# **CUSTOMS**

# **EXTERNAL**

# **USER MANUAL**

# **RELATIONSHIP MANAGEMENT**



# TABLE OF CONTENTS

1	SCOPE	3
2	RLA Relationship menu	3
2.1	RLA Relationship dashboard	4
2.1.1	RLA Relationship Notice of Disclosure	5
3	Create a new notice of disclosure case	6
3.1	Capture client type details (nominator)	6
3.2	Capture the other party client type details (nominee)	8
3.3	Notice of Disclosure: Declaration questionnaire	11
3.4	Add authorised person's details	12
3.4.1	Authorised persons details	13
3.4.2	Contact details	13
3.4.3	Physical address	14
4	Confirm or reject a new relationship	18
4.1	Case history	19
4.2	Confirm a new relationship	20
4.3	Reject a new relationship	22
5	Cancel an existing relationship with another RLA client	25
6	RLA Inbox	28
7	References	33
7.1	Legislation	33
7.2	Cross References	33
8	DEFINITIONS AND ACRONYMS	34
9	DOCUMENT MANAGEMENT	34

#### 1 SCOPE

- a) This document details the functions of the Relationship Management Module (RMM) in the creation and management of relationship(s) between clients registered on the Registration Licensing and Accreditation (RLA) system.
- b) This document serves to provide the interactions and / or guidelines regarding the usage of RMM.
- c) This document prescribe the process to disclose, confirm, reject and cancel a relationship between RLA clients.
- d) The nominator and the nominee must both have a valid RLA Customs Code (client number) as well as at least one active client type, in order to transact on RMM.
- e) It allows clients the management of relationships on RMM via eFiling or the Customs Branch office.
- f) This document does not address the management of relationships between non RLA client types. If either the nominee or nominator does not have an active client type registered via the RLA system, no relationships may be managed via the RMM module.

#### 2 RLA Relationship menu

- a) The RLA Relationship menu is divided into two (2) components:
  - i) RLA Relationship "Dashboard", refer to paragraph 2.1. below; and
  - ii) RLA Relationship "**Notice of Diclosure**", refer to paragraph 3 below.
- b) Once the user has successfully logged in through eFiling onto the Customs Trader Portal (CTP) or via SARS Service Manager onto the clients dashboard, after the authentication of the client, the user is required to click on the RLA icon drop down to display the RLA menu.

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c) The system displays the RLA menu and the user scrolls to "Relationship".

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### 2.1 RLA Relationship dashboard

a) The user clicks on "Dashboard" under "Relationship" on the RLA menu.

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- b) The RLA Relationship dashboard screen contains the following details and fucntionalities.
  - i) The RLA menu icon drop down enables users to:
  - A) Access the clients Registration or Relationship dashboard;

B) Create:

ii)

- I) New applications (Registrations); or
- II) Notices of Disclosure (Relationships).
- Name of the system being utilised e.g. Customs Trader Portal (CTP).;
- iii) "My Disclosure" Displays all notice of disclosure cases created and their status;
- iv) "My Relationship" Displays all active or cancelled relationship cases;
- v) User's RLA "Inbox" This functionality dispays all the electornic notifications forwarded to the user by SARS that relates to the "RLA Application" and or "Notice of Disclosure" cases;
- vi) eFiling icon enables the user to return to the eFiling platform (CTP); and
- vii) "Logout" This fucntionality enable the user to logout from CTP or Customs Operatrions Portal (COP).

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My Relationships										
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#### 2.1.1 RLA Relationship Notice of Disclosure

- a) The RLA Relationship "**Notice of Disclosure**" option under the RLA Relationship menu is used to create a new notice of disclosure case.
- b) The notice of disclosure is divided into 4 parts, paragraph 3 below explains each part and the process to be followed by a user to create a successful notice of disclosure case.
  - "My Client Type Selection" enables the user (nominator) to select the client type and to capture the Customs code (client number);
  - "Other Party Client Type Selection" enables the user to select the other party's (nominee's) client type against which to disclose the relationship and to capture the nominee's Customs code (client number);
  - iii) **"Notice of Disclosure: Declaration"** the user (nominator) is required to indicate the type of authorisation to be granted to the other party (nominee) .
  - iv) **"Authorised Person"** This part contains the details (person name, contact details and the person physical address) of the person authorised to act on the nominator's behalf.

