



# NEW CUSTOMS ACTS PROGRAMME

Registration, Licensing and Accreditation (RLA) – Webinar  
16 April 2021



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# Opening and Welcome



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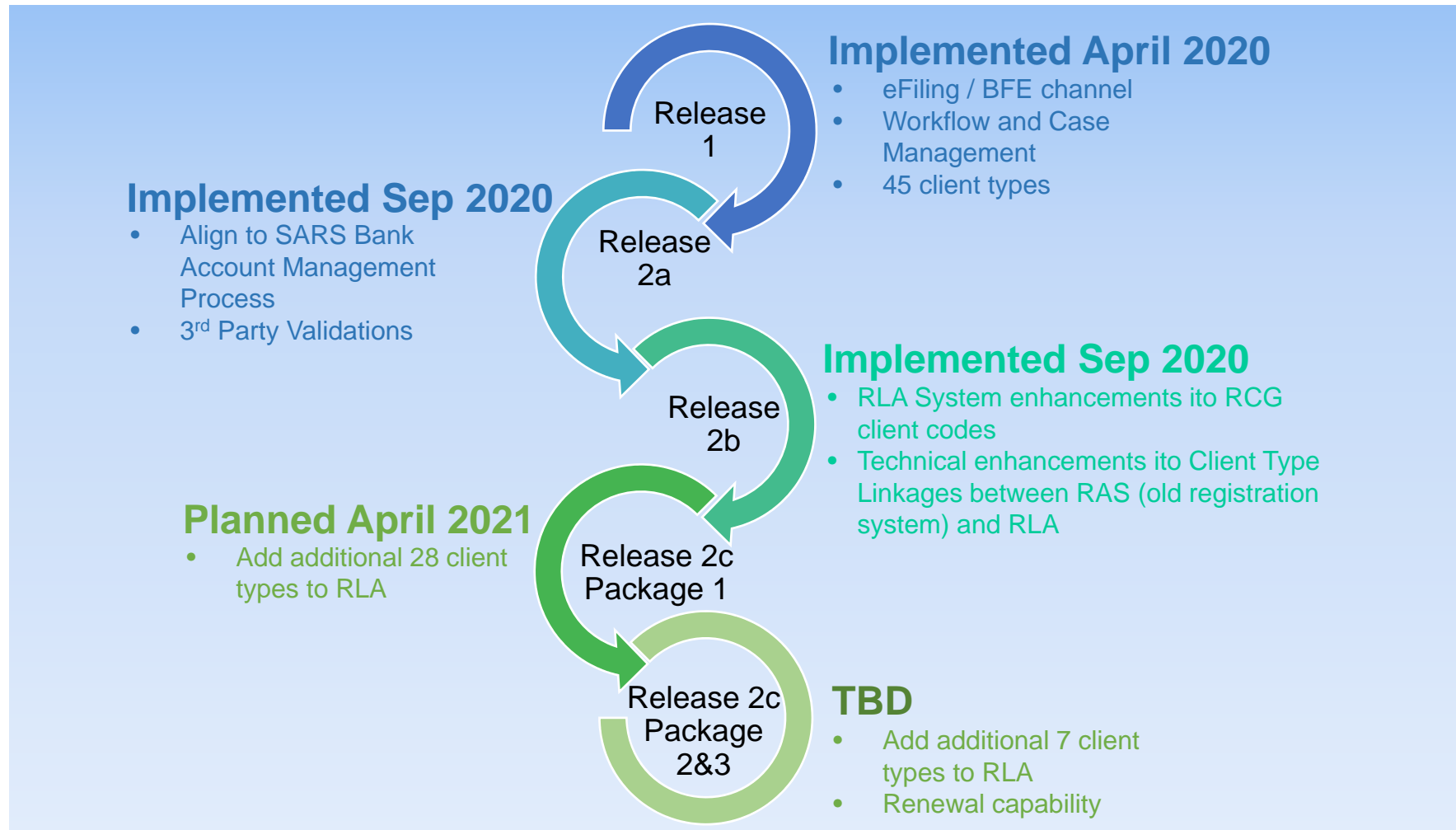
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# Introduction to RLA

