

# NEW CUSTOMS ACTS PROGRAMME

Registration, Licensing and Accreditation  
(RLA) – Webinar  
10 November 2020



# Table of contents

1. Opening and Welcome
2. Introduction to RLA
3. RLA Registration via eFiling
4. Profile challenges preventing clients from submitting an RLA application
5. Utilisation of your existing Customs code
6. The role of a Representative or a Tax Practitioner
7. How to follow up on your application
8. Questions
9. Closure



**SARS eFiling for quick and easy  
Customs registrations**

Go to [www.sars.gov.za](http://www.sars.gov.za) > Customs and Excise > New  
Customs Legislation Update > RLA for more info



# Opening and Welcome

# Strategic Intent

## What we do, why we do it & the customer journey



# Strategic Intent

## New Licensing Framework

### New Licensing Framework

2

#### Revised Kyoto Convention

- Simplification and harmonisation for persons entitled to act as declarant, & 3<sup>rd</sup> parties appointed to act on other person's behalf

#### Trade Facilitation Agreement

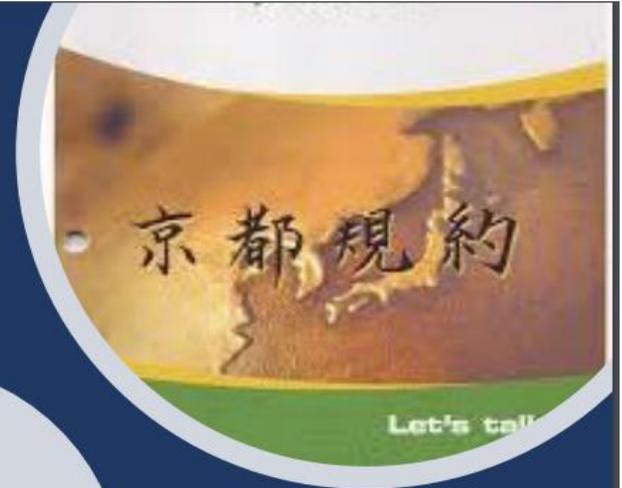
South Africa could reduce trade costs by between 15.1% to 23.1% by implementing the TFA

#### Ease of Trading Across Borders

SA ranked 145 in 2020 (-2 places from 2019)

#### Customs Control Act

Single, centralised electronic & manual application processing capability for registration, licensing, approval or accreditation





**SARS eFiling for quick and easy  
Customs registrations**

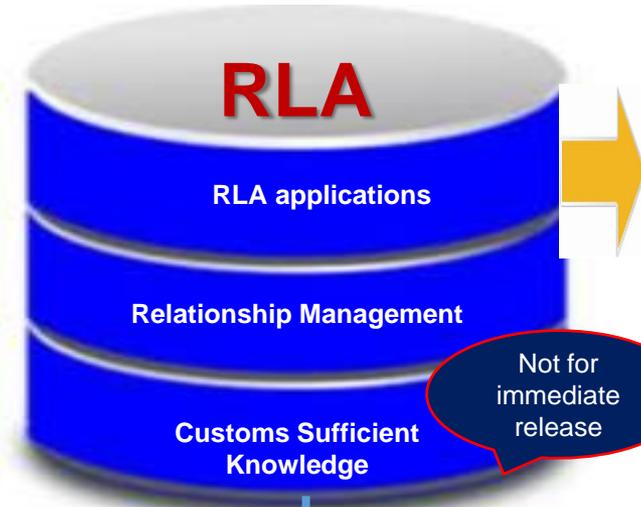
Go to [www.sars.gov.za](http://www.sars.gov.za) > Customs and Excise > New  
Customs Legislation Update > RLA for more info



# Introduction to RLA

# Introduction to RLA

## What is RLA



The new Registration, Licensing and Accreditation (RLA) capability aims to deliver the following:

- A **single, centralised electronic and manual application processing capability** for a person required to apply for registration, licensing, approval or accreditation in terms of the Customs and Excise Act, no 91 of 1964; the Customs Control Act No 31 of 2014, Customs Duty Act No 30 of 2014 and the Excise Duty Act No 91 of 1964. (This system can also be utilised for purposes of the new legislation once it is implemented.)
- A system that is able to **identify an entity** based on any existing information maintained internally by SARS. This prevents the need for an entity to re-submit all known entity information per application made;
- **Client profile management** to ensure single, centralised client information with clean, validated and vetted data;
- An electronic and manual **Case Management and Workflow processing** system to support the single, centralised electronic and manual application processing system.

- Allows clients with issued Customs codes to **disclose relationships for transactional processing**;
- **Bi-directional** initiation;
- Minimal SARS intervention

**RMM**

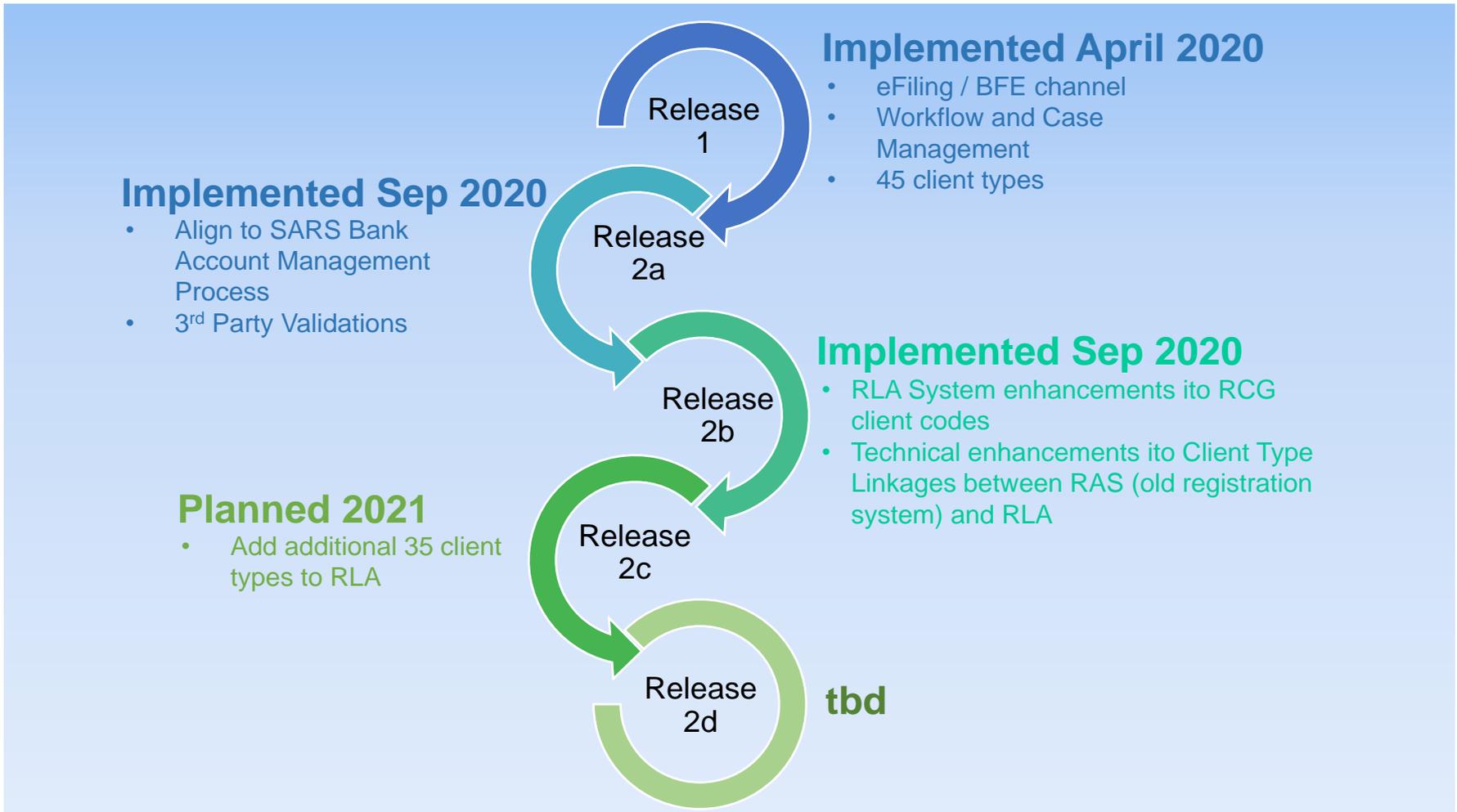
**RLA**

**Electronic assessment** for Customs Sufficient Knowledge. Interface with RLA to keep client related data valid.

**CSK**

# Introduction to RLA

## Roadmap





SARS eFiling for quick and easy  
Customs registrations

Go to [www.sars.gov.za](http://www.sars.gov.za) > Customs and Excise > New  
Customs Legislation Update > RLA for more info



# RLA Registration via eFiling

# Registration, Licensing and Accreditation (RLA)

## How to register for eFiling

Once the client has been registered with SARS, the client can then register for eFiling if not already an eFiler. This can be done by logging onto the SARS website

SARS  
South African Revenue Service

NEW LOOK  
New SARS

e FILING

Welcome, please login  
to SARS eFiling

Username

[Forgot Your Username?](#)

[Forgot Your Password?](#)

Next

Don't have an account? [Register](#)

# Registration, Licensing and Accreditation (RLA)

## Changing your eFiling profile from Individual to Organisation

Click “Home” on top menu. Then “User” on left menu, then “Change Website Profile”

The screenshot displays the SARS eFiling web application interface. At the top, a dark blue navigation bar contains the 'Home' menu item, which is highlighted with a red box. Below this, the main content area shows the user's profile information, including 'Tax Reference Number' and 'Identification Number'. The 'User' menu item in the left sidebar is also highlighted with a red box. The 'Change Website Profile' option in the sidebar is highlighted with a red box. The main content area displays the 'Personal Income Tax (ITR12)' section, which includes a table with columns for 'Tax Period', 'Return Status', and 'Due Date'. Below the table, there is a section for 'Account Balance' showing 'Not Available' and a 'Refresh' button. A notification section indicates 'You have an unread letter...' and a 'Request' button is visible.

# Registration, Licensing and Accreditation (RLA)

## Changing your eFiling profile from Individual to Organisation

The screenshot shows the SARS eFiling user interface. At the top, there is a navigation bar with 'SARS eFILING' and links for 'Home', 'Returns', 'Services', 'Tax Status', 'Contact', and 'Log Out'. Below the navigation bar, the user's profile information is displayed, including 'Portfolio' and 'Tax Payer' (Individual). The main content area features a 'Change User Personality' form with the following fields:

Change User Personality	
Login Name	<input type="text" value="7769"/>
First Name	<input type="text" value=""/>
Surname	<input type="text" value=""/>
ID Number	<input type="text" value=""/>
Current Personality	Individual
New Personality	Organisation

A red box highlights the 'New Personality' dropdown menu, which is currently set to 'Organisation'. A 'Submit' button is located at the bottom of the form.