#### 3 Create a new notice of disclosure case

In order to initiate a new notice of disclosure, the user clicks on the "**RLA menu**" icon and then clicks on "**Notice of Disclosure**" under the "**Relationships**" option.

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- 3.1 Capture client type details (nominator)
- a) After the user has selected the **"Notice of Disclosure"** option on the RLA menu, the system displays the **"My Client Type Selection"** screen. The user is required to click on **"Client Type"** to display a list of all client types registered or licensed under the user's profile.

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My Client Type Sele	ction		
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b) The system displays a list of the client types registered or licensed under the entity's name. The user selects the applicable "Client Type" against which to disclose a relationship e.g. Importer (non-local)] required to disclose a relationship against another registered entity's active RLA client type e.g. Registered Agent: Importers (non-local).

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My Client Type Selection					
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Client Type	SUB Number				
Client Type Remover of goods in Bond by road (Local)	SUB Number N/A	N/A			Next
Client Type Remover of goods in Bond by road (Local) Importer (local)	SUB Number N/A N/A	N/A N/A			Next

c) After the user has selected the applicable "Client Type", the system displays the details of the selected client type from "My Client Type Selection" list. The user has to verify the details displayed before capturing the nominee's Customs code (client number) in the "Other Party Customs Code" field.

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My Client Type Selection	
NB: You can only add one Client Type to a relationship at a time.	
Importer (non-local)	*
My Client Type Details Custom Code: 02/2007050 ACNE-Automation-300709	
Client Type: Importer (non-local)	
Registration Date: 2020-03-06	
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d) Once the user has captured the applicable Customs code (client number) of the other party (nominee) the "**Validate**" button is activated for the user to click.

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Importer (non-local)	*
My Client Type Details Outoms Code: CU22003785	
ACME Automation-390780	
Client Type: Importer (non-local)	
Registration Date: 2020-03-06	
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e) If an invalid Customs code (client number) is captured, the system displays a message "Customs Code is invalid" and the nominee's Customs Code changes to red with a message "**Please enter at least 10 characters**".



- NB: The exchange of Customs Codes (client numbers) between clients must be contractually managed for security reasons between such parties and will not be controlled by SARS.
- f) Once the other party's Customs client number is deemed valid, the system activates the "**Next**" button, which the user clicks to proceed with the Disclosure.

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Exporter (local)		Ŧ	
Customs C	Type Delaha 1996 - COLOMDISE 2005 - 2		
Client Type:	Exporter (local)		
Registration Date:	2020-02-28		
Fan Number:	NIA		
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#### 3.2 Capture the other party client type details (nominee)

- a) The system displays:
  - i) The "Other Party Client Type Selection" screen; and
  - ii) The "Add Client Type" button.

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b) The system displays the "**Other Party Client Type**" category screen and the user (nominator) selects the other party's client type (nominee) under the applicable category. This is the client type [e.g. Registered agent: Importers (non-local)] against which the user (nominator) needs to disclose a relationship.

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c) If the user selects an incorrect client type (e.g. Exporter local) of the nominee, the system displays an error message "Exporter (local) is not a valid Client type for this Trader. "Please select the correct Client Type".

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Other Party C	lient Type Sele	Other Party Client Type				
Add Client Type	▶	Exporter (local) is not a valid Client type for this Trader. Please select the correct Client Type.	^			

d) For non-locals to trade with SARS Customs, it is imperative that they take note of the guideline below:

Nominator who is a:	Nominee who is a:
Registered Importer (non-local) who does not have a	Registered Agent registered to represent Importers
business address in South Africa.	(non-local).
Registered Exporter (non-local) who does not have	Registered Agent registered to represent Exporters
a business address in South Africa	(non-local).
Licensed Remover of goods in bond (non-local) who	Registered Agent registered to represent licensed
does not have a business address in South Africa	Removers of goods in bond (non-local).
Carrier (non-local) who is required to register for	Registered Agent registered to represent Carries
reporting purposes but does not have a business	(non-local).
address in South Africa.	

- e) Once the user (nominator) has selected the correct client type (nominee), the system displays the "Other Party Client Type Details" (nominee).
  - i) If correct the user clicks on the "**Next**" button.
  - ii) If incorrect the user clicks on the "**Previous**" button and the system returns to the "**Add Client Type**" screen, refer to paragraph b) above.



