



# SARS ONLINE QUERY SYSTEM

**TABLE OF CONTENTS**

<b>1</b>	<b>SUMMARY</b>	<b>3</b>
<b>2</b>	<b>SUBMISSION OF QUERIES</b>	<b>3</b>
2.1	How to submit a query online	3
<b>3</b>	<b>HOW TO CAPTURE QUERY TYPES</b>	<b>4</b>
3.1	Register for FM Diesel Refund	4
3.2	Request my Customs Code	9
3.3	Request my RLA Application Status	12
3.4	Submit APT Supporting Documents	15
3.5	Travel Manifest Submissions	18
3.6	Submit RLA Supporting Documentation	21
3.7	View RLA Documents	24
<b>4</b>	<b>DEFINITIONS AND ACRONYMS</b>	<b>26</b>

## 1 SUMMARY

- a) This guide will assist Customs and Excise clients to understand how to raise queries with SARS on the SARS Online Query System (SOQS) so that they do not have to go to a branch. The SOQS is an easy-to-use online platform accessible via [www.sars.gov.za](http://www.sars.gov.za).
- b) To initiate a query, Customs and Excise clients simply need to complete the online form by selecting a Query Type; complete a set of required information, attach supporting documentation where necessary and submit the data to SARS for processing and review.
- c) SOQS currently allows Customs and Excise clients capture the following Query Types:
  - i) Submit **APT** Supporting Documents.
  - ii) Register for Food Manufacturing Diesel Refund.
  - iii) RLA application status.
  - iv) Customs Code.
  - v) Travel Manifest Submissions.
  - vi) **Submit RLA Supporting Documents.**
  - vii) **View RLA Documents.**

## 2 SUBMISSION OF QUERIES

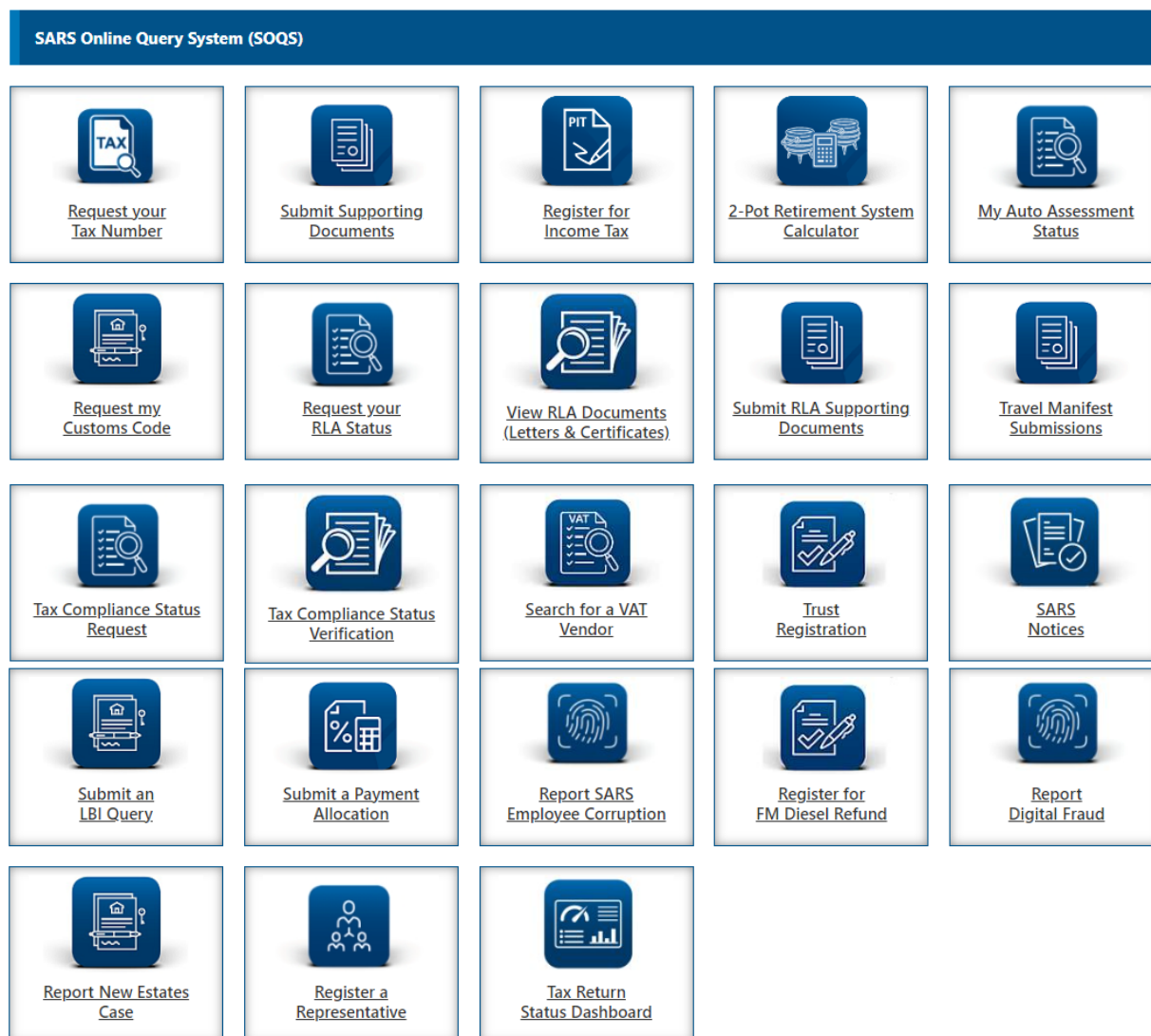
### 2.1 How to submit a query online

- a) To access SOQS visit the SARS website [www.sars.gov.za](http://www.sars.gov.za) on the Home Page click on > SARS Online Query System.



- b) The following screen will be displayed: All the available query options will be displayed under this screen titled “Use our Digital Channels”.

## Use our Digital Channels

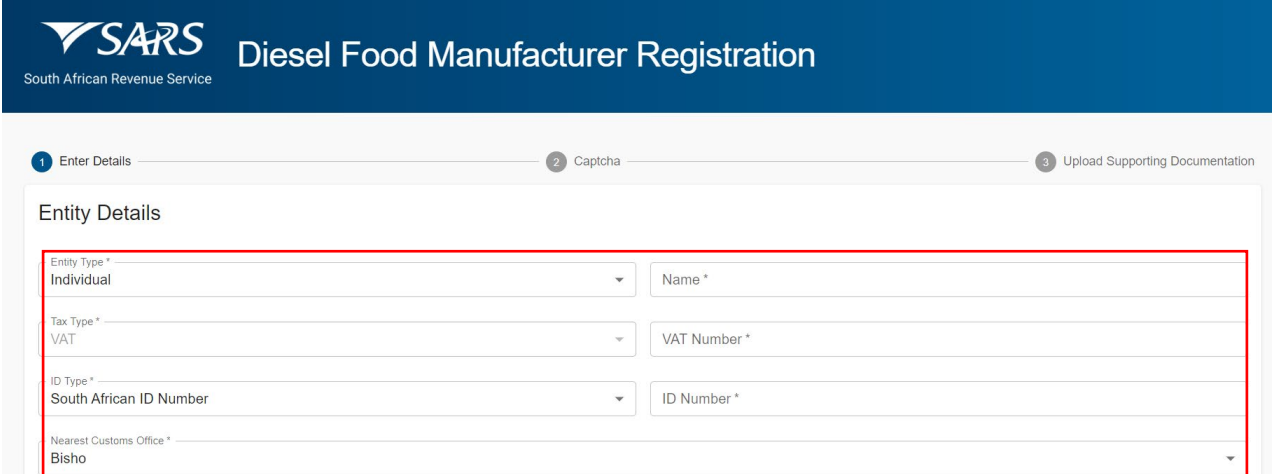


## 3 HOW TO CAPTURE QUERY TYPES

### 3.1 Register for FM Diesel Refund

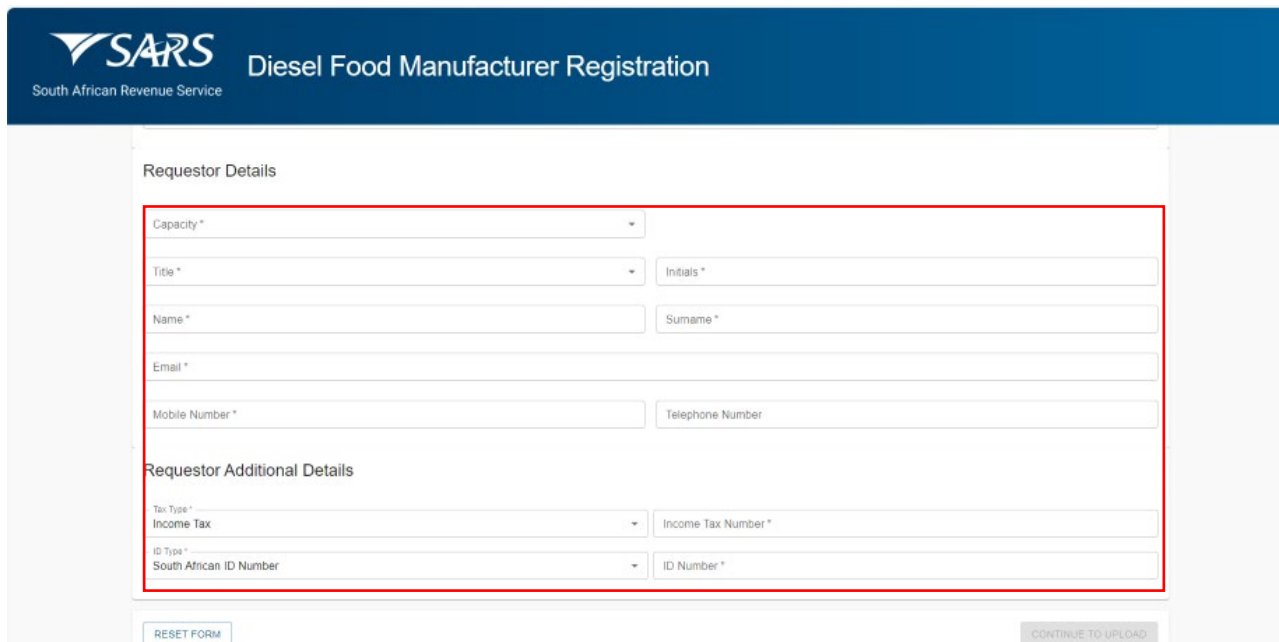
- a) This query must be used to submit request for registration in respect of Diesel Refunds for Food Manufacturing Scheme (DRFMS) Excise product.
- b) The client must capture all the mandatory fields to be able to attach the supporting documents and submit the registration request.

