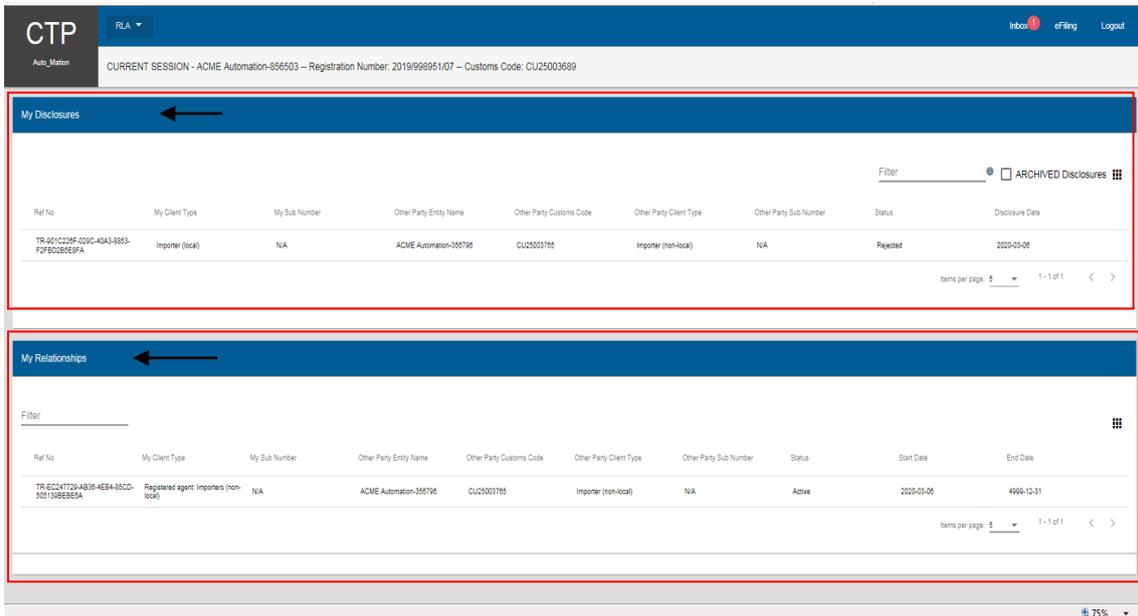


u) The user clicks on the OK button.



v) The system displays the client's RLA Relationship Dashboard, refer to paragraph b) above listing the relationships status, example:

- i) Relationships rejected (the nominee rejected the notice of disclosure) or pending (waiting for the nominee to accept the notice of disclosure) will be listed under My Disclosures; and
- ii) All active relationships will be listed under My Relationship.

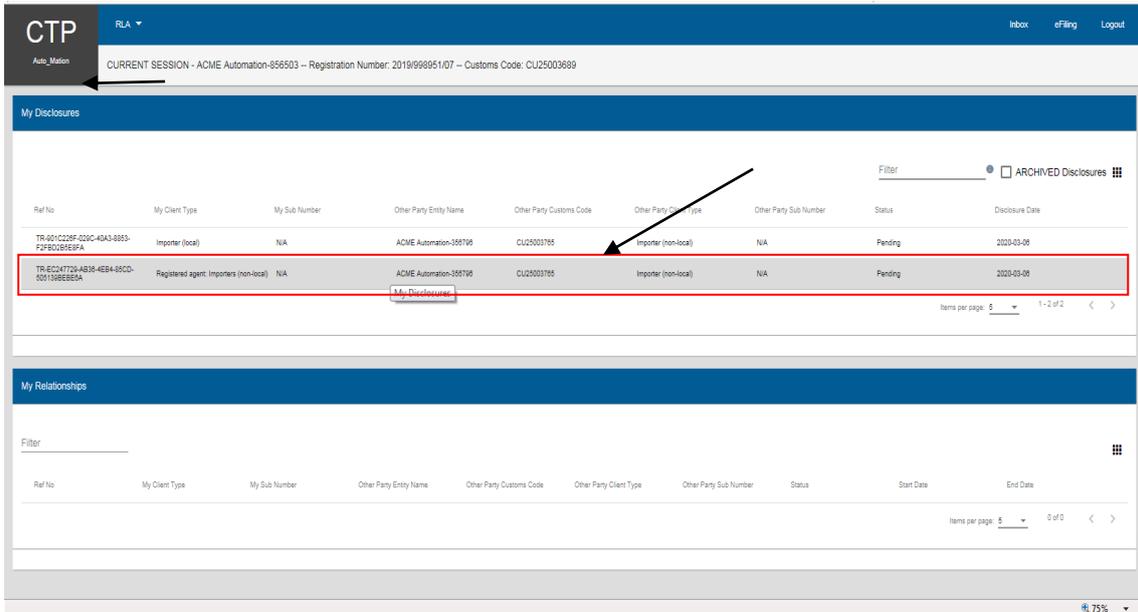


w) The system will send a notification to the authorised person's (nominee's) email address if provide.

