



SARS ONLINE QUERY SYSTEM

TABLE OF CONTENTS

1	SUMMARY	3
2	SUBMISSION OF QUERIES	3
2.1	How to submit a query online	3
3	HOW TO CAPTURE QUERY TYPES	4
3.1	Register for FM Diesel Refund	4
3.2	Request my Customs Code	9
3.3	Request my RLA Application Status	12
3.4	Submit Supporting Documents	15
4	DEFINITIONS AND ACRONYMS	18

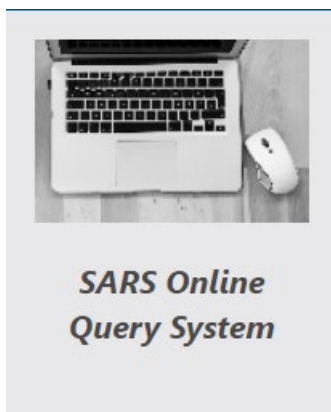
1 SUMMARY

- 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 www.sars.gov.za.
- 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 Supporting Documents.
 - ii) Register for Food Manufacturing Diesel Refund.
 - iii) RLA application status.
 - iv) Customs Code.

2 SUBMISSION OF QUERIES

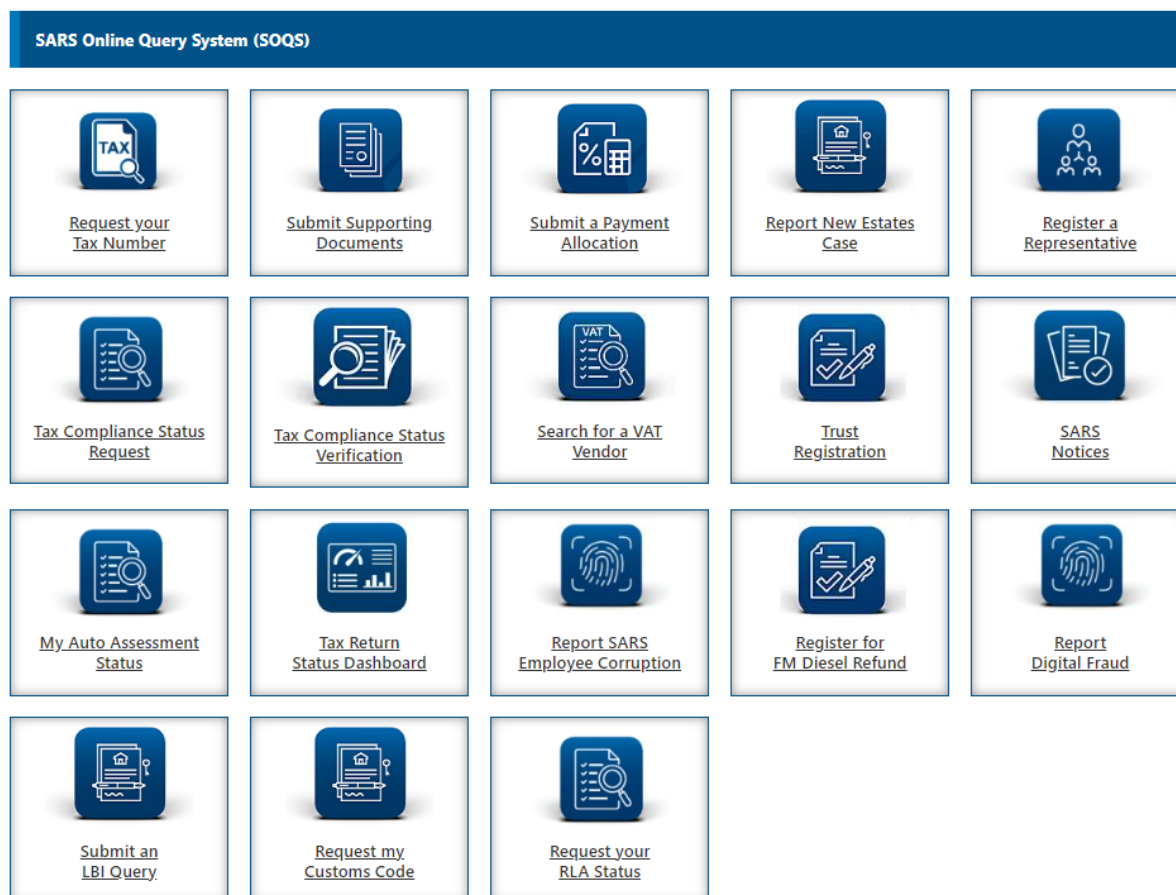
2.1 How to submit a query online

- a) To access SOQS visit the SARS website www.sars.gov.za on the Home Page click on > 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