- c) Once the query is submitted, a case will be created for SARS to review the request.



- d) Select the “Entity Type” from the dropdown list. The following can be selected:
- i) Individual; or
  - ii) Company; or
  - iii) Trust.
- e) Capture the “Name” or “Registered Name” depending on the type of entity selected.
- f) The “Tax Type” will default to VAT.
- g) Capture the VAT Number for the Food Manufacturing Client.
- h) Select the “ID Type” from the drop down list. Depending on the entity type selected, the drop down will be adjusted accordingly:
- i) For Individual entity type, the following will be on the dropdown list:
    - A) South African ID Number – If the Client is an individual and a South African resident, only a valid ID number will be accepted.
    - B) Passport Number – If the Client is an individual and a foreigner, a valid passport number must be used.
  - ii) For Company entity type, the Company Registration Number will be on the dropdown list. Only a valid Company Registration number will be accepted.
  - iii) For Trust entity type the Trust Number will be on the dropdown. Only a valid Master of the High Court Trust registration number will be accepted.
- i) Depending on the “ID Type” selected, capture the relevant number.

- j) Select the “Nearest Customs Office” from the dropdown list.



**SARS** Diesel Food Manufacturer Registration  
South African Revenue Service

**Requestor Details**

Capacity \*  
 Title \* Initials \*  
 Name \* Surname \*  
 Email \*  
 Mobile Number \* Telephone Number

**Requestor Additional Details**

Tax Type \* Income Tax Number \*  
 ID Type \* ID Number \*

RESET FORM CONTINUE TO UPLOAD

- k) Capture Requestor Details (these are the details of the person that is submitting this query to SARS) as follows:

- i) Select the Capacity from the dropdown list as follows:
  - A) Tax Practitioner
  - B) Main Trustee
  - C) Administrator (Estates)
  - D) Executor
  - E) Liquidator
  - F) Curator
  - G) Once-off Mandate
  - H) Public Officer
  - I) Accounting Officer
  - J) Employee with Mandate
  - K) Third Party with Mandate
- ii) Select the Title from the dropdown list. The following can be selected:
  - A) Ms for women irrespective of the marital status.
  - B) Mr for men.
  - C) Mrs for married women.
  - D) Rev for Reverend.
  - E) Prof for Professor.
  - F) Dr for Doctor.
  - G) Adv for Advocate.
  - H) Hon for Honourable.
- iii) Capture the “Initials” in the Initials field.
- iv) Capture the “Name” in the Name field.
- v) Capture the “Surname” in the Surname field.
- vi) Capture the “Email” address in the Email address field.
- vii) Capture the “Mobile” number in the Mobile field.
- viii) Capture “Telephone” number in the Telephone number field. This field is optional.

- l) Capture **Requestor Additional Details** as follows:

- i) Select the Tax Type from the dropdown list. The tax type will default to Income Tax.
- ii) Capture the “Income Tax Number” for the requestor. This field will be mandatory.

**Effective Date: 07 October 2024**

- iii) The system will validate that the ID Number and Income tax reference number of the requestor belong to the same person where the information has been completed. If not, an error message will be displayed on submission.
- iv) Select the ID Type from the dropdown list:
  - A) South African ID Number – If the requestor is an individual and is a South African resident, only a valid ID number will be accepted.
  - B) Passport Number – If the requestor is an individual and is a foreigner, a valid passport number must be used.
- v) Capture the “ID No” depending on the ID Type selected.
- m) Once all the mandatory information has been captured, click on “Continue to Upload” to go to the next page. If the information captured does not match the SARS records the following message will be displayed:

**Thank You for Your Query**

Unfortunately, the information that you captured could not be matched to our records and we are unable to process your Query on behalf of [redacted] with VAT Number [redacted]. Please visit [www.sars.gov.za](http://www.sars.gov.za) and use our online services to confirm your details, or make an appointment to visit your nearest SARS Branch for additional assistance.

[CLOSE](#)

- n) If the information captured matches the SARS records the following CAPTCHA screen will be displayed:

- o) Complete the onscreen CAPTCHA field. Click on Submit to continue to the Upload Supporting Documentation screen.
- p) If the completed information is correct, the following Upload Supporting Documentation screen will be displayed:

## Diesel Food Manufacturer Registration

## Confirmation of Bank Details

Confirmation of Bank Details

Status

File Name

UPLOAD

## Proof of Identification of the Applicant

Proof of Identification of the applicant

Status

File Name

UPLOAD

## Proof of Address of the entity

Proof of Address of the entity (Company/Individual residential address)

Status

File Name

UPLOAD

## Proof of Address of the Manufacturing Premises

Proof of Address of the Manufacturing Premises

Status

File Name

UPLOAD

## Copy of Agency Contract

A certified copy of the agency contract

Status

File Name

UPLOAD

## Diesel Food Manufacturer Registration

## Copy of a trading permit

Copy of trading permit

Status

File Name

UPLOAD

## Constitution and Founding Statement

A copy of the Constitution and Founding Statement

Status

File Name

UPLOAD





**Power of Attorney / Letter of Appointment of the Delegated Representative**  
Power of Attorney / Letter of Appointment of the Delegated Representative

Status	File Name	UPLOAD

**Other evidentiary Documents**  
Other evidentiary Documents

Status	File Name	UPLOAD

CANCEL UPLOAD DOCUMENTS

- q) There will be an upload button next to each supporting document required as per the screen above.
- r) Upload only the specific document and/or item indicated per upload section.
  - i) Where the required document is not applicable to the client, a letter explaining the reasons why the document is not applicable must be uploaded next to the required document.
  - ii) Ensure that you upload the correct documents as uploading incorrect documents may lead to delays in processing your application.
- s) Once all the supporting documents have been uploaded click on Upload Documents button to submit the request. The following message will be displayed:



**SARS** Diesel Food Manufacturer Registration  
South African Revenue Service

Enter Details    Captcha    Upload Supporting Documentation

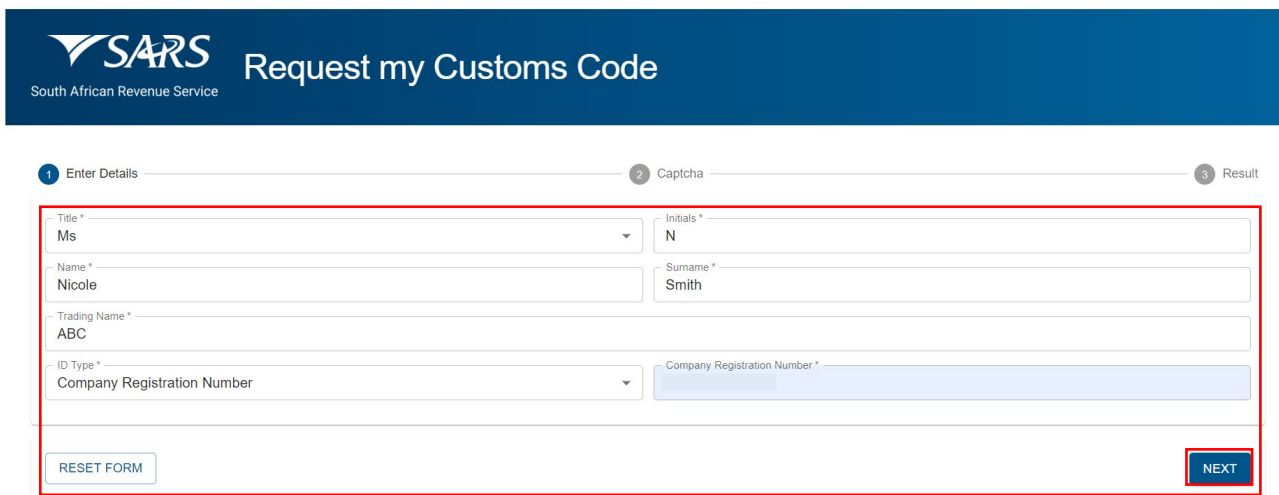
**Query Successfully Submitted**

Your query on behalf of [redacted] with VAT Number [redacted] mobile number captured. Case number [redacted] has been successfully submitted. Additional correspondence in this regard will be sent to the email address and [redacted]

## 3.2 Request my Customs Code

- a) The User must capture all the mandatory fields that will be used for identification purposes:
  - i) Select the Title from the dropdown list. The following can be selected:
    - A) Ms for women irrespective of the marital status.
    - B) Mr for men.
    - C) Mrs for married women.
    - D) Rev for Reverend.
    - E) Prof for Professor.
    - F) Dr for Doctor.
    - G) Adv for Advocate.
    - H) Hon for Honourable.
  - ii) Capture the "Initials" in the Initials field.
  - iii) Capture the "Name" in the Name field.
  - iv) Capture the "Surname" in the Surname field.
  - v) Capture the "Trading Name" in the Trading Name field.
  - vi) Capture the "Case Number" in the Case Number field.
  - vii) Capture the "ID Type" in the ID Type field.
  - viii) Capture the "ID No." number in the ID No. field.
  - ix) Click on "Reset Form" to clear all captured fields.

- b) Once completed the user must click on the Next button.



**SARS** Request my Customs Code  
South African Revenue Service

1 Enter Details 2 Captcha 3 Result

Title \*  
Ms

Initials \*  
N

Name \*  
Nicole

Surname \*  
Smith

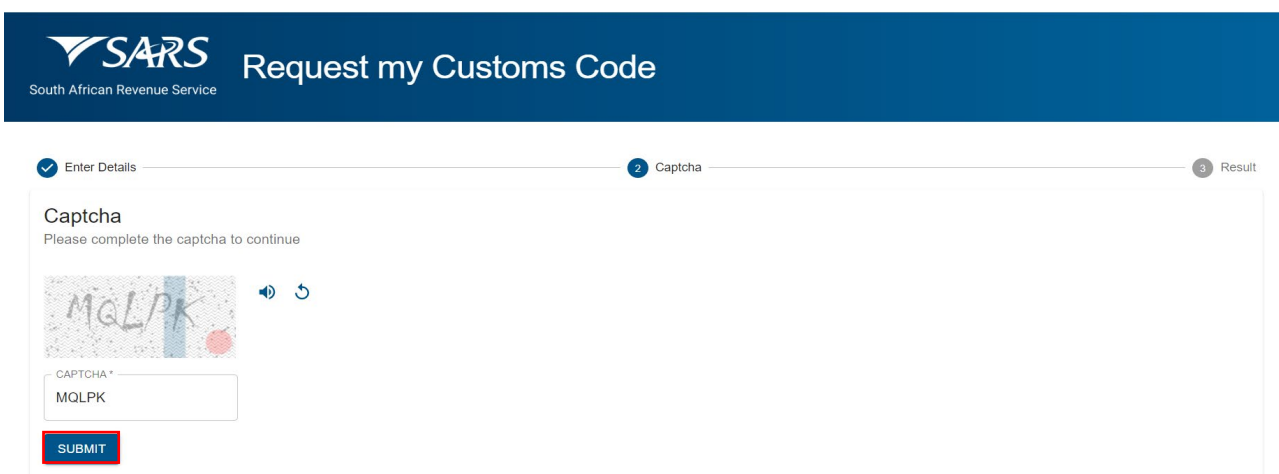
Trading Name \*  
ABC

ID Type \*  
Company Registration Number

Company Registration Number \*

RESET FORM NEXT

- c) The user will be required to complete the Captcha field before submission will be processed. Click on submit.



