CUSTOMS

SYSTEMS QUESTIONNAIRE

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1 PURPOSE

- a) This questionnaire provides the Customs auditors with the necessary information for a preliminary review of your company's operating procedures and business systems. The Manager or senior representative with similar responsibilities and knowledge is asked to complete this questionnaire in as much detail as possible. Please use the space provided for additional comments at the end of the questionnaire and/or include a separate sheet if you prefer.
- Subsequent to receiving your questionnaire, SARS Customs may visit your premises to verify the b) information provided therein and conduct further audit and/or physical verification where necessary.
- c) Please verify the company data on this page, and advise the SARS Customs auditor if there are any errors, and provide the correct information to him/her.

	From	
	South African Revenue Service	
	Region	
	То	
	Company Name:	
	Street Address:	
	City, Province:	
	Postal Code:	
	File No	
	Fiscal / Financial Period Ending:	
2	INSTRUCTIONS	
a)	Each item in the table of contents is hyperlinked to its related section.	
b)	When an answer to a question involves checking a box , just click once on the box you are choosi and an X will appear in it. (To un check a box, click on it once and the X will disappear.)	ng
c)	Throughout the body of the document, you will be requested to provide us with copies / screen prir of internal documents.	าts
Conta	ct:	-
SARS	Customs Audit Division:	-
Title:		-
Office	·	_
Regio	n:	_
Tel.:		_
E-ma	:	



3 RESPONDENT'S IDENTIFICATION

Name:	
Title:	
Date:	
Signature:	

4	GEI	NERAL INFORMATION	Official Use
4.1		se provide a copy of your company's organisational chart(s), including descriptions, guidelines and procedures (where applicable), and	
		ty identification details as follows:	
	a)	Company name and Trading name(s) if applicable.	
	b)	Senior Management and titles.	
	c)	Customs interactions departments	
	d)	VAT number(s) and date of issue.	
	e)	PAYE number(s) and date of issue.	
	f)	CIT number(s) and date of issue.	
	g)	CIPC/Company Registration number(s) and date of issue.	
	h)	Customs client number(s) and date of issue, (i.e. Importer, exporter, etc codes).	
	i)	Names of the Sole Proprietor, Directors, Shareholders, Partners and legal representatives (if applicable).	
	j)	List of all registered premises of the business and subsidiaries with physical address(s).	
	k)	Major trading partners/countries, and any other trading partners/countries.	
	I)	Total staff compliment highlighting those directly involved in the supply chain	
		regarding Customs activities and where they are based inclusive of	
		specialists and what training/skills/experience they have.	
	m)	Internationally recognised Standards, .e.g. ISO, SANS, etc.	
4.2		se provide the name, title and telephone number of a contact for the owing SARS Customs related matters:	
	a)	Purchasing	
	b)	Receiving	
	c)	Internal accounting	
	d)	Accounting to Customs (Including Exports)	
	e)	Chief Financial officer (CFO)	
	f)	Tax Manager (if applicable)	
4.3		se provide the name, title, and telephone number of a contact for the	
	TOIIC	owing SARS Customs activities:	
	a)	Tariff classification	
	b)	Tariff treatment	
	c)	Customs Value for duty purposes	
L			



4	GENERAL INFORMATION	Official Use
4.4	Is the company's accounts payable system electronic or manual?	
4.5	Is the operating and financial system integrated or are legacy systems used?	
4.6	Are there links between any or all of the company's purchasing, receiving, accounting, and/or Customs systems? Yes No IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	

For the rest of the questions, please be aware that if any answers can be found in the company's procedures manual(s), the answer must include the title of the manual, the page number, and the paragraph(s) AND a copy of the manual in question must be provided with the completed questionnaire.

