



# SARS ONLINE QUERY SYSTEM

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### 1 SUMMARY

- a) This guide will assist Customs and Excise clients to understand how to raise queries with SARS on the SARS Online Query System (SOQS) so that they do not have to go to a branch. The SOQS is an easy-to-use online platform accessible via <u>www.sars.gov.za</u>.
- b) To initiate a query, Customs and Excise clients simply need to complete the online form by selecting a Query Type; complete a set of required information, attach supporting documentation where necessary and submit the data to SARS for processing and review.
- c) SOQS currently allows Customs and Excise clients capture the following Query Types:
  - i) Submit APT Supporting Documents.
  - ii) Register for Food Manufacturing Diesel Refund.
  - iii) RLĂ application status.
  - iv) Customs Code.
  - v) Submit RLA Supporting Documents.
  - vi) View RLA Documents.

## 2 SUBMISSION OF QUERIES

#### 2.1 How to submit a query online

a) To access SOQS visit the SARS website <u>www.sars.gov.za</u> on the Home Page click on > SARS Online Query System.



SARS Online Query System



b) The following screen will be displayed: All the available query options will be displayed under this screen titled "Use our Digital Channels".

# **Use our Digital Channels**



## **3 HOW TO CAPTURE QUERY TYPES**

## 3.1 Register for FM Diesel Refund

- a) This query must be used to submit request for registration in respect of Diesel Refunds for Food Manufacturing Scheme (DRFMS) Excise product.
- b) The client must capture all the mandatory fields to be able to attach the supporting documents and submit the registration request.



c) Once the query is submitted, a case will be created for SARS to review the request.

Diesel Food Manufacturer Registration			
Enter Details	<ul> <li>Ø Captcha —</li> </ul>	③ Upload Supporting Documentation	
Entity Details			
Entity Type * Individual	*	Name *	
Tax Type * VAT	*	VAT Number *	
ID Type * South African ID Number	×	ID Number *	
Nearest Customs Office * Bisho		· · · · · · · · · · · · · · · · · · ·	

- d) Select the "Entity Type" from the dropdown list. The following can be selected:
  - i) Individual; or
  - ii) Company; or
  - iii) Trust.
- e) Capture the "Name" or "Registered Name" depending on the type of entity selected.
- f) The "Tax Type" will default to VAT.
- g) Capture the VAT Number for the Food Manufacturing Client.
- h) Select the "ID Type" from the drop down list. Depending on the entity type selected, the drop down will be adjusted accordingly:
  - i) For Individual entity type, the following will be on the dropdown list:
    - A) South African ID Number If the Client is an individual and a South African resident, only a valid ID number will be accepted.
    - B) Passport Number If the Client is an individual and a foreigner, a valid passport number must be used.
  - ii) For Company entity type, the Company Registration Number will be on the dropdown list. Only a valid Company Registration number will be accepted.
  - iii) For Trust entity type the Trust Number will be on the dropdown. Only a valid Master of the High Court Trust registration number will be accepted.
- i) Depending on the "ID Type" selected, capture the relevant number.



j) Select the "Nearest Customs Office" from the dropdown list.

SARS Diesel Food Manufacturer Registration		
Requestor Details		
Capacity*		
Title*	Initials *	
Name *	Surname *	
Email*		
Mobile Number *	Telephone Number	
Requestor Additional Details		
Tax Type - Income Tax	Income Tax Number *	
ID Type* South African ID Number	ID Number*	

