



RELATIONSHIP MANAGEMENT ON CUSTOMS TRADER PORTAL

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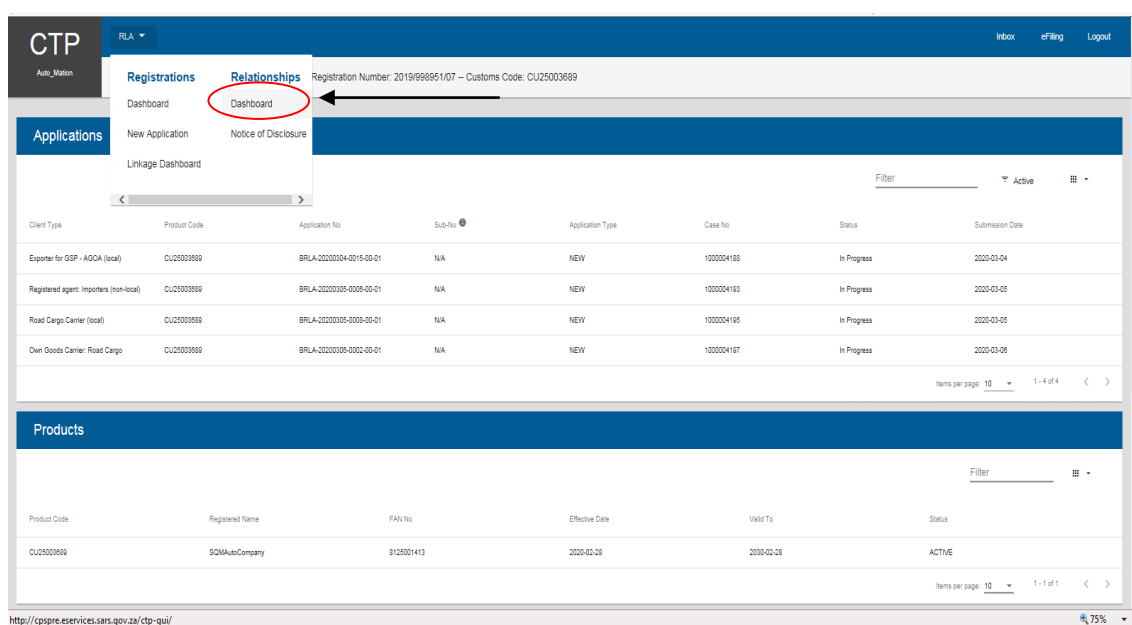
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1 SUMMARY

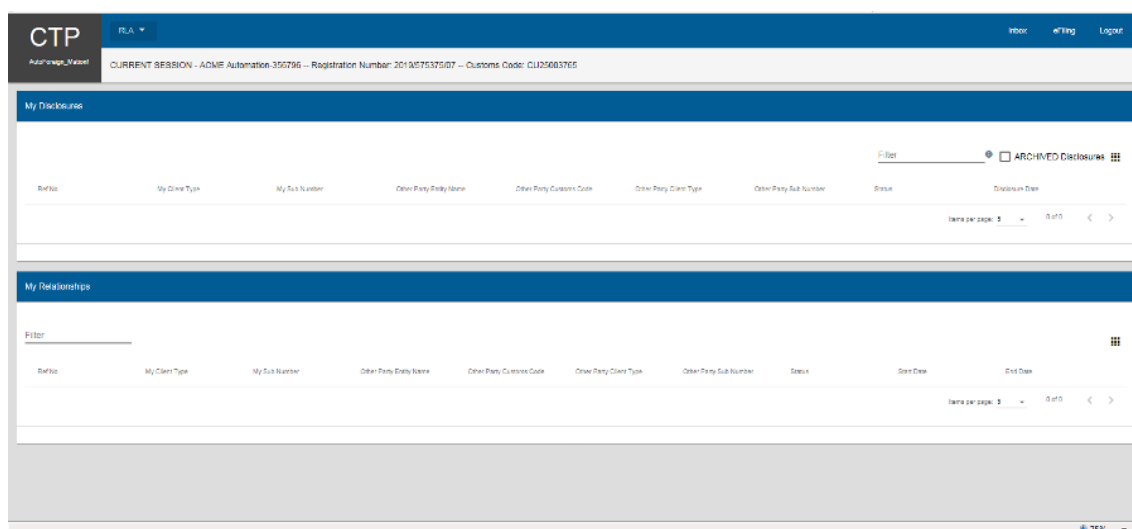
- a) The purpose of Relationship Management (RM) functionality is to provide the trader with a secure online solution to manage their trading relationships, allowing SARS to facilitate relationship management efficiently and effectively amongst traders without direct involvement in the management thereof.
- b) RMM is a component of RLA and is available to either the traders (from RLA after clicking through from E-filing) or SARS branch officers (with appropriate roles) to.
 - i) Create new relationships;
 - ii) Cancel, Accept and Reject relationships; and
 - iii) View and manage notifications via RLA Inbox channel.

2 DISCLOSURE OF A NEW RELATIONSHIP

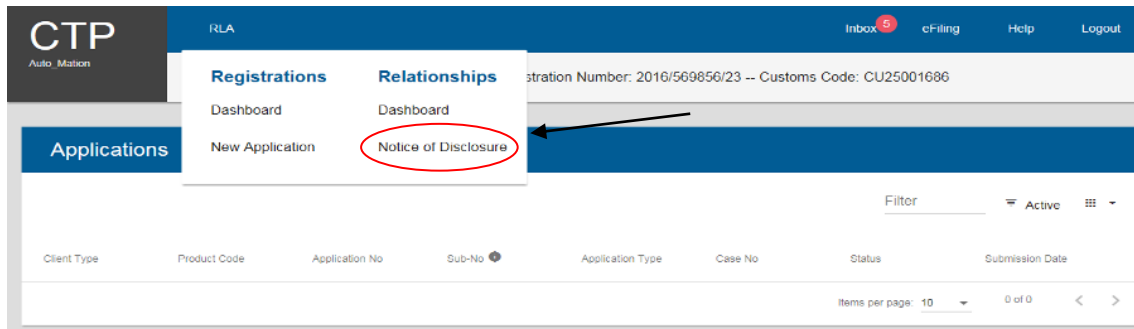
- a) After the user logged in to eFiling as prescribed in SC-CF- 42 the user clicks on Dashboard under Relationship menu on the RLA menu.



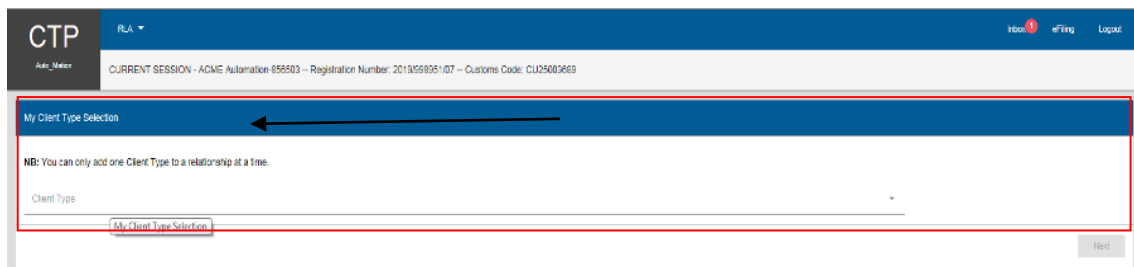
- b) The system displays the RLA client's relationship Dashboard.



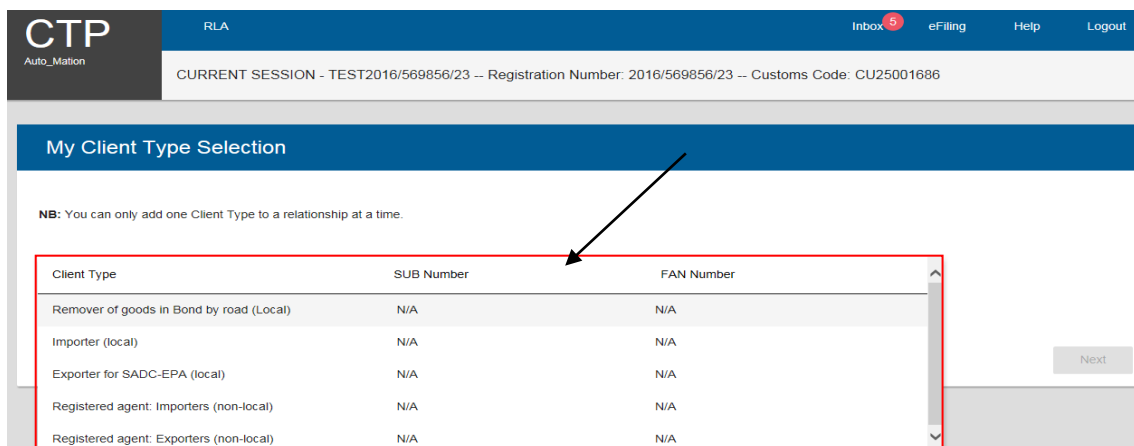
- c) The user clicks on Notice of Disclosure under Relationships in order to create a new relationship case.



- d) The user clicks on Client Type dropdown arrow on the My Client Type Selection screen.



- e) The user selects the nominated client type from the dropdown list displayed for which a new relationship is being created.



- f) The system:
- Displays the nominated RLA client's details; and
 - Populates the other Party Customs Code text field.

CTP RLA

AutoFiling_Market

CURRENT SESSION - ACME Automation-356796 - Registration Number: 2019/575375/07 - Customs Code: CU25003765

My Client Type Selection

NB: You can only add one Client Type to a relationship at a time.

