CUSTOMS

EXTERNAL

USER MANUAL

CUSTOMS TRADER PORTAL (CTP) FOR REGISTRATION AND LICENSING OF CUSTOMS CLIENTS

TABLE OF CONTENTS

1 SCOPE

a) This document assist client's (e.g. taxpayer's or traders) on how to capture, maintain and submit applications electronic to SARS that relates to the registration and licensing of certain identified Customs clients types via SARS eFiling (online application).

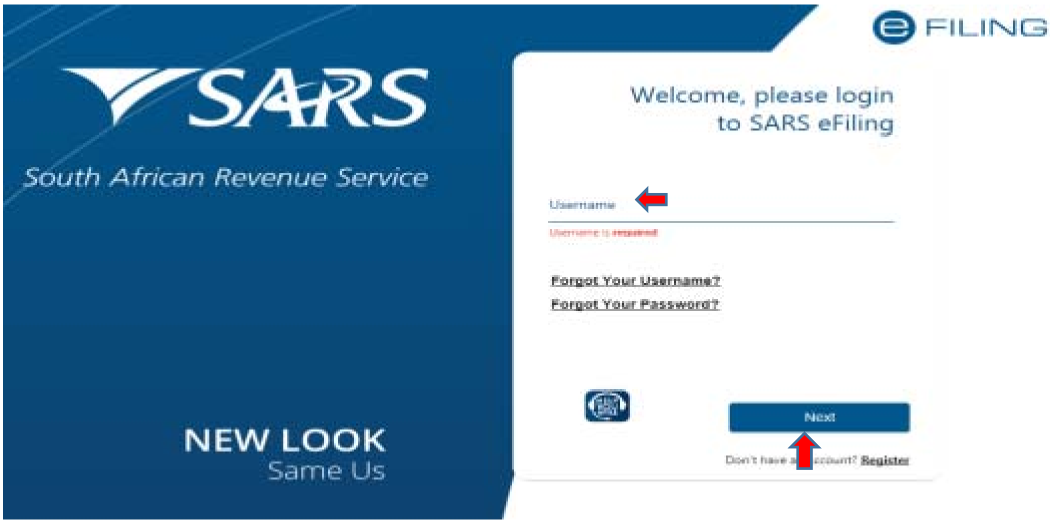
b) Clients who want to submit his/her application electronically must:

i) Be register for:
A) eFiling; and
B) A SARS Tax product e.g. Income Tax (IT), Pay as You Earn (PAYE) or Value Added Tax (VAT).

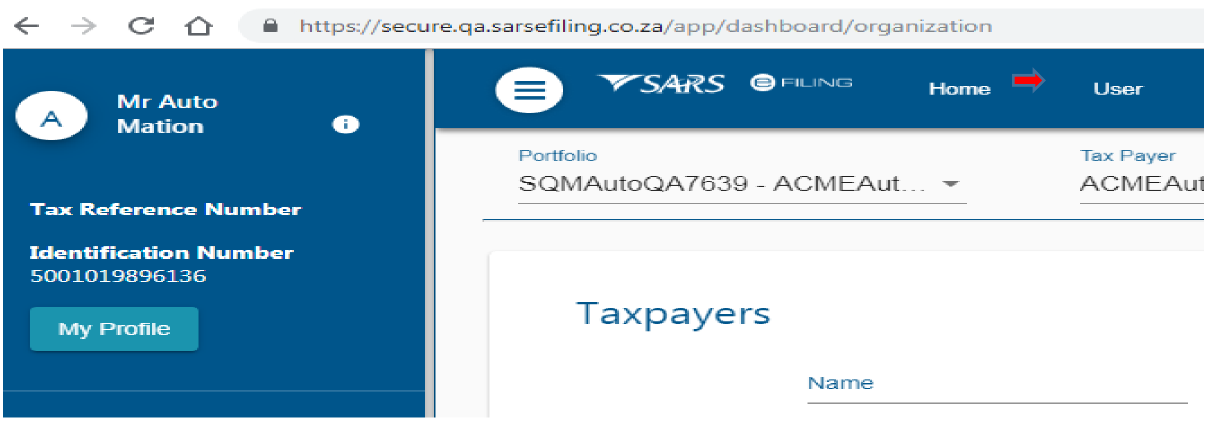
ii) Visit a SARS Branch office to be authenticated, before he/she will be able to submit his/her RLA application(s) online through eFiling.

2 LOGIN TO SARS EFILLING

a) In order to access the eFiling platform, the client needs to visit the SARS website, click on the eFiling icon and enter his/her login details.

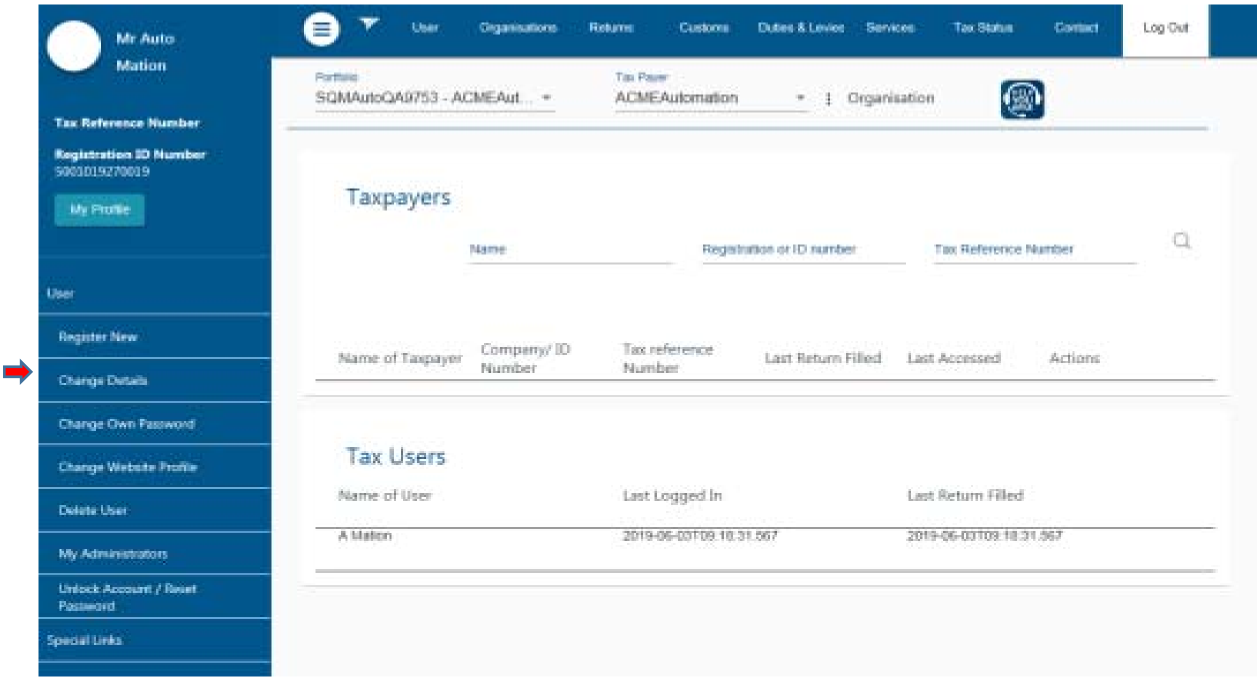


b) Once the client has logged in, the user will then need to select the **"User"** tab.

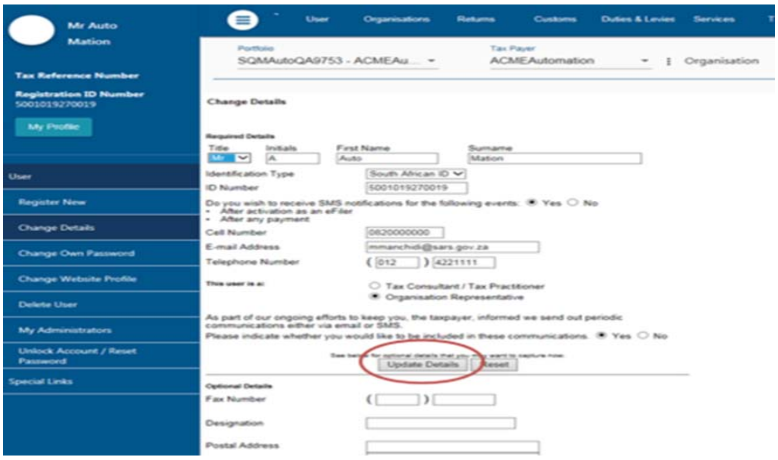


c) If the user needs to change/update personal/contact details, he/she selects the **"Change Details"** option.

d) This option enables a user to change his/her details such as cell phone number, email address, ID Number, telephone number and to choose whether he/she is the Organisation Representative or a Tax Consultant / Tax Practitioner.



e) Once the details have been changed/updated, the user clicks on **"Update details"** button to proceed to the next step to select an **"RLA Manage"** option(s).



f) In order to view or submit an RLA application(s), the user can only select one (1) of the following **"RLA Manage"** options, in addition to any other of the roles selected. The screen below describes each options and their capabilities:

i) **RLA – View Customs Product information** – With this profile a user can only view information such as address, contact and bank account details, including information that relates to his/her specific client type.

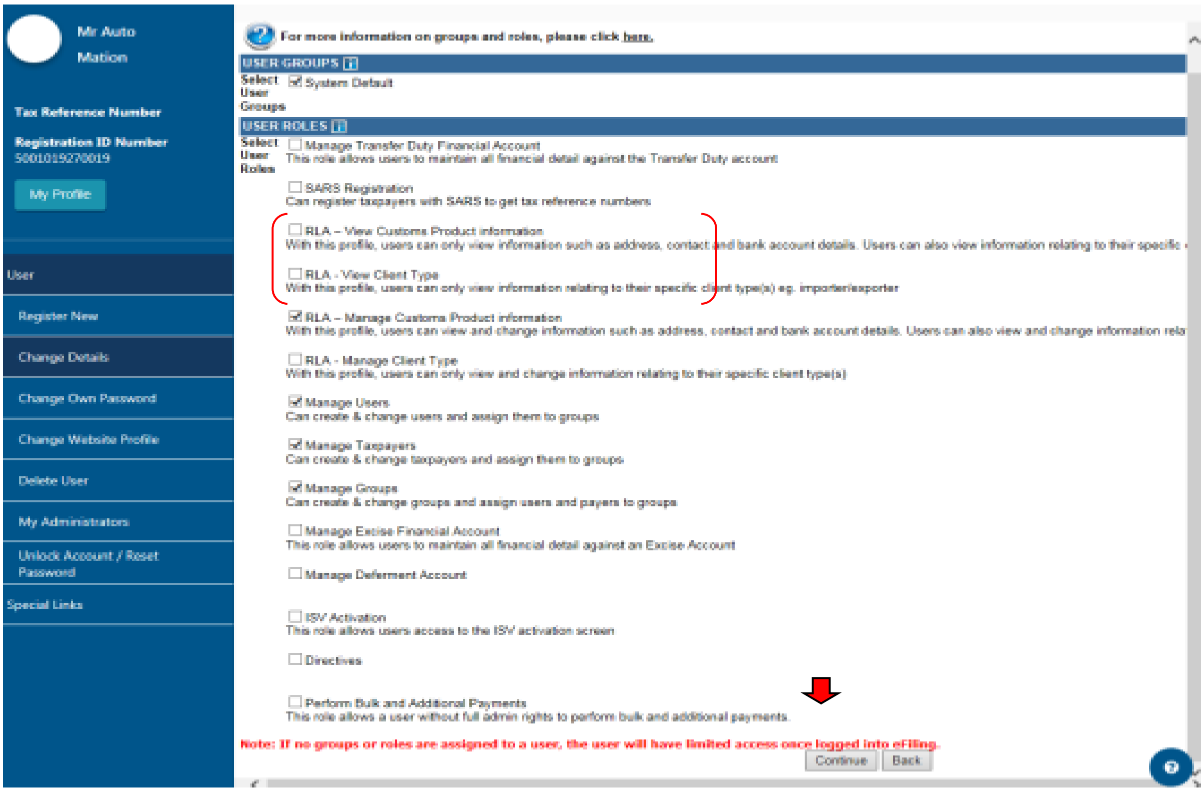
ii) **RLA – View Client Type** – With this profile a user can **only view** information that relates to his/her specific client type(s) e.g. importer / exporter.

iii) **RLA – Manage Customs Product information** – With this profile a user can **view and change** his/her information such as address, contact and bank account details, including information that relates to a specific or related client type.

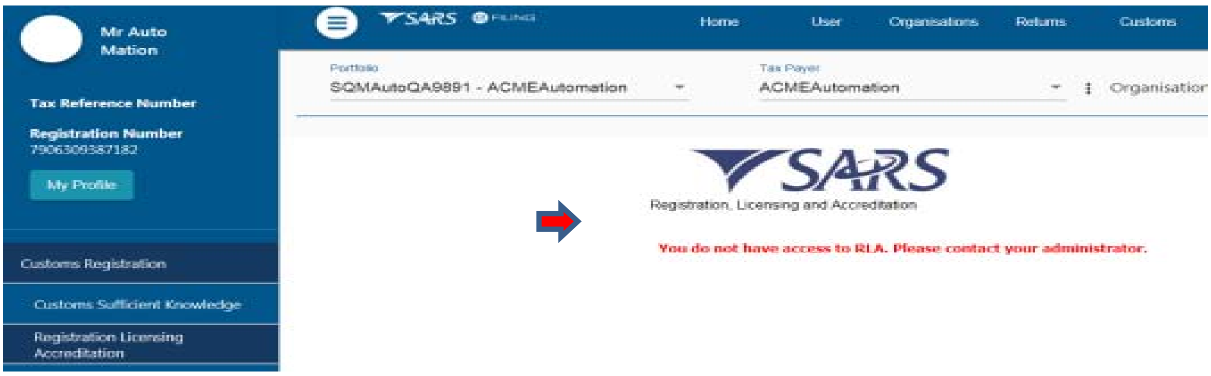
iv) **RLA – Manage Client Type** – With this profile a user can only view and change information that relates to his/her client type(s) and not information pertaining to his/her Customs product information.

g) Once the user has selected the relevant **"RLA Manage"** options, the user clicks the **"Continue"** button situated at the bottom of the screen.

h) In order for a user to submit an application, the user must ensure that one of the **"RLA Manage"** options is selected.



i) It is important for a user to select the appropriate option in order to gain access to **RLA**. If the appropriate option has not been selected, the user will receive the following message when he/she attempts to access RLA. If this message is displayed, the user must contact the company's internal system / eFiler administrator to rectify the issue.

