

Customs & Excise

Operational Centre of
Excellence



Office
Pretoria

Enquiries
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EXTERNAL STAKEHOLDERS

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Dear Customs client

UPDATE ON GO-LIVE OF RCG

Further to previous communications on the first phase of the Reporting of Conveyances and Goods (RCG) project, we would like to update you about the actual implementation and support arrangements for this weekend.

The rollout of the new Cargo Processing System (CPS) system is scheduled to commence at **17:30 and should last until about 22:00 on Friday, 20 April 2018**. Please note that the Customs EDI, declaration and cargo processing systems will be shut down during this period.

Stakeholders are kindly requested to process all priority transactions by 15h00 on Friday, 20 April to allow for finalisation within the customs system before the systems shutdown. Any new clearances and manifests submitted after this time will queue until the system becomes available.

As is the case with all major rollouts, the system downtime will include necessary internal SARS stability testing as well as processing of test cases as pre-arranged with certain stakeholders. Once this has been successfully accomplished, the SARS systems will resume service for trade transactions.

Processing at Land Borders

Kindly note that no electronic customs services at land borders will be available during downtime. Stakeholders who have urgent requirements e.g. perishable goods, must make prior arrangements with the relevant branch office for manual processing. There will be no impact on travellers as it will only impact cargo processing.

Support Arrangements

SARS Customs staff will be on hand at all land borders to facilitate services during system downtime as well as subsequent to the resumption of electronic services after 22:00.

Stakeholders are requested to contact the Operational Support Centre (OSC) by emailing OSC@sars.gov.za. For urgent matters, you can contact the following people:

- Mr. Hennie Marais 082 451 1327 / 012 422 4610 or hmarais@sars.gov.za
- Mr. Moabi Setshedi 082 557 4179 / 012 422 8463 or msetshedi@sars.gov.za

For any further information relating to these system changes please visit the RCG webpage (www.sars.gov.za > Customs & Excise > New Customs Legislation Update > RCG) or click here: [RCG](#) .

Thank you for your support.

Sincerely



BEYERS THERON

EXECUTIVE: CUSTOMS & EXCISE CENTRE OF EXCELLENCE