- f) The system displays:
  - i) The nominator's detail under "My Client Type Details";
  - ii) The nominee's details under "Other Party Client Type Details"; and
  - iii) The "Notice of Disclosure: Declaration.



#### 3.3 Notice of Disclosure: Declaration questionnaire

a) The user must tick the applicable tick box next to the applicable authorisation given by the nominator to the nominee as per the contract concluded between the two (2) parties. Depending on the nature of the relationship, the system will identify when these questions are mandatory for completion.

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My Client Typ	pe Details	Other Party Cl	lient Type Details	
Customs Code:		Customs Code:		
ACME Automat	aton-356796	ACME Automatic	on-856503	
Client Type:	Importer (non-local)	Client Type:	Registered agent: Importers (non-local)	
Sub Product Type:	Registration	Sub Product Type:	Registration	
Category:	Importers	Category:	Registered agent	
Registration Date:	2020-03-06	Registration Date:	2020-03-06	
Fan Number:	N/A	Fan Number:	NA	
Sub Number:	N/A	Sub Number:	NA	
Premises:	N/A	Premises:	N/A	
	other party in this customs relationship to: code on documents submitted by that party to the customs authority on my behalf pications on my behalf			
X Submit drawback	applications on my behalf			
Apply for a duty be	enefit on my behalf			
X Operate on a defe	erment account belonging to me			
X Submit clearance	declarations on my behalf			
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b) After the user has ticked the applicable **"Notice of Disclosure: Declaration"** question(s), the system displays the details required for an "Authorised Person".

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Sub Product Type: Re	gistration		Sub Product Type:	Registration		
Category: Imp	porters		Category:	Registered agent		
Registration Date: 200	20-03-06		Registration Date:	2020-03-06		
Fan Number: N/A			Fan Number:	N/A		
Sub Number: N/A			Sub Number:	N/A		
Premises: N/A	1		Premises:	N/A		
Notice of Disclosure: De	eclaration					
I hereby authorise the other part	v in this customs relationship to:					
	documents submitted by that party to the customs auth	bority on my babalf				
		and the second se				
Submit refund applications	on my behalf					
Submit drawback application	ons on my behalf					
Apply for a duty benefit on	my behalf					
Operate on a deferment ac	count belonging to me					
Submit clearance declarati	ons on my behalf					
Authorised Person						
To add Authorised Person detail	ls, click Add Authorised Person Details button					
Add Authorised Person Details						
Name of Authorised Person	Home Tel No	Fax No	Business No		Cell No	Action

#### 3.4 Add authorised person's details

a) The user clicks on "Add Authorised Person Details" under "Authorised Person".



b) The system displays the "Add Authorised Account" pop-up capture screen for the user to add the following details of the authorised person:

#### 3.4.1 Authorised persons details

- a) The user captures the following **mandatory** details of the authorised person, as indicated with an (\*):
  - i) The name and surname of the authorised person;
  - ii) The authorised person's SARS reference or SA ID number;
  - iii) The authorised person's designation or capacity; and
  - iv) The authorised person's citizenship.
- b) Once the user has captured all the mandatory details of the authorised person to represent the nominator, the user then clicks on "**Contact Details**" next to "**Person Details**".

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#### 3.4.2 Contact details

- a) Once the user has clicked on the "Contact Details", the system displays the contact details capture screen. The user is required to capture the following mandatory contact details, as indicated with an (\*):
  - i) Cell phone number;
  - ii) E-mail address.
- b) The user is required to re-capture the above details. The reason for re-capturing the above-mentioned details is to ensure that the user has correctly captured such details. If incorrectly captured it will change to red and the user will be requested to capture it again.
- c) If the authorised person does not have a cell phone number or an e-mail address, the user must tick the following boxes next to:
  - i) "I do not have an cell phone number"; or
  - ii) "I do not have an e-mail address".
- d) If the user does not provide a cell phone number or e-mail address of the authorised person, SARS will not be able to communicate any notification to the authorised person electronically. In such instance, the authorised person will need to visit a SARS Customs Branch office where the BFE capturing functionality is available to request a BFE agent to provide the necessary copies of

correspondence, refer to rule Rule 120.04(a)(ii) re payment of special attendance charges for such notification or correspondence.

