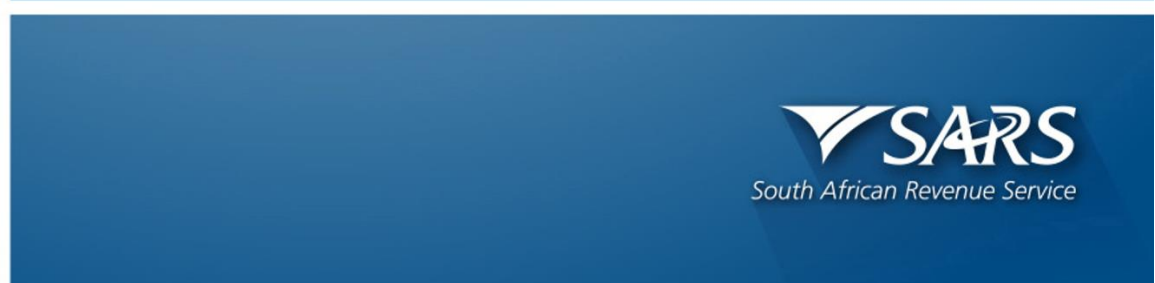




# NEW CUSTOMS ACTS PROGRAMME

Registration, Licensing and Accreditation  
(RLA) – Webinar  
10 November 2020



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**SARS eFiling for quick and easy  
Customs registrations**

Go to [www.sars.gov.za](http://www.sars.gov.za) > Customs and Excise > New  
Customs Legislation Update > RLA for more info



# Opening and Welcome

# Strategic Intent

## What we do, why we do it & the customer journey



# Strategic Intent

## New Licensing Framework

### New Licensing Framework

2

#### Revised Kyoto Convention

- Simplification and harmonisation for persons entitled to act as declarant, & 3<sup>rd</sup> parties appointed to act on other person's behalf

#### Trade Facilitation Agreement

South Africa could reduce trade costs by between 15.1% to 23.1% by implementing the TFA

#### Ease of Trading Across Borders

SA ranked 145 in 2020 (-2 places from 2019)

#### Customs Control Act

Single, centralised electronic & manual application processing capability for registration, licensing, approval or accreditation





**SARS eFiling for quick and easy  
Customs registrations**

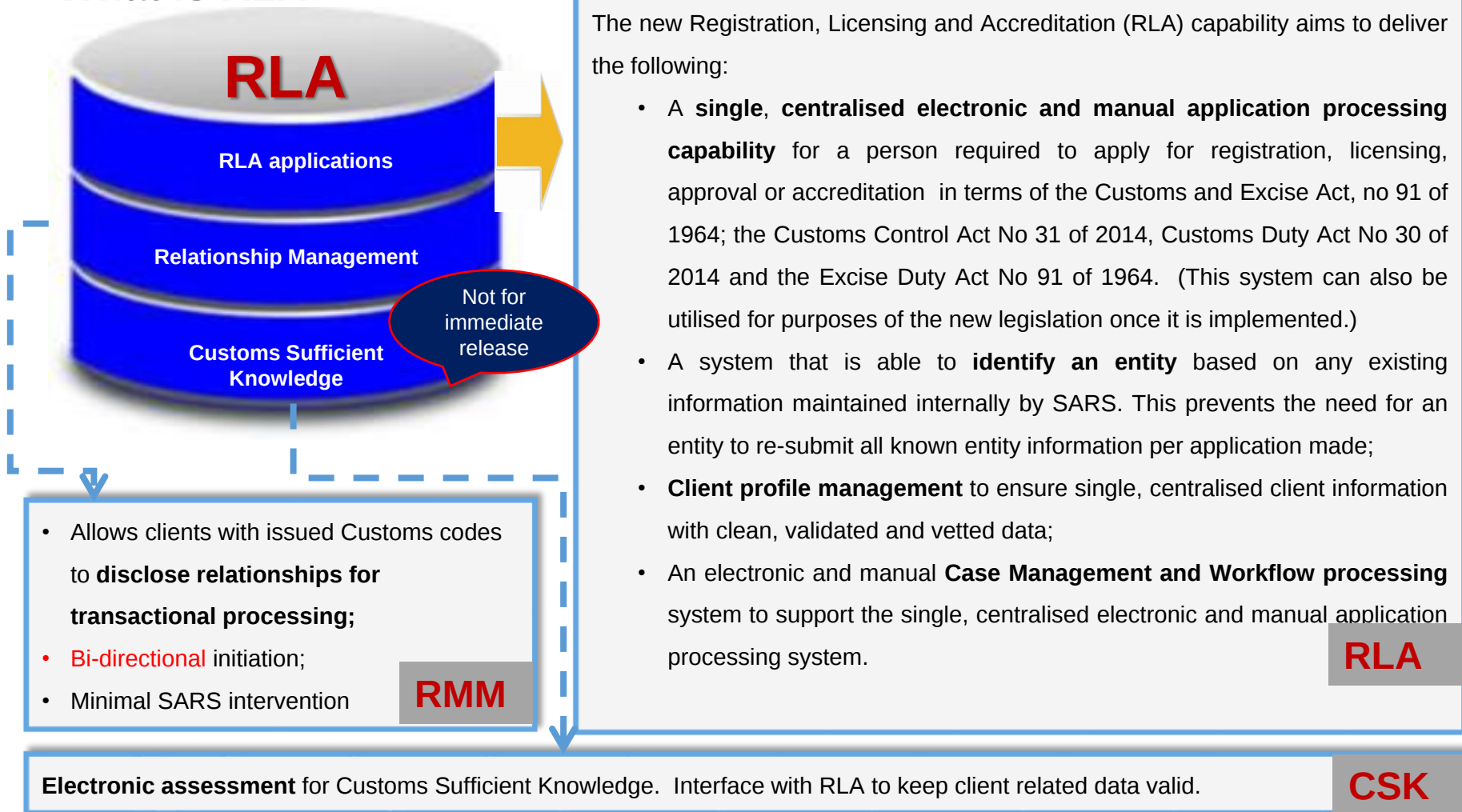
Go to [www.sars.gov.za](http://www.sars.gov.za) > Customs and Excise > New  
Customs Legislation Update > RLA for more info



# Introduction to RLA

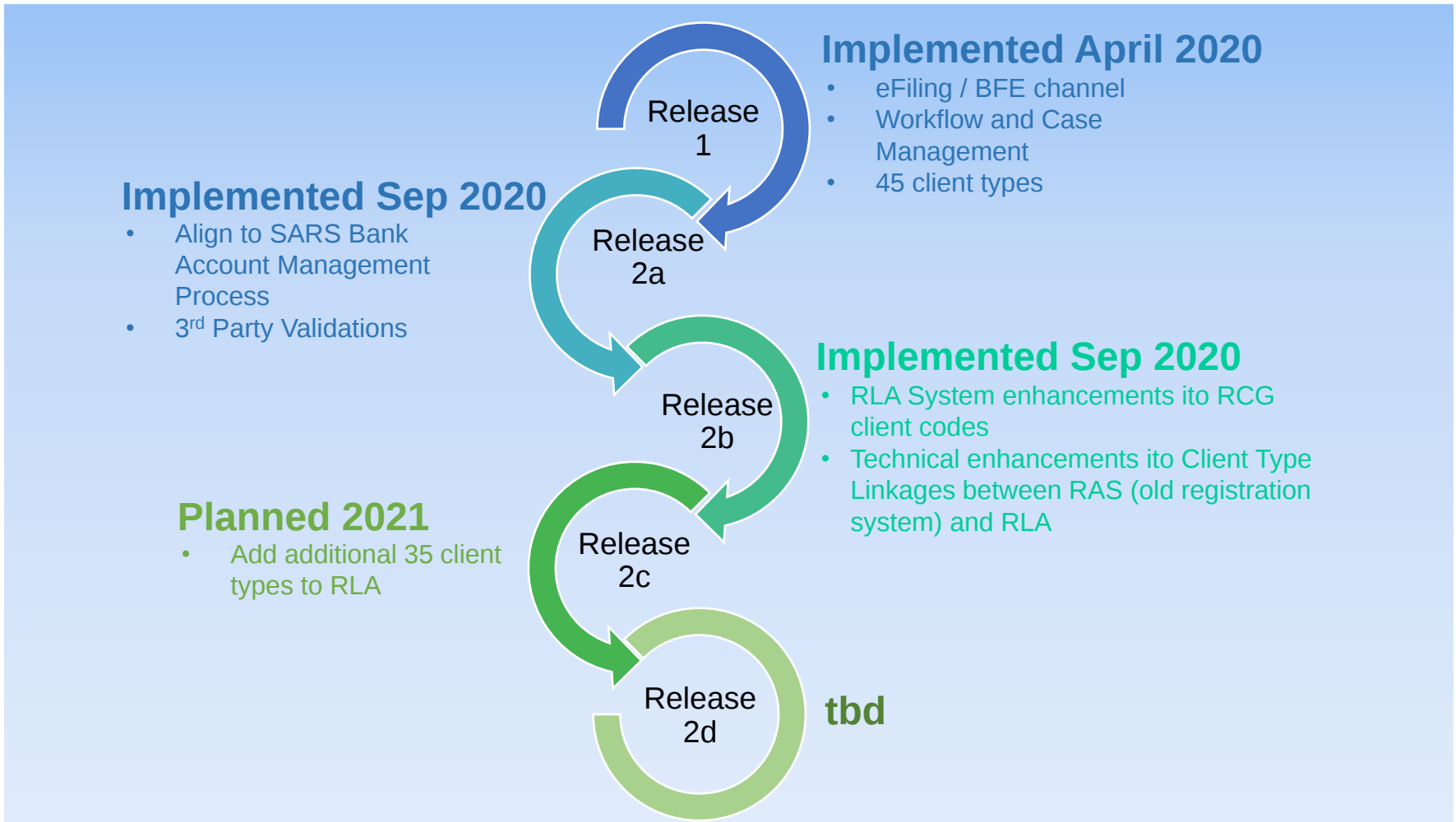
# Introduction to RLA

## What is RLA



# Introduction to RLA

## Roadmap





**SARS eFiling for quick and easy  
Customs registrations**

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Customs Legislation Update > RLA for more info



# RLA Registration via eFiling

# Registration, Licensing and Accreditation (RLA)

## 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

**SARS**  
South African Revenue Service

NEW LOOK  
New SARS

e FILING

Welcome, please login  
to SARS eFiling

Username

[Forgot Your Username?](#)

[Forgot Your Password?](#)

Next

Don't have an account? [Register](#)

# Registration, Licensing and Accreditation (RLA)

## Changing your eFiling profile from Individual to Organisation

Click “Home” on top menu. Then “User” on left menu, then “Change Website Profile”

The screenshot displays the SARS eFiling user interface. At the top, a blue navigation bar contains the 'Home' link, which is highlighted with a red rectangle. Below this, a left-hand sidebar menu lists various user options, with 'User' and 'Change Website Profile' highlighted by red rectangles. The main content area shows the user's profile information, including 'Tax Reference Number', 'Identification Number', and 'My Profile' button. It also displays 'Tax Compliance Status' with a 'Refresh' button. A section for 'Personal Income Tax (ITR12)' is visible, showing 'Tax Period', 'Return Status', and 'Due Date'. Below this, there is a blue box for 'Account Balance' which is 'Not Available'. A 'Notification' section indicates 'You have an unread letter ...'. At the bottom, there is a 'Statement of Account' section with a 'Request' button.