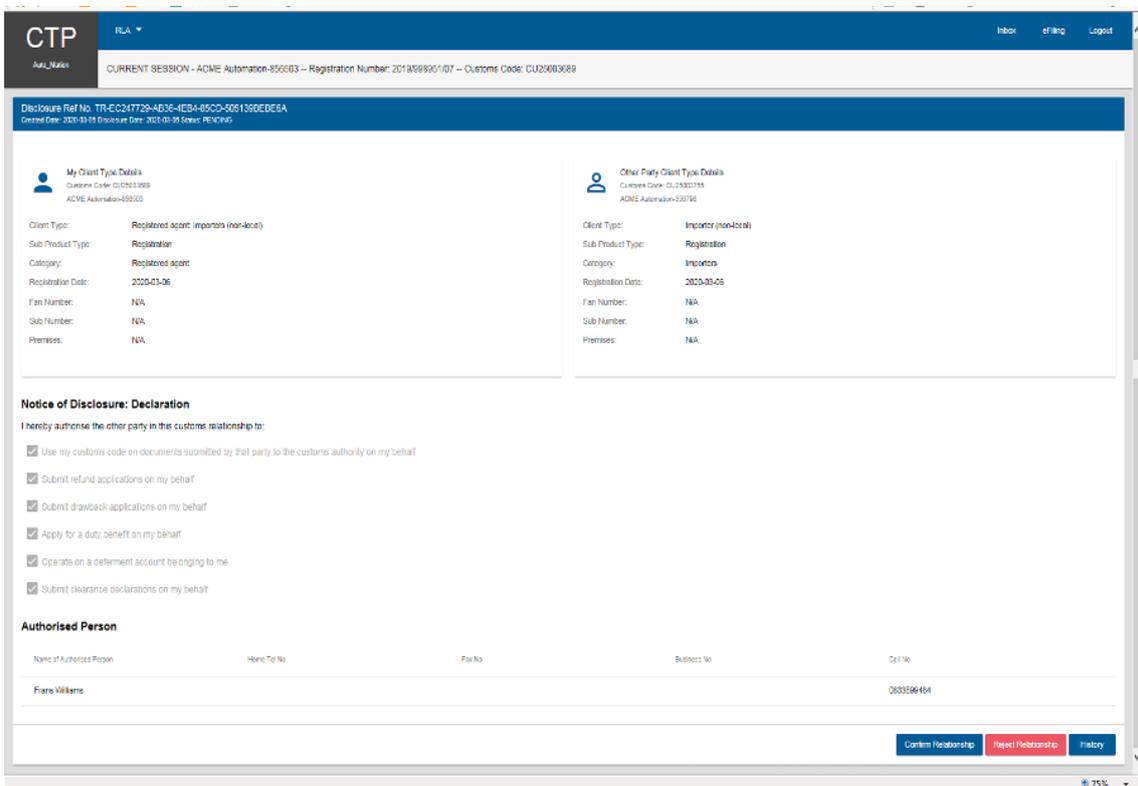


4 ACCEPTANCE, REJECTION OR CANCELLATION OF A RELATIONSHIP

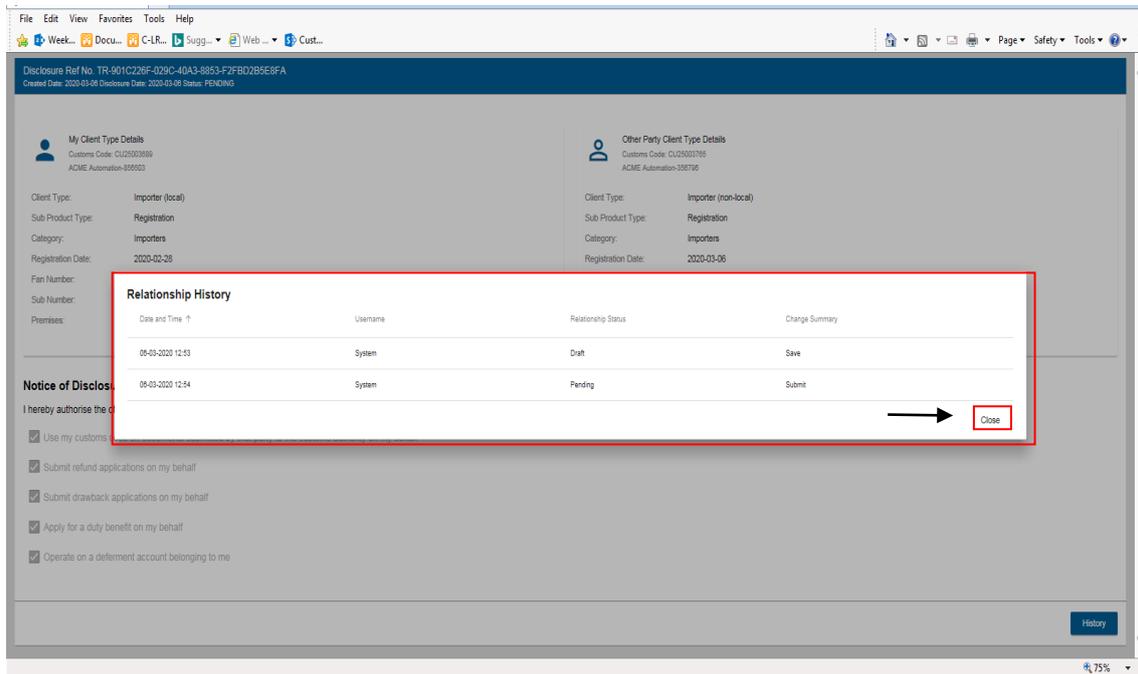
- a) A relationship disclosed by the nominator must be actioned by the nominee within seven (7) working days from the date of the notification. If the nominee fails to action the notification to disclosure within the seven (7) working day period, the system will automatically abandon the request.
- b) Once the user of the nominee has logged into the RLA Relationship dashboard via eFiling the user must accept or reject the applicable disclosure under My Disclosure option on the RLA Relationship dashboard [see paragraph 2 a) to b)]. The user clicks on the relationship to be confirmed or rejected under My Disclosure.



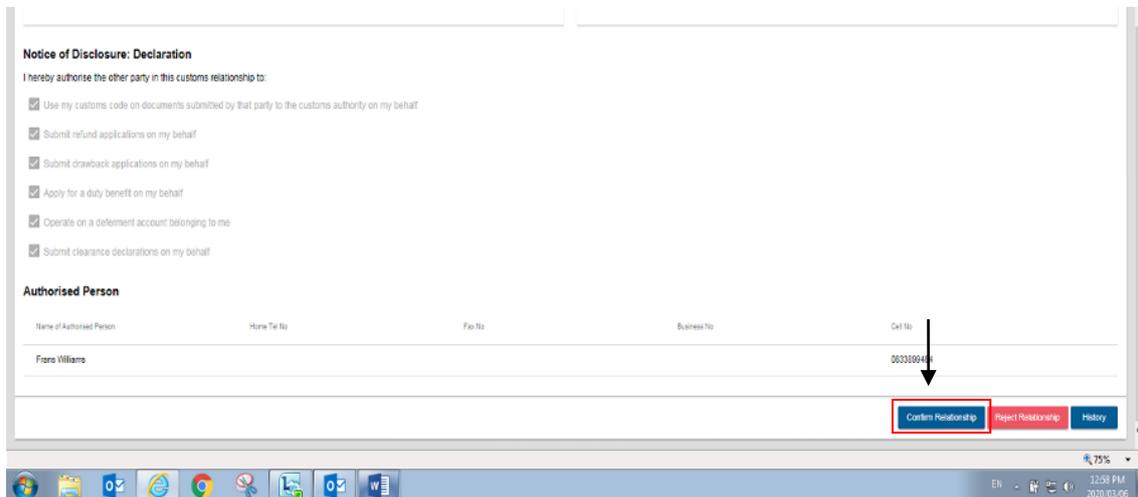
- c) The system displays the disclosure summary page.