**SARS** Request my Customs Code  
South African Revenue Service

1 Enter Details 2 Captcha 3 Result

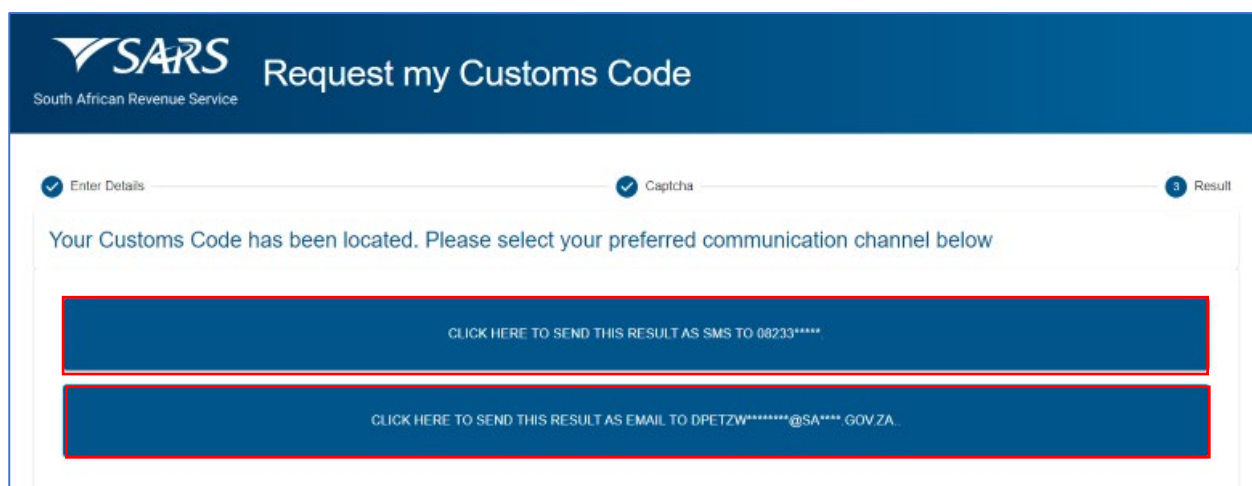
Captcha  
Please complete the captcha to continue

MQLPK

CAPTCHA \*  
MQLPK

SUBMIT

- d) Once the captured data has been successfully validated. The following screen will appear. User must select the type of communication channel through which their Customs Code(s) can be sent:



**SARS** Request my Customs Code  
South African Revenue Service

1 Enter Details 2 Captcha 3 Result

Your Customs Code has been located. Please select your preferred communication channel below

CLICK HERE TO SEND THIS RESULT AS SMS TO 08233\*\*\*\*\*

CLICK HERE TO SEND THIS RESULT AS EMAIL TO DPETZW\*\*\*\*\*@SA\*\*\*\*.GOV.ZA

**Effective Date: 07 October 2024**

- e) Below is an example of an email and SMS communication that will be sent, to provide the user with the Custom Code, depending on the type of communication channel that was selected:

**From:** [NOREPLY@sars.gov.za](mailto:NOREPLY@sars.gov.za) <[NOREPLY@sars.gov.za](mailto:NOREPLY@sars.gov.za)>

**Sent:** Friday, April 5, 2024 9:15 AM

**To:**

**Subject:** Customs Code Query

Dear ,

Thank you for your Customs Code query.

Your Customs Code is: ,

Sincerely

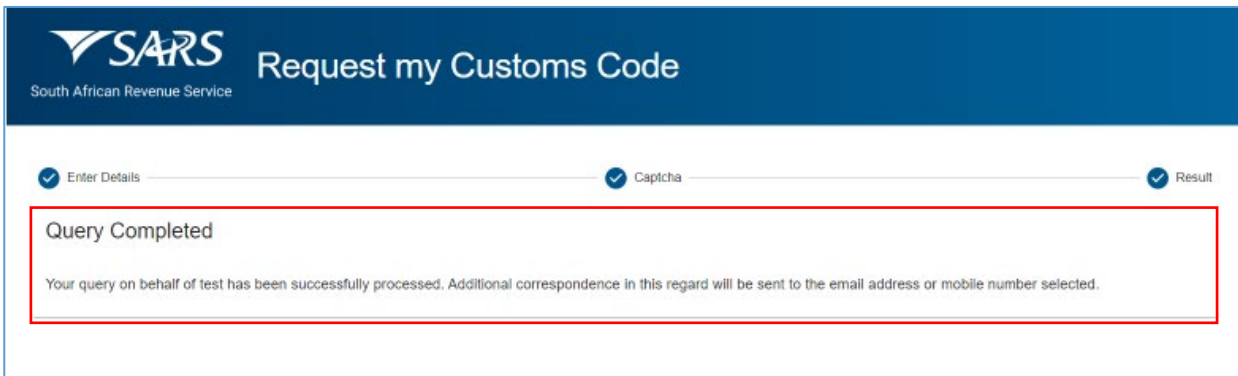
**THE SOUTH AFRICAN REVENUE SERVICE**

**Dear ,**

**Thank you for your Customs Code query.**

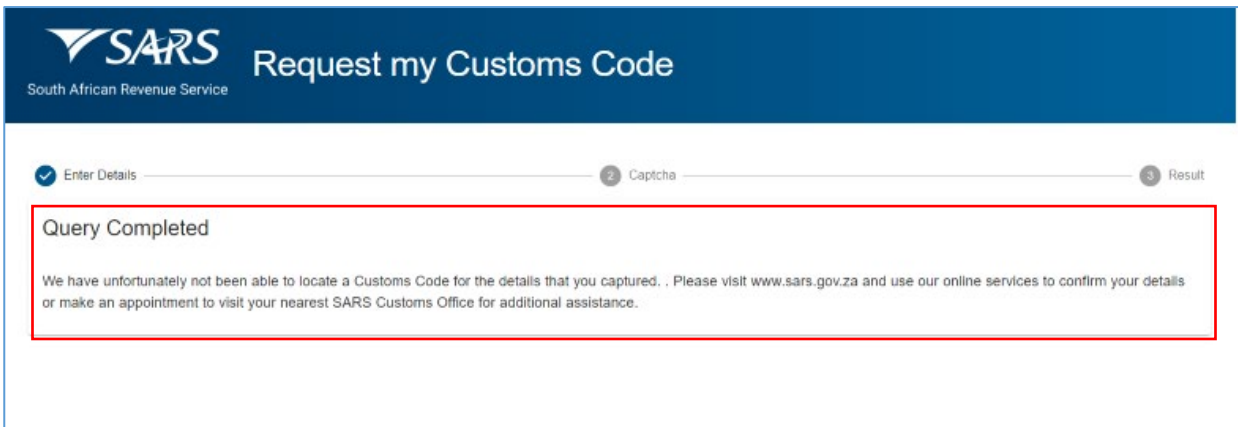
**Your Customs Code(s):** ,

- f) A Query Completed screen will appear to show that the process is complete, as displayed below:



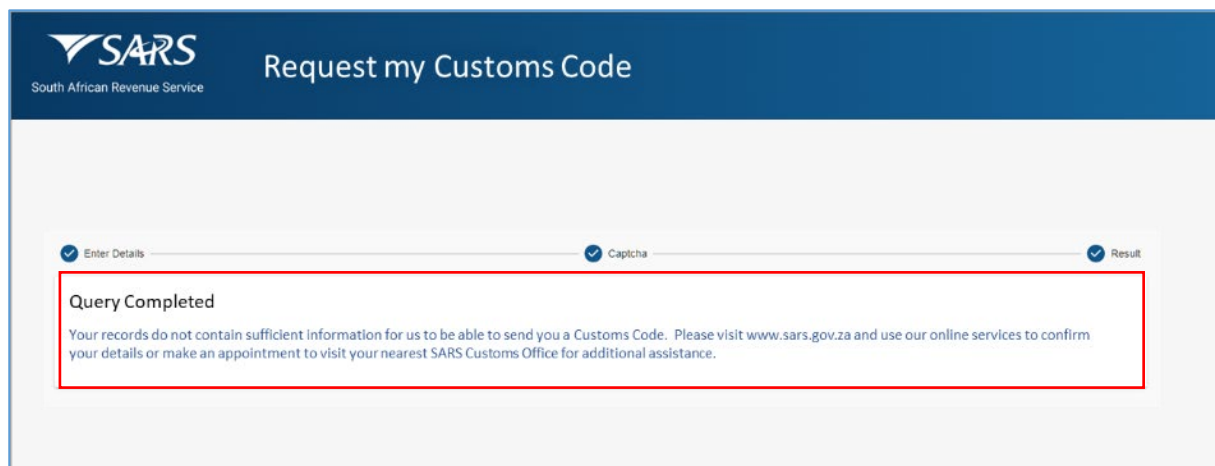
The screenshot shows the SARS 'Request my Customs Code' interface. At the top, the SARS logo and 'South African Revenue Service' are on the left, and 'Request my Customs Code' is on the right. Below this is a progress bar with three steps: 'Enter Details' (checked), 'Captcha' (checked), and 'Result' (checked). The main content area is titled 'Query Completed' and contains the message: 'Your query on behalf of test has been successfully processed. Additional correspondence in this regard will be sent to the email address or mobile number selected.'