# Registration, Licensing and Accreditation (RLA)

## Changing your eFiling profile from Individual to Organisation

The screenshot shows the SARS eFiling web application interface. On the left is a dark blue sidebar with a user profile section containing a circular icon with the letter 'C', the name 'Ms [redacted]', and a 'My Profile' button. Below this is a 'User' section with a list of menu items: 'Change Details', 'Banking Details', 'Tax Types', 'Transfer Requests', 'Summary', 'Change Website Profile', 'Change Own Password', 'Pending Registration', and 'SARS Registered Details'. The main content area has a top navigation bar with 'SARS eFILING' logo and links for 'Home', 'Returns', 'Services', 'Tax Status', 'Contact', and 'Log Out'. Below the navigation bar, there are dropdown menus for 'Portfolio' and 'Tax Payer', followed by a text label 'Individual'. The central part of the page features a form titled 'Change User Personality'. This form contains input fields for 'Login Name', 'First Name', 'Surname', and 'ID Number', all of which are filled with redacted text. Below these fields are two dropdown menus: 'Current Personality' (set to 'Individual') and 'New Personality' (set to 'Organisation', which is highlighted with a red rectangle). A 'Submit' button is located at the bottom of the form.

| Change User Personality               |              |
|---------------------------------------|--------------|
| Login Name                            | [redacted]   |
| First Name                            | [redacted]   |
| Surname                               | [redacted]   |
| ID Number                             | [redacted]   |
| Current Personality                   | Individual   |
| New Personality                       | Organisation |
| <input type="button" value="Submit"/> |              |

# Registration, Licensing and Accreditation (RLA)

## Changing your eFiling profile from Individual to Organisation

Click “My Profile”, then “Portfolio Management”

The screenshot shows the SARS eFiling portal interface. The top navigation bar includes links for Home, Returns, Services, Tax Status, Contact, and Log Out. The left sidebar contains a user profile section with a 'My Profile' button highlighted by a red box. Below this, the 'Portfolio Management' option is also highlighted with a red box. The main content area displays the 'Change User Personality' form, which includes fields for Login Name, First Name, Surname, and ID Number. The 'Current Personality' is set to 'Individual', and the 'New Personality' is set to 'Organisation' via a dropdown menu. A 'Submit' button is located at the bottom of the form.

| Change User Personality               |              |
|---------------------------------------|--------------|
| Login Name                            | [Redacted]   |
| First Name                            | [Redacted]   |
| Surname                               | [Redacted]   |
| ID Number                             | [Redacted]   |
| Current Personality                   | Individual   |
| New Personality                       | Organisation |
| <input type="button" value="Submit"/> |              |

# Registration, Licensing and Accreditation (RLA)

## Changing your eFiling profile from Individual to Organisation

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

The screenshot shows the SARS eFiling 'Portfolio Management' page. At the top is a navigation bar with 'File', 'Edit', 'View', 'Favorites', 'Tools', and 'Help' menus, and 'Contact' and 'Log Out' links. Below this is a section titled 'Portfolio Management' with an 'Add Portfolio' button. The main area is divided into 'Linked Portfolio(s)' and 'Unlinked Portfolio(s)'. The 'Linked Portfolio(s)' section contains a table with the following data:

| Portfolio Name | Tax User Count | Tax Payer Count | Portfolio Type | Default |                                                                                                           |
|----------------|----------------|-----------------|----------------|---------|-----------------------------------------------------------------------------------------------------------|
| [Redacted]     | 1              | 1               | Individual     | Default | <div>⋮ Go to Portfolio</div> <div>Rename</div> <div>Change Portfolio Type</div> <div>Remove Default</div> |

The 'Unlinked Portfolio(s)' section is currently empty, with headers for 'Previous Login Name' and 'Portfolio Name'.

# Registration, Licensing and Accreditation (RLA)

## 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

The screenshot displays the SARS eFiling portal interface. The top navigation bar includes links for Home, User, Organisations, Returns, Customs, Duties & Levies, Services, Tax Status, and Contact. The left sidebar contains a menu with options like Organisation, SARS Registered Details, Admin Reports, Rights Groups, Customs Registration, Customs Sufficient Knowledge, Registration Licensing Accreditation, and Special Links. The main content area shows the 'Taxpayers' section with a table of taxpayer information and a 'Users' section with a table of user information. Red boxes highlight the 'Organisations' and 'Customs' links in the top menu, and the 'Customs Registration' and 'Registration Licensing Accreditation' links in the left sidebar.

File Edit View Favorites Tools Help

Ms [Redacted]

SARS Home User **Organisations** Returns **Customs** Duties & Levies Services Tax Status Contact Log Out

Portfolio [Redacted] Tax Payer [Redacted] Organisation

### Taxpayers

| Name             | Registration or ID number | Tax Reference Number |                                          |
|------------------|---------------------------|----------------------|------------------------------------------|
| Name of Taxpayer | Company/ ID Number        | Reference Number     | Last Return Filled Last Accessed Actions |
| [Redacted]       | [Redacted]                | [Redacted]           | - - View Tax Payer                       |

First | Previous | 0 | Next | Last

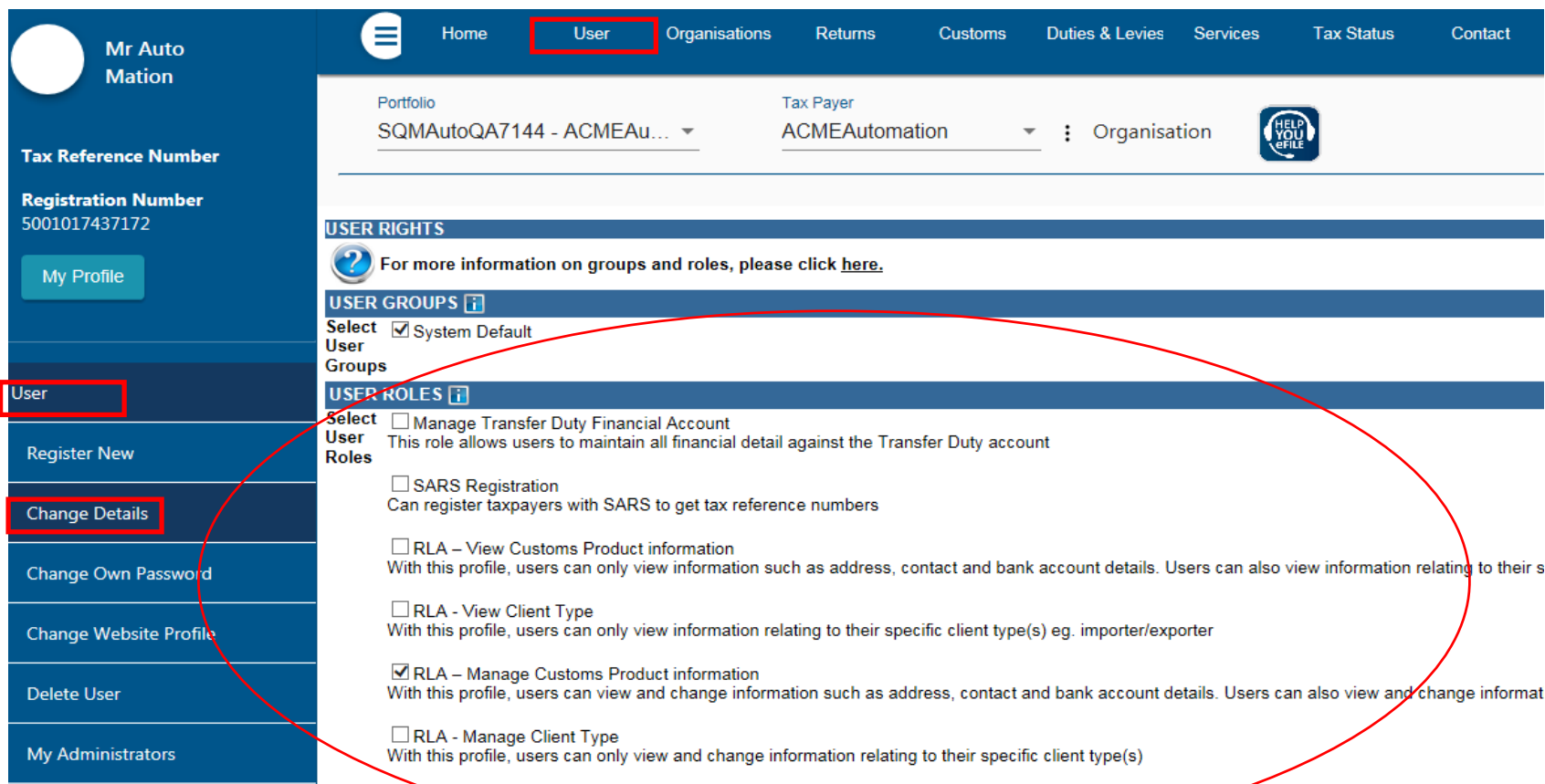
### Users

| Name of User | Last Logged In   | Last Return Filed |
|--------------|------------------|-------------------|
| [Redacted]   | 2019-06-25 10:57 | -                 |

# Registration, Licensing and Accreditation (RLA)

## Role allocation on eFiling

Click on “User” in the top menu bar, then “User” in the left menu bar, then “Change Details” in order to make a role selection.



The screenshot displays the SARS eFiling system interface. The top navigation bar includes links for Home, User, Organisations, Returns, Customs, Duties & Levies, Services, Tax Status, and Contact. The left sidebar shows the user's profile (Mr Auto Mation) and a list of menu items: Tax Reference Number, Registration Number (5001017437172), My Profile, User, Register New, Change Details, Change Own Password, Change Website Profile, Delete User, and My Administrators. The 'User' menu item in the top bar and the 'User' menu item in the left sidebar are highlighted with red boxes. The main content area shows the 'USER RIGHTS' section with a link to 'For more information on groups and roles, please click [here](#).' Below this is the 'USER GROUPS' section with a 'Select User Groups' dropdown and a 'System Default' checkbox. The 'USER ROLES' section is highlighted with a red oval and contains a list of roles and their descriptions:

- ☐ Manage Transfer Duty Financial Account  
This role allows users to maintain all financial detail against the Transfer Duty account
- ☐ SARS Registration  
Can register taxpayers with SARS to get tax reference numbers
- ☐ RLA – View Customs Product information  
With this profile, users can only view information such as address, contact and bank account details. Users can also view information relating to their s
- ☐ RLA - View Client Type  
With this profile, users can only view information relating to their specific client type(s) eg. importer/exporter
- ☒ RLA – Manage Customs Product information  
With this profile, users can view and change information such as address, contact and bank account details. Users can also view and change informat
- ☐ RLA - Manage Client Type  
With this profile, users can only view and change information relating to their specific client type(s)

# Registration, Licensing and Accreditation (RLA)

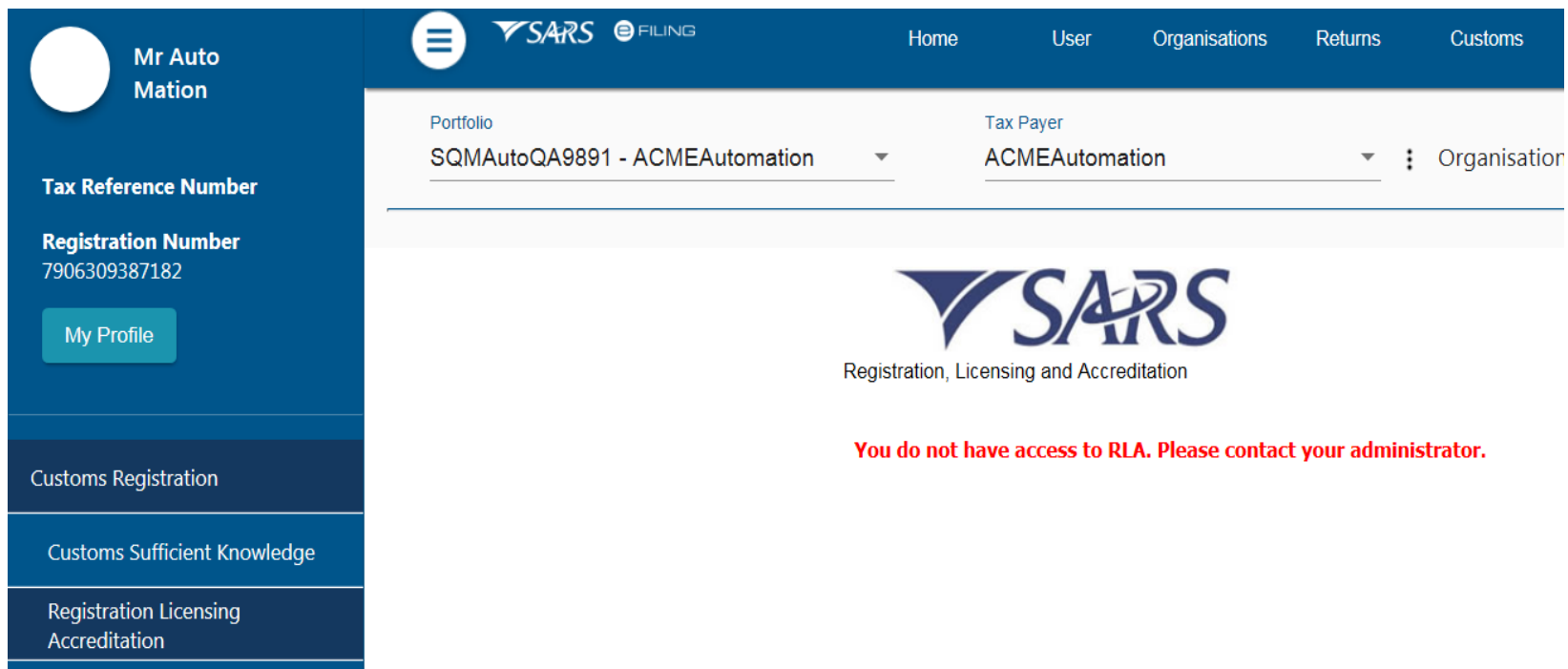
## Role allocation on eFiling

- 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.