# Registration, Licensing and Accreditation (RLA)

## Changing your eFiling profile from Individual to Organisation

Click “My Profile”, then “Portfolio Management”

The screenshot shows the SARS eFiling user interface. The top navigation bar includes 'Home', 'Returns', 'Services', 'Tax Status', 'Contact', and 'Log Out'. The user's profile information is visible, including 'Ms [redacted]' and 'Individual' as the current tax payer type. The left sidebar contains menu items: 'My Profile' (highlighted with a red box), 'Profile and Preference Setup', 'Portfolio Management' (highlighted with a red box), and 'Special Links'. The main content area displays the 'Change User Personality' form with the following fields:

Change User Personality	
Login Name	[redacted]
First Name	[redacted]
Surname	[redacted]
ID Number	[redacted]
Current Personality	Individual
New Personality	Organisation
<input type="button" value="Submit"/>	

# Registration, Licensing and Accreditation (RLA)

## Changing your eFiling profile from Individual to Organisation

Click on the 3 dots, select “Change Portfolio Type”, change it to “Organisation” and save

File Edit View Favorites Tools Help

SARS eFILING Contact Log Out

### Portfolio Management

Add Portfolio

#### Linked Portfolio(s)

Portfolio Name	Tax User Count	Tax Payer Count	Portfolio Type	Default
[REDACTED]	1	1	Individual	Default

Go to Portfolio

- Rename
- Change Portfolio Type
- Remove Default

#### Unlinked Portfolio(s)

Previous Login Name	Portfolio Name
---------------------	----------------

# Registration, Licensing and Accreditation (RLA)

## Changing your eFiling profile from Individual to Organisation

“Organisation” and “Customs” is now available in the top menu. Click “Customs Registration” on the left menu bar, then “Registration Licensing Accreditation” to launch RLA

The screenshot displays the SARS eFiling portal interface. The top navigation bar includes 'Organisations' and 'Customs', both highlighted with red boxes. The left sidebar menu has 'Customs Registration' and 'Registration Licensing Accreditation' also highlighted with red boxes. The main content area shows the 'Taxpayers' section with a table of taxpayer information and a 'View Tax Payer' button. Below this is the 'Users' section with a table of user information.

Name of Taxpayer	Company/ ID Number	Reference Number	Last Return Filled	Last Accessed	Actions
[REDACTED]	[REDACTED]	[REDACTED]	-	-	<a href="#">View Tax Payer</a>

Name of User	Last Logged In	Last Return Filled
[REDACTED]	2019-06-25 10:57	-

# Registration, Licensing and Accreditation (RLA)

## Role allocation on eFiling

Click on “User” in the top menu bar, then “User” in the left menu bar, then “Change Details” in order to make a role selection.

The screenshot displays the SARS eFiling user interface. The top navigation bar includes 'Home', 'User', 'Organisations', 'Returns', 'Customs', 'Duties & Levies', 'Services', 'Tax Status', and 'Contact'. The 'User' menu item is highlighted with a red box. The left sidebar shows the user's profile information, including 'Mr Automation' and 'Tax Reference Number'. The 'User' menu item in the sidebar is also highlighted with a red box. The main content area shows the 'USER RIGHTS' section with a link to 'For more information on groups and roles, please click here.' Below this is the 'USER GROUPS' section with a 'System Default' group selected. The 'USER ROLES' section is highlighted with a red oval and lists several roles with their descriptions and permissions:

- Manage Transfer Duty Financial Account  
This role allows users to maintain all financial detail against the Transfer Duty account
- SARS Registration  
Can register taxpayers with SARS to get tax reference numbers
- RLA – View Customs Product information  
With this profile, users can only view information such as address, contact and bank account details. Users can also view information relating to their s
- RLA - View Client Type  
With this profile, users can only view information relating to their specific client type(s) eg. importer/exporter
- RLA – Manage Customs Product information  
With this profile, users can view and change information such as address, contact and bank account details. Users can also view and change informat
- RLA - Manage Client Type  
With this profile, users can only view and change information relating to their specific client type(s)

# Registration, Licensing and Accreditation (RLA)

## Role allocation on eFiling

- Once registered on eFiling, the user will need to ensure that roles were allocated correctly, in order to apply via RLA. This can be done via your internal eFiling administrator.
- The user will be allowed to select only ONE of the following user roles:
  - RLA View Customs Product
  - RLA View Client Type
  - RLA Manage Customs Product (This role allows full submission rights)
  - RLA Manage Client Type
- Please note the description of each of the roles, as not all roles allow submission of applications on RLA:
  - RLA View role – only view access and no submission capabilities;
  - RLA Manage role – allows submission capabilities.

# Registration, Licensing and Accreditation (RLA)

## Accessing RLA

If you receive this message: *"You do not have access to RLA..."*, this implies that your user roles have not been set up correctly. You will need to contact your **internal eFiling system administrator** to grant you the necessary RLA user role.

The screenshot displays the SARS eFiling user interface. On the left is a dark blue sidebar with a user profile for 'Mr Automation' and a 'My Profile' button. Below the profile are menu items for 'Customs Registration', 'Customs Sufficient Knowledge', and 'Registration Licensing Accreditation'. The top navigation bar includes 'Home', 'User', 'Organisations', 'Returns', and 'Customs'. The main content area shows a 'Portfolio' dropdown set to 'SQMAutoQA9891 - ACMEAutomation' and a 'Tax Payer' dropdown set to 'ACMEAutomation'. Below these is the SARS logo and the text 'Registration, Licensing and Accreditation'. A red error message at the bottom reads: 'You do not have access to RLA. Please contact your administrator.'

# Registration, Licensing and Accreditation (RLA)

## Accessing RLA

Once the role allocation has been finalised, the user can then click through to submit an application via RLA by selecting the “Customs” tab and thereafter selecting “Registration Licensing Accreditation” from the menu on the left

Mr AutoMation

Tax Reference Number  
Registration ID Number  
5001019270019

My Profile

Customs Registration

Customs Sufficient Knowledge

Registration Licensing Accreditation

Special Links

User Organisations Returns **Customs** Duties & Levies Services Tax Status Contact Log Out

Portfolio SQMAutoQA9753 - ACMEAu... Tax Payer ACMEAutomation Organisation HELP YOU eFILE

**SARS**  
Registration, Licensing and Accreditation

Customs Reference Number	Taxpayer/Legal entity	Select
CU25001700	New registration	<input checked="" type="radio"/>

Continue

Once on this screen:

- Existing Trader – select the displayed Customs Code;
- New Trader – select new registration option;
- NB – if you are an existing trader, the new registration option will not be displayed.

# Registration, Licensing and Accreditation (RLA)

## Registration for RLA via eFiling

Once the client has selected “Registration, Licensing and Accreditation” from the eFiling menu, the client will be presented with the Customs Trader Portal (CTP) dashboard, which on first access will be blank.

The screenshot displays the CTP (Customs Trader Portal) dashboard for the RLA (Registration, Licensing and Accreditation) section. The dashboard includes a header with the CTP logo, navigation links for RLA, Inbox (5), eFiling, Help, and Logout, and a session status bar. The main content area is divided into three sections: Applications, Products, and Registered Client Types. The Applications section contains a table with one entry.

Client Type	Product Code	Application No	Sub-No	Application Type	Case No	Status	Submission Date
Road Cargo Carrier (local)	CU25001700	BRLA-20190531-0002-00-01	N/A	NEW	1000006561	In Progress	2019-05-31

# Registration, Licensing and Accreditation (RLA)

## Registration for RLA via eFiling

From the dashboard, the client will click on “RLA” and select “New Application” from the pop up.

The screenshot shows the CTP Auto\_Mation dashboard. The top navigation bar includes 'RLA', 'Inbox 5', 'Help', and 'Logout'. A dropdown menu is open under 'RLA', showing 'Registrations', 'Relationships', 'Dashboard', and 'New Application'. A red arrow points to 'RLA' and another red arrow points to 'New Application'. A green arrow points from the 'Inbox 5' notification to a yellow box at the bottom of the slide. Below the navigation bar, there is a table with columns: Client Type, Product Code, Application No, Sub-No, Application Type, Case No, Status, and Submission Date. The table contains one row of data.

Client Type	Product Code	Application No	Sub-No	Application Type	Case No	Status	Submission Date
Road Cargo Carrier (local)	CU25001700	BRLA-20190531-0002-00-01	N/A	NEW	1000006561	In Progress	2019-05-31

Once the first application is submitted, the client will be unable to make any additional applications until the first submitted application has been finalised. The outcome of the application can be viewed from the Dashboard “Inbox”



SARS eFiling for quick and easy  
Customs registrations

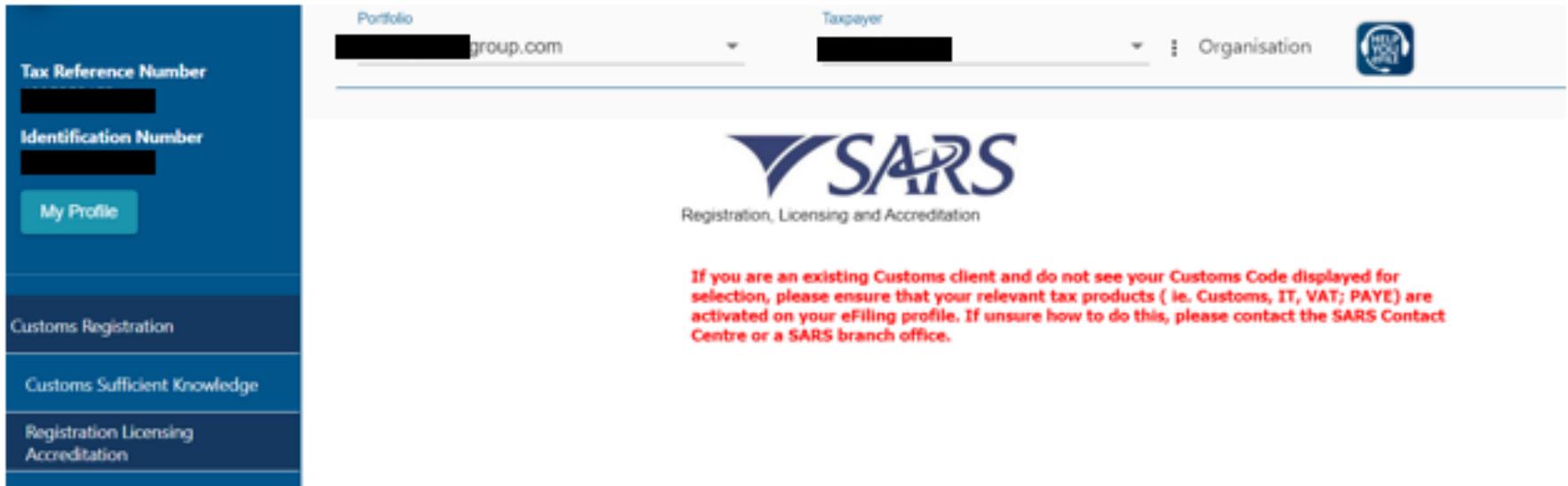
Go to [www.sars.gov.za](http://www.sars.gov.za) > Customs and Excise > New  
Customs Legislation Update > RLA for more info



# Profile challenges preventing the client from submitting an RLA application

# Messages on eFiling

## Customs Number not activated



The screenshot displays the SARS eFiling interface. On the left is a blue sidebar with navigation options: 'Tax Reference Number' (with a redacted field), 'Identification Number' (with a redacted field), a 'My Profile' button, 'Customs Registration', 'Customs Sufficient Knowledge', and 'Registration Licensing Accreditation'. The main content area features the SARS logo and the text 'Registration, Licensing and Accreditation'. Below this, a red message states: 'If you are an existing Customs client and do not see your Customs Code displayed for selection, please ensure that your relevant tax products ( ie. Customs, IT, VAT; PAYE) are activated on your eFiling profile. If unsure how to do this, please contact the SARS Contact Centre or a SARS branch office.' The top navigation bar includes 'Portfolio' (with a dropdown menu showing a redacted domain), 'Taxpayer' (with a dropdown menu showing a redacted name), and an 'Organisation' button with a user profile icon.

Message reads: *if you are an existing Customs client and do not see your Customs code displayed for selection, please ensure that your relevant tax products (ie. Customs, IT, VAT, PAYE) are activated on your eFiling profile. If unsure how to do this, please contact the SARS Contact Centre or a SARS branch office*

# Messages on eFiling

## How to activate the Customs Number

The screenshot shows the SARS eFiling 'Organisations' page. The top navigation bar includes 'Home', 'User', 'Organisations' (highlighted with a red box), and 'Returns'. The left sidebar contains 'Tax Reference Number', 'Identification Number', 'My Profile', 'Organisation' (highlighted with a red box), 'Register New', 'Change Details', 'Banking Details', 'Organisation Tax Types' (highlighted with a red box), 'Request Tax Types', and 'ISV Activation'. The main content area displays a list of tax types with their respective reference numbers and tax offices. The 'Customs Agent' checkbox is checked and highlighted with a red box. The status for 'Customs Agent' is 'Successfully Activated'. Other tax types shown include 'IT Admin Penalty' (Successfully Activated), 'Excise Agent' (Successfully Deactivated), 'IT3' (not checked), and 'Medical Scheme Contribution' (not checked).