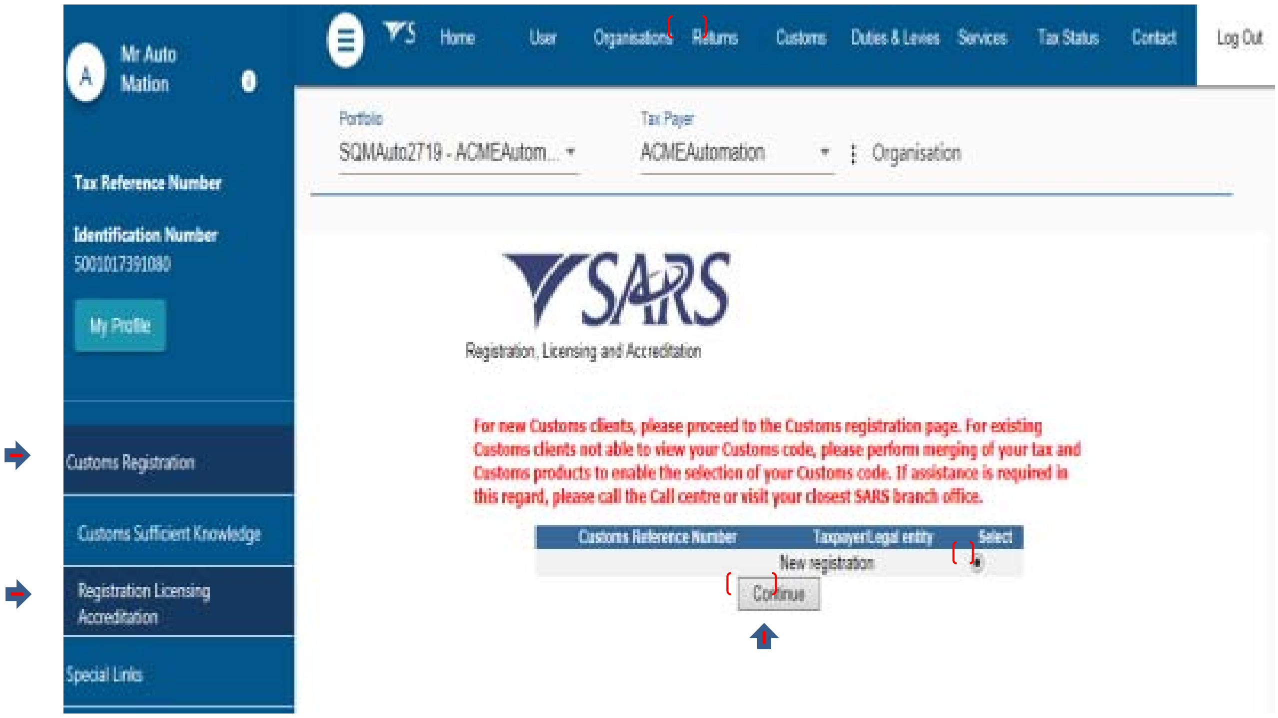


j) Once the user has selected the appropriate **“RLA Manage”** options, he/she:

i) Selects:
   A) The option **“Customs”** on the top ribbon;
   B) The field **“Registration Licencing Accreditation”** on the far left of the screen under “**Customs Registration”**

ii) Tick the **“New Registration”** radio button; and

iii) Clicks the **“Continue”** button to proceed to the CTP RLA portal.

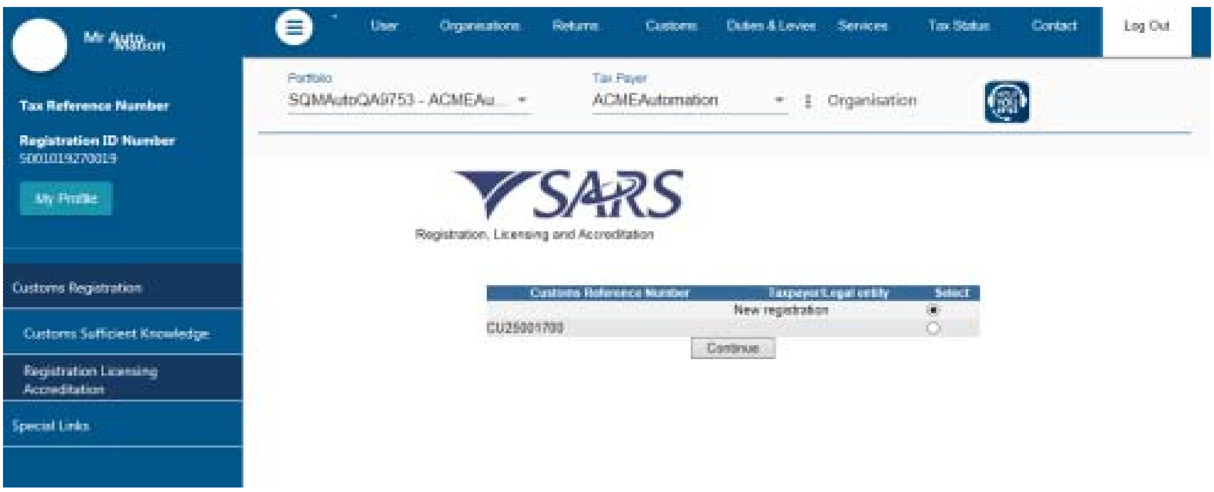


iv) **Already have a Customs code?** – The assigned code will be displayed, please select it.

v) **Do not have a Customs code? –** Select the **“New registration”** button.

vi) **More than one Customs code? –** Select the preferred code in order to proceed.

vii) **Are all your codes visible? –** The eFiling merge entity process should be followed to add entities Customs codes to his/her profile (refer to GEN-ELEC-15-G01). It must be noted that at time of registration, the user will only be allowed to select “New Registration” or the Customs Client Code radio button, both option will not be available simultaneously.

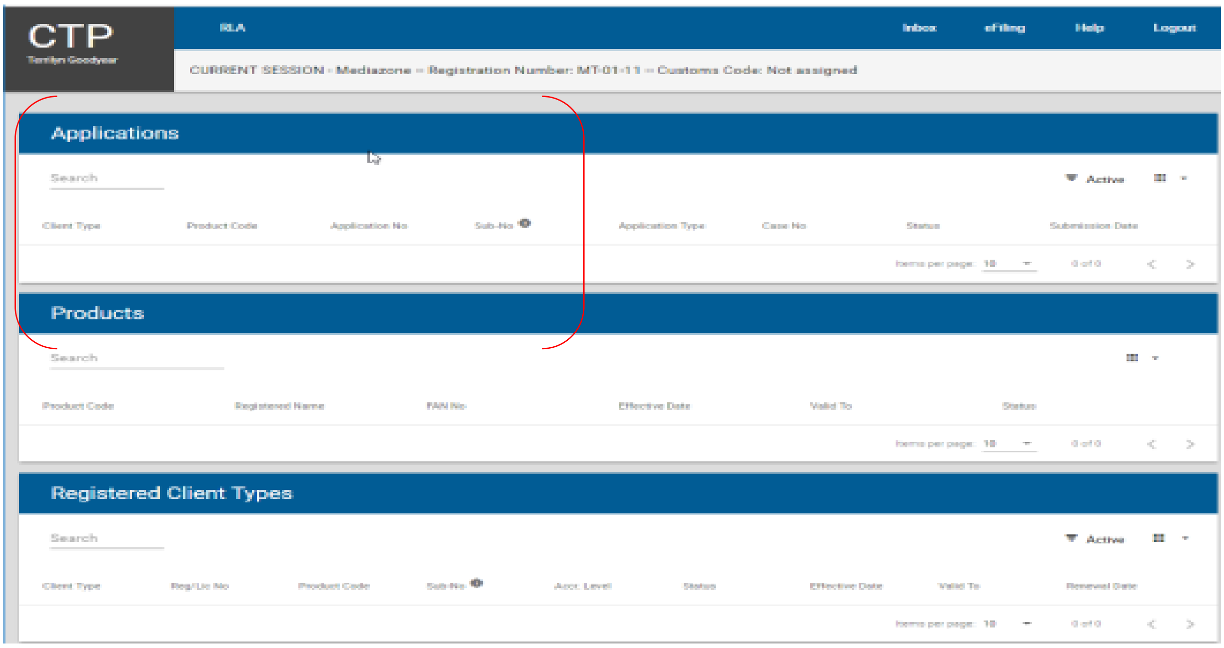


3 RLA DASHBOARD

a) Once the user selected **"Registration Licensing Accreditation"** option, the CTP system display the RLA dashboard.

b) The RLA dashboard is divided into three (3) categories:

i) **Application** – In this field, all applications captured by the user with their statuses, for example draft, in progress is displayed.
ii) **Product Details** – In this field, the client's Product information e.g. Customs is displayed.
iii) **Registered Client Types Grid** – In this field, all the registered and / or licensed client types is displays, including previously active client types that has been cancelled (withdrawn).

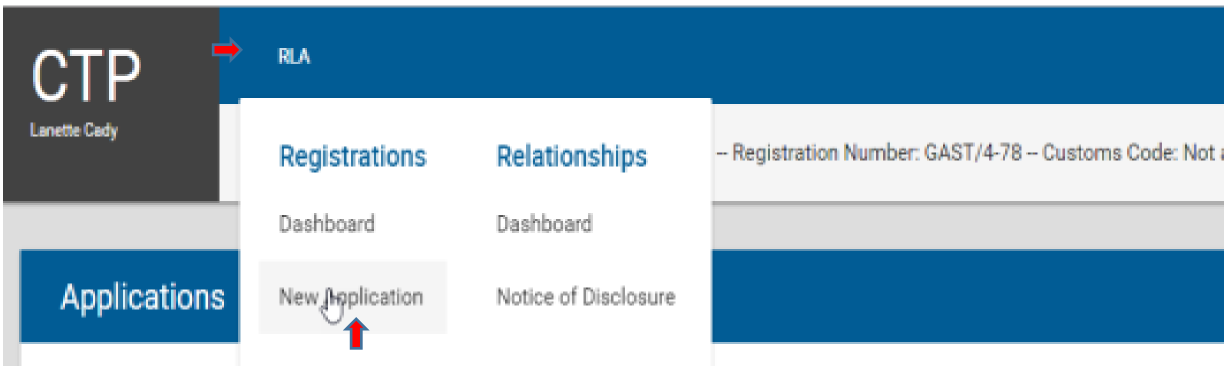


3.1 Step 1 – New application

a) The user clicks on the **"RLA"** icon, the system displays the RLA menu options:

i) Registration – Dashboard – New application; and
ii) Relationships – Dashboard – Notice of Disclosure.

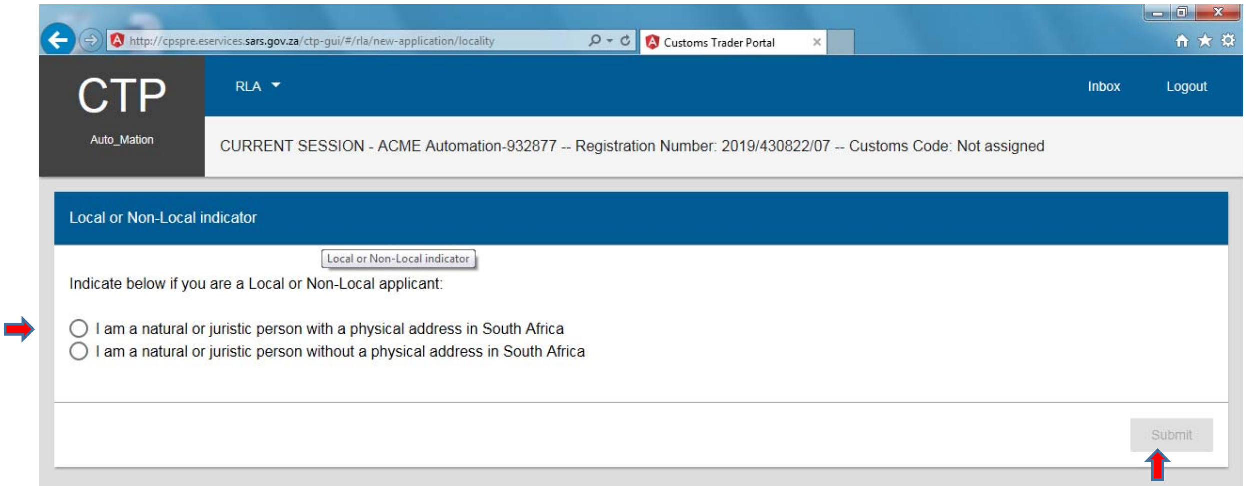
b) The **"New Application"** option will not displayed if the user first time RLA application submitted has not been finalised. Once the first submitted RLA application has been finalised only then will the applicant be able to submit multiple RLA applications concurrently.



3.2 Step 2 – Local or non-local indicator

a) After clicking on the **"New Application"** the user is prompted to indicate whether he/she is local or non-local natural or juristic with a physical address in South Africa or without a physical address in South Africa. The **"Local or Non-Local indicator"** screen will not display when a user submits a second application, the selected indicator remains applicable to any application(s) submitted thereafter.

b) Once the user tick the applicable indicator, the **"Submit"** button will become active. The user clicks on the **"Submi**t**"** button to move to the **"Application client type"** selection screen.



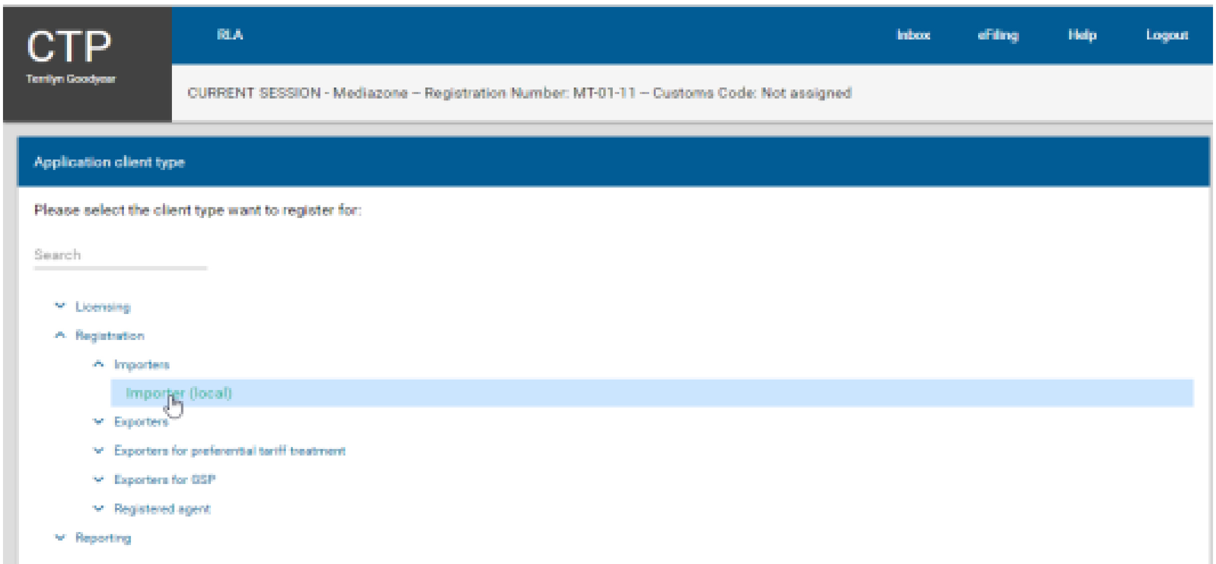
3.3 Step 3 – RLA application client type

a) The RLA client types are divided into three (3) categories:

i) Licensing;
ii) Registration; or
iii) Reporting.

b) The user must select the applicable category to view all client types listed under the category by clicking the **"v"** drop down icon. This icon enables the user to expand and / or collapse the list of client types listed under the selected category.

c) The user selects the specific client type to be registered or licensed.