- g) If information is incorrectly completed. The following screen will be displayed:



The screenshot shows the SARS 'Request my Customs Code' interface. At the top, the SARS logo and 'South African Revenue Service' are on the left, and 'Request my Customs Code' is on the right. Below this is a progress bar with three steps: 'Enter Details' (checked), 'Captcha' (unchecked), and 'Result' (unchecked). The main content area is titled 'Query Completed' and contains the message: 'We have unfortunately not been able to locate a Customs Code for the details that you captured. . Please visit [www.sars.gov.za](http://www.sars.gov.za) and use our online services to confirm your details or make an appointment to visit your nearest SARS Customs Office for additional assistance.'

- h) If the information captured does not match the SARS records the following message will be displayed:




The screenshot shows the SARS 'Request my Customs Code' page. At the top, there is a blue header with the SARS logo and the text 'Request my Customs Code'. Below the header, there is a progress bar with three steps: 'Enter Details' (checked), 'Captcha' (checked), and 'Result' (checked). A red box highlights a message that says 'Query Completed' and 'Your records do not contain sufficient information for us to be able to send you a Customs Code. Please visit [www.sars.gov.za](http://www.sars.gov.za) and use our online services to confirm your details or make an appointment to visit your nearest SARS Customs Office for additional assistance.'

### 3.3 Request my RLA Application Status

- a) A request to retrieve the status of an RLA Application Status can be made via the SARS Online Query System.
- b) The User must capture all the mandatory fields that will be used for identification purposes:
- i) Select the Title from the dropdown list. The following can be selected:
    - A) Ms for women irrespective of the marital status.
    - B) Mr for men.
    - C) Mrs for married women.
    - D) Rev for Reverend.
    - E) Prof for Professor.
    - F) Dr for Doctor.
    - G) Adv for Advocate.
    - H) Hon for Honourable.
  - ii) Capture the "Initials" in the Initials field.
  - iii) Capture the "Name" in the Name field.
  - iv) Capture the "Surname" in the Surname field.
  - v) Capture the "Trading Name" in the Trading Name field.
  - vi) Capture the "Case Number" in the Case Number field.
  - vii) Capture the "RLA Application Number" number in the RLA Application Number field.
  - viii) Capture the "ID Type" in the ID Type field.
  - ix) Capture the "ID No." in the ID No. field.

Effective Date: 07 October 2024

- b) Click on “Reset Form” to clear all captured fields.
- c) Once completed the user must click on the Next button.


Request RLA Application Status

1 Enter Details
2 Captcha
3 Result

Title \*  
Ms

Name \*

Trading Name \*  
ABC

Case Number

ID Type \*  
Company Registration Number

Initials \*

Surname \*


RLA Application Number \*

Company Registration Number \*

RESET FORM

NEXT


- d) The user will be required to complete the Captcha field before submission will be processed. Click on submit.




Request RLA Application Status

✓ 1 Enter Details
2 Captcha
3 Result

**Captcha**

Please complete the captcha to continue



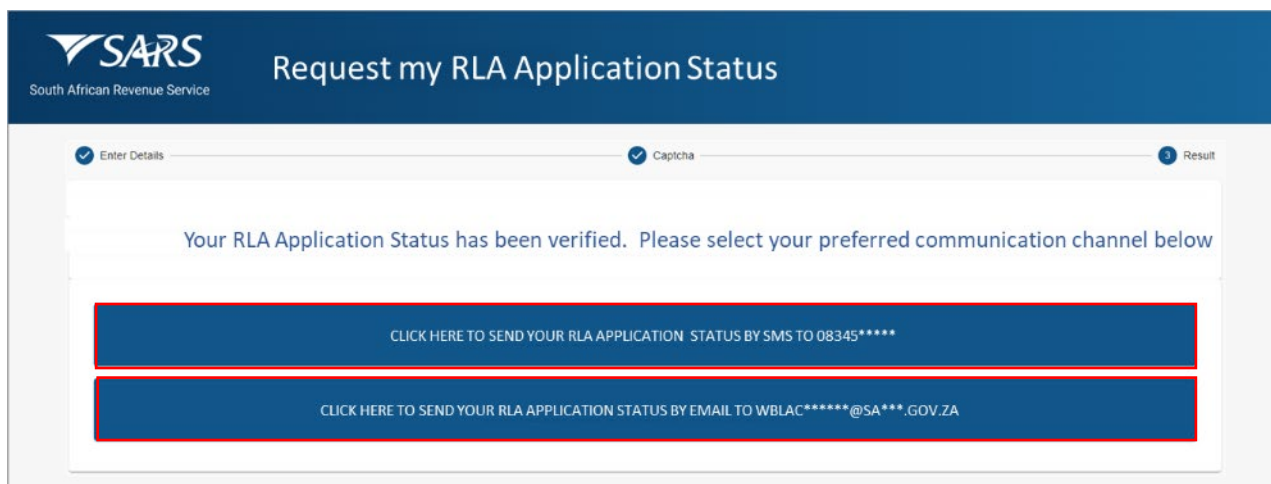



CAPTCHA \*  
N2Z8Y

SUBMIT

**Effective Date: 07 October 2024**

- e) Once the captured data has been successfully validated. The following screen will appear. User must select the type of communication channel through which to have the RLA Application Status sent to them. The communication information will be pre-populated and the Client will select their preference:



- f) Below is an example of an email and SMS communication that will be sent depending on the type of communication channel that was selected:

**From:** NOREPLY@sars.gov.za <NOREPLY@sars.gov.za>

**Sent:** Friday, April 5, 2024 9:24 AM

**To:**

**Subject:** RLA: Application status for BRLA-20230803-0007-01-01

Dear Automation Contact Person,

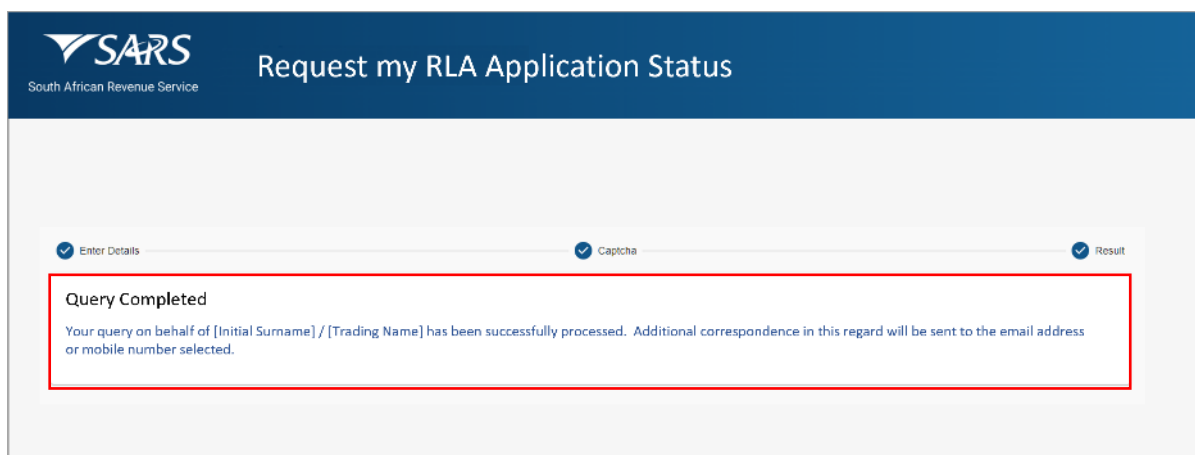
Your application with reference for Importer (local) is currently In Progress in Documentary Inspection.

Steps	Date Completed
Documentary Inspection	In Progress
Finalisation	Not Started

Herewith the SMS for RLA Application Status (SOQS)

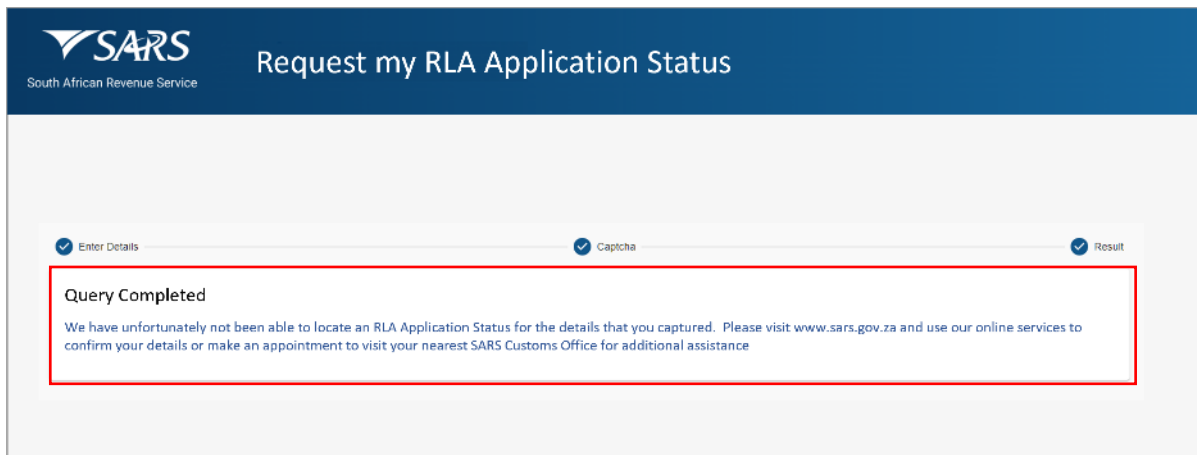
- 1/3 - Dear Automation Contact Person, your application with reference for Importer (local) is currently In Progress  
 2/3 - in Documentary Inspection. Your application requires the following sequence of steps to be done by SARS: Documentary Inspection: In  
 3/3 - Progress > Finalisation: Not Started

- g) A Query Completed screen will be displayed below to demonstrate to the user that the process is complete:



**Effective Date: 07 October 2024**

- h) Where RLA is unable to locate an RLA Application Status, an error message is returned to SOQS and the following screen will be displayed:

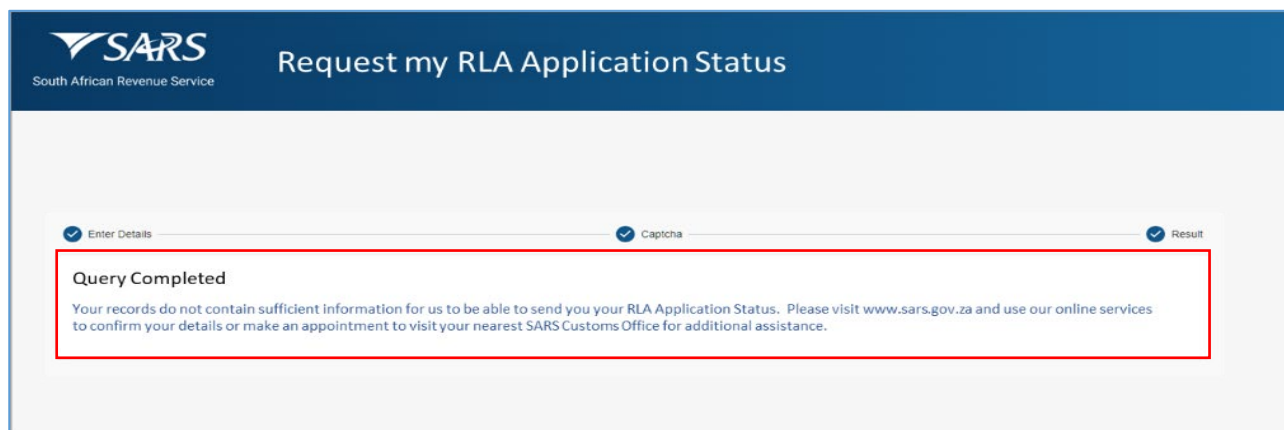


The screenshot shows the SARS 'Request my RLA Application Status' page. At the top, there is a blue header with the SARS logo and the text 'South African Revenue Service'. Below the header, the title 'Request my RLA Application Status' is displayed. A progress bar at the top indicates three steps: 'Enter Details' (checked), 'Captcha' (checked), and 'Result' (checked). The main content area contains a red-bordered box with the following text:

**Query Completed**

We have unfortunately not been able to locate an RLA Application Status for the details that you captured. Please visit [www.sars.gov.za](http://www.sars.gov.za) and use our online services to confirm your details or make an appointment to visit your nearest SARS Customs Office for additional assistance

- i) In instances where the information captured does not match SARS records, the following message will be displayed:



The screenshot shows the SARS 'Request my RLA Application Status' page. At the top, there is a blue header with the SARS logo and the text 'South African Revenue Service'. Below the header, the title 'Request my RLA Application Status' is displayed. A progress bar at the top indicates three steps: 'Enter Details' (checked), 'Captcha' (checked), and 'Result' (checked). The main content area contains a red-bordered box with the following text:

**Query Completed**

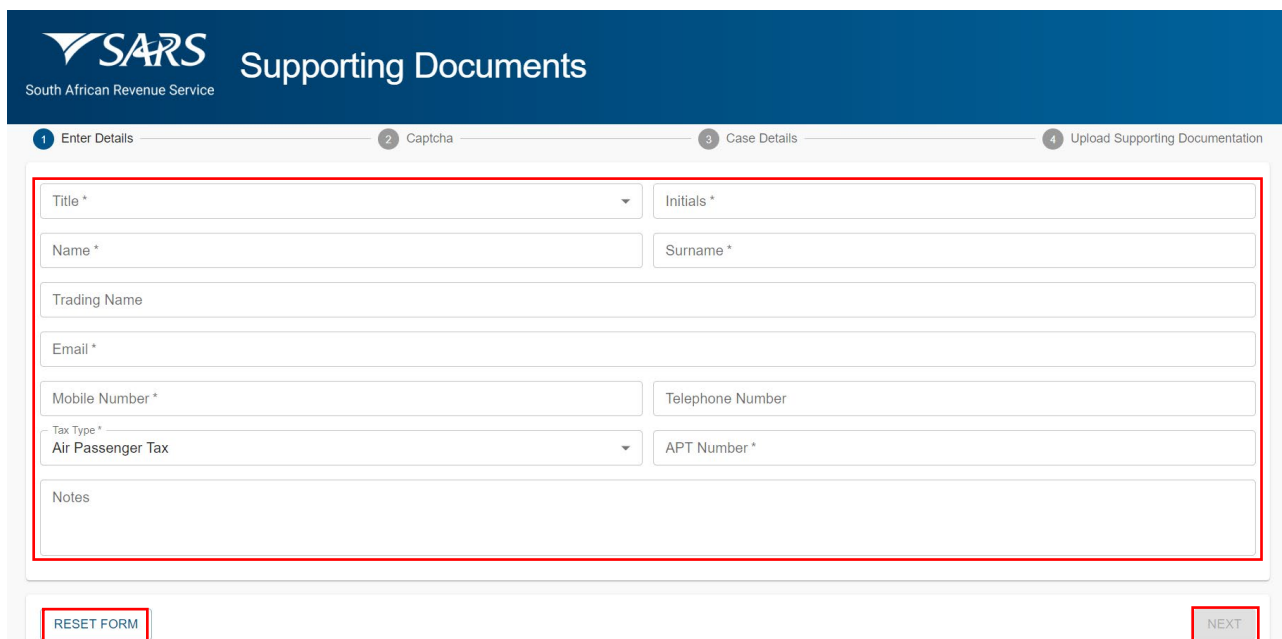
Your records do not contain sufficient information for us to be able to send you your RLA Application Status. Please visit [www.sars.gov.za](http://www.sars.gov.za) and use our online services to confirm your details or make an appointment to visit your nearest SARS Customs Office for additional assistance.

### 3.4 Submit **APT** Supporting Documents

- a) SOQS is an alternative channel to use when submitting documents. A new query has been added to allow for clients to submit supporting documents to SARS. The client must use the Submit Supporting Document Query icon to upload them along with a set of mandatory data.
- b) User must capture all the mandatory fields that will be used for identification purposes:
- Select the Title from the dropdown list. The following can be selected:
    - Ms for women irrespective of the marital status.
    - Mr for men.
    - Mrs for married women.
    - Rev for Reverend.
    - Prof for Professor.
    - Dr for Doctor.
    - Adv for Advocate.
    - Hon for Honourable.
  - Capture the "Initials" in the Initials field.
  - Capture the "Name" in the Name field.
  - Capture the "Surname" in the Surname field.
  - Capture the "Trading Name" in the Trading Name field.
  - Capture the "Email" in the Email field.
  - Capture the "Tax Type" in the Tax Type field.



- viii) Capture the “Tax Number” in the Tax Number field.
- b) Click on “Reset Form” to clear all captured fields.



**SARS** Supporting Documents  
South African Revenue Service

1 Enter Details 2 Captcha 3 Case Details 4 Upload Supporting Documentation

Title \* Initials \*

Name \* Surname \*

Trading Name

Email \*

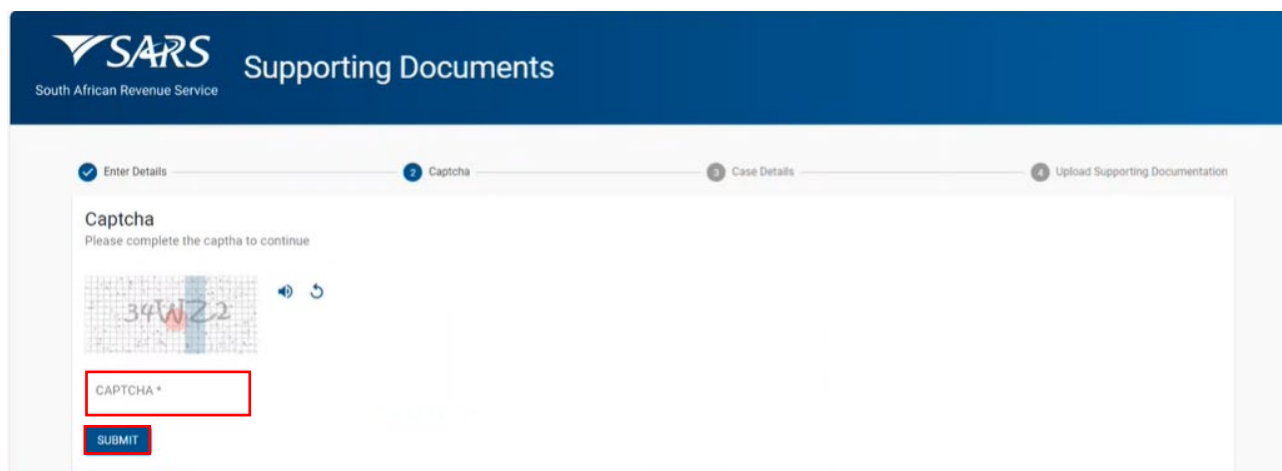
Mobile Number \* Telephone Number

Tax Type \* Air Passenger Tax APT Number \*

Notes

RESET FORM NEXT

- c) Click on “Next” button once all the mandatory fields have been completed. The Captcha screen will be displayed. Click on “Submit” button once completed.



