

Confidential

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

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Date
08 March 2023



South African Revenue Service

EXTERNAL STAKEHOLDERS

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

Dear Valued Stakeholder

RE: TRADE FACILITATION INDICATORS SURVEY

Thank you for participating on the SARS, Customs & Excise: Trade Facilitation Indicator survey sent out on 13 February 2023.

We truly appreciate your feedback, which will assist SARS understand the Customs and Excise Division's efficiency and effectiveness of trade facilitation administration 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.

We can only improve our service to you through this engagement.

Sincerely,

A handwritten signature in black ink, appearing to be 'Beyers Theron', written over a light blue circular watermark.

BEYERS THERON

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

DATE: 08 MARCH 2023