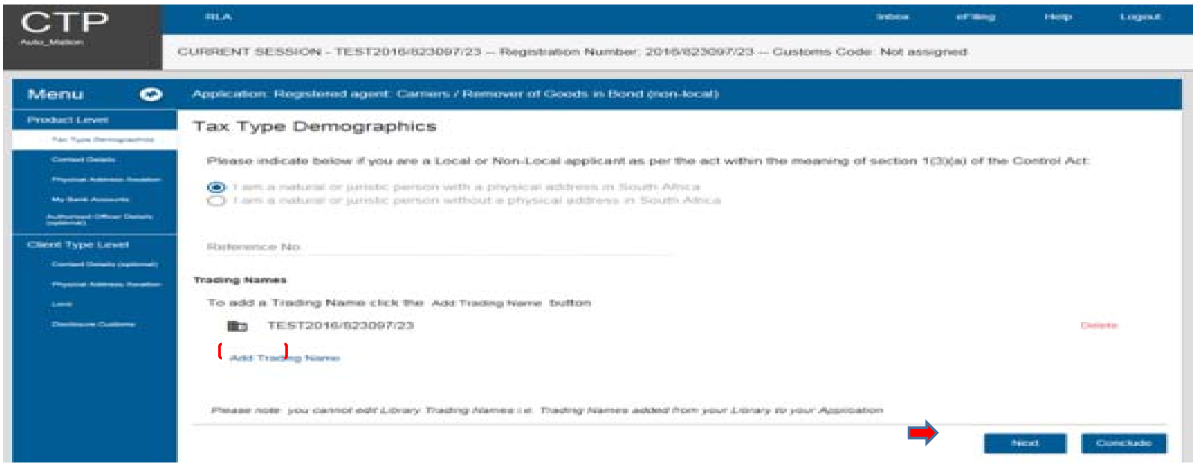


3.4 Step 4 – Capturing of product level details

3.4.1 Tax type demographics

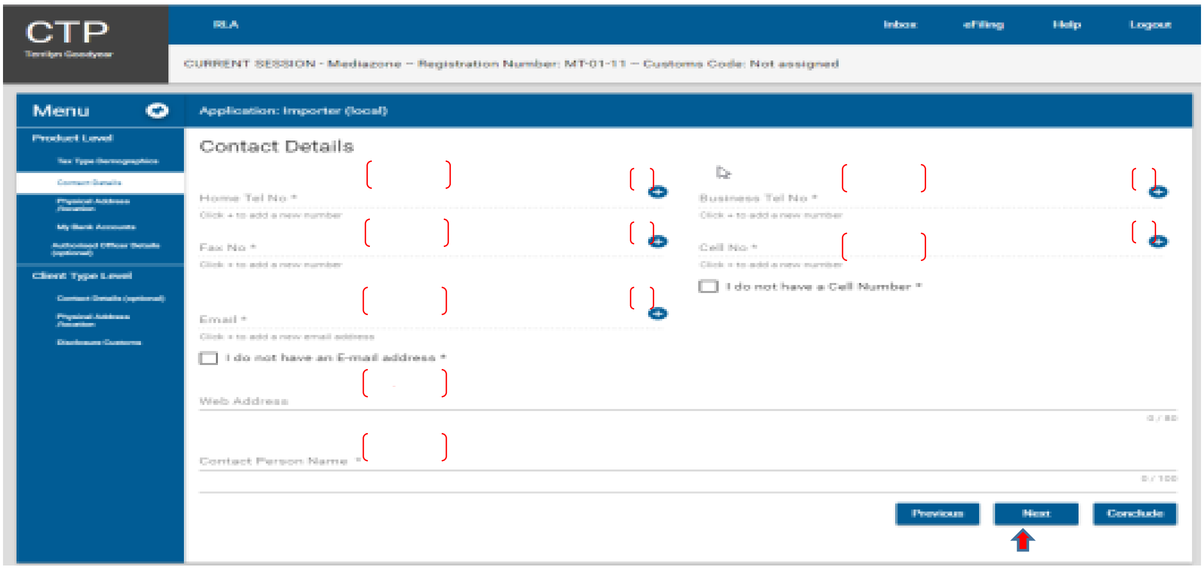
a) The user:

i) Clicks on **“Add Trading Name”**;
ii) Capture his/her trading name; and
iii) Clicks on the **“Next”** button to move to the next **“Product Level”** details to be captured e.g. **“Contact Details”**.

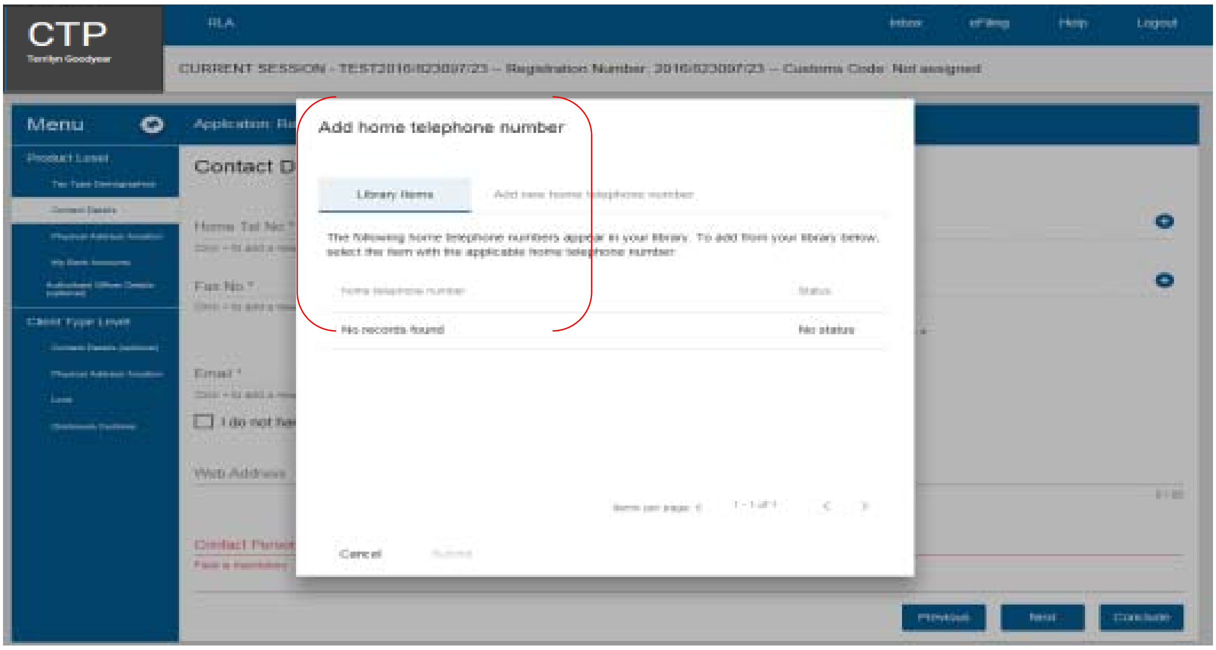


3.4.2 Contact details

a) The user clicks on the **“+”** button next to the required contact details to be captured for example ”**Home telephone number”**. The fields marked with a **“*”** are mandatory.



i) Once the user clicks on the home telephone number **"+"** button, the system displays the **"Add home telephone number"** capture screen.

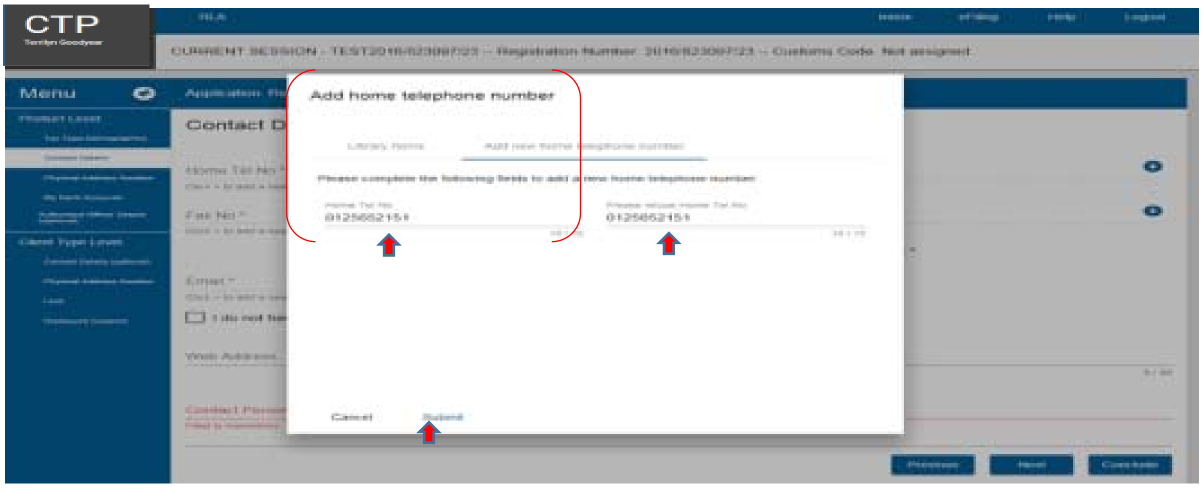


ii) If no library items are listed under **"Library Items",** the user:

A) Clicks on **"Add new home telephone number"** option next to "**Library Items"** display;

B) Captures the clients home telephone number as per the document provided by the client; and

C) Clicks on **"Submit"** to submit the information captured on the **"Add new home telephone number"** capture screen.



iii) The user follows the same procedure mentioned in paragraph a) and i) above to capture the following mandatory fields:

A) Business Telephone number;

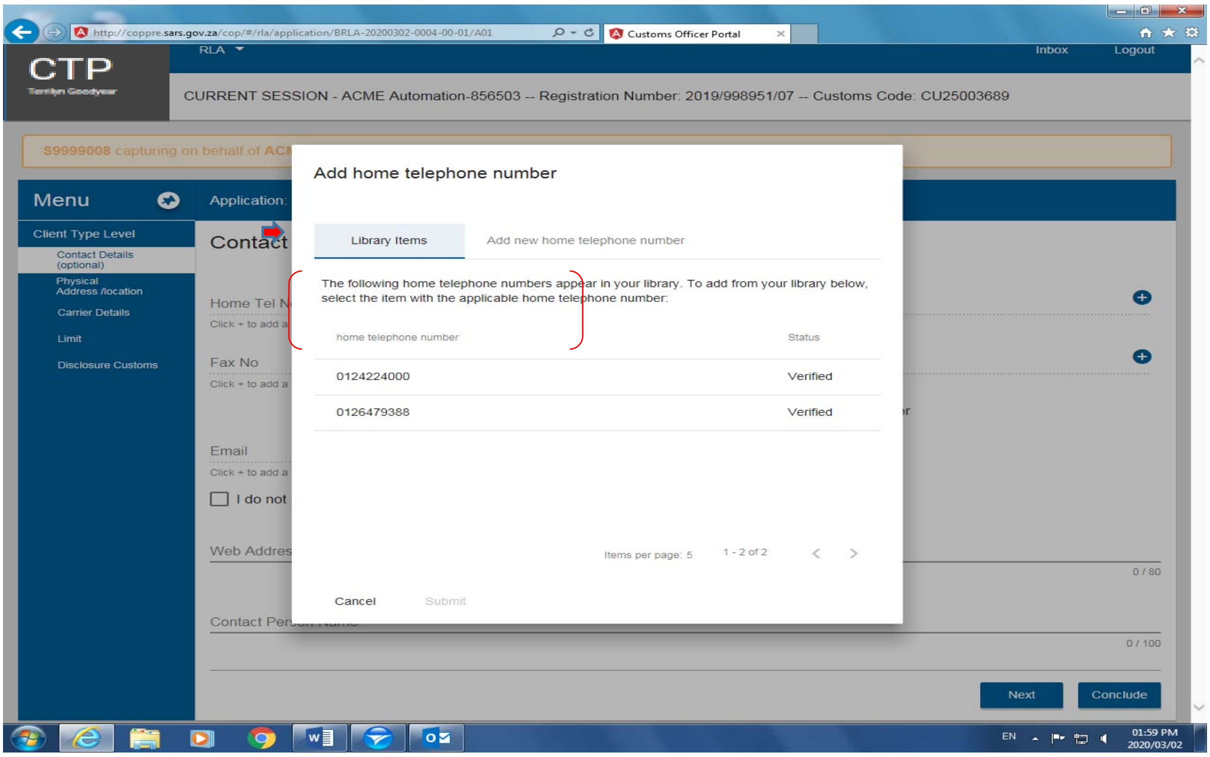
B) Fax number;

C) Cell phone number; and

D) E-mail address;

b) If details listed under **"Library Items"** is the same, the user may select it from the library items. If the selected library items status has been verified, no supporting documents will be required to be presented to SARS unless specifically requested by SARS.

c) If unverified SARS may request such document to be submitted for, verification purposes (if applicable).



3.4.3 Web address

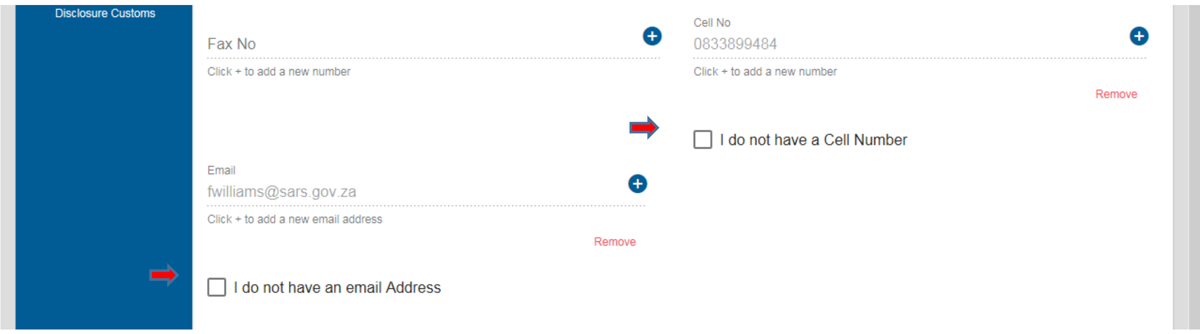
a) This filed is optional.

b) If any of the contact details has been omitted or incorrectly captured, the user can select the **"Previous"** button and makes the necessary corrections.

3.4.4 E-mail address and / or cell number

a) This details forms part of contact details and is mandatory. The reason why the e-mail address and cell phone number is mandatory is to ensure that SARS will be able to send notification to the user regarding his/her RLA application electronically to RLA Inbox, see paragraph 4. In these instance the user will be required to visit a SARS Customs Branch officer where the BFE capturing facility is available to request copies, see Rule120.04(a)(ii) in terms of the fee that will be charge.

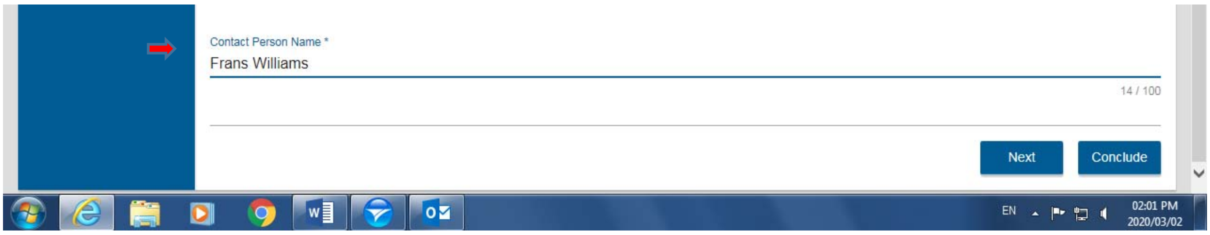
b) The user must capturer his/her e-mail address and / or cell phone number, see paragraph 3.4.2. If the user **does not have an e-mail address and / or cell phone number**, he/she must tick the tick boxes under e-mail address and / or cell phone number.



3.4.5 Contact person's name

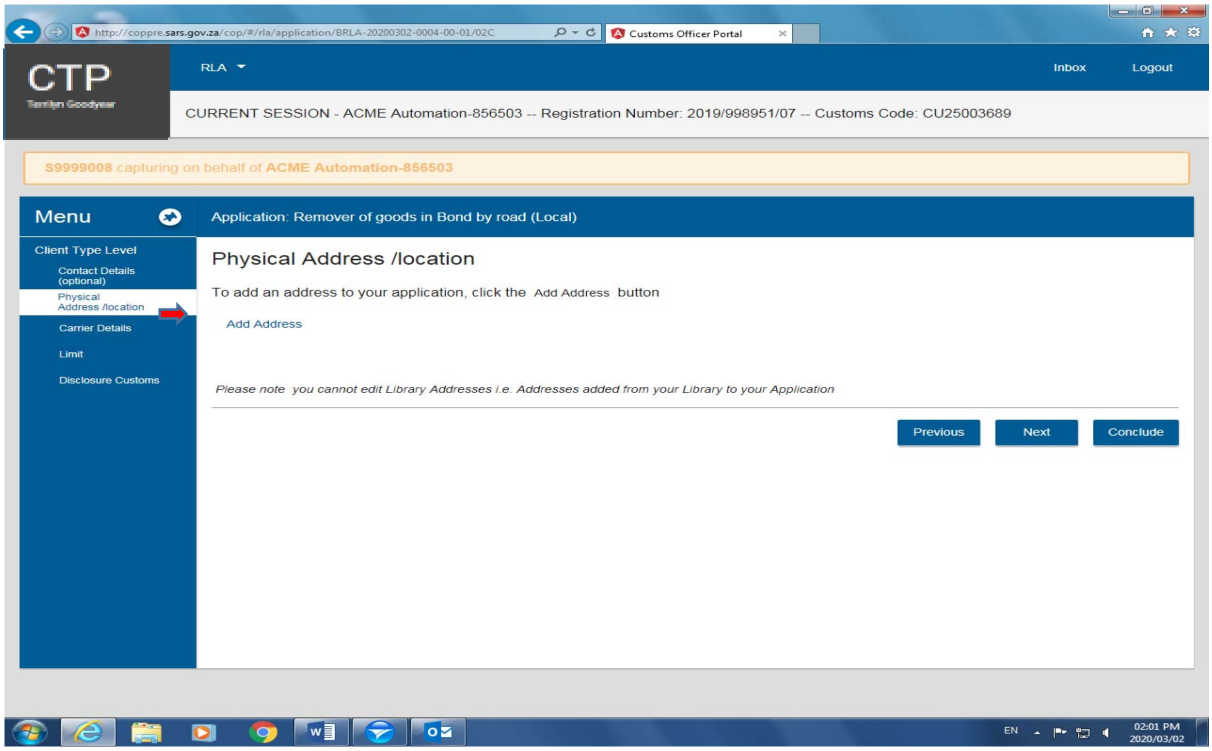
a) The user must also provide ae **"Contact person name"**.

b) Once the user has captured the contact person's name, he/she clicks on the **"Next"** button to submit the information captured and the move to the next details to be captured e.g. physical address.