Importer (non-local)

My Client Type Details
Customs Code: CU25003765
ACME Automation-356796

Client Type: Importer (non-local)
Registration Date: 2020-03-06
Pin Number: N/A
Sub Number: N/A
Premises: N/A

Other Party Customs Code *

2 / 12

Next

- g) The user captures the nominee's RLA client Customs client number in the text field Other Party Customs Code.

CTP RLA

AutoFiling_Market

CURRENT SESSION - ACME Automation-356796 - Registration Number: 2019/575375/07 - Customs Code: CU25003765

My Client Type Selection

NB: You can only add one Client Type to a relationship at a time.

Importer (non-local)

My Client Type Details
Customs Code: CU25003765
ACME Automation-356796

Client Type: Importer (non-local)
Registration Date: 2020-03-06
Pin Number: N/A
Sub Number: N/A
Premises: N/A

Other Party Customs Code *

250003698

Please enter at least 10 characters

Validate

Next

- h) The user clicks on the Validate button.

CTP RLA

AutoForeign_Market

CURRENT SESSION - ACME Automation-356796 - Registration Number: 2019575375/07 - Customs Code: CU25003765

My Client Type Selection

NB: You can only add one Client Type to a relationship at a time.

Importer (non-local)

My Client Type Details

Customs Code: CU25003765

ACME Automation-356796

Client Type: Importer (non-local)

Registration Date: 2020-03-06

Firm Number: N/A

Sub Number: N/A

Premises: N/A

Other Party Customs Code *

CU25003689

Validate

Next

- i) The system validates the nominee's RLA Customs client number:
- If invalid, the system displays an error message. The user must recapture the nominee's Customs client number. For security reasons the exchange of Customs client numbers must be contractually managed between parties as it will not be controlled by SARS.
 - If valid, the system displays a message that the nominee's RLA client's Customs client number is valid.

CTP RLA

AutoForeign_Market

CURRENT SESSION - ACME Automation-356796 - Registration Number: 2019575375/07 - Customs Code: CU25003765

My Client Type Selection

NB: You can only add one Client Type to a relationship at a time.

Importer (non-local)

My Client Type Details

Customs Code: CU25003765

ACME Automation-356796

Client Type: Importer (non-local)

Registration Date: 2020-03-06

Firm Number: N/A

Sub Number: N/A

Premises: N/A

Other Party Customs Code *

CU25003689

Validated

Next

Customs Code is Valid

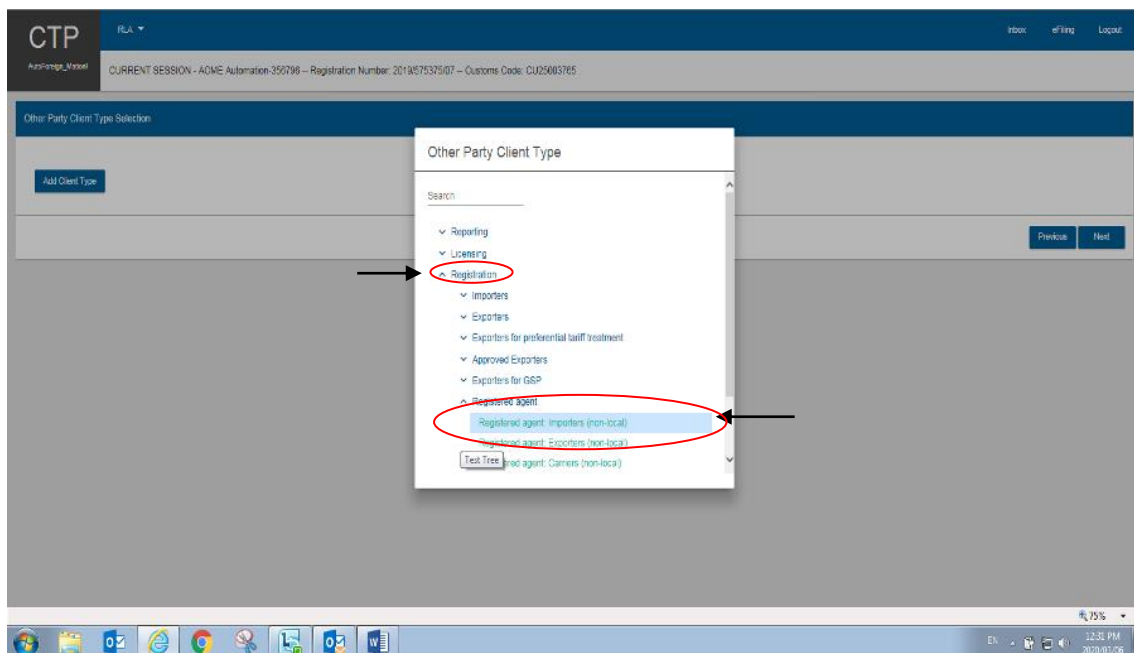
- j) The user clicks on the Next button. The information is not editable or saved onto the RMM database as the disclosure of the relationship is not yet completed until confirmed or rejected by the nominated RLA client.

- k) The system displays the Other Party Client Type Selection page.

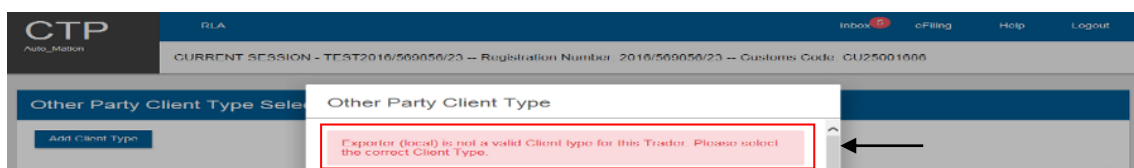
- l) The user clicks on the Add Client Type button.

- m) The system displays the Other Party Client Type page and the user (nominator) selects the RLA client type details of the nominee:

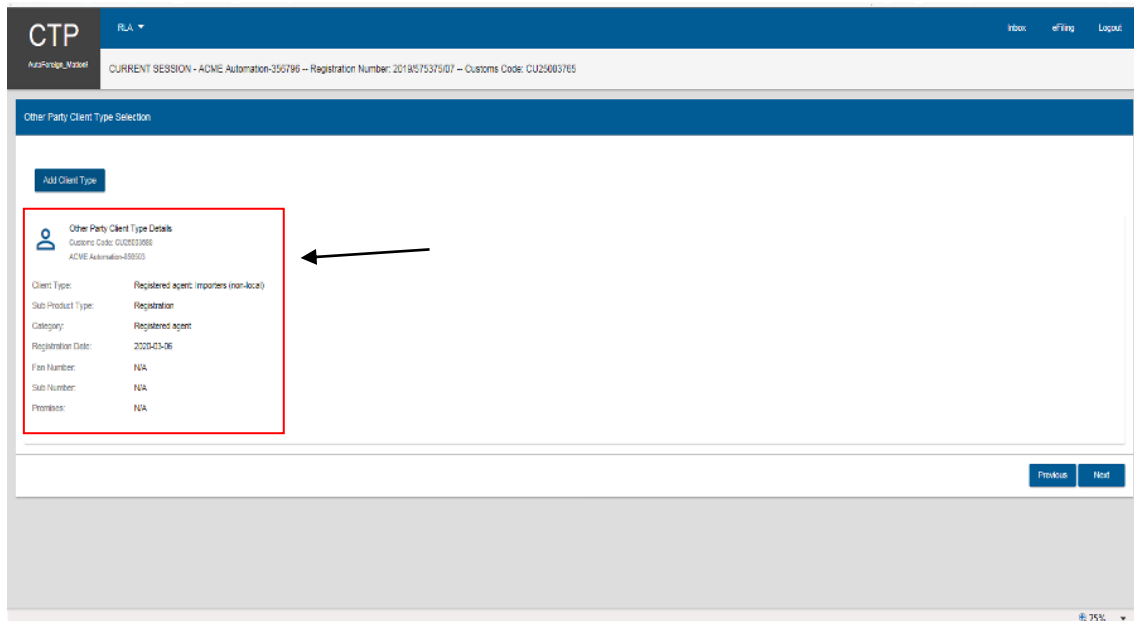
If the nominator is a:	The nominee must be a:
Registered Importer (non-local) who does not have a business address in South Africa	Registered Agent registered to represent Importers (non-local)
Registered Exporter (non-local) who does not have a business address in South Africa	Registered Agent registered to represent Exporters (non-local)
Licensed Remover of goods in bond (non-local) who does not have a business address in South Africa	Registered Agent registered to represent licensed Removers of goods in bond (non-local)
Carrier (non-local) who is required to register for reporting purposes but does not have a business address in South Africa	Registered Agent registered to represent Carriers (non-local)



- n) The system validates the nominee's details and if:
- i) Any of the validations fail, the system displays an error message that the selected client type is not a valid client type for this trader. The user returns to paragraph l) above and reselects the nominee's client type.



- ii) Valid, the system displays the nominee's RLA client's details. The information is not editable or saved onto the RMM database as the disclosure of the relationship is not yet completed until confirmed or rejected by the nominated RLA client.