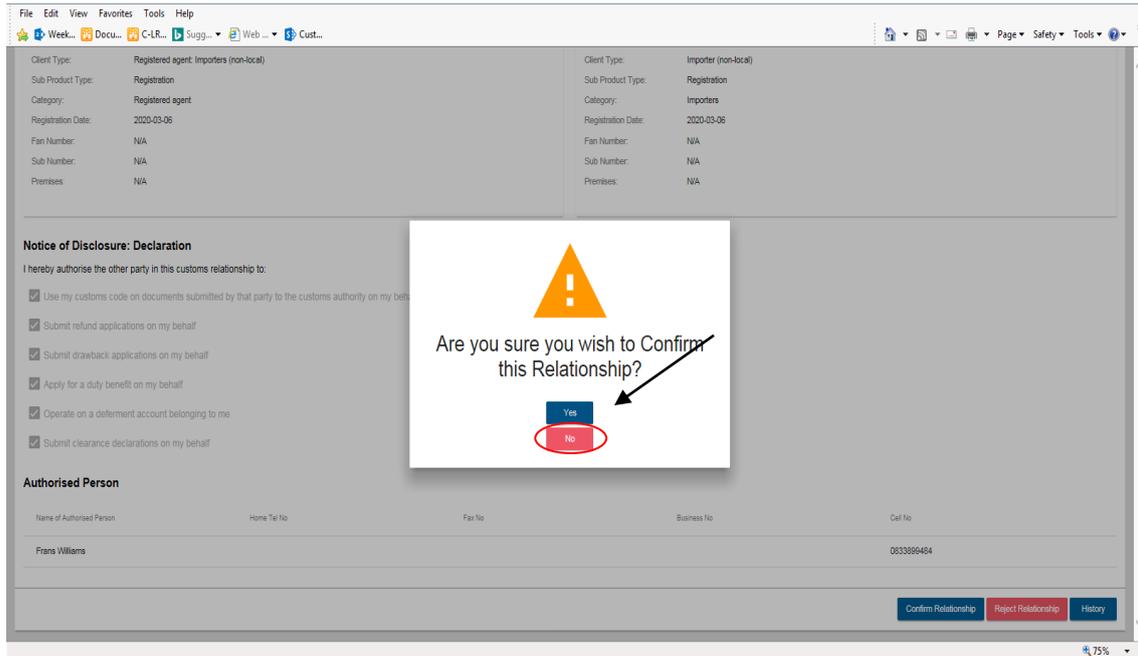
- i) In order to view the history of a relationship:
- A) The user clicks on the History button.
 - B) The system displays the Relationship History page.
 - C) The user clicks on Close to return to disclosure summary page.



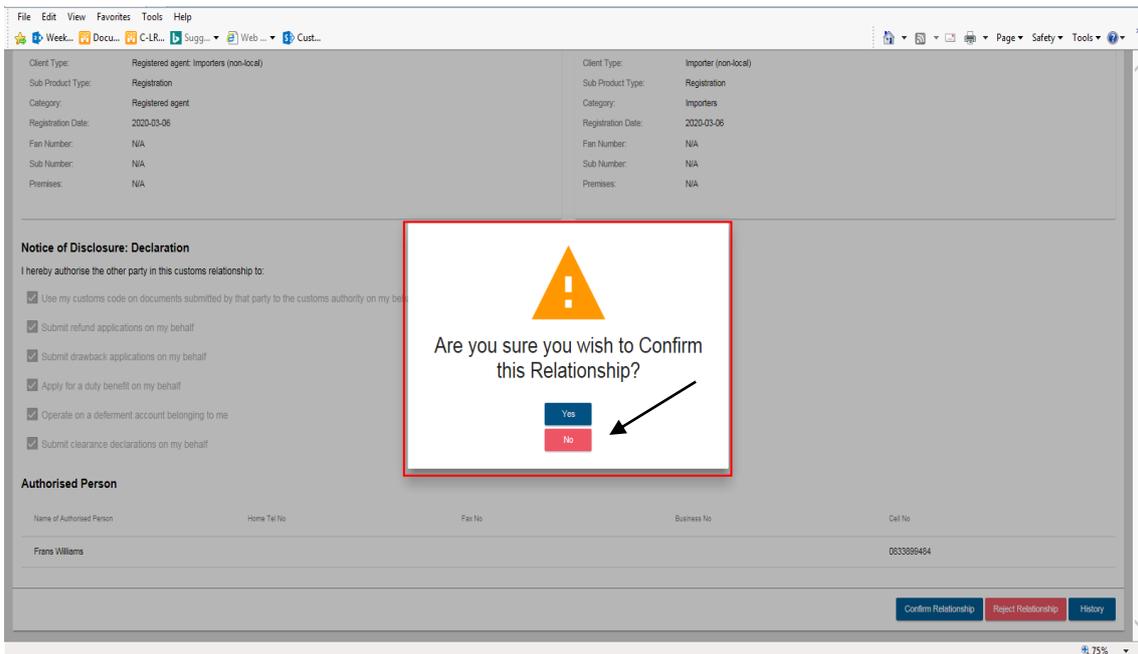
- ii) The acceptance of a relationship disclosed by another RLA client
- A) If the nominated client accepts the relationship disclosed with the nominator, the nominee clicks on the Confirm Relationship button.



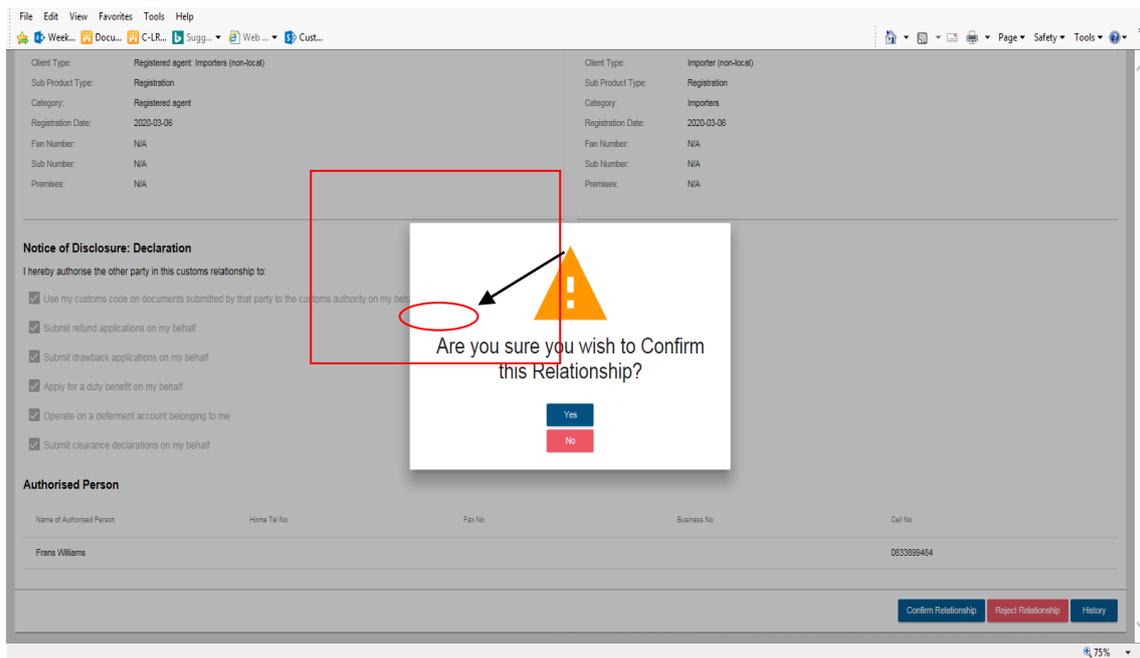
B) The system asks if you wish to confirm this relationship.