**SARS** Supporting Documents  
South African Revenue Service

1 Enter Details 2 Captcha 3 Case Details 4 Upload Supporting Documentation

**Captcha**  
Please complete the captha to continue

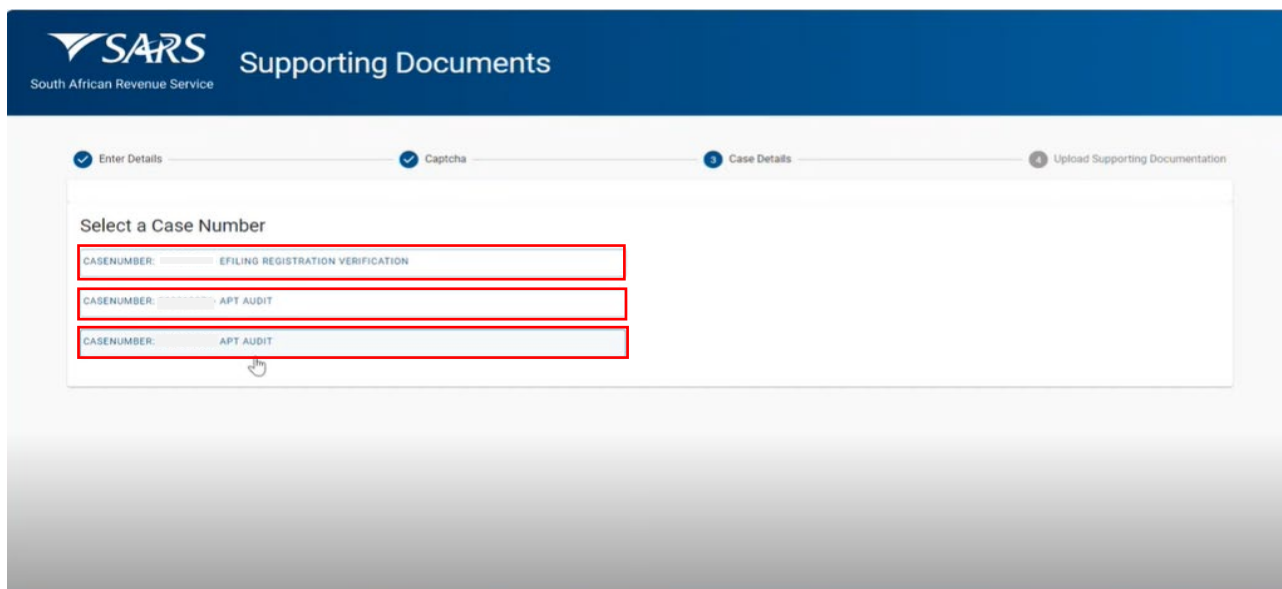
34WZ2

CAPTCHA \*

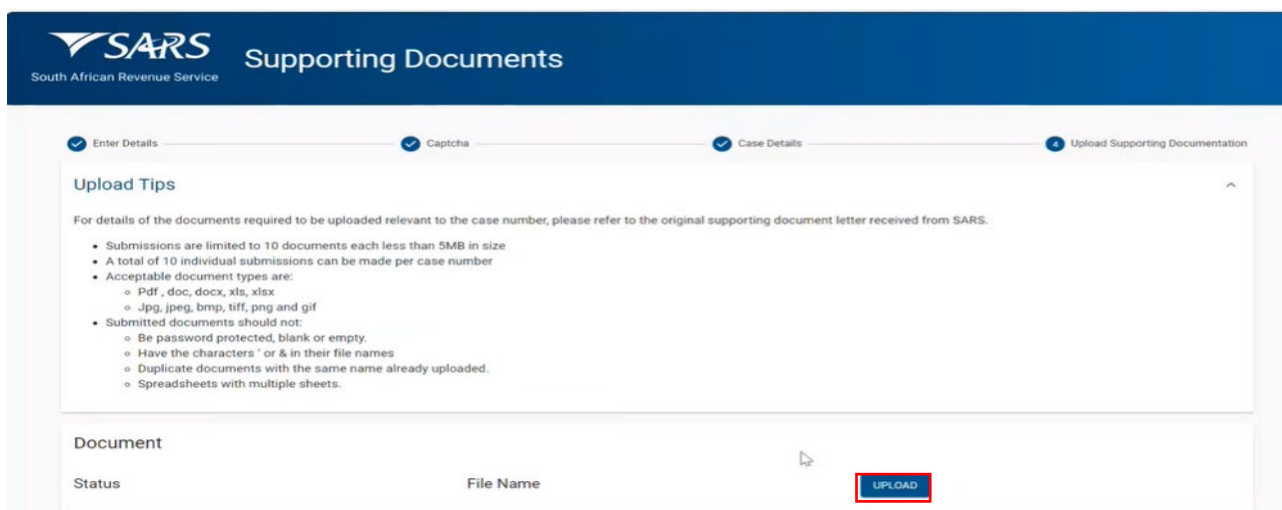
SUBMIT



d) Select case number for which the upload your supporting documents is required.



e) Once the document to be uploaded has been selected, click on the Upload button.



**Upload Tips**

For details of the documents required to be uploaded relevant to the case number, please refer to the original supporting document letter received from SARS.

- Submissions are limited to 10 documents each less than 5MB in size
- A total of 10 individual submissions can be made per case number
- Acceptable document types are:
  - Pdf , doc, docx, xls, xlsx
  - Jpg, jpeg, bmp, tiff, png and gif
- Submitted documents should not:
  - Be password protected, blank or empty.
  - Have the characters ' or & in their file names
  - Duplicate documents with the same name already uploaded.
  - Spreadsheets with multiple sheets.

Status	File Name

**UPLOAD**

- f) User can view or delete documents uploaded by Clicking on the “Submit To SARS” button.

**SARS** Supporting Documents  
South African Revenue Service

- Pdf, doc, docx, xls, xlsx
- Jpg, jpeg, bmp, tiff, png and gif
- Submitted documents should not:
  - Be password protected, blank or empty.
  - Have the characters ' or & in their file names
  - Duplicate documents with the same name already uploaded.
  - Spreadsheets with multiple sheets.

Status	File Name	UPLOAD
Queued for Submission	UAT Testing.docx	

Document

Status	File Name	UPLOAD

CANCEL **SUBMIT TO SARS**

- g) The following screen will be displayed.

**SARS** Supporting Documents  
South African Revenue Service

Enter Details Captcha Case Details Upload Supporting Documentation

**Query Successfully Submitted**

Your query on behalf of UAT Testing with Number [redacted] has been successfully submitted. Additional correspondence in this regard will be sent to the email address and mobile number captured.  
Case number 200365636

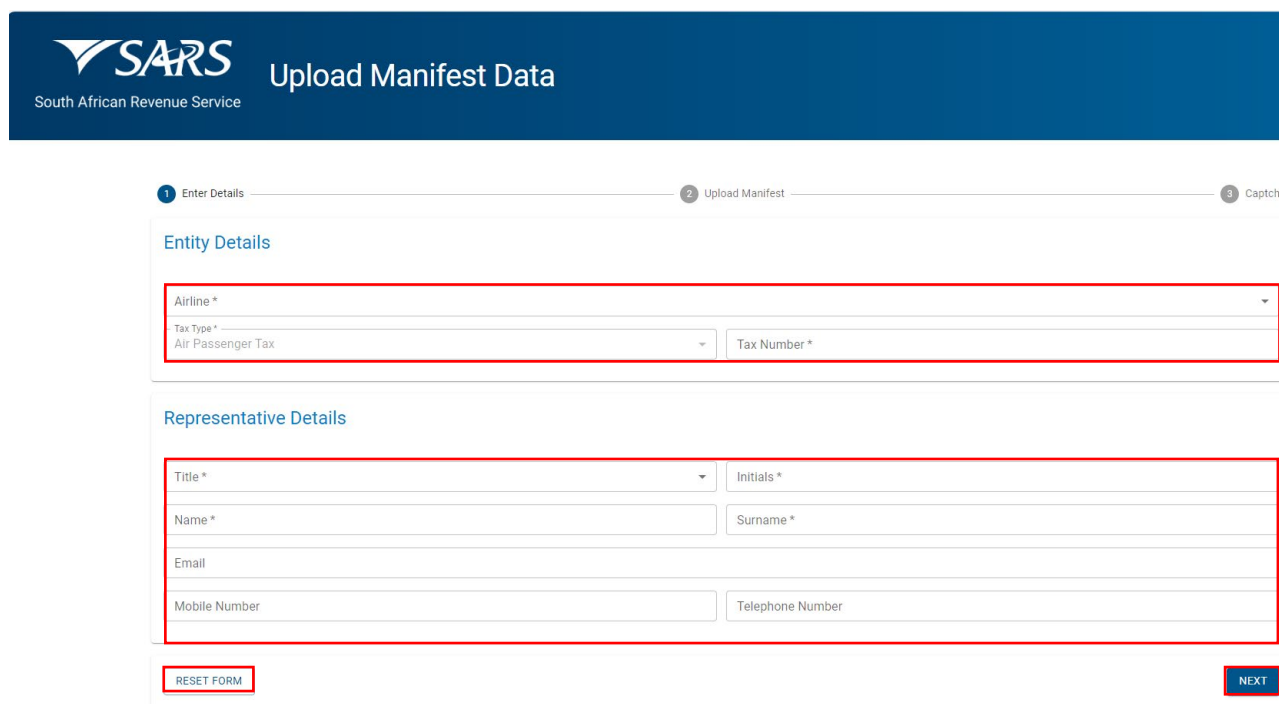
PLEASE TAKE A MOMENT TO COMPLETE A SURVEY ON YOUR INTERACTION

- h) SARS will send an email with a message to notify whether the documents have been successfully received or that there is an error. The emails will provide specific messages relating to the error and the action that is required by the client.

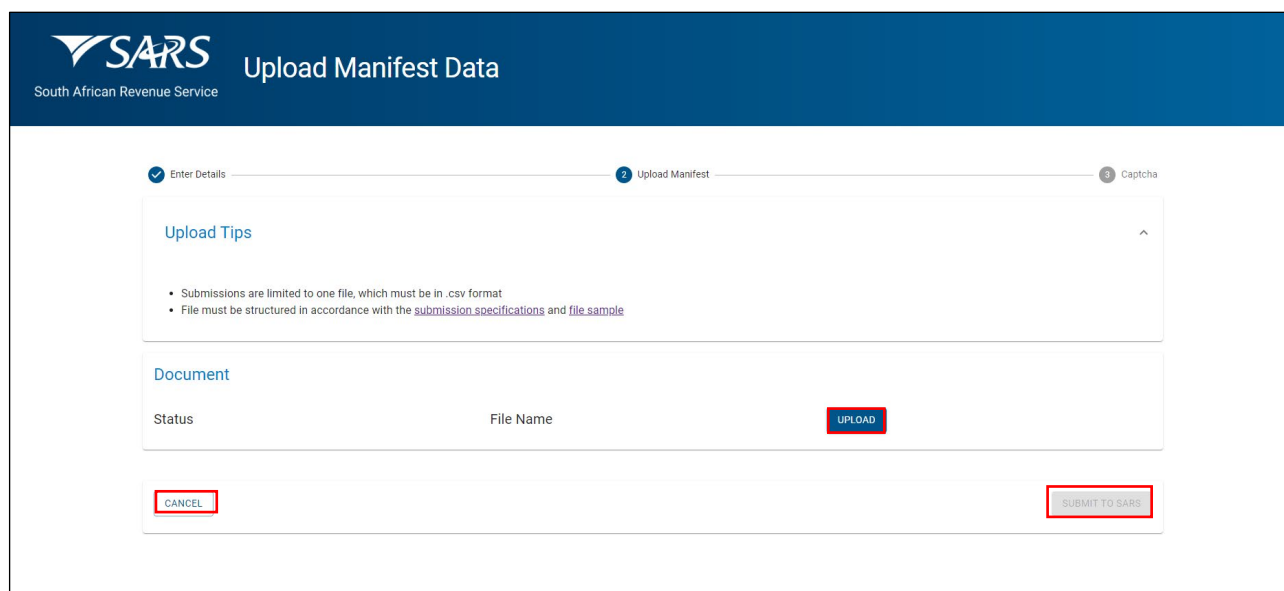
### 3.5 Travel Manifest Submissions

- a) Passenger manifest files can be uploaded via the SARS Online Query System over a series of 2 separate pages.
- b) The person submitting the passenger manifest must capture the following mandatory fields that will be used for identification purposes:
- Select the following from the dropdown list:
    - Airline.
    - Tax Type (Air Passenger Tax).
  - Capture the “Tax Number” in the Tax Number field.
  - Capture the “Title” in the Title field:
  - Capture the “Initials” in the Initials field.
  - Capture the “Name” in the Name field.
  - Capture the “Surname” in the Surname field.
  - Capture the “Email” in the Email field.

