South African Revenue Service

Registration, Licensing & Accreditation

Onboarding of Customs Clients



Thank you for walking this journey with us

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July 2022

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RLA Onboarding Concept

- Prior to April 2020, Customs clients registered / licensed using the DA185 manual form process.
- On 20 April 2020 SARS launched a secure online Customs Trader Portal (CTP) to submit registration and licensing applications to Customs through eFiling.
- The envisaged journey was always to open this secure online CTP platform to existing clients who were registered / licensed prior to April 2020.
- SARS approached this in a staggered way by inviting the Clearing Agents first to capture their existing application details on the CTP platform.
- At the time of onboarding the most important aspect would be to get the latest accurate information on the new RLA platform. Additional processes that needs to be undertaken, such as audits, security assessment and inspections will be done at a later stage.





RLA Onboarding of Cargo Reporters

- After the launch of the SARS Cargo Processing System (CPS) on 18 April 2018, cargo reporters registered for cargo reporting purposes on a form DA8 and followed a manual registration process.
- From 20 April 2020, new cargo reporters were encouraged to register through eFiling on the Customs Trader Portal (CTP).
- As air and sea carriers report cargo against international carrier codes (e.g., BIC, IATA, etc), they may not currently be in possession of a customs client code that is normally assigned upon registration / licensing in respect of other customs products (e.g., importation, customs clearing, etc).
- A customs client code is needed in order to pay penalties to SARS in relation to reporting non-compliance when the ePenalty system (currently in pilot) goes live on 1 August 2022. Registration on RLA results in a customs client code being issued to a cargo reporter who does not currently have one.
- SARS invites all cargo reporters to capture their existing application details on the CTP platform. We will give priority to processing the applications of those cargo reporters who are not currently in possession of a customs client code.



RLA Benefits

Submission of the application is easy on eFiling	
Improved management capability of the application process	
Reduction of manual paper intensive process	
Online relationship management for eFilers	
Automated electronic notifications	
Dashboard functionality for eFiling clients to manage their own registration profiles	





Onboarding Process to be followed



Next Page





Onboarding Process to be followed (continue)



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Escalations/Queries

- If clients are experiencing challenges in accessing the RLA system on eFiling or submitting a case, please call the SARS Contact Centre on 0800 00 7277.
- Clients may use the centralised emails noted below for applications and queries except for the two branches as indicated:
 - Alberton & Pretoria: Please note that as from 1 April 2022 the Alberton branch will no longer be accepting DA185 applications via email. The applications have to be submitted via the RLA platform or submitted in person to the branch. Any queries can be forwarded to Brita Groenewald <u>bgroenewald@sars.gov.za</u>.
 - Cape Town: <u>ClientInterface1WC@sars.gov.za</u>
 - Durban: Please note that as from 1 April 2022 the Durban branch will no longer be accepting
 DA185 applications via email. The applications have to be submitted via the RLA platform or submitted in person to the branch. Any queries or bookings can be forwarded to

DBN LicensingandRegistration@sars.gov.za

- o ORTIA: Licensing@sars.gov.za
- Port Elizabeth: <u>PEZRegistrationandLicensing@sars.gov.za</u>



Escalations/Queries (continue)

- For queries on applications already submitted, you can email the following addresses. However, do not send applications (DA185s) to the email addresses below as they do not capture applications:
 - For applications submitted via the RLA system and the case has passed the acceptable turnaround time, please email <u>RLARegistrations@sars.gov.za</u> with the case number and name of the company in the subject line. These are cases starting with the 1000 number.
 - For applications submitted via the manual DA185 form and the case has passed the acceptable turnaround time, please email <u>CustomsSSMReg@sars.gov.za</u> with the case number and name of company in the subject line. These are for cases starting with the digit number 3 or 4. The Case Reference Number has 9 digit numbers.



Navigation to RLA information on the SARS Website

SARS website: SARS Home | South African Revenue Service

- 1. Click on "Customs and Excise" near top right
- 2. Click on "Registration, Licensing and Accreditation"
 - a. This page has a lot of registration related information with "What's new"
 - b. Documents published on 16 April 2021 has important information such as webinar presentation and FAQ's etc
 - c. Documents published on 16 April 2020 has the RLA system guides
- 3. Just above "What's New" navigate to the RLA System specific webpage i.e. For more information on the new Registration, Licensing and Accreditation (RLA) system, <u>click here</u>.
 - a. This page details the journey of RLA, all related publications and updates as well as escalation/query procedures
- 4. Bottom of this page has links to related documents such as the policy and external user guides





System Process Refresher







How to register for eFILING

Once the client has been registered with SARS, the client can then register for eFiling if not already an eFiler. This can be done by logging onto the SARS website