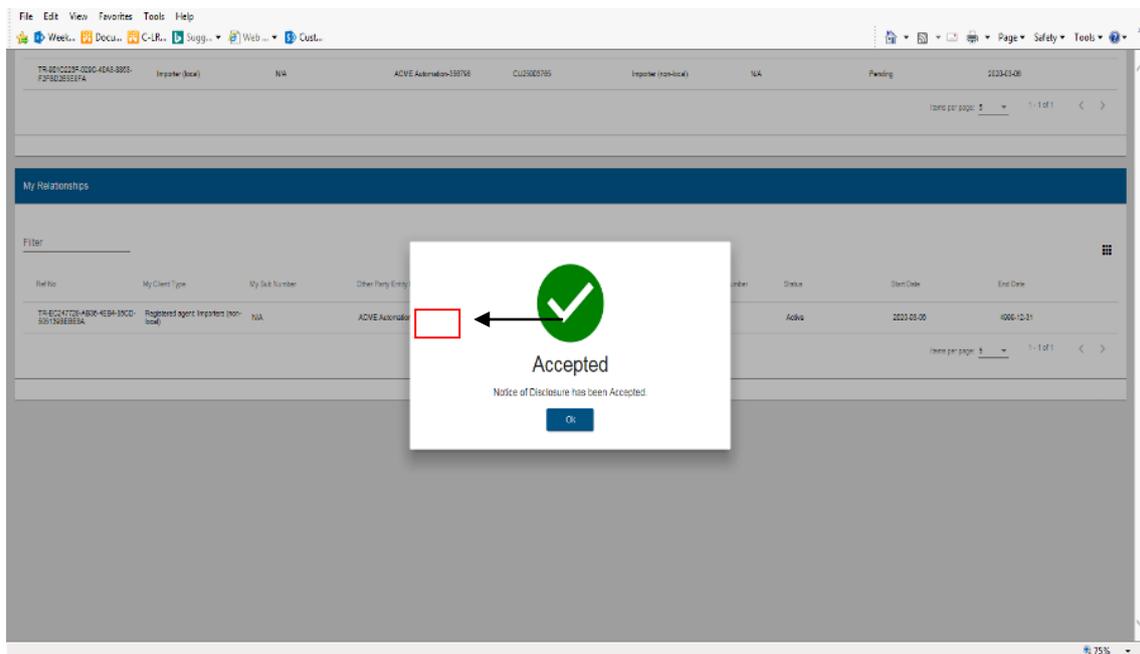
- C) If the user does not accept the disclosed relationship:
- I) He/she clicks on the No button.
 - II) The system updates the status of the relationship case under My Disclosure from pending to rejected [see paragraph iii)D)] below and sends a notification to the nominator's RLA Inbox prescribed in SC-CF-42.



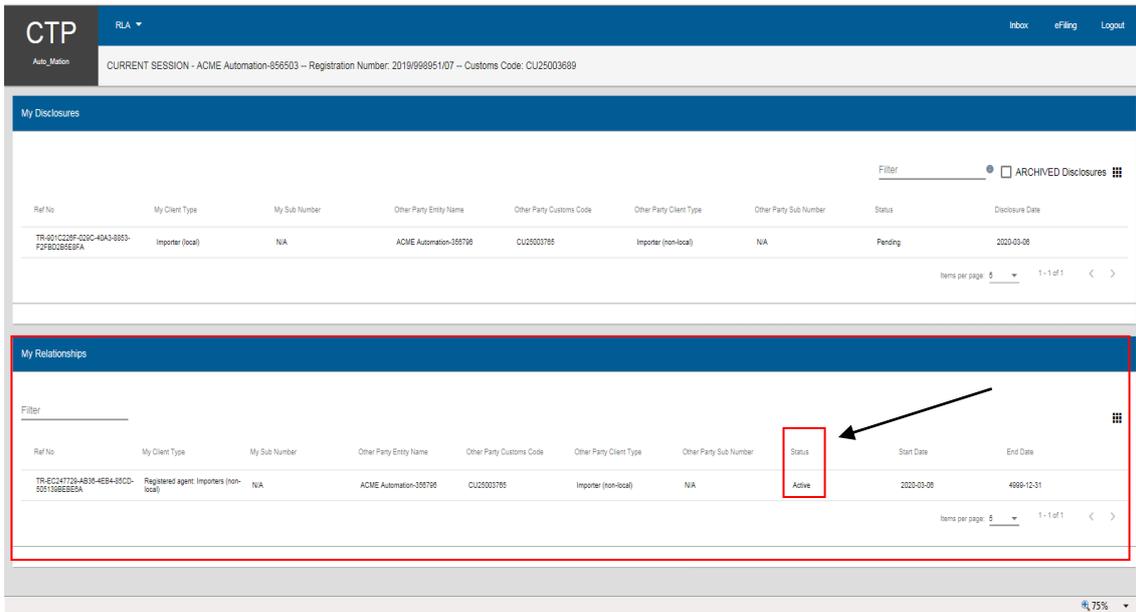
- D) If the user (e.g. nominated client) accepts the disclosed relationship, he/she clicks on the Yes button.



- E) The system displays a message that the notice of disclosure has been accepted and the user then clicks on the Ok button.



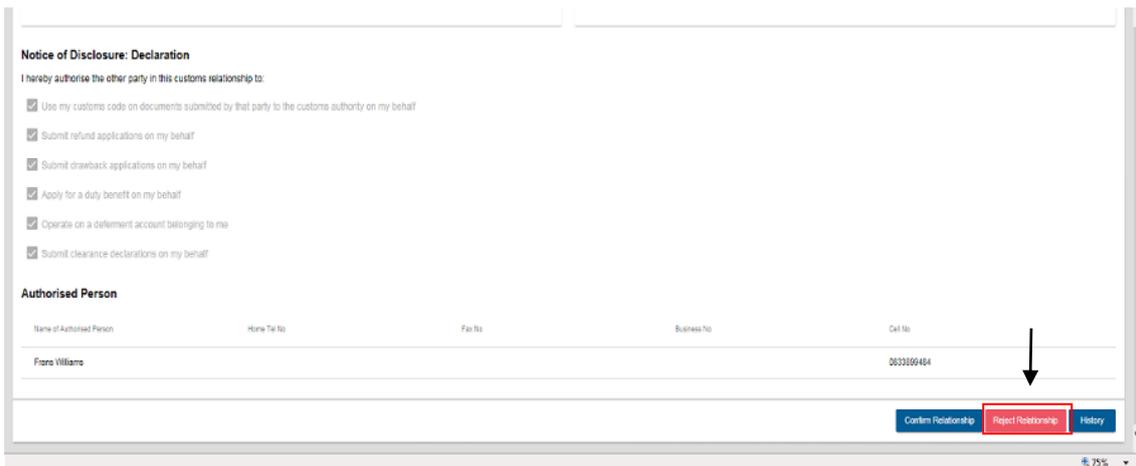
- F) The system moves the relationship case from under My Disclosure to My Relationship and changes the status from pending to active.



