

DA66 Automation Frequently Asked Questions

Which refunds does the new system cover?

Customs

- Schedule 5 Part 1 (Specific rebates)
- Schedule 5 Part 2 (Export same condition as import)
- Schedule 5 Part 3 (Motor vehicles)
- Schedule 5 Part 4 (Fuel levy for diplomats)
- Schedule 5 Part 5 (Environmental Levy)

Excise

- Schedule 6 Part 1F (Specific Excise Duties on Mineral Products)
- Schedule 6 Part 3 (Refunds of Fuel Levy and Road Accident Fund)
- Schedule 6 Part 4 (Refunds of Environmental Levy)
- Schedule 6 Part 5 (Refund on Health Promotion Levy)

When will the system go live?

19 September 2022.

What happens after the system goes live?

- The last day to submit a manual refund and/or drawback for Customs in terms of Schedule 5 and for Excise in terms of Schedule 6 will be 15 September 2022.
- On 16 September 2022, the automated system will go live and thus the applicants for refund and/or drawback Customs in terms of Schedule 5 and for Excise in terms of Schedule 6 will have to follow the new the automated process.
- Under exceptional circumstances, the applicants can use the Branch Front End for refund and/or drawback for Customs in terms of Schedule 5 and for Excise in terms of Schedule 6.

Will traders have to apply for registration into the new system?

Traders who are already registered for customs and excise do not need to re-register. Applicants will only have to register an eFiling profile or activate customs and excise on their existing eFiling profile in order to claim.

In addition, SARS will have to have the applicant's updated and verified banking details on the system.

Is a new Movement Reference Number (“MRN”) process and format being introduced?

No, the reference to MRN relates to the system backend process that will be performed to update legacy system this will not affect the current MRN process.

When an Examination Without Prejudice (“EWP”) is required, will the entire DA63 and DA66 process need to be manual?

The EWP process will still be manual, and the refund claim will be on the new automated systems using new forms.

Are there plans to include the outbound export process in the automation in future phases, as well as the outbound inspection process?

Yes, there are plans to include the outbound export process in the next phases of the project.

Will the case management workflow have built-in Key Performance Indicators and turnaround times and alerts if these are breached? Also, will industry be able to view and track progress of claim online?

The client will be able to track and locate the cases by contacting SARS’ Contact Centre. A case number will be allocated to each refund application and that unique number can be used for tracking and tracing the status of the refund applications.

Is tariff validation included at this stage and how will this be done. Will it have an impact on claim processing?

Based on the merit and complexity thereof, the case can be routed to a specialised section such as tariff evaluation, product specialist, or legal.

Will the Authorised Economic Operator (AEO) accredited clients’ claims be affected?

The SARS internal risk process will oversee and manage cases according to priority level between AEO clients and normal clients.

What will the process be for manual claims already in the system at cutover date?

Submissions that were submitted prior the system going live will be run through the old CER system.

Can third parties submit on behalf of applicants on the new system?

Third parties (e.g., Agents) that have a Letter of Authority from the applicant can submit the refund claim on behalf of the applicant using their own third party's eFiling profile.

Will there be an interphase with external systems to control high volume claims?

In this phase of the automation process, the system will not have a direct interphase with external systems.

A CSV worksheet can be uploaded to the system and would pre-populate the information required.

Is a batch upload option possible for multiple claims and various multiple clients when processed by an agent?

Third parties such as agents can only submit a claim on behalf of one client at the time.

Will the system have an impact on other taxes?

The automated process will have no impact on other taxes.

With the automated process via eFiling, will the refund be paid directly to the applicant?

Yes, refunds won't be paid to the account of the third parties.

How will a DA 64 with more than 100 lines be submitted if done manually and not via a CSV?

The system allows up to a maximum of 3000 lines.

Will it be necessary to upload all imports and exports declarations when completing a 521, 522, or 536 claims?

The system will generate a letter informing the applicant or the third party of the minimum supporting documents required.

As part of the process to optimise the automation process, there are currently plans for our officers to be able to view the import declarations. Therefore, there will not be a need for the traders to submit a lot of documents. Communication will follow when the update takes place.

Will legal and policy aspect of the refunds be updated in line with this new process?

The relevant policies and standard operating procedures will be amended and updated accordingly.

How will traders receive training workshops on the new automated process?

SARS will host in depth webinars, which will be available on the SARS TV on YouTube and accessible to everyone, including the public.

We will also communicate via our website where everyone can have access to the platform.

How will the pilot participants be selected and how soon will they be notified of their participation? Can entities and their agents volunteer?

The details of the process for selecting the pilot participants will be communicated in due course.

What is the next phase of the project?

- Diesel refunds will be the next phase of the project.
- Automation of EWPs.
- Issues identified during the initial run will be updated during the next phase.
- Information that will come from the technical team. Any other consideration for the optimisation of the system.

Where/to whom can subsequent questions be directed?

A dedicated mailbox will be set up and details of the mailbox will be communicated in due course.