

**Office**  
Pretoria

## EXTERNAL STAKEHOLDERS

**Enquiries**  
Norah Lethuka:  
[Nlethuka@sars.gov.za](mailto:Nlethuka@sars.gov.za)

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Pretoria Head Office  
299 Bronkhorst Street,  
Nieuw Muckleneuk, 0181  
Private Bag X923,  
Pretoria, 0001  
SARS online:  
[www.sars.gov.za](http://www.sars.gov.za)  
Telephone 012 422  
4000

Dear Customs client

### **Onboarding of traders to Registration Licensing and Accreditation (RLA) system**

As previously communicated, SARS' Registration, Licensing and Accreditation (RLA) team have embarked on an on-boarding process to re-register and re-licence existing clients into a new Registration, Licensing and Accreditation (RLA) System. To migrate your existing client types into the new updated RLA system, SARS requires your participation in the on-boarding process.

You may proceed to submit your application on the new RLA System. Upon the approval of the application, you may proceed to submit other client type applications. Please note that applications may be submitted in parallel, and you do not need to wait for one application to be approved before submitting another.

SARS recently hosted a webinar on the RLA system. Please click on the link provided below to view the session, which provided more insight into registering for and utilising the RLA platform.

Follow this link to view the webinar: [Registration, Licensing and Accreditation \(RLA\) - YouTube](#)

### **Procedure to submit applications for RLA:**

1. Login to SARS eFiling or visit a SARS Customs branch. SARS recommends the use of SARS eFiling as it is the preferred option for all application submissions and outcomes.
2. Employees that perform Customs registration related activities must ensure that the appropriate eFiling user rights and RLA profiles are obtained from their organisation's eFiling administrator. This will enable the necessary access to the new RLA system on eFiling.
3. EFilers with an Individual profile must change their profiles to "Organisation".
4. Navigate to RLA on eFiling.

5. Ensure that your existing customs code is available for selection.
  - a. If you do not see your Customs code for selection, follow the “Merge process”. More information about merging is available on following link: [Merging tax profiles | South African Revenue Service \(sars.gov.za\)](https://www.sars.gov.za/merging-tax-profiles)
  - b. Some existing Customs clients may have more than one customs code displayed on the customs code selection screen. Clients are advised to select the code that is preferred and register all client types on RLA using this code. Subsequently, any customs codes not in use must be cancelled by submitting a manual cancellation application at a customs office.
6. On the RLA Dashboard, select “New Application”.
7. Navigate the client type wizard to “Licensing” and select the “Clearing Agent” client type application or the relevant client type you are applying for.
8. Complete the required information and upload any required supporting documents.
9. Attach this letter as an “Additional Document” for SARS to identify that you are submitting this application as part of the on-boarding process.
10. Upon successful submission, you will receive a reference number.
11. Once the application is processed by SARS, you will receive an email or SMS notification.
12. Access RLA on eFiling or at a Customs branch to view your outcome letter which will be available in the RLA inbox.
13. Once your first application is approved, a system profile will be created for you on RLA.
14. Once your RLA profile is created, you may now proceed to submit all your other existing client types on RLA without having to wait for each one to be finalised. (Repeat steps 1 to 12 above).

For more information about Registration, Licensing and Accreditation please click on this link: <https://www.sars.gov.za/customs-and-excise/registration-licensing-and-accreditation/>

Sincerely,

**SARS Authorised Economic Operator**