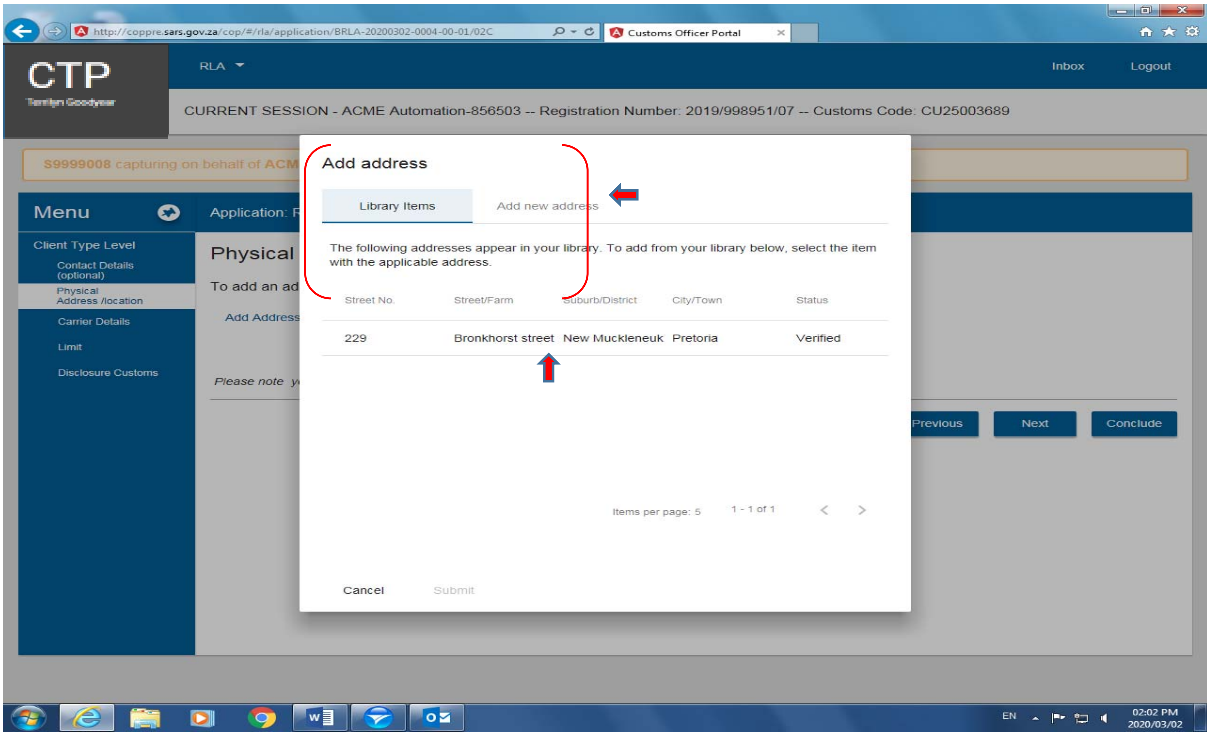


3.4.6 Physical address and / or location

b) The user must click on **"Add Address"** to capture the mandatory details onto the **"Add address"** screen.

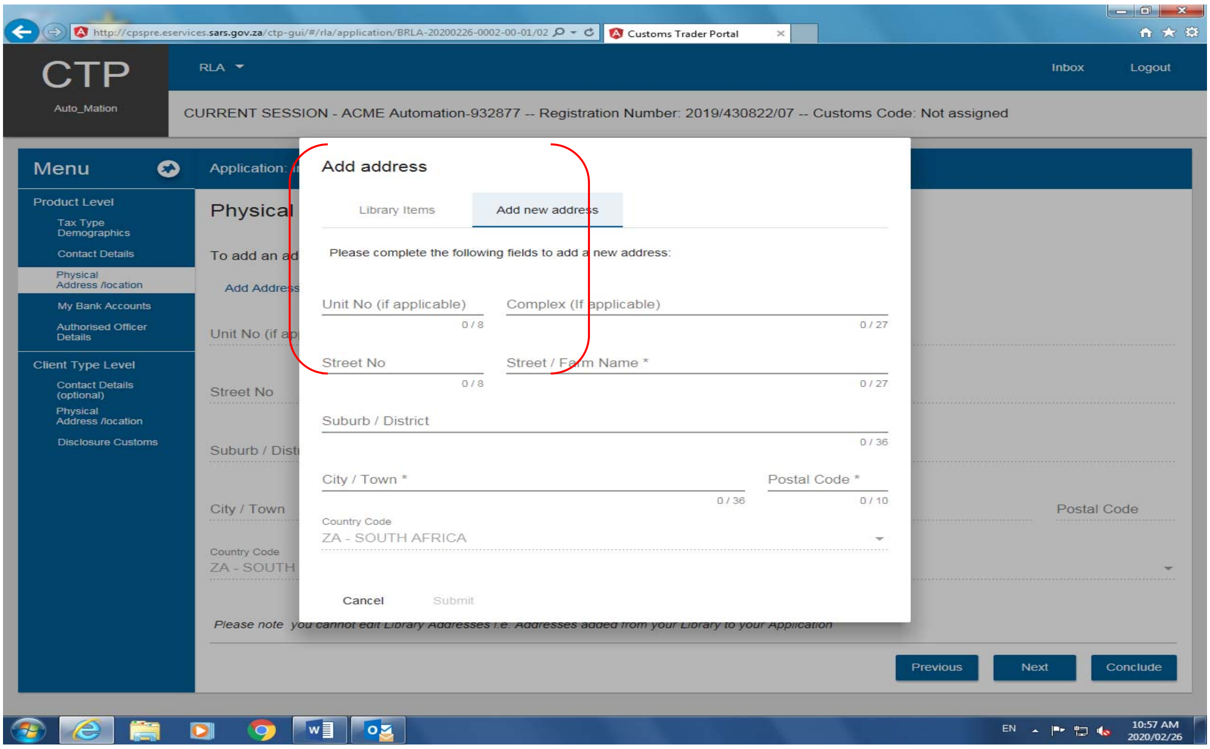


c) The system displays the **"Add Address"** screen. The user can select the physical address from his/her **"Library Items"** if the same. If a new address, the user clicks on **"Add new address".**



d) Once the user clicked on **"Add new address"** option, the sytem displays the **"Add Address"** capture screen. The user captures his/her new physical adress detials. The fields marked with a **"*"** are mandatory.

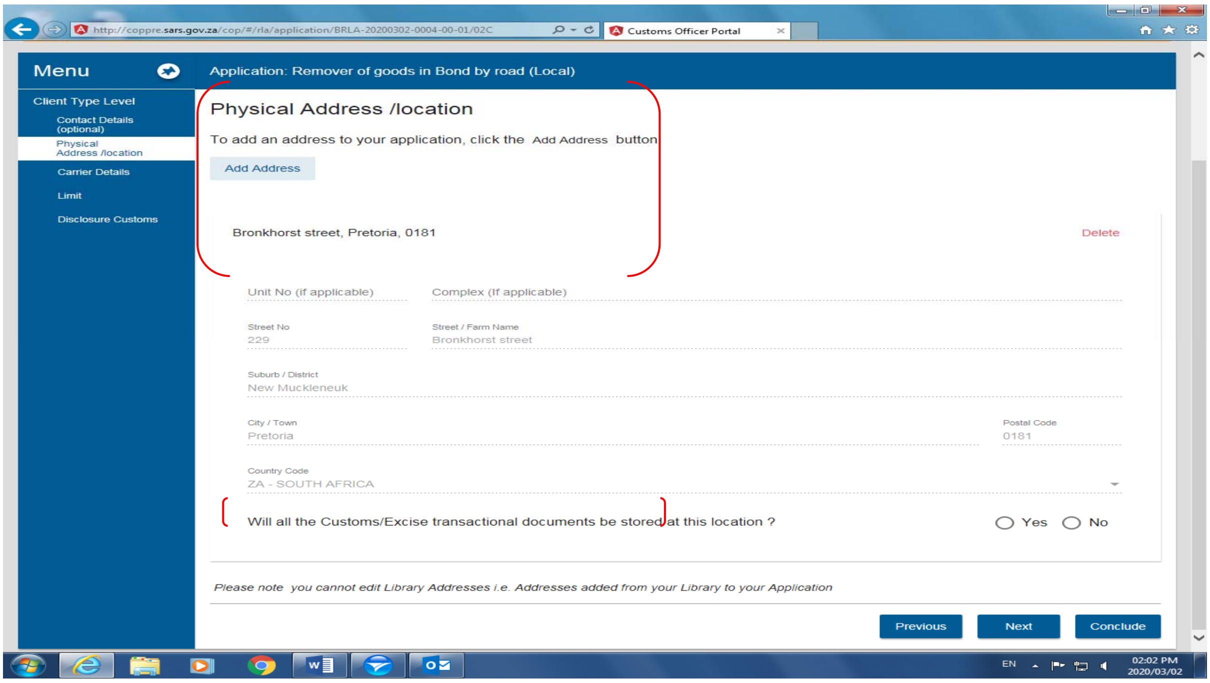
i) If correct, the user clicks the option **"Submit"** (this option will only be active once all the mandatory information have been captured); and
ii) If incorrect, the user clicks the option **"Cancel"** to re-capture the new address.



e) The system displays the details captured. The user must:

i) Indicate if the transaction documents will be stored at this address. If yes, the user ticks **"Yes"**, if not the user ticks **"No"**.

ii) Clicks on the **"Next"** button, if all the details are correct and he/she has indicated where the transaction will be stored or if incorrect the user clicks the **"Previous"** button to re-capture his/her physical address details.

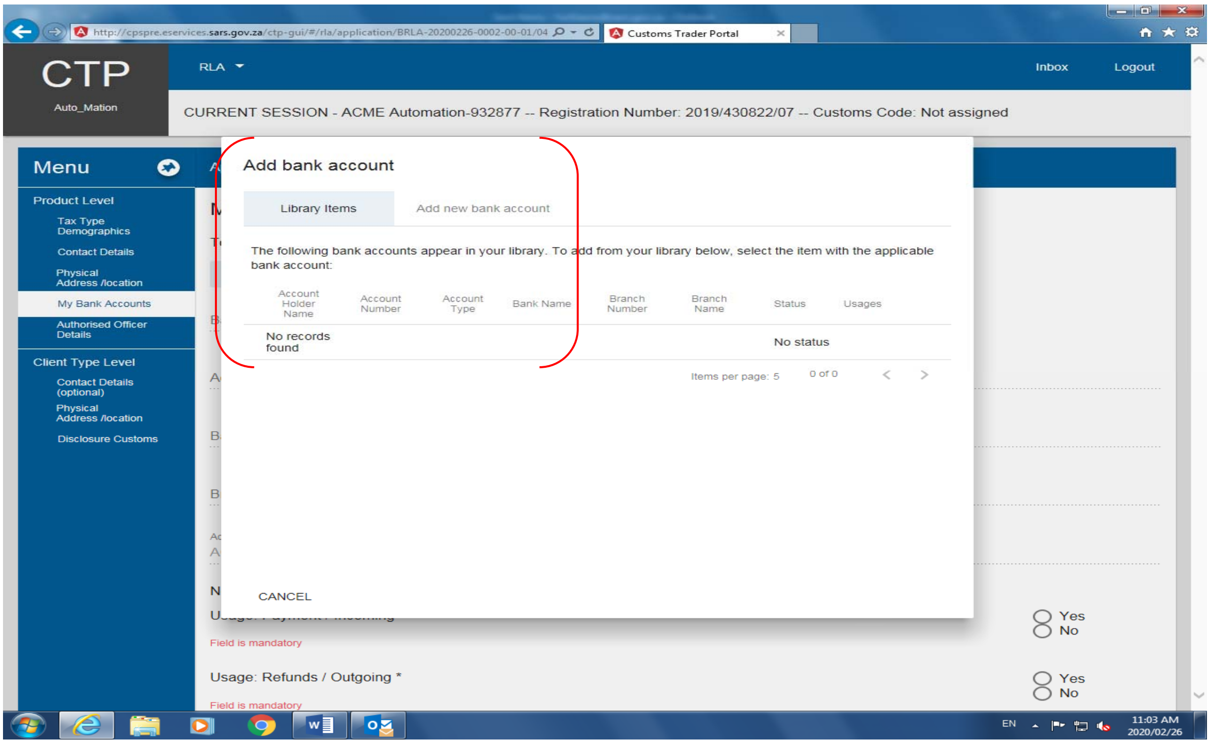


3.4.7 Bank account

a) The user must provide SARS with banking details. This enables SARS and the client to effect payments.

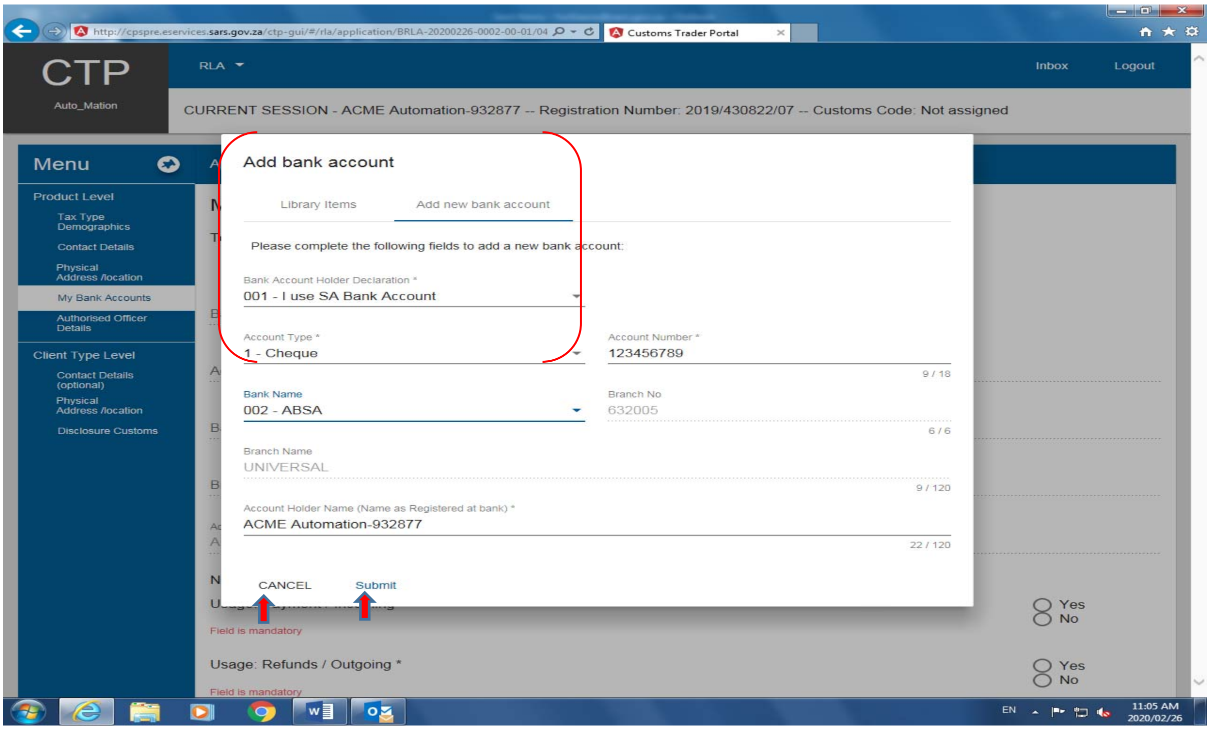
b) Only a valid South African banking account must be captured.

c) The user clicks on **“Add Bank Account”**, the system displays the **“Add bank account”** screen.

