



*South African Revenue Service*

**Customs Border  
Operations, Ports of  
Entry & Customs  
Compliance**

**Enquiries**  
Colbert Mbuyane

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**Telephone**  
082 781 8836

**Date**  
09 February 2023

## **EXTERNAL STAKEHOLDERS**

Lehae la SARS  
299 Bronkhorst Street,  
Nieuw Muckleneuk, 0181  
Private Bag X923,  
Pretoria, 0001

**Dear Trader**

### **RE: TRADE FACILITATION INDICATORS SURVEY**

The South African Revenue Service (SARS) is conducting a survey to measure your experience with Trade Facilitation Indicators (TFIs) that are administered by Customs and Excise Division. The survey seeks to measure the extent to which Customs and Excise Division is effective and efficient towards trade facilitation across the following areas: Information availability, Involvement of the Trade Community (Consultations), Advanced rulings, Appeal procedures, Fees and charges, Formalities (documents, automation & procedures), Internal and External co-operation, Governance, and Impartiality to provide enhanced Trade Facilitation.

SARS is governed by the South African Revenue Service Act No. 34 of 1997 which guarantees taxpayers and traders information protection, confidentiality, and compliance with the POPI Act. Your enterprise has been identified as a critical stakeholder who engages with SARS for a wide range of trade related business in the importation and exportation of goods and services. The findings of this survey are strictly for SARS use, and your name and address cannot be linked in any way to the answers you provide. Participation is completely anonymous.

You are therefore encouraged to use this opportunity to participate in this process. We further encourage you to kindly extend this invitation to the wider trading community to participate in the survey. The survey takes between 15 to 20 minutes to complete, and your participation will be highly appreciated. Should you have any enquiries or feedback, please contact Colbert Mbuyane, email [CMbuyane@sars.gov.za](mailto:CMbuyane@sars.gov.za) or via cell phone at 082 781 8836

Sincerely,

A handwritten signature in black ink, appearing to be 'Beyers Theron', written over a faint circular stamp or watermark.

**BEYERS THERON**

**DIRECTOR: CUSTOMS BORDER OPERATIONS, PORTS OF ENTRY &  
CUSTOMS COMPLIANCE**

**DATE: 09 FEBRUARY 2023**