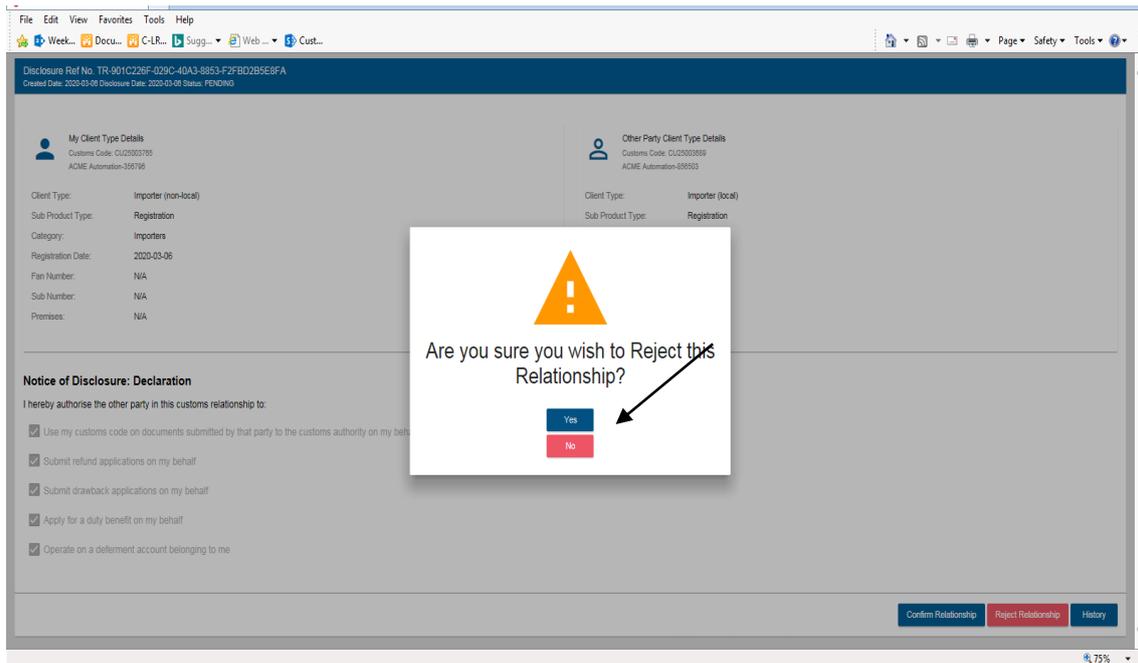
- G) The system forwards a confirmation notification to the effected client's RLA Inbox prescribed in SC-CF-42.



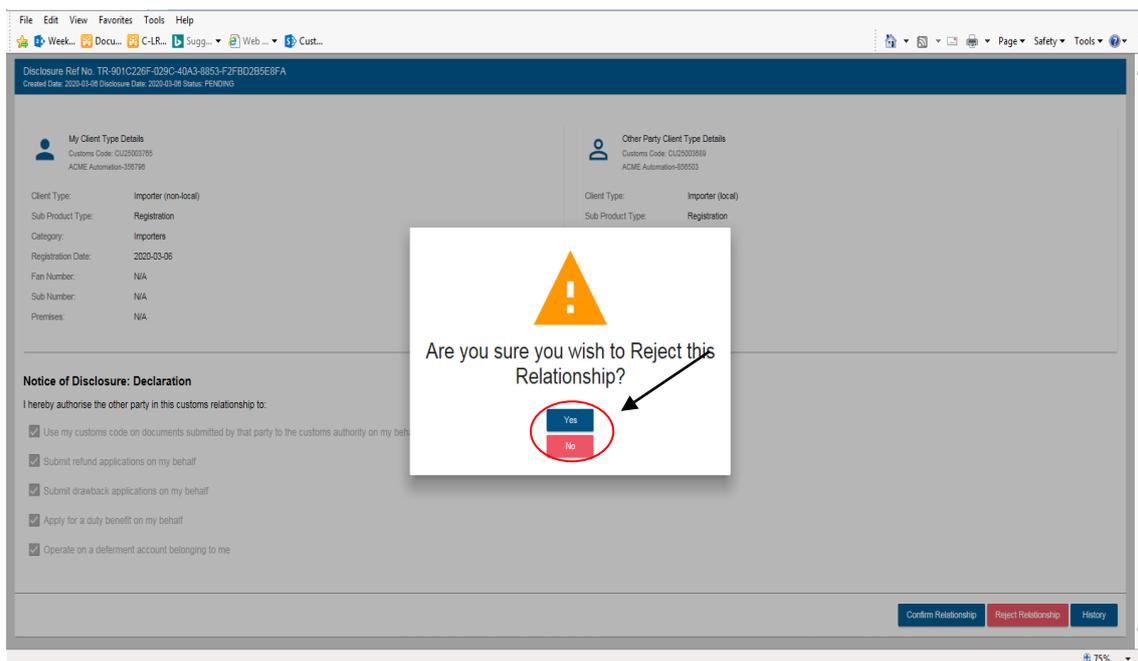
- iii) Rejecting a relationship disclosed with another RLA client
A) The user (nominator or nominee) clicks on the Reject Relationship button.



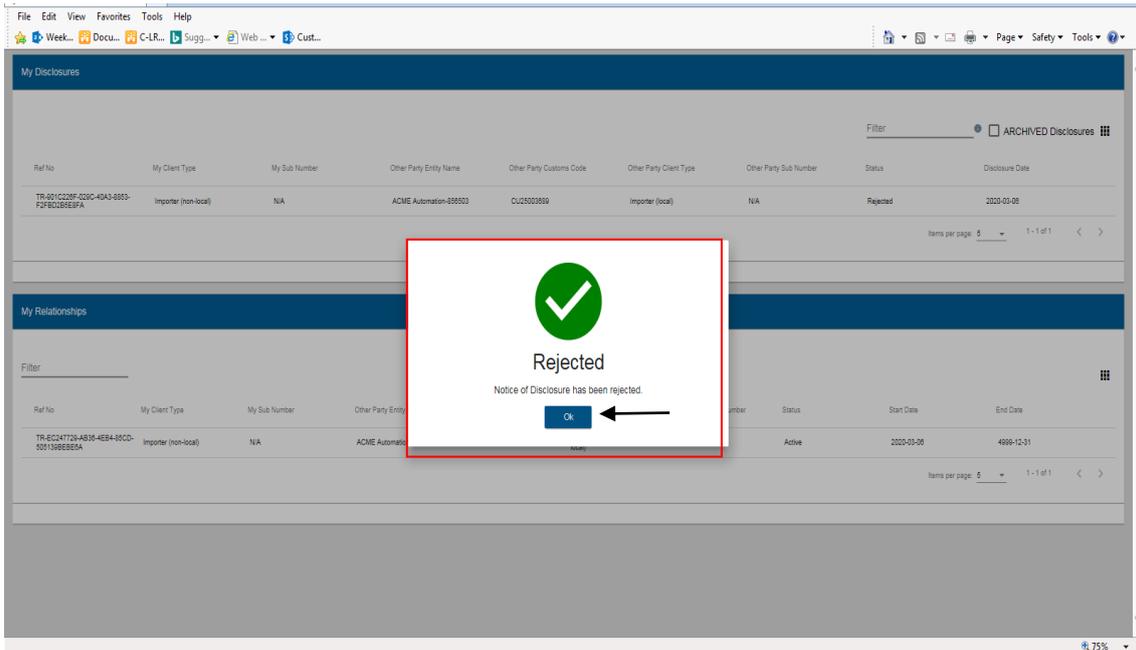
B) The system asks if you wish to reject this relationship.