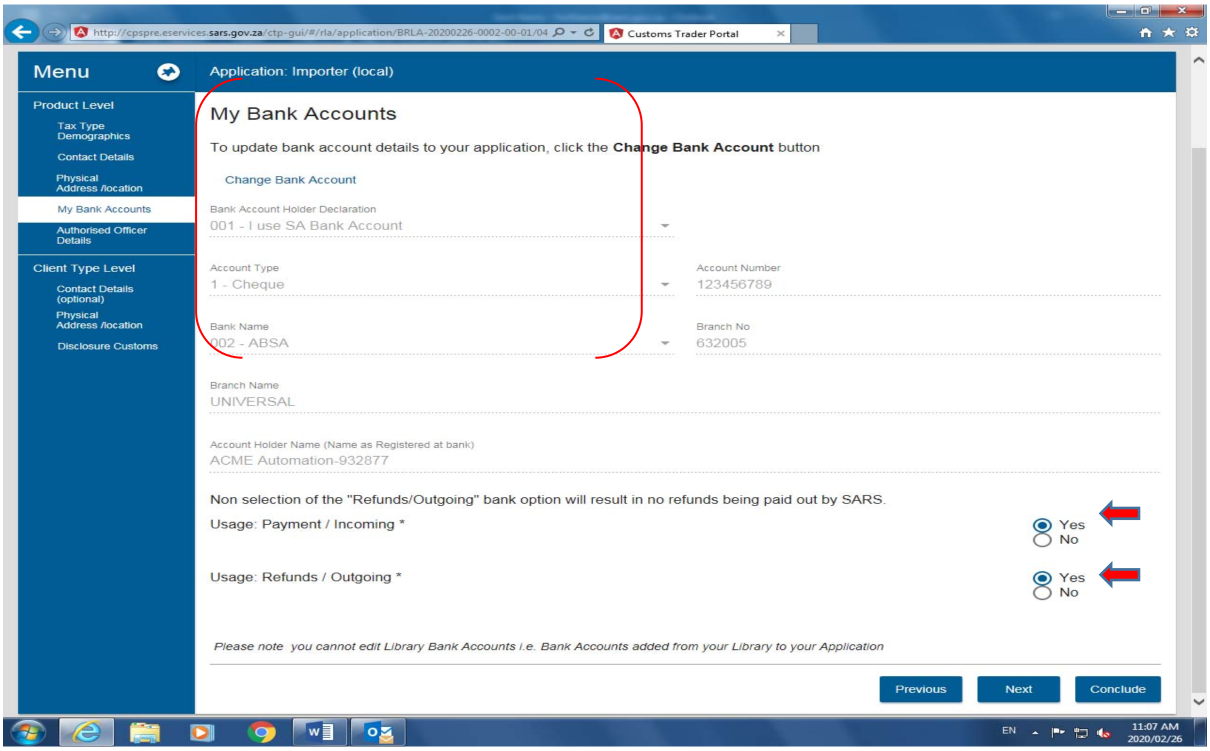


d) If no bank account details listed under your library items, the user:

i) Clicks on **"Add new bank account"** option next to **"Library Items" to display the "Add new bank account"** capture screen.
ii) Captures all the mandatory bank account details, see the fields marked with an **"*"**.
iii) Clicks on **"Submit"** to save the mandatory bank account details captured onto the system or **"Cancel"** button to re-capture all the mandatory bank account details**.**



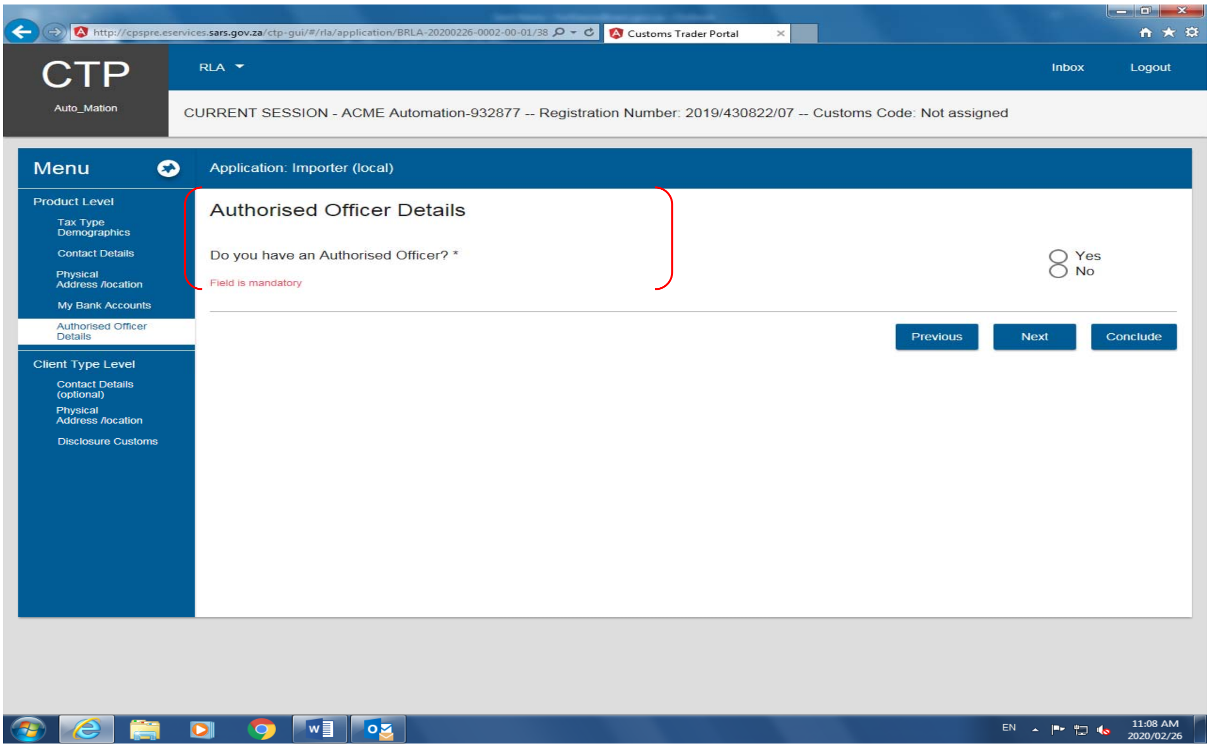
e) Once the user click on the **"Submit"** button, the system displays the bank account details captured. Before the user clicks on the **"Next"** button, he/she must select both **"Refunds / Outgoing"** bank option. Both options must be selected **"Yes"** to ensure incoming / out coming payment can be processed. If the second option **"Use Refunds / Outgoing"** is **"No"**, SARS will not be able to effect any refund payments due.



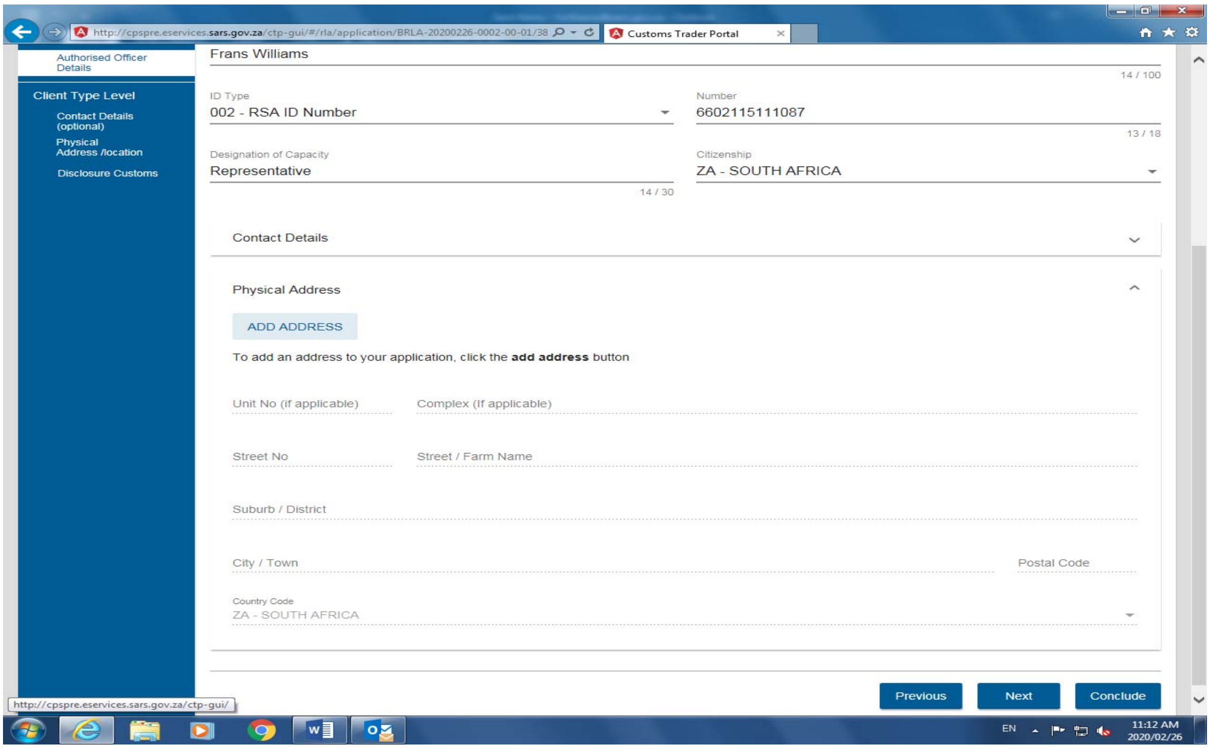
3.4.8 Authorised officer

a) The user must indicate if he/she do have an authorised officer, see Rule 59A.01.

b) The user must indicate if he/she have an authorised officer by selecting either **“Yes”** or **“No”**. If selected **“Yes”**, the user must capture the **“Authorised Officer details”**.



c) After the captured the authorised officer’s details, the user clicks on **“Next”** button to submit the details captured.



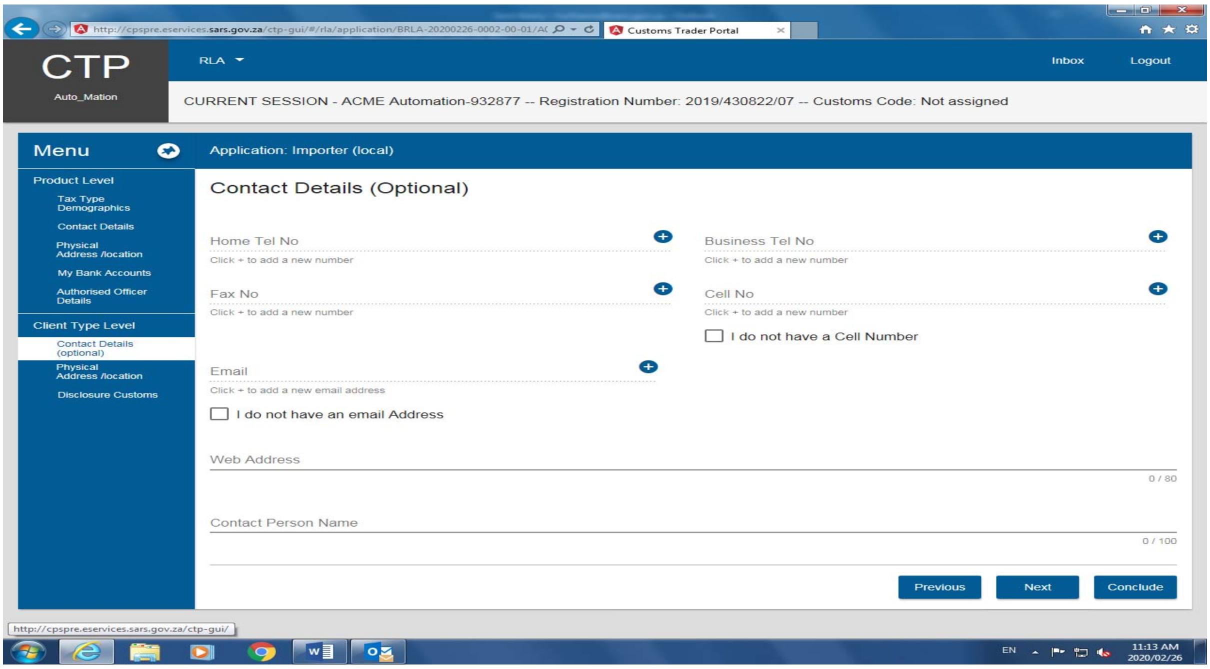
3.5 Step 5 – Capturing of client type level details

a) The **"Client Type Level – Contact Details"** is optional. The user will only be required to capture the client's contact details, if it differs from that captured under the client's product level, see 3.4.2.

b) If different, the user must add the details by following the same procedure describe in paragraph 3.4, how to add new details or to select them from your library item(s).

c) The following details are required:

i) Contact details; and
ii) Physical Address / Location.

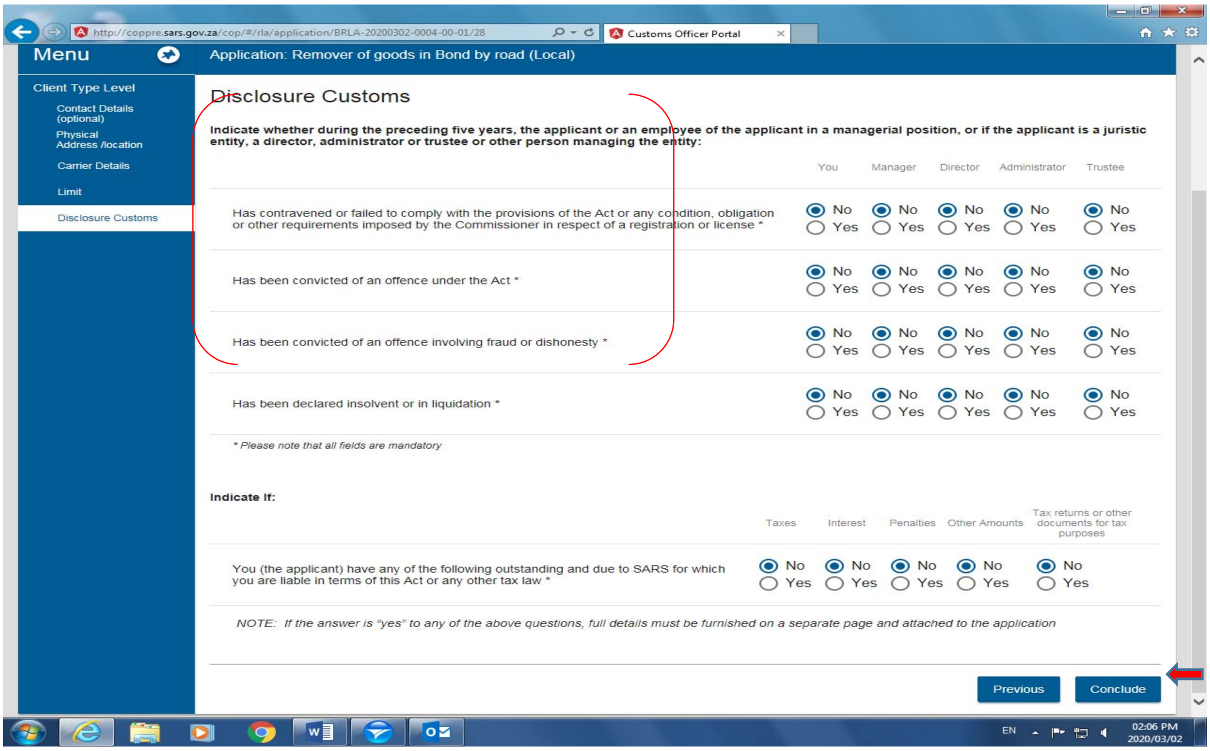


3.6 Step 6 – Disclosure Customs questionnaire

a) The user must answer all the questions listed under **"Disclosure Customs"**. To answer the question the user must select either **"Yes"** or **"No"**.

i) If any of the question do not pertain to the applicant, the user must select **"No"**; or

ii) If any of the answers to the question(s) is **"Yes"**, the user must furnish a motivation on a separate page that contains all the details. This motivation must then be uploaded at the end of the RLA application process, with all the other required (supporting) documents, see paragraph 3.7.



b) Once all the questions has been answered, the user clicks the **"Conclude"** button. The system validates all the details captured under each field. The system will after all the details captured has been verified, indicate next to each field whether the details captured is correct or incorrect.