- e) The following contact details are optional:
  - i) Home telephone number;
  - ii) Fax number; and
  - iii) Business telephone number.

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Submit drawback applications on my behalf Apply for a duty benefit on my behalf	Business Tel No 0 / 15 Cel No * 0833899484	Please retype Business Tel No Please retype Cell No* 0833899484	0/15		
Operate on a deferment account belonging to me     Submit clearance declarations on my behalf	10/15	000000404	10/15		
Authorised Person	Email * fwilliams@sars.gov.za	Please retype Email * fwilliams@sars.gov.za	21/60		
Add Authorised Person Details	I do not have an email address				
Name of Authorised Person Home Tel No		Cancel Sub	Cell	6	Action
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#### 3.4.3 Physical address

- a) Once the user has captured all the mandatory "Contact Details" of the authorised person, the user is required to click on "Physical Address" next to "Contact Details". The system displays the physical address capture screen. The user is required to capture the following mandatory physical address details, as indicated with an (\*):
  - i) Street / Farm name;
  - ii) City / Town; and
  - iii) Postal code.
- b) The following physical address details are optional:
  - i) Unit number;
  - ii) Complex;
  - iii) Street number;
  - iv) Suburb / District; and
  - v) Country code.

- c) Once the user has captured all the "Physical Address" mandatory details, the system activates the "Submit" button. If the authorised person "Physical Address" details have been:
  - i) Incorrectly captured, the user clicks on "Cancel". The system clears the details and the user is required to re-capture all the mandatory details of the authorised person's physical address.
     ii) Correctly captured the user clicks on "Submit the details of the authorised person's physical address.
  - ii) Correctly captured, the user clicks on **"Submit"** to submit the details of the authorised person.

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Registration Date: 2020-03-06		Registration Date:	2020-03-06		
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Notice of Disclosure: Declaration	Person Details Contact	Physical Address			
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Submit refund applications on my behalf		rm Name " orst street			
Submit drawback applications on my behalf	0/8		17/27		
Apply for a duty benefit on my behalf	Suburb / District				
Operate on a deferment account belonging to me			0/30		
Submit clearance declarations on my behalf	City / Town * Pretoria	8/38	4/10		
Authorised Person	Country Code	6730			
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Add Authorised Person Details		Cancel	Submit		
Name of Authorised Person Home Tel No	Fax No	No		Cell No	Action
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- d) The system displays the following details that relates to the notice of discloser created by the nominator:
  - i) The nominator's (see "My Client Type Details") client type details;
  - ii) The nominee's (see "Other Party Client Type Details") client type details;
  - iii) "Notice of Disclosure: Declaration"; and
  - iv) "Authorised person's details".
- e) If any of the "Authorised Person" details are:
  - i) Incorrect, the user clicks on the "**Previous**" button, the system will return to add authorised person's details, refer to paragraph 3.4 (a) above.
  - ii) Correct, the user clicks on the **"Submit"** button.

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My Client Type Details Costom Code 0/L2003786	Other Party Cl Customs Code: C	ent Type Details	
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Sub Product Type: Registration	Sub Product Type:	Registration	
Category: Importers	Category:	Registered agent	
Registration Date: 2020-03-06	Registration Date:	2020-03-06	
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Submit refund applications on my behalf					
Submit drawback applications on my behalf					
Apply for a duty benefit on my behalf					
Operate on a deferment account belonging t	o me				
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f) The system displays a message "**Notice of Disclosure has been created successfully**", the user then clicks on the "**OK**" button.

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- g) The system displays the RLA Relationship Dashboard, refer to paragraph 2.1 above listing the client's relationships status, example:
  - Relationships rejected (the nominee rejected the notice of disclosure) or pending (waiting for the nominee to accept the notice of disclosure) will be listed under "My Disclosures"; and
     All active relationships will be listed under "Ny Disclosures"; and
  - ii) All active relationships will be listed under "My Relationships".



h) The system will send a notification to the authorised person's e-mail address if provide.

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File Message 💡 Tell me what you want to do		
Fn 202003/06 1238 PM NOREPLY@sars.gov.za Notification of RMM Correspondence		
To Frans Williams		^

Dear Trader, A new Customs relationship has been disclosed. Access RMM dashboard for notification. Ref. TR-EC247729-AB36-4EB4-85CD-505139BEBE6A. From SARS.