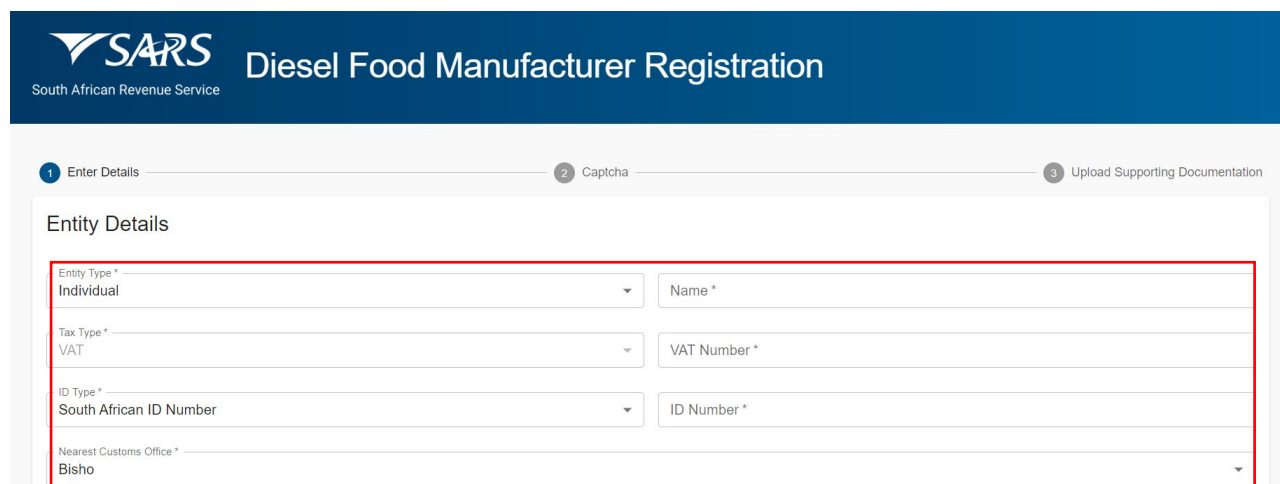


3 HOW TO CAPTURE QUERY TYPES

3.1 Register for FM Diesel Refund

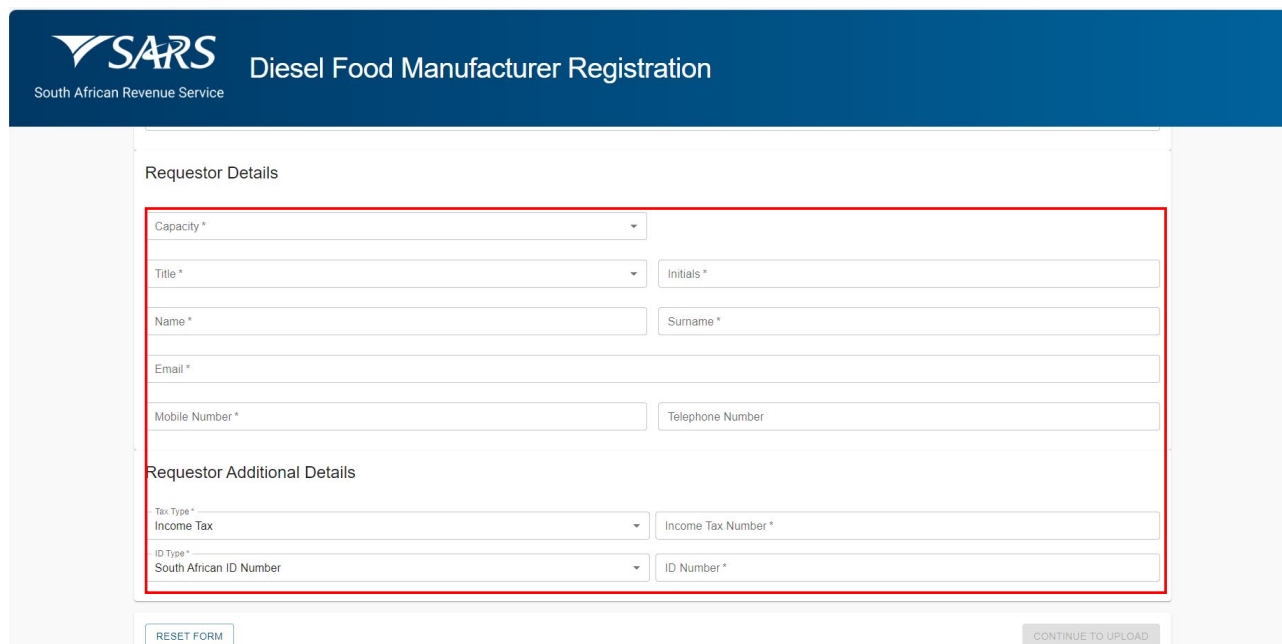
- a) This query must be used to submit request for registration in respect of Diesel Refunds for Food Manufacturing Scheme (DRFMS) Excise product.
- b) The client must capture all the mandatory fields to be able to attach the supporting documents and submit the registration request.

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



- 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:
- iv) 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.
 - v) For Company entity type, the Company Registration Number will be on the dropdown list. Only a valid Company Registration number will be accepted.
 - vi) 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
South African Revenue Service

Requestor Details

Capacity *
 Title * Initials *
 Name * Surname *
 Email *
 Mobile Number * Telephone Number

Requestor Additional Details

Tax Type * Income Tax Number *
 ID Type * South African ID Number ID Number *

RESET FORM CONTINUE TO UPLOAD

- 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.

- l) 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.

Effective Date: 30 April 2024

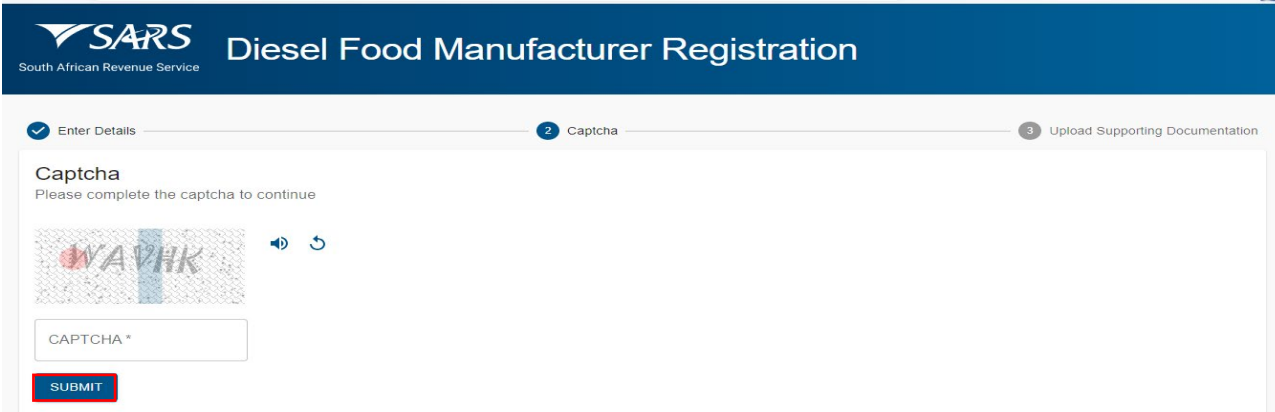
- iii) The system will validate that the ID Number and Income tax reference number of the requestor belong to the same person where the information has been completed. If not, an error message will be displayed on submission.
- iv) Select the ID Type from the dropdown list:
 - A) South African ID Number – 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:

Thank You for Your Query

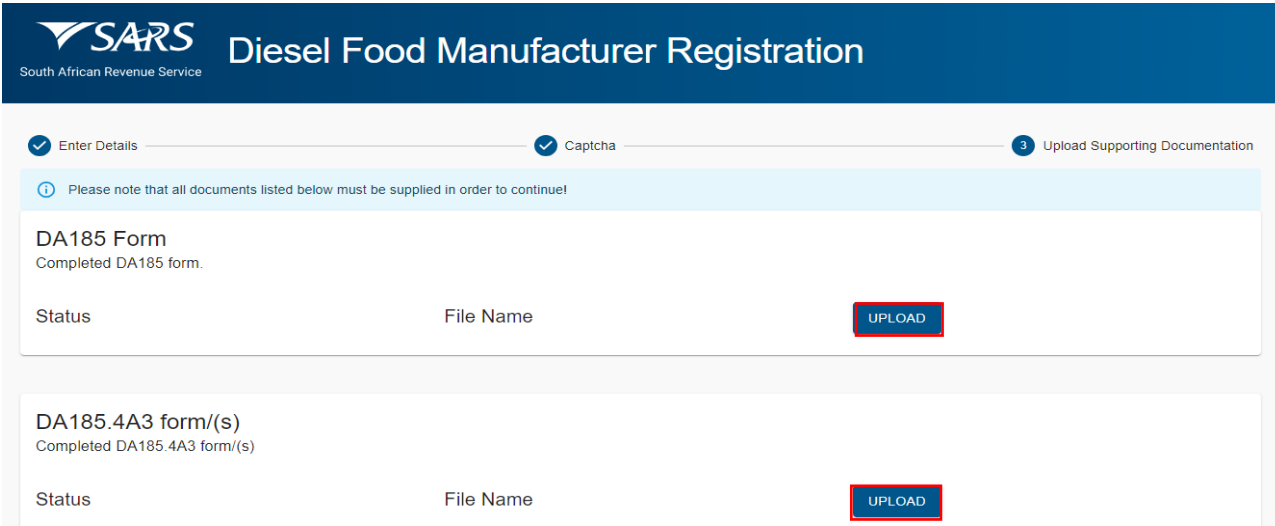
Unfortunately, the information that you captured could not be matched to our records and we are unable to process your Query on behalf of [redacted] with VAT Number [redacted]. Please visit www.sars.gov.za and use our online services to confirm your details, or make an appointment to visit your nearest SARS Branch for additional assistance.

[CLOSE](#)

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



- 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:



Diesel Food Manufacturer Registration

Confirmation of Bank Details

Confirmation of Bank Details

Status

File Name

UPLOAD

Proof of Identification of the Applicant

Proof of Identification of the applicant

Status

File Name

UPLOAD

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 Manufacturing Premises

Proof of Address of the Manufacturing Premises

Status

File Name

UPLOAD

Copy of Agency Contract

A certified copy of the agency contract

Status

File Name

UPLOAD

Diesel Food Manufacturer Registration

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	<input type="button" value="UPLOAD"/>
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Other evidentiary Documents
 Other evidentiary Documents

Status	File Name	<input type="button" value="UPLOAD"/>
--------	-----------	---------------------------------------

- 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.
- 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.
 - 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:


Diesel Food Manufacturer Registration

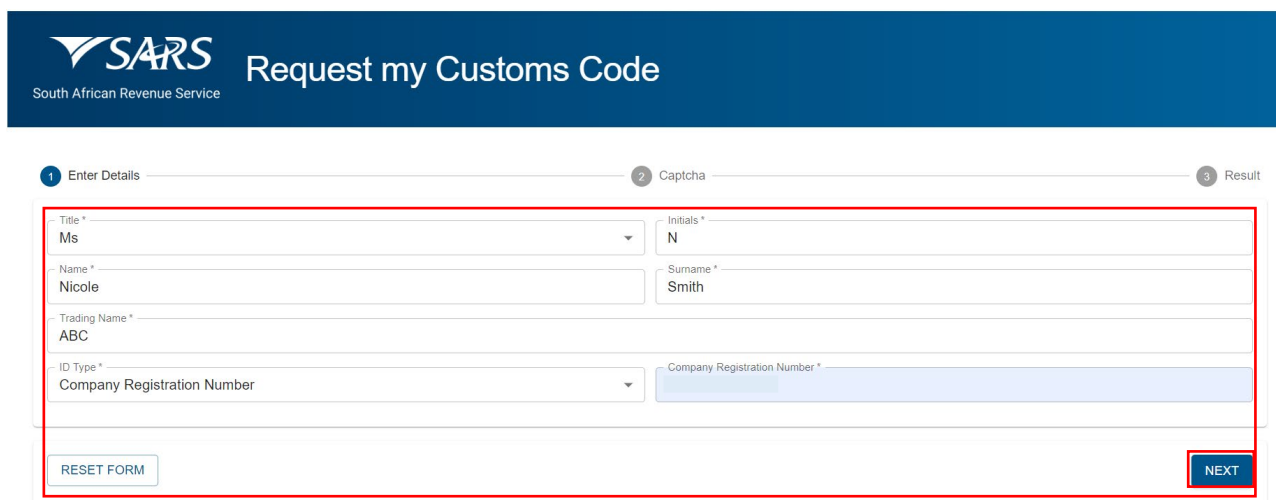
☒ Enter Details
 ☒ Captcha
 ☒ Upload Supporting Documentation

Query Successfully Submitted
 Your query on behalf of [redacted] with VAT Number [redacted] has been successfully submitted. Additional correspondence in this regard will be sent to the email address and mobile number captured. Case number [redacted]

3.2 Request my Customs Code

- a) The User must capture all the mandatory fields that will be used for identification purposes:
- Select the Title from the dropdown list. The following can be selected:
 - Ms for women irrespective of the marital status.
 - Mr for men.
 - Mrs for married women.
 - Rev for Reverend.
 - Prof for Professor.
 - Dr for Doctor.
 - Adv for Advocate.
 - Hon for Honourable.
 - Capture the "Initials" in the Initials field.
 - Capture the "Name" in the Name field.
 - 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 "ID Type" in the ID Type field.
 - Capture the "ID No." number in the ID No. field.
 - Click on "Reset Form" to clear all captured fields.