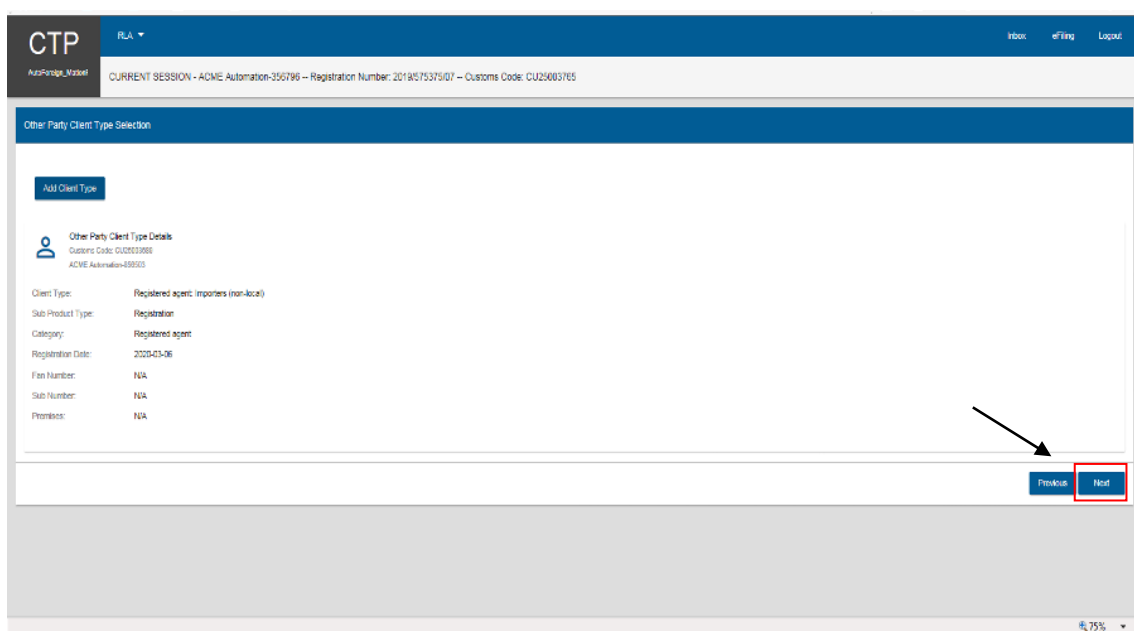


The screenshot shows the 'Other Party Client Type Selection' screen in the CTP system. A red box highlights the 'Other Party Client Type Details' section, which contains the following information:

Client Type:	Registered agent: Importers (non-local)
Sub Product Type:	Registration
Category:	Registered agent
Registration Date:	2020-01-06
Firm Number:	N/A
Sub Number:	N/A
Promotes:	N/A

An arrow points to the red box. The 'Next' button is visible at the bottom right of the form.

- o) The user clicks on the Next button.



The screenshot shows the same 'Other Party Client Type Selection' screen. A red box highlights the 'Next' button at the bottom right of the form. An arrow points to the 'Next' button.

- p) The system displays:
- The nominator's detail under My Client Type Details; and
 - The nominee's details under Other Party Client Type Details.
 - The Notice of Disclosure: Declaration (Questionnaire).

The screenshot shows the CTP (Customs Trader Portal) interface. At the top, it displays the current session information: ACME Automation 356798, Registration Number 2013/575375/07, and Customs Code CU25003765. Below this, there are two main sections for client details and a disclosure declaration form.

My Client Type Details (Nominator details):

- Client Type: Importer (non-local)
- Sub Product Type: Registration
- Category: Importers
- Registration Date: 2020-03-06
- Fan Number: N/A
- Sub Number: N/A
- Premises: N/A

Other Party Client Type Details (Nominee details):

- Client Type: Registered agent: Importers (non-local)
- Sub Product Type: Registration
- Category: Registered agent
- Registration Date: 2020-03-06
- Fan Number: N/A
- Sub Number: N/A
- Premises: N/A

Notice of Disclosure: Declaration

I hereby authorise the other party in this customs relationship to:

- ☐ Use my customs code on documents submitted by that party to the customs authority on my behalf
- ☐ Submit refund applications on my behalf
- ☐ Submit drawback applications on my behalf
- ☐ Apply for a duty benefit on my behalf
- ☐ Operate on a deferment account belonging to me

- q) The user selects the applicable boxes according to the contract concluded between the two (2) parties.

This screenshot shows the same CTP interface as the previous one, but with the disclosure declaration form completed. The checkboxes for the following options are now checked:

- ☒ Use my customs code on documents submitted by that party to the customs authority on my behalf
- ☒ Submit refund applications on my behalf
- ☒ Submit drawback applications on my behalf
- ☒ Apply for a duty benefit on my behalf
- ☒ Operate on a deferment account belonging to me
- ☒ Submit clearance declarations on my behalf

Below the declaration form, there is a section for **Authorised Person** with a table for adding details:

Name of Authorised Person	Home Tel No	Fax No	Business No	Cell No	Action
Add Authorised Person Details					

A "Next" button is located at the bottom right of the form.

3 CAPTURING OF THE DETAILS OF THE AUTHORISED PERSON

a) The user clicks on the Add Authorised Person Details.

The screenshot shows the SARS Customs Trader Portal interface. At the top, there are two side-by-side panels displaying registration details for a 'Registered agent'. Below these panels is a 'Notice of Disclosure: Declaration' section with several checked checkboxes. Underneath is the 'Authorised Person' section, which contains a table with columns for Name of Authorised Person, Home Tel No, Fax No, Business No, Cell No, and Action. The 'Add Authorised Person Details' button is highlighted with a red circle, and an arrow points to it from the right.

b) The system displays the Add Authorised Account capture window.

The screenshot shows the same SARS Customs Trader Portal interface as before, but with an 'Add Authorised Account' capture window overlaid in the center. The window has three tabs: 'Person Details', 'Contact Details', and 'Physical Address'. The 'Person Details' tab is selected and highlighted with a red circle. The form fields in this tab include: Name of Authorised Officer *, SARS Ref / SA ID *, Designation or Capacity *, and Citizenship *. There are also 'Cancel' and 'Submit' buttons at the bottom of the window. An arrow points to the 'Person Details' tab from the right.

- c) The user captures the following mandatory details of the authorised person (nominee) under Person Details:
- Name and surname;
 - SARS reference or SA ID number;
 - Designation or capacity; and
 - Citizenship.

The screenshot shows the 'Add Authorised Account' window with the 'Person Details' tab selected. The form contains the following fields:

- Name of Authorised Officer *
- SARS Ref / SA ID *
- Designation or Capacity *
- Citizenship *

A red box highlights these fields, and an arrow points to the 'Person Details' tab. The background shows the 'Notice of Disclosure: Declaration' section with several checked boxes and the 'Authorised Person' section.

- d) The details captured are automatically saved.
- e) The user clicks on Contact Details on the Add Authorised Account capture window.

The screenshot shows the 'Add Authorised Account' window with the 'Contact Details' tab selected. The form contains the following fields:

- Name of Authorised Officer *
- SARS Ref / SA ID *
- Designation or Capacity *
- Citizenship *

A red circle highlights the 'Contact Details' tab, and an arrow points to it. The background shows the 'Notice of Disclosure: Declaration' section with several checked boxes and the 'Authorised Person' section.

- f) The system displays the contact details capture window.

- g) In order to receive electronic notifications or correspondence, the user must capture the authorised person's (nominee's):

- i) Cell phone number; and
- ii) Email address.

- h) The above details must be captured twice to avoid capturing errors.

- i) If the authorised person (nominee) does not have a cell phone number or an email address, the user must select the appropriate box next to:

- i) I do not have a cell phone number; or
ii) I do not have an email address.

The screenshot shows the 'Add Authorised Account' dialog box with the 'Contact Details' tab selected. The dialog box contains the following fields and options:

- Home Tel No (0 / 15) and Please retype Home Tel No (0 / 15)
- Fax No (0 / 15) and Please retype Fax No (0 / 15)
- Business Tel No (0 / 15) and Please retype Business Tel No (0 / 15)
- Cell No * (10 / 15) and Please retype Cell No * (10 / 15)
- ☐ I do not have a cellphone number
- Email * (21 / 80) and Please retype Email * (21 / 80)
- ☐ I do not have an email address

Arrows indicate that the checkboxes in the background form are linked to the checkboxes in the dialog box.

- j) If no cell phone number or email address is provided, SARS will not be able to communicate any notification or correspondence electronically to the authorised person (nominee). The authorised person must visit a SARS Customs Branch office where the BFE capturing functionality is available and requests copies of notifications or correspondence issued.
- k) The following contact details are optional:

- i) Home telephone number;
ii) Fax number; and
iii) Business telephone number.

The screenshot shows the 'Add Authorised Account' dialog box with the 'Contact Details' tab selected. The dialog box contains the following fields and options:

- Home Tel No (0 / 15) and Please retype Home Tel No (0 / 15)
- Fax No (0 / 15) and Please retype Fax No (0 / 15)
- Business Tel No (0 / 15) and Please retype Business Tel No (0 / 15)
- Cell No * (10 / 15) and Please retype Cell No * (10 / 15)
- ☐ I do not have a cellphone number
- Email * (21 / 80) and Please retype Email * (21 / 80)
- ☐ I do not have an email address

An arrow indicates that the 'Home Tel No' field in the background form is linked to the 'Home Tel No' field in the dialog box.

- l) The details captured are automatically saved.
- m) After the user captured the mandatory Contact Details of the authorised person (nominee), the user clicks on Physical address on the Add Authorised Account capture window.

The screenshot shows a web application window titled 'Add Authorised Account'. It has three tabs: 'Person Details', 'Contact Details', and 'Physical Address'. The 'Physical Address' tab is selected and highlighted with a red circle. An arrow points to this tab from the right. The background window shows registration details for a 'Registered agent' with fields for Sub Product Type, Category, Registration Date, Fan Number, Sub Number, and Premises. Below the registration details is a 'Notice of Disclosure: Declaration' section with several checkboxes, and an 'Authorised Person' section with a table for adding authorised person details.

- n) The system displays the Physical address capture window.