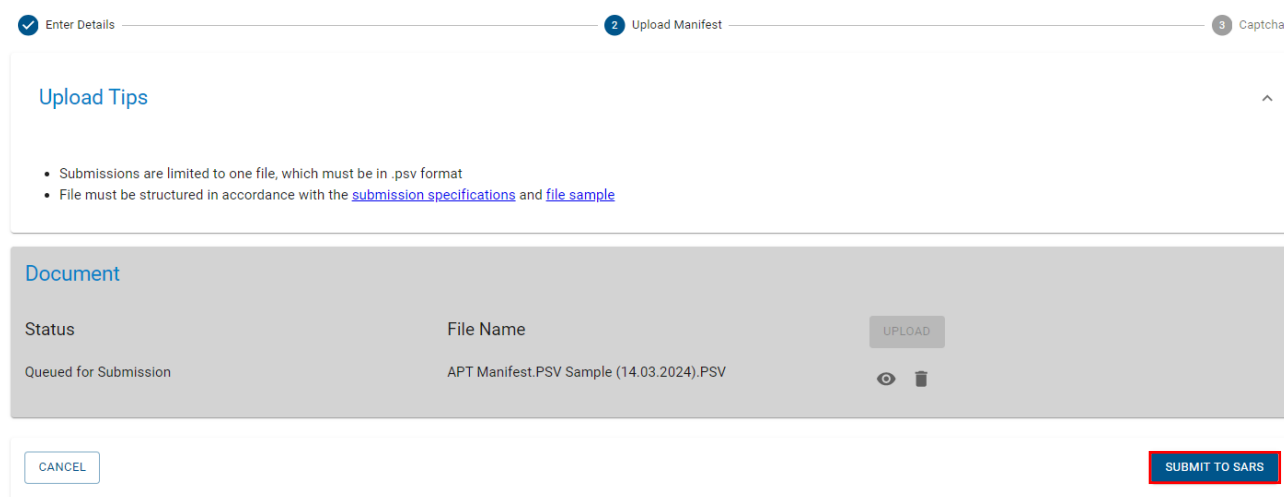
- viii) Capture the "Mobile Number" in the Mobile Number field.
- ix) Capture the "Telephone Number" in the Telephone Number field.
- c) Click on "Reset Form" to clear all captured fields. This action resets the screen to its original state.
- d) Click on "Next" button once all the mandatory fields have been completed.



- e) If all fields have been correctly captured, the Upload Manifest Data screen will open.
- f) Click on the submission specification hyperlink to download APT Manifest CSV Specification template to capture the mandatory manifest data. Alternatively the template (SC-CF-60-A02) is available on the SARS website ([www.sars.gov.za](http://www.sars.gov.za))
- g) The APT Manifest CSV Specification template must be converted into a CSV file as outlined in SC-CF-60-A01 – Creating a CSV File – External Annexure.
- h) The user must click on the Upload Button to upload the CSV file, for submission to SARS.
- i) The user may click on the Cancel button to return to the Submission Details screen.



- j) Click on “SUBMIT TO SARS” button once the CSV file has been uploaded. The Captcha screen will be displayed.



- k) Submission will not be accepted if the Captcha is not correctly replicated.
- l) An audio version of the Captcha is also available when the user clicks on the speaker icon.

m) The following screen will be displayed. User can click on the “CLOSE” button.

n) SARS will send an email with a message to notify whether the documents have been successfully received or that there is an error. The emails will provide specific messages relating to the error and the action that is required by the client.

### 3.6 Submit RLA Supporting Documentation

- a) RLA related supporting documentation can be submitted directly through the SARS Online Query System.
- b) A designated person captures the mandatory information that will be used for identification purposes:
  - i) Select the Title from the dropdown list. The following can be selected:
    - A) Ms for women irrespective of the marital status.
    - B) Mr for men.
    - C) Mrs for married women.
    - D) Rev for Reverend.
    - E) Prof for Professor.
    - F) Dr for Doctor.
    - G) Adv for Advocate.
    - H) Hon for Honourable.
  - ii) Capture the “Initials” in the Initials field.
  - iii) Capture the “Name” in the Name field.
  - iv) Capture the “Surname” in the Surname field.
  - v) Capture the “Trading Name” in the Trading Name field.
  - vi) Capture the “Case Number” in the Case Number field.
  - vii) Capture the “RLA Application Number” in the “RLA Application Number” field.
  - viii) Capture the “ID Type” in the ID Type field.

- c) Click on “Reset Form” to clear all captured fields.
- d) The user must click on the Next button after capturing information.

**SARS**  
South African Revenue Service

## Submit RLA Supporting Documents

1 Enter Details 2 Captcha 3 Upload Supporting Documentation 4 Confirmation

Title\* Initials\*

Name\* Surname\*

Trading Name\*

Case Number\* RLA Application Number\*

ID Type\* Company Registration Number Company Registration Number\*

RESET FORM NEXT

- e) If the information captured matches the SARS records the following CAPTCHA screen will be displayed.
- f) Submission will not be accepted if the Captcha is not correctly replicated.
- g) An audio version of the Captcha is also available when the user clicks on the speaker icon.

## Captcha

Please complete the captha to continue


K07Q5

CAPTCHA \*

SUBMIT

**Effective Date: 07 October 2024**

- h) Should RLA request at least one required supporting documentation record, the user is presented with the SOQS Document Upload screen:
- i) Click on the Upload button.



## Submit RLA Supporting Documents

South African Revenue Service

✓ Enter Details

✓ Captcha

3 Upload Supporting Documentation

4 Confirmation

### Upload Tips

For details of the documents required to be uploaded relevant to the case number, please refer to the original supporting document letter received from SARS.

- Each submitted document cannot exceed 5MB in size
- Acceptable document types are:
  - Pdf, doc, docx, xls, xlsx
  - Jpg, jpeg, bmp, tiff, png and gif
- Submitted documents should not:
  - Be password protected, blank or empty.
  - Have the characters ' or & in their file names
  - Duplicate documents with the same name already uploaded.
  - Spreadsheets with multiple sheets.

### Proof of Address


22 Sho\*\* Str\*\*\*, Ca\*\* To\*\*

Status	File Name	
		<div>UPLOAD</div>

CANCEL

UPLOAD DOCUMENTS

- j) The following screen will appear. Click on "Upload Documents" button.



## Submit RLA Supporting Documents

South African Revenue Service

✓ Enter Details

✓ Captcha

3 Upload Supporting Documentation

4 Confirmation



### Upload Tips

For details of the documents required to be uploaded relevant to the case number, please refer to the original supporting document letter received from SARS.

- Each submitted document cannot exceed 5MB in size
- Acceptable document types are:
  - Pdf, doc, docx, xls, xlsx
  - Jpg, jpeg, bmp, tiff, png and gif
- Submitted documents should not:
  - Be password protected, blank or empty.
  - Have the characters ' or & in their file names
  - Duplicate documents with the same name already uploaded.
  - Spreadsheets with multiple sheets.

### Proof of Address

22 Sho\*\* Str\*\*\*, Ca\*\* To\*\*

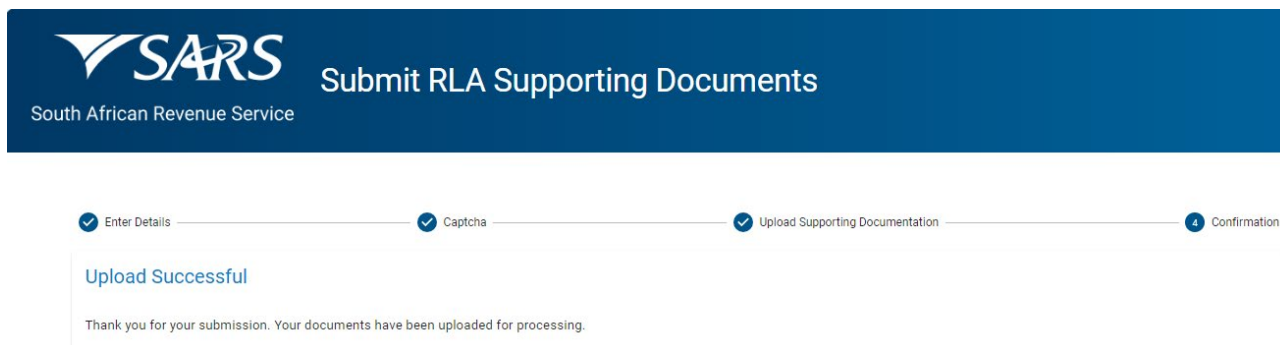
Status	File Name	
Queued for Submission	RLA Supporting Document.docx	<div> <div>UPLOAD</div> <div>   </div> </div>

CANCEL

UPLOAD DOCUMENTS

Effective Date: 07 October 2024

- k) The following screen will appear to show documents uploaded successfully.