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



SARS Request my Customs Code
South African Revenue Service

1 Enter Details 2 Captcha 3 Result

Title *
Ms

Initials *
N

Name *
Nicole

Surname *
Smith

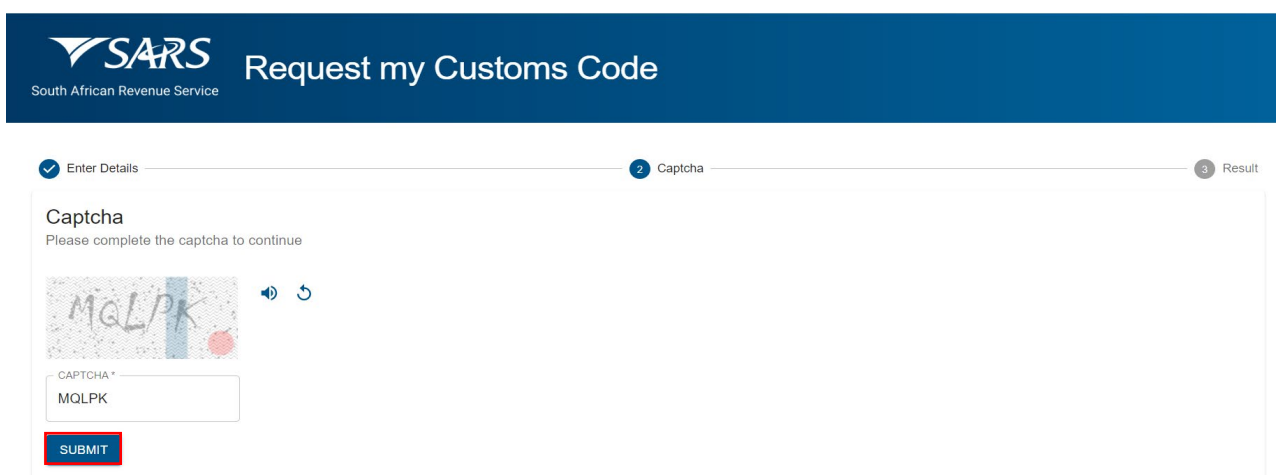
Trading Name *
ABC

ID Type *
Company Registration Number

Company Registration Number *

RESET FORM NEXT

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



SARS Request my Customs Code
South African Revenue Service

1 Enter Details 2 Captcha 3 Result

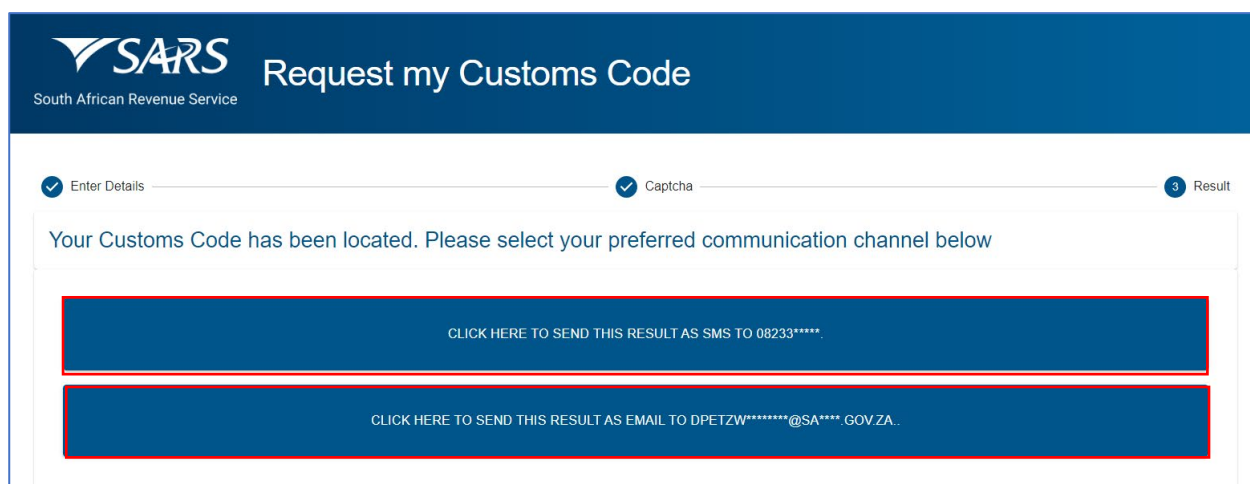
Captcha
Please complete the captcha to continue

MQLPK

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:



SARS Request my Customs Code
South African Revenue Service

1 Enter Details 2 Captcha 3 Result

Your Customs Code has been located. Please select your preferred communication channel below

CLICK HERE TO SEND THIS RESULT AS SMS TO 08233*****

CLICK HERE TO SEND THIS RESULT AS EMAIL TO DPETZW*****@SA****.GOV.ZA.

Effective Date: 30 April 2024

- e) 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: NOREPLY@sars.gov.za <NOREPLY@sars.gov.za>

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

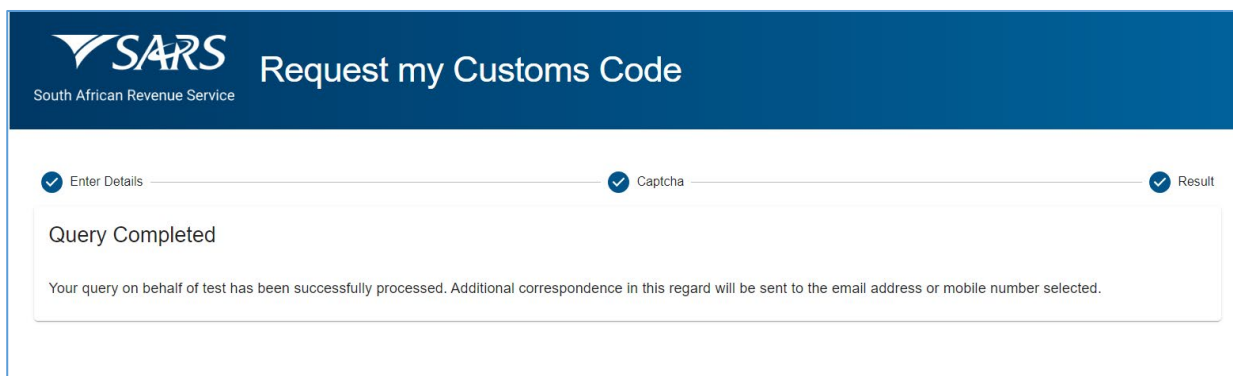
THE SOUTH AFRICAN REVENUE SERVICE

Dear ,

Thank you for your Customs Code query.