The screenshot shows the same 'Add Authorised Account' window as before, but now the 'Physical Address' tab is selected and highlighted with a red circle. An arrow points to this tab from the right. The background window shows registration details for a 'Registered agent' with fields for Sub Product Type, Category, Registration Date, Fan Number, Sub Number, and Premises. Below the registration details is a 'Notice of Disclosure: Declaration' section with several checkboxes, and an 'Authorised Person' section with a table for adding authorised person details.

- o) The user:
 - i) Captures the following mandatory details under physical address:
 - A) Street / Farm name;
 - B) City / Town; and
 - C) Postal code; and
 - ii) Clicks on the Country code dropdown arrow and selects ZA – SOUTH AFRICA.

- iii) The following physical address details are optional:
- A) Unit number;
 - B) Complex;
 - C) Street number;
 - D) Suburb / District; and
 - E) Country code.

The screenshot shows the 'Add Authorised Account' dialog box with the 'Physical Address' tab selected. The fields are as follows:

Field	Value
Unit No (if applicable)	
Complex (if applicable)	
Street No	
Street / Farm Name *	Bronkhorst street
Suburb / District	
City / Town *	Pretoria
Postal Code *	0181
Country Code	ZA - SOUTH AFRICA

- p) After the user has captured the mandatory details of the authorised person (nominee) the system activates the Submit option.

The screenshot shows the 'Add Authorised Account' dialog box with the 'Physical Address' tab selected. The fields are as follows:

Field	Value
Unit No (if applicable)	
Complex (if applicable)	
Street No	
Street / Farm Name *	Bronkhorst street
Suburb / District	
City / Town *	Pretoria
Postal Code *	0181
Country Code	ZA - SOUTH AFRICA

The 'Submit' button is highlighted with a red circle and an arrow.

- q) If the authorised person's (nominee's) physical address details have been:
- Incorrectly captured, the user clicks on Cancel. The system clears the details and the user is required to recapture all the mandatory details of the authorised person's (nominee's) physical address as prescribed in paragraph n).
 - Correctly captured, the user submits the authorised person (nominee) details.

The screenshot shows the SARS Customs Trader system interface. A modal dialog titled "Add Authorised Account" is open, displaying the "Physical Address" tab. The dialog contains the following fields and values:

- Unit No (If applicable): 0 / 8
- Complex (If applicable): 0 / 27
- Street No: 0 / 8
- Street / Farm Name *: Bronkhorst street
- Suburb / District: 0 / 38
- City / Town *: Pretoria
- Postal Code *: 0181
- Country Code: ZA - SOUTH AFRICA

At the bottom of the dialog, there are two buttons: "Cancel" and "Submit". Both buttons are highlighted with red boxes, and arrows point to them from the surrounding text. The background shows the "Notice of Disclosure: Declaration" section with several checked boxes for authorizing the user to act on behalf of the customs authority.

- r) The system displays a summary of:
- The nominator's details;
 - The nominee's details; and
 - The Notice of Disclosure: Declaration; and

iv) Authorised person's (nominee's) details.

CTP RLA Inbox eFiling Logout

CURRENT SESSION - ACME Automation-350796 – Registration Number: 2019575375/07 – Customs Code: CU25005765

Disclosure Ref No: TR-ECIM1729-4636-1E84-85CD-505139DEBE1A
 Created Date: 2023-03-03 Disclosure Date: N/A Status: DRAFT

My Client Type Details
 Customs Code: CU25005765
 ACME Automation-350796

Client Type:	Importer (non-local)
Sub Product Type:	Registration
Category:	Importers
Registration Date:	2020-03-08
Pin Number:	N/A
Sub Number:	N/A
Promises:	N/A

Other Party Client Type Details
 Customs Code: CU25005765
 ACME Automation-350796

Client Type:	Registered agent: Importers (non-local)
Sub Product Type:	Registration
Category:	Registered agent
Registration Date:	2020-03-08
Pin Number:	N/A
Sub Number:	N/A
Promises:	N/A

Notice of Disclosure: Declaration
 I hereby authorise the other party in this customs relationship to:

- ☒ Use my customs code on documents submitted by that party to the customs authority on my behalf
- ☒ Submit refund applications on my behalf
- ☒ Submit drawback applications on my behalf
- ☒ Apply for a duty benefit on my behalf
- ☒ Operate on a deferment account belonging to me
- ☒ Submit clearance declarations on my behalf

Authorised Person

Name of Authorised Person	Home Tel No	Fax No	Business No	Cell No

[Previous](#) [Submit](#)

- s) The user:
- Clicks on the Previous button if the disclosure declaration (see paragraph q) above) or the Authorised person's details (paragraph 3 above) must be edited; or
 - Submits the Notice of Disclosure. The information is saved on the RMM database.

CTP | IRLA | Inbox | eFiling | Logout

CURRENT SESSION - ACME Automation 356796 - Registration Number: 2018/575375/07 - Customs Code: CU25003765

Disclosure Ref No. TR-EC247729-AB36-4E8A-85CD-505136BEBE5A
Created Date: 2023-03-03 Disclosure Date: N/A Status: DRAFT

My Client Type Details
Customs Code: CU25003765
ACME Automation 356796

Client Type: Importer (non-local)
Sub Product Type: Registration
Category: Importers
Registration Date: 2020-03-06
Pan Number: N/A
Sub Number: N/A
Promotes: N/A

Other Party Client Type Details
Customs Code: CU25003765
ACME Automation 356796

Client Type: Registered agent: Importers (non-local)
Sub Product Type: Registration
Category: Registered agent
Registration Date: 2020-03-06
Pan Number: N/A
Sub Number: N/A
Promotes: N/A

Notice of Disclosure: Declaration
I hereby authorise the other party in this customs relationship to:

☒ Use my customs code on documents submitted by that party to the customs authority on my behalf
☒ Submit refund applications on my behalf
☒ Submit drawback applications on my behalf
☒ Apply for a duty benefit on my behalf
☒ Operate on a deferment account belonging to me
☒ Submit clearance declarations on my behalf

Authorised Person

Name of Authorised Person	Home Tel No	Fax No	Business No	Cell No
Piers Williams				0833594464

Previous Submit

- t) The system displays a message that the Notice of Disclosure has been successfully created.

File Edit View Favorites Tools Help

Wine... Docu... C-URL... Sugg... Web... Cust...

TR-EC247729-AB36-4E8A-85CD-505136BEBE5A | Importer (non-local) | N/A | ACME Automation 356796 | CU25003765 | Registered agent: Importers (non-local) | N/A | Pending | 2020-03-06

Items per page: 5 | 1 of 1

My Relationships

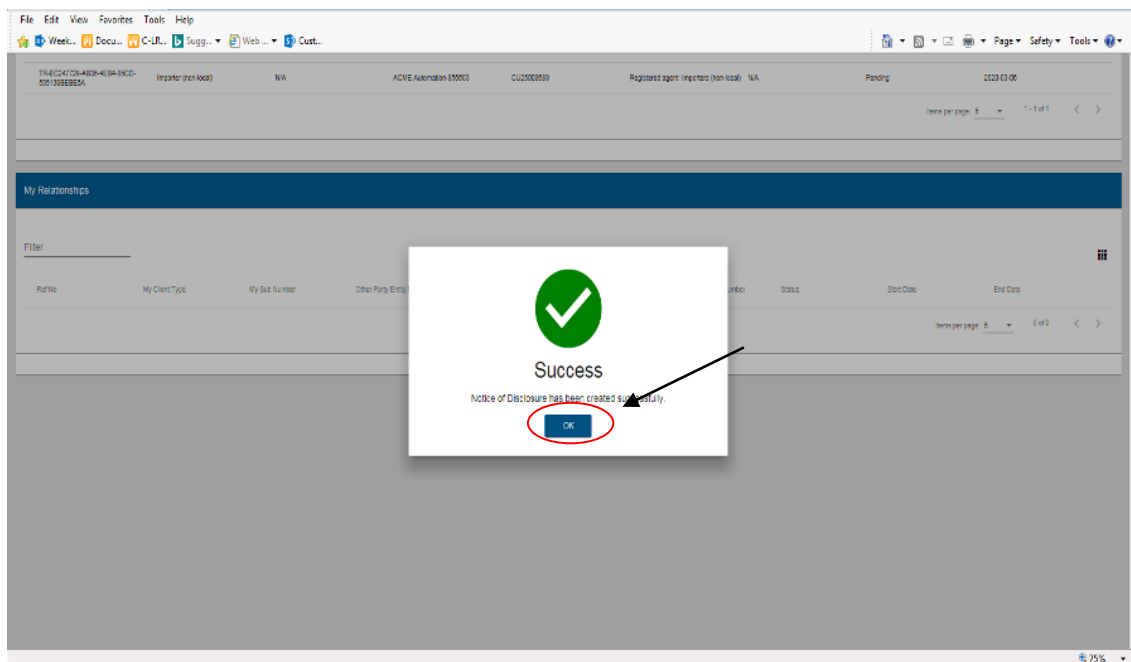
Filter

Ref No	My Client Type	My Sub Number	Other Party Entry	Status	Start Date	End Date
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Items per page: 5 | 1 of 1