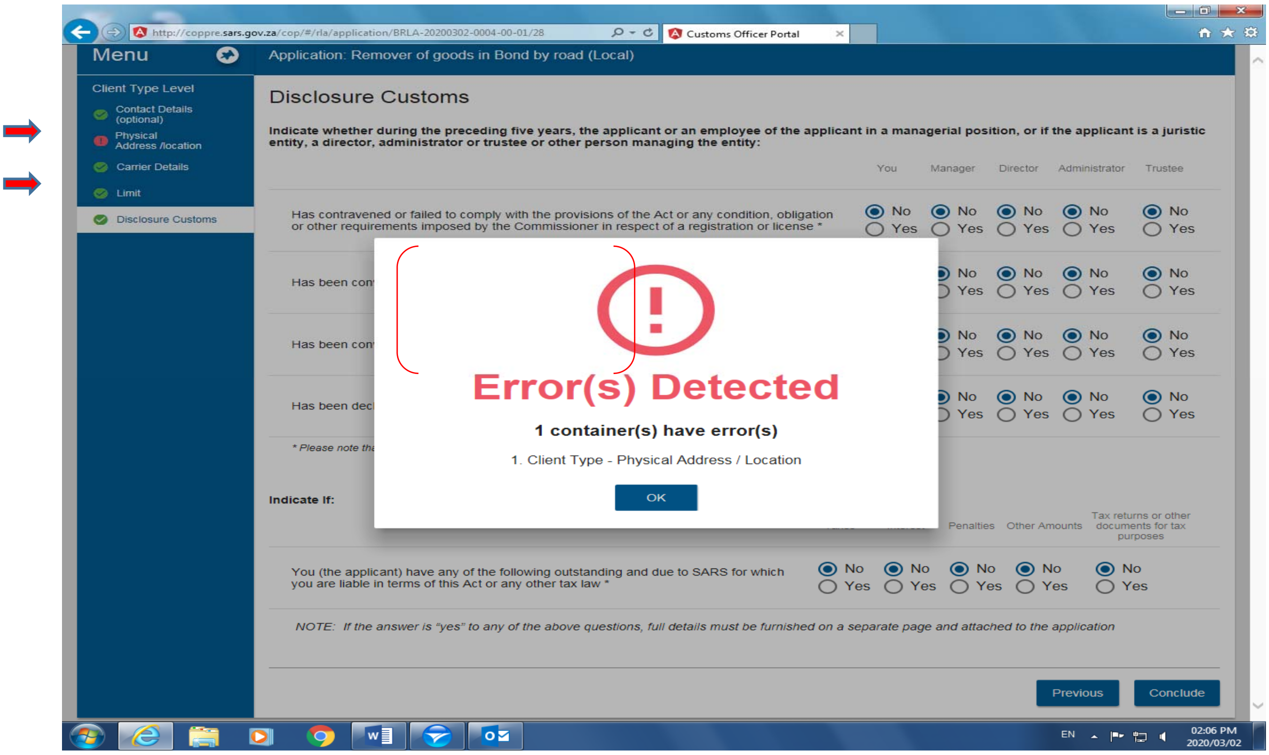
i) If incorrect:

A) The system displays an error message.

B) The user click on the **"Ok"** button; and

C) The system displays an "" next to the field incorrect in red; and

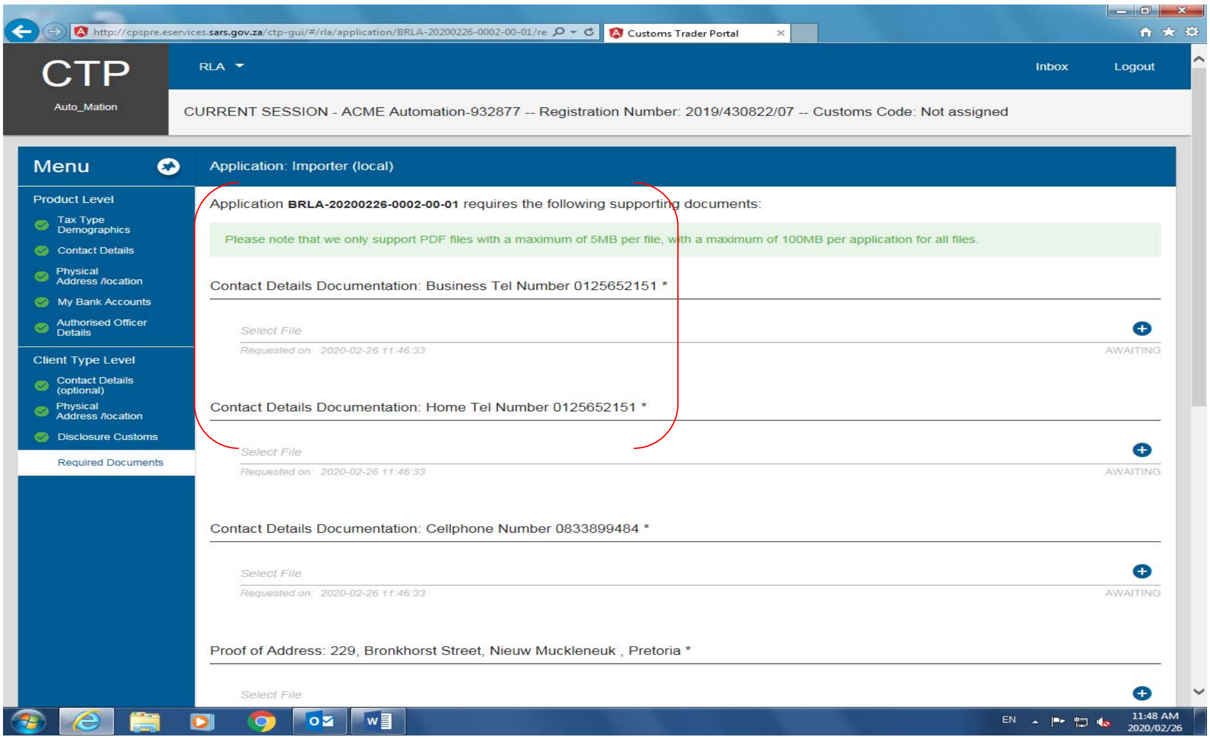
ii) If correct, the system displays a "" in green next to each field.



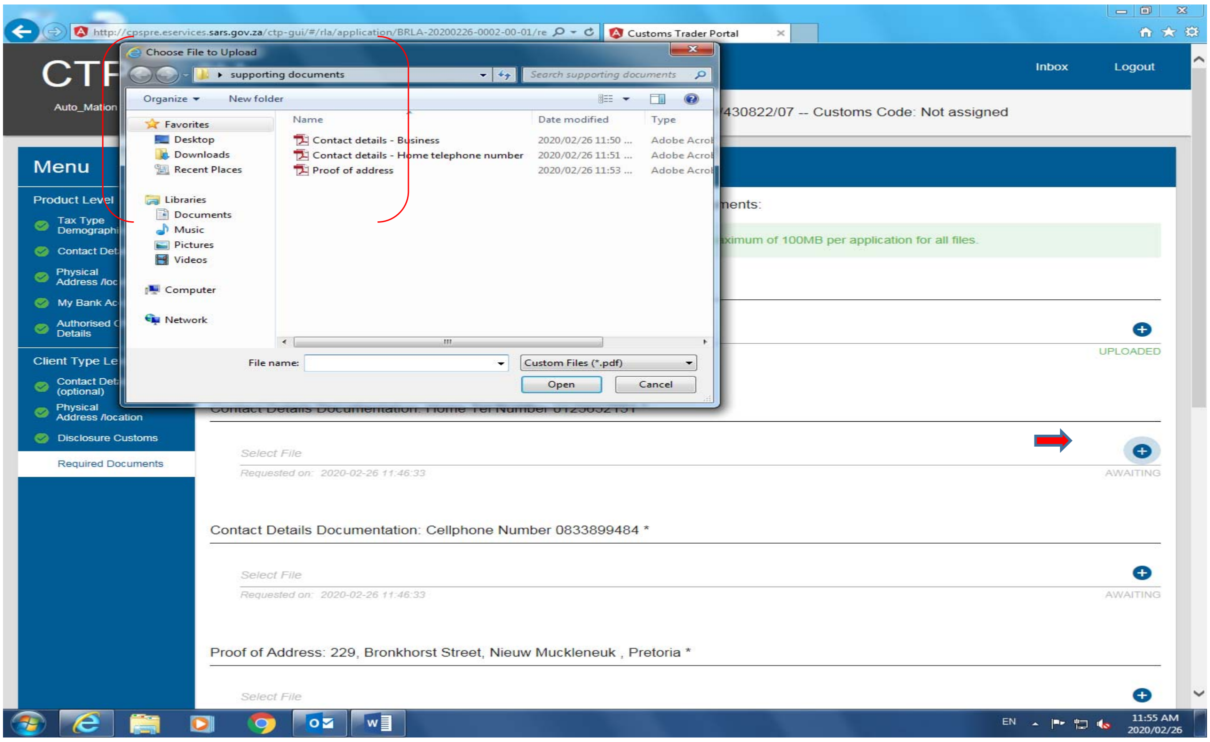
3.7 Step 7 – Uploading of required (supporting) document(s)

a) Once the system have concluded that all the details captured is valid and correct, the system displays the list of required (supporting) document that needs to be uploaded.

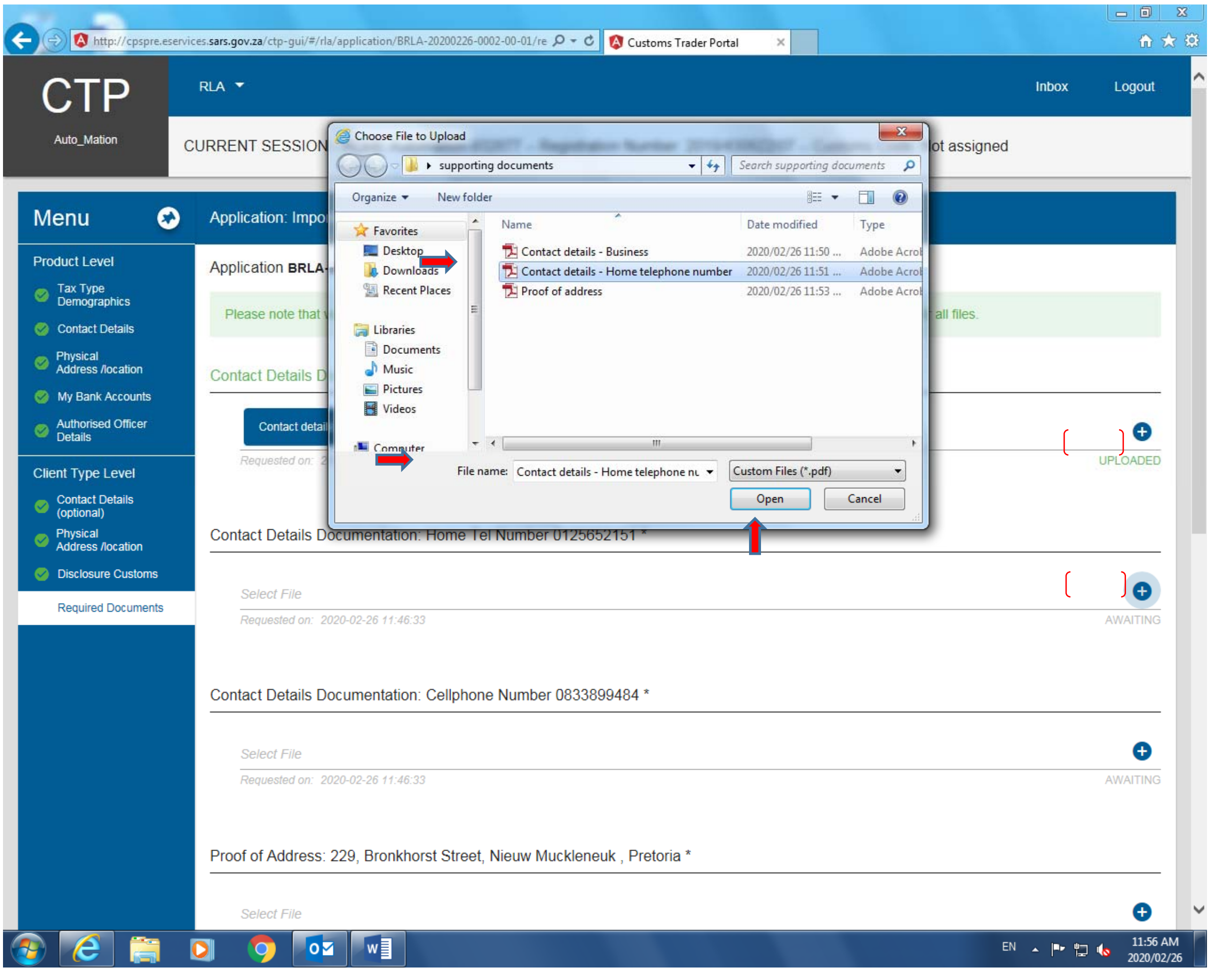
b) All required documents to be uploaded must be in PDF format and certified as a copy of the original, if so required in terms of the Rules to the Act.