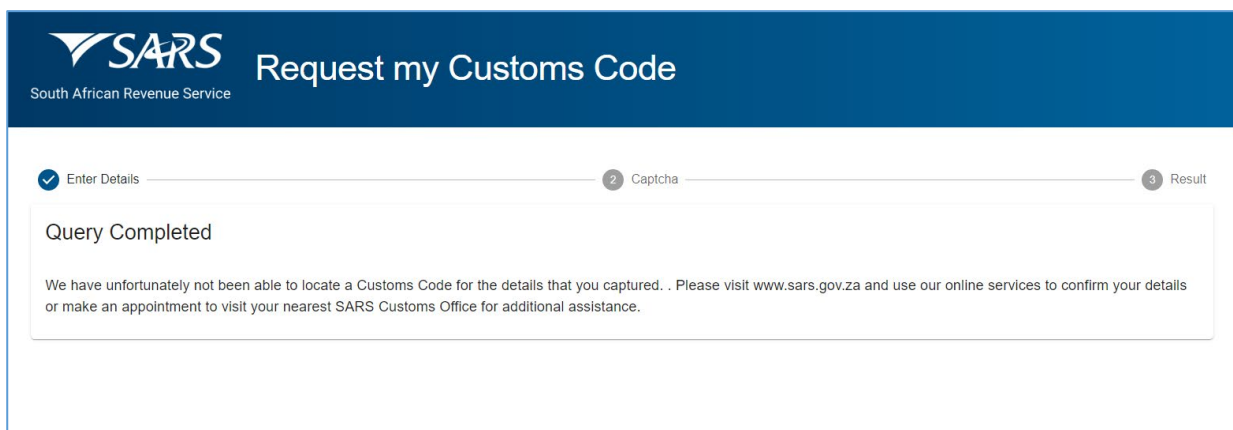
Your Customs Code(s): ,

- f) A Query Completed screen will appear to show that the process is completed:



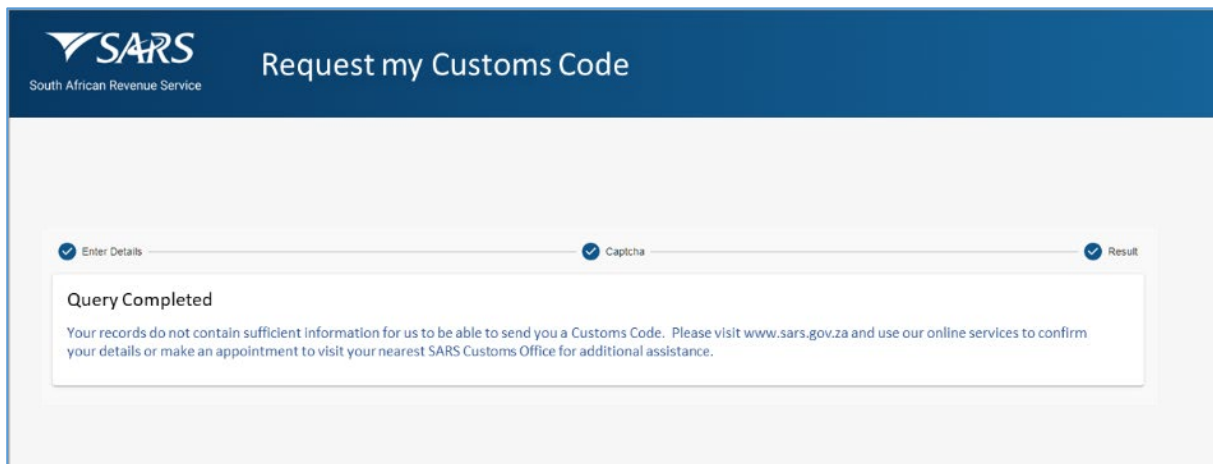
The screenshot shows the SARS 'Request my Customs Code' interface. At the top, the SARS logo and 'South African Revenue Service' are on the left, and 'Request my Customs Code' is on the right. Below this is a progress bar with three steps: 'Enter Details' (checked), 'Captcha' (checked), and 'Result' (checked). The main content area is titled 'Query Completed' and contains the message: 'Your query on behalf of test has been successfully processed. 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:



The screenshot shows the SARS 'Request my Customs Code' interface. At the top, the SARS logo and 'South African Revenue Service' are on the left, and 'Request my Customs Code' is on the right. Below this is a progress bar with three steps: 'Enter Details' (checked), 'Captcha' (unchecked), and 'Result' (unchecked). The main content area is titled 'Query Completed' and contains the message: '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 to confirm your details or make an appointment to visit your nearest SARS Customs Office for additional assistance.'

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




The screenshot shows the SARS 'Request my Customs Code' page. At the top, there is a blue header with the SARS logo and the text 'Request my Customs Code'. Below the header, there is a progress bar with three steps: 'Enter Details' (checked), 'Captcha' (checked), and 'Result' (checked). The main content area displays a message box titled 'Query Completed' with the following text: '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.'

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.