- k) Capture Requestor Details (these are the details of the person that is submitting this query to SARS) as follows:
  - i) Select the Capacity from the dropdown list as follows:
    - A) Tax Practitioner
    - B) Main Trustee
    - C) Administrator (Estates)
    - D) Executor
    - E) Liquidator
    - F) Curator
    - G) Once-off Mandate
    - H) Public Officer
    - I) Accounting Officer
    - J) Employee with Mandate
    - K) Third Party with Mandate
  - ii) Select the Title from the dropdown list. The following can be selected:
    - A) Ms for women irrespective of the marital status.
    - B) Mr for men.
    - C) Mrs for married women.
    - D) Rev for Reverend.
    - E) Prof for Professor.
    - F) Dr for Doctor.
    - G) Adv for Advocate.
    - H) Hon for Honourable.
  - iii) Capture the "Initials" in the Initials field.
  - iv) Capture the "Name" in the Name field.
  - v) Capture the "Surname" in the Surname field.
  - vi) Capture the "Email" address in the Email address field.
  - vii) Capture the "Mobile" number in the Mobile field.
  - viii) Capture "Telephone" number in the Telephone number field. This field is optional.

#### I) Capture Requestor Additional Details as follows:

- i) Select the Tax Type from the dropdown list. The tax type will default to Income Tax.
- ii) Capture the "Income Tax Number" for the requestor. This field will be mandatory.



- iii) The system will validate that the ID Number and Income tax reference number of the requestor belong to the same person where the information has been completed. If not, an error message will be displayed on submission.
- iv) Select the ID Type from the dropdown list:
  - A) South African ID Number If the requestor is an individual and is a South African resident, only a valid ID number will be accepted.
  - B) Passport Number If the requestor is an individual and is a foreigner, a valid passport number must be used.
- v) Capture the "ID No" depending on the ID Type selected.
- m) Once all the mandatory information has been captured, click on "Continue to Upload" to go to the next page. If the information captured does not match the SARS records the following message will be displayed:



n) If the information captured matches the SARS records the following CAPTCHA screen will be displayed:

South African Revenue Service Diesel Food Manufacturer Registration		
Enter Details	2 Captcha	3 Upload Supporting Documentation
MV A VHK	ntinue	
CAPTCHA*		

- o) Complete the onscreen CAPTCHA field. Click on Submit to continue to the Upload Supporting Documentation screen.
- p) If the completed information is correct, the following Upload Supporting Documentation screen will be displayed:

South African Revenue Service Diesel Food Manufacturer Registration			
Enter Details	Captcha	3 Upload Supporting Documentation	
Please note that all documents listed below	/ must be supplied in order to continue!		
DA185 Form Completed DA185 form.			
Status	File Name	UPLOAD	
DA185.4A3 form/(s) Completed DA185.4A3 form/(s)			
Status	File Name	UPLOAD	



South African Revenue Service	od Manufacturer Registr	ation		
Confirmation of Bank Details Confirmation of Bank Details				
Status	File Name	UPLOAD		
Proof of Identification of the Applica Proof of Identification of the applicant	int			
Status	File Name	UPLOAD		
Proof of Address of the entity Proof of Address of the entity (Company/Individual res	Proof of Address of the entity Proof of Address of the entity (Company/Individual residential address)			
Status	File Name	UPLOAD		
Proof of Address of the Manufacturin Proof of Address of the Manufacturing Premises	g Premises			
Status	File Name	UPLOAD		
Copy of Agency Contract A certified copy of the agency contract				
Status	File Name	UPLOAD		
South African Revenue Service	od Manufacturer Regist	ration		
Copy of a trading permit Copy of trading permit				
Status	File Name	UPLOAD		

Constitution and Founding Statement A copy of the Constitution and Founding Statement		
Status	File Name	UPLOAD



Power of Attorney / Letter of Appointment of the Delegated Representative Power of Attorney / Letter of Appointment of the Delegated Representative			
Status	File Name	UPLOAD	
Other evidentiary Documents Other evidentiary Documents			
Status	File Name	UPLOAD	
CANCEL			UPLOAD DOCUMENTS

- q) There will be an upload button next to each supporting document required as per the screen above.
- r) Upload only the specific document and/or item indicated per upload section.
  - i) Where the required document is not applicable to the client, a letter explaining the reasons why the document is not applicable must be uploaded next to the required document.
  - ii) Ensure that you upload the correct documents as uploading incorrect documents may lead to delays in processing your application.
- s) Once all the supporting documents have been uploaded click on Upload Documents button to submit the request. The following message will be displayed:

South African Revenue Service			
Enter Details		Captcha ————	Upload Supporting Documentation
Query Successfull	y Submitted		
Your query on behalf of mobile number captured. C	with VAT Number	has been successfully submitted. Additiona	I correspondence in this regard will be sent to the email address and

## 3.2 Request my Customs Code

- a) The User must capture all the mandatory fields that will be used for identification purposes:
  - i) Select the Title from the dropdown list. The following can be selected:
    - A) Ms for women irrespective of the marital status.
    - B) Mr for men.
    - C) Mrs for married women.
    - D) Rev for Reverend.
    - E) Prof for Professor.
    - F) Dr for Doctor.
    - G) Adv for Advocate.
    - H) Hon for Honourable.
  - ii) Capture the "Initials" in the Initials field.
  - iii) Capture the "Name" in the Name field.
  - iv) Capture the "Surname" in the Surname field.
  - v) Capture the "Trading Name" in the Trading Name field.
  - vi) Capture the Case Number" in the Case Number field.
  - vii) Capture the "ID Type" in the ID Type field.
  - viii) Capture the "ID No." number in the ID No. field.
  - ix) Click on "Reset Form" to clear all captured fields.



b) Once completed the user must click on the Next button.

th African Revenue Service Reque	st my Customs Code	
Enter Details	2 Captcha ————————————————————————————————————	3 R
Title *	v Initials* N	
Name * Nicole	Sumame*	
Trading Name * ABC		
ID Type * Company Registration Number	Company Registration Number*	

c) The user will be required to complete the Captcha field before submission will be processed. Click on submit.

South African Revenue Service Request my Customs Code		
Enter Details	2 Captcha	3 Result
Captcha Please complete the captcha to continue CAPTCHA* MQLPK SUBMIT		

d) Once the captured data has been successfully validated. The following screen will appear. User must select the type of communication channel through which their Customs Code(s) can be sent:

South African Revenue Servi	Requesting Customs Code
Enter Details Your Customs Cod	Captcha 3 Result
	CLICK HERE TO SEND THIS RESULT AS SMS TO 08233*****.
	CLICK HERE TO SEND THIS RESULT AS EMAIL TO DPETZW******@SA****.GOV.ZA



e) Below is an example of an email and SMS communication that will be sent, to provide the user with the Custom Code, depending on the type of communication channel that was selected:

From: <u>NOREPLY@sars.gov.za</u> < <u>NOREPLY@sars.gov.za</u> > Sent: Friday, April 5, 2024 9:15 AM To: Subject: Customs Code Query
Dear
Thank you for your Customs Code query.
Your Customs Code is:
Sincerely
THE SOUTH AFRICAN REVENUE SERVICE
Dear Thank you for your Customs Code query.

## Your Customs Code(s):

f) A Query Completed screen will appear to show that the process is complete, as displayed below:

South African Revenue Service Request	my Customs Code	
Enter Details	Captcha	Result
Query Completed		
Your query on behalf of test has been successfully pro	occessed. Additional correspondence in this regard will be sent to the	email address or mobile number selected.

g) If information is incorrectly completed. The following screen will be displayed:

Captcha Query Completed	
	3 Result
We have unfortunately not been able to locate a Customs Code for the details that you captured Please visit www.sars.gov.za and use our online services or make an appointment to visit your nearest SARS Customs Office for additional assistance.	to confirm your details



h) If the information captured does not match the SARS records the following message will be displayed:

<ul> <li>Enter Details</li> <li>Captcha</li> <li>Captcha</li> <li>Query Completed</li> <li>Your records do not contain sufficient information for us to be able to send you a Customs Code. Please visit www.sars.gov.za and use our online services to confirm your details or make an appointment to visit your nearest SARS Customs Office for additional assistance.</li> </ul>	African Revenue Service	Request my Customs Code
Query Completed Your records do not contain sufficient information for us to be able to send you a Customs Code. Please visit www.sars.gov.za and use our online services to confirm		
Query Completed Your records do not contain sufficient information for us to be able to send you a Customs Code. Please visit www.sars.gov.za and use our online services to confirm	2210	
Your records do not contain sufficient information for us to be able to send you a Customs Code. Please visit www.sars.gov.za and use our online services to confirm		Scapitcha Scapitcha
	2012/ 10.26 St. St. 10.101	