# Introduction to RLA

## RLA Journey





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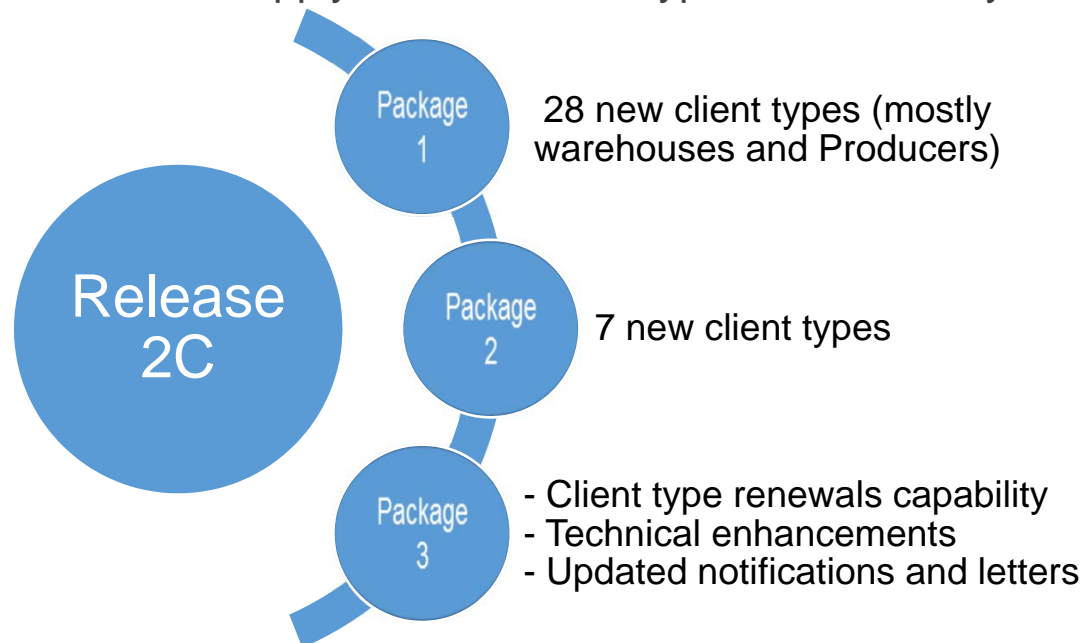


# RLA Release 2C Implementation

# Release 2C Implementation

## Release 2C implemented as 3 Packages

- The next three Package releases of RLA Release 2C will involve migration of more client types from the old DA185/DA8 manual processes to RLA
- The Release 2C segmented approach is to migrate client types to RLA as soon as possible, rather than wait for all to be developed, resulting in a delayed implementation
- Clients will be able to apply for more client types electronically via eFiling



- All packages will include system enhancements to improve SARS internal processes

# Release 2C Implementation

## Package 1 – New client types for April 2021

	Category	Client Type		Category	Client Type		Category	Client Type
1	Licensing	Storage Warehouse (OS) - Imported Goods	11	Registration	Producer ito - SADC EPA	21	Registration	Registered agent: Searchers for or of a wreck (non-local)
2	Licensing	Storage Warehouse (OS)- Imported Goods - Stockist	12	Registration	Producer ito - SADC	22	Reporting	Registered Agent: Air Carrier (Non-local)
3	Licensing	Special Storage Warehouse (SOS) - Dutiable Imported Goods	13	Registration	Producer ito - SACU - MERCOSUR	23	Reporting	Registered Agent: Sea Carrier (Non-local)
4	Licensing	Special Storage Warehouse (SOS) - Duty free Imported Goods for Export (Sec 21.3)	14	Registration	Producer ito - SACU/EFTA	24	Reporting	Registered Agent: Road Carrier (Non-local)
5	Licensing	Special Storage Warehouse (SOS) - Dutiable locally manufactured goods for Export	15	Registration	Producer ito GSP- Norway	25	Reporting	Registered Agent: Rail Carrier (Non-local)
6	Licensing	Special Storage Warehouse (SOS) - Inbound duty and tax free shop	16	Registration	Producer ito GSP- Russia	26	Reporting	Clearing Agent: Air
7	Licensing	Special Storage Warehouse (SOS)- Outbound duty and tax free shop	17	Registration	Producer ito GSP- Turkey	27	Reporting	Clearing Agent: Sea
8	Licensing	Special Storage Warehouse (SOS) - Inbound and Outbound duty and tax free shop	18	Registration	Manufacturer - AGOA	28	Registration	Special Economic Zone Operator
9	Licensing	Special Storage Warehouse (SOS) - Supply Ship/Aircraft stores	19	License	Searcher for or of a wreck (Local)			
10	Licensing	Special Storage Warehouse (SOS) - Supply Duty and Tax free shops and Ship/Aircraft stores	20	License	Searcher for or of a wreck (non-local)			