#### 4 Confirm or reject a new relationship

- A relationship disclosed by the nominator must be actioned by the nominee within seven (7) days from a) the date of the notification. If the nominee fails to action the notification to disclosure within the seven (7) day period, the system will automatically abandon the request ie, there will be no active relationship registered on the system.
- b) Once the nominee has logged into the RLA Relationship dashboard via eFiling or the BFE, the nominee clicks on an applicable client type e.g. Registered agent: Importer non-local under "My Disclosure" option on the RLA Relationship dashboard.

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My Disclosures								
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Ref No	My Client Type	My Sub Number	Other Party Entity Name	Other Party Customs Code	Other Party Client Type	Other Party Sub Number	Status	Disclosure Date
TR-001C228F-029C-40A3-88 F2FBD285E8FA	53- Importer (local)	NA	ACME Automation-358798	CU25003785	Importer (non-local)	NA	Pending	2020-03-08
TR-EC247729-AB38-4EB4-85 505139BEBE6A	iCD+ Registered agent: Importe	rs (non-local) NIA	ACME Automation-358798	CU25003785	Importer (non-local)	NA	Pending	2020-03-08
L.			My Disclosures				Ite	msperpage: 5 👻 1-2 of 2
My Relationships								
Filter								
Ref No	My Client Type	My Sub Number	Other Party Entity Name Other Pa	arty Customs Code Other Party C	ient Type Other Party Sub	Number Status	Start Date	End Date
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- c) The system displays:
  - i) The disclosure relationship details:
    - "My Client Type Details" (e.g. nominee); A)
    - "Other Party Client Type Details" (e.g. nominator); B)
    - "Notice of Disclosure: Declaration" for the type of authorisation granted or requested; C) and
  - ii) The following buttons:
    - A)
    - "History" this button displays the history of the relationship case"; "Reject Relationship" This button is used when the nominee rejects the relationship B) disclosed; and
    - "Confirm Relationship" This button is used when the nominee accepts the C) relationship disclosed.

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Disclosure Ref No. TR-EC247729-AB36-4EB4-85CD						
Created Date: 2020-03-08 Disclosure Date: 2020-03-08 Status: PEND	ING					_
My Client Type Details Customs Code: CU25003889				Client Type Details E: CU25003785		
ACME Automation-858503			ACME Autom			
Client Type: Registered agent: Importer	s (non-local)		Client Type:	Importer (non-local)		
Sub Product Type: Registration			Sub Product Type:	Registration		
Category: Registered agent			Category:	Importers		
Registration Date: 2020-03-06			Registration Date:	2020-03-06		
Fan Number: N/A			Fan Number:	N/A		
Sub Number: N/A			Sub Number:	N/A		
Premises: N/A			Premises:	N/A		
Notice of Disclosure: Declaration						
I hereby authorise the other party in this customs rela	ationship to:					
Use my customs code on documents submitted	by that party to the customs authority o	n my behalf				
Submit refund applications on my behalf						
Submit drawback applications on my behalf						
Apply for a duty benefit on my behalf						
Operate on a deferment account belonging to m	10					
Submit clearance declarations on my behalf						
Authorised Person						
Name of Authorised Person	Home Tel No	Fax No		Business No	Cell No	
Frans Villams					0833899484	_
					Confirm Relatio	nship Reject Relationship

### 4.1 Case history

a) The user can also click on the **"History**" button to review the hisotry of relationship case created and to return to previous screen, the user clicks on **"Close".** 

	901C226F-029C-40A3-8853-F2FBD2B5E Josure Date: 2020-03-08 Status: PENDING	8FA				
My Client Ty; Customs Code ACME Automat	CU25003689		Cither Party Client Ty Customs Code: CU2800 ACME Automation-3967	3785		
Client Type:	Importer (local)		Client Type: In	nporter (non-local)		
Sub Product Type:	Registration			legistration		
Category: Registration Date:	Importers 2020-02-28			nporters 020-03-06		
Registration Date: Fan Number:	2020-02-20		Registration Late: 2	02405406		
Sub Number:	Relationship History					
Premises:	Date and Time 个	Usemame	Relationship Status	Change Summary		
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#### 4.2 Confirm a new relationship

a) If the nominee accepts or agrees to the relationship disclosed with the nominator, the nominee clicks on the **"Confirm Relationship**" button.