5	DES	SCRIPTION OF COMPANY	Official Use
5.1	narra good Make	se provide information on the company's flow of activities—be it in ative form and/or by attaching a flow chart—from purchasing imported ds through to payments, guidelines and procedures (where applicable). e reference to applicable/available web sites. The following are to be ided in the narrative and/or flow chart where applicable.	
	a)	Nature of business (include activities related to restricted goods, high risk,	
	,	hazardous, dangerous goods)	
	b)	Goods subject to anti-dumping, countervailing or safeguarding duties	
	c)	Accounting to SARS Customs	
	d)	Facilities and Goods security	
	e)	Breakage, spoilage, and/or returns	
	f)	Distribution to customers; e.g., drop shipments	
	g)	Exportation of goods; e.g., assists	
	h)	Importation and transit of goods	
	i)	Manufacturing/Storage process	
	j)	SACU/SADC transactions	
	k)	Payment	
	I)	Purchasing	
	m)	Receiving	
	n)	Storage and inventory recording Samples received from vendors/suppliers	
	0) D)	Transportation	
	p) q)	External contractors/transporters	
	r)	Production and job costing	
	s)	Contingency plans with regard to safety, security and Customs activities	
	0)	contingency plane with regard to callety; coounty and calcione activities	
5.2		cribe how the Customs declaration documents are linked to your internal punting systems for the following activities.	
	a)	Sales records	
	b)	Accounts payable	
	c)	Purchasing	
	d)	Creditors	
	e)	Receiving	
	f)	Production and job costing	
	g)	Mark-up % and GP% applied in arm's length transactions	



5	DESCRIPTION OF COMPANY	Official Use
5.3	What type of system or accounting packages does the company use?	
	Please provide a copy of the Annual Financial Statements for the last two (2) years.	
5.4	Have the company's operating or accounting systems changed subsequently to the audit period, [insert "from" date] to [insert "to" date]?	
	Yes ☐ No ☐ If yes , please elaborate.	

6	PURCHASING	Official Use
6.1	Please describe the company's purchase order system	
	a) Is the purchase order system Electronic 🗌 Manual 🗍	
	b) Please provide copies, or screen prints if the documentation is electronic.	
	c) If electronic , please state which purchasing software package is utilised.	
	d) If manual , please provide a detailed description of the purchase order system; that is, if it is not self-evident in the above description provided or in the company's most current procedures manual provided.	
6.2	Does the company have different ordering procedures regarding domestic and foreign suppliers?	
	Yes 🗌 No 🗌	
	a) If yes , please describe the different procedures.	
	b) If yes , please state which purchasing software package is utilised.	
6.3	Does the company distinguish between domestic and foreign purchases?	
	Yes 🗌 No 🗌	
	If yes , how?	
6.4	Does the company issue purchase orders in all instances?	
	Yes 🗌 No 🗌	
	If no , please describe the alternative procedure(s) used.	
6.5	Does the company issue different types of purchase orders?	
	Yes 🗌 No 🗌	
	If yes , how are they distinguished? Please explain.	
6.6	Are the company's procedures different when placing orders with related companies, as compared to other suppliers?	
	Yes 🗌 No 🗌	
	If yes , how? Please describe the other procedure(s) used.	



6	PURCHASING	Official Use
6.7	What type of documentation does the company use to record purchases; that is, confirmation of sale, contract, standing purchase order, informal, purchase order, etc.?	
	 Please provide copies, or screen prints if the documentation is electronic a) In the case of non-related companies, from foreign vendors b) In the case of related parties, from foreign vendors c) In the case of non-related companies, from domestic vendors d) In the case of related companies, from domestic vendors 	
6.8	Does the company issue blanket purchase orders?	
	Please provide copies, or screen prints if the documentation is electronic. Yes No No II If yes , please describe the process, including how shipments against the blanket purchase orders are controlled; for example, release numbers, etc.).	
6.9	How does the company handle cancelled purchase orders?	
	Please elaborate.	

