

FAQs from RLA webinar held on 15 April 2021

Question	Answer
Will Package 3 be live before the end of the year?	The date has not yet been determined
As things stand now to my knowledge, registrants and licensees already registered and licensed with SARS are unable to make use of eFiling and must still follow the manual process. Is this correct? If so, when will this be merged so that all may enjoy the benefits of digitization?	This is covered on slide 14 of the presentation from the RLA webinar of 15 April 2021 (see on the RLA webpage).
If RLA is for new applications, does it follow that existing clients must continue to use the Branch for amendments of existing information and/or renewal applications?	Yes, for now amendments must be made on the system/process that the original application was lodged. i.e. DA185 submission amendments must use the manual process and amendments to RLA applications may be done on the RLA system.
Will SARS still require "originally signed" copies of guarantees to be delivered at the branch or will copies of the guarantees be accepted via eFiling?	Original guarantees must still be provided to the branch. However, during processing, the registration and licensing team will request electronic copies of the guarantees to continue processing the application whilst they wait to receive the original copies before finalising the application.
For purposes of two applications made online for a VM and SOS application respectively - we have been requested to provide "reallocation letters for SARS". What does this requirement mean?	Please note VM and OS are not yet catered for on RLA. Please send the query to the following email to be able to get background to the query: CustomsSSMReg@sars.gov.za
If an existing importer is licensing a new OS, can that OS application be submitted via eFiling?	Yes, an existing importer may now be able to submit the new OS application on RLA once Release 2C Package 1 is implemented
The renewal of customs licenses, can we still use the old method?	Renewals are still processed under the current process at branches; RLA will cater for renewals under Package 3 of Release 2c
If the registration of the new OS is completed before the importer client types are migrated, will this not create two client profiles in the back end?	No, it will not. When existing clients that already have a customs code want to use RLA, their customs code will be presented for selection in order to proceed to the RLA system. Any new client type applications will be linked to the existing customs code. If you don't see your customs code for selection, you may need to perform a merge first to link the customs code to your eFiling profile. This information is contained in the FAQs from November 2020 on the SARS website.
The EDI element of the rollout – will it still follow the current manual process? If it only	The EDI registration team has access to the old and new system. They will do the

comes after Package 1, how will it be linked to a current licence eg. of a storage warehouse?	necessary linking. The client doesn't have to do anything additional.
---	---