# Registration, Licensing and Accreditation (RLA)

## Accessing RLA

If you receive this message: *"You do not have access to RLA..."*, this implies that your user roles have not been set up correctly. You will need to contact your **internal eFiling system administrator** to grant you the necessary RLA user role.



The screenshot displays the SARS eFiling user interface. On the left is a dark blue sidebar with a user profile for 'Mr Auto Mation' and a 'Tax Reference Number' section containing a 'Registration Number' (7906309387182) and a 'My Profile' button. Below this are links for 'Customs Registration', 'Customs Sufficient Knowledge', and 'Registration Licensing Accreditation'. The main header is dark blue with the SARS eFiling logo and navigation links: Home, User, Organisations, Returns, and Customs. The main content area has a light blue background with dropdown menus for 'Portfolio' (SQMAutoQA9891 - ACMEAAutomation) and 'Tax Payer' (ACMEAAutomation), followed by a vertical ellipsis and the word 'Organisation'. Below these is the SARS logo and the text 'Registration, Licensing and Accreditation'. A red error message at the bottom states: 'You do not have access to RLA. Please contact your administrator.'

# Registration, Licensing and Accreditation (RLA)

## 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

Mr Auto-Mation

Tax Reference Number

Registration ID Number  
5001019270019

My Profile

Customs Registration

Customs Sufficient Knowledge

Registration Licensing Accreditation

Special Links

User Organisations Returns Customs Duties & Levies Services Tax Status Contact Log Out

Portfolio  
SQMAutoQA9753 - ACMEAu...

Tax Payer  
ACMEAutomation

Organisation

HELP YOU eFILE

**SARS**  
Registration, Licensing and Accreditation

| Customs Reference Number | Taxpayer/Legal entity | Select                           |
|--------------------------|-----------------------|----------------------------------|
| CU25001700               | New registration      | <input checked="" type="radio"/> |
|                          |                       | <input type="radio"/>            |

Continue

Once on this screen:

- Existing Trader – select the displayed Customs Code;
- New Trader – select new registration option;
- NB – if you are an existing trader, the new registration option will not be displayed.

# Registration, Licensing and Accreditation (RLA)

## 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.

The screenshot displays the Customs Trader Portal (CTP) dashboard for the RLA (Registration, Licensing and Accreditation) section. The header includes the CTP logo, navigation links for RLA, Inbox (5), eFiling, Help, and Logout. A session status bar indicates the current session is TEST2016/399123/23, with a registration number of 2016/399123/23 and no assigned customs code.

The dashboard is divided into three main sections: Applications, Products, and Registered Client Types. Each section has a table of data and a filter option.

**Applications Table:**

| 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

**Products Table:**

| Product Code | Registered Name | FAN No | Effective Date | Valid To | Status |
|--------------|-----------------|--------|----------------|----------|--------|
|--------------|-----------------|--------|----------------|----------|--------|

Items per page: 10 | 0 of 0

**Registered Client Types Table:**

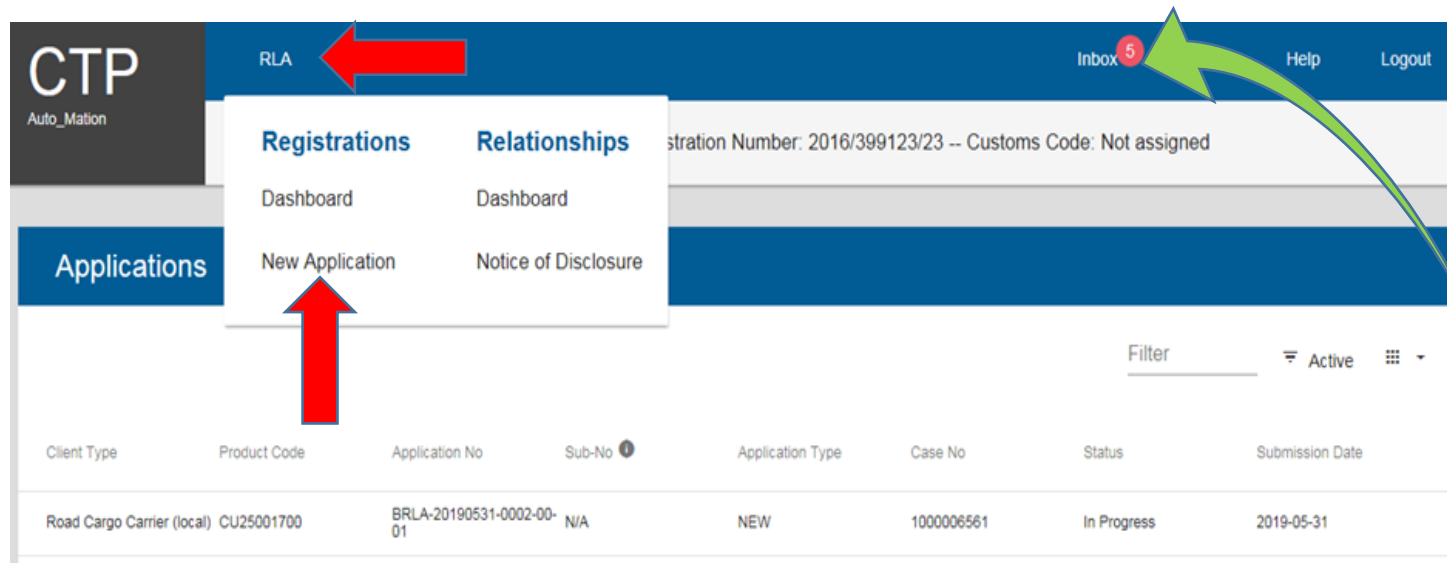
| Client Type | Product Code | Application No | Sub-No | Application Type | Case No | Status | Submission Date |
|-------------|--------------|----------------|--------|------------------|---------|--------|-----------------|
|-------------|--------------|----------------|--------|------------------|---------|--------|-----------------|

Items per page: 10 | 0 of 0

# Registration, Licensing and Accreditation (RLA)

## Registration for RLA via eFiling

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



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”



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Customs Legislation Update > RLA for more info



# Profile challenges preventing the client from submitting an RLA application

# Messages on eFiling

## Customs Number not activated

The screenshot displays the SARS eFiling interface. On the left is a blue sidebar with the following elements: 'Tax Reference Number' (redacted), 'Identification Number' (redacted), a 'My Profile' button, and three menu items: 'Customs Registration', 'Customs Sufficient Knowledge', and 'Registration Licensing Accreditation'. The main header area contains 'Portfolio' (with a dropdown menu showing 'group.com'), 'Taxpayer' (with a dropdown menu), and an 'Organisation' link next to a 'HELP' icon. The central content area features the SARS logo and the text 'Registration, Licensing and Accreditation'. Below this, a red message states: 'If you are an existing Customs client and do not see your Customs Code displayed for selection, please ensure that your relevant tax products ( ie. Customs, IT, VAT; PAYE) are activated on your eFiling profile. If unsure how to do this, please contact the SARS Contact Centre or a SARS branch office.'

Message reads: *if you are an existing Customs client and do not see your Customs code displayed for selection, please ensure that your relevant tax products (ie. Customs, IT, VAT, PAYE) are activated on your eFiling profile. If unsure how to do this, please contact the SARS Contact Centre or a SARS branch office*

# Messages on eFiling

## How to activate the Customs Number

The screenshot displays the SARS eFiling interface. In the top navigation bar, the 'Organisations' tab is highlighted with a red box. The left sidebar contains several menu items, with 'Organisation' and 'Organisation Tax Types' also highlighted with red boxes. The main content area shows the 'Organisations' management page. The 'Customs Agent' section is selected, indicated by a red box around the checkbox. The 'Reference Number' field is redacted with a black box. The 'Tax Office' dropdown is set to 'CAPE TOWN'. The status for the Customs Agent is 'Successfully Activated'. The 'Excise Agent' and 'IT3' sections are unselected. The 'Medical Scheme Contribution' section is also unselected. The status for the Excise Agent is 'Successfully Deactivated'.

**Organisation**

**Organisation Tax Types**

**Customs Agent**

Reference Number [Redacted]

Tax Office: CAPE TOWN

Status: Successfully Activated

**Excise Agent**

Reference Number [Redacted]

Tax Office: ALBERTON

Status: Successfully Deactivated

**IT3**

Reference Number [Redacted]

Tax Office: ALBERTON

Status: Successfully Deactivated

**Medical Scheme Contribution**

Reference Number [Redacted]

Tax Office: ALBERTON

Status: Successfully Deactivated

*This selection is important for an existing customs client to ensure that the customs code appears on the RLA page.*

# Error Messages on eFiling

## Message to perform a merge

The screenshot displays the SARS eFiling interface. On the left is a blue sidebar with the following elements: 'Tax Reference Number' and 'Identification Number' (both redacted with black boxes), a 'My Profile' button, and three menu items: 'Customs Registration', 'Customs Sufficient Knowledge', and 'Registration Licensing Accreditation'. The main content area has a white header with 'Portfolio' and 'Taxpayer' dropdown menus (both redacted), an 'Organisation' dropdown, and a 'HELP YOU FILE' icon. Below the header is the SARS logo and the text 'Registration, Licensing and Accreditation'. A red error message is displayed in the center: 'To be able to view your Customs code, please perform merging of your tax and Customs products to enable the selection of your Customs code. If assistance is required in this regard, please call the Call centre.'

Message reads: *To be able to view your Customs code, please perform merging of your tax and Customs products to enable the selection of your Customs code. If assistance is required in this regard, please call the Call Centre.*

# Error Messages on eFiling

## How to perform a merge on eFiling

The screenshot displays the SARS eFiling portal interface. The top navigation bar includes links for Home, User, Organisations (highlighted with a red box), Returns, Customs, Duties & Levies, and Services. The left sidebar contains a menu with options: Tax Reference Number, Identification Number, My Profile, Organisation, SARS Registered Details (highlighted with a red box), Notice of Registration, Activate Registered Representative, Maintain Registered Users, Maintain SARS Registered Details, Saved Details, Maintain Registered Details History, and Merge Entities (highlighted with a red box). The main content area is titled 'Portfolio' and 'Taxpayer'. It contains a list of changes to SARS, a section explaining the steps for a merge, and a list of important notes.

changes to SARS; or

- Review and manage all changes from a single view without the assistance of a guided process.

The steps below explain the actions required to be completed by you once within the application:

**Step 1: Select a Representative.**

Only one representative may be appointed to represent an Entity. Where multiple representative records exist for the same entity, this step ensures that you select one person who should be regarded as the sole representative of the entity.

**Step 2: Identify the main entity from a list of records that are displayed.**

In this step, the Income Tax record (where it exists) will be defaulted as the main entity. You may leave this as-is or select a different record as the one which should be used as the source of registered particulars of the entity e.g. registration number, address, contact details, etc.

**Step 3: Add additional records that are not displayed.**

If the display of the entity information does not include any tax or customs product detail that you believe should be linked to the legal entity, this step allows you to add the relevant detail. Once submitted to SARS, a vetting process will be followed to ascertain if the addition is valid or not.

**Step 4: Review the Merge Portfolio.**

Once all the previous steps have been completed, a consolidated view of the merge portfolio will be presented for your review. You may make changes, or proceed to the submission step.

**Step 5: Declare and Submit.**

Once all the previous steps have been completed, a consolidated view of the merge portfolio will be presented for your review. You may make changes, or proceed to the submission step.

**Important Notes:**

- Where you elect a representative for the target entity other than yourself, you will lose your representative rights, but this will happen only after all aspects of your merge submission have been completed successfully.
- You will not be able to remove any pre-selected registrations that are presented as registrations linked your entity. If this action is necessary, you will need to visit a SARS branch office for assistance.