7	RE	CEIVING	Official Use
7.1		se list all the locations where the company receives imported goods; e.g.,	
	war	ehouses, receiving docks, customers, etc.	
7.2	Are	all the imported goods entered into your inventory records?	
	Yes		
		, please explain.	
7.3	Doe	s the company use receiving reports?	
	Ves		
		ain how this is handled	
7.4		s the company have or use different location for maintaining historical	
	rece	iving information for-	
	a)	South African receiving reports	
		Yes 🗌 No 🗌	
		If yes , please provide an explanation for the different location and practices.	
	b)	Imported goods receiving reports, etc. Yes 🗌 No 🗍	
		If yes , please provide an explanation for the different location and practices.	



7	RECEIVING	Official Use
7.5	Does the company have or use different formats for maintaining historical receiving information for-	
	a) South African receiving reports Yes 🗌 No 🗌	
	If yes , please provide an explanation for the different practices.	
	b) Imported goods receiving reports, etc. Yes I No I	
	If yes , please provide an explanation for the different practices.	
7.6	How long are the receiving reports maintained?	
7.7	Does the company compare the actual goods received to the-	
	a) Packing slips b) Purchase orders	
	 c) Shipping notifications d) Other, please specify 	
7.8	Does the company receive imported no-charge goods? (E.g., warranty, South African returned samples, etc.) Yes No Please provide copies, or screen prints if the documentation is electronic. If yes, how are no-charge goods recorded or document when received?	
7.9	Does the company import drop-shipment goods; that is, goods that are delivered directly to a third party?	
	Yes No Please provide copies, or screen prints if the documentation is electronic. If yes, how are drop-shipment goods recorded or documented when received?	
7.10	Is the company able to generate a separate report for no-charge or drop- shipment goods that are imported?	
	Yes No No I If yes, please provide copies, or screen prints if the documentation is electronic.)	
7.11	Does the company record or manage goods received from related companies differently than goods received from other companies?	
	Yes No (Please provide copies, or screen prints if the documentation is electronic.)	



7	RECEIVING	Official Use
7.12	Please provide a complete list of all system codes, abbreviations and definitions thereof	
	Example: Code 007 – goods receive; S 02 – goods transferred to another branch; D 01 – goods destroyed etc.	

8	COMPANY'S ACCOUNTING	Official Use
	Do the company's accounts payable systems distinguish between domestic and foreign purchases?	
F	Yes No No Please provide copies, or screen prints if the documentation is electronic. f yes , how? (Please provide copies, showing both methods, and / or screen prints of both methods if the documentation is electronic.)	
	Does the company conduct business with any related companies, and are these within the Group or outside the Group?	
I	Yes No No Related companies. If yes, please provide the names of all related companies. Related companies (South African):	
F -	Related companies (foreign):	
	What method(s) does the company utilise to pay for purchases made from related companies?	
	Please provide copies, or screen prints if the documentation is electronic. Please elaborate.	
-		
	What method(s) does the company utilise to pay for purchases made from non-related companies?	
	Please provide copies, or screen prints if the documentation is electronic. Please elaborate.	
	What method(s) does the company utilise to pay for purchases made from related companies?	
	Please provide copies, or screen prints if the documentation is electronic. Please elaborate.	
8.6 I	How does the company record the following items?	
á	Please describe in detail or provide a flow chart and identify the general ledger accounts that are associated. a) South African goods returned b) Damaged goods	
á	accounts that are associated.	



8	CO	MPANY'S ACCOUNTING	Official Use
	c)	Drop shipments	
	d)	Overages/Excess cargo	
	e)	Samples	
	f)	Shortages	
	g)	Wrong/incorrect goods - goods not in accordance with contract (damaged or goods not in accordance with specifications)	
	h)	Warranties	
	i)	Credit/Debit Notes	
	j)	Split shipment(s)	