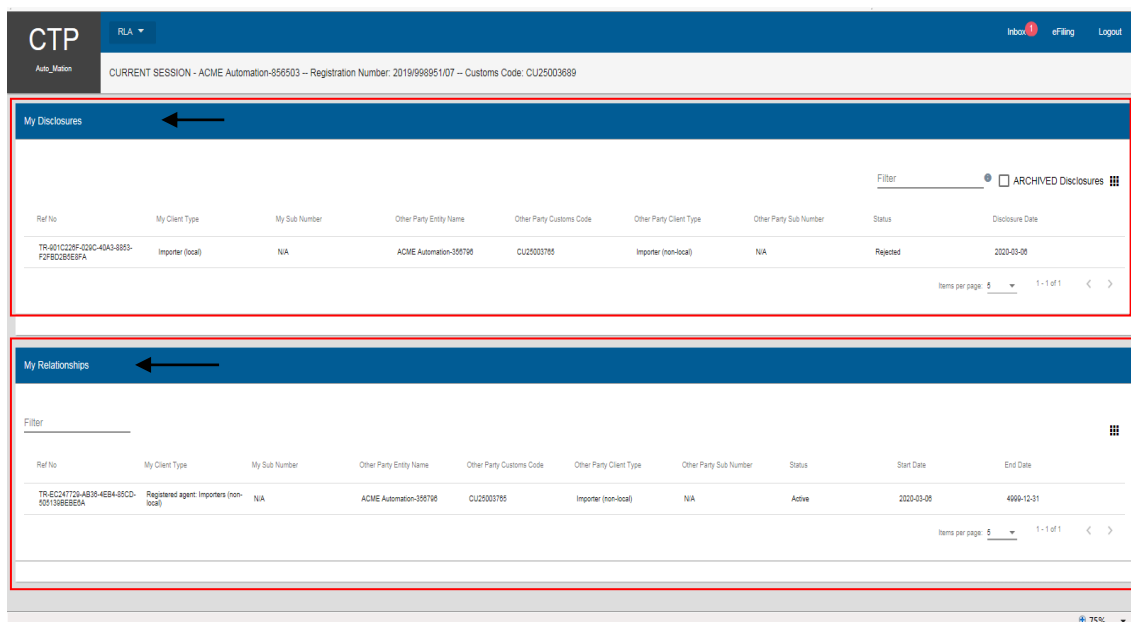
Success
Notice of Disclosure has been created successfully.
OK

- u) The user clicks on the OK button.

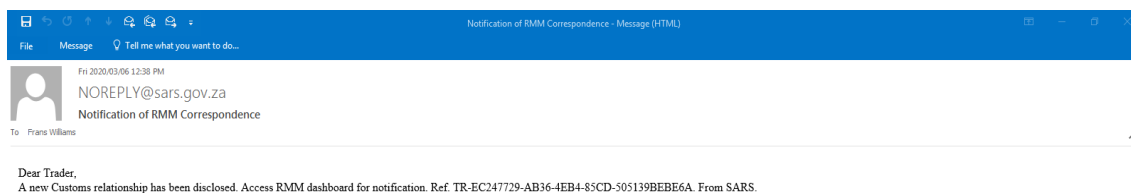


- v) The system displays the client's RLA Relationship Dashboard, refer to paragraph b) above listing the relationships status, example:

- i) Relationships rejected (the nominee rejected the notice of disclosure) or pending (waiting for the nominee to accept the notice of disclosure) will be listed under My Disclosures; and
- ii) All active relationships will be listed under My Relationship.



- w) The system will send a notification to the authorised person's (nominee's) email address if provide.



4 ACCEPTANCE, REJECTION OR CANCELLATION OF A RELATIONSHIP

- A relationship disclosed by the nominator must be actioned by the nominee within seven (7) working days from the date of the notification. If the nominee fails to action the notification to disclosure within the seven (7) working day period, the system will automatically abandon the request.
- Once the user of the nominee has logged into the RLA Relationship dashboard via eFiling the user must accept or reject the applicable disclosure under My Disclosure option on the RLA Relationship dashboard [see paragraph 2 a) to b)]. The user clicks on the relationship to be confirmed or rejected under My Disclosure.

CTP RLA

Auto_Motion

CURRENT SESSION - ACME Automation-856503 – Registration Number: 2019/998951/07 – Customs Code: CU25003689

My Disclosures

Filter

ARCHIVED Disclosures

Ref No	My Client Type	My Sub Number	Other Party Entity Name	Other Party Customs Code	Other Party Client Type	Other Party Sub Number	Status	Disclosure Date
TR-001C22F-C20C-4D43-88B3-F2B5C058E6FA	Importer (local)	N/A	ACME Automation-358796	CU25003766	Importer (non-local)	N/A	Pending	2020-03-06
TR-EC247729-AB36-4EB4-85CD-505138DEBE6A	Registered agent: Importers (non-local)	N/A	ACME Automation-358796	CU25003766	Importer (non-local)	N/A	Pending	2020-03-06

Items per page: 5 1-2 of 2

My Relationships

Filter

Ref No	My Client Type	My Sub Number	Other Party Entity Name	Other Party Customs Code	Other Party Client Type	Other Party Sub Number	Status	Start Date	End Date
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Items per page: 5 0 of 0

- The system displays the disclosure summary page.

CTP RLA

Auto_Motion

CURRENT SESSION - ACME Automation-856503 – Registration Number: 2019/998951/07 – Customs Code: CU25003689

Disclosure Ref No: TR-EC247729-AB36-4EB4-85CD-505138DEBE6A
Generated Date: 2020-03-06 10:00:00 Date: 2020-03-06 10:00:00

My Client Type Details
Customs Code: CU25003689
ACME Automation-856503

Client Type: Registered agent: Importers (non-local)
Sub Product Type: Registration
Category: Registered agent
Registration Date: 2020-03-06
Fan Number: N/A
Sub Number: N/A
Premises: N/A

Other Party Client Type Details
Customs Code: CU25003766
ACME Automation-358796

Client Type: Importer (non-local)
Sub Product Type: Registration
Category: Importers
Registration Date: 2020-03-06
Fan Number: N/A
Sub Number: N/A
Premises: N/A

Notice of Disclosure: Declaration

I hereby authorize the other party in the customs relationship to:

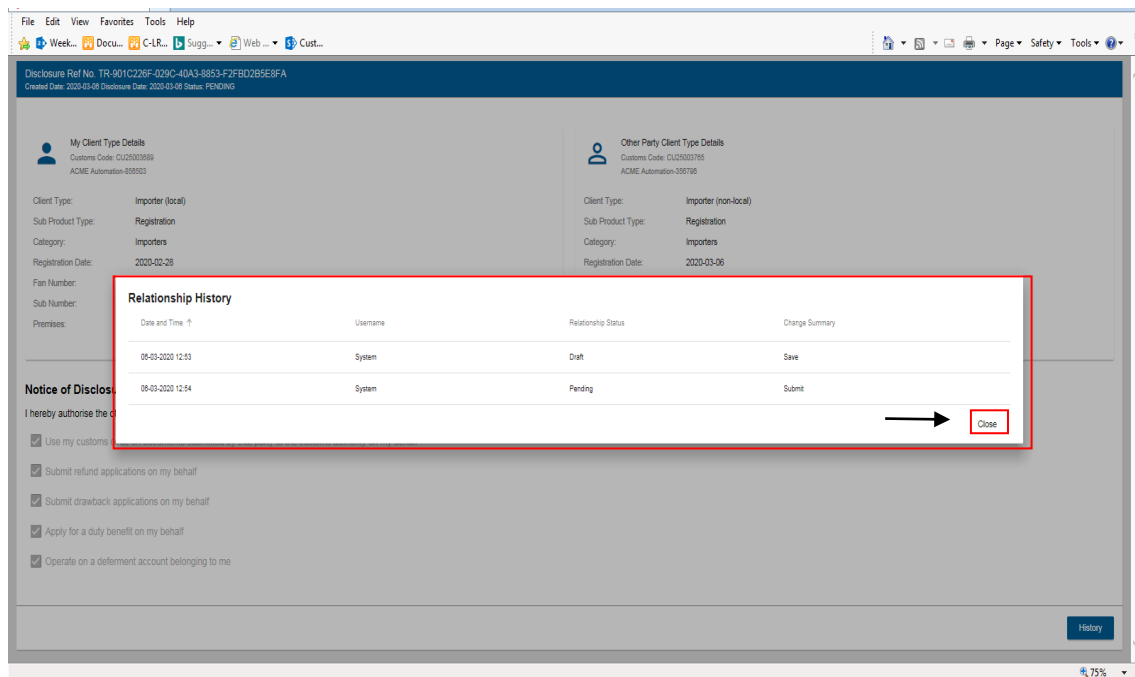
- ☒ Use my customs code on documents submitted by that party to the customs authority on my behalf
- ☒ Submit refund applications on my behalf
- ☒ Submit drawback applications on my behalf
- ☒ Apply for a duty benefit on my behalf
- ☒ Operate on a deferment account belonging to me
- ☒ Submit clearance declarations on my behalf

Authorized Person

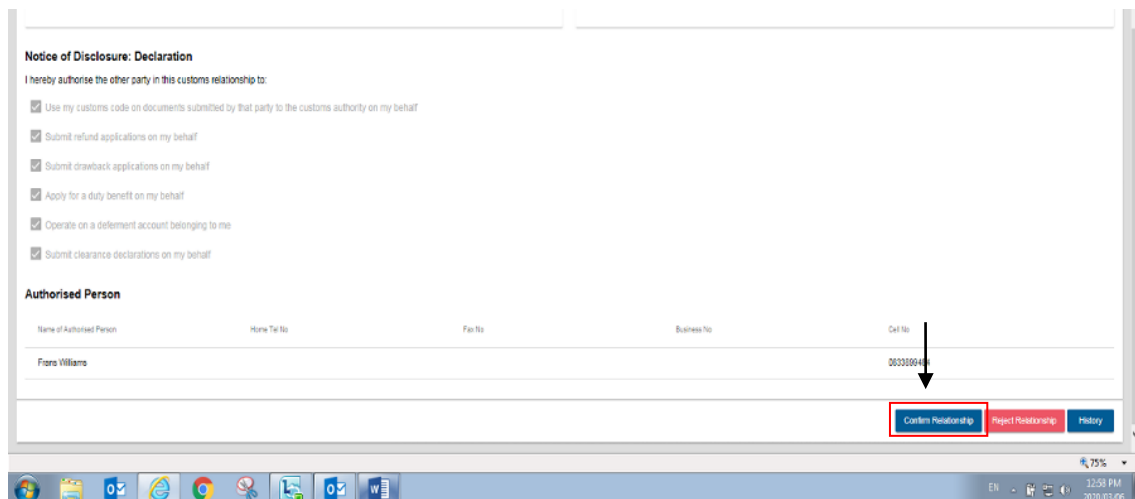
Name of Authorized Person	Home Tel No	Fax No	Business Tel	Cell No
Frans Viljoens				0833396454

Confirm Relationship Reject Relationship History

- i) In order to view the history of a relationship:
- A) The user clicks on the History button.
 - B) The system displays the Relationship History page.
 - C) The user clicks on Close to return to disclosure summary page.