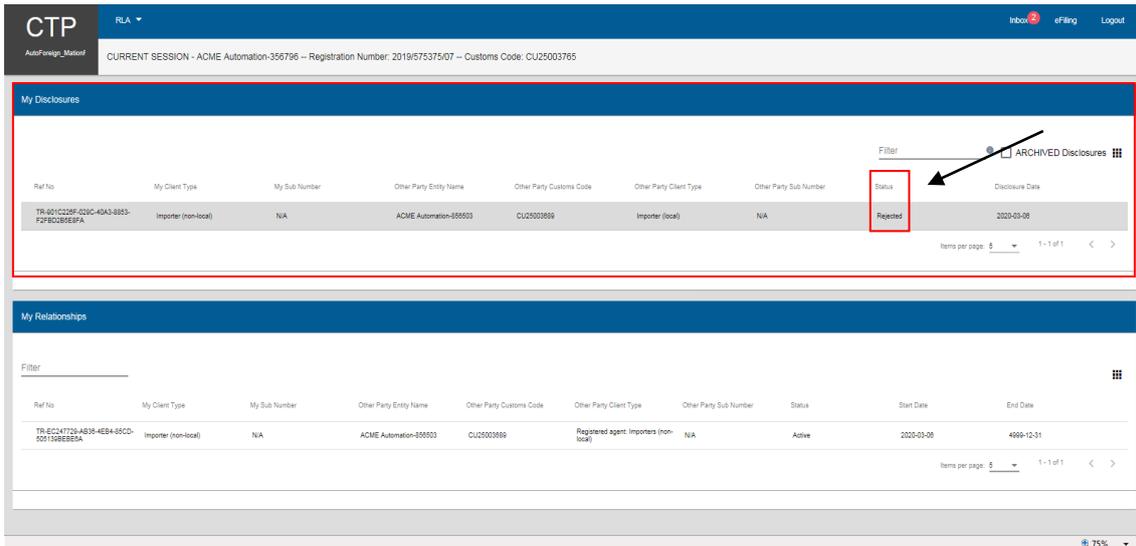
- C) If the user:
- I) Disagrees, the user clicks on the No button and returns to paragraph ii) above.
 - II) Agrees, the user clicks on the Yes button.



- D) The system displays a message that the notice of disclosure has been rejected. The user clicks on the Ok button.



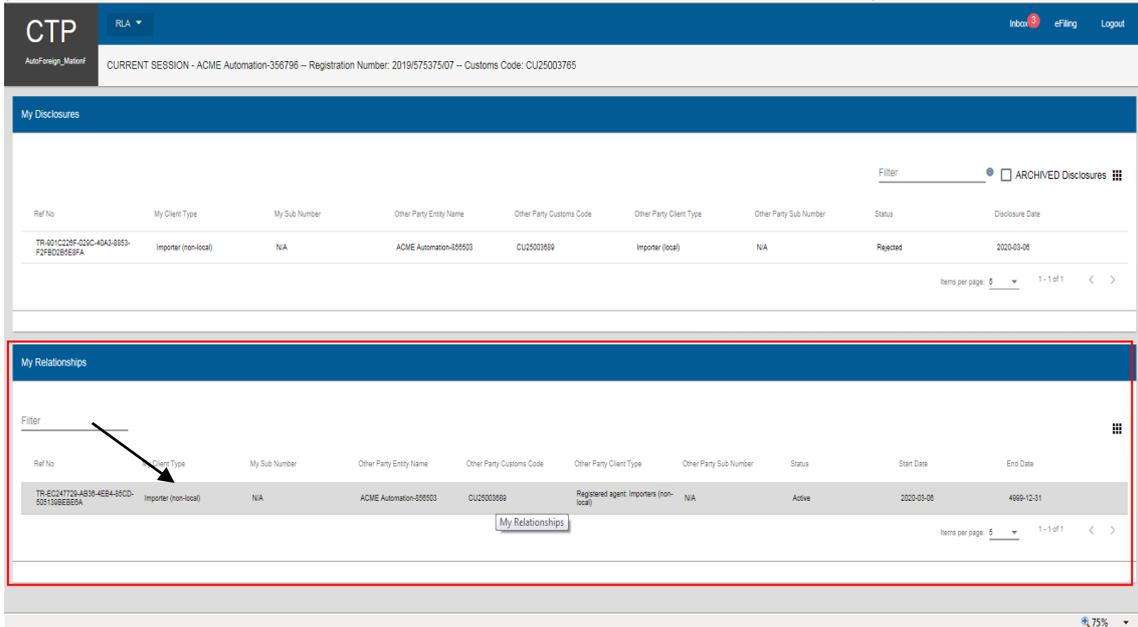
- E) The system returns to the RLA Dashboard and updates the disclosed relationship status under My Disclosure from pending to rejected.



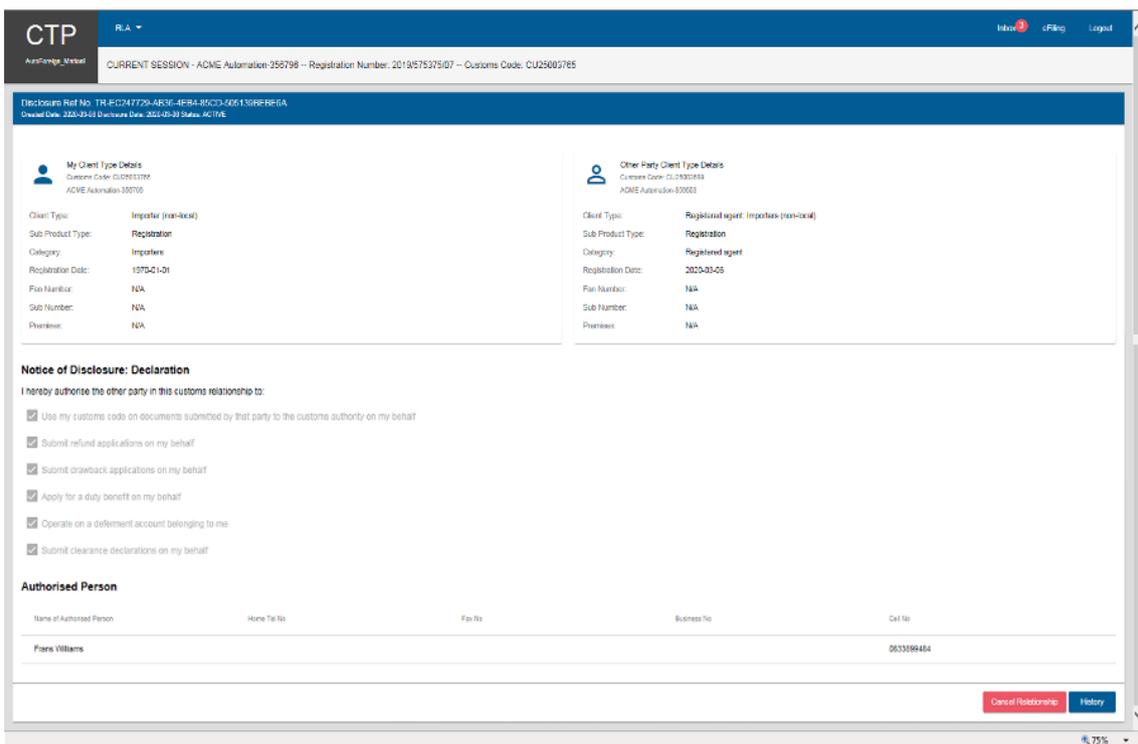
- F) The system sends the rejection notification to the effected RLA client's Inbox on the RLA Dashboard prescribed in SC-CF-42.