9	ACC	COUNTING TO SARS CUSTOMS	Official Use
9.1		cify the method(s) the company used to determine the freight for	
	ship	ments.	
	a) b) c) d) e) f) g) h)	Dummy numbers	
0.0	Deer	the commence have controle in place to make ourseall its imported/	
9.2	expo Yes	s the company have controls in place to make sure all its imported/ orted/transit goods are reported to SARS Customs?	
9.3	Desc	cribe how your company deals with the following issues and where	
		icable highlight measures/remedial steps and actions taken, including	
	thos	e done through intermediaries/agents:	
	a)	Irregularities, problems or issues with SARS in the past two (2) years	
	b)	Amended Customs declarations processed in the past two (2) years	
	c)	Outstanding returns/accounts/issues including those of any subsidiaries	
	d)	Suspended, withdrawn or refused applications for SARS Customs activities	
	e)	Issues with other Customs Administrations	
	f)	Issues/concerns SARS Customs needs to address, for example outstanding tariff, valuation or rules of origin queries.	
	g)	Issues/concerns that you would like SARS to assist with, for example VAT or Income tax matters, etc.	
9.4	prov num	e company uses the services of a Customs Broker/Clearing Agent, please ride the name of the contact, the company name, address, telephone ber, e-mail address (if applicable), and a list of the services that the ker(s)/Agent(s) provide(s) to your company.	



9	ACCOUNTING TO SARS CUSTOMS					Official Use	
9.5	Desc		he me	thod the company uses to dete	rmine the tariff classification of		
	If the to det						
9.6				aying for the imported goods, ents when it comes to the items	does the company make any slisted below?		
	 If yes, please a) State what type of payment for each item and how the payment is calculated; b) Enter the relevant General Ledger account number(s); and c) Indicate whether the amounts are included in the value for duty (VFD) declared. 						
		i)	Δdv	ances	Yes 🗌 No 🗌		
		''	A)				
				G/L Account No.:			
			C)	Included in the VFD declared:	Yes 🗌 No 🗌		
		ii)	A)	ertising or marketing costs Payment type and calculation: _			
			В) С)	G/L Account No.: Included in the VFD declared:	Yes 🗌 No 🗌		
			,				
		iii)		kerage fees	Yes 🗌 No 🗌		
			A) B)	Payment type and calculation: _ G/L Account No.:			
			C)		Yes 🗌 No 🗌		
		iv)	A)	missions Payment type and calculation: _	Yes 🗌 No 🗌		
			B) C)	G/L Account No.: Included in the VFD declared:	Yes 🗌 No 🗌		
			0)	included in the vr D declared.			
		v)		toms duties	Yes 🗌 No 🗌		
			A) B)	Payment type and calculation: _ G/L Account No.:			
			C)	Included in the VFD declared:	Yes 🗌 No 🗌		
		:)	Dam				
		vi)	A)	osits Payment type and calculation: _	Yes 🗌 No 🗌		
			B)	G/L Account No.:			
			C)	Included in the VFD declared:	Yes 🗌 No 🗌		
		vii)	Freig	ght	Yes 🗌 No 🗌		
		,	A)	Payment type and calculation: _			
			B) C)	G/L Account No.: Included in the VFD declared:	Yes 🗌 No 🗌		
			0)	included in the vi D declared.			
		viii)	-	ection fees	Yes No 🗌		
			A) B)	Payment type and calculation: _ G/L Account No.:			
			C)	Included in the VFD declared:	Yes 🗌 No 🗌		
			,				
		ix)	Lice A)	nce fees Payment type and calculation: _	Yes 🗌 No 🗌		
			B)				



