

## RLA WEBINAR FAQS NOVEMBER 2020

Question	Answer
Can Renewals of Licences be performed on RLA or is RLA only for new registrations?	RLA is only available for new client type registration applications. Any renewals or amendments must be done on the system or channel that the original application was registered/licenced.
Please advise if the agent licence renewal at the end of the year can be submitted via eFiling?	For Clearing Agent renewals and all other licence renewals, this must be done via the Branch using the DA185 application form, irrespective of whether the original application was done using the DA185 at a branch or on RLA. The renewal capability on RLA will only be included in a future release.
Why does the RLA system only allow for one application at a time?	The first client type application must be submitted and approved. The client record on RLA (all data including customs code, FAN number etc.) is only created when the first client type application is approved. A second application is prevented until the first one is approved, in case the first application should be rejected. Thereafter, multiple client type applications can be submitted concurrently.
Which client types are provided for on RLA currently?	The list of 45 client types currently enabled on RLA is available in the FAQ document on the RLA webpage
Which new client types will be provided for in RLA in future?	Dates for further releases with additional new client types on RLA will be communicated. Further client types added to RLA will be prioritised based on application volumes.
What is the timeframe for a customs code to be issued following a successful submission on eFiling?	All clients applying for any client type(s) will receive ONE customs code on approval of the first client type. Additional client types can be applied for, but the customs code will remain the same. Client type applications not requiring inspections should be processed in 5 days. Client type applications requiring inspections can take up to 21 days. Therefore, the timeframe to be issued a customs code and approval of the first client type varies as above.
How does a person receive the case number?	Once the application is successfully submitted on eFiling, the case number will be displayed on the screen. The application will also be available with the case number on the RLA dashboard.
Can cancellation of sureties, which have been replaced, be done on RLA?	This is not catered for on RLA yet and the existing process must be followed. For Remover of Goods in Bond applications captured on RLA, an email must be sent to <a href="mailto:RLARegistrations@sars.gov.za">RLARegistrations@sars.gov.za</a> (for RLA submissions) with the required changes.
Will we be able to update entity information such as company name and director changes on RLA?	No. To update entity information, like company name and director changes, please visit your nearest Revenue or Customs branch office. Changes to entity details as registered at the CIPC cannot be done via the RLA system.

Can the training manual be sent to me via email?	The system guide is available on the RLA webpage. It will not be sent to clients via email.
Please advise on the deadline for re-registration for Customs clearing agents?	Existing clearing agents do not need to register on RLA. Only new applications to become a clearing agent should be submitted via RLA. However, all clearing agents (whether originally registered via branch or RLA) must submit their renewal application via a branch as this is not yet catered for on RLA.
Once the registration is submitted, will Customs issue a letter requesting relevant verification documents?	The supporting documents required per application will actually be requested as part of the application submission. Only if there are any additional documents required, these will be requested during processing of the application and the client will receive a notification indicating the additional requirements.
How does the Tax Practitioner view the "Customs" button on the eFiling profile?	The "Customs" button should be available on the Tax Practitioner or Organisation eFiling profile when the client is selected. Refer to the guide for more detailed system steps.
How will SARS communicate with current clients on the migrating process to RLA?	Only applications for new client types can be done on RLA. SARS will communicate when existing clients can migrate to the RLA platform. This will be done gradually based on available SARS capacity and will be communicated to the impacted clients. The system is designed to work on a First-In-First-Out principle. If existing clients register on RLA, this will result in SARS taking longer to process applications for new clients, adding further strain to an already constrained system and process.
What documentation must be supplied for licence renewal applications if the owner of the business goes into a branch to renew licences?	For renewal of a licence, the person walking into the Customs office must have a letter of authorisation and his/her Identification documents. Documents required would include DA185 and relevant annexures. All supporting documents are reflected in Section 14 of the DA185.
Can RLA be used for private individuals who have exceeded their minimum import threshold?	Yes, an individual can apply on RLA to become an importer. Make sure you change your 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. Refer to the Webinar presentation and user guide on the RLA page for more detailed instructions.
A number of individuals are importing or exporting their personal and household goods but do not qualify for the use of the 70707070 code in terms of Section 59A. Is there a shorter	Clients that do not qualify for use of the 70707070 code must apply for an Importer/Exporter registration on RLA. There are no preferences for specific applications to enjoy shorter turnaround times. The normal turnaround times will apply.