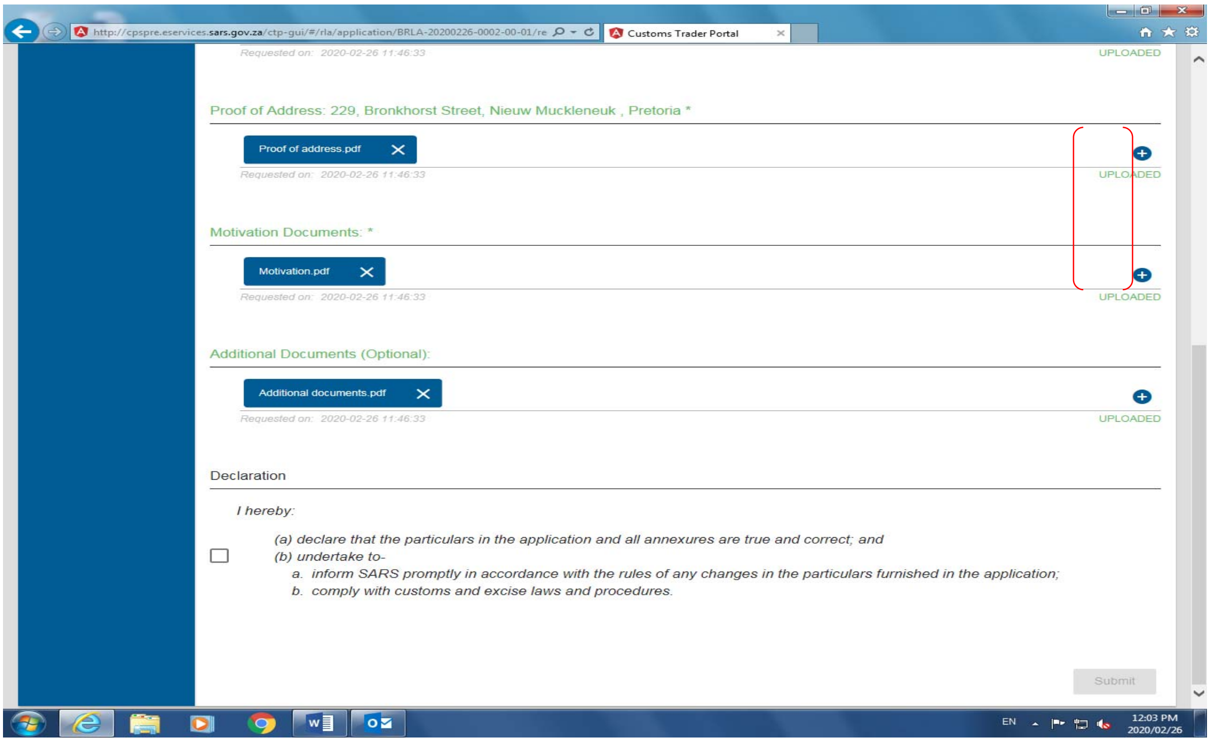
c) The user clicks on the **"+"** under each required document to be provided. The **"Choose File to Upload"** screen will pop up.



d) The user selects the requried document(s) to be upload and click the **“Ok”** button. The document(s) will then be attached to the user’s application. Once the document(s) has been successfully uploaded, the document(s) status changes from **“Waiting”** to **“Uploaded”**.



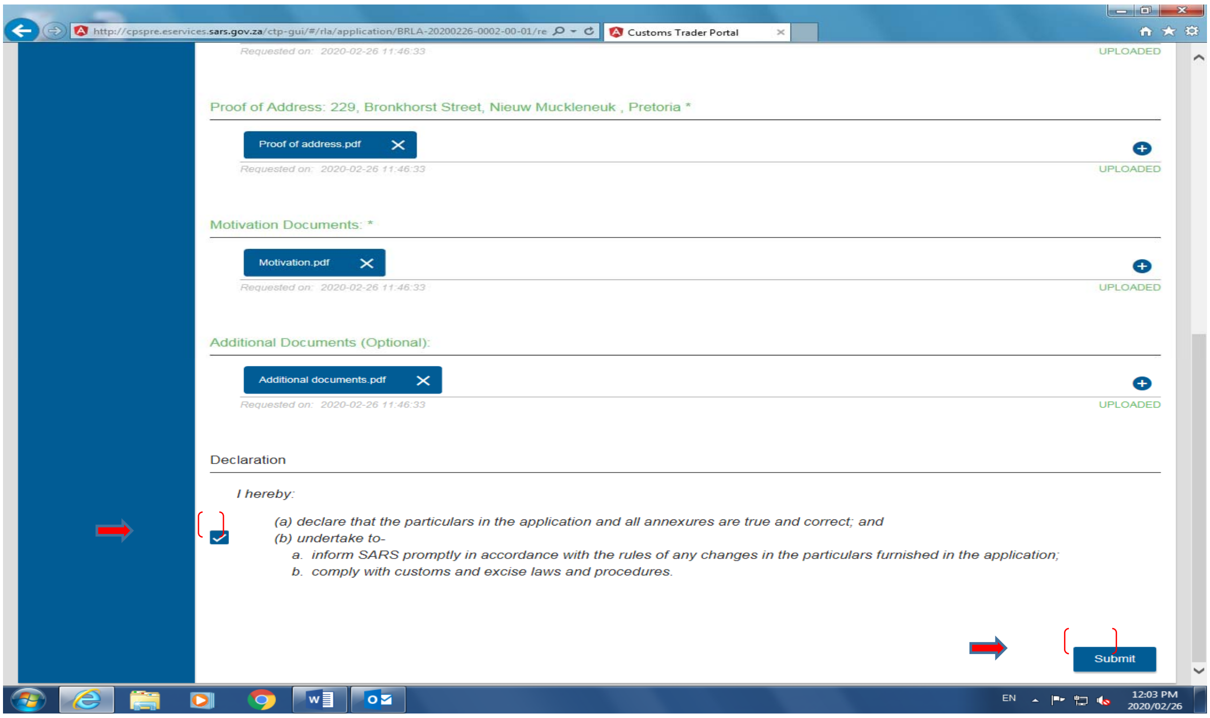
e) The required document(s) is then uploaded to the RLA application case. The same processes mentioned in the above pararaph [a) to d)] must be followed untill all the required (supporting) document(s) have been sucessfully uploaded to the RLA application case. The user must before he/she ticks the declaration tick box, verify if all the required (supporting) document(s) has been uploaded.



3.8 Step 8 – Declaration

a) This field is mandatory the user must once all the required (supporting) document(s) has been successfully uploaded tick the declaration tick box.

b) The **"Submit"** button becames active, the user clicks on it to submit his/her RLA application to Customs for processing.

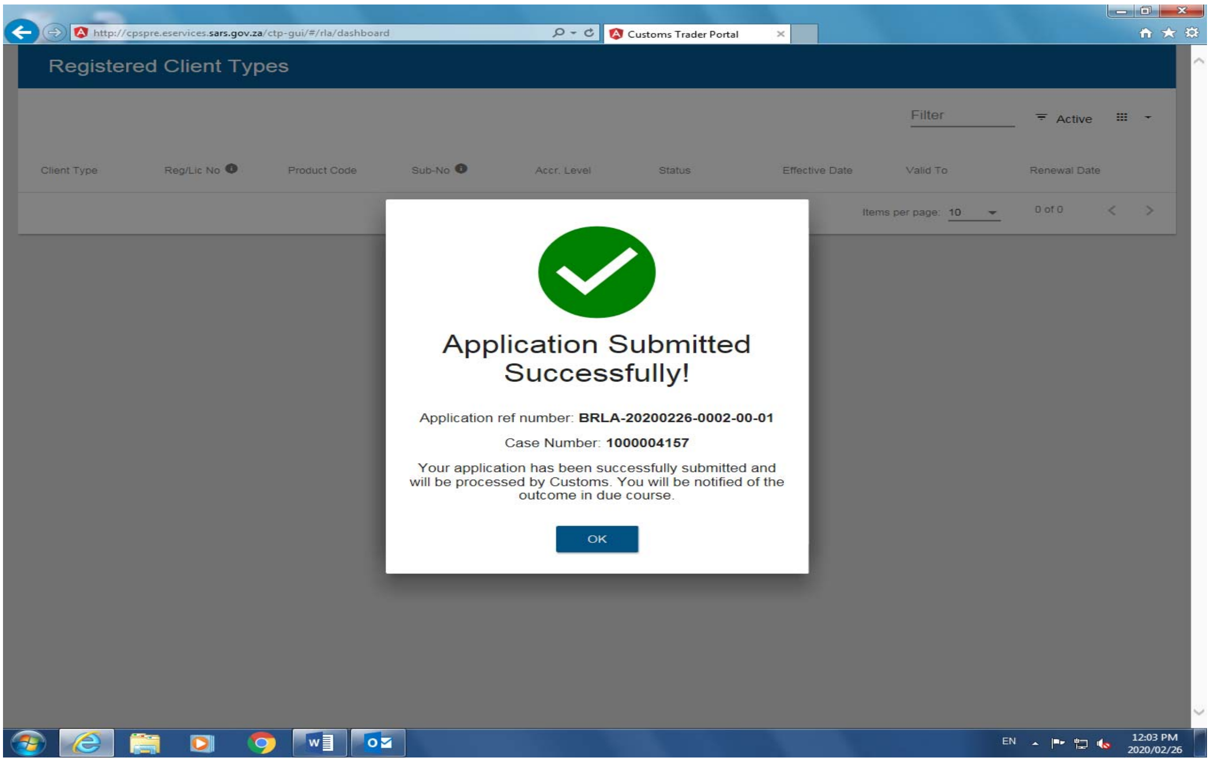


3.9 Step 9 – RLA application submission successfully

a) Once the user submitted his/her RLA application, the system display:

i) A message that his/her RLA application have been submitted successfully;
ii) The RLA application's reference number; and
iii) Case number.

b) The user clicks on the **"Ok"** button to close his/her RLA application case.



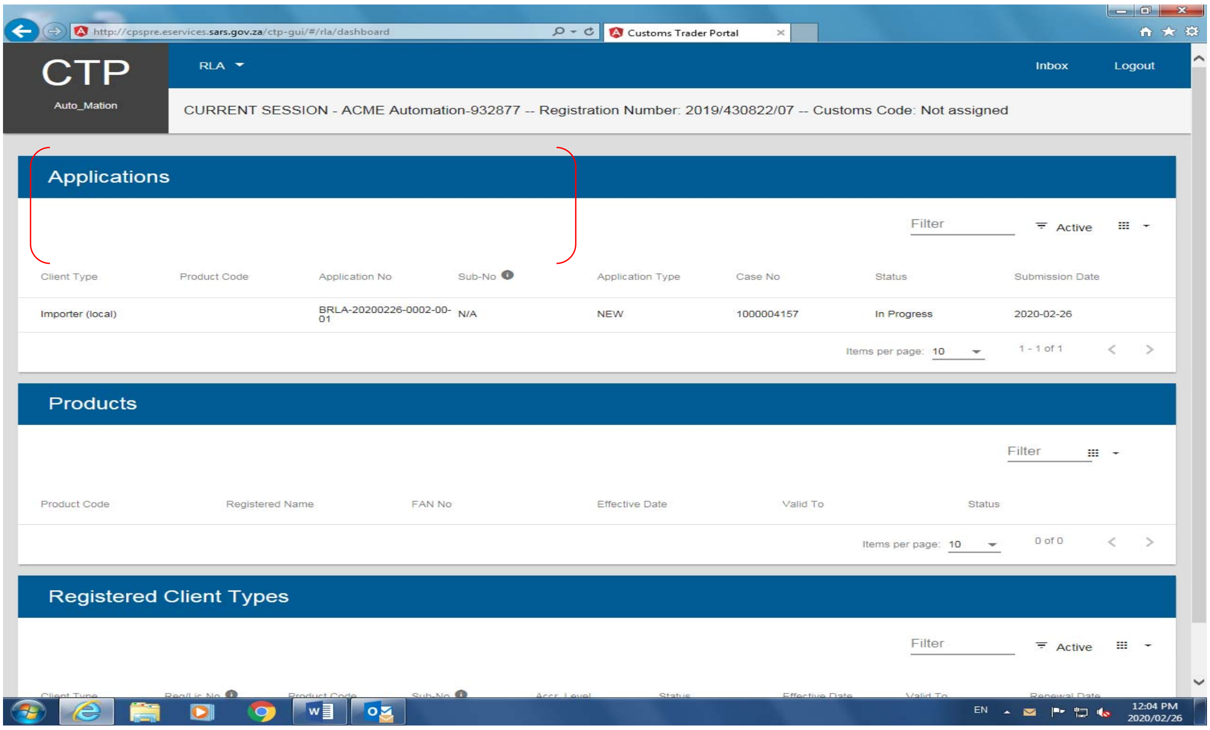
c) The system:

i) Forwards a notification to the user via SMS or e-mail **"Acknowledgement of submission of Application"** the notification includes the RLA application case number; and

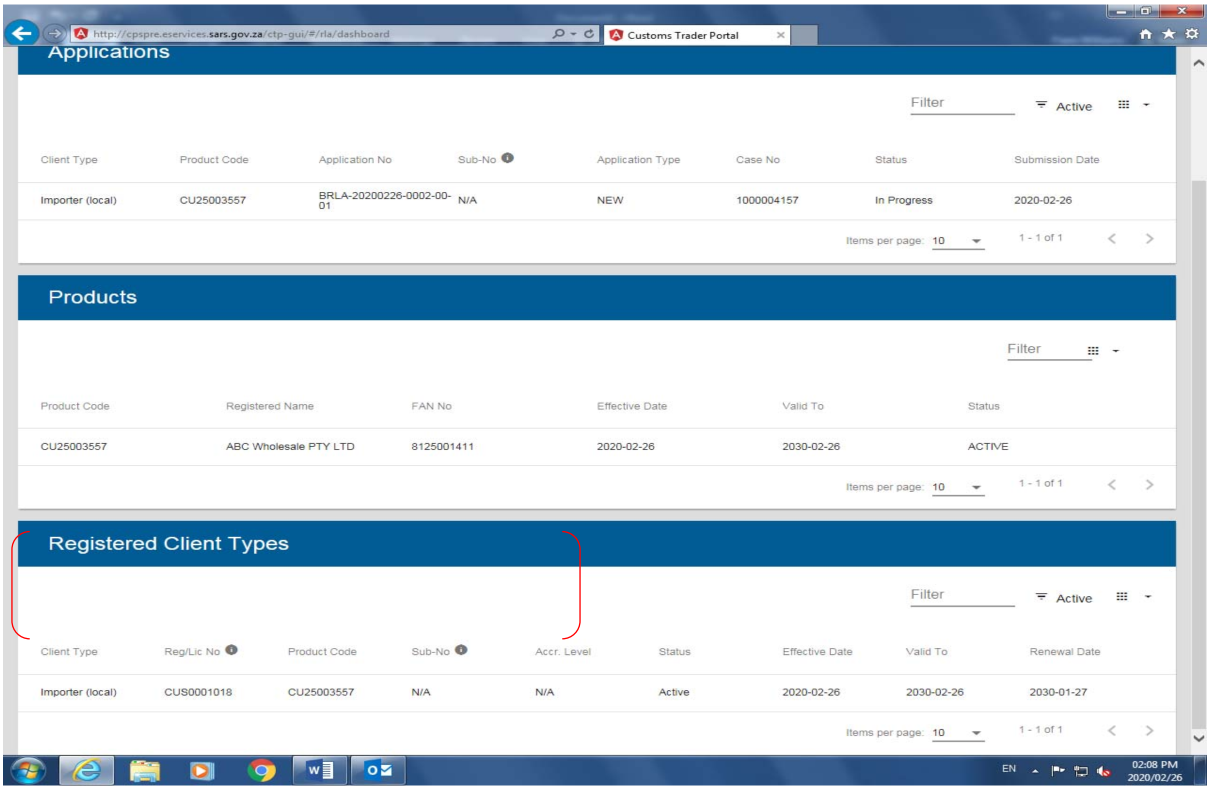
ii) Return to the RLA Dashboard and displays:

A) The case under **"Application"**; and

B) Case status e.g. **"in Progress"**.