# Release 2C Implementation

## Package 2 – New client types (Date TBD)

	Category	Client Type
1	Licensing	Storage Warehouse (OS) (CCA Enterprise)
2	Registration	Rebate User
3	License	Container depot
4	License	Degrouping depot
5	Reporting	Container Terminal Operator
6	Reporting	Wharf Operator
7	Licensing	Manufacturing Warehouse (VM) CCA Enterprise) Any goods (Other than goods liable to Excise Duty, Fuel Levy and Environmental Levy)

# Release 2C Implementation

## Package 3 – Date TBD

- No new client types implemented with this implementation
- Renewal capability – ability to submit renewals for relevant client types on RLA
- Discard feature – ability to discard an application once it is started (current limitation being fixed)
- Update letters/notifications to include generated code for Reporter (old DA8) applications

# Release 2C Implementation

## Exclusions

**SARS** DA 185

**APPLICATION FORM: REGISTRATION / LICENSING OF  
CUSTOMS AND EXCISE CLIENTS**

For official use

1. NOTES FOR COMPLETION OF THE DA 185 AND ITS ANNEXURES									
1. Where the asterisk (*) appears, delete whichever is not applicable. 2. Indicate with an "X" in the appropriate block(s) whichever is applicable. 3. Complete the annexure listed in container 11 which is relevant to the registration or licensing type applied for. 4. Reflect the relevant customs and excise client number when updating (by amending or confirming) existing registration or licensing information. 5. Where security must be furnished, complete and submit annexure DA 185.C. 6. An importer, exporter, remover in bond or searcher for wreck not located in the Republic, must also complete and submit annexure DA 185.D, to disclose a registered agent. 7. Complete and submit any prescribed agreement, if applicable. 8. If the space provided in a particular container on form DA185 or any annexure is insufficient, the information required must be furnished on a separate page, which must be attached to form DA185 or the relevant annexure. 9. All references to sections and rules pertain to the Customs and Excise Act, 1964 ("the Act"). 10. All Customs and Excise forms are available on the SARS website ( <a href="http://www.sars.gov.za">www.sars.gov.za</a> ) or at any SARS branch office.									
2. EXISTING REGISTRANT/LICENSEE PARTICULARS									
If currently registered/licensed in terms of the Act, please state allocated customs and excise client number									
3. LOCATION OF APPLICANT									
Natural person, who is:									
Located in the RSA:					Yes <input type="checkbox"/> No <input type="checkbox"/>				
Juristic person, that is:									
Located in the RSA:					Yes <input type="checkbox"/> No <input type="checkbox"/>				
4. PURPOSE OF APPLICATION									
New registration/licence or renewal:					<input type="checkbox"/>				
Update of existing information:					<input type="checkbox"/>				
Notification of cancellation:					<input type="checkbox"/>				