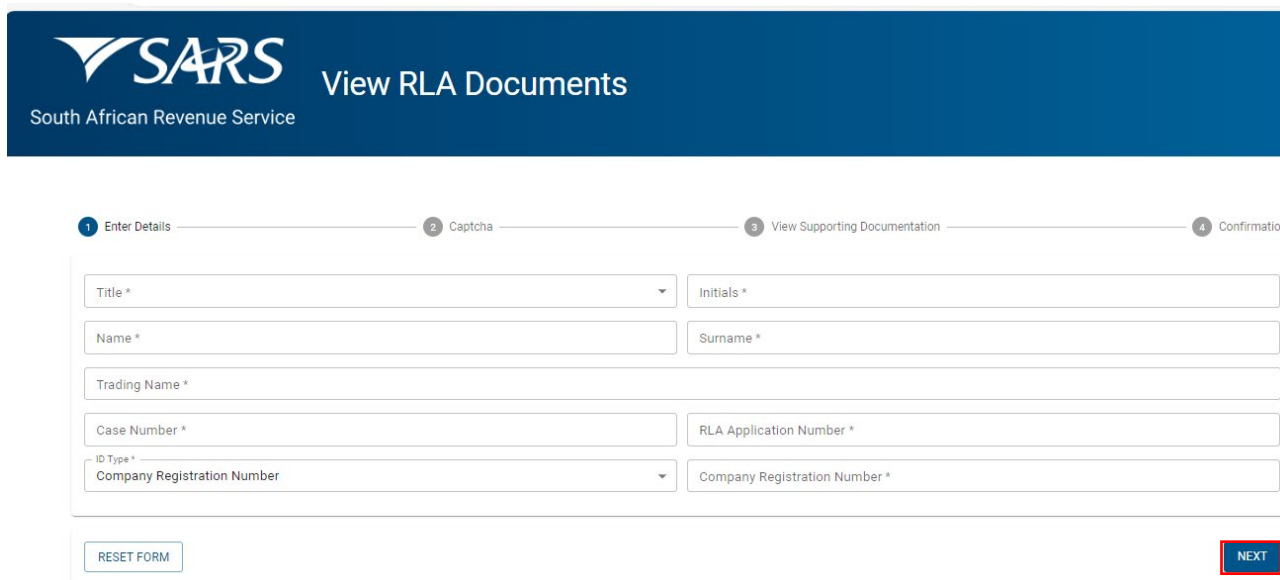
### 3.7 View RLA Documents

- a) A designated person captures the mandatory information that will be used for identification purposes:

- i) Select the Title from the dropdown list. The following can be selected:
  - A) Ms for women irrespective of the marital status.
  - B) Mr for men.
  - C) Mrs for married women.
  - D) Rev for Reverend.
  - E) Prof for Professor.
  - F) Dr for Doctor.
  - G) Adv for Advocate.
  - H) Hon for Honourable.
- ii) Capture the "Initials" in the Initials field.
- iii) Capture the "Name" in the Name field.
- iv) Capture the "Surname" in the Surname field.
- v) Capture the "Trading Name" in the Trading Name field.
- vi) Capture the "Case Number" in the Case Number field.
- vii) Capture the "RLA Application Number" in the RLA Application Number field.
- viii) Capture the "ID Type" in the ID Type field.

- l) Click on "Reset Form" to clear all captured fields.

- m) The user must click on the Next button after capturing information.



- n) If the information captured matches the SARS records the following CAPTCHA screen will be displayed.



- o) Submission will not be accepted if the Captcha is incorrectly replicated.
- p) An audio version of the Captcha is also available when the user clicks on the speaker icon.

## Captcha

Please complete the captha to continue



CAPTCHA \*

HE3wv

**SUBMIT**

- q) RLA will return the set of available documents (letters and certificates), which will be displayed in a list showing basic details about each one and allowing the user to either view or send to own email (please note these are not documents that were uploaded through SOQS. These documents are generated by RLA).

## View RLA Documents

✓ Enter Details    ✓ Captcha    3 View Supporting Documentation    4 Confirmation

### Document List

Application No: BRLA-20240306-0010-02-01  
Application Type: WITHDRAW  
Application Status: REFUSED

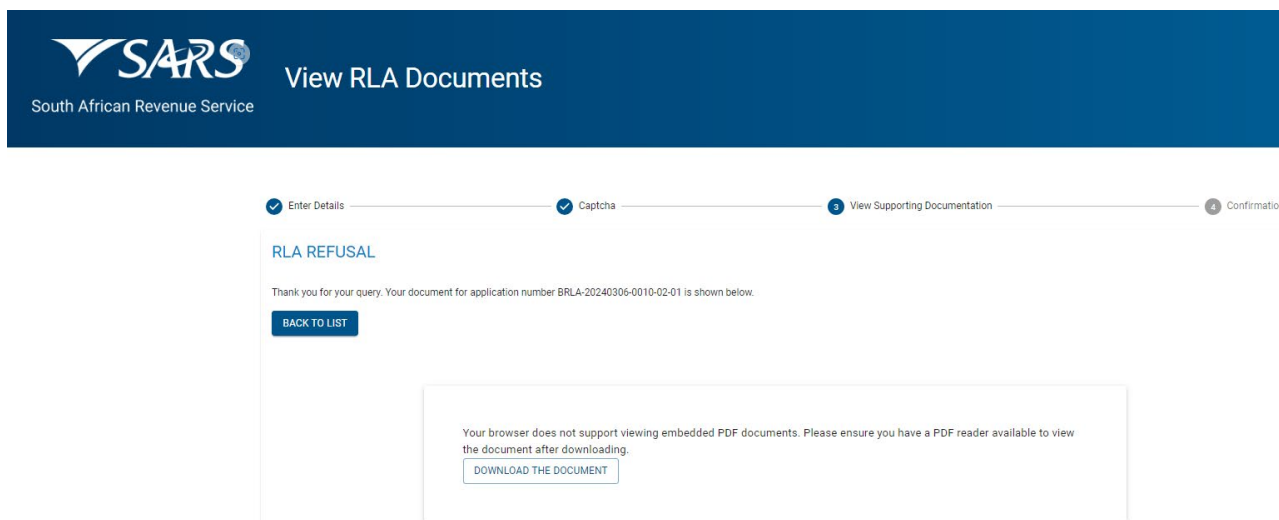
Letter Type: REFUSAL

**VIEW**

**SEND**

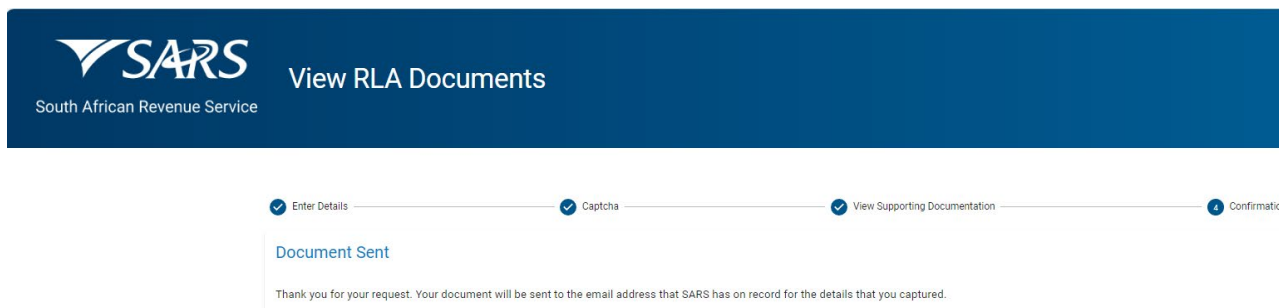
**Effective Date: 07 October 2024**

- r) Should the user select to view a particular document, SOQS will use the Documentum ID supplied by RLA as part of the document list to retrieve the file and display for the user to view the document is displayed within a PDF Viewer plug-in that enables the user to view, print and download it.



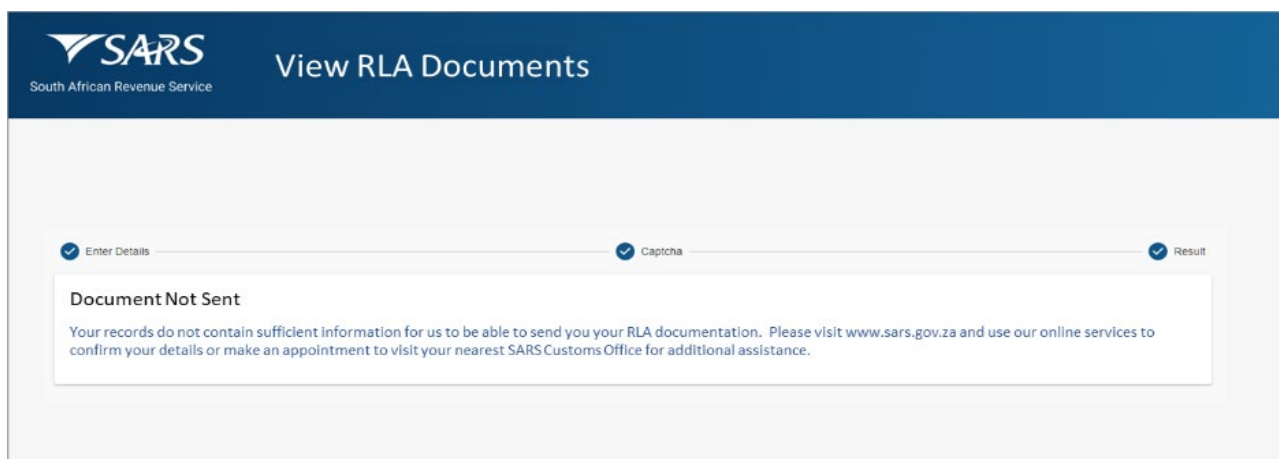
The screenshot shows the SARS 'View RLA Documents' page. The header includes the SARS logo and 'South African Revenue Service'. The main heading is 'View RLA Documents'. Below the header, there is a progress bar with four steps: 1. Enter Details (checked), 2. Captcha (checked), 3. View Supporting Documentation (active), and 4. Confirmation. The main content area is titled 'RLA REFUSAL'. It contains the text: 'Thank you for your query. Your document for application number BRLA-20240306-0010-02-01 is shown below.' Below this text is a 'BACK TO LIST' button. A message box states: 'Your browser does not support viewing embedded PDF documents. Please ensure you have a PDF reader available to view the document after downloading.' Below this message is a 'DOWNLOAD THE DOCUMENT' button.

- s) The screen displayed will indicate that the document be sent to the email address that SARS has on record.



The screenshot shows the SARS 'View RLA Documents' page. The header includes the SARS logo and 'South African Revenue Service'. The main heading is 'View RLA Documents'. Below the header, there is a progress bar with four steps: 1. Enter Details (checked), 2. Captcha (checked), 3. View Supporting Documentation (checked), and 4. Confirmation (active). The main content area is titled 'Document Sent'. It contains the text: 'Thank you for your request. Your document will be sent to the email address that SARS has on record for the details that you captured.'

- t) Where an email address cannot be found by SOQS, the following screen will be displayed:



The screenshot shows the SARS 'View RLA Documents' page. The header includes the SARS logo and 'South African Revenue Service'. The main heading is 'View RLA Documents'. Below the header, there is a progress bar with three steps: 1. Enter Details (checked), 2. Captcha (checked), and 3. Result (active). The main content area is titled 'Document Not Sent'. It contains the text: 'Your records do not contain sufficient information for us to be able to send you your RLA documentation. Please visit [www.sars.gov.za](http://www.sars.gov.za) and use our online services to confirm your details or make an appointment to visit your nearest SARS Customs Office for additional assistance.'

## 4 DEFINITIONS AND ACRONYMS

Link for centralised definitions, acronyms, and abbreviations: [Glossary A-M | South African Revenue Service \(sars.gov.za\)](https://www.sars.gov.za/glossary)

**DISCLAIMER**

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.

**For more information about the contents of this publication you may:**

- Visit the SARS website at [www.sars.gov.za](http://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).