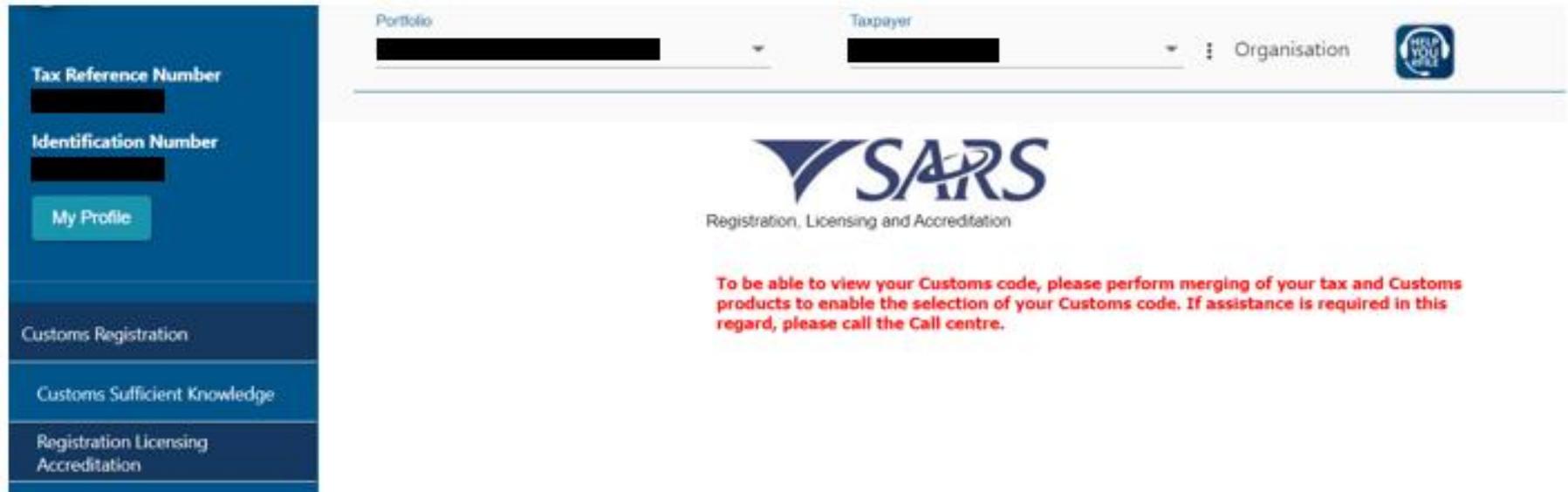
insolvent estate purposes.

Tax Type	Reference Number	Tax Office	Status
<input checked="" type="checkbox"/> IT Admin Penalty	[Redacted]	BELLVILLE	Successfully Activated
<input checked="" type="checkbox"/> Customs Agent	[Redacted]	CAPE TOWN	Successfully Activated
<input type="checkbox"/> Excise Agent	[Redacted]	ALBERTON	Successfully Deactivated
<input type="checkbox"/> IT3	[Redacted]	ALBERTON	
<input type="checkbox"/> Medical Scheme Contribution	[Redacted]	ALBERTON	

*This selection is important for an existing customs client to ensure that the customs code appears on the RLA page.*

# Error Messages on eFiling

## Message to perform a merge



The screenshot displays the SARS eFiling interface. On the left is a blue sidebar with the following elements: 'Tax Reference Number' with a redacted field, 'Identification Number' with a redacted field, a 'My Profile' button, and three menu items: 'Customs Registration', 'Customs Sufficient Knowledge', and 'Registration Licensing Accreditation'. The main content area has a header with 'Portfolio' and 'Taxpayer' dropdowns (both redacted), an 'Organisation' label, and a 'HELP YOU FILE' icon. Below the header is the SARS logo and the text 'Registration, Licensing and Accreditation'. A red error message is displayed: 'To be able to view your Customs code, please perform merging of your tax and Customs products to enable the selection of your Customs code. If assistance is required in this regard, please call the Call centre.'

Message reads: *To be able to view your Customs code, please perform merging of your tax and Customs products to enable the selection of your Customs code. If assistance is required in this regard, please call the Call Centre.*

# Error Messages on eFiling

## How to perform a merge on eFiling

The screenshot displays the SARS eFiling user interface. On the left sidebar, the 'Merge Entities' option is highlighted with a red box. The top navigation bar features the 'Organisations' menu item, also highlighted with a red box. The main content area shows a 'Portfolio' section with a 'Taxpayer' dropdown and an 'Organisation' dropdown. Below this, there is a list of instructions for performing a merge, including steps for selecting a representative, identifying the main entity, adding records, reviewing the portfolio, and declaring the submission. The 'Important Notes' section provides additional guidance on representative rights and pre-selected registrations.

changes to SARS; or

- Review and manage all changes from a single view without the assistance of a guided process.

The steps below explain the actions required to be completed by you once within the application:

**Step 1: Select a Representative.**

Only one representative may be appointed to represent an Entity. Where multiple representative records exist for the same entity, this step ensures that you select one person who should be regarded as the sole representative of the entity.

**Step 2: Identify the main entity from a list of records that are displayed.**

In this step, the Income Tax record (where it exists) will be defaulted as the main entity. You may leave this as-is or select a different record as the one which should be used as the source of registered particulars of the entity e.g. registration number, address, contact details, etc.

**Step 3: Add additional records that are not displayed.**

If the display of the entity information does not include any tax or customs product detail that you believe should be linked to the legal entity, this step allows you to add the relevant detail. Once submitted to SARS, a vetting process will be followed to ascertain if the addition is valid or not.

**Step 4: Review the Merge Portfolio.**

Once all the previous steps have been completed, a consolidated view of the merge portfolio will be presented for your review. You may make changes, or proceed to the submission step.

**Step 5: Declare and Submit.**

Once all the previous steps have been completed, a consolidated view of the merge portfolio will be presented for your review. You may make changes, or proceed to the submission step.

**Important Notes:**

- Where you elect a representative for the target entity other than yourself, you will lose your representative rights, but this will happen only after all aspects of your merge submission have been completed successfully.
- You will not be able to remove any pre-selected registrations that are presented as registrations linked your entity. If this action is necessary, you will need to visit a SARS branch office for assistance.



SARS eFiling for quick and easy  
Customs registrations

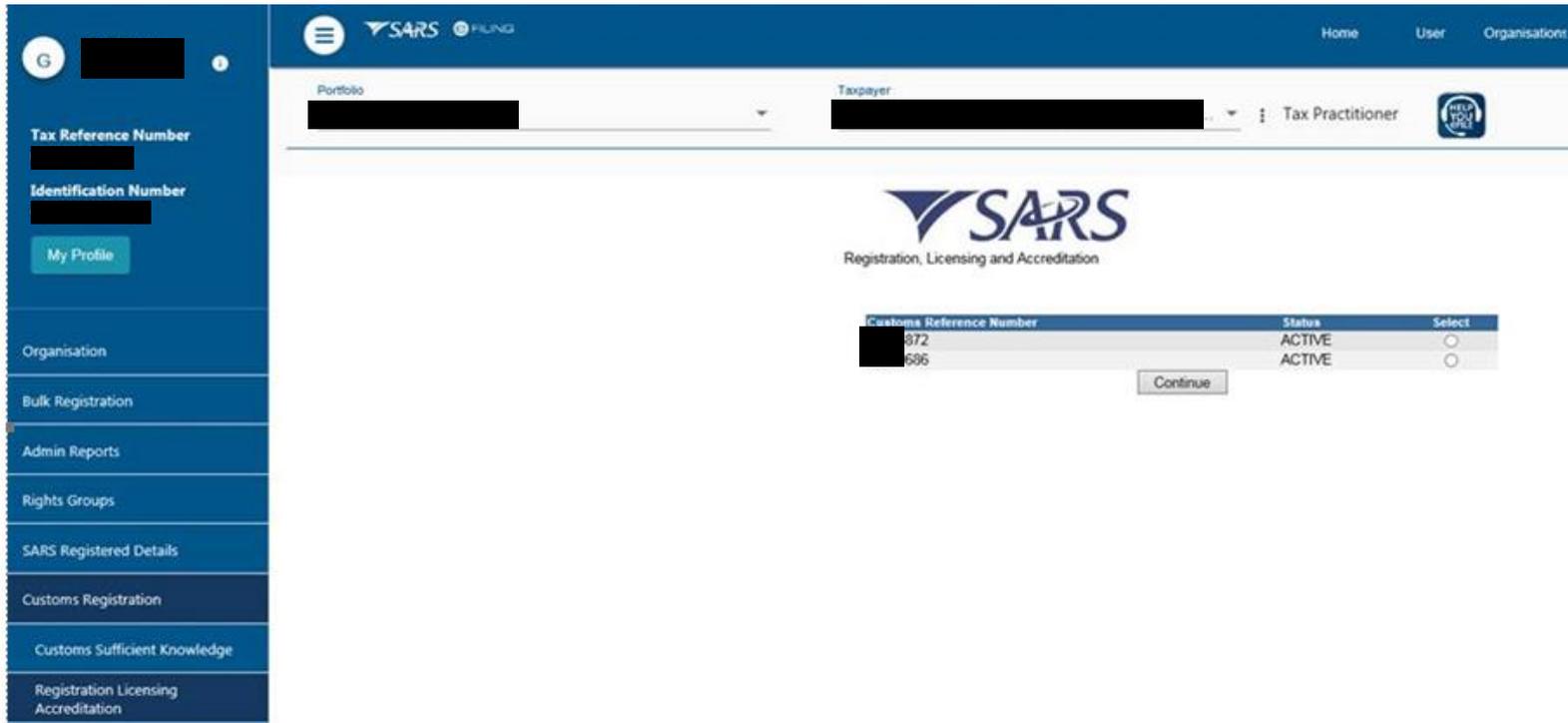
Go to [www.sars.gov.za](http://www.sars.gov.za) > Customs and Excise > New  
Customs Legislation Update > RLA for more info



# Utilisation of your existing Customs code

# Utilisation of your Existing Customs Code

## Submission via eFiling



The screenshot displays the SARS eFiling interface. On the left is a navigation menu with options like 'My Profile', 'Organisation', 'Bulk Registration', 'Admin Reports', 'Rights Groups', 'SARS Registered Details', 'Customs Registration', 'Customs Sufficient Knowledge', and 'Registration Licensing Accreditation'. The main content area shows the SARS logo and 'Registration, Licensing and Accreditation'. Below this is a table of existing Customs Reference Numbers.

Customs Reference Number	Status	Select
872	ACTIVE	<input type="radio"/>
506	ACTIVE	<input type="radio"/>

A 'Continue' button is located below the table.