- ii) The acceptance of a relationship disclosed by another RLA client
- A) If the nominated client accepts the relationship disclosed with the nominator, the nominee clicks on the Confirm Relationship button.



B) The system asks if you wish to confirm this relationship.

The screenshot shows the SARS Customs Trader portal interface. At the top, there are two columns of client information. Below this, a 'Notice of Disclosure: Declaration' section contains several checkboxes, all of which are checked. A modal dialog box is centered on the screen, asking 'Are you sure you wish to Confirm this Relationship?'. The dialog has a yellow warning triangle icon and two buttons: 'Yes' (blue) and 'No' (red). An arrow points to the 'No' button. Below the dialog, the 'Authorised Person' section shows the name 'Frans Williams' and a cell number '0833896484'. At the bottom right, there are three buttons: 'Confirm Relationship' (blue), 'Reject Relationship' (red), and 'History' (blue).

C) If the user does not accept the disclosed relationship:

- I) He/she clicks on the No button.
- II) The system updates the status of the relationship case under My Disclosure from pending to rejected [see paragraph iii)D)] below and sends a notification to the nominator's RLA Inbox prescribed in SC-CF-42.

This screenshot is identical to the one above, showing the same portal interface and confirmation dialog box. However, the 'No' button in the dialog box is highlighted with a red rectangular border, and the arrow points directly to it, indicating the user's choice to reject the relationship.

- D) If the user (e.g. nominated client) accepts the disclosed relationship, he/she clicks on the Yes button.

The screenshot shows the SARS Customs Trader portal interface. A 'Notice of Disclosure: Declaration' form is displayed, with a red box highlighting the 'Yes' button in a confirmation dialog. The dialog asks 'Are you sure you wish to Confirm this Relationship?' and has 'Yes' and 'No' buttons. The background form includes fields for Client Type, Sub Product Type, Category, Registration Date, Fan Number, Sub Number, and Premises. Below the form, there is a table for 'Authorised Person' with columns for Name of Authorised Person, Home Tel No, Fax No, Business No, and Cell No. The table shows 'Frans Williams' with a Cell No of '0833896494'. At the bottom right, there are buttons for 'Confirm Relationship', 'Reject Relationship', and 'History'.

- E) The system displays a message that the notice of disclosure has been accepted and the user then clicks on the Ok button.

The screenshot shows the SARS Customs Trader portal interface. A 'My Relationships' table is displayed, with a red box highlighting the 'Ok' button in a confirmation dialog. The dialog says 'Accepted' and 'Notice of Disclosure has been Accepted'. The background table has columns for Ref No, My Client Type, My Sub Number, Other Party Entity, Status, Start Date, and End Date. The table shows a row with 'TR-0010020F-0000-4040-8888-8888' as the Ref No, 'Registered agent Importers (non-local)' as the My Client Type, 'N/A' as the My Sub Number, 'ADVE Authorised' as the Other Party Entity, 'Active' as the Status, '2020-08-08' as the Start Date, and '4000-12-31' as the End Date. At the bottom right, there are buttons for 'Confirm Relationship', 'Reject Relationship', and 'History'.

- F) The system moves the relationship case from under My Disclosure to My Relationship and changes the status from pending to active.

The screenshot shows the CTP interface with the 'My Disclosures' section at the top and 'My Relationships' section below it. A red box highlights the 'My Relationships' section, and an arrow points to the 'Active' status of a relationship case.

Ref No	My Client Type	My Sub Number	Other Party Entity Name	Other Party Customs Code	Other Party Client Type	Other Party Sub Number	Status	Disclosure Date
TR-001C20F-C20C-4D43-8853-F2B0C8E8FA	Importer (local)	N/A	ACME Automation-355795	CUC0003765	Importer (non-local)	N/A	Pending	2020-03-08

Ref No	My Client Type	My Sub Number	Other Party Entity Name	Other Party Customs Code	Other Party Client Type	Other Party Sub Number	Status	Start Date	End Date
TR-EC247729-AB36-4EB4-85CD-505139BE6E6A	Registered agent: Importers (non-local)	N/A	ACME Automation-355795	CUC0003765	Importer (non-local)	N/A	Active	2020-03-08	4999-12-31

- G) The system forwards a confirmation notification to the effected client's RLA Inbox prescribed in SC-CF-42.

The screenshot shows an email notification from SARS to Frans Williams. The subject is 'Notification of RMM Correspondence - Message (HTML)'. The body of the email states: 'Dear Trader, A disclosed Customs relationship has been confirmed. Access RMM dashboard for notification. Ref: TR-EC247729-AB36-4EB4-85CD-505139BE6E6A. From SARS.'

- iii) Rejecting a relationship disclosed with another RLA client
A) The user (nominator or nominee) clicks on the Reject Relationship button.

The screenshot shows the 'Notice of Disclosure: Declaration' form. It includes a section for 'Authorised Person' with fields for Name, Home Tel No, Fax No, Business No, and Cell No. The 'Reject Relationship' button is highlighted with a red box and an arrow.

Name of Authorised Person	Home Tel No	Fax No	Business No	Cell No
Frans Williams				0833089454

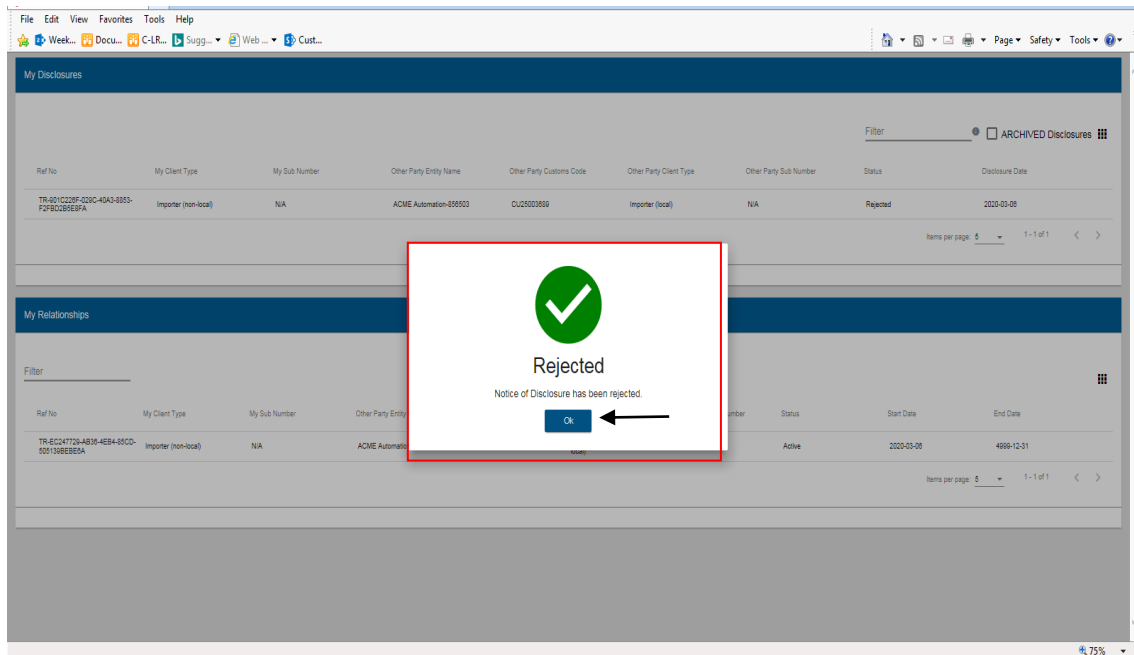
B) The system asks if you wish to reject this relationship.

The screenshot shows the SARS Customs Trader Portal interface. A modal dialog box is centered on the screen, asking "Are you sure you wish to Reject this Relationship?". The dialog has a yellow warning triangle icon and two buttons: "Yes" (blue) and "No" (red). An arrow points from the "No" button to the "Reject Relationship" button in the bottom right corner of the portal. The background shows client details for "My Client Type Details" and "Other Party Client Type Details", both with "Importer (non-local)" and "Importer (local)" types respectively. The "Notice of Disclosure: Declaration" section is visible below the client details.