Request RLA Application Status

1 Enter Details
2 Captcha
3 Result

Title *
Ms

Name *

Trading Name *
ABC

Case Number

ID Type *
Company Registration Number

Initials *

Surname *


RLA Application Number *

Company Registration Number *

RESET FORM

NEXT


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




Request RLA Application Status

✓ 1 Enter Details
2 Captcha
3 Result

Captcha

Please complete the captcha to continue



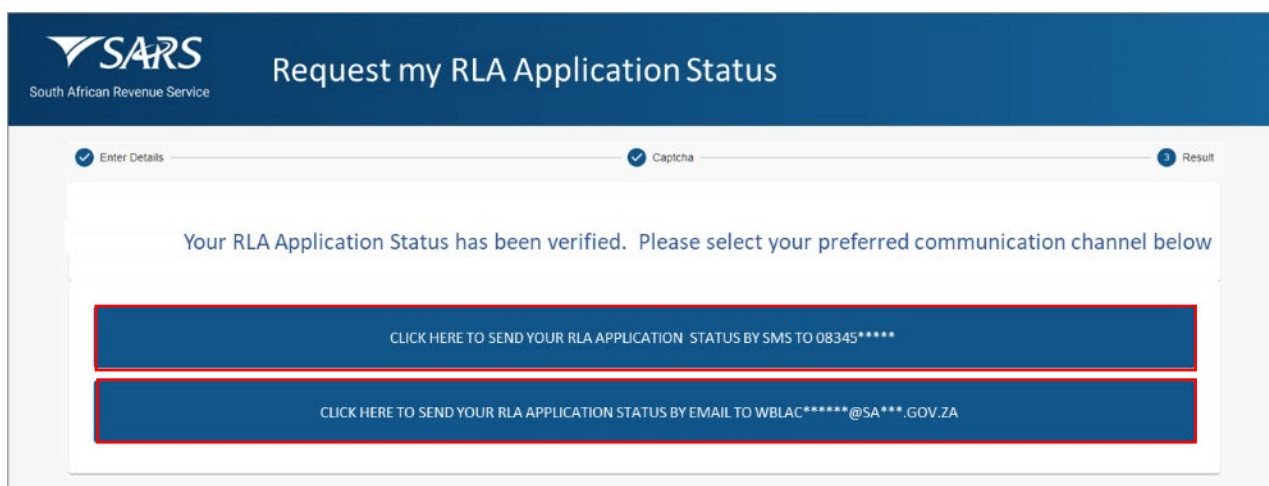



CAPTCHA *
N2Z8Y

SUBMIT

Effective Date: 30 April 2024

- 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:



- 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: NOREPLY@sars.gov.za <NOREPLY@sars.gov.za>
Sent: Friday, April 5, 2024 9:24 AM
To: Clinton Hayward <chayward@sars.gov.za>
Subject: RLA: Application status for BRLA-20230803-0007-01-01

Dear Automation Contact Person,

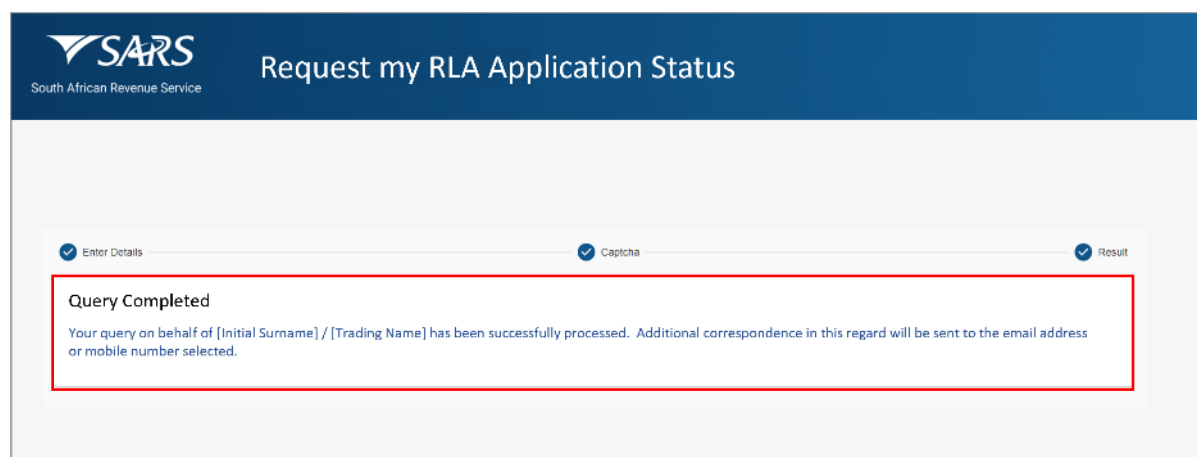
Your application with reference for Importer (local) is currently In Progress in Documentary Inspection.

Steps	Date Completed
Documentary Inspection	In Progress
Finalisation	Not Started

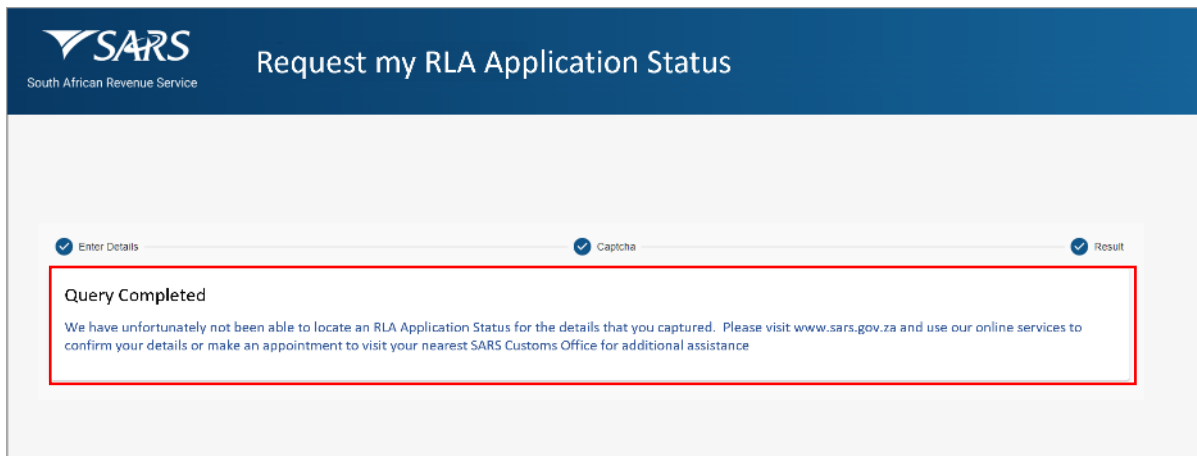
Herewith the SMS for RLA Application Status (SOQS)

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:

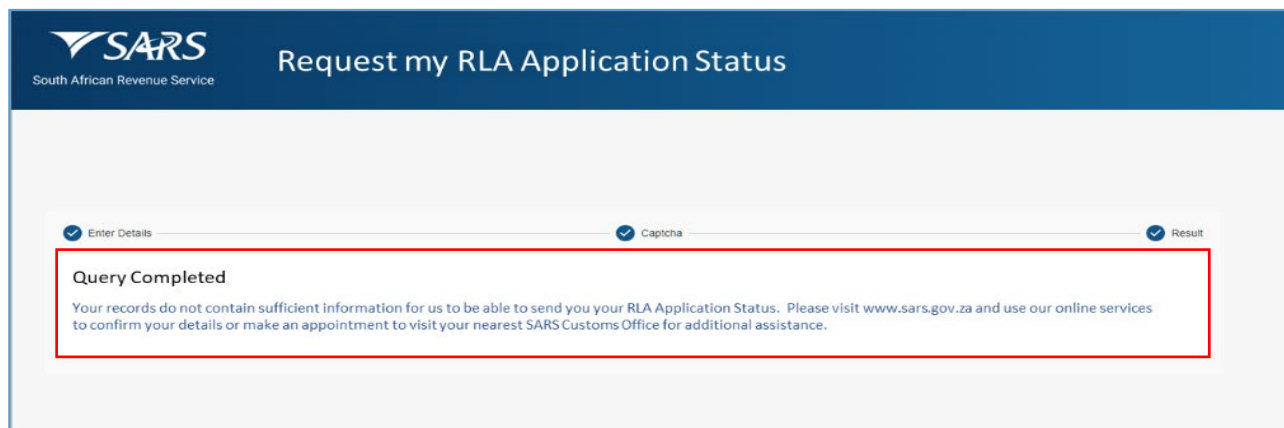


- h) Where RLA is unable to locate an RLA Application Status, an error message is returned to SOQS and the following screen will be displayed:



The screenshot shows the SARS 'Request my RLA Application Status' page. At the top, there is a blue header with the SARS logo and the text 'South African Revenue Service'. Below the header, there is a progress bar with three steps: 'Enter Details', 'Captcha', and 'Result'. The 'Enter Details' step is highlighted with a red box. Below the progress bar, there is a message box titled 'Query Completed' with the following text: 'We have unfortunately not been able to locate an RLA Application Status for the details that you captured. 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'.

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

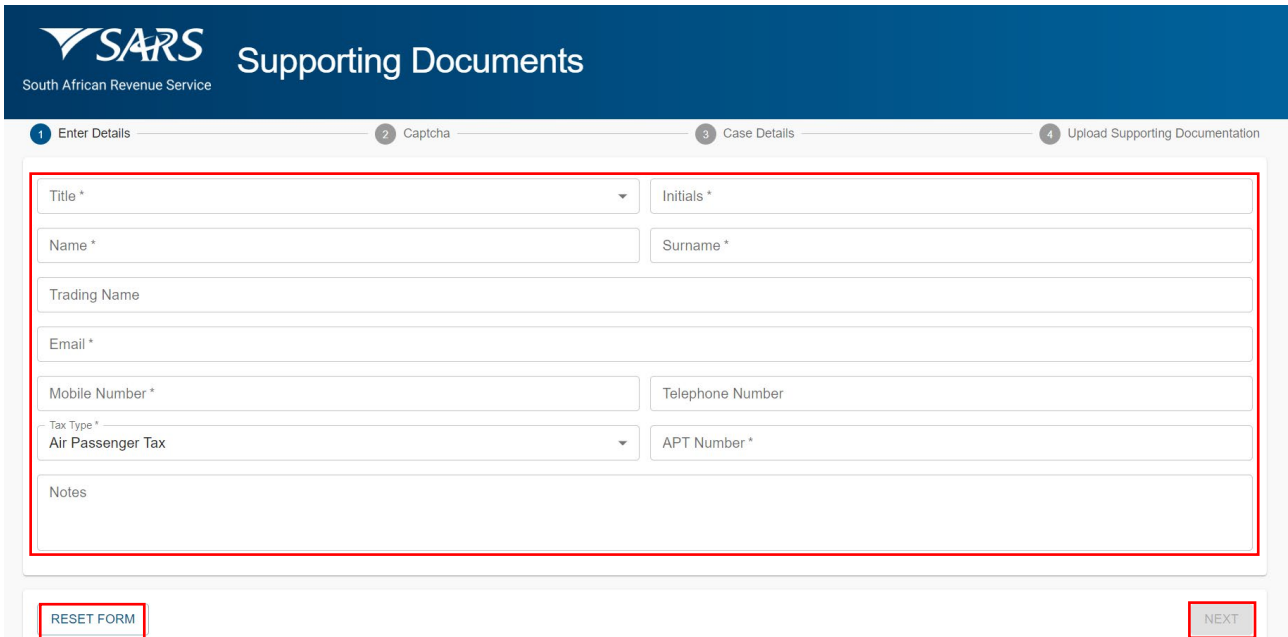


The screenshot shows the SARS 'Request my RLA Application Status' page. At the top, there is a blue header with the SARS logo and the text 'South African Revenue Service'. Below the header, there is a progress bar with three steps: 'Enter Details', 'Captcha', and 'Result'. The 'Enter Details' step is highlighted with a red box. Below the progress bar, there is a message box titled 'Query Completed' with the following text: 'Your records do not contain sufficient information for us to be able to send you your RLA Application Status. 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'.

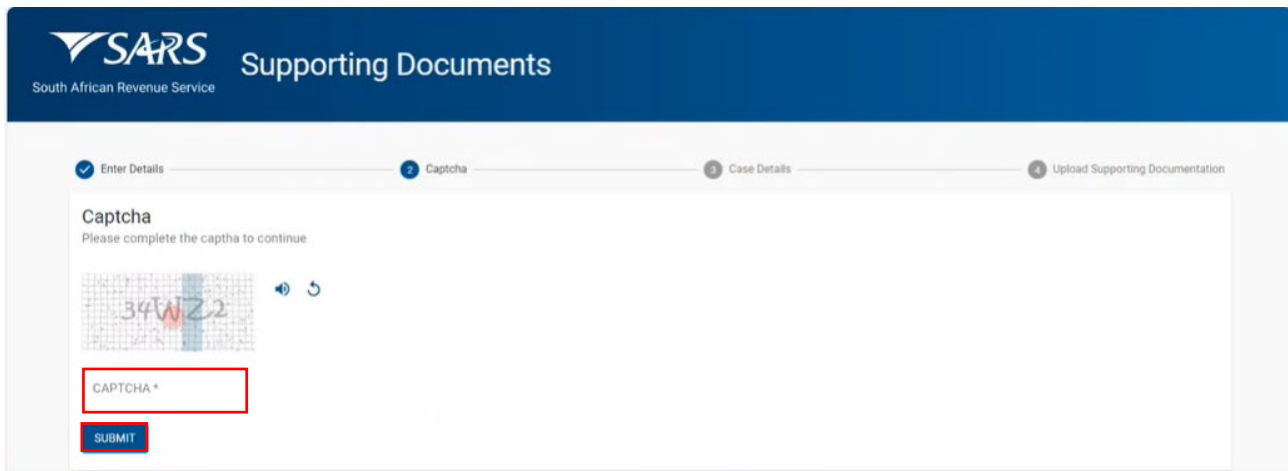
3.4 Submit Supporting Documents

- 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 to upload them along with a set of mandatory data.
- b) 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 "Email" in the Email field.
 - 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.