*Two existing Customs codes are displayed based on your current registration information. The client is to select the preferred code and click through to apply/update their information via RLA.*

# Utilisation of your Existing Customs Code

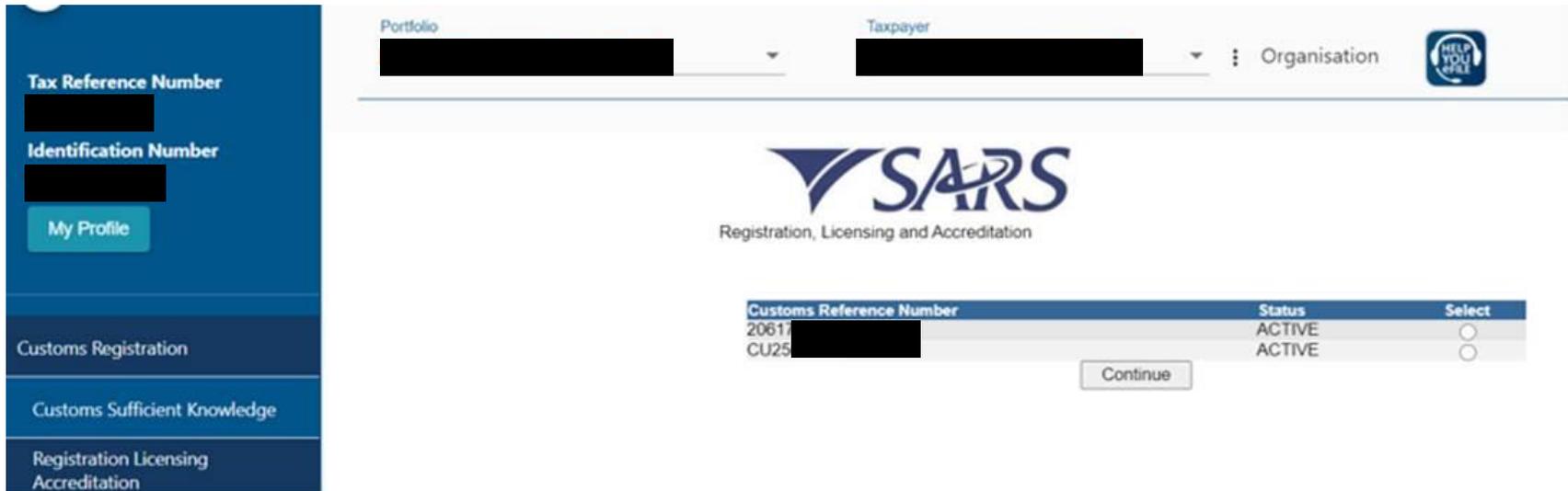
## Submission via eFiling

The screenshot displays the SARS eFiling interface. On the left is a blue navigation sidebar with the following items: 'Tax Reference Number' (with a redacted field), 'Identification Number' (with a redacted field), a 'My Profile' button, 'Customs Registration', 'Customs Sufficient Knowledge', and 'Registration Licensing Accreditation'. The main content area features the SARS logo and the text 'Registration, Licensing and Accreditation'. A red warning message states: 'For new Customs clients, please proceed to the Customs registration page. For existing Customs clients not able to view your Customs code, please perform merging of your tax and Customs products to enable the selection of your Customs code. If assistance is required in this regard, please call the Call centre or visit your closest SARS branch office.' Below this is a table with three columns: 'Customs Reference Number', 'Status', and 'Select'. The table contains one row with the value 'New registration' under 'Customs Reference Number'. A 'Continue' button is positioned below the table. The top right of the page shows 'Organisation' and a 'HELP YOU HERE' icon.

*For first time Customs clients applying via RLA, the client has to select the “new” registration option in order to capture their application on RLA.*

# Utilisation of your Existing Customs Code

## Submission via eFiling



The screenshot displays the SARS eFiling interface. On the left is a dark blue sidebar with the following text: 'Tax Reference Number', 'Identification Number', 'My Profile', 'Customs Registration', 'Customs Sufficient Knowledge', and 'Registration Licensing Accreditation'. The main content area has a header with 'Portfolio' and 'Taxpayer' dropdown menus, both containing redacted black boxes, followed by 'Organisation' and a 'HELP YOU FILE' icon. Below the header is the SARS logo and the text 'Registration, Licensing and Accreditation'. A table is shown with the following data:

Customs Reference Number	Status	Select
2001: [REDACTED]	ACTIVE	<input type="radio"/>
CU25: [REDACTED]	ACTIVE	<input type="radio"/>

Below the table is a 'Continue' button.

*In this scenario, you have a new RLA number and a previous RAS number (from the old system). If the client wishes to continue with the old RAS number, the new RLA allocated number is to be withdrawn, alternatively the customs office needs to be informed to withdraw the existing RAS customs code.*

# Utilisation of your Existing Customs Code

## Submission via a Customs Branch

Registration No  Trading Name

**Search Results**

Party ID	Entity Name	Trade Name	Reg No	Legal Status
5987763	[REDACTED]	[REDACTED]	1991/029133/23	ACTIVE
15789861	[REDACTED]	[REDACTED]	199102913323	ACTIVE

**SARS staff need to select the correct record during the authentication process:**

- Where more than one record exists, select the record linked to a **Customs code**; or
- If no Customs code exists, select the record linked to the Income Tax number;
- In cases where a merge is required, staff need to first conclude this process. If not possible to merge at that stage, ensure the correct record is selected as described in the above bullets.



SARS eFiling for quick and easy  
Customs registrations

Go to [www.sars.gov.za](http://www.sars.gov.za) > Customs and Excise > New  
Customs Legislation Update > RLA for more info



# The role of a Representative or a Tax Practitioner

# Online applications on RLA

## Applications on behalf of a client

Applications can be submitted on behalf of a taxpayer making use of the:

- Organisation profile
- Tax practitioner profile

### **Please take note!**

When doing Customs registrations through any of the two aforementioned profiles, the registration is being done on the basis of an ordinary representative in terms of the 1964 Customs and Excise Act.

# Online applications on RLA

Is this the final Representative / Practitioner model? **No**

Reason why this is not yet the final Customs Representative / Practitioner option:

- For release 1 and 2 of the RLA roll-out, the focus was placed on individuals and companies to register on their **own** behalf.
- The fact that eFiling enables this is an added benefit, but not yet the Customs representative model we foresee for the future.
- We are therefore not promoting it yet.

# Creating the taxpayer in eFiling in preparation to submit on behalf of a client

## Log into eFiling:

The screenshot shows the SARS eFiling website landing page. The page features the SARS logo and the text "South African Revenue Service". The main heading is "Welcome to the new SARS eFiling Landing Page." Below this, there is a paragraph explaining that SARS eFiling is a free, online process for the submission of returns and declarations. A navigation menu on the left includes "What's New", "Forms & Guides", "Payments", "Contact SARS", and "Terms and Conditions". The main content area is divided into four columns: "Help-You-eFile", "Call Me Back", "Unsure if you have to submit?", and "SARS MobiApp". The "SARS MobiApp" section lists features such as a simplified registration process, a new streamlined login process, added security with OTP and biometric technology, and a quick and easy way to upload supporting documents. A sidebar on the right contains links for "Login", "Register Now", "Forgot Username?", "Forgot Password?", and "Manage Tax Type Transfer". A promotional banner on the right side of the page reads "DON'T RUN OUT OF TIME MZANSI" and encourages users to accept or edit and submit their tax returns by 16 November via eFiling or the SARS MobiApp. The page also includes "e@syFile" logos for Employer and Dividends Tax, and "Download on the App Store" and "Get it on Google Play" buttons. The browser's address bar shows "https://www.sarsefiling.co.za" and the system tray at the bottom indicates the date and time as 10:41 AM on 2020/11/03.

# Preparing to submit on behalf of a client

Select Organisation in the Top Menu:

The screenshot shows the SARS eFiling dashboard for Mrs JANET MUNSAMI. The top navigation bar includes 'Home', 'User', 'Organisations', 'Returns', 'Customs', 'Duties & Levies', 'Services', 'Tax Status', 'Contact', and 'Log Out'. The 'Organisations' menu is highlighted with a red arrow. The main content area shows the 'Taxpayers' section with a table listing the taxpayer MUNSAMI, J (Mrs). The table has columns for Name, Company/ ID Number, Reference Number, Last Return Filled, Last Accessed, and Actions. A 'View Taxpayer' button is visible next to the taxpayer entry. Below the table is a 'Users' section with a table listing the user JANET MUNSAMI. The table has columns for Name of User, Last Logged In, and Last Return Filled.

Name	Registration or ID number	Tax Reference Number
MUNSAMI, J (Mrs)	[REDACTED]	[REDACTED]

Name of Taxpayer	Company/ ID Number	Reference Number	Last Return Filled	Last Accessed	Actions
MUNSAMI, J (Mrs)	[REDACTED]	[REDACTED]	2019-05-10 14:51	2020-10-01 08:42	<a href="#">View Taxpayer</a>

Name of User	Last Logged In	Last Return Filled
JANET MUNSAMI	2020-11-03 10:41	2019-05-10 14:51

# Preparing to submit on behalf of a client

Click Organisation on the left

The screenshot shows the SARS eFiling portal interface. The left sidebar contains a navigation menu with the following items: Tax Reference Number, Identification Number, My Profile, Organisation (highlighted with a red arrow), SARS Registered Details, Employee Registration, Admin Reports, Rights Groups, Customs Registration, and Special Links. The main content area displays the 'Taxpayers' table with the following data:

Name of Taxpayer	Company/ ID Number	Reference Number	Last Return Filled	Last Accessed	Actions
MUNSAMI, J (Mrs)	[REDACTED]	[REDACTED]	2019-05-10 14:51	2020-10-01 08:42	<a href="#">View Taxpayer</a>

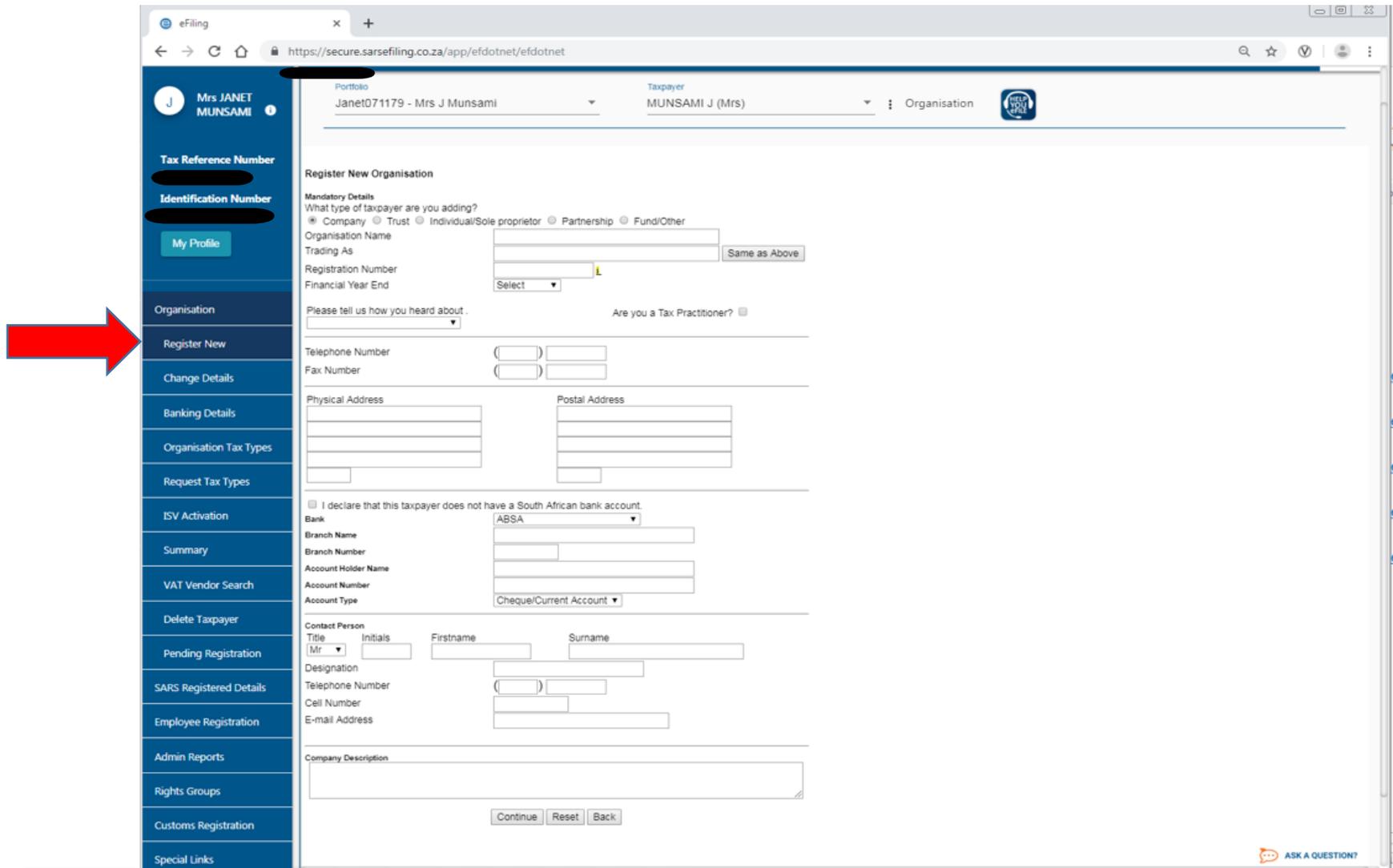
Below the 'Taxpayers' table is a 'Users' table with the following data:

Name of User	Last Logged In	Last Return Filed
JANET MUNSAMI	2020-11-03 10:41	2019-05-10 14:51

The interface also includes a top navigation bar with links for Home, User, Organisations, Returns, Customs, Duties & Levies, Services, Tax Status, Contact, and Log Out. The user profile at the top left shows 'Mrs JANET MUNSAMI' and a 'My Profile' button. The 'Organisation' dropdown menu is currently open, showing 'MUNSAMI J (Mrs)' and a 'View Taxpayer' button.