## 3.3 Request my RLA Application Status

- a) A request to retrieve the status of an RLA Application Status can be made via the SARS Online Query System.
- b) The User must capture all the mandatory fields that will be used for identification purposes:
  - i) Select the Title from the dropdown list. The following can be selected:
    - A) Ms for women irrespective of the marital status.
    - B) Mr for men.
    - C) Mrs for married women.
    - D) Rev for Reverend.
    - E) Prof for Professor.
    - F) Dr for Doctor.
    - G) Adv for Advocate.
    - H) Hon for Honourable.
  - ii) Capture the "Initials" in the Initials field.
  - iii) Capture the "Name" in the Name field.
  - iv) Capture the "Surname" in the Surname field.
  - v) Capture the "Trading Name" in the Trading Name field.
  - vi) Capture the Case Number" in the Case Number field.
  - vii) Capture the "RLA Application Number" number in the RLA Application Number field.
  - viii) Capture the "ID Type" in the ID Type field.
  - ix) Capture the "ID No." in the ID No. field.



- b) Click on "Reset Form" to clear all captured fields.
- c) Once completed the user must click on the Next button.

outh African Revenue Service Request RLA Application Status				
1 Enter Details	2 Captcha	3 Result		
Title * Ms	<ul> <li>Initials*</li> </ul>			
~ Name *	- Surname *			
← Trading Name * ABC				
Case Number	RLA Application Number *			
─ ID Type *	Company Registration Number *			

d) The user will be required to complete the Captcha field before submission will be processed. Click on submit.

South African Revenue Service Request RLA Application Status					
Enter Details	2 Captcha	3 Result			
Captcha Please complete the captcha to N2283	o continue ● Š				



e) Once the captured data has been successfully validated. The following screen will appear. User must select the type of communication channel through which to have the RLA Application Status sent to them. The communication information will be pre-populated and the Client will select their preference:

South African Revenue Service	Request my RLA Application status				
Enter Details	Capitcha 💿 Result				
Your F	RLA Application Status has been verified. Please select your preferred communication channel below				
	CLICK HERE TO SEND YOUR RLA APPLICATION STATUS BY SMS TO 08345****				
	CLICK HERE TO SEND YOUR RLA APPLICATION STATUS BY EMAIL TO WBLAC******@SA***.GOV.ZA				

f) Below is an example of an email and SMS communication that will be sent depending on the type of communication channel that was selected:

From: <u>NOREPLY@sars.gov.za</u> < <u>NOREPLY@sars.gov.za</u> >		
Sent: Friday, April 5, 2024 9:24 AM		
To:		
Subject: RLA: Application status for BRLA-20230803-0007	-01-01	
Dear Automation Contact Person,		
Your application with reference	for Importer (local) is currently In Progress in Documentary Ins	spection.
Г		
Steps		Date Completed
Documentary Inspection		In Progress

Not Started

Herewith the SMS for RLA Application Status (SOQS)

Finalisation

 1/3 - Dear Automation Contact Person, your application with reference
 for Importer (local) is currently In Progress

 2/3 - in Documentary Inspection. Your application requires the following sequence of steps to be done by SARS: Documentary Inspection: In

 3/3 - Progress > Finalisation: Not Started

g) A Query Completed screen will be displayed below to demonstrate to the user that the process is complete:

African Revenue Service	Request my RLA Application Status
Anican Revenue Service	
Enter Details	Capicha Capicha
Query Completed	
Your query on behalf of [Init or mobile number selected.	ial Sumame] / [Trading Name] has been successfully processed. Additional correspondence in this regard will be sent to the email address