turnaround time in these instances?	
Are the new registration functions live on eFiling currently or will they be implemented on a future date?	RLA is already live for 45 client types.
Will RLA be available for existing clearing agents with an existing customs code to make changes or only for new applications in the future?	Existing clients with an existing customs code may apply for new client types via RLA. For now, any updates to client types that were registered on the old system must still be done on that platform. SARS will communicate when existing client types can be registered on RLA, based on available capacity and communicated to the impacted clients.
Who needs to register for RLA and what is this system replacing?	Previously, new Customs applications involved submitting a DA185 form and relevant annexures at a Customs branch in person. This can now be done via RLA for the selected client types.
The types of applications (Licensing/Registration) is a bit confusing. E.g. Road Bond (not Consignor bond). It is not clear which option to apply for this.	RLA has 3 categories of applications: Registration, Licensing and Reporting (DA8). Road Bond is listed as "Remover of Goods in Bond" which is under the "Licensing" category. The Road Cargo Carrier is a Reporter which would be under the "Reporting" category.
On each page for "Disclosure Customs", are we required to tick each box as manager, director, administrator and trustee? What happens if there are no trustees? Must we select each radio button?	Yes, the radio button must be selected for each capacity as manager, director, administrator, trustee, even if there is no trustee. This system will not allow the application to be submitted unless answers for all capacities are selected.
Where can I obtain a copy of the presentation form the webinar?	It is available on the RLA webpage
If the incorrect role was selected, how can this be changed?	This can be changed on the User Role screen in eFiling. Refer to the webinar presentation and user guide.

Does RLA only include Customs, or Excise as well?	Only Customs for selected client types. Excise will follow in future after all Customs client types are completed.
Is SARS intending to use the eFiling platform to submit Customs declaration transactions?	The RLA system is only an electronic channel for registration and licensing applications. SARS already makes provision for clients to use the EDI system as the electronic platform to submit declarations electronically and there is no intention to use eFiling for the near future.
For a customer to register for an Approved Exporter status, how long does the process take to be approved? Should the client not understand all of the documents to be completed who can they speak to for assistance?	A client must first be registered as an Exporter, prior to applying for an Exporter for Preferential Tariffs e.g. Exporter for SADC-EPA. Once this application is approved, then only will the relevant Approved Exporter e.g. Approved Exporter for SADC-EPA, be possible. Refer to the following link for more information on Rules of Origin: <a href="https://www.sars.gov.za/ClientSegments/Customs-Excise/Pages/Rules-of-Origin.aspx">https://www.sars.gov.za/ClientSegments/Customs-Excise/Pages/Rules-of-Origin.aspx</a> . The email address to request more information is available on this webpage.
If you already have a Customs agent licence and you need a bond store licence, will it also be considered a new application on RLA?	It is assumed the Customs agent licence refers to a Clearing Agent licence and bond store licence refers to a Bonded warehouse (i.e. Special Storage Warehouse). For now warehouses are not catered for on RLA, so the existing process must be followed for the new application i.e. DA185 submitted at a branch.
The authentication documentation is not the same as SARS. Where can we find a list of what types of documents Customs will accept?	Authenticating a taxpayer or client at a Customs branch is exactly the same as at a Revenue Branch. The same process is followed and the same documentation is required. Any person performing an action on behalf of someone else should in addition be duly authorised and mandated to do so. The required process and documentation required for authentication purposes can be found on the SARS website.
Is there a deadline for transferring to RLA?	See question "How will SARS communicate with current clients on the migrating process to RLA?"
We tried to access RLA for a client whose customs account is merged, but cannot do so. The error message appears to read "To be able to view your customs	The client must perform a Legal Entity merge, which must be done via eFiling and at a branch. If this is done and the problem persists, send an email with all the relevant client details to RLARegistrations@sars.gov.za (for RLA submissions) to investigate. There may be an issue on this specific client's profile.