**EDI and Port  
Authority  
Applications**



**Excise Applications**



**AfCFTA Applications**





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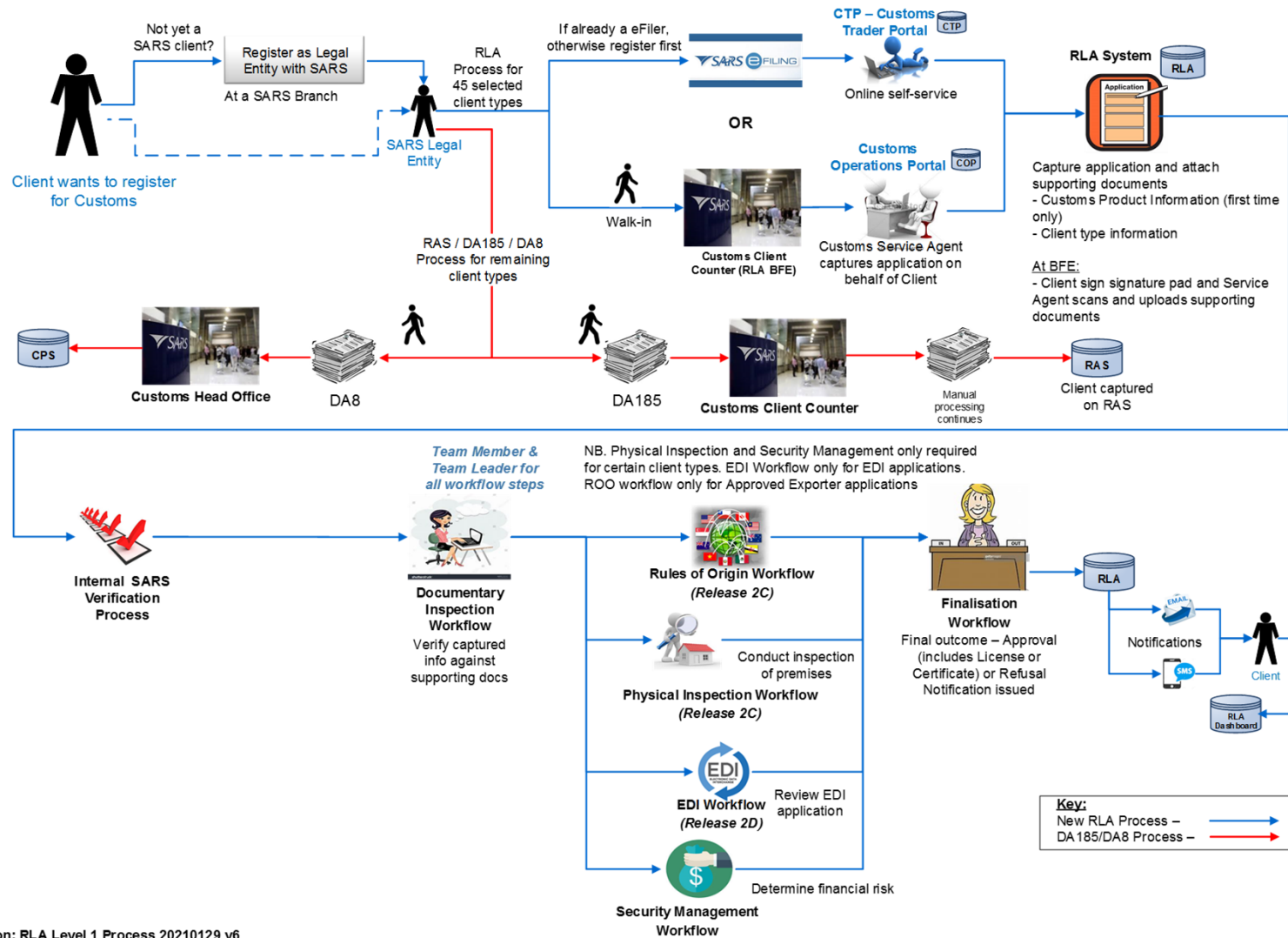
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# Registration and Licensing Process

# Registration and Licensing Process

## Process Overview



Version: RLA Level 1 Process 20210129 v6



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# Existing clients registering on RLA

# Existing Customs clients

## Existing Customs Clients migrating to RLA

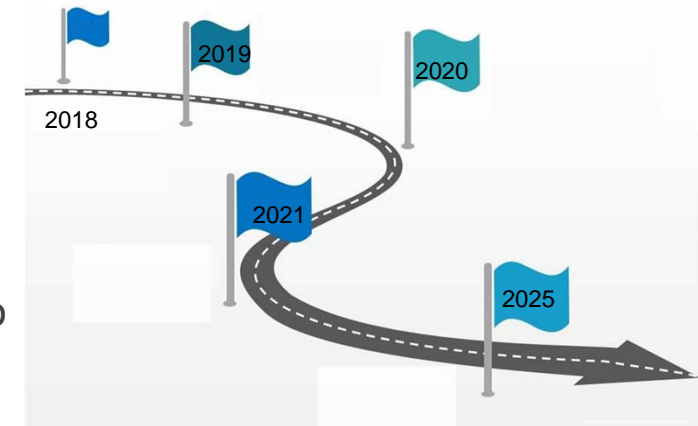
- RLA is only available to clients submitting **new** applications
- Clients that are already registered on the old system e.g. via a DA185 application **MUST NOT** re-register on RLA
- The system is designed on a First-In-First-Out principle. Clients re-registering on RLA will severely impact the Turnaround times (TAT) of new applications due to operational capacity constraints
- But SARS will cater for a gradual migration of existing clients onto RLA in a phased approach as allowed by available capacity to process these applications
- The first category of existing clients will include Clearing Agents to migrate to RLA. This is to allow Clearing Agents to register relationships with their clients on the Relationship Management component on RLA
- Clearing Agents will be invited to re-register on RLA
- Migration will then be extended to other categories of clients

# RLA Programme

## Benefits

Incremental to 2023/5

- eFiling users are allowed an easier access channel to submit their applications online;
- Online relationship management for eFilers;
- Automated Risk assessment for exceptions for all RLA users;
- Automated workflow and case management for all RLA users;
- Dashboard functionality for eFiling clients to manage their own registration profiles;
- The re-use of existing client data and documentation;
- Enhancing the singular entity-based management system (LER);
- Automated electronic notifications;
- Improved management capability of the application process;
- Reduction of manual paper intensive process for branches and Customs & Excise Registration and Licensing Team – Cost saving – paper.