Changing your eFiling profile from Individual to Organisation

Click on "Home", followed by "My Profile" on the left then "Portfolio Management"

File Edit View Favorites Tools	Help							1	
		3		Home	Returns	Services	Tax Status	Contact	Log Out
	Portfolio	•	Tax Payer	👻 🚦 Inc	lividual				
Tax Reference Number									
Identification Number									
My Profile									
Profile and Preference Setup									
Portfolio Management									
Special Links									





Changing your eFiling profile from individual to Organisation

Click on the 3 dots, select "Change Portfolio Type", change it to "Organisation" and save

					Contac	:t
Portfolio Man	agement					
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Linked Portfolic	(s)					
Portfolio Name	Tax User Count	Tax Payer Count	Portfolio Type	Default		
	1	Ĩ.	Individual	Default	Go to Portfolio	
					Rename	
Unlinked Portfo	lio(s)				Change Portfolio Type	
Uninkeu i Ultiu	10(3)				Remove Default	





Changing your eFiling profile from Individual to Organisation

"Organisation" and "Customs" is now available in the top menu. Click "Customs Registration" on the left menu bar, then "Registration Licensing Accreditation" to launch RLA

	SARS Home	User Organisation: Returns	Customs Dut es & Levi	es Services Tax St	tatus Contact L
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Role allocation on eFiling

Click on "User" on the top menu bar, then "User" on the left menu bar, then "Change Details" and then on the "Update User Rights" button in order to make a role selection







Role allocation on eFiling

Select the relevant RLA User role







Role allocation on eFiling

- Once registered on eFiling, the user will need to ensure that roles were allocated correctly, in order to apply via RLA. This can be done via your internal eFiling administrator.
- The user will be allowed to select only ONE of the following user roles:
 - RLA View Customs Product
 - RLA View Client Type
 - RLA Manage Customs Product (This role allows full submission rights)
 - RLA Manage Client Type
- Please note the description of each of the roles, as not all roles allow submission of applications on RLA:
 - RLA View role only view access and no submission capabilities;
 - RLA Manage role allows submission capabilities.





Accessing RLA

Once the role allocation has been finalised, the user can then click through to submit an application via RLA by selecting the "Customs" tab and thereafter selecting "Registration Licensing Accreditation" from the menu on the left







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Registration for RLA via eFiling

Once the client has selected "Registration, Licensing and Accreditation" from the eFiling menu, the client will be presented with the Customs Trader Portal (CTP) dashboard, which on first access will be blank

CTP	RLA					Inbox 5	eFiling	Help	Logout
Auto_Mation	CURRENT SESSIO	ON - TEST2016/3991	123/23 Reg	gistration Number:	Custom	s Code: Not assig	gned		
Applications) 								
						Filter		₹ Active	₩ -
Client Type	Product Code	Application No	Sub-No	Application Type	Case No	Status		Submission Date	
Road Cargo Carrier (local) CU25001700	BRLA-20190531-0002-00 01	N/A	NEW	1000006561	In Progress		2019-05-31	
						Items per page: 10	•	1 - 1 of 1	< >
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Product Code	Registered Name	e FAN No	D	Effective Date	∨alid To		Status		
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Registered 0	Client Types								
						Filter		Ţ Active	₩ -

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Registration for RLA via eFiling

From the dashboard, the client will click on "RLA" and select "New Application" from the pop up

CTP	RLA			Inbox 5 Help Logo										
Auto_Mation	Registratio	ns Relati	onships	stration Number:	Custo	ms Code: Not assigned								
Applications	Dashboard New Applicatio	Dashbo on Notice o	ard f Disclosure											
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Client Type	Product Code	Application No	Sub-No 🛈	Application Type	Case No	Status	Submission Date							
Road Cargo Carrier (local)	CU25001700	BRLA-20190531-0002-0 01	⁰⁻ N/A	NEW	1000006561	In Progress	2019-05-31							

Once the first application is submitted, the client will be unable to make any additional applications until the first submitted application has been finalised. The outcome of the application can be viewed from the Dashboard "Inbox"





Registration for RLA via eFiling

Select or Search for Client Type from Wizard selection

CTP	RLA 👻
TESTER_AUTOMATION	CURRENT SESSION - T AUTOMATION ID Number
Application client typ	pe
Please select the clie	ent type you want to register for:
Search	
✓ Licensing	
∧ Registration	
∧ Importers	S
Specia	I Economic Zone Operator
▲ Exporters	5
Export	er (local)
✓ Registere	ed agent
✓ Producer	s for preferential tariff treatment
✓ Rebate U	ser
 Producer 	of goods
✓ Manufac	turer of goods
✓ Reporting	