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9	ACC	OUN	TING	TO SARS CUSTOMS		Official Use
			C)		Yes 🗌 No 🗌	
		x)	Pack	ing costs	Yes 🗌 No 🗌	
		<i>x</i> ,	A)	Payment type and calculation:		
			В) С)	G/L Account No.: Included in the VFD declared:	Yes 🗌 No 🗌	
			C)	included in the VFD declared.		
		xi)		lties	Yes 🗌 No 🗌	
			A) B)	Payment type and calculation: _ G/L Account No.:		
			C)	Included in the VFD declared:	Yes 🗌 No 🗌	
			Ch in	ning and Handling	Yes 🗌 No 🗌	
		xii)	A)	ping and Handling Payment type and calculation:		
			B)	G/L Account No.:		
			C)	Included in the VFD declared:	Yes 🗌 No 🗌	
		xiii)	Subs	sequent proceeds	Yes 🗌 No 🗌	
			A)	Payment type and calculation:		
			в) С)	G/L Account No.: Included in the VFD declared:	Yes 🗌 No 🗌	
		xiv)	Volu A)	me discounts Payment type and calculation: _	Yes 🗌 No 🗌	
			A) B)	G/L Account No.:		
			Ć)	G/L Account No.: Included in the VFD declared:	Yes 🗌 No 🗌	
		xv)	Warr	anties	Yes 🗌 No 🗌	
		,	A)	Payment type and calculation:		
			В) С)	G/L Account No.: Included in the VFD declared:		
			0)			
		xvi)		done by subcontractors		
			A) B)			
			Ć)	Included in the VFD declared:	Yes 🗌 No 🗌	
9.7	Does	the	comp	any provide – directly or inc	lirectly – the vendor with any	
0				elow) for the productions of imp		
	If yos	nloc	neo ida	antify all parties to whom the it	tems are provided and enter the	
				ccount numbers used to record the		
		Artw				
		G/L A	ded to	: It No.:		
			gn wo			
		G/L A		: it No.:		
	,					
	c)	Dyes Provi		:		
		G/L A	ccour	it No.:		
	d)	Mate	riale			
		Provi	ded to			
		G/L A	ccour	it No.:		



9	ACO		G TO SARS CUSTOMS		Official Use
	e)	Moulds			
			0:		
		G/L ACCOU	nt No.:		
	f)	Tools			
		Provided t	o: nt No.:		
9.8	Has any				
	lf vo	s , please			
	a)		e type of deduction by describing at what point i	n the process the	
	b) c)				
		i) Com	attraction accomply, and/or maintenance above		
		i) Cor A)	struction assembly, and/or maintenance charg Deduction incurred and calculated:	-	
		B)	G/L Account No.:		
		C)	Deducted from the VFD declared:	Yes 🗌 No 🗌	
		ii) Cus A) B)			
		C)	Deducted from the VFD declared:	Yes 🗌 No 🗌	
		iii) Dis o A)	counts Deduction incurred and calculated:	Yes 🗌 No 🗌	
		B)	G/L Account No.:		
		C)	Deducted from the VFD declared:	Yes 🗌 No 🗌	
		iv) Fre i		Yes 🗌 No 🗌	
		A)			
		B) C)	G/L Account No.: Deducted from the VFD declared:	Yes 🗌 No 🗌	
		v) Goo A)	ods and VAT Deduction incurred and calculated:	Yes 🗌 No 🗌	
		B)	G/L Account No.:		
		C)	Deducted from the VFD declared:	Yes 🗌 No 🗌	
9.9	Has	the compa	ny made any deductions from the value for o	duty declared on	
			s listed below?		
	a)	Rebates		Yes 🗌 No 🗌	
	α)	i) Ded	uction incurred and calculated:		
		ii) G/L	Account No.:	Yes 🗌 No 🗌	
		iii) Ded			
	b)		and handling	Yes 🗌 No 🗌	
			uction incurred and calculated:Account No.:		
			ucted from the VFD declared:	Yes 🗌 No 🗌	
	c)	Toohnical	assistance		
	c)		assistance	Yes 🗌 No 🗌	
		,	Account No.:		