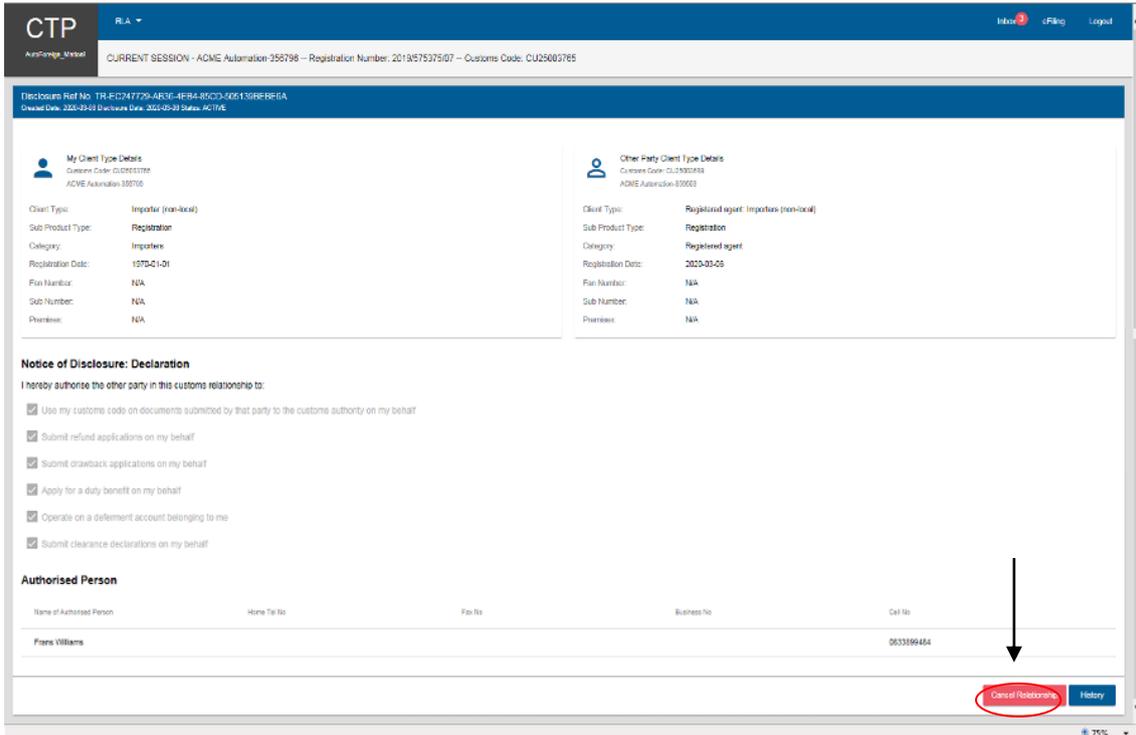
- iv) Cancel an existing relationship with another RLA client:
 A) When a nominee or nominator wishes to cancel an active relationship, the user clicks on the active relationship under My Relationships on the RLA Relationship dashboard.



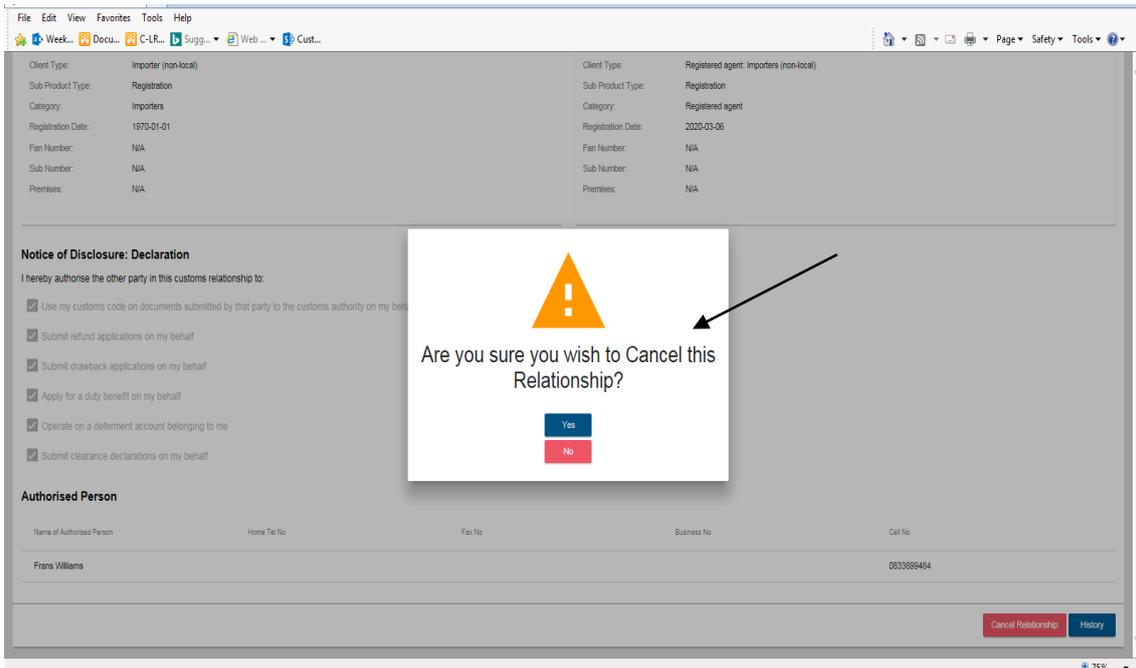
- B) The system displays the disclosure summary page.