Registration for RLA via eFiling

Application form customised depending on client type. Capture all required information

CTP	RA •		Inbox eFiling	Logout	
	CURRENT SESSION - ACME Automation-521293 Registration Number: Customs Code: Not assigned				
Menu 📀	Application: Storage Warehouse (OS) - Imported Goods				1
Product Level Tax Type Demographics	Contact Details				
Contact Details Physical Address	Home Tel No	Business Tel No		•	
/location My Bank Accounts	Cick + to add a new number	click + to add a new number Cell No		0	
Authorised Officer Details Client Type Level	Click + to add a new number	click - to add a new number I do not have a Cell Number *			
Contact Details (optional) Physical Address	Email				C
Limit	Click + to add a new email address				
Disclosure Customs	Web Address				
				0 / 80	
	Contact Person Name *			0 / 100	
		Pre	vious Next	Conclude	





Registration for RLA via eFiling

Upload required supporting documents, accept declaration and submit application

CTP	RA •	Inbox	eFiling	Logout
TESTER_AUTOMATION	CURRENT SESSION - ACME Automation-521293 Registration Number			
Menu 🏾 🔊	Application: Storage Warehouse (OS) - Imported Goods			
Product Level	Application BRLA-20210310-0024-00-01 requires the following supporting documents:			
Tax Type Demographics	Please note that we only support PDF files with a maximum of 5MB per file, with a maximum of 100MB per application for all files.			
 Contact Details Physical Address 	Contact Details Documentation: Cellphone Numbe			
 /location My Bank Accounts 	2021 Calendar pot X			0
Authorised Officer Details	Requested on: 2021-03-10 09-41-44		U	PLOADED
Client Type Level Contact Details (optional)	Proof of Address: 299, Bronkhorst Street, Brooklyn, Pretoria *			_
Physical Address /location	2021 Calendar pdf X Requested or: 2021-03-10 09:41:44		U	IPLOADED
Limit Disclosure Customs	Additional Decuments (Optional):			
Required Documents	Select File			•
	Requested or: 2021-03-10 09-41-44		,	AWAITING
	Declaration			_
	Thereby:			
	 (a) declare that the particulars in the application and all annexures are true and correct, and (b) undertake to- inform SARS promptly in accordance with the rules of any changes in the particulars furnished in the application; ii. comply with customs and excise laws and procedures. 			





Registration for RLA via eFiling

Message with reference number on successful submission







Renewal Functionality for Client Types already on RLA

• RLA dashboard has colour-coding for eligible renewal

applications

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	CTP	IA +	03598 Registration Number: 2019/5-	46088/07 Customs Code: CU	25012420				њ. <mark>Ф</mark>	efiling L	ognet				
	These client types are due for renewal.	Apply for renewal in the Registered Clier	n Types Dashboard below.												
A	These client types are overdue for renewal and are in grace period before they will be withdrawn. Apply for senewal in the Registered Client Types Dashboard below.														
	Applications														
							Filter		Active	H •					
	client type	Product code	application No	cab-to 🔍	Адрісовтов туре	Case No	5100us	Submission Date	,						
	Searcher for or of a wreck (Local)	CU15012430	BRLA-20210727-0012-00-01	*	NEW	1000024843	in Progress	2021-07-27							
	clearing Agent	01039012420	BRLA-20210727-0011-01-01	¥	WITHORNMA,	1000024965	In Progress	2021-07-29							
	Own Goods Carrier: Rail Cargo	CU25012428	BRLA-20210804-0000-00-01	Ŧ	NEW	1000025010	in Progress	2021-08-04							
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	Products														
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	Product Code	Registered name	PA31 NO		Effective Date	valid To	13	letus							
	0105910426	ADME Automation-402599	8125012875		2021-07-13	2009-12-21	AG	CTIVE							
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Registration, Licensing and Accreditation (RLA) Renewal Functionality

- •Client types requiring renewal highlighted on RLA dashboard in ORANGE and RED.
- •Select and submit renewal application