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9	ACC	COUN	ITING TO SARS CUSTOMS		Official Use
		iii)	Deducted from the VFD declared:	Yes 🗌 No 🗌	
	d)	i)	r charges related to the importation of the goods Deduction incurred and calculation:		
		ii) iii)	G/L Account No.: Deducted from the VFD declared:	Yes 🗌 No 🗌	
9.10			the price adjustments (listed below) pertain to sor s imported goods?	me or all of the	
	If yes	No No	Se		
	a) b)		ify the specific type of adjustment, and r the relevant General Ledger account number(s).		
		i)	Allowances A) Type of adjustment: B) G/L Account No.:		
		ii)	Rebates A) Type of adjustment: B) G/L Account No.:		
		iii)	Retroactive price increases A) Type of adjustment: B) G/L Account No.:		
		iv)	Other price adjustments on the imported goods A) Type of adjustment: B) G/L Account No.:		
9.11	Yes [_ No s, ple	ompany import goods from a related party(s)?	n the goods are	
9.12			company have a formal transfer price agreement w ties from whom goods are imported?	vith each of the	
] No s, plea	se provide copies of the agreement(s).		
9.13	Pleas	se des	cribe what the transfer price represents and how it w	vas established.	
9.14	Has t	the co	mpany undertaken a transfer price study?		
	_	☐ No pleas	provide a summary of the study.		
9.15			nich of the following represent(s) the declared val ty transactions.	ue for duty for	
	a) b)		company transfer price		

9	ACCOUNTING TO SARS CUSTOMS	Official Use
	c) Manufacturing or acquisition cost d) Other, please describe	
9.16	Is the declared value for duty different from the transfer price recorded in the company's books and records? Yes No	
9.17	If yes, please explain. Does the company subject the transfer price(s) to quarterly or annual	
	adjustments or true-ups? Yes No I If yes, please provide the relevant General Ledger account numbers.	
9.18	How does the company account for the adjustments in 9.17 to SARS Customs? Please describe.	
9.19	Are Customs entry transaction ever reviewed for quality and completeness? Yes No I If yes, how often, and by whom?	
9.20	What is the total Rand value and types of declarations made in the past two years (e.g. DP, IR, WH, etc)?	
9.21	Which SARS branches do you conduct business with and provide a list of activities / procedures in place to transact with SARS?	

10	EXPORTATION OF GOODS	Official Use						
10.1	Does the company export goods?							
	Yes No No Section No							
10.2	10.2 Are these goods prescribed or controlled by SARS Customs and/or other departments?							
	Yes No No I If yes , please elaborate on the special requirements that have to be fulfilled for such exports to comply with Customs legislation and other authorities.							
10.3	What methods are being used to report exported goods?							
	a) Automated – (specify system used) b) EDI c) Paper based							
		CNOC						



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10	EXPORTATION OF GOODS	Official Use
	d) Summary Reporting Program	
10.4	Does the country of import claim preferential treatment on the exported goods?	
	Yes No No I If yes , please provide details of the commodities claiming preferential treatment and the country of import.	

11 ADDITIONAL C	OMMENTS		Official Use

12 ABBREVIATIONS/TERMS/ACRONYMS

CIPRO	Companies and Intellectual Property Registration Office
CIT	Corporate Income Tax
DROP-SHIPPING	A supply chain technique wherein companies collect sales order information from customers and send the information to their manufacturers. Those manufacturers will then ship the items directly to the customers.
G/L	General ledger
GSP	Generalised System of Preferences
OVERAGES	Excess cargo or consigned cargo in excess of that which has been purchased /invoiced by/to the client.
SACU	 The Southern African Customs Union, consisting of: a) The Republic of South Africa b) The Republic of Botswana c) The Kingdom of Lesotho d) The Republic of Namibia e) The Kingdom of Swaziland.
SADC	Southern African Development Community
VFD	Value for duty purposes
VAT	Value-Added Tax



13 DOCUMENT MANAGEMENT

Business Owner	Group Executive: Customs Operations
Document Owner	Executive: Process Solutions Customs & Support Services
Author	PV Lupuwana
Detail of change from	Amended:
previous revision	Exportation of goods;
	Accounting to SARS Customs; and
	General information.
Template number and	ECS-TM-11 - Rev 8
revision	