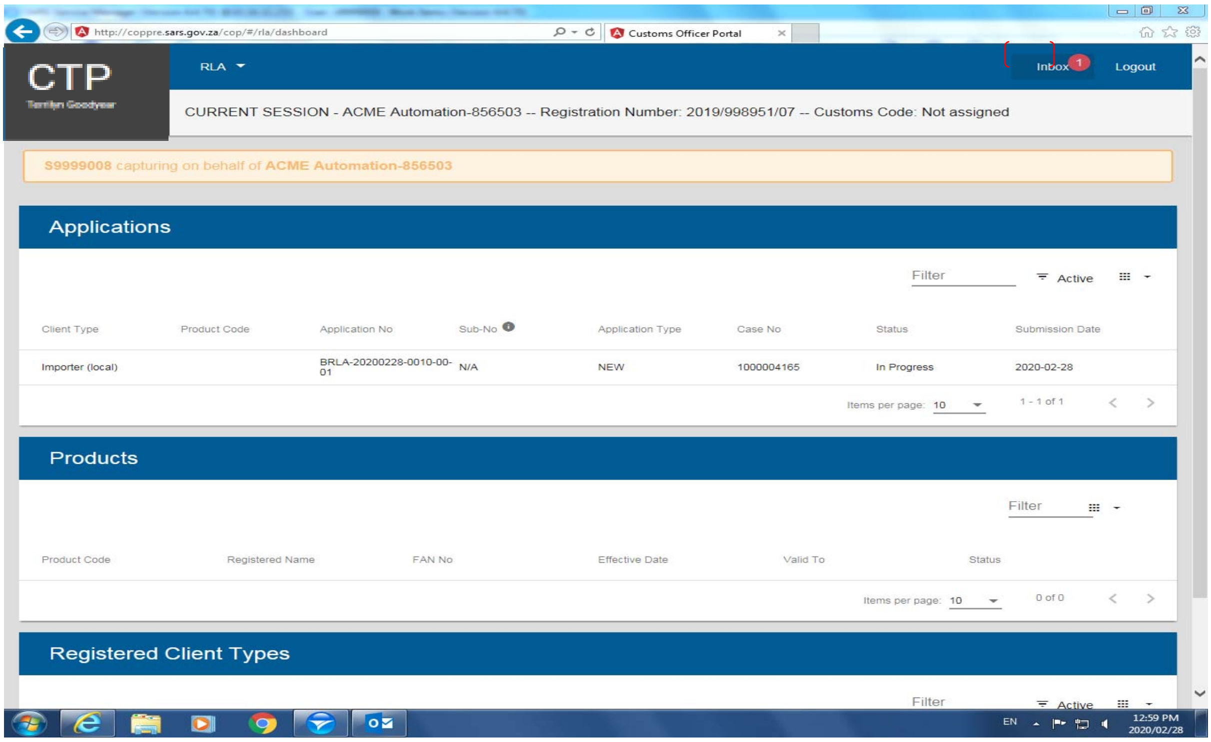


d) The user will be able to register / license another client type. The system will not allow a user to submit a second RLA application, if the first RLA application has not been finalised. If the first RLA application has been approved, the system will display the client type registered or licensed under **“Registered Client Types”**.

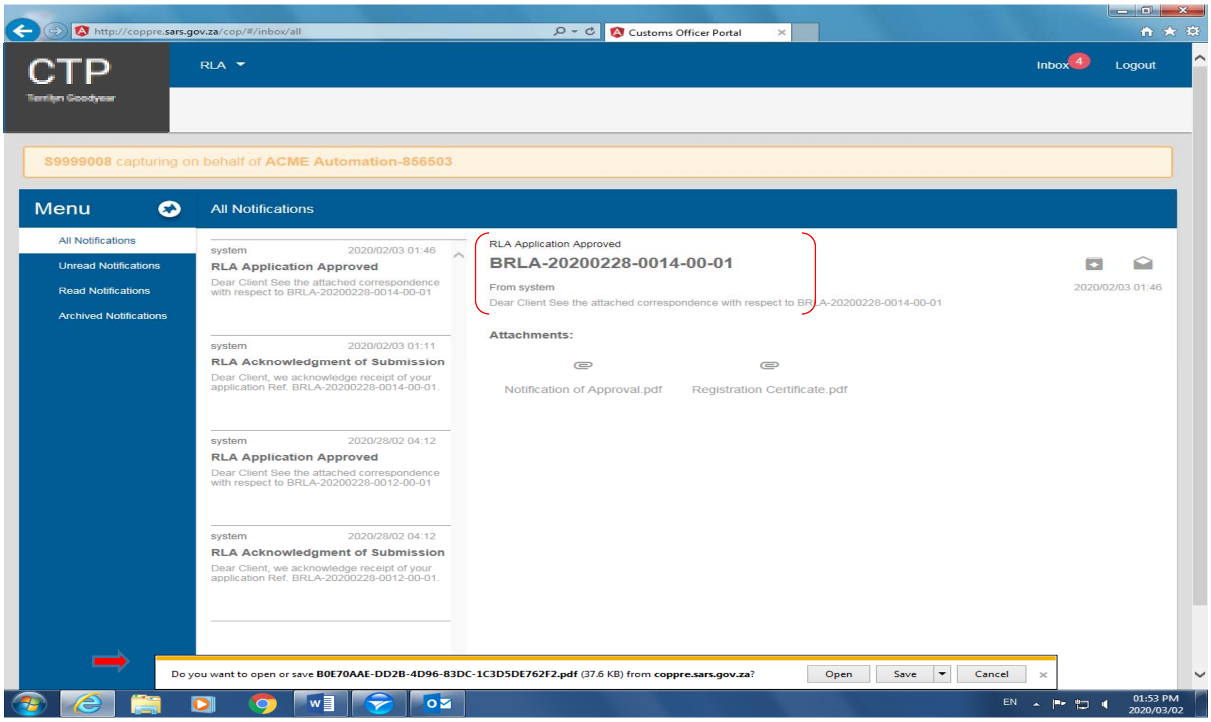


4 VIEWING AND ARCHIVING OF NOTIFICATION AND CORRESPONDENCE

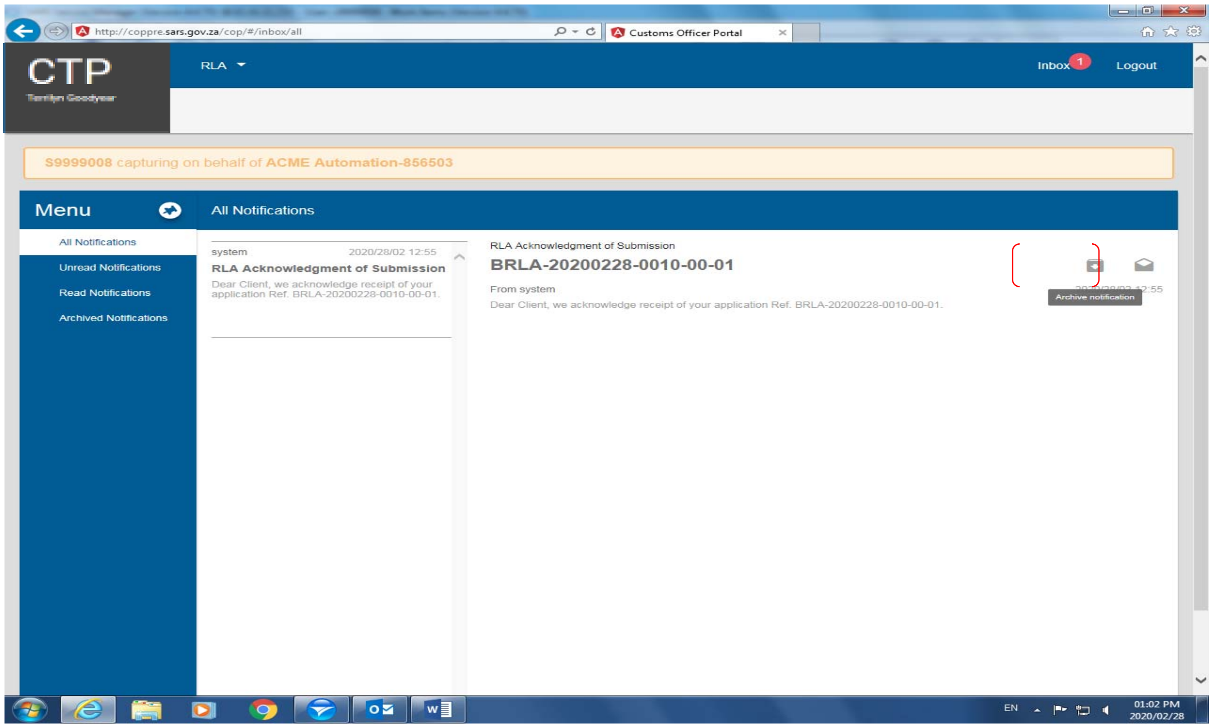
a) The user click on RLA Inbox icon to view notification or correspondence send by SARS electronically.



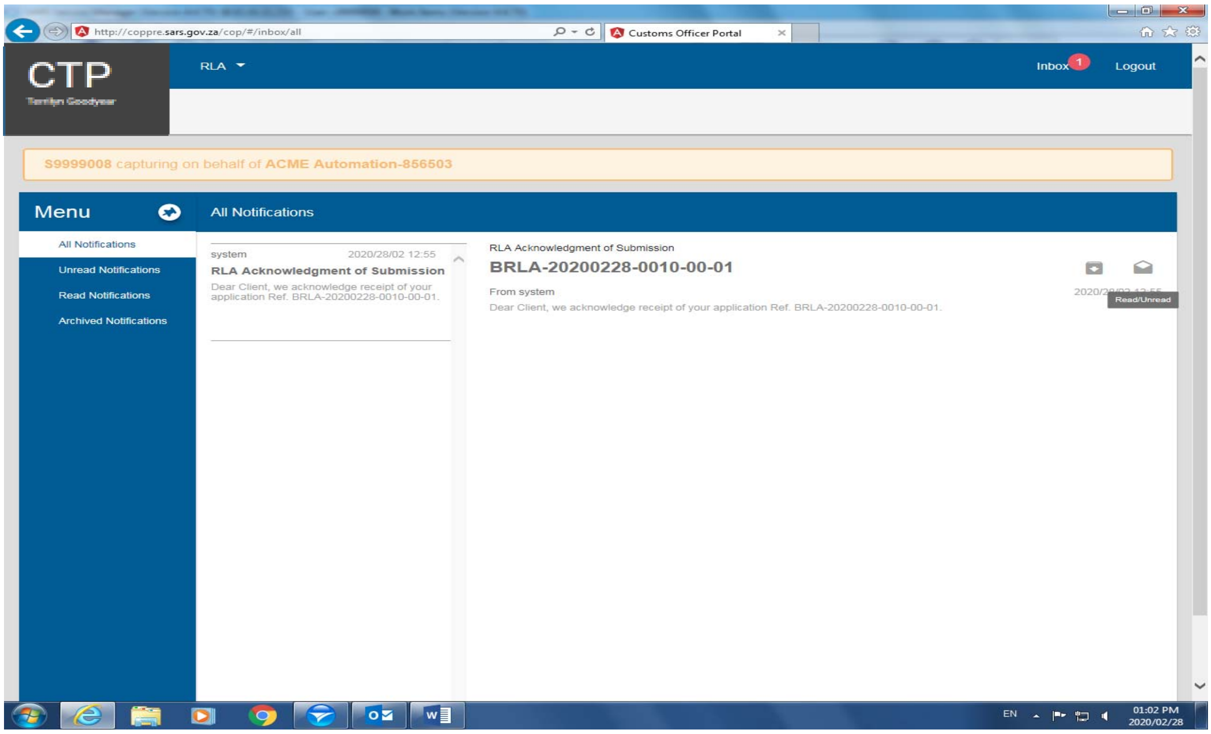
b) The system displays all the notification (e.g. Acknowledgement of Submission) send by SARS including any correspondence e.g. Notification of approval, Registration or license certificate. Any correspondence send will display as an attachment. The user will click on it to open it up. The user will then be able to **"Safe"** or **"Print"** it.



c) The user will also be able to archive notification by clicking on the "**Archive notification"** icon. The system will then move them to **"Archived Notification"** folder.



d) The user can also move notification or correspondence to the **"Read Notification"** or **"Unread Notification"** folder in his/her RLA Inbox on CTP by clicking on the **"Read/Unread"** icon.



5 REFERENCES

5.1 Legislation

TYPE OF REFERENCE	REFERENCE
Legislation and Rules administered by SARS:	**Customs and Excise Act No. 91 of 1964:** Sections 8, 46A, 49A, 49B, 49D, 49E, 59A, 60, 64B, 64C, 64D, 64F, 64G 73, 77, 78 to 68A, 99A, 101, 101A, 105 and 107A **Customs and Excise Rules:** 8.03, 8.04(2), 46A1.03, 46A3.05, 46A4.04, 46A5A.04, 46A5.16, 49A.01, 49A.20, 49A.48.03, 49B.0149D.01, 49D18 (19) and (20), 49E.01, 59A.0159A.01A, 59A.02(1), 59A.03(1), 59A.04(1)59A.05(1), 59A.05(1), 59A.06(1), 59A.06A – C, 59A.07(2), 59A.08(2), 59A.10(2), 59A.11, 60.01(1), 60.01A, 60.02(1), 60.03(2), 60.04(2), 60.05(2), 60.06, 60.06A – C, 60.07(2), 60.10, 60.10(2), 64B.01(1 – 4), 64C.01, 64C.04, 64D,01 (1 and 3), 64D.03(1), 64D.10(5), 64F. 02, 64G.03, 64G.04, 64G.06, 64G.11, 101A.02(3) and120.04(a)(ii) **Schedule 4 of the Act:** Item 412.07 and 498.00 **Schedule 8 of the Act:** Item 860.05 and 860.10 **Value-Added Tax Act No. 89 of 1991:** Sections 1, 7 to 11, 13, 18 and Schedule 1
Other Legislation:	**National Ports Act No. 12 of 2015**: Section 65; **Manufacturing Development Act No. 187 of 1993:** Section 10; **Promotion of Administrative Justice Act No. 3 of 2000:** Section 3, 4 and 5; **Public Finance Management Act No. 1 of 1999** **Special Economic Zones Act No. 61 of 2014**: All **SEZ Regulations** published in Government Notice R39667 of 9 February 2016
International Instruments:	**Kyoto Convention General Annex Chapter 3** Clearance and other Customs Formalities: Standards 3.6 and 3.21; **Chapter 5** Security: Standards 5.1; 5.2; 5.4; 5.6 and 5.7; **Chapter 7** Information Technology : Standards 7.1 and 7.4; **Chapter 8** Relationships between Customs and Third Parties: Standards 8.1; 8.2; 8.3; 8.4; 8.6 and 8.7; **Chapter 9** Information, Decisions and Rulings Supplied by Customs: Standards 9.4 and 9.8; **Chapter 10** Appeals in Customs Matters: Standards 10.1; 10.2; 10.3; 10.5; 10.6; 10.7; 10.8; 10.9; 10.10; 10.11 and 10.12

TYPE OF REFERENCE	REFERENCE
	Kyoto Convention Specific Annex A: Chapter 2 Temporary Storage of Goods Paragraph 2 and 6; **Specific Annex B Chapter 3** Relief from import duties and taxes – Paragraph 7 (b); **Specific Annex D: Chapter 1** Customs Warehouses: Paragraph 4; **Specific Annex E** Customs Transit**:** Chapter 1 Paragraph 5; **Specific Annex K** Origin: Chapter 2 Paragraphs 5, 6, 9, 10, 11 **Economic Partnership Agreement (EPA) between the European Union and the Southern African Development Community (SADC) EPA Group** **Free Trade Agreement between the European Free Trade Association (EFTA) and the Southern African Customs Union (SACU):** Annex V, Articles 14(1)(b), 19 and 22 **WTO Trade Facilitation Agreement**: Section 1 Article 1 – Publication and Availability of Information, Section 1 Article 4 – Appeal or Review Procedures, Section 1 Article 6 Discipline on Fees and Charges Imposed on or in Connection with Importation and Exportation No. 3 – Penalty Discipline

6 DEFINITIONS AND ACRONYMS

CTP	Customs Trader Portal - Web Portal where a Trader / Client may login and submit RLA applications.
Green Symbols / Ticks	Information correctly captured
Red Arrows	Buttons, Icons or fields where the user needs to click
Red Symbols / Ticks	Information incorrectly captured or information missing.
RLA	Registration, Licensing and Accreditation - System that allows a client to submit application(s) for registration with Customs and electronically manages the processing of applications.
Submit	Use this button to submit a completed RLA application or other documents

7 DOCUMENT MANAGEMENT

Business Owner	Executive: Operational Centre of Excellence
Document Owner	Executive: Office Support, Customs and Excise
Author	Mthokozisi Khuzwayo
Detail of change from previous revision	Initial Release
Template number and revision	GC-TM-17 – Rev 0