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CU25012501		ADVE Autor	nation-424574		8125012958	:	2821-07-20		2021-12-31		ACT	TIVE		
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Register	ed Client Types													
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Product Code	SLID-No 🗘	Depart Dadle	Terminal Code	BIC Code	SCAC Dode	WTA Code	SARS Code in Irea of BIC/SCAC Code	SARS Code in Neu of IATA Code	Carrier Code(for Rail)	Status	Effective Date	Valid To	RenewalTb	Acct Level 🔍
CU25012501	N/A	NUA	N/A	N/A	N/A	N/A	N/A	N7A	N/A	Active	2021-06-06	2021-09-05	2021-09-04	NVA
CU25012501		01	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Active	2021-07-11	2021-09-09	2021-10-09	N/A
CU25012501	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Active	2021-06-05	2021-12-31	2022-01-30	N/A
CU25012501	*	N/A	N/A	N/A	N/A	N/A	NJA	N/A	N/A	Active	2021-06-05	2021-12-31	2022-01-30	N/A
01/26012631		NU.	N/5		N.41	N/8	are A		N 14	Arriva	2034.04.07	3001 13 01	2022-01-20	hit.
CU25012501		DATE	100	204	200	110	DICH.	100	0.00	ACC IVE	2021-00-07	2021-12-31	2022-01-30	DUH
CU25012501	N/A	N/A	N/A.	N/A	N/A	N/A.	NZA	N/A	N/A	Active	2021-06-26	2021-12-31	2022-01-30	N/A
CU25012501	N/A	NUA	N/A	N/A	N/A	N/A	NZA	N/A	N/A	Attive	2021-07-19	2021-12-31	2022/01/30	NZA
CU25012501	×	32	N/A	N/A	N/A	N/A	NZA	N/A	N/A	Active	2021-07-19	2021-12-31	2022-01-30	N/A
 Ready to renew 	Applied for renewal	Renewal Dverdue	No.Action R	beniuge							items pe	rpage 10	• 1 – 8 of 8	< >
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Registration, Licensing and Accreditation (RLA) Renewal Functionality

Client type renewals submitted highlighted on RLA dashboard in GREEN

												Filter				F Active		
Client Type	Product Code	Application No		Sub-No		App	lioetion Type			Cece N	io .	Stetuo			Submission Der	ie .		
Rebate User	CU25011851	BRLA-20210714-0002-00-01				NE/	N			100002	4782	In Progress			2021-07-14			
Rebate Uper	CU25011831	BRLA-20210723-0002-00-01				NEV	N			100002	4921	In Error						
Special Storage Warehouse (SOS) - Dutiable Imported Goods	CU25011831	BRLA-20210726-0019-00-01				NE/	N			100002	24940	Dreft						
Special Storage Warehouse (SOS) - Supply Ship/Aircraft stores	CU25011831	BRLA-20210811-0012-00-01				NE/	N			100002	25142	Dreft						
Clearing Agent	CU25011831	BRLA-20210812-0002-01-01		N/A		REN	NEWAL			100002	15171	In Progress			2021-08-16			
Rebate User	CU25011831	BRLA-20210818-0001-00-01				NE/	N			100002	5212	In Error						
Special Storage Warehouse (SOS) - Inbound duty and tax free sho	o CU25011831	BRLA-20210818-0011-00-01				NE	N			100002	5213	Dreft						
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Products																		
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Product Code	Registered Name		FAN No			Effe	eotive Dete				Velid To		Ste	tuo †				
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Registered Client Types																		
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Client Type			Reg/Lio No 😉	Product Code	Sub-No	Depot Code	Terminel Code	BIC Code	SCAC Code	IATA Code	SARS Code in lieu of BIC/SCAC Code	SARS Code in lieu of IATA Code	Carrier Code(for Rail)	Status	Effective Date	Velid To	Renewel To	Acor. Level
Clearing Agent			CU50004227	CU25011831	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Active	2021-06-27	2021-12-31	2022-01-30	N/A
Degrouping depot			CU50003799	CU25011831		67	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Active	2021-05-24	2021-12/31	2022-01-80	N/A
Conteiner depot			CU50003800	CU25011831		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Active	2021-05-24	2021-12-31	2022-01-30	N/A
Manufacturing Warehouse (VM) CCA Enterprise) Any goods (Other t	han goodo liable to Excise Duty, Fuel Levy and Environmental Levy)		CU50003823	CU25011831		N/A	N/A	N/A	N/A	N/A	N/A	N/A	NA	Active	2021-05-25	2021-12-81	2022-01-80	N/A
Container Terminal Operator			CUS0003825	CU25011831	N/A	N/A	G7	N/A	N/A	N/A	N/A	N/A	N/A	Active	2021-05-25		N/A	N/A
Container Terminal Operator			CUS0003864	CU25011831	N/A	N/A	G9	N/A	N/A	N/A	N/A	N/A	N/A	Active	2021-05-28		N/A	N/A

🛛 Ready to renew 📲 Applied for renewal 📲 Renewal Overdue 📄 No Action Required

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Questions



SARS eFiling for quick and easy Customs registrations







Thank you Re a leboha Re a leboga Ndza Khensa Dankie Ndi a livhuwa Ngiyabonga Enkosi Ngiyathokoza



Thank you for walking this journey with us