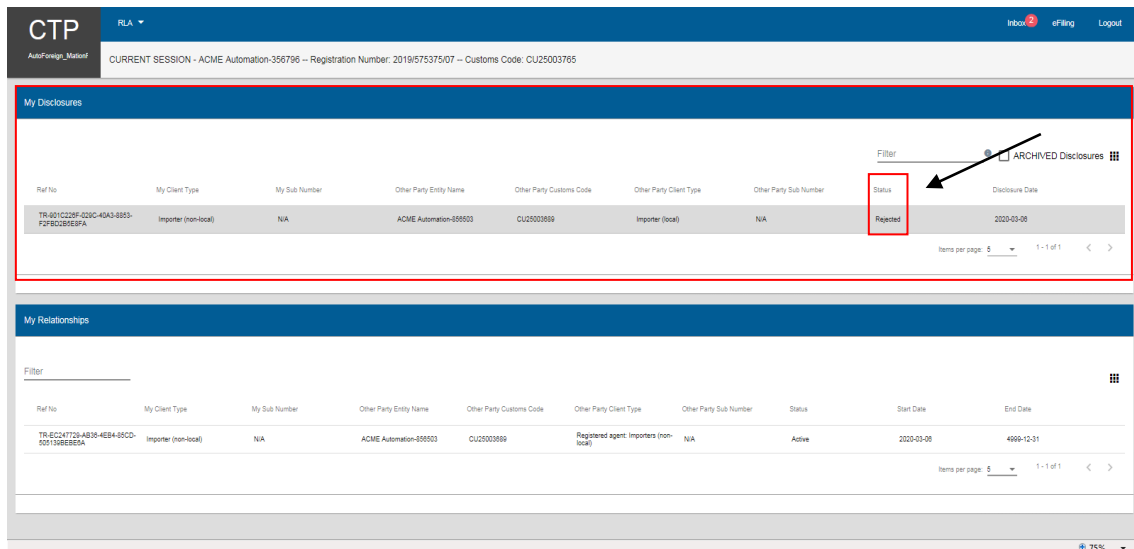
C) If the user:
 I) Disagrees, the user clicks on the No button and returns to paragraph ii) above.
 II) Agrees, the user clicks on the Yes button.

This screenshot is identical to the one above, showing the same confirmation dialog box. In this version, the "No" button is highlighted with a red circle, and an arrow points from the "No" button to the "Reject Relationship" button in the bottom right corner of the portal.

- D) The system displays a message that the notice of disclosure has been rejected. The user clicks on the Ok button.



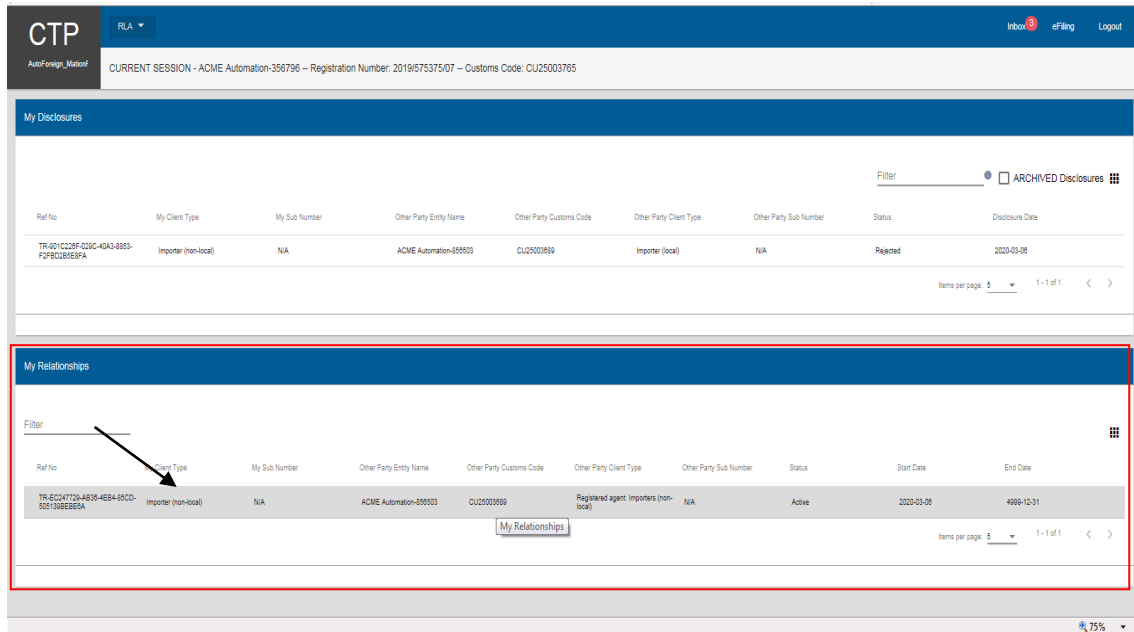
- E) The system returns to the RLA Dashboard and updates the disclosed relationship status under My Disclosure from pending to rejected.



- F) The system sends the rejection notification to the effected RLA client's Inbox on the RLA Dashboard prescribed in SC-CF-42.



- iv) Cancel an existing relationship with another RLA client:
A) When a nominee or nominator wishes to cancel an active relationship, the user clicks on the active relationship under My Relationships on the RLA Relationship dashboard.



CTP RLA Inbox 3 eFiling Logout

CURRENT SESSION - ACME Automation-356796 – Registration Number: 2019/575375/07 – Customs Code: CU25003765

My Disclosures

Filter ARCHIVED Disclosures

Ref No	My Client Type	My Sub Number	Other Party Entity Name	Other Party Customs Code	Other Party Client Type	Other Party Sub Number	Status	Disclosure Date
TR-601C229F-020C-4043-8853-F2F5C0B8E8FA	Importer (non-local)	N/A	ACME Automation-88503	CU25003859	Importer (local)	N/A	Rejected	2020-03-08

Items per page: 5 1-1 of 1

My Relationships

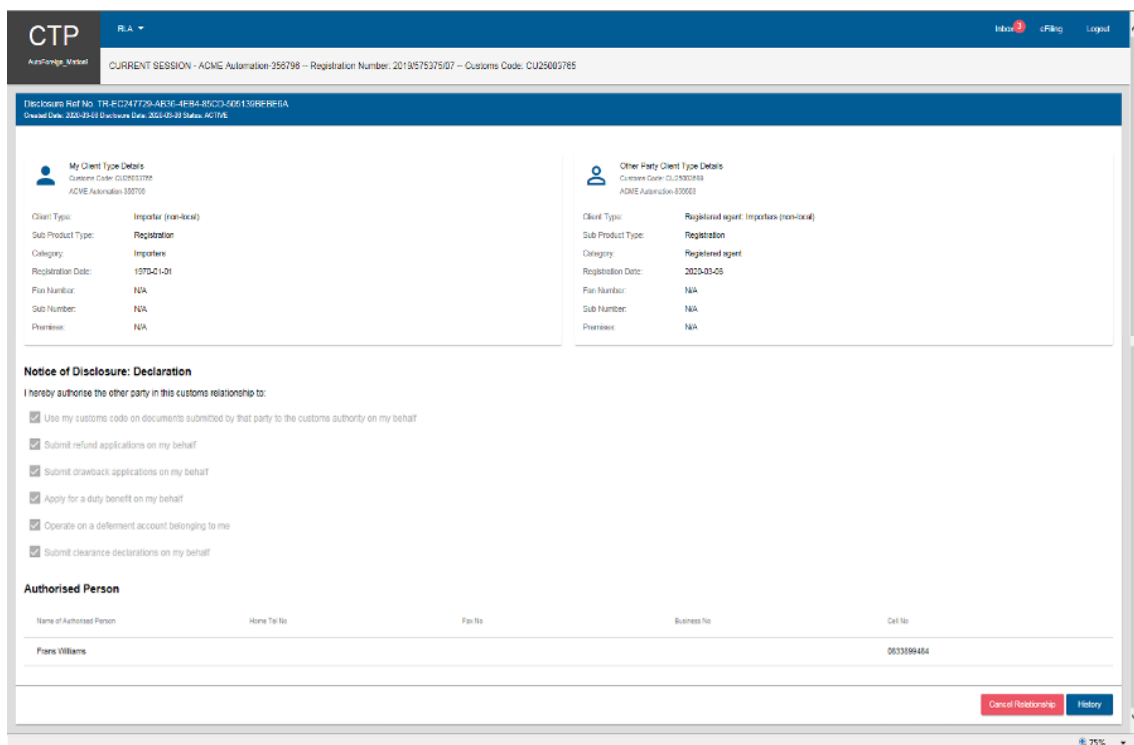
Filter

Ref No	My Client Type	My Sub Number	Other Party Entity Name	Other Party Customs Code	Other Party Client Type	Other Party Sub Number	Status	Start Date	End Date
TR-601C229F-020C-4043-8853-F2F5C0B8E8FA	Importer (non-local)	N/A	ACME Automation-88503	CU25003859	Registered agent: Importers (non-local)	N/A	Active	2020-03-08	4999-12-31

Items per page: 5 1-1 of 1

[My Relationships](#)

- B) The system displays the disclosure summary page.