Where RLA is unable to locate an RLA Application Status, an error message is returned to SOQS and h) the following screen will be displayed:

/ S/ARS	Request my RLA Application Status
African Revenue Service	
Enter Details	Caricha Q Zestill
Enter Details	Capicha Capicha
Query Completed	Capitcha Capitcha Result

i) In instances where the information captured does not match SARS records, the following message will be displayed:

🕑 Capicha 🛛 🥥 Re	sult
us to be able to send you your RLA Application Status. Please visit www.sars.gov.za and use our online services It your nearest SARS Customs Office for additional assistance.	

## 3.4 Submit APT Supporting Documents

- a) SOQS is an alternative channel to use when submitting documents. A new query has been added to allow for clients to submit supporting documents to SARS. The client must use the Submit Supporting Document Query icon to upload them along with a set of mandatory data.
- User must capture all the mandatory fields that will be used for identification purposes: b)
  - Select the Title from the dropdown list. The following can be selected: i)
    - Ms for women irrespective of the marital status. A)
    - B) Mr for men.
    - C) Mrs for married women.
    - D) Rev for Reverend.
    - Prof for Professor. E)
    - Dr for Doctor. F)
    - G) Adv for Advocate.
    - Hon for Honourable. H)
  - Capture the "Initials" in the Initials field. ii)
  - Capture the "Name" in the Name field. iii)
  - iv)
  - Capture the "Surname" in the Surname field. Capture the "Trading Name" in the Trading Name field. V)
  - Capture the "Email" in the Email field. vi)
  - vii) Capture the "Tax Type" in the Tax Type field.



- viii) Capture the "Tax Number" in the Tax Number field.
- b) Click on "Reset Form" to clear all captured fields.

South African Revenue Service	Supporting Documents		
1 Enter Details	2 Captcha	3 Case Details	Upload Supporting Documentation
Title *	•	Initials *	
Name *		Surname *	
Trading Name			
Email *			
Mobile Number *		Telephone Number	
Tax Type * Air Passenger Tax	T	APT Number *	
Notes			
RESET FORM			NEXT

c) Click on "Next" button once all the mandatory fields have been completed. The Captcha screen will be displayed. Click on "Submit" button once completed.

African Revenue Service	orting Documents		
C Enter Details	(2) Captcha	Case Details	(a) Upload Supporting Documentation
Captcha Please complete the captha to continue 344222 CAPTCHA *			



d) Select case number for which the upload your supporting documents is required.

Enter Details	🕑 Captcha –	3 Case Details	Upload Supporting Documentation
Select a Case	Number		
CASENUMBER:	EFILING REGISTRATION VERIFICATION		
CASENUMBER:	APT AUDIT		
CASENUMBER:	APT AUDIT		

e) Once the document to be uploaded has been selected, click on the Upload button.

(Th)	Captcha	Case Details	Upload Supporting Documentation
Upload Tips			~
For details of the documents require	ured to be unloaded relevant to the case number pleases	refer to the original supporting document letter received f	2962 mor
		rerer to the original supporting document letter received i	iviii onno.
	10 documents each less than 5MB in size		
<ul> <li>A total of 10 individual subn</li> <li>Acceptable document types</li> </ul>	nissions can be made per case number		
<ul> <li>Acceptable document types</li> <li>Pdf, doc, docx, xls, xls</li> </ul>			
<ul> <li>Jpg, jpeg, bmp, tiff, pn</li> </ul>			
<ul> <li>Submitted documents shoul</li> </ul>			
<ul> <li>Be password protected</li> </ul>	d, blank or empty.		
	as this their file service		
<ul> <li>Have the characters ' d</li> </ul>	or & in their file names		
	with the same name already uploaded.		



f) User can view or delete documents uploaded by Clicking on the "Submit To SARS" button.

	ting Documents		
<ul> <li>FOL, DOC, VOC, XB, NSX</li> <li>Opg, jpeg, bmp, tiff, png and gif</li> <li>Submitted documents should not:         <ul> <li>Be password protected, blank or em</li> <li>Have the characters' or &amp; in their fill</li> <li>Duplicate documents with the same</li> <li>Spreadsheets with multiple sheets.</li> </ul> </li> </ul>	le names		
Document 1			
Status	File Name		
Queued for Submission	UAT Testing.docx	0	
Document			
	File Name	UPLOAD	

g) The following screen will be displayed.