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Customs Legislation Update > RLA for more info



# Utilisation of your existing Customs code

# Utilisation of your Existing Customs Code

## Submission via eFiling

Portfolio: [Redacted] Taxpayer: [Redacted] Tax Practitioner

**SARS**  
Registration, Licensing and Accreditation

| Customs Reference Number | Status | Select                |
|--------------------------|--------|-----------------------|
| [Redacted] 872           | ACTIVE | <input type="radio"/> |
| [Redacted] 696           | ACTIVE | <input type="radio"/> |

Continue

*Two existing Customs codes are displayed based on your current registration information. The client is to select the preferred code and click through to apply/update their information via RLA.*

# Utilisation of your Existing Customs Code

## Submission via eFiling

The screenshot displays the SARS eFiling portal interface. On the left is a blue sidebar with the following elements: 'Tax Reference Number' and 'Identification Number' (both redacted with black boxes), a 'My Profile' button, and a menu with 'Customs Registration' (highlighted), 'Customs Sufficient Knowledge', and 'Registration Licensing Accreditation'. The top navigation bar includes two redacted dropdown menus, an 'Organisation' dropdown, and the SARS logo. The main content area features the SARS logo and the text 'Registration, Licensing and Accreditation'. A red message states: 'For new Customs clients, please proceed to the Customs registration page. For existing Customs clients not able to view your Customs code, please perform merging of your tax and Customs products to enable the selection of your Customs code. If assistance is required in this regard, please call the Call centre or visit your closest SARS branch office.' Below this is a table with three columns: 'Customs Reference Number', 'Status', and 'Select'. The table contains one row with the value 'New registration' under 'Customs Reference Number'. A 'Continue' button is located below the table.

| Customs Reference Number | Status | Select                |
|--------------------------|--------|-----------------------|
| New registration         |        | <input type="radio"/> |

*For first time Customs clients applying via RLA, the client has to select the “new” registration option in order to capture their application on RLA.*

# Utilisation of your Existing Customs Code

## Submission via eFiling

The screenshot displays the SARS eFiling interface. On the left is a blue sidebar with the following elements: 'Tax Reference Number' (redacted), 'Identification Number' (redacted), a 'My Profile' button, and three menu items: 'Customs Registration', 'Customs Sufficient Knowledge', and 'Registration Licensing Accreditation'. The main content area has a header with 'Portfolio' and 'Taxpayer' dropdowns (both redacted), an 'Organisation' label, and a 'HELP YOU FILE' icon. Below the header is the SARS logo and the text 'Registration, Licensing and Accreditation'. A table titled 'Customs Reference Number' is shown with the following data:

| Customs Reference Number | Status | Select                |
|--------------------------|--------|-----------------------|
| 20611 [redacted]         | ACTIVE | <input type="radio"/> |
| CU25 [redacted]          | ACTIVE | <input type="radio"/> |

A 'Continue' button is located below the table.

*In this scenario, you have a new RLA number and a previous RAS number (from the old system). If the client wishes to continue with the old RAS number, the new RLA allocated number is to be withdrawn, alternatively the customs office needs to be informed to withdraw the existing RAS customs code.*

# Utilisation of your Existing Customs Code

## Submission via a Customs Branch

Registration No 1991/029133/23 Trading Name

Clear

Search Results

| Party ID | Entity Name | Trade Name | Reg No         | Legal Status |
|----------|-------------|------------|----------------|--------------|
| 5987763  |             |            | 1991/029133/23 | ACTIVE       |
| 15789861 |             |            | 199102913323   | ACTIVE       |

**SARS staff need to select the correct record during the authentication process:**

- Where more than one record exists, select the record linked to a **Customs code**; or
- If no Customs code exists, select the record linked to the Income Tax number;
- In cases where a merge is required, staff need to first conclude this process. If not possible to merge at that stage, ensure the correct record is selected as described in the above bullets.



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# The role of a Representative or a Tax Practitioner

# Online applications on RLA

## Applications on behalf of a client

Applications can be submitted on behalf of a taxpayer making use of the:

- Organisation profile
- Tax practitioner profile

### **Please take note!**

When doing Customs registrations through any of the two aforementioned profiles, the registration is being done on the basis of an ordinary representative in terms of the 1964 Customs and Excise Act.

# Online applications on RLA

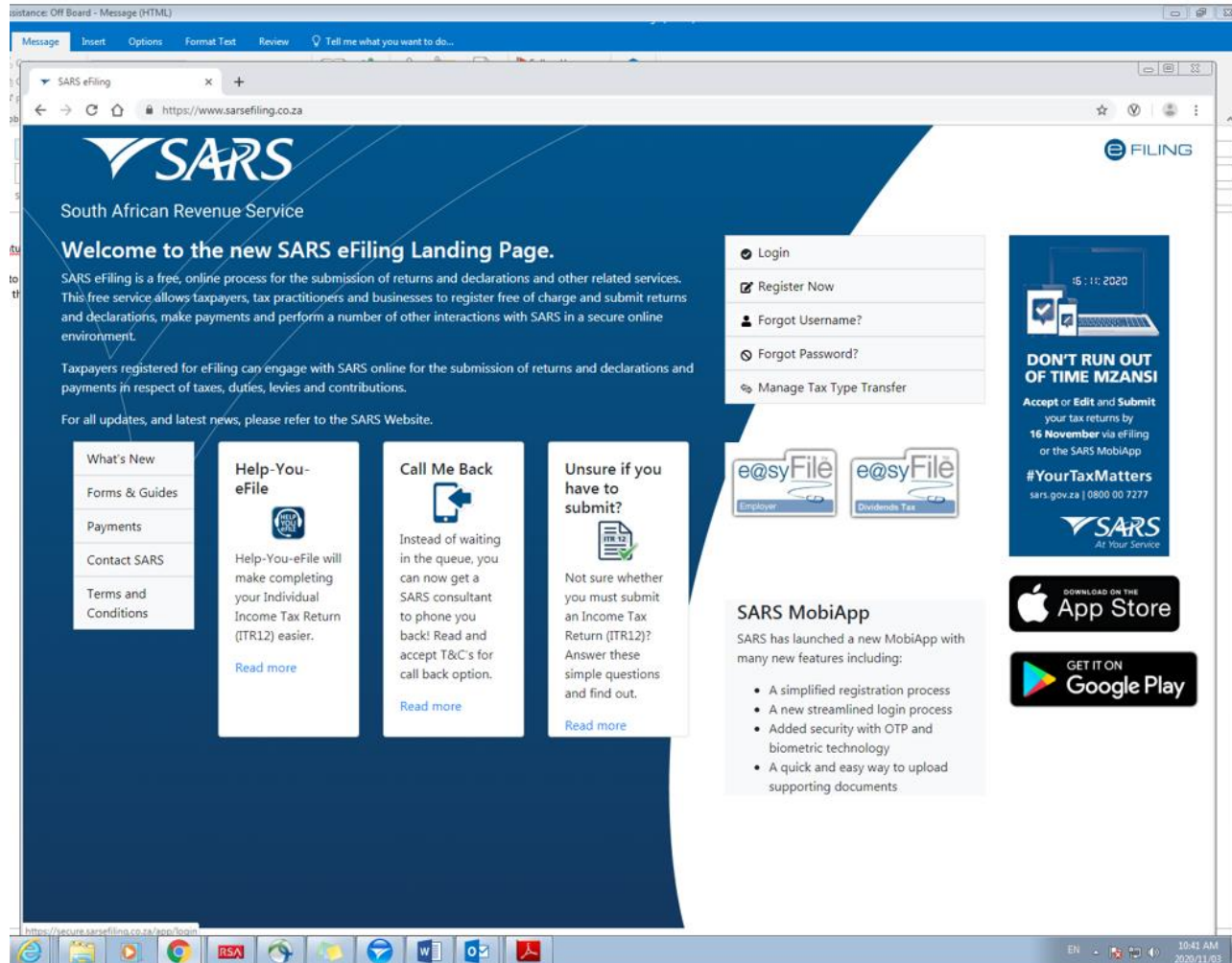
**Is this the final Representative / Practitioner model? No**

Reason why this is not yet the final Customs Representative / Practitioner option:

- For release 1 and 2 of the RLA roll-out, the focus was placed on individuals and companies to register on their **own** behalf.
- The fact that eFiling enables this is an added benefit, but not yet the Customs representative model we foresee for the future.
- We are therefore not promoting it yet.

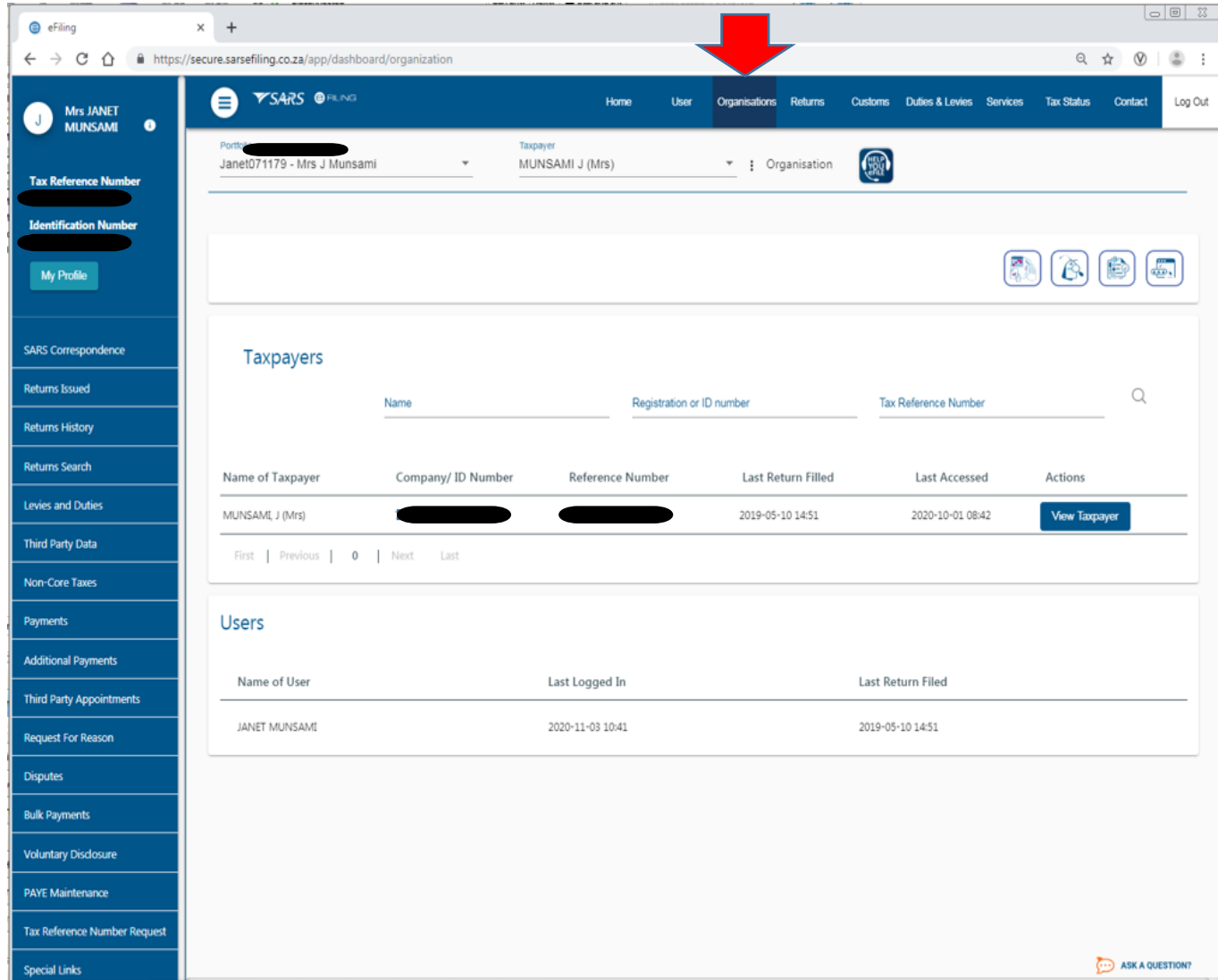
# Creating the taxpayer in eFiling in preparation to submit on behalf of a client

## Log into eFiling:



# Preparing to submit on behalf of a client

Select Organisation in the Top Menu:



The screenshot shows the SARS eFiling dashboard. A red arrow points to the 'Organisations' menu item in the top navigation bar. The dashboard displays the user's profile (Mrs JANET MUNSAMI) and a list of taxpayers. The 'Taxpayers' table shows one entry for MUNSAMI, J (Mrs).