# Preparing to submit on behalf of a client

Then Click on Register New



The screenshot shows the SARS eFiling interface for a user named Mrs JANET MUNSAMI. The main content area is titled 'Register New Organisation' and contains a form for adding a new taxpayer. The form is divided into several sections:

- Mandatory Details:** Includes radio buttons for 'Company', 'Trust', 'Individual/Sole proprietor', 'Partnership', and 'Fund/Other'. The 'Company' option is selected.
- Organisation Name:** A text input field.
- Trading As:** A text input field with a 'Same as Above' button.
- Registration Number:** A text input field with a dropdown menu.
- Financial Year End:** A dropdown menu.
- Declaration:** A checkbox for 'I declare that this taxpayer does not have a South African bank account.' and a question 'Are you a Tax Practitioner?' with a checkbox.
- Banking Details:** Includes a dropdown for 'Bank' (currently 'ABSA'), 'Branch Name', 'Branch Number', 'Account Holder Name', 'Account Number', and 'Account Type' (currently 'Cheque/Current Account').
- Contact Person:** Includes fields for 'Title' (dropdown), 'Initials', 'Firstname', 'Surname', 'Designation', 'Telephone Number', 'Cell Number', and 'E-mail Address'.
- Company Description:** A large text area for describing the company.

At the bottom of the form are 'Continue', 'Reset', and 'Back' buttons. A red arrow on the left points to the 'Register New' option in the navigation menu.

# Preparing to submit on behalf of a client

Complete all Fields and click on Continue

**Register New Organisation**

Mandatory Details  
What type of taxpayer are you adding?  
 Company  Trust  Individual/Sole proprietor  Partnership  Fund/Other

Individual Name  
Title: Mr | First Name: Marcus | Initials: M | Surname: Munsami

Trading As: [Blank]  
Identification Type: South African ID  
ID Number: [Redacted]  
Financial Year End: February

Please tell us how you heard about: [Other] | Are you a Tax Practitioner?

Telephone Number: [Blank] | Fax Number: [Blank]

Physical Address: [Redacted] | Postal Address: [Redacted]

Durban | Durban  
4068 | 4068

I declare that this taxpayer does not have a South African bank account.

Bank: ABSA  
Branch Name: Universal  
Branch Number: 832005  
Account Holder Name: M Munsami  
Account Number: [Redacted]  
Account Type: Cheque/Current Account

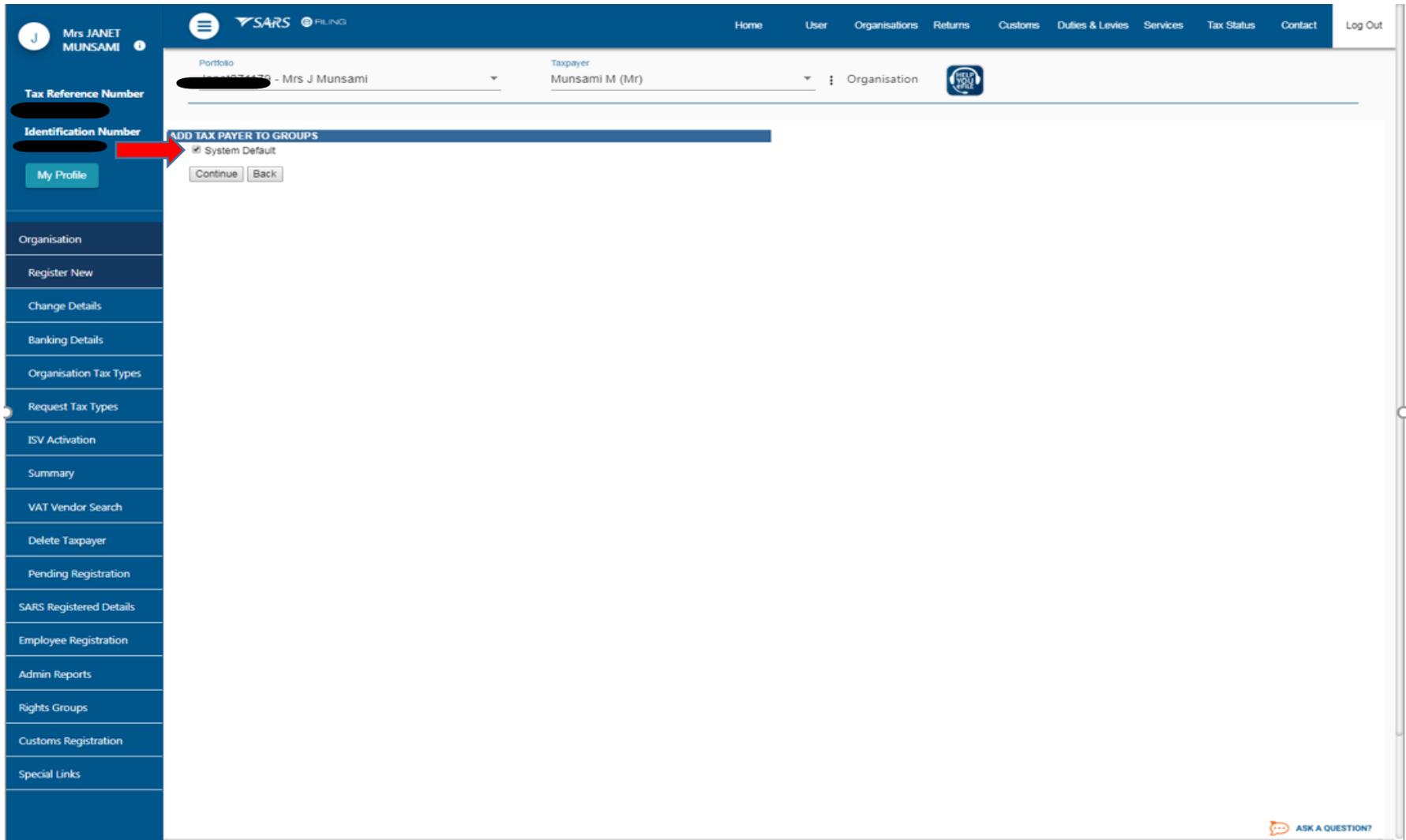
Contact Person  
Title: Mrs | Initials: J | Firstname: Janet | Surname: Munsami  
Designation: Other  
Telephone Number: [Blank]  
Cell Number: [Redacted]  
E-mail Address: [Redacted]

Company Description: [Blank]

**Continue** | **Reset** | **Back**

# Preparing to submit on behalf of a client

Put a tick in System default and click on Continue



The screenshot displays the SARS eFiling user interface. At the top, the user is identified as Mrs JANET MUNSAMU. The main navigation bar includes links for Home, User, Organisations, Returns, Customs, Duties & Levies, Services, Tax Status, and Contact. The current page is titled 'ADD TAX PAYER TO GROUPS'. Below this title, there is a checkbox labeled 'System Default' which is currently unchecked. A red arrow points to this checkbox. Below the checkbox are two buttons: 'Continue' and 'Back'. The left sidebar contains a list of navigation options, including 'My Profile', 'Organisation', 'Register New', 'Change Details', 'Banking Details', 'Organisation Tax Types', 'Request Tax Types', 'ISV Activation', 'Summary', 'VAT Vendor Search', 'Delete Taxpayer', 'Pending Registration', 'SARS Registered Details', 'Employee Registration', 'Admin Reports', 'Rights Groups', 'Customs Registration', and 'Special Links'. The bottom right corner of the interface features an 'ASK A QUESTION?' button.

# Preparing to submit on behalf of a client

## On the next page you may select the Tax Types you wish to activate

Please note that if this is done solely to facilitate a Customs registration it is not mandatory to activate a tax product. From this screen one can navigate to Customs on the top ribbon and continue. One can also now select this portfolio to submit a Customs RLA application.

The screenshot displays the SARS Filing portal interface. At the top, the user is identified as Mrs. JANET MUNSAMI. The main header shows the SARS FILING logo and navigation tabs: Home, User, Organisations, Returns, Customs, Duties & Levies, Services, and Tax Status. Below the header, the Portfolio is set to Mrs J Munsami and the Taxpayer is Munsami M (Mr). A sidebar on the left contains navigation options: My Profile, Organisation, Register New, Change Details, Banking Details, Organisation Tax Types, Request Tax Types, ISV Activation, Summary, VAT Vendor Search, Delete Taxpayer, Pending Registration, SARS Registered Details, Employee Registration, Admin Reports, Rights Groups, Customs Registration, and Special Links. The main content area is titled 'Request Tax Types' and contains a list of tax types with checkboxes and reference number fields. The tax types listed are: EMP201 - PAYE, EMP501 - Submission, PAYE Admin Penalty, Value Added Tax (VAT201), VAT Admin Penalty, Provisional Tax (IRP6), Individual Income Tax (ITR12), IT Admin Penalty, Customs Agent, Excise Agent, and IT3. Each tax type has a checkbox, a reference number field, and a tax office dropdown menu (all set to ALBERTON). A note at the bottom of the list states: 'Please note that you will automatically be activated to receive SARS notices for this tax type online.' A red note at the bottom of the page states: 'Note: Click Here to activate/deactivate individual Income Tax activation for deceased estate purposes. Note: Click Here to activate/deactivate individual Income Tax activation for insolvent estate purposes.'

# Navigating to and selection of a taxpayer

The screenshot shows the SARS eFiling dashboard for Mrs JANET MUNSAMI. The 'Taxpayers' section is active, displaying a table of taxpayers. A red arrow points to the 'Taxpayer' dropdown menu in the top navigation bar, which is currently set to 'MUNSAMI J (Mrs)'. The 'Taxpayers' table lists two entries: 'MUNSAMI, J (Mrs)' and 'Munsami, M (Mr)'. The 'Users' section below shows a single user: 'JANET MUNSAMI'.