- 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.



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

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

Upload Tips

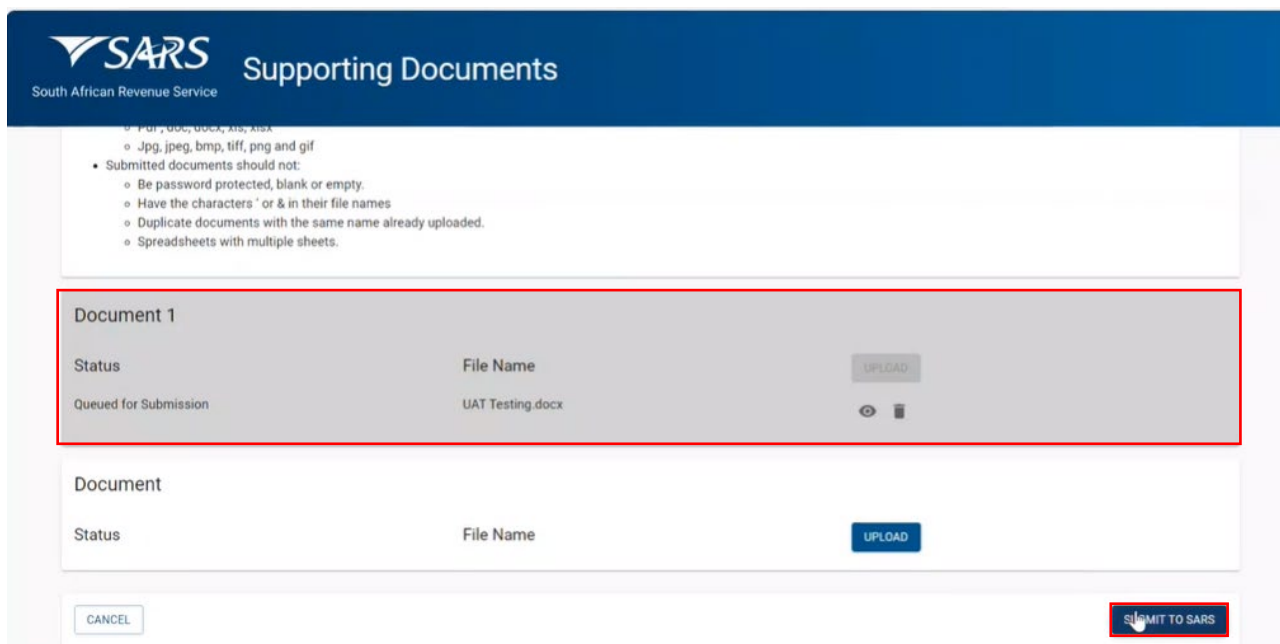
For details of the documents required to be uploaded relevant to the case number, please refer to the original supporting document letter received from SARS.

- Submissions are limited to 10 documents each less than 5MB in size
- A total of 10 individual submissions can be made per case number
- Acceptable document types are:
 - Pdf , doc, docx, xls, xlsx
 - Jpg, jpeg, bmp, tiff, png and gif
- Submitted documents should not:
 - Be password protected, blank or empty.
 - Have the characters ' ' or & in their file names
 - Duplicate documents with the same name already uploaded.
 - Spreadsheets with multiple sheets.

Status	File Name



UPLOAD

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



SARS Supporting Documents
South African Revenue Service

- Pdf, doc, docx, xls, xlsx
- Jpg, jpeg, bmp, tiff, png and gif
- Submitted documents should not:
 - Be password protected, blank or empty.
 - Have the characters ' or & in their file names
 - Duplicate documents with the same name already uploaded.
 - Spreadsheets with multiple sheets.

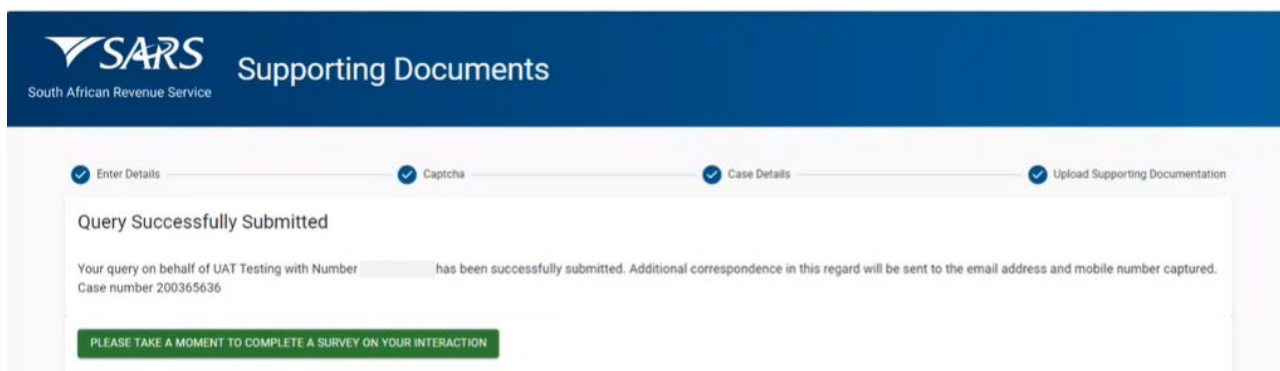
Status	File Name	UPLOAD
Queued for Submission	UAT Testing.docx	 

Document

Status	File Name	UPLOAD

CANCEL **SUBMIT TO SARS**

- g) The following screen will be displayed.



SARS Supporting Documents
South African Revenue Service

Enter Details Captcha Case Details Upload Supporting Documentation

Query Successfully Submitted

Your query on behalf of UAT Testing with Number [redacted] has been successfully submitted. Additional correspondence in this regard will be sent to the email address and mobile number captured. Case number 200365636

PLEASE TAKE A MOMENT TO COMPLETE A SURVEY ON YOUR INTERACTION

- 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.

4 DEFINITIONS AND ACRONYMS

Link for centralised definitions, acronyms, and abbreviations: [Glossary A-M | South African Revenue Service \(sars.gov.za\)](https://sars.gov.za/glossary)

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).