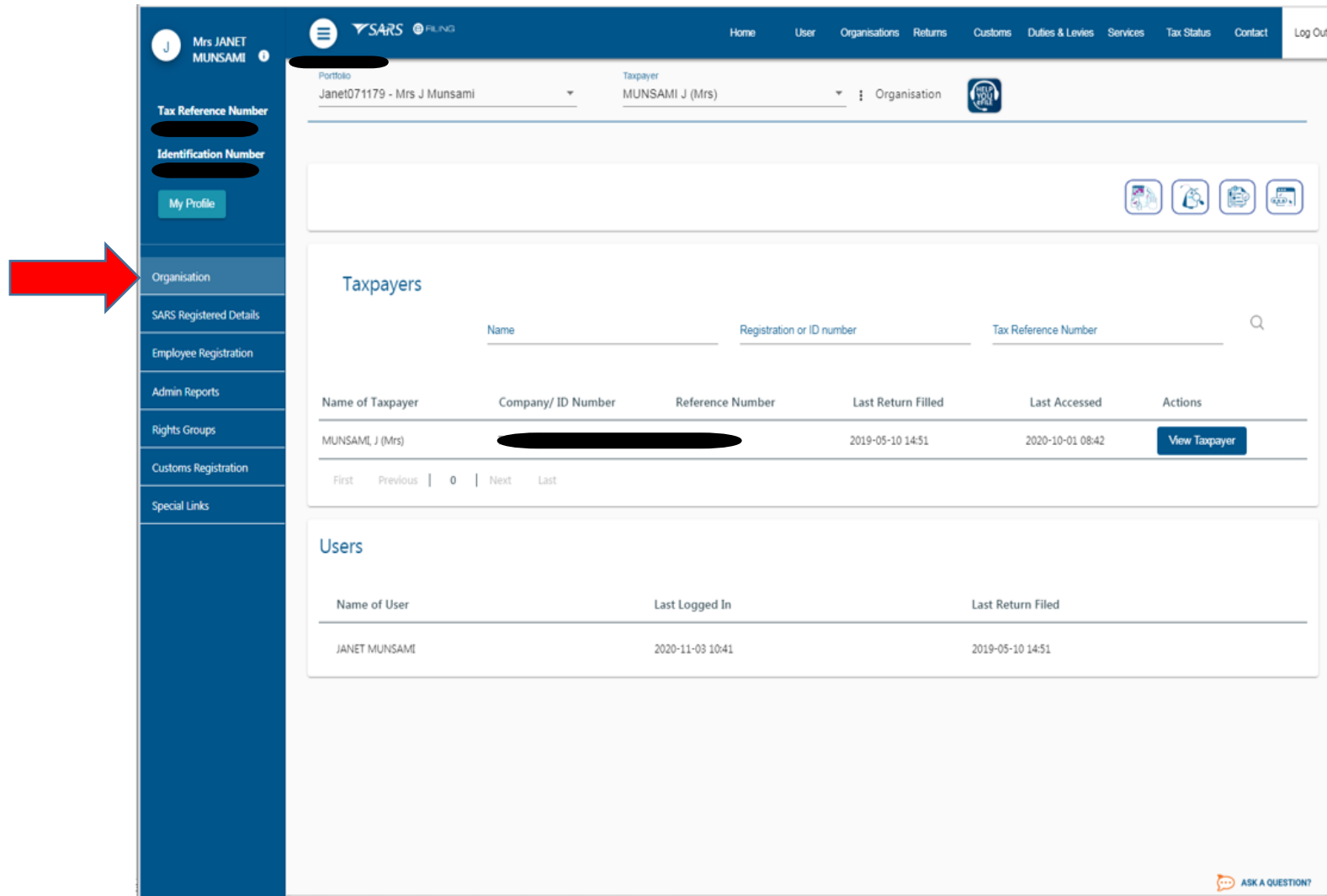
| Name             | Registration or ID number | Tax Reference Number |
|------------------|---------------------------|----------------------|
| MUNSAMI, J (Mrs) | [REDACTED]                | [REDACTED]           |

Below the 'Taxpayers' table, there is a 'Users' section with a table showing the user's login details.

| Name of User  | Last Logged In   | Last Return Filed |
|---------------|------------------|-------------------|
| JANET MUNSAMI | 2020-11-03 10:41 | 2019-05-10 14:51  |

# Preparing to submit on behalf of a client

Click Organisation on the left



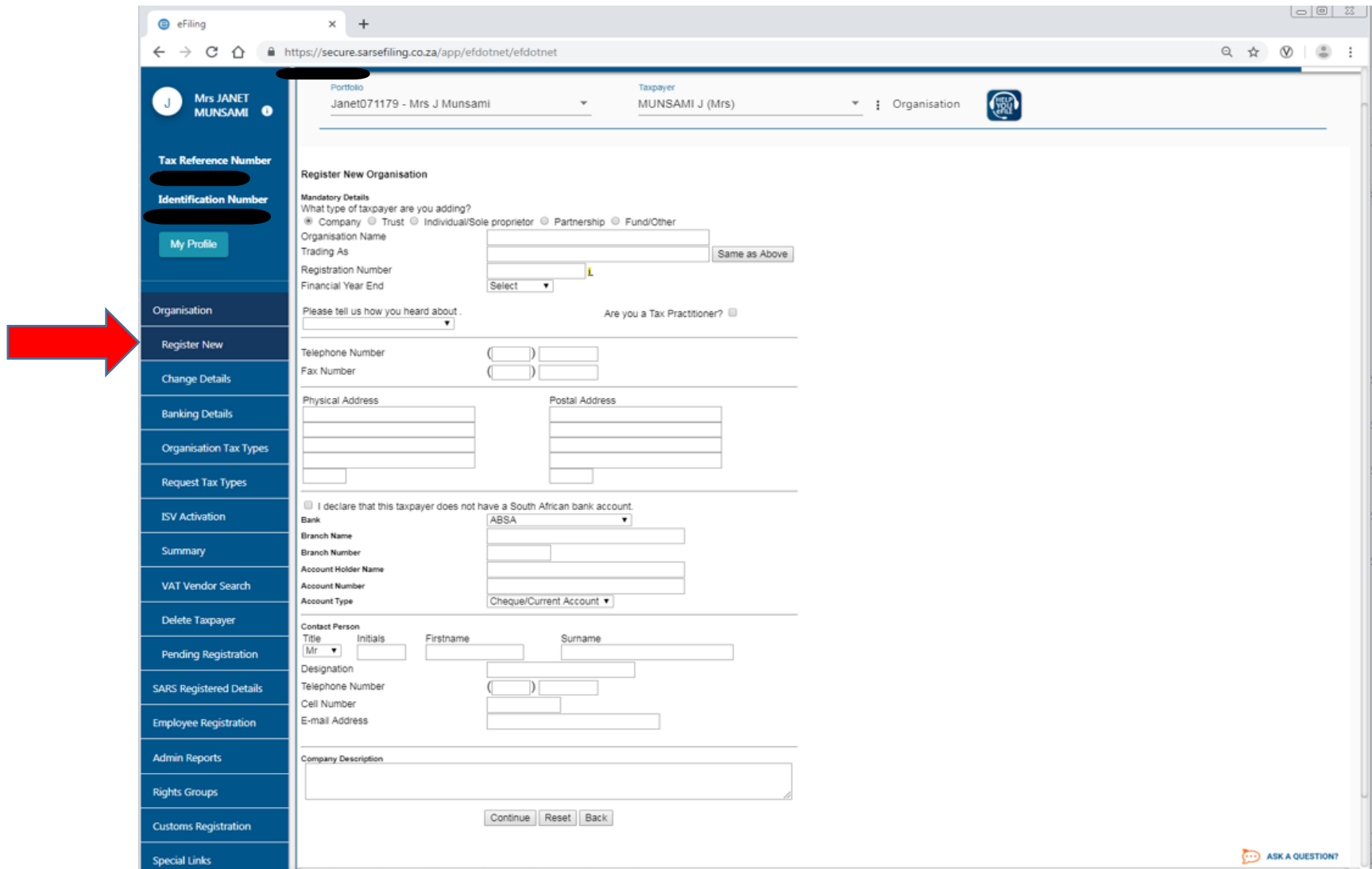
The screenshot shows the SARS eFiling portal interface. On the left, a vertical navigation menu contains several items: 'Tax Reference Number', 'Identification Number', 'My Profile', 'Organisation', 'SARS Registered Details', 'Employee Registration', 'Admin Reports', 'Rights Groups', 'Customs Registration', and 'Special Links'. A large red arrow points to the 'Organisation' menu item. The main content area displays the 'Taxpayers' section, which includes a search bar and a table of taxpayers. The table has columns for 'Name of Taxpayer', 'Company/ ID Number', 'Reference Number', 'Last Return Filled', 'Last Accessed', and 'Actions'. One taxpayer is listed: 'MUNSAMI, J (Mrs)' with a redacted company ID number, reference number, and last return filled date. The 'Last Accessed' date is '2020-10-01 08:42'. A 'View Taxpayer' button is next to the entry. Below the taxpayers table is a 'Users' section with a table showing user login information. The table has columns for 'Name of User', 'Last Logged In', and 'Last Return Filed'. One user is listed: 'JANET MUNSAMI' with a last logged in date of '2020-11-03 10:41' and a last return filed date of '2019-05-10 14:51'. The top of the page shows the user's profile 'Mrs JANET MUNSAMI' and various navigation links like 'Home', 'User', 'Organisations', 'Returns', 'Customs', 'Duties & Levies', 'Services', 'Tax Status', 'Contact', and 'Log Out'.

| Name of Taxpayer | Company/ ID Number | Reference Number | Last Return Filled | Last Accessed    | Actions                       |
|------------------|--------------------|------------------|--------------------|------------------|-------------------------------|
| MUNSAMI, J (Mrs) | [REDACTED]         | [REDACTED]       | 2019-05-10 14:51   | 2020-10-01 08:42 | <a href="#">View Taxpayer</a> |

| Name of User  | Last Logged In   | Last Return Filed |
|---------------|------------------|-------------------|
| JANET MUNSAMI | 2020-11-03 10:41 | 2019-05-10 14:51  |

# Preparing to submit on behalf of a client

Then Click on Register New



The screenshot shows the SARS eFiling web application interface. The left sidebar contains a navigation menu with the following items: Tax Reference Number, Identification Number, My Profile, Organisation, Register New, Change Details, Banking Details, Organisation Tax Types, Request Tax Types, ISV Activation, Summary, VAT Vendor Search, Delete Taxpayer, Pending Registration, SARS Registered Details, Employee Registration, Admin Reports, Rights Groups, Customs Registration, and Special Links. A red arrow points to the 'Register New' button. The main content area is titled 'Register New Organisation' and contains the following sections:

- Mandatory Details**
  - What type of taxpayer are you adding?
    - ☒ Company
    - ☐ Trust
    - ☐ Individual/Sole proprietor
    - ☐ Partnership
    - ☐ Fund/Other
  - Organisation Name: [Text Field]
  - Trading As: [Text Field] Same as Above
  - Registration Number: [Text Field]
  - Financial Year End: [Select]
- Please tell us how you heard about . [Text Field] Are you a Tax Practitioner? ☐
- Telephone Number: [Text Field]
- Fax Number: [Text Field]
- Physical Address: [Text Field]
- Postal Address: [Text Field]
- ☐ I declare that this taxpayer does not have a South African bank account.
- Bank: [Select] ABSA
- Branch Name: [Text Field]
- Branch Number: [Text Field]
- Account Holder Name: [Text Field]
- Account Number: [Text Field]
- Account Type: [Select] Cheque/Current Account
- Contact Person**
  - Title: [Select] Mr
  - Initials: [Text Field]
  - Firstname: [Text Field]
  - Surname: [Text Field]
  - Designation: [Text Field]
  - Telephone Number: [Text Field]
  - Cell Number: [Text Field]
  - E-mail Address: [Text Field]
- Company Description: [Text Field]
- [Continue] [Reset] [Back]

# Preparing to submit on behalf of a client

Complete all Fields and click on Continue

**Header:** Mrs JANET MUNSAMI | SARS eFILING | Home | User | Organisations | Returns | Customs | Duties & Levies | Services | Tax Status | Contact | Log Out

**Form Fields:**

- Tax Reference Number:** Janet071179 - Mrs J Munsami
- Identification Number:** MUNSAMI J (Mrs)
- Register New Organisation**
  - Mandatory Details:** What type of taxpayer are you adding?  
☐ Company ☐ Trust ☒ Individual/Sole proprietor ☐ Partnership ☐ Fund/Other
  - Individual Name:** Title: Mr, First Name: Marcus, Initials: M, Surname: Munsami
  - Trading As:** South African ID
  - Identification Type:** ID Number
  - ID Number:** [Redacted]
  - Financial Year End:** February
  - Please tell us how you heard about:** Other
  - Are you a Tax Practitioner?** ☐
  - Telephone Number:** [Redacted]
  - Fax Number:** [Redacted]
  - Physical Address:** [Redacted]
  - Postal Address:** [Redacted]
  - City:** Durban
  - Postal Code:** 4068
  - I declare that this taxpayer does not have a South African bank account.** ☐
  - Bank:** ABSA
  - Branch Name:** universal
  - Branch Number:** 832005
  - Account Holder Name:** M Munsami
  - Account Number:** [Redacted]
  - Account Type:** Cheque/Current Account
  - Contact Person:** Title: Mrs, Initials: J, Firstname: Janet, Surname: Munsami
  - Designation:** Other
  - Telephone Number:** [Redacted]
  - Cell Number:** [Redacted]
  - E-mail Address:** [Redacted]
  - Company Description:** [Redacted]

**Buttons:** Continue, Reset, Back

**Footer:** ASK A QUESTION?

# Preparing to submit on behalf of a client

Put a tick in System default and click on Continue

The screenshot displays the SARS eFiling web application. The top navigation bar includes the SARS logo, a 'FILING' icon, and links for Home, User, Organisations, Returns, Customs, Duties & Levies, Services, Tax Status, Contact, and Log Out. The user is logged in as Mrs JANET MUNSAMU. The main content area shows the 'ADD TAX PAYER TO GROUPS' step. A red arrow points to the 'System Default' checkbox, which is currently unchecked. Below this checkbox are 'Continue' and 'Back' buttons. The left sidebar contains a list of navigation options: My Profile, Organisation, Register New, Change Details, Banking Details, Organisation Tax Types, Request Tax Types, ISV Activation, Summary, VAT Vendor Search, Delete Taxpayer, Pending Registration, SARS Registered Details, Employee Registration, Admin Reports, Rights Groups, Customs Registration, and Special Links. The bottom right corner features an 'ASK A QUESTION?' link.