Notice of Disclosure: Declaration			
I hereby authorise the other party in this customs relationship to:			
Is use my customs code on documents submitted by that party to the customs authority on	my behalf		
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Submit drawback applications on my behalf			
Apply for a duty benefit on my behalf			
Operate on a deferment account belonging to me			
Submit clearance declarations on my behalf			
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b) The system displays a message "**Are you sure you wish to Confirm this Relationship?**". If the user does not accept the relationship and wishes to cancel the relationship nomination, the user clicks on the "**No**" button.

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Sub Product Type:	Registration		Sub Product Type:	Registration		
Category:	Registered agent		Category:	Importers		
Registration Date:	2020-03-06		Registration Date:	2020-03-06		
Fan Number:	N/A		Fan Number:	N/A		
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c) The system will update the status of the relationship case under "**My Disclosure**" from pending to rejected, refer to paragraph 4.3 (f) below, and sends a notification to the nominator's RLA Inbox, refer to paragraph 6 below.

d) If the user (e.g. nominee) accepts the relationship, the "Yes" button is clicked.

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e) The system displays a message "Notice of Disclosure has been Accepted" and the user then clicks on the "Ok" button.



f) The system moves the relationship case from under **"My Disclosure"** and displays the relationship under **"My Relationship"** and changes the relationship case states to **"Active"**.

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g) The system forwards a confirmation notification to the effected client's RLA Inbox on the RLA Dashboard, refer to paragraph 6 below.

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NOREPLY@sars.gov.za Notification of RMM Correspondence	
Notification of RMM Correspondence	
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#### 4.3 Reject a new relationship

a) If the user (e.g. nominee) does not want to enter into the relationship disclosed, the user clicks on the "Reject Relationship" button.

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	submitted by that party to the customs authority on m	ıy behalf		
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- b) The system displays:
  - i) A message "Are you sure you wish to Reject this Relationship?"; and
  - ii) "Yes / No" buttons are activated.
- c) If the user:
  - i) Disagrees with the decision to reject the relationship, the user clicks on the "**No**" button, the system returns to the disclosure screen, and continues as per paragraph 4.2.above.
  - ii) Wishes to continue to reject the disclosed relationship, the user clicks on the "Yes" button.

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d) Once the user has clicked on the "Yes" button, the system displays a message "**Notice of Disclosure** has been rejected", and the user clicks on the "**Ok**" button to close the disclosure case.

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e) The system forwards the rejection notification to the effected clients' RLA Inbox on the RLA Dashboard, refer to paragraph 6 below.

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To Frans William	5					
Dear Trade A disclosed	r, Customs relationship has been rejected. Access RMM dashboard for notification. Re	ef. TR-901C226F-029C-40A3-8853-F2FBD2B5E8FA. From SARS.				

f) The system returns to the RLA Dashboard, updates the relationship case status under "MY Disclosures" from "Pending" to "Rejected". .

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

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b) The system displays the disclosure details and the "Cancel Relationship" button.

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c) In order to cancel the relationship, the user clicks the "Cancel Relationship" button. The system then displays a message "**Are you sure you wish to Cancel this Relationship?**".

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- d) If the user (e.g. nominee or nominator):
  - i) Disagrees with the intention to cancel the active relationship, the user clicks on the "No" button and the system returns to the RLA Relationship dashboard, refer to paragraph a) above; or
  - ii) Wishes to cancel an active relationship with another RLA client type, the user clicks on the "Yes" button.



e) If the user selected the "YES" button, the system displays a message "Relationship has been Cancelled", the user is required to click on the "OK" to close the case.



f) The system forwards the cancellation notification to the effected clients' RLA Inbox on the RLA Dashboard.



g) The system updates the effected client's active relationship status from "Active" to "Cancelled" under "My Relationships" on the client's RLA Relationship dashboard.