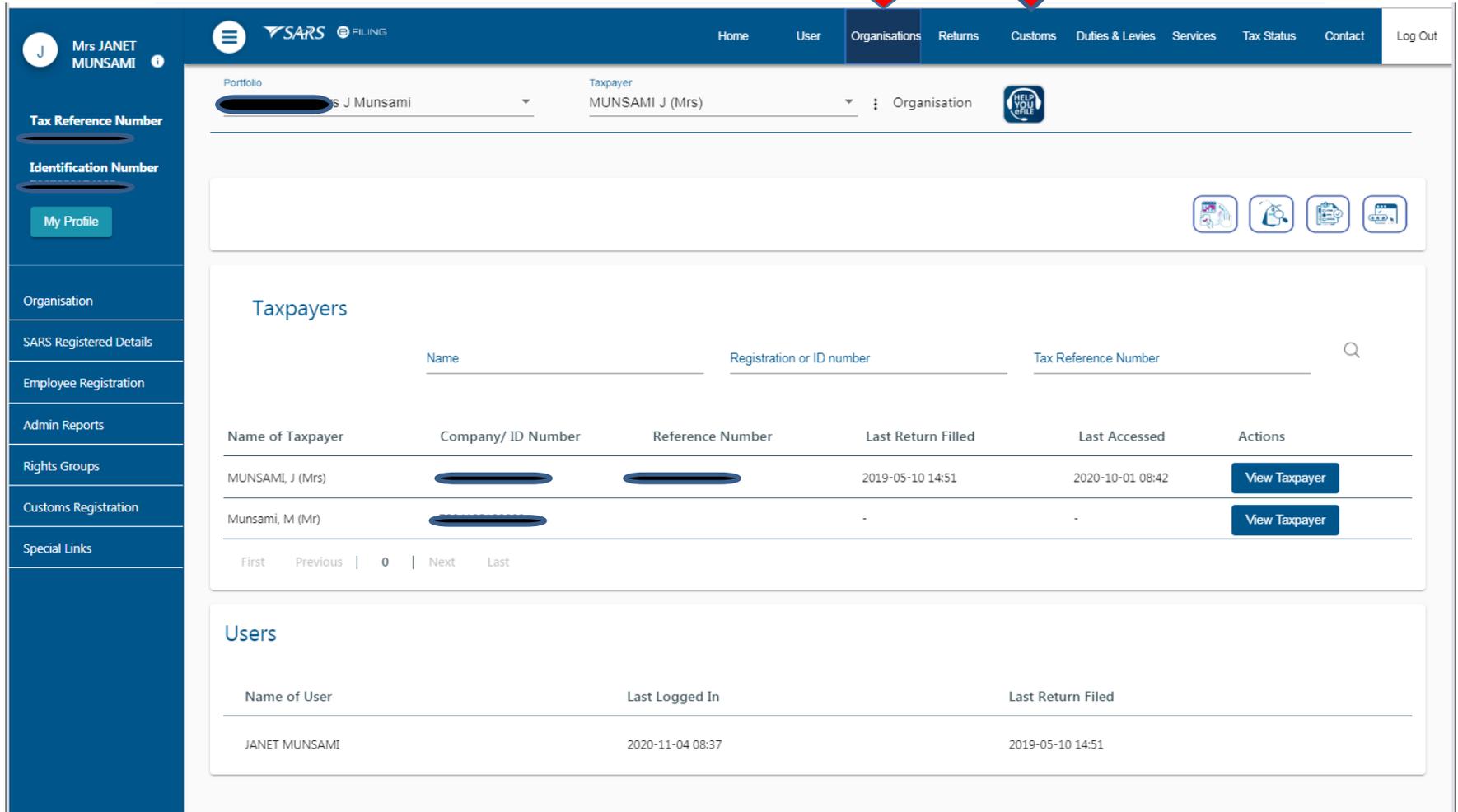
Name of Taxpayer	Company/ ID Number	Reference Number	Last Return Filled	Last Accessed	Actions
MUNSAMI, J (Mrs)	[REDACTED]	0208379156	2019-05-10 14:51	2020-10-01 08:42	<a href="#">View Taxpayer</a>
Munsami, M (Mr)	[REDACTED]	-	-	-	<a href="#">View Taxpayer</a>

Name of User	Last Logged In	Last Return Filed
JANET MUNSAMI	2020-11-03 11:56	2019-05-10 14:51

# After selecting taxpayer, navigate to RLA

To access RLA, you may either click on **ORGANISATION** or **CUSTOMS** in the TOP Menu



The screenshot shows the SARS Filing portal interface. The top navigation bar includes 'Home', 'User', 'Organisations', 'Returns', 'Customs', 'Duties & Levies', 'Services', 'Tax Status', 'Contact', and 'Log Out'. The 'Organisations' menu is highlighted with a red arrow, and the 'CUSTOMS' menu is also highlighted with a red arrow. The user is logged in as Mrs. JANET MUNSAMI. The page displays the following information:

Portfolio: [Redacted] s J Munsami  
Taxpayer: MUNSAMI J (Mrs) Organisation

Tax Reference Number  
Identification Number  
My Profile

Organisation  
SARS Registered Details  
Employee Registration  
Admin Reports  
Rights Groups  
Customs Registration  
Special Links

**Taxpayers**

Name	Registration or ID number	Tax Reference Number	
Name of Taxpayer	Company/ ID Number	Reference Number	Last Return Filled
MUNSAMI, J (Mrs)	[Redacted]	[Redacted]	2019-05-10 14:51
Munsami, M (Mr)	[Redacted]	-	-

First Previous | 0 | Next Last

**Users**

Name of User	Last Logged In	Last Return Filed
JANET MUNSAMI	2020-11-04 08:37	2019-05-10 14:51

# After selecting taxpayer, navigate to RLA

Thereafter, click on Customs Registration in the Left Menu and Registration Licensing Accreditation below

The screenshot shows the SARS Filing portal interface. The top navigation bar includes links for Home, User, Organisations, Returns, Customs, Duties & Levies, Services, Tax Status, Contact, and Log Out. The user profile is identified as Mrs JANET MUNSAMI. The left navigation menu contains several items, with 'Customs Registration' and 'Registration Licensing Accreditation' highlighted by red arrows. The main content area displays the 'Taxpayers' table, which lists taxpayers with columns for Name, Company/ID Number, Reference Number, Last Return Filled, Last Accessed, and Actions. Two taxpayers are listed: MUNSAMI, J (Mrs) and Munsami, M (Mr). Both have 'View Taxpayer' buttons next to them.

Name of Taxpayer	Company/ ID Number	Reference Number	Last Return Filled	Last Accessed	Actions
MUNSAMI, J (Mrs)	[REDACTED]	[REDACTED]	2019-05-10 14:51	2020-10-01 08:42	<a href="#">View Taxpayer</a>
Munsami, M (Mr)	[REDACTED]	[REDACTED]	-	-	<a href="#">View Taxpayer</a>

*The selection should lead one to the Customs Trader Portal*



**SARS eFiling for quick and easy  
Customs registrations**

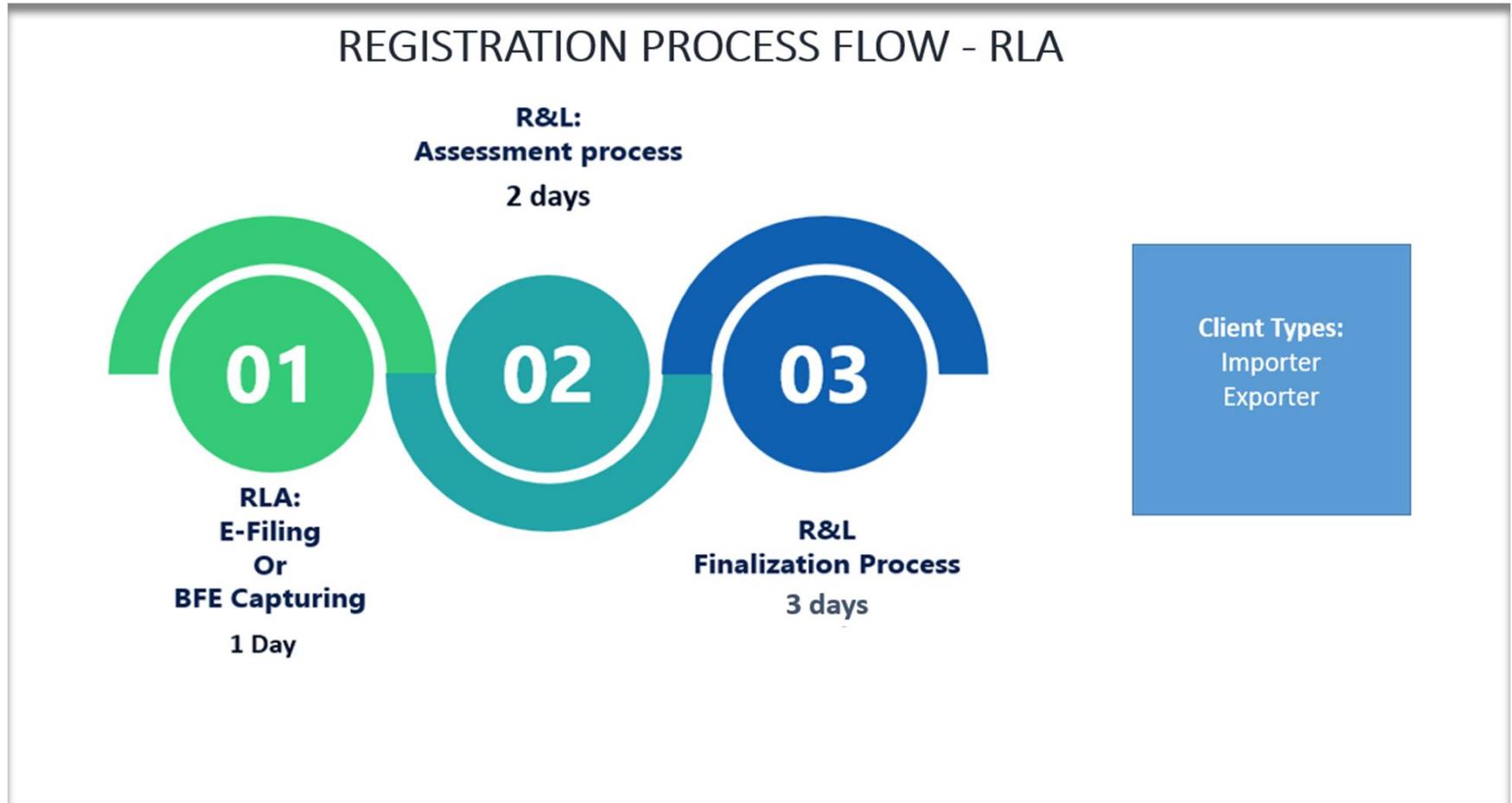
Go to [www.sars.gov.za](http://www.sars.gov.za) > Customs and Excise > New  
Customs Legislation Update > RLA for more info



# How to follow up on your application

# How to follow up on your application

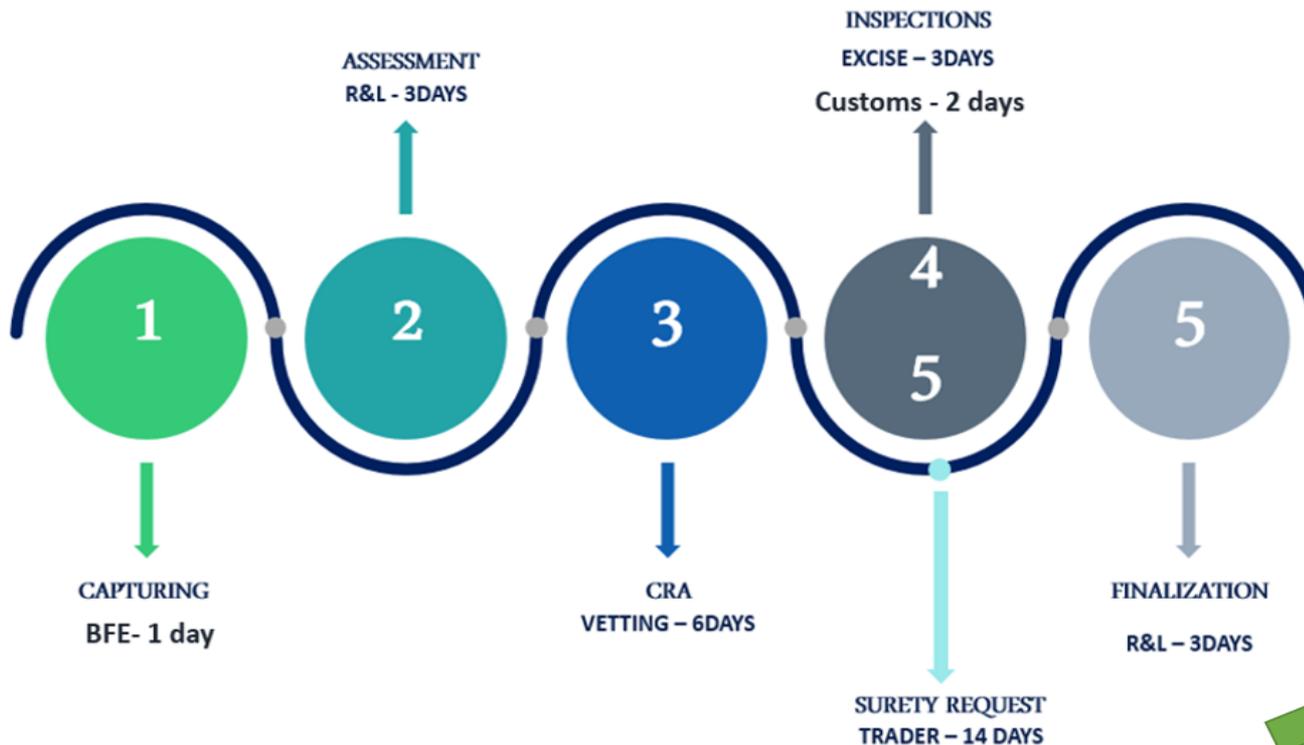
## Service Charter



# How to follow up on your application

## Service Charter

### LICENSING PROCESS FLOW- NON RLA



#### Client Types:

- Special manufacturing warehouses
- Manufacturing warehouses
- Special storage warehouses
- Special ad valorem manufacturing warehouse
- Degrouping depot
- Container depot
- Rebate user
- SEZ
- Removal in Bond (excl. inspections)