Portfolio: Mrs J Munsami  
Taxpayer: Munsami M (Mr)  
Organisation: [Logo]

**ADD TAX PAYER TO GROUPS**

☐ System Default

[Continue](#) [Back](#)

# Preparing to submit on behalf of a client

## On the next page you may select the Tax Types you wish to activate

Please note that if this is done solely to facilitate a Customs registration it is not mandatory to activate a tax product. From this screen one can navigate to Customs on the top ribbon and continue. One can also now select this portfolio to submit a Customs RLA application.

The screenshot shows the SARS eFiling interface for a user named Mrs J Mun sami. The top navigation bar includes links for Home, User, Organisations, Returns, Customs, Duties & Levies, Services, and Tax Status. The left sidebar contains a list of navigation options: Tax Reference Number, Identification Number, My Profile, Organisation, Register New, Change Details, Banking Details, Organisation Tax Types, Request Tax Types, ESV Activation, Summary, VAT Vendor Search, Delete Taxpayer, Pending Registration, SARS Registered Details, Employee Registration, Admin Reports, Rights Groups, Customs Registration, and Special Links. The main content area is titled 'Tax Types' and displays a list of tax types with checkboxes for selection. The selected tax types are EMP201 - PAYE, EMP501 - Submission, PAYE Admin Penalty, Value Added Tax (VAT201), VAT Admin Penalty, Provisional Tax (IRP6), Individual Income Tax (ITR12), IT Admin Penalty, Customs Agent, Excise Agent, and IT3. Each tax type has a 'Reference Number' field and a 'Tax Office' dropdown menu. The 'Tax Office' dropdown is set to 'ALBERTON' for all selected tax types. A 'HELP' icon is visible in the top right corner of the main content area.

Portfolio: Mrs J Mun sami

Taxpayer: Munsami M (Mr)

Organisation: Organisation

For help on how to deactivate and reactivate tax types, please click [here](#).

Select the electronic returns that you wish to register for:

- ☒ **EMP201 - PAYE**  
Reference Number:   
Tax Office: ALBERTON
- ☒ **EMP501 - Submission**  
Reference Number:   
Tax Office: ALBERTON
- ☒ **PAYE Admin Penalty**  
Reference Number:   
Tax Office: ALBERTON
- ☒ **Value Added Tax (VAT201)**  
Note: Debit order arrangements with SARS will be cancelled after registering as an eFiler.  
Reference Number:   
Tax Office: ALBERTON
- ☒ **VAT Admin Penalty**  
Reference Number:   
Tax Office: ALBERTON
- ☒ **Provisional Tax (IRP6)**  
Reference Number:   
Tax Office: ALBERTON
- ☒ **Individual Income Tax (ITR12)**  
Reference Number:   
Tax Office: ALBERTON  
Please note that you will automatically be activated to receive SARS notices for this tax type online.  
**Note: Click [Here](#) to activate/deactivate individual Income Tax activation for deceased estate purposes.**  
**Note: Click [Here](#) to activate/deactivate individual Income Tax activation for insolvent estate purposes.**
- ☒ **IT Admin Penalty**  
Reference Number:   
Tax Office: ALBERTON  
Please note that you will automatically be activated to receive SARS notices for this tax type online.
- ☒ **Customs Agent**  
Reference Number:   
Tax Office: ALBERTON
- ☒ **Excise Agent**  
Reference Number:   
Tax Office: ALBERTON
- ☒ **IT3**  
Reference Number:   
Tax Office: ALBERTON

# Navigating to and selection of a taxpayer

The screenshot shows the SARS eFiling dashboard for Mrs JANET MUNSAMI. The interface includes a top navigation bar with links like Home, User, Organisations, Returns, Customs, Duties & Levies, Services, Tax Status, and Contact. A left sidebar lists various services such as Tax Reference Number, Identification Number, My Profile, SARS Correspondence, Returns Issued, Returns History, Returns Search, Levies and Duties, Third Party Data, Non-Core Taxes, Payments, Additional Payments, Third Party Appointments, Request For Reason, Disputes, Bulk Payments, Voluntary Disclosure, PAYE Maintenance, Tax Reference Number Request, and Special Links.

In the main content area, the 'Taxpayer' dropdown menu is highlighted with a red arrow. Below this, the 'Taxpayers' section displays a table of registered taxpayers:

| Name of Taxpayer | Company/ ID Number | Reference Number | Last Return Filled | Last Accessed    | Actions                       |
|------------------|--------------------|------------------|--------------------|------------------|-------------------------------|
| MUNSAMI, J (Mrs) | [REDACTED]         | 0208379156       | 2019-05-10 14:51   | 2020-10-01 08:42 | <a href="#">View Taxpayer</a> |
| Munsami, M (Mr)  | [REDACTED]         | -                | -                  | -                | <a href="#">View Taxpayer</a> |

Below the taxpayers table, the 'Users' section displays a table of active users:

| Name of User  | Last Logged In   | Last Return Filled |
|---------------|------------------|--------------------|
| JANET MUNSAMI | 2020-11-03 11:56 | 2019-05-10 14:51   |

The bottom of the screen shows the Windows taskbar with various application icons and the system clock indicating 11:57 AM on 2020/11/03.

# After selecting taxpayer, navigate to RLA

To access RLA, you may either click on **ORGANISATION** or **CUSTOMS** in the TOP Menu

The screenshot shows the SARS Filing portal interface. The top navigation bar includes 'Home', 'User', 'Organisations', 'Returns', 'Customs', 'Duties & Levies', 'Services', 'Tax Status', 'Contact', and 'Log Out'. Two red arrows point to the 'Organisations' and 'Customs' links. The left sidebar shows the user profile 'Mrs JANET MUNSAMI' and various menu items like 'Tax Reference Number', 'Identification Number', 'My Profile', 'Organisation', 'SARS Registered Details', 'Employee Registration', 'Admin Reports', 'Rights Groups', 'Customs Registration', and 'Special Links'. The main content area displays 'Taxpayers' and 'Users' sections.

**Taxpayers**

| Name             | Registration or ID number | Tax Reference Number |                    |
|------------------|---------------------------|----------------------|--------------------|
| Name of Taxpayer | Company/ ID Number        | Reference Number     | Last Return Filled |
| MUNSAMI, J (Mrs) |                           |                      | 2019-05-10 14:51   |
| Munsami, M (Mr)  |                           |                      | -                  |

First Previous | 0 | Next Last

**Users**

| Name of User  | Last Logged In   | Last Return Filled |
|---------------|------------------|--------------------|
| JANET MUNSAMI | 2020-11-04 08:37 | 2019-05-10 14:51   |

# After selecting taxpayer, navigate to RLA

Thereafter, click on Customs Registration in the Left Menu and Registration Licensing Accreditation below

The screenshot shows the SARS eFiling portal interface. The top navigation bar includes links for Home, User, Organisations, Returns, Customs, Duties & Levies, Services, Tax Status, and Contact. The left sidebar menu contains various options, with 'Customs Registration' and 'Registration Licensing Accreditation' highlighted by red arrows. The main content area displays the 'Taxpayers' section, which includes a table of registered taxpayers.

| Name of Taxpayer | Company/ ID Number | Reference Number | Last Return Filled | Last Accessed    | Actions                       |
|------------------|--------------------|------------------|--------------------|------------------|-------------------------------|
| MUNSAMI, J (Mrs) | [Redacted]         | [Redacted]       | 2019-05-10 14:51   | 2020-10-01 08:42 | <a href="#">View Taxpayer</a> |
| Munsami, M (Mr)  | [Redacted]         | [Redacted]       | -                  | -                | <a href="#">View Taxpayer</a> |

*The selection should lead one to the Customs Trader Portal*



**SARS eFiling for quick and easy  
Customs registrations**

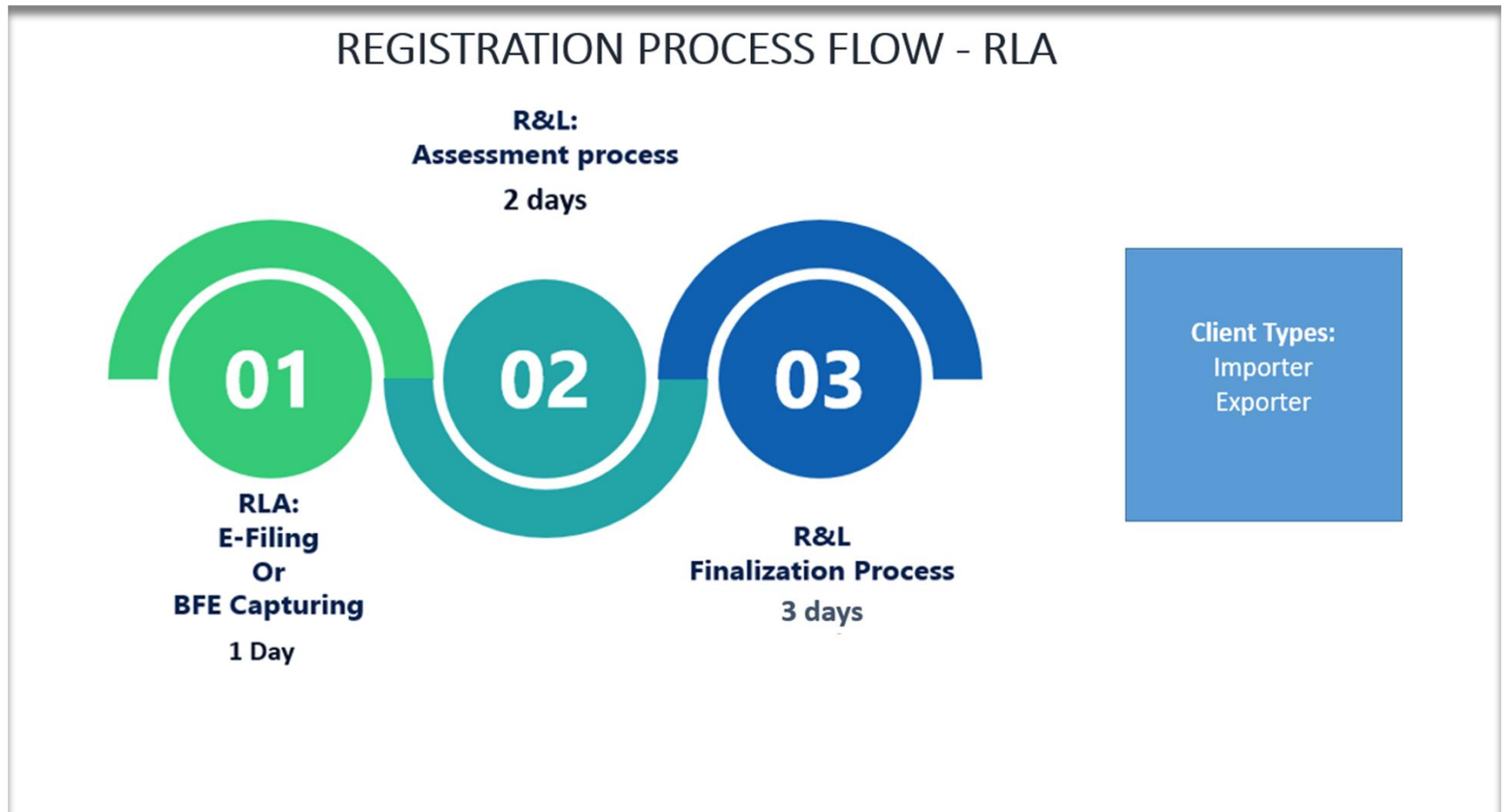
Go to [www.sars.gov.za](http://www.sars.gov.za) > Customs and Excise > New  
Customs Legislation Update > RLA for more info