CTP RLA Inbox 3 eFiling Logout

CURRENT SESSION - ACME Automation-356796 – Registration Number: 2019/575375/07 – Customs Code: CU25003765

Disclosure Ref No: TR-601C229F-020C-4043-8853-F2F5C0B8E8FA
Created Date: 2020-03-08 Disclosure Date: 2020-03-08 Status: ACTIVE

My Client Type Details
Customs Code: CU25003765
ACME Automation-356796

Client Type: Importer (non-local)
Sub Product Type: Registration
Category: Importers
Registration Date: 1970-01-01
Pan Number: N/A
Sub Number: N/A
Premises: N/A

Other Party Client Type Details
Customs Code: CU25003859
ACME Automation-88503

Client Type: Registered agent: Importers (non-local)
Sub Product Type: Registration
Category: Registered agent
Registration Date: 2020-03-08
Pan Number: N/A
Sub Number: N/A
Premises: N/A

Notice of Disclosure: Declaration

I hereby authorise the other party in this customs relationship to:

- ☒ Use my customs code on documents submitted by that party to the customs authority on my behalf
- ☒ Submit refund applications on my behalf
- ☒ Submit drawback applications on my behalf
- ☒ Apply for a duty benefit on my behalf
- ☒ Operate on a deferment account belonging to me
- ☒ Submit clearance declarations on my behalf

Authorised Person

Name of Authorised Person	Home Tel No	Fax No	Business Tel	Cell No
Piers Williams				0833994464

[Cancel Relationship](#) [History](#)

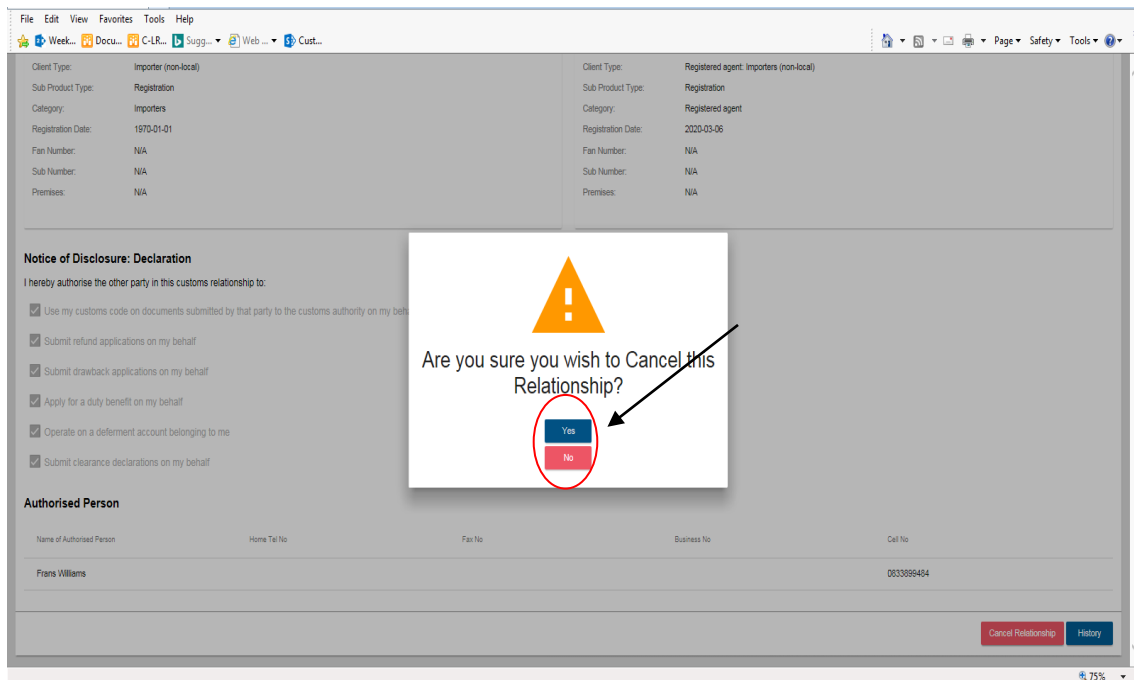
C) The user clicks on the Cancel Relationship button.

The screenshot shows the CTP (Customs Trader Portal) interface. At the top, there's a header with 'CTP' and 'R.A.' dropdown. Below it, a session summary bar shows 'CURRENT SESSION - ACME Automation 356798 - Registration Number: 2019/57375/07 - Customs Code: CU25003765'. The main content area is divided into two columns for client details. The left column is for 'My Client Type Details' (Importer (non-local)) and the right column is for 'Other Party Client Type Details' (Registered agent: Importers (non-local)). Below these is a 'Notice of Disclosure: Declaration' section with several checkboxes. At the bottom, there's an 'Authorised Person' table with one entry for 'Frans Williams'. In the bottom right corner, there are two buttons: 'Cancel Relationship' (highlighted with a red circle and an arrow) and 'History'.

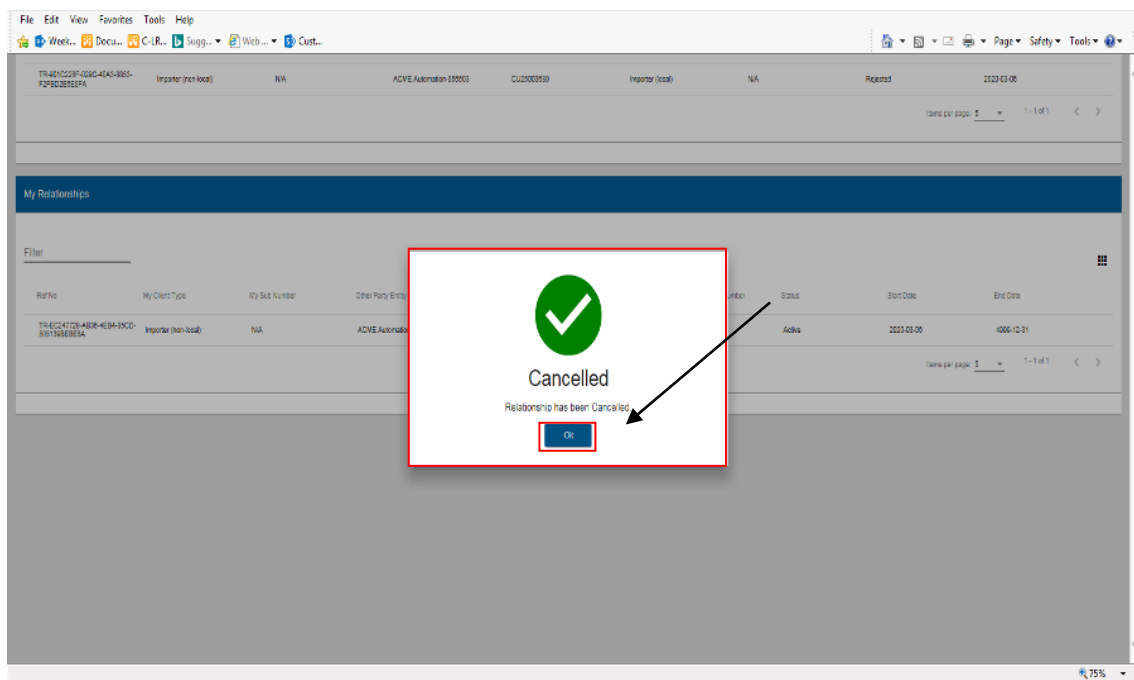
D) The system asks if you wish to cancel this relationship.

This screenshot shows the same CTP interface as before, but with a confirmation dialog box overlaid in the center. The dialog box has a yellow warning triangle icon and the text 'Are you sure you wish to Cancel this Relationship?'. It has two buttons: 'Yes' (blue) and 'No' (red). An arrow points from the 'Cancel Relationship' button in the background to the dialog box. The background interface is dimmed.

- E) If the user:
- I) Disagrees, the user clicks on the No button and the system returns to the RLA Relationship dashboard, refer to paragraph A) above.
 - II) Agrees, the user clicks on the Yes button.



- F) The system displays a message that the relationship has been cancelled. The user clicks on OK to close the case.



- G) The system updates the nominated RLA client's active relationship status under My Relationships from active to cancelled on the client's RLA Relationship dashboard.

CTP RLA Inbox 1 eFiling Logout

CURRENT SESSION - ACME Automation-356796 -- Registration Number: 2019/575375/07 -- Customs Code: CU25003765

My Disclosures

Ref No	My Client Type	My Sub Number	Other Party Entity Name	Other Party Customs Code	Other Party Client Type	Other Party Sub Number	Status	Disclosure Date
TR-001C225F-020C-4043-8853-F2F5C0B8E5FA	Importer (non-local)	N/A	ACME Automation-88503	CU25003859	Importer (local)	N/A	Rejected	2020-03-08

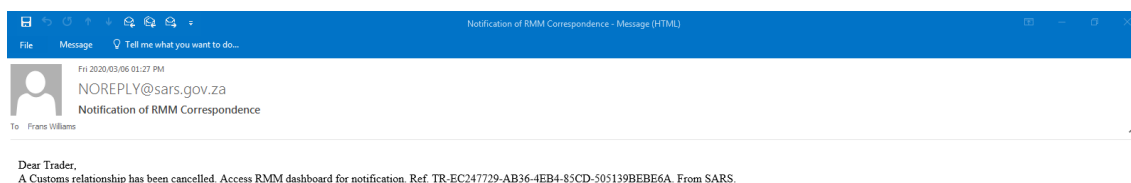
Items per page: 5 1-1 of 1

My Relationships

Ref No	My Client Type	My Sub Number	Other Party Entity Name	Other Party Customs Code	Other Party Client Type	Other Party Sub Number	Status	Start Date	End Date
TR-EC247729-AB36-4EB4-85CD-505139BEBE6A	Importer (non-local)	N/A	ACME Automation-88503	CU25003859	Registered agent Importers (non-local)	N/A	Cancelled	2020-03-08	2020-03-08

Items per page: 5 1-1 of 1

- H) The system sends the cancellation notification to the affected clients' RLA Inbox on the RLA Dashboard.



5 DEFINITIONS, ACRONYMS AND ABBREVIATIONS

The definitions, acronyms and abbreviations can be accessed via the following link: [Glossary A-M | South African Revenue Service \(sars.gov.za\)](#)

6 DISCLAIMER

- a) The information contained in this guide is intended as guidance only and is not considered to be a legal reference, nor is it a binding ruling. The information does not take the place of legislation and readers who are in doubt regarding any aspect of the information displayed in the guide should refer to the relevant legislation or seek a formal opinion from a suitably qualified individual.
- b) **For more information about the contents of this publication you may:**
- Visit the SARS website at www.sars.gov.za;
 - Make a booking to visit the nearest SARS branch;
 - Contact your own tax advisor / tax practitioner;
 - If calling from within South Africa, contact the SARS Contact Centre on 0800 00 SARS (7277); or
 - If calling from outside South Africa, contact the SARS Contact Centre on +27 11 602 2093 (only between 8am and 4pm South African time).