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#### 6 RLA Inbox

- a) The system creates the following notifications electronically to notify the effected RLA client.
  - i) Creation of a new relationship;
  - ii) Confirmation of a relationship;
  - iii) Rejection of a relationship; and
  - iv) Cancellation of a relationship.
- b) The different notifications sent out to an RLA client depends on the actions performed when a notice of disclosure case is created.
- c) RLA clients will be notified by an SMS or e-mail.

d) Once the user has successfully logged in onto the RLA Dashboard via eFiling or the BFE, the system displays the number of notifications received in red next to the users' RLA Inbox icon.

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- e) Once the effected RLA client clicks on the RLA Inbox, the system displays the RLA Inbox menu. The RLA Inbox menu consists of the following:
  - i) **"All Notification"** This option lists all the notifications sent automatically via SARS to the applicable RLA client;
  - ii) **"Unread Notification"** This option lists all the notifications that have not been read by the RLA client;
  - iii) **"Read Notification"** This option lists all the notifications that has been read by the RLA client; and
  - iv) **"Archived Notification"** This option lists all the notifications that have been archived by the RLA client.



- f) The system displays all the notifications sent to applicable RLA client under "All Notifications", the user clicks on the notifications, the system displays the following icons:
  - i) "Archive Notification"; or
  - ii) "Read Notification".



g) If the client wishes to view any attachments to the notifications, the user clicks on the attachment. The system displays a message do you want to "**Open or Save**" the attachment.

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All Notifications Notification of RMM Correspondence		
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Read Notifications Dear Client, See the attached correspondence with respect to TR EC24725AB34-4E94-		2020/06/03 12:38
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h) Once the user has viewed, printed or saved the attachment sent electronically, the user can click on the "Archive Notification" icon.

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i) The system removes the notification from the user's "All Notification" to "Archive Notification" option under the RLA Inbox menu and displays "message archived success".



j) A similar process will take place when a user clicks on the "Read Notification" icon. The system will then remove the notification to "Read Notification" and displays a message that the notification has been successfully moved to the "Read Notification" under the RLA Inbox menu.

### 7 References

### 7.1 Legislation

TYPE OF REFERENCE	REFERENCE
Legislation and Rules administered by SARS:	<b>Customs and Excise Act No. 91 of 1964:</b> 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 <b>Customs and Excise Rules:</b> 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) and 120.04 (a)(ii) <b>Schedule 4 of the Act:</b> Item 412.07 and 498.00 <b>Schedule 8 of the Act:</b> Item 860.05 and 860.10 <b>Value-Added Tax Act No. 89 of 1991:</b> 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:	<ul> <li>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</li> <li>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</li> <li>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</li> <li>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</li> </ul>

### 7.2 Cross References

DOCUMENT #	DOCUMENT TITLE
SC-CC-38	Reporting of Conveyances and Goods – External policy
SC-CF-04	Completion of Declarations – External Manual
SC-CF-22	Special and Extra Attendance – External Policy
SC-IT-03	Customs Trader Portal (CTP) – External User Manual
SC-IT-13	Branch Front End (BFE) capturing functionality – External User Manual

### 8 DEFINITIONS AND ACRONYMS

Client Type	A Registration, licensing or accreditation status granted to a client in order for them to trade
	within a specific capacity.
СТР	Customs Trader Portal (Web Portal) where a Client may login and manage their Customs
	registration profile and their relations with other RLA clients.
FAN	Financial Account Number (An account number for financial purposes allocated by SARS to
	a trader).
Nominator	Trader that creates/initiates a relationship with another trader.
Notice of	The initiation of the creation of a relationship between a Nominator Client Type and
Disclosure	Nominee Client Type.
Other Party	RLA client type that is nominated for a relationship (nominee).
(Nominee)	
Red arrows /	Indicates where the user needs to click, add comments or review information displayed on
Red brackets	the screen.
Polotionchin	Once a disclosure is accorted (i.e. when the Naminae accorts the notice of disclosure
Relationship	Once a disclosure is accepted (i.e. when the Nominee accepts the notice of disclosure
	created by the nominator) a relationship is created.
RLA	Registration, Licensing and Accreditation (The system that allows client's to submit
	application(s) for registration of RLA Customs client types, and which manages the
	processing of those applications in a case and workflow driven approach).
Sub Number	Unique (11 digits - alpha numeric) number assigned to a premises linked to a Client Type,
	specifically used where the premises is the location where the goods will be dealt with.
	specifically used where the premises is the focation where the goods will be dealt with.

## 9 DOCUMENT MANAGEMENT

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