African Revenue Service	Supporting Documents		
C Enter Details	Captcha	S Case Details	Upload Supporting Documentation
Query Successfully S	Submitted		
Your query on behalf of UAT To Case number 200365636	esting with Number has been successfully	submitted. Additional correspondence in this regard will be	sent to the email address and mobile number captured.

h) SARS will send an email with a message to notify whether the documents have been successfully received or that there is an error. The emails will provide specific messages relating to the error and the action that is required by the client.

## 3.5 Submit RLA Supporting Documentation

- a) RLA related supporting documentation can be submitted directly through the SARS Online Query System.
- b) A designated person captures the mandatory information that will be used for identification purposes:
  - i) Select the Title from the dropdown list. The following can be selected:
    - A) Ms for women irrespective of the marital status.
    - B) Mr for men.
    - C) Mrs for married women.
    - D) Rev for Reverend.
    - E) Prof for Professor.
    - F) Dr for Doctor.
    - G) Adv for Advocate.
    - H) Hon for Honourable.
  - ii) Capture the "Initials" in the Initials field.



- iii) Capture the "Name" in the Name field.
- iv)
- V)
- vi)
- Capture the "Surname" in the Surname field. Capture the "Trading Name" in the Trading Name field. Capture the "Case Number" in the Case Number field. Capture the "RLA Application Number" in the "RLA Application Number" field. vii)
- Capture the "ID Type" in the ID Type field. viii)
- c) Click on "Reset Form" to clear all captured fields.
- d) The user must click on the Next button after capturing information.

Couth African Revenue Service	Submit RLA Supp	porting Documents	
1 Enter Details	2 Captcha	3 Upload Supporting Documentation	Confirmation
Title *		✓ Initials *	
Name *		Surname *	
Trading Name *			
Case Number *		RLA Application Number *	
D Type* Company Registration Number		Company Registration Number *	

- RESET FORM
- e) If the information captured matches the SARS records the following CAPTCHA screen will be displayed.
- f) Submission will not be accepted if the Captcha is not correctly replicated.
- An audio version of the Captcha is also available when the user clicks on the speaker icon. g)

# Captcha

Please complete the captha to continue



NEXT



- h) Should RLA request at least one required supporting documentation record, the user is presented with the SOQS Document Upload screen:
- i) Click on the Upload button.

African Revenue Service				
🕑 Enter Details	Captcha —	3 Upload Supporting Documentation		
Upload Tips				
Each submitted document car     Acceptable document types a     Pdf, doc, docx, xls, xlsx     Jog, jpeg, bmp, liff, png e     Submitted documents should     Be password protected, l     Have the characters ' or i     Duplicate documents with     Spreadsheets with multip	re: ind gif not: Jlank or empty. & in their file names ih the same name already uploaded.			
Proof of Address 22 Sho** Str***, Ca** To**				
Status	File Name	UPLOAD		
CANCEL				

j) The following screen will appear. Click on "Upload Documents" button.

th African Revenue Service	Submit RLA Supporting	g Documents		
✓ Enter Details	Captcha —	Upload Supporting Do	ocumentation	Onfirmation
Upload Tips				^
<ul> <li>Each submitted document canno</li> <li>Acceptable document types are:         <ul> <li>Pdf, doc, docx, xls, xlsx</li> <li>Jpg, jpeg, bmp, tiff, png and</li> </ul> </li> <li>Submitted documents should not         <ul> <li>Be password protected, blas</li> <li>Have the characters' or &amp; ir</li> </ul> </li> </ul>	gif :: nk or empty. their file names he same name already uploaded.			
Proof of Address 22 Sho** Str***, Ca** To**				
Status	File Name			
Queued for Submission	RLA Supporting Documen	t.docx	•	
CANCEL				UPLOAD DOCUMENTS



k) The following screen will appear to show documents uploaded successfully.