# RLA Programme

## Escalations/Queries

- If clients are experiencing challenges in accessing the RLA system on eFiling or submitting a case, please call the SARS Contact Centre on 0800 00 7277.
- Clients who cannot get to a Customs office (particularly due to Covid-19 regulations) can submit applications via the following branch email addresses:
  - Alberton: [bgroenewald@sars.gov.za](mailto:bgroenewald@sars.gov.za)/[irakhivhani@sars.gov.za](mailto:irakhivhani@sars.gov.za)
  - Cape Town: [ClientInterface1WC@sars.gov.za](mailto:ClientInterface1WC@sars.gov.za)
  - Durban: [DBN\\_LicensingandRegistration@sars.gov.za](mailto:DBN_LicensingandRegistration@sars.gov.za)
  - ORTIA: [Licensing@sars.gov.za](mailto:Licensing@sars.gov.za)
  - Port Elizabeth: [PEZRegistrationandLicensing@sars.gov.za](mailto:PEZRegistrationandLicensing@sars.gov.za)
  - Pretoria: [PTABookings@sars.gov.za](mailto:PTABookings@sars.gov.za)
- For queries on applications already submitted, you can email the following addresses. However, do not send applications (DA185s) to the email addresses below as they do not capture applications:
  - For applications submitted via the RLA system and the case has passed the acceptable turnaround time, please email [RLARegistrations@sars.gov.za](mailto:RLARegistrations@sars.gov.za) with the case number and name of the company in the subject line. These are cases starting with the 1000 number.
  - For applications submitted via the manual DA185 form and the case has passed the acceptable turnaround time, please email [CustomsSSMReg@sars.gov.za](mailto:CustomsSSMReg@sars.gov.za) with the case number and name of company in the subject line. These are for cases starting with the 3 number.



# Questions



## SARS eFiling for quick and easy Customs registrations

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# Closure



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# Additional Information



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# RLA RELEASE 1

## Release 1 - 45 Client Types implemented in April 2020

	Category	Client Type		Category	Client Type		Category	Client Type
1	Reporting	Transit Shed Operator	16	Reporting	Sea Carrier (local)	31	Registration	Approved Exporter - SADC EPA (Non-local)
2	Reporting	De-grouping Depot Operator	17	Reporting	Sea Carrier (non-local)	32	Registration	Approved Exporter - SACU/EFTA (non-local)
3	Reporting	Container Depot	18	Licensing	Clearing Agent	33	Registration	Exporter for GSP - AGOA (local)
4	Reporting	Air Cargo Carrier (local)	19	Registration	Importer (local)	34	Registration	Exporter for GSP - Norway (local)
5	Reporting	Air Cargo Carrier (non-local)	20	Registration	Importer (non-local)	35	Registration	Exporter for GSP - Russia (local)
6	Reporting	Rail Cargo Carrier (local)	21	Registration	Exporter (local)	36	Registration	Exporter for GSP - Turkey (local)
7	Reporting	Rail Cargo Carrier (non-local)	22	Registration	Exporter (non-local)	37	Registration	Exporter GSP - AGOA (non-local)
8	Licensing	Remover of goods in Bond by road (Local)	23	Registration	Exporter for SADC (local)	38	Registration	Exporter GSP - Norway (non-local)
9	Licensing	Remover of goods in Bond by road (non-local)	24	Registration	Exporter for SADC-EPA (local)	39	Registration	Exporter GSP - Russia (non-local)
10	Reporting	Road Cargo Carrier (local)	25	Registration	Exporter for - SACU/EFTA (local)	40	Registration	Exporter GSP - Turkey (non-local)
11	Reporting	Road Cargo Carrier (non-local)	26	Registration	Exporter - SADC (non-local)	41	Registration	Registered agent: Importers (non-local)
12	Reporting	Own Goods Carrier: Air Cargo	27	Registration	Exporter - SADC EPA (non-local)	42	Registration	Registered agent: Exporters (non-local)
13	Reporting	Own Goods Carrier: Rail Cargo	28	Registration	Exporter for - SACU/EFTA (non-local)	43	Registration	Registered agent: Carriers (non-local)
14	Reporting	Own Goods Carrier: Road Cargo	29	Registration	Approved Exporter - SADC EPA (local)	44	Registration	Exporter for - SACU/MERCOSUR (local)
15	Reporting	Own Goods Carrier: Sea Cargo	30	Registration	Approved Exporter - SACU/EFTA (local)	45	Registration	Exporter for - SACU/MERCOSUR (non-Local)

# 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 does not eFile VAT 201 returns. Can such a person register for eFiling solely for the 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 the purpose 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, SA 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 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.

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