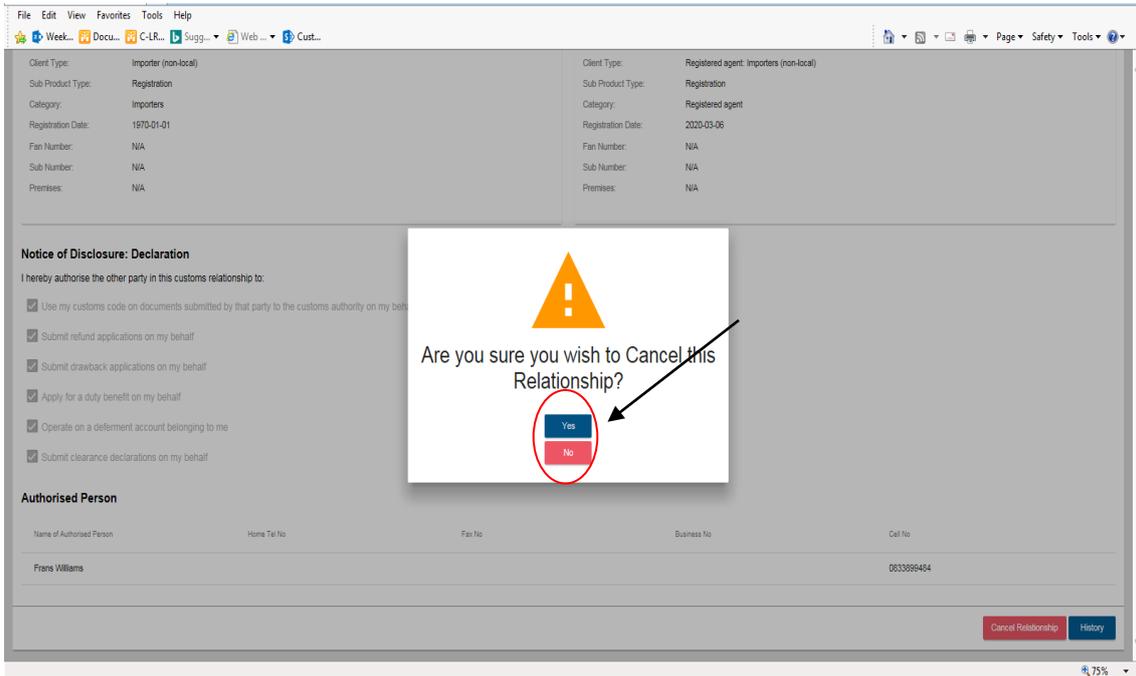
C) The user clicks on the Cancel Relationship button.



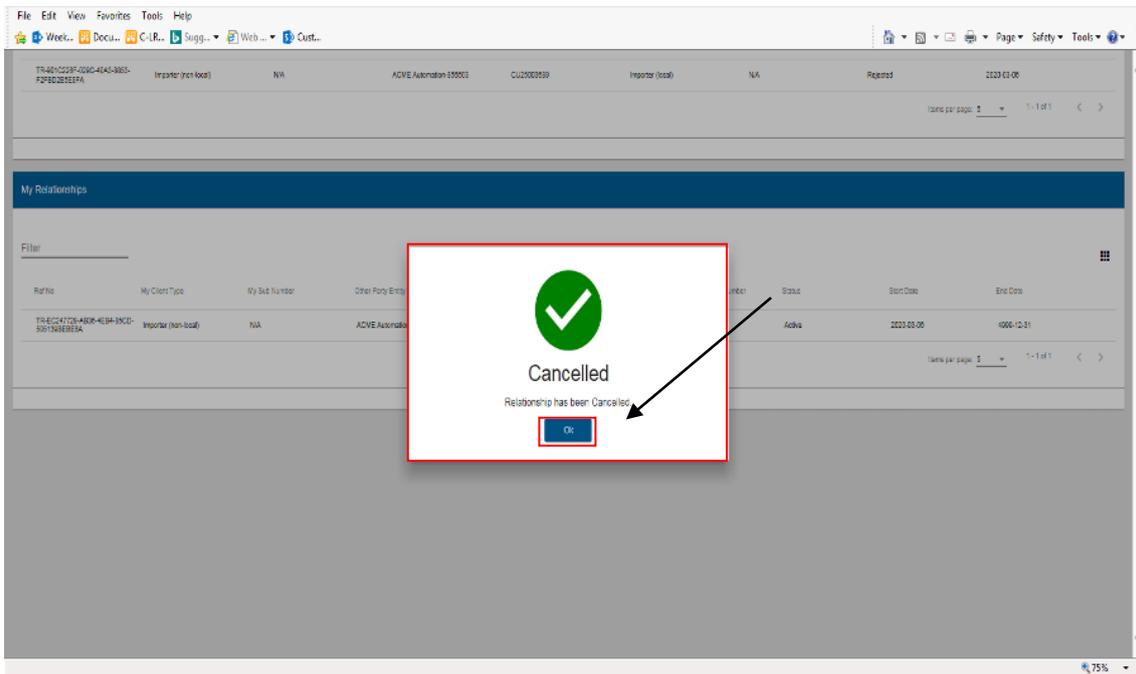
D) The system asks if you wish to cancel this relationship.



- E) If the user:
- I) Disagrees, the user clicks on the No button and the system returns to the RLA Relationship dashboard, refer to paragraph A) above.
 - II) Agrees, the user clicks on the Yes button.



- F) The system displays a message that the relationship has been cancelled. The user clicks on OK to close the case.



- G) The system updates the nominated RLA client's active relationship status under My Relationships from active to cancelled on the client's RLA Relationship dashboard.

The screenshot shows the SARS RLA dashboard interface. At the top, there is a navigation bar with 'CTP' and 'RLA' tabs. Below this, a header indicates the current session details: 'CURRENT SESSION - ACME Automation-356796 -- Registration Number: 2019/575375/07 -- Customs Code: CU25003765'. The main content area is divided into two sections: 'My Disclosures' and 'My Relationships'. The 'My Relationships' section contains a table with the following data:

Ref No	My Client Type	My Sub Number	Other Party Entity Name	Other Party Customs Code	Other Party Client Type	Other Party Sub Number	Status	Start Date	End Date
TR-EC247729-AB36-4EB4-85CD-505139BEBE6A	Importer (non-local)	N/A	ACME Automation-88503	CU2003858	Registered agent Importers (non-local)	N/A	Cancelled	2020-03-08	2020-03-08

A red box highlights the 'Start Date' field in the table, and an arrow points to it from the right.

- H) The system sends the cancellation notification to the affected clients' RLA Inbox on the RLA Dashboard.

The screenshot shows an email notification from SARS. The subject is 'Notification of RMM Correspondence - Message (HTML)'. The sender is 'NOREPLY@sars.gov.za'. The recipient is 'Frans Willemse'. The body of the email reads:

Dear Trader,
A Customs relationship has been cancelled. Access RMM dashboard for notification. Ref. TR-EC247729-AB36-4EB4-85CD-505139BEBE6A. From SARS.

5 DEFINITIONS, ACRONYMS AND ABBREVIATIONS

The definitions, acronyms and abbreviations can be accessed via the following link: [Glossary A-M | South African Revenue Service \(sars.gov.za\)](#)

6 DISCLAIMER

- a) The information contained in this guide is intended as guidance only and is not considered to be a legal reference, nor is it a binding ruling. The information does not take the place of legislation and readers who are in doubt regarding any aspect of the information displayed in the guide should refer to the relevant legislation or seek a formal opinion from a suitably qualified individual.
- b) **For more information about the contents of this publication you may:**
- Visit the SARS website at www.sars.gov.za;
 - Make a booking to visit the nearest SARS branch;
 - Contact your own tax advisor / tax practitioner;
 - If calling from within South Africa, contact the SARS Contact Centre on 0800 00 SARS (7277); or
 - If calling from outside South Africa, contact the SARS Contact Centre on +27 11 602 2093 (only between 8am and 4pm South African time).