# How to follow up on your application

# How to follow up on your application

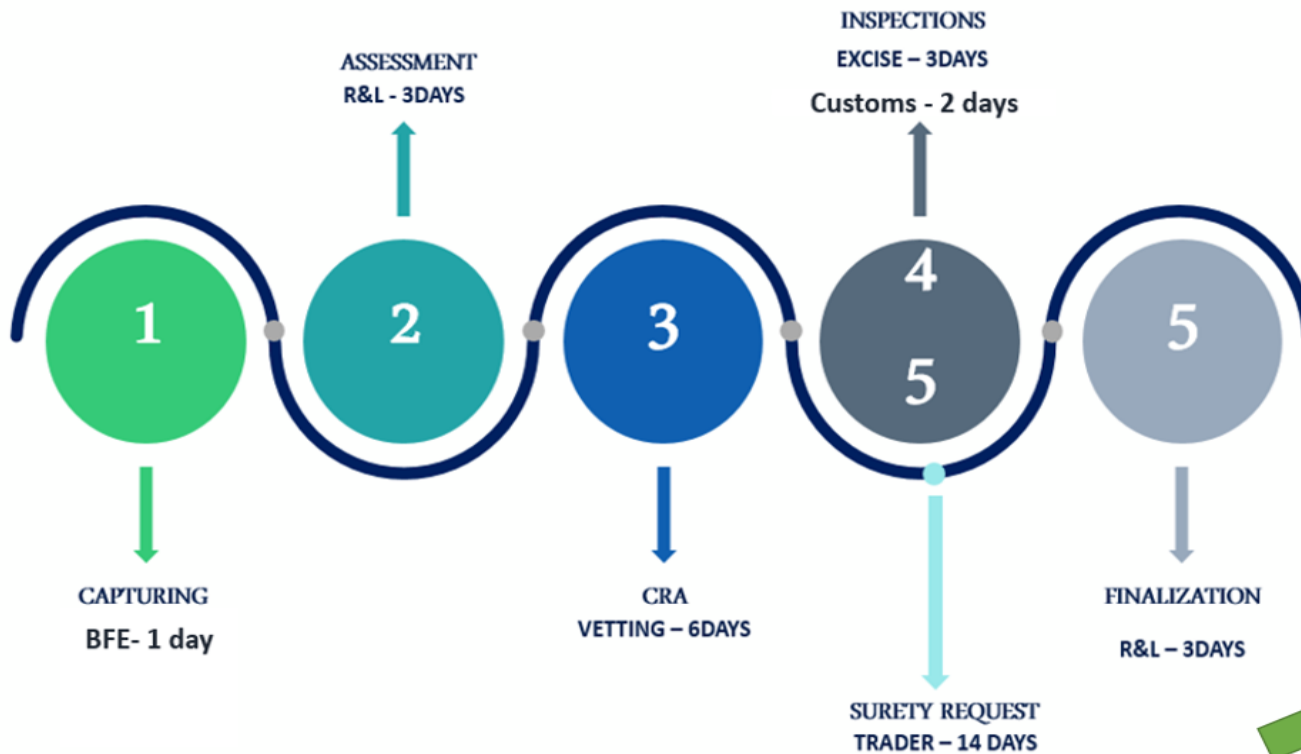
## Service Charter



# How to follow up on your application

## Service Charter

### LICENSING PROCESS FLOW- NON RLA



#### Client Types:

- Special manufacturing warehouses
- Manufacturing warehouses
- Special storage warehouses
- Special ad valorem manufacturing warehouse
- Degrouping depot
- Container depot
- Rebate user
- SEZ
- Removal in Bond (excl. inspections)

RLA

# How to follow up on your application

## Query Management – dedicated mailboxes

RLA queries should be sent to the following email addresses:

- After the five-day Service Level Agreement, you can mail your queries to [RLARegistrations@sars.gov.za](mailto:RLARegistrations@sars.gov.za) (for RLA submissions) or [CustomsSSMReg@sars.gov.za](mailto:CustomsSSMReg@sars.gov.za) (for manual submissions at Customs branches). Please include your case number

How will SARS communicate the approval of applications for RLA?

- Clients will receive email/sms messages;
- If you applied via eFiling, the notification can be accessed by logging into your RLA profile on the eFiling platform.
- If you applied at a branch, you should access it via eFiling if you have an existing eFiling profile. Alternatively, you need to go to a branch and request the notification.

# More information

## RLA webpage

For more information on the new Registration, Licensing and Accreditation (RLA) system, click here:  
[www.sars.gov.za](http://www.sars.gov.za) > Customs and Excise > Registration and Licensing > click on the **RLA** link at the top of the page



SARS Home > Client Segments > Customs and Excise > Registration, Licensing and Accreditation

■ RLAproject ■ Accreditation ■ APDP ■ Clearing Agents ■ Customs Storage Warehouse ■ Deferments ■ Depots ■ Drawback Registration ■ EDI ■ Exporters ■ Importers ■ Rebate User ■ Registered Agent ■ Remover of Goods ■ Special Economic Zones ■ Temporary Storage

### REGISTRATION AND LICENSING

For more information on the new Registration, Licensing and Accreditation (RLA) system, click here.

#### What's New ?

- 29 October 2020 - FAQs: Customs Registration, Licensing and Accreditation (RLA)
- 4 May 2020 - Various DA 185 / DA 8 forms were updated when the Rules to the Customs and Excise Act, 1964 were amended on 24 April 2020. This allowed for the electronic submission of applications for registration and licensing. Please click [here](#) for the amended forms.
- 17 April 2020 - Updated Letter to Trade: Update on the new Registration, Licensing and Accreditation (RLA) system
- 20 March 2020 - Registration of Cargo reporter  
This week SARS announced that it is taking measures to ensure the safety of its staff and clients, including encouraging social distancing and limiting the number of people visiting SARS offices. As a result, if Customs clients wish to register as a cargo reporter, instead of couriering their registration documents or handing them in at SARS head office in Pretoria, they are asked to scan them and mail them to [NLegodi@sars.gov.za](mailto:NLegodi@sars.gov.za). For queries, you can call 012-422 8388.

#### Registration and licensing

Before goods can be imported or exported, a number of steps need to take place. If you want to perform any Customs related activities, SARS may require that you register in terms of Section 59A and / or get a license in terms of Section 60.

The person who must or may apply for registration and licensing:

Any natural person, juristic person, Association, partnership, Executor of an estate, Trustee, Organ of the State, Institution including foreign principals not located in South Africa may register and / or license to perform any act / activity regulated by the Act, except person who import or export goods in terms of the provisions of Rule 15.01.

The Commissioner may impose conditions that relate to:



✓ Login

☑ Register Now

⊗ Forgot Password?

👤 Forgot Username?

📁 e@syFile

📄 FIND A PUBLICATION

📄 FIND A FORM

🔍 FIND AN FAQ

# Questions



**SARS eFiling for quick and easy  
Customs registrations**

Go to [www.sars.gov.za](http://www.sars.gov.za) > Customs and Excise > New  
Customs Legislation Update > RLA for more info.



# Questions received prior to the webinar

## Q & A:

Q: Does the eFiling application now only extend to new registrants? If so, when will it be extended to include renewals, amendments and applications for additional customs and excise facilities?

A: Yes, for now RLA is only available to new client type applications. Any renewals or amendments must be done on the system or channel where the original application was registered/licenced. SARS will communicate when existing clients can migrate to the RLA platform. This will be done gradually based on available SARS capacity.

Q: What if a person is not registered for eFiling? For example, the person is below the threshold for filing an income tax return, or the company is not a registered VAT vendor and thus do not eFile VAT 201 returns. Can such a person register for eFiling solely for purpose of applying for a customs client code and / or other customs and excise facilities?

A: A client must first be registered for Income Tax prior to registering for Customs, irrespective of the income threshold. If you want to apply on your own behalf, then you must be registered for eFiling. A client cannot register for eFiling solely for purposes of applying for a customs client code and / or other customs and excise facilities.

# Questions received prior to the webinar

## Q & A:

Q: Can a natural person cite a name in the application by which he/she would like to be known, even though the name is not a registered legal entity? For example, ZA citizen Mary Koekemoer applies for registration as an importer under the name “Mary’s Biscuits” without the latter being registered with the Registrar of Companies?

A: For an individual registering on RLA, the name and surname of the individual will be used. For a company, the registration must first be completed with the Registrar of Companies. Then the client can register at SARS for Customs purposes. RLA records the registered name of the company as registered at the Registrar of Companies, but does allow for capturing of additional “Trading As” name(s) for Customs purposes.

Q: Can you, during your webinar, explain the difference in the eFiling process that must be followed for a company (legal entity) versus a natural person?

A: The eFiling process for a company and natural person is the same. The only additional requirement is for an individual to change their eFiling profile from “Individual” to “Organisation” first. The entity type will remain an individual/company but the eFiling profile change to “Organisation” is only a system setting.

# Questions received prior to the webinar

## Q & A:

Q: As a customs consultant, it is very difficult to get access to the client's eFiling profile from the tax practitioner. Has SARS created a similar profile for customs consultants without having to request access from the tax practitioner?

A: For Release 1 and 2 of the Registration and Licensing roll-out, the focus was placed on individuals and companies to register on their own behalf. The fact that eFiling enables this is an added benefit, but not yet the Customs representative model we foresee for the future. We are therefore not actively promoting it yet. It will soon be possible to register for Customs on behalf of a client without claiming the Income Tax number.

# Questions received prior to the webinar

## Q & A:

Q: The turnaround time (TAT) for import & export codes is five days on a manual process. Currently with RLA, the TAT can be anything from 15-45 days, will this TAT be improved to less than 5 days? I would think that moving to an online platform results in a shorter TAT.

A: SARS acknowledges that TAT's are being exceeded. The following factors have contributed to the current situation:

- a) Covid-19 challenges in terms of remote operations;
- b) A new system resulting in a steep learning curve from internal SARS staff and Trade;
- c) High volumes of applications.

Please note that the Customs Registration and Licensing team is working on initiatives that will result in incremental improvement of TAT's.

# Questions received prior to the webinar

## Q & A:

Q: With the manual process, I submitted import & export applications jointly and received a code simultaneously. With RLA, we can only submit one application at a time. This is time wastage for the client. Will RLA permit the submission of both import & export applications simultaneously?

A: The first client type application must be submitted and approved. Thereafter, multiple client type applications can be submitted concurrently.

Q: When will online submissions of other types of licencing and registrations be implemented. e.g. bond store, rebates, FICA, deferments, etc?

A: Additional client types will be added in the next release(s) which will include the licensing types. Client types implemented in Release 1 were based on application volumes received. Further client types added to RLA will be prioritised based on application volumes. Dates for further releases will be communicated.

# Closure



## **SARS eFiling for quick and easy Customs registrations**

Go to [www.sars.gov.za](http://www.sars.gov.za) > Customs and Excise > New  
Customs Legislation Update > RLA for more info



# Additional Information



## **SARS eFiling for quick and easy Customs registrations**

Go to [www.sars.gov.za](http://www.sars.gov.za) > Customs and Excise > New  
Customs Legislation Update > RLA for more info





**SARS eFiling for quick and easy  
Customs registrations**

Go to [www.sars.gov.za](http://www.sars.gov.za) > Customs and Excise > New  
Customs Legislation Update > RLA for more info



# Navigating to the RLA Webpage

# Navigating to the RLA Webpage

The screenshot shows the SARS.gov.za website. The browser address bar displays [sars.gov.za/Pages/default.aspx](https://sars.gov.za/Pages/default.aspx). The top navigation bar includes links for Home, About Us, Types of tax, Legal Counsel, Contact Us, and Tax Rates, along with a search bar. Below this, the SARS logo is on the left, and the eFILING section contains links for LOGIN, FORGOT USERNAME / PASSWORD, REGISTER, and MANAGE TAX TYPE TRANSFER. The main navigation menu has four items: Individuals, Businesses and Employers, Tax Practitioners, and Customs and Excise. The 'Customs and Excise' item is highlighted with a red rectangular box. Below the navigation menu, a red banner contains a warning about phishing scams. The main content area features eight tiles: Latest News, Frequently Asked Questions, What's My Tax Number, Online Services, Customs & Excise Updates, Book an appointment, Small Business Information, and COVID-19 Related Media Releases. At the bottom, there is a blue banner with the hashtag #YourTaxMatters. The URL in the browser's address bar at the bottom left is [entSegments/Customs-Excise/Pages/default.aspx](https://sars.gov.za/entSegments/Customs-Excise/Pages/default.aspx).

