

Frequently Asked Questions – South African Traveller Declaration System

Questions	Answers
1. What is SATMS?	<p>South African Traveller Management system (SATMS) is a new online traveller declaration system introduced in South Africa to assist travellers to meet their legal obligation. The system allows travellers to pre-declare goods purchased, received, or otherwise acquired. The system is part of the broader Customs Modernisation Programme, SMART Border initiative that seek to provide “pre clearance” as far as possible to travellers to facilitate seamless passage through our ports.</p> <p>The SATMS will be progressively implemented with the initial pilot planned for King Shaka International Airport in November 2022.</p>
2. What is the purpose of introducing SATMS?	<p>It has been a legislative requirement for all travellers to make a declaration on goods in their possession when entering or leaving the Republic. For years we have dabbled with different manual declaration forms that in many ways increased the work of officers, lead to particular risks, and resulted in unsatisfactory traveller experience when dealing with Customs. The SATMS enables travellers entering or leaving the Republic to predeclare goods purchased, received, or otherwise acquired. The automation of this process also has an added benefit of dealing with traveller information in a more secure manner and focussing resources on value-add activities.</p> <p>Customs by law, must provide a Customs and Excise service that will facilitate legitimate trade and travel as well as protect the economy and society. This mandate is executed as part of whole of government approach to detect and deter illicit activities including illicit financial flows.</p>
3. What are the benefits of SATMS?	<p>The system provides the following benefits:</p> <ul style="list-style-type: none"> • Make it easy and simple for travellers to comply with their legal obligation. • Create seamless process at ports of entry by use of risk management to manage the increasing number of trade and travellers. • Focus Customs enforcement efforts on non-compliance • Create Awareness and provide clarity to build a culture of voluntary compliance. Dealing with traveller information in a secure manner. • Single view to travellers from whole of government approach <p>When fully implemented the system will also leverage on traveller data for Trusted Traveller Programme, (Green Lane).</p>
4. Who should submit the online declaration?	<p>All travelers including South African citizens entering or leaving the Republic of South Africa are encouraged on voluntary basis to submit online declaration. Pro-active participation will ensure a simple and seamless migration when this process is implemented for mandatory submission beyond the pilot</p> <p>The opportunity created for travelers is that they are able to review the current system capability and provide feedback including opportunity for system enhancement.</p>
5. What information is required to complete the declaration?	<p>a) Passport details b) Travel details c) Contact details d) Travel companion(s) passport number(s) (if travelling as a family?) e) Entity/business details when travelling on a business trip f) Goods, cash, and Bearer Negotiable Instruments (BNI) coming in or leaving the Country.</p>
6. Do other countries have a similar - declaration processes	<p>Yes, countries such as New Zealand, United States, Canada, Australia have implemented similar processes. It’s worth noting that, Customs declaration has always been a legislative requirement, what changed/ improvement with regards to South African process is introduction of automation capability to enable traveller to declare pre arrival and pre-departure. Furthermore, it contributes towards the integrity of the country financial system.</p>

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<p>7. What happens if I have not submitted the - declarations?</p>	<p>The Traveller Online declaration is implemented on pilot phase; therefore, travellers will complete on voluntary basis. Travellers who have not submitted pre declaration will still be allowed to enter or leave the Republic. However, travellers are encouraged to voluntary declare pre departure to avoid the inconvenience of making a declaration at a port of entry</p> <p>The following options will also be available for travellers to meeting their legal obligations:</p> <ul style="list-style-type: none"> • Customs officials at King Shaka International Airport will assist travellers with handheld devices to submit online declaration. • Travellers will be permitted to continue to use the Traveller's Card (TC-01) if they so choose.
<p>8. How is SARS involved</p>	<p>SARS under the Customs and Excise Act No. 91 of 1964 is mandated to facilitate legitimate trade and travel as well as protect the economy and society. The implementation of SATMS enables travellers to meet the legal obligation to pre declare goods in their possession.</p> <p>Failure to make a proper declaration as required under the Customs law is an offence that may results in the detention and forfeiture of such goods not declared, imposition of an administrative penalties and/ or criminal prosecution depending on the seriousness of the offence.</p> <p>SARS from whole of government approach have the responsibility to strengthen controls in line with international standards by use of risk management to manage the increasing number of trade and travel as well as detect any illicit movement of goods and currency.</p>
<p>9. How to access the online declarations</p>	<p>Visit our website: https://www.sars.gov.za/travellerdeclaration/. Links will also be available on various travel related websites.</p>
<p>10. Public requesting web address and instructions for them to proceed with before embarking on their trips.</p>	<p>The web address can be accessible on https://www.sars.gov.za/travellerdeclaration.</p> <p>The declaration link will be available also on the webpage.</p>
<p>11. Travellers requesting full details on how to apply for the new travel card</p>	<p>No application required. The online declaration portal will be accessible on https://www.sars.gov.za/travellerdeclaration. Travellers to use the following steps, Go to website and type https://www.sars.gov.za/travellerdeclaration then complete the required personal information.</p>
<p>12. Misunderstanding around the traveler system being linked to taxpayers'/travelers' tax affairs, as well as tax clearance issues</p>	<p>The Online declaration system is a part of customs process to enable travelers to declare goods in their possession. Travelers</p>
<p>13. Will pop up messages appear to assist with understanding what goes in the field on the webservice/ Mobiapp.</p>	<p>No, the fields are self-explanatory however in the next phase the pop-ups will be added where required to specific fields on the form.</p>
<p>14. What if I complete the declaration just before I board and do not receive an email prior to departure and I have an international cellphone number?</p>	<p>On arrival customs officer can retrieve submitted declaration with the passport number used and advise on the next process</p>
<p>15. Must I register on eFiling</p>	<p>No, Furthermore, there is no registration required on the current system Implementation phase. Registration will be part of the system enhancements.</p>
<p>16. What is the process with the VAT refund claims on implementation of the system?</p>	<p>Travelers to pre declare through on electronic declaration system, approach Customs at the port of entry for verification process including stamping of invoices. Thereafter, proceed to Vat Refund Administrator Office to finalise the claim process.</p>

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<p>17.. Can you please brief us further on this, what are the benefits of this system to Agencies like BMA, C-BRTA and other border agencies?</p>	<p>The system will be progressively implemented at all ports of entry including at land border post. The benefits include,</p> <ul style="list-style-type: none"> • Single view to travellers from whole of government approach in terms of cross border operational efficiencies. • Partnership with industries such as Bus and Taxi Operators, Airlines etc. to create a seamless process for passengers in meeting their legal obligation to pre declare goods in their possession.
<p>18. Is there Wi- Fi at Arriving Terminals</p>	<p>Yes, Wi Fi is accessible with easy steps that requires Traveller minimum information.</p>
<p>19. Will there be signage at the arriving airport to guide a traveller</p>	<p>Yes, Furthermore, designated areas for travelers to declare online with assistance of Customs officials or on manual form to be provided.</p>
<p>20. Is my data I capture secure (will not be leaked)</p>	<p>Yes, the system is part of the broader SARS IT systems and comply with international standards on security of information and cyber security</p>