# How to follow up on your application

## Query Management – dedicated mailboxes

RLA queries should be sent to the following email addresses:

- After the five-day Service Level Agreement, you can mail your queries to [RLARegistrations@sars.gov.za](mailto:RLARegistrations@sars.gov.za) (for RLA submissions) or [CustomsSSMReg@sars.gov.za](mailto:CustomsSSMReg@sars.gov.za) (for manual submissions at Customs branches). Please include your case number

How will SARS communicate the approval of applications for RLA?

- Clients will receive email/sms messages;
- If you applied via eFiling, the notification can be accessed by logging into your RLA profile on the eFiling platform.
- If you applied at a branch, you should access it via eFiling if you have an existing eFiling profile. Alternatively, you need to go to a branch and request the notification.

# More information

## RLA webpage

For more information on the new Registration, Licensing and Accreditation (RLA) system, click here: [www.sars.gov.za](http://www.sars.gov.za) > [Customs and Excise](#) > [Registration and Licensing](#) > click on the **RLA** link at the top of the page

The screenshot shows the SARS website interface. At the top, there is a navigation bar with the SARS logo and four main menu items: Individuals, Businesses and Employers, Tax Practitioners, and Customs and Excise. Below this is a breadcrumb trail: SARS Home > Client Segments > Customs and Excise > Registration, Licensing and Accreditation. A secondary navigation bar lists various services: RLA project, Accreditation, APDP, Clearing Agents, Customs Storage Warehouse, Deferments, Depots, Drawback Registration, EDI, Exporters, Importers, Rebate User, Registered Agent, Remover of Goods, Special Economic Zones, and Temporary Storage. The main content area is titled 'REGISTRATION AND LICENSING' and includes a link for more information on the new RLA system. A 'What's New?' section lists four recent updates: 29 October 2020 - FAQs: Customs Registration, Licensing and Accreditation (RLA); 4 May 2020 - Various DA 185 / DA 8 forms were updated; 17 April 2020 - Updated Letter to Trade; and 20 March 2020 - Registration of Cargo reporter. A 'Registration and licensing' section explains the process and provides contact information for queries. On the right side, there is a sidebar with the SARS eFILING logo and links for Login, Register Now, Forgot Password?, Forgot Username?, e@yFile, FIND A PUBLICATION, FIND A FORM, and FIND AN FAQ.

# Questions



## SARS eFiling for quick and easy Customs registrations

Go to [www.sars.gov.za](http://www.sars.gov.za) > Customs and Excise > New  
Customs Legislation Update > RLA for more info



# Questions received prior to the webinar

## Q & A:

Q: Does the eFiling application now only extend to new registrants? If so, when will it be extended to include renewals, amendments and applications for additional customs and excise facilities?

A: Yes, for now RLA is only available to new client type applications. Any renewals or amendments must be done on the system or channel where the original application was registered/licenced. SARS will communicate when existing clients can migrate to the RLA platform. This will be done gradually based on available SARS capacity.

Q: What if a person is not registered for eFiling? For example, the person is below the threshold for filing an income tax return, or the company is not a registered VAT vendor and thus do not eFile VAT 201 returns. Can such a person register for eFiling solely for purpose of applying for a customs client code and / or other customs and excise facilities?

A: A client must first be registered for Income Tax prior to registering for Customs, irrespective of the income threshold. If you want to apply on your own behalf, then you must be registered for eFiling. A client cannot register for eFiling solely for purposes of applying for a customs client code and / or other customs and excise facilities.

# Questions received prior to the webinar

## Q & A:

Q: Can a natural person cite a name in the application by which he/she would like to be known, even though the name is not a registered legal entity? For example, ZA citizen Mary Koekemoer applies for registration as an importer under the name “Mary’s Biscuits” without the latter being registered with the Registrar of Companies?

A: For an individual registering on RLA, the name and surname of the individual will be used. For a company, the registration must first be completed with the Registrar of Companies. Then the client can register at SARS for Customs purposes. RLA records the registered name of the company as registered at the Registrar of Companies, but does allow for capturing of additional “Trading As” name(s) for Customs purposes.

Q: Can you, during your webinar, explain the difference in the eFiling process that must be followed for a company (legal entity) versus a natural person?

A: The eFiling process for a company and natural person is the same. The only additional requirement is for an individual to change their eFiling profile from “Individual” to “Organisation” first. The entity type will remain an individual/company but the eFiling profile change to “Organisation” is only a system setting.

# Questions received prior to the webinar

## Q & A:

Q: As a customs consultant, it is very difficult to get access to the client's eFiling profile from the tax practitioner. Has SARS created a similar profile for customs consultants without having to request access from the tax practitioner?

A: For Release 1 and 2 of the Registration and Licensing roll-out, the focus was placed on individuals and companies to register on their own behalf. The fact that eFiling enables this is an added benefit, but not yet the Customs representative model we foresee for the future. We are therefore not actively promoting it yet. It will soon be possible to register for Customs on behalf of a client without claiming the Income Tax number.

# Questions received prior to the webinar

## Q & A:

Q: The turnaround time (TAT) for import & export codes is five days on a manual process. Currently with RLA, the TAT can be anything from 15-45 days, will this TAT be improved to less than 5 days? I would think that moving to an online platform results in a shorter TAT.

A: SARS acknowledges that TAT's are being exceeded. The following factors have contributed to the current situation:

- a) Covid-19 challenges in terms of remote operations;
- b) A new system resulting in a steep learning curve from internal SARS staff and Trade;
- c) High volumes of applications.

Please note that the Customs Registration and Licensing team is working on initiatives that will result in incremental improvement of TAT's.

# Questions received prior to the webinar

## Q & A:

Q: With the manual process, I submitted import & export applications jointly and received a code simultaneously. With RLA, we can only submit one application at a time. This is time wastage for the client. Will RLA permit the submission of both import & export applications simultaneously?

A: The first client type application must be submitted and approved. Thereafter, multiple client type applications can be submitted concurrently.

Q: When will online submissions of other types of licencing and registrations be implemented. e.g. bond store, rebates, FICA, deferments, etc?

A: Additional client types will be added in the next release(s) which will include the licensing types. Client types implemented in Release 1 were based on application volumes received. Further client types added to RLA will be prioritised based on application volumes. Dates for further releases will be communicated.

# Closure



## SARS eFiling for quick and easy Customs registrations

Go to [www.sars.gov.za](http://www.sars.gov.za) > Customs and Excise > New  
Customs Legislation Update > RLA for more info



# Additional Information



## SARS eFiling for quick and easy Customs registrations

Go to [www.sars.gov.za](http://www.sars.gov.za) > Customs and Excise > New  
Customs Legislation Update > RLA for more info





**SARS eFiling for quick and easy  
Customs registrations**

Go to [www.sars.gov.za](http://www.sars.gov.za) > Customs and Excise > New  
Customs Legislation Update > RLA for more info



# Navigating to the RLA Webpage

# Navigating to the RLA Webpage

The screenshot shows the SARS.gov.za website interface. At the top, there is a navigation bar with links for Home, About Us, Types of tax, Legal Counsel, Contact Us, and Tax Rates. A search bar is located on the right side of this bar. Below the navigation bar, the SARS logo is on the left, and the eFILING logo is on the right. The eFILING section includes links for LOGIN, FORGOT USERNAME / PASSWORD, REGISTER, and MANAGE TAX TYPE TRANSFER. A red box highlights the 'Customs and Excise' menu item in the main navigation bar. Below the navigation bar, there is a red banner with a warning icon and text: 'Beware of scams pretending to be from SARS. Don't click on any links, please send it to phishing@sars.gov.za. See our latest list of scams here.' The main content area features a grid of eight tiles: 'Latest News' (with a smartphone icon), 'Frequently Asked Questions' (with 'FAQ' blocks), 'What's My Tax Number' (with a 'TAX' document icon), 'Online Services' (with a mouse icon), 'Customs & Excise Updates' (with a group of people icon), 'Book an appointment' (with a calendar icon), 'Small Business Information' (with a person icon), and 'COVID-19 Related Media Releases' (with a 'COVID-19' banner icon). At the bottom, there is a blue banner with the hashtag '#YourTaxMatters'.

sars.gov.za/Pages/default.aspx

Home | About Us | Types of tax | Legal Counsel | Contact Us | Tax Rates

Search this site... Search

SARS

eFILING

LOGIN FORGOT USERNAME / PASSWORD

REGISTER MANAGE TAX TYPE TRANSFER

Individuals ▾ Businesses and Employers ▾ Tax Practitioners ▾ **Customs and Excise ▾**

Visit the COVID-19 Online Resource and News Portal at [www.sacoronavirus.co.za](http://www.sacoronavirus.co.za)

**⚠ Beware of scams pretending to be from SARS. Don't click on any links, please send it to [phishing@sars.gov.za](mailto:phishing@sars.gov.za). See our latest list of scams here.**

Latest News

Frequently Asked Questions

What's My Tax Number

Online Services

Customs & Excise Updates

Book an appointment

Small Business Information

COVID-19 Related Media Releases

#YourTaxMatters

entSegments/Customs-Excise/Pages/default.aspx

# Navigating to the RLA Webpage

The screenshot displays the SARS website's navigation menu for Excise and Customs. The 'Customs' menu is highlighted with a red box, and the 'Registration, Licensing and Accreditation' option is selected. The 'Excise' menu is also visible.

**WHATS NEW IN CUSTOMS:**

- **30 September 2020 - Opening of ports of entry for international movement of persons and goods**  
The National Border Management Coordinating Committee issued a directive on 28 September 2020 to all its Ports of Entry Managers. The directive related to the announcement by the President of South Africa, Cyril Ramaphosa, on 16 September 2020, that travel into and out of South Africa for business, leisure and other purposes will be allowed with effect from 1 October 2020.  
The directive stated that the movement of people through the ports must be subject to the protocols as guided by the relevant regulations.
- **28 September 2020 - Enforcement of Section 64D - Bonded Goods to be in sealed containers**

To see more items, click here.