# Navigating to the RLA Webpage

The screenshot displays the SARS website's Excise and Customs sections. At the top, there are two blue headers: "WHAT'S NEW IN CUSTOMS" and "WHAT'S NEW IN EXCISE". Below these, the "CUSTOMS" section lists several updates, including the opening of ports for international movement of persons and goods on 30 September 2020, and the enforcement of Section 64D - Bonded Goods to be in sealed containers on 28 September 2020. The "EXCISE" section lists updates on payment deferment extension periods for Excise Duty on 19 August 2020. Below the news sections, there are two blue buttons: "Customs" and "Excise". Under the "Customs" button, a list of links is provided, with "Registration, Licensing and Accreditation" highlighted by a red box. Under the "Excise" button, a list of links is provided, including "About Excise", "Ad Valorem Products", "Air Passenger Tax", "Alcohol Products", "Diamond Export Levy", "Diesel Refund System", "Environmental Levy Products", "Excise Offices", "Fuel Levy and Road Accident Fund (RAF) Levy on Petroleum Products", "Health Promotion Levy on Sugary Beverages", "International Oil Pollution Compensation Fund Levy (IOPCF)", "Petroleum Products", and "Tobacco Products".

**WHAT'S NEW IN CUSTOMS:**

- **30 September 2020 - Opening of ports of entry for international movement of persons and goods**  
The National Border Management Coordinating Committee issued a directive on 28 September 2020 to all its Ports of Entry Managers. The directive related to the announcement by the President of South Africa, Cyril Ramaphosa, on 16 September 2020, that travel into and out of South Africa for business, leisure and other purposes will be allowed with effect from 1 October 2020.  
The directive stated that the movement of people through the ports must be subject to the protocols as guided by the relevant regulations.
- **28 September 2020 - Enforcement of Section 64D - Bonded Goods to be in sealed containers**

To see more items, click [here](#).

**WHAT'S NEW IN EXCISE:**

- **19 August 2020 - Payment deferment extension periods: Excise Duty**  
SARS Excise Alcohol and Tobacco Licensees are notified about the latest payment deferment extension periods due to restrictions on the sale of these products under the Covid-19 lockdown restrictions:
  - Wine and Spirits
  - Beer and Tobacco

**Customs**

- About Customs
- Accreditation for Preferred Traders
- African Continental Free Trade Agreement (AfCFTA)
- Authorised Economic Operator Programme
- Clearance Declaration
- Customs Offices
- Customs Query Resolutions process
- Duties and Taxes
- Import, Export and Transit
- Inspection
- Legislative Framework
- New Customs Legislation update
- Offences, Penalties and Disputes
- Prohibited and Restricted Goods
- **Registration, Licensing and Accreditation**
- Report a Customs Crime
- Reporting of Contraband and Goods (RCOG)
- Rules of Origin
- Sending and receiving goods in the post
- State Warehouse
- Tariff
- Trade Statistics
- Travellers
- Valuation

**Excise**

- About Excise
- Ad Valorem Products
- Air Passenger Tax
- Alcohol Products
  - Malt Beer
  - Other Fermented Beverages
  - Spirits / Liquor Products
  - Traditional African Beer
  - Wine and Vermouth
- Diamond Export Levy
- Diesel Refund System
- Environmental Levy Products
  - Carbon Tax
  - Electric filament lamps
  - Electricity generation
  - Motor vehicle CO2 emission
  - Plastic bags
  - Tyres
- Excise Offices
- Fuel Levy and Road Accident Fund (RAF) Levy on Petroleum Products
- Health Promotion Levy on Sugary Beverages
- International Oil Pollution Compensation Fund Levy (IOPCF)
- Petroleum Products
- Tobacco Products

Scroll down the page, and click on “Registration, Licensing and Accreditation” on the Customs menu on the left side

# Navigating to the RLA Webpage

The screenshot shows the SARS website interface. At the top, there is a navigation bar with links: Home | About Us | Types of tax | Legal Counsel | Contact Us | Tax Rates. A search bar is located on the right. Below the navigation bar is the SARS logo. A horizontal menu contains four categories: Individuals, Businesses and Employers, Tax Practitioners, and Customs and Excise. The main content area is titled 'SARS Home > Client Segments > Customs and Excise > Registration, Licensing and Accreditation'. A list of links includes: RLA project, Accreditation, APDP, Clearing Agents, Customs Storage Warehouse, Deferments, Depots, Drawback Registration, EDI, Exporters, Importers, Rebate User, Registered Agent, Remover of Goods, Special Economic Zones, and Temporary Storage. The 'REGISTRATION AND LICENSING' section is highlighted with a red box. Below it, a red text box contains the text: 'For more information on the new Registration, Licensing and Accreditation (RLA) system, click here.' The 'What's New ?' section lists several updates, including a link to '17 April 2020 - Updated Letter to Trade: Update on the new Registration, Licensing and Accreditation (RLA) system'. The 'Registration and licensing' section provides information about the requirements for registration and licensing, including a link to 'Bonds external policy'.

Home | About Us | Types of tax | Legal Counsel | Contact Us | Tax Rates

Search this site... Search

SARS

Individuals ▾ Businesses and Employers ▾ Tax Practitioners ▾ Customs and Excise ▾

SARS Home > Client Segments > Customs and Excise > Registration, Licensing and Accreditation

■ RLA project ■ Accreditation ■ APDP ■ Clearing Agents ■ Customs Storage Warehouse ■ Deferments ■ Depots  
■ Drawback Registration ■ EDI ■ Exporters ■ Importers ■ Rebate User ■ Registered Agent ■ Remover of Goods  
■ Special Economic Zones ■ Temporary Storage

**REGISTRATION AND LICENSING**

For more information on the new Registration, Licensing and Accreditation (RLA) system, click here.

**What's New ?**

- 29 October 2020 - FAQs: Customs Registration, Licensing and Accreditation (RLA)
- 4 May 2020 - Various DA 185 / DA 8 forms were updated when the Rules to the Customs and Excise Act, 1964 were amended on 24 April 2020. This allowed for the electronic submission of applications for registration and licensing. Please click [here](#) for the amended forms.
- 17 April 2020 - Updated Letter to Trade: Update on the new Registration, Licensing and Accreditation (RLA) system
- 20 March 2020 - Registration of Cargo reporter

This week SARS announced that it is taking measures to ensure the safety of its staff and clients, including encouraging social distancing and limiting the number of people visiting SARS offices. As a result, if Customs clients wish to register as a cargo reporter, instead of couriering their registration documents or handing them in at SARS head office in Pretoria, they are asked to scan them and mail them to [NLLogod@sars.gov.za](mailto:NLLogod@sars.gov.za). For queries, you can call 012-422 8388.

**Registration and licensing**

Before goods can be imported or exported, a number of steps need to take place. If you want to perform any Customs related activities, SARS may require that you register in terms of Section 59A and / or get a license in terms of Section 60.

The person who must or may apply for registration and licensing:

Any natural person, juristic person, Association, partnership, Executor of an estate, Trustee, Organ of the State, Institution including foreign principals not located in South Africa may register and / or license to perform any act / activity regulated by the Act, except person who import or export goods in terms of the provisions of Rule 15.01.

The Commissioner may impose conditions that relate to:

- The protection of potential tax revenue on goods received, stored, handled, transported or in any way dealt with, managed or controlled by the licensee in terms of the licence;
- The inspection of such goods by Customs Officers;
- Assistance that the licensee must provide to Customs Officers to detained, seized or confiscated goods; or
- Compliance by the licensee with this Act or a tax levying Act in relation to such goods.

The Commissioner may also require an applicant to furnish security at any time, see [Bonds external policy](#).

**SARS eFILING**

✓ Login  
✕ Register Now  
✕ Forgot Password?  
✕ Forgot Username?  
e@syFile

**FIND A PUBLICATION**

**FIND A FORM**

**FIND AN FAQ**

*A link to the new “RLA webpage” is available. Click on the words indicating “Click here” highlighted in blue text*

# The RLA Webpage

## What is New?

The screenshot shows the SARS RLA Webpage. At the top, there is a navigation bar with links: Home | About Us | Types of tax | Legal Counsel | Contact Us | Tax Rates. A search bar is also present. Below the navigation bar is the SARS logo and a menu with four categories: Individuals, Businesses and Employers, Tax Practitioners, and Customs and Excise. The main content area is titled 'SARS Home > Client Segments > Customs and Excise > Registration, Licensing and Accreditation > RLA'. Below this, there is a list of links: RLA project, Accreditation, APDP, Clearing Agents, Customs Storage Warehouse, Deferments, Depots, Drawback Registration, EDI, Exporters, Importers, Rebate User, Registered Agent, Remover of Goods, Special Economic Zones, and Temporary Storage. The 'What's New?' section lists several updates, with the following items highlighted by red boxes:

- 29 October 2020 - FAQs: Customs Registration, Licensing and Accreditation (RLA)
- 4 May 2020 - Various DA 185 / DA 8 forms were updated when the Rules to the Customs and Excise Act, 1964 were amended on 24 April 2020. This allowed for the electronic submission of applications for registration and licensing. Please click [here](#) for the amended forms.
- 24 April 2020 - Registration Licensing and Designation: External Policy
- 20 April 2020 - FAQs: Customs Registration, Licensing and Accreditation (RLA)
- 17 April 2020 - Updated Letter to Trade: Update on the new Registration, Licensing and Accreditation (RLA) system
- 16 April 2020 - NCAP: RLA: Accessing RLA via eFiling
- 16 April 2020 - Customs Registration, Licensing and Accreditation (RLA) Quick Guide
- 12 March 2020 - Update on Registration, Licensing and Accreditation (RLA)
- 4 March 2020 - The new **Registration, Licensing and Accreditation (RLA)** system will go live on eFiling and in Customs branches from **20 April 2020**. Watch this space for more information.
- 10 September 2019 - RLA External Trader Roadshow presentation
- August 2019 - RLA update: Implementation date postponed

Below the 'What's New?' section, there is a section titled 'RLA' which provides a brief overview of the system. It states that the RLA system is part of the New Customs Acts Programme (NCAP) and is the new electronic platform for the management of registration/licensing applications. The new electronic registration/licensing process will now be implemented under the provisions of the Customs and Excise Act, no 64 of 1964. This will allow for easier transition into the Customs Control and Duty Acts of 2014 (date of implementation still to be determined). Release 1 of RLA will cover 45 client types (predominantly Importers and Exporters) who will be able to submit NEW applications for registration/licensing/reporting via eFiling. The impacted client types will also be able to have applications captured by Customs staff at their preferred Customs branch.

When is the implementation?

The new RLA webpage contains the following important documents:

- 10 Sep 2019 – RLA External Trade Roadshow Presentation
- 16 April 2020 – RLA Quick guide
- 16 April 2020 – Access RLA via eFiling
- 24 April 2020 – RLA Policy
- 29 Oct 2020 – FAQ's

# The RLA Webpage

## Important documents

**RLA**

Registration, Licensing and Accreditation (RLA), which is part of the New Customs Acts Programme (NCAP), is the new electronic platform for the management of registration/licensing applications. The new electronic registration/licensing process will now be implemented under the provisions of the Customs and Excise Act, no 64 of 1964. This will allow for easier transition into the Customs Control and Duty Acts of 2014 (date of implementation still to be determined).

Release 1 of RLA will cover 45 client types (predominantly Importers and Exporters) who will be able to submit NEW applications for registration/licensing/reporting via eFiling. The impacted client types will also be able to have applications captured by Customs staff at their preferred Customs branch.

**When is the implementation?**

The introduction of eFiling as a new registration channel for the 45 client types mentioned above is expected to go live on 20 April 2020. Branch submissions for the affected client types will be implemented on the same date at Customs offices around the country. For a full list of Customs offices, [click here](#).

**Who is impacted and what steps must I take?**

For the first release, 45 client types will be able to submit using the new electronic registration system for new applications. [Click here](#) for a list of the affected client types for Release 1.

Client types that are not impacted will continue to submit their applications for registration/licensing/reporting according to the current process at Customs branches.

Existing Customs clients can therefore continue trading and will not be affected. Only new client type applications (for the 45 listed client types) will be processed on the new system until further notice.

In due course, existing clients will be notified when they should move over to the new system. This process will require a client to provide SARS with updated information.

If you have any questions about RLA, feel free to mail them to [NewCustomsActs@sars.gov.za](mailto:NewCustomsActs@sars.gov.za).

[See a list of RLA FAQs.](#)

**Top Publications**

- Registration Licensing and Designation
- Relationship Management
- How to Register for eFiling and Manage Your User Profile
- RLA eFiling user guide

Last Updated: 29/10/2020 6:25 PM

Scrolling to the bottom of the page, there are links to the following important documents:

- Registration, Licensing and Accreditation Policy
- Relationship Management User Manual
- eFiling External Guide
- RLA User Manual

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