code, please perform merging of you tax and customs product".	
A client application was processed, then another case re-opened, causing that application to be in limbo and no one is looking at the new case opened on that application.	Send an email with all the relevant client details to <a href="mailto:RLARegistrations@sars.gov.za">RLARegistrations@sars.gov.za</a> (for RLA submissions) to investigate.
Importer code was rejected after 30 days and the exporter code was approved after 2 months. Following up with Customs, we were told all applications take 30 days. Will this issue be resolved with the new method of follow-up?	There is currently a high backlog, due to the high volume of applications received and constraints during lockdown. Measures are being put in place to attend to all applications as soon as possible. The backlog is being reduced on a daily basis.
If I don't receive a response from the dedicated SARS email address following up on my application, who should the matter be escalated to?	Use the existing mailboxes for escalations as they are being monitored by the Customs Management Team. For applications submitted through eFiling RLA, please address the query to: <a href="mailto:RLARegistrations@sars.gov.za">RLARegistrations@sars.gov.za</a> and for applications submitted via Branch Front End, please address the query to: <a href="mailto:CustomsSSMReg@sars.gov.za">CustomsSSMReg@sars.gov.za</a> .
What are the contact details should I have a question(s) later on?	Send an email to <a href="mailto:RLARegistrations@sars.gov.za">RLARegistrations@sars.gov.za</a>
Can you access Customs RLA without an active tax type for applicants that do not have a customs code yet?	No, a client cannot access Customs RLA without having another active tax type first. A client must first be registered for Income Tax, prior to registering for Customs.
Please provide some information about new Certificate of Origin regulations for exports.	This is not an RLA requirement. However, these applications can be submitted on RLA. Refer to the following link for more information on Rules of Origin: <a href="https://www.sars.gov.za/ClientSegments/Customs-Excise/Pages/Rules-of-Origin.aspx">https://www.sars.gov.za/ClientSegments/Customs-Excise/Pages/Rules-of-Origin.aspx</a> . The email address to request more information is available on this webpage.

With this new RLA system, can I register a client using my company eFiling profile or should we use the client's eFiling profile?	SARS does not advocate sharing of eFiling login details. A representative company may submit an RLA application on behalf of an applicant on their own company eFiling profile.
What documents must you take in for the merge when you go into the branch office?	Identity Document, CK document (the document you receive from the registrar of companies when you register the company and receive a CK number eg. 2020/000000/23) and notice of each tax registration if applicable.
As a custom broker, we submitted an application for a foreign importer on behalf of a foreign client on 31 Oct 2020. To date we have not received any feedback. We enquired with the contact centre and was advised that we will received feedback within 5 days. It is well past 5 days and we received no feedback as yet. Is there a backlog?	There is currently a large backlog due to the high volume of applications received and constraints during lockdown. Measures are being put in place to attend to all applications as soon as possible. The backlog is being reduced on a daily basis.
After registering on eFiling, does the client wait for the profile to be authorised/activated prior to accessing their profile?	The role/profile allocation should be effective immediately on eFiling.
Please send more details on reducing costs on cross-border trade and advise on the reasons behind the reduction. Is it going to be beneficiary to suppliers, Transporters or Customers?	The AEO Compliance programme is the vehicle to achieve this objective whereby it intends to promote trade facilitation through trading partnerships and enable these trusted Economic Operators to seamlessly reach global markets across the borders. The programme aims to reduce trade costs by providing benefits such as a dedicated Customs Relationship Manager, reduced physical inspections/ examinations on consignments, prioritized access to non-intrusive inspections as well as expedited processing of declarations. All these directly benefit stakeholders in the value chain.
Do we register now or wait for application renewal dates?	Refer to question: "Please advise if the agent licence renewal at the end of the year can be submitted via eFiling?"

What is the turnaround time for submission of increasing deferments and new deferment applications?	Deferments are not yet catered for on RLA and the existing process must be followed and existing turnaround time will apply.
We have submitted around the 20/10/2020 and to date no response or finalisation	After the five-day Service Level Agreement, you can mail your queries to RLARegistrations@sars.gov.za (for RLA submissions) or CustomsSSMReg@sars.gov.za (for manual submissions at Customs branches). Please include your case number.
I submitted an application and supporting documents on 26 October 2020. This still shows in progress. What is the turnaround time for this?	There is currently a backlog due to the high volume of applications received and constraints during lockdown. Measures are being put in place to attend to all applications as soon as possible. The backlog is being reduced on a daily basis.
Will non-local importers, with no existing eFiling profile, be able to register via RLA on eFiling?	In order for a person to register for Customs they must be a legal Entity (registered with SARS for at least one tax product). If the foreigner is not a legal entity with SARS, then he/she may request the registered agent to submit the application on his behalf. If he/she is a registered entity with SARS, then they can register for eFiling and submit via RLA but registered agent details are still required. To access RLA on eFiling, a client must first be registered for Income Tax. The client is a foreigner hence must appoint a register agent to represent him/her.
If the importer registration is pending, can the exporter registration not be submitted?	Refer to question: "Why does the RLA system only allow for one application at a time?"
What is BFE?	BFE stands for Branch Front End and refers to the Customs Branch channel
Special Storage Warehouses: does this include SOS and OS facilities?	Yes but warehouse applications are not yet catered for on RLA. The existing process must be followed.
The email NationalRegistrationQueries@sars.gov.za - is it still use or no longer in use?	This mailbox is replaced by the two mailboxes for RLA and SSM. For applications submitted through eFiling RLA, please address the query to: RLARegistrations@sars.gov.za and for applications submitted via Branch Front End, please address the query to: <a href="mailto:CustomsSSMReg@sars.gov.za">CustomsSSMReg@sars.gov.za</a> .
In this Release 1 phase of the RLA, should all companies registered?	Only clients submitting a new client type application need to register if they are catered for on RLA