**Customs**

- About Customs
- Accreditation for Preferred Traders
- African Continental Free Trade Agreement (AfCFTA)
- Authorised Economic Operator Programme
- Clearance Declaration
- Customs Offices
- Customs Query Resolutions process
- Duties and Taxes
- Import, Export and Transit
- Inspection
- Legislative Framework
- New Customs Legislation update
- Offences, Penalties and Disputes
- Prohibited and Restricted Goods
- Refunds and Drawbacks
- Registration, Licensing and Accreditation
- Report a Customs Crime
- Reporting of Servitised and Goods (RSG)
- Rules of Origin
- Sending and receiving goods in the post
- State Warehouse
- Tariff
- Trade Statistics
- Travellers
- Valuation

**Excise**

- About Excise
- Ad Valorem Products
- Air Passenger Tax
- Alcohol Products
  - Malt Beer
  - Other Fermented Beverages
  - Spirits / Liquor Products
  - Traditional African Beer
  - Wine and Vermouth
- Diamond Export Levy
- Diesel Refund System
- Environmental Levy Products
  - Carbon Tax
  - Electric filament lamps
  - Electricity generation
  - Motor vehicle CO2 emission
  - Plastic bags
  - Tyres
- Excise Offices
- Fuel Levy and Road Accident Fund (RAF) Levy on Petroleum Products
- Health Promotion Levy on Sugary Beverages
- International Oil Pollution Compensation Fund Levy (IOPCF)
- Petroleum Products
- Tobacco Products

Scroll down the page, and click on “Registration, Licensing and Accreditation” on the Customs menu on the left side

# Navigating to the RLA Webpage

Home | About Us | Types of tax | Legal Counsel | Contact Us | Tax Rates

Search this site... Search

**SARS**

Individuals ▾ Businesses and Employers ▾ Tax Practitioners ▾ Customs and Excise ▾

SARS Home > Client Segments > Customs and Excise > Registration, Licensing and Accreditation

■ RLA project ■ Accreditation ■ APDP ■ Clearing Agents ■ Customs Storage Warehouse ■ Deferrals ■ Depots  
■ Drawback Registration ■ EDI ■ Exporters ■ Importers ■ Rebate User ■ Registered Agent ■ Remover of Goods  
■ Special Economic Zones ■ Temporary Storage

**SARS eFILING**

**REGISTRATION AND LICENSING**

For more information on the new Registration, Licensing and Accreditation (RLA) system, [click here](#).

**What's New ?**

- 29 October 2020 - FAQs: Customs Registration, Licensing and Accreditation (RLA)
- 4 May 2020 - Various DA 185 / DA 8 forms were updated when the Rules to the Customs and Excise Act, 1964 were amended on 24 April 2020. This allowed for the electronic submission of applications for registration and licensing. Please [click here](#) for the amended forms.
- 17 April 2020 - Updated Letter to Trade: Update on the new Registration, Licensing and Accreditation (RLA) system
- 20 March 2020 - Registration of Cargo reporter

This week SARS announced that it is taking measures to ensure the safety of its staff and clients, including encouraging social distancing and limiting the number of people visiting SARS offices. As a result, if Customs clients wish to register as a cargo reporter, instead of couriering their registration documents or handing them in at SARS head office in Pretoria, they are asked to scan them and mail them to [NLLogod@sars.gov.za](mailto:NLLogod@sars.gov.za). For queries, you can call 012-422 8388.

**Registration and licensing**

Before goods can be imported or exported, a number of steps need to take place. If you want to perform any Customs related activities, SARS may require that you register in terms of Section 59A and / or get a license in terms of Section 60.

The person who must or may apply for registration and licensing:

Any natural person, juristic person, Association, partnership, Executor of an estate, Trustee, Organ of the State, Institution including foreign principals not located in South Africa may register and / or license to perform any act / activity regulated by the Act, except person who import or export goods in terms of the provisions of Rule 15.01.

The Commissioner may impose conditions that relate to:

- The protection of potential tax revenue on goods received, stored, handled, transported or in any way dealt with, managed or controlled by the licensee in terms of the licence;
- The inspection of such goods by Customs Officers;
- Assistance that the licensee must provide to Customs Officers to detained, seized or confiscated goods; or
- Compliance by the licensee with this Act or a tax levying Act in relation to such goods.

The Commissioner may also require an applicant to furnish security at any time, see [Bonds external policy](#).

Login  
Register Now  
Forgot Password?  
Forgot Username?  
e@syFile  
FIND A PUBLICATION  
FIND A FORM  
FIND AN FAQ

*A link to the new “RLA webpage” is available. Click on the words indicating “Click here” highlighted in blue text*

# The RLA Webpage

## What is New?

Home | About Us | Types of tax | Legal Counsel | Contact Us | Tax Rates

Search this site... Search

**SARS**

Individuals ▾ Businesses and Employers ▾ Tax Practitioners ▾ Customs and Excise ▾

SARS Home > Client Segments > Customs and Excise > Registration, Licensing and Accreditation > RLA

■ RLA project ■ Accreditation ■ APDP ■ Clearing Agents ■ Customs Storage Warehouse ■ Deferments ■ Depots  
■ Drawback Registration ■ EDI ■ Exporters ■ Importers ■ Rebate User ■ Registered Agent ■ Remover of Goods  
■ Special Economic Zones ■ Temporary Storage

**What's New?**

- 29 October 2020 - FAQs: Customs Registration, Licensing and Accreditation (RLA)
- 4 May 2020 - Various DA 185 / DA 8 forms were updated when the Rules to the Customs and Excise Act, 1964 were amended on 24 April 2020. This allowed for the electronic submission of applications for registration and licensing. Please click [here](#) for the amended forms.
- 24 April 2020 - Registration Licensing and Designation: External Policy
- 20 April 2020 - FAQs: Customs Registration, Licensing and Accreditation (RLA)
- 17 April 2020 - Updated Letter to Trade: Update on the new Registration, Licensing and Accreditation (RLA) system
- 16 April 2020 - NCAP: RLA: Accessing RLA via eFiling
- 16 April 2020 - Customs Registration, Licensing and Accreditation (RLA) Quick Guide
- 12 March 2020 - Update on Registration, Licensing and Accreditation (RLA)
- 4 March 2020 - The new **Registration, Licensing and Accreditation (RLA)** system will go live on eFiling and in Customs branches from **20 April 2020**. Watch this space for more information.
- 10 September 2019 - RLA External Trader Roadshow presentation
- August 2019 - RLA update: Implementation date postponed

**RLA**

Registration, Licensing and Accreditation (RLA), which is part of the New Customs Acts Programme (NCAP), is the new electronic platform for the management of registration/licensing applications. The new electronic registration/licensing process will now be implemented under the provisions of the Customs and Excise Act, no 64 of 1964. This will allow for easier transition into the Customs Control and Duty Acts of 2014 (date of implementation still to be determined).  
Release 1 of RLA will cover 45 client types (predominantly Importers and Exporters) who will be able to submit NEW applications for registration/licensing/reporting via eFiling. The impacted client types will also be able to have applications captured by Customs staff at their preferred Customs branch.

**When is the implementation?**

**SARS eFILING**

- ✓ Login
- ✉ Register Now
- 🔑 Forgot Password?
- 👤 Forgot Username?

e@syFile

**FIND A PUBLICATION**

**FIND A FORM**

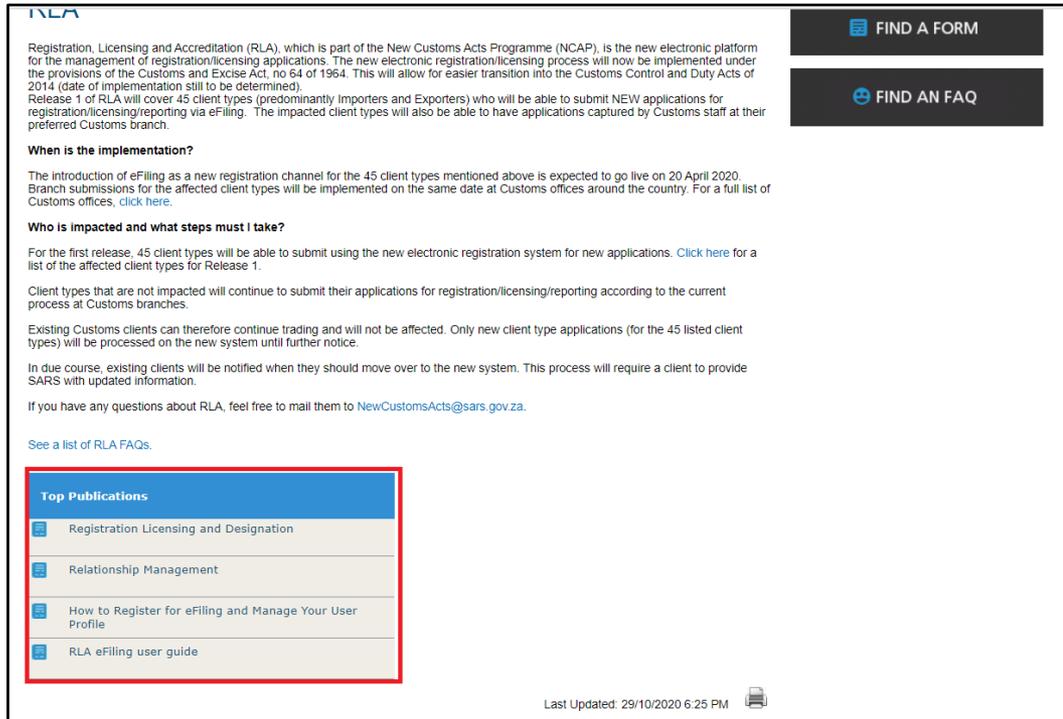
**FIND AN FAQ**

The new RLA webpage contains the following important documents:

- 10 Sep 2019 – RLA External Trade Roadshow Presentation
- 16 April 2020 – RLA Quick guide
- 16 April 2020 – Access RLA via eFiling
- 24 April 2020 – RLA Policy
- 29 Oct 2020 – FAQ's

# The RLA Webpage

## Important documents



The screenshot shows the RLA webpage with the following content:

- RLA** logo at the top left.
- Registration, Licensing and Accreditation (RLA), which is part of the New Customs Acts Programme (NCAP), is the new electronic platform for the management of registration/licensing applications. The new electronic registration/licensing process will now be implemented under the provisions of the Customs and Excise Act, no 64 of 1964. This will allow for easier transition into the Customs Control and Duty Acts of 2014 (date of implementation still to be determined).
- Release 1 of RLA will cover 45 client types (predominantly Importers and Exporters) who will be able to submit NEW applications for registration/licensing/reporting via eFiling. The impacted client types will also be able to have applications captured by Customs staff at their preferred Customs branch.
- When is the implementation?**  
The introduction of eFiling as a new registration channel for the 45 client types mentioned above is expected to go live on 20 April 2020. Branch submissions for the affected client types will be implemented on the same date at Customs offices around the country. For a full list of Customs offices, [click here](#).
- Who is impacted and what steps must I take?**  
For the first release, 45 client types will be able to submit using the new electronic registration system for new applications. [Click here](#) for a list of the affected client types for Release 1.  
Client types that are not impacted will continue to submit their applications for registration/licensing/reporting according to the current process at Customs branches.  
Existing Customs clients can therefore continue trading and will not be affected. Only new client type applications (for the 45 listed client types) will be processed on the new system until further notice.  
In due course, existing clients will be notified when they should move over to the new system. This process will require a client to provide SARS with updated information.  
If you have any questions about RLA, feel free to mail them to [NewCustomsActs@sars.gov.za](mailto:NewCustomsActs@sars.gov.za).
- [See a list of RLA FAQs.](#)
- Top Publications** section with a red border around it:
  - Registration Licensing and Designation
  - Relationship Management
  - How to Register for eFiling and Manage Your User Profile
  - RLA eFiling user guide
- Buttons for **FIND A FORM** and **FIND AN FAQ**.
- Footer: Last Updated: 29/10/2020 6:25 PM with a printer icon.

Scrolling to the bottom of the page, there are links to the following important documents:

- Registration, Licensing and Accreditation Policy
- Relationship Management User Manual
- eFiling External Guide
- RLA User Manual

*Thank you*  
*Re a leboha*  
*Re a leboga*  
*Ndza Khensa*  
*Dankie*  
*Ndi a livhuwa*  
*Ngiyabonga*  
*Enkosi*  
*Ngiyathokoza*