South African Revenue Service	Submit RLA Supporti	ng Documents	
C Enter Details	Captcha —	Vpload Supporting Documentation	Confirmation
Upload Successful			
Thank you for your submission. Your	documents have been uploaded for processing.		

## 3.6 View RLA Documents

- a) A designated person captures the mandatory information that will used for identification purposes:
  - i) Select the Title from the dropdown list. The following can be selected:
    - A) Ms for women irrespective of the marital status.
    - B) Mr for men.
    - C) Mrs for married women.
    - D) Rev for Reverend.
    - E) Prof for Professor.
    - F) Dr for Doctor.
    - G) Adv for Advocate.
    - H) Hon for Honourable.
  - ii) Capture the "Initials" in the Initials field.
  - iii) Capture the "Name" in the Name field.
  - iv) Capture the "Surname" in the Surname field.
  - v) Capture the "Trading Name" in the Trading Name field.
  - vi) Capture the "Case Number" in the Case Number field.
  - vii) Capture the "RLA Application Number" in the RLA Application Number" field.
  - viii) Capture the "ID Type" in the ID Type field.
- I) Click on "Reset Form" to clear all captured fields.
- m) The user must click on the Next button after capturing information.

outh African Revenue Service			
1 Enter Details	Captcha	3 View Supporting Documentation	(4) Confirmation
Title *		▼  Initials *	
Name *		Surname *	
Trading Name *			
Case Number *		RLA Application Number *	
Ompany Registration Number		Company Registration Number *	
RESET FORM			NEXT

n) If the information captured matches the SARS records the following CAPTCHA screen will be displayed.



- o) Submission will not be accepted if the Captcha is incorrectly replicated.
- p) An audio version of the Captcha is also available when the user clicks on the speaker icon.

### Captcha

Please complete the captha to continue



q) RLA will return the set of available documents (letters and certificates), which will be displayed in a list showing basic details about each one and allowing the user to either view or send to own email (please note these are not documents that were uploaded through SOQS. These documents are generated by RLA).

South African Revenue Service	View RLA Documents		
Enter Details	Captcha	View Supporting Documentation	Confirmation
Application No: BRLA-202 Application Type: WITHDRAW Application Status: REFUSED	40306-0010-02-01		
Letter Type: REFUSAL	VIEW	SEND	



r) Should the user select to view a particular document, SOQS will use the Documentum ID supplied by RLA as part of the document list to retrieve the file and display for the user to view the document is displayed within a PDF Viewer plug-in that enables the user to view, print and download it.

South African Revenue Service	View RLA [	ocuments		
	Ther Details	Captcha	View Supporting Documentation	Confirmation
		Your browser does not support viewing embedded i the document after downloading. DOWNLOAD THE DOCUMENT	PDF documents. Please ensure you have a PDF reader available to view	

s) The screen displayed will indicate that the document be sent to the email address that SARS has on record.

South African Revenue Service	View RLA Docum	ents		
	Enter Details  Document Sent  Thank you for your request. Your document	Captcha	es on record for the details that you captured.	Onfrmation

t) Where an email address cannot be found by SOQS, the following screen will be displayed:

South African Revenue Service	View RLA Documents	
Senter Details	🖉 Capicha 🖉 Res	sult
Document Not Sent		
	n sufficient information for us to be able to send you your RLA documentation. Please visit www.sars.gov.za and use our online services to te an appointment to visit your nearest SARS Customs Office for additional assistance.	

## 4 DEFINITIONS AND ACRONYMS

Link for centralised definitions, acronyms, and abbreviations: <u>Glossary A-M | South African Revenue Service</u> (sars.gov.za)



#### DISCLAIMER

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.

#### 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).