With a client who already has an RLA customs code, they cannot get the bank details verified and keep getting told to go to the branch, contact the call centre and send an email. No one seems able to help.	Client to submit the DA185 for FICA process; the documents can be sent to the nearest branch via email. Branch details are available on: <a href="https://www.sars.gov.za/AllDocs/Documents/customsandexcise/Consolidated%20Customs%20branch%20managers%2028%20Sept%202020.pdf">https://www.sars.gov.za/AllDocs/Documents/customsandexcise/Consolidated%20Customs%20branch%20managers%2028%20Sept%202020.pdf</a>
Will it be possible to contact/meet a SARS staff member on the RLA team to run through the registration and compliance?	Future webinars will be held. Trade will be able to recommend topics that can be covered in these future webinars. Alternatively, you can call the SARS contact centre or go to a Customs branch if you have questions.
How do you register a client if you don't have their eFiling login details?	SARS does not advocate sharing of eFiling login details. A representative company may submit an RLA application on behalf of an applicant on their own company eFiling profile.
Importer applications take a while, but it appears that the exporter application is approved shortly after importer approval. However, any subsequent exporter application under trade agreements seem to take 30 days plus per registration?	There is currently a backlog due to the high volume of applications received and constraints during lockdown. Measures are being put in place to attend to all applications as soon as possible. The backlog is being reduced on a daily basis. Certain applications may also be assessed, considering risk and complexity, which could lead to varied turnaround times.
At the time of entity applications, these are limited to the role of the "Representative/Public officer" within an organization/group. How is this functionality delegated to other representatives within an organization?	This functionality is detailed on the eFiling user Guide available on the RLA page on the SARS website



In terms of completing of forms, do we still complete the manual forms, and also where there is vetting and/or documents are required, do we scan them in to the case provided? This was not clearly explained?	The supporting documents required per application will actually be requested as part of the application submission. Only if there are any additional documents required, will this be requested during processing of the application and the client will receive a notification indicating the additional requirements. All supporting documents are as per Section 14 of the DA185
Amendment applications that are not based on a new RLA application - should they be done manually at a branch ie the DA 185 route?	Yes. Also refer to question: "Can Renewals of Licences be performed on RLA or is RLA only for new registrations?"
When will application for EDI message exchanges via AS2 be possible via RLA?	RLA and EDI are different systems. Refer to question: "Is SARS intending to use the eFiling platform to submit Customs declaration transactions?"
Which documents should be completed with the DA185 if you want to change your address on your customs code?	Relevant annexure and original proof of the new address or a certified copy. All supporting documents are as per Section 14 of the DA185
Why does the Contact Centre not assist Agents/Consultants with queries on applications for their clients?	The initial implementation of RLA only caters for submission of applications by agents or consultants for their clients via Branch Front-End (BFE). The authentication of the person walking into a branch and confirmation of the legal mandate is done by an officer at the branch. Submission and follow-up of applications by agents/consultants on behalf of their clients via electronic channels will only be implemented in a future release. When agents / consultants, who applied via electronic channels, call the SARS Contact Centre of behalf of their clients, the agent / consultant cannot be authenticated telephonically, nor can their mandate to perform functions on behalf of their client be verified telephonically. The Contact Centre thus cannot assist agents/consultants telephonically due to security and privacy reasons. Clients themselves have access to the RLA Dashboard on eFiling or can call the Contact Centre themselves to follow-up on progress of their applications. Agents / consultants must make use of the BFE channel for actions on behalf of their clients.

Kindly advise how one gets hold of the interim service desk for RLA as mentioned in the webinar

For applications submitted through eFiling RLA, please address the query to: [RLARegistrations@sars.gov.za](mailto:RLARegistrations@sars.gov.za) and for applications submitted via Branch Front End, please address the query to: [CustomsSSMReg@sars.gov.za](mailto:CustomsSSMReg@sars.gov.za)

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